While the rate of claims for harassment/bullying has increased since 2002-03 (compared with a fall for overall mental stress claims), the rate has started trending down since the peak in 2010-11.

Causes of mental stress claims

- 13% Exposure to a traumatic event
- 30% Work pressures
- 29% Harassment/bullying
- 16% Exposure to violence
- 13% Other mental stress factors

Female employees are almost 3 times more likely to make a claim for harassment/bullying.

Top industries: Highest rates of harassment/bullying

- Public order and safety services: 56.6 claims per 100 million hours worked
- Civic, professional and other interest group services: 46.9 claims per 100 million hours worked
- Local government administration: 46.7 claims per 100 million hours worked

Mental stress claims:
- 40% of claims
- $18,600 typical claim payment
- 9.4 weeks typical time off work

Harassment/bullying claims:
- 65% of claims
- $22,600 typical claim payment
- 9.4 weeks typical time off work