



## SLED ADVISORY COUNCIL

### Communiqué Meeting 29 – 31 May 2018

Ms Michelle Morgan, Acting Director, Security Licensing & Enforcement Directorate (SLED) opened the meeting, welcomed and informed members that Cameron Smith is on leave until 20 June 2018.

Ms Morgan advised members the restructure of SLED has commenced as part of the re-engineering process of the NSW Police Force. All positions were reviewed and a new structure has been proposed and is pending finalisation. The proposed structure better reflects SLED needs, and will, hopefully, both help to retain staff and increase the number of applications received for vacancies as they arise. This will enable business improvements resulting in increased efficiency, increased regulatory capacity and increased industry engagement.

The project for the introduction of on-line applications is well underway and is expected to be fully operational by the end-of-the-year. On-line application forms will be accessed through the Service NSW Portal. The system will guide applicants through the application form and will identify and notify the applicant of any errors/omissions, some of which may result in the application not being able to be lodged. Verification systems will be in place to ensure submitted documents are authentic.

Funding has been approved for the implementation of a social media presence for SLED. Discussions have commenced with a social media agency with a view to establishing a SLED Facebook page, with other social media options (e.g. Twitter) also being considered.

Cameron Smith represented the NSW Police Force at the first Australian & New Zealand Counter Terrorism Committee (ANZCTC), Crowded Places Advisory Group, Private Security Industry Working Group meeting on 17 & 18 April 2018. The working group is examining the nature and regulation of the private security industry and any counter-terrorism implications, not the commercial impact of mitigating any identified issues. Cameron presented on the regulation of the security industry, including jurisdictional differences.

Ms Lisa Stockley, General Manager, Industry Regulation provided an overview of the recent activities of the Industry Regulation Unit. The Compliance & Enforcement Team has successfully carried out a total of three regional deployments this year. The most recent deployment was conducted in Wagga Wagga which resulted in only three compliant businesses out of the 16 audits carried out. The main issues identified were: unlicensed security activity; incorrectly advertising via websites or signs; and breach of licence conditions.

Industry Regulation has been focusing on educational compliance strategies for the technical sector and NSW Government Procurement. On 10 March 2018, Ms Stockley and Compliance & Enforcement Manager, Scott Hunter, attended the Australian Wire Industry Association Conference and presented educational material on the licensing requirements for security fence sellers and installers. In addition, SLED has been working with Public Works Advisory NSW to educate both contractors and government agencies involved in Prequalification Schemes regarding security licensing requirements.

Michelle Morgan introduced Ms Sharyn Byrnes, Manager, Adjudication and Ms Lisa Dennis, Manager, Customer Relations. Members were informed of the recent activities in the Operations Unit.

Ms Morgan confirmed that applications for security operator licences are being processed within 6-8 weeks and over 80% of renewal applications are now being completed online. However, difficulties are being experienced with some licensees who, upon renewing their licence on-line, fail to get their photograph taken within the required 60 days to enable their new photo licence card to be produced. (For example, over a period of three months, 300 licensees were found to be operating with an expired photo licence card.) SLED is now warning security operatives it is a condition of their licence to attend to have their photograph taken by the required date and failure to do so may result in the issue of a penalty notice or revocation of the licence.

There has also been a significant number of licensees failing to notify SLED of a change of address. This causes problems with the delivery of important correspondence such as renewal applications and photograph advice letters.

Security legislation requires a licensee to notify SLED of a change in particulars (including a change of address) within 14 days of the change occurring. In the first instance, licensees are being informed of the legislative requirement to notify SLED of a change of address and warned any further failure to do so may result in the issue of a penalty notice or revocation of the licence.

Members discussed the issues of: sub-contracting; “two dollar” security companies; the inability to attract high quality candidates to the industry; and the lack of education on career progression in the security industry.

*The next council meeting is scheduled for Tuesday 28 August 2018*