

Entry Permit Holder Report

SafeWork SA

Application ID 23724344

Entry Permit Holder	
Full Name:	Noah Beckmann
Permit Number:	ET-24-00762
Union Represented:	SDA
Worksite Entered	
Business Name:	Bunnings Prospect
Industry:	Retail Trade
Address:	Cnr Regency Road and Churchill Road
Date workplace entered:	23/06/2026

I Noah Beckmann 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	Unsafe Systems of Work, Workload Workers in Lifestyle, Paint, Tool Shop, Front End, GI and Online reported high job demands due to inadequate staffing, reduced hours and frequently uncovered unplanned leave. Workers reported being expected to meet task and customer service demands without adequate hours, staffing, training or support.	No

		Examples included GI hours being reduced by 2.5 hours per day with no reduction in workload, and weekend Online shifts often having one team member responsible for picking and packing all orders from online platforms, including Uber orders, with tight timeframes. Workers also reported that only six team members on site are trained in the online ordering system. Workers reported that due to rostering practices, meal and rest breaks are often missed or shortened. Workers also reported experiencing fatigue, burnout and feelings of inadequacy because the staffing levels and resources provided are insufficient to meet the PCBU's or customers' expectations.	
PCBU Alleged Contravention 2	Not maintaining safe systems of work	Unsafe Systems of Work, customer abuse and reporting Workers linked frequent customer aggression incidents to wait times and unrealistic service expectations, and reported that PCBU branding creates customer expectations that are not matched by available staffing, training, or in-store expertise. Workers are often required to perform duties outside their training or competence due to insufficient staffing. An example provided related to flooring knowledge, as the site sells flooring products and customers would request to speak with a flooring specialist for assistance. However, workers reported there has not been a dedicated full time flooring specialist for approximately five years. When questioned about reporting procedures, workers were unsure or unclear about the process for reporting hazards and incidents. PCBU records indicated no recorded customer aggression incidents in the previous 60 days, despite workers reporting that such incidents occur frequently.	No
PCBU Alleged Contravention 3	Not maintaining safe systems of work	Unsafe Systems of Work, Equipment	No

		Workers reported the site receives at least 50 pallets daily and GI currently has no forklift trained team members. The alternative plant is EPJs but the EPJs are speed limited. Workers reported the necessity to rely on manual pallet jacks to continue unloading to ensure task completion in allocated hours, increasing manual handling demands and causing soreness and injury concerns. Workers reported walkie stackers used to move stock on and off shelving are unreliable, repeatedly breaking down, being taken out of service, repaired and failing again. Their unavailability causes poor interactions between workers due to competing stock movement demands. Excess stock is stored in the builder's area, where trade customers drive into the store, outside trading hours and must be moved before opening. Workers reported unplanned morning leave can delay stock movement, causing customer aggression incidents where customer access is blocked.	
PCBU Alleged Contravention 4	Not maintaining safe systems of work	Unsafe Systems of Work, Blackout Workers reported a blackout on Wednesday 17 June from approximately 1800 to 2030. During the blackout, workers were directed to continue trading and escort customers through the store with torches despite inadequate lighting. Workers reported raising safety concerns at the time but said they were directed to attend the front of the store and use the torches provided. The PCBU provided a blackout procedure. The procedure appears to address power outages and circumstances where the site is unable to trade, however, it focuses primarily on loss prevention and does not clearly address the safety risks created by inadequate lighting. It also does not	No



		provide clear criteria for when trading must stop. In this incident, POS systems remained operational and direction was therefore unclear.	
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