



Industry Benchmark Report

2022/23 to 2024/25

A workers compensation and injury management scheme that works for all.

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Industry Benchmark Report: 2022/23 to 2024/25

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Industry Benchmark Report

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

WA operates a privately underwritten workers compensation scheme, where private insurance agencies are approved by WorkCover WA to provide workers compensation insurance to WA employers. Additionally, WorkCover WA also exempts large employers, who have the material and financial resources to cover their own liabilities from any workplace injuries that may occur, from having to obtain workers compensation insurance from an approved insurer. Exempt employers are commonly referred to as self-insurers. During the period referenced in this report, there were six approved insurers and 23 self-insurers operating within the WA workers compensation scheme.

Data from the Insurance Commission of Western Australia (ICWA) is also included in this report. ICWA manages workers compensation arrangements for WA government agencies. Although not an approved insurer within the WA workers compensation scheme, ICWA is considered to be more appropriately grouped with approved insurers rather than self-insurers.

This annual report is based on lost-time claims from the WA workers compensation scheme lodged between 2022/23 to 2024/25 (excludes asbestos, journey and disallowed claims). It provides a three-year average of industry benchmarks that can be used for evaluation of the occupational safety and health performance of organisations.

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**

Note: The previous 2024 Industry Benchmark Report misreported average days lost for industry divisions, using actual average days lost instead of derived average days lost. This error was isolated to 'days lost average' for industry divisions only. All other data items remain unaffected.

INDUSTRY DIVISION OVERVIEW | 2022/23 to 2024/25

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	828	569	1,397	2.1	11.5	111.1	\$79,481
B - Mining	2,409	2,914	5,323	1.6	7.4	135.1	\$110,945
C - Manufacturing	2,858	1,848	4,706	1.9	10.4	103.8	\$70,563
D - Electricity, gas, water and waste services	396	326	722	1.9	10.1	112.4	\$81,291
E - Construction	3,150	2,962	6,112	2.1	10.3	125.2	\$93,290
F - Wholesale trade	916	747	1,663	1.4	7.7	122.2	\$77,167
G - Retail trade	1,741	1,305	3,046	0.7	5.7	121.4	\$60,186
H - Accommodation and food services	1,582	899	2,481	0.8	7.0	89.9	\$48,984
I - Transport, postal and warehousing	1,608	1,754	3,362	2.1	11.3	138.2	\$99,728
J - Information media and telecommunications	45	44	89	0.3	2.0	163.6	\$91,178
K - Financial and insurance services	37	42	79	0.2	1.1	149.1	\$111,690
L - Rental, hiring and real estate services	207	191	398	0.6	3.4	136.3	\$91,433
M - Professional, scientific and technical services	475	369	844	0.3	1.5	121.7	\$85,536
N - Administrative and support services	600	475	1,075	0.4	1.9	121.1	\$81,300
O - Public administration and safety	1,587	1,629	3,216	1.8	11.1	139.4	\$93,550
P - Education and training	3,188	1,985	5,173	1.3	9.1	99.3	\$59,264
Q - Health care and social assistance	4,134	3,538	7,672	1.3	9.1	117.0	\$71,349
R - Arts and recreation services	617	340	957	1.1	9.5	84.1	\$51,032
S - Other services	854	665	1,519	1.0	5.7	116.6	\$74,667
All industries	27,232	22,602	49,834	1.2	7.3	118.4	\$79,484

INDUSTRY DIVISION OVERVIEW | 2022/23 to 2024/25

A - Agriculture, forestry and fishing	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 growing crops, raising animals, growing and harvesting timber, and harvesting fish and other animals from farms or their natural habitats.							
Agriculture	575	400	975	2.1	11.4	110.2	\$78,830
Agriculture, forestry and fishing support services	188	119	307	3.0	16.0	110.9	\$75,603
Aquaculture	20	14	34	1.2	7.1	87.3	\$66,068
Fishing, hunting and trapping	20	17	37	1.6	10.9	112.0	\$75,999
Forestry and logging	25	19	44	2.3	9.7	148.7	\$134,263
Total	828	569	1,397	2.1	11.5	111.1	\$79,481

B - Mining	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 extract naturally occurring mineral solids, such as coal and ores; liquid minerals, such as crude petroleum; and gases, such as natural gas.							
Coal mining	20	28	48	1.0	5.0	165.4	\$127,772
Exploration and other mining support services	1,194	1,275	2,469	2.7	12.0	120.8	\$103,219
Metal ore mining	1,039	1,403	2,442	1.3	5.8	148.4	\$116,444
Non-metallic mineral mining and quarrying	105	136	241	1.5	7.2	139.4	\$123,922
Oil and gas extraction	51	72	123	0.5	2.4	138.3	\$124,844
Total	2,409	2,914	5,323	1.6	7.4	135.1	\$110,945

INDUSTRY DIVISION OVERVIEW | 2022/23 to 2024/25

C - Manufacturing	Three-year total			Three-year average			
Businesses mainly engaged in the physical or chemical transformation of materials, substances or components into new products (except agriculture and construction).	Lost-time claim numbers			Incidence rate*	Frequency rate*	Days lost	Claim cost
	1-59 days	60+ days	Total				
Basic chemical and chemical product manufacturing	61	58	119	0.9	4.7	130.2	\$97,193
Beverage and tobacco product manufacturing	75	52	127	1.5	9.8	88.0	\$57,798
Fabricated metal product manufacturing	495	355	850	3.6	19.0	110.8	\$74,473
Food product manufacturing	539	317	856	2.0	11.6	106.9	\$60,678
Furniture and other manufacturing	89	38	127	0.6	3.4	89.9	\$55,703
Machinery and equipment manufacturing	553	327	880	2.4	12.3	91.2	\$69,954
Non-metallic mineral product manufacturing	170	123	293	3.0	16.3	111.7	\$76,794
Petroleum and coal product manufacturing	4	7	11	0.3	1.7	210.9	\$145,685
Polymer product and rubber product manufacturing	61	72	133	1.7	10.2	132.3	\$98,859
Primary metal and metal product manufacturing	351	181	532	2.1	10.7	89.8	\$63,836
Printing (including the reproduction of recorded media)	15	15	30	0.5	3.1	154.3	\$110,616
Pulp, paper and converted paper product manufacturing	4	5	9	0.3	1.9	112.1	\$101,574
Textile, leather, clothing and footwear manufacturing	32	19	51	0.4	2.4	95.9	\$57,715
Transport equipment manufacturing	248	178	426	1.9	9.5	107.3	\$80,341
Wood product manufacturing	161	101	262	3.0	15.6	105.5	\$63,638
Total	2,858	1,848	4,706	1.9	10.4	103.8	\$70,563

INDUSTRY DIVISION OVERVIEW | 2022/23 to 2024/25

D - Electricity, gas, water and waste services	Three-year total			Three-year average			
Businesses engaged in the provision of electricity; gas through mains systems; water; drainage; and sewage services.	Lost-time claim numbers			Incidence rate*	Frequency rate*	Days lost	Claim cost
	1-59 days	60+ days	Total				
Electricity supply	106	62	168	1.1	5.7	107.4	\$71,065
Gas supply	3	8	11	0.1	0.8	114.6	\$104,695
Waste collection, treatment and disposal services	193	185	378	4.5	24.4	125.8	\$90,648
Water supply, sewerage and drainage services	94	71	165	2.6	15.6	86.6	\$68,707
Total	396	326	722	1.9	10.1	112.4	\$81,291

E - Construction	Three-year total			Three-year average			
Businesses engaged in the construction of buildings and other structures, additions, alterations, reconstruction, installation, and maintenance and repairs of buildings and other structures.	Lost-time claim numbers			Incidence rate*	Frequency rate*	Days lost	Claim cost
	1-59 days	60+ days	Total				
Building construction	473	441	914	1.5	7.8	125.7	\$94,742
Construction services	1,884	1,724	3,608	2.0	10.0	126.1	\$88,633
Heavy and civil engineering construction	793	797	1,590	3.1	13.9	122.9	\$103,021
Total	3,150	2,962	6,112	2.1	10.3	125.2	\$93,290

F - Wholesale trade	Three-year total			Three-year average			
Businesses mainly engaged in the purchase and onselling, the commission based buying, and the commission based selling of goods, without significant transformation, to businesses.	Lost-time claim numbers			Incidence rate*	Frequency rate*	Days lost	Claim cost
	1-59 days	60+ days	Total				
Basic material wholesaling	226	213	439	1.2	6.3	121.3	\$78,878
Commission-based wholesaling	10	6	16	0.6	4.2	130.1	\$76,435
Grocery, liquor and tobacco product wholesaling	179	173	352	2.0	12.2	129.6	\$79,092
Machinery and equipment wholesaling	338	218	556	1.5	7.9	112.7	\$78,948
Motor vehicle and motor vehicle parts wholesaling	108	61	169	2.2	12.2	104.6	\$57,932
Other goods wholesaling	55	76	131	0.7	4.3	167.3	\$83,601
Total	916	747	1,663	1.4	7.7	122.2	\$77,167

INDUSTRY DIVISION OVERVIEW | 2022/23 to 2024/25

G - Retail trade	Three-year total			Three-year average			
Businesses mainly engaged in the purchase and onselling, commission based buying, and commission based selling of goods, without significant transformation, to the general public.	Lost-time claim numbers			Incidence rate*	Frequency rate*	Days lost	Claim cost
	1-59 days	60+ days	Total				
Food retailing	731	518	1,249	0.9	8.0	128.8	\$56,726
Fuel retailing	69	63	132	0.7	5.2	135.7	\$80,109
Motor vehicle and motor vehicle parts retailing	198	177	375	1.3	6.7	117.3	\$65,005
Non-store retailing and retail commission-based buying and/or selling	10	11	21	0.5	3.6	124.2	\$84,638
Other store-based retailing	733	536	1,269	0.6	4.4	113.6	\$59,690
Total	1,741	1,305	3,046	0.7	5.7	121.4	\$60,186

H - Accommodation and food services	Three-year total			Three-year average			
Businesses providing short-term accommodation for visitors and/or meals, snacks, and beverages for consumption by customers both on and off-site.	Lost-time claim numbers			Incidence rate*	Frequency rate*	Days lost	Claim cost
	1-59 days	60+ days	Total				
Accommodation	243	168	411	1.3	8.8	108.2	\$52,034
Food and beverage services	1,339	731	2,070	0.8	6.7	86.2	\$48,378
Total	1,582	899	2,481	0.8	7.0	89.9	\$48,984

INDUSTRY DIVISION OVERVIEW | 2022/23 to 2024/25

I - Transport, postal and warehousing				Three-year average			
Businesses mainly engaged in providing transportation of passengers and freight by road, rail, water or air.	Lost-time claim numbers			Incidence rate*	Frequency rate*	Days lost	Claim cost
	1-59 days	60+ days	Total				
Air and space transport	97	75	172	1.6	9.8	103.4	\$76,579
Other transport	24	34	58	2.2	10.7	188.4	\$117,396
Postal and courier pick-up and delivery services	35	71	106	0.5	3.1	194.9	\$114,267
Rail transport	251	327	578	10.5	57.8	133.2	\$97,599
Road transport	634	738	1,372	1.8	9.0	148.4	\$110,152
Transport support services	317	312	629	2.6	14.3	137.6	\$102,647
Warehousing and storage services	211	148	359	2.1	11.8	103.4	\$64,141
Water transport	39	49	88	5.6	32.1	124.6	\$91,605
Total	1,608	1,754	3,362	2.1	11.3	138.2	\$99,728

J - Information media and telecommunications				Three-year average			
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.	Lost-time claim numbers			Incidence rate*	Frequency rate*	Days lost	Claim cost
	1-59 days	60+ days	Total				
Broadcasting (except internet)	1	0	1	0.0	0.1	55.0	n.p.
Internet publishing and broadcasting	0	0	0	n/a	n/a	n/a	n/a
Internet service providers, web search portals and data processing services	3	8	11	0.6	3.2	223.8	\$100,217
Library and other information services	16	10	26	0.7	5.1	119.5	\$62,029
Motion picture and sound recording activities	12	11	23	0.6	5.2	169.4	\$115,654
Publishing (except internet and music publishing)	10	9	19	1.1	8.9	152.8	\$94,077
Telecommunications services	3	6	9	0.1	0.4	237.1	\$89,142
Total	45	44	89	0.3	2.0	163.6	\$91,178

INDUSTRY DIVISION OVERVIEW | 2022/23 to 2024/25

K - Financial and insurance services	Three-year total			Three-year average			
Businesses mainly engaged in financial transactions involving the creation, liquidation, or change in ownership of financial assets, and/or in facilitating financial transactions.	Lost-time claim numbers			Incidence	Frequency	Days	Claim
	1-59 days	60+ days	Total	rate*	rate*	lost	cost
Auxiliary finance and insurance services	17	14	31	0.2	1.0	136.7	\$100,729
Finance	9	5	14	0.1	0.6	198.2	\$128,566
Insurance and superannuation funds	11	23	34	0.4	2.2	140.1	\$114,736
Total	37	42	79	0.2	1.1	149.1	\$111,690

L - Rental, hiring and real estate services	Three-year total			Three-year average			
Businesses mainly engaged in renting, hiring, or otherwise allowing the use of tangible or intangible assets (except copyrights), and units providing related services.	Lost-time claim numbers			Incidence	Frequency	Days	Claim
	1-59 days	60+ days	Total	rate*	rate*	lost	cost
Property operators and real estate services	63	70	133	0.3	1.6	154.9	\$97,765
Rental and hiring services (except real estate)	144	121	265	1.5	7.4	127.0	\$88,255
Total	207	191	398	0.6	3.4	136.3	\$91,433

M - Professional, scientific and technical services	Three-year total			Three-year average			
Businesses mainly engaged in providing professional, scientific and technical services who specialise and sell their expertise.	Lost-time claim numbers			Incidence	Frequency	Days	Claim
	1-59 days	60+ days	Total	rate*	rate*	lost	cost
Computer system design and related services	24	19	43	0.1	0.4	133.0	\$97,283
Professional, scientific and technical services (except computer system design)	451	350	801	0.3	1.8	121.1	\$84,906
Total	475	369	844	0.3	1.5	121.7	\$85,536

INDUSTRY DIVISION OVERVIEW | 2022/23 to 2024/25

N - Administrative and support services	Three-year total			Three-year average			
Businesses mainly engaged in performing routine support activities for the day-to-day operations of other businesses or organisations.	Lost-time claim numbers			Incidence rate*	Frequency rate*	Days lost	Claim cost
	1-59 days	60+ days	Total				
Administrative services	183	163	346	0.1	0.7	116.2	\$82,032
Building cleaning, pest control and other support services	417	312	729	1.4	10.5	123.5	\$80,953
Total	600	475	1,075	0.4	1.9	121.1	\$81,300

O - Public administration and safety	Three-year total			Three-year average			
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.	Lost-time claim numbers			Incidence rate*	Frequency rate*	Days lost	Claim cost
	1-59 days	60+ days	Total				
Defence	1	0	1	0.0	0.1	2.0	n.p.
Public administration	274	226	500	0.4	2.4	115.6	\$88,809
Public order, safety and regulatory services	1,312	1,403	2,715	6.5	39.0	143.8	\$94,457
Total	1,587	1,629	3,216	1.8	11.1	139.4	\$93,550

P - Education and training	Three-year total			Three-year average			
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.	Lost-time claim numbers			Incidence rate	Frequency rate	Days lost	Claim cost
	1-59 days	60+ days	Total				
Adult, community and other education	55	52	107	0.2	1.3	112.9	\$75,122
Preschool and school education	2,947	1,779	4,726	1.9	12.7	97.3	\$57,061
Tertiary education	186	154	340	0.4	3.0	122.3	\$84,895
Total	3,188	1,985	5,173	1.3	9.1	99.3	\$59,264

INDUSTRY DIVISION OVERVIEW | 2022/23 to 2024/25

Q - Health care and social assistance	Three-year total			Three-year average			
Businesses mainly engaged in providing human health care and social assistance.	Lost-time claim numbers			Incidence rate*	Frequency rate*	Days lost	Claim cost
	1-59 days	60+ days	Total				
Hospitals	1,688	1,491	3,179	1.8	12.9	114.3	\$75,382
Medical and other health care services	520	387	907	0.5	3.6	107.4	\$70,563
Residential care services	1,069	859	1,928	2.2	16.0	117.1	\$64,899
Social assistance services	857	801	1,658	1.0	7.4	127.6	\$71,549
Total	4,134	3,538	7,672	1.3	9.1	117.0	\$71,349

R - Arts and recreation services	Three-year total			Three-year average			
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.	Lost-time claim numbers			Incidence rate*	Frequency rate*	Days lost	Claim cost
	1-59 days	60+ days	Total				
Creative and performing arts activities	20	24	44	0.5	4.1	129.3	\$73,654
Gambling activities	114	45	159	1.6	10.2	66.3	\$44,774
Heritage activities	208	110	318	2.1	14.4	77.4	\$51,017
Sports and recreation activities	275	161	436	0.9	8.3	90.9	\$51,042
Total	617	340	957	1.1	9.5	84.1	\$51,032

S - Other services	Three-year total			Three-year average			
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.	Lost-time claim numbers			Incidence rate*	Frequency rate*	Days lost	Claim cost
	1-59 days	60+ days	Total				
Personal and other services	258	216	474	0.7	4.7	123.5	\$71,873
Private households employing staff and undifferentiated goods- and service-producing activities of households for own use	16	22	38	n/a	n/a	142.8	\$89,599
Repair and maintenance	580	427	1,007	1.2	6.2	112.3	\$75,419
Total	854	665	1,519	1.0	5.7	116.6	\$74,667

GLOSSARY

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

The number of days or shifts where the claimant is absent for work resulting from a work-related injury/disease. It is attributed to the date in which a claim was lodged with an insurer (insurer received date).

Frequency rate

The number of lost-time claims lodged per million hours worked. The total number of hours worked who are covered by workers compensation based on the number of hours worked by employed persons in Western Australia, as supplied by the Australian Bureau of Statistics (ABS). For this report, the denominator of hours worked is based on 2021/22 to 2023/24, as there is a 12-month lag for the data releases from the ABS.

Incidence rate

The number of lost time claims per hundred employees (includes part-time, full-time, casual, and seasonal). It is based on employed persons in Western Australia as supplied by the Australian Bureau of Statistics. For this report, the denominator of employee numbers is based on 2021/22 to 2023/24, as there is a 12-month lag for the data releases from the ABS.

Lost-time claims

Claims for which the injury or disease results in an absence from work of at least one day or shift.

n.p.

'Not published' due to reliability and/or confidentiality.