

Michael Pettersson MLA

Minister for Business, Arts and Creative Industries

Minister for Children, Youth and Families

Minister for Multicultural Affairs

Minister for Skills, Training and Industrial Relations

Member for Yerrabi

RESPONSE TO QUESTION ON NOTICE**Questions on Notice Paper No 5****Friday, 11 April 2025****Question No. 291**

PETER CAIN MLA: To ask the Minister for Skills, Training and Industrial Relations

1. How many (a) improvement notices and (b) probation notices have been issued on residential building sites in Denman Prospect between 2023-24 and 2024-25 (year to date).
2. How many (a) improvement notices and (b) probation notices have been issued on residential building sites in Denman Prospect between 2023-24 and 2024-25 (year to date) to (i) ACT-licensed builders, (ii) interstate-licensed builders and (iii) culturally and linguistically diverse (CALD) builders.
3. How many building licenses have been cancelled between 1 January 2024 and 1 April 2025.
4. How many building licenses cancelled between 1 January 2024 and 1 April 2025 were held by CALD builders.
5. What percentage of ACT-licensed builders are defined as CALD.
6. Has Worksafe ACT received any complaints, anonymous or otherwise, about the way Worksafe ACT staff communicate in writing and verbally to CALD builders since 1 January 2024; if so, how many complaints have been received.
7. What programs, strategies, educational materials or initiatives of any kind are used by Worksafe ACT and its staff to ensure clear communication with CALD builders.

MICHAEL PETTERSSON MLA - The answer to the Member's question is as follows:

1. How many (a) improvement notices and (b) ~~prohibition~~ prohibition notices have been issued on residential building sites in Denman Prospect between 2023-24 and 2024-25 (year to date).

In 2023-24, WorkSafe ACT issued 72 improvement notices and 77 prohibition notices to residential building sites in Denman Prospect. Between 1 July 2024 and 1 April 2025, WorkSafe ACT issued 181 improvement notices and 134 prohibition notices to residential building sites in Denman Prospect.

Access Canberra may issue prohibition notices as delegates of the Territory Planning Authority and pursuant to Part 12.5 of the Planning Act 2023. No prohibition notices against a residential building site in Denman Prospect has been issued for financial periods 2023-24 and 2024-25 to date.

2. How many (a) improvement notices and (b) ~~prohibition~~ prohibition notices have been issued on residential building sites in Denman Prospect between 2023-24 and 2024-25 (year to date) to (i) ACT-licenced builders, (ii) interstate-licenced builders and (iii) culturally and linguistically diverse (CALD) builders.

WorkSafe ACT issues improvement notices and prohibition notices to a Person Conducting a Business or Undertaking (PCBU).

- i. To identify the ACT licenced builders, WorkSafe ACT utilised the extract of the ACT licenced builders public register data provided by Access Canberra on 17 April 2025. In 2023-24, WorkSafe ACT issued 50 improvement notices and 60 prohibition notices to ACT licenced builders for residential building sites in Denman Prospect. Between 1 July 2024 and 1 April 2025, WorkSafe ACT issued 164 improvement notices and 118 prohibition notices to residential building sites in Denman Prospect.
- ii. While these PCBUs may also be interstate-licenced builders, confirming whether improvement notices or prohibition notices were issued to a licenced builder would require a manual check of all notice recipients against each state or jurisdiction register which would be an unreasonable diversion of resources.
- iii. Demographic information, including whether a builder licence holder identifies as CALD is not captured by Access Canberra.

3. How many building licenses have been cancelled between 1 January 2024 and 1 April 2025.

Nil

4. How many building licenses cancelled between 1 January 2024 and 1 April 2025 were held by CALD builders.

Not applicable.

5. What percentage of ACT-licensed builders are defined as CALD.

The *Construction Occupations (Licensing) Act 2004* does not require identification of Cultural status relating to licences. This information is not held by Access Canberra.

6. Has Worksafe ACT received any complaints, anonymous or otherwise, about the way Worksafe ACT staff communicate in writing and verbally to CALD builders since 1 January 2024; if so, how many complaints have been received.

WorkSafe ACT has not received any complaints, anonymous or otherwise, about the way WorkSafe ACT staff communicate in writing and verbally to CALD builders since 1 January 2024. Although WorkSafe ACT may receive complaints, including whether the builder identifies as CALD is not part of the information that is gathered. A manual check to confirm whether each complainant identifies as CALD would be an unreasonable diversion of resources.

7. What programs, strategies, educational materials or initiatives of any kind are used by Worksafe ACT and its staff to ensure clear communication with CALD builders.

In accordance with the *Work Health and Safety Act 2011*, every four years the WHS Commissioner must make a strategic plan that sets out WorkSafe ACT's strategic focus areas over the next four years. The current [Strategic Plan 2025-2029](#) highlights our vulnerable populations as a key priority, which includes CALD workers. In the national context this aligns with the [Australian Work Health and Safety Strategy 2023-2033](#) agreed to by Safe Work Australia Members and all Ministers with responsibility for WHS. In addition, the Minister for Skills, Training and Industrial Relations provided WorkSafe ACT with the *Statement of Expectations 2025* which also highlights vulnerable workers and recommends that WorkSafe ACT should continue to support stakeholders and PCBUs to promote WHS knowledge and understanding.

WorkSafe ACT recognises that some sectors of the workforce are more vulnerable due to a range of factors, including inexperience, language barriers or cultural or demographical backgrounds. During 2023-24 WorkSafe ACT established the Vulnerable Workers team. The team focuses on engaging and educating vulnerable workers to improve their understanding and knowledge about WHS rights and responsibilities. They provide vulnerable workers with information on how to raise health and safety concerns or workers' compensation matters with their employers or with WorkSafe ACT. The team provides information and advice to PCBUs on how to put safe systems of work in place to support vulnerable workers in their workplace. This includes recommending practical options to achieve compliance, such as translation of safety information into different languages and guidance on ensuring appropriate supervision and training:

- WorkSafe ACT provides an option for the public to contact us through the Translating and Interpreter Service. See the [Supporting culturally and linguistically diverse \(CALD\) workers](#) webpage which also includes additional resources for PCBUs.

- Under the [Work Health and Safety Regulation 2011](#), each construction project (a project in which the cost of construction work is \$250,000 or more) must have a principal contractor and each principal contractor must obtain a SWMS from any contractor working for them before work commences. WorkSafe ACT has translated SWMS guidance notes into Vietnamese, Punjabi, Nepali and Simplified Chinese to ensure CALD contractors are aware of their WHS rights and obligations. These are housed on the WorkSafe ACT website and distributed at relevant events.
- On 24 September 2024, WorkSafe ACT hosted an Industry Breakfast event focusing on supporting vulnerable workers in the ACT. Jacqueline Agius was joined by guest speakers Marie Boland and Aaron Guilfoyle for a comprehensive discussion regarding the safety risks that vulnerable workers face and how organisations can ensure safety protocols are accessible. See full event here: <https://youtu.be/Og5lB3hWVo4?si=kXdPquv5voS2MoFm>
- During National Safe Work Month 2024, WorkSafe ACT focused on work health and safety fundamentals, particularly for new and CALD workers. We engaged with several CALD employment organizations to identify the specific WHS concerns that these workers in the territory need answers to. With their guidance, WorkSafe ACT released WHS essentials factsheet and FAQs, addressing workers' compensation and challenges faced by CALD workers, with translations in Simplified Chinese, Nepali, Vietnamese, and Punjabi. These are housed on the [WorkSafe ACT website](#) and distributed at relevant events.
- In March 2025, WorkSafe ACT released a social media reel in Australian Sign Language to engage with deaf and hard of hearing workers and ensure they understand their WHS rights and responsibilities.
<https://www.linkedin.com/feed/update/urn:li:activity:7305361908084158465>

Approved for circulation to the Member and incorporation into Hansard.



Michael Pettersson MLA

Minister for Skills, Training and Industrial Relations

Date: 9/5/25

This response required 32hrs 40mins to complete, at an approximate cost of \$2,779.34.