

Crowd Controllers Code of Conduct

This Code of Conduct is formulated under the provisions of Section 38A of the *Security and Investigations Agents Act 2002*.

This Code of Conduct applies to Crowd Controllers undertaking duties within Tasmania and was issued by the Commissioner for Corporate Affairs under section 38A of the Security and Investigations Agents Act 2002 (the Act) and is current from 1 July 2010.

It is a condition of a crowd control licence that the licensee signs and complies with the provisions of this Code of Conduct

The Code outlines the responsibilities for ALL licensees carrying out tasks relating to crowd controllers in Tasmania. This Code of Conduct will:

- Promote consumer and community confidence;
- Ensure the safety of the community and employees;
- Promote ethical and professional conduct; and
- Ensure that operators comply with applicable Tasmanian legislation in particular the *Security and Investigations Agents Act 2002*.

Minimum Standards of the Professional Code of Conduct

A person engaged in the provision of crowd control services shall:

- Perform their duties in accordance with the law;
- Be aware what is expected of them by the management and the general public in their role as a crowd controller;
- Avoid potential conflicts of professional interest;
- Only engage in formal employment. This means that crowd controller will not work 'off the books or for cash in hand';
- Communicate professionally and courteously to all patrons and use mediation and negotiation as the primary methods to stop undesirable behaviour;
- Ensure a 'duty of care' and professional support is given to all persons in their workplace and in the surrounding environment;

- Not use undue force in the course of their duties, threaten, participate or encourage others to participate in assault;
- Encourage a professional and supportive working relationship with Law Enforcement agencies;
- Adhere to all Liquor Licensing legislation by; –
 - 1) Refusing intoxicated, violent, argumentative or underage persons entry into licensed premises;
 - 2) Take necessary action and inform management/bar staff if they become aware that a person has drunk excessive alcohol and is drunk in order to prevent that person consuming any additional alcohol;
 - 3) Carefully monitor or control the behaviour of patrons so that problem behaviour can be easily detected;
 - 4) Be aware of the appropriate use of alcohol through education and training; and
- Not arrive at the workplace or conduct their duties under the influence of alcohol or illegal drugs or consume or use illegal drugs while on duty;
- Not admit persons into the venue if they are aware that the person is under the influence of drugs or in possession of drugs;
- Be fully informed about issues of drug abuse and the illegal use of drugs and take the necessary action if they are suspicious of drug use on the premises or if they become aware of drugs being sold at the venue;
- Ensure that they are legally licensed and have completed the necessary training units and refresher courses particularly in the provision of First Aid and the responsible serving of alcohol;
- At all times perform their duties ethically, with integrity, and behave in a manner that upholds the professionalism of the crowd control Industry; and
- Be aware of fire or other emergency management equipment at the venue and understand how to use it.

I, _____ have read and understood and agree to adhere to the Crowd
 Controllers Code of Conduct.
 (Print Name)

Signature

Licence Number

Date

Endorsed by (Name)

Organisation

Date