



Industry Benchmark Report

2014/15 to 2016/17

Data used in this report was extracted from the WorkCover WA claims database on 31 January 2018 and reflects activities between 2014/15 to 2016/17.

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Table of contents

Introduction	Page
Background	3
Terms and definitions	3
Benchmarks by industry divisions	4
Benchmarks by industry subdivisions	5
A - Agriculture, forestry and fishing	5
B - Mining	5
C - Manufacturing	6
D - Electricity, gas, water and waste services	7
E - Construction	7
F - Wholesale trade	7
G - Retail trade	8
H - Accommodation and food services	8
I - Transport, postal and warehousing	9
J - Information media and telecommunications	9
K - Financial and insurance services	10
L - Rental, hiring and real estate services	10
M - Professional, scientific and technical services	10
N - Administrative and support services	11
O - Public administration and safety	11
P - Education and training	11
Q - Health care and social assistance	12
R - Arts and recreation services	12
S - Other services	12
Disclaimer	13

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 2014/15 to 2016/17. 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 (excludes asbestos, journey and disallowed claims). 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 the number of hours worked by 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 lost time claims per hundred employees (part-time, full-time, casual, and seasonal) in Western Australia. It is based on employed persons in Western Australia as supplied by the Australian Bureau of Statistics.
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 - 2014/15 to 2016/17						
	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
A - Agriculture, forestry and fishing	1,224	565	1,789	3.1	14.4	85.2	\$53,193
B - Mining	2,308	1,411	3,719	1.3	5.6	87.6	\$68,716
C - Manufacturing	4,241	1,433	5,674	2.5	13.3	72.4	\$42,313
D - Electricity, gas, water and waste services	412	230	642	1.5	7.1	92.0	\$57,677
E - Construction	4,971	2,572	7,543	2.4	11.6	94.8	\$62,117
F - Wholesale trade	1,383	540	1,923	1.7	8.7	80.7	\$44,839
G - Retail trade	2,497	1,066	3,563	0.9	6.7	75.4	\$38,602
H - Accommodation and food services	1,638	628	2,266	0.8	6.9	78.3	\$36,559
I - Transport, postal and warehousing	2,079	1,114	3,193	1.9	10.2	100.3	\$57,655
J - Information media and telecommunications	105	45	150	0.4	2.6	73.8	\$43,687
K - Financial and insurance services	78	48	126	0.2	1.0	84.7	\$53,927
L - Rental, hiring and real estate services	249	134	383	0.5	2.9	88.2	\$57,936
M - Professional, scientific and technical services	528	270	798	0.3	1.6	89.7	\$56,005
N - Administrative and support services	691	367	1,058	0.7	4.5	93.6	\$46,460
O - Public administration and safety	1,761	740	2,501	1.2	7.5	72.8	\$44,913
P - Education and training	2,931	914	3,845	1.3	8.2	64.2	\$31,961
Q - Health care and social assistance	4,704	2,388	7,092	1.5	11.0	89.6	\$43,954
R - Arts and recreation services	972	298	1,270	1.5	12.1	57.1	\$32,966
S - Other services	987	448	1,435	1.0	5.8	81.8	\$45,707
All industries	33,759	15,211	48,970	1.3	7.9	83.0	\$48,414

A - Agriculture, forestry and fishing	Three-year average - 2014/15 to 2016/17						
	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Businesses mainly engaged in growing crops, raising animals, growing and harvesting timber, and harvesting fish and other animals from farms or their natural habitats.							
Agriculture	820	381	1,201	2.6	11.5	82.0	\$53,155
Agriculture, forestry and fishing support services	274	120	394	7.1	42.1	93.7	\$45,758
Aquaculture	27	6	33	2.4	13.7	70.7	\$40,422
Fishing, hunting and trapping	30	15	45	1.9	11.7	98.1	\$95,881
Forestry and logging	73	43	116	5.8	27.3	89.1	\$65,911
Total	1,224	565	1,789	3.1	14.4	85.2	\$53,193

B - Mining	Three-year average - 2014/15 to 2016/17						
	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Businesses mainly extract naturally occurring mineral solids, such as coal and ores; liquid minerals, such as crude petroleum; and gases, such as natural gas.							
Coal mining	51	36	87	9.4	67.1	81.8	\$73,527
Exploration and other mining support services	868	575	1,443	1.8	7.9	94.2	\$69,142
Metal ore mining	1,187	699	1,886	1.3	5.8	83.6	\$68,670
Non-metallic mineral mining and quarrying	157	58	215	1.8	8.3	73.4	\$54,623
Oil and gas extraction	45	43	88	0.2	0.7	107.0	\$92,382
Total	2,308	1,411	3,719	1.3	5.6	87.6	\$68,716

C - Manufacturing**Three-year average - 2014/15 to 2016/17**

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	68	56	124	0.8	3.9	108.6	\$70,044
Beverage and tobacco product manufacturing	90	33	123	1.6	9.5	65.2	\$38,546
Fabricated metal product manufacturing	1,005	299	1,304	8.0	41.3	74.5	\$41,792
Food product manufacturing	800	316	1,116	2.1	12.3	81.1	\$39,528
Furniture and other manufacturing	171	47	218	1.5	7.9	57.6	\$34,384
Machinery and equipment manufacturing	617	202	819	2.6	12.9	62.2	\$42,829
Non-metallic mineral product manufacturing	287	109	396	3.2	16.5	85.2	\$48,650
Petroleum and coal product manufacturing	15	12	27	0.9	5.1	116.8	\$74,078
Polymer product and rubber product manufacturing	100	47	147	2.2	11.1	97.5	\$62,613
Primary metal and metal product manufacturing	304	75	379	1.5	7.4	46.8	\$37,996
Printing (including the reproduction of recorded media)	45	16	61	0.8	4.8	90.6	\$54,421
Pulp, paper and converted paper product manufacturing	14	6	20	1.1	6.1	76.6	\$49,291
Textile, leather, clothing and footwear manufacturing	49	21	70	1.2	7.7	117.0	\$56,672
Transport equipment manufacturing	368	95	463	2.6	12.9	50.2	\$34,173
Wood product manufacturing	308	99	407	5.5	27.5	75.5	\$40,556
Total	4,241	1,433	5,674	2.5	13.3	72.4	\$42,313

D - Electricity, gas, water and waste services	Three-year average - 2014/15 to 2016/17						
	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Businesses engaged in the provision of electricity; gas through mains systems; water; drainage; and sewage services.							
Electricity supply	53	55	108	0.7	3.3	129.7	\$68,270
Gas supply	10	9	19	0.2	0.9	66.2	\$59,302
Waste collection, treatment and disposal services	262	136	398	5.0	22.3	90.3	\$58,289
Water supply, sewerage and drainage services	87	30	117	1.1	6.2	67.2	\$45,553
Total	412	230	642	1.5	7.1	92.0	\$57,677

E - Construction	Three-year average - 2014/15 to 2016/17						
	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Businesses engaged in the construction of buildings and other structures, additions, alterations, reconstruction, installation, and maintenance and repairs of buildings and other structures.							
Building construction	634	322	956	1.1	5.4	91.2	\$55,844
Construction services	3,143	1,564	4,707	2.4	11.8	95.2	\$57,190
Heavy and civil engineering construction	1,194	686	1,880	5.7	26.1	95.6	\$77,642
Total	4,971	2,572	7,543	2.4	11.6	94.8	\$62,117

F - Wholesale trade	Three-year average - 2014/15 to 2016/17						
	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Businesses mainly engaged in the purchase and onselling, the commission based buying, and the commission based selling of goods, without significant transformation, to businesses.							
Basic material wholesaling	328	182	510	1.3	7.0	107.6	\$60,260
Commission-based wholesaling	14	8	22	2.0	8.2	93.2	\$44,838
Grocery, liquor and tobacco product wholesaling	295	121	416	2.7	14.8	81.2	\$38,122
Machinery and equipment wholesaling	500	144	644	1.8	8.8	62.0	\$40,142
Motor vehicle and motor vehicle parts wholesaling	123	34	157	2.1	10.0	74.6	\$41,513
Other goods wholesaling	123	51	174	1.1	6.2	74.3	\$36,082
Total	1,383	540	1,923	1.7	8.7	80.7	\$44,839

G - Retail trade	Three-year average - 2014/15 to 2016/17						
	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Businesses mainly engaged in the purchase and onselling, commission based buying, and commission based selling of goods, without significant transformation, to the general public.							
Food retailing	1,096	475	1,571	1.2	8.9	71.8	\$38,845
Fuel retailing	55	38	93	0.7	4.7	94.6	\$43,004
Motor vehicle and motor vehicle parts retailing	409	169	578	1.3	7.6	76.5	\$38,417
Non-store retailing and retail commission-based buying and/or selling	12	8	20	0.6	3.1	149.1	\$64,559
Other store-based retailing	925	376	1,301	0.6	5.1	76.7	\$37,676
Total	2,497	1,066	3,563	0.9	6.7	75.4	\$38,602

H - Accommodation and food services	Three-year average - 2014/15 to 2016/17						
	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Businesses providing short-term accommodation for visitors and/or meals, snacks, and beverages for consumption by customers both on and off-site.							
Accommodation	337	130	467	1.3	9.7	78.1	\$34,842
Food and beverage services	1,301	498	1,799	0.8	6.4	78.4	\$37,005
Total	1,638	628	2,266	0.8	6.9	78.3	\$36,559

I - Transport, postal and warehousing		Three-year average - 2014/15 to 2016/17						
		Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
Businesses mainly engaged in providing transportation of passengers and freight by road, rail, water or air.		1-59 days	60+ days	Total				
Air and space transport		221	75	296	1.8	10.5	66.4	\$39,906
Other transport		30	14	44	1.3	7.2	82.5	\$56,624
Postal and courier pick-up and delivery services		49	26	75	0.3	2.1	106.2	\$52,701
Rail transport		173	80	253	2.9	14.4	71.0	\$45,809
Road transport		990	657	1,647	2.4	11.3	123.3	\$68,003
Transport support services		288	185	473	1.9	11.1	93.9	\$65,559
Warehousing and storage services		312	66	378	2.2	11.2	52.4	\$24,071
Water transport		16	11	27	0.8	4.8	138.3	\$79,164
Total		2,079	1,114	3,193	1.9	10.2	100.3	\$57,655

J - Information media and telecommunications		Three-year average - 2014/15 to 2016/17						
		Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
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.		1-59 days	60+ days	Total				
Broadcasting (except internet)		4	3	7	0.2	1.0	52.9	\$26,818
Internet publishing and broadcasting		2	1	3	0.9	10.6	35.0	\$38,507
Internet service providers, web search portals and data processing services		1	1	2	0.1	0.4	153.5	\$82,996
Library and other information services		29	9	38	0.9	7.7	56.1	\$28,841
Motion picture and sound recording activities		9	—	9	0.2	1.8	13.7	\$8,548
Publishing (except internet and music publishing)		43	16	59	0.9	5.5	88.7	\$50,521
Telecommunications services		17	15	32	0.2	1.3	87.4	\$60,319
Total		105	45	150	0.4	2.6	73.8	\$43,687

K - Financial and insurance services	Three-year average - 2014/15 to 2016/17						
	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Businesses mainly engaged in financial transactions involving the creation, liquidation, or change in ownership of financial assets, and/or in facilitating financial transactions.							
Auxiliary finance and insurance services	15	9	24	0.1	0.5	73.3	\$36,164
Finance	28	22	50	0.1	0.8	91.0	\$55,205
Insurance and superannuation funds	35	17	52	0.4	2.3	84.0	\$60,898
Total	78	48	126	0.2	1.0	84.7	\$53,927

L - Rental, hiring and real estate services	Three-year average - 2014/15 to 2016/17						
	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Businesses mainly engaged in renting, hiring, or otherwise allowing the use of tangible or intangible assets (except copyrights), and units providing related services.							
Property operators and real estate services	88	58	146	0.3	1.5	104.3	\$59,448
Rental and hiring services (except real estate)	161	76	237	1.3	6.2	78.4	\$57,004
Total	249	134	383	0.5	2.9	88.2	\$57,936

M - Professional, scientific and technical services	Three-year average - 2014/15 to 2016/17						
	Claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Businesses mainly engaged in providing professional, scientific and technical services who specialise and sell their expertise.							
Computer system design and related services	26	11	37	0.1	0.5	72.6	\$43,983
Professional, scientific and technical services (except computer system design)	502	259	761	0.3	1.8	90.5	\$56,590
Total	528	270	798	0.3	1.6	89.7	\$56,005

N - Administrative and support services

Three-year average - 2014/15 to 2016/17

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	295	140	435	0.4	2.5	77.4	\$43,758
Building cleaning, pest control and other support services	396	227	623	1.4	10.4	104.9	\$48,347
Total	691	367	1,058	0.7	4.5	93.6	\$46,460

O - Public administration and safety

Three-year average - 2014/15 to 2016/17

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	296	77	373	0.2	1.5	47.2	\$36,457
Public order, safety and regulatory services	1,465	663	2,128	4.5	27.0	77.3	\$46,395
Total	1,761	740	2,501	1.2	7.5	72.8	\$44,913

P - Education and training

Three-year average - 2014/15 to 2016/17

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	79	15	94	0.2	1.4	53.2	\$23,759
Preschool and school education	2,634	801	3,435	1.9	11.8	63.9	\$30,834
Tertiary education	218	98	316	0.4	2.8	70.0	\$46,653
Total	2,931	914	3,845	1.3	8.2	64.2	\$31,961

Q - Health care and social assistance

Three-year average - 2014/15 to 2016/17

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	1,888	1,074	2,962	2.4	16.4	93.0	\$49,624
Medical and other health care services	677	229	906	0.6	4.1	66.6	\$38,914
Residential care services	1,228	625	1,853	2.7	19.7	90.8	\$38,264
Social assistance services	911	460	1,371	1.2	9.4	95.6	\$42,727
Total	4,704	2,388	7,092	1.5	11.0	89.6	\$43,954

R - Arts and recreation services

Three-year average - 2014/15 to 2016/17

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	35	27	62	0.9	6.9	111.2	\$50,658
Gambling activities	58	18	76	0.5	3.3	53.1	\$37,303
Heritage activities	549	119	668	5.2	29.8	42.5	\$28,657
Sports and recreation activities	330	134	464	0.9	9.1	71.5	\$36,097
Total	972	298	1,270	1.5	12.1	57.1	\$32,966

S - Other services

Three-year average - 2014/15 to 2016/17

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	293	176	469	0.7	4.7	97.9	\$50,847
Private households employing staff and undifferentiated good	14	10	24	3.4	24.4	100.9	\$36,494
Repair and maintenance	680	262	942	1.2	6.3	73.2	\$43,383
Total	987	448	1,435	1.0	5.8	81.8	\$45,707

- 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.
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