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Comparative Performance Monitoring (CPM) 24th edition indicators

The CPM comprises of 23 Work Health and Safety and Workers’ Compensation measurement indicators spread over 6 sections. The bolded indicators are included in this section.

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**Indicator 2 – Frequency rates of serious injury claims by jurisdiction**

**Indicator 3 – Incidence rates of long term (12 weeks or more compensation) injury and disease claims by jurisdiction**

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**Indicator 5a and 5b – Self-insured claims: number and proportion of serious claims by jurisdiction**

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Foreword

This is the 24th edition of the Comparative Performance Monitoring (CPM) report which provides trend analyses about work health and safety (WHS) and workers’ compensation schemes operating in Australia and New Zealand.

This report has been compiled and coordinated by Safe Work Australia with assistance from representatives of all WHS and workers’ compensation authorities in Australia and New Zealand. Through a partnership of governments, employers and employees, Safe Work Australia leads the development of national policy to improve WHS and workers’ compensation arrangements across Australia.

The report is presented in the following sections:

* *Work health and safety performance* – provides an overview of WHS performance across Australia and New Zealand through analysing trends in serious claim rates and work-related fatalities across jurisdictions (this section).
* *Work health and safety compliance and enforcement activities* – includes a jurisdictional comparison of workplace interventions, inspectorate activity, safety notices, enforceable undertakings, legal proceedings and fines.
* *Workers’ compensation premiums -* includes a national and jurisdictional overview of the standardised average premium rates by industry in the past 5 years.
* *Entitlements under workers’ compensation (scenarios)* – illustrates the differences in entitlement levels across jurisdictions under several scenarios.
* *Workers’ compensation funding – assets, liabilities and expenditure* – includes information about the different funding arrangements of the schemes and compares the differences in scheme funding arrangements and finances.
* *Workers’ compensation disputes* – includes information about disputes against an insurer’s decision or decisions relating to compensation.

Previous editions of the CPM report also included return to work rates as measured in the National Return to Work Survey. The latest available survey results from the 2021 National Return to Work Survey were published on the [Safe Work Australia](https://www.safeworkaustralia.gov.au/data-and-research/measuring-return-work-outcomes) website in late 2021.

Readers may find the [*Comparison of Workers’ Compensation Arrangements in Australia and New Zealand*](https://www.safeworkaustralia.gov.au/workers-compensation/comparing-workers-compensation-australia) useful as it discusses the way that each scheme deals with key aspects such as coverage, benefits, self-insurance, common law and disputes.

*About the data*

Data in this publication may differ from jurisdictional annual reports due to the use of different definitions and the application of adjustment factors to aid in the comparability of data.

The CPM does not currently include information or data from other industry-specific regulators that have responsibilities with respect to WHS and workers’ compensation. These include national industry-based regulators with compliance and enforcement roles such as the National Heavy Vehicle Regulator, the National Rail Safety Regulator and the National Offshore Petroleum Safety and Environmental Management Authority, and other agencies with responsibility for industry‑specific compensation claims. Further information on these regulators can be found on their respective websites.

In this report ‘Australian Government’ is used for indicators relating to WHS and workers’ compensation matters under the Australian Government jurisdiction, while ‘Comcare’ is used for the indicators relating to premium rates and entitlements.

Australian Government employees working in each jurisdiction have been included in Australian Government figures rather than state or territory results. Australian Capital Territory Public Service employees are covered by the Comcare scheme but operate under the WHS provisions of the Australian Capital Territory. These employees and their claims have been combined with the Australian Capital Territory private sector employees for reporting outcomes in this section.

Additionally, comparisons of preliminary and non-preliminary data should be made with caution. Non‑preliminary data are more likely to have been finalised and are generally more accurate than preliminary data. In this section, comparisons over time have been made with the latest financial year excluded. This is because the data for the latest financial year are preliminary and likely to be revised up in future years as additional claims are made and finalised.

This image contains the first set of key findings for CPM 24 – Work Health Safety and Performance.
The key findings include that the Australian serious claim incidence rate was 10.5 serious claims per 1,000 employees in 2020-21p (with a 7% increase between 2015-16 and 2019-20); For long term serious claims the incidence rate 3.9 in 2020-21 (with a 25% increase between 2015-16 and 2019-20). An average, in 2020-21, 14% of claims received more than 52 weeks of compensation, while 46% received less than 6 weeks of compensation. In New Zealand the serious claim incidence rate was 18.0 in 2020-21 (with a 19% increase between 2015-16 and 2019-20).


This image contains the second set of key findings for CPM 24 – Work Health Safety and Performance.
The highest frequency of serious claims for 2020-21 was in the Agriculture, forestry and fishing industry (at 11.1 serious claims per million hours worked) followed by the Health care and social assistance industry at (10.2 serious claims per million hours worked), Manufacturing at (9.6 serious claims per million hors worked), Construction and Transport, postal and warehousing (at 8.8 serious claims per million hours worked), 
The main causes of injury in 2020-21 was due to body stressing (37%) followed by Falls, slips and trips (23.1%) and Being hit by a moving object (15.6%).


1. Serious claims

Workers’ compensation data is one way to measure WHS performance as it provides an indication of people’s experiences with work-related injuries or illnesses. However, the data only covers those eligible for workers’ compensation and under‑reports the incidence of work-related disease. While there are some limitations, the data still provide a good indication of WHS trends.

The data presented in this section relates to accepted serious workers’ compensation claims lodged in each financial year. Common terms used in this section of the report include:

* **serious claims:** claims relating to work-related injury or disease that result in a total absence from work of one working week or more
* **incidence rate:** number of serious claims per 1,000 employees
* **frequency rate:** number of claims per one million hours worked, and
* **“p”:** denotes the data is preliminary and subject to revision in future years as claims are finalised.

Jurisdictions supplied the data used in this report for the 2020–21 financial year with updates back to 2015–16. As a result, this publication may contain different figures from previously published data.

Calculations are based on unrounded data. In addition, the results have been rounded so calculations of percentages (using data shown in tables or figures) may differ to percentages outlined in the text.

Incidence rate

The overall Australian incidence rate for serious claims (Indicator 1) has increased from 9.5 claims per 1,000 employees in 2015–16 to 10.1 in 2019–20 — this is an increase of 7%. The preliminary result for 2020–21p shows it has continued to increase with an incidence rate of 10.5 claims per 1,000 employees. This is likely to rise when updated data become available. Indicator 1 also shows:

* Seacare (29.2 claims per 1,000 employees) recorded the highest incidence rate in   
  2020–21p, followed by Tasmania (14.4 claims per 1,000 employees). Seacare incidence rates have traditionally been much higher than the Australian total rates and the rates of other jurisdictions.
* The Australian Government (4.5 claims per 1,000 employees) and the Northern Territory (6.4 claims per 1,000 employees) both registered the lowest incidence rates.
* Between 2015–16 and 2019–20, most Australian jurisdictions recorded an increase in the incidence rate of serious claims. Seacare recorded the largest increase (**h up 75%**) however its rates are highly volatile due to the small number of claims compared with all other jurisdictions. New South Wales recorded the second largest increase (**h up 24%**) followed by Tasmania (**h up 17%**),Queensland (**h up 6%**)and South Australia and the Australian Government (**both** **h up 2%**). The Northern Territory recorded the largest decrease (**i** **down 12%**), followed by Western Australia (**i** **down 9%**) and Victoria and the Australian Capital Territory (both **i** **down 5%**)
  + In January 2018 the Tasmanian workers’ compensation legislation was amended to remove excess payments for employers. This resulted in an expected increase in claims being reported and is reflected in the increase in claim rates for the 2018–19 and subsequent years.
* New Zealand has consistently recorded higher average incident rates compared to Australia. Preliminary results indicate an incident rate for 2020–21p of 18.0 claims per 1,000 employees. From 2015–16 to 2019–20, New Zealand recorded a **19% increase** in the incidence rate of serious claims.

### Indicator 1 – Incidence rates of serious injury and disease claims by jurisdiction

Indicator 1 – Incidence rates of serious injury and disease claims by jurisdiction

This column chart shows comparison of incidence rates of serious injury and disease claims in Australian jurisdictions and New Zealand between 2015-16 and 2020-21, and a line indicating the average incident rate across Australia based on the preliminary data for 2020–21.


Frequency rate

The overall Australian frequency rate of serious claims (Indicator 2) has increased by 9% from 5.7 per million hours worked in 2015–16 to 6.2 in 2019–20. Preliminary results in 2020–21p shows that the Australian frequency rate of serious claims has increased to 6.5 claims per million hours worked. Indicator 2 also shows:

* Tasmania recorded the highest frequency rate in 2020–21p of 9.6 claims per million hours worked. This was followed by Queensland (8.2 claims per million hours worked).
* The Australian Government recorded the lowest frequency rate in 2020–21p of 2.6 claims per million hours worked.
* New South Wales (**h up 27%**),Tasmania (**h up 21%**), Queensland (**h up 10%**), South Australia (**h up 3%**) and the Australian Government (**h up 2%**),all recorded increases in the frequency rate between 2015–16 and 2019–20, whereas the other Australian jurisdictions recorded decreases during this period. Seacare registered the largest increase (**h up 97%**) however its rates are highly volatile due to the small number of claims compared with all other jurisdictions.
* New Zealand recorded a frequency rate of 9.9 claims per million hours worked in 2020–21p. Between 2015–16 and 2019–20, there was a **20% increase** in the frequency rates recorded.

### Indicator 2 – Frequency rate of serious injury claims by jurisdiction

Indicator 2 – Frequency rates of serious injury claims by jurisdiction

This column chart shows comparison of frequency rates of serious injury and disease claims in Australian jurisdictions and New Zealand between 2015-16 and 2020-21, and a line indicating the average frequency rate across Australia based on the preliminary data for 2020–21.

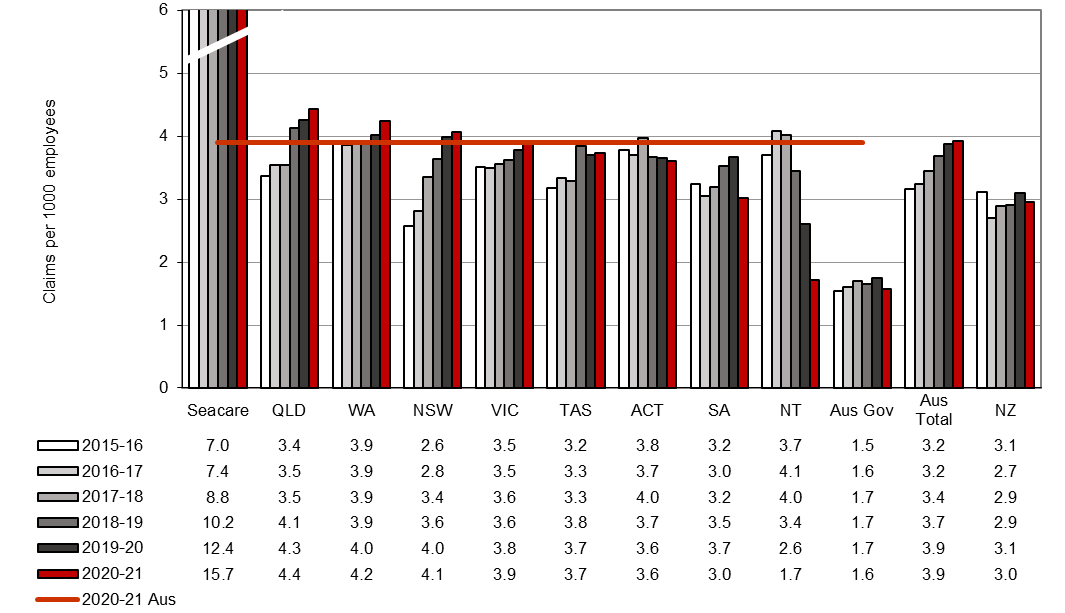

1.3 Long term incidence and frequency rates

The incidence rate of long term (12 weeks or more compensation) injury and disease claims (Indicator 3) in Australia between 2015–16 and 2019–20 has increased in recent years to a rate of 3.9 claims per 1,000 employees.

Preliminary results in 2020–21p shows that the incidence rate remains at 3.9 claims per million hours worked. However, this should be treated with caution as claimants with open claims may accrue more time lost or compensation payments in subsequent years. Indicator 3 also shows:

* Most Australian jurisdictions, except for the Northern Territory (**i** **down 30%**) and the Australian Capital Territory (**i** **down 3%**)**,** recorded an increase in incidence rates of long term claims over the period from 2015–16 to 2019–20.
* The highest increase was recorded by New South Wales (**h up 55%**) over the period.
* New Zealand recorded a **1% decrease** over the period, recording a rate of 3.0 claims per 1,000 employees.

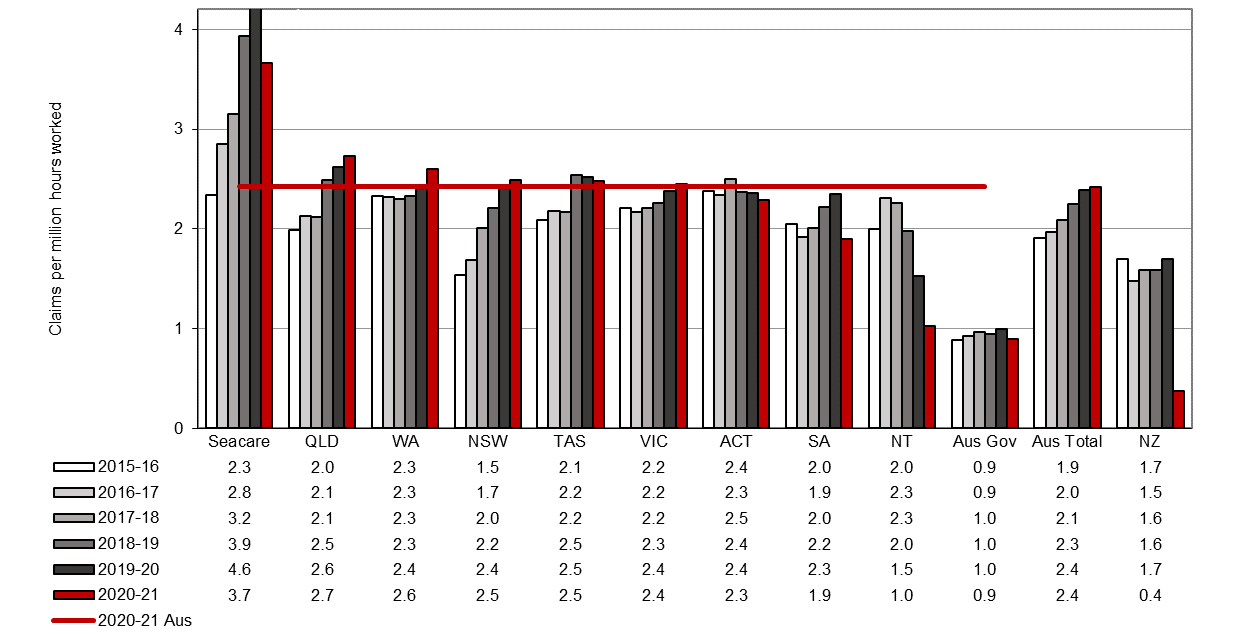
### Indicator 3 – Incidence rates of long term (12 weeks or more compensation) injury and disease claims by jurisdiction



The overall Australian frequency rate (Indicator 4) of long term claims has **increased by 25%** between 2015–16 and 2019–20. Preliminary data showed that the Australian frequency rate of long term serious claims increased from 1.9 to 2.4 claims per million hours worked. However, this should be treated with caution as claimants with open claims may accrue more time lost or compensation payments in subsequent years.

* The Northern Territory (**i** **down 23%**) and the Australian Capital Territory (**i** **down 1%**) both decreased the frequency rates of long term claims between 2015–16 and 2019–20**.**
* Over the same period, New South Wales, (**h up** **59%**), Queensland (**h up 32%**), Tasmania (**h up 21%**), Seacare (**h up 21%**), South Australia (**h up 15%**), Australian Government (**h up 13%**), Victoria (**h up 8%**) and Western Australia (**h up 4%**) all experienced increases.
* New Zealand’s frequency rates of long term claims didn’t record any change over the reporting period 2015–16 to 2019­–20.

### Indicator 4 – Frequency rate of long term (12 weeks or more compensation) injury and disease claims by jurisdiction



1.4 Self-insured serious claims

*Number of self-insured claims*

The number of self-insured serious claims in Australia (Indicator 5a) **increased** **8%** between

2015–16 and 2019–20. The preliminary data for Australia show that there were 11,750 self-insured serious claims accepted in 2020–21p.

Indicator 5a also shows:

* Western Australia recorded the largest decrease in self-insured serious claims between 2015–16 and 2019–20 (**i down 18%**), followed by the Australian Capital Territory (**i down 4%**).
* The Australian Government recorded the largest increase **(h up 46%**).
* The number of self-insured serious claims in New Zealand showed a **35% increase** between 2015–16 and 2019–20.

### Indicator 5a – Self-insured claims: number of serious claims by jurisdiction

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Year** | **NSW** | **SA** | **QLD** | **Aus Gov** | **VIC** | **WA** | **TAS** | **ACT** | **NT** | **Australian Total\*\*\*** | **NZ** |
| **2015-16** | 2,234 | 2,246 | 1,760 | 995 | 1,163 | 971 | 595 | 313 | 178 | 10,455 | 5,786 |
| **2016-17** | 2,151 | 2,340 | 1,682 | 1,118 | 1,147 | 927 | 628 | 358 | 215 | 10,566 | 5,837 |
| **2017-28** | 2,271 | 2,138 | 1,817 | 1,222 | 1,216 | 867 | 605 | 293 | 211 | 10,640 | 6,749 |
| **2018-19** | 2,221 | 2,402 | 1,718 | 1,390 | 1,376 | 828 | 729 | 281 | 260 | 11,205 | 7,575 |
| **2019-20** | 2,310 | 2,359 | 1,737 | 1,449 | 1,368 | 797 | 732 | 302 | 245 | 11,299 | 7,821 |
| **2020-21p** | **2,497** | **2,482** | **1,809** | **1,586** | **1,200** | **921** | **712** | **401** | **142** | **11,750** | **8,994** |

\*Tasmanian self-insured claims also include state government agencies

\*\*Australian Capital Territory self-insured claims also include the Australian Capital Territory Government.

\*\*\*The Australian total excludes Seacare self-insured claims.

*Proportion of self-insured claims*

Preliminary data for 2020–21 show that self-insured claims contributed 9% of serious claims in Australia (Indicator 5b). This indicator also showed:

* The Australian Government had the highest percentage of self‑insured claims in 2020–21p, accounting for 79% of their serious claims.
* New South Wales and Victoria both had the lowest proportion of self-insured claims (5% of their serious claims each) in 2020–21p.
* Overall, the proportion of self-insured claims in Australia decreased (**i** **down 6%**) between 2015–16 and 2019–20, with the largest decreases occurring in New South Wales (**i** **down 22%**) and Queensland (**i** **down 14%**).
* In New Zealand, 25% of serious claims in 2020–21p were recorded by self-insurers. This is over 2.5 times the Australian proportion for the same financial year.

### Indicator 5b – Self-insured claims as a proportion of serious claims by jurisdiction (%)

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Year** | **NSW** | **SA** | **QLD** | **Aus Gov** | **VIC** | **WA** | **TAS** | **ACT** | **NT** | **Australian Total\*\*\*** | **NZ** |
| **2015-16** | 7 | 35 | 7 | 57 | 5 | 8 | 22 | 19 | 14 | 10 | 24 |
| **2016-17** | 6 | 37 | 6 | 65 | 5 | 8 | 23 | 20 | 16 | 10 | 23 |
| **2017-28** | 6 | 34 | 7 | 68 | 5 | 7 | 22 | 16 | 17 | 10 | 24 |
| **2018-19** | 6 | 35 | 6 | 74 | 6 | 7 | 22 | 16 | 21 | 9 | 24 |
| **2019-20** | 5 | 35 | 6 | 75 | 6 | 7 | 23 | 18 | 23 | 9 | 25 |
| **2019-20p** | 5 | 37 | 6 | 79 | 5 | 7 | 21 | 23 | 17 | 9 | 25 |

\*Tasmanian self-insured claims also include state government agencies

\*\* Australian Capital Territory self-insured claims also include the Australian Capital Territory Government.

\*\*\* The Australian total excludes Seacare self-insured claims.

1. Duration of absence

The duration of absence associated with serious claims provides an indication of the severity of injuries and diseases occurring in Australia. Indicator 6 shows the variation in the percentage of claims involving selected periods of compensation across the jurisdictions. Data are based on claims lodged in 2019–20, which is the most recent year that finalised data is available for this indicator.

*Proportion of serious claims*

Indicator 6 shows that 46% of claims in Australia resulted in less than six weeks of compensation. The jurisdictional rates ranged between 22% for Seacare to 56% for Tasmania.

* Overall, 14% of all claims across Australia continued for 52 weeks or more.
* Victoria had the highest percentage of claims that continued past 52 weeks of compensation (25% of claims), followed by Seacare (17%).
* Northern Territory had the lowest percentage (6%) of claims continuing past 52 weeks of compensation, closely followed by Tasmania (7%), Queensland (8%) and the Australian Capital Territory and Australian Government (both with 10%).
* In 2019-20, 66% of New Zealand scheme claims resulted in less than six weeks of compensation, and 3% resulted in 52 weeks or more.

### Indicator 6 – Serious claims: Percentage involving selected periods of compensation (%), 2019–20

| Jurisdiction | less than 6 weeks | 6 weeks or more | 12 weeks or more | 26 weeks or more | 52 weeks or more |
| --- | --- | --- | --- | --- | --- |
| New South Wales | 52 | 48 | 33 | 21 | 14 |
| Victoria | 34 | 66 | 51 | 36 | 25 |
| Queensland | 49 | 51 | 34 | 18 | 8 |
| South Australia | 42 | 58 | 41 | 25 | 13 |
| Western Australia | 39 | 61 | 44 | 27 | 14 |
| Tasmania | 56 | 44 | 26 | 13 | 7 |
| Northern Territory | 50 | 50 | 33 | 16 | 6 |
| Australian Capital Territory | 45 | 55 | 36 | 20 | 10 |
| Australian Government | 44 | 56 | 38 | 21 | 10 |
| Seacare | 22 | 78 | 59 | 41 | 17 |
| Australian total | 46 | 54 | 38 | 24 | 14 |
| New Zealand | 66 | 34 | 20 | 9 | 3 |

1. Work-related fatalities

Work-related traumatic injury fatalities

*About Traumatic Injury Fatalities*

Data presented in this section are sourced from the Work-related Traumatic Injury Fatality (TIF) data collection. This collection sources information from workers’ compensation data, fatality notifications to the various WHS authorities and information in the National Coronial Information System (NCIS).

Information presented in Indicator 7a and 7b does not include fatal work-related incidents occurring on a public road. The compensated injury fatalities in the TIF collection are based on date of death and not date of lodgement.

It should be noted that traumatic injury fatality data can be volatile year-on-year. In particular, a single incident resulting in multiple deaths can significantly impact the data in a given year, potentially masking the progress of jurisdictions in reducing or eliminating work‑related traumatic injury fatalities in other areas. Further information about the TIF collection and a detailed analysis of the data can be found on the [Safe Work Australia](https://www.safeworkaustralia.gov.au/collection/work-related-traumatic-injury-fatalities) website.

*Worker fatalities and incidence rates*

There was a **18% decrease** in the number of worker fatalities resulting from incidents not on a public road between 2016–17 and 2020–21.

On average over the five years, New South Wales recorded the highest number of fatalities per year (38 fatalities), followed by Queensland (29 fatalities) and Victoria (25 fatalities).

### Indicator a – Traumatic injury worker fatalities: number of incidents not on a public road, by state of death

|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 | 2020–21 | 5 yr Average |
| --- | --- | --- | --- | --- | --- | --- |
| New South Wales | 42 | 39 | 31 | 44 | 33 | **38** |
| Queensland | 29 | 29 | 38 | 30 | 18 | **29** |
| Victoria | 23 | 25 | 26 | 31 | 20 | **25** |
| Western Australia | 11 | 13 | 12 | 16 | 16 | **14** |
| South Australia | 13 | 8 | 6 | 4 | 10 | **8** |
| Northern Territory | 3 | 5 | 4 | 6 | 4 | **4** |
| Tasmania | 2 | 3 | 2 | 7 | 2 | **3** |
| Australian Capital Territory | 2 | 0 | 1 | 2 | 0 | **1** |
| Australian total | **125** | **122** | **120** | **140** | **103** | **122** |

However, incidence rates over the five-year period show that the Northern Territory (3.3 fatalities per 100,000 workers) recorded the highest rate and the Australian Capital Territory (0.4 fatalities per 100,000 workers) recorded the lowest rate (Indicator 7b).

### Indicator 7b – Traumatic injury fatalities: incidence rate per 100,000 workers for incidents not on a public road, by state of death

|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 | 2020–21 | 5 yr Average |
| --- | --- | --- | --- | --- | --- | --- |
| New South Wales | 1.1 | 1.0 | 0.8 | 1.1 | 0.8 | **0.9** |
| Queensland | 1.2 | 1.2 | 1.5 | 1.2 | 0.7 | **1.2** |
| Victoria | 0.7 | 0.8 | 0.8 | 0.9 | 0.6 | **0.8** |
| Western Australia | 0.8 | 1.0 | 0.9 | 1.2 | 1.2 | **1.0** |
| South Australia | 1.6 | 1.0 | 0.7 | 0.5 | 1.2 | **1.0** |
| Northern Territory | 2.2 | 3.6 | 3.0 | 4.6 | 3.1 | **3.3** |
| Tasmania | 0.8 | 1.2 | 0.8 | 2.8 | 0.8 | **1.3** |
| Australian Capital Territory | 0.9 | 0.0 | 0.4 | 0.9 | 0.0 | **0.4** |
| Australian total | **1.0** | **1.0** | **0.9** | **1.1** | **0.8** | **1.0** |

Work-related disease fatalities

Workers’ compensation data contains some information on disease-related fatalities, but this data is known to understate the number of fatalities from work-related diseases. It can be difficult to associate a disease that becomes evident later in life after exposure to a chemical or substance that occurred many years earlier while at work. Some occupational diseases such as asbestosis and mesothelioma are also compensated through separate mechanisms, while many other diseases go unreported and/or uncompensated.

*Compensation claims for disease fatalities*

Indicator 8 shows that in 2020–21p there were 50 accepted workers’ compensation claims for work‑related fatalities involving an occupational disease in Australia. The above number is expected to rise as more claims lodged in 2020–21 are accepted.

There was a substantial decrease (**i** **down 24%**) in the number of compensated fatalities related to occupational diseases in Australia from 2015–16 to 2019–20.

Fatalities recorded in the National Dataset for Compensation-based Statistics are recorded against the date of death. Data revisions from previous years may occur due to time lags between lodgement of the claim, acceptance and/or the date of death (e.g. when there is time between diagnosis leading to a claim being lodged and the date of death).

The Australian Mesothelioma Registry separately reports annually on mesothelioma incidence which is available on its [reports and publications webpage.](https://www.mesothelioma-australia.com/publications-and-data/publications)

### Indicator 8 – Compensated fatalities involving occupational diseases by jurisdiction

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Jurisdiction | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21p | 5yr Average\* |
| Queensland | 14 | 15 | 18 | 25 | 18 | 8 | 18 |
| Victoria | 25 | 16 | 13 | 9 | 22 | 12 | 17 |
| Australian Government | 15 | 23 | 19 | 13 | 4 | 19 | 15 |
| New South Wales | 15 | 8 | 12 | 19 | 13 | 6 | 13 |
| South Australia | 9 | 5 | 6 | 3 | 4 | 1 | 5 |
| Western Australia | 5 | 3 | 4 | 5 | 3 | 3 | 4 |
| Tasmania | 1 |  | 2 | 1 | 1 |  | 1 |
| Australian Capital Territory | 1 | 1 |  | 1 |  | 1 | 1 |
| Northern Territory |  |  | 1 | 1 |  |  | 1 |
| Seacare | 1 |  | 1 |  |  |  | 1 |
| Australian total | 86 | 71 | 76 | 77 | 65 | 50 | 75 |
| New Zealand | 31 | 45 | 41 | 40 | 33 | 15 | 38 |

\* The five-year total includes compensated fatalities between 2015–16 to 2019–20.

\*\* The majority of compensated fatalities for occupational diseases in Queensland and the Australian Government are due to mesothelioma or asbestosis. Queensland compensates more of these fatalities through its scheme than is the case in other jurisdictions where compensation is more often sought through separate mechanisms including common law.

1. Claims by size of business (in the private sector)

Indicator 9 compares the incidence of serious workers’ compensation claims by size of business. During the collation and analysis of this edition of the Comparative Performance Monitoring Report, concerns were identified with the methodology for calculating this indicator, particularly given volatility in the labour force due to the COVID-19 pandemic and significant changes in the structure of businesses since the methodology for this indicator was last reviewed. As a result, Safe Work Australia has decided to exclude this indicator for the 24th edition further review is needed before the release of the next edition of the Comparative Performance Monitoring report.

1. Claims by mechanism of incident

Claim patterns can be analysed using the Type of Occurrence Classification System (TOOCS), which contains a series of codes providing information on the cause of the incident and the type of injury or disease. Coding for the mechanism of incident is intended to identify the overall action, exposure or event that best describes the circumstances that resulted in the most serious injury or disease. More information on TOOCS can be found on the [Safe Work Australia](https://www.safeworkaustralia.gov.au/resources-and-publications/guidance-materials/type-occurrence-classification-system-toocs-3rd-edition-may-2008) website.

The Agency also provides further information on the claims by mechanism of incident in the *Australian Workers’ Compensation Statistics report*, published on the [Safe Work Australia](https://www.safeworkaustralia.gov.au/data-and-research/explore-our-data) website

*Proportion of serious claims (Australia)*

Indicator 10 shows the proportion of serious claims by the mechanism of incident over the past 6 financial years.

* Body stressing accounted for 37.1% of the 130,195 serious claims in 2020–21p (48,358 claims).
* This was followed by Falls, slips and trips of a person which accounted for 23.1% of claims (30,039 claims).
* Mental stress accounted for 8.5% of claims in 2020–21p (11,109 claims).
* Other mechanisms of incident (**i down 16%**) showed the highest reduction in claims between the period 2015–16 and 2019–20.
* However, Mental stress claims **increased by 63%** during the same reference period.

### Indicator 10 – Proportion of serious claims by mechanism of incident

Indicator 10 – Proportion of serious claims by mechanism of incident
This bar chart compares the proportion of serious claims by mechanism of incident between the years 2015-16 and 2020-21.


\* Other mechanisms of incident include Chemicals and other substances, Biological factors, Sound and pressure, Other multiple mechanisms of incident, Roll over, Slide or cave-in and Unspecified mechanisms of incident.

Claims by mechanism of incident and jurisdiction

This section presents a comparison of the proportion of serious claims across the Australian jurisdictions for each of the 8 different mechanism of incident groups. Due to the differences in the total number of serious claims across jurisdictions, proportions are a better measure for direct comparison between jurisdictions. The industry and occupation composition of each jurisdiction can influence the proportion of claims due to different mechanisms. This may explain some of the differences between jurisdictions.

# Body stressing

Body stressing was the leading mechanism of incident for serious claims between 2015–16 and 2020–21p, accounting for 37.1% of the total serious claims in 2019–20 and 2020–21p (Indicator 10a).

In 2020–21p:

* Seacare had the highest proportion of claims (44.8%) due to this mechanism, followed by South Australia (44.0%) and Australian Government (42.1%).
* The Northern Territory had the lowest proportion of claims (27.9%).

### Indicator 10a – Proportion of serious claims involving Body stressing by jurisdiction

Indicator 10a – Proportion of serious claims involving Body stressing by jurisdiction

This chart shows the proportion of serious claims for Body stressing between 2015-16 and 2020-21 categorised by Australian jurisdictions. Refer to body text for more details.


# Falls, trips and slips of a person

Falls, trips and slips of a person accounted for 23.1% of serious claims in Australia in 2020–21p. This mechanism of incident was the second leading cause of serious claims across jurisdictions.

In 2020–21p:

* Western Australia recorded the highest proportion of claims (26.4%) due to this mechanism, followed by the Australian Capital Territory (26.1%).
* Seacare recorded the lowest proportion of claims (20.9%).

### Indicator 10b – Proportion of serious claims involving Falls, trips and slips of a person by jurisdiction

Indicator 10b – Proportion of serious claims involving Falls, trips and slips of a person by jurisdiction

This chart shows the proportion of serious claims for Falls, trips and slips of a person between 2015-16 and 2020-21 categorised by Australian jurisdictions. Refer to body text for more details.


# Being hit by moving objects

In 2020–21p Being hit by moving objects accounted for 15.6% of serious claims (Indicator 10c). In 2020–21p:

* The Northern Territory had the highest proportion of serious claims (27.0%) due to this mechanism, followed by Western Australia (19.0%).
* Seacare had the lowest proportion (7.5%).

### Indicator 10c – Proportion of serious claims involving Being hit by moving objects by jurisdiction

Indicator 10c – Proportion of serious claims involving Being hit by moving objects by jurisdiction

This chart shows the proportion of serious claims for Being hit by moving objects between 2015-16 and 2020-21 categorised by Australian jurisdictions. Refer to body text for more details.


# Hitting objects with a part of the body

The mechanism of Hitting objects with a part of the body includes incidents where the motion of a person results in hitting (including bumping, cutting, striking, grasping etc.) stationary and/or moving objects (including machines, vehicles, equipment, tools etc.). Nationally, 7.3% of claims were due to this mechanism 2020–21p. Indicator 10d shows that in 2020–21p:

* The Northern Territory recorded the highest proportion of serious claims due to this mechanism (10.9%), followed by New South Wales (9.4%).
* The Australian Government recorded the lowest proportion of claims (3.5%).

### Indicator 10d – Proportion of serious claims involving Hitting objects with a part of the body by jurisdiction

Indicator 10d – Proportion of serious claims involving Hitting objects with a part of the body by jurisdiction

This chart shows the proportion of serious claims for Hitting objects with a part of the body between 2015-16 and 2020-21 categorised by Australian jurisdictions. Refer to body text for more details.


# Mental stress

Indicator 10e shows the proportion of serious claims due to Mental stress in Australia increased from 6.1% in 2015–16 to 8.6% in 2019–20. In 2020–21p:

* Victoria had the highest proportion of Mental stress claims (11.4%).
* Western Australia recorded the lowest proportion of Mental stress claims in the same year (3.4%). However, this has increased from 2.9% in 2015–16.

South Australia (**h up 96%**), Queensland (**h up 48%**), New South Wales (**h up 43%**), Australian Capital Territory (**h up 34%**), Victoria (**h up 32%**), Western Australia (**h up 22%**) and Tasmania (**h up 15%**) all recorded notable increases in the proportion of Mental stress claims between   
2015–16 and 2019–20.

### Indicator 10e – Proportion of serious claims involving Mental stress by jurisdiction

Indicator 10e – Proportion of serious claims involving Mental stress by jurisdiction

This chart shows the proportion of serious claims for Mental stress between 2015-16 and 2020-21 categorised by Australian jurisdictions. Refer to body text for more details.


# Other mechanisms

This category includes Biological factors, Chemicals and other substances, Sound and pressure,   
Other multiple mechanisms of incidents, Rollover, slide or cave-in and Unspecified mechanisms.

Overall, 4.9% of serious claims across Australia in 2020–21p were due to these mechanisms. Indicator 10f shows in 2020–21p:

* Seacare had the highest proportion of claims (13.4%) for these mechanisms, followed by the Australian Capital Territory (6.8%).
  + Seacare recorded large increases in the proportion of serious claims due to these mechanisms between 2015–16 and 2019–20. These substantial changes in proportions can be related to the fluctuations in the number of serious claims coded to “Unspecified mechanisms of incident” in these years and may therefore reflect issues with coding rather than significant increases or decreases in serious claims related to the specific issues noted above.
* Western Australia recorded the lowest proportion of claims (1.6%) for these mechanisms.

### Indicator 10f – Proportion of serious claims involving Other mechanisms by jurisdiction

Indicator 10f – Proportion of serious claims involving Other mechanisms by jurisdiction

This chart shows the proportion of serious claims for Other mechanisms of incident between 2015-16 and 2020-21 categorised by Australian jurisdictions. Refer to body text for more details.


# Vehicle incidents

In 2020–21p, Indicator 10g shows that 2.1% of all serious claims across Australian jurisdictions were due to Vehicle incidents. Serious claims due to vehicle incidents cover all claims lodged and accepted for compensation where a vehicle collision was involved, leading to the injuries.

In 2020–21p:

* The Australian Government recorded the highest proportion of serious claims (10.5%) due to this mechanism, which was five times the Australian average. This may, in part, be explained by the composition of this jurisdiction leading to lower proportions of claims for other mechanisms.
* Tasmania had the lowest proportion of claims (1.6%).

### Indicator 10g – Proportion of serious claims involving Vehicle incidents by jurisdiction

Indicator 10g – Proportion of serious claims involving Vehicle incidents by jurisdiction

This chart shows the proportion of serious claims for Vehicle incidents between 2015-16 and 2020-21 categorised by Australian jurisdictions. Refer to body text for more details.


# Heat, electricity and other environmental factors

Of all the mechanisms of incident, claims associated with Heat, electricity and other environmental factors accounted for the lowest proportion (1.3%) of serious claims in 2020–21p (Indicator 10h). The proportion of claims has been relatively stable since 2015–16. In 2020–21p:

* New South Wales reported the highest proportion (1.5) of claims, followed by Queensland and Western Australia (1.4 each) due to this mechanism.
* The lowest proportion was reported by the Australian Government (0.3%).

Seacare has been excluded from this analysis because it recorded fewer than 5 serious claims associated with this mechanism of incident.

### Indicator 10h – Proportion of serious claims involving Heat, electricity and other environmental factors by jurisdiction

Indicator 10h – Proportion of serious claims involving Heat, electricity and other environmental factors by jurisdiction

This chart shows the proportion of serious claims for Heat, electricity and other environmental factors between 2015-16 and 2020-21 categorised by Australian jurisdictions. Refer to body text for more details.


1. Claims by industry

*Frequency rates use*

Frequency rates have been used in this section to express the number of serious claims per million hours worked in each industry.

This report differs from editions prior to the 23rd CPM report, which used incidence rates (number of serious claims per 1,000 employees) to measure the rates of serious claims by jurisdiction and industry. This report and last year’s edition uses the frequency rate (the number of serious claims per one million hours worked) as it is a more accurate measure of WHS. There are significant differences in the number of hours worked by different groups of employees and employees at different points in time. These 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 more accurate comparisons between jurisdictions and industries.

In addition, in 2019–20 and 2020-21p, Australia experienced large changes in the economic landscape due to the effects of COVID-19. This affected many aspects of work including attendance at the usual workplace, work hours and employment levels.

*Frequency rates data*

Preliminary data in Indicator 11 shows that in 2020–21p, the Agriculture, forestry and fishing industry recorded the highest frequency rate with 11.1 serious claims per million hours worked. This was followed by the Health care and social assistance (10.2), Manufacturing (9.6), Construction (8.8), and Transport, postal and warehousing (8.8) industries.

Most industries recorded increases in the frequency rate of serious claims between 2015–16 and 2019–20 except for Electricity, gas, water and waste services (**i** **down 6%**), Information media and telecommunications (**i** **down 3%**), and Education and training (**i** **down 1%**).

The highest increases in frequency rates were in the Rental, hiring and real estate services (**h up 23%**), Professional, scientific and technical services (**h up 20%**), Mining and Other services (both **h up 19%**), Administrative and support services (**h up 17%**) and Arts and recreation (**h up 16%**) services industries.

More detailed information on claims by industry can be found in the *Australian Workers’ Compensation Statistics report*, published on the [Safe Work Australia](https://www.safeworkaustralia.gov.au/data-and-research/explore-our-data) website.

### Indicator 11 – Frequency rates of serious claims by industry

Indicator 11b – Frequency rates of serious claims for Mining by jurisdiction
This chart shows the Frequency rates (claims per 1,000 employees) of serious injury and disease claims for Mining industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


Claims by industry and jurisdiction

This section contains supplementary information to Indicator 11. Indicators 11a to 11s provide a comparison of the frequency rates of serious claims across the Australian jurisdictions for 19 industries.

*Caution should be used when interpreting these results*

Frequency rates in some industries at the jurisdictional level can be volatile and should be treated with caution. As the number of employees used in calculating frequency rates are estimated from survey samples, readers should be aware that the relative standard errors for estimating the number of employees will be higher with smaller sample sizes (e.g. smaller jurisdictions). Jurisdictions are not included in the respective charts and analysis where the relative standard error is greater than 50%.

The number of workers employed in each state and territory vary greatly and therefore are liable to show volatility in smaller jurisdictions such as the Northern Territory which employs fewer workers, even when the variations are small.

# Agriculture, forestry and fishing

* The Australian frequency rate in 2020–21p for this industry was 11.1 claims per million hours worked.
* The Northern Territory recorded the highest rate (23.8 claims per million hours worked).
* South Australia (5.5 claims per million hours worked) recorded the lowest rate.
* Between 2015–16 and 2019–20, Northern Territory recorded the highest decrease in frequency rates (**i down 64%**). This was followed by the Australian Capital Territory (**i down 48%**). Victoria (**h** **up 21%**) recorded the largest increase for this period.

The frequency rates for the Australian Capital Territory were not reported here due to the high relative standard error.

### Indicator 11a – Frequency rates of serious claims for Agriculture, forestry and fishing by jurisdiction

Indicator 11a – Frequency rates of serious claims for Agriculture, forestry and fishing by jurisdiction

This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Agriculture, forestry and fishing industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


# Mining

* The Australian frequency rate in 2020–21p for the Mining industry was 5.2 claims per million hours worked.
* New South Wales (8.7 claims per million hours worked) recorded the highest frequency rate while Northern Territory (2.0 claims per million hours worked) recorded the lowest.
* Except for Victoria (**i** **down 27%**) and South Australia (**i** **down 1%**), all jurisdictions recorded an increase in their frequency rates between 2015–16 and 2019–20. Tasmania (**h** **up 88%**) recorded the largest increase, followed by Northern Territory (**h** **up 55%**).

### Indicator 11b – Frequency rates of serious claims for Mining by jurisdiction

Indicator 11b – Frequency rates of serious claims for Mining by jurisdiction
This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Mining industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


# Manufacturing

* The Australian frequency rate in 2020–21p for the Manufacturing industry was 9.6 claims per million hours worked.
* The Australian Capital Territory (12.6 claims per million hours worked) recorded the highest rate while the Australian Government (1.1 claims per million hours worked) recorded the lowest.
* Overall, the industry recorded an increase in frequency rates (**h** **up 8%**) between 2015–16 and 2019–20. Five out of 9 jurisdictions recorded an increase, with the Australian Capital Territory recording the largest increase (**h** **up 78%**) from a low base. The remaining 4 jurisdictions recorded decreases, with the Northern Territory recording the largest decrease (**i** **down 38%)**

### Indicator 11c – Frequency rates of serious claims for Manufacturing by jurisdiction

Indicator 11c – Frequency rates of serious claims for Manufacturing by jurisdiction

This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Manufacturing industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


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# Electricity, gas, water and waste services

* In 2020–21p, the Australian frequency rate in this industry was 4.5 claims per million hours worked.
* The Australian Capital Territory (9.6 claims per million hours worked) recorded the highest rate while the Northern Territory (3.3 claims per million hours worked) recorded the lowest.
* Between 2015–16 and 2019–20, the overall frequency rates of this industry **decreased by 7%**, with 5 out of 9 jurisdictions recording decreases. The largest decrease was recorded by Western Australia (**i down 41%**), followed by Victoria (**i down 33%**). New South Wales (**h up 51%**) recorded the largest increase.

### Indicator 11d – Frequency rates of serious claims for Electricity, gas, water and waste services by jurisdiction

Indicator 11d – Frequency rates of serious claims for Electricity, gas, water and waste services by jurisdiction

This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Electricity, gas, water and waste services industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


# Construction

* In 2020–21p, the Australian frequency rate for the Construction industry recorded 8.8 claims per million hours worked.
* Tasmania (13.9 claims per million hours worked) recorded the highest rate while the Northern Territory (4.8 claims per million hours worked) recorded the lowest in 2020–21p.
* Between 2015–16 and 2019–20, 4 out of 9 jurisdictions recorded decreases in their frequency rates. Western Australia recorded the largest decrease **(i down 29%**), followed by the Australian Capital Territory (**i** **down 17%**). Tasmania recorded the largest increase (**h up 79%**).
* Overall, the Australian frequency rate for this industry increased(**h up 5%**).

### Indicator 11e – Frequency rates of serious claims for Construction by jurisdiction

Indicator 11e – Frequency rates of serious claims for Construction by jurisdiction

This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Construction industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


# Wholesale trade

* The Australian frequency rate for this industry in 2020–21p was 8.0 claims per million hours worked. Between 2015–16 and 2019–20 the Australian frequency rate for this industry increased(**h** **up 10%**).
* The Australian Capital Territory (11.7 claims per million hours worked) recorded the highest rate while the Northern Territory (4.3 claims per million hours worked) recorded the lowest in 2020–21p.
* Four out of 8 jurisdictions recorded decreases in their frequency rate between 2015–16 and 2019–20. Victoria recorded a **16% decrease** and the Australian Capital Territory recorded a **12% decrease**. Tasmania recorded the largest increase (**h** **up 50%**).

### Indicator 11f – Frequency rates of serious claims for Wholesale trade by jurisdiction

Indicator 11f – Frequency rates of serious claims for Wholesale trade by jurisdiction

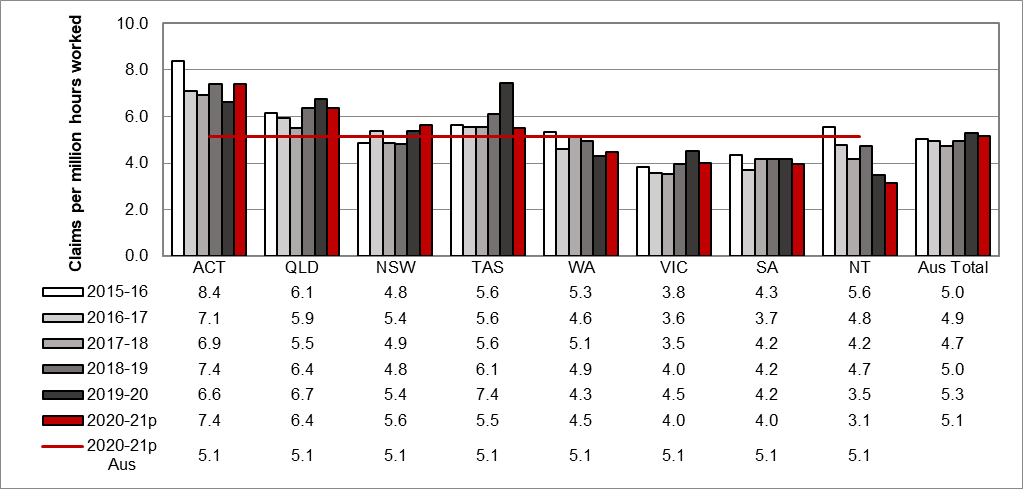
This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Wholesale trade industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


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# Retail trade

* The 2020–21p Australian frequency rate in the Retail trade industry was 5.1 claims per million hours worked.
* The Australian Capital Territory recorded the highest frequency rate in this industry in   
  2019–20p (7.4 claims per million hours worked) while the Northern Territory recorded the lowest (3.1 claims per million hours worked).
* The Australian frequency rate of claims in the Retail trade industry **increased by 6%** between 2015–16 and 2019–20. The Northern Territory recorded the largest decrease (**i down 37%**), followed by the Australian Capital Territory (**i** **down 21%**).
* Over the same period, Tasmania recorded the largest increase (**h** **up 32%**) followed by Victoria (**h** **up 18%**) and New South Wales (**h** **up 11%**).

### Indicator 11g – Frequency rates of serious claims for Retail trade by jurisdiction



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# Accommodation and food services

* The Australian frequency rate for this industry was 7.0 claims per million hours worked in 2020–21p.
* New South Wales (9.2 claims per million hours worked) recorded the highest frequency rate in 2020–21 and Australian Government (0.0 claims per million hours worked) the lowest.
* Between 2015–16 and 2019–20, 4 jurisdictions recorded decreases in their frequency rates. Queensland (**i** **down 16%**) recorded the largest decrease followed by South Australia and Western Australia both (**i** **down 7%**) and Tasmania (**i** **down 3%**). The Australian Capital Territory (**h** **up 40%**) and New South Wales (**h up 28%**) recorded the largest increases.

### Indicator 11h – Frequency rates of serious claims for Accommodation and food services by jurisdiction

**Indicator 11h – Frequency rates of serious claims for Accommodation and food services by jurisdiction

This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Accommodation and food services industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.
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# Transport, postal and warehousing

* The Australian frequency rate for this industry was 8.8 claims per million hours worked in 2020–21p.
* In 2019–20, New South Wales recorded the highest frequency rate (11.7 claims per million hours worked) and the Australian Capital Territory recorded the lowest (3.9 claims per million hours worked)
* The Australian frequency rate for this industry **increased by 14%** between 2015–16 and 2019–20. The largest increases during this period were recorded by Seacare (**h** **up 97%**) and Tasmania (**h** **up 92%**). The largest decrease was recorded by Victoria (**i** **down 15%**).

### Indicator 11i – Frequency rates of serious claims for Transport, postal and warehousing by jurisdiction

Indicator 11i – Frequency rates of serious claims for Transport, postal and warehousing by jurisdiction

This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Transport, postal and warehousing industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


# Information media and telecommunications

* The Australian frequency rates of claims for this industry in 2020–21p was 1.8 claims per million hours worked.
* New South Wales (3.7 claims per million hours worked) recorded the highest rate and the Northern Territory (0.0 claims per million hours worked) the lowest in 2020–21p.
* The overall frequency rate for this industry **decreased by 3%** between 2015–16 and   
  2019–20, with 6 out of 9 jurisdictions recording decreases. The Northern Territory (**i** **down 100%**) recorded the largest decrease followed by Tasmania (**i** **down 73%**). New South Wales (**h** **up 35%**) and South Australia (**h** **up 22%**) recorded the largest increases.

### Indicator 11j – Frequency rates of serious claims for Information media and telecommunications by jurisdiction

Indicator 11j – Frequency rates of serious claims for Information, media and telecommunications by jurisdiction

This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Information media and telecommunications industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


# Financial and insurance services

* The Australian frequency rate for this industry in 2020–21p was 0.7 claims per million hours worked, the lowest frequency rate among all industries.
* In 2020–21p South Australia and the Northern Territory recorded the highest frequency rate (1.2 claims per million hours worked) and the Australian Government recorded the lowest (0.4 claims per million hours worked).
* Between 2015–16 and 2019–20, the frequency rate for this industry **increased by 7%**. Five jurisdictions recorded decreases, with the largest being recorded by Western Australia (**i** **down 47%**).

### Indicator 11k – Frequency rates of serious claims for Financial and insurance services by jurisdiction

Indicator 11k – Frequency rates of serious claims for Financial and insurance services by jurisdiction

This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Financial and insurance services industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


# Rental, hiring and real estate services

* The Australian frequency rate for this industry was 3.2 claims per million hours worked in 2020–21p.
* New South Wales (4.0 claims per million hours worked) recorded the highest frequency rate and the Australian Government (1.0 claims per million hours worked) the lowest in 2020–21.
* Overall, the frequency rate for this industry **increased by 23%** between 2015–16 and 2019–20. The Australian Capital Territory (**h** **up 83%**) reported the largest increase followed by New South Wales (**h** **up 76%**). The Australian Government reported the largest decrease(**i down 100%**) followed by Victoria (**i down 10%**) and Western Australia (**i** **down 8%**) for this industry during this period.

### Indicator 11l – Frequency rates of serious claims for Rental, hiring and real estate services by jurisdiction

Indicator 11l – Frequency rates of serious claims for Rental, hiring and real estate services by jurisdiction

This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Rental, hiring and real estate services industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


# Professional, scientific and technical services

* Compared to all other industries, this industry had the second lowest Australian frequency rate at 1.2 claims per million hours worked in 2020–21p.
* In 2020–21p, Tasmania recorded the highest frequency rate (1.9 claims per million hours worked) whereas South Australia recorded the lowest frequency rate (0.7 million hours worked)
* Between 2015–16 and 2019–20, the frequency rate for this industry increased(**h** **up 20%**). The Australian Government (**i** **down 48%**) recorded the largest decrease while New South Wales (**h** **up 55%**) recorded the highest increase.

### Indicator 11m – Frequency rates of serious claims for Professional, scientific and technical services by jurisdiction

Indicator 11m – Frequency rates of serious claims for Professional, scientific and technical services by jurisdiction

This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Professional, scientific and technical services industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


# Administrative and support services

* The Australian frequency rate in this industry was 7.9 claims per million hours worked in 2020–21p.
* Queensland had the highest frequency rate in 2020–21 (20.0 claims per million hours worked) and South Australia had the lowest (3.2 claims per million hours worked).
* Overall, the frequency rate for this industry **increased by 17%** between 2015–16 and   
  2019–20, with 6 out of 8 jurisdictions recording increases. The Australian Capital Territory recorded the highest increase (**h** **up 30%**), followed by New South Wales (**h** **up 26%**). Tasmania recorded the largest decrease (**i** **down 25%**) followed by the Northern Territory (**i** **down 22%**).

The Australian Government had no reported claims over this period.

### Indicator 11n – Frequency rates of serious claims for Administrative and support services by jurisdiction

Indicator 11n – Frequency rates of serious claims for Administrative and support services by jurisdiction

This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Administrative and support services industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


# Public administration and safety

* The Australian frequency rate of claims in the Public administration and safety industry was 7.1 claims million hours worked in 2020–21p.
* Tasmania (14.9 claims per million hours worked) reported the highest frequency rate in 2020–21p and the Australian Government (1.3 claims per million hours worked) the lowest.
* Overall, the frequency rate for this industry **increased by 7%** between 2015–16 and   
  2019–20. The Australian Government recorded the largest decrease (**i** **down 35%**), followed by the Australian Capital Territory (**i** **down 20%**). The Northern Territory reported the largest increase (**h** **up 39%**).

### Indicator 11o – Frequency rates of serious claims for Public administration and safety by jurisdiction

Indicator 11o – Frequency rates of serious claims for Public administration and safety by jurisdiction

This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Public administration and safety industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


# Education and training

* The Australian frequency rate for the Education and training industry was 4.7 claims per million hours worked in 2020–21p.
* In 2020–21p, the Australian Capital Territory recorded the highest frequency rate (6.8 claims per million hours worked) and the Australian Government recorded the lowest (0.8 claims per million hours worked).
* Between 2015–16 and 2019–20 the frequency rate for this industry **decreased by 1%**. The Australian Government (**i** **down 58%**) recorded largest decrease, followed by South Australia (**i** **down 23%**). The Australian Capital Territory (**h** **up 15%**) recorded the largest increase, closely followed by the Northern Territory (**h** **up 14%**).

### Indicator 11p – Frequency rates of serious claims for Education and training by jurisdiction

Indicator 11p – Frequency rates of serious claims for Education and training by jurisdiction

This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Education and training industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


# Healthcare and social assistance

* The Australian frequency rate of claims in this industry in 2020–21p was 10.2 claims per million hours worked.
* Tasmania recorded the highest frequency rate (14.6 claims per million hours worked) and the Australian Government recorded the lowest frequency rate (3.5 claims per million hours worked).
* Overall, the frequency rate for this industry **increased by 13%** between 2015–16 and   
  2019–20. The Australian Government (**i** **down 34%**) recorded the largest decrease, followed by the Australian Capital Territory (**i** **down 26%**). New South Wales (**h** **up 36%**) recorded the largest increase.

### Indicator 11q – Frequency rates of serious claims for Health care and social assistance by jurisdiction

Indicator 11q – Frequency rates of serious claims for Healthcare and social assistance by jurisdiction

This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Healthcare and social assistance industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


# Arts and recreation services

* The Australian frequency rate for this industry in 2020–21p was 7.6 claims per million hours worked.
* In 2020–21p, Tasmania recorded the highest rate (13.5 claims per million hours worked) and Australian Government recorded the lowest rate (1.2 claims per million hours worked).
* Between 2015–16 and 2019–20, the Australian frequency rate for this industry **increased by 17%**. The Northern Territory (**i** **down 37%**) recorded the largest decrease and New South Wales (**h** **up 36%**) recorded the largest increase.

### Indicator 11r – Frequency rates of serious claims for Arts and recreation services by jurisdiction

Indicator 11r – Frequency rates of serious claims for Arts and recreation services by jurisdiction
This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Arts and recreation services industry between 2015-16 and 2020-21, by jurisdiction. Please refer to body text for more information.


# Other services

* The Australian frequency rate of claims in the Other services industry was 5.5 claims per million hours worked in 2020–21p.
* In 2020–21p, Australian Government recorded the highest frequency rate and the Northern Territory recorded the lowest (2.6 claims per million hours worked).
  + Please note that the incidence rate for the Australian Government is based upon a small number of claims, which increases the volatility in the data.
* Between 2015–16 and 2019–20 the frequency rate for this industry **increased by 20%**, with 8 out of 9 industries recording increases. The Northern Territory (**i** **down 42%**) recorded the only decrease. The Australian Government and Tasmania (**h** **up 56%**) recorded the largest increases over the same period.

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### Indicator 11s – Frequency rates of serious claims for Other services by jurisdiction

Indicator 11s – Frequency rates of serious claims for Other services by jurisdiction
This chart shows the Frequency rates (claims per million hours worked) of serious injury and disease claims for Other services industry between 2015-16 and 2020-21p, by jurisdiction. Please refer to body text for more information.


Appendix 1 - Further information

Glossary

*Definition of injury and disease*

Occupational injuries are defined as all employment-related injuries that are the result of a single traumatic event, occurring while a person is on duty or during a recess period at the workplace, and where there was a short or non-existent latency period.

Occupational diseases are defined as all employment-related diseases that result from repeated or long term exposure to an agent(s) or event(s), or that are the result of a single event resulting in a disease (for example, the development of hepatitis following a single exposure to the infection). The data in this report do not cover all cases of occupational injury and diseases as workers’ compensation generally covers employees only (not contractors and self-employed workers). The incidence and frequency rates shown in this report for all industries are calculated using a denominator that has been adjusted to exclude self-employed persons.

The data in this report has been classified using the Type of Occurrence Classification System (TOOCS). More information on the TOOCS can be found on the [Safe Work Australia](https://www.safeworkaustralia.gov.au/doc/type-occurrence-classification-system-toocs-3rd-edition-may-2008) website.

*Exclusions*

The following have been excluded from the data in this report:

* occupational injuries and diseases resulting in absences from work of less than   
  one working week,
* police in Western Australia and military personnel within the Defence force,
* cases not claimed as workers’ compensation or not acknowledged as being  
  work‑related, and
* claims for compensation to the Dust Diseases Authority of New South Wales.

*National Data Set for Compensation-based Statistics*

The data presented in this report are extracted from the National Data Set for Compensation-based Statistics (NDS), which is compiled annually from claims made under state, territory and Commonwealth workers’ compensation Acts. The New Zealand Accident Compensation Corporation (ACC) also collects data in accordance with the NDS. Further information about the NDS can be found on the [Safe Work Australia](https://www.safeworkaustralia.gov.au/collection/australian-workers-compensation-statistics) website.

*Serious claim*

A serious claim is a workers’ compensation claim for an incapacity that results in a total absence from work of one working week or more. Claims excluded from this definition include those arising from a work-related fatality or a journey to or from work or during a recess period. One working week is defined as lost when the number of hours lost is greater than or equal to the number of hours usually worked per week.

*Traumatic Injury Fatalities*

This edition sources information from the Traumatic Injury Fatalities (TIF) collection. This collection sources data from workers’ compensation data, fatality notifications to the various WHS authorities and information in the National Coronial Information System (NCIS). Further information about the TIF collection can be found on the [Safe Work Australia](https://www.safeworkaustralia.gov.au/data-and-research/explore-our-data) website.

Time series and adjustment of scheme data

The estimates of the number of employees and their hours worked for Australia are supplied by the Australian Bureau of Statistics and these denominator data are based on the Labour Force Survey, the Survey of Employment and Earnings and data provided by Comcare and the Australian Capital Territory Government. Further adjustments are performed using data from the Census. These data are matched to the scope of the claims data but may not be exact, particularly in the smaller jurisdictions, due to the number of employees being derived from a survey of the population rather than a census.

The New Zealand employment data used has been sourced from the New Zealand census information.

Incidence and frequency rates, especially for the most recent years, are expected to rise as the number of accepted claims increases, as more claims are lodged and finalised. This may involve additional claims being accepted or shorter-term claims with temporary incapacity incurring additional time lost and subsequently matching the definition of a serious claim: one that involves one or more working weeks of time lost.

Claims data shown in this report for 2020–21 are preliminary and likely to change. Therefore, these data items are likely to be understated and a comparison of 2019–20 data with those of previous years should be undertaken with caution.

A range of factors can affect the analysis of trends over time, including changes to jurisdictions’ legislative and administrative arrangements. Further details of these changes should be sought from the jurisdictions. Any commentary relating to these comparisons should be interpreted carefully.

Frequency rates for the Seacare scheme have been calculated using a 24-hour basis. This is to recognise the 24-hour risk of exposure to workplace hazards due to the nature of employment in the maritime industry. This definition is consistent with data published by the Seacare Authority.

More information on adjustments made to jurisdictions’ data can be found in the Explanatory notes: National data set for compensation-based statistics for Safe Work Australia on the [Safe Work Australia](https://www.safeworkaustralia.gov.au/resources-and-publications/statistical-reports/explanatory-notes-national-data-set-compensation-based-statistics-safe-work-australia) website.

Appendix 2 - Jurisdictional contact information

| Jurisdiction | Organisation | Contact details |
| --- | --- | --- |
| New South Wales | State Insurance Regulatory Authority  SafeWork NSW  NSW Personal Injury Commission  icare NSW | 13 10 50  [contact@sira.nsw.gov.au](mailto:contact@sira.nsw.gov.au)  [www.sira.nsw.gov.au](http://www.sira.nsw.gov.au/)  contact@safework.nsw.gov.au  [www.safework.nsw.gov.au](http://www.safework.nsw.gov.au/)  1800 742 679  [www.pi.nsw.gov.au](http://pi.nsw.gov.au/)  [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au) |
| Victoria | WorkSafe Victoria | Advisory Service 1800 136 089  [info@worksafe.vic.gov.au](mailto:info@worksafe.vic.gov.au)  [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au/) |
| Queensland | Office of Industrial Relations | Infoline 1300 362 128  [www.worksafe.qld.gov.au](https://www.worksafe.qld.gov.au/) |
| Western Australia | WorkCover WA  Department of Mines, Industry Regulation and Safety – WorkSafe | 1300 794 744  [www.workcover.wa.gov.au](http://www.workcover.wa.gov.au/)  1300 307 877  [www.dmirs.wa.gov.au](http://www.dmirs.wa.gov.au/) |
| South Australia | ReturnToWorkSA  SafeWork SA | 13 18 55  [www.rtwsa.com](http://www.rtwsa.com/)  1300 365 255  [www.safework.sa.gov.au](http://www.safework.sa.gov.au/) |
| Tasmania | WorkSafe Tasmania | 1300 366 322 (inside Tas)  (03) 6166 4600 (outside Tas)  [wstinfo@justice.tas.gov.au](mailto:wstinfo@justice.tas.gov.au)  [www.worksafe.tas.gov.au](http://www.worksafe.tas.gov.au/) |
| Northern Territory | NT WorkSafe | 1800 019 115  [ntworksafe@nt.gov.au](mailto:ntworksafe@nt.gov.au)  [www.worksafe.nt.gov.au](http://www.worksafe.nt.gov.au/Pages/default.aspx) |
| Australian Capital Territory | WorkSafe ACT | 13 22 81  [www.worksafe.act.gov.au](https://www.worksafe.act.gov.au/) |
| Seacare | Seacare Authority | (02) 6275 0070  [seacare@comcare.gov.au](mailto:seacare@comcare.gov.au)  [www.seacare.gov.au](http://www.seacare.gov.au/) |
| Australian Government | Comcare | 1300 366 979  [www.comcare.gov.au](http://www.comcare.gov.au/) |
| New Zealand | Accident Compensation Corporation  WorkSafe New Zealand | 64 7 848 7400  [www.acc.co.nz](http://www.acc.co.nz/)  0800 030 040  [www.worksafe.govt.nz](http://www.worksafe.govt.nz) |