

# Australian Workers' Compensation Statistics

2017-18

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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>% chg</b>	Percentage change

# Australian Workers' Compensation Statistics Report 2017-18\*

## Key findings

### Serious claims in 2017-18p\*



Number of serious Australian workers' compensation claims in 2017-18p\*

# 107,335

Frequency rate of serious claims  
per million hours worked 2017-18p\*



# 5.5

Incidence rate of serious claims  
per 1,000 employees 2017-18p\*

# 9.1



Frequency rate of serious claims  
per million hours worked by gender 2017-18p\*



# 6.0

men

# 4.8

women



Main causes of serious claims  
(by mechanism of incident) in 2017-18p\*



# 36%

Body stressing



# 23%

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.

Serious compensation claims refer to accepted claims for worker's compensation involving five days or more of time off work.

Rates are calculated using unrounded numbers.



# Australian Workers' Compensation Statistics Report 2017-18\*

## Key findings

Three occupations with the highest rates of serious claims  
(per million hours worked in 2017-18p\*)



Three industries with the highest rates of serious claims  
(per million hours worked in 2017-18p\*)



Serious claims 2007-08 to 2016-17

Frequency rate of serious claims per million hours worked

**decreased by 28%**

from 7.9 to 5.7 serious claims per million hours worked

**increased by 26%** from 4.6 to 5.8 working weeks



**declined by 18%** from 129,490 to 106,510 serious claims

despite the number of workers increasing by nearly 20% over the same period.

### Notes:

\*preliminary data subject to revision in subsequent years as further claims are finalised.  
Serious compensation claims refer to accepted claims for worker's compensation involving five days or more of time off work.  
Rates are calculated using unrounded numbers.

# Introduction

The statistics in this report are of Australian workers' compensation claims that were lodged between 2000–01 and 2017–18. The statistics are an indicator of Australia's work health and safety performance over the 18-year period between 2000–01 and 2017–18. 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. Percentage changes are calculated using rounded numbers.

## Data

The data used in this report were supplied by jurisdictions for the 2017–18 financial year and updates back to 2012–13. 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

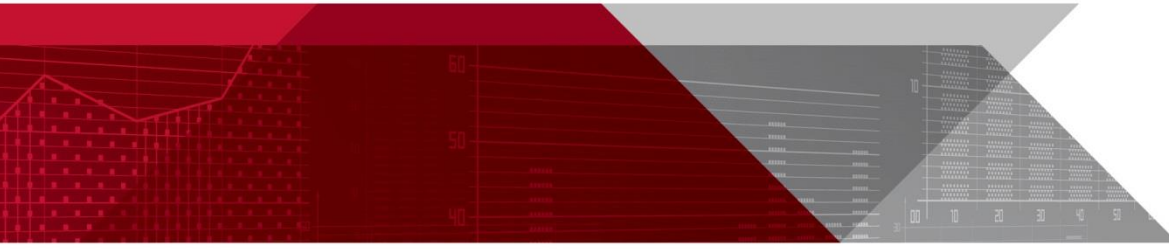
The statistics in this report are of serious claims only. A serious claim is an accepted workers' compensation claim for an incapacity that results in a total absence from work of one working week or more. Claims in receipt of common-law payments are also included. Claims arising from a journey to or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

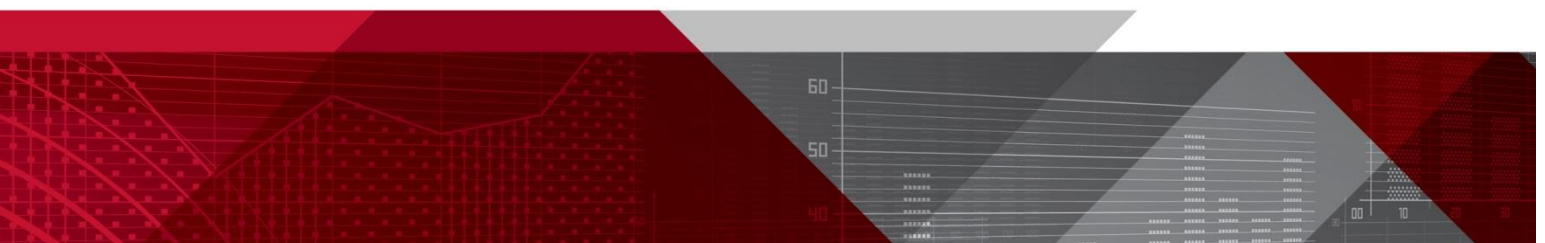
Frequency rates are expressed as the number of serious claims per million hours worked, while incidence rates are expressed as the number of serious claims per thousand employees.

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 2017–18

This section provides workers' compensation statistics for claims lodged during the 2017–18 financial year. The 2017–18 data are preliminary (denoted by 'p') and are likely to rise by around 3 per cent when updated.



## 1.1 Gender

In 2017–18p<sup>1</sup>, male employees accounted for 63 per cent of serious claims and 58 per cent of hours worked, while female employees accounted for 37 per cent of serious claims and 42 per cent of hours worked (Table 1).

**Table 1: Percentage of serious claims and hours worked by gender, 2017–18p**

	Percentage of serious claims	Percentage of hours worked
<b>Male</b>	63%	58%
<b>Female</b>	37%	42%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Table 2 below shows that in 2017–18p, 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, are still more likely than female employees to have a serious claim (6.0 serious claims per million hours worked compared with 4.8 serious claims per million hours worked).

A higher percentage of male employees' serious claims arose from injury and musculoskeletal disorders (90 per cent compared with 85 per cent for female employees), while a higher percentage of female employees' serious claims arose from diseases (15 per cent compared with 10 per cent for male employees).

**Table 2: Number, percentage and rates of serious claims by injury or disease and gender, 2017–18p**

	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	61,560	90%	5.4	10.1
Diseases	6,540	10%	0.6	1.1
<b>Total</b>	<b>68,100</b>	<b>100%</b>	<b>6.0</b>	<b>11.2</b>
<b>Female</b>				
Injury and musculoskeletal disorders	33,415	85%	4.1	5.9
Diseases	5,820	15%	0.7	1.0
<b>Total</b>	<b>39,235</b>	<b>100%</b>	<b>4.8</b>	<b>6.9</b>
<b>All serious claims</b>				
Injury and musculoskeletal disorders	94,975	88%	4.9	8.0
Diseases	12,360	12%	0.6	1.0
<b>Total</b>	<b>107,335</b>	<b>100%</b>	<b>5.5</b>	<b>9.1</b>

<sup>1</sup> Data for 2017–18 is preliminary and subject to change when further claims are finalised.

## 1.2 Age group

Table 3 below shows that in 2017–18p, 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 2017–18p, compared with workers aged 45 to 54 years who accounted for 25 per cent.

**Table 3: Number of serious claims by injury or disease, gender and age group, 2017–18p**

Age group	Injury and musculoskeletal disorder claims			Disease claims			All claims		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<20 years	2,670	965	3,635	70	70	140	2,740	1,030	3,775
20–24 years	6,585	2,690	9,275	255	250	505	6,840	2,945	9,780
25–29 years	7,120	2,970	10,090	480	515	995	7,600	3,480	11,085
30–34 years	6,635	2,745	9,380	545	535	1,085	7,180	3,280	10,460
35–39 years	6,380	2,765	9,145	695	580	1,275	7,075	3,345	10,420
40–44 years	6,285	3,460	9,745	865	825	1,690	7,150	4,285	11,435
45–49 years	7,030	4,535	11,565	1,005	970	1,980	8,035	5,505	13,540
50–54 years	6,590	5,000	11,590	950	880	1,830	7,540	5,880	13,420
55–59 years	6,265	4,540	10,805	875	730	1,605	7,140	5,270	12,410
60–64 years	4,185	2,740	6,925	585	360	945	4,770	3,100	7,870
65 years+	1,815	1,010	2,825	215	105	320	2,030	1,115	3,145
<b>Total</b>	<b>61,560</b>	<b>33,415</b>	<b>94,975</b>	<b>6,540</b>	<b>5,820</b>	<b>12,360</b>	<b>68,100</b>	<b>39,235</b>	<b>107,335</b>

Table 4 shows that the highest frequency rates in 2017–18p 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, 2017–18p**

Age group	Injury and musculoskeletal disorder claims			Disease claims			All claims		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<20 years	7.9	3.5	5.9	0.2	0.3	0.2	8.1	3.8	6.2
20–24 years	6.5	3.2	5.0	0.2	0.3	0.3	6.7	3.5	5.3
25–29 years	5.0	2.7	4.0	0.3	0.5	0.4	5.4	3.1	4.4
30–34 years	4.4	2.9	3.8	0.4	0.6	0.4	4.7	3.5	4.3
35–39 years	4.5	3.2	4.0	0.5	0.7	0.6	5.0	3.8	4.5
40–44 years	4.8	3.8	4.4	0.7	0.9	0.8	5.5	4.7	5.2
45–49 years	5.4	4.6	5.0	0.8	1.0	0.9	6.1	5.5	5.9
50–54 years	5.8	5.8	5.8	0.8	1.0	0.9	6.7	6.9	6.7
55–59 years	6.3	6.3	6.3	0.9	1.0	0.9	7.2	7.3	7.2
60–64 years	6.9	6.5	6.8	1.0	0.8	0.9	7.9	7.3	7.7
65 years+*	5.2	5.6	5.3	0.6	0.6	0.6	5.8	6.1	5.9
<b>Total</b>	<b>5.4</b>	<b>4.1</b>	<b>4.9</b>	<b>0.6</b>	<b>0.7</b>	<b>0.6</b>	<b>6.0</b>	<b>4.8</b>	<b>5.5</b>

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

Generally, older workers recorded the highest incidence rates (Table 5). In 2017–18p, the 55 to 59 year age group had the highest incidence rate (12.5 serious claims per 1,000 employees), followed by workers aged 60 to 64 years and workers aged 50 to 54 years (with 12.2 and 12.0 serious claims per 1,000 employees respectively).

**Table 5: Incidence rate (serious claims per 1,000 employees) by injury or disease, gender and age group, 2017–18p**

Age group	Injury and musculoskeletal disorder claims			Disease claims			All claims		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<20 years	8.3	2.6	5.3	0.2	0.2	0.2	8.6	2.8	5.5
20–24 years	10.2	4.3	7.3	0.4	0.4	0.4	10.6	4.7	7.7
25–29 years	9.5	4.2	6.9	0.6	0.7	0.7	10.1	4.9	7.6
30–34 years	8.6	4.2	6.6	0.7	0.8	0.8	9.3	5.1	7.4
35–39 years	9.1	4.6	7.0	1.0	1.0	1.0	10.0	5.6	8.0
40–44 years	9.7	5.8	7.8	1.3	1.4	1.4	11.1	7.2	9.2
45–49 years	11.1	7.1	9.1	1.6	1.5	1.5	12.6	8.6	10.6
50–54 years	11.8	8.9	10.3	1.7	1.6	1.6	13.6	10.4	12.0
55–59 years	12.4	9.3	10.9	1.7	1.5	1.6	14.1	10.8	12.5
60–64 years	12.5	8.9	10.7	1.7	1.2	1.5	14.2	10.0	12.2
65 years+*	7.9	6.3	7.3	0.9	0.7	0.8	8.9	6.9	8.1
<b>Total</b>	<b>10.1</b>	<b>5.9</b>	<b>8.0</b>	<b>1.1</b>	<b>1.0</b>	<b>1.0</b>	<b>11.2</b>	<b>6.9</b>	<b>9.1</b>

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

## 1.3 Industry

The Health care and social assistance industry accounted for 16 per cent of serious claims in 2017–18p, followed by the Construction and Manufacturing industries which accounted for a further 13 and 12 per cent of serious claims respectively. Together, these industries accounted for 41 per cent of all serious claims, but only 29 per cent of the workforce (Table 6).

**Table 6: Workforce characteristics by industry, 2017–18p (sorted by number of serious claims)**

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	1.673	13%	94%	1.659	2.395	17,345	16%	7.2	10.5
Construction	1.171	9%	76%	0.925	1.850	13,855	13%	7.5	15.0
Manufacturing	0.906	7%	93%	0.848	1.602	12,925	12%	8.1	15.2
Transport, postal and warehousing	0.640	5%	86%	0.578	1.106	8,515	8%	7.7	14.7
Public administration and safety	0.738	6%	99%	0.754	1.262	8,305	8%	6.6	11.0
Retail trade	1.287	10%	95%	1.274	1.777	8,190	8%	4.6	6.4
Education and training	1.025	8%	95%	1.051	1.607	6,685	6%	4.2	6.4
Accommodation and food services	0.890	7%	97%	0.910	1.136	5,985	6%	5.3	6.6
Administrative and support services	0.416	3%	75%	0.452	0.720	4,880	5%	6.8	10.8
Wholesale trade	0.366	3%	93%	0.352	0.670	4,660	4%	7.0	13.2
Agriculture, forestry and fishing	0.329	3%	64%	0.214	0.413	3,560	3%	8.6	16.7
Other services	0.499	4%	78%	0.405	0.684	2,890	3%	4.2	7.1
Mining	0.223	2%	98%	0.221	0.498	2,140	2%	4.3	9.7
Arts and recreation services	0.247	2%	84%	0.245	0.312	2,120	2%	6.8	8.6
Professional, scientific and technical services	1.028	8%	82%	0.932	1.690	1,905	2%	1.1	2.0
Electricity, gas, water and waste services	0.149	1%	96%	0.147	0.286	1,120	1%	3.9	7.6
Rental, hiring and real estate services	0.212	2%	86%	0.205	0.365	1,050	1%	2.9	5.1
Financial and insurance services	0.431	3%	93%	0.425	0.765	655	1%	0.9	1.5
Information media and telecommunications	0.221	2%	89%	0.212	0.373	470	0%	1.3	2.2
<b>Total</b>	<b>12.450</b>	<b>100%</b>	<b>89%</b>	<b>11.808</b>	<b>19.511</b>	<b>107,335</b>	<b>100%</b>	<b>5.5</b>	<b>9.1</b>

Table 7 below shows that the industries with the highest frequency rates in 2017–18p were Agriculture, forestry and fishing (8.6 serious claims per million hours worked), Manufacturing (8.1), Transport, postal and warehousing (7.7), Construction (7.5), and Health care and social assistance (7.2).

Within the broader Agriculture, forestry and fishing industry, the Agriculture industry sub-division accounted for 77 per cent of serious claims in 2017–18p, with 8.3 serious claims per million hours worked and 16.0 serious claims per 1,000 employees. The Road transport industry sub-division accounted for almost 49 per cent of serious claims within the broader Transport, postal and warehousing industry, with 8.8 serious claims per million hours worked and 17.9 claims per 1,000 employees.

The industries with the lowest frequency rates were Financial and insurance services (0.9 serious claims per million hours worked), Professional, scientific and technical services (1.1), and Information media and telecommunications (1.3).

Public administration and safety recorded the highest frequency rate for diseases (1.5 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, 2017–18p**

Industry	Number of serious claims			Frequency rate (claims per 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	3,555	13,795	<b>17,345</b>	6.2	7.6	<b>7.2</b>	10.1	10.6	<b>10.5</b>
Construction	13,410	445	<b>13,855</b>	8.0	2.6	<b>7.5</b>	16.6	3.8	<b>15.0</b>
Manufacturing	11,190	1,735	<b>12,925</b>	9.1	4.7	<b>8.1</b>	18.2	7.4	<b>15.2</b>
Transport, postal and warehousing	7,325	1,190	<b>8,515</b>	8.2	5.7	<b>7.7</b>	16.4	9.1	<b>14.7</b>
Road transport	3,885	280	<b>4,165</b>	9.3	4.9	<b>8.8</b>	19.7	7.9	<b>17.9</b>
Public administration and safety	5,470	2,835	<b>8,305</b>	7.8	5.1	<b>6.6</b>	13.9	7.9	<b>11.0</b>
Retail trade	4,205	3,980	<b>8,190</b>	4.7	4.6	<b>4.6</b>	7.4	5.6	<b>6.4</b>
Education and training	1,875	4,810	<b>6,685</b>	3.8	4.3	<b>4.2</b>	6.3	6.4	<b>6.4</b>
Accommodation and food services	2,850	3,135	<b>5,985</b>	5.1	5.4	<b>5.3</b>	7.2	6.1	<b>6.6</b>
Administrative and support services	3,175	1,705	<b>4,880</b>	7.9	5.4	<b>6.8</b>	13.7	7.7	<b>10.8</b>
Wholesale trade	3,780	880	<b>4,660</b>	7.9	4.6	<b>7.0</b>	15.9	7.7	<b>13.2</b>
Agriculture, forestry and fishing	2,780	780	<b>3,560</b>	8.6	8.8	<b>8.6</b>	18.3	12.6	<b>16.7</b>
Agriculture	2,050	680	<b>2,730</b>	8.0	9.2	<b>8.3</b>	17.3	13.0	<b>16.0</b>
Other services	2,025	865	<b>2,890</b>	4.6	3.6	<b>4.2</b>	8.8	4.9	<b>7.1</b>
Mining	1,965	175	<b>2,140</b>	4.6	2.4	<b>4.3</b>	10.6	4.8	<b>9.7</b>
Arts and recreation services	1,235	880	<b>2,120</b>	7.1	6.4	<b>6.8</b>	9.8	7.4	<b>8.6</b>
Professional, scientific and technical services	990	920	<b>1,905</b>	1.0	1.4	<b>1.1</b>	1.9	2.2	<b>2.0</b>
Electricity, gas, water and waste services	1,010	110	<b>1,120</b>	4.4	2.0	<b>3.9</b>	8.8	3.4	<b>7.6</b>
Rental, hiring and real estate services	695	355	<b>1,050</b>	3.6	2.1	<b>2.9</b>	7.0	3.3	<b>5.1</b>
Financial and insurance services	210	450	<b>655</b>	0.5	1.3	<b>0.9</b>	1.0	2.1	<b>1.5</b>
Information media and telecommunications	295	175	<b>470</b>	1.3	1.2	<b>1.3</b>	2.4	2.0	<b>2.2</b>
<b>Total</b>	<b>68,100</b>	<b>39,235</b>	<b>107,335</b>	<b>6.0</b>	<b>4.8</b>	<b>5.5</b>	<b>11.2</b>	<b>6.9</b>	<b>9.1</b>
<b>Injury and musculoskeletal disorders</b>									
Health care and social assistance	2,920	11,935	<b>14,855</b>	5.1	6.6	<b>6.2</b>	8.3	9.1	<b>9.0</b>
Construction	12,700	375	<b>13,070</b>	7.6	2.2	<b>7.1</b>	15.7	3.2	<b>14.1</b>
Manufacturing	10,255	1,540	<b>11,795</b>	8.3	4.2	<b>7.4</b>	16.7	6.6	<b>13.9</b>



Industry	Number of serious claims			Frequency rate (claims per million hours)			Incidence rate (claims per 1,000 employees)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Transport, postal and warehousing	6,635	1,040	<b>7,670</b>	7.4	5.0	<b>6.9</b>	14.9	7.9	<b>13.3</b>
Road transport	3,590	240	<b>3,830</b>	8.6	4.2	<b>8.1</b>	18.2	6.8	<b>16.5</b>
Retail trade	3,840	3,580	<b>7,420</b>	4.3	4.1	<b>4.2</b>	6.8	5.1	<b>5.8</b>
Public administration and safety	4,370	2,065	<b>6,435</b>	6.2	3.7	<b>5.1</b>	11.1	5.8	<b>8.5</b>
Accommodation and food services	2,665	2,875	<b>5,540</b>	4.8	5.0	<b>4.9</b>	6.7	5.6	<b>6.1</b>
Education and training	1,500	3,800	<b>5,300</b>	3.0	3.4	<b>3.3</b>	5.1	5.0	<b>5.0</b>
Administrative and support services	2,990	1,500	<b>4,490</b>	7.4	4.7	<b>6.2</b>	12.9	6.8	<b>9.9</b>
Wholesale trade	3,405	745	<b>4,150</b>	7.1	3.9	<b>6.2</b>	14.3	6.5	<b>11.8</b>
Agriculture, forestry and fishing	2,625	745	<b>3,370</b>	8.1	8.4	<b>8.2</b>	17.3	12.0	<b>15.8</b>
Agriculture	1,955	650	<b>2,605</b>	7.6	8.8	<b>7.9</b>	16.5	12.4	<b>15.2</b>
Other services	1,835	695	<b>2,530</b>	4.1	2.9	<b>3.7</b>	8.0	4.0	<b>6.2</b>
Mining	1,820	160	<b>1,980</b>	4.3	2.2	<b>4.0</b>	9.8	4.4	<b>8.9</b>
Arts and recreation services	1,130	810	<b>1,935</b>	6.5	5.9	<b>6.2</b>	9.0	6.8	<b>7.9</b>
Professional, scientific and technical services	870	715	<b>1,585</b>	0.8	1.1	<b>0.9</b>	1.7	1.7	<b>1.7</b>
Electricity, gas, water and waste services	920	85	<b>1,000</b>	4.0	1.6	<b>3.5</b>	8.0	2.6	<b>6.8</b>
Rental, hiring and real estate services	645	270	<b>915</b>	3.3	1.6	<b>2.5</b>	6.5	2.6	<b>4.5</b>
Financial and insurance services	140	335	<b>475</b>	0.3	1.0	<b>0.6</b>	0.7	1.6	<b>1.1</b>
Information media and telecommunications	255	130	<b>385</b>	1.1	0.9	<b>1.0</b>	2.1	1.5	<b>1.8</b>
<b>Total</b>	<b>61,560</b>	<b>33,415</b>	<b>94,975</b>	<b>5.4</b>	<b>4.1</b>	<b>4.9</b>	<b>10.1</b>	<b>5.9</b>	<b>8.0</b>
<b>Diseases</b>									
Health care and social assistance	635	1,855	<b>2,490</b>	1.1	1.0	<b>1.0</b>	1.8	1.4	<b>1.5</b>
Public administration and safety	1,100	770	<b>1,870</b>	1.6	1.4	<b>1.5</b>	2.8	2.1	<b>2.5</b>
Education and training	375	1,010	<b>1,385</b>	0.8	0.9	<b>0.9</b>	1.3	1.3	<b>1.3</b>
Manufacturing	935	195	<b>1,130</b>	0.8	0.5	<b>0.7</b>	1.5	0.8	<b>1.3</b>
Transport, postal and warehousing	695	150	<b>845</b>	0.8	0.7	<b>0.8</b>	1.6	1.2	<b>1.5</b>
Road transport	295	40	<b>335</b>	0.7	0.7	<b>0.7</b>	1.5	1.1	<b>1.4</b>
Construction	715	70	<b>785</b>	0.4	0.4	<b>0.4</b>	0.9	0.6	<b>0.8</b>
Retail trade	365	405	<b>770</b>	0.4	0.5	<b>0.4</b>	0.6	0.6	<b>0.6</b>
Wholesale trade	375	130	<b>510</b>	0.8	0.7	<b>0.8</b>	1.6	1.2	<b>1.4</b>
Accommodation and food services	190	255	<b>445</b>	0.3	0.4	<b>0.4</b>	0.5	0.5	<b>0.5</b>
Administrative and support services	185	205	<b>390</b>	0.5	0.7	<b>0.5</b>	0.8	0.9	<b>0.9</b>
Other services	190	170	<b>365</b>	0.4	0.7	<b>0.5</b>	0.8	1.0	<b>0.9</b>
Professional, scientific and technical services	115	205	<b>320</b>	0.1	0.3	<b>0.2</b>	0.2	0.5	<b>0.3</b>
Agriculture, forestry and fishing	155	35	<b>195</b>	0.5	0.4	<b>0.5</b>	1.0	0.6	<b>0.9</b>
Agriculture	95	30	<b>130</b>	0.4	0.4	<b>0.4</b>	0.8	0.6	<b>0.8</b>
Financial and insurance services	70	115	<b>185</b>	0.2	0.3	<b>0.2</b>	0.3	0.5	<b>0.4</b>
Arts and recreation services	110	70	<b>180</b>	0.6	0.5	<b>0.6</b>	0.9	0.6	<b>0.7</b>
Mining	145	15	<b>160</b>	0.3	0.2	<b>0.3</b>	0.8	0.4	<b>0.7</b>

Industry	Number of serious claims			Frequency rate (claims per million hours)			Incidence rate (claims per 1,000 employees)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Rental, hiring and real estate services	55	80	<b>135</b>	0.3	0.5	<b>0.4</b>	0.5	0.8	<b>0.7</b>
Electricity, gas, water and waste services	90	25	<b>115</b>	0.4	0.5	<b>0.4</b>	0.8	0.8	<b>0.8</b>
Information media and telecommunications	40	45	<b>80</b>	0.2	0.3	<b>0.2</b>	0.3	0.5	<b>0.4</b>
<b>Total</b>	<b>6,540</b>	<b>5,820</b>	<b>12,360</b>	<b>0.6</b>	<b>0.7</b>	<b>0.6</b>	<b>1.1</b>	<b>1.0</b>	<b>1.0</b>

## 1.4 Occupation

Labourers accounted for a quarter (25 per cent) of all serious claims in 2017–18p, followed by Community and personal service workers (18 per cent) and Technicians and trades workers (16 per cent). Together, employees working in these occupations accounted for 59 per cent of all serious claims, however, they only represent 35 per cent of the workforce (Table 8).

**Table 8: Workforce characteristics by occupation, 2017–18p**

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)
<b>Labourers</b>	1.216	10%	88%	1.126	1.618	27,140	25%	16.8	24.1
<b>Community and personal service workers</b>	1.330	11%	93%	1.340	1.707	18,895	18%	11.1	14.1
<b>Technicians and trades workers</b>	1.791	14%	82%	1.529	2.923	17,330	16%	5.9	11.3
<b>Machinery operators and drivers</b>	0.807	6%	89%	0.753	1.476	15,280	14%	10.4	20.3
<b>Professionals</b>	2.968	24%	89%	2.893	4.948	10,960	10%	2.2	3.8
<b>Sales workers</b>	1.139	9%	95%	1.149	1.477	6,390	6%	4.3	5.6
<b>Managers</b>	1.553	12%	84%	1.387	2.835	4,405	4%	1.6	3.2
<b>Clerical and administrative workers</b>	1.646	13%	94%	1.632	2.526	4,355	4%	1.7	2.7
<b>Total</b>	<b>12.450</b>	<b>100%</b>	<b>89%</b>	<b>11.808</b>	<b>19.511</b>	<b>107,335</b>	<b>100%</b>	<b>5.5</b>	<b>9.1</b>

Table 9 shows that Labourers had the highest frequency rate of 16.8 serious claims per million hours worked in 2017–18p, followed by Community and personal service workers (11.1), Machinery operators and drivers (10.4) and Technicians and trades workers (5.9). The remaining occupations all had frequency rates below the national average rate of 5.5 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, followed by Labourers (1.3), both more than double the national rate of 0.6.

**Table 9: Number and rates of serious claims by injury or disease, gender and occupation, 2017–18p**

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>									
Labourers	19,610	7,530	<b>27,140</b>	17.2	15.8	<b>16.8</b>	27.2	18.6	<b>24.1</b>
Community and personal service workers	9,090	9,805	<b>18,895</b>	16.0	8.6	<b>11.1</b>	22.8	10.4	<b>14.1</b>
Technicians and trades workers	14,755	2,575	<b>17,330</b>	5.7	7.5	<b>5.9</b>	11.4	11.0	<b>11.3</b>
Machinery operators and drivers	13,600	1,680	<b>15,280</b>	10.0	15.1	<b>10.4</b>	20.0	23.5	<b>20.3</b>
Professionals	3,310	7,650	<b>10,960</b>	1.4	3.0	<b>2.2</b>	2.6	4.7	<b>3.8</b>
Sales workers	1,985	4,400	<b>6,390</b>	2.9	5.5	<b>4.3</b>	4.5	6.2	<b>5.6</b>
Managers	2,580	1,825	<b>4,405</b>	1.4	1.9	<b>1.6</b>	3.0	3.5	<b>3.2</b>
Clerical and administrative workers	1,605	2,750	<b>4,355</b>	2.1	1.5	<b>1.7</b>	3.9	2.3	<b>2.7</b>
<b>Total</b>	<b>68,100</b>	<b>39,235</b>	<b>107,335</b>	<b>6.0</b>	<b>4.8</b>	<b>5.5</b>	<b>11.2</b>	<b>6.9</b>	<b>9.1</b>
<b>Injury and musculoskeletal disorders</b>									
Labourers	18,205	6,850	<b>25,055</b>	16.0	14.4	<b>15.5</b>	25.3	16.9	<b>22.3</b>
Community and personal service workers	7,870	8,690	<b>16,560</b>	13.9	7.6	<b>9.7</b>	19.7	9.2	<b>12.4</b>
Technicians and trades workers	13,715	2,185	<b>15,905</b>	5.3	6.3	<b>5.4</b>	10.6	9.3	<b>10.4</b>
Machinery operators and drivers	12,520	1,525	<b>14,045</b>	9.2	13.8	<b>9.5</b>	18.4	21.3	<b>18.7</b>
Professionals	2,635	6,075	<b>8,710</b>	1.1	2.4	<b>1.8</b>	2.1	3.8	<b>3.0</b>
Sales workers	1,675	3,775	<b>5,450</b>	2.5	4.7	<b>3.7</b>	3.8	5.3	<b>4.7</b>
Managers	2,125	1,315	<b>3,440</b>	1.1	1.4	<b>1.2</b>	2.4	2.5	<b>2.5</b>
Clerical and administrative workers	1,335	2,035	<b>3,370</b>	1.8	1.1	<b>1.3</b>	3.2	1.7	<b>2.1</b>
<b>Total</b>	<b>61,560</b>	<b>33,415</b>	<b>94,975</b>	<b>5.4</b>	<b>4.1</b>	<b>4.9</b>	<b>10.1</b>	<b>5.9</b>	<b>8.0</b>
<b>Diseases</b>									
Community and personal service workers	1,215	1,120	<b>2,335</b>	2.1	1.0	<b>1.4</b>	3.0	1.2	<b>1.7</b>
Professionals	675	1,570	<b>2,245</b>	0.3	0.6	<b>0.5</b>	0.5	1.0	<b>0.8</b>
Labourers	1,405	680	<b>2,085</b>	1.2	1.4	<b>1.3</b>	2.0	1.7	<b>1.9</b>
Technicians and trades workers	1,040	390	<b>1,430</b>	0.4	1.1	<b>0.5</b>	0.8	1.7	<b>0.9</b>
Machinery operators and drivers	1,080	155	<b>1,235</b>	0.8	1.4	<b>0.8</b>	1.6	2.1	<b>1.6</b>
Clerical and administrative workers	275	715	<b>985</b>	0.4	0.4	<b>0.4</b>	0.7	0.6	<b>0.6</b>
Managers	450	510	<b>965</b>	0.2	0.5	<b>0.3</b>	0.5	1.0	<b>0.7</b>
Sales workers	310	625	<b>935</b>	0.5	0.8	<b>0.6</b>	0.7	0.9	<b>0.8</b>
<b>Total</b>	<b>6,540</b>	<b>5,820</b>	<b>12,360</b>	<b>0.6</b>	<b>0.7</b>	<b>0.6</b>	<b>1.1</b>	<b>1.0</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 2017–18p, the most common mechanism of injury or disease that resulted in a serious claim was Body stressing (36 per cent), followed by Falls, trips and slips of a person (23 per cent) and Being hit by moving objects (16 per cent). These three mechanisms accounted for 75 per cent of all serious claims. The least common mechanism of injury or disease was Sound and pressure which led to only 140 serious claims (0.1 per cent).

**Table 10: Number and percentage of serious claims by mechanism of injury or disease, 2017–18p**

Mechanism of injury or disease	Number	Percentage
Body stressing	38,770	36%
Falls, trips and slips of a person	24,890	23%
Being hit by moving objects	17,160	16%
Vehicle incidents and other	8,570	8%
Mental stress	7,685	7%
Hitting objects with a part of the body	7,485	7%
Heat, electricity and other environmental factors	1,485	1%
Chemicals and other substances	835	1%
Biological factors	310	0%
Sound and pressure	140	0%
<b>Total</b>	<b>107,335</b>	<b>100.0%</b>

## 1.6 Nature of injury or disease

Injury and musculoskeletal disorders accounted for 88.5 per cent of serious claims in 2017–18p. Of these, the most common were Traumatic joint/ligament and muscle/tendon injuries, accounting for 41 per cent of all injury and musculoskeletal disorders claims. Diseases were responsible for 11.5 per cent of serious claims, with the most common being Mental health conditions (7.5 per cent of all disease claims) (Table 11).

Both male and female employees recorded similar proportions of claims from traumatic joint/ligament and muscle/tendon injuries at 40.2 per cent and 42.1 per cent respectively. A higher percentage of male employees' serious claims arose from Wounds, lacerations, amputations and internal organ damage (18.7 per cent compared with 10.5 per cent for female employees).

A higher percentage of female employees' serious claims arose from Mental health conditions (12.2 per cent compared with 4.9 per cent for male employees).

**Table 11: Number and percentage of serious claims by nature of injury or disease and gender, 2017–18p**

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	27,355	16,525	<b>43,880</b>	40.2%	42.1%	<b>40.9%</b>
Wounds, lacerations, amputations and internal organ damage	12,700	4,115	<b>16,815</b>	18.7%	10.5%	<b>15.7%</b>
Musculoskeletal and connective tissue diseases	9,095	6,230	<b>15,320</b>	13.4%	15.9%	<b>14.3%</b>
Fractures	7,895	3,870	<b>11,765</b>	11.6%	9.9%	<b>11.0%</b>
Other injuries	2,255	1,180	<b>3,435</b>	3.3%	3.0%	<b>3.2%</b>
Intracranial injuries	945	850	<b>1,795</b>	1.4%	2.2%	<b>1.7%</b>
Burn	1,125	555	<b>1,685</b>	1.7%	1.4%	<b>1.6%</b>
Other claims	105	60	<b>165</b>	0.2%	0.2%	<b>0.2%</b>
Injury to nerves and spinal cord	85	30	<b>115</b>	0.1%	0.1%	<b>0.1%</b>
<b>Total: injury and musculoskeletal disorders</b>	<b>61,560</b>	<b>33,415</b>	<b>94,975</b>	<b>90.4%</b>	<b>85.2%</b>	<b>88.5%</b>
<b>Diseases</b>						
Mental health conditions	3,305	4,790	<b>8,095</b>	4.9%	12.2%	<b>7.5%</b>
Digestive system diseases	1,945	125	<b>2,070</b>	2.9%	0.3%	<b>1.9%</b>
Nervous system and sense organ diseases	620	485	<b>1,105</b>	0.9%	1.2%	<b>1.0%</b>
Skin and subcutaneous tissue diseases	305	135	<b>440</b>	0.5%	0.3%	<b>0.4%</b>
Respiratory system diseases	105	135	<b>240</b>	0.2%	0.3%	<b>0.2%</b>
Infectious and parasitic diseases	115	60	<b>175</b>	0.2%	0.2%	<b>0.2%</b>
Circulatory system diseases	60	40	<b>100</b>	0.1%	0.1%	<b>0.1%</b>
Other diseases	55	45	<b>95</b>	0.1%	0.1%	<b>0.1%</b>
Neoplasms (cancer)	35	0	<b>35</b>	0.1%	0.0%	<b>0.0%</b>
<b>Total: diseases</b>	<b>6,540</b>	<b>5,820</b>	<b>12,360</b>	<b>9.6%</b>	<b>14.8%</b>	<b>11.5%</b>
<b>Total: all serious claims</b>	<b>68,100</b>	<b>39,235</b>	<b>107,335</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</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 2017–18p, the most common breakdown agency was Non-powered hand tools, appliances and equipment, accounting for almost a quarter of all serious claims (23 per cent) (Table 12).

**Table 12: Number and percentage of serious claims by breakdown agency of injury or disease, 2017–18p**

Breakdown agency of injury or disease	Number	Percentage
<b>Non-powered handtools, appliances and equipment</b>	24,385	23%
<b>Environmental agencies</b>	16,845	16%
<b>Materials and substances</b>	15,630	15%
<b>Animal, human and biological agencies</b>	15,450	14%
<b>Other and unspecified agencies</b>	14,125	13%
<b>Mobile plant and transport</b>	10,460	10%
<b>Machinery and (mainly) fixed plant</b>	5,095	5%
<b>Powered equipment, tools and appliances</b>	4,550	4%
<b>Chemicals and chemical products</b>	795	1%
<b>Total</b>	<b>107,335</b>	<b>100%</b>

## 1.8 Mechanism of injury or disease and breakdown agency

Body stressing caused 36 per cent of all serious claims in 2017–18p, while Falls, trips and slips led to a further 23 per cent of serious claims. Approximately one third of Body stressing claims involved Non-powered hand tools, appliances and equipment (32 per cent), whereas Environmental agencies (e.g. steps, uneven ground, traffic etc.) caused the majority (54 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, 2017–18p**

Mechanism of injury or disease Breakdown agency of injury or disease	Number	Percentage
<b>Body stressing</b>	<b>38,770</b>	<b>36%</b>
Non-powered handtools, appliances and equipment	12,470	32%
Materials and substances	7,380	19%
Animal, human and biological agencies	5,105	13%
<b>Falls, trips and slips of a person</b>	<b>24,890</b>	<b>23%</b>
Environmental agencies	13,350	54%
Non-powered handtools, appliances and equipment	4,545	18%
Mobile plant and transport	2,455	10%
Materials and substances	1,770	7%
<b>Being hit by moving objects</b>	<b>17,160</b>	<b>16%</b>
Animal, human and biological agencies	4,540	27%
Non-powered handtools, appliances and equipment	3,780	22%
Materials and substances	3,625	21%
Machinery and (mainly) fixed plant	1,825	11%
<b>Vehicle incidents and other</b>	<b>8,570</b>	<b>8%</b>
Other and unspecified agencies	4,910	57%
Mobile plant and transport	2,250	26%
Animal, human and biological agencies	505	6%
<b>Mental stress</b>	<b>7,685</b>	<b>7%</b>
Other and unspecified agencies	3,785	49%
Animal, human and biological agencies	3,715	48%
<b>Hitting objects with a part of the body</b>	<b>7,485</b>	<b>7%</b>
Non-powered handtools, appliances and equipment	3,135	42%
Materials and substances	1,730	23%
Machinery and (mainly) fixed plant	730	10%
Mobile plant and transport	580	8%
<b>Heat, electricity and other environmental factors</b>	<b>1,485</b>	<b>1%</b>
Materials and substances	670	45%
Powered equipment, tools and appliances	240	16%
Machinery and (mainly) fixed plant	210	14%
<b>Chemicals and other substances</b>	<b>835</b>	<b>1%</b>
Chemicals and chemical products	445	53%
Materials and substances	165	20%
Animal, human and biological agencies	125	15%
<b>Biological factors</b>	<b>310</b>	<b>0%</b>
Animal, human and biological agencies	245	80%
<b>Sound and pressure</b>	<b>140</b>	<b>0%</b>
<b>Total</b>	<b>107,335</b>	<b>100%</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 2017–18p, more than one third of Body stressing claims affected the upper or lower back (38 per cent of these claims). On the other hand, claims involving falls, trips and slips of a person most commonly affected the knee (20 per cent of these claims).

**Table 14: Number and percentage of serious claims by mechanism and bodily location of injury or disease, 2017–18p**

Mechanism of injury or disease Bodily location of injury or disease	Number	Percentage
<b>Body stressing</b>	<b>38,770</b>	<b>36%</b>
Back—upper or lower	14,830	38%
Shoulder	7,175	19%
Knee	3,450	9%
Abdomen and pelvic region	2,150	6%
Wrist	2,010	5%
Hand, fingers and thumb	1,420	4%
Elbow	1,290	3%
Neck	935	2%
<b>Falls, trips and slips of a person</b>	<b>24,890</b>	<b>23%</b>
Knee	4,865	20%
Ankle	4,315	17%
Back—upper or lower	2,775	11%
Shoulder	2,125	9%
Wrist	1,630	7%
Foot and toes	1,270	5%
Hand, fingers and thumb	900	4%
Lower leg	790	3%
<b>Being hit by moving objects</b>	<b>17,160</b>	<b>16%</b>
Hand, fingers and thumb	6,505	38%
Foot and toes	1,620	9%
Back—upper or lower	830	5%
Knee	795	5%
Shoulder	730	4%
<b>Vehicle incidents and other</b>	<b>8,570</b>	<b>8%</b>
Back—upper or lower	1,245	15%
Hand, fingers and thumb	820	10%
Shoulder	795	9%
<b>Mental stress</b>	<b>7,685</b>	<b>7%</b>
Psychological system	7,545	98%
<b>Hitting objects with a part of the body</b>	<b>7,485</b>	<b>7%</b>
Hand, fingers and thumb	4,240	57%
Knee	475	6%
<b>Heat, electricity and other environmental factors</b>	<b>1,485</b>	<b>1%</b>
Hand, fingers and thumb	460	31%
Forearm	155	10%
Foot and toes	125	8%
<b>Chemicals and other substances</b>	<b>835</b>	<b>1%</b>
Eye	170	20%
Hand, fingers and thumb	115	14%
<b>Biological factors</b>	<b>310</b>	<b>0%</b>
<b>Sound and pressure</b>	<b>140</b>	<b>0%</b>
<b>Total</b>	<b>107,335</b>	<b>100%</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.

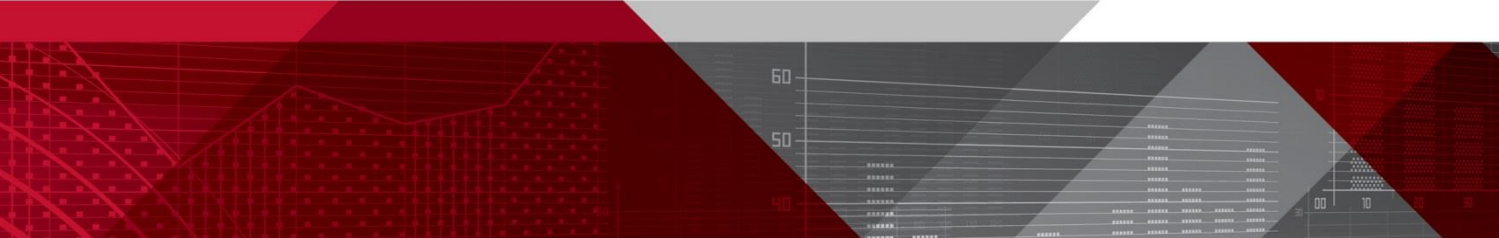




# Section 2: Trends in serious claims 2000–01 to 2017–18

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 2017–18.

Data for 2017–18 are preliminary and are not used to calculate percentage changes. Percentage changes are calculated using data for 2000–01 and 2016–17. 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 2016–17. Data for the most recent available year (2017–18) are displayed but not used in examining the trends. The data in Table 15 shows that there was a 20 per cent decrease in the number of claims from 133,040 claims in 2000–01 to 106,510 claims in 2016–17.

**Table 15: Number and rates of serious claims, number of hours worked and number of employees, 2000–01 to 2017–18p**

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	14.1	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	8.7
2004–05	134,725	8.9	15.1	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	127,415	7.3	12.3	17.4	10.4
2012–13	117,045	6.6	11.1	17.7	10.6
2013–14	111,525	6.2	10.3	18.1	10.8
2014–15	108,685	5.9	9.8	18.3	11.0
2015–16	105,725	5.7	9.4	18.6	11.2
2016–17	106,510	5.7	9.3	18.8	11.4
<b>% change 2000–01 to 2016–17</b>	<b>-20%</b>	<b>-40%</b>	<b>-43%</b>	<b>33%</b>	<b>39%</b>
<b>2017–18p</b>	<b>107,335</b>	<b>5.5</b>	<b>9.1</b>	<b>19.5</b>	<b>11.8</b>

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.

**Figure 1: Frequency rates and total hours worked, 2000–01 to 2017–18p**



## 2.2 Gender

Over the period from 2000–01 to 2016–17, the number of serious claims has decreased by 25 per cent for male employees and 9 per cent for female employees. Frequency rates have also fallen over the same period, by 36 per cent for female employees and 42 per cent for male employees.

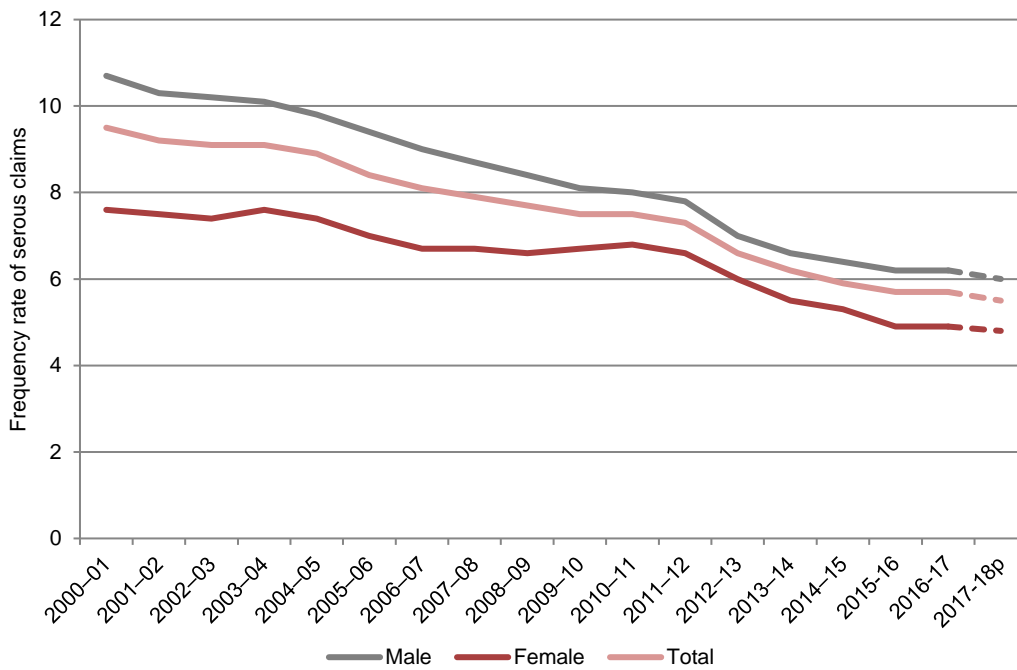
**Table 16: Number and rates of serious claims by gender, 2000–01 to 2017–18p**

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	19.5	43,915	7.6	10.8
2004–05	90,010	9.8	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	9.0	17.3	42,905	6.7	9.5
2007–08	85,255	8.7	16.7	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	15.1	46,540	6.8	9.6
2011–12	80,680	7.8	14.8	46,740	6.6	9.4
2012–13	74,235	7.0	13.4	42,810	6.0	8.5
2013–14	71,185	6.6	12.5	40,340	5.5	7.9
2014–15	69,620	6.4	12.1	39,060	5.3	7.4
2015–16	68,125	6.2	11.7	37,595	4.9	7.0
2016–17	68,235	6.2	11.5	38,275	4.9	7.0
% change 2000–01 to 2016–17	-25%	-42%	-45%	-9%	-36%	-36%
2017–18p	68,100	6.0	11.2	39,235	4.8	6.9

The difference in frequency rates between male and female employees declined, from a 40 per cent difference in 2000–01 to a 17 per cent difference in 2012–13. However the gap has widened slightly in recent years to 25 per cent in 2016–17. This is likely due in part 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 have been trending downward, albeit at a faster rate for males.

**Figure 2: Frequency rates of serious claims by gender, 2000–01 to 2017–18p**



## 2.3 Age group

Tables 17, 18 and 19 present information on the age of employees who made serious compensation claims in the period 2000–01 to 2016–17. Table 17 indicates that the largest percentage drops in numbers of serious claims were recorded in the 15–19 years age group (down 47 per cent) and 35–39 years age group (down 44 per cent). In contrast, the 55–59 years (up 46 per cent), 60–64 years (up 114 per cent) and 65+ age groups (up 306 per cent) have all shown an increase in the number of serious claims over the period.

**Table 17: Number of serious claims by age group, 2000–01 and 2012–13 to 2017–18p**

Age group	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg	2017–18p
15–19 years	6,645	4,215	3,600	3,600	3,545	3,555	-47%	3,775
20–24 years	13,560	10,305	9,775	9,860	9,585	9,900	-27%	9,780
25–29 years	15,790	11,400	10,820	10,750	10,485	10,735	-32%	11,085
30–34 years	16,510	11,095	10,940	10,785	10,465	10,375	-37%	10,460
35–39 years	17,895	12,215	11,190	10,560	10,290	10,110	-44%	10,420
40–44 years	18,425	14,865	14,005	13,290	12,235	11,650	-37%	11,435
45–49 years	16,615	15,110	14,345	13,750	13,300	13,650	-18%	13,540
50–54 years	15,030	15,785	15,170	14,435	13,970	13,855	-8%	13,420
55–59 years	8,280	12,140	11,855	11,695	11,920	12,120	46%	12,410
60–64 years	3,575	7,515	7,425	7,390	7,340	7,665	114%	7,870
65+ years	710	2,395	2,395	2,550	2,590	2,885	306%	3,145
<b>Total</b>	<b>133,040</b>	<b>117,045</b>	<b>111,525</b>	<b>108,685</b>	<b>105,725</b>	<b>106,510</b>	<b>-20%</b>	<b>107,335</b>

The increase in the number of serious claims for older workers is in line with the general Australian trend of an ageing population and 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 2016–17.

In contrast, there was a slight fall in the proportion of serious claims made by workers aged under 25 between 2007 and 2010, with the proportion remaining relatively steady since then. Since 2008–09, the proportion of serious claims made by employees aged 55 years and above has exceeded the proportion for employees aged under 25 years.

**Figure 3: Percentage of serious claims by age group, 2000–01 to 2017–18p**

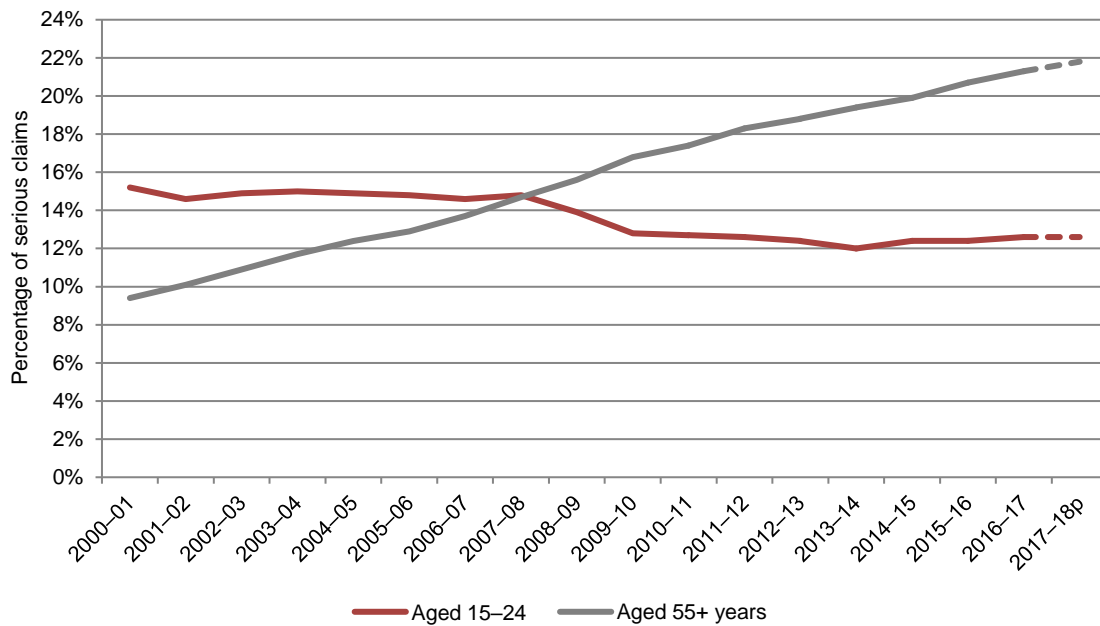


Table 18 shows that while the number of claims have increased between 2000–01 and 2016–17, the frequency rates for workers aged 55–59 years, 60–64 years and 65+ years age groups have all fallen (down by 28 per cent, 34 per cent, and 15 per cent respectively).

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 for employees aged 30–34 years (frequency rate down by 53 per cent and incidence rate down by 55 per cent) and the 35–39 years age group (frequency rate down by 53 per cent and incidence rate down by 55 per cent) over the period.

**Table 18: Frequency rate (serious claims per million hours worked) by age group, 2000–01 and 2012–13 to 2017–18p**

Age group	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg	2017–18p
15–19 years	9.4	6.6	6.0	6.0	5.9	6.2	-34%	6.2
20–24 years	8.1	5.7	5.5	5.5	5.2	5.6	-31%	5.3
25–29 years	8.0	5.0	4.6	4.5	4.4	4.4	-45%	4.4
30–34 years	9.2	5.2	4.9	4.7	4.4	4.3	-53%	4.3
35–39 years	10.1	6.1	5.5	5.1	4.9	4.7	-53%	4.5
40–44 years	10.0	6.9	6.4	6.0	5.6	5.3	-47%	5.2
45–49 years	9.9	7.4	6.9	6.5	6.3	6.3	-36%	5.9
50–54 years	10.6	8.2	7.6	7.2	7.0	6.9	-35%	6.7
55–59 years	10.2	8.3	7.7	7.5	7.4	7.3	-28%	7.2
60–64 years	11.8	8.8	8.4	8.0	7.8	7.8	-34%	7.7
65+ years*	7.2	6.4	5.9	6.3	5.9	6.1	-15%	5.9
<b>Total</b>	<b>9.5</b>	<b>6.6</b>	<b>6.2</b>	<b>5.9</b>	<b>5.7</b>	<b>5.7</b>	<b>-40%</b>	<b>5.5</b>

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

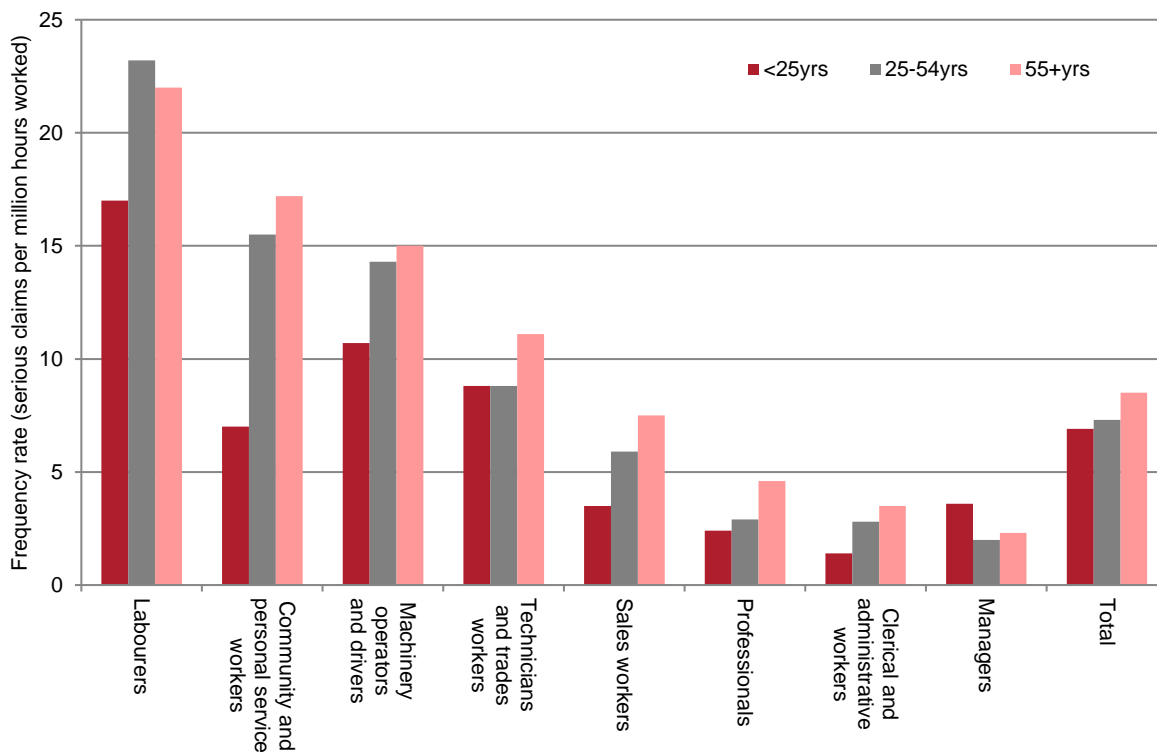
**Table 19: Incidence rate (serious claims per 1,000 employees) by age group, 2000–01 and 2012–13 to 2017–18p**

Age group	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg	2017–18p
15–19 years	9.7	6.2	5.5	5.4	5.3	5.4	-44%	5.5
20–24 years	13.3	8.8	8.3	8.3	7.7	8.1	-39%	7.7
25–29 years	14.7	8.8	8.2	7.9	7.6	7.7	-48%	7.6
30–34 years	16.7	9.2	8.7	8.2	7.8	7.5	-55%	7.4
35–39 years	18.2	10.8	9.8	9.0	8.6	8.1	-55%	8.0
40–44 years	18.1	12.3	11.4	10.7	10.0	9.4	-48%	9.2
45–49 years	18.1	13.4	12.5	11.8	11.1	11.2	-38%	10.6
50–54 years	19.3	14.4	13.4	12.9	12.3	12.4	-36%	12.0
55–59 years	18.0	14.3	13.2	12.8	12.8	12.6	-30%	12.5
60–64 years	19.2	14.1	13.6	12.9	12.2	12.3	-36%	12.2
65+ years*	10.0	8.7	7.9	8.1	7.7	8.2	-18%	8.1
<b>Total</b>	<b>16.3</b>	<b>11.1</b>	<b>10.3</b>	<b>9.8</b>	<b>9.4</b>	<b>9.3</b>	<b>-43%</b>	<b>9.1</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. Labourers aged over 55, however, recorded lower frequency rates than workers aged 25–54. Managers aged under 25 had higher frequency rates than workers of any other age (Figure 4).

**Figure 4: Frequency rate (serious claims per million hours worked) by age group and occupation, 2000–2001 to 2017–18p**



## 2.4 Industry

Table 20 shows that from 2000–01 to 2016–17, the number of serious claims decreased in 14 of the 19 industry divisions. The largest decreases occurred in the Financial and insurance services (down 54 per cent), Manufacturing (down 52 per cent), and Information, media and telecommunications (down 52 per cent) industries.

Similarly, the number of serious claims decreased for both the Road transport (down 21 per cent) and Agriculture (down 32 per cent) industry sub-divisions over the same period.

**Table 20: Number of serious claims by industry, 2000–01 and 2012–13 to 2017–18p**

Industry	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg	2017–18p
Health care and social assistance	15,315	18,725	17,325	17,010	16,350	16,910	10%	17,345
Construction	12,295	12,000	12,280	12,590	13,055	13,115	7%	13,855
Manufacturing	27,025	15,315	14,120	13,960	13,190	13,050	-52%	12,925
Transport, postal and warehousing	11,555	9,985	9,425	8,950	8,350	8,485	-27%	8,515
Road transport	5,260	4,605	4,400	4,245	4,075	4,175	-21%	4,165
Public administration and safety	8,120	10,715	9,970	9,240	8,510	8,420	4%	8,305
Retail trade	11,895	9,030	8,970	8,910	8,755	8,350	-30%	8,190
Education and training	6,100	6,480	6,275	6,515	6,385	6,670	9%	6,685
Accommodation and food services	7,400	6,650	6,295	6,310	6,300	6,110	-17%	5,985
Administrative and support services	6,265	4,540	4,145	3,855	4,240	4,710	-25%	4,880
Wholesale trade	5,910	4,855	4,640	4,690	4,605	4,450	-25%	4,660
Agriculture, forestry and fishing	5,455	3,635	3,490	3,440	3,620	3,700	-32%	3,560
Agriculture	4,155	2,840	2,655	2,635	2,820	2,835	-32%	2,730
Other services	4,270	3,550	3,430	3,050	2,850	2,975	-30%	2,890
Mining	1,905	3,025	2,850	2,220	2,145	2,110	11%	2,140
Arts and recreation services	2,320	2,065	2,210	2,195	2,125	2,185	-6%	2,120
Professional, scientific and technical services	2,110	1,755	1,760	1,830	1,735	1,790	-15%	1,905
Electricity, gas, water and waste services	1,415	1,315	1,270	1,220	1,150	1,190	-16%	1,120
Rental, hiring and real estate services	1,030	1,115	1,105	1,085	1,020	1,015	-1%	1,050
Financial and insurance services	1,310	845	800	765	690	605	-54%	655
Information media and telecommunications	1,220	700	685	630	545	590	-52%	470
<b>Total</b>	<b>133,040</b>	<b>117,045</b>	<b>111,525</b>	<b>108,685</b>	<b>105,725</b>	<b>106,510</b>	<b>-20%</b>	<b>107,335</b>

While some industries recorded increases in the number of serious claims, frequency rates have fallen in all industries since 2000–01, as shown by Table 21.

The largest declines in frequency rates over the period occurred in the Financial and insurance service (down 64 per cent), Mining (down 59 per cent) and Electricity, gas, water and waste services (down 52 per cent) industries. The smallest improvements occurred in the Wholesale trade (down 17 per cent), Education and training (down 22 per cent), and Public administration and safety (down 26 per cent) industries.

The Road transport and Agriculture sub-industry also witnessed declines in frequency rate (down by 38 per cent and 30 per cent respectively) over the same period.

**Table 21: Frequency rate (serious claims per million hours worked) by industry, 2000–01 and 2012–13 to 2017–18p**

Industry	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg	2017–18p
<b>Agriculture, forestry and fishing</b>	14.3	10.5	8.9	9.8	9.3	9.5	-34%	8.6
Agriculture	13.6	9.8	8.1	9.0	8.6	9.5	-30%	8.3
<b>Manufacturing</b>	13.9	9.3	8.7	8.7	8.6	8.2	-41%	8.1
<b>Transport, postal and warehousing</b>	14.9	10.1	9.3	8.5	7.8	8.2	-45%	7.7
Road transport	16.2	12.4	11.8	10.0	9.5	10.0	-38%	8.8
<b>Construction</b>	13.5	8.2	7.7	8.0	8.2	7.9	-41%	7.5
<b>Health care and social assistance</b>	12.1	9.7	8.7	8.3	7.5	7.6	-37%	7.2
<b>Wholesale trade</b>	8.2	6.4	6.5	6.5	6.8	6.8	-17%	7.0
<b>Administrative and support services</b>	11.6	6.5	6.0	5.6	5.8	6.3	-46%	6.8
<b>Arts and recreation services</b>	13.7	7.7	8.9	7.7	7.0	8.0	-42%	6.8
<b>Public administration and safety</b>	8.8	8.8	7.8	7.4	6.7	6.5	-26%	6.6
<b>Accommodation and food services</b>	8.9	6.8	6.5	6.0	6.0	5.6	-37%	5.3
<b>Retail trade</b>	8.8	5.5	5.4	5.2	5.0	4.9	-44%	4.6
<b>Mining</b>	10.8	5.2	4.9	4.6	4.3	4.4	-59%	4.3
<b>Education and training</b>	5.5	4.6	4.4	4.4	4.3	4.3	-22%	4.2
<b>Other services</b>	7.8	5.8	5.0	4.6	4.4	4.4	-44%	4.2
<b>Electricity, gas, water and waste services</b>	9.3	5.0	4.5	4.5	4.2	4.5	-52%	3.9
<b>Rental, hiring and real estate services</b>	4.6	3.5	3.2	2.9	2.8	2.8	-39%	2.9
<b>Information media and telecommunications</b>	3.1	1.8	2.0	1.7	1.5	1.6	-48%	1.3
<b>Professional, scientific and technical services</b>	2.0	1.2	1.2	1.1	1.1	1.1	-45%	1.1
<b>Financial and insurance services</b>	2.2	1.2	1.1	1.0	0.9	0.8	-64%	0.9
<b>Total</b>	<b>9.5</b>	<b>6.6</b>	<b>6.2</b>	<b>5.9</b>	<b>5.7</b>	<b>5.7</b>	<b>-40%</b>	<b>5.5</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 2016–17 (Table 22). The largest falls in incidence rates occurred in the Financial and insurance service (down 65 per cent), Mining (down 62 per cent) and Electricity, gas, water and waste service (down 51 per cent) industries.

**Table 22: Incidence rate (serious claims per 1,000 employees) by industry, 2000–01 and 2012–13 to 2017–18p**

Industry	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg	2017–18p
<b>Agriculture, forestry and fishing</b>	27.8	20.4	17.9	18.9	18.3	18.8	-32%	16.7
Agriculture	26.1	19.0	16.5	17.5	17.0	18.7	-28%	16.0
<b>Manufacturing</b>	27.3	17.7	16.2	16.3	16.0	15.4	-44%	15.2
<b>Construction</b>	27.7	16.5	15.6	15.9	16.4	15.7	-43%	15.0
<b>Transport, postal and warehousing</b>	29.3	19.0	17.6	16.1	14.8	15.3	-48%	14.7
Road transport	34.6	25.1	24.2	20.5	19.4	20.5	-41%	17.9
<b>Wholesale trade</b>	16.2	12.1	12.3	12.5	12.8	12.7	-22%	13.2
<b>Public administration and safety</b>	15.5	15.0	13.0	12.4	11.3	10.6	-32%	11.0
<b>Administrative and support services</b>	19.2	10.7	9.7	9.1	9.2	10.0	-48%	10.8
<b>Health care and social assistance</b>	17.9	13.8	12.5	11.9	10.8	11.0	-39%	10.5
<b>Mining</b>	25.2	11.8	11.0	10.1	9.8	9.7	-62%	9.7
<b>Arts and recreation services</b>	18.6	10.4	11.7	9.7	9.6	10.1	-46%	8.6
<b>Electricity, gas, water and waste services</b>	17.8	9.6	8.6	8.7	8.2	8.7	-51%	7.6
<b>Other services</b>	13.7	9.9	8.6	7.8	7.6	7.3	-47%	7.1
<b>Accommodation and food services</b>	11.9	8.7	8.4	7.7	7.5	7.1	-40%	6.6
<b>Retail trade</b>	12.2	7.7	7.5	7.3	7.0	6.8	-44%	6.4
<b>Education and training</b>	9.1	7.1	6.8	6.8	6.6	6.6	-27%	6.4
<b>Rental, hiring and real estate services</b>	8.8	6.4	5.8	5.4	5.0	5.0	-43%	5.1
<b>Information media and telecommunications</b>	5.4	3.2	3.6	3.0	2.6	2.8	-48%	2.2
<b>Professional, scientific and technical services</b>	3.8	2.2	2.2	2.1	1.9	1.9	-50%	2.0
<b>Financial and insurance services</b>	4.0	2.1	2.0	1.9	1.6	1.4	-65%	1.5
<b>Total</b>	<b>16.3</b>	<b>11.1</b>	<b>10.3</b>	<b>9.8</b>	<b>9.4</b>	<b>9.3</b>	<b>-43%</b>	<b>9.1</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 2016–17 occurred among Clerical and administrative workers (down by 46 per cent), followed by Technicians and trades workers (down by 34 per cent) and Labourers (down by 30 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 23 per cent over the period.

All occupations have recorded a fall both in frequency and incidence rates over the period. Managers experienced the largest falls in both frequency rate (down by 50 per cent) and incidence rate (down by 57 per cent).

**Table 23: Number of serious claims by occupation, 2000–01 and 2012–13 to 2017–18p**

Occupation	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg	2017–18p
Labourers	38,570	28,635	27,210	27,280	27,005	26,820	-30%	27,140
Community and personal service workers	15,020	20,220	19,700	18,910	17,895	18,415	23%	18,895
Technicians and trades workers	27,155	19,060	18,230	17,975	17,335	17,925	-34%	17,330
Machinery operators and drivers	20,290	18,260	17,480	16,775	15,895	15,775	-22%	15,280
Professionals	10,405	11,960	11,235	11,280	10,180	11,145	7%	10,960
Sales workers	7,390	7,680	7,155	6,640	6,755	6,845	-7%	6,390
Managers	5,200	4,705	4,510	4,200	4,240	4,410	-15%	4,405
Clerical and administrative workers	7,955	5,980	5,250	5,100	4,555	4,275	-46%	4,355
<b>Total</b>	<b>133,040</b>	<b>117,045</b>	<b>111,525</b>	<b>108,685</b>	<b>105,725</b>	<b>106,510</b>	<b>-20%</b>	<b>107,335</b>

**Table 24: Frequency rate (serious claims per million hours worked) by occupation, 2000–01 and 2012–13 to 2017–18p**

Occupation	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg	2017–18p
Labourers	26.6	18.8	17.9	18.4	18.1	16.9	-36%	16.8
Community and personal service workers	15.0	14.2	13.2	12.4	11.1	11.2	-25%	11.1
Machinery operators and drivers	18.1	12.8	12.4	11.9	11.9	11.4	-37%	10.4
Technicians and trades workers	12.7	7.0	6.6	6.4	6.2	6.5	-49%	5.9
Sales workers	5.9	5.7	5.2	4.7	4.7	4.8	-19%	4.3
Professionals	3.4	2.8	2.6	2.5	2.2	2.4	-29%	2.2
Clerical and administrative workers	3.3	2.4	2.0	2.0	1.8	1.7	-48%	1.7
Managers	3.2	1.9	1.7	1.5	1.5	1.6	-50%	1.6
<b>Total</b>	<b>9.5</b>	<b>6.6</b>	<b>6.2</b>	<b>5.9</b>	<b>5.7</b>	<b>5.7</b>	<b>-40%</b>	<b>5.5</b>

**Table 25: Incidence rate (serious claims per 1000 employees) by occupation, 2000–01 and 2012–13 to 2017–18p**

Occupation	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg	2017–18p
Labourers	39.2	27.1	25.9	26.4	25.9	24.1	-39%	24.1
Machinery operators and drivers	35.3	25.5	24.6	23.5	23.0	22.2	-37%	20.3
Community and personal service workers	20.3	18.4	17.2	16.0	14.3	14.4	-29%	14.1
Technicians and trades workers	24.9	13.6	12.7	12.4	12.0	12.4	-50%	11.3
Sales workers	7.7	7.3	6.6	6.0	5.9	6.2	-19%	5.6
Professionals	6.4	4.9	4.6	4.4	3.8	4.0	-38%	3.8
Managers	7.4	3.9	3.5	3.2	3.1	3.2	-57%	3.2
Clerical and administrative workers	5.3	3.7	3.2	3.1	2.7	2.6	-51%	2.7
<b>Total</b>	<b>16.3</b>	<b>11.1</b>	<b>10.3</b>	<b>9.8</b>	<b>9.4</b>	<b>9.3</b>	<b>-43%</b>	<b>9.1</b>

## 2.6 Nature of injury or disease

Table 26 shows that serious claims related to injury and musculoskeletal disorders fell by 21 per cent from 119,730 claims in 2000–01 to 94,390 claims in 2016–17. The largest percentage decrease in serious injury and musculoskeletal disorder claims was recorded by Wounds, lacerations, amputations, and internal organ damage (down by 28 per cent) over the period.

While the number of serious claims involving diseases decreased by 9 per cent between 2000–01 and 2016–17, the largest decrease was recorded for Digestive system diseases, which declined by 32 per cent, and Nervous system and sense organ diseases, which declined by 28 per cent. However, the number of serious claims for Mental health conditions increased by 15 per cent over the same period, while claims for Neoplasms (cancers) recorded no change.

**Table 26: Number of serious claims by nature of injury or disease, 2000–01 and 2012–13 to 2017–18p**

Nature of injury or disease	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg	2017–18p
<b>Injury and musculoskeletal disorders</b>								
Traumatic joint/ligament and muscle/tendon injury and musculoskeletal and connective tissue diseases	80,700	70,745	67,570	64,815	61,065	60,655	-25%	59,200
Wounds, lacerations, amputations and internal organ damage	22,760	16,765	16,205	15,930	16,465	16,320	-28%	16,815
Fractures	11,285	10,865	10,315	10,750	10,585	11,510	2%	11,765
Intracranial injuries	415	525	540	670	1,660	905	118%	1,795
Burn	2,110	1,715	1,650	1,635	1,600	1,575	-25%	1,685
Injury to nerves and spinal cord	85	215	195	165	150	135	59%	115
<b>Total: injury and musculoskeletal disorders</b>	<b>119,730</b>	<b>104,200</b>	<b>99,475</b>	<b>97,190</b>	<b>94,390</b>	<b>94,390</b>	<b>-21%</b>	<b>94,975</b>
<b>Diseases</b>								
Mental health conditions	6,615	7,580	6,910	6,730	6,810	7,600	15%	8,095
Digestive system diseases	3,230	2,695	2,575	2,360	2,280	2,205	-32%	2,070
Nervous system and sense organ diseases	1,595	1,325	1,285	1,210	1,105	1,155	-28%	1,105
Skin and subcutaneous tissue diseases	855	505	510	445	475	455	-47%	440
Respiratory system diseases	285	210	230	230	210	245	-14%	240
Infectious and parasitic diseases	305	245	260	290	225	215	-30%	175
Circulatory system diseases	190	110	115	95	110	110	-42%	100
Neoplasms (cancer)	60	35	50	40	30	60	0%	35
<b>Total: diseases</b>	<b>13,310</b>	<b>12,845</b>	<b>12,050</b>	<b>11,495</b>	<b>11,335</b>	<b>12,115</b>	<b>-9%</b>	<b>12,360</b>
<b>Total: all serious claims</b>	<b>133,040</b>	<b>117,045</b>	<b>111,525</b>	<b>108,685</b>	<b>105,725</b>	<b>106,510</b>	<b>-20%</b>	<b>107,335</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 the number of serious claims by the part of the body that is most affected by an injury or disease. Claims related to Upper limbs accounted for over one-third (35 per cent) of all serious claims in 2017–18p. Within this group, serious claims for the Shoulder have risen by 7 per cent (from 10,650 serious claims in 2000–01 to 11,440 serious claims in 2016–17), while the number of claims declined for all other bodily locations.

Serious claims related to the Trunk accounted for nearly one-quarter (23 per cent) of all serious claims in 2017–18p. This group of claims has recorded a 41 per cent overall decrease, from 42,590 serious claims in 2000–01 to 24,920 serious claims in 2016–17. The largest contributor to this decrease was the reduction in Back – upper or lower claims, which declined from 35,260 claims in 2000–01 to 19,975 claims in 2016–17.

**Table 27: Number of serious claims by bodily location of injury or disease, 2000–01 and 2012–13 to 2017–18p**

Bodily location of injury or disease	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg	2017–18p
<b>Upper limbs</b>	<b>43,045</b>	<b>39,790</b>	<b>38,090</b>	<b>37,970</b>	<b>36,910</b>	<b>37,630</b>	<b>-13%</b>	<b>37,440</b>
Hand, fingers and thumb	17,625	14,410	13,765	14,145	14,020	14,405	-18%	14,505
Shoulder	10,650	12,635	12,230	11,790	11,250	11,440	7%	11,020
Wrist	6,115	5,520	5,220	5,105	4,885	4,980	-19%	5,070
Elbow	3,110	2,900	2,725	2,745	2,510	2,670	-14%	2,620
Forearm	2,165	1,815	1,575	1,610	1,600	1,510	-30%	1,600
Upper arm	1,145	1,035	1,060	1,020	1,055	1,030	-10%	1,070
<b>Lower limbs</b>	<b>26,345</b>	<b>26,160</b>	<b>25,455</b>	<b>24,980</b>	<b>24,170</b>	<b>24,975</b>	<b>-5%</b>	<b>25,040</b>
Knee	10,460	11,200	10,945	10,865	10,165	10,265	-2%	10,175
Ankle	5,915	5,800	5,570	5,505	5,375	5,720	-3%	5,820
Foot and toes	4,545	3,950	3,860	3,770	3,725	3,865	-15%	3,935
Lower leg	2,245	2,455	2,405	2,240	2,210	2,320	3%	2,365
Upper leg	1,015	940	915	830	930	910	-10%	970
Hip	780	920	880	850	850	875	12%	875
<b>Trunk</b>	<b>42,590</b>	<b>31,100</b>	<b>29,000</b>	<b>27,345</b>	<b>25,750</b>	<b>24,920</b>	<b>-41%</b>	<b>24,675</b>
Back - upper or lower	35,260	25,390	23,715	22,305	20,890	19,975	-43%	19,880
Abdomen and pelvic	4,745	3,575	3,295	3,140	3,000	2,960	-38%	2,775
Chest (thorax)	2,350	1,925	1,765	1,690	1,650	1,815	-23%	1,830
<b>Non-physical locations</b>	<b>6,610</b>	<b>7,635</b>	<b>6,920</b>	<b>6,730</b>	<b>6,805</b>	<b>7,605</b>	<b>15%</b>	<b>8,090</b>
<b>Multiple locations</b>	<b>6,180</b>	<b>5,365</b>	<b>5,310</b>	<b>5,005</b>	<b>4,580</b>	<b>4,670</b>	<b>-24%</b>	<b>4,410</b>
<b>Head</b>	<b>3,765</b>	<b>3,455</b>	<b>3,315</b>	<b>3,415</b>	<b>3,355</b>	<b>3,450</b>	<b>-8%</b>	<b>3,565</b>
Cranium	830	715	810	935	910	1,105	33%	1,110
Eye	1,155	930	845	850	835	785	-32%	870
Face, not elsewhere specified	640	700	625	575	615	565	-12%	575
Nose	230	190	205	220	220	220	-4%	185
Ear	170	135	130	115	105	110	-35%	155
Mouth	135	195	145	140	160	170	26%	140
<b>Neck</b>	<b>3,700</b>	<b>2,530</b>	<b>2,430</b>	<b>2,230</b>	<b>2,060</b>	<b>2,155</b>	<b>-42%</b>	<b>2,070</b>
<b>Systemic locations</b>	<b>655</b>	<b>370</b>	<b>420</b>	<b>440</b>	<b>405</b>	<b>390</b>	<b>-40%</b>	<b>370</b>
<b>Total</b>	<b>133,040</b>	<b>117,045</b>	<b>111,525</b>	<b>108,685</b>	<b>105,725</b>	<b>106,510</b>	<b>-20%</b>	<b>107,335</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, accounting for around 36 per cent of serious claims in 2017-18p. Claim numbers for Body stressing injuries have recorded a substantial decline of 31 per cent between 2000–01 and 2016–17. This reduction in Body stressing claims accounts for around 67 per cent of the total reduction in all serious claims over the same period.

The largest percentage decreases in serious claims were for contact with Chemicals and other substances (down by 47 per cent), followed by contact with, or exposure to, Biological factors (such as germs or bacteria) (down by 42 per cent).

The largest percentage increase in any mechanism of injury or disease occurred for Being assaulted by a person or persons, with the number of claims having more than doubled since 2000–01 (increased by 114 per cent).

**Table 28: Number of serious claims by mechanism of injury or disease, 2000–01 and 2012–13 to 2017–18p**

Mechanism of injury or disease	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg	2017–18p
<b>Body stressing</b>	<b>58,175</b>	<b>48,480</b>	<b>46,615</b>	<b>44,120</b>	<b>41,345</b>	<b>40,380</b>	<b>-31%</b>	<b>38,770</b>
Muscular stress while handling objects	18,835	18,925	18,330	18,000	17,255	16,220	-14%	16,775
Muscular stress while lifting, carrying, or putting down objects	28,610	19,620	18,605	16,910	15,740	15,780	-45%	14,420
Muscular stress with no objects being handled	6,325	6,105	6,080	5,580	5,210	5,525	-13%	5,075
<b>Falls, trips and slips of a person</b>	<b>26,145</b>	<b>25,925</b>	<b>24,940</b>	<b>24,700</b>	<b>23,885</b>	<b>24,925</b>	<b>-5%</b>	<b>24,890</b>
Falls on the same level	15,555	16,245	15,920	15,720	15,155	15,825	2%	16,280
Falls from a height	8,840	7,105	6,710	6,830	6,535	6,815	-23%	6,560
<b>Being hit by moving objects</b>	<b>18,175</b>	<b>17,215</b>	<b>16,235</b>	<b>16,250</b>	<b>15,885</b>	<b>16,475</b>	<b>-9%</b>	<b>17,160</b>
Being hit by moving or flying objects	5,910	5,595	5,325	5,525	5,475	5,265	-11%	5,935
Being hit by falling objects	4,205	3,735	3,525	3,520	3,450	3,595	-15%	3,580
Being trapped between stationary and moving objects	2,480	2,360	2,315	2,250	2,065	2,140	-14%	2,300
Being assaulted by a person or persons	1,105	2,435	2,210	2,255	2,065	2,360	114%	2,280
Being trapped by moving machinery or equipment	2,145	1,265	1,040	905	950	1,145	-47%	930
<b>Vehicle incidents and other</b>	<b>9,430</b>	<b>7,510</b>	<b>6,605</b>	<b>6,750</b>	<b>7,790</b>	<b>6,995</b>	<b>-26%</b>	<b>8,570</b>
Vehicle accident	2,730	2,905	2,555	2,345	2,525	2,620	-4%	2,580
<b>Mental stress</b>	<b>6,295</b>	<b>6,995</b>	<b>6,455</b>	<b>6,330</b>	<b>6,380</b>	<b>7,060</b>	<b>12%</b>	<b>7,685</b>
<b>Hitting objects with a part of the body</b>	<b>10,575</b>	<b>7,820</b>	<b>7,660</b>	<b>7,630</b>	<b>7,620</b>	<b>7,975</b>	<b>-25%</b>	<b>7,485</b>
Hitting moving objects	5,315	3,710	3,595	3,865	4,070	4,275	-20%	3,985
Hitting stationary objects	5,110	4,055	3,990	3,720	3,510	3,650	-29%	3,450
<b>Heat, electricity and other environmental factors</b>	<b>1,955</b>	<b>1,600</b>	<b>1,550</b>	<b>1,510</b>	<b>1,505</b>	<b>1,415</b>	<b>-28%</b>	<b>1,485</b>
<b>Chemicals and other substances</b>	<b>1,535</b>	<b>1,020</b>	<b>940</b>	<b>845</b>	<b>865</b>	<b>815</b>	<b>-47%</b>	<b>835</b>
<b>Biological factors</b>	<b>605</b>	<b>350</b>	<b>395</b>	<b>400</b>	<b>320</b>	<b>350</b>	<b>-42%</b>	<b>310</b>
<b>Sound and pressure</b>	<b>150</b>	<b>135</b>	<b>130</b>	<b>145</b>	<b>130</b>	<b>115</b>	<b>-23%</b>	<b>140</b>
<b>Total</b>	<b>133,040</b>	<b>117,045</b>	<b>111,525</b>	<b>108,685</b>	<b>105,725</b>	<b>106,510</b>	<b>-20%</b>	<b>107,335</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 among all breakdown agencies that contribute to injuries and diseases, use of Non-powered hand tools, appliances and equipment consistently contributed to the highest number of serious claims between 2000–01 and 2016–17. However, the number of claims declined by 29 per cent over that period.

Serious claims across all breakdown agencies fell by between 11 and 50 per cent, with the exception of environmental agencies (down 1 per cent), Materials and substances (no change) and Animal, human and biological agencies (up by 9 per cent). Chemicals and chemical products recorded the largest decline (down by 50 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 2012–13 to 2017–18p**

Breakdown agency of injury or disease	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg	2017–18p
<b>Non-powered handtools, appliances and equipment</b>	35,670	28,270	26,640	26,350	25,535	25,235	<b>-29%</b>	24,385
<b>Environmental agencies</b>	18,055	19,070	17,980	17,320	17,030	17,900	<b>-1%</b>	16,845
<b>Materials and substances</b>	14,830	15,795	15,455	15,805	15,020	14,825	<b>0%</b>	15,630
<b>Animal, human and biological agencies</b>	13,960	16,710	15,935	15,165	14,450	15,150	<b>9%</b>	15,450
<b>Other and unspecified agencies</b>	22,020	13,655	13,280	13,000	13,300	12,805	<b>-42%</b>	14,125
<b>Mobile plant and transport</b>	11,445	11,510	10,985	10,345	10,055	10,235	<b>-11%</b>	10,460
<b>Machinery and (mainly) fixed plant</b>	9,295	5,725	5,480	5,110	5,010	5,110	<b>-45%</b>	5,095
<b>Powered equipment, tools and appliances</b>	6,375	5,480	4,970	4,860	4,595	4,550	<b>-29%</b>	4,550
<b>Chemicals and chemical products</b>	1,390	830	795	725	730	695	<b>-50%</b>	795
<b>Total</b>	<b>133,040</b>	<b>117,045</b>	<b>111,525</b>	<b>108,685</b>	<b>105,725</b>	<b>106,510</b>	<b>-20%</b>	<b>107,335</b>



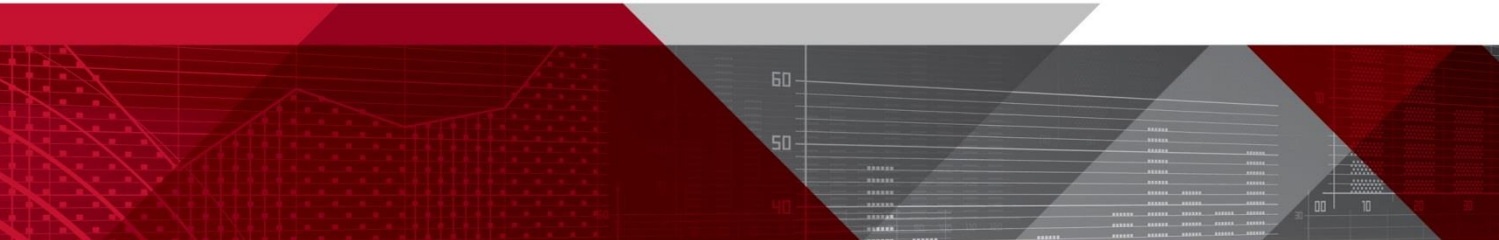
# Section 3: Time lost and compensation paid

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 (2017–18) 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.

In previous *Australian Workers' Compensation Statistics* reports, amounts of median compensation paid were calculated after excluding 'zero dollar' claims. This year, all serious claims (including 'zero dollar' claims) have been included in calculations, as this more accurately reflects the true median amount of compensation paid.



Between 2000–01 and 2016–17, 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<sup>2</sup> for a serious claim rose by 181 per cent from \$4,300 to \$12,100 (Table 30).

Table 30 also shows an estimate of median compensation paid adjusted for inflation. The median compensation amounts are adjusted using the ABS Wage Price Index<sup>3</sup> (WPI) to remove the effects of wage inflation and allow a more meaningful comparison with the median time lost time series. In all adjustments, the 2000–01 financial year is used as the base period for comparison. Due to the limited breakdowns provided by the WPI series, WPI adjusted median compensation paid figures are only able to be provided at the ‘overall’ and ‘industry’ levels. For all other breakdowns in this chapter, non-adjusted figures are used.

**Table 30: Serious claims: median time lost (weeks) and compensation paid, 2000–01 to 2016–17**

Financial year of lodgement	Serious claims	Median time lost (working weeks)	Median compensation paid <sup>2</sup>	Median compensation (WPI adjusted)
2000–01	133,040	4.2	\$4,300	\$4,300
2001–02	130,110	4.3	\$4,500	\$4,400
2002–03	132,385	4.4	\$4,500	\$4,200
2003–04	133,265	4.0	\$3,100	\$2,800
2004–05	134,725	4.0	\$4,900	\$4,200
2005–06	130,360	4.3	\$3,500	\$3,000
2006–07	129,410	4.4	\$3,800	\$3,000
2007–08	129,490	4.6	\$4,100	\$3,200
2008–09	126,115	5.0	\$7,100	\$5,300
2009–10	124,365	5.0	\$7,600	\$5,500
2010–11	127,700	5.4	\$8,200	\$5,700
2011–12	127,415	5.6	\$8,200	\$5,500
2012–13	117,045	5.2	\$9,000	\$5,800
2013–14	111,525	5.4	\$9,600	\$6,000
2014–15	108,685	5.5	\$10,500	\$6,400
2015–16	105,725	5.6	\$11,300	\$6,800
2016–17	106,510	5.8	\$12,100	\$7,100

Figure 5 shows the original and WPI adjusted median compensation payment from 2000–01 to 2016–17.

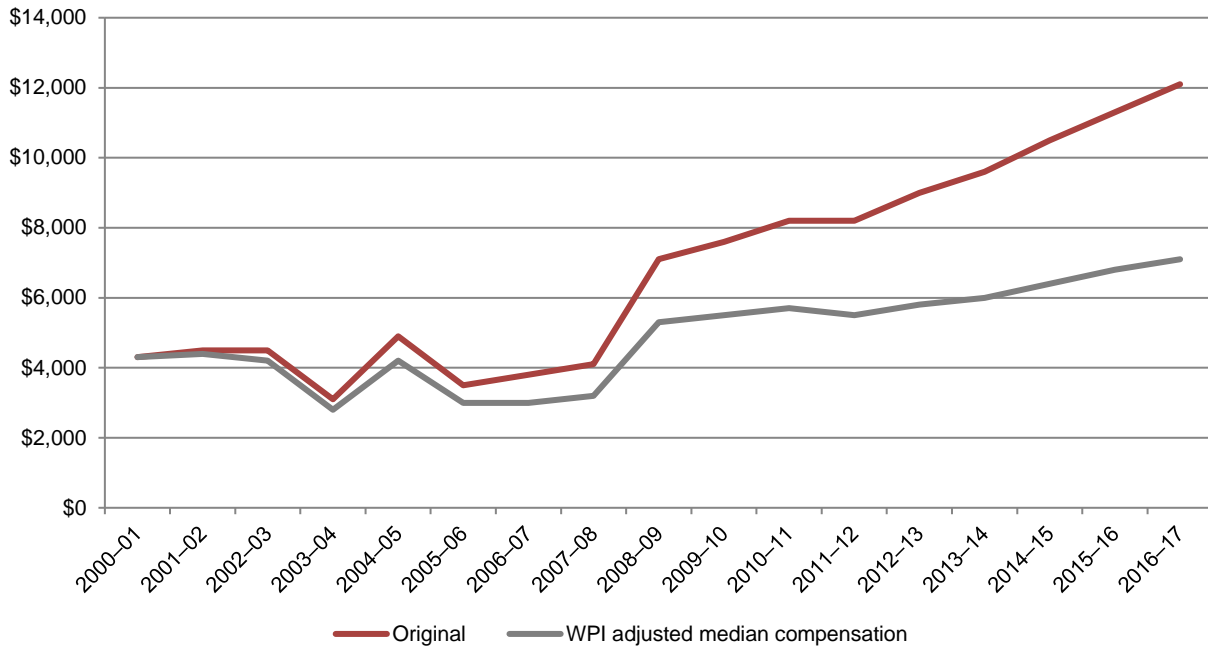
Figure 6 shows the comparison between median time lost and the WPI adjusted median compensation paid series between 2000–01 and 2016–17, and indicates that median compensation paid has broadly moved in line with median time lost in real terms. In recent years, the WPI adjusted compensation paid has continued to increase while median time lost has increased at a slower rate.

<sup>2</sup> Calculation of the median compensation paid includes payments for all serious claims for each of the financial years. In previous *Australian Worker's Compensation Statistics* reports, this figure only included the median compensation paid for serious claims where the payment made was greater than zero. This year, all serious claims' payments have been included, as this more accurately reflects the true median amount of compensation paid.

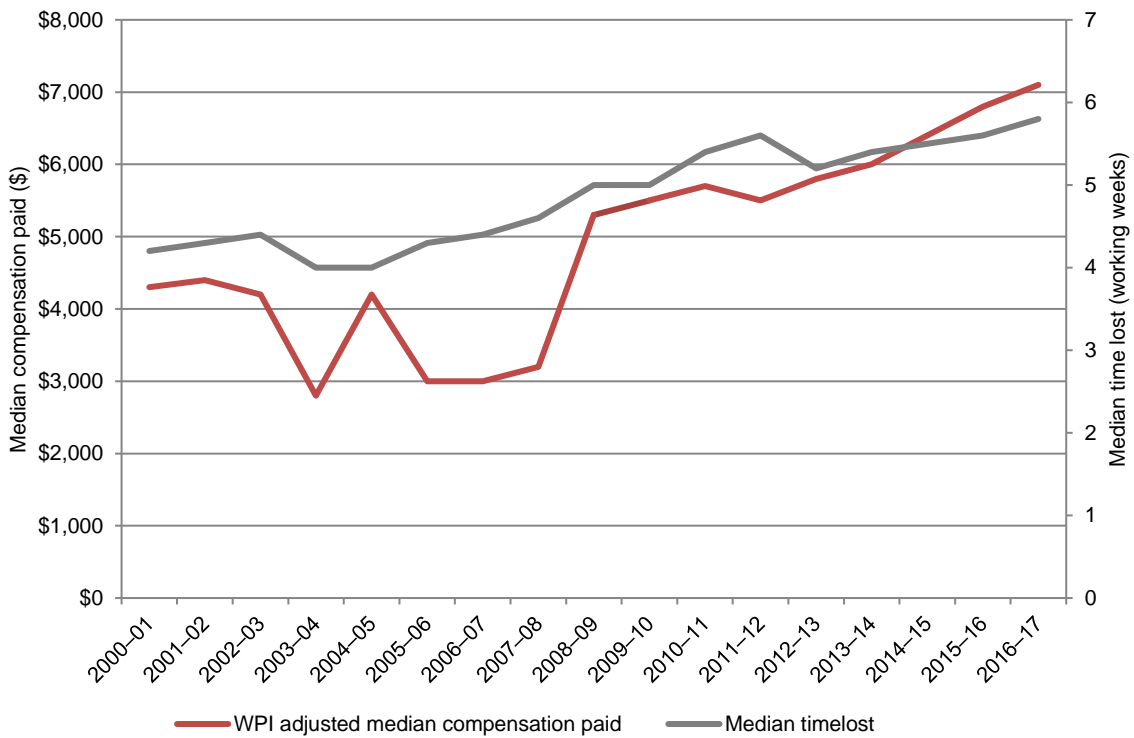
<sup>3</sup> Wage Price Index, ABS Catalogue No. 6345.0, Australia, June 2019.



**Figure 5: Original and inflation adjusted median compensation paid, 2000–01 to 2016–17**



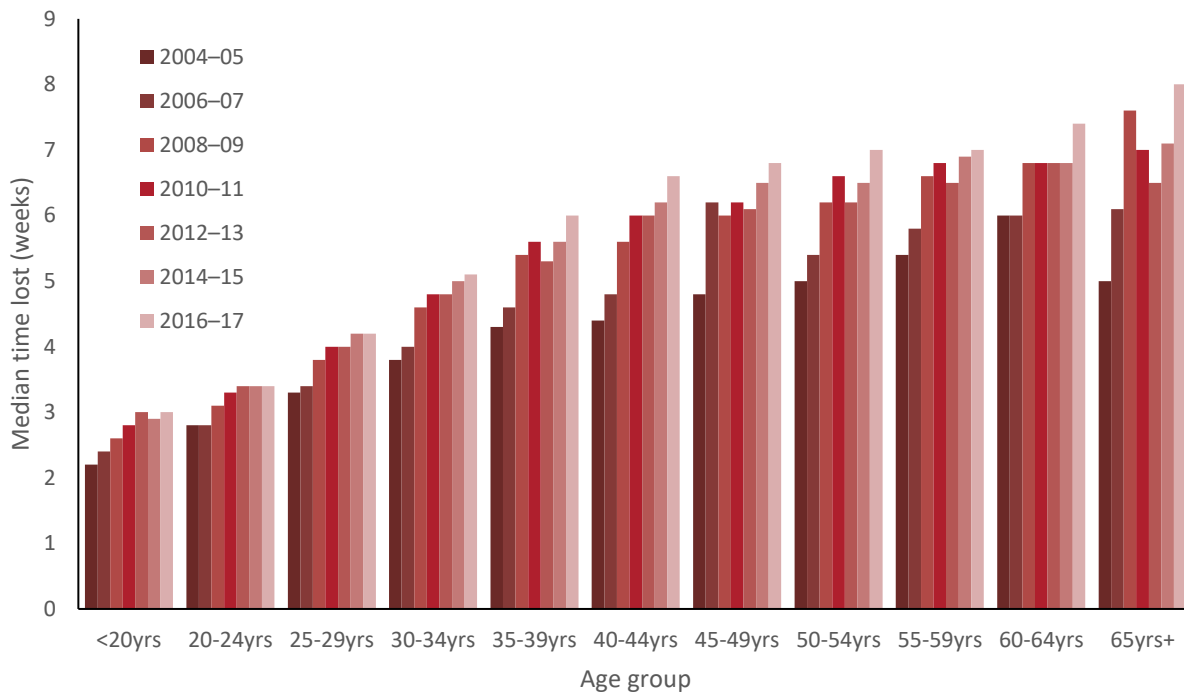
**Figure 6: Median time lost (weeks) and inflation adjusted median compensation paid, 2000–01 to 2016–17**



### 3.1 Age group

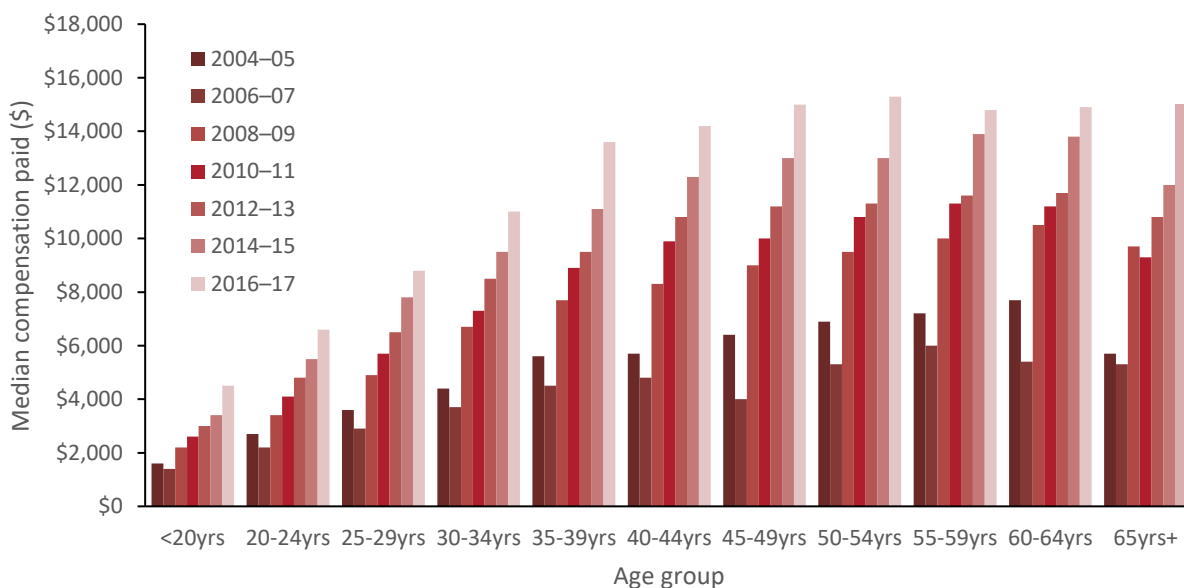
Figure 7 shows that median time lost tends to increase with age and that all age groups have recorded an increase in median time lost between 2004–05 and 2016–17.

**Figure 7: Serious claims: median time lost (weeks) by age group, 2004–05 to 2016–17**



Similar to median time lost, Figure 8 shows that median compensation paid generally tends to increase with age, although the differences between age groups are less pronounced among workers aged over 50, and workers aged over 65 years tend to receive slightly lower median compensation amounts. All age groups have recorded an increase in median compensation paid between 2004–05 and 2016–17.

**Figure 8: Serious claims: median compensation paid by age group, 2004–05 to 2016–17**



## 3.2 Gender

In 2016–17, the median time lost for a serious claim was 5.6 working weeks for male employees and 6.1 working weeks for female employees. The median compensation paid for a serious claim was \$12,900 for male employees and \$10,500 for female employees.

Table 31 shows that the median compensation amount paid to males has increased by 207 per cent from \$4,200 in 2000–01 to \$12,900 in 2016–17. The median compensation amount paid to females increased by 139 per cent from \$4,400 in 2000–01 to \$10,500 in 2016–17. From 2007–08 onward, median payments for female employees were lower than the median payments for male employees. This may be due to the gender pay gap experienced by female employees, which in this case would be partly offset by the longer time lost associated with claims made by females.

**Table 31: Serious claims: median time lost (weeks) and compensation paid by gender, 2000–01 to 2016–17**

Financial year	Median time lost (working weeks)		Median compensation paid (\$)	
	Male	Female	Male	Female
2000–01	4.0	4.7	\$4,200	\$4,400
2001–02	4.0	5.0	\$4,400	\$4,900
2002–03	4.1	5.0	\$4,400	\$4,800
2003–04	4.0	4.7	\$3,000	\$3,200
2004–05	4.0	4.5	\$4,800	\$4,900
2005–06	4.0	5.0	\$3,500	\$3,700
2006–07	4.2	5.0	\$3,800	\$3,800
2007–08	4.4	5.3	\$4,200	\$3,900
2008–09	4.8	5.6	\$7,400	\$6,600
2009–10	4.8	5.6	\$7,800	\$7,200
2010–11	5.0	6.0	\$8,400	\$7,900
2011–12	5.4	6.2	\$8,600	\$7,600
2012–13	5.0	5.8	\$9,600	\$8,000
2013–14	5.2	5.9	\$10,300	\$8,400
2014–15	5.2	5.9	\$11,200	\$9,100
2015–16	5.4	6.0	\$12,000	\$9,900
2016–17	5.6	6.1	\$12,900	\$10,500

### 3.3 Industry

Table 32 shows that median time lost has increased for all 19 industries. The greatest increase was recorded for the Electricity, gas, water and waste services industry, which rose by 126 per cent, from 3.4 working weeks in 2000–01 to 7.7 working weeks in 2016–17. The smallest increase was recorded in the Accommodation and food services industry, which increased by 5 per cent, from 3.8 working weeks in 2000–01 to 4.0 working weeks in 2016–17.

The Road transport and Agriculture sub-industries recorded increases of 42 and 14 per cent respectively in median time lost over the period.

**Table 32: Serious claims: median time lost (weeks) by industry, 2000–01 and 2012–13 to 2016–17**

Industry	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg
<b>Financial and insurance services</b>	4.8	6.3	5.9	6.4	6.3	9.2	<b>92%</b>
<b>Mining</b>	5.1	7.6	7.8	7.8	7.8	8.6	<b>69%</b>
<b>Electricity, gas, water and waste services</b>	3.4	5.4	5.2	5.8	6.9	7.7	<b>126%</b>
<b>Transport, postal and warehousing</b>	4.0	5.7	6.3	6.4	6.7	6.8	<b>70%</b>
Road transport	5.2	6.2	6.6	7.2	7.6	7.4	<b>42%</b>
<b>Construction</b>	5.0	6.4	6.4	6.4	6.4	6.4	<b>28%</b>
<b>Professional, scientific and technical services</b>	4.6	6.2	6.6	5.6	5.4	6.3	<b>37%</b>
<b>Rental, hiring and real estate services</b>	4.4	6.0	5.2	5.1	6.2	6.2	<b>41%</b>
<b>Public administration and safety</b>	4.0	5.5	5.7	6.3	6.0	6.2	<b>55%</b>
<b>Arts and recreation services</b>	4.6	6.1	4.9	5.4	5.4	6.0	<b>30%</b>
<b>Agriculture, forestry and fishing</b>	4.8	5.2	5.4	5.2	5.2	5.8	<b>21%</b>
Agriculture	5.0	5.4	5.6	5.2	5.2	5.7	<b>14%</b>
<b>Wholesale trade</b>	4.1	5.0	5.4	5.2	5.4	5.8	<b>41%</b>
<b>Administrative and support services</b>	4.4	4.8	5.2	5.4	5.8	5.8	<b>32%</b>
<b>Health care and social assistance</b>	4.4	5.0	5.5	5.6	5.6	5.8	<b>32%</b>
<b>Other services</b>	4.6	5.0	5.2	5.6	5.6	5.6	<b>22%</b>
<b>Manufacturing</b>	4.0	5.0	5.0	5.0	5.0	5.2	<b>30%</b>
<b>Retail trade</b>	3.4	5.1	5.0	4.8	5.0	5.0	<b>47%</b>
<b>Education and training</b>	4.0	4.4	4.4	4.4	4.4	4.6	<b>15%</b>
<b>Information media and telecommunications</b>	4.0	6.0	4.7	4.8	5.8	4.4	<b>10%</b>
<b>Accommodation and food services</b>	3.8	4.0	4.0	4.0	4.4	4.0	<b>5%</b>
<b>Total</b>	<b>4.2</b>	<b>5.2</b>	<b>5.4</b>	<b>5.5</b>	<b>5.6</b>	<b>5.8</b>	<b>38%</b>

Table 33 shows that median payments also increased in all 19 industries between 2000–01 and 2016–17. Increases in payments should be expected, as this reflects increases in wages and salaries and the cost of medical treatment. The smallest rises were recorded for the Information media and telecommunications (up by 104 per cent) and Accommodation and food services (up by 106 per cent) industries. The Accommodation and food services industry has consistently recorded the lowest median payments for serious claims across all years.

The largest percentage increases in median payments were recorded for the Financial and insurance services (up by 405 per cent), Electricity, gas, water and waste services (up by 288 per cent), Retail trade (up by 273 per cent) and Transport, postal and warehousing (up by 252 per cent) industries.

Both the Road transport and Agriculture sub-industries recorded an increase in median compensation that was higher than the increase for all industries (up by 218 and 192 per cent respectively).

**Table 33: Serious claims: median compensation paid by industry, 2000–01 and 2012–13 to 2016–17**

Industry	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg
<b>Mining</b>	\$11,200	\$23,600	\$25,200	\$27,100	\$28,400	\$28,100	<b>151%</b>
<b>Financial and insurance services</b>	\$4,100	\$13,100	\$12,700	\$15,700	\$15,700	\$20,700	<b>405%</b>
<b>Electricity, gas, water and waste services</b>	\$4,300	\$11,800	\$11,400	\$13,100	\$15,800	\$16,700	<b>288%</b>
<b>Professional, scientific and technical services</b>	\$5,900	\$13,600	\$13,500	\$12,800	\$14,400	\$16,500	<b>180%</b>
<b>Public administration and safety</b>	\$5,600	11000	\$11,800	\$12,800	\$13,700	\$15,600	<b>179%</b>
<b>Construction</b>	\$5,600	\$12,500	\$13,100	\$14,400	\$14,800	\$14,900	<b>166%</b>
<b>Transport, postal and warehousing</b>	\$4,200	\$10,300	\$12,200	\$13,100	\$14,700	\$14,800	<b>252%</b>
Road transport	\$4,900	\$10,200	\$11,900	\$13,700	\$15,800	\$15,600	<b>218%</b>
<b>Rental, hiring and real estate services</b>	\$5,300	\$10,700	\$9,200	\$11,400	\$11,900	\$14,700	<b>177%</b>
<b>Other services</b>	\$4,900	\$9,600	\$9,800	\$11,100	\$13,000	\$13,200	<b>169%</b>
<b>Manufacturing</b>	\$4,200	\$9,200	\$9,900	\$11,100	\$11,700	\$12,400	<b>195%</b>
<b>Wholesale trade</b>	\$4,500	\$9,500	\$10,700	\$11,300	\$11,800	\$12,400	<b>176%</b>
<b>Information media and telecommunications</b>	\$5,600	\$14,400	\$11,800	\$13,200	\$16,000	\$11,400	<b>104%</b>
<b>Agriculture, forestry and fishing</b>	\$3,800	\$7,900	\$9,200	\$9,400	\$10,200	\$11,300	<b>197%</b>
Agriculture	\$3,800	\$7,700	\$9,200	\$9,000	\$10,200	\$11,100	<b>192%</b>
<b>Education and training</b>	\$5,100	\$8,900	\$8,700	\$10,100	\$10,300	\$10,900	<b>114%</b>
<b>Arts and recreation services</b>	\$3,600	\$8,900	\$7,400	\$8,200	\$9,100	\$10,100	<b>181%</b>
<b>Administrative and support services</b>	\$3,400	\$6,600	\$7,200	\$8,500	\$9,900	\$9,900	<b>191%</b>
<b>Retail trade</b>	\$2,600	\$7,600	\$7,400	\$7,900	\$8,700	\$9,700	<b>273%</b>
<b>Health care and social assistance</b>	\$4,200	\$6,200	\$7,100	\$7,900	\$8,600	\$9,500	<b>126%</b>
<b>Accommodation and food services</b>	\$3,100	\$5,000	\$5,300	\$5,100	\$5,700	\$6,400	<b>106%</b>
<b>Total</b>	<b>\$4,300</b>	<b>\$9,000</b>	<b>\$9,600</b>	<b>\$10,500</b>	<b>\$11,300</b>	<b>\$12,100</b>	<b>181%</b>

Table 34 shows the WPI adjusted median compensation paid by industry division for 2000–01 and 2012–13 to 2016–17. In real terms (adjusted for wage inflation), all industries recorded smaller increases in median compensation paid over the 17 year period. The smallest percentage increases in median payments occurred in the Information media and telecommunications (up by 27 per cent), Health care and social assistance (up by 31 per cent) and Accommodation and food services (up by 32 per cent) industries.

The largest percentage increases in WPI adjusted median compensation paid between 2000–01 and 2016–17 were for the Financial and insurance services (up by 193 per cent) and Retail trade (up by 135 per cent) industries.

The Electricity, gas, water and waste services and Transport, postal and warehousing industries also recorded increases of over 100 per cent in WPI adjusted compensation paid over the period. The Mining industry had the highest level of WPI adjusted median compensation paid in 2016–17 at \$15,500.

**Table 34: Serious claims: WPI adjusted median compensation paid by industry, 2000–01 and 2012–13 to 2016–17**

<b>Industry</b>	<b>2000–01</b>	<b>2012–13</b>	<b>2013–14</b>	<b>2014–15</b>	<b>2015–16</b>	<b>2016–17</b>	<b>% chg</b>
<b>Mining</b>	\$11,200	\$14,000	\$14,600	\$15,300	\$15,800	\$15,500	<b>38%</b>
<b>Financial and insurance services</b>	\$4,100	\$8,400	\$8,000	\$9,600	\$9,300	\$12,000	<b>193%</b>
<b>Professional, scientific and technical services</b>	\$5,900	\$8,600	\$8,400	\$7,800	\$8,600	\$9,700	<b>64%</b>
<b>Electricity, gas, water and waste services</b>	\$4,300	\$7,100	\$6,600	\$7,500	\$8,800	\$9,100	<b>112%</b>
<b>Public administration and safety</b>	\$5,600	\$7,000	\$7,200	\$7,700	\$8,000	\$9,000	<b>61%</b>
<b>Transport, postal and warehousing</b>	\$4,200	\$6,800	\$7,800	\$8,200	\$9,000	\$8,900	<b>112%</b>
<b>Rental, hiring and real estate services</b>	\$5,300	\$7,000	\$5,900	\$7,100	\$7,300	\$8,900	<b>68%</b>
<b>Construction</b>	\$5,600	\$7,700	\$7,900	\$8,400	\$8,600	\$8,500	<b>52%</b>
<b>Other services</b>	\$4,900	\$6,400	\$6,400	\$7,100	\$8,200	\$8,100	<b>65%</b>
<b>Wholesale trade</b>	\$4,500	\$6,200	\$6,900	\$7,100	\$7,300	\$7,600	<b>69%</b>
<b>Manufacturing</b>	\$4,200	\$6,000	\$6,300	\$6,900	\$7,100	\$7,400	<b>76%</b>
<b>Information media and telecommunications</b>	\$5,600	\$9,700	\$7,800	\$8,500	\$10,100	\$7,100	<b>27%</b>
<b>Agriculture, forestry and fishing</b>	\$3,800	\$5,100	\$5,800	\$5,800	\$6,200	\$6,700	<b>76%</b>
<b>Retail trade</b>	\$2,600	\$5,200	\$5,000	\$5,200	\$5,600	\$6,100	<b>135%</b>
<b>Administrative and support services</b>	\$3,400	\$4,400	\$4,700	\$5,400	\$6,200	\$6,100	<b>79%</b>
<b>Education and training</b>	\$5,100	\$5,500	\$5,300	\$5,900	\$5,900	\$6,100	<b>20%</b>
<b>Arts and recreation services</b>	\$3,600	\$6,000	\$4,800	\$5,200	\$5,600	\$6,100	<b>69%</b>
<b>Health care and social assistance</b>	\$4,200	\$4,000	\$4,400	\$4,800	\$5,100	\$5,500	<b>31%</b>
<b>Accommodation and food services</b>	\$3,100	\$3,500	\$3,700	\$3,400	\$3,800	\$4,100	<b>32%</b>
<b>Total</b>	<b>\$4,300</b>	<b>\$5,800</b>	<b>\$6,000</b>	<b>\$6,400</b>	<b>\$6,800</b>	<b>\$7,100</b>	<b>65%</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 2016–17. Sales workers recorded the largest increase in median time lost from work (up by 91 per cent). Managers and Machinery operators and drivers had the highest median time lost of 6.6 working weeks in 2016–17. The lowest median time lost in the eight major occupation groups was recorded for Technicians and trades workers at 5.0 working weeks in 2016–17.

**Table 35: Serious claims: median time lost (weeks) by occupation, 2000–01 and 2012–13 to 2016–17**

Occupation	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg
Managers	5.0	6.6	6.0	6.0	6.0	6.6	32%
Machinery operators and drivers	4.4	5.8	6.0	6.2	6.2	6.6	50%
Sales workers	3.4	5.4	6.4	6.0	6.0	6.5	91%
Clerical and administrative workers	4.8	6.3	6.1	6.2	6.0	6.2	29%
Professionals	4.6	5.6	5.4	5.6	5.5	6.0	30%
Labourers	4.2	5.2	5.3	5.4	5.4	5.6	33%
Community and personal service workers	4.0	5.2	5.1	5.4	5.5	5.5	38%
Technicians and trades workers	4.0	4.4	4.6	4.6	4.8	5.0	25%
Total	4.2	5.2	5.4	5.5	5.6	5.8	38%

Table 36 shows that median payments have increased in all eight major occupation groups from 2000–01 to 2016–17. Sales workers recorded the largest percentage increase, rising by 325 per cent from \$2,400 in 2000–01 to \$10,200 in 2016–17; followed by Machinery operators and drivers and Managers (up by 211 and 198 per cent respectively). Professionals recorded the smallest increase in median payments over the period, increasing by 133 per cent, from \$5,800 in 2000–01 to \$13,500 in 2016–17.

Managers had the highest level of median compensation paid in 2016–17 at \$18,200. In contrast, Community and personal service workers recorded the lowest level of median compensation paid in 2016–17 at \$9,600.

**Table 36: Serious claims: median compensation paid by occupation, 2000–01 and 2012–13 to 2016–17**

Occupation	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg
Managers	\$6,100	\$13,800	\$13,400	\$15,600	\$16,100	\$18,200	198%
Clerical and administrative workers	\$6,000	\$13,200	\$13,500	\$14,700	\$15,500	\$16,200	170%
Machinery operators and drivers	\$4,700	\$10,800	\$11,900	\$12,900	\$13,900	\$14,600	211%
Professionals	\$5,800	\$10,100	\$10,300	\$11,500	\$12,400	\$13,500	133%
Technicians and trades workers	\$4,300	\$9,200	\$10,100	\$10,900	\$11,700	\$12,600	193%
Labourers	\$3,700	\$8,000	\$8,600	\$9,200	\$10,100	\$10,800	192%
Sales workers	\$2,400	\$7,500	\$8,900	\$9,600	\$9,500	\$10,200	325%
Community and personal service workers	\$3,900	\$7,100	\$7,300	\$8,100	\$8,900	\$9,600	146%
Total	\$4,300	\$9,000	\$9,600	\$10,500	\$11,300	\$12,100	181%

## 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 2016–17, up by 33 per cent over the 17 year period. Median time lost for claims involving Diseases has increased by 50 per cent over the same period, from 6.8 working weeks in 2000–01 to 10.2 working weeks in 2016–17.

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 10.8 working weeks in 2016–17, representing a drop of 59 per cent. Conversely, there has been an increase in the median time lost for Intracranial injury claims from 2.6 working weeks in 2000–01 to 3.3 working weeks in 2016–17, up by 27 per cent. Median time lost for Musculoskeletal and connective tissue diseases increased slightly from 8.4 working weeks to 8.5 weeks over the 17 year period. Median time lost for Burn remained constant at 2 working weeks over the period.

Among claims involving disease, Mental health conditions recorded the largest increase in time lost, rising from 11.2 working weeks in 2000–01 to 17.3 weeks in 2016–17, up by 54 per cent. Serious claims involving Circulatory system diseases (down by 51 per cent) and Neoplasms (cancer) (down by 8 per cent) both recorded decreases in median time lost. All the remaining nature of diseases recorded increases in median time lost with Digestive system diseases having the lowest increase of 3 per cent over the 17 year period.

**Table 37: Serious claims: median time lost (weeks) by nature of injury or disease, 2000–01 and 2012–13 to 2016–17**

Nature of injury/disease	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg
<b>Injury and musculoskeletal disorders</b>							
Injury to nerves and spinal cord	26.2	9.9	9.1	12.2	9.3	10.8	-59%
Musculoskeletal and connective tissue diseases	8.4	8.6	8.4	8.7	8.8	8.5	1%
Fractures	6.8	7.5	7.8	7.6	7.8	8.0	18%
Other claims	3.8	4.5	4.4	4.0	4.8	6.8	79%
Traumatic joint/ligament and muscle/tendon injury	4.1	4.8	5.0	5.0	5.1	5.3	29%
Other injuries	2.4	4.0	4.0	3.9	4.0	4.4	83%
Intracranial injuries	2.6	3.2	5.0	3.6	4.3	3.3	27%
Wounds, lacerations, amputations and internal organ damage	2.4	2.6	2.7	2.8	2.8	3.0	25%
Burn	2.0	2.0	2.0	2.0	2.2	2.0	0%
<b>Total: injury and musculoskeletal disorders</b>	<b>4.0</b>	<b>5.0</b>	<b>5.0</b>	<b>5.0</b>	<b>5.2</b>	<b>5.3</b>	<b>33%</b>
<b>Diseases</b>							
Mental health conditions	11.2	14.0	15.3	16.5	16.4	17.3	54%
Nervous system and sense organ diseases	8.1	8.1	8.4	8.2	8.4	9.0	11%
Other diseases	5.7	6.0	3.4	4.0	4.5	7.8	37%
Circulatory system diseases	15.0	8.2	6.5	5.9	7.3	7.4	-51%
Digestive system diseases	5.8	5.4	5.6	5.6	5.4	6.0	3%
Respiratory system diseases	4.6	4.8	4.0	5.1	4.8	6.0	30%
Neoplasms (cancer)	3.9	5.2	5.8	4.2	5.9	3.6	-8%
Infectious and parasitic diseases	2.0	2.4	2.4	2.2	2.8	3.0	50%
Skin and subcutaneous tissue diseases	2.3	3.0	2.4	2.7	2.6	2.8	22%
<b>Total: diseases</b>	<b>6.8</b>	<b>8.5</b>	<b>8.6</b>	<b>9.2</b>	<b>9.6</b>	<b>10.2</b>	<b>50%</b>
<b>Total: all serious claims</b>	<b>4.2</b>	<b>5.2</b>	<b>5.4</b>	<b>5.5</b>	<b>5.6</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 \$57,700 in 2000–01. This has fallen by 63 per cent since 2000–01 but remains the most costly type of injury at \$21,100 in 2016–17.

The highest increases in median compensation paid for disease claims were associated with Other diseases (which includes a range of diseases not classified elsewhere, and unspecified diseases) (up by 378 per cent), Infectious and parasitic diseases (up by 343 per cent), and Respiratory system diseases (up by 235 per cent). Mental health conditions has recorded the highest compensation paid for all diseases in recent years.



**Table 38: Serious claims: median compensation paid by nature of injury or disease, 2000–01 and 2012–13 to 2016–17**

Nature of injury/disease	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg
<b>Injury and musculoskeletal disorders</b>							
Injury to nerves and spinal cord	\$57,700	\$17,900	\$16,000	\$35,400	\$22,400	\$21,100	<b>-63%</b>
Fractures	\$5,900	\$12,000	\$12,700	\$13,800	\$14,900	\$15,600	<b>164%</b>
Musculoskeletal and connective tissue diseases	\$9,900	\$12,200	\$12,200	\$13,200	\$13,900	\$14,400	<b>45%</b>
Traumatic joint/ligament and muscle/tendon injury	\$4,200	\$8,300	\$9,100	\$10,000	\$10,800	\$11,300	<b>169%</b>
Other claims	\$3,300	\$7,400	\$6,900	\$6,200	\$8,700	\$10,100	<b>206%</b>
Other injuries	\$2,400	\$6,600	\$7,400	\$7,200	\$7,200	\$9,100	<b>279%</b>
Wounds, lacerations, amputations and internal organ damage	\$2,200	\$4,800	\$5,200	\$5,900	\$6,400	\$7,500	<b>241%</b>
Intracranial injuries	\$2,500	\$5,700	\$7,800	\$5,900	\$11,100	\$6,800	<b>172%</b>
Burn	\$1,200	\$2,200	\$2,300	\$2,300	\$2,900	\$3,000	<b>150%</b>
<b>Total: injury and musculoskeletal disorders</b>	<b>\$3,900</b>	<b>\$8,200</b>	<b>\$8,800</b>	<b>\$9,600</b>	<b>\$10,400</b>	<b>\$11,100</b>	<b>185%</b>
<b>Diseases</b>							
Mental health conditions	\$11,600	\$23,900	\$25,700	\$28,500	\$30,500	\$30,800	<b>166%</b>
Other diseases	\$4,600	\$17,200	\$8,700	\$4,900	\$7,700	\$22,000	<b>378%</b>
Nervous system and sense organ diseases	\$8,400	\$14,900	\$15,000	\$15,700	\$17,900	\$18,600	<b>121%</b>
Digestive system diseases	\$6,800	\$11,600	\$12,300	\$13,000	\$13,600	\$14,400	<b>112%</b>
Respiratory system diseases	\$4,300	\$7,700	\$6,800	\$12,300	\$8,600	\$14,400	<b>235%</b>
Neoplasms (cancer)	\$8,500	\$13,100	\$21,100	\$16,600	\$18,700	\$12,800	<b>51%</b>
Circulatory system diseases	\$13,800	\$17,700	\$14,800	\$11,700	\$16,800	\$12,300	<b>-11%</b>
Infectious and parasitic diseases	\$1,400	\$3,900	\$2,900	\$3,700	\$4,400	\$6,200	<b>343%</b>
Skin and subcutaneous tissue diseases	\$2,000	\$3,900	\$3,700	\$4,000	\$3,900	\$4,900	<b>145%</b>
<b>Total: diseases</b>	<b>\$7,500</b>	<b>\$15,200</b>	<b>\$15,600</b>	<b>\$17,300</b>	<b>\$18,600</b>	<b>\$20,200</b>	<b>169%</b>
<b>Total: all serious claims</b>	<b>\$4,300</b>	<b>\$9,000</b>	<b>\$9,600</b>	<b>\$10,500</b>	<b>\$11,300</b>	<b>\$12,100</b>	<b>181%</b>

### 3.6 Mechanism of injury or disease

Table 39 shows that between 2000–01 and 2016–17, median time lost increased for all mechanism categories except for Heat, electricity and other environmental factors which recorded no change. The largest increase was for Mental stress, which increased by more than six working weeks, from 11.4 working weeks in 2000–01 to 17.7 working weeks in 2016–17. Mental stress claims also consistently had the longest median time lost, which was almost three times higher than the overall median time lost of 5.8 working weeks in 2016–17.

**Table 39: Serious claims: median time lost (weeks) by mechanism of injury or disease, 2000–01 and 2012–13 to 2016–17**

Mechanism of injury or disease	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg
<b>Mental stress</b>	<b>11.4</b>	<b>15.2</b>	<b>16.2</b>	<b>17.0</b>	<b>16.9</b>	<b>17.7</b>	<b>55%</b>
<b>Vehicle incidents and other</b>	<b>5.2</b>	<b>5.8</b>	<b>6.4</b>	<b>6.2</b>	<b>6.0</b>	<b>6.4</b>	<b>23%</b>
Vehicle accident	6.0	6.0	7.5	6.9	6.9	7.2	20%
<b>Falls, trips and slips of a person</b>	<b>4.6</b>	<b>5.8</b>	<b>6.0</b>	<b>6.2</b>	<b>6.2</b>	<b>6.3</b>	<b>37%</b>
Falls from a height	5.6	7.2	7.0	7.3	7.4	7.8	39%
Falls on the same level	4.2	5.4	5.6	5.9	6.0	6.0	43%
<b>Body stressing</b>	<b>4.6</b>	<b>5.8</b>	<b>6.0</b>	<b>6.0</b>	<b>6.0</b>	<b>6.2</b>	<b>35%</b>
Muscular stress while handling objects	4.6	6.0	6.2	6.1	6.2	6.4	39%
Muscular stress while lifting, carrying, or putting down objects	4.3	5.6	5.9	5.8	5.8	5.9	37%
Muscular stress with no objects being handled	4.0	4.6	4.8	5.0	5.0	5.1	28%
<b>Sound and pressure</b>	<b>4.0</b>	<b>4.8</b>	<b>4.7</b>	<b>5.0</b>	<b>3.8</b>	<b>4.8</b>	<b>20%</b>
<b>Being hit by moving objects</b>	<b>3.2</b>	<b>3.8</b>	<b>4.0</b>	<b>4.0</b>	<b>4.0</b>	<b>4.2</b>	<b>31%</b>
Being assaulted by a person or persons	4.2	4.4	4.7	4.6	5.2	6.0	43%
Being trapped by moving machinery or equipment	4.4	4.2	4.6	4.9	4.4	4.6	5%
Being hit by falling objects	3.2	3.9	4.2	4.1	3.8	4.4	38%
Being trapped between stationary and moving objects	3.1	4.0	3.7	4.0	4.0	4.0	29%
Being hit by moving or flying objects	2.8	3.2	3.4	3.4	3.6	3.8	36%
<b>Hitting objects with a part of the body</b>	<b>2.4</b>	<b>2.8</b>	<b>2.7</b>	<b>2.8</b>	<b>2.9</b>	<b>3.0</b>	<b>25%</b>
Hitting stationary objects	2.6	3.0	2.8	3.1	3.0	3.1	19%
Hitting moving objects	2.4	2.6	2.6	2.4	2.7	2.8	17%
<b>Biological factors</b>	<b>2.0</b>	<b>2.6</b>	<b>2.0</b>	<b>2.0</b>	<b>3.2</b>	<b>2.8</b>	<b>40%</b>
<b>Chemicals and other substances</b>	<b>2.2</b>	<b>2.1</b>	<b>2.2</b>	<b>2.2</b>	<b>2.0</b>	<b>2.4</b>	<b>9%</b>
<b>Heat, electricity and other environmental factors</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.2</b>	<b>2.0</b>	<b>0%</b>
<b>Total</b>	<b>4.2</b>	<b>5.2</b>	<b>5.4</b>	<b>5.5</b>	<b>5.6</b>	<b>5.8</b>	<b>38%</b>

Table 40 shows that the high median time lost for Mental stress claims also made it the mechanism with the highest median compensation paid (\$32,000) in 2016–17. This was more than double the median compensation paid for all serious claims of \$12,100.

The largest increases in median compensation payments occurred for claims due to Biological factors, up by 321 per cent from \$1,400 in 2000–01 to \$5,900 in 2016–17. This was followed by Hitting objects with a part of the body which rose by 262 per cent, from \$2,100 in 2000–01 to \$7,600 in 2016–17.

**Table 40: Serious claims: median compensation paid by mechanism of injury or disease, 2000–01 and 2012–13 to 2016–17**

<b>Mechanism of injury or disease</b>	<b>2000–01</b>	<b>2012–13</b>	<b>2013–14</b>	<b>2014–15</b>	<b>2015–16</b>	<b>2016–17</b>	<b>% chg</b>
<b>Mental stress</b>	<b>\$12,000</b>	<b>\$26,100</b>	<b>\$27,100</b>	<b>\$29,500</b>	<b>\$31,700</b>	<b>\$32,000</b>	<b>167%</b>
<b>Vehicle incidents and other</b>	<b>\$5,300</b>	<b>\$10,100</b>	<b>\$11,700</b>	<b>\$11,800</b>	<b>\$12,300</b>	<b>\$13,400</b>	<b>153%</b>
Vehicle accident	\$7,000	\$9,100	\$12,700	\$12,800	\$13,200	\$13,800	97%
<b>Body stressing</b>	<b>\$4,900</b>	<b>\$9,800</b>	<b>\$10,400</b>	<b>\$11,300</b>	<b>\$12,100</b>	<b>\$12,900</b>	<b>163%</b>
Muscular stress while handling objects	\$4,800	\$9,800	\$10,500	\$11,300	\$12,000	\$13,100	173%
Muscular stress while lifting, carrying, or putting down objects	\$4,400	\$9,000	\$9,800	\$10,500	\$11,500	\$12,100	175%
Muscular stress with no objects being handled	\$4,700	\$9,000	\$9,300	\$10,600	\$11,500	\$11,600	147%
<b>Falls, trips and slips of a person</b>	<b>\$4,600</b>	<b>\$9,700</b>	<b>\$10,200</b>	<b>\$11,400</b>	<b>\$12,100</b>	<b>\$12,600</b>	<b>174%</b>
Falls from a height	\$5,800	\$12,400	\$12,600	\$14,000	\$15,300	\$16,100	178%
Falls on the same level	\$4,200	\$9,200	\$9,700	\$10,800	\$11,700	\$11,600	176%
<b>Sound and pressure</b>	<b>\$4,300</b>	<b>\$9,600</b>	<b>\$11,500</b>	<b>\$11,700</b>	<b>\$10,500</b>	<b>\$11,200</b>	<b>160%</b>
<b>Being hit by moving objects</b>	<b>\$3,300</b>	<b>\$6,700</b>	<b>\$7,200</b>	<b>\$7,900</b>	<b>\$8,600</b>	<b>\$9,500</b>	<b>188%</b>
Being trapped by moving machinery or equipment	\$5,300	\$8,700	\$10,200	\$12,900	\$12,700	\$13,200	149%
Being assaulted by a person or persons	\$4,000	\$6,300	\$7,000	\$7,700	\$8,900	\$11,000	175%
Being trapped between stationary and moving objects	\$3,000	\$7,200	\$7,500	\$8,400	\$8,800	\$9,600	220%
Being hit by moving or flying objects	\$2,600	\$6,400	\$6,900	\$7,600	\$8,100	\$8,900	242%
Being hit by falling objects	\$2,900	\$5,700	\$6,400	\$7,500	\$7,900	\$8,800	203%
<b>Hitting objects with a part of the body</b>	<b>\$2,100</b>	<b>\$5,100</b>	<b>\$5,300</b>	<b>\$6,000</b>	<b>\$6,700</b>	<b>\$7,600</b>	<b>262%</b>
Hitting moving objects	\$2,000	\$5,200	\$5,400	\$5,700	\$6,900	\$7,800	290%
Hitting stationary objects	\$2,400	\$5,000	\$5,200	\$6,200	\$6,400	\$7,200	200%
<b>Biological factors</b>	<b>\$1,400</b>	<b>\$3,800</b>	<b>\$2,900</b>	<b>\$3,600</b>	<b>\$5,300</b>	<b>\$5,900</b>	<b>321%</b>
<b>Chemicals and other substances</b>	<b>\$1,800</b>	<b>\$2,700</b>	<b>\$3,300</b>	<b>\$3,200</b>	<b>\$3,200</b>	<b>\$4,700</b>	<b>161%</b>
<b>Heat, electricity and other environmental factors</b>	<b>\$1,300</b>	<b>\$2,300</b>	<b>\$2,500</b>	<b>\$2,300</b>	<b>\$2,900</b>	<b>\$3,000</b>	<b>131%</b>
<b>Total</b>	<b>\$4,300</b>	<b>\$9,000</b>	<b>\$9,600</b>	<b>\$10,500</b>	<b>\$11,300</b>	<b>\$12,100</b>	<b>181%</b>

### 3.7 Breakdown agency of injury or disease

Between 2000–01 and 2016–17, all major breakdown agencies recorded an increase in the median time lost. Table 41 shows that Environmental agencies recorded the largest percentage increase in median time lost, increasing by 50 per cent over the period. The smallest increase in median time lost was recorded for incidents involving Powered equipment, tools and appliances, from 4.2 working weeks in 2000–01 to 5.0 working weeks in 2016–17 (up by 19 per cent). Chemicals and chemical products consistently recorded the lowest time lost over the period, from 2.6 working weeks in 2000–2001 to 3.4 working weeks in 2016–17.

**Table 41: Serious claims: median time lost (weeks) by breakdown agency of injury or disease, 2000–01 and 2012–13 to 2016–17**

Breakdown agency of injury or disease	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg
Other and unspecified agencies	5.8	6.6	7.0	7.3	7.0	7.8	34%
Animal, human and biological agencies	4.6	6.0	6.0	6.0	6.2	6.6	43%
Mobile plant and transport	4.5	5.8	6.0	6.2	6.2	6.5	44%
Environmental agencies	4.0	5.4	5.6	6.0	6.0	6.0	50%
Machinery and (mainly) fixed plant	4.0	4.6	4.6	4.8	4.9	5.4	35%
Powered equipment, tools and appliances	4.2	4.7	5.0	4.8	5.1	5.0	19%
Non-powered handtools, appliances and equipment	3.6	4.8	4.9	4.7	4.8	4.9	36%
Materials and substances	3.8	4.6	4.8	4.8	4.6	4.9	29%
Chemicals and chemical products	2.6	3.0	3.0	2.9	2.7	3.4	31%
<b>Total serious claims</b>	<b>4.2</b>	<b>5.2</b>	<b>5.4</b>	<b>5.5</b>	<b>5.6</b>	<b>5.8</b>	<b>38%</b>

Table 42 shows that between 2000–01 and 2016–17 all major breakdown agencies recorded an increase in median compensation paid. The smallest increase in median compensation paid occurred for claims due to Powered equipment, tools and appliances, increasing from \$4,900 in 2000–01 to \$11,900 in 2016–17 (up 143 per cent). The largest increase was for Machinery and (mainly) fixed plant, increasing from \$4,100 in 2000–01 to \$13,400 in 2016–17 (up 227 per cent).

**Table 42: Serious claims: median compensation paid by breakdown agency of injury or disease, 2000–01 and 2012–13 to 2016–17**

Breakdown agency of injury or disease	2000–01	2012–13	2013–14	2014–15	2015–16	2016–17	% chg
Other and unspecified agencies	\$6,400	\$12,400	\$13,300	\$14,100	\$15,600	\$16,900	164%
Mobile plant and transport	\$4,900	\$10,200	\$11,200	\$12,300	\$12,900	\$14,200	190%
Machinery and (mainly) fixed plant	\$4,100	\$9,200	\$9,700	\$11,500	\$12,000	\$13,400	227%
Environmental agencies	\$4,200	\$9,300	\$9,700	\$11,100	\$11,600	\$12,100	188%
Powered equipment, tools and appliances	\$4,900	\$9,000	\$9,600	\$10,700	\$11,400	\$11,900	143%
Animal, human and biological agencies	\$4,100	\$8,600	\$8,900	\$9,800	\$10,800	\$11,800	188%
Materials and substances	\$3,800	\$8,000	\$8,700	\$9,100	\$9,800	\$10,500	176%
Non-powered handtools, appliances and equipment	\$3,400	\$7,900	\$8,300	\$9,100	\$9,800	\$10,200	200%
Chemicals and chemical products	\$2,300	\$4,700	\$4,300	\$4,600	\$5,400	\$7,400	222%
<b>Total serious claims</b>	<b>\$4,300</b>	<b>\$9,000</b>	<b>\$9,600</b>	<b>\$10,500</b>	<b>\$11,300</b>	<b>\$12,100</b>	<b>181%</b>

# Glossary

## Age

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

## Bodily location of injury or disease

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

## Breakdown agency of injury or disease

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

## Compensation paid

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

## Disease

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

## Employee

The ABS defines an 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 an 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 compensation payments includes payments for all serious claims for each financial year. 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, 2013, 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. Percentage changes are calculated using rounded 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 1,000 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 2017/18—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 13 per cent (from 19,170 to 21,716) in 2017–18 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 2017–18 edition of the Australian Workers' Compensation Statistics report, which includes claims data from 2012-13 to 2017–18.

## 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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## 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>