



WorkCoverWA

Industry Benchmark Report

2011/12 to 2013/14

Data used in this report was extracted from the WorkCover WA claims database on 17 August 2015 and reflects activities between 2011/12 and 2013/14.

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Background

WorkCover WA is the government agency responsible for overseeing the workers' compensation and injury management system in Western Australia.

This report is based on claims statistics from the WA workers' compensation scheme from 2011/12 to 2013/14. It provides a three-year average of industry benchmarks that can be used for evaluation of the occupational safety and health performance of organisations.

Claim statistics are lost-time claims resulting from work-related injuries/diseases. Industry classification is based on the *Australian and New Zealand Standard Industrial Classification (ANZSIC) 2006*, published by the Australian Bureau of Statistics. The ANZSIC system groups together businesses that carry out similar economic activities and is structured into a hierarchy of units reflecting different levels of description (available at abs.gov.au).

This report includes:

- claim numbers by amount of days lost
- incidence rate
- frequency rate
- average days lost
- average claim cost

Terms and definitions

Claim costs	An estimate of costs for unfinalised claims, and the total cost of finalised claims attributed to the date in which a claim was lodged with an insurer.
Days lost	Number of days or shifts where the claimant is absent for work resulting from a work-related injury/disease, and is attributed to the date in which a claim was lodged with an insurer.
Frequency rate	The number of lodged claims per million hours worked. The number of hours worked is the total number of hours worked by workers covered by workers' compensation and hours are represented in millions. It is based on employed persons in Western Australia as supplied by the Australian Bureau of Statistics.
Incidence rate	The number of lodged claims per 100 workers. The number of employees is based on Labour Force statistics published by the Australian Bureau of Statistics (catalogue number 6291.0.55.001), and includes full-time, part-time, casual and seasonal workers.
Lost-time claims	Claims for which the injury or disease results in an absence from work of at least one day or shift.

Industry division	Three-year average - 2011/12 to 2013/14						
	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
A - Agriculture, forestry and fishing	1,256	483	1,739	2.7	13.0	74.9	\$38,332
B - Mining	2,775	1,628	4,403	1.4	5.8	93.1	\$69,964
C - Manufacturing	5,559	1,593	7,152	2.8	14.4	64.8	\$38,907
D - Electricity, gas, water and waste services	410	186	596	1.1	5.5	76.0	\$51,875
E - Construction	5,729	2,353	8,082	2.6	12.3	80.7	\$47,667
F - Wholesale trade	1,585	529	2,114	1.9	9.7	66.5	\$35,830
G - Retail trade	2,856	951	3,807	0.9	7.0	71.0	\$34,614
H - Accommodation and food services	1,940	596	2,536	1.1	8.3	67.5	\$32,525
I - Transport, postal and warehousing	2,358	1,171	3,529	2.4	12.1	94.2	\$51,648
J - Information media and telecommunications	102	43	145	0.5	2.6	73.6	\$40,313
K - Financial and insurance services	106	54	160	0.2	1.1	96.6	\$52,040
L - Rental, hiring and real estate services	410	159	569	0.8	4.4	78.1	\$48,328
M - Professional, scientific and technical services	645	297	942	0.4	2.0	87.9	\$49,994
N - Administrative and support services	813	298	1,111	0.7	3.9	76.8	\$35,102
O - Public administration and safety	1,574	661	2,235	1.2	6.9	77.7	\$43,558
P - Education and training	2,844	949	3,793	1.3	8.3	63.8	\$29,577
Q - Health care and social assistance	5,149	2,208	7,357	1.8	12.5	84.2	\$38,973
R - Arts and recreation services	968	294	1,262	1.9	14.8	64.0	\$30,793
S - Other services	1,084	377	1,461	1.1	6.0	76.4	\$37,411
All industries	38,163	14,830	52,993	1.5	8.4	77.0	\$42,627

A - Agriculture, forestry and fishing**Three-year average - 2011/12 to 2013/14**

Businesses mainly engaged in growing crops, raising animals, growing and harvesting timber, and harvesting fish and other animals from farms or their natural habitats.

	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Agriculture	748	303	1,051	2.0	9.6	73.5	\$37,929
Agriculture, forestry and fishing support services	350	128	478	7.4	35.6	75.1	\$37,225
Aquaculture	43	7	50	6.4	37.6	37.4	\$17,250
Fishing, hunting and trapping	49	17	66	6.1	26.8	84.5	\$42,049
Forestry and logging	66	28	94	3.0	13.1	103.0	\$57,069
Total	1,256	483	1,739	2.7	13.0	74.9	\$38,332

B - Mining**Three-year average - 2011/12 to 2013/14**

Businesses mainly extract naturally occurring mineral solids, such as coal and ores; liquid minerals, such as crude petroleum; and gases, such as natural gas.

	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Coal mining	89	26	186	5.3	20.5	60.0	\$39,870
Exploration and other mining support services	1,292	765	165	3.1	13.9	95.4	\$69,045
Metal ore mining	1,189	722	1,748	1.0	4.4	92.3	\$73,792
Non-metallic mineral mining and quarrying	126	54	1,298	1.5	6.4	82.2	\$51,154
Oil and gas extraction	79	61	411	0.2	1.0	110.4	\$80,127
Total	2,775	1,628	4,403	1.4	5.8	93.1	\$69,964

C - Manufacturing**Three-year average - 2011/12 to 2013/14**

Businesses mainly engaged in the physical or chemical transformation of materials, substances or components into new products (except agriculture and construction).

	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Basic chemical and chemical product manufacturing	126	60	186	1.7	9.2	87.6	\$60,473
Beverage and tobacco product manufacturing	137	28	165	2.3	12.9	53.5	\$29,580
Fabricated metal product manufacturing	1,391	357	1,748	8.7	41.6	58.1	\$36,428
Food product manufacturing	965	333	1,298	2.3	12.3	72.8	\$38,674
Furniture and other manufacturing	320	91	411	2.5	12.5	57.4	\$29,599
Machinery and equipment manufacturing	950	221	1,171	3.8	18.1	60.8	\$39,785
Non-metallic mineral product manufacturing	288	90	378	3.1	15.3	72.8	\$44,658
Petroleum and coal product manufacturing	19	8	27	0.5	2.6	111.0	\$59,951
Polymer product and rubber product manufacturing	156	48	204	2.2	10.7	73.4	\$50,084
Primary metal and metal product manufacturing	289	78	367	0.9	4.5	59.4	\$40,546
Printing (including the reproduction of recorded media)	77	26	103	1.1	6.2	65.5	\$45,934
Pulp, paper and converted paper product manufacturing	20	3	23	1.4	6.9	50.1	\$25,747
Textile, leather, clothing and footwear manufacturing	74	28	102	1.9	11.2	88.6	\$39,679
Transport equipment manufacturing	394	118	512	2.8	12.9	61.6	\$35,273
Wood product manufacturing	353	104	457	6.3	31.2	69.7	\$40,440
Total	5,559	1,593	7,152	2.8	14.4	64.8	\$38,907

D - Electricity, gas, water and waste services		Three-year average - 2011/12 to 2013/14					
Businesses engaged in the provision of electricity; gas through mains systems; water; drainage; and sewage services.	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Electricity supply	62	35	97	0.5	2.6	96.5	\$73,365
Gas supply	17	4	21	0.2	1.0	64.7	\$62,351
Waste collection, treatment and disposal services	221	115	336	3.0	15.1	77.2	\$49,577
Water supply, sewerage and drainage services	110	32	142	1.0	5.3	60.8	\$41,084
Total	410	186	596	1.1	5.5	76.0	\$51,875

E - Construction		Three-year average - 2011/12 to 2013/14					
Businesses engaged in the construction of buildings and other structures, additions, alterations, reconstruction, installation, and maintenance and repairs of buildings and other structures.	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Building construction	784	298	1,082	1.2	5.7	82.0	\$47,699
Construction services	3,522	1,360	4,882	2.7	12.8	78.0	\$44,667
Heavy and civil engineering construction	1,423	695	2,118	6.3	26.2	86.0	\$54,567
Total	5,729	2,353	8,082	2.6	12.3	80.7	\$47,667

F - Wholesale trade		Three-year average - 2011/12 to 2013/14					
Businesses mainly engaged in the purchase and onselling, the commission based buying, and the commission based selling of goods, without significant transformation, to businesses.	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Basic material wholesaling	366	164	530	1.4	6.8	84.7	\$46,322
Commission-based wholesaling	9	4	13	1.1	5.8	71.4	\$45,342
Grocery, liquor and tobacco product wholesaling	379	126	505	2.9	15.8	68.8	\$29,734
Machinery and equipment wholesaling	595	144	739	2.2	11.1	50.0	\$32,939
Motor vehicle and motor vehicle parts wholesaling	100	25	125	2.3	13.3	49.7	\$25,987
Other goods wholesaling	136	66	202	1.2	6.6	83.3	\$39,599
Total	1,585	529	2,114	1.9	9.7	66.5	\$35,830

G - Retail trade**Three-year average - 2011/12 to 2013/14**

Businesses mainly engaged in the purchase and onselling, commission based buying, and commission based selling of goods, without significant transformation, to the general public.

	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Food retailing	1,224	436	1,660	1.3	10.4	70.0	\$35,887
Fuel retailing	94	39	133	0.8	5.7	83.4	\$34,807
Motor vehicle and motor vehicle parts retailing	465	116	581	1.2	6.5	56.4	\$30,915
Non-store retailing and retail commission-based buying and/or selling	20	8	28	1.0	7.4	56.5	\$33,192
Other store-based retailing	1,053	352	1,405	0.7	5.2	77.3	\$34,649
Total	2,856	951	3,807	0.9	7.0	71.0	\$34,614

H - Accommodation and food services**Three-year average - 2011/12 to 2013/14**

Businesses providing short-term accommodation for visitors and/or meals, snacks, and beverages for consumption by customers both on and off-site.

	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Accommodation	434	145	579	1.9	12.1	77.6	\$32,420
Food and beverage services	1,506	451	1,957	0.9	7.6	64.5	\$32,555
Total	1,940	596	2,536	1.1	8.3	67.5	\$32,525

I - Transport, postal and warehousing		Three-year average - 2011/12 to 2013/14					
Businesses mainly engaged in providing transportation of passengers and freight by road, rail, water or air.	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Air and space transport	185	43	228	1.4	8.6	57.5	\$30,902
Other transport	39	17	56	2.3	13.6	127.7	\$74,197
Postal and courier pick-up and delivery services	50	37	87	0.4	2.8	117.5	\$43,694
Rail transport	191	107	298	3.1	14.9	76.5	\$40,403
Road transport	1,218	655	1,873	3.1	14.3	103.5	\$56,937
Transport support services	456	243	699	3.8	19.5	95.6	\$53,282
Warehousing and storage services	202	61	263	1.3	7.2	61.4	\$37,501
Water transport	17	8	25	0.8	4.3	95.0	\$58,973
Total	2,358	1,171	3,529	2.4	12.1	94.2	\$51,648

J - Information media and telecommunications		Three-year average - 2011/12 to 2013/14					
Businesses responsible for the creation and storage of information products, such as creative content – the stories, photographs and music – contained in movies, newspapers, books, and television and radio broadcasts. It also provides services to enable the storage and transmission of these information products via electronic, wireless, optical and other means.	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Broadcasting (except internet)	8	2	10	0.3	1.9	52.6	\$28,494
Internet publishing and Broadcasting	–	–	–	–	–	–	–
Internet service providers, web search portals and data processing services	2	4	6	0.2	1.3	138.7	\$72,081
Library and other information services	28	7	35	0.9	7.1	47.5	\$34,178
Motion picture and sound recording activities	6	3	9	0.3	2.5	85.8	\$35,981
Publishing (except internet and music publishing)	33	18	51	0.6	3.8	76.4	\$43,370
Telecommunications services	25	9	34	0.3	1.5	87.7	\$41,061
Total	102	43	145	0.5	2.6	73.6	\$40,313

K - Financial and insurance services**Three-year average - 2011/12 to 2013/14**

Businesses mainly engaged in financial transactions involving the creation, liquidation, or change in ownership of financial assets, and/or in facilitating financial transactions.

	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Auxiliary finance and insurance services	18	8	26	0.1	0.5	100.4	\$39,314
Finance	48	24	72	0.2	1.0	109.1	\$62,864
Insurance and superannuation funds	40	22	62	0.3	2.0	80.6	\$44,806
Total	106	54	160	0.2	1.1	96.6	\$52,040

L - Rental, hiring and real estate services**Three-year average - 2011/12 to 2013/14**

Businesses mainly engaged in renting, hiring, or otherwise allowing the use of tangible or intangible assets (except copyrights), and units providing related services.

	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Property operators and real estate services	80	56	136	0.3	1.5	107.3	\$54,986
Rental and hiring services (except real estate)	330	103	433	2.2	11.7	68.9	\$46,237
Total	410	159	569	0.8	4.4	78.1	\$48,328

M - Professional, scientific and technical services**Three-year average - 2011/12 to 2013/14**

Businesses mainly engaged in providing professional, scientific and technical services who specialise and sell their expertise.

	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Computer system design and related services	30	14	44	0.1	0.6	90.3	\$39,553
Professional, scientific and technical services	615	283	898	0.4	2.2	87.8	\$50,505
Total	645	297	942	0.4	2.2	87.8	\$50,505

N - Administrative and support services

Three-year average - 2011/12 to 2013/14

Businesses mainly engaged in performing routine support activities for the day-to-day operations of other businesses or organisations.

	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Administrative services	359	106	465	0.4	2.2	62.1	\$27,654
Building cleaning, pest control and other support services	454	192	646	1.4	9.4	87.4	\$40,463
Total	813	298	1,111	0.7	3.9	76.8	\$35,102

O - Public administration and safety

Three-year average - 2011/12 to 2013/14

Businesses mainly engaged in Central, State or Local Government legislative, executive and judicial activities; in providing physical, social, economic and general public safety and security services; and in enforcing regulations.

	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Defence	—	—	—	—	—	—	—
Public administration	214	85	299	0.2	1.3	74.8	\$47,321
Public order, safety and regulatory services	1,360	576	1,936	3.9	21.1	78.1	\$42,977
Total	1,574	661	2,235	1.2	6.9	77.7	\$43,558

P - Education and training

Three-year average - 2011/12 to 2013/14

Businesses mainly engaged in the provision and support of education and training, except those engaged in the training of animals e.g. dog obedience training, horse training.

	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Adult, community and other education	53	25	78	0.2	1.6	90.3	\$33,825
Preschool and school education	2,437	835	3,272	1.8	11.5	64.3	\$28,855
Tertiary education	354	89	443	0.5	3.5	55.8	\$34,156
Total	2,844	949	3,793	1.3	8.3	63.8	\$29,577

Q - Health care and social assistance

Three-year average - 2011/12 to 2013/14

Businesses mainly engaged in providing human health care and social assistance.	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Hospitals	2,071	1,122	3,193	2.6	16.8	96.3	\$46,492
Medical and other health care services	594	170	764	0.7	4.5	60.6	\$37,497
Residential care services	1,535	572	2,107	3.2	24.2	79.9	\$31,188
Social assistance services	949	344	1,293	1.2	9.0	75.5	\$33,961
Total	5,149	2,208	7,357	1.8	12.5	84.2	\$38,973

R - Arts and recreation services

Three-year average - 2011/12 to 2013/14

Businesses engaged in preservation and exhibition of objects and sites of historical, cultural or educational interest; the production of original artistic works and/or participation in live performances, events, or exhibits intended for public viewing; and the operation of facilities or the provision of services that enable patrons to participate in sporting or recreational activities, or to pursue amusement interests.	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Creative and performing arts activities	48	16	64	1.3	10.3	48.5	\$28,873
Gambling activities	94	28	122	0.9	6.0	80.2	\$44,085
Heritage activities	444	110	554	4.3	29.8	53.3	\$29,638
Sports and recreation activities	382	140	522	1.4	12.9	73.4	\$29,147
Total	968	294	1,262	1.9	14.8	64.0	\$30,793

S - Other services

Three-year average - 2011/12 to 2013/14

Businesses mainly engaged in providing a range of personal care services, such as hair, beauty, diet and weight management services; providing death care services; promoting or administering religious events or activities; or promoting and defending the interests of their members.	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Personal and other services	342	163	505	0.8	5.5	100.2	\$41,202
Private households employing staff and undifferentiated goods	6	5	11	2.5	25.8	190.0	\$65,015
Repair and maintenance	736	209	945	1.3	6.2	62.4	\$35,064
Total	1,084	377	1,461	1.1	6.0	76.4	\$37,411

- 1 Due to the dynamic nature of workers' compensation claims, the interpretation of data contained within this report (the data) must be undertaken with some caution. Data users are cautioned to consider carefully the provisional nature of the data before using it for decisions that concern personal or public safety or the conduct of business that involves substantial monetary or operational consequences.
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