

# Entry Permit Holder Report

SafeWork SA

Application ID 18289220

Entry Permit Holder	
Full Name:	Chelsea Elise Bishop
Permit Number:	ET-23-02248
Union Represented:	SDA
Worksite Entered	
Business Name:	McDonald's Pasadena
Industry:	Retail Trade
Address:	12 FIVEASH DRIVE PASADENA SOUTH AUSTRALIA 5042
Date workplace entered:	7/09/2023 12:00:00 AM

I Chelsea Elise Bishop am of the opinion that the PCBU has contravened the WHS legislation relating to:		
Contravention	More information	Was the contravention rectified?
Not maintaining a safe work environment	<p>Please see additional report sent to 'rightofentry.safework@sa.gov.au' for further information.</p> <p>There is a lack of hazard reporting and risk management, in addition to young and inexperienced staff, which has resulted in an aggressive customer incident. The lack of adequate training for staff in this circumstance, in addition to a lack of more meaningful control measures, is not a safe working environment for these workers.</p>	No
Lack of information, training, instruction or supervision	<p>Please see additional report sent to 'rightofentry.safework@sa.gov.au' for further information.</p> <p>Inexperienced team members, with lack of support and sufficient training from the PCBU, are therefore</p>	No

	<p>slower in service than a 'regular' McDonald's site. This has led to an increased risk of customer aggression. There is an apparent lack of supervision and support if most of the team are new, the management team are new and there is a lack of crew trainers at the site.</p>	
Other	<p>Risk Management There were no hazards or near misses logged in their internal system for suspected issue. The manager on site discussed this may be because the shift management team were unaware of their obligation to do this.</p>	<b>No</b>