

Entry Permit Holder Report

SafeWork SA

Application ID 19050444

Entry Permit Holder	
Full Name:	Jamie Mosman
Permit Number:	ET-23-05054
Union Represented:	SDA
Worksite Entered	
Business Name:	McDonald's Noarlunga
Industry:	Other
Address:	DYSON ROAD NOARLUNGA SOUTH AUSTRALIA 5168
Date workplace entered:	27/02/2024 12:00:00 AM

I Jamie Mosman 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	PCBU on site stated that notable customer abuse occurs every 3-4 months, but there were only 1 report of customer abuse in Jan 23 on internal system. There were only 6 reports for the entirety of 2023. Appears not all incidents are reported based on incidents workers have reported to the SDA.	No
Not maintaining safe plant and structures	There is no barrier between staffed and customer areas leaving workers at risk when an aggressive incident escalates.	No
Lack of information, training, instruction or supervision	PCBU reported 9-10 first aiders to approx. 170 staff. Poster of first aiders kept in managers office, not accessible to all staff. Refresher training for CPR not done. Customer abuse training offered to managers once at orientation. No refresher training.	No

