

**Submission
No 103**

**THE MANAGEMENT AND OPERATIONS OF THE NSW
AMBULANCE SERVICE**

Name: Ms Amanda Stephens

Date received: 25/06/2008

I received a back injury on the 27th December 2006. I was off work totally for 8 weeks and on a walking stick for 6 weeks. I was found to have 3 bulging discs from L3 to S1. I received Cortesone injections into my L4/5 vertebrae and had relief from pain. Initially I was given light duties at Penrith Office and within six months Risk Management were telling me to start thinking of alternative duties. I had in this time one meeting with my caseworker who sent me to a careers advisor and assessor which resulted in nothing. I was then moved to Wahroonga Office on light duties and changed caseworkers again and this one promised the earth but again did nothing to help me. I was told they would get an outside organisation to aid me in doing resumes and looking for work. Whenever I asked about the financial side of work cover, I was told you have a long time before I would be affected by decreased income. I applied for jobs and the only help I received with my resumes was "e-mail it to me and I will have a look at it" my resumes were returned with some small notes of how to term my replies but no actual help at all. I sourced all of my own jobs to apply for, I wrote all of my own resumes,.

I applied for all the free work short courses. Everytime I asked about doing an external course the reply was "wait and see how you go with jobs you applied for" I guess they didn't want to pay out the money for the courses.

I then went on holidays and when I enquired as to where I would return to work I was informed that my light duties had been terminated and that GIO would pay me to stay home and look for work fulltime. However my manager knew nothing of this and they said they informed me of such but they didn't. I even asked them for it in writing but I am yet to receive anything. They failed to notify me that my pay would drop to 80% of my flat wage and failed to tell me how much I would receive. As it was it just covered my mortgage and nothing else. I had to sell my house as it was two storey and moved to the central coast to find work which I eventually did in the Operations Centre but I have since been offered a position with Corrective Services with absolutely no help from the service. It took 18 months to get me my gym membership and it was a 45 minute drive from my home address.

I offered to write a small booklet for the service and Risk Management for staff who found themselves in the same predicament but nothing came of it.

They have no compassion for people and do not seem to know what they are supposed to be doing.

Amanda Stephens