



NSW Police Force

SLED ADVISORY COUNCIL

Communiqué Meeting 13

Mr Cameron Smith, Director, Security Licensing & Enforcement Directorate (SLED) opened the meeting and welcomed Council members.

Mr Smith informed members that he will be participating in a webinar, being hosted by the Australian Security Industry Association (ASIAL), on Tuesday 23 June 2015, wherein he will discuss the SLED's draft Compliance Guide for Master Licensees ahead of its release for industry comment. Mr Smith will explain the recent changes to the *Security Industry Regulation 2007* (Regulation) impacting the requirement to keep incident and sign-on registers and will answer questions about compliance obligations for NSW security licence holders.

Council members were advised that Mr Smith had recently spoken with the Alcohol & Licensing Enforcement Command (ALEC), NSW Police Force regarding the use of mobile DVR equipment. ALEC confirmed that they were very supportive of the use of mobile DVR equipment by the security industry in ensuring the safety of patrons and crowd controllers. In addition, the NSW Office of Liquor, Gaming & Racing has imposed liquor licence conditions on some venues requiring security to use personal DVR equipment.

Mr Smith updated the Council on recent activities of the SLED. These include:

- reassignment of staff, from other areas in SLED, to assist with tattoo parlour determinations due to the backlog in that area. Under the *Tattoo Parlours Act 2012*, the SLED has delegated responsibility for making security determinations on all applications, including close associates and employees;
- the SLED is currently preparing a business case seeking funding for additional resources;
- the Productivity Commission is finalising its report on the Mutual Recognition Scheme and has asked if it can quote Mr Smith in the final report. The SLED has previously recommended that the Productivity Commission consider amending the *Mutual Recognition Act 1992* to provide that licence recognition be only available to individuals who have obtained their initial licence in the jurisdiction in which they reside;
- the SLED still has a number of projects outstanding from the ICAC recommendations, e.g. LLN and knowledge testing, which will commence now that the review of security licence courses has been completed.

Council members discussed the policing of current first aid certificates for security licensing purposes. Mr Smith advised that there is no requirement under the legislation for existing licensees to provide an updated first aid certificate at the time of renewal, and undertook to include a general reminder in the next SLED newsletter regarding the expiry of first aid certificates.

Further discussion occurred regarding competency requirements for a class 2A licence, following correspondence to SLED from the Security Providers Association of Australia Limited (SPAAL). Council members agreed that it would be beneficial to add the two

suggested elective units (Prepare security risk management plan and Implement security risk management plan) from the Diploma of Security Risk Management.

Mr Moir, General Manager, Industry Regulation, updated the Council on recent activities of his unit.

- The SLED has conducted two regional deployments in 2015 (Albury and Far South Coast) to conduct audits and provide education on security licensing requirements. Further regional deployments are scheduled for 2015 and 2016.
- High level details of outcomes of SLED regional deployments and other compliance activity, including licence refusal and revocation statistics, will be published quarterly on the SLED website commencing in July 2015.
- The SLED has recently revoked the master security licences of two Registered Training Organisations (RTOs) one of which was an 'Approved Organisation'. The SLED has notified Australian Skills Quality Authority (ASQA) of the revocation action.
- A number of new RTOs have recently been approved under Section 15(2)(b) of the *Security Industry Act 1997* and are now listed as Approved Organisations on the SLED website.
- Revised NSW Security Licence Courses commenced in May 2015. Initial feedback on the new course structure and associated mandatory assessment material has been positive.

A general discussion occurred regarding security industry sub-contracting practices, relevant industrial relation provisions and the role of the Fair Work Ombudsman (FWO). The SLED agreed to invite a FWO representative to attend the next SLED Advisory Council meeting.

Mr Scott Taylor, Industry Representative advised that Victoria require master licence applicants to place a notice in their state newspaper to inform the public of their intention to apply for a master security licence. Mr Smith acknowledged the advice and will make enquiries with Victoria Police.

Michelle Morgan, General Manager, Operations, updated members on activities of her unit.

- Licensing Services are up to date with licence processing.
- The SLED received 3,600 new licence applications during 2014, 45% of which were under mutual recognition provisions.
- Licensing Services has identified a spike in the number of mutual recognition applications over the past two weeks.
- Concerns were raised regarding access to the SLED's webpage from mobile phones. Ms Morgan undertook to make enquiries.
- The SLED is currently working with OneGov to make it easier for master licensees to check the licence status of employees. In addition, a number of SLED pro forma letters are being updated with information that it is the responsibility of the master licensee to ensure that they are providing licensed security staff.
- The Voice over Internet Protocol (VoIP) phone replacement project was implemented in May 2015.

- The Contact Centre Express (CCX) upgrade of the SLED's Contact Centre telephony system was also implemented in May 2015. The main benefit of the system will be improved waiting times. The SLED received 1014 calls in May 2015, with 98.7% of calls handled within acceptable time frames. A recent traffic analysis of calls has identified that the busiest time is 12pm-1pm, followed by the 10-11am timeslot.
- Contact Centre staffing – 4 full time and 2 part-time.
- The SLED received a complaint from a licensee regarding an advertisement for security staff on gumtree. The licensee was asked to provide a copy of his security licence. The incident was reported to police and advice was received that the mobile phone number was linked to criminal activity.

The SLED discussed the revocation of Portfolio Training Academy's master licence. Ms Tamara Bayly, Industry Representative, enquired whether the SLED would accept a licence application with a qualification from an Approved Organisation that has subsequently been revoked. Mr Smith advised that each application would be assessed on a case by case basis.

The next Council meeting is scheduled for Thursday 3 September 2015.