

# Audit Outcome Report

## Crowd Control Activity Audit

November 2025 | Version 1.0



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# Pro-Active Compliance Team Summary Report

## Summary

- 1.0 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.
- 1.1 One purpose of this audit was 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.
- 1.2 This audit was conducted ahead of the end-of-year festive period, to support industry preparedness, building on recommendations from audits undertaken in the state's northern and southern regions in November 2024.
- 1.3 The auditees have been de-identified in this report due to confidentiality requirements surrounding the publication of this audit outcome.

## Background

- 2.0 Consumer, Building and Occupational Services (CBOS) is a business unit within the Tasmanian Department of Justice.
- 2.1 CBOS incorporates areas of consumer affairs, occupational licensing, and building, electricity, plumbing and gas standards.
- 2.2 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 and security employees.
- 2.3 The Pro-Active Compliance Team (PACT) supports CBOS in strengthening regulatory compliance through remote and on-site audits, prioritising education where possible and exercising compliance powers when necessary.

## Jurisdiction

- 3.0 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.
- 3.1 The 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

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

## Audit Particulars

- 5.0 The audit assessed compliance with the following sections of the Act:
- Section 35B – *Register to be maintained by licensee*
  - Section 27(1) – *The holder of a licence must produce their identity card*
  - Section 27(5) – *Crowd controller must wear identifying number*
  - Section 27A – *Defacing or altering licence, identity card or identifying number*
- 5.1 This audit was conducted at Hobart venues licensed to sell alcohol, and was carried out in collaboration with Tasmania Police (Southern Licensing Service).
- 5.2 CBOS and Tasmania Police attended 36 venues in Hobart, where the venue Security Registers were audited to ensure compliance with the requirements of the Act, along with the licence specifications of 55 people.
- 5.3 All auditee licences were cross referenced with the Occupational Licensing Audit and Compliance Information Management System (OLAC) post inspection to confirm their validity and to identify any conditions or restrictions on the licences.
- 5.4 A letter confirming compliance was issued to each individual as well as being recorded on OLAC.

## Key Findings/Trends

- 6.0 The audit assessed compliance with the *Security and Investigations Act 2002*.
- 6.1 20 of the 36 venues audited had staff present undertaking crowd control activities with the following breakdown:
- Seven (7) venues presented with one (1) crowd control employee
  - Seven (7) venues presented with two (2) crowd control employees
  - One (1) venue presented with three (3) crowd control employees
  - Five (5) venues presented with four (4) or more crowd control employees
- 6.2 Three (3) events increased the number of individuals working in licensed venues which increased the number of security employees captured in this audit. Accordingly, the most efficient time to capture data remains the lead up to the December holiday period.
- 6.3 46 individuals were audited for the first time.
- 6.4 The audit found no instances of non-compliance during the operation.

# Conclusions

## Compliant/Positive Audit Outcomes

- 7.0 Increased CBOS visibility in the security and hospitality sectors.
- 7.1 CBOS identified high rates of compliance by crowd control individuals and licensed venues.
- 7.2 Demonstrated to staff, venues and customers that CBOS is actively monitoring the sector to ensure obligations are being met.
- 7.3 Afforded an opportunity for CBOS to engage positively with stakeholders and regulated parties, raising awareness and developing relationships.
- 7.4 Provided an opportunity for CBOS to work collaboratively with Tasmania Police.
- 7.5 Compliance activities were shared on social media accounts of Tasmania Police and CBOS, ensuring public knowledge of the operation.

## Non-Compliance/Negative Outcomes

- 8.0 While there was an increase in the number of individuals undertaking crowd control activities, there remains a significant number of licenced premises that choose to not have crowd control licence holders present.