



Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

Answer to question taken on notice

Asked by: Mr Taimus Werner-Gibbings MLA

Addressed to: Jacqueline Agius, Work Health and Safety Commissioner

In relation to: Commission Advice - Woolworths Tuggeranong and Belconnen

Hearing: 29 July 2026

Uncorrected Proof Transcript p 120

Transcript provided: 31 July 2026

Answer Due: 7 August 2026

Mr Smith took on notice the following questions:

MR WERNER-GIBBINGS: I have got some questions—you may be aware, you may not—about the entry gates that have been installed at Woolworths stores in Tuggeranong and Belconnen. Are you familiar with them? Entry gates—gates is a kind word. A plethora of concerns from would-be users, or people’s access has been impeded to the stores about both accessibility and the potential of the gates to impede customers attempting to leave the store during an incident. I have raised this with Woolworths and received correspondence from them that they “take their obligations to inclusive accessibility seriously and engage with SafeWork ACT, who have visited the store to view the gates”. Can you please tell me what involvement WorkSafe ACT has had with Woolworths about the gates and the purpose and outcome of any of the site visits?

[...]

MR WERNER-GIBBINGS: No, I would be really—I mean, I would be really interested because that will be useful for me for engagement that I am having. Okay, so I will add these couple of questions to the notice, please. Has WorkSafe ACT assessed whether these gates present any work, health and safety risks, including risks related to emergency egress, customer behavioural incidents, or accessibility? And has WorkSafe ACT provided any advice, recommendations or compliance directions to Woolworths in relation to these gates?

Mr Smith: I will take those on notice, if that is okay.

Jacqueline Agius: The answer to the Member's questions are as follows:

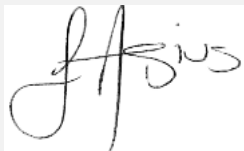
WorkSafe ACT received a complaint regarding one-way entry gates (the gates) at the Woolworths Tuggeranong store on 26 February 2026. Workplace visits were conducted on 2 March 2026 and 24 March 2026.

During the visit that occurred on 2 March 2026, Woolworths advised that the gates were implemented as part of a one-way entry system to reduce theft, occupational violence, and aggressive behaviour towards workers. A concierge was stationed at the entrance to assist customers, and a QR code was available for customer feedback. Documentation, including a risk assessment relating to the gates, was requested for assessment.

During a follow up visit on 24 March 2026, Woolworths provided the requested documentation, including risk assessments, engineering reports, evidence of implemented recommendations, and information relating to occupational violence risks. The documentation confirmed the gates adhered with AS 1428.1-2009 *Design for access and mobility*, in relation to accessibility standards. Specifically, the gates provide an unobstructed clearance of 1175mm, exceeding the minimum requirement of 1000mm for accessible pathways. The matter was closed on 8 April 2026 without regulatory action.

WorkSafe ACT subsequently received two additional complaints regarding gates at the Woolworths Kippax store on 25 June and 26 June 2026. Following a workplace visit on 27 July 2026 for the two complaints, inspectors requested additional information to determine compliance with the *Work Health and Safety Act 2011* including assessing the emergency egress controls and the adequacy of the current emergency evacuation arrangements. This matter remains open.

Approved for circulation to the Select Committee on Estimates



Signature:

Date: 05 August 2026

By the Work Health and Safety Commissioner, Jacqueline Agius