

SUBMISSION FROM LANG LIEN

Lang Kim Lien



Mail Officer Dandenong Letter Centre (D.L.C.)

1. On 31 August 2005 I was injured in an accident at D.L.C. with a motorised pallet jack. See attached witness statement.
2. I was hospitalised. My injuries were "left ankle laceration and soft tissue injury over left shoulder and left elbow regions."
3. My left ankle was operated on and I was in hospital for five days.
4. When I was released and went home. I was visited by the Compensation Officer [REDACTED] and she told me I would be right to return to work in a week.
5. Australia Post made an appointment with [REDACTED], a facility nominated Doctor, (FND) about a month after I was released from hospital.
6. I was still confined to a wheel chair at the time with my foot in plaster and my leg had to be elevated.
7. [REDACTED] said I could return to work. He did not examine me, he only talked to me. I was not ready to return so I argued and would not return.
8. About a fortnight later I was again sent to [REDACTED] and he again tried to send me back to work. I told him I could not walk. He was very rude and said I did not want to work.
9. Following that visit I was receiving daily phone calls from the time keeper at DLC telling me to come back to work.
10. I also had phone calls from the rehab officer [REDACTED] asking me why I would not come to work.
11. [REDACTED] also came to my house to teach me to use crutches so I could go to work.
12. I felt I was being pushed and harassed to return before I was ready. I did return to work only to find my shoulder injury flared up. In about 2007 my Doctor put me on reduced hours.

13. Australia Post sent me to [REDACTED] who wrote a report. As a result my wages were reduced and did not accept liability for my injury. I was put through a very stressful time as my finances were depleted and I was still suffering from the injury. During this time I was regularly in tears.
14. I went to the lawyers and after many months Australia Post accepted liability for my injury.
15. Before this matter was resolved I was put through pain and torment by the FND, the management and the compensation department. There were many times when I felt like walking away from my claim.
16. I think if you read my file you will understand what I mean.

To whom it may concern.

My name is [REDACTED] and I work at Australia Post as a Postal Worker at the Dandenong Letter Centre. On 31st August 2005 I saw an accident at work involving Lang Kim Lien. Lang Kim Lien was taking mail from inside the building to the Loading Dock (outside the building). The mail weighed approximately 580 KG. A Pallet Jack was used to take the mail to the Loading Dock. I observed that Lang Kim Lien was halfway out the door leading to the Loading Dock when she stopped to look back inside the building, however unfortunately Lang Kim Lien still had her hands on the Pallet Jack controls while leaning back to look back into the building. The Pallet Jack was put in reverse as Lang Kim Lien was looking backward and not forward where the Pallet Jack was. The Pallet Jack then ran over Lang Kim Lien foot, unfortunately as Lang Kim Lien slowly fell to the floor she still had her hand on the Pallet Jack controls and was still inadvertently directing the Pallet Jack to go in reverse making the situation worse. It was only when Lang Kim Lien fell to the floor did she let go of the Pallet Jack controls. By that time the Pallet Jack had completely ran over Lang Kim Lien foot and her foot was not visible.

I was first on the scene having witnessed the entire accident. Lang Kim Lien must have been in shock as she did not yell out or say anything. I grabbed the controls and tried to make the Pallet Jack go forward so that it was no longer on Lang Kim Lien's foot but I could hear the Pallet Jack's wheels spinning and it was not moving as by that stage part of the Pallet Jack was off the ground. I looked around and there was no one else around so I realized that I had to do something as I was scared that Lang Kim Lien would lose her foot if something was not done immediately. I then grabbed the Pallet Jack with both hands bent my knees and lifted to Pallet Jack off the ground (I could see the load/mail sliding off the Pallet Jack) and then realized that if I could not push the Pallet Jack forward as far as I could it could land on Lang Kim Lien's foot/leg or my foot/leg. I don't know how I did it but I remember the Pallet Jack and the load being thrown forward 2 or 3 feet from Lang Kim Lien and myself.

After a few minutes I noticed blood oozing out of Lang Kim Lien foot and her shoe was still on at this stage. I remember people calling for a First Aid Officer and I insisted that an Ambulance be rang immediately rather than wait for a First Aid Officer as this was a serious accident and the weight of the Pallet Jack and its load would be enough to cause serious injuries.

[REDACTED]

Dandenong Letter Centre

8th August 2007