

INQUIRY INTO EMERGENCY SERVICES AGENCIES

Name: Name suppressed
Date received: 16 February 2018

Partially
Confidential

The lacking support structures and response from Ambulance management to assist me in handling my work injury related issues have included:

- no provision or notification of a formal help and feedback avenue or notification of an identified point of contact or avenue for seeking assistance with work injury related issues
- multiple repeated requests for management assistance to resolve issues surrounding the work injury process and access to information ignored or passed between multiple managers with no assistance or resolution provided
- excluded from information and deliberate provision of false information regarding meetings, directed to attend meetings without prior notice and opportunity to bring support person
- unjustified repeated threats of disciplinary action based on false information and errors made by other staff, and no opportunity given to discuss matters
- falsified documentation, and illegal Return to Work Plans and requests for work not in line with Work Health and Safety legislation

Suggestions regarding solutions:

I believe solutions for the prevention of the type of bullying I have experienced from the Recover at Work Coordinators (RWC) and Ambulance management could include:

- review of Ambulance processes which govern the internal work injury system
- extra training for RWC and management for basic managerial skills related to following proper processes, basic coordination skills between stakeholders, and imparting information to the injured worker about the work injury process
- better initial provision of information regarding the work injury process when the worker is first injured
- extra training to gain a better understanding of how to centre the work injury process around the injured worker and their required support and needs for recovery at work
- provision of point of contact or identified pathway for resolving issues, being mindful that the injured worker is away/isolated from their normal team and lines of communication
- transparent and open discussions surrounding Return to Work Plans and suitable duties to include the injured worker
- mandatory open disclosure to the injured worker of their work injury file and information relating to them when these are created, to ensure transparency and accuracy of lodged information
- mandatory full transparency in communications between Ambulance and insurance company, with injured worker having the option to request being included in communications and correspondence to ensure accuracy of information
- provision of alternate duties that are meaningful, as per requirement by law
- routine anonymous feedback survey every 3-6 months given to injured workers regarding their experience of the work injury process