

Re: Inquiry into Australia Post's treatment of injured and ill workers

- [REDACTED] I became a night shift mail sorter at [REDACTED] Delivery Centre working for 25 hours a week
- In the same month [REDACTED] 2004 I obtained my bike license and was looking for a job within Australia Post as a Postee
- In [REDACTED] 2004 [REDACTED] from the Australia Post head office offered me a part-time 25 hours position in [REDACTED] as a mail sorter.
- In [REDACTED] approximately, in view of the position offered in [REDACTED] by [REDACTED], [REDACTED] the manager of [REDACTED] Delivery Centre at that time offered me a 25 hour day shift as a permanent part time Postee in [REDACTED] to retain my service in the centre.
- Around [REDACTED] 2004 [REDACTED] from [REDACTED] Delivery Centre offered me a permanent part-time position in [REDACTED] - for 25 hours as a postee.
- [REDACTED] my manger at the time advised that he will not release a good worker from his Delivery Centre
- [REDACTED] advised that a permanent full time position as a postee would soon be available at [REDACTED] Delivery Centre and asked me to wait. He tried me on a full time round as a postee at the end of [REDACTED]
- Whilst waiting for a permanent full time position, I signed for a part time permanent position with [REDACTED] Delivery Centre. Permanent part-time positions are 25 hours a week.
- Due to a typing error 15 hours was placed on the paperwork instead of the usual 25 hours.
- [REDACTED] working as an admin officer [REDACTED] at the [REDACTED] Delivery Centre was aware of the typing error and advised that he will arrange for that to be corrected and new documents would be brought to me.
- New documents with the correct hours were never brought to me and I continued to work and got paid 25 hours plus any overtime that became available.
- Around that time as well [REDACTED] 2004, I developed a pain in my elbow. I was sent to an Australia Post doctor who did some ultra sound and diagnosed that I was suffering from epicondylitis. This was due to me using tight elastic band to bundle my mail. During that time a lot of postees suffered injuries as a result of using the elastic band.
- Australia Post approved the claim for epicondylitis and the Australia Post Doctor [REDACTED] gave me one or two shots of cortisone injection, physio and an elbow strap as treatment for the epicondylitis.
- This did not work fully but I still managed to do my job.
- In [REDACTED] 2004, [REDACTED] offered me a permanent full time positioning as a postee at [REDACTED]. The day shift assistant Manager [REDACTED] was aware of it and knew about it.
- On [REDACTED] r 2004 I started as a permanent full time postee after the postee I replaced left
- On [REDACTED] 2004, it was raining and slippery I fell off my bike as I swerved to my left to avoid a car hitting me. The driver has not seen me in her mirror.
- I filled in a P400 form (which is like an incident report) and did not think any more about it.
- Around [REDACTED] 2005, whilst getting off my bike the helm of my pants got hooked in the key starter of my bike. The bike fell on my left knee hurting my knee on which I had fallen during the [REDACTED] 2004 accident.
- Between [REDACTED] 2005 I noticed a lump on my left knee.

- In [REDACTED] 2005 [REDACTED] became Manager of [REDACTED] Delivery Centre after [REDACTED] left Australia Post
- From [REDACTED] 2005 to [REDACTED] 2005 I went back and forth between scans, doctor, knee specialist and they all found that it is the accident which occurred in [REDACTED] 2004 and [REDACTED] 2005 which caused knee damage.
- Phone calls and reports were exchanged between Australia Post and my Doctor before Australia Post approved my claim that my knee damage was caused whilst I was on duty
- Australia Post advised their doctor that they suspect that my knee damage was caused by me doing kick boxing. Please note I have never done kick boxing in my life and that the accusation brought by Australia Post was unfounded and malicious
- From the report between my doctor and Australia post and from the report received from Australia Post doctor (copies of both reports are attached), one can feel the judgment made by Australia Post who were unwilling to accept liability of my claim and made it hard on me and my doctor.
- After liability was accepted by Australia Post, they made life harder for me at work with innuendos, and sheer coldness from my Manager [REDACTED]
- Around [REDACTED] 2005 I got a call at home from [REDACTED] he advised me that from today I will need to take my annual leave. I advised that I had originally booked my annual leave to go overseas but asked them to cancel it with my knee situation. I was told that I should take it full stop and that from the next day I was on annual leave for three weeks.
- Two days before I was due to resume work from the forced annual leave, [REDACTED] called me at home and advised that unfortunately the full time postee position which I was on until my forced annual leave was no longer available as it had been filled.
- I later learned that my full time position was filled whilst I was on forced annual leave by [REDACTED] Delivery Centre. [REDACTED] had a court case going [REDACTED] as such they transferred him to [REDACTED] whilst his court case was still going.
- [REDACTED] advised that I was never a permanent full time but had been acting as a full time. At the same time he advised that I was a permanent part time night mail sorter on 15 hours.
- Upon my return from annual leave, my income dramatically decreased from a full time pay to a part time pay.
- I advised him that I was a permanent full time employee as when I took my home loan in [REDACTED] 2005, my bank contacted Australia Post Shared Services to confirm employment and income details and my bank was advised by Shed Services that I was a full time employee on a full time income, hence I was given a housing loan base on a full time income.
- I contacted Shared services the next day and was advised that their records indicate that I was a permanent full time postee and that if my manager is claiming that I was a part-time then he did not know what he was talking about as their records showed definitely that I was a permanent full time postee. The employee at Shared Services asked me to ask my manager to give them a call if he so wished to confirm.
- During that phone conversation, I asked the employee at Shed Services to send me details proving that I was permanent full time which they did. (copy attached)
- Two days later I call Shed Services again and was told that they had made a mistake and that I am a part time employee. They advised me that I had been acting as full time.
- It sounded to me that my manager [REDACTED] had talked to them and that records has been changed in the mean time.
- I had a copy sent to me by Shed Services that showed I was permanent full time. (Copy attached) when I first call them which was before they changed their records.
- I also have a copy saying that I am a permanent part time employee (after they change their records)
- I contacted the union who took down as much details.
- I had my knee operation on [REDACTED] 2005. I worked until the eve of the operation with a part time pay.

- I contacted the union who advised that since I had the accident when I was on a full time position Australia Post should pay me for a full time pay. This was not so.
- I have witnesses at work who are willing to come forward to testify that I was on a full time round when I was injured.
- It is the belief that he placed me on part time hours so that they do not have to pay me on a full time pay whilst I am off injured.
- The Union referred me to [REDACTED] their lawyers and on [REDACTED] 2005 I authorized the solicitor to act on my behalf
- I continued to follow up appointments with my knee surgeon who gave me photos of my knee when operated it. It showed that the knee was damaged in 7 spots since my last MRI scan. This was due to the fact that from the time I had the first MRI scan which showed that the knee was damaged in three spots to the time the claim was approved by Australia post, I went to work normally and walked on the damaged knee.
- The surgeon advised that due to the extent of the damage, the knee will take three to four months to heal. I nearly died when he said that. I could not bear the same pain for 3 to 4 months and inactivity for that long.
- It was an inconvenienced walking on two crutches, an inconvenienced sleeping as the pain was as raw as the inside of the knee.
- The surgeon gave me some tablets to remove the pain and inflammation and fluid in my knee. He gave me time off work until the end of [REDACTED] 2005 and advised to come back so that he could reassess the progress so that he could show me how to walk without the crutches at my own pace together with starting Physio if the fluid that dried with the help of the medication.
- I faxed all Certificate of Capacity provided by the surgeon to Aust Post claims.
- End of [REDACTED] 2005 to beginning of [REDACTED] 2005 I received a letter from Australia Post advising that my recovery was taking too long for such knee operation, they referred me to one of their doctors. I attended the Australia Post doctor who had no idea of the seriousness of my state; he contacted my surgeon and was advised to look at the Certificate of Capacity he sent which would explain everything. The Australia Post doctor did not have any of my documents and had nothing to work on.
- After several phone calls, on [REDACTED] 2005, [REDACTED] Manger of the Delivery Centre came at my address and hand delivered a large envelope which contained Cab vouchers and a schedule return to work on [REDACTED] October.
- I was also advised by my manager that unfortunately due to work loads arrangements there was not a 25 hour position and as such my hours of work would be cut to 15 hours and that I would no longer be paid 28 hours but 15 hours.
- I had a feeling that [REDACTED] decided in the pay cut because I had contacted the Union and given authority to their lawyer to act on my behalf.
- I took the return to work to my surgeon who was not happy that I was given a return to work schedule and advised that I was not ready. Nevertheless, he made adjustment and advised on the form no mail sorting, no postal delivery duties to be given to me.
- Against my surgeon recommendation I went back to work on [REDACTED] 2005 for 3 hours, 3 days a week as on the return to work program. I was given mail sorting as a task and was given a high uncomfortable chair. I took my breaks but had difficulty getting off the chair and got needles feeling in the leg.
- When I complained I was told by my night shift manager [REDACTED] that I should be all right and better as I was a strong boy.
- On [REDACTED] 2005 [REDACTED] faced me and forced me to sign the 15 hours week form which he gave me the week before. He advised that he wanted me to sign the form and that I must sign the form as he put it "I am your boss, you must sign it, if you don't sign it I will cut your pay to the minimum rate"
- I felt intimidated but I was advised by the Union not to sign the form (copy attached)
- Throughout that time I felt intimidated, harassed because (1) I had an accident and had lodged a claim (2) I contacted the Union regarding my change of hours from permanent full time postee day shift to part-time night shift mail sorter (3) I contacted the Union solicitor (4) I had been given time off by my surgeon who knew the state of my knee (5) I

- refused to sign the 15 hours new work contract.
- On [REDACTED] 2005 I had another follow up with my surgeon who became upset when he consulted my knee. Because I have gone back to work before time and walked on my right leg to ease the pain left on the left damaged operated knee. My right knee had become swollen because of the weight I was putting on it to walk.
- Upon further investigation and MRI, it was discovered that my right knee had been damaged as a result of the weight I placed on it whilst going back to work. The only way to fix the right knee was to have another arthroscopy.
- I was told by my surgeon because I was forced to return to work before my recovery time is over I am now faced with a second operation and that I was the third employee from Australia post whom he had as a patient who was forced to return to work before time which resulted in needing to have a second operation.
- During that time the Union organized to meet with me and my wife and my manager at the [REDACTED] delivery centre to discuss me being forced to sign the new contract for 15 hours a week and the feeling of being intimidated.
- On the morning of the meeting, an Australia Post van delivered a letter at my address in advised that my hours had been reviewed and that I would be given the 25 hours part time salary instead of 15 hours. We still met at the delivery centre.
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- I needed help in fighting to get my full time permanent position and salary but have been unsuccessful as my focus was on getting Australia post accept liability for a work related accident
- It was a battle to get Australia post accepts liability for the right knee injury. My surgeon put me off work until they approved surgery to the right knee.
- Australia Post accepted liability for damage to my right knee and approved surgery which took place on [REDACTED] 2005.
- My recovery was very slow and painful.
- In January 2006 as a result of being on crutches since [REDACTED] 2005, I developed severe pains in my right elbows and left shoulder. I was still having difficulty walking.
- As my family doctor was fully booked, I went to see Dr [REDACTED] who made me do some MRI scans to my right elbow and left shoulder.
- The result came and they found tears in my shoulder and chronic epicondylitis on my right elbow. The existing epicondylitis which I gained in [REDACTED] 2004 had deteriorated due to me being on crutches.
- In 2006 [REDACTED] referred me to an upper limb surgeon specialist [REDACTED]
- Australia Post referred me to their Specialist [REDACTED] who concurred that a decompression was needed.
- The pain in my left shoulder shot up through the whole of the shoulder, up the side of the neck and up to the head.
- My specialist [REDACTED] requested approval for surgery from Australia Post.
- His request was declined by Australia Post.
- Australia Post did not agree with their Specialist [REDACTED] diagnostic and sent me to another of their specialist [REDACTED]
- Their second specialist concluded that my behavior was theatrical and not work related. Their second specialist also concluded that there was no medical proof which supports that prolonged time on crutches could develop problems in the shoulders and elbows.
- During that time I went to numerous visits to my family doctor, [REDACTED] who referred me to [REDACTED] public hospital.
- In 2007 I had numerous treatments of acupuncture, cortisone injections, and massages which gave me some relief but the pain was back after 3 to 4 hours.
- By now I was suffering from depression and could not return to work as the relationship between my manager and me had completely broken down.
- I could not face being intimidated by him whilst struggling with my health issues which was caused by Australia Post
- In 2008 [REDACTED] public hospital gave me an appointment but the specialist advised that the operation was a 50% success rate and he could not risk it. He advised me that I was

- better off doing a pain management treatment.
- By this time, I was severely depressed. My marriage had completely broken down from 2007 my wife of 20 years had walked away from our marriage. She was doing 2 jobs and was working 7 days to keep up with the bills.
 - In [REDACTED] 2008 representatives from Australia Post came to my place and we had a meeting in an attempt to encourage me to come back to work. I went back to work at the beginning of [REDACTED] 2008 for 2 weeks.
 - After that I could not work as I had an autologous blood transfusion and time needed to recover is 6-7 weeks.
 - During that time my specialist [REDACTED] also referred me to another specialist for a second opinion.
 - In January 2009 [REDACTED] also referred me to [REDACTED] public hospital.
 - During that time I was also going through the hearing for my court case at Australia Post.
 - By mid [REDACTED] my court hearing was approaching and I got a phone call from my solicitor [REDACTED] advising that since I have not gone back to work I would lose the case and if I wanted him to continue the case, I need to pay him [REDACTED] upfront.
 - As I was not working and did not have any money, I withdrew my case from court.
 - In [REDACTED] 2009, Australia post sent me to their doctor [REDACTED] to assess me.
 - As I was severely depressed my friend paid my trip and sent me back to [REDACTED] to see my family for support as all my family is in [REDACTED].
 - On my return to Australia in August, I received a call from Australia post who advised that they received their report from [REDACTED] which advised that I was permanently disabled and that they had a duty of care not to allow me back. They suggested that I take my retirement.
 - On [REDACTED] 2009 I retired from Australia Post.
 - After 2 weeks I received a reply from [REDACTED] Public Hospital giving me an appointment to see the orthopedic surgeon
 - The public hospital orthopedic surgeon made me do all MRI scans to get a latest result
 - I have one more nerve conduction test on [REDACTED]
 - They advised that after the result of the last test is received, they will perform surgery on my elbow first as it is more deteriorated and then they will operate on my left shoulder.
 - They confirm that I have an issue with my elbow and shoulder.
 - I have paid so many private specialists by borrowing money from friends; have paid for so many reports out of my own pocket. I was left with no money in the end that I had to go on a waiting list at two public hospitals for surgery since I cannot afford a private surgery. It is a shame when all my injuries happened whilst I was on duty with Australia Post.
 - The end result is that I am now waiting for surgery
 - I ended up with a net payment of [REDACTED] from my service at Australia Post
 - I now have to fight to get a TPD
 - I am now faced with a bleak future with no work at [REDACTED] years and little prospect of finding another job after my surgery when I was injured on duty at Australia Post.