

Working as or employing a licensed

Crowd Controller

The information provided on this sheet is of a general nature only and should not be regarded as a substitute for professional advice and/or reference to the appropriate legislation.



CHECK THE HOLOGRAMS

FRONT: When inspecting an agent's licence, remove it from any covering and alter the viewing angles to authenticate the holograms.

The new licence cards will be phased in over a period of one year commencing March 2000.

SCOPE OF LICENCE/REGISTRATION Card 1 of 1

SECURITY AGENT RESTRICTED TO CROWD CONTROL
WORK AS AN EMPLOYEE

INVESTIGATION AGENT RESTRICTED TO INQUIRY WORK
AS AN EMPLOYEE

This card remains the property of the Commissioner and is non-transferable.
If found, surrendered, cancelled, please return to GPO Box 1719, Adelaide SA 5001

BACK: Must be endorsed at least with the function of "security agent - crowd control" if required to perform that function.

Any person or body corporate that is acting as or carrying on the business of a security agent (or crowd controller) in South Australia must be licensed in this State.

The front of a valid security agent's licence will:

- display the words "Authorised by Commissioner for Consumer Affairs";
- display the words "Security and Investigation Agents Act 1995";
- display the words "South Australia";
- contain the agent's personal name;
- feature a photograph of the agent;
- display a licence number with the prefix "ISL";
- display an end date which has not expired;
- display the words "agents licence" with at least "security";
- have a background featuring a floral image of Sturt's desert pea and the South Australia Government seal depicting the piping shrike;
- be overlaid with a pattern of holograms featuring the South Australia Government seal depicting the piping shrike.

The back of a valid security agent's licence will indicate the scope of the licence

The agent's licence must be endorsed at least as "security agent - crowd control work" if required to perform that function.

The types of licences include:

- an unrestricted licence which allows a natural person or a body corporate to contract for business (note: a body corporate is issued with a licence certificate only); or
- a licence limited to contracting in partnership with another only; or
- a licence restricted to work as an employee only; or
- a licence restricted to work as an employee under supervision only (must be directly supervised by a natural person who holds a security agent's licence and is not subject to supervision themselves).



Government of South Australia

Office of Consumer and
Business Affairs

Example

Identification Card

(Actual Minimum Size for Text)

black characters white background

minimum 5mm in height



minimum 5mm in height

one, two or three digit number
- minimum 4cm in height
- minimum 5mm in thickness

Licence Requirements

A licensed security agent must carry their licence **at all times** when performing duties under their licence and produce it **if requested** to do so by:

- a police officer;
 - the Commissioner for Consumer Affairs;
 - an authorised officer under the Fair Trading Act 1987;
 - **any person that the agent has dealings with whilst on duty.**
- maximum penalty \$1,250, expiation fee \$160 [section 20(1)]

Identification Cards

A licensed security agent who is authorised to perform the function of a crowd controller must wear an identification card:

- on their chest;**
 - securely attached to the **outside of their clothing** (lanyards are not acceptable);
 - so that the number can be clearly seen by other persons;
 - at all times** whilst performing those duties.
- maximum penalty \$1,250, expiation fee \$160
[section 20(2), regulation 12]

A person who carries on a business or event and employs crowd controllers must ensure that each crowd controller is issued with an identification card as required by regulation.

- maximum penalty \$2,500, expiation fee \$160
[regulations 11(1)(a), 11(2) and 11(3)]

An identification card must:

- be legible with black characters on white background;
- have a one, two or three digit number - minimum 4cm high and 5mm thick;
- contain the word 'security' - minimum 5mm high;
- contain the name of place or event where working - minimum 5mm high;
- be issued before the commencement of duty;
- have a different number for each crowd controller.

Security Register

A person who carries on a business or event and employs crowd controllers must ensure that a security register is kept as required by regulation.

- maximum penalty \$2,500, expiation fee \$160
[regulations 11(1)(b) and 11(4)]

The security register must be readily available for inspection and copying if requested by a police officer, an authorised officer under the Fair Trading Act 1987 or a person authorised by the Commissioner for Consumer Affairs.

- maximum penalty \$2,500 [regulation 11(5)]



Web Site: www.ocba.sa.gov.au



A security register (see over page for example) must contain the:

- full name** and **full address** of the person or company who carries on the business or event;
- full name** and **full address** of the place for which the security register is kept;
- full name** and **full address** of each crowd controller;
- identification card number of each crowd controller;
- licence number of each crowd controller;
- start and finish time of each crowd controller.

The security register must be kept:

- at the place or event (whilst it continues) **at all times**; or
- in any other case, at some other place of business or residence of the person or entity who carried on the business or event;
- for at least six months; or
- longer than six months if requested to do so in writing by a police officer, the Commissioner for Consumer Affairs or an authorised officer under the Fair Trading Act 1987.

General Offences

Carrying on business, or otherwise acting as a security agent whilst unlicensed
- maximum penalty \$20,000 [section 6(1)(a)]

Advertising or holding out as being entitled to carry on business or acting as a security agent whilst unlicensed
- maximum penalty \$20,000 [section 6(1)(b)]

Employing a person or a company as a security agent who is not appropriately licensed
- maximum penalty \$20,000 [section 12A]

A licensed security agent must not act outside the authority of their licence
- maximum penalty \$10,000 [section 15]

A person must not supply or lend any document or assist another person to falsely pretend to be a licensed security agent
- maximum penalty \$10,000 [section 16]

A person must not act as a security agent or act as a director of a body corporate that is a security agent or carry on business as a security agent against a Court order
- maximum penalty \$35,000 or six months imprisonment [section 30]

Licensing Information

Inquiries regarding licence applications, licensed persons or companies and their licence conditions, should be directed to Business and Occupational Services by telephone (08) **8204 9686**.

Complaints

Complaints regarding matters under the Security and Investigation Agents Act and Regulations should be made **in writing** to:

Office of Consumer and Business Affairs
GPO Box 1719

ADELAIDE SA 5001 T: (08) 8204 9777 F: (08) 8204 9763

Example Security Register

Full Name and Full Address of Business/Promoter

ABC Hotel Pty Ltd
 123 Accountant Street
 BOOKSVILLE SA 5999

**Full Name and Full Address of Place or Event
 (for which the security register is kept)**

ABC Dance Club
 999 Hindley Street
 ADELAIDE SA 5000

Date	FULL Name	FULL Address	Licence Number	ID Card Number	Start Time	Finish Time
22/7/99	Alfred Charles BRAVO	77 Sunset Street Adelaide SA 5000	ISL654322	1	9.00pm	1.00am
22/7/99	Joe Jim BLOGGS	123 Railway Terrace Adelaide SA 5000	ISL123456	2	9.00pm	2.00am
29/7/99	Jacky Lee JONES	99 One Way Street Adelaide SA 5000	ISL112233	10	6.00pm	11.30pm