

Minister for Environment, Parks and Heritage  
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Minister for Hospitality

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Mr Steve Old  
General Manager  
Tasmanian Hospitality Association  
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12 APR 2011

Dear Mr Old

*Steve*

Thank you for your letter of 1 March 2011 regarding the difficulties and costs involved in obtaining crowd controller accreditation by members of the Tasmanian Hospitality Association (THA).

As you may be aware, the new accreditation requirements have come about from the 2008 Council of Australian Governments' (COAG) agreement to adopt a nationally consistent regulatory approach to the private security industry. For the guarding sector (private security that includes crowd controllers, crowd controller agents and security guards), this involves implementing standards, which focus on "...improving the trustworthiness, competence and skills of security personnel". COAG also agreed to a national registration and licensing system for the private security industry.

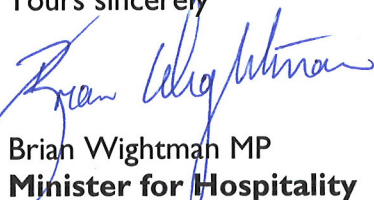
In Tasmania, the accreditation of crowd controllers is the responsibility of the Security Agents Branch of Consumer Affairs and Trading, which is a division of the Department of Justice.

The benefits of a more regulated guarding sector include an increase in confidence and trust in the industry and its personnel. It will also lead to increasing the competencies and skills of security staff and help achieve the performance standards expected by the community.

The major benefit of good crowd control is a reduction in anti-social behaviour, thus creating a safe and secure environment where patrons can enjoy a quality experience.

I have asked an officer from the Department of Economic Development, Tourism and the Arts to make contact with you to discuss your concerns further and, if you consider it would be of some value, to facilitate a meeting with key staff in the Department of Justice to discuss these matters in more detail.

Yours sincerely

  
Brian Wightman MP  
Minister for Hospitality