

Submission
No 22

**INQUIRY INTO 2022 REVIEW OF THE WORKERS
COMPENSATION SCHEME**

Name: Miss Leah Redman

Date Received: 24 July 2022

Partially
Confidential

This is an email trail between a psychologically injured NSW public servant and the acting claims agent QBE. Please read this correspondence excerpt from the bottom (earliest) to the top (latest) message. Feel free to reformat the document for publication.

Please note this document was initially referred to SIRA on 21 August 2020.

Excerpt: Email Comms – QBE Claims Management 7 Aug 2019 – 28 August 2019

✉ EMAIL 10 of 10:

From:
Date: 28 August 2019 at 5:18:23 pm AEST
To:
Cc:
Subject: RE: RF2122415 - Leah Redman

Hi Leah,

I hope you well.

I have reviewed your request with my internal team and we advise that the screen shots has provided you are specifically relates to you and we do not think its is necessary for you to come in to view the other screens as they do not specially relate to your personal details and more so, management of the claim.

When you have send through the information we will update our system.

In regards to your remittance advices, we are working with Accounts Team and Bank to investigate why you are not getting it. I have initially place the request a month ago and currently they are still trying to work on the fix and we apologise for the inconveniences this is causing you.

Kind regards

Service Manager
Claims | Australia Pacific

QBE acting as the agent of NSW Self Insurance Corporation, known as Insurance for NSW
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✉ EMAIL 9 of 10:

From: Leah Redman
Sent: Monday, 19 August 2019 1:13 PM
To:
Cc:
Subject:

There are so many errors in your system.

Could you please arrange a time that my support person and I can meet with someone from QBE either in your Parramatta or city office to correct the wrong data?

I will need to see the information on the other screens too.

In the meantime, I will note all the errors on the screens already supplied and send to you shortly.

Leah

 **EMAIL 8 of 10:**

On Mon, 19 Aug 2019 at 12:49,

wrote:

Hi Leah

Please see screen shots for correction

Case Manager

TMF Parramatta | Australia Pacific

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 **EMAIL 7 of 10:**

From:

Sent: Monday, 19 August 2019 12:44 PM

To: Leah Redman

Cc:

Subject:

Hi Leah,

Please note you are not exempt from the legislations and requirements of worker's compensation.

As the errors you are referring to are before my time I can not simply just fix them based on your word we will need to conduct a review. Also note QBE is not using any of those documents for this appointment.

You still have a requirement to attend the IME appointment.

Please note [redacted] has already received a copy of [redacted] report. We have had communication about its content.

We are not reviewing your capacity but your need for ongoing treatment and without this assessment QBE will not be able to determine that ongoing treatment is reasonably necessary.

You have obligations under the work cover process and we are trying to work with you to support your recovery.

Please ensure you attendance to the appointment as QBE will not be cancelling the appointment.

Thanks

Case Manager

TMF Parramatta | Australia Pacific

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 **EMAIL 6 of 10:**

From: Leah Redman

Sent: Monday, 19 August 2019 12:39 PM

To:

Cc:

Subject: Re:

As already advised, I cannot progress with any QBE treatment services until QBE rectifies the inaccurate information retained in my file and supplied to various assessors.

I will send the attached reports to
shocked as well.

I am shocked and I am sure that he will be

I advised you via email that the payment advices have not yet been supplied by your management on 14/8. QBE has taken no action.

QBE are fully aware that incorrect documentation regarding my preinjury employment has contributed to my injury and are using this knowledge to exacerbate my current psychological state. This is defined as intentional infliction of psychological harm, for which you personally can be held responsible.

Please refer to the AMA assessment by _____ and accept the determination that identifies that I am 'unemployable'.

QBE took away any return to work /redeployment options with my preinjury employer, as well as those available within the greater public service. My preinjury employer has taken my historical employment record and my interaction with QBE has taken my future employment capability.

I have a settlement, not an active claim. Please make payments to the consent order arrangement. No further medical treatment can be accepted at this stage.

Regards

Leah Redman

 **EMAIL 5 of 10:**

On Mon, 19 Aug 2019 at 12:00,

wrote:

Hi Leah,

Please note you have an obligations to attend as we need to determine if ongoing treatment is reasonably necessary as previous advised.

<https://www.sira.nsw.gov.au/resources-library/workers-compensation-resources/publications/workers-and-claims/independent-medical-examinations>

<https://www.sira.nsw.gov.au/resources-library/workers-compensation-resources/publications/workers-and-claims/workers-compensation-guidelines>

- Refer to 7.4 of the above outlining obligations.

I have attached a copy of documents sent to

They have only been sent today.

Failure to attend will result in treatment needs being ceased till a review can occur to determine if reasonably necessary.

All claims are subject to IME appointment when further information is required to determine liability of treatment , review capacity, diagnosis/prognosis etc

I sent an email last week asking if pay remittance had been received and you failed to response advising if this was the case as we have been working in the background to correct this.

Please note we are unable to email Group Summaries however you should be able to access this on your mygov account.

Any other questions please let me know.

Thanks

Case Manager
TMF Parramatta | Australia Pacific

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 **EMAIL 4 of 10:**

From: Leah Redman
Sent: Monday, 19 August 2019 11:48 AM
To:
Cc:
Subject:

Dear

Please cancel the appointment scheduled with [redacted] QBE has not corrected any of the recorded inaccuracies in my file.
QBE has failed to provide the information supplied to [redacted] as promised on 14/8, to ensure that the case details incorrectly supplied to [redacted] have been corrected.

QBE has failed to explain why a psychiatric assessment is required because I could not attend a review of provided psychological services with [redacted] less than two weeks ago.

QBE has failed to provide payment advices or tax statements in 2019 as promised.

[redacted] has already advised that psychological treatment services have been suspended until QBE corrects these issues.

What authority and what legal reason does QBE have for requiring another psychiatric IME?

Please be advised that I will not utilise any medical services provided by QBE until these matters are resolved.

Regards,

Leah Redman

 **EMAIL 3 of 10:**

On Wed, 14 Aug 2019 at 12:06,
Hi Leah,

wrote:

As you did not attend [redacted] appointment a Stage 2 consult occurred and a discuss occurred with [redacted] about treatment and ongoing needs. A formal review of your medical treatment is now required.

Once we send through the referral and documents we will send a copy.

Please note that failure to attend this appointment will mean ongoing treatment can not be supported until we can completed a formal review.

[redacted] advised he will speak to you about his conversation with

Thanks

Case Manager
TMF Parramatta | Australia Pacific

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 **EMAIL 2 of 10:**

From: Leah Redman
Sent: Wednesday, 14 August 2019 12:01 PM
To:
Cc:
Subject: Re:

Could you please explain why the QBE requested IME assessment with [redacted] -
Psychologist, has not been rebooked, and has instead been replaced with a new
requirement for re-assessment by [redacted] - Psychiatrist?

What is the reason QBE requires this IME assessment?, and why has it been
changed from a review by a non-treating psychologist, to a psychiatrist who has
already conducted two IME assessments in my case so far?

Have the incorrect claim details, and the false preinjury employment information
included in each of the QBE notices issued in 2019, been corrected in my file?
Have the QBE notices been reissued with correct information?

Could I please receive a copy of the documents which QBE has supplied to
[redacted] in preparation for this assessment?

Note: Unfortunately, the promised action by the QBE Management team has not occurred. Your managers have not contacted me as discussed or emailed copies of the payment slips or tax documents issued by QBE in 2019, as promised.

Thanking you,

Leah Redman

 **EMAIL 1 of 10:**

On Wed, 7 Aug 2019 at 08:19,

wrote:

Hi Leah,

I hope you're well.

Please note we have arranged a further assessment to review ongoing treatment. The following appointment has been arranged:

Name	Leah Redman
Claim Number	
Appointment Date	20 Aug 2019
Appointment Time	11:00 am
Interpreter Required	N/A
Doctor	
Specialty	Psychiatrist
Qualification(s)	
Address	

Any issues please let me know.

Thanks

Case Manager

TMF Parramatta | Australia Pacific

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2 Attachments