

Entry Permit Holder Report

SafeWork SA

Application ID 18953301

Entry Permit Holder	
Full Name:	Belinda Heard
Permit Number:	ET-23-05950
Union Represented:	SDA
Worksite Entered	
Business Name:	Cheap as Chips Whyalla
Industry:	Retail Trade
Address:	WESTLAND SHOPPING CENTRE MCDOUALL STUART AVE WHYALLA NORRIE SOUTH AUSTRALIA 5608
Date workplace entered:	7/02/2024 12:00:00 AM

I Belinda Heard am of the opinion that the PCBU has contravened the WHS legislation relating to:		
Contravention	More information	Was the contravention rectified?
Not maintaining safe systems of work	Insufficient staff rostered to complete tasks. Workers report feeling overwhelmed. Tasks expected include unloading pallets, maintaining service, stocking shelves and cleaning. Reports of theft & antisocial behaviour. Need for service means pallets often not unloaded. PCBU instructs use of annual leave (AL) without replacing workers. Focus on cost-saving over meaningful leave. Sales targets enforced which means service prioritised but uncompleted additional tasks lead to coaching discussions.	No
Not maintaining a safe work environment	Air-conditioner (AC) at rear of store does not work, blowing warm air. Stockroom uncomfortably hot. Workers use desk fan on top of fixture to assist airflow but not efficient. Workers use office with AC to cool down. Workers reported that on hot days they feel nauseous, faint, and can't concentrate.	No

	Workers stay in storeroom 10 mins max at one time on hot days.	
Unsafe use, handling and storage of plant, structures and substances	Workers reported requirement to move sections of store with 1 person, changing shelves/baskets while serving. Workers required to move furniture to customer car, often only one worker available for the lift. Unsafe manual handling practices due to understaffing.	No
Inadequate facilities or access to facilities	Workers reported male toilet is leaking and the urinal is unusable, has been for '8 years.' Workers reported there is no hot water available from tap, only kitchen kettle for hot water which causes inefficiencies for cleaning floors, bathrooms and the kitchen as required.	No
Lack of information, training, instruction or supervision	Workers reported junior employees are not provided enough training on the register to fulfil their role due to hours restraints. This results in customer aggression. Worker interviewed also expressed concerns regarding duress buttons and that they are unsure everyone know they are there.	No