

Entry Permit Holder Report

SafeWork SA

Application ID 21103136

Entry Permit Holder	
Full Name:	Rachael Williams
Permit Number:	ET-24-00842
Union Represented:	South Australian Salaried Medical Officers Association
Worksite Entered	
Business Name:	Royal Adelaide Hospital
Industry:	Other Health
Address:	Port Road, Adelaide SA 5000
Date workplace entered:	3 March 2025

I Rachael Williams am of the opinion that the PCBU has contravened the WHS legislation relating to:			
	Alleged Contravention	More information	Was the contravention rectified?
PCBU Alleged Contravention 1	Inadequate facilities or access to facilities	Doctors working in the Anatomical Pathology (AP) unit at the Royal Adelaide Hospital (RAH) provided with open office desks in the centre of an open space. There are no partitions or noise control measures surrounding the desk spaces. Location of the blue space is within meters of the small staff tea room (which appeared to have no sound proofing) and lockers, which are both utilised by over 100 laboratory staff, technicians and other specialist staff with the seating area spilling out into the AP office space (observed 6	No

		tables in total in open area) with no physical separation. This is causing excessive noise in the AP office as staff engage in personal conversations and listen to audio material during their breaks. Doctors are stressed and frustrated by the constant disruptions and unable to perform their duties effectively, which are highly complex requiring substantial concentration.	
PCBU Alleged Contravention 2	Inadequate facilities or access to facilities	Location of AP open offices in between the main entry point and the entry point to staff facilities such as the main laboratory, toilets, showers and the 'cut up' room (plus the tea room and lockers which are located in same open space). These spaces are utilised by over 100 laboratory staff, technicians and other specialist staff. The AP open office is a throughfare as staff travel between the spaces. Adjacent to the main access door is a long corridor which echoes and contains more lockers and seating for staff breaks, with no doors blocking off this space from the AP office. During the inspection (25 minutes) the EPH witnessed approximately 50 people walking through the AP open office space with consistent intermittent beeping, banging and clicking as doors constantly open and close plus the noise of people passing through.	No
PCBU Alleged Contravention 3	Inadequate facilities or access to facilities	As a result of the poor functional design of the AP offices, doctors report excessive noise causing significant disruption to their work. Doctors described working in the environment as like 'working in a food court'. As a part of their duties, which are highly complex, doctors regularly dictate pathology analysis and present pathology results in multidisciplinary meetings discussing confidential patient matters. The background noise is frequently captured in dictations which impacts the quality of work and increases workloads as they must constantly review the written materials. Likewise the ability to present findings at meetings conducted via teams is	No

		compromised by the noisy environment. Doctors are also concerned about patient confidentiality having sensitive discussions in an open area frequented by other staff outside the unit. These factors are causing increased stress to the AP doctors.	
PCBU Alleged Contravention 4	Inadequate monitoring of the health of workers and the conditions at the workplace	Since the new RAH build was completed in 2017, AP doctors have frequently raised the issue of poor functional design and excessive noise to the PCBU. The only action taken has been to blue tack signage asking staff to be quiet (various signs witnessed by EPH during inspection) and to remove tea room tables which are collocated in the office space. It was reported that the removal of tables has lasted temporarily, with tables returning to the office space, and in any event this did not sufficiently address the issue as it was reported the noise within the tea room and as a result of the throughfare continued to be problematic. It was reported no other active steps have been taken by the PCBU.	No