



ABN 26 158 339 514

19<sup>th</sup> December 2015

The Research Director  
Legal Affairs and Community Safety Committee  
Parliament House  
Brisbane QLD 4000

Dear Sir /Madam

Tackling Alcohol-fuelled Violence Legislation Amendment Bill 2015

Scantek Solutions Pty. Ltd. is Australia's largest supplier of nightlife ID Scanning systems. Since 2011 we have become an important partner for many nightlife venues in assisting them with security and patron management issues.

Our company was founded to develop technology to assist licensed venues to more effectively manage patron identification and assist with the exclusion of known problem patrons. Accordingly we fully support the Queensland Government's aim to reduce instances of violence, associated with the operation of licensed premises. Our company was founded with the same objective.

Available data suggests the most effective way of improving nightlife safety is a multi-faceted approach. These can include limiting opening hours, pre-closure lockouts, enhanced policing, banning orders and more recently the use of ID scanning and networked venue initiated bans. It is for this reason we commenced configuring our benchmark technology for use in Queensland's efforts to improve nightlife safety.

Whilst the Committee's terms of reference make no specific mention of ID scanners, we note the issue of pre-closure lock-outs is a significant part of the Committee's deliberations and a major feature of the legislation being reviewed.

Our view is a properly configured and networked ID scanning system is an effective way of imposing individualized lock-outs based on patron conduct which can enhance the effectiveness of general lock-outs or where appropriate, replace them.

ID scanners have become a feature of all major nightlife areas in Australia. Our observations and the experience of over 150 venues Australia wide is a properly performing and configured ID scanning system, is an effective tool for reducing the incidence of violent and antisocial incidents within venues. At the time of writing Scantek systems have performed over 4.5 million scans this year alone and allow venues to share over 6000 patron bans accurately and effectively.

Our clients report significant reductions in incidents since introducing the Scantek system. Some have seen reportable incidents drop by as much as 58%. Recently the Henry Rous Hotel in NSW managed to have itself removed from the category 1

list of violent venues within 9 months of installing our system.

We note and welcome the introduction of the OLGR's on-line portal for the distribution of Court ordered and Police issued bans. This will be a useful tool for making this information available to licensees. It appears similar to system used in Western Australia. One significant weakness identified with the Western Australian system has been the usefulness of the information once distributed.

Whilst the ability to issue such bans is potentially a powerful tool and better methods of making the information available enhances the utility of such lists, the size of the lists mean they are impossible to meaningfully check manually at a busy venue entrance. Some banned persons lists can contain hundreds and sometimes thousands of names. In Queensland there are more than 2000 control orders in place. This is simply beyond the ability of humans to check and verify in a time frame suitable to the management of licensed venue entry.

Because of the number of such orders it has not been possible for people charged with the control of entry to barred venues to check the status of people seeking entry to such establishments. Offenders know this and are able to flout such orders by simply going to venues where they are unknown, or large and busy venues.

This represents high potential for a poor return on the time and effort expended by Police and Courts to apply control orders, no effective restriction on identified problem patrons and therefore less safety benefit to the community. When combined with use of ID scanners, Police banning orders, Court orders and venue initiated bans become effective in preventing the entry of people known to have a high probability of causing trouble.

Scantek welcomes the development of the ban distribution portal developed by the OLGR, but we suggest it would become a more powerful tool when combined with an ID scanning system built with the appropriate protocols for data protection. In WA we assist with the propagation of Court issued bans on attending licensed venues. In Victoria our system is instrumental in the effective enforcement of liquor accord bans. We have performed this function for several years without issue.

### Our Suggestions for changes to the Legislation

We submit:

- The *Tackling Alcohol-fuelled Violence Legislation Amendment Bill 2015* should allow a venue voluntarily using a suitably configured ID scanning system, to be allowed to manage their Court and Police order ban enforcement obligations through such system and;
- The information supporting such bans should include:

First Name, Last Name and Date of Birth.

When such ban lists provide only First Name and Last Name as proposed, there is a

relatively high probability of false positive matches ie. an un-banned person being identified as a banned person. For people with relatively common names this can be as high as 1.7 in 100. Once a date of birth is introduced this probability drops to 1 in 500,000 for a 12 year age cohort.

Scantek understands some in our community have concerns about the handling of such information by ID scanning systems. We recognized immediately the need to have patron acceptance of ID scanning systems in order for them to be effective. Patron acceptance has come through trust in how their information will be kept secure and only used to enhance their safety.

From inception the Scantek system was configured to provide the highest levels of patron data security consistent with the requirements of a functional ID scanning system. This is why we do not (and never will) allow data to be used for any purpose other than entry and ban verification.

Additionally since September 2014 the Queensland OLGR has been working with ID Scanning service providers, to approve ID Scanning systems for use by venues required to do so under the provisions of the Safe Night Out Legislation Amendment Act 2014 (Section 173EF).

The approval process required systems to meet the requirements of OLGR Minimum Technical Requirements 1.2 and associated specification documents. The demanding specifications and rigorous testing has delivered an ID Scanning system able to meet the demands for security of patron data and the high performance requirements of late night venues.

At Scantek we always happy to provide information so decision makers can be informed about the benefits and role of properly configured nightlife ID Scanning Systems.

If after considering this information you have further questions, please feel free to contact us directly through [REDACTED]

We wish you well in your deliberations.

Yours faithfully,

**Mr Tony Ingram**

Scantek – Qld State Manager

**Mr Andres Timmermanis**

Scantek – Commercial Manager

**Mr Chesley Rafferty**

Scantek General Manager