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Commissioner for Electrical Safety



Commissioner's Communiqué July 2026

Welcome to the fifth Electrical Safety Bulletin for Electrical Licence holders in Queensland.

In this bulletin there are several significant developments that will benefit electrical licence holders and improve electrical safety for workers, electrical contractors, apprentices and the community. Please take the time to read all the information and ensure that you always keep informed with respect to electrical safety.

If you are an electrical worker or apprentice, employed by a business other than an electrical contractor, please pass on this bulletin to ensure that your supervisor/ management understands the importance of electrical safety and what's required of you as an electrical worker or apprentice.

Effective supervision for electrical apprentices

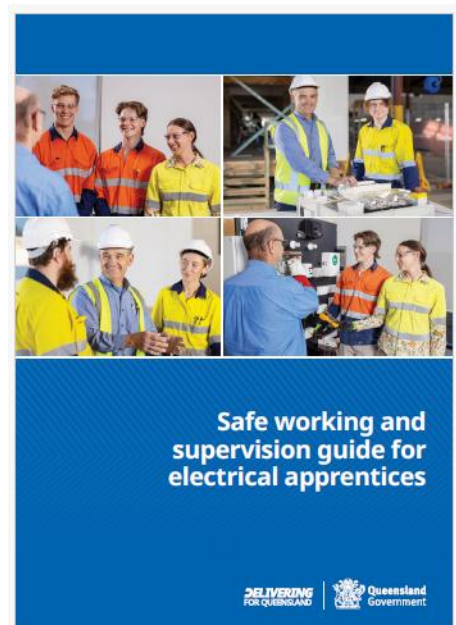
To set up electrical apprentices for success and to provide them with important information about electrical safety, the [Safe working and supervision guide for electrical apprentices](#) has been developed for our industry.

This guide was not only designed for electrical apprentices but for those tradespersons responsible for the supervision of apprentices.

This continues our important work in supporting the safety and training of electrical apprentices in our industry.

Next steps included training for the supervising tradesperson. TAFE Qld has now developed a micro-credentialed course that is undertaken online.

The Effective supervision of electrical apprentices' micro-credential course aims to improve safety and compliance in electrical apprentice supervision and provides accessible, flexible and industry-relevant online training. It explains leadership techniques, key skills and strategies that can be implemented when supervising an electrical apprentice in the workplace.



The micro-credential has been developed in alignment with the [Safe working and supervision guide for electrical apprentices](#). It is designed for electrical apprentices about to complete their apprenticeship as well as new and experienced supervising electrical tradespersons.

Topics Covered

- Supervision overview
- Supervision requirements
- Work safely and respond to emergencies during supervision
- Supporting electrical apprentices in the workplace

Supervising tradespersons have a huge responsibility with supervising an apprentice. To ensure that they learn the trade while ensuring they are electrically safe. In fact, it is a privilege to train an apprentice.

An employers' **Primary duty of care** must ensure that all their workers are electrical safe.



For industry to understand the importance of apprentice supervision and provide the necessary skills and knowledge required for effective supervision of electrical apprentices, I encourage the following;

1. **All tradespersons** who have the privilege and the responsibility to supervise an electrical apprentice, please undertake this training.
2. **Employers** who employ apprentices, I strongly encourage that their supervising tradespersons undertake this training.
3. **Apprentices** should also seek out their supervising tradespersons and ask them to undertake this course – to ensure that their apprenticeship can be a rewarding experience and that their training meets industry expectations.
4. **4th year apprentices** who are nearing the end of their apprenticeship, complete this training in preparation for when they obtain an electrical work licence and will then be able to supervise effectively.



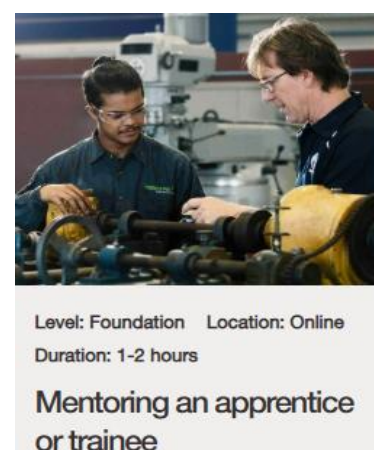
***NB – Only an electrical work licence holder can supervise an apprentice.
An apprentice cannot supervise another apprentice.***

Tafe Qld also offers a Micro credential course '**Mentoring an Apprentice or Trainee**'. I would also recommend supervising tradespersons undertake both courses to really obtain the necessary skills.

Both these courses are currently free to enrol.

[Mentoring an apprentice or trainee.](#)

[The Effective supervision of electrical apprentices](#)



On successful completion each course, you will be issued a digital badge as well as a certificate of completion stating you have the completed training on:

- Gain an awareness of the importance of supervision for electrical apprentices
- Gain an understanding of safe work practices relevant to supervising an electrical apprentice.
- Gain knowledge of the best practices for supporting electrical apprentices in the workplace

This certificate will provide evidence that you have undertaken a form of assessment and have an important understanding in supervising an electrical apprentice. This is also useful for professional development and/or those seeking employment by having another skillset to include on your resume.

Technical Guides are here (again)

In the late 1980 and 90, technical guides were produced by the supply authorities. Workers and Contractors would have them in their lunch box or glove box to refer to them when required.



The Electrical Safety Office (ESO) has developed technical guides to assist electrical contractors and workers comply with their electrical safety duties.

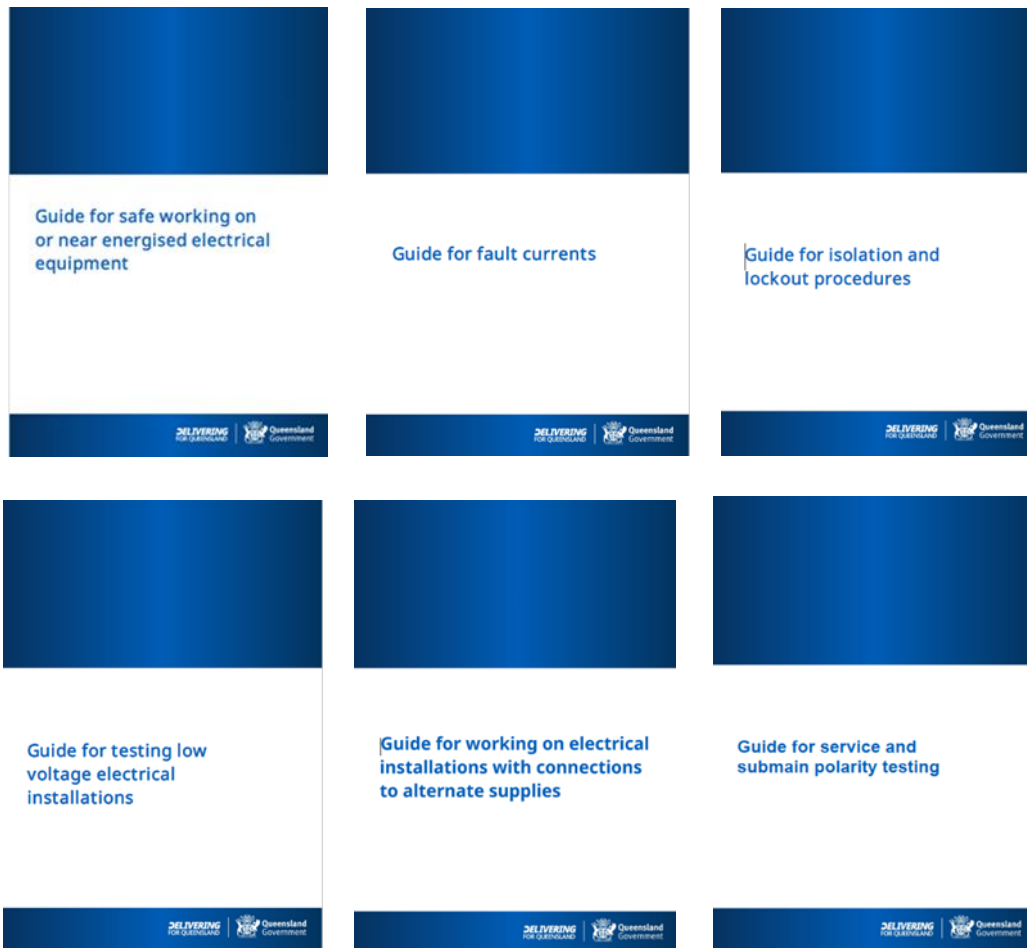
The ESO compliance and enforcement data indicates a level of non-compliance or understanding of the importance of these critical areas leading to enforcement action by the ESO and/or referral for a disciplinary proceeding.

The guides are technical reference material intended for the electrical industry.

Readers will gain an understanding of the legislative requirements **when working on or near energised electrical equipment, importance of correct electrical installation testing, appropriate selection of personal protective equipment (PPE), how to identify electrical installation with alternate supplies and correct isolation and lockout procedures.**

These guides are in a PDF format and designed for you to download to print or save on your computer or mobile device for easy reference while on the job.

Please take the time to read and understand the content. Consider discussing them at Toolbox meetings and referring to them when developing safe systems of work and processes.



Isolation Upstream

The Electrical Licensing Committee (ELC) have been seeing a number of electrical workers and apprentices being exposed to risks of arc flash or electric shock.

In most cases, the event is caused by failing to isolate or isolate correctly.

Accordingly, all electrical licence holders should again familiarise themselves with the hierarchy of controls when considering the risk and the importance of isolating upstream.

When it came to isolating at the Supply Authority's Pillar or Pole, or have the LV Feeders at a transformer isolated, Energy Queensland should be commended for their engagement with members of the ELC to provide an effective solution for electrical workers to isolate upstream of the main switchboard.

From discussion over the last 15 months, information on how to become an **authorised person** to isolate or work on the Energy Queensland assets is available on both the [ENERGEX](#) and [ERGON](#) websites.

This information covers;

- Completed training requirements
- Submitting an application form
- Approval and renewal
- Maintaining compliance and safety

[Request to be an Authorised person](#)

Customer Requested Switching forms are available on the Ergon and Energex website.

Energex (SE QLD) – [Customer Requested Switching Form](#)

Ergon Energy (Regional QLD) - [Customer Requested Switching Form](#)

As part of Energy Qld implementation of this update, a free online training course was developed by Esitrain on [Performing Upstream Isolation Using LV Service Fuses as an Authorised person \(Electrical\)](#) for those electrical workers applying to become an authorised person.

ISOLATE UPSTREAM - There Is No Excuse

Working on or near energised equipment continues to cause:

- Fatal electric shock
- Arc flash burns and blast injuries
- Permanent disability
- Significant property damage

All of these incidents are preventable. If the job can be done de-energised — **it must be.**

THE RULES

Treat all conductors as energised until proven de-energised. Always test before touching.

Working energised or near energised parts is only permitted in strictly limited circumstances.

WHAT IS UPSTREAM ISOLATION?

Disconnecting the supply to equipment being worked on, at a point before your working location.

This could include disconnection at points internal and external to the installation, such as;

- Network supply on a pole or pillar.
 - PV systems
 - Battery Energy Storage System (BESS)
 - Generators
 - UPS / alternate supplies
-

WHERE TO ISOLATE

Sub Circuits: Isolate at the upstream switchboard.

Sub Boards: Isolate at the main switchboard.

Main Switchboards:

- Pole or pillar supply – Isolate at the installation source (Authorised Person required).

- Transformer or cabinet supply – Request LV feeder isolation.

Plan ahead as notice periods apply.

LOCK. TAG. TEST.

- Consult with persons in control and any other affected persons. (Consultation)
- Identify all energy sources (Identification)
- Disconnect all active conductors (Isolation)
- Lock and tag every isolation point. Each worker applies their own lock. (Securing)
- Prove de-energised with a suitable tester. (Testing)

[Refer to the technical Guide for Isolation and lockout procedures](#)



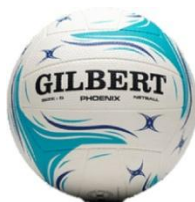
PREVENT ARC FLASH.

PROTECT LIVES AND PROPERTY.

Work Safe. Home Safe.

Credit to the members of the Electrical Licensing Committee, Energy Qld and EsiTrain for supporting a pathway for training, education and the ability to become an authorised person to help address barriers in preventing isolating upstream.

Preparing for Game Day – Practising is important



If you participated in sporting activities, either as a child or as an adult, no doubt you would have practiced. Preparing for game day to ensure that you do your best, hopefully have a win or at least return home without any injuries.

So why do you stop practicing in your professional career?

After undertaking electrical work, testing electrical equipment and the installation to ensure it is electrically safe prior to energisation is our **game day** in the electrical industry.

To keep up your skills and remain competent, it is important to practice regularly. Whether it is a formal course or you just have the opportunity to practise on a training board. It is important you maintain your competency.

There are a few organisations that supply electrical test boards that have the ability to apply faults, to enable the licence holder to systematically work through the correct testing procedures to identify the faults and then continuing with the tests.

What is great with these types of products is that they have an isolation transformer so that the voltages being tested are ELV and does not create an additional risk to the licence holder undertaking the test, compared to actually practising testing on an energised switchboard.

Electrical Apprentices use these types of training boards throughout their apprenticeship and when undertaking the Capstone Assessment. If you are an employer who employs electrical licence holders and considering obtaining a board, just search online “**electrical installation test board**”.

Are you competent for your next Game Day?



Installing electrical equipment? Be sure to read instructions

It is vital electricians follow manufacturer's instructions when installing electrical equipment.

A learning from the recall of Sigenergy inverters was the requirement for installers to follow the manufacturer's instructions.

This includes both the installation processes and the use of suitable tools. This is especially important when installing equipment for the first time, and particularly so when complying with installation requirements of new and emerging technologies.

There is a duty under section 31 of the *Electrical Safety Act 2002* s that requires the designer of electrical equipment to provide information about the way to install the electrical equipment to ensure the equipment or installation is electrically safe.

This is supported by the requirement for installers under *AS3000 (Wiring Rules) Section 1.7.1* which states that *electrical equipment shall be installed in accordance with the requirements of the standard and the additional requirements as specified in the manufacturer's instructions*.

But it goes further than that. These new solar PV and Battery storage systems are quite complex. There are so many variations, an installer really **must** do their homework to understand how to install and how to commission these installations.

For example, for some designs, when the system goes into power back-up mode (after a loss of supply in a storm), Electrical Safety Office Inspectors found the neutral was open circuit. This was because the installer didn't understand the switching of the neutral for the particular system with a changeover switch and didn't understand how to test for the various modes.

Are you familiar with the Regulatory Compliance Mark (RCM)

With online platforms selling equipment, there are still too many electrical workers who are not aware of the importance of the RCM and what exactly it serves. It means that the product has been tested, is compliant and meets Australian Standards.

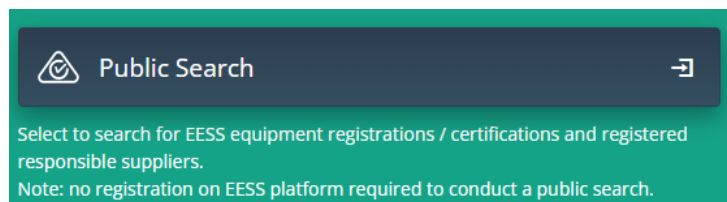


More importantly, when clients and builders supply equipment for installation they too need to be aware if this equipment is approved.

Electrical workers must recognise the dangers of being supplied equipment from the customers hoping they will install the provided electrical equipment.

Understanding your trade is to be professional and stand firm when dealing with unreasonable requests from owners and/or builders who supply non-compliant electrical equipment.

In order to be sure, the Electrical Equipment Safety System (EESS) has its own website. All the information you need to check for approved electrical equipment can be found online, including a new public search function.



This function allows a person to undertake a simple search with the name and model of the equipment.

Or you can take a photo and upload it to determine if it is approved. Make sure that the model and trade name is visible (example below).



Check out this short cool video about the RCM and consider sharing with your clients, friends and family who enjoy online shopping.

Safe use of instruments and test devices

There is a reason that properly rated multimeters are expensive. They meet the appropriate category rating.

Impulse-voltage category	Circuit voltage	Suitable for	Examples
I	Extra Low Voltage	Measurements on circuits not directly connected to an LV source of supply	Battery powered circuits, ELV lighting
II	Low Voltage	Measurements on equipment directly connected to a LV installation	Appliances
III	Low Voltage	Measurements performed on an LV installation	Final subcircuits, distribution boards, submains
IV	Low Voltage	Measurements performed at the source of an LV installation	Consumer mains and main switchboards

Note: Category 1 meters are not suitable for testing LV installations.

During the course operation and life of a meter, leads could get damaged or lost. **When replacing these leads it is imperative that the leads are rated appropriately** to meet the category of the meter.

In the Technical [Guide for safe working on or near energised electrical equipment](#), there is valuable information found in section 7.3 - Safety in the use of instruments and test devices

Electrical Safety Observers

A safety observer (electrical) **must** be used when performing electrical work on or near energised electrical equipment unless the work involves testing electrical equipment and the risk assessment shows that there is no serious risk associated with the proposed work.

Where the electrical work has been assessed as high risk, a safety observer must be used as one form of control measure unless the SWMS specifically addresses the likelihood of inadvertent contact with exposed energised parts and the risk of arc flash through alternative measures.

Examples of high-risk work include:

- Fault finding at a switchboard that has a high prospective fault current level.
- Installing and replacing components at a switchboard.
- Connecting (deenergised) final subcircuits within an energised switchboard where there are exposed energised parts or an incident energy exceeding 4 cal/cm².

If a safety observer (electrical) is used as part of a risk management strategy, the following should apply:

- The safety observer's role should be clearly communicated and understood. The role is to warn the worker or workers of danger as well as to perform rescue and resuscitation, as required.
- A safety observer should have the authority to stop the work before the risks become too high.

- The safety observer should not carry out any other work or function that compromises their role as a safety observer.

Arc Flash – Pillars

Should you be required to remove the cover of a pillar for the purpose of isolation or required to undertake work on the equipment, as previously mentioned you will need to become an authorised person. Inside the pillar presents a high risk to arc flash due to the close proximity of conductors and high fault currents. Your Authorised Person Training will provide information on the minimum PPE requirements while accessing the pillar and this will also include **a safety observer**.



Tiny Homes and Pool Bonding

At times, electrical contractors are tasked with connecting electrical work performed by others to an existing electrical installation. Common instances involve transportable electrical installations (e.g. tiny homes) and pool equipotential bonding.

When you are engaged to connect a tiny home to a source of electricity, you should conduct mandatory testing as specified in section 8 of the wiring rules on the tiny home. Why? because you are the electrical worker who is introducing the hazard, the electricity, into the tiny home. Therefore, you must ensure the electrical installation you are connecting to a source of electricity is electrically safe. If your testing (including a visual) identifies a non-compliance then the installation, or part of the installation containing the non-compliance must not be energised.

Same thing can be said for pool equipotential pool bonding. The standard pool building contract may exclude electrical work other than the installation of a bonding conductor connected to the reinforcing mesh of the pool shell or bond beam. Where the bonding conductor has been installed by others, electrical contractors engaged by the client to connect that bonding conductor to earthing system of the existing electrical installation must ensure that the pool is equipotentially bonded as required by the wiring rules. Why? because you are the electrical worker making that connection tying the pool to the existing electrical installation.

How can I be satisfied what has been installed complies with the wiring rules?

Obtain a copy of the certificate of testing and compliance issued to pool builder for the installation of the bonding tail or conduct your own electrical testing to ensure that equipotential bonding installed complies with the wiring rules.

Performing safe and compliant electrical work is a responsibility of all licensed electrical workers.



Removal of endorsement from electrical contractor licence

For those unfamiliar with the Electrical Safety Regulations, or as a reminder, section 49 is the requirement for the Electrical Contractor to notify the Regulator within 10 business days if there is a change to the Qualified Technical Person and / or the Qualified Business Person.

(1) If a person whose name is endorsed on an electrical contractor licence as a qualified technical person is no longer the holder of an electrical work licence or external contracting authority, or is no longer an employee of the licensed electrical contractor under the licence—

(a) the licensed electrical contractor must advise the regulator of the fact within 10 business days after the person stops being—

- (i) the holder of the licence or authority; or*
 - (ii) an employee of the licensed electrical contractor;*
- and*

(b) the regulator must, on receiving the advice, remove the endorsement from the electrical contractor licence.

(2) If a person whose name is endorsed on an electrical contractor licence as a qualified business person is no longer a qualified business person or is no longer an employee of the licensed electrical contractor under the licence—

(a) the licensed electrical contractor must advise the regulator of the fact within 10 business days after the person stops being—

- (i) an employee of the licensed electrical contractor;*
- or*

(ii) a qualified business person; and

(b) the regulator must, on receiving the advice, remove the endorsement from the licence.

Contact with the Electrical Safety Office

From time to time, electrical licence holders may need to contact the Electrical Safety Office for electrical licensing enquiries or some general and technical enquiries. You may need to seek some clarification or advice on a particular matter.

To ensure that you have your matter sorted, below are the contact details.

General Enquiries

Phone 1300 362 128

Email esoenquiries@oir.qld.gov.au

You can also lodge an enquiry online at [WHSQ Enquiry Form](#)

Electrical Licensing Enquires

1300 632 993

Electrical Safety Fortnight - September

Electrical Safety Fortnight 2026: Learn, connect and strengthen safety across the industry

Electrical Safety Fortnight continues to be a valuable opportunity for the industry to invest in professional development, share experiences and strengthen Queensland's electrical safety culture. Whether you are an apprentice, electrical worker, contractor or installer, ESF 2026 offers practical learning opportunities to help keep yourself, your colleagues and the community safe.

This year's program features a range of forums and events tailored to different sectors of the industry, providing practical information, expert insights and opportunities for discussion on the safety issues that matter most. Participants will also gain valuable insights into how industry, regulators and licence holders can work together to improve electrical safety outcomes across Queensland.

Visit the website and register upcoming events to ensure that you are kept informed and aware electrical safety changes, improvements and requirements to PROTECT YOUR LICENCE AND THE COMMUNITY.

SEPTEMBER 2026

SUN	MON	TUE	WED	THU	FRI	SAT
29	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

[Electrical Safety Fortnight 2026 | WorkSafe.qld.gov.au](https://www.worksafe.qld.gov.au/electrical-safety-fortnight-2026)

Wednesday 2 September - The [Safety Summit](#) - focuses on industry collaboration and the role of leadership in driving safer workplaces and better safety outcomes. This year the event will held at the Greek Club in Brisbane as well as livestreamed. [Register NOW](#)

Wednesday 3 September - The [Worker and Contractor Industry Toolbox](#) will deliver practical guidance focused on everyday electrical work and the new *Electrical Safety Regulation 2026*, working safety with electrical equipment as well as an industry case study.

This is a popular webinar for workers, trainers, apprentices and in fact anyone working in the electrical area. Electrical Contractors and PCBU's employing electrical workers should register to attend.

Again, like last year Employers should view this webinar together with your electrical workers and apprentices and combined this with your regular toolbox session and discuss any charges or improvements that could be implemented following the webinar. [Register NOW](#)

Tuesday 8 September - The [Electrical Licensing Committee \(ELC\) Worker and Contractor Forum](#) This year, the forum will be held on the **Gold Coast** and will provide electrical workers and contractors with valuable insights into emerging industry issues, what we are seeing at disciplinary hearings, the importance of effective supervision, testing and verification practices, and the role that safety leadership plays in preventing incidents.

With strong interest expected, we encourage early registration. *Please only register if you are going to attend, as each place reserved may prevent another person from participating.* [Register NOW](#)

Thursday 9 September – The [Solar and Battery Installer webinar](#) will focus on common installation issues, testing and commissioning practices, and safety considerations associated with solar and battery systems. [Register NOW](#)

I encourage all electrical licence holders and industry to get involved and make the most of this important fortnight.

Primary School Visits

If you have connecting with your local primary school, consider connecting them with a Visit from the Electrical Safety Office

Electrical safety inspectors will deliver an interactive presentation to help students learn how to stay safe around electricity in a fun and engaging way.

If your school is interested in hosting a visit, email esoevents@oir.qld.gov.au



Are you subscribed to eSAFE?

To ensure you get the monthly Electrical Safety newsletter with information on electrical safety, disciplinary findings, safety alerts, recall notices etc and to ensure you are kept up-to-date regularly, please ensure you **subscribe** to eSAFE. There is also an Apprentice eSAFE as well as other industry eSAFE's for you to choose from. In addition, share the ESO's Facebook page with your friends and community and ask them to follow, so they too can be kept up to date on electrical safety here in Queensland.

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Any feedback or information you would like to see in the next edition, please email me at EScommissioner@oir.qld.gov.au

