

Entry Permit Holder Report

SafeWork SA

Application ID 23673874

Entry Permit Holder	
Full Name:	Angela Scarfo
Permit Number:	ET-26-02107
Union Represented:	South Australian Salaried Medical Association SASMOA
Worksite Entered	
Business Name:	Lyell McEwin Hospital Emergency Department
Industry:	Other Health
Address:	Haydown Road, Elizabeth Vale SA 5112
Date workplace entered:	26/05/2026

I Angela Scarfo 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 a safe work environment	Workers reported that the screens connected to the duress alarms in the Lyell McEwin Emergency Department ED are not functioning and have not been functioning for a period exceeding 6 months. Workers report that the screen should show the location of the activated pendant duress call, however this is no longer possible given that the screens are no longer functioning. There are 8 duress alarm screens present in the ED, there is a screen in the Q Zone Ambulance offload, Resuscitation, Majors A, Majors B,	No

		Minors, Extended Care ECU, and Triage, and the security desk. There is presently no screen in the See and Treat Unit. The absence of functioning screens means workers cannot see the location of a duress when it is called, and are therefore unable to identify where a duress has been activated and avoid dangerous incidents in the ED.	
PCBU Alleged Contravention 2	Not maintaining a safe work environment	The Union raised that the screens were not functioning with the PCBU prior to the EPH Inspection in a meeting on 5 May 2026, and the PCBU advised us that as the monitors connected to the duress alarm screens were located in a high traffic area of the ED and this meant that cords were prone to being knocked by staff, this caused the screens to malfunction. The PCBU assured the Union that they would move the monitors to a low traffic area to resolve this issue. We were advised that Engineering and Building Services are relocating the boxes that manage that system so that people can't get to it, as it might be that they jump on the keyboard and do something which then bumps the system -only happening in this one area. If screens continue to malfunction, then PCBU assured EPH that they will look at network system. At the time of the Inspection this had not occurred.	No
PCBU Alleged Contravention 3	Not maintaining a safe work environment	The EPH had a discussion with the PCBU at the time of the EPH Inspection and they advised that BOSCH security systems are no longer making the operating system used for the duress screens and this makes it impossible to update the system, and therefore a total system upgrade is required for the permanent resolution of this issue. The PCBU advised that they are aware that new hardware and software is required to rectify the issue, however they have not advised the EPH of whether any steps have been taken to purchase new hardware and software.	No
PCBU Alleged Contravention 4	Not maintaining safe systems of work	Workers reported feeling a sense of hopelessness, as they expressed that	No

		<p>they have consistently raised experiencing issues with the screens connected to the duress alarms in the past with the PCBU and the PCBU have not taken any steps to address their concerns. Workers have made SLS reports on this issue. Workers reported that PCBU has advised them that the software for the duress alarm screens is dated and this makes long term resolution difficult.</p>	
PCBU Alleged Contravention 5	Not maintaining safe systems of work	<p>Workers expressed that they are deeply distressed by not being able to see the location of a duress call, as this makes it impossible for them to distance themselves from dangerous incidents. Workers reported that they have been told by the PCBU it should be obvious to avoid a dangerous incident if they come across it, however this does not take into account the undivided focus required of emergency medical practitioners, and the fact that situational or spatial awareness is not always possible.</p> <p>On attendance it was visibly busy in the ED. Most bays were occupied and the waiting room in the ED appeared to be at capacity with all seats taken by people waiting to be attended to. Members reported that there was an incident where staff were taking a number of patients through from the waiting room to See And Treat, only to open a door and walk into a situation where a duress call had been made and a Code Black response was happening, with the patient having weapons and SA Police involved.</p>	No