



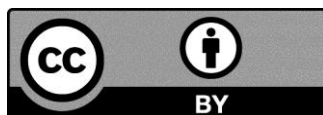
**safe work australia**

# Australian Workers' Compensation Statistics, 2014–15

Revised July 2017



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### Note

This publication was revised and reissued on 28 July 2017. Specifically, serious claim incidence and frequency rates for 2014–15 have been revised. The 2014–15 Injury Denominator Data that was supplied to Safe Work Australia included an incomplete population which has now been corrected (Tables 2-7 and 11-15 and Figures 1 and 3).

Any copies of this report that were downloaded or printed on or before 27 July 2017 are now out-of-date and should be replaced with this revised version.

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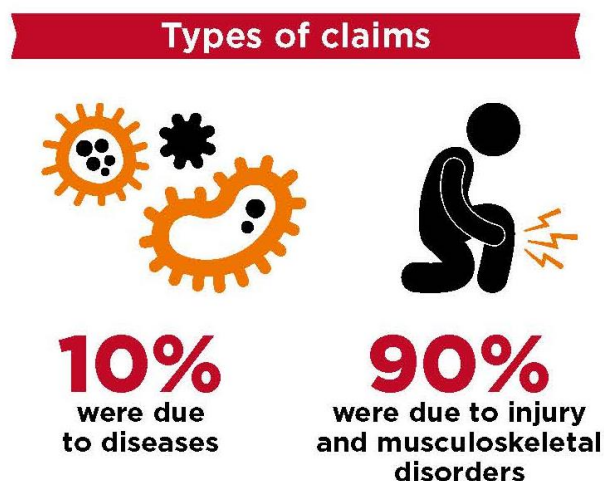
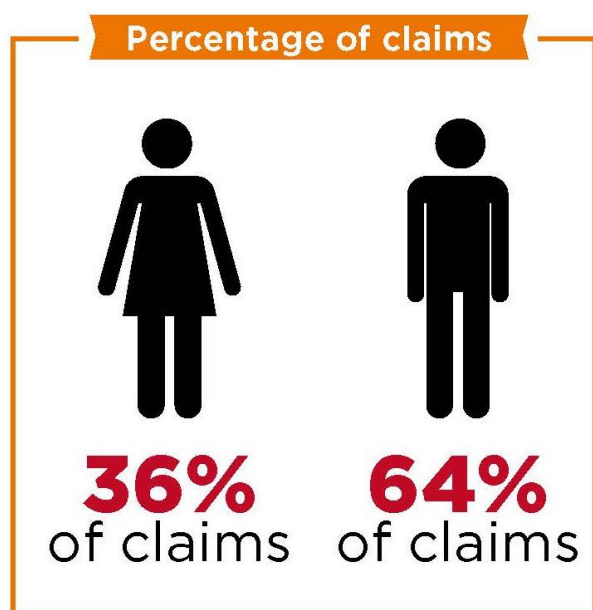
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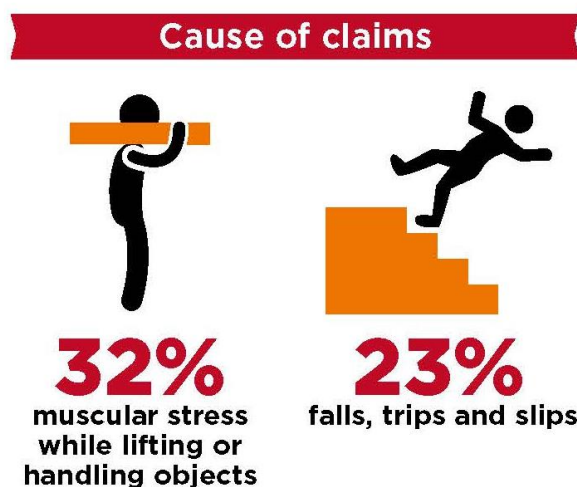
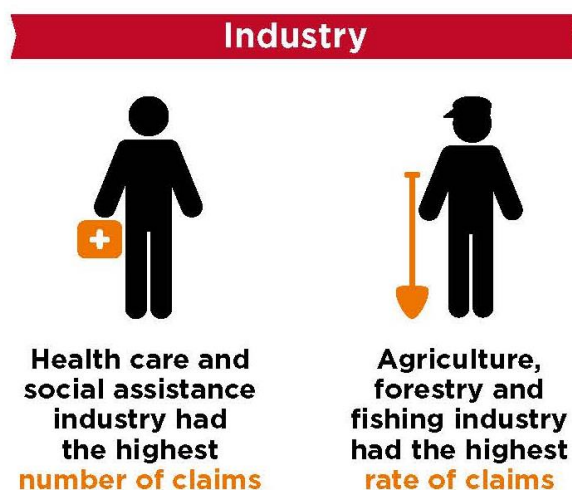
## Abbreviations and symbols

ABS	Australian Bureau of Statistics
ANZSCO	Australian and New Zealand Standard Classification of Occupations, First edition
ANZSIC	Australian and New Zealand Standard Industrial Classification, 2006
NDS	National Data Set for Compensation-Based Statistics
np	data not available due to confidentiality restrictions
p	preliminary data
TOOCS	Type of Occurrence Classification System
*	relative standard error is between 25 per cent and 50 per cent and should be used with caution
% chg	percentage change

## 2014-15 snapshot



Please note: All statistics relate to serious claims.



## Summary of statistics

- Preliminary data show that there were 107 355 serious workers' compensation claims in 2014–15, which equates to 5.9 serious claims per million hours worked.
- Between 2000–01 and 2013–14, the frequency rate of serious claims fell by 33 per cent from 9.5 serious claims per million hours worked to 6.3.
- In 2014–15, the frequency rate for male employees was 6.3 serious claims per million hours worked, while the frequency rate for female employees was 5.2.
- In 2014–15, the three occupations with the highest number of serious claims per million hours worked were Labourers (17.8), Community and personal service workers (12.2), and Machinery operators and drivers (11.2).
- In 2014–15, the three industries with the highest number of serious claims per million hours worked were Agriculture, forestry and fishing (9.7), Health care and social assistance (8.7) and Manufacturing (8.6).
- In 2014–15, injury and musculoskeletal disorders led to 90 per cent of serious claims and the most common were Traumatic joint/ligament and muscle/tendon injuries (43.8 per cent). Diseases led to 10 per cent of serious claims and the most common were Mental disorders (5.7 per cent).
- Muscular stress while lifting or handling objects caused 32 per cent of serious claims in 2014–15, while Falls, trips and slips led to 23 per cent of serious claims.
- Between 2000–01 and 2013–14, the median time lost for a serious claim rose by 33 per cent from 4.2 working weeks to 5.6. In 2013–14, the median time lost for a serious claim was 5.4 working weeks for male employees and 6.0 working weeks for female employees.
- Between 2000–01 and 2013–14, the median compensation paid for a serious claim rose by 94 per cent from \$5 200 to \$10 100. In 2013–14, the median compensation paid for a serious claim was \$10 900 for male employees and \$8 900 for female employees. When accounting for wage inflation, however, median compensation paid for serious claims increased by 23 per cent between 2000–01 and 2013–14, directly comparable with the increase in median time lost.
- In 2014–15, the bodily location most commonly affected by injuries and diseases that led to serious claims was the Back (21 per cent). Other common bodily locations were the Hand, fingers and thumb (13 per cent), Shoulder (11 per cent), and Knee (10 per cent).
- The rate of serious claims per 1000 employees is highest in metropolitan areas (10.6 claims per 1000 employees)
- Between 2009–10 and 2014–15, 69 per cent of serious claims in Agriculture, forestry and fishing occurred in regional areas, while 61 per cent of serious claims in Mining occurred in regional and remote areas. In the same period, 85 per cent of serious claims in Finance and insurance services occurred in metropolitan areas.
- Human agencies were the most common breakdown agency for serious claims in metropolitan (13 per cent of all claims) and regional areas (13 per cent), while Outdoor environment (16 per cent of claims) and Road transport (13 per cent) were the most common breakdown agencies in remote areas.



# Introduction

The statistics in this report are of Australian workers' compensation claims that were lodged between 2000–01 and 2014–15. The statistics are an indicator of Australia's work health and safety performance over the 15-year period between 2000–01 and 2014–15. The statistics are presented by:

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

Claim numbers are rounded to the nearest 5 to help protect confidential information about employers and employees. Due to rounding, differences may appear between the reported totals and proportions and the sums of rows or columns. Rates and percentages are calculated using unrounded numbers.

## Definition of a serious claim

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

Serious claims exclude compensated fatalities. Safe Work Australia produces other resources that provide information on work-related fatalities in Australia. The most up-to-date count of worker fatalities is available online on Safe Work Australia's worker fatalities page. Comprehensive information on work-related injury fatalities is available in the Work-Related Traumatic Injury Fatalities reports. The reports are based on information from workers' compensation data, coronial information, notifiable fatalities and the media.

## Frequency and incidence rates

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

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

# Serious claims, 2014–15

This chapter provides workers' compensation statistics for claims lodged during the 2014–15 financial year. The 2014–15 data are preliminary and are likely to rise by around 3 per cent when updated.

## Gender

In 2014–15, male employees accounted for 58 per cent of hours worked and 64 per cent of serious claims, while female employees accounted for 42 per cent of hours worked and 36 per cent of serious claims.

**Table 1: Percentage of serious claims and hours worked by sex, 2014–15p**

	Percentage of serious claims	Percentage of hours worked
Male	64%	58%
Female	36%	42%
<b>Total</b>	<b>100%</b>	<b>100%</b>

The frequency rate for male employees (6.3 serious claims per million hours worked) was 22 per cent higher than the frequency rate for female employees (5.2).

A higher percentage of male employees' serious claims arose from injury and musculoskeletal disorders (91 per cent versus 87 per cent for female employees), while a higher percentage of female employees' serious claims arose from diseases (13 per cent versus 9 per cent for male employees).

**Table 2: Number, percentage and rates of serious claims by injury or disease and sex, 2014–15p**

	Number of serious claims	Percentage of serious claims	Frequency rate (serious claims per million hours worked)	Incidence rate (serious claims per 1000 employees)
<b>Male</b>				
Injury and musculoskeletal disorders	62 690	91%	5.8	10.9
Diseases	6 145	9%	0.5	1.0
<b>Total</b>	<b>68 835</b>	<b>100%</b>	<b>6.3</b>	<b>12.0</b>
<b>Female</b>				
Injury and musculoskeletal disorders	33 685	87%	4.6	6.4
Diseases	4 830	13%	0.6	0.9
<b>Total</b>	<b>38 515</b>	<b>100%</b>	<b>5.2</b>	<b>7.3</b>
<b>All serious claims</b>				
Injury and musculoskeletal disorders	96 375	90%	5.3	8.8
Diseases	10 975	10%	0.6	1.0
<b>Total</b>	<b>107 355</b>	<b>100%</b>	<b>5.9</b>	<b>9.8</b>

## Age group

Among male, female and all employees, the highest frequency rates in 2014–15 were among employees aged 60–64 years. By contrast, employees aged 25–29 years had the lowest frequency rate (4.6 serious claims per million hours worked) in the workforce.

**Table 3: Number and rates of serious claims by injury or disease, sex and age group, 2014–15p**

Age Group	Number of serious claims			Frequency rate (serious claims per million hours worked)			Incidence rate (serious claims per 1000 employees)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>All serious claims</b>									
<20 years	2 595	1 040	3 635	7.7	3.9	6.0	8.0	2.9	5.4
20-24 years	6 925	3 065	9 995	7.1	3.9	5.7	11.5	5.3	8.5
25-29 years	7 600	3 205	10 805	5.6	3.2	4.6	10.8	5.1	8.1
30-34 years	7 660	3 120	10 785	5.3	3.6	4.7	10.7	5.2	8.2
35-39 years	7 120	3 335	10 460	5.5	4.4	5.1	11.2	6.3	9.0
40-44 years	8 285	4 770	13 050	6.1	5.6	5.9	12.6	8.1	10.5
45-49 years	7 950	5 460	13 410	6.4	6.3	6.4	13.3	9.5	11.5
50-54 years	7 975	6 105	14 080	7.0	7.2	7.1	14.3	10.9	12.6
55-59 years	6 565	4 835	11 395	7.2	7.5	7.3	14.0	10.9	12.5
60-64 years	4 530	2 695	7 225	7.9	7.7	7.8	14.5	10.3	12.6
65 years+	1 615	870	2 485	5.8	6.8	6.1	8.5	7.0	7.9
<b>Total</b>	<b>68 835</b>	<b>38 515</b>	<b>107 355</b>	<b>6.3</b>	<b>5.2</b>	<b>5.9</b>	<b>12.0</b>	<b>7.3</b>	<b>9.8</b>
<b>Injury and musculoskeletal disorders</b>									
<20 years	2 535	1 000	3 540	7.6	3.7	5.9	7.9	2.8	5.2
20-24 years	6 670	2 815	9 485	6.8	3.6	5.4	11.1	4.9	8.0
25-29 years	7 190	2 835	10 020	5.3	2.8	4.3	10.2	4.5	7.5
30-34 years	7 085	2 705	9 790	4.9	3.1	4.2	9.9	4.5	7.5
35-39 years	6 460	2 800	9 260	5.0	3.7	4.5	10.2	5.3	7.9
40-44 years	7 370	4 020	11 390	5.5	4.7	5.2	11.2	6.9	9.2
45-49 years	7 075	4 750	11 825	5.7	5.4	5.6	11.9	8.3	10.1
50-54 years	7 130	5 330	12 455	6.3	6.2	6.3	12.8	9.5	11.2
55-59 years	5 855	4 275	10 125	6.4	6.6	6.5	12.5	9.6	11.1
60-64 years	4 040	2 440	6 480	7.0	7.0	7.0	12.9	9.3	11.3
65 years+	1 465	810	2 275	5.3	6.3	5.6	7.7	6.5	7.2
<b>Total</b>	<b>62 880</b>	<b>33 790</b>	<b>96 670</b>	<b>5.8</b>	<b>4.6</b>	<b>5.3</b>	<b>10.9</b>	<b>6.4</b>	<b>8.8</b>
<b>Diseases</b>									
<20 years	55	40	95	0.2	0.2	0.2	0.2	0.1	0.1
20-24 years	260	250	510	0.3	0.3	0.3	0.4	0.4	0.4
25-29 years	410	370	780	0.3	0.4	0.3	0.6	0.6	0.6
30-34 years	575	415	990	0.4	0.5	0.4	0.8	0.7	0.8
35-39 years	665	535	1 200	0.5	0.7	0.6	1.0	1.0	1.0
40-44 years	915	750	1 665	0.7	0.9	0.8	1.4	1.3	1.3
45-49 years	875	705	1 580	0.7	0.8	0.7	1.5	1.2	1.4
50-54 years	845	780	1 625	0.7	0.9	0.8	1.5	1.4	1.5
55-59 years	710	560	1 270	0.8	0.9	0.8	1.5	1.3	1.4
60-64 years	490	255	745	0.9	0.7	0.8	1.6	1.0	1.3
65 years+	155	60	215	0.6	0.5	0.5	0.8	0.5	0.7
<b>Total</b>	<b>5 955</b>	<b>4 725</b>	<b>10 685</b>	<b>0.5</b>	<b>0.6</b>	<b>0.6</b>	<b>1.0</b>	<b>0.9</b>	<b>1.0</b>

## Occupation

Workers in the Labourers and Technicians and trades workers occupations accounted for over 40 per cent of serious claims in 2014–15, but only 23 per cent of total employment.

**Table 4: Workforce characteristics by occupation, 2014–15p**

Occupation	Employed persons (million)	Proportion of workforce	Proportion entitled to compensation	Jobs (million)	Hours worked (billion)	Serious claims	Proportion of serious claims	Frequency rate (claims per million hours worked)	Incidence rate (claims per 1000 employees)
Professionals	2.361	23%	89%	2.564	4.403	10 790	10%	2.5	4.2
Clerical and administrative workers	1.529	15%	93%	1.633	2.497	5 310	5%	2.1	3.2
Technicians and trades workers	1.405	14%	82%	1.452	2.789	19 685	18%	7.1	13.6
Managers	1.287	12%	84%	1.327	2.765	4 470	4%	1.6	3.4
Community and personal service workers	1.089	10%	93%	1.177	1.516	18 500	17%	12.2	15.7
Sales workers	1.039	10%	95%	1.099	1.419	5 855	5%	4.1	5.3
Labourers	0.982	9%	88%	1.032	1.483	26 405	25%	17.8	25.6
Machinery operators and drivers	0.685	7%	91%	0.717	1.411	15 830	15%	11.2	22.1
<b>Total</b>	<b>10.378</b>	<b>100%</b>	<b>89%</b>	<b>11.001</b>	<b>18.282</b>	<b>107 355</b>	<b>100%</b>	<b>5.9</b>	<b>9.8</b>



The frequency rate for Labourers (17.8 serious claims per million hours worked) was the highest in 2014–15 and three times higher than the national frequency rate (5.9). Managers had the lowest frequency rate (1.6)

**Table 5: Number and rates of serious claims by injury or disease, sex and occupation, 2014–15p**

Occupation	Number of serious claims			Frequency rate (serious claims per million hours worked)			Incidence rate (serious claims per 1000 employees)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>All serious claims</b>									
Managers	2 540	1 930	4 470	1.4	2.2	1.6	3.0	4.0	3.4
Professionals	3 615	7 175	10 790	1.6	3.3	2.5	3.1	5.1	4.2
Technicians and trades workers	17 640	2 045	19 685	7.1	6.5	7.1	14.2	9.6	13.6
Community and personal service workers	6 940	11 560	18 500	12.8	11.9	12.2	18.9	14.3	15.7
Clerical and administrative workers	1 800	3 510	5 310	2.4	2.0	2.1	4.4	2.9	3.2
Sales workers	2 075	3 780	5 855	3.2	4.9	4.1	4.9	5.6	5.3
Machinery operators and drivers	14 455	1 375	15 830	11.1	12.2	11.2	22.3	19.7	22.1
Labourers	19 495	6 910	26 405	18.4	16.4	17.8	29.3	18.9	25.6
<b>Total</b>	<b>68 835</b>	<b>38 515</b>	<b>107 355</b>	<b>6.3</b>	<b>5.2</b>	<b>5.9</b>	<b>12.0</b>	<b>7.3</b>	<b>9.8</b>
<b>Injury &amp; musculoskeletal disorders</b>									
Managers	2 120	1 530	3 650	1.1	1.7	1.3	2.5	3.2	2.7
Professionals	3 050	5 920	8 965	1.4	2.7	2.0	2.6	4.2	3.5
Technicians and trades workers	16 535	1 875	18 410	6.7	5.9	6.6	13.3	8.8	12.7
Community and personal service workers	5 945	10 390	16 335	10.9	10.7	10.8	16.2	12.8	13.9
Clerical and administrative workers	1 530	2 715	4 245	2.1	1.5	1.7	3.7	2.2	2.6
Sales workers	1 850	3 415	5 265	2.9	4.4	3.7	4.4	5.0	4.8
Machinery operators and drivers	13 355	1 280	14 635	10.3	11.3	10.4	20.6	18.3	20.4
Labourers	18 235	6 445	24 680	17.2	15.3	16.6	27.4	17.6	23.9
<b>Total</b>	<b>62 880</b>	<b>33 790</b>	<b>96 670</b>	<b>5.8</b>	<b>4.6</b>	<b>5.3</b>	<b>10.9</b>	<b>6.4</b>	<b>8.8</b>
<b>Diseases</b>									
Managers	420	400	820	0.2	0.4	0.3	0.5	0.8	0.6
Professionals	565	1 255	1 820	0.3	0.6	0.4	0.5	0.9	0.7
Technicians and trades workers	1 105	170	1 275	0.4	0.5	0.5	0.9	0.8	0.9
Community and personal service workers	995	1 170	2 160	1.8	1.2	1.4	2.7	1.4	1.8
Clerical and administrative workers	265	795	1 060	0.4	0.5	0.4	0.7	0.6	0.6
Sales workers	225	365	590	0.3	0.5	0.4	0.5	0.5	0.5
Machinery operators and drivers	1 100	95	1 195	0.8	0.8	0.8	1.7	1.4	1.7
Labourers	1 265	465	1 725	1.2	1.1	1.2	1.9	1.3	1.7
<b>Total</b>	<b>5 955</b>	<b>4 725</b>	<b>10 685</b>	<b>0.5</b>	<b>0.6</b>	<b>0.6</b>	<b>1.0</b>	<b>0.9</b>	<b>1.0</b>

## Industry

Workers in the Health care and social assistance, Manufacturing and Construction industries accounted for over 40 per cent of serious claims in 2014–15, but less than 30 per cent of total employment.

**Table 6: Workforce characteristics by industry, 2014–15p**

Industry	Employed persons (million)	Proportion of workforce	Proportion entitled to compensation	Jobs (million)	Hours worked (billion)	Serious claims	Proportion of serious claims	Frequency rate (claims per million hours worked)	Incidence rate (claims per 1000 employees)
Health care and social assistance	1.346	13%	94%	1.424	2.030	17 565	16%	8.7	12.3
Retail trade	1.168	11%	95%	1.217	1.720	8 910	8%	5.2	7.3
Education and training	0.876	8%	95%	0.947	1.470	6 540	6%	4.5	6.9
Manufacturing	0.853	8%	93%	0.852	1.600	13 725	13%	8.6	16.1
Professional, scientific and technical services	0.794	8%	82%	0.878	1.600	1 800	2%	1.1	2.0
Accommodation and food services	0.789	8%	97%	0.820	1.040	6 310	6%	6.1	7.7
Construction	0.766	7%	74%	0.790	1.570	12 575	12%	8.0	15.9
Public administration and safety	0.723	7%	99%	0.742	1.240	8 270	8%	6.7	11.2
Transport, postal and warehousing	0.529	5%	88%	0.559	1.070	8 820	8%	8.3	15.8
Other services	0.381	4%	80%	0.393	0.670	3 055	3%	4.6	7.8
Financial and insurance services	0.379	4%	93%	0.402	0.740	665	1%	0.9	1.7
Wholesale trade	0.362	3%	93%	0.374	0.720	4 630	4%	6.4	12.4
Administrative and support services	0.295	3%	76%	0.425	0.690	3 785	4%	5.5	8.9
Mining	0.222	2%	98%	0.223	0.500	2 105	2%	4.3	9.4
Information media and telecommunications	0.195	2%	92%	0.207	0.370	590	1%	1.6	2.8
Arts and recreation services	0.192	2%	85%	0.225	0.280	2 170	2%	7.7	9.6
Rental, hiring and real estate services	0.185	2%	87%	0.201	0.370	1 030	1%	2.8	5.1
Agriculture, forestry and fishing	0.184	2%	58%	0.183	0.350	3 410	3%	9.7	18.7
Electricity, gas, water and waste services	0.138	1%	97%	0.138	0.270	1 175	1%	4.4	8.5
<b>Total</b>	<b>10.378</b>	<b>100%</b>	<b>89%</b>	<b>11.001</b>	<b>18.283</b>	<b>107 355</b>	<b>100%</b>	<b>5.9</b>	<b>9.8</b>

The industries with the highest frequency rates in 2014–15 were Agriculture, forestry and fishing (9.7 serious claims per million hours worked), Health care and social assistance (8.7) and Manufacturing (8.6).

The industries with the lowest frequency rates were Financial and insurance services (0.9 serious claims per million hours worked), Professional, scientific and technical services (1.1), and Information media and telecommunications (1.6).

Public administration and safety recorded the highest frequency rate for diseases, twice the all industry average.

**Table 7: Number and rates of serious claims by injury or disease, sex and industry, 2014–15p**

Industry	Number of serious claims			Frequency rate (claims per million hours worked)			Incidence rate (claims per 1000 employees)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>All serious claims</b>									
Agriculture, forestry and fishing	2 700	710	3 410	9.8	9.3	9.7	21.1	13.0	18.7
Mining	1 950	155	2 105	4.5	2.4	4.3	10.2	4.8	9.4
Manufacturing	11 910	1 815	13 725	9.6	5.0	8.6	19.2	7.8	16.1
Electricity, gas, water and waste services	1 090	85	1 175	5.0	1.8	4.4	9.9	3.0	8.5
Construction	12 265	310	12 575	8.6	2.3	8.0	17.8	3.1	15.9
Wholesale trade	3 875	755	4 630	7.4	3.8	6.4	15.2	6.3	12.4
Retail trade	4 500	4 410	8 910	5.1	5.3	5.2	8.3	6.5	7.3
Accommodation and food services	3 005	3 300	6 310	5.9	6.2	6.1	8.4	7.1	7.7
Transport, postal and warehousing	7 660	1 160	8 820	8.9	5.6	8.3	18.0	8.6	15.8
Information media and telecommunications	390	200	590	1.6	1.5	1.6	3.2	2.3	2.8
Financial and insurance services	175	490	665	0.4	1.5	0.9	0.9	2.5	1.7
Rental, hiring and real estate services	745	285	1 030	3.7	1.7	2.8	7.6	2.8	5.1
Professional, scientific and technical services	955	840	1 800	1.0	1.4	1.1	1.9	2.2	2.0
Administrative and support services	2 450	1 335	3 785	6.3	4.4	5.5	11.4	6.4	8.9
Public administration and safety	5 590	2 680	8 270	8.2	4.8	6.7	14.9	7.3	11.2
Education and training	2 105	4 435	6 540	4.3	4.5	4.5	7.5	6.7	6.9
Health care and social assistance	3 740	13 825	17 565	7.5	9.0	8.7	12.5	12.3	12.3
Arts and recreation services	1 320	850	2 170	8.0	7.2	7.7	11.3	7.8	9.6
Other services	2 230	825	3 055	5.0	3.7	4.6	9.7	5.1	7.8
<b>Total</b>	<b>68 835</b>	<b>38 515</b>	<b>107 355</b>	<b>6.3</b>	<b>5.2</b>	<b>5.9</b>	<b>12.0</b>	<b>7.3</b>	<b>9.8</b>
<b>Injury and musculoskeletal disorders</b>									
Agriculture, forestry and fishing	2 580	685	3 265	9.4	9.0	9.3	20.2	12.5	17.8
Mining	1 825	140	1 970	4.2	2.2	4.0	9.6	4.4	8.8
Manufacturing	10 995	1 625	12 620	8.9	4.4	7.9	17.7	7.0	14.8
Electricity, gas, water and waste services	985	65	1 050	4.5	1.4	3.9	8.9	2.3	7.6
Construction	11 580	275	11 850	8.1	2.0	7.5	16.8	2.7	15.0
Wholesale trade	3 570	660	4 235	6.8	3.3	5.9	14.0	5.5	11.3
Retail trade	4 130	4 035	8 160	4.7	4.8	4.7	7.6	6.0	6.7
Accommodation and food services	2 815	3 100	5 915	5.5	5.9	5.7	7.9	6.7	7.2
Transport, postal and warehousing	6 975	1 040	8 010	8.1	5.0	7.5	16.4	7.7	14.3
Information media and telecommunications	345	165	515	1.5	1.3	1.4	2.8	2.0	2.5
Financial and insurance services	135	380	515	0.3	1.2	0.7	0.7	1.9	1.3
Rental, hiring and real estate services	685	235	920	3.4	1.4	2.5	7.0	2.3	4.6

Industry	Number of serious claims			Frequency rate (claims per million hours worked)			Incidence rate (claims per 1000 employees)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Professional, scientific and technical services	840	690	1 530	0.8	1.2	1.0	1.7	1.8	1.7
Administrative and support services	2 285	1 220	3 505	5.9	4.0	5.1	10.7	5.8	8.3
Public administration and safety	4 705	2 025	6 730	6.9	3.6	5.4	12.6	5.5	9.1
Education and training	1 760	3 525	5 285	3.6	3.6	3.6	6.3	5.3	5.6
Health care and social assistance	3 230	12 370	15 600	6.5	8.1	7.7	10.8	11.0	11.0
Arts and recreation services	1 245	800	2 045	7.6	6.8	7.2	10.7	7.4	9.1
Other services	2 035	715	2 750	4.6	3.2	4.1	8.8	4.4	7.0
<b>Total</b>	<b>62 880</b>	<b>33 790</b>	<b>96 670</b>	<b>5.8</b>	<b>4.6</b>	<b>5.3</b>	<b>10.9</b>	<b>6.4</b>	<b>8.8</b>
<b>Diseases</b>									
Agriculture, forestry and fishing	120	25	150	0.4	0.4	0.4	1.0	0.5	0.8
Mining	125	15	135	0.3	0.2	0.3	0.6	0.4	0.6
Manufacturing	915	190	1 105	0.7	0.5	0.7	1.5	0.8	1.3
Electricity, gas, water and waste services	105	20	125	0.5	0.4	0.5	1.0	0.8	0.9
Construction	685	35	720	0.5	0.3	0.5	1.0	0.3	0.9
Wholesale trade	305	95	400	0.6	0.5	0.6	1.2	0.8	1.1
Retail trade	375	375	750	0.4	0.4	0.4	0.7	0.6	0.6
Accommodation and food services	195	200	395	0.4	0.4	0.4	0.5	0.4	0.5
Transport, postal and warehousing	685	125	810	0.8	0.6	0.8	1.6	0.9	1.4
Information media and telecommunications	45	30	75	0.2	0.2	0.2	0.4	0.4	0.4
Financial and insurance services	40	110	150	0.1	0.3	0.2	0.2	0.5	0.4
Rental, hiring and real estate services	60	50	110	0.3	0.3	0.3	0.6	0.5	0.6
Professional, scientific and technical services	115	155	270	0.1	0.3	0.2	0.2	0.4	0.3
Administrative and support services	165	115	280	0.4	0.4	0.4	0.8	0.6	0.7
Public administration and safety	885	655	1 545	1.3	1.2	1.2	2.4	1.8	2.1
Education and training	345	910	1 255	0.7	0.9	0.9	1.2	1.4	1.3
Health care and social assistance	505	1 455	1 960	1.0	1.0	1.0	1.7	1.3	1.4
Arts and recreation services	75	50	125	0.5	0.4	0.4	0.7	0.5	0.6
Other services	195	110	305	0.4	0.5	0.5	0.8	0.7	0.8
<b>Total</b>	<b>5 955</b>	<b>4 725</b>	<b>10 685</b>	<b>0.5</b>	<b>0.6</b>	<b>0.6</b>	<b>1.0</b>	<b>0.9</b>	<b>1.0</b>



## Nature of injury or disease

Injury and musculoskeletal disorders led to 90 per cent of serious claims in 2014–15 and the most common were Traumatic joint/ligament and muscle/tendon injuries (43.8 per cent). Diseases led to 10 per cent of serious claims and the most common were mental disorders (5.7 per cent).

A higher percentage of male employees' serious claims arose from Wounds, lacerations, amputations and internal organ damage (17.4 per cent versus nearly 10.4 per cent for female employees).

A higher percentage of female employees' serious claims arose from Mental disorders (over 9 per cent for females versus just under 4 per cent for male employees).

**Table 8: Number and percentage of serious claims by nature of injury or disease and sex, 2014–15p**

Nature of injury or disease	Number of serious claims			Percentage of serious claims		
	Male	Female	Total	Male	Female	Total
<b>Injury and musculoskeletal disorders</b>						
Traumatic joint/ligament and muscle/tendon injury	29 510	17 490	47 005	42.9%	45.4%	43.8%
Musculoskeletal and connective tissue diseases	10 280	6 885	17 170	14.9%	17.9%	16.0%
Wounds, lacerations, amputations and internal organ damage	12 010	3 995	16 005	17.4%	10.4%	14.9%
Fractures	7 335	3 375	10 710	10.7%	8.8%	10.0%
Other injuries	1 975	1 005	2 980	2.9%	2.6%	2.8%
Burn	1 085	585	1 670	1.6%	1.5%	1.6%
Intracranial injuries	385	305	690	0.6%	0.8%	0.6%
Injury to nerves and spinal cord	105	40	150	0.2%	0.1%	0.1%
<b>Total: Injury and musculoskeletal disorders</b>	<b>62 880</b>	<b>33 790</b>	<b>96 670</b>	<b>91.3%</b>	<b>87.7%</b>	<b>90.0%</b>
<b>Diseases</b>						
Mental disorders	2 520	3 605	6 130	3.7%	9.4%	5.7%
Digestive system diseases	2 160	140	2 300	3.1%	0.4%	2.1%
Nervous system and sense organ diseases	600	515	1 110	0.9%	1.3%	1.0%
Skin and subcutaneous tissue diseases	305	125	430	0.4%	0.3%	0.4%
Other claims	185	105	290	0.3%	0.3%	0.3%
Infectious and parasitic diseases	170	120	290	0.2%	0.3%	0.3%
Respiratory system diseases	65	145	210	0.1%	0.4%	0.2%
Circulatory system diseases	65	30	95	0.1%	0.1%	0.1%
Other diseases	40	40	80	0.1%	0.1%	0.1%
Neoplasms (cancer)	35	5	35	0.0%	0.0%	0.0%
<b>Total: Diseases</b>	<b>5 955</b>	<b>4 725</b>	<b>10 685</b>	<b>8.7%</b>	<b>12.3%</b>	<b>10.0%</b>
<b>Total: Serious claims</b>	<b>68 835</b>	<b>38 515</b>	<b>107 355</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

## Mechanism of injury or disease and Breakdown agency

Body stressing caused nearly 41 per cent of serious claims in 2014–15, while Falls, trips and slips led to almost another 23 per cent of serious claims. Almost a third of Body stressing claims involved Non-powered hand tools, appliances and equipment, whereas Environmental agencies (eg. steps, uneven ground, traffic etc.) caused the majority (56.4 per cent) of Falls, trips and slips.

**Table 9: Number and percentage of serious claims by mechanism and breakdown agency of injury or disease, 2014–15p**

Mechanism of injury or disease	Serious claims	
Breakdown agency of injury or disease	Number	Percentage
<b>Body stressing</b>	<b>43 555</b>	<b>40.6%</b>
Non-powered hand tools, appliances and equipment	14 370	33.0%
Materials and substances	7 890	18.1%
Animal, human and biological agencies	5 705	13.1%
<b>Falls, trips and slips of a person</b>	<b>24 600</b>	<b>22.9%</b>
Environmental agencies	13 860	56.4%
Non-powered hand tools, appliances and equipment	4 275	17.4%
Mobile plant and transport	2 405	9.8%
Materials and substances	1 490	6.1%
<b>Being hit by moving objects</b>	<b>16 230</b>	<b>15.1%</b>
Animal, human and biological agencies	4 295	26.5%
Non-powered hand tools, appliances and equipment	3 865	23.8%
Materials and substances	3 165	19.5%
Machinery and (mainly) fixed plant	1 680	10.4%
<b>Hitting objects with a part of the body</b>	<b>7 690</b>	<b>7.2%</b>
Non-powered hand tools, appliances and equipment	3 335	43.4%
Materials and substances	1 640	21.3%
Machinery and (mainly) fixed plant	810	10.5%
Mobile plant and transport	560	7.3%
<b>Vehicle incidents and other</b>	<b>6 620</b>	<b>6.2%</b>
Mobile plant and transport	2 110	31.9%
Mental stress	5 750	5.4%
Animal, human and biological agencies	2 915	50.7%
<b>Heat, electricity and other environmental factors</b>	<b>1 540</b>	<b>1.4%</b>
Materials and substances	760	49.4%
Powered equipment, tools and appliances	230	14.8%
Machinery and (mainly) fixed plant	195	12.5%
<b>Chemicals and other substances</b>	<b>820</b>	<b>0.8%</b>
Chemicals and chemical products	400	48.6%
Animal, human and biological agencies	170	20.8%
Materials and substances	135	16.4%
<b>Biological factors</b>	<b>400</b>	<b>0.4%</b>
Animal, human and biological agencies	285	71.0%
<b>Sound and pressure</b>	<b>145</b>	<b>0.1%</b>
<b>Total</b>	<b>107 355</b>	<b>100.0%</b>

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

## Mechanism of injury or disease and Bodily location

Serious claims that arose from Body stressing were most commonly associated with the Back (over 40 per cent) and Shoulder (over 17 per cent). Serious claims that arose from Falls, trips and slips were most commonly associated with the Knee (nearly 21 per cent) and Ankle (nearly 17 per cent).

**Table 10: Number and percentage of serious claims by mechanism and bodily location of injury or disease, 2014–15p**

Mechanism of injury or disease	Serious claims	
Bodily location of injury or disease	Number	Percentage
<b>Body stressing</b>	<b>43 555</b>	<b>40.6%</b>
Back - upper or lower	17 455	40.1%
Shoulder	7 630	17.5%
Knee	3 730	8.6%
Abdomen and pelvic region	2 520	5.8%
Wrist	2 200	5.1%
Hand, fingers and thumb	1 560	3.6%
Elbow	1 450	3.3%
Neck	1 135	2.6%
<b>Falls, trips and slips of a person</b>	<b>24 600</b>	<b>22.9%</b>
Knee	5 070	20.6%
Ankle	4 135	16.8%
Back - upper or lower	3 010	12.2%
Shoulder	1 945	7.9%
Wrist	1 435	5.8%
Foot and toes	1 275	5.2%
Hand, fingers and thumb	870	3.5%
Lower leg	715	2.9%
<b>Being hit by moving objects</b>	<b>16 230</b>	<b>15.1%</b>
Hand, fingers and thumb	6 115	37.7%
Foot and toes	1 570	9.7%
Back - upper or lower	745	4.6%
Shoulder	735	4.5%
Knee	710	4.4%
<b>Hitting objects with a part of the body</b>	<b>7 690</b>	<b>7.2%</b>
Hand, fingers and thumb	4 335	56.4%
Knee	520	6.8%
Vehicle incidents and other	6 620	6.2%
Back - upper or lower	1 235	18.7%
Shoulder	720	10.9%
Hand, fingers and thumb	580	8.7%
<b>Mental stress</b>	<b>5 750</b>	<b>5.4%</b>
<b>Heat, electricity and other environmental factors</b>	<b>1 540</b>	<b>1.4%</b>
Hand, fingers and thumb	520	33.6%
Forearm	180	11.7%
Foot and toes	95	6.2%
Chemicals and other substances	820	0.8%
Eye	150	18.3%
Hand, fingers and thumb	145	17.7%
<b>Biological factors</b>	<b>400</b>	<b>0.4%</b>
<b>Sound and pressure</b>	<b>145</b>	<b>0.1%</b>
<b>Total</b>	<b>107 355</b>	<b>100.0%</b>

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

## Trends in serious claims, 2000–01 to 2014–15

The National Data Set for Compensation-Based Statistics (NDS) was first introduced as a standard set of data items collected by each jurisdiction in 1987. Following a review of the NDS, reporting requirements were changed significantly for the 2000–01 financial year. The statistics in this chapter cover serious claims that were lodged between 2000–01 and 2014–15.

Data for 2014–15 are preliminary and are not used to calculate percentage changes. Percentage changes are calculated using data for 2000–01 and 2013–14. When analysing trends over time, consideration needs to be given to legislative changes that may influence trends in workers' compensation data. Information on workers' compensation arrangements can be found in Safe Work Australia's *Comparison of Workers' Compensation Arrangements in Australia and New Zealand* available on the Safe Work Australia [website](#).

### Serious claims, number of hours worked and number of employees

Between 2000–01 and 2013–14, the frequency rate of serious claims fell by 33 per cent from 9.5 serious claims per million hours worked to 6.3.

**Table 11: Number and rates of serious claims, number of hours worked and number of employees, 2000–01 to 2014–15p**

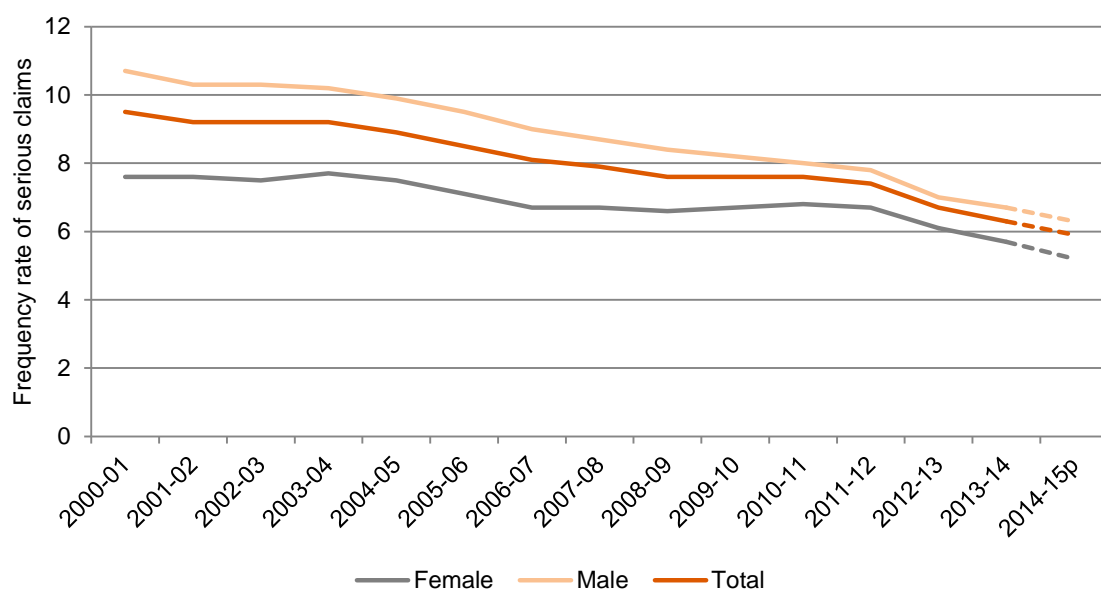
Year of lodgement	Number of serious claims	Frequency rate (serious claims per million hours worked)	Incidence rate (serious claims per 1000 employees)	Total hours worked (billion)	Number of employees (million)
2000-01	133 115	9.5	16.3	14.057	8.186
2001-02	130 165	9.2	15.8	14.089	8.260
2002-03	133 625	9.2	15.8	14.540	8.483
2003-04	134 345	9.2	15.5	14.611	8.654
2004-05	135 515	8.9	15.2	15.166	8.897
2005-06	131 280	8.5	14.3	15.444	9.166
2006-07	129 480	8.1	13.6	15.972	9.495
2007-08	129 120	7.9	13.3	16.313	9.691
2008-09	125 800	7.6	12.7	16.446	9.890
2009-10	125 385	7.6	12.6	16.548	9.950
2010-11	128 170	7.6	12.5	16.971	10.220
2011-12	128 345	7.4	12.4	17.435	10.385
2012-13	120 050	6.7	11.2	18.022	10.765
2013-14	113 965	6.3	10.5	18.093	10.826
<b>% change</b>	<b>-14%</b>	<b>-33%</b>	<b>-35%</b>	<b>29%</b>	<b>32%</b>
2014-15p	107 355	5.9	9.8	18.282	11.001

### Gender

The gap between male and female employees' frequency rates shrank between 2000–01 and 2013–14 (from 40 per cent higher to only 17 per cent higher) due to the decline in male employees' frequency rates being greater than the decline for female employees.



**Figure 1: Frequency rates of serious claims by sex, 2000–01 to 2014–15p**



Between 2000–01 and 2013–14, the frequency rate for male employees fell by 37 per cent, while the frequency rate for female employees fell by 26 per cent.

**Table 12: Number and rates of serious claims by sex, 2000–01 to 2014–15p**

Year of lodgement	Female			Male		
	Number of serious claims	Frequency rate (serious claims per million hours worked)	Incidence rate (serious claims per 1000 employees)	Number of serious claims	Frequency rate (serious claims per million hours worked)	Incidence rate (serious claims per 1000 employees)
2000-01	42 095	7.6	11.0	91 015	10.7	20.9
2001-02	41 940	7.6	10.8	88 220	10.3	20.2
2002-03	43 315	7.5	10.8	90 315	10.3	20.3
2003-04	44 295	7.7	10.9	90 045	10.2	19.7
2004-05	45 050	7.5	10.7	90 465	9.9	19.3
2005-06	43 745	7.1	10.0	87 535	9.5	18.2
2006-07	43 020	6.7	9.5	86 460	9.0	17.3
2007-08	43 810	6.7	9.5	85 315	8.7	16.7
2008-09	44 005	6.6	9.3	81 800	8.4	15.8
2009-10	45 280	6.7	9.5	80 105	8.2	15.4
2010-11	46 655	6.8	9.6	81 515	8.0	15.2
2011-12	47 045	6.7	9.5	81 295	7.8	14.9
2012-13	43 920	6.1	8.6	76 130	7.0	13.4
2013-14	41 320	5.7	8.0	72 645	6.7	12.8
% change	-2%	-26%	-27%	-20%	-37%	-39%
2014-15p	38 515	5.2	7.3	68 835	6.3	12.0

## Age group

Between 2000–01 and 2013–14, all age groups experienced declines in frequency rates of serious claims. Employees aged 30–34 years had the highest percentage decrease (45 per cent) in frequency rates of serious claims over the period.

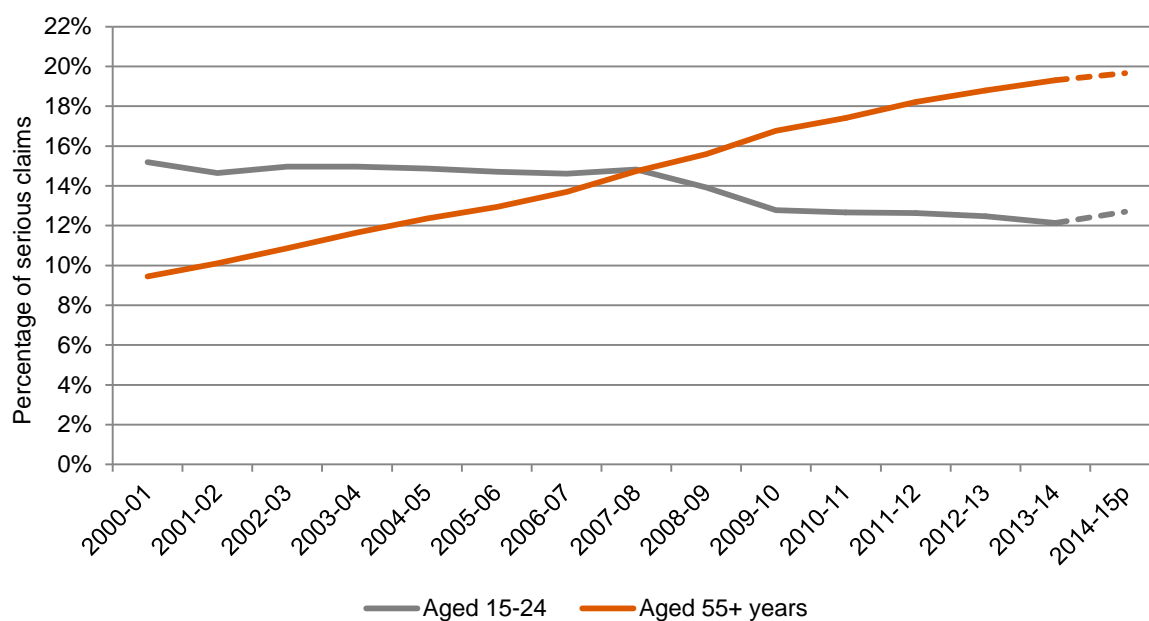
**Table 13: Number and rates of serious claims by age group, 2000–01 and 2009–10 to 2014–15p**

Age group	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg	2014-15p
<b>Number of serious claims</b>								
15-19 years	6 655	4 920	5 085	4 895	4 335	3 740	-44%	3 635
20-24 years	13 570	11 095	11 145	11 325	10 630	10 090	-26%	9 995
25-29 years	15 795	11 790	12 155	12 325	11 750	11 095	-30%	10 805
30-34 years	16 520	12 010	12 170	12 235	11 420	11 170	-32%	10 785
35-39 years	17 900	15 025	14 535	13 740	12 465	11 470	-36%	10 460
40-44 years	18 425	15 770	16 090	16 125	15 195	14 340	-22%	13 050
45-49 years	16 620	17 280	17 640	17 210	15 515	14 620	-12%	13 410
50-54 years	15 040	16 470	17 010	17 085	16 150	15 390	2%	14 080
55-59 years	8 280	12 150	12 550	13 090	12 375	12 020	45%	11 395
60-64 years	3 575	7 045	7 660	8 035	7 695	7 560	111%	7 225
<b>Total</b>	<b>133 115</b>	<b>125 385</b>	<b>128 170</b>	<b>128 345</b>	<b>120 050</b>	<b>113 965</b>	<b>-14%</b>	<b>107 355</b>
<b>Frequency rate (serious claims per million hours worked)</b>								
15-19 years	9.5	7.1	7.4	7.3	6.7	6.2	-34%	6.0
20-24 years	8.1	6.0	6.1	6.1	5.9	5.7	-30%	5.7
25-29 years	8.0	5.5	5.4	5.4	5.1	4.7	-41%	4.6
30-34 years	9.2	6.4	6.3	6.0	5.2	5.0	-45%	4.7
35-39 years	10.1	7.5	7.2	6.9	6.1	5.6	-44%	5.1
40-44 years	10.0	8.3	8.1	7.9	6.9	6.5	-35%	5.9
45-49 years	9.9	8.7	8.8	8.5	7.4	7.1	-29%	6.4
50-54 years	10.6	9.2	9.3	9.0	8.2	7.7	-28%	7.1
55-59 years	10.2	9.2	9.1	9.1	8.2	7.8	-23%	7.3
60-64 years	11.8	9.6	9.6	9.8	8.6	8.6	-27%	7.8
<b>Total</b>	<b>9.5</b>	<b>7.6</b>	<b>7.6</b>	<b>7.4</b>	<b>6.7</b>	<b>6.3</b>	<b>-33%</b>	<b>5.9</b>
<b>Incidence rate (serious claims per 1000 employees)</b>								
15-19 years	9.7	6.8	7.1	7.0	6.3	5.6	-43%	5.4
20-24 years	13.3	9.3	9.3	9.4	9.0	8.5	-36%	8.5
25-29 years	14.7	9.8	9.6	9.6	9.0	8.4	-43%	8.1
30-34 years	16.7	11.4	11.1	10.6	9.3	8.9	-47%	8.2
35-39 years	18.2	13.3	12.7	12.2	10.8	10.0	-45%	9.0
40-44 years	18.1	14.6	14.3	13.9	12.3	11.7	-35%	10.5
45-49 years	18.1	15.4	15.7	15.5	13.5	12.8	-30%	11.5
50-54 years	19.3	16.2	16.4	16.1	14.5	13.6	-29%	12.6
55-59 years	18.0	15.8	15.6	15.8	14.2	13.4	-25%	12.5
60-64 years	19.2	15.1	15.2	15.7	14.0	13.8	-28%	12.6
<b>Total</b>	<b>16.3</b>	<b>12.6</b>	<b>12.5</b>	<b>12.4</b>	<b>11.2</b>	<b>10.5</b>	<b>-35%</b>	<b>9.8</b>

The percentage of serious claims made by employees aged 55 years and above increased from 9 per cent in 2000–01 to 19 per cent in 2014–15.

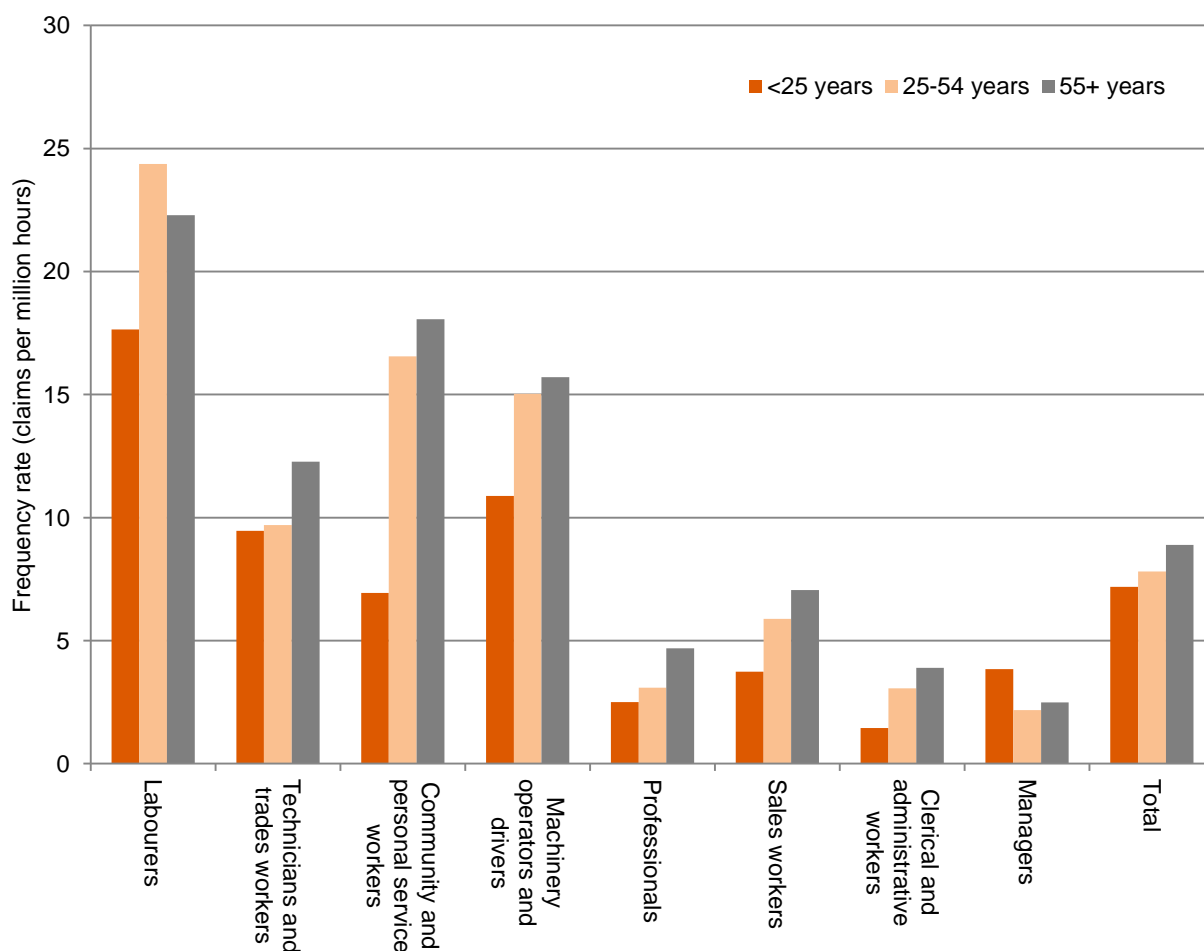
From 2008–09 onwards, the percentage of serious claims made by employees aged 55 years and above has exceeded the percentage for employees under 25 years.

**Figure 2: Percentage of serious claims by age group, 2000–01 to 2014–15p**



In most occupations, as workers age, frequency rates increase. This is not the case, however, for Labourers who recorded the highest frequency rate in the 25-54 year age group, and Managers with the highest frequency rate in the 25 and under age group.

**Figure 3: Frequency rate by age group and occupation, 2000–01 to 2014–15p**



## Occupation

The occupations that experienced the highest percentage declines in frequency rates between 2000–01 and 2013–14 were Managers (43 per cent) and Technicians and trades workers (40 per cent).

**Table 14: Number and rates of serious claims by occupation, 2000–01 and 2009–10 to 2014–15p**

Occupation	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg	2014-15p
<b>Number of serious claims</b>								
Labourers	38 580	28 950	31 320	31 730	29 190	27 335	-29%	26 405
Technicians and trades workers	27 165	23 370	23 230	22 995	21 725	21 025	-23%	19 685
Community and personal service workers	15 030	20 620	21 275	21 045	20 055	19 575	30%	18 500
Machinery operators and drivers	20 295	18 750	18 400	19 490	18 090	17 055	-16%	15 830
Professionals	10 415	14 015	13 370	12 085	11 915	11 225	8%	10 790
Sales workers	7 420	6 765	7 160	7 440	6 505	6 195	-16%	5 855
Clerical and administrative workers	7 960	7 585	7 595	7 350	6 810	5 820	-27%	5 310
Managers	5 205	5 230	5 605	5 980	5 215	4 975	-4%	4 470
<b>Total</b>	<b>133 115</b>	<b>125 385</b>	<b>128 170</b>	<b>128 345</b>	<b>120 050</b>	<b>113 965</b>	<b>-14%</b>	<b>107 355</b>
<b>Frequency rate (serious claims per million hours worked)</b>								
Labourers	26.6	19.0	20.6	20.9	18.9	18.0	-32%	17.8
Technicians and trades workers	12.7	9.4	9.0	8.7	7.9	7.7	-40%	7.1
Community and personal service workers	15.0	15.8	15.6	14.8	14.0	13.0	-13%	12.2
Machinery operators and drivers	18.1	15.2	14.2	14.0	12.5	12.1	-33%	11.2
Professionals	3.4	3.6	3.3	2.9	2.8	2.6	-23%	2.5
Sales workers	5.9	5.2	5.2	5.7	4.7	4.5	-23%	4.1
Clerical and administrative workers	3.3	3.1	3.1	2.9	2.7	2.3	-31%	2.1
Managers	3.2	2.2	2.4	2.4	2.0	1.8	-43%	1.6
<b>Total</b>	<b>9.5</b>	<b>7.6</b>	<b>7.6</b>	<b>7.4</b>	<b>6.7</b>	<b>6.3</b>	<b>-34%</b>	<b>5.9</b>
<b>Incidence rate (serious claims per 1000 employees)</b>								
Labourers	39.2	27.0	29.6	30.3	27.3	25.9	-34%	25.6
Technicians and trades workers	24.9	18.0	17.2	16.8	15.2	14.7	-41%	13.6
Community and personal service workers	20.3	20.4	19.9	19.3	17.9	16.9	-17%	15.7
Machinery operators and drivers	35.3	29.7	27.8	27.9	25.0	24.0	-32%	22.1
Professionals	6.4	6.3	5.8	5.2	4.9	4.6	-28%	4.2
Sales workers	7.8	6.6	6.6	7.1	6.0	5.6	-28%	5.3
Clerical and administrative workers	5.3	4.9	4.8	4.5	4.2	3.6	-33%	3.2
Managers	7.4	4.6	5.0	5.0	4.2	3.9	-47%	3.4
<b>Total</b>	<b>16.3</b>	<b>12.6</b>	<b>12.5</b>	<b>12.4</b>	<b>11.2</b>	<b>10.5</b>	<b>-35%</b>	<b>9.8</b>



## Industry

The frequency rates have halved between 2000–01 and 2013–14 in Financial and insurance services (down 53 per cent), Mining (down 54 per cent), and Electricity, gas, water and waste services (down 50 per cent).

**Table 15: Number and rates of serious claims by industry, 2000–01 and 2009–10 to 2014–15p**

Industry	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg	2014-15p
<b>Number of serious claims</b>								
Health care and social assistance	15 320	18 590	19 150	19 920	19 185	18 340	20%	17 565
Manufacturing	27 035	18 075	17 780	17 795	15 690	14 285	-47%	13 725
Construction	12 295	12 395	12 685	12 955	12 420	12 560	2%	12 575
Retail trade	11 930	10 095	10 375	10 560	9 920	9 435	-21%	8 910
Transport, postal and warehousing	11 575	11 695	11 740	11 845	10 710	9 690	-16%	8 820
Public administration and safety	8 115	11 140	11 015	10 085	10 135	9 375	16%	8 270
Education and training	6 110	7 250	7 595	7 405	6 890	6 640	9%	6 540
Accommodation and food services	7 415	6 740	6 880	7 120	6 810	6 395	-14%	6 310
Wholesale trade	5 895	5 230	5 435	5 055	4 900	4 785	-19%	4 630
Administrative and support services	6 255	5 565	6 295	5 795	5 110	4 640	-26%	3 785
Agriculture, forestry and fishing	5 455	3 870	3 640	3 915	3 690	3 515	-36%	3 410
Other services	4 275	3 375	3 420	3 880	3 670	3 545	-17%	3 055
Arts and recreation services	2 320	2 470	2 535	2 635	2 140	2 260	-3%	2 170
Mining	1 895	2 260	2 445	2 890	3 065	2 855	51%	2 105
Professional, scientific and technical services	2 110	2 095	2 255	2 060	1 835	1 810	-14%	1 800
Electricity, gas, water and waste Services	1 420	1 320	1 390	1 285	1 285	1 300	-8%	1 175
Rental, hiring and real estate Services	1 025	1 205	1 220	1 185	1 020	1 015	-1%	1 030
Financial and insurance Services	1 305	990	1 065	970	840	750	-43%	665
Information media and telecommunications	1 230	700	700	755	600	610	-50%	590
<b>Total</b>	<b>133 115</b>	<b>125 385</b>	<b>128 170</b>	<b>128 345</b>	<b>120 050</b>	<b>113 965</b>	<b>-14%</b>	<b>107 355</b>
<b>Frequency rate (serious claims per million hours worked)</b>								
Health care and social assistance	12.2	11.0	10.6	10.4	9.8	9.2	-24%	8.7
Manufacturing	13.9	10.6	10.5	10.7	9.5	8.8	-37%	8.6
Construction	13.5	9.1	9.0	8.9	8.1	7.9	-42%	8.0
Retail trade	8.8	6.4	6.4	6.6	5.9	5.7	-36%	5.2
Transport, postal and warehousing	14.9	12.3	12.3	12.7	10.6	9.6	-36%	8.3
Public administration and safety	8.8	9.8	9.3	8.1	8.3	7.4	-17%	6.7
Education and training	5.5	5.4	5.6	5.5	4.9	4.6	-17%	4.5
Accommodation and food services	9.0	7.1	7.3	7.5	6.7	6.5	-27%	6.1
Wholesale trade	8.2	7.1	7.6	7.0	6.3	6.7	-18%	6.4
Administrative and support services	11.6	8.5	9.4	8.3	7.2	6.7	-42%	5.5
Agriculture, forestry and fishing	14.3	11.4	10.5	10.8	10.0	9.0	-37%	9.7
Other services	7.9	5.4	5.6	6.3	5.8	5.2	-34%	4.6
Arts and recreation services	13.7	10.0	9.8	9.7	7.7	8.9	-35%	7.7
Mining	10.7	6.0	5.5	5.4	5.3	4.9	-54%	4.3
Professional, scientific and technical services	2.0	1.6	1.7	1.5	1.2	1.2	-38%	1.1

Industry	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg	2014-15p
Electricity, gas, water and waste Services	9.3	5.4	5.1	4.6	4.9	4.6	-50%	4.4
Rental, hiring and real estate Services	4.6	4.2	3.9	3.7	3.0	2.9	-37%	2.8
Financial and insurance Services	2.2	1.4	1.5	1.3	1.1	1.0	-53%	0.9
Information media and telecommunications	3.1	1.9	2.0	2.0	1.6	1.8	-41%	1.6
<b>Total</b>	<b>9.5</b>	<b>7.6</b>	<b>7.6</b>	<b>7.4</b>	<b>6.7</b>	<b>6.3</b>	<b>-33%</b>	<b>5.9</b>
<b>Incidence rate (serious claims per 1000 employees)</b>								
Health care and social assistance	17.9	15.6	15.2	15.1	14.0	13.2	-26%	12.3
Manufacturing	27.3	20.1	20.2	20.7	18.1	16.6	-39%	16.1
Construction	27.7	18.2	17.9	18.0	16.6	16.0	-42%	15.9
Retail trade	12.2	8.8	8.7	9.0	8.1	7.7	-37%	7.3
Transport, postal and warehousing	29.3	23.1	23.3	23.9	19.9	17.9	-39%	15.8
Public administration and safety	15.5	16.6	15.8	14.0	14.5	12.5	-19%	11.2
Education and training	9.1	8.5	8.7	8.5	7.5	7.2	-21%	6.9
Accommodation and food services	12.0	8.8	8.9	9.3	8.4	8.1	-32%	7.7
Wholesale trade	16.1	13.5	14.4	13.3	11.9	12.7	-21%	12.4
Administrative and support services	19.1	13.7	15.2	13.4	11.8	10.8	-43%	8.9
Agriculture, forestry and fishing	27.8	22.3	20.5	21.4	19.8	18.2	-34%	18.7
Other services	13.7	9.2	9.6	10.8	10.0	8.9	-35%	7.8
Arts and recreation services	18.6	12.9	12.4	12.8	9.9	11.2	-40%	9.6
Mining	25.1	13.7	12.6	12.3	12.1	11.2	-55%	9.4
Professional, scientific and technical services	3.8	3.1	3.2	2.8	2.3	2.3	-40%	2.0
Electricity, gas, water and waste Services	17.8	10.7	9.9	9.1	9.4	8.9	-50%	8.5
Rental, hiring and real estate Services	8.8	7.5	7.0	6.7	5.6	5.3	-40%	5.1
Financial and insurance Services	4.0	2.6	2.8	2.4	2.1	1.9	-53%	1.7
Information media and telecommunications	5.4	3.5	3.5	3.7	2.8	3.2	-40%	2.8
<b>Total</b>	<b>16.3</b>	<b>12.6</b>	<b>12.5</b>	<b>12.4</b>	<b>11.2</b>	<b>10.5</b>	<b>-35%</b>	<b>9.8</b>

## Nature of injury or disease

Between 2000–01 and 2013–14, the number of serious claims arising from injury and musculoskeletal disorders fell by 15 per cent, while the number of serious claims arising from diseases fell by 11 per cent.

The only major<sup>1</sup> condition to show an increase in the number of serious claims was mental disorders, which increased by 1 per cent between 2000–01 and 2013–14.

**Table 16: Number of serious claims by nature of injury or disease, 2000–01 and 2009–10 to 2014–15p**

Nature of injury or disease	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg	2014-15p
<b>Injury and musculoskeletal disorders</b>								
Traumatic joint/ligament and muscle/tendon injury and musculoskeletal and connective tissue diseases	80 755	75 905	76 555	78 340	72 750	69 650	-14%	64 175
Wounds, lacerations, amputations and internal organ damage	22 765	18 795	19 535	18 130	17 235	16 550	-27%	16 005
Fractures	11 285	10 860	11 275	11 455	11 025	10 410	-8%	10 710
Burn	2 110	1 820	1 820	1 950	1 795	1 700	-19%	1 670
Intracranial injuries	420	465	535	540	555	545	31%	690
Injury to nerves and spinal cord	85	190	240	235	220	195	132%	150
<b>Total: injury and musculoskeletal disorders</b>	<b>119 800</b>	<b>110 980</b>	<b>113 270</b>	<b>113 910</b>	<b>107 005</b>	<b>102 140</b>	<b>-15%</b>	<b>96 670</b>
<b>Diseases</b>								
Mental disorders	6 620	8 095	8 735	8 355	7 680	6 685	1%	6 130
Digestive system diseases	3 230	3 255	3 030	3 130	2 770	2 620	-19%	2 300
Nervous system and sense organ diseases	1 595	1 490	1 555	1 480	1 355	1 280	-20%	1 110
Skin and subcutaneous tissue diseases	855	700	685	670	535	510	-40%	430
Infectious and parasitic diseases	305	240	265	235	250	260	-15%	290
Respiratory system diseases	285	295	285	245	210	225	-20%	210
Circulatory system diseases	190	135	145	150	110	105	-45%	95
Neoplasms (cancer)	60	55	55	60	35	45	-25%	35
<b>Total: diseases</b>	<b>13 310</b>	<b>14 410</b>	<b>14 895</b>	<b>14 435</b>	<b>13 050</b>	<b>11 825</b>	<b>-11%</b>	<b>10 685</b>
<b>Total: serious claims</b>	<b>133 115</b>	<b>125 385</b>	<b>128 170</b>	<b>128 345</b>	<b>120 050</b>	<b>113 965</b>	<b>-14%</b>	<b>107 355</b>

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

<sup>1</sup> Major conditions are defined as those with an average of more than 1000 serious claims per year.

## Bodily location of injury or disease

Major<sup>2</sup> bodily locations that showed increases in the number of serious claims between 2000–01 and 2013–14 were the Shoulder (up 17 per cent), the Lower leg (up 10 per cent), the Knee (up 6 per cent) and Non-physical locations (e.g. mental conditions) (up 1 per cent).

**Table 17: Number of serious claims by bodily location of injury or disease, 2000–01 and 2009–10 to 2014–15p**

Bodily location of injury or disease	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg	2014-15p
<b>Upper limbs</b>	43 070	41 230	42 605	43 270	41 015	38 870	-10%	37 150
Hand, fingers and thumb	17 630	15 175	15 635	15 500	14 845	14 095	-20%	14 190
Shoulder	10 660	12 720	13 050	13 720	13 010	12 450	17%	11 225
Wrist	6 125	5 940	6 280	6 045	5 655	5 335	-13%	4 945
Elbow	3 110	2 905	3 045	3 170	3 005	2 780	-11%	2 670
Forearm	2 165	1 885	1 890	2 030	1 865	1 595	-26%	1 605
Upper arm	1 145	1 085	1 155	1 150	1 080	1 070	-7%	1 005
<b>Trunk</b>	42 610	35 335	35 225	34 845	31 815	30 150	-29%	27 685
Back - upper or lower	35 280	28 695	28 740	28 415	25 955	24 770	-30%	22 680
Abdomen and pelvic Region	4 750	4 350	4 245	4 130	3 665	3 365	-29%	3 075
Chest (thorax)	2 350	2 050	2 010	2 055	1 980	1 790	-24%	1 715
<b>Lower limbs</b>	26 355	27 535	27 550	28 345	26 765	25 910	-2%	24 790
Knee	10 465	11 595	11 830	12 075	11 455	11 075	6%	10 615
Ankle	5 915	6 255	6 075	6 300	5 930	5 685	-4%	5 535
Foot and toes	4 545	4 170	4 175	4 335	4 055	3 975	-13%	3 795
Lower leg	2 245	2 735	2 725	2 755	2 515	2 470	10%	2 260
Upper leg	1 015	960	945	1 030	960	935	-8%	835
Hip	780	885	915	935	935	885	13%	830
<b>Non-physical locations</b>	6 610	8 225	8 835	8 365	7 685	6 685	1%	6 125
<b>Head</b>	3 765	3 450	3 650	3 680	3 600	3 390	-10%	3 395
Cranium	830	765	870	830	740	835	0%	925
Eye	1 155	985	985	995	975	865	-25%	840
Face, not elsewhere specified	640	645	620	680	725	630	-1%	590
Nose	230	210	215	230	190	205	-11%	210
Mouth	135	170	190	185	205	150	11%	135
Ear	170	160	180	180	155	130	-22%	120
<b>Multiple locations</b>	6 185	5 960	6 560	5 910	5 585	5 455	-12%	4 975
<b>Neck</b>	3 705	2 745	2 825	2 915	2 550	2 495	-33%	2 170
<b>Unspecified locations</b>	160	350	350	590	640	600	275%	585
<b>Systemic locations</b>	655	565	565	425	380	400	-39%	435
<b>Total</b>	<b>133 115</b>	<b>125 385</b>	<b>128 170</b>	<b>128 345</b>	<b>120 050</b>	<b>113 965</b>	<b>-14%</b>	<b>107 355</b>

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

<sup>2</sup> Major bodily locations are defined as those with an average of more than 1000 serious claims per year.

## Mechanism of injury or disease

The mechanism that showed the highest increase in the number of serious claims was Being assaulted by a person or persons, which more than doubled between 2000–01 and 2013–14 (up from 1 105 to 2 270).

The only other mechanism that showed an increase in the number of serious claims over the same period was Falls on the same level (up 5 per cent).

Being trapped by moving machinery or equipment recorded the largest decrease with the number of serious claims halving between 2000–01 and 2013–14.

**Table 18: Number of serious claims by mechanism of injury or disease, 2000–01 and 2009–10 to 2014–15p**

Mechanism of injury or disease	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg	2014-15
<b>Body stressing</b>	58 210	54 130	54 230	54 670	49 905	48 110	-17%	43 555
Muscular stress while lifting, carrying, or putting down objects	28 625	22 705	23 430	22 485	20 310	19 305	-33%	16 750
Muscular stress while handling objects other than lifting, carrying or putting down	18 840	20 115	19 970	20 515	19 360	18 790	0%	17 830
Muscular stress with no objects being handled	6 330	7 525	6 970	7 320	6 290	6 300	0%	5 570
<b>Falls, trips &amp; slips of a person</b>	26 165	27 195	27 955	28 540	26 500	25 425	-3%	24 600
Falls on the same level	15 570	17 220	18 180	18 455	16 680	16 295	5%	15 685
Falls from a height	8 845	8 180	7 845	7 635	7 200	6 770	-23%	6 740
<b>Being hit by moving objects</b>	18 180	17 410	17 735	18 005	17 655	16 580	-9%	16 230
Being hit by falling objects	4 205	4 010	4 055	4 270	3 860	3 600	-14%	3 515
Being trapped between stationary and moving objects	2 480	2 580	2 485	2 510	2 420	2 355	-5%	2 245
Being trapped by moving machinery or equipment	2 145	1 355	1 420	1 440	1 295	1 065	-50%	905
Being assaulted by a person or persons	1 105	2 275	2 240	2 415	2 470	2 270	105%	2 265
<b>Hitting objects with a part of the body</b>	10 580	8 595	8 470	8 615	8 100	7 880	-26%	7 690
Hitting stationary objects	5 115	4 445	4 560	4 465	4 205	4 070	-20%	3 725
Hitting moving objects	5 315	4 070	3 820	4 060	3 830	3 725	-30%	3 910
<b>Vehicle incidents &amp; other</b>	9 435	7 000	7 995	7 290	7 620	6 740	-29%	6 620
Vehicle accident	2 730	2 915	3 170	3 170	2 940	2 605	-5%	2 355
<b>Mental stress</b>	6 295	7 770	8 370	7 700	7 045	6 210	-1%	5 750
Heat, electricity and other environmental factors	1 955	1 665	1 660	1 795	1 670	1 585	-19%	1 540
Chemicals and other substances	1 540	1 110	1 135	1 175	1 040	935	-39%	820
Biological factors	605	385	450	375	360	380	-37%	400
Sound and pressure	150	130	175	180	150	125	-13%	145
<b>Total serious claims</b>	<b>133 115</b>	<b>125 385</b>	<b>128 170</b>	<b>128 345</b>	<b>120 050</b>	<b>113 965</b>	<b>-14%</b>	<b>107 355</b>

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



## Breakdown agency of injury or disease

Between 2000–01 and 2013–14, the breakdown agencies that showed increases in the number of serious claims were Animal, human and biological agencies (up 16 per cent), Materials and substances (up 6 per cent), and Environmental agencies (up 2 per cent).

The largest falls were recorded for Chemical and chemical products (down 42 per cent) and Machinery and fixed plant (down 40 per cent).

**Table 19: Number of serious claims by breakdown agency of injury or disease, 2000–01 and 2009–10 to 2014–15p**

Breakdown agency of injury or disease	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg	2014-15p
Non-powered hand tools, appliances and equipment	35 695	31 325	30 895	32 505	29 455	27 595	-23%	26 320
Environmental agencies	18 070	19 405	19 475	21 015	19 480	18 350	2%	17 120
Materials and substances	14 835	15 365	15 330	16 935	16 040	15 650	6%	15 470
Animal, human and biological agencies	13 965	16 545	16 550	17 235	16 875	16 150	16%	15 060
Mobile plant and transport	11 455	11 475	11 505	12 425	11 860	11 235	-2%	10 295
Machinery and (mainly) fixed plant	9 300	6 125	6 025	6 565	5 935	5 590	-40%	5 075
Powered equipment, tools and appliances	6 380	6 020	5 795	6 305	5 635	5 065	-21%	4 740
Chemicals and chemical products	1 390	885	935	980	845	810	-42%	720
Other and unspecified agencies	22 025	18 240	21 665	14 380	13 920	13 525	-39%	12 555
<b>Total serious claims</b>	<b>133 115</b>	<b>125 385</b>	<b>128 170</b>	<b>128 345</b>	<b>120 050</b>	<b>113 965</b>	<b>-14%</b>	<b>107 355</b>

## Time lost and compensation paid

This chapter provides statistics on time lost from work and compensation paid. 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. The time lost reflects the total period of time for which compensation was paid.

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

Preliminary data (2014–15) are excluded when reporting time lost and compensation paid because claims from the preliminary year are likely to be open and claimants may accrue more time lost or more compensation payments in subsequent years.

Between 2000–01 and 2013–14, the median time lost for a serious claim rose by 33 per cent from 4.2 working weeks to 5.6. Over the same period, the median compensation paid for a serious claim rose by 94 per cent from \$5 200 to \$10 100 (Table 20).

Table 20 also shows an estimate of the inflation adjusted median compensation paid. The median compensation is adjusted using the ABS Wage Price Index<sup>3</sup> (WPI) to remove the effects of wage inflation and allow a more meaningful comparison with the median time lost time series. In all adjustments, the 2000–01 financial year is used as the base period for comparison. Due to the limited breakdowns provided by the WPI series, WPI adjusted median compensation paid data are only able to be provided at the overall and industry levels. For all other breakdowns in this chapter the non-adjusted median compensation paid is presented.

**Table 20: Serious claims: median time lost and compensation paid, 2000–01 to 2013–14**

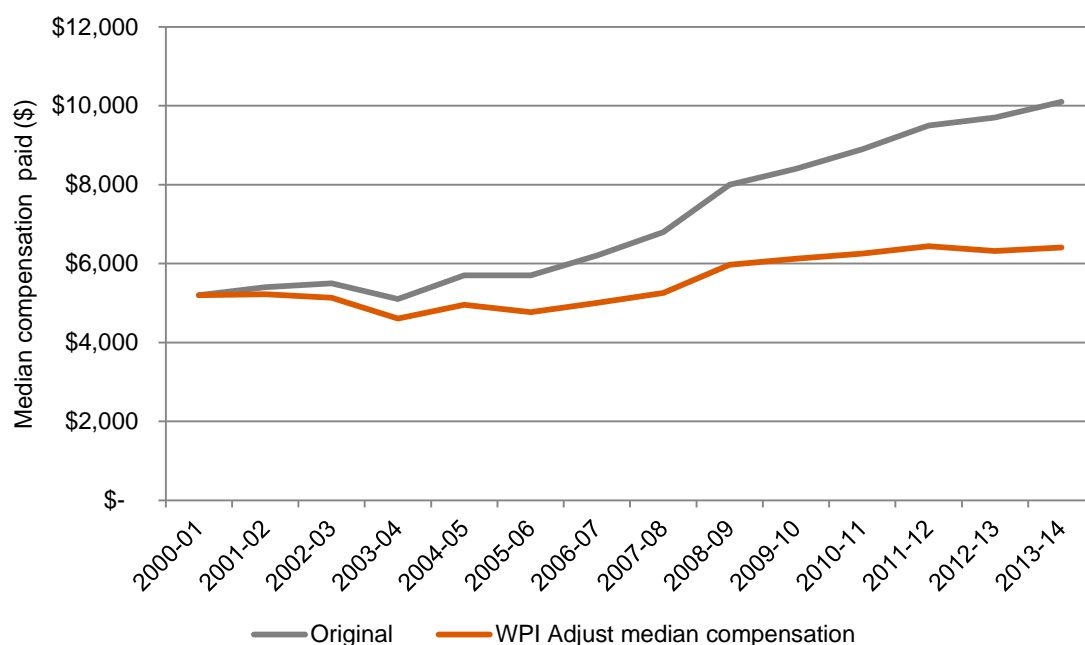
Financial year of lodgement	Serious claims	Median time lost (weeks)	Median compensation paid	Median compensation (WPI adjusted)
2000-01	133 115	4.2	\$5 200	\$5 200
2001-02	130 165	4.3	\$5 400	\$5 200
2002-03	133 625	4.2	\$5 500	\$5 100
2003-04	134 345	4.0	\$5 100	\$4 600
2004-05	135 515	4.0	\$5 700	\$5 000
2005-06	131 280	4.2	\$5 700	\$4 800
2006-07	129 480	4.4	\$6 200	\$5 000
2007-08	129 120	4.7	\$6 800	\$5 300
2008-09	125 800	5.0	\$8 000	\$6 000
2009-10	125 385	5.2	\$8 400	\$6 100
2010-11	128 170	5.5	\$8 900	\$6 300
2011-12	128 345	5.6	\$9 500	\$6 400
2012-13	120 050	5.6	\$9 700	\$6 300
2013-14	113 965	5.6	\$10 100	\$6 400

<sup>3</sup> Wage Price Index, ABS Catalogue No. 6345.0, Australia, September 2016.

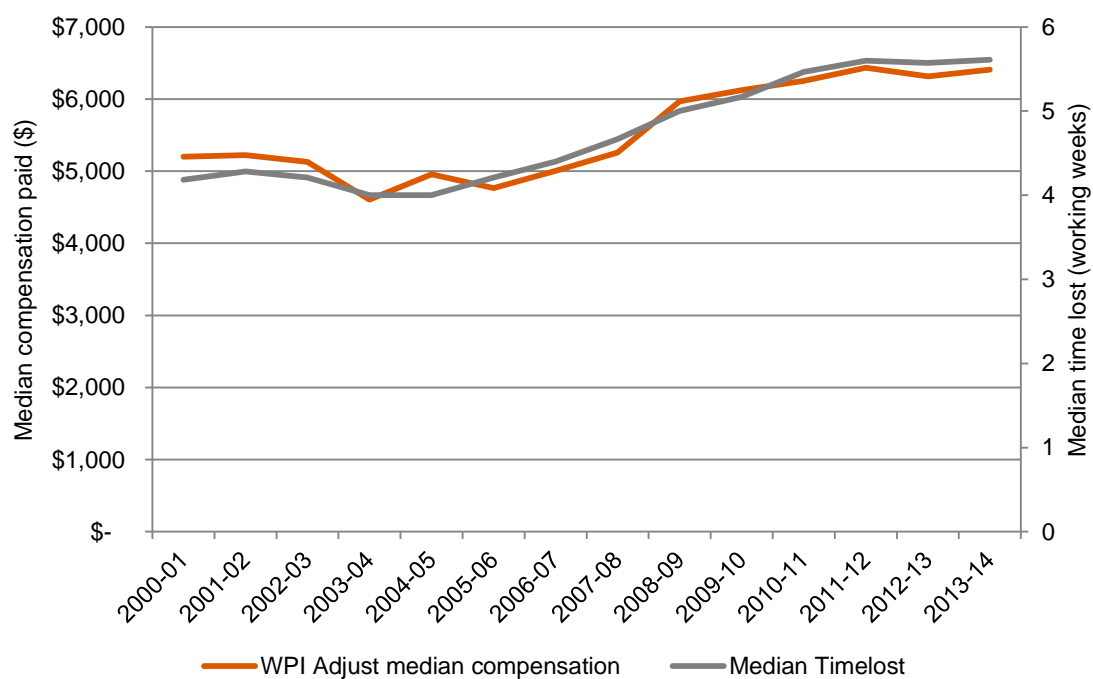
Figure 4 shows the original and WPI adjusted median compensation payment from 2000–01 to 2013–14.

Figure 5 shows the comparison between median time lost and the WPI adjusted median compensation paid series between 2000–01 and 2013–14, showing that in real terms median compensation paid has moved in line with median time lost.

**Figure 4: Original and inflation adjusted median compensation paid, 2000–01 to 2013–14**



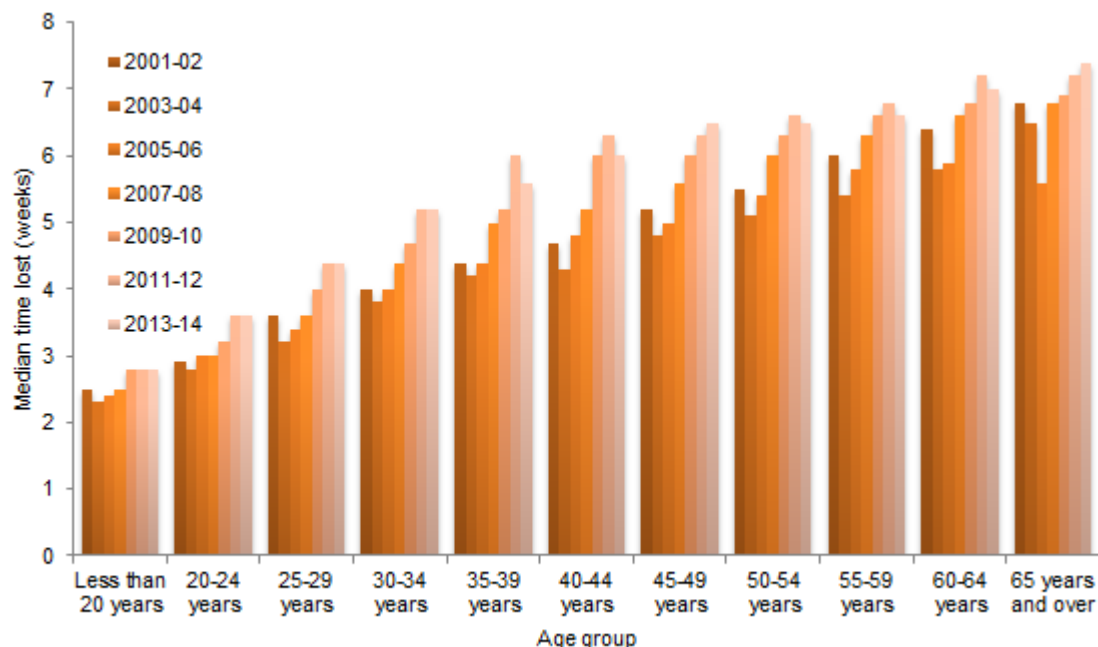
**Figure 5: Median time lost and inflation adjusted median compensation paid, 2000–01 to 2013–14**



## Age group

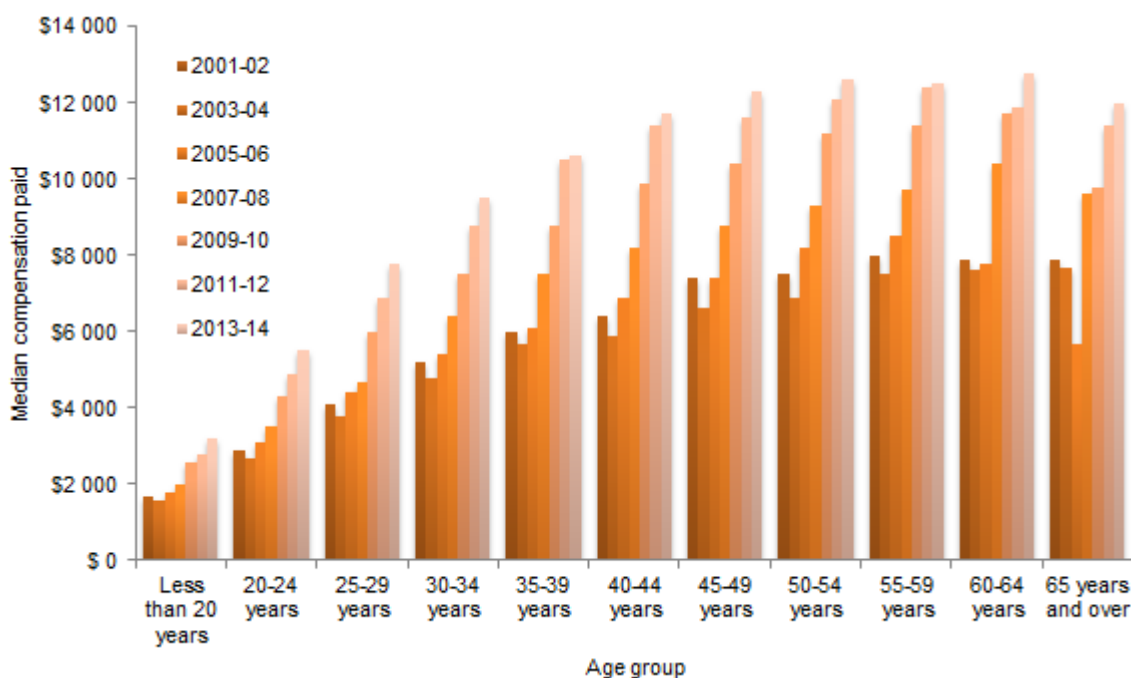
Figure 6 shows that median time lost increases with age and that all age groups have recorded an increase in median time lost between 2001–02 and 2013–14.

**Figure 6: Serious claims: median time lost by age group, 2001–02 to 2013–14**



Similar to median time lost, Figure 7 shows that median compensation paid generally increases with age, however, it levels out for workers aged over 50 and then falls slightly for those age 65 and over.

**Figure 7: Serious claims: median compensation paid by age group, 2001–02 to 2013–14**



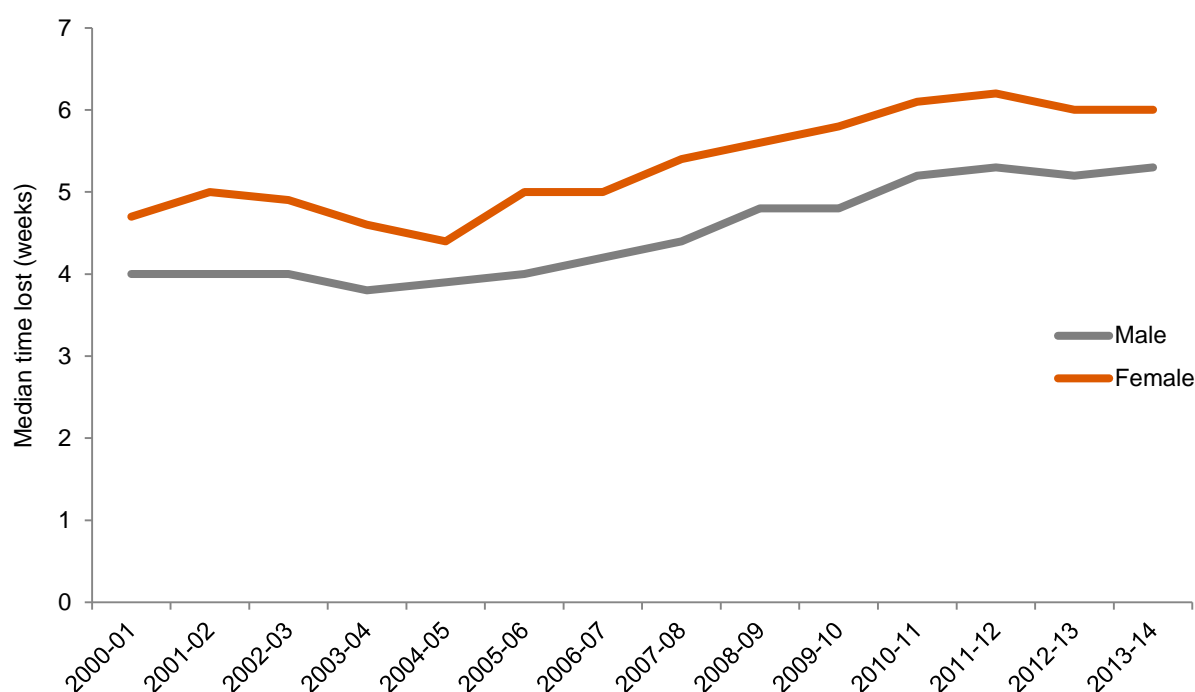
## Gender

In 2013–14, the median time lost for a serious claim was 5.3 working weeks for male employees and 6.0 working weeks for female employees. The median compensation paid for a serious claim was \$10 900 for male employees and \$8 900 for female employees.

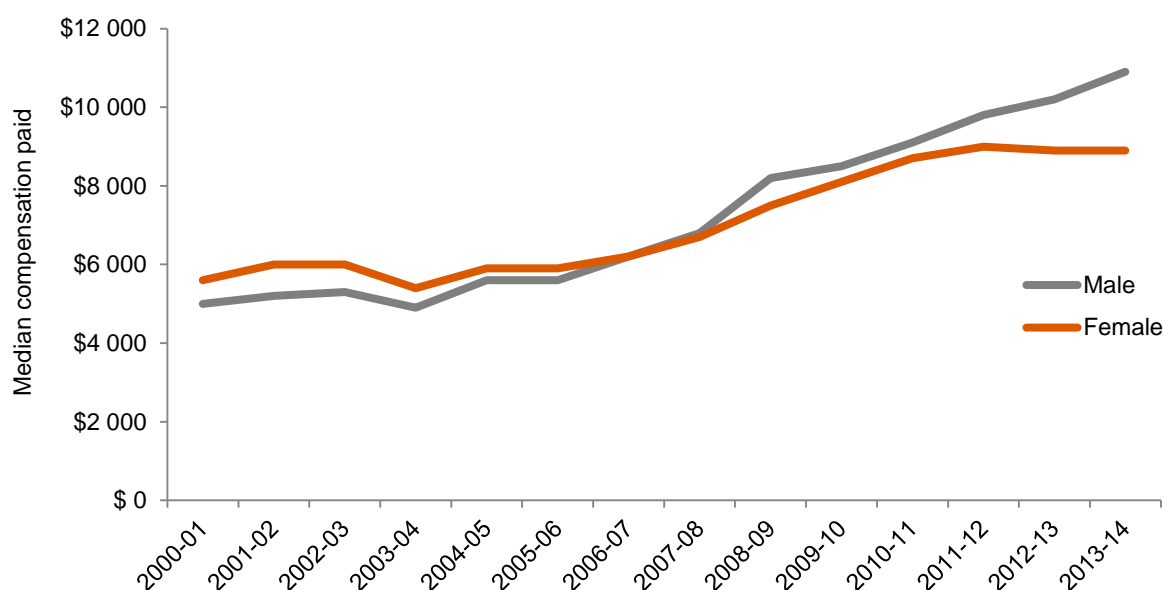
**Table 21: Serious claims: median time lost and compensation paid by sex, 2000–01 to 2013–14**

Financial year	Median time lost (working weeks)		Median compensation (\$)	
	Male	Female	Male	Female
2000-01	4.0	4.7	\$5 000	\$5 600
2001-02	4.0	5.0	\$5 200	\$6 000
2002-03	4.0	4.9	\$5 300	\$6 000
2003-04	3.8	4.6	\$4 900	\$5 400
2004-05	3.9	4.4	\$5 600	\$5 900
2005-06	4.0	5.0	\$5 600	\$5 900
2006-07	4.2	5.0	\$6 200	\$6 200
2007-08	4.4	5.4	\$6 800	\$6 700
2008-09	4.8	5.6	\$8 200	\$7 500
2009-10	4.8	5.8	\$8 500	\$8 100
2010-11	5.2	6.1	\$9 100	\$8 700
2011-12	5.3	6.2	\$9 800	\$9 000
2012-13	5.2	6.0	\$10 200	\$8 900
2013-14	5.3	6.0	\$10 900	\$8 900

**Figure 8: Serious claims: median time lost by sex, 2000–01 to 2013–14**



**Figure 9: Serious claims: median compensation paid by sex, 2000–01 to 2013–14**



## Occupation

In 2013–14, Sales workers had the highest median time lost (7.2 working weeks) and Managers had the highest median compensation paid (\$14 000). Sales workers also had the highest increase in median time lost between 2000–01 and 2013–14, increasing by 112 per cent.

**Table 22: Serious claims: median time lost and compensation paid by occupation, 2000–01 and 2009–10 to 2013–14**

Occupation	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg
<b>Median time lost (working weeks)</b>							
Labourers	4.2	5.0	5.3	5.4	5.2	5.3	26%
Technicians and trades workers	4.0	4.6	4.8	5.0	5.0	5.0	25%
Community and personal service workers	4.0	5.2	5.5	5.1	5.0	5.0	25%
Machinery operators and drivers	4.4	5.2	5.8	6.0	6.0	6.2	41%
Professionals	4.6	5.1	5.6	5.9	5.6	5.2	13%
Sales workers	3.4	5.8	5.7	6.5	6.8	7.2	112%
Clerical and administrative workers	4.8	6.1	6.6	6.6	6.8	6.8	42%
Managers	5.0	6.4	7.0	7.0	7.0	6.4	28%
<b>Total serious claims</b>	<b>4.2</b>	<b>5.2</b>	<b>5.5</b>	<b>5.6</b>	<b>5.6</b>	<b>5.6</b>	<b>33%</b>
<b>Median compensation (\$)</b>							
Labourers	\$4 400	\$7 400	\$7 700	\$8 400	\$8 400	\$9 000	105%
Technicians and trades workers	\$5 000	\$8 200	\$8 600	\$9 200	\$10 000	\$10 500	110%
Community and personal service workers	\$4 600	\$6 600	\$7 400	\$7 700	\$7 300	\$7 700	67%
Machinery operators and drivers	\$5 800	\$9 400	\$10 200	\$10 900	\$11 800	\$12 700	119%
Professionals	\$6 800	\$9 700	\$10 900	\$11 500	\$11 000	\$10 800	59%
Sales workers	\$4 100	\$7 500	\$7 600	\$8 200	\$8 300	\$8 700	112%
Clerical and administrative workers	\$7 100	\$12 000	\$12 500	\$12 700	\$13 400	\$13 400	89%
Managers	\$7 400	\$12 000	\$12 900	\$13 900	\$14 300	\$14 000	89%
<b>Total serious claims</b>	<b>\$5 200</b>	<b>\$8 400</b>	<b>\$8 900</b>	<b>\$9 500</b>	<b>\$9 700</b>	<b>\$10 100</b>	<b>94%</b>



## Industry

In 2013–14, the Mining industry had both the highest median time lost (8.2 working weeks) and the highest median compensation paid (\$23 700).

**Table 23: Serious claims: median time lost and compensation paid by industry, 2000–01 and 2009–10 to 2013–14**

Industry	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg
<b>Median time lost (working weeks)</b>							
Health care and social assistance	4.4	4.9	5.3	5.2	5.2	5.1	16%
Manufacturing	4.0	4.8	5.2	5.1	5.0	5.2	30%
Construction	5.0	6.0	6.0	6.4	6.6	6.4	28%
Retail trade	3.4	5.8	5.8	6.2	6.2	6.6	94%
Transport, postal and warehousing	4.0	5.0	5.3	5.8	5.8	6.4	60%
Public administration and safety	4.0	5.8	6.0	5.7	5.4	5.4	35%
Education and training	4.0	4.6	4.7	4.8	4.6	4.4	10%
Accommodation and food services	3.7	3.8	4.0	4.2	4.0	4.0	8%
Wholesale trade	4.2	5.2	5.3	5.6	5.4	5.0	19%
Administrative and support services	4.4	4.4	4.8	5.2	4.6	5.0	14%
Agriculture, forestry and fishing	4.8	5.2	5.9	6.0	5.6	5.6	17%
Other services	4.6	5.1	5.2	5.6	5.2	5.2	13%
Arts and recreation services	4.6	6.2	7.2	6.7	6.6	5.6	22%
Mining	5.1	6.6	7.8	7.5	8.0	8.2	61%
Professional, scientific and technical services	4.6	5.4	6.4	7.0	6.8	7.0	52%
Electricity, gas, water and waste services	3.4	4.6	4.8	5.6	5.6	5.0	47%
Rental, hiring and real estate services	4.4	5.2	5.8	6.4	6.6	5.8	32%
Financial and insurance services	4.8	7.6	7.4	7.2	6.4	6.8	42%
Information media and telecommunications	4.0	5.4	4.8	6.0	6.2	4.6	15%
<b>Total</b>	<b>4.2</b>	<b>5.2</b>	<b>5.5</b>	<b>5.6</b>	<b>5.6</b>	<b>5.6</b>	<b>33%</b>
<b>Median compensation (\$)</b>							
Health care and social assistance	\$4 800	\$6 900	\$7 500	\$7 700	\$7 300	\$7 400	54%
Manufacturing	\$5 400	\$8 700	\$9 400	\$9 400	\$9 900	\$10 800	100%
Construction	\$6 200	\$10 000	\$10 700	\$11 900	\$13 100	\$13 700	121%
Retail trade	\$4 100	\$7 800	\$7 700	\$8 100	\$8 300	\$8 700	112%
Transport, postal and warehousing	\$5 100	\$8 700	\$9 100	\$10 500	\$11 200	\$12 400	143%
Public administration and safety	\$6 400	\$10 000	\$11 600	\$12 800	\$11 200	\$11 800	84%
Education and training	\$5 900	\$9 500	\$9 600	\$10 000	\$9 800	\$9 700	64%
Accommodation and food services	\$3 400	\$4 400	\$4 700	\$4 900	\$5 400	\$5 300	56%
Wholesale trade	\$5 500	\$9 100	\$9 700	\$9 800	\$10 500	\$10 900	98%
Administrative and support services	\$4 100	\$5 500	\$6 400	\$7 000	\$6 800	\$7 000	71%
Agriculture, forestry and fishing	\$4 000	\$6 700	\$7 300	\$8 600	\$8 000	\$9 100	128%
Other services	\$5 200	\$8 300	\$8 500	\$9 700	\$9 800	\$10 000	92%
Arts and recreation services	\$4 600	\$7 100	\$7 800	\$8 000	\$10 200	\$8 700	89%
Mining	\$11 900	\$19 300	\$20 500	\$20 700	\$23 300	\$23 700	99%
Professional, scientific and technical services	\$6 600	\$10 400	\$12 100	\$14 000	\$14 400	\$15 200	130%

Industry	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg
Electricity, gas, water and waste services	\$5 000	\$9 900	\$9 900	\$13 400	\$12 400	\$12 300	146%
Rental, hiring and real estate services	\$5 600	\$9 100	\$9 900	\$10 000	\$12 400	\$11 900	113%
Financial and insurance services	\$7 400	\$12 700	\$12 200	\$15 100	\$13 200	\$14 200	92%
Information media and telecommunications	\$6 300	\$14 000	\$11 600	\$13 200	\$14 500	\$12 800	103%
<b>Total</b>	<b>\$5 200</b>	<b>\$8 400</b>	<b>\$8 900</b>	<b>\$9 500</b>	<b>\$9 700</b>	<b>\$10 100</b>	<b>94%</b>

Table 24 shows the WPI adjusted median compensation paid by industry division, for 2000–01 and 2009–10 to 2013–14.

In real terms (adjusted for wage inflation), two industries showed a reduction in median compensation paid between 2000–01 and 2013–14: Health care and social assistance showed a 4 per cent decline in median compensation and Education and training showed a 1 per cent reduction. Transport, postal and warehousing showed the largest increase in WPI adjusted median compensation paid, increasing by 56 per cent between 2000–01 and 2013–14.

Other industries, such as Retail trade, Agriculture, forestry and fishing, Professional, scientific and technical services and Electricity, gas, water and waste services all showed an increase of over 40 per cent in WPI adjusted compensation paid over the period. The Mining industry had the highest level of WPI adjusted median compensation paid in 2013–14 at \$13 700.

**Table 24: Serious claims: WPI adjusted median compensation paid by industry, 2000–01 and 2009–10 to 2013–14**

Industry	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg
<b>WPI adjusted Median compensation (\$)</b>							
Health care and social assistance	\$4 800	\$4 900	\$5 100	\$5 100	\$4 700	\$4 600	-4%
Manufacturing	\$5 400	\$6 300	\$6 600	\$6 400	\$6 500	\$6 900	27%
Construction	\$6 200	\$6 900	\$7 100	\$7 600	\$8 100	\$8 200	33%
Retail trade	\$4 100	\$5 800	\$5 600	\$5 700	\$5 700	\$5 800	42%
Transport, postal and warehousing	\$5 100	\$6 300	\$6 400	\$7 100	\$7 400	\$8 000	56%
Public administration and safety	\$6 400	\$7 000	\$7 800	\$8 400	\$7 100	\$7 200	13%
Education and training	\$5 900	\$6 500	\$6 300	\$6 400	\$6 100	\$5 800	-1%
Accommodation and food services	\$3 400	\$3 400	\$3 500	\$3 600	\$3 800	\$3 700	8%
Wholesale trade	\$5 500	\$6 800	\$7 000	\$6 700	\$6 900	\$7 000	28%
Administrative and support services	\$4 100	\$4 100	\$4 600	\$4 800	\$4 500	\$4 600	11%
Agriculture, forestry and fishing	\$4 000	\$4 900	\$5 100	\$5 800	\$5 200	\$5 800	44%
Other services	\$5 200	\$6 200	\$6 200	\$6 700	\$6 600	\$6 600	27%
Arts and recreation services	\$4 600	\$5 200	\$5 500	\$5 500	\$6 800	\$5 600	23%
Mining	\$11 900	\$13 000	\$13 300	\$12 800	\$13 800	\$13 700	15%
Professional, scientific and technical services	\$6 600	\$7 400	\$8 300	\$9 100	\$9 100	\$9 400	43%
Electricity, gas, water and waste services	\$5 000	\$6 700	\$6 400	\$8 400	\$7 500	\$7 200	44%
Rental, hiring and real estate services	\$5 600	\$6 600	\$6 900	\$6 700	\$8 100	\$7 600	36%
Financial and insurance services	\$7 400	\$9 100	\$8 400	\$10 000	\$8 500	\$8 900	20%
Information media and telecommunications	\$6 300	\$10 400	\$8 400	\$9 200	\$9 800	\$8 500	34%
<b>Total</b>	<b>\$5 200</b>	<b>\$6 100</b>	<b>\$6 300</b>	<b>\$6 400</b>	<b>\$6 300</b>	<b>\$6 400</b>	<b>23%</b>

## Nature of injury and disease

In 2013–14, the median time lost for serious claims that arose from Mental disorders (15.4 working weeks) was the highest and was more than double the median time lost for all serious claims (5.6 working weeks).

The median compensation paid for serious claims that arose from Mental disorders (\$25 800) was also the highest in 2013–14, significantly above the Australian total of \$10 100.

**Table 25: Serious claims: median time lost and compensation paid by nature of injury or disease, 2000–01 and 2009–10 to 2013–14**

Nature of injury/disease	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg
<b>Median time lost (working weeks)</b>							
<b>Injury and musculoskeletal disorders</b>							
Traumatic joint/ligament and muscle/tendon injury	4.1	4.6	5.0	5.0	4.9	5.0	22%
Musculoskeletal and connective tissue diseases	8.2	9.4	9.6	10.2	9.9	8.4	2%
Wounds, lacerations, amputations and internal organ damage	2.4	2.7	2.8	2.8	2.8	2.8	17%
Fractures	6.8	7.8	7.8	8.0	8.0	8.0	18%
Other injuries	2.4	3.4	3.4	3.6	4.0	4.1	71%
Burn	2.0	2.0	2.0	2.0	2.0	2.0	
Intracranial injuries	2.6	4.9	3.8	4.0	3.2	4.8	85%
Injury to nerves and spinal cord	26.2	10.2	12.6	9.8	10.0	9.3	-65%
Other claims	3.4	4.0	3.7	4.0	4.6	4.3	26%
<b>Total: injury and musculoskeletal disorders</b>	<b>3.9</b>	<b>4.8</b>	<b>5.0</b>	<b>5.2</b>	<b>5.1</b>	<b>5.2</b>	<b>33%</b>
<b>Diseases</b>							
Mental disorders	11.2	14.7	15.8	15.2	15.0	15.4	38%
Digestive system diseases	5.8	5.4	5.6	5.6	5.6	6.0	3%
Nervous system and sense organ diseases	8.1	8.7	8.9	8.3	8.6	9.0	11%
Skin and subcutaneous tissue diseases	2.3	2.2	3.0	2.6	3.0	2.6	13%
Infectious and parasitic diseases	2.0	2.4	2.4	3.0	2.6	2.4	20%
Respiratory system diseases	4.6	4.4	4.8	5.0	4.6	4.0	-13%
Circulatory system diseases	15.0	10.4	9.5	9.8	8.7	6.5	-57%
Neoplasms (cancer)	3.9	4.4	2.5	3.5	5.2	5.6	44%
Other diseases	5.7	5.3	5.4	4.2	5.6	3.0	-47%
<b>Total: diseases</b>	<b>6.8</b>	<b>8.1</b>	<b>8.8</b>	<b>8.6</b>	<b>9.0</b>	<b>8.8</b>	<b>29%</b>
<b>Total: serious claims</b>	<b>4.2</b>	<b>5.2</b>	<b>5.5</b>	<b>5.6</b>	<b>5.6</b>	<b>5.6</b>	<b>33%</b>
<b>Median compensation (\$)</b>							
<b>Injury and musculoskeletal disorders</b>							
Traumatic joint/ligament and muscle/tendon injury	\$5 300	\$7 100	\$8 000	\$8 400	\$8 500	\$9 100	72%
Musculoskeletal and connective tissue diseases	\$11 100	\$15 900	\$16 300	\$16 100	\$15 600	\$14 600	32%
Wounds, lacerations, amputations and internal organ damage	\$2 700	\$4 400	\$4 800	\$5 100	\$5 300	\$5 900	119%
Fractures	\$6 400	\$10 700	\$11 100	\$11 900	\$12 400	\$12 800	100%
Other injuries	\$3 000	\$4 700	\$5 100	\$6 400	\$7 300	\$7 800	160%
Burn	\$1 400	\$2 000	\$2 200	\$2 300	\$2 400	\$2 600	86%
Intracranial injuries	\$3 100	\$7 400	\$7 100	\$7 900	\$6 900	\$8 900	187%
Injury to nerves and spinal cord	\$60 100	\$13 300	\$20 200	\$18 100	\$15 800	\$14 500	-76%
Other claims	\$4 700	\$5 200	\$5 200	\$5 700	\$8 300	\$6 800	45%
<b>Total: injury and musculoskeletal disorders</b>	<b>\$4 700</b>	<b>\$7 600</b>	<b>\$8 100</b>	<b>\$8 700</b>	<b>\$8 900</b>	<b>\$9 300</b>	<b>98%</b>

Nature of injury/disease	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg
<b>Diseases</b>							
Mental disorders	\$14 300	\$24 100	\$25 900	\$25 800	\$26 700	\$25 800	80%
Digestive system diseases	\$6 800	\$10 100	\$10 500	\$11 200	\$11 800	\$12 500	84%
Nervous system and sense organ diseases	\$8 700	\$14 900	\$13 800	\$14 700	\$15 300	\$15 700	80%
Skin and subcutaneous tissue diseases	\$2 300	\$2 900	\$3 900	\$3 400	\$4 200	\$4 600	100%
Infectious and parasitic diseases	\$1 500	\$3 000	\$2 700	\$4 700	\$4 300	\$4 000	167%
Respiratory system diseases	\$7 100	\$8 100	\$8 200	\$8 500	\$7 900	\$8 300	17%
Circulatory system diseases	\$15 300	\$17 700	\$19 700	\$16 000	\$18 300	\$14 800	-3%
Neoplasms (cancer)	\$8 700	\$13 200	\$9 800	\$10 300	\$11 200	\$14 600	68%
Other diseases	\$6 000	\$11 700	\$7 700	\$11 100	\$9 800	\$7 000	17%
<b>Total: diseases</b>	<b>\$8 200</b>	<b>\$13 400</b>	<b>\$14 500</b>	<b>\$15 000</b>	<b>\$16 000</b>	<b>\$15 900</b>	<b>94%</b>
<b>Total: serious claims</b>	<b>\$5 200</b>	<b>\$8 400</b>	<b>\$8 900</b>	<b>\$9 500</b>	<b>\$9 700</b>	<b>\$10 100</b>	<b>94%</b>

## Mechanism of injury or disease

Serious claims associated with Muscular stress while lifting, carrying, or putting down objects has increased 40 per cent since 2000–01, however time lost has remained steady at six working weeks for the past three years. Serious claims associated with Mental stress had the highest median compensation paid in 2013–14 (\$26 400)

**Table 26: Serious claims: median time lost and compensation paid by mechanism of injury or disease, 2000–01 and 2009–10 to 2013–14**

Mechanism of injury or disease	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg
<b>Median time lost (working weeks)</b>							
<b>Body stressing</b>	4.6	5.6	6.0	6.1	6.0	6.0	30%
Muscular stress while lifting, carrying, or putting down objects	4.3	5.4	5.8	6.0	6.0	6.0	40%
Muscular stress while handling objects other than lifting, carrying or putting down	4.6	5.5	6.0	6.0	6.2	6.1	33%
Muscular stress with no objects being handled	4.0	5.1	5.0	5.2	4.8	4.8	20%
<b>Falls, trips and slips of a person</b>	4.6	5.8	6.0	6.0	6.1	6.0	30%
Falls from a height	5.6	6.6	6.8	7.4	7.5	7.0	25%
Falls on the same level	4.2	5.4	5.5	5.6	5.8	5.8	38%
<b>Being hit by moving objects</b>	3.2	3.7	3.9	4.0	4.0	4.0	25%
Being hit by falling objects	3.2	3.9	4.2	4.3	4.0	4.4	38%
Being trapped between stationary and moving objects	3.1	3.8	4.0	4.0	4.2	3.9	26%
Being trapped by moving machinery or equipment	4.4	4.4	4.7	4.6	4.6	4.8	9%
Being assaulted by a person or persons	4.2	4.4	4.7	5.0	4.5	4.4	5%
<b>Hitting objects with a part of the body</b>	2.4	2.6	3.0	2.8	2.9	2.8	17%
<b>Vehicle incidents and other</b>	5.2	5.7	5.8	6.0	6.0	6.6	27%
Vehicle accident	6.0	6.1	6.2	6.6	6.2	7.4	23%
<b>Mental stress</b>	11.4	15.2	16.6	16.6	16.5	16.0	40%
<b>Heat, electricity and other environmental factors</b>	2.0	2.0	2.0	2.0	2.0	2.2	10%
<b>Chemicals and other substances</b>	2.2	2.4	2.0	2.2	2.1	2.2	0%
<b>Biological factors</b>	2.0	2.2	2.4	2.6	2.6	2.2	10%
<b>Sound and pressure</b>	4.0	5.4	4.8	4.0	4.2	6.2	55%
<b>Total</b>	<b>4.2</b>	<b>5.2</b>	<b>5.5</b>	<b>5.6</b>	<b>5.6</b>	<b>5.6</b>	<b>33%</b>

Mechanism of injury or disease	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg
Median compensation (\$)							
Body stressing	\$5 900	\$9 100	\$9 800	\$10 400	\$10 600	\$10 900	85%
Muscular stress while lifting, carrying, or putting down objects	\$5 400	\$8 300	\$9 000	\$9 600	\$9 700	\$10 500	94%
Muscular stress while handling objects other than lifting, carrying or putting down	\$5 600	\$9 200	\$10 000	\$10 300	\$10 700	\$10 800	93%
Muscular stress with no objects being handled	\$6 000	\$8 600	\$8 800	\$9 600	\$9 500	\$9 300	55%
Falls, trips and slips of a person	\$5 500	\$8 700	\$9 400	\$10 000	\$10 500	\$10 800	96%
Falls from a height	\$6 800	\$9 900	\$10 900	\$12 200	\$12 900	\$13 000	91%
Falls on the same level	\$4 900	\$8 200	\$8 600	\$9 200	\$9 700	\$10 000	104%
Being hit by moving objects	\$4 000	\$6 300	\$6 500	\$7 100	\$7 200	\$7 700	93%
Being hit by falling objects	\$3 400	\$5 300	\$5 700	\$6 300	\$6 300	\$6 900	103%
Being trapped between stationary and moving objects	\$3 700	\$6 700	\$6 500	\$7 300	\$7 500	\$8 000	116%
Being trapped by moving machinery or equipment	\$6 300	\$9 500	\$10 100	\$9 200	\$9 100	\$10 900	73%
Being assaulted by a person or persons	\$6 000	\$6 900	\$7 800	\$8 300	\$7 700	\$7 900	32%
Hitting objects with a part of the body	\$2 600	\$4 300	\$4 900	\$4 800	\$5 400	\$5 600	115%
Vehicle incidents and other	\$5 700	\$9 000	\$9 400	\$10 800	\$11 000	\$12 000	111%
Vehicle accident	\$7 200	\$9 800	\$10 900	\$12 700	\$12 100	\$14 300	99%
Mental stress	\$14 500	\$24 200	\$26 200	\$26 600	\$27 200	\$26 400	82%
Heat, electricity and other environmental factors	\$1 500	\$2 000	\$2 200	\$2 400	\$2 500	\$2 900	93%
Chemicals and other substances	\$2 300	\$2 900	\$2 800	\$3 300	\$3 000	\$3 700	61%
Biological factors	\$2 000	\$2 700	\$3 100	\$3 900	\$4 200	\$4 000	100%
Sound and pressure	\$5 300	\$8 700	\$11 700	\$10 100	\$9 500	\$12 800	142%
<b>Total serious claims</b>	<b>\$5 200</b>	<b>\$8 400</b>	<b>\$8 900</b>	<b>\$9 500</b>	<b>\$9 700</b>	<b>\$10 100</b>	<b>94%</b>

## Breakdown agency of injury or disease

Serious claims associated with Mobile plant and transport had the highest median time lost from work in 2013–14 (6.3 working weeks), as well as the highest median compensation paid in 2013–14 (\$12 100).

**Table 27: Serious claims: median time lost and compensation paid by breakdown agency of injury or disease, 2000–01 and 2009–10 to 2013–14**

Breakdown agency of injury or disease	2000-01	2009-10	2010-11	2011-12	2012-13	2013-14	% chg
<b>Median time lost (working weeks)</b>							
Non-powered hand tools, appliances and equipment	3.6	4.4	4.8	5.0	5.0	5.0	39%
Environmental agencies	4.0	5.0	5.4	5.6	5.7	5.6	40%
Materials and substances	3.8	4.2	4.7	5.0	4.8	4.8	26%
Animal, human and biological agencies	4.6	5.7	6.2	6.4	6.0	6.0	30%
Mobile plant and transport	4.5	5.3	5.8	6.2	6.0	6.3	40%
Machinery and (mainly) fixed plant	4.0	4.6	4.7	4.8	4.8	4.8	20%
Powered equipment, tools and appliances	4.2	4.6	4.9	5.0	4.9	5.1	21%
Chemicals and chemical products	2.6	2.8	2.6	3.1	3.3	3.0	15%
Other and unspecified agencies	5.8	8.1	7.4	7.4	7.0	7.0	21%
<b>Total serious claims</b>	<b>4.2</b>	<b>5.2</b>	<b>5.5</b>	<b>5.6</b>	<b>5.6</b>	<b>5.6</b>	<b>33%</b>
<b>Median compensation (\$)</b>							
Non-powered hand tools, appliances and equipment	\$4 400	\$7 000	\$7 400	\$8 200	\$8 500	\$8 900	102%
Environmental agencies	\$5 000	\$8 000	\$8 600	\$9 500	\$10 000	\$10 200	104%
Materials and substances	\$4 400	\$7 200	\$7 900	\$8 700	\$8 900	\$9 700	120%
Animal, human and biological agencies	\$5 100	\$8 300	\$9 400	\$10 000	\$9 800	\$9 400	84%
Mobile plant and transport	\$5 800	\$8 800	\$9 800	\$10 700	\$11 100	\$12 100	109%
Machinery and (mainly) fixed plant	\$5 200	\$8 500	\$8 600	\$9 100	\$9 600	\$10 200	96%
Powered equipment, tools and appliances	\$5 800	\$8 300	\$8 700	\$9 400	\$9 400	\$9 800	69%
Chemicals and chemical products	\$3 100	\$3 900	\$3 700	\$4 900	\$5 100	\$5 300	71%
Other and unspecified agencies	\$7 100	\$13 800	\$12 600	\$12 600	\$12 600	\$12 800	80%
<b>Total serious claims</b>	<b>\$5 200</b>	<b>\$8 400</b>	<b>\$8 900</b>	<b>\$9 500</b>	<b>\$9 700</b>	<b>\$10 100</b>	<b>94%</b>

## Comparing characteristics of serious claims for metropolitan, regional and remote areas

This chapter looks at the differences in characteristics of serious claims made by metropolitan, regional and remote workers. The statistics provided are descriptive in nature and focus on indicators for which there were notable differences between the groups of employees.

Remoteness is defined by matching the postcode of workplace variable in the NDS data with the ABS Remoteness Structure, which classifies postcode areas into Remoteness Areas (RAs). RAs are based on the Accessibility/Remoteness Index of Australia (ARIA+) which is supplied to the ABS by the University of Adelaide, summarised into metropolitan, regional and remote as outlined in Table 28.

**Table 28: ABS 2011 Remoteness Areas of Australia**

RA Category	RA Name	SA1 Average ARIA+ Value Ranges	Category
0	Major cities of Australia	0 to 0.2	Metropolitan
1	Inner regional Australia	greater than 0.2 and less than or equal to 2.4	Regional
2	Outer regional Australia	greater than 2.4 and less than or equal to 5.92	Regional
3	Remote Australia	greater than 5.92 and less than or equal to 10.53	Remote
4	Very remote Australia	greater than 10.53	Remote

Table 29 shows the proportion of employment and serious claims by remoteness definition, between 2009–10 and 2014–15p.

Overall, this suggests that serious claims are under-represented in regional and remote areas when compared to the proportion of employment in those areas, which is also reflected in the rate of serious claims per 1000 employees for each remoteness area.

**Table 29: Proportion of employment and serious claims by remoteness, 2009–10 to 2014–15p**

Remoteness area	% of employment	% of claims	Rate of serious claims (per 1000 employees)
Metropolitan	67.6%	71.6%	10.6
Regional	29.2%	23.6%	8.1
Remote	3.2%	2.7%	8.4
Unknown	0.1%	2.1%	--

Figure 10 shows the proportion of employment and serious claims by remoteness area, for each state and territory.

Due to state geography and access to population centres, the Australian Capital Territory is largely defined as metropolitan, while Tasmania is largely regional and the Northern Territory is a combination of regional and remote. It should be noted that 55 per cent of Tasmania (in terms of employment) is categorised as inner regional, with 44 per cent categorised as outer regional. These geographic and demographic features are reflected in the proportion of serious claims shown in Figure 10.



**Figure 10: Proportion of employees and serious claims by remoteness area and state, 2009–10 to 2014–15p combined**

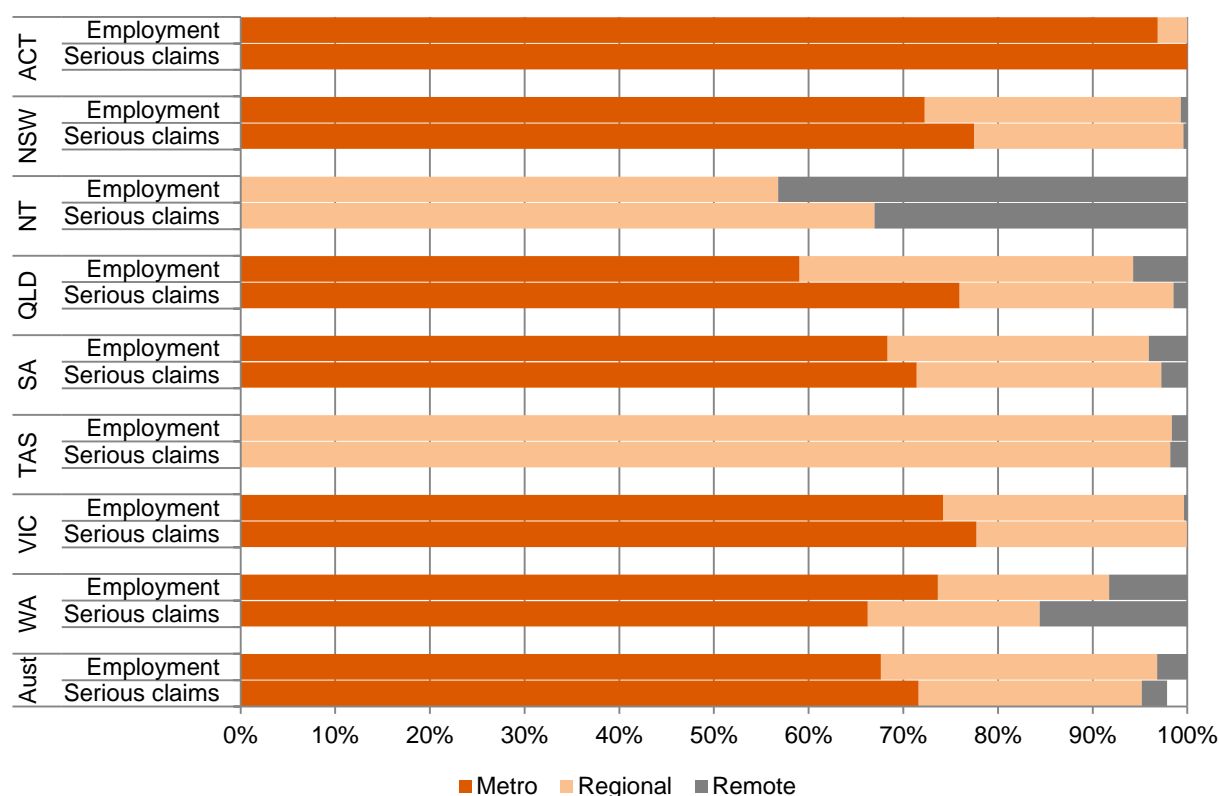


Table 30 shows the incidence rates of serious claims by state/territory and remoteness area, using the employment and serious claims information in Figure 10. The highest rate of serious claims in metropolitan areas occurs in Queensland (13.0 serious claims per 1000 employees), while serious claims in regional areas occur at the highest rate in the Northern Territory (11.2 serious claims per 1000 employees). Western Australia recorded the highest incidence rate in remote areas, likely driven by the large proportion of the Mining industry in remote areas in that state.

**Table 30: Incidence rate of serious claims (claims per 1000 employees) by state/territory and remoteness area, 2009–10 to 2014–15p combined**

State/territory	Metropolitan	Regional	Remote
Australian Capital Territory	9.0	--	--
New South Wales	11.8	9.0	7.0
Northern Territory	--	11.2	7.3
Queensland	13.0	6.5	2.6
South Australia	7.5	6.8	4.9
Tasmania	--	9.1	10.0
Victoria	9.3	7.8	1.2
Western Australia	8.8	9.8	18.4
<b>Australia</b>	<b>10.6</b>	<b>8.0</b>	<b>8.4</b>

Figure 11 shows that as would generally be expected, the Agriculture, forestry and fishing and Mining industries have the highest proportion of regional and remote claims respectively amongst the industry divisions (69 per cent of serious claims in Agriculture, forestry and fishing occur in regional areas, while 30 percent of serious claims in Mining occur in remote areas).

**Figure 11: Proportion of serious claims by remoteness area and industry, 2009–10 to 2014–15p combined**

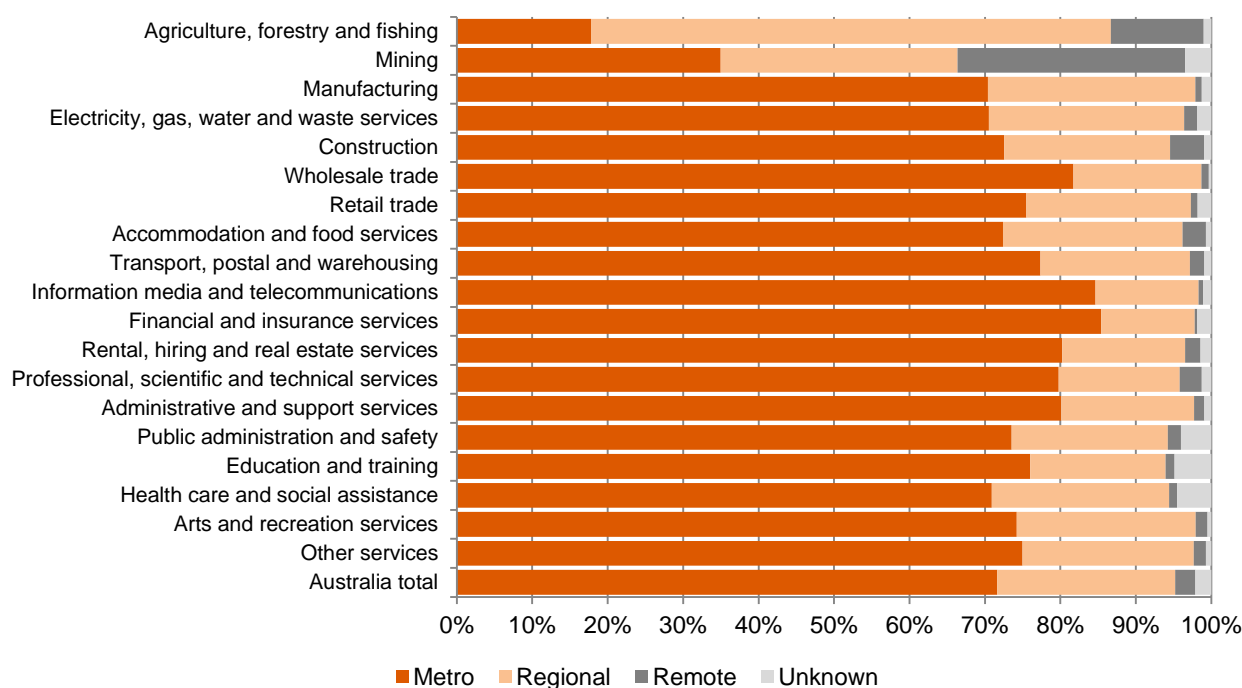
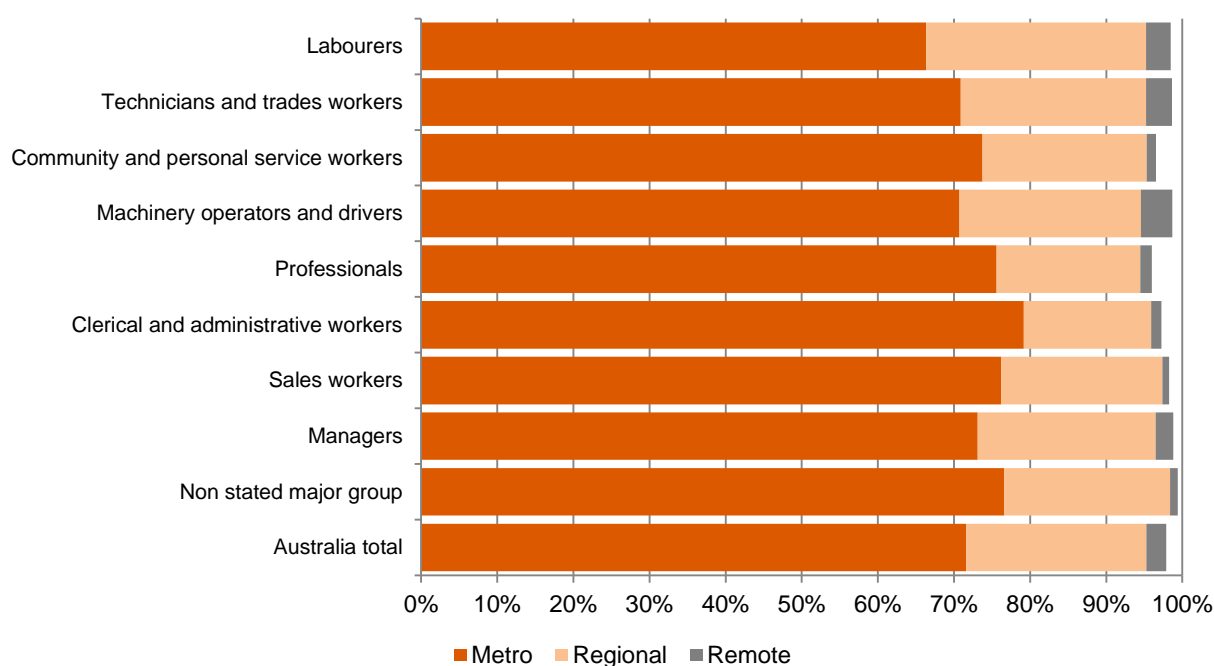


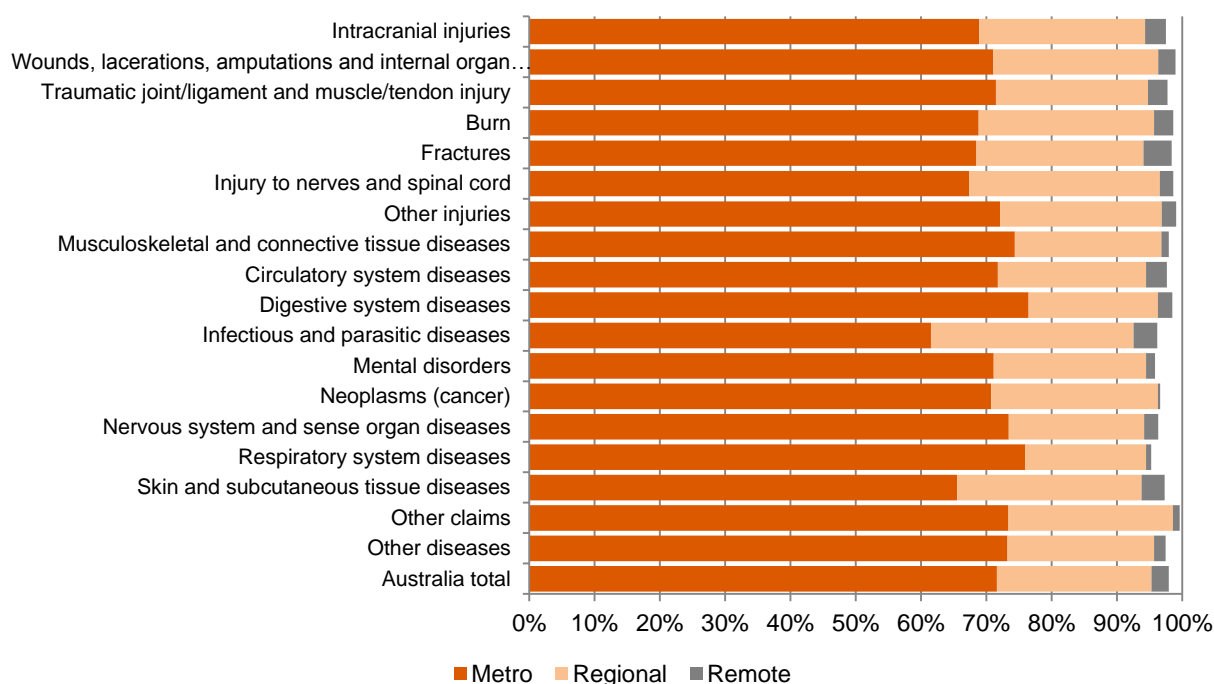
Figure 12 shows there is very little variation in the proportions of serious claims by occupation. The highest proportion of serious claims in metropolitan regions occurs in Clerical and administrative support workers (79 per cent), while the highest proportion of serious claims in regional areas occurs in Labourers (29 per cent).

**Figure 12: Proportion of serious claims by remoteness area and occupation major group, 2009–10 to 2014–15p combined**

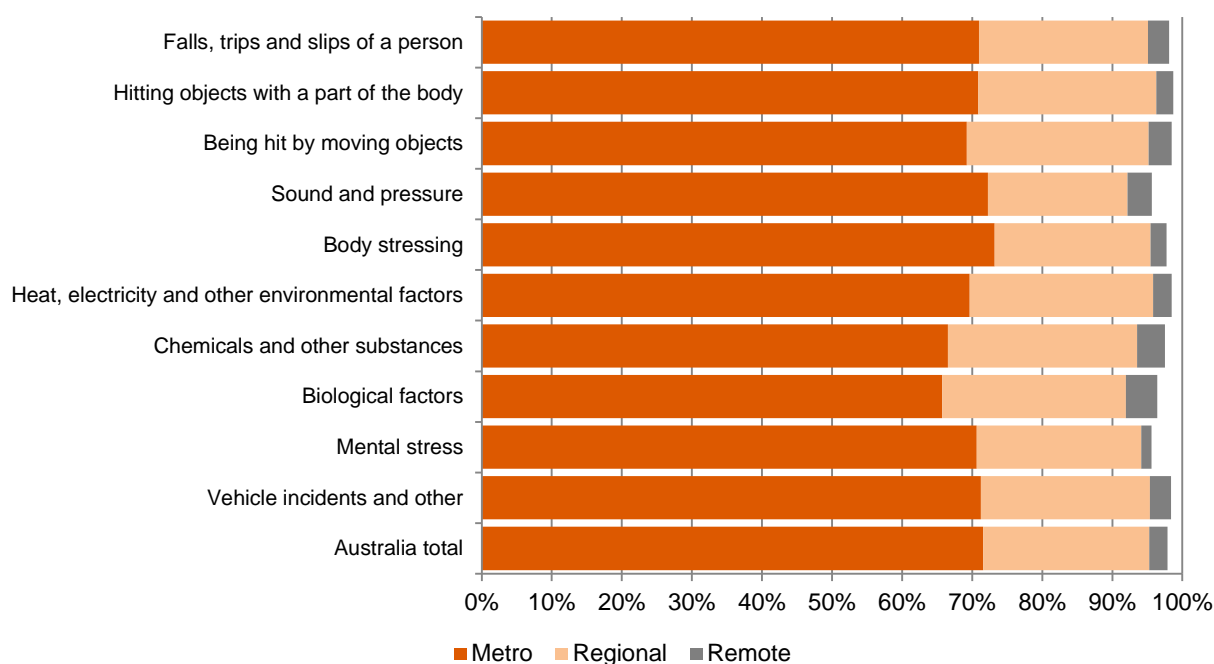


In terms of the nature of injury or disease, the highest proportion of claims in metropolitan areas occurs from Digestive system diseases (76 per cent – this category includes hernias and ulcers), while the highest proportion of claims in regional areas occurs for Infectious and parasitic diseases (31 per cent). Skin and subcutaneous system diseases (including dermatitis) had the highest proportion of claims occurring in remote areas (4 per cent of serious claims).

**Figure 13: Proportion of serious claims by remoteness area and nature of injury or disease, 2009–10 to 2014–15p combined**



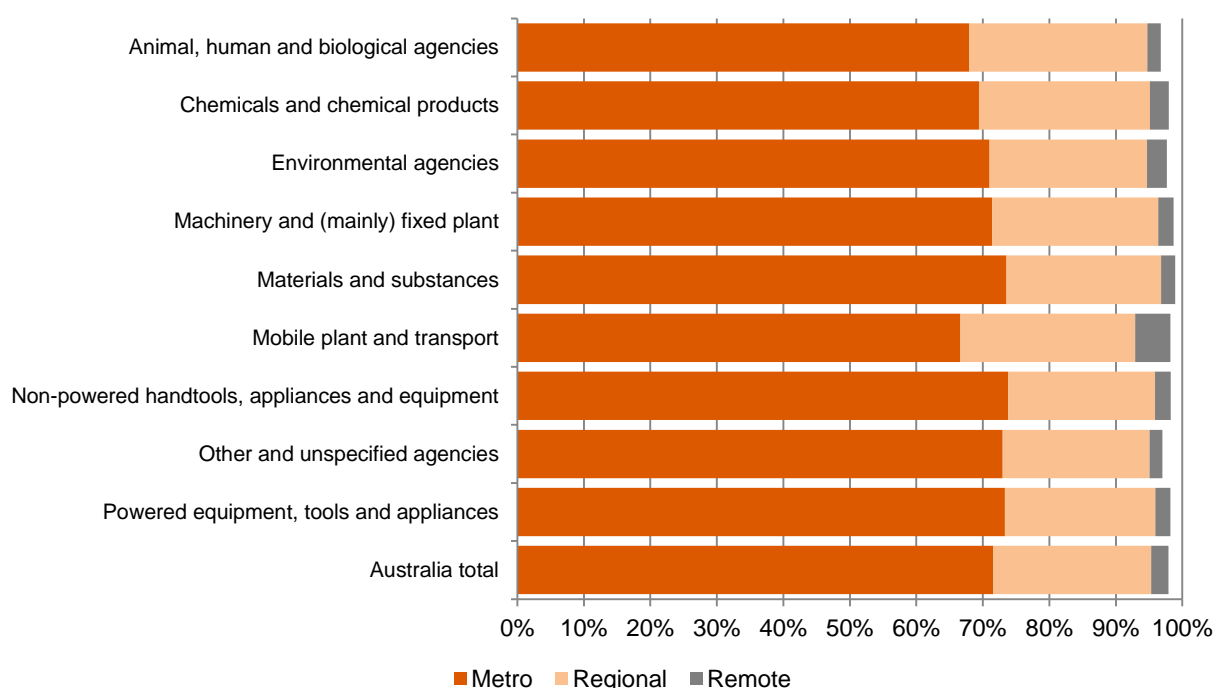
**Figure 14: Proportion of serious claims by remoteness area and mechanism of injury or disease, 2009–10 to 2014–15p combined**



Claims for body stressing had the highest proportion of claims in metropolitan areas (73 per cent), while the highest proportion of claims in regional areas were for Chemicals and other substances (27 per cent). Claims for Chemicals and substances and Biological factors had the highest proportion of claims on remote areas (4 per cent).

Materials and substances and Non-powered handtools, appliances and equipment were the breakdown agency groups with the highest proportion of metropolitan area claims (74 per cent), while Animal, human and biological agencies were the breakdown agency with the highest proportion of regional area claims (27 per cent). Mobile plant and transport was the breakdown agency with the highest proportion of remote area claims (5 per cent).

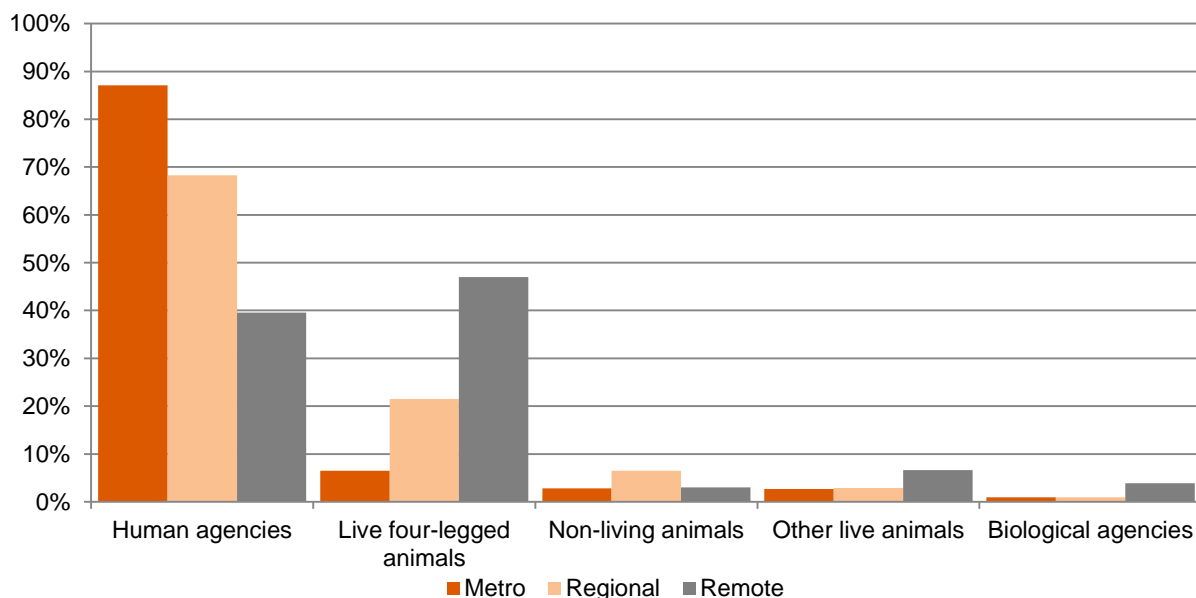
**Figure 15: Proportion of serious claims by remoteness area and breakdown agency of injury or disease, 2009–10 to 2014–15p combined**



The breakdown agency sub-groups with the highest proportion of metropolitan claims are Rail transport (84 per cent), Office and electronic equipment (82 per cent) and Air transport (81 per cent). By contrast, for regional areas the breakdown agency sub-groups with the highest proportions are Live four-legged animals (51 per cent), non-living animals (46 per cent) and Filling and bottling/packaging plant (40 per cent). The breakdown agency sub-groups with the highest proportions of remote claims are Self-propelled plant (16 per cent), Live four-legged animals (9 per cent), Water transport (8 per cent) and Biological agencies (8 per cent).

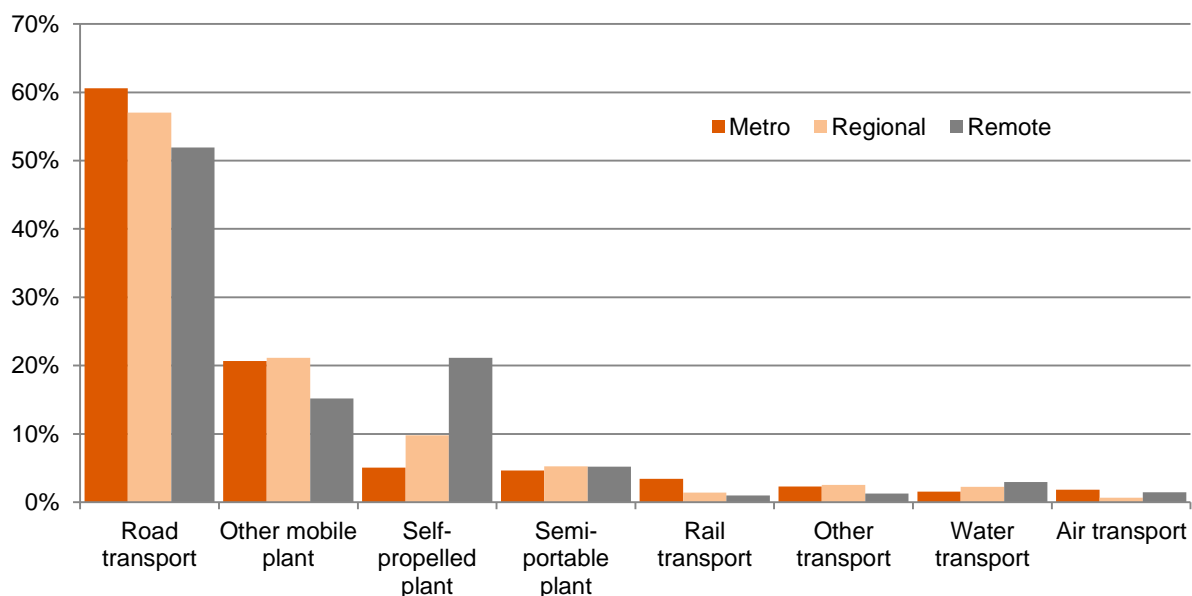
Figure 16 shows the proportion of claims for Animal, human and biological agencies, showing that as would generally be expected, the proportion of Human agencies is highest in metropolitan agencies, while Live four-legged animals has the highest proportion in remote areas.

**Figure 16: Proportion of breakdown agency sub-groups in Animal, human and biological agencies, 2009–10 to 2014–15p combined**



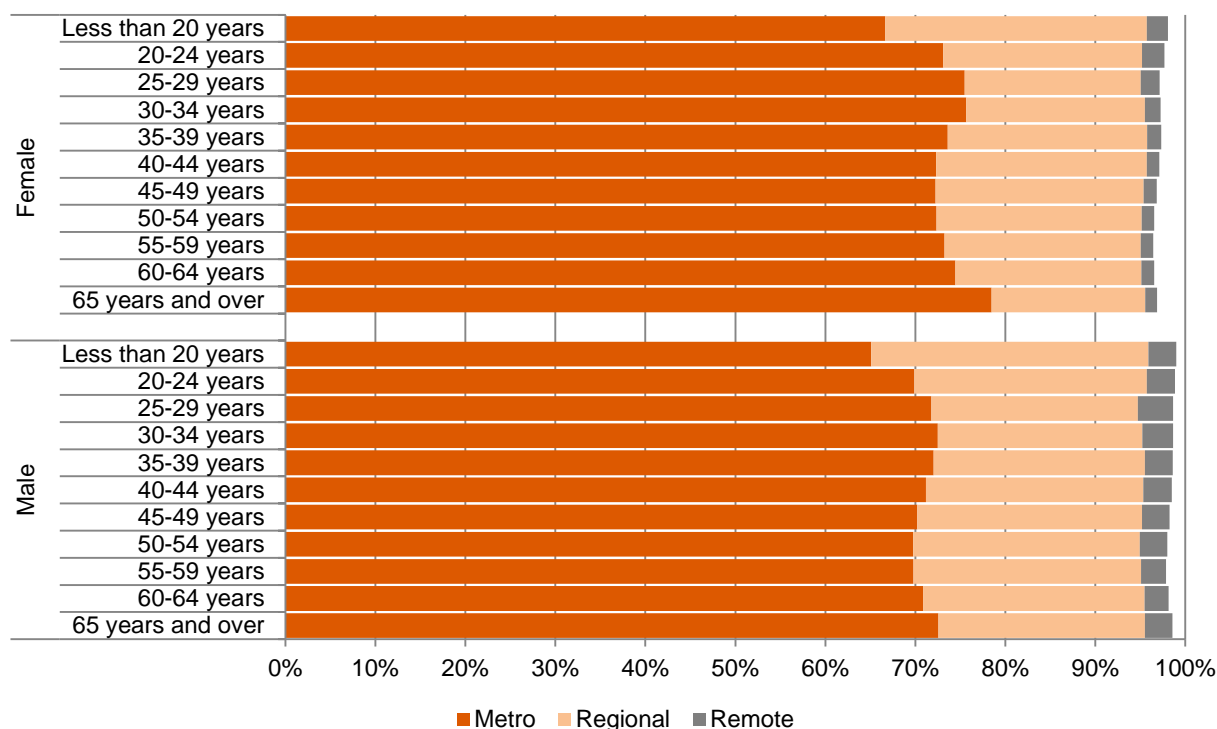
Similarly, Figure 17 shows the proportion of claims in Mobile plant and transport by the breakdown agency sub-groups, showing higher proportions of claims due to self-propelled plant in regional and remote areas compared to metropolitan areas, whereas Road transport was highest in metropolitan areas.

**Figure 17: Proportion of breakdown agency sub-groups in Mobile plant and transport, 2009–10 to 2014–15p combined**



For both males and females, workers aged 20 and under had the lowest proportion of metropolitan area claims (67 per cent for females and 65 per cent for males), while the highest proportion occurred for older workers aged over 65, with 78 per cent for females and 73 per cent for males.

**Figure 18: Proportion of serious claims by remoteness area, age group and sex, 2009–10 to 2014–15p combined**

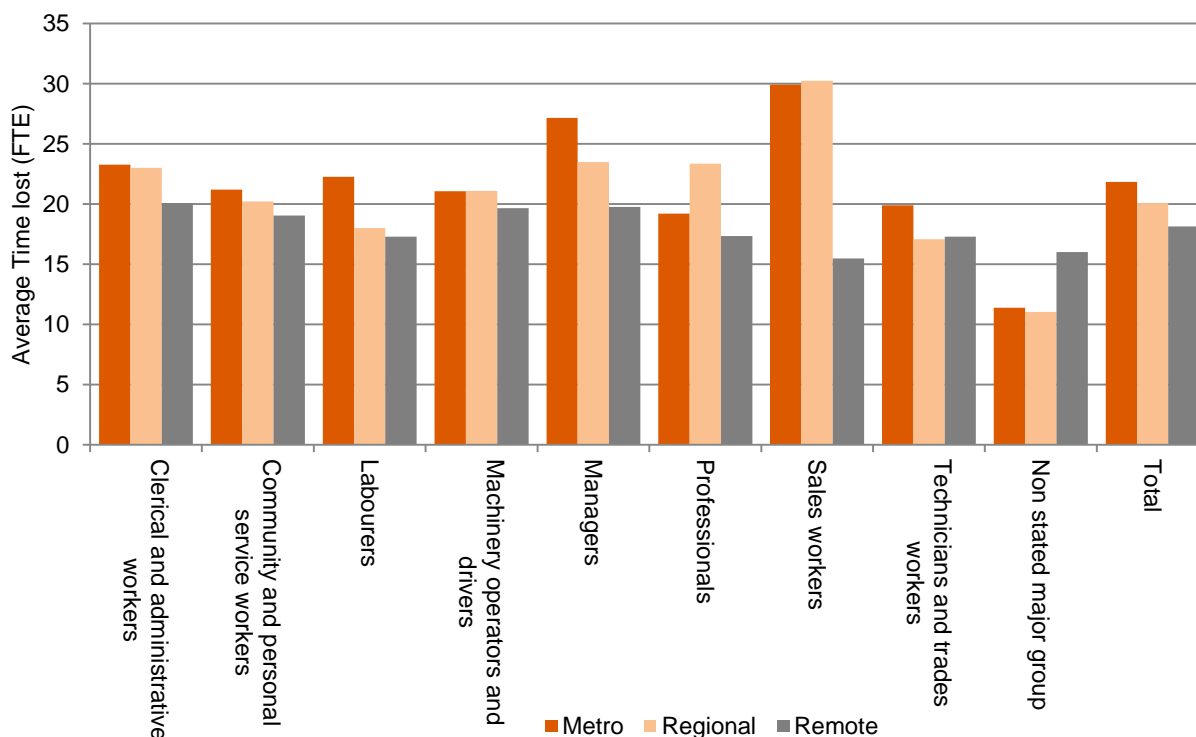


While the differences in average time lost are similar across the three remoteness area categories, serious claims in remote areas have a higher average payment than serious claims occurring in metropolitan or regional areas. This is in part due to larger average payments for Machinery operators and drivers and Technicians and trades workers in remote areas; however the average payment is higher across all the occupational groups in remote areas than for metropolitan and regional areas.

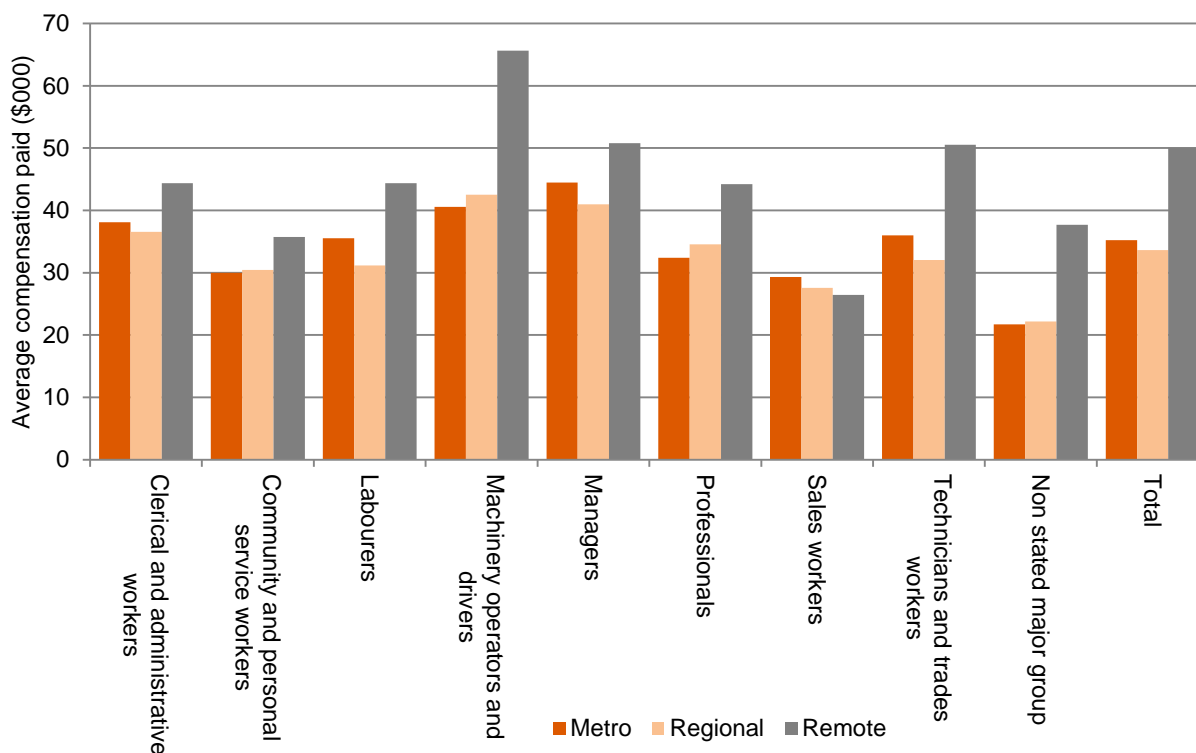
The relatively high level of average compensation paid in remote areas is driven by claims in the Mining and Construction industry. Overall, these two industries account for 41 per cent of claims in remote areas, 45 per cent of total time lost and 52 per cent of total compensation paid. For Mining, average compensation in remote areas is 36 per cent higher than the overall average, while for Construction, average compensation is 18 per cent higher than the overall average.

In contrast, the highest contributors in metropolitan and regional areas are Health care and social assistance, Manufacturing and Construction. Of these industries, only Construction has an average compensation higher than the overall average. The average compensation paid in Health care and social assistance is around 20 per cent lower than the overall average. These factors combine to explain the relatively large level of average compensation paid for claims in Remote areas.

**Figure 19: Average time lost (working weeks) by remoteness area and occupation, 2009–10 to 2014–15p combined**



**Figure 20: Average compensation paid by occupation and remoteness area, 2009–10 to 2014–15p combined**





# Glossary

## Age

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

## Bodily location of injury or disease

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

## Breakdown agency of injury or disease

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

## Compensation paid

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

## Disease

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

## Employee

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

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

## Financial year

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

## Frequency rate

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

## Hours usually worked

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

## Hours worked

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

## Incidence rate

The number of serious claims per 1000 employees is calculated using the following formula: number of serious claims / number of employees x 1000.

## Industry

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

## Injury

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

## Mechanism of injury or disease

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

## Median

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

## Nature of injury or disease

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

## Occupation

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

## Serious claim

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

Serious claims exclude compensated fatalities. Safe Work Australia produces other resources that provide information on work-related fatalities in Australia. The most up-to-date count of worker fatalities is available

online on Safe Work Australia's worker fatalities page. Comprehensive information on work-related injury fatalities is available in the Work-Related Traumatic Injury Fatalities reports. The reports are based on information from workers' compensation data, coronial information, notifiable fatalities and the media.

## **Time lost from work**

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

## **Working week**

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

# Explanatory notes

## 1. Scope and coverage

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

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

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

## 2. Age of employee

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

## 3. Time lost from work

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

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

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

## 4. Compensation paid

The median is used as the measure of central tendency because long-term claims that involve lengthy periods of time lost from work would significantly skew an arithmetic mean. The calculation of median payments excludes claims where only payments for goods and services, such as medical treatment, have been made. Amounts of compensation paid are rounded to the nearest \$100.

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

## 5. Industry classification

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

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

## 6. Occupation classification

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

## 7. Details of injuries and diseases

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

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

## 8. Insufficiently coded data

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

## 9. Confidentiality

Claim numbers are rounded to the nearest 5 to help protect confidential information about employers and employees. Due to rounding, differences may appear between the reported totals and the sums of rows or columns. Rates and percentages are calculated using unrounded numbers.

## 10. Time-series analyses

Comparison of preliminary and non-preliminary data should be done with caution. Non-preliminary data are more likely to have been finalised and are generally more accurate than preliminary data.

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

## 11. Frequency and incidence rates

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

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

## 12. Denominators used to calculate rates

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

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

In 2008, the ABS conducted a review of the methodology used to calculate the number of employees in each industry and the number of hours worked by each employee. After the review, the ABS implemented a number of changes to its methodology, which increased its estimates. As the ABS could only supply new estimates from 2005–06 onwards, estimates for previous years were adjusted based on the movement between the old and new estimates for 2005–06 to avoid a break in the time series. Reports from 2007–08 use these new estimates. Therefore, comparison with previous reports should not be made.

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

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

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

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

## 13. Adjustment of Victorian and South Australian data

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

However, under the Victorian workers' compensation scheme, the employer can be liable for the first 10 working days lost by the injured or ill worker (for an employee working two days per week, for instance, that would amount to five weeks' pay), plus the first \$582 (as of 1 July 2010) of medical services, unless the

employer elected the 'excess buy-out' option. Since information on claims paid solely by employers is not always provided to the workers' compensation authority, the national count of serious claims is affected.

To correct for this under-counting, Victorian claims of one to two weeks' duration are increased by a factor to represent the 'missing claims'. The factor is calculated by comparing the percentage of claims of one to two weeks' duration for Victoria with the percentage of claims of one to two weeks' duration for all other Australian jurisdictions at the industry division level and by nature of injury or disease. The factoring makes the percentage of claims in each industry and nature group in Victoria match the Australian average for claims of this duration. This factoring increases Victorian claims by around 20 per cent and the Australian count by less than 3 per cent.

While South Australia also has a 10-day excess, a waiver of the first two weeks of income maintenance is an incentive that was introduced for employers to forward claims to WorkCoverSA within five days of receiving claims from injured or ill workers. This incentive has been operational since 2009–10 and has significantly improved the data quality and accuracy of time-lost information for the majority of short-duration claims.

## 14. Reliability of data

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

### Non-sampling error

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

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

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

### Sampling error

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

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



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## Further information

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## Jurisdictional contacts

Contact details for jurisdictional work health and safety regulators are available on the following website:  
<http://www.safeworkaustralia.gov.au/sites/swa/about/who-we-work-with/regulators/pages/whs-regulators>