



Industry Benchmark Report

Reporting period 2019/20 to 2021/22

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Background

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

This report is based on claims statistics from the WA workers' compensation scheme from 2019/20 to 2021/22. It provides a three-year average of industry benchmarks that can be used for evaluation of the occupational safety and health performance of organisations. 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 29 September 2023.

Claim statistics are lost-time claims resulting from work-related injuries/diseases (excludes asbestos, journey and disallowed claims). Industry classification is based on the *Australian and New Zealand Standard Industrial Classification (ANZSIC) 2006*, published by the Australian Bureau of Statistics. The ANZSIC system groups together businesses that carry out similar economic activities and is structured into a hierarchy of units reflecting different levels of description (available at abs.gov.au).

This report includes:

- claim numbers by days lost group
- incidence rate
- frequency rate
- average days lost
- average claim cost

Terms and definitions

Claim costs	An estimate of costs for unfinalised claims, and the total cost of finalised claims attributed to the date in which a claim was lodged with an insurer.
Days lost	Number of days or shifts where the claimant is absent for work resulting from a work-related injury/disease, and is attributed to the date in which a claim was lodged with an insurer.
Frequency rate	The number of lodged claims per million hours worked. The number of hours worked is the total number of hours worked by workers covered by workers' compensation and hours are represented in millions. It is based on the number of hours worked by employed persons in Western Australia as supplied by the Australian Bureau of Statistics.
Incidence rate	The number of lodged claims per 100 workers. The number of lost time claims per hundred employees (part-time, full-time, casual, and seasonal) in Western Australia. It is based on employed persons in Western Australia as supplied by the Australian Bureau of Statistics.
Lost-time claims	Claims for which the injury or disease results in an absence from work of at least one day or shift.
np	Not published - claim costs for less than five claims are suppressed for confidentiality requirements.

Industry division	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
A - Agriculture, forestry and fishing	1,069	572	1,641	2.3	12.0	98.2	\$61,723
B - Mining	2,433	2,229	4,662	1.4	6.4	126.0	\$97,203
C - Manufacturing	3,086	1,569	4,655	2.0	10.9	97.8	\$57,978
D - Electricity, gas, water and waste services	250	236	486	0.9	5.0	149.7	\$87,563
E - Construction	2,986	2,228	5,214	1.8	8.8	119.8	\$77,904
F - Wholesale trade	997	571	1,568	1.4	7.7	107.5	\$64,299
G - Retail trade	1,670	941	2,611	0.7	5.2	104.6	\$55,558
H - Accommodation and food services	1,476	769	2,245	0.8	7.0	95.1	\$48,327
I - Transport, postal and warehousing	1,336	1,216	2,552	1.7	9.2	134.7	\$88,464
J - Information media and telecommunications	49	33	82	0.3	1.8	115.5	\$68,449
K - Financial and insurance services	36	35	71	0.1	0.9	130.3	\$83,527
L - Rental, hiring and real estate services	200	123	323	0.5	2.7	109.7	\$71,260
M - Professional, scientific and technical services	470	306	776	0.3	1.5	108.0	\$69,091
N - Administrative and support services	682	470	1,152	0.6	3.5	112.2	\$61,362
O - Public administration and safety	1,515	1,141	2,656	1.2	7.1	117.2	\$77,496
P - Education and training	3,112	1,388	4,500	1.3	8.8	87.9	\$45,295
Q - Health care and social assistance	4,149	2,928	7,077	1.3	9.5	113.2	\$62,821
R - Arts and recreation services	618	318	936	1.2	10.7	103.4	\$47,601
S - Other services	820	566	1,386	0.9	5.6	119.5	\$64,575
All industries	26,954	17,639	44,593	1.1	7.0	110.7	\$67,284

A - Agriculture, forestry and fishing Businesses mainly engaged in growing crops, raising animals, growing and harvesting timber, and harvesting fish and other animals from farms or their natural habitats.	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Agriculture	659	379	1,038	1.8	9.6	101.2	\$61,612
Agriculture, forestry and fishing support services	321	138	459	4.6	26.7	85.4	\$49,438
Aquaculture	7	5	12	1.0	7.4	65.6	\$55,406
Fishing, hunting and trapping	17	13	30	1.4	6.8	110.5	\$64,212
Forestry and logging	65	37	102	4.1	18.0	125.5	\$118,153
Total	1,069	572	1,641	2.3	12.0	98.2	\$61,723

B - Mining Businesses mainly extract naturally occurring mineral solids, such as coal and ores; liquid minerals, such as crude petroleum; and gases, such as natural gas.	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Coal mining	30	27	57	0.9	4.3	115.3	\$113,295
Exploration and other mining support services	1,317	1,100	2,417	3.3	14.7	115.4	\$91,873
Metal ore mining	953	998	1,951	0.9	4.3	139.4	\$101,933
Non-metallic mineral mining and quarrying	96	60	156	1.5	6.8	98.5	\$84,922
Oil and gas extraction	37	44	81	0.2	1.1	177.2	\$154,615
Total	2,433	2,229	4,662	1.4	6.4	126.0	\$97,203

C - Manufacturing Businesses mainly engaged in the physical or chemical transformation of materials, substances or components into new products (except agriculture and construction).	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Basic chemical and chemical product manufacturing	55	53	108	0.7	3.5	136.4	\$96,843
Beverage and tobacco product manufacturing	79	43	122	1.2	8.3	96.4	\$56,876
Fabricated metal product manufacturing	656	270	926	4.5	22.1	95.4	\$58,682
Food product manufacturing	572	297	869	1.9	10.7	109.3	\$52,432
Furniture and other manufacturing	80	49	129	0.8	4.5	108.1	\$57,923
Machinery and equipment manufacturing	507	225	732	2.0	10.2	87.2	\$56,167
Non-metallic mineral product manufacturing	191	113	304	4.2	22.1	97.6	\$54,688
Petroleum and coal product manufacturing	9	8	17	0.8	3.8	128.9	\$138,675
Polymer product and rubber product manufacturing	84	58	142	1.7	9.1	107.2	\$65,224
Primary metal and metal product manufacturing	357	169	526	1.8	8.8	90.0	\$60,501
Printing (including the reproduction of recorded media)	21	19	40	0.7	4.0	113.4	\$53,186
Pulp, paper and converted paper product manufacturing	3	9	12	0.6	3.3	139.3	\$78,796
Textile, leather, clothing and footwear manufacturing	29	25	54	1.1	8.9	123.0	\$60,265
Transport equipment manufacturing	258	144	402	2.3	11.6	84.8	\$53,300
Wood product manufacturing	185	87	272	4.7	25.6	96.6	\$59,484
Total	3,086	1,569	4,655	2.1	10.9	97.8	\$57,978

D - Electricity, gas, water and waste services Businesses engaged in the provision of electricity; gas through mains systems; water; drainage; and sewage services.	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Electricity supply	38	51	89	0.5	2.5	148.4	\$105,882
Gas supply	6	5	11	0.1	0.5	125.9	\$83,120
Waste collection, treatment and disposal services	164	142	306	2.6	14.3	156.8	\$81,630
Water supply, sewerage and drainage services	42	38	80	0.7	4.6	127.0	\$90,487
Total	250	236	486	0.9	5.0	149.7	\$87,563

E - Construction Businesses engaged in the construction of buildings and other structures, additions, alterations, reconstruction, installation, and maintenance and repairs of buildings and other structures.	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Building construction	403	323	726	0.9	4.8	126.4	\$78,917
Construction services	1,748	1,321	3,069	1.8	9.4	123.6	\$76,781
Heavy and civil engineering construction	835	584	1,419	2.8	12.7	108.2	\$79,817
Total	2,986	2,228	5,214	1.8	8.8	119.8	\$77,904

F - Wholesale trade Businesses mainly engaged in the purchase and onselling, the commission based buying, and the commission based selling of goods, without significant transformation, to businesses.	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Basic material wholesaling	257	150	407	1.3	7.0	117.3	\$71,751
Commission-based wholesaling	4	6	10	0.8	7.7	110.4	\$55,630
Grocery, liquor and tobacco product wholesaling	162	128	290	1.6	9.5	130.8	\$69,116
Machinery and equipment wholesaling	381	178	559	1.5	7.7	86.9	\$60,352
Motor vehicle and motor vehicle parts wholesaling	124	51	175	2.8	15.6	90.5	\$54,377
Other goods wholesaling	69	58	127	0.7	4.3	136.2	\$61,143
Total	997	571	1,568	1.4	7.7	107.5	\$64,299

G - Retail trade Businesses mainly engaged in the purchase and onselling, commission based buying, and commission based selling of goods, without significant transformation, to the general public.	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Food retailing	694	398	1,092	0.8	6.8	100.9	\$53,039
Fuel retailing	83	59	142	1.0	7.2	111.7	\$70,261
Motor vehicle and motor vehicle parts retailing	235	116	351	1.2	6.1	91.5	\$47,496
Non-store retailing and retail commission-based buying and/or selling	15	8	23	0.9	6.6	125.3	\$89,288
Other store-based retailing	643	360	1,003	0.5	3.8	111.7	\$58,268
Total	1,670	941	2,611	0.7	5.2	104.6	\$55,558

H - Accommodation and food services Businesses providing short-term accommodation for visitors and/or meals, snacks, and beverages for consumption by customers both on and off-site.	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Accommodation	229	156	385	1.3	9.2	124.2	\$55,700
Food and beverage services	1,247	613	1,860	0.8	6.6	89.0	\$46,801
Total	1,476	769	2,245	0.8	7.0	95.1	\$48,327

I - Transport, postal and warehousing Businesses mainly engaged in providing transportation of passengers and freight by road, rail, water or air.	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Air and space transport	63	48	111	0.8	6.4	119.1	\$90,953
Other transport	28	16	44	1.5	7.3	121.7	\$66,061
Postal and courier pick-up and delivery services	32	35	67	0.4	2.3	146.2	\$65,222
Rail transport	157	167	324	4.7	21.6	125.3	\$84,997
Road transport	624	667	1,291	1.9	9.2	155.9	\$98,214
Transport support services	221	168	389	1.9	9.9	112.5	\$85,469
Warehousing and storage services	194	104	298	2.2	12.7	87.5	\$63,265
Water transport	17	11	28	0.9	6.9	132.3	\$69,752
Total	1,336	1,216	2,552	1.7	9.3	134.7	\$88,464

J - Information media and telecommunications Businesses responsible for the creation and storage of information products, such as creative content – the stories, photographs and music – contained in movies, newspapers, books, and television and radio broadcasts. It also provides services to enable the storage and transmission of these information products via electronic, wireless, optical and other means.	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Broadcasting (except internet)	2	1	3	0.1	0.4	151.7	np
Internet publishing and broadcasting	—	—	—	—	—	—	—
Internet service providers, web search portals and data processing services	1	7	8	0.5	2.7	164.8	\$161,019
Library and other information services	18	4	22	0.7	5.5	87.6	\$20,683
Motion picture and sound recording activities	12	11	23	0.7	7.1	96.1	\$61,102
Publishing (except internet and music publishing)	11	4	15	0.5	4.7	63.8	\$25,204
Telecommunications services	5	6	11	0.1	0.5	236.4	\$132,932
Total	49	33	82	0.3	1.8	115.5	\$68,449

K - Financial and insurance services Businesses mainly engaged in financial transactions involving the creation, liquidation, or change in ownership of financial assets, and/or in facilitating financial transactions.	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Auxiliary finance and insurance services	3	9	12	0.1	0.3	229.1	\$109,934
Finance	20	8	28	0.2	1.0	80.0	\$36,679
Insurance and superannuation funds	13	18	31	0.3	1.6	137.5	\$115,619
Total	36	35	71	0.1	0.9	130.3	\$83,527

L - Rental, hiring and real estate services Businesses mainly engaged in renting, hiring, or otherwise allowing the use of tangible or intangible assets (except copyrights), and units providing related services.	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Property operators and real estate services	74	38	112	0.2	1.2	119.6	\$64,991
Rental and hiring services (except real estate)	126	85	211	1.3	6.7	104.4	\$74,587
Total	200	123	323	0.5	2.7	109.7	\$71,260

M - Professional, scientific and technical services Businesses mainly engaged in providing professional, scientific and technical services who specialise and sell their expertise.	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Computer system design and related services	10	16	26	0.1	0.3	174.0	\$94,710
Professional, scientific and technical services (except computer system design)	460	290	750	0.3	1.7	105.7	\$68,202
Total	470	306	776	0.3	1.5	108.0	\$69,091

N - Administrative and support services

Businesses mainly engaged in performing routine support activities for the day-to-day operations of other businesses or organisations.

	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Administrative services	294	203	497	0.3	1.8	111.1	\$67,993
Building cleaning, pest control and other support services	388	267	655	1.4	11.1	113.1	\$56,331
Total	682	470	1,152	0.6	3.5	112.2	\$61,362

O - Public administration and safety

Businesses mainly engaged in Central, State or Local Government legislative, executive and judicial activities; in providing physical, social, economic and general public safety and security services; and in enforcing regulations.

	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Defence	—	—	—	—	—	—	—
Public administration	254	122	376	0.2	1.3	100.4	\$61,629
Public order, safety and regulatory services	1,261	1,019	2,280	4.6	28.3	119.9	\$80,113
Total	1,515	1,141	2,656	1.2	7.1	117.2	\$77,496

P - Education and training

Businesses mainly engaged in the provision and support of education and training, except those engaged in the training of animals e.g. dog obedience training, horse training.

	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Adult, community and other education	51	32	83	0.2	1.2	134.0	\$67,706
Preschool and school education	2,895	1,263	4,158	1.8	12.4	86.1	\$43,721
Tertiary education	166	93	259	0.4	2.5	101.8	\$63,388
Total	3,112	1,388	4,500	1.3	8.8	87.9	\$45,295

Q - Health care and social assistance	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Businesses mainly engaged in providing human health care and social assistance.							
Hospitals	1,650	1,267	2,917	1.9	13.0	118.5	\$73,173
Medical and other health care services	562	321	883	0.6	4.2	96.8	\$60,720
Residential care services	1,136	741	1,877	2.3	16.5	108.2	\$51,257
Social assistance services	801	599	1,400	0.9	7.3	119.0	\$58,082
Total	4,149	2,928	7,077	1.3	9.5	113.2	\$62,821

R - Arts and recreation services	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Businesses engaged in preservation and exhibition of objects and sites of historical, cultural or educational interest; the production of original artistic works and/or participation in live performances, events, or exhibits intended for public viewing; and the operation of facilities or the provision of services that enable patrons to participate in sporting or recreational activities, or to pursue amusement interests.							
Creative and performing arts activities	20	16	36	0.7	5.0	126.1	\$58,042
Gambling activities	64	44	108	0.9	7.6	124.3	\$59,718
Heritage activities	262	101	363	2.3	16.1	94.2	\$42,127
Sports and recreation activities	272	157	429	1.0	9.7	104.0	\$48,306
Total	618	318	936	1.2	10.7	103.4	\$47,601

S - Other services	Three-year total			Three-year average			
	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Businesses mainly engaged in providing a range of personal care services, such as hair, beauty, diet and weight management services; providing death care services; promoting or administering religious events or activities; or promoting and defending the interests of their members.							
Personal and other services	278	202	480	0.7	4.7	135.6	\$59,632
Private households employing staff and undifferentiated goods- and service-producing activities of households for own use	9	18	27	n.a	n.a	198.6	\$98,372
Repair and maintenance	533	346	879	1.2	5.9	108.3	\$66,236
Total	820	566	1,386	0.9	5.6	119.5	\$64,575

- 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.