

# Australian Workers' Compensation Statistics

*2016-17*



**safe work australia**

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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>*</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 2016-17\*

## Key findings

### Serious claims in 2016-17p\*



Number of serious Australian workers' compensation claims in 2016-17p\*

**there were 106,260**

Frequency rate of serious claims  
per million hours worked 2016-17p\*



**5.6**

Incidence rate of serious claims  
per 1,000 employees 2016-17p\*

**9.3**



The median compensation  
paid for a serious claim:

**\$11,500**

Frequency rate of serious claims  
per million hours worked by gender 2016-17p\*



**6.2**

men

**4.9**

women



Main causes of serious claims  
(by mechanism of incident) in 2016-17p\*



**38%**

Body stressing



**24%**

Falls, trips, and  
slips of a person



**16%**

Being hit by  
moving objects

#### Notes:

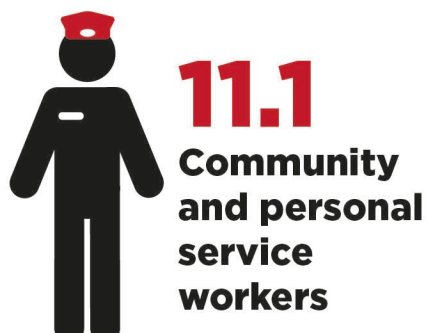
\*preliminary data subject to revision in subsequent years as further claims are finalised



# Australian Workers' Compensation Statistics Report 2016-17\*

## Key findings

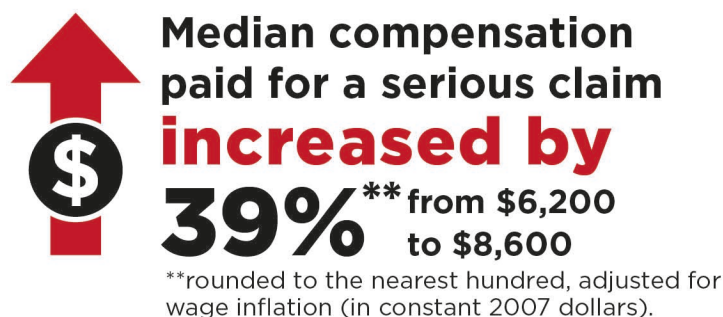
Three occupations with the highest rate of serious claims  
(per million hours working in 2016-17p\*)



Three industries with the highest rate of serious claims  
(per million hours worked in 2016-17p\*)



Serious claims 2006-07 and 2015-16



Frequency rate of serious claims per million hours worked



**decreased by 28%**

### Notes:

\*preliminary data subject to revision in subsequent years as further claims are finalised

# Introduction

The statistics in this report are of Australian workers' compensation claims that were lodged between 2000–01 and 2016–17. The statistics are an indicator of Australia's work health and safety performance over the 17-year period between 2000–01 and 2016–17. 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:

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

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

## Data

The data used in this report were supplied by jurisdictions for the 2016–17 financial year and updates back to 2011–12. 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

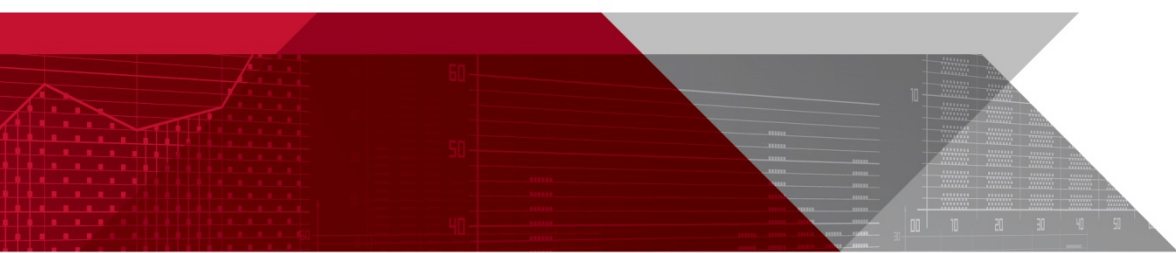
The statistics in this report are of serious claims only. A serious claim is an accepted workers' compensation claim for an incapacity that results in a total absence from work of one working week or more. Claims in receipt of common-law payments are also included. Claims arising from a journey to or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

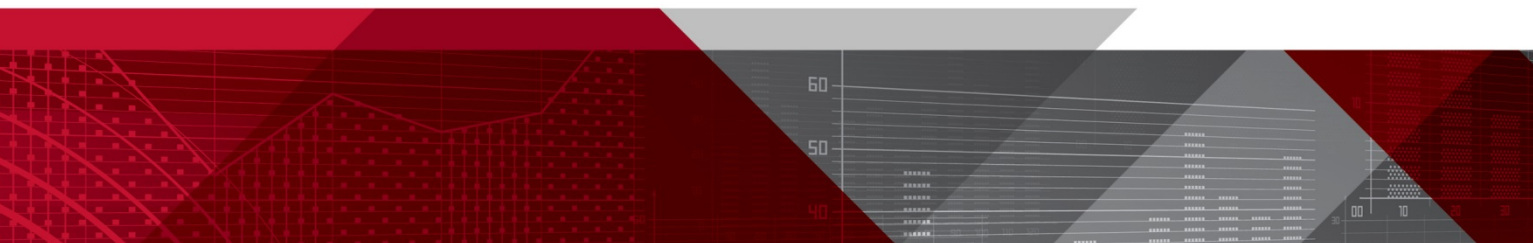
Frequency rates are expressed as the number of serious claims per million hours worked, while incidence rates are expressed as the number of serious claims per thousand employees.

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 2016-17

*This section provides workers' compensation statistics for claims lodged during the 2016-17 financial year. The 2016-17 data are preliminary (denoted by 'p') and are likely to rise by around 3 per cent when updated.*



## 1.1 Gender

In 2016–17p<sup>1</sup>, male employees accounted for 64 per cent of serious claims and 59 per cent of hours worked, while female employees accounted for 36 per cent of serious claims and 41 per cent of hours worked (Table 1).

**Table 1: Percentage of serious claims and hours worked by gender, 2016–17p**

	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 2016-17p, the difference between the frequency rates of serious claims (serious claims per million hours worked) between males and females was smaller than the difference in the incidence rates (serious claims per 1,000 employees), reflecting the higher prevalence of part-time work among females. 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 86 per cent for female employees), while a higher percentage of female employees' serious claims arose from diseases (14 per cent compared with 9 per cent for male employees).

**Table 2: Number, percentage and rates of serious claims by injury or disease and gender, 2016–17p**

	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	61,750	91%	5.6	10.4
Diseases	6,355	9%	0.6	1.1
<b>Total</b>	<b>68,105</b>	<b>100%</b>	<b>6.2</b>	<b>11.5</b>
<b>Female</b>				
Injury and musculoskeletal disorders	32,960	86%	4.2	6.0
Diseases	5,195	14%	0.7	0.9
<b>Total</b>	<b>38,155</b>	<b>100%</b>	<b>4.9</b>	<b>6.9</b>
<b>All serious claims</b>				
Injury and musculoskeletal disorders	94,710	89%	5.0	8.3
Diseases	11,550	11%	0.6	1.0
<b>Total</b>	<b>106,260</b>	<b>100%</b>	<b>5.6</b>	<b>9.3</b>

<sup>1</sup> Data for 2016-17 is preliminary and subject to change when further claims are finalised.

## 1.2 Age group

Table 3 below shows that in 2016-17p, across the age groups older workers were more likely to make a serious claim, particularly those aged between 45 and 54 years. Workers aged under 25 years accounted for 13 per cent of serious claims in 2016-17p, compared with workers aged 45 to 54 years who accounted for 26 per cent.

**Table 3: Number of serious claims by injury or disease, gender and age group, 2016–17p**

Age group	Injury and musculoskeletal disorder claims			Disease claims			All claims		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<20 years	2,570	945	3,520	65	50	115	2,640	995	3,635
20-24 years	6,855	2,740	9,595	240	250	490	7,095	2,990	10,085
25-29 years	7,125	2,865	9,990	435	435	865	7,560	3,295	10,860
30-34 years	6,720	2,605	9,325	590	475	1,065	7,310	3,080	10,390
35-39 years	6,155	2,660	8,810	705	555	1,260	6,860	3,210	10,070
40-44 years	6,495	3,550	10,045	835	660	1,495	7,330	4,215	11,540
45-49 years	7,115	4,650	11,765	935	845	1,780	8,050	5,490	13,545
50-54 years	6,945	4,985	11,935	940	860	1,805	7,890	5,845	13,735
55-59 years	6,035	4,445	10,480	850	630	1,480	6,885	5,075	11,960
60-64 years	4,110	2,600	6,710	545	335	885	4,655	2,935	7,595
65 years+	1,620	915	2,535	210	100	310	1,835	1,015	2,850
Total	61,750	32,960	94,710	6,355	5,195	11,550	68,105	38,155	106,260

Table 4 shows that the highest frequency rates in 2016–17p were among employees aged 60-64 years (7.7 serious claims per million hours worked). By contrast, employees aged 30-34 years had the lowest frequency rate (4.3 serious claims per million hours worked) in the workforce.

**Table 4: Frequency rate (serious claims per million hours worked) by injury or disease, gender and age group, 2016–17p**

Age group	Injury and musculoskeletal disorder claims			Disease claims			All claims		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<20 years	8.3	3.6	6.2	0.2	0.2	0.2	8.5	3.8	6.4
20-24 years	7.1	3.4	5.4	0.2	0.3	0.3	7.3	3.7	5.7
25-29 years	5.2	2.7	4.1	0.3	0.4	0.4	5.5	3.1	4.5
30-34 years	4.5	2.8	3.9	0.4	0.5	0.4	4.9	3.4	4.3
35-39 years	4.5	3.3	4.1	0.5	0.7	0.6	5.0	4.0	4.6
40-44 years	4.9	4.0	4.6	0.6	0.8	0.7	5.6	4.8	5.3
45-49 years	5.8	4.9	5.4	0.8	0.9	0.8	6.5	5.8	6.2
50-54 years	6.2	5.7	6.0	0.8	1.0	0.9	7.0	6.7	6.9
55-59 years	6.2	6.4	6.3	0.9	0.9	0.9	7.1	7.3	7.2
60-64 years	7.1	6.4	6.8	0.9	0.8	0.9	8.0	7.3	7.7
65 years+	5.1	5.8	5.4	0.7	0.6	0.7	5.8	6.5	6.0
Total	5.6	4.2	5.0	0.6	0.7	0.6	6.2	4.9	5.6

Generally, older workers recorded the highest incidence rates (Table 5). In 2016-17p, the 55 to 59 year age group had the highest incidence rate (12.4 serious claims per 1000 employees), followed by workers aged 50 to 54 years and workers aged 60 to 64 years (both with 12.2 serious claims per 1000 employees).

**Table 5: Incidence rate (serious claims per 1,000 employees) by injury or disease, gender and age group, 2016–17p**

Age group	Injury and musculoskeletal disorder claims			Disease claims			All claims		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<20 years	8.2	2.7	5.3	0.2	0.1	0.2	8.4	2.8	5.5
20-24 years	10.9	4.6	7.8	0.4	0.4	0.4	11.3	5.0	8.2
25-29 years	9.7	4.3	7.1	0.6	0.7	0.6	10.3	5.0	7.8
30-34 years	8.9	4.1	6.7	0.8	0.8	0.8	9.6	4.9	7.5
35-39 years	9.1	4.7	7.1	1.0	1.0	1.0	10.1	5.7	8.1
40-44 years	10.0	6.0	8.1	1.3	1.1	1.2	11.3	7.2	9.3
45-49 years	11.8	7.5	9.6	1.6	1.4	1.5	13.3	8.9	11.1
50-54 years	12.5	8.8	10.6	1.7	1.5	1.6	14.2	10.3	12.2
55-59 years	12.3	9.3	10.9	1.7	1.3	1.5	14.1	10.7	12.4
60-64 years	12.6	8.7	10.7	1.7	1.1	1.4	14.3	9.8	12.2
65 years+	7.7	6.4	7.2	1.0	0.7	0.9	8.8	7.1	8.1
Total	10.4	6.0	8.3	1.1	0.9	1.0	11.5	6.9	9.3

## 1.3 Industry

The Health care and social assistance industry accounted for 16 per cent of serious claims in 2016-17p, followed by the Manufacturing and Construction industries which accounted for a further 12 per cent of serious claims each. Together, these industries accounted for 40 per cent of all serious claims, but less than 30 per cent of the workforce (Table 6).

**Table 6: Workforce characteristics by industry, 2016–17p**

Industry	Employed persons (million)	Proportion of workforce	Proportion entitled to compensation	Jobs (million)	Hours worked (billion)	Serious claims	Proportion of serious claims	Frequency rate (claims per million hours worked)	Incidence rate (claims per 1,000 employees)
Health care and social assistance	1.565	13%	93%	1.543	2.21	17,190	16%	7.8	11.1
Retail trade	1.241	10%	95%	1.217	1.69	8,490	8%	5.0	7.0
Education and training	0.983	8%	95%	1.003	1.55	6,850	6%	4.4	6.8
Manufacturing	0.909	8%	94%	0.850	1.61	12,860	12%	8.0	15.1
Professional, scientific and technical services	1.02	8%	82%	0.938	1.69	1,795	2%	1.1	1.9
Accommodation and food services	0.864	7%	96%	0.867	1.10	6,175	6%	5.6	7.1
Construction	1.087	9%	74%	0.829	1.65	13,280	12%	8.1	16.0
Public administration and safety	0.778	6%	99%	0.801	1.31	7,710	7%	5.9	9.6
Transport, postal and warehousing	0.62	5%	86%	0.556	1.04	8,330	8%	8.0	15.0
Financial and insurance services	0.438	4%	94%	0.432	0.79	585	1%	0.7	1.4
Other services	0.487	4%	80%	0.405	0.67	3,065	3%	4.6	7.6
Wholesale trade	0.364	3%	94%	0.364	0.68	4,500	4%	6.6	12.4
Administrative and support services	0.431	4%	78%	0.474	0.75	4,730	4%	6.3	10.0
Mining	0.219	2%	98%	0.219	0.48	2,030	2%	4.2	9.3
Agriculture, forestry and fishing	0.304	3%	66%	0.194	0.38	3,620	3%	9.5	18.7
Information media and telecommunications	0.217	2%	91%	0.210	0.36	590	1%	1.6	2.8
Arts and recreation services	0.22	2%	83%	0.215	0.27	2,190	2%	8.0	10.2
Rental, hiring and real estate services	0.209	2%	85%	0.204	0.37	970	1%	2.6	4.7
Electricity, gas, water and waste services	0.138	1%	97%	0.132	0.26	1,210	1%	4.7	9.2
<b>Total</b>	<b>12.093</b>	<b>100%</b>	<b>89%</b>	<b>11.453</b>	<b>18.859</b>	<b>106,260</b>	<b>100%</b>	<b>5.6</b>	<b>9.3</b>



Table 7 below shows that the industries with the highest frequency rates in 2016–17p were Agriculture, forestry and fishing (9.5 serious claims per million hours worked), Construction (8.1), Manufacturing (8.0), Transport, postal and warehousing (8.0) and Arts and recreation services (8.0).

Within the broader Agriculture, forestry and fishing industry, the Agriculture industry sub-division accounted for 76 per cent of serious claims in 2016–17p, with 9.3 serious claims per million hours worked and 18.3 serious claims per 1,000 employees. The Road transport industry sub-division accounted for almost 50 per cent of serious claims within the broader Transport, postal and warehousing industry, with 9.9 serious claims per million hours worked and 20.3 claims per 1,000 employees.

The industries with the lowest frequency rates were Financial and insurance services (0.7 serious claims per million hours worked), Professional, scientific and technical services (1.1), and Information media and telecommunications (1.6).

Public administration and safety recorded the highest frequency rate for diseases (1.3 serious claims per million hours worked), more than twice the all industry average.

**Table 7: Number and rates of serious claims by injury or disease, gender and industry, 2016–17p**

Industry	Number of serious claims			Frequency rate (claims per 1 million hours)			Incidence rate (claims per 1,000 employees)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>All serious claims</b>									
Health care and social assistance	3,480	13,710	17,190	6.2	8.3	7.8	10.2	11.4	11.1
Construction	12,885	400	13,280	8.7	2.5	8.1	17.9	3.6	16.0
Manufacturing	11,185	1,675	12,860	9.1	4.5	8.0	18.2	7.2	15.1
Retail trade	4,450	4,040	8,490	5.2	4.9	5.0	8.3	5.9	7.0
Transport, postal and warehousing	7,215	1,115	8,330	8.9	4.9	8.0	17.3	8.0	15.0
Road transport	3,900	255	4,155	10.5	5.6	9.9	22.2	8.8	20.3
Public administration and safety	5,320	2,390	7,710	7.7	3.9	5.9	13.5	5.9	9.6
Education and training	2,030	4,815	6,850	4.2	4.5	4.4	7.0	6.7	6.8
Accommodation and food services	3,055	3,125	6,175	5.5	5.8	5.6	7.8	6.5	7.1
Administrative and support services	3,115	1,615	4,730	7.3	5.0	6.3	12.8	7.0	10.0
Wholesale trade	3,730	770	4,500	7.7	4.0	6.6	15.3	6.4	12.4
Agriculture, forestry and fishing	2,875	745	3,620	9.7	9.0	9.5	20.6	13.6	18.7
Agriculture	2,130	635	2,765	9.3	9.2	9.3	20.2	13.9	18.3
Other services	2,150	915	3,065	4.9	3.9	4.6	9.5	5.2	7.6
Arts and recreation services	1,330	860	2,190	8.8	7.1	8.0	12.6	7.9	10.2
Mining	1,885	145	2,030	4.5	2.4	4.2	10.1	4.5	9.3
Professional, scientific and technical services	970	820	1,795	0.9	1.3	1.1	1.8	2.1	1.9
Electricity, gas, water and waste services	1,110	100	1,210	5.5	1.8	4.7	11.0	3.2	9.2
Rental, hiring and real estate services	680	290	970	3.4	1.7	2.6	6.9	2.7	4.7
Information media and telecommunications	395	195	590	1.7	1.6	1.6	3.0	2.4	2.8
Financial and insurance services	160	425	585	0.4	1.2	0.7	0.7	2.0	1.4
<b>Total</b>	<b>68,105</b>	<b>38,155</b>	<b>106,260</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>									
Health care and social assistance	2,955	12 125	15,080	5.3	7.3	6.8	8.7	10.1	9.8
Construction	12,165	340	12,505	8.2	2.1	7.6	16.9	3.1	15.1
Manufacturing	10,335	1 470	11,800	8.4	3.9	7.3	16.8	6.3	13.9
Retail trade	4,035	3 715	7,750	4.7	4.5	4.6	7.5	5.5	6.4



Industry	Number of serious claims			Frequency rate (claims per 1 million hours)			Incidence rate (claims per 1,000 employees)		
Transport, postal and warehousing	6,475	970	7,445	8.0	4.3	7.1	15.5	7.0	13.4
Road transport	3,575	205	3,780	9.6	4.5	9.0	20.4	7.1	18.5
Public administration and safety	4,220	1,725	5,945	6.1	2.8	4.5	10.7	4.2	7.4
Education and training	1,655	3,805	5,455	3.4	3.6	3.5	5.7	5.3	5.4
Accommodation and food services	2,860	2,905	5,765	5.2	5.4	5.3	7.4	6.1	6.6
Administrative and support services	2,925	1,435	4,360	6.9	4.4	5.8	12.0	6.2	9.2
Wholesale trade	3,405	670	4,075	7.0	3.5	6.0	13.9	5.6	11.2
Agriculture, forestry and fishing	2,740	615	3,355	9.2	7.5	8.8	19.6	11.3	17.3
Agriculture	2,040	600	2,640	8.9	8.7	8.9	19.3	13.2	17.5
Other services	1,965	765	2,730	4.5	3.2	4.0	8.6	4.3	6.7
Arts and recreation services	1,240	800	2,040	8.2	6.7	7.5	11.7	7.3	9.5
Mining	1,745	125	1,870	4.2	2.2	3.9	9.3	3.9	8.6
Professional, scientific and technical services	855	645	1,500	0.8	1.0	0.9	1.5	1.7	1.6
Electricity, gas, water and waste services	1,010	80	1,090	5.0	1.5	4.2	10.0	2.6	8.3
Rental, hiring and real estate services	630	235	865	3.2	1.3	2.3	6.4	2.2	4.2
Information media and telecommunications	355	155	505	1.5	1.3	1.4	2.7	1.9	2.4
Financial and insurance services	110	290	400	0.3	0.8	0.5	0.5	1.4	0.9
<b>Total</b>	<b>61,750</b>	<b>32,960</b>	<b>94,710</b>	<b>5.6</b>	<b>4.2</b>	<b>5.0</b>	<b>10.4</b>	<b>6.0</b>	<b>8.3</b>
<b>Diseases</b>									
Health care and social assistance	525	1,585	2,110	0.9	1.0	1.0	1.5	1.3	1.4
Construction	720	55	775	0.5	0.4	0.5	1.0	0.5	0.9
Manufacturing	855	205	1,060	0.7	0.6	0.7	1.4	0.9	1.2
Retail trade	420	325	740	0.5	0.4	0.4	0.8	0.5	0.6
Transport, postal and warehousing	740	145	885	0.9	0.6	0.8	1.8	1.1	1.6
Road transport	325	50	375	0.9	1.1	0.9	1.8	1.8	1.8
Public administration and safety	1,100	665	1,765	1.6	1.1	1.3	2.8	1.6	2.2
Education and training	380	1,010	1,390	0.8	1.0	0.9	1.3	1.4	1.4
Accommodation and food services	195	220	410	0.3	0.4	0.4	0.5	0.5	0.5
Administrative and support services	190	180	370	0.4	0.6	0.5	0.8	0.8	0.8
Wholesale trade	330	100	425	0.7	0.5	0.6	1.3	0.8	1.2
Agriculture, forestry and fishing	135	125	265	0.5	1.5	0.7	1.0	2.3	1.4
Agriculture	95	35	130	0.4	0.5	0.4	0.9	0.8	0.9
Other services	185	150	340	0.4	0.6	0.5	0.8	0.9	0.8
Arts and recreation services	90	60	150	0.6	0.5	0.5	0.8	0.5	0.7
Mining	140	15	155	0.3	0.3	0.3	0.7	0.5	0.7
Professional, scientific and technical services	115	180	295	0.1	0.3	0.2	0.2	0.5	0.3
Electricity, gas, water and waste services	100	15	115	0.5	0.3	0.5	1.0	0.5	0.9
Rental, hiring and real estate services	50	55	105	0.2	0.3	0.3	0.5	0.5	0.5
Information media and telecommunications	45	40	85	0.2	0.3	0.2	0.3	0.5	0.4

Industry	Number of serious claims			Frequency rate (claims per 1 million hours)			Incidence rate (claims per 1,000 employees)		
	2017	2018	2019	2017	2018	2019	2017	2018	2019
Financial and insurance services	50	135	185	0.1	0.4	0.2	0.2	0.6	0.4
Total	6,355	5,195	11,550	0.6	0.7	0.6	1.1	0.9	1.0

## 1.4 Occupation

Labourers accounted for almost a quarter (24 per cent) of all serious claims in 2016-17p, followed by Technicians and trades workers (18 per cent) and Community and personal service workers (17 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 8).

**Table 8: Workforce characteristics by occupation, 2016–17p**

Occupation	Employed persons (million)	Proportion of workforce	Proportion entitled to compensation	Jobs (million)	Hours worked (billion)	Serious claims	Proportion of serious claims	Frequency rate (claims per million hours worked)	Incidence rate (claims per 1,000 employees)
Professionals	2.867	24%	89%	2.762	4.704	10,795	10%	2.3	3.9
Clerical and administrative workers	1.661	14%	94%	1.664	2.543	4,615	4%	1.8	2.8
Technicians and trades workers	1.689	14%	83%	1.455	2.770	19,965	18%	7.2	13.7
Managers	1.542	13%	85%	1.368	2.812	4,745	4%	1.7	3.5
Community and personal service workers	1.275	11%	93%	1.275	1.637	18,130	17%	11.1	14.2
Labourers	1.205	10%	88%	1.113	1.593	26,330	24%	16.5	23.7
Sales workers	1.091	9%	95%	1.103	1.410	5,695	5%	4.0	5.2
Machinery operators and drivers	0.762	6%	89%	0.712	1.390	15,035	14%	10.8	21.1
<b>Total</b>	<b>12.093</b>	<b>100%</b>	<b>89%</b>	<b>11.452</b>	<b>18.859</b>	<b>106,260</b>	<b>100%</b>	<b>5.6</b>	<b>9.3</b>

Table 9 shows that Labourers had the highest frequency rate of 16.5 serious claims per million hours worked in 2016-17p, followed by Community and personal service workers (11.1), Machinery operators and drivers (10.8) and Technicians and trades workers (7.2). The remaining occupations all had frequency rates below the national average 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 9: Number and rates of serious claims by injury or disease, gender and occupation, 2016–17p**

Occupation	Number of serious claims			Frequency rate (serious claims per million hours worked)			Incidence rate (serious claims per 1,000 employees)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>All serious claims</b>									
Managers	2,765	1,980	<b>4,745</b>	1.5	2.1	<b>1.7</b>	3.2	3.9	<b>3.5</b>
Professionals	3,510	7,285	<b>10,795</b>	1.5	3.1	<b>2.3</b>	2.8	4.8	<b>3.9</b>
Technicians and trades workers	17,670	2,295	<b>19,965</b>	7.2	7.2	<b>7.2</b>	14.3	10.7	<b>13.7</b>
Community and personal service workers	6,565	11,560	<b>18,130</b>	11.5	10.9	<b>11.1</b>	16.8	13.1	<b>14.2</b>
Clerical and administrative workers	1,685	2,930	<b>4,615</b>	2.2	1.6	<b>1.8</b>	3.9	2.4	<b>2.8</b>
Sales workers	2,100	3,595	<b>5,695</b>	3.2	4.8	<b>4.0</b>	4.9	5.3	<b>5.2</b>
Machinery operators and drivers	13,605	1,430	<b>15,035</b>	10.6	13.0	<b>10.8</b>	21.1	21.1	<b>21.1</b>
Labourers	19,620	6,710	<b>26,330</b>	17.2	14.8	<b>16.5</b>	27.0	17.4	<b>23.7</b>
<b>Total</b>	<b>68,105</b>	<b>38,155</b>	<b>106,260</b>	<b>6.1</b>	<b>4.9</b>	<b>5.6</b>	<b>11.4</b>	<b>6.9</b>	<b>9.3</b>
<b>Injury and musculoskeletal disorders</b>									
Managers	2,335	1,500	<b>3,835</b>	1.2	1.6	<b>1.4</b>	2.7	2.9	<b>2.8</b>
Professionals	2,840	5,870	<b>8,710</b>	1.2	2.5	<b>1.9</b>	2.3	3.8	<b>3.2</b>
Technicians and trades workers	16,510	2,060	<b>18,570</b>	6.7	6.5	<b>6.7</b>	13.3	9.6	<b>12.8</b>
Community and personal service workers	5,490	10,280	<b>15,765</b>	9.6	9.7	<b>9.6</b>	14.0	11.6	<b>12.4</b>
Clerical and administrative workers	1,400	2,230	<b>3,630</b>	1.8	1.3	<b>1.4</b>	3.3	1.8	<b>2.2</b>
Sales workers	1,845	3,245	<b>5,095</b>	2.8	4.3	<b>3.6</b>	4.3	4.8	<b>4.6</b>
Machinery operators and drivers	12,480	1,285	<b>13,770</b>	9.8	11.7	<b>9.9</b>	19.4	19.0	<b>19.3</b>
Labourers	18,305	6,155	<b>24,460</b>	16.1	13.6	<b>15.4</b>	25.2	15.9	<b>22.0</b>
<b>Total</b>	<b>61,750</b>	<b>32,960</b>	<b>94,710</b>	<b>5.6</b>	<b>4.2</b>	<b>5.0</b>	<b>10.4</b>	<b>6.0</b>	<b>8.3</b>
<b>Diseases</b>									
Managers	430	480	<b>910</b>	0.2	0.5	<b>0.3</b>	0.5	0.9	<b>0.7</b>
Professionals	670	1,415	<b>2,085</b>	0.3	0.6	<b>0.4</b>	0.5	0.9	<b>0.8</b>
Technicians and trades workers	1,160	235	<b>1,395</b>	0.5	0.7	<b>0.5</b>	0.9	1.1	<b>1.0</b>
Community and personal service workers	1,080	1,285	<b>2,360</b>	1.9	1.2	<b>1.4</b>	2.8	1.5	<b>1.9</b>
Clerical and administrative workers	285	700	<b>985</b>	0.4	0.4	<b>0.4</b>	0.7	0.6	<b>0.6</b>
Sales workers	255	350	<b>605</b>	0.4	0.5	<b>0.4</b>	0.6	0.5	<b>0.5</b>
Machinery operators and drivers	1,125	145	<b>1,270</b>	0.9	1.3	<b>0.9</b>	1.7	2.1	<b>1.8</b>
Labourers	1,315	555	<b>1,870</b>	1.2	1.2	<b>1.2</b>	1.8	1.4	<b>1.7</b>
<b>Total</b>	<b>6,355</b>	<b>5,195</b>	<b>11,550</b>	<b>0.6</b>	<b>0.7</b>	<b>0.6</b>	<b>1.1</b>	<b>0.9</b>	<b>1.0</b>

## 1.5 Mechanism of injury or disease

The mechanism of injury or disease classification is used to describe the action, exposure or event that was the direct cause of the most serious injury or disease (Table 10). In 2016-17p, the most common mechanism of injury or disease that resulted in a serious claim was Body stressing (38 per cent), followed by Falls, trips and slips of a person (23.6 per cent) and Being hit by moving objects (15.6 per cent). These three mechanisms accounted for over 70 per cent of all serious claims. The least most common mechanism of injury or disease is Sound and pressure which led to only 115 serious claims (0.1 per cent).

**Table 10: Number and percentage of serious claims by mechanism of injury or disease, 2016–17p**

Mechanism of injury or disease	Number	Percentage
Body stressing	40,330	38.0%
Falls, trips and slips of a person	25,070	23.6%
Being hit by moving objects	16,565	15.6%
Hitting objects with a part of the body	8,070	7.6%
Vehicle incidents and other	6,850	6.4%
Mental stress	6,675	6.3%
Heat, electricity and other environmental factors	1,455	1.4%
Chemicals and other substances	800	0.8%
Biological factors	335	0.3%
Sound and pressure	115	0.1%
<b>Total</b>	<b>106,260</b>	<b>100%</b>

## 1.6 Nature of injury or disease

Injury and musculoskeletal disorders led to 89 per cent of serious claims in 2016-17p and the most common were Traumatic joint/ligament and muscle/tendon injuries, accounting for 41 per cent of the total injury and musculoskeletal disorders. Diseases led to 11 per cent of serious claims, with the most common being Mental health conditions (7 per cent) (Table 11).

Both male and female employees recorded a high percentage of claims from traumatic joint/ligament and muscle/tendon injuries at 41 per cent and 43 per cent, respectively. In comparison, a higher percentage of male employees' serious claims arose from Wounds, lacerations, amputations and internal organ damage (19 per cent compared with 11 per cent for female employees).

By contrast, a higher percentage of female employees' serious claims arose from Mental health conditions (11 per cent compared with 4 per cent for male employees).

**Table 11: Number and percentage of serious claims by nature of injury or disease and gender, 2016–17p**

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 and muscle/tendon injury	27,620	16,305	43,930	41%	43%	41%
Wounds, lacerations, amputations and internal organ damage	12,630	4,060	16,690	19%	11%	16%
Musculoskeletal and connective tissue diseases	9,850	6,745	16,595	14%	18%	16%
Fractures	7,785	3,700	11,485	11%	10%	11%
Other injuries	2,105	1,045	3,145	3%	3%	3%
Burn	1,080	540	1,620	2%	1%	2%
Intracranial injuries	485	445	930	1%	1%	1%
Injury to nerves and spinal cord	95	45	135	0%	0%	0%
<b>Total - Injury and musculoskeletal disorders</b>	<b>61,750</b>	<b>32,960</b>	<b>94,710</b>	<b>91%</b>	<b>86%</b>	<b>89%</b>
<b>Diseases</b>						
Mental health conditions	3,000	4,165	7,165	4%	11%	7%
Digestive system diseases	2,085	130	2,215	3%	0%	2%
Nervous system and sense organ diseases	625	470	1,095	1%	1%	1%
Skin and subcutaneous tissue diseases	305	120	425	0%	0%	0%
Respiratory system diseases	80	140	215	0%	0%	0%
Infectious and parasitic diseases	115	90	205	0%	0%	0%
Circulatory system diseases	65	35	100	0%	0%	0%
Other diseases	35	45	75	0%	0%	0%
Neoplasms (cancer)	50	np	55	0%	0%	0%
<b>Total - Diseases</b>	<b>6,355</b>	<b>5,195</b>	<b>11,550</b>	<b>9%</b>	<b>14%</b>	<b>11%</b>
<b>Total – All serious claims</b>	<b>68,105</b>	<b>38,155</b>	<b>106,260</b>	<b>64%</b>	<b>36%</b>	<b>100%</b>

## 1.7 Breakdown agency of injury or disease

The breakdown agency is intended to identify the object, substance or circumstance that was principally involved in, or most commonly associated with, the point at which things started to go wrong and which ultimately led to the most serious injury or disease. In 2016-17p, the most common breakdown agency was Non-powered hand tools, appliances and equipment, accounting for almost a quarter of all serious claims (23.9 per cent) (Table 12).

**Table 12: Number and percentage of serious claims by breakdown agency of injury or disease, 2016–17p**

Breakdown agency of injury or disease	Number	Percentage
Non-powered hand tools, appliances and equipment	25,430	23.9%
Environmental agencies	17,910	16.9%
Animal, human and biological agencies	14,910	14.0%
Materials and substances	14,900	14.0%
Mobile plant and transport	10,245	9.6%
Machinery and (mainly) fixed plant	5,105	4.8%
Powered equipment, tools and appliances	4,515	4.3%
Chemicals and chemical products	700	0.7%
<b>Total</b>	<b>106,260</b>	<b>100%</b>

## 1.8 Mechanism of injury or disease and Breakdown agency

Body Stressing caused nearly 40 per cent of all serious claims in 2016–17p, while Falls, trips and slips led to further 23 per cent of serious claims. One third of Body stressing claims involved Non-powered hand tools, appliances and equipment (33.1 per cent), whereas Environmental agencies (e.g. steps, uneven ground, traffic etc.) caused the majority (56.4 per cent) of Falls, trips and slips of a person (Table 13).

**Table 13: Number and percentage of serious claims by mechanism and breakdown agency of injury or disease, 2016–17p**

Mechanism of injury or disease Breakdown agency of injury or disease	Number	Percentage
<b>Body stressing</b>	<b>40,330</b>	<b>38.0%</b>
Non-powered handtools, appliances and equipment	13,340	33.1%
Materials and substances	7,210	17.9%
Animal, human and biological agencies	5,155	12.8%
<b>Falls, trips and slips of a person</b>	<b>25,070</b>	<b>23.6%</b>
Environmental agencies	14,155	56.5%
Non-powered handtools, appliances and equipment	4,445	17.7%
Mobile plant and transport	2,315	9.2%
Materials and substances	1,580	6.3%
<b>Being hit by moving objects</b>	<b>16,565</b>	<b>15.6%</b>
Animal, human and biological agencies	4,460	26.9%
Non-powered handtools, appliances and equipment	3,850	23.2%
Materials and substances	3,255	19.6%
Machinery and (mainly) fixed plant	1,805	10.9%
<b>Hitting objects with a part of the body</b>	<b>8,070</b>	<b>7.6%</b>
Non-powered handtools, appliances and equipment	3,425	42.4%
Materials and substances	1,785	22.1%
Machinery and (mainly) fixed plant	830	10.3%
Powered equipment, tools and appliances	610	7.6%
<b>Vehicle incidents and other</b>	<b>6,850</b>	<b>6.4%</b>
Other and unspecified agencies	3,310	48.3%
Mobile plant and transport	2,310	33.7%
Animal, human and biological agencies	455	6.6%
<b>Heat, electricity and other environmental factors</b>	<b>1,455</b>	<b>1.4%</b>
Materials and substances	705	48.6%
Powered equipment, tools and appliances	220	15.2%
Machinery and (mainly) fixed plant	185	12.8%
<b>Chemicals and other substances</b>	<b>800</b>	<b>0.8%</b>
Chemicals and chemical products	390	48.7%
Animal, human and biological agencies	160	19.8%
Materials and substances	145	18.3%
<b>Biological factors</b>	<b>335</b>	<b>0.3%</b>
Animal, human and biological agencies	280	83.7%
<b>Sound and pressure</b>	<b>115</b>	<b>0.1%</b>
<b>Total</b>	<b>106,260</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 totals.

## 1.9 Mechanism of injury or disease and Bodily location

Table 14 refers to the mechanism of the injury or disease broken down by the part of the body affected by the most serious injury or disease. In 2016–17p, more than one third of Body stressing claims affected the upper or lower back (37.9 per cent). On the other hand, claims involving falls, trips and slips of a person mostly affected the Knee (19.6 per cent).

**Table 14: Number and percentage of serious claims by mechanism and bodily location of injury or disease, 2016–17p**

<b>Mechanism of injury or disease Bodily location of injury or disease</b>	<b>Number</b>	<b>Percentage</b>
<b>Body stressing</b>	<b>40,330</b>	<b>38.0%</b>
Back - upper or lower	15,275	37.9%
Shoulder	7,325	18.2%
Knee	3,570	8.9%
Abdomen and pelvic region	2,400	5.9%
Wrist	2,060	5.1%
Hand, fingers and thumb	1,485	3.7%
Elbow	1,315	3.3%
Neck	1,055	2.6%
<b>Falls, trips and slips of a person</b>	<b>25,070</b>	<b>23.6%</b>
Knee	4,920	19.6%
Ankle	4,315	17.2%
Back - upper or lower	2,840	11.3%
Shoulder	2,100	8.4%
Wrist	1,620	6.5%
Foot and toes	1,270	5.1%
Hand, fingers and thumb	885	3.5%
Lower leg	770	3.1%
<b>Being hit by moving objects</b>	<b>16,565</b>	<b>15.6%</b>
Hand, fingers and thumb	6,160	37.2%
Foot and toes	1,600	9.7%
Back - upper or lower	815	4.9%
Shoulder	785	4.7%
Knee	685	4.1%
<b>Hitting objects with a part of the body</b>	<b>8,070</b>	<b>7.6%</b>
Hand, fingers and thumb	4,710	58.4%
Knee	480	6.0%
<b>Vehicle incidents and other</b>	<b>6,850</b>	<b>6.4%</b>
Back - upper or lower	1,060	15.5%
Shoulder	710	10.4%
Hand, fingers and thumb	680	9.9%
<b>Mental stress</b>	<b>6,675</b>	<b>6.3%</b>
<b>Heat, electricity and other environmental factors</b>	<b>1,455</b>	<b>1.4%</b>
Hand, fingers and thumb	465	31.8%
Forearm	160	11.0%
Foot and toes	125	8.6%
<b>Chemicals and other substances</b>	<b>800</b>	<b>0.8%</b>
Eye	155	19.4%
Hand, fingers and thumb	140	17.7%
<b>Biological factors</b>	<b>335</b>	<b>0.3%</b>
<b>Sound and pressure</b>	<b>115</b>	<b>0.1%</b>
<b>Total</b>	<b>106,260</b>	<b>100.0%</b>

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

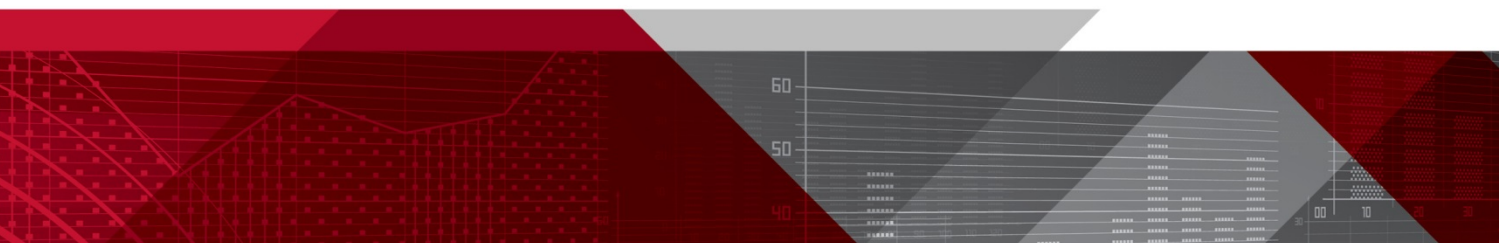




# Section 2: Trends in serious claims 2000-01 to 2016-17

*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 2016–17.*

*Data for 2016–17 are preliminary and are not used to calculate percentage changes. Percentage changes are calculated using data for 2000–01 and 2015–16. 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

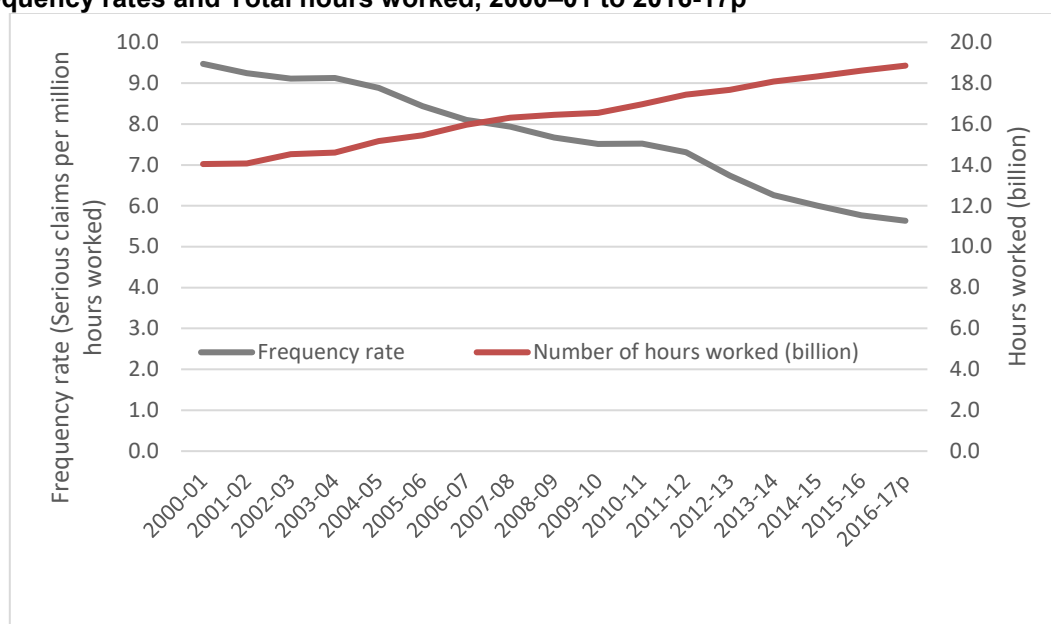
The following analysis of trends uses serious claims from 2000-01 to 2015-16. Data for the most recent available year (2016-17) are displayed but not used in examining the trends. The data in Table 15 shows that there was a 19 per cent decrease in the number of claims from 133,040 claims in 2000-01 to 107,380 claims in 2015-16.

**Table 15: Number and rates of serious claims, number of hours worked and number of employees, 2000-01 to 2016-17p**

Year of lodgement	Number of serious claims	Frequency rate (serious claims per million hours worked)	Incidence rate (serious claims per 1,000 employees)	Total hours worked (billion)	Number of employees (million)
2000-01	133,040	9.5	16.3	14.0	8.2
2001-02	130,110	9.2	15.8	14.1	8.3
2002-03	132,385	9.1	15.6	14.5	8.5
2003-04	133,265	9.1	15.4	14.6	8.6
2004-05	134,725	8.9	15.2	15.2	8.9
2005-06	130,360	8.4	14.2	15.4	9.2
2006-07	129,410	8.1	13.6	16.0	9.5
2007-08	129,490	7.9	13.4	16.3	9.7
2008-09	126,115	7.7	12.8	16.4	9.9
2009-10	124,365	7.5	12.5	16.5	10.0
2010-11	127,700	7.5	12.5	17.0	10.2
2011-12	127,425	7.3	12.3	17.4	10.4
2012-13	119,130	6.7	11.3	17.7	10.6
2013-14	113,240	6.3	10.5	18.1	10.8
2014-15	110,080	6.0	10.0	18.3	11.0
2015-16	107,380	5.8	9.5	18.6	11.3
% change 2000-01 to 2015-16	-19%	-39%	-41%	32%	38%
2016-17p	106,260	5.6	9.3	18.9	11.5

Figure 1 shows that frequency rates (serious claims per million hours worked) have been trending downward while employee's total hours worked (by billion) have been increasing over the years.

**Figure 1: Frequency rates and Total hours worked, 2000-01 to 2016-17p**



## 2.2 Gender

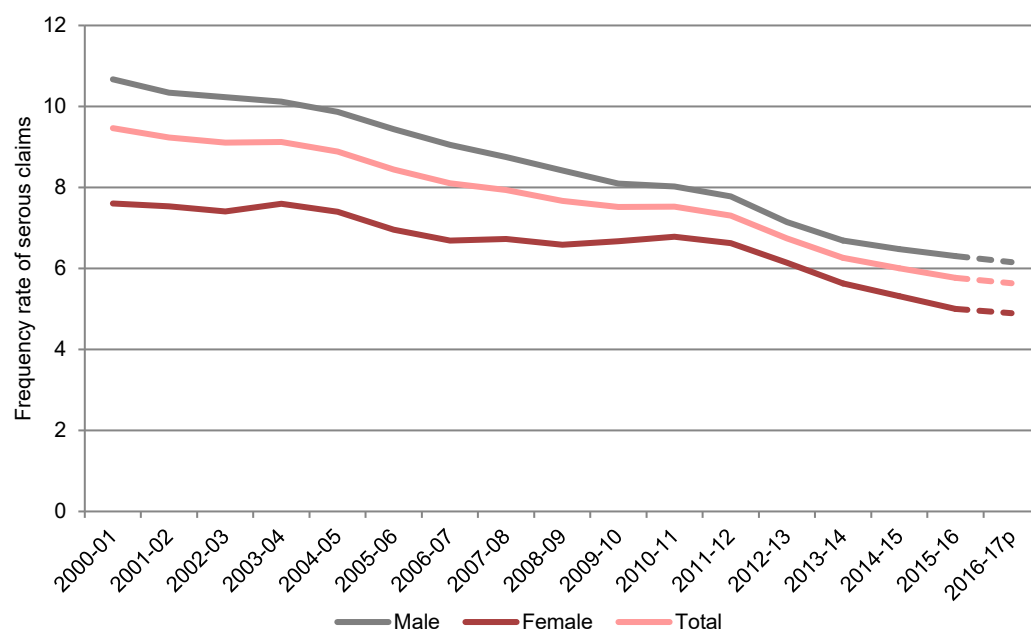
Over the period from 2000-01 to 2015-16, the number of serious claims have decreased by 24 per cent for male employees and 9 per cent for female employees. Frequency rates have also fallen over the same period, 34 per cent for females and 41 per cent for males.

**Table 16: Number and rates of serious claims by gender, 2000–01 to 2016–17p**

Year of lodgement	Male			Female		
	Number of serious claims	Frequency rate (serious claims per million hours worked)	Incidence rate (serious claims per 1,000 employees)	Number of serious claims	Frequency rate (serious claims per million hours worked)	Incidence rate (serious claims per 1,000 employees)
2000-01	90,995	10.7	20.9	42,045	7.6	11.0
2001-02	88,195	10.3	20.2	41,915	7.5	10.8
2002-03	89,510	10.2	20.1	42,875	7.4	10.6
2003-04	89,345	10.1	19.6	43,915	7.6	10.7
2004-05	90,010	9.9	19.2	44,715	7.4	10.6
2005-06	87,145	9.4	18.1	43,210	7.0	9.9
2006-07	86,510	9.1	17.4	42,905	6.7	9.5
2007-08	85,255	8.8	16.8	44,235	6.7	9.6
2008-09	81,835	8.4	15.9	44,280	6.6	9.4
2009-10	79,350	8.1	15.3	45,010	6.7	9.5
2010-11	81,160	8.0	15.2	46,540	6.8	9.6
2011-12	80,685	7.8	14.9	46,740	6.6	9.4
2012-13	75,345	7.1	13.6	43,785	6.1	8.7
2013-14	72,175	6.7	12.7	41,065	5.6	8.0
2014-15	70,430	6.5	12.2	39,650	5.3	7.5
2015-16	69,040	6.3	11.8	38,345	5.0	7.1
% change	-24%	-41%	-43%	-9%	-34%	-36%
<b>2016-17p</b>	68,105	6.2	11.5	38,155	4.9	6.9

The gap between male and female employees' frequency rates declined between 2000–01 and 2014–15 (from 40 per cent gap in 2000-01 to only 23 per cent gap in 2014-15) but has widened slightly in recent years due to a slight rise in the proportion of female employees. Figure 2 shows that the frequency rates of serious claims for both males and females however, have been trending down.

**Figure 2: Frequency rates of serious claims by gender, 2000–01 to 2016–17p**



## 2.3 Age group

Tables 17, 18 and 19 present information on the age of employees who had serious claims in the period 2000-01 to 2015-16. Table 17 indicates that the largest percentage drops in numbers of serious claims were recorded in the 15-19 years age group (down 46 per cent) and 35-39 years age group (down 41 per cent). In contrast, the 55-59 years, 60-64 years and 65+ age groups have all shown an increase in the number of serious claims over the period, up by 46 per cent, 110 per cent, and 269 per cent respectively, which may in part reflect the ageing workforce.

**Table 17: Number of serious claims by age group, 2000–01 and 2011–12 to 2016–17p**

Age group	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg	2016-17p
15-19 years	6,645	4,835	4,245	3,650	3,640	3,590	-46%	3,635
20-24 years	13,560	11,175	10,450	9,945	10,010	9,755	-28%	10,080
25-29 years	15,790	12,250	11,580	10,975	10,865	10,615	-33%	10,860
30-34 years	16,510	12,110	11,270	11,095	10,915	10,615	-36%	10,390
35-39 years	17,895	13,650	12,405	11,385	10,710	10,470	-41%	10,070
40-44 years	18,425	16,010	15,115	14,230	13,420	12,470	-32%	11,540
45-49 years	16,615	17,115	15,440	14,585	13,955	13,510	-19%	13,545
50-54 years	15,030	17,020	16,125	15,395	14,590	14,155	-6%	13,735
55-59 years	8,280	13,015	12,365	12,020	11,875	12,080	46%	11,960
60-64 years	3,575	8,005	7,660	7,530	7,500	7,495	110%	7,595
65+ years	710	2,240	2,455	2,420	2,580	2,625	269%	2,845
<b>Total</b>	<b>133,040</b>	<b>127,425</b>	<b>119,130</b>	<b>113,240</b>	<b>110,080</b>	<b>107,380</b>	<b>-19%</b>	<b>106,260</b>

The increase in the number of serious claims for older workers is in line with the general ageing workforce. As shown in Figure 3 below, the percentage of serious claims made by employees aged 55 years and above has been trending upward, rising from 9 per cent in 2000–01 to 21 per cent in 2015–16.

In contrast, there has been a slight fall in the proportion of serious claims made by young workers aged under 25 years, but it has remained relatively steady for the last seven 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 aged under 25 years.

**Figure 3: Percentage of serious claims by age group, 2000–01 to 2016–17p**

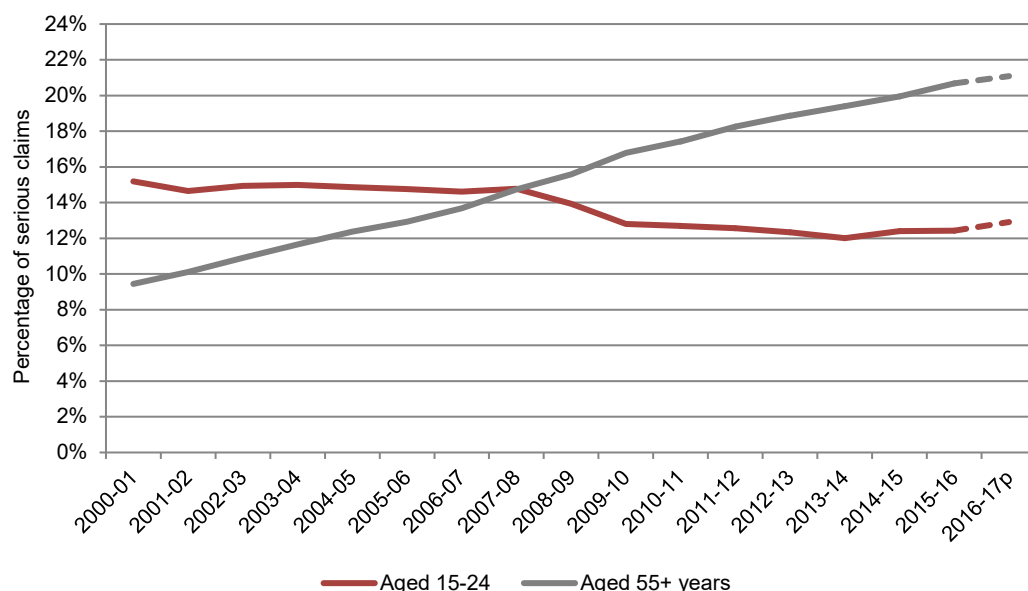


Table 18 shows that while the number of claims have increased over the same period the frequency rates for the 55-59 years, 60-64 years and 65+ years age groups have fallen (down by 26 per cent, 33 per cent, and 18 per cent respectively).

More broadly the frequency and incidence rates have fallen in all age groups over the period. The largest falls in frequency rates and incidence rates were from employees who were from the 30-34 years age group (frequency rate down by 52 per cent and incidence rate down by 53 per cent) and the 35-39 years age group (frequency rate down by 51 per cent and incidence rate down by 52 per cent) over the period.

**Table 18: Frequency rate (serious claims per million hours worked) by age group, 2000–01 and 2011–12 to 2016–17p**

Age group	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg	2016-17p
15-19 years	9.4	7.2	6.7	6.1	6.1	6.0	-37%	6.4
20-24 years	8.1	6.0	5.8	5.6	5.6	5.3	-35%	5.7
25-29 years	8.0	5.3	5.1	4.7	4.6	4.4	-45%	4.5
30-34 years	9.2	5.9	5.2	5.0	4.7	4.4	-52%	4.3
35-39 years	10.1	6.8	6.2	5.6	5.2	5.0	-51%	4.6
40-44 years	10.0	7.8	7.0	6.5	6.1	5.7	-43%	5.3
45-49 years	9.9	8.5	7.6	7.0	6.6	6.4	-36%	6.2
50-54 years	10.6	9.0	8.4	7.7	7.3	7.1	-33%	6.9
55-59 years	10.2	9.1	8.4	7.8	7.6	7.5	-26%	7.2
60-64 years	11.8	9.8	9.0	8.5	8.2	7.9	-33%	7.7
65+ years*	7.2	6.5	6.6	5.9	6.4	5.9	-18%	6.0
<b>Total</b>	<b>9.5</b>	<b>7.3</b>	<b>6.7</b>	<b>6.3</b>	<b>6.0</b>	<b>5.8</b>	<b>-39%</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.

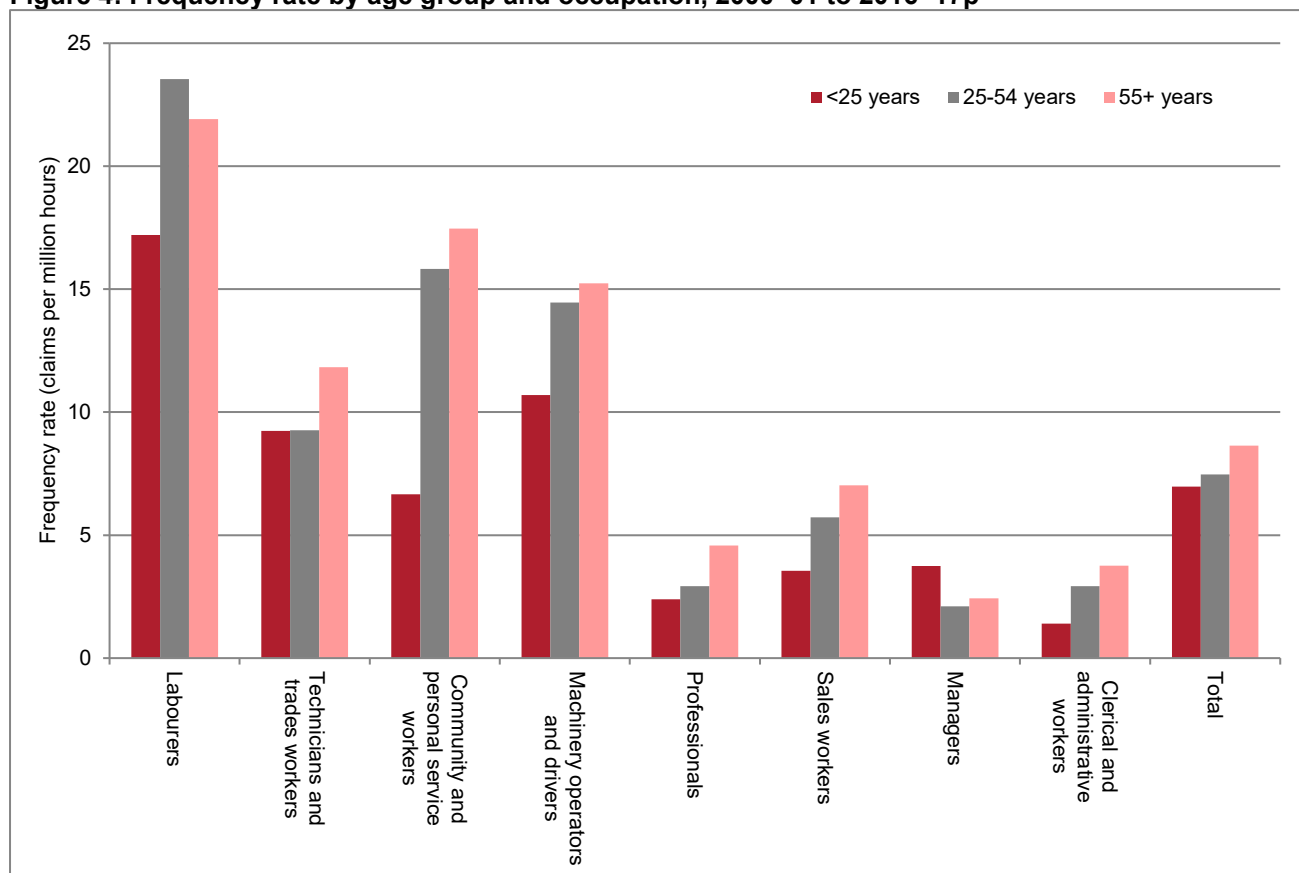
**Table 19: Incidence rate (serious claims per 1,000 employees) by age group, 2000–01 and 2011–12 to 2016–17p**

Age group	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg	2016-17p
15-19 years	9.7	7.0	6.3	5.6	5.4	5.3	-45%	5.5
20-24 years	13.3	9.3	8.9	8.5	8.4	7.8	-41%	8.2
25-29 years	14.7	9.5	9.0	8.3	8.0	7.7	-48%	7.8
30-34 years	16.7	10.5	9.3	8.8	8.3	7.9	-53%	7.5
35-39 years	18.2	12.1	10.9	9.9	9.2	8.8	-52%	8.1
40-44 years	18.1	13.8	12.5	11.6	10.8	10.2	-44%	9.3
45-49 years	18.1	15.4	13.7	12.7	11.9	11.3	-38%	11.1
50-54 years	19.3	16.0	14.8	13.6	13.0	12.5	-35%	12.2
55-59 years	18.0	15.7	14.5	13.4	13.0	13.0	-28%	12.4
60-64 years	19.2	15.7	14.4	13.7	13.1	12.5	-35%	12.2
65+ years*	10.0	9.1	8.9	8.0	8.2	7.8	-22%	8.1
<b>Total</b>	<b>16.3</b>	<b>12.3</b>	<b>11.3</b>	<b>10.5</b>	<b>10.0</b>	<b>9.5</b>	<b>-41%</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.

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 years age group and Managers who recorded the highest frequency rate in the under 25 years age group (Figure 4).

**Figure 4: Frequency rate by age group and occupation, 2000–01 to 2016–17p**



## 2.4 Industry

Table 20 shows that from 2000-01 to 2015-16, the number of serious claims decreased in 15 of the 19 industry divisions. The largest decrease in the number of claims over this period occurred among employees in the Information, media and telecommunications industry (down by 56 per cent), followed by the Manufacturing industry (down 51 per cent), and the Financial and insurance services industry (down by 48 per cent).

Similarly, the number of serious claims both decreased for the Road transport (down by 20 per cent) and Agriculture (down by 32 per cent) industry sub-divisions over the same period.

**Table 20: Number of serious claims by industry, 2000-01 and 2011-12 to 2016-17p**

Industry	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg	2016-17p
Health care and social assistance	15,315	19,935	19,240	17,850	17,440	16,705	9%	17,190
Construction	12,295	12,905	12,310	12,400	12,660	13,085	6%	13,280
Manufacturing	27,035	17,735	15,575	14,260	14,160	13,270	-51%	12,860
Retail trade	11,895	10,505	9,850	9,790	9,630	9,450	-21%	8,490
Transport, postal and warehousing	11,565	11,530	10,385	9,755	9,225	8,615	-25%	8,330
Road transport	5,260	5,100	4,800	4,555	4,380	4,230	-20%	4,155
Public administration and safety	8,120	9,950	10,090	9,280	8,565	8,075	-1%	7,710
Education and training	6,100	7,355	6,895	6,640	6,865	6,705	10%	6,850
Accommodation and food services	7,395	7,085	6,725	6,290	6,335	6,325	-14%	6,175
Administrative and support services	6,265	5,730	4,995	4,505	3,830	4,280	-32%	4,730
Wholesale trade	5,900	5,070	4,865	4,655	4,705	4,635	-21%	4,500
Agriculture, forestry and fishing	5,455	3,865	3,660	3,475	3,440	3,620	-34%	3,620
Agriculture	4,155	2,970	2,875	2,650	2,640	2,825	-32%	2,765
Other services	4,270	3,865	3,635	3,520	3,100	3,035	-29%	3,065
Arts and recreation services	2,320	2,620	2,125	2,260	2,245	2,200	-5%	2,190
Mining	1,895	2,875	3,060	2,865	2,225	2,140	13%	2,030
Professional, scientific and technical services	2,110	2,085	1,850	1,825	1,860	1,765	-16%	1,795
Electricity, gas, water and waste services	1,415	1,285	1,280	1,250	1,215	1,175	-17%	1,210
Rental, hiring and real estate services	1,030	1,185	1,025	1,035	1,045	985	-4%	970
Information media and telecommunications	1,230	755	605	620	600	545	-56%	590
Financial and insurance services	1,310	965	835	790	765	680	-48%	585
Total	133,040	127,425	119,130	113,240	110,080	107,380	-19%	106,260

While some industries recorded increasing serious claim numbers, Table 21 indicates that frequency rates have fallen in all industries since 2000-01.

The largest falls in frequency rates over the period occurred in both the Mining industry (down by 60 per cent) and Financial and insurance service industry (down by 59 per cent). A large decrease in frequency rate was also recorded in Information media and telecommunications industry (down by 52 per cent). The smallest improvements occurred in the Wholesale trade (down by 17 per cent), Education and training (down by 18 per cent), and Public administration and safety (down by 28 per cent) industries.

**Table 21: Frequency rate (serious claims per million hours worked) by industry, 2000–01 and 2011-12 to 2016-17p**

Industry	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg	2016-17p
Health care and social assistance	12.1	10.4	10.0	9.0	8.5	7.6	-37%	7.8
Construction	13.5	8.9	8.4	7.8	8.0	8.2	-39%	8.1
Manufacturing	13.9	10.7	9.5	8.7	8.8	8.7	-38%	8.0
Retail trade	8.8	6.5	6.0	5.9	5.6	5.4	-38%	5.0
Transport, postal and warehousing	14.9	12.3	10.5	9.7	8.7	8.1	-46%	8.0
Road transport	16.2	14.8	12.9	12.2	10.3	9.9	-39%	9.9
Public administration and safety	8.8	8.0	8.3	7.2	6.9	6.4	-28%	5.9
Education and training	5.5	5.4	4.9	4.6	4.7	4.5	-18%	4.4
Accommodation and food services	8.9	7.4	6.9	6.5	6.1	6.0	-32%	5.6
Administrative and support services	11.6	8.2	7.2	6.5	5.6	5.9	-49%	6.3
Wholesale trade	8.2	7.1	6.4	6.5	6.5	6.9	-17%	6.6
Agriculture, forestry and fishing	14.3	10.6	10.6	8.9	9.8	9.3	-34%	9.5
Agriculture	13.6	9.8	9.9	8.1	9.0	8.5	-31%	9.3
Other services	7.8	6.2	5.9	5.1	4.7	4.7	-40%	4.5
Arts and recreation services	13.7	9.6	8.0	9.1	7.9	7.3	-47%	8.1
Mining	10.8	5.3	5.2	4.9	4.6	4.3	-60%	4.2
Professional, scientific and technical services	2.0	1.5	1.3	1.2	1.2	1.1	-46%	1.1
Electricity, gas, water and waste services	9.3	4.6	4.9	4.4	4.5	4.3	-54%	4.7
Rental, hiring and real estate services	4.6	3.6	3.2	3.0	2.8	2.7	-42%	2.6
Information media and telecommunications	3.1	2.0	1.6	1.8	1.6	1.5	-52%	1.6
Financial and insurance services	2.2	1.3	1.2	1.0	1.0	0.9	-59%	0.7
<b>Total</b>	<b>9.5</b>	<b>7.3</b>	<b>6.7</b>	<b>6.3</b>	<b>6.0</b>	<b>5.8</b>	<b>-39%</b>	<b>5.6</b>



The trends in incidence rates are similar to the pattern for frequency rates, with incidence rates falling in all industries from 2000-01 to 2015-16 (Table 22). The largest falls in incidence rates occurred in the Mining and Financial and insurance service industries (both down by 61 per cent). This was followed by the Electricity, gas, water and waste service industry (down by 53 per cent).

**Table 22: Incidence rate (serious claims per 1,000 employees) by industry, 2000–01 and 2011-12 to 2016–17p**

Industry	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg	2016-17p
Health care & social assistance	17.9	15.1	14.2	12.9	12.2	10.9	-39%	11.1
Construction	27.7	17.9	17.0	15.8	15.9	16.4	-41%	16.0
Manufacturing	27.3	20.6	18.0	16.3	16.5	16.1	-41%	15.1
Retail trade	12.2	8.9	8.4	8.2	7.9	7.5	-38%	7.0
Transport, postal & warehousing	29.3	23.3	19.8	18.2	16.6	15.3	-48%	15.0
Road transport	34.6	30.2	26.2	25.0	21.1	20.1	-42%	20.3
Public administration & safety	15.5	13.8	14.1	12.1	11.5	10.7	-31%	9.6
Education & training	9.1	8.5	7.5	7.2	7.2	6.9	-24%	6.8
Accommodation & food services	11.9	9.3	8.8	8.4	7.7	7.5	-37%	7.1
Administrative & support services	19.2	13.3	11.8	10.5	9.0	9.3	-52%	10.0
Wholesale trade	16.1	13.4	12.1	12.4	12.6	12.8	-21%	12.4
Agriculture, forestry & fishing	27.8	21.1	20.5	17.8	18.9	18.2	-34%	18.7
Agriculture	26.1	19.5	19.2	16.4	17.5	17.0	-35%	18.3
Other services	13.7	10.8	10.2	8.8	7.9	8.1	-41%	7.6
Arts & recreation services	18.6	12.7	10.7	11.9	9.9	10.0	-47%	10.2
Mining	25.1	12.2	11.9	11.1	10.1	9.7	-61%	9.3
Professional, scientific & technical services	3.8	2.8	2.4	2.3	2.1	2.0	-49%	1.9
Electricity, gas, water & waste services	17.8	9.0	9.4	8.4	8.7	8.3	-53%	9.2
Rental, hiring & real estate services	8.8	6.7	5.9	5.4	5.2	4.9	-45%	4.7
Information media & telecommunications	5.4	3.7	2.8	3.2	2.9	2.6	-51%	2.8
Financial & insurance services	4.0	2.4	2.1	1.9	1.9	1.6	-61%	1.4
<b>Total</b>	<b>16.3</b>	<b>12.3</b>	<b>11.3</b>	<b>10.5</b>	<b>10.0</b>	<b>9.5</b>	<b>-41%</b>	<b>9.3</b>

## 2.5 Occupation

Tables 23, 24 and 25 show the number of serious workers' compensation claims decreased in six of the eight major occupation groups. The largest percentage decrease in the number of claims from 2000-01 to 2015-16 occurred among Clerical and administrative workers (down by 34 per cent), followed by Labourers (down by 30 per cent), and Technicians and trade workers (down by 28 per cent). In contrast, the greatest increase in the number of serious claims was recorded by the Community and personal service workers group, which rose by 17 per cent over the period.

All occupations have recorded a fall both in frequency and incidence rates over the period. The largest falls were recorded for Managers where frequency rate was down by 47 per cent and incidence rate was down by 52 per cent.

**Table 23: Number of serious claims by occupation, 2000-01 and 2011-12 to 2016-17p**

Occupation	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg	2016-17p
Labourers	38,570	31,425	28,850	27,130	26,920	26,960	-30%	26,330
Technicians and trades workers	27,155	22,830	21,505	20,755	20,020	19,460	-28%	19,965
Community and personal service workers	15,020	20,890	20,055	19,095	18,515	17,600	17%	18,130
Machinery operators and drivers	20,290	19,270	17,790	17,040	16,305	15,320	-25%	15,035
Professionals	10,405	12,055	11,925	11,180	11,150	9,975	-4%	10,795
Sales workers	7,390	7,385	6,480	6,320	6,165	6,020	-19%	5,695
Managers	5,200	5,940	5,205	5,075	4,765	4,750	-9%	4,745
Clerical and administrative workers	7,955	7,320	6,770	5,890	5,720	5,225	-34%	4,615
<b>Total</b>	<b>133,040</b>	<b>127,425</b>	<b>119,130</b>	<b>113,240</b>	<b>110,080</b>	<b>107,380</b>	<b>-19%</b>	<b>106,260</b>

**Table 24: Frequency rate (serious claims per million hours worked) by occupation, 2000-01 and 2011-12 to 2016-17p**

Occupation	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg	2016-17p
Labourers	26.6	20.7	18.9	17.9	18.1	18.1	-32%	16.5
Technicians and trades workers	12.7	8.7	7.9	7.6	7.2	7.0	-45%	7.2
Community and personal service workers	15.0	14.7	14.1	12.8	12.2	10.9	-27%	11.1
Machinery operators and drivers	18.1	13.8	12.4	12.1	11.6	11.4	-37%	10.8
Professionals	3.4	2.9	2.8	2.6	2.5	2.2	-36%	2.3
Sales workers	5.9	5.7	4.8	4.6	4.3	4.2	-29%	4.0
Managers	3.2	2.4	2.1	1.9	1.7	1.7	-47%	1.7
Clerical and administrative workers	3.3	2.9	2.7	2.3	2.3	2.0	-38%	1.8
<b>Total</b>	<b>9.5</b>	<b>7.3</b>	<b>6.7</b>	<b>6.3</b>	<b>6.0</b>	<b>5.8</b>	<b>-39%</b>	<b>5.6</b>

**Table 25: Incidence rate (serious claims per 1000 employees) by occupation, 2000-01 and 2011-12 to 2016-17p**

Occupation	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg	2016-17p
Labourers	39.2	30.1	27.3	25.8	26.1	25.8	-34%	23.7
Technicians and trades workers	24.9	16.7	15.3	14.5	13.8	13.4	-46%	13.7
Community and personal service workers	20.3	19.1	18.2	16.7	15.7	14.0	-31%	14.2
Machinery operators and drivers	35.3	27.6	24.8	24.0	22.8	22.1	-37%	21.1
Professionals	6.4	5.2	4.9	4.5	4.3	3.7	-42%	3.9
Sales workers	7.7	7.1	6.1	5.8	5.6	5.3	-32%	5.2
Managers	7.4	5.0	4.4	4.0	3.6	3.5	-52%	3.5
Clerical and administrative workers	5.3	4.5	4.2	3.6	3.5	3.1	-41%	2.8
<b>Total</b>	<b>16.3</b>	<b>12.3</b>	<b>11.3</b>	<b>10.5</b>	<b>10.0</b>	<b>9.5</b>	<b>-41%</b>	<b>9.3</b>

## 2.6 Nature of injury or disease

Table 26 shows that serious claims related to injury and musculoskeletal disorders fell by 20 per cent from 119,730 claims in 2000-01 to 95,855 claims in 2015-16. This was driven by a significant fall in the number of Wounds, lacerations, amputations and internal organ damage claims (down by 26 per cent).

While the number of serious claims involving diseases decreased by 13 per cent between 2000-01 and 2015-16, the number of serious claims involving Mental health conditions increased by 5 per cent. The largest decrease in serious claims involving diseases was Neoplasms (cancer), which was down by 46 per cent over the period.

**Table 26: Number of serious claims by nature of injury or disease, 2000–01 and 2011-12 to 2016-17p**

Nature of injury or disease	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg	2016-17p
<b>Injury and musculoskeletal disorders</b>								
Traumatic joint/ligament and muscle/tendon injury and musculoskeletal and connective tissue diseases	80,700	77,780	72,255	68,735	65,750	62,420	-23%	60,525
Wounds, lacerations, amputations and internal organ damage	22,760	17,890	16,945	16,410	16,105	16,775	-26%	16,690
Fractures	11,285	11,410	10,970	10,400	10,840	10,795	-4%	11,485
Burn	2,110	1,910	1,755	1,670	1,650	1,630	-23%	1,620
Intracranial injuries	415	530	525	550	670	955	129%	930
Injury to nerves and spinal cord	85	235	220	195	165	145	73%	135
<b>Total: injury and musculoskeletal disorders</b>	<b>119,730</b>	<b>112,985</b>	<b>106,005</b>	<b>101,000</b>	<b>98,480</b>	<b>95,855</b>	<b>-20%</b>	<b>94,710</b>
<b>Diseases</b>								
Mental health conditions	6,615	8,400	7,785	7,030	6,790	6,935	5%	7,165
Digestive system diseases	3,230	3,120	2,765	2,635	2,400	2,320	-28%	2,215
Nervous system and sense organ diseases	1,595	1,475	1,355	1,305	1,210	1,110	-30%	1,095
Skin and subcutaneous tissue diseases	855	635	520	515	450	500	-42%	425
Infectious and parasitic diseases	305	235	245	260	295	225	-26%	205
Respiratory system diseases	285	240	215	230	230	205	-27%	215
Circulatory system diseases	190	155	115	115	95	110	-43%	100
Neoplasms (cancer)	60	60	30	50	40	35	-46%	55
<b>Total: diseases</b>	<b>13,310</b>	<b>14,440</b>	<b>13,125</b>	<b>12,240</b>	<b>11,600</b>	<b>11,530</b>	<b>-13%</b>	<b>11,550</b>
<b>Total: serious claims</b>	<b>133,040</b>	<b>127,425</b>	<b>119,130</b>	<b>113,240</b>	<b>110,080</b>	<b>107,380</b>	<b>-19%</b>	<b>106,260</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 27 shows that claims related to injuries to Upper limbs accounted for over one-third of all serious claims in 2015-16. Within this group, serious claims for the Shoulder have risen by 7 per cent, from 10,650 serious claims in 2000-01 to 11,430 serious claims in 2015-16.

Serious claims related to the Trunk account for a further one-quarter of all serious claims. This group of claims, however, recorded a 38 per cent decrease, from 42 590 serious claims in 2000-01 to 26 315 serious claims in 2015-16. The major contributor to this decrease is the reduction in Back – upper or lower claims, which declined from 35 260 in 2000-01 to 21 320 in 2015-16.

**Table 27: Number of serious claims by bodily location of injury or disease, 2000–01 and 2011-12 to 2016-17p**

Bodily location of injury or disease	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg	2016-17p
<b>Upper limbs</b>	<b>43,045</b>	<b>42,950</b>	<b>40,520</b>	<b>38,695</b>	<b>38,440</b>	<b>37,610</b>	<b>-13%</b>	<b>37,535</b>
Hand, fingers and	17,625	15,335	14,565	13,940	14,290	14,230	-19%	14,585
Shoulder	10,650	13,680	12,925	12,445	11,960	11,430	7%	11,155
Wrist	6,115	6,005	5,625	5,310	5,160	4,980	-19%	4,955
Elbow	3,110	3,135	2,970	2,790	2,780	2,575	-17%	2,660
Forearm	2,165	2,005	1,835	1,580	1,625	1,635	-24%	1,545
Upper arm	1,145	1,145	1,060	1,065	1,040	1,075	-6%	1,040
<b>Trunk</b>	<b>42,590</b>	<b>34,665</b>	<b>31,670</b>	<b>29,485</b>	<b>27,770</b>	<b>26,315</b>	<b>-38%</b>	<b>25,215</b>
Back - upper or lower	35,260	28,290	25,860	24,115	22,655	21,320	-40%	20,215
Abdomen and pelvic region	4,745	4,105	3,645	3,360	3,195	3,070	-35%	2,980
Chest (thorax)	2,350	2,035	1,950	1,775	1,705	1,680	-29%	1,850
<b>Lower limbs</b>	<b>26,345</b>	<b>28,050</b>	<b>26,565</b>	<b>25,810</b>	<b>25,285</b>	<b>24,685</b>	<b>-6%</b>	<b>25,020</b>
Knee	10,460	12,005	11,390	11,090	10,980	10,380	-1%	10,210
Ankle	5,915	6,210	5,855	5,635	5,560	5,455	-8%	5,785
Foot and toes	4,545	4,280	4,020	3,950	3,840	3,810	-16%	3,860
Lower leg	2,245	2,710	2,490	2,430	2,275	2,260	1%	2,350
Upper leg	1,015	1,020	950	920	840	940	-7%	930
Hip	780	915	940	880	855	855	10%	860
<b>Non-physical locations</b>	<b>6,610</b>	<b>8,405</b>	<b>7,785</b>	<b>7,030</b>	<b>6,795</b>	<b>6,775</b>	<b>3%</b>	<b>7,165</b>
<b>Head</b>	<b>3,765</b>	<b>3,630</b>	<b>3,500</b>	<b>3,370</b>	<b>3,440</b>	<b>3,425</b>	<b>-9%</b>	<b>3,455</b>
Cranium	830	820	715	825	930	920	11%	1,125
Eye	1,155	975	940	855	865	845	-27%	760
Face, not elsewhere specified	640	685	710	625	580	625	-2%	580
Nose	230	225	195	205	225	220	-5%	215
Mouth	135	185	195	155	140	165	20%	170
Ear	170	180	145	135	120	105	-37%	105
<b>Multiple locations</b>	<b>6,180</b>	<b>5,835</b>	<b>5,510</b>	<b>5,420</b>	<b>5,090</b>	<b>4,935</b>	<b>-20%</b>	<b>4,655</b>
<b>Neck</b>	<b>3,700</b>	<b>2,880</b>	<b>2,560</b>	<b>2,440</b>	<b>2,245</b>	<b>2,075</b>	<b>-44%</b>	<b>2,115</b>
<b>Systemic locations</b>	<b>655</b>	<b>420</b>	<b>375</b>	<b>415</b>	<b>445</b>	<b>570</b>	<b>-13%</b>	<b>375</b>
<b>Total</b>	<b>133,040</b>	<b>127,425</b>	<b>119,130</b>	<b>113,240</b>	<b>110,080</b>	<b>107,380</b>	<b>-19%</b>	<b>106,260</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 28 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 by 27 per cent) between 2000-01 and 2015-16. In addition, around 60 per cent 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 Biological factors (down by 45 per cent). This was followed by Chemicals and other substances (down by 43 per cent) and Vehicle incidents and other (down by 28 per cent).

Notably, the number of claims due to Being assaulted by a person or persons has almost doubled since 2000-01.

**Table 28: Number of serious claims by mechanism of injury or disease, 2000-01 and 2011-12 to 2016-17p**

Mechanism of injury or disease	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg	2016-17p
<b>Body stressing</b>	<b>58,175</b>	<b>54,370</b>	<b>49,620</b>	<b>47,570</b>	<b>44,865</b>	<b>42,475</b>	<b>-27%</b>	<b>40,330</b>
Muscular stress while lifting, carrying, or putting down objects	28,610	22,385	20,185	19,125	17,265	16,190	-43%	15,845
Muscular stress while handling objects	18,835	20,425	19,245	18,550	18,215	17,620	-6%	16,190
Muscular stress with no objects being handled	6,325	7,240	6,220	6,180	5,665	5,320	-16%	5,500
<b>Falls, trips &amp; slips of a person</b>	<b>26,145</b>	<b>28,285</b>	<b>26,300</b>	<b>25,240</b>	<b>24,975</b>	<b>24,615</b>	<b>-6%</b>	<b>25,070</b>
Falls on the same level	15,555	18,230	16,520	16,120	15,890	15,390	-1%	15,795
Falls from a height	8,840	7,610	7,160	6,770	6,885	6,610	-25%	6,775
<b>Being hit by moving objects</b>	<b>18,175</b>	<b>17,765</b>	<b>17,405</b>	<b>16,405</b>	<b>16,410</b>	<b>16,240</b>	<b>-11%</b>	<b>16,565</b>
Being hit by falling objects	4,205	4,200	3,810	3,570	3,565	3,510	-16%	3,585
Being trapped between stationary & moving objects	2,480	2,500	2,375	2,345	2,260	2,100	-15%	2,170
Being trapped by moving machinery or equipment	2,145	1,420	1,280	1,055	920	970	-55%	1,145
Being assaulted by a person or persons	1,105	2,390	2,450	2,220	2,265	2,150	95%	2,365
<b>Hitting objects with a part of the body</b>	<b>10,575</b>	<b>8,530</b>	<b>7,945</b>	<b>7,770</b>	<b>7,725</b>	<b>7,805</b>	<b>-19%</b>	<b>8,070</b>
Hitting stationary objects	5,110	4,435	4,140	4,055	3,775	3,625	-29%	3,700
Hitting moving objects	5,315	4,005	3,735	3,630	3,895	4,130	-22%	4,305
<b>Vehicle incidents &amp; other</b>	<b>9,430</b>	<b>7,280</b>	<b>7,575</b>	<b>6,665</b>	<b>6,780</b>	<b>6,835</b>	<b>-28%</b>	<b>6,850</b>
Vehicle accident	2,730	3,165	2,920	2,565	2,360	2,560	-6%	2,650
<b>Mental stress</b>	<b>6,295</b>	<b>7,745</b>	<b>7,140</b>	<b>6,560</b>	<b>6,395</b>	<b>6,530</b>	<b>4%</b>	<b>6,675</b>
<b>Heat, electricity &amp; other environmental factors</b>	<b>1,955</b>	<b>1,760</b>	<b>1,620</b>	<b>1,560</b>	<b>1,530</b>	<b>1,530</b>	<b>-22%</b>	<b>1,455</b>
<b>Chemicals &amp; other substances</b>	<b>1,535</b>	<b>1,130</b>	<b>1,030</b>	<b>940</b>	<b>850</b>	<b>880</b>	<b>-43%</b>	<b>800</b>
<b>Biological factors</b>	<b>605</b>	<b>375</b>	<b>355</b>	<b>395</b>	<b>405</b>	<b>335</b>	<b>-45%</b>	<b>335</b>
<b>Sound &amp; pressure</b>	<b>150</b>	<b>185</b>	<b>140</b>	<b>135</b>	<b>145</b>	<b>135</b>	<b>-9%</b>	<b>115</b>
<b>Total</b>	<b>133,040</b>	<b>127,425</b>	<b>119,130</b>	<b>113,240</b>	<b>110,080</b>	<b>107,380</b>	<b>-19%</b>	<b>106,260</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 29 shows that Non-powered hand tools, appliances and equipment consistently recorded the highest number of claims across the period. Claims fell in this group by 27 per cent between 2000-01 and 2015-16.

Serious claims across all breakdown agencies fell between 4 and 47 per cent with the exception of Materials and substances (up by 2 per cent) and Animal, human and biological agencies (up by 6 per cent). Chemicals and chemical products recorded the greatest fall (down by 47 per cent), followed by Machinery and (mainly) fixed plant (down by 45 per cent).

**Table 29: Number of serious claims by breakdown agency of injury or disease, 2000-01 and 2011-12 to 2016-17p**

Breakdown agency of injury or disease	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg*	2016-17p
Non-powered hand tools, appliances and equipment	35,670	32,185	29,150	27,380	26,875	26,205	-27%	25,430
Environmental agencies	18,055	20,845	19,325	18,175	17,525	17,340	-4%	17,910
Animal, human and biological agencies	13,960	17,225	16,880	16,045	15,310	14,780	6%	14,910
Materials and substances	14,830	16,855	15,895	15,535	15,905	15,195	2%	14,900
Mobile plant and transport	11,445	12,325	11,725	11,160	10,490	10,250	-10%	10,245
Machinery and (mainly) fixed plant	9,295	6,485	5,825	5,555	5,185	5,080	-45%	5,105
Powered equipment, tools and appliances	6,375	6,245	5,570	5,050	4,910	4,650	-27%	4,515
Chemicals and chemical products	1,390	960	845	805	730	735	-47%	700
Other and unspecified agencies	22,020	14,300	13,920	13,530	13,150	13,150	-40%	12,545
<b>Total</b>	<b>133,040</b>	<b>127,425</b>	<b>119,130</b>	<b>113,240</b>	<b>110,080</b>	<b>107,380</b>	<b>-19%</b>	<b>106,260</b>

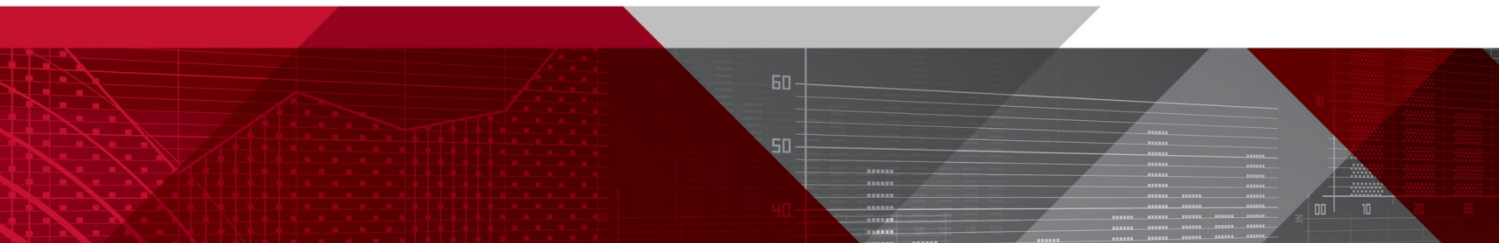


# Section 3: Time lost and compensation paid

*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 (2016–17) 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 2015–16, the median time lost for a serious claim rose by 38 per cent from 4.2 working weeks to 5.8. Over the same period, the median compensation paid for a serious claim rose by 121 per cent from \$5,200 to \$11,500 (Table 30).

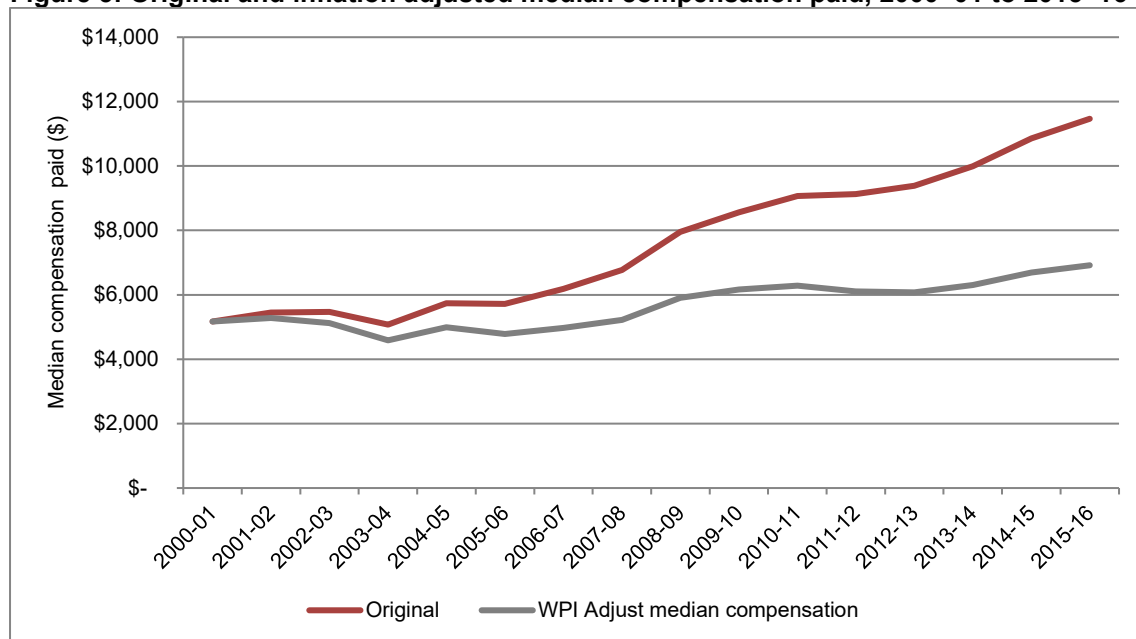
Table 30 also shows an estimate of the inflation adjusted median compensation paid. The median compensation is adjusted using the ABS Wage Price Index<sup>2</sup> (WPI) to remove the effects of wage inflation and allow a more meaningful comparison with the median time lost time series. In all adjustments, 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 30: Serious claims: median time lost and compensation paid, 2000–01 to 2015–16**

Financial year of lodgement	Serious claims	Median time lost (weeks)	Median compensation paid	Median compensation (WPI adjusted)
2000-01	133,040	4.2	5,200	5,200
2001-02	130,110	4.3	5,400	5,300
2002-03	132,385	4.4	5,500	5,100
2003-04	133,265	4.0	5,100	4,600
2004-05	134,725	4.0	5,700	5,000
2005-06	130,360	4.3	5,700	4,800
2006-07	129,410	4.4	6,200	5,000
2007-08	129,490	4.6	6,800	5,200
2008-09	126,115	5.0	8,000	5,900
2009-10	124,365	5.0	8,600	6,200
2010-11	127,700	5.4	9,100	6,300
2011-12	127,425	5.6	9,100	6,100
2012-13	119,130	5.6	9,400	6,100
2013-14	113,240	5.8	10,000	6,300
2014-15	110,080	5.8	10,900	6,700
2015-16	107,380	5.8	11,500	6,900

Figure 5 shows the original and WPI adjusted median compensation payment from 2000–01 to 2015–16. Figure 6 shows the comparison between median time lost and the WPI adjusted median compensation paid series between 2000–01 and 2015–16, and indicates that median compensation paid has broadly moved in line with median time lost in real terms. In recent years, the WPI adjusted compensation paid has continued to increase while the median time lost has levelled out.

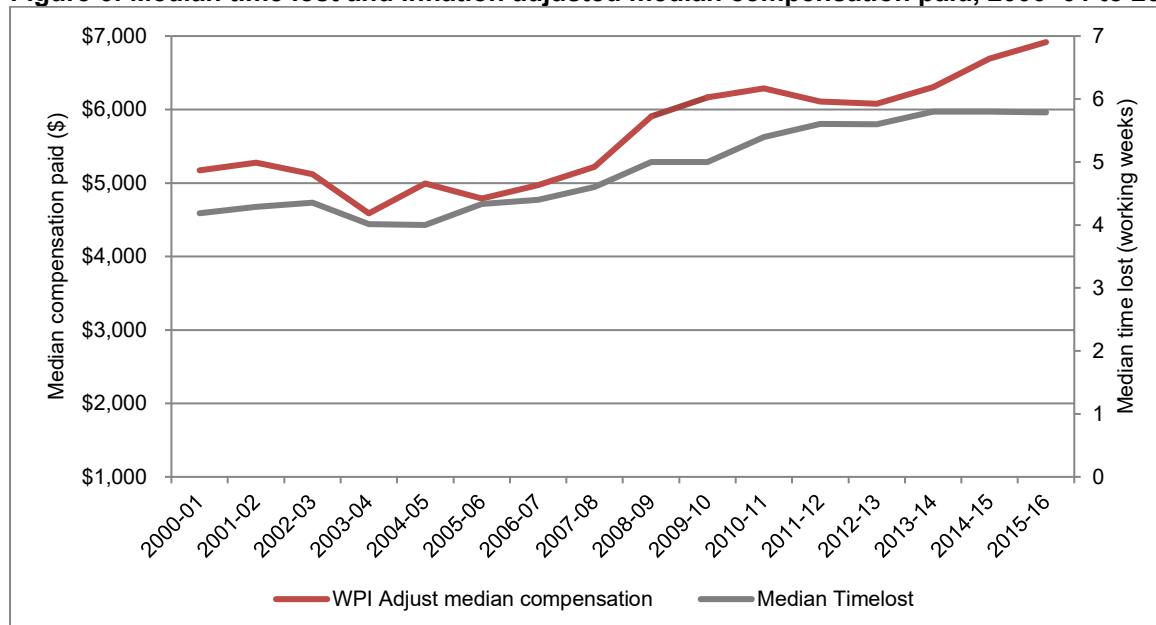
**Figure 5: Original and inflation adjusted median compensation paid, 2000–01 to 2015–16**



<sup>2</sup> Wage Price Index, ABS Catalogue No. 6345.0, Australia, September 2016.



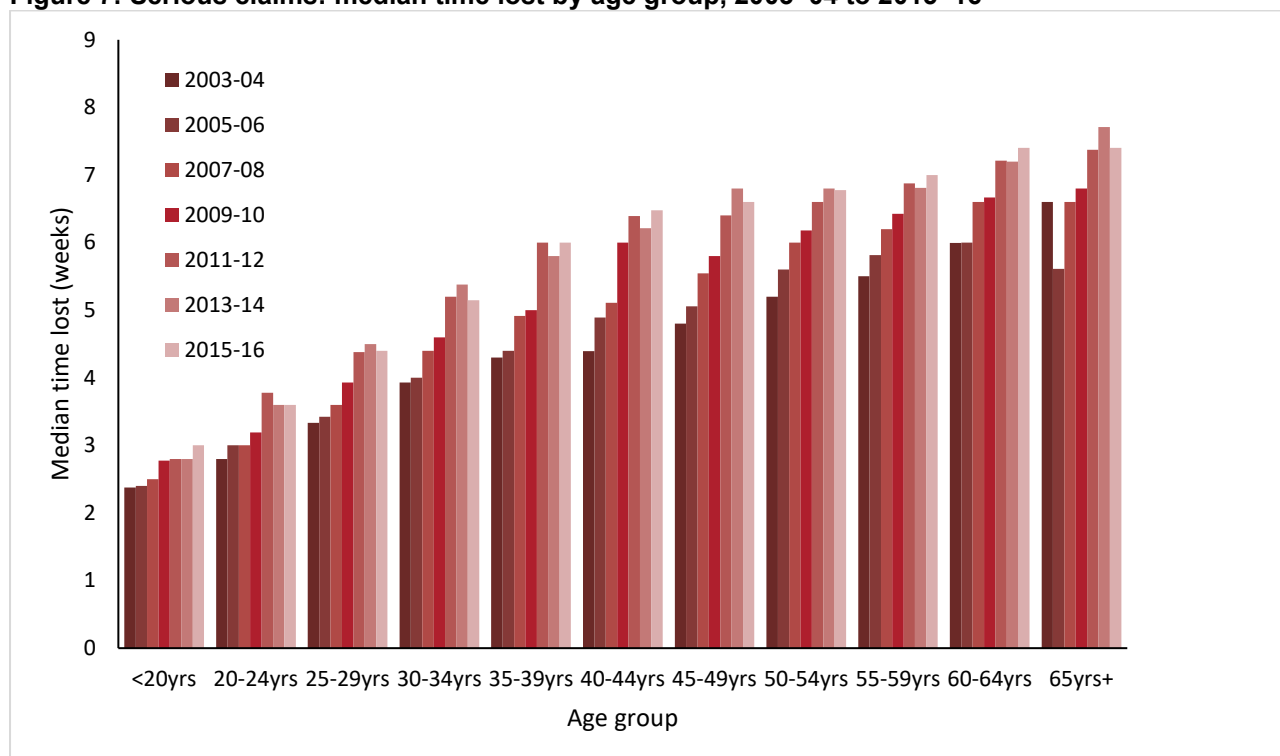
**Figure 6: Median time lost and inflation adjusted median compensation paid, 2000–01 to 2015–16**



### 3.1 Age group

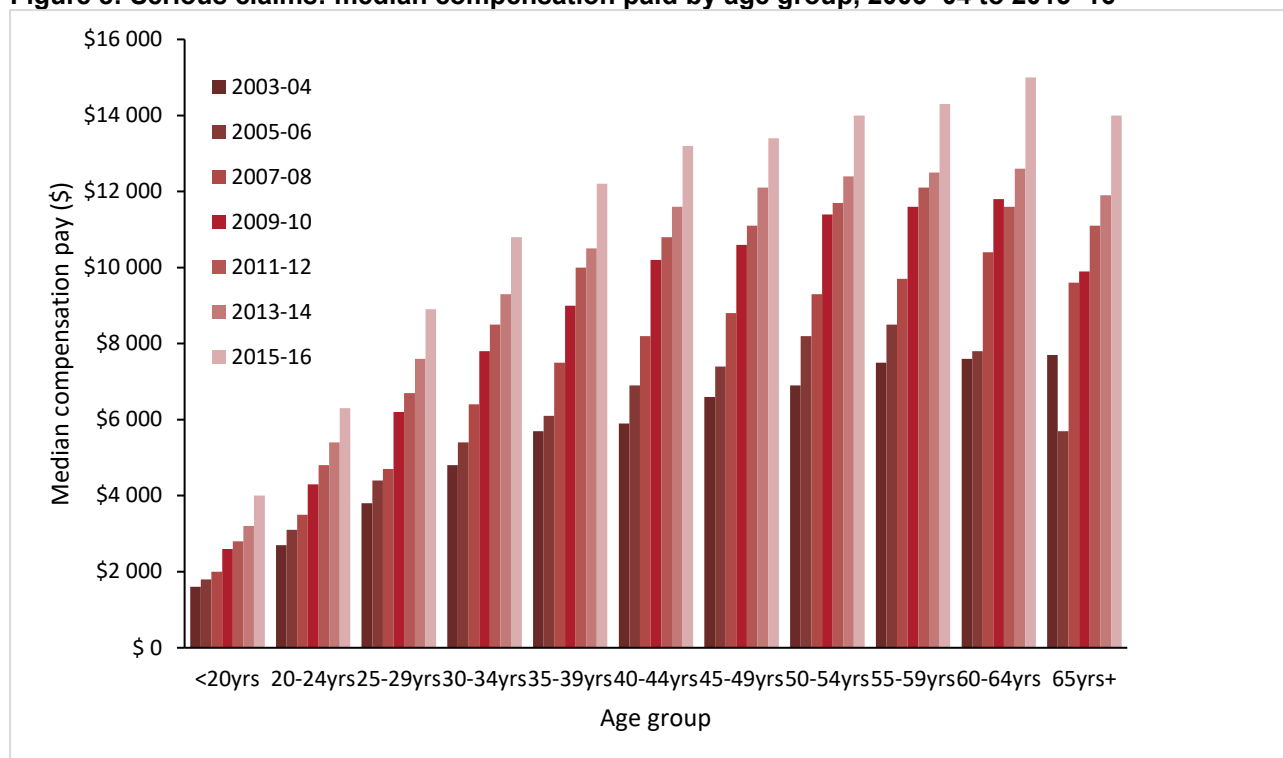
Figure 7 shows that median time lost increases with age and that all age groups have recorded an increase in median time lost between 2003–04 and 2015–16.

**Figure 7: Serious claims: median time lost by age group, 2003–04 to 2015–16**



Similar to median time lost, Figure 8 shows that median compensation paid generally increases with age, however, it levels out for workers aged over 50 years and then falls slightly for those aged 65 years and over.

**Figure 8: Serious claims: median compensation paid by age group, 2003–04 to 2015–16**



## 3.2 Gender

In 2015–16, the median time lost for a serious claim was 5.6 working weeks for male employees and 6.0 working weeks for female employees. The median compensation paid for a serious claim was \$12,200 for male employees and \$10,100 for female employees.

Table 31 shows that the male median compensation has increased by 144 per cent from \$5,000 in 2000-01 to \$12,200 in 2015-16. The female median compensation paid increased by 80 per cent from \$5,600 in 2000-01 to \$10,100 in 2015-16. 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 female employees, which is partly offset by the longer time lost associated with claims made by females.

**Table 31: Serious claims: median time lost and compensation paid by gender, 2000–01 to 2015–16**

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	5.3	\$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	5.4	6.2	\$9,400	\$8,600
2012-13	5.3	6.1	\$9,800	\$8,600
2013-14	5.6	6.1	\$10,700	\$8,800
2014-15	5.6	6.1	\$11,600	\$9,500
2015-16	5.6	6.0	\$12,200	\$10,100

### 3.3 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 by almost 100 per cent, from 3.4 working weeks in 2000-01 to 6.8 working weeks in 2015-16. The smallest increase was recorded in Education and training industry, which increased by 10 per cent, from 4.0 working weeks in 2000-01 to 4.4 working weeks in 2015-16.

**Table 32: Serious claims: median time lost (weeks) by industry, 2000-01 and 2011-12 to 2015-16**

Industry	2000-01	2011-12	2012-13	2013-14	2014-15		2015-16	% chg
Health care and social assistance	4.4	5.0	5.2	5.4	5.6		5.4	23%
Construction	5.0	6.4	6.8	6.6	6.8		6.6	32%
Manufacturing	4.0	5.2	5.2	5.4	5.2		5.0	25%
Retail trade	3.4	6.2	6.2	6.0	5.8		5.9	73%
Transport, postal and warehousing	4.0	6.0	6.1	6.6	6.6		7.0	73%
Road transport	5.2	6.6	6.8	7.4	8.0		8.2	57%
Public administration and safety	4.0	5.7	5.4	5.8	6.4		5.8	46%
Education and training	4.0	4.8	4.6	4.4	4.6		4.4	10%
Accommodation and food services	3.8	4.2	4.2	4.1	4.2		4.4	17%
Administrative and support services	4.4	5.4	5.0	5.4	5.8		6.0	36%
Wholesale trade	4.1	5.6	5.4	5.6	5.6		5.6	36%
Agriculture, forestry and fishing	4.8	6.2	5.7	5.8	6.0		5.6	17%
Agriculture	5.0	6.4	5.7	6.0	6.0		5.6	13%
Other services	4.6	5.6	5.2	5.4	6.0		6.0	30%
Arts and recreation services	4.6	6.6	6.8	5.4	6.0		6.0	30%
Mining	5.1	7.3	7.9	8.1	8.3		8.0	55%
Professional, scientific and technical services	4.6	7.0	6.8	7.1	5.9		5.6	22%
Electricity, gas, water and waste services	3.4	5.6	5.6	5.4	5.9		6.8	99%
Rental, hiring and real estate services	4.4	6.6	6.4	5.8	5.4		6.5	48%
Information media and telecommunications	4.0	6.0	6.2	4.9	5.0		5.8	45%
Financial and insurance services	4.8	7.0	6.6	6.3	6.7		6.6	38%
<b>Total</b>	<b>4.2</b>	<b>5.6</b>	<b>5.6</b>	<b>5.8</b>	<b>5.8</b>		<b>5.8</b>	<b>38%</b>

Table 33 shows that median payments also increased in all 19 industries. The smallest rise was recorded by the Accommodation and food services industry (up by 72 per cent), followed by Healthcare and social assistance (up by 78 per cent). The Accommodation and food services industry has consistently recorded the lowest median payments for serious claims including 2015-16 which was \$5,800 compared to the median for all industries of \$11,500. The highest percentage increases in median payments were recorded by the Electricity, gas, water and waste services industry (up by 217 per cent) and Transport, postal and warehousing industries (up by 180 per cent). Increases in payments reflect increases in wages and salaries and the cost of medical treatment.

**Table 33: Serious claims: median compensation paid by industry, 2000–01 and 2011–12 to 2015–16**

Industry	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg
Health care and social assistance	\$4,800	\$7,400	\$7,100	\$7,300	\$8,200	\$8,600	78%
Construction	\$6,200	\$11,100	\$12,300	\$13,100	\$14,400	\$14,800	140%
Manufacturing	\$5,400	\$8,900	\$9,400	\$10,500	\$11,600	\$12,200	125%
Retail trade	\$4,100	\$7,700	\$8,000	\$8,600	\$9,300	\$9,900	143%
Transport, postal and warehousing	\$5,100	\$10,500	\$11,100	\$12,500	\$13,300	\$14,300	180%
Road transport	\$5,600	\$9,300	\$9,800	\$11,800	\$13,400	\$14,700	164%
Public administration and safety	\$6,400	\$13,500	\$11,600	\$12,600	\$13,600	\$14,200	123%
Education and training	\$5,900	\$10,100	\$9,900	\$9,900	\$11,200	\$11,000	87%
Accommodation and food services	\$3,400	\$4,700	\$5,200	\$5,200	\$5,100	\$5,800	72%
Administrative and support services	\$4,100	\$6,400	\$6,200	\$6,600	\$8,600	\$9,300	126%
Wholesale trade	\$5,500	\$9,200	\$9,700	\$10,800	\$11,300	\$12,300	123%
Agriculture, forestry and fishing	\$4,000	\$8,000	\$7,600	\$9,000	\$9,100	\$9,600	135%
Agriculture	\$4,000	\$7,800	\$7,500	\$9,100	\$8,900	\$9,500	138%
Other services	\$5,300	\$9,200	\$9,400	\$9,700	\$10,600	\$12,900	146%
Arts and recreation services	\$4,600	\$7,700	\$10,100	\$8,500	\$9,100	\$10,100	121%
Mining	\$11,900	\$20,300	\$22,400	\$23,700	\$26,200	\$26,900	126%
Professional, scientific and technical services	\$6,600	\$12,600	\$13,200	\$14,700	\$13,300	\$14,600	121%
Electricity, gas, water and waste services	\$5,000	\$12,800	\$12,300	\$12,500	\$13,800	\$15,800	217%
Rental, hiring and real estate services	\$5,600	\$9,800	\$11,500	\$10,800	\$12,000	\$12,300	118%
Information media and telecommunications	\$6,300	\$13,000	\$14,800	\$12,200	\$13,100	\$16,100	158%
Financial and insurance services	\$7,400	\$14,800	\$12,800	\$14,200	\$18,400	\$17,100	130%
<b>Total</b>	<b>\$5,200</b>	<b>\$9,100</b>	<b>\$9,400</b>	<b>\$10,000</b>	<b>\$10,900</b>	<b>\$11,500</b>	<b>122%</b>

Table 34 shows the WPI adjusted median compensation paid by industry division for 2000–01 and 2011–12 to 2015–16. In real terms (adjusted for wage inflation), industries record a smaller increase in median compensation paid over the 16 year period. The smallest percentage increases in median payments from 2000–01 to 2015–16 were in the Health care and social assistance (up by 5 per cent) and the Education and training (up by 7 per cent) industries. Electricity, gas, water and waste service industries recorded the largest increase in WPI adjusted median compensation paid, increasing by 76 per cent between 2000–01 and 2015–16.

Other industries, such as Retail trade, Transport, postal and warehousing and Information media and telecommunications all showed an increase of over 50 per cent in WPI adjusted compensation paid over the period. The Mining industry had the highest level of WPI adjusted median compensation paid in 2015–16 at \$15,000.

**Table 34: Serious claims: WPI adjusted median compensation paid by industry, 2000–01 and 2011–12 to 2015–16**

Industry	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg
Health care and social assistance	\$4,800	\$4,900	\$4,500	\$4,500	\$4,900	\$5,100	5%
Construction	\$6,200	\$7,100	\$7,600	\$7,900	\$8,400	\$8,600	39%
Manufacturing	\$5,400	\$6,000	\$6,100	\$6,700	\$7,200	\$7,400	36%
Retail trade	\$4,100	\$5,400	\$5,500	\$5,700	\$6,100	\$6,300	56%
Transport, postal and warehousing	\$5,100	\$7,100	\$7,300	\$8,000	\$8,300	\$8,800	72%
Public administration and safety	\$6,400	\$8,800	\$7,400	\$7,800	\$8,200	\$8,300	31%
Education and training	\$5,900	\$6,400	\$6,100	\$6,000	\$6,500	\$6,300	7%
Accommodation and food services	\$3,400	\$3,400	\$3,700	\$3,600	\$3,400	\$3,800	14%
Administrative and support services	\$4,100	\$4,400	\$4,200	\$4,300	\$5,500	\$5,900	43%
Wholesale trade	\$5,500	\$6,300	\$6,400	\$6,900	\$7,200	\$7,600	38%
Agriculture, forestry and fishing	\$4,000	\$5,300	\$4,900	\$5,700	\$5,600	\$5,800	44%
Other services	\$5,300	\$6,400	\$6,300	\$6,400	\$6,900	\$8,100	55%
Arts and recreation services	\$4,600	\$5,300	\$6,700	\$5,500	\$5,700	\$6,200	36%
Mining	\$11,900	\$12,600	\$13,300	\$13,700	\$14,800	\$15,000	26%
Professional, scientific and technical services	\$6,600	\$8,200	\$8,300	\$9,100	\$8,100	\$8,800	32%
Electricity, gas, water and waste services	\$5,000	\$8,000	\$7,400	\$7,300	\$7,900	\$8,800	76%
Rental, hiring and real estate services	\$5,600	\$6,600	\$7,600	\$6,900	\$7,500	\$7,600	34%
Information media and telecommunications	\$6,300	\$9,100	\$10,000	\$8,000	\$8,500	\$10,200	62%
Financial and insurance services	\$7,400	\$9,800	\$8,200	\$8,900	\$11,200	\$10,200	37%
<b>Total</b>	<b>\$5,200</b>	<b>\$6,100</b>	<b>\$6,100</b>	<b>\$6,300</b>	<b>\$6,700</b>	<b>\$6,900</b>	<b>34%</b>

## 3.4 Occupation

Table 35 shows that median time lost for serious workers' compensation claims rose in the eight major occupation groups between 2000-01 and 2015-16. Sales workers recorded the largest increase in median time lost from work (up by 114 per cent). Sales workers also had the highest median time lost of 7.3 working weeks in 2015-16. The lowest median time lost in the eight major occupation groups was recorded by Technicians and trades workers at 5.2 working weeks in 2015-16.

**Table 35: Serious claims: median time (weeks) lost by occupation, 2000-01 and 2011-12 to 2015-16**

Occupation	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg
Labourers	4.2	5.6	5.4	5.6	5.4	5.4	31%
Technicians and trades workers	4.0	5.0	5.0	5.2	5.2	5.2	30%
Community and personal service workers	4.0	5.0	5.0	5.4	5.6	5.5	38%
Machinery operators and drivers	4.4	6.0	6.2	6.4	6.4	6.4	46%
Professionals	4.6	5.8	5.7	5.4	5.4	5.4	18%
Sales workers	3.4	6.6	6.8	7.2	7.0	7.3	114%
Managers	5.0	7.0	7.0	6.5	6.6	6.6	32%
Clerical and administrative workers	4.8	6.6	6.9	7.0	6.9	6.6	38%
Total serious claims	4.2	5.6	5.6	5.8	5.8	5.8	38%

Table 36 shows that median payments have increased in all eight major occupation groups from 2000-01 to 2015-16. Sales workers recorded the largest increase, rising by 145 per cent from \$4,100 in 2000-01 to \$10,000 in 2015-16. Professionals recorded the smallest increase in median payments over the period, increasing by 88 per cent, from \$6,800 in 2000-01 to \$12,800 in 2015-16.

**Table 36: Serious claims: median compensation paid by occupation, 2000-01 and 2011-12 to 2015-16**

Occupation	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg
Labourers	\$4,400	\$8,000	\$8,100	\$8,900	\$9,600	\$10,400	137%
Technicians and trades workers	\$5,000	\$8,800	\$9,600	\$10,200	\$11,100	\$11,800	134%
Community and personal service workers	\$4,600	\$7,500	\$7,200	\$7,700	\$8,200	\$8,800	91%
Machinery operators and drivers	\$5,800	\$10,200	\$11,100	\$12,200	\$13,300	\$14,200	143%
Professionals	\$6,800	\$11,800	\$11,300	\$11,000	\$12,400	\$12,800	88%
Sales workers	\$4,100	\$7,900	\$8,100	\$8,700	\$9,900	\$10,000	145%
Managers	\$7,400	\$13,000	\$13,400	\$13,700	\$15,100	\$15,600	110%
Clerical and administrative workers	\$7,100	\$12,500	\$12,900	\$13,500	\$14,800	\$14,500	104%
Total serious claims	\$5,200	\$9,100	\$9,400	\$10,000	\$10,900	\$11,500	122%

## 3.5 Nature of injury and disease

Table 37 shows that the median time lost for Injury and musculoskeletal disorder claims was 4.0 working weeks in 2000-01 and has risen to 5.3 working weeks in 2015-16. Median time lost for claims involving Diseases has gradually increased from 6.8 working weeks in 2000-01 to 9.9 working weeks in 2015-16, increasing by 45 per cent over the 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 significantly to 9 working weeks in 2015-16, a decrease of 66 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 4.4 working weeks in 2015-16, an increase of 69 per cent. Generally, from 2000-01 to 2015-16, the median time lost for injury and musculoskeletal disorders has increased by 35 per cent.

Among claims involving disease, Mental health conditions recorded the largest increase in time lost, rising from 11.2 working weeks in 2000-01 to 17 weeks in 2015-16. Serious claims involving Circulatory system diseases (down by 42 per cent), Neoplasms (cancer) (down by 7 per cent) and Digestive system diseases (down by 3 per cent) all recorded decreases in median time lost. Overall, the median time lost for disease claims has increased by 45 per cent over the 16 year period.

**Table 37: Serious claims: median time lost (weeks) by nature of injury or disease, 2000–01 and 2011–12 to 2015–16**

Nature of injury/disease	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg
<b>Injury and musculoskeletal disorders</b>							
Traumatic joint/ligament & muscle/tendon injury	4.1	5.0	5.0	5.2	5.1	5.2	27%
Wounds, lacerations, amputations & internal organ damage	2.4	2.9	2.8	2.8	3.0	3.0	25%
Musculoskeletal & connective tissue diseases	8.4	10.0	9.8	9.6	9.8	9.7	15%
Fractures	6.8	8.0	8.0	8.0	8.0	8.0	18%
Other injuries	2.4	3.7	4.0	4.1	4.0	3.8	56%
Burn	2.0	2.0	2.0	2.0	2.1	2.2	12%
Intracranial injuries	2.6	4.3	4.0	5.6	3.8	4.4	69%
Injury to nerves & spinal cord	26.2	10.1	10.1	9.1	12.8	9.0	-66%
Other claims	3.8	4.0	4.6	4.4	4.0	4.8	26%
<b>Total: injury and musculoskeletal disorders</b>	<b>4.0</b>	<b>5.2</b>	<b>5.2</b>	<b>5.4</b>	<b>5.4</b>	<b>5.3</b>	<b>35%</b>
<b>Diseases</b>							
Mental health conditions	11.2	15.4	15.4	16.0	16.7	17.0	52%
Digestive system diseases	5.8	5.6	5.6	6.0	5.8	5.6	-3%
Nervous system and sense organ diseases	8.1	8.4	8.8	9.0	9.0	9.0	12%
Skin and subcutaneous tissue diseases	2.3	2.8	3.2	2.5	2.8	2.8	22%
Respiratory system diseases	4.6	5.0	4.8	4.0	5.0	4.8	4%
Infectious and parasitic diseases	2.0	3.0	2.6	2.6	2.3	2.7	34%
Circulatory system diseases	15.0	10.6	8.7	6.6	5.9	8.6	-42%
Neoplasms (cancer)	3.9	3.8	4.4	6.2	2.9	3.6	-7%
Other diseases	5.7	4.3	6.4	3.4	4.0	5.2	-10%
<b>Total: diseases</b>	<b>6.8</b>	<b>8.8</b>	<b>9.2</b>	<b>9.0</b>	<b>9.6</b>	<b>9.9</b>	<b>45%</b>
<b>Total: serious claims</b>	<b>4.2</b>	<b>5.6</b>	<b>5.6</b>	<b>5.8</b>	<b>5.8</b>	<b>5.8</b>	<b>38%</b>

Table 38 shows that the highest median compensation paid for an Injury and musculoskeletal disorder claim was associated with Injury to nerves and spinal cord at \$60,100 in 2000-01. This has fallen by 67 per cent since 2000-01 but, remains the most highly compensated payment by nature at \$19,700 in 2015-16.

The highest increase of median compensation paid for a disease claim was associated with Infectious and parasitic diseases, which rose by 265 per cent, from \$1,500 in 2000-01 to \$5,700 in 2015-16. This was followed by Skin and subcutaneous tissue diseases, rising by 179 per cent from \$2,300 in 2000-01 to \$6,500 in 2015-16. Mental health conditions continue to record the highest compensation paid, at \$27,700 in 2015-16.



**Table 38: Serious claims: median compensation paid by nature of injury or disease, 2000–01 and 2011–12 to 2015–16**

Nature of injury/disease	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg
<b>Injury and musculoskeletal disorders</b>							
Traumatic joint/ligament & muscle/tendon injury	\$5,300	\$8,200	\$8,300	\$9,100	\$9,800	\$10,600	99%
Wounds, lacerations, amputations & internal organ damage	\$2,700	\$5,200	\$5,400	\$5,900	\$6,700	\$7,200	168%
Musculoskeletal & connective tissue diseases	\$11,200	\$14,400	\$13,900	\$14,100	\$15,000	\$15,400	37%
Fractures	\$6,400	\$11,400	\$11,900	\$12,600	\$13,700	\$14,600	129%
Other injuries	\$3,000	\$6,400	\$7,400	\$7,800	\$8,200	\$8,000	171%
Burn	\$1,400	\$2,200	\$2,300	\$2,500	\$2,500	\$3,200	129%
Intracranial injuries	\$3,100	\$7,400	\$6,800	\$10,300	\$7,500	\$10,500	242%
Injury to nerves & spinal cord	\$60,100	\$17,200	\$17,300	\$15,700	\$30,100	\$19,700	-67%
Other claims	\$4,700	\$5,700	\$8,500	\$6,900	\$6,100	\$9,200	94%
<b>Total: injury and musculoskeletal disorders</b>	<b>\$4,700</b>	<b>\$8,400</b>	<b>\$8,600</b>	<b>\$9,200</b>	<b>\$10,000</b>	<b>\$10,700</b>	<b>125%</b>
<b>Diseases</b>							
Mental health conditions	\$14,300	\$22,600	\$23,300	\$25,100	\$28,100	\$27,700	94%
Digestive system diseases	\$6,800	\$11,000	\$11,600	\$12,300	\$13,000	\$13,400	96%
Nervous system & sense organ diseases	\$8,700	\$13,700	\$14,000	\$14,500	\$16,100	\$17,000	96%
Skin & subcutaneous tissue diseases	\$2,300	\$3,500	\$3,800	\$4,400	\$4,600	\$6,500	179%
Respiratory system diseases	\$7,100	\$7,400	\$7,900	\$8,700	\$12,600	\$12,300	72%
Infectious & parasitic diseases	\$1,500	\$4,900	\$4,000	\$3,900	\$4,000	\$5,700	265%
Circulatory system diseases	\$15,300	\$13,500	\$16,400	\$19,000	\$11,700	\$16,900	11%
Neoplasms (cancer)	\$8,700	\$10,300	\$13,100	\$20,100	\$13,600	\$17,000	97%
Other diseases	\$6,000	\$10,400	\$10,300	\$8,600	\$8,000	\$9,200	52%
<b>Total: diseases</b>	<b>\$8,200</b>	<b>\$14,000</b>	<b>\$14,800</b>	<b>\$15,500</b>	<b>\$17,200</b>	<b>\$17,700</b>	<b>117%</b>
<b>Total: serious claims</b>	<b>\$5,200</b>	<b>\$9,100</b>	<b>\$9,400</b>	<b>\$10,000</b>	<b>\$10,900</b>	<b>\$11,500</b>	<b>122%</b>

## 3.6 Mechanism of injury or disease

Table 39 shows that between 2000-01 and 2015-16, median time lost increased for all mechanism categories except for Chemicals and other substances (down by 8 per cent) and Sound and pressure (remained unchanged). The largest increase was for Mental stress, which increased by almost six working weeks from 11.4 working weeks in 2000-01 to 17.6 working weeks in 2015-16. Mental stress claims also consistently had the longest median time lost from work, almost three times the overall median time lost of 5.8 working weeks in 2015-16.

**Table 39: Serious claims: median time lost by mechanism of injury or disease, 2000–01 and 2011–12 to 2015–16**

Mechanism of injury or disease	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg
<b>Body stressing</b>	<b>4.6</b>	<b>6.1</b>	<b>6.2</b>	<b>6.3</b>	<b>6.3</b>	<b>6.2</b>	<b>35%</b>
<i>Muscular stress while lifting, carrying, or putting down objects</i>	4.3	6.0	6.0	6.2	6.0	6.0	40%
<i>Muscular stress while handling objects</i>	4.6	6.0	6.2	6.4	6.4	6.3	36%
<i>Muscular stress with no objects being handled</i>	4.0	5.2	5.0	5.0	5.2	5.2	30%
<b>Falls, trips &amp; slips of a person</b>	<b>4.6</b>	<b>6.1</b>	<b>6.2</b>	<b>6.2</b>	<b>6.4</b>	<b>6.4</b>	<b>40%</b>
<i>Falls on the same level</i>	4.2	5.7	5.8	6.0	6.0	6.1	46%
<i>Falls from a height</i>	5.6	7.4	7.6	7.2	7.5	7.6	36%
<b>Being hit by moving objects</b>	<b>3.2</b>	<b>4.2</b>	<b>4.0</b>	<b>4.0</b>	<b>4.0</b>	<b>4.0</b>	<b>23%</b>
<i>Being hit by falling objects</i>	3.2	4.4	4.0	4.4	4.3	4.0	26%
<i>Being trapped between stationary &amp; moving objects</i>	3.1	4.0	4.2	3.8	4.2	4.0	29%
<i>Being trapped by moving machinery or equipment</i>	4.4	4.6	4.6	4.8	5.2	4.7	7%
<i>Being assaulted by a person or persons</i>	4.2	5.0	4.6	4.8	4.7	5.2	24%
<b>Hitting objects with a part of the body</b>	<b>2.4</b>	<b>2.9</b>	<b>3.0</b>	<b>2.8</b>	<b>3.0</b>	<b>3.0</b>	<b>25%</b>
<i>Hitting stationary objects</i>	2.6	3.0	3.0	3.0	3.2	3.2	25%
<i>Hitting moving objects</i>	2.4	2.8	2.8	2.8	2.6	2.8	17%
<b>Vehicle incidents &amp; other</b>	<b>5.2</b>	<b>6.2</b>	<b>6.0</b>	<b>6.7</b>	<b>6.4</b>	<b>6.2</b>	<b>19%</b>
<i>Vehicle accident</i>	6.0	6.6	6.2	7.9	7.2	7.2	20%
<b>Mental stress</b>	<b>11.4</b>	<b>16.8</b>	<b>17.0</b>	<b>16.9</b>	<b>17.2</b>	<b>17.6</b>	<b>54%</b>
<b>Heat, electricity &amp; other environmental factors</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.1</b>	<b>2.2</b>	<b>2.2</b>	<b>10%</b>
<b>Chemicals &amp; other substances</b>	<b>2.2</b>	<b>2.2</b>	<b>2.2</b>	<b>2.2</b>	<b>2.3</b>	<b>2.0</b>	<b>-8%</b>
<b>Biological factors</b>	<b>2.0</b>	<b>2.5</b>	<b>2.6</b>	<b>2.2</b>	<b>2.0</b>	<b>3.0</b>	<b>51%</b>
<b>Sound &amp; pressure</b>	<b>4.0</b>	<b>4.0</b>	<b>5.4</b>	<b>5.8</b>	<b>5.2</b>	<b>4.0</b>	<b>0%</b>
<b>Total</b>	<b>4.2</b>	<b>5.6</b>	<b>5.6</b>	<b>5.8</b>	<b>5.8</b>	<b>5.8</b>	<b>38%</b>

Table 40 shows that the high median time lost for Mental stress claims also resulted in with the highest median compensation paid at \$28,400 in 2015-16, which is more than double the median pay for all serious claims of \$11,500. The largest increases in median payment occurred for claims due to Biological factors, up by 188 per cent from \$2,000 in 2000-01 to \$5,800 in 2015-16. This was followed by Hitting objects with a part of the body which rose by 165 per cent, from \$2,600 in 2000-01 to \$6,800 in 2015-16.

**Table 40: Serious claims: median time lost and compensation paid by mechanism of injury or disease, 2000-01 and 2011-12 to 2015-16**

<b>Mechanism of injury or disease</b>	<b>2000-01</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>	<b>% chg</b>
<b>Body stressing</b>	<b>\$5,900</b>	<b>\$9,900</b>	<b>\$10,100</b>	<b>\$10,700</b>	<b>\$11,700</b>	<b>\$12,200</b>	<b>107%</b>
<i>Muscular stress while lifting, carrying, or putting down objects</i>	<i>\$5,400</i>	<i>\$9,300</i>	<i>\$9,400</i>	<i>\$10,300</i>	<i>\$11,100</i>	<i>\$11,700</i>	<b>115%</b>
<i>Muscular stress while handling objects</i>	<i>\$5,600</i>	<i>\$9,800</i>	<i>\$10,400</i>	<i>\$10,800</i>	<i>\$11,800</i>	<i>\$12,400</i>	<b>119%</b>
<i>Muscular stress with no objects being handled</i>	<i>\$6,000</i>	<i>\$9,300</i>	<i>\$8,900</i>	<i>\$9,000</i>	<i>\$10,300</i>	<i>\$11,200</i>	<b>88%</b>
<b>Falls, trips &amp; slips of a person</b>	<b>\$5,500</b>	<b>\$9,700</b>	<b>\$10,200</b>	<b>\$10,700</b>	<b>\$11,800</b>	<b>\$12,500</b>	<b>127%</b>
<i>Falls on the same level</i>	<i>\$4,900</i>	<i>\$8,800</i>	<i>\$9,300</i>	<i>\$9,800</i>	<i>\$10,900</i>	<i>\$11,800</i>	<b>141%</b>
<i>Falls from a height</i>	<i>\$6,800</i>	<i>\$12,000</i>	<i>\$12,600</i>	<i>\$13,100</i>	<i>\$14,100</i>	<i>\$15,300</i>	<b>126%</b>
<b>Being hit by moving objects</b>	<b>\$4,000</b>	<b>\$6,900</b>	<b>\$7,100</b>	<b>\$7,800</b>	<b>\$8,600</b>	<b>\$9,200</b>	<b>130%</b>
<i>Being hit by falling objects</i>	<i>\$3,400</i>	<i>\$6,200</i>	<i>\$6,200</i>	<i>\$6,900</i>	<i>\$7,900</i>	<i>\$8,200</i>	<b>139%</b>
<i>Being trapped between stationary &amp; moving objects</i>	<i>\$3,700</i>	<i>\$7,100</i>	<i>\$7,300</i>	<i>\$8,000</i>	<i>\$8,700</i>	<i>\$9,500</i>	<b>158%</b>
<i>Being trapped by moving machinery or equipment</i>	<i>\$6,300</i>	<i>\$8,800</i>	<i>\$9,000</i>	<i>\$10,300</i>	<i>\$13,200</i>	<i>\$12,700</i>	<b>102%</b>
<i>Being assaulted by a person or persons</i>	<i>\$6,000</i>	<i>\$8,400</i>	<i>\$7,700</i>	<i>\$8,100</i>	<i>\$8,700</i>	<i>\$9,900</i>	<b>65%</b>
<b>Hitting objects with a part of the body</b>	<b>\$2,600</b>	<b>\$4,800</b>	<b>\$5,400</b>	<b>\$5,700</b>	<b>\$6,100</b>	<b>\$6,800</b>	<b>165%</b>
<i>Hitting stationary objects</i>	<i>\$3,000</i>	<i>\$5,200</i>	<i>\$5,400</i>	<i>\$6,000</i>	<i>\$6,700</i>	<i>\$7,000</i>	<b>135%</b>
<i>Hitting moving objects</i>	<i>\$2,300</i>	<i>\$4,300</i>	<i>\$5,400</i>	<i>\$5,300</i>	<i>\$5,500</i>	<i>\$6,800</i>	<b>199%</b>
<b>Vehicle incidents &amp; other</b>	<b>\$5,700</b>	<b>\$10,400</b>	<b>\$10,600</b>	<b>\$11,500</b>	<b>\$11,700</b>	<b>\$12,200</b>	<b>113%</b>
<i>Vehicle accident</i>	<i>\$7,200</i>	<i>\$11,900</i>	<i>\$11,300</i>	<i>\$13,700</i>	<i>\$13,200</i>	<i>\$13,800</i>	<b>91%</b>
<b>Mental stress</b>	<b>\$14,500</b>	<b>\$23,700</b>	<b>\$23,900</b>	<b>\$25,800</b>	<b>\$28,700</b>	<b>\$28,400</b>	<b>97%</b>
<b>Heat, electricity &amp; other environmental factors</b>	<b>\$1,500</b>	<b>\$2,400</b>	<b>\$2,400</b>	<b>\$2,800</b>	<b>\$2,700</b>	<b>\$3,300</b>	<b>127%</b>
<b>Chemicals &amp; other substances</b>	<b>\$2,300</b>	<b>\$3,200</b>	<b>\$2,900</b>	<b>\$3,800</b>	<b>\$3,700</b>	<b>\$3,900</b>	<b>75%</b>
<b>Biological factors</b>	<b>\$2,000</b>	<b>\$4,100</b>	<b>\$4,000</b>	<b>\$4,100</b>	<b>\$3,900</b>	<b>\$5,800</b>	<b>188%</b>
<b>Sound &amp; pressure</b>	<b>\$5,300</b>	<b>\$10,400</b>	<b>\$9,600</b>	<b>\$12,500</b>	<b>\$11,900</b>	<b>\$11,100</b>	<b>108%</b>
<b>Total</b>	<b>\$5,200</b>	<b>\$9,100</b>	<b>\$9,400</b>	<b>\$10,000</b>	<b>\$10,900</b>	<b>\$11,500</b>	<b>122%</b>

### 3.7 Breakdown agency of injury or disease

Between 2000-01 and 2015-16, all major breakdown agencies recorded an increase in the median time lost. Table 41 shows that the smallest increase in median time lost was recorded for incidents involving Chemicals and chemical products, from 2.6 working weeks in 2000-01 to 2.8 working weeks in 2015-16 (up by 8 per cent). Chemicals and chemical products consistently recorded the lowest time lost over the period. Environmental agencies recorded the largest percentage increase in median time lost, increasing by 50 per cent over the period.

**Table 41: Serious claims: median time lost by breakdown agency of injury or disease, 2000-01 and 2011-12 to 2015-16**

Breakdown agency of injury or disease	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg
Non-powered handtools, appliances and equipment	3.6	5.0	5.0	5.2	5.0	5.0	39%
Environmental agencies	4.0	5.6	5.8	5.8	6.0	6.0	50%
Animal, human and biological agencies	4.6	6.2	6.1	6.2	6.2	6.4	40%
Materials and substances	3.8	5.0	4.8	4.9	5.0	4.8	28%
Mobile plant and transport	4.5	6.2	6.2	6.6	6.6	6.4	41%
Machinery and (mainly) fixed plant	4.0	4.8	5.0	4.8	5.0	5.0	25%
Powered equipment, tools and appliances	4.2	5.0	5.0	5.2	5.0	5.2	24%
Chemicals and chemical products	2.6	3.0	3.4	3.0	3.0	2.8	8%
Other and unspecified agencies	5.8	7.4	7.1	7.4	7.7	7.6	32%
Total serious claims	4.2	5.6	5.6	5.8	5.8	5.8	38%

Table 42 shows that between 2000-01 and 2015-16 all major breakdown agencies recorded an increase in the median compensation paid. The smallest increase in median compensation paid occurred for claims due to Powered equipment, tools and appliances, increasing from \$5,800 in 2000-01 to \$11,400 in 2015-16.

**Table 42: Serious claims: median compensation paid by breakdown agency of injury or disease, 2000-01 and 2011-12 to 2015-16**

Breakdown agency of injury or disease	2000-01	2011-12	2012-13	2013-14	2014-15	2015-16	% chg
Non-powered handtools, appliances and equipment	\$4,400	\$8,000	\$8,300	\$8,900	\$9,600	\$10,200	130%
Environmental agencies	\$5,000	\$9,200	\$9,800	\$10,200	\$11,400	\$12,100	144%
Animal, human and biological agencies	\$5,100	\$9,400	\$9,300	\$9,400	\$10,300	\$10,900	112%
Materials and substances	\$4,400	\$8,500	\$8,800	\$9,800	\$10,100	\$10,600	143%
Mobile plant and transport	\$5,800	\$10,400	\$10,600	\$11,600	\$12,400	\$13,000	127%
Machinery and (mainly) fixed plant	\$5,200	\$8,800	\$9,300	\$10,000	\$11,600	\$12,200	135%
Powered equipment, tools and appliances	\$5,800	\$9,200	\$9,200	\$9,700	\$10,700	\$11,400	98%
Chemicals and chemical products	\$3,100	\$4,700	\$5,100	\$5,400	\$4,900	\$6,300	104%
Other and unspecified agencies	\$7,100	\$11,700	\$11,500	\$12,000	\$13,400	\$14,300	102%
Total serious claims	\$5,200	\$9,100	\$9,400	\$10,000	\$10,900	\$11,500	122%

# Glossary

## Age

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

## Bodily location of injury or disease

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

## Breakdown agency of injury or disease

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

## Compensation paid

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

## Disease

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

## Employee

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

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

## Financial year

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

## Frequency rate

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

## Hours usually worked

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

## Hours worked

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

## Incidence rate

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

## Industry

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

## Injury

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

## Mechanism of injury or disease

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

## Median

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

## Nature of injury or disease

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

## Occupation

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

## Serious claim

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

## Time lost from work

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

## Working week

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

In 2008, the ABS conducted a review of the methodology used to calculate the number of employees in each industry and the number of hours worked by each employee. After the review, the ABS 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 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 \$692 of medical services (for the year 2016/17 – indexed annually), 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.

## 14. Changes to South Australian data

Safe Work Australia conducted a review of the methodology used to calculate the South Australian claims data under-10-days excess factors. Following the review, it was found that the claim numbers after factoring did not accurately represent the South Australian claims. Hence, the excess factors for South Australian claims were not applied in this 2016-17 edition of the Australian Workers' Compensation Statistics report, which includes claims data from 2011–12 to 2016–17.

## 15. Reliability of data

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

### Non-sampling error

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

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

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

### Sampling error

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

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

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## Further information

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## Jurisdictional contacts

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