

2011–12

Australian Workers' Compensation Statistics

In this report:

- Summary of statistics for non-fatal workers' compensation claims by key employment and demographic characteristics
- Profiles of claims for back injuries and two priority industries
- > Information on time lost and compensation paid
- > New interactive format
- > Updated definition of serious claims in line with the Australian Work Health and Safety Strategy 2012–2022

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Introduction

This report provides a summary of Australia workers' compensation statistics for the 2011–12 financial year, including trends over time. The report also provides an overview of statistics on back strain injuries, time lost and compensation paid and summaries for the Construction and Health & Community services industries.

This report replaces the Compendium of Workers' Compensation Statistics, Australia series. The format of this report has been substantially reviewed and revised to focus more on the presentation of statistics and less on the commentary surrounding those statistics. The new report will be an interactive document that can be used to its maximum potential when viewed electronically. Links are provided to transfer the reader between key findings and statistical tables, while additional key findings can be called out from the relevant sections in the tables. Despite these characteristics, hard copy versions of this report contain the same information as the electronic version.

Serious claims definition update

The definition of a serious claim has been revised to align with the *Australian Work Health and Safety Strategy 2012–2022* (the Australian Strategy). Under the new definition, a serious claim is a workers' compensation claim for an incapacity that results in a total absence from work of one working week or more, lodged in the reference year, and accepted for compensation by the jurisdiction by the date the data are extracted for publication. Claims arising from a work-related fatality or a journey to or from work or during a recess period are excluded from the definition of serious claims. As fatalities are not included in this definition, readers should refer to the Work-related Traumatic Injury Fatalities publication series for further information on work-related fatalities.

The new definition of serious claims results in fewer claims than the previous definition, but a higher level of median compensation and time lost.

Data in the report

While this report is restricted to the analysis of accepted workers' compensation claims, it nevertheless provides a good indicator of Australia's work health and safety performance for the period up to the 2011–12p financial year and the trends in performance over time.

Data are presented by key variables such as industry, occupation, age group and sex with supporting information on the circumstances surrounding work-related injury and disease occurrences.

The data in this report were compiled according to the concepts and definitions set out in the *National Data Set for Compensation-based Statistics* (NDS), 2nd edition, May 1999.



Summary of findings

Preliminary data show there were 120 155 serious workers' compensation claims in 2011–12p, which equates to 11.4 claims per 1000 employees and 6.8 claims per million hours worked... see Table 2

Between 2000–01 and 2010–11 the number of serious claims decreased by 7% from 133 225 claims to 123 935 claims. Over the same period, the incidence rate of serious claims fell by 27% from 16.3 claims per 1000 employees in 2000-01 to 11.9 claims per 1000 employees in 2010–11...see Table 9

In 2011–12p, 64% of serious claims were made by male employees, despite males comprising 52% of the workforce... Table 1. Male employees made 13.8 serious claims per 1000 workers, compared with only 8.7 claims per 1000 female employees...Table 2

The Agriculture, forestry & fishing industry had the highest incidence rate in 2011–12p: 21.3 serious claims per 1000 employees, nearly twice the national rate of 11.4. Transport & storage industry employees made 19.4 serious claims per 1000 employees...Table 4

Employees working as Labourers & related workers had the highest incidence rate of serious claims of all occupations: 28.3 serious claims per 1000 employees, more than twice the national rate. Intermediate transport & production workers made 23.6 claims per 1000 employees and Tradespersons & related made 18.7 claims per 1000 employees...Table 5





2 in 100

a serious claim...

Agriculture, forestry &

fishing employees made

double the national rate





Summary of findings

Almost three-guarters of all serious claims were the result of injuries. The most common disease claims involved Disorders of muscles, tendons & other soft tissues (7% of all serious claims), Dorsopathies (6%) and Mental disorders (6%)...Table 6

Manual handling mechanisms (Muscular stress while lifting objects and Muscular stress while handling objects) accounted for 33% of all serious claims, while Falls (Falls from a height and Falls on the same level) accounted for a further 22% of serious claimsTable 16

Between 2000–01 and 2010–11 the median time lost from work for a serious claim rose by 19% from 4.2 working weeks in 2000-01 to 5.0 working weeks in 2010–11....Table 23. In 2010–11, the median time lost for male employees was 4.8 working weeks and 5.7 working weeks for female employees...Table 24

Between 2000–01 and 2010–11, median compensation paid rose 60% from \$5200 in 2000-01 to \$8300 in 2010-11...Table 23

The Back was the location on the body most often injured, accounting for 22% of all serious claims (16% for Lower back injuries alone). Other common locations were Hand, fingers & thumb (12%), Shoulder (10%) and Knee (9%) ... Table 15 and Page 34









of claims the result of

muscular stress while

lifting or handling objects



33%

5

Standard symbols and abbreviations

The following standard symbols are used in this publication:

ABS

Australian Bureau of Statistics

ANZSIC

Australian and New Zealand Standard Industrial Classification, 1993 (ABS Catalogue 1292.0)

ASCO

Australian Standard Classification of Occupations, 2nd edition

СРМ

Comparative Performance Monitoring

msd Musculoskeletal disorders

na not applicable

NDS

National Data Set for Compensation-based Statistics

nec

not elsewhere classified

np

data not available due to confidentiality restrictions

р

preliminary data

TOOCS

Type of Occurrence Classification System

Asterisked incidence and frequency rates in tables have a relative standard error of 25% or more, but less than 50% and should be used **with caution**



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Serious claim count, 2011–12p

The following section presents key workers' compensation information for the 2011–12p financial year, with tables and figures showing the number of serious claims by age group and sex, industry, occupation and occurrence details. Data for the 2011–12p financial year are considered preliminary and are likely to rise by around 3% when updated data are supplied.

Incidence rates are expressed as the number of serious claims per 1000 employees, while frequency rates are expressed as the number of serious claims per million hours worked.

Frequency rates reflect the number of injuries per hour worked and are a more reliable measure where a large proportion of a group work part time (such as women or young workers).

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Table 1: Serious claims: number of claims and employment by sex, 2011–12p

Sex	Emplo	oyment	Serious	claims
	Employees (million)	%	Claims	%
Male	5.517	52%	76 385	64%
Female	5.012	48%	43 770	36%
Total	10.529		120 155	

111 64% Serious claims **36%** Serious claims

Table 2: Serious claims by injury or disease and sex, 2011–12p

Sex	Number of serious claims	Number of Percentage erious claims		nber of Percentage Incidence us claims rate		Frequency rate
Males						
Injury & musculoskeletal disorders	69 195	90.6%	12.5	6.6		
Diseases	7 190	9.4%	1.3	0.7		
Total	76 385		13.8	7.2		
Females						
Injury & musculoskeletal disorders	37 995	86.8%	7.6	5.3		
Diseases	5 780	13.2%	1.2	0.8		
Total	43 770		8.7	6.1		
All serious claims						
Injury & musculoskeletal disorders	107 190	89.2%	10.2	6.1		
Diseases	12 965	10.8%	1.2	0.7		
Total	120 155		11.4	6.8		

Table 3: Serious claims: number, incidence and frequency rates by injury or disease, sex and age group, 2011–12p

Age group	e group Number of serious claims		Incidence	Incidence rate (claims per 1000 employees)			Frequency rate (claims per million hours)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
All serious cla	aims								
<20 years	3 395	1 370	4 765	10.1	3.7	6.7	8.9	4.5	6.9
20-24 years	7 550	3 280	10 830	11.9	5.5	8.8	7.0	3.9	5.6
25-29 years	8 145	3 485	11 630	11.6	5.8	8.9	6.0	3.6	5.0
30-34 years	8 005	3 280	11 285	12.2	6.3	9.6	6.1	4.3	5.4
35-39 years	8 495	4 120	12 615	13.7	7.9	11.0	6.6	5.5	6.2
40-44 years	9 215	5 465	14 675	15.3	9.7	12.6	7.3	6.8	7.1
45-49 years	8 980	6 515	15 495	15.9	11.6	13.7	7.6	7.6	7.6
50-54 years	9 680	7 895	17 575	18.1	14.8	16.5	8.9	9.7	9.2
55-59 years	6 820	5 065	11 885	16.1	12.4	14.3	8.1	8.4	8.2
60-64 years	4 665	2 615	7 280	16.5	11.1	14.0	9.0	8.3	8.8
65 years+	1 435	685	2 120	9.2	7.6	8.6	6.0	6.7	6.2
Total	76 385	43 770	120 155	13.8	8.7	11.4	7.2	6.1	6.8
Injury & muse	culoskeleta	l disorders							
<20 years	3 305	1 280	4 585	9.8	3.4	6.4	8.7	4.2	6.7
20-24 years	7 210	2 965	10 170	11.4	4.9	8.2	6.7	3.5	5.3
25-29 years	7 645	3 020	10 665	10.9	5.0	8.2	5.6	3.1	4.6
30-34 years	7 360	2 810	10 170	11.2	5.4	8.7	5.6	3.6	4.9
35-39 years	7 685	3 490	11 170	12.4	6.7	9.8	6.0	4.7	5.5
40-44 years	8 190	4 655	12 845	13.6	8.3	11.0	6.5	5.8	6.2
45-49 years	7 950	5 575	13 520	14.1	9.9	12.0	6.7	6.5	6.6
50-54 years	8 555	6 845	15 400	16.0	12.8	14.4	7.8	8.4	8.1
55-59 years	5 950	4 395	10 345	14.0	10.7	12.4	7.1	7.3	7.2
60-64 years	4 075	2 330	6 405	14.4	9.9	12.4	7.9	7.4	7.7
65 years+	1 270	635	1 905	8.1	7.0	7.7	5.3	6.2	5.6
Total	69 195	37 995	107 190	12.5	7.6	10.2	6.6	5.3	6.1
Diseases									
<20 years	90	85	180	0.3	0.2	0.3	0.2	0.3	0.3
20-24 years	340	315	655	0.5	0.5	0.5	0.3	0.4	0.3
25-29 years	500	465	965	0.7	0.8	0.7	0.4	0.5	0.4
30-34 years	645	470	1 115	1.0	0.9	0.9	0.5	0.6	0.5
35-39 years	810	630	1 445	1.3	1.2	1.3	0.6	0.8	0.7
40-44 years	1 025	805	1 830	1.7	1.4	1.6	0.8	1.0	0.9
45-49 years	1 030	940	1 975	1.8	1.7	1.8	0.9	1.1	1.0
50-54 years	1 1 2 5	1 055	2 180	2.1	2.0	2.0	1.0	1.3	1.1
55-59 years	870	670	1 540	2.0	1.6	1.8	1.0	1.1	1.1
60-64 years	585	285	870	2.1	1.2	1.7	1.1	0.9	1.1
65 years+	165	55	215	1.0	0.6	0.9	0.7	0.5	0.6
Total	7 190	5 780	12 965	1.3	1.2	1.2	0.7	0.8	0.7

> Incidence rates of serious claims tend to increase with increasing age, peaking in the 50-54 year age group for both males and females

> Frequency rates of serious claims are more evenly spread across age groups, particularly for males

Table 4: Serious claims: number, incidence and frequency rates by injury or disease, sex and industry division, 2011–12p

Industry	Number of	serious cla	laims Incidence rate (claims per 1000 employees)		Frequency rate (claims per million hours)				
	Male	Female	Total	Male	Female	Total	Male	Female	Total
All serious claims									
Health & community services	3 920	15 140	19 060	13.9	14.0	14.0	8.2	10.1	9.6
Manufacturing	14 355	2 320	16 670	21.1	10.1	18.4	10.3	6.2	9.5
Construction	12 085	400	12 485	18.7	4.4	17.0	9.0	3.0	8.4
Retail trade	6 135	5 065	11 200	8.7	6.1	7.3	5.3	5.2	5.3
Property & business services	5 900	3 130	9 030	8.2	5.4	7.0	4.1	3.4	3.9
Transport & storage	7 470	980	8 450	22.9	8.9	19.4	11.1	5.6	10.0
Personal & other services	4 735	1 990	6 725	25.5	11.1	18.5	13.8	8.0	11.3
Education	2 020	4 400	6 415	7.8	7.3	7.5	4.4	5.0	4.8
Accommodation, cafes & restaurants	2 685	3 130	5 815	11.0	9.8	10.4	7.6	8.6	8.1
Wholesale trade	4 310	995	5 310	14.6	7.2	12.2	7.3	4.4	6.5
Government administration & defence	2 180	2 150	4 330	7.9	7.0	7.4	4.3	4.4	4.3
Agriculture, forestry & fishing	3 040	775	3 815	23.5	15.4	21.3	10.5	10.2	10.4
Mining	2 480	190	2 670	12.5	5.1	11.3	5.3	2.6	4.9
Cultural & recreational services	1 535	1 015	2 550	9.9	6.6	8.3	6.3	5.3	5.9
Communication services	1 120	305	1 420	7.8	4.6	6.8	4.0	3.0	3.7
Finance & insurance	235	610	845	1.2	2.8	2.1	0.6	1.7	1.1
Electricity, gas & water supply	470	60	530	5.8	2.0	4.8	2.8	1.1	2.4
Total	76 385	43 770	120 155	13.8	8.7	11.4	7.2	6.1	6.8
Injury & musculoskeletal diso	rders								
Health & community services	3 385	13 480	16 865	12.0	12.5	12.4	7.1	9.0	8.5
Manufacturing	13 085	2 055	15 140	19.3	9.0	16.7	9.4	5.5	8.6
Construction	11 290	340	11 630	17.5	3.8	15.8	8.4	2.5	7.9
Retail trade	5 565	4 575	10 140	7.9	5.5	6.6	4.8	4.7	4.8
Property & business services	5 430	2 695	8 120	7.6	4.7	6.3	3.8	3.0	3.5
Transport & storage	6 760	870	7 635	20.7	7.9	17.5	10.1	5.0	9.0
Personal & other services	3 995	1 510	5 505	21.5	8.5	15.1	11.6	6.1	9.3
Education	1 645	3 435	5 080	6.4	5.7	5.9	3.6	3.9	3.8
Accommodation, cafes & restaurants	2 500	2 880	5 380	10.3	9.1	9.6	7.1	7.9	7.5
Wholesale trade	3 930	865	4 795	13.3	6.3	11.1	6.6	3.8	5.9
Government administration & defence	1 810	1 655	3 465	6.5	5.4	5.9	3.5	3.4	3.5
Agriculture, forestry & fishing	2 880	755	3 635	22.3	15.0	20.3	9.9	9.9	9.9
Mining	2 325	175	2 500	11.7	4.8	10.6	5.0	2.4	4.6
Cultural & recreational services	1 415	920	2 335	9.1	6.0	7.6	5.8	4.8	5.4
Communication services	1 035	280	1 315	7.2	4.3	6.3	3.7	2.8	3.4
Finance & insurance	170	460	630	0.9	2.1	1.5	0.4	1.3	0.8
Electricity, gas & water supply	410	40	450	5.0	1.4	4.0	2.5	0.8	2.1
Total	69 195	37 995	107 190	12.5	7.6	10.2	6.6	5.3	6.1

Industry	Number of serious claims			Incider 10	Incidence rate (claims per 1000 employees)			Frequency rate (claims per million hours)			
	Male	Female	Total	Male	Female	Total	Male	Female	Total		
Diseases											
Health & community services	535	1 660	2 195	1.9	1.5	1.6	1.1	1.1	1.1		
Manufacturing	1 270	265	1 530	1.9	1.1	1.7	0.9	0.7	0.9		
Construction	795	60	855	1.2	0.7	1.2	0.6	0.4	0.6		
Retail trade	570	490	1 060	0.8	0.6	0.7	0.5	0.5	0.5		
Property & business services	470	440	910	0.7	0.8	0.7	0.3	0.5	0.4		
Transport & storage	710	110	820	2.2	1.0	1.9	1.1	0.6	1.0		
Personal & other services	740	480	1 220	4.0	2.7	3.3	2.2	1.9	2.1		
Education	375	965	1 335	1.4	1.6	1.6	0.8	1.1	1.0		
Accommodation, cafes & restaurants	185	250	435	0.8	0.8	0.8	0.5	0.7	0.6		
Wholesale trade	385	130	515	1.3	0.9	1.2	0.6	0.6	0.6		
Government administration & defence	365	495	865	1.3	1.6	1.5	0.7	1.0	0.9		
Agriculture, forestry & fishing	160	20	180	1.2	0.4	1.0	0.5	0.3	0.5		
Mining	155	15	170	0.8	0.3	0.7	0.3	0.2	0.3		
Cultural & recreational services	120	95	215	0.8	0.6	0.7	0.5	0.5	0.5		
Communication services	85	25	110	0.6	0.4	0.5	0.3	0.2	0.3		
Finance & insurance	70	150	220	0.4	0.7	0.5	0.2	0.4	0.3		
Electricity, gas & water supply	65	15	80	0.8	0.6	0.7	0.4	0.3	0.4		
Total	7 190	5 780	12 965	1.3	1.2	1.2	0.7	0.8	0.7		

Employees in the Health & community services industry made the largest number of serious claims in 2011–12p.
 However, the highest incidence rate was recorded in the Agriculture, forestry & fishing industry (21.3 serious claims per 1000 employees)

> The highest incidence rate of serious claims for male employees occurred in the Personal & other services (25.5), Agriculture, forestry & fishing (23.5) and Transport & storage (22.9) industries

> The highest incidence rates of serious claims for female employees occurred in the Agriculture, forestry & fishing (15.4) and Health & community services (14.0) industries

Employees in the Health & community services industry made

19 060 serious claims

The highest incidence rate of serious claims was recorded in the Agriculture, forestry & fishing industry

21.3 serious claims per 1000 employees

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Table 5: Serious claims: number, incidence and frequency rates by injury or disease, sex and major occupational group, 2011–12p

Occupation	Number of serious claims			Incidence rate			Frequency rate		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
All serious claims									
Labourers & related workers	16 400	6 750	23 150	31.8	22.5	28.3	19.8	19.5	19.7
Tradespersons & related workers	18 915	1 640	20 555	19.1	15.1	18.7	9.6	10.3	9.6
Intermediate production & transport workers	18 465	1 935	20 395	24.4	17.9	23.6	12.3	12.3	12.3
Intermediate clerical, sales & service workers	4 490	12 540	17 030	8.5	8.6	8.6	5.0	6.3	5.9
Professionals	3 665	8 075	11 740	3.5	6.5	5.2	1.8	4.2	3.0
Elementary clerical, sales & service workers	6 055	5 680	11 730	15.9	8.4	11.1	11.5	8.3	9.7
Associate professionals	5 805	4 955	10 765	8.2	7.8	8.0	4.0	4.8	4.3
Managers & administrators	2 225	1 270	3 490	4.1	5.0	4.4	1.8	2.7	2.0
Advanced clerical & service workers	250	840	1 090	5.5	3.5	3.8	3.1	2.5	2.6
Total	76 385	43 770	120 155	13.8	8.7	11.4	7.2	6.1	6.8
Injury & musculoskeletal disorders									
Labourers & related workers	15 195	6 290	21 485	29.4	20.9	26.3	18.4	18.2	18.3
Tradespersons & related workers	17 545	1 480	19 025	17.7	13.6	17.3	8.9	9.3	8.9
Intermediate production & transport workers	16 970	1 775	18 745	22.4	16.5	21.7	11.3	11.3	11.3
Intermediate clerical, sales & service workers	3 930	10 990	14 920	7.4	7.5	7.5	4.4	5.5	5.2
Professionals	2 950	6 510	9 460	2.8	5.3	4.2	1.4	3.4	2.4
Elementary clerical, sales & service workers	5 535	5 165	10 705	14.5	7.7	10.1	10.5	7.5	8.8
Associate professionals	4 895	4 095	8 985	6.9	6.5	6.7	3.4	4.0	3.6
Managers & administrators	1 875	935	2 810	3.4	3.7	3.5	1.5	2.0	1.6
Advanced clerical & service workers	200	670	870	4.4	2.8	3.1	2.5	2.0	2.1
Total	69 195	37 995	107 190	12.5	7.6	10.2	6.6	5.3	6.1
Diseases									
Labourers & related workers	1 205	460	1 665	2.3	1.5	2.0	1.5	1.3	1.4
Tradespersons & related workers	1 370	160	1 530	1.4	1.5	1.4	0.7	1.0	0.7
Intermediate production & transport workers	1 495	160	1 655	2.0	1.5	1.9	1.0	1.0	1.0
Intermediate clerical, sales & service workers	560	1 545	2 110	1.1	1.1	1.1	0.6	0.8	0.7
Professionals	715	1 565	2 280	0.7	1.3	1.0	0.4	0.8	0.6
Elementary clerical, sales & service workers	515	510	1 030	1.4	0.8	1.0	1.0	0.7	0.8
Associate professionals	915	865	1 775	1.3	1.4	1.3	0.6	0.8	0.7
Managers & administrators	350	330	685	0.6	1.3	0.9	0.3	0.7	0.4
Advanced clerical & service workers	50	170	215	1.1	0.7	0.8	0.6	0.5	0.5
Total	7 190	5 780	12 965	1.3	1.2	1.2	0.7	0.8	0.7

> While the Tradespersons & related workers and Intermediate production & transport workers occupation groups recorded the largest numbers of serious claims for male employees, the largest number of claims for female employees was recorded by the Intermediate clerical, sales & service workers occupation group

> The highest incidence and frequency rates of serious claims for both males and females occurred in the Labourers & related workers and Intermediate production & transport workers occupations



Table 6: Serious claims: number and percentage by nature of injury or disease and sex, 2011–12p

Nature of injury or disease	Number of serious claims		Percent	s claims		
	Male	Female	Total	Male	Female	Total
Injury and musculoskeletal disorders (MSE))					
Sprains & strains & MSD	42 905	27 825	70 730	56.2%	63.6%	58.9%
Fractures	7 385	3 150	10 535	9.7%	7.2%	8.8%
Open wound	7 700	1 625	9 330	10.1%	3.7%	7.8%
Contusion & crushing	4 530	2 505	7 035	5.9%	5.7%	5.9%
Other & unspecified injuries	1 305	715	2 020	1.7%	1.6%	1.7%
Dislocation	1 385	570	1 955	1.8%	1.3%	1.6%
Burns	1 265	610	1 875	1.7%	1.4%	1.6%
Superficial injury	495	235	735	0.7%	0.5%	0.6%
Intracranial injury, incl concussion	295	215	515	0.4%	0.5%	0.4%
Foreign body in eye, ear, etc.	425	40	465	0.6%	0.1%	0.4%
Vertebral fracture	340	110	450	0.4%	0.3%	0.4%
Traumatic amputation	395	30	430	0.5%	0.1%	0.4%
Multiple injuries	240	105	345	0.3%	0.2%	0.3%
Poisoning	160	65	225	0.2%	0.2%	0.2%
Injuries to nerves & spinal cord	145	65	210	0.2%	0.2%	0.2%
Electrocution or electric shock	60	35	95	0.1%	0.1%	0.1%
Internal injury of chest, abdomen & pelvis	70	15	85	0.1%	0.0%	0.1%
Medical sharps injury	40	30	70	0.1%	0.1%	0.1%
Effects of weather, exposure etc	30	10	35	0.0%	0.0%	0.0%
Injury & musculoskeletal disorders total	69 200	37 995	107 190	90.6%	86.8 %	89.2 %
Diseases						
Mental disorders	2 940	4 455	7 390	3.8%	10.2%	6.2%
Hernia	2 730	175	2 905	3.6%	0.4%	2.4%
Disorders of nerve roots etc	560	590	1 150	0.7%	1.4%	1.0%
Skin diseases	365	100	465	0.5%	0.2%	0.4%
Infectious & parasitic diseases	125	115	240	0.2%	0.3%	0.2%
Respiratory diseases (including cold & flu)	80	140	220	0.1%	0.3%	0.2%
Contact dermatitis	105	75	180	0.1%	0.2%	0.2%
Disease total	7 190	5 780	12 965	9.4%	13.2%	10.8%
Total serious claims	76 385	43 770	120 155	100.0%	100.0%	100.0%

> Over half of all serious claims were for sprains and strains of joints and muscles and musculoskeletal disorders

- > Almost one in five serious claims made by male employees were for fractures or open wounds, whereas these injuries are involved in only one in 10 serious claims for female employees
- > Over one in 10 claims made by female employees were for a mental disorder, compared with only one in 25 for male employees



70 730 serious claims for sprains and strains of joints and muscles



10% of serious claims made by female employees were for a mental disorder

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Table 7: Serious claims: number and percentage by selected mechanisms and breakdown agencies, 2011–12p

Mechanism of injury	Serious claims		
Breakdown agency of injury or disease	Number	%	
Body stressing	50 515	42.0%	
Non-powered handtools, appliances & equipment	17 830	35.3%	
Fastening, packing & packaging equipment	7 755	15.4%	
Furniture & fittings	3 990	7.9%	
Materials & substances	8 580	17.0%	
Other materials & objects	7 250	14.4%	
Animal, human & biological agencies	6 190	12.3%	
Human agencies	5 275	10.4%	
Mobile plant & transport	3 910	7.7%	
Road transport	1 730	3.4%	
Other mobile plant	1 205	2.4%	
Powered equipment, tools & appliances	3 520	7.0%	
Office & electronic equipment	1 455	2.9%	
Kitchen & domestic equipment	980	1.9%	
Machinery & mainly fixed plant	2 135	4.2%	
Falls, trips and slips of a person	26 895	22.4%	
Environmental agencies	16 380	60.9%	
Outdoor environment	9 320	34.6%	
Indoor environment	6 955	25.9%	
Non-powered handtools, appliances & equipment	4 310	16.0%	
 Ladders, mobile ramps & stairways, & scaffolding 	1 940	7.2%	
Furniture & fittings	1 095	4.1%	
Mobile plant & transport	2 565	9.5%	
Road transport	1 790	6.7%	
Materials & substances	1 395	5.2%	
Other materials & objects	880	3.3%	
Non-metallic minerals & substances	405	1.5%	
Animal, human & biological agencies	865	3.2%	
Live four-legged animals	430	1.6%	
Human agencies	400	1.5%	
Being hit by moving objects	17 260	14.4%	
Animal, human & biological agencies	4 165	24.1%	
Human agencies	3 185	18.4%	
Live four-legged animals	875	5.1%	
Non-powered handtools, appliances & equipment	4 070	23.6%	
Furniture & fittings	1 205	7.0%	
Fastening, packing & packaging equipment	1 100	6.4%	
Materials & substances	3 515	20.4%	
Other materials & objects	3 125	18.1%	
Machinery & mainly fixed plant	2 055	11.9%	
Conveyors & lifting plant	740	4.3%	
Cutting, slicing, sawing machinery	695	4.0%	

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Mechanism of injury		Serious cl	aims
Breakdown agency of	injury or disease	Number	%
Mobile plant & transpo	ort	1 640	9.5%
•	Road transport	685	4.0%
•	Other mobile plant	530	3.1%
Powered equipment, to	ools & appliances	1 135	6.6%
Hitting objects with a part of	f the body	8 375	7.0%
Non-powered handtoo	ls, appliances & equipment	3 765	44.9%
•	Handtools, non-powered, edged	1 320	15.8%
•	Furniture & fittings	875	10.5%
Materials & substances		1 670	19.9%
Machinery & mainly fix	red plant	935	11.2%
•	Cutting, slicing, sawing machinery	535	6.4%
•	Conveyors & lifting plant	160	1.9%
Mobile plant & transpo	rt	625	7.5%
•	Road transport	305	3.6%
•	Other mobile plant	185	2.2%
Powered equipment, to	ools & appliances	565	6.7%
•	Workshop & worksite tools & equipment	290	3.5%
•	Kitchen & domestic equipment	115	1.3%
Other mechanisms		17 110	14.2%
All serious claims		120 155	100.0%

> Body stressing caused 42% of all serious claims in 2011–12p

> The majority of body stressing claims involved non-powered handtools, appliances & equipment

> An analysis of all serious claims by mechanism of injury or disease is presented in Table 16

Mechanism of injury		Serious claims			
Location of injur	y or disease	Number	%		
Body stressing		50 515	42.0%		
Trunk		24 560	48.6%		
	• Back	20 965	41.5%		
	Abdomen & pelvic region	3 145	6.2%		
Upper limbs		16 335	32.3%		
	• Shoulder	8 545	16.9%		
	• Wrist	2 685	5.3%		
Lower limbs		6 165	12.2%		
	• Knee	3810	7.5%		
	• Ankle	690	1.4%		
Multiple location	IS	1 780	3.5%		
	Neck & shoulder	720	1.4%		
	Trunk & limbs	460	0.9%		
Neck		1 450	2.9%		
	Neck	1 450	2.9%		
Falls, trips and slips of a	a person	26 895	22.4%		
Lower limbs		13 155	48.9%		
	• Knee	5 395	20.1%		
	• Ankle	4 450	16.6%		
Upper limbs		6 260	23.3%		
	Shoulder	2 185	8.1%		
	• Wrist	1 525	5.7%		
Trunk		4 705	17.5%		
	• Back	3710	13.8%		
	• Chest	735	2.7%		
Multiple location	IS	1 810	6.7%		
	Other specified multiple locations	580	2.2%		
	Trunk & limbs	475	1.8%		
Head		595	2.2%		
Being hit by moving ob	ojects	17 260	14.4%		
Upper limbs		8 825	51.1%		
	Hand, fingers & thumb	6 475	37.5%		
	Shoulder	790	4.6%		
Lower limbs		3 970	23.0%		
	Foot & toes	1 720	10.0%		
	• Knee	730	4.2%		
Head		1 625	9.4%		
	• Eye	545	3.1%		
	• Face	355	2.1%		
Trunk		1 390	8.0%		
	• Back	850	4.9%		
	• Chest	345	2.0%		
Multiple location	s	765	4.4%		

Table 8: Serious claims: number and percentage by selected mechanisms and bodily location, 2011–12p

Mechanism of injury		Serious cla	aims
Location of inju	ry or disease	Number	%
Hitting objects with a	part of the body	8 375	7.0%
Upper limbs		5 760	68.8%
	Hand, fingers & thumb	4 550	54.4%
	• Wrist	335	4.0%
Lower limbs		1 525	18.2%
	• Knee	600	7.2%
	Foot & toes	320	3.8%
Trunk		440	5.3%
	• Back	235	2.8%
	• Chest	150	1.8%
Head		410	4.9%
	Head - unspecified locations	105	1.3%
	• Cranium	105	1.2%
Other mechanisms		17 110	14.2%
All serious claims		120 155	100.0%

> Body stressing mainly affects the upper body, with nearly half of such claims being associated with the trunk area (and more specifically the back) and over 30% involving the upper limbs

> Falls, trips & slips mainly affect the limbs, with half of such claims associated with the lower limbs (knee and ankle) and an other quarter with upper limbs (shoulder and wrist)





51% of serious claims due to being hit by moving objects involved injuries to the upper limbs



Almost 70% of claims due to hitting objects with a part of the body involved the upper limbs, particularly the hand, fingers and thumb



Trends in serious claims, 2000–01 to 2011–12p

The 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 following analysis of trends over time uses serious claims lodged between 2000–01 to 2011–12p. Data for the 2011–12p financial year are considered to be preliminary. Percentage changes reported in the following tables are calculated by comparing 2010–11 figures with the corresponding total for 2000–01.

This section contains analyses of trends over time by key employment and demographic characteristics including sex, age, industry, occupation, nature of injury/disease and mechanism of injury/disease.



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Table 9: Serious claims: employees, hours worked, number of claims, incidence and frequency rates, 2000–01 to 2011–12p

Year of claim lodgement	Number of employees (million)	Total hours worked (billion)	Number of serious claims	Incidence rate	Frequency rate
2000-01	8.19	14.1	133 225	16.3	9.5
2001-02	8.26	14.1	130 190	15.8	9.2
2002-03	8.48	14.5	132 530	15.6	9.1
2003-04	8.65	14.6	133 410	15.4	9.1
2004-05	8.90	15.2	134 405	15.1	8.9
2005-06	9.17	15.4	130 340	14.2	8.4
2006-07	9.49	16.0	129 710	13.7	8.1
2007-08	9.75	16.4	129 685	13.3	7.9
2008-09	9.88	16.4	125 400	12.7	7.6
2009-10	10.12	16.8	122 490	12.1	7.3
2010-11	10.44	17.3	123 935	11.9	7.2
2011-12p	2011–12p 10.53 17.		120 155	11.4	6.8
% change to 2010-11	27%	23%	-7%	-27%	-25%

7%



fall in the number of serious claims between 2000–01 to 2010–11 from133 225 serious claims to 123 935



Figure 1: Serious claims: incidence and frequency rates, 2000–01 to 2011–12p



- > Incidence and frequency rates of serious claims have declined since 2000–01 in the face of significantly rising employment and total hours worked. Employment has risen by 27% and total hours worked by 23%
- > The incidence rate of serious claims declined by 27% and the frequency rate of serious claims declined by 25% between 2000-01 and 2010-11

		Male			Female	
Year of lodgement	Number of serious claims	Incidence rate	Frequency rate	Number of serious claims	Incidence rate	Frequency rate
2000-01	91 110	20.9	10.7	42 115	11.0	7.6
2001-02	88 260	20.2	10.3	41 930	10.8	7.5
2002-03	89 590	20.1	10.2	42 940	10.7	7.4
2003-04	89 460	19.6	10.1	43 950	10.8	7.6
2004-05	89 775	19.2	9.8	44 630	10.6	7.4
2005-06	87 095	18.1	9.4	43 245	9.9	7.0
2006-07	86 565	17.4	9.1	43 145	9.6	6.7
2007-08	86 070	16.8	8.8	43 615	9.4	6.6
2008-09	81 510	15.8	8.4	43 890	9.3	6.5
2009-10	78 310	14.8	7.8	44 175	9.1	6.5
2010-11	78 845	14.4	7.6	45 090	9.1	6.5
2011-12p	76 385	13.8	7.2	43 770	8.7	6.1
% change to 2010-11	-13%	-31%	-29%	7%	-18%	-15%

Table 10: Serious claims: number of claims, incidence and frequency rates by sex, 2000–01 to 2011–12p



- The proportion of serious claims made by female employees has risen from 32% in 2000-01 to > 36% in 2010-11
- Between 2000–01 and 2010–11, the incidence rate of serious claims has fallen by 18% > (11.0 to 9.1) for females and 31% for males (20.9 to 14.4)
- Between 2000–01 and 2010–11 the frequency rate of serious claims has fallen by 29% for > females and 15% for males



13%

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	Age Group	2000-01	2006-07	2007-08	2008-09	2009-10	2010-11	% chg	2011–12p
	Number of serious c	laims							
	<20 years	6 655	6 395	6 445	5 760	4 850	5 030	-24%	4 765
	20-24 years	13 585	12 505	12 350	11 550	10 805	10 850	-20%	10 830
	25-29 years	15 820	12 460	12 440	12 005	11 340	11 670	-26%	11 630
	30-34 years	16 525	13 655	13 005	12 325	11 520	11 580	-30%	11 285
	35-39 years	17 905	15 510	15 220	14 935	14 410	13 755	-23%	12 615
	40-44 years	18 450	16 655	16 120	15 355	15 120	15 155	-18%	14 680
	45-49 years	16 640	19 320	19 685	18 795	17 635	16 710	0%	15 495
0	50-54 years	15 045	15 445	15 530	15 385	16 500	18 000	20%	17 575
0	55-59 years	8 290	11 185	11 405	11 400	11 700	11 895	43%	11 885
0	60-64 years	3 580	5 260	5 985	6 330	6 830	7 275	103%	7 280
	Total claims	133 225	129 710	129 685	125 400	122 490	123 935	-7%	120 155
	Incidence rate (serio	us claims pe	r 1000 empl	oyees)					_
	<20 years	9.8	8.5	8.3	7.6	6.6	6.8	-30%	6.7
	20-24 years	13.4	10.8	10.5	10.0	8.9	8.7	-35%	8.8
	25-29 years	14.7	11.4	10.9	10.4	9.2	8.9	-39%	8.9
	30-34 years	16.7	13.0	12.2	11.5	10.6	10.3	-38%	9.6
	35-39 years	18.2	14.1	13.6	13.1	12.6	11.9	-35%	11.0
	40-44 years	18.1	15.2	14.7	14.0	13.8	13.4	-26%	12.6
	45-49 years	18.2	17.4	17.3	16.4	15.5	14.6	-20%	13.7
	50-54 years	19.3	16.4	16.2	15.5	16.2	17.1	-11%	16.5
	55-59 years	18.0	15.9	15.6	15.2	15.0	14.7	-18%	14.3
	60-64 years	19.3	14.9	15.3	14.0	14.4	14.1	-27%	14.0
	Total claims	16.3	13.7	13.3	12.7	12.1	11.9	-27%	11.4
	Frequency rate (serio	ous claims pe	er million ho	urs worked)					_
	<20 years	9.5	8.4	8.1	7.7	6.9	7.1	-25%	6.9
	20-24 years	8.2	6.8	6.6	6.5	5.7	5.7	-30%	5.6
	25-29 years	8.0	6.3	6.0	5.8	5.2	5.0	-38%	5.0
	30-34 years	9.2	7.2	6.8	6.5	6.0	5.8	-37%	5.4
	35-39 years	10.1	7.9	7.7	7.5	7.2	6.7	-33%	6.2
	40-44 years	10.0	8.6	8.3	7.9	7.8	7.6	-24%	7.1
	45-49 years	9.9	9.7	9.7	9.3	8.7	8.2	-17%	7.6
	50-54 years	10.6	9.2	9.1	8.8	9.1	9.7	-8%	9.2
	55-59 years	10.2	9.3	9.1	9.0	8.7	8.6	-16%	8.2
	60-64 years	11.8	9.2	9.7	8.7	9.1	8.9	-24%	8.8
	Total claims	9.5	8.1	7.9	7.6	7.3	7.2	-25%	6.8

Table 11: Serious claims: number of claims, incidence and frequency rates by age group, 2000–01 to 2011–12p

> The number of serious claims made by employees in the 60-64 year age group increased by 103% between 2000–01 and 2010–11, however the incidence and frequency rates for this age group decreased by 27% and 24% respectively, indicating a large increase in employment and hours worked

- > Between 2000–01 and 2010–11, the number of serious claims by employees aged over 45 increased by 24% while the number of claims by employees aged under 45 years decreased by 23%
- > Employees aged 25–29 years recorded the largest decreases in the incidence (-39%) and frequency (-38%) rates of serious claims

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> The proportion of all serious claims made by employees aged 55 years and over rose from 9% in 2000–01 to 18% in 2010–11, and was higher than the proportion of serious claims made by employees aged 24 years and under





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Table 12: Serious claims: number, incidence and frequency rates by industry division, 2000–01 to 2011–12p

	Industry	2000-01	2006-07	2007-08	2008-09	2009-10	2010-11	% chg	2011–12p
	Number of serious claims								
0	Health & community services	15 535	16 315	16 895	17 090	18 680	18 975	22%	19 060
	Manufacturing	28 015	24 835	23 380	20 525	18 440	17 965	-36%	16 670
0	Construction	12 265	13 095	13 625	13 720	12 435	12 650	3%	12 485
	Retail trade	14 370	12 230	12 400	12 450	12 110	12 265	-15%	11 200
0	Property & business services	9 305	8 490	9 200	8 995	8 920	10 105	9%	9 030
	Transport & storage	10 720	10 405	10 430	10 130	9 655	9 105	-15%	8 450
0	Personal & other services	5 530	6 360	6 175	6 310	6 860	6 875	24%	6 725
0	Education	5 960	7 120	6 930	6 890	7 045	7 165	20%	6 415
	Accommodation, cafes & restaurants	6 600	6 105	6 215	6 000	5 630	5 755	-13%	5 815
	Wholesale trade	6 565	6 115	6 250	5 920	5 625	5 845	-11%	5 310
0	Government administration & defence	4 245	5 760	5 520	5 105	5 250	5 000	18%	4 330
	Agriculture, forestry & fishing	5 595	4 490	4 190	4 190	3 920	3 670	-34%	3 815
0	Mining	1 905	2 280	2 340	2 165	2 180	2 345	23%	2 670
	Cultural & recreational services	2 895	2 600	2 690	2 625	2 530	2 620	-9%	2 550
	Communication services	1 560	1 395	1 475	1 440	1 355	1 415	-10%	1 420
	Finance & insurance	1 305	1 025	1 010	965	980	1 040	-21%	845
	Electricity, gas & water supply	725	625	610	545	545	615	-15%	530
	Total serious claims	133 225	129 710	129 685	125 400	122 490	123 935	-7%	120 155
	Total serious claims Incidence rate (serious claims pe	133 225 er 1000 emp	129 710 ployees)	129 685	125 400	122 490	123 935	-7%	120 155
	Total serious claims Incidence rate (serious claims pe Health & community services	133 225 er 1000 emp 17.8	129 710 bloyees) 15.0	129 685 15.2	125 400 14.8	122 490 15.2	123 935 14.5	-7% -19%	120 155 14.0
	Total serious claims Incidence rate (serious claims pe Health & community services Manufacturing	133 225 er 1000 emp 17.8 26.7	129 710 bloyees) 15.0 25.4	129 685 15.2 23.1	125 400 14.8 21.3	122 490 15.2 19.5	123 935 14.5 19.3	- 7% -19% -28%	120 155 14.0 18.4
	Total serious claims Incidence rate (serious claims per Health & community services Manufacturing Construction	133 225 er 1000 emp 17.8 26.7 28.0	129710 bloyees) 15.0 25.4 20.3	129 685 15.2 23.1 20.5	125 400 14.8 21.3 20.3	122 490 15.2 19.5 17.9	123 935 14.5 19.3 17.3	- 7% -19% -28% -38%	120 155 14.0 18.4 17.0
	Total serious claims Incidence rate (serious claims per Health & community services Manufacturing Construction Retail trade	133 225 er 1000 emp 17.8 26.7 28.0 11.6	129710 bloyees) 15.0 25.4 20.3 8.5	129 685 15.2 23.1 20.5 8.3	125 400 14.8 21.3 20.3 8.2	122 490 15.2 19.5 17.9 8.0	123 935 14.5 19.3 17.3 7.8	-7% -19% -28% -38% -33%	120155 14.0 18.4 17.0 7.3
	Total serious claimsIncidence rate (serious claims perHealth & community servicesManufacturingConstructionRetail tradeProperty & business services	133 225 er 1000 emp 17.8 26.7 28.0 11.6 9.7	129710 bloyees) 15.0 25.4 20.3 8.5 7.3	129 685 15.2 23.1 20.5 8.3 7.7	125 400 14.8 21.3 20.3 8.2 7.7	122 490 15.2 19.5 17.9 8.0 7.4	123 935 14.5 19.3 17.3 7.8 8.0	-7% -19% -28% -38% -33% -17%	120155 14.0 18.4 17.0 7.3 7.0
	Total serious claims Incidence rate (serious claims per Health & community services Manufacturing Construction Retail trade Property & business services Transport & storage	133 225 er 1000 emp 17.8 26.7 28.0 11.6 9.7 29.6	129710 loyees) 15.0 25.4 20.3 8.5 7.3 24.9	129 685 15.2 23.1 20.5 8.3 7.7 23.2	125 400 14.8 21.3 20.3 8.2 7.7 23.4	122 490 15.2 19.5 17.9 8.0 7.4 22.3	123 935 14.5 19.3 17.3 7.8 8.0 20.8	-7% -19% -28% -38% -33% -17% -30%	120155 14.0 18.4 17.0 7.3 7.0 19.4
	Total serious claimsIncidence rate (serious claims perHealth & community servicesManufacturingConstructionRetail tradeProperty & business servicesTransport & storagePersonal & other services	133 225 r 1000 emp 17.8 26.7 28.0 11.6 9.7 29.6 19.7	129710 bloyees) 15.0 25.4 20.3 8.5 7.3 24.9 19.4	129 685 15.2 23.1 20.5 8.3 7.7 23.2 17.6	125 400 14.8 21.3 20.3 8.2 7.7 23.4 18.2	122 490 15.2 19.5 17.9 8.0 7.4 22.3 19.1	123 935 14.5 19.3 17.3 7.8 8.0 20.8 18.5	-7% -19% -28% -38% -33% -17% -30% -6%	120155 14.0 18.4 17.0 7.3 7.0 19.4 18.5
	Total serious claimsIncidence rate (serious claims perHealth & community servicesManufacturingConstructionRetail tradeProperty & business servicesTransport & storagePersonal & other servicesEducation	133 225 1000 emp 17.8 26.7 28.0 11.6 9.7 29.6 19.7 9.1	129710 loyees) 15.0 25.4 20.3 8.5 7.3 24.9 19.4 9.5	129 685 15.2 23.1 20.5 8.3 7.7 23.2 17.6 8.6	125 400 14.8 21.3 20.3 8.2 7.7 23.4 18.2 8.5	122 490 15.2 19.5 17.9 8.0 7.4 22.3 19.1 8.4	123 935 14.5 19.3 17.3 7.8 8.0 20.8 18.5 8.3	-7% -19% -28% -38% -33% -17% -30% -6% -9%	120155 14.0 18.4 17.0 7.3 7.0 19.4 18.5 7.5
	Total serious claimsIncidence rate (serious claims perHealth & community servicesManufacturingConstructionRetail tradeProperty & business servicesTransport & storagePersonal & other servicesEducationAccommodation, cafes & areating and an an an and an and an and an	133 225 er 1000 emp 17.8 26.7 28.0 11.6 9.7 29.6 19.7 9.1 13.8	129710 15.0 25.4 20.3 8.5 7.3 24.9 19.4 9.5 11.4	129 685 15.2 23.1 20.5 8.3 7.7 23.2 17.6 8.6 11.7	125 400 14.8 21.3 20.3 8.2 7.7 23.4 18.2 8.5 11.2	122 490 15.2 19.5 17.9 8.0 7.4 22.3 19.1 8.4 9.9	123 935 14.5 19.3 17.3 7.8 8.0 20.8 18.5 8.3 10.1	-7% -19% -28% -38% -33% -17% -30% -6% -9% -27%	120155 14.0 18.4 17.0 7.3 7.0 19.4 18.5 7.5 10.4
	Total serious claimsIncidence rate (serious claims perHealth & community servicesManufacturingConstructionRetail tradeProperty & business servicesTransport & storagePersonal & other servicesEducationAccommodation, cafes & restaurantsWholesale trade	133 225 1000 emp 17.8 26.7 28.0 11.6 9.7 29.6 19.7 9.1 13.8 16.4	129710 loyees) 15.0 25.4 20.3 8.5 7.3 24.9 19.4 9.5 11.4 14.0	129 685 15.2 23.1 20.5 8.3 7.7 23.2 17.6 8.6 11.7 14.9	125 400 14.8 21.3 20.3 8.2 7.7 23.4 18.2 8.5 11.2 11.2	122 490 15.2 17.9 8.0 7.4 22.3 19.1 8.4 9.9 12.7	123 935 14.5 19.3 17.3 7.8 8.0 20.8 18.5 8.3 10.1 10.1	-7% -19% -28% -38% -33% -17% -30% -6% -9% -27% -18%	 120155 14.0 18.4 17.0 7.3 7.0 19.4 18.5 7.5 10.4 12.2
	Total serious claimsIncidence rate (serious claims perHealth & community servicesManufacturingConstructionRetail tradeProperty & business servicesTransport & storagePersonal & other servicesEducationAccommodation, cafes & avanatisWholesale tradeGovernment administration & avanatis	133 225 1000 emp 17.8 26.7 28.0 11.6 9.7 29.6 19.7 9.1 13.8 16.4 10.5	129710 15.0 25.4 20.3 8.5 7.3 24.9 19.4 9.5 11.4 14.0 11.5	129 685 15.2 23.1 20.5 8.3 7.7 23.2 17.6 8.6 11.7 14.9 11.2	125 400 14.8 21.3 20.3 8.2 7.7 23.4 18.2 8.5 11.2 8.5 11.2 14.1 9.6	122 490 15.2 17.9 8.0 7.4 22.3 19.1 8.4 9.9 12.7 9.5	123 935 14.5 19.3 17.3 7.8 8.0 20.8 18.5 8.3 10.1 13.5 9.0	-7% -19% -28% -38% -33% -17% -30% -6% -9% -27% -18% -15%	120155 14.0 18.4 17.0 7.3 7.0 19.4 18.5 19.4 18.5 10.4 12.2 7.4
	Total serious claimsIncidence rate (serious claims perHealth & community servicesManufacturingConstructionRetail tradeProperty & business servicesTransport & storagePersonal & other servicesEducationAccommodation, cafes & restaurantsWholesale tradeGovernment administration & cafenceAgriculture, forestry & fishing	133 225 r 1000 emp 17.8 26.7 28.0 11.6 9.7 29.6 19.7 9.1 13.8 16.4 10.5 27.8	129710 15.0 25.4 20.3 8.5 7.3 24.9 19.4 9.5 11.4 14.0 11.5 24.7	129 685 15.2 23.1 20.5 8.3 7.7 23.2 17.6 8.6 11.7 14.9 14.9 11.2 23.9	125 400 14.8 21.3 20.3 8.2 7.7 23.4 18.2 8.5 11.2 11.2 14.1 9.6 24.7	122 490 15.2 17.9 8.0 7.4 22.3 19.1 8.4 9.9 12.7 9.5 21.4	123 935 14.5 19.3 17.3 7.8 8.0 20.8 18.5 8.3 10.1 13.5 9.0 21.0	-7% -19% -28% -38% -33% -17% -30% -6% -9% -27% -18% -15% -25%	120155 14.0 18.4 17.0 7.3 7.0 19.4 18.5 10.4 12.2 7.4 21.3
	Total serious claimsIncidence rate (serious claims perHealth & community servicesManufacturingConstructionRetail tradeProperty & business servicesTransport & storagePersonal & other servicesEducationAccommodation, cafes & arransWholesale tradeGovernment administration & arransAgriculture, forestry & fishingMining	133 225 1000 emp 17.8 26.7 28.0 11.6 9.7 29.6 19.7 9.1 13.8 16.4 10.5 27.8 25.3	129710 15.0 25.4 20.3 8.5 7.3 24.9 19.4 9.5 11.4 9.5 11.4 24.9 11.4 9.5 11.4 14.0 11.5 24.7 17.7	129 685 15.2 23.1 20.5 8.3 7.7 23.2 17.6 8.6 11.7 14.9	125 400 14.8 20.3 20.3 (1.2)	122 490 15.2 19.5 17.9 8.0 7.4 19.1 8.4 9.9 12.7 9.5 21.4 12.7	123 935 14.5 19.3 17.3 7.8 8.0 20.8 18.5 8.3 10.1 13.5 9.0 21.0 11.8	-7% -19% -28% -38% -33% -17% -30% -6% -9% -27% -18% -15% -25% -25%	120155 14.0 18.4 17.0 7.3 7.0 19.4 18.5 19.4 18.5 10.4 12.2 7.4 12.2 7.4 21.3 21.3
	Total serious claimsIncidence rate (serious claims perHealth & community servicesManufacturingConstructionRetail tradeProperty & business servicesTransport & storagePersonal & other servicesEducationAccommodation, cafes & restaurantsWholesale tradeGovernment administration & clefenceAgriculture, forestry & fishingMiningCultural & recreational services	133 225 1000 emp 17.8 26.7 28.0 11.6 9.7 29.6 19.7 9.1 13.8 16.4 10.5 27.8 25.3 13.1	129710 15.0 25.4 20.3 8.5 7.3 24.9 19.4 9.5 11.4 14.0 11.5 24.7 17.7 9.3	129 685 15.2 23.1 20.5 8.3 7.7 23.2 17.6 8.6 11.7 14.9 14.9 11.2 23.9 16.9 9.9	125 400 14.8 21.3 20.3 8.2 7.7 23.4 18.2 8.5 11.2 14.1 9.6 24.7 13.3 8.9	122 490	123 935 14.5 19.3 17.3 7.8 8.0 20.8 18.5 8.3 10.1 13.5 9.0 21.0 11.8 8.8	-7% -19% -28% -38% -33% -17% -30% -0% -9% -27% -18% -15% -25% -53%	120155 14.0 18.4 17.0 7.3 19.4 18.5 19.4 10.4
	Total serious claimsIncidence rate (serious claims perHealth & community servicesManufacturingConstructionRetail tradeProperty & business servicesTransport & storagePersonal & other servicesAccommodation, cafes & cestaurantsWholesale tradeGovernment administration & defenceAgriculture, forestry & fishingMiningCultural & recreational servicesCommunication services	133 225 1000 emp 17.8 26.7 28.0 11.6 9.7 29.6 19.7 9.1 13.8 16.4 10.5 27.8 25.3 13.1 9.7	129710 15.0 25.4 20.3 8.5 7.3 24.9 19.4 9.5 11.4 9.5 11.4 9.5 11.4 9.5 11.7 9.3 8.1	129 685 15.2 23.1 20.5 8.3 7.7 23.2 17.6 8.6 11.7 14.9	125 400 14.8 21.3 20.3 8.2 7.7 23.4 18.2 18.2 18.2 11.2 14.1 9.6 24.7 13.3 8.9 6.2	122 490 15.2 17.9 8.0 7.4 8.0 7.4 9.9 12.7 9.5 21.4 12.7 8.9 6.1	123 935 14.5 19.3 17.3 7.8 8.0 20.8 18.5 10.1 13.5 9.0 13.5 9.0 21.0 11.8 8.8 1.8 8.8 1.8 1.8 1.8 1.	-7% -19% -28% -38% -33% -17% -30% -6% -9% -27% -18% -15% -25% -25% -33% -35%	120155 14.0 18.4 17.0 7.3 19.4 19.4 19.4 10.4 10.4 12.2 10.4 12.2 10.4 12.2 10.4 12.2 10.4 12.2 10.4 12.2 10.4 12.2 10.4 12.2 10.4 12.2 10.4
	Total serious claimsIncidence rate (serious claims perHealth & community servicesManufacturingConstructionRetail tradeProperty & business servicesTransport & storagePersonal & other servicesEducationAccommodation, cafes & sersaurantsWholesale tradeAgriculture, forestry & fishingMiningCultural & recreational servicesFormunication servicesFormunication services	133 225 17.8 26.7 28.0 11.6 9.7 29.6 19.7 9.1 13.8 16.4 10.5 27.8 25.3 13.1 9.7 4.0	129710 15.0 25.4 20.3 8.5 7.3 24.9 19.4 9.5 11.4 24.7 11.5 24.7 11.5 24.7 8.1 2.7	129 685 15.2 23.1 20.5 8.3 7.7 23.2 17.6 8.6 11.7 14.9 11.2 23.9 14.9 11.2 14.9 11.2 14.9 1.1 2.3 1.1 1.1 1.1 1.1 1.1 1.1 1.1 1	125 400	122 490	123 935 14.5 19.3 17.3 7.8 8.0 20.8 18.5 8.3 10.1 13.5 9.0 21.0 21.0 11.8 8.8 6.3 2.7	-7% -19% -28% -38% -33% -17% -30% -0% -27% -27% -18% -15% -25% -53% -33% -35% -33%	120 155 14.0 18.4 17.0 7.3 19.4 19.4 19.4 19.4 19.4 10.4
	Total serious claimsIncidence rate (serious claims perHealth & community servicesManufacturingConstructionRetail tradeProperty & business servicesTransport & storagePersonal & other servicesEducationAccommodation, cafes & cestaurantsWholesale tradeGovernment administration & defenceAgriculture, forestry & fishingCultural & recreational servicesFinance & insuranceEinance & insurance	133 225 r 1000 emp 17.8 26.7 28.0 11.6 9.7 29.6 19.7 9.1 13.8 16.4 10.5 27.8 25.3 13.1 9.7 4.0 10.9	129710 15.0 25.4 20.3 8.5 7.3 24.9 19.4 9.5 11.4 9.5 11.4 9.5 11.4 9.5 11.7 9.3 8.1 2.7 7.6	129 685 15.2 23.1 20.5 8.3 7.7 23.2 17.6 8.6 11.7 14.9 1	125 400 14.8 21.3 20.3 8.2 7.7 23.4 18.2 8.5 11.2 14.1 9.6 24.7 13.3 8.9 6.2 2.6 5.3	122 490	123 935 14.5 19.3 17.3 7.8 8.0 20.8 18.5 8.3 10.1 13.5 9.0 13.5 9.0 13.5 9.0 13.5 9.0 13.5 9.0 13.5 9.0 13.5 9.0 13.5 9.0 13.5 10.1 10	-7% -19% -28% -38% -33% -17% -30% -0% -0% -27% -18% -25% -25% -33% -33% -35% -33% -50%	120155 14.0 18.4 17.0 7.3 19.4 19.4 19.4 10.4

Industry	2000-01	2006-07	2007-08	2008-09	2009-10	2010-11	% chg	2011–12p
Frequency rate (serious claims p	er million h	ours worke	ed)					
Health & community services	12.1	10.4	10.5	10.2	10.7	10.1	-16%	9.6
Manufacturing	13.6	13.1	11.9	11.1	10.3	10.1	-26%	9.5
Construction	13.7	10.0	10.1	10.2	9.0	8.7	-37%	8.4
Retail trade	8.4	6.3	6.1	6.0	5.9	5.7	-32%	5.3
Property & business services	5.3	4.1	4.3	4.4	4.2	4.5	-15%	3.9
Transport & storage	14.8	12.7	11.8	12.2	11.5	10.7	-28%	10.0
Personal & other services	11.9	11.8	10.8	11.1	11.9	11.5	-3%	11.3
Education	5.5	6.0	5.4	5.4	5.3	5.3	-5%	4.8
Accommodation, cafes & restaurants	9.8	8.5	8.3	8.9	7.6	8.0	-18%	8.1
Wholesale trade	8.3	7.2	7.8	7.5	6.7	7.1	-14%	6.5
Government administration & defence	6.0	6.7	6.6	5.6	5.7	5.4	-11%	4.3
Agriculture, forestry & fishing	14.4	12.9	12.4	12.5	10.9	10.5	-27%	10.4
Mining	10.8	7.6	7.5	6.0	5.6	5.2	-52%	5.0
Cultural & recreational services	9.4	7.0	7.2	6.5	6.4	6.6	-30%	5.9
Communication services	5.1	4.3	4.6	3.5	3.5	3.5	-32%	3.7
Finance & insurance	2.2	1.5	1.4	1.4	1.4	1.4	-33%	1.1
Electricity, gas & water supply	5.7	3.9	3.5	2.9	2.9	2.8	-50%	2.4
Total serious claims	9.5	8.1	7.9	7.6	7.3	7.2	-25%	6.8

> The number of serious claims made by employees in the Health & community services industry has risen by 22% between 2000–01 to 2010–11. However both incidence and frequency rates of serious claims have fallen over the same period

- > The number of serious claims in the Manufacturing industry has fallen by 36%, the largest percentage decrease for any industry between 2000-01 and 2010-11
- > While Health & Community services had the largest number of serious claims in 2010–11, Manufacturing had by far the largest number of claims in 2000–01 (80% more than any other industry)
- > The incidence and frequency rates of serious claims declined in all industry divisions over the period between 2000–01 and 2010–11, with the smallest decreases occurring in Personal & other services and Education (6% and 9% declines respectively for incidence rate)
- > The incidence rate of serious claims in the Mining industry decreased by 53%, falling from 25.3 claims per 1000 employees in 2000–01 to 11.8 in 2010–11. This was the largest percentage decrease in the incidence rate of serious claims of any industry during this period



22%

increase in the number of serious claims in the Health & community services industry but overall a decline in the rates of injury in this industry



36%

decrease in the number of serious claims in the Manufacturing industry



Table 13: Serious claims: number, incidence and frequency rates by occupation major group, 2000–01 to 2011–12p

	Industry	2000-01	2006-07	2007-08	2008-09	2009-10	2010-11	% chg	2011–12p
	Number of serious claims								
	Labourers & related workers	31 830	29 365	29 460	25 985	21 365	24 215	-24%	23 150
	Tradespersons & related workers	26 355	26 215	25 400	23 285	21 220	21 650	-18%	20 555
	Intermediate production & transport workers	24 935	23 085	22 870	22 185	20 450	20 980	-16%	20 395
0	Intermediate clerical, sales & service workers	14 080	16 245	15 905	16 045	15 920	17 415	24%	17 030
0	Professionals	10 745	12 700	14 415	14 810	14 105	13 595	27%	11 740
	Elementary clerical, sales & service workers	10 585	8 710	8 710	9 160	9 860	10 210	-4%	11 730
0	Associate professionals	8 890	9 520	9 305	10 135	10 440	11 470	29%	10 765
	Managers & administrators	2 755	2 855	2 680	2 800	2 920	3 185	16%	3 490
	Advanced clerical & service workers	1 310	885	855	910	870	995	-24%	1 090
	Total serious claims	133 225	129 710	129 685	125 400	122 490	123 935	-7%	120 155
	Incidence rate (serious claims per 1	000 emplo	yees)						
	Labourers & related workers	39.4	35.5	36.0	31.8	25.6	28.8	-27%	28.3
	Tradespersons & related workers	29.7	25.5	23.9	22.0	20.2	19.4	-34%	18.7
	Intermediate production & transport workers	35.7	28.3	26.8	26.2	24.6	25.1	-30%	23.6
0	Intermediate clerical, sales & service workers	8.7	9.3	8.9	8.7	8.3	8.8	1%	8.6
0	Professionals	6.8	6.6	7.1	7.2	6.5	6.0	-12%	5.2
	Elementary clerical, sales & service workers	11.2	8.7	8.6	9.0	9.6	9.5	-16%	11.1
	Associate professionals	10.1	8.1	8.0	8.2	8.6	8.9	-11%	8.0
	Managers & administrators	6.5	4.4	3.9	4.0	3.8	4.3	-34%	4.4
	Advanced clerical & service workers	3.8	2.6	2.5	2.9	3.0	3.3	-12%	3.8
	Total serious claims	16.3	13.7	13.3	12.7	12.1	11.9	-27%	11.4
	Frequency rate (serious claims per r	million hou	rs worked)						
	Labourers & related workers	27.0	23.9	24.0	22.0	17.8	19.9	-26%	19.7
	Tradespersons & related workers	15.0	13.1	12.2	11.5	10.6	10.1	-33%	9.6
	Intermediate production & transport workers	18.7	15.2	14.4	14.3	13.4	13.4	-28%	12.3
0	Intermediate clerical, sales & service workers	5.8	6.3	6.1	6.0	5.8	6.2	8%	5.9
	Professionals	3.7	3.8	4.1	4.1	3.7	3.4	-6%	3.0
	Elementary clerical, sales & service workers	9.6	7.7	7.5	7.8	8.5	8.4	-13%	9.7
	Associate professionals	4.9	4.3	4.2	4.5	4.6	4.8	-3%	4.3
	Managers & administrators	2.8	2.0	1.8	1.9	1.7	2.0	-29%	2.0
	Advanced clerical & service workers	2.4	1.7	1.7	2.0	2.0	2.3	-6%	2.6
	Total serious claims	9.5	8.1	7.9	7.6	7.3	7.2	-25%	6.8

> Labourers & related workers had the largest number of serious claims in 2010–11, but this number has decreased by 24% since 2000–01

> All occupation groups except Intermediate clerical, sales & service workers have seen a decline in incidence

and frequency rates of serious claims since 2000-01

> The number of serious claims has increased by more than 20% for the Intermediate, clerical, sales & services workers, Professionals and Associate professional occupation major groups

	Nature of injury or disease	2000-01	2006-07	2007-08	2008-09	2009-10	2010-11	% chg	2011–12p
			Number o	of serious c	laims				
	Injury and musculoskeletal disorder	S							
	Sprains & strains & MSD	79 715	75 475	75 420	73 180	72 255	71 655	-10%	70 730
	Fractures	10 935	11 010	11 760	11 025	10 325	10 630	-3%	10 535
	Open wound	11 600	10 675	10 510	9 920	9 540	9 635	-17%	9 330
	Contusion & crushing	8 975	8 955	8 840	8 375	7 775	8 145	-9%	7 035
0	Other & unspecified injuries	725	1 385	1 375	1 545	1 585	1 880	159%	2 020
0	Dislocation	965	1 820	1 870	1 970	1 835	2 030	110%	1 955
	Burns	2 105	2 150	2 030	1 865	1 775	1 805	-14%	1 875
	Superficial injury	1 400	755	680	830	650	795	-43%	735
0	Intracranial injury, incl concussion	415	530	515	490	460	555	34%	515
	Foreign body in eye, ear, etc.	600	575	575	500	475	485	-19%	465
0	Vertebral fracture	365	430	410	430	390	410	12%	450
	Traumatic amputation	715	660	660	560	480	555	-23%	430
	Multiple injuries	510	245	340	375	380	465	-8%	345
	Poisoning	390	300	275	250	230	245	-38%	225
0	Injuries to nerves & spinal cord	80	160	190	215	180	225	186%	210
0	Electrocution or electric shock	15	120	150	90	100	105	712%	95
	Internal injury of chest, abdomen & pelvis	90	100	95	85	110	65	-28%	85
0	Medical sharps injury	35	65	60	60	50	55	72%	70
	Effects of weather, exposure etc	140	50	50	40	35	45	-68%	35
	Injury & musculoskeletal disorders total	119 790	115 500	115 855	111 855	108 685	109 850	-8%	107 190
	Diseases								
0	Mental disorders	6 655	7 130	6 830	6 995	7 630	8 1 3 0	22%	7 390
	Hernia	3 210	3 500	3 320	3 175	3 180	2 925	-9%	2 905
	Disorders of nerve roots etc	1 380	1 465	1 480	1 375	1 285	1 310	-5%	1 150
	Skin diseases	605	645	670	645	535	515	-14%	465
	Infectious & parasitic diseases	385	295	300	275	235	260	-33%	240
	Respiratory diseases (including cold & flu)	285	270	280	285	285	270	-5%	220
	Contact dermatitis	260	265	245	240	175	170	-34%	180
	Disease total	13 435	14 210	13 830	13 550	13 805	14 085	5%	12 965
	Total serious claims	133 225	129 710	129 685	125 400	122 490	123 935	-7%	120 155

Table 14: Serious claims: number of claims by nature of injury or disease, 2000–01 to 2011–12p



110% increase in the number of serious claims for dislocation

- > The number of Sprains & strains and MSD has fallen 10% between 2000–01 and 2010–11. However, the proportion of all serious claims that are Sprains & strains and MSD has only fallen slightly, from 60% in 2000–01 to 58% in 2010–11
- > The number of serious claims for Mental disorders has increased by 22% between 2000–01 and 2010–11, while the proportion of serious claims due to all other types of diseases and disorders have fallen 12% over the same period
- > There has been a 17% decrease in the number of serious claims for open wounds



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Table 15: Serious claims: number of claims by bodily location of injury or disease, 2000–01 to 2011–12p

	Bodily location of injury or disease	2000-01	2006-07	2007-08	2008-09	2009-10	2010-11	% chg	2011–12p
			Numbe	er of seriou	s claims				
	Upper limbs	43 095	42 975	43 465	42 165	40 445	41 285	-4%	40 435
	Hand, fingers and thumb	17 665	16 665	16 895	15 920	15 040	15 480	-12%	14 985
0	Shoulder	10 650	12 135	12 435	12 355	12 370	12 455	17%	12 455
	Wrist	6 125	6 245	6 255	6 170	5 805	6 035	-1%	5 555
	Elbow	3 115	2 990	2 920	2 885	2 840	2 890	-7%	2 920
	Forearm	2 165	2 060	2 195	1 930	1 870	1 850	-14%	1 960
	Upper limb - multiple locations	1 305	1 290	1 150	1 275	1 070	1 040	-20%	1 095
	Upper arm	1 145	1 055	1 1 1 0	1 165	1 050	1 1 1 0	-3%	1 065
	Upper limb - unspecified locations	930	530	510	470	400	425	-54%	400
	Trunk	42 645	37 740	37 255	35 415	34 815	34 265	-20%	33 060
	Back	35 300	30 555	30 295	28 680	28 290	28 000	-21%	27 015
	Abdomen and pelvic region	4 755	4 695	4 575	4 330	4 255	4 085	-14%	3 840
	Chest	2 355	2 235	2 210	2 180	2 050	1 965	-17%	1 985
	Trunk - multiple locations	185	150	125	155	165	170	-6%	145
	Trunk - unspecified locations	50	105	55	75	55	45	-4%	70
0	Lower limbs	26 370	27 860	28 010	27 430	26 840	26 745	1%	26 660
0	Knee	10 465	11 605	11 455	11 455	11 290	11 405	9%	11 140
	Ankle	5 920	6 155	6 360	6 205	6 080	5 880	-1%	5 995
	Foot and toes	4 555	4 465	4 500	4 195	4 095	4 105	-10%	4 165
0	Lower leg	2 250	2 765	2 875	2 740	2 680	2 665	19%	2 660
	Upper leg	1 015	1 020	1 000	1 005	930	935	-8%	985
0	Нір	780	830	820	890	865	890	14%	860
	Lower limb - multiple locations	995	555	550	560	525	490	-51%	490
	Lower limb - unspecified locations	395	470	445	385	370	370	-6%	370
0	Non-physical locations	6 645	7 155	6 840	7 045	7 795	8 265	24%	7 400
	Head	3 770	3 830	3 910	3 640	3 340	3 565	-5%	3 485
	Eye	1 160	1 200	1 205	1 040	945	970	-16%	955
0	Cranium	830	910	860	835	755	895	8%	785
	Face	640	605	660	625	635	600	-6%	665
	Head - unspecified locations	405	390	440	400	350	380	-6%	430
	Nose	230	210	250	220	190	210	-8%	195
0	Mouth	135	165	160	170	160	180	31%	170
	Ear	170	165	190	195	145	165	-2%	155
	Head - multiple locations	200	185	145	155	155	165	-18%	130
	Multiple locations	6 185	6 210	6 275	5 930	5 690	6 210	0%	5 455
	Neck and throat	3 695	3 010	2 950	2 850	2 705	2 695	-27%	2 665
0	Unspecified locations	160	285	340	375	335	370	127%	610
-	Systemic locations	655	650	640	550	525	535	-18%	390
	Serious claims total	133 225	129 710	129 685	125 400	122 490	123 935	-7%	120 155

> The bodily location associated with the largest number of serious claims is the Back. However, the number of back-related serious claims has fallen by 21% between 2000–01 and 2010–11, and the proportion of back-related claims of all serious claims has fallen from 27% in 2000–01 to 23% in 2010–11

> The only major physical location group to show an increase in serious claims between 2000–01 and 2010–11 was the Lower limb, driven by a 19% increase in the number of lower leg claims and a 9% increase in knee related serious claims

> The number of serious claims associated with non-physical locations has increased by 24% over the period

Table 16: Serious claims: number of claims by mechanism of injury or disease, 2000–01 to 2011–12p

Mechanism of injury or disease	2000-01	2006-07	2007-08	2008-09	2009-10	2010-11	% chg	2011–12p
	Nun	nber of ser	ious claim					
Body stressing	58 225	55 540	55 195	53 215	52 995	52 255	-10%	50 515
Muscular stress while lifting, carrying, or putting down objects	28 630	24 715	23 695	23 030	22 105	22 500	-21%	20 890
Muscular stress while handling objects other than lifting, carrying or putting down	18 845	20 110	20 435	19 460	19 890	19 450	3%	19 225
Muscular stress with no objects being handled	6 335	6 830	7 530	7 375	7 320	6 665	5%	6 685
Falls, trips & slips of a person	26 175	26 935	27 645	27 365	26 635	27 060	3%	26 890
Falls from a height	8 855	7 890	8 705	8 775	7 980	7 525	-15%	7 245
Falls on the same level	15 575	17 115	17 380	17 050	16 860	17 550	13%	17 310
Being hit by moving objects	18 210	19 090	19 390	18 425	17 155	17 375	-5%	17 265
Being hit by falling objects	4 210	4 790	4 945	4 470	3 960	4 040	-4%	4 135
Being trapped between stationary & moving objects	2 485	2 755	3 030	2 915	2 565	2 460	-1%	2 465
Being trapped by moving machinery & equipment	2 150	1 825	1 605	1 490	1 355	1 420	-34%	1 400
Being assaulted by a person or persons	1 1 1 5	2 040	2 155	2 245	2 160	2 115	90%	2 285
Hitting objects with a part of the body	10 595	9 745	9 955	9 250	8 475	8 325	-21%	8 375
Mental stress	6 315	6 850	6 550	6 680	7 400	7 895	25%	6 840
Heat, radiation & electricity	1 964	1 934	1 869	1 649	1 635	1 654	-16%	1 718
Chemicals & other substances	1 540	1 245	1 245	1 210	1 045	1 090	-29%	1 105
Biological factors	605	475	500	510	365	440	-27%	375
Sound & pressure	150	119	149	159	120	155	3%	165
Other & unspecified mechanisms of injury	9 440	7 780	7 175	6 925	6 670	7 675	-19%	6 905
Vehicle accident	2 730	3 090	3 195	3 140	2 865	3 035	11%	2 985
Total Serious claims	133 225	129 710	129 685	125 400	122 490	123 935	-7%	120 155

 Body stressing accounted for 42% of serious claims in 2010–11, however the number of serious Body stressing claims fell by 10% between 2000–01 and 2010–11

> The number of claims arising from Mental stress increased by 25% between 2000-01 and 2010-11, and there was also a slight increase in the number of serious claims due to Falls, trips and slips due to an increase in the number of falls on the same level



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	Table 17: Serious claims: number	of claims	by breakd	own agen	cy of injur	y or diseas	e, 2000–
	Breakdown agency of injury or disease	2000-01	2006-07	2007-08	2008-09	2009-10	2010-11
			Numbe	r of serious	claims		
	Non-powered handtools, appliances & equipment	35 720	34 845	34 185	32 320	30 670	29 640
0	Environmental agencies	18 080	19 070	19710	19 395	18 815	18 620
0	Materials & substances	14 855	16 880	16 995	15 645	15 230	15 025

13 985

11 455

9 3 1 5

6 380

1 395

22 045

133 225

14 910

11 930

7 740

6 525

1 1 3 5

16 680

129710

Animal, human & biological

Mobile plant & transport

Machinery & mainly fixed plant

Chemicals & chemical products

Other & unspecified agencies

Total serious claims

Powered equipment, tools &

agencies

appliances

-01 to 2011-12p

Non-powered handtools, appliances and equipment were associated with 24% of serious claims in 2010–11, > however the number of claims associated with this Breakdown agency fell by 17% between 2000–01 and 2010–11

14 905

12 090

7 310

6 580

1 1 1 5

16 810

129 685

15 250

11 615

6 570

6 1 1 5

1 040

17 450

125 400

- There was a 12% increase in the number of serious claims related to exposure to Animal, human or biological > agencies between 2000-01 and 2010-11
- There was a 37% decrease in the number of serious claims associated with Machinery & mainly fixed plant between > 2000-01 and 2010-11



12% of serious claims related to exposure to Animal,

30 320 19635

16 380

15 880

11 465

6 230

5 855

925

13 470

120 155

-17%

3%

1%

12%

-5%

-37%

-12%

-35%

-1%

-7%

15 665

10 840

5 855

5 590

910

21 785

123 935

15 845

11 190

6 065

5 935

860

17 885

122 490



Back strain injuries

Back strain injuries have accounted for almost one serious claim in five over the period from 2000-to and 2011–12p.

Generally, a back strain injury results from a sprain or strain to the back muscles or ligaments, spinal cord, thoracic spine, lumbar spine, sacrum or coccyx.

The following pages shed further light on back strain injury, exploring trends and examining specific influencing factors, such as age, gender, occupation and industry.

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	Claims			Total weeks lost			Average weeks lost		
Financial year	Back strain	Serious claims	Back strain %	Back strain	Serious claims	Back strain %	Back strain	Serious claims	
2000-01	35 305	133 225	27%	1 060 000	3 451 550	31%	30.0	25.9	
2001-02	33 655	130 190	26%	937 000	3 150 120	30%	27.8	24.2	
2002-03	28 500	132 530	22%	712 000	3 026 950	24%	25.0	22.8	
2003-04	27 930	133 410	21%	587 000	2 743 870	21%	21.0	20.6	
2004-05	26 860	134 405	20%	518 000	2 632 480	20%	19.3	19.6	
2005-06	22 640	130 340	17%	493 000	2 871 000	17%	21.8	22.0	
2006-07	23 285	129 710	18%	459 000	2 720 350	17%	19.7	21.0	
2007-08	23 375	129 685	18%	458 000	2 686 480	17%	19.6	20.7	
2008-09	22 140	125 400	18%	423 000	2 567 020	16%	19.1	20.5	
2009-10	21 415	122 490	17%	352 000	2 311 700	15%	16.4	18.9	
2010-11	20 825	123 935	17%	311 000	2 077 900	15%	14.9	16.8	
2011–12p	20 200	120 155	17%	225 000	1 511 210	15%	11.1	12.6	
2000-2012	306 130	1545 475	20%	6 535 000	31 750 630	21%	21.3	20.5	

Table 18: Back strain injuries: number of claims, weeks lost and average weeks lost, comparison with serious claims, 2000–01 to 2011–12p

> The total amount of time lost from work for back strain injuries has shown a substantial decline since 2000-01. This is not just due to fewer back strain injuries, but also because the average time lost associated with back strain injuries halved between 2000-01 and 2010-11



Figure 4: Back strain injuries: proportion of serious claims by sex, 2000–01 to 2011–12p

> In 2000-01, back strain injuries accounted for 27% of all serious claims. However, since 2005-06 back strain injuries have accounted from approximately 18% of all serious claims

> The number of serious claims for back strain injury fell by 41% between 2000–01 and 2010–11



Time lost and compensation paid for back strain injuries has reduced from over 30% of all serious claims in 2000-01 to 15% in 2011–12p

Figure 6: Back strain injuries: distribution of back strain injuries by sex, 2000–01 to 2011–12p

 The proportion of back strain injury claims made by females rose from 33% in 2000–01 to 39% in 2011–12p

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Figure 7: Back strain injuries: frequency rate of back strain injuries by sex, 2000–01 to 2011–12p

- The frequency rate of back strain injury fell to just over one claim per million hours worked for both male and female employees in 2011–12p, after previously being above 2 claims per million hours worked in 2000–01
- Frequency rates of serious claims for males and females are much more similar in 2011–12p than they were in 2000-01, when males had a much higher rate than females

Figure 8: Back strain injuries: distribution of employment and serious claims by sex, 2000–01 to 2011–12p

Age group	Back strain injuries	Other injuries	
<20 years	16%	84%	
20-24 years	20%	80%	
25-29 years	22%	78%	
30-34 years	23%	77%	
35-39 years	22%	78%	
40-44 years	21%	79%	
45-49 years	20%	80%	Back strain injuries were lea
50-54 years	18%	82%	common in the youngest
55-59 years	16%	84%	(<20 years) and the oldest
60-64 years	15%	85%	(>50 years) age groups
65 years+	11%	89%	

Table 19: Back strain injuries: proportion of serious claims by age group, 2000–01 to 2011–12p

Table 20: Back strain injuries: distribution of back strain injury, employment and incidence rates by age group, 2000–01 to 2011–12p

		Male			Female	
Age group	Back strain injuries	Employment	Incidence rate	Back strain injuries	Employment	Incidence rate
<20 years	2%	7%	0.47	2%	8%	0.28
20-24 years	6%	12%	0.81	6%	12%	0.62
25-29 years	8%	12%	1.06	8%	12%	0.92
30-34 years	11%	12%	1.46	10%	11%	1.24
35-39 years	13%	12%	1.82	12%	11%	1.51
40-44 years	14%	11%	2.08	15%	12%	1.70
45-49 years	15%	11%	2.28	18%	12%	1.95
50-54 years	14%	10%	2.49	16%	10%	2.11
55-59 years	11%	7%	2.45	9%	7%	1.76
60-64 years	6%	4%	2.30	3%	3%	1.21
65 years+	1%	2%	1.20	1%	1%	0.66
Total	100%	100%	1.67	100%	100%	1.33

> Male and female employees aged 45 years or more tended to have the highest rates of serious back strain injury claims

Table 21: Back strain injuries: proportion of all serious claims, incidence and frequency rates by industry division, 2000–01 to 2011–12p

	Back strain injuries					
Industry Division	% of serious claims	Frequency rate				
Transport & storage	21%	5.22	2.66			
Manufacturing	18%	4.26	2.19			
Health & community services	26%	4.13	2.85			
Construction	18%	3.83	1.90			
Agriculture, forestry & fishing	14%	3.57	1.83			
Mining	21%	3.42	1.50			
Wholesale trade	21%	3.10	1.61			
Personal & other services	15%	2.83	1.72			
Government administration & defence	21%	2.34	1.36			
Accommodation, cafes & restaurants	19%	2.30	1.72			
Retail trade	24%	2.12	1.55			
Electricity, gas & water supply	22%	1.61	0.83			
Communication services	20%	1.58	0.85			
Property & business services	18%	1.54	0.86			
Cultural & recreational services	15%	1.45	1.05			
Education	16%	1.35	0.84			
Finance & insurance	15%	0.46	0.25			
Total	20%	2.74	1.62			

Table 22: Back strain injuries: proportion of all serious claims, incidence and frequency rates by occupation group, 2000–01 to 2011–12p

	E	S	
Major occupation group	% of serious claims	Incidence rate	Frequency rate
Labourers & related workers	20%	7.07	4.85
Intermediate production & transport workers	22%	6.20	3.29
Tradespersons & related workers	17%	4.13	2.11
Elementary clerical, sales & service workers	23% 2.21		1.92
Associate professionals	18%	1.63	0.85
Intermediate clerical, sales & service workers	23%	2.02	1.38
Professionals	19%	1.23	0.69
Managers & administrators	16%	0.75	0.34
Advanced clerical & service workers	17%	0.56	0.37
Total	20%	2.74	1.62

- > The industries in which back strain injuries were most common were Health & community services (26% of all serious claims) and Retail trade (24% of all serious claims). Health & community services also had the highest frequency rate of back strain injuries
- > The highest incidence rates of back strain injury occurred in the Transport & storage (5.2 back strain injuries per 1000 employees) and Manufacturing (4.3 back strain injuries per 1000 employees) industries
- > The occupations in which back strain injuries were most common were Elementary clerical, sales & service workers (23% of all serious claims) and Intermediate clerical, sales & services workers (23% of all serious claims)
- > The highest incidence (and frequency) rates of back strain injuries occurred in Labourers & related workers (7.1 back strain claims per 1000 employees) and Intermediate production & transport workers (6.2 claims per 1000 employees)

23% of serious claims in Elementary clerical, sales & service workers are for back strain

Figure 9: Back strain injuries: average time lost per claim (weeks) for back sprain injury and other serious claims, 2000–01 to 2011–12p

> Back strain injuries resulted in significantly less time lost from work in 2011–12p than they did in 2000-01. The decline in time lost is consistent with the overall pattern of time lost for other serious claims over the same period

Time lost and compensation paid

This section analyses trends in the duration of absence (time lost from work) and compensation payments for serious claims over time.

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

The median is used as the summary measure for time lost and compensation paid, in preference to the average, as a few long-term claims involving large compensation payments or periods of time lost can significantly distort the interpretation of the average. It is not possible to calculate total payments by multiplying the median payment by the number of claims.

This report does not display median time lost and median compensation paid for claims lodged in the 2011–12 financial year as those claims are likely to be open and the claimant may accrue more time off and payment in subsequent years.

Financial year of lodgement	Serious claims	Median time lost (weeks)	Median compensation paid
2000-01	133 225	4.2	\$5 200
2001-02	130 190	4.3	\$5 400
2002-03	132 530	4.3	\$5 500
2003-04	133 410	4.0	\$5 100
2004-05	134 405	4.0	\$5 300
2005-06	130 340	4.3	\$5 700
2006-07	129 710	4.4	\$6 200
2007-08	129 685	4.6	\$6 700
2008-09	125 400	4.8	\$7 600
2009-10	122 490	4.9	\$7 900
2010-11	123 935	5.0	\$8 300

Table 23: Serious claims: median time lost (weeks) and compensation paid, 2000–01 to 2010–11

The median time lost from work increased by 19% between 2000–01 and 2010–11, while median compensation paid increased by 60% over the same period

Figure 10: Serious claims: median time lost from work by age group, 2000–01 to 2010–11

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Figure 11: Serious claims: median compensation paid by age group, 2000–01 to 2010–11

Table 24: Serious claims: median time lost and compensation paid by sex, 2000–01 to 2010–11

	Median time lost (working weeks)		Media compens	n paid sation (\$)
Financial year	Male	Female	Male	Female
2000-01	4.00	4.72	\$5 000	\$5 600
2001-02	4.00	4.99	\$5 200	\$6 000
2002-03	4.06	5.00	\$5 300	\$6 000
2003-04	3.94	4.70	\$4 900	\$5 400
2004-05	3.97	4.53	\$5 200	\$5 400
2005-06	4.00	5.02	\$5 600	\$5 900
2006-07	4.20	5.00	\$6 200	\$6 200
2007-08	4.39	5.21	\$6 700	\$6 600
2008-09	4.60	5.28	\$7 900	\$7 100
2009-10	4.60	5.40	\$8 100	\$7 600
2010-11	4.80	5.67	\$8 500	\$8 000

In recent years median payments for those over 40 years have shown a much greater increase than median time lost

> Older workers have more time lost from work and higher median compensation paid than younger workers

Figure 12: Serious claims: median time lost from work by sex, 2000-01 to 2010-11

Figure 13: Serious claims: median compensation paid by sex, 2000-01 to 2010-11

Females have longer periods of time off work than males for serious workers' compensation claims, but the median > amount of compensation paid is similar for males and females

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Table 25: Serious claims: median time lost and compensation paid by industry, 2000–01 to 2010–11

Industry	2000-01	2006-07	2007-08	2008-09	2009-10	2010-11	% chg
			Median tir	me lost (wor	king weeks)	
Health & community services	4.4	4.8	4.8	4.8	4.6	5.0	14%
Manufacturing	4.0	4.2	4.2	4.4	4.6	4.8	20%
Construction	5.0	4.8	5.0	5.4	5.8	5.8	16%
Retail trade	3.6	4.2	4.6	4.9	5.2	5.0	39%
Property & business services	4.6	4.7	4.8	5.0	4.8	5.0	9%
Transport & storage	4.1	4.6	5.2	5.4	5.4	5.8	43%
Personal & other services	4.4	4.4	4.8	5.0	5.2	5.6	27%
Education	4.0	4.0	4.2	4.2	4.4	4.4	10%
Accommodation, cafes & restaurants	3.8	3.4	3.6	3.8	3.6	4.0	6%
Wholesale trade	4.0	4.2	4.6	4.9	5.0	4.8	20%
Government administration & defence	3.6	3.5	3.6	3.8	4.0	4.5	25%
Agriculture, forestry & fishing	4.8	5.0	5.4	5.2	5.0	5.6	17%
Mining	5.2	6.0	5.9	7.0	6.2	7.1	38%
Cultural & recreational services	4.4	4.7	5.0	5.4	5.4	5.8	32%
Communication services	4.0	5.0	5.0	4.9	4.5	4.8	19%
Finance & insurance	4.8	5.8	5.8	6.4	7.2	6.7	40%
Electricity, gas & water supply	3.1	3.8	3.4	3.2	4.0	3.8	23%
Australia total	4.2	4.4	4.6	4.8	4.9	5.0	20%
			Median	compensati	on paid (\$)		
Health & community services	\$4 800	\$5 400	\$5 800	\$6 300	\$6 400	\$6 900	44%
Manufacturing	\$5 400	\$6 100	\$6 500	\$7 600	\$8 100	\$8 400	56%
Construction	\$6 100	\$7 000	\$7 400	\$9 000	\$9 500	\$9 500	56%
Retail trade	\$4 100	\$4 900	\$5 400	\$6 100	\$6 900	\$6 700	63%
Property & business services	\$5 100	\$5 700	\$6 400	\$7 200	\$6 900	\$7 500	47%
Transport & storage	\$5 000	\$6 000	\$7 500	\$8 000	\$8 200	\$8 900	78%
Personal & other services	\$6 600	\$8 200	\$8 800	\$9 600	\$10 400	\$11 000	67%
Education	\$5 900	\$7 900	\$8 000	\$8 400	\$8 700	\$8 800	49%
Accommodation, cafes & restaurants	\$3 500	\$3 500	\$3 900	\$4 500	\$4 500	\$4 800	37%
Wholesale trade	\$5 400	\$6 000	\$6 600	\$8 100	\$8 300	\$8 500	57%
Government administration & defence	\$5 500	\$7 000	\$7 300	\$8 400	\$9 000	\$10 600	93%
Agriculture, forestry & fishing	\$4 000	\$5 200	\$6 000	\$6 200	\$6 200	\$6 800	70%
Mining	\$11 700	\$14 400	\$15 200	\$20 200	\$18 300	\$19 500	67%
Cultural & recreational services	\$4 700	\$6 200	\$6 500	\$7 700	\$7 400	\$7 800	66%
Communication services	\$7 000	\$10 500	\$10 200	\$11 600	\$12 300	\$11 100	59%
Finance & insurance	\$7 400	\$8 800	\$9 800	\$10 800	\$12 500	\$11 500	55%
Electricity, gas & water supply	\$5 400	\$9 300	\$8 800	\$9 300	\$9 800	\$10 300	91%
Australia total	\$5 200	\$6 200	\$6 700	\$7 600	\$7 900	\$8 300	60%

> The industries that recorded the longest median absences from work in 2010–11 were Mining (7.1 working weeks) and Finance & insurance (6.7 working weeks). Mining also recorded the highest median compensation payment (\$19 500)

> All industry divisions showed an increase in median time lost and median compensation payment between 2000–01 and 2010–11. The most substantial increases in median time lost occurred in Transport & storage (43%) and Finance & insurance (40%), while the median compensation paid in Government administration & defence increased by 93% over the same period

Table 26: Serious claims: median time lost and compensation paid by occupation, 2000–01 to 2010–11

Occupation	2000-01	2006-07	2007-08	2008-09	2009-10	2010-11	% chg
		1	Median tim	e lost (work	ing weeks)		
Labourers & related workers	4.1	4.2	4.4	4.8	4.8	5.0	23%
Tradespersons & related workers	4.0	4.0	4.2	4.4	4.4	4.4	10%
Intermediate production & transport workers	4.3	4.7	5.0	5.3	5.2	5.6	30%
Intermediate clerical, sales & service workers	4.4	4.4	4.8	5.0	5.0	5.0	15%
Professionals	4.5	4.7	4.6	4.6	4.8	5.2	17%
Elementary clerical, sales & service workers	3.7	4.5	4.6	4.8	5.2	5.0	37%
Associate professionals	4.4	4.4	4.8	4.7	4.8	5.0	14%
Managers & administrators	5.6	6.0	6.3	6.6	6.6	7.0	25%
Advanced clerical & service workers	4.4	5.3	5.4	6.0	6.0	5.9	34%
Total serious claims	4.2	4.4	4.6	4.8	4.9	5.0	20%
			Median co	ompensatio	n paid (\$)		
Labourers & related workers	\$4 300	\$5 000	\$5 500	\$6 500	\$6 600	\$7 000	63%
Tradespersons & related workers	\$5 000	\$5 700	\$6 400	\$7 600	\$7 800	\$7 800	56%
Intermediate production & transport workers	\$5 700	\$6 800	\$7 600	\$8 700	\$8 700	\$9 300	63%
Intermediate clerical, sales & service workers	\$5 100	\$5 700	\$6 300	\$6 800	\$6 800	\$7 200	41%
Professionals	\$6 600	\$8 400	\$8 500	\$8 600	\$9 100	\$10 100	53%
Elementary clerical, sales & service workers	\$4 400	\$5 300	\$5 700	\$6 100	\$6 900	\$6 800	55%
Associate professionals	\$6 100	\$7 600	\$7 900	\$8 900	\$8 800	\$10 100	66%
Managers & administrators	\$9 000	\$10 800	\$11 800	\$12 400	\$12 500	\$14 000	56%
Advanced clerical & service workers	\$6 400	\$8 600	\$7 900	\$9 700	\$9 800	\$11 700	83%
Total serious claims	\$5 200	\$6 200	\$6 700	\$7 600	\$7 900	\$8 300	60%

> Managers & administrators had the highest levels of both median time lost and median compensation paid of all occupation major groups (7.0 working weeks lost and \$14 000 in payments)

> The largest increase in median time lost between 2000-01 and 2010-11 occurred among Elementary clerical, sales & services workers (37%), while the median compensation paid for employees in the Advanced clerical & services workers occupation increased by 83%

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Table 27: Serious claims: median time lost by nature of injury or disease, 2000–01 to 2010–11

Nature of injury or disease	2000-01	2006-07	2007-08	2008-09	2009-10	2010-11	% chg		
	Median time lost (working weeks)								
Injury and musculoskeletal disorders									
Sprains & strains & MSD	4.2	4.4	4.8	5.0	5.0	5.2	23%		
Fractures	6.6	7.0	7.1	7.3	7.4	7.4	12%		
Open wound	2.2	2.2	2.2	2.2	2.2	2.4	9%		
Contusion & crushing	2.6	2.6	2.8	2.9	3.0	3.0	17%		
Other & unspecified injuries	3.6	3.3	3.4	3.8	4.4	4.3	20%		
Dislocation	8.0	7.0	7.2	7.8	6.8	8.0	0%		
Burns	2.0	2.0	2.0	2.0	2.0	2.0	2%		
Superficial injury	1.9	2.1	2.1	2.0	2.1	2.0	7%		
Intracranial injury, incl concussion	2.6	2.6	3.2	3.2	4.0	2.9	10%		
Foreign body in eye, ear, etc.	1.6	1.4	1.4	1.4	1.5	1.5	-5%		
Vertebral fracture	13.3	17.4	18.2	19.0	17.6	18.4	38%		
Traumatic amputation	7.0	7.2	7.0	7.4	7.2	7.6	9%		
Multiple injuries	11.3	12.1	9.3	9.6	10.0	8.0	-29%		
Poisoning	2.0	1.8	1.8	1.9	2.0	1.8	-10%		
Injuries to nerves & spinal cord	21.7	13.0	8.2	9.2	9.0	10.7	-51%		
Electrocution or electric shock	4.0	3.4	3.0	2.8	3.8	4.0	0%		
Internal injury of chest, abdomen & pelvis	6.6	7.0	6.5	6.7	6.0	5.4	-18%		
Medical sharps injury	5.8	2.4	2.4	5.0	2.8	3.0	-49%		
Effects of weather, exposure etc	3.0	4.0	2.2	3.4	2.2	2.4	-20%		
Injury and musculoskeletal disorders total	3.9	4.0	4.3	4.5	4.5	4.8	21%		
Diseases									
Mental disorders	11.0	11.0	11.9	12.8	13.9	14.2	29%		
Hernia	5.8	5.6	5.7	5.4	5.4	5.4	-7%		
Disorders of nerve roots etc	8.8	10.0	9.2	9.4	9.0	9.0	2%		
Skin diseases	2.0	2.0	2.5	2.2	2.0	2.4	20%		
Infectious & parasitic diseases	2.1	2.0	2.0	2.2	2.2	2.2	3%		
Respiratory diseases (including cold & flu)	4.4	4.0	4.0	3.9	4.2	5.0	14%		
Contact dermatitis	3.2	3.0	3.6	3.0	2.4	3.6	13%		
Disease total	6.8	6.8	7.0	7.3	7.8	8.2	21%		
Total serious claims	4.2	4.4	4.6	4.8	4.9	5.0	20%		

> The highest levels of median time lost were recorded for serious claims related to Vertebral fractures (18.4 working weeks in 2010–11) and Mental disorders (14.2 working weeks lost in 2010–11)

 Overall, injury claims had a median time lost of 4.8 working weeks, while diseases had a median time lost of 8.2 working weeks in 2010–11

4.8 working weeks the median time lost for injury claims

Sprains, strains and MSD the most common serious claims had a median time lost of 5.2 working weeks in 2010–11

Table 28: Serious claims: median compensation paid by nature of injury or disease, 2000–01 to 2010–11

Nature of injury or disease	2000-01	2006-07	2007-08	2008-09	2009-10	2010-11	% chg
			Median o	compensati	ion (\$)		
Injury and musculoskeletal disorders							
Sprains & strains & MSD	\$5 600	\$6 200	\$6 700	\$7 600	\$7 800	\$8 400	50%
Fractures	\$6 200	\$8 600	\$9 300	\$10 100	\$10 100	\$9 900	60%
Open wound	\$2 400	\$2 800	\$3 000	\$3 800	\$3 600	\$3 900	63%
Contusion & crushing	\$2 700	\$3 000	\$3 400	\$4 000	\$4 200	\$4 300	59%
Other & unspecified injuries	\$4 100	\$4 000	\$4 600	\$5 800	\$7 000	\$7 000	71%
Dislocation	\$9 000	\$11 400	\$11 300	\$12 900	\$13 200	\$14 500	61%
Burns	\$1 400	\$1 800	\$1 800	\$2 000	\$2 000	\$2 100	50%
Superficial injury	\$2 200	\$3 000	\$3 200	\$3 000	\$3 200	\$3 400	55%
Intracranial injury, incl concussion	\$3 100	\$3 600	\$4 900	\$6 600	\$6 300	\$6 300	103%
Foreign body in eye, ear, etc.	\$1 300	\$1 500	\$1 600	\$1 800	\$2 000	\$2 000	54%
Vertebral fracture	\$22 200	\$31 600	\$29 100	\$44 200	\$37 600	\$31 300	41%
Traumatic amputation	\$15 700	\$24 900	\$24 600	\$30 400	\$31 200	\$25 500	62%
Multiple injuries	\$15 900	\$22 000	\$16 000	\$14 500	\$17 300	\$15 100	-5%
Poisoning	\$2 100	\$2 100	\$2 400	\$2 300	\$2 600	\$2 700	29%
Injuries to nerves & spinal cord	\$57 700	\$19 700	\$13 100	\$14 600	\$11 400	\$16 800	-71%
Electrocution or electric shock	\$25 800	\$5 500	\$3 900	\$4 000	\$6 400	\$5 100	-80%
Internal injury of chest, abdomen & pelvis	\$6 500	\$11 000	\$13 900	\$10 700	\$11 800	\$10 500	62%
Medical sharps injury	\$3 700	\$3 100	\$3 900	\$4 100	\$4 100	\$5 100	38%
Effects of weather, exposure etc	\$3 300	\$4 500	\$2 700	\$6 400	\$3 400	\$5 200	58%
Injury and musculoskeletal disorders total	\$4 700	\$5 500	\$6 100	\$7 000	\$7 100	\$7 500	60%
Diseases							
Mental disorders	\$14 300	\$16 900	\$17 400	\$19 200	\$22 700	\$22 900	60%
Hernia	\$6 800	\$9 200	\$9 800	\$10 400	\$10 700	\$10 400	53%
Disorders of nerve roots etc	\$9 400	\$12 900	\$12 800	\$13 600	\$14 900	\$13 300	41%
Skin diseases	\$2 000	\$2 400	\$3 100	\$2 700	\$3 000	\$3 800	90%
Infectious & parasitic diseases	\$1 900	\$2 400	\$2 400	\$2 600	\$2 900	\$2 600	37%
Respiratory diseases (including cold & flu)	\$7 100	\$8 000	\$6 300	\$5 000	\$6 600	\$8 100	14%
Contact dermatitis	\$3 400	\$2 900	\$3 200	\$3 500	\$2 300	\$4 000	18%
Disease total	\$8 100	\$10 400	\$10 700	\$11 800	\$13 200	\$13 600	68%
Total serious claims	\$5 200	\$6 200	\$6 700	\$7 600	\$7 900	\$8 300	60%

> The highest median compensation paid was recorded for serious claims related to Vertebral fractures (\$31 300 in 2010–11). This was followed by Traumatic amputation (\$25 500) and Mental disorders (\$22 900)

> Overall, injury claims had a median compensation payment of \$7 500, while diseases had a median compensation payment of \$13 600 in 2010–11

> Median time lost and compensation paid are likely to be volatile for rare types of injury or disease. Trends over time should be interpreted with caution

> Sprains & strains & msd, which are the most common type of work-related injury, have seen a 23% increase in median time lost from work and a 50% increase in median compensation paid between 2000-01 and 2010-11

Table 29: Serious claims: median time lost and median compensation by mechanism of injury or disease, 2000–01 to 2010–11

Mechanism of injury or disease	2000-01	2006-07	2007-08	2008-09	2009-10	2010-11	% chg
		Media	in time los	t (working	weeks)		
Body stressing	4.6	5.0	5.2	5.4	5.3	5.6	22%
Muscular stress while lifting, carrying, or putting down objects	4.3	4.8	5.0	5.0	5.1	5.3	23%
Muscular stress while handling objects other than lifting, carrying or putting down	4.6	4.9	5.2	5.4	5.2	5.6	22%
Muscular stress with no objects being handled	4.0	4.2	4.6	4.8	4.8	4.4	11%
Falls, trips & slips of a person	4.6	4.8	5.2	5.4	5.4	5.6	22%
Falls from a height	5.6	5.8	6.0	6.2	6.3	6.4	15%
Falls on the same level	4.2	4.5	4.8	5.0	5.0	5.2	24%
Being hit by moving objects	3.2	3.4	3.4	3.6	3.5	3.6	12%
Being hit by falling objects	3.2	3.2	3.4	3.8	3.8	3.9	24%
Being trapped between stationary & moving objects	3.1	3.4	3.6	3.6	3.6	3.8	23%
Being trapped by moving machinery & equipment	4.4	4.3	4.4	4.4	4.2	4.6	5%
Being assaulted by a person or persons	4.2	4.0	4.0	4.0	4.0	4.4	5%
Hitting objects with a part of the body	2.4	2.4	2.4	2.6	2.6	2.8	17%
Mental stress	11.4	11.2	12.2	13.2	14.2	14.7	29%
Heat, radiation & electricity	2.0	2.0	2.0	2.0	2.0	2.0	
Chemicals & other substances	2.2	2.0	2.2	2.0	2.2	2.0	-8%
Biological factors	2.0	2.2	2.0	2.0	2.2	2.4	20%
Sound & pressure	4.2	3.6	3.0	6.0	6.0	5.0	20%
Other & unspecified mechanisms of injury	5.2	5.2	5.2	5.5	5.4	5.7	9%
Vehicle accident	6.0	5.4	5.6	6.0	5.8	6.2	3%
Total serious claims	4.2	4.4	4.6	4.8	4.9	5.0	20%
		Med	ian compe	ensation pa	aid (\$)		
Body stressing	\$5 900	\$7 000	\$7 500	\$8 400	\$8 700	\$9 100	54%
Muscular stress while lifting, carrying, or putting down objects	\$5 400	\$6 500	\$6 900	\$7 700	\$7 800	\$8 400	56%
Muscular stress while handling objects other than lifting, carrying or putting down	\$5 600	\$7 000	\$7 600	\$8 500	\$8 600	\$9 200	64%
Muscular stress with no objects being handled	\$5 900	\$6 700	\$7 300	\$8 200	\$8 500	\$8 200	39%
Falls, trips & slips of a person	\$5 500	\$6 400	\$7 300	\$8 100	\$8 400	\$8 600	56%
Falls from a height	\$6 800	\$7 400	\$8 800	\$9 000	\$9 600	\$10 100	49%
Falls on the same level	\$4 900	\$6 000	\$6 800	\$7 700	\$7 900	\$8 200	67%
Being hit by moving objects	\$4 000	\$4 600	\$5 100	\$5 900	\$5 900	\$5 900	48%
Being hit by falling objects	\$3 400	\$3 800	\$4 300	\$5 200	\$5 100	\$5 200	53%
Being trapped between stationary & moving objects	\$3 700	\$4 900	\$5 100	\$5 800	\$6 300	\$5 900	59%
Being trapped by moving machinery & equipment	\$6 300	\$7 100	\$9 600	\$9 600	\$9 500	\$9 600	52%
Being assaulted by a person or persons	\$6 000	\$6 600	\$5 900	\$7 400	\$6 600	\$7 500	25%
Hitting objects with a part of the body	\$2 60 <u>0</u>	\$3 000	\$3 400	\$4 200	\$4 100	\$4 400	69%

Mechanism of injury or disease	2000-01	2006-07	2007-08	2008-09	2009-10	2010-11	% chg
Mental stress	\$14 400	\$17 100	\$17 700	\$19 000	\$23 200	\$23 300	62%
Heat, radiation & electricity	\$1 500	\$1 900	\$2 000	\$2 100	\$2 000	\$2 200	47%
Chemicals & other substances	\$2 300	\$2 400	\$2 600	\$2 500	\$3 000	\$2 900	26%
Biological factors	\$2 000	\$2 500	\$2 400	\$2 500	\$2 700	\$3 100	55%
Sound & pressure	\$5 300	\$5 000	\$6 200	\$12 300	\$8 700	\$11 000	108%
Other & unspecified mechanisms of injury	\$5 700	\$7 700	\$8 000	\$8 900	\$8 900	\$9 200	61%
Vehicle accident	\$7 200	\$7 600	\$7 700	\$9 200	\$9 200	\$10 500	46%
Total serious claims	\$5 200	\$6 200	\$6 700	\$7 600	\$7 900	\$8 300	60%

> Claims resulting from Mental stress have shown the greatest increase in time lost since 2000-01 and are associated with the highest median compensation paid (\$23 300)

The median time lost from work for claims resulting from Body stressing or Falls, trips & slips has increased by 22% since 2000-01

Table 30: Serious claims: median time lost and median compensation paid by breakdown agency of injury or disease, 2000–01 to 2010–11

Breakdown agency of injury or disease	2000-01	2006-07	2007-08	2008-09	2009-10	2010-11	% chg
		Me	edian time l	ost (workir	ng weeks)		
Non-powered handtools, appliances & equipment	3.6	4.0	4.2	4.2	4.2	4.4	22%
Environmental agencies	4.0	4.4	4.6	4.7	4.8	5.0	25%
Materials & substances	3.8	3.6	3.7	4.0	4.1	4.4	17%
Animal, human & biological agencies	4.5	5.2	5.4	5.2	5.4	5.8	28%
Mobile plant & transport	4.5	4.7	5.1	5.2	5.0	5.4	19%
Machinery & mainly fixed plant	4.0	4.2	4.0	4.4	4.4	4.4	10%
Powered equipment, tools & appliances	4.2	4.1	4.2	4.3	4.3	4.6	9%
Chemicals & chemical products	2.6	2.6	2.6	2.7	2.6	2.4	-8%
Other & unspecified agencies	5.8	6.2	6.4	7.0	7.6	6.6	14%
Total serious claims	4.2	4.4	4.6	4.8	4.9	5.0	20%
Total serious claims	4.2	4.4 N	4.6 ledian com	4.8 pensation	4.9 paid (\$)	5.0	20%
Total serious claims Non-powered handtools, appliances & equipment	4.2 \$4 400	4.4 № \$5 100	4.6 ledian com \$5 700	4.8 pensation \$6 300	4.9 paid (\$) \$6 600	5.0 \$6 800	20% 55%
Total serious claims Non-powered handtools, appliances & equipment Environmental agencies	4.2 \$4 400 \$5 000	4.4 N \$5 100 \$6 100	4.6 ledian com \$5 700 \$6 800	4.8 pensation \$6 300 \$7 200	4.9 paid (\$) \$6 600 \$7 500	5.0 \$6 800 \$8 100	20% 55% 62%
Total serious claims Non-powered handtools, appliances & equipment Environmental agencies Materials & substances	4.2 \$4 400 \$5 000 \$4 400	4.4 ×5 100 \$6 100 \$4 800	4.6 ledian com \$5 700 \$6 800 \$5 000	4.8 pensation \$6 300 \$7 200 \$6 100	4.9 paid (\$) \$6 600 \$7 500 \$6 100	5.0 \$6 800 \$8 100 \$6 800	20% 55% 62% 55%
Total serious claims Non-powered handtools, appliances & equipment Environmental agencies Materials & substances Animal, human & biological agencies	4.2 \$4 400 \$5 000 \$4 400 \$5 100	4.4 × 5 100 \$6 100 \$4 800 \$6 300	4.6 ledian com \$5 700 \$6 800 \$5 000 \$6 800	4.8 pensation \$6 300 \$7 200 \$6 100 \$7 200	4.9 paid (\$) \$6 600 \$7 500 \$6 100 \$7 300	5.0 \$6 800 \$8 100 \$6 800 \$8 500	20% 55% 62% 55% 67%
Total serious claims Total serious claims Non-powered handtools, appliances & equipment Environmental agencies Materials & substances Animal, human & biological agencies Mobile plant & transport	4.2 \$4 400 \$5 000 \$4 400 \$5 100 \$5 700	4.4 \$5 100 \$6 100 \$4 800 \$6 300 \$6 800	4.6 Aedian com \$5 700 \$6 800 \$5 000 \$6 800 \$7 600	4.8 pensation \$6 300 \$7 200 \$6 100 \$7 200 \$8 400	4.9 paid (\$) \$6 600 \$7 500 \$6 100 \$7 300 \$8 400	5.0 \$6 800 \$8 100 \$6 800 \$8 500 \$9 200	20% 55% 62% 55% 67% 61%
Total serious claims Total serious claims Non-powered handtools, appliances & equipment Environmental agencies Materials & substances Animal, human & biological agencies Mobile plant & transport Machinery & mainly fixed plant	4.2 \$4 400 \$5 000 \$4 400 \$5 100 \$5 700 \$5 200	4.4 ×55100 \$6100 \$4800 \$6300 \$6800 \$6500	4.6 ledian com \$5 700 \$6 800 \$5 000 \$6 800 \$7 600 \$6 500	4.8 pensation \$6 300 \$7 200 \$6 100 \$7 200 \$8 400 \$7 900	4.9 paid (\$) \$6 600 \$7 500 \$6 100 \$7 300 \$8 400 \$8 100	5.0 \$6 800 \$8 100 \$6 800 \$8 500 \$9 200 \$8 000	20% 55% 62% 55% 67% 61% 54%
Total serious claimsNon-powered handtools, appliances & equipmentEnvironmental agenciesMaterials & substancesAnimal, human & biological agenciesMobile plant & transportMachinery & mainly fixed plantPowered equipment, tools & appliances	4.2 \$4 400 \$5 000 \$4 400 \$5 100 \$5 700 \$5 200 \$5 800	4.4 N \$5 100 \$6 100 \$4 800 \$6 300 \$6 800 \$6 500 \$6 500	4.6 Aedian com \$5 700 \$6 800 \$5 000 \$6 800 \$7 600 \$6 500 \$6 900	4.8 pensation \$6 300 \$7 200 \$6 100 \$7 200 \$8 400 \$7 900 \$7 900	4.9 paid (\$) \$6 600 \$7 500 \$6 100 \$7 300 \$8 400 \$8 100 \$7 900	5.0 \$6 800 \$8 100 \$6 800 \$8 500 \$9 200 \$8 000 \$8 300	20% 55% 62% 55% 67% 61% 54% 43%
Total serious claimsNon-powered handtools, appliances & equipmentEnvironmental agenciesMaterials & substancesAnimal, human & biological agenciesMobile plant & transportMachinery & mainly fixed plantPowered equipment, tools & appliancesChemicals & chemical products	4.2 \$4 400 \$5 000 \$4 400 \$5 100 \$5 700 \$5 200 \$5 800 \$3 100	4.4 \$5 100 \$6 100 \$4 800 \$6 300 \$6 800 \$6 500 \$6 500 \$3 100	4.6 ledian com \$5 700 \$6 800 \$5 000 \$6 800 \$7 600 \$6 900 \$3 300	4.8 pensation \$6 300 \$7 200 \$6 100 \$7 200 \$8 400 \$7 900 \$7 700 \$3 500	4.9 paid (\$) \$6 600 \$7 500 \$6 100 \$7 300 \$8 400 \$8 100 \$8 100 \$3 600	5.0 \$6 800 \$8 100 \$6 800 \$8 500 \$9 200 \$8 000 \$8 300 \$3 600	20% 55% 62% 55% 67% 61% 54% 43% 16%
Total serious claimsNon-powered handtools, appliances & equipmentEnvironmental agenciesMaterials & substancesAnimal, human & biological agenciesMobile plant & transportMachinery & mainly fixed plantPowered equipment, tools & appliancesChemicals & chemical productsOther & unspecified agencies	4.2 \$4 400 \$5 000 \$4 400 \$5 100 \$5 700 \$5 200 \$5 800 \$3 100 \$7 100	4.4 x 55 100 \$6 100 \$4 800 \$6 300 \$6 800 \$6 500 \$6 500 \$3 100 \$9 500	4.6 ledian com \$5 700 \$6 800 \$5 000 \$6 800 \$7 600 \$6 500 \$6 900 \$3 300 \$10 600	4.8 pensation \$6 300 \$7 200 \$6 100 \$7 200 \$8 400 \$7 900 \$7 700 \$3 500 \$12 400	4.9 paid (\$) \$6 600 \$7 500 \$6 100 \$7 300 \$8 400 \$8 100 \$8 100 \$3 600 \$13 700	5.0 \$6 800 \$8 100 \$6 800 \$8 500 \$9 200 \$8 000 \$8 300 \$3 600 \$11 800	20% 55% 62% 55% 67% 61% 54% 43% 16% 66%

> Serious claims associated with Animal, human & biological agencies had the highest median time lost from work in 2010-11 (5.8 working weeks) and showed the greatest increase since 2000-01 (28%). This agency was associated with the greatest increase in median compensation paid (67%)

> Apart from Other & unspecified agencies, serious claims associated with Mobile plant & transport had the highest median compensation paid in 2010-11 (\$9 200)

\$9200 the median compensation paid for serious claims associated with Mobile plant & transport in 2010-11

Industry characteristics, 2011–12p

This section provides a closer examination of serious compensation claims in the Construction and Health & Community Services industries.

These industries are priorities under the Australian Strategy due to their high number of claims and attendant incidence and frequency rates. Reports and profiles on other priority industries can be found on the Safe Work Australia website (www.swa.gov.au).

The Health & community services industry is one of Australia's largest employers, with 14% of the workforce in 2011–12p. Construction is also a large employer in the Australian economy, with 9% of the total workforce in 2011–12p.

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Table 31: Summary of industry characteristics, 2011–12p

Industry division	Employed persons	Proportion of workforce	Proportion entitled to compensation	Serious claims	Incidence rate	Frequency rate	sdol	Hours
Health & community services	1 569 140	14%	95%	19 060	14.0	9.6	1 360 360	1982.97
Retail trade	1 516 850	13%	95%	11 200	7.3	5.3	1 538 922	2116.73
Property & business services	1 382 725	12%	87%	9 030	7.0	3.9	1 296 062	2330.60
Manufacturing	1 003 410	9%	95%	16 670	18.4	9.4	907 970	1760.18
Construction	1 010 685	9%	78%	12 485	17.00	8.4	735 581	1480.40
Education	634 080	6%	95%	6 415	7.5	4.8	856 623	1338.85
Government administration & defence	607 595	5%	99%	4 330	7.4	4.3	584 907	997.05
Cultural & recreational services	613 760	5%	89%	2 550	8.3	5.9	308 588	434.40
Accommodation, cafes & restaurants	555 345	5%	96%	5 815	10.4	8.1	560 886	716.98
Transport & storage	533 300	5%	89%	8 450	19.4	10.1	436 636	844.13
Wholesale trade	458 250	4%	95%	5 310	12.3	6.5	433 385	819.63
Finance & insurance	438 240	4%	97%	845	2.1	1.1	408 497	752.68
Mining	244 845	2%	99%	2 670	11.3	4.9	236 259	539.76
Agriculture, forestry & fishing	344 240	3%	66%	3 815	21.3	10.3	179 474	366.74
Communication services	178 725	2%	93%	1 420	6.8	3.7	209 489	382.80
Personal & other services	193 355	2%	82%	6 725	18.5	11.4	364 459	593.30
Electricity, gas & water supply	134 800	1%	97%	530	4.8	2.4	111 294	218.65
Total*	11 419 345	100%	91%	120 155	11.4	6.8	10 529 392	17675.85

* Total includes 2 830 claims where industry is not stated

- > The largest number of serious claims for 2011–12p was recorded by the Health & community services industry (19 060)
- > The highest incidence rates of serious claims were recorded in Agriculture, forestry & fishing (21.3 claims per 1000 employees) and Transport & storage industries (19.4 claims per 1000 employees)
- > The five highest employment industries in 2011–12p (Retail trade, Health & community services, Property & business services, Manufacturing and Construction), accounted for 57% of the Australian workforce and 57% of all serious claims lodged in 2011–12p
- Employed persons is the total number of people employed in the industry. As some of these people are self employed they are not necessarily covered by workers' compensation schemes. The number of jobs reflects labor force data adjusted to align with workers' compensation coverage and multiple job holders. It can be higher or lower than employed persons. Hours is the total number of hours worked in jobs covered by workers' compensation schemes

Construction industry

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Figure 14: Construction industry: proportion of employees and serious claims by industry group 2011–12p

> Non-building construction accounted for a relatively larger proportion of serious claims than it did employees, resulting in this group recording the highest incidence rate of serious claims of any group within in the Construction industry

Table 32: Construction industry: serious claims, incidence and frequency rates by industry subdivision and group, 2006–07 to 2011–12p

	Industry division and group	2006-07	2007-08	2008-09	2009-10	2010-11	% chg	2011–12
	Number of serious claims							
	General Construction	4 655	4 790	4 955	4 395	4 585	-2%	4 520
0	Building construction	2 615	2 760	2 795	2 485	2 680	2%	2 560
	Non-building construction	2 040	2 025	2 155	1 910	1 905	-7%	1 965
	Construction trade services	8 440	8 835	8 765	8 035	8 065	-4%	7 960
0	Site preparation services	950	1 055	1 000	945	995	5%	1 040
	Building structure services	1 565	1 685	1 580	1 380	1 480	-5%	1 295
	Installation trade services	2 825	2 880	2 965	2 890	2 775	-2%	2 720
	Building completion services	1 810	1 795	1 865	1 650	1 590	-12%	1 635
	Other construction services	1 295	1 425	1 355	1 165	1 225	-5%	1 265
	Construction	13 100	13 625	13 715	12 425	12 650	-3%	12 480
	Incidence rate (serious claims p	er 1000 emp	oloyees)					
	General Construction	19.3	18.7	18.8	14.4	14.8	-23%	14.3
	Building construction	14.7	13.8	14.1	10.4	10.9	-26%	10.2
	Non-building construction	32.1	35.7	32.7	29.2	29.6	-8%	30.1
	Construction trade services	21.0	21.6	21.2	20.6	19.2	-9%	19.0
	Site preparation services	23.0	25.8	24.5	23.4	23.0	0%	24.1
	Building structure services	27.0	29.4	28.1	26.8	26.8	-1%	22.4
	Installation trade services	17.5	17.6	18.1	17.7	16.1	-8%	15.7
	Building completion services	22.4	20.3	20.6	21.5	18.3	-19%	19.8
	Other construction services	21.2	24.1	22.0	19.8	19.5	-8%	20.3
	Construction	20.4	20.5	20.3	17.9	17.3	-15%	17.0
	Frequency rate (serious claims	per 1 million	hours work	ked)				
	General Construction	9.3	9.0	9.2	7.0	7.2	-22%	6.9
	Building construction	7.2	6.8	7.1	5.1	5.4	-25%	5.0
	Non-building construction	14.8	16.7	14.9	13.9	13.6	-8%	13.6
	Construction trade services	10.5	10.8	10.8	10.5	9.8	-7%	9.6
0	Site preparation services	10.5	11.7	12.1	11.7	11.6	10%	12.1
0	Building structure services	13.5	14.5	14.5	14.0	14.0	4%	11.3
	Installation trade services	8.8	8.8	9.0	8.9	8.1	-7%	7.9
	Building completion services	11.5	10.7	11.2	11.8	9.6	-16%	10.5
	Other construction services	10.9	12.6	10.9	9.9	9.9	-10%	10.2
	Construction	10.0	10.1	10.2	9.0	8.7	-13%	8.4

> There has been only a small reduction in the number of serious claims in the Construction industry between 2006-07 and 2010-11

> Growing employment in the Construction industry has resulted in substantially lower incidence and frequency rates across most sectors in the industry

Figure 17: Construction industry: median compensation paid, 2000-01 to 2010-11

- Median time lost from work and median compensation paid in the Construction industry were consistently higher > than they were for all industries
- The trends over time in time lost from work and compensation paid in the Construction industry have been similar > to the trend for all industries

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Health & community services industry

Figure 18: Health & community services industry: proportion of employees and serious claims by industry group, 2011–12p

> Community care services account for the second highest proportion of serious claims, but have the highest incidence rate of serious claims with relatively fewer people employed in this sector

Figure 19: Health & community services industry: incidence rate by sex and age group, 2011–12p

Male and female employees aged **45-64** have the highest incidence rates of serious claims in the Health & community services industry Table 33: Health & community services industry: serious claims, incidence and frequency rates by industry subdivision and group, 2006–07 to 2011–12p

	Industry division and group	2006-07	2007-08	2008-09	2009-10	2010-11	% chg	2011– 12p
	Number of serious claims							
0	Health services	11 380	11 670	11 570	12 630	13 065	15%	12 610
0	Hospitals & nursing homes	9 330	9 505	9 360	10 125	10 520	13%	10 015
0	Medical & dental services	340	385	385	400	440	30%	390
0	Other health services	1 605	1 665	1 715	1 970	1 955	22%	2 065
0	Veterinary services	110	115	115	130	145	34%	140
0	Community services	4 935	5 225	5 515	6 055	5 910	20%	6 450
0	Child care services	865	840	880	940	1 085	26%	1 220
0	Community care services	4 070	4 385	4 635	5 115	4 825	19%	5 235
	Health & community services	16 315	16 895	17 090	18 680	18 975	16%	19 060
	Incidence rate (serious claims	per 1000 en	nployees)					
	Health services	14.2	14.2	13.6	13.8	13.5	-5%	12.5
	Hospitals & nursing homes	18.1	18.1	17.1	17.0	16.7	-8%	15.2
0	Medical & dental services	2.3	2.5	2.4	2.4	2.5	8%	2.1
0	Other health services	12.9	13.8	13.5	15.1	14.2	10%	14.4
0	Veterinary services	7.4	5.8	7.3	7.5	7.4	1%	6.9
	Community services	17.3	18.2	18.2	19.1	17.1	-1%	18.2
	Child care services	9.2	8.8	8.9	8.5	8.6	-6%	9.5
0	Community care services	21.4	22.9	22.6	24.7	22.0	3%	23.1
	Health & community services	15.0	15.2	14.8	15.2	14.5	-3%	14.0
	Frequency rate (serious claims	per million	hours work	ed)				
	Health services	9.7	9.7	9.3	9.6	9.4	-3%	8.5
	Hospitals & nursing homes	12.5	12.4	11.8	11.8	11.6	-7%	10.3
0	Medical & dental services	1.6	1.7	1.6	1.6	1.7	8%	1.4
0	Other health services	8.3	9.1	9.3	10.6	9.9	19%	9.8
	Veterinary services	5.4	3.6	4.4	4.5	4.9	-8%	4.5
	Community services	12.6	13.1	12.8	13.8	12.3	-3%	12.8
	Child care services	6.8	6.5	6.5	6.5	6.5	-4%	7.1
	Community care services	15.4	16.2	15.6	17.3	15.3	-1%	15.8
	Health & community services	10.4	10.5	10.2	10.7	10.1	-3%	9.6

> There have not been substantial improvements made in the incidence or frequency rates of serious claims in the Health & community services industry, with a reduction of 3% in both incidence and frequency rates between 2006-07 and 2010-11

> Community care services have consistently recorded the highest incidence and frequency rates of serious claims in the Health & community services industry

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Figure 20: Health & community services industry: median time lost from work (working weeks), 2000–01 to 2010–11

Figure 21: Health & community services industry: median compensation paid (\$), 2000–01 to 2010–11

> Median time lost for serious claims in the Health & community services industry had a very similar trend over time to median time lost for serious claims across all industries. However, median compensation paid in the Health & community services industry has not risen to the same extent as it has for all industries

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 incurred by the employee.

Breakdown Agency of Injury or Disease

The object, substance or circumstance principally involved in, or most closely associated with, the events that culminated in the most serious injury or disease.

Disease

A condition resulting from repeated or long term exposure to an agent or event. The concept aligns with the definition of occupational disease as resolved by the 16th International Conference of Labour Statisticians: '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 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. The ABS therefore supplies Safe Work Australia with derived estimates of employee jobs for use as the denominators in calculating incidence rates (See Explanatory note 11). The employee count is an estimate of how many jobs were worked by people classified as an employee in their main job on average over the reference period.

Frequency rate

The number of serious claims per million hours worked by employees calculated using the following formula:

Number of serious claims

x 1,000,000

Incidence rate

The number of serious claims per thousand employees calculated using the following formula:

Number of serious claimsx 1,000Number of employees

Hours worked

The ABS supplies Safe Work Australia estimates of the total hours actually 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.

Hours usually worked

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

Industry

The industry of the employer of the employee making the claim as coded to ANZSIC93 (see Explanatory note 5).

Injury

A condition resulting from a single traumatic event where the harm or hurt is immediately apparent, for example, a cut resulting from an accident with a knife or burns resulting from an acid splash. The concept aligns with the definition of occupational injury as resolved by the 16th International Conference of Labour Statisticians 'any personal injury, disease or death resulting from an occupational accident' which is defined in turn 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 incurred by the employee.

Median

The central value of all observations in the population ranked from smallest to largest for the relevant property. In other words, one half of the observations are higher than the median and one half lower. For even numbers of observations, the median is the average of the two middle values.

Because a small number of uncharacteristically long

Number of hours worked annually

absences or high payments can skew the average (mean), in this publication, median payment and median time lost from work of serious workers' compensation claims approximate to a 'typical' claim. See Explanatory notes 3 and 4.

Nature of Injury or Disease

The Nature of injury or disease classification provides the framework for coding the most serious injury or disease sustained or suffered by the worker.

Occupation

The occupation of the employee making the claim as coded to the Australian Standard Classification of Occupations 2nd Edition (ASCO —see Explanatory note 6).

Payment

Payments include compensation paid to claimants for: benefits paid to a worker or the worker's surviving dependents; outlays for goods and services such as medical treatment, funeral expenses, rehabilitation services; non-compensation 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.

Reference year

The reference year is defined as the financial year in which a claim was lodged.

Serious claim

A workers' compensation claim for an incapacity requiring an absence from work of one working week or more, lodged in the reference year, and accepted for compensation by the jurisdiction by the date the data are extracted for publication. 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 from the analysis in this publication.

Compensated fatalities are not included in the definition of serious claims. Safe Work Australia produces several reports that provide information on the circumstances of work-related deaths in Australia. The most up-to-date figures are available on the Safe Work Australia's online worker fatalities statistics page.

The most comprehensive source of information on workrelated injury fatalities can be found in the Work-related Traumatic Injury Fatalities reports. These reports are based on information from a number of sources (workers' compensation data, coronial information, notifiable fatalities and the media) and are available one year after the reference period

Time lost

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 per week by the employee. Claims requiring one working week or more of time off are classified as serious claims (see Serious claim).

Explanatory notes

1. Scope and coverage

The statistics presented in this publication are compiled annually from serious claims made under the state, territory and Commonwealth Government workers' compensation Acts. The data shown for the 2011–12 financial year refer to all accepted claims for which payments were made (apart from payments for goods and services, such as medical treatment) lodged from 1 July 2010 to 30 June 2012, extracted as at 30 November 2012.

The statistics in this report do not cover all cases of occupational injuries and diseases for the following reasons:

- Fatalities and occupational injuries and diseases involving temporary incapacity and resulting in an absence from work of less than one usual working week are excluded.
- > Claims arising from a journey to or from work or during recess period are excluded.
- > While general 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 in this publication.
- Most mesothelioma cases (associated with workrelated exposure to asbestos) are compensated through mechanisms other than workers' compensation. Consequently mesothelioma claims in this publication are known to be understated.
- > Workers' compensation schemes do not generally provide coverage to self-employed workers, resulting in an understatement of the number of workrelated injuries and diseases of workers employed in industries where self-employed workers are common. These industries include Agriculture, forestry & fishing; Construction; and Road freight transport. Large proportions of Managers & administrators and Tradespersons & related workers are also selfemployed. Estimates of jobs and hours used as denominators in calculating incidence and frequency rates include only those worked by employees eligible for workers' compensation.

2. Age of employee

The age of the employee used in this report 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 open-ended age group 65 years & over should be used with caution as claims can be made by persons no longer in the workforce particularly for diseases related to exposure to substances while working. The employee estimates used in this publication only count persons currently working. It is possible that incidence and frequency rates shown in this publication for this age group overstate the actual rates.

3. Time lost from work

Time lost figures shown in this publication are measured in working weeks lost from work and exclude 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 on a part-time basis they may continue to receive prorata payments and the total number of hours for which compensation has been paid is included in calculating time lost.

This report does not display median time lost for claims lodged in the preliminary year as they are likely to be open and the claimant may have more time off in the subsequent year.

4. Payments

Median payments are rounded to the nearest \$100 in this publication. Medians are used in preference to averages because a few long-term claims involving large compensation payments can skew the average. It is not possible to calculate total payments by multiplying the median payment by the number of claims.

The calculation of median payments excludes serious claims where only payments for goods and services, such as medical treatment, have been compensated.

This report does not display median payments for claims lodged in the preliminary year as they are likely to be open and still accruing payments.

5. Industry classification

The industry shown in this publication is the industry of the establishment that formally employs the claimant, classified to the Australian and New Zealand Standard Industrial Classification (ANZSIC), 1993 edition (ABS Cat. No. 1292.0). As industry is defined using the industry of the employer, a claim made by a person employed under labour hire arrangements is coded to the Contract staff services industry class (ANZSIC code 7862), which is part of the Property & business services industry division. Industry of employer will be different to Industry of workplace for a range of workers.

The denominators used to calculate rates are primarily based on ABS Labour force Survey (LFS) data. Some respondents to the LFS do not provide enough information to code the industry of their employer to the most detailed level of the classification. In these cases industry is coded to a less detailed level. For the purposes of this analysis, such records are assigned to a detailed category on a pro-rata basis in accordance with the proportions in the dataset of those coded to that level of the classification (see Explanatory note 11).

The ABS recently reviewed the methodology used to estimate the number of employees covered by workers' compensation. The incidence and frequency rates shown in this publication from 2005–06 onwards are based on the new ABS estimates. Estimates for previous years have been adjusted to allow continued time series analysis, however, caution should be used especially when viewing movements at lower levels of the classification.

In addition, denominators used in calculating rates at detailed levels of the industry classification have larger standard error than those used at higher levels. This means that rates for industry groups may be less reliable than those for industry divisions and subdivisions.

6. Occupation classification

The occupation of the claimant is classified to the ASCO, 2nd Edition, July 1997(ABS Cat. No. 1222.0).

The denominators used to calculate rates are primarily based on ABS LFS data. Some respondents to the LFS do not provide enough information about their jobs to code occupation to the most detailed level of the classification. In these cases occupation has been coded at a less detailed level. For the purposes of this analysis, such records are assigned to a detailed category on a pro-rata basis in accordance with the proportions in the dataset of those coded to that level of the classification (see Explanatory note 11).

The ABS recently reviewed the methodology used to estimate the number of employees covered by workers' compensation. The incidence and frequency rates shown in this publication from 2005–06 onwards are based on the new ABS estimates. Estimates for previous years have been adjusted to allow continued time series analysis, however, caution should be used especially when viewing movements at lower levels of the classification. Denominators used in calculating rates at detailed levels of the occupation classification have larger standard error than those used at higher levels. This means that rates for occupation minor groups may be less reliable than those for occupation major and sub-major groups.

7. Type of occurrence data

Details of the 'description of the occurrence' reported on the workers' compensation claim have been reported using the Type of Occurrence Classification System, Second Edition, (May 2002) (TOOCS2.1).

The five variables used to describe the type of occurrence are:

- > Nature of Injury or Disease
- > Bodily Location of Injury or Disease
- > Mechanism of Injury or Disease
- > Breakdown Agency of Injury or Disease
- > Agency of Injury and Disease

See the Glossary for the definitions of these variables.

Certain tables and figures in this publication incorporate non-standard aggregations of Nature categories. In particular, Tables 5, 14, 27 and 28 aggregate the disease category Disorders of the musculoskeletal system & connective tissue with the injury category Sprains & strains of joints & adjacent muscles. This aggregation is required because jurisdictions have been progressively introducing the 3rd edition of TOOCS since July 2005 which more closely aligns the TOOCS Nature of injury or disease to the International Classification for Disease (National Centre for Classification in Health 2006). Under this new classification more guidance is provided to code claims which involve a single traumatic event to Sprains & strains of joints & adjacent muscles with all other muscle related claims coded to Disorders of the musculoskeletal system & connective tissue. This coding change is a more accurate reflection of the way in which muscle conditions occur. By combining these categories, a useful time series can still be created. This publication will continue to report using TOOCS2.1 until all jurisdictions are coding claims under the new classification.

In Tables 5, 14, 27 and 28 abbreviated category names have been used for some injuries and diseases. The table below shows the abbreviated name used and the actual category name from the TOOCS classification:

Abbreviation used	Type of injury or disease
Contusion & crushing	Contusion with intact skin surface crushing injury excluding those with fracture
Disorders of nerve roots etc	Disorders of nerve roots, plexuses and single nerves
Effects of weather, exposure etc.	Effects of weather, exposure, air pressure and other external causes, not elsewhere classified
Electrocution or electric shock	Electrocution or shock from electric currents
Foreign body in eye, ear etc.	Foreign body on external eye, in ear or nose or in respiratory, digestive or reproductive systems
Injuries to nerves & spinal cord	Injuries to nerves and spinal cord without evidence of spinal bone injury
Intracranial injury incl. concussion	Intracranial injury, including concussion
Medical sharps injury	Needlestick puncture and medical sharps injury
Open wound	Open wound not involving traumatic amputation
Poisoning	Poisoning and toxic effects of substances
Sprains & strains & MSD	Sprains and strains of joints and adjacent muscles
Traumatic amputation	Traumatic amputation including enucleation of eye (loss of eyeball)
Vertebral fracture	Fracture of vertebral column with or without mention of spinal cord lesion

8. 'Not stated' data

A number of claims have not been fully coded for the various classifications used in this publication due to insufficient information being provided at the time of the claim. The main data items affected are occupation, industry and type of occurrence. Where there is a significant number of incompletely coded claims, they may be separately identified in tables and graphs in residual categories like 'Other & unspecified'. These claims are always included in the total number of claims.

9. Confidentiality

Claim numbers in this publication are rounded to the nearest 5. This helps protect confidential information about employers and employees. Due to rounding, differences may appear between the reported totals and the sum of the row or column values. Rates and proportions are calculated on unrounded claim numbers.

10. Time series analysis

Comparison of preliminary 2011–12 financial year data with previous years should be conducted with caution. The data shown for 2011–12 are preliminary (denoted by 'p'). Data from previous years are more likely to have been finalised and are therefore generally more accurate and comprehensive than the most recent year's data. Accordingly, time series analysis excludes the preliminary data. In addition, when analysing trends over time, consideration needs to be given to legislative changes that may have been made within certain jurisdictions during the period being investigated. The current workers' compensation arrangements can be found in the following report published on the Safe Work Australia website: Comparison of workers' compensation arrangements, Australia & New Zealand.

11. Denominator data used to calculate incidence and frequency rates

Estimates of the number of employees and hours worked for each Australian workers' compensation jurisdiction are supplied annually by the ABS. The ABS provides two sets of estimates for each jurisdiction: one split by sex, age and industry and the second by occupation. This restricts presentation of incidence and frequency rates to the categories that ABS data support i.e. it is not possible to calculate rates by occupation within an industry.

The denominator data are derived principally from the LFS, adjusted to account for differences in scope between the LFS and workers' compensation coverage. The largest adjustment is for workers who have more than one job. Because a person holding two or more jobs (a multiple jobholder) may lodge a workers' compensation claim with respect to an illness or injury incurred in any of those jobs, a count of jobs is a more appropriate denominator than a count of persons in calculating incidence rates. The multiple jobholder adjustment adds around 5% to the number of employees in the LFS. Other adjustments aim to ensure correct industry of employer coding for employees working under labour hire arrangements.

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 implemented a number of changes to their methodology, which increased their estimates. As the ABS could only supply new estimates back to 2005–06, estimates for earlier years were adjusted based on the movement between the old and new estimates for 2005–06 to avoid a break in the time series. Publications from 2007–08 have used these new estimates. Comparison with previous publications should therefore not be made.

The major change to the estimates following the review 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 has resulted in changes to the incidence and frequency rates in some industries. In particular, a decrease in employee estimates occurred in Government administration & defence, Manufacturing and Health & community services as these were the industries where a greater proportion held a second job. An increase occurred in Cultural & recreational services and Accommodation, cafes & restaurants as these were the industry divisions 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 have been 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:

- > Police in Western Australia, who are covered by a separate scheme that does not report to Safe Work Australia, are excluded from the denominators.
- > Under the Queensland legislation, Owner-managers of incorporated enterprises (OMIEs), who are included in the standard definition of 'Employee', have the option of purchasing workers' compensation insurance for themselves. Based on 2006 Census data, some 10% of employed persons in Queensland were OMIEs, an unknown number of whom were covered by workers' compensation. This population has been excluded from the denominators, and claims have been excluded from the numerators.

Differences in movements between incidence and frequency rates occur because of differences in the two measures. The employee estimate is a head count of all employees who were employed during the reference period. This measure does not take into account the proportion who were not at work and therefore not at risk on any given day. The frequency rate however is a measure of exposure per actual hour of work. This measure also reflects that many workers work on a parttime basis.

12. Adjustment of Victorian and South Australian data

Safe Work Australia uses one working week of time lost as the cut off point for the classification of temporary claims as serious. This cut off point was chosen because most jurisdictions have an employer excess of one week or less. Since claims with a duration of 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 provided from all jurisdictions and an accurate national estimate can be produced.

However, under the Victorian workers' compensation scheme the employer can be liable for the first 10 working days lost by the injured worker (for an employee working two days per week, for instance, that would amount to five weeks' pay), plus the first \$582 (as of 1 July 2010) of medical services, unless the employer has elected the Excess Buyout option. Since information on claims paid solely by employers are 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 reported for Victoria with the percentage of one to two week claims reported by 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. The factoring increases Victorian claims by around 20% and the Australian count by less than 3%.

While South Australia also has a 10 day excess, workers' compensation premiums are calculated per employee for all claims lodged by an employer in the year. This encourages employers to provide information on claims of short duration to the workers' compensation authority.

Due to reporting changes within the South Australian scheme, information relating to compensation and time lost during the employer excess period is not available. Because of this, a factor is calculated for South Australian one to two week claims using the same methodology as discussed above for Victoria.

13. Reliability of the data

The statistical data in this publication are subject to two sources of error.

Non-sampling error

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Non-sampling error may occur in any statistical collection during data reporting, recording and processing and can result from one or more of the following:

- > deficiencies in data collecting forms
- > incorrect recording of answers by the respondent or the processing agency
- > inaccurate coding
- > non-response or omitted cases
- > errors in collection procedures, and
- > errors in data entry, editing and processing.

Non-sampling error may affect both the numerator and denominator data. It is difficult to quantify non-sampling error.

Sampling error

Sampling error is a measure of the variability that occurs by chance because a sample, rather than the entire population, is surveyed. The likelihood of a difference between the findings and the real effect occurring in the population is determined by measuring standard error. Standard error indicates the extent to which an estimate might have varied from the real effect in the population by chance because only a sample of that population was selected for testing. Sampling variability is usually expressed as a percentage of the estimate to which it refers —relative standard error (RSE).

In this publication, the denominator data used in calculating incidence and frequency rates are the only data that are subject to sampling error. When the incidence and frequency rates have high relative standard errors, the tables are annotated with one asterisk (*) to indicate an RSE of the denominator of 25% or more and two (**) if the RSE is 50% or greater.

In general, at the aggregate level at which most of the data in the report are presented, high RSEs are rare. However, readers should note that rates relating to groups with relatively small numbers of employees are likely to have comparatively high RSEs and should therefore be viewed with caution.

References

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