

Office of Fair Trading

Crowd controllers

Guideline

The *Security Providers Act 1993* (the Act) provides a definition of crowd controller.

Section 5 – Who is a crowd controller?

(1) A crowd controller is a person who, for reward, is at a public place principally for keeping order in or about the public place, including, for example, by doing any of the following—

- (a) screening the entry of persons into the place;
- (b) monitoring or controlling the behaviour of persons in the place;
- (c) removing persons from the place.

Example—

a bouncer at a hotel, nightclub or rock concert

(2) Despite subsection (1), a person is not a crowd controller merely because the person checks that a person allowed admission to the public place has paid for the admission or has an invitation or pass allowing the admission.

All persons employed as a crowd controller are required to conduct themselves in conformity to the Act and the Security Providers (Crowd Controller Code of Practice) Regulation 2008. In determining whether a particular classification of an activity, role or job description of a person licensed under the Act comes within the meaning of crowd controller, the chief executive may consider similar classifications, where the subject person is principally employed for the purpose of direct physical interaction with members of the public, including:

- door staff or 'meet and greet' hosts
- security staff at sports events, local government facilities, shopping centres and public accommodation premises, all when venues are open to the public
- guards at fast food outlets.

The chief executive considers that certain specific classifications ordinarily do not come within the meaning of crowd controller, including:

- other prescribed classifications of security provider in the Act
- usher
- mine screening guard
- pool or beach life guard
- bank guard
- council or state government workers.



In making a decision to classify an activity, role or job description of a person as that of a crowd controller, the chief executive may consider an assessment of a range of factual circumstances. These include the style of the activity being conducted by the security provider; degree, frequency and likelihood of physical interaction with the public; nature of the actual members of the public concerned; time of the day; environment of the public place; any operating employment agreement, management direction or work conditions applicable to the role and any other relevant factor.

If any clarification is required on the above, please call 13 QGOV (13 74 68).

(Last reviewed – 24 April 2012)