



VICTORIA POLICE

Private Security Industry Newsletter

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8:30am-4:30pm

(Excluding Wednesdays,
weekends & public
holidays).

Front Counter Service

BY APPOINTMENT
ONLY

Monday 11am-1pm

Wednesday 11am-3pm

Friday 11am-1pm

FROM THE SUPERINTENDENT

Welcome to the first edition of the Private Security Industry Newsletter for 2019. My name is Dan Trimble and I am the Superintendent for the Licensing & Regulation Division (LRD). Superintendent Paul Millett left LRD in December for a new assignment in Victoria Police. We wish Paul all the best in his new role and we thank him for his time and dedication to LRD and the safety of the public during his time with us. The past year was a busy one for LRD, with exciting projects underway. Most notably, the Electronic Lodgement Project Release Two: New Firearm Licence Applications was launched on 25 March 2019 after successful implementation of Release 1 and scoping for Release 3 is underway.

At this time of year, when there are more people attending licensed venues and events, Victoria Police sees an increase in reports of sexual assaults. The SOCIT teams in the regions are supporting the 'Sexual Assault: Never your fault' campaign to educate Victorians about the myths and misconceptions around sexual assault, its prevalence, causes and effect on the community. We are asking the private security industry in their trusted role to protect the public to be vigilant about reporting, assisting and stepping in. See our article on page 2 for information about the ways you can help prevent sexual assault in your job.

The Licensing & Regulation Division looks forward to 2019 being productive and positive and we wish for a happy and safe year ahead for the community.

Superintendent Dan Trimble

Licensing & Regulation Division.



VICTORIA POLICE

Need to change your address?

We are only able to accept and action requests to update an address in writing. Please email us at LRD@police.vic.gov.au.

Or download and complete the Change of Details Form from the Victoria Police website.

Remember to include your full name, licence number, and new address details.

DON'T BE A BYSTANDER

As a member of the private security industry, you are in a trusted position to help prevent and report sexual assaults in the community. **Victoria Police has reported that sexual crimes have risen in the last 3 months of 2018, up 13.3 per cent in Victoria.** While we think that this is because the community is increasingly willing to report, Victoria Police is aware that many more sexual offences remain unreported.

There are many reasons why someone may choose not to report a sexual assault, often due to fear that they will not be believed or that they did something to cause the assault. Sexual assault is never the fault of the victim and there are many myths, perpetuated within the community, which contribute to this fear.

Sexual Offences and Child Abuse Investigation Teams (SOCITs) throughout the state report an increase in sexual offences when there is an increase in public attendance at licensed venues and events. Perpetrators of sexual assault often use alcohol to manipulate their victims, this may be by buying drinks, ordering double shots and controlling frequency of drinks. If you are working in a licensed venue, Victoria Police encourages members of the private security industry to be vigilant. If you witness a situation that you think is a risk to someone's safety or a sexual offence step in and assist.

- **If you see something, say something. This might be as simple as asking if someone is okay.**
- **If somebody does not look okay - DON'T BE A BYSTANDER - try to help them if it safe for you to do so.**
- **Consider if doing nothing will do more harm.**

If you hear someone blaming a victim of sexual assault by asking: "what was she wearing?" or "was she drunk?" consider telling them that those kinds of questions contribute to a society that excuses violence against women.

Trust your instincts – **DON'T BE A BYSTANDER** - and intervene or check in if a person or situation looks suspicious. If you witness an assault, you can report it to police, even if the victim does not. If you have any information you can contact Crime Stoppers on 1800 333 000.

You can find more information about the ways you can help prevent sexual violence on the Victoria Police Facebook page.

SECURITY INDUSTRY TRAINERS

Experienced industry representatives who wish to apply to become firearm instructors or firearm instructor trainers are invited to register their interest with Licensing & Regulation Division.

Following consultation with the industry, the Licensing & Regulation Division has developed a framework for Security Industry Firearms Instructor Trainers (SIFIT) and Security Industry Firearms Instructors (SIFI) outlining the experience and qualification levels that applicants will be expected to demonstrate. Each request will be considered on a case-by-case basis.

The framework outlines that interested people should be able to fulfil the following requirements:

SIFI (Security Industry Firearms Instructor)

- Hold a current TAE40110 Certificate IV in Training and Assessment (or its successor)

OR

A diploma or higher-level qualification in adult education

- Have completed at least 5 years as an Armed Guard

OR

A resume outlining previous firearms instructing history

AND

- To maintain instructor status, instructors must provide 240 hours instruction annually.

Instructors will now be required to requalify on a range every year, as per armed guard requirements.

SIFIT (Security INDUSTRY FIREARMS Instructor Trainer)

- Hold a current TAE40110 Certificate IV in Training and Assessment (or its successor)

OR

- A diploma or higher-level qualification in adult education

AND

- 5 years as a SIFI
- Resume of relevant skills and experience
- Submission of course structure to the Licensing & Regulation Division.

CURRENT AND FUTURE TRAINER AND ASSESSOR REQUIREMENTS

From 30 June 2019, the trainer and assessor requirements are changing.

1. TAE40116 Certificate IV in Training and Assessment or its successor or
2. TAE40110 Certificate IV in Training and Assessment **plus** the following units:
 - 1 TAELLN411 (or its successor)
 - 2 AELLN401A **AND** TAEASS502 (or its successor) or
 - 3 AEASS502A or TAEASS502B or
3. A diploma or higher level qualification in adult education

Should you wish to apply or provide feedback on this framework please contact Senior Sergeant Andrew Armstrong or Acting Senior Sergeant Paul Connor via LRD@police.vic.gov.au.

BUSINESS LICENCE RENEWALS

In our role as the regulators of the private security industry and delegates of the Chief Commissioner of Victoria Police, the Licensing & Regulation Division is responsible for the assessment of suitability of any individual or business operating in the industry. When we approve a business licence, we must consider whether this endorsement is in the public interest. It is also a legislated requirement that the Chief Commissioner (or its delegate) must be satisfied that the private security business has demonstrated financial viability.

As a part of the renewal process, the Licensing & Regulation Division has commenced issuing written requests to private security businesses to provide documentation to support their application. You may be asked to supply documents such as the following:

- A certified copy of most recent company tax statement for your business.
- A certified copy of recent BAS submitted to Australian Taxation Office in relation to your business

AND

- A certified current bank statement or statements relating to your business

OR

- Any other documentation that demonstrates financial viability

Should you have any questions about these requirements you can contact the Licensing & Regulation Division.

EXPIRED SECURITY LICENCES

The Licensing & Regulation Division regularly receives calls from individual security licence holders who have had their licence expire unnecessarily. Many licence holders are failing to submit their licence renewal application despite having made payment and having their new photo taken.

Private security licence holders should be aware of the three steps to renewing an individual security licence:

PAYMENT Make payment via BPAY or at a Westpac Bank

PHOTO Have your photo taken at an authorised photo point

PAPERWORK Submit the completed application form by post or email **BEFORE** the expiry date of the licence

RETURNING DOCUMENTS AND RENEWALS VIA EMAIL

The Licensing & Regulation Division happily encourages our stakeholders to submit licence renewal applications and other documentation to us via email. However, we often receive documents that are not legible or in a format incompatible with our systems.

We respectfully request that all documentation is scanned and submitted in PDF format.

Please note that all new security licence applications must be lodged via the eServices Portal and submitted as a hardcopy due to the requirement for certified documents. We will not accept certified copies via email.

Photographs or documents received in other formats will be returned with a request to provide in PDF format.

HANDGUN QUALIFICATIONS

Handgun Qualifications need to be undertaken each financial year, and expire at the end of each financial year. Licence holders who fail to requalify will have their handgun licence suspended and will not be able to continue to work with a handgun. No extensions will be granted. Licence holders should not rely on trainers or employers to submit certificates on their behalf.

ASQA

For the latest news, regarding provider or training cancellations and/or important information check in regularly to the Australian Skills Quality Authority (ASQA) website.

CASE STUDY: CLOSE ASSOCIATES

A close associate of a private security business is someone who is able to exercise a significant influence over the management of the business. That means that even if someone is not directly employed by the private security business licence holder but they contribute to the day to day running of the business including decision making and record keeping they will be considered a close associate.

As the regulator of the private security industry in Victoria, the Licensing & Regulation Division takes the failure to declare close associates seriously.

Recently, during a routine audit of a security business, the LRD identified a number of a people employed as contractors. The nominated person had not declared these people as close associates and yet they exercised significant influence over the operations of the business. In this case, the contractors had taken on significant responsibility for rostering and supervising staff, recruitment of staff and record keeping. These contractors were receiving a regular salary from the business.

During the audit, LRD officers requested to see crowd controller registers; the nominee was unable to produce these documents as they had been retained at venues at which the business operated.

A number of search warrants were executed at the private residences of those identified to be close associates of the private security business. During questioning by police it was identified that these individuals were working as operations managers for the business; working under this business name client liaison and had significant association with the business even though they had minimal contact the with the nominee.

Of the people identified to be a close associate of the private security business, one was a prohibited person in relation to the *Private Security Act 2004* and should not have had any involvement or employment in the private security industry.

The nominee was charged with a number of offences, including:

- Being the holder of a private security business licence failing to notify the Chief Commission of a person becoming a close associate.
- Being the holder of a private security crowd controller business licence who provided the services of persons to act as crowd controllers at public places
- Failing to ensure that a copy of the registers made available at those places was obtained and kept in the licence holder's possession at the usual place of the licence holder for a period of five years.

The business licence was suspended and the business licence holder was convicted and fined in relation to the charges outlined above.

HOW TO AVOID THIS HAPPENING TO YOU

Declare your close associates. Anyone who is completing work on behalf of the business, is managing people, updating records is considered a close associate. These people must complete a personal information form (PIF), even if they hold an individual private security licence.

- Seek advice. Contact LRD if you are unsure.
- Ask questions. Ensure that everyone associated with your business is of good character.

ELECTRONIC LODGEMENT PROCESS: UPDATE

In 2017, the Licensing & Regulation Division launched electronic application forms for private security licences and registrations. This first release of ELP has been operating successfully for over a year now, and our Security Services Unit has processed over 10,500 new private security applications for businesses and individuals.

We continue to provide technical and regulatory support and we are pleased with the positive feedback received to date.

The second release was rolled out on 25 March 2019 for new firearm licence applications.

The third release, coming this year will include online private security licence renewals. Watch this space!

CONTACT CENTRE CALL RECORDING

The Licensing & Regulation Division customer contact centre has been upgraded to allow call recording.

The purpose of this update was to ensure that we have the quality assurance and monitoring mechanisms in place to support both the public and develop our staff. We have already had some positive experiences and our next steps are to continue to build a robust quality assurance program, which we hope will allow us to provide feedback to staff and improve service delivery.

Callers have the ability to request that their call not be recorded, they just need to advise the customer service officer during the call. Recording calls is standard business practice and we are confident that it will have a positive impact on our stakeholders.

VICTORIA POLICE WEBSITE

The new and improved Victoria Police website has been launched. This is very exciting, as it is much more accessible, user friendly and users will now be able to access the website from all devices.