



INDUSTRY STATISTICAL REPORT

2022/23

Transport, Postal & Warehousing
in the Western Australian
Workers' Compensation Scheme

October 2023



Corporate Services
Business Intelligence Services
2 Bedbrook Place
Shenton Park WA 6008

 workcover.wa.gov.au

 communications@workcover.wa.gov.au

 Advice and Assistance: 1300 794 744

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:
Transport, postal and warehousing
2019/20 to 2022/23p

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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.

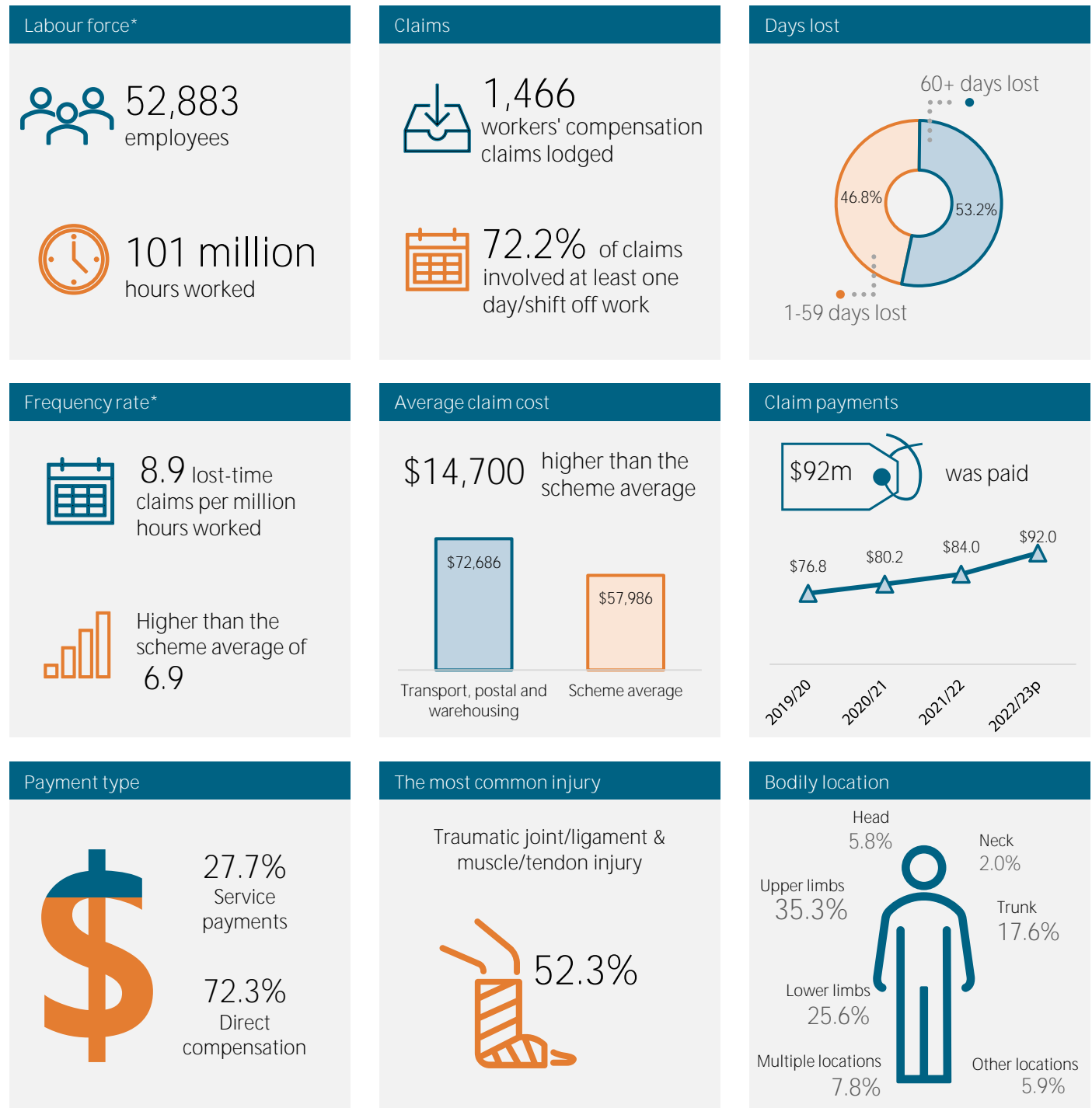
Frequency rates are based on the latest available data sourced from the Australian Bureau of Statistics, which lags by one year from this report's timeframe.

Transport, postal & warehousing

The Transport, Postal and Warehousing industry is classified according to the *Australian and New Zealand Standard Industrial Classification 2006* provided by the Australian Bureau of Statistics.

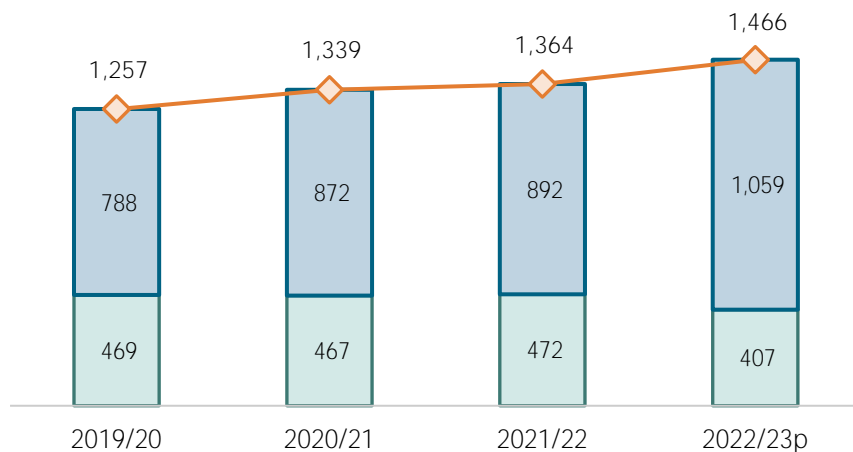
This industry includes businesses mainly engaged in providing transportation of passengers and freight by road, rail, water or air, as well as providing warehousing and storage activities.

Transport, postal & warehousing 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 Transport, postal & warehousing industry increased (+16.6%) from 2019/20 to 2022/23p.

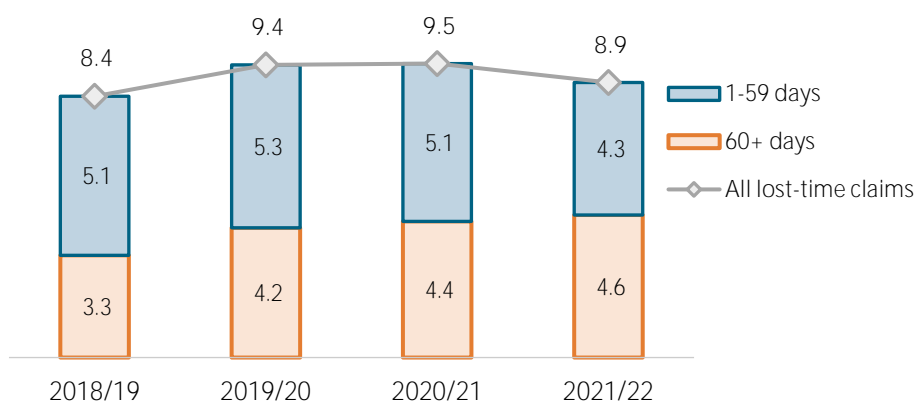
■ Lost-time claims

Lost-time claims averaged 903 claims per year between 2019/20 to 2022/23p.

■ No lost-time claims

Claims with no time off work averaged 454 claims per year over the last four years.

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.

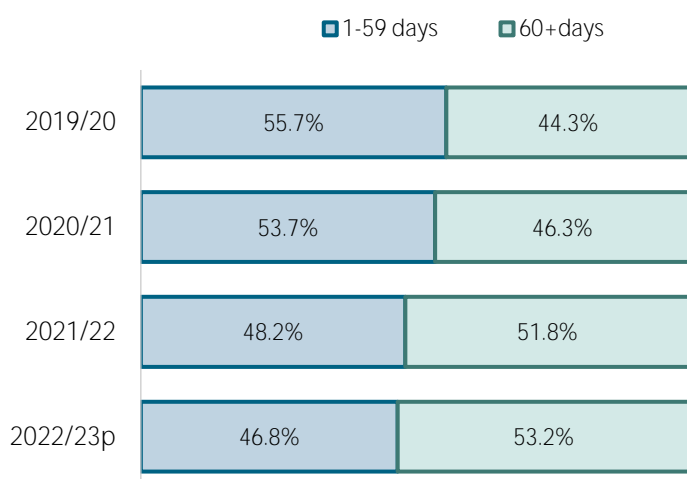


For claims lodged in 2021/22, the frequency rate for the Transport, postal & warehousing industry was 8.9 lost-time claims per million hours worked. This is higher than the scheme average of 6.9.

Claim numbers number of claims lodged by days lost

DAYS LOST	2019/20	2020/21	2021/22	2022/23p
0 days	469	467	472	407
1 - 4 days	87	70	70	73
5 - 19 days	173	194	161	197
20 - 59 days	179	204	199	226
60 - 119 days	107	119	161	208
120 - 179 days	57	67	62	149
180+ days	185	218	239	206
Total claims	1,257	1,339	1,364	1,466

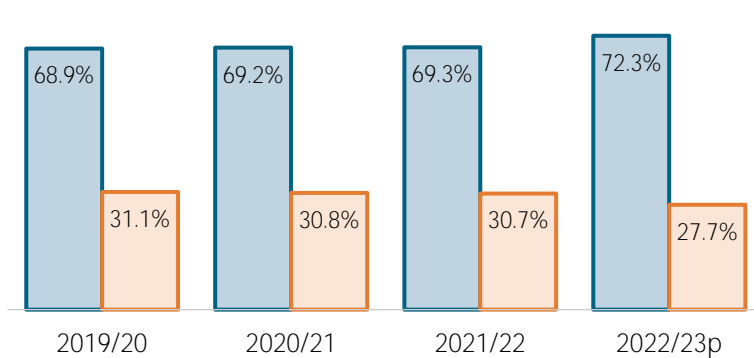
Lost-time claims proportions by days lost



Transport, postal & warehousing accounts for 5.9% of total claims lodged in 2022/23p in the WA workers' compensation scheme.

Transport, postal & warehousing

Total claim payments proportions by payment group

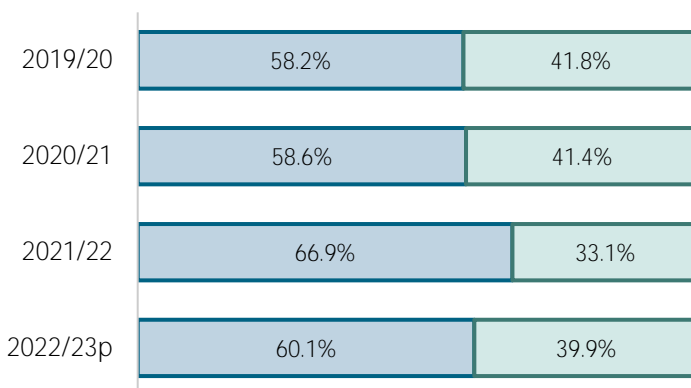
**Direct compensation**

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

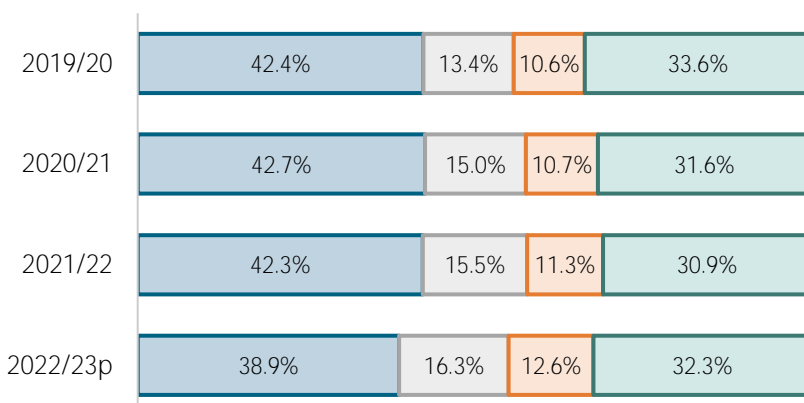
**Income payments**

accounted for the majority of direct compensation payments to workers, ranging from 58.2% to 66.9% over the last four years.

**Lump sums**

accounted for 33.1% to 41.8% 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**

Transport, postal & warehousing

Claim payments (\$million adjusted)

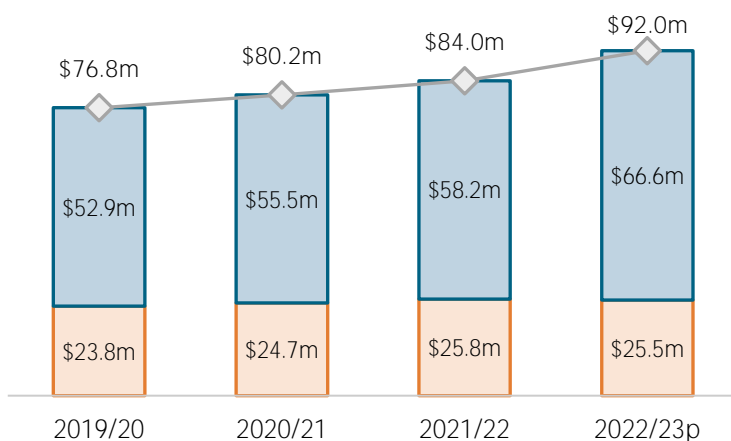
	2019/20	2020/21	2021/22	2022/23p
DIRECT COMPENSATION				
Income payments	\$30.8m	\$32.5m	\$38.9m	\$40.0m
Lump sums	\$22.1m	\$23.0m	\$19.3m	\$26.6m
SERVICE PAYMENTS				
Medical & hospital	\$10.1m	\$10.6m	\$10.9m	\$9.9m
Allied health*	\$3.2m	\$3.7m	\$4.0m	\$4.1m
Workplace rehabilitation	\$2.5m	\$2.6m	\$2.9m	\$3.2m
Legal & miscellaneous	\$8.0m	\$7.8m	\$8.0m	\$8.2m
Total claim payments	\$76.8m	\$80.2m	\$84.0m	\$92.0m



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

* Allied health includes 'other treatment services'.

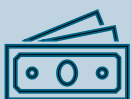
Total claim payments (\$million adjusted) by payment group



Direct compensation payments increased over four years to \$66.6 million in 2022/23p.



Service payments show a steady to increasing trend over the last four years.



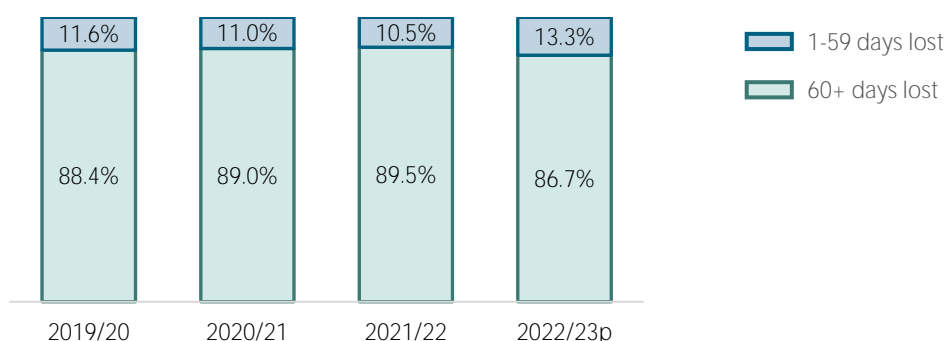
Payments for claims in the Transport, postal & warehousing industry in 2022/23p totalled **\$92.0 million**, accounting for **7.7%** of total scheme payments.

Claim costs* total claim costs by days lost

	2019/20	2020/21	2021/22	2022/23p
1-59 days lost	\$7.9m	\$8.5m	\$8.5m	\$10.3m
60+ days lost	\$60.7m	\$68.6m	\$72.1m	\$66.7m
Total claims	\$68.6m	\$77.1m	\$80.5m	\$77.0m

* 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

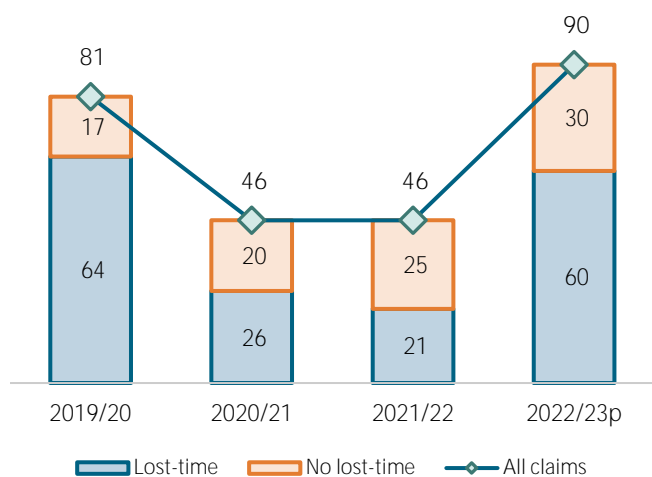
	2019/20	2020/21	2021/22	2022/23p
1-59 days lost	\$18,073	\$18,079	\$19,681	\$20,706
60+ days lost	\$173,798	\$169,843	\$155,993	\$118,481
Total claims	\$87,042	\$88,392	\$90,282	\$72,686



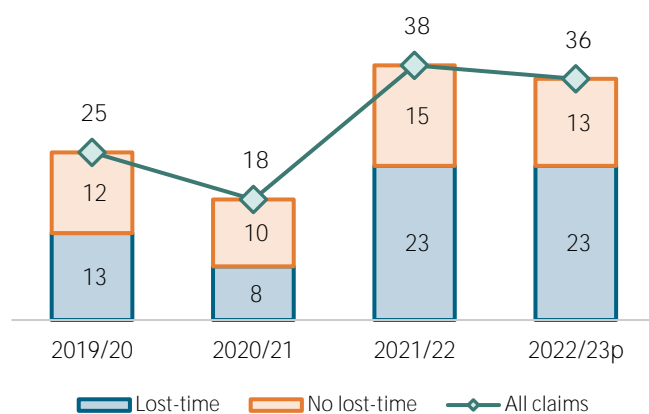
The average claim cost in Transport, postal & warehousing was **\$72,686** in 2022/23p, compared with the scheme average of \$57,986.

Claim numbers by lost-time per industry subdivision

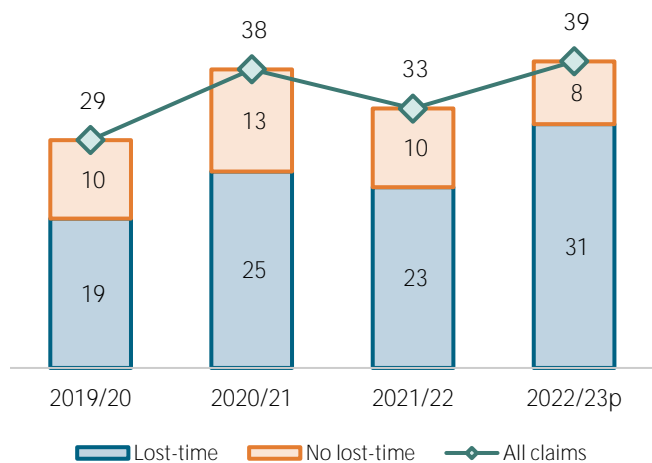
Air and space transport



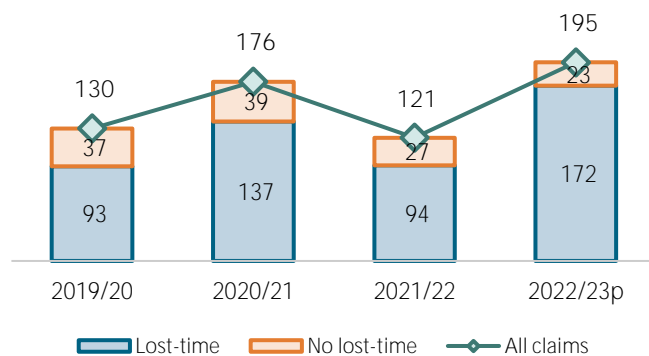
Other transport



Postal and courier pick-up and delivery services



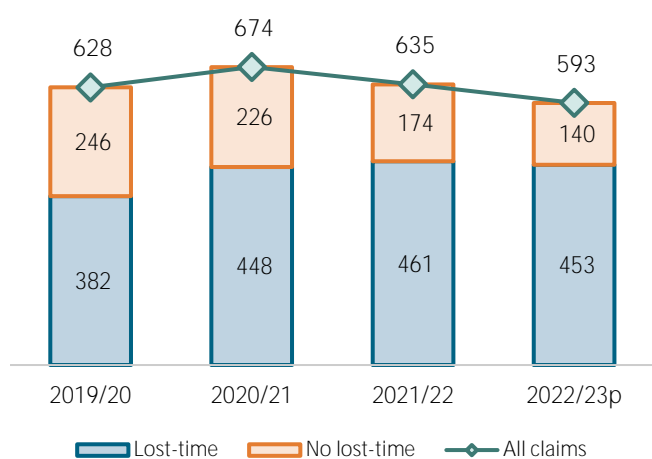
Rail transport



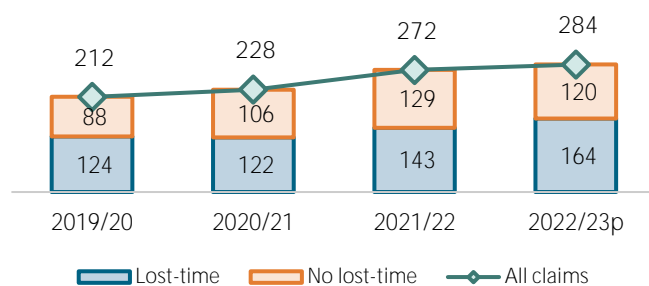
Transport, postal & warehousing

Claim numbers by lost-time per industry subdivision

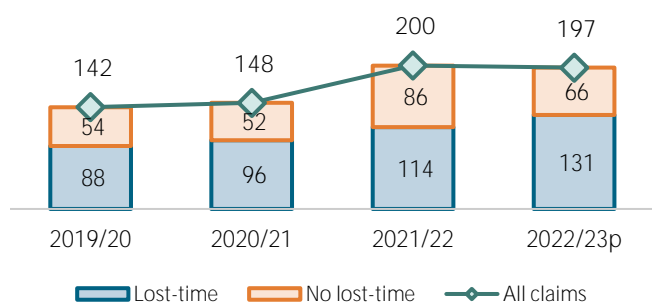
Road transport



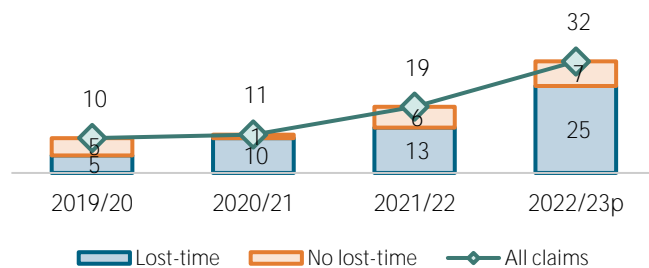
Transport support services



Warehousing and storage services



Water transport



Lost-time claims and frequency rate by industry subdivision

SUBDIVISION	2019/20	2020/21	2021/22	2022/23p	Average* frequency rate
Air and space transport	64	26	21	60	6.2
1-59 days lost	41	14	8	30	3.9
60+ days lost	23	12	13	30	2.3
Other transport	13	8	23	23	5.6
1-59 days lost	9	4	15	12	3.8
60+ days lost	4	4	8	11	1.8
Postal and courier pick-up and delivery services	19	25	23	31	2.1
1-59 days lost	8	14	10	8	1.0
60+ days lost	11	11	13	23	1.1
Rail transport	93	137	94	172	20.3
1-59 days lost	51	67	39	79	10.4
60+ days lost	42	70	55	93	9.8
Road transport	382	448	461	453	8.8
1-59 days lost	194	212	219	196	4.3
60+ days lost	188	236	242	257	4.4
Transport support services	124	122	143	164	16.5
1-59 days lost	76	74	71	87	9.7
60+ days lost	48	48	72	77	6.8
Warehousing and storage services	88	96	114	131	12.0
1-59 days lost	59	77	58	74	8.1
60+ days lost	29	19	56	57	3.9
Water transport	5	10	13	25	7.0
1-59 days lost	1	6	10	10	4.9
60+ days lost	4	4	3	15	2.1
Total claims	788	872	892	1,059	9.0

* 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.

Work status rate lost-time claims

Return to work rate	2019/20	2020/21	2021/22	2022/23p
at 1 month	64.1%	60.8%	62.8%	59.4%
at 3 months	76.1%	74.4%	73.4%	71.0%
at 6 months	82.5%	83.1%	82.6%	78.4%
at 12 months	86.8%	86.5%	86.6%	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, 86.6% of claimants in the Transport, postal & warehousing industry returned to work at 12 months after the claim was lodged, slightly lower than the overall scheme (87.3%).

Lost-time claims by age group

AGE GROUP	2019/20	2020/21	2021/22	2022/23p
15-19 years	12	12	15	19
20-24 years	32	32	50	46
25-34 years	114	128	132	179
35-44 years	152	180	154	206
45-54 years	253	232	269	249
55-59 years	112	137	116	157
60-64 years	82	100	103	120
65+ years	31	51	53	83
Total claims	788	872	892	1,059

Frequency rate* by age group

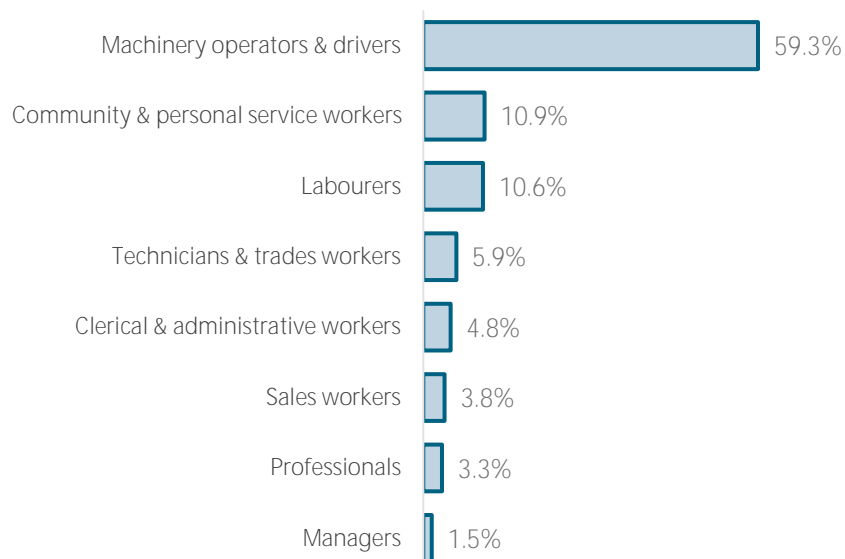
AGE GROUP	2019/20	2020/21	2021/22	2022/23p
15-19 years	32.5	6.2	10.4	n/a
20-24 years	7.8	7.0	6.7	n/a
25-34 years	7.1	11.4	6.9	n/a
35-44 years	9.0	7.1	8.6	n/a
45-54 years	10.0	9.8	9.7	n/a
55-59 years	11.3	12.4	9.7	n/a
60-64 years	12.0	9.9	10.3	n/a
65+ years	7.6	12.6	10.9	n/a
Total claims	9.4	9.5	8.9	n/a

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

Lost-time claims by occupation

OCCUPATION	2019/20	2020/21	2021/22	2022/23p
Machinery operators & drivers	521	571	576	628
Community & personal service workers	50	63	48	115
Labourers	96	104	116	112
Technicians & trades workers	49	47	57	62
Clerical & administrative workers	31	33	45	51
Sales workers	16	27	23	40
Professionals	17	16	22	35
Managers	8	11	5	16
Total claims	788	872	892	1,059

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	489	526	490	554
Fractures	111	136	156	174
Wounds, lacerations, amputations & organ damage	90	102	128	136
Musculoskeletal & connective tissue diseases	35	24	42	61
Mental diseases	26	35	26	51
Intracranial injuries	5	9	16	26
Digestive system diseases	11	17	9	17
Other injuries	7	9	5	11
Burn	4	5	6	9
Infectious & parasitic diseases	2	2	6	7
Nervous system & sense organ diseases	5	5	4	6
Circulatory system diseases	1	0	0	3
Skin & subcutaneous tissue diseases	0	2	0	2
Respiratory system diseases	0	0	0	1
Other claims	2	0	4	1
Total claims	788	872	892	1,059

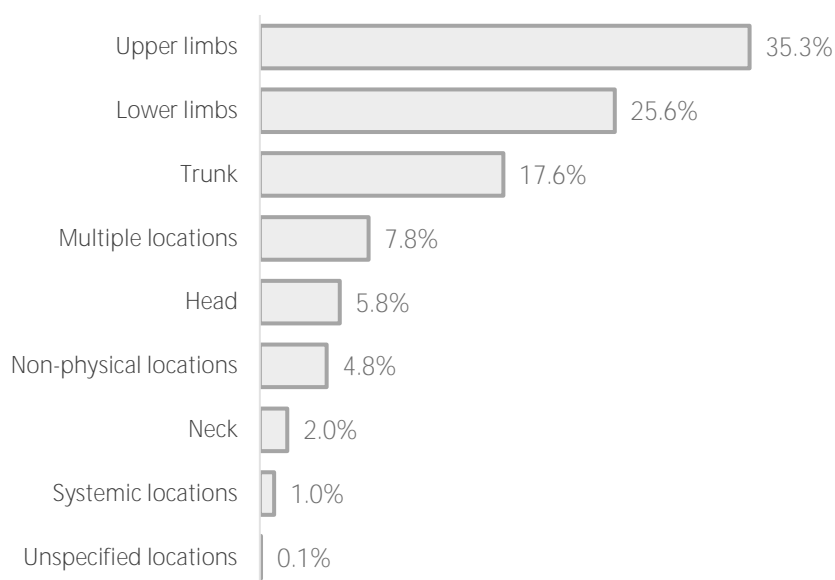


Sprains and strains (traumatic joint/ligament and muscle/tendon injury) continue to be the **leading** type of injury for claims lodged in the Transport, postal & warehousing industry (52.3%), and shows the same pattern in the overall scheme (49.5%).

Lost-time claims by bodily location of injury/disease

LOCATION	2019/20	2020/21	2021/22	2022/23P
Upper limbs	300	311	331	374
Lower limbs	211	243	223	271
Trunk	125	157	169	186
Multiple locations	87	81	77	83
Head	26	36	46	61
Non-physical locations	26	35	26	51
Neck	10	9	13	21
Systemic locations	3	0	6	11
Unspecified locations	0	0	1	1
Total claims	788	872	892	1,059

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

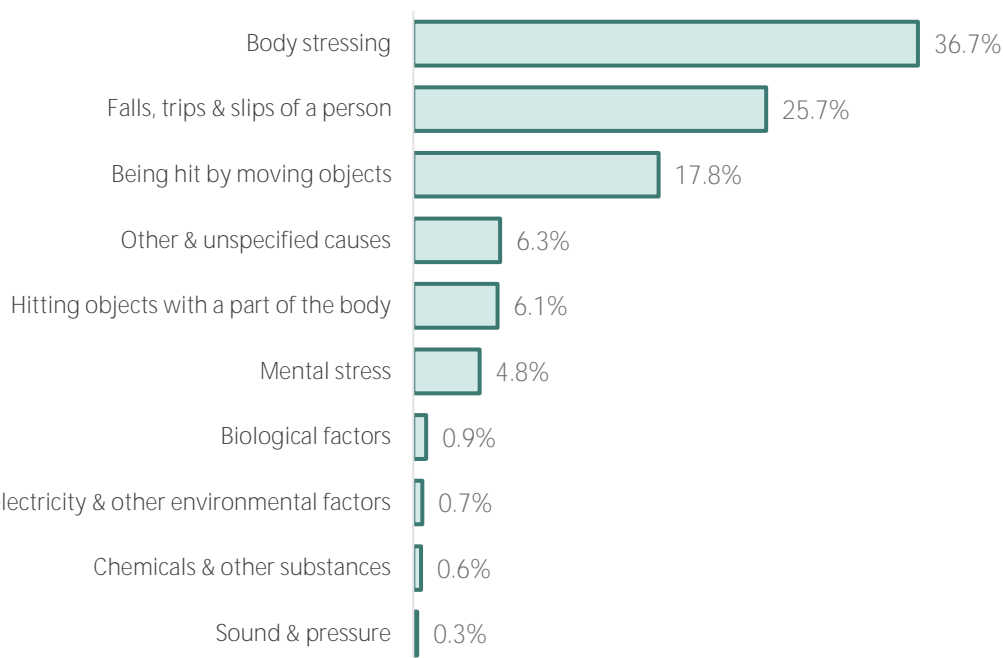


Upper and lower limb injuries accounted for around two-thirds of total claims lodged in 2022/23p.

Lost-time claims by mechanism of incident

MECHANISM	2019/20	2020/21	2021/22	2022/23p
Body stressing	368	351	331	389
Falls, trips & slips of a person	194	238	272	272
Being hit by moving objects	113	146	141	189
Other & unspecified causes	37	44	47	67
Hitting objects with a part of the body	36	48	56	65
Mental stress	25	34	26	51
Biological factors	5	3	10	10
Heat, electricity & other environmental factors	3	5	4	7
Chemicals & other substances	5	2	4	6
Sound & pressure	2	1	1	3
Total claims	788	872	892	1,059

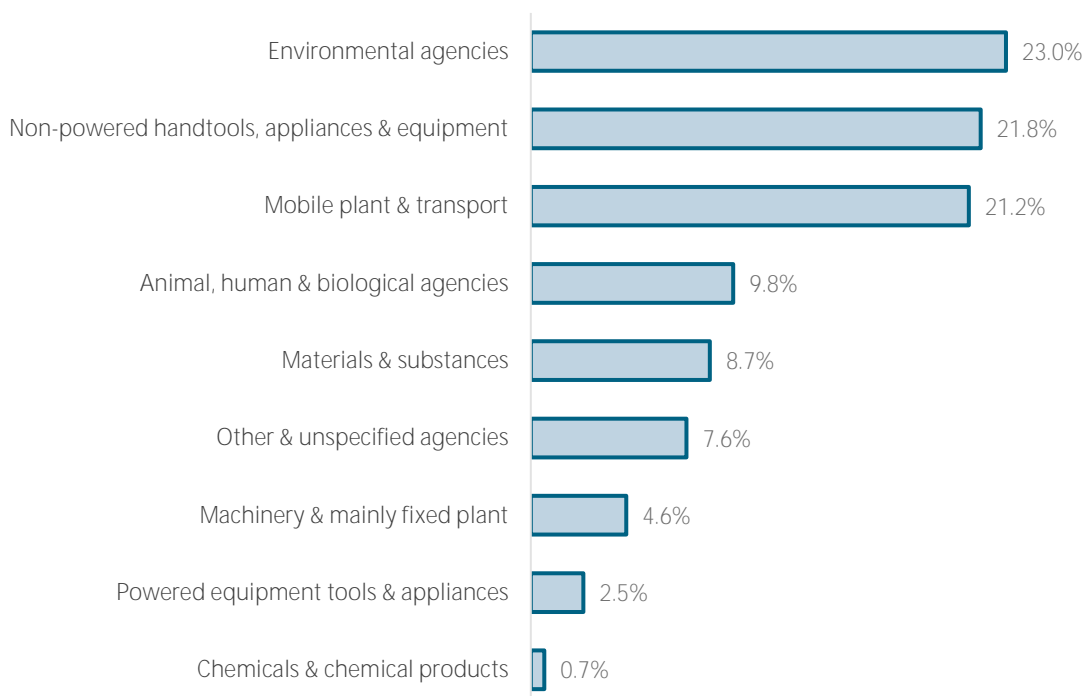
Lost-time claims proportions by mechanism of incident 2022/23p



Lost-time claims by agency of injury/disease

AGENCY	2019/20	2020/21	2021/22	2022/23p
Environmental agencies	184	221	240	244
Non-powered handtools, appliances & equipment	182	197	208	231
Mobile plant & transport	199	190	204	225
Animal, human & biological agencies	45	70	49	104
Materials & substances	67	70	75	92
Other & unspecified agencies	54	54	48	80
Machinery & mainly fixed plant	35	52	44	49
Powered equipment tools & appliances	17	13	22	27
Chemicals & chemical products	5	5	2	7
Total claims	788	872	892	1,059

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> (safeworkaustralia.gov.au).
Bodily location	The part of the body affected by the most serious injury or disease. A comprehensive list of this classification is available from <i>Safe Work Australia Type of Occurrence Classification System 3rd edition</i> (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	<p>Information pertaining to workers' compensation claims is reported to WorkCover WA by approved insurers and self-insurers. Information is collated based on the financial year in which a claim was lodged with the insurer. For the purposes of this report, certain types of claims were excluded:</p> <ul style="list-style-type: none"> ▲ lost-time journey claims between home and work ▲ asbestos-related diseases, including mesothelioma and pneumoconiosis, caused by asbestos exposure ▲ duplicated or disallowed (by an insurer). <p>Due to the evolving nature of claims, data is subject to change particularly the most recent year.</p>

Glossary

TERM	DEFINITION / EXPLANATION OF TERM
Claim payments	Categories are based on WorkCover WA's Guidelines for Completing Form WC 101. Claim payments are in contrast with claim costs as they do not reflect liabilities incurred but not yet paid. Claim payment information is collated based on the financial year during which payment was made, regardless of when the claim was lodged with the insurer. In this report, claim payments are reported both in adjusted and unadjusted formats. In relation to the former, payments are adjusted for inflation to allow for meaningful comparisons over time.
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">▲ redemption payments made under Schedule 1▲ specific injury payments made under Schedule 2▲ fatal payments including funeral expenses▲ common law and other Acts payments.
Frequency rate	The number of lost-time claims per million hours worked and indicates the prevalence of workers' compensation claims. It is based on the number of hours 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 (abs.gov.au).
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> (safeworkaustralia.gov.au).
Nature of injury or disease	The most serious injury or disease suffered by the worker. The full list of this classification is available from <i>Safe Work Australia's Type of Occurrence Classification System 3rd edition</i> (safeworkaustralia.gov.au).
Occupation	Based on the <i>Australian and New Zealand Standard Classification of Occupations (ANZSCO)</i> published by the Australian Bureau of Statistics. It is a skill-based classification which encompasses all occupations in the Australian workforce (abs.gov.au).
Service payments	<p>Service payments include:</p> <ol style="list-style-type: none"> 1. medical and hospital payments: <ul style="list-style-type: none"> ▲ medical practitioner and specialist payments (consultation and treatment expenses rendered by general practitioners and medical specialists) ▲ hospital expenses (hospital accommodation and hospital treatment) 2. allied health payments: <ul style="list-style-type: none"> ▲ other treatment and appliance payments (comprises payments made under clauses 17(1)(3), (4), (5) and (6) of Schedule 1 of the Act, other than medical and hospital expenses) 3. workplace rehabilitation payments: <ul style="list-style-type: none"> ▲ workplace rehabilitation payments (comprises payments made under clause 17 (1a) of Schedule 1 of the Act in respect of counselling, occupational training, work assessment, aids and appliances) 4. legal and miscellaneous: <ul style="list-style-type: none"> ▲ legal expenses (comprises the cost of legal advice and representation incurred by approved insurers or exempt employers, witness fees and the costs of these services incurred by the worker where the approved insurer or exempt employer is ordered to meet the costs) ▲ miscellaneous (includes general items that do not fit in any other category, for example travelling, meals and lodgings, under clause 19 of Schedule 1).

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">a) any person to whose service any industrial award or industrial agreement applies; andb) any person engaged by another person to work for the purpose of the other person's trade or business under a contract with him for service, the remuneration by whatever means of the person so working being in substance for his personal manual labour or services.

- 1 Due to the dynamic nature of **workers'** compensation claims, the interpretation of data contained within this report (the data) must be undertaken with some caution. Data users are cautioned to consider carefully the provisional nature of the data before using it for decisions that concern personal or public safety or the conduct of business that involves substantial monetary or operational consequences.
- 2 The accuracy or reliability of the data is not guaranteed or warranted in any way. WorkCover WA has made a reasonable effort to ensure that the data is up-to-date, accurate, complete, and comprehensive at the time of disclosure. This data reflects data reported to this agency by insurers and self-insurers for the reporting periods indicated. Data users are responsible for ensuring by independent verification its accuracy, currency or completeness.
- 3 Neither WorkCover WA, or its agencies or representatives are responsible for data that is misinterpreted or altered in any way. Derived conclusions and analysis generated from this data are not to be considered attributable to WorkCover WA.
- 4 This data is provided as is and in no event shall WorkCover WA, its agencies or representatives be liable for any damages, including, without limitation, damages resulting from lost data or lost profits or revenue, the costs of recovering such data, the costs of substitute data, claims by third parties or for other similar costs, or any special, incidental, punitive or consequential damages, arising out of the use of the data.
- 5 Information concerning the accuracy and appropriate uses of the data or concerning other **workers' compensation data may be obtained by contacting WorkCover WA.**