

INVESTIGATION & SECURITY SERVICES

THE INDUSTRY & WORKFORCE IN WESTERN AUSTRALIA 2019



THE INDUSTRY ¹

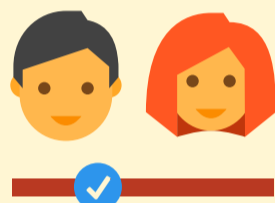


The Public Order and Safety Services industry employs in excess of 21,000 Western Australians. The industry combines manpower security skills and security related advice with technological and digital capability to patrol, monitor, prevent and respond to security incidents across a range of industrial, commercial and residential sites including private sector facilities, government infrastructure, airports, entertainment precincts and licensed venues.

Some larger organisations invest in the development and training of their security staff as a means of recognition and retention of talent. Their aim is to lift the professionalism of the workforce and produce quality security officers with broad capabilities integrated across their varied business security needs.

KEY WORKFORCE DEMOGRAPHICS ²

Gender



21% female

Age



37% <35 years of age

Nationality



50% born outside Australia

Employment



66% employed full time

Education



16% tertiary qualified
75% vocational & secondary qualified

Weekly Income



45% earn <\$1,000
21% earn \$1,500+

WORKFORCE PRIORITIES ³

1

The security industry in Western Australia provides services across three key areas: personnel, electronic and physical security. Progressively, innovative technologies are moving security personnel from physical guarding to remote and virtual guarding.

2

With growing terrorism concerns it will become increasingly important for those in the industry to up-skill to be able to identify suspicious or criminal behaviour. Although currently lacking appropriate training, security officers are well placed to assist in the recognition and deterrence of threatening situations.

3

Excellence in customer service together with the ability to interact with people and build rapport are fundamental to manpower security roles and will become even more important in the coming years.

4

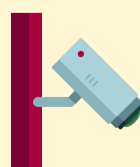
Language, literacy and numeracy skills are a key focus for industry due to the high number of employees from diverse ethnic backgrounds, many of whom are unskilled and under qualified.

OCCUPATIONS & CAREERS



Manpower

Security Officer
Security Guard
Crowd Controller
Transit Guard
Security Consultant



Monitoring

Control Room Operator
Monitoring Room Operator
Security Installer

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INDUSTRY DEVELOPMENTS⁴



DEMOGRAPHIC Predominantly male, security officers and crowd controllers play an important part in preventing and responding to incidences, while supporting a network of security alarm monitoring centres. The most recent national labour market outlook estimates a 9.9% employment growth for security officers and guards over the five years to 2023. It is estimated Western Australia has in excess of 15,000 licensed security individuals. Close to half are licensed security officers and crowd controllers working in the greater Perth metropolitan.



TECHNOLOGY Adoption of technology such as CCTV, access control systems and online security platforms continue to shape the security industry and increasingly support the role of security officers. As this increases, gradually roles will move towards an integration of traditional manpower skills with technological and digital capability. Use of computerised central alarms and the widespread roll out of security cameras are reducing heavy reliance on manpower numbers. Gradually roles will move towards an integration of traditional manpower skills with technological and digital capability.



CAREER PATHWAYS Lack of clearly defined pathways and poor opportunity for career progression as key barriers to attracting high calibre candidates to the industry, suggesting the security guard sector should consider a career progression model for security officers. Better pathways to more senior positions would make the guarding manpower sector a more attractive career prospect. The recent review of the security operations qualifications has resulted in the development of a new qualification, Certificate III in Close Protection Operations, with specialist competencies in the provision of close protection services.



COUNTERTERRORISM The risk of terrorism is impacting the security industry. State security discussions and counterterrorism planning around emergency response and consequence management are incorporating private security manpower into their strategy, recognising their potential to help prevent attacks and ability to respond to security incidents. The move to integrate additional manpower in case of threat escalation and emergency response will require companies to develop existing staff with counterterrorism awareness, terrorism preparedness and response training.

TRAINING^{4, 5}

In order to work as a security officer, candidates are required to complete the Certificate II in Security Operations and have been issued with a Security Officer/Crowd Controller's licence from WA Police Licensing under the Security and Related Activities (Control) Act 1996 Western Australia. A pre-licensing competency test must be passed upon completion of the qualification, administered by the Security Agents Institute of WA Security Testing Centre.

The Certificate III in Security Operations provides security industry employees with further training options where additional licences can be gained depending on job requirements. It is more suited to advanced security officers such as those employed in control rooms and monitoring stations and is often client driven for those in manpower roles. While the completion of the entry level Certificate II may be sufficient for many of the manpower roles being performed, experienced and well regarded security workers who complete the Certificate III in Security Operations have greater work options (including roles that require leadership skills) and the ability to increase their earning potential, driven by higher paying clients requiring this qualification by contracted staff.

The Property Services Training Package contains 14 traineeships ranging from Certificate II to Diploma qualifications, including a Certificate III in Security Operations. The new Certificate III in Security Operations has been endorsed and will be available as a 12-month traineeship. Traineeships provide vocational training through a combination of on-the-job and off-the-job training. Financial incentives exist for eligible employers.