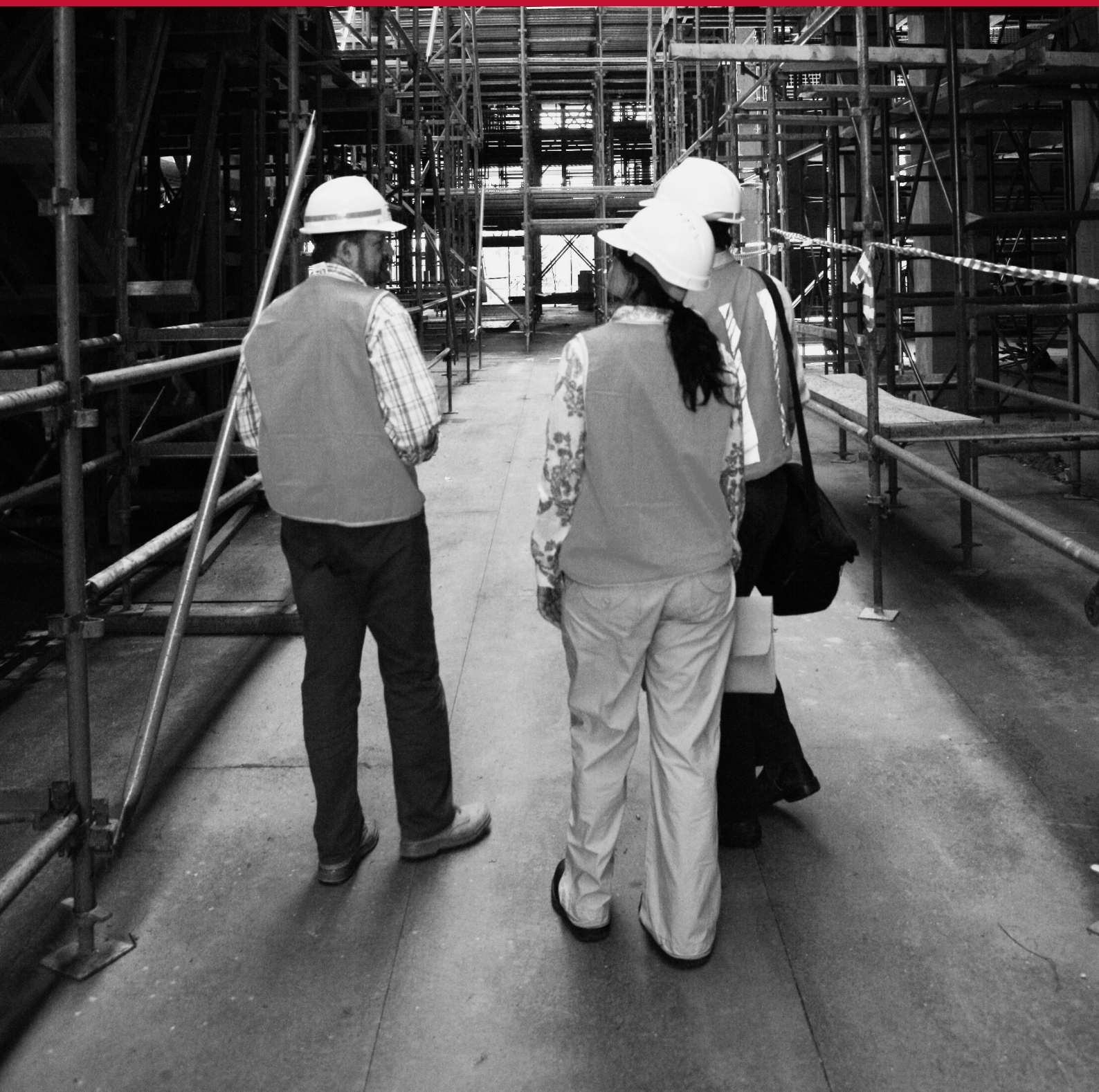




**safe work australia**

# Australian Workers' Compensation Statistics, 2013–14



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## Standard symbols and abbreviations

The following standard symbols are used in this publication:

**ABS**

Australian Bureau of Statistics

**ANZSIC**

Australian and New Zealand Standard Industrial Classification, 2006

**ANZSCO**

Australian and New Zealand Standard Classification of Occupations, First edition

**NDS**

National Data Set for Compensation-based Statistics

**np**

data not available due to confidentiality restrictions

**p**

preliminary data

**TOOCS**

Type of Occurrence Classification System

\*

relative standard error is between 25 per cent and 50 per cent and should be used with caution

**% chg**

percentage change





## Introduction

The statistics in this report are of workers' compensation claims that were lodged between 2000–01 and 2013–14. The statistics are an indicator of Australia's work health and safety performance over the 14-year period between 2000–01 and 2013–14. The statistics are presented by:

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

### Definition of a serious claim

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

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

### Frequency and incidence rates

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

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



## Summary of findings

Preliminary data show that there were 106 565 serious workers' compensation claims in 2013–14, which equates to 5.9 serious claims per million hours worked.



**106 565**  
serious claims

**5.9**  
serious claims per  
million hours worked

Between 2000–01 and 2012–13, the frequency rate of serious claims fell by 31 per cent from 9.5 serious claims per million hours worked to 6.6.

**31%**  
decrease in the  
rate of serious  
claims over  
13 years



In 2013–14, the frequency rate for male employees was 6.3 serious claims per million hours worked, while the frequency rate for female employees was 5.3.

**5.3**

Serious  
claims per  
million hours  
worked

**6.3**

In 2013–14, the three occupations with the highest number of serious claims per million hours worked were labourers (16.8), community and personal service workers (12.3), and machinery operators and drivers (11.4).



**16.8**

Labourers had  
the highest  
frequency rate

In 2013–14, the three industries with the highest number of serious claims per million hours worked were transport, postal and warehousing (9.3), health care and social assistance (8.7), and agriculture, forestry and fishing (8.6).

The transport,  
postal and  
warehousing  
industry had  
the highest  
frequency rate

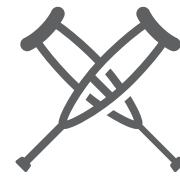


**9.3**



## Summary of findings

In 2013–14, injury and musculoskeletal disorders led to 90 per cent of serious claims and the most common were traumatic joint/ligament and muscle/tendon injuries (45 per cent). Diseases led to 10 per cent of serious claims and the most common were mental disorders (6 per cent).



**90%**

of serious claims were caused by injuries & musculoskeletal disorders

Muscular stress while lifting or handling objects caused 33 per cent of serious claims in 2013–14, while falls, trips and slips led to 22 per cent of serious claims.

**33%**

of **serious** claims were the result of muscular stress while lifting or handling objects



Between 2000–01 and 2012–13, the median time lost for a serious claim rose by 29 per cent from 4.2 working weeks to 5.4. In 2012–13, the median time lost for a serious claim was 5.2 working weeks for male employees and 6.0 working weeks for female employees.



**5.4 weeks**

the typical number of weeks off work for serious claims in 2012–13

Between 2000–01 and 2012–13, the median compensation paid for a serious claim rose by 71 per cent from \$5 200 to \$8 900. In 2012–13, the median compensation paid for a serious claim was \$9 400 for male employees and \$7 900 for female employees.

**71%**

increase in the median payment for a **serious** claim since 2000–01



In 2013–14, the bodily location most commonly affected by injuries and diseases that led to serious claims was the back (22 per cent). Other common bodily locations were the hand, fingers and thumb (13 per cent), shoulder (11 per cent), and knee (10 per cent).

**13%**

hand

**11%**

shoulder

**10%**

knee

**22%**

back







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## Workforce characteristics, 2013–14







Table 1: Workforce characteristics by occupation, 2013–14

Occupation	Workers (million)	Percentage of workforce	Percentage entitled to compensation	Employee jobs (million)	Hours worked by employees (billion)	Serious claims	Frequency rate	Incidence rate
Clerical and administrative workers	1.657	14%	96%	1.639	2.569	5 325	2.1	3.3
Community and personal service workers	1.143	10%	94%	1.161	1.504	18 465	12.3	15.9
Labourers	1.132	10%	90%	1.057	1.523	25 530	16.8	24.1
Machinery operators and drivers	0.762	7%	92%	0.711	1.417	16 110	11.4	22.7
Managers	1.479	13%	88%	1.278	2.706	4 615	1.7	3.6
Professionals	2.550	22%	93%	2.454	4.277	10 325	2.4	4.2
Sales workers	1.083	9%	96%	1.108	1.376	5 860	4.3	5.3
Technicians and trades workers	1.677	15%	86%	1.435	2.755	19 450	7.1	13.6
<b>Total</b>	<b>11.482</b>	<b>100%</b>	<b>92%</b>	<b>10.844</b>	<b>18.127</b>	<b>106 565</b>	<b>5.9</b>	<b>9.8</b>

Table 2: Workforce characteristics by industry, 2013–14

Industry	Workers (million)	Percentage of workforce	Percentage entitled to compensation	Employee jobs (million)	Hours worked by employees (billion)	Serious claims	Frequency rate	Incidence rate
Accommodation and food services	0.758	7%	97%	0.786	0.982	6 155	6.3	7.8
Administrative and support services	0.386	3%	80%	0.429	0.694	4 525	6.5	10.5
Agriculture, forestry and fishing	0.313	3%	67%	0.193	0.389	3 365	8.6	17.4
Arts and recreation services	0.202	2%	85%	0.202	0.254	1 865	7.3	9.2
Construction	1.026	9%	80%	0.785	1.597	11 535	7.2	14.7
Education and training	0.896	8%	95%	0.920	1.439	6 025	4.2	6.5
Electricity, gas, water and waste services	0.152	1%	99%	0.146	0.283	1 100	3.9	7.5
Financial and insurance services	0.415	4%	97%	0.404	0.751	685	0.9	1.7
Health care and social assistance	1.394	12%	95%	1.392	1.992	17 415	8.7	12.5
Information media and telecommunications	0.197	2%	94%	0.189	0.339	575	1.7	3.0
Manufacturing	0.930	8%	95%	0.865	1.630	12 930	7.9	15.0
Mining	0.269	2%	99%	0.256	0.585	2 670	4.6	10.4
Other services	0.484	4%	84%	0.394	0.683	3 370	4.9	8.6
Professional, scientific and technical services	0.904	8%	89%	0.787	1.477	1 665	1.1	2.1
Public administration and safety	0.750	7%	100%	0.750	1.276	8 775	6.9	11.7
Rental, hiring and real estate services	0.204	2%	92%	0.191	0.348	965	2.8	5.0
Retail trade	1.220	11%	96%	1.229	1.671	8 975	5.4	7.3
Transport, postal and warehousing	0.590	5%	90%	0.542	1.015	9 425	9.3	17.4
Wholesale trade	0.393	3%	96%	0.377	0.715	4 380	6.1	11.6
<b>Total</b>	<b>11.482</b>	<b>100%</b>	<b>92%</b>	<b>10.844</b>	<b>18.127</b>	<b>106 565</b>	<b>5.9</b>	<b>9.8</b>





## Serious claims, 2013–14

This chapter provides workers' compensation statistics for the 2013–14 financial year. The 2013–14 data are preliminary and are likely to rise by around 3 per cent when updated.







**Table 3: Percentage of serious claims and hours worked by sex, 2013–14p**

	Percentage of serious claims	Percentage of hours worked
Male	64%	60%
Female	36%	40%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Male employees accounted for 60 per cent of hours worked and 64 per cent of serious claims, while female employees accounted for 40 per cent of hours worked and 36 per cent of serious claims.

**Table 4: Number, percentage and rates of serious claims by injury or disease and sex, 2013–14p**

Sex	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	91%	5.7	10.8
Diseases	6 200	9%	0.6	1.1
<b>Total</b>	<b>67 765</b>	<b>100%</b>	<b>6.3</b>	<b>11.9</b>
<b>Female</b>				
Injury and musculoskeletal disorders	34 065	88%	4.7	6.6
Diseases	4 735	12%	0.6	0.9
<b>Total</b>	<b>38 800</b>	<b>100%</b>	<b>5.3</b>	<b>7.5</b>
<b>All serious claims</b>				
Injury and musculoskeletal disorders	95 625	90%	5.3	8.8
Diseases	10 935	10%	0.6	1.0
<b>Total</b>	<b>106 565</b>	<b>100%</b>	<b>5.9</b>	<b>9.8</b>

- The frequency rate for male employees (6.3) was 18 per cent higher than the frequency rate for female employees (5.3).
- A higher percentage of male employees' serious claims arose from injury and musculoskeletal disorders (91 per cent versus 88 per cent for female employees).
- A higher percentage of female employees' serious claims arose from diseases (12 per cent versus 9 per cent for male employees).





Table 5: Number and rates of serious claims by injury or disease, sex and age group, 2013–14p

Age group	Number of serious claims			Frequency rate (serious claims per million hours worked)			Incidence rate (serious claims per 1000 employees)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>All serious claims</b>									
15-19 years	2 495	1 080	3 575	7.4	4.1	6.0	7.7	3.1	5.3
20-24 years	6 600	2 965	9 565	6.7	3.8	5.4	11.0	5.0	8.0
25-29 years	7 185	3 295	10 480	5.3	3.3	4.5	10.3	5.3	7.9
30-34 years	7 490	3 085	10 575	5.3	3.8	4.7	10.6	5.5	8.4
35-39 years	7 320	3 465	10 785	5.6	4.7	5.3	11.6	6.7	9.4
40-44 years	8 480	4 845	13 325	6.3	5.7	6.0	13.1	8.4	10.9
45-49 years	7 890	5 675	13 565	6.5	6.6	6.6	13.7	9.9	11.8
50-54 years	8 095	6 230	14 325	7.1	7.2	7.1	14.3	11.0	12.7
55-59 years	6 335	4 725	11 060	6.9	7.5	7.2	13.6	11.0	12.4
60-64 years	4 375	2 650	7 025	8.1	7.8	8.0	14.7	10.6	12.8
65 years +	1 480	775	2 255	5.3	6.1	5.5	8.0	6.7	7.5
<b>Total</b>	<b>67 765</b>	<b>38 800</b>	<b>106 565</b>	<b>6.3</b>	<b>5.3</b>	<b>5.9</b>	<b>11.9</b>	<b>7.5</b>	<b>9.8</b>
<b>Injury and musculoskeletal disorders</b>									
15-19 years	2 435	1 025	3 460	7.2	3.9	5.8	7.5	3.0	5.2
20-24 years	6 340	2 725	9 060	6.4	3.4	5.1	10.6	4.6	7.6
25-29 years	6 725	2 895	9 620	5.0	2.9	4.1	9.6	4.6	7.3
30-34 years	6 910	2 615	9 525	4.9	3.2	4.3	9.8	4.7	7.5
35-39 years	6 620	2 945	9 565	5.1	4.0	4.7	10.5	5.7	8.3
40-44 years	7 595	4 150	11 745	5.6	4.9	5.3	11.8	7.2	9.6
45-49 years	7 025	4 930	11 960	5.8	5.7	5.8	12.2	8.6	10.4
50-54 years	7 105	5 490	12 595	6.2	6.4	6.3	12.6	9.7	11.1
55-59 years	5 575	4 200	9 775	6.1	6.6	6.3	12.0	9.8	10.9
60-64 years	3 875	2 360	6 240	7.2	6.9	7.1	13.0	9.4	11.4
65 years +	1 335	730	2 065	4.8	5.8	5.1	7.2	6.3	6.8
<b>Total</b>	<b>61 560</b>	<b>34 065</b>	<b>95 625</b>	<b>5.7</b>	<b>4.7</b>	<b>5.3</b>	<b>10.8</b>	<b>6.6</b>	<b>8.8</b>
<b>Diseases</b>									
15-19 years	65	55	115	0.2	0.2	0.2	0.2	0.2	0.2
20-24 years	260	245	505	0.3	0.3	0.3	0.4	0.4	0.4
25-29 years	460	400	860	0.3	0.4	0.4	0.7	0.6	0.6
30-34 years	580	475	1 055	0.4	0.6	0.5	0.8	0.8	0.8
35-39 years	700	520	1 220	0.5	0.7	0.6	1.1	1.0	1.1
40-44 years	885	695	1 580	0.7	0.8	0.7	1.4	1.2	1.3
45-49 years	865	745	1 610	0.7	0.9	0.8	1.5	1.3	1.4
50-54 years	985	740	1 730	0.9	0.9	0.9	1.7	1.3	1.5
55-59 years	760	525	1 285	0.8	0.8	0.8	1.6	1.2	1.4
60-64 years	500	290	785	0.9	0.8	0.9	1.7	1.2	1.4
65 years +	145	45	190	0.5	0.4	0.5	0.8	0.4	0.6
<b>Total</b>	<b>6 200</b>	<b>4 735</b>	<b>10 935</b>	<b>0.6</b>	<b>0.6</b>	<b>0.6</b>	<b>1.1</b>	<b>0.9</b>	<b>1.0</b>

- Among male, female and all employees, the highest frequency rates were among employees aged 60–64 years.
- Employees aged 25–29 years had the lowest frequency rate (4.5) in the workforce.



Table 6: Number and rates of serious claims by injury or disease, sex and occupation, 2013–14p

Occupation	Number of serious claims			Frequency rate (serious claims per million hours worked)			Incidence rate (serious claims per 1000 employees)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>All serious claims</b>									
Clerical and administrative workers	1 875	3 450	5 325	2.5	1.9	2.1	4.6	2.8	3.3
Community and personal service workers	6 915	11 550	18 465	13.2	11.8	12.3	19.6	14.3	15.9
Labourers	18 450	7 080	25 530	17.0	16.1	16.8	27.1	18.9	24.1
Machinery operators and drivers	14 685	1 425	16 110	11.3	12.8	11.4	22.7	22.0	22.7
Managers	2 615	2 000	4 615	1.4	2.4	1.7	3.1	4.5	3.6
Professionals	3 350	6 975	10 325	1.5	3.4	2.4	3.0	5.3	4.2
Sales workers	1 930	3 930	5 860	3.1	5.2	4.3	4.7	5.6	5.3
Technicians and trades workers	17 395	2 055	19 450	7.1	6.9	7.1	14.2	9.9	13.6
<b>Total</b>	<b>67 765</b>	<b>38 800</b>	<b>106 565</b>	<b>6.3</b>	<b>5.3</b>	<b>5.9</b>	<b>11.9</b>	<b>7.5</b>	<b>9.8</b>
<b>Injury and musculoskeletal disorders</b>									
Clerical and administrative workers	1 580	2 645	4 225	2.1	1.5	1.6	3.9	2.2	2.6
Community and personal service workers	6 020	10 355	16 375	11.5	10.6	10.9	17.1	12.8	14.1
Labourers	17 085	6 580	23 660	15.8	15.0	15.5	25.0	17.5	22.4
Machinery operators and drivers	13 420	1 305	14 725	10.3	11.7	10.4	20.8	20.1	20.7
Managers	2 185	1 590	3 775	1.2	1.9	1.4	2.6	3.6	3.0
Professionals	2 875	5 850	8 725	1.3	2.8	2.0	2.5	4.4	3.6
Sales workers	1 715	3 595	5 310	2.8	4.7	3.9	4.2	5.1	4.8
Technicians and trades workers	16 195	1 835	18 035	6.6	6.2	6.5	13.2	8.9	12.6
<b>Total</b>	<b>61 560</b>	<b>34 065</b>	<b>95 625</b>	<b>5.7</b>	<b>4.7</b>	<b>5.3</b>	<b>10.8</b>	<b>6.6</b>	<b>8.8</b>
<b>Diseases</b>									
Clerical and administrative workers	300	800	1 100	0.4	0.4	0.4	0.7	0.7	0.7
Community and personal service workers	895	1 195	2 090	1.7	1.2	1.4	2.5	1.5	1.8
Labourers	1 370	500	1 865	1.3	1.1	1.2	2.0	1.3	1.8
Machinery operators and drivers	1 265	120	1 385	1.0	1.1	1.0	2.0	1.9	1.9
Managers	425	410	835	0.2	0.5	0.3	0.5	0.9	0.7
Professionals	475	1 125	1 600	0.2	0.5	0.4	0.4	0.8	0.7
Sales workers	215	335	550	0.4	0.4	0.4	0.5	0.5	0.5
Technicians and trades workers	1 200	215	1 415	0.5	0.7	0.5	1.0	1.0	1.0
<b>Total</b>	<b>6 200</b>	<b>4 735</b>	<b>10 935</b>	<b>0.6</b>	<b>0.6</b>	<b>0.6</b>	<b>1.1</b>	<b>0.9</b>	<b>1.0</b>

- The frequency rate for labourers (16.8) was the highest and was almost three times higher than the national frequency rate (5.9). Managers had the lowest frequency rate (1.7).



Table 7: Number and rates of serious claims by injury or disease, sex and industry, 2013–14p

Industry	Number of serious claims			Frequency rate (serious claims per million hours worked)			Incidence rate (serious claims per 1000 employees)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>All serious claims</b>									
Accommodation and food services	2 855	3 305	6 155	5.9	6.7	6.3	8.3	7.5	7.8
Administrative and support services	2 880	1 645	4 525	7.4	5.4	6.5	13.3	7.7	10.5
Agriculture, forestry and fishing	2 685	685	3 365	8.5	9.2	8.6	18.5	14.2	17.4
Arts and recreation services	1 090	770	1 865	7.3	7.4	7.3	10.3	8.0	9.2
Construction	11 135	400	11 535	7.7	2.6	7.2	16.3	3.9	14.7
Education and training	1 940	4 085	6 025	4.1	4.3	4.2	7.1	6.3	6.5
Electricity, gas, water and waste services	1 015	85	1 100	4.4	1.5	3.9	9.0	2.6	7.5
Financial and insurance services	175	510	685	0.4	1.4	0.9	0.9	2.4	1.7
Health care and social assistance	3 560	13 855	17 415	7.3	9.2	8.7	11.9	12.7	12.5
Information media and telecommunications	375	195	575	1.7	1.6	1.7	3.4	2.5	3.0
Manufacturing	11 255	1 675	12 930	8.9	4.6	7.9	17.7	7.3	15.0
Mining	2 510	160	2 670	5.0	2.0	4.6	11.5	4.2	10.4
Other services	2 450	920	3 370	5.4	4.0	4.9	10.5	5.7	8.6
Professional, scientific and technical services	925	740	1 665	1.0	1.3	1.1	2.1	2.2	2.1
Public administration and safety	5 755	3 025	8 775	8.0	5.4	6.9	14.8	8.4	11.7
Rental, hiring and real estate services	690	275	965	3.5	1.8	2.8	7.2	2.9	5.0
Retail trade	4 485	4 490	8 975	5.4	5.4	5.4	8.5	6.4	7.3
Transport, postal and warehousing	8 280	1 150	9 425	10.0	6.0	9.3	20.0	9.0	17.4
Wholesale trade	3 575	800	4 380	7.1	3.9	6.1	14.2	6.4	11.6
<b>Total</b>	<b>67 765</b>	<b>38 800</b>	<b>106 565</b>	<b>6.3</b>	<b>5.3</b>	<b>5.9</b>	<b>11.9</b>	<b>7.5</b>	<b>9.8</b>
<b>Injury and musculoskeletal disorders</b>									
Accommodation and food services	2 660	3 070	5 725	5.5	6.2	5.8	7.7	6.9	7.3
Administrative and support services	2 705	1 470	4 175	6.9	4.9	6.0	12.5	6.9	9.7
Agriculture, forestry and fishing	2 560	650	3 210	8.1	8.8	8.2	17.7	13.5	16.6
Arts and recreation services	1 015	725	1 735	6.8	6.9	6.8	9.6	7.5	8.6
Construction	10 410	335	10 745	7.2	2.2	6.7	15.3	3.2	13.7
Education and training	1 655	3 325	4 980	3.5	3.5	3.5	6.1	5.1	5.4
Electricity, gas, water and waste services	945	65	1 010	4.2	1.2	3.6	8.4	2.0	6.9
Financial and insurance services	135	380	515	0.3	1.1	0.7	0.7	1.8	1.3
Health care and social assistance	3 125	12 420	15 545	6.4	8.3	7.8	10.5	11.4	11.2
Information media and telecommunications	330	165	495	1.5	1.3	1.5	3.0	2.1	2.6





Industry	Number of serious claims			Frequency rate (serious claims per million hours worked)			Incidence rate (serious claims per 1000 employees)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Manufacturing	10 270	1 490	11 760	8.1	4.1	7.2	16.2	6.5	13.6
Mining	2 330	145	2 475	4.6	1.9	4.2	10.7	3.8	9.7
Other services	2 255	795	3 050	4.9	3.5	4.5	9.7	4.9	7.7
Professional, scientific and technical services	810	595	1 405	0.9	1.1	0.9	1.8	1.8	1.8
Public administration and safety	4 845	2 345	7 190	6.7	4.2	5.6	12.5	6.5	9.6
Rental, hiring and real estate services	640	225	865	3.3	1.5	2.5	6.7	2.3	4.5
Retail trade	4 090	4 135	8 225	4.9	5.0	4.9	7.8	5.9	6.7
Transport, postal and warehousing	7 380	1 005	8 385	8.9	5.3	8.3	17.8	7.9	15.5
Wholesale trade	3 275	705	3 985	6.5	3.4	5.6	13.0	5.7	10.6
<b>Total</b>	<b>61 560</b>	<b>34 065</b>	<b>95 625</b>	<b>5.7</b>	<b>4.7</b>	<b>5.3</b>	<b>10.8</b>	<b>6.6</b>	<b>8.8</b>
<b>Diseases</b>									
Accommodation and food services	195	235	430	0.4	0.5	0.4	0.6	0.5	0.5
Administrative and support services	175	175	350	0.4	0.6	0.5	0.8	0.8	0.8
Agriculture, forestry and fishing	120	35	155	0.4	0.5	0.4	0.8	0.7	0.8
Arts and recreation services	80	50	125	0.5	0.5	0.5	0.7	0.5	0.6
Construction	725	65	790	0.5	0.4	0.5	1.1	0.6	1.0
Education and training	285	760	1 045	0.6	0.8	0.7	1.0	1.2	1.1
Electricity, gas, water and waste services	65	20	85	0.3	0.3	0.3	0.6	0.6	0.6
Financial and insurance services	45	125	170	0.1	0.4	0.2	0.2	0.6	0.4
Health care and social assistance	435	1 435	1 870	0.9	1.0	0.9	1.5	1.3	1.3
Information media and telecommunications	45	35	80	0.2	0.3	0.2	0.4	0.4	0.4
Manufacturing	985	185	1 170	0.8	0.5	0.7	1.5	0.8	1.4
Mining	180	15	195	0.4	0.2	0.3	0.8	0.4	0.8
Other services	200	125	325	0.4	0.6	0.5	0.8	0.8	0.8
Professional, scientific and technical services	115	145	260	0.1	0.3	0.2	0.3	0.4	0.3
Public administration and safety	910	680	1 590	1.3	1.2	1.2	2.3	1.9	2.1
Rental, hiring and real estate services	50	50	100	0.3	0.3	0.3	0.5	0.5	0.5
Retail trade	395	355	750	0.5	0.4	0.4	0.8	0.5	0.6
Transport, postal and warehousing	900	140	1 045	1.1	0.7	1.0	2.2	1.1	1.9
Wholesale trade	300	95	395	0.6	0.5	0.6	1.2	0.8	1.0
<b>Total</b>	<b>6 200</b>	<b>4 735</b>	<b>10 935</b>	<b>0.6</b>	<b>0.6</b>	<b>0.6</b>	<b>1.1</b>	<b>0.9</b>	<b>1.0</b>

- The industries with the highest frequency rates were transport, postal and warehousing (9.3), health care and social assistance (8.7), and agriculture, forestry and fishing (8.6).
- The industries with the lowest frequency rates were financial and insurance services (0.9), professional, scientific and technical services (1.1), and information media and telecommunications (1.7).



Table 8: Number and percentage of serious claims by nature of injury or disease and sex, 2013–14p

Nature of injury or disease	Number of serious claims			Percentage of serious claims		
	Male	Female	Total	Male	Female	Total
<b>Injury and musculoskeletal disorders</b>						
Traumatic joint/ligament and muscle/tendon injury	29 915	18 010	47 925	44.1%	46.4%	45.0%
Musculoskeletal and connective tissue diseases	9 630	6 835	16 470	14.2%	17.6%	15.5%
Wounds, lacerations, amputations and internal organ damage	11 755	4 140	15 895	17.3%	10.7%	14.9%
Fractures	6 760	3 175	9 935	10.0%	8.2%	9.3%
Burn	1 055	605	1 660	1.6%	1.6%	1.6%
Intracranial injuries	295	225	515	0.4%	0.6%	0.5%
Injury to nerves and spinal cord	125	60	185	0.2%	0.2%	0.2%
<b>Total: injury and musculoskeletal disorders</b>	<b>61 560</b>	<b>34 065</b>	<b>95 625</b>	<b>90.8%</b>	<b>87.8%</b>	<b>89.7%</b>
<b>Diseases</b>						
Mental disorders	2 635	3 560	6 195	3.9%	9.2%	5.8%
Digestive system diseases	2 330	160	2 490	3.4%	0.4%	2.3%
Nervous system and sense organ diseases	595	555	1 145	0.9%	1.4%	1.1%
Skin and subcutaneous tissue diseases	325	140	465	0.5%	0.4%	0.4%
Infectious and parasitic diseases	125	110	235	0.2%	0.3%	0.2%
Respiratory system diseases	55	145	200	0.1%	0.4%	0.2%
Circulatory system diseases	60	25	85	0.1%	0.1%	0.1%
Neoplasms (cancer)	30	np	30	0.0%	0.0%	0.0%
<b>Total: diseases</b>	<b>6 200</b>	<b>4 735</b>	<b>10 935</b>	<b>9.2%</b>	<b>12.2%</b>	<b>10.3%</b>
<b>Total: serious claims</b>	<b>67 765</b>	<b>38 800</b>	<b>106 565</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

- Injury and musculoskeletal disorders led to almost 90 per cent of serious claims and the most common were traumatic joint/ligament and muscle/tendon injuries (45 per cent). Diseases led to just over 10 per cent of serious claims and the most common were mental disorders (almost 6 per cent).
- A higher percentage of male employees' serious claims arose from wounds, lacerations, amputations and internal organ damage (just over 17 per cent versus nearly 11 per cent for female employees).
- A higher percentage of female employees' serious claims arose from mental disorders (over 9 per cent for females versus just under 4 per cent for male employees).



**Table 9: Number and percentage of serious claims by mechanism and breakdown agency of injury or disease, 2013–14p**

Mechanism of injury or disease Breakdown agency of injury or disease	Serious claims	
	Number	Percentage
<b>Body stressing</b>	<b>44 400</b>	<b>41.7%</b>
Non-powered hand tools, appliances and equipment	14 750	33.2%
Materials and substances	7 465	16.8%
Animal, human and biological agencies	5 730	12.9%
<b>Falls, trips and slips of a person</b>	<b>23 825</b>	<b>22.4%</b>
Environmental agencies	13 915	58.4%
Non-powered hand tools, appliances and equipment	3 820	16.0%
Mobile plant and transport	2 365	9.9%
Materials and substances	1 320	5.5%
<b>Being hit by moving objects</b>	<b>15 730</b>	<b>14.8%</b>
Animal, human and biological agencies	4 145	26.4%
Non-powered hand tools, appliances and equipment	3 565	22.7%
Materials and substances	3 050	19.4%
Machinery and (mainly) fixed plant	1 775	11.3%
<b>Hitting objects with a part of the body</b>	<b>7 560</b>	<b>7.1%</b>
Non-powered hand tools, appliances and equipment	3 305	43.7%
Materials and substances	1 515	20.0%
Machinery and (mainly) fixed plant	770	10.2%
Mobile plant and transport	570	7.6%
<b>Vehicle incidents and other</b>	<b>6 620</b>	<b>6.2%</b>
Mobile plant and transport	2 240	33.8%
<b>Mental stress</b>	<b>5 570</b>	<b>5.2%</b>
Animal, human and biological agencies	3 005	54.0%
<b>Heat, electricity and other environmental factors</b>	<b>1 520</b>	<b>1.4%</b>
Materials and substances	735	48.4%
Powered equipment, tools and appliances	230	15.1%
Machinery and (mainly) fixed plant	210	13.7%
<b>Chemicals and other substances</b>	<b>885</b>	<b>0.8%</b>
Chemicals and chemical products	425	48.1%
Animal, human and biological agencies	185	20.8%
Materials and substances	150	17.1%
<b>Biological factors</b>	<b>340</b>	<b>0.3%</b>
Animal, human and biological agencies	270	78.9%
<b>Sound and pressure</b>	<b>110</b>	<b>0.1%</b>
<b>Total</b>	<b>106 565</b>	<b>100.0%</b>

- Body stressing caused nearly 42 per cent of serious claims in 2013–14, while falls, trips and slips led to just over 22 per cent of serious claims.
- Half of body stressing claims involved non-powered hand tools, appliances and equipment, and materials and substances.
- The majority (just over 58 per cent) of falls, trips and slips were caused by environmental agencies (e.g. steps and traffic areas).



**Table 10: Number and percentage of serious claims by mechanism and bodily location of injury or disease, 2013–14p**

<b>Mechanism of injury or disease</b>	<b>Serious claims</b>	
<b>Bodily location of injury or disease</b>	<b>Number</b>	<b>Percentage</b>
<b>Body stressing</b>	<b>44 400</b>	<b>41.7%</b>
Back - upper or lower	17 885	40.3%
Shoulder	7 780	17.5%
Knee	3 645	8.2%
Abdomen and pelvic region	2 665	6.0%
Wrist	2 290	5.2%
Hand, fingers and thumb	1 430	3.2%
Elbow	1 365	3.1%
Neck	1 195	2.7%
<b>Falls, trips and slips of a person</b>	<b>23 825</b>	<b>22.4%</b>
Knee	4 930	20.7%
Ankle	3 985	16.7%
Back - upper or lower	3 000	12.6%
Shoulder	1 950	8.2%
Wrist	1 455	6.1%
Foot and toes	1 175	4.9%
Hand, fingers and thumb	785	3.3%
Lower leg	760	3.2%
<b>Being hit by moving objects</b>	<b>15 730</b>	<b>14.8%</b>
Hand, fingers and thumb	5 785	36.8%
Foot and toes	1 620	10.3%
Back - upper or lower	800	5.1%
Shoulder	740	4.7%
Knee	675	4.3%
<b>Hitting objects with a part of the body</b>	<b>7 560</b>	<b>7.1%</b>
Hand, fingers and thumb	4 160	55.0%
Knee	480	6.4%
<b>Vehicle incidents and other</b>	<b>6 620</b>	<b>6.2%</b>
Back - upper or lower	1 090	16.4%
Shoulder	660	9.9%
Hand, fingers and thumb	645	9.7%
<b>Mental stress</b>	<b>5 570</b>	<b>5.2%</b>
<b>Heat, electricity and other environmental factors</b>	<b>1 520</b>	<b>1.4%</b>
Hand, fingers and thumb	515	33.8%
Forearm	155	10.1%
Foot and toes	130	8.7%
<b>Chemicals and other substances</b>	<b>885</b>	<b>0.8%</b>
Hand, fingers and thumb	170	19.4%
Eye	160	18.0%
<b>Biological factors</b>	<b>340</b>	<b>0.3%</b>
<b>Sound and pressure</b>	<b>110</b>	<b>0.1%</b>
<b>Total</b>	<b>106 565</b>	<b>100.0%</b>

- Serious claims that arose from body stressing were most commonly associated with the back (over 40 per cent) and shoulder (over 17 per cent). Serious claims that arose from falls, trips and slips were most commonly associated with the knee (nearly 21 per cent) and ankle (nearly 17 per cent).





## Trends in serious claims, 2000–01 to 2013–14

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 are of serious claims that were lodged between 2000–01 and 2013–14.

Data for 2013–14 are preliminary and are not used to calculate percentage changes. Percentage changes are calculated using data for 2000–01 and 2012–13.





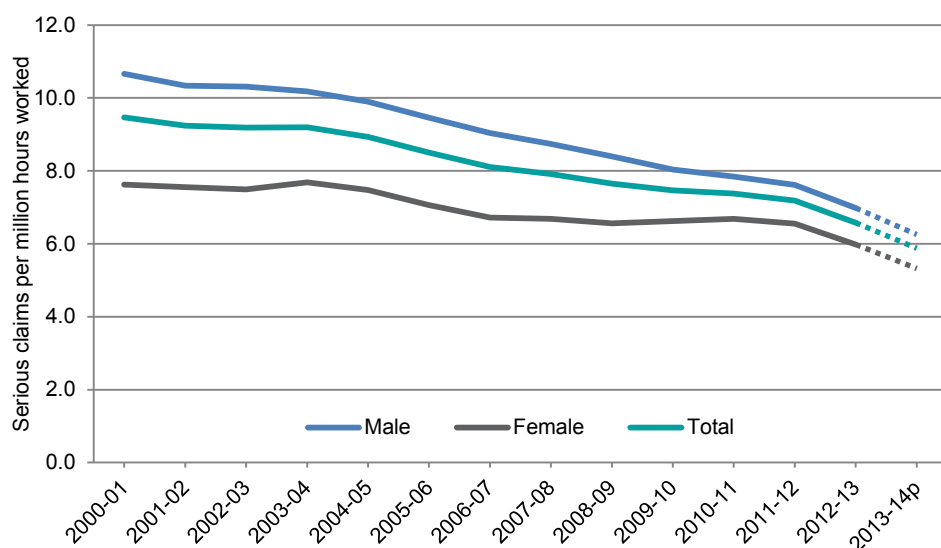


**Table 11: Number and rates of serious claims, number of hours worked and number of employees, 2000–01 to 2013–14p**

Year of lodgement	Number of serious claims	Frequency rate (serious claims per million hours worked)	Incidence rate (serious claims per 1000 employees)	Number of hours worked (billion)	Number of employees (million)
2000-01	133 115	9.5	16.3	14.057	8.186
2001-02	130 165	9.2	15.8	14.089	8.260
2002-03	133 625	9.2	15.8	14.540	8.483
2003-04	134 345	9.2	15.5	14.611	8.654
2004-05	135 515	8.9	15.2	15.166	8.897
2005-06	131 280	8.5	14.3	15.444	9.166
2006-07	129 480	8.1	13.6	15.972	9.495
2007-08	129 120	7.9	13.3	16.313	9.691
2008-09	125 800	7.6	12.7	16.446	9.890
2009-10	123 485	7.5	12.4	16.548	9.950
2010-11	125 170	7.4	12.2	16.971	10.220
2011-12	125 305	7.2	12.1	17.435	10.385
2012-13	116 325	6.6	11.0	17.684	10.600
<b>% change</b>	<b>-13%</b>	<b>-31%</b>	<b>-33%</b>	<b>26%</b>	<b>29%</b>
2013-14p	106 565	5.9	9.8	18.127	10.844

- Between 2000–01 and 2012–13, the frequency rate of serious claims fell by 31 per cent from 9.5 serious claims per million hours worked to 6.6.

**Figure 1: Frequency rates of serious claims by sex, 2000–01 to 2013–14p**



- The gap between male and female employees' frequency rates shrank between 2000–01 and 2013–14. This was because the decline in male employees' frequency rates was greater than the decline for female employees. Compared with female employees, the frequency rate for male employees was 40 per cent higher in 2000–01, but only 18 per cent higher in 2013–14.



Table 12: Number and rates of serious claims by sex, 2000–01 to 2013–14p

Year of lodgement	Male			Female		
	Number of serious claims	Frequency rate (serious claims per million hours worked)	Incidence rate (serious claims per 1000 employees)	Number of serious claims	Frequency rate (serious claims per million hours worked)	Incidence rate (serious claims per 1000 employees)
2000-01	91 015	10.7	20.9	42 095	7.6	11.0
2001-02	88 220	10.3	20.2	41 940	7.6	10.8
2002-03	90 315	10.3	20.3	43 315	7.5	10.8
2003-04	90 045	10.2	19.7	44 295	7.7	10.9
2004-05	90 465	9.9	19.3	45 050	7.5	10.7
2005-06	87 535	9.5	18.2	43 745	7.1	10.0
2006-07	86 460	9.0	17.3	43 020	6.7	9.5
2007-08	85 315	8.7	16.7	43 810	6.7	9.5
2008-09	81 800	8.4	15.8	44 005	6.6	9.3
2009-10	78 910	8.0	15.2	44 575	6.6	9.4
2010-11	79 475	7.8	14.8	45 700	6.7	9.4
2011-12	79 225	7.6	14.6	46 080	6.5	9.3
2012-13	73 785	7.0	13.3	42 545	6.0	8.4
<b>% change</b>	<b>-19%</b>	<b>-35%</b>	<b>-36%</b>	<b>1%</b>	<b>-22%</b>	<b>-23%</b>
2013-14p	67 765	6.3	11.9	38 800	5.3	7.5

- Between 2000–01 and 2012–13, the frequency rate for male employees fell by 35 per cent, while the frequency rate for female employees fell by 22 per cent.



Table 13: Number and rates of serious claims by age group, 2000–01 and 2008–09 to 2013–14p

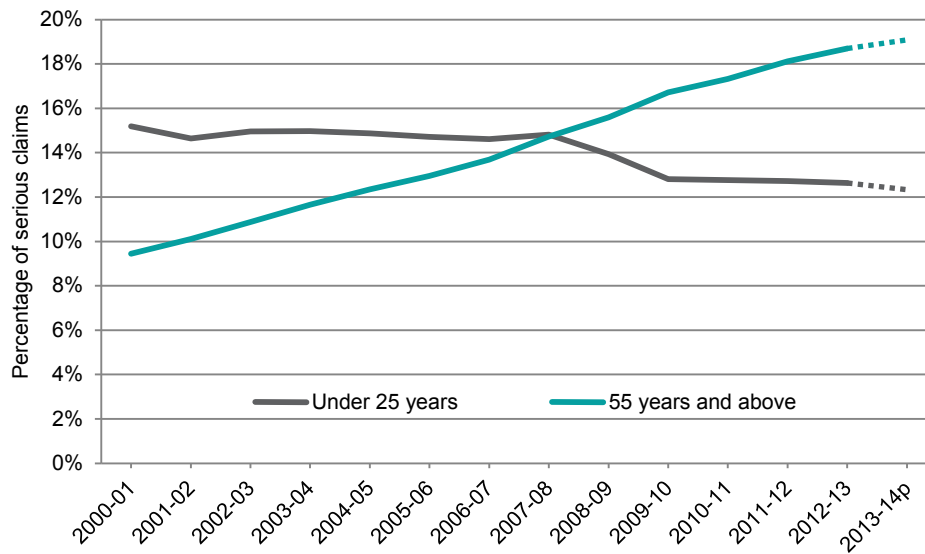
Age group	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg	2013-14p
<b>Number of serious claims</b>								
15-19 years	6 655	5 820	4 855	5 000	4 815	4 270	-36%	3 575
20-24 years	13 570	11 705	10 960	10 980	11 130	10 435	-23%	9 565
25-29 years	15 795	12 210	11 640	11 920	12 095	11 465	-27%	10 480
30-34 years	16 520	12 525	11 860	11 920	11 985	11 115	-33%	10 575
35-39 years	17 900	15 240	14 825	14 205	13 475	12 085	-33%	10 785
40-44 years	18 425	15 695	15 525	15 705	15 720	14 720	-20%	13 325
45-49 years	16 620	17 300	17 010	17 185	16 730	14 980	-10%	13 565
50-54 years	15 040	15 665	16 155	16 550	16 620	15 495	3%	14 325
55-59 years	8 280	11 620	11 940	12 165	12 710	11 905	44%	11 060
60-64 years	3 575	6 435	6 925	7 465	7 810	7 440	108%	7 025
<b>Total</b>	<b>133 115</b>	<b>125 800</b>	<b>123 485</b>	<b>125 170</b>	<b>125 305</b>	<b>116 325</b>	<b>-13%</b>	<b>106 565</b>
<b>Frequency rate (serious claims per million hours worked)</b>								
15-19 years	9.5	7.7	7.0	7.3	7.2	6.6	-30%	6.0
20-24 years	8.1	6.4	5.9	6.0	6.0	5.8	-29%	5.4
25-29 years	8.0	5.9	5.5	5.3	5.3	5.0	-38%	4.5
30-34 years	9.2	6.5	6.4	6.2	5.8	5.2	-44%	4.7
35-39 years	10.1	7.6	7.4	7.0	6.7	6.1	-40%	5.3
40-44 years	10.0	8.3	8.1	7.9	7.7	6.8	-32%	6.0
45-49 years	9.9	8.5	8.5	8.6	8.3	7.4	-25%	6.6
50-54 years	10.6	9.0	9.0	9.1	8.8	8.0	-24%	7.1
55-59 years	10.2	9.3	9.0	8.9	8.8	8.1	-20%	7.2
60-64 years	11.8	8.9	9.4	9.3	9.5	8.7	-26%	8.0
<b>Total</b>	<b>9.5</b>	<b>7.6</b>	<b>7.5</b>	<b>7.4</b>	<b>7.2</b>	<b>6.6</b>	<b>-31%</b>	<b>5.9</b>
<b>Incidence rate (serious claims per 1000 employees)</b>								
15-19 years	9.7	7.7	6.7	7.0	6.9	6.2	-36%	5.3
20-24 years	13.3	9.9	9.2	9.2	9.3	8.8	-34%	8.0
25-29 years	14.7	10.5	9.7	9.4	9.4	8.8	-40%	7.9
30-34 years	16.7	11.6	11.2	10.9	10.4	9.2	-45%	8.4
35-39 years	18.2	13.4	13.1	12.4	11.9	10.7	-41%	9.4
40-44 years	18.1	14.5	14.4	14.0	13.5	12.2	-33%	10.9
45-49 years	18.1	15.1	15.1	15.3	15.0	13.3	-27%	11.8
50-54 years	19.3	15.9	15.9	15.9	15.7	14.2	-26%	12.7
55-59 years	18.0	15.6	15.6	15.1	15.3	14.0	-22%	12.4
60-64 years	19.2	14.3	14.8	14.8	15.3	14.0	-27%	12.8
<b>Total</b>	<b>16.3</b>	<b>12.7</b>	<b>12.4</b>	<b>12.2</b>	<b>12.1</b>	<b>11.0</b>	<b>-33%</b>	<b>9.8</b>

- Between 2000–01 and 2012–13, all age groups experienced declines in frequency rates of serious claims.
- Employees aged 30–34 years had the highest percentage decrease (44 per cent) in frequency rates of serious claims.





**Figure 2: Percentage of serious claims by age group, 2000–01 to 2013–14p**



- The percentage of serious claims made by employees aged 55 years and above increased from 9 per cent in 2000–01 to 19 per cent in 2012–13.
- From 2008–09 onwards, the percentage of serious claims made by employees aged 55 years and above exceeded the percentage for employees under 25 years.



Table 14: Number and rates of serious claims by occupation, 2000–01 and 2008–09 to 2013–14p

Occupation	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg	2013-14p
<b>Number of serious claims</b>								
Clerical and administrative workers	8 005	7 640	7 680	7 420	7 165	6 550	-18%	5 325
Community and personal service workers	14 980	18 455	20 205	20 880	20 625	19 570	31%	18 465
Labourers	38 595	30 910	28 190	30 490	30 745	28 085	-27%	25 530
Machinery operators and drivers	20 280	18 675	18 430	17 780	18 875	17 475	-14%	16 110
Managers	5 200	4 815	5 145	5 510	5 865	5 095	-2%	4 615
Professionals	10 415	13 660	13 720	12 915	11 700	11 320	9%	10 325
Sales workers	7 430	6 770	6 625	6 975	7 255	6 355	-15%	5 860
Technicians and trades workers	27 155	24 595	23 195	22 765	22 680	21 195	-22%	19 450
<b>Total</b>	<b>133 115</b>	<b>125 800</b>	<b>123 485</b>	<b>125 170</b>	<b>125 305</b>	<b>116 325</b>	<b>-13%</b>	<b>106 565</b>
<b>Frequency rate (serious claims per million hours worked)</b>								
Clerical and administrative workers	3.3	3.1	3.2	3.1	2.8	2.6	-22%	2.1
Community and personal service workers	15.0	14.3	15.5	15.3	14.5	13.7	-8%	12.3
Labourers	26.6	20.1	18.5	20.1	20.3	18.4	-31%	16.8
Machinery operators and drivers	18.1	14.4	15.0	13.7	13.5	12.2	-33%	11.4
Managers	3.2	2.1	2.1	2.3	2.3	2.0	-37%	1.7
Professionals	3.4	3.6	3.5	3.2	2.9	2.7	-21%	2.4
Sales workers	5.9	5.3	5.1	5.1	5.6	4.7	-20%	4.3
Technicians and trades workers	12.7	9.6	9.4	8.8	8.6	7.8	-38%	7.1
<b>Total</b>	<b>9.5</b>	<b>7.6</b>	<b>7.5</b>	<b>7.4</b>	<b>7.2</b>	<b>6.6</b>	<b>-31%</b>	<b>5.9</b>
<b>Incidence rate (serious claims per 1000 employees)</b>								
Clerical and administrative workers	5.3	4.8	4.9	4.7	4.4	4.1	-24%	3.3
Community and personal service workers	20.3	18.5	20.0	19.5	18.9	17.6	-13%	15.9
Labourers	39.2	28.5	26.3	28.8	29.4	26.4	-33%	24.1
Machinery operators and drivers	35.3	28.3	29.2	26.9	27.0	24.3	-31%	22.7
Managers	7.4	4.5	4.5	4.9	4.9	4.3	-42%	3.6
Professionals	6.4	6.4	6.2	5.6	5.0	4.7	-27%	4.2
Sales workers	7.8	6.7	6.4	6.4	7.0	5.9	-24%	5.3
Technicians and trades workers	24.9	18.2	17.8	16.8	16.6	15.1	-39%	13.6
<b>Total</b>	<b>16.3</b>	<b>12.7</b>	<b>12.4</b>	<b>12.2</b>	<b>12.1</b>	<b>11.0</b>	<b>-33%</b>	<b>9.8</b>

- The occupations that experienced the highest percentage declines in frequency rates were technicians and trades workers (38 per cent), and managers (37 per cent).



**Table 15: Number and rates of serious claims by industry, 2000–01 and 2008–09 to 2013–14p**

Industry	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg	2013-14p
<b>Number of serious claims</b>								
Accommodation and food services	7 410	6 530	6 295	6 490	6 580	6 730	-9%	6 155
Administrative and support services	6 255	5 130	5 585	6 280	5 785	5 130	-18%	4 525
Agriculture, forestry and fishing	5 445	4 100	3 815	3 585	3 815	3 625	-33%	3 365
Arts and recreation services	2 340	2 170	2 130	2 155	2 265	1 870	-20%	1 865
Construction	12 295	13 615	12 440	12 630	12 850	12 100	-2%	11 535
Education and training	6 100	6 930	7 130	7 385	7 175	6 550	7%	6 025
Electricity, gas, water and waste services	1 420	1 380	1 355	1 445	1 340	1 175	-17%	1 100
Financial and insurance services	1 305	1 045	1 080	1 105	1 035	815	-38%	685
Health care and social assistance	15 305	16 985	18 385	18 825	19 585	18 685	22%	17 415
Information media and telecommunications	1 240	750	735	715	790	585	-53%	575
Manufacturing	27 015	19 695	17 870	17 400	17 220	15 105	-44%	12 930
Mining	1 895	2 215	2 225	2 425	2 865	2 965	56%	2 670
Other services	4 310	3 645	3 385	3 395	3 885	3 695	-14%	3 370
Professional, scientific and technical services	2 105	2 365	2 150	2 310	2 085	1 865	-11%	1 665
Public administration and safety	8 120	9 665	10 740	10 335	9 240	9 505	17%	8 775
Rental, hiring and real estate services	1 025	1 495	1 370	1 395	1 375	995	-3%	965
Retail trade	11 910	9 910	9 515	9 875	10 020	9 735	-18%	8 975
Transport, postal and warehousing	11 600	11 525	10 995	10 770	10 955	10 265	-12%	9 425
Wholesale trade	5 880	6 350	5 970	6 130	5 780	4 805	-18%	4 380
<b>Total</b>	<b>133 115</b>	<b>125 800</b>	<b>123 485</b>	<b>125 170</b>	<b>125 305</b>	<b>116 325</b>	<b>-13%</b>	<b>106 565</b>
<b>Frequency rate (serious claims per million hours worked)</b>								
Accommodation and food services	8.9	7.2	6.6	6.9	6.9	6.8	-24%	6.3
Administrative and support services	11.6	8.2	8.6	9.4	8.3	7.4	-36%	6.5
Agriculture, forestry and fishing	14.3	12.3	11.2	10.3	10.5	10.5	-26%	8.6
Arts and recreation services	13.8	8.2	8.7	8.4	8.3	6.8	-50%	7.3
Construction	13.5	10.1	9.2	9.0	8.9	8.2	-39%	7.2
Education and training	5.5	5.3	5.3	5.4	5.3	4.6	-16%	4.2
Electricity, gas, water and waste services	9.3	5.8	5.5	5.3	4.8	4.5	-51%	3.9
Financial and insurance services	2.2	1.5	1.5	1.6	1.4	1.1	-47%	0.9
Health care and social assistance	12.1	10.4	10.9	10.4	10.2	9.7	-20%	8.7
Information media and telecommunications	3.1	2.0	2.1	2.0	2.1	1.5	-51%	1.7
Manufacturing	13.9	11.1	10.5	10.3	10.4	9.2	-34%	7.9





Industry	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg	2013-14p
Mining	10.8	6.1	5.9	5.4	5.3	5.1	-53%	4.6
Other services	8.0	5.9	5.5	5.6	6.3	6.0	-24%	4.9
Professional, scientific and technical services	2.0	2.0	1.7	1.8	1.5	1.3	-35%	1.1
Public administration and safety	8.8	8.4	9.4	8.8	7.5	7.8	-11%	6.9
Rental, hiring and real estate services	4.6	5.1	4.8	4.5	4.2	3.1	-32%	2.8
Retail trade	8.8	6.1	6.1	6.1	6.2	5.9	-33%	5.4
Transport, postal and warehousing	14.9	11.9	11.6	11.3	11.7	10.3	-31%	9.3
Wholesale trade	8.2	8.9	8.0	8.5	8.0	6.3	-23%	6.1
<b>Total</b>	<b>9.5</b>	<b>7.6</b>	<b>7.5</b>	<b>7.4</b>	<b>7.2</b>	<b>6.6</b>	<b>-31%</b>	<b>5.9</b>
<b>Incidence rate (serious claims per 1000 employees)</b>								
Accommodation and food services	11.9	8.9	8.2	8.4	8.6	8.5	-29%	7.8
Administrative and support services	19.1	13.0	13.8	15.2	13.4	12.1	-37%	10.5
Agriculture, forestry and fishing	27.8	23.8	22.0	20.2	20.8	20.6	-26%	17.4
Arts and recreation services	18.8	10.4	11.1	10.6	11.0	8.8	-53%	9.2
Construction	27.7	20.1	18.3	17.9	17.9	16.7	-40%	14.7
Education and training	9.1	8.4	8.4	8.5	8.3	7.2	-21%	6.5
Electricity, gas, water and waste services	17.8	10.7	11.0	10.2	9.4	8.7	-51%	7.5
Financial and insurance services	4.0	2.8	2.8	2.9	2.6	2.1	-49%	1.7
Health care and social assistance	17.8	15.0	15.4	14.9	14.9	13.8	-23%	12.5
Information media and telecommunications	5.5	3.5	3.7	3.5	3.9	2.7	-50%	3.0
Manufacturing	27.2	21.3	19.8	19.7	20.0	17.6	-35%	15.0
Mining	25.1	13.6	13.5	12.5	12.2	11.7	-53%	10.4
Other services	14.1	10.1	9.4	9.7	10.9	10.4	-26%	8.6
Professional, scientific and technical services	3.8	3.6	3.2	3.3	2.8	2.4	-37%	2.1
Public administration and safety	15.5	14.5	16.0	14.8	12.8	13.6	-12%	11.7
Rental, hiring and real estate services	8.8	8.9	8.5	8.0	7.7	5.7	-35%	5.0
Retail trade	12.2	8.3	8.3	8.3	8.5	8.1	-34%	7.3
Transport, postal and warehousing	29.4	22.2	21.7	21.3	22.1	19.3	-34%	17.4
Wholesale trade	16.1	16.7	15.3	16.1	15.1	12.0	-26%	11.6
<b>Total</b>	<b>16.3</b>	<b>12.7</b>	<b>12.4</b>	<b>12.2</b>	<b>12.1</b>	<b>11.0</b>	<b>-33%</b>	<b>9.8</b>

- The frequency rates of four industries fell by half or more between 2000–01 and 2012–13. The industries are mining (53 per cent), information media and telecommunications (51 per cent), electricity, gas, water and waste services (51 per cent), and arts and recreation services (50 per cent).



**Table 16: Number of serious claims by nature of injury or disease, 2000–01 and 2008–09 to 2013–14p**

Nature of injury or disease	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg	2013-14p
<b>Injury and musculoskeletal disorders</b>								
Traumatic joint/ligament and muscle/tendon injury and musculoskeletal and connective tissue diseases	80 755	75 520	74 600	74 565	76 300	70 325	-13%	64 390
Wounds, lacerations, amputations and internal organ damage	22 760	19 630	18 585	19 150	17 830	16 930	-26%	15 895
Fractures	11 290	11 475	10 725	11 055	11 235	10 680	-5%	9 935
Burn	2 115	1 880	1 805	1 795	1 920	1 785	-15%	1 660
Intracranial injuries	420	505	460	525	535	530	27%	515
Injury to nerves and spinal cord	85	225	185	240	230	205	148%	185
<b>Total: injury and musculoskeletal disorders</b>	<b>119 800</b>	<b>112 085</b>	<b>109 265</b>	<b>110 590</b>	<b>111 260</b>	<b>103 860</b>	<b>-13%</b>	<b>95 625</b>
<b>Diseases</b>								
Mental disorders	6 620	7 140	7 985	8 555	8 125	7 290	10%	6 195
Digestive system diseases	3 230	3 190	3 220	2 965	3 045	2 690	-17%	2 490
Nervous system and sense organ diseases	1 595	1 630	1 480	1 515	1 440	1 280	-20%	1 145
Skin and subcutaneous tissue diseases	855	895	695	670	660	525	-39%	465
Infectious and parasitic diseases	305	270	235	255	230	250	-18%	235
Respiratory system diseases	285	285	285	280	245	205	-28%	200
Circulatory system diseases	190	145	130	145	145	105	-44%	85
Neoplasms (cancer)	60	35	40	45	50	25	-56%	30
<b>Total: diseases</b>	<b>13 310</b>	<b>13 715</b>	<b>14 220</b>	<b>14 580</b>	<b>14 045</b>	<b>12 465</b>	<b>-6%</b>	<b>10 935</b>
<b>Total: serious claims</b>	<b>133 115</b>	<b>125 800</b>	<b>123 485</b>	<b>125 170</b>	<b>125 305</b>	<b>116 325</b>	<b>-13%</b>	<b>106 565</b>

- Between 2000–01 and 2012–13, the number of serious claims arising from injury and musculoskeletal disorders fell by 13 per cent, while the number of serious claims arising from diseases fell by 6 per cent.
- The only major<sup>1</sup> condition to show an increase in the number of serious claims was mental disorders, which increased by 10 per cent between 2000–01 and 2012–13.

<sup>1</sup> Average of more than 1000 serious claims per year.



**Table 17: Number of serious claims by bodily location of injury or disease, 2000–01 and 2008–09 to 2013–14p**

Bodily location of injury or disease	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg	2013-14p
<b>Upper limbs</b>	<b>43 070</b>	<b>42 205</b>	<b>40 625</b>	<b>41 710</b>	<b>42 345</b>	<b>39 795</b>	<b>-8%</b>	<b>36 355</b>
Hand, fingers and thumb	17 630	15 840	15 040	15 430	15 250	14 575	-17%	13 535
Shoulder	10 660	12 435	12 450	12 715	13 360	12 480	17%	11 310
Wrist	6 125	6 170	5 850	6 125	5 895	5 455	-11%	4 970
Elbow	3 110	2 915	2 855	2 965	3 095	2 900	-7%	2 565
Forearm	2 165	1 905	1 860	1 840	1 995	1 835	-15%	1 535
Upper arm	1 145	1 180	1 065	1 130	1 125	1 040	-9%	1 005
<b>Trunk</b>	<b>42 610</b>	<b>35 525</b>	<b>34 850</b>	<b>34 375</b>	<b>34 025</b>	<b>30 880</b>	<b>-28%</b>	<b>28 130</b>
Back - upper or lower	35 280	28 790	28 295	28 060	27 775	25 200	-29%	23 030
Abdomen and pelvic region	4 750	4 335	4 295	4 135	4 010	3 545	-25%	3 175
Chest (thorax)	2 350	2 175	2 030	1 960	2 015	1 925	-18%	1 715
<b>Lower limbs</b>	<b>26 355</b>	<b>27 485</b>	<b>27 075</b>	<b>26 840</b>	<b>27 630</b>	<b>25 940</b>	<b>-2%</b>	<b>24 300</b>
Knee	10 465	11 505	11 375	11 490	11 740	11 060	6%	10 265
Ankle	5 915	6 210	6 155	5 925	6 135	5 770	-3%	5 370
Foot and toes	4 545	4 220	4 125	4 085	4 245	3 950	-13%	3 780
Lower leg	2 245	2 720	2 685	2 650	2 690	2 435	9%	2 325
Upper leg	1 015	985	945	925	1 010	930	-8%	890
Hip	780	900	870	890	915	900	16%	825
<b>Non-physical locations</b>	<b>6 610</b>	<b>7 195</b>	<b>8 120</b>	<b>8 655</b>	<b>8 135</b>	<b>7 290</b>	<b>10%</b>	<b>6 195</b>
<b>Multiple locations</b>	<b>6 185</b>	<b>5 980</b>	<b>5 825</b>	<b>6 395</b>	<b>5 760</b>	<b>5 400</b>	<b>-13%</b>	<b>5 100</b>
<b>Head</b>	<b>3 765</b>	<b>3 630</b>	<b>3 390</b>	<b>3 550</b>	<b>3 585</b>	<b>3 510</b>	<b>-7%</b>	<b>3 215</b>
Eye	1 155	1 015	970	970	970	965	-16%	830
Cranium	830	825	755	855	820	720	-13%	800
Face, not elsewhere specified	640	635	630	600	665	700	10%	605
Head - unspecified locations	405	405	355	385	420	425	4%	400
Nose	230	215	200	215	220	190	-18%	185
Mouth	135	175	165	185	180	195	42%	135
Head - multiple locations	200	155	160	175	130	175	-12%	135
Ear	170	205	155	175	180	135	-19%	115
<b>Neck</b>	<b>3 705</b>	<b>2 855</b>	<b>2 695</b>	<b>2 745</b>	<b>2 825</b>	<b>2 475</b>	<b>-33%</b>	<b>2 275</b>
<b>Systemic locations</b>	<b>655</b>	<b>560</b>	<b>560</b>	<b>555</b>	<b>415</b>	<b>380</b>	<b>-42%</b>	<b>370</b>
<b>Total</b>	<b>133 115</b>	<b>125 800</b>	<b>123 485</b>	<b>125 170</b>	<b>125 305</b>	<b>116 325</b>	<b>-13%</b>	<b>106 565</b>

- Major<sup>2</sup> bodily locations that showed increases in the number of serious claims between 2000–01 and 2012–13 were the shoulder (17 per cent), non-physical locations (10 per cent), the lower leg (9 per cent) and the knee (6 per cent).





**Table 18: Number of serious claims by mechanism of injury or disease, 2000–01 and 2008–09 to 2013–14p**

Mechanism of injury or disease	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg	2013-14p
<b>Body stressing</b>	<b>58 210</b>	<b>53 460</b>	<b>53 330</b>	<b>52 930</b>	<b>53 310</b>	<b>48 235</b>	<b>-17%</b>	<b>44 400</b>
Muscular stress while lifting, carrying, or putting down objects	28 625	23 165	22 265	22 770	21 960	19 755	-31%	17 995
Muscular stress while handling objects other than lifting, carrying or putting down	18 840	19 480	19 880	19 580	20 075	18 735	-1%	17 310
Muscular stress with no objects being handled	6 330	7 430	7 455	6 805	7 100	6 055	-4%	5 850
<b>Falls, trips and slips of a person</b>	<b>26 165</b>	<b>27 425</b>	<b>26 720</b>	<b>27 190</b>	<b>27 790</b>	<b>25 635</b>	<b>-2%</b>	<b>23 825</b>
Falls on the same level	15 570	17 110	16 945	17 700	17 960	16 100	3%	15 310
Falls from a height	8 845	8 785	7 995	7 585	7 420	6 970	-21%	6 340
<b>Being hit by moving objects</b>	<b>18 180</b>	<b>18 365</b>	<b>17 210</b>	<b>17 395</b>	<b>17 615</b>	<b>17 225</b>	<b>-5%</b>	<b>15 730</b>
Being hit by moving or flying objects	5 915	5 640	5 360	5 750	5 490	5 595	-5%	5 100
Being hit by falling objects	4 205	4 455	3 965	3 985	4 195	3 785	-10%	3 445
Being trapped between stationary and moving objects	2 480	2 880	2 555	2 450	2 460	2 355	-5%	2 235
Being assaulted by a person or persons	1 105	2 305	2 245	2 200	2 350	2 430	120%	2 185
Being trapped by moving machinery or equipment	2 145	1 470	1 350	1 410	1 420	1 280	-40%	1 020
<b>Hitting objects with a part of the body</b>	<b>10 580</b>	<b>9 290</b>	<b>8 485</b>	<b>8 315</b>	<b>8 480</b>	<b>7 925</b>	<b>-25%</b>	<b>7 560</b>
Hitting stationary objects	5 115	4 585	4 370	4 450	4 365	4 085	-20%	3 885
Hitting moving objects	5 315	4 620	4 035	3 780	4 030	3 775	-29%	3 605
<b>Vehicle incidents and other</b>	<b>9 435</b>	<b>6 990</b>	<b>6 835</b>	<b>7 795</b>	<b>7 155</b>	<b>7 470</b>	<b>-21%</b>	<b>6 620</b>
Vehicle accident	2 730	3 135	2 885	3 100	3 090	2 895	6%	2 625
<b>Mental stress</b>	<b>6 295</b>	<b>6 745</b>	<b>7 675</b>	<b>8 215</b>	<b>7 510</b>	<b>6 650</b>	<b>6%</b>	<b>5 570</b>
<b>Heat, electricity and other environmental factors</b>	<b>1 955</b>	<b>1 655</b>	<b>1 640</b>	<b>1 620</b>	<b>1 755</b>	<b>1 650</b>	<b>-16%</b>	<b>1 520</b>
<b>Chemicals and other substances</b>	<b>1 540</b>	<b>1 195</b>	<b>1 085</b>	<b>1 100</b>	<b>1 145</b>	<b>1 040</b>	<b>-32%</b>	<b>885</b>
<b>Biological factors</b>	<b>605</b>	<b>510</b>	<b>380</b>	<b>445</b>	<b>370</b>	<b>355</b>	<b>-41%</b>	<b>340</b>
<b>Sound and pressure</b>	<b>150</b>	<b>170</b>	<b>125</b>	<b>170</b>	<b>180</b>	<b>135</b>	<b>-8%</b>	<b>110</b>
<b>Total</b>	<b>133 115</b>	<b>125 800</b>	<b>123 485</b>	<b>125 170</b>	<b>125 305</b>	<b>116 325</b>	<b>-13%</b>	<b>106 565</b>

- The mechanism that showed the highest increase in the number of serious claims was being assaulted by a person or persons, which more than doubled between 2000–01 and 2012–13 (from 1 105 to 2 430).
- The only other mechanisms that showed increases in the number of serious claims were vehicle incidents (6 per cent), mental stress (6 per cent) and falls on the same level (3 per cent).



**Table 19: Number of serious claims by breakdown agency of injury or disease, 2000–01 and 2008–09 to 2013–14p**

Breakdown agency of injury or disease	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg	2013-14p
Non-powered hand tools, appliances and equipment	35 695	32 035	30 180	29 505	31 480	28 275	-21%	25 785
Environmental agencies	18 070	19 145	18 660	18 410	20 145	18 575	3%	17 095
Animal, human and biological agencies	13 965	15 320	16 005	15 800	16 595	16 130	16%	15 075
Materials and substances	14 835	15 340	14 970	14 765	16 395	15 370	4%	14 425
Other and unspecified agencies	22 025	17 795	18 570	22 280	14 025	13 340	-39%	12 605
Mobile plant and transport	11 455	11 460	11 100	10 875	11 900	11 320	-1%	10 530
Machinery and (mainly) fixed plant	9 300	6 425	5 975	5 775	6 375	5 735	-38%	5 230
Powered equipment, tools and appliances	6 380	5 990	5 830	5 520	6 065	5 395	-15%	4 720
Chemicals and chemical products	1 390	1 025	855	885	950	830	-40%	750
<b>Total</b>	<b>133 115</b>	<b>125 800</b>	<b>123 485</b>	<b>125 170</b>	<b>125 305</b>	<b>116 325</b>	<b>-13%</b>	<b>106 565</b>

- Between 2000–01 and 2012–13, the breakdown agencies that showed increases in the number of serious claims were animal, human and biological agencies (16 per cent), materials and substances (4 per cent), and environmental agencies (3 per cent).





## 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.

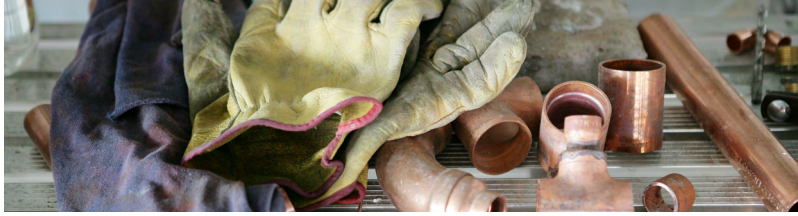
Preliminary data (2013–14) are excluded when reporting time lost and compensation paid because claims from the preliminary year are likely to be open and claimants may accrue more time lost or more compensation payments in subsequent years.



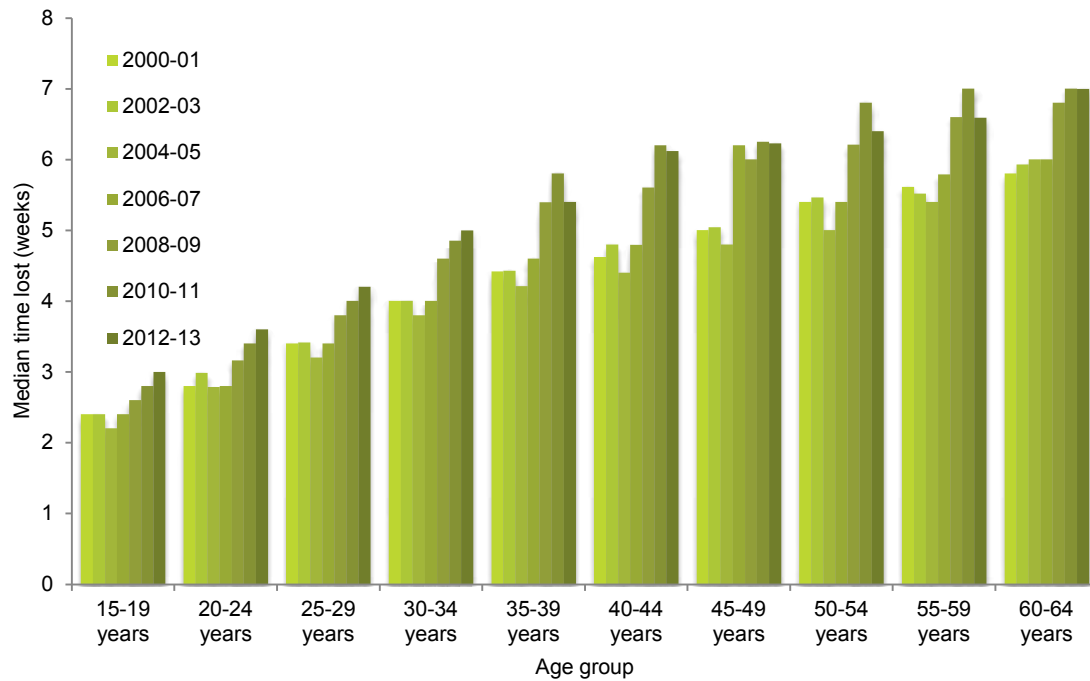
**Table 20: Serious claims: median time lost and compensation paid, 2000–01 to 2012–13**

Financial year of lodgement	Serious claims	Median time lost (working weeks)	Median compensation paid
2000-01	133 115	4.2	\$5 200
2001-02	130 165	4.3	\$5 400
2002-03	133 625	4.2	\$5 300
2003-04	134 345	4.0	\$5 100
2004-05	135 515	4.0	\$5 700
2005-06	131 280	4.2	\$5 700
2006-07	129 480	4.4	\$6 200
2007-08	129 120	4.7	\$6 800
2008-09	125 800	5.0	\$8 000
2009-10	123 485	5.1	\$8 300
2010-11	125 170	5.5	\$9 000
2011-12	125 305	5.6	\$9 400
2012-13	116 325	5.4	\$8 900

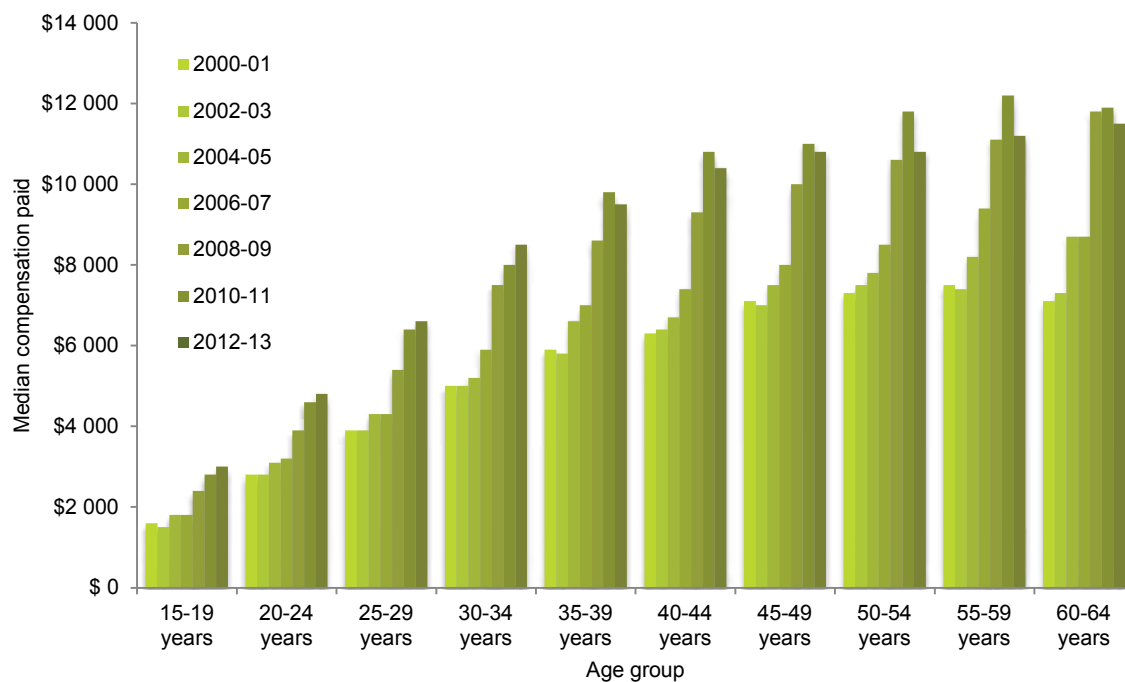
- Between 2000–01 and 2012–13, the median time lost for a serious claim rose by 29 per cent from 4.2 working weeks to 5.4. Over the same period, the median compensation paid for a serious claim rose by 71 per cent from \$5 200 to \$8 900.



**Figure 3: Serious claims: median time lost by age group, 2000–01 to 2012–13**



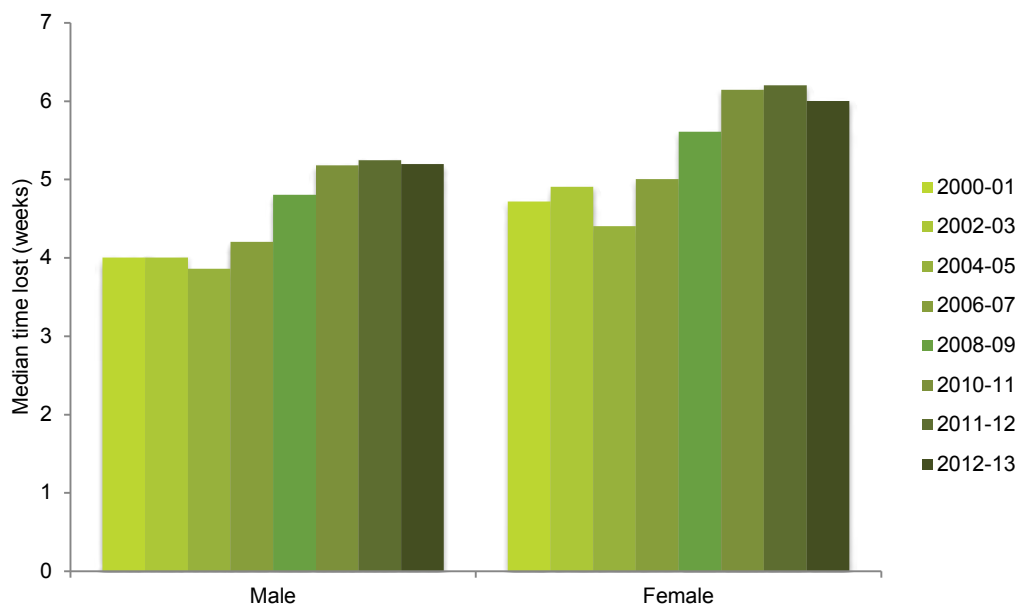
**Figure 4: Serious claims: median compensation paid by age group, 2000–01 to 2012–13**



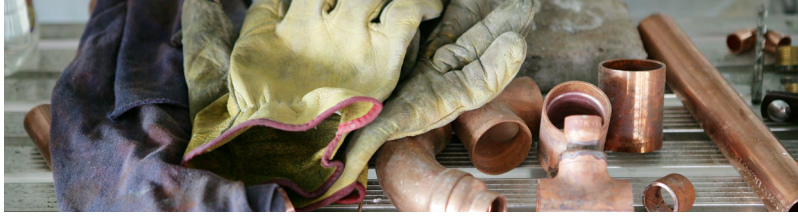
**Table 21: Serious claims: median time lost and compensation paid by sex, 2000–01 to 2012–13**

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

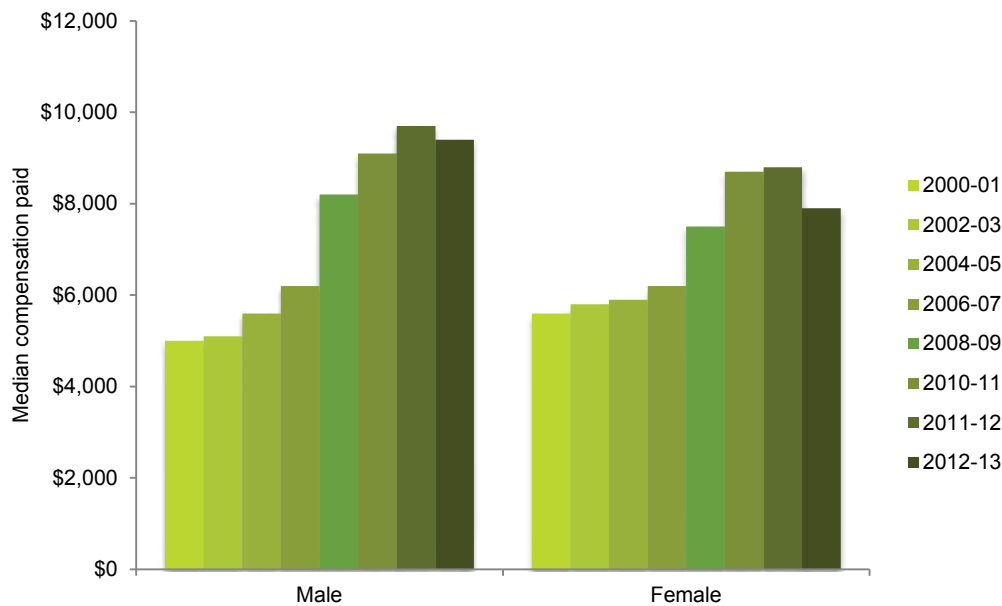
- In 2012–13, the median time lost for a serious claim was 5.2 working weeks for male employees and 6.0 working weeks for female employees. The median compensation paid for a serious claim was \$9 400 for male employees and \$7 900 for female employees.

**Figure 5: Serious claims: median time lost by sex, 2000–01 to 2012–13**





**Figure 6: Serious claims: median compensation paid by sex, 2000–01 to 2012–13**



**Table 22: Serious claims: median time lost and compensation paid by occupation, 2000–01 and 2008–09 to 2012–13**

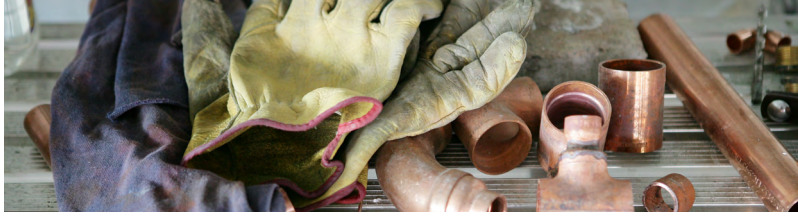
Occupation	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg
<b>Median time lost (working weeks)</b>							
Clerical and administrative workers	4.8	6.0	6.0	6.6	6.6	6.5	35%
Community and personal service workers	4.0	5.3	5.1	5.5	5.0	5.0	25%
Labourers	4.1	5.0	5.0	5.2	5.4	5.2	27%
Machinery operators and drivers	4.4	5.4	5.1	6.0	6.0	6.0	36%
Managers	5.0	6.2	6.4	6.9	6.8	7.0	40%
Professionals	4.5	5.0	5.0	5.6	5.8	5.3	18%
Sales workers	3.4	5.0	6.0	5.8	6.6	6.6	94%
Technicians and trades workers	4.0	4.4	4.6	4.8	5.0	4.8	20%
<b>Total</b>	<b>4.2</b>	<b>5.0</b>	<b>5.1</b>	<b>5.5</b>	<b>5.6</b>	<b>5.4</b>	<b>29%</b>
<b>Median compensation paid</b>							
Clerical and administrative workers	\$7 200	\$11 000	\$11 600	\$12 500	\$12 700	\$12 000	67%
Community and personal service workers	\$4 600	\$6 800	\$6 500	\$7 500	\$7 400	\$6 400	39%
Labourers	\$4 400	\$6 800	\$7 300	\$7 700	\$8 200	\$7 800	77%
Machinery operators and drivers	\$5 900	\$9 100	\$9 400	\$10 300	\$10 800	\$10 800	83%
Managers	\$7 500	\$11 300	\$11 800	\$12 900	\$13 800	\$13 400	79%
Professionals	\$6 700	\$9 300	\$9 700	\$11 000	\$11 500	\$9 900	48%
Sales workers	\$4 100	\$6 200	\$7 900	\$7 600	\$8 200	\$7 800	90%
Technicians and trades workers	\$5 000	\$7 700	\$8 100	\$8 600	\$8 900	\$9 300	86%
<b>Total</b>	<b>\$5 200</b>	<b>\$8 000</b>	<b>\$8 300</b>	<b>\$9 000</b>	<b>\$9 400</b>	<b>\$8 900</b>	<b>71%</b>

- In 2012–13, managers had the highest median time lost (7.0 working weeks) and the highest median compensation paid (\$13 400).



**Table 23: Serious claims: median time lost and compensation paid by industry, 2000–01 and 2008–09 to 2012–13**

Industry	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg
<b>Median time lost (working weeks)</b>							
Accommodation and food services	3.8	4.0	3.8	4.0	4.2	4.1	8%
Administrative and support services	4.4	4.6	4.3	4.6	5.2	4.8	9%
Agriculture, forestry and fishing	4.8	5.2	5.2	5.9	6.0	5.6	17%
Arts and recreation services	4.6	6.2	6.0	7.0	6.9	6.5	41%
Construction	5.0	5.8	6.0	6.0	6.4	6.4	28%
Education and training	4.0	4.6	4.6	4.8	4.8	4.4	10%
Electricity, gas, water and waste services	3.4	4.2	4.6	5.0	5.0	5.6	65%
Financial and insurance services	4.8	6.5	7.4	7.0	7.5	6.4	33%
Health care and social assistance	4.4	5.0	4.8	5.3	5.2	5.0	14%
Information media and telecommunications	4.0	5.4	5.6	5.0	5.8	6.2	55%
Manufacturing	4.0	4.6	4.8	5.2	5.0	5.0	25%
Mining	5.1	7.1	6.6	7.8	7.4	7.8	53%
Other services	4.6	4.8	5.0	5.2	5.6	5.1	11%
Professional, scientific and technical services	4.6	5.2	5.2	6.2	7.0	6.5	41%
Public administration and safety	4.0	6.0	5.7	6.2	6.0	5.6	40%
Rental, hiring and real estate services	4.4	5.2	5.2	5.6	6.4	6.0	36%
Retail trade	3.4	5.2	6.0	5.8	6.3	6.0	76%
Transport, postal and warehousing	4.0	5.0	5.0	5.2	5.8	5.7	43%
Wholesale trade	4.2	5.0	5.2	5.4	5.6	5.3	26%
<b>Total</b>	<b>4.2</b>	<b>5.0</b>	<b>5.1</b>	<b>5.5</b>	<b>5.6</b>	<b>5.4</b>	<b>29%</b>
<b>Median compensation paid</b>							
Accommodation and food services	\$3 400	\$4 300	\$4 200	\$4 600	\$4 700	\$5 200	53%
Administrative and support services	\$4 200	\$5 600	\$5 300	\$6 200	\$6 900	\$6 000	43%
Agriculture, forestry and fishing	\$4 000	\$6 300	\$6 700	\$7 300	\$8 200	\$7 400	85%
Arts and recreation services	\$4 600	\$6 400	\$6 500	\$7 400	\$7 500	\$9 500	107%
Construction	\$6 200	\$9 500	\$10 000	\$10 500	\$11 600	\$11 900	92%
Education and training	\$5 900	\$9 000	\$9 500	\$9 600	\$10 000	\$8 700	47%
Electricity, gas, water and waste services	\$5 000	\$8 000	\$9 800	\$10 000	\$11 700	\$11 600	132%
Financial and insurance services	\$7 400	\$11 300	\$12 700	\$11 800	\$15 100	\$12 500	69%
Health care and social assistance	\$4 800	\$6 700	\$6 800	\$7 600	\$7 500	\$6 400	33%
Information media and telecommunications	\$6 200	\$11 400	\$13 700	\$12 000	\$12 800	\$13 700	121%
Manufacturing	\$5 400	\$8 200	\$8 700	\$9 300	\$9 200	\$9 000	67%
Mining	\$11 900	\$19 700	\$18 700	\$20 400	\$18 900	\$20 800	75%
Other services	\$5 200	\$7 700	\$8 300	\$8 600	\$9 700	\$9 200	77%
Professional, scientific and technical services	\$6 600	\$10 100	\$10 400	\$11 900	\$13 100	\$13 200	100%
Public administration and safety	\$6 400	\$9 400	\$9 400	\$11 800	\$13 000	\$10 400	63%
Rental, hiring and real estate services	\$5 600	\$9 700	\$9 700	\$10 100	\$10 800	\$10 700	91%



Industry	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg
Retail trade	\$4 100	\$6 400	\$7 800	\$7 800	\$8 000	\$7 700	88%
Transport, postal and warehousing	\$5 100	\$8 700	\$8 900	\$9 500	\$11 000	\$10 900	114%
Wholesale trade	\$5 500	\$8 200	\$9 000	\$9 500	\$9 600	\$9 800	78%
<b>Total</b>	<b>\$5 200</b>	<b>\$8 000</b>	<b>\$8 300</b>	<b>\$9 000</b>	<b>\$9 400</b>	<b>\$8 900</b>	<b>71%</b>

- In 2012–13, the mining industry had the highest median time lost (7.8 working weeks) and the highest median compensation paid (\$20 800).

**Table 24: Serious claims: median time lost and compensation paid by nature of injury or disease, 2000–01 and 2008–09 to 2012–13**

Nature of injury or disease	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg
Median time lost (working weeks)							
<b>Injury and musculoskeletal disorders</b>							
Traumatic joint/ligament and muscle/tendon injury	4.1	4.6	4.6	5.0	5.0	4.8	17%
Musculoskeletal and connective tissue diseases	8.2	9.2	9.4	9.6	10.0	9.4	15%
Wounds, lacerations, amputations and internal organ damage	2.4	2.8	2.6	2.8	2.8	2.8	17%
Fractures	6.8	7.6	7.8	7.8	8.0	7.8	15%
Burn	2.0	2.0	2.0	2.0	2.0	2.0	0%
Intracranial injuries	2.6	3.6	4.8	3.7	4.0	3.5	35%
Injury to nerves and spinal cord	26.2	10.5	9.6	12.1	9.1	9.5	-64%
<b>Total: injury and musculoskeletal disorders</b>	<b>3.9</b>	<b>4.8</b>	<b>4.8</b>	<b>5.0</b>	<b>5.2</b>	<b>5.0</b>	<b>28%</b>
<b>Diseases</b>							
Mental disorders	11.2	14.0	14.6	16.0	15.3	13.8	23%
Digestive system diseases	5.8	5.6	5.4	5.6	5.6	5.6	-3%
Nervous system and sense organ diseases	8.1	8.6	8.6	8.9	8.4	8.4	4%
Skin and subcutaneous tissue diseases	2.3	2.4	2.2	3.0	2.6	3.2	39%
Infectious and parasitic diseases	2.0	2.3	2.4	2.6	3.0	2.6	30%
Respiratory system diseases	4.6	4.0	4.4	5.0	5.0	4.6	0%
Circulatory system diseases	15.0	6.6	10.4	9.5	9.8	8.6	-43%
Neoplasms (cancer)	3.9	3.5	5.0	2.4	3.8	5.4	38%
<b>Total: diseases</b>	<b>6.8</b>	<b>7.7</b>	<b>8.0</b>	<b>8.9</b>	<b>8.6</b>	<b>8.4</b>	<b>24%</b>
<b>Total: serious claims</b>	<b>4.2</b>	<b>5.0</b>	<b>5.1</b>	<b>5.5</b>	<b>5.6</b>	<b>5.4</b>	<b>29%</b>



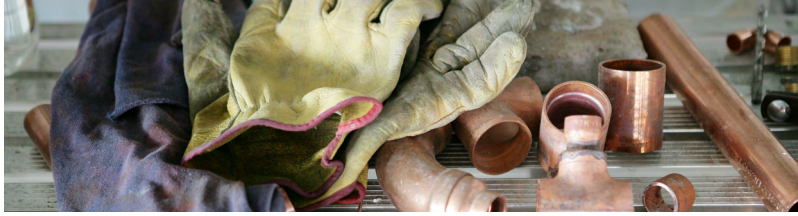


Nature of injury or disease	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg
Median compensation paid							
<b>Injury and musculoskeletal disorders</b>							
Traumatic joint/ligament and muscle/tendon injury	\$5 300	\$6 900	\$7 100	\$8 000	\$8 300	\$7 700	45%
Musculoskeletal and connective tissue diseases	\$11 100	\$14 800	\$15 800	\$16 100	\$15 600	\$13 500	22%
Wounds, lacerations, amputations and internal organ damage	\$2 700	\$4 400	\$4 400	\$4 800	\$5 000	\$5 100	89%
Fractures	\$6 400	\$10 400	\$10 700	\$11 100	\$11 500	\$11 500	80%
Burn	\$1 400	\$2 000	\$2 000	\$2 200	\$2 200	\$2 200	57%
Intracranial injuries	\$3 100	\$7 900	\$7 400	\$7 100	\$8 000	\$6 400	106%
Injury to nerves and spinal cord	\$59 600	\$16 800	\$12 800	\$20 100	\$18 100	\$15 000	-75%
<b>Total: injury and musculoskeletal disorders</b>	<b>\$4 700</b>	<b>\$7 300</b>	<b>\$7 500</b>	<b>\$8 200</b>	<b>\$8 500</b>	<b>\$8 100</b>	<b>72%</b>
<b>Diseases</b>							
Mental disorders	\$14 300	\$21 500	\$23 900	\$26 000	\$25 700	\$21 100	48%
Digestive system diseases	\$6 800	\$9 700	\$10 200	\$10 500	\$11 000	\$11 400	68%
Nervous system and sense organ diseases	\$8 700	\$12 900	\$14 900	\$13 800	\$14 300	\$13 500	55%
Skin and subcutaneous tissue diseases	\$2 300	\$3 000	\$2 900	\$4 000	\$3 200	\$3 700	61%
Infectious and parasitic diseases	\$1 500	\$2 600	\$3 000	\$2 700	\$4 900	\$3 900	160%
Respiratory system diseases	\$7 100	\$5 700	\$8 000	\$8 200	\$8 700	\$6 700	-6%
Circulatory system diseases	\$15 300	\$10 800	\$17 700	\$19 700	\$15 000	\$15 700	3%
Neoplasms (cancer)	\$8 700	\$12 800	\$12 600	\$9 700	\$10 500	\$8 000	-8%
<b>Total: diseases</b>	<b>\$8 200</b>	<b>\$12 000</b>	<b>\$13 400</b>	<b>\$14 500</b>	<b>\$14 900</b>	<b>\$14 200</b>	<b>73%</b>
<b>Total: serious claims</b>	<b>\$5 200</b>	<b>\$8 000</b>	<b>\$8 300</b>	<b>\$9 000</b>	<b>\$9 400</b>	<b>\$8 900</b>	<b>71%</b>

- In 2012–13, the median time lost for serious claims that arose from mental disorders (13.8 working weeks) was the highest and was more than double the median time lost for all serious claims (5.4).
- In 2012–13, the median compensation paid for serious claims that arose from mental disorders (\$21 100) was the highest and was more than double the median compensation paid for all serious claims (\$8 900).

**Table 25: Serious claims: median time lost and compensation paid by mechanism of injury or disease, 2000–01 and 2008–09 to 2012–13**

Mechanism of injury or disease	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg
Median time lost (working weeks)							
<b>Body stressing</b>	<b>4.6</b>	<b>5.6</b>	<b>5.6</b>	<b>6.0</b>	<b>6.1</b>	<b>6.0</b>	<b>30%</b>
Muscular stress while lifting, carrying, or putting down objects	4.3	5.2	5.4	5.8	6.0	5.9	37%
Muscular stress while handling objects other than lifting, carrying or putting down	4.6	5.7	5.5	6.0	6.0	6.0	30%
Muscular stress with no objects being handled	4.0	5.2	5.0	5.0	5.2	4.8	20%
<b>Falls, trips and slips of a person</b>	<b>4.6</b>	<b>5.6</b>	<b>5.8</b>	<b>6.0</b>	<b>6.0</b>	<b>6.0</b>	<b>30%</b>
Falls from a height	5.6	6.4	6.4	6.8	7.4	7.3	30%
Falls on the same level	4.2	5.2	5.4	5.5	5.6	5.7	36%
<b>Being hit by moving objects</b>	<b>3.2</b>	<b>3.8</b>	<b>3.7</b>	<b>4.0</b>	<b>4.0</b>	<b>4.0</b>	<b>25%</b>



Mechanism of injury or disease	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg
Being hit by falling objects	3.2	3.8	3.9	4.2	4.3	4.0	25%
Being trapped between stationary and moving objects	3.1	3.6	3.8	4.0	4.0	4.2	35%
Being trapped by moving machinery or equipment	4.4	4.6	4.4	4.7	4.6	4.6	5%
Being assaulted by a person or persons	4.2	4.4	4.4	4.7	5.0	4.5	7%
Hitting objects with a part of the body	2.4	2.6	2.6	3.0	2.8	3.0	25%
Mental stress	11.4	15.0	15.0	16.8	16.6	15.0	32%
Heat, electricity and other environmental factors	2.0	2.0	2.0	2.0	2.0	2.0	0%
Chemicals and other substances	2.2	2.2	2.4	2.0	2.2	2.2	0%
Biological factors	2.0	2.2	2.2	2.4	2.6	2.6	30%
Sound and pressure	4.0	6.0	5.4	4.8	4.0	4.1	2%
Vehicle incidents and other	5.2	6.0	5.6	5.8	6.0	5.8	12%
Vehicle accident	6.0	6.2	6.0	6.2	6.6	6.1	2%
<b>Total</b>	<b>4.2</b>	<b>5.0</b>	<b>5.1</b>	<b>5.5</b>	<b>5.6</b>	<b>5.4</b>	<b>29%</b>
<b>Median compensation paid</b>							
Body stressing	\$5 900	\$8 700	\$9 100	\$9 800	\$10 300	\$9 600	63%
Muscular stress while lifting, carrying, or putting down objects	\$5 400	\$7 900	\$8 300	\$9 100	\$9 500	\$9 100	69%
Muscular stress while handling objects other than lifting, carrying or putting down	\$5 600	\$8 800	\$9 100	\$10 000	\$10 200	\$9 600	71%
Muscular stress with no objects being handled	\$6 000	\$8 400	\$8 500	\$8 800	\$9 500	\$8 300	38%
Falls, trips and slips of a person	\$5 500	\$8 300	\$8 700	\$9 400	\$9 900	\$9 600	75%
Falls from a height	\$6 800	\$9 200	\$9 900	\$11 000	\$12 100	\$12 100	78%
Falls on the same level	\$4 900	\$7 900	\$8 200	\$8 600	\$9 100	\$8 700	78%
Being hit by moving objects	\$4 000	\$6 100	\$6 200	\$6 500	\$6 900	\$6 700	68%
Being hit by falling objects	\$3 400	\$5 200	\$5 300	\$5 700	\$6 200	\$5 900	74%
Being trapped between stationary and moving objects	\$3 700	\$6 100	\$6 800	\$6 600	\$7 100	\$7 200	95%
Being trapped by moving machinery or equipment	\$6 300	\$9 300	\$9 600	\$10 200	\$8 600	\$8 700	38%
Being assaulted by a person or persons	\$6 000	\$7 500	\$6 900	\$7 900	\$8 200	\$6 700	12%
Hitting objects with a part of the body	\$2 600	\$4 300	\$4 300	\$4 900	\$4 700	\$5 000	92%
Mental stress	\$14 500	\$21 800	\$24 000	\$26 300	\$26 400	\$21 400	48%
Heat, electricity and other environmental factors	\$1 500	\$2 100	\$2 000	\$2 200	\$2 300	\$2 200	47%
Chemicals and other substances	\$2 300	\$2 500	\$2 900	\$2 900	\$3 200	\$2 700	17%
Biological factors	\$2 000	\$2 600	\$2 700	\$3 200	\$4 000	\$3 900	95%
Sound and pressure	\$5 300	\$12 500	\$8 700	\$11 100	\$9 400	\$8 700	64%
Vehicle incidents and other	\$5 700	\$8 900	\$8 800	\$9 300	\$10 800	\$10 200	79%
Vehicle accident	\$7 200	\$9 700	\$9 500	\$10 500	\$12 800	\$11 000	53%
<b>Total</b>	<b>\$5 200</b>	<b>\$8 000</b>	<b>\$8 300</b>	<b>\$9 000</b>	<b>\$9 400</b>	<b>\$8 900</b>	<b>71%</b>



**Table 26: Serious claims: median time lost and compensation paid by breakdown agency of injury or disease, 2000–01 and 2008–09 to 2012–13**

Breakdown agency of injury or disease	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg
<b>Median time lost (working weeks)</b>							
Non-powered hand tools, appliances and equipment	3.6	4.4	4.4	4.8	5.0	5.0	39%
Environmental agencies	4.0	5.0	5.0	5.4	5.6	5.6	40%
Animal, human and biological agencies	4.6	5.5	5.6	6.2	6.3	6.0	30%
Materials and substances	3.8	4.1	4.2	4.6	5.0	4.8	26%
Mobile plant and transport	4.5	5.4	5.2	5.8	6.2	6.0	33%
Machinery and (mainly) fixed plant	4.0	4.6	4.6	4.7	4.8	4.7	18%
Powered equipment, tools and appliances	4.2	4.6	4.5	4.8	5.0	4.8	14%
Chemicals and chemical products	2.6	2.8	2.8	2.6	3.1	3.4	31%
<b>Total</b>	<b>4.2</b>	<b>5.0</b>	<b>5.1</b>	<b>5.5</b>	<b>5.6</b>	<b>5.4</b>	<b>29%</b>
<b>Median compensation paid</b>							
Non-powered hand tools, appliances and equipment	\$4 400	\$6 600	\$6 900	\$7 300	\$8 100	\$7 900	80%
Environmental agencies	\$5 000	\$7 500	\$7 800	\$8 600	\$9 400	\$9 200	84%
Animal, human and biological agencies	\$5 100	\$7 800	\$8 100	\$9 400	\$9 800	\$8 600	69%
Materials and substances	\$4 400	\$6 800	\$7 000	\$7 800	\$8 600	\$8 400	91%
Mobile plant and transport	\$5 800	\$8 500	\$8 500	\$9 700	\$10 600	\$10 300	78%
Machinery and (mainly) fixed plant	\$5 200	\$8 100	\$8 400	\$8 500	\$8 900	\$8 800	69%
Powered equipment, tools and appliances	\$5 800	\$7 700	\$8 100	\$8 600	\$9 200	\$8 700	50%
Chemicals and chemical products	\$3 100	\$3 700	\$3 900	\$3 700	\$4 900	\$4 800	55%
<b>Total</b>	<b>\$5 200</b>	<b>\$8 000</b>	<b>\$8 300</b>	<b>\$9 000</b>	<b>\$9 400</b>	<b>\$8 900</b>	<b>71%</b>

- Serious claims associated with animal, human and biological agencies, and mobile plant and transport had the highest median time lost from work in 2012–13 (6.0 working weeks each). Serious claims associated with mobile plant and transport had the highest median compensation paid in 2012–13 (\$10 300).



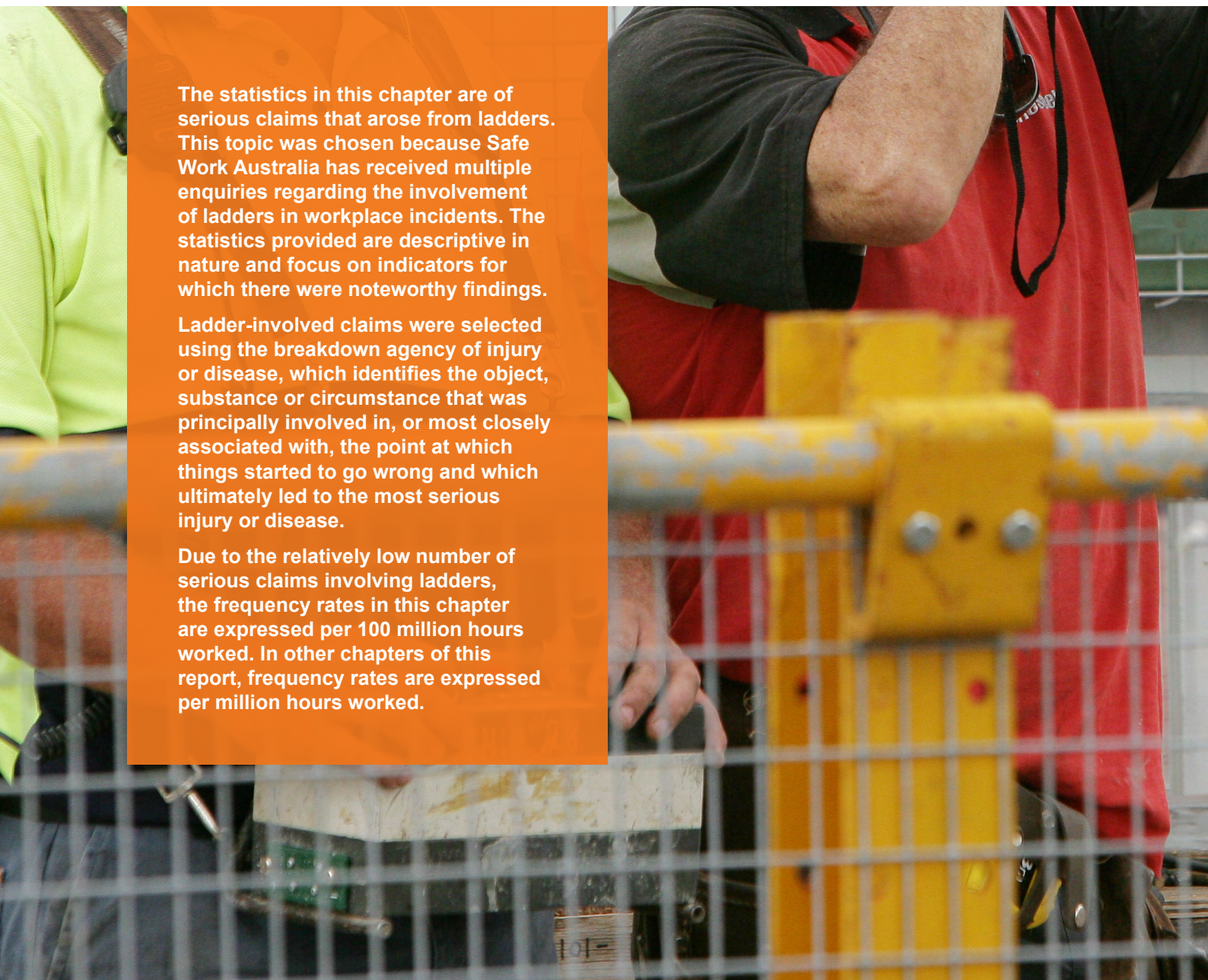


## Serious claims that arose from ladders

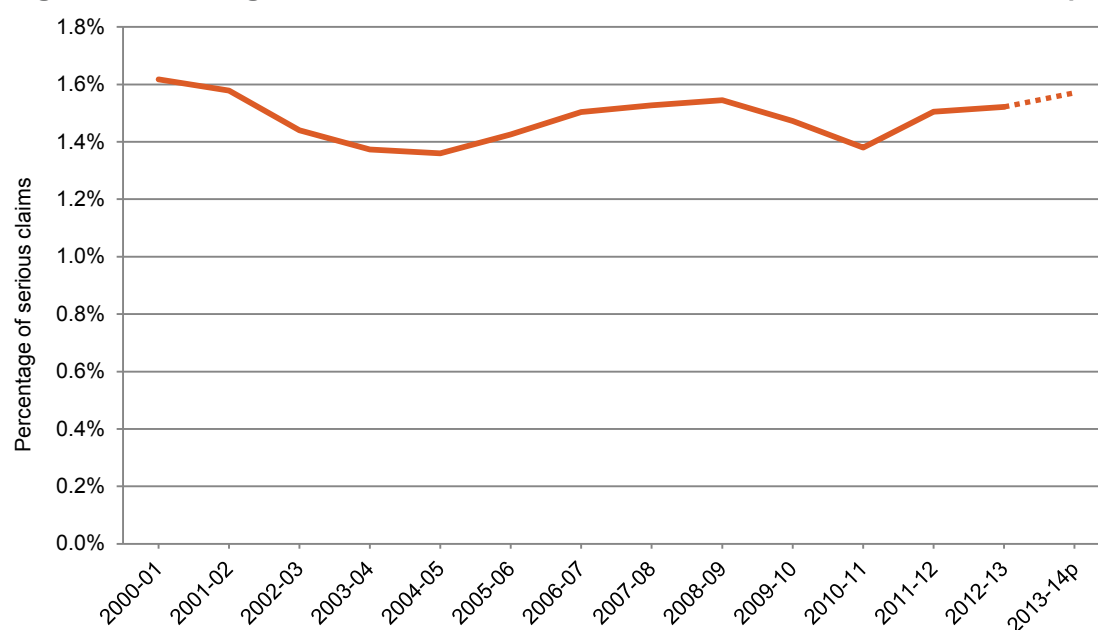
The statistics in this chapter are of serious claims that arose from ladders. This topic was chosen because Safe Work Australia has received multiple enquiries regarding the involvement of ladders in workplace incidents. The statistics provided are descriptive in nature and focus on indicators for which there were noteworthy findings.

Ladder-involved claims were selected using the breakdown agency of injury or disease, which identifies 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.

Due to the relatively low number of serious claims involving ladders, the frequency rates in this chapter are expressed per 100 million hours worked. In other chapters of this report, frequency rates are expressed per million hours worked.





**Figure 7: Percentage of serious claims that arose from ladders, 2000–01 to 2013–14p**

- The percentage of ladder-involved serious claims remained stable between 2000–01 and 2013–14. Ladders accounted for between 1.4 and 1.6 per cent of serious claims over the 14-year period.

**Table 27: Number of ladder-involved serious claims and all serious claims, 2000–01 and 2008–09 to 2013–14p**

	2000-01	2008-09	2009-10	2010-11	2011-12	2012-13	% chg	2013-14p
Ladder-involved serious claims	2 155	1 945	1 820	1 730	1 885	1 770	-18%	1 675
All serious claims	133 115	125 800	123 485	125 170	125 305	116 325	-13%	106 565

- The number of ladder-involved serious claims fell by 18 per cent between 2000–01 and 2012–13. The total number of serious claims fell by 13 per cent over the same period.

**Table 28: Ladder-involved serious claims by age group, 2009–10 to 2013–14p combined**

Age group	Ladder-involved serious claims per 100 million hours worked	Number of ladder-involved serious claims	Percentage of ladder-involved serious claims
15-19 years	13.9	455	5.2%
20-24 years	11.6	1 055	11.9%
25-29 years	7.5	855	9.6%
30-34 years	7.8	795	9.0%
35-39 years	8.1	815	9.2%
40-44 years	9.0	930	10.5%
45-49 years	10.3	1 045	11.8%
50-54 years	11.7	1 105	12.5%
55-59 years	13.5	965	10.9%
60-64 years	15.5	635	7.2%
65 years +	12.9	215	2.4%
<b>Total</b>	<b>10.2</b>	<b>8 875</b>	<b>100.0%</b>

- Employees aged 60–64 years had the highest frequency rate (15.5) of ladder-involved serious claims, while employees aged 25–29 had the lowest (7.5).



**Table 29: Ladder-involved serious claims by occupation, 2009–10 to 2013–14p combined**

Occupation	Ladder-involved serious claims per 100 million hours worked	Number of ladder-involved serious claims	Percentage of ladder-involved serious claims
Clerical and administrative workers	1.1	145	1.6%
Community and personal service workers	4.6	320	3.7%
Defence force members, fire fighters and police	12.4	75	23.2%
Labourers	28.8	2 195	25.0%
Cleaners and laundry workers	19.5	280	12.9%
Construction and mining labourers	36.3	475	22.0%
Farm, forestry and garden workers	32.9	245	11.3%
Freight handlers and shelf fillers	22.1	110	4.5%
Machinery operators and drivers	11.6	785	9.0%
Machine operators	23.6	125	16.1%
Mobile plant operators	8.3	110	14.6%
Stationary plant operators	13.5	155	19.7%
Storepersons	14.8	150	18.8%
Truck drivers	11.4	200	25.1%
Managers	3.8	480	5.5%
Construction, distribution and production managers	5.3	110	23.3%
Retail managers	7.7	140	27.8%
Professionals	1.6	335	3.9%
Sales workers	10.5	705	7.8%
Sales assistants and salespersons	14.4	575	81.2%
Technicians and trades workers	29.5	3 880	43.1%
Automotive electricians and mechanics	9.8	85	2.3%
Bricklayers, and carpenters and joiners	64.1	610	15.1%
Building and engineering technicians	8.4	100	2.7%
Electricians	59.3	725	18.1%
Electronics and telecommunications trades workers	45.8	350	9.1%
Fabrication engineering trades workers	28.3	240	6.5%
Floor finishers and painting trades workers	123.3	315	8.2%
Glaziers, plasterers and tilers	78.1	300	8.0%
Horticultural trades workers	16.1	90	2.3%
Mechanical engineering trades workers	17.2	240	6.3%
Plumbers	66.1	415	10.4%
<b>Total</b>	<b>10.2</b>	<b>8 875</b>	<b>100.0%</b>

- Ladders are more commonly used in occupations that involve the construction, repair or maintenance of buildings. As a result, occupations related to these activities had higher rates and numbers of ladder-involved serious claims. The highest frequency rates were for technicians and trades workers (29.5) and labourers (28.8), and the two occupations accounted for 68 per cent of ladder-involved serious claims.





**Table 30: Ladder-involved serious claims by mechanism and bodily location of injury or disease, 2009–10 to 2013–14p combined**

Mechanism of injury or disease Bodily location of injury or disease	Number of ladder-involved serious claims	Percentage of ladder-involved serious claims
<b>Falls, trips and slips of a person</b>	<b>6 965</b>	<b>78.5%</b>
Knee	1 105	15.9%
Back - upper or lower	895	12.8%
Ankle	875	12.6%
Wrist	595	8.5%
Shoulder	565	8.1%
Foot and toes	415	6.0%
Lower leg	295	4.2%
Hand, fingers and thumb	290	4.2%
Chest (thorax)	245	3.5%
Elbow	215	3.1%
<b>Body stressing</b>	<b>1 380</b>	<b>15.5%</b>
Back - upper or lower	415	30.1%
Knee	355	25.8%
Shoulder	220	15.9%
<b>Being hit by moving objects</b>	<b>265</b>	<b>3.0%</b>
Hand, fingers and thumb	95	35.7%
Foot and toes	25	9.7%
<b>Hitting objects with a part of the body</b>	<b>220</b>	<b>2.5%</b>
Knee	60	27.4%
Hand, fingers and thumb	50	21.7%
<b>Vehicle incidents and other</b>	<b>40</b>	<b>0.4%</b>
<b>Total</b>	<b>8 875</b>	<b>100.0%</b>

- Almost 79 per cent of ladder-involved serious claims were due to falls, trips and slips of a person. The bodily locations most commonly affected by falls, trips and slips were the knee (almost 16 per cent), back (almost 13 per cent) and ankle (almost 13 per cent).



**Table 31: Ladder-involved serious claims by nature and bodily location of injury or disease, 2009–10 to 2013–14p combined**

Nature of injury or disease Bodily location of injury or disease	Number of ladder-involved serious claims	Percentage of ladder-involved serious claims
<b>Fractures</b>	<b>2 320</b>	<b>26.1%</b>
Wrist	485	20.9%
Foot and toes	295	12.6%
Ankle	245	10.6%
Chest (thorax)	175	7.6%
Elbow	155	6.7%
Back - upper or lower	150	6.5%
Hand, fingers and thumb	140	6.1%
Lower leg	110	4.7%
Forearm	105	4.5%
Knee	55	2.4%
Shoulder	55	2.3%
<b>Residual soft tissue disorders due to trauma</b>	<b>1 615</b>	<b>18.2%</b>
Knee	385	24.0%
Back - upper or lower	370	23.0%
Ankle	205	12.7%
Shoulder	160	9.8%
Trunk and limbs	60	3.8%
<b>Trauma to joints and ligaments</b>	<b>1 365</b>	<b>15.4%</b>
Knee	510	37.3%
Ankle	320	23.5%
Shoulder	225	16.6%
Back - upper or lower	70	5.3%
<b>Trauma to muscles and tendons</b>	<b>1 290</b>	<b>14.6%</b>
Back - upper or lower	315	24.4%
Knee	260	20.1%
Shoulder	210	16.2%
Ankle	125	9.7%
Lower leg	70	5.4%
<b>Wounds, lacerations, amputations and internal organ damage</b>	<b>1 065</b>	<b>12.0%</b>
Hand, fingers and thumb	210	19.7%
Lower leg	110	10.2%
Knee	105	9.8%
Back - upper or lower	95	8.8%
<b>Spinal vertebrae and intervertebral disc diseases - dorsopathies</b>	<b>310</b>	<b>3.5%</b>
<b>Diseases of the muscle, tendon and related tissue</b>	<b>180</b>	<b>2.0%</b>
<b>Total</b>	<b>8 875</b>	<b>100.0%</b>

- More than a quarter (26 per cent) of ladder-involved serious claims were due to fractures. The bodily locations that were most commonly fractured were the wrist (almost 21 per cent), foot and toes (almost 13 per cent), and ankle (almost 11 per cent).



**Table 32: Ladder-involved serious claims by bodily location of injury or disease, 2009–10 to 2013–14p combined**

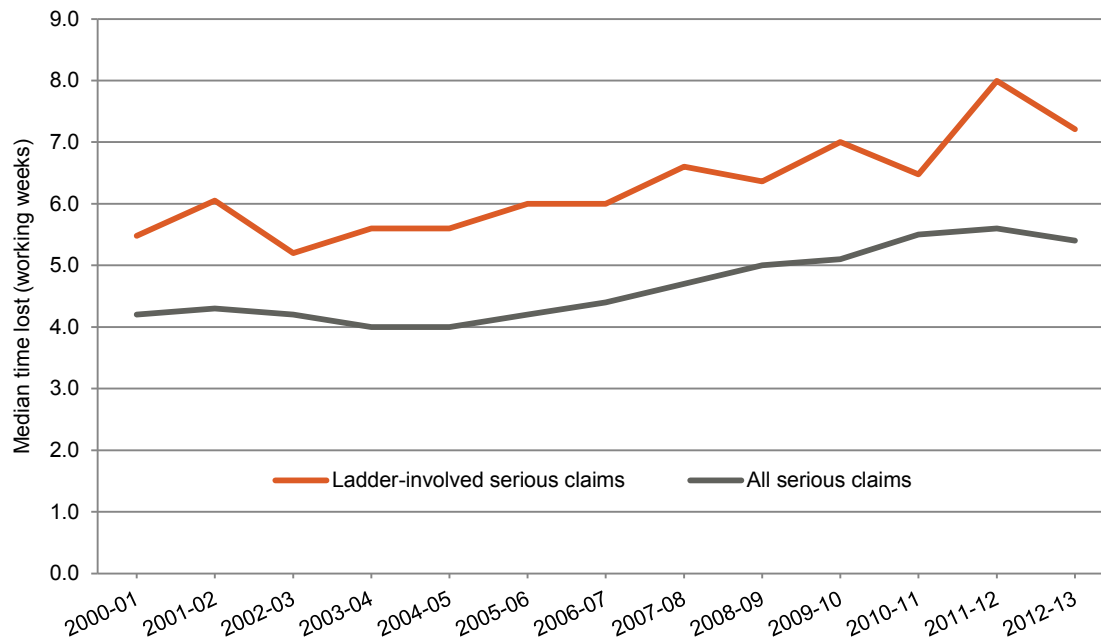
Bodily location of injury or disease	Number of ladder-involved serious claims	Percentage of ladder-involved serious claims
<b>Lower limbs</b>	<b>3 690</b>	<b>41.5%</b>
Knee	1 545	41.9%
Ankle	955	25.9%
Foot and toes	480	13.0%
Lower leg	355	9.7%
Hip	135	3.7%
Upper leg	90	2.5%
<b>Upper limbs</b>	<b>2 525</b>	<b>28.4%</b>
Shoulder	820	32.5%
Wrist	630	24.9%
Hand, fingers and thumb	450	17.8%
Elbow	255	10.2%
Forearm	150	6.0%
Upper arm	90	3.5%
<b>Trunk</b>	<b>1 765</b>	<b>19.9%</b>
Back - upper or lower	1 345	76.3%
Chest (thorax)	270	15.2%
Abdomen and pelvic region	125	7.1%
<b>Multiple locations</b>	<b>535</b>	<b>6.0%</b>
<b>Head</b>	<b>235</b>	<b>2.6%</b>
<b>Neck</b>	<b>100</b>	<b>1.1%</b>
<b>Total</b>	<b>8 875</b>	<b>100.0%</b>

- The most commonly affected bodily location was the lower limbs, which accounted for almost 42 per cent of ladder-involved serious claims. The upper limbs were affected in slightly over 28 per cent of cases.

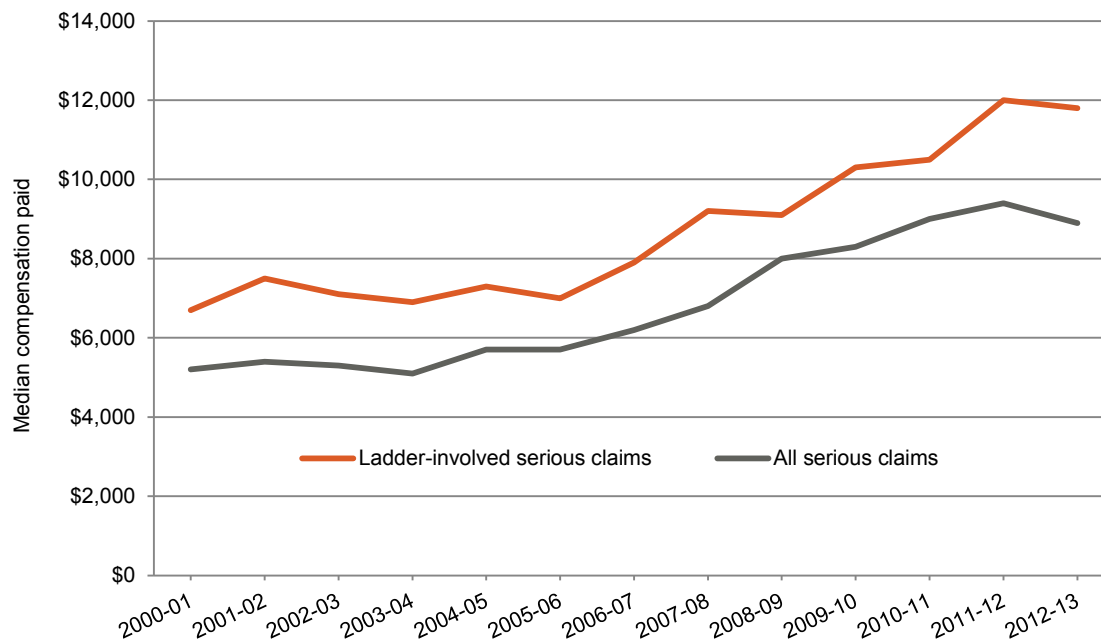




**Figure 8: Median time lost for serious claims that arose from ladders and all serious claims, 2000–01 to 2012–13**



**Figure 9: Median compensation paid for serious claims that arose from ladders and all serious claims, 2000–01 to 2012–13**



- Between 2000–01 and 2012–13, the median time lost and median compensation paid for ladder-involved serious claims were consistently higher than the medians for all serious claims. In 2012–13, the median time lost was 33 per cent higher and the median compensation paid was 33 per cent higher.



## Serious claims of blue-collar and white-collar employees

This chapter compares serious claims made by employees in professional occupations with serious claims made by employees in manual labouring occupations. This comparison is topical, considering the change in structure of the Australian economy away from traditional areas such as manufacturing and mining towards service industries such as retail trade, financial and technology services. The statistics provided are descriptive in nature and focus on indicators for which there were notable differences between the two groups of employees.



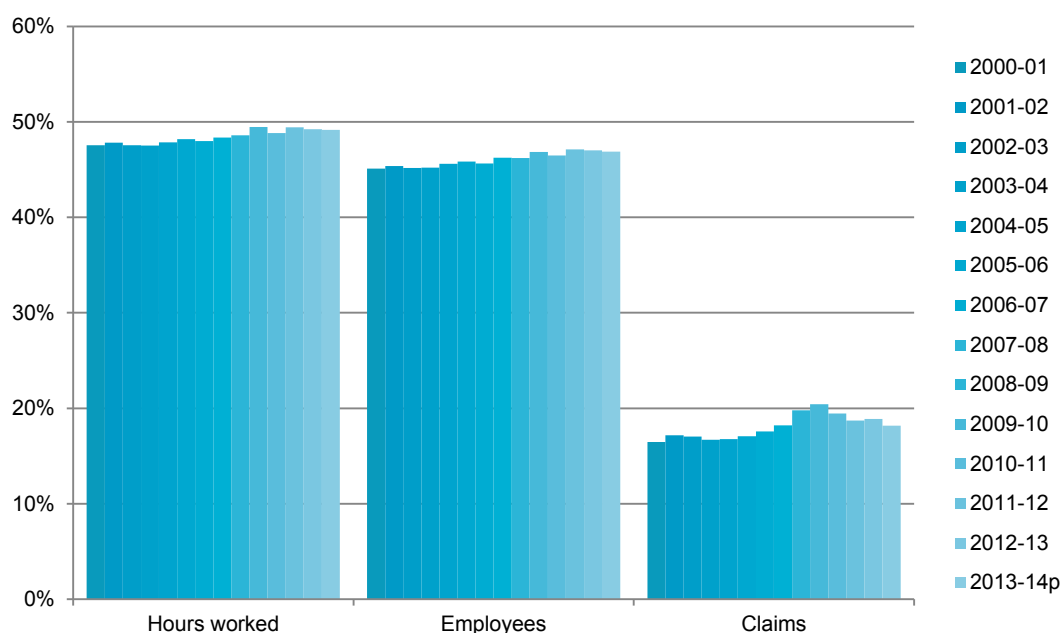




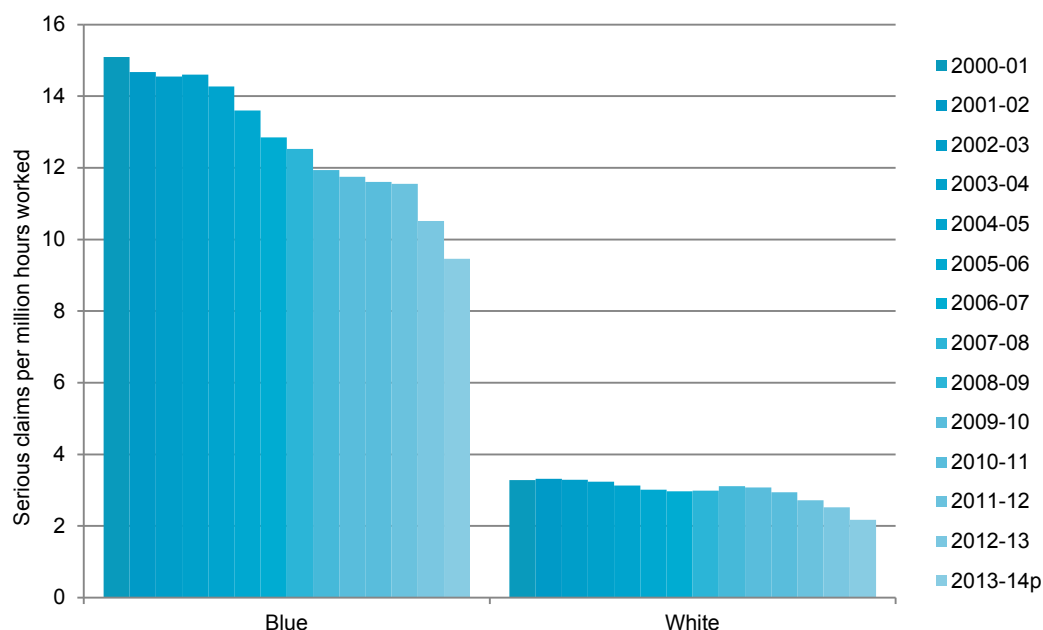
Professional, or white-collar, employees are defined as specialist managers and chief executives, general managers and legislators, professionals (business, health, education, engineering, science, ICT, legal and arts and media), engineering, ICT and science technicians and clerical and administrative workers (clerks, receptionists, office managers and personal assistants and secretaries).

Employees in white-collar occupations accounted for nearly half of the hours worked in the 2013–14 financial year, but only 18 per cent of serious claims in the same period (Figure 10). Between 2000–01 and 2013–14, the frequency rate for blue-collar employees declined by 37 per cent and by 34 per cent for white-collar employees (Figure 11).

**Figure 10: Proportion of hours worked, employment and serious claims for white-collar employees, 2000–01 to 2013–14p**



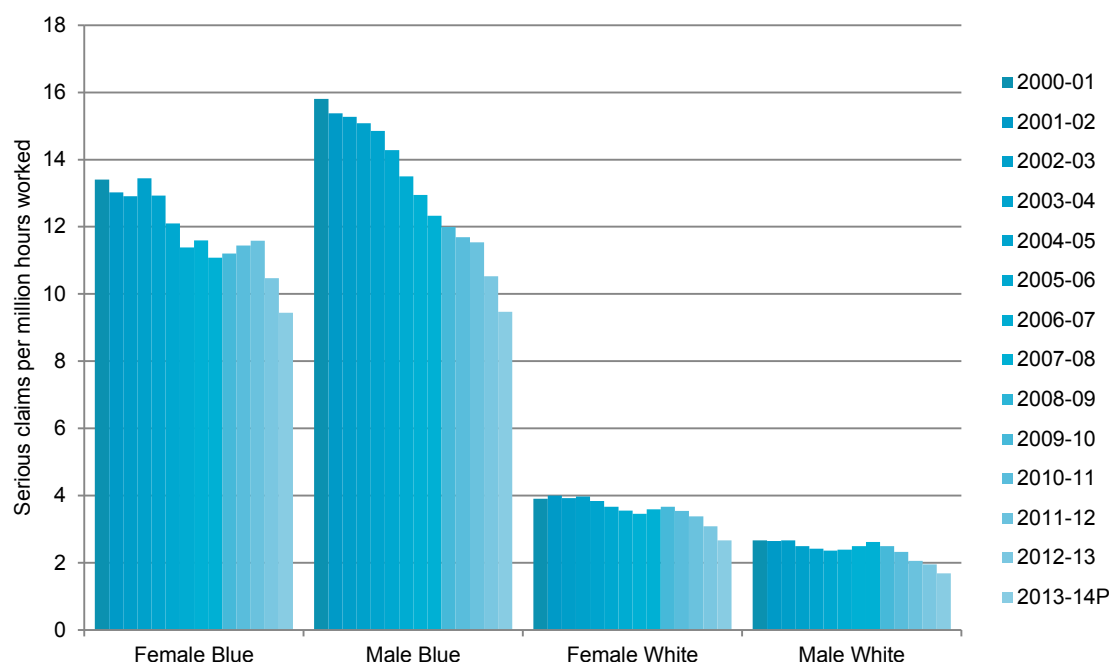
**Figure 11: Frequency rate of serious claims, blue-collar and white-collar employees, 2000–01 to 2013–14p**





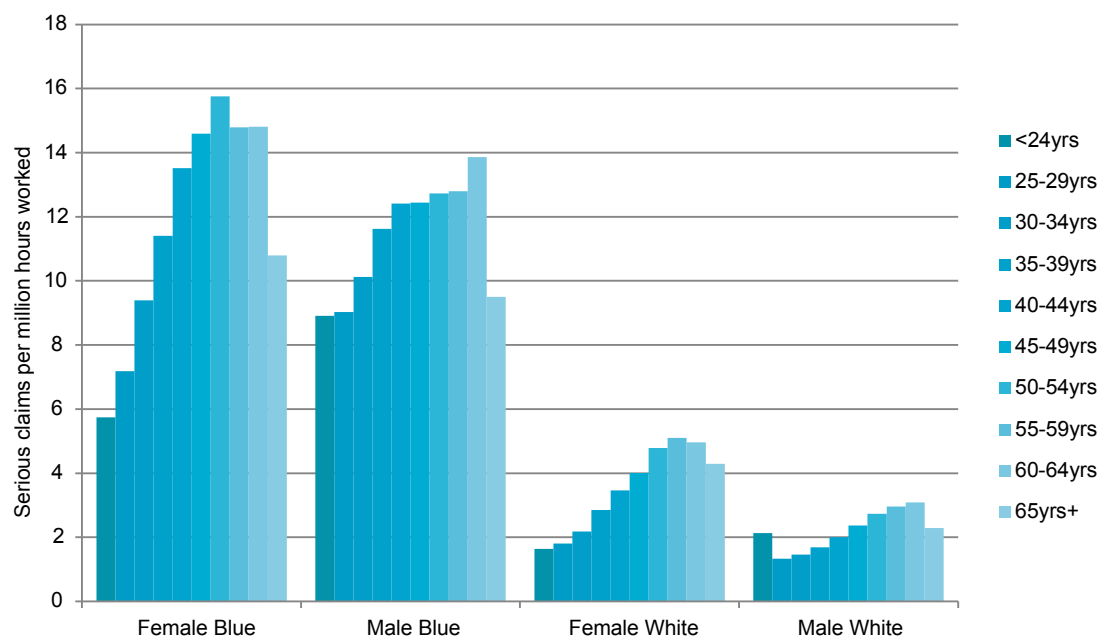


**Figure 12: Frequency rate of serious claims by sex, blue-collar and white-collar employees, 2000–01 to 2013–14p**



- While the frequency rate for all groups declined between 2000–01 and 2013–14, female employees in white-collar occupations had a higher frequency rate of serious claims than male employees in white-collar occupations (Figure 12). The frequency rates for male and female blue-collar employees were nearly identical in 2013–14, following a 40 per cent decline in the frequency rate of serious claims for male blue-collar employees between 2000–01 and 2013–14.

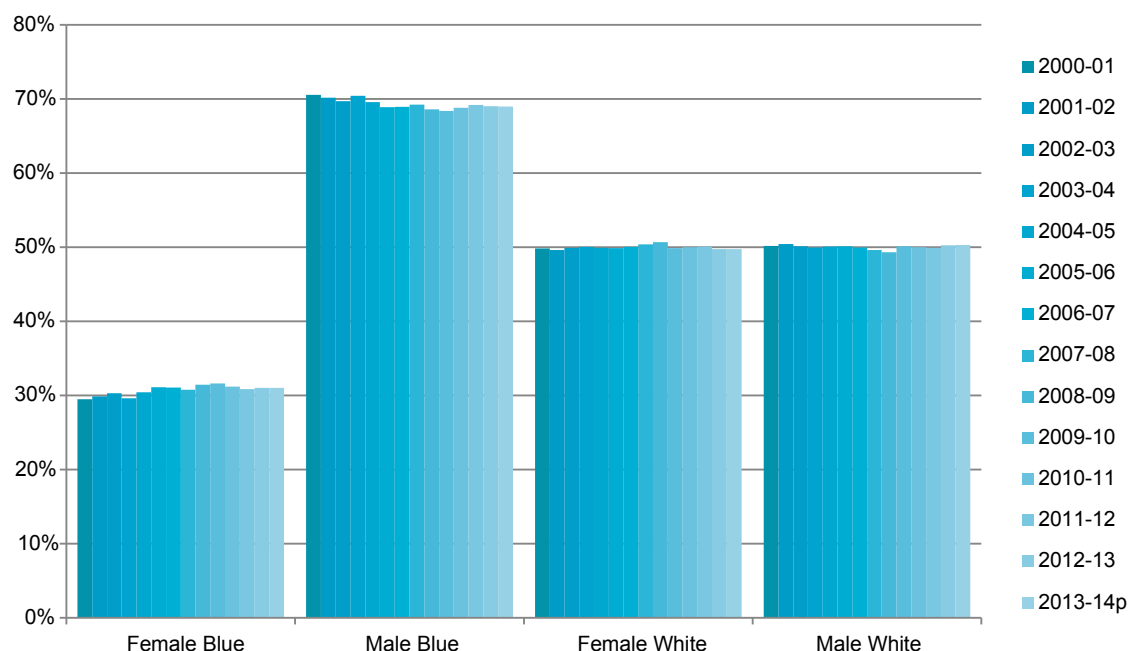
**Figure 13: Frequency rate of serious claims by age group and sex, blue-collar and white-collar employees, 2009–10 to 2013–14p combined**



- The highest frequency rate for female blue-collar employees occurred in the 50–54 year age group and the 55–59 year age group for female white-collar employees. For males, the highest frequency rate occurred in the 60–64 year age group for both blue-collar and white-collar employees (Figure 13).

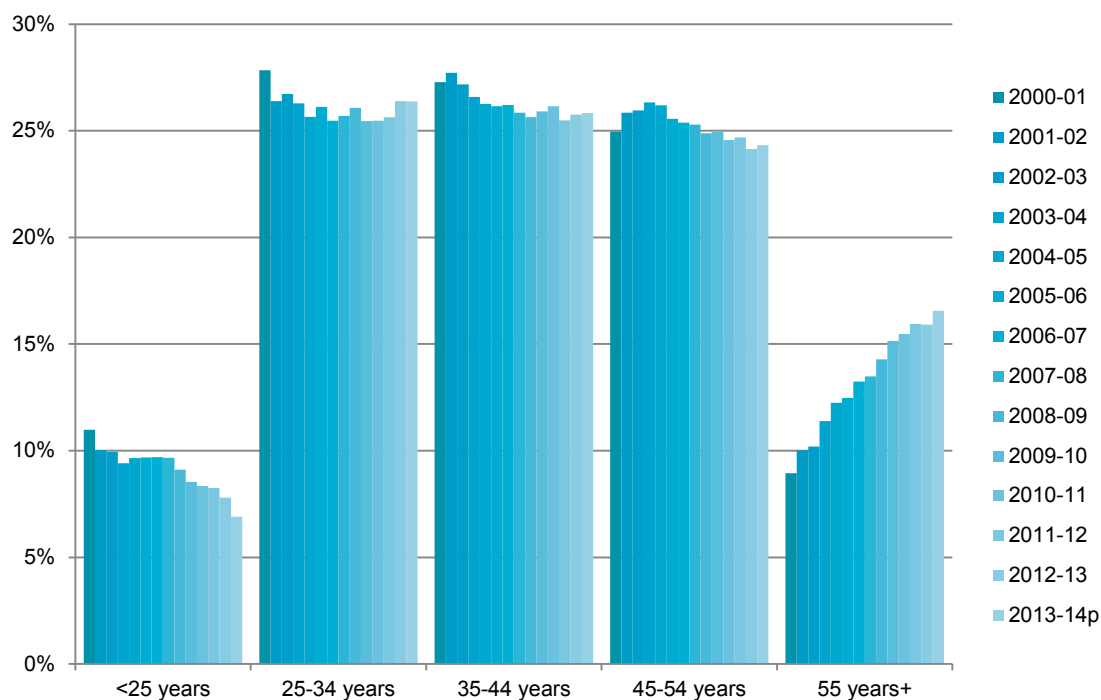


**Figure 14: Proportion of hours worked by sex, blue-collar and white-collar employees, 2000–01 to 2013–14p**



- Male employees account for nearly three-quarters of hours worked by blue-collar employees, while females account for around half of hours worked by white-collar employees (Figure 14).

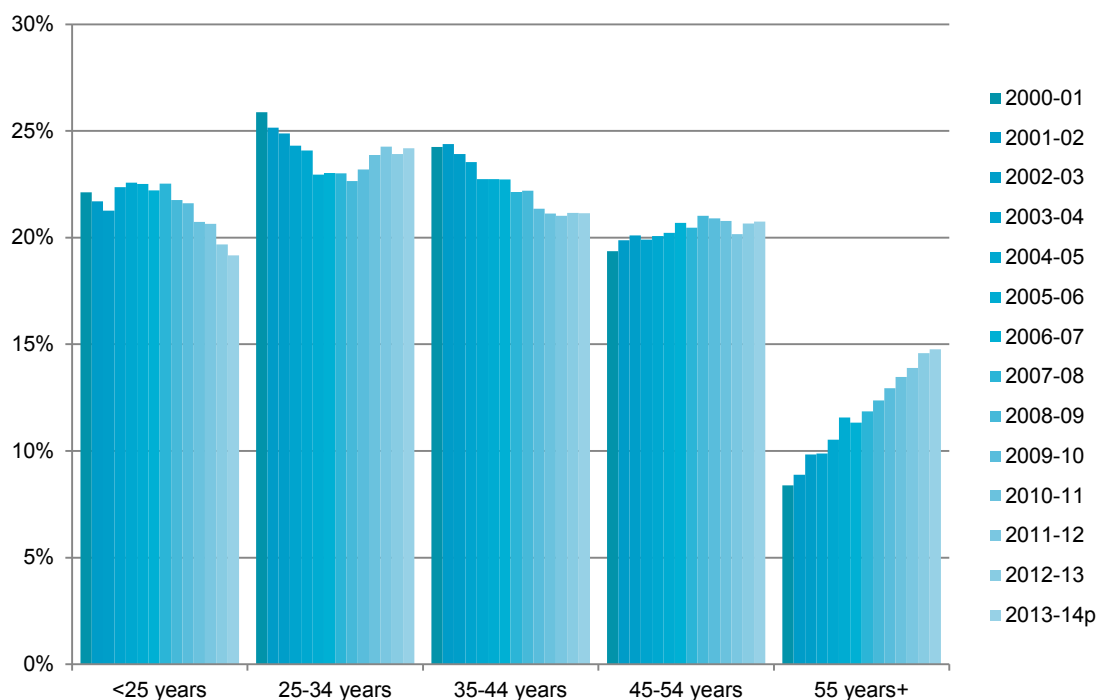
**Figure 15: Proportion of hours worked by age group, white-collar employees, 2000–01 to 2013–14p**



- The proportion of hours worked by older (55 years and over) white-collar employees increased from 9 per cent in 2000–01 to 17 per cent in 2013–14 (Figure 15). A similar pattern occurred for blue-collar employees. The proportion of hours worked by older (55 years and over) blue-collar employees increased from 8 per cent in 2000–01 to 15 per cent in 2013–14 (Figure 16).

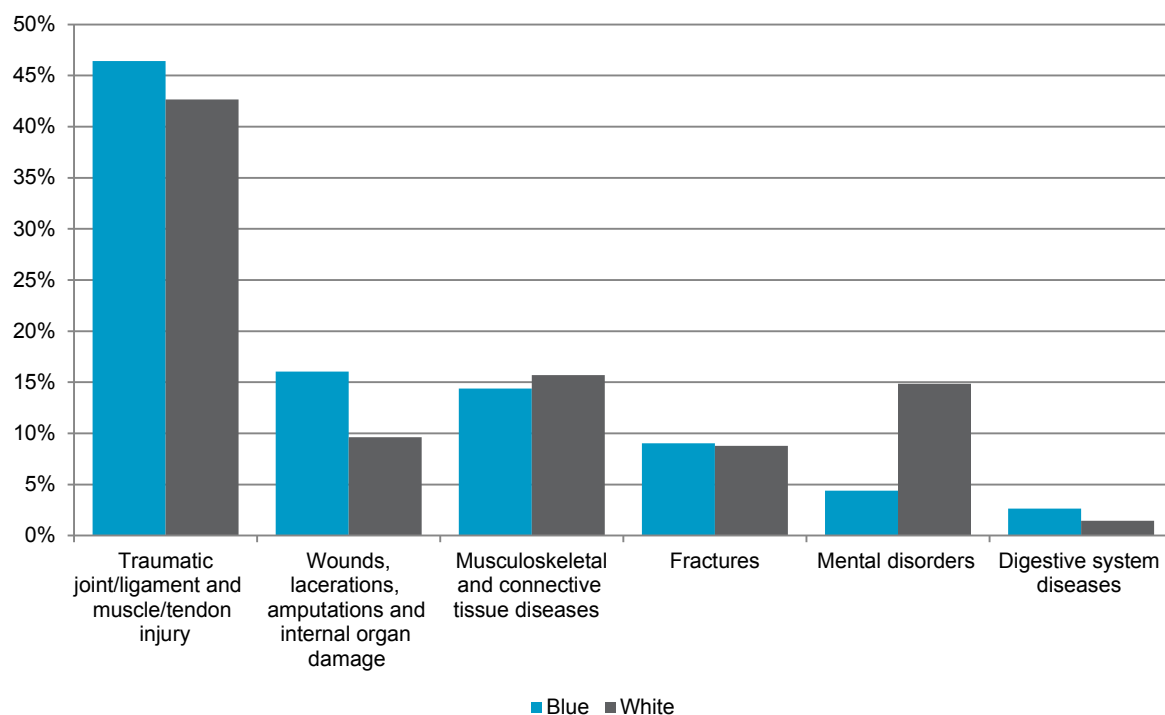


**Figure 16: Proportion of hours worked by age group, blue-collar employees, 2000–01 to 2013–14p**



- Employees in white-collar occupations have a higher proportion of claims for mental disorders (Figure 17) and mental stress (Figure 18) than blue-collar employees. Employees in white-collar occupations also have a higher proportion of serious claims for environmental agencies and animal, human and biological agencies than employees in blue-collar occupations (Figure 19).

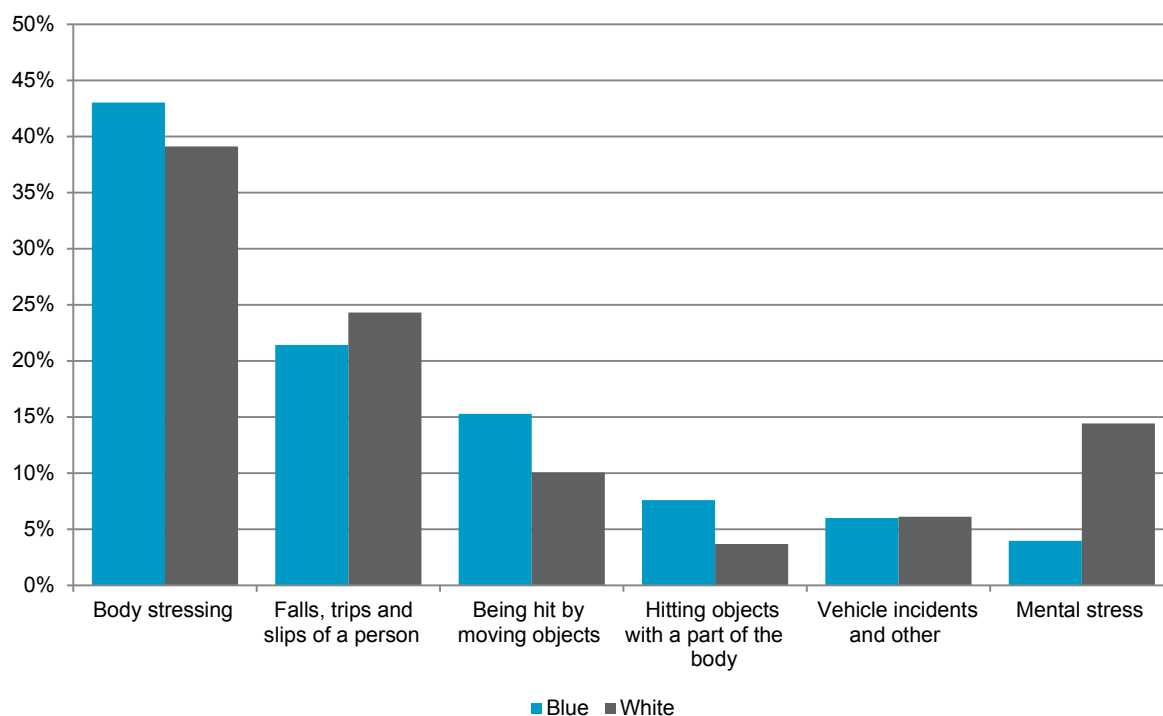
**Figure 17: Proportion of serious claims by nature of injury or disease, white-collar and blue-collar employees, 2009–10 to 2013–14p combined**



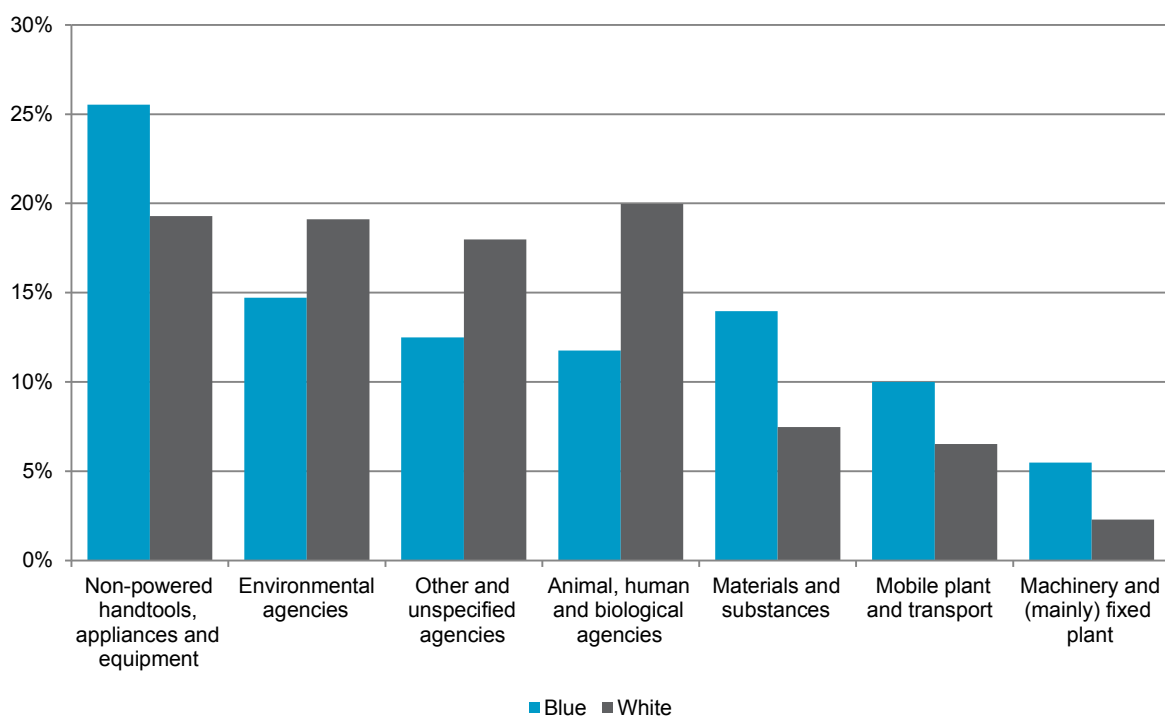




**Figure 18: Proportion of serious claims by mechanism of injury or disease, white-collar and blue-collar employees, 2009–10 to 2013–14p combined**

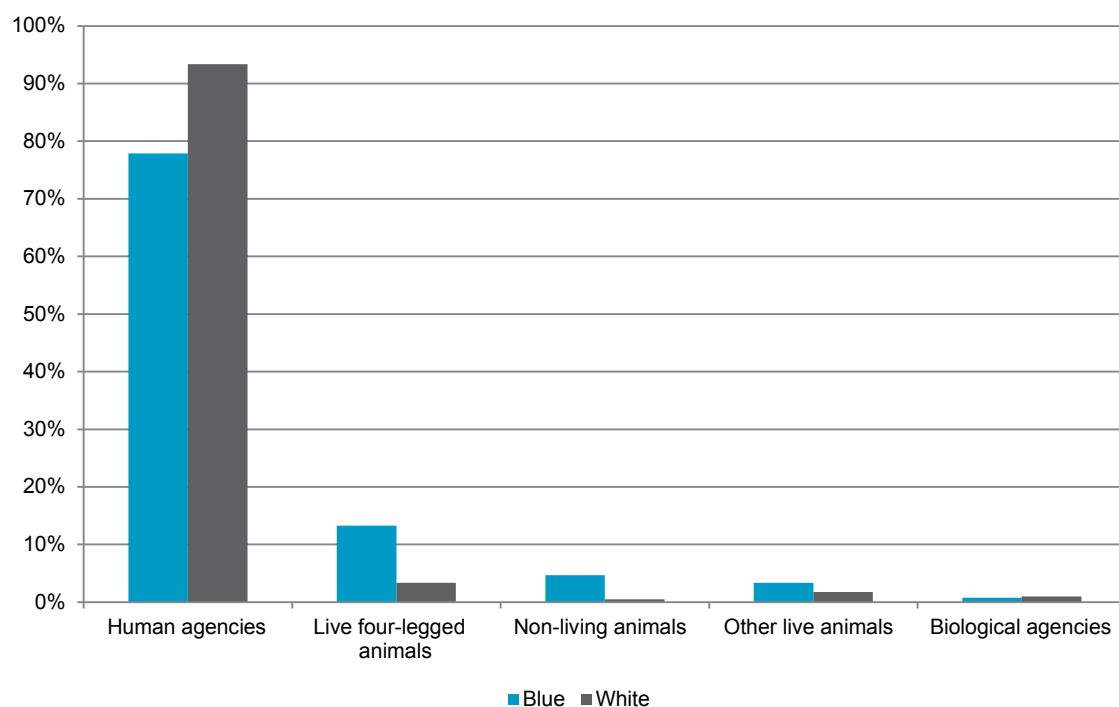


**Figure 19: Proportion of serious claims by breakdown agency of injury or disease, white-collar and blue-collar employees, 2009–10 to 2013–14p combined**



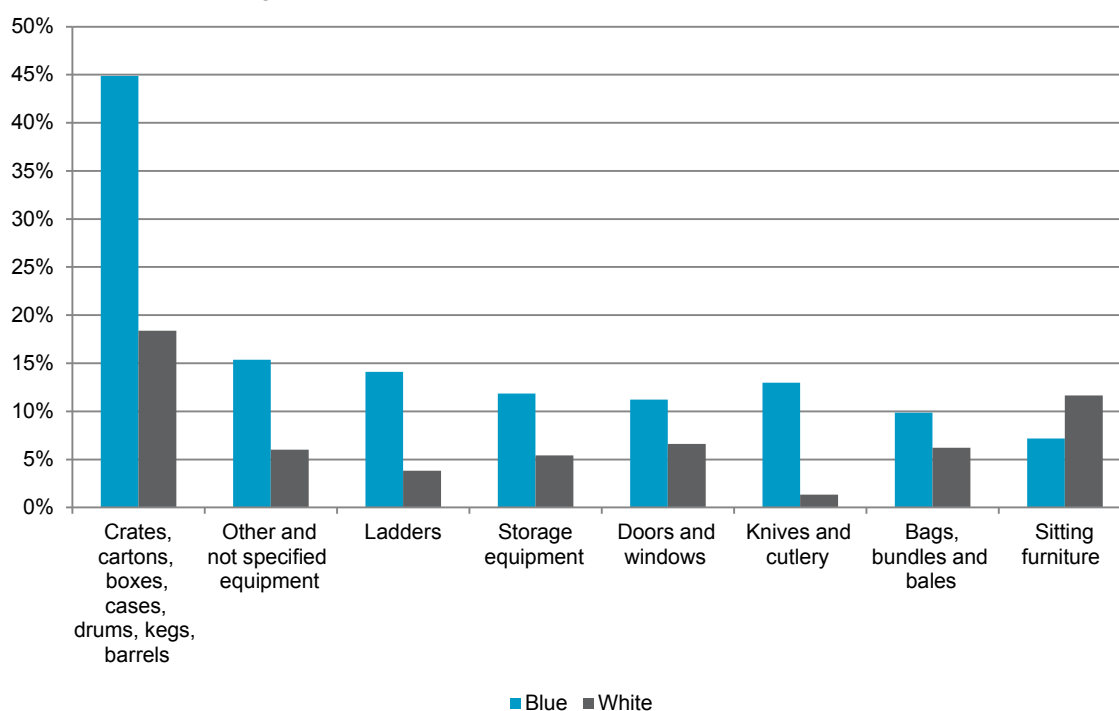


**Figure 20: Proportion of serious claims by breakdown agency of injury or disease, animal, human and biological agencies, white-collar and blue-collar employees, 2009–10 to 2013–14p combined**



- A larger proportion of claims from animal, human and biological agencies by white-collar employees are due to human agencies, while nearly one in five such claims among blue-collar employees are due to live or dead animals (Figure 20).

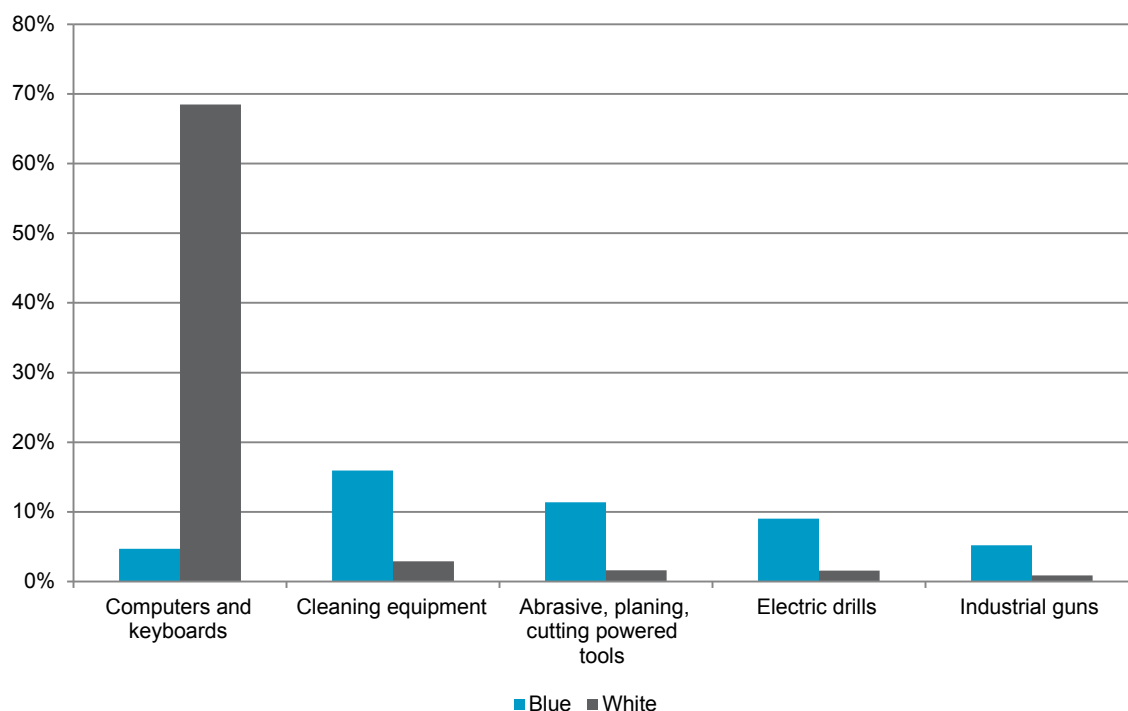
**Figure 21: Proportion of serious claims by breakdown agency of injury or disease, non-powered hand tools, appliances and equipment, white-collar and blue-collar employees, 2009–10 to 2013–14p combined**



- Among blue-collar employees, the most common types of non-powered hand tools, appliances and equipment that led to serious claims were crates, cartons, boxes, cases, drums, kegs and barrels (45 per cent), ladders (14 per cent), and knives and cutlery (13 per cent) (Figure 21).

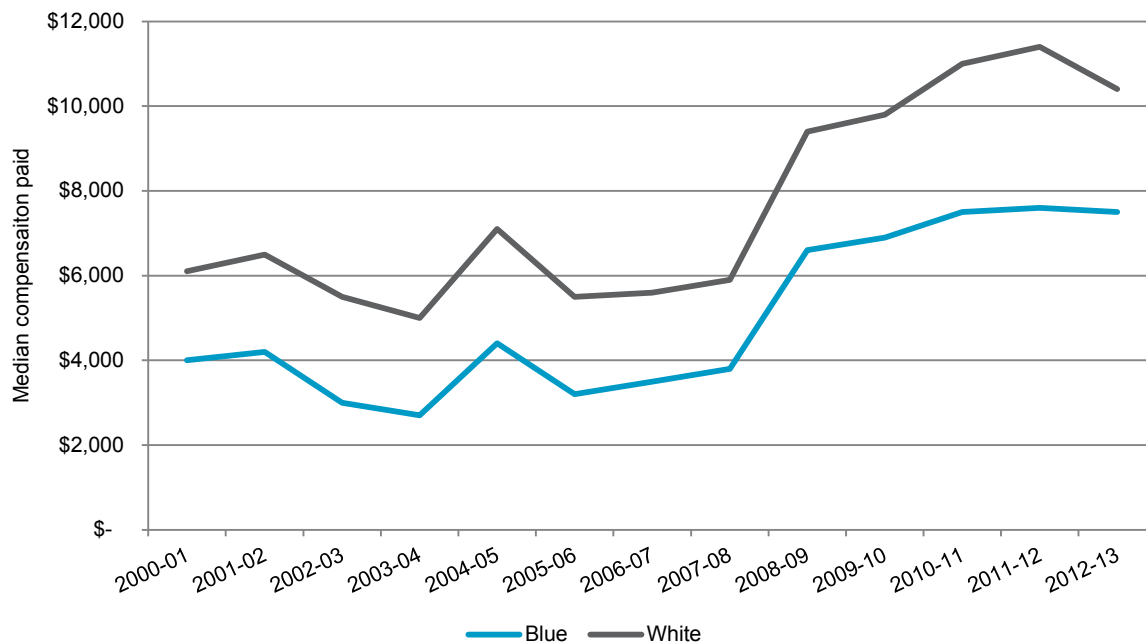


**Figure 22: Proportion of serious claims by breakdown agency of injury or disease, powered equipment, tools and appliances, white-collar and blue-collar employees, 2009–10 to 2013–14p combined**

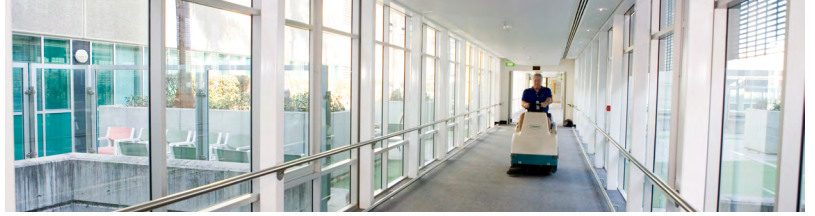


- Among white-collar employees, the most common types of powered equipment, tools and appliances that led to serious claims were computers and keyboards (68 per cent) (Figure 22).

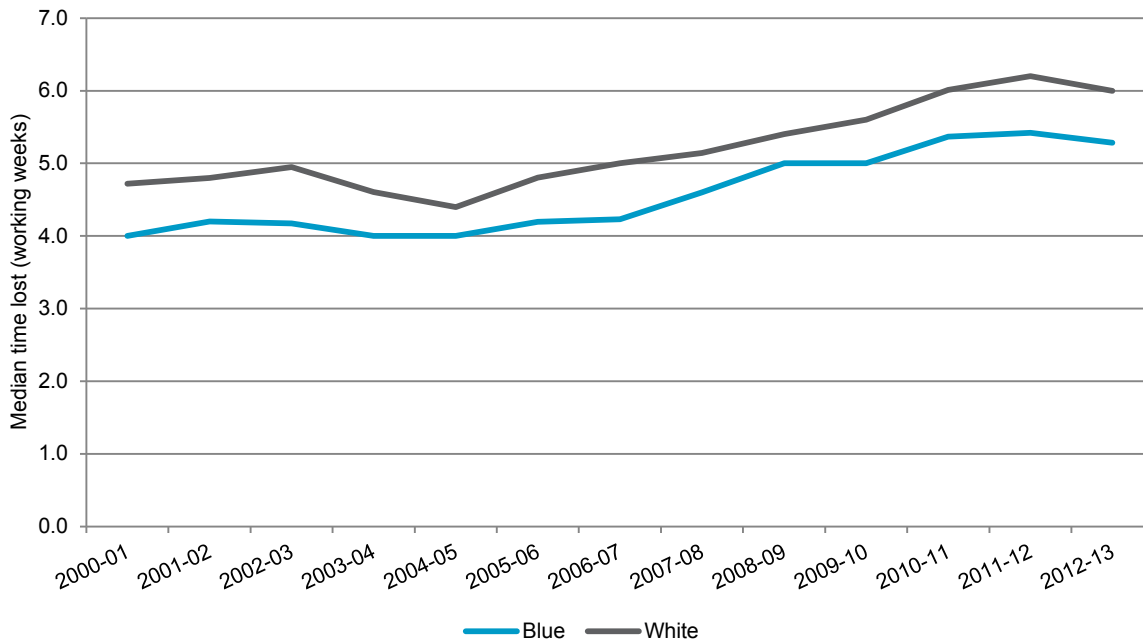
**Figure 23: Median compensation paid, blue-collar and white-collar employees, 2000–01 to 2012–13**







**Figure 24: Median time lost, blue-collar and white-collar employees, 2000–01 to 2012–13**



- The median compensation paid and median time lost were both consistently higher for white-collar employees, although both series show a similar pattern over the period from 2000–01 to 2012–13. The median compensation paid for white-collar employees was 39 per cent higher than for blue-collar employees in 2012–13 (Figure 23). The median time lost for white-collar employees was 13 per cent higher than for blue-collar employees in 2012–13 (Figure 24). These differences reflect the relatively higher wages for white-collar employees as well as the types of injuries and diseases experienced by employees in each group.



## Glossary

### Age

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

### Bodily location of injury or disease

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

### Breakdown agency of injury or disease

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

### Compensation paid

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

### Disease

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

### Employee

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

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

### Financial year

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

### Frequency rate

The number of serious claims per million hours worked is calculated using the following formula:

$$\frac{\text{Number of serious claims}}{\text{Number of hours worked annually}} \times 1\,000\,000$$

### Hours usually worked

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

### Hours worked

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

### Incidence rate

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

$$\frac{\text{Number of serious claims}}{\text{Number of employees}} \times 1\,000$$

### 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. Safe Work Australia produces other resources that provide information on work-related fatalities in Australia. The most up-to-date count of worker fatalities is available online on Safe Work Australia's worker fatalities page. Comprehensive information on work-related injury fatalities is available in the Work-Related Traumatic

Injury Fatalities reports. The reports are based on information from workers' compensation data, coronial information, notifiable fatalities and the media.

## Time lost from work

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

## Working week

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





## Explanatory notes

### 1. Scope and coverage

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

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

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

### 2. Age of employee

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

### 3. Time lost from work

Time lost from work is measured in working weeks and excludes estimates of future absences. Time

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

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

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

### 4. Compensation paid

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

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

### 5. Industry classification

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

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

### 6. Occupation classification

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



## 7. Details of injuries and diseases

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

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

## 8. Insufficiently coded data

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

## 9. Confidentiality

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

## 10. Time-series analyses

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

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

## 11. Frequency and incidence rates

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

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

there are significant differences in the number of hours worked by different groups of employees and employees at different points in time. The differences in the number of hours worked mean that employees' exposure to work-related risks vary considerably. A frequency rate accounts for these differences and allows accurate comparisons to be made of different groups of employees and employees at different points in time.

## 12. Denominators used to calculate rates

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

The ABS provides two sets of estimates for each jurisdiction—one is split by sex, age and industry and the second is split by occupation. This restricts presentation of rates to the categories supported by the ABS data. Therefore, it is not possible to calculate rates for occupational groups within specific industries.

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 the Queensland legislation, owner-managers of incorporated enterprises (OMIEs), who are included in the standard definition of 'employee', have the option of purchasing workers' compensation insurance for themselves. 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. This population has been excluded from the denominators and their claims have been excluded from the numerators.

### 13. Adjustment of Victorian and South Australian data

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

However, under the Victorian workers' compensation scheme, the employer can be liable for the first 10 working days lost by the injured or ill worker (for an employee working two days per week, for instance, that would amount to five weeks' pay), plus the first \$582 (as of 1 July 2010) of medical services, unless the employer elected the 'excess buy-out' option. Since information on claims paid solely by employers is not always provided to the workers' compensation authority, the national count of serious claims is affected.

To correct for this under-counting, Victorian claims of one to two weeks' duration are increased by a factor to represent the 'missing claims'. The factor is calculated by comparing the percentage of claims of one to two weeks' duration for Victoria with the percentage of claims of one to two weeks' duration for all other Australian jurisdictions at the industry division level and by nature of injury or disease. The factoring

makes the percentage of claims in each industry and nature group in Victoria match the Australian average for claims of this duration. This factoring increases Victorian claims by around 20 per cent and the Australian count by less than 3 per cent.

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

## 14. Reliability of data

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

### Non-sampling error

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

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

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

### Sampling error

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

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





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## Further information




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## Jurisdictional contacts

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