



Workers' Compensation in Western Australia

Annual Statistical Report

2022

*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 - 2017/18 - 2020/21
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ABOUT THIS REPORT

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.

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

Claim statistics include both finalised and unfinalised claims lodged between 2017/18 and 2020/21.

There is a higher proportion of unfinalised claims particularly in the most recent year. As a result, data is subject to change due to the evolving nature of claims.

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 27 July 2022.

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

WORK-RELATED INJURY & DISEASE CLAIMS

In 2020/21, 26,785 claims were lodged in the WA workers' compensation scheme, with a decreasing trend (5%) over the last four years.

Of these claims, there were...



CLAIM TYPES



INJURY CLAIMS

89%

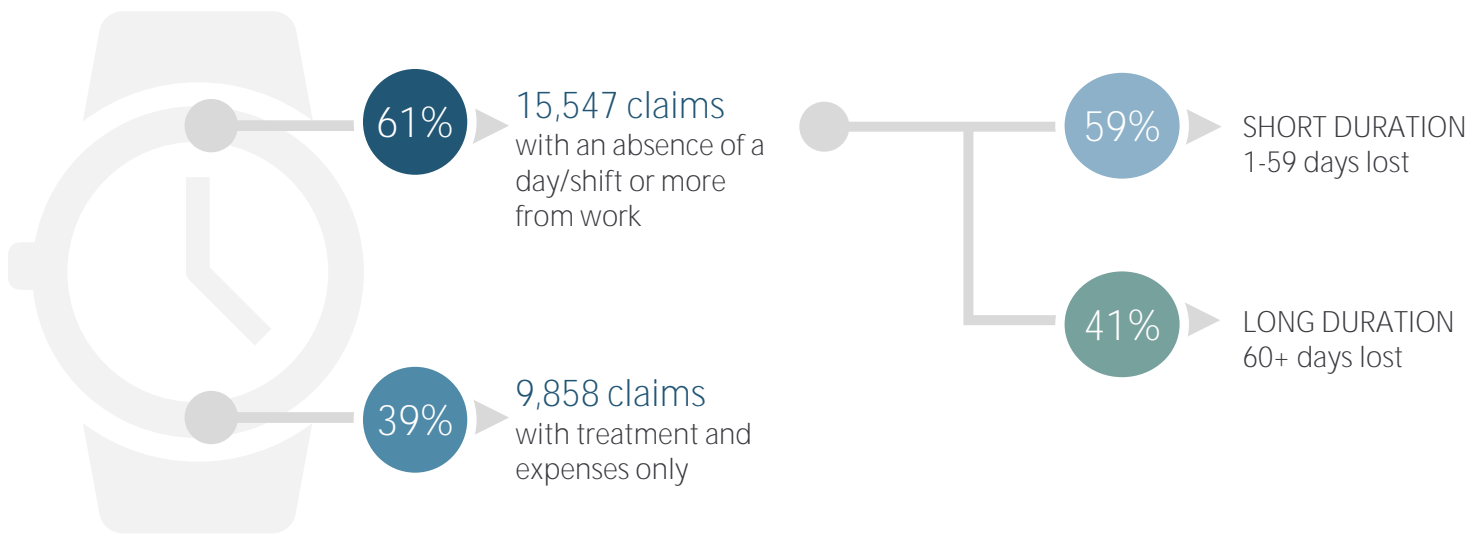
of claims were lodged as a result of a work-related injury

DISEASE CLAIMS

11%

of claims were lodged as a result of disease contracted at work

LOST-TIME & NO LOST-TIME



RECOMMENDED PREMIUM RATES

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

For 2022/23, the recommended premium rate is...



AVERAGE
1.822%
of total wages for
2022/23



ANNUAL CHANGE
+6.9%
from 1.704%
of total wages for
2021/22



RATE TRENDS

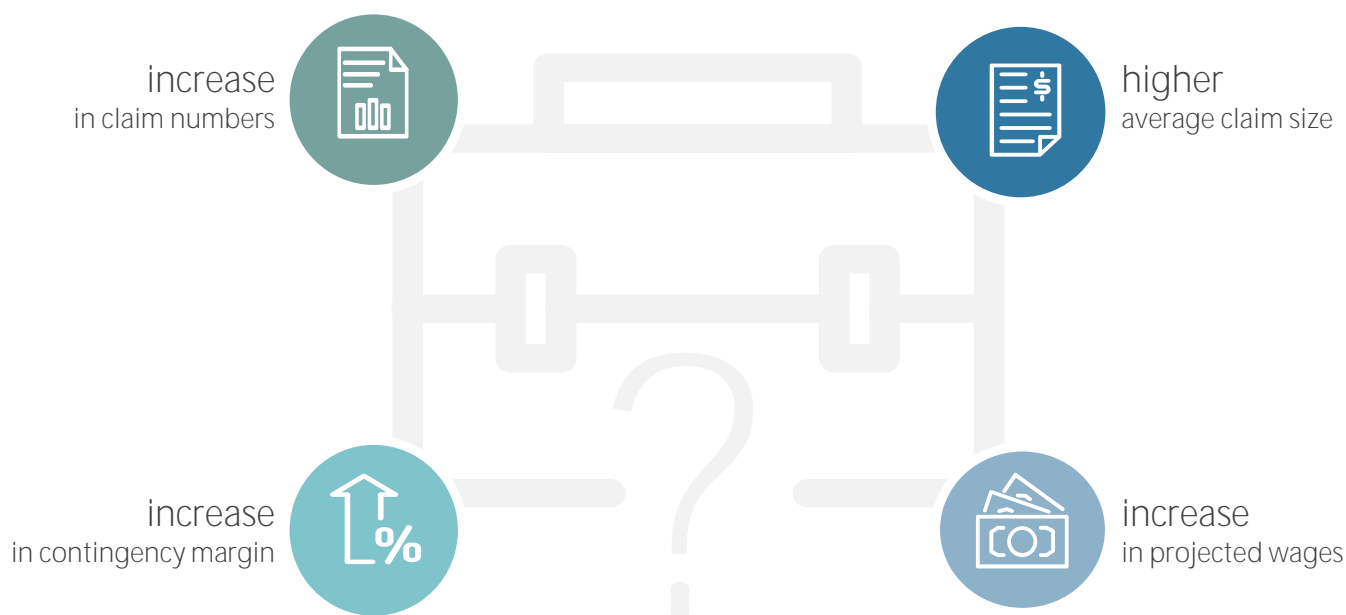
▲ 7.7% over 10 years

2022/23
1.822%

2017/18
1.525%

2012/13
1.691%

CONTRIBUTING FACTORS



PREMIUM RATES

RECOMMENDED PREMIUM RATES

PERCENTAGE	2019/20	2020/21	2021/22	2022/23	4-year trend
Recommended premium rates	1.645	1.638	1.704	1.822	▲
Annual % change	3.7%	-0.4%	4.0%	6.9%	

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

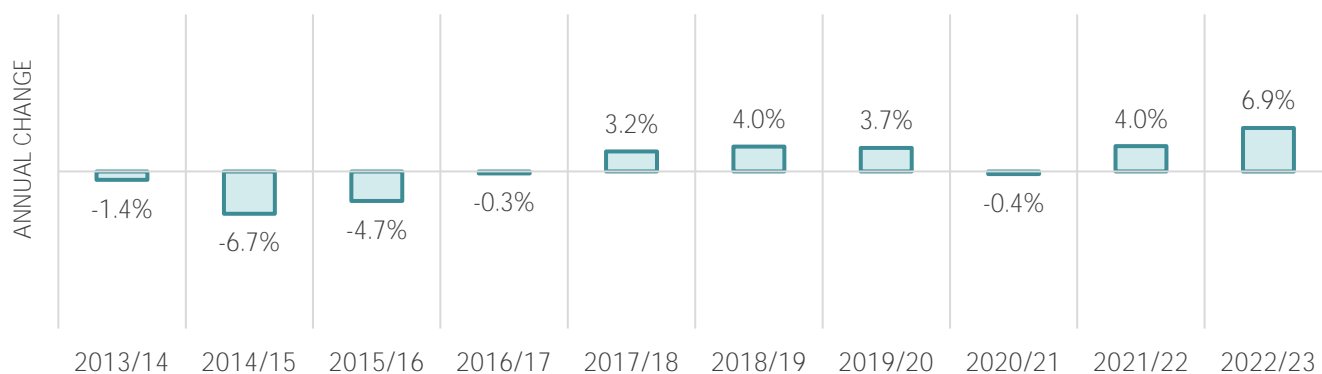


Recommended premium rates are expressed as a percentage of wages. An average premium rate of 1.822% means, on average, employers pay a premium of \$1.82 for every \$100 of wages paid to their employees.

RECOMMENDED PREMIUM RATES AVERAGE PERCENTAGE OF WAGES



RECOMMENDED PREMIUM RATES ANNUAL PERCENTAGE CHANGE



PREMIUM RATES

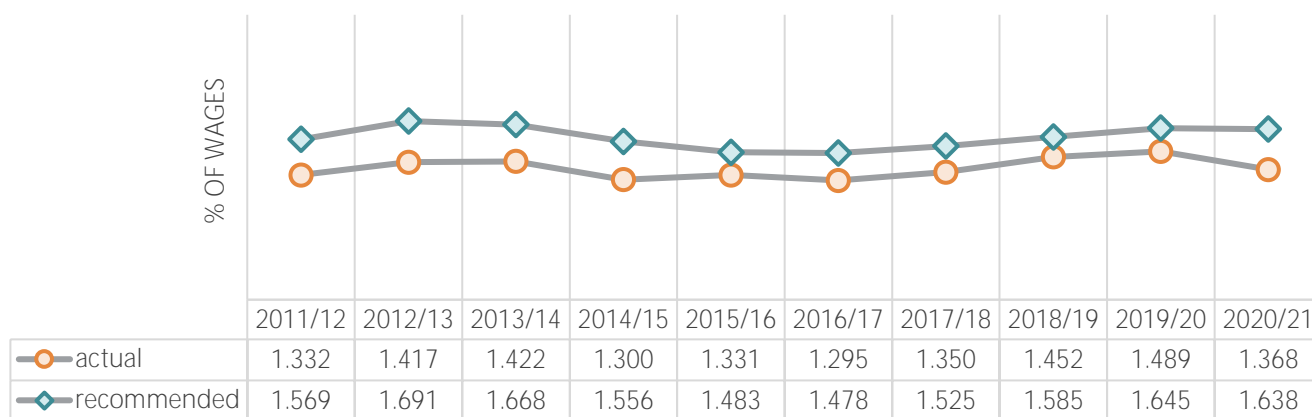
ACTUAL PREMIUM RATES

PERCENTAGE	2017/18	2018/19	2019/20	2020/21	4-year trend
Actual premium rates	1.350	1.452	1.489	1.368	■
Annual % change	4.2%	7.5%	2.5%	-8.1%	

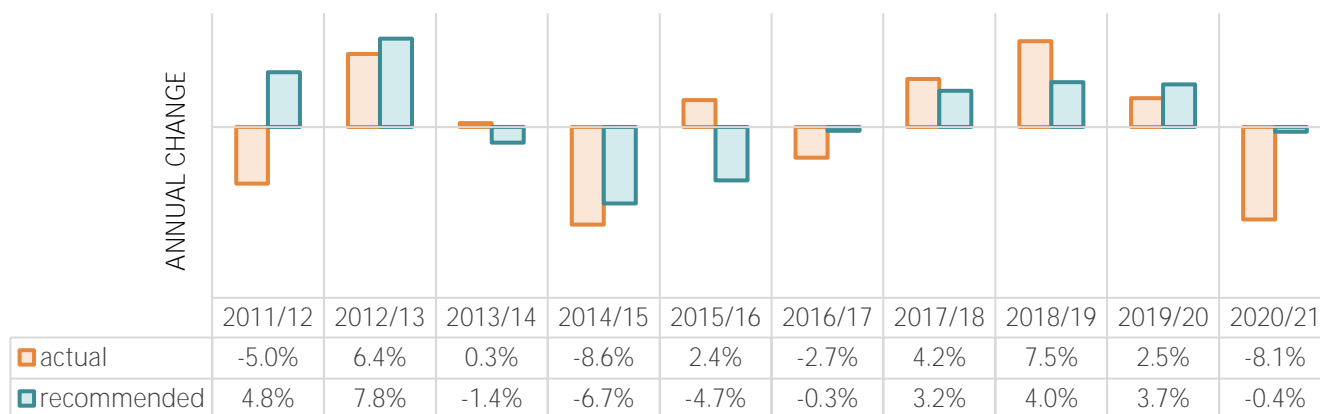
▲ Increasing ($\geq +5\%$) ■ Stable (within $\pm 5\%$) ▼ Decreasing ($\leq -5\%$)

 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



WORKER'S COMPENSATION CLAIMS

From 2017/18 to 2020/21, the number of claims lodged decreased by 5% to 25,405 claims.

Claims with no lost-time decreased by 19% and lost-time claims fell by 6% over the same period.



25,405

CLAIMS LODGED
work-related injuries
& illnesses



39%

NO LOST-TIME
claims with treatment
services only



61%

LOST-TIME CLAIMS
absence of a day/shift or
more off work

FREQUENCY RATE



7.4

lost-time claims per
MILLION HOURS
WORKED

CLAIM PAYMENTS

\$1.051 billion



68%

DIRECT COMPENSATION

\$711 million

▲ 8% over four years

59%

income replacement

41%

lump sums

32%

SERVICE PAYMENTS

\$340 million

▲ 0.4% over four years

42%

medical
& hospital

27%

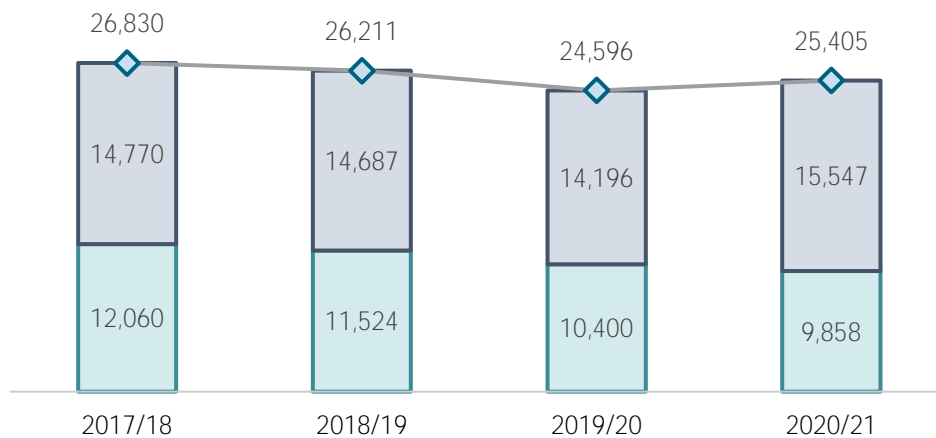
allied health &
workplace
rehabilitation

31%

legal &
miscellaneous

CLAIM ACTIVITIES

CLAIM NUMBERS NUMBER OF CLAIMS LODGED BY LOST-TIME



◆ All claims

The number of claims lodged over the last four years decreased by 5% from 26,830 to 25,405 claims.

■ Lost-time claims

However, lost-time claims show an increase (5%) from 14,770 in 2017/18 to 15,547 in 2020/21.

■ No lost-time claims

Claims with no time off work reduced by 18% between 2017/18 and 2020/21.

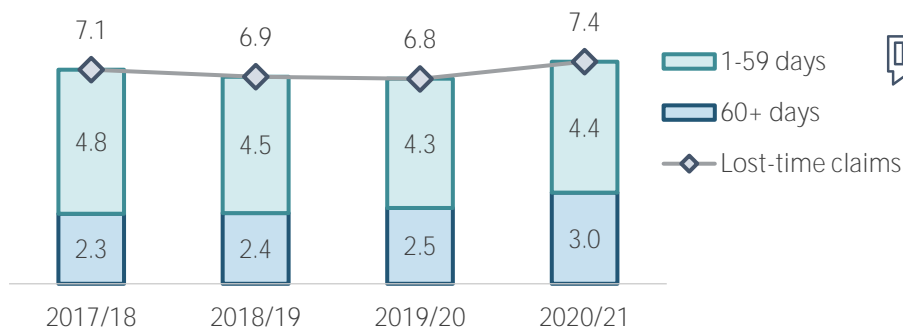
CLAIM NUMBERS NUMBER OF CLAIMS LODGED BY DAYS LOST

CLAIMS	2017/18	2018/19	2019/20	2020/21	4-year trend
0 days	12,060	11,524	10,400	9,858	▼
1 - 4 days	2,867	2,750	2,390	2,177	▼
5 - 19 days	3,999	3,815	3,532	3,672	▼
20 - 59 days	3,074	3,105	3,013	3,320	▲
60 - 119 days	1,756	1,759	1,795	2,043	▲
120 - 179 days	824	820	868	1,127	▲
180+ days	2,250	2,438	2,598	3,208	▲
All claims	26,830	26,211	24,596	25,405	▼

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

CLAIM ACTIVITIES

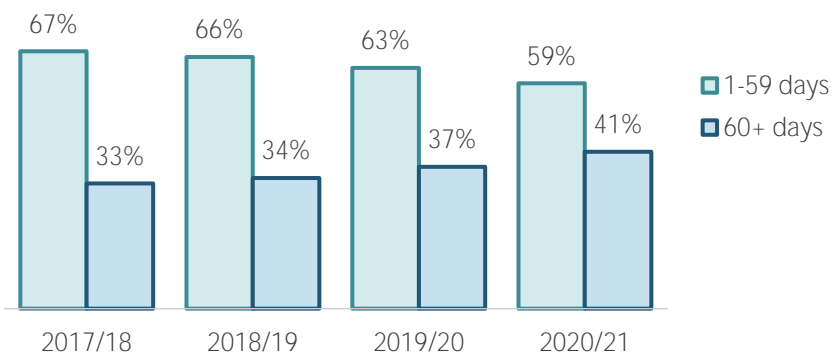
FREQUENCY RATE LOST-TIME CLAIMS PER MILLION HOURS WORKED



The frequency rate increased (4%), from 7.1 in 2017/18 to 7.4 in 2020/21.

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.

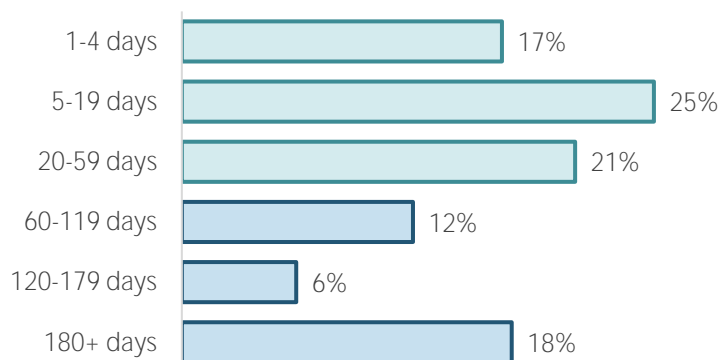
LOST-TIME CLAIMS BY DAYS LOST



Over the last four years, the proportion of 1-59 days lost claims to all lost-time claims reduced from 67% to 59%.

In contrast, the proportion of claims with 60+ days lost increased from 33% to 41% over four years.

LOST-TIME CLAIMS 2017/18 to 2020/21



In the last four years, the highest proportion of days lost were for claims resulting in 5-19 days off work (25%).

CLAIM ACTIVITIES

CLAIM PAYMENTS UNADJUSTED

\$MILLION	2017/18	2018/19	2019/20	2020/21	4-year trend
DIRECT COMPENSATION					
Income payments	\$343.0	\$348.5	\$377.7	\$415.0	▲
Lump sums	\$261.9	\$247.0	\$263.7	\$284.6	▲
SERVICE PAYMENTS					
Medical & hospital	\$132.8	\$128.6	\$132.8	\$140.7	▲
Allied health*	\$45.7	\$48.1	\$47.8	\$51.2	▲
Workplace rehabilitation	\$37.7	\$35.8	\$36.0	\$38.5	■
Legal & miscellaneous	\$96.1	\$95.6	\$102.9	\$104.4	▲
Total claim payments	\$917.2	\$903.6	\$961.1	\$1,034.3	▲

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



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

Income replacement payments continued to be the highest payment type (40% of total payments) and stands at \$415 million in the latest year.

* Allied health includes 'other treatment services'.

CLAIM PAYMENTS ADJUSTED

\$MILLION	2017/18	2018/19	2019/20	2020/21	4-year trend
DIRECT COMPENSATION					
Income payments	\$372.0	\$372.5	\$395.3	\$421.7	▲
Lump sums	\$284.0	\$264.0	\$276.0	\$289.2	■
SERVICE PAYMENTS					
Medical & hospital	\$144.0	\$137.4	\$139.0	\$142.9	■
Allied health*	\$49.6	\$51.4	\$50.1	\$52.1	▲
Workplace rehabilitation	\$40.9	\$38.3	\$37.7	\$39.1	■
Legal & miscellaneous	\$104.2	\$102.2	\$107.7	\$106.0	■
Total claim payments	\$994.7	\$965.7	\$1,005.6	\$1,051.0	▲

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



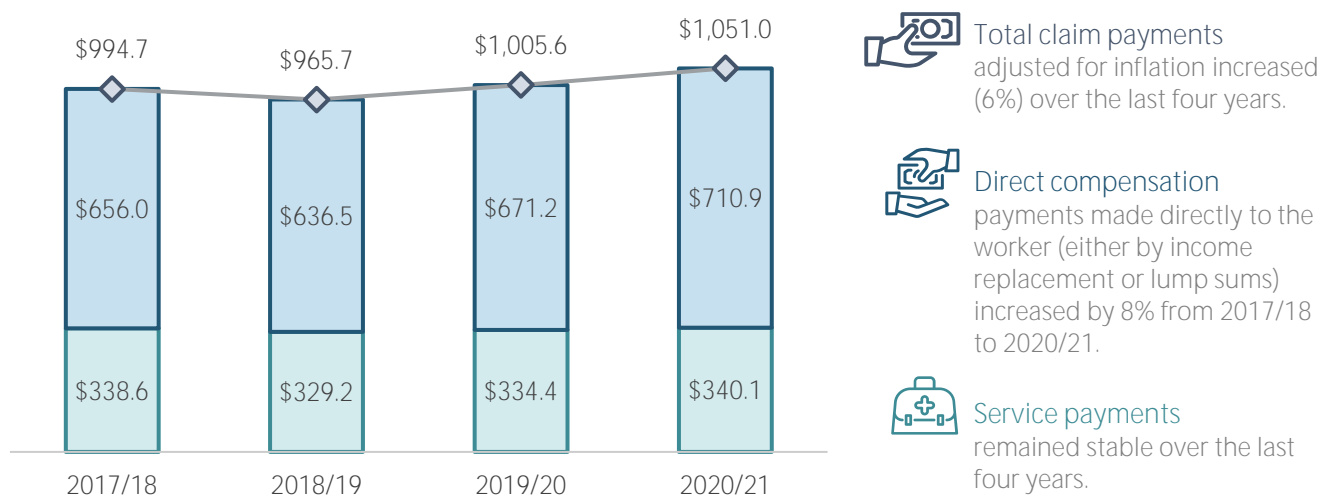
Claim payments (adjusted)
Payments are adjusted for inflation to allow for meaningful comparisons over time.

Over the last four years, total claim payments increased (6%), mainly driven by direct compensation payments to workers.

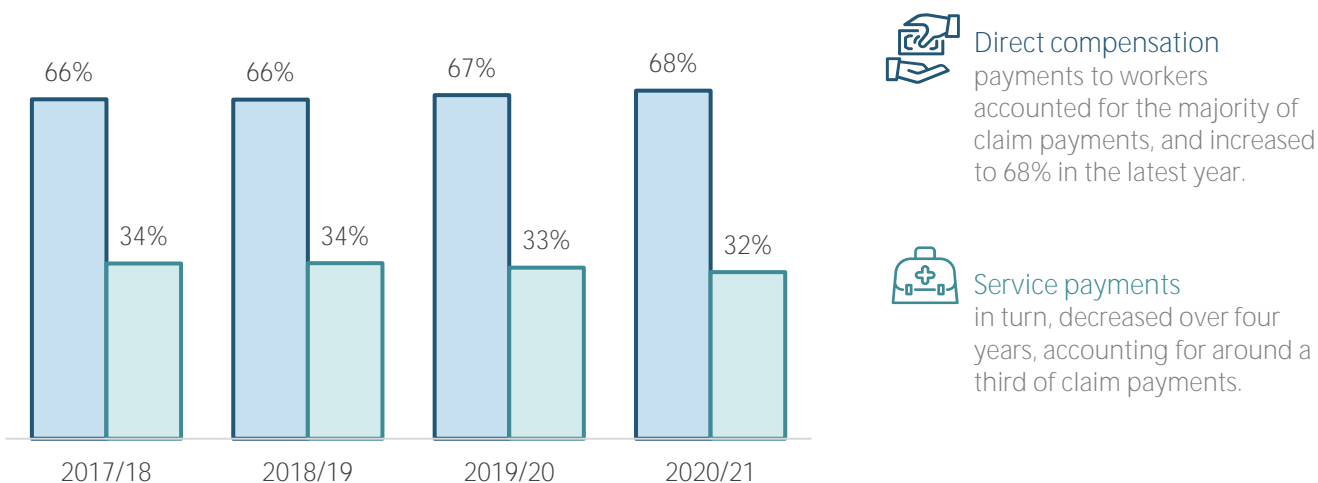
In terms of service payments, allied health payments was the only group to experience an increase (6%), whilst the other service group payments remained stable over four years.

CLAIM ACTIVITIES

TOTAL CLAIM PAYMENTS (\$MILLION) (ADJUSTED) BY PAYMENT GROUP

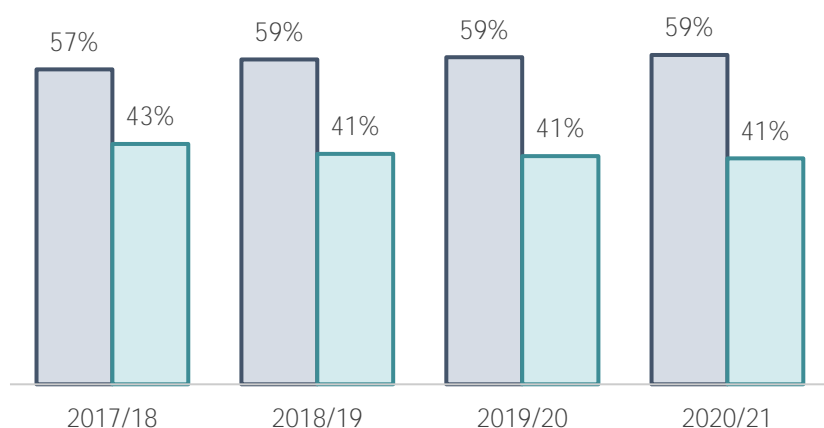


TOTAL CLAIM PAYMENTS PROPORTIONS BY PAYMENT GROUP



CLAIM ACTIVITIES

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 2020/21.

SERVICE PAYMENTS PROPORTIONS BY PAYMENT TYPE



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



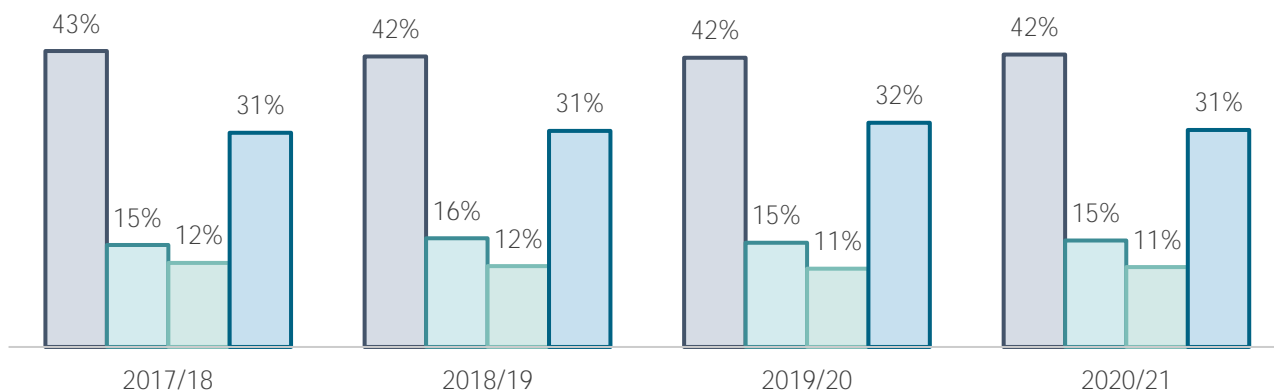
Allied health and other treatment service payments attributed around 15% to 16% of total service payments.



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

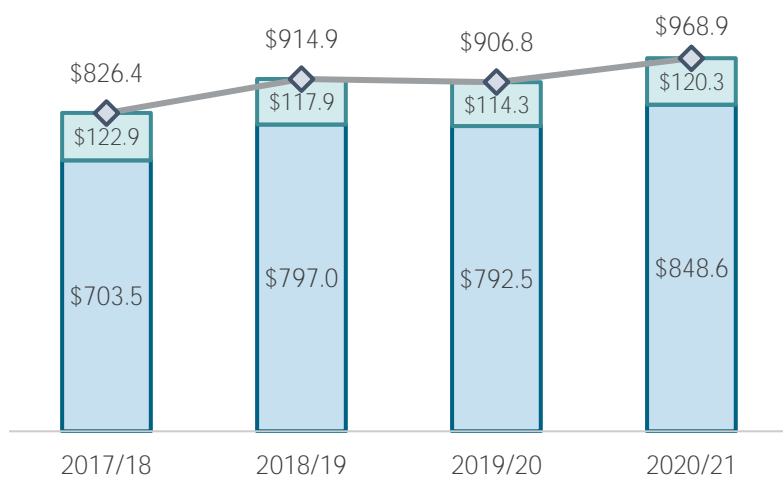


Legal & miscellaneous service payments attributed 31% to 32% of total service payments.



CLAIM ACTIVITIES

CLAIM COSTS (\$MILLION) BY DAYS LOST



Long duration claims

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 (17%) over four years, and stands at \$968.9 million for 2020/21.



Short duration claims

(1-59 days lost)

The total claim costs for claims with shorter duration remained stable.



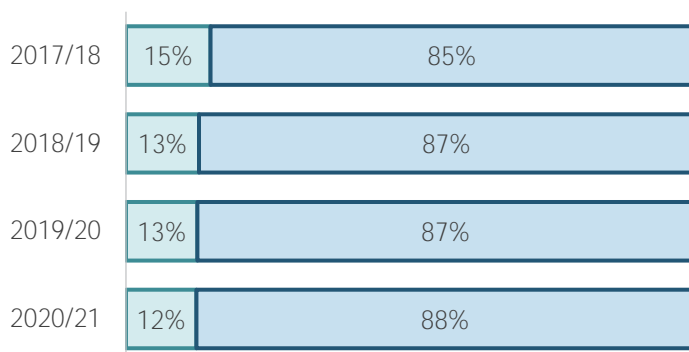
Long duration claims

(60+ days lost)

However, the total claim costs for long duration claims increased by 21% over the last four years.

CLAIM COSTS PROPORTION BY DAYS LOST

■ Short duration claims ■ Long duration claims



In 2020/21, claims with shorter duration accounted for 12% of total claim costs, while 88% of claim costs were associated with long duration claims.



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	2017/18	2018/19	2019/20	2020/21	4-year trend
1-4 days	\$10.9	\$8.6	\$8.0	\$7.2	▼
5-19 days	\$36.1	\$32.3	\$31.0	\$31.2	▼
20-59 days	\$75.9	\$77.0	\$75.3	\$81.9	▲
60-119 days	\$97.9	\$93.8	\$98.0	\$110.1	▲
120-179 days	\$73.4	\$78.7	\$85.3	\$105.5	▲
180+ days	\$532.2	\$624.5	\$609.3	\$633.0	▲
Lost-time claims	\$826.4	\$914.9	\$906.8	\$968.9	▲

▲ 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 in numbers and costs over four years, and continues to account for the largest proportion of claim costs.

CLAIM COSTS* AVERAGE CLAIM COSTS BY DAYS LOST

\$	2017/18	2018/19	2019/20	2020/21	4-year trend
1-4 days	\$3,798	\$3,122	\$3,336	\$3,302	▼
5-19 days	\$9,037	\$8,457	\$8,770	\$8,499	▼
20-59 days	\$24,692	\$24,807	\$25,005	\$24,671	■
60-119 days	\$55,768	\$53,349	\$54,588	\$53,900	■
120-179 days	\$89,086	\$95,967	\$98,247	\$93,571	▲
180+ days	\$236,516	\$256,148	\$234,513	\$197,332	▼
Lost-time claims	\$55,953	\$62,293	\$63,878	\$62,322	▲

▲ 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 9% over four years, and currently stands at \$62,322.

Claims with 180+ days lost experienced the largest decrease (17%) in average claim costs over four years.

CLAIM PROGRESS TIMEFRAMES

Once an employer receives a workers' compensation claim, they are required to lodge it with their insurer within five working days.

The insurer must assess the claim and advise the employer and the injured worker of their decision within 14 days. The advice must indicate whether the claim is accepted or disputed, or if more time is needed to make a decision.



TIMEFRAME TRENDS

Over the last four years, the timeframe for claims to be lodged by employers with their 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 2017/18 and 2020/21.

LIABILITY DECISIONS



87%

of income claims had
LIABILITY DECISIONS
made within the
legislative timeframe

RETURN TO WORK



Proportion of workers
RETURNING TO WORK
at some capacity at...

ONE MONTH

69%

THREE MONTHS

81%

SIX MONTHS

86%

TWELVE MONTHS

89%

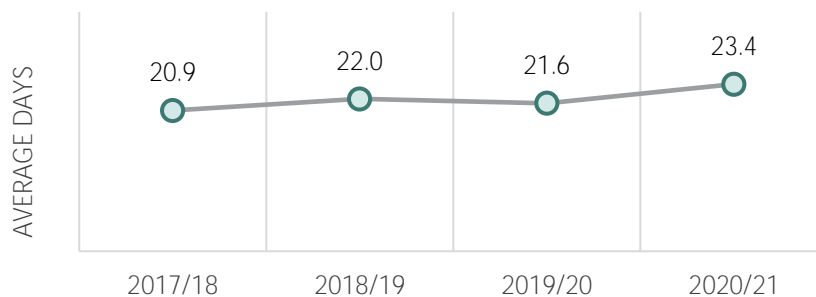
CLAIMS MANAGEMENT

CLAIMS MANAGEMENT INCOME CLAIMS



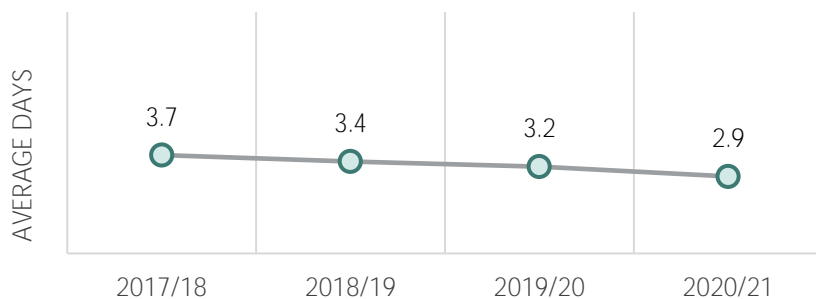
WORKER TO EMPLOYER LODGEMENT

average days between injury occurrence and lodgement of claim with employer



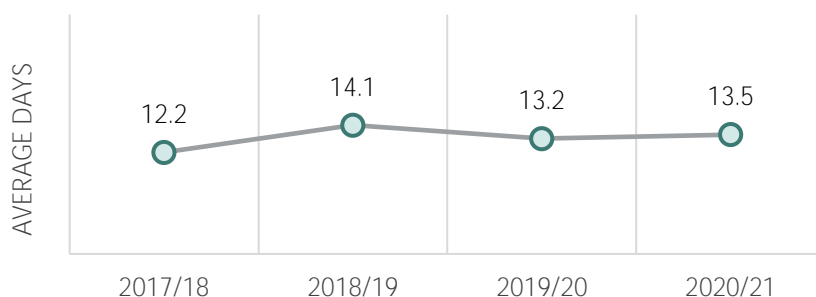
EMPLOYER TO INSURER LODGEMENT

average days between employer receiving and lodging claim with insurer



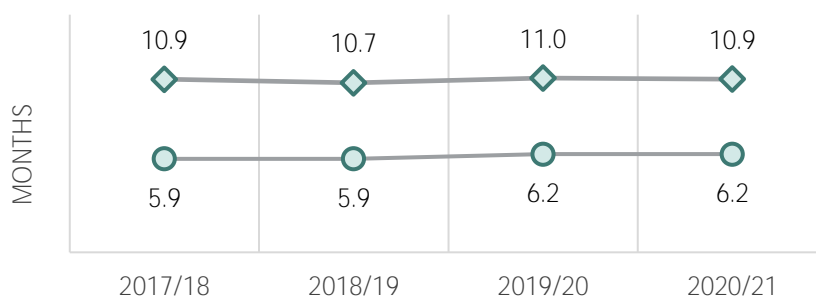
LIABILITY DECISIONS

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



CLAIM DURATION

number of months between insurer lodgement and finalisation of claim



◆ average ● median

CLAIMS MANAGEMENT

CLAIMS WITH WEEKLY PAYMENTS INCOME CLAIMS

CLAIMS	2017/18	2018/19	2019/20	2020/21	4-year trend
at 1 month	6,772	6,960	6,972	8,043	▲
at 3 months	4,540	4,670	4,735	5,624	▲
at 6 months	3,124	3,258	3,404	3,924	▲
at 12 months	1,875	2,039	2,108	n/a*	▲

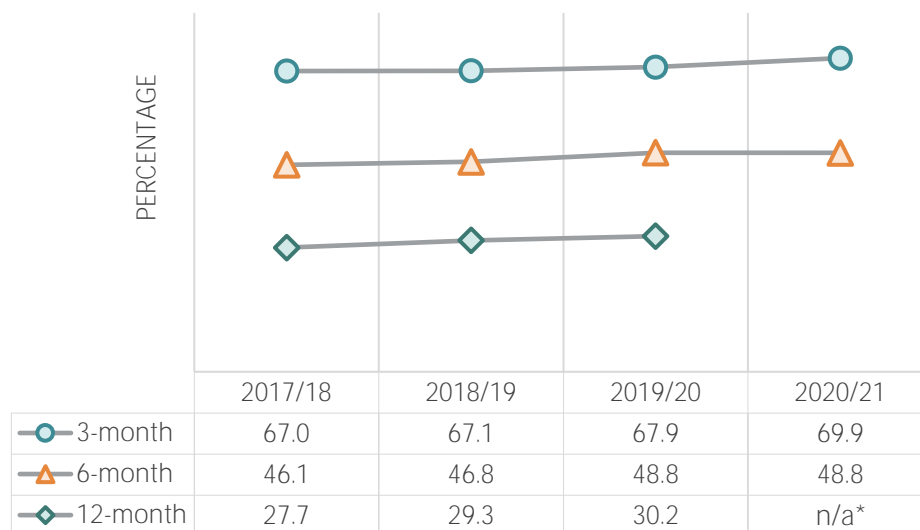
▲ Increasing ($\geq +5\%$) ■ Stable (within $\pm 5\%$) ▼ Decreasing ($\leq -5\%$)

* The 12-month figure for 2020/21 was not available at the time of publication.



Claims with weekly payments
at one, three, six and 12 months increased, over the last four years.

CONTINUANCE RATES INCOME CLAIMS



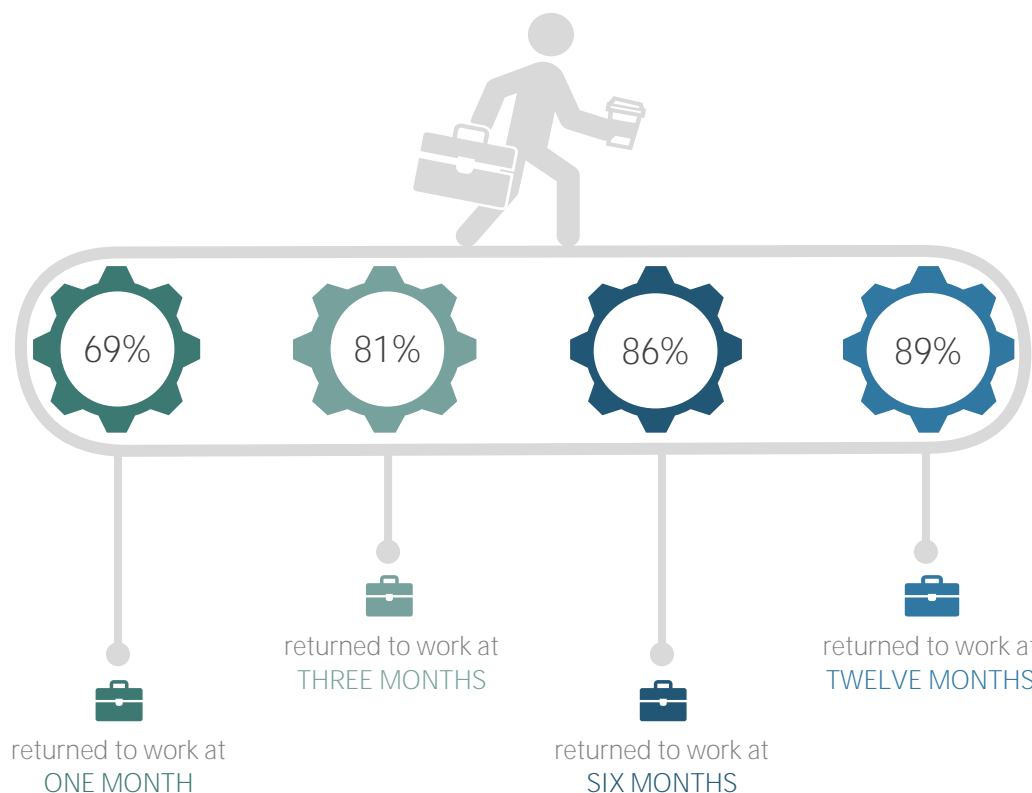
Continuance rate
provides insight into claims' duration and scheme exits. It shows the number of claims involving weekly income replacement payments at three, six and 12 months, as a proportion of claims involving weekly income replacement payments at one month.

Continuance rates at three and six months increased between 2017/18 and 2020/21.

* The 12-month figure for 2020/21 was not available at the time of publication.

CLAIMS MANAGEMENT

RETURN TO WORK RATE



Work status rate measures the proportion of workers who have been off work as a result of their work-related injury or disease and have returned to work in some capacity at one month, three months, six months and 12 months from the date of claim lodgement.

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

RETURN TO WORK WORK STATUS RATE

Return to work rate	2017/18	2018/19	2019/20	2020/21	4-year trend
at 1 month	64.6%	68.7%	70.9%	69.2%	▲
at 3 months	77.1%	80.1%	81.6%	80.5%	■
at 6 months	83.7%	85.3%	86.8%	86.0%	■
at 12 months	87.3%	87.5%	88.7%	88.6%	■

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



In 2020/21, 89% of claimants returned to worked at some capacity 12 months after the claim was lodged. This rate decreased slightly over the last four years.

DISPUTES

DISPUTE APPLICATIONS CONCILIATIONS

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. 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.

Conciliation involves parties in dispute coming to an agreement. The primary **role of the Workers' Compensation Conciliation Service is to resolve workers' compensation disputes by agreement with the assistance of an independent and impartial Conciliation Officer.**



DISPUTES
2,051
dispute
applications were
accepted



DISPUTATION RATE
4.3%
dispute applications per
100 active claims

ARBITRATIONS

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.

Disputes must have been conciliated (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.



657
ARBITRATION
APPLICATIONS
resulting in 33%
of conciliations
proceeding to arbitration

DISPUTE RESOLUTION TIMEFRAMES

The time it takes to resolve a dispute through conciliation or arbitration depends upon the complexity of the matter(s) in dispute and the proper preparation of materials by the parties.

Overall, 2020/21 showed a similar trend in dispute resolution timeframes to the previous year. In the latest year, most dispute matters were resolved within six months.



DISPUTE RESOLUTION
TIMEFRAMES
83%
of dispute matters were
resolved within
six months

DISPUTES

DISPUTE APPLICATIONS NUMBER OF ACCEPTED CONCILIATIONS

DISPUTES	2017/18	2018/19	2019/20	2020/21	4-year trend
Conciliations	2,051	2,082	2,023	2,051	■
Disputation rate	4.2%	4.4%	4.3%	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.

ARBITRATION CONCILIATIONS WITH ACCEPTED ARBITRATION APPLICATIONS

ARBITRATIONS	2017/18	2018/19	2019/20	2020/21	4-year trend
Applications	586	616	614	657	▲
Proportion	29%	30%	30%	33%	▲

▲ 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.



Subsequent arbitrations

Disputes must have been conciliated by the *Workers' Compensation Conciliation Service* before an application can be made to the *Workers' Compensation Arbitration Service*.

DISPUTE RESOLUTION TIMEFRAMES PROPORTION OF MATTERS

TIMEFRAMES	2017/18	2018/19	2019/20	2020/21	4-year trend
1 month	37%	39%	40%	36%	■
3 months	75%	74%	74%	72%	■
6 months	84%	85%	85%	83%	■
9 months	93%	93%	93%	91%	■

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



Dispute resolution timeframes

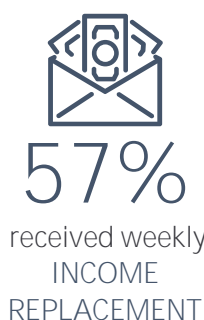
Proportion of dispute matters resolved within key monthly timeframes.

CLAIMS EXITING THE SCHEME

Over a four-year period, finalised claims that exited the scheme decreased by 16% to 24,322 claims in 2020/21. Claims finalised without lump sum payments decreased by 16% and claims finalised with lump sum payments decreased by 18% over the same period.

The number of settlements and settlement payments also decreased between 2017/18 and 2020/21.

Of the 24,322 claims exiting the scheme in 2020/21...



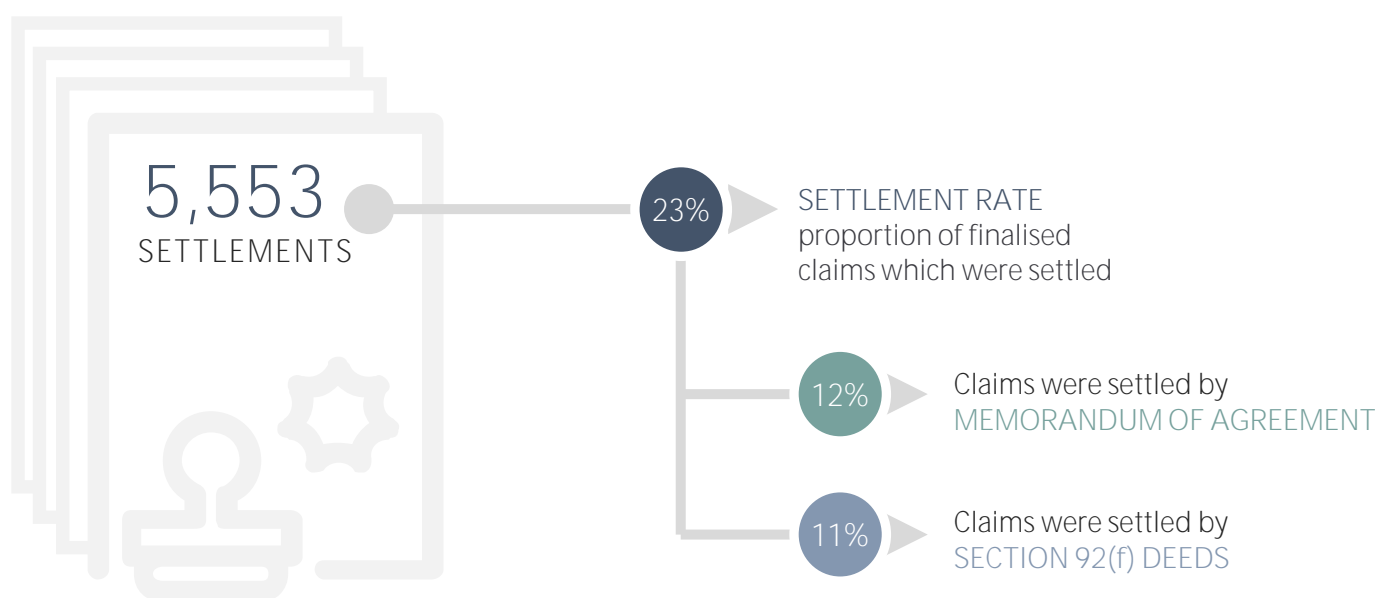
LUMP SUMS



24%
of claims were
finalised
WITH
LUMP SUMS

76%
of claims were
finalised
WITHOUT
LUMP SUMS

SETTLEMENTS



SCHEME EXITS

FINALISED CLAIMS NUMBERS BY EXIT TYPE

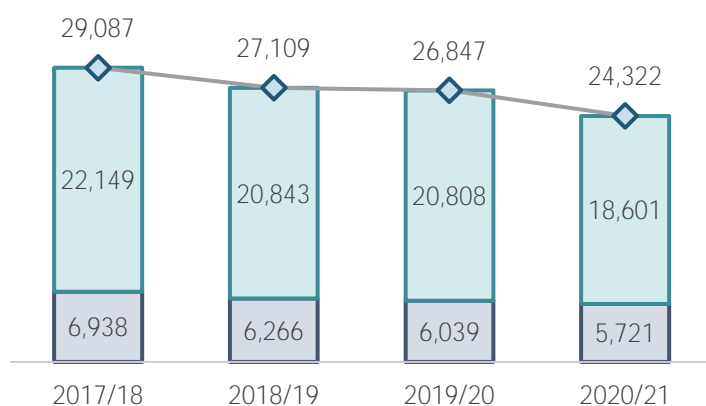
NUMBER	2017/18	2018/19	2019/20	2020/21	4-year trend
Without lump sums	22,149	20,843	20,808	18,601	▼
With lump sums	6,938	6,266	6,039	5,721	▼
Total finalised claims	29,087	27,109	26,847	24,322	▼

▲ 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 16%.

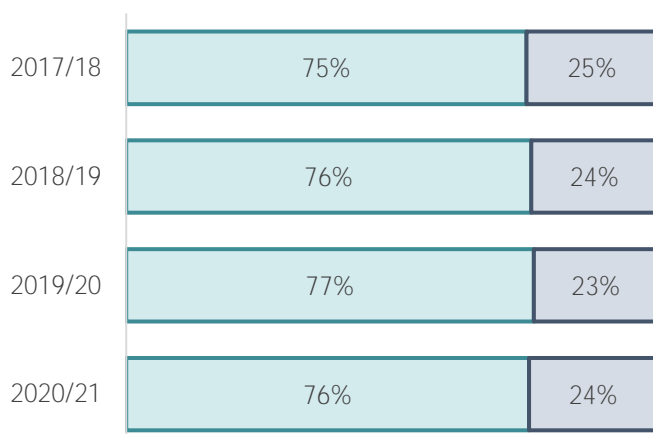
■ Finalised claims without lump sums

Over four years, the number of finalised claims without lump sum payments decreased by 16%.

■ Finalised claims with lump sums

Claims finalised with lump sum payments decreased by 18% over four years.

FINALISED CLAIMS PROPORTIONS BY EXIT TYPE



■ Finalised claims without lump sums

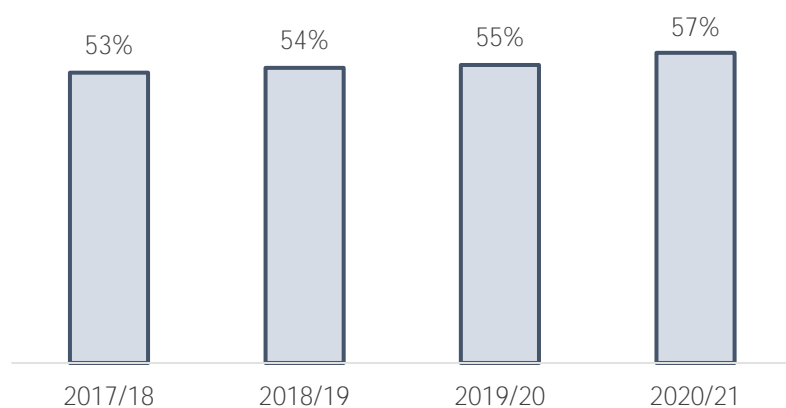
The majority of claims were finalised without lump sums, accounting for three-quarters of claims over the last four years.

■ Finalised claims with lump sums

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

SCHEME EXITS

INCOME REPLACEMENT PROPORTION OF FINALISED CLAIMS

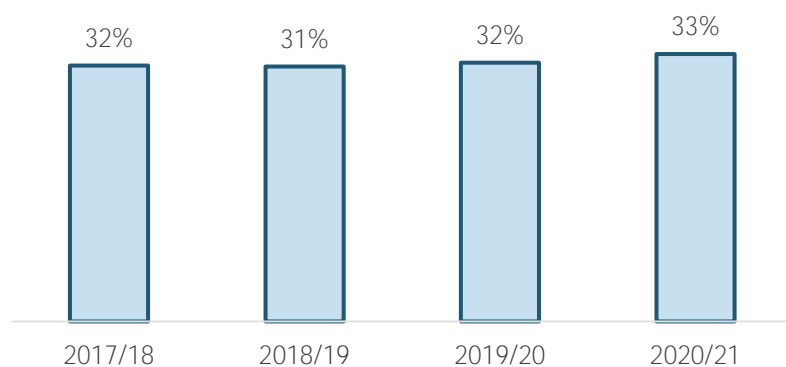


Income replacement

Also known as 'weekly payments', income replacement is compensation for lost earnings due to an injured worker having time off work.

Over four years, the proportion of finalised claims with income replacement increased to 57%.

WORKPLACE REHABILITATION PROPORTION OF LOST-TIME CLAIMS

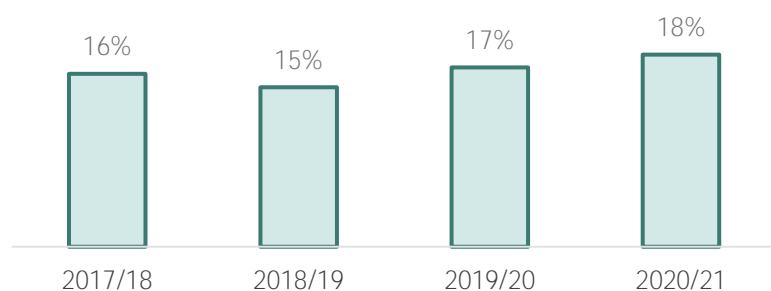


Workplace rehabilitation

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 32% in 2017/18 to 33% in 2020/21.

LEGAL PAYMENTS PROPORTION OF FINALISED CLAIMS



Legal payments

The proportion of all claims exiting the scheme with legal payments increased from 16% in 2017/18 to 18% in 2020/21.

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

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

MoA

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	2017/18	2018/19	2019/20	2020/21	4-year trend
MoA	3,859	3,264	3,105	2,980	▼
92(f) deeds	2,523	2,380	2,575	2,573	■
Total settlements	6,382	5,644	5,680	5,553	▼

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



Settlements

decreased by 13% between 2017/18 and 2020/21, driven by the decrease in the number of MoAs.

SETTLEMENT RATE PROPORTION OF SETTLEMENTS TO FINALISED CLAIMS

RATE	2017/18	2018/19	2019/20	2020/21	4-year trend
MoA	13.3%	12.0%	11.6%	12.2%	▼
92(f) deeds	8.7%	8.8%	9.6%	10.6%	▲
Total settlements	21.9%	20.8%	21.1%	22.8%	■

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



Settlement rate

measures the number of settlements as a proportion of finalised claims.

The settlement rate for MoAs decreased by 8%, however, the settlement rate for section 92(f) deeds increased by 22% over the last four years.

SCHEME EXITS

SETTLEMENT PAYMENTS \$MILLION

\$MILLION	2017/18	2018/19	2019/20	2020/21	4-year trend
MoA	\$116.8	\$99.4	\$87.1	\$83.0	▼
92(f) deeds	\$177.9	\$170.7	\$191.7	\$232.3	▲
Total settlements	\$294.6	\$270.0	\$278.8	\$315.2	▲

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



Settlement payments increased (7%) over four years, and stands at \$315.2 million.

SETTLEMENT PAYMENTS AS A PROPORTION OF FINALISED CLAIM PAYMENTS

PROPORTION	2017/18	2018/19	2019/20	2020/21	4-year trend
MoA	11.7%	10.7%	9.0%	8.7%	▼
92(f) deeds	17.8%	18.4%	19.9%	24.4%	▲
Total settlements	29.4%	29.2%	28.9%	33.2%	▲

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



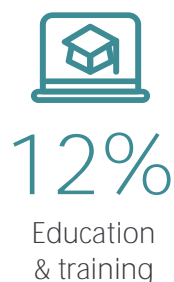
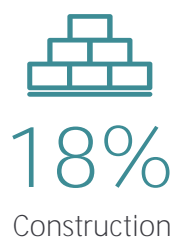
Settlement payments as a proportion of finalised claim payments, increased by 13% from 2017/18 to 2020/21.

INDUSTRY DIVISION

Typically, industries with the most lost-time claims lodged across four years were Health & social assistance, Construction, Manufacturing, and Mining.

From 2017/18 to 2020/21, the Education & training industry had the highest increase in lost-time claims (39%), followed by Mining (26%).

In 2020/21, the top three industries with the highest proportion of lost-time claims were...



GENDER



61%

of workers who lodged lost-time claims were

MALES

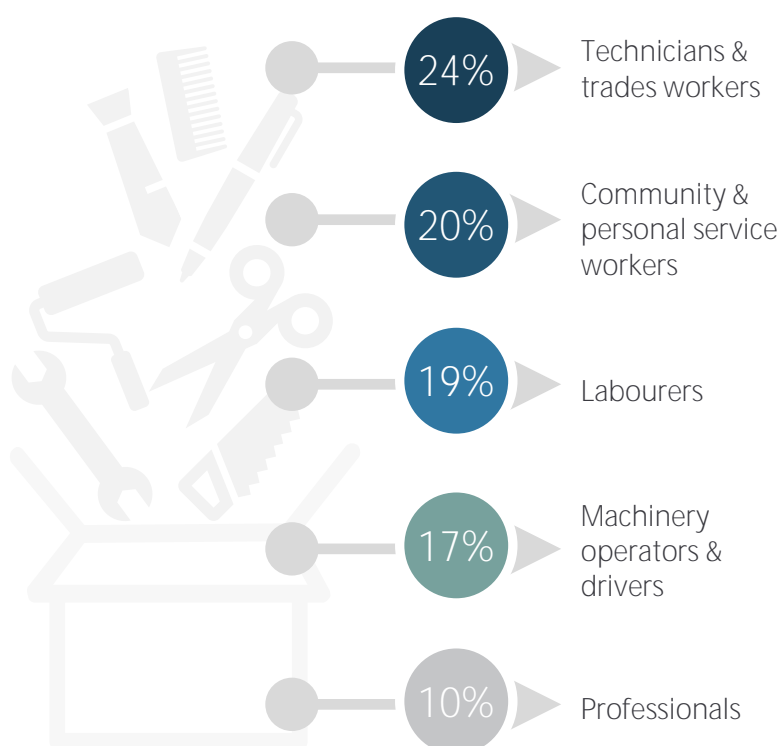
39%

of workers who lodged lost-time claims were

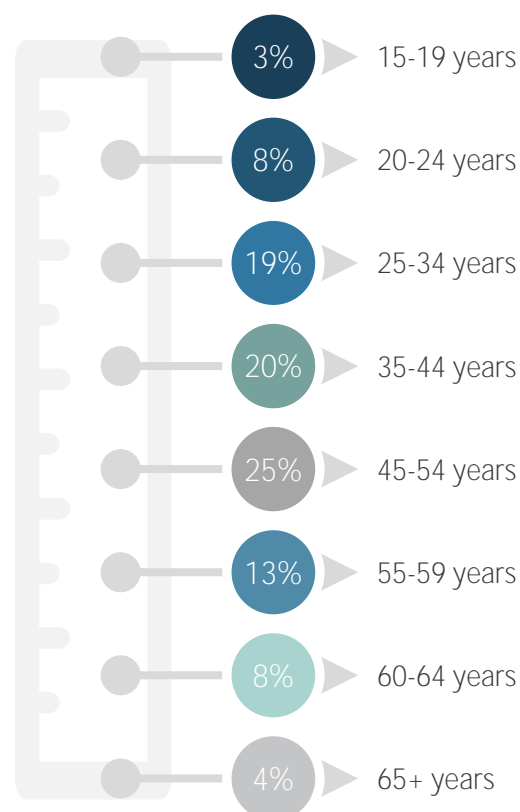
FEMALES

OCCUPATION GROUPS

The top five occupations for lost-time claims were...



AGE GROUPS



CLAIMANT CHARACTERISTICS

MALES LOST-TIME CLAIMS BY DAYS LOST

MALES	2017/18	2018/19	2019/20	2020/21	4-year trend
1-4 days	1,702	1,631	1,321	1,186	▼
5-19 days	2,689	2,510	2,266	2,309	▼
20-59 days	2,064	2,076	2,045	2,155	■
60-119 days	1,157	1,194	1,181	1,280	▲
120-179 days	518	518	552	696	▲
180+ days	1,390	1,528	1,550	1,884	▲
Lost-time claims	9,520	9,457	8,915	9,510	■

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



Males

The number of lost-time claims lodged by males remained stable over four years.

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

FEMALES LOST-TIME CLAIMS BY DAYS LOST

FEMALES	2017/18	2018/19	2019/20	2020/21	4-year trend
1-4 days	1,165	1,119	1,069	991	▼
5-19 days	1,310	1,305	1,266	1,363	■
20-59 days	1,010	1,029	968	1,165	▲
60-119 days	599	565	614	763	▲
120-179 days	306	302	316	431	▲
180+ days	860	910	1,048	1,324	▲
Lost-time claims	5,250	5,230	5,281	6,037	▲

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



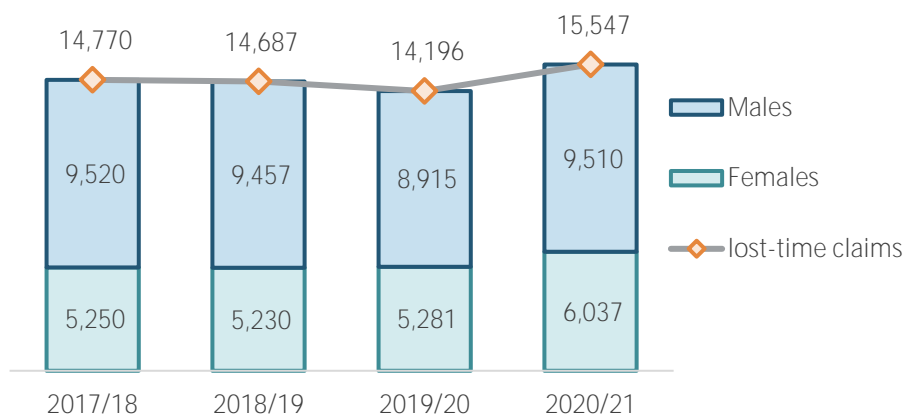
Females

Claims lodged by females over the last four years increased by 15%.

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

CLAIMANT CHARACTERISTICS

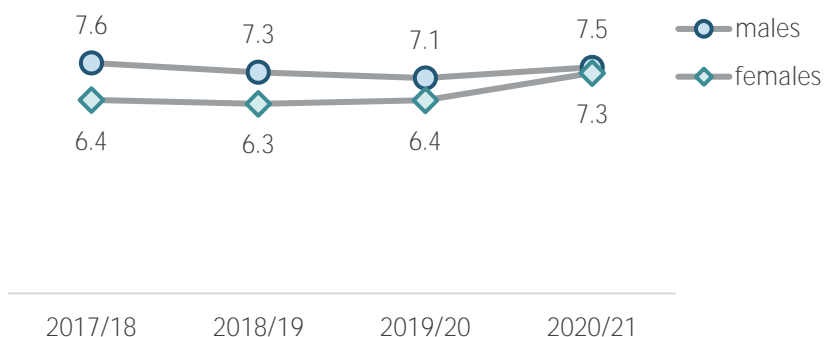
LOST-TIME CLAIMS BY GENDER



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

In the latest year, males accounted for 61% of lost-time claims, and 39% for 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 7.5 in 2020/21, higher than last year.



Females

Female workers consistently had lower frequency rates than males. However, in the latest year the gap between males and females lessened.

CLAIMANT CHARACTERISTICS

LOST-TIME CLAIMS BY AGE GROUP

AGE GROUP	2017/18	2018/19	2019/20	2020/21	4-year trend
15-19 years	462	445	378	487	▲
20-24 years	1,326	1,233	1,169	1,175	▼
25-34 years	3,031	3,005	2,772	3,026	■
35-44 years	2,900	2,953	2,867	3,079	▲
45-54 years	3,801	3,708	3,584	3,915	■
55-59 years	1,730	1,703	1,748	1,957	▲
60-64 years	1,092	1,174	1,188	1,309	▲
65+ years	425	464	486	598	▲
Unknown	3	2	4	1	▼
Lost-time claims	14,770	14,687	14,196	15,547	▲

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



Age groups

The 45-54 age group consistently lodged the most lost-time claims across the age groups, accounting for 25% of lost-time claims in 2020/21.

The older age group (65+ years) had the largest movement in lost-time claims (increased by 21%) over four years. However, this age group generally had lower numbers of lost-time claims.

FREQUENCY RATE BY AGE GROUP

AGE GROUP	2017/18	2018/19	2019/20	2020/21	4-year trend
15-19 years	7.4	6.9	6.1	7.1	■
20-24 years	7.4	6.9	6.7	6.7	▼
25-34 years	5.6	5.6	5.5	5.9	▲
35-44 years	5.8	5.9	5.8	6.0	■
45-54 years	8.4	7.7	7.5	8.4	■
55-59 years	9.6	9.1	9.6	10.3	▲
60-64 years	10.4	9.5	10.5	11.1	▲
65+ years	7.9	7.4	7.4	9.5	▲
Lost-time claims	7.1	6.9	6.8	7.4	■

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



Age groups

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

The 55-59 age group had the second highest frequency rate across four years.

CLAIMANT CHARACTERISTICS

LOST-TIME CLAIMS BY INDUSTRY DIVISION

INDUSTRY	2017/18	2018/19	2019/20	2020/21	4-year trend
Accommodation & food services	721	692	639	806	▲
Administrative & support services	340	324	356	392	▲
Agriculture, forestry & fishing	608	557	546	553	▼
Arts & recreation services	387	388	374	319	▼
Construction	1,949	1,769	1,711	1,718	▼
Education & training	1,303	1,384	1,414	1,684	▲
Electricity, gas, water & waste services	160	131	141	191	▲
Financial & insurance services	39	22	25	21	▼
Health care & social assistance	2,222	2,231	2,289	2,547	▲
Information media & telecommunications	41	25	28	25	▼
Manufacturing	1,632	1,600	1,437	1,560	■
Mining	1,297	1,403	1,352	1,632	▲
Other services	449	464	425	505	▲
Professional, scientific & technical services	254	270	250	272	▲
Public administration & safety	809	903	944	882	▲
Rental, hiring & real estate services	122	138	114	106	▼
Retail trade	1,042	982	854	880	▼
Transport, postal & warehousing	884	861	788	884	■
Wholesale trade	511	543	509	569	▲
Lost-time claims	14,770	14,687	14,196	15,546	▲

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



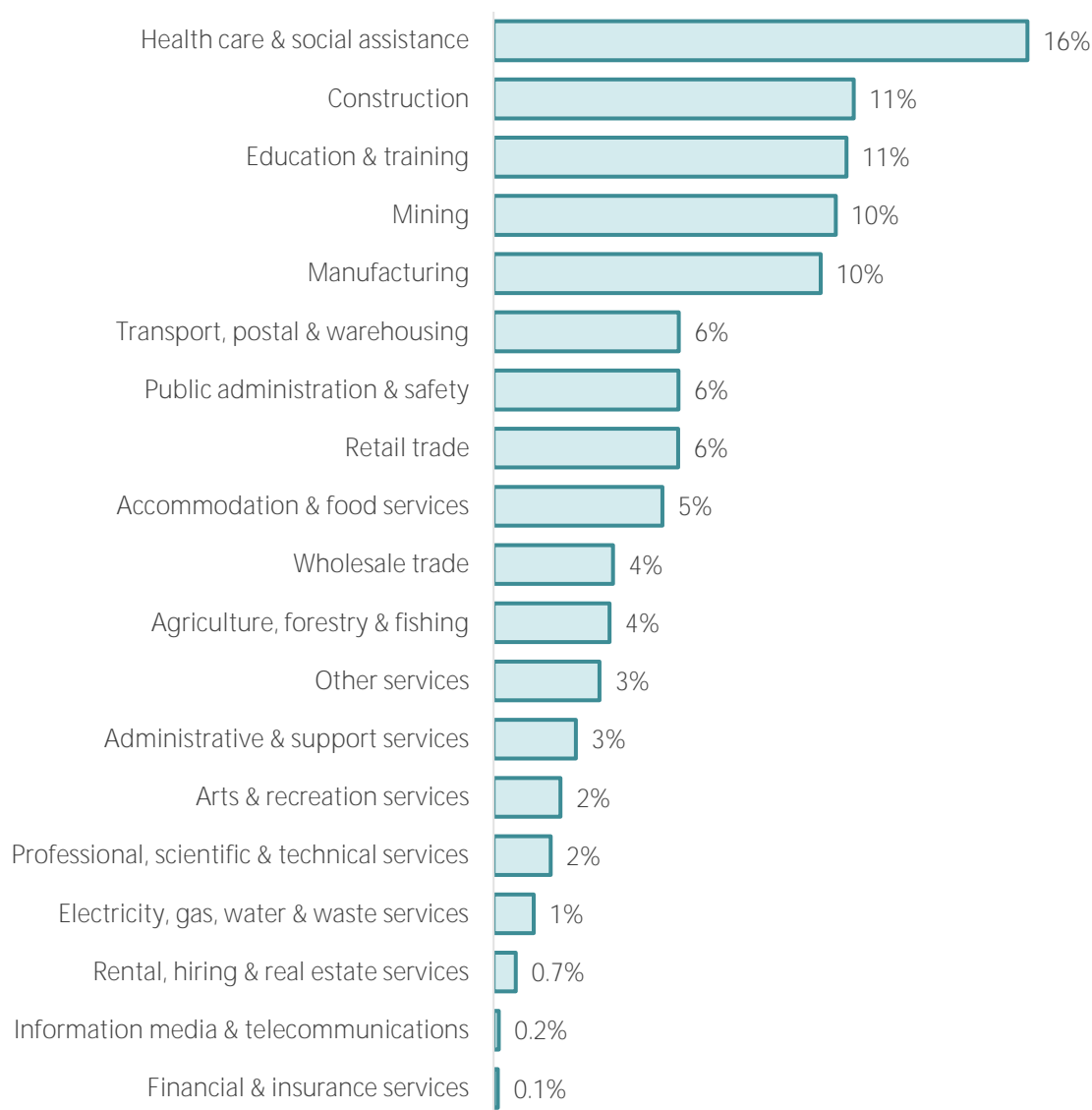
Health care and social assistance
consistently had the highest number of lost-time claims lodged across four years.



Financial and insurance services
had the least number of lost-time claims. In the latest year, 21 claims were lodged in this industry.

CLAIMANT CHARACTERISTICS

LOST-TIME CLAIMS PROPORTIONS BY INDUSTRY DIVISION 2020/21



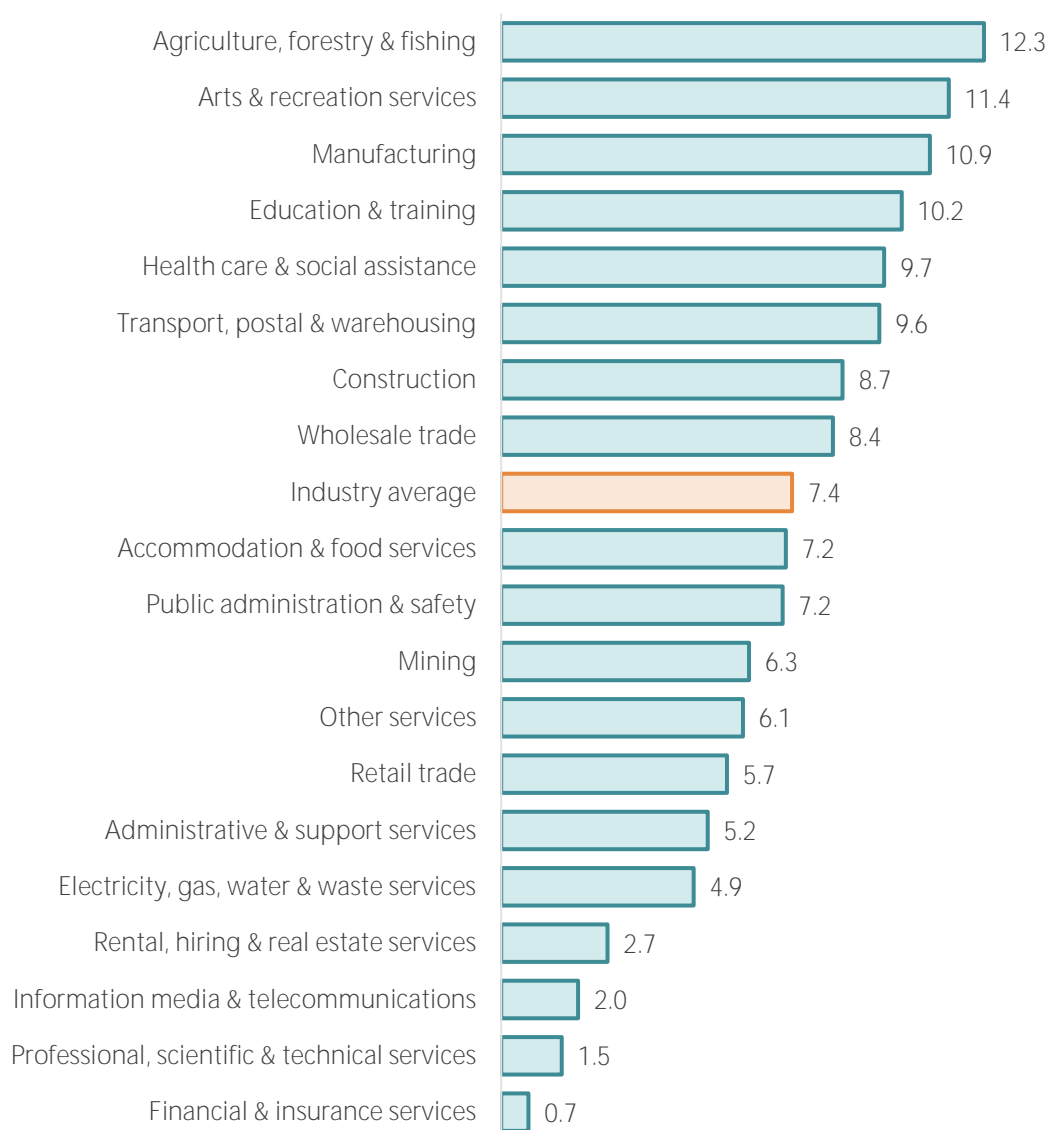
The highest proportion of lost-time claims were associated with **manual labour and high risk** industries.



The **Health care and social assistance** industry had the most lost-time claims lodged in the latest year. This division includes hospitals, medical, health, residential care, and social assistance services.

CLAIMANT CHARACTERISTICS

FREQUENCY RATE BY INDUSTRY DIVISION 2020/21



The risk associated with different industries is evident in frequency rates. For 2020/21, the average industry rate was 7.4 claims per million hours worked.



In 2020/21, industries with the highest frequency rates were Agriculture, forestry and fishing (12.3), Arts & recreation (11.4), and Manufacturing (10.9).

CLAIMANT CHARACTERISTICS

LOST-TIME CLAIMS BY OCCUPATION

OCCUPATION	2017/18	2018/19	2019/20	2020/21	4-year trend
Clerical & administrative workers	556	489	463	487	▼
Community & personal service workers	2,658	2,840	2,753	3,051	▲
Labourers	3,027	2,870	2,773	3,030	■
Machinery operators & drivers	2,405	2,452	2,390	2,665	▲
Managers	423	489	422	456	▲
Professionals	1,305	1,317	1,345	1,534	▲
Sales workers	636	618	578	635	■
Technicians & trades workers	3,760	3,612	3,472	3,688	■
Lost-time claims	14,770	14,687	14,196	15,546	▲

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



Technicians and trades workers continued to lodge the most lost-time claims across four years.

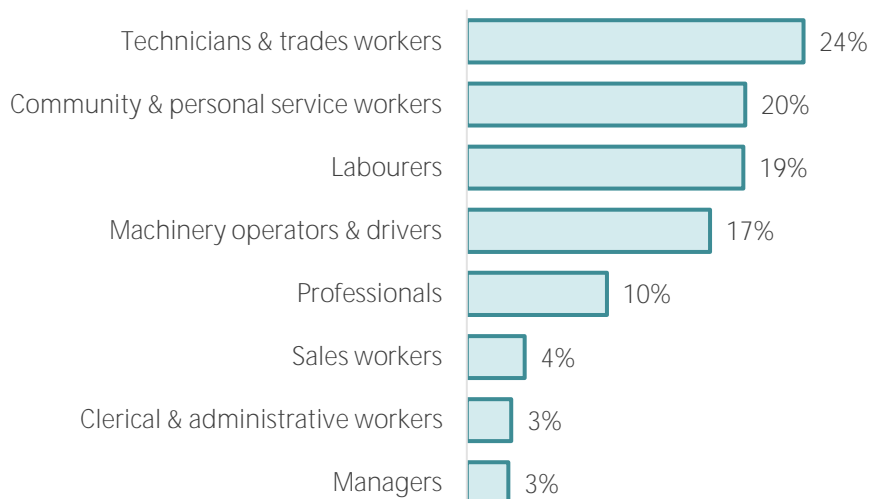


Labourers were the second highest occupation group with the most lost-time claims over four years.



Managers continued to lodge the least amount of lost-time claims, between 2017/18 and 2020/21.

LOST-TIME CLAIMS PROPORTION BY OCCUPATION 2020/21



Technicians and trades workers accounted for the largest proportion (24%) of lost-time claims across all occupations, followed by Community and personal service workers (20%), and Labourers (19%).

CLAIMANT CHARACTERISTICS

LOST-TIME CLAIMS PROPORTIONS BY REGION

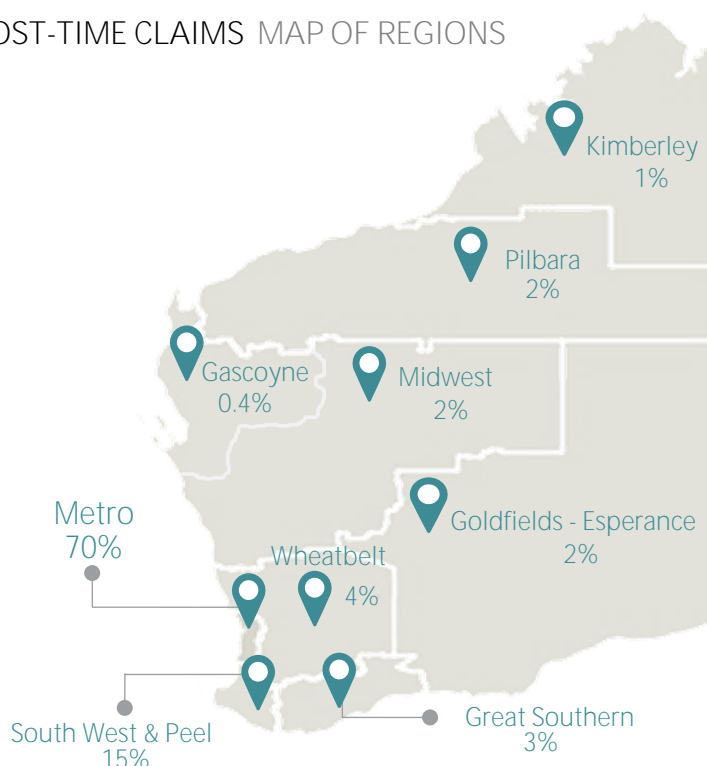
REGION	2017/18	2018/19	2019/20	2020/21	4-year trend
Metropolitan	69%	69%	69%	70%	■
South West	9%	8%	9%	9%	■
Peel	7%	7%	7%	7%	■
Wheatbelt	4%	4%	4%	4%	■
Great Southern	3%	3%	3%	3%	▼
Goldfield - Esperance	2%	2%	2%	2%	■
Midwest	3%	2%	2%	2%	▼
Pilbara	2%	2%	2%	2%	▲
Kimberley	2%	2%	2%	1%	▼
Gascoyne	0.4%	0.4%	0.3%	0.4%	■



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

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

LOST-TIME CLAIMS MAP OF REGIONS



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

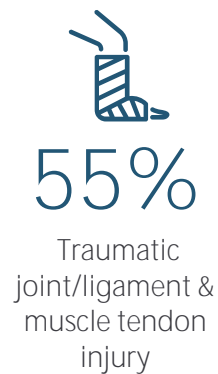
In 2020/21, the majority of lost-time claims occurred in the Perth metropolitan area (70%), followed by the South West and Peel region (15%).

TYPES OF INJURIES/DISEASES

The majority of work-related injuries and diseases resulted in temporary incapacity. This pattern is consistent over the four years.

Injuries resulting in permanent incapacity decreased from 31% to 21% of lost-time claims over the same period.

In 2020/21, the most common types of work-related injury/disease were...



EXTENT OF INCAPACITY



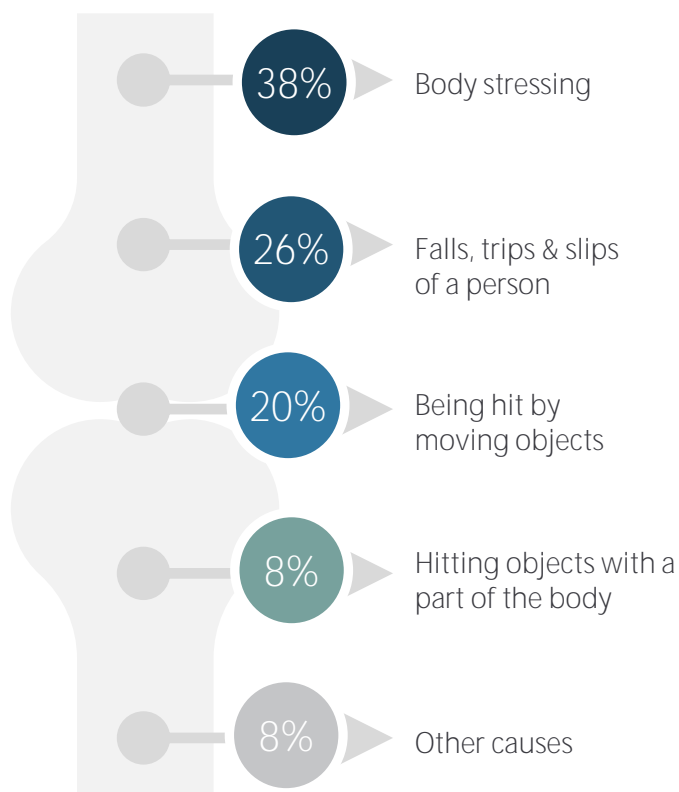
79%

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

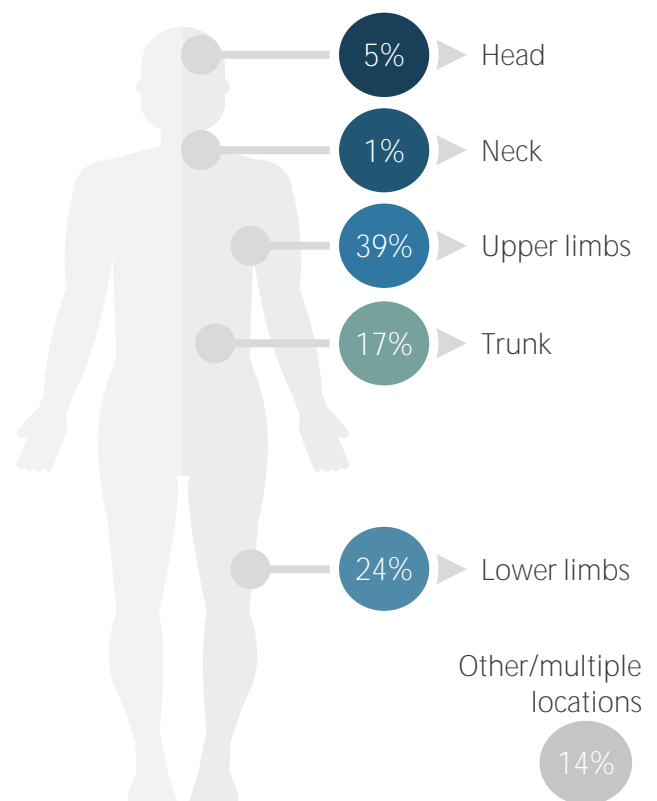
21%

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

MECHANISM OF INCIDENT



BODILY LOCATION



INJURY ATTRIBUTES

EXTENT OF INCAPACITY* LOST-TIME CLAIMS

CLAIMS	2017/18	2018/19	2019/20	2020/21	4-year trend
Temporary incapacity	10,129	10,280	10,326	12,227	▲
Permanent incapacity - partial	4,539	4,339	3,814	3,251	▼
Permanent incapacity - total	78	55	41	38	▼
No incapacity at any time	18	10	11	27	▲

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

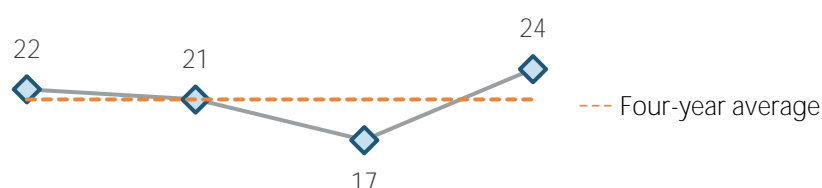
* Due to the evolving nature of claims, extent of incapacity data is subject to change particularly the most recent year.

EXTENT OF INCAPACITY PROPORTION OF LOST-TIME CLAIMS

PROPORTION	2017/18	2018/19	2019/20	2020/21	4-year trend
Temporary incapacity	69%	70%	73%	79%	▲
Permanent incapacity - partial	31%	30%	27%	21%	▼
Permanent incapacity - total	0.5%	0.4%	0.3%	0.2%	▼
No incapacity at any time	0.1%	0.1%	0.1%	0.2%	▲

▲ 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 ranged from 17 to 24, averaging 21 fatalities per year.

INJURY ATTRIBUTES

NATURE OF INJURY/DISEASE LOST-TIME CLAIMS

CLAIMS	2017/18	2018/19	2019/20	2020/21	4-year trend
INJURY					
Traumatic joint/ligament and muscle/tendon injury	7,566	7,495	7,545	8,535	▲
Wounds, lacerations, amputations and internal organ damage	3,129	3,109	2,672	2,737	▼
Fractures	1,788	1,731	1,800	1,891	▲
Burn	339	359	300	285	▼
Intracranial injuries	165	165	163	178	▲
Other injuries	316	276	266	241	▼
DISEASE					
Musculoskeletal & connective tissue diseases	664	602	506	655	■
Mental diseases	426	524	489	548	▲
Digestive system diseases	182	183	185	174	■
Nervous system & sense organ diseases	99	104	143	177	▲
Skin & subcutaneous tissue diseases	23	30	43	46	▲
Infectious and parasitic diseases	11	38	25	22	▲
Respiratory system diseases	11	20	16	19	▲
Circulatory system diseases	8	6	12	9	▲
Other diseases	43	45	31	30	▼
Lost-time claims	14,770	14,687	14,196	15,547	▲

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



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 ('sprains and strains') was the most common injury over four years. In 2020/21, this injury type accounted for more than half (55%) of lost-time claims.



Musculoskeletal and connective tissue diseases were the most common type of disease for lost-time claims lodged between 2017/18 and 2020/21.

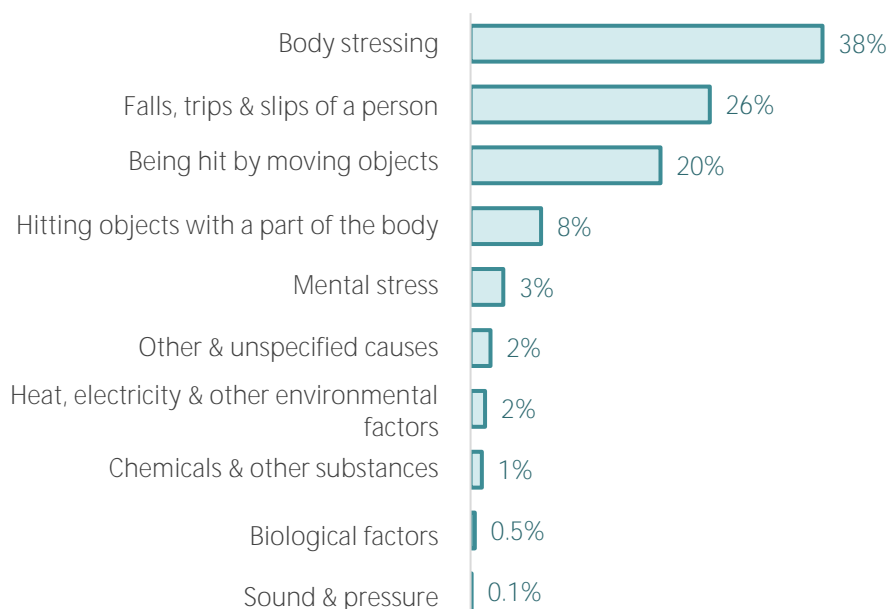
INJURY ATTRIBUTES

MECHANISM OF INCIDENT LOST-TIME CLAIMS

CLAIMS	2017/18	2018/19	2019/20	2020/21	4-year trend
Body stressing	5,428	5,294	5,119	5,850	▲
Falls, trips & slips of a person	3,617	3,553	3,630	3,977	▲
Being hit by moving objects	3,195	3,135	2,998	3,156	■
Hitting objects with a part of the body	1,159	1,139	1,081	1,172	■
Mental stress	423	521	487	543	▲
Other & unspecified causes	344	406	308	330	■
Heat, electricity & other environmental factors	295	318	247	242	▼
Chemicals & other substances	233	210	211	187	▼
Biological factors	51	97	95	71	▲
Sound & pressure	25	14	20	19	▼
Lost-time claims	14,770	14,687	14,196	15,547	▲

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

MECHANISM OF INCIDENT PROPORTION OF LOST-TIME CLAIMS 2020/21



The predominant causes of work-related injuries or diseases in 2020/21 were due to body stressing (38%), falls, trips and slips of a person (26%), and being hit by moving objects (20%).

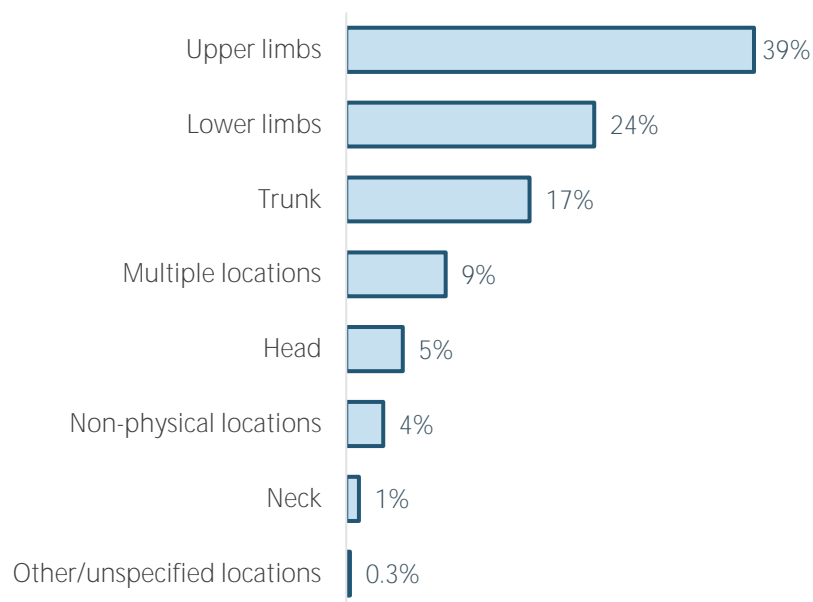
INJURY ATTRIBUTES

BODILY LOCATION OF INJURY/DISEASE LOST-TIME CLAIMS

CLAIMS	2017/18	2018/19	2019/20	2020/21	4-year trend
Upper limbs	5,748	5,607	5,578	6,050	▲
Lower limbs	3,475	3,447	3,303	3,679	▲
Trunk	2,752	2,674	2,447	2,720	■
Multiple locations	1,213	1,298	1,314	1,473	▲
Head	834	799	792	838	■
Non-physical locations	426	524	489	548	▲
Neck	199	222	177	186	▼
Other/unspecified locations	123	116	96	53	▼
Lost-time claims	14,770	14,687	14,196	15,547	▲

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

BODILY LOCATION OF INJURY/DISEASE PROPORTION OF LOST-TIME CLAIMS 2020/21



In the latest year, work-related injuries or diseases predominantly occurred to the limbs (63%), followed by the trunk (17%).

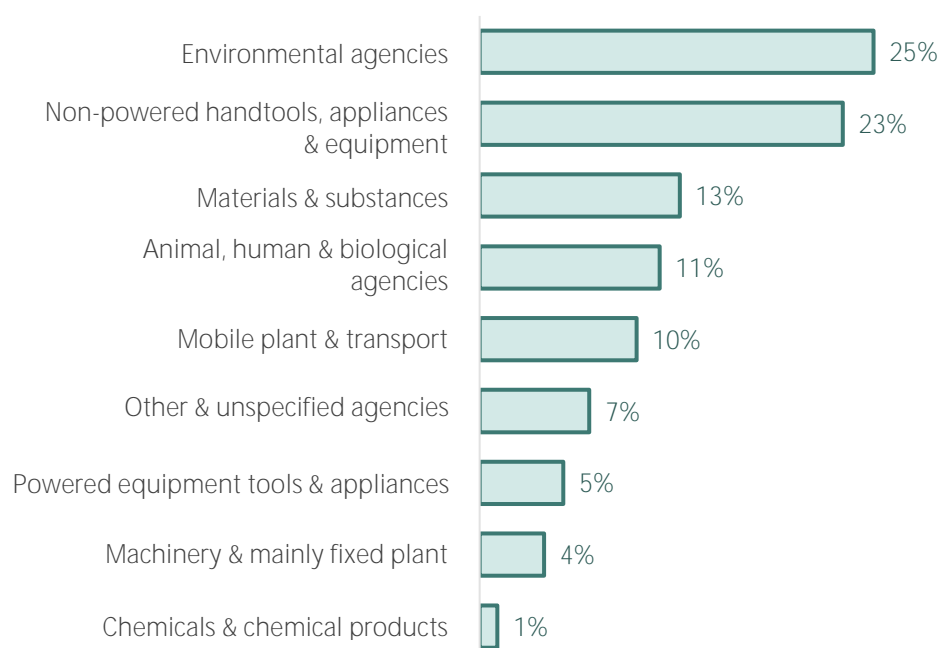
INJURY ATTRIBUTES

AGENCY OF INJURY/DISEASE LOST-TIME CLAIMS

CLAIMS	2017/18	2018/19	2019/20	2020/21	4-year trend
Environmental agencies	3,606	3,617	3,659	3,902	▲
Non-powered handtools, appliances & equipment	3,375	3,374	3,243	3,597	▲
Materials & substances	2,159	2,033	1,784	1,981	▼
Animal, human & biological agencies	1,653	1,675	1,603	1,783	▲
Mobile plant & transport	1,368	1,407	1,387	1,554	▲
Other & unspecified agencies	873	968	1,014	1,086	▲
Powered equipment tools & appliances	824	810	739	829	■
Machinery & mainly fixed plant	726	627	582	639	▼
Chemicals & chemical products	186	176	185	176	▼
Lost-time claims	14,770	14,687	14,196	15,547	▲

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

AGENCY OF INJURY/DISEASE PROPORTION OF LOST-TIME CLAIMS 2020/21



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 25% of work-related injuries or diseases in 2020/21, followed by non-powered handtools, appliances, and equipment (23%).

GLOSSARY

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.

GLOSSARY

Claims 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

Provides insight into claim duration and scheme exits by monitoring 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.

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.

Disputation rate

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

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.

GLOSSARY

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

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

Prior 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.

GLOSSARY

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.

GLOSSARY

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

- 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.

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.**