

Electronic security register guideline

Liquor, Gaming and Fair Trading

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Queensland
Government

Introduction

The *Security Providers Act 1993* (SPA), the *Security Providers Regulation 2008* (SPR) and the *Liquor Act 1992* (LA) and the *Liquor Regulation 2002* (LR) require licensees at certain licensed premises to keep and to maintain a security register (SPA and SPR) and an incident register (LA and LR).

It is a requirement of all four pieces of legislation to keep a security register and incident register as separate documents. In reality, it is common practice for licensees to combine the two and to maintain one register containing all requisite information.

The Chief Executive of the Office of Fair Trading (OFT) considers the legislative requirements for the relevant Acts may be sufficiently met through the use of an electronic security register (ESR). Where a single register satisfies all legislative requirements of a security register and an incident register, there is no legislative impediment to the single register being an ESR.

The licensee or holder of the register is responsible for ensuring the contents of the register meets legislative requirements – whether an ESR, or separate security and incident registers.

A register (including an ESR) must contain:

Required information	SPR	LR	ESR
Full name of licensee (Crowd Controller [CC])	✓	✗	✓
CC licence number	✓	✗	✓
If employed by firm - firm name and address	✓	✗	✓
On site identification number	✓	✗	✓
If public place - start date and time	✓	✗	✓
If public place - finish date and time	✓	✗	✓
If restricted CC & carrying out full CC duties under supervision - name of full licensee CC supervising and who holds full licence	✓	✗	✓
Incident information involving CC and person injured or removed from public place or licensed premises by CC	✓	✓	✓
Date and time of incident	✓	✓	✓
Location description	✓	✓	✓
Description of persons involved and, if known, the person's name	✓	✓	✓
Details of incident	✓	✓	✓
Details of injuries	✓	✓	✓
Staff action taken after incident	✓	✓	✓

Other Requirements:

Kept in secure place	✓	✓	✓
Pages to be sequentially numbered	✓	✗	✓
Written in ink and easily legible	✓	✗	✓
Register securely bound along spine	✓	✗	✓
CC to sign completed register before start of duty	✓	✗	✓
CC to sign completed register after finish of duty	✓	✗	✓
CC to note register as soon as practicable after incident	✓	*✓	✓

*✓ Liquor licensees in the Brisbane City Council (BCC) area are required to maintain an LA incident register. LA registers need only be completed when there is an incident involving a CC and a patron. Licensees not in the BCC area are not required to keep an LA register UNLESS the licensee has a condition included in their liquor licence requiring them to keep an LA register. CC registers under the SPA are mandatory regardless of a liquor licensee's geographical location.

The Chief Executive may consent to the giving of information in an electronic communication (an ESR) under Section 11 of the *Electronic Transactions (Queensland) Act 2001* (ETA).

The SPR requires the register must be written in ink and be clearly legible. Given electronic information cannot be written in ink unless and until printing, the information required may be recorded electronically provided it is legible and sequentially numbered and bound upon printing when provided for inspection.

The ETA also provides that signatures may be given or used in electronic form.

A compliant register (including an ESR) will be secure in its design and functionality where information and records cannot be altered or deleted.

Access to a register will be only by authorised officers. These include:

- OFT, Office of Liquor and Gaming Regulation (OLGR) and Queensland Police Service (QPS) officers
- a liquor licensee
- the liquor licensee's approved manager
- a crowd controller
- a member of the liquor licensee's staff involved in an incident recorded in the register.

A compliant register will be accessible at all times and shall be available for inspection while OFT, OLGR or QPS officers are at the licensed premises to which a recorded incident relates.

An authorised officer may request a liquor licensee, the liquor licensee's approved manager, a crowd controller or a member of the liquor licensee's staff involved in an incident recorded in the register, to immediately provide copies, or extracts of entries in the register about an incident to which the entries relate.

A single register must comply with:

[Security Providers Regulation 2008](#)

Section 18 Liquor licensee to keep register of crowd controllers

Section 19 Register of crowd controllers—other matters

Section 21 Security firm to keep register of crowd controllers

Section 22 Register of crowd controllers—other matters

[Security Providers Act 1993](#)

Section 21 Grounds for suspension, cancellation or refusal to renew

[Liquor Act 1992](#)

Section 142AI Conditions about incident register

[Liquor Regulation 2002](#)

Section 37E Information for incident register (required LA, s 142AI)

[Electronic Transactions \(Queensland\) Act 2001](#)

Section 11 Requirement to give information in writing

Section 14 Requirement for signature