

Industry Statistical Report

Transport, Postal & Warehousing
2024/25

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






Industry Statistical Report: 2024/25
Transport, Postal & Warehousing

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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.

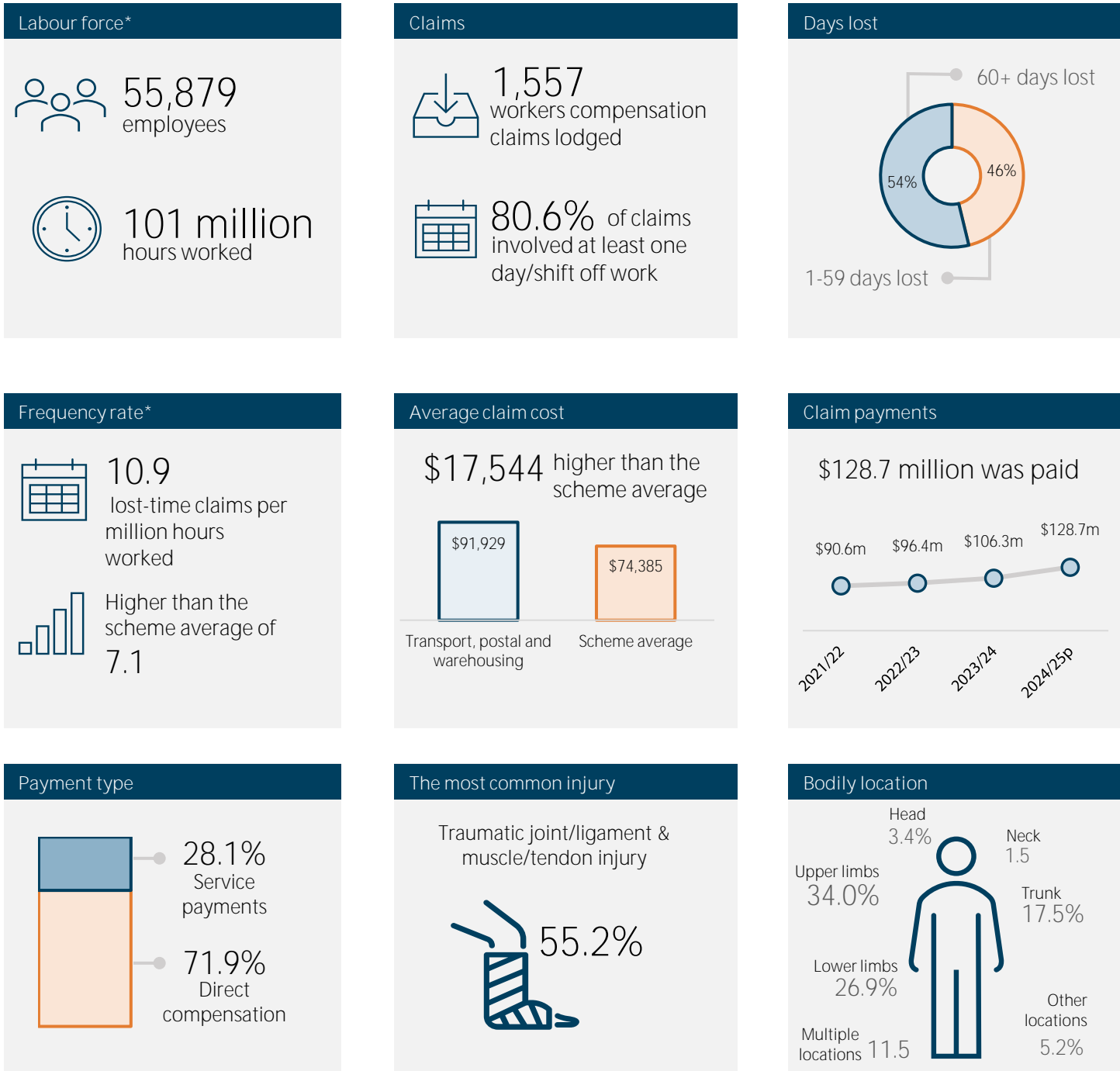
Frequency rates are based on the latest available data sourced from the Australian Bureau of Statistics, which lags by one year from this report's timeframe.

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.

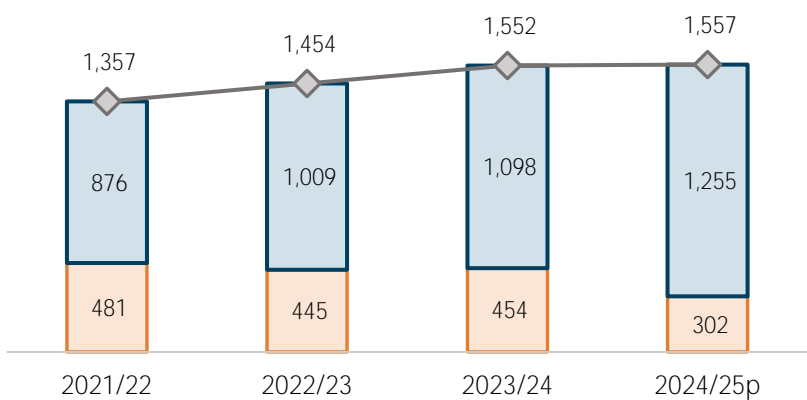
Transport, postal & warehousing at a glance 2024/25p



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

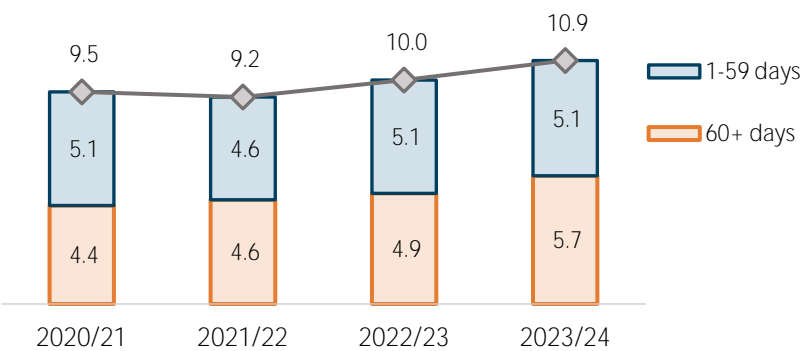
TRANSPORT, POSTAL & WAREHOUSING

Claim numbers number of claims lodged by lost-time



- All claims
Total claims in the Transport, postal & warehousing industry increased (+14.7%) from 2021/22 to 2024/25p.
- Lost-time claims
Lost-time claims averaged 1,060 claims per year between 2021/22 to 2024/25p.
- No lost-time claims
Claims with no time off work averaged 421 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 2024/25 frequency rates were not available at the time of reporting.

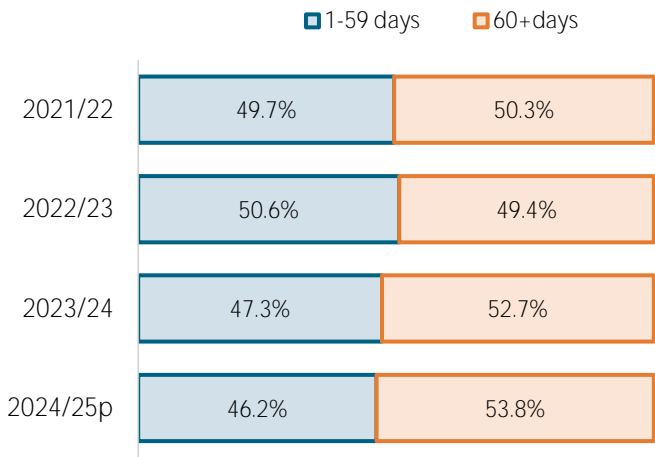
For claims lodged in 2023/24, the frequency rate for the Transport, postal & warehousing industry was 10.9 lost-time claims per million hours worked. This is higher than the scheme average of 7.1.

TRANSPORT, POSTAL & WAREHOUSING

Claim numbers number of claims lodged by days lost

DAYS LOST	2021/22	2022/23	2023/24	2024/25p
0 days	481	445	454	302
1 - 4 days	72	81	79	76
5 - 19 days	166	215	193	234
20 - 59 days	197	215	247	270
60 - 119 days	162	144	171	190
120 - 179 days	62	85	100	160
180+ days	217	269	308	325
Total claims	1,357	1,454	1,552	1,557

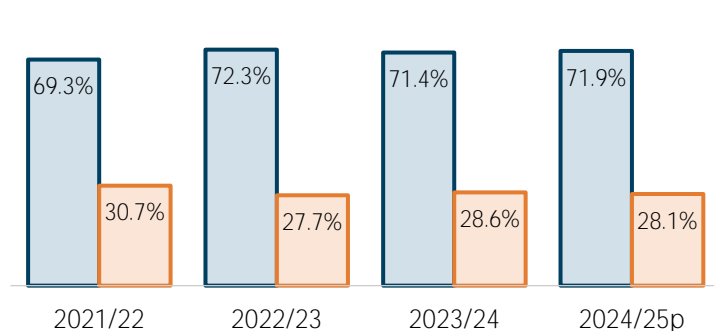
Lost-time claims proportions by days lost



Transport, postal & warehousing accounted for 6.2% of total claims lodged in 2024/25p in the WA workers compensation scheme.

TRANSPORT, POSTAL & WAREHOUSING

Total claim payments proportions by payment group

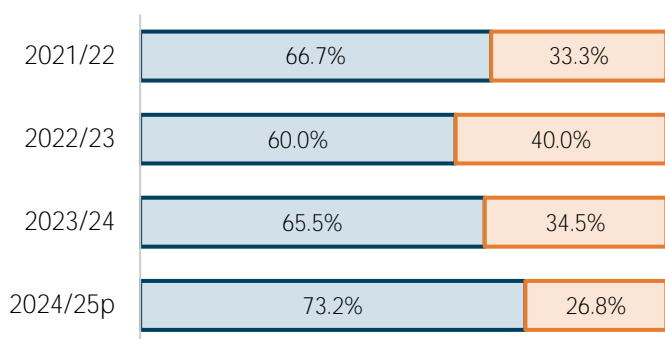


Direct compensation
payments made directly to the worker (either by income replacement or lump sums).



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

Direct compensation payments proportions by payment type

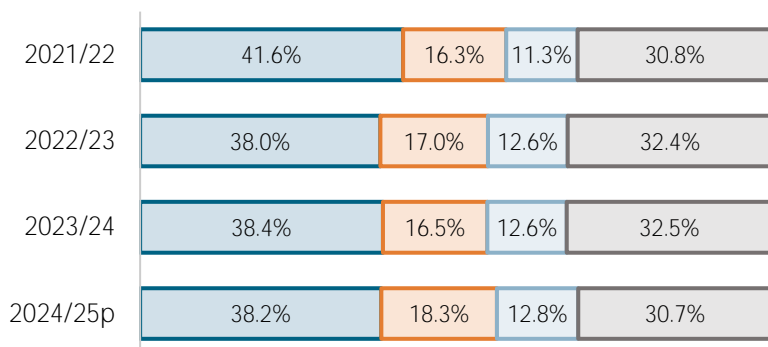


Income payments
accounted for the majority of direct compensation payments to workers, ranging from 60.0% to 73.2% over the last four years.



Lump sums
accounted for 26.8% to 40.0% 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)

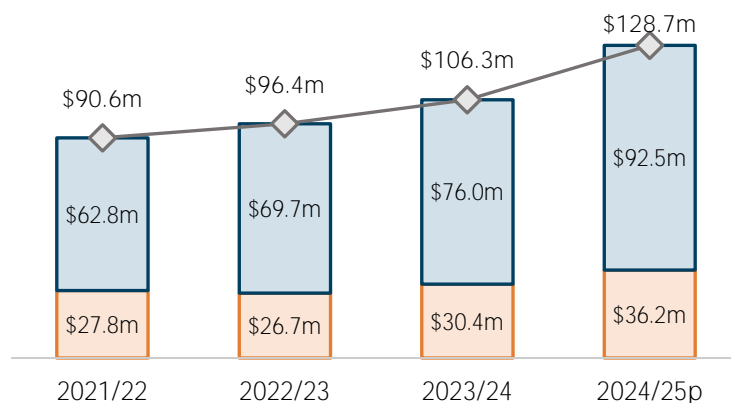
	2021/22	2022/23	2023/24	2024/25p
DIRECT COMPENSATION				
Income payments	\$41.9m	\$41.8m	\$49.7m	\$67.7m
Lump sums	\$20.9m	\$27.9m	\$26.2m	\$24.8m
SERVICE PAYMENTS				
Medical & hospital	\$11.6m	\$10.1m	\$11.7m	\$13.8m
Allied health*	\$4.5m	\$4.5m	\$5.0m	\$6.6m
Workplace rehabilitation	\$3.1m	\$3.4m	\$3.8m	\$4.6m
Legal & miscellaneous	\$8.6m	\$8.6m	\$9.9m	\$11.1m
Total claim payments	\$90.6m	\$96.4m	\$106.3m	\$128.7m



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 to \$92.5 million in over the last four years.



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

Payments for claims in the Transport, postal & warehousing industry in 2024/25p totalled \$128.7 million, accounting for 8.5% of total scheme payments.

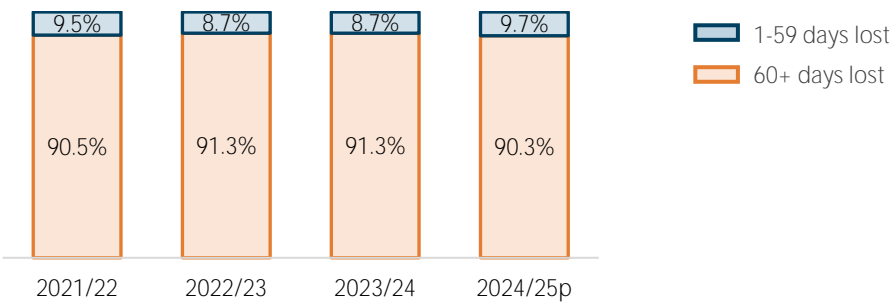
TRANSPORT, POSTAL & WAREHOUSING

Claim costs* total claim costs by days lost

	2021/22	2022/23	2023/24	2024/25p
1-59 days lost	\$8.1m	\$9.4m	\$9.8m	\$11.2m
60+ days lost	\$76.9m	\$98.2m	\$102.8m	\$104.2m
Total claims	\$85.0m	\$107.6m	\$112.6m	\$115.4m

* 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	\$18,554	\$18,298	\$18,893	\$19,281
60+ days lost	\$174,419	\$197,271	\$177,622	\$154,353
Total claims	\$97,020	\$106,632	\$102,594	\$91,929

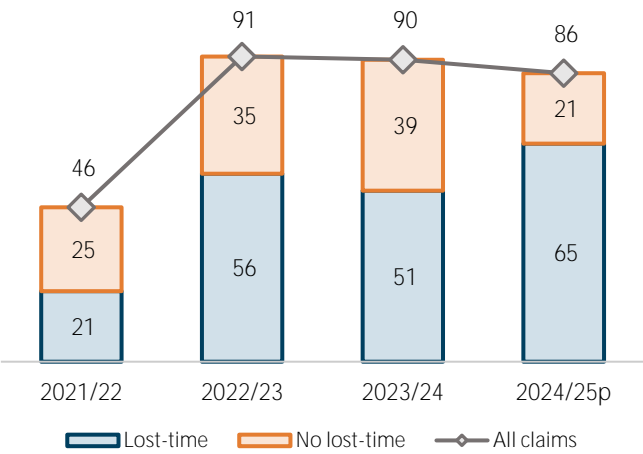
* Due to the evolving nature of claims, data is subject to change particularly for the most recent year.

The average claim cost in Transport, postal & warehousing was \$91,929 in 2024/25p, compared with the scheme average of \$74,385 .

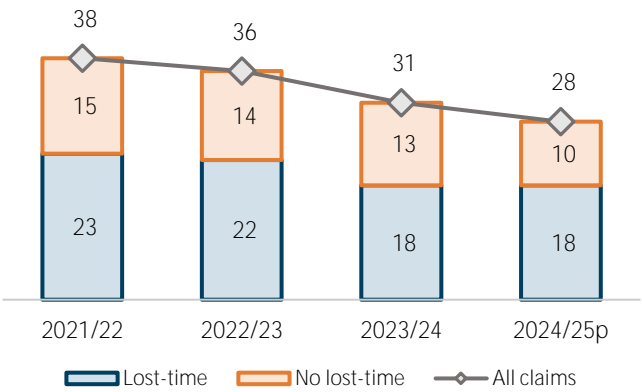
TRANSPORT, POSTAL & WAREHOUSING

Claim numbers by lost-time per industry subdivision

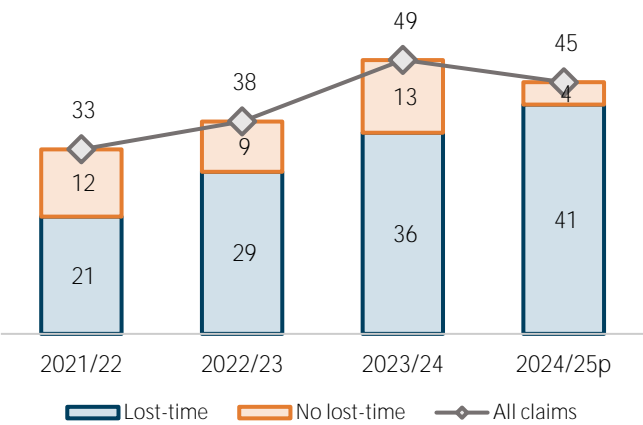
Air and space transport



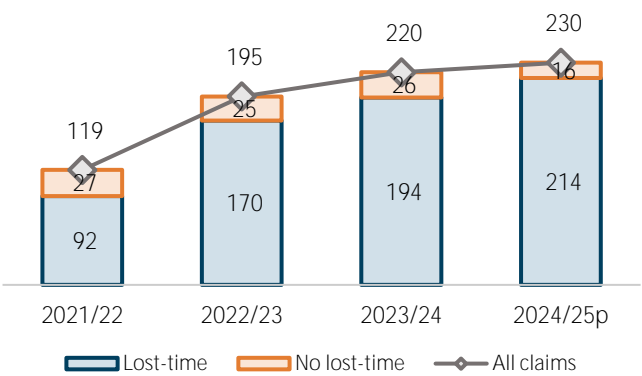
Other transport



Postal and courier pick-up and delivery services



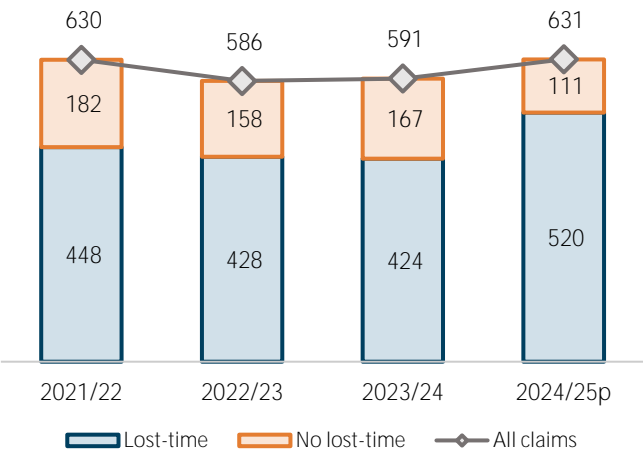
Rail transport



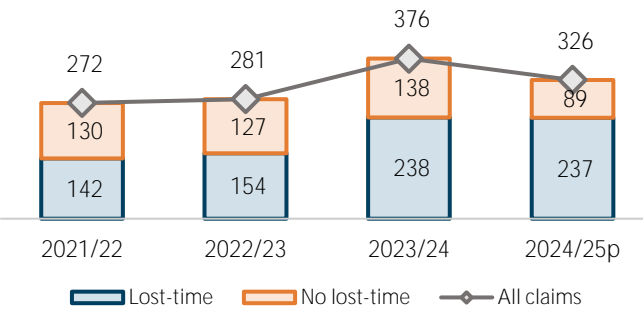
TRANSPORT, POSTAL & WAREHOUSING

Claim numbers by lost-time per industry subdivision

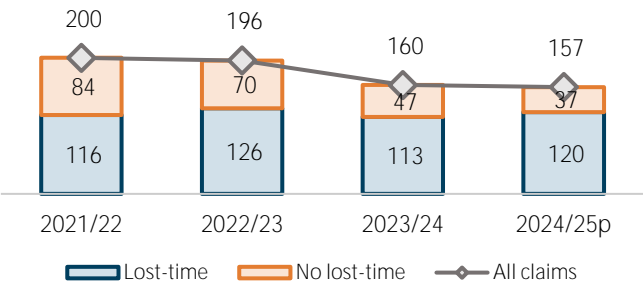
Road transport



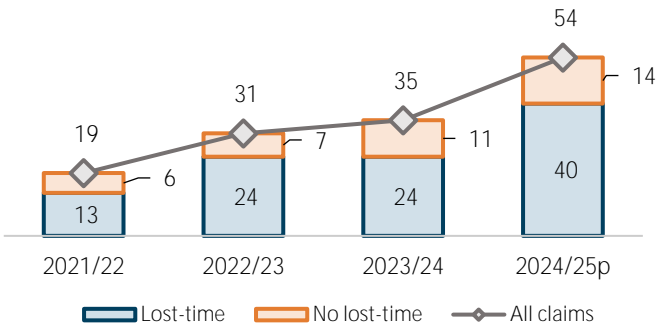
Transport support services



Warehousing and storage services



Water transport



TRANSPORT, POSTAL & WAREHOUSING

Lost-time claims and frequency rate by industry subdivision

SUBDIVISION	2021/22	2022/23	2023/24	2024/25p	Average* frequency rate
Air and space transport	21	56	51	65	7.3
1-59 days lost	9	32	28	37	4.0
60+ days lost	12	24	23	28	3.4
Other transport	23	22	18	18	11.6
1-59 days lost	15	12	5	7	5.9
60+ days lost	8	10	13	11	5.7
Postal and courier pick-up and delivery services	21	29	36	41	2.5
1-59 days lost	11	9	11	15	0.9
60+ days lost	10	20	25	26	1.6
Rail transport	92	170	194	214	45.6
1-59 days lost	39	81	85	85	20.5
60+ days lost	53	89	109	129	25.1
Road transport	448	428	424	520	8.5
1-59 days lost	220	203	197	234	4.1
60+ days lost	228	225	227	286	4.5
Transport support services	142	154	238	237	12.1
1-59 days lost	71	83	119	115	6.2
60+ days lost	71	71	119	122	5.9
Warehousing and storage services	116	126	113	120	11.7
1-59 days lost	60	82	61	70	6.7
60+ days lost	56	44	52	50	5.0
Water transport	13	24	24	40	22.2
1-59 days lost	10	9	13	17	11.7
60+ days lost	3	15	11	23	10.6
Total claims	876	1,009	1,098	1,255	10.0
1-59 days lost	435	511	519	580	4.9
60+ days lost	441	498	579	675	5.1

* 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	63.2%	59.1%	57.0%	57.5%
at 3 months	73.9%	71.6%	71.0%	70.3%
at 6 months	83.1%	80.9%	80.6%	78.1%
at 12 months	86.8%	85.1%	84.7%	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, 84.7% of claimants in the Transport, postal & warehousing industry returned to work at 12 months after the claim was lodged, similar to the overall scheme (86.4%).

Lost-time claims by age group

AGE GROUP	2021/22	2022/23	2023/24	2024/25p
15-24 years	64	63	78	110
25-34 years	132	164	177	206
35-44 years	152	203	203	260
45-54 years	262	243	281	285
55-64 years	214	257	288	298
65+ years	52	79	71	96
Total claims	876	1,009	1,098	1,255

Frequency rate* by age group

AGE GROUP	2021/22	2022/23	2023/24	2024/25p
15-24 years	7.3	6.9	8.8	n/a
25-34 years	7.5	7.5	9.0	n/a
35-44 years	8.8	10.8	9.2	n/a
45-54 years	10.0	8.7	12.0	n/a
55-64 years	10.6	14.9	14.9	n/a
65+ years	11.0	12.9	9.2	n/a
Total claims	9.2	10.0	10.9	n/a

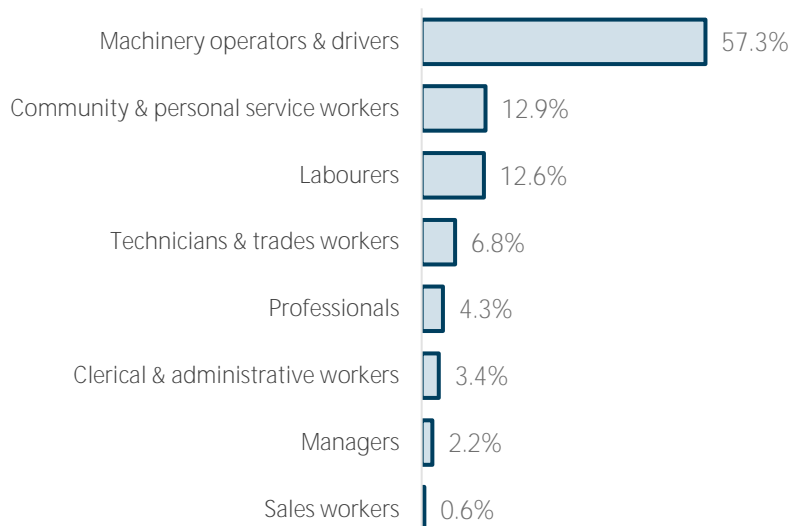
* The 2024/25 frequency rates were not available at the time of reporting.

TRANSPORT, POSTAL & WAREHOUSING

Lost-time claims by occupation

OCCUPATION	2021/22	2022/23	2023/24	2024/25p
Machinery operators & drivers	564	597	619	719
Community & personal service workers	47	113	132	162
Labourers	119	111	161	158
Technicians & trades workers	55	54	70	85
Professionals	22	34	49	54
Clerical & administrative workers	43	48	36	43
Managers	3	14	20	27
Sales workers	23	38	11	7
Total claims	876	1,009	1,098	1,255

Lost-time claims proportions by occupation 2024/25p



TRANSPORT, POSTAL & WAREHOUSING

Lost-time claims by nature of injury/disease

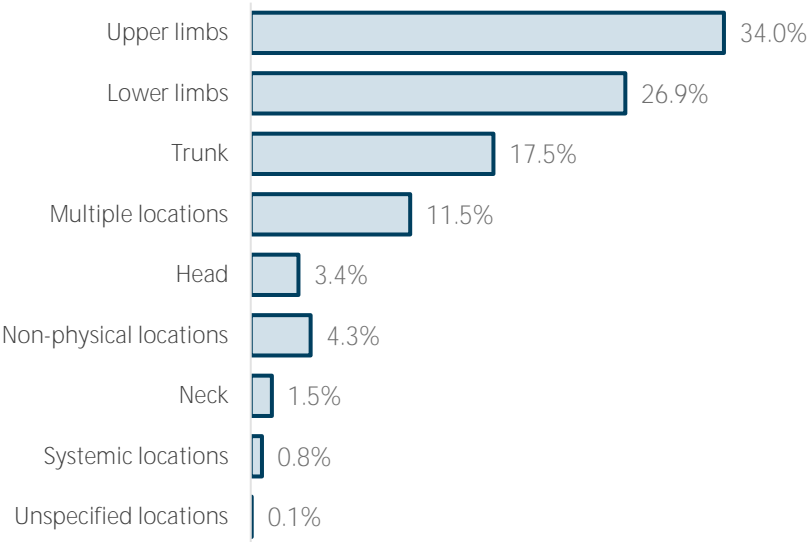
NATURE	2021/22	2022/23	2023/24	2024/25p
Traumatic joint/ligament & muscle/tendon injury	482	531	615	693
Fractures	154	168	159	186
Wounds, lacerations, amputations & organ damage	128	134	128	175
Musculoskeletal & connective tissue diseases	41	55	64	75
Mental diseases	22	43	51	54
Digestive system diseases	9	15	23	18
Other injuries	5	9	10	17
Burn	6	9	12	9
Intracranial injuries	16	25	18	9
Other claims	4	1	5	6
Other claims	4	5	9	4
Infectious & parasitic diseases	5	7	0	3
Skin & subcutaneous tissue diseases	0	2	2	2
Circulatory system diseases	0	4	1	2
Injury to nerves & spinal cord	0	0	1	1
Respiratory system diseases	0	1	0	1
Total claims	876	1,009	1,098	1,255

Sprains and strains (traumatic joint/ligament and muscle/tendon injury) continued to be the leading type of injury for claims lodged in the Transport, postal & warehousing industry (55.2%), and showed the same pattern to the overall scheme (48.8%) in 2024/25p.

Lost-time claims by bodily location of injury/disease

LOCATION	2021/22	2022/23	2023/24	2024/25p
Upper limbs	328	362	387	427
Lower limbs	219	260	283	338
Trunk	167	173	211	219
Multiple locations	76	83	94	144
Head	45	60	51	43
Non-physical locations	22	43	51	54
Neck	13	18	18	19
Systemic locations	5	10	2	10
Unspecified locations	1	0	1	1
Total claims	876	1,009	1,098	1,255

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



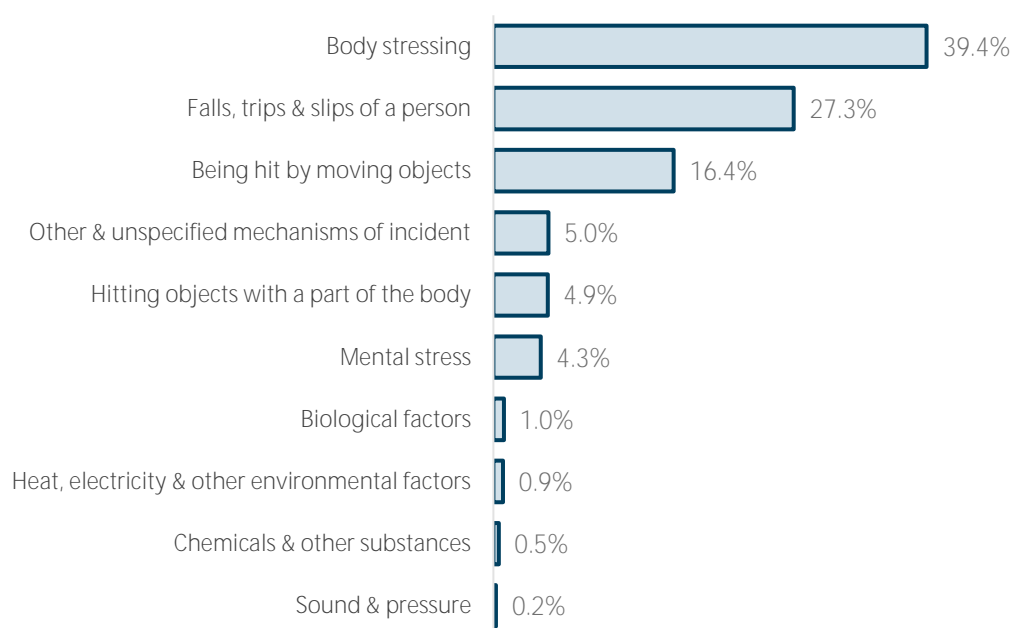
Upper and lower limb injuries accounted for around two-thirds of total claims lodged in 2024/25p.

TRANSPORT, POSTAL & WAREHOUSING

Lost-time claims by mechanism of incident

MECHANISM	2021/22	2022/23	2023/24	2024/25p
Body stressing	328	369	446	495
Falls, trips & slips of a person	269	262	286	343
Being hit by moving objects	139	184	177	206
Other & unspecified mechanisms of incident	45	63	54	63
Hitting objects with a part of the body	55	63	61	62
Mental stress	22	43	50	54
Biological factors	9	10	7	12
Heat, electricity & other environmental factors	4	6	10	11
Chemicals & other substances	4	6	5	6
Sound & pressure	1	3	2	3
Total claims	876	1,009	1,098	1,255

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

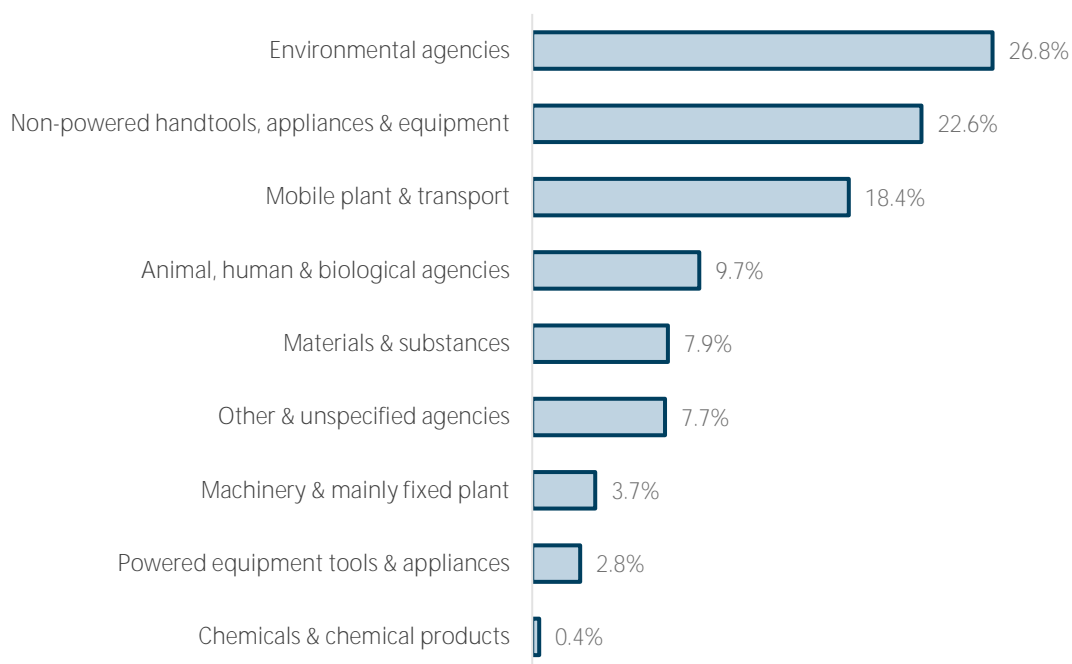


TRANSPORT, POSTAL & WAREHOUSING

Lost-time claims by agency of injury/disease

AGENCY	2021/22	2022/23	2023/24	2024/25p
Environmental agencies	239	236	254	336
Non-powered handtools, appliances & equipment	204	218	260	284
Mobile plant & transport	196	212	234	231
Animal, human & biological agencies	48	101	96	122
Materials & substances	75	92	84	99
Other & unspecified agencies	45	70	87	97
Machinery & mainly fixed plant	46	49	47	46
Powered equipment tools & appliances	21	24	28	35
Chemicals & chemical products	2	7	8	5
Total claims	876	1,009	1,098	1,255

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



TRANSPORT, POSTAL & WAREHOUSING

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	<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>
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).

TRANSPORT, POSTAL & WAREHOUSING

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"> ▲ 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 personally 4. 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.