



# Industry Statistical Report 2013/14 - 2016/17

**Health care and social assistance  
in the Western Australian  
Workers' Compensation Scheme**

June 2018







**WorkCoverWA**

WorkCover WA  
Scheme and Corporate Services  
Business Intelligence Services  
2 Bedbrook Place  
Shenton Park WA 6008

 [workcover.wa.gov.au](http://workcover.wa.gov.au)

 [communications@workcover.wa.gov.au](mailto:communications@workcover.wa.gov.au)

 (08) 9388 5555

 @WorkCoverWA

WorkCover WA is the government agency responsible for overseeing the WA workers' compensation and injury management system. WorkCover WA undertakes a range of educational, advisory, enforcement and performance monitoring activities to ensure the WA workers' compensation scheme is fair, accessible and cost-effective for all participants.

Industry Statistical Report:  
Health care and social assistance  
2013/14 to 2016/17

Published July 2018

**Data was extracted on 15 June 2018**

© WorkCover WA, Government of Western Australia

There is no objection to this publication being copied in whole or part, provided there is due acknowledgment of any material quoted from the publication.

# Table of Contents

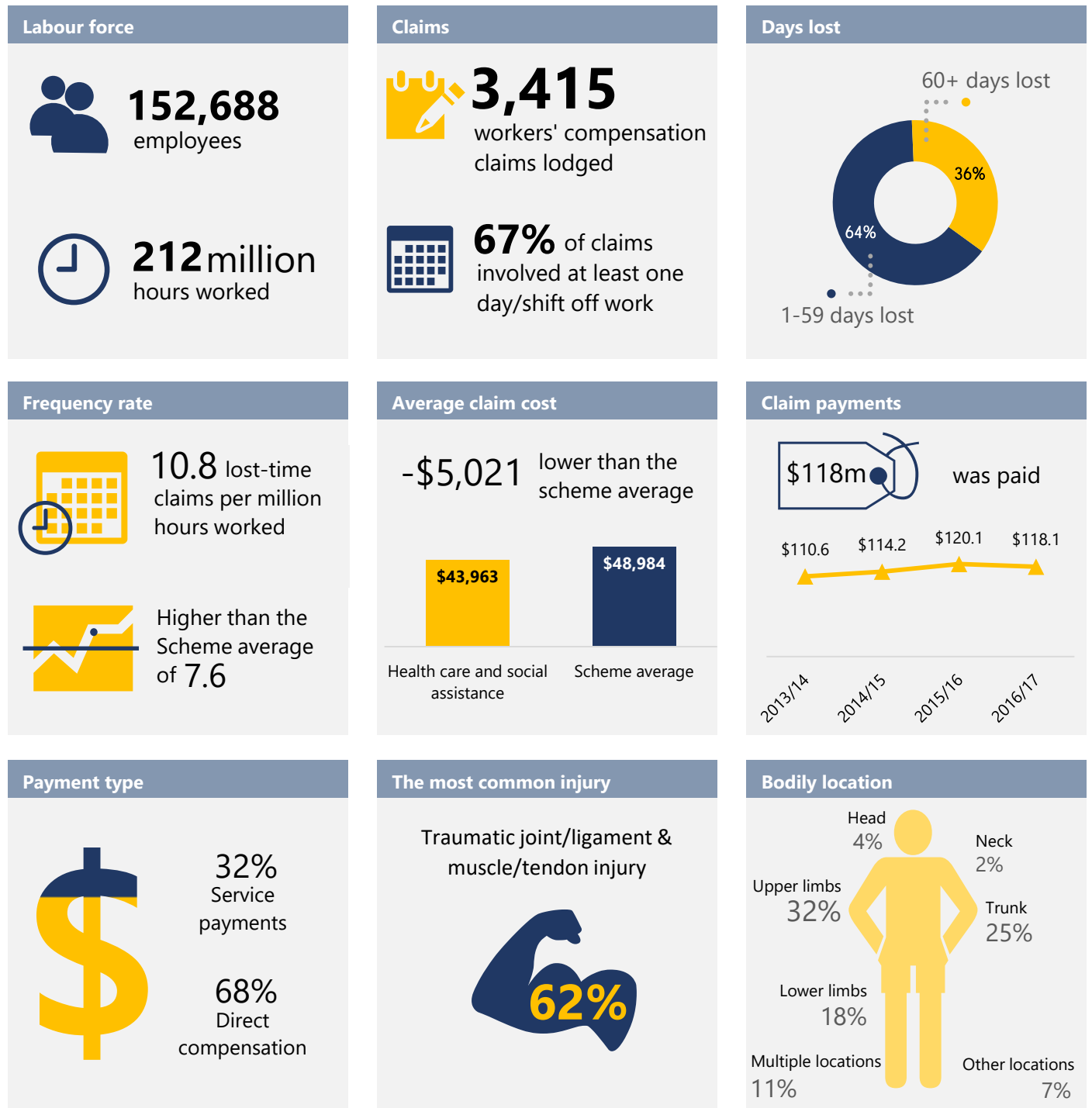
<b>Health care &amp; social assistance at a glance</b> .....	4
<b>Claim numbers</b>	
Claims by lost-time .....	5
Frequency rate .....	5
Claims by days lost group .....	6
<b>Claim payments</b>	
Direct compensation payments .....	7
Service payments .....	7
<b>Claim costs</b>	
Total claim costs .....	9
Proportion by days lost .....	9
Average claim costs .....	9
<b>Claims by industry subdivision</b>	
Claim numbers by lost-time .....	10
Lost-time claims and frequency rate .....	11
<b>Return to work status</b> .....	12
<b>Claimant characteristics</b>	
Gender .....	13
Age group .....	14
Occupation .....	15
<b>Injury/disease attributes</b>	
Nature of injury/disease .....	16
Bodily location of injury/disease .....	17
Mechanism of incident .....	18
Agency of injury/disease .....	19
<b>Glossary</b> .....	20
<b>Disclaimer</b> .....	24

## Health care & social assistance

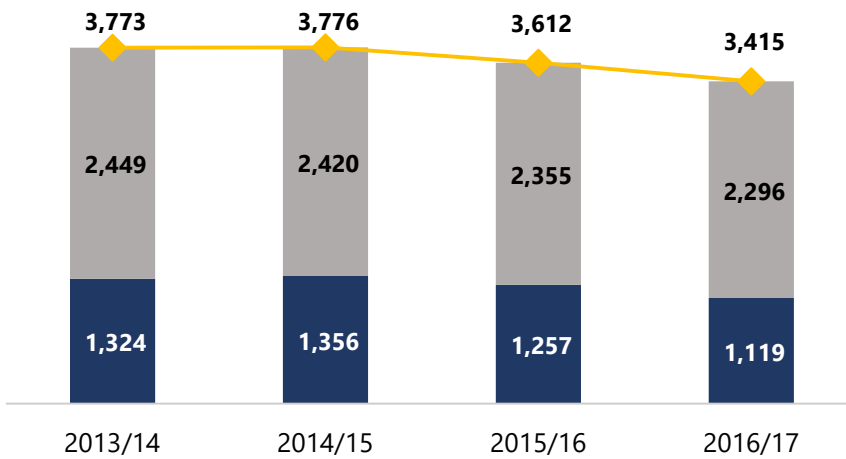
The Health Care and Social Assistance industry is classified according to the *Australian and New Zealand Standard Industrial Classification 2006* provided by the Australian Bureau of Statistics.

This industry includes hospitals, medical, allied health, and residential care services.

### Health care & social assistance at a glance 2016/17



**Claim numbers** number of claims lodged by lost-time



■ **All claims**

Total claims in the Health care and social assistance industry decreased by 9%.

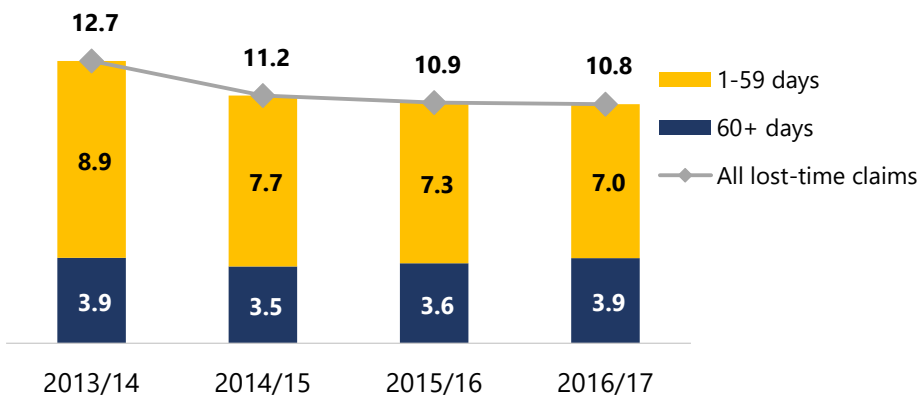
■ **Lost-time claims**

There has been a drop in the lost-time claims in Health care and social assistance by 6%.

■ **No lost-time claims**

Claims with no time off work averaged 1,264 claims per year between 2013/14 to 2016/17.

**Frequency rate** lost-time claims per million hours worked



**Frequency rate** indicates the prevalence of workers' compensation lost-time claims by measuring the number of claims per million hours worked. The number of hours worked by employed persons is supplied by the Australian Bureau of Statistics.



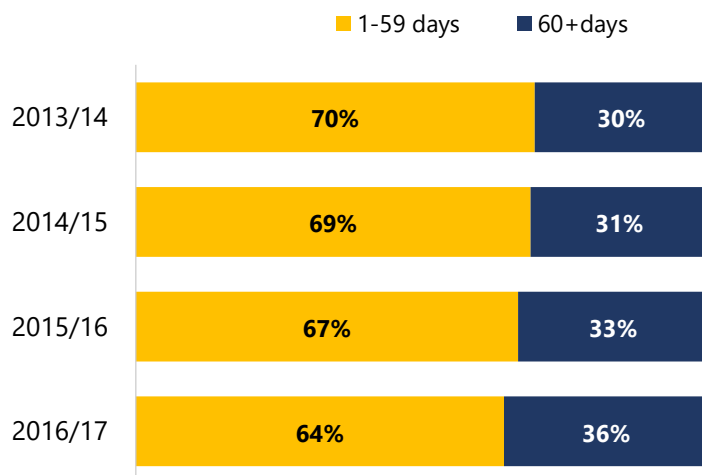
For claims lodged in 2016/17, the Health care and social assistance industry's frequency rate was **10.8** lost-time claims per million hours worked. This is **higher** than the scheme average of **7.6**.

**Claim numbers** number of claims lodged by days lost

DAYS LOST	2013/14	2014/15	2015/16	2016/17	Trend
0 days	1,324	1,356	1,257	1,119	▼
1 - 4 days	555	549	507	455	▼
5 - 19 days	693	682	671	594	▼
20 - 59 days	458	438	395	428	▼
60 - 119 days	224	258	267	258	▲
120 - 179 days	138	125	131	149	▲
180+ days	381	368	384	412	▲
<b>All claims</b>	<b>3,773</b>	<b>3,776</b>	<b>3,612</b>	<b>3,415</b>	▼

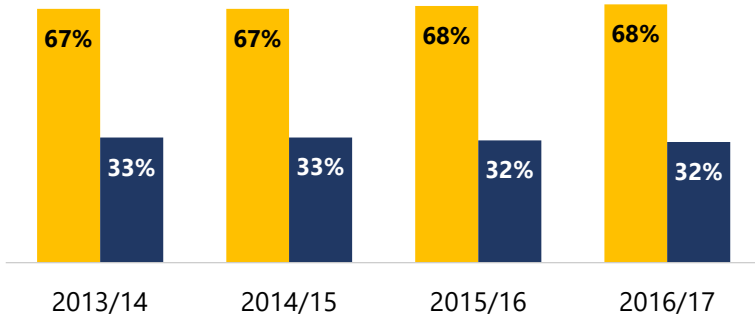
▲ Increasing   ■ Stable   ▼ Decreasing

**Lost-time claims** proportions by days lost group



**Health care & social assistance accounts for 12% of total claims lodged in 2016/17 in the workers' compensation scheme of WA.**

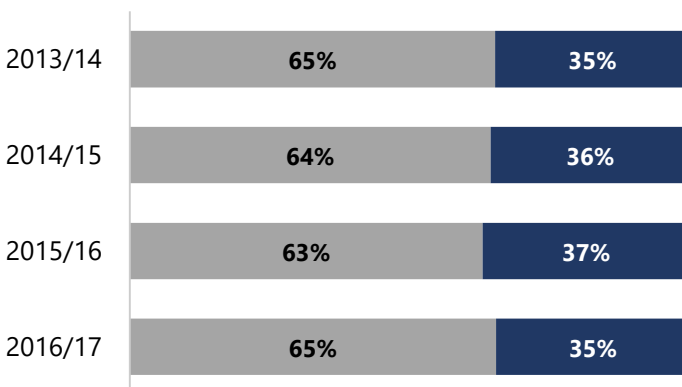
**Total claim payments proportions by payment group**



**Direct compensation**  
payments made directly to the worker (either by income replacement or lump sums).

**Service payments**  
includes medical & hospital, allied health, workplace rehabilitation and legal & miscellaneous payments.

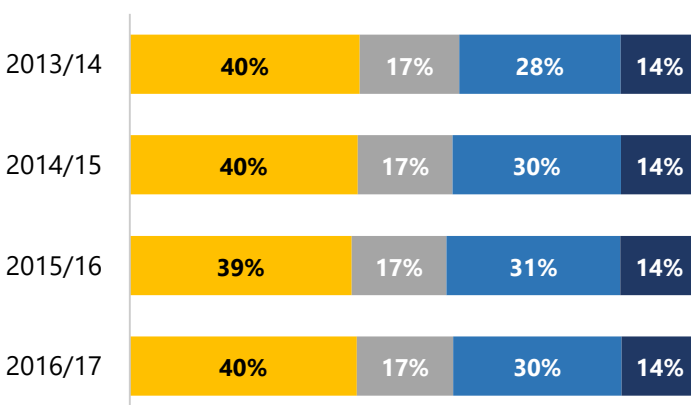
**Direct compensation payments proportions by payment type**



**Income payments**  
accounted for almost two-thirds of direct compensation payments to workers over four years.

**Lump sums**  
accounted for 35% to 37% of direct compensation payments to workers over the last four years.

**Service payments proportions by payment type**



**Medical & hospital**

**Allied health**

**Workplace rehabilitation**

**Legal & miscellaneous**

Claim payments (\$million adjusted)

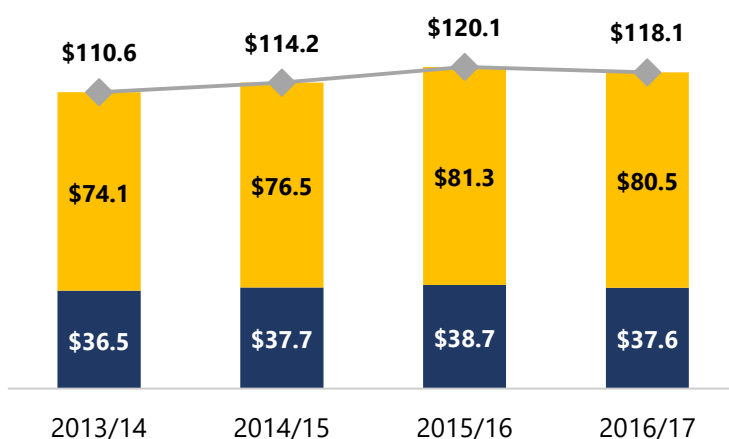
\$MILLION	2013/14	2014/15	2015/16	2016/17	Trend
<b>DIRECT COMPENSATION</b>					
Income payments	\$48.4	\$49.3	\$51.2	\$52.7	▲
Lump sums	\$25.8	\$27.2	\$30.1	\$27.8	▲
<b>SERVICE PAYMENTS</b>					
Medical & hospital	\$14.8	\$15.1	\$15.1	\$15.0	■
Allied health	\$6.4	\$6.3	\$6.5	\$6.4	■
Workplace rehabilitation	\$10.4	\$11.2	\$11.9	\$11.1	▲
Legal & miscellaneous	\$5.0	\$5.1	\$5.3	\$5.1	■
<b>Total claim payments</b>	<b>\$110.6</b>	<b>\$114.2</b>	<b>\$120.1</b>	<b>\$118.1</b>	<b>▲</b>



Total claim payments are adjusted to allow meaningful comparisons over time.

▲ Increasing   ■ Stable   ▼ Decreasing

Total claim payments (\$million adjusted) by payment group



**Direct compensation**

payments increased over four years to \$80.5 million in 2016/17.



**Service payments**

increased by \$1.1 million over the four year period.



Payments for claims in the Health care and social assistance industry in 2016/17 totalled **\$118.1 million**, accounting for **13%** of total scheme payments.



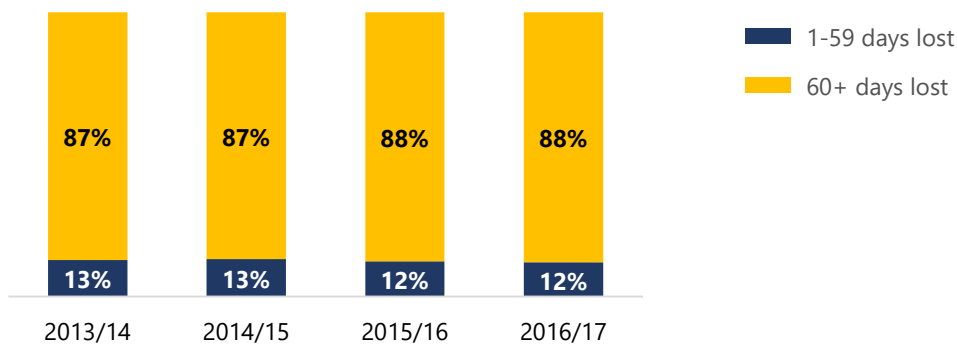
**Claim costs\*** total claim costs by days lost

\$MILLION	2013/14	2014/15	2015/16	2016/17	Trend
1-59 days lost	\$13.8	\$13.9	\$13.8	\$12.1	▼
60+ days lost	\$93.6	\$91.4	\$97.4	\$88.8	▼
<b>Lost-time claims</b>	<b>\$107.4</b>	<b>\$105.3</b>	<b>\$111.1</b>	<b>\$100.9</b>	▼

\* Data is subject to revision as claims experience mature, especially the most recent year.

▲ Increasing    ■ Stable    ▼ Decreasing

**Claim costs\*** proportion of claim costs by days lost



**Claim costs\*** average claim costs by days lost

\$MILLION	2013/14	2014/15	2015/16	2016/17	Trend
1-59 days lost	\$8,097	\$8,323	\$8,745	\$8,220	■
60+ days lost	\$125,951	\$121,656	\$124,533	\$108,424	▼
<b>Lost-time claims</b>	<b>\$43,853</b>	<b>\$43,494</b>	<b>\$47,194</b>	<b>\$43,963</b>	■

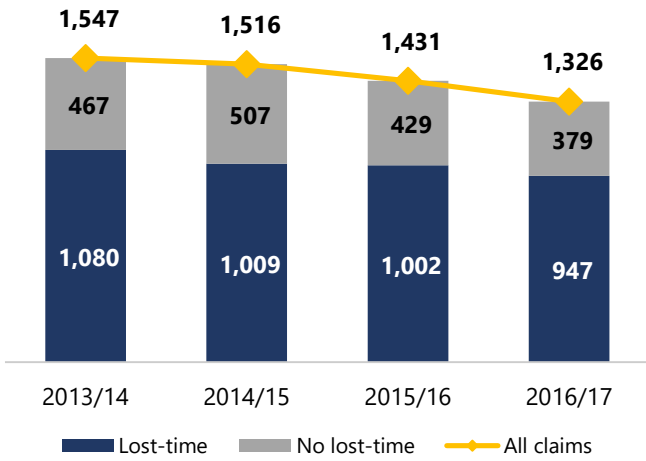
▲ Increasing    ■ Stable    ▼ Decreasing



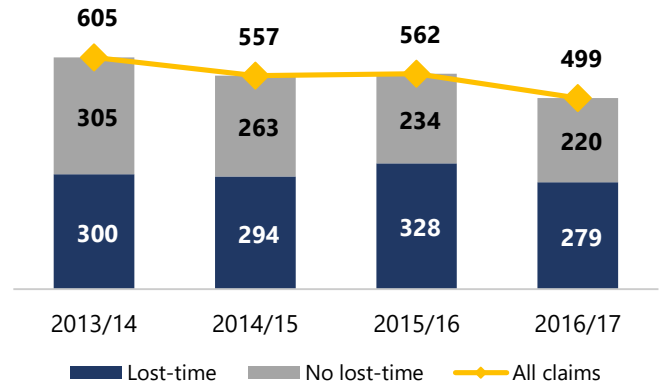
The average claim cost in **Health care and social assistance** was **\$43,963**, compared with the scheme average of **\$48,984**.

Claim numbers by lost-time per industry subdivision

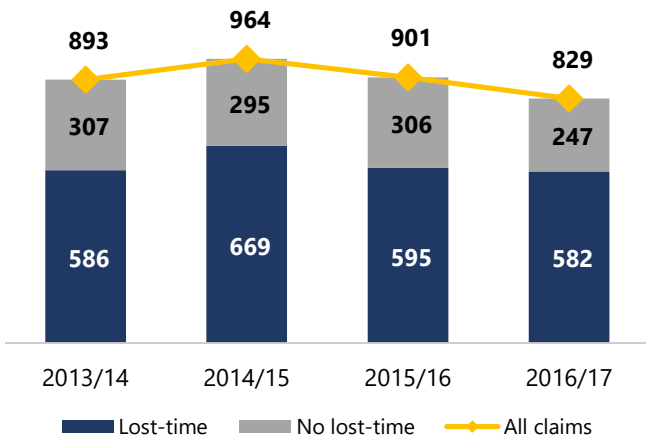
Hospitals



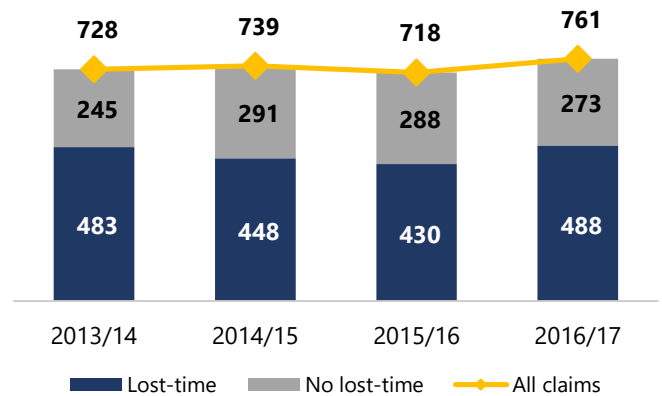
Medical & other health care services



Residential care services



Social assistance services



## Lost-time claims and frequency rate by industry subdivision

SUBDIVISION	2013/14	2014/15	2015/16	2016/17	Average frequency rate*
<b>Hospitals</b>	<b>1,080</b>	<b>1,009</b>	<b>1,002</b>	<b>947</b>	<b>16.7</b>
1-59 days lost	719	662	652	587	10.8
60+ days lost	361	347	350	360	5.8
<b>Medical &amp; other health care services</b>	<b>300</b>	<b>294</b>	<b>328</b>	<b>279</b>	<b>4.3</b>
1-59 days lost	241	227	249	202	3.3
60+ days lost	59	67	79	77	1.0
<b>Residential care services</b>	<b>586</b>	<b>669</b>	<b>595</b>	<b>582</b>	<b>20.0</b>
1-59 days lost	408	463	386	381	13.5
60+ days lost	178	206	209	201	6.5
<b>Social assistance services</b>	<b>483</b>	<b>448</b>	<b>430</b>	<b>488</b>	<b>9.5</b>
1-59 days lost	338	317	286	307	6.4
60+ days lost	145	131	144	181	3.1
<b>Total Health care &amp; social assistance</b>	<b>2,449</b>	<b>2,420</b>	<b>2,355</b>	<b>2,296</b>	<b>11.4</b>

\* Frequency rate is the average over four years (2013/14 to 2016/17).

**Return to work status** lost-time claims

PROPORTION	2013/14	2014/15	2015/16	2016/17	Trend
Returned to work	84%	87%	89%	87%	▲
Not working	15%	12%	10%	12%	▼
Unknown	1%	1%	1%	1%	■

▲ Increasing   ■ Stable   ▼ Decreasing



Over four years, the proportion of claimants in the Health care and social assistance industry successfully **returning to work** (either at full or partial hours) improved.



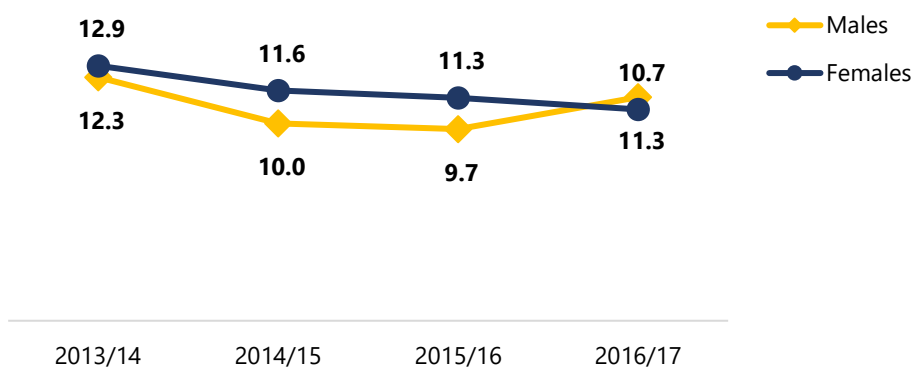
For 2016/17, the return to work rate for the Health care and social assistance industry was **87%**, **similar** to the overall scheme at 85%.


Lost-time claims gender by days lost group

GENDER	2013/14	2014/15	2015/16	2016/17	Trend
<b>MALES</b>	<b>524</b>	<b>564</b>	<b>509</b>	<b>521</b>	■
1-59 days lost	379	407	364	374	■
60+ days lost	145	157	145	147	■
<b>FEMALES</b>	<b>1,925</b>	<b>1,856</b>	<b>1,846</b>	<b>1,775</b>	▼
1-59 days lost	1,327	1,262	1,209	1,103	▼
60+ days lost	598	594	637	672	▲
<b>Lost-time claims</b>	<b>2,449</b>	<b>2,420</b>	<b>2,355</b>	<b>2,296</b>	▼

▲ Increasing   ■ Stable   ▼ Decreasing

Frequency rate by gender




 Between 2013/14 and 2016/17, **78%** of claims were lodged by **females** in the Health care and social assistance industry, compared to **33%** of claims in the overall scheme for the same period.

### Lost-time claims by age group

AGE GROUP	2013/14	2014/15	2015/16	2016/17	Trend
15-19 years	32	25	24	19	▼
20-24 years	148	121	142	87	▼
25-34 years	321	357	350	347	▲
35-44 years	486	488	459	429	▼
45-54 years	767	725	700	729	■
55-59 years	350	357	329	341	■
60-64 years	255	254	260	242	▼
65+ years	90	93	91	102	▲

▲ Increasing   ■ Stable   ▼ Decreasing

### Frequency rate by age group

AGE GROUP	2013/14	2014/15	2015/16	2016/17	Trend
15-19 years	7.4	6.9	7.1	5.7	▼
20-24 years	11.1	7.0	7.8	5.2	▼
25-34 years	6.6	7.5	6.5	6.2	▼
35-44 years	12.1	10.7	9.8	9.8	▼
45-54 years	16.4	14.2	14.7	14.5	▼
55-59 years	15.0	12.6	13.8	13.0	▼
60-64 years	20.4	14.3	16.7	21.7	▲
65+ years	31.6	19.5	12.4	20.5	▼

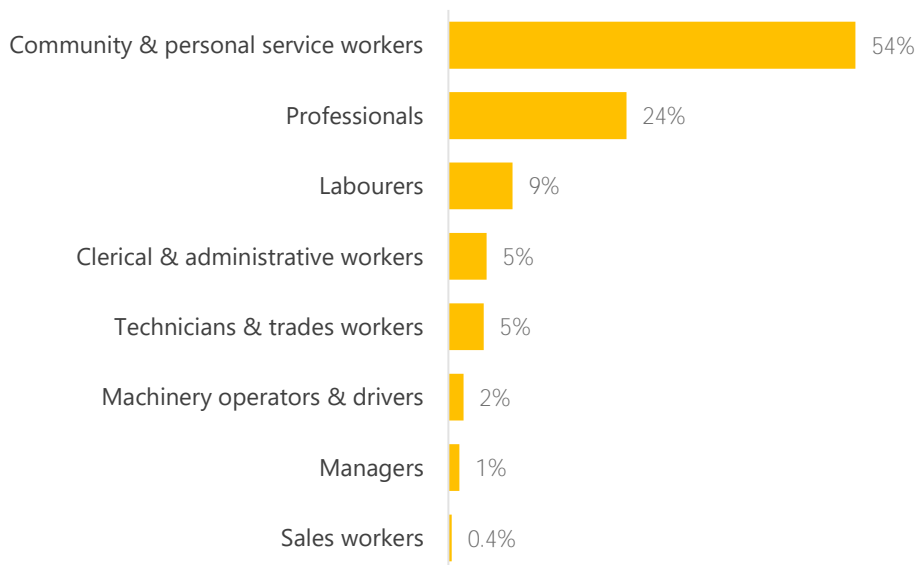
▲ Increasing   ■ Stable   ▼ Decreasing

**Lost-time claims by occupation**

OCCUPATION	2013/14	2014/15	2015/16	2016/17	Trend
Community & personal service workers	1,282	1,224	1,274	1,242	■
Professionals	592	639	572	543	▼
Labourers	203	257	210	196	■
Clerical & administrative workers	154	111	122	117	▼
Technicians & trades workers	133	121	109	108	▼
Machinery operators & drivers	43	34	30	46	▲
Managers	37	24	31	34	▼
Sales workers	5	10	7	10	▲

▲ Increasing   ■ Stable   ▼ Decreasing

**Lost-time claims proportions by occupation 2016/17**



**Lost-time claims by nature of injury/disease**

NATURE	2013/14	2014/15	2015/16	2016/17	Trend
Traumatic joint/ligament & muscle/tendon injury	1,658	1,638	1,575	1,429	▼
Wounds, lacerations, amputations & internal organ damage	318	315	319	356	▲
Fractures	151	123	151	159	▲
Mental diseases	143	129	119	134	▼
Musculoskeletal & connective tissue diseases	53	76	89	106	▲
Burn	32	37	31	31	■
Other injuries	28	28	23	25	▼
Intracranial injuries	15	26	19	18	▲
Skin & subcutaneous tissue diseases	9	11	6	10	▲
Digestive system diseases	9	8	10	8	▼
Other diseases	33	29	13	20	▼

▲ Increasing   ■ Stable   ▼ Decreasing



**Sprains and strains** (traumatic joint/ligament and muscle/tendon injury) continues to be the **leading** type of injury for claims lodged in the Health care and social assistance industry, and shows the same pattern in the overall scheme.

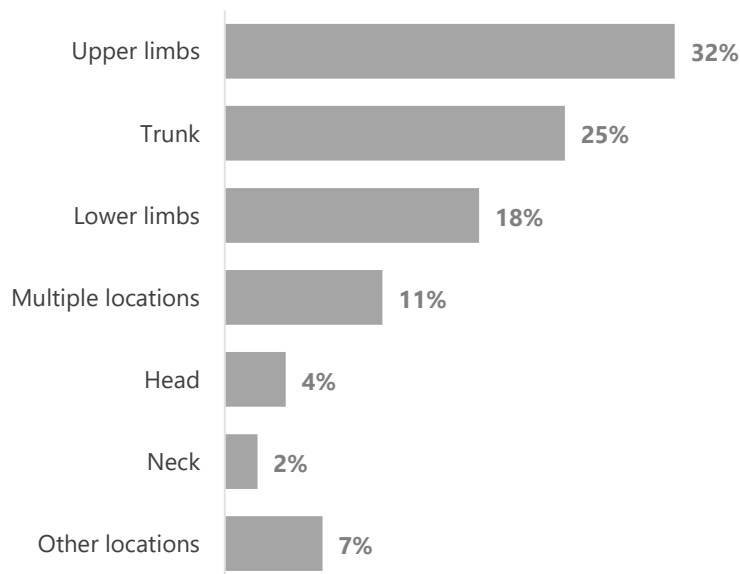


**Lost-time claims by bodily location of injury/disease**

LOCATION	2013/14	2014/15	2015/16	2016/17	Trend
Upper limbs	707	783	727	745	▲
Trunk	679	618	610	563	▼
Lower limbs	451	432	449	421	▼
Multiple locations	320	267	301	261	▼
Head	90	118	105	101	▲
Neck	45	52	34	54	▲
Other locations	157	150	129	151	■

▲ Increasing   ■ Stable   ▼ Decreasing

**Lost-time claims proportions by bodily location of injury/disease 2016/17**

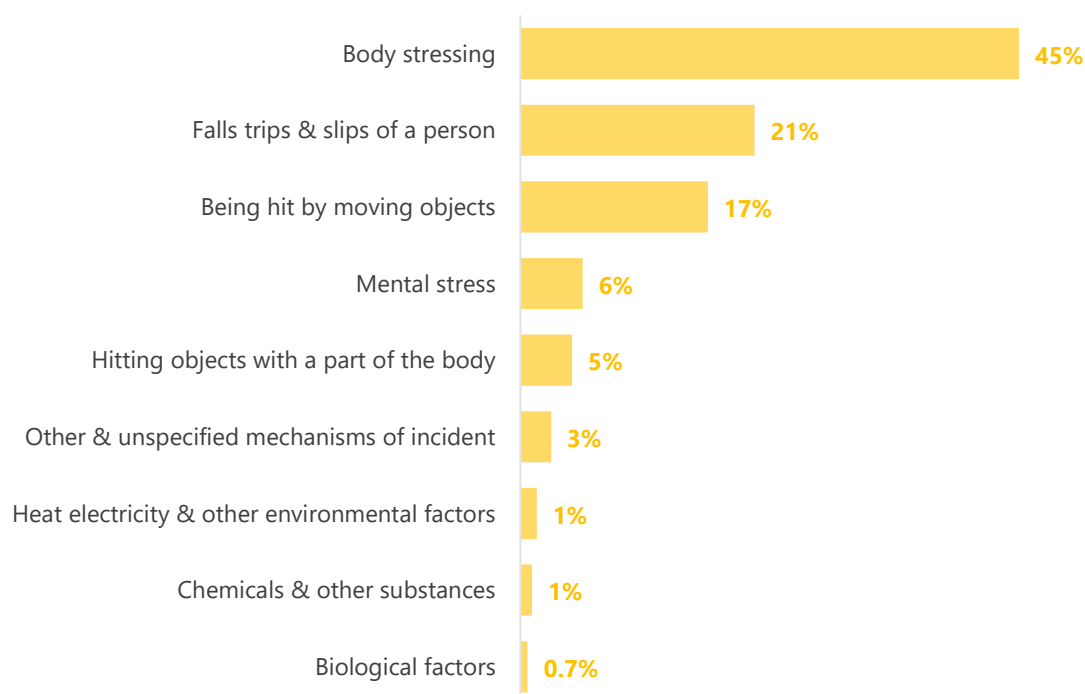


**Upper limb and trunk injuries accounted for 57% of total claims lodged in 2016/17.**

**Lost-time claims by mechanism of incident**

MECHANISM	2013/14	2014/15	2015/16	2016/17	Trend
Body stressing	1,170	1,185	1,143	1,041	▼
Falls trips & slips of a person	538	474	504	489	▼
Being hit by moving objects	355	373	345	391	▲
Mental stress	142	129	119	130	▼
Hitting objects with a part of the body	113	111	116	108	■
Other & unspecified mechanisms of incident	47	61	65	64	▲
Heat electricity & other environmental factors	31	38	28	34	▲
Chemicals & other substances	33	30	28	24	▼
Biological factors	20	19	7	15	▼

▲ Increasing   ■ Stable   ▼ Decreasing

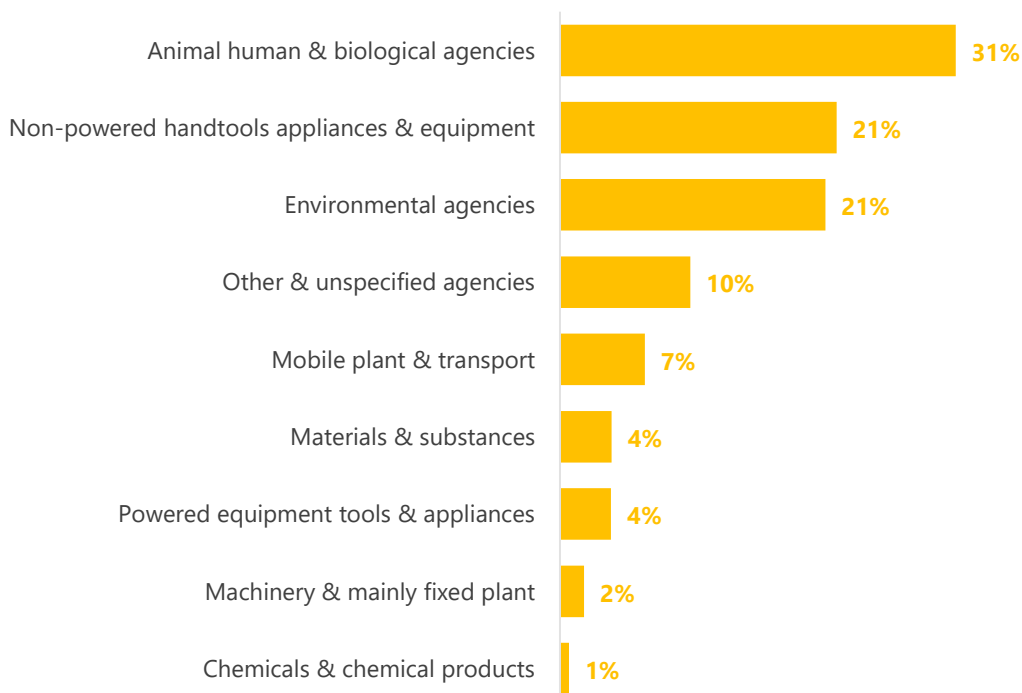
**Lost-time claims proportions by mechanism of incident 2016/17**

**Lost-time claims by agency of injury/disease**

AGENCY	2013/14	2014/15	2015/16	2016/17	Trend
Animal human & biological agencies	753	772	755	705	▼
Non-powered handtools appliances & equipment	494	496	471	493	■
Environmental agencies	526	463	497	473	▼
Other & unspecified agencies	276	259	226	232	▼
Mobile plant & transport	139	153	149	151	▲
Materials & substances	134	129	116	92	▼
Powered equipment tools & appliances	71	95	101	91	▲
Machinery & mainly fixed plant	29	26	22	43	▲
Chemicals & chemical products	27	27	18	16	▼

▲ Increasing   ■ Stable   ▼ Decreasing

**Lost-time claims proportions by agency of injury/disease 2016/17**



# Glossary

<b>TERM</b>	<b>DEFINITION / EXPLANATION OF TERM</b>
<b>Act</b>	The <i>Workers' Compensation and Injury Management Act 1981</i> .
<b>Age</b>	Chronological age (in years) of the worker at the date of injury or disease.
<b>Agency of injury or disease</b>	The object, substance or circumstance that was principally involved in or most closely associated with the circumstances which ultimately led to the most serious injury or disease. A comprehensive list of this classification is available from <i>Safe Work Australia Type of Occurrence Classification System 3rd edition</i> ( <a href="http://safeworkaustralia.gov.au">safeworkaustralia.gov.au</a> ).
<b>Bodily location</b>	The part of the body affected by the most serious injury or disease. A comprehensive list of this classification is available from <i>Safe Work Australia Type of Occurrence Classification System 3rd edition</i> ( <a href="http://safeworkaustralia.gov.au">safeworkaustralia.gov.au</a> ).
<b>Claimant</b>	A person who lodges a claim in the WA workers' compensation scheme.
<b>Claim costs</b>	An estimate of costs for unfinalised claims, and total cost of finalised claims attributed to the year in which a claim was lodged. Claim costs are subject to revision as claims experience matures; this is especially true for more recent years. Claim costs are not adjusted for inflation.
<b>Claims data</b>	<p>Information pertaining to workers' compensation claims is reported to WorkCover WA by approved insurers and self-insurers. Information is collated based on the financial year in which a claim was lodged with the insurer. For the purposes of this report, certain types of claims were excluded:</p> <ul style="list-style-type: none"><li>▲ lost-time journey claims between home and work</li><li>▲ asbestos-related diseases, including mesothelioma and pneumoconiosis</li><li>▲ duplicated or disallowed (by an insurer).</li></ul> <p>Claim numbers are subject to revision as claims experience matures.</p>

# Glossary

<b>TERM</b>	<b>DEFINITION / EXPLANATION OF TERM</b>
<b>Claim payments</b>	Categories are based on WorkCover WA's Guidelines for Completing Form WC 101. Claim payments are in contrast with claim costs as they do not reflect liabilities incurred but not yet paid. Claim payment information is collated based on the financial year during which payment was made, regardless of when the claim was lodged with the insurer. In this report, claim payments are reported both in adjusted and unadjusted formats. In relation to the former, payments are adjusted for inflation to allow for meaningful comparisons over time.
<b>Days lost</b>	The number of hours off work divided by the number of hours usually worked each day. If the claim is finalised, actual hours off work are used, otherwise if the claim is not finalised, estimated hours off work are used.
<b>Direct compensation</b>	Payments made directly to the worker either by income replacement (payments made for absences from work) or lump sums such as: <ul style="list-style-type: none"><li>▲ redemption payments made under Schedule 1</li><li>▲ specific injury payments made under Schedule 2</li><li>▲ fatal payments including funeral expenses</li><li>▲ common law and other Acts payments.</li></ul>
<b>Frequency rate</b>	The number of lost-time claims per million hours worked and indicates the prevalence of workers' compensation claims. It is based on the number of hours worked by employed persons in Western Australia as supplied by the Australian Bureau of Statistics.
<b>Industry</b>	Based on the <i>Australian and New Zealand Standard Industrial Classification (ANZSIC) 2006</i> published by the Australian Bureau of Statistics. The ANZSIC system groups together businesses that carry out similar economic activities and structured into a hierarchy of units reflecting different levels of description ( <a href="http://abs.gov.au">abs.gov.au</a> ).
<b>Long duration claims</b>	Workers' compensation claims for which the injury or disease results in an absence from work of at least 60 days or shifts.
<b>Lost-time claims</b>	Lost-time claims are claims for which the injury or disease results in an absence from work of at least one day or shift.

# Glossary

TERM	DEFINITION / EXPLANATION OF TERM
<b>Mechanism of incident</b>	The action, exposure or event that best describes the circumstances that resulted in the most serious injury or disease. The full list of this classification is available from <i>Safe Work Australia's Type of Occurrence Classification System 3rd edition</i> ( <a href="http://safeworkaustralia.gov.au">safeworkaustralia.gov.au</a> ).
<b>Nature of injury or disease</b>	The most serious injury or disease suffered by the worker. The full list of this classification is available from <i>Safe Work Australia's Type of Occurrence Classification System 3rd edition</i> ( <a href="http://safeworkaustralia.gov.au">safeworkaustralia.gov.au</a> ).
<b>Occupation</b>	Based on the <i>Australian and New Zealand Standard Classification of Occupations (ANZSCO)</i> published by the Australian Bureau of Statistics. It is a skill-based classification which encompasses all occupations in the Australian workforce ( <a href="http://abs.gov.au">abs.gov.au</a> ).
<b>Service payments</b>	Service payments include: <ol style="list-style-type: none"><li>1. medical and hospital payments:<ul style="list-style-type: none"><li>▲ medical practitioner and specialist payments (consultation and treatment expenses rendered by general practitioners and medical specialists)</li><li>▲ hospital expenses (hospital accommodation and hospital treatment)</li></ul></li><li>2. allied health payments:<ul style="list-style-type: none"><li>▲ other treatment and appliance payments (comprises payments made under clauses 17(1)(3), (4), (5) and (6) of Schedule 1 of the Act, other than medical and hospital expenses)</li></ul></li><li>3. workplace rehabilitation payments:<ul style="list-style-type: none"><li>▲ workplace rehabilitation payments (comprises payments made under clause 17 (1a) of Schedule 1 of the Act in respect of counselling, occupational training, work assessment, aids and appliances)</li></ul></li><li>4. legal and miscellaneous:<ul style="list-style-type: none"><li>▲ legal expenses (comprises the cost of legal advice and representation incurred by approved insurers or exempt employers, witness fees and the costs of these services incurred by the worker where the approved insurer or exempt employer is ordered to meet the costs)</li><li>▲ miscellaneous (includes general items that do not fit in any other category, for example travelling, meals and lodgings, under clause 19 of Schedule 1).</li></ul></li></ol>

# Glossary



## TERM

## DEFINITION / EXPLANATION OF TERM

### Worker

As defined in Section 5 of the *Workers' Compensation and Injury Management Act 1981*, a worker is defined as:

- a) any person to whose service any industrial award or industrial agreement applies; and
- b) any person engaged by another person to work for the purpose of the other person's trade or business under a contract with him for service, the remuneration by whatever means of the person so working being in substance for his personal manual labour or services.

- 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.
- 2 The accuracy or reliability of the data is not guaranteed or warranted in any way. WorkCover WA has made a reasonable effort to ensure that the data is up-to-date, accurate, complete, and comprehensive at the time of disclosure. This data reflects data reported to this agency by insurers for the reporting periods indicated. Data users are responsible for ensuring by independent verification its accuracy, currency or completeness.
- 3 Neither WorkCover WA, or its agencies or representatives are responsible for data that is misinterpreted or altered in any way. Derived conclusions and analysis generated from this data are not to be considered attributable to WorkCover WA.
- 4 This data is provided as is and in no event shall WorkCover WA, its agencies or representatives be liable for any damages, including, without limitation, damages resulting from lost data or lost profits or revenue, the costs of recovering such data, the costs of substitute data, claims by third parties or for other similar costs, or any special, incidental, punitive or consequential damages, arising out of the use of the data.
- 5 Information concerning the accuracy and appropriate uses of the data or concerning other workers' compensation data may be obtained by contacting WorkCover WA.