



LONG DURATION CLAIMS

in the WA workers' compensation scheme

.....

2016/17 to 2019/20




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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 - 2016/17 to 2019/20

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Long Duration Claims

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Long Duration Claims

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.

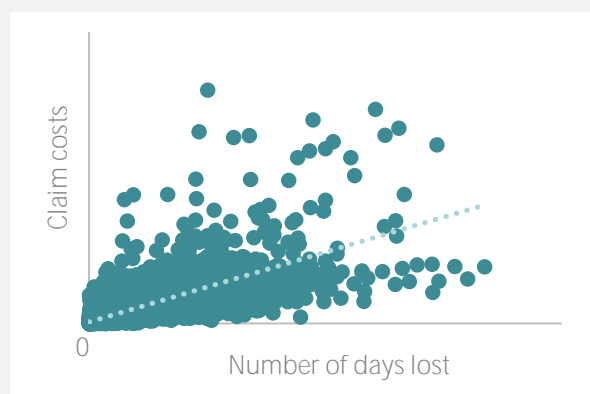
Why focus on long duration claims?

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 2019/20, 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 2019/20



Long Duration Claims

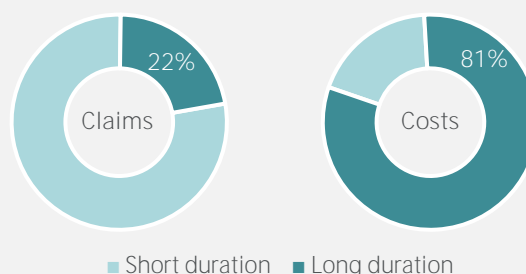
ABOUT THIS REPORT

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 2019/20 represented 22% of workers' compensation claims however accounted for 81% 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 2019/20

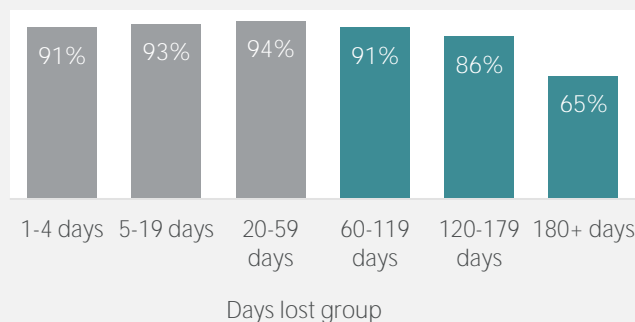


Long duration claims and likelihood of returning to work

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 2019/20



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 | KEY INDICATORS - 2019/20

ALL LOST-TIME CLAIMS

LONG DURATION CLAIMS

Claims Lodged

14,293
lost-time claims



4%
over four years



5,406
long duration claims



15%
over four years

In 2019/20, over 14,000 lost-time claims were lodged, of which 5,406 (38%) were long duration claims. While lost-time claims decreased, the number of long duration claims increased.

Frequency Rates

6.9
lost-time claims
per 1,000 employees



7%
over four years



2.6
long duration claims
per 1,000 employees



11%
over four years

In 2019/20, the frequency rate for lost-time claims was 6.9, compared to long duration claims at 2.6.

Total Claim Costs

\$872 million
lost-time claims



12%
over four years



\$764 million
long duration claims



17%
over four years

In 2019/20, the total claim costs of long duration claims accounted for 88% of total lost-time claims costs.

Top Industries

Arts & recreation services



Agriculture, forestry & fishing

Arts & Recreation had the highest frequency rate for all lost-time claims, compared to Agriculture, forestry & fishing for long duration claims.

Top Claim Attributes

Males in older age group



Males in older age group

Males in the older age group (55+ years), had the highest incidence rates for long duration and lost-time claims.

Long Duration Claims

Section 1 | KEY INDICATORS

Long duration claims claim numbers

	2016/17	2017/18	2018/19	2019/20	4-year trend
1-59 days	10,197	9,930	9,659	8,887	▼
60+ days	4,694	4,835	5,060	5,406	▲
All lost-time claims	14,891	14,765	14,719	14,293	■

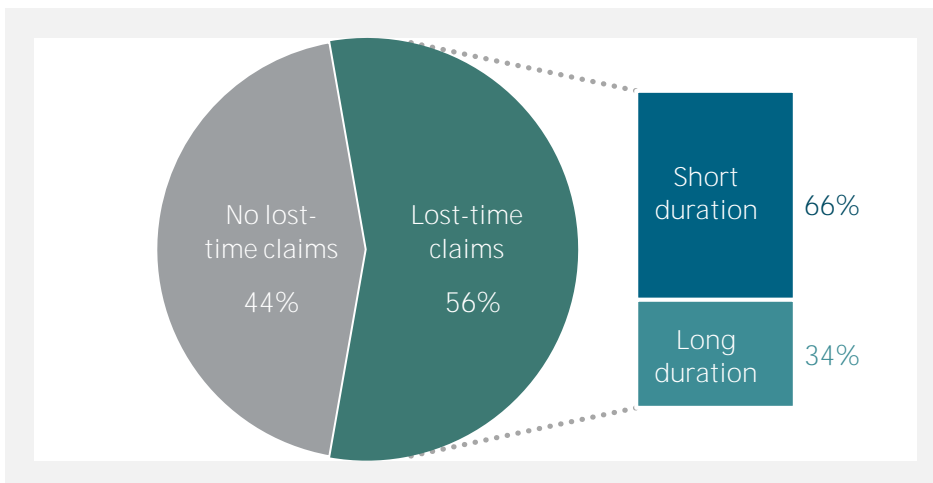
▲ Increasing (≥+5%) ■ Stable (within +/-5%) ▼ Decreasing (≤-5%)

Over the last four years, lost-time claims show a decreasing trend.

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

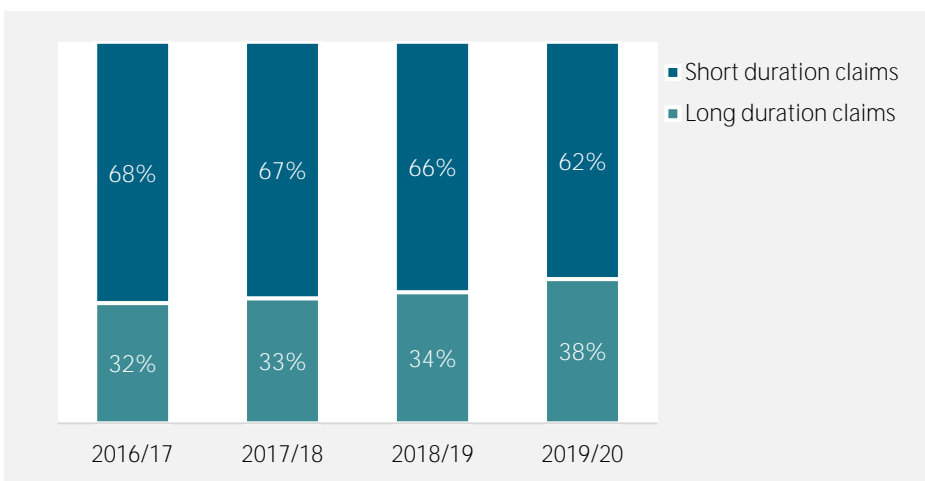
Long duration claims proportion of claims

From 2016/17 to 2019/20



Long duration claims account for around a **third** of all lost-time claims over the last four years.

Long duration claims comparison to short duration claims

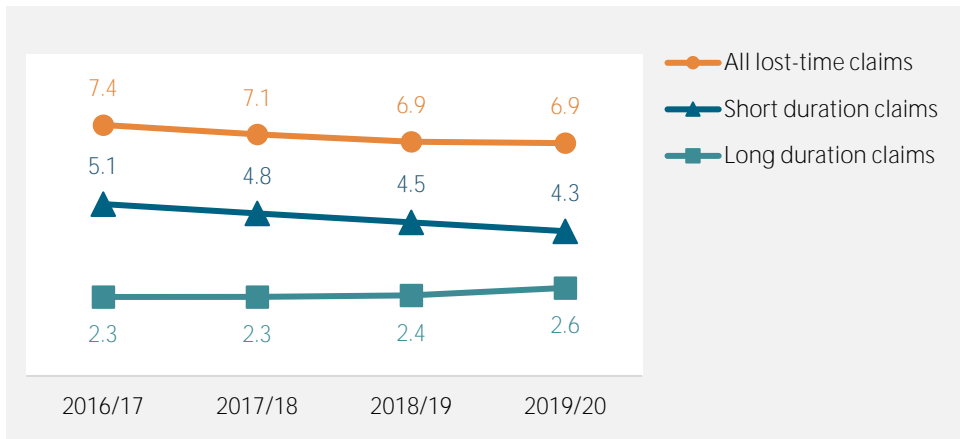


Although **short duration claims** account for the majority of lost-time claims, the proportion of **long duration claims** increased from 32% to 38% over four years.

Long Duration Claims

Section 1 | KEY INDICATORS

Long duration claims frequency rates

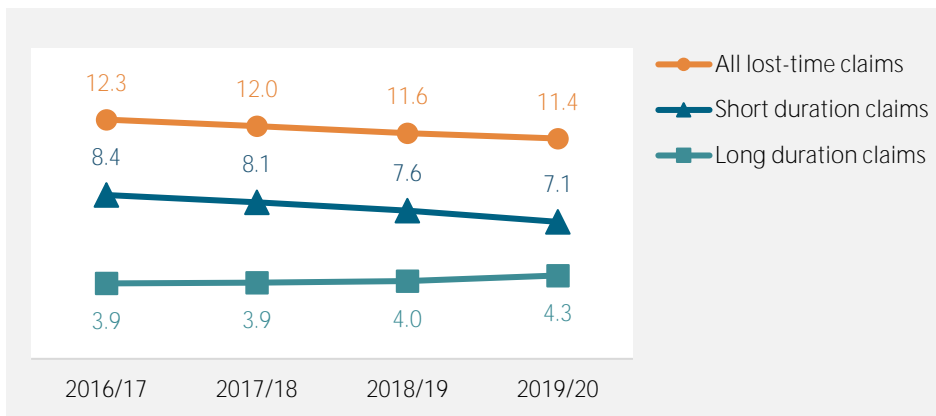


Frequency rate indicates the prevalence of workers' compensation claims by measuring the number of lost-time claims per million hours worked.

The overall frequency rates for **all lost-time claims** and **short duration claims** show a decreasing trend over four years.

However, the frequency rate for **long duration claims** increased to **2.6 claims** during the same period.

Long duration claims incidence rates



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

Similar to the frequency rate, the incidence rate for **long duration claims** increased to **4.3 claims** per thousand employees.

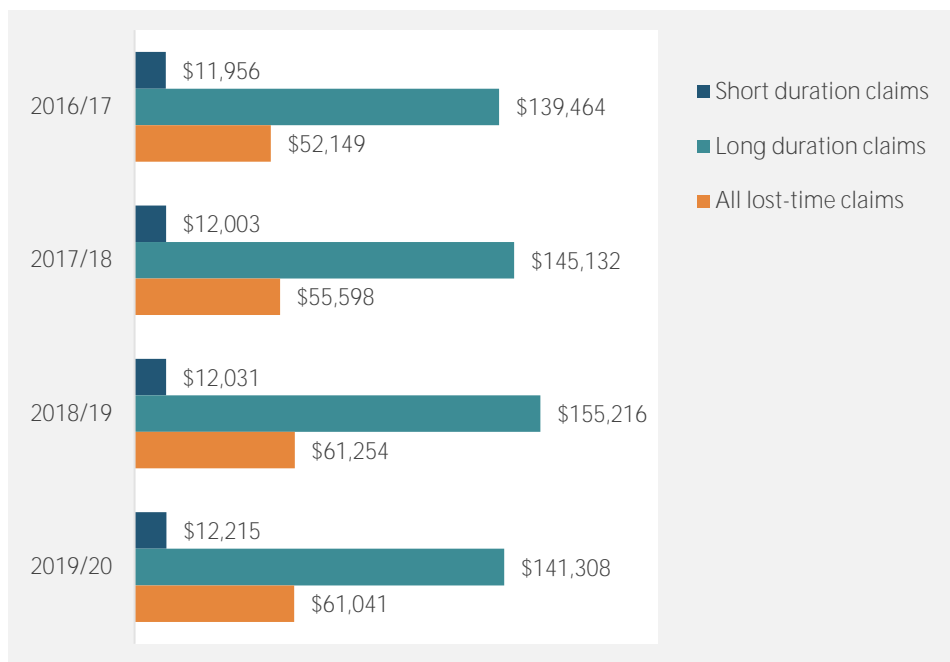


One in every 233 WA employees had a long duration claim in 2019/20.

Long Duration Claims

Section 1 | KEY INDICATORS

Long duration claims average claim costs

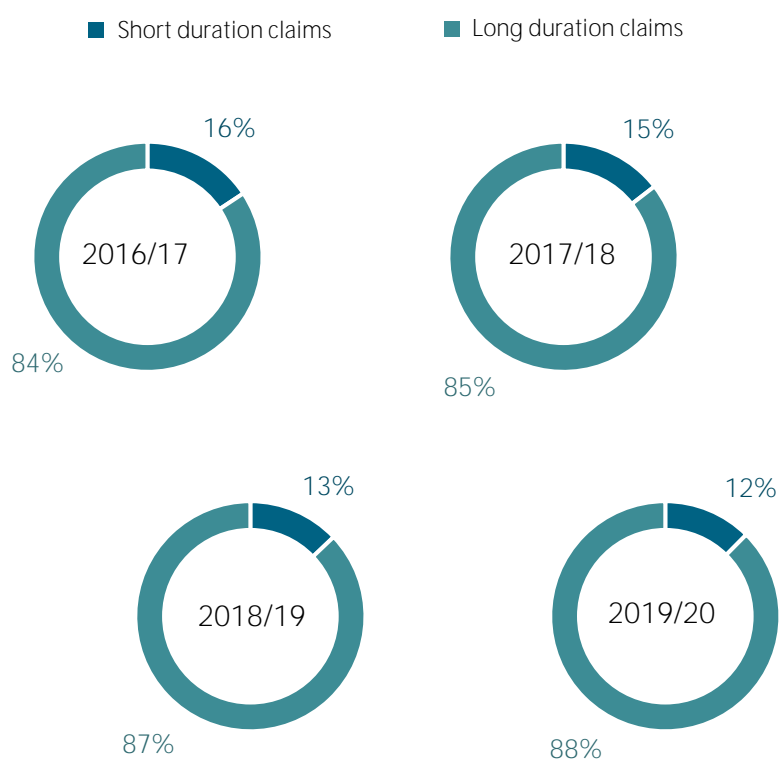


On average, **long duration claims** cost almost three times as much as overall lost-time claims.

The average cost for **long duration claims** show a stable to decreasing trend over four years. In 2019/20, the average cost for long duration claims was **\$141,308**.

However, the 2019/20 figure is preliminary due to the higher proportion of unfinalised claims.

Long duration claims proportion of claim costs

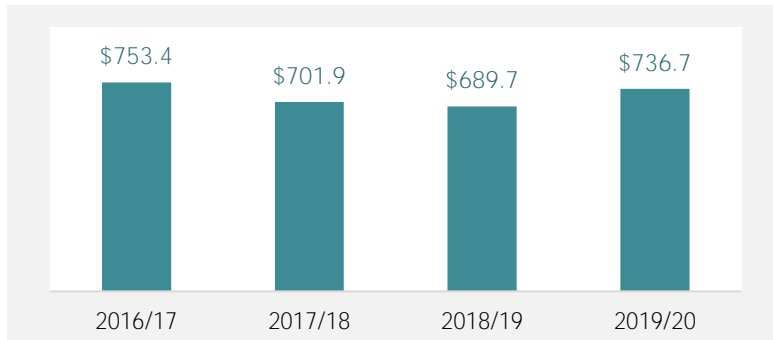


Long duration claims accounted for the majority of total lost-time claim costs, with an increasing trend over the four-year period (84% to 88%).

Long Duration Claims

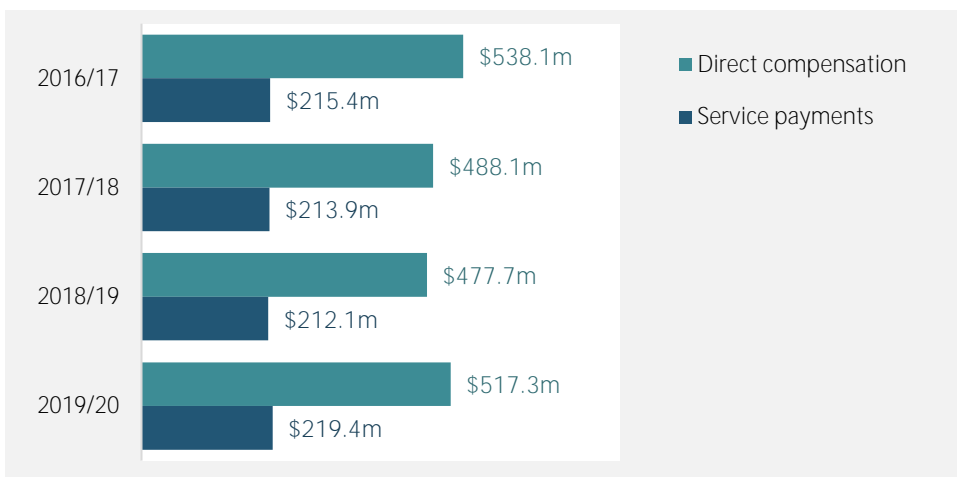
Section 1 | KEY INDICATORS

Long duration claims adjusted payments (\$million)



After adjusting for inflation, \$736.7 million was paid for long duration claims in 2019/20.

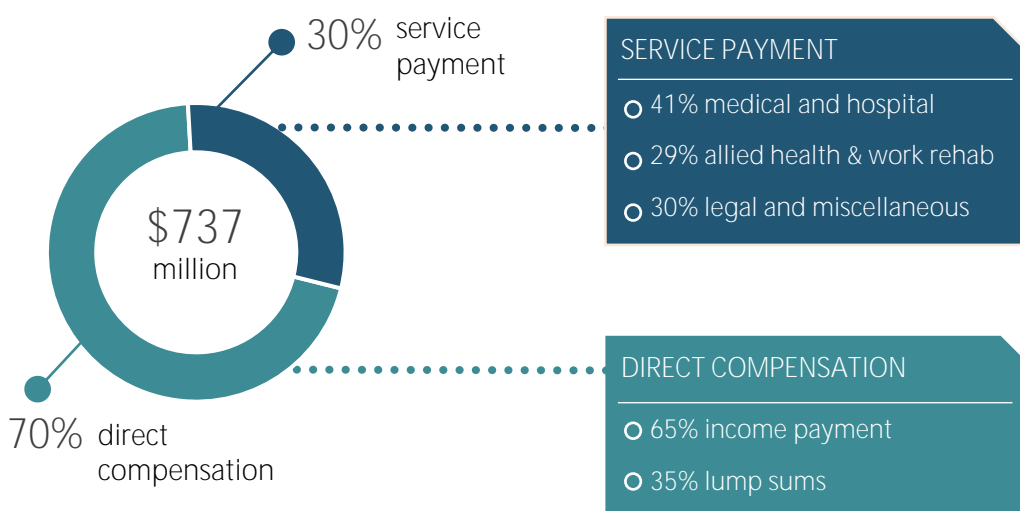
Long duration claims payment types (\$million)



Direct compensation consists of income replacement payments and lump sums.

These payments consistently make up the majority of claim payments.

Long duration claim payments 2019/20



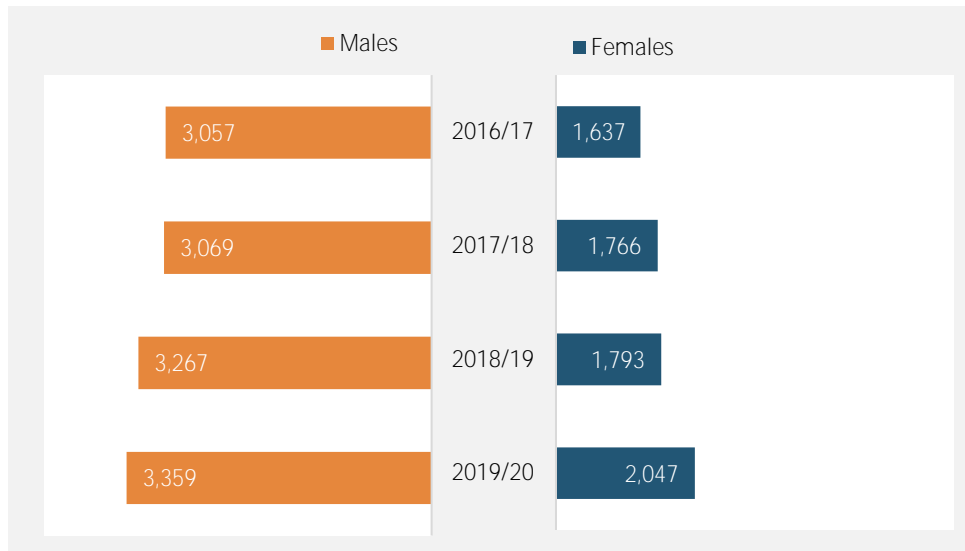
Direct compensation accounted for 70% of long duration claim payments in 2019/20.

The remaining 30% was attributed to service payments (medical & hospital, allied health, workplace rehabilitation, legal & other services).

Long Duration Claims

Section 2 | CLAIMANT CHARACTERISTICS

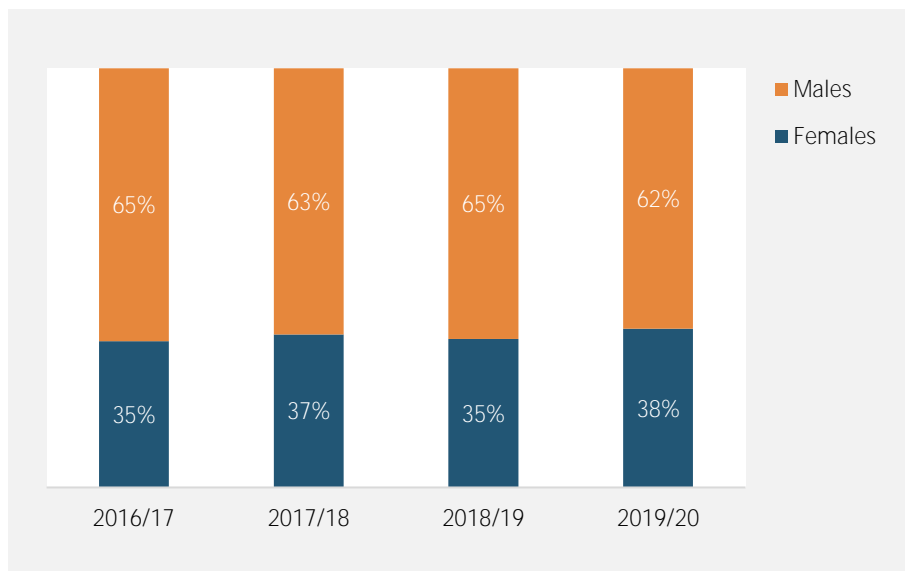
Long duration claims by gender



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

Between 2016/17 and 2019/20, long duration claims lodged by **males** increased by **10%**, and **females** increased by **25%**.

Long duration claims proportions by gender



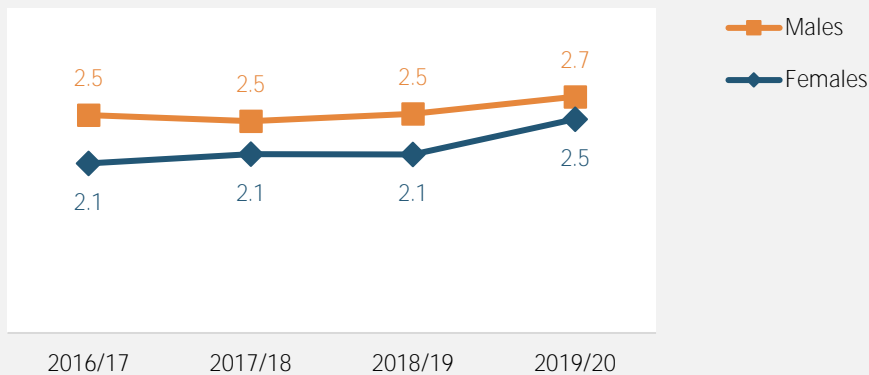
The ratio of long duration claims lodged by males decreased and increased for females over the four-year period.

In 2019/20, **62%** of long duration claims were lodged by **males** and **38%** by **females**.

Long Duration Claims

Section 2 | CLAIMANT CHARACTERISTICS

Long duration claims frequency rate by gender

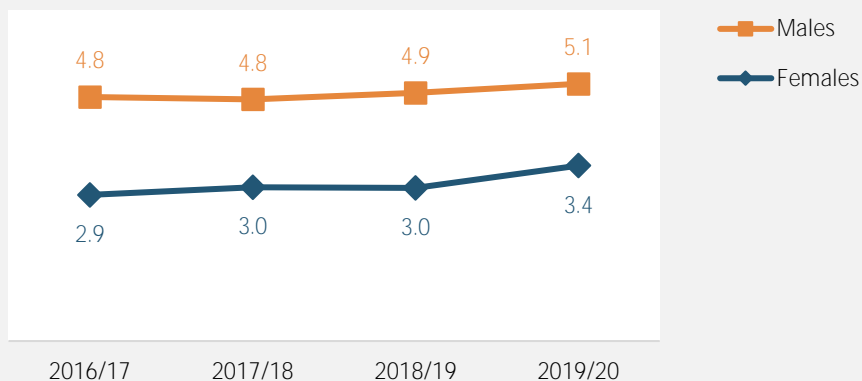


Frequency rates for both males and females increased over four years.

In 2019/20, for every million hours worked, **males** lodged **2.7 long duration claims**.

In contrast, for every million hours worked, **2.5 long duration claims** were lodged by females in the same year.

Long duration claims incidence rate by gender



The incidence rate for both males and females increased over the last four years.

In 2019/20, **5.1 claims** were lodged per thousand **male** employees, whereas **3.4 claims** were lodged per thousand female employees.

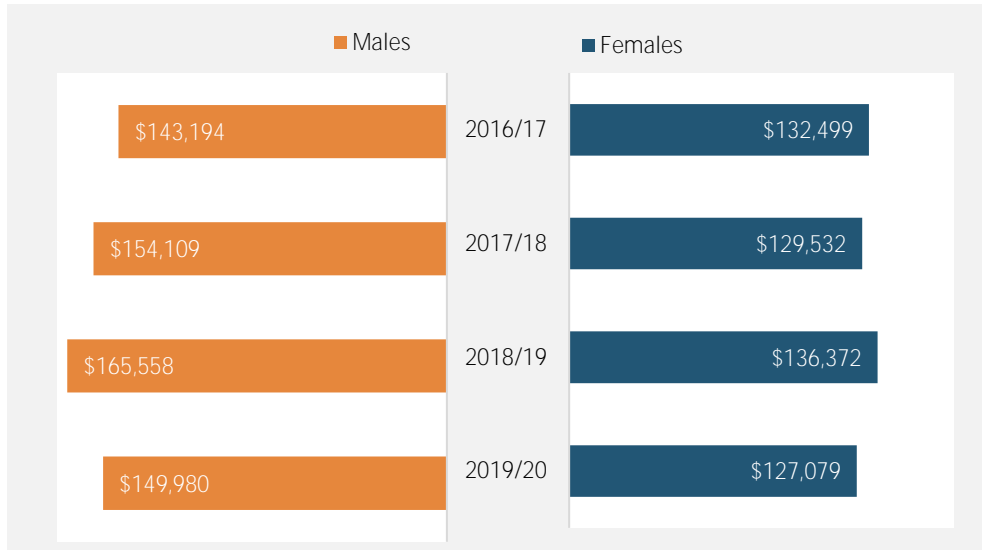


The incidence rate of long duration claims for males is **5.1**, higher than the rate for females (**3.4**).

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 2019/20, the average long duration claim cost for males was \$149,980 and \$127,079 for females.

Figures for 2019/20 are considered preliminary due to the higher proportion of unfinalised claims.

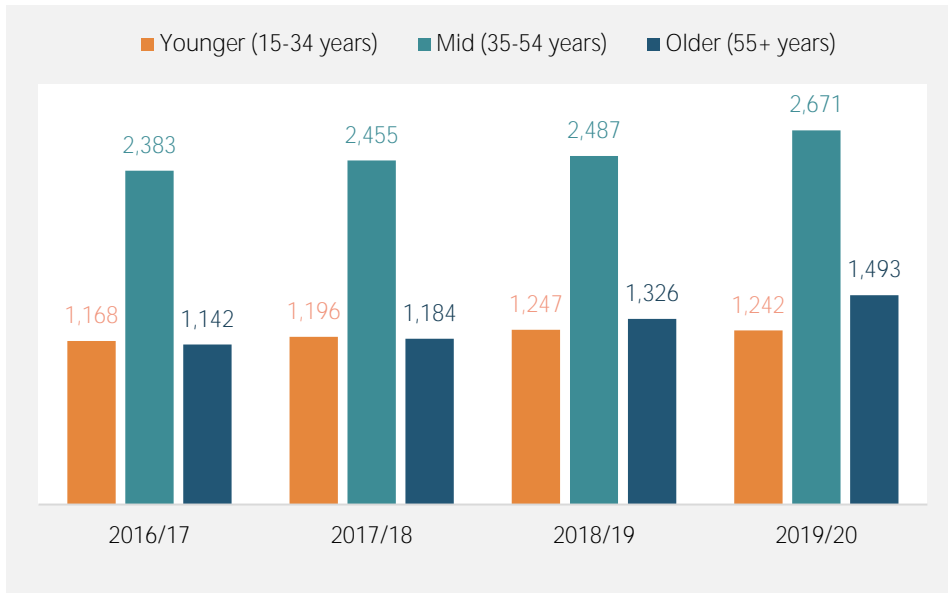


The disparity in average long duration claim cost between males and females increased over four years. For 2019/20, the average cost for males was \$22,901 higher than females.

Long Duration Claims

Section 2 | CLAIMANT CHARACTERISTICS

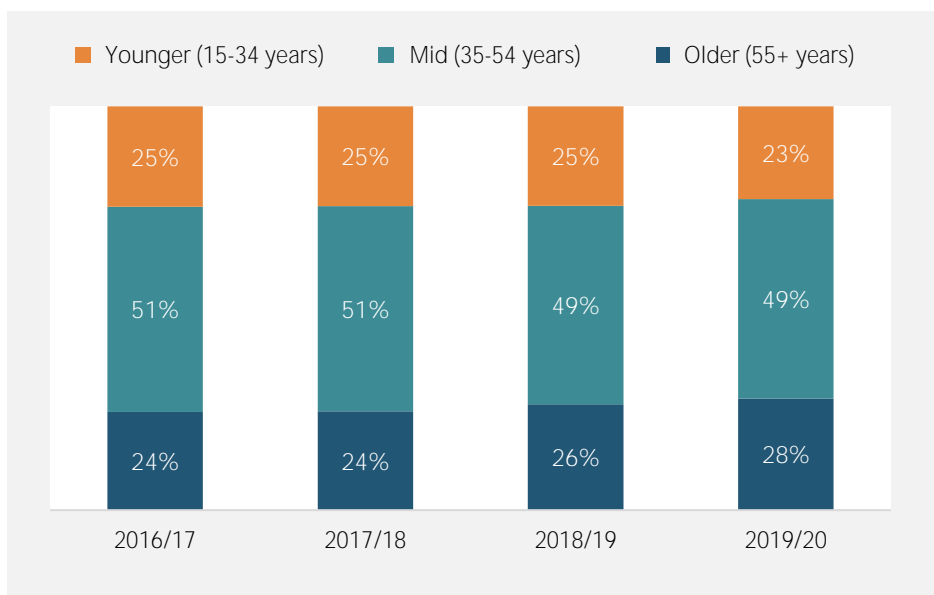
Long duration claims by age group



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** (32%) in the number of long duration claims over four years.

Long duration claims proportion by age group



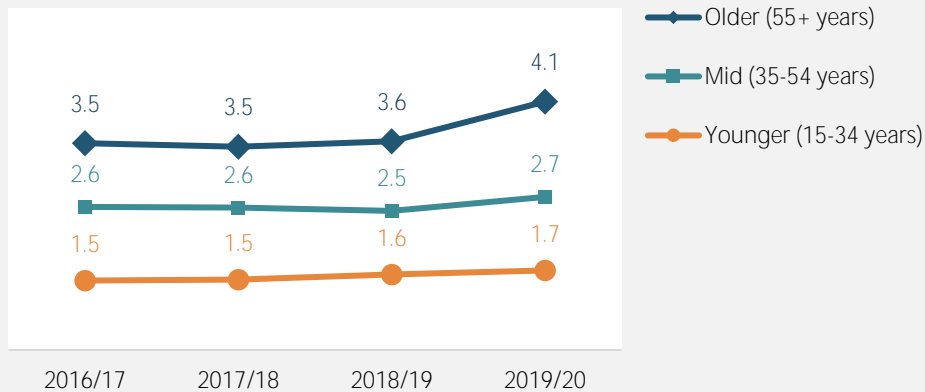
Over four years, **around a quarter** of long duration claims were lodged by the **younger age group** (15-34 years).

The older age group shows an **increasing trend** in the proportion of long duration claims, ranging from 24% to 28% over four years.

Long Duration Claims

Section 2 | CLAIMANT CHARACTERISTICS

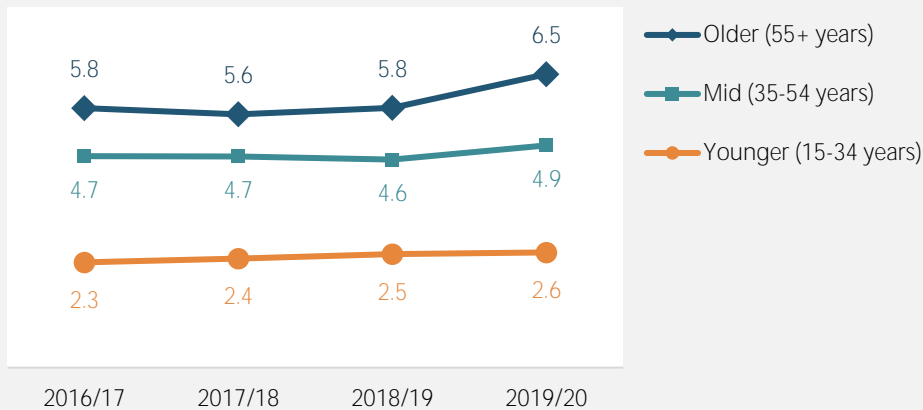
Long duration claims frequency rates by age group



The older age group had the highest frequency rate. In 2019/20, 4.1 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 2019/20, 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 6.5 long duration claims lodged per 1,000 employees in 2019/20.

Long Duration Claims

Section 2 | CLAIMANT CHARACTERISTICS

Long duration claims average costs by age group

Age group	2016/17	2017/18	2018/19	2019/20	4-year trend
Younger (15-34 years)	\$120,388	\$114,718	\$130,257	\$120,315	■
Mid (35-54 years)	\$147,599	\$158,384	\$165,899	\$147,386	■
Older (55+ years)	\$142,018	\$148,377	\$158,652	\$147,898	■
All long duration claims	\$139,464	\$145,132	\$155,216	\$141,308	■

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



In 2019/20, the older age group had the highest average long duration claim cost at \$147,898.

The mid age group 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

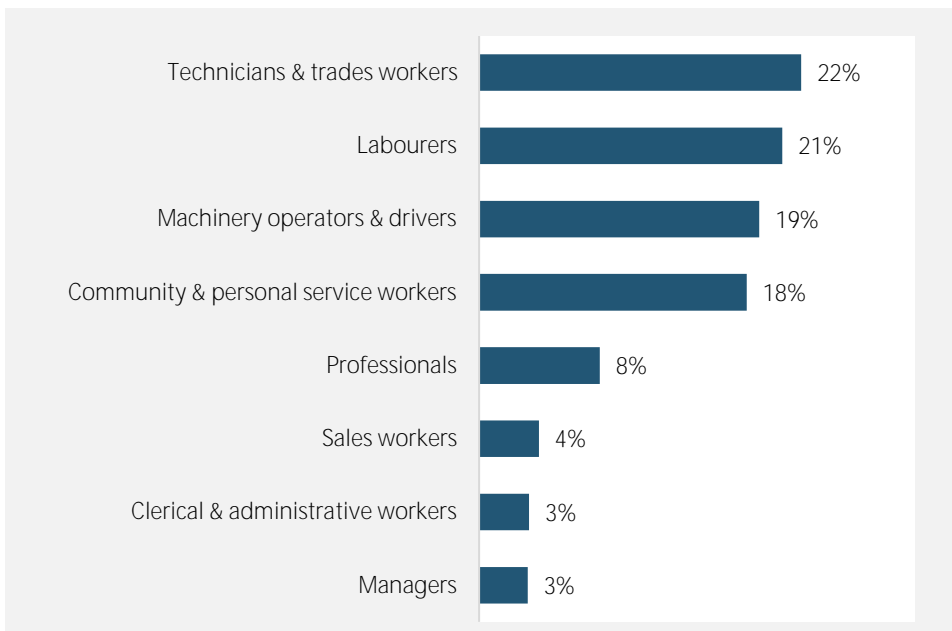
Long duration claims by occupation

Occupation	2016/17	2017/18	2018/19	2019/20	4-year trend
Technicians & trades workers	1,057	1,092	1,088	1,198	▲
Labourers	1,038	1,029	1,024	1,086	■
Machinery operators & drivers	922	929	964	1,043	▲
Community & personal service workers	818	874	977	1,015	▲
Professionals	365	379	416	501	▲
Sales workers	186	203	212	221	▲
Clerical & administrative workers	168	175	172	174	■
Managers	140	154	207	168	▲
All long duration claims	4,694	4,835	5,060	5,406	▲

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

Long duration proportion of claims by occupation

From 2016/17 to 2019/20



Occupations with the highest number of long duration claims were **Technicians & trades workers** and **Labourers**

These occupations account for around 43% of all long duration claims lodged over the last four years.

Long Duration Claims

Section 2 | CLAIMANT CHARACTERISTICS

Long duration claims average costs by occupation

From 2016/17 to 2019/20



Across four years, Machinery operators & drivers had the highest average long duration claim cost at \$162,828.

Over the same period, Sales workers had the lowest average long duration claim cost at \$120,876.



Machine operators & drivers includes workers in machine and stationary plant operators, mobile plant operators, road and rail drivers.

Long Duration Claims

Section 2 | CLAIMANT CHARACTERISTICS

Long duration claims by industry

Industry division	2016/17	2017/18	2018/19	2019/20	4-year trend
Health care & social assistance	765	762	850	901	▲
Construction	738	695	701	705	■
Mining	466	510	585	609	▲
Manufacturing	406	468	452	467	▲
Transport, postal & warehousing	363	359	340	361	■
Education & training	282	322	349	408	▲
Public administration & safety	227	299	327	387	▲
Retail trade	316	311	312	285	▼
Accommodation & food services	196	183	208	231	▲
Agriculture, forestry & fishing	191	220	189	193	■
Wholesale trade	153	161	182	181	▲
Other services	145	135	150	175	▲
Administrative & support services	122	122	112	137	▲
Arts & recreation services	102	84	97	133	▲
Professional, scientific & technical services	82	95	91	100	▲
Electricity, gas, water & waste services	84	38	41	67	▼
Rental, hiring & real estate services	39	44	53	45	▲
Information media & telecommunications	11	13	11	11	■
Financial & insurance services	6	14	10	10	▲
All long duration claims	4,694	4,835	5,060	5,406	▲

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

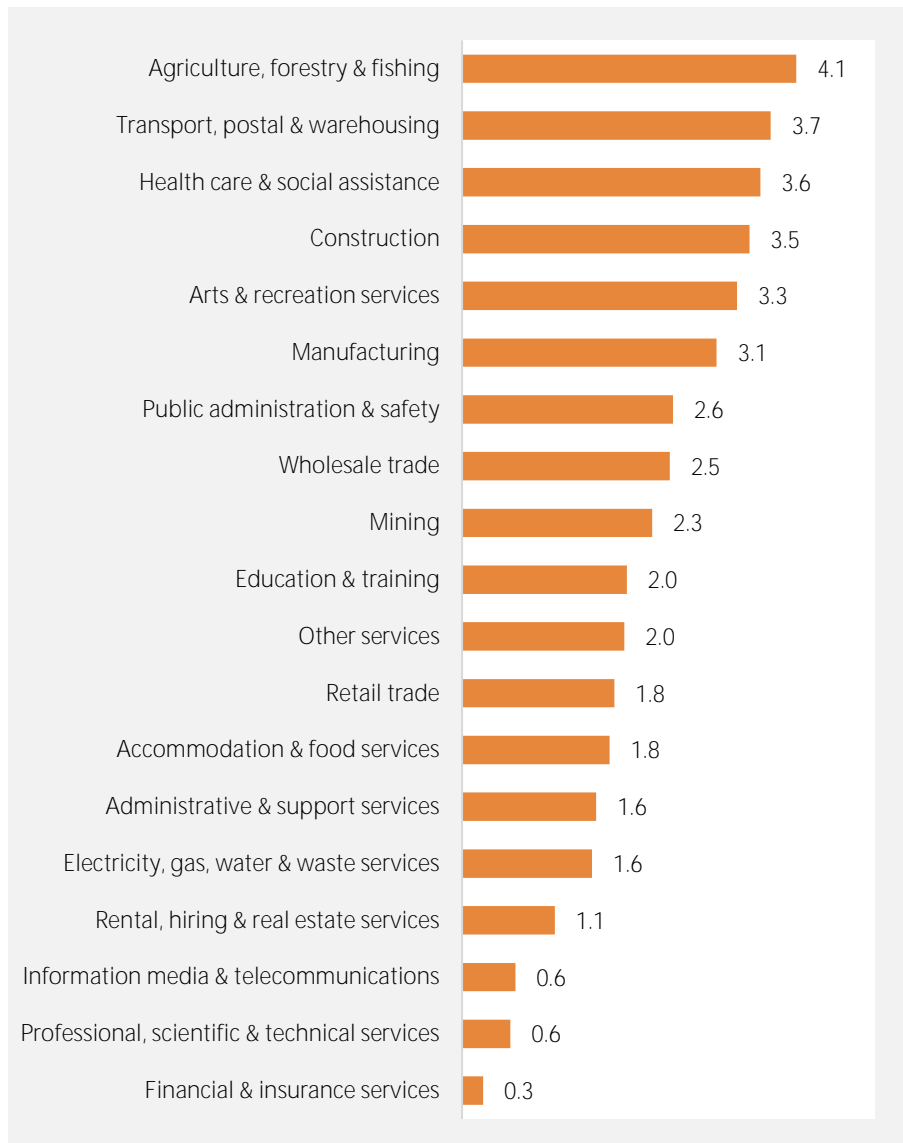
The Health care & social assistance and Construction industries consistently had the highest number of long duration claims across four years.

Long Duration Claims

Section 2 | CLAIMANT CHARACTERISTICS

Long duration claims frequency rates by industry

From 2016/17 to 2019/20



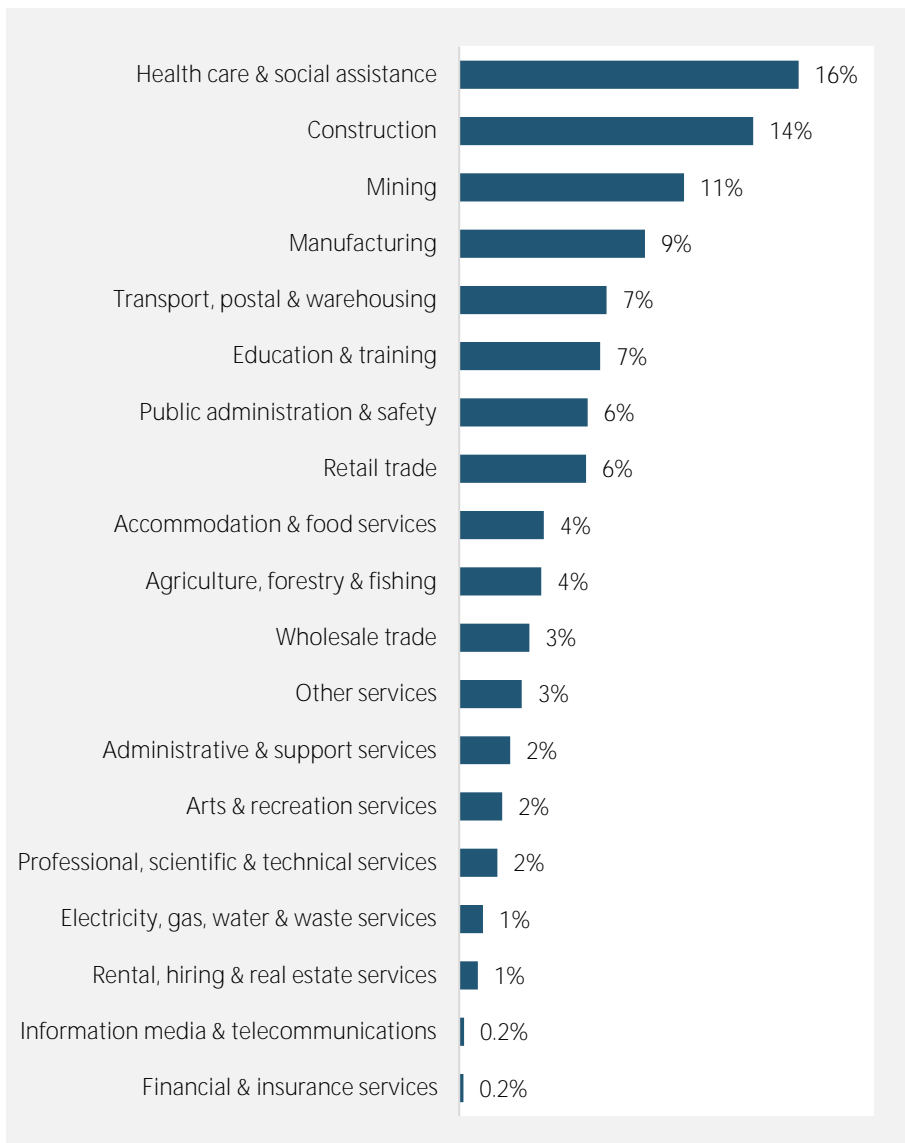
Over four years, the **Agriculture, forestry & fishing** industry had the highest frequency rate at **4.1 long duration** claims per million hours worked, followed by the **Transport, postal & warehousing** industry with **3.7 long duration** claims per million hours worked.

Long Duration Claims

Section 2 | CLAIMANT CHARACTERISTICS

Long duration claims proportions by industry

From 2016/17 to 2019/20



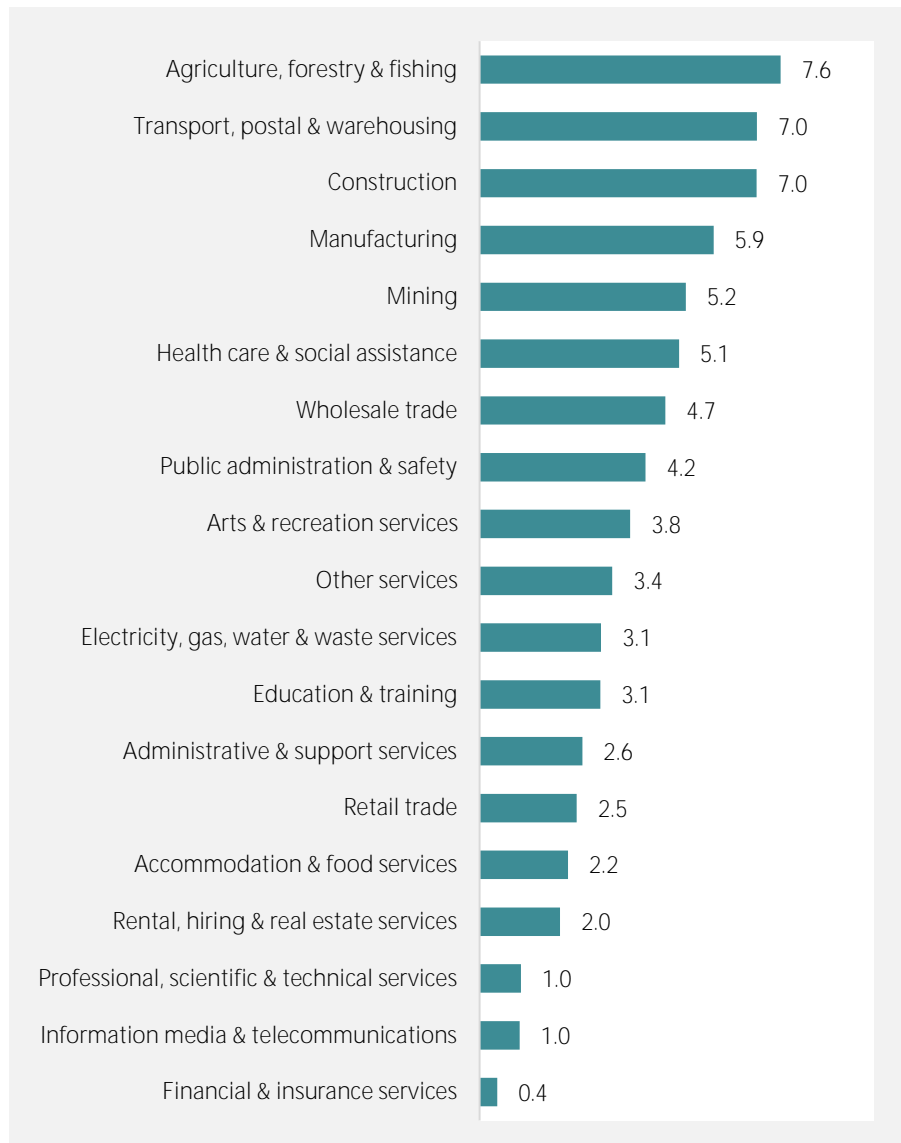
Health care & social assistance had the highest proportion of long duration claims (16%), followed by Construction (14%) over the four-year period.

Long Duration Claims

Section 2 | CLAIMANT CHARACTERISTICS

Long duration claims incidence rates by industry

From 2016/17 to 2019/20



Agriculture, forestry & fishing had the highest incidence rate for long duration claims (7.6 claims per thousand employees), followed by Transport, postal & warehousing (7 claims per thousand employees).

Long Duration Claims

Section 2 | CLAIMANT CHARACTERISTICS

Long duration claims average costs by industry

Industry division	2016/17	2017/18	2018/19	2019/20	4-year trend
Electricity, gas, water & waste services	\$142,413	\$131,952	\$324,879	\$169,138	▲
Mining	\$167,081	\$198,567	\$179,104	\$164,328	■
Transport, postal & warehousing	\$165,755	\$150,149	\$173,205	\$156,931	▼
Information media & telecommunications	\$139,393	\$195,118	\$131,068	\$167,260	▲
Construction	\$145,872	\$159,950	\$160,602	\$156,415	▲
Wholesale trade	\$144,670	\$153,117	\$163,469	\$149,427	■
Financial & insurance services	\$183,449	\$167,862	\$128,091	\$137,807	▼
Professional, scientific & technical services	\$136,948	\$155,761	\$160,049	\$149,740	▲
Manufacturing	\$150,486	\$140,888	\$177,541	\$134,185	▼
Public administration & safety	\$133,657	\$152,252	\$148,730	\$149,858	▲
Agriculture, forestry & fishing	\$135,172	\$135,993	\$146,111	\$164,760	▲
Rental, hiring & real estate services	\$123,292	\$117,529	\$178,699	\$150,124	▲
Other services	\$142,084	\$132,899	\$145,737	\$133,107	▼
Administrative & support services	\$113,503	\$129,440	\$143,382	\$149,944	▲
Retail trade	\$115,145	\$123,776	\$147,276	\$128,937	▲
Education & training	\$132,194	\$126,775	\$135,591	\$117,290	▼
Health care & social assistance	\$125,273	\$124,929	\$130,541	\$123,458	■
Accommodation & food services	\$110,334	\$118,474	\$133,878	\$118,916	▲
Arts & recreation services	\$131,035	\$113,707	\$132,174	\$105,145	▼
All long duration claims	\$139,464	\$145,132	\$155,216	\$141,308	■

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

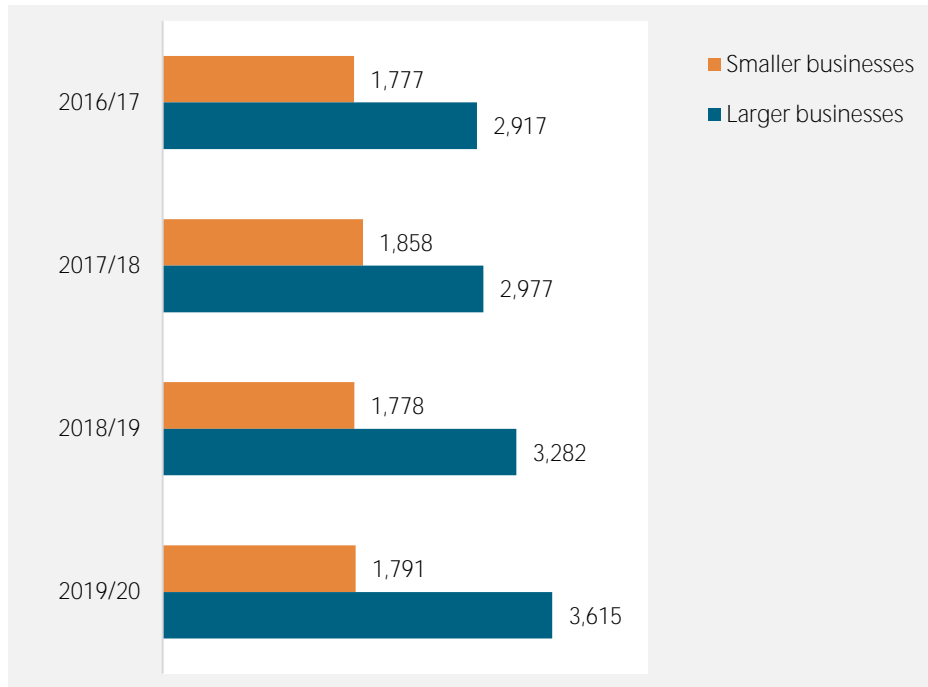


Electricity, gas, water & waste services had the highest average long duration claim cost (\$169,138) in 2019/20.

Long Duration Claims

Section 2 | CLAIMANT CHARACTERISTICS

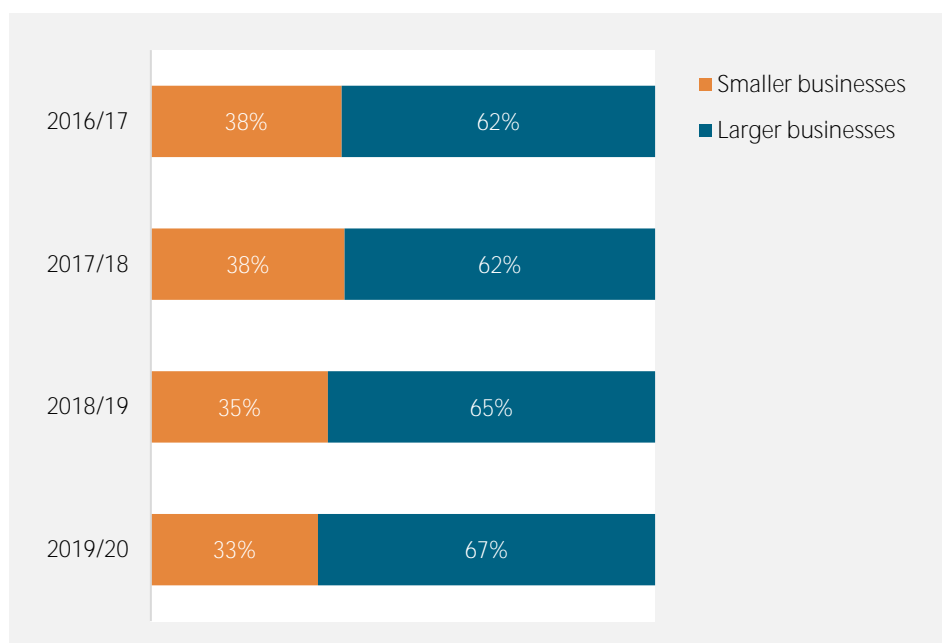
Long duration claims by size of employer



Larger businesses (50+ employees) consistently had more long duration claims lodged over the last four years.

Larger businesses also had the highest increase in the number of long duration claims over the same period (24%).

Long duration claims proportion of claims by size of employer

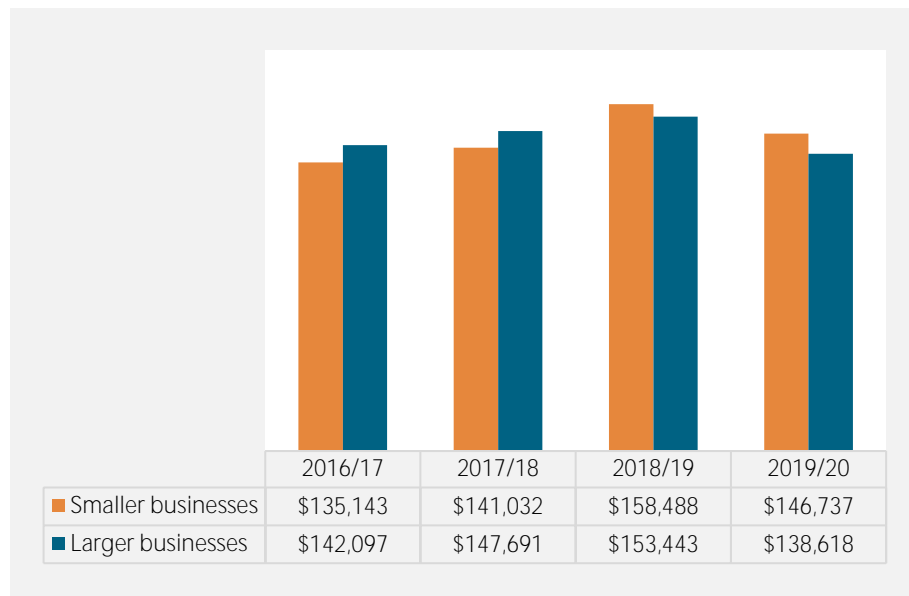


The proportion of long duration claims for larger businesses shows an increasing trend from 62% to 67% over four years.

Long Duration Claims

Section 2 | CLAIMANT CHARACTERISTICS

Long duration claims average cost by size of employer



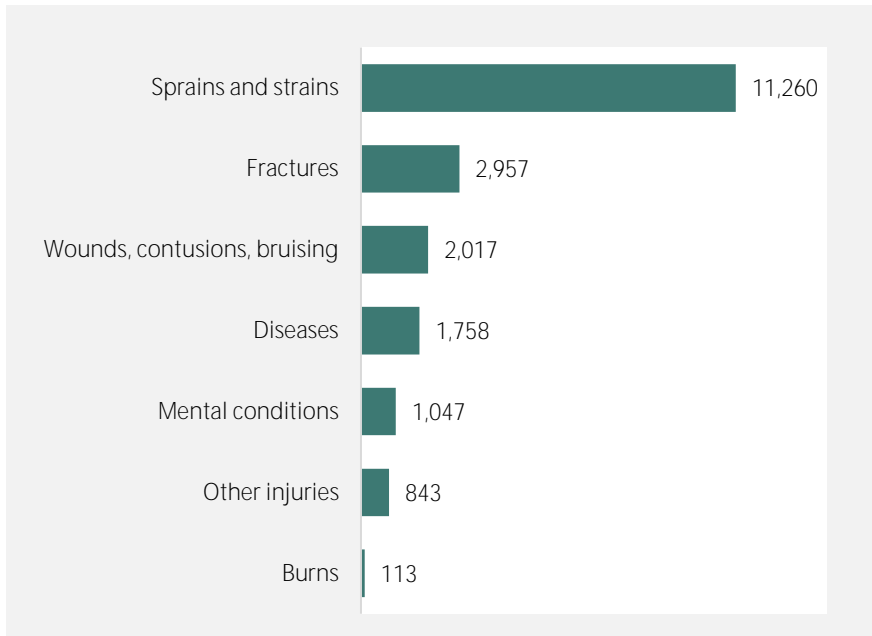
The average long duration claim cost for **smaller businesses** shows an increasing trend (9%), whereas the average cost for **larger businesses** decreased by 2% over four years.

Long Duration Claims

Section 3 | INJURY/DISEASE ATTRIBUTES

Long duration claims by nature of injury/disease

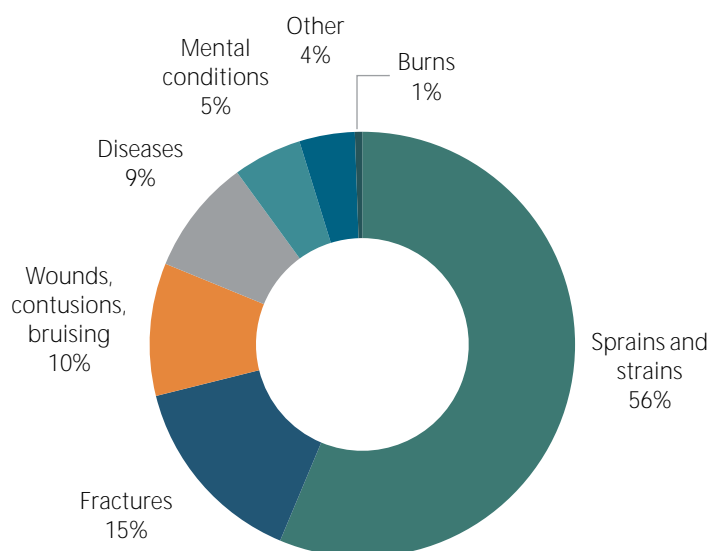
From 2016/17 to 2019/20



Between 2016/17 and 2019/20, the most common injury for long duration claims was [sprains and strains](#), followed by [fractures](#).

Long duration claims proportions by nature of injury/disease

From 2016/17 to 2019/20



The most common injury attributed to long duration claims (56%) were associated with [sprains and strains](#) - traumatic joint/ligament or muscle/tendon injuries.

[Fractures](#) accounted for (15%) of long duration claims between 2016/17 and 2019/20.

Long Duration Claims

Section 3 | INJURY/DISEASE ATTRIBUTES

Long duration claims average costs by nature of injury/disease

Injury/disease	2016/17	2017/18	2018/19	2019/20	4-year trend
Burns	\$109,939	\$244,460	\$256,437	\$166,371	▲
Diseases	\$135,092	\$128,484	\$153,415	\$133,196	■
Fractures	\$136,304	\$144,636	\$159,994	\$138,094	■
Mental conditions	\$149,622	\$174,027	\$170,976	\$173,760	▲
Other injuries	\$149,326	\$223,984	\$196,263	\$168,833	▲
Sprains and strains	\$141,050	\$138,113	\$147,690	\$140,921	■
Wounds, contusions, bruising	\$132,682	\$147,733	\$155,727	\$122,084	▼
All long duration claims	\$139,464	\$145,132	\$155,216	\$141,308	■

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

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

However, data for 2019/20 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 has remained stable between 2016/17 to 2019/20.

Long Duration Claims

Section 3 | INJURY/DISEASE ATTRIBUTES

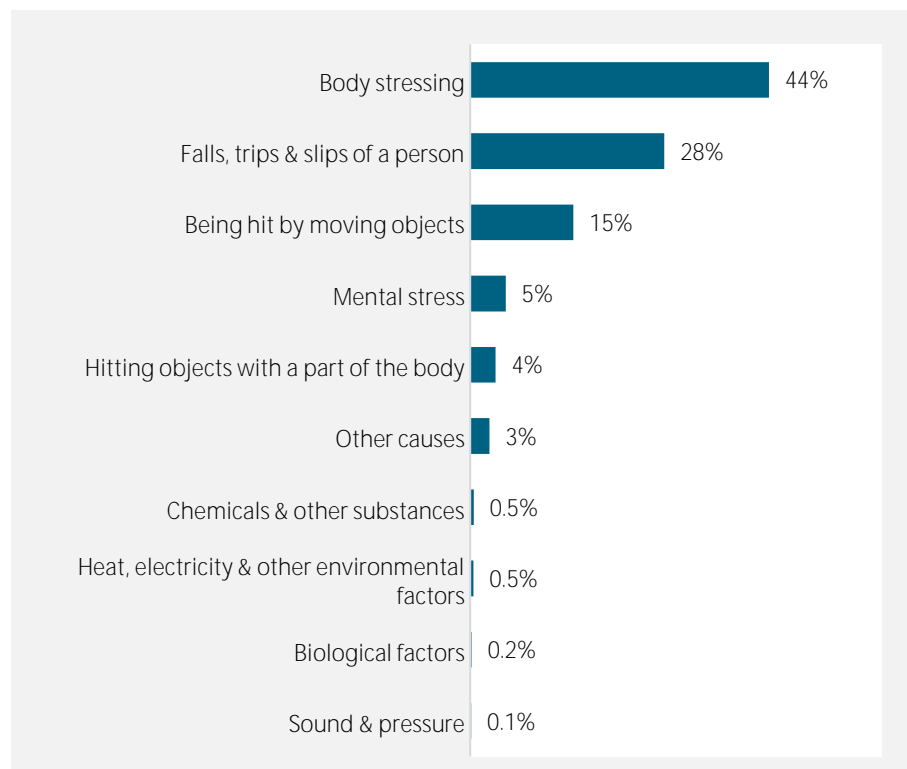
Long duration claims by mechanism of incident

Mechanism	2016/17	2017/18	2018/19	2019/20	4-year trend
Body stressing	2,112	2,144	2,166	2,290	▲
Falls, trips & slips of a person	1,331	1,363	1,399	1,567	▲
Being hit by moving objects	666	728	798	818	▲
Mental stress	209	232	283	315	▲
Hitting objects with a part of the body	185	163	187	207	▲
Other & unspecified causes	129	144	163	130	■
Chemicals & other substances	24	19	31	28	▲
Heat, electricity & other environmental factors	20	22	23	27	▲
Biological factors	12	4	7	20	▲
Sound & pressure	6	16	<5	<5	▼
All long duration claims	4,694	4,835	5,060	5,406	▲

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

Long duration claims proportions by mechanism of incident

From 2016/17 to 2019/20



Claims resulting from **body stressing** accounted for **almost half** of long duration claims between 2016/17 and 2019/20.

Long Duration Claims

Section 3 | INJURY/DISEASE ATTRIBUTES

Long duration claims average costs by mechanism of incident

Mechanism	2016/17	2017/18	2018/19	2019/20	4-year trend
Being hit by moving objects	\$142,032	\$156,467	\$164,010	\$144,826	■
Biological factors	\$136,691	\$52,865	\$92,457	\$158,968	▲
Body stressing	\$135,524	\$133,466	\$145,574	\$137,002	■
Chemicals & other substances	\$186,422	\$157,316	\$183,604	\$180,842	■
Falls, trips & slips of a person	\$144,449	\$142,386	\$159,887	\$139,525	■
Heat, electricity & other environmental factors	\$120,737	\$348,003	\$269,640	\$161,199	▲
Hitting objects with a part of the body	\$133,479	\$119,240	\$119,089	\$102,939	▼
Mental stress	\$150,363	\$175,426	\$172,032	\$174,103	▲
Other causes	\$119,920	\$144,379	\$187,549	\$178,809	▲
Sound & pressure	\$240,825	\$987,547	\$483,755	\$270,342	▲
All long duration claims	\$139,464	\$145,132	\$155,216	\$141,308	■

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

For long duration claims lodged in 2019/20, injuries resulting from **hitting objects with a part of the body** had the lowest average claim cost at **\$102,939**.



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 by bodily location of injury/disease

Bodily location	2016/17	2017/18	2018/19	2019/20	4-year trend
Upper limbs	1,896	1,896	1,955	2,195	▲
Lower limbs	1,164	1,242	1,264	1,317	▲
Trunk	827	801	835	817	■
Multiple locations	433	468	517	555	▲
Head	76	111	115	125	▲
Neck	69	56	71	63	▼
Other*	229	261	303	334	▲
All long duration claims	4,694	4,835	5,060	5,406	▲

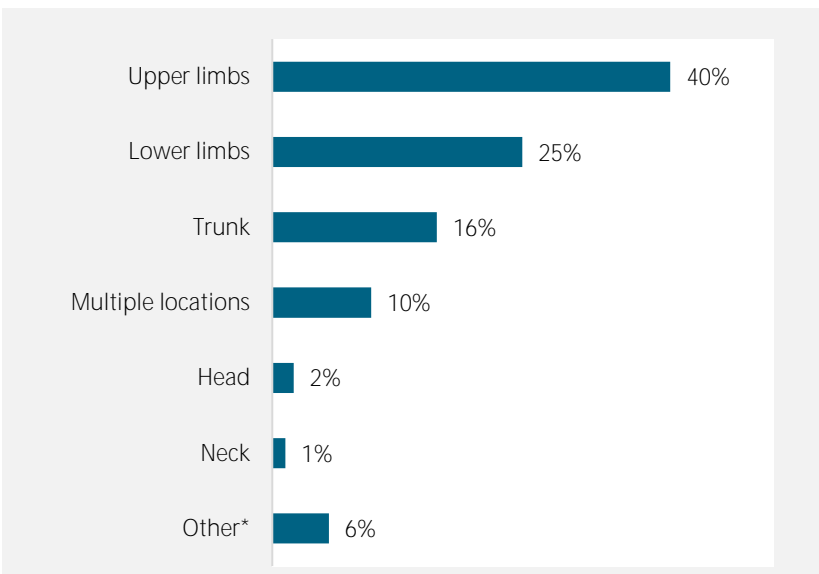
▲ Increasing ($\geq +5\%$) ■ Stable (within $\pm 5\%$) ▼ Decreasing ($\leq -5\%$)

Over the last four years, injuries most commonly involved the **upper** and **lower limbs**.

*Other bodily locations includes, psychological system, systemic locations, and unspecified locations. These accounted for **6%** of long duration claims from 2016/17 to 2019/20.

Long duration claims proportions by bodily location

From 2016/17 to 2019/20



Long Duration Claims

Section 3 | INJURY/DISEASE ATTRIBUTES

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

Bodily location	2015/16	2016/17	2017/18	2018/19	4-year trend
Upper limbs	\$125,403	\$126,010	\$121,270	\$120,752	■
Lower limbs	\$126,723	\$116,435	\$130,648	\$134,749	▲
Trunk	\$182,927	\$162,584	\$147,407	\$174,739	■
Multiple locations	\$163,796	\$167,700	\$162,838	\$180,445	▲
Head	\$293,199	\$136,964	\$168,524	\$198,897	▼
Neck	\$195,274	\$232,524	\$180,223	\$371,556	▲
Other*	\$159,273	\$130,963	\$198,167	\$154,785	■
All long duration claims	\$139,464	\$145,132	\$155,216	\$141,308	■

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

In 2019/20, long duration claims with injuries to the **neck** had the **highest average claim cost** (\$371,556).

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



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

Long Duration Claims

Section 3 | INJURY/DISEASE ATTRIBUTES

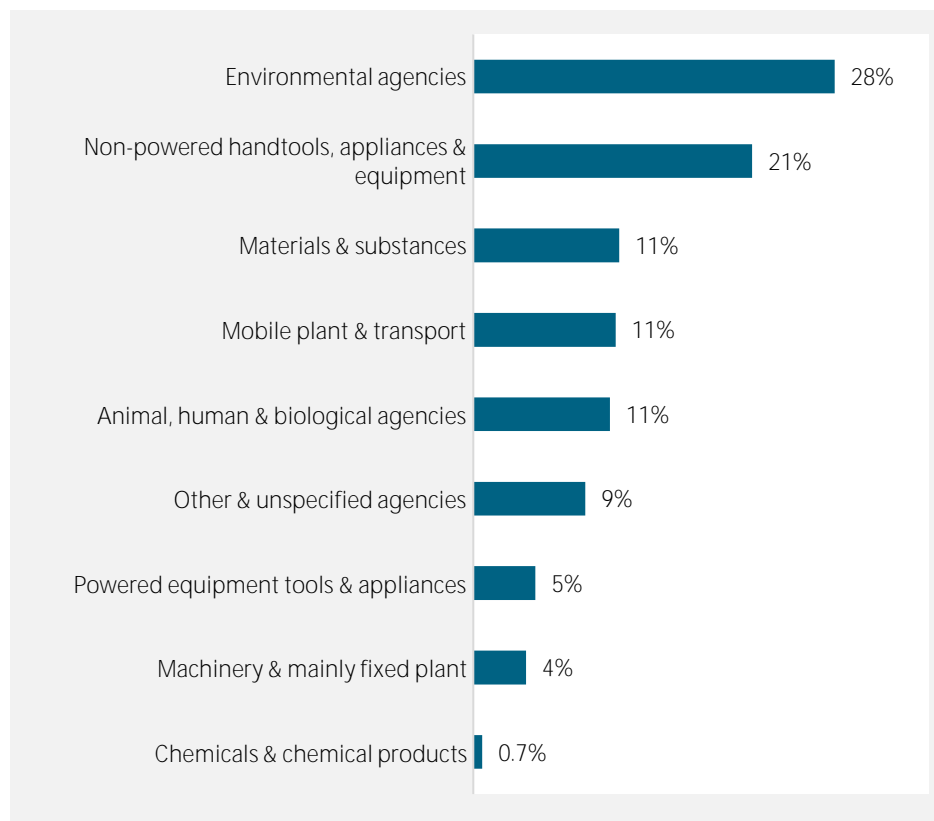
Long duration claims by agency of injury/disease

Agency	2016/17	2017/18	2018/19	2019/20	4-year trend
Environmental agencies	1,270	1,331	1,404	1,550	▲
Non-powered handtools, appliances & equipment	1,022	1,040	1,069	1,158	▲
Materials & substances	514	576	564	588	▲
Mobile plant & transport	538	514	556	580	▲
Animal, human & biological agencies	512	495	560	533	■
Other & unspecified agencies	394	391	431	506	▲
Powered equipment tools & appliances	230	243	232	250	▲
Machinery & mainly fixed plant	185	215	204	205	▲
Chemicals & chemical products	29	30	40	36	▲
All long duration claims	4,694	4,835	5,060	5,406	▲

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

Long duration claims proportions by agency of injury/disease

From 2016/17 to 2019/20



Most long duration claims involved [environmental agencies](#) (28%), followed by [non-powered handtools, appliances & equipment](#) (21%) over the four years.

Long Duration Claims

Section 3 | INJURY/DISEASE ATTRIBUTES

Long duration claims average costs by agency of injury/disease

Agency	2016/17	2017/18	2018/19	2019/20	4-year trend
Mobile plant & transport	\$156,228	\$160,518	\$172,590	\$168,118	▲
Machinery & mainly fixed plant	\$161,791	\$147,991	\$170,612	\$155,303	■
Materials & substances	\$144,649	\$149,280	\$166,636	\$147,660	■
Other & unspecified agencies	\$133,341	\$153,067	\$161,287	\$157,855	▲
Chemicals & chemical products	\$148,470	\$162,969	\$144,608	\$146,787	■
Environmental agencies	\$136,856	\$154,002	\$159,901	\$136,505	■
Animal, human & biological agencies	\$136,493	\$134,638	\$141,818	\$130,874	■
Non-powered handtools, appliances & equipment	\$137,696	\$130,199	\$139,708	\$128,669	▼
Powered equipment tools & appliances	\$108,935	\$121,960	\$138,274	\$128,987	▲
All long duration claims	\$139,464	\$145,132	\$155,216	\$141,308	■

▲ 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 (10%) over the last four years.

Long Duration Claims

Section 4 | GLOSSARY

TERM	DEFINITION / EXPLANATION OF TERM
Act	The <i>Workers' Compensation and Injury Management Act 1981</i> .
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 <i>Type of Occurrence Classification System 3rd edition</i> (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 <i>Type of Occurrence Classification System 3rd edition</i> (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	<p>Information pertaining to workers' compensation claims is reported to WorkCover WA by approved insurers and self-insurers. Information is collated based on the financial year in which a claim was lodged with the insurer. For the purposes of this report, certain types of claims were excluded:</p> <ul style="list-style-type: none">▲ 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). <p>Due to the evolving nature of claims, data is subject to change particularly the most recent year.</p>

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: <ul style="list-style-type: none">▲ 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 <i>Australian and New Zealand Standard Industrial Classification (ANZSIC) 2006</i> published by the Australian Bureau of Statistics. The ANZSIC system groups together businesses that carry out similar economic activities and structured into a hierarchy of units reflecting different levels of description (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	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 <i>Type of Occurrence Classification System 3rd edition</i> (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 <i>Type of Occurrence Classification System 3rd edition</i> (safeworkaustralia.gov.au).
Occupation	Based on the <i>Australian and New Zealand Standard Classification of Occupations (ANZSCO)</i> published by the Australian Bureau of Statistics. It is a skill-based classification which encompasses all occupations in the Australian workforce (abs.gov.au).
Service payments	<p>Service payments include:</p> <ol style="list-style-type: none">1. medical and hospital payments:<ul style="list-style-type: none">▲ 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:<ul style="list-style-type: none">▲ 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:<ul style="list-style-type: none">▲ 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:<ul style="list-style-type: none">▲ 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.