

WORKERS' COMPENSATION IN WA

ANNUAL STATISTICAL REPORT

2021




A workers' compensation and injury
management scheme that works for all




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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.

Annual Statistical Report - 2016/17 - 2019/20
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PURPOSE OF REPORT

WorkCover WA's annual statistical report is designed to provide stakeholders with an understanding of the overall activity and key trends within the WA workers' compensation scheme. The report contains information about:

- workers' compensation premium rates
- claim activities (numbers and payments)
- claim management
- disputes
- scheme exits
- claimant characteristics
- injury and disease attributes.

For the purposes of this report, only work-related injury and disease claims are reported.



CLAIMS DATA SOURCE

WorkCover WA collects data from approved insurers and self-insurers about all workers' compensation claims lodged in the WA scheme. This includes data from all current and former approved insurers, self-insurers and the Insurance Commission of Western Australia as at 13 July 2021.

Claim statistics are derived from data supplied by insurers and self-insurers in accordance with the Q2 data specification, which is available on the WorkCover WA website:

workcover.wa.gov.au/service-providers/insurers



TIMEFRAME & DATA CLASSIFICATIONS

Premium rates

- Average recommended premium rates data is reported between 2012/13 and 2021/22
- Average actual premium rates data is reported between 2010/11 and 2019/20.

Claim statistics

- Claims include both finalised and unfinalised claims lodged between 2016/17 and 2019/20
- There is a higher proportion of unfinalised claims particularly in the most recent year, which is subject to change due to the evolving nature of claims. The 'p' indicates preliminary data for the latest year (2019/20p).

Claimant characteristics

- Industry classification is based on the *Australian and New Zealand Standard Industrial Classification (ANZSIC) system 2006* published by the Australian Bureau of Statistics
- Occupational classification is based on the *Australian and New Zealand Standard Classification of Occupations (ANZSCO)* published by the Australian Bureau of Statistics.

Injury/disease attributes

- Injury/disease attributes are classified according to *Type of Occurrence Classification System (TOOCS) 3rd edition* published by the Australian Safety and Compensation Council.

WORK-RELATED INJURY AND DISEASE CLAIMS



In 2019/20, 26,006 claims were lodged within the WA workers' compensation scheme, comprising of 24,597 work-related injury and disease claims, 70 asbestos-related disease and other claims and 1,339 disallowed claims.



24,597

Work-related injury & disease claims

For the purposes of this report, only work-related injury and disease claims are reported.

>

42%

10,223

NO LOST-TIME CLAIMS

Claims with treatment and expenses only



70

Asbestos-related diseases & other claims

58%

14,374

LOST-TIME CLAIMS

Claims with an absence of a day/shift or more from work



1,339

Disallowed claims

10%

DISEASE CLAIMS

90%

INJURY CLAIMS

RECOMMENDED PREMIUM RATES



On an annual basis, WorkCover WA determines the recommended premium rates, taking into account the latest available data on claims experience provided by insurers, as well as broader economic factors, including movements in wages, employment rate, interest rates and inflation.

2021/22

Average recommended premium rate



1.704%
of total wages



+4.0%
from last year

Factors

The increase in premium rates was driven by...



higher
average claim
size



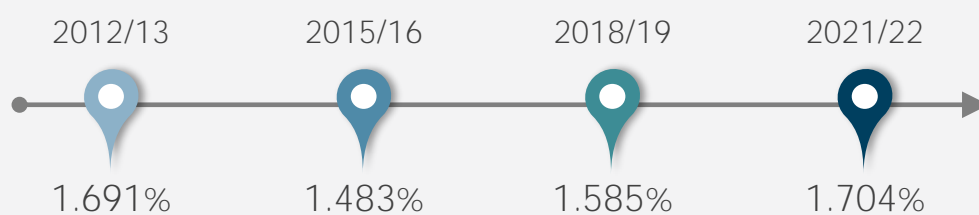
increase
in contingency
margin



decrease
in market
interest rates

Trends

Over a 10-year period...



▲ 0.8% in average recommended premium rates

Recommended premium rates average percentage of wages

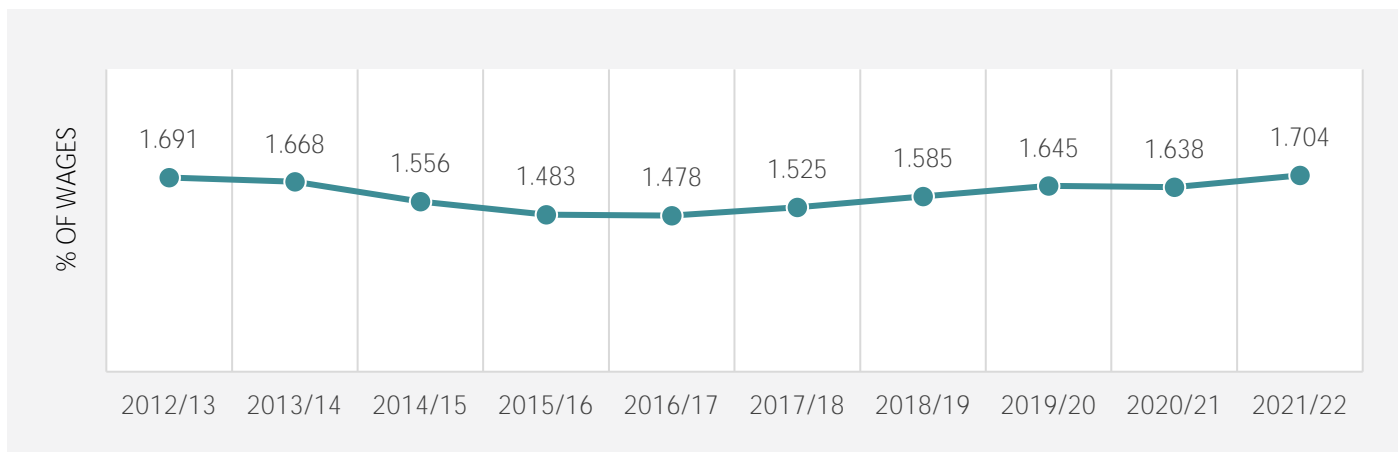
PERCENTAGE	2018/19	2019/20	2020/21	2021/22	4-year trend
Recommended premium rates	1.585	1.645	1.638	1.704	▲
Annual % change	4.0%	3.7%	-0.4%	4.0%	

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

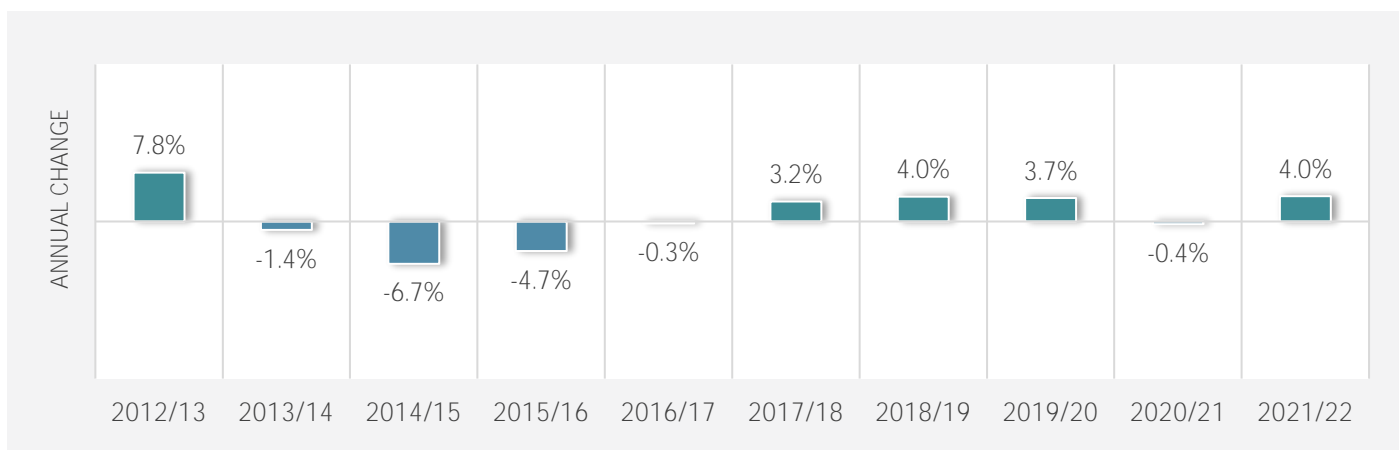


Recommended premium rates are expressed as a percentage of wages. An average premium rate of 1.704% means, on average, employers pay a premium of \$1.70 for every \$100 of wages paid to their employees.

Recommended premium rates



Recommended premium rates annual percentage change



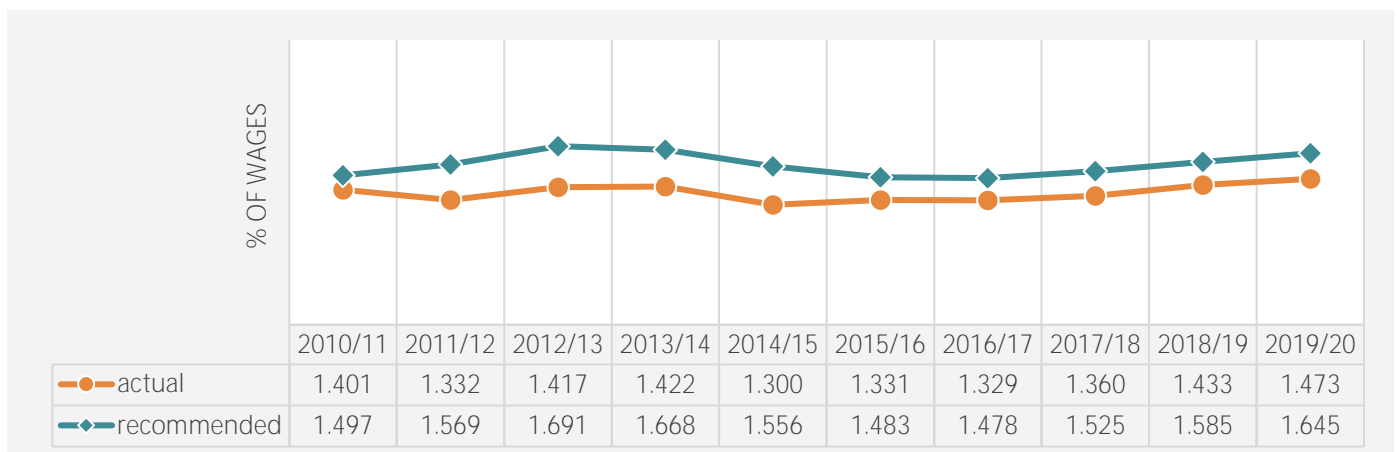
Actual premium rates average percentage of wages

PERCENTAGE	2016/17	2017/18	2018/19	2019/20	4-year trend
Actual premium rates	1.329	1.360	1.433	1.473	▲
Annual % change	-0.2%	2.3%	5.4%	2.8%	

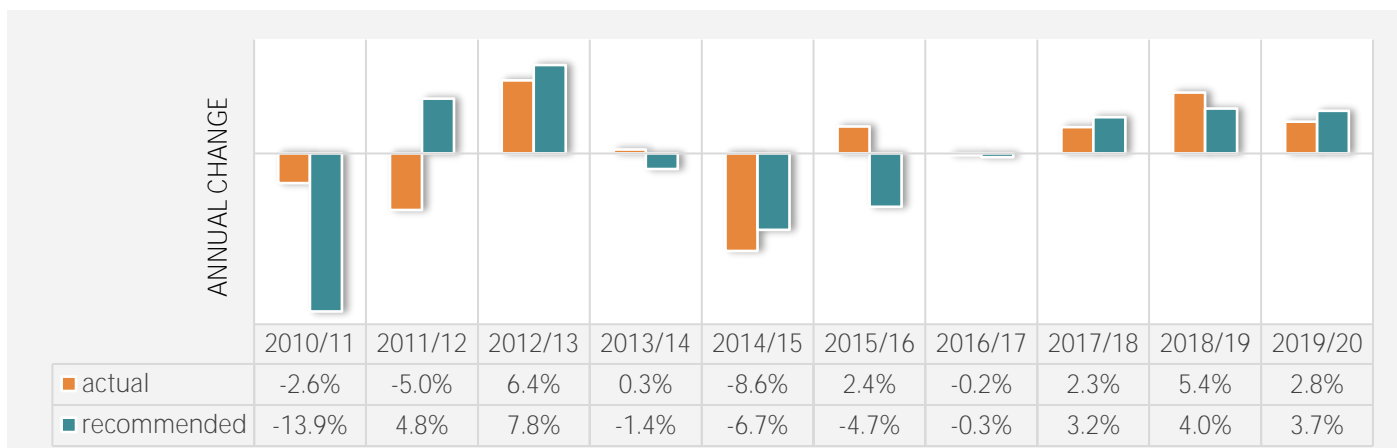
▲ Increasing ($\geq +5\%$) ■ Stable (within $\pm 5\%$) ▼ Decreasing ($\leq -5\%$)

 In addition to recommended premium rates, WorkCover WA annually calculates the average actual premium rate. The average actual rate is the total premiums paid as a percentage of the total wages paid by employers in a given year.

Actual premium rates vs. recommended premium rates



Actual premium rates annual percentage change



CLAIM NUMBERS



24,597 claims

lodged in 2019/20



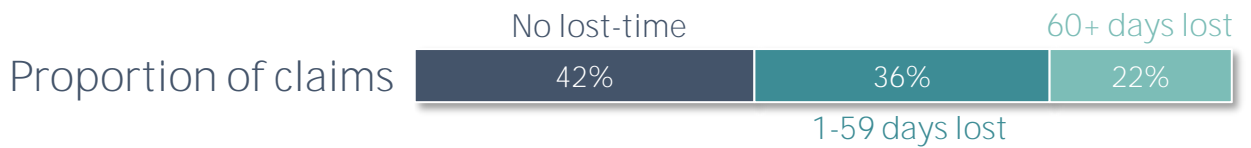
6.9 Frequency rate

lost-time claims per million hours worked in 2019/20



Between 2016/17 to 2019/20, the number of claims lodged decreased by 12% to 24,597 claims.

Claims with no lost-time decreased by 22% and lost-time claims fell by 3% over the same period.



CLAIM PAYMENTS | 2019/20



67%

Direct compensation
▼ 5% over four years



33%



Service payments
▼ 2% over four years



59%
income
payment

41%
lump sums

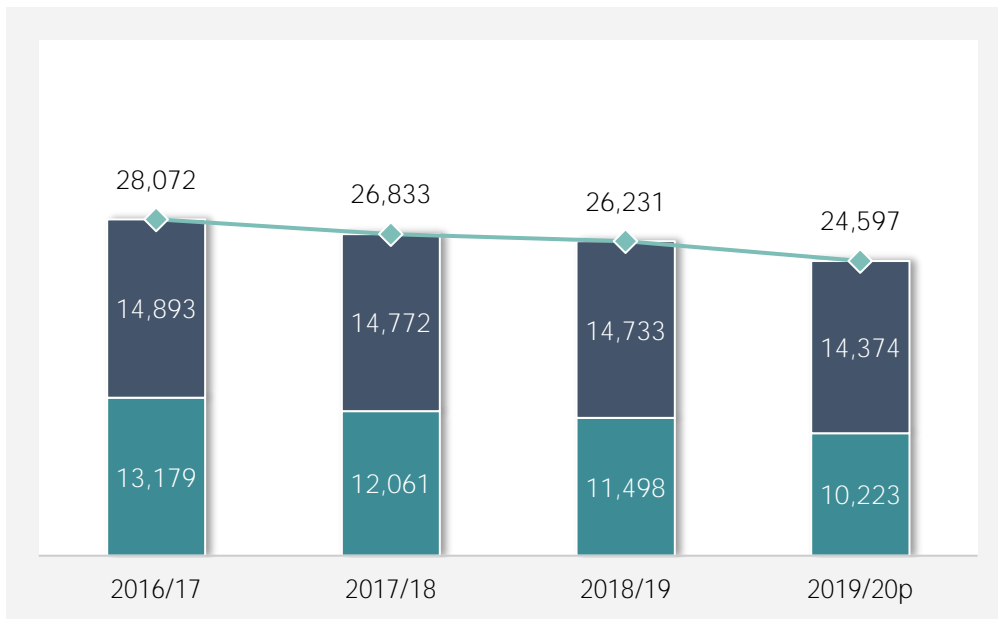


42%
medical &
hospital

32%
legal &
miscellaneous

26%
allied health &
workplace
rehabilitation

Claim numbers number of claims lodged by lost-time



All claims

The number of claims lodged over the last four years decreased by 12% from 28,072 to 24,597 claims.

Lost-time claims

There has been a decrease (3%) in the number of lost-time claims over the last four years, falling from 14,893 lost-time claims in 2016/17 to 14,374 lost-time claims in 2019/20.

No lost-time claims

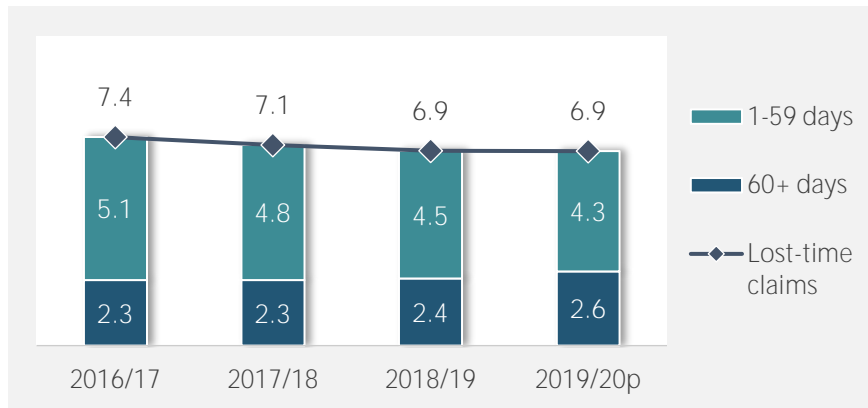
Claims with no time off work reduced by 22% between 2016/17 and 2019/20.

Claim numbers number of claims lodged by days lost

CLAIMS	2016/17	2017/18	2018/19	2019/20p	4-year trend
0 days	13,179	12,061	11,498	10,223	▼
1 - 4 days	3,118	2,867	2,747	2,382	▼
5 - 19 days	3,998	3,993	3,813	3,541	▼
20 - 59 days	3,086	3,077	3,100	2,970	■
60 - 119 days	1,653	1,736	1,759	1,820	▲
120 - 179 days	801	825	808	876	▲
180+ days	2,237	2,274	2,506	2,785	▲
All claims	28,072	26,833	26,231	24,597	▼

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

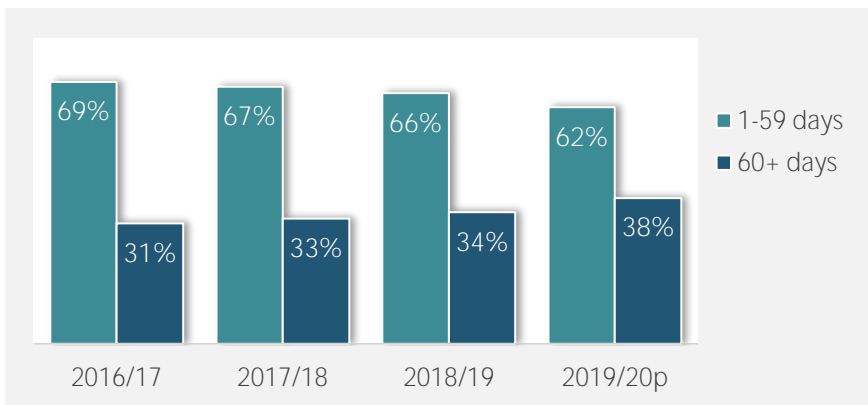
Frequency rate lost-time claims per million hours worked



The frequency rate for lost-time claims decreased by 7%, from 7.4 in 2016/17 to 6.9 in 2019/20.

The frequency rate for claims with 1-59 days lost decreased over four years. However, the rate for claims with 60+ days lost increased over the same period.

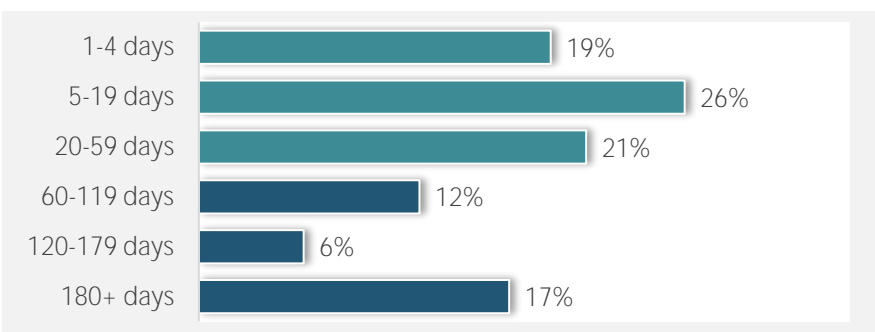
Lost-time claims by days lost



Over the last four years, the proportion of 1-59 days lost claims to all lost-time claims reduced from 69% to 62%.

In contrast, the proportion of claims with 60+ days lost increased from 31% to 38% over four years.

Lost-time claims 2015/16 to 2018/19p



Within the last four years, the highest proportion of days lost were for claims resulting in 5-19 days off work (26%).

Claim payments unadjusted

\$MILLION	2016/17	2017/18	2018/19	2019/20p	4-year trend
DIRECT COMPENSATION					
Income payments	\$362.3	\$343.0	\$348.7	\$377.8	■
Lump sums	\$274.2	\$261.9	\$247.1	\$263.6	■
SERVICE PAYMENTS					
Medical & hospital	\$132.9	\$132.9	\$128.6	\$132.8	■
Allied health*	\$44.7	\$45.7	\$48.2	\$48.0	▲
Workplace rehabilitation	\$33.9	\$37.7	\$35.8	\$36.0	▲
Legal & miscellaneous	\$97.2	\$96.1	\$95.6	\$102.9	▲
Total claim payments	\$945.2	\$917.4	\$904.1	\$961.1	■

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

* Allied health includes 'other treatment services'.



Claim payments (unadjusted)

Unadjusted payments do not factor in inflation and care should be taken when comparing over time.

Income replacement payments continue to be the highest payment type (39% of total payments) and stands at \$377.8 million in the latest year.

Claim payments adjusted

\$MILLION	2016/17	2017/18	2018/19	2019/20p	4-year trend
DIRECT COMPENSATION					
Income payments	\$392.1	\$364.5	\$365.2	\$387.3	■
Lump sums	\$296.7	\$278.3	\$258.8	\$270.3	▼
SERVICE PAYMENTS					
Medical & hospital	\$143.9	\$141.2	\$134.7	\$136.2	▼
Allied health*	\$48.4	\$48.6	\$50.4	\$49.2	■
Workplace rehabilitation	\$36.7	\$40.0	\$37.5	\$36.9	■
Legal & miscellaneous	\$105.2	\$102.1	\$100.2	\$105.6	■
Total claim payments	\$1,022.9	\$974.9	\$946.8	\$985.5	■

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

* Allied health includes 'other treatment services'.



Claim payments (adjusted)

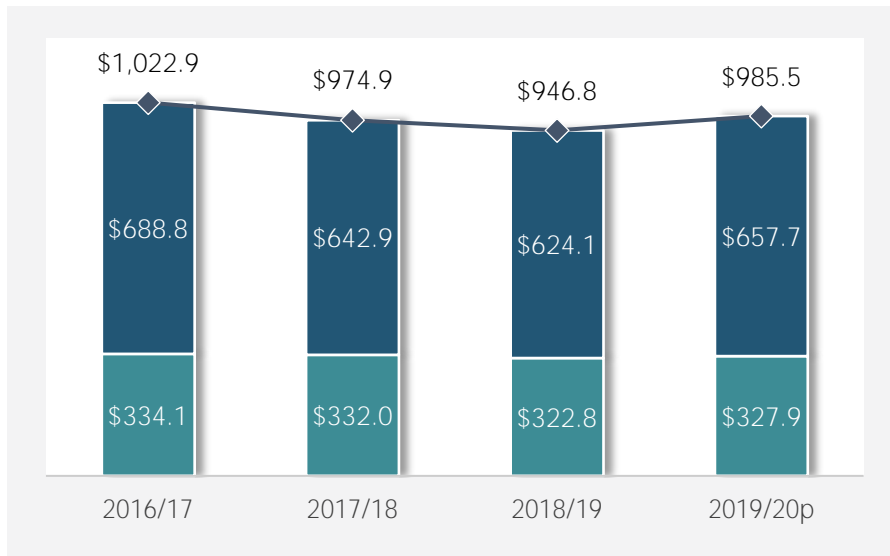
Payments are adjusted for inflation to allow for meaningful comparisons over time.

Over the last four years, total claim payments decreased (4%), mainly driven by direct compensation payments to workers.

In terms of service payments, medical and hospital payments was the only group to experience a decrease (5%) over four years.

CLAIM ACTIVITIES

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

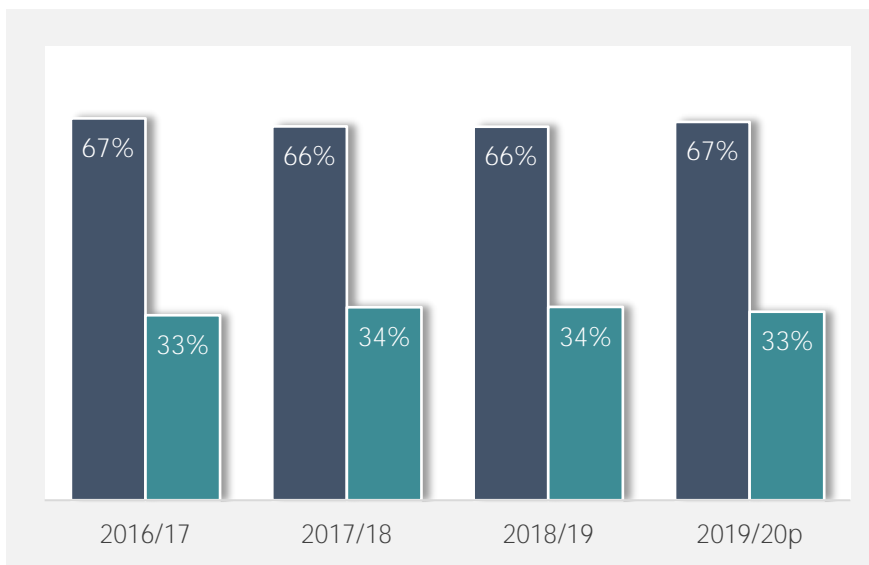


\$ Total claim payments adjusted for inflation decreased (4%) over the last four years.

•\$• **Direct compensation** payments made directly to the worker (either by income replacement or lump sums) decreased by 5% between 2016/17 and 2019/20.

+ **Service payments** decreased (2%) to \$327.9 million over the last four years.

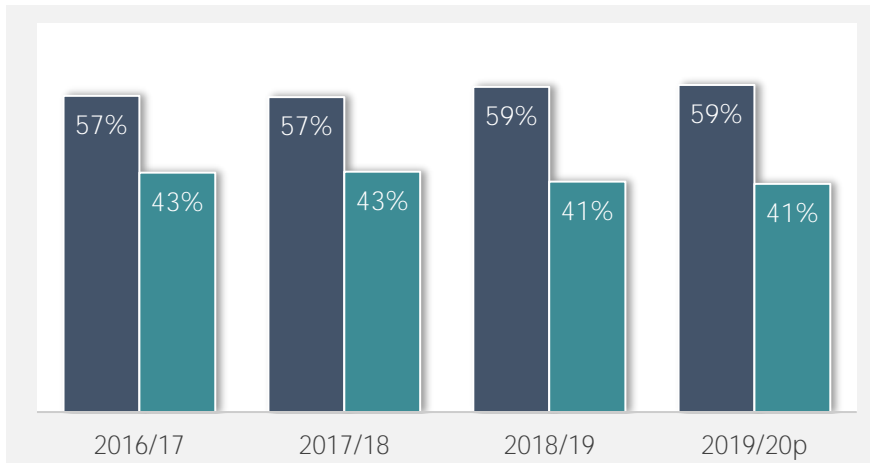
Total claim payments proportions by payment group



•\$• **Direct compensation** payments to workers accounted for the majority of claim payments, and remained stable across four years.

+ **Service payments** also remained stable over four years, accounting for around a third of claim payments.

Direct compensation payments proportions by payment type



Income payments
accounted for more than half of direct compensation payments to workers, with an increase over the last four years.

Lump sums
accounted for 41% of direct compensation payments to workers in the latest year.

Service payments proportions by payment type



Medical & hospital
service payments accounted for 42% to 43% of total service payments.



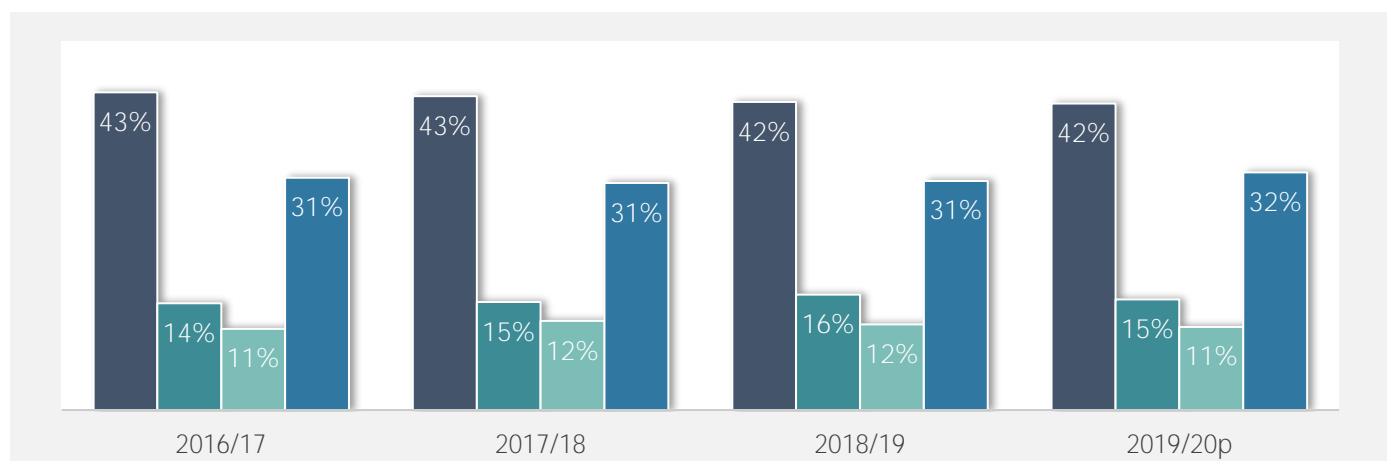
Allied health
and other treatment service payments attributed 14% to 16% of total service payments.



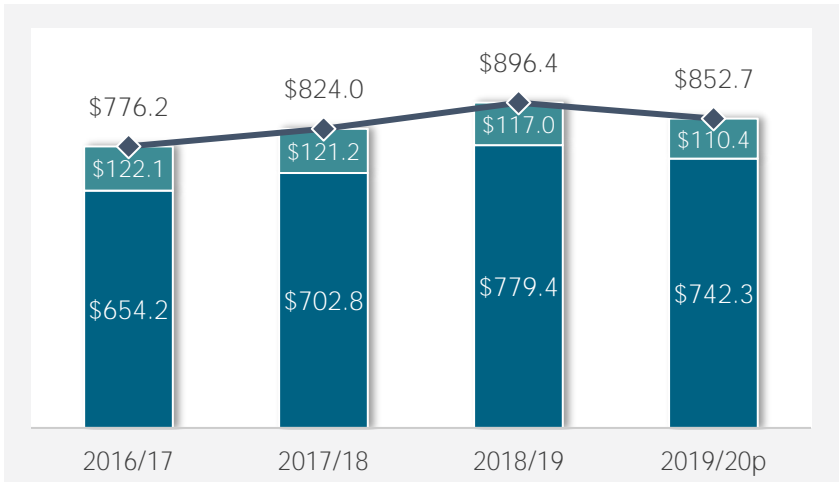
Workplace rehabilitation
service payments accounted for the lowest proportion of service payments.



Legal & miscellaneous
service payments attributed 31% to 32% of total service payments.



Claim costs (\$million) by days lost



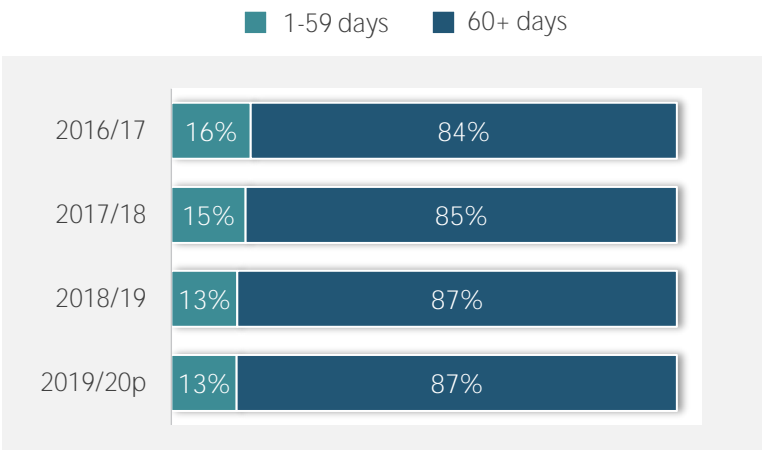
Long duration claims
are claims commonly defined as workers' compensation claims which involve 60 or more days/shifts off work. Although representing only a small proportion of total claims, these claims account for the majority of costs.

Total claim costs
for lost-time claims increased (10%) over four years, and currently stands at \$852.7 million for 2019/20.

1-59 days lost
The total claim costs for claims with shorter duration (less than 60 days lost) decreased by 10% between 2016/17 and 2019/20.

60+ days lost
The total claim costs for long duration claims increased by 13% over the last four years.

Claim costs proportion by days lost



31 In 2019/20, claims with shorter duration accounted for 13% of total claim costs, while 87% of claim costs were associated with long duration claims.

31 Over the past four years, the proportion of short duration claims has continued to fall.

CLAIM ACTIVITIES

Claim costs* total claim costs by days lost

\$MILLION	2016/17	2017/18	2018/19	2019/20p	4-year trend
1-4 days	\$11.0	\$10.5	\$8.8	\$7.9	▼
5-19 days	\$33.9	\$35.8	\$32.0	\$30.6	▼
20-59 days	\$77.2	\$74.9	\$76.3	\$71.9	▼
60-119 days	\$94.1	\$95.3	\$93.0	\$97.8	■
120-179 days	\$74.6	\$73.3	\$76.5	\$83.5	▲
180+ days	\$485.5	\$534.2	\$609.9	\$561.0	▲
Lost-time claims	\$776.2	\$824.0	\$896.4	\$852.7	▲

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

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



Total claim costs
Claims with lost-time of 180 days or more increased the most (16%) over four years, and accounts for the largest proportion of claim costs in the latest year.

Claim costs* average claim costs by days lost

\$	2016/17	2017/18	2018/19	2019/20p	4-year trend
1-4 days	\$3,519	\$3,651	\$3,186	\$3,320	▼
5-19 days	\$8,470	\$8,968	\$8,392	\$8,640	■
20-59 days	\$25,022	\$24,351	\$24,604	\$24,207	■
60-119 days	\$56,925	\$54,905	\$52,868	\$53,736	▼
120-179 days	\$93,111	\$88,810	\$94,684	\$95,296	■
180+ days	\$217,041	\$234,938	\$243,365	\$201,430	▼
Lost-time claims	\$52,122	\$55,784	\$60,843	\$59,320	▲

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

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



Average claim costs
for all lost-time claims increased by 14% over four years, and currently stands at \$59,320.

Claims with 180+ days lost experienced the largest decrease (7%) in average claim costs over four years.

CLAIM MANAGEMENT

TIMEFRAME FOR INCOME CLAIMS

2019/20



Worker sustains work-related injury/illness and submits claim



3
days

average between employer receiving claim and lodging with insurer



13
days

average for insurers to make a liability decision for the claim



AVERAGE
11.0
MEDIAN
6.2

months between insurer lodgement and finalisation of claim



Over the last four years, timeframes for claim lodgement by employers to insurers improved, and the average time for insurers to make a decision regarding liability remained stable at 13 days.

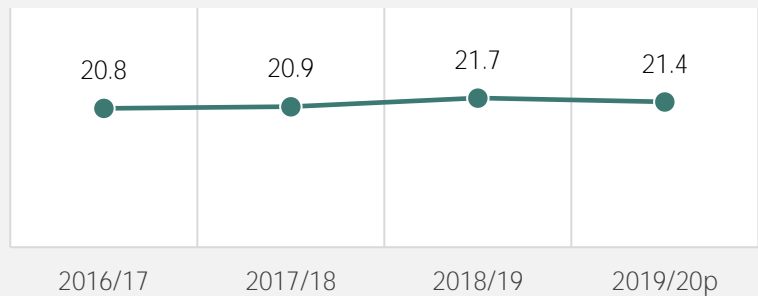
Overall, it took slightly longer to finalise income claims (claims with weekly income replacement), increasing from a median of 6.0 months to 6.2 months between 2016/17 and 2019/20.

Claim management income claims

WORKER TO EMPLOYER LODGEMENT

average days between injury
occurrence and lodgement of
claim with employer

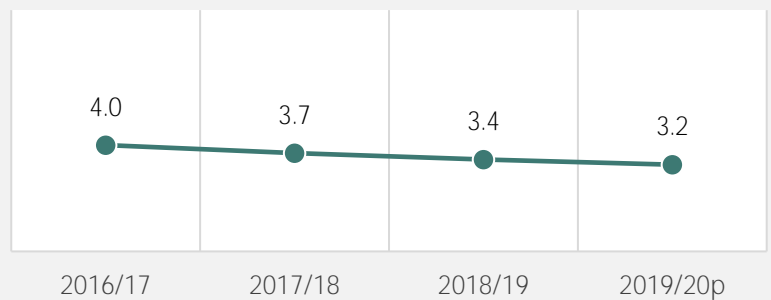
AVERAGE DAYS



EMPLOYER TO INSURER LODGEMENT

average days between employer
receiving and lodging claim with
insurer

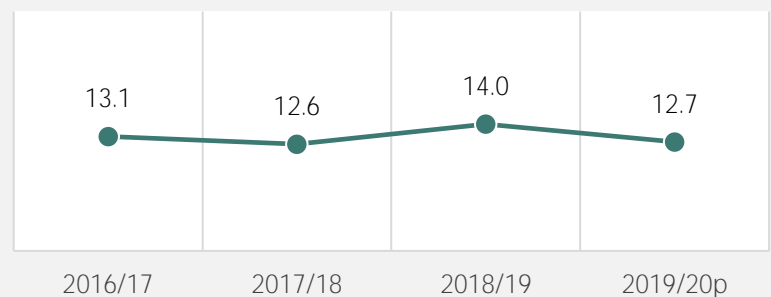
AVERAGE DAYS



LIABILITY DECISIONS

average days for insurer to make a
liability decision for the claim

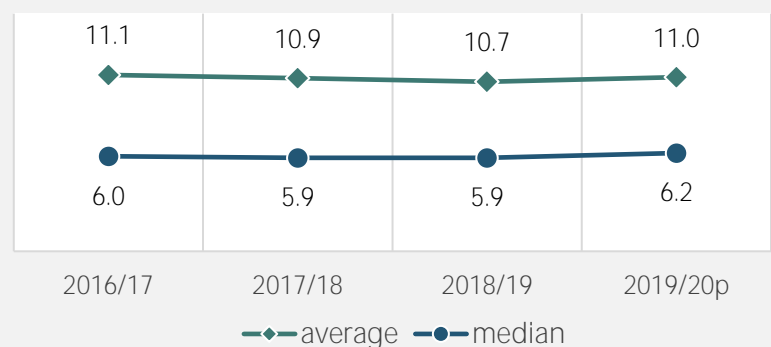
AVERAGE DAYS



CLAIM DURATION

number of months between
insurer lodgement and finalisation
of claim

MONTHS



CLAIM MANAGEMENT

Claims with weekly payments income claims

CLAIMS	2016/17	2017/18	2018/19	2019/20p	4-year trend
at 1 month	6,643	6,770	6,961	6,920	■
at 3 months	4,473	4,539	4,671	4,688	■
at 6 months	3,138	3,126	3,257	3,340	▲
at 12 months	1,973	1,877	2,036	n/a*	■

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

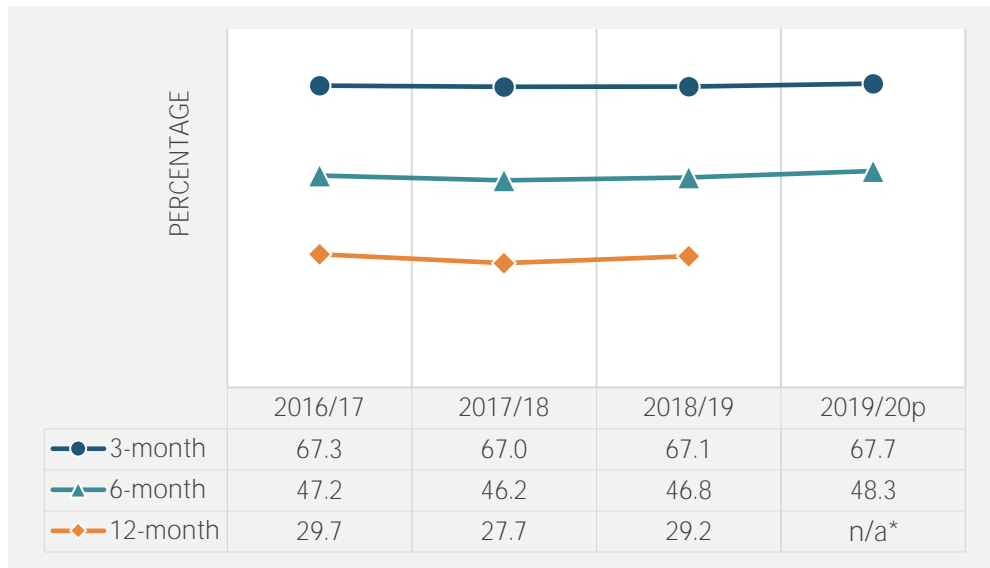
* The 12-month figure for 2019/20 was not available at the time of publication.



Claims with weekly payments

at one and three months remained stable, while claims with weekly payments at six months increased (6%) over the last four years.

Continuance rates income claims



* The 12-month figure for 2019/20 was not available at the time of publication.



Continuance rate

provides insight into claim duration and scheme exits. It shows the number of claims involving weekly income replacement payments at three, six and 12 months, as a proportion of claims involving weekly income replacement payments at one month.

Continuance rates at three and six months increased between 2016/17 and 2019/20.

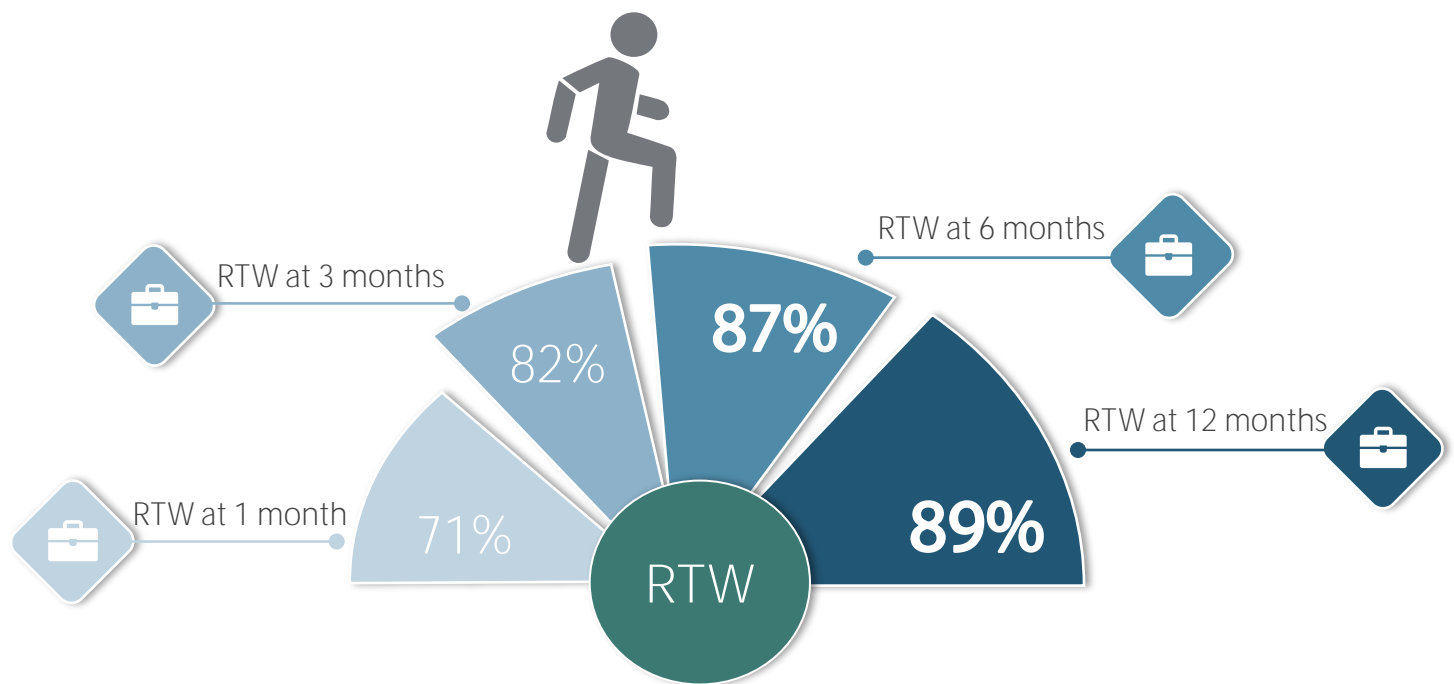
RETURN TO WORK RATE



This measure reports the proportion of workers who have been off work for at least one day as a result of their work-related injury or disease and have returned to work in any capacity at one month, three months, six months and 12 months from the date of claim lodgement.

This measure is based on claim lodgement date as it is the date from which an insurer can influence return to work (RTW).

WORK STATUS MEASURE



Work status rate

Return to work rate	2016/17	2017/18	2018/19	2019/20p	4-year trend
at 1 month	64.3%	64.6%	68.7%	71.0%	▲
at 3 months	76.7%	77.0%	80.0%	81.6%	▲
at 6 months	83.0%	83.6%	85.3%	86.8%	■
at 12 months	86.4%	87.2%	87.4%	88.6%	■

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



The work status rate measures the proportion of claimants who returned to work at some capacity at one, three, six and 12 months from claim lodgement.



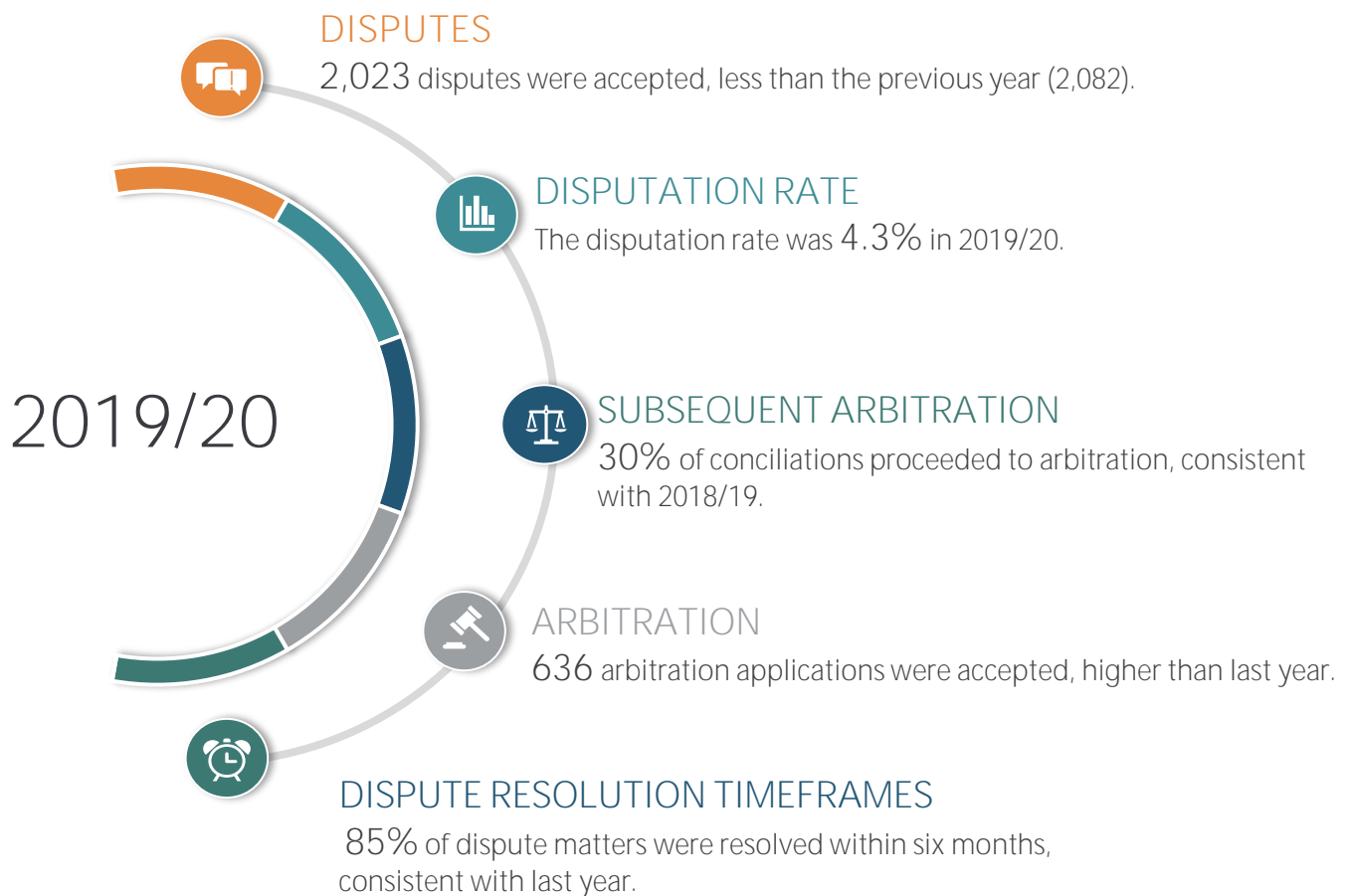
In 2019/20, 88.6% of claimants returned to worked at some capacity 12 months after the claim was lodged. This rate has improved over the last four years.

CONCILIATION & ARBITRATION



The majority of workers' compensation claims progress to the satisfaction of all parties involved, including the injured worker, the employer and their associated insurer. Occasionally, parties need assistance to resolve disputes about a claim, so WorkCover WA provides conciliation and arbitration services.

Disputes can occur at any stage of a claim and arise over a broad range of matters, including the liability to pay compensation, the amount of weekly benefits to be paid, medical and related expenses, and return to work programs.



Dispute applications number of accepted conciliations

DISPUTES	2016/17	2017/18	2018/19	2019/20p	4-year trend
Conciliations	2,084	2,051	2,082	2,023	■
Disputation rate	4.1%	4.2%	4.4%	4.3%	▲

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



Conciliation

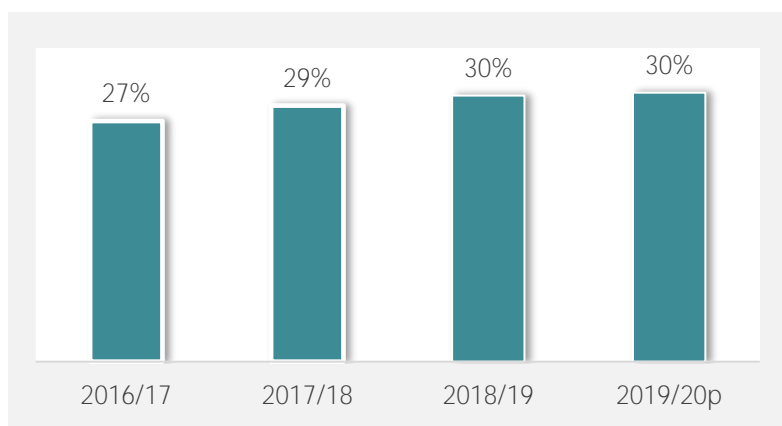
involves parties in dispute reaching an agreement, with the assistance of an independent and impartial Conciliation Officer.



Disputation rate

measures the number of dispute applications per 100 active claims (claims with at least one transaction payment within the financial year).

Subsequent arbitration proportion of conciliations with subsequent arbitration



Subsequent arbitrations

Disputes must have been conciliated by the Workers' Compensation Conciliation Service (or a certificate issued by the Director of Conciliation advising the matter is not suitable for conciliation) before an application can be made to the Workers' Compensation Arbitration Service.

Arbitration number of accepted arbitration applications

NUMBER	2016/17	2017/18	2018/19	2019/20p	4-year trend
Arbitration applications	554	586	626	636	▲

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

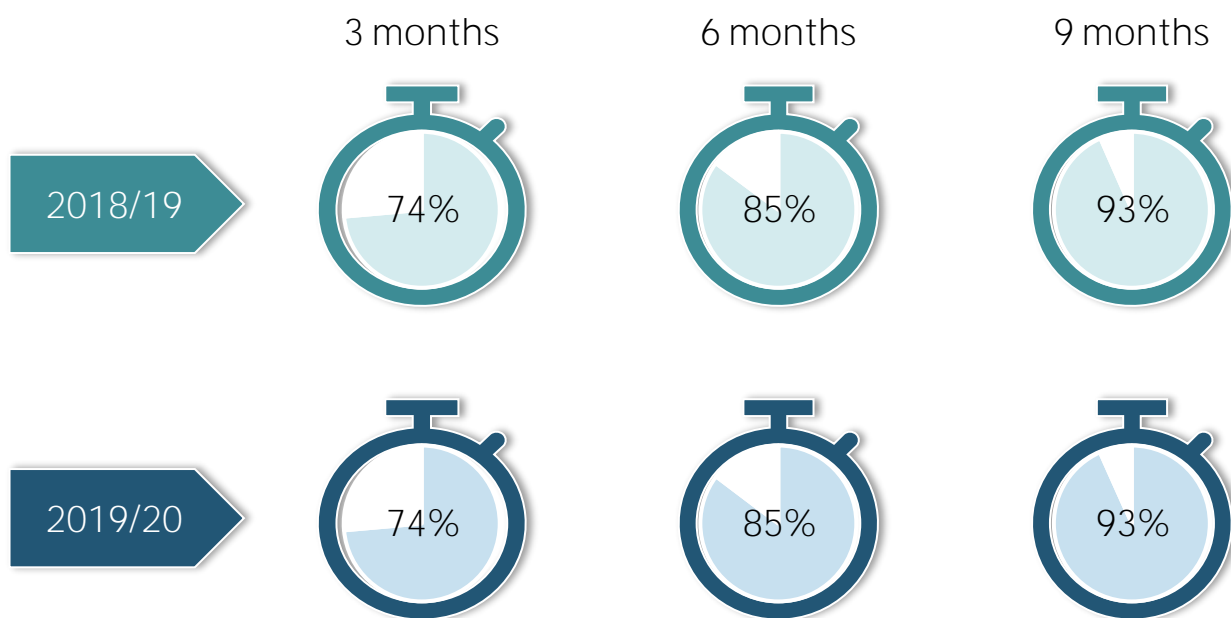


Arbitration

is a formal proceeding at which evidence is heard and a legally qualified Arbitrator makes a final determination. However, some matters are settled before a formal arbitration hearing is required.

Dispute resolution timeframes proportion of matters

Disputes in the WA workers' compensation scheme were resolved within...



Overall, both 2018/19 and 2019/20 show a similar trend in dispute resolution timeframes.

In the latest year, 85% of matters were resolved within six months.

The proportion of disputes resolved within nine months remained stable at 93% for both years.

CLAIMS EXITING THE SCHEME



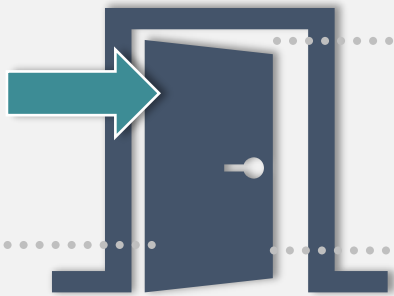
Over a four-year period, finalised claims that exited the scheme decreased by 12% to 26,844 claims in 2019/20. Claims finalised without lump sum payments decreased by 10% and claims finalised with lump sum payments decreased by 19% over the same period.

The number of settlements and settlement payments also decreased between 2016/17 and 2019/20.

CLAIM EXIT PAYMENT GROUPS

26,844

claims exited the scheme in 2019/20



32% of lost-time claims utilised **workplace rehabilitation** services



54% received weekly income replacement



17% incurred **legal payments**

CLAIM EXIT TYPES



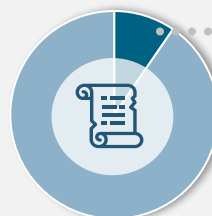
24% of claims finalised with lump sum payment

76% of claims finalised **without** lump sum payment

SETTLEMENT RATES



11.6% memorandum of agreement



9.6% section 92(f) deeds

Finalised claims numbers by exit type

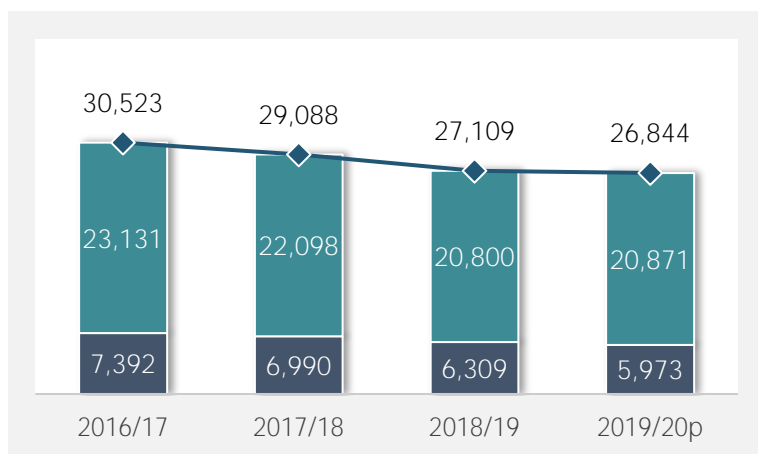
NUMBER	2016/17	2017/18	2018/19	2019/20p	4-year trend
Without lump sums	23,131	22,098	20,800	20,871	▼
With lump sums	7,392	6,990	6,309	5,973	▼
Total finalised claims	30,523	29,088	27,109	26,844	▼

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



Lump sum is a single payment made for all outstanding liabilities, as opposed to having a number of smaller payouts or instalments. Acceptance of a lump sum generally finalises a claim.

Finalised claims numbers by exit type



■ All finalised claims

Overall, the number of finalised claims across four years decreased by 12%.

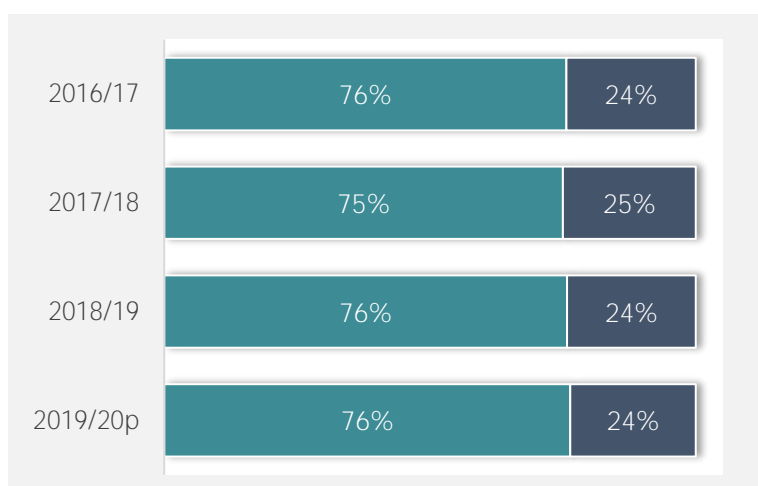
■ Finalised claims without lump sums

Over four years, the number of finalised claims without lump sum payments decreased by 19%.

■ Finalised claims with lump sums

Claims finalised with lump sum payments decreased by 10% from 2016/17 to 2019/20.

Finalised claims proportions by exit type



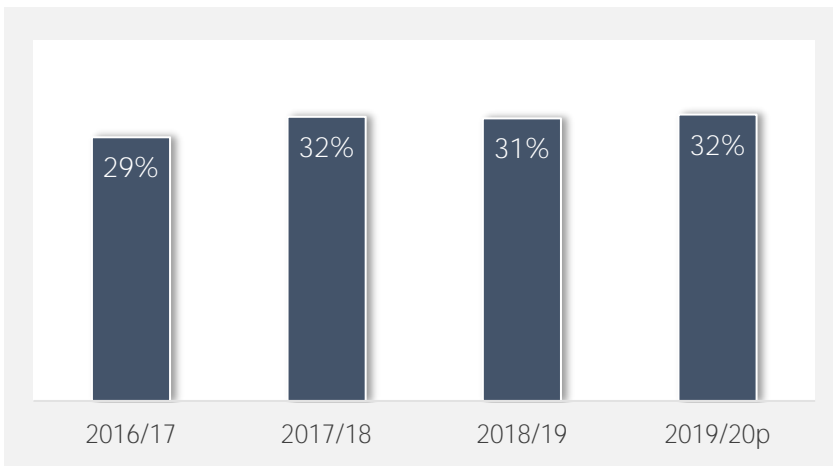
■ Finalised claims without lump sums

The majority of claims were finalised without lump sums, accounting for three-quarters of claims over the last four years.

■ Finalised claims with lump sums

In turn, the proportion of claims finalised with lump sum payments also remained stable over four years.

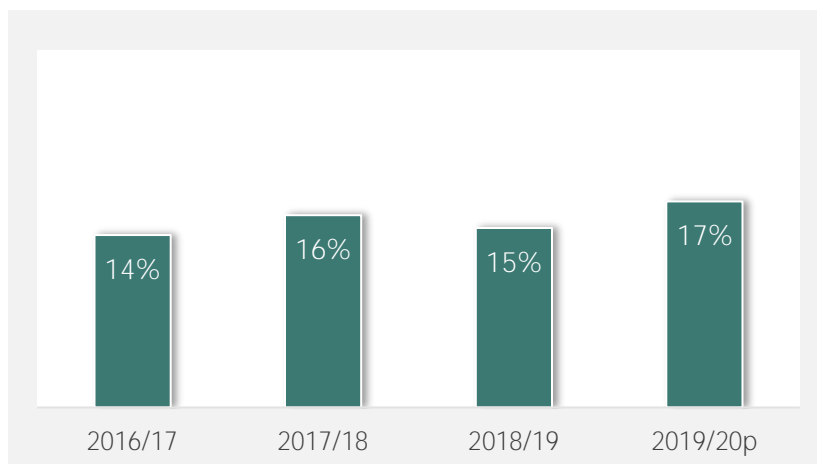
Workplace rehabilitation proportion of lost-time claims



Workplace rehabilitation includes services such as case management, workplace activities, reports (general), and travel.

The proportion of lost-time claims utilising workplace rehabilitation services shows an increasing trend, from 29% in 2016/17 to 32% in 2019/20.

Legal payments proportion of all claims



Legal payments

The proportion of all claims exiting the scheme with legal payments increased from 14% in 2016/17 to 17% in 2019/20.

SCHEME EXITS

SETTLEMENTS



The *Workers' Compensation and Injury Management Act 1981* provides different pathways for settling workers' compensation claims depending on whether the settlement relates to a statutory compensation claim or a common law action.

Section 92(f) deeds allow for resolution of common law actions that do not proceed to judgement in a Court.

A Memorandum of Agreement (MoA) is a legal instrument which, if registered with the Conciliation and Arbitration Services of WorkCover WA, records a statutory settlement of a worker's compensation claim.

Settlements number of settlements

PROPORTION	2016/17	2017/18	2018/19	2019/20p	4-year trend
MoA	4,116	3,859	3,264	3,105	▼
92(f) deeds	2,206	2,523	2,380	2,575	▲
Total settlements	6,322	6,382	5,644	5,680	▼

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



Settlements decreased by 10% between 2016/17 and 2019/20.

Settlement rate proportion of settlements to finalised claims

RATE	2016/17	2017/18	2018/19	2019/20p	4-year trend
MoA	13.5%	13.3%	12.0%	11.6%	▼
92(f) deeds	7.2%	8.7%	8.8%	9.6%	▲
Total settlements	20.7%	21.9%	20.8%	21.1%	■

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



The settlement rate for MoAs decreased by 14% and the settlement rate for section 92(f) deeds increased by 33% over the last four years.



Settlement rate
the number of settlements as a proportion of finalised claims.

SCHEME EXITS

Settlement payments \$million

\$MILLION	2016/17	2017/18	2018/19	2019/20p	4-year trend
MoA	\$125.2	\$114.4	\$97.4	\$85.4	▼
92(f) deeds	\$168.8	\$174.3	\$167.2	\$187.8	▲
Total settlements	\$294.0	\$288.7	\$264.6	\$273.2	▼

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



Settlement payments decreased (7%) over four years, as a result of a decrease in MoA payments (32%), slightly offset by the increase in 92(f) deeds payments (11%).

Settlement payments as a proportion of finalised claim payments

PROPORTION	2016/17	2017/18	2018/19	2019/20p	4-year trend
MoA	12.0%	11.7%	10.8%	9.2%	▼
92(f) deeds	16.2%	17.9%	18.6%	20.2%	▲
Total settlements	28.2%	29.6%	29.4%	29.3%	■

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

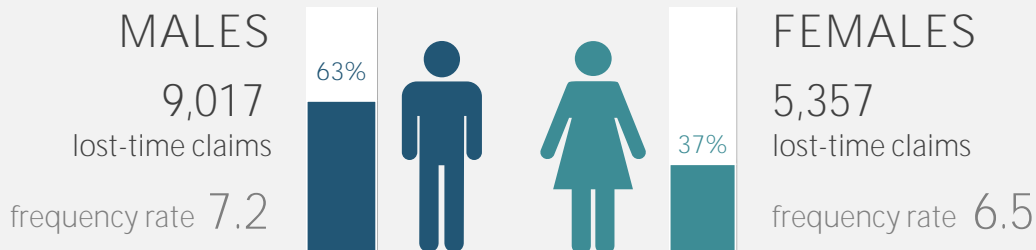


Settlement payments as a proportion of finalised claim payments increased by 4% between 2016/17 and 2019/20.

CLAIMANT CHARACTERISTICS

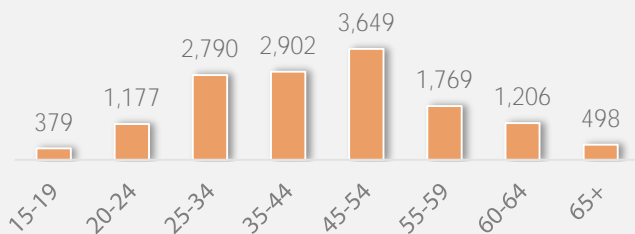
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GENDER COMPARISON | 2019/20

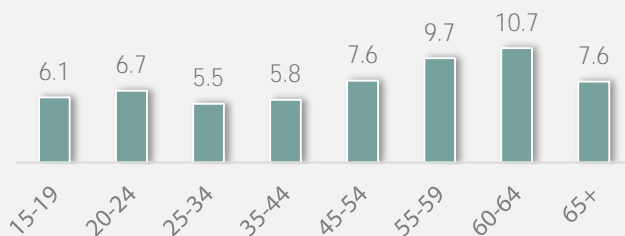


AGE GROUPS | 2019/20

CLAIM NUMBERS





FREQUENCY RATE



TOP THREE INDUSTRIES | 2019/20

CLAIM NUMBERS


 Health care & social assistance
2,304

 Construction
1,720

 Manufacturing
1,453

FREQUENCY RATE

 Arts & recreation services
13.7

 Agriculture, forestry & fishing
12.1

 Manufacturing
10.3

CLAIMANT CHARACTERISTICS

Males lost-time claims by days lost

MALES	2016/17	2017/18	2018/19	2019/20p	4-year trend
1-4 days	1,856	1,702	1,631	1,322	▼
5-19 days	2,696	2,682	2,505	2,271	▼
20-59 days	2,140	2,068	2,071	2,016	▼
60-119 days	1,124	1,141	1,190	1,185	▲
120-179 days	493	522	515	555	▲
180+ days	1,438	1,405	1,570	1,668	▲
Lost-time claims	9,747	9,520	9,482	9,017	▼

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



Males

Consistent with the overall decreasing trend in lost-time claims, the number of lost-time claims lodged by males decreased (7%) over four years.

The majority of claims lodged by males had 5-19 days of work across four years.

Females lost-time claims by days lost

FEMALES	2016/17	2017/18	2018/19	2019/20p	4-year trend
1-4 days	1,262	1,165	1,116	1,060	▼
5-19 days	1,302	1,311	1,308	1,270	■
20-59 days	946	1,009	1,029	954	■
60-119 days	529	595	569	635	▲
120-179 days	308	303	293	321	■
180+ days	799	869	936	1,117	▲
Lost-time claims	5,146	5,252	5,251	5,357	■

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

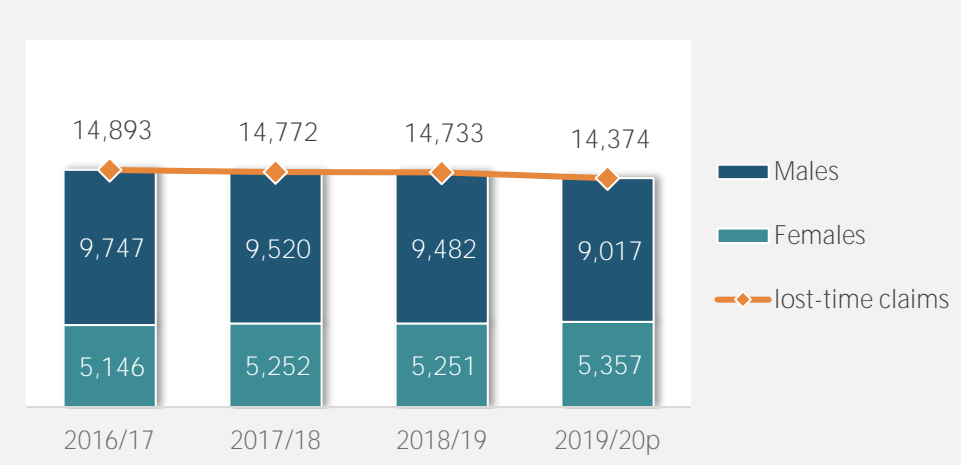



Females

Claims lodged by females over the last four years continues to remain stable.

Similar to males, the largest portion of claims were for 5-19 days lost over four years.

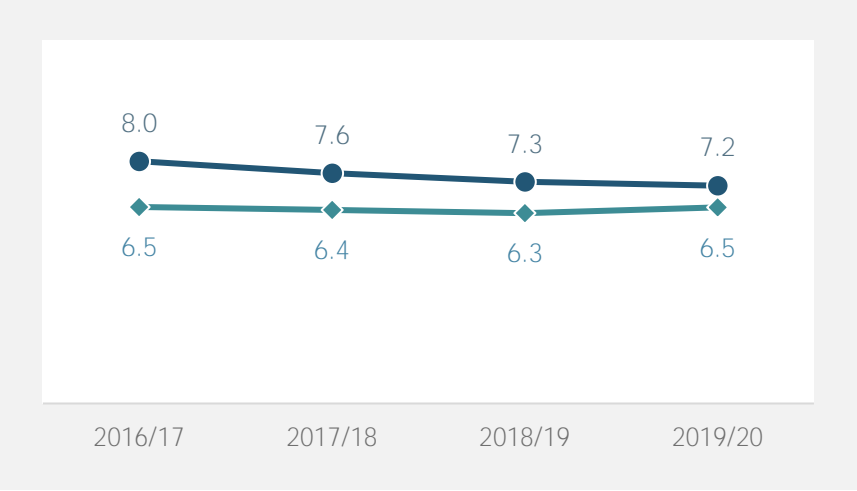
Lost-time claims by gender





 Males lodged around two-thirds of lost-time claims with the remaining third of lost-time claims were lodged by females. This pattern is consistent across the last four years.


In the latest year, males accounted for 63% of lost-time claims, and the remaining 37% were females.

Frequency rate by gender



 Frequency rate is the number of lost-time claims per million hours worked based on employed persons covered by workers' compensation.

 **Males**
Male workers tend to have a higher prevalence of lost-time claims, with a frequency rate of 7.2 in 2019/20 (decreased from 8.0 in 2016/17.)

 **Females**
The frequency rate for females ranges between 6.3 and 6.5 over four years. Female workers consistently had lower frequency rates than male workers over the same period.

CLAIMANT CHARACTERISTICS

Lost-time claims by age group

AGE GROUP	2016/17	2017/18	2018/19	2019/20p	4-year trend
15-19 years	472	462	445	379	▼
20-24 years	1,300	1,325	1,235	1,177	▼
25-34 years	3,088	3,031	3,008	2,790	▼
35-44 years	3,012	2,899	2,957	2,902	■
45-54 years	3,903	3,803	3,722	3,649	▼
55-59 years	1,621	1,729	1,715	1,769	▲
60-64 years	1,069	1,094	1,178	1,206	▲
65+ years	427	426	471	498	▲
Unknown	1	3	2	4	▲
Lost-time claims	14,893	14,772	14,733	14,374	■

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



Age groups

The 45-54 year old age group consistently lodged the most lost-time claims across the age groups, accounting for 25% of lost-time claims in 2019/20.

The youngest age group (15-19 year olds) had the largest movement in lost-time claims (20%) over four years. However, this age group generally had the least lost-time claims across four years.

Frequency rate by age group

AGE GROUP	2016/17	2017/18	2018/19	2019/20p	4-year trend
15-19 years	7.9	7.4	6.9	6.1	▼
20-24 years	6.9	7.4	6.9	6.7	■
25-34 years	5.9	5.6	5.7	5.5	▼
35-44 years	6.3	5.8	6.0	5.8	▼
45-54 years	8.8	8.4	7.7	7.6	▼
55-59 years	9.1	9.5	9.2	9.7	▲
60-64 years	10.3	10.4	9.6	10.7	■
65+ years	10.2	7.9	7.5	7.6	▼
Lost-time claims	7.4	7.1	6.9	6.9	▼

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



Age groups

The 60-64 year old age group consistently had the highest frequency rates, indicating a higher prevalence of lost-time claims over four years.

The 55-59 year old age group had the second highest frequency rate, and the largest increase (7%) across four years.

Over the same period, the frequency rate for claimants aged 65 years or older decreased the most (26%).

Lost-time claims by industry division

INDUSTRY	2016/17	2017/18	2018/19	2019/20p	4-year trend
Accommodation & food services	701	721	692	652	▼
Administrative & support services	327	341	322	360	▲
Agriculture, forestry & fishing	590	608	558	554	▼
Arts & recreation services	401	385	391	376	▼
Construction	2,023	1,950	1,775	1,720	▼
Education & training	1,338	1,303	1,390	1,444	▲
Electricity, gas, water & waste services	234	160	132	142	▼
Financial & insurance services	27	40	22	27	■
Health care & social assistance	2,244	2,223	2,243	2,304	■
Information media & telecommunications	34	41	26	28	▼
Manufacturing	1,572	1,633	1,602	1,453	▼
Mining	1,217	1,295	1,404	1,365	▲
Other services	471	450	465	428	▼
Professional, scientific & technical services	231	253	269	257	▲
Public administration & safety	820	810	904	957	▲
Rental, hiring & real estate services	102	123	139	117	▲
Retail trade	1,076	1,042	986	864	▼
Transport, postal & warehousing	963	883	869	805	▼
Wholesale trade	522	511	544	521	■
Lost-time claims	14,893	14,772	14,733	14,374	■

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



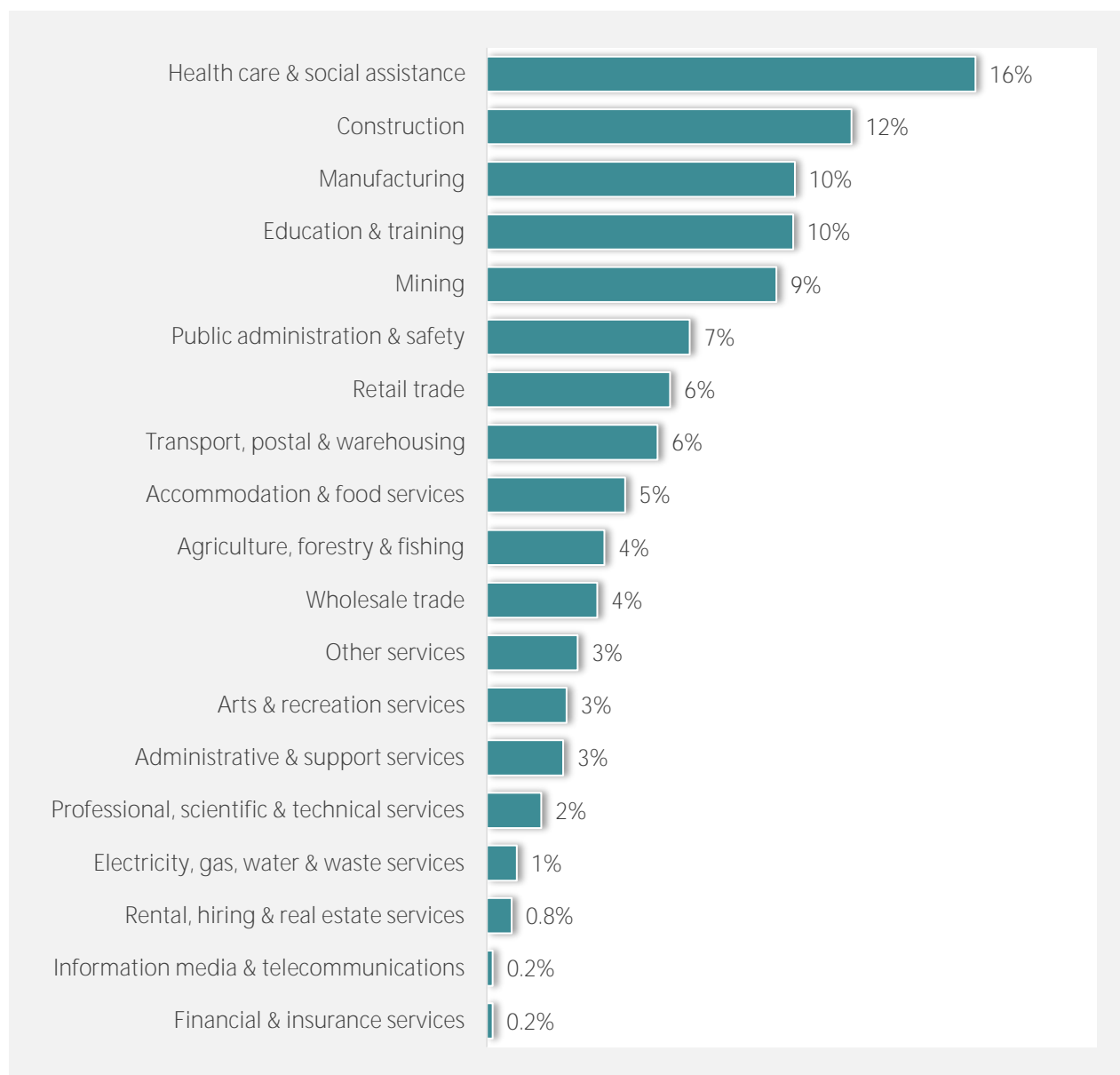
Health care and social assistance consistently had the highest number of lost-time claims lodged. However, claim numbers remained stable across four years.



Financial and insurance services had the least number of lost-time claims, showing a stable trend over four years. In the latest year, 27 claims were lodged in this industry.

CLAIMANT CHARACTERISTICS

Lost-time claims proportions by industry division 2019/20p



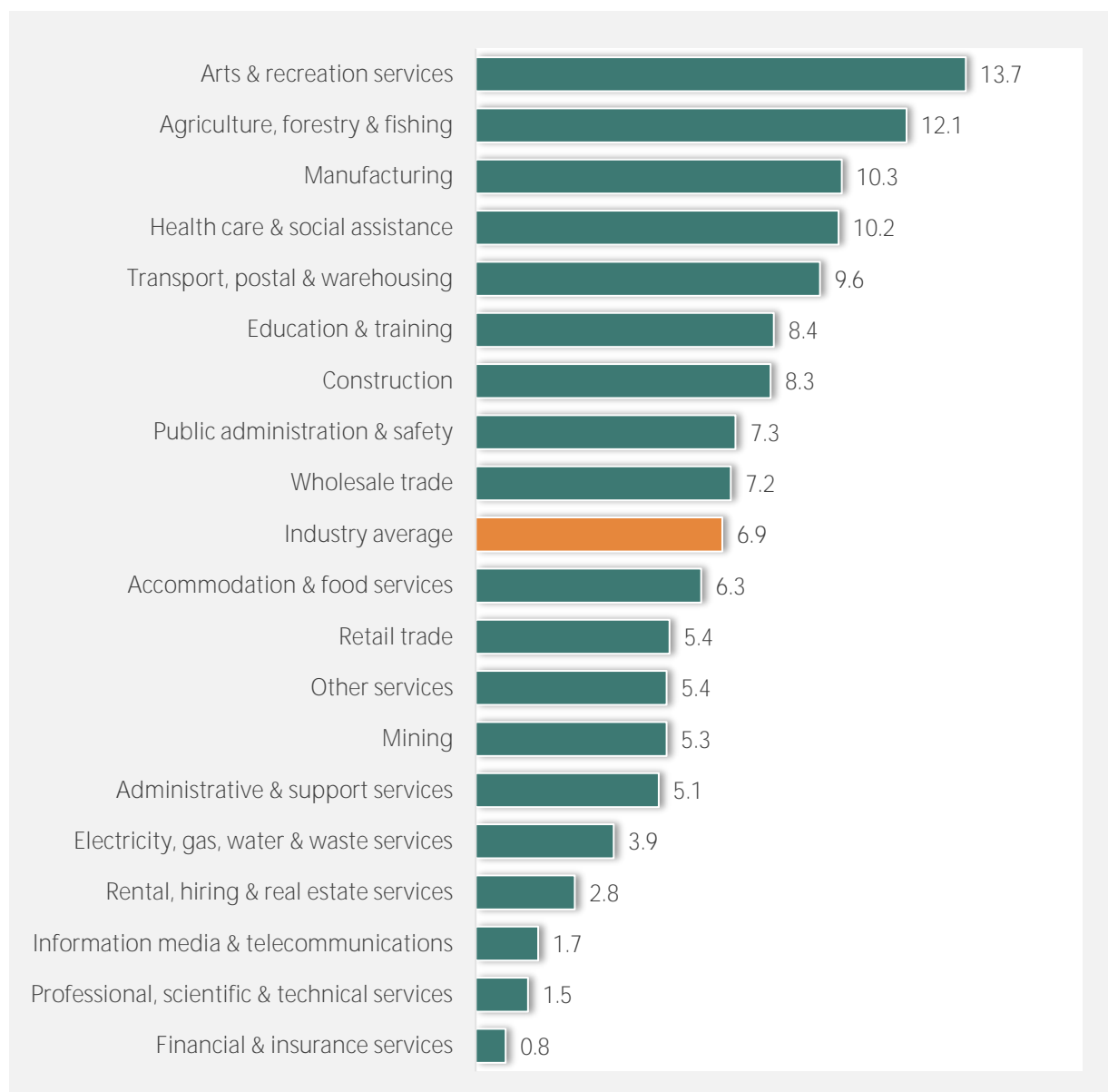
The highest proportion of lost-time claims were associated with manual labour and high risk industries.



The industries with the largest proportion of lost-time claims were Health care and social assistance (16%), Construction (12%) and Manufacturing (10%). This trend is consistent with the last three years.

CLAIMANT CHARACTERISTICS

Frequency rate by industry division 2019/20p



The risk associated with different industries is evident in frequency rates. For 2019/20, the average industry rate was 6.9 claims per million hours worked.



In 2019/20, industries with the highest frequency rates were Arts and recreation services (13.7), Agriculture, forestry and fishing (12.1), and Manufacturing (10.3).

Lost-time claims by occupation

OCCUPATION	2016/17	2017/18	2018/19	2019/20p	4-year trend
Clerical & administrative workers	535	558	492	477	▼
Community & personal service workers	2,706	2,660	2,854	2,780	■
Labourers	3,063	3,027	2,873	2,802	▼
Machinery operators & drivers	2,482	2,404	2,458	2,427	■
Managers	448	421	494	429	■
Professionals	1,278	1,305	1,322	1,370	▲
Sales workers	677	638	622	590	▼
Technicians & trades workers	3,704	3,759	3,618	3,499	▼
Lost-time claims	14,893	14,772	14,733	14,374	■

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



Technicians and trades workers continue to have the most lost-time claims lodged across four years.



Labourers were the second highest occupation group with the most lost-time claims over four years.



Managers continue to have the least amount of lost-time claims lodged between 2016/17 and 2019/20.

Lost-time claims proportions by occupation 2019/20p



Technicians and trades workers accounted for the largest proportion (24%) of lost-time claims across all occupations, followed by Labourers (19%), and Community and personal service workers (19%).

CLAIMANT CHARACTERISTICS

Lost-time claims proportions by region

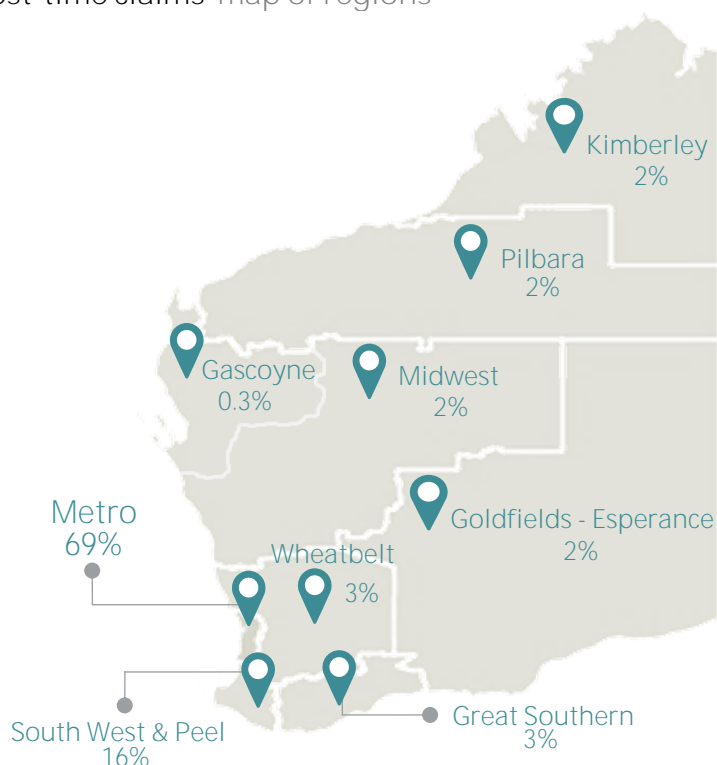
REGION	2016/17	2017/18	2018/19	2019/20p	4-year trend
Metropolitan	70%	69%	69%	69%	■
South West	9%	9%	8%	9%	■
Peel	6%	7%	7%	7%	▲
Wheatbelt	4%	4%	4%	3%	■
Great Southern	3%	3%	3%	3%	▼
Goldfield - Esperance	3%	2%	2%	2%	■
Midwest	2%	3%	2%	2%	■
Pilbara	2%	2%	2%	2%	▲
Kimberley	2%	2%	2%	2%	■
Gascoyne	0.4%	0.4%	0.3%	0.3%	▼

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



Region is based on the occurrence address where the work-related incident occurred.

Lost-time claims map of regions



The map illustrates the geographic distribution of lost-time claims lodged in 2019/20 across WA.

The distribution of lost-time claims across the state is reflective of population and employment density in WA.

The majority of lost-time claims occurred in the Perth metropolitan area (69%), followed by the South West and Peel region (16%).

EXTENT OF INCAPACITY



Around three-quarters of work-related injuries and diseases resulted in temporary incapacity for claimants between 2016/17 to 2019/20.

Injuries resulting in permanent incapacity decreased from 32% to 21% of lost-time claims over the same period.



79%

of workers who lodged lost-time claims resulted in TEMPORARY INCAPACITY

and



21%

of workers who lodged lost-time claims resulted in PERMANENT INCAPACITY

The most common types of work-related injury/disease in

2019/20



53%

Traumatic joint/ligament & muscle tendon injury



19%

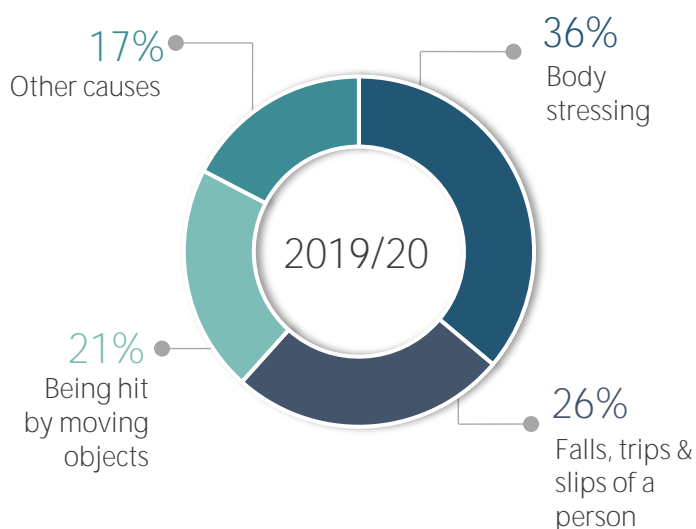
Wounds, lacerations, amputations & internal organ



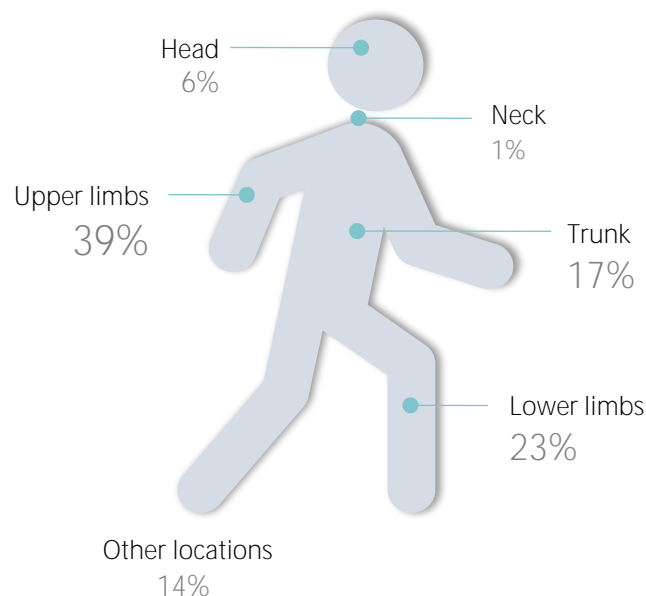
13%

Fractures

MECHANISM OF INCIDENT



BODILY LOCATION



INJURY ATTRIBUTES

Level of incapacity* lost-time claims

CLAIMS	2016/17	2017/18	2018/19	2019/20p	4-year trend
Temporary incapacity	10,087	10,243	10,649	11,341	▲
Permanent incapacity - partial	4,688	4,424	4,018	2,950	▼
Permanent incapacity - total	92	76	46	58	▼
No incapacity at any time	26	23	17	17	▼

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

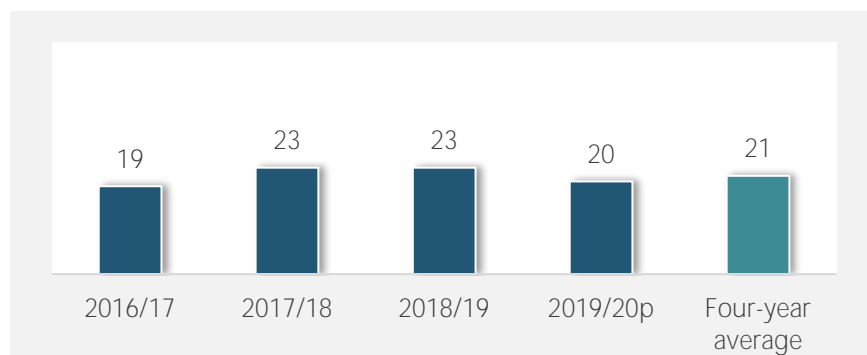
* Due to the evolving nature of claims, level of incapacity data is subject to change particularly the most recent year.

Level of incapacity proportion of lost-time claims

PROPORTION	2016/17	2017/18	2018/19	2019/20p	4-year trend
Temporary incapacity	68%	69%	72%	79%	▲
Permanent incapacity - partial	31%	30%	27%	21%	▼
Permanent incapacity - total	0.6%	0.5%	0.3%	0.4%	▼
No incapacity at any time	0.2%	0.1%	0.1%	0.1%	▼

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

Workplace fatalities number of compensated fatalities



⚠ Over four years, the number of compensated work-related fatalities in WA ranged from 19 to 23, averaging 21 fatalities per year.

INJURY ATTRIBUTES

Nature of injury/disease lost-time claims

	2016/17	2017/18	2018/19	2019/20p	4-year trend
INJURY					
Traumatic joint/ligament and muscle/tendon injury	7,747	7,562	7,514	7,645	■
Wounds, lacerations, amputations and internal organ damage	3,238	3,130	3,122	2,692	▼
Fractures	1,688	1,789	1,742	1,817	▲
Burn	294	339	359	302	■
Intracranial injuries	122	166	165	166	▲
Other injuries	332	315	276	270	▼
DISEASE					
Musculoskeletal & connective tissue diseases	653	666	603	512	▼
Mental diseases	398	427	527	508	▲
Digestive system diseases	194	182	183	188	■
Nervous system & sense organ diseases	104	99	104	142	▲
Skin & subcutaneous tissue diseases	41	23	30	44	▲
Infectious and parasitic diseases	24	11	25	25	■
Respiratory system diseases	13	11	20	19	▲
Circulatory system diseases	6	8	6	13	▲
Other diseases	39	44	57	31	▼
Lost-time claims	14,893	14,772	14,733	14,374	■

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



The nature of injury or disease classification is intended to identify the most serious injury/disease suffered by the worker.



Traumatic joint/ligament and muscle/tendon injury (commonly known as 'sprains and strains') was the most common injury over four years. In 2019/20, this injury type accounted for 53% of lost-time claims.



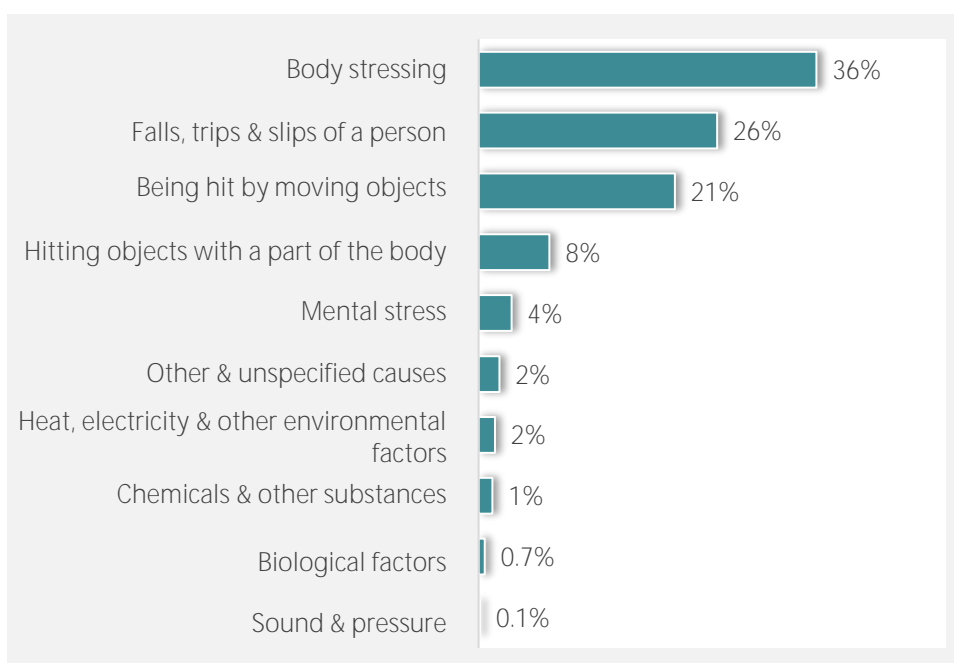
Musculoskeletal and connective tissue diseases were the most common type of disease for lost-time claims lodged between 2016/17 and 2019/20.

Mechanism of incident lost-time claims

	2016/17	2017/18	2018/19	2019/20p	4-year trend
Body stressing	5,619	5,425	5,310	5,193	▼
Falls, trips & slips of a person	3,732	3,618	3,564	3,668	■
Being hit by moving objects	3,082	3,197	3,148	3,017	■
Hitting objects with a part of the body	1,132	1,160	1,143	1,090	■
Mental stress	393	424	524	506	▲
Other & unspecified causes	357	344	406	319	▼
Heat, electricity & other environmental factors	257	295	318	250	■
Chemicals & other substances	221	232	210	214	■
Biological factors	87	52	96	96	▲
Sound & pressure	13	25	14	21	▲
Lost-time claims	14,893	14,772	14,733	14,374	■

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

Mechanism of incident proportion of lost-time claims in 2019/20p



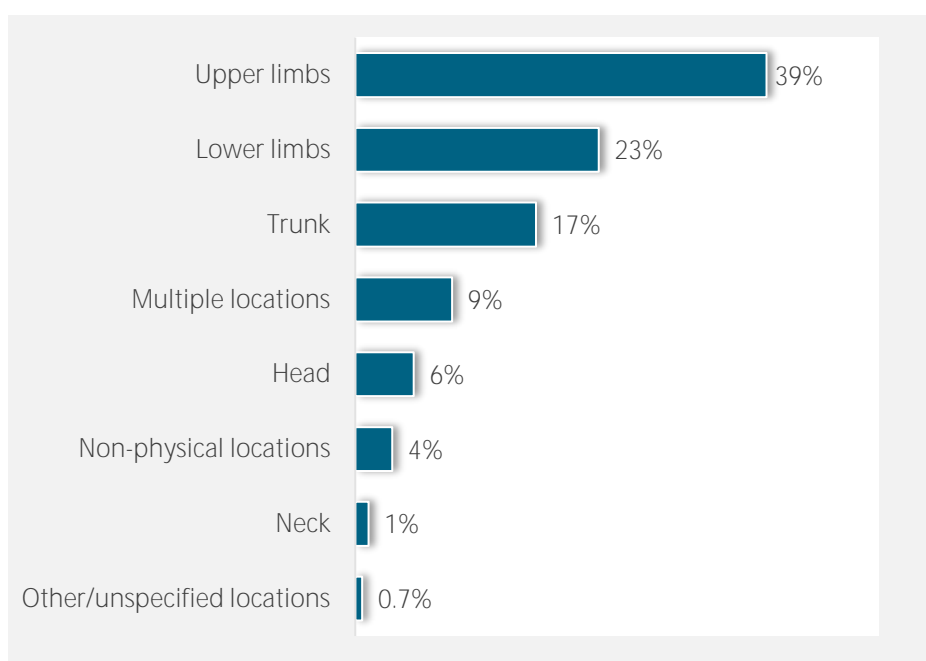
The predominant causes of work-related injuries or diseases in 2019/20 were due to body stressing (36%), falls, trips and slips of a person (26%), and being hit by moving objects (21%).

Bodily location of injury/disease lost-time claims

	2016/17	2017/18	2018/19	2019/20p	4-year trend
Upper limbs	5,659	5,745	5,625	5,642	■
Lower limbs	3,501	3,475	3,451	3,339	■
Trunk	3,021	2,752	2,677	2,480	▼
Multiple locations	1,201	1,213	1,308	1,327	▲
Head	782	837	807	802	■
Non-physical locations	398	427	527	508	▲
Neck	233	199	223	180	▼
Other/unspecified locations	98	124	115	96	■
Lost-time claims	14,893	14,772	14,733	14,374	■

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

Bodily location of injury/disease proportion of lost-time claims in 2019/20p



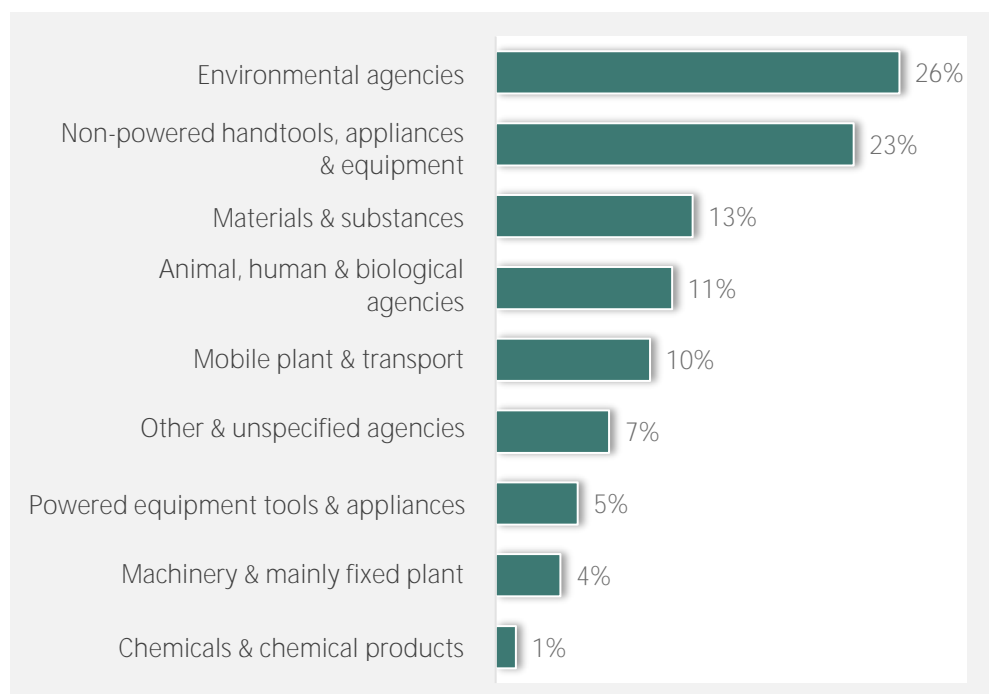
In the latest year, work-related injuries or diseases predominantly occurred to the limbs (62%), followed by the trunk (17%).

Agency of injury/disease lost-time claims

	2016/17	2017/18	2018/19	2019/20p	4-year trend
Environmental agencies	3,627	3,606	3,626	3,696	■
Non-powered handtools, appliances & equipment	3,554	3,377	3,394	3,277	▼
Materials & substances	2,080	2,160	2,038	1,804	▼
Animal, human & biological agencies	1,629	1,654	1,679	1,615	■
Mobile plant & transport	1,419	1,366	1,413	1,414	■
Other & unspecified agencies	966	874	968	1,038	▲
Powered equipment tools & appliances	861	823	812	751	▼
Machinery & mainly fixed plant	609	726	627	594	■
Chemicals & chemical products	148	186	176	185	▲
Lost-time claims	14,893	14,772	14,733	14,374	■

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

Agency of injury/disease proportion of lost-time claims in 2019/20p



The agency of injury or disease identifies the object, substance, or circumstance which was the direct cause of the most serious injury or disease.

Environmental agencies accounted for 26% of work-related injuries or diseases in 2019/20, followed by non-powered handtools, appliances, and equipment (23%).

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. The agency classification is based on the *Type of Occurrence Classification System 3rd edition* published by Safe Work Australia (safeworkaustralia.gov.au).

Arbitration

If an agreement cannot be reached through a conciliation, the dispute can proceed to a more formal process where an independent and impartial decision maker (arbitrator) will assess evidence presented by the worker and other parties at a formal hearing or series of hearings.

Bodily location of injury or disease

The part of the body affected by the most serious injury or disease. The bodily location is based on the *Type of Occurrence Classification System 3rd edition* published by Safe Work Australia (safeworkaustralia.gov.au).

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.

Claim management

The *Workers' Compensation and Injury Management Act 1981* requires:

- ▲ an employer to lodge a claim with the insurer within five working days of receiving a claim form and first medical certificate.
- ▲ an approved insurer to give a worker and the respective employer notice of a decision on a lodged workers' compensation claim within 14 days.
- ▲ a self-insurer to give a worker and the respective employer notice of a decision on a lodged workers' compensation claim within 17 days.

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.

Conciliation

Involves parties in dispute coming to their own agreement, with the assistance of an independent and impartial Conciliation Officer.

Continuance rate

Monitors claims over time from the date a claim was lodged with an insurer. The continuance rate shows the number of claims involving weekly income replacement payments at three months, six months and twelve months as a proportion of claims involving weekly income replacement payments at one month. This indicator provides insight into claim duration and scheme exits.

Days lost

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.

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.

Dispute

A dispute over a workers' compensation claim by parties involved (e.g. insurer, employer, worker). A dispute can occur at any stage of a claim in relation to a number of matters.

Disputation rate

The number of dispute applications per 100 active claims for the reference year.

Extent of incapacity

The outcome of the injury or disease as assessed by the insurer and the treating doctor. Categories include:

- ▲ temporary incapacity
- ▲ permanent incapacity - partial
- ▲ permanent incapacity - total.

Frequency rate

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.

Income claims

Refers to claims with weekly income replacement (weekly benefits).

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).

Journey claims

Up to 24 December 1993, workers' compensation claims could be lodged for injuries sustained while travelling to and from work. Journey claims have since been excluded from claims data.

Liability decision period

The number of calendar days between the date the claim was lodged with the insurer and the first date on which the insurer made a decision (accepted or rejected) about liability for the claims.

Lodgement year

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

Long duration claims

Claims for which the injury or disease results in an absence from work of at least 60 days or shifts.

Lost-time claims

Claims for which the work-related injury or disease results in an absence from work of at least one day or shift.

Mechanism of incident

The action, exposure or event that best describes the circumstances that resulted in the most serious injury or disease. The mechanism classification is based on the *Type of Occurrence Classification System 3rd edition* published by Safe Work Australia (safeworkaustralia.gov.au).

Nature of injury or disease

The most serious injury or disease suffered by the worker. The nature of injury or disease classification is based on the *Type of Occurrence Classification System 3rd edition* published by Safe Work Australia (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).

Region

Based on the address where the incident of injury or disease occurred.

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 (includes 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 (includes payments made under clause 17 (1a) of Schedule 1 of the Act in respect to 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).

Settlement

A pathway to finalising a worker's compensation claim depending on whether the settlement relates to a statutory compensation claim or a common law action.

Settlement rate

The number of settlements recorded as a proportion of finalised claims.

Work status

The work status rate measures the proportion of workers who have been off work for at least one day as a result of their work-related injury/disease and have returned to work in any capacity at 1 month, 3 months, 6 months and 12 months from the date of claim lodgement.

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 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.**