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INSPECTOR REPORT

COMCARE REFERENCE NUMBER	MC00043302
PCBU DETAILS	Name: Services Australia ABN: 90794605008
REPORT ISSUED TO	Name: Position: A/g Assistant Director WHS Delivery Team Cc:

BACKGROUND

1. On 21 July 2026 Comcare received information regarding a work health and safety concern. The information indicated concerns with the management of an insect infestation in the tearoom located at Level 1, 172 Moreland Road, Brunswick, Services Australia on 20 July 2026. The concern also stated that the six-monthly site inspection was not fully completed.

2. Comcare commenced an inspection in relation to this matter on 3 August 2026 to monitor and enforce compliance with the *Work Health and Safety Act 2011* (Cth) (WHS Act) and the *Work Health and Safety Regulations 2011* (Cth) (WHS Regulations).

3. The scope of the inspection was to inspect an alleged WHS issue relating to managing exposure to biological hazards at Services Australia workplace located in BRUNSWICK, VIC, 3056.

4. The risk to health and safety identified during the inspection was potential exposure of staff and other persons to biological hazards due to inadequate management of the reported insect manifestation.

OUTCOMES

5. Based on the information reviewed during the inspection, I did not identify any non-compliance with the WHS Act/WHS Regulations with respect to the scope of the inspection.

Recommendations

6. In relation to this matter, Services Australia should consider the following:

    a. Ensure that HSRS have timely access to relevant reports and related HSE information. For example, whilst the six monthly site inspection report was uploaded to Your.Safety, the HSR's were unable able to access the report on the

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system. This was also noted as an action in the Moreland WHS Committee Meeting minutes (dated 4 September 2026).

Information and advice

7. Services Australia must ensure risks to health and safety are eliminated so far as is reasonably practicable, or if not reasonably practicable to do so, are minimised so far as reasonably practicable: s 17 of the WHS Act. PCBUs should have regard to Part 3.1 of the WHS Regulations and the *Code of Practice: How to Manage Work Health and Safety Risks* when managing risks to health and safety. The PCBU must monitor and maintain control measures, particularly any interim controls, to ensure that they remain in use and effective.

8. Learnings regarding control measures as a result of the inspection should be applied across the organisation where applicable.

9. The inspection is now closed however should an incident of a similar nature occur anywhere within the organisation in the future, Comcare will seek to confirm that Services Australia has ensured the control measures are effective and are maintained so that they remain effective.

10. Comcare draws the Services Australia's attention to its duties to consult, so far as is reasonably practicable, with workers and HSRs on work health and safety matters. Comcare encourages PCBUs to share inspector reports, or to provide access to relevant content or information regarding hazards and associated risks, with its workers, including HSRs. PCBUs must, so far as is reasonably practicable, 'consult with workers who carry out work for the business or undertaking who are, or are likely to be, directly affected by a matter relating to work health or safety' (s 47).

11. Compliance with this duty may be assisted by sharing health and safety information from inspector reports with relevant workers and/or their representatives. Services Australia should also note that HSRs are empowered to receive information relevant to their work groups, and that as a function of their role, may request access to inspector reports, or relevant information within them. Comcare encourages PCBUs to have regard to its consultation duties, and to its obligations to HSRs under the WHS Act when responding to such requests (see ss 49, 70(1)(a), 70(1)(c), 71 and 79(3)).

COMPLIANCE ASSESSMENT

12. I attended the Services Australia offices located at 172 Moreland Road, Brunswick, Victoria in the conduct of an inspection and was accompanied by another inspector. The site visit was conducted as an unannounced inspection. I was accompanied by the

relevant Health and Safety Representative and also met with the Service Manager (Northwest Metro Smart Centre, Smart Centres Operation Division).

13. Based on the information reviewed, control measures implemented by Services Australia in relation to the risk were:

    a. The Health and Safety Consultative Arrangements (2023-2028) – outlines the process in place for Services Australia to consult and communicate with workers and HSRs about health and safety matters.

    b. Issue Resolution Process – this process is outlined in the Health and Safety Consultative Arrangements (2023-2028) which commences at the local level (HSR or worker) to refer/report the matter to their team leader/manager) and includes escalation pathway to SES including consultation with all parties to resolve the matter.

14. The Health and Safety Consultative Arrangements (2023-2028) provided a clear process for the resolution of the health and safety issues raised by the HSR. This included opportunity for the HSR to be involved in the discussion of the corrective actions to address the issues raised in the PIN.

15. Specific actions taken by Services Australia to address the insect infestation in the L1 Tea room in Moreland Road, Brunswick included:

    a) Contracted cleaners were engaged to clean L1 Tea room on Monday 20 July 2026 following identification of the insects earlier that day.

    b) A pest control contractor attended on Wednesday 22 July and carried out remediation pest treatment.

16. Subsequent to the receipt of the WHS concern to Comcare on 21 July 2026, the HSR issued a PIN to Services Australia on 24 July 2026 which referenced these issues and also two other issues related to staff access cards and compliance with the visitor induction process.

17. Upon receipt of the PIN to Services Australia on 24 July 2026 the site leadership and the WHS Delivery Team reviewed the PIN and implemented corrective actions. As per the Issue Resolution Process the HSR was invited to engage in this consultation process, although they did not attend the meetings. The remaining corrective actions implemented included:

    a) The Site inspection form was uploaded to Our Safety on 28 July 2026 (for site inspection undertaken on 2 July 2026).

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b) Review of visitor sign in /sign out and induction compliance for contractor attendance on 22 July 2026 was found to have met the visitor access and supervision requirements.

c) Staff Identity IBA card access failure (site access) - Security Technicians implemented final fix by 29 July 2026.

18. Based on this assessment I have formed a reasonable belief that the actions taken by Services Australia adequately addressed the insect infestation in the tearoom located at Level 1, 172 Moreland Road, Brunswick, Services Australia. Furthermore, Services Australia followed the Internal Resolution Process to review and implement appropriate corrective actions for the issues raised in the PIN. The inspection is now closed.

REPORT ISSUED BY	Inspector	
	Inspector ID number	315
	Email	@comcare.gov.au
	Phone	
	Date	9 October 2026
	Signature	

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DISCLAIMER

This report contains information that may assist you to take steps regarding your obligations under the WHS Act. You must refer to the Commonwealth *Work Health and Safety Act 2011* (WHS Act) and the *Work Health and Safety Regulations 2011* (WHS Regulations) to understand your duties and obligations. Comcare's external website contains links to WHS legislation.

Comcare does not accept liability for any errors or omissions or for any loss or damage suffered by you or any person which arises from your reliance on this report or for any breach by you of your obligations under the WHS Act. Where a Comcare inspector has inspected a particular workplace, it is not a representation by Comcare that the particular workplace is in any way free of hazards.

IF YOU DO NOT AGREE WITH A DECISION

If you disagree with the outcome of this inspection, you may seek an internal reconsideration of the inspector's decision. A request for a review should be sent to statutory.oversight@comcare.gov.au including any additional information or evidence you have to support your request. Comcare will review your request and advise of the outcome in writing within 20 business days.

If you would like to clarify any aspect of this report, you can contact the inspector directly.

Comcare has a range of publications and fact sheets to help explain your responsibilities and provide guidance to make your workplace safer. The Compliance and Enforcement Policy provides guidance as to how Comcare approaches regulation. To access these, visit our website.

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Your privacy is important to us. Comcare will only collect, use or disclose personal information in accordance with the Commonwealth *Privacy Act 1988* and if it is reasonably necessary for, or directly related to, one or more of our functions, powers and/or activities. These include functions and activities under the following Commonwealth legislation: *Safety, Rehabilitation and Compensation Act 1988*, the WHS Act, the *Seafarer's Rehabilitation and Compensation Act 1992*, and the *Asbestos-related Claims (Management of Commonwealth Liabilities) Act 2005*. If Comcare does not collect personal information from you, for the purposes of its legislated functions or related functions, we may not be able to respond appropriately.

Comcare is the Commonwealth agency authorised by the WHS Act to collect personal information relevant to the exercise of functions and powers under the WHS Act, WHS Regulations and the administration and evaluation of Comcare's WHS programmes. Any personal information collected in these forms will be used for those purposes.

In exercising our functions and powers, Comcare may disclose personal information, subject to confidentiality of information provisions under the WHS Act, to the following bodies and agencies, including but not limited to:

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- the Safety, Rehabilitation and Compensation Commission
- a court or tribunal
- state or territory work health and safety regulatory agencies
- personnel engaged by Comcare to conduct research related activities
- enforcement agencies or bodies
- state and territory Coroners
- Commonwealth, state or territory industry regulators
- any other person assisting Comcare in the performance of its functions or exercise of its powers, including contractors and consultants
- any other person where there is an obligation under law to do so (for example but not limited to, responding to the direction of a court to produce documentation).

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