

Annual Activity Report

2024–2025



Government
of South Australia

SafeWork SA



SafeWork SA acknowledges and respects Aboriginal peoples as the state's First Peoples and nations, and recognises Aboriginal peoples as Traditional Owners and occupants of lands and waters in South Australia.

We recognise:

- the spiritual, social, cultural and economic practices of Aboriginal people come from their connection to traditional lands and waters
- maintaining cultural and heritage beliefs, languages and laws are of ongoing importance to Aboriginal peoples today
- Aboriginal peoples have made and continue to make a unique and irreplaceable contribution to South Australia.

We acknowledge Aboriginal peoples have endured past injustice and dispossession of their traditional lands and waters and the effects of such injustice and dispossession are still felt today.

© Government of South Australia, 2026



This publication is licensed under a Creative Commons Attribution Australia Licence v3.0.

For terms see: creativecommons.org/licenses/by/3.0/au

Contents

Message from the Executive Director	4
Who we are	7
Compliance	11
Notifications	14
Licensing	16
Education	18
Developing our people	21
Prosecutions and Enforceable Undertakings	24
Legislation	26
Campaigns and Initiatives	29
Contributing to the national agenda	35
Supporting organisations and safety initiatives	37



Message from the Executive Director

I am delighted to present the 2024-25 SafeWork SA Activity Report, capturing the highlights of a strong year for the Agency.

We secured the highest number of convictions for breaches to workplace safety laws in more than 10 years, delivering record fines totalling \$2.37 million.

A total of 18 convictions across 14 separate matters were achieved in the South Australian Employment Tribunal in 2024-25.

We also increased our presence on work sites with 7715 recorded site visits in 2024-25, up from 6813 in 2023-24 and 5122 in 2022-23.

It was a significant year of legislative change. The financial year began with the introduction of a ban on engineered stone.

The ban prohibits the manufacture, supply, processing and installation of engineered stone benchtops, panels and slabs from 1 July 2024.

South Australia implemented the ban in line with other states and territories to protect workers from the risk of fatal lung disease.

The start of July also the introduction of tough new laws to make industrial manslaughter a criminal offence and put employers on notice that the most serious health and safety breaches carry severe penalties.

Employers now face up to 20 years in prison or fines of up to \$18 million if they are found to have caused the death of a worker through a reckless or grossly negligent breach of health and safety.

In September, State Parliament passed the *Explosives Act 2024*, which will replace the *Explosives Act 1936*. The new Act will come into operation in mid-2026.

The Portable *Long Service Leave Bill 2024* also passed parliament in September, extending portable long service leave to the community services sector in South Australia from October 2025.

Our Educational activities continue to gain momentum with the launch of our HSR Strategy in December 2024.

Developed in conjunction with the SafeWork SA Advisory Committee, the strategy aims to increase the number of trained Health and Safety Representatives and ramp up support for existing HSRs to help them fulfil their critical role.

Our Education Advisors conducted 316 in-person engagements, up from 284 in 2023-24, while our new HSR Advisor hit the ground running, responding to more than 500 HSR and PCBU enquiries and requests.

The SafeWork SA help centre answered more than 16,000 calls and our licensing team processed more than 40,000 new and renewed licences.

We have also begun developing a new approach to our proactive compliance campaigns by taking a deep dive into SafeWork SA and RetunToWork SA data to allow us to target specific businesses and injury types and monitor their safety performance thereafter.

The series of campaigns targeting the priority industries of Agriculture, Construction, Manufacturing, Transport, Forestry and Healthcare rolled out on 1 July 2025 following several months of data analysis and planning.

Thank you to all of our staff and industry partners for their hard work to help deliver our significant achievement. I look forward to building on this success for the remainder of 2025 and beyond.



Glenn Farrell

Executive Director, SafeWork SA

2024-25

Achievements at a glance



13,038

**new work
licences issued**



Help Centre

34,987

phone calls answered

31,705

emails answered



7,715

**worksite
inspections**



up **12%** on 2023-2024

Prosecutions

18

convictions



\$2.37M

in fines

5,238

**statutory
notices issued**



including 53 expiations

316

advisory activities,
including site visits,
presentations and
mock courts



**HSR Strategy
launched**

A plan to boost
HSR numbers and
support existing HSRs





Who we are



South Australia's work health and safety regulator

SafeWork SA plays a vital role in the lives of South Australia's workers and employers. This includes administering the state's work health and safety legislation to build workplaces that are safe and equitable.

We do this by engaging with workers, employers, unions, businesses and other government agencies to provide advice, education and, when required, investigation and enforcement.

SafeWork SA is a branch of the Attorney General's Department.

The Attorney General's Department 2024-25 Annual Report can be accessed [here](#).

Our Vision

Leading contemporary regulation to secure the health and safety of workers and workplaces.

Our Values

Professionalism, Respect, Integrity, Service.

These values influence how our staff work together to achieve our vision.

They were shaped with input from staff and are embedded everything we do.



ReturnToWorkSA partnership

SafeWork SA and ReturnToWorkSA share a collaborative partnership.

ReturnToWorkSA provides work injury insurance and regulates the South Australian Return to Work scheme.

ReturnToWorkSA's insurance provides protection to South Australian businesses and their workers in the event of a work injury.

SafeWork SA works with ReturnToWorkSA to ensure our education focus and work, health and safety compliance campaigns are based on work injury claims and incident data.

This arrangement enables SafeWork SA to deliver high quality and professional services that promote safe and equitable workplaces and high standards of public safety for all South Australians.

The funds to support the costs of administering the *Work Health and Safety Act 2012* are provided to SafeWork SA by ReturnToWorkSA.

South Australia's work health and safety legislation prescribes the amount provided to SafeWork SA each financial year.

Strategic Plan

The *SafeWork SA Strategic Plan 2023 - 2027* sets a clear direction for what we will do to make South Australian workplaces safe.

Our work will be trusted and respected and inspire workplaces to be safe through collaboration, education and compliance.

Under the plan, SafeWork SA will:

- be the employer of choice for developing a contemporary workforce
- promote the SafeWork SA brand as a trusted and intelligence-led Regulator who works collaboratively across industry
- be a global leader in regulatory compliance theory and practice, and work with stakeholders to transfer knowledge into healthy and safe workplaces
- create a mobile workforce and make it easy for people to interact with us.

The [SafeWork SA Strategic Plan 2023 -2027](#) came into effect on 1 January 2023.

SafeWork SA Advisory Committee

The SafeWork SA Advisory Committee is established by the Minister for Industrial Relations and Public Sector, and is non-statutory advisory body.

The committee provides SafeWork SA with a high-level forum for stakeholder consultation, work health and safety matters and strategic direction.

It was formed by the South Australian Government in 2023 following recommendations from an Independent Review of SafeWork SA, which also prescribed the organisations and groups represented.

The objectives of the committee are to:

- give practical effect to the tripartite mechanisms in the Work Health and Safety Act 2012 and build confidence in SafeWork SA through transparency
- improve SafeWork SA's strategic choices regarding targeted injuries, industries and employers, and to strengthen its capacity and confidence to use its regulatory powers
- support the Minister for Industrial Relations and Public Sector, and the Attorney-General's Department, in the delivery of the government's agenda for workplace safety.

To achieve its objectives, the committee:

- provides advice and recommendations about work health and safety matters to SafeWork SA, and the Minister for Industrial Relations and Public Sector
- considers and advises ways to improve consultation and collaboration between SafeWork SA, ReturnToWork SA, associations representing employers and employees, industry associations, government agencies and other interested persons to improve work health and safety
- considers and advises on compliance and education campaigns for targeted injuries and industries.

As at 30 June 2025, the following were members of the committee:

- Erma Ranieri PSM (Chair) - Commissioner for Public Sector Employment
- Caroline Mealor, Chief Executive, Attorney-General's Department
- Glenn Farrell, Executive Director, SafeWork SA
- the Hon Kyam Maher MLC, Minister for Industrial Relations and Public Sector
- Michael Francis, Chief Executive Officer, ReturnToWorkSA
- Andrea Madeley, Voice of Industrial Death (VOID)
- Chelsea Bishop, Shop Distributive & Allied Employees' Association (SDA)
- Dale Beasley, SA Unions
- Estha van der Linden, AI Group
- Karen van Gorp, South Australian Business Chamber
- Mary Nizamis, Australian Institute of Health and Safety (AIHS)
- Max Mawby, Communications, Electrical, Energy and Plumbing Union (CEPU)
- Ronan O'Brien, Motor Trade Association (MTA) SA
- Tanya Newell, Australian Nursing and Midwifery Federation
- Kym Morgan, Master Builders Association (MBA).

The SafeWork SA Advisory Committee met four times during the 2024-2025 financial year:

- 21 August 2024
- 21 November 2024
- 12 February 2025
- 21 May 2025.



Compliance

SafeWork SA's presence on worksites is increasing with 7715 recorded site visits in 2024-25, up from 6813 in 2023-24 and 5122 in 2022-23.

We introduced cautionary expiations in November 2023 to add to our range of compliance and enforcement tools. We issued a record 427 cautionary expiations in 2024-25, up from 176 in 2023-24.

Notices issues	5238	↓ 15%
Worksite visits recorded	7715	↑ 12%
Cautionary expiations	427	↑ 170%

Where a SafeWork SA inspector identifies a breach that warrants an expiable offence they will consider issuing a notice which includes a fine.

Alternatively, they may issue a cautionary expiation notice, which doesn't include a monetary fine.

The level of risk associated with a hazard and the safety history of the business, organisation or individual will determine the severity of any penalty.

Expiation notices can attract fines of up to \$3600 for a business or organisation and \$720 for an individual.

Expiations streamline the process of dealing with minor offences to reduce the burden on the courts.

Safety breaches where a prosecution is warranted will continue to be dealt with by the courts.

Improvement Notices

WHS Improvement Notices are issued when a SafeWork SA Inspector believes a PCBU is contravening a provision of the WHS Act. Improvement notices commonly involve an organisation being required to change the way it conducts an activity within a timeframe.

Top reasons for issuing a WHS Improvement Notice		
Managing risk	554	
Maintenance	318	
Electrical safety	286	
Emergency management	248	
Housekeeping	232	
First aid	226	
Adequate training	213	
Adequate facilities	176	

Prohibition Notices

WHS Prohibition Notices may be issued if an inspector reasonably believes that an activity is occurring or may occur at a workplace that involves a serious risk to the health or safety of a person.

The inspector may give a person who has control over the activity a direction prohibiting the carrying on of the activity, or the carrying on of the activity in a specified way, until an inspector is satisfied that the matters that give or will give rise to the risk have been remedied.

Top 3 reasons for issuing a WHS Prohibition Notice		
Managing risk of a fall	302	
Maintenance	206	
Plant management	55	

Dangerous Substance Notices

A Dangerous Substance Notice is concerned with the management and storage of dangerous substances including gases and petroleum.

Top 3 reasons for issuing a Dangerous Substance Notice		
Signage/labels	64	
Emergency management	56	
Placards	49	

All notices	Total numbers	Change from 2023-24
Improvement Notices	3831	▼ 14%
Prohibition Notices	944	▼ 5%
Dangerous Substances	392	▼ 24%
Explosives Notices	18	▲ 125%
Expiation Notices	53	▲ 15%

Long service leave compliance

Inspectors from our Psychosocial Industrial Team (PIT) investigate industrial relations claims lodged with SafeWork SA throughout the state.

The vast majority of these claims relate to matters alleging non-payment or under-payment of long service leave entitlements.

Our inspectors helped workers recover \$166,068.35 in unpaid long service leave during the 2024-25 financial year.



Notifications

A person conducting a business or undertaking (PCBU) must notify us of fatalities and certain serious injuries/illnesses, dangerous incidents that occur at work as a result of the conduct of the business or undertaking.

Incidents may relate to anyone at a workplace such as a worker, contractor or member of the public.

It is an offence to fail to report a notifiable incident immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.



5,273
TOTAL NOTIFICATIONS
2024-25

The total notifications include 1591 reported incidents not deemed to be notifiable under the Act.

Notifiable incidents	2024-25	2023-24
Serious injuries/fatalities	356	464
Dangerous incident	225	546
Prescribed by regulation	263	214
Total	844	1224

Industrial relations	2024-25	2023-24
Service Leave	126	135
Fair Work Act	5	3
Shop Trading Act	1	1
Total	132	139

Complaints	2024-25	2023-24
Workplace safety, which includes:	932	1263
- ASBESTOS	64	86
- Crystalline silica substances	35	
Handled by triage at time of call	1006	318
Exposure to a psychosocial hazard	278	204
Activities causing risk to public	209	71
Handling and storage of DS/explosives	6	8
Fireworks	2	5
Total	2532	1957

Worker representation	2024-25	2023-24
EPH notification	137	128
HSR assistance/dispute	8	8
EPH disputes	4	4
Issue resolution	23	-
Cessation of work	2	-
Total	174	140



Licensing

SafeWork SA administers a wide range of licenses, including for plant and machinery, high risk work, asbestos removal, explosives, chemicals and dangerous goods.

In 2024-25, SafeWork issued and renewed more than 40,000 licences across a broad range of categories.

The year also saw the successful move to digital replacement and renewal High Risk Work Licences through our online portal.



SERVICE CALLS PERFORMANCE LICENSING

2024-25
87.43%

2023-24
91.2%



13,038
NEW
LICENCES
ISSUED
2024-25

13,593
NEW
LICENCES
ISSUED
2023-24



27,620
RENEWED
LICENCES
ISSUED
2024-25

32,356
RENEWED
LICENCES
ISSUED
2023-24

Licensing change	2024-25	2023-24	%
Customer service calls	20,224	18,383	✓ 9.2%
Emails answered	28,631	24,540	✓ 14.4%

Top 5 categories	2024-25	2023-24
High Risk Work	9698	9876
Plant	1539	1841
Dangerous Goods Driver	352	415
Dangerous Substances	275	295
Blasters	225	234

Top 5 categories	2024-25	2023-24
High Risk Work	17,945	14,572
Dangerous Substances	3,880	3,936
Plant	1,772	10,048
Dangerous Goods Vehicle	1,169	1,083
Dangerous Goods Driver	482	415

Licence suspensions

Accredited assessors

- 1 licence suspension
- 1 letter of warning

High risk work licences

- 8 licence suspensions
- 3 letters of warning

Asbestos removalists

- 3 licence suspensions
- 2 letters of warning



Education

The Education Team at SafeWork SA comprises advisory, our help centre, licensing and library services.

The team helps improve understanding of WHS requirements among businesses, including how to address physical and psychosocial hazards, deals with enquiries and triages incident notifications and process applications for high-risk work licences.

Advisory team on the road

It was a busy year for our SafeWork SA's Workplace Advisory Service with its advisors travelling the state to educate businesses about WHS hazards and obligations.

During the 2024-25 year, our advisors conducted 316 in-person engagements, up from 284 in 2023-24.

The addition of a HSR Advisor to the team in March 2024 is also paying dividends, with the new role responding to more than 500 HSR and PCBU enquiries and requests.

These engagements included attendance at regional field days, mock court trials, role of agency presentations, speaking at industry forums, meeting industry stakeholders and workplace visits.

New triage approach boosts efficiency

A new approach to triaging reports of work incidents and complaints on the phone has helped increase the time available for inspectors to undertake priority site visits.

Introduced in May 2024, 2024-25 was the first full year of operation for the new system.

Customer service calls answered	2024-25	2023-24
Help centre	16,604	16,339
Priority notifications	2,332	2,408
Licensing	18,383	20,224
Outbound	10,127	6,680
Total	47,446	45,851

Emails answered	2024-25	2023-24
Help centre	8,346	7,165
Safety incidents	1,289	1,592
Workplace advisory	416	965
HSR Support	531	NEW
Licensing	24,540	28,631





Library

SafeWork SA Library provides information and resources on all aspects of working life - work health and safety, and wellbeing. We continue to adhere to our vision to be the South Australian 'go to' Library service for all safety-focussed resources, with an ever-growing emphasis on electronic access.



5,781 TOTAL MEMBERS



376 HARD COPY LOANS



1,512 ELECTRONIC
RESOURCES ACCESSED



102 NEW MEMBERS



Developing our people



Improvements to the Inspector Development Program

All SafeWork SA inspectors undertake a comprehensive Inspector Development Program (IDP).

The program was reviewed in 2024 and update in 2025 following valuable feedback provided by staff and trainers, as well as the collaborative efforts of a dedicated working group with stakeholders.

The updated IDP format is crafted to offer a more effective, flexible, and manageable training experience for our WHS Inspectors.

By focusing on fundamental skills, we have streamlined the core IDP from 12 weeks to 6 weeks. Following the fundamental training, additional specialised modules such as Dangerous Substances, Investigative Interviewing, and Mock Court will be offered as shorter, targeted training sessions.

Pictured above: The IDP course graduates in August 2024.

SafeWork SA's new online database

During the 2024-2025 financial year, a substantial amount of work was undertaken to research, create and test, sections of SafeWork SA's new case management and licensing platform called InSite. and improve recording and reporting of SafeWork SA's regulatory, other statutory and advisory services.

The case management system is currently under construction. Once completed, it will significantly improve SafeWork SA's regulatory functions with a modern new system that will reduce administrative burden and increase our mobility.

Following a rigorous procurement process, Ernst and Young was contracted in December 2024 to build Insite utilising Microsoft Dynamics 365. We look forward to the new system taking shape with an expected launch in 2026.

Model of Care

At SafeWork SA we recognise that our people are our greatest strength and most valued asset.

Our Model of Care has been developed over the past 18 months, culminating in a launch on 1 July 2025. It demonstrates our commitment to our people and leading by example, embedding psychosocial safety into everyday practice.

By protecting and supporting staff, we are building a culture of care where staff can thrive.

The model incorporates three principles that aim to:

- **Protect** against harm
- **Respond** when harm occurs, and
- **Promote** a culture where staff can thrive

This framework reflects the voice, insights and experience of our people.

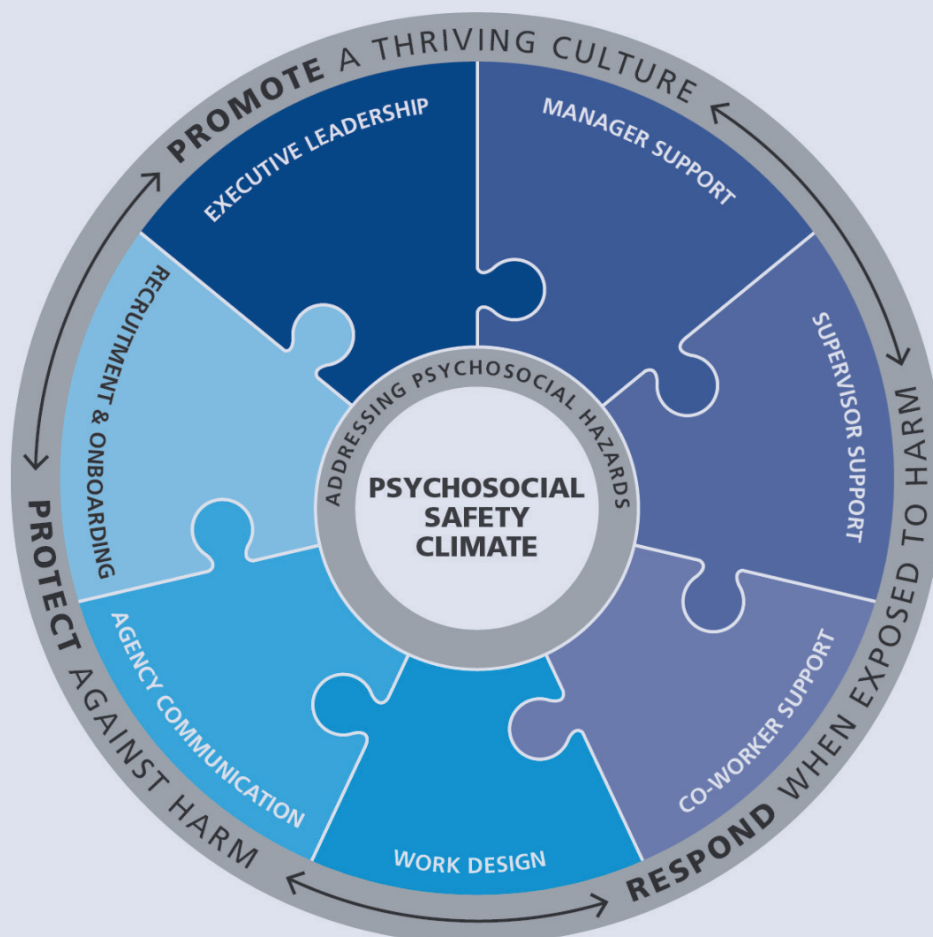
It builds a strong psychosocial safety climate shaped by leadership, communication, and culture – and is underpinned by a clear action plan.

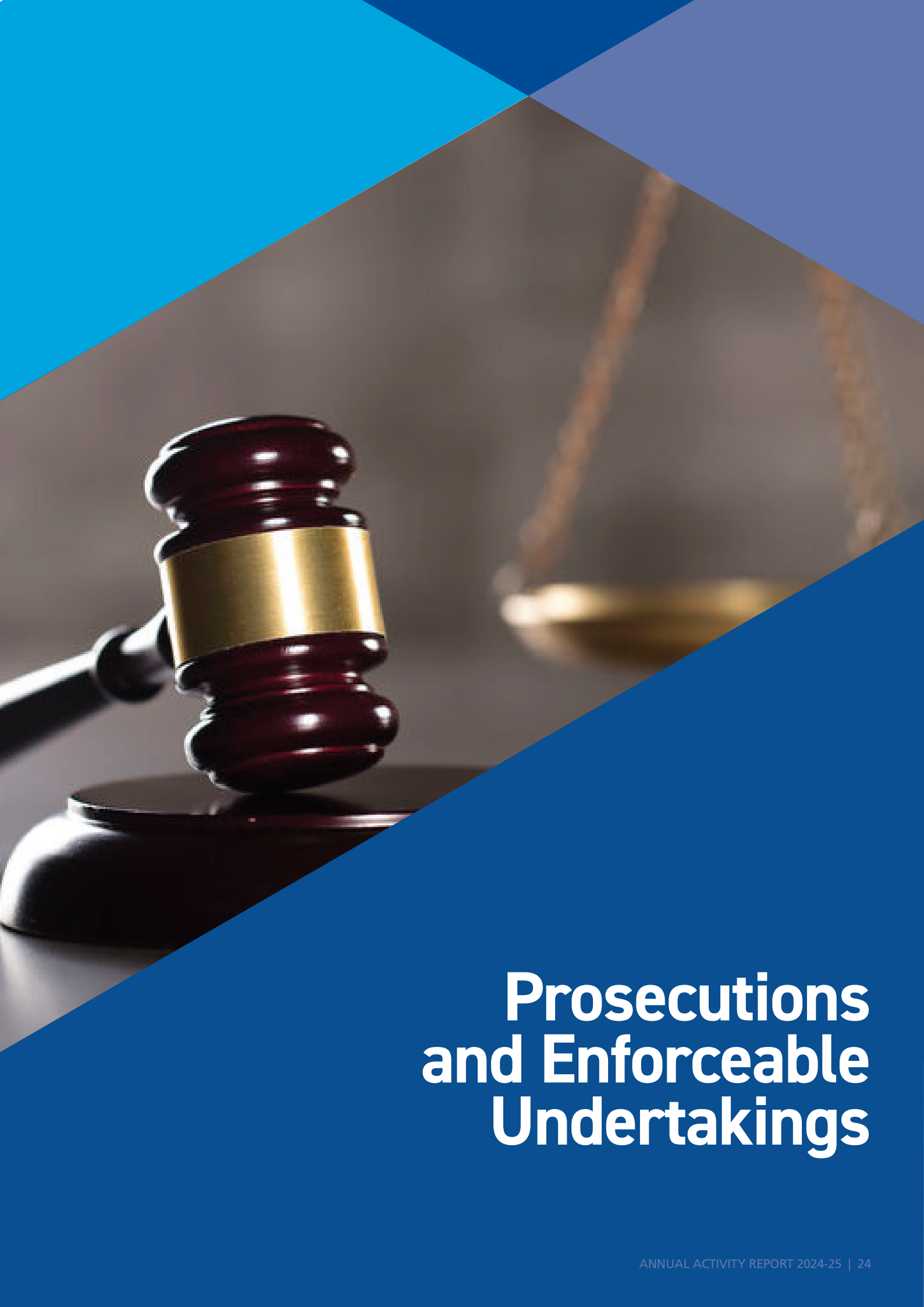
By protecting, supporting, and empowering our people, we're building a culture of care—where everyone can thrive.

We are now rolling out an action plan of activities across the agency to support the model.

Thank you to everyone who has helped bring this model to life.

Together, we're setting a new benchmark for how we approach psychosocial safety in South Australia.





Prosecutions and Enforceable Undertakings

Our compliance and enforcement activities may lead to prosecutions being filed in the South Australian Employment Tribunal and the Magistrates Court.

An enforceable undertaking (EU) operates as an alternative to a prosecution for an alleged contravention of the *Work Health and Safety Act 2012*.

Prosecutions

SafeWork SA secured the highest number of convictions for breaches to workplace safety laws in more than 10 years, delivering record fines totalling \$2.37 million.

A total of 18 convictions across 14 separate matters were achieved in the South Australian Employment Tribunal in 2024-25.

It is the highest number of successful prosecutions since 2013-14, when there were 19 convictions across 18 matters with associated fines of \$935,500.

The latest prosecutions send a strong message that SafeWork SA will act where it detects a serious breach of work health and safety laws.

The 18 convictions included a record fine of \$840,000 imposed on a manufacturing business in November 2024 following the death of an apprentice in 2021.

The convictions included a record fine of \$840,000 for an offence under the South Australian WHS legislation. The fine for a Category 1 offence was imposed on a manufacturing business in November 2024 following the death of an apprentice in 2021.

[Read the latest prosecution judgements here](#)



18 CONVICTIONS



14 MATTERS FINALISED



\$2.37M IN FINES



3 ENFORCEABLE UNDERTAKINGS



\$1.94M IN SAFETY IMPROVEMENTS

Enforceable Undertakings

An EU is a written, legally binding commitment to implement effective work health and safety initiatives. These initiatives are designed to deliver tangible benefits for workers, industry, and the community as a whole and to resolve the issue that led to the EU.

Funds are directed towards mitigating the issue that led to the EU and can include initiatives that benefit workers, industry and the community. These initiatives can range from improved WHS compliance through education and training to financial support.

An enforceable undertaking cannot be accepted for a contravention or alleged contravention of a Category 1 offence or an Industrial Manslaughter offence.

SafeWork SA entered into three Enforceable Undertakings in 2024-25 with total safety improvements totalling \$1,942,265.

[Read the latest Enforceable Undertakings here](#)



Legislation

Legislation we administer

SafeWork SA administers more than 30 South Australian acts and regulations relating to workplace, health and safety and industrial relations.

Safety

- *Dangerous Substances Act 1979*
- *Dangerous Substances (General) Regulations 2017*
- *Dangerous Substances (Fees) Regulations 2017*
- *Dangerous Substances (Dangerous Goods Transport) Regulations 2023*
- *Explosives Act 1936*
- *Explosives Regulations 2011*
- *Explosives (Fireworks) Regulations 2016*
- *Explosives (Security Sensitive Substances) Regulations 2021*
- *Mines and Works Inspection Act 1920*
- *Mines and Works Inspection Regulations 2013*
- *Petroleum Products Regulation Act 1995 (administered on behalf of Revenue SA)*
- *Petroleum Products Regulations 2023 (administered on behalf of Revenue SA)*
- *Work Health and Safety Act 2012*
- *Work Health and Safety Regulations 2012*

Industrial relations

- *Construction Industry Long Service Leave Act 1987*
- *Construction Industry Long Service Leave Regulations 2018*
- *Employment Agents Registration Act 1993*
- *Employment Agents Registration Regulations 2025*
- *Fair Work Act 1994*
- *Fair Work (General) Regulations 2009*
- *Fair Work (Clothing Outworker Code of Practice) Regulations 2022*

- *Fair Work (Representation) Regulations 2009*
- *Fair Work (Commonwealth Powers) Act 2009*
- *Shop Trading Hours Act 1977*
- *Shop Trading Hours Regulations 2018*
- *Public Holidays Act 2023*
- *Long Service Leave Act 1987*
- *Long Service Leave Regulations 2017*
- *Daylight Saving Act 1971*
- *Daylight Saving Regulations 2009*
- *Standard Time Act 2009*

Supporting legislative change

Engineered stone ban

The financial year began with the introduction of a ban on engineered stone.

The ban prohibits the manufacture, supply, processing and installation of engineered stone benchtops, panels and slabs from 1 July 2024.

Businesses that fail to follow the new work health and safety laws could face fines of up to \$42,000.

Individual workers or managers who flout the laws could receive fines of up to \$8,400.

South Australia implemented the ban in line with other states and territories to protect workers from the risk of fatal lung disease.

Engineered stone can be safely used once installed, so long as it remains undisturbed and no work is carried out to remove, repair or modify it as this could generate silica dust.

There is no requirement to remove engineered stone that is already installed.

Porcelain products are excluded from the ban along with finished engineered stone products such as jewellery, garden ornaments sculptures and kitchen sinks which do not require processing or modification.

Industrial Manslaughter

The start of July also saw the introduction of tough new laws to make industrial manslaughter a criminal offence and put employers on notice that the most serious health and safety breaches carry severe penalties.

Employers now face up to 20 years in prison or fines of up to \$18 million if they are found to have caused the death of a worker through a reckless or grossly negligent breach of health and safety.

A person commits industrial manslaughter if:

- they have a health and safety duty under the Work Health and Safety Act
- they engage in conduct that breaches that duty
- the conduct causes the death of an individual to whom that duty is owed, and
- the person engages in the conduct with gross negligence or is reckless as to the risk to an individual of death or serious injury or illness.

The new laws do not impose any additional health and safety obligations on businesses or workers. Instead, they ensure that if a worker is killed through a breach of existing laws then severe penalties are available.

Making industrial manslaughter a criminal offence brings South Australia into line with other states and territories across Australia.

Explosives Act

A major overhaul of South Australia's explosives legislation passed Parliament in September 2024, updating a bill first adopted in 1936.

The Explosives Act 2024 modernises and streamlines the state's explosives legislation and creates consistency with other Australian jurisdictions.

The 2024 Act provides a new licensing framework for explosives which is more streamlined and consistent with national licensing frameworks.

It will replace the *Explosives Act 1936*, which has long been considered by industry to be out of touch with contemporary standards and practices and inconsistent with other jurisdictions.

The new Act passed parliament in September and will come into operation once regulations and supporting legislative documents have been developed.

In South Australia, the explosives industry impacts a wide variety of industries including transport, mining, agriculture, manufacturing, demolition, entertainment, pyrotechnics, rocketry and policing.

The new legislation balances the promotion of business interests, while continuing to maintain the safety and security of the South Australian public.

Portable Long Service Leave Bill

The *Portable Long Service Leave Bill 2024* also passed parliament in September, extending portable long service leave to the community services sector in South Australia from October 2025.



Campaigns and Initiatives

Priority harm campaigns

A deep dive into ReturnToWorkSA claims and SafeWork SA notice data has provided invaluable insights to allow us to target operators with a history of non-compliance.

This has led to the development of a series of industry specific compliance campaigns targeting the priority industries of Agriculture, Construction, Manufacturing, Transport, Forestry and Healthcare.

From 1 July 2025, the 12-month campaigns include site visits and compliance audits to detect and deter unsafe workplace behaviour.

Noise induced hearing loss

Conducted over a nine-month period from February to November 2024, the campaign was triggered following ReturnToWorkSA data that showed noise induced hearing loss claims and pending claims had risen from 768 in 2018 to 1435 in the first nine months of 2023 – an increase of 90 per cent.

Construction, manufacturing and transport are the most significantly impacted industries.

The campaign involved conducting compliance audits with a focus on hazardous noise risk management, health monitoring systems and employee training on the risks and correct use of personal protective equipment (PPE).

SafeWork SA inspectors visited 80 businesses in the construction, manufacturing, transport, mining, dry cleaning, and lift servicing industries in metropolitan Adelaide and regional South Australia.

During the audits, SafeWork SA inspectors assessed how noise was being managed to prevent hearing loss among workers, in accordance with the work health and safety regulations.

A total of 32 statutory notices were issued where non-compliance was identified during the audits. Failure to conduct audiometric testing (14) and failure to manage the risk of noise exposure (11) were the main reasons for the issuing of the notices.

Recreational snorkelling and diving campaign

The campaign was initiated in response to Coroner Naomi Mary Kereru's recommendations following the inquest into the 2017 death of Ardebby Oh Chua during a snorkelling tour. The inquest identified deficiencies in emergency preparedness and resuscitation procedures on tour vessels. The Coroner recommended that SafeWork SA (SWSA) audit tour operators in South Australia and provide findings to the Coroner's Court.

The campaign ran from November 2024 to June 2025 and a total of 16 audits were conducted. Five audits were conducted in regional parts of South Australia and 11 in the Greater Adelaide area.

Twelve of the 16 operators audited were found to be non-compliant and were issued statutory notices. A total of 57 statutory notices were issued, requiring safety improvements to be made and then verified by SafeWork SA. Four expiation caution notices were also issued.

The most common non-compliance issues resulting in statutory notices during the audits were a lack of systems around instruction, training and supervision and inadequate first aid kits and training.

The campaign successfully addressed the Coroner's recommendations and improved compliance awareness and emergency preparedness among snorkelling and diving tour operators in South Australia.

Aged care proactive compliance campaign

Manual handling of people continues to be a significant issue in the aged care industry.

From 2019 to 2023, ReturnToWork SA received an average of 733 claims per year within residential care services, in particular aged care residential services.

This prompted SafeWork SA to launch a campaign working with facilities so they can deliver long-term improvements to the way equipment is used to handle people.

The campaign ran from 1 March 2024 to 30 June 2025. During this time, 55 compliance audits were completed at 39 aged care sites in metropolitan Adelaide and 16 sites in regional areas.

It was divided into two key components: desktop audits and onsite inspections.

The desktop audits focused on 32 compliance areas required under the Regulations, resulting in 288 compliance items. A total of 17 statutory notices were issued during the campaign.

Alcohol distillers proactive compliance campaign

The Alcohol Distillers proactive campaign commenced on the week of 06 May 2024 and was completed in June 2025.

Distilleries produce and store highly flammable liquids, including ethanol, and create risks associated with explosive atmospheres, confined spaces, pressure vessels, electrical safety, chemicals, cylinder storage and pallet racking.

In 2021, an explosion at a Tasmanian distillery caused critical injuries to a worker and \$2 million damage to the facility.

A dramatic rise in locally produced spirits has seen the number of distilleries in South Australia grow tenfold in the past decade.

A total of 51 compliance audits were undertaken at distilleries in metropolitan Adelaide in regional parts of South Australia. During these audits, a total of 108 statutory notices and one cautionary expiation notice were issued. The statutory notices included 104 improvement notices and four prohibition notices. The prohibition notices were all issued in relation to workers operating machinery without the appropriate high-risk work licence.

The Alcohol Distillers Proactive Campaign was successful and highlighted the need for engagement with stakeholders in the distilling industry. The statutory notices issued highlighted the need to engage with this emerging industry to assist with compliance and education around work health and safety and dangerous substances.

Dangerous goods transport compliance campaign

The transport of dangerous goods is a critical operation that supports many industries across South Australia from agriculture and mining to manufacturing and logistics.

In 2024, SafeWork SA received about 10 enquiries and complaints per week from workers within the dangerous goods transport industry.

This prompted the development of SafeWork SA's first dangerous goods transport compliance campaign involving on-site inspections at transport company depots.

From April to June 2025, nine sites were visited and desktop audits conducted across 32 compliance areas. Of the 288 compliance items assessed in the desktop audits, 212 were compliant. Nine were non-compliant and a further nine required improvement.

All sites visited were compliant for licence documentation and vehicle safety and equipment. However, the site inspections resulted in three Section 33 Notices being issued under the Dangerous Substances Act 1979 while three improvement opportunities were identified.

The campaign report recommended SafeWork SA should run a broader campaign targeting a larger number of transport companies and unannounced inspections, continue roadside interventions and strengthen engagement with industry stakeholders.

Heat stress in retail proactive compliance campaign

Every summer in South Australia there is an uptick of complaints in the retail sector concerning workers exposed to working hot conditions.

The objective of the Heat Stress in Retail Proactive Compliance Campaign to ensure compliance and educate businesses in the retail sector on the implementation of safe systems of work to minimise the risk posed by dehydration, ultraviolet radiation and heat related fatigue during the hot weather months.

Examples of retail businesses potentially exposed to heat stress include workers at markets, garden centres, drive-through bottle shops, food vendors at events and other outdoor retailers.

An audit tool was developed, and 72 audits were conducted across 111 worksite visits.

A total of 18 WHS improvement notices and one cautionary expiation notice was issued, with the most common reasons for notices being inadequate heat-related control measures, inadequate control measures for staff working alone and a lack of trained first aiders and first aid kits.

The majority of workplaces were complaint for their control measures to manage heat stress in the retail industry.

High risk work licences – forklifts and emergency preparedness

This campaign highlights the importance of workers being properly licensed, which leads to minimising serious incidents in the workplace through the competent use of forklifts.

SafeWork SA's Wholesale, Transport and Retail (WTR) team conducted audits from October 2024 in workplaces with forklift operations.

The audits also monitored compliance with Regulation 43 of the Work Health and Safety Regulations 2012, which requires a workplace emergency plan to be prepared, maintained, and implemented.

As at 30 June 2025, 1156 audits and licence checks had been completed, resulting in 170 statutory notices.

These consisted of 166 WHS improvement notices and 4 WHS prohibition notices. Six expiation cautions were also issued.

The most common reasons for issuing a notice were: no emergency plan, no register of high-risk work licences and no pre-operational checks on forklifts.

Proactive construction campaign – regional

From 1 February 2024 to 30 November 2024, inspectors from SafeWork SA's Construction and Regional teams visited eight regional areas and performed a total of 39 compliance in the construction industry.

The audits related to the residential (30), commercial (7), civil (1) and utilities (1) sectors of the construction industry.

A total of 134 statutory notices were issued, consisting of 42 WHS prohibition notices, 69 WHS improvement, 2 expiation notices and 21 cautionary expiation notices.

The most common reasons for issuing a notice were: failure to manage risk of falls, electrical inspection and testing, and inadequate or out of date first aid kits and training.

The campaign provided additional knowledge, practical experience and audit tools to the regional team inspectors to manage construction activities in their respective regional areas of operation.

Proactive construction compliance campaign 2024

Run in parallel to the regional campaign from 1 February 2024 to 30 November 2024 across the greater Adelaide area, inspectors from the Construction and Utilities team performed a total of 213 compliance audits and issued 885 statutory notices.

The audits were conducted across the residential (134), commercial (68) and civil (11) sectors of the construction industry.

In total, 543 improvement notices, 235 prohibition notices, 102 cautionary expiations and 5 expiation notices were issued.

The most common reasons for issuing a notice were: failure to manage risk of falls, lack of or inadequate facilities and lack of principal contractor signage.

The Construction and Utilities Team significantly exceeded the targeted number of audits for the campaign, which was initially set at 100.

Asbestos removalist and assessor proactive compliance campaign

The campaign set out to achieve 100 audits between February and November 2024, a target which was eclipsed.

Inspectors performed a total of 101 compliance audits – 55 licensed asbestos removalists and 46 licensed asbestos assessors.

In all, 68 statutory notices were issued consisting of 43 improvement notices, 14 prohibition notices and 11 cautionary expiation notices.

Compliance action during the campaign also included:

- 3 letters of warning and reminder of legal obligations
- 2 show cause letters issued to licenced asbestos removalists
- 1 immediate suspension of a licenced asbestos removalists.

The most common reasons for issuing a notice during the campaign were:

Lack of or de-inadequate contamination facilities, lack of or inadequate health monitoring, workers not being clean shaven for respiratory mask fit and inadequate or out of date electrical inspection and testing.

Accredited assessor tool regional compliance campaign

The National Assessment Instrument (NAI) is a key component of the Work Health and Safety (WHS) Regulations in Australia.

It is used to assess the competency of individuals in performing high-risk work safely and to the expected standard in the workplace.

From January to November 2024, 21 in-person audits of accredited assessors were completed in regional parts of South Australia.

A further 15 WHS and NAI infrastructure audits were also conducted of seven Registered Training Organisations (RTOs) in regional areas.

The proactive compliance campaign resulted in:

- 1 proposal to suspend an assessor accreditation class, resulting in voluntary surrender of the class from accreditation
- 21 Prohibition notices
 - 1 to an accredited assessor
 - 20 to RTOs
- 81 Improvement notices
 - 23 to accredited assessors;
 - 68 to RTOs
- 10 expiation (caution) notices
 - 8 to RTOs
 - 1 to an accredited assessor
 - 1 to a HRW licence holder

Inspectors issued on average at least one improvement notice per Accredited Assessor face-to-face conducted.

Compliance action from the WHS & NAI Infrastructure audits conducted identified one RTO as stand out poor performer.

2024 Royal Adelaide Show

The 2024 Royal Adelaide Show was held between 31 August and 8 September and attracted almost 400,000 visitors, which was a noticeable increase after several years impacted by the coronavirus pandemic.

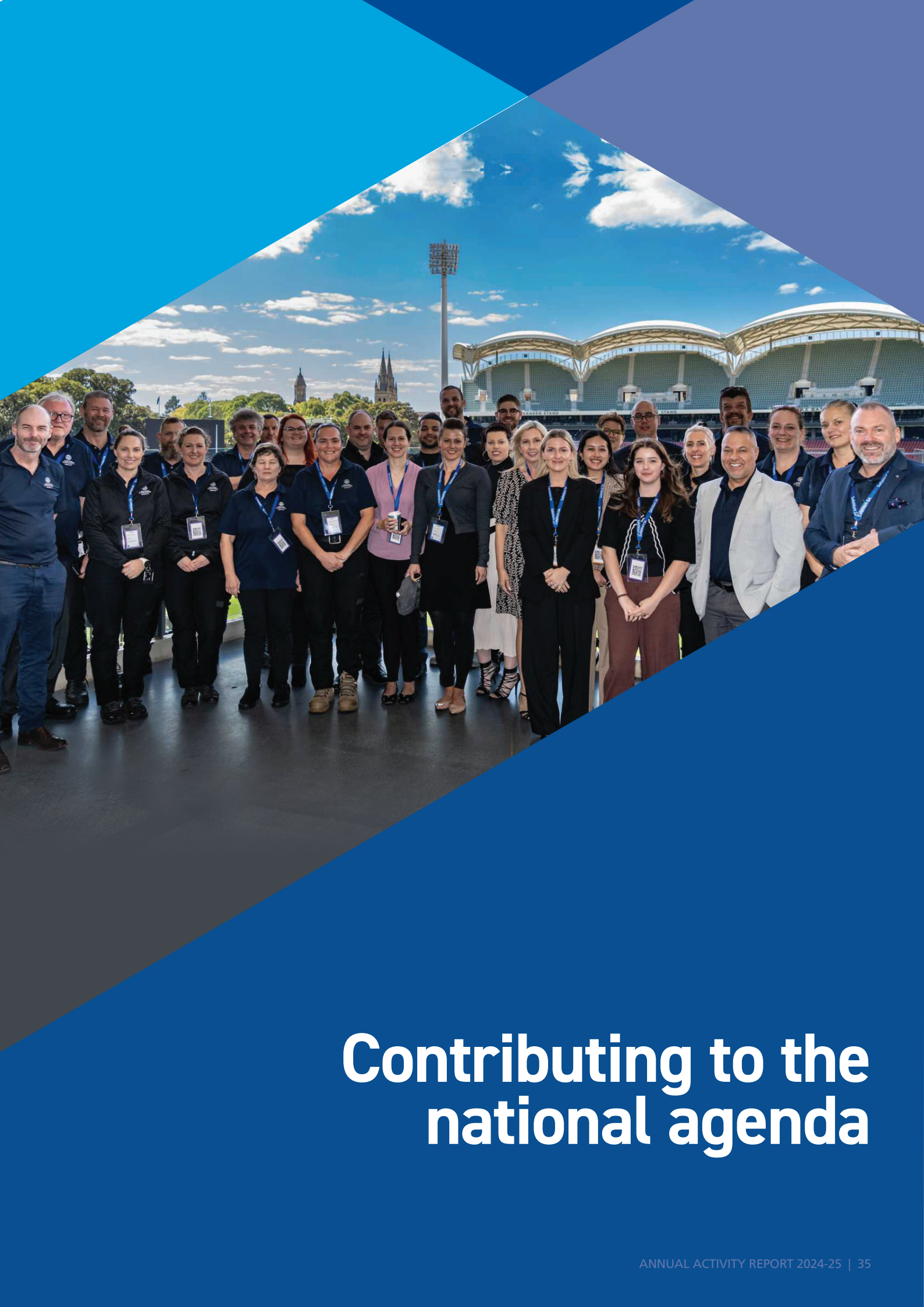
SafeWork SA's primary focus at the event is the audit of amusement devices. This began in June when logbook documentation was requested from 49 amusement device owners intending to operate at the Show.

On-site visual audits of 50 amusement devices were conducted between 26 and 30 August. No notices were issued during this time, as all Amusement Device owners rectified any issues identified in a timely manner.

SafeWork SA Inspectors also had a presence during the event, undertaking morning and afternoon 'patrols' at the showgrounds. The inspectors addressed compliance matters identified and issued one WHS Improvement Notice.

Inspectors attended daily emergency services meetings facilitated as part of the Show's proactive due diligence to maintain a presence, communication and cooperation between all parties and agencies.

Throughout the proactive campaign bump-in week and the event, our Inspectors attended 175 worksite visits.



Contributing to the national agenda

Heads of Workplace Safety Authorities

Glenn Farrell, SafeWork SA's Executive Director, continued to be South Australia's representative of the Heads of Workplace Safety Authorities (HWSA).

During the 2024-2025 financial year, HWSA members considered a range of topics, including the following:

- compliance campaigns to monitor enforcement with the prohibition of processing engineered stone
- criminalisation of industrial manslaughter
- the Australian Government's *National Hydrogen Strategy 2024* and codes of practice
- the indicators and targets of the *Silica National Strategic Plan 2024-30*
- the 'People at Work' survey
- slips trips and falls in the workplace.

HWSA Planning Day

On 3 October 2024, SafeWork SA hosted the Heads of Workplace Safety Authorities (HWSA) Members' Meeting, with members from other states and territories attending.

On 4 October 2024, SafeWork SA hosted the Heads of Workplace Safety Authorities (HWSA) Planning Day, to enable members to plan priorities for consideration during the next calendar year.

2025 WHS Regulators Forum

SafeWork SA hosted the four-day 2025 WHS Regulators Forum at Adelaide Oval from 31 March to 3 April 2025 following previous in Queensland and New South Wales in 2023 and 2024.

The event comprised of two two-day forums – the Investigations Forum and the Enforceable Undertaking Forum – and was attended by a total of about 150 WHS professionals from across Australia and New Zealand.

Safe Work Australia

As the South Australian Work Health and Safety regulator, Glenn Farrell, SafeWork SA's Executive Director, continued to be South Australia's representative of Safe Work Australia.

Safe Work Australia develops national policy relating to work health and safety and workers' compensation in consultation with its members.

During the 2024-2025 financial year, Safe Work Australia members considered a range of topics, including the following:

- model codes of practice regarding managing fatigue risks at work, crystalline silica substances, and the healthcare and social assistance industry
- the *Asbestos National Strategic Plan Phase Three 2024-30*
- the application of the primary work health and safety duty to modern work arrangements including crowd platforms regarding the gig economy
- a national policy approach to workers' compensation and the gig economy.

Photo on previous page: SafeWork SA staff attending the 2025 WHS Regulators Forum at Adelaide Oval.



Supporting organisations and safety initiatives



Our role includes working as a leader, advocate and partner with a range of industries.

This can involve supporting organisations by channelling funding from the South Australian Government, helping to raise awareness of national initiatives, or sponsoring events to deliver work health and safety improvements.

HSR Strategy

SafeWork SA's [Health and Safety Representatives \(HSR\) Strategy\(PDF\)](#) aims to improve safety by increasing the number of trained HSRs at work sites and to support existing HSRs to help them fulfil their critical role.

The strategy launched in December 2024 and was developed in conjunction with the SafeWork SA Advisory Committee following recommendations arising from the 2022 Independent Review of SafeWork SA.

The strategy has five goals

- To improve engagement between SafeWork SA, HSRs and employee and employer associations
- To empower HSRs to feel confident in undertaking their role
- To support and encourage businesses to actively engage and utilise HSRs to help improve safety outcomes
- To review and improve HSR training
- To recognise and celebrate the work of HSRs

A handbook was also developed as a resource for new and existing HSRs.

The recognition program, HSR Heroes, highlights the work of HSRs and how they contribute positively to their workplace.

To further recognise the individual achievements of HSRs, an individual HSR of the Year Award has been established to recognise the work of an outstanding HSR.

The award was presented at the inaugural SafeWork SA HSR Forum during National Safe Work Month on 2 October.

Pictured above: HSR Heroes nominee Andrea Hensing-Matto from the State Library of South Australia.



Augusta Zadow Awards

SafeWork SA managed and sponsored the annual Augusta Zadow Awards which recognise safety initiatives proposed by young workers and women with up to \$25,000 each in grant funding.

The grants help meet the costs of initiatives, research or further education that improves health and safety for women and young workers.

The 2024 winners were presented by the Governor of South Australia, her Excellency the Honourable Frances Adamson AC at a Government House ceremony on 25 October.

The Augusta Zadow Awards have been run by SafeWork SA since 2005 and provide grants of up to \$25,000 to help meet the costs of a work health and safety initiative.

Presented each October during National Safe Work Month, the awards support initiatives, research or further education that improve health and safety for women and young workers in South Australia.

2024 winners

- Jackie Wood, Wendy Foster, Nicola Williams pictured below from left to right and Micah Peters were awarded a \$22,500 grant. This collaboration between the Australian Nursing and Midwifery Federation and UniSA aims to answer the question of whether the historic caseload model for midwives is aligned to the changes to modern care requirements. Findings will be used as the basis for negotiating changes in midwife caseloads, leading to a decrease in risk factors causing burnout and work overload.
- Matt Lowe from the Apprentice Employment Network was awarded a \$10,500 grant. The SMART Kit Upgrade Project is a program offered by the Apprentice Employment Network to help host employers identify gaps in their WHS systems and provide them with the tools needed to improve. The Augusta Zadow Awards grant will allow the kits to be updated in line with new regulations and also fund consultation with host employers to develop resources to be added to the kit.
- Alison Hunter from Alison in the Universe received a \$12,000 grant. Burnout Resilience for Support Workers and Carers is a health and safety training package for workers in the care sector being developed by social worker Alison Hunter. The training focuses on ego-resilience, compassion satisfaction, and the creation of a personal self-care toolkit for each participant. The funding will allow the training to be rolled out.

Augusta Zadow was an advocate and safety champion for women's rights in the workplace as South Australia's "First Lady Inspector of Factories" in 1895.

Pictured above: The 2024 Augusta Zadow Awards winners at Government House



National Safe Work Month

The theme for National Safe Work Month in 2024 was Safety is everyone's business with weekly sub themes including *Work health and safety fundamentals*, *Psychosocial hazards*, *Risk management fundamentals* and *Musculoskeletal injuries*.

SafeWork SA helped spread the safety message throughout October with a raft of public and targeted events including a workplace competition, an incident simulation, four webinars and two mock trials are among the events promoted by SafeWork SA during the month.

A state-wide advertising campaign was also held during the month with print and digital advertisements promoting safety published in mainstream media across the state.

National Safe Work Month has been held since 2009 after workplace deaths in Australia reached a peak of 310 in 2007.

South Australian Mines Emergency Response Competition

SafeWork SA was a principal sponsor of the annual South Australian Mines Emergency Response Competition (SAMERC), which was held in Roxby Downs from 18 to 20 October 2024.

The event was hosted by principal sponsor BHP Copper SA - Olympic Dam with most scenarios staged in the Roxby Downs township from 18-20 October.

The event used lifelike scenarios to test and improve the skills of seven teams that would be called on to respond to a mine emergency.

A record number of nine teams including the first international challenger put their safety and rescue skills to the test across 10 scenarios designed to test their skills and knowledge in the event they are called on to respond to a mine emergency.

Overall winners were Whyalla-based SIMEC Mining, which also took out individual categories - Theory, BA Search and Rescue, Road Crash Rescue and the Best Captain Award.

Pictured above: Participants in the 2024 SAMERC held in Roxby Downs. Picture courtesy of SAMERC.

Keeping business and community informed

SafeWork SA published 80 news items and seven Safety Alerts on its website in 2024-25.

The agency's social media platforms – Facebook, Instagram and LinkedIn had 19,813 followers at June 30 2025, up from 17,182 on July 1 2024.

Previous editions

Phone

1300 365 255

Email

help.safework@sa.gov.au

Website

safework.sa.gov.au



**Government
of South Australia**

SafeWork SA