

SUBMISSION OF ROBYN BURKE

Robyn Burke

[REDACTED]
Postal Service Officer – Mount Eliza Post Shop

My submission is in relation to the efforts management make to undermine claims that cannot be construed as anything other than work-related. I believe this relates to the fact that they receive bonuses by reducing Lost Time Injuries.

I sustained an injury to my Achilles tendon on 4 December 2007. Liability for this injury was refused on 9 January 2008 but later accepted by the Reconsideration Delegate. There is no way that my injury should have been deemed to be non-work related. This caused me stress and financial hardship.

A box had been put alongside the white letter tub on the side of the doorway on the entrance side. I work to the right side of the door (when described facing the customers). I walked diagonally to get to the doorway to go out to the back area.

This box (a customer's parcel) was not in its normal place (in the tub or out the back) on 4 December 2007 and this was the cause of the accident. I did not realise the box was in my way, in the passage to the doorway as the parcels I was carrying blocked my view.

The front of my toes caught the box, I dropped the parcels and came down heavily on my left leg. I did not fall to the ground but put my hands on the wall. I found I couldn't put weight on my left foot and that it was very painful. I hobbled out of the doorway using the trolley and shelving the other side of the door to support myself. Both [REDACTED] [REDACTED] serving on the counter heard the incident.

The consequences were apparent immediately and were witnessed by [REDACTED] who came down the stairs from the tea-room in less than a minute after the accident and [REDACTED] who came to assist me after she had completed her customer transaction. At this stage I was in tears because of the pain. [REDACTED] got me in a chair, took my shoe off, got my foot raised and an ice-pack on the injured foot within minutes. My heel area was swollen. I spent approximately half an hour with an ice-pack on the foot. My manager got me to fill in the P400 while I was sitting there.

I organised for my husband to drive me to my family doctor, [REDACTED] who had an appointment available straight away. She arranged and I had an X-Ray early that

afternoon. I got a plaster cast and crutches. An ultrasound was completed the next day.

The FND, confirmed my doctor's diagnosis and treatment when I saw him on 18 December 2007.

This injury did arise out of, and in the course of my employment with Australia Post. On December 4, I started work at 8.30am. My left foot was completely normal as I was able to work normally bringing out 4 advances and working standing up until the accident happened at 10.40am. [REDACTED] would have noticed if I had had an injury previously and all were witnesses that I was injury free prior to this accident.

The reason my claim was initially rejected was that [REDACTED] a Retail HR Manager, claimed that the box was not there on 9 January 2008 when [REDACTED] visited my workplace. A similar tub was in its normal place against the wall out of the way, but on December 4 a box was where I said it was. [REDACTED] also distorted small differences in my witness statements to my disadvantage. The determination was reversed upon Reconsideration on 4 February 2008.

It took me several weeks to get my medical costs and wages reimbursed.

I still have a constant and uncomfortable pain in that foot as I have to stand up all day.