

# Australian Workers' Compensation Statistics

*2015-16*



**safe work australia**

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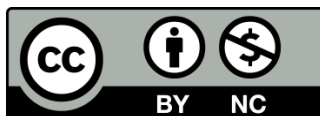
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## Abbreviations and symbols

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



# Australian Workers' Compensation Statistics Report 2015-16

## Key findings

### Serious claims 2000-01 and 2014-15



Median time lost for a serious claim **increased by 33%** from 4.2 working weeks to 5.6



The median compensation paid for a serious claim **increased by 30%\*** from \$5,200 to \$6,800

\*adjusted for wage inflation



Number of serious Australian workers' compensation claims in 2015-16

# there were 104,770

### Three occupations with the highest rate of serious claims (per million hours working in 2015-16)



### Three industries with the highest rate of serious claims (per million hours worked in 2015-16)



### Frequency rate of serious claims per million hours worked 2015-16



### Causes of serious claims in 2015-16



# Introduction

The statistics in this report are of Australian workers' compensation claims that were lodged between 2000–01 and 2015–16. The statistics are an indicator of Australia's work health and safety performance over the 15-year period between 2000–01 and 2015–16, however this data does not cover all cases of work-related injuries and diseases (see explanatory notes for further information). 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.

## Data

The data used in this report were supplied by jurisdictions for the 2015–16 financial year plus updates back to 2010–11. Readers should be aware that the data presented here may differ from jurisdictional annual reports due to the use of different definitions and the application of adjustment factors to aid in the comparability of data. Additional information on the data can be found in the explanatory notes.

## Definition of a serious claim

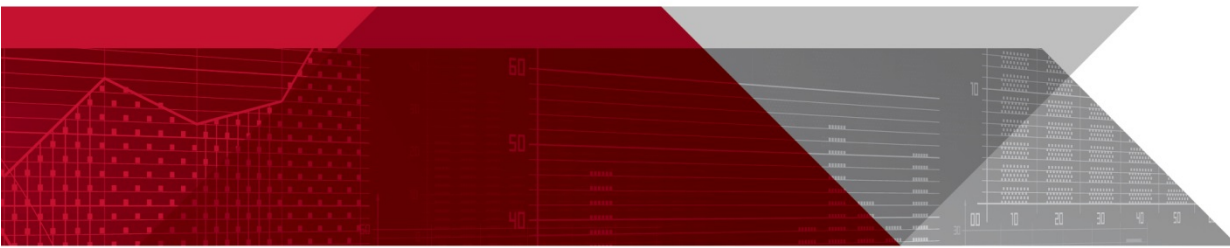
The statistics in this report are of serious claims only. A serious claim is an accepted workers' compensation claim for an incapacity that results in a total absence from work of one working week or more. Claims in receipt of common-law payments are also included. Claims arising from a journey to or 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.

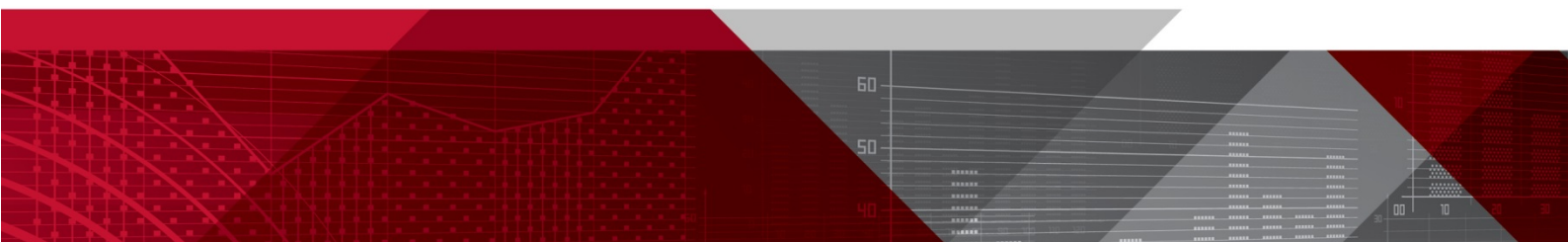
Compared with an incidence rate, a frequency rate is a more precise and accurate measure of work health and safety because it reflects the number of injuries and diseases per hour worked. It is important to account for the number of hours worked because there are significant differences in the number 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.



# Section 1:

## Serious claims 2015–16

This section provides workers' compensation statistics for claims lodged during the 2015–16 financial year. The 2015–16 data are preliminary and are likely to rise by around 3 per cent when updated.



## 1.1 Gender

In 2015–16, male employees accounted for 59 per cent of hours worked and 64 per cent of serious claims, while female employees accounted for 41 per cent of hours worked and 36 per cent of serious claims.

**Table 1: Percentage of serious claims and hours worked by sex, 2015–16p**

	Percentage of serious claims	Percentage of hours worked
<b>Male</b>	64%	59%
<b>Female</b>	36%	41%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Table 2 below shows that in 2015–16p the difference between the frequency rates of serious claims (serious claims per million hours worked) between males and females was smaller than the difference in the incidence rates (serious claims per 1000 employees), reflecting the higher prevalence of part-time work among females. Male employees, however, were still 1.3 times more likely than female employees to have a serious claim (6.2 serious claims per million hours worked compared with 4.9 serious claims per million hours worked).

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

**Table 2: Number, percentage and rates of serious claims by injury or disease and sex, 2015–16p**

	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	61 285	91%	5.6	10.5
Diseases	6 070	9%	0.6	1.0
<b>Total</b>	<b>67 355</b>	<b>100%</b>	<b>6.2</b>	<b>11.5</b>
<b>Female</b>				
Injury and musculoskeletal disorders	32 610	87%	4.3	6.1
Diseases	4 810	13%	0.6	0.9
<b>Total</b>	<b>37 415</b>	<b>100%</b>	<b>4.9</b>	<b>6.9</b>
<b>All serious claims</b>				
Injury and musculoskeletal disorders	93 890	90%	5.1	8.4
Diseases	10 880	10%	0.6	1.0
<b>Total</b>	<b>104 770</b>	<b>100%</b>	<b>5.6</b>	<b>9.3</b>

## 1.2 Age group

Table 3 below shows that in 2015–16p, across the age groups older workers were more likely to make a serious claim, particularly those aged between 45 and 54. Workers aged under 25 accounted for 13 per cent of serious claims in 2015–16p, compared with workers aged 45 to 54 who accounted for 26 per cent.

**Table 3: Number of serious claims by injury or disease, sex and age group, 2015–16p**

Age group	Injury and musculoskeletal disorder claims			Disease claims			All claims		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<20 years	2 535	950	3 485	60	40	95	2 595	985	3 580
20-24 years	6 500	2 725	9 225	230	235	470	6 730	2 965	9 695
25-29 years	6 960	2 740	9 700	395	380	775	7 355	3 125	10 475
30-34 years	6 830	2 590	9 420	555	400	955	7 385	2 985	10 370
35-39 years	6 315	2 715	9 030	675	520	1 195	6 990	3 235	10 225
40-44 years	6 965	3 710	10 670	805	680	1 485	7 770	4 390	12 160
45-49 years	6 900	4 500	11 400	915	805	1 720	7 815	5 305	13 120
50-54 years	6 880	5 045	11 920	935	775	1 710	7 815	5 820	13 630
55-59 years	5 935	4 290	10 225	870	585	1 455	6 805	4 875	11 675
60-64 years	3 975	2 490	6 465	475	330	805	4 450	2 820	7 270
65 years+	1 490	850	2 345	150	55	210	1 645	910	2 550
<b>Total</b>	<b>61 285</b>	<b>32 610</b>	<b>93 890</b>	<b>6 070</b>	<b>4 810</b>	<b>10 880</b>	<b>67 355</b>	<b>37 415</b>	<b>104 770</b>

The highest frequency rates in 2015–16 were among employees aged 60–64 years. By contrast, employees aged 25–29 and 30–34 years had the lowest frequency rate (4.4 serious claims per million hours worked) in the workforce.

**Table 4: Frequency rate (serious claims per million hours worked) by injury or disease, sex and age group, 2015–16p**

Age group	Injury and musculoskeletal disorder claims			Disease claims			All claims		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<20 years	7.7	3.4	5.7	0.2	0.1	0.2	7.9	3.5	5.9
20-24 years	6.5	3.3	5.1	0.2	0.3	0.3	6.7	3.6	5.3
25-29 years	5.1	2.7	4.1	0.3	0.4	0.3	5.4	3.1	4.4
30-34 years	4.6	2.9	4.0	0.4	0.4	0.4	5.0	3.3	4.4
35-39 years	4.8	3.5	4.3	0.5	0.7	0.6	5.3	4.2	4.9
40-44 years	5.3	4.3	4.9	0.6	0.8	0.7	6.0	5.1	5.6
45-49 years	5.6	5.0	5.3	0.7	0.9	0.8	6.4	5.9	6.2
50-54 years	6.1	5.9	6.0	0.8	0.9	0.9	7.0	6.8	6.9
55-59 years	6.4	6.3	6.4	0.9	0.9	0.9	7.4	7.1	7.3
60-64 years	6.9	6.6	6.8	0.8	0.9	0.8	7.7	7.5	7.6
65 years+	5.1	5.7	5.3	0.5	0.4	0.5	5.7	6.1	5.8
<b>Total</b>	<b>5.6</b>	<b>4.3</b>	<b>5.1</b>	<b>0.6</b>	<b>0.6</b>	<b>0.6</b>	<b>6.2</b>	<b>4.9</b>	<b>5.6</b>

Generally older workers recorded the highest incidence rates. The 55 to 59 year age group had the highest incidence rate (12.5 serious claims per 1000 employees) in 2015–16p, followed by workers aged 50 to 54 (12.1 serious claims per 1000 employees) and workers aged 60 to 64 (12.0 serious claims per 1000 employees).

**Table 5: Incidence rate (serious claims per 1000 employees) by injury or disease, sex and age group, 2015–16p**

Age group	Injury and musculoskeletal disorder claims			Disease claims			All claims		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<20 years	7.9	2.6	5.1	0.2	0.1	0.1	8.1	2.7	5.3
20-24 years	10.4	4.5	7.5	0.4	0.4	0.4	10.7	4.9	7.9
25-29 years	9.8	4.3	7.2	0.6	0.6	0.6	10.3	4.8	7.7
30-34 years	9.3	4.3	7.0	0.8	0.7	0.7	10.1	4.9	7.7
35-39 years	9.6	5.0	7.6	1.0	1.0	1.0	10.7	6.0	8.6
40-44 years	10.9	6.3	8.7	1.3	1.2	1.2	12.2	7.5	9.9
45-49 years	11.5	7.5	9.5	1.5	1.3	1.4	13.0	8.9	11.0
50-54 years	12.2	8.9	10.6	1.7	1.4	1.5	13.9	10.3	12.1
55-59 years	12.5	9.4	11.0	1.8	1.3	1.6	14.3	10.6	12.5
60-64 years	12.4	8.8	10.7	1.5	1.2	1.3	13.8	10.0	12.0
65 years+	7.5	6.3	7.0	0.8	0.4	0.6	8.3	6.7	7.6
<b>Total</b>	<b>10.5</b>	<b>6.1</b>	<b>8.4</b>	<b>1.0</b>	<b>0.9</b>	<b>1.0</b>	<b>11.5</b>	<b>6.9</b>	<b>9.3</b>

## 1.3 Occupation

Labourers accounted for a quarter of all serious claims in 2015–16p, followed by Technicians and trades workers (18 per cent) and Community and personal service workers (16 per cent). Together, employees working in these occupations accounted for more than 50 per cent of all serious claims, however, they only represent 34 per cent of the workforce.

**Table 6: Workforce characteristics by occupation, 2015–16p**

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	2.725	23%	89%	2.655	4.546	9 605	9%	2.1	3.6
Clerical and administrative workers	1.669	14%	93%	1.652	2.547	4 900	5%	1.9	3.0
Technicians and trades workers	1.711	14%	82%	1.451	2.796	19 110	18%	6.8	13.2
Managers	1.539	13%	84%	1.345	2.785	4 555	4%	1.6	3.4
Community and personal service workers	1.246	10%	93%	1.253	1.605	17 145	16%	10.7	13.7
Sales workers	1.125	9%	95%	1.135	1.433	5 885	6%	4.1	5.2
Labourers	1.131	10%	88%	1.043	1.491	26 410	25%	17.7	25.3
Machinery operators and drivers	0.737	6%	90%	0.696	1.347	14 895	14%	11.1	21.4
<b>Total</b>	<b>11.882</b>	<b>100%</b>	<b>89%</b>	<b>11.229</b>	<b>18.549</b>	<b>104 770</b>	<b>100%</b>	<b>5.6</b>	<b>9.3</b>

Table 7 shows that Labourers had the highest frequency rate of 17.7 serious claims per million hours worked in 2015–16p, followed by Machinery operators and drivers (11.1), Community and personal service workers (10.7) and Technicians and trades workers (6.8). The remaining occupations all had incidence rates below the national rate of 5.6 serious claims per million hours worked.

With respect to diseases, Community and personal service workers recorded the highest frequency rate of 1.4 serious claims per million hours worked, more than double the national rate of 0.6.

**Table 7: Number and rates of serious claims by injury or disease, sex and occupation, 2015-16p**

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	2 580	1 975	<b>4 555</b>	1.4	2.2	<b>1.6</b>	3.0	4.0	<b>3.4</b>
Professionals	3 200	6 405	<b>9 605</b>	1.4	2.9	<b>2.1</b>	2.7	4.4	<b>3.6</b>
Technicians and trades workers	17 085	2 025	<b>19 110</b>	6.9	6.1	<b>6.8</b>	13.9	9.3	<b>13.2</b>
Community and personal service workers	6 400	10 745	<b>17 145</b>	11.2	10.4	<b>10.7</b>	16.1	12.5	<b>13.7</b>
Clerical and administrative workers	1 735	3 160	<b>4 900</b>	2.3	1.8	<b>1.9</b>	4.2	2.6	<b>3.0</b>
Sales workers	2 030	3 855	<b>5 885</b>	3.1	4.9	<b>4.1</b>	4.8	5.4	<b>5.2</b>
Machinery operators and drivers	13 545	1 345	<b>14 895</b>	10.9	12.3	<b>11.1</b>	21.6	20.0	<b>21.4</b>
Labourers	19 710	6 700	<b>26 410</b>	18.2	16.4	<b>17.7</b>	28.4	19.2	<b>25.3</b>
<b>Total</b>	<b>67 355</b>	<b>37 415</b>	<b>104 770</b>	<b>6.1</b>	<b>4.9</b>	<b>5.6</b>	<b>11.5</b>	<b>7.0</b>	<b>9.3</b>
<b>Injury and musculoskeletal disorders</b>									
Managers	2 145	1 555	<b>3 700</b>	1.1	1.7	<b>1.3</b>	2.5	3.1	<b>2.8</b>
Professionals	2 655	5 205	<b>7 860</b>	1.2	2.3	<b>1.7</b>	2.2	3.6	<b>3.0</b>
Technicians and trades workers	15 960	1 850	<b>17 810</b>	6.5	5.6	<b>6.4</b>	12.9	8.5	<b>12.3</b>
Community and personal service workers	5 385	9 580	<b>14 960</b>	9.4	9.3	<b>9.3</b>	13.6	11.2	<b>11.9</b>
Clerical and administrative workers	1 495	2 400	<b>3 895</b>	2.0	1.3	<b>1.5</b>	3.6	1.9	<b>2.4</b>
Sales workers	1 840	3 490	<b>5 330</b>	2.8	4.5	<b>3.7</b>	4.3	4.9	<b>4.7</b>
Machinery operators and drivers	12 480	1 255	<b>13 735</b>	10.1	11.5	<b>10.2</b>	19.9	18.6	<b>19.7</b>
Labourers	18 380	6 210	<b>24 590</b>	17.0	15.2	<b>16.5</b>	26.5	17.8	<b>23.6</b>
<b>Total</b>	<b>61 285</b>	<b>32 610</b>	<b>93 890</b>	<b>5.6</b>	<b>4.3</b>	<b>5.1</b>	<b>10.5</b>	<b>6.1</b>	<b>8.4</b>
<b>Diseases</b>									
Managers	435	420	<b>855</b>	0.2	0.5	<b>0.3</b>	0.5	0.8	<b>0.6</b>
Professionals	550	1 200	<b>1 745</b>	0.2	0.5	<b>0.4</b>	0.5	0.8	<b>0.7</b>
Technicians and trades workers	1 125	175	<b>1 300</b>	0.5	0.5	<b>0.5</b>	0.9	0.8	<b>0.9</b>
Community and personal service workers	1 015	1 170	<b>2 185</b>	1.8	1.1	<b>1.4</b>	2.6	1.4	<b>1.7</b>
Clerical and administrative workers	245	760	<b>1 005</b>	0.3	0.4	<b>0.4</b>	0.6	0.6	<b>0.6</b>
Sales workers	190	365	<b>555</b>	0.3	0.5	<b>0.4</b>	0.4	0.5	<b>0.5</b>
Machinery operators and drivers	1 065	90	<b>1 160</b>	0.9	0.8	<b>0.9</b>	1.7	1.4	<b>1.7</b>
Labourers	1 335	485	<b>1 820</b>	1.2	1.2	<b>1.2</b>	1.9	1.4	<b>1.7</b>
<b>Total</b>	<b>6 070</b>	<b>4 810</b>	<b>10 880</b>	<b>0.6</b>	<b>0.6</b>	<b>0.6</b>	<b>1.0</b>	<b>0.9</b>	<b>1.0</b>

## 1.4 Industry

The Health care and social assistance industry accounted for 15 per cent of serious claims in 2015–16p, followed by Manufacturing and Construction which accounted for a further 12 per cent of serious claims each. Together, these industries accounted for almost 40 per cent of all serious claims, but less than 30 per cent of the workforce.

**Table 8: Workforce characteristics by industry, 2015–16**

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	1.533	13%	93%	1.517	2.180	16 175	15%	7.4	10.7
Retail trade	1.267	11%	95%	1.255	1.740	9 185	9%	5.3	7.3
Education and training	0.937	8%	95%	0.969	1.480	6 335	6%	4.3	6.5
Manufacturing	0.877	7%	94%	0.820	1.520	12 740	12%	8.4	15.5
Professional, scientific and technical services	0.990	8%	82%	0.894	1.640	1 645	2%	1.0	1.8
Accommodation and food services	0.826	7%	97%	0.840	1.040	6 185	6%	5.9	7.4
Construction	1.050	9%	73%	0.792	1.580	12 670	12%	8.0	16.0
Public administration and safety	0.741	6%	99%	0.755	1.260	7 670	7%	6.1	10.2
Transport, postal and warehousing	0.624	5%	86%	0.568	1.070	8 200	8%	7.6	14.4
Financial and insurance services	0.431	4%	93%	0.432	0.770	620	1%	0.8	1.4
Other services	0.473	4%	78%	0.376	0.650	2 790	3%	4.3	7.4
Wholesale trade	0.372	3%	94%	0.360	0.670	4 415	4%	6.6	12.3
Administrative and support services	0.422	4%	78%	0.461	0.730	4 245	4%	5.8	9.2
Mining	0.228	2%	99%	0.227	0.510	2 080	2%	4.1	9.2
Agriculture, forestry and fishing	0.321	3%	62%	0.200	0.390	3 510	3%	8.9	17.5
Information media and telecommunications	0.209	2%	91%	0.204	0.360	515	0%	1.4	2.5
Arts and recreation services	0.227	2%	83%	0.218	0.300	2 110	2%	7.1	9.7
Rental, hiring and real estate services	0.212	2%	86%	0.201	0.370	970	1%	2.6	4.8
Electricity, gas, water and waste services	0.144	1%	96%	0.139	0.270	1 140	1%	4.2	8.2
<b>Total</b>	<b>11.882</b>	<b>100%</b>	<b>89%</b>	<b>11.229</b>	<b>18.549</b>	<b>104 770</b>	<b>100%</b>	<b>5.6</b>	<b>9.3</b>



Table 9 below shows that the industries with the highest frequency rates in 2015–16p were Agriculture, forestry and fishing (8.9 serious claims per million hours worked), Manufacturing (8.4) and Construction (8.0).

The industries with the lowest frequency rates were Financial and insurance services (0.8 serious claims per million hours worked), Professional, scientific and technical services (1.0), and Information media and telecommunications (1.4).

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

**Table 9: Number and rates of serious claims by injury or disease, sex and industry, 2015–16p**

Industry	Number of serious claims			Frequency rate (claims per 1 million hours)			Incidence rate (claims per 1000 employees)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>All serious claims</b>									
Agriculture, forestry and fishing	2 800	710	<b>3 510</b>	9.2	8.2	<b>8.9</b>	19.4	12.7	<b>17.5</b>
Mining	1 925	155	<b>2 080</b>	4.3	2.3	<b>4.1</b>	10.0	4.6	<b>9.2</b>
Manufacturing	11 055	1 685	<b>12 740</b>	9.3	5.0	<b>8.4</b>	18.4	7.7	<b>15.5</b>
Electricity, gas, water and waste services	1 050	90	<b>1 140</b>	4.9	1.6	<b>4.2</b>	9.8	2.8	<b>8.2</b>
Construction	12 325	345	<b>12 670</b>	8.6	2.4	<b>8.0</b>	17.9	3.4	<b>16.0</b>
Wholesale trade	3 620	800	<b>4 415</b>	7.4	4.4	<b>6.6</b>	14.6	7.1	<b>12.3</b>
Retail trade	4 610	4 575	<b>9 185</b>	5.2	5.4	<b>5.3</b>	8.4	6.5	<b>7.3</b>
Accommodation and food services	3 065	3 120	<b>6 185</b>	5.9	6.0	<b>5.9</b>	8.1	6.8	<b>7.4</b>
Transport, postal and warehousing	7 185	1 015	<b>8 200</b>	8.5	4.6	<b>7.7</b>	16.7	7.3	<b>14.4</b>
Information media and telecommunications	355	165	<b>515</b>	1.6	1.2	<b>1.4</b>	2.9	2.0	<b>2.5</b>
Financial and insurance services	155	465	<b>620</b>	0.4	1.3	<b>0.8</b>	0.8	2.0	<b>1.4</b>
Rental, hiring and real estate services	705	265	<b>970</b>	3.5	1.6	<b>2.6</b>	7.2	2.5	<b>4.8</b>
Professional, scientific and technical services	810	840	<b>1 645</b>	0.8	1.4	<b>1.0</b>	1.5	2.3	<b>1.8</b>
Administrative and support services	2 795	1 450	<b>4 245</b>	6.8	4.6	<b>5.8</b>	11.8	6.5	<b>9.2</b>
Public administration and safety	5 290	2 380	<b>7 670</b>	7.8	4.1	<b>6.1</b>	13.9	6.4	<b>10.2</b>
Education and training	1 970	4 370	<b>6 335</b>	4.2	4.3	<b>4.3</b>	7.0	6.4	<b>6.5</b>
Health care and social assistance	3 390	12 790	<b>16 175</b>	6.4	7.7	<b>7.4</b>	10.6	10.7	<b>10.7</b>
Arts and recreation services	1 275	835	<b>2 110</b>	7.1	7.0	<b>7.1</b>	11.0	8.2	<b>9.7</b>
Other services	2 030	760	<b>2 790</b>	4.7	3.5	<b>4.3</b>	9.2	4.9	<b>7.4</b>
<b>Total</b>	<b>67 355</b>	<b>37 415</b>	<b>104 770</b>	<b>6.2</b>	<b>4.9</b>	<b>5.6</b>	<b>11.5</b>	<b>6.9</b>	<b>9.3</b>
<b>Injury &amp; musculoskeletal disorders</b>									
Agriculture, forestry and fishing	2 675	670	<b>3 345</b>	8.8	7.7	<b>8.5</b>	18.6	12.0	<b>16.7</b>
Mining	1 800	145	<b>1 940</b>	4.1	2.1	<b>3.8</b>	9.3	4.3	<b>8.6</b>
Manufacturing	10 130	1 470	<b>11 600</b>	8.5	4.4	<b>7.6</b>	16.9	6.7	<b>14.2</b>
Electricity, gas, water and waste services	940	70	<b>1 010</b>	4.4	1.3	<b>3.7</b>	8.8	2.2	<b>7.3</b>
Construction	11 675	295	<b>11 970</b>	8.1	2.0	<b>7.6</b>	16.9	2.9	<b>15.1</b>
Wholesale trade	3 315	705	<b>4 020</b>	6.7	3.9	<b>6.0</b>	13.4	6.2	<b>11.2</b>
Retail trade	4 225	4 215	<b>8 440</b>	4.8	5.0	<b>4.9</b>	7.7	6.0	<b>6.7</b>

Industry	Number of serious claims			Frequency rate (claims per 1 million hours)			Incidence rate (claims per 1000 employees)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Accommodation and food services	2 875	2 915	<b>5 790</b>	5.5	5.6	<b>5.6</b>	7.6	6.3	<b>6.9</b>
Transport, postal and warehousing	6 525	880	<b>7 405</b>	7.7	4.0	<b>6.9</b>	15.2	6.3	<b>13.0</b>
Information media and telecommunications	315	135	<b>445</b>	1.4	1.0	<b>1.2</b>	2.6	1.6	<b>2.2</b>
Financial and insurance services	105	330	<b>435</b>	0.3	0.9	<b>0.6</b>	0.5	1.4	<b>1.0</b>
Rental, hiring and real estate services	645	200	<b>845</b>	3.2	1.2	<b>2.3</b>	6.6	1.9	<b>4.2</b>
Professional, scientific and technical services	700	695	<b>1 400</b>	0.7	1.2	<b>0.9</b>	1.3	1.9	<b>1.6</b>
Administrative and support services	2 610	1 290	<b>3 900</b>	6.3	4.1	<b>5.3</b>	11.0	5.8	<b>8.5</b>
Public administration and safety	4 310	1 720	<b>6 030</b>	6.3	3.0	<b>4.8</b>	11.3	4.6	<b>8.0</b>
Education and training	1 615	3 510	<b>5 125</b>	3.4	3.5	<b>3.5</b>	5.7	5.1	<b>5.3</b>
Health care and social assistance	2 910	11 385	<b>14 290</b>	5.5	6.9	<b>6.5</b>	9.1	9.5	<b>9.4</b>
Arts and recreation services	1 185	765	<b>1 950</b>	6.6	6.4	<b>6.5</b>	10.2	7.5	<b>8.9</b>
Other services	1 865	650	<b>2 515</b>	4.3	3.0	<b>3.9</b>	8.5	4.2	<b>6.7</b>
<b>Total</b>	<b>61 285</b>	<b>32 610</b>	<b>93 890</b>	<b>5.6</b>	<b>4.3</b>	<b>5.1</b>	<b>10.5</b>	<b>6.1</b>	<b>8.4</b>
<b>Diseases</b>									
Agriculture, forestry and fishing	120	40	<b>165</b>	0.4	0.5	<b>0.4</b>	0.8	0.7	<b>0.8</b>
Mining	125	10	<b>140</b>	0.3	0.2	<b>0.3</b>	0.7	0.4	<b>0.6</b>
Manufacturing	925	215	<b>1 140</b>	0.8	0.6	<b>0.7</b>	1.5	1.0	<b>1.4</b>
Electricity, gas, water and waste services	110	20	<b>130</b>	0.5	0.4	<b>0.5</b>	1.0	0.6	<b>0.9</b>
Construction	650	55	<b>705</b>	0.5	0.4	<b>0.4</b>	0.9	0.5	<b>0.9</b>
Wholesale trade	305	90	<b>395</b>	0.6	0.5	<b>0.6</b>	1.2	0.8	<b>1.1</b>
Retail trade	385	360	<b>745</b>	0.4	0.4	<b>0.4</b>	0.7	0.5	<b>0.6</b>
Accommodation and food services	190	200	<b>395</b>	0.4	0.4	<b>0.4</b>	0.5	0.4	<b>0.5</b>
Transport, postal and warehousing	660	135	<b>795</b>	0.8	0.6	<b>0.7</b>	1.5	1.0	<b>1.4</b>
Information media and telecommunications	40	30	<b>70</b>	0.2	0.2	<b>0.2</b>	0.3	0.3	<b>0.3</b>
Financial and insurance services	50	135	<b>190</b>	0.1	0.4	<b>0.2</b>	0.3	0.6	<b>0.4</b>
Rental, hiring and real estate services	60	60	<b>120</b>	0.3	0.4	<b>0.3</b>	0.6	0.6	<b>0.6</b>
Professional, scientific and technical services	105	145	<b>250</b>	0.1	0.2	<b>0.2</b>	0.2	0.4	<b>0.3</b>
Administrative and support services	185	160	<b>345</b>	0.4	0.5	<b>0.5</b>	0.8	0.7	<b>0.7</b>
Public administration and safety	980	660	<b>1 640</b>	1.4	1.1	<b>1.3</b>	2.6	1.8	<b>2.2</b>
Education and training	355	855	<b>1 210</b>	0.8	0.8	<b>0.8</b>	1.3	1.2	<b>1.3</b>
Health care and social assistance	480	1 405	<b>1 885</b>	0.9	0.9	<b>0.9</b>	1.5	1.2	<b>1.2</b>
Arts and recreation services	95	70	<b>160</b>	0.5	0.6	<b>0.5</b>	0.8	0.7	<b>0.7</b>
Other services	165	110	<b>275</b>	0.4	0.5	<b>0.4</b>	0.8	0.7	<b>0.7</b>
<b>Total</b>	<b>6 070</b>	<b>4 810</b>	<b>10 880</b>	<b>0.6</b>	<b>0.6</b>	<b>0.6</b>	<b>1.0</b>	<b>0.9</b>	<b>1.0</b>

## 1.5 Nature of injury or disease

Injury and musculoskeletal disorders led to 90 per cent of serious claims in 2015–16p and the most common were Traumatic joint/ligament and muscle/tendon injuries, accounting for 43 per cent of the total. Diseases led to 10 per cent of serious claims, with the most common being mental disorders (6 per cent).

A higher percentage of male employees' serious claims arose from Wounds, lacerations, amputations and internal organ damage (18 per cent compared with 12 per cent for female employees).

By contrast, a higher percentage of female employees' serious claims arose from Mental disorders (10 per cent compared with only 4 per cent for male employees).

**Table 10: Number and percentage of serious claims by nature of injury or disease and sex, 2015–16p**

Nature of injury or disease	Number of serious claims			Proportion of claims		
	Male	Female	Total	Male	Female	Total
<b>Injury and musculoskeletal disorders</b>						
Traumatic joint/ligament & muscle/tendon injury	28 605	16 480	45 085	42%	44%	43%
Wounds, lacerations, amputations & internal organ damage	12 385	4 295	16 680	18%	11%	16%
Musculoskeletal & connective tissue diseases	9 335	6 280	15 615	14%	17%	15%
Fractures	7 230	3 385	10 615	11%	9%	10%
Other injuries	1 975	1 140	3 115	3%	3%	3%
Burn	1 110	540	1 645	2%	1%	2%
Intracranial injuries	350	305	655	1%	1%	1%
Injury to nerves and spinal cord	100	40	140	0%	0%	0%
<b>Total - Injury and musculoskeletal disorders</b>	<b>61 285</b>	<b>32 610</b>	<b>93 890</b>	<b>91%</b>	<b>87%</b>	<b>90%</b>
<b>Diseases</b>						
Mental disorders	2 700	3 770	6 470	4%	10%	6%
Digestive system diseases	2 090	145	2 235	3%	0%	2%
Skin and subcutaneous tissue diseases	350	145	495	1%	0%	0%
Nervous system and sense organ diseases	590	465	1 055	1%	1%	1%
Respiratory system diseases	60	125	185	0%	0%	0%
Circulatory system diseases	85	25	110	0%	0%	0%
Infectious and parasitic diseases	130	90	220	0%	0%	0%
Neoplasms (cancer)	30	np	30	0%	0%	0%
Other diseases	40	45	80	0%	0%	0%
<b>Total - Diseases</b>	<b>6 070</b>	<b>4 810</b>	<b>10 880</b>	<b>9%</b>	<b>13%</b>	<b>10%</b>
<b>Total – All serious claims</b>	<b>67 355</b>	<b>37 415</b>	<b>104 770</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## 1.6 Mechanism of injury or disease and breakdown agency

The mechanism of injury or disease classification is used to describe the action, exposure or event that was the direct cause of the most serious injury or disease. Body Stressing caused nearly 40 per cent of serious claims in 2015–16p, while Falls, trips and slips led to further 23 per cent of serious claims. Over one third of Body stressing claims involved Non-powered hand tools, appliances and equipment, whereas Environmental agencies (e.g. steps, uneven ground, traffic etc.) caused the majority (56.4 per cent) of Falls, trips and slips.

**Table 11: Number and percentage of serious claims by mechanism and breakdown agency of injury or disease, 2015–16p**

Mechanism of injury or disease Breakdown agency of injury or disease	Number	Percentage
<b>Body stressing</b>	<b>41 190</b>	<b>39.3%</b>
Non-powered hand tools, appliances and equipment	13 715	33.3%
Materials and substances	7 285	17.7%
Animal, human and biological agencies	5 080	12.3%
<b>Falls, trips and slips of a person</b>	<b>24 090</b>	<b>23.0%</b>
Environmental agencies	13 585	56.4%
Non-powered hand tools, appliances and equipment	4 175	17.3%
Mobile plant and transport	2 170	9.0%
Materials and substances	1 470	6.1%
<b>Being hit by moving objects</b>	<b>16 120</b>	<b>15.4%</b>
Animal, human and biological agencies	4 165	25.8%
Non-powered hand tools, appliances and equipment	3 865	24.0%
Materials and substances	3 185	19.8%
Machinery and (mainly) fixed plant	1 680	10.4%
<b>Hitting objects with a part of the body</b>	<b>7 760</b>	<b>7.4%</b>
Non-powered hand tools, appliances and equipment	3 305	42.6%
Materials and substances	1 740	22.4%
Machinery and (mainly) fixed plant	785	10.1%
Mobile plant and transport	565	7.3%
<b>Vehicle incidents and other</b>	<b>6 660</b>	<b>6.4%</b>
Mobile plant and transport	2 215	33.3%
Mental stress	410	6.2%
Animal, human and biological agencies	225	3.4%
<b>Heat, electricity and other environmental factors</b>	<b>1 535</b>	<b>1.5%</b>
Materials and substances	705	46.0%
Powered equipment, tools and appliances	220	14.4%
Machinery and (mainly) fixed plant	210	13.6%
<b>Chemicals and other substances</b>	<b>870</b>	<b>0.8%</b>
Chemicals and chemical products	420	48.0%
Animal, human and biological agencies	175	19.9%
Materials and substances	170	19.5%
<b>Biological factors</b>	<b>325</b>	<b>0.3%</b>
Animal, human and biological agencies	250	76.8%
<b>Sound and pressure</b>	<b>130</b>	<b>0.1%</b>
<b>Total</b>	<b>104 770</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.

## 1.7 Mechanism of injury or disease and Bodily location

Bodily location refers to the part of the body affected by the most serious injury or disease.

**Table 12: Number and percentage of serious claims by mechanism and bodily location of injury or disease, 2014–15p**

Mechanism of injury or disease Bodily location of injury or disease	Number	Percentage
<b>Body stressing</b>	<b>41 190</b>	<b>39.3%</b>
Back - upper or lower	16 130	39.2%
Shoulder	7 305	17.8%
Knee	3 525	8.6%
Abdomen and pelvic region	2 305	5.6%
Wrist	2 110	5.1%
Hand, fingers and thumb	1 480	3.6%
Elbow	1 265	3.1%
Neck	970	2.4%
<b>Falls, trips and slips of a person</b>	<b>24 090</b>	<b>23.0%</b>
Knee	4 675	19.4%
Ankle	3 885	16.2%
Back - upper or lower	2 790	11.6%
Shoulder	1 965	8.2%
Wrist	1 460	6.1%
Foot and toes	1 245	5.2%
Hand, fingers and thumb	855	3.5%
Lower leg	700	2.9%
<b>Being hit by moving objects</b>	<b>16 120</b>	<b>15.4%</b>
Hand, fingers and thumb	6 060	37.7%
Foot and toes	1 545	9.6%
Back - upper or lower	780	4.9%
Knee	755	4.7%
Shoulder	695	4.3%
<b>Hitting objects with a part of the body</b>	<b>7 760</b>	<b>7.4%</b>
Hand, fingers and thumb	4 475	57.8%
Knee	500	6.5%
<b>Vehicle incidents and other</b>	<b>6 660</b>	<b>6.4%</b>
Back - upper or lower	1 090	16.5%
Shoulder	695	10.5%
Hand, fingers and thumb	605	9.1%
<b>Mental stress</b>	<b>6 085</b>	<b>5.8%</b>
<b>Heat, electricity and other environmental factors</b>	<b>1 535</b>	<b>1.5%</b>
Hand, fingers and thumb	465	30.6%
Forearm	140	9.1%
Foot and toes	130	8.6%
<b>Chemicals and other substances</b>	<b>870</b>	<b>0.8%</b>
Eye	190	22.0%
Hand, fingers and thumb	165	19.1%
<b>Biological factors</b>	<b>325</b>	<b>0.3%</b>
<b>Sound and pressure</b>	<b>130</b>	<b>0.1%</b>
<b>Total</b>	<b>104 770</b>	<b>100.0%</b>

**Note:** Only the most common bodily locations are included in this table.

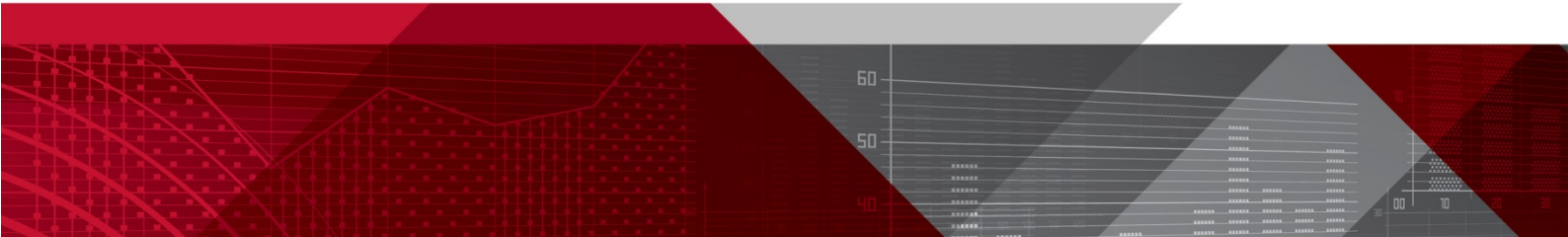


# Section 2:

## Trends in serious claims 2000–01 to 2015–16

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 2015–16.

Data for 2015–16 are preliminary and are not used to calculate percentage changes. Percentage changes are calculated using data for 2000–01 and 2014–15. 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.



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

The following analysis of trends uses serious claims from 2000–01 to 2014–15. Data for the most recent available year (2015–16) are displayed but not used in examining the trends. The data in Table 13 show that there has been a 17 per cent decrease in the number of claims from 133 045 claims in 2000–01 to 110 280 claims in 2014–15.

**Table 13: Number and rates of serious claims, number of hours worked and number of employees, 2000–01 to 2015–16p**

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	133 045	9.5	16.3	14.057	8.186
2001-02	130 100	9.2	15.8	14.089	8.260
2002-03	132 410	9.1	15.6	14.540	8.483
2003-04	133 270	9.1	15.4	14.611	8.654
2004-05	134 750	8.9	15.1	15.166	8.897
2005-06	130 370	8.4	14.2	15.444	9.166
2006-07	129 430	8.1	13.6	15.972	9.495
2007-08	129 480	7.9	13.4	16.313	9.691
2008-09	126 110	7.7	12.8	16.446	9.890
2009-10	124 355	7.5	12.5	16.548	9.950
2010-11	127 720	7.5	12.5	16.971	10.220
2011-12	128 100	7.3	12.3	17.435	10.385
2012-13	119 910	6.8	11.3	17.669	10.567
2013-14	113 960	6.3	10.6	18.085	10.802
2014-15	110 280	6.0	10.0	18.282	11.001
<b>% change 2000-01 to 2014-15</b>	<b>-17%</b>	<b>-36%</b>	<b>-38%</b>	<b>30%</b>	<b>34%</b>
<b>2015-16p</b>	<b>104 770</b>	<b>5.6</b>	<b>9.3</b>	<b>18.549</b>	<b>11.229</b>

## 2.2 Gender

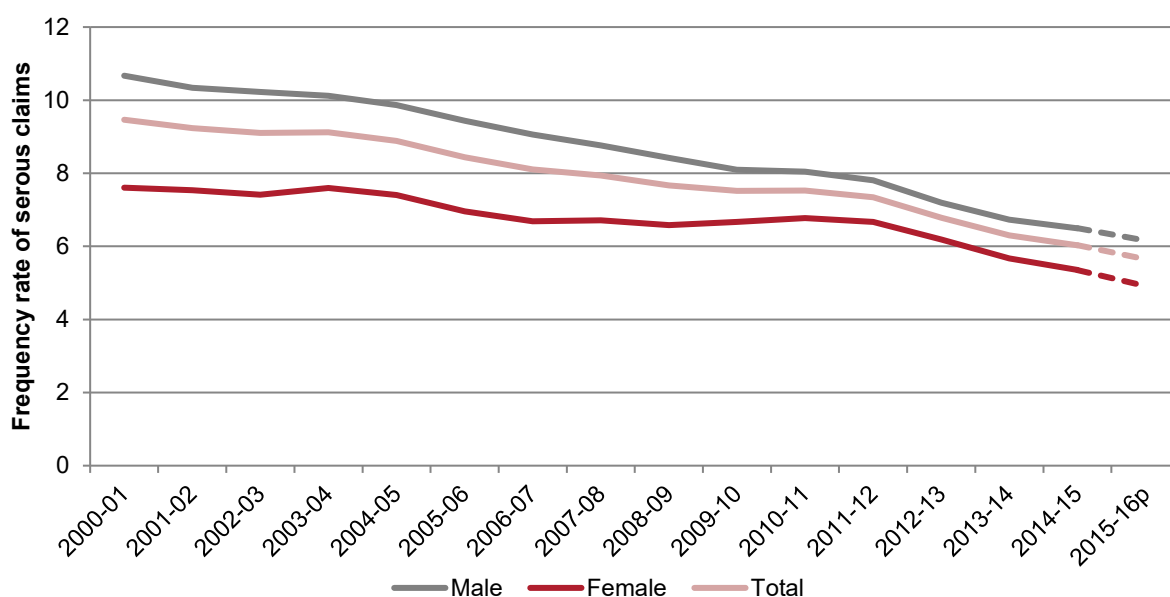
Over the period from 2000-01 to 2014-15, the number of serious claims have decreased by 22 per cent for male employees and 6 per cent for female employees. Frequency rates have fallen over the same period, 30 per cent for females and 39 per cent for males.

**Table 14: Number and rates of serious claims by sex, 2000-01 to 2015-16p**

Year of lodgement	Female			Male		
	Number of serious claims	Incidence rate	Frequency rate	Number of serious claims	Incidence rate	Frequency rate
2000-01	42 055	11.1	7.6	90 990	20.8	10.6
2001-02	41 910	10.8	7.6	88 190	20.1	10.3
2002-03	42 880	10.7	7.4	89 530	20.0	10.2
2003-04	43 905	10.8	7.6	89 365	19.5	10.1
2004-05	44 730	10.7	7.4	90 020	19.2	9.9
2005-06	43 230	9.9	7.0	87 145	18.1	9.4
2006-07	42 890	9.5	6.7	86 540	17.4	9.1
2007-08	44 220	9.6	6.7	85 260	16.8	8.7
2008-09	44 270	9.4	6.6	81 840	15.9	8.4
2009-10	45 000	9.5	6.7	79 355	15.3	8.1
2010-11	46 540	9.6	6.8	81 180	15.2	8.0
2011-12	47 055	9.5	6.7	81 045	14.9	7.8
2012-13	44 080	8.8	6.2	75 835	13.7	7.2
2013-14	41 340	8.1	5.7	72 620	12.8	6.7
2014-15	39 695	7.6	5.4	70 585	12.3	6.5
% change	-6%	-32%	-30%	-22%	-41%	-39%
<b>2015-16p</b>	<b>37 415</b>	<b>7.0</b>	<b>4.9</b>	<b>67 355</b>	<b>11.5</b>	<b>6.1</b>

The gap between male and female employees' frequency rates shrank between 2000-01 and 2012-13 (from 40 per cent higher to only 16 per cent higher), but has widened slightly in recent years due to a slight rise in the proportion of female employees.

**Figure 1: Frequency rates of serious claims by sex, 2000-01 to 2015-16p**





## 2.3 Age group

Tables 15, 16 and 17 present information on the age of employees who had serious claims in the period 2000–01 to 2014–15. The largest percentage drops in numbers of serious claims were recorded in the 15-19 years age group (down 45 per cent) and 35-39 years age group (down 40 per cent).

**Table 15: Number of serious claims by age group, 2000–01 and 2010–11 to 2015–16p**

Age group	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg	2015-16P
15-19 years	6650	5075	4900	4315	3730	3690	-45%	3580
20-24 years	13 560	11 140	11 290	10 585	10 100	10 130	-25%	9695
25-29 years	15 790	12 110	12 340	11 710	11 090	10 960	-31%	10 475
30-34 years	16 510	12 080	12 195	11 395	11 185	10 970	-34%	10 370
35-39 years	17 895	14 475	13 695	12 465	11 465	10 750	-40%	10 225
40-44 years	18 425	16 025	16 080	15 180	14 320	13 440	-27%	12 160
45-49 years	16 610	17 595	17 180	15 530	14 615	13 915	-16%	13 120
50-54 years	15 030	16 960	17 070	16 165	15 405	14 530	-3%	13 630
55-59 years	8280	12 520	13 075	12 390	12 045	11 800	43%	11 675
60-64 years	3575	7625	8010	7680	7555	7495	110%	7270
65+ years	710	2095	2250	2465	2430	2570	262%	2550
<b>Total</b>	<b>133 045</b>	<b>127 720</b>	<b>128 100</b>	<b>119 910</b>	<b>113 960</b>	<b>110 280</b>	<b>-17%</b>	<b>104 770</b>

The 55–59 and 60–64 years age groups have both shown an increase in the number of serious claims in the period 2000–01 to 2014–15, up 43 per cent and 110 per cent respectively. However, Table 16 shows that in the same period the frequency rates for the 55–59 and 60–64 years age groups have fallen 26 per cent and 31 per cent respectively.

While the number of claims rose in some age groups and fell in others, the frequency and incidence rates have fallen in all age groups over the period. The largest fall in frequency rates was for employees aged 30–34 and 35–39 (both falling by 48 per cent over the period).

**Table 16: Frequency rate (serious claims per million hours worked) by age group, 2000–01 and 2010–11 to 2015–16p**

Age group	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg	2015-16P
15-19 years	9.4	7.4	7.3	6.8	6.3	6.1	-35%	5.9
20-24 years	8.1	6.2	6.1	5.9	5.7	5.7	-30%	5.3
25-29 years	8.0	5.4	5.4	5.1	4.7	4.7	-42%	4.4
30-34 years	9.2	6.3	5.9	5.3	5.0	4.8	-48%	4.4
35-39 years	10.1	7.2	6.8	6.3	5.6	5.2	-48%	4.9
40-44 years	10.0	8.1	7.8	7.1	6.5	6.1	-39%	5.6
45-49 years	9.9	8.8	8.5	7.7	7.1	6.6	-33%	6.2
50-54 years	10.6	9.2	9.0	8.4	7.7	7.3	-31%	6.9
55-59 years	10.2	9.2	9.1	8.4	7.8	7.6	-26%	7.3
60-64 years	11.8	9.5	9.8	9.0	8.6	8.1	-31%	7.6
65+ years*	7.2	7.4	6.5	6.6	6.0	6.3	-12%	5.8
<b>Total</b>	<b>9.5</b>	<b>7.5</b>	<b>7.3</b>	<b>6.8</b>	<b>6.3</b>	<b>6.0</b>	<b>-36%</b>	<b>5.6</b>

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

**Table 17: Incidence rate (serious claims per 1000 employees) by age group, 2000–01 and 2010–11 to 2015–16p**

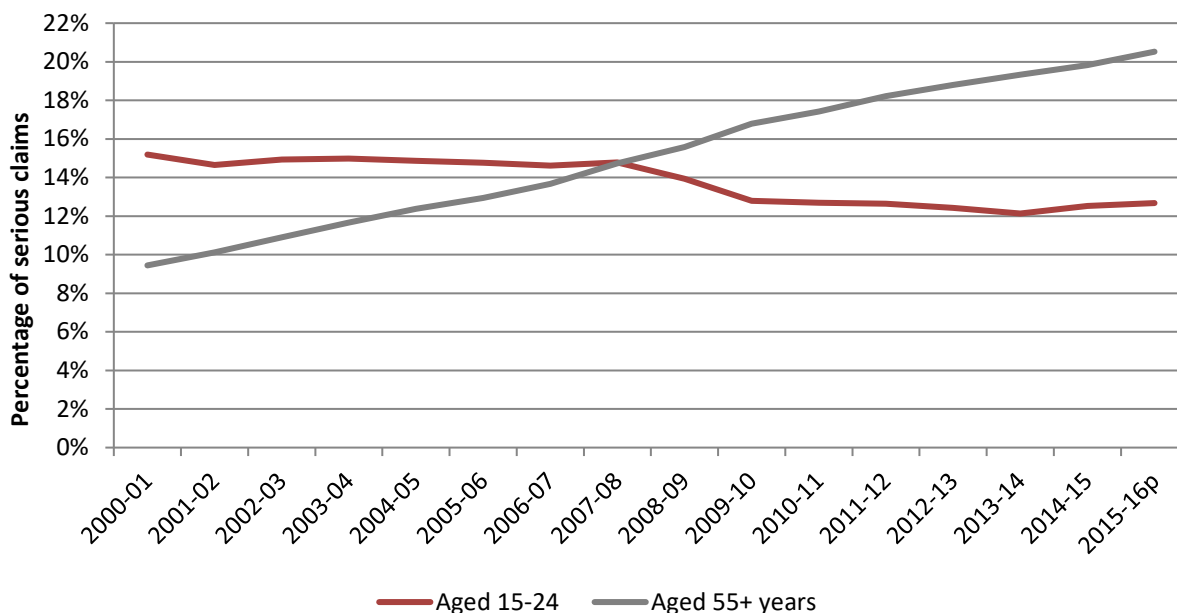
Age group	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg	2015-16P
15-19 years	9.7	7.2	7.0	6.4	5.7	5.5	-44%	5.2
20-24 years	13.3	9.3	9.4	9.1	8.6	8.6	-36%	7.9
25-29 years	14.7	9.6	9.6	9.1	8.4	8.2	-44%	7.7
30-34 years	16.7	11.0	10.6	9.4	8.9	8.4	-50%	7.7
35-39 years	18.2	12.7	12.1	11.0	10.0	9.2	-49%	8.6
40-44 years	18.1	14.2	13.8	12.5	11.7	10.8	-40%	9.9
45-49 years	18.1	15.6	15.5	13.8	12.8	11.9	-34%	11.0
50-54 years	19.3	16.2	16.1	14.8	13.6	13.0	-32%	12.1
55-59 years	18.0	15.7	15.8	14.6	13.5	12.9	-28%	12.5
60-64 years	19.2	15.1	15.7	14.4	13.8	13.0	-32%	12.0
65+ years*	9.9	9.8	9.1	8.9	8.0	8.2	-18%	7.6
<b>Total</b>	<b>16.3</b>	<b>12.5</b>	<b>12.3</b>	<b>11.3</b>	<b>10.6</b>	<b>10.0</b>	<b>-38%</b>	<b>9.3</b>

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

The increase in the number of serious claims for older workers is in line with the general ageing workforce. As shown in Figure 2 below, this has meant that the percentage of serious claims made by employees aged 55 years and above has been trending up, increasing from 9 per cent in 2000–01 to 17 per cent in 2014–15.

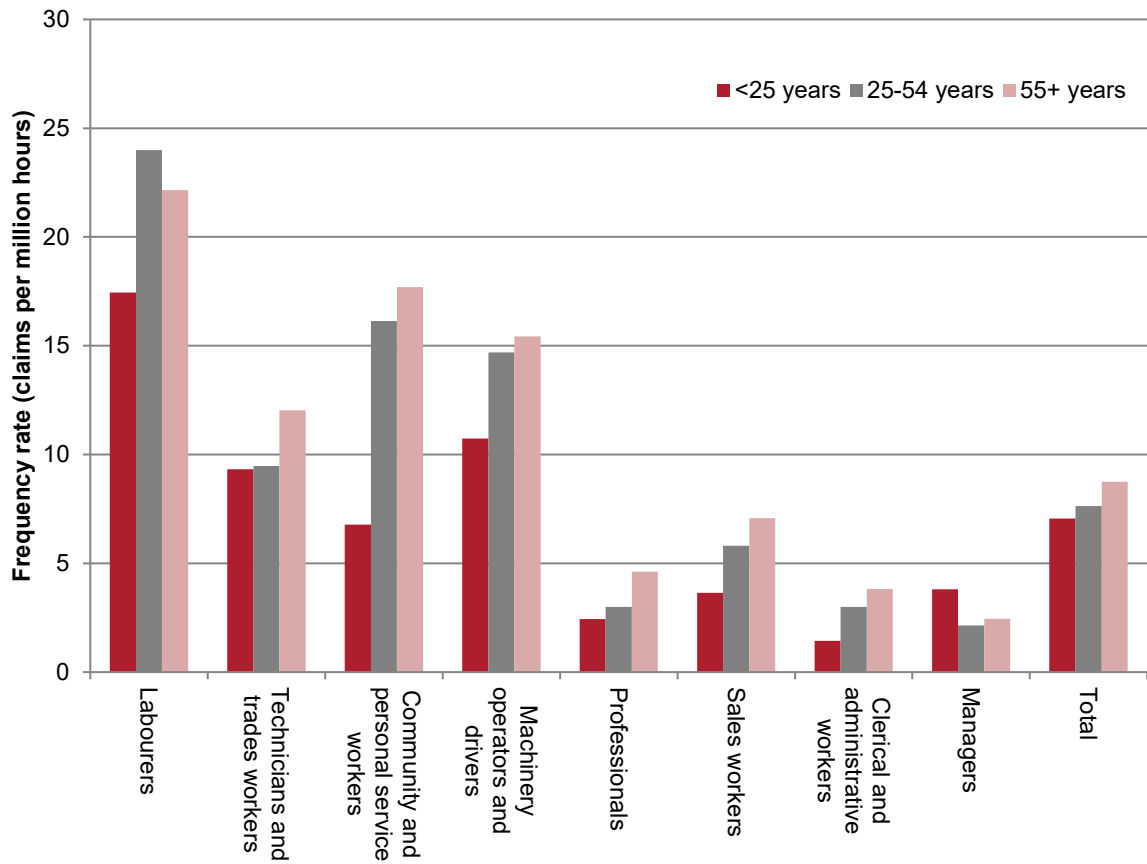
At the same time there has been a slight fall in the proportion of serious claims made by young workers aged under 25 years. As a result, from 2008–09 onwards, the percentage of serious claims made by employees aged 55 years and above has exceeded the percentage for employees under 25 years.

**Figure 2: Percentage of serious claims by age group, 2000–01 to 2015–16p**



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 2015–16p**



## 2.4 Occupation

Tables 18, 19 and 20 show the number of serious workers' compensation claims decreased in six of the nine major occupation groups. The largest percentage decrease in the number of claims over the time series occurred among Labourers (down 30 per cent), followed by Clerical and administrative workers (down 29 per cent). The greatest increase in the number of serious claims was recorded by the Community and personal service workers group which rose by 25 per cent over the period.

All occupations have recorded a fall in both frequency and incidence rates over the period. The largest falls were recorded for Managers, down by 46 per cent and 51 per cent respectively.

**Table 18: Number of serious claims by occupation, 2000–01 and 2010–11 to 2015–16p**

Occupation	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg	2015-16p
Labourers	38 565	31 300	31 640	29 095	27 310	27 065	-30%	26 410
Technicians and trades workers	27 150	23 245	23 070	21 720	21 010	20 180	-26%	19 110
Community and personal service workers	15 020	21 190	21 070	20 165	19 330	18 710	25%	17 145
Machinery operators and drivers	20 290	18 225	19 285	17 860	17 080	16 205	-20%	14 895
Professionals	10 405	13 345	12 130	11 975	11 190	11 000	6%	9605
Sales workers	7405	7110	7370	6505	6345	6170	-17%	5885
Clerical and administrative workers	7955	7520	7325	6795	5860	5645	-29%	4900
Managers	5200	5560	5965	5250	5080	4770	-8%	4555
<b>Total</b>	<b>133 045</b>	<b>127 720</b>	<b>128 100</b>	<b>119 910</b>	<b>113 960</b>	<b>110 280</b>	<b>-17%</b>	<b>104 770</b>

**Table 19: Frequency rate (serious claims per million hours worked) by occupation, 2000–01 and 2010–11 to 2015–16p**

Occupation	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg	2015-16p
Labourers	26.6	20.6	20.8	19.1	18.0	18.2	-31%	17.7
Technicians and trades workers	12.7	9.0	8.7	8.0	7.6	7.2	-43%	6.8
Community and personal service workers	15.0	15.5	14.9	14.2	12.9	12.3	-18%	10.7
Machinery operators and drivers	18.1	14.1	13.8	12.5	12.1	11.5	-37%	11.1
Professionals	3.4	3.3	3.0	2.9	2.6	2.5	-27%	2.1
Sales workers	5.9	5.2	5.7	4.8	4.6	4.3	-26%	4.1
Clerical and administrative workers	3.3	3.1	2.9	2.7	2.3	2.3	-31%	1.9
Managers	3.2	2.3	2.4	2.1	1.9	1.7	-46%	1.6
<b>Total</b>	<b>9.5</b>	<b>7.5</b>	<b>7.3</b>	<b>6.8</b>	<b>6.3</b>	<b>6.0</b>	<b>-36%</b>	<b>5.6</b>

**Table 20: Incidence rate (serious claims per 1000 employees) by occupation, 2000–01 and 2010–11 to 2015-16p**

Occupation	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg	2015-16p
<b>Labourers</b>	39.2	29.6	30.3	27.6	26.0	26.2	-33%	25.3
<b>Technicians and trades workers</b>	24.9	17.2	16.8	15.5	14.7	13.9	-44%	13.2
<b>Community and personal service workers</b>	20.3	19.8	19.3	18.3	16.9	15.9	-22%	13.7
<b>Machinery operators and drivers</b>	35.3	27.6	27.6	24.9	24.1	22.6	-36%	21.4
<b>Professionals</b>	6.4	5.8	5.2	4.9	4.5	4.3	-33%	3.6
<b>Sales workers</b>	7.8	6.6	7.1	6.2	5.8	5.6	-28%	5.2
<b>Clerical and administrative workers</b>	5.3	4.8	4.5	4.2	3.6	3.5	-35%	3.0
<b>Managers</b>	7.4	4.9	5.0	4.4	4.0	3.6	-51%	3.4
<b>Total</b>	<b>16.3</b>	<b>12.5</b>	<b>12.3</b>	<b>11.3</b>	<b>10.6</b>	<b>10.0</b>	<b>-38%</b>	<b>9.3</b>

## 2.5 Industry

Table 21 shows that from 2000-01 to 2014-15, the number of serious claims decreased in 13 of the 17 industry divisions. The largest decrease in the number of claims over this period occurred among employees in the Information, media and telecommunications industry (down 51 per cent) followed by the Manufacturing industry (down 48 per cent), and the Financial and insurance services industry (down 39 per cent).

**Table 21: Number of serious claims by industry, 2000-01 and 2010-11 to 2015-16p**

Industry	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg	2015-16p
Health care and social assistance	15 305	19 345	20 125	19 400	18 030	17 565	15%	16 175
Manufacturing	27 015	17 770	17 805	15 680	14 330	14 175	-48%	12 740
Construction	12 295	12 770	12 980	12 420	12 475	12 715	3%	12 670
Retail trade	11 915	10 405	10 535	9 915	9 880	9 635	-19%	9 185
Transport, postal and warehousing	11 575	11 310	11 415	10 345	9 690	9 145	-21%	8 200
Public administration and safety	8 120	10 695	9 985	10 115	9 275	8 550	5%	7 670
Education and training	6 105	7 610	7 390	6 910	6 645	6 820	12%	6 335
Accommodation and food services	7 400	6 860	7 145	6 810	6 355	6 390	-14%	6 185
Wholesale trade	5 895	5 520	5 095	4 915	4 700	4 735	-20%	4 415
Administrative and support services	6 255	6 290	5 820	5 130	4 635	3 835	-39%	4 245
Agriculture, forestry and fishing	5 455	3 665	3 925	3 705	3 535	3 485	-36%	3 510
Other services	4 275	3 380	3 905	3 665	3 575	3 115	-27%	2 790
Arts and recreation services	2 320	2 530	2 635	2 130	2 280	2 265	-2%	2 110
Mining	1 895	2 425	2 860	3 040	2 860	2 205	17%	2 080
Professional, scientific and technical services	2 110	2 255	2 085	1 840	1 825	1 850	-12%	1 645
Electricity, gas, water and waste Services	1 420	1 380	1 280	1 280	1 270	1 225	-14%	1 140
Rental, hiring and real estate Services	1 025	1 215	1 185	1 035	1 030	1 040	1%	970
Financial and insurance Services	1 310	1 065	965	845	790	750	-43%	620
Information media and telecommunications	1 230	710	750	605	615	605	-51%	515
<b>Total</b>	<b>133 045</b>	<b>127 720</b>	<b>128 100</b>	<b>119 910</b>	<b>113 960</b>	<b>110 280</b>	<b>-17%</b>	<b>104 770</b>

While some industries recorded increasing serious claim numbers, frequency rates have fallen in all industries since 2000-01. The largest fall in frequency rate over the period occurred in the Mining industry, which fell 59 per cent. Large decreases in frequency rates were also recorded in Financial and insurance services (down 53 per cent) and Administrative and support services (down 52 per cent). The smallest improvements occurred in Education and training services (down 16 per cent), Wholesale trade (down 20 per cent), and Public administration and safety (down 22 per cent) industries.

**Table 22: Frequency rate (serious claims per million hours worked) by industry, 2000-01 and 2010-11 to 2015-16p**

Industry	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg	2015-16p
Health care and social assistance	12.1	10.7	10.5	10.0	9.1	8.7	-29%	7.4
Manufacturing	13.9	10.5	10.7	9.5	8.8	8.8	-37%	8.4
Construction	13.5	9.0	9.0	8.4	7.8	8.1	-40%	8.0
Retail trade	8.8	6.4	6.5	6.1	6.0	5.6	-36%	5.3
Transport, postal and warehousing	14.9	11.8	12.2	10.4	9.6	8.6	-42%	7.7
Public administration and safety	8.8	9.1	8.1	8.3	7.2	6.9	-22%	6.1
Education and training	5.5	5.6	5.5	4.9	4.6	4.6	-16%	4.3
Accommodation and food services	8.9	7.2	7.5	7.0	6.6	6.1	-31%	5.9
Wholesale trade	8.2	7.7	7.1	6.5	6.6	6.6	-20%	6.6
Administrative and support services	11.6	9.4	8.3	7.4	6.7	5.6	-52%	5.8
Agriculture, forestry and fishing	14.3	10.5	10.8	10.7	9.1	9.9	-31%	8.9
Other services	7.8	5.5	6.3	6.0	5.2	4.7	-40%	4.3
Arts and recreation services	13.7	9.8	9.7	8.0	9.2	8.0	-41%	7.1
Mining	10.7	5.4	5.3	5.2	4.9	4.5	-59%	4.1
Professional, scientific and technical services	2.0	1.7	1.5	1.3	1.2	1.2	-42%	1.0
Electricity, gas, water and waste Services	9.3	5.0	4.6	4.9	4.5	4.6	-50%	4.2
Rental, hiring and real estate Services	4.6	3.9	3.6	3.2	3.0	2.8	-38%	2.6
Financial and insurance Services	2.2	1.5	1.3	1.2	1.0	1.0	-53%	0.8
Information media and telecommunications	3.1	2.0	2.0	1.6	1.8	1.6	-47%	1.4
<b>Total</b>	<b>9.5</b>	<b>7.5</b>	<b>7.3</b>	<b>6.8</b>	<b>6.3</b>	<b>6.0</b>	<b>-36%</b>	<b>5.6</b>

The pattern of incidence rates by industry is similar to the pattern for frequency rates, with incidence rates falling in all industries. The largest falls in incidence rates occurred in the Mining (down 61 per cent), Financial and insurance services (down 53 per cent) and Administrative and support services (down 53 per cent) industries.

**Table 23: Incidence rate (serious claims per 1000 employees) by industry, 2000–01 and 2010–11 to 2015–16p**

Industry	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg	2015-16p
Health care and social assistance	17.8	15.3	15.3	14.3	13.0	12.3	-31%	10.7
Manufacturing	27.2	20.2	20.7	18.1	16.4	16.6	-39%	15.5
Construction	27.7	18.0	18.0	17.1	15.9	16.1	-42%	16.0
Retail trade	12.2	8.8	8.9	8.5	8.3	7.9	-35%	7.3
Transport, postal and warehousing	29.3	22.4	23.0	19.7	18.1	16.3	-44%	14.4
Public administration and safety	15.5	15.3	13.9	14.2	12.1	11.5	-25%	10.2
Education and training	9.1	8.7	8.5	7.5	7.2	7.2	-21%	6.5
Accommodation and food services	11.9	8.9	9.3	8.9	8.4	7.8	-35%	7.4
Wholesale trade	16.1	14.7	13.4	12.2	12.5	12.7	-21%	12.3
Administrative and support services	19.1	15.2	13.5	12.1	10.8	9.0	-53%	9.2
Agriculture, forestry and fishing	27.8	20.6	21.4	20.7	18.1	19.1	-31%	17.5
Other services	13.7	9.5	10.9	10.3	9.0	7.9	-42%	7.4
Arts and recreation services	18.6	12.4	12.8	10.7	12.0	10.1	-46%	9.7
Mining	25.1	12.5	12.2	11.9	11.1	9.9	-61%	9.2
Professional, scientific and technical services	3.8	3.2	2.8	2.3	2.3	2.1	-45%	1.8
Electricity, gas, water and waste Services	17.8	9.8	9.0	9.4	8.6	8.8	-50%	8.2
Rental, hiring and real estate Services	8.8	6.9	6.7	5.9	5.4	5.2	-41%	4.8
Financial and insurance Services	4.0	2.8	2.4	2.1	1.9	1.9	-53%	1.4
Information media and telecommunications	5.4	3.5	3.7	2.8	3.2	2.9	-46%	2.5
<b>Total</b>	<b>16.3</b>	<b>12.5</b>	<b>12.3</b>	<b>11.3</b>	<b>10.6</b>	<b>10.0</b>	<b>-38%</b>	<b>9.3</b>



## 2.6 Nature of injury or disease

Table 24 shows serious claims related to injury and musculoskeletal disorders fell by 17 per cent from 119 730 claims in 2000–01 to 98 915 claims in 2014–15. This fall was driven by a significant fall in the number of Traumatic joint/ligament and muscle/tendon injury and musculoskeletal and connective tissue diseases (down 36 per cent).

While the number of serious claims involving diseases decreased by 15 per cent between 2000–01 and 2014–15, the number of serious claims involving Mental disorders has remained unchanged. The largest decrease in serious claims involving diseases over the period was Skin and subcutaneous tissue diseases, down 47 per cent.

**Table 24: Number of serious claims by nature of injury or disease, 2000–01 and 2010–11 to 2015–16p**

Nature of injury or disease	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg	2015-16p
<b>Injury and musculoskeletal disorders</b>								
Traumatic joint/ligament and muscle/tendon injury and musculoskeletal and connective tissue diseases	80 700	76 405	78 215	72 750	69 260	65 930	-18%	60 700
Wounds, lacerations, amputations and internal organ damage	22 765	19 365	18 060	17 145	16 655	16 290	-28%	16 680
Fractures	11 285	11 245	11 430	11 005	10 425	10 840	-4%	10 615
Burn	2 110	1 815	1 940	1 790	1 715	1 690	-20%	1 645
Intracranial injuries	420	535	530	515	550	670	61%	655
Injury to nerves and spinal cord	85	240	240	220	195	165	95%	140
<b>Total: injury and musculoskeletal disorders</b>	<b>119 730</b>	<b>112 845</b>	<b>113 670</b>	<b>106 825</b>	<b>101 855</b>	<b>98 915</b>	<b>-17%</b>	<b>93 890</b>
<b>Diseases</b>								
Mental disorders	6 620	8 725	8 365	7 735	6 880	6 585	0%	6 470
Digestive system diseases	3 230	3 025	3 110	2 760	2 625	2 385	-26%	2 235
Nervous system and sense organ diseases	1 595	1 555	1 480	1 360	1 310	1 205	-24%	1 055
Skin and subcutaneous tissue diseases	855	680	670	535	530	450	-47%	495
Infectious and parasitic diseases	305	260	235	245	270	295	-2%	220
Respiratory system diseases	285	285	245	210	235	225	-21%	185
Circulatory system diseases	190	145	150	115	115	95	-51%	110
Neoplasms (cancer)	60	55	60	35	50	40	-33%	30
<b>Total: diseases</b>	<b>13 310</b>	<b>14 875</b>	<b>14 430</b>	<b>13 085</b>	<b>12 105</b>	<b>11 370</b>	<b>-15%</b>	<b>10 880</b>
<b>Total: serious claims</b>	<b>133 045</b>	<b>127 720</b>	<b>128 100</b>	<b>119 910</b>	<b>113 960</b>	<b>110 280</b>	<b>-17%</b>	<b>104 770</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.

## 2.7 Bodily location of injury or disease

Table 25 shows that claims related to injuries to Upper limbs accounted for over one-third of all serious claims. Within this group, serious claims for the Shoulder have risen by 12 per cent, from 10 650 serious claims in 2000–01 to 11 920 serious claims in 2014–15.

Serious claims related to the Trunk account for a further one-quarter of all serious claims. This group of claims recorded a 35 per cent decrease between 2000–01 and 2014–15. The major contributor to this decrease is the reduction in Back – upper or lower claims, which declined from 35 260 in 2000–01 to 22 735 in 2014–15.

**Table 25: Number of serious claims by bodily location of injury or disease, 2000–01 and 2010–11 to 2015–16p**

Bodily location of injury or disease	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg	2015-16p
<b>Upper limbs</b>	<b>43 045</b>	<b>42 460</b>	<b>43 200</b>	<b>40 895</b>	<b>38 960</b>	<b>38 605</b>	<b>-10%</b>	<b>36 595</b>
Hand, fingers and thumb	17 625	15 560	15 490	14 770	14 140	14 465	-18%	14 140
Shoulder	10 650	13 020	13 690	12 985	12 450	11 920	12%	10 850
Wrist	6 115	6 280	6 035	5 660	5 340	5 175	-15%	4 820
Elbow	3 110	3 030	3 155	2 995	2 795	2 800	-10%	2 495
Forearm	2 165	1 895	2 025	1 860	1 605	1 640	-24%	1 615
Upper arm	1 145	1 145	1 145	1 070	1 070	1 025	-10%	1 055
<b>Trunk</b>	<b>42 585</b>	<b>35 215</b>	<b>34 835</b>	<b>31 850</b>	<b>29 760</b>	<b>27 855</b>	<b>-35%</b>	<b>25 925</b>
Back - upper or lower	35 260	28 760	28 455	26 020	24 370	22 735	-36%	21 025
Abdomen and pelvic Region	4 745	4 230	4 100	3 650	3 365	3 185	-33%	2 970
Chest (thorax)	2 350	2 000	2 045	1 970	1 795	1 725	-27%	1 680
<b>Lower limbs</b>	<b>26 345</b>	<b>27 410</b>	<b>28 245</b>	<b>26 710</b>	<b>25 995</b>	<b>25 385</b>	<b>-4%</b>	<b>24 120</b>
Knee	10 460	11 775	12 050	11 445	11 110	10 970	5%	10 035
Ankle	5 915	6 020	6 255	5 895	5 690	5 615	-5%	5 365
Foot and toes	4 545	4 170	4 320	4 045	3 995	3 870	-15%	3 745
Lower leg	2 245	2 715	2 745	2 500	2 470	2 290	2%	2 235
Upper leg	1 015	935	1 035	955	935	850	-16%	940
Hip	780	915	935	940	890	865	11%	845
<b>Non-physical locations</b>	<b>6 610</b>	<b>8 825</b>	<b>8 375</b>	<b>7 735</b>	<b>6 875</b>	<b>6 585</b>	<b>0%</b>	<b>6 300</b>
<b>Head</b>	<b>3 765</b>	<b>3 610</b>	<b>3 660</b>	<b>3 565</b>	<b>3 425</b>	<b>3 475</b>	<b>-8%</b>	<b>3 395</b>
Cranium	830	880	830	735	845	940	13%	915
Eye	1 155	970	990	960	875	875	-24%	835
Face, not elsewhere specified	640	610	680	720	630	590	-8%	625
Nose	230	215	225	195	210	225	-3%	225
Mouth	135	185	185	200	155	135	0%	155
Ear	170	175	180	155	130	120	-29%	100
<b>Multiple locations</b>	<b>6 180</b>	<b>6 495</b>	<b>5 875</b>	<b>5 565</b>	<b>5 460</b>	<b>5 095</b>	<b>-18%</b>	<b>4 885</b>
<b>Neck</b>	<b>3 700</b>	<b>2 810</b>	<b>2 900</b>	<b>2 565</b>	<b>2 470</b>	<b>2 240</b>	<b>-39%</b>	<b>2 000</b>
<b>Systemic locations</b>	<b>655</b>	<b>555</b>	<b>425</b>	<b>380</b>	<b>420</b>	<b>440</b>	<b>-33%</b>	<b>565</b>
<b>Total</b>	<b>133 045</b>	<b>127 720</b>	<b>128 100</b>	<b>119 910</b>	<b>113 960</b>	<b>110 280</b>	<b>-17%</b>	<b>104 770</b>

**Note:** The table above doesn't include all bodily locations, as a result numbers of serious claims do not add to the stated totals.

## 2.8 Mechanism of injury or disease

Table 26 shows that Body stressing was the most common mechanism of injury, consistently accounting for around 40 per cent of serious claims, but also recording a substantial fall in claim numbers (down 23 per cent) between 2000–01 and 2014–15. In addition, 60 percent of the reduction in all serious claims was due to the reduction in Body stressing claims.

The mechanism group which recorded the largest decrease in serious claims was Vehicle incidents and other (down 28 per cent), followed by Hitting objects with a part of the body (down 26 per cent). The number of claims due to Being assaulted by a person or persons has more than doubled since 2000–01.

**Table 26: 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	2010-11	2011-12	2012-13	2013-14	2014-15	% chg	2015-16
<b>Body stressing</b>	<b>58 175</b>	<b>54 160</b>	<b>51 265</b>	<b>49 915</b>	<b>47 810</b>	<b>44 950</b>	<b>-23%</b>	<b>41 190</b>
Muscular stress while lifting, carrying, or putting down objects	28 610	23 405	21 300	20 275	19 200	17 260	<b>-40%</b>	15 740
Muscular stress while handling objects other than lifting, carrying or putting down	18 830	19 995	19 390	19 410	18 635	18 275	<b>-3%</b>	17 080
Muscular stress with no objects being handled	6 325	6 930	6 570	6 265	6 260	5 700	<b>-10%</b>	5 190
<b>Falls, trips &amp; slips of a person</b>	<b>26 145</b>	<b>27 830</b>	<b>34 715</b>	<b>26 455</b>	<b>25 425</b>	<b>25 050</b>	<b>-4%</b>	<b>24 090</b>
Falls on the same level	15 560	18 095	17 065	16 645	16 280	15 970	<b>3%</b>	15 060
Falls from a height	8 845	7 800	7 290	7 180	6 800	6 880	<b>-22%</b>	6 465
<b>Being hit by moving objects</b>	<b>18 170</b>	<b>17 660</b>	<b>17 020</b>	<b>17 590</b>	<b>16 625</b>	<b>16 530</b>	<b>-9%</b>	<b>16 120</b>
Being hit by falling objects	4 205	4 055	4 150	3 835	3 615	3 590	<b>-15%</b>	3 515
Being trapped between stationary and moving objects	2 480	2 480	2 465	2 405	2 360	2 275	<b>-8%</b>	2 080
Being trapped by moving machinery or equipment	2 145	1 415	1 420	1 285	1 070	930	<b>-57%</b>	955
Being assaulted by a person or persons	1 105	2 215	2 080	2 475	2 240	2 270	<b>105%</b>	2 130
<b>Hitting objects with a part of the body</b>	<b>10 580</b>	<b>8 435</b>	<b>8 325</b>	<b>8 055</b>	<b>7 935</b>	<b>7 830</b>	<b>-26%</b>	<b>7 760</b>
Hitting stationary objects	5 115	4 535	4 245	4 180	4 120	3 810	<b>-26%</b>	3 585
Hitting moving objects	5 315	3 815	4 010	3 810	3 730	3 965	<b>-25%</b>	4 130
<b>Vehicle incidents &amp; other</b>	<b>9 435</b>	<b>7 890</b>	<b>7 035</b>	<b>7 600</b>	<b>6 685</b>	<b>6 755</b>	<b>-28%</b>	<b>6 660</b>
Vehicle accident	2 730	3 140	3 050	2 935	2 580	2 375	<b>-13%</b>	2 515
<b>Mental stress</b>	<b>6 295</b>	<b>8 360</b>	<b>6 415</b>	<b>7 095</b>	<b>6 405</b>	<b>6 200</b>	<b>-1%</b>	<b>6 085</b>
<b>Heat, electricity and other environmental factors</b>	<b>1 955</b>	<b>1 660</b>	<b>1 730</b>	<b>1 660</b>	<b>1 595</b>	<b>1 550</b>	<b>-21%</b>	<b>1 535</b>
<b>Chemicals and other substances</b>	<b>1 535</b>	<b>1 105</b>	<b>1 090</b>	<b>1 035</b>	<b>950</b>	<b>865</b>	<b>-44%</b>	<b>870</b>
<b>Biological factors</b>	<b>605</b>	<b>440</b>	<b>325</b>	<b>360</b>	<b>405</b>	<b>405</b>	<b>-32%</b>	<b>325</b>
<b>Sound and pressure</b>	<b>150</b>	<b>175</b>	<b>175</b>	<b>150</b>	<b>130</b>	<b>145</b>	<b>-4%</b>	<b>130</b>
<b>Total serious claims</b>	<b>133 045</b>	<b>127 720</b>	<b>128 100</b>	<b>119 910</b>	<b>113 960</b>	<b>110 280</b>	<b>-17%</b>	<b>104 770</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.

## 2.9 Breakdown agency of injury or disease

Table 27 shows that Non-powered hand tools, appliances and equipment consistently recorded the highest number of claims across the period. Between 2000–01 and 2014–15, claims fell in this group by 24 per cent.

Serious claims across all breakdown agencies fell between 3 and 47 percent with the exception of Materials and substances (up by 8 per cent) and Animal, human and biological agencies (up by 10 per cent). Chemicals and chemical products recorded the greatest fall (down 47 per cent), followed by Machinery and (mainly) fixed plant (down 44 per cent).

**Table 27: Number of serious claims by breakdown agency of injury or disease, 2000–01 and 2010–11 to 2015-16p**

Breakdown agency of injury or disease	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg	2015-16p
Non-powered hand tools, appliances and equipment	35 675	30 370	30 340	28 985	27 515	26 995	-24%	25 495
Environmental agencies	18 055	19 105	19 205	19 230	18 260	17 535	-3%	16 805
Materials and substances	14 830	15 150	16 455	15 790	15 605	15 945	8%	14 790
Animal, human and biological agencies	13 955	16 430	14 925	16 905	16 100	15 350	10%	14 155
Mobile plant and transport	11 450	11 295	11 790	11 645	11 165	10 505	-8%	9 930
Machinery and (mainly) fixed plant	9 295	5 940	6 350	5 835	5 585	5 190	-44%	4 935
Powered equipment, tools and appliances	6 375	5 695	5 880	5 570	5 060	4 925	-23%	4 495
Chemicals and chemical products	1 390	915	925	840	810	740	-47%	725
Other and unspecified agencies	22 020	21 450	12 850	13 725	13 490	13 060	-41%	12 000
<b>Total serious claims</b>	<b>133 045</b>	<b>127 720</b>	<b>128 100</b>	<b>119 910</b>	<b>113 960</b>	<b>110 280</b>	<b>-17%</b>	<b>104 770</b>



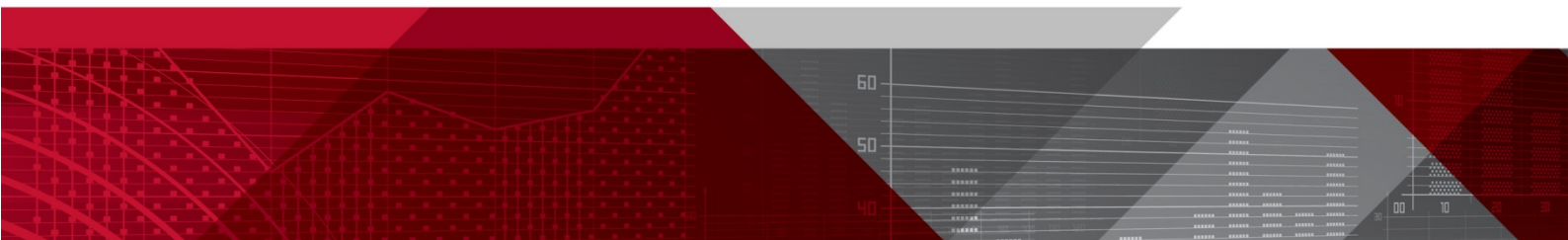
# Section 3:

## 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 (2015–16) 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 2014–15, 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 112 per cent from \$5 200 to \$11 000 (Table 20).

Table 28 also shows an estimate of the inflation adjusted median compensation paid. The median compensation is adjusted using the ABS Wage Price Index<sup>1</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 28: Serious claims: median time lost and compensation paid, 2000–01 to 2014–15**

Financial year of lodgement	Serious claims	Median time lost (weeks)	Median compensation paid	Median compensation (WPI adjusted)
2000-01	133 045	4.2	\$5 200	\$5 200
2001-02	130 100	4.3	\$5 400	\$5 200
2002-03	132 410	4.4	\$5 500	\$5 100
2003-04	133 270	4.0	\$5 100	\$4 600
2004-05	134 750	4.0	\$5 700	\$5 000
2005-06	130 370	4.3	\$5 700	\$4 800
2006-07	129 430	4.4	\$6 200	\$5 000
2007-08	129 480	4.6	\$6 800	\$5 200
2008-09	126 110	5.0	\$8 000	\$5 900
2009-10	124 355	5.0	\$8 600	\$6 200
2010-11	127 720	5.4	\$9 100	\$6 300
2011-12	128 100	5.6	\$9 600	\$6 400
2012-13	119 910	5.4	\$9 900	\$6 400
2013-14	113 960	5.6	\$10 300	\$6 500
2014-15	110 280	5.6	\$11 000	\$6 800

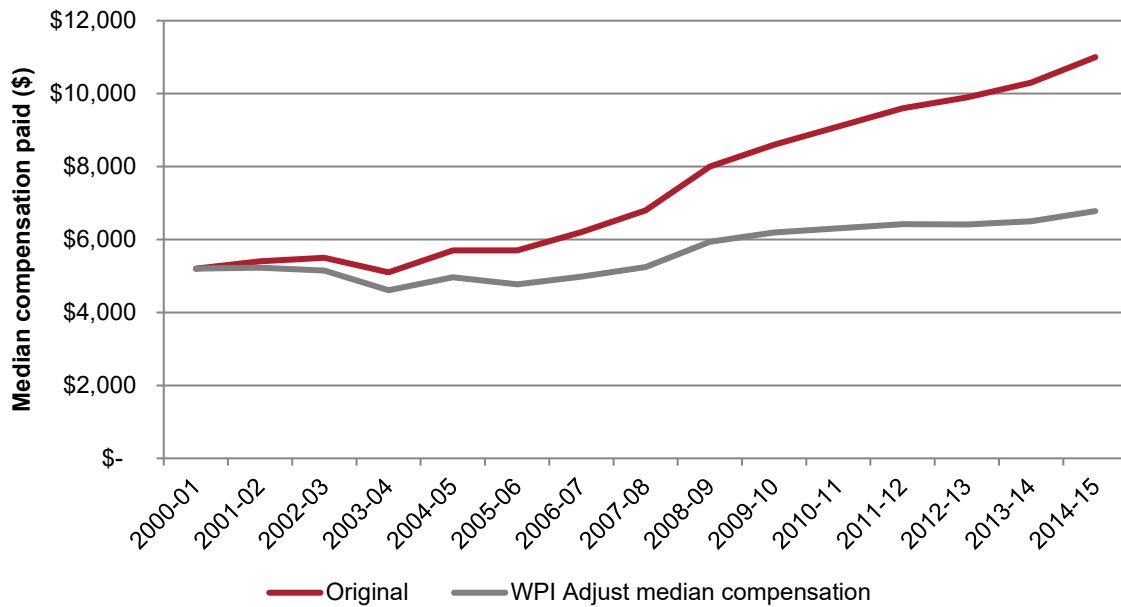
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<sup>1</sup> Wage Price Index, ABS Catalogue No. 6345.0, Australia, September 2016.

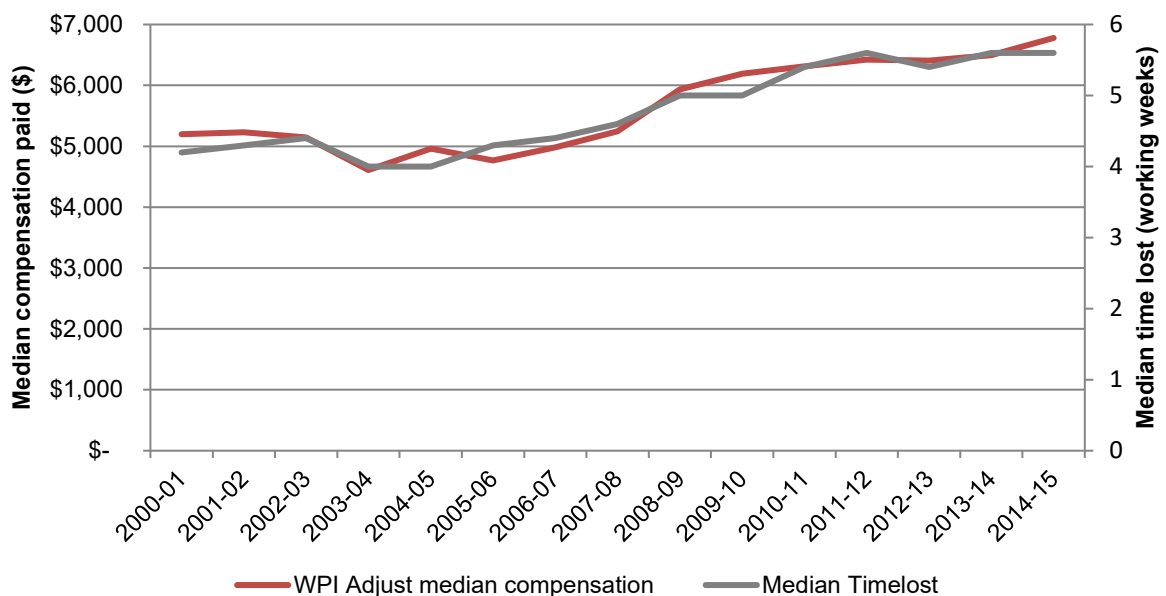
Figure 4 shows the original and WPI adjusted median compensation payment from 2000–01 to 2014–15.

Figure 5 shows the comparison between median time lost and the WPI adjusted median compensation paid series between 2000–01 and 2014–15, showing that in real terms median compensation paid has broadly moved in line with median time lost.

**Figure 4: Original and inflation adjusted median compensation paid, 2000–01 to 2014–15**



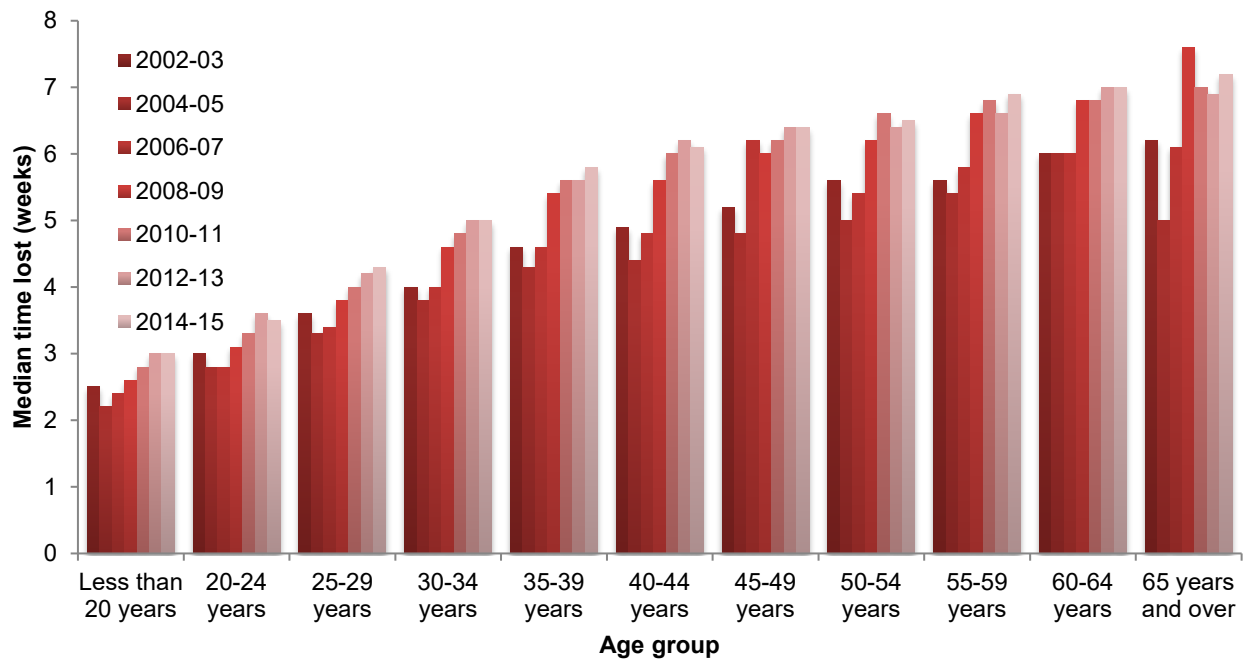
**Figure 5: Median time lost and inflation adjusted median compensation paid, 2000–01 to 2014–15**



### 3.1 Age group

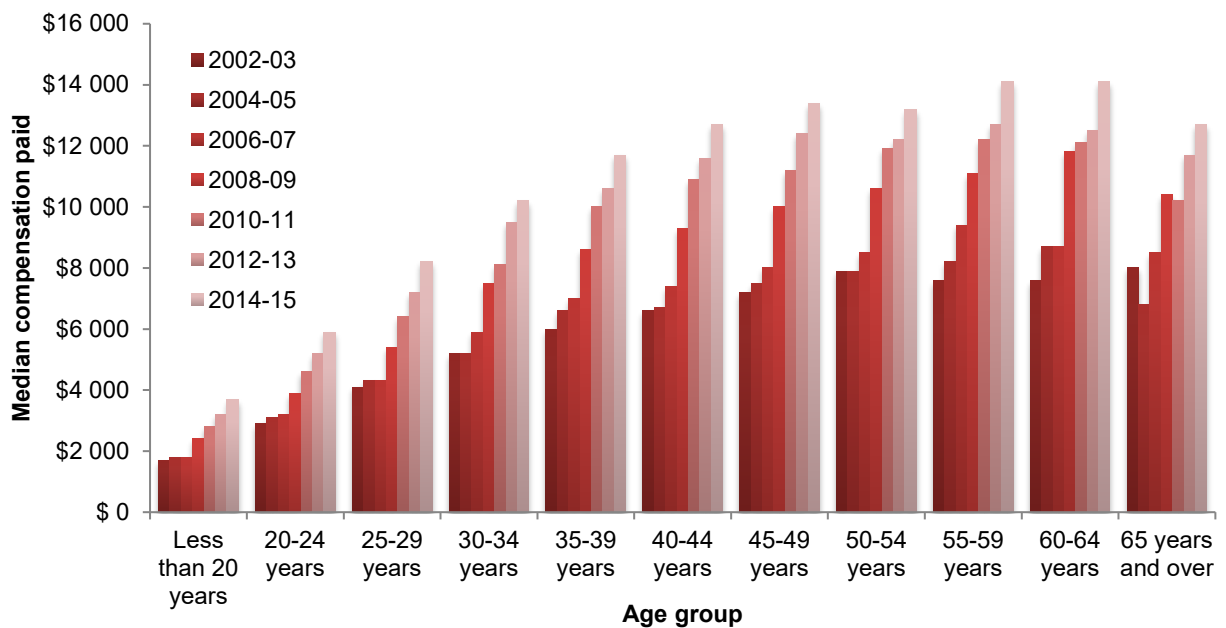
Figure 6 shows that median time lost increases with age and that all age groups have recorded an increase in median time lost between 2002–03 and 2014–15.

**Figure 6: Serious claims: median time lost by age group, 2002–03 to 2014–15**



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, 2002–03 to 2014–15**





## 3.2 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 29 shows that male median compensation has increased 136 per cent from \$5 000 in 2000–01 to \$11 800 in 2014–15. The female median compensation paid increased 70 per cent from \$5 600 in 2000–01 to \$9 500 in 2014–15. From 2007–08 onward median payments for female employees were lower than the median payments for male employees. This is most likely due to lower wages earned by females, which is partly offset by the longer time lost associated with claims made by females.

**Table 29: Serious claims: median time lost and compensation paid by sex, 2000–01 to 2014–15**

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	4.1	5.0	\$5 300	\$6 000
2003-04	4.0	4.7	\$4 900	\$5 400
2004-05	4.0	4.5	\$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	5.6	\$8 700	\$8 300
2010-11	5.0	6.0	\$9 200	\$8 800
2011-12	5.2	6.1	\$9 900	\$9 100
2012-13	5.2	6.0	\$10 400	\$9 000
2013-14	5.2	6.0	\$11 100	\$9 000
2014-15	5.3	6.0	\$11 800	\$9 500

### 3.3 Occupation

Table 30 shows that median time lost for serious workers' compensation claims rose in the nine major occupation groups between 2000–01 and 2014–15. Sales workers recorded the largest increase in median time lost from work (up 103 per cent). Sales workers also had the highest median time lost of 6.9 working weeks in 2014–15. The lowest median time lost in the nine major occupation groups was recorded by Technicians and trades workers at 5.0 working weeks.

**Table 30: Serious claims: median time (weeks) lost by occupation, 2000–01 and 2010–11 to 2014–15**

Occupation	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg
Labourers	4.2	5.2	5.4	5.2	5.3	5.2	24%
Technicians and trades workers	4.0	4.6	5.0	4.9	5.0	5.0	25%
Community and personal service workers	4.0	5.2	5.0	5.0	5.2	5.2	30%
Machinery operators and drivers	4.4	5.8	5.9	6.0	6.0	6.0	36%
Professionals	4.6	5.5	5.8	5.6	5.2	5.4	17%
Sales workers	3.4	5.6	6.4	6.7	6.8	6.9	103%
Clerical and administrative workers	4.8	6.4	6.6	6.8	6.8	6.6	38%
Managers	5.0	6.8	6.8	7.0	6.3	6.2	24%
Total serious claims	4.2	5.4	5.6	5.4	5.6	5.6	33%

Median payments have increased in all nine major occupation groups over the 15 year period from 2000–01 to 2014–15. Sales workers recorded the largest increase, rising 144 per cent from \$4 100 in 2000–01 to \$10 000 in 2014–15. Professionals and Community and personal service workers recorded the smallest increase in median payments over the period.

**Table 31: Serious claims: median compensation paid by occupation, 2000–01 and 2010–11 to 2014–15**

Occupation	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg
Labourers	\$4 400	\$7 700	\$8 400	\$8 600	\$9 200	\$9 800	123%
Technicians and trades workers	\$5 000	\$8 700	\$9 200	\$10 100	\$10 600	\$11 400	128%
Community and personal service workers	\$4 600	\$7 800	\$7 800	\$7 500	\$7 800	\$8 000	74%
Machinery operators and drivers	\$5 800	\$10 300	\$10 900	\$12 100	\$13 000	\$13 700	136%
Professionals	\$6 800	\$11 400	\$12 100	\$11 400	\$11 200	\$12 100	78%
Sales workers	\$4 100	\$7 600	\$8 300	\$8 500	\$8 800	\$10 000	144%
Clerical and administrative workers	\$7 100	\$12 900	\$12 900	\$13 700	\$13 800	\$14 700	107%
Managers	\$7 400	\$12 900	\$14 000	\$14 700	\$14 500	\$15 300	107%
Total serious claims	\$5 200	\$9 100	\$9 600	\$9 900	\$10 300	\$11 000	112%

## 3.4 Industry

Table 32 shows that median time lost increased in all 19 industries. The greatest increase was recorded by the Electricity, gas, water and waste services industry, which rose 71 per cent, from 3.4 working weeks in 2000–01 to 5.8 working weeks in 2014–15. The smallest increase was in the Accommodation and food services industry which increased 5 per cent, from 3.8 working weeks in 2000–01 to 4.0 working weeks in 2014–15.

Table 33 shows that Median payments also increased in all 19 industries. The smallest rise (53 per cent) was recorded by the Accommodation and food services industry, followed by Healthcare and social assistance (up 67 per cent). The Accommodation and food services industry has consistently recorded the lowest median payments for serious claims including 2014–15 which was \$5 200 compared to the median for all industries of \$11 000.

The highest percentage increases in median payments were recorded by the Electricity, gas, water and waste services industry (up 176 per cent) and Transport, postal and warehousing industries (up 167 per cent). Increases in payments reflect increases in wages and salaries and the cost of medical treatment.

**Table 32: Serious claims: median time lost (weeks) by industry, 2000–01 and 2010–11 to 2014-15**

Industry	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg
Health care and social assistance	4.4	5.1	5.0	5.1	5.3	5.3	20%
Manufacturing	4.0	5.2	5.0	5.0	5.2	5.0	25%
Construction	5.0	6.0	6.4	6.6	6.4	6.6	32%
Retail trade	3.4	5.6	6.2	6.2	6.0	5.5	62%
Transport, postal and warehousing	4.0	5.4	5.9	6.0	6.2	6.2	55%
Public administration and safety	4.0	5.4	5.7	5.5	5.7	6.1	53%
Education and training	4.0	4.7	4.8	4.5	4.4	4.4	10%
Accommodation and food services	3.8	4.0	4.0	4.0	4.0	4.0	5%
Wholesale trade	4.2	5.2	5.4	5.2	5.2	5.2	24%
Administrative and support services	4.4	4.6	5.0	4.6	5.0	5.7	30%
Agriculture, forestry and fishing	4.8	5.8	6.0	5.5	5.5	5.6	17%
Other services	4.6	5.2	5.6	5.2	5.2	5.6	22%
Arts and recreation services	4.6	7.0	6.6	6.6	5.3	5.8	26%
Mining	5.1	7.6	7.1	7.7	8.0	8.0	57%
Professional, scientific and technical services	4.6	6.1	7.0	6.6	6.8	5.6	22%
Electricity, gas, water and waste services	3.4	4.7	5.6	5.5	5.0	5.8	71%
Rental, hiring and real estate services	4.4	5.8	6.6	6.4	5.4	5.1	16%
Financial and insurance services	4.8	7.2	7.2	6.3	6.2	6.2	29%
Information media and telecommunications	4.0	4.8	6.0	6.2	4.6	4.7	18%
<b>Total</b>	<b>4.2</b>	<b>5.4</b>	<b>5.6</b>	<b>5.4</b>	<b>5.6</b>	<b>5.6</b>	<b>33%</b>

**Table 33: Serious claims: median compensation paid by industry, 2000–01 and 2010–11 to 2014–15**

Industry	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg
Health care and social assistance	\$4 800	\$7 600	\$7 800	\$7 400	\$7 400	\$8 000	67%
Manufacturing	\$5 400	\$9 400	\$9 400	\$10 000	\$11 100	\$11 900	120%
Construction	\$6 200	\$10 700	\$12 000	\$13 100	\$13 800	\$14 700	137%
Retail trade	\$4 100	\$7 700	\$8 200	\$8 400	\$8 800	\$9 500	132%
Transport, postal and warehousing	\$5 100	\$9 400	\$10 900	\$11 900	\$13 100	\$13 600	167%
Public administration and safety	\$6 400	\$12 600	\$13 400	\$11 700	\$12 500	\$13 000	103%
Education and training	\$5 900	\$9 600	\$10 200	\$9 900	\$9 800	\$10 800	83%
Accommodation and food services	\$3 400	\$4 700	\$4 900	\$5 500	\$5 400	\$5 200	53%
Wholesale trade	\$5 500	\$9 800	\$9 900	\$10 600	\$11 200	\$11 600	111%
Administrative and support services	\$4 100	\$6 300	\$6 900	\$6 900	\$7 100	\$8 800	115%
Agriculture, forestry and fishing	\$4 000	\$7 300	\$8 700	\$8 000	\$9 200	\$9 600	140%
Other services	\$5 200	\$8 600	\$9 800	\$10 000	\$10 100	\$11 200	115%
Arts and recreation services	\$4 600	\$8 100	\$8 000	\$10 400	\$8 700	\$9 100	98%
Mining	\$11 900	\$21 200	\$21 300	\$24 100	\$24 700	\$26 400	122%
Professional, scientific and technical services	\$6 600	\$12 100	\$14 000	\$14 300	\$15 300	\$14 100	114%
Electricity, gas, water and waste services	\$5 000	\$9 900	\$13 500	\$12 500	\$12 500	\$13 800	176%
Rental, hiring and real estate services	\$5 600	\$10 100	\$10 200	\$12 700	\$11 700	\$12 100	116%
Financial and insurance services	\$7 400	\$12 300	\$15 200	\$13 700	\$14 700	\$17 500	136%
Information media and telecommunications	\$6 300	\$11 800	\$13 400	\$14 800	\$12 400	\$12 900	105%
<b>Total</b>	<b>\$5 200</b>	<b>\$9 100</b>	<b>\$9 600</b>	<b>\$9 900</b>	<b>\$10 300</b>	<b>\$11 000</b>	<b>112%</b>

Table 34 shows the WPI adjusted median compensation paid by industry division, for 2000–01 and 2010–11 to 2014–15. In real terms (adjusted for wage inflation), as expected, industries record a smaller increase in median compensation paid over the 14 year period. The smallest percentage increases in median payments from 2000–01 to 2014–15 were in Health care and social assistance (up 1 per cent) and Accommodation and food services (up 3 per cent) industries. Transport, postal and warehousing recorded the largest increase in WPI adjusted median compensation paid, increasing by 68 per cent between 2000–01 and 2014–15.

Other industries, such as Retail trade, Agriculture, forestry and fishing, Financial and insurance 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 2014–15 at \$14 900.

**Table 34: Serious claims: WPI adjusted median compensation paid by industry, 2000–01 and 2010–11 to 2014–15**

Industry	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg
Health care and social assistance	\$4 800	\$5 200	\$5 200	\$4 700	\$4 600	\$4 800	1%
Manufacturing	\$5 400	\$6 600	\$6 400	\$6 600	\$7 100	\$7 400	37%
Construction	\$6 200	\$7 100	\$7 700	\$8 100	\$8 300	\$8 600	39%
Retail trade	\$4 100	\$5 600	\$5 800	\$5 800	\$5 900	\$6 200	52%
Transport, postal and warehousing	\$5 100	\$6 600	\$7 400	\$7 900	\$8 400	\$8 600	68%
Public administration and safety	\$6 400	\$8 500	\$8 800	\$7 400	\$7 700	\$7 800	22%
Education and training	\$5 900	\$6 300	\$6 500	\$6 100	\$5 900	\$6 300	7%
Accommodation and food services	\$3 400	\$3 500	\$3 600	\$3 900	\$3 700	\$3 500	3%
Wholesale trade	\$5 500	\$7 000	\$6 800	\$7 000	\$7 200	\$7 300	33%
Administrative and support services	\$4 100	\$4 500	\$4 800	\$4 600	\$4 600	\$5 600	37%
Agriculture, forestry and fishing	\$4 000	\$5 100	\$5 800	\$5 200	\$5 800	\$5 900	48%
Other services	\$5 200	\$6 200	\$6 800	\$6 700	\$6 700	\$7 200	39%
Arts and recreation services	\$4 600	\$5 800	\$5 500	\$6 900	\$5 600	\$5 700	25%
Mining	\$11 900	\$13 700	\$13 200	\$14 300	\$14 300	\$14 900	25%
Professional, scientific and technical services	\$6 600	\$8 200	\$9 100	\$9 000	\$9 500	\$8 600	30%
Electricity, gas, water and waste services	\$5 000	\$6 400	\$8 500	\$7 500	\$7 300	\$7 800	57%
Rental, hiring and real estate services	\$5 600	\$7 100	\$6 900	\$8 300	\$7 500	\$7 600	35%
Financial and insurance services	\$7 400	\$8 500	\$10 100	\$8 800	\$9 200	\$10 700	44%
Information media and telecommunications	\$6 300	\$8 500	\$9 300	\$10 000	\$8 200	\$8 300	32%
<b>Total</b>	<b>\$5 200</b>	<b>\$6 300</b>	<b>\$6 400</b>	<b>\$6 400</b>	<b>\$6 500</b>	<b>\$6 800</b>	<b>30%</b>

### 3.5 Nature of injury and disease

Table 35 shows that the median time lost for Injury and musculoskeletal disorder claims was 4.0 working weeks in 2000–01 and has risen to 5.1 working weeks in 2014–15. Median time lost for claims involving Diseases has gradually increased from 6.8 working weeks in 2000–01 to 9.2 working weeks in 2014–15, increasing 35 per cent over the 14 year period.

Among claims involving injuries, Injuries to nerves and spinal cord resulted in the longest time lost from work in 2000-01 of 26.2 weeks, but has dropped to 12.6 working weeks in 2014–15, a decrease of 52 per cent. Conversely there has been an increase in the median time lost for Intracranial injury claims from 2.6 working weeks in 2000–01 to 3.6 working weeks in 2014–15.

Among claims involving disease, Mental disorders recorded the largest increase in time lost, rising from 11.2 working weeks in 2000–01 to 16 weeks in 2014–15. Serious claims involving Circulatory system diseases and neoplasms (cancer) both recorded decreases in median time lost. Overall, the median time lost for disease claims has increased by 35 per cent over the 14 year period.

**Table 35: Serious claims: median time lost (weeks) by nature of injury or disease, 2000–01 and 2010–11 to 2014–15**

Nature of injury/disease	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg
<b>Injury and musculoskeletal disorders</b>							
Traumatic joint/ligament and muscle/tendon injury	4.1	4.8	5.0	4.8	5.0	5.0	22%
Wounds, lacerations, amputations and internal organ damage	2.4	2.8	2.8	2.8	2.8	2.8	17%
Musculoskeletal and connective tissue diseases	8.4	9.2	9.8	9.6	9.0	9.2	10%
Fractures	6.8	7.8	8.0	7.8	8.0	7.9	16%
Other injuries	2.4	3.2	3.6	4.0	4.0	4.0	67%
Burn	2.0	2.0	2.0	2.0	2.0	2.0	0%
Intracranial injuries	2.6	3.7	4.0	3.0	4.9	3.6	38%
Injury to nerves and spinal cord	26.2	12.6	10.0	10.0	9.2	12.6	-52%
Other claims	3.8	3.8	4.0	4.5	4.4	4.0	5%
<b>Total: injury and musculoskeletal disorders</b>	<b>4.0</b>	<b>5.0</b>	<b>5.2</b>	<b>5.0</b>	<b>5.2</b>	<b>5.1</b>	<b>28%</b>
<b>Diseases</b>							
Mental disorders	11.2	15.2	15.0	15.2	15.4	16.0	43%
Digestive system diseases	5.8	5.6	5.5	5.6	6.0	5.8	0%
Nervous system and sense organ diseases	8.1	8.8	8.3	8.6	8.8	8.6	6%
Skin and subcutaneous tissue diseases	2.3	2.8	2.5	3.0	2.4	2.8	22%
Infectious and parasitic diseases	2.0	2.4	3.0	2.6	2.2	2.2	10%
Respiratory system diseases	4.6	4.6	4.6	4.8	4.0	5.0	9%
Circulatory system diseases	15.0	9.8	9.8	8.8	6.6	6.0	-60%
Neoplasms (cancer)	3.9	2.4	3.9	5.2	5.1	2.6	-33%
Other diseases	5.7	5.4	4.2	5.6	3.0	3.8	-33%
<b>Total: diseases</b>	<b>6.8</b>	<b>8.6</b>	<b>8.6</b>	<b>9.0</b>	<b>8.7</b>	<b>9.2</b>	<b>35%</b>
<b>Total: serious claims</b>	<b>4.2</b>	<b>5.4</b>	<b>5.6</b>	<b>5.4</b>	<b>5.6</b>	<b>5.6</b>	<b>33%</b>

Table 36 shows in 2000–01 the highest median compensation paid for an Injury and musculoskeletal disorder claim was associated with Injury to nerves and spinal cord, this has fallen 57 per cent however remains the most highly compensated nature at \$26100.

The highest median compensation paid for a Disease claim was associated with Skin and subcutaneous tissue disease at \$4 600, up 100 per cent since 2000–01. This was followed by Mental

disorders, up 99 per cent from \$14 300 in 2000–01 to \$28 400 in 2014–15. Offsetting this increase was a 24 per cent fall in median compensation paid for Circulatory system diseases from \$15 300 in 2000–01 to \$11 700 in 2014–15.

**Table 36: Serious claims: median compensation paid by nature of injury or disease, 2000–01 and 2010–11 to 2014–15**

Nature of injury/disease	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg
<b>Injury and musculoskeletal disorders</b>							
Traumatic joint/ligament and muscle/tendon injury	\$5 300	\$8 100	\$8 500	\$8 700	\$9 200	\$9 900	87%
Wounds, lacerations, amputations and internal organ damage	\$2 700	\$4 900	\$5 200	\$5 400	\$5 900	\$6 600	144%
Musculoskeletal and connective tissue diseases	\$11 200	\$16 500	\$16 200	\$16 200	\$15 400	\$15 600	39%
Fractures	\$6 400	\$11 200	\$12 000	\$12 600	\$12 900	\$14 100	120%
Other injuries	\$3 000	\$5 400	\$6 400	\$7 400	\$7 800	\$8 300	177%
Burn	\$1 400	\$2 200	\$2 300	\$2 400	\$2 500	\$2 600	86%
Intracranial injuries	\$3 100	\$7 100	\$8 000	\$6 800	\$9 400	\$7 300	135%
Injury to nerves and spinal cord	\$60 100	\$21 500	\$19 500	\$16 900	\$15 200	\$26 100	-57%
Other claims	\$4 700	\$5 400	\$5 800	\$8 400	\$6 900	\$6 000	28%
<b>Total: injury and musculoskeletal disorders</b>	<b>\$4 700</b>	<b>\$8 300</b>	<b>\$8 800</b>	<b>\$9 000</b>	<b>\$9 500</b>	<b>\$10 100</b>	<b>115%</b>
<b>Diseases</b>							
Mental disorders	\$14 300	\$26 200	\$26 200	\$27 600	\$27 900	\$28 400	99%
Digestive system diseases	\$6 800	\$10 600	\$11 200	\$11 900	\$12 500	\$13 100	93%
Nervous system and sense organ diseases	\$8 700	\$13 800	\$14 800	\$15 600	\$15 900	\$16 600	91%
Skin and subcutaneous tissue diseases	\$2 300	\$3 900	\$3 400	\$4 300	\$4 800	\$4 600	100%
Infectious and parasitic diseases	\$1 500	\$2 700	\$4 900	\$4 300	\$4 100	\$4 100	173%
Respiratory system diseases	\$7 100	\$8 100	\$8 400	\$8 100	\$8 600	\$12 400	75%
Circulatory system diseases	\$15 300	\$19 700	\$16 600	\$18 600	\$20 600	\$11 700	-24%
Neoplasms (cancer)	\$8 700	\$10 900	\$10 400	\$13 100	\$19 100	\$12 400	43%
Other diseases	\$6 000	\$7 800	\$10 800	\$9 800	\$7 000	\$8 000	33%
<b>Total: diseases</b>	<b>\$8 200</b>	<b>\$14 700</b>	<b>\$15 200</b>	<b>\$16 400</b>	<b>\$16 400</b>	<b>\$17 400</b>	<b>112%</b>
<b>Total: serious claims</b>	<b>\$5 200</b>	<b>\$9 100</b>	<b>\$9 600</b>	<b>\$9 900</b>	<b>\$10 300</b>	<b>\$11 000</b>	<b>112%</b>

### 3.6 Mechanism of injury or disease

Table 37 shows between 2000–01 and 2014–15, median time lost increased for almost all mechanism categories. The largest increase was for Mental stress, which increased by five working weeks from 11.4 working weeks in 2000–01 to 16.4 working weeks in 2014–15. Mental stress claims consistently had the longest median time lost from work, almost 3 times the 2014–15 median.

**Table 37: Serious claims: median time lost by mechanism of injury or disease, 2000–01 and 2010–11 to 2014–15**

Mechanism of injury or disease	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg
<b>Body stressing</b>	<b>4.6</b>	<b>5.9</b>	<b>6.2</b>	<b>6.0</b>	<b>6.1</b>	<b>6.0</b>	<b>30%</b>
Muscular stress while lifting, carrying, or putting down objects	4.3	5.6	6.0	5.8	6.0	5.8	35%
Muscular stress while handling objects	4.6	6.0	6.0	6.2	6.2	6.0	30%
Muscular stress with no objects being handled	4.0	4.8	5.4	4.8	4.8	5.0	25%
<b>Falls, trips &amp; slips of a person</b>	<b>4.6</b>	<b>5.8</b>	<b>5.8</b>	<b>6.0</b>	<b>6.0</b>	<b>6.2</b>	<b>35%</b>
Falls on the same level	4.2	5.4	5.8	5.7	5.8	6.0	43%
Falls from a height	5.6	6.6	7.6	7.4	7.0	7.4	32%
<b>Being hit by moving objects</b>	<b>3.2</b>	<b>3.8</b>	<b>4.1</b>	<b>4.0</b>	<b>4.0</b>	<b>4.0</b>	<b>25%</b>
Being hit by falling objects	3.2	4.2	4.4	4.0	4.3	4.2	31%
Being trapped between stationary & moving objects	3.1	4.0	4.0	4.2	3.8	4.0	29%
Being trapped by moving machinery or equipment	4.4	4.7	4.5	4.6	4.6	5.0	14%
Being assaulted by a person or persons	4.2	4.5	5.1	4.4	4.6	4.4	5%
<b>Hitting objects with a part of the body</b>	<b>2.4</b>	<b>2.9</b>	<b>2.8</b>	<b>2.8</b>	<b>2.8</b>	<b>2.8</b>	<b>17%</b>
Hitting stationary objects	2.6	3.0	3.0	3.0	2.8	3.1	19%
Hitting moving objects	2.4	2.6	2.6	2.6	2.6	2.4	0%
<b>Vehicle incidents &amp; other</b>	<b>5.2</b>	<b>5.6</b>	<b>6.2</b>	<b>6.0</b>	<b>6.5</b>	<b>6.2</b>	<b>19%</b>
Vehicle accident	6.0	6.0	6.8	6.2	7.6	6.8	13%
<b>Mental stress</b>	<b>11.4</b>	<b>15.8</b>	<b>16.6</b>	<b>16.6</b>	<b>16.2</b>	<b>16.4</b>	<b>44%</b>
<b>Heat, electricity &amp; other environmental factors</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.1</b>	<b>5%</b>
<b>Chemicals &amp; other substances</b>	<b>2.2</b>	<b>2.0</b>	<b>2.2</b>	<b>2.1</b>	<b>2.2</b>	<b>2.2</b>	<b>0%</b>
<b>Biological factors</b>	<b>2.0</b>	<b>2.4</b>	<b>2.6</b>	<b>2.6</b>	<b>2.0</b>	<b>2.0</b>	<b>0%</b>
<b>Sound &amp; pressure</b>	<b>4.0</b>	<b>5.2</b>	<b>3.8</b>	<b>4.8</b>	<b>5.0</b>	<b>5.2</b>	<b>30%</b>
<b>Total</b>	<b>4.2</b>	<b>5.4</b>	<b>5.6</b>	<b>5.4</b>	<b>5.6</b>	<b>5.6</b>	<b>33%</b>

Table 38 shows that the high median time lost for Mental stress claims also resulted in those claims having the highest median payment (\$28 900 in 2014–15), more than double the median for all serious claims of \$11 000. The largest increases in median payment occurred for claims due to Hitting objects with a part of the body, up 138 per cent from \$2 600 in 2000–01 to \$6 200 in 2014–15. Sound and pressure claims rose 121 per cent, from \$5 300 in 2000–01 to \$11 700 in 2014–15.



**Table 38: Serious claims: median time lost and compensation paid by mechanism of injury or disease, 2000–01 and 2010–11 to 2014–15**

Mechanism of injury or disease	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg
<b>Body stressing</b>	<b>\$5,900</b>	<b>\$10,000</b>	<b>\$10,600</b>	<b>\$10,800</b>	<b>\$11,100</b>	<b>\$11,800</b>	<b>100%</b>
Muscular stress while lifting, carrying, or putting down objects	\$5,400	\$9,100	\$9,800	\$9,900	\$10,800	\$11,200	107%
Muscular stress while handling objects	\$5,600	\$10,100	\$10,600	\$10,900	\$11,100	\$11,800	111%
Muscular stress with no objects being handled	\$6,000	\$9,000	\$9,800	\$9,700	\$9,500	\$10,700	78%
<b>Falls, trips &amp; slips of a person</b>	<b>\$5,500</b>	<b>\$9,500</b>	<b>\$10,200</b>	<b>\$10,600</b>	<b>\$11,000</b>	<b>\$11,800</b>	<b>115%</b>
Falls on the same level	\$4,900	\$8,800	\$9,400	\$9,800	\$10,200	\$11,000	124%
Falls from a height	\$6,800	\$11,100	\$12,700	\$13,200	\$13,200	\$14,100	107%
<b>Being hit by moving objects</b>	<b>\$4,000</b>	<b>\$6,600</b>	<b>\$7,200</b>	<b>\$7,300</b>	<b>\$7,900</b>	<b>\$8,600</b>	<b>115%</b>
Being hit by falling objects	\$3,400	\$5,700	\$6,400	\$6,400	\$7,100	\$8,100	138%
Being trapped between stationary & moving objects	\$3,700	\$6,500	\$7,300	\$7,600	\$8,100	\$8,800	138%
Being trapped by moving machinery or equipment	\$6,300	\$10,300	\$9,300	\$9,200	\$10,900	\$13,300	111%
Being assaulted by a person or persons	\$6,000	\$8,300	\$8,800	\$8,000	\$8,200	\$8,500	42%
<b>Hitting objects with a part of the body</b>	<b>\$2,600</b>	<b>\$4,900</b>	<b>\$4,800</b>	<b>\$5,500</b>	<b>\$5,700</b>	<b>\$6,200</b>	<b>138%</b>
Hitting stationary objects	\$3,000	\$5,300	\$5,400	\$5,500	\$6,000	\$6,800	127%
Hitting moving objects	\$2,300	\$4,400	\$4,400	\$5,400	\$5,400	\$5,600	143%
<b>Vehicle incidents &amp; other</b>	<b>\$5,700</b>	<b>\$9,600</b>	<b>\$11,000</b>	<b>\$11,100</b>	<b>\$12,100</b>	<b>\$11,900</b>	<b>109%</b>
Vehicle accident	\$7,200	\$11,300	\$13,000	\$12,200	\$14,400	\$13,800	92%
<b>Mental stress</b>	<b>\$14,500</b>	<b>\$26,400</b>	<b>\$26,700</b>	<b>\$28,300</b>	<b>\$28,700</b>	<b>\$28,900</b>	<b>99%</b>
<b>Heat, electricity &amp; other environmental factors</b>	<b>\$1,500</b>	<b>\$2,200</b>	<b>\$2,400</b>	<b>\$2,500</b>	<b>\$2,900</b>	<b>\$2,700</b>	<b>80%</b>
<b>Chemicals &amp; other substances</b>	<b>\$2,300</b>	<b>\$3,000</b>	<b>\$3,400</b>	<b>\$3,000</b>	<b>\$3,800</b>	<b>\$3,700</b>	<b>61%</b>
<b>Biological factors</b>	<b>\$2,000</b>	<b>\$3,200</b>	<b>\$4,400</b>	<b>\$4,200</b>	<b>\$3,900</b>	<b>\$3,900</b>	<b>95%</b>
<b>Sound &amp; pressure</b>	<b>\$5,300</b>	<b>\$11,700</b>	<b>\$9,800</b>	<b>\$9,600</b>	<b>\$12,800</b>	<b>\$11,700</b>	<b>121%</b>
<b>Total</b>	<b>\$5,200</b>	<b>\$9,100</b>	<b>\$9,600</b>	<b>\$9,900</b>	<b>\$10,300</b>	<b>\$11,000</b>	<b>112%</b>

## Breakdown agency of injury or disease

Between 2000–01 and 2014–15 all major breakdown agencies recorded an increase in the median time lost. The smallest increase in median time lost was recorded for incidents involving Chemicals and chemical products, up from 2.6 working weeks in 2000–01 to 2.9 working weeks in 2014–15 (up 12 per cent). Chemicals and chemical products has also consistently recorded the lowest time lost over the period. Environmental agencies recorded the largest increase in median time lost of 50 per cent over the 14 year period.

Table 40 shows that between 2000–01 and 2014–15 all major breakdown agencies recorded an increase in the median compensation paid. Similar to median time lost, the smallest increase in median compensation paid occurred for claims due to Chemicals and chemical products increasing from \$2 300 in 2000–01 to \$4 600 in 2014–15.

**Table 39: Serious claims: median time lost by breakdown agency of injury or disease, 2000–01 and 2010–11 to 2014–15**

Breakdown agency of injury or disease	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg
Non-powered hand tools, appliances and equipment	3.6	4.6	5.0	5.0	5.0	4.8	33%
Environmental agencies	4.0	5.2	5.8	5.6	5.6	6.0	50%
Materials and substances	3.8	4.6	5.0	4.8	4.8	4.8	27%
Animal, human and biological agencies	4.6	6.0	6.5	6.0	6.0	6.0	32%
Mobile plant and transport	4.5	5.6	6.2	6.0	6.2	6.3	39%
Machinery and (mainly) fixed plant	4.0	4.6	4.8	4.7	4.6	4.8	20%
Powered equipment, tools and appliances	4.2	4.8	5.0	4.8	5.0	5.0	18%
Chemicals and chemical products	2.6	2.6	3.0	3.3	3.0	2.9	12%
Other and unspecified agencies	5.8	7.2	7.0	7.0	7.0	7.3	25%
<b>Total serious claims</b>	<b>4.2</b>	<b>5.4</b>	<b>5.6</b>	<b>5.4</b>	<b>5.6</b>	<b>5.6</b>	<b>33%</b>

**Table 40: Serious claims: median compensation paid by breakdown agency of injury or disease, 2000–01 and 2010–11 to 2014–15**

Breakdown agency of injury or disease	2000-01	2010-11	2011-12	2012-13	2013-14	2014-15	% chg
Non-powered hand tools, appliances and equipment	\$3 400	\$6 500	\$7 400	\$7 700	\$8 000	\$8 500	150%
Environmental agencies	\$4 200	\$8 000	\$8 900	\$9 300	\$9 500	\$10 600	152%
Materials and substances	\$3 800	\$6 800	\$7 700	\$7 900	\$8 600	\$8 700	129%
Animal, human and biological agencies	\$4 100	\$8 300	\$8 800	\$8 600	\$8 600	\$9 200	124%
Mobile plant and transport	\$4 900	\$8 900	\$9 800	\$10 200	\$11 100	\$12 000	145%
Machinery and (mainly) fixed plant	\$4 100	\$7 900	\$8 600	\$9 100	\$9 400	\$11 000	168%
Powered equipment, tools and appliances	\$4 900	\$8 300	\$8 900	\$8 900	\$9 400	\$10 200	108%
Chemicals and chemical products	\$2 300	\$3 400	\$4 400	\$4 600	\$4 100	\$4 600	100%
Other and unspecified agencies	\$6 400	\$12 200	\$11 400	\$12 400	\$12 800	\$13 100	105%
<b>Total serious claims</b>	<b>\$4 300</b>	<b>\$8 200</b>	<b>\$8 700</b>	<b>\$9 000</b>	<b>\$9 300</b>	<b>\$9 900</b>	<b>130%</b>

# 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:  $\text{number of serious claims} / \text{number of hours worked annually by employees} \times 1\,000\,000$ .

## 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 Return to Work SA 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

Data and Analysis

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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>