

LONG DURATION CLAIMS REPORT



2015/16 - 2018/19

**Long duration claims
in the WA workers'
compensation scheme**


September 2020



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WorkCover WA is the government agency responsible for overseeing the WA workers' compensation and injury management scheme. 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.

Long Duration Claims - 2015/16 to 2018/19

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About This Report



What are 'long duration claims'?

Long duration claims are commonly defined as workers' compensation claims which involve 60 days/shifts or more off work due to work-related injury or disease.

Due to the evolving nature of claims, estimates of days lost for unfinalised claims are revised as claims progress. That is, as claims mature, the data is more reflective of the final outcome.



Purpose of report

What is presented in this report?

WorkCover WA's long duration claims report is designed to provide stakeholders with an understanding of the overall activity and key trends of long duration claims within the workers' compensation scheme of WA.

This report provides insight into long duration claims within the WA workers' compensation scheme at three levels:

- ▲ key indicators - claim numbers, costs, payments
- ▲ claimant characteristics
- ▲ injury/disease attributes.

For the purposes of this report, journey claims between home and work, asbestos-related diseases and fatalities are excluded.

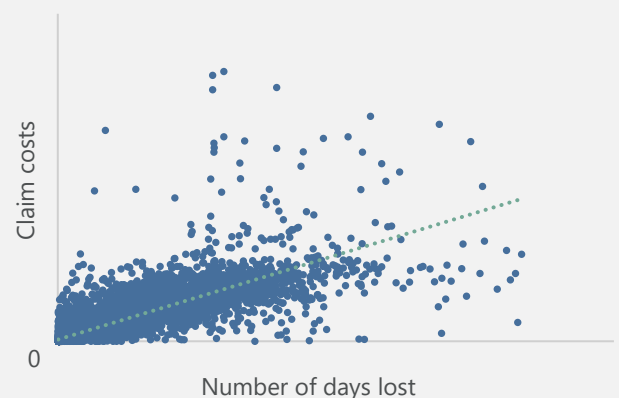
Why focus on long duration claims?

The focus on long duration claims is attributed to three key factors - the relationship between days lost and claim costs, the significance of long duration claim costs, and the likelihood of injured workers returning to work.

Relationship between days lost and claim costs

Figure 1 details all claims lodged in 2018/19, with days lost on the X-axis and associated claim costs on the Y-axis. The scatter graph illustrates a strong direct relation between the number of days a worker was off work and the total claim costs, with a correlation coefficient of 0.8. In other words, the longer an injured worker is off work, the higher the claim costs.

Figure 1 - Days lost and claim costs for claims lodged in 2018/19



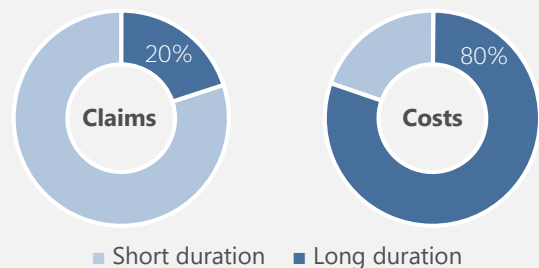
About This Report

The significance of long duration claim numbers and claim costs

The 80/20 rule (the Pareto principle) states for many events, roughly 80% of effects result from 20% of causes. This principle also applies to WA's workers' compensation claim statistics.

Figure 2 illustrates long duration claims lodged in 2018/19 represented 20% of workers' compensation claims however accounted for 80% of the total claim costs, which follows the 80/20 rule. As a result, by focusing on long duration claims, overall claim costs can be effectively managed.

Figure 2 - Proportion of claim numbers and claim costs lodged in 2018/19

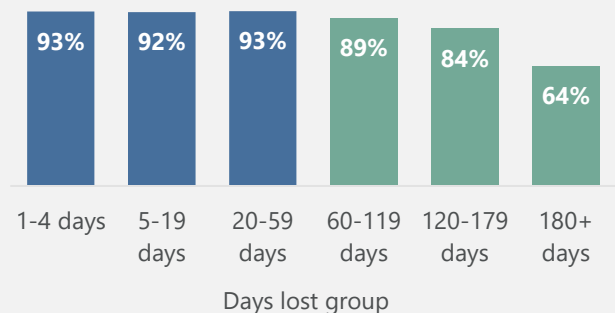


Long duration claims and likelihood of returning to work

Workers' compensation literature indicates the longer injured workers are absent from work, the less likely they are to return to work. WA claim statistics show the proportion of workers returning to work decreases as the number of days away from work increases (Figure 3).

Figure 3 shows claimants having up to 59 days off work had a similar return to work rate (around 93%). However, the return to work rate dropped significantly after 59 days off. In particular, after more than 180 days absent from work, only 2 in 3 claimants returned to work.

Figure 3 - Proportion of claimants returning to work by days lost group for claims lodged in 2018/19



Where does the data come from?

WorkCover WA collects data on all workers' compensation claims lodged in the WA scheme from approved insurers and self-insurers. This includes data from all current and former approved insurers, self-insurers and the Insurance Commission of Western Australia.



Classifications and standards

WorkCover WA applies national classification standards to claims data supplied by insurers to obtain information on injury and disease attributes, industries where injuries and diseases occurred, and occupations of claimants. For more information, please refer to the Glossary.



LONG DURATION CLAIMS

SECTION 1 | OVERVIEW



LOST-TIME CLAIMS

LONG DURATION



Claims lodged

14,843

The number of
lost-time claims

↓ 8%

over four years

5,237

The number of
long duration claims

↑ 9%

over four years

During 2018/19, over 14,000 lost-time claims were lodged, of which 5,237 (35%) were for long duration claims. While the number of lost-time claims decreased, the number of long duration claims increased.

Frequency rates

7.0

The frequency
rate of **lost-time claims**

↓ 11%

over four years

2.5

The frequency
rate of **long duration claims**

↑ 5%

over four years

For claims lodged in 2018/19, the frequency rate for lost-time claims was 7.0 lost-time claims per million hours worked, compared to long duration claims at 2.5 claims per million hours worked.

Total claim costs

\$841 million

The total claim
costs of **lost-time claims**

↑ 3%

over four years

\$728 million

The total claim
costs of **long duration claims**

↑ 7%

over four years

In 2018/19, the total claim costs of long duration claims accounted for 87% of total lost-time claims costs.

Top industry



**Agriculture,
forestry and
fishing**



**Agriculture,
forestry and
fishing**

Between 2015/16 and 2018/19, Agriculture, forestry and fishing was the industry with the highest frequency rate for all lost-time and long duration claims.

Top claimant attributes



**Males aged in
older age group
(55+ Years)**



**Males aged in
older age group
(55+ Years)**

In 2018/19, workers who were males aged in the older age group 55+ years, had the highest incidence rate for both long duration claims and total lost-time claims.



LONG DURATION CLAIMS

SECTION 1 | KEY INDICATORS

Long duration claims claim numbers

	2015/16	2016/17	2017/18	2018/19	4-year trend
1-59 days	11,307	10,205	9,914	9,606	▼
60+ days	4,822	4,695	4,889	5,237	▲
All lost-time claims	16,129	14,900	14,803	14,843	▼

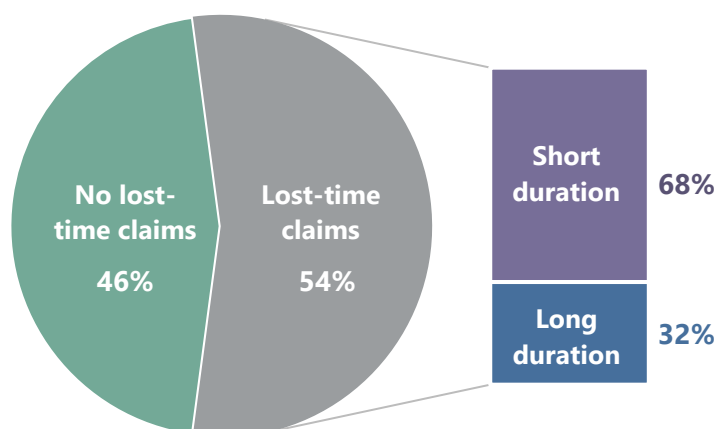
▲ Increasing ($\geq +5\%$) ■ Stable (within $\pm 5\%$) ▼ Decreasing ($\leq -5\%$)

From 2015/16 to 2018/19, the number of lost-time claims shows a decreasing trend.

Claims with 60+ days lost increased over the period. These claims are referred to as **long duration claims**.

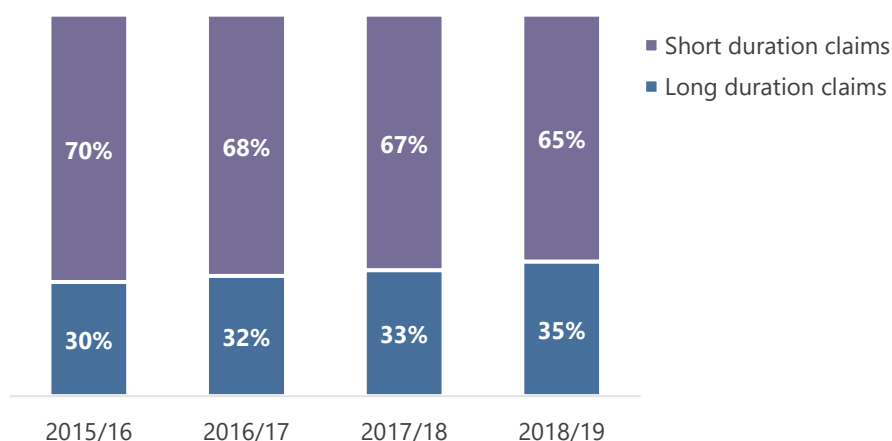
Long duration claims proportion of claims

2015/16 to 2018/19



Over four years, long duration claims make up **almost a third** of all lost-time claims.

Long duration claims comparison to short duration claims



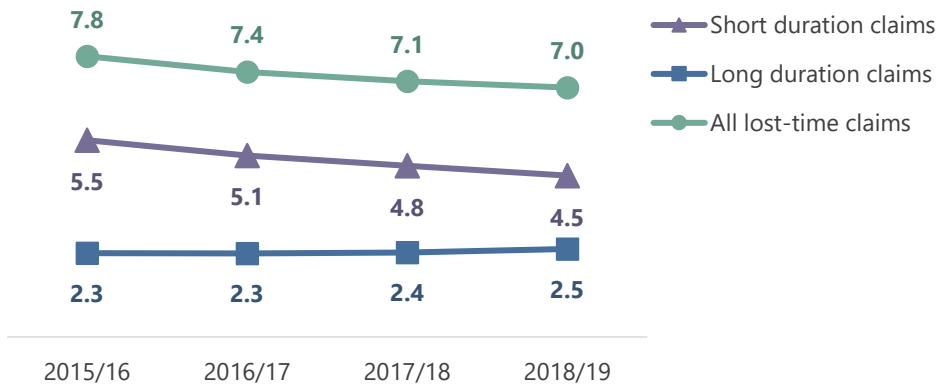
Over the last four years, the proportion of **long duration claims** increased from 30% to 35%, while **short duration claims** has continued to drop (70% to 65%).



LONG DURATION CLAIMS

SECTION 1 | KEY INDICATORS

Long duration claims frequency rates

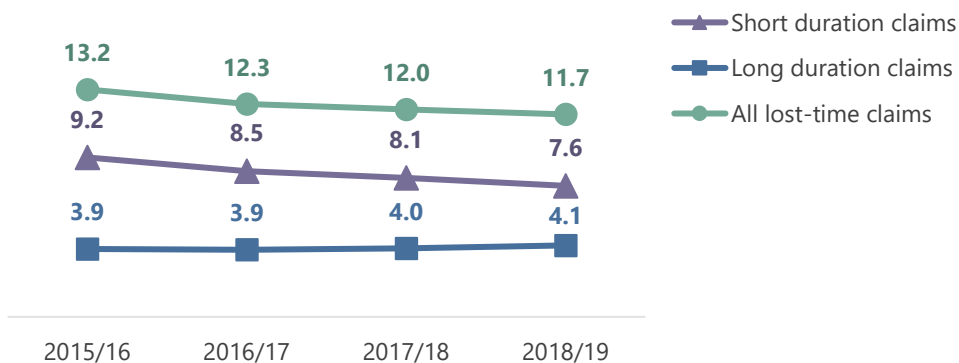


Frequency rate measures the number of lost-time claims per million hours worked.

The overall frequency rates for **lost-time claims** and **short duration claims** show a decreasing trend between 2015/16 and 2018/19.

However, the frequency rate for **long duration claims** increased (5%) to **2.5 claims** per million hours worked during the same period.

Long duration claims incidence rates



Incidence rate is the number of lost-time claims per 1,000 employees in WA.

Similar to the frequency rate, the incidence rate for **long duration claims** increased (5%) to **4.1 claims** per thousand employees.



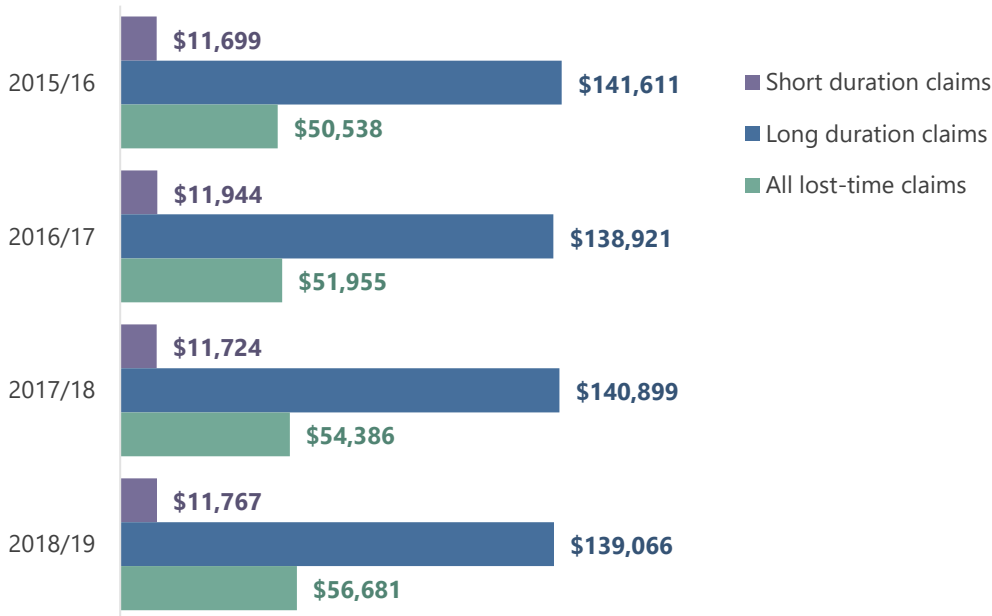
In 2018/19, a **long duration claim** was lodged for every **241** WA employees.



LONG DURATION CLAIMS

SECTION 1 | KEY INDICATORS

Long duration claims average claim costs

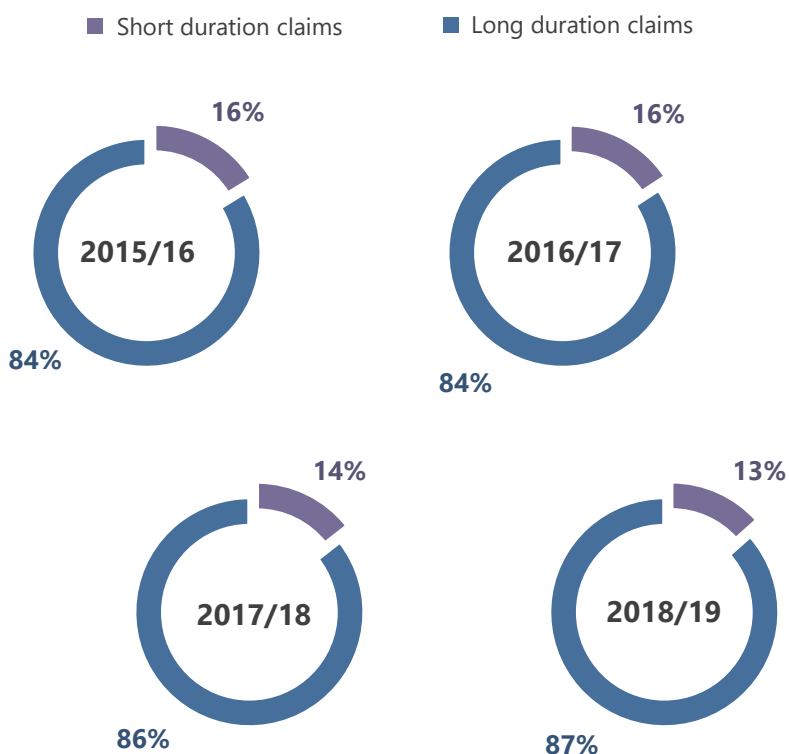


On average, **long duration claims** cost almost three times as much as overall lost-time claims.

From 2015/16 to 2018/19, the average cost for **long duration claims** show a decreasing trend. In 2018/19, the average cost for long duration claims was **\$139,066**.

However, the 2018/19 figure is preliminary due to the higher proportion of unfinalised claims.

Long duration claims proportion of claim costs



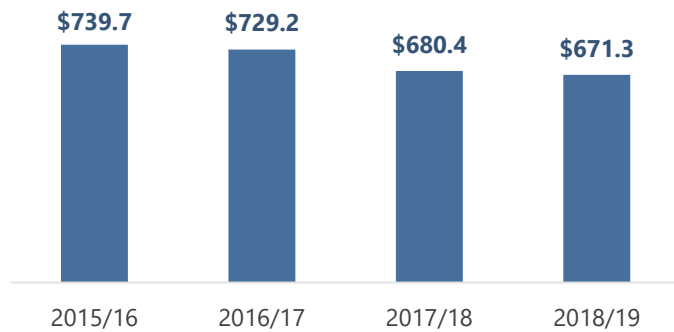
For 2018/19, **long duration claims** accounted for **87%** of total lost-time claim costs, and the remaining **13%** were associated with **short duration claims**. The proportion of long-duration claims slightly increased over the four-year period (84% to 87%).



LONG DURATION CLAIMS

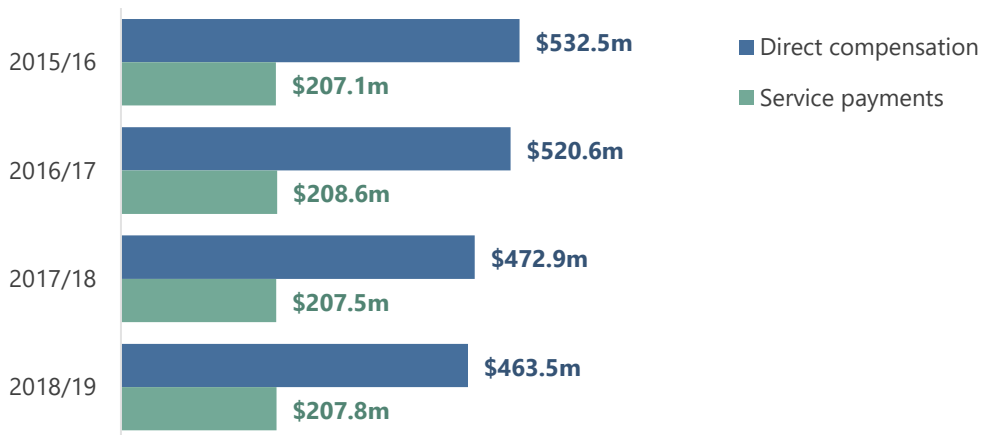
SECTION 1 | KEY INDICATORS

Long duration claims adjusted payments (\$million)



After adjusting for inflation, **\$671.3 million** was paid for long duration claims in 2018/19.

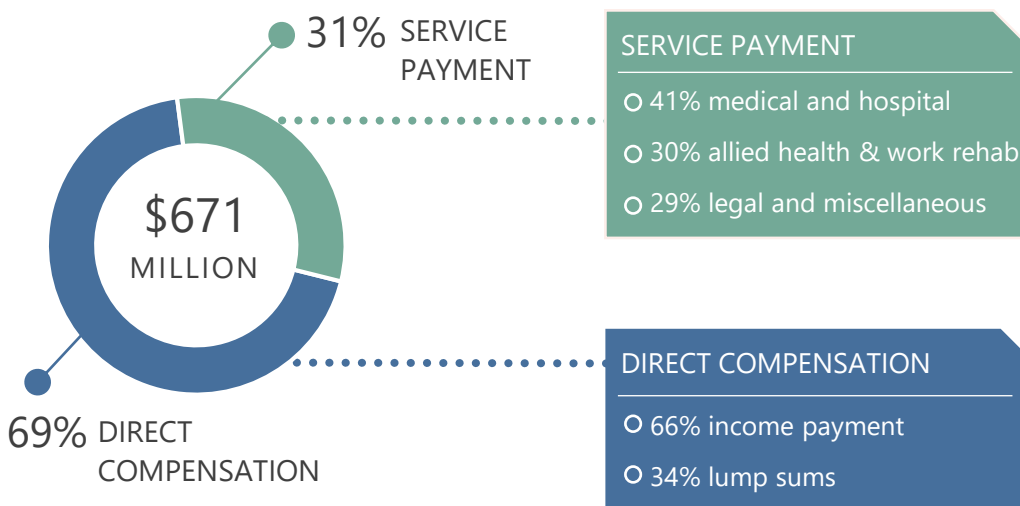
Long duration claims payment types (\$million)



Direct compensation consists of income replacement payments and lump sums.

These payments consistently make up the larger proportion of claim payments.

Long duration claim payments 2018/19



In 2018/19, **direct compensation** accounted for **69%** of long duration claim payments.

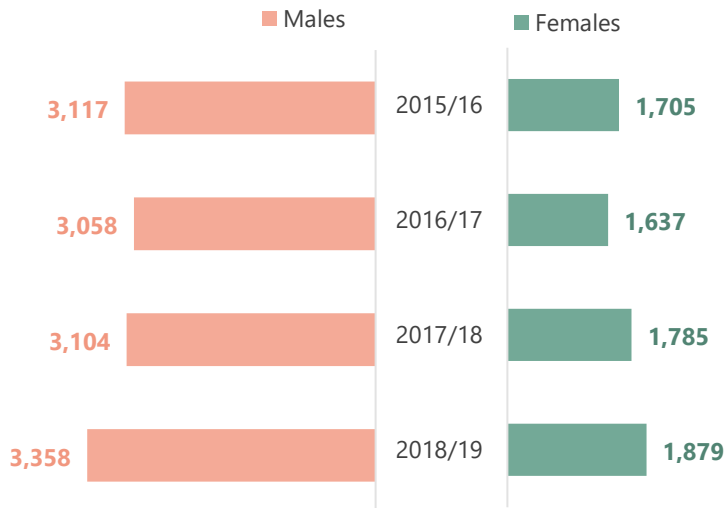
Service payments include medical & hospital, allied health, workplace rehabilitation, legal & other services.



LONG DURATION CLAIMS

SECTION 2 | CLAIMANT CHARACTERISTICS

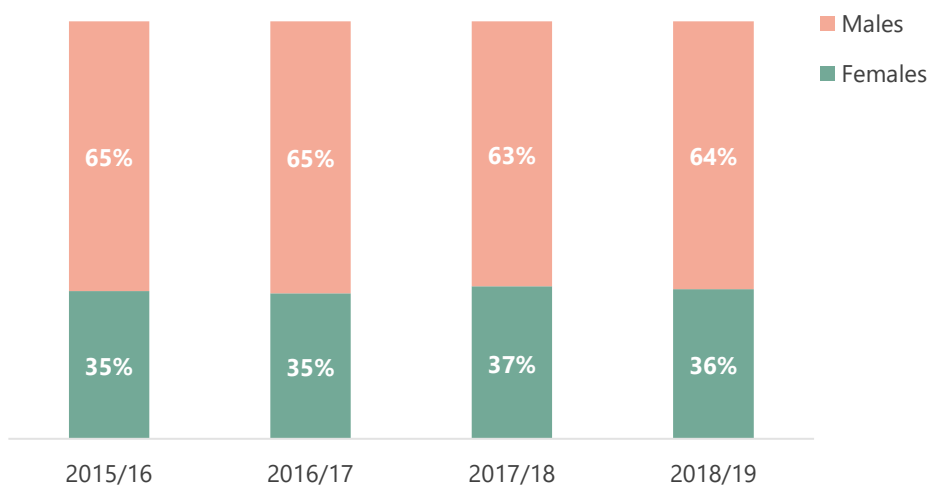
Long duration claims by gender



Over four years, males continued to lodge more long duration claims compared to females.

Between 2015/16 and 2018/19, long duration claims lodged by **males** increased by **8%**, and **females** increased by **10%**.

Long duration claims proportions by gender



The ratio of long duration claims lodged by males decreased and increased for females over the four year period.

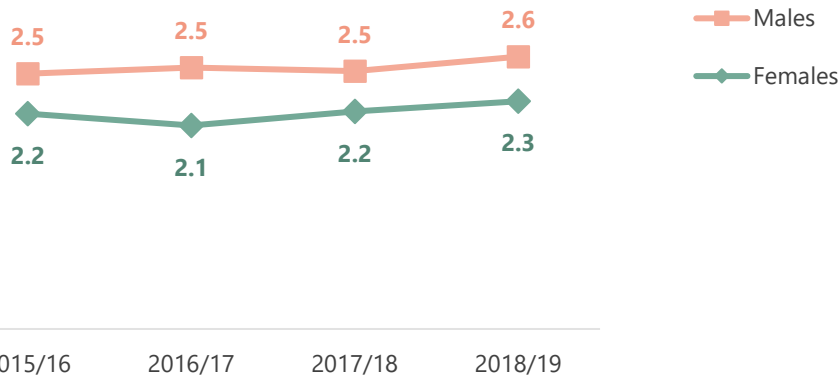
In 2018/19, **64%** of long duration claims were lodged by **males**, and the remaining **36%** were for **females**.



LONG DURATION CLAIMS

SECTION 2 | CLAIMANT CHARACTERISTICS

Long duration claims frequency rate by gender

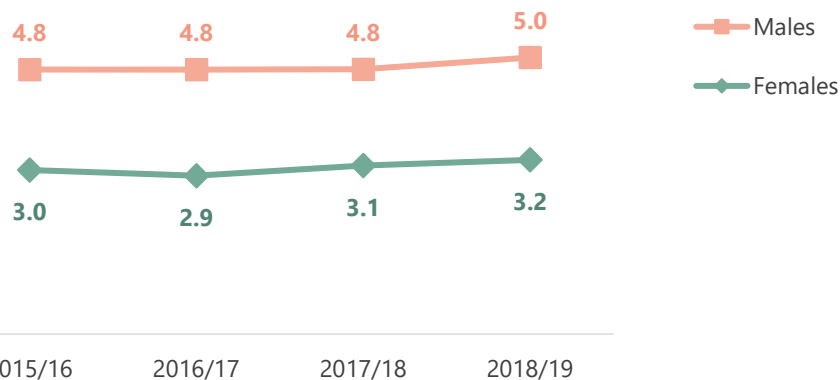


Frequency rates for both males and females increased over four years.

In 2018/19, for every million hours worked, **males** lodged **2.6 long duration claims**.

In contrast, for every million hours worked, **2.3 long duration claims** were lodged by **females** in the same year.

Long duration claims incidence rate by gender



Between 2015/16 and 2018/19, the **incidence rate** for both males and females increased.

In 2018/19, **5.0 claims** were lodged per thousand **male** employees, whereas **3.2 claims** were lodged per thousand **female** employees.



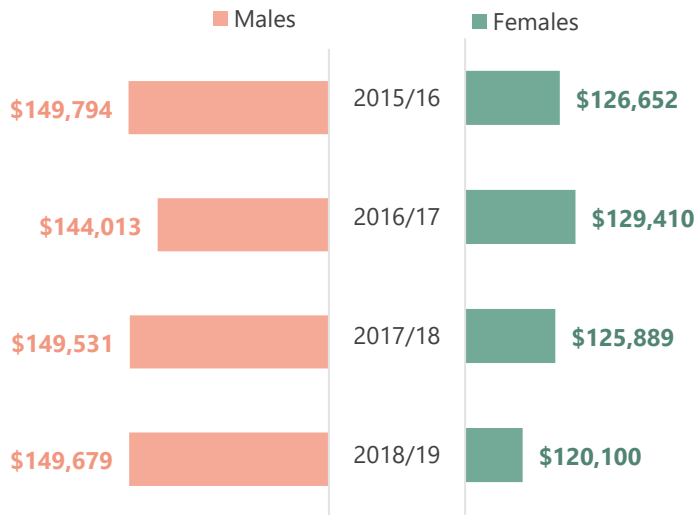
The **incidence rate** of long duration claims for males is **5.0**, **higher** than the rate for females (**3.2**).



LONG DURATION CLAIMS

SECTION 2 | CLAIMANT CHARACTERISTICS

Long duration claims average costs by gender



Males consistently incurred higher average claim costs for long duration claims, compared to **females**.

For 2018/19, the average long duration claim cost for **males** was **\$149,679** and **\$120,100** for **females**.

Figures for 2018/19 are considered preliminary, as there is a high proportion of unfinalised claims.



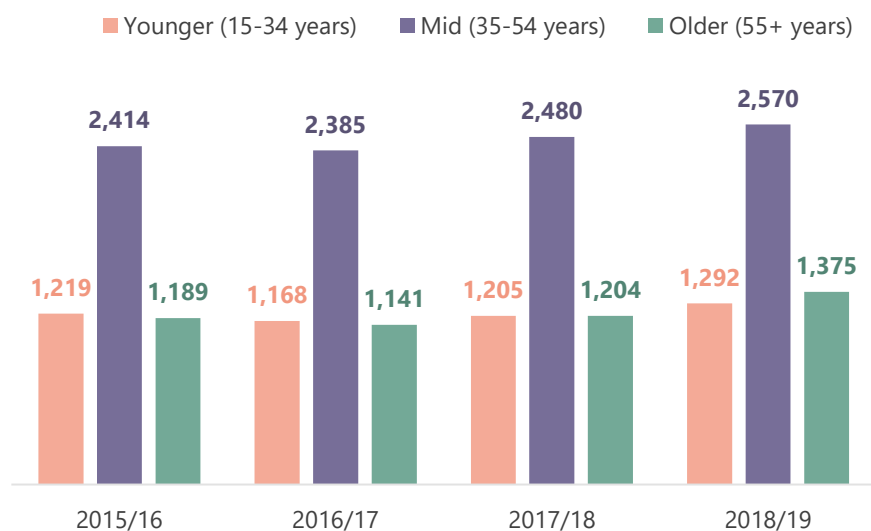
Over four years, the average long duration claim cost for males was around **\$22,900** higher than females.



LONG DURATION CLAIMS

SECTION 2 | CLAIMANT CHARACTERISTICS

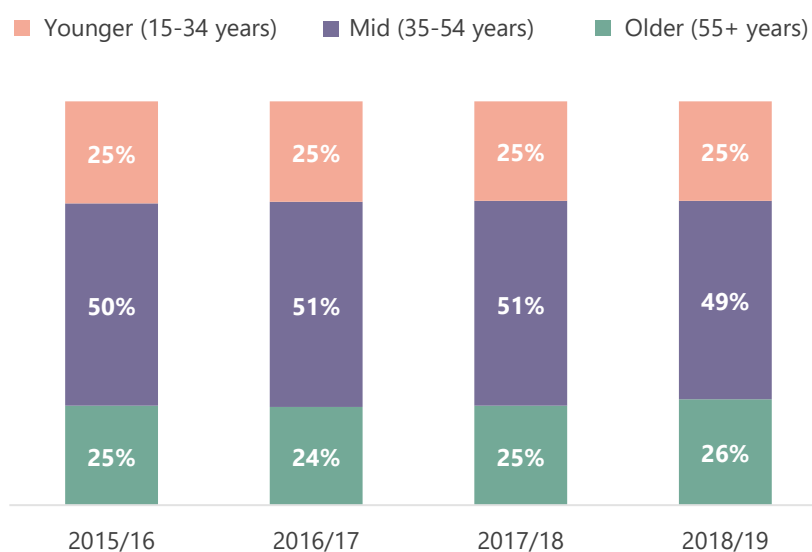
Long duration claims by age group



The **mid age group** (35-54 years) lodged the **most long duration claims** across four years.

The **older age group** (55+ years) had the **largest increase** (16%) in the number of long duration claims.

Long duration claims proportion by age group



Over four years, **around a quarter** of long duration claims were lodged by the **younger age group** (15-34 years).

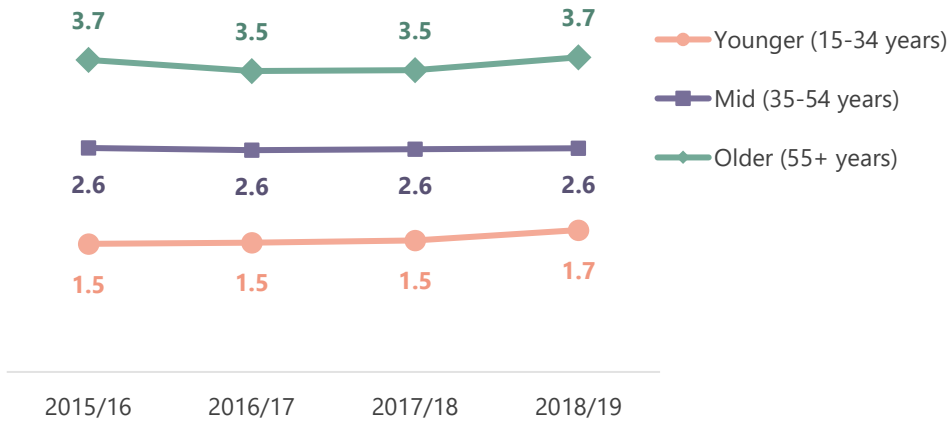
The **older age group** shows an **increasing trend** in the proportion of long duration claims, ranging from 24% to 26% over four years.



LONG DURATION CLAIMS

SECTION 2 | CLAIMANT CHARACTERISTICS

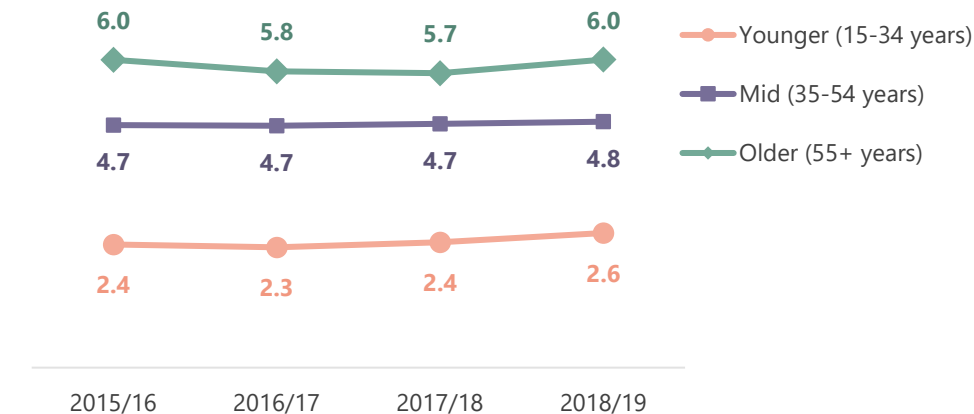
Long duration claims frequency rates by age group



The **older age group** had the highest frequency rate. In 2018/19, **3.7 long duration claims** were lodged per million hours worked by the older age group.

The **younger age group** consistently had the lowest frequency rate. In 2018/19, the younger age group lodged **1.7 long duration claims** per million hours worked.

Long duration claims incidence rates by age group



The **older age group** continues to have the highest incidence rate across all age groups, with **6.0 long duration claims** lodged per 1,000 employees in 2018/19.



LONG DURATION CLAIMS

SECTION 2 | CLAIMANT CHARACTERISTICS

Long duration claims average costs by age group

	2015/16	2016/17	2017/18	2018/19	4-year trend
Younger (15-34 years)	\$124,883	\$120,072	\$113,292	\$119,837	■
Mid (35-54 years)	\$149,235	\$146,631	\$152,777	\$146,072	■
Older (55+ years)	\$143,285	\$142,117	\$144,064	\$144,041	■
All long duration claims	\$141,611	\$138,921	\$140,899	\$139,066	■

▲ Increasing ($\geq +5\%$) ■ Stable (within $\pm 5\%$) ▼ Decreasing ($\leq -5\%$)



In 2018/19 the mid age group had the highest average long duration claim cost at **\$146,072**.

The **mid age group** consistently had the **highest average long duration claim costs** across all age groups.

The overall average claim costs for all age groups show a stable trend. However figures for the latest year are preliminary due to the higher proportion of unfinalised claims.



LONG DURATION CLAIMS

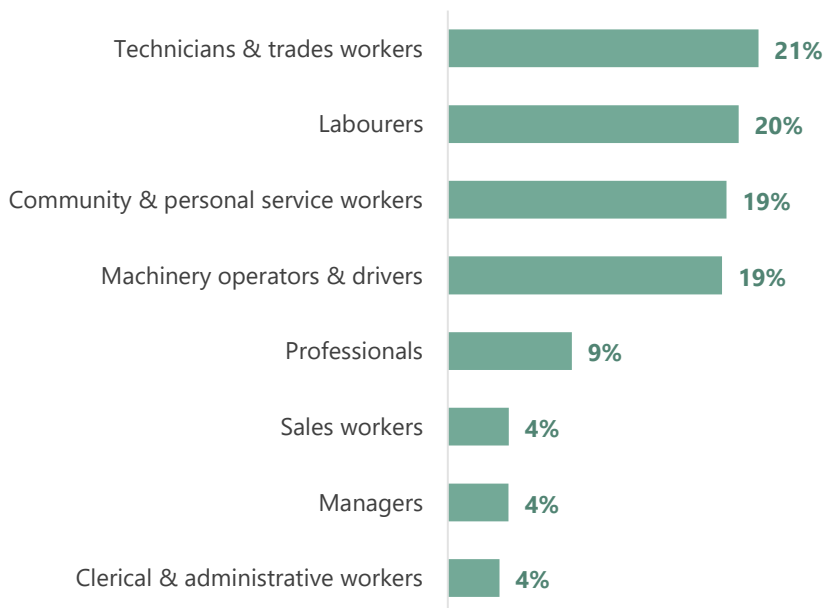
SECTION 2 | CLAIMANT CHARACTERISTICS

Long duration claims by occupation

	2015/16	2016/17	2017/18	2018/19	4-year trend
Technicians & trades workers	1,066	1,056	1,104	1,121	▲
Labourers	1,158	1,038	1,034	1,049	▼
Community & personal service workers	724	822	888	1,005	▲
Machinery operators & drivers	923	918	936	989	▲
Professionals	381	365	388	447	▲
Sales workers	257	186	202	220	▼
Managers	154	140	157	219	▲
Clerical & administrative workers	159	170	180	186	▲
All long duration claims	4,822	4,695	4,889	5,236	▲

▲ Increasing ($\geq +5\%$) ■ Stable (within $\pm 5\%$) ▼ Decreasing ($\leq -5\%$)

Long duration proportion of claims by occupation 2015/16 to 2018/19



Occupations with the highest number of long duration claims were **Technicians & trades workers, Labourers, Community & personal service workers** and **Machinery operators & drivers**.

These occupations account for around 80% of all long duration claims lodged between 2015/16 and 2018/19.

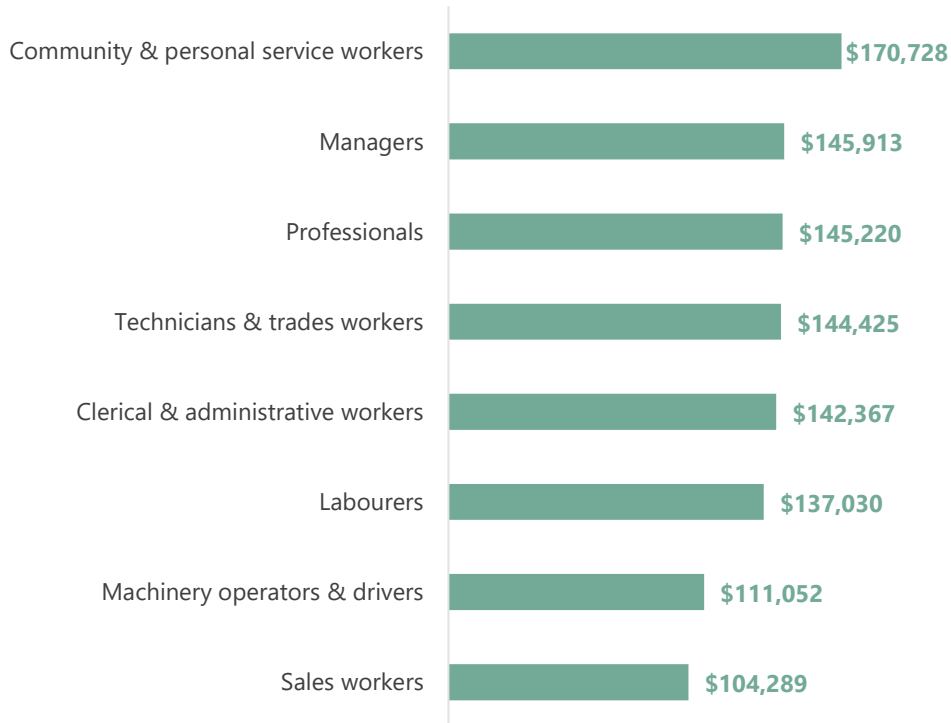


LONG DURATION CLAIMS

SECTION 2 | CLAIMANT CHARACTERISTICS

Long duration claims average costs by occupation

2015/16 to 2018/19



Across four years, **Community & personal service workers** had the highest average long duration claim cost of \$170,728.

Over the same period, **Sales workers** had the lowest average long duration claim cost of \$104,289.



Community & personal services includes workers in age care, childcare, education support, patient care, hospitality and tourism.



LONG DURATION CLAIMS

SECTION 2 | CLAIMANT CHARACTERISTICS

Long duration claims by industry

	2015/16	2016/17	2017/18	2018/19	4-year trend
Health care & social assistance	763	763	769	874	▲
Construction	879	742	701	713	▼
Mining	437	464	510	597	▲
Manufacturing	446	405	474	475	▲
Transport, postal & warehousing	332	362	365	350	▲
Retail trade	359	316	308	322	▼
Education & training	242	291	332	376	▲
Public administration & safety	231	227	302	328	▲
Accommodation & food services	216	195	185	216	■
Agriculture, forestry & fishing	179	191	220	191	▲
Wholesale trade	176	152	166	192	▲
Other services	137	145	139	159	▲
Administrative & support services	112	122	123	119	▲
Arts & recreation services	91	100	84	106	▲
Professional, scientific & technical services	84	82	97	98	▲
Electricity, gas, water & waste services	71	83	40	41	▼
Rental, hiring & real estate services	39	38	44	57	▲
Information media & telecommunications	15	11	14	12	▼
Financial & insurance services	13	6	16	10	▼
All long duration claims	4,822	4,695	4,889	5,237	▲

▲ Increasing ($\geq +5\%$) ■ Stable (within $\pm 5\%$) ▼ Decreasing ($\leq -5\%$)

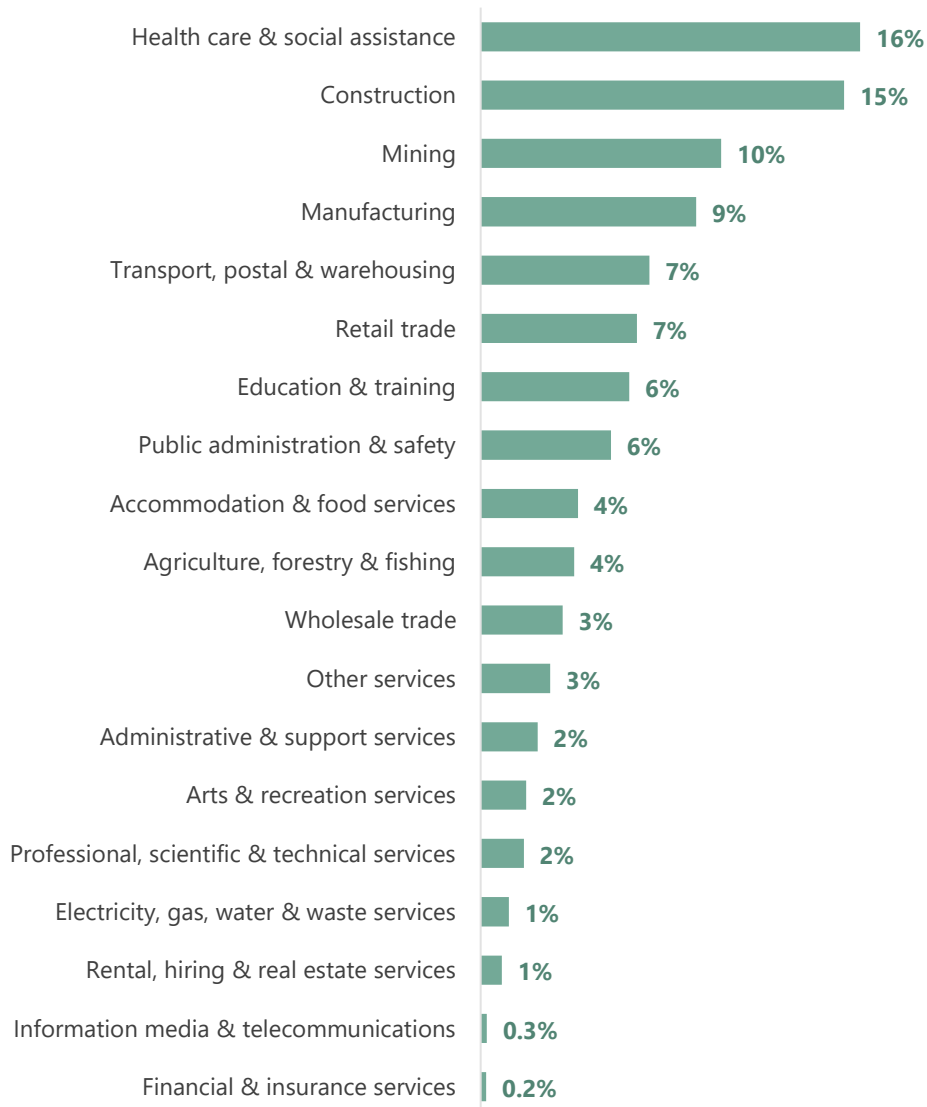
The **Health care & social assistance** and **Construction** industries consistently had the **highest** number of long duration claims across four years.



LONG DURATION CLAIMS

SECTION 2 | CLAIMANT CHARACTERISTICS

Long duration claims proportions by industry 2015/16 to 2018/19



Between 2015/16 and 2018/19, **Health care & social assistance** had the **highest** proportion of long duration claims (16%), followed by **Construction** (15%).

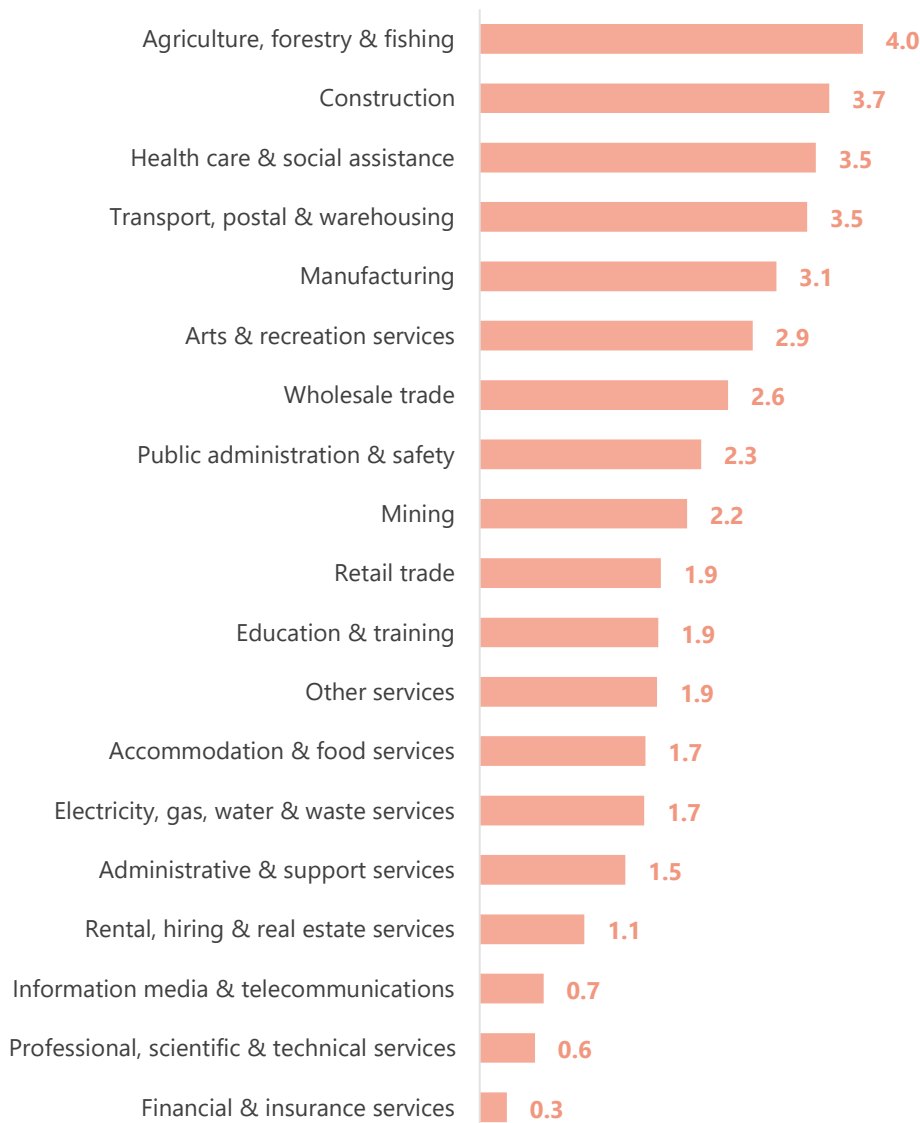


LONG DURATION CLAIMS

SECTION 2 | CLAIMANT CHARACTERISTICS

Long duration claims frequency rates by industry

2015/16 to 2018/19



Over four years, the **Agriculture, forestry & fishing** industry had the highest frequency rate of **4.0 long duration** claims per million hours worked, followed by the **Construction** industry with **3.7 long duration** claims per million hours worked.

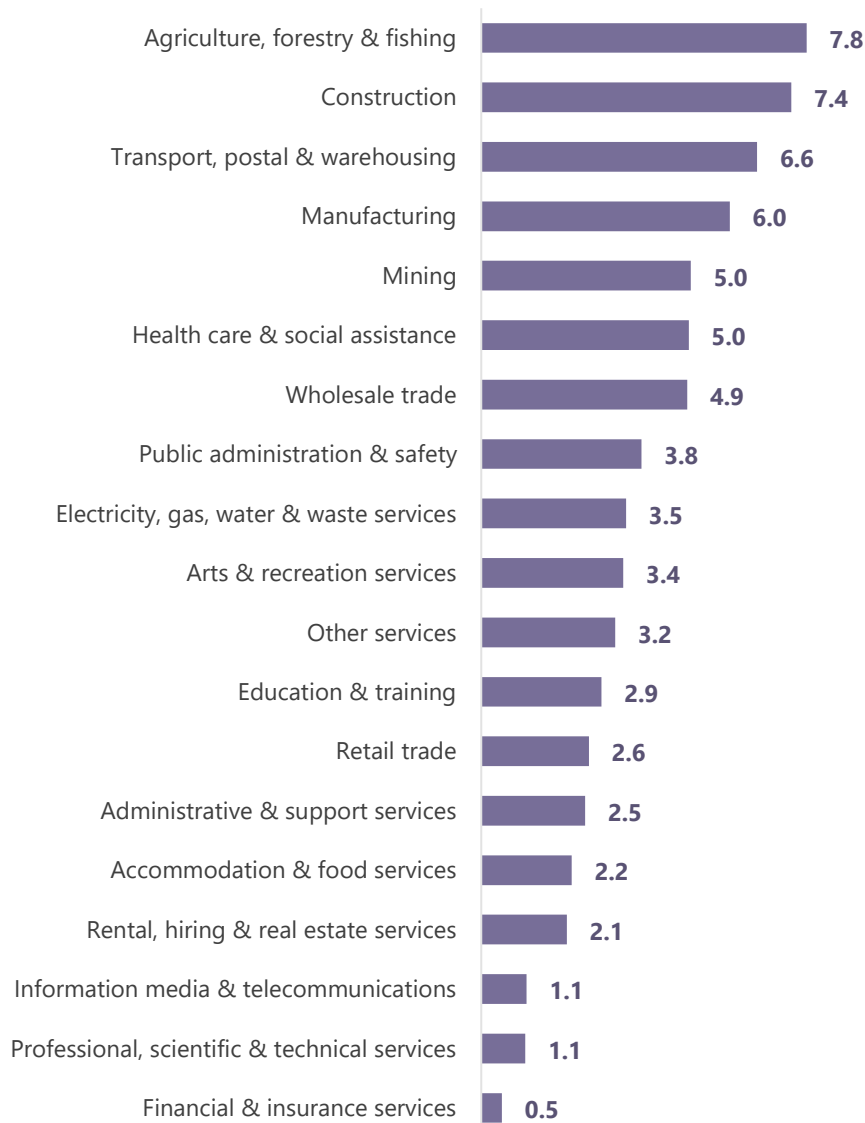


LONG DURATION CLAIMS

SECTION 2 | CLAIMANT CHARACTERISTICS

Long duration claims incidence rates by industry

2015/16 to 2018/19



Agriculture, forestry & fishing had the highest incidence rate for long duration claims (**7.8 claims** per thousand employees), followed by **Construction** (**7.4 claims** per thousand employees).



LONG DURATION CLAIMS

SECTION 2 | CLAIMANT CHARACTERISTICS

Long duration claims average costs by industry

	2015/16	2016/17	2017/18	2018/19	4-year trend
Mining	\$172,686	\$163,103	\$184,360	\$165,782	■
Transport, postal & warehousing	\$161,381	\$158,191	\$146,134	\$155,615	■
Construction	\$163,927	\$147,839	\$155,870	\$149,058	▼
Electricity, gas, water & waste services	\$157,701	\$141,934	\$139,484	\$181,252	▲
Professional, scientific & technical services	\$158,821	\$139,254	\$147,610	\$154,544	■
Financial & insurance services	\$112,976	\$183,449	\$171,446	\$135,532	▲
Information media & telecommunications	\$141,188	\$141,882	\$183,215	\$110,173	▼
Manufacturing	\$128,809	\$148,713	\$137,740	\$160,529	▲
Rental, hiring & real estate services	\$179,817	\$123,001	\$112,749	\$156,590	▼
Public administration & safety	\$138,044	\$134,835	\$150,389	\$138,187	■
Wholesale trade	\$133,621	\$142,653	\$137,712	\$137,930	■
Agriculture, forestry & fishing	\$134,465	\$137,107	\$134,414	\$136,606	■
Other services	\$127,487	\$144,647	\$130,795	\$124,824	■
Administrative & support services	\$118,452	\$124,447	\$134,996	\$133,747	▲
Education & training	\$129,665	\$128,314	\$122,524	\$118,862	▼
Health care & social assistance	\$127,245	\$124,796	\$124,268	\$116,621	▼
Arts & recreation services	\$117,384	\$133,386	\$110,993	\$117,651	■
Accommodation & food services	\$131,897	\$111,566	\$114,616	\$115,301	▼
Retail trade	\$109,428	\$115,643	\$121,335	\$125,731	▲
All long duration claims	\$141,611	\$138,921	\$140,899	\$139,066	■

▲ Increasing (≥ +5%) ■ Stable (within +/-5%) ▼ Decreasing (≤ -5%)

In 2018/19, Electricity, gas, water & waste services had the highest average long duration claim cost (\$181,252).

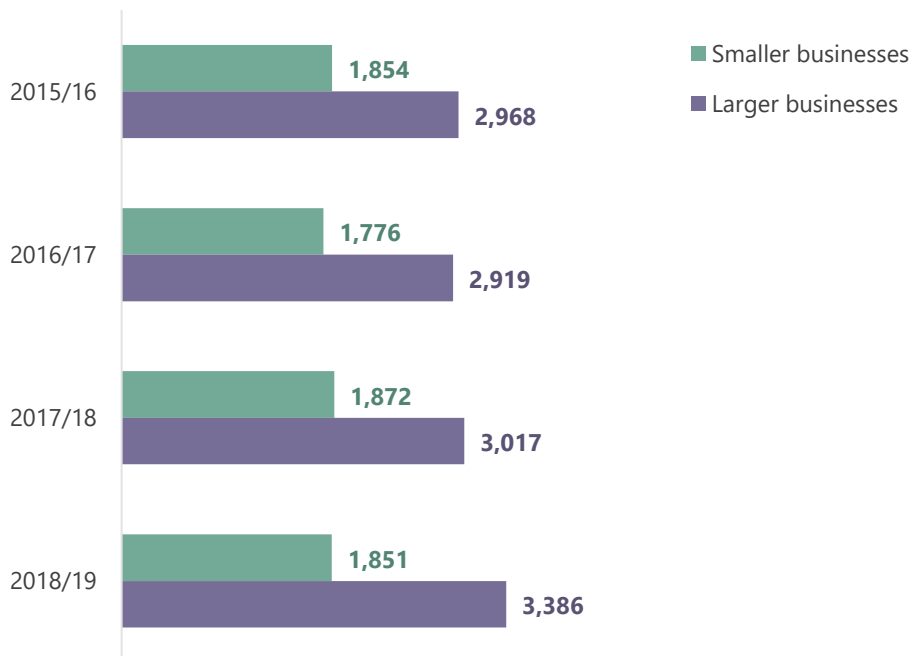
In contrast, Information media & telecommunications had the lowest average long duration claim cost in 2018/19 (\$110,173).



LONG DURATION CLAIMS

SECTION 2 | CLAIMANT CHARACTERISTICS

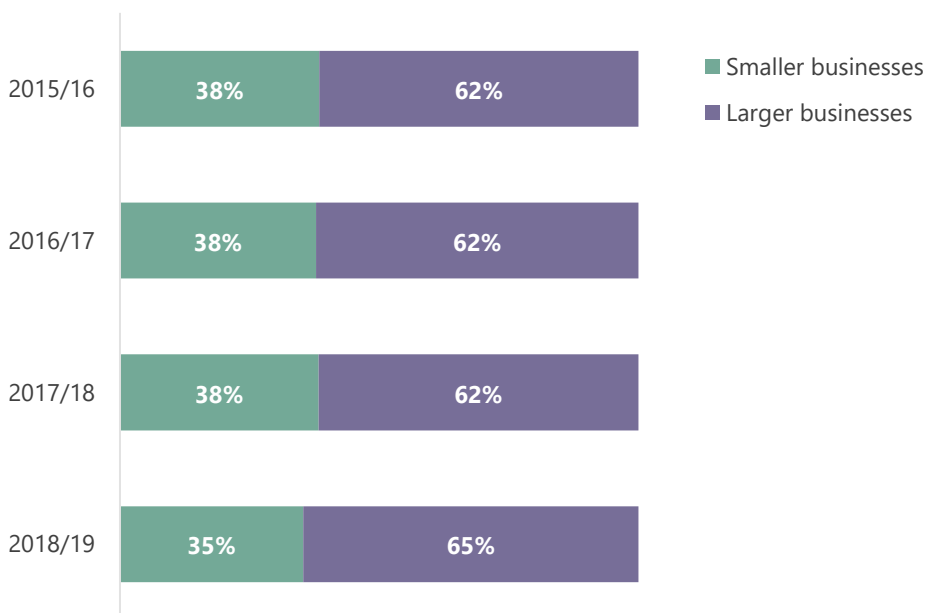
Long duration claims by size of employer



Larger businesses (50+ employees) consistently had more long duration claims lodged from 2015/16 to 2018/19.

Larger businesses also had the highest increase in the number of long duration claims over the same period (14%).

Long duration claims proportion of claims by size of employer



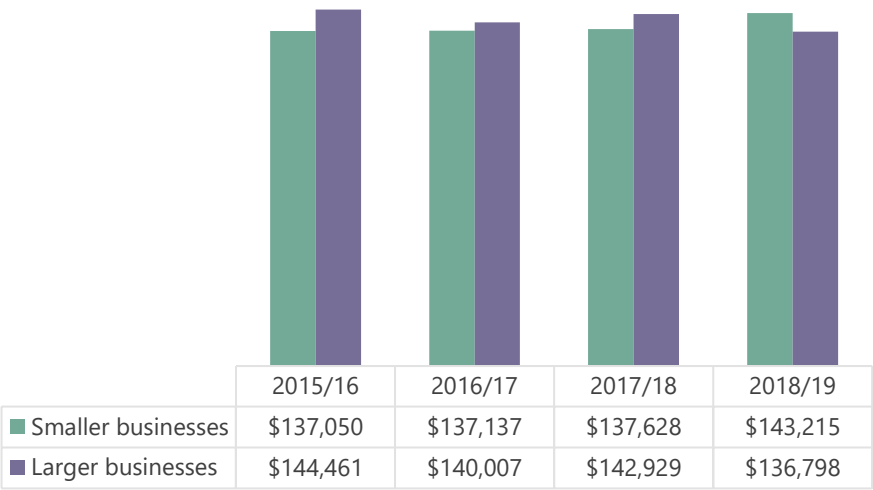
The proportion of long duration claims for **larger businesses** shows an **increasing trend** from 2015/16 to 2018/19 (62% to 65%).



LONG DURATION CLAIMS

SECTION 2 | CLAIMANT CHARACTERISTICS

Long duration claims average cost by size of employer



The average cost of long duration claims decreased over the four-year period.

The average long duration claim cost for **smaller businesses** shows an increasing trend (4%) over four years. However, the average long duration claim cost for **larger businesses** decreased by 5% over the same period.

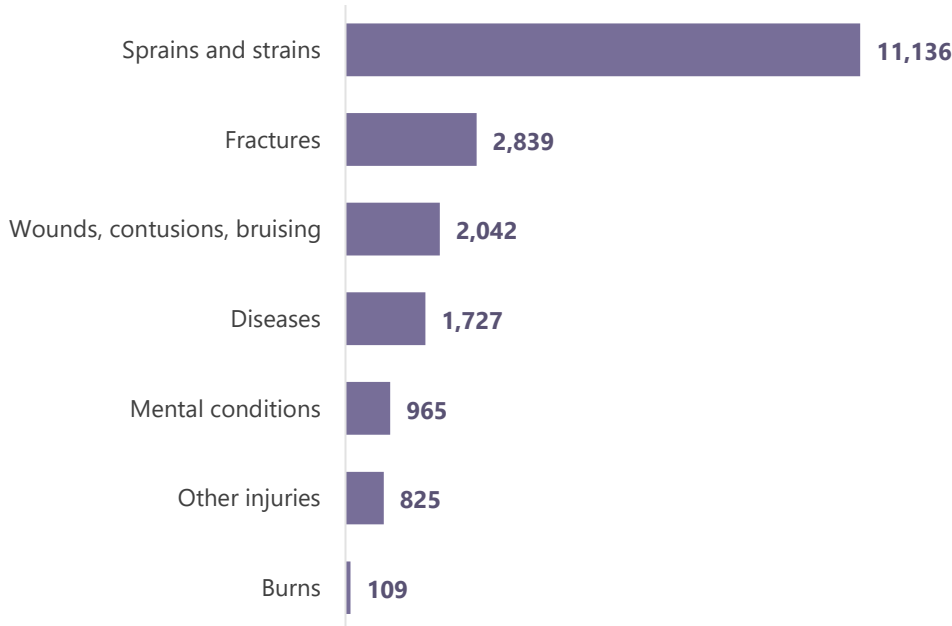


LONG DURATION CLAIMS

SECTION 3 | INJURY/DISEASE ATTRIBUTES

Long duration claims by nature of injury/disease

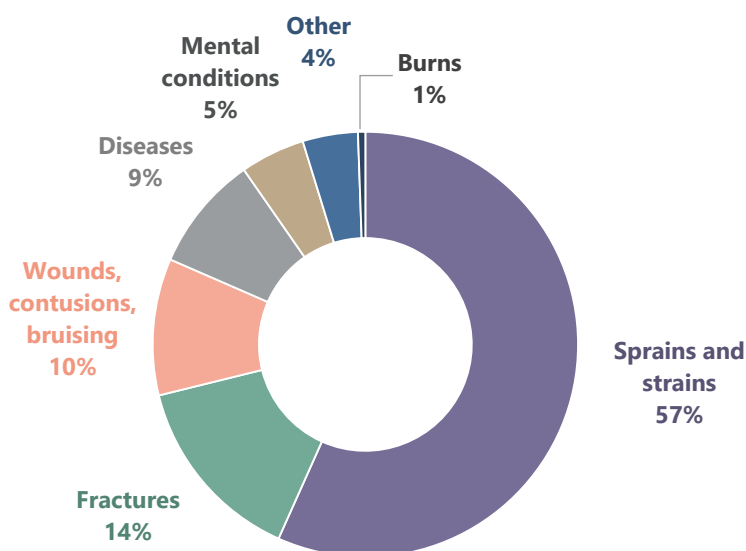
2015/16 to 2018/19



Between 2015/16 and 2018/19, the most common injury/disease type for long duration claims was **sprains and strains**, followed by **fractures**.

Long duration claims proportions by nature of injury/disease

2015/16 to 2018/19



The majority of long duration claims (57%) were associated with **sprains and strains** - traumatic joint/ligament or muscle/tendon injuries.

Sprains and strains and **fractures** accounted for the majority (71%) of long duration claims between 2015/16 and 2018/19.



LONG DURATION CLAIMS

SECTION 3 | INJURY/DISEASE ATTRIBUTES

Long duration claims average costs by nature of injury/disease

	2015/16	2016/17	2017/18	2018/19	4-year trend
Burns	\$134,227	\$120,367	\$229,707	\$225,440	▲
Diseases	\$134,684	\$134,266	\$127,606	\$139,993	■
Fractures	\$140,640	\$139,717	\$143,147	\$139,314	■
Mental conditions	\$155,902	\$151,093	\$167,967	\$155,966	■
Other injuries	\$142,134	\$150,328	\$196,900	\$182,100	▲
Sprains and strains	\$140,605	\$139,197	\$134,903	\$132,977	▼
Wounds, contusions, bruising	\$148,177	\$132,194	\$141,917	\$134,675	▼
All long duration claims	\$141,611	\$138,921	\$140,899	\$139,066	■

▲ Increasing ($\geq +5\%$)

■ Stable (within $\pm 5\%$)

▼ Decreasing ($\leq -5\%$)

The average cost of long duration claims associated with **wounds, contusions, bruising** had the **largest decrease** over the four year period (9%).

Over four years, the average long duration claim cost for **burns** was the **highest** amongst all injury types.

However, data for 2018/19 is preliminary due to the higher proportion of unfinalised claims.



For the most common type of injury (**sprains and strains**), the average long duration claim cost decreased by **5%** between 2015/16 and 2018/19.



LONG DURATION CLAIMS

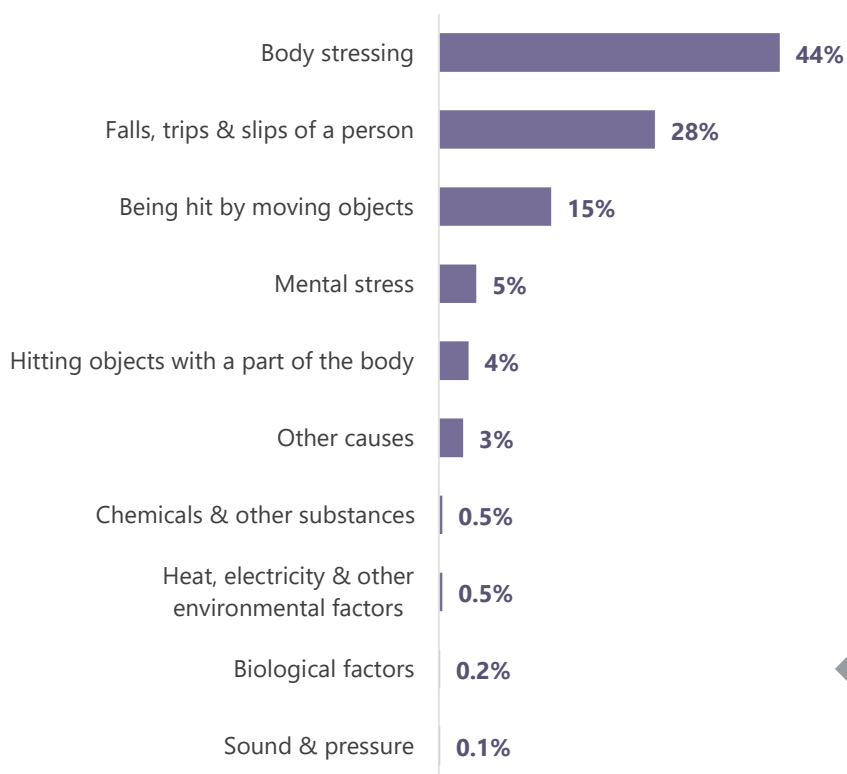
SECTION 3 | INJURY/DISEASE ATTRIBUTES

Long duration claims by mechanism of incident

	2015/16	2016/17	2017/18	2018/19	4-year trend
Body stressing	2,180	2,108	2,168	2,237	■
Falls, trips & slips of a person	1,359	1,335	1,376	1,444	▲
Being hit by moving objects	638	667	737	824	▲
Mental stress	217	207	233	298	▲
Hitting objects with a part of the body	207	186	164	198	■
Other causes	171	130	148	169	■
Chemicals & other substances	19	23	19	31	▲
Heat, electricity & other environmental factors	23	20	22	26	▲
Biological factors	6	12	6	7	▲
Sound & pressure	2	7	16	3	▲
All long duration claims	4,822	4,695	4,889	5,237	▲

▲ Increasing (≥ +5%) ■ Stable (within +/-5%) ▼ Decreasing (≤ -5%)

Long duration claims proportions by mechanism of incident 2015/16 to 2018/19



Between 2015/16 and 2018/19, claims resulting from **body stressing** accounted for **almost half** of long duration claims.

Body stressing are injuries resulting from stress placed on muscles, tendons, ligaments and bones.





LONG DURATION CLAIMS

SECTION 3 | INJURY/DISEASE ATTRIBUTES

Long duration claims average costs by mechanism of incident

	2015/16	2016/17	2017/18	2018/19	4-year trend
Being hit by moving objects	\$157,228	\$142,581	\$149,988	\$144,533	▼
Biological factors	\$108,860	\$136,670	\$75,410	\$94,478	▼
Body stressing	\$136,374	\$134,514	\$130,783	\$131,044	■
Chemicals & other substances	\$108,613	\$167,215	\$153,858	\$184,052	▲
Falls, trips & slips of a person	\$143,212	\$142,199	\$138,569	\$141,686	■
Heat, electricity & other environmental factors	\$159,390	\$131,792	\$346,825	\$229,306	▲
Hitting objects with a part of the body	\$126,999	\$133,907	\$122,107	\$105,956	▼
Mental stress	\$156,226	\$151,863	\$169,307	\$156,868	■
Other causes	\$138,752	\$136,680	\$156,449	\$177,257	▲
Sound & pressure	\$159,889	\$215,707	\$654,460	\$480,667	▲
All long duration claims	\$141,611	\$138,921	\$140,899	\$139,066	■

▲ Increasing (≥ +5%)

■ Stable (within +/-5%)

▼ Decreasing (≤ -5%)

For long duration claims lodged in 2018/19, injuries resulting from **biological factors** had the lowest average claim cost at **\$94,478**.

Biological factors relates to disorders which result from contact with, or exposure to, germs, bacteria, and other micro-organisms.



Body stressing is the leading cause of long duration claims.



LONG DURATION CLAIMS

SECTION 3 | INJURY/DISEASE ATTRIBUTES

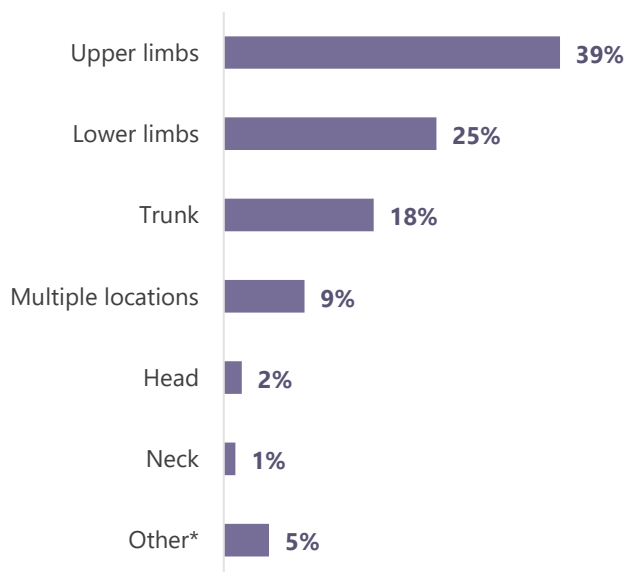
Long duration claims by bodily location of injury/disease

	2015/16	2016/17	2017/18	2018/19	4-year trend
Upper limbs	1,875	1,893	1,919	2,043	▲
Lower limbs	1,166	1,164	1,257	1,307	▲
Trunk	963	826	800	855	▼
Multiple locations	416	438	479	521	▲
Head	104	77	112	122	▲
Neck	64	70	59	71	▲
Other*	234	227	263	318	▲
All long duration claims	4,822	4,695	4,889	5,237	▲

▲ Increasing ($\geq +5\%$) ■ Stable (within $\pm 5\%$) ▼ Decreasing ($\leq -5\%$)

From 2015/16 to 2018/19, injuries predominantly occurred to the **upper** and **lower limbs**.

Long duration claims proportions by bodily location 2015/16 to 2018/19



***Other** bodily locations includes, psychological system, systemic locations, and unspecified locations. These accounted for **5%** of long duration claims from 2015/16 to 2018/19.



LONG DURATION CLAIMS

SECTION 3 | INJURY/DISEASE ATTRIBUTES

Long duration claims average costs by bodily location of injury/disease

	2015/16	2016/17	2017/18	2018/19	4-year trend
Upper limbs	\$126,285	\$124,890	\$123,673	\$122,477	■
Lower limbs	\$127,015	\$124,303	\$130,216	\$129,180	■
Trunk	\$158,869	\$157,939	\$148,248	\$155,826	■
Multiple locations	\$175,401	\$175,044	\$175,585	\$169,189	■
Head	\$209,922	\$206,862	\$169,466	\$184,612	▼
Neck	\$210,117	\$195,115	\$213,180	\$230,270	▲
Other*	\$156,960	\$151,613	\$203,740	\$154,026	■
All long duration claims	\$141,611	\$138,921	\$140,899	\$139,066	■

▲ Increasing ($\geq +5\%$) ■ Stable (within $\pm 5\%$) ▼ Decreasing ($\leq -5\%$)

In 2018/19, long duration claims with injuries sustained to the **neck** had the **highest average claim cost** (\$230,270).

However, **neck** injuries were the **least common** body part (1%) associated with long duration claims.



Work-related injuries sustained to the **limbs** accounted for **two-thirds** of long duration claims.



LONG DURATION CLAIMS

SECTION 3 | INJURY/DISEASE ATTRIBUTES

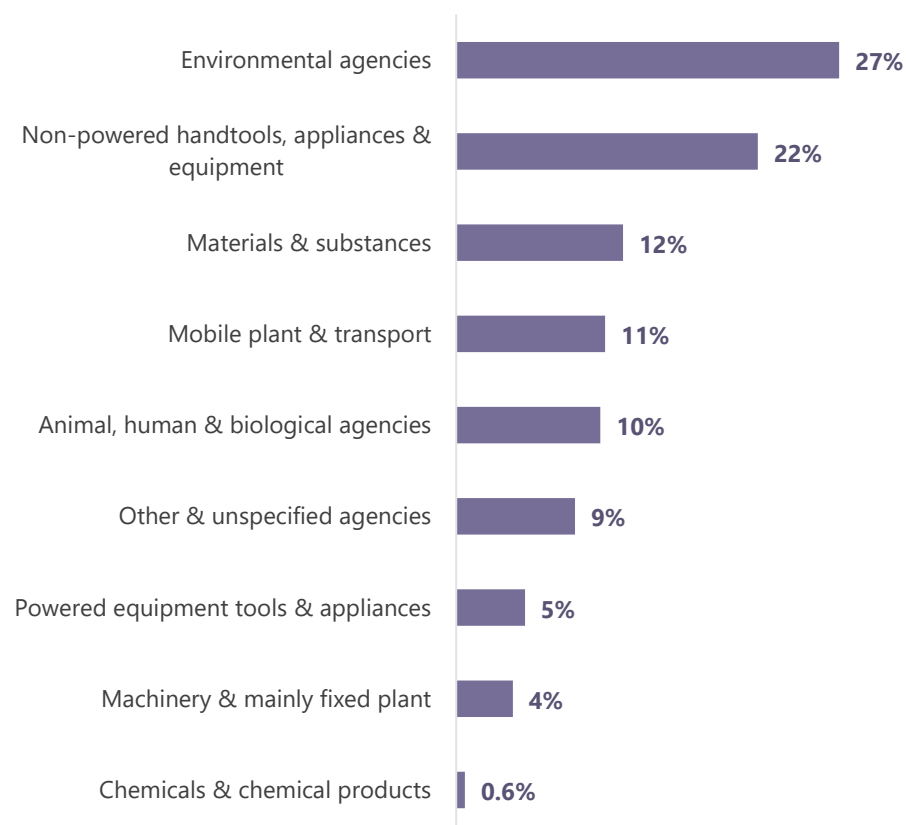
Long duration claims by agency of injury/disease

	2015/16	2016/17	2017/18	2018/19	4-year trend
Environmental agencies	1,324	1,277	1,341	1,441	▲
Non-powered handtools, appliances & equipment	1,054	1,022	1,052	1,111	▲
Materials & substances	657	513	586	589	▼
Mobile plant & transport	470	540	519	564	▲
Animal, human & biological agencies	437	511	503	576	▲
Other & unspecified agencies	434	392	392	454	■
Powered equipment tools & appliances	242	228	250	246	■
Machinery & mainly fixed plant	182	184	216	214	▲
Chemicals & chemical products	22	28	30	42	▲
All long duration claims	4,822	4,695	4,889	5,237	▲

▲ Increasing (≥ +5%) ■ Stable (within +/-5%) ▼ Decreasing (≤ -5%)

Long duration claims proportions by agency of injury/disease

2015/16 to 2018/19



Between 2015/16 and 2018/19, the most common factor associated with long duration claims was **environmental agencies** (27%), followed by **non-powered handtools, appliances & equipment** (22%).



LONG DURATION CLAIMS

SECTION 3 | INJURY/DISEASE ATTRIBUTES

Long duration claims average costs by agency of injury/disease

	2015/16	2016/17	2017/18	2018/19	4-year trend
Mobile plant & transport	\$155,302	\$154,575	\$162,283	\$157,711	■
Machinery & mainly fixed plant	\$141,374	\$163,663	\$146,776	\$158,123	▲
Other & unspecified agencies	\$150,488	\$133,827	\$149,687	\$146,148	■
Materials & substances	\$139,595	\$141,596	\$145,867	\$144,330	■
Chemicals & chemical products	\$133,954	\$132,249	\$161,186	\$138,324	■
Environmental agencies	\$140,687	\$136,901	\$145,443	\$142,124	■
Non-powered handtools, appliances & equipment	\$141,595	\$137,125	\$127,503	\$125,939	▼
Animal, human & biological agencies	\$134,203	\$136,321	\$128,793	\$126,664	▼
Powered equipment tools & appliances	\$123,958	\$110,638	\$119,929	\$124,614	■
All long duration claims	\$141,611	\$138,921	\$140,899	\$139,066	■

▲ Increasing (≥ +5%) ■ Stable (within +/-5%) ▼ Decreasing (≤ -5%)

Over the four-year period, the **highest** average long duration claim cost was attributed to injuries associated with **mobile plant & transport**.



Average long duration claim costs attributed to non-powered handtools, appliances & equipment, had the highest decrease by **11%** over the last four years.



TERM

DEFINITION / EXPLANATION OF TERM

Act

The *Workers' Compensation and Injury Management Act 1981*.

Age

Chronological age (in years) of the worker at the date of injury or disease.

Agency of injury or disease

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. A comprehensive list of this classification is available from Safe Work Australia *Type of Occurrence Classification System 3rd edition* (safeworkaustralia.gov.au).

Bodily location

The part of the body affected by the most serious injury or disease. A comprehensive list of this classification is available from Safe Work Australia *Type of Occurrence Classification System 3rd edition* (safeworkaustralia.gov.au).

Claim count

The total number of claims (disallowed claims and journey claims between home and work are excluded) notified by insurers and exempt employers.

Claimant

A person who lodges a claim in the WA workers' compensation scheme.

Claim costs

An estimate of costs for unfinalised claims, and total cost of finalised claims attributed to the year in which a claim was lodged. Due to the evolving nature of claims, data is subject to change particularly the most recent year. Claim costs are not adjusted for inflation.

Claims data

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:

- ▲ lost-time journey claims between home and work
- ▲ asbestos-related diseases, including mesothelioma and pneumoconiosis, caused by asbestos exposure
- ▲ duplicated or disallowed (by an insurer).

Due to the evolving nature of claims, data is subject to change particularly the most recent year.



LONG DURATION CLAIMS

SECTION 4 | GLOSSARY

TERM

DEFINITION / EXPLANATION OF TERM

Claim payments

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.

Direct compensation

Payments made directly to the worker either by income replacement (payments made for absences from work) or lump sums such as:

- ▲ redemption payments made under Schedule 1
- ▲ specific injury payments made under Schedule 2
- ▲ fatal payments including funeral expenses
- ▲ common law and other Acts payments.

Frequency rate

The number of lost-time claims per million hours worked and indicates the prevalence of workers' compensation claims. The number of hours worked by employed persons in Western Australia is sourced from the Australian Bureau of Statistics (abs.gov.au).

Incidence rate

The number of lost-time claims per thousand employees (part-time, full-time, casual, and seasonal) in Western Australia. Employee numbers are based on the Australian Bureau of Statistics Labour Force data (catalogue no. 6202.0).

Industry

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 structured into a hierarchy of units reflecting different levels of description (abs.gov.au).

Lodgement year

The financial year in which the claim was lodged with the insurer.

Long duration claims

Workers' compensation claims for which the injury or disease results in an absence from work of at least 60 days or shifts.

Lost-time claims

Lost-time claims are claims for which the injury or disease results in an absence from work of at least one day or shift.



LONG DURATION CLAIMS

SECTION 4 | GLOSSARY

TERM

DEFINITION / EXPLANATION OF TERM

Mechanism of injury or disease

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 Safe Work Australia's *Type of Occurrence Classification System 3rd edition* (safeworkaustralia.gov.au).

Nature of injury or disease

The most serious injury or disease suffered by the worker. The full list of this classification is available from Safe Work Australia's *Type of Occurrence Classification System 3rd edition* (safeworkaustralia.gov.au).

Occupation

Based on the *Australian and New Zealand Standard Classification of Occupations* (ANZSCO) published by the Australian Bureau of Statistics. It is a skill-based classification which encompasses all occupations in the Australian workforce (abs.gov.au).

Service payments

Service payments include:

1. medical and hospital payments:

- ▀ medical practitioner and specialist payments (consultation and treatment expenses rendered by general practitioners and medical specialists)
- ▀ hospital expenses (hospital accommodation and hospital treatment)

2. allied health payments:

- ▀ 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)

3. workplace rehabilitation payments:

- ▀ 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)

4. legal and miscellaneous:

- ▀ 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)
- ▀ miscellaneous (includes general items that do not fit in any other category, for example travelling, meals and lodgings, under clause 19 of Schedule 1).



LONG DURATION CLAIMS

SECTION 5 | DISCLAIMER

- 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 and self-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.