

# Entry Permit Holder Report

SafeWork SA

Application ID 19968906

Entry Permit Holder	
<b>Full Name:</b>	Clinton Duncan
<b>Permit Number:</b>	ET-21-06172
<b>Union Represented:</b>	Finance Sector Union of Australia
Worksite Entered	
<b>Business Name:</b>	Bank SA Noarlunga Centre
<b>Industry:</b>	Other Retail Banking
<b>Address:</b>	1 Ramsay Walk, Noarlunga Centre, SA 5168
<b>Date workplace entered:</b>	16/08/2024

I Clinton Duncan 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	Not maintaining safe systems of work	Members report a history of aggressive, violent or abusive customer interactions at the branch, the PCBU failed to implement adequate control measures such as a security guard stationed in the branch, instead relying on the security guards at Colonnades Shopping Centre instead of their own security. Members report a serious incident of customer aggression on Monday 12 August and following on from the incident the PCBU has not demonstrated adequate review and	No

		<p>assessment of the psychosocial hazard of violence and aggression, members report no new control measures being introduced and continuing with the same control measures already in place that were inadequate to avoid an incident.</p> <p>As a result of the incident, despite repeated requests for a security guard to be permanently stationed at the branch, a further incident occurred and a member has suffered an injury.</p>	
PCBU Alleged Contravention 2	Inadequate monitoring of the health of workers and the conditions at the workplace	<p>Members report that there has been inadequate review and assessment of member's mental health following repeated aggressive or violent customer interactions occurring at the branch, it is expected that customers will be aggressive and staff are required to deal with customer abuse and complete yearly training on how to de-escalate aggressive customer interactions.</p> <p>It was observed that control measures in place include CCTV, and several posters stating violent and abusive behaviour will not be tolerated, perspex screens, yearly training on how to respond to aggressive or abusive customer behaviour, and recent changes to ID process for lower amount cash transactions to try and avoid situations that could result in an aggressive customer interaction.</p> <p>There has been inadequate review of the health of workers despite a history of abuse from customers and there has not been adequate control measures in place.</p>	No