

Entry Permit Holder Report

SafeWork SA

Application ID 22757849

Entry Permit Holder	
Full Name:	Beau Jack Buick
Permit Number:	ET-23-05053
Union Represented:	SDA
Worksite Entered	
Business Name:	coles warradale
Industry:	Retail Trade
Address:	238 Diagonal Rd, Oaklands Park SA 5046
Date workplace entered:	22/12/2025

I Beau Jack Buick am of the opinion that the PCBU has contravened the WHS legislation relating to:

	Suspected Contravention	More information	Was the contravention rectified?
PCBU Alleged Contravention 1	Not maintaining safe systems of work	Workers raised concerns with the management of customer abuse incidents. A worker was assaulted in May 2025, workers report they were punched in the back of a head by a customer. PCBU responded by moving the worker to another site. Incident report was recorded for this incident, however no record of first aid administered, and the punch was recorded as a push in the neck. PCBU stated procedure for dealing with known offenders is for the Store	No

		<p>Manager to ask them to leave when they re-enter. Workers report the offender had returned to the store at least 3 times following the incident. Workers also reported that the offender had assaulted a customer following this incident. PCBU stated that they implemented security guard for short period following incident. However, workers spoken to did not confirm this. PCBU reports there is no specific risk assessment for this site regarding customer abuse and violence and that this is conducted nationally. PCBU could not provide reports requested.</p>	
PCBU Alleged Contravention 2	Not maintaining a safe work environment	<p>Site management stated no customer abuse incidents, verbal or physical, had occurred in the previous five months. Some workers report otherwise, stating that customer abuse is a daily experience and includes objects being thrown. Workers report that customer abuse was less frequent when there was a security guard present, but this was removed over twelve months ago. Workers believe reporting is not occurring for each incident as there are so many. PCBU claimed they did not have access to records to sight. Reporting appears to be difficult with the necessity for a phone call to be made to a critical incident hotline or manager submission of a report when customer abuse occurs. Workers report they verbally raise incidents with management when it happens. Some workers report feeling unsupported and that customer abuse is not taken seriously when raised.</p>	No