



Industry Statistical Report

Health care & social assistance

2024/25

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

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INTRODUCTION

Industry Statistical Report

WorkCover WA

WorkCover WA is the government agency responsible for overseeing the workers compensation and injury management scheme in Western Australia, constituted under the *Workers Compensation and Injury Management Act 2023*.

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.

Purpose of 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 industry-specific insight into claims activity within the Western Australian workers compensation scheme over a four-year period.

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

The 'p' in the reference period (2024/25p) signifies 'provisional data' - data that is subject to change over time as further information about the claims are received.

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

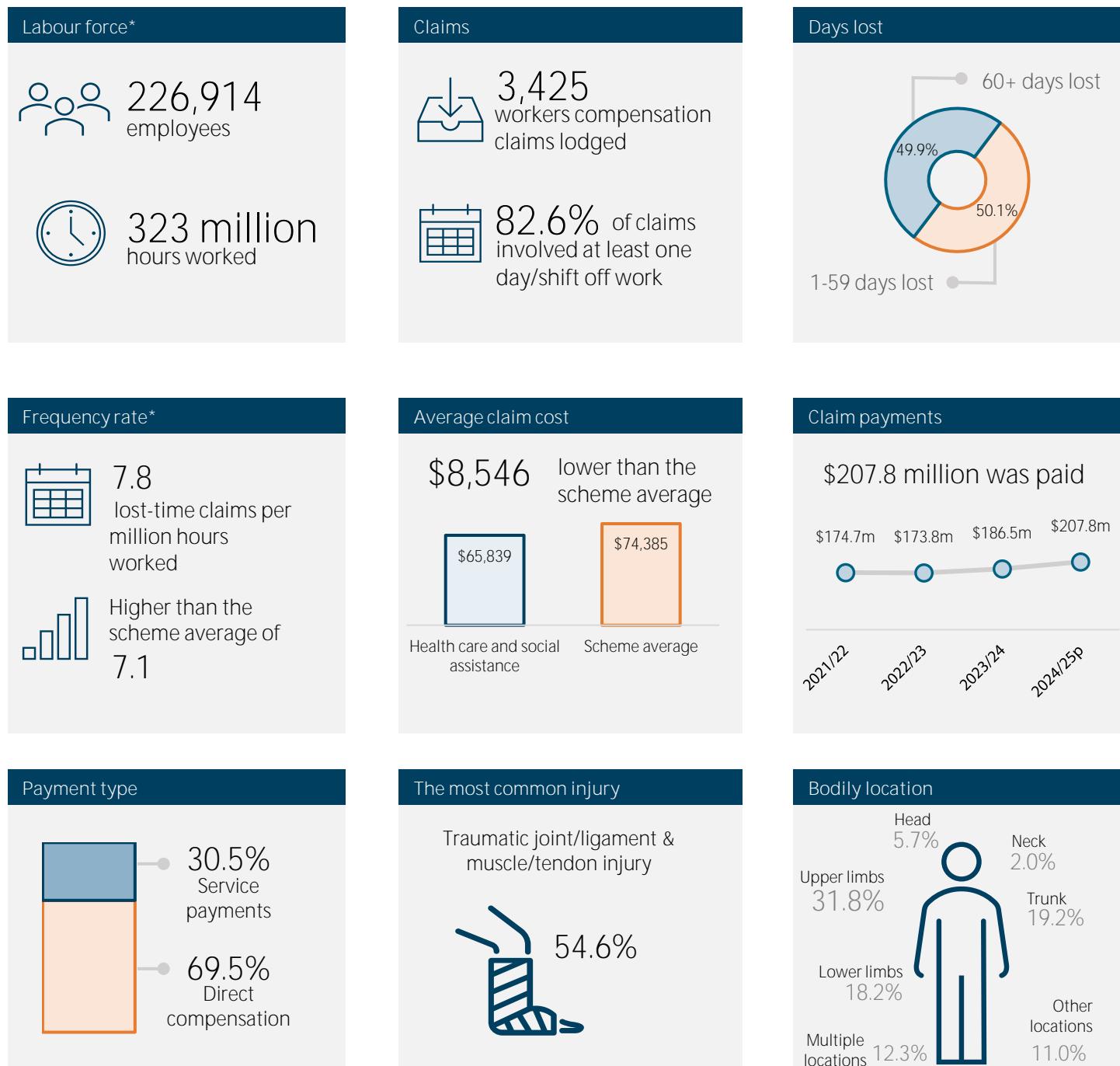
Frequency rates are based on the latest available data sourced from the Australian Bureau of Statistics, which lags by one year from this report's timeframe.

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.

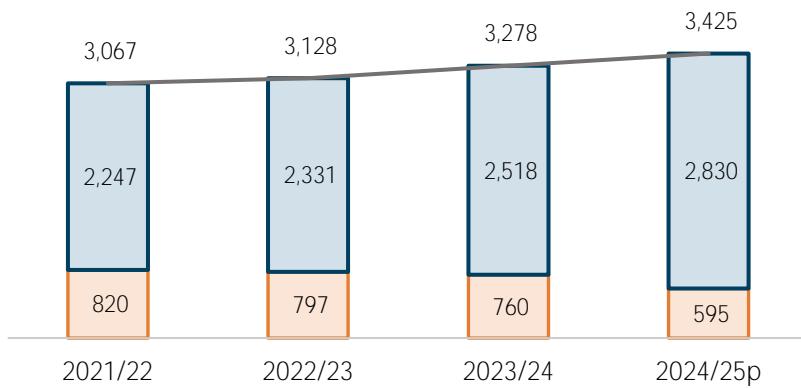
Health care and social assistance at a glance 2024/25p



* Based on 2023/24, as 2024/25 was not available at the time of reporting.

HEALTH CARE & SOCIAL ASSISTANCE

Claim numbers number of claims lodged by lost-time



■ All claims

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

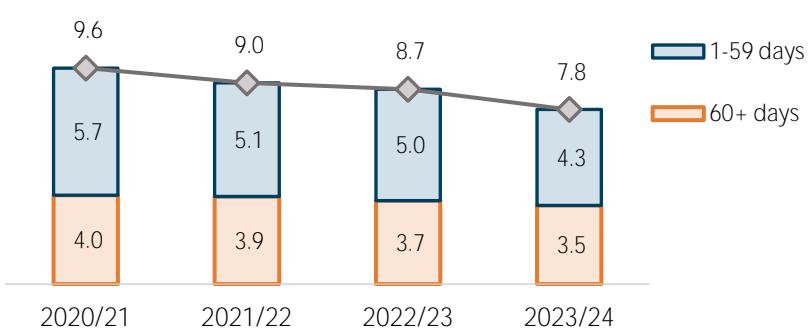
■ Lost-time claims

Lost-time claims in Health care and social assistance averaged 2,482 claims between 2020/21 to 2024/25.

■ No lost-time claims

Claims with no time off work averaged 743 claims 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 2024/25 frequency rates were not available at the time of reporting.

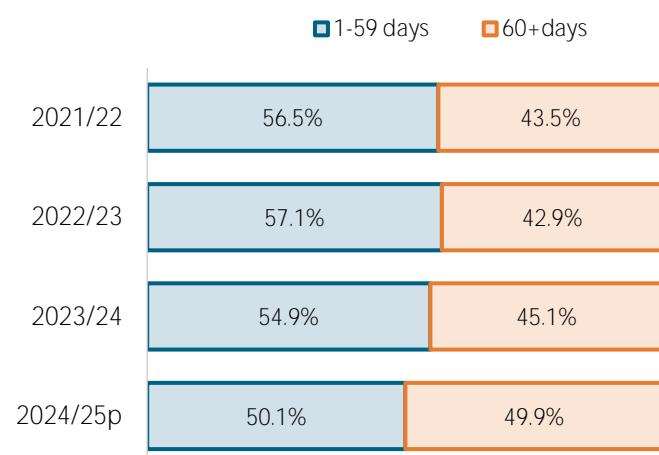
For claims lodged in 2023/24, the frequency rate for the Health care and social assistance industry was 7.8 lost-time claims per million hours worked. This is higher than the scheme average of 7.1.

HEALTH CARE & SOCIAL ASSISTANCE

Claim numbers number of claims lodged by days lost

DAYS LOST	2021/22	2022/23	2023/24	2024/25p
0 days	820	797	760	595
1 - 4 days	312	296	352	325
5 - 19 days	518	534	584	549
20 - 59 days	439	502	447	543
60 - 119 days	331	327	341	477
120 - 179 days	157	176	198	326
180+ days	490	496	596	610
Total claims	3,067	3,128	3,278	3,425

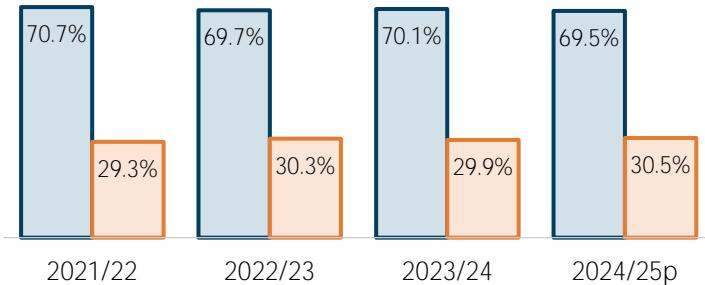
Lost-time claims proportions by days lost



Health care & social assistance accounted for 12.8% of total claims lodged in 2024/25p in the WA workers compensation scheme.

HEALTH CARE & SOCIAL ASSISTANCE

Total claim payments proportions by payment group



Direct compensation

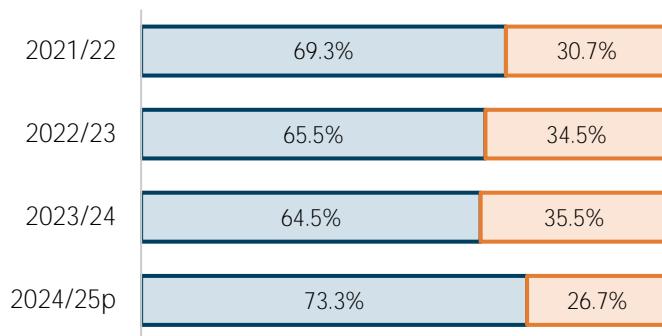
payments made directly to the worker (either by income replacement or lump sums).



Service payments

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

Direct compensation payments proportions by payment type



Income payments

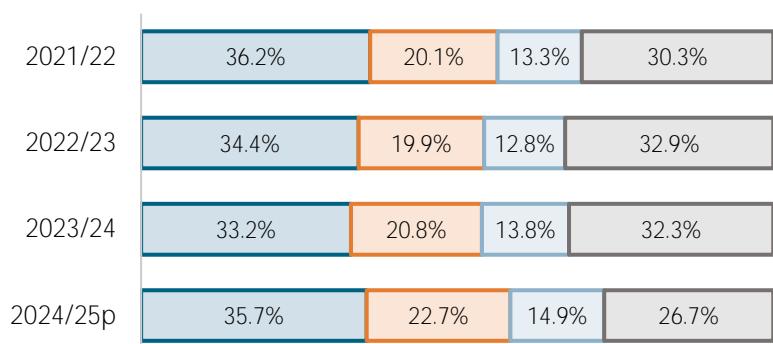
as a proportion of direct compensation payments ranged from 64.5% to 73.3% over four years.



Lump sums

accounted for 26.7% to 35.5% 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 & SOCIAL ASSISTANCE

Claim payments (\$million adjusted)

	2021/22	2022/23	2023/24	2024/25p
DIRECT COMPENSATION				
Income payments	\$85.6m	\$79.3m	\$84.3m	\$105.9m
Lump sums	\$37.9m	\$41.8m	\$46.4m	\$38.5m
SERVICE PAYMENTS				
Medical & hospital	\$18.6m	\$18.1m	\$18.5m	\$22.6m
Allied health*	\$10.3m	\$10.5m	\$11.6m	\$14.4m
Workplace rehabilitation	\$6.8m	\$6.8m	\$7.7m	\$9.4m
Legal & miscellaneous	\$15.5m	\$17.3m	\$18.0m	\$17.0m
Total claim payments	\$174.7m	\$173.8m	\$186.5m	\$207.8m



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 from \$123.5 million in 2021/22 to \$144.4 million in 2024/25p.



Service payments increased from \$51.3 million in 2021/22 and stands at \$63.5 million in 2024/25p.

Payments for claims in the Health care and social assistance industry in 2024/25p totalled \$207.8 million, accounting for 13.7% of total scheme payments.

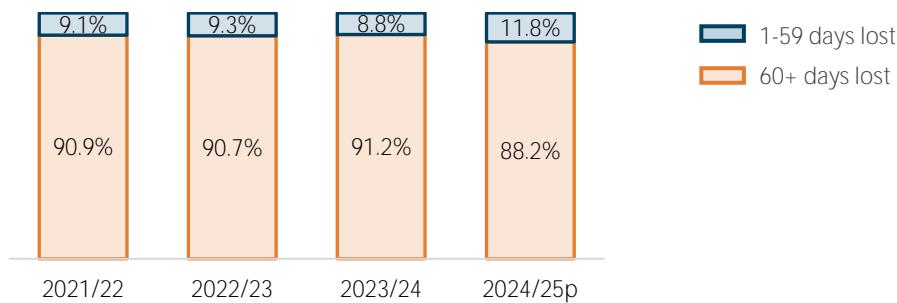
HEALTH CARE & SOCIAL ASSISTANCE

Claim costs* total claim costs by days lost

	2021/22	2022/23	2023/24	2024/25p
1-59 days lost	\$14.3m	\$16.0m	\$16.1m	\$22.0m
60+ days lost	\$143.8m	\$155.5m	\$166.7m	\$164.4m
Total claims	\$158.1m	\$171.4m	\$182.8m	\$186.3m

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

Claim costs* proportion of claim costs by days lost



Claim costs* average claim costs by days lost

	2021/22	2022/23	2023/24	2024/25p
1-59 days lost	\$11,291	\$11,985	\$11,644	\$15,493
60+ days lost	\$147,036	\$155,629	\$146,839	\$116,327
Total claims	\$70,373	\$73,547	\$72,584	\$65,839

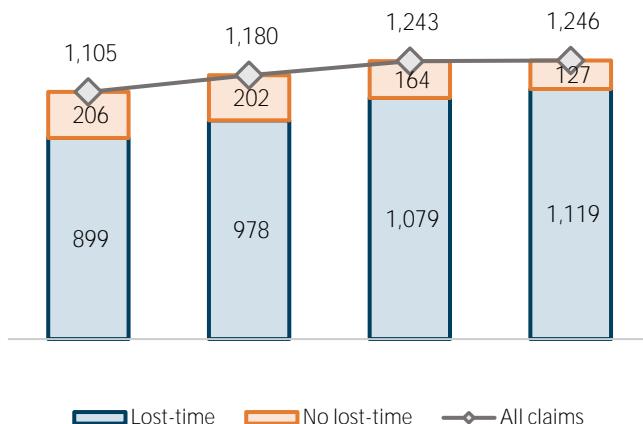
* Due to the evolving nature of claims, data is subject to change particularly for the most recent year.

The average claim cost in Health care and social assistance was \$65,839 in 2024/25p, compared with the scheme average of \$74,385.

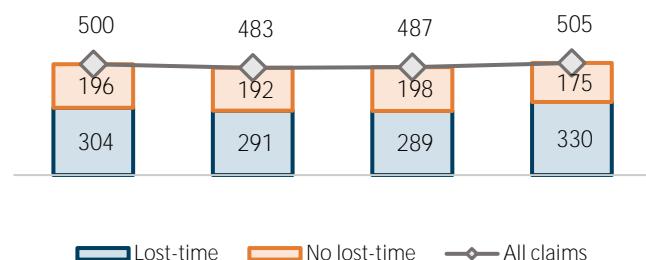
HEALTH CARE & SOCIAL ASSISTANCE

Claim numbers by lost-time per industry subdivision

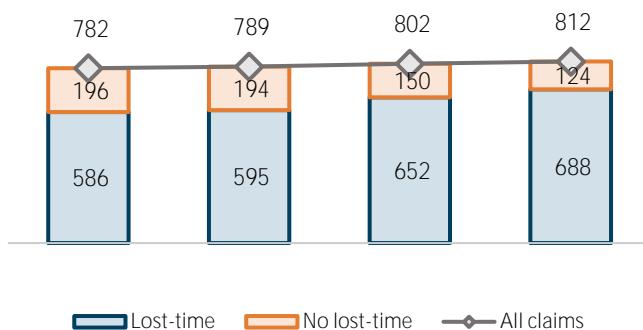
Hospitals



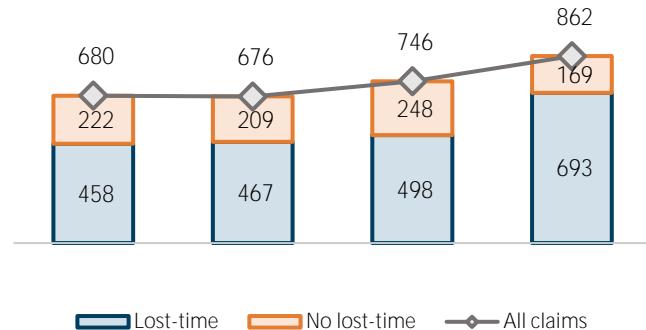
Medical and other health care services



Residential care services



Social assistance services



HEALTH CARE & SOCIAL ASSISTANCE

Lost-time claims and frequency rate by industry subdivision

SUBDIVISION	2021/22	2022/23	2023/24	2024/25p	Average* frequency rate
Hospitals	899	978	1,079	1,119	12.0
1-59 days lost	474	534	599	549	6.5
60+ days lost	425	444	480	570	5.5
Medical and other health care services	304	291	289	330	3.5
1-59 days lost	193	184	166	172	2.2
60+ days lost	111	107	123	158	1.4
Residential care services	586	595	652	688	15.2
1-59 days lost	366	355	366	349	9.0
60+ days lost	220	240	286	339	6.2
Social assistance services	458	467	498	693	6.3
1-59 days lost	236	259	252	347	3.3
60+ days lost	222	208	246	346	3.0
Total claims	2,247	2,331	2,518	2,830	8.4
1-59 days lost	1,269	1,332	1,383	1,417	4.7
60+ days lost	978	999	1,135	1,413	3.7

* The average frequency rate is over three years (2021/22 to 2023/24). The 2024/25 frequency rate was not available at the time of reporting.

Work status rate lost-time claims

Return to work rate	2021/22	2022/23	2023/24	2024/25p
at 1 month	65.2%	62.3%	62.4%	61.2%
at 3 months	78.2%	75.9%	76.8%	74.1%
at 6 months	84.2%	82.6%	82.0%	79.2%
at 12 months	86.5%	85.5%	84.2%	n/a



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 2023/24, 84.2% of claimants in Health care and social assistance returned to work at 12 months after the claim was lodged, below the overall scheme (86.4%).

HEALTH CARE & SOCIAL ASSISTANCE

Lost-time claims by age group

AGE GROUP	2021/22	2022/23	2023/24	2024/25p
15-24 years	125	136	180	172
25-34 years	343	355	424	537
35-44 years	428	431	513	593
45-54 years	602	598	633	664
55-64 years	596	674	612	692
65+ years	153	137	156	172
Total claims	2,247	2,331	2,518	2,830

Frequency rate* by age group

AGE GROUP	2021/22	2022/23	2023/24	2024/25p
15-24 years	5.0	4.4	6.4	n/a
25-34 years	5.5	5.2	4.5	n/a
35-44 years	7.6	7.6	6.6	n/a
45-54 years	11.4	10.5	10.0	n/a
55-64 years	13.9	15.0	11.8	n/a
65+ years	13.3	13.6	16.9	n/a
Total claims	9.0	8.7	7.8	n/a

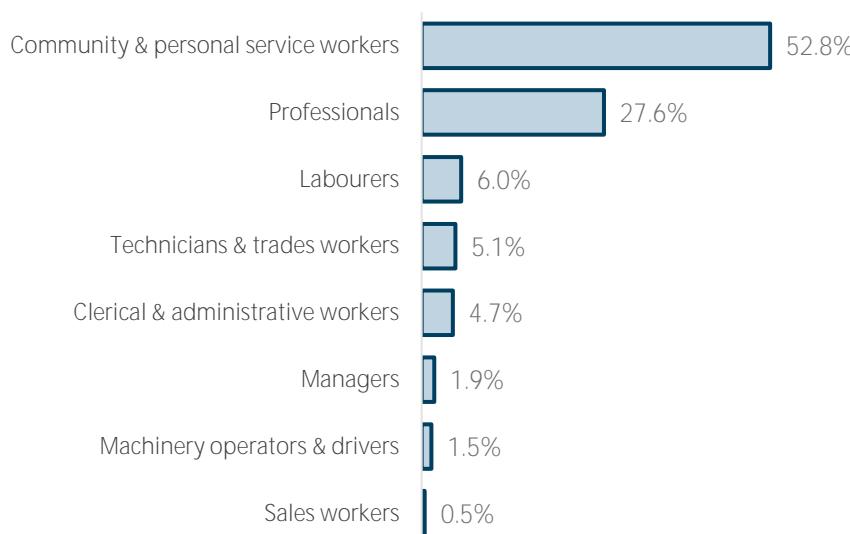
* The 2024/25 frequency rates were not available at the time of reporting.

HEALTH CARE & SOCIAL ASSISTANCE

Lost-time claims by occupation

OCCUPATION	2021/22	2022/23	2023/24	2024/25p
Community & personal service workers	1,177	1,236	1,334	1,493
Professionals	585	615	723	781
Labourers	170	183	162	169
Technicians & trades workers	117	118	114	145
Clerical & administrative workers	125	93	101	133
Managers	31	41	45	54
Machinery operators & drivers	34	39	29	42
Sales workers	8	6	10	13
Total claims	2,247	2,331	2,518	2,830

Lost-time claims proportions by occupation 2024/25p



HEALTH CARE & SOCIAL ASSISTANCE

Lost-time claims by nature of injury/disease

NATURE	2021/22	2022/23	2023/24	2024/25p
Traumatic joint/ligament & muscle/tendon injury	1,332	1,389	1,373	1,544
Wounds, lacerations, amputations & internal organ damage	294	266	309	387
Mental diseases	134	157	206	269
Fractures	185	192	214	227
Musculoskeletal & connective tissue diseases	151	148	183	220
Intracranial injuries	26	33	47	53
Infectious & parasitic diseases	4	48	89	33
Burn	37	33	36	33
Other injuries	15	22	22	21
Nervous system & sense organ diseases	31	15	10	15
Skin & subcutaneous tissue diseases	16	9	8	9
Digestive system diseases	6	8	8	7
Circulatory system diseases	4	1	1	5
Respiratory system diseases	0	2	5	4
Injury to nerves & spinal cord	0	1	1	1
Other diseases	12	7	6	2
Total claims	2,247	2,331	2,518	2,830

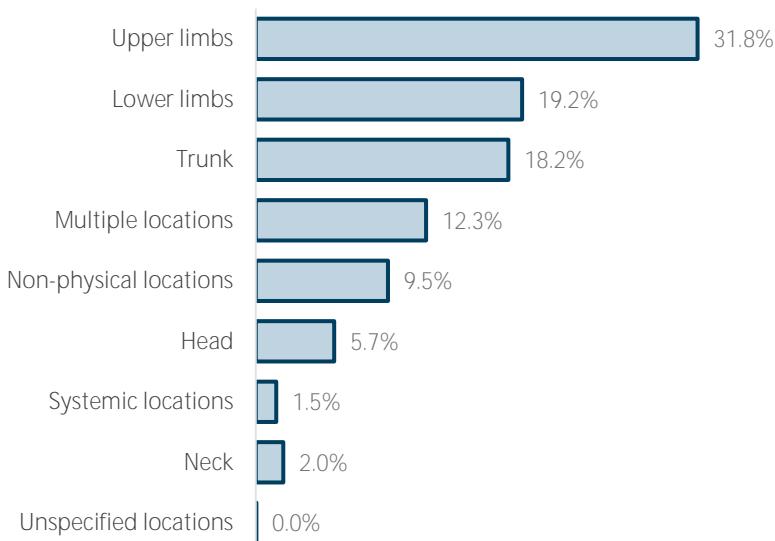
Sprains and strains (traumatic joint/ligament and muscle/tendon injury) continued to be the leading type of injury for claims lodged in the Health care and social assistance industry (54.6%), and showed the same pattern to the overall scheme (48.8%) in 2024/25p.

HEALTH CARE & SOCIAL ASSISTANCE

Lost-time claims by bodily location of injury/disease

LOCATION	2021/22	2022/23	2023/24	2024/25p
Upper limbs	790	756	814	899
Lower limbs	417	478	473	542
Trunk	407	462	486	514
Multiple locations	319	272	251	347
Non-physical locations	134	157	206	269
Head	134	115	142	160
Systemic locations	9	57	97	42
Neck	37	31	47	56
Unspecified locations	0	3	2	1
Total claims	2,247	2,331	2,518	2,830

Lost-time claims proportions by bodily location of injury/disease 2024/25p



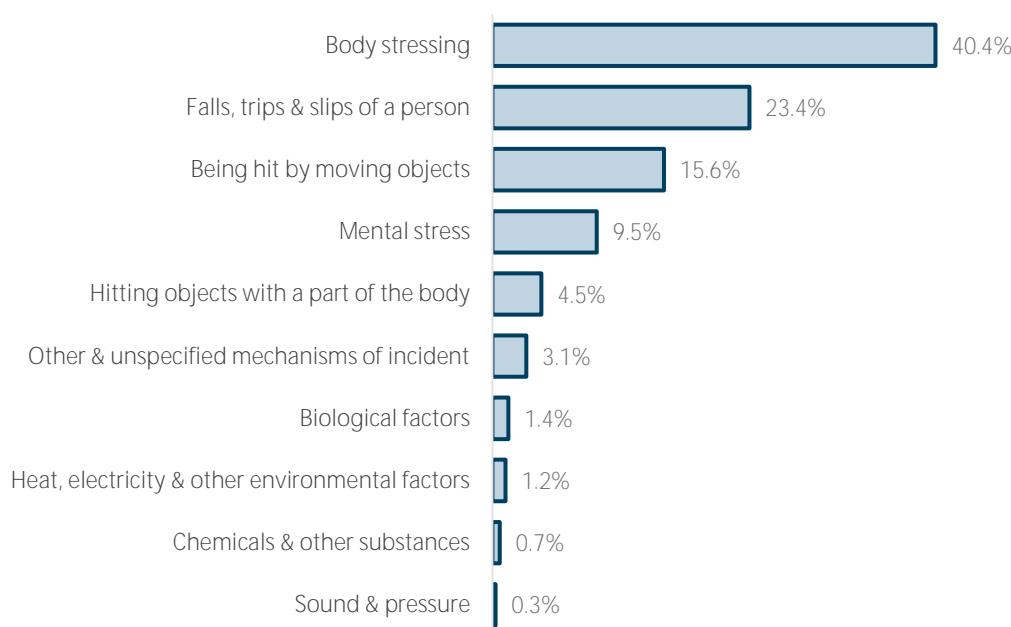
Upper and lower limb injuries accounted for around 50.9% of total claims lodged in 2024/25p.

HEALTH CARE & SOCIAL ASSISTANCE

Lost-time claims by mechanism of incident

MECHANISM	2021/22	2022/23	2023/24	2024/25p
Body stressing	959	976	975	1,142
Falls, trips & slips of a person	539	556	557	662
Being hit by moving objects	356	363	437	442
Mental stress	134	157	205	269
Hitting objects with a part of the body	109	113	121	126
Other & unspecified mechanisms of incident	69	51	61	87
Biological factors	10	54	98	41
Heat, electricity & other environmental factors	35	32	33	34
Chemicals & other substances	36	28	31	19
Sound & pressure	0	1	0	8
Total claims	2,247	2,331	2,518	2,830

Lost-time claims proportions by mechanism of incident 2024/25p

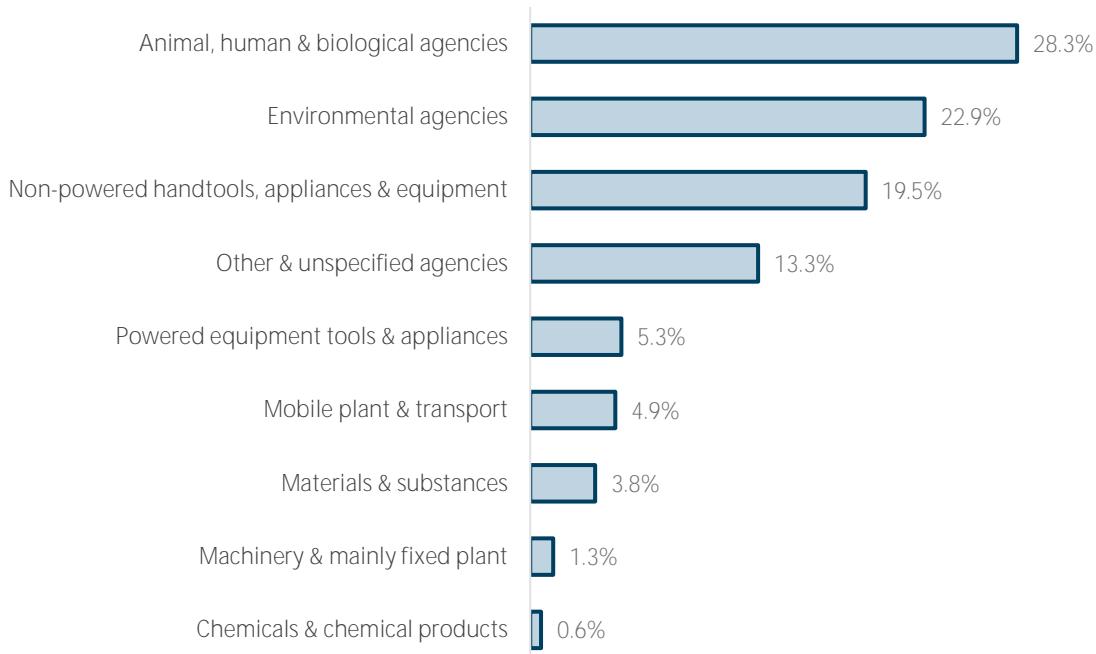


HEALTH CARE & SOCIAL ASSISTANCE

Lost-time claims by agency of injury/disease

AGENCY	2021/22	2022/23	2023/24	2024/25p
Animal, human & biological agencies	642	668	776	801
Environmental agencies	524	555	542	649
Non-powered handtools, appliances & equipment	466	479	491	552
Other & unspecified agencies	207	255	309	375
Powered equipment tools & appliances	110	97	104	150
Mobile plant & transport	141	138	143	140
Materials & substances	102	89	97	107
Machinery & mainly fixed plant	27	33	28	38
Chemicals & chemical products	28	17	28	18
Total claims	2,247	2,331	2,518	2,830

Lost-time claims proportions by agency of injury/disease 2024/25p



HEALTH CARE & SOCIAL ASSISTANCE

TERM	DEFINITION / EXPLANATION OF TERM
Act	This report is based on the <i>Workers Compensation and Injury Management Act 2023</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	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: <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). Due to the evolving nature of claims, data is subject to change particularly the most recent year.
Claim payments	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 sum settlement.
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).

HEALTH CARE & SOCIAL ASSISTANCE

TERM	DEFINITION / EXPLANATION OF TERM
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.
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).
Worker	<p>Under the <i>Workers Compensation and Injury Management Act 2023</i>, a 'worker' is defined in section 12 and related regulations primarily any person working under a contract of service or apprenticeship with an employer. Additionally:</p> <ul style="list-style-type: none">1. Certain contractors are also deemed workers if all of the following apply:<ol style="list-style-type: none">1. The work is not in the course of or incidental to a trade or business regularly carried on by the individual in their own name or under a business/firm name.2. The individual does not sublet the contract.3. If the individual employs a worker, they perform part of the work personally4. NDIS support workers are deemed workers if engaged under self-managed or plan-managed arrangements.5. Labour hire workers are covered; the labour hire company is considered the employer.