

## **SUBMISSION OF THAO PHUONG NGUYEN**

Thao Phuong Nguyen



Mail officer – Dandenong Letters Centre

**My submission is about the length of time the appeal process takes in relation to compensation matters.**

1. My case has only just settled related to an injury sustained on 23 December 2004. While I realize it has been complicated and I have had to have medical opinions and an operation this is a very long time.
2. The point I wish to make is that I had to use whatever leave or pay I had available (Sick Leave, Long Service Leave, Annual Leave, Sick Leave Without Pay) while liability was being determined, and that this has not yet been given back to me although I have had a letter saying that it will be re-credited .
3. It is very hard for injured workers to survive once Australia Post ceases liability. The legal process is an expensive and lengthy process. I believe that most injured workers 'just give up'.