



HOSPITALITY | PUBS | Issue No. 11 | *Is your crowd controller licensed?*

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It is becoming increasingly common for liquor licences to require the engagement of licenced crowd controllers. A licenced crowd controller must hold a Queensland Security Provider Licence authorising the specific function of a crowd controller.

A crowd controller is a person who is hired at a public place for keeping order in or about the public place, including, for example, by doing any of the following:

- screening entry of persons into a place;
- monitoring or controlling the behaviour of persons in the place; and
- removing persons from the place.

A person is not a crowd controller merely because the person checks that a person is allowed admission or has an invitation/pass allowing admission. Further, any person, employed as a “glassy” is not a crowd controller and cannot take on crowd controller duties unless they hold a current security provider licence with the crowd controller function and are also employed in that capacity.

Where a licensee employs a person engaged for the function of a crowd controller, that person must hold a crowd controller licence. It is incumbent on the licensee to ensure they work within the bounds of the licenced authority and are correctly licensed to carry out the duties for which they are engaged.

You can check [here](#) on the Queensland Office of Fair Trading website if a person you have engaged (or intend to engage) holds a current Queensland Security Provider Licence with a crowd controller function.

We recommend that you check the currency of engaged crowd controllers prior to their engagement. Please be aware that a security provider who does not renew their security licence prior to the expiry date of their current licence will be unlicensed and cannot carry out the duties allowed by the expired licence until a new licence is obtained.

Even if the licensee has an arrangement with a security firm to provide crowd controllers to the premises, the licensee is still responsible for ensuring the persons working as crowd controllers at the venue operated by the licensee are appropriately licensed.

A licensee who engages crowd controllers must keep a register of crowd controllers. The register does not have to be a commercially produced register but it must have sufficient space for recording the required information and be securely bound (eg. no loose pages).



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