

**Submission  
No 111**

## **INQUIRY INTO EMERGENCY SERVICES AGENCIES**

**Name:** Mrs Cindy Modderman

**Date received:** 23 July 2017

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Partially  
Confidential

My submission relates to my experience with my former employer the NSW Ambulance. I was employed by NSW as a Paramedic from March 2004 until October 2016 when I was medically discharged suffering both physical and psychological injuries.

\* 2011 begin working in the Northern Control Centre (position obtained on merit by way of normal application for employment processes). This position was applied for as I had a slow recovery from shoulder surgery late 2010. Progress from call taker to dispatcher.

During this time I was subjected to continual instances of bullying and harassment including, but not limited to:

\* being assaulted at work when another employee through a phone book at my head which connected. The supervisor at the time refused to intervene. Control Centre manager denied the incident had occurred.

\*locker broken into and personal property stolen. CCM refused to acknowledge these instances had occurred.

I HAVE MADE A 58 PARAGRAPH STATEMENT FOR LEGAL PURPOSES WHICH OUTLINES THE ABUSE I SUFFERED WHILST WORKING AT THE NORTHERN CONTROL CENTRE (available for production if needed)

\* I first officially reported what was occurring to me in the workplace in Feb 2012. Started receiving psychological help to deal with the bullying and harassment in the NCC.

\*continued to work and attempt to ignore the behaviour for a further 7months whilst still receiving psychological help.

\* when I complained I had counter allegations made against me (later exonerated) by a group of women known as the 'Vipers'.

\* the NCC has a widespread reputation for bullying and harassment and I believe the behaviour to be culturally systemic.

After leaving the NCC in September 2012 due to this bullying, I did not hear from any person in the NSW Ambulance for almost 3 years! I exhausted all of my leave entitlements so as to obtain a wage whilst I fought with QBE over my claim for workplace bullying and harassment.

I am aware of many cases similar in nature to my own and I personally beg the committee to look strongly into the practices of NSW in particular at the NCC.

I have been dreadfully unwell psychologically, diagnosed with MAJOR DEPRESSION AND ANXIETY, PTSD due to the behaviour I was subjected to at the NCC.

In 2016 I was asked to speak with the media and tell my story. I did so. The following week I was contacted by NSW who advised that I was to be medically discharged. I believe this was due to my speaking out to the public.

I have since spoken to a number of other media outlets, and was recently interviewed by ABC's Brigid Glanville - Political Reporter, and believe my story will air on ABC television this week (24 - 28 July 2017)

I am not aware of any instances whereby the NSW have correctly followed policy and procedures put in place to combat the systemic bullying and harassment. I also am aware of instances where the service have been blatantly dishonest in their recordings and reporting of these instances.

I have a 16 page statement of rehearance, pages of contemporaneous notes, diary entries and emails to support my claim.

I implore for the benefit of all employees of NSW, that this committee look deeply into these matters so that those that continue to serve are not subjected to the abuse and pain that I have been.

Many thanks

Cindy Modderman