

# Long Duration Claims Report

2024/25

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

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# INTRODUCTION

## Long Duration Claims Report

### WorkCover WA

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

The Long Duration Claims Report is designed to provide insight into the overall activity and key trends of long duration claims within the workers compensation scheme of WA.

For the purposes of this report, journey claims between home and work, asbestos-related diseases and fatalities are excluded.

### 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 taken when comparing with 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 and incidence 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.

# FOCUS ON LONG DURATION CLAIMS

## What are 'long duration claims'?

Long duration claims are commonly defined as workers compensation claims which involve 60 days/shifts or more off work due to work-related injury or disease.

Due to the evolving nature of claims, estimates of days lost for unfinalised claims are revised as claims progress. That is, as claims mature, the data is more reflective of the final outcome.

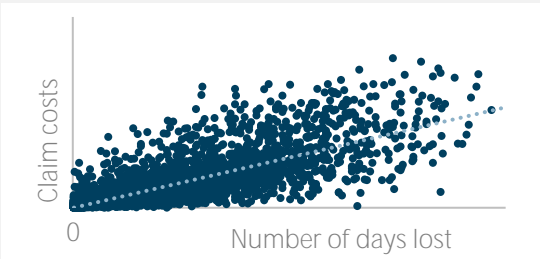
## Why focus on long duration claims?

The focus on long duration claims is attributed to three key factors - the relationship between days lost and claim costs, the significance of long duration claim costs, and the likelihood of injured workers returning to work.

### Relationship between days lost and claim costs

Figure 1 details all claims lodged in 2024/25p, with days lost on the X-axis and associated claim costs on the Y-axis. The scatter graph illustrates a strong direct relation between the number of days a worker was off work and the total claim costs, with a correlation coefficient of 0.84. In other words, the longer an injured worker is off work, the higher the claim costs.

Figure 1 - Days lost and claim costs for claims lodged in 2024/25p

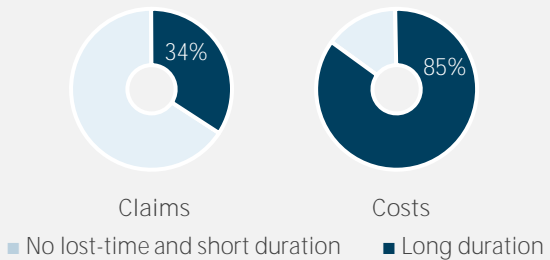


### The significance of long duration claim numbers and costs

The 80/20 rule (the Pareto principle) states for many events, roughly 80% of effects result from 20% of causes. This principle also applies to WA's workers compensation claim statistics.

Figure 2 illustrates long duration claims in 2024/25p represented 34% of claims lodged (including no lost-time claims), however accounted for 85% of the total claim costs, which follows a similar pattern to the 80/20 rule. As a result, by focusing on long duration claims, overall claim costs can be better managed.

Figure 2 - Proportion of claim numbers and claim costs lodged in 2024/25p

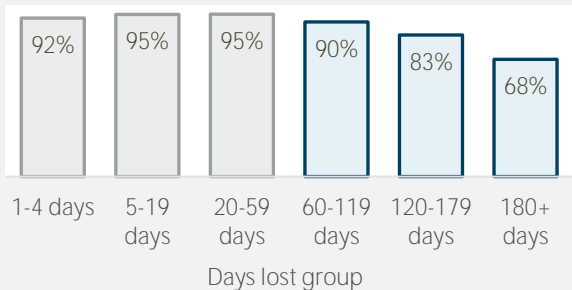


### Long duration claims and likelihood of returning to work

Workers compensation literature indicates the longer injured workers are absent from work, the less likely they are to return to work. WA claim statistics show the proportion of workers returning to work decreases as the number of days away from work increases (Figure 3).

Figure 3 shows claimants having up to 59 days off work had a similar return to work rate (around 95%). However, the return to work rate dropped significantly after 59 days off. In particular, after more than 180 days absent from work, only 2 in 3 claimants returned to work.

Figure 3 - Proportion of claimants returning to work by days lost group for claims lodged in 2024/25p



ALL LOST-TIME CLAIMS

LONG DURATION CLAIMS

CLAIMS LODGED

17,567  
lost-time claims



+18%  
over four years



8,656  
long duration claims



+43%  
over four years

In 2024/25p, around 17,500 lost-time claims were lodged, of which around 50% became long duration claims. Total lost-time claims increased (+18%), however long duration claims increased significantly (+43%).

FREQUENCY RATES

7.1  
lost-time claims  
per million hours  
worked



-3%  
over four years



3.1  
long duration claims  
per million hours  
worked



+10%  
over four years

In 2023/24, the frequency rate for lost-time claims was 7.1, compared to long duration claims at 3.1.

TOTAL CLAIM COSTS

\$1,376 million  
lost-time claims



+26%  
over four years



\$1,224 million  
long duration claims



+26%  
over four years

In 2024/25p, the total claim costs of long duration claims accounted for 89% of total lost-time claims costs.

TOP INDUSTRIES

Agriculture, forestry & fishing  
12.9  
lost-time claims  
per million hours worked



Transport, postal & warehousing  
4.9  
long duration claims  
per million hours worked



'Agriculture, forestry & fishing' had the highest frequency rate for all lost-time claims. However, 'Transport, postal & warehousing' had the highest frequency rate for long duration claims.

TOP OCCUPATIONS

Technicians & trades workers  
22.9%  
lost-time claims



Technicians & trades workers  
21.8%  
long duration claims



'Technicians & trades workers' lodged the most long duration claims and overall lost-time claims.

# KEY INDICATORS

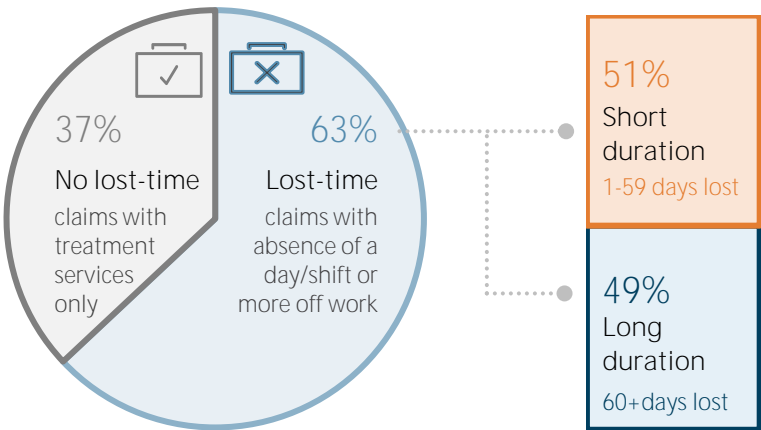
## LONG DURATION CLAIMS CLAIM NUMBERS

	2021/22	2022/23	2023/24	2024/25p
1-59 days	8,842	9,037	9,295	8,911
60+ days	6,051	6,459	7,367	8,656
Lost-time claims	14,893	15,496	16,662	17,567



Lost-time claims are those which a worker was absent from work for a day/shift or more due to a work-related injury or illness.

## LONG DURATION CLAIMS PROPORTION OF CLAIMS 2021/22 to 2024/25p

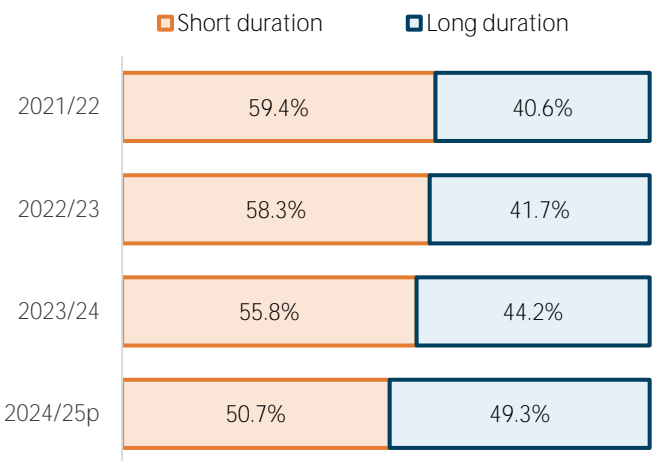


Over the previous four years, lost-time claims **increased** (+18.0%), from 14,893 in 2021/22 to 17,567 in 2024/25p.

This was driven by a significant increase in claims with 60+ days lost (+43.4%), from 6,051 in 2021/22 to 8,656 in 2024/25p. These claims are referred to as **long duration claims**.

**No lost-time claims** are claims with treatment services only, and accounted for 37% of claims over the last four years.

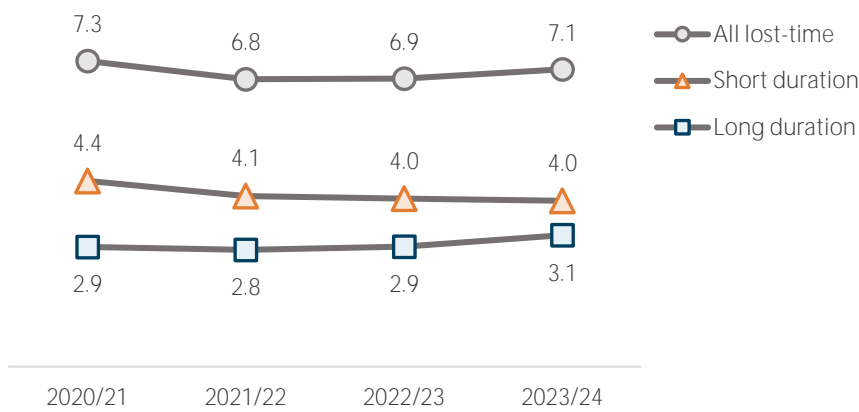
## LONG DURATION CLAIMS COMPARISON TO SHORT DURATION CLAIMS



Although **short duration claims** accounted for the majority of lost-time claims, the proportion of **long duration claims** increased from 40.6% to 49.3% over four years.

# KEY INDICATORS

## LONG DURATION CLAIMS FREQUENCY RATES\*

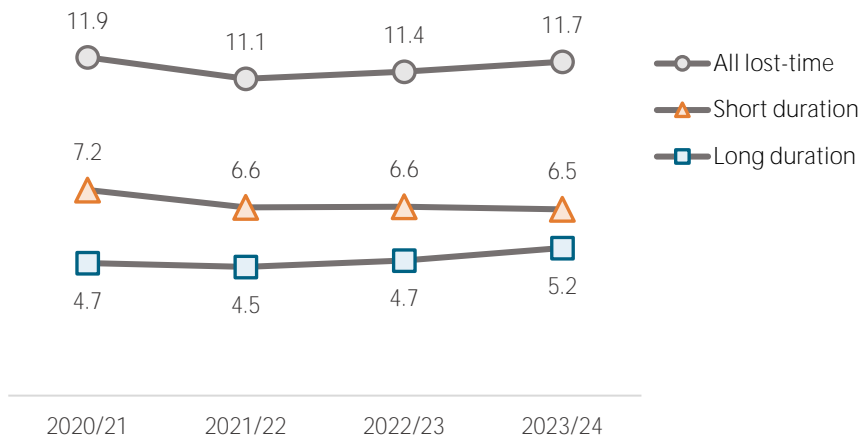


Frequency rate\* indicates the prevalence of workers compensation claims by measuring the number of lost-time claims per million hours worked.

The overall frequency rates for all lost-time claims remained stable over four years, with 7.1 claims lodged per million hours worked.

Frequency rates for long duration claims, increased from 2.9 to 3.1 claims over four years.

## LONG DURATION CLAIMS INCIDENCE RATES\*



Incidence rate\* is the number of lost-time claims per thousand employees.

The incidence rate for long duration claims increased from 4.7 to 5.2 claims per thousand employees.

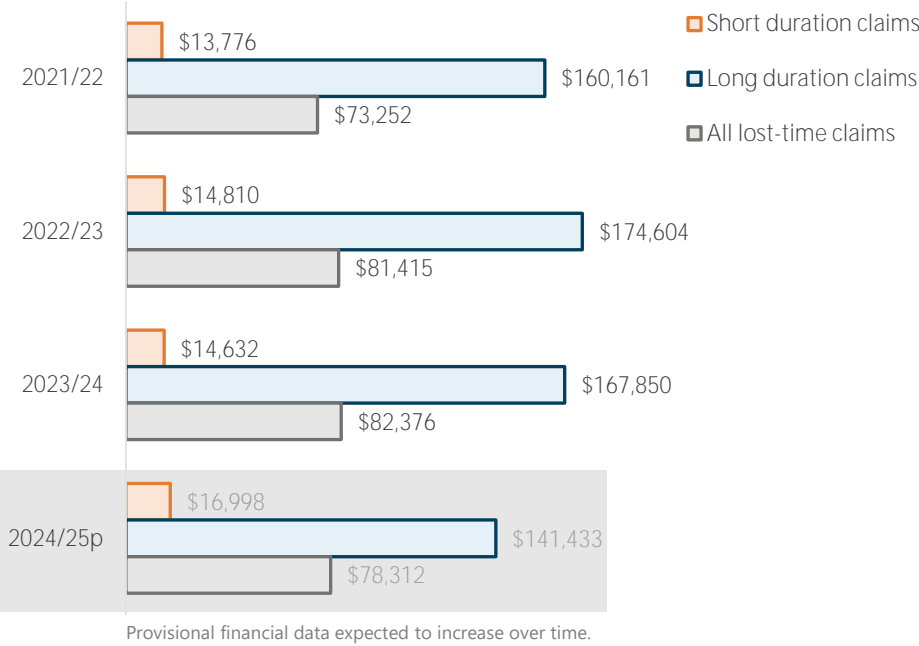
One in every 193 WA employees had a long duration claim in 2023/24.

\* Frequency and incidence rates are only available for the previous financial year, in line with Australian Bureau of Statistics' data releases.



# KEY INDICATORS

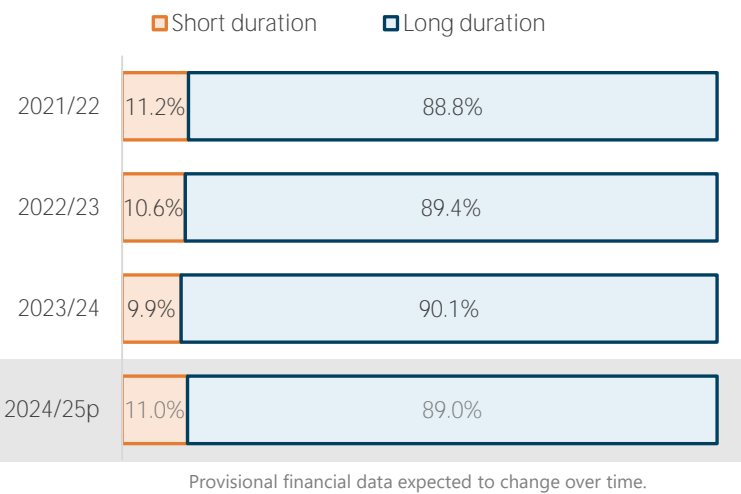
## LONG DURATION CLAIMS AVERAGE CLAIM COSTS\*



On average, long duration claims cost almost twice as much as overall lost-time claims.

Over the last four years, the claim cost for long duration claims averaged \$161,012 per year.

## LONG DURATION CLAIMS PROPORTION OF CLAIM COSTS\*

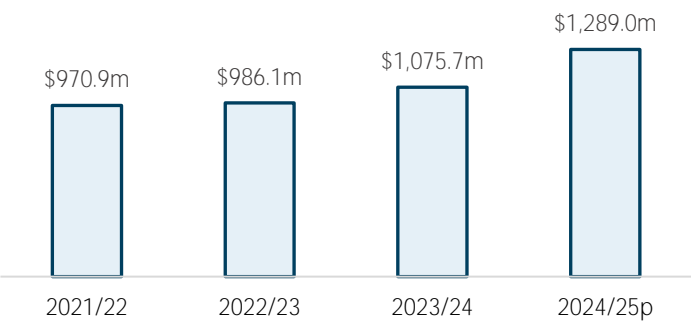


Although accounting for less than half of lost-time claims, long duration claim costs accounted for the majority of total lost-time claim costs over four years.

\* Claim costs are expected to increase as claims develop over time due to a higher proportion of estimated costs from unfinalised claims (particularly for more recent years) being revised to reflect the actual claim costs.

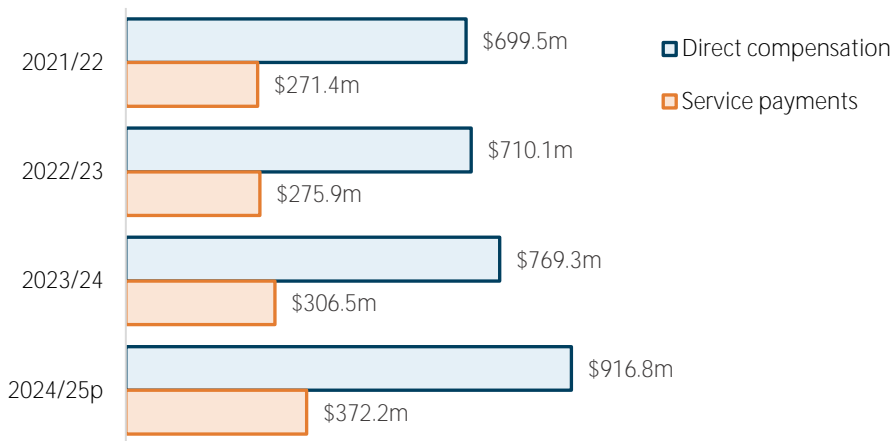
# KEY INDICATORS

## LONG DURATION CLAIMS ADJUSTED PAYMENTS (\$MILLION)



After adjusting for inflation, \$1,289.0 million was paid for long duration claims in 2024/25p, showing an increasing trend over the last four years.

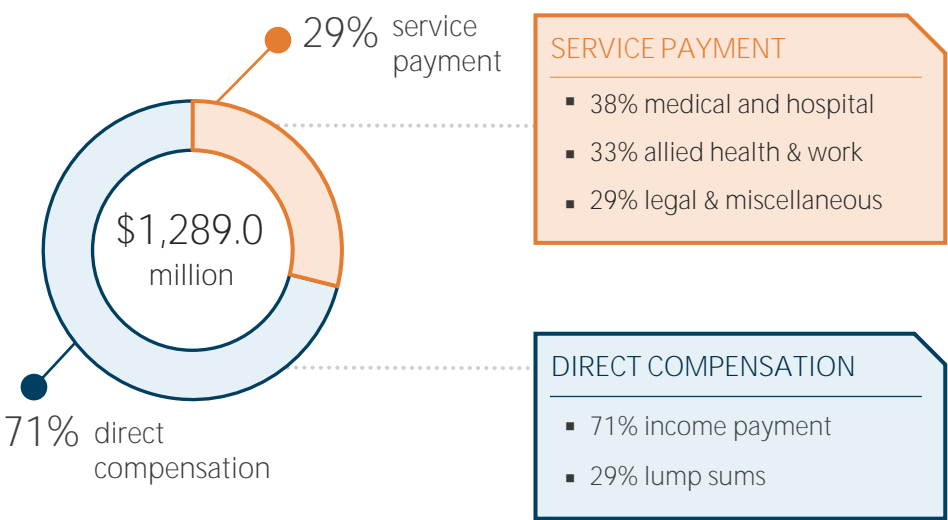
## LONG DURATION CLAIMS PAYMENT TYPES (\$MILLION)



Direct compensation consists of income replacement payments and lump sums.

These payments consistently make up the majority of claim payments for long duration claims.

## LONG DURATION CLAIM PAYMENTS 2024/25p

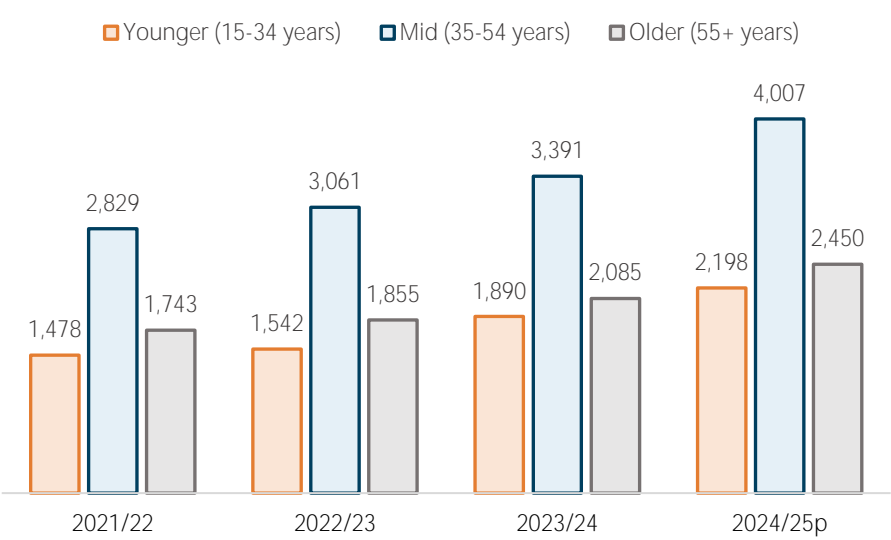


Direct compensation accounted for 71% of long duration claim payments in 2024/25p.

The remaining 29% was attributed to service payments, which includes medical, hospital, allied health, workplace rehabilitation, legal & other miscellaneous services.

# CLAIMANT CHARACTERISTICS

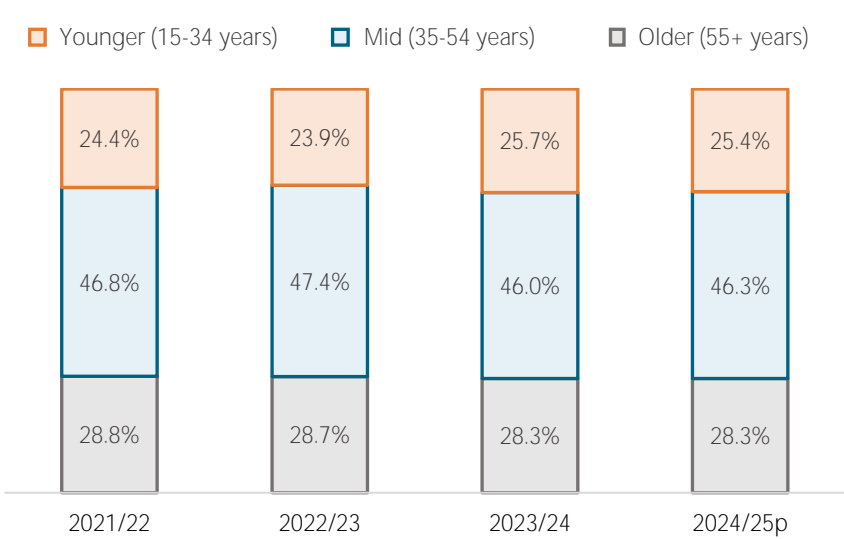
## LONG DURATION CLAIMS BY AGE GROUP



The mid age group (35-54 years) accounted for the most long duration claims across four years.

The younger age group (15-34 years) had the largest proportionate increase, growing by 49% over four years.

## LONG DURATION CLAIMS PROPORTION BY AGE GROUP

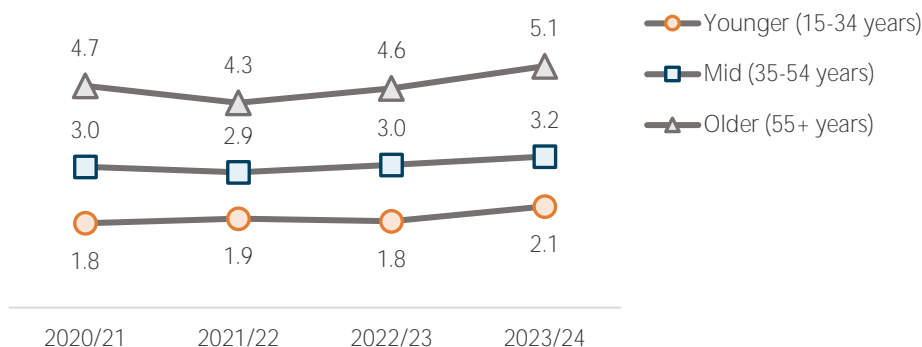


Over four years, around a quarter of long duration claims were attributed to the younger age group (15-34 years).

However, the majority of long duration claims were from workers in the mid age group, reflecting the majority of workers in this age group.

# CLAIMANT CHARACTERISTICS

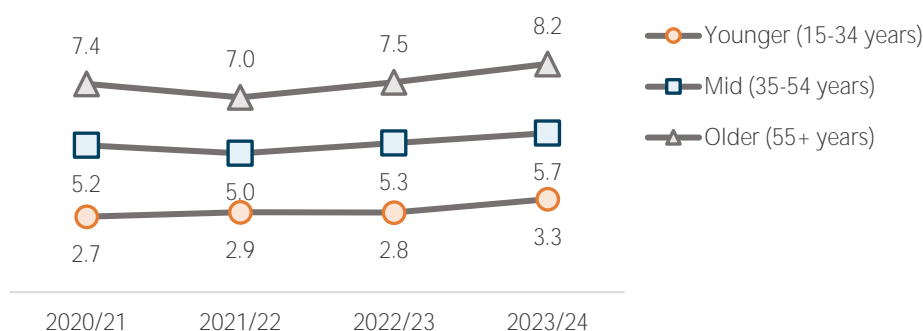
## LONG DURATION CLAIMS FREQUENCY RATES\* BY AGE GROUP



In 2023/24, the older age group had the highest frequency rate, with 5.1 long duration claims per million hours worked.

The **younger age group** consistently had the lowest frequency rate. In 2023/24, the younger age group accounted for **2.1 long duration claims** per million hours worked.

## LONG DURATION CLAIMS INCIDENCE RATES\* BY AGE GROUP



The older age group continues to have the highest incidence rate across all age groups, with 8.2 long duration claims per thousand employees in the latest year.

## LONG DURATION CLAIMS AVERAGE COSTS^ BY AGE GROUP

	2021/22	2022/23	2023/24	2024/25p
Younger (15-34 years)	\$129,931	\$141,192	\$141,077	\$122,547
Mid (35-54 years)	\$167,718	\$182,879	\$172,170	\$143,348
Older (55+ years)	\$173,619	\$188,807	\$185,055	\$155,277
All long duration claims	\$160,161	\$174,604	\$167,850	\$141,433

Provisional financial data expected to change over time.

The **younger age group** generally had **lower** average long duration claim costs across all age groups.

\* Frequency and incidence rates are only available for the previous financial year, in line with Australian Bureau of Statistics' data releases.

^ Claim costs are expected to increase as claims develop over time due to a higher proportion of estimated costs from unfinalised claims (particularly for more recent years) being revised to reflect the actual claim costs.

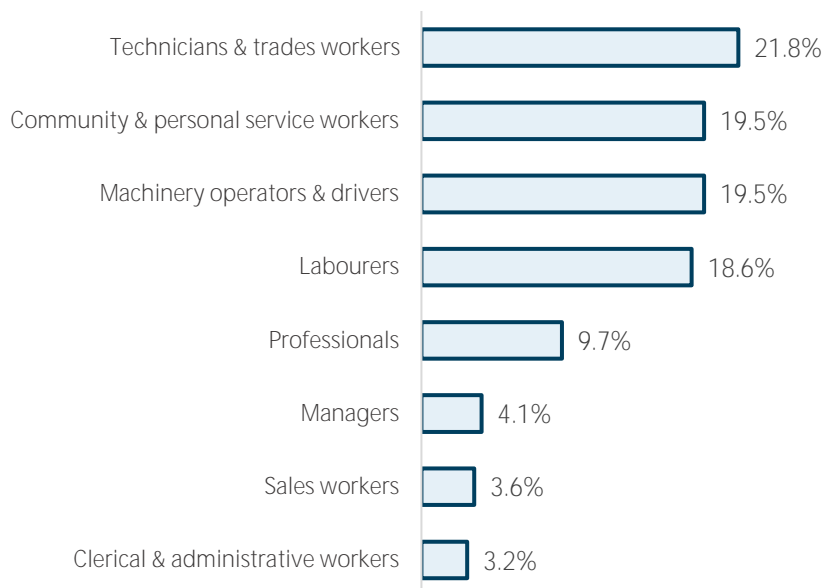
# CLAIMANT CHARACTERISTICS

## LONG DURATION CLAIMS BY OCCUPATION

	2021/22	2022/23	2023/24	2024/25p
Technicians & trades workers	1,381	1,391	1,599	1,860
Community & personal service workers	1,110	1,213	1,500	1,732
Machinery operators & drivers	1,232	1,324	1,399	1,600
Labourers	1,226	1,246	1,297	1,541
Professionals	517	600	747	895
Managers	188	239	333	424
Sales workers	217	254	252	316
Clerical & administrative workers	180	192	240	288
All long duration claims	6,051	6,459	7,367	8,656

## LONG DURATION PROPORTION OF CLAIMS BY OCCUPATION

From 2021/22 to 2024/25p



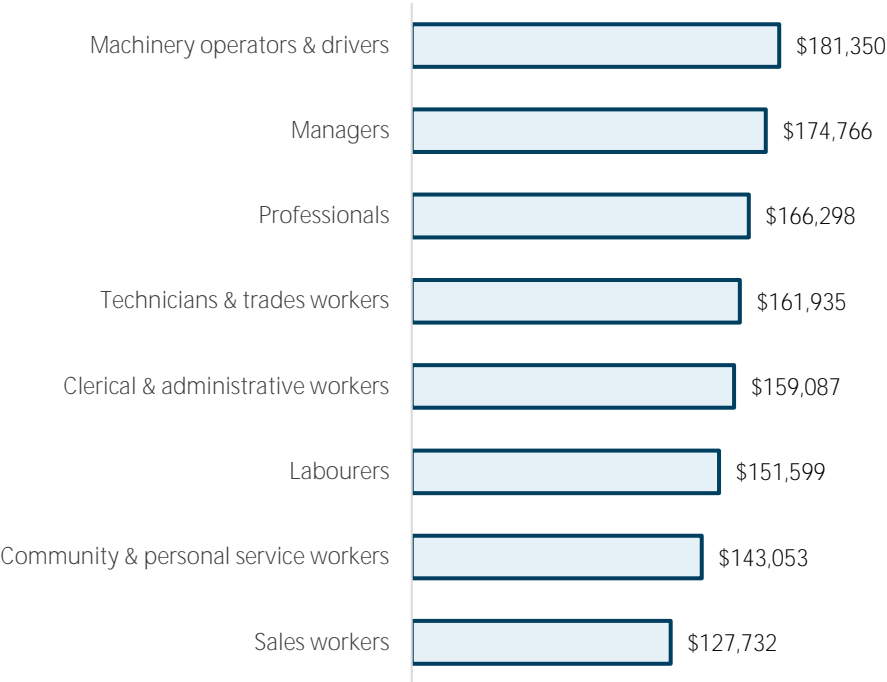
Over the four years, 'Technicians & trades workers' and 'Community & personal service workers' represented occupations with the highest number of long duration claims.

These occupations accounted for around 41.3% of all long duration claims over the last four years.

# CLAIMANT CHARACTERISTICS

## LONG DURATION CLAIMS AVERAGE COSTS\* BY OCCUPATION

From 2021/22 to 2024/25p



Across four years, 'Machinery operators & drivers' had the highest average long duration claim cost at \$181,350.

Over the same period, 'Sales workers' had the lowest average long duration claim cost at \$127,732.

'Machinery operators & drivers' includes workers in machine and stationary plant operators, mobile plant operators, road and rail drivers.

\* Claim costs are expected to increase as claims develop over time due to a higher proportion of estimated costs from unfinalised claims (particularly for more recent years) being revised to reflect the actual claim costs.

# CLAIMANT CHARACTERISTICS

## LONG DURATION CLAIMS BY INDUSTRY

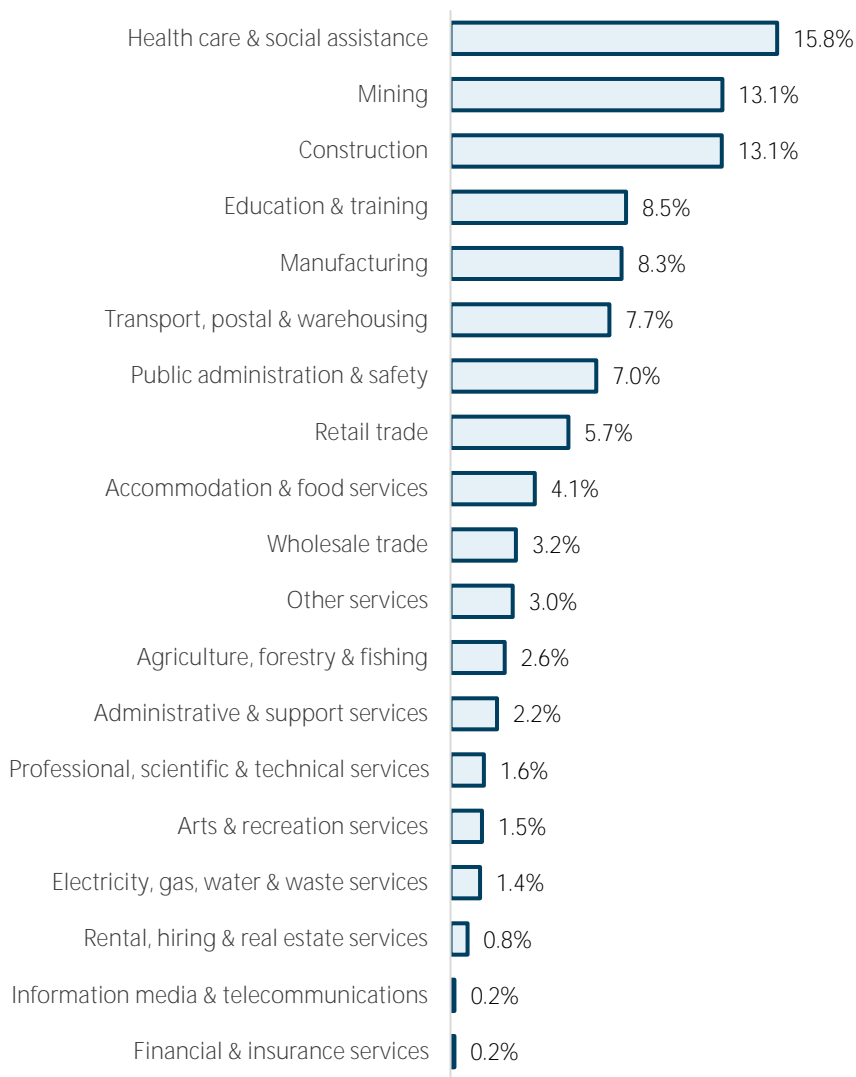
	2021/22	2022/23	2023/24	2024/25p
Health care & social assistance	977	997	1,130	1,398
Mining	853	864	915	1,114
Construction	800	873	973	1,092
Education & training	444	595	647	734
Transport, postal & warehousing	440	497	578	673
Manufacturing	543	521	621	672
Public administration & safety	379	411	559	658
Retail trade	326	344	416	538
Accommodation & food services	260	265	294	341
Wholesale trade	165	199	248	291
Other services	191	172	222	273
Agriculture, forestry & fishing	176	192	188	191
Arts & recreation services	94	90	101	149
Administrative & support services	167	179	151	144
Professional, scientific & technical services	91	92	135	143
Electricity, gas, water & waste services	83	96	102	125
Rental, hiring & real estate services	41	57	56	79
Information media & telecommunications	11	11	11	23
Financial & insurance services	10	4	20	18
All long duration claims	6,051	6,459	7,367	8,656

The 'Health care & social assistance' and 'Mining' industries consistently had the **highest** number of long duration claims across four years.

# CLAIMANT CHARACTERISTICS

## LONG DURATION CLAIMS PROPORTIONS BY INDUSTRY DIVISION

From 2021/22 to 2024/25p



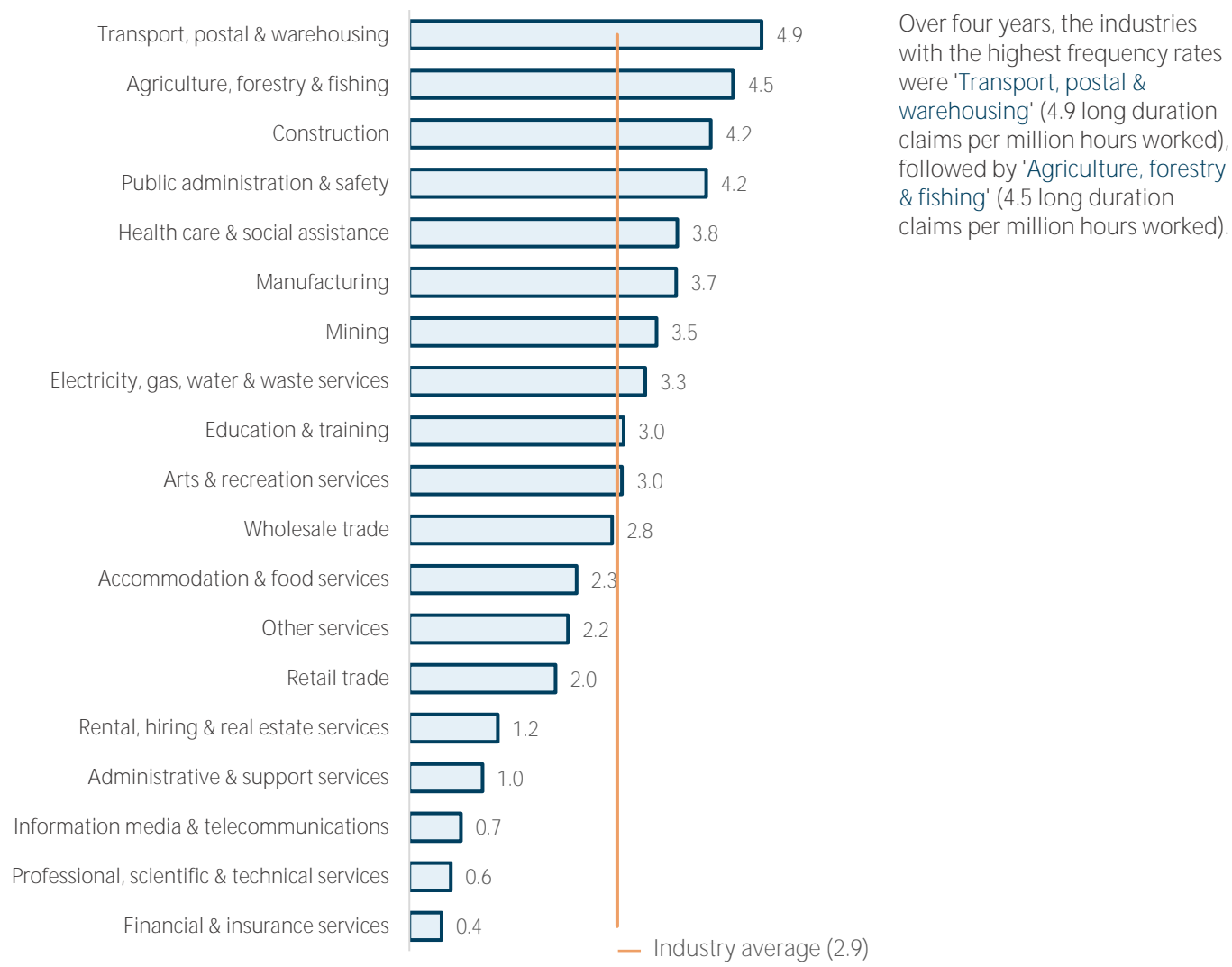
Over the four-year period, 'Health care & social assistance' had the highest proportion of long duration claims (15.8%), followed by 'Mining' (13.1%), and 'Construction' (13.1%)



# CLAIMANT CHARACTERISTICS

## LONG DURATION CLAIMS FREQUENCY RATES\* BY INDUSTRY DIVISION

From 2020/21 to 2023/24

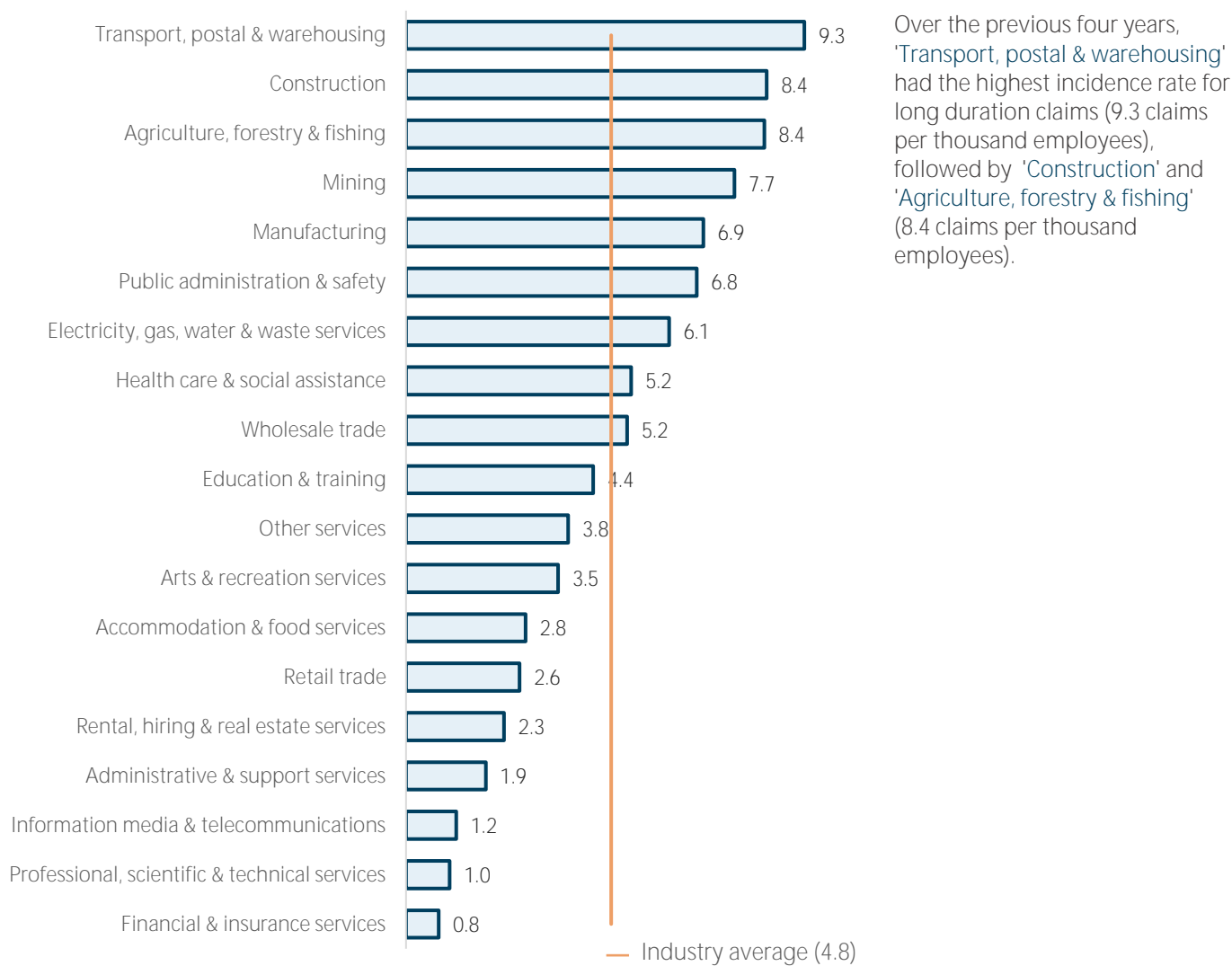


\* Frequency rates are only available for the previous financial year, in line with Australian Bureau of Statistics' data releases.

# CLAIMANT CHARACTERISTICS

## LONG DURATION CLAIMS INCIDENCE RATES\* BY INDUSTRY DIVISION

From 2020/21 to 2023/24



\* Incidence rates are only available for the previous financial year, in line with Australian Bureau of Statistics' data releases.

# CLAIMANT CHARACTERISTICS

## LONG DURATION CLAIMS AVERAGE COSTS\* BY INDUSTRY

	2021/22	2022/23	2023/24	2024/25p
Mining	\$194,453	\$195,551	\$195,479	\$173,563
Transport, postal & warehousing	\$173,108	\$197,317	\$178,246	\$159,743
Agriculture, forestry & fishing	\$145,777	\$202,628	\$166,680	\$158,138
Public administration & safety	\$167,877	\$179,665	\$183,436	\$157,171
Construction	\$166,101	\$192,622	\$189,350	\$155,672
Administrative & support services	\$121,878	\$206,219	\$148,134	\$155,540
Manufacturing	\$170,856	\$163,263	\$164,315	\$145,847
Professional, scientific & technical services	\$138,127	\$204,076	\$190,370	\$138,507
Rental, hiring & real estate services	\$178,552	\$206,904	\$170,110	\$137,232
Electricity, gas, water & waste services	\$137,100	\$166,470	\$191,329	\$136,869
Financial & insurance services	\$205,792	\$401,341	\$168,021	\$135,289
Wholesale trade	\$146,819	\$172,355	\$164,106	\$131,820
Other services	\$149,948	\$158,112	\$177,543	\$129,425
Information media & telecommunications	\$50,437	\$179,795	\$194,589	\$128,330
Health care & social assistance	\$147,138	\$157,073	\$150,719	\$125,135
Education & training	\$154,950	\$158,530	\$142,348	\$119,980
Retail trade	\$145,709	\$139,408	\$144,258	\$109,185
Accommodation & food services	\$131,322	\$128,654	\$122,713	\$105,442
Arts & recreation services	\$115,572	\$147,377	\$131,497	\$99,494
All long duration claims	\$160,161	\$174,604	\$167,850	\$141,433

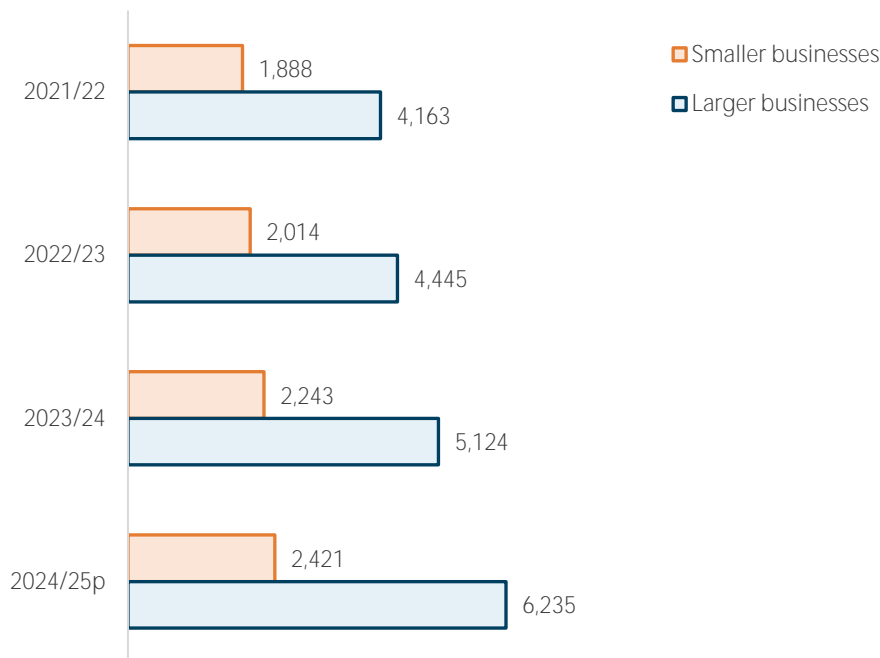
Provisional financial data expected to increase over time.

'Mining' had the highest average claim cost in 2024/25p, and accounted for 8.2% of total workers in the WA scheme.

\* Claim costs are expected to increase as claims develop over time due to a higher proportion of estimated costs from unfinalised claims (particularly for more recent years) being revised to reflect the actual claim costs.

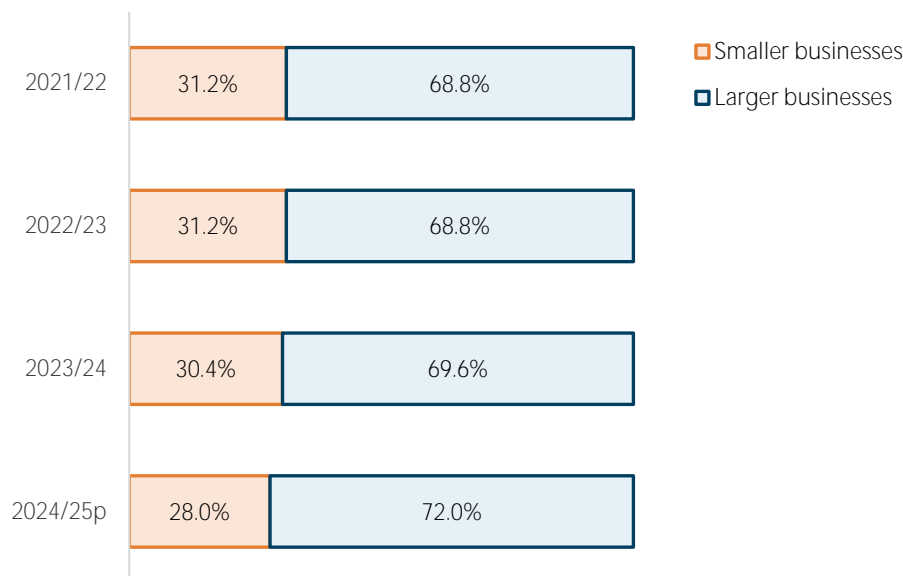
# CLAIMANT CHARACTERISTICS

## LONG DURATION CLAIMS BY SIZE OF EMPLOYER



Larger businesses (50+ employees) consistently had around twice as many long duration claims than smaller businesses over the last four years.

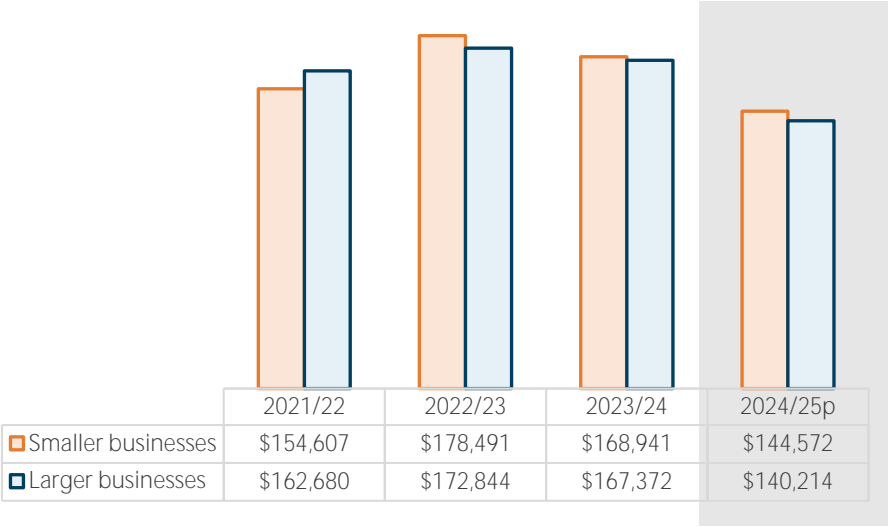
## LONG DURATION CLAIMS PROPORTION OF CLAIMS BY SIZE OF EMPLOYER



The proportion of long duration claims for larger businesses shows a steady to increasing trend over four years.

# CLAIMANT CHARACTERISTICS

## LONG DURATION CLAIMS AVERAGE COST\* BY SIZE OF EMPLOYER



The average long duration claim cost for smaller and larger businesses shows a similar trend between 2021/22 and 2023/24.

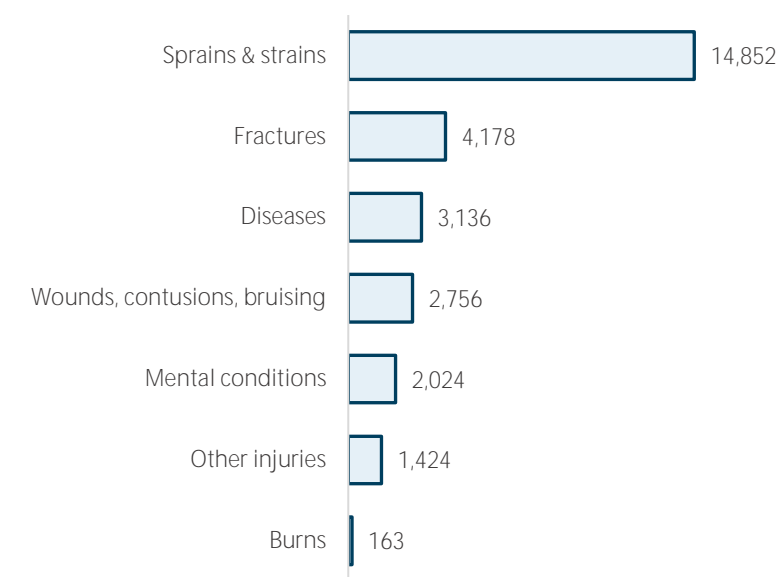
Provisional financial data expected to increase over time.

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# INJURY & DISEASE ATTRIBUTES

## LONG DURATION CLAIMS BY NATURE OF INJURY/DISEASE

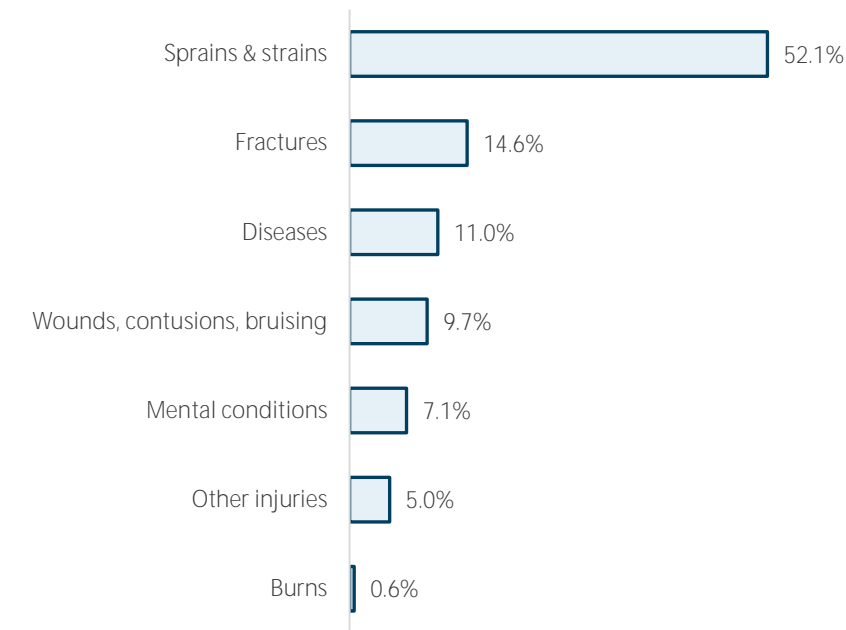
From 2021/22 to 2024/25p



Over the last four years, the most common injury for long duration claims was sprains and strains (52.1%), followed by fractures (14.6%).

## LONG DURATION CLAIMS PROPORTIONS BY NATURE OF INJURY/DISEASE

From 2021/22 to 2024/25p



# INJURY & DISEASE ATTRIBUTES

## LONG DURATION CLAIMS AVERAGE COSTS\* BY NATURE OF INJURY/DISEASE

	2021/22	2022/23	2023/24	2024/25p
Mental conditions	\$177,737	\$206,361	\$195,956	\$166,124
Burns	\$259,760	\$221,983	\$170,904	\$156,143
Other injuries	\$178,422	\$204,101	\$190,750	\$153,938
Diseases	\$166,938	\$168,390	\$162,411	\$143,815
Fractures	\$155,600	\$180,803	\$170,742	\$139,303
Sprains & strains	\$155,827	\$166,252	\$164,502	\$139,250
Wounds, contusions, bruising	\$162,085	\$178,250	\$153,333	\$124,411
All long duration claims	\$160,161	\$174,604	\$167,850	\$141,433

Provisional financial data expected to increase over time.

Over four years, the average long duration claim cost for burns was the highest amongst all injury types, followed by mental conditions.

Although representing the most common injury, 'sprains and strains' had the second lowest average claim cost in 2024/25p.

\* Claim costs is expected to increase as claims develop over time due to a higher proportion of days lost and costs from unfinalised claims (particularly for more recent years) being revised to reflect the actual days lost and costs.

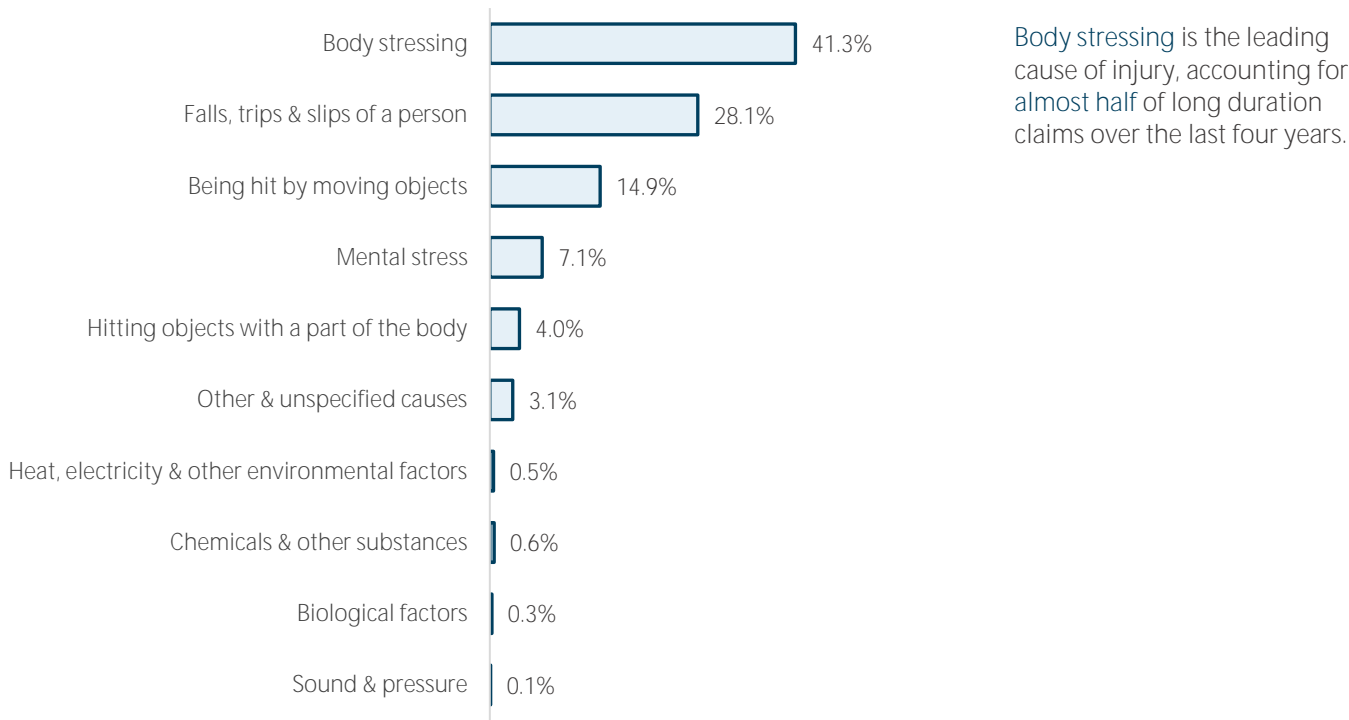
# INJURY & DISEASE ATTRIBUTES

## LONG DURATION CLAIMS BY MECHANISM OF INCIDENT

	2021/22	2022/23	2023/24	2024/25p
Body stressing	2,439	2,640	3,089	3,623
Falls, trips & slips of a person	1,865	1,852	1,984	2,326
Being hit by moving objects	900	1,008	1,106	1,243
Mental stress	334	420	535	733
Hitting objects with a part of the body	242	237	323	340
Other & unspecified causes	183	204	216	276
Heat, electricity & other environmental factors	26	37	35	47
Chemicals & other substances	46	38	46	34
Biological factors	14	19	19	24
Sound & pressure	2	4	14	10
All long duration claims	6,051	6,459	7,367	8,656

## LONG DURATION CLAIMS PROPORTIONS BY MECHANISM OF INCIDENT

From 2021/22 to 2024/25p





# INJURY & DISEASE ATTRIBUTES

## LONG DURATION CLAIMS AVERAGE COSTS\* BY MECHANISM OF INCIDENT

	2021/22	2022/23	2023/24	2024/25p
Chemicals & other substances	\$189,787	\$195,693	\$160,415	\$184,950
Other & unspecified causes	\$205,164	\$218,587	\$206,447	\$182,208
Mental stress	\$177,737	\$206,361	\$195,349	\$166,124
Heat, electricity & other environmental factors	\$372,075	\$207,516	\$130,863	\$141,498
Being hit by moving objects	\$175,023	\$196,479	\$180,373	\$141,469
Falls, trips & slips of a person	\$148,622	\$172,962	\$164,493	\$140,934
Biological factors	\$308,160	\$113,301	\$204,881	\$136,603
Body stressing	\$153,461	\$162,302	\$161,134	\$136,183
Sound & pressure	\$68,782	\$197,092	\$291,252	\$132,262
Hitting objects with a part of the body	\$166,849	\$133,323	\$135,994	\$110,574
All long duration claims	\$160,161	\$174,604	\$167,850	\$141,433

Provisional financial data expected to increase over time.

For the most common cause of injury, the claim cost for body stressing injuries averaged \$152,141 per year over four years.

'Body stressing' are injuries resulting from straining muscles, tendons, ligaments and bones.

\* Claim costs are expected to increase as claims develop over time due to a higher proportion of estimated costs from unfinalised claims (particularly for more recent years) being revised to reflect the actual claim costs.

# INJURY & DISEASE ATTRIBUTES

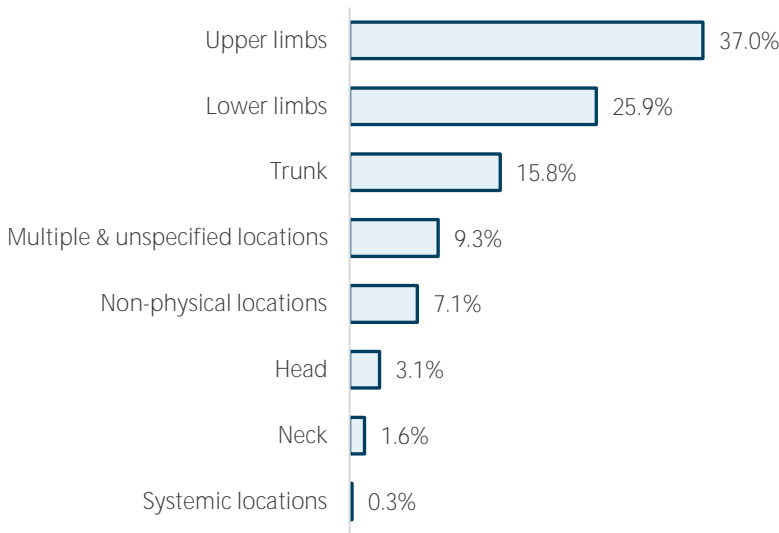
## LONG DURATION CLAIMS BY BODILY LOCATION OF INJURY/DISEASE

	2021/22	2022/23	2023/24	2024/25p
Upper limbs	2,312	2,410	2,758	3,086
Lower limbs	1,621	1,656	1,879	2,221
Trunk	939	1,015	1,165	1,383
Multiple & unspecified locations	573	651	642	777
Non-physical locations	334	420	537	733
Head	165	206	239	284
Neck	88	83	129	150
Systemic locations	19	18	18	22
All long duration claims	6,051	6,459	7,367	8,656

Over the last four years, injuries most commonly involved upper and lower limbs, and show an increasing trend.

## LONG DURATION CLAIMS PROPORTIONS BY BODILY LOCATION

From 2021/22 to 2024/25p



Non-physical locations refers to the psychological system and accounted for 7.1% of long duration claims over the last four years.

Systemic locations includes the circulatory, respiratory, digestive, genitourinary, nervous, other and unspecified systemic conditions. These accounted for only 0.3% of long duration claims over four years.

# INJURY & DISEASE ATTRIBUTES

## LONG DURATION CLAIMS AVERAGE COSTS\* BY BODILY LOCATION OF INJURY/DISEASE

	2021/22	2022/23	2023/24	2024/25p
Head	\$227,766	\$217,179	\$215,644	\$182,196
Non-physical locations	\$177,737	\$206,361	\$195,956	\$166,124
Neck	\$226,051	\$332,992	\$190,761	\$165,539
Multiple & unspecified locations	\$207,021	\$215,808	\$203,276	\$153,810
Systemic locations	\$381,113	\$192,253	\$162,220	\$152,804
Trunk	\$184,688	\$189,439	\$171,075	\$146,596
Lower limbs	\$138,829	\$158,838	\$153,415	\$134,874
Upper limbs	\$141,855	\$153,300	\$157,426	\$129,854
All long duration claims	\$160,161	\$174,604	\$167,850	\$141,433

Provisional financial data expected to increase over time.

In the latest year, long duration claims with injuries to the [head](#) had the highest average claim cost (\$182,196).

However, head injuries were one of the least common body parts (3.1%) associated with long duration claims over the same period.

Work-related injuries to the limbs accounted for two-thirds of long duration claims.

\* Claim costs is expected to increase as claims develop over time due to a higher proportion of days lost and costs from unfinalised claims (particularly for more recent years) being revised to reflect the actual days lost and costs.

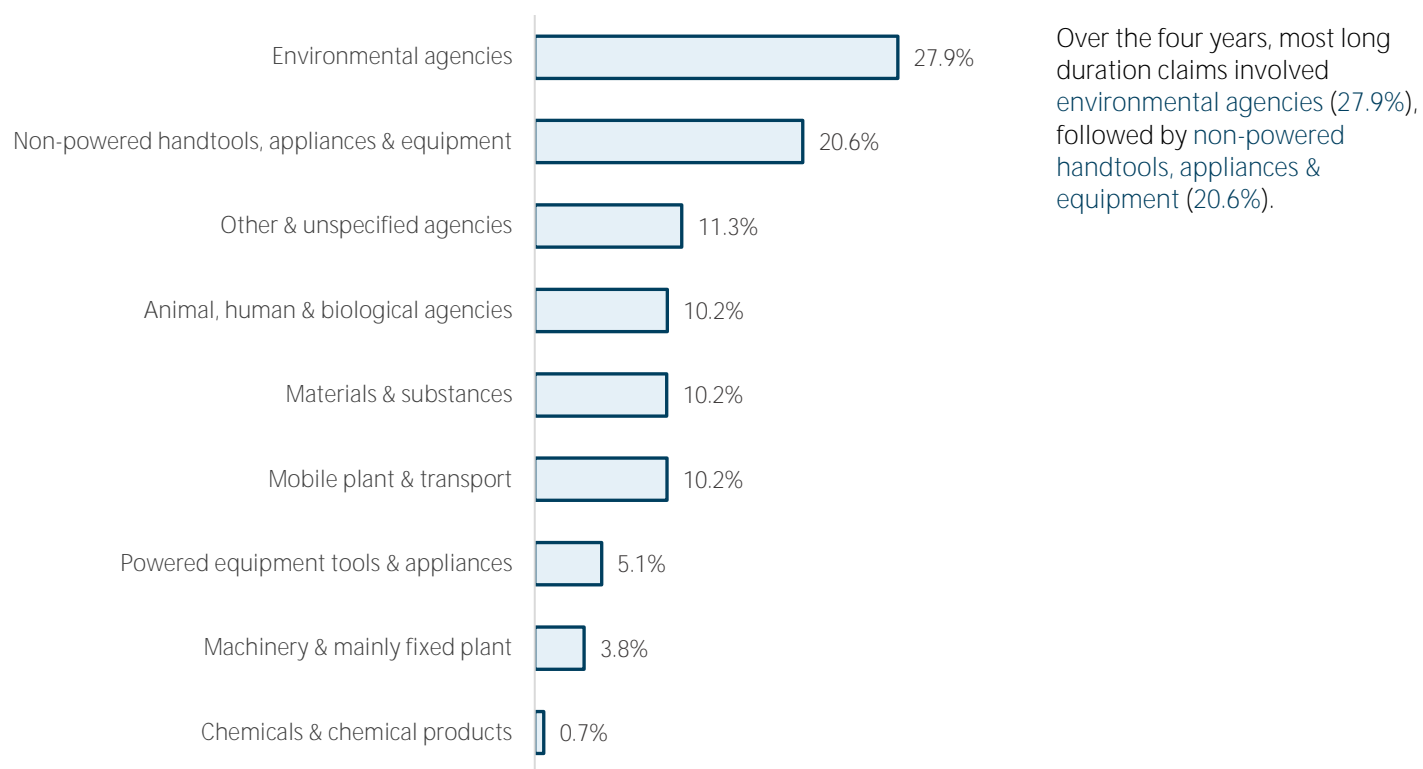
# INJURY & DISEASE ATTRIBUTES

## LONG DURATION CLAIMS BY AGENCY OF INJURY/DISEASE

	2021/22	2022/23	2023/24	2024/25p
Environmental agencies	1,802	1,830	1,944	2,389
Non-powered handtools, appliances & equipment	1,269	1,285	1,582	1,747
Other & unspecified agencies	530	677	875	1,146
Animal, human & biological agencies	559	655	815	882
Materials & substances	641	652	737	869
Mobile plant & transport	681	700	694	825
Powered equipment tools & appliances	288	364	392	422
Machinery & mainly fixed plant	236	249	270	328
Chemicals & chemical products	45	47	58	48
All long duration claims	6,051	6,459	7,367	8,656

## LONG DURATION CLAIMS PROPORTIONS BY AGENCY OF INJURY/DISEASE

From 2021/22 to 2024/25p



# INJURY & DISEASE ATTRIBUTES

## LONG DURATION CLAIMS AVERAGE COSTS\* BY AGENCY OF INJURY/DISEASE

	2021/22	2022/23	2023/24	2024/25p
Machinery & mainly fixed plant	\$184,731	\$197,956	\$197,231	\$164,127
Mobile plant & transport	\$169,599	\$210,221	\$196,566	\$157,667
Other & unspecified agencies	\$163,849	\$186,817	\$179,449	\$155,090
Materials & substances	\$173,005	\$166,532	\$170,058	\$143,261
Environmental agencies	\$151,052	\$174,340	\$164,872	\$142,173
Powered equipment tools & appliances	\$144,207	\$158,941	\$161,551	\$134,294
Non-powered handtools, appliances & equipment	\$154,645	\$157,584	\$151,812	\$128,243
Animal, human & biological agencies	\$167,926	\$165,538	\$159,046	\$126,967
Chemicals & chemical products	\$188,076	\$179,792	\$187,920	\$119,985
All long duration claims	\$160,161	\$174,604	\$167,850	\$141,433

Over the four-year period, the highest average long duration claim costs were associated with 'machinery & mainly fixed plant' (\$184,648), closely followed by 'mobile plant & transport' (\$182,463).

Provisional financial data expected to increase over time.

Injuries involving 'machinery and mainly fixed plant' accounted for 3.8% of claims over the last four years.

\* Claim costs is expected to increase as claims develop over time due to a higher proportion of days lost and costs from unfinalised claims (particularly for more recent years) being revised to reflect the actual days lost and costs.

# GLOSSARY

TERM	DEFINITION / EXPLANATION OF TERM
Act	This report is based on both the previous <i>Workers' Compensation and Injury Management Act 1981</i> (applicable up to 30 June 2024) and new <i>Workers Compensation and Injury Management Act 2023</i> (effective from 1 July 2024).
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 point at which things started to go wrong and which ultimately led to the most serious injury or disease. A comprehensive list of this classification is available from Safe Work Australia <i>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 Safe Work Australia <i>Type of Occurrence Classification System 3rd edition</i> (safeworkaustralia.gov.au).
Claim count	The total number of claims notified by insurers and self-insurers (excludes disallowed claims and journey claims between home and work).
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"><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</p>
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.
Direct compensation	Payments made directly to the worker (either by income replacement or lump sums).
Frequency rate	The number of lost-time claims per million hours worked and indicates the prevalence of workers compensation claims. The number of hours worked by employed persons in Western Australia is sourced from the Australian Bureau of Statistics (abs.gov.au).
Incidence rate	The number of lost-time claims per thousand employees (part-time, full-time, casual, and seasonal) in Western Australia. Employee numbers are based on the Australian Bureau of Statistics Labour Force data (catalogue no. 6202.0).

# GLOSSARY

TERM	DEFINITION / EXPLANATION OF TERM
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> ).
Lodgement year	The financial year the claim was lodged with the insurer.
Long duration claims	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 Safe Work Australia's <i>Type of Occurrence Classification System 3rd edition</i> ( <a href="http://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 Safe Work Australia's <i>Type of Occurrence Classification System 3rd edition</i> ( <a href="http://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="http://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>▲ payments for medical and health-related services provided by allied health professionals (such as physiotherapists, occupational therapists, etc) as part of a worker's injury management and rehabilitation plan. These payments cover the cost of treatment and rehabilitation services that help an injured worker recover and return to work.</li> </ul> </li> <li>3. workplace rehabilitation payments: <ul style="list-style-type: none"> <li>▲ payments for workplace rehabilitation services provided by an approved workplace <b>rehabilitation provider when it is reasonably necessary for the worker's recovery and return to work</b>. These include functional capacity assessments, job task analysis, return-to-work planning, workplace modifications, and vocational counselling.</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 licensed insurers or self-insurers), witness fees and the costs of these services incurred by the worker where the insurer is ordered to meet the costs)</li> <li>▲ miscellaneous expenses including first aid and emergency transport, a wheelchair or similar appliance, a suitable surgical appliance or artificial limb, as defined under Division 5 of the <i>Workers Compensation and Injury Management Act 2023</i>.</li> </ul> </li> </ol>