



 **WorkCoverWA**

# INDUSTRY STATISTICAL REPORT

## 2022/23

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Health Care & Social Assistance  
in the Western Australian  
Workers' Compensation Scheme

October 2023



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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.

Industry Statistical Report:  
Health care and social assistance  
2019/20 to 2022/23p

Published: October 2023

Data was extracted on 4 October 2023

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# Table of Contents

About this report .....	4
Health care & social assistance at a glance .....	5
Claim numbers	
Claims by lost-time .....	6
Frequency rate .....	6
Claims by days lost .....	7
Claim payments	
Direct compensation payments .....	8
Service payments .....	8
Claim costs	
Total claim costs .....	10
Proportion by days lost .....	10
Average claim costs .....	10
Claims by industry subdivision	
Claim numbers by lost-time .....	11
Lost-time claims and frequency rate .....	12
Return to work status .....	13
Claimant characteristics	
Age group .....	14
Occupation .....	15
Injury/disease attributes	
Nature of injury/disease .....	16
Bodily location of injury/disease .....	17
Mechanism of incident .....	18
Agency of injury/disease .....	19
Glossary .....	20
Disclaimer .....	24

# About This Report

## Purpose of the report

WorkCover WA annually publishes eight industry-specific reports covering the following high-risk industry divisions:

- Agriculture, forestry and fishing
- Arts and recreation services
- Construction
- Education and training
- Health care and social assistance
- Manufacturing
- Mining
- Transport, postal and warehousing.

These reports provide insight into claims activity **within the Western Australian Workers' Compensation** scheme over a four-year period.

## Changes to the report

WorkCover WA is committed to providing relevant and timely information to stakeholders. In doing so, the 2023 report has been changed to include data up to the most recently completed financial year (i.e. 2022/23p, where the 'p' signifies '**provisional** data' - data that is subject to change over time as further information about the claims are received).

These changes are less likely to affect claim numbers but will have more impact on claim payments.

## Things to note

As data for the most recent financial year is subject to develop over time due to the evolving nature of claims, care should be exercised when referencing and comparing against previous years.

Information in the report should also be read with consideration of the statements set out in the disclaimer page provided.

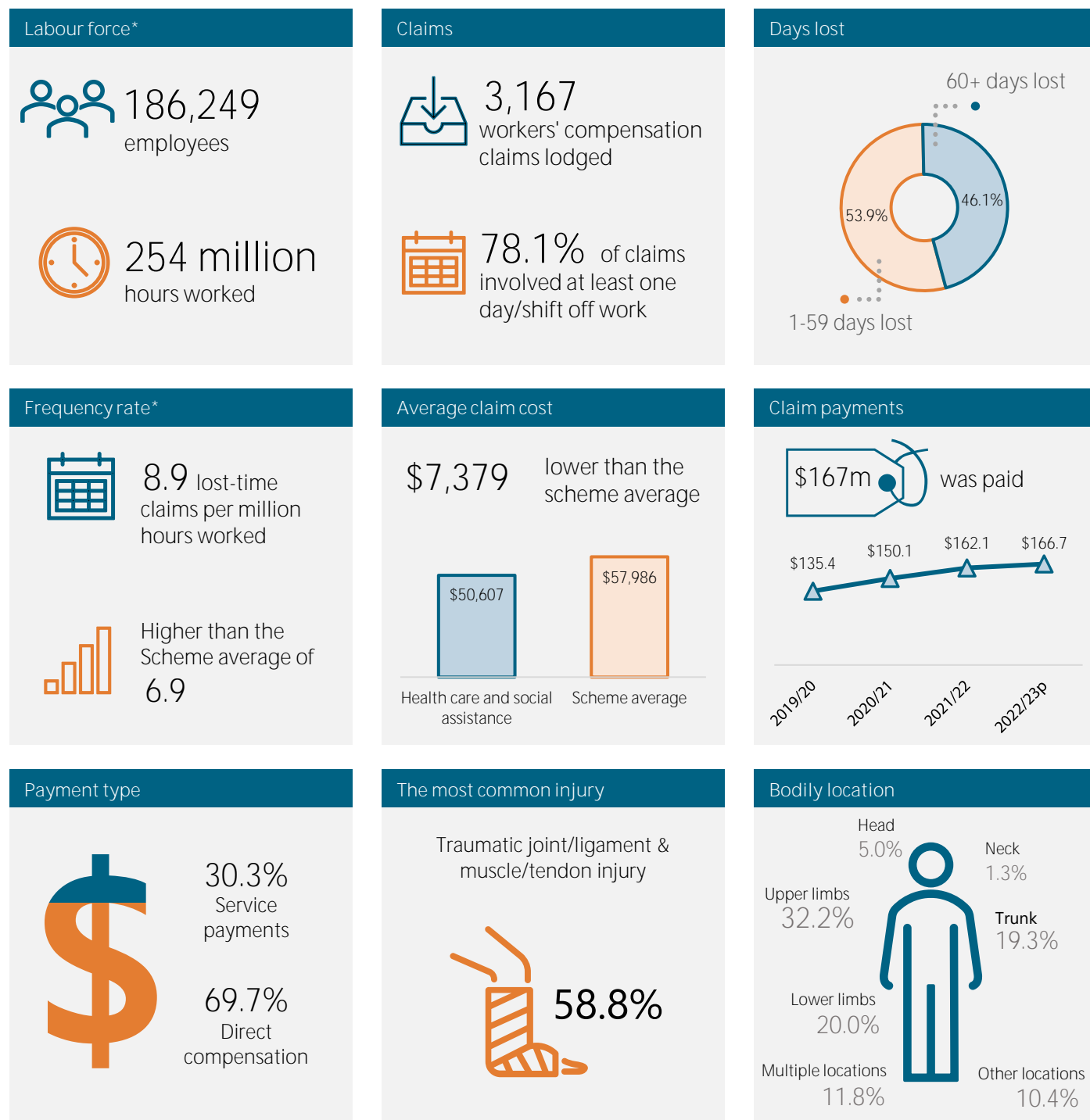
Frequency rates are based on the latest available data sourced from the Australian Bureau of Statistics, which lags by one year from this report's timeframe.

## Health care & social assistance

The Health Care and Social Assistance industry is classified according to the *Australian and New Zealand Standard Industrial Classification 2006* provided by the Australian Bureau of Statistics.

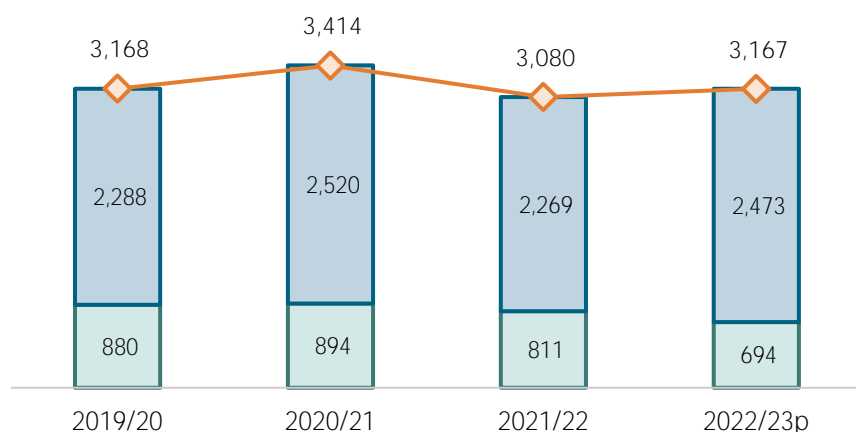
This industry includes hospitals, medical, allied health, and residential care services.

### Health care & social assistance at a glance 2022/23p



\* Based on 2021/22, as 2022/23 was not available at the time of report

## Claim numbers number of claims lodged by lost-time



## ■ All claims

Total claims in the Health care and social assistance industry remained stable over four years.

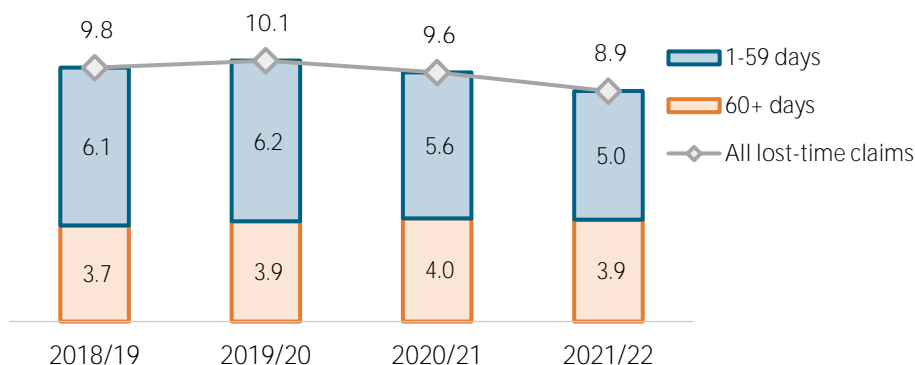
## ■ Lost-time claims

Lost-time claims averaged 2,388 claims per year between 2019/20 to 2022/23p.

## ■ No lost-time claims

Claims with no time off work averaged 820 claims per year over the same period.

## Frequency rate\* lost-time claims per million hours worked



Frequency rate indicates the prevalence of workers' compensation lost-time claims by measuring the number of claims per million hours worked. The number of hours worked by employed persons is supplied by the Australian Bureau of Statistics.

\* The 2022/23 frequency rates were not available at the time of the report.

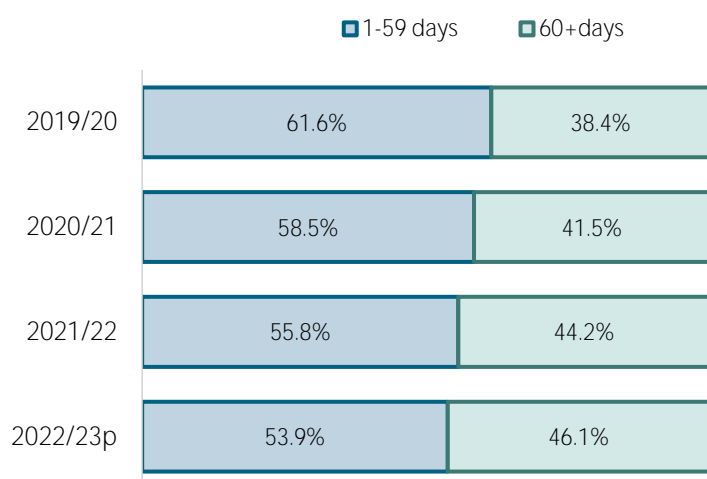


For claims lodged in 2021/22, the frequency rate for the Health care and social assistance industry was 8.9 lost-time claims per million hours worked. This is higher than the scheme average of 6.9.

## Claim numbers number of claims lodged by days lost

DAYS LOST	2019/20	2020/21	2021/22	2022/23p
0 days	880	894	811	694
1 - 4 days	384	353	314	287
5 - 19 days	545	622	510	516
20 - 59 days	480	500	441	529
60 - 119 days	286	312	332	459
120 - 179 days	156	183	162	275
180+ days	437	550	510	407
Total claims	3,168	3,414	3,080	3,167

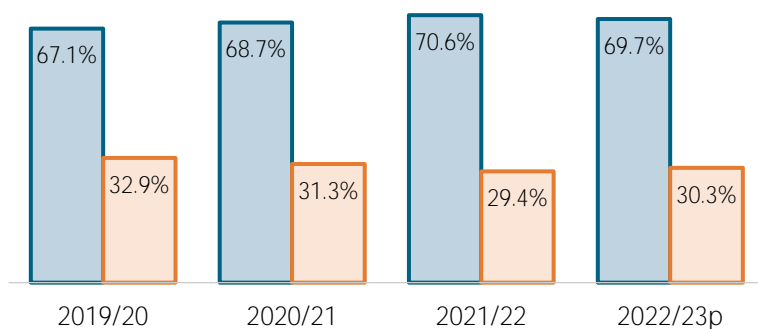
## Lost-time claims proportions by days lost



Health care & social assistance accounts for 12.7% of total claims lodged in 2022/23p in the WA workers' compensation scheme.

## Health care &amp; social assistance

## Total claim payments proportions by payment group

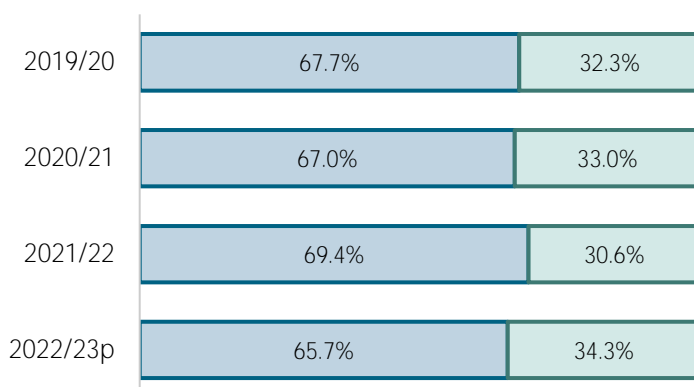


**Direct compensation**  
payments made directly to the worker (either by income replacement or lump sums).



**Service payments**  
includes medical & hospital, allied health, workplace rehabilitation and legal & miscellaneous payments.

## Direct compensation payments proportions by payment type

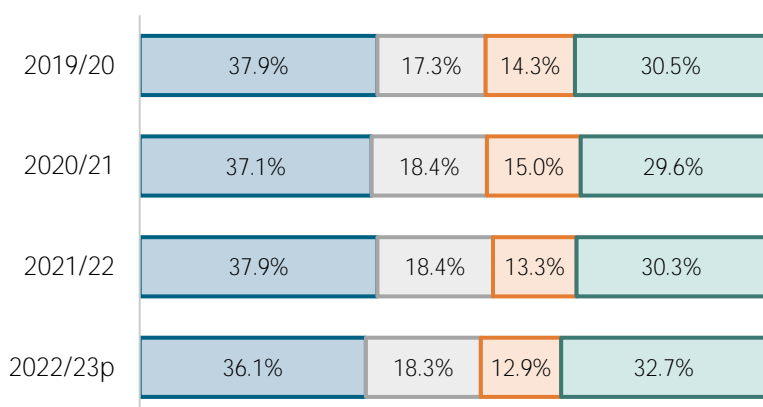


**Income payments**  
accounted for almost two-thirds of direct compensation payments to workers over four years.



**Lump sums**  
accounted for 30.6% to 34.3% of direct compensation payments to workers over the last four years.

## Service payments proportions by payment type



**Medical & hospital**



**Allied health**



**Workplace rehabilitation**



**Legal & miscellaneous**



## Health care &amp; social assistance

## Claim payments (\$million adjusted)

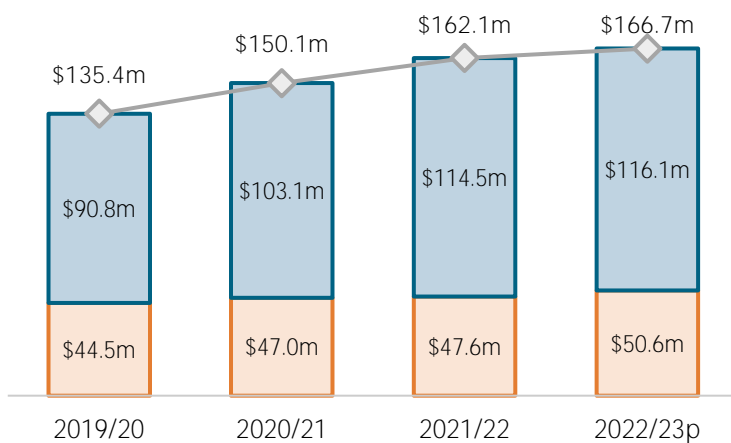
	2019/20	2020/21	2021/22	2022/23p
<b>DIRECT COMPENSATION</b>				
Income payments	\$61.5m	\$69.0m	\$79.5m	\$76.3m
Lump sums	\$29.3m	\$34.1m	\$35.0m	\$39.8m
<b>SERVICE PAYMENTS</b>				
Medical & hospital	\$16.9m	\$17.4m	\$18.1m	\$18.3m
Allied health*	\$7.7m	\$8.6m	\$8.8m	\$9.3m
Workplace rehabilitation	\$6.4m	\$7.0m	\$6.3m	\$6.5m
Legal & miscellaneous	\$13.6m	\$13.9m	\$14.4m	\$16.5m
<b>Total claim payments</b>	<b>\$135.4m</b>	<b>\$150.1m</b>	<b>\$162.1m</b>	<b>\$166.7m</b>



Total claim payments are adjusted to allow meaningful comparisons over time.

\* Allied health includes 'other treatment services'.

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



Direct compensation payments show an increasing trend over four years.



Service payments increased from \$44.5 million to \$50.6 million over the four year period.



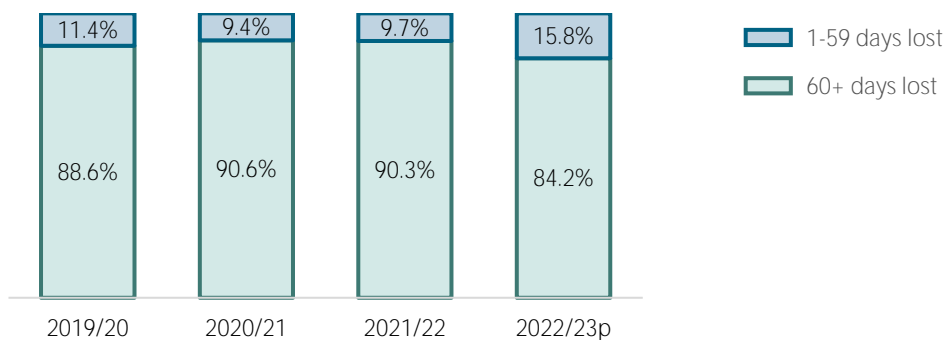
Payments for claims in the Health care and social assistance industry in 2022/23p totalled **\$166.7 million**, accounting for **14.0%** of total scheme payments.

## Claim costs\* total claim costs by days lost

	2019/20	2020/21	2021/22	2022/23p
1-59 days lost	\$15.5m	\$15.4m	\$14.1m	\$19.5m
60+ days lost	\$120.7m	\$148.1m	\$131.4m	\$105.1m
Total claims	\$136.2m	\$163.5m	\$145.5m	\$124.6m

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

## Claim costs\* proportion of claim costs by days lost



## Claim costs\* average claim costs by days lost

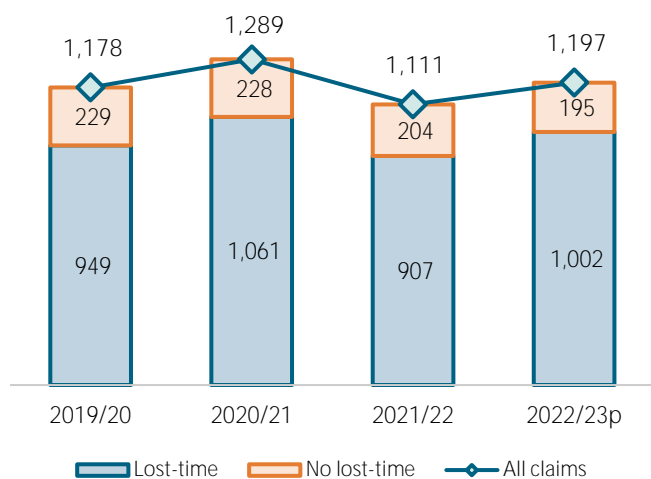
	2019/20	2020/21	2021/22	2022/23p
1-59 days lost	\$10,967	\$10,427	\$11,160	\$14,608
60+ days lost	\$137,320	\$141,744	\$130,963	\$93,180
Total claims	\$59,509	\$64,904	\$64,119	\$50,607



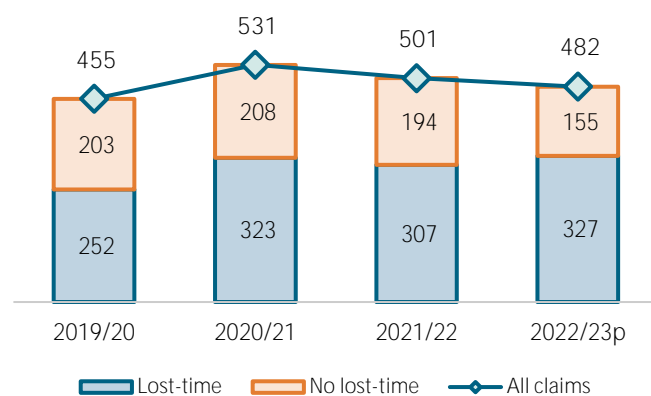
The average claim cost in Health care and social assistance was **\$50,607** in 2022/23p, compared with the scheme average of \$57,682.

## Claim numbers by lost-time per industry subdivision

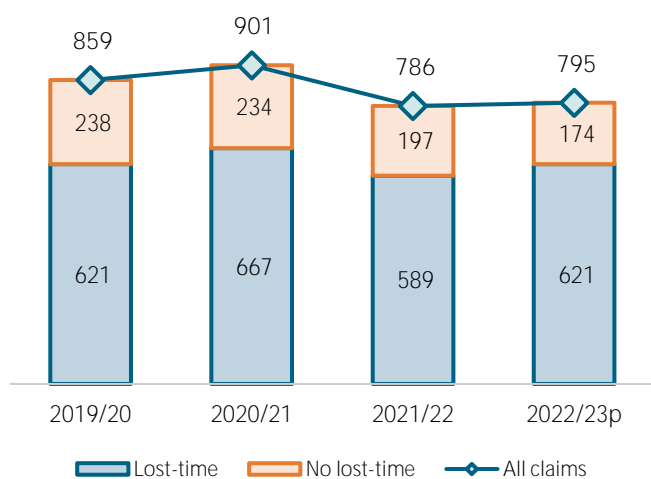
## Hospitals



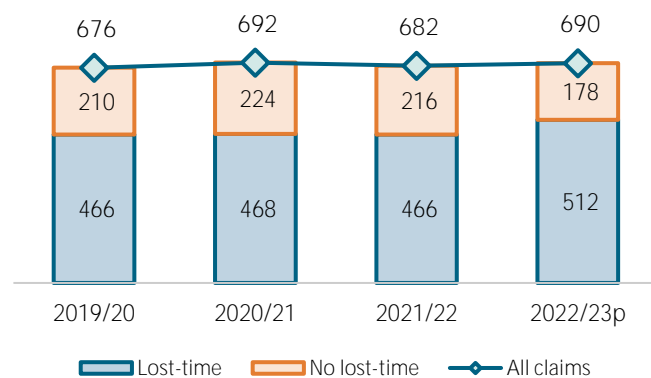
## Medical and other health care services



## Residential care services



## Social assistance services



## Lost-time claims and frequency rate by industry subdivision

SUBDIVISION	2019/20	2020/21	2021/22	2022/23p	Average* frequency rate
Hospitals	949	1,061	907	1,002	12.6
1-59 days lost	556	614	480	537	7.2
60+ days lost	393	447	427	465	5.4
Medical and other health care services	252	323	307	327	4.2
1-59 days lost	162	208	192	184	2.7
60+ days lost	90	115	115	143	1.5
Residential care services	621	667	589	621	17.3
1-59 days lost	385	394	357	328	10.5
60+ days lost	236	273	232	293	6.8
Social assistance services	466	468	466	512	7.4
1-59 days lost	306	258	237	285	4.4
60+ days lost	160	210	229	227	3.0
Total claims	2,288	2,519	2,269	2,462	9.6

\* The average frequency rate is over four years (2018/19 to 2021/22). The 2022/23 frequency rate was not available at the time of the report.



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

## Work status rate lost-time claims

Return to work rate	2019/20	2020/21	2021/22	2022/23p
at 1 month	71.5%	69.6%	65.1%	61.2%
at 3 months	82.6%	81.4%	78.0%	73.9%
at 6 months	87.6%	85.8%	84.0%	79.7%
at 12 months	89.4%	88.5%	86.5%	n/a



The return to work rate measures the proportion of claimants who returned to work at any capacity at key intervals from the date of claim lodgement.



For 2021/22, 86.5% of claimants in Health care and social assistance returned to work at 12 months after the claim was lodged, on par with the overall scheme (87.3%).

## Lost-time claims by age group

AGE GROUP	2019/20	2020/21	2021/22	2022/23p
15-19 years	11	17	12	11
20-24 years	114	102	113	132
25-34 years	307	390	348	368
35-44 years	445	478	430	458
45-54 years	670	704	611	635
55-59 years	347	409	346	359
60-64 years	288	296	257	350
65+ years	106	123	152	149
Total claims	2,288	2,519	2,269	2,462

## Frequency rate\* by age group

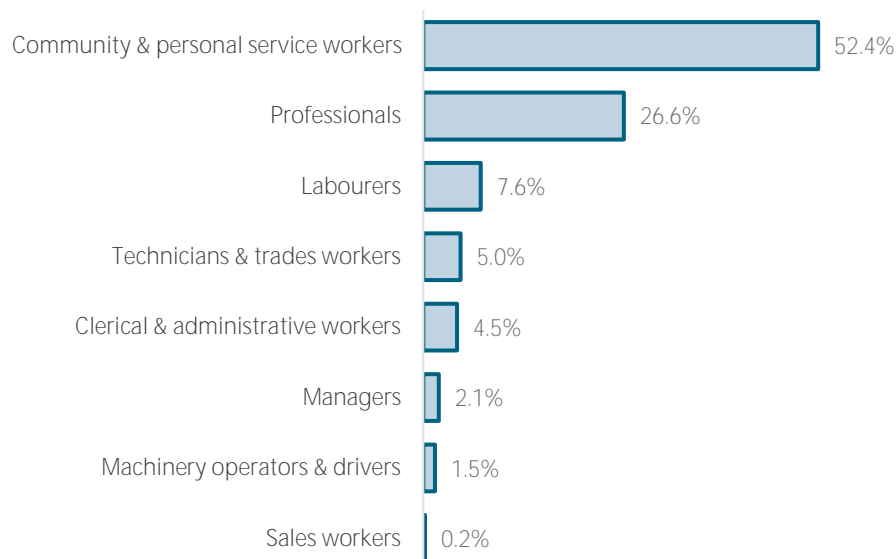
AGE GROUP	2019/20	2020/21	2021/22	2022/23p
15-19 years	5.8	6.1	3.7	n/a
20-24 years	6.6	6.3	5.2	n/a
25-34 years	5.6	5.2	5.6	n/a
35-44 years	9.2	8.3	7.5	n/a
45-54 years	12.2	12.1	11.3	n/a
55-59 years	16.0	17.7	13.9	n/a
60-64 years	14.4	16.7	13.5	n/a
65+ years	14.0	11.3	13.0	n/a
Total claims	10.1	9.6	8.9	n/a

\* The 2022/23 frequency rate was not available at the time of the report.

## Lost-time claims by occupation

OCCUPATION	2019/20	2020/21	2021/22	2022/23p
Community & personal service workers	1,252	1,375	1,185	1,291
Professionals	520	619	594	656
Labourers	218	205	170	188
Technicians & trades workers	112	131	120	122
Clerical & administrative workers	107	134	125	110
Managers	37	15	32	51
Machinery operators & drivers	33	30	35	38
Sales workers	9	10	8	6
Total claims	2,288	2,519	2,269	2,462

## Lost-time claims proportions by occupation 2022/23p



## Lost-time claims by nature of injury/disease

NATURE	2019/20	2020/21	2021/22	2022/23p
Traumatic joint/ligament & muscle/tendon injury	1,477	1,631	1,339	1,448
Wounds, lacerations, amputations & internal organ damage	259	292	294	274
Fractures	191	166	189	202
Mental diseases	144	157	140	193
Musculoskeletal & connective tissue diseases	91	131	157	157
Infectious & parasitic diseases	5	3	4	49
Intracranial injuries	29	24	26	40
Burn	24	34	37	32
Other injuries	28	24	26	29
Nervous system & sense organ diseases	15	30	31	16
Skin & subcutaneous tissue diseases	9	10	16	9
Digestive system diseases	14	14	6	8
Respiratory system diseases	1	3	0	2
Circulatory system diseases	0	0	4	2
Injury to nerves & spinal cord	1	0	0	1
Total claims	2,288	2,519	2,269	2,462



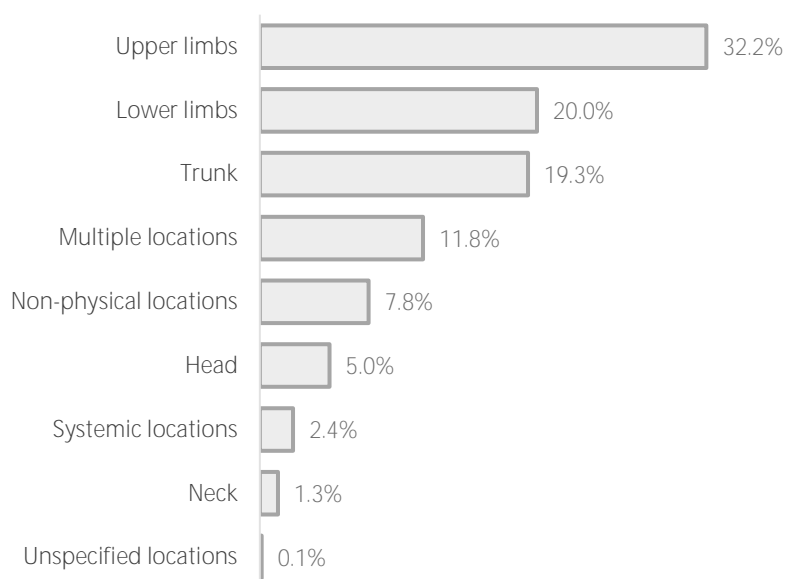
Sprains and strains (traumatic joint/ligament and muscle/tendon injury) continue to be the leading type of injury for claims lodged in the Health care and social assistance industry (58.8%), and shows the same pattern in the overall scheme (49.5%) in 2022/23p.



## Lost-time claims by bodily location of injury/disease

LOCATION	2019/20	2020/21	2021/22	2022/23p
Upper limbs	797	880	798	793
Lower limbs	423	466	422	492
Trunk	444	509	408	476
Multiple locations	323	346	321	290
Non-physical locations	144	157	140	193
Head	110	110	134	124
Neck	38	40	37	32
Systemic locations	9	11	9	59
Unspecified locations	0	0	0	3
Total claims	2,288	2,519	2,269	2,462

## Lost-time claims proportions by bodily location of injury/disease 2022/23p

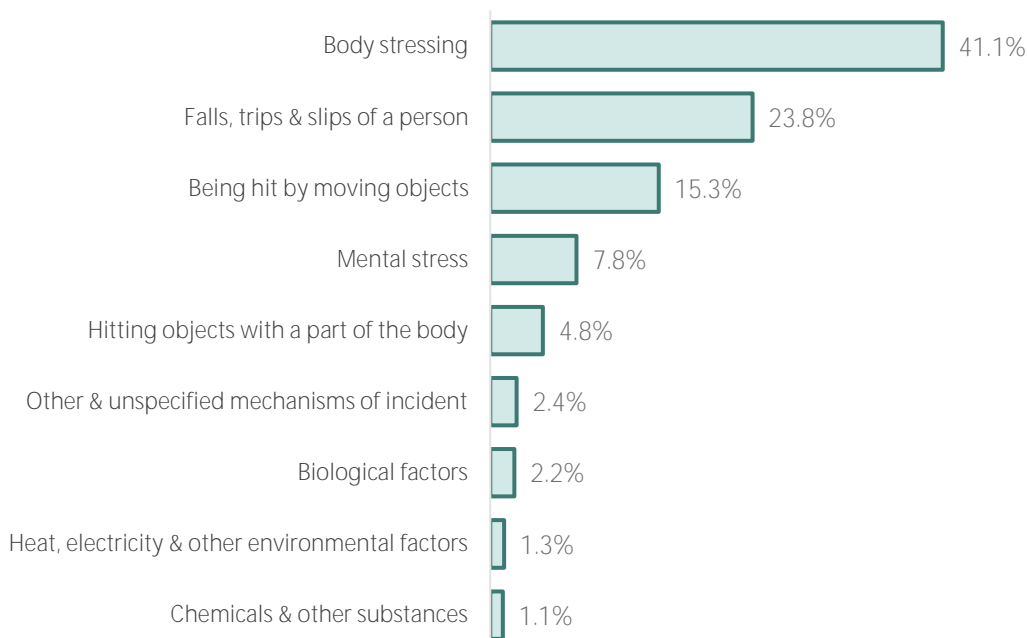


Upper and lower limbs injuries accounted for 52.2% of total claims lodged in 2022/23p.

## Lost-time claims by mechanism of incident

MECHANISM	2019/20	2020/21	2021/22	2022/23p
Body stressing	976	1,197	971	1,013
Falls, trips & slips of a person	559	528	544	587
Being hit by moving objects	400	417	354	377
Mental stress	143	156	139	193
Hitting objects with a part of the body	109	99	111	118
Other & unspecified mechanisms of incident	39	52	70	59
Biological factors	16	6	10	54
Heat, electricity & other environmental factors	24	38	35	31
Chemicals & other substances	21	25	35	28
Sound & pressure	1	1	0	2
Total claims	2,288	2,519	2,269	2,462

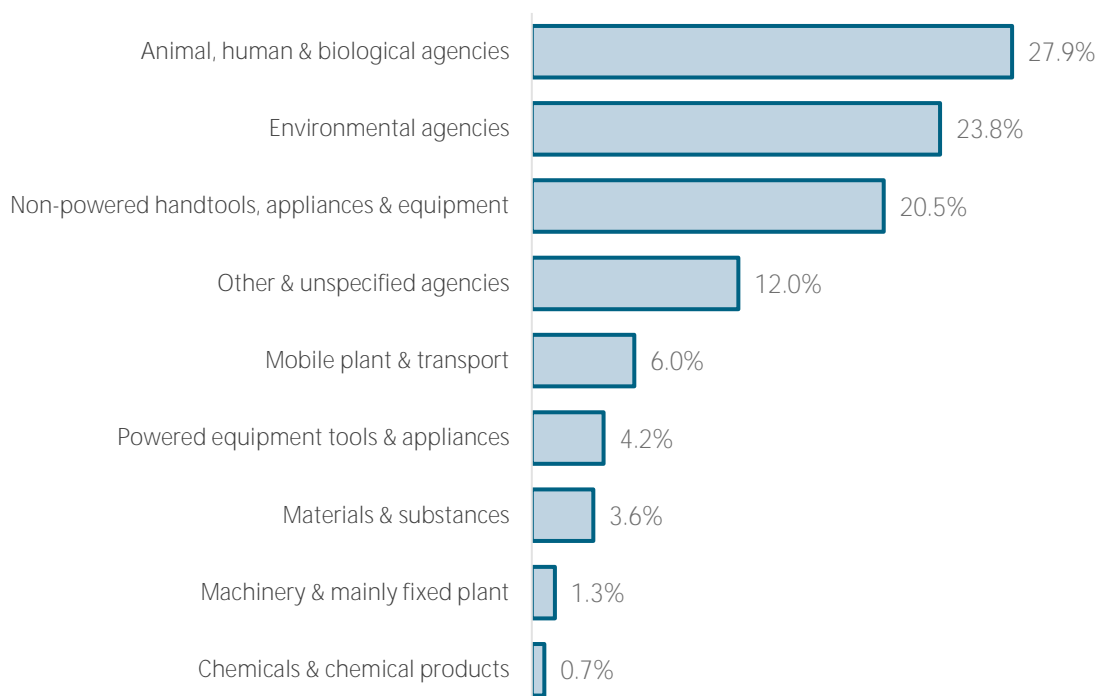
## Lost-time claims proportions by mechanism of incident 2022/23p



## Lost-time claims by agency of injury/disease

AGENCY	2019/20	2020/21	2021/22	2022/23p
Animal, human & biological agencies	704	753	641	688
Environmental agencies	561	511	530	585
Non-powered handtools, appliances & equipment	429	535	475	504
Other & unspecified agencies	248	271	213	296
Mobile plant & transport	127	165	143	147
Powered equipment tools & appliances	92	119	112	103
Materials & substances	80	105	101	88
Machinery & mainly fixed plant	28	39	27	33
Chemicals & chemical products	19	21	27	18
Total claims	2,288	2,519	2,269	2,462

## Lost-time claims proportions by agency of injury/disease 2022/23p



# 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 circumstances which ultimately led to the most serious injury or disease. A comprehensive list of this classification is available from <i>Safe Work Australia Type of Occurrence Classification System 3rd edition</i> ( <a href="http://safeworkaustralia.gov.au">safeworkaustralia.gov.au</a> ).
Bodily location	The part of the body affected by the most serious injury or disease. A comprehensive list of this classification is available from <i>Safe Work Australia Type of Occurrence Classification System 3rd edition</i> ( <a href="http://safeworkaustralia.gov.au">safeworkaustralia.gov.au</a> ).
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><b>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:</b></p> <ul style="list-style-type: none"> <li>▲ lost-time journey claims between home and work</li> <li>▲ asbestos-related diseases, including mesothelioma and pneumoconiosis, caused by asbestos exposure</li> <li>▲ duplicated or disallowed (by an insurer).</li> </ul> <p>Due to the evolving nature of claims, data is subject to change particularly the most recent year.</p>

# Glossary

TERM	DEFINITION / EXPLANATION OF TERM
Claim payments	<b>Categories are based on WorkCover WA's Guidelines for Completing Form WC 101.</b> 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.
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: <ul style="list-style-type: none"><li>▲ redemption payments made under Schedule 1</li><li>▲ specific injury payments made under Schedule 2</li><li>▲ fatal payments including funeral expenses</li><li>▲ common law and other Acts payments.</li></ul>
Frequency rate	The number of lost-time claims per million hours worked and indicates the <b>prevalence of workers' compensation claims. It is based on the number of hours</b> worked by employed persons in Western Australia as supplied by the Australian Bureau of Statistics.
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 ( <a href="http://abs.gov.au">abs.gov.au</a> ).
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.

# Glossary

TERM	DEFINITION / EXPLANATION OF TERM
Mechanism of incident	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 <i>Safe Work Australia's Type of Occurrence Classification System 3rd edition</i> ( <a href="https://safeworkaustralia.gov.au">safeworkaustralia.gov.au</a> ).
Nature of injury or disease	The most serious injury or disease suffered by the worker. The full list of this classification is available from <i>Safe Work Australia's Type of Occurrence Classification System 3rd edition</i> ( <a href="https://safeworkaustralia.gov.au">safeworkaustralia.gov.au</a> ).
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 ( <a href="https://abs.gov.au">abs.gov.au</a> ).
Service payments	<p>Service payments include:</p> <ol style="list-style-type: none"> <li>1. medical and hospital payments: <ul style="list-style-type: none"> <li>▲ medical practitioner and specialist payments (consultation and treatment expenses rendered by general practitioners and medical specialists)</li> <li>▲ hospital expenses (hospital accommodation and hospital treatment)</li> </ul> </li> <li>2. allied health payments: <ul style="list-style-type: none"> <li>▲ 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)</li> </ul> </li> <li>3. workplace rehabilitation payments: <ul style="list-style-type: none"> <li>▲ 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)</li> </ul> </li> <li>4. legal and miscellaneous: <ul style="list-style-type: none"> <li>▲ 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)</li> <li>▲ miscellaneous (includes general items that do not fit in any other category, for example travelling, meals and lodgings, under clause 19 of Schedule 1).</li> </ul> </li> </ol>

# Glossary

TERM	DEFINITION / EXPLANATION OF TERM
Worker	<p>As defined in Section 5 of the <i>Workers' Compensation and Injury Management Act 1981</i>, a worker is defined as:</p> <ul style="list-style-type: none"><li>a) any person to whose service any industrial award or industrial agreement applies; and</li><li>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.</li></ul>

- 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.**