



**CBOS**  
Consumer, Building &  
Occupational Services  
*Promoting a fair marketplace*

# **Audit Outcome Report: Security and Investigations Agents Audit 2023-24**

Consumer, Building and Occupational Services (CBOS)

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# Proactive Compliance Team Summary Report

## Summary

- 1.1 As part of its consumer protection role, CBOS monitors the performance of various occupations across the security industry to encourage compliance with relevant Acts, Regulations, Codes of Practice, Standards and Determinations.
- 1.2 One purpose of this audit was to increase the industry's awareness of CBOS as a regulator. CBOS wishes to build positive working relationships with industry members and stakeholders by delivering education where necessary, raising awareness, providing information and advice to licensed venues and the security agents or crowd controllers employed by them.
- 1.3 This audit obtained data which established a baseline of security agent activity at licensed venues within the Hobart and Launceston regions, and will assist CBOS to prioritise future compliance activity and assess the performance of the regulatory system.
- 1.4 The subjects of this audit have been de-identified in this report due to confidentiality requirements surrounding the publication of this audit outcome.

## Background

- 2.1 Consumer, Building and Occupational Services (CBOS) is a business unit within the Tasmanian Department of Justice.
- 2.2 CBOS incorporates areas of Consumer Services, and Building and Occupational Services, including; the Office of Consumer Affairs and Fair Trading (CAFT), Building, Electricity, Plumbing and Gas Standards, and Occupational Licensing.
- 2.3 The Compliance and Dispute Resolution (CDR) unit within CBOS provides advice and assistance with topics including renting and accommodation, building, shopping and trading. CBOS also license or register and regulate a range of occupations in the building and construction industry, motor vehicle traders, conveyancers, security employees and people working with children or vulnerable adults.

- 2.4 The Proactive Compliance Team (PACT) undertakes remote and on-site audits to assist and provide support to the CDR unit, to enhance the compliance functions of CBOS in the consumer space using proactive audits as one regulatory tool.

## Jurisdiction

- 3.1 CBOS is an output of the Department of Justice, which has functions and powers under a suite of legislation. CBOS generally undertakes monitoring through a number of compliance activities including onsite inspections, audits and desktop reviews.
- 3.2 This audit was undertaken in accordance with the authorities granted under the *Security and Investigations Agents Act 2002* (the Act) and the *Consumer Affairs Act 1988*.

## Use of Compliance Powers

- 4.1 All CBOS officers undertaking the audit were authorised persons appointed by the Director under section 39 of the Act.

## Audit Particulars

- 4.2 This audit was conducted in Hobart and Launceston at venues licensed to sell alcohol, and the workload was distributed amongst CBOS and Tasmania Police.
- 4.3 CBOS and Tasmania Police staff attended 25 licensed venues in Hobart and checked the credentials of 57 security staff.
- 4.4 CBOS and Tasmania Police staff attended 17 licensed venues in Launceston. Another 20 venues were no longer in business but still held active liquor licenses.

## Key Findings/Trends

- 5.1 The audit assessed compliance with the Act.
- 5.2 The audit identified five instances of non-compliance by crowd controllers in Hobart.
- 5.3 The audit found no instances of non-compliance by security agents, crowd controllers or licensed venues in Launceston.
- 5.4 The number of venues in Launceston using security employees was lower than expected, while the number of venues no longer in business was significantly higher than current liquor licensing figures indicate.

## Conclusions

### ***Compliant/Positive audit outcomes:***

- 6.1 Increased CBOS' visibility in the security and hospitality sectors.
- 6.2 CBOS identified high rates of compliance by security staff and licensed venues in both Hobart and Launceston.
- 6.3 Demonstrated to staff, venues and customers that CBOS is actively monitoring the sector to ensure obligations are being met.
- 6.4 Afforded an opportunity for CBOS to engage positively with stakeholders and regulated parties, raising awareness and developing relationships.
- 6.5 Provided an opportunity for CBOS to work collaboratively with Tasmania Police.

### ***Non-Compliance/Negative outcomes:***

- 6.6 CBOS identified five licensed crowd controllers in Hobart who failed to display or possess sufficient identification while working as security.
- 6.7 CBOS issued the five security staff with cautions for failing to comply with the obligations placed on them by the Act.

