

Entry Permit Holder Report

SafeWork SA

Application ID 23002767

Entry Permit Holder	
Full Name:	Lisa Carson
Permit Number:	ET-23-05947
Union Represented:	SDA
Worksite Entered	
Business Name:	McDonald's Munno Para Curtis Road
Industry:	Other Fast Food
Address:	Lot 999 Curtis Road Munno Para SA 5115
Date workplace entered:	17/02/2026

I Lisa Carson 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	On 14 Feb, a serious violent incident occurred at the workplace when one group entered the premises pursuing another group who were dining. The pursuing individuals were armed with bladed weapons and chased the others through the site. Members of the pursued group moved behind the service counter to seek safety. The armed individuals forced entry into bathroom facilities, entered the kitchen area, and made threats towards team members that they would return to the site. Workers expressed deep concern	No

		for colleagues involved in the incident. Workers report frequent customer aggression at this site. The PCBU did not provide internal incident data when requested. All workers consulted identified physical barriers or safety screens as the preferred control to reduce aggression and unauthorised access. The current separation between staff and customers is a small latched door that offers minimal protection.	
PCBU Alleged Contravention 2	Not maintaining safe systems of work	In an emergency, management is expected to guide workers to the manager's office for safety. Given that offenders had just forced entry through a comparable internal door, workers formed the view that the designated refuge area would not provide adequate protection and elected to exit the premises to ensure their safety. Further, concerns were raised as to whether the manager's office is of sufficient size to accommodate all workers during an emergency event. There were eleven team members and one supervisor. The site did not have a duress alarm in place and police response time was approx. 40 minutes.	No