

Health care and social assistance Statistical update

2009-10 to 2013-14

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Health care and social assistance industry

1. Summary of findings

1.1 Labour market

- Employment growth was particularly strong in health care and social assistance, increasing 3.8 per cent per annum between 2009-10 and 2013-14, compared to the state average of only 1.2 per cent per annum.
- Medical and other health services recorded very strong employment growth at 10.4 per cent per annum over five years to 2013-14. However, employment fell in hospitals by 3.2 per cent per annum over the period.
- The health care and social assistance industry had a low share of full-time employment at 59 per cent compared to the state average of 71 per cent in 2013-14.

1.2 Accepted workers' compensation claims

Occupations

- The occupation group with the highest number of workers in the industry was the professional group, followed by community and personal service workers. Together these occupations accounted for 71.8 per cent of workers in the sector.
- The two occupations with a large number of claims and high claim rate were labourers (1,169 claims and a claim rate of 89.2 claims per 1,000 employed persons) and community and personal service workers (4,353 claims and a claim rate of 47 claims per 1,000 employed persons) in 2013-14.

Non-fatal claims and claim rates

- The industry claim rate (33.8 claims per 1,000 workers) was slightly below the state average (36) in 2013-14.
- From 2009-10 to 2013-14, the claim rate for the health care and social assistance industry fell by 5.7 per cent per annum, similar to the 6.1 per cent per annum fall for Queensland.

Serious injuries

- The serious injury claim rate was high in both hospitals (21.4 claims per 1,000 workers) and residential care services (26.7) in 2013-14.
- Between 2009-10 and 2013-14, the health care and social assistance industry recorded a fall in the serious injury claim rate of 2.2 per cent per annum, slightly less than the fall of 2.8 per cent per annum recorded for all Queensland industries.

Mechanisms of injury

The most common mechanisms of injury over the period 2009-10 to 2013-14 were:

- body stressing (40 per cent)
- fall, trips and slips (19 per cent)
- vehicle incidents and other (14 per cent)
- being hit by moving objects (11 per cent).

Agencies of injury

The most common agencies of injury over the period 2009-10 to 2013-14 were:

- animal, human and biological agencies (27 per cent)
- non-powered hand tools, appliances and equipment (21 per cent)
- environmental agencies (16 per cent)
- other and unspecified agencies (15 per cent)
- mobile plant and transport (13 per cent).

Fatalities

- Health care and social assistance recorded either one or two fatalities each year over the past four years.

1.3 Inspectorate activity

- In 2013-14: approximately 43 per cent of events notified were categorised as bodily harm or dangerous event.
- Proactive activities make up the highest proportion of activities for inspectors (77 per cent in 2013-14).
- Over 90 per cent of notices issued to businesses in the health care industry were improvement notices.

2. Labour market

2.1 Business size

Table 1 shows the structure of businesses in the health care and social assistance industry. In 2014, the share of small businesses in health care and social assistance was 96 per cent and similar to the state average of 97 per cent. The industry was characterised by a smaller proportion of non-employing businesses and a higher proportion of small businesses employing one to 19 workers than was the case for all Queensland.

Table 1: Health care and social assistance, size of business, Queensland, June 2014

Industry subdivision	Number of businesses by size					
	Non-employing	1-19	Sub total	Medium 20-199	Large 200+	Total
Hospitals	108	40	148	28	17	193
Medical and other health care services	8,897	9,440	18,337	212	12	18,561
Residential care services	180	169	349	117	23	489
Social assistance services	1,510	647	2,157	349	13	2,519
Health care and social assistance	10,695	10,296	20,991	706	65	21,762
Queensland total	255,817	149,544	405,361	10,738	601	416,700

Subdivision	Proportion of businesses by size (%)					
	Non-employing	1-19	Sub total	Medium 20-199	Large 200+	Total
Hospitals	56	21	77	15	9	100
Medical and other health care services	48	51	99	1	0	100
Residential care services	37	35	71	24	5	100
Social assistance services	60	26	86	14	1	100
Health care and social assistance	49	47	96	3	0	100
Queensland total	61	36	97	3	0	100

Source: ABS, Counts of Australian Businesses, including Entries and Exits, Jun 2010 to Jun 2014. Cat. No. 8165.0

2.2 Workers covered by workers' compensation

In 2013-14, 94 per cent of all workers in the health care and social assistance industry were covered by workers' compensation (Table 2). There was a high degree of coverage across all industry subdivisions. The proportion of workers in health care covered by workers' compensation was above the average for all Queensland industries (90 per cent) and was stable over the period 2009-10 to 2013-14.

Over the five years to 2013-14, employment growth was particularly strong in health care and social assistance, with a growth rate of 3.8 per cent per annum compared to 1.2 per cent per annum recorded for all Queensland industries. There was particularly strong employment growth in medical and other health services (10.4 per cent per annum or 32,274 people) over this five year period. However, employment in hospitals fell by 3.2 per cent per annum from 2009-10 to 2013-14.

The number of employees covered by workers' compensation was the highest in these industry subdivisions: medical and other health care services (88,275 people), social assistance services (67,675 people) and hospitals (67,258 people). Together, these industry subdivisions accounted for 84 per cent of employees in the health care industry in 2013-14.

Table 2: Health care and social assistance, employees covered by Workers' Compensation

Subdivision and group	Employees covered by Works' Compensation					
	2009-10	2010-11	2011-12	2012-13	2013-14	Av. annual change (% p.a.)
Hospitals	76,674	79,202	83,023	72,982	67,258	-3.2
Hospitals	76,674	79,202	83,023	72,982	67,258	-3.2
Medical and other health care services	57,492	66,059	74,727	78,940	88,275	11.3
Medical services	19,377	22,091	23,743	25,381	25,506	7.1
Pathology and diagnostic imaging services	7,821	10,266	11,467	7,591	12,225	11.8
Allied health services	19,692	22,088	25,664	25,430	26,552	7.8
Other health care services	4,423	4,621	4,662	5,068	4,823	2.2
Residential care services	38,646	36,045	38,641	39,468	42,662	2.5
Residential care services	38,646	36,045	38,641	39,468	42,662	2.5
Social assistance services	55,743	60,713	63,052	66,120	67,675	5.0
Child care services	18,914	23,761	24,566	25,501	26,877	9.2
Other social assistance services	34,442	33,746	34,997	34,645	37,081	1.9
Health care and social assistance	229,145	242,292	259,847	258,269	266,069	3.8
Queensland	1,927,777	1,978,568	2,032,345	2,041,777	2,079,479	1.9

Subdivision and group	All employed people					
	2009-10	2010-11	2011-12	2012-13	2013-14	Av. annual change (% p.a.)
Hospitals	76,952	79,287	83,119	73,177	67,566	-3.2
Hospitals	76,952	79,287	83,119	73,177	67,566	-3.2
Medical and other health care services	66,446	75,326	85,647	89,987	98,720	10.4
Medical services	21,866	25,443	27,343	28,422	28,520	6.9
Pathology and diagnostic imaging services	7,821	10,266	11,467	7,694	12,316	12.0
Allied health services	26,053	28,003	32,739	33,008	33,296	6.3
Other health care services	4,423	4,621	4,662	5,068	4,934	2.8
Residential care services	38,717	36,335	38,830	39,779	42,769	2.5
Residential care services	38,717	36,335	38,830	39,779	42,769	2.5
Social assistance services	59,688	63,787	65,977	72,680	72,309	4.9
Child care services	21,770	25,753	26,701	30,470	30,242	8.6
Other social assistance services	35,531	34,733	35,710	36,028	38,147	1.8
Health care and social assistance	242,393	255,007	273,976	276,381	281,563	3.8
Queensland	2,207,438	2,242,731	2,274,318	2,287,085	2,315,185	1.2

Subdivision and group	Proportion of all employed people covered by Workers' Compensation (%)					
	2009-10	2010-11	2011-12	2012-13	2013-14	Change*
Hospitals	100	100	100	100	100	0
Hospitals	100	100	100	100	100	0
Medical and other health care services	87	88	87	88	89	2.9
Medical services	89	87	87	89	89	0.8
Pathology and diagnostic imaging services	100	100	100	99	99	-0.7
Allied health services	76	79	78	77	80	4.2
Other health care services	100	100	100	100	98	-2.3
Residential care services	100	99	100	99	100	0
Residential care services	100	99	100	99	100	0
Social assistance services	93	95	96	91	94	0
Child care services	87	92	92	84	89	2.0
Other social assistance services	97	97	98	96	97	0
Health care and social assistance	95	95	95	93	94	0
Queensland	87	88	89	89	90	2

Sources: ABS, Labour Force, Australia, Cat. No. 6291.0.55.003

Notes: * percentage point change. N/A = not applicable.

2.3 Full-time and part-time employment

The health care and social assistance sector is characterised by a relatively low rate of full-time employment, at 58.5 per cent in 2013-14 compared to the state average of 71 per cent. Of all the industry subdivisions in the health care industry, medical and other health care services employed the most full-time workers (60,149 people), followed by hospitals (43,038 people). These two industry subdivisions accounted for almost two thirds of full-time employment in the industry.

In 2013-14, part-time employment numbers were the highest for the medical and other health care services (38,571 people), accounting for 33 per cent of part-time workers in the industry. Residential care services had the highest percentage of part-time workers at 50 per cent followed by social assistance services at 44.6 per cent.

Over the period 2009-10 to 2013-14, there was strong employment growth in the industry with the number of full-time workers growing by 2.6 per cent per annum and part-time workers growing by 5.7 per cent per annum. In comparison, full-time employment across all Queensland industries grew by 0.8 per cent per annum and part-time employment grew by 2.1 per cent per annum.

Table 3: Health care and social assistance, category of employment

Subdivision and group	Employed full-time					
	2009-10	2010-11	2011-12	2012-13	2013-14	Av. annual change (% p.a.)
Hospitals	53,546	54,400	55,809	49,443	43,038	-5.3
Hospitals	53,546	54,400	55,809	49,443	43,038	-5.3
Medical and other health care services	42,235	44,544	51,723	53,955	60,149	9.2
Medical services	13,339	13,956	15,947	16,970	16,319	5.2
Pathology and diagnostic imaging services	6,170	7,073	7,813	5,280	7,748	5.9
Allied health services	13,989	14,754	17,608	17,200	18,190	6.8
Other health care services	3,853	4,329	3,669	4,170	4,127	1.7
Residential care services	19,621	20,008	22,122	17,695	21,396	2.2
Residential care services	19,621	20,008	22,122	17,695	21,396	2.2
Social assistance services	33,110	34,390	37,793	42,359	40,061	4.9
Child care services	11,432	13,589	14,878	17,720	17,037	10.5
Other social assistance services	20,256	19,406	21,129	20,884	20,654	0.5
Health care and social assistance	148,923	153,432	167,850	163,725	164,740	2.6
Queensland	1,581,530	1,601,943	1,630,108	1,635,046	1,634,351	0.8

Subdivision and group	Employed part-time					
	2009-10	2010-11	2011-12	2012-13	2013-14	Av. annual change (% p.a.)
Hospitals	23,406	24,887	27,310	23,733	24,528	1.2
Hospitals	23,406	24,887	27,310	23,733	24,528	1.2
Medical and other health care services	24,212	30,782	33,925	36,032	38,571	12.3
Medical services	8,527	11,487	11,396	11,452	12,201	9.4
Pathology and diagnostic imaging services	1,651	3,193	3,654	2,414	4,569	29.0
Allied health services	12,064	13,249	15,131	15,808	15,106	5.8
Other health care services	570	293	993	897	807	9.1
Residential care services	19,096	16,327	16,708	22,085	21,373	2.9
Residential care services	19,096	16,327	16,708	22,085	21,373	2.9
Social assistance services	26,578	29,397	28,184	30,321	32,248	5.0
Child care services	10,338	12,164	11,823	12,750	13,206	6.3
Other social assistance services	15,275	15,326	14,582	15,144	17,494	3.4
Health care and social assistance	93,470	101,576	106,127	112,656	116,824	5.7
Queensland	625,908	640,788	644,210	652,039	680,834	2.1

Subdivision and group	Employed total					
	2009-10	2010-11	2011-12	2012-13	2013-14	Av. annual change (% p.a.)
Hospitals	76,952	79,287	83,118	73,177	67,566	-3.2
Hospitals	76,952	79,287	83,118	73,177	67,566	-3.2
Medical and other health care services	66,446	75,326	85,647	89,987	98,720	10.4
Medical services	21,866	25,443	27,343	28,422	28,520	6.9
Pathology and diagnostic imaging services	7,821	10,266	11,467	7,694	12,316	12.0
Allied health services	26,053	28,003	32,739	33,008	33,296	6.3
Other health care services	4,423	4,621	4,662	5,068	4,935	2.8
Residential care services	38,717	36,335	38,830	39,779	42,769	2.5
Residential care services	38,717	36,335	38,830	39,779	42,769	2.5
Social assistance services	59,689	63,787	65,977	72,680	72,309	4.9
Child care services	21,770	25,753	26,701	30,470	30,242	8.6
Other social assistance services	35,531	34,733	35,710	36,028	38,147	1.8
Health care and social assistance	242,393	255,007	273,976	276,381	281,563	3.8
Queensland	2,207,438	2,242,731	2,274,318	2,287,085	2,315,185	1.2

Subdivision and group	Full-time workers as a proportion of total (%)					
	2009-10	2010-11	2011-12	2012-13	2013-14	Change*
Hospitals	70	69	67	68	64	-5.9
Hospitals	70	69	67	68	64	-5.9
Medical and other health care services	64	59	60	60	61	-2.6
Medical services	61	55	58	60	57	-3.8
Pathology and diagnostic imaging services	79	69	68	69	63	-16.0
Allied health services	54	53	54	52	55	0.9
Other health care services	87	94	79	82	84	-3.5
Residential care services	51	55	57	44	50	-0.7
Residential care services	51	55	57	44	50	-0.7
Social assistance services	55	54	57	58	55	0
Child care services	53	53	56	58	56	3.8
Other social assistance services	57	56	59	58	54	-2.9
Health care and social assistance	61	60	61	59	59	-2.9
Queensland	72	71	72	71	71	-1.1

Sources: ABS, Labour Force, Australia, Cat. No. 6291.0.55.003

Notes: * percentage point change.

3. Accepted workers' compensation claims

3.1 Accepted claims by occupation

Table 4 below outlines the distribution of claims and employment by major occupation group. In 2013-14, employment in the health care and social assistance industry was highest for the occupation groups - professionals (109,577 people or 38.9 per cent of industry workers), community and personal service workers (92,567 people or 32.9 per cent), and clerical and administrative workers (42,094 people or 15 per cent). In 2013-14, community and personal service workers had the highest number of claims (4,353 claims and a claim rate of 47) followed by professionals (1,817 claims and a claim rate of 16.6) and labourers (1,169 claims and a claim rate of 89.2).

Table 4: Health care and social assistance, accepted non-fatal claims, employment and claim rate by occupations

Occupation	Number of claims					Av. annual change (% p.a.)
	2009-10	2010-11	2011-12	2012-13	2013-14	
Labourers	1,085	1089	1417	1377	1169	1.9
Machinery operators and drivers	127	89	99	90	84	-9.8
Community and personal service workers	4951	5005	4891	4864	4353	-3.2
Technicians and trades workers	393	383	300	312	295	-6.9
Managers	281	207	237	242	173	-11.4
Professionals	2146	1993	2088	2110	1817	-4.1
Clerical and administrative workers	764	744	659	610	635	-4.5
Sales workers	41	38	46	30	32	-6.0
Total	9,804	9,646	9,818	9,905	8,991	-2.1

Occupation	All employed people					Av. annual change (% p.a.)
	2009-10	2010-11	2011-12	2012-13	2013-14	
Labourers	13,764	12,554	11,756	13,612	13,103	-1.2
Machinery operators and drivers	968	1,298	2,219	1,882	1,250	6.6
Community and personal service workers	79,710	81,255	80,972	91,730	92,567	3.8
Technicians and trades workers	8,582	9,757	10,629	8,165	11,203	6.9
Managers	9,759	10,470	12,807	12,167	9,424	-0.9
Professionals	92,892	102,690	113,812	110,719	109,577	4.2
Clerical and administrative workers	35,671	35,238	41,078	36,921	42,094	4.2
Sales workers	1,047	1,746	704	1,184	2,347	22.4
Total	242,393	255,007	273,976	276,381	281,563	3.8

Occupation	Claim rate (per 1,000 all employed people)					Av. annual change (% p.a.)
	2009-10	2010-11	2011-12	2012-13	2013-14	
Labourers	78.8	86.7	120.5	101.2	89.2	3.1
Machinery operators and drivers	131.2	68.6	44.6	47.8	67.2	-15.4
Community and personal service workers	62.1	61.6	60.4	53	47	-6.7
Technicians and trades workers	45.8	39.3	28.2	38.2	26.3	-12.9
Managers	28.8	19.8	18.5	19.9	18.4	-10.6
Professionals	23.1	19.4	18.3	19.1	16.6	-8
Clerical and administrative workers	21.4	21.1	16	16.5	15.1	-8.4
Sales workers	39.2	21.8	65.3	25.3	13.6	-23.2
Total	40.4	37.8	35.8	35.8	31.9	-5.7

Sources: QEIDB, Feb 2015, employee claims. ABS, Labour Force, Australia, Cat. No. 6291.0.55.003

3.2 Non-fatal claims and claim rates by industry

Table 5 provides details about the number and claim rate for the total accepted non-fatal claims (injury plus disease claims) of workers in the health care and social assistance industry. The number of claims has dropped 2.1 per cent per annum for the industry and 4.3 per cent per annum for all Queensland industries over the five years to 2013-14.

Over the same period, the industry claim rate has reduced by 5.7 per cent per annum (down from 42.8 to 33.8 claims per 1,000 workers), similar to the 6.1 per cent per annum for all Queensland industries (down from 46.4 to 36 claims per 1,000 workers). At the subdivision level, there was a high claim rate in hospitals (50.9 claims per 1,000 workers) and residential care services (60 claims per 1,000 workers).

Table 5: Health care and social assistance, total accepted non-fatal claims and claim rate

Subdivision and group	Number of claims					
	2009-10	2010-11	2011-12	2012-13	2013-14	Av. annual change (% p.a.)
Hospitals	3,882	3,862	3,841	3,734	3,421	-3.1
Hospitals	3,882	3,862	3,841	3,734	3,421	-3.1
Medical and other health care services	1,301	1,181	1,059	1,039	1,037	-5.5
Medical services	155	183	142	156	163	1.3
Pathology and diagnostic imaging services	229	275	242	214	205	-2.7
Allied health services	157	255	187	222	228	9.8
Other health care services	760	468	488	447	441	-12.7
Residential care services	2,395	2,833	2,793	2,974	2,559	1.7
Residential care services	2,395	2,833	2,793	2,974	2,559	1.7
Social assistance services	2,226	1,770	2,125	2,158	1,974	-3
Child care services	655	781	874	907	854	6.9
Other social assistance services	1,571	989	1,251	1,251	1,120	-8.1
Health care and social assistance	9,804	9,646	9,818	9,905	8,991	-2.1
Queensland	89,354	89,359	88,028	82,000	74,840	-4.3

Subdivision and group	Claim rate (per 1,000 employees)					
	2009-10	2010-11	2011-12	2012-13	2013-14	Av. annual change (% p.a.)
Hospitals	50.6	48.8	46.3	51.2	50.9	0.1
Hospitals	50.6	48.8	46.3	51.2	50.9	0.1
Medical and other health care services	22.6	17.9	14.2	13.2	11.7	-15.1
Medical services	8	8.3	6	6.1	6.4	-5.5
Pathology and diagnostic imaging services	29.3	26.8	21.1	28.2	16.8	-13
Allied health services	8	11.5	7.3	8.7	8.6	1.9
Other health care services	171.8	101.3	104.7	88.2	91.4	-14.6
Residential care services	62	78.6	72.3	75.4	60	-0.8
Residential care services	62	78.6	72.3	75.4	60	-0.8
Social assistance services	39.9	29.2	33.7	32.6	29.2	-7.6
Child care services	34.6	32.9	35.6	35.6	31.8	-2.1
Other social assistance services	45.6	29.3	35.7	36.1	30.2	-9.8
Health care and social assistance	42.8	39.8	37.8	38.4	33.8	-5.7
Queensland	46.4	45.2	43.3	40.2	36	-6.1

Sources: QEIDB, Feb 2015, employee claims. ABS, Labour Force, Australia, Cat. No. 6291.0.55.003

Table 6 and Table 7 provide time series data for the sector for the non-fatal injury and disease claims during the period 2009-10 to 2013-14. In 2013-14, there were 7,462 accepted non-fatal injury claims while only 1,529 non-fatal disease and other claims were accepted.

Over the five year period to 2013-14, the health care and social assistance industry experienced an average annual reduction of 2.5 per cent per annum in the number of non-fatal injury claims compared to a reduction of five per cent per annum recorded for the state as a whole. Over the same period, the number of non-fatal disease and other claims for the industry stayed relatively constant in health care, and for whole economy.

The incidence rate (claims per 1,000 workers) of non-fatal injuries and non-fatal diseases and other categories in health care in 2013-14 was slightly below or the same as the incidence rates for Queensland in 2013-14.

Table 6: Health care and social assistance, accepted non-fatal injury claims and claim rate

Subdivision and group	Number of claims					
	2009-10	2010-11	2011-12	2012-13	2013-14	Av. annual change (% p.a.)
Hospitals	3,175	3,096	3,127	2,979	2,775	-3.3
Hospitals	3,175	3,096	3,127	2,979	2,775	-3.3
Medical and other health care services	1073	958	899	844	797	-7.2
Medical services	127	133	119	128	122	-1
Pathology and diagnostic imaging services	187	230	198	179	150	-5.4
Allied health services	136	220	160	196	203	10.5
Other health care services	623	375	422	341	322	-15.2
Residential care services	2,083	2,435	2,446	2,526	2,203	1.4
Residential care services	2,083	2,435	2,446	2,526	2,203	1.4
Social assistance services	1,918	1,520	1,854	1,900	1,687	-3.2
Child care services	588	684	796	820	764	6.8
Other social assistance services	1,330	836	1,058	1,080	923	-8.7
Health care and social assistance	8,249	8,009	8,326	8,249	7,462	-2.5
Queensland	77,486	76,371	75,598	69,072	63,001	-5

Subdivision and group	Claim rate (per 1,000 employees)					
	2009-10	2010-11	2011-12	2012-13	2013-14	Av. annual change (% p.a.)
Hospitals	41.4	39.1	37.7	40.8	41.3	-0.1
Hospitals	41.4	39.1	37.7	40.8	41.3	-0.1
Medical and other health care services	18.7	14.5	12	10.7	9	-16.6
Medical services	6.6	6	5	5	4.8	-7.6
Pathology and diagnostic imaging services	23.9	22.4	17.3	23.6	12.3	-15.4
Allied health services	6.9	10	6.2	7.7	7.6	2.6
Other health care services	140.9	81.1	90.5	67.3	66.8	-17
Residential care services	53.9	67.6	63.3	64	51.6	-1.1
Residential care services	53.9	67.6	63.3	64	51.6	-1.1
Social assistance services	34.4	25	29.4	28.7	24.9	-7.7
Child care services	31.1	28.8	32.4	32.2	28.4	-2.2
Other social assistance services	38.6	24.8	30.2	31.2	24.9	-10.4
Health care and social assistance	36	33.1	32	31.9	28	-6.1
Queensland	40.2	38.6	37.2	33.8	30.3	-6.8

Sources: QEIDB, Feb 2015, employee claims. ABS, Labour Force, Australia, Cat. No. 6291.0.55.003

Table 7: Health care and social assistance, accepted non-fatal disease and other claims and claim rate

Subdivision and group	Number of claims					
	2009-10	2010-11	2011-12	2012-13	2013-14	Av. annual change (% p.a.)
Hospitals	707	766	714	755	646	-2.2
Hospitals	707	766	714	755	646	-2.2
Medical and other health care services	228	223	160	195	240	1.3
Medical services	28	50	23	28	41	10.0
Pathology and diagnostic imaging services	42	45	44	35	55	7.0
Allied health services	21	35	27	26	25	4.5
Other health care services	137	93	66	106	119	-3.5
Residential care services	312	398	347	448	356	3.4
Residential care services	312	398	347	448	356	3.4
Social assistance services	308	250	271	258	287	-1.7
Child care services	67	97	78	87	90	7.7
Other social assistance services	241	153	193	171	197	-4.9
Health care and social assistance	1,555	1,637	1,492	1,656	1,529	-0.4
Queensland	11,868	12,988	12,430	12,928	11,839	-0.1

Subdivision and group	Claim rate (per 1,000 employees)					
	2009-10	2010-11	2011-12	2012-13	2013-14	Av. annual change (% p.a.)
Hospitals	9.2	9.7	8.6	10.3	9.6	1
Hospitals	9.2	9.7	8.6	10.3	9.6	1
Medical and other health care services	4	3.4	2.1	2.5	2.7	-9
Medical services	1.4	2.3	1	1.1	1.6	2.7
Pathology and diagnostic imaging services	5.4	4.4	3.8	4.6	4.5	-4.3
Allied health services	1.1	1.6	1.1	1	0.9	-3.1
Other health care services	31.0	20.1	14.2	20.9	24.7	-5.5
Residential care services	8.1	11	9	11.4	8.3	0.8
Residential care services	8.1	11	9	11.4	8.3	0.8
Social assistance services	5.5	4.1	4.3	3.9	4.2	-6.4
Child care services	3.5	4.1	3.2	3.4	3.3	-1.4
Other social assistance services	7	4.5	5.5	4.9	5.3	-6.7
Health care and social assistance	6.8	6.8	5.7	6.4	5.7	-4.1
Queensland	6.2	6.6	6.1	6.3	5.7	-1.9

Sources: QEIDB, Feb 2015, employee claims. ABS, Labour Force, Australia, Cat. No. 6291.0.55.003

3.3 Serious injury claims by industry and occupation

In 2013-14, the serious injury claim rate for health care and social assistance (14.3 claims per 1,000 workers) was above the state average of 12.6 claims per 1,000 workers recorded for all Queensland industries (Table 8).

Over the period of 2009-10 to 2013-14, the serious injury claim rate reduced by 2.2 per cent per annum for the industry, compared to a reduction of 2.8 per cent per annum recorded for all Queensland industries.

Hospitals recorded the highest number of serious injury claims in 2013-14 with 1,439 claims followed by residential care services with 1,138 claims. In total, these two industry subdivisions recorded two thirds of all serious claims made by health care workers. The claim rates were also the highest in the industry subdivisions of hospitals (21.4 claims per 1,000 workers) and residential care services (26.7 claims per 1,000 workers).

From 2009-10 to 2013-14, the decline in the serious injury claim rate in health care and social assistance (21 per cent) was slightly greater than the 17 per cent decline for all of Queensland.

Table 8: Health care and social assistance, accepted non-fatal serious claims and claim rate

Subdivision	Number of claims					Av. annual change (% p.a.)
	2009-10	2010-11	2011-12	2012-13	2013-14	
Hospitals	1,596	1,642	1,694	1,648	1,439	-2.6
Medical and other health care services	470	351	333	344	356	-6.7
Residential care services	1,192	1,334	1,350	1,325	1,138	-1.2
Social assistance services	906	731	879	850	872	-1
Health care and social assistance	4,164	4,058	4,256	4,167	3,805	-2.2
Queensland	29,251	28,802	29,046	27,942	26,129	-2.8

Subdivision	Claim rate (per 1,000 employees)					Av. annual change (% p.a.)
	2009-10	2010-11	2011-12	2012-13	2013-14	
Hospitals	20.8	20.7	20.4	22.6	21.4	0.7
Medical and other health care services	8.2	5.3	4.5	4.4	4	-16.2
Residential care services	30.8	37	34.9	33.6	26.7	-3.6
Social assistance services	16.3	12	13.9	12.9	12.9	-5.6
Health care and social assistance	18.2	16.7	16.4	16.1	14.3	-5.8
Queensland	15.2	14.6	14.3	13.7	12.6	-4.6

Sources: QEIDB, Feb 2015, employee claims. ABS, Labour Force, Australia, Cat. No. 6291.0.55.003

Notes: N/A = not applicable.

Table 9 shows that in 2013-14 the occupation with the largest number of serious injury claims and a high claim rate was community and personal service workers with 1,993 claims and 21.5 claims per 1,000 workers. More than 50 per cent of serious claims for this industry were from people in the community and personal service occupation. Section 5 details further information on the calculation of claim rates by occupation.

Overall, serious injury claims in the health care and social assistance industry accounted for 42 per cent of the industry's total number of accepted non-fatal claims. In comparison, the number of serious claims accepted for all Queensland industries accounted for 35 per cent of accepted claims.

Table 9: Health care and social assistance, accepted non-fatal serious claims and claim rate by occupations

Occupation	Number of claims					
	2009-10	2010-11	2011-12	2012-13	2013-14	Av. annual change (% p.a.)
Labourers	493	498	655	627	528	1.7
Machinery operators and drivers	51	43	43	38	33	-10.3
Community and personal service workers	2326	2279	2259	2200	1993	-3.8
Technicians and trades workers	132	139	120	126	120	-2.4
Managers	99	72	86	66	54	-14.1
Professionals	791	751	811	825	680	-3.7
Clerical and administrative workers	253	223	231	191	217	-3.8
Sales workers	14	14	17	12	9	-10.5
Total	4,164	4,058	4,256	4,167	3,805	-2.2

Occupation	Claim rate (per 1,000 all employed people)					
	2009-10	2010-11	2011-12	2012-13	2013-14	Av. annual change (% p.a.)
Labourers	35.8	39.7	55.7	46.1	40.3	3
Machinery operators and drivers	52.7	33.1	19.4	20.2	26.4	15.9
Community and personal service workers	29.2	28	27.9	24	21.5	-7.3
Technicians and trades workers	15.4	14.2	11.3	15.4	10.7	-8.6
Managers	10.1	6.9	6.7	5.4	5.7	-13.3
Professionals	8.5	7.3	7.1	7.5	6.2	-7.6
Clerical and administrative workers	7.1	6.3	5.6	5.2	5.2	-7.7
Sales workers	13.4	8	24.1	10.1	3.8	-26.8
Total	17.2	15.9	15.5	15.1	13.5	-5.8

Sources: QEIDB, Feb 2015, employee claims. ABS, Labour Force, Australia, Cat. No. 6291.0.55.003

Notes: N/A = not applicable.

3.4 Mechanism of injury (non-fatal claims)

Table 10 shows the most common mechanisms of injury for the health care and social assistance industry for the period 2009-10 to 2013-14 were:

- body stressing (40 per cent)
- fall, trips and slips (19 per cent)
- vehicle incidents and other (14 per cent)
- being hit by moving objects (11 per cent).

Table 10: Health care and social assistance, most prevalent mechanisms of injury for accepted non-fatal workers compensation claims by subdivision, 2009-10 to 2013-14

Industry subdivision	Mechanism of injury	Percentage of claims within subdivision %
Hospitals (18,740 claims)	Body stressing	42
	Falls, trips and slips of a person	19
	Vehicle incidents and other	16
Medical and other health care services (5,617 claims)	Body stressing	39
	Falls, trips and slips of a person	17
	Vehicle incidents and other	16
	Hitting objects with a part of the body	14
Residential care services (13,554 claims)	Body stressing	45
	Falls, trips and slips of a person	17
	Being hit by moving objects	13
	Vehicle incidents and other	11
Social assistance services (10,253 claims)	Body stressing	33
	Falls, trips and slips of a person	23
	Vehicle incidents and other	15
	Being hit by moving objects	14
Industry total (48,164 claims)	Body stressing	40
	Falls, trips and slips of a person	19
	Vehicle incidents and other	14
	Being hit by moving objects	11

Source: QEIDB, Feb 2015, employee claims.

3.5 Agency of injury (non-fatal claims)

Table 11 indicates the most common agencies of injury in the health care and social assistance industry for the period 2009-10 to 2013-14 were as follows:

- animal, human and biological agencies (27 per cent)
- non-powered hand tools, appliances and equipment (21 per cent)
- environmental agencies (16 per cent)
- other and unspecified agencies (15 per cent)
- mobile plant and transport (13 per cent).

Table 11: Health care and social assistance, most prevalent agencies of injury for accepted non-fatal workers' compensation claims by subdivision, 2009-10 to 2013-14

Industry subdivision	Agency of injury	Percentage of claims within subdivision %
Hospitals (18,740 claims)	Animal, human and biological agencies	23
	Non-powered hand tools, appliances and equipment	21
	Other and unspecified agencies	17
	Environmental agencies	16
Medical and other health care services (5,617 claims)	Non-powered hand tools, appliances and equipment	28
	Animal, human and biological agencies	21
	Environmental agencies	13
	Other and unspecified agencies	14
	Mobile plant and transport	15
Residential care services (13,554 claims)	Animal, human and biological agencies	34
	Non-powered hand tools, appliances and equipment	21
	Environmental agencies	15
	Other and unspecified agencies	13
Social assistance services (10,253 claims)	Animal, human and biological agencies	26
	Non-powered hand tools, appliances and equipment	19
	Environmental agencies	19
Industry total (48,164 claims)	Animal, human and biological agencies	27
	Non-powered hand tools, appliances and equipment	21
	Environmental agencies	16
	Other and unspecified agencies	15
	Mobile plant and transport	13

Source: QEIDB, Feb 2015, employee claims.

3.6 Fatalities

Table 12 details a breakdown of the accepted number of fatal workers' compensation claims in Queensland by major industry groups, as administered under the *Workers' Compensation and Rehabilitation Act 2003*.

The health care and social assistance industry recorded either one or two fatalities each year from 2010-11 to 2013-14.

Table 12: Accepted fatal workers compensation claims

	2009-10	2010-11	2011-12	2012-13	2013-14	Average
Agriculture, forestry and fishing	3	8	6	5	3	5
Manufacturing	5	4	4	6	1	4
Electricity, gas, water and waste services	0	0	0	1	1	0
Construction	8	8	15	6	2	8
Wholesale trade	2	3	2	3	2	2
Retail trade	0	3	0	1	0	1
Accommodation and food services	1	1	0	0	0	0
Transport, postal and warehousing	8	9	9	7	7	8
Information media and telecommunications	0	0	0	0	0	0
Financial and insurance services	0	0	0	0	0	0
Rental, hiring and real estate services	0	0	1	1	0	0
Professional, scientific and technical services	1	1	2	0	0	1
Administrative and support services	1	2	4	1	0	2
Public administration and safety	2	3	1	5	2	3
Education and training	0	0	4	1	0	1
Health care and social assistance	0	2	2	1	2	1
Arts and recreation services	0	0	2	1	3	1
Other services	1	1	0	1	1	1
Grand total#	35	46	55	43	26	41

Sources: QEIDB, Feb 2015, employee claims.

Note # = Grand total includes unknown and mining.

4. Inspector activity

4.1 Events notified

The number of events notified against the health care and social assistance industry can be seen in Table 13 for the period 2009-10 to 2013-14.

In 2013-14, approximately 43 per cent of notified incidents in the health care and social assistance industry were categorised as bodily harm or dangerous event.

Table 13: Health care and social assistance, events notified

Incident type	Number of events notified				
	2009-10	2010-11	2011-12	2012-13	2013-14
Fatality	3	2	6	5	7
Grievous bodily harm#	456	1,073	663	134	130
Bodily harm/Dangerous event##	220	213	187	215	209
Industry total	784	1,435	1,038	469	490
Queensland total	7,136	8,644	7,002	5,165	5,121

Incident type	Industry share (%)				
	2009-10	2010-11	2011-12	2012-13	2013-14
Fatality	3.4	2.2	5.1	4.5	6.5
Grievous bodily harm#	10.4	19	16.7	8	9
Bodily harm/Dangerous event##	8.2	7.3	6.4	6.4	5.9
Industry total	11	16.6	14.8	9.1	9.6

Source: CISR, extracted August 2015

Notes: # admitted to hospital. ## all other incidents including dangerous events.

Note: Due to the Work Health and Safety Act 2011 coming into effect on 1 January 2012, and related changes to the Office of Industrial Relations administrative practices, breaks in the series have occurred from this time forward. Caution should be exercised when comparing data for recent years.

The number of notified fatalities presented in Table 13 are the number of work related fatalities recorded under the *Workplace Health and Safety Act 1995* or *Work Health and Safety Act 2011*. It is the official record of notifications to the workplace health and safety regulator of workers (both employees and self-employed) who suffered a fatal injury at work as well as bystanders who suffered a fatal injury as a consequence of work activity. Bystander fatalities are not included if the bystander was considered to be at fault.

4.2 Inspector activity

Table 14 shows the number and types of inspector activities each year from 2009-10 to 2013-14. Proactive activities remain the focus for inspectors (77 per cent in 2013-14).

Table 14: Health care and social assistance, inspectorate activities

Type of activity	Number of inspector activities				
	2009-10	2010-11	2011-12	2012-13	2013-14
Number of workplace visits: reactive	35	45	54	30	4
Other intervention activities: reactive	427	426	414	210	151
Number of workplace visits: proactive	485	519	353	448	337
Number of workshops/presentations/seminars: proactive	135	117	138	126	181
Industry total	1,082	1,107	959	814	673
Queensland total	46,671	39,722	44,365	40,207	33,424

Type of activity	Industry share (%)				
	2009-10	2010-11	2011-12	2012-13	2013-14
Number of workplace visits: reactive	1.6	1.7	2.2	1.8	0.6
Other intervention activities: reactive	3	3.5	3.5	2.5	2.4
Number of workplace visits: proactive	1.9	2.5	1.4	1.6	1.4
Number of workshops/presentations/seminars: proactive	2.7	2.9	3.1	4.5	6.6
Industry total	2.3	2.8	2.2	2	2

Source: CISR, extracted August 2015

Note: Due to the Work Health and Safety Act 2011 coming into effect on 1 January 2012 and related changes to the Office of Industrial Relations administrative practices, breaks in the series have occurred from this time. Caution should be exercised when comparing data for recent years.

4.3 Statutory notices

Over recent years, inspectors have conducted more advisory interventions to build the health and safety capacity of Queensland businesses through the provision of information, advice and guidance.

Table 15 shows the number of statutory notices issued in the health care and social assistance industry for 2009-10 to 2013-14. In 2013-14, over 90 per cent of notices issued to businesses in the health care industry were improvement notices.

Table 15: Health care and social assistance, Statutory notices

Hospitals	2009-10	2010-11	2011-12	2012-13	2013-14
Improvement notice	44	19	33	22	7
Prohibition notice	3	3	3	1	1
Dangerous goods infringement notice	0	0	0	0	0
Infringement notice	0	0	0	0	1
Electrical safety protection	1	0	1	0	0
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
Dangerous goods directives	0	1	0	0	0
Subtotal	48	23	37	23	9
Medical and other health care services	2009-10	2010-11	2011-12	2012-13	2013-14
Improvement notice	26	28	8	13	8
Prohibition notice	2	2	1	1	0
Dangerous goods infringement notice	0	0	0	0	0
Infringement notice	0	0	0	0	0
Electrical safety protection	0	0	0	0	0
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
Dangerous goods directives	0	0	0	0	0
Subtotal	28	30	9	14	8
Residential care services	2009-10	2010-11	2011-12	2012-13	2013-14
Improvement notice	7	14	25	5	13
Prohibition notice	0	1	6	0	2
Dangerous goods infringement notice	0	0	0	0	0
Infringement notice	0	0	0	0	0
Electrical safety protection	0	0	0	0	0
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
Dangerous goods directives	0	0	0	0	0
Subtotal	7	15	31	5	15
Social assistance services	2009-10	2010-11	2011-12	2012-13	2013-14
Improvement notice	70	26	19	58	40
Prohibition notice	7	1	0	1	3
Dangerous goods infringement notice	0	0	0	0	0
Infringement notice	1	0	0	0	0
Electrical safety protection	2	0	0	0	0
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
Dangerous goods directives	0	0	0	0	0
Subtotal	80	27	19	59	43

Total industry	2009-10	2010-11	2011-12	2012-13	2013-14
Improvement notice	147	87	85	98	68
Prohibition notice	12	7	10	3	6
Dangerous goods infringement notice	0	0	0	0	0
Infringement notice	1	0	0	0	1
Electrical safety protection	3	0	1	0	0
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
Dangerous goods directives	0	1	0	0	0
Total health care and social assistance	163	95	96	101	75
Queensland total	12,660	8,750	9,300	7,031	5,792

	Industry as a proportion of Queensland total (%)				
	2009-10	2010-11	2011-12	2012-13	2013-14
Notices to health care and social assistance	1.3	1.1	1	1.4	1.3

Source: CISR, extracted August 2015

Note: Due to the new Work Health and Safety Act 2011 coming into effect on 1 January 2012, and the repeal of the Dangerous Goods Safety Management Act 2001, there have been changes to the administrative practices of the workplace health and safety inspectors and advisors as well as at the Electrical Safety Office. This has resulted in breaks in the series of data items contained in the table above over the five year period. Caution should be exercised when analysing changes in the data over these years.

5. Explanatory notes

Accepted claims

Accepted claims are those where an insurer has accepted liability for the claim at some stage of the claims history. Accepted claims may be subject to development over time, thus the category they are reported in may change over time. Claims for a serious injury are those involving one or more weeks off work.

Accepted claims include the categories:

- accepted non-fatal injury claims (including the category 'accepted non-fatal serious injury claims')
- accepted non-fatal disease and other claims
- accepted fatal workers' compensation claims.

Claim rate

Due to data availability, a different source of data is used when calculating claim rates for occupations.

1. The claim rates for the type of claim by occupation reported in Table 4 and Table 9 are based on employment by occupation data published by the Australian Bureau of Statistics (ABS) in the quarterly publication, *Labour Force, Australia Cat. No. 6291.0.55.003*. The claim rate is derived using the following formula:

$$\frac{\text{Number of claims (by occupation)} \times 1,000}{\text{Number of all employed people (by occupation)}} = \text{Claim rate per 1,000 all employed people}$$

2. The claim rates for the type of claim by industry reported in Tables 5, 6, 7 and 8 are based on the number of employees covered by Workers' Compensation. This data excludes most self-employed people who are not required to participate in Workers' Compensation and is considered a more accurate representation of the claim rate by only including those eligible to lodge a claim. The claim rate is derived using the following formula:

$$\frac{\text{Number of claims (by industry)} \times 1,000}{\text{Number of employees covered by Workers' compensation}} = \text{Claim rate per 1,000 employees covered by Workers' Compensation}$$

Events

Notified events are categorised into four types. Types 1 and 2 represent 'incidents'. Types 3 and 4 represent 'complaints'.

- Type 1 - workplace incidents causing death or grievous bodily harm of workers or members of the public, or exposure to substances likely to cause death or grievous bodily harm.
- Type 2 - workplace incidents causing bodily harm or dangerous events.
- Type 3 - complaints which involve significant risks to health and safety.
- Type 4 - other complaints.

Full-time workers

Full-time workers are people who usually work 35 hours or more per week in all jobs, or although usually working less than 35 hours a week, actually worked 35 hours or more during the reference week.

Part-time workers

Part-time workers are those who usually work less than 35 hours per week, and either did so during the reference week, or were not at work in the reference week.

Notices

- Statutory notices represent both notices issued as a result of reactive investigations and notices issued as a result of proactive assessments.
- Data in this report may differ from other data published on statutory notices due to the date of extraction from the database.
- Due to various legislative changes occurring over the period 2009-10 to 2013-14, caution should be exercised when comparing changes in data items over this period. The various data items, relevant legislation changes and some of the impacts are explained below:
 - ‘Dangerous goods directives’ and ‘Dangerous goods infringement notices’ were issued to address safety in the workplace until the introduction of the *Work Health and Safety Act 2011* (WHS Act) on 1 January 2012. From this time, notices where a dangerous and/or hazardous substance is involved are recorded under ‘infringement notices’ or other notices as applicable.
 - ‘Infringement notices’ are on-the-spot fines for contravention of either WHS legislation or the *Electrical Safety Act 2002* (the ES Act). From 1 January 2012, this data includes infringement notices where a dangerous and/or hazardous substance is involved.
 - ‘Seizures’ includes a number of notice types, all relating to when something (e.g. plant, tool or workplace) is seized for evidence, or where a workplace which is the subject of investigation is not to be disturbed. Seizure notices are issued under either the WHS Act, ES Act or, until 1 January 2012, the *Dangerous Goods Safety Management Act 2001*.
 - ‘Electrical safety protection notices’ and ‘unsafe equipment notices’ are issued by WHSQ inspectors under the ES Act. The ‘electrical safety protection notice’ is the equivalent of the ‘WHSQ prohibition notice’ and the ‘unsafe equipment notice’ is also the equivalent of the ‘prohibition notice’ but where it relates specifically to equipment, as opposed to work processes.
 - ‘Improvement notices’ require an improvement in health and safety by a specified time and can be served under either the WHS Act or ES Act.
 - ‘Prohibition notices’ prohibit a certain work activity or use of certain equipment and can be served under WHS legislation only.

Site visits

Site visits represent the number of times a workplace was visited by WHSQ staff. One or more site visits may take place as part of any given investigation, assessment or advisory. Advisories are an educational or industry information activity undertaken by an inspector.

Workers covered

Covered workers include the ABS categories of employee and own-account workers.