

Entry Permit Holder Report

Application ID: 24379759

Entry Permit Holder	
Full Name:	Angela Scarfo
Permit Number:	ET-26-02107
Union Represented:	South Australian Salaried Medical Officers Association

Worksite Entered	
Business Name:	Lyell McEwin Hospital
Industry:	Other Health
Address:	Haydown Road, Elizabeth Vale SA 5112
Date workplace entered:	08/09/2026

I Angela Scarfo am of the opinion that the PCBU has contravened the WHS legislation relating to:

	Suspected Contravention	Summary of suspected contravention, discussions on rectification, and agreed actions with timeframes	Was the contravention rectified?
PCBU Alleged Contravention 1	Not maintaining a safe work environment	Workers reported that the capacity of the Emergency Department ED has been at 'crisis' levels for the last 3 months. At the time of entry, 35 beds within the ED were in use and 107 patients were waiting to be assessed and treated by doctors. 12 patients were waiting on the ramp, one with a dislocated hip who had been waiting hours to be seen. One patient waited on the ramp for as long as 5 hours and 10 minutes. Doctors felt 'completely overwhelmed' and 'devastated' by the inability to work effectively.	No

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		Nurses were taking observations in the waiting area. Doctors reported that there were not enough nurses to assist with triaging of patients in the ED.	
PCBU Alleged Contravention 2	Not maintaining safe systems of work	Workers reported that the PCBU uploaded 7 virtual beds for the ED on Electronic Medical Record EMR system. This made it appear as though there was additional capacity within the ED at a time of overcrowding. Doctors reported that these virtual beds were created without consultation, Nursing were unaware of their existence, as was the ED Head of Unit.	No
PCBU Alleged Contravention 3	Inadequate facilities or access to facilities	Makeshift treatment areas were created within the ED waiting area, and patients were being treated and assessed in the parenting room, interview rooms, and the decontamination room. Patients were being sent directly to the Cath Lab. The resuscitation room was full of admitted patients waiting to be decanted. Doctors were distressed by the lack of adequate assessment and treatment spaces and impacts on the privacy and dignity of patients. Doctors reported that the television screens in the ED that were initially installed to assist with flow management are instead used to depict pretty pictures of flowers, mountains and fish.	No
PCBU Alleged Contravention 4	Inadequate facilities or access to facilities	Doctors reported that there is no bed flow sufficient to deal with demand. 30 patients were awaiting admission. Rather than discharges occurring within days, they're occurring within weeks. The beds in the ED, as well as the 12 beds in the Extended Emergency Care Unit EECU and the 5 beds in See and Treat were all filled with patients. Doctors reported that to restore appropriate functionality in ED, 30 patients need to be decanted.	No
PCBU Alleged Contravention 5	Inadequate facilities or access to facilities	Doctors reported that patients were generally waiting between 13 to 14 hours to be seen by a doctor. Priority 2 patients were waiting 4 hours and 55 minutes to be seen, some were waiting 3 hours and 36 minutes, and they should be seen within 10 minutes. Doctors reported that priority 3 patients were waiting up to 9 hours to be seen, and they should be seen within 30 minutes. Some priority 2 and 3 patients were on the ramp and had been for hours.	No

		A patient in Rapid Offload spent 4 hours on the ramp and did not have a space within the ED to be offloaded to. The Permit Holder reviewed the LMH ED Dashboard at the time of entry, and this alleged that the average wait time was 67 minutes.	
PCBU Alleged Contravention 6	Inadequate facilities or access to facilities	Doctors reported that some patients had been waiting longer than 13 hours to be seen by a Doctor. The capacity cap for the ED is 51 patients and numbers at the time of entry were reportedly 112 patients. Doctors reported that it is difficult to provide care.	No
PCBU Alleged Contravention 7	Not maintaining safe systems of work	Doctors reported that despite concerns being raised with the PCBU, they have not attended the ED to offer possible solutions or to show support. Staff reported feeling unsupported on this issue.	No
PCBU Alleged Contravention 8	Not maintaining safe systems of work	Permit Holders met with the PCBU delegates and asked for their plan to address overcrowding in the ED, whether they were going to raise issue with SA Ambulance Service and divert patients, and whether they were holding frequent bed flow meetings. The PCBU delegates advised us that they do not see an issue with patients being seen and assessed in parenting and interview rooms and they should be able to do whatever is 'reasonably practicable' in a 'crisis, that these issues are 'seasonal' and a part of winter, they do not have a winter plan, all hospitals around SA are in 'crisis' now, an employee on the ground created the virtual beds on EMR, and it is something that they are working on undoing, but have been unable to, executive come down to ED regularly, the Network Operations Centre NOC manage flow and SASMOA should visit NOC for a tour. We note that the ED Head of Unit HOU was dealing with a Code Black and could not provide clarity on treatment areas being used in ED.	No

Summary of matters that remain unresolved:

The Permit Holders were advised by PCBU delegates, that their plan to address the above matters would be provided to us in writing the following day. This is yet to be provided to the Permit Holders despite a subsequent follow up.