

**Queensland Government
Submission to the
House of Representatives
Standing Committee on
Employment and Workplace
Relations**

**Inquiry into aspects of
Australian workers'
compensation schemes**

August 2002

The Federal Minister for Employment and Workplace Relations has asked the House of Representatives Employment and Workplace Relations Committee to inquire into and report on matters that are relevant and incidental to Australian workers' compensation schemes in respect of:

- the incidence and costs of fraudulent claims and fraudulent conduct by employees and employers and any structural factors that may encourage such behaviour;
- the methods used and costs incurred by workers' compensation schemes to detect and eliminate:
 - (a) fraudulent claims; and
 - (b) the failure of employers to pay the required workers' compensation premiums or otherwise fail to comply with their obligations; and
- factors that lead to different safety records and claims profiles from industry to industry, and the adequacy, appropriateness and practicability of rehabilitation programs and their benefits.

The Queensland Government considers the terms of reference limited and counsels that the usefulness of the Committee's deliberations would be of greater benefit to all parties if the Committee had been able to examine a broader perspective.

SUMMARY

Queensland continues to lead Australia with the lowest workers' compensation premiums in the nation. The average premium rate is to remain at 1.55 per cent – the lowest of any State – for the second consecutive year during 2002-03. It is testament to the strength of the fundamentals underpinning the fund that the scheme is fully funded and maintains full statutory solvency. This has been achieved in an environment of poor investment returns that has seen other state and private insurance organisations across Australia struggling financially.

Statistical information provided in this submission is based on compensable injuries reported to WorkCover, which involve a 'worker' suffering an 'injury', both as defined in terms of the Act (see Attachment 1). In 2000-2001, there were 85,340 statutory claims lodged across the scheme, 86% managed by WorkCover, the remainder by 24 licensed self-insurers.

The incidence and associated cost of fraud in the workers' compensation arena is difficult to quantify, but is estimated to be relatively low. Recent compliance activity by WorkCover Queensland targeting premium avoidance in the financial year ending 30 June 2002 has recovered \$1.5M in additional premium, from an overall premium base of \$545M. Given the targeted nature of the audits, this figure is not considered reflective of the level of non-compliance across the scheme. It is considered that premium avoidance varies across industry sectors and is influenced by structural factors such as levels of contracting and sub-contracting and taxation arrangements.

In 2001/2002, WorkCover's compliance units received 609 referrals concerning suspect activity in statutory and common law claims for investigation, including 192 calls to a workers' compensation fraud hotline. Including ten matters that were successfully prosecuted in Queensland during that period, successful investigation of these referrals resulted in a total cost containment of \$4.5M for the scheme.

QUEENSLAND'S WORKERS' COMPENSATION SCHEME

The Queensland workers' compensation scheme is governed by the *WorkCover Queensland Act 1996* (the Act). The Act establishes a statutory body known as WorkCover Queensland to administer the scheme. WorkCover's operating result for the year ending 30 June 2001 was a \$191.9M surplus. This has increased the scheme's equity position from \$519.4M as at 30 June 2000 to \$599.8M as at 30 June 2001. WorkCover is required to ensure that its assets exceed its liabilities by at least 20 per cent of its outstanding claims provision at the end of a financial year. This is 5 per cent in excess of the standard required of private insurance companies under the *Insurance Act 1973* (Cwlth).

With the exception of 24 licensed self-insurers, WorkCover is the exclusive provider of workers' compensation insurance in Queensland. Employers that meet particular criteria may apply for a licence to self-insure their workers' compensation risk for both statutory and common law claims. In 2000-2001 WorkCover provided insurance coverage and services to some 135,000 employers and their injured workers.

The WorkCover Queensland Board is accountable to the Minister for Industrial Relations for WorkCover's commercial operational policy and management as well as the regulation of the Act. Regulatory functions are conducted by a division of WorkCover known as Q-COMP, which regulates the current 24 self-insurers and the insurance business of WorkCover. Q-COMP also provides support for the Medical Assessment Tribunals, conducts independent reviews of decisions relating to workers' statutory claims and employer premiums, promotes workplace rehabilitation and monitors compliance with the workplace rehabilitation legislative provisions, conducts scheme-wide analysis and advises government on issues affecting the administration of the Act.

Following the recent National Competition Policy Review of the scheme, the Government approved the Public Benefit Test recommendations to maintain WorkCover's monopoly status (with the exception of self-insurers) and to formally establish Q-COMP as a separate regulatory authority, ensuring transparency and separation in the delivery of regulation services to all workers' compensation insurers in Queensland.

Despite its innate support for more private sector involvement in workers' compensation insurance, the Insurance Council of Australia (ICA) welcomed the findings of the review. The ICA commented that the structure of the Queensland scheme, under which the regulatory and insurance arms are kept separate, was one reason why it was the only government run workers' compensation scheme in Australia which was in the black rather than losing significant amounts of money, and commented that other State schemes would do well to adopt the Queensland model.¹

¹ Insurance Council of Australia. *QLD workers comp provides opportunity for insurers* (media release). 27 July 2001

The Workers' Compensation Policy Unit, located within the Division Workplace Health and Safety in the Department of Industrial Relations, provides advice to the Minister and other stakeholders on workers' compensation matters and researches, analyses and develops workers' compensation policy and legislation. The Department works closely with WorkCover, using claims data to target occupational health and safety accident prevention programs within Queensland industries. WorkCover assists the Division's preventative focus by providing funding representing approximately one third of the annual expenditure on workplace health and safety programs.

Since 1999, the Queensland Government has progressively introduced a number of improvements to the workers' compensation scheme, notably:

- broadening the definition of worker such that persons under a contract of service, including labour-only workers, are included;
- changing the definition of injury to ensure aggravated injury claims are covered;
- reducing employer's premiums;
- funding for the provision of advisory services for employers and employees;
- new occupational health and safety requirements for self-insurers; and
- introducing a responsible and integrated package to give seriously injured workers and their dependants greater compensation without increasing employer premiums by maintaining full common law access and increasing statutory benefits for workers.

In 2000-2001, there were 85,340 statutory claims lodged across the scheme, 86% managed by WorkCover, the remainder by self-insurers.

Further information on the scheme can be found at the following websites:

WorkCover Queensland www.workcoverqld.com.au
Q-COMP www.qcomp.com.au

1 INCIDENCE AND COSTS

1.1 Premium Avoidance

The incidence of fraudulent activity in the Queensland workers' compensation scheme is estimated to be relatively low. Compliance activity for the 2001-02 financial year has recovered \$1.89M in additional premium and associated penalties from an overall premium base of \$545M. Given the specific methods used to identify potential audit candidates, this figure is not indicative of premium non-compliance across the scheme.

It is considered that premium avoidance varies across industry sectors and is influenced by structural factors such as rates of contracting and sub-contracting, and taxation arrangements.

1.2 Fraudulent Claims

In 2001/2002, WorkCover received 609 referrals concerning suspect activity in statutory and common law claims for investigation, including 192 calls to a workers' compensation fraud hotline.

Compliance claims investigation in 2001/2002 involved claims totalling \$4.5 million in costs. Ten matters were successfully prosecuted in Queensland in the same period. A breakdown of these investigations is as follows:

	Referrals	Prosecutions	Cost containment (\$)
Statutory claims	414	10	1.22M
Common Law	195	N/A	3.25M

2 DETECTION AND ELIMINATION

WorkCover's compliance strategy is focused on allocating resources to high value claims where investigations will deliver significant commercial return by considering claim value and investigation costs. Despite WorkCover's commercial focus, cases that may not necessarily be commercially viable or serious but will serve as a deterrent to future fraud are also prosecuted.

2.1 Claimant fraud

To deter fraudulent activity, legislative provisions for the prosecution of persons who defraud or attempt to defraud the scheme were strengthened in 1990. Such provisions include penalties up \$30,000 or 18 months imprisonment.

WorkCover Queensland has three areas dealing with claims compliance:

- Statutory Claims Compliance Unit which investigates/prosecutes WorkCover insurer statutory claim cases;
- Common Law Compliance Unit which investigates fraud for common law cases and arranges surveillance for both statutory and common law claims; and
- Q-COMP – Insurer Compliance Unit which investigates/prosecutes self-insurer fraud cases.

These compliance areas seek assistance from external factual investigators and surveillance operatives where necessary. Contracted managers ensure this external activity is carried out in an appropriate manner by licensed and approved professionals.

The costs of the compliance activities are operational and are included within the overall scheme costs. The costs of pursuing individual suspect claims are not registered against the claim and therefore do not impact the employer's premium. However, if restitution is made in a successful prosecution, the amount is offset against the costs of the specific claim. This benefits the employer by reducing the claim costs and ultimately the premium payable.

2.2 Employer Compliance

WorkCover also focuses on employer premium compliance by ensuring employers have a workers' compensation insurance policy and are correctly declaring the wages paid to their workers. A five-year strategic compliance plan is being implemented to maximise employer compliance. The plan aims to reduce non-compliance across all industry sectors, with a particular emphasis on the building and construction industry. WorkCover has committed to significantly increased numbers of audit personnel visiting construction sites to accurately identify engagement arrangements and ensure correct workers' compensation insurance exists. The plan utilises a number of strategies to identify non-compliance, including:

- Data matching, to identify potential audit targets, which has been enhanced by a recently finalised agreement with the Australian Taxation Office to access the Australian Business Register employer data. Such matching has not previously been available to any agency, and will significantly enhance WorkCover's targeting capabilities for the 2002/03 year.
- Involvement of external specialist auditors. To increase technical expertise, a specialist Insolvency Practitioner has been engaged to work jointly with field staff in conducting audits of five large policyholders. The results will be reviewed when these audits are completed to determine the success of the trial and the value of ongoing activity in the area.

Other strategies to identify non-compliance include:

- random, desk or specifically-referred field audits;
- premium compliance being incorporated into performance indicators for Insurance Services staff in WorkCover's Brisbane and regional offices;
- implementation of comprehensive training programs for WorkCover staff focusing on auditing techniques, financial analysis, and application of the Act;
- Developing use of enhanced technology to undertake analysis of data to identify compliance targets e.g. data mining;
- utilising advertising campaigns to reinforce employers' and workers' obligations under the Act; and
- developing collaborative partnerships with other Government agencies, both State and Federal, to share data. The matching of this data can assist in identifying employers without policies or with notable discrepancies in wages declarations.

The results of the five-year strategic compliance strategy, to 30 June 2002, show that WorkCover has visited 3,066 employers, resulting in the collection of an additional \$1.89M in premium and penalties.

3 INDUSTRY FACTORS

There are many variables to be considered when examining differences in claim profiles between industries. Changing patterns of employment, including shiftwork, the increased use of casual and contracting labour, and changes in industry practices due to advances in technology, all impact on injury rates. Other industry practices to consider are historical norms such as daily hire in the meat and stevedoring industries, which also affect injury rates.

The Government has acted to proactively address risk in all industries by requiring workplaces with greater than 30 employees to employ a Workplace Health and Safety Officer (WHSO), who provides expert advice to the employer to help them eliminate health and safety risks as obligated by the *Workplace Health and Safety Act 1995*. WHSOs are trained to identify health and safety hazards and help implement risk assessments in the workplace.

3.1 Differing Industry Safety Records

The Department of Industrial Relations regularly commissions reports from the Queensland Employee Injury Database to inform policy development and target industry interventions and for inclusion in the National Data Set for workers' compensation based statistics. These reports cover many individual industries, and are generated from data on claims reported to WorkCover. The figures below are drawn from data on the health and safety of workers in **All Industries** in Queensland in the 2000-01 financial year² (see Attachment 2):

- Analysis of 35,072 compensated workplace injuries lodged in 200/01 follows:
- The number of injuries per 100 employees during 2000-01 was 2.5 for **all industries**.
- **Manufacturing industry** workers had the highest proportion of injuries with 25.7 percent (9,026) of all injuries. The injury rate was also highest for **manufacturing industry** workers (5.5 injuries per 100 employees).
- Of the 35,072 injuries considered in the analysis, 10.7 per cent (3,770 injuries) were classified as severe.
- During 2000-01, 822,570 work days were lost in **all industries** due to work injuries.
- The average number of days absent per injury was 23.5.
- Work days absent per 100 employees amounted to 58.3 days during 2000-01.
- Labourers and related workers sustained 30.1 per cent (10,560) of **all industries** injuries.
- The three occupations with the highest number of injuries in **all industries** were meat and fish process workers, other miscellaneous labourers and related workers, and storepersons, which accounted for 5.2 per cent, 4.7 per cent and 4.7 percent of injuries respectively.
- The most common nature of injury was sprains and strains, which accounted for 59 per cent of injuries in 200-01.
- Over 28 per cent of all injuries sustained by workers in 2000-01 were back injuries. These injuries accounted for 28.8 per cent of work days absent.
- Most commonly, injuries occurred from muscular stress while lifting, carrying or putting down objects, accounting for 18.8 per cent of all injuries.
- Total compensation of \$137,834,802 was paid in 2000-01 for the 35,072 injuries. This equates to an average payment of \$3,930 per injury.
- Almost 56 per cent of compensation was paid to three industries: **manufacturing** \$30,395,447, **health and community services** \$26,261,071 and **other services** \$20,374,764.
- Fractures and dislocations, sprains and strains and open wound injuries accounted for 86.5 per cent of the total payments for **all industries**.

² Queensland Employee Injury Database Summary Report No. 8 2000-2001, "Health and Safety of Workers in All Industries".

**Table 1 Compensated Workplace Injuries
All Industries, 2000-01**

Selected Industry	Number	Per cent	Injury Rate (1)	LTIFR (2)
Manufacturing	9,026	25.7	5.5	30.9
Transport and Storage	2,798	8.0	3.8	21.2
Construction and Utility Supply	2,875	8.2	3.0	16.5
Other Services	5,291	15.1	2.0	12.6
Rural	1,115	3.2	2.5	13.0
Health and Community Services	7,353	21.0	2.0	13.4
Retail & Wholesale Trade, Finance & Personal Services	5,868	16.7	1.6	10.8
All Industries	35,072	100.0	2.5	15.5

(1) Number of injuries per 100 employees

(2) Lost Time Injury Frequency Rate is the number of lost time injuries per million hours worked.

The **manufacturing industry** contributed the largest number of injuries (9,026) in 2000-01 while the **rural industry** contributed the smallest number of injuries (1,115). The lowest injury rate (1.6 injuries per 100 employees) was recorded in the **retail and wholesale trade, finance and personal services industry** compared with 2.5 for all industries. The **manufacturing industry** recorded the highest lost time injury frequency rate of all selected industries 30.9, considerably higher than the **all industries** average of 15.5.

Slightly different information is provided for all workers' compensation jurisdictions through the Comparative Performance Monitoring Project conducted through Workplace Relations Ministers Council. The fourth report is currently in draft format, but will soon be available from the Australian Workplace website at www.workplace.gov.au.

3.2 Differing claims profiles

Due to the very nature of the work in high-risk industries, a high incidence of claims may be encountered (eg. manufacturing, retail, transport). However the claim durations, or time lost due to these injuries, may be lower in comparison to other industries.

Rather than being due to a high incidence of claims, claims costs of an industry may reflect the comparatively high wages associated with that industry or the difficulty in securing suitable duties for rehabilitation purposes (eg. mining, construction).

Alternatively, certain complex injury types may be more prevalent in some industries than others, affecting claim cost and duration profiles (eg. burns, back strain, psychiatric or psychological claims).

Industry claim profiles can also be impacted by other factors such as management strategies predominant in an industry, the size of its businesses or the culture/claiming behaviour amongst workers within the industry.

Analyses of Queensland statutory workers' compensation claims can be found on Q-COMP's website at www.qcomp.com.au/scheme_analysis/statistical_reports/htm/index.htm.

3.3 Rehabilitation

Recognition of the need for rehabilitation services for injured workers has been formally established in Queensland's workers' compensation legislation since 1973. Strategies have been continually improved and best practice recommendations from several major reports^{3 4 5} have been incorporated into the Queensland workers' compensation injury management framework.

The Act specifies requirements for employers, workers and WorkCover regarding rehabilitation. The *WorkCover Queensland Regulation 1997* outlines the standard for rehabilitation for anyone who is required to provide or manage the rehabilitation of workers:

- (i) Employers
 - All employers must take reasonable steps to provide a worker with rehabilitation for the period for which they are being paid compensation.
 - Employers have an obligation to assist or provide their workers with rehabilitation to a required standard.
 - Employers must appoint a rehabilitation coordinator if the employer employs 30 or more workers, and have Q-COMP accredited workplace rehabilitation policies and procedures in place. There are penalties for employers who do not comply.
 - Employers also have a duty to report an injury, in the approved form, within 10 days of notification of a workplace injury.
- (ii) Workers
 - Injured workers must participate in rehabilitation during the period of their claim. If the workers fail to participate in suitable programs, compensation may be suspended.
- (iii) WorkCover
 - WorkCover must ensure that rehabilitation is provided for injured workers and is aimed at assisting early return to work.
- (iv) WorkCover (through Q-COMP)
 - must also provide or approve workplace rehabilitation training courses for employers.

The standard for rehabilitation set out in the *WorkCover Queensland Regulation 1997*, provides guidelines for the provision or management of rehabilitation of workers.

³ Industry Commission. *Workers Compensation in Australia*. Australian Government Publishing Service. Canberra. 4 February 1994

⁴ Kennedy, J. *Report of the Commission of Inquiry into Workers' Compensation and Related Matters in Queensland*. 30 June 1996

⁵ Heads of Workers' Compensation Authorities *ibid.* 1997

Self-insurers are still governed by the legislation with respect to the provision of rehabilitation under the Act. The Self-Insurance licensing criteria require all workplaces (regardless of the number of workers) to be accredited and have adequate resources for rehabilitation. In addition to other licence criteria, compliance with these rehabilitation obligations and standards are annually audited by the Rehabilitation Compliance and Advisory Unit, and also reviewed every two years at the time of licence renewal.

Workplace rehabilitation coordinators training is provided by Approved Training Organisations, which have develop courses based on a syllabus set by Q-COMP. These organisations and their respective trainers must pass an annual audit and pay an annual fee to maintain their approved status. The Workplace Rehabilitation Coordinator Certification course is three days in length, with a one-day re-certification course to be completed every three years.

3.4 Measuring the effectiveness of rehabilitation

The general benefits of rehabilitation have become widely acknowledged and endorsed by western industrialised workers' compensation systems. However, while analyses of claims data assist in determining the impact of rehabilitation (eg. reductions in durations and costs of time lost claims), they do not provide an indication of the return to work outcome after the closure of the claim. Once liability ceases there is no onus on an insurer to maintain contact with a claimant and therefore no data to determine the durability of return to work. Hence, developing an accurate tool to objectively measure the outcome of rehabilitation has proven to be a complex task.

For some workers with serious injuries independent functioning may be the goal of rehabilitation, not return to work. For those workers where return to work is the objective, the benchmarking project for Comparative Performance Monitoring purposes utilises return to work and the durability of that return to work as indicators⁶. In 2000-2001 Queensland's durable return to work outcomes were on par with the national average.

WorkCover Queensland has recently commissioned research to investigate rehabilitation and return to work outcomes.

3.5 Adequacy, appropriateness and practicability of Rehabilitation

A major review of the Queensland rehabilitation framework and compliance conducted in 2000-2001 has resulted in the investigation and/or development and trial of several new strategies:

- Consideration of a staged model of workplace rehabilitation accreditation factoring in organisational size, risk factors and level of rehabilitation service provision
- Consideration of specific industry based rehabilitation models

⁶ Heads of Workers' Compensation Authorities. *Return to Work Monitor 2001/02 Report for Australia and New Zealand*. Campbells Research and Consulting. June 2002. (Unpublished report.)

- Development of incentives for early intervention and employer reporting
- Medical Education
- Compliance Strategy
- Expanded host employment/ job placement options

4. CONCLUSION

The Queensland Government recognises the capacity for fraudulent activity within workers' compensation systems at both employer and claimant levels. The strategies as outlined and currently in place provide significant protection to the scheme and the scheme's fully funded status is testimony to the prudent operation of all aspects of a scheme that provides the lowest average premiums of any state and some of the highest benefits for injured workers.

WorkCover Queensland Act 1996

(b) if the injury results in the worker's death—a dependant of the deceased worker.

(2) A reference in subsection (1) to the liability of an employer does not include a liability against which the employer is required to provide under—

(a) another Act; or

(b) a law of another State, the Commonwealth or of another country.

(3) Also, a reference in subsection (1) to the liability of an employer does not include a liability to pay damages for loss of consortium resulting from injury sustained by a worker.

*Division 2—Workers***12 Who is a “worker”**

(1) A “worker” is an individual who works under a contract of service.

(2) Also, a person mentioned in schedule 2, part 1 is a “worker”.

(3) However, a person mentioned in schedule 2, part 2 is not a “worker”.

*Division 3—Persons entitled to compensation other than workers**Subdivision 1—Volunteers etc.***14 Entitlements of persons mentioned in sdiv 1**

(1) A person mentioned in this subdivision who is covered under a contract of insurance entered into with WorkCover for this subdivision has, subject to this subdivision—

SCHEDULE 2**WHO IS A WORKER**

section 12

PART 1—PERSONS WHO ARE WORKERS

1. A person who works under a contract, or at piecework rates, for labour only or substantially for labour only.
2. A person who works a farm as a sharefarmer if—
 - (a) the sharefarmer does not provide and use in the sharefarming operations farm machinery driven or drawn by mechanical power; and
 - (b) the sharefarmer is entitled to not more than $\frac{1}{3}$ of the proceeds of the sharefarming operations under the sharefarming agreement with the owner of the farm.
3. A salesperson, canvasser, collector or other person (“**salesperson**”) paid entirely or partly by commission, if the commission is not received for or in connection with work incident to a trade or business regularly carried on by the salesperson, individually or by way of a partnership.
4. A contractor, other than a contractor mentioned in part 2, section 4 of this schedule, if—
 - (a) the contractor makes a contract with some one else for the performance of work that is not incident to a trade or business regularly carried on by the contractor, individually or by way of a partnership; and
 - (b) the contractor—
 - (i) does not sublet the contract; or
 - (ii) does not employ a worker; or
 - (iii) if the contractor employs a worker, performs part of the work personally.
5. A person who is party to a contract of service with another person who lends or lets on hire the person’s services to someone else.

SCHEDULE 2 (continued)

6. A person who is party to a contract of service with a labour hire agency or a group training organisation that arranges for the person to do work for someone else under an arrangement made between the agency or organisation and the other person.
7. A person who is party to a contract of service with a holding company whose services are let on hire by the holding company to another person.

PART 2—PERSONS WHO ARE NOT WORKERS

1. A person who performs work under a contract of service with—
 - (a) a corporation of which the person is a director; or
 - (b) a trust of which the person is a trustee; or
 - (c) a partnership of which the person is a member; or
 - (d) the Commonwealth, a Commonwealth authority or a licensed corporation under the *Safety Rehabilitation and Compensation Act 1988* (Cwlth).
2. A person who performs work under a contract of service as a professional sportsperson while—
 - (a) participating in a sporting or athletic activity as a contestant; or
 - (b) training or preparing for participation in a sporting or athletic activity as a contestant; or
 - (c) performing promotional activities offered to the person because of the person's standing as a sportsperson; or
 - (d) engaging on any daily or other periodic journey in connection with the participation, training, preparation or performance.
3. A member of the crew of a fishing vessel if—
 - (a) the member's entitlement to remuneration is contingent upon the working of the vessel producing gross earnings or profits; and
 - (b) the remuneration is wholly or mainly a share of the gross earnings or profits.

SCHEDULE 2 (continued)

4. A person who, in performing work under a contract, other than a contract of service, supplies and uses a motor vehicle for driving tuition.
5. A person participating in an approved program or work for unemployment payment under the *Social Security Act 1991* (Cwlth), section 601 or 606.²⁸⁹

289 *Social Security Act 1991* (Cwlth), section 601 (Activity test) or 606 (Newstart Activity Agreements—terms)

WorkCover Queensland Act 1996

(3) A worker may sustain 1 or multiple injuries as a result of an event whether the injury happens or injuries happen immediately or over a period.

(4) If multiple injuries result from an event, they are taken to have happened in 1 event.

(5) In this section—

“latent onset injury” means an insidious disease.

*Subdivision 2—Injury***34 Meaning of “injury”**

(1) An “injury” is personal injury arising out of, or in the course of, employment if the employment is a significant contributing factor to the injury.

(2) However, employment need not be a significant contributing factor to the injury if section 36(2) or 37(2)¹⁰ applies.

(3) “Injury” includes the following—

- (a) a disease contracted in the course of employment, whether at or away from the place of employment, if the employment is a significant contributing factor to the disease;
- (b) an aggravation of the following, if the aggravation arises out of, or in the course of, employment and the employment is a significant contributing factor to the aggravation—
 - (i) a personal injury;
 - (ii) a disease;
 - (iii) a medical condition if the condition becomes a personal injury or disease because of the aggravation;
- (c) loss of hearing resulting in industrial deafness if the employment is a significant contributing factor to causing the loss of hearing;

¹⁰ Section 36 (Injury while at or after worker attends place of employment) or 37 (Other circumstances)

WorkCover Queensland Act 1996

- (d) death from injury arising out of, or in the course of, employment if the employment is a significant contributing factor to causing the injury;
- (e) death from a disease mentioned in paragraph (a), if the employment is a significant contributing factor to the disease;
- (f) death from an aggravation mentioned in paragraph (b), if the employment is a significant contributing factor to the aggravation.

(4) For subsection (3)(b), to remove doubt, it is declared that an aggravation mentioned in the provision is an injury only to the extent of the effects of the aggravation.

(5) Despite subsection (1) and (3), “injury” does not include a psychiatric or psychological disorder arising out of, or in the course of, any of the following circumstances—

- (a) reasonable management action taken in a reasonable way by the employer in connection with the worker’s employment;
- (b) the worker’s expectation or perception of reasonable management action being taken against the worker;
- (c) action by WorkCover or a self-insurer in connection with the worker’s application for compensation.

Examples of actions that may be reasonable management actions taken in a reasonable way—

- action taken to transfer, demote, discipline, redeploy, retrench or dismiss the worker
- a decision not to award or provide promotion, reclassification or transfer of, or leave of absence or benefit in connection with, the worker’s employment.

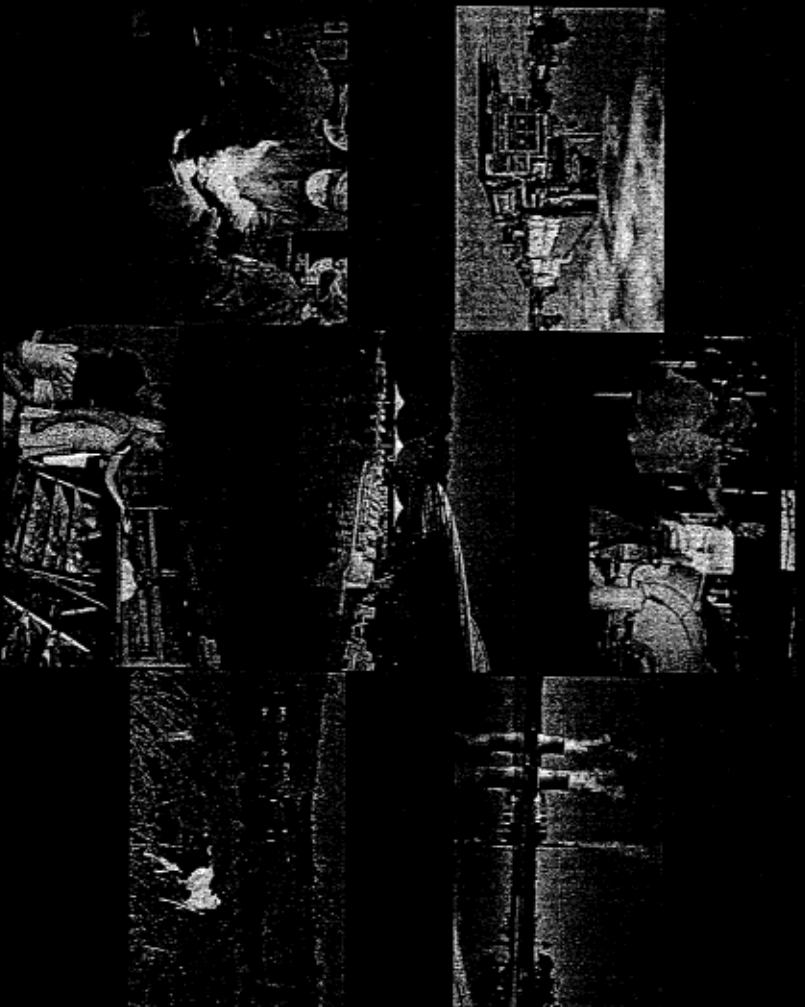
Subdivision 3—When injury arises out of, or in the course of, employment

35 Application of sdiv 3

This subdivision does not limit the circumstances in which an injury to a worker arises out of, or in the course of, the worker’s employment.

Queensland Employee Injury Database Summary Report No. 8 2000-2001

Health and Safety of Workers in All Industries



HEALTH AND SAFETY OF WORKERS IN ALL INDUSTRIES

Summary Report No. 8 2000-2001

Industry groups included in **all industries**:

- Construction and Utility Supply
- Rural
- Transport and Storage
- Health and Community Services
- Retail and Wholesale Trade, Finance and Personal Services
- Other Services
- Manufacturing

ENQUIRIES:

Regarding Workplace Health and Safety:
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Regarding Statistics:
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Contents

1. INTRODUCTION	1
1.1 The Queensland Employee Injury Data Base	3
1.2 Calculation of Rates	5
2. SUMMARY OF FINDINGS	6
3. ALL INDUSTRIES.....	7
3.1 Status of Employed Persons	7
3.2 Sex of Employees	8
3.3 Hours Worked by Employees	9
4. COMPENSATED WORKPLACE INJURIES	11
4.1 Severity of Injury	13
4.2 Work Days Absent.....	15
4.3 Occupation of Injured Worker	16
4.4 Nature of Injury	18
4.5 Bodily Location of Injury	20
4.6 Mechanism of Injury.....	22
5. MOST HAZARDOUS INDUSTRIES.....	23
6. COMPENSATION PAYMENTS.....	24
7. GLOSSARY OF TERMS	27

List of Tables

Table 1.	Employed Persons by Status of Worker, All Industries, 2000-01.....	7
Table 2.	Employees by Sex, All Industries, 2000-01.....	8
Table 3.	Compensated Workplace Injuries, Number and Rate, All Industries, 2000-01.....	11
Table 4.	Compensated Workplace Injuries by Selected Industry, 2000-01	12
Table 5.	Compensated Workplace Injuries, Bodily Location of Injury and Work Days Absent, All Industries, 2000-01.....	21
Table 6.	Compensated Workplace Injuries, Selected Industry Class by Compensation Paid, All Industries, 2000-01.....	25

List of Figures

Figure 1.	Employed Persons by Status of Worker, All Industries, 2000-01	7
Figure 2.	Employees, Average Hours Worked Per Week, All Industries, 2000-01	9
Figure 3.	Compensated Workplace Injuries by Bodily Location of Injury, All Industries, 2000-01	20
Figure 4.	Compensated Workplace Injuries by Selected Mechanism of Injury, All Industries, 2000-01	22
Figure 5.	Compensated Workplace Injuries, Most Hazardous Industry, All Industries, 2000-01	23
Figure 6.	Compensated Workplace Injuries Average Compensation per Injury, All Industries, 2000-01	24
Figure 7.	Compensated Workplace Injuries, Average Compensation Payment by Nature of Injury, All Industries, 2000-01	26

1. INTRODUCTION

This report has been commissioned by the Department of Industrial Relations (DIR) as part of the workplace health and safety program to focus on the different health and safety problems faced by employers and workers in selected industries in Queensland. The purpose of these reports is to provide data, based on past experience, to support the planning and implementation of workplace injury prevention programs. This report analyses statistics on the health and safety of workers in **all industries** in Queensland in the 2000-01 financial year.

The industries covered in this series of reports are:

1. Construction and utility supply
2. Rural
3. Transport and storage
4. Health and community services
5. Retail and wholesale trade, finance and personal services
6. Other services
7. Manufacturing
8. All industries

Data from the **mining** and **communication services industries** have not been examined in these reports. The health and safety experience of those industries has, however, been included in **all industries** data.

The data contained in this report have been compiled, in consultation with DIR, from the Queensland Employee Injury Database (QEIDB) held by Qstats (the commercial trading name of the Office of Economic and Statistical Research, Queensland Treasury). The QEIDB, established in July 1993, contains details of all compensated workplace injuries and occupational disease occurring in Queensland. Data for the period of 1980-81 to 1991-92 are contained in a separate database – the Queensland Industrial Accidents Database (QIADB).

Only the following compensated workplace injuries occurring to employees in the course of work have been examined in this report:

- Injuries with a claim type of “time lost” or “medical expenses only” having at least one work day absent.
- Injuries with a claim type of “permanent partial disability” or “lump sum payment” regardless of the number of days absent.

Injuries and fatalities occurring during the journey to or from work, during recess periods and injuries resulting from vehicle crashes during the normal course of employment are outside the scope of this report. Workplace fatalities are not included in the analysis of injuries. However, the number of fatalities in each industry group is shown in section 4.1.

Occupational diseases have also been excluded because of the short reference period (one year) and the relatively small number of diseases recorded.

1.1 The Queensland Employee Injury DataBase

This report examines those workers covered by the workers' compensation system. Data from workers' compensation claims, although relating only to employees, provide a source of information about work related injuries and diseases. Employees comprise 83.8 per cent of total employment in Queensland.

The QEIDB is compiled by Qstats from data collected by WCQ. Although the QEIDB offers a more comprehensive picture of compensated workplace injuries and occupational disease, it is subject to the limitations of the source WCQ data.

When reading this report, it is important to be aware that WCQ data provide a subset only of work related injuries and diseases. For example:

- Own account workers, who are highly represented in the rural industry, are not covered by workers' compensation to any great extent.
- Employees of the Commonwealth and other services State Governments working in Queensland are not included.
- In some cases it may be difficult to identify the original incident which caused an injury.
- Not all injuries that occur in the workplace are reported to WCQ.

Differences between the incidence of compensated workplace injuries and occupational diseases and that derived from WCQ data have been highlighted in the Division of Workplace Health and Safety publication *Workers' Compensation Data: A Poor Indicator of Workplace Injury and Disease*.

The classification and coding systems used by Qstats are compatible with national classification systems and reflect those recommended by the International Labour Organisation.

Data items collected in the QEIDB include:

1. Age
2. Intimation date – date claim became known to WCQ
3. Date occurred
4. Day occurred
5. Month occurred
6. Time occurred
7. Work days absent
8. Excess days absent (up to first five days of a claim covered by the employer)
9. Compensation payments
10. Service and goods payments
11. Non-compensation payments
12. Excess payments (incurred during the first five days covered by the employer)
13. Total payments
14. Type of claim cover
15. Industry (Australian and New Zealand Standard Industrial Classification – ANZSIC)
16. Sector
17. Geographical region (Statistical Local Area – SLA)
18. Full or part time employment status
19. Sex
20. Occupation (Australian Standard Classification of Occupations – ASCO)
21. Duty Status – at work, recess period, journey to or from work
22. Period occurred – eg. After work, overtime, late in shift etc.
23. Nature of injury/disease
24. Bodily location of injury/disease
25. Mechanism of injury/disease
26. Agency related to the injury/disease
27. Severity of injury/disease
28. Work injury or occupational disease

1.2 Calculation of Rates

For comparative purposes the rates of compensated workplace injuries have been calculated for various labour force groups and are shown in these reports. These rates are based on labour force estimates for the Queensland employee work force and are presented as a rate per 100 employees. Labour force estimates and rates based on such figures are subject to sampling variability. (For further explanation, refer to technical notes in *The Labour Force Australia, ABS Cat. No. 6203.0*)

The frequency rate of injury has been included to provide an indication of occupational safety and health performance within each industry. The lost time injury frequency rate (LTIFR) is the number of compensated lost time injuries to employees in the industry by the number of hours worked by those employees during the year, multiplied by 1,000,000 to express the rate per million hours worked.

Employee estimates include Commonwealth Government employees in some industries. As compensated workplace injuries and occupational diseases sustained by Commonwealth Government employees are not recorded in the QEIDB, rates are likely to be understated to varying degrees. Nevertheless, comparisons made possible by the use of rates offer a simple and valuable insight into the incidence of particular compensated workplace injuries.

2. SUMMARY OF FINDINGS

- During the twelve months ended 30 June 2001, a total of 35,072 compensated workplace injuries meeting the criteria listed in the introduction were recorded.
- The number of injuries per 100 employees during 2000-01 was 2.5 for **all industries**.
- **Manufacturing industry** workers had the highest proportion of injuries with 25.7 per cent (9,026) of all injuries. The injury rate was also highest for **manufacturing industry** worker (5.5 injuries per 100 employees).
- Of the 35,072 injuries that occurred during 2000-01, 10.7 per cent (3,770 injuries) were classified as severe.
- During 2000-01, 822,570 work days were lost in **all industries** due to work injuries.
- The average number of days absent per injury was 23.5.
- Work days absent per 100 employees amounted to 58.3 days during 2000-01.
- Labourers and related workers sustained 30.1 per cent (10,560) of **all industries** injuries.
- The three occupations with the highest number of injuries in **all industries** were meat and fish process workers, other miscellaneous labourers and related workers and storepersons, which accounted for 5.2 per cent, 4.7 per cent and 4.7 per cent of injuries respectively.
- The most common nature of injury was sprains and strains which accounted for 59 per cent of injuries in 2000-01.
- Over 28 per cent of all injuries sustained by workers in 2000-01 were back injuries. These injuries accounted for 28.8 per cent of work days absent.
- Most commonly, injuries occurred from muscular stress while lifting, carrying or putting down objects, accounting for 18.8 per cent of all injuries.
- Total compensation of \$137,834,802 was paid in 2000-01 for the 35,072 injuries. This equates to an average payment of \$3,930 per injury.
- Almost 56 per cent of compensation was paid to three industries: **manufacturing** \$30,395,447, **health and community services** \$26,261,071 and **other services** \$20,374,764.
- Fractures and dislocations, sprains and strains and open wound injuries accounted for 86.5 per cent of the total payments for **all industries**.

3. ALL INDUSTRIES

3.1 Status of Employed Persons

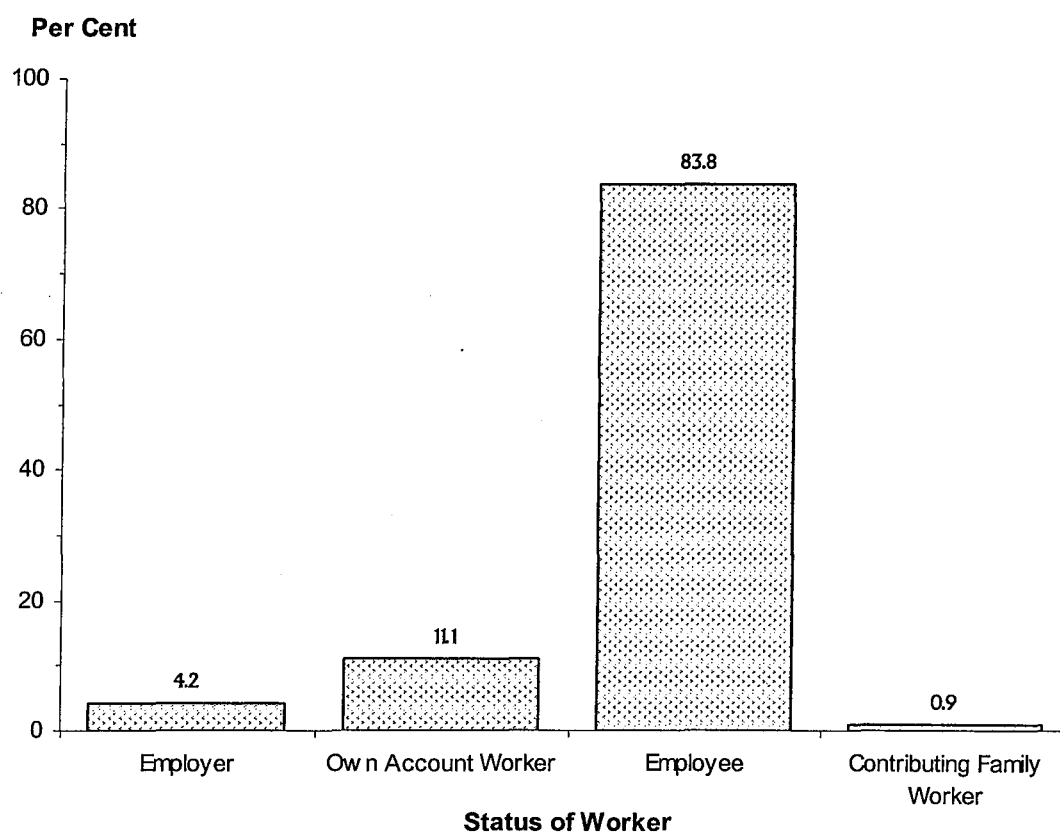
Average employment for **all industries** in Queensland for the year ended 30 June 2001, was 1,684,400. Of these workers 83.8 per cent (1,412,000) were employees (Table 1 and Figure 1).

Table 1. Employed Persons by Status of Worker, All Industries, 2000-01

Status of Worker	All Industries	
	Number	Per Cent
Employer	69,900	4.2
Own Account Worker	187,300	11.1
Employee	1,412,000	83.8
Contributing Family Worker	15,700	0.9
Total	1,684,400	100.0

Source: ABS Unpublished Labour Force Statistics

Figure 1. Employed Persons by Status of Worker, All Industries, 1999-00



3.2 Sex of Employees

Table 2 shows the proportion of male and female employees in the seven industries compared with **all industries** for 2000-01. Overall 53.6 per cent (757,500) of employees were males while 46.4 per cent (654,700) were females.

Table 2. Employees by Sex, All Industries, 2000-01

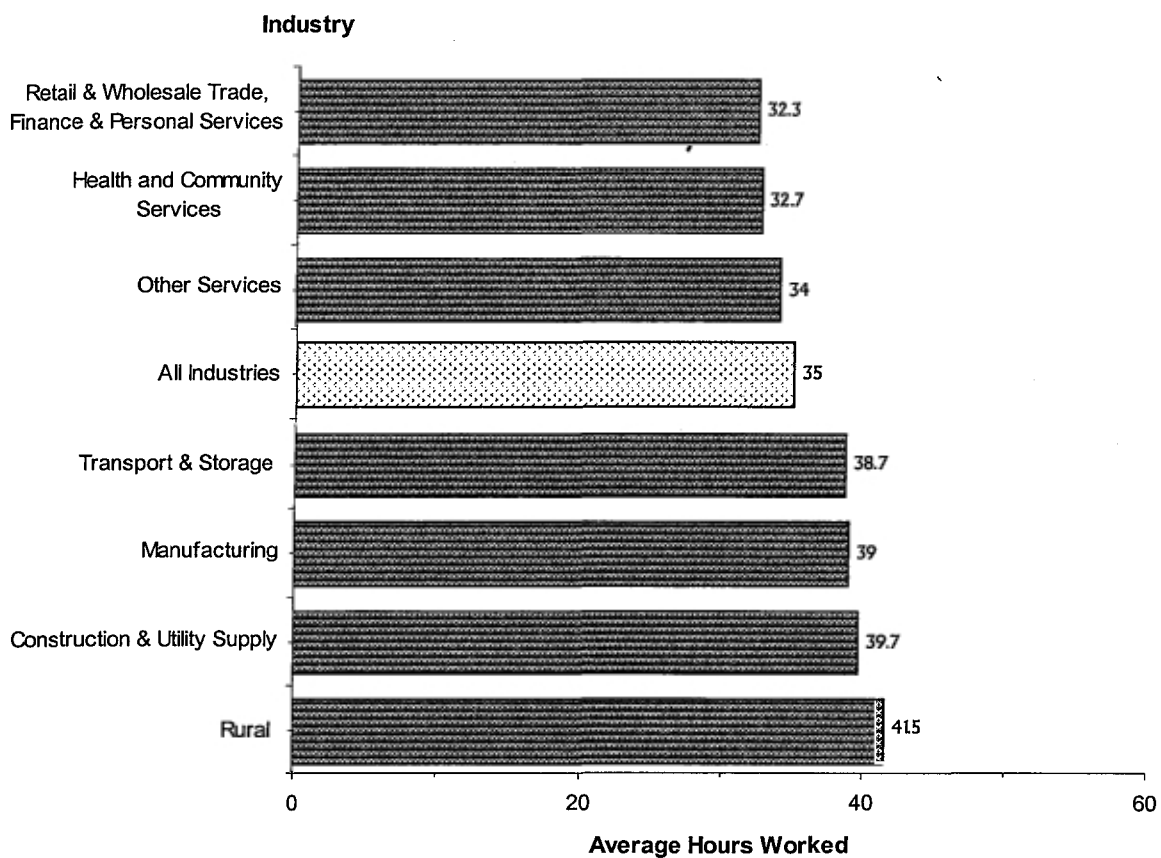
Sex	Males		Females		Persons	
	Number	Per Cent	Number	Per Cent	Number	Per Cent
All Industries	757,500	53.6	654,700	46.4	1,412,000	100.0
Retail & Wholesale Trade, Finance & Personal Services	179,800	48.9	188,100	51.1	367,800	100.0
Health & Community Services	124,100	34.0	240,800	66.0	365,000	100.0
Other Services	133,900	49.6	136,300	50.4	270,100	100.0
Manufacturing	128,200	78.4	35,400	21.6	163,600	100.0
Construction & Utility Supply	83,000	86.7	12,800	13.4	95,700	100.0
Transport & Storage	51,900	69.9	22,300	30.1	74,200	100.0
Rural	32,100	71.0	13,100	29.0	45,200	100.0

Source: ABS Unpublished Labour Force Statistics

3.3 Hours Worked by Employees

Figure 2 compares the average hours worked for each selected industry group and **all industries**. **Rural** employees worked over 6.5 hours per week longer (41.5 hours) than the **all industries** average (35 hours) and employees in the **retail and wholesale trade, finance and personal services** worked 2.7 hours less than the **all industries** average (32.3 hours per week).

Figure 2. Employees, Average Hours Worked Per Week, All Industries, 2000-01



All Industries

Source: ABS Unpublished Labour Force Statistics

4. COMPENSATED WORKPLACE INJURIES

The **manufacturing industry** contributed the largest number of injuries (9,026) in 2000-01 while the **rural industry** contributed the smallest number of injuries (1,115) (Table 3). The lowest injury rate (1.6 injuries per 100 employees) was recorded in the **retail and wholesale trade, finance and personal services industry** compared with 2.5 for **all industries**. The **manufacturing industry** recorded the highest lost time injury frequency rate of all selected industries 30.9 considerably higher than the **all industries** average of 15.5.

Table 3. Compensated Workplace Injuries, Number and Rate, All Industries, 2000-01

Selected Industry	Number	Per Cent	Injury Rate (1)	LTIFR (2)
Manufacturing	9,026	25.7	5.5	30.9
Transport & Storage	2,798	8.0	3.8	21.2
Construction & Utility Supply	2,875	8.2	3.0	16.5
Other Services	5,291	15.1	2.0	12.6
Rural	1,115	3.2	2.5	13.0
Health & Community Services	7,353	21.0	2.0	13.4
Retail & Wholesale Trade, Finance & Personal Services	5,868	16.7	1.6	10.8
All Industries	35,072	100.0	2.5	15.5

(1) Number of injuries per 100 employees

(2) Lost Time Injury Frequency Rate is the Number of lost time injuries per million hours worked

Injury numbers and rates for each selected industry and **all industries** for the twelve months ended 30 June 2000-01 are shown in Table 4.

Males contributed 71 per cent (24,900) of all injuries, with the **manufacturing industry** recording the highest injury rate for males (6.1 compared with 3.3 for **all industries**). Females in **manufacturing industry** also recorded the highest injury rate (3.2 compared with 1.5 for **all industries**). The **health and community services industry** reported the largest proportion of female injuries (4,090 or 41.4 per cent).

Table 4. Compensated Workplace Injuries by Selected Industry, 2000-01

Industry Subdivision	Number			Injury Rate (2)		
	Males	Females	Persons (1)	Males	Females	Persons
Manufacturing	7,829	1,133	9,026	6.1	3.2	5.5
Health & Community Services	3,204	4,090	7,353	2.6	1.7	2.0
Retail & Wholesale Trade, Finance & Personal Services	3,771	2,051	5,868	2.1	1.1	1.6
Other Services	3,175	2,072	5,291	2.4	1.5	2.0
Transport & Storage	2,563	224	2,798	4.9	1.0	3.8
Construction & Utility Supply	2,796	59	2,875	3.4	0.5	3.0
Rural	874	204	1,115	2.7	1.6	2.5
All Industries	24,900	9,887	35,072	3.3	1.5	2.5

(1) Includes not stated

(2) Number of injuries per 100 employees

4.1 Severity of Injury

In the recording of compensated workplace injuries, the severity of injury is classified as fatal, severe or non-severe.

In 2000-01, 70 fatalities were recorded across **all industries**. No further analysis of fatalities is undertaken.

Table 5 shows that of the 35,072 injuries sustained by workers across **all industries** 10.7 per cent (3,770 injuries) were severe, and 89.3 per cent (31,302 injuries) were classified as non-severe.

Table 5. Compensated Workplace Injuries by Severity of Injury, All Industries, 2000-01

Severity of Injury	All Industries	
	Number	Per Cent
Severe	3,770	10.7
Non-Severe	31,302	89.3
Total	35,072	100.0

Table 6 shows that 53.4 per cent or 18,712 injured workers in **all industries** were within the 20-39 years age group. Within this age group, 9.3 per cent (1,739) of injuries sustained by employees were classified as severe while 90.7 per cent (16,973) of injuries were classified as non-severe.

Table 6. Compensated Workplace Injuries, Severity by Age, All Industries, 2000-01

Age Group	All Industries		
	Severe	Non-Severe	Total
Under 15	0	9	9
15-19	130	2,530	2,660
20-24	323	4,510	4,833
25-29	435	4,410	4,845
30-34	429	4,106	4,535
35-39	552	3,947	4,499
40-44	535	3,738	4,273
45-49	488	3,240	3,728
50-54	459	2,621	3,080
55-59	276	1,504	1,780
60-64	125	597	722
65 and over	16	81	97
Not Stated	2	9	11
Total	3,770	31,302	35,072

4.2 Work Days Absent

Compensated workplace injuries resulting in a loss of 5 work days or less in **all industries** accounted for 48.2 per cent of all injuries (Table 7). A total of 71.3 per cent (24,989) of injuries resulted in work days absent of fourteen days or less.

Table 7. Compensated Workplace Injuries by Work Days Absent, All Industries, 2000-01

Work Days Absent	All Industries	
	Number	Per Cent
0 to 5 Days	16,905	48.2
6 to 14 Days	8,084	23.0
15 Days to 4 Weeks	3,594	10.2
1 to 6 Months	5,598	16.0
Over 6 Months	891	2.5
Total	35,072	100.0

During 2000-01, work days absent due to injuries in **all industries** totalled 822,570 days (Table 8). The average number of work days absent per injury was 23.5 days. This represents 58.3 days absent per 100 employees.

Table 8. Compensated Workplace Injuries, Total and Average Work Days Absent, All Industries, 2000-01

Work Days Absent	All Industries
Total Days Absent	822,570
Average Days Absent	23.5
Days Absent per 100 Employees	58.3

4.3 Occupation of Injured Worker

Table 9 shows that 30.1 per cent of all compensated workplace injuries in 2000-01 occurred to labourers and related workers.

Table 9. Compensated Workplace Injuries by Major Occupation Group, All Industries, 2000-01

Major Occupation Group	All Industries	
	Number	Per Cent
Managers & Administrators	279	0.8
Professionals	1,802	5.1
Associate Professionals	1,818	5.2
Tradespersons & Related Workers	7,131	20.3
Advanced Clerical & Service Workers	161	0.5
Intermediate Clerical, Sales & Service Workers	3,404	9.7
Intermediate Production & Transport Workers	5,836	16.6
Elementary Clerical, Sales & Service Workers	2,420	6.9
Labourers & Related Workers	10,560	30.1
Not Stated	1,656	4.7
Total	35,072	100.0

The most common natures of injury for selected occupations are shown in Table 10. Meat and fish process workers recorded the highest incidence of injuries in 2000-01 (5.2 per cent or 1,822 injuries), with sprains and strains representing 52.6 per cent of their injuries. Open wounds to employees in this occupation accounted for 27.7 per cent of all such injuries. Fractures and dislocations represented 3.0 per cent of injuries to meat and fish process workers.

**Table 10. Compensated Workplace Injuries by Occupation
And Selected Nature of Injury,
All Industries, 2000-01**

Occupation	Number	Per Cent	Selected Nature of Injury		
			Fractures & Dislocations	Sprains & Strains	Open Wounds
Meat & Fish Process Workers	1,822	5.2	54	959	504
Other Miscellaneous Labourers & Related Workers	1,650	4.7	151	947	230
Storepersons	1,637	4.7	92	1,154	121
Cleaners	1,519	4.3	101	1,062	84
Truck Drivers	1,435	4.1	161	909	107
Sales Assistants n.e.c.	1,396	4.0	84	869	175
Structural Steel & Welding Tradespersons	1,009	2.9	94	399	158
Personal Care & Nursing Assistants	972	2.8	33	817	13
Other	21,976	62.7	1,850	12,583	3,193
Not Stated	1,656	4.7	124	1,008	192
Total	35,072	100.0	2,744	20,707	4,777

4.4 Nature of Injury

The most common nature of compensated workplace injury sustained by **all industries** workers was sprains and strains which accounted for 59.0 per cent (20,707) of all work injuries in 2000-01 (Table 11).

Open wound injuries also accounted for 13.6 per cent (4,777 injuries) and fractures and dislocations accounted for 7.8 per cent (2,744).

Table 11. Compensated Workplace Injuries by Nature of Injury, All Industries, 2000-01

Nature of Injury	All Industries					
	Males		Females		Persons	
	Number	Per Cent	Number	Per Cent	Number	Per Cent
Sprains & Strains	13,893	55.8	6,690	67.7	20,707	59.0
Open Wounds (excl. Traumatic Amputation)	3,966	15.9	766	7.7	4,777	13.6
Fractures & Dislocations	2,045	8.2	668	6.8	2,744	7.8
Contusion & Crushing	2,416	9.7	980	9.9	3,423	9.8
Burns & Scalds	694	2.8	323	3.3	1,028	2.9
Foreign Body (in Eye, Ear etc.)	799	3.2	57	0.6	863	2.5
Other	1,087	4.4	403	4.1	1,530	4.4
Total	24,900	100.0	9,887	100.0	35,072	100.0

The relationship between the natures of injury sustained by all industries workers and work days absent due to those injuries is shown in Table 12. Sprains and strains represented 59.0 per cent of injuries and 63.8 per cent (525,000 days) of all work days absent. Open wound injuries represented 13.6 per cent of injuries and 7.6 per cent (62,903 days) of all work days absent. Because of the severity of many fractures and dislocations, they accounted for a substantially higher proportion of work days absent from injuries (15.6 per cent or 128,662 days) than the proportion of these injuries (7.8 per cent).

**Table 12. Compensated Workplace Injuries by Nature of Injury
And Work Days Absent,
All Industries, 2000-01**

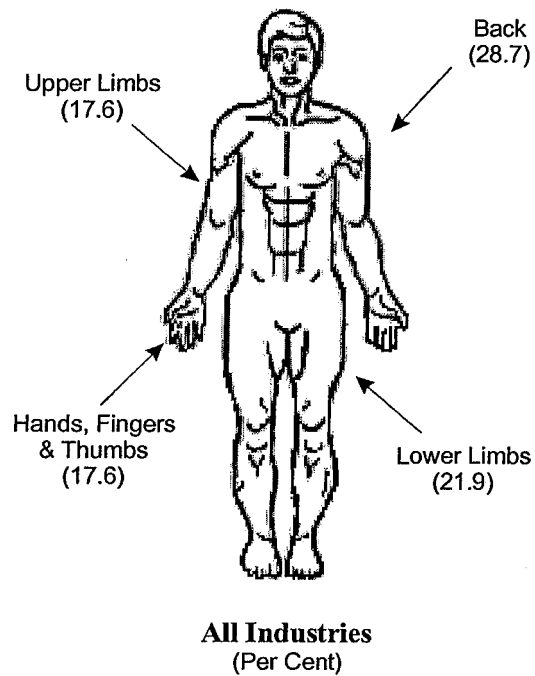
Nature of Injury	Workplace Injuries		Work Days Absent	
	Number	Per Cent	Number	Per Cent
Sprains & Strains	20,707	59.0	525,000	63.8
Open Wounds (excl. Traumatic Amputation)	4,777	13.6	62,903	7.6
Fractures & Dislocations	2,744	7.8	128,662	15.6
Contusion & Crushing	3,423	9.8	50,628	6.2
Burns & Scalds	1,028	2.9	10,240	1.2
Foreign Body (in Eye, Ear etc.)	863	2.5	3,485	0.4
Other	1,530	4.4	41,652	5.1
Total	35,072	100.0	822,570	100.0

4.5 Bodily Location of Injury

Almost 29 per cent (10,065) of injuries to workers in 2000-01 occurred to the back. A further 21.9 per cent (7,698) of injuries occurred to the lower limbs, while injuries to hand, fingers and thumbs accounted for 17.6 per cent (6,190) injuries.

Figure 3 shows the most common bodily locations of injury sustained by workers in **all industries**.

Figure 3. Compensated Workplace Injuries by Bodily Location of Injury, All Industries, 2000-01



Back injuries represented 28.7 per cent (10,065) of injuries and accounted for 28.8 per cent (237,035 days) of all work days absent as shown in Table 13. Injuries to hand, fingers and thumbs, represented 17.6 per cent of injuries and accounted for 11.8 per cent (97,392 days) of all work days absent.

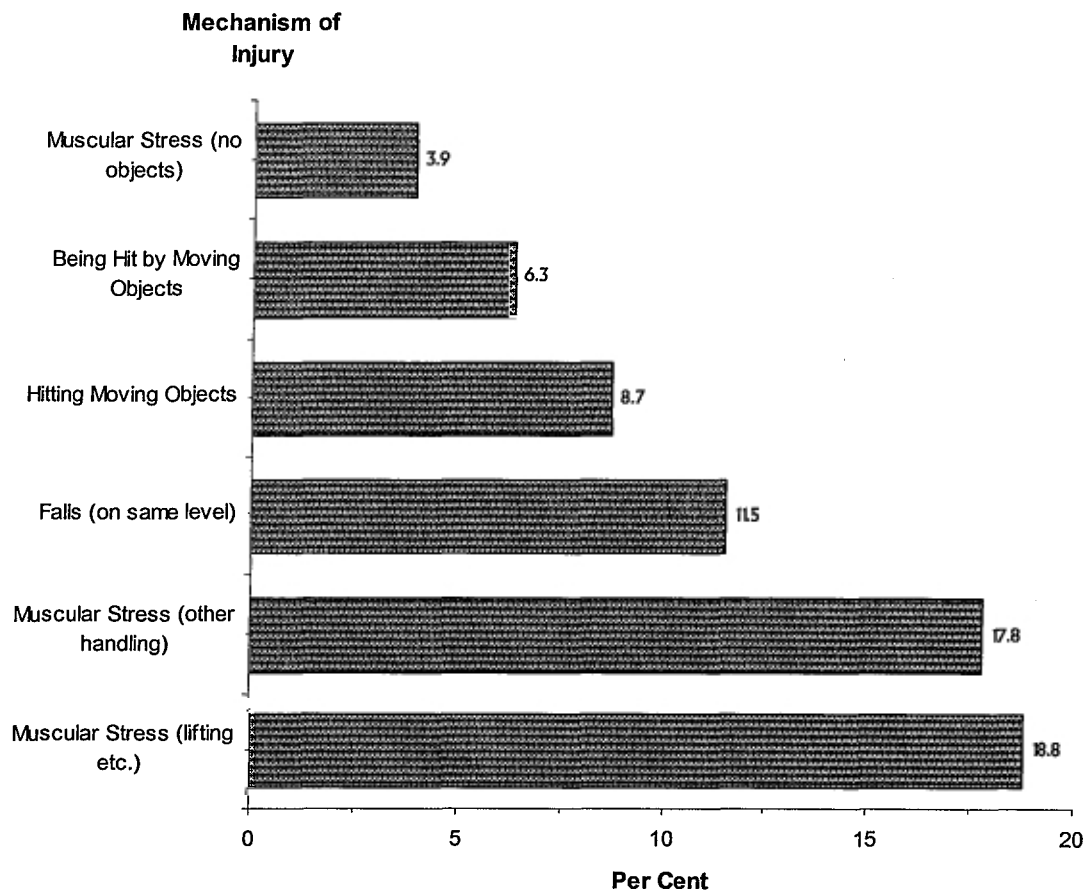
**Table 13. Compensated Workplace Injuries,
Bodily Location of Injury and Work Days Absent,
All Industries, 2000-01**

Bodily Location of Injury	Workplace Injuries		Work Days Absent	
	Number	Per Cent	Number	Per Cent
Back	10,065	28.7	237,035	28.8
Lower Limbs	7,698	21.9	194,692	23.7
Upper Limbs	6,179	17.6	204,306	24.8
Hand, Fingers & Thumbs	6,190	17.6	97,392	11.8
Other	4,940	14.1	89,145	10.8
Total	35,072	100.0	822,570	100.0

4.6 Mechanism of Injury

Figure 4 shows compensated workplace injuries in 2000-01 occurred most commonly from muscular stress while lifting, carrying or putting down objects, which accounted for 18.8 per cent (6,584) of injuries.

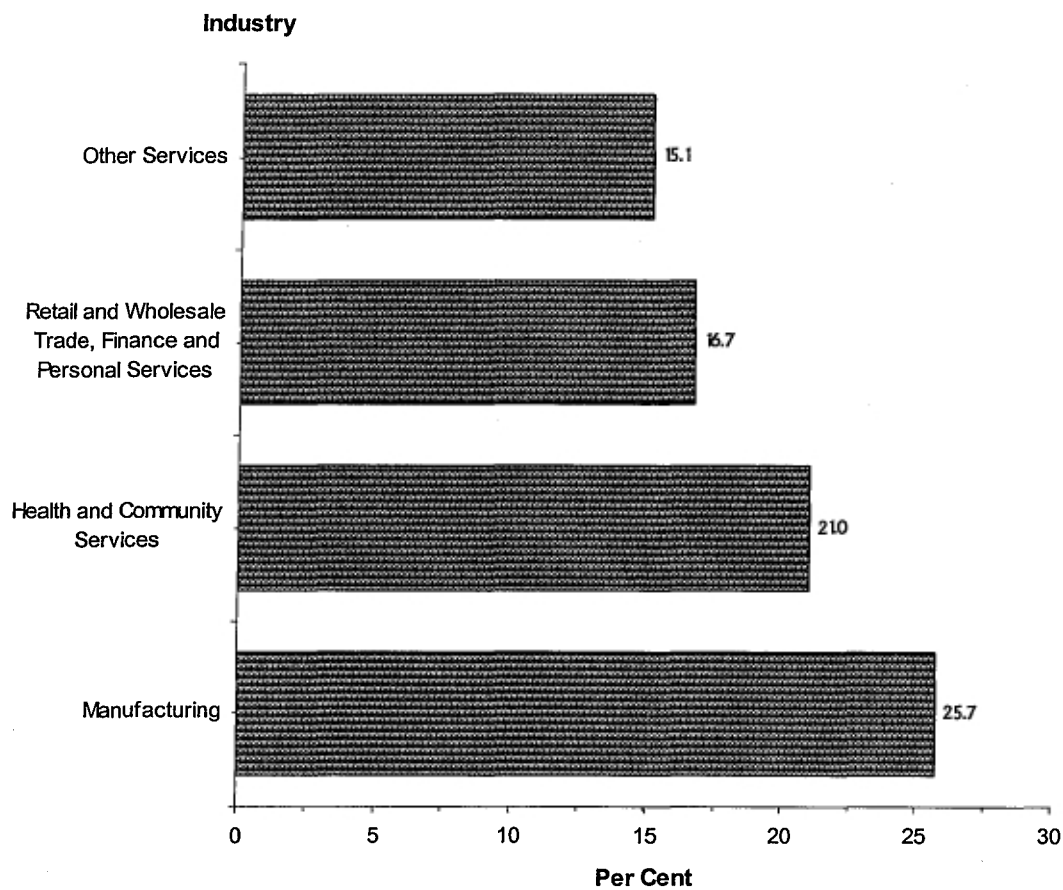
Figure 4. Compensated Workplace Injuries by Selected Mechanism of Injury, All Industries, 2000-01



5. MOST HAZARDOUS INDUSTRIES

Four industries accounted for 78.5 per cent (27,538) of all workplace injuries. These were **manufacturing** (9,026 injuries), **health and community services** (7,353 injuries), **retail and wholesale trade, finance and personal services** (5,868 injuries) and **other services** (5,291 injuries).

Figure 5. Compensated Workplace Injuries, Most Hazardous Industry, All Industries, 2000-01

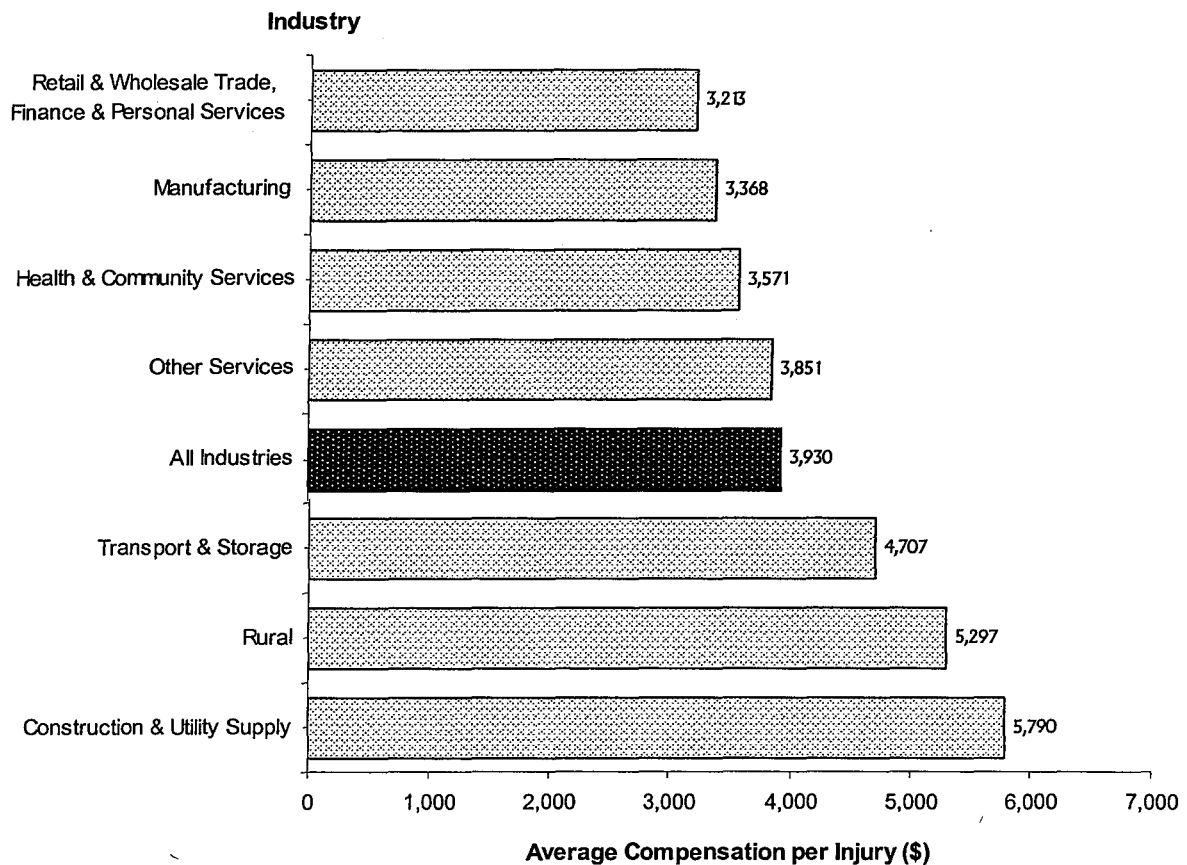


6. COMPENSATION PAYMENTS

Over \$137 million was paid in compensation for workplace injuries in 2000-01. For the 35,072 injuries that occurred in this period, the average payment per injury was \$3,930.

Figure 6 shows that compensation per injury was highest for the **construction and utility supply industry** (\$5,790). The **retail and wholesale trade, finance and personal services industry** represented the lowest average compensation paid per injury (\$3,213).

Figure 6. Compensated Workplace Injuries, Average Compensation per Injury, All Industries, 2000-01



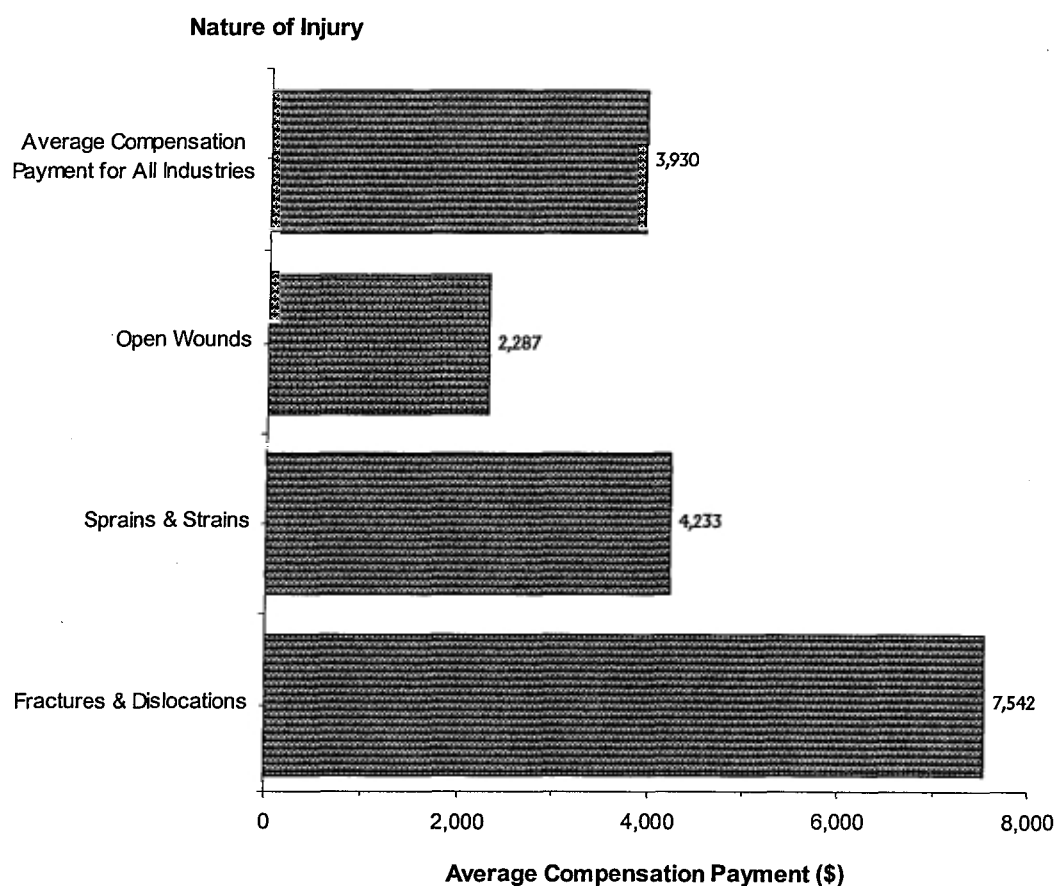
The **manufacturing industry** accounted for 22.1 per cent of compensation paid (\$30,395,447) with an average compensation payment per injury of \$3,368 (Table 14). The **rural industry** recorded the highest average compensation payment per injury (\$5,297) and represented 4.3 per cent of compensation paid.

**Table 14. Compensated Workplace Injuries,
Selected Industry Class by Compensation Paid,
All Industries, 2000-01**

Industry Class	Compensation	Per Cent	Number of Injuries	Average Compensation Per Injury (\$)
Manufacturing	30,395,447	22.1	9,026	3,368
Health & Community Services	26,261,071	19.1	7,353	3,571
Retail & Wholesale Trade, Finance & Personal Services	18,856,679	13.7	5,868	3,213
Other Services	20,374,764	14.8	5,291	3,851
Construction & Utility Supply	16,645,317	12.1	2,875	5,790
Transport & Storage	13,170,896	9.6	2,798	4,707
Rural	5,906,085	4.3	1,115	5,297
Total	137,834,802	100.0	35,072	3,930

Of the total workers' compensation paid in 2000-01 (\$119,280,006) 86.5 per cent was paid in respect of the following injuries: sprains and strains (\$87,657,912), fractures and dislocations (\$20,695,453) and open wound injuries (\$10,926,641). Figure 7 shows the average compensation payment for these injuries. Payment per injury was the highest for fractures and dislocations \$7,542.

Figure 7. Compensated Workplace Injuries, Average Compensation Payment by Nature of Injury, All Industries, 2000-01



7. GLOSSARY OF TERMS

AGENCY: The agency classification is intended to identify 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. Agency is coded to the 3 digit agency code as detailed in Worksafe Australia's type of occurrence classification.

BODILY LOCATION OF INJURY: The bodily location of injury is intended to identify the part of the body affected by the most serious injury. Bodily location of injury is coded to the 3 digit bodily location of injury code in Worksafe Australia's type of occurrence classification.

COMPENSATED WORKPLACE

INJURIES: Injuries which occur at or in the course of work which result in compensation payments and which cause permanent disability, or absence of the injured person from work during his/her next regular shift or during any one or more work days, subsequent to the date of injury. Injuries which occur during recess periods or while commuting are not included.

EMPLOYED PERSONS: Employed persons have been calculated as an annual average of quarterly ABS Labour Force data. Totals of employed persons may not add due to rounding.

FATALITIES: A fatality is recorded when a worker is killed as a result of injuries received in the course of their employment.

INDUSTRY: All industry data in the report are classified by the Australian and New Zealand Standard Industrial Classification (ANZSIC).

MECHANISM: The mechanism of injury is intended to identify the action, exposure or event which was the direct cause of the most serious injury or disease. Mechanism of injury is coded to the 2 digit mechanism of injury code as detailed in Worksafe Australia's type of occurrence classification.

N.E.C.: Not elsewhere classified.

NON-SEVERE INJURY: An injury which does not result in death or permanent impairment but renders the injured person unable to perform a regular established job during the entire time interval corresponding to the hours of a full regular shift. Temporary disabilities are included in the QEIDB only if compensation commences within six months of the end of the financial year during which the injury occurs.

OCCUPATION: Occupation data recorded on the QEIDB are coded to the classifications listed in the Australian Standard Classification of Occupations (ASCO).

OCCUPATIONAL DISEASES: Diseases which are contracted at or in the course of work resulting in compensation.

SEVERE INJURY: An injury which does not cause death but results in the complete loss or loss of use of any part of the body or any impairment of functions of the body or part thereof, or which results in the loss of 60 working days or more.

WORK DAYS ABSENT: Number of total work days between the day of injury and the day of effective return to work.