

Disclaimer

Safe Work Australia provides the information in this publication to raise awareness of work health and safety.

While Safe Work Australia makes every effort to ensure information is accurate and up-to-date, Safe Work Australia does not provide any warranty regarding the accuracy, currency or completeness of the information contained in this publication and will not be held liable for any loss, damage, cost or expense incurred or arising by reason of any person using or relying on the information in this publication.

This publication may incorporate views or information from third parties, which do not necessarily reflect the views of Safe Work Australia. The inclusion of such material does not indicate an endorsement of that material or a commitment to any particular course of action. The views in this publication should not be taken to represent the views of Safe Work Australia unless otherwise expressly stated.

**ISSN 2209-914X (Online)**

Creative Commons logo

Creative Commons

This copyright report is licensed under a Creative Commons Attribution-Non-commercial 4.0 International licence. To view a copy of this licence, visit <https://creativecommons.org/licenses/by-nc/4.0/>. In essence, you are free to copy, communicate and adapt the work for non-commercial purposes, as long as you attribute the work to Safe Work Australia and abide by the other licence terms.

Enquiries regarding the licence and any use of the report are welcome at:

Copyright Officer  
Safe Work Australia   
GPO Box 641 Canberra ACT 2601

Email: [info@swa.gov.au](mailto:info@swa.gov.au)

Important Notice

Safe Work Australia provides the information given in this document to improve public access to information about work health and safety information generally. The vision of Safe Work Australia is Australian workplaces free from injury and disease. Its mission is to lead and coordinate national efforts to prevent workplace death, injury and disease in Australia.

Contents

[Tables and figures 5](#_Toc61436536)

[Section 1: Serious claims 2018–19p 10](#_Toc61436537)

[1.1 Gender 11](#_Toc61436538)

[1.2 Age group 12](#_Toc61436539)

[1.3 Industry 14](#_Toc61436540)

[1.4 Occupation 17](#_Toc61436541)

[1.5 Mechanism of injury or disease 19](#_Toc61436542)

[1.6 Nature of injury or disease 20](#_Toc61436543)

[1.7 Breakdown agency of injury or disease 21](#_Toc61436544)

[1.8 Mechanism of injury or disease and breakdown agency 22](#_Toc61436545)

[1.9 Mechanism of injury or disease and bodily location 23](#_Toc61436546)

[Section 2: Trends in serious claims 2000–01 to 2018–19p 24](#_Toc61436547)

[2.1 Serious claims, number of hours worked and number of employees 25](#_Toc61436548)

[2.2 Gender 27](#_Toc61436549)

[2.3 Age group 29](#_Toc61436550)

[2.4 Industry 32](#_Toc61436551)

[2.5 Occupation 35](#_Toc61436552)

[2.6 Nature of injury or disease 37](#_Toc61436553)

[2.7 Bodily location of injury or disease 38](#_Toc61436554)

[2.8 Mechanism of injury or disease 39](#_Toc61436555)

[2.9 Breakdown agency of injury or disease 41](#_Toc61436556)

[Section 3: Time lost and compensation paid 42](#_Toc61436557)

[3.1 Serious claims, median time lost, and median compensation paid 43](#_Toc61436558)

[3.2 Age group 45](#_Toc61436559)

[3.3 Gender 46](#_Toc61436560)

[3.4 Industry 47](#_Toc61436561)

[3.5 Occupation 50](#_Toc61436562)

[3.6 Nature of injury and disease 51](#_Toc61436563)

[3.7 Mechanism of injury or disease 53](#_Toc61436564)

[3.8 Breakdown agency of injury or disease 55](#_Toc61436565)

[**Glossary** 56](#_Toc61436566)

[**Explanatory notes** 59](#_Toc61436567)

[1. Scope and coverage 59](#_Toc61436568)

[2. Age of employee 59](#_Toc61436569)

[3. Time lost from work 59](#_Toc61436570)

[4. Compensation paid 59](#_Toc61436571)

[5. Industry classification 60](#_Toc61436572)

[6. Occupation classification 60](#_Toc61436573)

[7. Details of injuries and diseases 60](#_Toc61436574)

[8. Insufficiently coded data 60](#_Toc61436575)

[9. Confidentiality 60](#_Toc61436576)

[10. Time-series analyses 60](#_Toc61436577)

[11. Frequency and incidence rates 61](#_Toc61436578)

[12. Denominators used to calculate rates 61](#_Toc61436579)

[13. Adjustment of Victorian data 62](#_Toc61436580)

[14. Reliability of data 62](#_Toc61436581)

[References 63](#_Toc61436582)

[Further information 64](#_Toc61436583)

[Jurisdictional contacts 64](#_Toc61436584)

# Tables and figures

## Tables

[Table 1: Percentage of serious claims and hours worked by gender, 2018–19p 11](#_Toc59099374)

[Table 2: Number, percentage and rates of serious claims by injury or disease and gender, 2018–19p 11](#_Toc59099375)

[Table 3: Number of serious claims by injury or disease, gender and age group, 2018–19p 12](#_Toc59099376)

[Table 4: Frequency rates (serious claims per million hours worked) by injury or disease, gender and age group, 2018–19p 12](#_Toc59099377)

[Table 5: Incidence rates (serious claims per 1,000 employees) by injury or disease, gender and age group, 2018–19p 13](#_Toc59099378)

[Table 6: Workforce characteristics by industry, 2018–19p 14](#_Toc59099379)

[Table 7: Number and rates of serious claims by injury or disease, gender and industry, 2018–19p 15](#_Toc59099380)

[Table 8: Workforce characteristics by occupation, 2018–19p 17](#_Toc59099381)

[Table 9: Number and rates of serious claims by injury or disease, gender and occupation, 2018–19p 18](#_Toc59099382)

[Table 10: Number and percentage of serious claims by mechanism of injury or disease and gender, 2018‑19p 19](#_Toc59099383)

[Table 11: Number and percentage of serious claims by nature of injury or disease and gender, 2018–19p 20](#_Toc59099384)

[Table 12: Number and percentage of serious claims by breakdown agency of injury or disease, 2018–19p 21](#_Toc59099385)

[Table 13: Number and percentage of serious claims by mechanism and breakdown agency of injury or disease, 2018–19p 22](#_Toc59099386)

[Table 14: Number and percentage of serious claims by mechanism and bodily location of injury or disease, 2018–19p 23](#_Toc59099387)

[Table 15: Number and rates of serious claims, number of hours worked and number of employees, 2000–01 to 2018–19p 25](#_Toc59099388)

[Table 16: Number and rates of serious claims by gender, 2000–01 to 2018–19p 27](#_Toc59099389)

[Table 17: Number of serious claims by age group, 2000–01 and 2013-14 to 2018–19p 29](#_Toc59099390)

[Table 18: Frequency rates (serious claims per million hours worked) by age group, 2000–01 and 2013–14 to 2018–19p 30](#_Toc59099391)

[Table 19: Incidence rates (serious claims per 1,000 employees) by age group, 2000–01 and 2013–14 to 2018–19p 31](#_Toc59099392)

[Table 20: Number of serious claims by industry, 2000–01 and 2013–14 to 2018–19p 32](#_Toc59099393)

[Table 21: Frequency rates (serious claims per million hours worked) by industry, 2000–01 and 2013–14 to 2018–19p 33](#_Toc59099394)

[Table 22: Incidence rates (serious claims per 1,000 employees) by industry, 2000–01 and 2013–14 to 2018–19p 34](#_Toc59099395)

[Table 23: Number of serious claims by occupation, 2000–01 and 2013–14 to 2018–19p 35](#_Toc59099396)

[Table 24: Frequency rates (serious claims per million hours worked) by occupation, 2000–01 and 2013–14 to 2018–19p 35](#_Toc59099397)

[Table 25: Incidence rates (serious claims per 1,000 employees) by occupation, 2000–01 and 2013–14 to 2018–19p 36](#_Toc59099398)

[Table 26: Number of serious claims by nature of injury or disease, 2000–01 and 2013–14 to 2018–19p 37](#_Toc59099399)

[Table 27: Number of serious claims by bodily location of injury or disease, 2000–01 and 2013–14 to 2018–19p 38](#_Toc59099400)

[Table 28: Number of serious claims by mechanism of injury or disease, 2000–01 and 2013–14 to 2018−19p 39](#_Toc59099401)

[Table 29: Number of serious claims by breakdown agency of injury or disease, 2000–01 and 2013–14 to 2018–19p 41](#_Toc59099402)

[Table 30: Serious claims: median time lost (weeks) and compensation paid, 2000–01 to 2017‑18 43](#_Toc59099403)

[Table 31: Serious claims: median time lost and compensation paid by gender, 2000–01 to 2017–18 46](#_Toc59099404)

[Table 32: Serious claims: median time lost (working weeks) by industry, 2000–01 and 2013–14 to 2017‑18 47](#_Toc59099405)

[Table 33: Serious claims: median compensation paid by industry, 2000–01 and 2013–14 to 2017–18 48](#_Toc59099406)

[Table 34: Serious claims: WPI adjusted median compensation paid by industry, 2000–01 and 2013–14 to 2017–18 49](#_Toc59099407)

[Table 35: Serious claims: median time lost (working weeks) by occupation, 2000–01 and 2013−14 to 2017–18 50](#_Toc59099408)

[Table 36: Serious claims: median compensation paid by occupation, 2000–01 and 2013−14 to 2017–18 50](#_Toc59099409)

[Table 37: Serious claims: median time lost (working weeks) by nature of injury or disease, 2000–01 and 2013−14 to 2017–18 51](#_Toc59099410)

[Table 38: Serious claims: median compensation paid by nature of injury or disease, 2000–01 and 2013−14 to 2017–18 52](#_Toc59099411)

[Table 39: Serious claims: median time lost (working weeks) by mechanism of injury or disease, 2000−01 and 2013−14 to 2017–18 53](#_Toc59099412)

[Table 40: Serious claims: median compensation paid by mechanism of injury or disease, 2000−01 and 2013−14 to 2017–18 54](#_Toc59099413)

[Table 41: Serious claims: median time lost (working weeks) by breakdown agency of injury or disease, 2000–01 and 2013−14 to 2017–18 55](#_Toc59099414)

[Table 42: Serious claims: median compensation paid by breakdown agency of injury or disease, 2000–01 and 2013−14 to 2017–18 55](#_Toc59099415)

## Figures

[Figure 1: Frequency rates and total hours worked, 2000–01 to 2018–19p 26](#_Toc59098202)

[Figure 2: Frequency rates of serious claims by gender, 2000–01 to 2018–19p 28](#_Toc59098203)

[Figure 3: Percentage of serious claims by age group, 2000–01 to 2018–19p 30](#_Toc59098204)

[Figure 4: Frequency rates by age group and occupation, 2000–2001 to 2018–19p 31](#_Toc59098205)

[Figure 5: Median compensation paid (original) and WPI adjusted median compensation paid, 2000–01 to 2017–18 44](#_Toc59098206)

[Figure 6: Median time lost and WPI adjusted median compensation paid, 2000–01 to 2017–18 44](#_Toc59098207)

[Figure 7: Serious claims: median time lost by age group, 2005–06 to 2017–18 45](#_Toc59098208)

[Figure 8: Serious claims: median compensation paid by age group, 2005–06 to 2017–18 45](#_Toc59098209)

## Abbreviations and symbols

**ABS** Australian Bureau of Statistics

**ANZSCO** Australian and New Zealand Standard Classification of Occupations, First edition

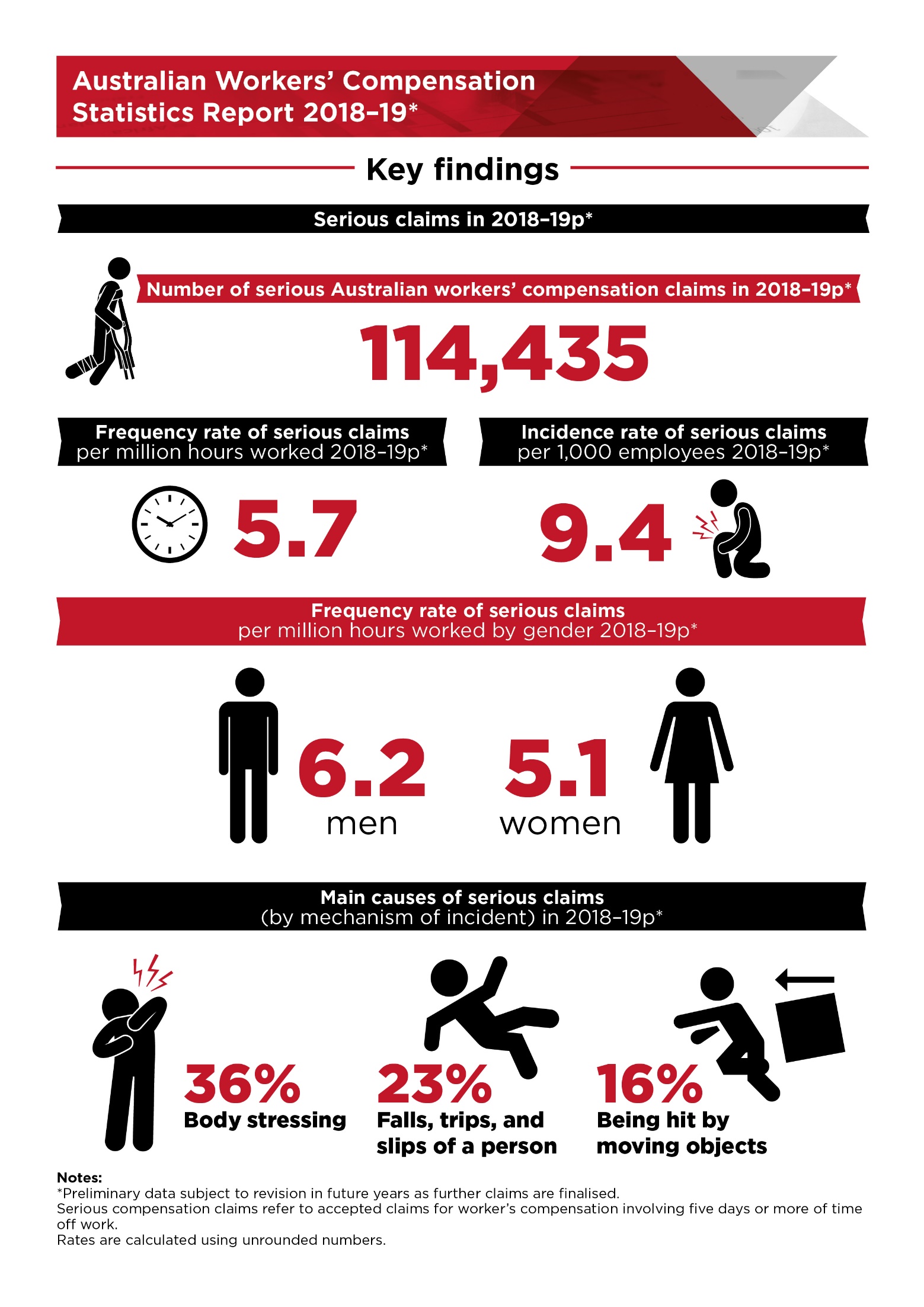
**ANZSIC** Australian and New Zealand Standard Industrial Classification, 2006

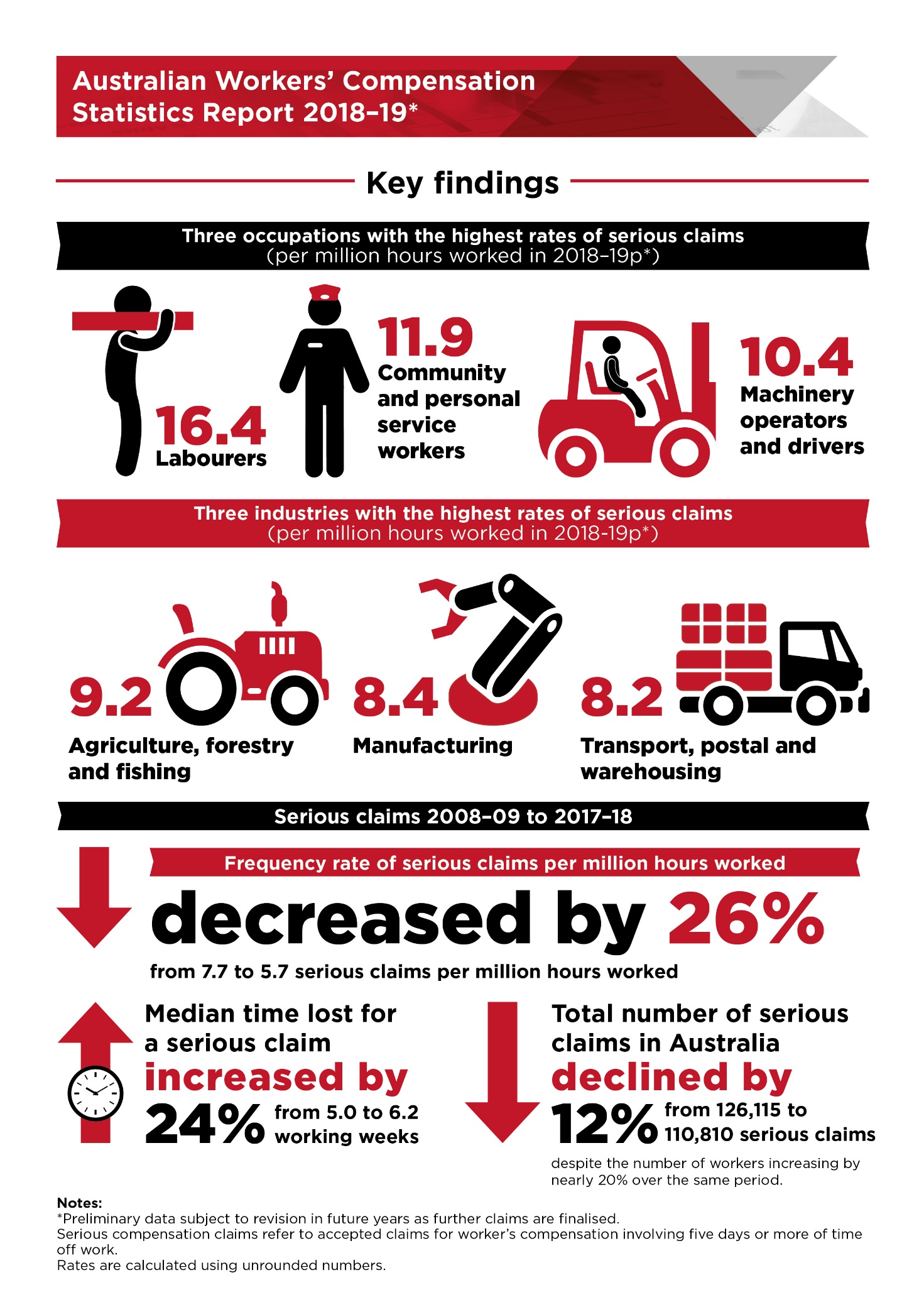
**NDS** National Data Set for Compensation–Based Statistics

**np**  data not available due to confidentiality restrictions

**p** Preliminary data

**% chg**  Percentage change





**Introduction**

The statistics in this report are of Australian workers’ compensation claims that were lodged between 2000–01 and 2018–19. The statistics are an indicator of Australia’s work health and safety performance over the 19–year period between 2000–01 and 2018–19. However, the data do not cover all work–related injuries and diseases that occurred during this period and are also affected by changes in workers’ eligibility for compensation over time and between jurisdictions (see explanatory notes for further information). The statistics are presented by:

* gender
* age group
* industry
* occupation
* mechanism of injury or disease
* nature of injury or disease
* breakdown agency of injury or disease
* mechanism of injury or disease and breakdown agency, and
* mechanism and bodily location of injury or disease.

Claim numbers are rounded to the nearest five to help protect confidential information about employers and employees. Due to rounding, differences may appear between the reported totals and proportions and the sums of rows or columns.

## Data

The data used in this report were supplied by jurisdictions for the 2018–19 financial year with updates back to 2013–14. The data presented may differ from jurisdictional annual reports due to the use of different definitions and the application of adjustment factors to aid in the comparability of data. Additional information on the data can be found in [the explanatory notes](https://www.safeworkaustralia.gov.au/doc/explanatory-notes-national-data-set-compensation-based-statistics-safe-work-australia).

## Definition of a serious claim

This report presents statistics in the form of ‘serious claims’. A serious claim is an accepted workers’ compensation claim for an incapacity that resulted in a total absence from work of one working week or more. Claims in receipt of common–law payments are also included. Claims arising from a journey to or from work or during a recess period are not compensable in all jurisdictions and are excluded.

Serious claims exclude compensated fatalities. Safe Work Australia produces other resources that provide information on work–related fatalities in Australia. The most up–to–date count of worker fatalities is available online on Safe Work Australia’s [Worker Fatalities](https://www.safeworkaustralia.gov.au/statistics-and-research/statistics/fatalities/fatality-statistics) page. Comprehensive information on work–related injury fatalities is available in the [Work–Related Traumatic Injury Fatalities reports](https://www.safeworkaustralia.gov.au/collection/work-related-traumatic-injury-fatalities). The reports are based on information from workers’ compensation data, coronial information, notifiable fatalities and the media.

## Frequency and incidence rates

Frequency rates are expressed as the number of serious claims per million hours worked, while incidence rates are expressed as the number of serious claims per thousand employees.

Compared with an incidence rate, a frequency rate is a more accurate measure of work health and safety, because there are significant differences in the number of hours worked by different groups of employees and employees at different points in time. These differences in the number of hours worked mean that employees’ exposure to work‑related risks vary considerably. A frequency rate accounts for these differences and allows more accurate comparisons to be made.



Section 1:  
Serious claims  
2018–19p

This section provides workers’ compensation statistics for claims lodged during the   
2018–19 financial year. The 2018–19 data are preliminary (denoted by ‘p’) and are likely to be revised up in future years.

1. Gender

In 2018–19p[[1]](#footnote-2), male employees accounted for 62% of serious claims and 58% of hours worked, while female employees accounted for 38% of serious claims and 42% of hours worked (**Table 1**).

#### Table 1: Percentage of serious claims and hours worked by gender, 2018–19p

|  |  |  |
| --- | --- | --- |
|  | **Percentage of serious claims** | **Percentage of hours worked** |
| **Male** | 62% | 58% |
| **Female** | 38% | 42% |
| **Total** | **100%** | **100%** |

**Table 2** below shows that in 2018–19p, the difference between the frequency rates of serious claims (serious claims per million hours worked) between males and females was smaller than the difference in the incidence rates (serious claims per 1,000 employees), reflecting the higher prevalence of part-time work among females. Even when adjusted for hours worked, males are still more likely than female employees to have a serious claim (6.2 serious claims per million hours worked compared with 5.1 serious claims per million hours worked).

A higher percentage of male employees’ serious claims arose from injury and musculoskeletal disorders (89% compared with 84% for female employees), while a higher percentage of female employees’ serious claims arose from diseases (16% compared with 11% for male employees).

#### Table 2: Number, percentage and rates of serious claims by injury or disease and gender, 2018–19p

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Number of serious claims** | **Percentage of serious claims** | **Frequency rate (serious claims per million hours worked)** | **Incidence rate (serious claims per 1,000 employees)** |
| **Male** |  |  |  |  |
| Injury and musculoskeletal disorders | 63,775 | 89% | 5.5 | 10.2 |
| Diseases | 7,690 | 11% | 0.7 | 1.2 |
| **Total** | **71,465** | **100%** | **6.2** | **11.4** |
| **Female** |  |  |  |  |
| Injury and musculoskeletal disorders | 35,925 | 84% | 4.3 | 6.1 |
| Diseases | 7,035 | 16% | 0.8 | 1.2 |
| **Total** | **42,965** | **100%** | **5.1** | **7.3** |
| **All serious claims** |  |  |  |  |
| Injury and musculoskeletal disorders | 99,710 | 87% | 5.0 | 8.2 |
| Diseases | 14,725 | 13% | 0.7 | 1.2 |
| **Total** | **114,435** | **100%** | **5.7** | **9.4** |

1. Age group

**Table 3** below shows that in 2018–19p, across the age groups older workers were more likely to make a serious claim, particularly those aged between 45 and 54 years. Workers aged under 25 years accounted for 12% of serious claims in 2018–19p, compared with workers aged 45 to 54 years who accounted for 25%.

#### Table 3: Number of serious claims by injury or disease, gender and age group, 2018–19p

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Age group** | **Injury and musculoskeletal disorder claims** | | | **Disease claims** | | | **All claims** | | |
|  | **Male** | **Female** | **Total** | **Male** | **Female** | **Total** | **Male** | **Female** | **Total** |
| **<20 years** | 2,555 | 1,100 | 3,650 | 80 | 55 | 135 | 2,635 | 1,155 | 3,785 |
| **20–24 years** | 6,775 | 2,945 | 9,720 | 300 | 365 | 665 | 7,075 | 3,310 | 10,385 |
| **25–29 years** | 7,605 | 3,310 | 10,915 | 535 | 550 | 1,085 | 8,135 | 3,860 | 12,000 |
| **30–34 years** | 7,130 | 2,975 | 10,105 | 700 | 660 | 1,360 | 7,825 | 3,635 | 11,465 |
| **35–39 years** | 6,560 | 3,070 | 9,630 | 810 | 745 | 1,555 | 7,375 | 3,810 | 11,185 |
| **40–44 years** | 6,430 | 3,615 | 10,045 | 1,005 | 920 | 1,920 | 7,430 | 4,535 | 11,965 |
| **45–49 years** | 7,185 | 4,765 | 11,950 | 1,145 | 1,135 | 2,280 | 8,330 | 5,900 | 14,230 |
| **50–54 years** | 6,735 | 5,030 | 11,765 | 1,100 | 1,085 | 2,185 | 7,835 | 6,115 | 13,950 |
| **55–59 years** | 6,525 | 4,880 | 11,405 | 1,060 | 855 | 1,915 | 7,585 | 5,735 | 13,320 |
| **60–64 years** | 4,430 | 3,065 | 7,490 | 715 | 510 | 1,225 | 5,140 | 3,575 | 8,715 |
| **65+ years\*** | 1,855 | 1,175 | 3,030 | 240 | 160 | 400 | 2,095 | 1,335 | 3,430 |
| **Total** | **63,775** | **35,925** | **99,710** | **7,690** | **7,035** | **14,725** | **71,465** | **42,965** | **114,435** |

**Table 4** shows that the highest frequency rates in 2018–19p were among employees aged 60–64 years (8.2 serious claims per million hours worked). By contrast, employees aged 30–34 years had the lowest frequency rate (4.5 serious claims per million hours worked) in the workforce.

#### Table 4: Frequency rates (serious claims per million hours worked) by injury or disease, gender and age group, 2018–19p

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Age group** | **Injury and musculoskeletal disorder claims** | | | **Disease claims** | | | **All claims** | | |
|  | **Male** | **Female** | **Total** | **Male** | **Female** | **Total** | **Male** | **Female** | **Total** |
| **<20 years** | 7.1 | 3.8 | 5.7 | 0.2 | 0.2 | 0.2 | 7.3 | 4.0 | 5.9 |
| **20–24 years** | 6.6 | 3.5 | 5.2 | 0.3 | 0.4 | 0.4 | 6.9 | 4.0 | 5.6 |
| **25–29 years** | 5.2 | 3.0 | 4.2 | 0.4 | 0.5 | 0.4 | 5.6 | 3.5 | 4.7 |
| **30–34 years** | 4.7 | 3.0 | 4.0 | 0.5 | 0.7 | 0.5 | 5.1 | 3.6 | 4.5 |
| **35–39 years** | 4.5 | 3.3 | 4.0 | 0.6 | 0.8 | 0.6 | 5.0 | 4.1 | 4.7 |
| **40–44 years** | 4.9 | 4.0 | 4.5 | 0.8 | 1.0 | 0.9 | 5.7 | 5.0 | 5.4 |
| **45–49 years** | 5.5 | 4.8 | 5.2 | 0.9 | 1.1 | 1.0 | 6.4 | 5.9 | 6.2 |
| **50–54 years** | 6.0 | 5.7 | 5.9 | 1.0 | 1.2 | 1.1 | 7.0 | 7.0 | 7.0 |
| **55–59 years** | 6.6 | 6.6 | 6.6 | 1.1 | 1.1 | 1.1 | 7.7 | 7.7 | 7.7 |
| **60–64 years** | 7.1 | 7.0 | 7.1 | 1.1 | 1.2 | 1.2 | 8.2 | 8.1 | 8.2 |
| **65+ years\*** | 5.0 | 5.8 | 5.3 | 0.6 | 0.8 | 0.7 | 5.6 | 6.5 | 6.0 |
| **Total** | **5.5** | **4.3** | **5.0** | **0.7** | **0.8** | **0.7** | **6.2** | **5.1** | **5.7** |

\*Rates data related to the 65+ years age group should be used with caution. See explanatory notes for further information.

Generally, older workers recorded the highest incidence rates (**Table 5**). In 2018–19p, 55 to 59 year-olds had the highest incidence rate (13.1 serious claims per 1,000 employees), followed by workers aged 60 to 64 years and workers aged 50 to 54 years (with 12.7 and 12.3 serious claims per 1,000 employees respectively).

#### Table 5: Incidence rates (serious claims per 1,000 employees) by injury or disease, gender and age group, 2018–19p

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Age group** | **Injury and musculoskeletal disorder claims** | | | **Disease claims** | | | **All claims** | | |
|  | **Male** | **Female** | **Total** | **Male** | **Female** | **Total** | **Male** | **Female** | **Total** |
| **<20 years** | 7.5 | 2.9 | 5.1 | 0.2 | 0.1 | 0.2 | 7.7 | 3.1 | 5.3 |
| **20–24 years** | 10.3 | 4.6 | 7.5 | 0.5 | 0.6 | 0.5 | 10.7 | 5.2 | 8.0 |
| **25–29 years** | 9.7 | 4.6 | 7.3 | 0.7 | 0.8 | 0.7 | 10.4 | 5.4 | 8.0 |
| **30–34 years** | 9.1 | 4.4 | 6.9 | 0.9 | 1.0 | 0.9 | 10.0 | 5.4 | 7.9 |
| **35–39 years** | 9.0 | 4.8 | 7.0 | 1.1 | 1.2 | 1.1 | 10.1 | 6.0 | 8.2 |
| **40–44 years** | 9.9 | 5.9 | 8.0 | 1.5 | 1.5 | 1.5 | 11.5 | 7.4 | 9.5 |
| **45–49 years** | 11.2 | 7.4 | 9.3 | 1.8 | 1.8 | 1.8 | 13.0 | 9.2 | 11.1 |
| **50–54 years** | 12.1 | 8.7 | 10.4 | 2.0 | 1.9 | 1.9 | 14.1 | 10.6 | 12.3 |
| **55–59 years** | 12.7 | 9.8 | 11.2 | 2.1 | 1.7 | 1.9 | 14.7 | 11.5 | 13.1 |
| **60–64 years** | 12.5 | 9.3 | 10.9 | 2.0 | 1.5 | 1.8 | 14.5 | 10.8 | 12.7 |
| **65+ years\*** | 7.4 | 6.4 | 7.0 | 1.0 | 0.9 | 0.9 | 8.4 | 7.3 | 7.9 |
| **Total** | **10.2** | **6.1** | **8.2** | **1.2** | **1.2** | **1.2** | **11.4** | **7.3** | **9.4** |

\*Rates data related to the 65+ years age group should be used with caution. See explanatory notes for further information.

1. Industry

The Health care and social assistance industry accounted for 17% of serious claims in 2018–19p, followed by the Construction and Manufacturing industries which both accounted for around 12% of serious claims. Together, these three industries accounted for 41% of all serious claims, while making up only around 30% of the workforce (**Table 6**).

#### Table 6: Workforce characteristics by industry, 2018–19p

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Industry** | **Employed persons (million)\*** | **Proportion of workforce** | **Proportion entitled to compensation** | **Jobs (million)\*\*** | **Hours worked (billion)** | **Serious claims** | **Proportion of serious claims** | **Frequency rate (claims per million hours worked)** | **Incidence rate (claims per 1,000 employees)** |
| **Health care and social assistance** | 1.685 | 13% | 93% | 1.679 | 2.41 | 19,505 | 17% | 8.1 | 11.6 |
| **Construction** | 1.166 | 9% | 76% | 0.938 | 1.87 | 14,280 | 12% | 7.6 | 15.2 |
| **Manufacturing** | 0.906 | 7% | 94% | 0.855 | 1.60 | 13,410 | 12% | 8.4 | 15.7 |
| **Transport, postal and warehousing** | 0.658 | 5% | 84% | 0.586 | 1.08 | 8,905 | 8% | 8.2 | 15.2 |
| **Public administration and safety** | 0.836 | 7% | 88% | 0.857 | 1.43 | 8,760 | 8% | 6.1 | 10.2 |
| **Retail trade** | 1.277 | 10% | 96% | 1.273 | 1.75 | 8,770 | 8% | 5.0 | 6.9 |
| **Education and training** | 1.042 | 8% | 93% | 1.068 | 1.64 | 7,530 | 7% | 4.6 | 7.1 |
| **Accommodation and food services** | 0.901 | 7% | 96% | 0.914 | 1.13 | 6,205 | 5% | 5.5 | 6.8 |
| **Administrative and support services** | 0.429 | 3% | 73% | 0.476 | 0.75 | 5,250 | 5% | 7.0 | 11.0 |
| **Wholesale trade** | 0.390 | 3% | 87% | 0.376 | 0.71 | 4,910 | 4% | 7.0 | 13.0 |
| **Agriculture, forestry and fishing** | 0.334 | 3% | 63% | 0.207 | 0.39 | 3,565 | 3% | 9.2 | 17.2 |
| **Other services** | 0.505 | 4% | 77% | 0.417 | 0.70 | 2,935 | 3% | 4.2 | 7.0 |
| **Mining** | 0.247 | 2% | 89% | 0.241 | 0.53 | 2,525 | 2% | 4.8 | 10.5 |
| **Arts and recreation services** | 0.249 | 2% | 83% | 0.247 | 0.31 | 2,290 | 2% | 7.5 | 9.3 |
| **Professional, scientific and technical services** | 1.103 | 9% | 76% | 1.008 | 1.81 | 2,120 | 2% | 1.2 | 2.1 |
| **Electricity, gas, water and waste services** | 0.154 | 1% | 93% | 0.154 | 0.30 | 1,165 | 1% | 3.9 | 7.6 |
| **Rental, hiring and real estate services** | 0.212 | 2% | 86% | 0.203 | 0.37 | 1,080 | 0.9% | 2.9 | 5.3 |
| **Financial and insurance services** | 0.445 | 3% | 90% | 0.443 | 0.78 | 665 | 0.6% | 0.8 | 1.5 |
| **Information media and telecommunications** | 0.215 | 2% | 92% | 0.210 | 0.36 | 475 | 0.4% | 1.3 | 2.3 |
| **Total** | **12.753** | **100%** | **87%** | **12.154** | **19.9115** | **114,435** | **100%** | **5.7** | **9.4** |

**Note**: Sorted by number of serious claims.

\* Employment data are sourced from the Australian Bureau of Statistics.

\*\* The number of employed persons is higher than the number of jobs, as some workers are employed part-time.

**Table 7** below shows that the industries with the highest frequency rates in 2018–19p were Agriculture, forestry and fishing (9.2 serious claims per million hours worked), Manufacturing (8.4), Transport, postal and warehousing (8.2), Health care and social assistance (8.1) and Construction (7.6).

Within the broader Agriculture, forestry and fishing industry, the Agriculture industry sub-division accounted for 75% of serious claims in 2018–19p, with 8.4 serious claims per million hours worked and 15.7 serious claims per 1,000 employees. Within the broader Transport, postal and warehousing industry, the Road transport industry sub-division accounted for close to half of all serious claims with 9.4 serious claims per million hours worked and 18.5 claims per 1,000 employees.

The industries with the lowest frequency rates were Financial and insurance services (0.9 serious claims per million hours worked), Professional, scientific and technical services (1.2), and Information media and telecommunications (1.3).

The Agriculture, forestry and fishing industry recorded the highest frequency rate for injury and musculoskeletal disorders (8.6 serious claims per million hours worked), more than one and a half times the average for all industries (5.0).

The Public administration and safety industry recorded the highest frequency rate for diseases (1.6), more than twice the all industry average (0.7). Most disease claims (86%) in this industry related to mental health conditions.

#### Table 7: Number and rates of serious claims by injury or disease, gender and industry, 2018–19p

| **Industry** | **Number of serious claims** | | | **Frequency rate (claims per million hours)** | | | **Incidence rate (claims per 1,000 employees)** | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Male** | **Female** | **Total** | **Male** | **Female** | **Total** | **Male** | **Female** | **Total** |
| **All serious claims** | | | | | | | | | |
| **Health care and social assistance** | 3,860 | 15,645 | 19,505 | 6.5 | 8.6 | 8.1 | 10.8 | 11.9 | 11.6 |
| **Construction** | 13,820 | 455 | 14,280 | 8.2 | 2.5 | 7.6 | 16.9 | 3.8 | 15.2 |
| **Manufacturing** | 11,510 | 1,895 | 13,410 | 9.3 | 5.2 | 8.4 | 18.3 | 8.3 | 15.7 |
| **Transport, postal and warehousing** | 7,515 | 1,390 | 8,905 | 8.6 | 6.6 | 8.2 | 16.6 | 10.3 | 15.2 |
| **Road transport** | 3,980 | 315 | 4,295 | 10.1 | 4.9 | 9.4 | 20.6 | 8.0 | 18.5 |
| **Retail trade** | 4,415 | 4,350 | 8,770 | 5.0 | 5.0 | 5.0 | 7.9 | 6.1 | 6.9 |
| **Public administration and safety** | 6,130 | 2,630 | 8,760 | 8.2 | 3.8 | 6.1 | 14.6 | 6.0 | 10.2 |
| **Education and training** | 2,120 | 5,410 | 7,530 | 4.3 | 4.7 | 4.6 | 7.0 | 7.1 | 7.1 |
| **Accommodation and food services** | 2,950 | 3,260 | 6,205 | 5.1 | 5.8 | 5.5 | 7.1 | 6.5 | 6.8 |
| **Administrative and support services** | 3,305 | 1,945 | 5,250 | 8.1 | 5.6 | 7.0 | 14.0 | 8.1 | 11.0 |
| **Wholesale trade** | 3,990 | 920 | 4,910 | 8.0 | 4.5 | 7.0 | 15.8 | 7.4 | 13.1 |
| **Agriculture, forestry and fishing** | 2,710 | 855 | 3,565 | 9.0 | 10.1 | 9.2 | 18.4 | 14.2 | 17.2 |
| **Agriculture** | 1,930 | 730 | 2,665 | 7.8 | 10.1 | 8.4 | 16.3 | 14.3 | 15.7 |
| **Other services** | 2,035 | 900 | 2,935 | 4.6 | 3.5 | 4.2 | 8.7 | 4.9 | 7.0 |
| **Mining** | 2,295 | 230 | 2,525 | 5.0 | 3.2 | 4.8 | 11.3 | 5.9 | 10.5 |
| **Arts and recreation services** | 1,340 | 950 | 2,290 | 8.0 | 6.8 | 7.4 | 11.2 | 7.5 | 9.3 |
| **Professional, scientific and technical services** | 1,120 | 1,000 | 2,120 | 1.0 | 1.4 | 1.2 | 2.0 | 2.3 | 2.1 |
| **Electricity, gas, water and waste services** | 1,040 | 125 | 1,165 | 4.6 | 1.9 | 3.9 | 9.2 | 3.1 | 7.6 |
| **Rental, hiring and real estate services** | 720 | 360 | 1,080 | 3.6 | 2.2 | 3.0 | 7.0 | 3.6 | 5.3 |
| **Financial and insurance services** | 190 | 475 | 665 | 0.4 | 1.3 | 0.9 | 0.9 | 2.1 | 1.5 |
| **Information media and telecommunications** | 315 | 160 | 475 | 1.4 | 1.2 | 1.3 | 2.6 | 1.8 | 2.2 |
| **Total** | 71,465 | 42,965 | 114,435 | 6.2 | 5.1 | 5.7 | 11.4 | 7.3 | 9.4 |
| **Injury and musculoskeletal disorders** | | | | | | | | | |
| **Health care and social assistance** | 3,115 | 13,340 | 16,455 | 5.3 | 7.4 | 6.8 | 8.7 | 10.1 | 9.8 |
| **Construction** | 12,990 | 385 | 13,375 | 7.7 | 2.1 | 7.2 | 15.9 | 3.2 | 14.3 |
| **Manufacturing** | 10,400 | 1,640 | 12,040 | 8.4 | 4.5 | 7.5 | 16.6 | 7.2 | 14.1 |
| **Transport, postal and warehousing** | 6,830 | 1,215 | 8,045 | 7.8 | 5.7 | 7.4 | 15.1 | 9.0 | 13.7 |
| **Road transport** | 3,695 | 265 | 3,960 | 9.4 | 4.1 | 8.6 | 19.1 | 6.7 | 17.0 |
| **Retail trade** | 4,015 | 3,915 | 7,935 | 4.6 | 4.5 | 4.5 | 7.2 | 5.5 | 6.2 |
| **Public administration and safety** | 4,660 | 1,745 | 6,405 | 6.3 | 2.5 | 4.5 | 11.1 | 4.0 | 7.5 |
| **Education and training** | 1,635 | 4,130 | 5,765 | 3.3 | 3.6 | 3.5 | 5.4 | 5.4 | 5.4 |
| **Accommodation and food services** | 2,750 | 2,990 | 5,740 | 4.8 | 5.3 | 5.1 | 6.6 | 6.0 | 6.3 |
| **Administrative and support services** | 3,040 | 1,665 | 4,710 | 7.5 | 4.8 | 6.2 | 12.9 | 6.9 | 9.9 |
| **Wholesale trade** | 3,615 | 770 | 4,385 | 7.2 | 3.8 | 6.2 | 14.3 | 6.2 | 11.7 |
| **Agriculture, forestry and fishing** | 2,530 | 815 | 3,340 | 8.4 | 9.6 | 8.6 | 17.2 | 13.5 | 16.1 |
| **Agriculture** | 1,800 | 695 | 2,495 | 7.3 | 9.6 | 7.8 | 15.2 | 13.5 | 14.7 |
| **Other services** | 1,830 | 705 | 2,530 | 4.1 | 2.8 | 3.6 | 7.8 | 3.8 | 6.1 |
| **Mining** | 2,120 | 205 | 2,325 | 4.6 | 2.8 | 4.4 | 10.5 | 5.2 | 9.6 |
| **Arts and recreation services** | 1,230 | 870 | 2,100 | 7.3 | 6.3 | 6.8 | 10.3 | 6.9 | 8.5 |
| **Professional, scientific and technical services** | 950 | 755 | 1,710 | 0.9 | 1.1 | 0.9 | 1.7 | 1.7 | 1.7 |
| **Electricity, gas, water and waste services** | 945 | 95 | 1,035 | 4.1 | 1.4 | 3.5 | 8.3 | 2.3 | 6.7 |
| **Rental, hiring and real estate services** | 665 | 260 | 925 | 3.3 | 1.6 | 2.5 | 6.4 | 2.6 | 4.6 |
| **Financial and insurance services** | 125 | 295 | 420 | 0.3 | 0.8 | 0.5 | 0.6 | 1.3 | 0.9 |
| **Information media and telecommunications** | 260 | 125 | 385 | 1.1 | 0.9 | 1.1 | 2.1 | 1.4 | 1.8 |
| **Total** | 63,775 | 35,925 | 99,710 | 5.5 | 4.3 | 5.0 | 10.2 | 6.1 | 8.2 |
| **Diseases** | | | | | | | | | |
| **Health care and social assistance** | 745 | 2,305 | 3,050 | 1.3 | 1.3 | 1.3 | 2.1 | 1.7 | 1.8 |
| **Construction** | 830 | 70 | 900 | 0.5 | 0.4 | 0.5 | 1.0 | 0.6 | 1.0 |
| **Manufacturing** | 1,110 | 255 | 1,365 | 0.9 | 0.7 | 0.9 | 1.8 | 1.1 | 1.6 |
| **Transport, postal and warehousing** | 685 | 175 | 860 | 0.8 | 0.8 | 0.8 | 1.5 | 1.3 | 1.5 |
| **Road transport** | 290 | 50 | 335 | 0.7 | 0.8 | 0.7 | 1.5 | 1.2 | 1.4 |
| **Retail trade** | 400 | 435 | 835 | 0.5 | 0.5 | 0.5 | 0.7 | 0.6 | 0.7 |
| **Public administration and safety** | 1,465 | 885 | 2,355 | 2.0 | 1.3 | 1.6 | 3.5 | 2.0 | 2.7 |
| **Education and training** | 485 | 1,280 | 1,765 | 1.0 | 1.1 | 1.1 | 1.6 | 1.7 | 1.7 |
| **Accommodation and food services** | 195 | 270 | 465 | 0.3 | 0.5 | 0.4 | 0.5 | 0.5 | 0.5 |
| **Administrative and support services** | 265 | 275 | 540 | 0.7 | 0.8 | 0.7 | 1.1 | 1.1 | 1.1 |
| **Wholesale trade** | 370 | 155 | 525 | 0.7 | 0.8 | 0.7 | 1.5 | 1.2 | 1.4 |
| **Agriculture, forestry and fishing** | 180 | 40 | 225 | 0.6 | 0.5 | 0.6 | 1.2 | 0.7 | 1.1 |
| **Agriculture** | 130 | 35 | 165 | 0.5 | 0.5 | 0.5 | 1.1 | 0.7 | 1.0 |
| **Other services** | 210 | 195 | 405 | 0.5 | 0.8 | 0.6 | 0.9 | 1.1 | 1.0 |
| **Mining** | 175 | 30 | 205 | 0.4 | 0.4 | 0.4 | 0.9 | 0.7 | 0.8 |
| **Arts and recreation services** | 110 | 75 | 185 | 0.6 | 0.6 | 0.6 | 0.9 | 0.6 | 0.8 |
| **Professional, scientific and technical services** | 170 | 240 | 410 | 0.2 | 0.3 | 0.2 | 0.3 | 0.6 | 0.4 |
| **Electricity, gas, water and waste services** | 100 | 30 | 130 | 0.4 | 0.5 | 0.4 | 0.9 | 0.7 | 0.8 |
| **Rental, hiring and real estate services** | 55 | 100 | 155 | 0.3 | 0.6 | 0.4 | 0.6 | 1.0 | 0.8 |
| **Financial and insurance services** | 70 | 180 | 250 | 0.2 | 0.5 | 0.3 | 0.3 | 0.8 | 0.6 |
| **Information media and telecommunications** | 55 | 35 | 90 | 0.2 | 0.3 | 0.2 | 0.4 | 0.4 | 0.4 |
| **Total** | 7,690 | 7,035 | 14,725 | 0.7 | 0.8 | 0.7 | 1.2 | 1.2 | 1.2 |

**Note**: The above table has been sorted in descending order by number and rates of serious claims accepted in 2018–19p.

1. Occupation

Labourers accounted for almost a quarter (24%) of all serious claims in 2018–19p, followed by Community and personal service workers and Technicians and trades workers (18% each). Together, employees working in these occupations accounted for 60% of all serious claims while representing just 34% of the workforce (**Table 8**).

#### Table 8: Workforce characteristics by occupation, 2018–19p

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Occupation** | **Employed persons (million)\*** | **Proportion of workforce** | **Proportion entitled to compensation** | **Jobs (million) \*\*** | **Hours worked (billion)** | **Serious claims** | **Proportion of serious claims** | **Frequency rate (claims per million hours worked)** | **Incidence rate (claims per 1,000 employees)** |
| Labourers | 1.225 | 10% | 89% | 0.753 | 1.649 | 27,090 | 24% | 16.7 | 24.1 |
| Community and personal service workers | 1.369 | 11% | 93% | 1.387 | 1.772 | 21,080 | 18% | 12.3 | 15.7 |
| Technicians and trades workers | 1.803 | 14% | 83% | 1.529 | 2.961 | 20,755 | 18% | 7.1 | 13.6 |
| Machinery operators and drivers | 0.857 | 7% | 89% | 1.149 | 1.528 | 15,870 | 14% | 10.8 | 21.1 |
| Professionals | 3.067 | 24% | 89% | 1.632 | 5.062 | 11,645 | 10% | 2.4 | 4.0 |
| Managers | 1.555 | 12% | 85% | 2.893 | 2.783 | 5,420 | 5% | 1.9 | 3.9 |
| Clerical and administrative workers | 1.769 | 14% | 94% | 1.340 | 2.736 | 5,420 | 5% | 2.1 | 3.3 |
| Sales workers | 1.108 | 9% | 96% | 1.126 | 1.420 | 5,120 | 4% | 3.5 | 4.5 |
| **Total** | **12.759** | **100%** | **89%** | **11.808** | **19.912** | **114,435** | **100%** | **5.9** | **9.7** |

\* Employment data is sourced from the Australian Bureau of Statistics.

\*\* The number of employed persons is higher than the number of jobs, as some workers are employed part-time.

**Table 9** shows that Labourers had the highest serious claims (all cause) frequency rate of 16.4 per million hours worked in 2018–19p, followed by Community and personal service workers (11.9), Machinery operators and drivers (10.4) and Technicians and trades workers (7.0). The remaining occupations all had frequency rates below the national average rate of 5.7 serious claims per million hours worked.

Labourers also had the highest frequency rate for injury and musculoskeletal disorders, with 15.1 serious claims per million hours worked, more than triple the rate for all occupations (5.0).

With respect to diseases, Community and personal service workers recorded the highest frequency rate of 1.9 serious claims per million hours worked, followed by Labourers (1.4), both of which were double or more the national rate   
of 0.7.

#### Table 9: Number and rates of serious claims by injury or disease, gender and occupation, 2018–19p

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Occupation** | **Number of serious claims** | | | **Frequency rate**  **(serious claims per million hours worked)** | | | **Incidence rate**  **(serious claims per 1,000 employees)** | | | |
|  | **Male** | **Female** | **Total** | **Male** | **Female** | **Total** | **Male** | **Female** | **Total** |
| **All serious claims** | | | | | | | | | | |
| Labourers | 19,625 | 7,460 | 27,090 | 16.7 | 15.7 | 16.4 | 26.3 | 18.8 | 23.7 |
| Community and personal service workers | 7,925 | 13,150 | 21,075 | 13.5 | 11.1 | 11.9 | 19.4 | 13.4 | 15.2 |
| Technicians and trades workers | 18,135 | 2,620 | 20,755 | 7.0 | 7.4 | 7.0 | 13.7 | 11.1 | 13.3 |
| Machinery operators and drivers | 13,915 | 1,955 | 15,870 | 9.9 | 15.8 | 10.4 | 19.3 | 24.8 | 19.9 |
| Professionals | 3,500 | 8,145 | 11,645 | 1.4 | 3.2 | 2.3 | 2.6 | 4.9 | 3.9 |
| Managers | 3,115 | 2,305 | 5,420 | 1.7 | 2.5 | 1.9 | 3.6 | 4.5 | 3.9 |
| Clerical and administrative workers | 2,035 | 3,385 | 5,420 | 2.4 | 1.8 | 2.0 | 4.4 | 2.6 | 3.1 |
| Sales workers | 1,900 | 3,220 | 5,120 | 3.0 | 4.1 | 3.6 | 4.5 | 4.6 | 4.5 |
| **Total** | **71,465** | **42,965** | **114,435** | **6.2** | **5.1** | **5.7** | **11.4** | **7.3** | **9.4** |
| **Injury and musculoskeletal disorders** | | | | | | | | | | |
| Labourers | 18,115 | 6,715 | 24,835 | 15.4 | 14.2 | 15.1 | 24.3 | 17.0 | 21.8 |
| Community and personal service workers | 6,295 | 11,350 | 17,645 | 10.8 | 9.6 | 10.0 | 15.4 | 11.6 | 12.7 |
| Technicians and trades workers | 16,695 | 2,305 | 19,005 | 6.4 | 6.5 | 6.4 | 12.6 | 9.8 | 12.2 |
| Machinery operators and drivers | 12,805 | 1,770 | 14,575 | 9.1 | 14.3 | 9.5 | 17.8 | 22.5 | 18.3 |
| Professionals | 2,735 | 6,270 | 9,010 | 1.1 | 2.4 | 1.8 | 2.1 | 3.8 | 3.0 |
| Managers | 2,560 | 1,630 | 4,190 | 1.4 | 1.7 | 1.5 | 3.0 | 3.2 | 3.0 |
| Clerical and administrative workers | 1,700 | 2,425 | 4,125 | 2.0 | 1.3 | 1.5 | 3.7 | 1.8 | 2.3 |
| Sales workers | 1,650 | 2,810 | 4,465 | 2.6 | 3.5 | 3.1 | 3.9 | 4.0 | 4.0 |
| **Total** | **63,775** | **35,925** | **99,710** | **5.5** | **4.3** | **5.0** | **10.2** | **6.1** | **8.2** |
| **Diseases** | | | | | | | | | | |
| Labourers | 1,510 | 745 | 2,255 | 1.3 | 1.6 | 1.4 | 2.0 | 1.9 | 2.0 |
| Community and personal service workers | 1,630 | 1,800 | 3,430 | 2.8 | 1.5 | 1.9 | 4.0 | 1.8 | 2.5 |
| Technicians and trades workers | 1,435 | 315 | 1,750 | 0.6 | 0.9 | 0.6 | 1.1 | 1.3 | 1.1 |
| Machinery operators and drivers | 1,110 | 185 | 1,300 | 0.8 | 1.5 | 0.8 | 1.5 | 2.4 | 1.6 |
| Professionals | 760 | 1,870 | 2,635 | 0.3 | 0.7 | 0.5 | 0.6 | 1.1 | 0.9 |
| Managers | 555 | 675 | 1,230 | 0.3 | 0.7 | 0.4 | 0.6 | 1.3 | 0.9 |
| Clerical and administrative workers | 335 | 960 | 1,295 | 0.4 | 0.5 | 0.5 | 0.7 | 0.7 | 0.7 |
| Sales workers | 250 | 405 | 655 | 0.4 | 0.5 | 0.5 | 0.6 | 0.6 | 0.6 |
| **Total** | **7,690** | **7,035** | **14,725** | **0.7** | **0.8** | **0.7** | **1.2** | **1.2** | **1.2** |

* 1. Mechanism of injury or disease

The mechanism of injury or disease classification is used to describe the action, exposure or event that was the direct cause of the most serious injury or disease (**Table 10**) leading to a serious claim. In 2018–19p, the most common mechanism of injury or disease that resulted in a serious claim was Body stressing (36%), followed by Falls, trips and slips of a person (23%) and Being hit by moving objects (16%). These three mechanisms together accounted for three quarters of all serious claims.

Most mechanisms of injury involved similar proportions of claims by males and females. The mechanism with the largest difference by gender was Mental stress, which accounted for 5% of claims by males but 13% of claims by females.

#### Table 10: Number and percentage of serious claims by mechanism of injury or disease and gender, 2018‑19p

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Number of serious claims** | | | **% of serious claims** | | |
| **Mechanism of injury or disease** | **Male** | **Female** | **Total** | **Male** | **Female** | **Total** |
| Body stressing | 26,045 | 15,350 | 41,395 | 36% | 36% | 36% |
| Falls, trips and slips of a person | 15,210 | 10,785 | 26,000 | 21% | 25% | 23% |
| Being hit by moving objects | 12,760 | 5,595 | 18,355 | 18% | 13% | 16% |
| Mental stress | 3,910 | 5,600 | 9,510 | 5% | 13% | 8% |
| Hitting objects with a part of the body | 5,880 | 1,795 | 7,675 | 8% | 4% | 7% |
| Other mechanisms of incident\* | 3,610 | 1,990 | 5,600 | 5% | 5% | 5% |
| Vehicle collisions\*\* | 1,945 | 715 | 2,660 | 3% | 2% | 2% |
| Heat, electricity and other environmental factors | 955 | 630 | 1,580 | 1% | 1% | 1% |
| Chemicals and other substances | 780 | 265 | 1,045 | 1% | 1% | 0.9% |
| Biological factors | 250 | 200 | 455 | 0.3% | 0.5% | 0.4% |
| Sound and pressure | 120 | 40 | 160 | 0.2% | 0.1% | 0.1% |
| **Total** | **71,465** | **42,965** | **114,435** | **100%** | **100%** | **100%** |

* 1. Nature of injury or disease

The nature of injury/disease is intended to identify the type of hurt or harm that occurred to the worker leading to the serious claim. Injury and musculoskeletal disorders accounted for 87% of serious claims in 2018–19p. Of these, the most common were Traumatic joint/ligament and muscle/tendon injuries, accounting for 45% of all injury and musculoskeletal disorders claims, and 39% of serious claims overall. Diseases were responsible for 13% of serious claims, with the most common being Mental health conditions (68% of disease claims and 9% of claims overall) (**Table 11**).

Both male and female employees recorded similar proportions of claims from traumatic joint/ligament and muscle/tendon injuries at 39% and 41% respectively. A higher percentage of male employees’ serious claims arose from Wounds, lacerations, amputations and internal organ damage (19% compared with 10% for female employees).

A higher percentage of female employees’ serious claims arose from Mental health conditions (14% compared with 6% for male employees).

#### Table 11: Number and percentage of serious claims by nature of injury or disease and gender, 2018–19p

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Nature of injury or disease** | **Number of serious claims** | | | **Proportion of claims** | | |
|
|  | **Male** | **Female** | **Total** | **Male** | **Female** | **Total** |
| **Injury and musculoskeletal disorders** | | | | | | |
| Traumatic joint/ligament and muscle/tendon injury | 27,595 | 17,550 | 45,145 | 39% | 41% | 39% |
| Wounds, lacerations, amputations and internal organ damage | 13,425 | 4,465 | 17,895 | 19% | 10% | 16% |
| Musculoskeletal and connective tissue diseases | 10,495 | 7,280 | 17,780 | 15% | 17% | 16% |
| Fractures | 7,970 | 4,065 | 12,035 | 11% | 9% | 11% |
| Other injuries\* | 2,370 | 1,290 | 3,660 | 3% | 3% | 3% |
| Burn | 1,115 | 655 | 1,770 | 2% | 2% | 2% |
| Intracranial injuries | 525 | 475 | 995 | 1% | 1% | 0.9% |
| Other claims\*\* | 175 | 100 | 275 | 0.3% | 0.2% | 0.2% |
| Injury to nerves and spinal cord | 105 | 50 | 155 | 0.2% | 0.1% | 0.1% |
| **Total: injury and musculoskeletal disorders** | **63,775** | **35,925** | **99,710** | **89%** | **84%** | **87%** |
| **Diseases** | | | | | | |
| Mental health conditions | 4,170 | 5,845 | 10,015 | 6% | 13% | 9% |
| Digestive system diseases | 2,020 | 135 | 2,155 | 3% | 0.3% | 2% |
| Nervous system and sense organ diseases | 610 | 525 | 1,135 | 0.9% | 1% | 1% |
| Skin and subcutaneous tissue diseases | 340 | 115 | 455 | 0.5% | 0.3% | 0.4% |
| Respiratory system diseases | 250 | 200 | 450 | 0.4% | 0.5% | 0.4% |
| Infectious and parasitic diseases | 120 | 130 | 245 | 0.2% | 0.3% | 0.2% |
| Circulatory system diseases | 75 | 50 | 125 | 0.1% | 0.1% | 0.1% |
| Other diseases\* | 40 | 35 | 75 | 0.1% | 0.1% | 0.1% |
| Neoplasms (cancer) | 60 | 5 | 65 | 0.1% | 0.01% | 0.1% |
| **Total: diseases** | **7,690** | **7,035** | **14,725** | **11%** | **16%** | **13%** |
| **Total: all serious claims** | **71,465** | **42,965** | **114,435** | **62%** | **38%** | **100%** |

\*‘Other injuries’ and ‘Other diseases’ are miscellaneous categories used to classify injuries and diseases not classified elsewhere.

\*\* ‘Other claims’ refers to injury types that recorded small numbers and are combined in a single category for this table.

* 1. Breakdown agency of injury or disease

The breakdown agency is intended to identify the object, substance or circumstance that was principally involved in, or most commonly associated with, the point at which things started to go wrong and which ultimately led to the most serious injury or disease experienced by a worker. In 2018–19p, the most common breakdown agency leading to a serious claim was Non‑powered hand tools, appliances and equipment, accounting for almost a quarter of all serious claims (23%) (**Table 12**). This represented a much higher proportion than Powered equipment, tools and appliances, which only accounted for 4% of claims.

#### Table 12: Number and percentage of serious claims by breakdown agency of injury or disease, 2018–19p

|  |  |  |
| --- | --- | --- |
| **Breakdown agency of injury or disease** | **Number** | **Percentage** |
| **Non-powered handtools, appliances and equipment**  (e.g. edged tools, fastening equipment, furniture, ladders and scaffolding) | 26,745 | 23% |
| **Environmental agencies**  (e.g. weather and water, surface features, building features, vegetation, underground environmental hazards) | 17,905 | 16% |
| **Animal, human and biological agencies**  (e.g. live animals, other people, personal fatigue) | 17,415 | 15% |
| **Materials and substances**  (e.g. hazardous materials, cement, rocks, glass, fire and smoke, sewerage) | 15,615 | 14% |
| **Other and unspecified agencies**  (e.g. non-physical agencies, such as trauma or work pressures; other agencies not elsewhere classified) | 15,245 | 13% |
| **Mobile plant and transport**  (e.g. vehicles, pneumatic tools, drilling rigs) | 10,875 | 10% |
| **Machinery and (mainly) fixed plant**  (e.g. cutting, slicing, sawing or crushing, pressing, rolling machinery, furnaces, conveyors and lifting plant, electrical installation) | 5,115 | 4% |
| **Powered equipment, tools and appliances**  (e.g. electric tools (including battery-operated tools), kitchen appliances, IT equipment) | 4,685 | 4% |
| **Chemicals and chemical products**  (e.g. nominated chemicals, basic chemicals, detergents, paints) | 835 | 0.7% |
| **Total** | **114,435** | **100%** |

1.8 Mechanism of injury or disease and breakdown agency

Body stressing caused 36% of all serious claims in 2018–19p, while Falls, trips and slips led to a further 23% of serious claims. More than one third of Body stressing claims involved Non-powered hand tools, appliances and equipment (34%), whereas Environmental agencies (e.g. steps, uneven ground, traffic etc.) caused the majority (55%) of Falls, trips and slips of a person (**Table 13**).

#### Table 13: Number and percentage of serious claims by mechanism and breakdown agency of injury or disease, 2018–19p

|  |  |  |
| --- | --- | --- |
| **Mechanism of injury or disease**  **Breakdown agency of injury or disease** | **Number** | **Percentage** |
| **Body stressing** | **41,395** | **36%** |
| Non-powered handtools, appliances and equipment | 13,905 | 34% |
| Materials and substances | 7,090 | 17% |
| Animal, human and biological agencies | 5,665 | 14% |
| **Falls, trips and slips of a person** | **26,000** | **23%** |
| Environmental agencies | 14,200 | 55% |
| Non-powered handtools, appliances and equipment | 4,690 | 18% |
| Mobile plant and transport | 2,485 | 10% |
| Materials and substances | 1,810 | 7% |
| **Being hit by moving objects** | **18,355** | **16%** |
| Animal, human and biological agencies | 5,090 | 28% |
| Non-powered handtools, appliances and equipment | 4,195 | 23% |
| Materials and substances | 3,585 | 20% |
| Machinery and (mainly) fixed plant | 1,835 | 10% |
| **Mental stress** | **9,510** | **8%** |
| Other and unspecified agencies | 5,020 | 53% |
| Animal, human and biological agencies | 4,300 | 45% |
| **Vehicle incidents and other** | **8,255** | **7%** |
| Other and unspecified agencies | 4,350 | 53% |
| Mobile plant and transport | 2,355 | 29% |
| Animal, human and biological agencies | 540 | 7% |
| Environmental agencies | 310 | 4% |
| **Hitting objects with a part of the body** | **7,675** | **7%** |
| Non-powered handtools, appliances and equipment | 3,455 | 45% |
| Materials and substances | 1,750 | 23% |
| Machinery and (mainly) fixed plant | 685 | 9% |
| **Heat, electricity and other environmental factors** | **1,580** | **1%** |
| Materials and substances | 745 | 47% |
| Powered equipment, tools and appliances | 235 | 15% |
| Machinery and (mainly) fixed plant | 210 | 13% |
| **Chemicals and other substances** | **1,045** | **0.9%** |
| Chemicals and chemical products | 490 | 47% |
| Materials and substances | 310 | 29% |
| Animal, human and biological agencies | 155 | 15% |
| **Biological factors** | **455** | **0.4%** |
| Animal, human and biological agencies | 340 | 75% |
| **Sound and pressure** | **160** | **0.1%** |
| **Total** | **114,435** | **100%** |

Note: The table above only features the most common breakdown agencies and as a result, the percentages and numbers of serious claims do not add to the stated totals.

* 1. Mechanism of injury or disease and bodily location

**Table 14** refers to the mechanism of injury or disease broken down by the part of the body affected by the most serious injury or disease. In 2018–19p, more than one third of Body stressing claims affected the upper or lower back (37% of these claims). Injuries to knees accounted for the greatest share of claims (20%) involving Falls, trips and slips of a person.

#### Table 14: Number and percentage of serious claims by mechanism and bodily location of injury or disease, 2018–19p

|  |  |  |
| --- | --- | --- |
| **Mechanism of injury or disease**  **Bodily location of injury or disease** | **Number** | **Percentage** |
| **Body stressing** | **41,395** | **36%** |
| Back - upper or lower | 15,445 | 37% |
| Shoulder | 8,030 | 19% |
| Knee | 3,710 | 9% |
| Wrist | 2,345 | 6% |
| Abdomen and pelvic region | 2,200 | 5% |
| Elbow | 1,460 | 4% |
| Hand, fingers and thumb | 1,345 | 3% |
| Neck | 1,130 | 3% |
| **Falls, trips and slips of a person** | **26,000** | **23%** |
| Knee | 5,210 | 20% |
| Ankle | 4,600 | 18% |
| Back - upper or lower | 2,905 | 11% |
| Shoulder | 2,200 | 8% |
| Wrist | 1,540 | 6% |
| Foot and toes | 1,405 | 5% |
| Hand, fingers and thumb | 955 | 4% |
| Lower leg | 875 | 3% |
| **Being hit by moving objects** | **18,355** | **16%** |
| Hand, fingers and thumb | 6,850 | 37% |
| Foot and toes | 1,665 | 9% |
| Shoulder | 870 | 5% |
| Back - upper or lower | 825 | 5% |
| Knee | 825 | 4% |
| **Mental stress** | **9,510** | **8%** |
| Psychological system | 9,315 | 98% |
| **Vehicle incidents and other** | **8,255** | **7%** |
| Back - upper or lower | 1,300 | 16% |
| Shoulder | 950 | 12% |
| **Hitting objects with a part of the body** | **7,675** | **7%** |
| Hand, fingers and thumb | 4,320 | 56% |
| Knee | 485 | 6% |
| **Heat, electricity and other environmental factors** | **1,580** | **1%** |
| Hand, fingers and thumb | 515 | 33% |
| Forearm | 165 | 10% |
| Foot and toes | 160 | 10% |
| **Chemicals and other substances** | **1,045** | **0.9%** |
| Chest (thorax) | 200 | 19% |
| Eye | 190 | 18% |
| **Biological factors** | **455** | **0.4%** |
| **Sound and pressure** | **160** | **0.1%** |
| **Total** | **114,435** | **100%** |

**Note**: The table above only includes the most bodily locations and as a result, the percentages and numbers of serious claims do not add to the stated totals.

Section 2:  
Trends in serious claims 2000–01 to 2018–19p

The National Data Set for Compensation–based Statistics (NDS) was first introduced as a standard set of data items collected by each jurisdiction in 1987. Following a review of the NDS, reporting requirements were changed significantly for the 2000–01 financial year. The statistics in this chapter cover serious claims that were lodged between 2000–01 and 2018–19.

Data for 2018–19 are preliminary and therefore should not be used to examine trends or calculate percentage changes. Percentage changes are calculated using unrounded data for 2000–01 to 2017–18. Only the base year and the most recent five years are displayed. However, data for 2018–19p are displayed. When analysing trends over time, consideration needs to be given to a range of factors, including legislative changes that may influence trends in workers’ compensation data. Information on workers’ compensation arrangements can be found in Safe Work Australia’s *Comparison of Workers’ Compensation Arrangements in Australia and New Zealand* available on the Safe Work Australia [website](https://www.safeworkaustralia.gov.au/collection/comparison-workers-compensation-arrangements-australia-and-new-zealand).

1. Serious claims, number of hours worked and number of employees

The data in **Table 15** shows there was a 17% decrease in the number of claims from 133,040 claims in 2000–01 to 110,810 claims in 2017–18. The frequency rate (number of serious claims per million hours worked) declined by 40% over the same period, while the incidence rate (number of serious claims per 1,000 employees) declined by 42%. However, both frequency and incidence rates have remained unchanged since 2014–15.

#### Table 15: Number and rates of serious claims, number of hours worked and number of employees, 2000–01 to 2018–19p

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Year of lodgement** | **Number of serious claims** | **Frequency rate (serious claims per million**  **hours worked)** | **Incidence rate (serious claims per 1,000 employees)** | **Total hours worked (billion)** | **Number of employees (million)** |
| **2000–01** | 133,040 | 9.5 | 16.3 | 14.1 | 8.2 |
| **2001–02** | 130,110 | 9.2 | 15.8 | 14.1 | 8.3 |
| **2002–03** | 132,385 | 9.1 | 15.6 | 14.5 | 8.5 |
| **2003–04** | 133,265 | 9.1 | 15.4 | 14.6 | 8.7 |
| **2004­–05** | 134,725 | 8.9 | 15.1 | 15.2 | 8.9 |
| **2005–06** | 130,360 | 8.4 | 14.2 | 15.4 | 9.2 |
| **2006–07** | 129,410 | 8.1 | 13.6 | 16.0 | 9.5 |
| **2007–08** | 129,490 | 7.9 | 13.4 | 16.3 | 9.7 |
| **2008–09** | 126,115 | 7.7 | 12.8 | 16.4 | 9.9 |
| **2009–10** | 124,365 | 7.5 | 12.5 | 16.5 | 10.0 |
| **2010–11** | 127,700 | 7.5 | 12.5 | 17.0 | 10.2 |
| **2011–12** | 127,415 | 7.3 | 12.3 | 17.4 | 10.4 |
| **2012–13** | 117,045 | 6.6 | 11.1 | 17.7 | 10.6 |
| **2013–14** | 111,465 | 6.2 | 10.3 | 18.1 | 10.8 |
| **2014–15** | 108,995 | 5.9 | 9.9 | 18.3 | 11.0 |
| **2015–16** | 106,220 | 5.7 | 9.4 | 18.6 | 11.2 |
| **2016–17** | 107,520 | 5.7 | 9.4 | 18.8 | 11.4 |
| **2017–18** | 110,810 | 5.7 | 9.4 | 19.5 | 11.8 |
| **% change 2000–01 to 2017–18** | **-17%** | **-40%** | **-42%** | **39%** | **44%** |
| **2018–19p** | 114,435 | 5.7 | 9.4 | 19.9 | 12.2 |

**Figure 1** shows that frequency rates (serious claims per million hours worked) have been trending downward while the total number of hours worked (in billions) has been increasing.

##### Figure 1: Frequency rates and total hours worked, 2000–01 to 2018–19p

1. Gender

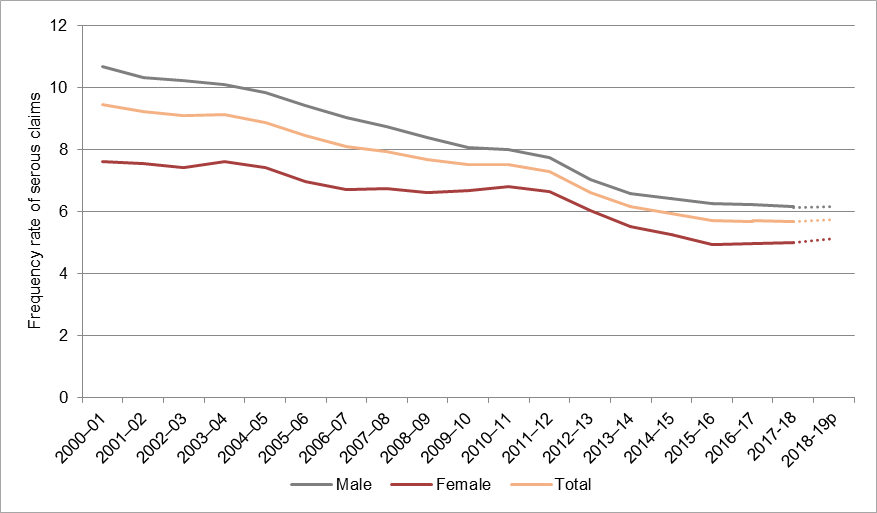
Over the period from 2000–01 to 2017–18, the number of serious claims has decreased by 23% for male employees but only 3% for female employees (**Table 16**). Frequency rates however have decreased more substantially over the same period for both genders— by 42% for male employees and 34% for female employees. This partly reflects the growth in hours worked, particularly by females.

#### Table 16: Number and rates of serious claims by gender, 2000–01 to 2018–19p

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Male** | | | **Female** | | |
| **Year of lodgement** | **Number of  serious claims** | **Frequency  rate (serious claims per million hours worked)** | **Incidence  rate (serious claims per 1,000 employees)** | **Number of  serious claims** | **Frequency  rate (serious claims per million hours worked)** | **Incidence  rate (serious claims per 1,000 employees)** |
| 2000–01 | 90,995 | 10.7 | 20.9 | 42,045 | 7.6 | 11.0 |
| 2001–02 | 88,195 | 10.3 | 20.2 | 41,915 | 7.5 | 10.8 |
| 2002–03 | 89,510 | 10.2 | 20.1 | 42,875 | 7.4 | 10.6 |
| 2003–04 | 89,345 | 10.1 | 19.5 | 43,915 | 7.6 | 10.8 |
| 2004–05 | 90,010 | 9.8 | 19.2 | 44,715 | 7.4 | 10.6 |
| 2005–06 | 87,145 | 9.4 | 18.1 | 43,210 | 7.0 | 9.9 |
| 2006–07 | 86,510 | 9.0 | 17.3 | 42,905 | 6.7 | 9.5 |
| 2007–08 | 85,255 | 8.7 | 16.7 | 44,235 | 6.7 | 9.6 |
| 2008–09 | 81,835 | 8.4 | 15.9 | 44,280 | 6.6 | 9.4 |
| 2009–10 | 79,350 | 8.1 | 15.3 | 45,010 | 6.7 | 9.5 |
| 2010–11 | 81,160 | 8.0 | 15.1 | 46,540 | 6.8 | 9.6 |
| 2011–12 | 80,680 | 7.8 | 14.8 | 46,740 | 6.6 | 9.4 |
| 2012–13 | 74,235 | 7.0 | 13.4 | 42,810 | 6.0 | 8.5 |
| 2013–14 | 71,250 | 6.6 | 12.5 | 40,215 | 5.5 | 7.8 |
| 2014–15 | 69,855 | 6.4 | 12.1 | 39,145 | 5.3 | 7.4 |
| 2015–16 | 68,455 | 6.3 | 11.7 | 37,765 | 5.0 | 7.0 |
| 2016–17 | 68,855 | 6.2 | 11.6 | 38,660 | 5.0 | 7.0 |
| 2017**–**18 | 70,205 | 6.2 | 11.5 | 40,610 | 5.0 | 7.1 |
| **% change 2000–01 to 2017–18** | **-23%** | **-42%** | **-45%** | **-3%** | **-34%** | **-35%** |
| **2018–19p** | **71,465** | **6.2** | **11.4** | **42,965** | **5.1** | **7.3** |

**Figure 2** shows that the frequency rates of serious claims for both males and females have been trending downward. In 2000-01 the rate for males was 1.4 times the rate for females. By 2018-19 the rate for males was only 1.2 times the rate for females.

##### Figure 2: Frequency rates of serious claims by gender, 2000–01 to 2018–19p



1. Age group

**Tables 17, 18 and 19 and Figure 3** present information on the age groups of employees who made serious compensation claims in the period 2000–01 to 2018-19p. **Table 17** indicates that the largest percentage decreases in numbers of serious claims were recorded in the 15–19 years age group (down 43%) and 35–39 years age group (down 40%). In contrast, serious claims among older age groups increased substantially over the period—55–59 years (up 56%), 60–64 years (up 129%) and 65+ age groups (up 354%). Increases in the number of serious claims for older workers is partly explained by the ageing of the Australian workforce more generally. **Table 18** shows the rate of claims by age group relative to the hours worked by each cohort.

#### Table 17: Number of serious claims by age group, 2000–01 and 2013-14 to 2018–19p

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Age group** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** | **2018–19p** |
| **15–19 years** | 6,645 | 3,600 | 3,600 | 3,545 | 3,570 | 3,815 | -43% | 3,785 |
| **20–24 years** | 13,560 | 9,780 | 9,880 | 9,595 | 9,945 | 9,915 | -27% | 10,385 |
| **25–29 years** | 15,790 | 10,830 | 10,785 | 10,520 | 10,775 | 11,335 | -28% | 12,000 |
| **30–34 years** | 16,510 | 10,945 | 10,800 | 10,495 | 10,450 | 10,750 | -35% | 11,465 |
| **35–39 years** | 17,895 | 11,200 | 10,590 | 10,340 | 10,210 | 10,740 | -40% | 11,185 |
| **40–44 years** | 18,425 | 13,995 | 13,330 | 12,310 | 11,770 | 11,835 | -36% | 11,965 |
| **45–49 years** | 16,615 | 14,325 | 13,810 | 13,365 | 13,800 | 14,075 | -15% | 14,230 |
| **50–54 years** | 15,030 | 15,155 | 14,475 | 14,070 | 14,055 | 14,010 | -7% | 13,950 |
| **55–59 years** | 8,280 | 11,830 | 11,730 | 11,990 | 12,285 | 12,925 | 56% | 13,320 |
| **60–64 years** | 3,575 | 7,400 | 7,420 | 7,385 | 7,755 | 8,190 | 129% | 8,715 |
| **65+ years\*** | 710 | 2,395 | 2,560 | 2,605 | 2,905 | 3,225 | 354% | 3,430 |
| **Total** | **133,040** | **111,465** | **108,995** | **106,220** | **107,520** | **110,810** | **-17%** | **114,435** |

As shown in **Figure 3**, the proportion of serious claims made by employees aged 55 years and above has been trending steadily upward, rising from 9% of all serious claims in 2000‑01 to 22% in 2017‑18. In contrast, the proportion of serious claims made by workers aged under 25 has remained relatively steady, except for a brief period of decline from 2007‑08 to 2009‑10.

##### Figure 3: Percentage of serious claims by age group, 2000–01 to 2018–19p

**Tables 18 and 19** show that frequency and incidence rates declined for all age groups from 2000**–**01 to 2017**–**18, including among workers aged 55–59 years, 60–64 years and 65+ years.

The largest falls in frequency rates and incidence rates were for employees aged 30–34 years (frequency rate down by 53% and incidence rate down by 55%) and 35–39 years (frequency rate down by 53% and incidence rate down by 55%) over the period.

#### Table 18: Frequency rates (serious claims per million hours worked) by age group, 2000–01 and 2013–14 to 2018–19p

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Age group** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** | **2018–19p** |
| **15–19 years** | 9.4 | 6.0 | 6.0 | 5.9 | 6.3 | 6.2 | -34% | 5.9 |
| **20–24 years** | 8.1 | 5.5 | 5.5 | 5.3 | 5.6 | 5.4 | -34% | 5.6 |
| **25–29 years** | 8.0 | 4.6 | 4.5 | 4.4 | 4.4 | 4.5 | -44% | 4.7 |
| **30–34 years** | 9.2 | 4.9 | 4.7 | 4.4 | 4.3 | 4.4 | -53% | 4.5 |
| **35–39 years** | 10.1 | 5.5 | 5.1 | 4.9 | 4.7 | 4.7 | -53% | 4.7 |
| **40–44 years** | 10.0 | 6.4 | 6.0 | 5.7 | 5.4 | 5.3 | -47% | 5.4 |
| **45–49 years** | 9.9 | 6.9 | 6.6 | 6.3 | 6.3 | 6.1 | -38% | 6.2 |
| **50–54 years** | 10.6 | 7.6 | 7.2 | 7.1 | 7.0 | 7.0 | -34% | 7.0 |
| **55–59 years** | 10.2 | 7.7 | 7.5 | 7.5 | 7.4 | 7.5 | -26% | 7.7 |
| **60–64 years** | 11.8 | 8.4 | 8.1 | 7.8 | 7.9 | 8.0 | -32% | 8.2 |
| **65+ years\*** | 7.2 | 5.9 | 6.3 | 5.9 | 6.2 | 6.1 | -16% | 6.0 |
| **Total** | **9.5** | **6.2** | **5.9** | **5.7** | **5.7** | **5.7** | **-40%** | **5.7** |

\*Rates data related to the 65+ years age group should be interpreted with caution. See explanatory notes for further information.

#### Table 19: Incidence rates (serious claims per 1,000 employees) by age group, 2000–01 and 2013–14 to 2018–19p

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Age group** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** | **2018–19p** |
| **15–19 years** | 9.7 | 5.5 | 5.3 | 5.3 | 5.4 | 5.5 | -43% | 5.3 |
| **20–24 years** | 13.3 | 8.3 | 8.3 | 7.7 | 8.1 | 7.8 | -41% | 8.0 |
| **25–29 years** | 14.7 | 8.2 | 8.0 | 7.6 | 7.7 | 7.8 | -47% | 8.0 |
| **30–34 years** | 16.7 | 8.7 | 8.2 | 7.8 | 7.5 | 7.6 | -55% | 7.9 |
| **35–39 years** | 18.2 | 9.8 | 9.1 | 8.7 | 8.2 | 8.2 | -55% | 8.2 |
| **40–44 years** | 18.1 | 11.4 | 10.7 | 10.0 | 9.5 | 9.5 | -47% | 9.5 |
| **45–49 years** | 18.1 | 12.5 | 11.8 | 11.2 | 11.3 | 11.0 | -39% | 11.1 |
| **50–54 years** | 19.3 | 13.4 | 12.9 | 12.4 | 12.5 | 12.5 | -35% | 12.3 |
| **55–59 years** | 18.0 | 13.2 | 12.9 | 12.9 | 12.7 | 13.0 | -28% | 13.1 |
| **60–64 years** | 19.2 | 13.5 | 12.9 | 12.3 | 12.4 | 12.7 | -34% | 12.7 |
| **65+ years\*** | 10.0 | 7.9 | 8.1 | 7.8 | 8.3 | 8.3 | -17% | 7.9 |
| **Total** | **16.3** | **10.3** | **9.9** | **9.4** | **9.4** | **9.4** | **-42%** | **9.4** |

\*Rates data related to the 65+ years age group should be interpreted with caution. See explanatory notes for further information.

For most occupations, frequency rates increase relative to age. Labourers aged over 55 were an exception, with lower frequency rates than those aged 25–54. Managers aged under 25 also had higher frequency rates than those of older age groups (**Figure 4**).

##### Figure 4: Frequency rates by age group and occupation, 2000–2001 to 2018–19p

1. Industry

**Table 20** shows that from 2000–01 to 2017–18, the number of serious claims decreased in 13 of Australia’s 19 industry divisions. The largest industry decreases occurred in Information, media and telecommunications (down 61%), Manufacturing (down 51%), and Financial and insurance services (down 47%).

The number of serious claims also decreased for both the Road transport (down 18%) and Agriculture (down 33%) industry sub-divisions over the same period.

The largest increases in the number of serious claims were for Mining (21%), Health care and social assistance (up 18%) and Education and Training (up 17%).

#### Table 20: Number of serious claims by industry, 2000–01 and 2013–14 to 2018–19p

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Industry** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** | **2018–19p** |
| **Health care and social  assistance** | 15,315 | 17,585 | 17,370 | 16,645 | 17,355 | 18,030 | 18% | 19,505 |
| **Construction** | 12,295 | 12,335 | 12,650 | 13,115 | 13,260 | 14,180 | 15% | 14,280 |
| **Manufacturing** | 27,025 | 14,150 | 13,980 | 13,230 | 13,135 | 13,350 | -51% | 13,410 |
| **Transport, postal and  warehousing** | 11,555 | 9,455 | 9,040 | 8,495 | 8,685 | 8,865 | -23% | 8,905 |
| Road transport | 5,260 | 4,480 | 4,320 | 4,160 | 4,265 | 4,305 | -18% | 4,295 |
| **Retail trade** | 11,895 | 9,000 | 8,950 | 8,860 | 8,495 | 8,530 | -28% | 8,770 |
| **Public administration and safety** | 8,120 | 9,320 | 8,640 | 8,160 | 8,090 | 8,355 | 3% | 8,760 |
| **Education and training** | 6,100 | 6,680 | 6,955 | 6,645 | 6,935 | 7,165 | 17% | 7,530 |
| **Accommodation and food services** | 7,400 | 6,220 | 6,280 | 6,225 | 6,075 | 6,020 | -19% | 6,205 |
| **Administrative and support services** | 6,265 | 4,155 | 3,875 | 4,255 | 4,690 | 4,955 | -21% | 5,250 |
| **Wholesale trade** | 5,910 | 4,625 | 4,680 | 4,595 | 4,470 | 4,815 | -19% | 4,910 |
| **Agriculture, forestry and fishing** | 5,455 | 3,450 | 3,435 | 3,625 | 3,700 | 3,630 | -33% | 3,565 |
| Agriculture | 4,155 | 2,625 | 2,630 | 2,825 | 2,835 | 2,785 | -33% | 2,665 |
| **Other services** | 4,270 | 3,450 | 3,065 | 2,875 | 2,985 | 2,995 | -30% | 2,935 |
| **Mining** | 1,905 | 2,870 | 2,235 | 2,175 | 2,155 | 2,300 | 21% | 2,525 |
| **Arts and recreation services** | 2,320 | 2,205 | 2,195 | 2,135 | 2,195 | 2,185 | -6% | 2,290 |
| **Professional, scientific and technical services** | 2,110 | 1,780 | 1,835 | 1,720 | 1,790 | 1,990 | -6% | 2,120 |
| **Electricity, gas, water and waste services** | 1,415 | 1,245 | 1,190 | 1,140 | 1,205 | 1,150 | -19% | 1,165 |
| **Rental, hiring and real  estate services** | 1,030 | 1,055 | 1,045 | 990 | 1,005 | 1,075 | 4% | 1,080 |
| **Financial and insurance services** | 1,310 | 780 | 760 | 685 | 610 | 700 | -47% | 665 |
| **Information media and telecommunications** | 1,220 | 625 | 605 | 550 | 600 | 480 | -61% | 475 |
| **Total** | **133,040** | **111,465** | **108,995** | **106,220** | **107,520** | **110,810** | **-17%** | **114,435** |

While some industries recorded increases in the number of serious claims, frequency rates have fallen for all industries since 2000–01, as shown in **Table 21**.

The largest declines in industry frequency rates over the period occurred in Financial and insurance services (down 58%), Information media and telecommunications (down 58%), Mining (down 57%) and Electricity, gas, water and waste services (down 57%). The smallest improvements occurred in Wholesale trade (down 13%), Education and training (down 19%), and Public administration and safety (down 25%) industries.

The Road transport and Agriculture sub-industries also witnessed declines in frequency rates (down by 44% and 38%, respectively) over the same period.

#### Table 21: Frequency rates (serious claims per million hours worked) by industry, 2000–01 and 2013–14 to 2018–19p

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Industry** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** | **2018–19p** |
| **Health care and social  assistance** | 12.1 | 8.8 | 8.5 | 7.6 | 7.8 | 7.5 | -38% | 8.1 |
| **Construction** | 13.5 | 7.7 | 8.0 | 8.3 | 8.0 | 7.7 | -43% | 7.6 |
| **Manufacturing** | 13.9 | 8.7 | 8.7 | 8.7 | 8.2 | 8.3 | -40% | 8.4 |
| **Transport, postal and  warehousing** | 14.9 | 9.4 | 8.5 | 8.0 | 8.4 | 8.0 | -46% | 8.2 |
| Road transport | 16.2 | 12.0 | 10.2 | 9.7 | 10.2 | 9.1 | -44% | 9.4 |
| **Retail trade** | 8.8 | 5.4 | 5.2 | 5.1 | 5.0 | 4.8 | -45% | 5.0 |
| **Public administration and safety** | 8.8 | 7.3 | 7.0 | 6.5 | 6.2 | 6.6 | -25% | 6.1 |
| **Education and training** | 5.5 | 4.6 | 4.7 | 4.5 | 4.5 | 4.5 | -19% | 4.6 |
| **Accommodation and food services** | 8.9 | 6.4 | 6.0 | 6.0 | 5.5 | 5.3 | -41% | 5.5 |
| **Administrative and support services** | 11.6 | 6.0 | 5.6 | 5.8 | 6.3 | 6.9 | -41% | 7.0 |
| **Wholesale trade** | 8.2 | 6.5 | 6.5 | 6.8 | 6.8 | 7.2 | -13% | 7.0 |
| **Agriculture, forestry and fishing** | 14.3 | 8.8 | 9.8 | 9.3 | 9.5 | 8.8 | -39% | 9.2 |
| Agriculture | 13.6 | 8.0 | 9.0 | 8.6 | 9.5 | 8.4 | -38% | 8.4 |
| **Other services** | 7.8 | 5.0 | 4.6 | 4.4 | 4.4 | 4.4 | -44% | 4.2 |
| **Mining** | 10.8 | 4.9 | 4.6 | 4.4 | 4.5 | 4.6 | -57% | 4.8 |
| **Arts and recreation services** | 13.7 | 8.9 | 7.7 | 7.1 | 8.0 | 7.0 | -49% | 7.4 |
| **Professional, scientific and technical services** | 2.0 | 1.2 | 1.1 | 1.0 | 1.1 | 1.2 | -41% | 1.2 |
| **Electricity, gas, water and waste services** | 9.3 | 4.4 | 4.4 | 4.1 | 4.5 | 4.0 | -57% | 3.9 |
| **Rental, hiring and real  estate services** | 4.6 | 3.0 | 2.8 | 2.7 | 2.8 | 2.9 | -36% | 3.0 |
| **Financial and insurance services** | 2.2 | 1.0 | 1.0 | 0.9 | 0.8 | 0.9 | -58% | 0.9 |
| **Information media and  telecommunications** | 3.1 | 1.8 | 1.6 | 1.5 | 1.7 | 1.3 | -58% | 1.3 |
| **Total** | **9.5** | **6.2** | **5.9** | **5.7** | **5.7** | **5.7** | -40% | **5.7** |

The trends in incidence rates are similar to the pattern for frequency rates, having decreased for all industries from 2000–01 to 2017–18 (**Table 22**). The largest falls in incidence rates occurred in the industries for Financial and insurance services (down 59%), Mining (down 59%), and Information media and telecommunications (down 58%).

#### Table 22: Incidence rates (serious claims per 1,000 employees) by industry, 2000–01 and 2013–14 to 2018–19p

| Industry | 2000–01 | 2013–14 | 2014–15 | 2014–15 | 2016–17 | 2017–18 | % chg | 2018–19p |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Agriculture, forestry and fishing | 27.8 | 17.7 | 18.9 | 18.4 | 18.8 | 17.0 | -39% | 17.2 |
| Agriculture | 26.1 | 16.3 | 17.4 | 17.1 | 18.7 | 16.3 | -38% | 15.7 |
| Manufacturing | 27.3 | 16.2 | 16.3 | 16.1 | 15.5 | 15.7 | -42% | 15.7 |
| Construction | 27.7 | 15.7 | 15.9 | 16.5 | 15.9 | 15.3 | -45% | 15.2 |
| Transport, postal and warehousing | 29.3 | 17.7 | 16.3 | 15.1 | 15.6 | 15.3 | -48% | 15.2 |
| Road transport | 34.6 | 24.6 | 20.8 | 19.8 | 20.9 | 18.6 | -46% | 18.5 |
| Wholesale trade | 16.2 | 12.3 | 12.5 | 12.7 | 12.8 | 13.7 | -15% | 13.1 |
| Health care and social assistance | 17.9 | 12.7 | 12.1 | 11.0 | 11.2 | 10.9 | -39% | 11.6 |
| Administrative and support services | 19.2 | 9.7 | 9.1 | 9.3 | 10.0 | 11.0 | -43% | 11.0 |
| Mining | 25.2 | 11.1 | 10.2 | 9.9 | 9.9 | 10.4 | -59% | 10.5 |
| Public administration and safety | 15.5 | 12.2 | 11.6 | 10.8 | 10.2 | 11.1 | -28% | 10.2 |
| Arts and recreation services | 18.6 | 11.6 | 9.7 | 9.7 | 10.2 | 8.9 | -52% | 9.3 |
| Electricity, gas, water and waste services | 17.8 | 8.4 | 8.5 | 8.1 | 8.8 | 7.8 | -56% | 7.6 |
| Education and training | 9.1 | 7.2 | 7.3 | 6.8 | 6.9 | 6.8 | -25% | 7.1 |
| Other services | 13.7 | 8.7 | 7.8 | 7.6 | 7.3 | 7.4 | -46% | 7.0 |
| Retail trade | 12.2 | 7.5 | 7.3 | 7.1 | 7.0 | 6.7 | -45% | 6.9 |
| Accommodation and food services | 11.9 | 8.3 | 7.6 | 7.4 | 7.0 | 6.6 | -45% | 6.8 |
| Rental, hiring and real estate services | 8.8 | 5.5 | 5.2 | 4.9 | 5.0 | 5.3 | -40% | 5.3 |
| Information media and telecommunications | 5.4 | 3.2 | 2.9 | 2.6 | 2.8 | 2.3 | -58% | 2.2 |
| Professional, scientific and technical services | 3.8 | 2.2 | 2.1 | 1.9 | 1.9 | 2.1 | -44% | 2.1 |
| Financial and insurance services | 4.0 | 1.9 | 1.9 | 1.6 | 1.4 | 1.6 | -59% | 1.5 |
| Total | 16.3 | 10.3 | 9.9 | 9.4 | 9.4 | 9.4 | -42% | 9.4 |

1. Occupation

**Table 23** shows the number of serious workers’ compensation claims decreased in 6 of the 8 major occupation groups. The largest percentage decreases in the number of claims from   
2000–01 to 2017–18 occurred among Sales workers (down by 33%), followed by Clerical and administrative workers (down 31%) and Labourers (down by 30%). In contrast, the number of serious claims made by Community and personal service workers increased by 29% over the period, which is largely reflective of the growth in these occupations rather than higher rates of injury. **Table 24** shows a different pattern for this occupation group once the size of the workforce is taken into account.

#### Table 23: Number of serious claims by occupation, 2000–01 and 2013–14 to 2018–19p

| Occupation | 2000–01 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | 2017–18 | % chg | 2018–19p |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Labourers | 38,570 | 26,425 | 26,510 | 26,445 | 26,360 | 27,105 | -30% | 27,090 |
| Community and personal service workers | 15,020 | 18,645 | 18,055 | 17,475 | 18,830 | 19,375 | 29% | 21,075 |
| Technicians and trades workers | 27,155 | 20,890 | 20,295 | 19,335 | 19,725 | 19,830 | -27% | 20,755 |
| Machinery operators and drivers | 20,290 | 16,870 | 16,140 | 15,320 | 15,355 | 15,180 | -25% | 15,870 |
| Professionals | 10,405 | 11,050 | 11,190 | 10,090 | 11,100 | 11,205 | 8% | 11,645 |
| Managers | 5,200 | 5,010 | 4,685 | 4,765 | 4,935 | 5,040 | -3% | 5,420 |
| Clerical and administrative workers | 7,955 | 6,065 | 5,895 | 5,400 | 5,185 | 5,520 | -31% | 5,420 |
| Sales workers | 7,390 | 5,745 | 5,700 | 5,510 | 5,130 | 4,940 | -33% | 5,120 |
| Total | **133,040** | **111,465** | **108,995** | **106,220** | **107,520** | **110,810** | **-17%** | **114,435** |

All occupations have recorded a fall both in frequency and incidence rates over the period (**Tables 24** **and 25**). Technicians and trades workers experienced the largest fall in frequency rate (down 46%) while Managers experienced the largest fall in incidence rate (down 51%).

The smallest decrease in frequency and incidence rates was for Community and personal service workers (down 24% and 29% respectively).

#### Table 24: Frequency rates (serious claims per million hours worked) by occupation, 2000–01 and 2013–14 to 2018–19p

| Occupation | 2000–01 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | 2017–18 | % chg | 2018–19p |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Labourers | 26.6 | 17.4 | 17.9 | 17.8 | 16.6 | 16.8 | -37% | 16.4 |
| Community and personal service workers | 15.0 | 12.5 | 11.9 | 10.9 | 11.5 | 11.3 | -24% | 11.9 |
| Machinery operators and drivers | 18.1 | 11.9 | 11.5 | 11.5 | 11.1 | 10.3 | -43% | 10.4 |
| Technicians and trades workers | 12.7 | 7.6 | 7.3 | 6.9 | 7.1 | 6.8 | -46% | 7.0 |
| Professionals | 3.4 | 2.6 | 2.5 | 2.2 | 2.3 | 2.3 | -34% | 2.3 |
| Clerical and administrative workers | 3.3 | 2.4 | 2.4 | 2.1 | 2.1 | 2.2 | -34% | 2.0 |
| Managers | 3.2 | 1.9 | 1.7 | 1.7 | 1.8 | 1.8 | -45% | 1.9 |
| Sales workers | 5.9 | 4.2 | 4.0 | 3.8 | 3.6 | 3.3 | -43% | 3.6 |
| Total | **9.5** | **6.2** | **5.9** | **5.7** | **5.7** | **5.7** | **-40%** | **5.7** |

#### Table 25: Incidence rates (serious claims per 1,000 employees) by occupation, 2000–01 and 2013–14 to 2018–19p

| Occupation | 2000–01 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | 2017–18 | % chg | 2018–19p |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Labourers | 39.2 | 25.2 | 25.7 | 25.4 | 23.7 | 24.1 | -39% | 23.7 |
| Machinery operators and drivers | 35.3 | 23.8 | 22.6 | 22.2 | 21.6 | 20.2 | -43% | 19.9 |
| Community and personal service workers | 20.3 | 16.3 | 15.3 | 13.9 | 14.8 | 14.5 | -29% | 15.2 |
| Technicians and trades workers | 24.9 | 14.6 | 14.0 | 13.4 | 13.6 | 13.0 | -48% | 13.3 |
| Sales workers | 7.7 | 5.3 | 5.2 | 4.9 | 4.7 | 4.3 | -44% | 4.5 |
| Professionals | 6.4 | 4.5 | 4.3 | 3.8 | 4.0 | 3.9 | -39% | 3.9 |
| Managers | 7.4 | 3.9 | 3.5 | 3.5 | 3.6 | 3.6 | -51% | 3.9 |
| Clerical and administrative workers | 5.3 | 3.7 | 3.6 | 3.3 | 3.1 | 3.4 | -36% | 3.1 |
| Total | **16.3** | **10.3** | **9.9** | **9.4** | **9.4** | **9.4** | **-42%** | **9.4** |

2.6 Nature of injury or disease

**Table 26** shows that serious claims related to injury and musculoskeletal disorders have been the main driver of decreases in serious claims, declining by 18% from 119,730 claims in 2000–01 to 97,885 claims in 2017–18. The largest percentage decrease in serious injury and musculoskeletal disorder claims was for Wounds, lacerations, amputations, and internal organ damage (down by 25%). Intracranial injuries more than doubled over the same period, although the relatively smaller number of claims mean this increase should be interpreted with caution.

In comparison, serious claims for diseases decreased by only 3% over the same period. This was overwhelmingly due to an increase in the number of serious claims for Mental health conditions, which grew by 28% over the same period and which represented 66% of all disease claims. All other disease types recorded decreases over the period.

While not included in the trend analysis, there has been a very large increase in the number of respiratory system diseases, which grew from 250 serious claims in 2017–18 to 450 in 2018–19p. This was due to the establishment of dust disease compensation schemes in a number of jurisdictions over the last two years. Please note that not all jurisdictions provide data from these schemes to Safe Work Australia, so the total number of claims for respiratory system diseases is an underestimate.

#### Table 26: Number of serious claims by nature of injury or disease, 2000–01 and 2013–14 to 2018–19p

| Nature of injury or disease | 2000–01 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | 2017–18 | % chg | 2018–19p |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Injury and musculoskeletal disorders** | | | | | | | | |
| Traumatic joint/ligament and muscle/tendon injury and musculoskeletal and connective tissue diseases | 80,700 | 67,560 | 65,025 | 61,420 | 61,315 | 61,520 | -24% | 62,925 |
| Wounds, lacerations, amputations and internal organ damage | 22,760 | 16,205 | 15,955 | 16,470 | 16,370 | 17,035 | -25% | 17,895 |
| Fractures | 11,285 | 10,300 | 10,760 | 10,600 | 11,575 | 12,015 | 6% | 12,035 |
| Burn | 2,110 | 1,655 | 1,635 | 1,595 | 1,580 | 1,700 | -19% | 1,770 |
| Intracranial injuries | 415 | 535 | 665 | 625 | 810 | 840 | 102% | 995 |
| Injury to nerves and spinal cord | 85 | 195 | 170 | 150 | 140 | 120 | 41% | 155 |
| **Total: injury and musculoskeletal disorders** | **119,730** | **99,445** | **97,445** | **94,760** | **95,180** | **97,885** | **-18%** | **99,710** |
| **Diseases** | | | | | | | | |
| Mental health conditions | 6,615 | 6,890 | 6,770 | 6,885 | 7,765 | 8,485 | 28% | 10,015 |
| Digestive system diseases | 3,230 | 2,585 | 2,375 | 2,300 | 2,220 | 2,140 | -34% | 2,155 |
| Nervous system and sense organ diseases | 1,595 | 1,280 | 1,215 | 1,120 | 1,165 | 1,170 | -27% | 1,135 |
| Skin and subcutaneous tissue diseases | 855 | 510 | 445 | 480 | 460 | 450 | -47% | 455 |
| Respiratory system diseases | 285 | 230 | 230 | 215 | 250 | 250 | -12% | 450 |
| Infectious and parasitic diseases | 305 | 265 | 295 | 225 | 215 | 185 | -39% | 245 |
| Circulatory system diseases | 190 | 115 | 95 | 110 | 115 | 110 | -42% | 125 |
| Neoplasms (cancer) | 60 | 50 | 45 | 35 | 65 | 40 | -33% | 65 |
| **Total: diseases** | **13,310** | **12,025** | **11,555** | **11,460** | **12,335** | **12,935** | **-3%** | **14,725** |
| **Total: serious claims** | **133,040** | **111,465** | **108,995** | **106,220** | **107,520** | **110,820** | **-17%** | **114,435** |

Note: The table above only features the most common types of injury or disease. As a result numbers of serious claims do not add to the stated totals.

* 1. Bodily location of injury or disease

**Table 27** shows the number of serious claims by the part of the body that is most affected by an injury or disease. Claims related to Upper limbs accounted for over one third (35%) of all serious claims in 2018–19p. Within this group, serious claims for the Shoulder have risen by 10% (from 10,650 serious claims in 2000–01 to 11,665 serious claims in 2017–18), while the number of claims declined for all other Upper limb locations.

Serious claims related to the Trunk accounted for nearly one quarter (23%) of all serious claims in 2018–19p. This group of claims has recorded a 41% overall decrease, from 42,590 serious claims in 2000–01 to 25,275 serious claims in 2017–18. The largest contributor to this decrease was the reduction in Back – upper or lower claims, which declined from 35,260 claims in 2000–01 to 20,350 claims in 2017–18.

However, serious claims for Non-physical locations increased by 28%. This is consistent with the increase in the number of Mental health conditions over the same period.

#### Table 27: Number of serious claims by bodily location of injury or disease, 2000–01 and 2013–14 to 2018–19p

| Bodily location of injury or disease | 2000–01 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | 2017–18 | % chg | 2018–19p |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Upper limbs** | 43,045 | 38,090 | 38,070 | 37,045 | 37,975 | 38,805 | -10% | 40,145 |
| Hand, fingers and thumb | 17,625 | 13,770 | 14,175 | 14,040 | 14,470 | 14,740 | -16% | 15,120 |
| Shoulder | 10,650 | 12,245 | 11,835 | 11,325 | 11,615 | 11,665 | 10% | 12,250 |
| Wrist | 6,115 | 5,205 | 5,115 | 4,900 | 5,030 | 5,285 | -14% | 5,490 |
| Elbow | 3,110 | 2,720 | 2,755 | 2,525 | 2,690 | 2,725 | -12% | 2,835 |
| Forearm | 2,165 | 1,575 | 1,605 | 1,605 | 1,520 | 1,635 | -24% | 1,725 |
| Upper limb - multiple locations | 1,300 | 1,095 | 1,145 | 1,170 | 1,200 | 1,275 | -2% | 1,255 |
| **Lower limbs** | 26,345 | 25,430 | 25,030 | 24,260 | 25,160 | 25,805 | -2% | 26,545 |
| Knee | 10,460 | 10,925 | 10,880 | 10,225 | 10,360 | 10,550 | 1% | 10,880 |
| Ankle | 5,915 | 5,565 | 5,515 | 5,390 | 5,740 | 5,975 | 1% | 6,100 |
| Foot and toes | 4,545 | 3,855 | 3,785 | 3,735 | 3,880 | 4,015 | -12% | 4,170 |
| Lower leg | 2,245 | 2,405 | 2,240 | 2,210 | 2,325 | 2,410 | 7% | 2,565 |
| Upper leg | 1,015 | 915 | 830 | 935 | 915 | 980 | -3% | 1,120 |
| Hip | 780 | 880 | 855 | 860 | 885 | 925 | 19% | 965 |
| **Trunk** | 42,590 | 29,015 | 27,440 | 25,885 | 25,140 | 25,275 | -41% | 25,765 |
| Back - upper or lower | 35,260 | 23,725 | 22,385 | 20,990 | 20,155 | 20,350 | -42% | 20,675 |
| Abdomen and pelvic region | 4,745 | 3,295 | 3,155 | 3,025 | 2,985 | 2,865 | -40% | 2,880 |
| Chest (thorax) | 2,350 | 1,765 | 1,690 | 1,655 | 1,830 | 1,865 | -21% | 2,050 |
| **Non-physical locations** | 6,610 | 6,890 | 6,770 | 6,880 | 7,765 | 8,480 | 28% | 10,005 |
| **Multiple locations** | 6,180 | 5,305 | 5,020 | 4,605 | 4,720 | 4,570 | -26% | 4,475 |
| **Head** | 3,765 | 3,320 | 3,425 | 3,370 | 3,470 | 3,625 | -4% | 4,040 |
| Cranium | 830 | 810 | 940 | 915 | 1,120 | 1,115 | 34% | 1,310 |
| Eye | 1,155 | 845 | 855 | 845 | 785 | 890 | -23% | 895 |
| Face, not elsewhere specified | 640 | 630 | 580 | 615 | 565 | 580 | -9% | 625 |
| Nose | 230 | 200 | 220 | 220 | 225 | 200 | -13% | 230 |
| Mouth | 135 | 145 | 140 | 160 | 170 | 155 | 15% | 195 |
| Ear | 170 | 130 | 120 | 105 | 110 | 165 | -3% | 125 |
| **Neck** | 3,700 | 2,420 | 2,235 | 2,075 | 2,180 | 2,170 | -41% | 2,365 |
| **Systemic locations** | 655 | 425 | 440 | 410 | 395 | 395 | -40% | 440 |
| **Total** | **133,040** | **111,465** | **108,995** | **106,220** | **107,520** | **110,810** | **-17%** | **114,435** |

Notes: The table above doesn’t include all bodily locations. As a result numbers of serious claims do not add to the stated totals.

* 1. Mechanism of injury or disease

The mechanism of incident is intended to identify the mechanism or process that best describes the circumstances in which an injury or disease occurred. **Table 28** shows that Body stressing was the most common mechanism of injury, accounting for around 36% of all serious claims in 2018–19p. However, claims for Body stressing injuries declined by 30% between 2000–01 and 2017–18. This reduction in Body stressing claims accounts for around 80% of the total reduction in all serious claims over the same period.

The largest percentage decreases in serious claims were for contact with or exposure to Biological factors (such as germs or bacteria - down by 46%), followed by contact with Chemicals and other substances (down by 44%).

The largest percentage increase in any mechanism of injury or disease occurred for Being assaulted by a person or persons, with the number of claims having more than doubled since 2000–01 (up by 111%).

#### Table 28: Number of serious claims by mechanism of injury or disease, 2000–01 and 2013–14 to 2018−19p

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Mechanism of injury or disease** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** | **2018–19p** |
| **Body stressing** | 58,175 | 46,620 | 44,285 | 41,625 | 40,860 | 40,485 | -30% | 41,395 |
| Muscular stress while handling objects other than lifting, carrying | 18,835 | 18,305 | 18,075 | 17,345 | 16,400 | 17,480 | -7% | 18,350 |
| Muscular stress while lifting, carrying, or putting down objects | 28,610 | 18,640 | 16,970 | 15,880 | 15,960 | 14,955 | -48% | 14,795 |
| Muscular stress with no objects being handled | 6,325 | 6,070 | 5,605 | 5,235 | 5,590 | 5,300 | -16% | 5,270 |
| **Falls, trips and slips of a person** | 26,145 | 24,910 | 24,750 | 23,950 | 25,115 | 25,540 | -2% | 26,000 |
| Falls on the same level | 15,555 | 15,880 | 15,755 | 15,195 | 15,935 | 16,720 | 7% | 17,105 |
| Falls from a height | 8,840 | 6,710 | 6,835 | 6,555 | 6,875 | 6,710 | -24% | 6,735 |
| **Being hit by moving objects** | 18,175 | 16,220 | 16,280 | 15,925 | 16,540 | 17,490 | -4% | 18,355 |
| Being hit by moving or flying objects | 5,910 | 5,325 | 5,535 | 5,500 | 5,285 | 6,020 | 2% | 6,190 |
| Being hit by falling objects | 4,205 | 3,530 | 3,530 | 3,455 | 3,610 | 3,650 | -13% | 3,625 |
| Being trapped between stationary and moving objects | 2,480 | 2,315 | 2,250 | 2,065 | 2,145 | 2,335 | -6% | 2,595 |
| Being assaulted by a person or persons | 1,105 | 2,195 | 2,260 | 2,070 | 2,365 | 2,335 | 111% | 2,535 |
| Being hit by a person accidentally | 1,320 | 795 | 790 | 845 | 945 | 1,085 | -18% | 1,225 |
| **Mental stress** | 6,295 | 6,425 | 6,370 | 6,445 | 7,215 | 8,055 | 28% | 9,510 |
| **Vehicle incidents and other** | 9,430 | 6,600 | 6,765 | 7,815 | 7,060 | 8,795 | -7% | 8,255 |
| Vehicle accident | 2,730 | 2,550 | 2,345 | 2,535 | 2,630 | 2,635 | -3% | 2,660 |
| **Hitting objects with a part of the body** | 10,575 | 7,670 | 7,640 | 7,635 | 8,010 | 7,610 | -28% | 7,675 |
| Hitting moving objects | 5,315 | 3,600 | 3,865 | 4,075 | 4,290 | 4,040 | -24% | 3,865 |
| Hitting stationary objects | 5,110 | 4,000 | 3,730 | 3,515 | 3,675 | 3,515 | -31% | 3,760 |
| **Heat, electricity and other environmental factors** | 1,955 | 1,550 | 1,510 | 1,500 | 1,425 | 1,500 | -23% | 1,580 |
| **Chemicals and other substances** | 1,535 | 940 | 850 | 870 | 825 | 860 | -44% | 1,045 |
| **Biological factors** | 605 | 400 | 400 | 320 | 355 | 325 | -46% | 455 |
| **Sound and pressure** | 150 | 130 | 150 | 135 | 115 | 150 | 0% | 160 |
| **Total** | **133,040** | **111,465** | **108,995** | **106,220** | **107,520** | **110,810** | **-17%** | **114,435** |

Notes: The table above only features the most common types of mechanism, as a result numbers of serious claims do not add to the stated totals.

Percentage changes are calculated using unrounded numbers.

* 1. Breakdown agency of injury or disease

The breakdown agency is intended to identify the object, substance or circumstance that was principally involved in, or most commonly associated with, the point at which things started to go wrong and which ultimately led to the most serious injury or disease experienced by a worker.

**Table 29** shows that among all breakdown agencies that contribute to injuries and diseases, use of Non–powered hand tools, appliances and equipment consistently contributed to the highest number of serious claims between 2000–01 and 2017–18. However, the number of claims declined by 29% over that period.

From 2000–01 to 2017–18, the largest declines in the number of serious claims were related to Machinery and (mainly) fixed plant (down by 44%) and Chemicals and chemical products (down by 41%).

The smallest decrease was for environmental agencies (which includes weather and water, and other features of both indoor and outdoor environments), which decreased by 4%.

Increases in claim numbers were recorded for Animal, human and biological agencies (up by 14%) and Materials and substances (up by 8%).

#### Table 29: Number of serious claims by breakdown agency of injury or disease, 2000–01 and 2013–14 to 2018–19p

| Breakdown agency of injury or disease | 2000–01 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | 2017–18 | % chg | 2018–19p |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Non-powered handtools, appliances and equipment | 35,670 | 26,695 | 26,425 | 25,695 | 25,510 | 25,255 | -29% | 26,745 |
| Environmental agencies | 18,055 | 17,940 | 17,345 | 17,080 | 18,045 | 17,355 | -4% | 17,905 |
| Animal, human and biological agencies | 13,960 | 15,860 | 15,180 | 14,500 | 15,295 | 15,975 | 14% | 17,415 |
| Materials and substances | 14,830 | 15,465 | 15,845 | 15,080 | 14,940 | 16,060 | 8% | 15,615 |
| Other and unspecified agencies | 22,020 | 13,240 | 13,055 | 13,355 | 12,960 | 14,650 | -33% | 15,245 |
| Mobile plant and transport | 11,445 | 11,020 | 10,400 | 10,135 | 10,330 | 10,760 | -6% | 10,875 |
| Machinery and (mainly) fixed plant | 9,295 | 5,485 | 5,140 | 5,035 | 5,160 | 5,255 | -43% | 5,115 |
| Powered equipment, tools and appliances | 6,375 | 4,960 | 4,870 | 4,595 | 4,585 | 4,695 | -26% | 4,685 |
| Chemicals and chemical products | 1,390 | 795 | 735 | 740 | 700 | 815 | -41% | 835 |
| **Total** | **133,040** | **111,465** | **108,995** | **106,220** | **107,520** | **110,810** | **-17%** | **114,435** |

Section 3:  
Time lost and compensation paid

This chapter provides statistics on time lost from work and amounts of compensation paid.

Time lost is measured in working weeks lost from work and excludes estimates of future absences. It reflects the total period for which compensation was paid and does not have to occur consecutively.

The median is used as the measure of central tendency because a few long-term claims involving lengthy periods of time lost or high amounts of compensation would significantly skew an arithmetic mean. It is not possible to calculate the total time lost or the total compensation paid by multiplying the median by the number of claims.

Preliminary data (2018–19) are excluded when reporting time lost and compensation paid because claims from the preliminary year are likely to be open and claimants may accrue more time lost or more compensation payments in future years. As in the previous section, percentage changes are calculated using data for 2000-01 and 2017-18.

3.1 Serious claims, median time lost, and median compensation paid

Between 2000–01 and 2017–18, the median time lost for a serious claim rose by 48% from 4.2 to 6.2 working weeks. Over the same period, the median compensation paid[[2]](#footnote-3) for a serious claim rose by 193% from $4,300 to $12,600 (**Table 30**). These increases in time lost and compensation paid are in contrast to the long-term trend (shown in Section 2) of a reduction in serious workers’ compensation claim numbers and rates over time. The reasons for this are complex, but likely include changes to scheme eligibility, demographic and workforce changes, and inflation.

**Table 30** also shows an estimate of median compensation paid adjusted for inflation. The median compensation amounts are adjusted using the ABS Wage Price Index[[3]](#footnote-4) (WPI) to remove the effects of wage inflation and allow a more meaningful comparison with the median time lost time series. In all adjustments, the 2000–01 financial year is used as the base period for comparison. Due to the limited categories provided by the WPI series, WPI adjusted median compensation paid figures are only able to be provided at the ‘overall’ and ‘industry’ levels. For all other categories (occupation, nature of injury, mechanism, breakdown agency) in this chapter, non-adjusted figures are used.

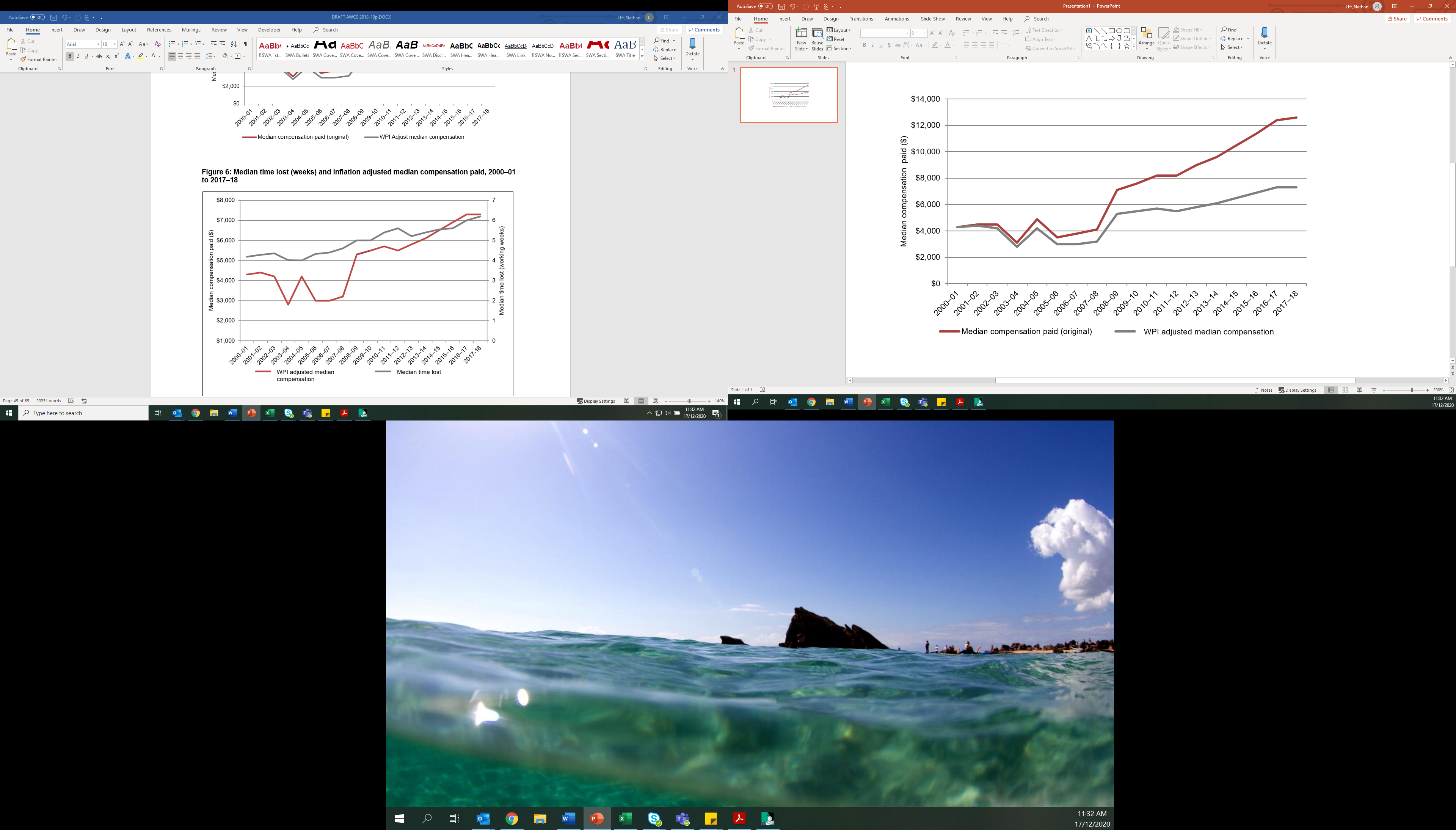
#### Table 30: Serious claims: median time lost (weeks) and compensation paid, 2000–01 to 2017‑18

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Financial year of lodgement** | **Serious claims** | **Median time lost (working weeks)** | **Median compensation paid2** | **Median compensation (WPI adjusted)** |
| 2000–01 | 133,040 | 4.2 | $4,300 | $4,300 |
| 2001–02 | 130,110 | 4.3 | $4,500 | $4,400 |
| 2002–03 | 132,385 | 4.4 | $4,500 | $4,200 |
| 2003–04 | 133,265 | 4.0 | $3,100 | $2,800 |
| 2004–05 | 134,725 | 4.0 | $4,900 | $4,200 |
| 2005–06 | 130,360 | 4.3 | $3,500 | $3,000 |
| 2006–07 | 129,410 | 4.4 | $3,800 | $3,000 |
| 2007–08 | 129,490 | 4.6 | $4,100 | $3,200 |
| 2008–09 | 126,115 | 5.0 | $7,100 | $5,300 |
| 2009–10 | 124,365 | 5.0 | $7,600 | $5,500 |
| 2010–11 | 127,700 | 5.4 | $8,200 | $5,700 |
| 2011–12 | 127,415 | 5.6 | $8,200 | $5,500 |
| 2012–13 | 117,045 | 5.2 | $9,000 | $5,800 |
| 2013–14 | 111,465 | 5.4 | $9,600 | $6,100 |
| 2014–15 | 108,995 | 5.6 | $10,500 | $6,500 |
| 2015–16 | 106,220 | 5.6 | $11,400 | $6,900 |
| 2016–17 | 107,520 | 6.0 | $12,400 | $7,300 |
| 2017–18 | 110,810 | 6.2 | $12,600 | $7,300 |

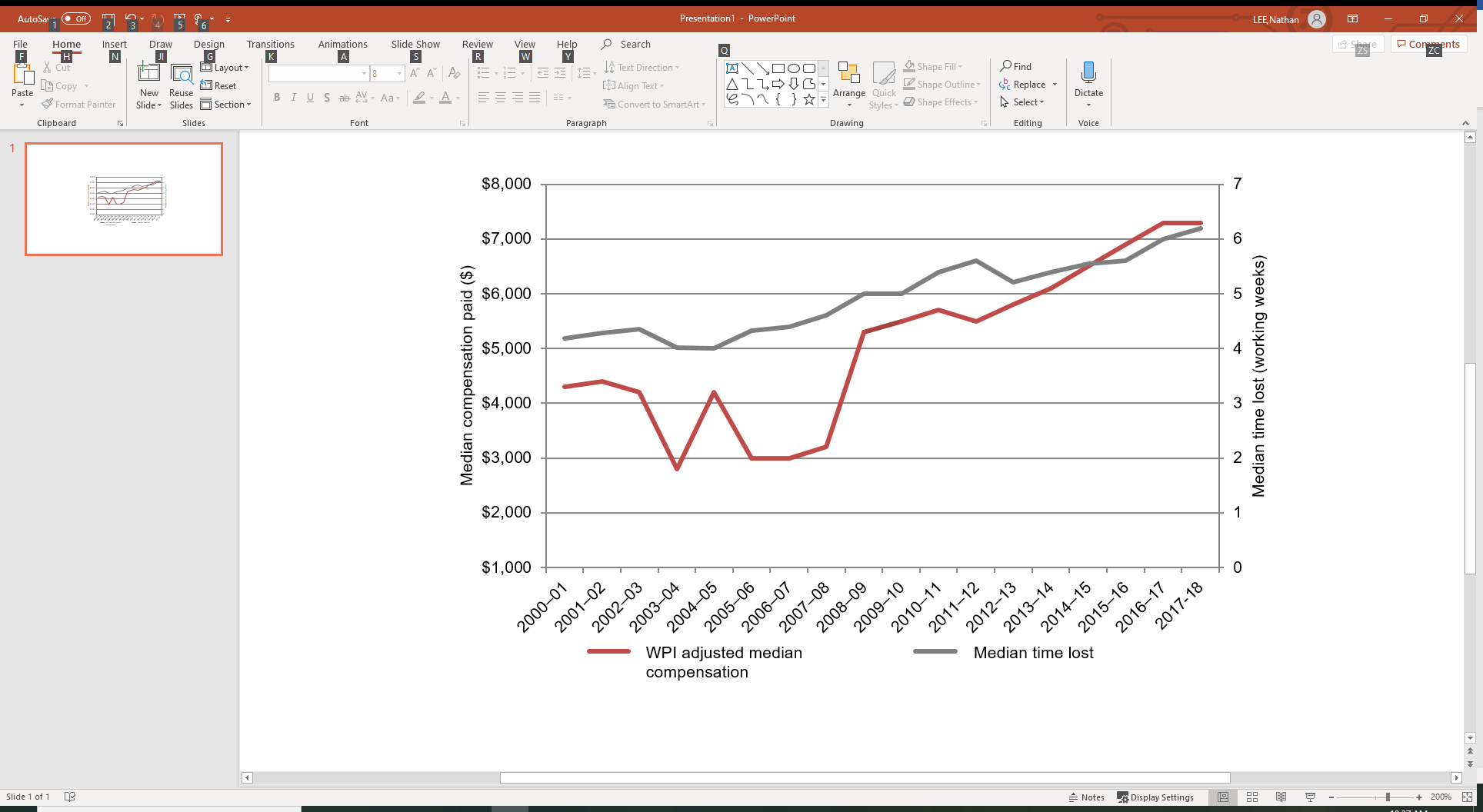
**Figure 5** shows the unadjusted median compensation payment, and WPI adjusted median compensation payments for 2000–01 to 2017–18.

**Figure 6** shows a comparison between median time lost and the WPI adjusted median compensation paid series between 2000–01 and 2017–18, indicating that median compensation paid has broadly moved in line with median time lost in real terms. In recent years, the WPI adjusted compensation paid has continued to increase while median time lost has increased at a slower rate.

##### Figure 5: Median compensation paid (original) and WPI adjusted median compensation paid, 2000–01 to 2017–18



##### Figure 6: Median time lost and inflation adjusted median compensation paid, 2000–01 to 2017–18



3.2 Age group

**Figure 7** shows that median time lost tends to increase with age and that all age groups have recorded an increase in median time lost between 2005–06 and 2017–18, with an accelerated effect in 2017-18 in particular.

##### Figure 7: Serious claims: median time lost by age group, 2005–06 to 2017–18

Similar to median time lost, **Figure 8** shows that median compensation paid generally tends to increase with age, although the differences between age groups are less pronounced among workers aged over 50, and workers aged over 65 years tend to receive slightly lower median compensation amounts. All age groups have recorded an increase in median compensation paid between 2005–06 and 2017–18.

##### Figure 8: Serious claims: median compensation paid by age group, 2005–06 to 2017–18

* 1. Gender

In 2017–18, the median time lost for a serious claim was 6.0 working weeks for male employees and 6.6 working weeks for female employees. The median compensation paid for a serious claim was $13,400 for male employees and $11,200 for female employees.

**Table 31** shows that the median compensation amount paid to males has increased by 219% from $4,200 in 2000–01 to $13,400 in 2017–18. The median compensation amount paid to females increased by 155% from $4,400 in 2000–01 to $11,200 in 2017–18. From 2007–08 onward, median payments for female employees were lower than the median payments for male employees.

One possible reason that females receive lower rates of compensation despite a longer median time lost period is the gender pay gap.

#### Table 31: Serious claims: median time lost and compensation paid by gender, 2000–01 to 2017–18

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Financial year** | **Median time lost (working weeks)** | | **Median compensation paid ($)** | |
|  | **Male** | **Female** | **Male** | **Female** |
| 2000–01 | 4.0 | 4.7 | $4,200 | $4,400 |
| 2001–02 | 4.0 | 5.0 | $4,400 | $4,900 |
| 2002–03 | 4.1 | 5.0 | $4,400 | $4,800 |
| 2003–04 | 4.0 | 4.7 | $3,000 | $3,200 |
| 2004–05 | 4.0 | 4.5 | $4,800 | $4,900 |
| 2005–06 | 4.0 | 5.0 | $3,500 | $3,700 |
| 2006–07 | 4.2 | 5.0 | $3,800 | $3,800 |
| 2007–08 | 4.4 | 5.3 | $4,200 | $3,900 |
| 2008–09 | 4.8 | 5.6 | $7,400 | $6,600 |
| 2009–10 | 4.8 | 5.6 | $7,800 | $7,200 |
| 2010–11 | 5.0 | 6.0 | $8,400 | $7,900 |
| 2011–12 | 5.4 | 6.2 | $8,600 | $7,600 |
| 2012–13 | 5.0 | 5.8 | $9,600 | $8,000 |
| 2013–14 | 5.2 | 5.9 | $10,300 | $8,400 |
| 2014–15 | 5.3 | 6.0 | $11,300 | $9,200 |
| 2015–16 | 5.4 | 6.0 | $12,100 | $10,000 |
| 2016–17 | 5.8 | 6.2 | $13,200 | $10,900 |
| 2017–18 | 6.0 | 6.6 | $13,400 | $11,200 |

* 1. Industry

**Table 32** shows that median time lost has increased for all 19 industries in 2017–18 compared to 2000–01. The greatest increase was recorded for the Electricity, gas, water and waste services industry, which rose by 111%, from 3.4 working weeks in 2000–01 to 7.2 working weeks in 2017–18.The smallest increase was recorded in the Accommodation and food services industry, which increased by 9%, from 3.8 working weeks in 2000–01 to 4.1 working weeks in 2017–18.

The Road transport and Agriculture sub-industries (with the Transport, postal and warehousing and Agriculture, fisheries and forestry industries) recorded increases of 58% and 20% respectively in median time lost over the period.

#### Table 32: Serious claims: median time lost (working weeks) by industry, 2000–01 and 2013–14 to 2017‑18

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Industry** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** |
| **Electricity, gas, water and waste services** | 3.4 | 5.2 | 5.8 | 7.0 | 7.9 | 7.2 | 111% |
| **Financial and insurance services** | 4.8 | 6.3 | 6.6 | 6.6 | 9.7 | 8.6 | 79% |
| **Transport, postal and warehousing** | 4.0 | 6.4 | 6.6 | 7.0 | 7.0 | 7.2 | 78% |
| Road transport | 5.2 | 7.0 | 7.4 | 7.9 | 7.8 | 8.2 | 58% |
| **Information media and telecommunications** | 4.0 | 4.6 | 4.9 | 5.9 | 4.4 | 7.0 | 75% |
| **Public administration and safety** | 4.0 | 5.8 | 6.4 | 6.1 | 6.6 | 6.8 | 69% |
| **Mining** | 5.1 | 7.8 | 7.8 | 7.8 | 8.7 | 8.6 | 68% |
| **Retail trade** | 3.4 | 5.0 | 4.8 | 5.0 | 5.3 | 5.5 | 63% |
| **Rental, hiring and real estate services** | 4.4 | 5.4 | 5.3 | 6.0 | 6.5 | 6.6 | 50% |
| **Wholesale trade** | 4.1 | 5.4 | 5.3 | 5.4 | 6.0 | 6.1 | 49% |
| **Administrative and support services** | 4.4 | 5.2 | 5.4 | 5.8 | 6.0 | 6.4 | 45% |
| **Health care and social assistance** | 4.4 | 5.4 | 5.5 | 5.6 | 5.8 | 6.2 | 42% |
| **Manufacturing** | 4.0 | 5.0 | 5.0 | 5.0 | 5.4 | 5.6 | 40% |
| **Construction** | 5.0 | 6.4 | 6.4 | 6.4 | 6.6 | 7.0 | 40% |
| **Other services** | 4.6 | 5.2 | 5.6 | 5.6 | 5.7 | 6.4 | 39% |
| **Arts and recreation services** | 4.6 | 4.9 | 5.4 | 5.4 | 6.2 | 6.3 | 38% |
| **Professional, scientific and technical services** | 4.6 | 6.7 | 5.7 | 5.5 | 6.4 | 6.3 | 36% |
| **Education and training** | 4.0 | 4.4 | 4.6 | 4.5 | 5.0 | 5.1 | 27% |
| **Agriculture, forestry and fishing** | 4.8 | 5.4 | 5.2 | 5.2 | 5.9 | 6.0 | 25% |
| Agriculture | 5.0 | 5.6 | 5.2 | 5.2 | 5.8 | 6.0 | 20% |
| **Accommodation and food services** | 3.8 | 4.0 | 4.0 | 4.4 | 4.0 | 4.1 | 9% |
| **Total** | **4.2** | **5.4** | **5.6** | **5.6** | **6.0** | **6.2** | **48%** |

**Table 33** shows that median payments also increased in all 19 industries between 2000–01 and 2017–18. Increases in payments should be expected, as this reflects increases in wages and the costs of medical treatment. However, the table allows comparisons across industries to be made.

The smallest rises were recorded for the Accommodation and food services (up by 114%) and Education and training (up by 136%) industries.

The largest percentage increases in median payments were recorded for the Financial and insurance services (up by 356%), Electricity, gas, water and waste services (up by 284%), Retail trade (up by 270%) and Transport, postal and warehousing (up by 265%) industries.

Both the Road transport and Agriculture sub-industries recorded an increase in median compensation that was higher than the increase for all industries (up by 244% and 217% respectively).

#### Table 33: Serious claims: median compensation paid by industry, 2000–01 and 2013–14 to 2017–18

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Industry** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** |
| **Financial and insurance services** | $4,100 | $12,700 | $15,400 | $16,000 | $22,600 | $18,800 | 356% |
| **Electricity, gas, water and waste services** | $4,300 | $11,700 | $13,400 | $16,000 | $17,800 | $16,400 | 284% |
| **Retail trade** | $2,600 | $7,300 | $7,900 | $8,800 | $9,900 | $9,600 | 270% |
| **Transport, postal and warehousing** | $4,200 | $12,000 | $13,000 | $14,700 | $15,100 | $15,500 | 265% |
| Road transport | $4,900 | $11,800 | $13,700 | $15,800 | $15,900 | $16,900 | 244% |
| **Agriculture, forestry and fishing** | $3,800 | $9,300 | $9,500 | $10,300 | $11,500 | $12,300 | 224% |
| Agriculture | $3,800 | $9,300 | $9,000 | $10,200 | $11,300 | $12,000 | 217% |
| **Information media and telecommunications** | $5,600 | $12,100 | $13,300 | $16,300 | $11,500 | $17,700 | 216% |
| **Administrative and support services** | $3,400 | $7,100 | $8,500 | $9,900 | $10,000 | $10,400 | 202% |
| **Wholesale trade** | $4,500 | $10,700 | $11,300 | $12,000 | $12,800 | $13,600 | 201% |
| **Manufacturing** | $4,200 | $9,900 | $11,200 | $11,800 | $12,700 | $12,500 | 199% |
| **Public administration and safety** | $5,600 | $12,100 | $13,100 | $14,100 | $16,700 | $16,500 | 197% |
| **Other services** | $4,900 | $9,800 | $11,200 | $13,200 | $13,400 | $13,900 | 183% |
| **Construction** | $5,600 | $13,200 | $14,500 | $15,100 | $15,300 | $15,600 | 180% |
| **Professional, scientific and technical services** | $5,900 | $13,700 | $13,200 | $14,600 | $17,000 | $16,500 | 178% |
| **Rental, hiring and real estate services** | $5,300 | $9,900 | $11,800 | $12,200 | $15,400 | $13,700 | 160% |
| **Arts and recreation services** | $3,600 | $7,400 | $8,200 | $9,100 | $10,300 | $9,400 | 156% |
| **Mining** | $11,200 | $25,200 | $27,300 | $29,000 | $29,800 | $28,600 | 156% |
| **Health care and social assistance** | $4,200 | $7,100 | $8,000 | $8,600 | $9,600 | $10,100 | 144% |
| **Education and training** | $5,100 | $9,100 | $10,400 | $10,600 | $11,500 | $12,100 | 136% |
| **Accommodation and food services** | $3,100 | $5,100 | $5,000 | $5,700 | $6,400 | $6,600 | 114% |
| **Total** | **$4,300** | **$9,600** | **$10,500** | **$11,400** | **$12,400** | **$12,600** | **194%** |

**Table 34** shows the WPI adjusted median compensation paid by industry for 2000–01 and 2013–14 to 2017–18. The smallest percentage increases in median payments occurred in the Education and training (up by 28%), Accommodation and food services (up by 35%) and Health care and social assistance (up by 37%) industries.

The largest percentage increases in WPI adjusted median compensation paid between 2000–01 and 2017–18 were for the Financial and insurance services (up by 160%) and Retail trade (up by 129%) industries.

The Electricity, gas, water and waste services and Transport, postal and warehousing industries also recorded increases of over 100% in WPI adjusted compensation paid over the period. The Mining industry had the highest level of WPI adjusted median compensation paid across all years ($15,500 in 2017-18, more than three times higher than the $4,200 median for Accommodation and food services).

#### Table 34: Serious claims: WPI adjusted median compensation paid by industry, 2000–01 and 2013–14 to 2017–18

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Industry** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** |
| **Financial and insurance services** | $4,100 | $8,000 | $9,400 | $9,500 | $13,100 | $10,700 | 160% |
| **Retail trade** | $2,600 | $4,900 | $5,200 | $5,600 | $6,200 | $5,900 | 129% |
| **Transport, postal and warehousing** | $4,200 | $7,700 | $8,200 | $9,000 | $9,100 | $9,100 | 115% |
| **Electricity, gas, water and waste services** | $4,300 | $6,900 | $7,600 | $8,900 | $9,700 | $8,700 | 105% |
| **Information media and telecommunications** | $5,600 | $8,000 | $8,600 | $10,300 | $7,100 | $10,700 | 92% |
| **Agriculture, forestry and fishing** | $3,800 | $5,800 | $5,900 | $6,200 | $6,800 | $7,100 | 88% |
| **Administrative and support services** | $3,400 | $4,600 | $5,500 | $6,300 | $6,200 | $6,400 | 85% |
| **Wholesale trade** | $4,500 | $6,900 | $7,100 | $7,400 | $7,800 | $8,100 | 79% |
| **Manufacturing** | $4,200 | $6,300 | $6,900 | $7,200 | $7,500 | $7,200 | 71% |
| **Other services** | $4,900 | $6,500 | $7,200 | $8,300 | $8,300 | $8,400 | 71% |
| **Public administration and safety** | $5,600 | $7,400 | $7,900 | $8,300 | $9,600 | $9,300 | 67% |
| **Professional, scientific and technical services** | $5,900 | $8,500 | $8,000 | $8,800 | $10,000 | $9,600 | 61% |
| **Construction** | $5,600 | $7,900 | $8,500 | $8,700 | $8,700 | $8,700 | 56% |
| **Rental, hiring and real estate services** | $5,300 | $6,400 | $7,400 | $7,500 | $9,400 | $8,200 | 55% |
| **Arts and recreation services** | $3,600 | $4,800 | $5,200 | $5,600 | $6,200 | $5,500 | 51% |
| **Mining** | $11,200 | $14,600 | $15,400 | $16,100 | $16,400 | $15,500 | 39% |
| **Health care and social assistance** | $4,200 | $4,400 | $4,800 | $5,100 | $5,500 | $5,700 | 37% |
| **Accommodation and food services** | $3,100 | $3,600 | $3,400 | $3,800 | $4,200 | $4,200 | 35% |
| **Education and training** | $5,100 | $5,500 | $6,100 | $6,000 | $6,400 | $6,600 | 28% |
| **Total** | $4,300 | $6,100 | $6,500 | $6,900 | $7,300 | $7,300 | 71% |

* 1. Occupation

**Table 35** shows that median time lost for serious workers’ compensation claims rose in all eight major occupation groups between 2000–01 and 2017–18.

Sales workers recorded the largest increase in median time lost from work (up by 94%), while Managers had the longest median time lost (7.4 working weeks) in 2017–18.

Professionals recorded the smallest increase in median time lost from work (down by 32%), while Technicians and trades workers had the shortest median time lost (5.7 working weeks) in 2017–18.

#### 

#### Table 35: Serious claims: median time lost (working weeks) by occupation, 2000–01 and 2013−14 to 2017–18

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Occupation** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** |
| Sales workers | 3.4 | 5.6 | 5.7 | 6.0 | 6.2 | 6.6 | 94% |
| Machinery operators and drivers | 4.4 | 6.0 | 6.2 | 6.2 | 6.6 | 6.9 | 56% |
| Clerical and administrative workers | 4.8 | 6.6 | 6.6 | 6.4 | 7.0 | 7.2 | 50% |
| Community and personal service workers | 4.0 | 5.2 | 5.5 | 5.6 | 5.7 | 6.0 | 50% |
| Managers | 5.0 | 6.2 | 6.2 | 6.4 | 6.9 | 7.4 | 48% |
| Labourers | 4.2 | 5.3 | 5.3 | 5.4 | 5.8 | 6.0 | 44% |
| Technicians and trades workers | 4.0 | 5.0 | 5.0 | 5.0 | 5.2 | 5.7 | 42% |
| Professionals | 4.6 | 5.2 | 5.4 | 5.4 | 5.9 | 6.0 | 32% |
| **Total** | **4.2** | **5.4** | **5.6** | **5.6** | **6.0** | **6.2** | **48%** |

**Table 36** shows that median compensation payments have increased in all major occupation groups from 2000–01 to 2017–18. Sales workers recorded the largest percentage increase, rising by 298% from $2,400 in 2000–01 to $9,700 in 2017–18; followed by Machinery operators and drivers (up by 218%) and Labourers (up by 214%). Professionals recorded the smallest increase in median compensation payments over the period, increasing by 143% from $5,800 in 2000–01 to $14,100 in 2017–18. However, most industries recorded only modest increases between 2016-17 and 2017-18.

Managers had the highest level of median compensation paid of all occupations for 5 of the 6 years shown in the table ($17,900 in 2017-18). In contrast, Sales workers recorded the lowest level of median compensation paid in 3 of the 6 years ($9,700 in 2017-18).

#### Table 36: Serious claims: median compensation paid by occupation, 2000–01 and 2013−14 to 2017–18

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Occupation** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** |
| Sales workers | $2,400 | $7,800 | $8,600 | $9,100 | $9,600 | $9,700 | 298% |
| Machinery operators and drivers | $4,700 | $12,000 | $13,100 | $14,200 | $15,100 | $15,000 | 218% |
| Labourers | $3,700 | $8,700 | $9,400 | $10,500 | $11,200 | $11,600 | 214% |
| Technicians and trades workers | $4,300 | $10,000 | $11,000 | $11,700 | $12,500 | $12,700 | 193% |
| Managers | $6,100 | $13,100 | $14,700 | $15,800 | $18,200 | $17,900 | 191% |
| Clerical and administrative workers | $6,000 | $13,300 | $14,700 | $15,000 | $16,500 | $16,600 | 177% |
| Community and personal service workers | $3,900 | $7,100 | $7,700 | $8,600 | $9,800 | $10,200 | 161% |
| Professionals | $5,800 | $10,300 | $11,600 | $12,700 | $13,900 | $14,100 | 143% |
| **Total** | **$4,300** | **$9,600** | **$10,500** | **$11,400** | **$12,400** | **$12,600** | **194%** |

* 1. Nature of injury and disease

**Table 37** shows that the median time lost for injury and musculoskeletal disorder claims was 4.0 working weeks in 2000–01 and has risen by 46% to 5.8 working weeks in 2017–18. Median time lost for claims involving diseases increased by 76% over the same period, from 6.8 working weeks in 2000–01 to 12.0 working weeks in 2017–18.

Among injury claims, Injuries to nerves and spinal cord involved the longest median time lost from work in 2000‑01 (26.2 weeks), but this had decreased by 23% to 20.1 working weeks in 2017–18. The median time lost increased for all other injury types over the period.

Among disease claims, median time lost decreased for Respiratory system diseases (down by 13%) and Circulatory system diseases (down by 4%) over the period but increased for all other disease types.

Neoplasms (cancer) recorded the largest increase in median time lost, rising by 123% from 2.9 working weeks in 2000–01 to 8.6 in 2017–18. This was followed by Mental health conditions (which account for the highest number of disease claims), which increased by 86% from 11.2 working weeks in 2000–01 to 20.8 weeks in 2017–18.

#### Table 37: Serious claims: median time lost (working weeks) by nature of injury or disease, 2000–01 and 2013−14 to 2017–18

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Nature of injury/disease** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** |
| **Injury and musculoskeletal disorders** | | | | | | | |
| **Injury to nerves and spinal cord** | 26.2 | 9.1 | 13.4 | 10.8 | 11.3 | 20.1 | -23% |
| **Musculoskeletal and connective tissue diseases** | 8.4 | 8.6 | 8.8 | 9.0 | 9.0 | 9.8 | 16% |
| **Fractures** | 6.8 | 7.8 | 7.6 | 7.8 | 8.0 | 8.2 | 21% |
| **Traumatic joint/ligament and muscle/tendon injury** | 4.1 | 5.0 | 5.0 | 5.2 | 5.4 | 5.8 | 42% |
| **Other injuries\*** | 2.4 | 4.0 | 4.0 | 4.0 | 4.4 | 5.1 | 109% |
| **Other claims\*\*** | 3.8 | 4.4 | 3.7 | 4.8 | 6.8 | 4.0 | 5% |
| **Intracranial injuries** | 2.6 | 5.0 | 3.6 | 4.3 | 3.4 | 3.8 | 46% |
| **Wounds, lacerations, amputations and internal organ damage** | 2.4 | 2.7 | 2.8 | 2.8 | 3.0 | 3.0 | 25% |
| **Burn** | 2.0 | 2.0 | 2.0 | 2.2 | 2.0 | 2.1 | 6% |
| **Total: injury and musculoskeletal disorders** | **4.0** | **5.0** | **5.1** | **5.2** | **5.4** | **5.8** | **46%** |
| **Diseases** | | | | | | | |
| **Mental health conditions** | 11.2 | 15.4 | 16.6 | 16.9 | 18.6 | 20.8 | 86% |
| **Circulatory system diseases** | 15.0 | 6.3 | 6.0 | 7.3 | 8.4 | 14.4 | -4% |
| **Other diseases\*** | 5.7 | 3.4 | 4.0 | 4.5 | 8.1 | 10.1 | 75% |
| **Nervous system and sense organ diseases** | 8.1 | 8.4 | 8.2 | 8.5 | 9.2 | 9.2 | 14% |
| **Neoplasms (cancer)** | 3.9 | 5.3 | 4.7 | 5.3 | 3.6 | 8.6 | 123% |
| **Digestive system diseases** | 5.8 | 5.6 | 5.8 | 5.4 | 6.0 | 6.0 | 4% |
| **Respiratory system diseases** | 4.6 | 4.0 | 5.1 | 4.8 | 6.0 | 4.0 | -13% |
| **Skin and subcutaneous tissue diseases** | 2.3 | 2.4 | 2.7 | 2.6 | 2.8 | 2.6 | 16% |
| **Infectious and parasitic diseases** | 2.0 | 2.4 | 2.2 | 2.8 | 3.0 | 2.4 | 20% |
| **Total: diseases** | **6.8** | **8.6** | **9.2** | **9.8** | **10.7** | **12.0** | **76%** |

\*‘Other injuries’ and ‘Other diseases’ are miscellaneous categories used to classify injuries and diseases not classified elsewhere.

\*\* ‘Other claims’ refers to injury types that recorded small numbers and are combined in a single category for this table.

**Table 38** shows that the highest median compensation paid for any workers compensation claim was for Injury to nerves and spinal cord at $57,700 in 2000–01. This has fallen by 35% since 2000–01, but remains the costliest injury type at $37,300 in 2017–18.

Costs for all other injury and disease types increased from 2000-01 to 2017-18. The largest increases over the period were for Intracranial injuries (up 253%), Circulatory system diseases (up 226%), Wounds, lacerations, amputations and internal organ damage (up 218%) and Mental health conditions (up by 209%). Mental health conditions also involved the highest median compensation amounts for all diseases in recent years.

#### Table 38: Serious claims: median compensation paid by nature of injury or disease, 2000–01 and 2013−14 to 2017–18

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Nature of injury/disease** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** |
| **Injury and musculoskeletal disorders** | | | | | | | |
| **Injury to nerves and spinal cord** | $57,700 | $16,900 | $37,700 | $24,100 | $23,900 | $37,300 | -35% |
| **Musculoskeletal and connective tissue diseases** | $5,900 | $12,700 | $13,900 | $15,000 | $15,800 | $15,800 | 168% |
| **Fractures** | $9,900 | $12,200 | $13,200 | $14,200 | $15,300 | $15,100 | 52% |
| **Other injuries\*** | $2,400 | $7,300 | $7,200 | $8,800 | $9,300 | $11,800 | 386% |
| **Traumatic joint/ligament and muscle/tendon injury** | $4,200 | $9,200 | $10,000 | $11,000 | $11,600 | $11,700 | 177% |
| **Other claims\*\*** | $3,300 | $6,900 | $5,800 | $8,700 | $9,900 | $9,700 | 193% |
| **Wounds, lacerations, amputations and internal organ damage** | $2,400 | $7,700 | $5,900 | $8,100 | $6,400 | $7,700 | 218% |
| **Intracranial injuries** | $2,200 | $5,200 | $5,900 | $6,500 | $7,600 | $7,700 | 253% |
| **Burn** | $1,200 | $2,300 | $2,300 | $3,000 | $3,000 | $3,000 | 155% |
| **Total: injury and musculoskeletal disorders** | **$3,900** | **$8,800** | **$9,600** | **$10,500** | **$11,300** | **$11,500** | **197%** |
| **Diseases** | | | | | | | |  |  |  |  |  |  |  |
| **Mental health conditions** | $11,600 | $25,900 | $29,000 | $31,600 | $33,600 | $35,900 | 209% |
| **Neoplasms (cancer)** | $13,800 | $14,100 | $12,700 | $16,800 | $15,100 | $28,400 | 106% |
| **Circulatory system diseases** | $8,500 | $28,600 | $19,300 | $22,100 | $13,100 | $27,700 | 226% |
| **Nervous system and sense organ diseases** | $8,400 | $15,000 | $15,800 | $18,100 | $19,100 | $18,400 | 119% |
| **Other diseases\*** | $4,600 | $6,400 | $4,900 | $8,200 | $22,000 | $17,100 | 272% |
| **Digestive system diseases** | $6,800 | $12,300 | $13,000 | $13,600 | $14,500 | $14,100 | 107% |
| **Respiratory system diseases** | $4,300 | $7,200 | $12,300 | $9,700 | $14,900 | $7,200 | 67% |
| **Skin and subcutaneous tissue diseases** | $2,000 | $3,700 | $4,000 | $3,900 | $5,000 | $5,200 | 160% |
| **Infectious and parasitic diseases** | $1,400 | $3,100 | $3,700 | $4,400 | $6,500 | $4,100 | 193% |
| **Total: diseases** | **$7,500** | **$15,600** | **$17,400** | **$18,900** | **$21,200** | **$22,600** | **202%** |
| **Total: serious claims** | **$4,300** | **$9,600** | **$10,500** | **$11,400** | **$12,400** | **$12,600** | **194%** |

\*‘Other injuries’ and ‘Other diseases’ are miscellaneous categories used to classify injuries and diseases not classified elsewhere.

\*\* ‘Other claims’ refers to injury types that recorded small numbers and are combined in a single category for this table.

* 1. Mechanism of injury or disease

**Table 39** shows that between 2000–01 and 2017–18, median time lost increased for all mechanism categories except for Heat, electricity and other environmental factors which recorded no change. The largest increase was for Mental stress, which increased by more than eight working weeks, from 11.4 working weeks in 2000–01 to 21.0 working weeks in 2017–18.

Mental stress claims involved the longest median time lost for all years in the series. By 2017-18 median time lost for these claims had risen to more than three times the median time lost for all claims (21.0 working weeks, compared to 6.2 for all claims) and were the equivalent of the median time lost to vehicle incidents, body stressing and fall, trips and slips combined in 2017-18.

#### Table 39: Serious claims: median time lost (working weeks) by mechanism of injury or disease, 2000−01 and 2013−14 to 2017–18

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Mechanism of injury or disease** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** |
| **Mental stress** | 11.4 | 16.2 | 17.2 | 17.4 | 19.0 | 21.0 | 84% |
| **Vehicle incidents and other** | 5.2 | 6.4 | 6.2 | 6.1 | 6.6 | 6.9 | 31% |
| Vehicle accident | 6.0 | 7.6 | 7.0 | 7.0 | 7.3 | 7.6 | 27% |
| **Body stressing** | 4.6 | 6.0 | 6.0 | 6.0 | 6.4 | 6.8 | 48% |
| Muscular stress while handling objects | 4.6 | 6.2 | 6.1 | 6.2 | 6.6 | 7.2 | 57% |
| Muscular stress while lifting, carrying, or putting down objects | 4.3 | 6.0 | 5.8 | 5.9 | 6.0 | 6.4 | 49% |
| Muscular stress with no objects being handled | 4.0 | 4.8 | 5.0 | 5.2 | 5.2 | 5.5 | 38% |
| **Falls, trips and slips of a person** | 4.6 | 6.0 | 6.2 | 6.2 | 6.4 | 6.8 | 49% |
| Falls from a height | 5.6 | 7.0 | 7.4 | 7.4 | 7.9 | 7.9 | 41% |
| Falls on the same level | 4.2 | 5.6 | 6.0 | 6.0 | 6.0 | 6.4 | 53% |
| **Sound and pressure** | 4.0 | 4.7 | 5.0 | 4.1 | 4.6 | 6.4 | 61% |
| **Being hit by moving objects** | 3.2 | 4.0 | 4.0 | 4.0 | 4.3 | 4.2 | 29% |
| Being trapped by moving machinery or equipment | 4.4 | 4.6 | 4.9 | 4.4 | 4.7 | 5.0 | 14% |
| Being assaulted by a person or persons | 4.2 | 4.7 | 4.7 | 5.4 | 6.0 | 5.6 | 33% |
| Being bitten by an animal | 2.0 | 2.1 | 2.4 | 2.2 | 2.1 | 2.1 | 6% |
| Being trapped between stationary and moving objects | 3.1 | 3.7 | 4.0 | 4.0 | 4.0 | 4.2 | 36% |
| **Hitting objects with a part of the body** | 2.4 | 2.7 | 2.8 | 2.9 | 3.0 | 3.0 | 25% |
| Hitting moving objects | 2.4 | 2.6 | 2.4 | 2.7 | 2.8 | 2.8 | 17% |
| Hitting stationary objects | 2.6 | 2.8 | 3.2 | 3.0 | 3.2 | 3.4 | 32% |
| **Chemicals and other substances** | 2.2 | 2.2 | 2.2 | 2.0 | 2.4 | 2.5 | 14% |
| **Biological factors** | 2.0 | 2.0 | 2.0 | 3.2 | 2.9 | 2.4 | 20% |
| **Heat, electricity and other environmental factors** | 2.0 | 2.0 | 2.0 | 2.2 | 2.0 | 2.0 | 0% |
| **Total** | **4.2** | **5.4** | **5.6** | **5.6** | **6.0** | **6.2** | **48%** |

**Table 40** shows that Mental stress claims also involved the highest median compensation paid amounts for all years in the series. In 2017-18, the median cost of a mental stress claim was $36,600, almost three times the median compensation amount for all serious claims ($12,600).

The largest increase in median compensation payments from 2000-01 to 2017-18 was for Hitting moving objects, which increased by 323% from $2,000 in 2000–01 to $8,300 in 2017–18.

#### Table 40: Serious claims: median compensation paid by mechanism of injury or disease, 2000−01 and 2013−14 to 2017–18

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Mechanism of injury or disease** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** |
| **Mental stress** | $12,000 | $27,300 | $30,100 | $32,700 | $34,500 | $36,600 | 204% |
| **Sound and pressure** | $4,300 | $10,900 | $11,600 | $11,000 | $12,500 | $17,400 | 301% |
| **Vehicle incidents and other** | $5,300 | $11,700 | $11,800 | $12,400 | $13,800 | $15,000 | 181% |
| Vehicle accident | $7,000 | $12,900 | $12,800 | $13,200 | $14,100 | $15,900 | 128% |
| **Body stressing** | $4,900 | $10,400 | $11,400 | $12,300 | $13,300 | $13,300 | 174% |
| Muscular stress while handling objects | $4,800 | $10,500 | $11,300 | $12,200 | $13,400 | $13,500 | 181% |
| Muscular stress while lifting, carrying, or putting down objects | $4,400 | $9,800 | $10,500 | $11,600 | $12,500 | $12,500 | 182% |
| Muscular stress with no objects being handled | $4,700 | $9,300 | $10,600 | $11,700 | $11,900 | $12,200 | 157% |
| **Falls, trips and slips of a person** | $4,600 | $10,300 | $11,400 | $12,300 | $12,900 | $12,900 | 181% |
| Falls from a height | $5,800 | $12,700 | $14,100 | $15,600 | $16,600 | $16,800 | 188% |
| Falls on the same level | $4,200 | $9,800 | $10,800 | $11,800 | $11,900 | $12,200 | 194% |
| **Being hit by moving objects** | $3,300 | $7,200 | $7,900 | $8,600 | $9,700 | $9,400 | 187% |
| Being trapped by moving machinery or equipment | $5,300 | $10,200 | $13,000 | $12,700 | $13,400 | $12,800 | 142% |
| Being assaulted by a person or persons | $4,000 | $7,000 | $7,700 | $9,100 | $11,400 | $10,500 | 161% |
| Being hit by an animal | $3,600 | $7,500 | $7,400 | $8,700 | $10,300 | $10,800 | 197% |
| Being trapped between stationary and moving objects | $3,000 | $7,500 | $8,400 | $9,000 | $9,700 | $10,100 | 238% |
| **Hitting objects with a part of the body** | $2,100 | $5,300 | $5,900 | $6,700 | $7,700 | $7,900 | 266% |
| Hitting moving objects | $2,000 | $5,400 | $5,600 | $6,900 | $7,900 | $8,300 | 323% |
| Hitting stationary objects | $2,400 | $5,300 | $6,200 | $6,400 | $7,400 | $7,300 | 207% |
| **Chemicals and other substances** | $1,800 | $3,300 | $3,200 | $3,200 | $4,700 | $4,500 | 153% |
| **Biological factors** | $1,400 | $2,900 | $3,600 | $5,300 | $5,900 | $4,400 | 226% |
| **Heat, electricity and other environmental factors** | $1,300 | $2,500 | $2,300 | $3,000 | $3,000 | $3,100 | 144% |
| **Total** | **$4,300** | **$9,600** | **$10,500** | **$11,400** | **$12,400** | **$12,600** | **194%** |

* 1. Breakdown agency of injury or disease

**Table 41** shows that all breakdown agencies recorded an increase in median time lost between 2000‑01 and 2017‑18. Chemicals and chemical products involved both the shortest median time lost in each year of the series, and the lowest increase over the period (15%).

Mobile plant and transport involved the longest median time lost in 3 of the 6 years of the series, while the largest increase over the period involved Environmental agencies.

#### Table 41: Serious claims: median time lost (working weeks) by breakdown agency of injury or disease, 2000–01 and 2013−14 to 2017–18

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Breakdown agency of injury or disease** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** |
| Environmental agencies | 4.0 | 5.6 | 6.0 | 6.0 | 6.1 | 6.6 | 64% |
| Animal, human and biological agencies | 4.6 | 6.0 | 6.0 | 6.3 | 6.7 | 7.0 | 53% |
| Non-powered handtools, appliances and equipment | 3.6 | 5.0 | 4.7 | 5.0 | 5.0 | 5.3 | 47% |
| Mobile plant and transport | 4.5 | 6.2 | 6.3 | 6.3 | 6.6 | 6.6 | 46% |
| Other and unspecified agencies | 5.8 | 7.0 | 7.4 | 7.1 | 8.0 | 8.4 | 45% |
| Materials and substances | 3.8 | 4.8 | 4.8 | 4.7 | 5.0 | 5.4 | 44% |
| Machinery and (mainly) fixed plant | 4.0 | 4.6 | 4.8 | 4.9 | 5.5 | 5.3 | 33% |
| Powered equipment, tools and appliances | 4.2 | 5.0 | 4.9 | 5.1 | 5.0 | 5.0 | 19% |
| Chemicals and chemical products | 2.6 | 3.0 | 2.9 | 2.8 | 3.6 | 3.0 | 15% |
| **Total** | **4.2** | **5.4** | **5.6** | **5.6** | **6.0** | **6.2** | **48%** |

**Table 42** shows that between 2000–01 and 2017–18 all major breakdown agencies recorded an increase in median compensation paid. Three breakdown agencies (Machinery and (mainly) fixed plan; Animal, human and biological agencies; and Non-powered handtools, appliances and equipment) recorded percentage changes over 200% (and higher than the increase for all claims of 194%).

#### Table 42: Serious claims: median compensation paid by breakdown agency of injury or disease, 2000–01 and 2013−14 to 2017–18

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Breakdown agency of injury or disease** | **2000–01** | **2013–14** | **2014–15** | **2015–16** | **2016–17** | **2017–18** | **% chg** |
| Machinery and (mainly) fixed plant | $4,100 | $9,700 | $11,500 | $12,000 | $13,800 | $13,000 | 219% |
| Animal, human and biological agencies | $4,100 | $8,900 | $9,800 | $11,000 | $12,200 | $12,900 | 215% |
| Non-powered handtools, appliances and equipment | $3,400 | $8,400 | $9,100 | $9,800 | $10,500 | $10,700 | 212% |
| Other and unspecified agencies | $6,400 | $13,400 | $14,300 | $15,900 | $17,500 | $18,800 | 195% |
| Environmental agencies | $4,200 | $9,700 | $11,100 | $11,700 | $12,500 | $12,300 | 193% |
| Mobile plant and transport | $4,900 | $11,300 | $12,300 | $12,900 | $14,500 | $14,100 | 191% |
| Materials and substances | $3,800 | $8,700 | $9,100 | $9,900 | $10,700 | $10,800 | 189% |
| Chemicals and chemical products | $2,300 | $4,500 | $4,500 | $5,500 | $7,600 | $6,400 | 171% |
| Powered equipment, tools and appliances | $4,900 | $9,600 | $10,800 | $11,500 | $12,100 | $11,700 | 140% |
| **Total** | **$4,300** | **$9,600** | **$10,500** | **$11,400** | **$12,400** | **$12,600** | **194%** |

**Glossary**

## Age

The age of the employee at the time of injury or the date when the disease was first reported to their employer.

## Bodily location of injury or disease

The part of the body most seriously affected by the most serious injury or disease experienced by the employee.

## Breakdown agency of injury or disease

The object, substance or circumstance that was principally involved in, or most closely associated with, the point at which things started to go wrong and which ultimately led to the most serious injury or disease.

## Compensation paid

Payments include compensation paid to claimants for: benefits paid to an employee or the employee’s surviving dependents; outlays for goods and services such as medical treatment and funeral expenses; rehabilitation services; noncompensation payments such as legal costs, transport and interpreter services; and common law settlements, which may incorporate estimates of future liability and indirect costs such as loss of productivity.

## Disease

A condition resulting from repeated or long-term exposure to an agent or event. This is consistent with the International Conference of Labour Statisticians’ definition of occupational diseases: ‘a disease contracted as a result of an exposure over a period of time to risk factors arising from work activity’ (International Labour Organization 1998).

## Employee

The ABS defines an employee as ‘a person who works for a public or private employer and receives remuneration in wages, salary, a retainer fee from their employer while working on a commission basis, tips, piece–rates, or payment in kind; or a person who operates his or her own incorporated enterprise with or without hiring employees’ (ABS 2007).

In calculating incidence rates, Safe Work Australia uses an estimate of the number of jobs worked by employees. Employees with more than one job (multiple jobholders) face exposures to distinct risks of injury and disease in each separate job. Therefore, the ABS supplies Safe Work Australia with derived estimates of employee jobs for use as the denominators in calculating incidence rates (see explanatory note 12). The employee count is an estimate of how many jobs were worked by people classified as employees in their main jobs on average over the reference period.

## Financial year

A financial year begins on 1 July and ends on 30 June.

## Frequency rate

The number of serious claims per million hours worked is calculated using the following formula: number of serious claims / number of hours worked annually by employees x 1,000,000.

## Hours usually worked

The number of hours the employee or claimant usually works in a week, whether full-time or part-time as defined by the jurisdiction for compensation purposes.

## Hours worked

The ABS supplies Safe Work Australia with estimates of the total number of hours worked by all employees in the reference period. These estimates provide a measure of the time that employees are exposed to work-related risks. Hours worked does not include paid leave such as annual leave or sick leave.

## Incidence rate

The number of serious claims per 1,000 employees is calculated using the following formula: number of serious claims / number of employees x 1,000.

## Industry

The industry of the claimant’s employer, which is coded using the Australian and New Zealand Standard Industrial Classification, 2006.

## Injury

A condition resulting from a single traumatic event where the harm or hurt is immediately apparent. For example, a cut resulting from an incident with a knife or burns resulting from an acid splash. This is consistent with the International Conference of Labour Statisticians’ definition of occupational injuries: ‘any personal injury, disease or death resulting from an occupational accident’ which is defined as ‘an unexpected and unplanned occurrence, including acts of violence, arising out of or in connection with work which results in one or more workers incurring a personal injury, disease or death’ (International Labour Organization 1998).

## Mechanism of injury or disease

The action, exposure or event that directly caused the most serious injury or disease experienced by the employee.

## Median

The value that is in the middle when observations are ranked from lowest to highest. Half of the observations are higher than the median and half are lower. For an even number of observations, the median is the arithmetic mean of the two values in the middle.

## Nature of injury or disease

The nature of injury or disease classification provides the framework for coding the most serious injury or disease experienced by the employee.

## Occupation

The claimant’s occupation, which is coded using the Australian and New Zealand Standard Classification of Occupations, First Edition.

## Serious claim

A serious claim is an accepted workers’ compensation claim for an incapacity that results in a total absence from work of one working week or more. Claims in receipt of common-law payments are also included. Claims arising from a journey to or from work or during a recess period are not compensable in all jurisdictions and are excluded.

Serious claims exclude compensated fatalities.

## Time lost from work

The number of compensated hours an employee was absent from work.

## Working week

The number of working weeks lost is calculated by dividing the amount of time lost by the hours usually worked by an employee per week. Claims requiring one working week or more of time off are classified as serious claims.

**Explanatory notes**

1. Scope and coverage

The NDS is comprised of accepted workers’ compensation claims, which are presented by the financial year of lodgement. A financial year begins on 1 July and ends on 30 June.

The NDS does not cover all cases of work-related injuries and diseases for the reasons below:

* While state, territory and Commonwealth Government workers’ compensation legislation provides coverage for the majority of employees, some specific groups of workers are covered under separate legislation. Claims lodged by police in Western Australia and military personnel of the Australian Defence Forces are not included.
* Work-related injuries and diseases of self-employed workers are under-represented because workers’ compensation schemes do not generally cover self-employed workers. Around 10% of Australian workers are self-employed. Denominators used to calculate rates only include the jobs and hours of employees who are eligible for workers’ compensation.
* Mesothelioma claims are under-represented because many mesothelioma cases, which are commonly linked to work-related exposure to asbestos, are compensated through mechanisms other than workers’ compensation.
* Diseases are under-represented because many diseases result from long-term exposure to agents or have long latency periods, which makes the link between the work-related disease and the workplace difficult to establish.

2. Age of employee

The age of an employee is derived from their date of birth and the date on which the injury occurred or the disease was first reported to the employer. Data related to the 65+ years age group should be used with caution as claims can be made by people who are no longer in the workforce, particularly for work-related diseases that arise after employees retire. The employee estimates only count people who are currently working. Rates for this age group may overstate the actual rates.

3. Time lost from work

Time lost from work is measured in working weeks and excludes estimates of future absences. Time lost from work comprises the total period of time for which compensation was paid. The time lost is not necessarily continuous and may occur over a number of separate periods. Where an employee returns to work part-time, they may continue to receive pro-rata payments and the total number of hours for which compensation has been paid is included in calculating the time lost.

The median is used as the measure of central tendency because long-term claims that involve lengthy periods of time lost from work would significantly skew an arithmetic mean.

Data from the preliminary year are excluded when reporting time lost from work because claims from the preliminary year are likely to be open and claimants may accrue more time off work in subsequent years.

4. Compensation paid

The median is used as the measure of central tendency because long-term claims that involve lengthy periods of time lost from work would significantly skew an arithmetic mean. The calculation of median compensation payments includes payments for all serious claims for each financial year, including zero-dollar claims. Amounts of compensation paid are rounded to the nearest $100.

Data from the preliminary year are excluded when reporting compensation paid because claims from the preliminary year are likely to be open and claimants may accrue more compensation payments in subsequent years.

5. Industry classification

Information about the industry of the claimant’s employer is coded using the *Australian and New Zealand Standard Industrial Classification, 2006*.

Because industry is based on the claimant’s employer, a claim made by a person employed under labour hire arrangements is coded to the labour supply services industry class, which is in the Administrative and support services industry. Industry of employer will be different to industry of workplace for some employees.

6. Occupation classification

Information about the occupation of the claimant is coded using the *Australian and New Zealand Standard Classification of Occupations, First Edition*.

7. Details of injuries and diseases

Information about injuries and diseases of claimants is coded using the *Type of Occurrence Classification System, Third Edition, Revision 1*. The classification system is used to code the:

* nature of injury or disease
* bodily location of injury or disease
* mechanism of injury or disease
* breakdown agency of injury or disease, and
* agency of injury or disease.

8. Insufficiently coded data

Some claims are not fully coded due to insufficient information being provided at the time of the claim. Where there is a significant number of incompletely coded claims, they may be separately identified in residual categories like ‘other and unspecified’ or ‘not elsewhere classified’. These claims are included when totals are calculated.

9. Confidentiality

Claim numbers are rounded to the nearest five to help protect confidential information about employers and employees. Due to rounding, differences may appear between the reported totals and the sums of rows or columns.

10. Time-series analyses

Caution should be used when comparing preliminary and non-preliminary data. Non-preliminary data are more likely to have been finalised and are generally more accurate than preliminary data.

When analysing trends over time, consideration needs to be given to legislative changes that may influence trends in workers’ compensation data. Information on workers’ compensation arrangements can be found in Safe Work Australia’s *Comparison of Workers’ Compensation Arrangements in Australia and New Zealand.*

11. Frequency and incidence rates

Frequency rates are expressed as the number of serious claims per million hours worked, while incidence rates are expressed as the number of serious claims per 1,000 employees.

Compared with an incidence rate, a frequency rate is a more precise and accurate measure of work health and safety because it reflects the number of injuries and diseases per hour worked. It is important to account for the number of hours worked because there are significant differences in the number of hours worked by different groups of employees and employees at different points in time. The differences in the number of hours worked mean that employees’ exposure to work-related risks vary considerably. A frequency rate accounts for these differences and allows accurate comparisons to be made of different groups of employees and employees at different points in time.

12. Denominators used to calculate rates

Estimates of the number of employees and hours worked for each Australian workers’ compensation jurisdiction are supplied annually by the ABS. The data are primarily derived from the Labour Force Survey, which are adjusted to account for differences in scope between the Labour Force Survey and workers’ compensation coverage.

The ABS provides two sets of estimates for each jurisdiction—one is split by gender, age and industry and the second is split by occupation. This restricts presentation of rates to the categories supported by the ABS data. Therefore, it is not possible to calculate rates for occupational groups within specific industries. As these two sets of estimates are based on different data sources, total employment and hours worked estimates may vary slightly. As a result rates and percentage changes may also differ slightly for estimates calculated from the occupation data set.

In 2008, the ABS conducted a review of the methodology used to calculate the number of employees in each industry and the number of hours worked by each employee. After the review, the ABS made changes to its methodology, which increased its estimates. As the ABS could only supply new estimates from 2005–06 onwards, estimates for previous years were adjusted based on the movement between the old and new estimates for 2005–06 to avoid a break in the time series. Reports from 2007–08 onwards use these new estimates.

Following the review, the major change to the estimates was in the industry coding of ‘jobs other than the main job’ of multiple job holders. Where previously the second job was combined into the industry of the first job, these have now been separated to be shown in the industry in which the employee works in each separate job. This resulted in changes to rates in some industries. In particular, a decrease in employee estimates occurred in Public administration and safety, Manufacturing, and Health care and social assistance as these were the industries where a greater proportion held a second job. An increase occurred in Arts and recreation services, and Accommodation and food services as these were the industries where the second job was most commonly worked.

While the ABS is able to adjust the employee estimates to account for the industries where the second job was worked, it is unable to adjust the hours worked in a similar manner. All hours worked are allocated to the industry of the main job.

Because eligibility for workers’ compensation varies from jurisdiction to jurisdiction, further adjustments are necessary. The most significant adjustments are outlined below:

* Police in Western Australia, who are covered by a separate scheme that does not report data to Safe Work Australia, are excluded from the denominators.
* Under previous Queensland legislation, owner-managers of incorporated enterprises (OMIEs), who are included in the standard definition of ‘employee’, had the option of purchasing workers’ compensation insurance. Based on 2006 census data, 10% of employed people in Queensland were OMIEs, an unknown number of whom were covered by workers’ compensation. Prior to the legislation change (1 July 2013), this population was excluded from denominator and claims data. Data from 1 July 2013 onwards will explicitly include OMIEs in both denominator and numerator data.

13. Adjustment of Victorian data

Safe Work Australia uses one working week of time lost from work as the cut-off for the classification of a ‘serious claim’ – a nationally standardised measure. This cut-off was chosen because most jurisdictions have an employer excess of one week or less. Since claims with an absence of at least one week are generally processed by the workers’ compensation authority, the use of a one-week cut-off ensures comparable data are compiled from all jurisdictions so that an accurate national estimate can be produced.

However, under the Victorian workers’ compensation scheme, employers are liable for the first 10 working days lost by the injured or ill worker (for an employee working two days per week, for instance, that would amount to five weeks’ pay), plus the first $707 of medical services (for the year 2018/19—indexed annually), unless the employer elects an ‘excess buy-out’ option. Since information on claims paid solely by employers is not always provided to the workers’ compensation authority, the national count of serious claims is affected.

To correct for this under-counting, Victorian claims of one to two weeks’ duration are increased by a factor to represent the ‘missing claims’. The factor is calculated by comparing the percentage of claims of one to two weeks’ duration for Victoria with the percentage of claims of one to two weeks’ duration for all other Australian jurisdictions at the industry division level and by nature of injury or disease. The factoring makes the percentage of claims in each industry and nature group in Victoria match the Australian average for claims of this duration. This factoring increases Victorian claims by around 13% in 2018–19 and the Australian count by less than 3%.

14. Reliability of data

Data are subject to two types of errors—non-sampling errors and sampling errors.

## Non–sampling error

Non-sampling errors may occur in any statistical collection due to:

* incorrect inclusion or exclusion of respondents or cases
* non-response of respondents
* inaccurate information from respondents
* inaccurate recording of information by data collectors
* deficiencies in data collection materials and processes, and
* errors that occur during the entry, coding and editing of data.

Non-sampling errors may affect the numerator and denominator data, and is difficult to quantify.

## Sampling error

Sampling error is a measure of the variation that occurs when a sample, rather than an entire population, is surveyed. Standard error indicates the extent to which an estimate of a sample varies from the estimate of the population from which it is drawn. When a standard error is expressed as a percentage of the estimate to which it relates, it is known as a relative standard error (RSE).

The denominator data used to calculate rates of serious claims are subject to sampling error. Rates that are calculated using denominators with high RSEs are annotated with one asterisk (\*) to indicate that the RSE of the denominator is 25% or higher and two asterisks (\*\*) if the RSE is 50% or higher.

# References

Australian Bureau of Statistics (ABS) 2007. Labour Statistics: Concepts, Sources and Methods, August 2006. ABS catalogue number 6102.0.55.001. Canberra: ABS. <http://www.abs.gov.au/ausstats/abs@.nsf/allprimarymainfeatures/5cbef69b3f02291fca2572c100201026?opendocument>

Australian Bureau of Statistics (ABS) and Statistics New Zealand 2006. Australian and New Zealand Standard Classification of Occupations, First Edition. ABS catalogue number 1220.0. Canberra: ABS. <http://www.abs.gov.au/ausstats/abs@.nsf/allprimarymainfeatures/f6a0bb67c088f217ca2575df001cadc7?opendocument>

Australian Bureau of Statistics (ABS) and Statistics New Zealand 2006. Australian and New Zealand Standard Industrial Classification, 2006. ABS catalogue number 1292.0. Canberra: ABS. <http://www.abs.gov.au/ausstats/abs@.nsf/allprimarymainfeatures/a77d93484dc49d63ca25712300056842?opendocument>

Australian Bureau of Statistics (ABS) 2019, Wage Price Index, Australia, June 2019, ABS Catalogue number 6345.0, Canberra: ABS.  
<http://www.abs.gov.au/ausstats/abs@.nsf/mf/6345.0>

Australian Safety and Compensation Council (ASCC) 2008. Type of Occurrence Classification System, Third Edition, Revision 1. Canberra: ASCC.

<https://www.safeworkaustralia.gov.au/doc/national-dataset-compensation-based-statistics-3rd-edition-revision-1>

International Labour Organization (ILO) 1998. Resolution Concerning Statistics of Occupational Injuries. The Sixteenth International Conference of Labour Statisticians. Geneva: ILO.

National Centre for Classification in Health (NCCH) 2006. The International Statistical Classification of Diseases and Related Health Problems, Tenth Revision, Australian Modification (ICD–10–AM). Sydney: NCCH.

National Occupational Health and Safety Commission (NOHSC) 2004. National Data Set for Compensation-based Statistics, Third Edition. Canberra: NOHSC.

<https://www.safeworkaustralia.gov.au/doc/national-data-set-compensation-based-statistics-3rd-edition>

Safe Work Australia. Work–Related Traumatic Injury Fatalities. Canberra: Safe Work Australia.

<https://www.safeworkaustralia.gov.au/collection/work-related-traumatic-injury-fatalities>

# Further information

Data and Analysis

Safe Work Australia

[statsonline@swa.gov.au](mailto:statsonline@swa.gov.au)

Safe Work Australia

GPO Box 641

Canberra ACT 2601

[www.swa.gov.au](http://www.swa.gov.au/)

[www.facebook.com/safeworkaus](http://www.facebook.com/safeworkaus)

# Jurisdictional contacts

Contact details for jurisdictional work health and safety regulators are available on the following website: <https://www.safeworkaustralia.gov.au/whs-authorities-contact-information>

1. Data for 2018–19 are preliminary and subject to change when further claims are finalised. [↑](#footnote-ref-2)
2. Calculation of the median compensation paid incudes payments for all serious claims for each of the financial years. Prior to the 2017-18 *Australian Workers’ Compensation Statistics* report, this figure only included the median compensation paid for serious claims where the payment made was greater than zero. Since 2017-18, all serious claims’ payments have been included, as this more accurately reflects the true median amount of compensation paid. [↑](#footnote-ref-3)
3. Wage Price Index, ABS Catalogue No. 6345.0, Australia, June 2019. [↑](#footnote-ref-4)