

**Retail and wholesale**  
**Statistical update**  
**2015–16 to 2019–20**

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# Retail and wholesale industry

## 1. Summary of findings

### a. Labour market

- In the Retail and Wholesale industries, Retail sector employment increased approximately nine per cent from 2015–16 to 2019–20. For the same period, the Wholesale industry increased almost five per cent compared to almost six per cent growth for all of Queensland.
- Workers in Retail were less likely to be engaged on a full-time basis (49.9 per cent) than workers in Queensland as a whole (68.9 per cent) in 2019–20, while workers in Wholesale were more likely to be engaged on a full-time basis at 84.6 per cent.

### b. Accepted workers' compensation claims

#### i. Occupations

- In 2018–19, most workers in the Retail sector were employed as sales workers (2,079 claims or 41 per cent).
- In 2018–19, most workers in the Wholesale sector were employed as machinery operators and drivers (1,137 claims or 38 per cent).

#### ii. Non-fatal claims and claim rates

- The non-fatal claim rate in the Retail sector in 2019–20, at 22.2 claims per 1,000 workers, was below the state average of 27.4 claims per 1,000 workers.
- The non-fatal claim rate in the Wholesale sector in 2019–20, at 42.5 claims per 1,000 workers, was well above the state average of 27.4 claims per 1,000 workers.
- From 2015–16 to 2019–20, the non-fatal claim rate decreased 13 per cent in both Retail and Wholesale compared to around a 10 per cent decline for Queensland as a whole.

#### iii. Serious injuries

- In 2019–20, the serious injuries claim rate was 9.9 per cent in Retail, while Wholesale was 17.7 and 12.3 per cent for Queensland.
- From 2015–16 to 2019–20, the serious injury claim rate increased 0.3 per cent on average annually for the Retail industry, compared to a 1.2 per cent rate for all of Queensland.
- From 2015–16 to 2019–20, the serious injury claim rate increased 1.2 per cent on average annually for the Wholesale industry, which was the same as the 1.2 per cent rate for all of Queensland.

#### iv. Mechanisms of injury

- The most common mechanisms of injury over the five years to 2019–20 in Retail were:
  - body stressing (46 per cent)
  - falls, trips and slips (17 per cent)
  - being hit by moving objects (16 per cent).
- The most common mechanisms of injury over the five years to 2019–20 in Wholesale were:
  - body stressing (40 per cent)
  - being hit by moving objects (18 per cent)
  - falls, trips and slips (16 per cent).

#### v. Agencies of injury

- The most common agencies of injury in Retail over the five years to 2019–20 were:
  - non-powered hand tools, appliances and equipment (48 per cent)
  - mobile plant and transport (12 per cent)
  - materials and substances (11 per cent)
  - environmental agencies (11 per cent)
  - animal, human and biological agencies (five per cent).
- The most common agencies of injury in Wholesale over the five years to 2019–20 were:

- non-powered hand tools, appliances and equipment (37 per cent)
- materials and substances (18 per cent)
- environmental agencies (12 per cent)
- mobile plant and transport (12 per cent)
- machinery and (mainly) fixed plant (eight per cent).
- Improvement notices accounted for 91 per cent of notices being issued to businesses in the Retail industry while 89 per cent were issued to the Wholesale industry.

## vi. Fatalities

- Over the period 2015–16 to 2019–20, the Retail and Wholesale industry recorded the fifth and sixth (respectively) highest number of fatalities in Queensland. There were an average of three fatalities each year in Retail and two in Wholesale recorded for the sectors.

## c. Inspectorate activity

- In 2019–20:
  - Activities such as workplace visits, intervention activities, workshops, presentations and seminars by inspectors to businesses in the Retail and Wholesale industry accounted for 5.5 and 2.5 per cent of all inspectorate activities in Queensland, respectively. This is similarly equivalent to the Retail industry's share of notified events (five per cent), while the Wholesale industry accounted for one per cent of notified events.
  - Approximately 56 per cent of events notified for the Retail industry were categorised as bodily harm or dangerous event. Proactive activities make up around 26 per cent of all activities for inspectors.
  - Approximately 47 per cent of events notified for the Wholesale industry were categorised as bodily harm or dangerous event. Proactive activities make up around 30 per cent of all activities for inspectors.
  - The share of statutory notices issued to businesses in the Retail and Wholesale industry was five and three per cent respectively.

## 2. Labour market

### a. Business size

The data in Table 1 and 2 shows the number of businesses by size (number of employees) for each of the industry subdivisions in Retail and Wholesale trade in 2019. Consistent with Queensland as a whole, Retail and Wholesale trade were overwhelmingly comprised of small businesses, both at 95 per cent. However, non-employing businesses were common in Retail (45 per cent) and slightly more in Wholesale (50 per cent) compared to the Queensland average (63 per cent). For Retail trade in table 1, there were few medium (four per cent) and large businesses (less than one per cent) in the industry. Additionally for Wholesale trade in table 2, there were few medium (five per cent) and large businesses (less than one per cent) in the industry.

**Table 1: Retail, size of business, Queensland, June 2019**

Industry subdivision	Number of businesses by size					
	Small			Medium	Large	
	Non-employing	1-19	Subtotal	20-199	200+	Total
Motor vehicle and motor vehicle parts retailing	1,030	1,129	2,159	174	15	2,335
Fuel retailing	217	437	654	61	0	714
Food retailing	1,362	2,414	3,776	323	9	4,098
Other store-based retailing	6,191	7,765	13,956	547	12	14,536
Non-store retailing and retail commission-based buying and/or selling	2,734	1,137	3,871	44	0	3,921
<b>Retail trade</b>	<b>11,534</b>	<b>12,882</b>	<b>24,416</b>	<b>1,149</b>	<b>36</b>	<b>25,604</b>
<b>Queensland total</b>	<b>288,461</b>	<b>157,369</b>	<b>445,830</b>	<b>11,302</b>	<b>668</b>	<b>457,876</b>
Industry subdivision	Proportion of businesses by size (%)					
	Small			Medium	Large	
	Non-employing	1-19	Subtotal	20-199	200+	Total
Motor vehicle and motor vehicle parts retailing	44.1	48.4	92.5	7.5	0.6	100
Fuel retailing	30.4	61.2	91.6	8.5	0.0	100
Food retailing	33.2	58.9	92.1	7.9	0.2	100
Other store-based retailing	42.6	53.4	96.0	3.8	0.1	100
Non-store retailing and retail commission-based buying and/or selling	69.7	29.0	98.7	1.1	0.0	100
<b>Retail trade</b>	<b>45.0</b>	<b>50.3</b>	<b>95.4</b>	<b>4.5</b>	<b>0.1</b>	<b>100</b>
<b>Queensland total</b>	<b>63.0</b>	<b>34.4</b>	<b>97.4</b>	<b>2.5</b>	<b>0.1</b>	<b>100</b>

Source: ABS, Counts of Australian businesses, including entries and exits, Jun 2015 to Jun 2019. Cat. No. 8165.0. Note: There are rounding errors in the table.

**Table 2: Wholesale trade, size of business, Queensland, June 2019**

Industry subdivision	Number of businesses by size					
	Small			Medium	Large	
	Non- employing	1-19	Subtotal	20-199	200+	Total
Basic material wholesaling	1,355	1,379	2,734	175	4	2,931
Machinery and equipment wholesaling	1,325	1,367	2,692	149	9	2,837
Motor vehicle and motor vehicle parts wholesaling	580	594	1,174	51	0	1,228
Grocery, liquor and tobacco product wholesaling	809	824	1,633	166	7	1,798
Other goods wholesaling	1,606	1,319	2,925	114	3	3,016
Commission-based wholesaling	1,174	680	1,854	22	0	1,881
<b>Wholesale</b>	<b>6,849</b>	<b>6,163</b>	<b>13,012</b>	<b>677</b>	<b>23</b>	<b>13,691</b>
<b>Queensland total</b>	<b>288,461</b>	<b>157,369</b>	<b>445,830</b>	<b>11,302</b>	<b>668</b>	<b>457,876</b>
Industry subdivision	Proportion of businesses by size (%)					
	Small			Medium	Large	
	Non- employing	1-19	Subtotal	20-199	200+	Total
Basic material wholesaling	46.2	47.0	93.3	6.0	0.1	100
Machinery and equipment wholesaling	46.7	48.2	94.9	5.3	0.3	100
Motor vehicle and motor vehicle parts wholesaling	47.2	48.4	95.6	4.2	0.0	100
Grocery, liquor and tobacco product wholesaling	45.0	45.8	90.8	9.2	0.4	100
Other goods wholesaling	53.2	43.7	97.0	3.8	0.1	100
Commission-based wholesaling	62.4	36.2	98.6	1.2	0.0	100
<b>Wholesale</b>	<b>50.0</b>	<b>45.0</b>	<b>95.0</b>	<b>4.9</b>	<b>0.2</b>	<b>100*</b>
<b>Queensland total</b>	<b>63.0</b>	<b>34.4</b>	<b>97.4</b>	<b>2.5</b>	<b>0.1</b>	<b>100</b>

Source: ABS, Counts of Australian businesses, including entries and exits, Jun 2015 to Jun 2019. Cat. No. 8165.0. Note: There are rounding errors in the table. ABS totals do not add to 100 per cent for the industry.

## b. Workers employed

The number of employed people, as determined by the Australian Bureau of Statistics (ABS) through its labour force survey, has been used in this report as an estimation of the number of workers covered by workers' compensation in Queensland and to calculate claim rates.

Between 2015–16 and 2019–20, the ABS estimated that the number of workers in the Retail industry decreased by approximately nine per cent.

Table 3 shows in 2019–20, the number of workers employed in Retail was highest in:

- other store-based retailing (124,724 people or 54 per cent of industry workers' compensation participants)
- food retailing (70,748 people or 30 per cent)
- motor vehicle and motor vehicle parts retailing (23,241 people or 10 per cent).

Of all workers in the Retail industry, 50 per cent were employed in a full-time capacity.

**Table 3: Retail workers employed**

Subdivision and group	Workers employed					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a)
<b>Motor vehicle and motor vehicle parts retailing</b>	<b>25,885</b>	<b>28,587</b>	<b>19,685</b>	<b>22,549</b>	<b>23,241</b>	<b>-0.8</b>
Motor vehicle retailing	17,670	19,297	13,006	14,065	14,491	-3.1
Motor vehicle parts and tyre retailing	8,215	9,290	6,565	8,133	8,750	3.8
<b>Fuel retailing</b>	<b>9,566</b>	<b>9,105</b>	<b>9,224</b>	<b>11,033</b>	<b>8,777</b>	<b>-1.1</b>
Fuel retailing	9,566	9,105	9,224	11,033	8,777	-1.1
<b>Food retailing</b>	<b>74,864</b>	<b>79,850</b>	<b>87,836</b>	<b>85,341</b>	<b>70,748</b>	<b>-0.8</b>
Supermarket and grocery stores	54,390	58,498	69,931	66,480	52,394	0.2
Specialised food retailing	19,000	19,476	17,066	18,357	17,390	-1.9
<b>Other store-based retailing</b>	<b>127,022</b>	<b>123,505</b>	<b>139,274</b>	<b>127,304</b>	<b>124,724</b>	<b>-0.2</b>
Furniture, floor coverings, housewares and textile goods retailing	6,545	7,667	11,760	8,577	10,504	16.5
Electrical and electronic goods retailing	9,824	11,009	9,355	7,829	9,125	-0.7
Hardware, building and garden supplies retailing	18,744	17,336	20,802	16,126	17,643	-0.1
Recreational goods retailing	12,522	14,076	14,140	15,004	12,064	-0.2
Clothing, footwear and personal accessory retailing	31,217	30,165	29,647	29,767	26,080	-4.3
Department stores	15,349	11,610	17,875	17,082	12,571	-0.3
Pharmaceutical and other store-based retailing	32,708	30,924	33,814	29,921	35,116	2.4
<b>Non-store retailing and retail commission-based buying and/or selling</b>	<b>4,704</b>	<b>3,138</b>	<b>3,850</b>	<b>4,960</b>	<b>4,312</b>	<b>1.3</b>
Non-store retailing	4,704	3,015	3,485	4,737	4,035	0.2
Retail commission-based buying and/or selling	0	0	256	222	163	N/A
<b>Retail trade</b>	<b>254,903</b>	<b>253,584</b>	<b>261,959</b>	<b>252,872</b>	<b>232,614</b>	<b>-2.2</b>
<b>Queensland</b>	<b>2,365,632</b>	<b>2,370,310</b>	<b>2,468,936</b>	<b>2,508,166</b>	<b>2,514,973</b>	<b>1.6</b>

Sources: ABS, Labour Force, Australia.

Between 2015–16 and 2019–20, the ABS estimated that the number of workers in the Wholesale industry grew by approximately five per cent.

Table 4 shows in 2019–20, the number of workers employed in Wholesale was highest in:

- machinery and equipment wholesaling (20,587 people or 29 per cent of industry workers' compensation participants)
- basic material wholesaling (18,850 people or 26 per cent)
- other goods wholesaling (14,230 people or 20 per cent).

Of all workers in the Wholesale industry, 85 per cent were employed in a full-time capacity.

**Table 4: Wholesale workers employed**

Subdivision and group	Workers employed					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a)
<b>Basic material wholesaling</b>	<b>19,746</b>	<b>16,511</b>	<b>16,786</b>	<b>20,234</b>	<b>18,850</b>	<b>-0.3</b>
Agricultural product wholesaling	4,841	2,695	1,846	4,543	4,720	18.5
Mineral, metal and chemical wholesaling	5,845	6,767	6,292	6,719	5,034	-2.4
Timber and hardware goods wholesaling	8,804	6,950	8,648	8,972	8,855	1.5
<b>Machinery and equipment wholesaling</b>	<b>17,884</b>	<b>15,001</b>	<b>16,689</b>	<b>20,374</b>	<b>20,587</b>	<b>4.6</b>
Specialised industrial machinery and equipment wholesaling	4,158	4,619	5,046	6,595	7,862	17.6
Other machinery and equipment wholesaling	12,958	10,083	10,902	13,465	11,909	-0.5
<b>Motor vehicle and motor vehicle parts wholesaling</b>	<b>5,717</b>	<b>6,537</b>	<b>4,893</b>	<b>4,718</b>	<b>7,188</b>	<b>9.5</b>
Motor vehicle and motor vehicle parts wholesaling	5,717	6,537	4,893	4,718	7,188	9.5
<b>Grocery, liquor and tobacco product wholesaling</b>	<b>10,310</b>	<b>10,419</b>	<b>12,097</b>	<b>13,024</b>	<b>9,679</b>	<b>-0.2</b>
Grocery, liquor and tobacco product wholesaling	10,310	10,419	12,097	13,024	9,679	-0.2
<b>Other goods wholesaling</b>	<b>9,662</b>	<b>11,534</b>	<b>12,692</b>	<b>14,015</b>	<b>14,230</b>	<b>10.3</b>
Textile, clothing and footwear wholesaling	1,703	1,459	1,388	2,192	1,491	1.7
Pharmaceutical and toiletry goods wholesaling	2,844	3,572	3,638	4,474	3,429	6.8
Furniture, floor covering and other goods wholesaling	5,115	6,399	7,470	6,743	8,359	14.0
<b>Commission-based wholesaling</b>	<b>2,998</b>	<b>1,678</b>	<b>662</b>	<b>711</b>	<b>1,282</b>	<b>-4.2</b>
Commission-based Wholesaling	2,998	1,678	662	711	1,282	-4.2
<b>Wholesale trade</b>	<b>68,534</b>	<b>64,412</b>	<b>64,372</b>	<b>73,290</b>	<b>71,666</b>	<b>1.4</b>
<b>Queensland</b>	<b>2,365,632</b>	<b>2,370,310</b>	<b>2,468,936</b>	<b>2,508,166</b>	<b>2,514,973</b>	<b>1.6</b>

Sources: ABS, Labour Force, Australia.



### c. Full-time and part-time employment

Details about the number of people working in the Retail industry as part-time and full-time workers are shown in Table 5. For 2019–20, Retail workers were less likely to be engaged on a full-time basis (50 per cent) than workers in Queensland as a whole (68.9 per cent).

Over the period 2015-16 to 2019-20, full-time employment in the industry decreased by 3.3 per cent per annum, and part-time employment decreased by 0.7 per cent per annum. In comparison, full-time employment for Queensland grew by 1.3 per cent per annum and part-time employment grew by 2.2 per cent per annum.

**Table 5: Retail, category of employment**

Subdivision and group	Employed full-time					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a)
<b>Motor vehicle and motor vehicle parts retailing</b>	<b>22,623</b>	<b>24,924</b>	<b>15,745</b>	<b>20,045</b>	<b>19,508</b>	<b>-0.5</b>
Motor vehicle retailing	15,954	17,255	10,800	12,536	12,411	-3.5
Motor vehicle parts and tyre retailing	6,670	7,669	4,830	7,159	7,098	6.3
<b>Fuel retailing</b>	<b>4,862</b>	<b>5,028</b>	<b>4,358</b>	<b>3,913</b>	<b>2,634</b>	<b>-13.2</b>
Fuel retailing	4,862	5,028	4,358	3,913	2,634	-13.2
<b>Food retailing</b>	<b>33,439</b>	<b>31,847</b>	<b>36,616</b>	<b>31,941</b>	<b>27,395</b>	<b>-4.2</b>
Supermarket and grocery stores	22,613	21,815	27,132	23,081	18,424	-3.6
Specialised food retailing	10,182	9,650	9,254	8,356	8,281	-5.0
<b>Other store-based retailing</b>	<b>64,029</b>	<b>61,890</b>	<b>69,418</b>	<b>57,510</b>	<b>63,697</b>	<b>0.6</b>
Furniture, floor coverings, houseware and textile goods retailing	3,817	4,464	6,137	4,734	6,730	18.4
Electrical and electronic goods retailing	7,544	7,974	6,401	6,167	7,374	0.5
Hardware, building and garden supplies retailing	12,985	12,761	14,052	9,446	9,960	-4.7
Recreational goods retailing	6,704	6,458	6,547	8,145	6,648	0.9
Clothing, footwear and personal accessory retailing	10,572	10,232	11,229	10,397	12,938	5.9
Department stores	4,900	3,497	4,794	3,750	2,839	-9.4
Pharmaceutical and other store-based retailing	17,395	16,419	19,517	13,840	16,612	1.0
<b>Non-store retailing and retail commission-based buying and/or selling</b>	<b>1,987</b>	<b>1,415</b>	<b>2,715</b>	<b>2,917</b>	<b>2,721</b>	<b>15.9</b>
Non-store retailing	1,987	1,415	2,470	2,917	2,444	11.9

Retail commission-based buying and/or selling	0	0	136	0	163	N/A
<b>Retail trade total</b>	<b>133,247</b>	<b>129,208</b>	<b>129,619</b>	<b>116,869</b>	<b>116,023</b>	<b>-3.3</b>
<b>Queensland</b>	<b>1,647,389</b>	<b>1,634,814</b>	<b>1,688,476</b>	<b>1,717,396</b>	<b>1,733,003</b>	<b>1.3</b>
Subdivision and group	Employed part-time					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a)
<b>Motor vehicle and motor vehicle parts retailing</b>	<b>3,262</b>	<b>3,663</b>	<b>3,941</b>	<b>2,504</b>	<b>3,733</b>	<b>8.1</b>
Motor vehicle retailing	1,716	2,042	2,206	1,530	2,080	8.1
Motor vehicle parts and tyre retailing	1,546	1,621	1,735	974	1,653	9.4
<b>Fuel retailing</b>	<b>4,703</b>	<b>4,077</b>	<b>4,867</b>	<b>7,120</b>	<b>6,143</b>	<b>9.7</b>
Fuel retailing	4,703	4,077	4,867	7,120	6,143	9.7
<b>Food retailing</b>	<b>41,426</b>	<b>48,002</b>	<b>51,220</b>	<b>53,400</b>	<b>43,352</b>	<b>2.0</b>
Supermarket and grocery stores	31,777	36,683	42,798	43,399	33,969	2.9
Specialised food retailing	8,818	9,826	7,812	10,001	9,109	2.5
<b>Other store-based retailing</b>	<b>62,993</b>	<b>61,616</b>	<b>69,856</b>	<b>69,794</b>	<b>61,027</b>	<b>-0.4</b>
Furniture, floor coverings, houseware and textile goods retailing	2,728	3,203	5,623	3,843	3,774	14.9
Electrical and electronic goods retailing	2,280	3,035	2,954	1,663	1,751	-2.0
Hardware, building and garden supplies retailing	5,759	4,575	6,750	6,679	7,683	10.2
Recreational goods retailing	5,818	7,617	7,593	6,860	5,416	0.0
Clothing, footwear and personal accessory retailing	20,645	19,933	18,418	19,369	13,141	-9.5
Department stores	10,450	8,113	13,081	13,332	9,732	3.4
Pharmaceutical and other store-based retailing	15,313	14,505	14,297	16,081	18,504	5.2
<b>Non-store retailing and retail commission-based buying and/or selling</b>	<b>2,717</b>	<b>1,723</b>	<b>1,135</b>	<b>2,042</b>	<b>1,591</b>	<b>-3.2</b>
Non-store retailing	2,717	1,600	1,015	1,820	1,591	-2.7
Retail commission-based buying and/or selling	0	0	120	222	0	N/A
<b>Retail and wholesale total</b>	<b>121,656</b>	<b>124,376</b>	<b>132,340</b>	<b>136,003</b>	<b>116,591</b>	<b>-0.7</b>
<b>Queensland</b>	<b>718,244</b>	<b>735,496</b>	<b>780,460</b>	<b>790,769</b>	<b>781,970</b>	<b>2.2</b>

Subdivision and group	Employed total					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a)
<b>Motor vehicle and motor vehicle parts retailing</b>	<b>25,885</b>	<b>28,587</b>	<b>19,685</b>	<b>22,549</b>	<b>23,241</b>	<b>-0.8</b>
Motor vehicle retailing	17,670	19,297	13,006	14,065	14,491	-3.1
Motor vehicle parts and tyre retailing	8,215	9,290	6,565	8,133	8,750	3.8
<b>Fuel retailing</b>	<b>9,566</b>	<b>9,105</b>	<b>9,224</b>	<b>11,033</b>	<b>8,777</b>	<b>-1.1</b>
Fuel Retailing	9,566	9,105	9,224	11,033	8,777	-1.1
<b>Food retailing</b>	<b>74,864</b>	<b>79,850</b>	<b>87,836</b>	<b>85,341</b>	<b>70,748</b>	<b>-0.8</b>
Supermarket and grocery stores	54,390	58,498	69,931	66,480	52,394	0.2
Specialised food retailing	19,000	19,476	17,066	18,357	17,390	-1.9
<b>Other store-based retailing</b>	<b>127,022</b>	<b>123,505</b>	<b>139,274</b>	<b>127,304</b>	<b>124,724</b>	<b>-0.2</b>
Furniture, floor coverings, houseware and textile goods retailing	6,545	7,667	11,760	8,577	10,504	16.5
Electrical and electronic goods retailing	9,824	11,009	9,355	7,829	9,125	-0.7
Hardware, building and garden supplies retailing	18,744	17,336	20,802	16,126	17,643	-0.1
Recreational goods retailing	12,522	14,076	14,140	15,004	12,064	-0.2
Clothing, footwear and personal Accessory retailing	31,217	30,165	29,647	29,767	26,080	-4.3
Department stores	15,349	11,610	17,875	17,082	12,571	-0.3
Pharmaceutical and other store-based retailing	32,708	30,924	33,814	29,921	35,116	2.4
<b>Non-store retailing and retail commission-based buying and/or selling</b>	<b>4,704</b>	<b>3,138</b>	<b>3,850</b>	<b>4,960</b>	<b>4,312</b>	<b>1.3</b>
Non-store retailing	4,704	3,015	3,485	4,737	4,035	0.2
Retail commission-based buying and/or selling	0	0	256	222	163	N/A
<b>Retail trade total</b>	<b>254,903</b>	<b>253,584</b>	<b>261,959</b>	<b>252,872</b>	<b>232,614</b>	<b>-2.2</b>
Queensland	2,365,632	2,370,310	2,468,936	2,508,166	2,514,973	<b>1.6</b>
Subdivision and group	Full-time workers as a proportion of total (%)					
	2015–16	2016–17	2017–18	2018–19	2019–20	Change*

<b>Motor vehicle and motor vehicle parts retailing</b>	<b>87.4</b>	<b>87.2</b>	<b>80.0</b>	<b>88.9</b>	<b>83.9</b>	<b>-3.5</b>
Motor vehicle retailing	90.3	89.4	83.0	89.1	85.6	-4.6
Motor vehicle parts and tyre retailing	81.2	82.5	73.6	88.0	81.1	-0.1
<b>Fuel retailing</b>	<b>50.8</b>	<b>55.2</b>	<b>47.2</b>	<b>35.5</b>	<b>30.0</b>	<b>-20.8</b>
Fuel retailing	50.8	55.2	47.2	35.5	30.0	-20.8
<b>Food retailing</b>	<b>44.7</b>	<b>39.9</b>	<b>41.7</b>	<b>37.4</b>	<b>38.7</b>	<b>-5.9</b>
Supermarket and grocery stores	41.6	37.3	38.8	34.7	35.2	-6.4
Specialised food retailing	53.6	49.5	54.2	45.5	47.6	-6.0
<b>Other store-based retailing</b>	<b>50.4</b>	<b>50.1</b>	<b>49.8</b>	<b>45.2</b>	<b>51.1</b>	<b>0.7</b>
Furniture, floor coverings, houseware and textile goods retailing	58.3	58.2	52.2	55.2	64.1	5.8
Electrical and electronic goods retailing	76.8	72.4	68.4	78.8	80.8	4.0
Hardware, building and garden supplies retailing	69.3	73.6	67.6	58.6	56.5	-12.8
Recreational goods retailing	53.5	45.9	46.3	54.3	55.1	1.6
Clothing, footwear and personal accessory retailing	33.9	33.9	37.9	34.9	49.6	15.7
Department stores	31.9	30.1	26.8	22.0	22.6	-9.3
Pharmaceutical and other store-based retailing	53.2	53.1	57.7	46.3	47.3	-5.9
<b>Non-store retailing and retail commission-based buying and/or selling</b>	<b>42.2</b>	<b>45.1</b>	<b>70.5</b>	<b>58.8</b>	<b>63.1</b>	<b>20.9</b>
Non-store retailing	42.2	46.9	70.9	61.6	60.6	18.3
Retail commission-based buying and/or selling	0.0	0.0	53.2	0.0	100.0	100.0
<b>Retail trade total</b>	<b>52.3</b>	<b>51.0</b>	<b>49.5</b>	<b>46.2</b>	<b>49.9</b>	<b>-2.4</b>
<b>Queensland</b>	<b>69.6</b>	<b>69.0</b>	<b>68.4</b>	<b>68.5</b>	<b>68.9</b>	<b>-0.7</b>

Sources: ABS, Labour Force, Australia. Note: \*Percentage point change.

Details about the number of people working in the Wholesale industry as part-time and full-time workers are shown in Table 6. For 2019–20, Wholesale workers were more likely to be engaged on a full-time basis (85.0 per cent) than workers in Queensland as a whole (68.9 per cent).

Over the period 2015-16 to 2019-20, full-time employment in the industry increased by 1.5 per cent per annum, whereas part-time employment increased by 3.7 per cent per annum. In comparison, full-time employment for Queensland grew by 1.3 per cent per annum and part-time employment grew by 2.2 per cent per annum.

**Table 6: Wholesale trade, category of employment**

Subdivision and group	Employed full-time					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a)
<b>Basic material wholesaling</b>	<b>16,361</b>	<b>13,745</b>	<b>14,176</b>	<b>17,136</b>	<b>16,111</b>	<b>0.5</b>
Agricultural product wholesaling	4,090	1,986	1,369	3,315	3,974	19.9
Mineral, metal and chemical wholesaling	4,755	5,762	5,557	5,678	4,420	-0.6
Timber and hardware goods wholesaling	7,258	5,997	7,251	8,143	7,477	1.9
<b>Machinery and equipment wholesaling</b>	<b>16,209</b>	<b>12,959</b>	<b>15,569</b>	<b>18,047</b>	<b>19,133</b>	<b>5.5</b>
Specialised industrial machinery and equipment wholesaling	4,043	4,282	4,883	6,006	7,736	17.9
Other machinery and equipment wholesaling	11,490	8,378	10,032	11,727	10,690	0.2
<b>Motor vehicle and motor vehicle parts wholesaling</b>	<b>4,855</b>	<b>5,530</b>	<b>4,352</b>	<b>4,138</b>	<b>6,194</b>	<b>9.3</b>
Motor vehicle and motor vehicle parts wholesaling	4,855	5,530	4,352	4,138	6,194	9.3
<b>Grocery, liquor and tobacco product wholesaling</b>	<b>8,304</b>	<b>8,579</b>	<b>10,609</b>	<b>9,964</b>	<b>8,086</b>	<b>0.5</b>
Grocery, liquor and tobacco product wholesaling	8,304	8,579	10,609	9,964	8,086	0.5
<b>Other goods wholesaling</b>	<b>7,716</b>	<b>9,427</b>	<b>10,697</b>	<b>10,317</b>	<b>10,763</b>	<b>9.1</b>
Textile, clothing and footwear wholesaling	1,093	1,163	1,388	1,189	1,253	4.2
Pharmaceutical and toiletry goods wholesaling	2,519	3,394	3,315	3,597	2,895	5.3
Furniture, floor covering and other goods wholesaling	4,103	4,765	5,798	5,024	5,961	10.8
<b>Commission-based wholesaling</b>	<b>2,612</b>	<b>1,570</b>	<b>476</b>	<b>711</b>	<b>540</b>	<b>-21.1</b>
Commission-based wholesaling	2,612	1,570	476	711	540	-21.1
<b>Wholesale trade total</b>	<b>57,381</b>	<b>54,000</b>	<b>56,211</b>	<b>60,530</b>	<b>60,623</b>	<b>1.5</b>
<b>Queensland</b>	<b>1,647,389</b>	<b>1,634,814</b>	<b>1,688,476</b>	<b>1,717,396</b>	<b>1,733,003</b>	<b>1.3</b>
Subdivision and group	Employed part-time					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a)
<b>Basic material wholesaling</b>	<b>3,386</b>	<b>2,765</b>	<b>2,610</b>	<b>3,098</b>	<b>2,738</b>	<b>-4.2</b>

Agricultural product wholesaling	751	709	477	1,228	746	20.0
Mineral, metal and chemical wholesaling	1,090	1,005	735	1,041	615	-8.5
Timber and hardware goods wholesaling	1,545	953	1,397	829	1,378	8.5
<b>Machinery and equipment wholesaling</b>	<b>1,675</b>	<b>2,041</b>	<b>1,119</b>	<b>2,327</b>	<b>1,453</b>	<b>11.8</b>
Specialised industrial machinery and equipment wholesaling	115	337	163	590	126	81.4
Other machinery and equipment wholesaling	1,468	1,704	870	1,737	1,219	9.3
<b>Motor vehicle and motor vehicle parts wholesaling</b>	<b>861</b>	<b>1,007</b>	<b>541</b>	<b>580</b>	<b>994</b>	<b>12.3</b>
Motor vehicle and motor vehicle parts wholesaling	861	1,007	541	580	994	12.3
<b>Grocery, liquor and tobacco product wholesaling</b>	<b>2,005</b>	<b>1,840</b>	<b>1,488</b>	<b>3,060</b>	<b>1,593</b>	<b>7.6</b>
Grocery, liquor and tobacco product wholesaling	2,005	1,840	1,488	3,060	1,593	7.6
<b>Other goods wholesaling</b>	<b>1,947</b>	<b>2,107</b>	<b>1,995</b>	<b>3,698</b>	<b>3,468</b>	<b>20.5</b>
Textile, clothing and footwear wholesaling	610	296	0	1,003	238	N/A
Pharmaceutical and toiletry goods wholesaling	325	177	323	877	534	42.3
Furniture, floor covering and other goods wholesaling	1,012	1,634	1,672	1,719	2,398	26.5
<b>Commission-based wholesaling</b>	<b>386</b>	<b>108</b>	<b>185</b>	<b>0</b>	<b>742</b>	<b>N/A</b>
Commission-based wholesaling	386	108	185	0	742	N/A
<b>Wholesale trade total</b>	<b>11,153</b>	<b>10,412</b>	<b>8,161</b>	<b>12,760</b>	<b>11,043</b>	<b>3.7</b>
<b>Queensland</b>	<b>718,244</b>	<b>735,496</b>	<b>780,460</b>	<b>790,769</b>	<b>781,970</b>	<b>2.2</b>
Subdivision and group	Employed total					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a)
<b>Basic material wholesaling</b>	<b>19,746</b>	<b>16,511</b>	<b>16,786</b>	<b>20,234</b>	<b>18,850</b>	<b>-0.3</b>
Agricultural product wholesaling	4,841	2,695	1,846	4,543	4,720	18.5
Mineral, metal and chemical wholesaling	5,845	6,767	6,292	6,719	5,034	-2.4
Timber and hardware goods wholesaling	8,804	6,950	8,648	8,972	8,855	1.5
<b>Machinery and equipment wholesaling</b>	<b>17,884</b>	<b>15,001</b>	<b>16,689</b>	<b>20,374</b>	<b>20,587</b>	<b>4.6</b>
Specialised industrial machinery and equipment wholesaling	4,158	4,619	5,046	6,595	7,862	17.6

Other machinery and equipment wholesaling	12,958	10,083	10,902	13,465	11,909	-0.5
<b>Motor vehicle and motor vehicle parts wholesaling</b>	<b>5,717</b>	<b>6,537</b>	<b>4,893</b>	<b>4,718</b>	<b>7,188</b>	<b>9.5</b>
Motor vehicle and motor vehicle parts wholesaling	5,717	6,537	4,893	4,718	7,188	9.5
<b>Grocery, liquor and tobacco product wholesaling</b>	<b>10,310</b>	<b>10,419</b>	<b>12,097</b>	<b>13,024</b>	<b>9,679</b>	<b>-0.2</b>
Grocery, liquor and tobacco product wholesaling	10,310	10,419	12,097	13,024	9,679	-0.2
<b>Other goods wholesaling</b>	<b>9,662</b>	<b>11,534</b>	<b>12,692</b>	<b>14,015</b>	<b>14,230</b>	<b>10.3</b>
Textile, clothing and footwear wholesaling	1,703	1,459	1,388	2,192	1,491	1.7
Pharmaceutical and toiletry goods wholesaling	2,844	3,572	3,638	4,474	3,429	6.8
Furniture, floor covering and other goods wholesaling	5,115	6,399	7,470	6,743	8,359	14.0
<b>Commission-based wholesaling</b>	<b>2,998</b>	<b>1,678</b>	<b>662</b>	<b>711</b>	<b>1,282</b>	<b>-4.2</b>
Commission-based wholesaling	2,998	1,678	662	711	1,282	-4.2
<b>Wholesale trade total</b>	<b>68,534</b>	<b>64,412</b>	<b>64,372</b>	<b>73,290</b>	<b>71,666</b>	<b>1.4</b>
Queensland	<b>2,365,632</b>	<b>2,370,310</b>	<b>2,468,936</b>	<b>2,508,166</b>	<b>2,514,973</b>	<b>1.6</b>
Subdivision and group	Full-time workers as a proportion of total (%)					
	2015–16	2016–17	2017–18	2018–19	2019–20	Change*
<b>Basic material wholesaling</b>	<b>82.9</b>	<b>83.3</b>	<b>84.5</b>	<b>84.7</b>	<b>85.5</b>	<b>2.6</b>
Agricultural product wholesaling	84.5	73.7	74.2	73.0	84.2	-0.3
Mineral, metal and chemical wholesaling	81.4	85.1	88.3	84.5	87.8	6.4
Timber and hardware goods wholesaling	82.4	86.3	83.8	90.8	84.4	2.0
<b>Machinery and equipment wholesaling</b>	<b>90.6</b>	<b>86.4</b>	<b>93.3</b>	<b>88.6</b>	<b>92.9</b>	<b>2.3</b>
Specialised industrial machinery and equipment wholesaling	97.2	92.7	96.8	91.1	98.4	1.2
Other machinery and equipment wholesaling	88.7	83.1	92.0	87.1	89.8	1.1
<b>Motor vehicle and motor vehicle parts wholesaling</b>	<b>84.9</b>	<b>84.6</b>	<b>88.9</b>	<b>87.7</b>	<b>86.2</b>	<b>1.2</b>
Motor vehicle and motor vehicle parts wholesaling	84.9	84.6	88.9	87.7	86.2	1.2
<b>Grocery, liquor and tobacco product wholesaling</b>	<b>80.5</b>	<b>82.3</b>	<b>87.7</b>	<b>76.5</b>	<b>83.5</b>	<b>3.0</b>
Grocery, liquor and tobacco product wholesaling	80.5	82.3	87.7	76.5	83.5	3.0
<b>Other goods wholesaling</b>	<b>79.9</b>	<b>81.7</b>	<b>84.3</b>	<b>73.6</b>	<b>75.6</b>	<b>-4.2</b>

Textile, clothing and footwear wholesaling	64.2	79.7	100.0	54.2	84.0	19.8
Pharmaceutical and toiletry goods wholesaling	88.6	95.0	91.1	80.4	84.4	-4.2
Furniture, floor covering and other goods wholesaling	80.2	74.5	77.6	74.5	71.3	-8.9
<b>Commission-based wholesaling</b>	<b>87.1</b>	<b>93.6</b>	<b>72.0</b>	<b>100.0</b>	<b>42.1</b>	<b>-45.0</b>
Commission-based wholesaling	87.1	93.6	72.0	100.0	42.1	-45.0
<b>Wholesale trade total</b>	<b>83.7</b>	<b>83.8</b>	<b>87.3</b>	<b>82.6</b>	<b>84.6</b>	<b>0.9</b>
<b>Queensland</b>	<b>69.6</b>	<b>69.0</b>	<b>68.4</b>	<b>68.5</b>	<b>68.9</b>	<b>-0.7</b>

Sources: ABS, Labour Force, Australia. Note: \*Percentage point change.



### 3. Accepted workers' compensation claims

#### a. Accepted claims by occupation

The distribution of claims by major occupation group are displayed in Tables 7 and 8.

In 2018–19, claims in the Retail industry were highest for sales workers, with 2,079 claims or 41 per cent of the total. In the same period, claims in the Wholesale industry were highest with machinery operators and drivers, with 1,137 claims or 38 per cent of the total.

Note that 2019–20 claims data has been omitted due to a lag in coding occupation data.

**Table 7: Retail, accepted non-fatal claims by occupation**

Occupation	Number of claims				
	2015–16	2016–17	2017–18	2018–19	Av. annual change (% p.a.)
Sales workers	2,968	2,847	2,529	2,079	-11.0
Machinery operators and drivers	958	1050	993	1180	7.7
Technicians and trades workers	768	772	750	692	-3.4
Labourers	964	749	672	571	-15.9
Managers	265	250	260	293	3.7
Clerical and administrative workers	290	255	208	206	-10.5
Professionals	61	70	67	82	11.0
Community and personal service workers	44	38	20	29	-5.3
<b>Retail*</b>	<b>6,318</b>	<b>6,031</b>	<b>5,499</b>	<b>5,132</b>	<b>-6.7</b>
<b>Queensland</b>	<b>72,351</b>	<b>73,347</b>	<b>73,593</b>	<b>73,052</b>	<b>0.3</b>

Sources: QSA, July 2020. ABS, Labour force, Australia. Note: \*Total includes claims where occupation is unknown.

**Table 8: Wholesale, accepted non-fatal claims by occupation**

Occupation	Number of claims				
	2015–16	2016–17	2017–18	2018–19	Av. annual change (% p.a.)
Machinery operators and drivers	1,014	1,069	1,045	1,137	4.0
Labourers	947	828	661	566	-15.7

Occupation	Number of claims				
	2015–16	2016–17	2017–18	2018–19	Av. annual change (% p.a.)
Technicians and trades workers	601	579	597	633	1.8
Sales workers	240	274	252	262	3.4
Managers	165	157	157	191	5.6
Clerical and administrative workers	174	156	169	149	-4.6
Professionals	80	84	84	78	-0.7
Community and personal service workers	5	2	7	13	91.9
<b>Wholesale*</b>	<b>3,226</b>	<b>3,149</b>	<b>2,972</b>	<b>3,029</b>	<b>-2.0</b>
<b>Queensland</b>	<b>72,351</b>	<b>73,347</b>	<b>73,593</b>	<b>73,052</b>	<b>0.3</b>

Sources: QSA, July 2020. ABS, Labour force, Australia. Note: \*Total includes claims where occupation is unknown.

## b. Accepted non-fatal claims and claim rates by industry

The number of total accepted non-fatal claims (injury plus disease claims) has decreased 5.5 per cent per annum for the Retail industry and decreased 1.1 per cent per annum for Queensland over the five years to 2019–20 (Table 9). For the Wholesale industry, the number of total accepted non-fatal claims (injury plus disease claims) has decreased 2.4 per cent per annum over the five years to 2019–20 (Table 10).

Over the same period, the claim rate for Retail industry related non-fatal claims has fallen by 3.3 per cent per annum (down from 25.5 to 22.2 claims per 1,000 workers) and 2.6 per cent per annum for Queensland (down from 30.6 to 27.4 claims per 1,000 workers) (Table 9). Additionally, within the Wholesale industry the claim rate for non-fatal claims has decreased from 49.2 to 42.5 per cent per annum which is a fall of 3.4 per cent per annum and a 2.6 per cent per annum fall for Queensland (Table 10).

Within the Retail industry, there has been over a three per cent per annum reduction in the claim rate over the period 2015–16 to 2019–20, while employment in the industry has decreased a little over two per cent on average per annum over the same period. This can be attributed to a decrease in the number of workers being covered by workers' compensation (2.2 per cent per annum), along with a decrease in the number of claims (5.5 per cent per annum).

Within the Wholesale industry, there has been a nearly three and a half per cent per annum reduction in the claim rate over the period 2015–16 to 2019–20, while employment in the industry has increased nearly 1.5 per cent on average per annum over the same period. This can be attributed to an increase in the number of workers being covered by workers' compensation (1.4 per cent per annum), along with a relatively smaller increase in the number of claims (2.4 per cent per annum).

**Table 9: Retail, total accepted non-fatal claims and claim rate**

Subdivision and group	Number of claims					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change
						(% p.a.)
<b>Motor vehicle and motor vehicle parts retailing</b>	984	1,073	1,087	996	916	-1.5%
Motor vehicle retailing	710	777	824	707	674	-0.8%
Motor vehicle parts and tyre retailing	274	296	263	289	242	-2.4%
Fuel retailing	176	160	174	201	207	4.5%
Fuel retailing	176	160	174	201	207	4.5%
<b>Food retailing</b>	2,905	2,382	2,230	1,987	1,903	-9.9%
Supermarket and grocery stores	2,663	2,157	2,058	1,781	1,745	-9.8%
Specialised food retailing	242	225	172	206	158	-8.5%
<b>Other store-based retailing</b>	2,253	2,429	2,230	2,287	2,013	-2.5%
Furniture, floor coverings, houseware and textile goods retailing	361	314	324	366	324	-2.1%
Electrical and electronic goods retailing	186	190	165	158	156	-4.1%
Hardware, building and garden supplies retailing	464	519	414	422	396	-3.2%
Recreational goods retailing	167	157	144	135	140	-4.2%
Clothing, footwear and personal accessory retailing	405	501	442	497	410	1.7%
Department stores	250	238	237	203	151	-11.3%
Pharmaceutical and other store-based retailing	420	510	504	506	436	1.7%
<b>Non-store retailing and retail commission-based buying and/or selling</b>	48	40	38	55	61	8.5%
Non-store retailing	47	40	38	52	59	7.6%
Retail commission-based buying and/or selling	1	n/a	n/a	3	2	N/A
<b>Retail trade total</b>	6,488	6,181	5,835	5,600	5,173	-5.5%
<b>Queensland</b>	72,351	73,347	73,593	73,052	68,993	-1.1
<b>Subdivision and group</b>	<b>Claim rate (per 1,000 employed people)</b>					

	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change
						(% p.a.)
<b>Motor vehicle and motor vehicle parts retailing</b>	<b>38.0</b>	<b>37.5</b>	<b>55.2</b>	<b>44.2</b>	<b>39.7</b>	<b>-1.5%</b>
Motor vehicle retailing	40.2	40.3	63.4	50.3	47.1	-0.8%
Motor vehicle parts and tyre retailing	33.4	31.9	40.1	35.5	27.6	-2.4%
<b>Fuel retailing</b>	<b>18.4</b>	<b>17.6</b>	<b>18.9</b>	<b>18.2</b>	<b>23.6</b>	<b>4.5%</b>
Fuel retailing	18.4	17.6	18.9	18.2	23.6	4.5%
<b>Food retailing</b>	<b>38.8</b>	<b>29.8</b>	<b>25.4</b>	<b>23.3</b>	<b>26.8</b>	<b>-9.9%</b>
Supermarket and grocery stores	49.0	36.9	29.4	26.8	33.2	-9.8%
Specialised food retailing	12.7	11.6	10.1	11.2	9.0	-8.5%
<b>Other store-based retailing</b>	<b>17.7</b>	<b>19.7</b>	<b>16.0</b>	<b>18.0</b>	<b>16.1</b>	<b>-2.5%</b>
Furniture, floor coverings, houseware and textile goods retailing	55.2	41.0	27.6	42.7	30.8	-2.1%
Electrical and electronic goods retailing	18.9	17.3	17.6	20.2	17.1	-4.1%
Hardware, building and garden supplies retailing	24.8	29.9	19.9	26.2	22.3	-3.2%
Recreational goods retailing	13.3	11.2	10.2	9.0	11.6	-4.2%
Clothing, footwear and personal accessory retailing	13.0	16.6	14.9	16.7	15.7	1.7%
Department stores	16.3	20.5	13.3	11.9	12.0	-11.3%
Pharmaceutical and other store-based retailing	12.8	16.5	14.9	16.9	12.2	1.7%
<b>Non-store retailing and retail commission-based buying and/or selling</b>	<b>10.2</b>	<b>12.7</b>	<b>9.9</b>	<b>11.1</b>	<b>14.2</b>	<b>8.5%</b>
Non-store retailing	10.0	13.3	10.9	11.0	14.7	7.6%
Retail commission-based buying and/or selling			0.0	13.5	12.1	N/A
<b>Retail trade total</b>	<b>25.5</b>	<b>24.4</b>	<b>22.3</b>	<b>22.1</b>	<b>22.2</b>	<b>-5.5%</b>
<b>Queensland</b>	<b>30.6</b>	<b>30.9</b>	<b>29.8</b>	<b>29.1</b>	<b>27.4</b>	<b>-2.6%</b>

Sources: QSA, July 2020. ABS, Labour Force, Australia.

**Table 10: Wholesale, total accepted non-fatal claims and claim rate**

Subdivision and group	Number of claims					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
<b>Basic material wholesaling</b>	<b>911</b>	<b>930</b>	<b>967</b>	<b>962</b>	<b>895</b>	<b>-0.4%</b>
Agricultural product wholesaling	132	151	153	147	122	-1.3%
Mineral, metal and chemical wholesaling	311	289	341	346	365	4.5%
Timber and hardware goods wholesaling	468	490	473	468	408	-3.2%
<b>Machinery and equipment wholesaling</b>	<b>881</b>	<b>852</b>	<b>874</b>	<b>862</b>	<b>814</b>	<b>-1.9%</b>
Specialised industrial machinery and equipment wholesaling	416	444	429	459	452	2.2%
Other machinery and equipment wholesaling	465	408	445	403	362	-5.7%
<b>Motor vehicle and motor vehicle parts wholesaling</b>	<b>337</b>	<b>318</b>	<b>298</b>	<b>303</b>	<b>285</b>	<b>-4.0%</b>
Motor vehicle and motor vehicle parts wholesaling	337	318	298	303	285	-4.0%
<b>Grocery, liquor and tobacco product wholesaling</b>	<b>590</b>	<b>590</b>	<b>565</b>	<b>693</b>	<b>593</b>	<b>1.0%</b>
Grocery, liquor and tobacco product wholesaling	590	590	565	692	593	1.0%
<b>Other goods wholesaling</b>	<b>490</b>	<b>422</b>	<b>429</b>	<b>400</b>	<b>347</b>	<b>-8.1%</b>
Textile, clothing and footwear wholesaling	82	49	57	53	52	-8.2%
Pharmaceutical and toiletry goods wholesaling	164	147	138	118	87	-14.3%
Furniture, floor covering and other goods wholesaling	244	226	234	229	208	-3.8%
<b>Commission-based wholesaling</b>	<b>59</b>	<b>61</b>	<b>84</b>	<b>59</b>	<b>37</b>	<b>-6.5%</b>
Commission-based wholesaling	59	61	84	59	37	-6.5%
<b>Wholesale trade total</b>	<b>3,369</b>	<b>3,285</b>	<b>3,292</b>	<b>3,379</b>	<b>3,049</b>	<b>-2.4%</b>
<b>Queensland</b>	<b>72,351</b>	<b>73,347</b>	<b>73,593</b>	<b>73,052</b>	<b>68,993</b>	<b>-1.1</b>
Subdivision and group	Claim rate (per 1,000 employed people)					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change

						(% p.a.)
<b>Basic material wholesaling</b>	<b>46.1</b>	<b>56.3</b>	<b>57.6</b>	<b>47.5</b>	<b>47.9</b>	<b>1.9%</b>
Agricultural product wholesaling	27.3	56.0	82.9	32.4	26.9	<b>18.9%</b>
Mineral, metal and chemical wholesaling	53.2	42.7	54.2	51.5	72.1	<b>10.5%</b>
Timber and hardware goods wholesaling	53.2	70.5	54.7	52.1	46.2	<b>-1.5%</b>
<b>Machinery and equipment wholesaling</b>	<b>49.3</b>	<b>56.8</b>	<b>52.4</b>	<b>42.3</b>	<b>39.6</b>	<b>-4.5%</b>
Specialised industrial machinery and equipment wholesaling	100.0	96.1	85.0	69.6	57.8	<b>-12.6%</b>
Other machinery and equipment wholesaling	35.9	40.5	40.8	29.9	30.4	<b>-2.9%</b>
<b>Motor vehicle and motor vehicle parts wholesaling</b>	<b>59.0</b>	<b>48.6</b>	<b>60.9</b>	<b>64.2</b>	<b>39.2</b>	<b>-6.4%</b>
Motor vehicle and motor vehicle parts wholesaling	59.0	48.6	60.9	64.2	39.2	<b>-6.4%</b>
<b>Grocery, liquor and tobacco product wholesaling</b>	<b>57.2</b>	<b>56.6</b>	<b>46.7</b>	<b>53.2</b>	<b>61.2</b>	<b>2.6%</b>
Grocery, liquor and tobacco product wholesaling	57.2	56.6	46.7	53.2	61.2	<b>2.6%</b>
<b>Other goods wholesaling</b>	<b>50.7</b>	<b>36.6</b>	<b>33.8</b>	<b>28.5</b>	<b>24.5</b>	<b>-16.3%</b>
Textile, clothing and footwear Wholesaling	48.1	33.6	41.1	24.2	35.0	<b>-1.1%</b>
Pharmaceutical and toiletry goods wholesaling	57.7	41.2	37.9	26.4	25.3	<b>-17.7%</b>
Furniture, floor covering and other goods wholesaling	47.7	35.3	31.3	34.0	25.0	<b>-13.8%</b>
<b>Commission-based wholesaling</b>	<b>19.7</b>	<b>36.4</b>	<b>127.0</b>	<b>83.0</b>	<b>28.6</b>	<b>58.5%</b>
Commission-based wholesaling	19.7	36.4	127.0	83.0	28.6	<b>58.5%</b>
<b>Wholesale trade total</b>	<b>49.2</b>	<b>51.0</b>	<b>51.1</b>	<b>46.1</b>	<b>42.5</b>	<b>-3.4%</b>
<b>Queensland</b>	<b>30.6</b>	<b>30.9</b>	<b>29.8</b>	<b>29.1</b>	<b>27.4</b>	<b>-2.6%</b>

Sources: QSA, July 2020. ABS, Labour Force, Australia.

In 2019–20 there were 5,173 accepted non-fatal injury and disease claims within the Retail industry and 3,049 in the Wholesale industry. Of those within the Retail industry, 3,258 were related to injuries while only 1,915 related to disease and other causes. Within the Wholesale industry, 2,168 were related to injuries while only 881 related to disease and other causes.

Over the period 2015–16 to 2019–20, the Retail industry experienced an average annual decrease of 6.4 per cent per annum in the number of non-fatal injury claims compared to a fall of 1.9 per cent per annum recorded for Queensland. Within the same period, the Wholesale industry experienced an average annual decrease of 3.3 per cent per annum in the number of non-fatal injury claims compared to a fall of 1.9 per cent per annum recorded for Queensland.

The incidence (claims per 1,000 workers) of non-fatal injuries in 2019–20 was lower for Retail industry workers (14.0) than workers in all industries in Queensland (19.3). Conversely, for

Wholesale industry workers it was higher than the Retail industry for the incidence of non-fatal injuries in 2019 -20 (30.3) and for workers in all industries in Queensland (19.3).

For non-fatal diseases and other categories the Retail industry rate was slightly higher at 8.2 claims per 1,000 workers while the Wholesale industry rate was 12.3 claims per 1,000 workers compared to 8.1 for Queensland for 2019-20.

**Table 11: Retail, accepted non-fatal injury claims and claim rate**

Subdivision and group	Number of claims					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
<b>Motor vehicle and motor vehicle parts retailing</b>	<b>751</b>	<b>841</b>	<b>864</b>	<b>761</b>	<b>688</b>	<b>-1.5%</b>
Motor vehicle retailing	555	620	667	548	519	-0.8%
Motor vehicle parts and tyre retailing	196	221	197	213	169	-2.4%
<b>Fuel retailing</b>	<b>104</b>	<b>84</b>	<b>109</b>	<b>123</b>	<b>126</b>	<b>4.5%</b>
Fuel retailing	104	84	109	123	126	4.5%
<b>Food retailing</b>	<b>1,655</b>	<b>1,298</b>	<b>1,152</b>	<b>1,053</b>	<b>995</b>	<b>-9.9%</b>
Supermarket and grocery stores	1,451	1,106	1,005	895	883	-9.8%
Specialised food retailing	204	192	147	158	112	-8.5%
<b>Other store-based retailing</b>	<b>1,611</b>	<b>1,727</b>	<b>1,556</b>	<b>1,577</b>	<b>1,355</b>	<b>-2.5%</b>
Furniture, floor coverings, houseware and textile goods retailing	264	236	226	237	201	-2.1%
Electrical and electronic goods retailing	143	137	119	112	113	-4.1%
Hardware, building and garden supplies retailing	354	372	300	311	279	-3.2%
Recreational goods retailing	122	110	114	99	101	-4.2%
Clothing, footwear and personal accessory retailing	303	377	333	340	285	1.7%
Department stores	129	126	102	126	88	-11.3%
Pharmaceutical and other store-based retailing	296	369	362	352	288	1.7%
<b>Non-store retailing and retail commission-based buying and/or selling</b>	<b>31</b>	<b>28</b>	<b>25</b>	<b>38</b>	<b>41</b>	<b>8.5%</b>
Non-store retailing	30	28	25	37	39	7.6%
Retail commission-based buying and/or selling	1	n/a	n/a	1	2	N/A
<b>Retail total</b>	<b>4,249</b>	<b>4,052</b>	<b>3,757</b>	<b>3,602</b>	<b>3,258</b>	<b>-5.5%</b>

Subdivision and group	Number of claims					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
<b>Queensland</b>	<b>52,595</b>	<b>53,980</b>	<b>53,389</b>	<b>51,992</b>	<b>48,571</b>	<b>-1.9</b>
Subdivision and group	Claim rate (per 1,000 employed people)					Av. annual change (% p.a.)
	2015–16	2016–17	2017–18	2018–19	2019–20	
<b>Motor vehicle and motor vehicle parts retailing</b>	<b>29.0</b>	<b>29.4</b>	<b>43.9</b>	<b>33.8</b>	<b>29.8</b>	<b>-1.5%</b>
Motor vehicle retailing	31.4	32.1	51.3	39.0	36.3	-0.8%
Motor vehicle parts and tyre retailing	23.9	23.8	30.0	26.2	19.3	-2.4%
Fuel retailing	<b>10.9</b>	<b>9.2</b>	<b>11.8</b>	<b>11.2</b>	<b>14.4</b>	<b>4.5%</b>
Fuel retailing	10.9	9.2	11.8	11.2	14.4	4.5%
<b>Food retailing</b>	<b>22.1</b>	<b>16.3</b>	<b>13.1</b>	<b>12.3</b>	<b>14.0</b>	<b>-9.9%</b>
Supermarket and grocery stores	26.7	18.9	14.4	13.5	16.8	-9.8%
Specialised food retailing	10.7	9.9	8.6	8.6	6.4	-8.5%
<b>Other store-based retailing</b>	<b>12.7</b>	<b>14.0</b>	<b>11.2</b>	<b>12.4</b>	<b>10.8</b>	<b>-2.5%</b>
Furniture, floor coverings, houseware and textile goods retailing	40.3	30.8	19.2	27.6	19.1	-2.1%
Electrical and electronic goods retailing	14.6	12.4	12.7	14.3	12.4	-4.1%
Hardware, building and garden supplies retailing	18.9	21.5	14.4	19.3	15.7	-3.2%
Recreational goods retailing	9.7	7.8	8.1	6.6	8.4	-4.2%
Clothing, footwear and personal accessory retailing	9.7	12.5	11.2	11.4	10.9	1.7%
Department stores	8.4	10.9	5.7	7.4	7.0	-11.3%
Pharmaceutical and other store-based retailing	9.0	11.9	10.7	11.8	8.1	1.7%
<b>Non-store retailing and retail commission-based buying and/or selling</b>	<b>6.6</b>	<b>8.9</b>	<b>6.5</b>	<b>7.7</b>	<b>9.5</b>	<b>8.5%</b>
Non-store retailing	6.4	9.3	7.2	7.8	9.7	7.6%
Retail commission-based buying and/or selling	n/a	n/a	0.0	4.5	12.1	N/A
<b>Retail total</b>	<b>28.3</b>	<b>34.6</b>	<b>26.0</b>	<b>26.2</b>	<b>22.5</b>	<b>-3.9</b>
<b>Queensland</b>	<b>22.2</b>	<b>22.8</b>	<b>21.6</b>	<b>20.7</b>	<b>19.3</b>	<b>-3.4</b>



**Table 12: Wholesale, accepted non-fatal injury claims and claim rate**

Subdivision and group	Number of claims					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
<b>Basic material wholesaling</b>	<b>695</b>	<b>695</b>	<b>747</b>	<b>752</b>	<b>648</b>	<b>-1.4%</b>
Agricultural product wholesaling	97	110	111	118	91	-0.6%
Mineral, metal and chemical wholesaling	232	212	268	271	274	5.0%
Timber and hardware goods wholesaling	366	373	368	363	283	-5.7%
<b>Machinery and equipment wholesaling</b>	<b>633</b>	<b>646</b>	<b>621</b>	<b>643</b>	<b>588</b>	<b>-1.7%</b>
Specialised industrial machinery and equipment wholesaling	296	335	302	357	344	4.5%
Other machinery and equipment wholesaling	337	311	319	286	244	-7.5%
<b>Motor vehicle and motor vehicle parts wholesaling</b>	<b>262</b>	<b>254</b>	<b>232</b>	<b>240</b>	<b>232</b>	<b>-2.9%</b>
Motor vehicle and motor vehicle parts wholesaling	262	254	232	240	232	-2.9%
<b>Grocery, liquor and tobacco product wholesaling</b>	<b>424</b>	<b>405</b>	<b>379</b>	<b>464</b>	<b>403</b>	<b>-0.4%</b>
Grocery, liquor and tobacco product wholesaling	424	405	379	464	403	-0.4%
<b>Other goods wholesaling</b>	<b>359</b>	<b>300</b>	<b>303</b>	<b>269</b>	<b>220</b>	<b>-11.2%</b>
Textile, clothing and footwear wholesaling	55	32	42	32	32	-8.6%
Pharmaceutical and toiletry goods wholesaling	112	106	92	71	47	-18.8%
Furniture, floor covering and other goods wholesaling	192	162	169	166	141	-7.0%
<b>Commission-based wholesaling</b>	<b>47</b>	<b>51</b>	<b>64</b>	<b>38</b>	<b>24</b>	<b>-10.9%</b>
Commission-based wholesaling	47	51	64	38	24	-10.9%
<b>Retail total</b>	<b>2,494</b>	<b>2,446</b>	<b>2,403</b>	<b>2,480</b>	<b>2,168</b>	<b>-3.3%</b>
<b>Queensland</b>	<b>52,595</b>	<b>53,980</b>	<b>53,389</b>	<b>51,992</b>	<b>48,571</b>	<b>-1.9%</b>
Subdivision and group	Claim rate (per 1,000 employed people)					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
<b>Basic material wholesaling</b>	<b>35.2</b>	<b>42.1</b>	<b>44.5</b>	<b>37.2</b>	<b>34.7</b>	<b>0.6%</b>

Subdivision and group	Number of claims					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
Agricultural product wholesaling	20.0	40.8	60.1	26.0	20.1	17.9%
Mineral, metal and chemical wholesaling	39.7	31.3	42.6	40.4	54.1	10.9%
Timber and hardware goods wholesaling	41.6	53.7	42.6	40.4	32.0	-4.3%
<b>Machinery and equipment wholesaling</b>	<b>35.4</b>	<b>43.1</b>	<b>37.2</b>	<b>31.5</b>	<b>28.6</b>	<b>-4.1%</b>
Specialised industrial machinery and equipment wholesaling	71.2	72.5	59.8	54.1	44.0	-11.0%
Other machinery and equipment wholesaling	26.0	30.8	29.3	21.2	20.5	-4.4%
<b>Motor vehicle and motor vehicle parts wholesaling</b>	<b>45.8</b>	<b>38.9</b>	<b>47.4</b>	<b>50.9</b>	<b>31.9</b>	<b>-5.8%</b>
Motor vehicle and motor vehicle parts wholesaling	45.8	38.9	47.4	50.9	31.9	-5.8%
<b>Grocery, liquor and tobacco product wholesaling</b>	<b>41.1</b>	<b>38.9</b>	<b>31.3</b>	<b>35.7</b>	<b>41.6</b>	<b>1.4%</b>
Grocery, liquor and tobacco product wholesaling	41.1	38.9	31.3	35.7	41.6	1.4%
<b>Other goods wholesaling</b>	<b>37.2</b>	<b>26.0</b>	<b>23.9</b>	<b>19.2</b>	<b>15.5</b>	<b>-19.3%</b>
Textile, clothing and footwear Wholesaling	32.3	21.9	30.3	14.6	21.5	0.4%
Pharmaceutical and toiletry goods wholesaling	39.4	29.7	25.3	15.9	13.7	-22.6%
Furniture, floor covering and other goods wholesaling	37.5	25.3	22.6	24.6	16.9	-16.4%
<b>Commission-based wholesaling</b>	<b>15.7</b>	<b>30.4</b>	<b>96.7</b>	<b>53.5</b>	<b>18.6</b>	<b>50.5%</b>
Commission-based wholesaling	15.7	30.4	96.7	53.5	18.6	50.5%
<b>Retail total</b>	<b>36.4</b>	<b>38.0</b>	<b>37.3</b>	<b>33.8</b>	<b>30.3</b>	<b>-4.3%</b>
<b>Queensland</b>	<b>22.2</b>	<b>22.8</b>	<b>21.6</b>	<b>20.7</b>	<b>19.3</b>	<b>-3.4</b>

Sources: QSA, July 2020. ABS, Labour Force, Australia.

**Table 13: Retail, accepted non-fatal disease and other claims and claim rate**

Subdivision and group	Number of claims					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
<b>Motor vehicle and motor vehicle parts retailing</b>	<b>233</b>	<b>232</b>	<b>223</b>	<b>235</b>	<b>228</b>	<b>-1.5%</b>
Motor vehicle retailing	155	157	157	159	155	-0.8%

Subdivision and group	Number of claims					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
Motor vehicle parts and tyre retailing	78	75	66	76	73	-2.4%
<b>Fuel retailing</b>	<b>72</b>	<b>76</b>	<b>65</b>	<b>78</b>	<b>81</b>	<b>4.5%</b>
Fuel retailing	72	76	65	78	81	4.5%
<b>Food retailing</b>	<b>1,250</b>	<b>1,084</b>	<b>1,078</b>	<b>934</b>	<b>908</b>	<b>-9.9%</b>
Supermarket and grocery stores	1,212	1,051	1,053	886	862	-9.8%
Specialised food retailing	38	33	25	48	46	-8.5%
<b>Other store-based retailing</b>	<b>642</b>	<b>702</b>	<b>674</b>	<b>710</b>	<b>658</b>	<b>-2.5%</b>
Furniture, floor coverings, houseware and textile goods retailing	97	78	98	129	123	-2.1%
Electrical and electronic goods retailing	43	53	46	46	43	-4.1%
Hardware, building and garden supplies retailing	110	147	114	111	117	-3.2%
Recreational goods retailing	45	47	30	36	39	-4.2%
Clothing, footwear and personal accessory retailing	102	124	109	157	125	1.7%
Department stores	121	112	135	77	63	-11.3%
Pharmaceutical and other store-based retailing	124	141	142	154	148	1.7%
<b>Non-store retailing and retail commission-based buying and/or selling</b>	<b>17</b>	<b>12</b>	<b>13</b>	<b>17</b>	<b>20</b>	<b>8.5%</b>
Non-store retailing	17	12	13	15	20	7.6%
Retail commission-based buying and/or selling	n/a	n/a	n/a	2	n/a	N/A
<b>Retail total</b>	<b>2239</b>	<b>2129</b>	<b>2,078</b>	<b>1,998</b>	<b>1,915</b>	<b>-5.5%</b>
<b>Queensland</b>	<b>19,756</b>	<b>19,367</b>	<b>20,204</b>	<b>21,060</b>	<b>20,422</b>	<b>0.9%</b>
Subdivision and group	Claim rate (per 1,000 employed people)					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
<b>Motor vehicle and motor vehicle parts retailing</b>	<b>9.0</b>	<b>8.1</b>	<b>11.3</b>	<b>10.4</b>	<b>9.9</b>	<b>-1.5%</b>
Motor vehicle retailing	8.8	8.1	12.1	11.3	10.8	-0.8%

Subdivision and group	Number of claims					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
Motor vehicle parts and tyre retailing	9.5	8.1	10.1	9.3	8.3	-2.4%
<b>Fuel retailing</b>	<b>7.5</b>	<b>8.3</b>	<b>7.0</b>	<b>7.1</b>	<b>9.2</b>	<b>4.5%</b>
Fuel retailing	7.5	8.3	7.0	7.1	9.2	4.5%
<b>Food retailing</b>	<b>16.7</b>	<b>13.6</b>	<b>12.3</b>	<b>10.9</b>	<b>12.8</b>	<b>-9.9%</b>
Supermarket and grocery stores	22.3	18.0	15.1	13.3	16.4	-9.8%
Specialised food retailing	2.0	1.7	1.5	2.6	2.6	-8.5%
<b>Other store-based retailing</b>	<b>5.1</b>	<b>5.7</b>	<b>4.8</b>	<b>5.6</b>	<b>5.2</b>	<b>-2.5%</b>
Furniture, floor coverings, houseware and textile goods retailing	14.8	10.2	8.3	15.0	11.7	-2.1%
Electrical and electronic goods retailing	4.4	4.8	4.9	5.9	4.7	-4.1%
Hardware, building and garden supplies retailing	5.9	8.5	5.5	6.9	6.6	-3.2%
Recreational goods retailing	3.6	3.3	2.1	2.4	3.2	-4.2%
Clothing, footwear and personal accessory retailing	3.3	4.1	3.7	5.3	4.8	1.7%
Department stores	7.9	9.6	7.6	4.5	5.0	-11.3%
Pharmaceutical and other store-based retailing	3.8	4.6	4.2	5.1	4.2	1.7%
<b>Non-store retailing and retail commission-based buying and/or selling</b>	<b>3.6</b>	<b>3.8</b>	<b>3.4</b>	<b>3.4</b>	<b>4.6</b>	<b>8.5%</b>
Non-store retailing	3.6	4.0	3.7	3.2	5.0	7.6%
Retail commission-based buying and/or selling	n/a	n/a	0.0	9.0	0.0	N/A
<b>Retail total</b>	<b>8.8</b>	<b>8.4</b>	<b>7.9</b>	<b>7.9</b>	<b>8.2</b>	<b>-5.5%</b>
<b>Queensland</b>	<b>8.4</b>	<b>8.2</b>	<b>8.2</b>	<b>8.4</b>	<b>8.1</b>	<b>-1.1%</b>

Sources: QSA, July 2020. ABS, Labour Force, Australia.

**Table 14: Wholesale, accepted non-fatal disease and other claims and claim rate**

Subdivision and group	Number of claims					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
<b>Basic material wholesaling</b>	<b>216</b>	<b>235</b>	<b>220</b>	<b>210</b>	<b>247</b>	<b>3.9%</b>
Agricultural product wholesaling	35	41	42	29	31	-1.1%
Mineral, metal and chemical wholesaling	79	77	73	75	91	4.1%
Timber and hardware goods wholesaling	102	117	105	105	125	5.9%
<b>Machinery and equipment wholesaling</b>	<b>248</b>	<b>206</b>	<b>253</b>	<b>219</b>	<b>226</b>	<b>-1.1%</b>
Specialised industrial machinery and equipment wholesaling	120	109	127	102	108	-1.6%
Other machinery and equipment wholesaling	128	97	126	117	118	-0.2%
<b>Motor vehicle and motor vehicle parts wholesaling</b>	<b>75</b>	<b>64</b>	<b>66</b>	<b>63</b>	<b>53</b>	<b>-8.0%</b>
Motor vehicle and motor vehicle parts wholesaling	75	64	66	63	53	-8.0%
<b>Grocery, liquor and tobacco product wholesaling</b>	<b>166</b>	<b>185</b>	<b>186</b>	<b>229</b>	<b>190</b>	<b>4.5%</b>
Grocery, liquor and tobacco product wholesaling	166	185	186	228	190	4.5%
<b>Other goods wholesaling</b>	<b>131</b>	<b>122</b>	<b>126</b>	<b>131</b>	<b>127</b>	<b>-0.7%</b>
Textile, clothing and footwear wholesaling	27	17	15	21	20	-3.4%
Pharmaceutical and toiletry goods wholesaling	52	41	46	47	40	-5.4%
Furniture, floor covering and other goods wholesaling	52	64	65	63	67	7.0%
<b>Commission-based wholesaling</b>	<b>12</b>	<b>10</b>	<b>20</b>	<b>21</b>	<b>13</b>	<b>12.6%</b>
Commission-based wholesaling	12	10	20	21	13	12.6%
<b>Wholesale total</b>	<b>875</b>	<b>839</b>	<b>889</b>	<b>899</b>	<b>881</b>	<b>0.2%</b>
<b>Queensland</b>	<b>19,756</b>	<b>19,367</b>	<b>20,204</b>	<b>21,060</b>	<b>20,422</b>	<b>0.9%</b>
Subdivision and group	Claim rate (per 1,000 employed people)					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
<b>Basic material wholesaling</b>	<b>10.9</b>	<b>14.2</b>	<b>13.1</b>	<b>10.4</b>	<b>13.1</b>	<b>6.9%</b>

Subdivision and group	Number of claims					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
Basic material wholesaling	10.9	14.2	13.1	10.4	13.1	6.9%
Agricultural product wholesaling	7.2	15.2	22.8	6.4	6.6	22.7%
Mineral, metal and chemical wholesaling	13.5	11.4	11.6	11.2	18.1	11.1%
Timber and hardware goods wholesaling	11.6	16.8	12.1	11.7	14.1	8.6%
<b>Machinery and equipment wholesaling</b>	<b>13.9</b>	<b>13.7</b>	<b>15.2</b>	<b>10.7</b>	<b>11.0</b>	<b>-4.4%</b>
Specialised industrial machinery and equipment wholesaling	28.9	23.6	25.2	15.5	13.7	-15.3%
Other machinery and equipment wholesaling	9.9	9.6	11.6	8.7	9.9	1.7%
<b>Motor vehicle and motor vehicle parts wholesaling</b>	<b>13.1</b>	<b>9.8</b>	<b>13.5</b>	<b>13.4</b>	<b>7.4</b>	<b>-8.3%</b>
Motor vehicle and motor vehicle parts wholesaling	13.1	9.8	13.5	13.4	7.4	-8.3%
<b>Grocery, liquor and tobacco product wholesaling</b>	<b>16.1</b>	<b>17.8</b>	<b>15.4</b>	<b>17.6</b>	<b>19.6</b>	<b>5.7%</b>
Grocery, liquor and tobacco product wholesaling	16.1	17.8	15.4	17.5	19.6	5.7%
<b>Other goods wholesaling</b>	<b>13.6</b>	<b>10.6</b>	<b>9.9</b>	<b>9.3</b>	<b>8.9</b>	<b>-9.6%</b>
Textile, clothing and footwear wholesaling	15.9	11.7	10.8	9.6	13.4	-1.3%
Pharmaceutical and toiletry goods wholesaling	18.3	11.5	12.6	10.5	11.7	-8.2%
Furniture, floor covering and other goods wholesaling	10.2	10.0	8.7	9.3	8.0	-5.4%
<b>Commission-based wholesaling</b>	<b>4.0</b>	<b>6.0</b>	<b>30.2</b>	<b>29.5</b>	<b>10.1</b>	<b>97.0%</b>
Commission-based wholesaling	4.0	6.0	30.2	29.5	10.1	97.0%
<b>Wholesale trade total</b>	<b>12.8</b>	<b>13.0</b>	<b>13.8</b>	<b>12.3</b>	<b>12.3</b>	<b>-0.7%</b>
<b>Queensland</b>	<b>8.4</b>	<b>8.2</b>	<b>8.2</b>	<b>8.4</b>	<b>8.1</b>	<b>-0.7%</b>

Sources: QSA, July 2020. ABS, Labour Force, Australia.

### c. Serious injury claims by industry and occupation

In 2019–20, the serious injuries claim rate (injuries requiring one or more weeks off work) for the Retail industry was 9.9 claims per 1,000 employees, which is lower than the rate recorded for all Queensland industries (12.3) (Table 15). For the same period, the serious injuries claim rate for the Wholesale industry was 17.7 claims per 1,000 employees, which is significantly higher than the rate for all Queensland industries of 12.3 (Table 16).

Over the five-year period to 2019–20, the serious injury claim rate reduced 0.3 per cent per annum for the Retail industry, compared to a claim rate increase of 1.2 per cent per annum for all Queensland industries. For the same period, the Wholesale industry claim rate increased by the same rate as the claim rate for all Queensland industries at 1.2 per cent. The other store-based retailing industry subdivision recorded the highest number of serious injury claims in 2019–20 with 951 claims or 41 per cent of all serious claims made by Retail workers. In the same period, within the Wholesale industry, the basic material wholesaling industry subdivision recorded the highest number of serious injury claims with 406 claims or 32 per cent of all serious claims made by Wholesale workers.

Within the Retail industry, the motor vehicle and motor vehicle parts retailing had the highest claim rate in 2019–20, at 14.4 per 1,000 workers. Within the Wholesale industry, the grocery, liquor and tobacco product wholesaling subdivision had the highest claim rate of 29.2 per 1,000 workers.

**Table 15: Retail, accepted non-fatal serious claims and claim rate**

Industry subdivision	Number of claims					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
Motor vehicle and motor vehicle parts retailing	335	362	358	394	333	0.4%
Fuel retailing	88	77	68	82	98	4.0%
Food retailing	1140	911	911	852	839	-7.0%
Other store-based retailing	858	939	919	1048	951	3.0%
Non-store retailing and retail commission-based buying and/or selling	23	22	25	29	34	10.6%
<b>Retail</b>	<b>2,502</b>	<b>2,359</b>	<b>2,321</b>	<b>2,438</b>	<b>2,292</b>	<b>-2.1%</b>
<b>Queensland</b>	<b>27,815</b>	<b>28,691</b>	<b>29,698</b>	<b>31,646</b>	<b>30,986</b>	<b>2.8%</b>
Industry subdivision	Claim rate (per 1,000 employed people)					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
Motor vehicle and motor vehicle parts retailing	12.9	12.7	18.2	17.5	14.4	5.0%
Fuel retailing	9.2	8.5	7.4	7.4	11.2	7.5%
Food retailing	15.2	11.4	10.4	10.0	11.8	-4.9%
Other store-based retailing	6.8	7.6	6.6	8.2	7.6	4.1%
Non-store retailing and retail commission-based buying and/or selling	4.9	7.0	6.5	5.8	7.9	15.3%
<b>Retail</b>	<b>9.8</b>	<b>9.3</b>	<b>8.9</b>	<b>9.6</b>	<b>9.9</b>	<b>0.3%</b>
<b>Queensland</b>	<b>11.8</b>	<b>12.1</b>	<b>12.0</b>	<b>12.6</b>	<b>12.3</b>	<b>1.2</b>

Sources: QSA, July 2020. ABS, Labour Force, Australia.

**Table 16: Wholesale, accepted non-fatal serious claims and claim rate**

Industry subdivision	Number of claims					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
Basic material wholesaling	299	325	353	364	406	8.0%

Machinery and equipment wholesaling	248	262	290	283	271	2.4%
Motor vehicle and motor vehicle parts wholesaling	108	123	100	120	118	3.4%
Grocery, liquor and tobacco product wholesaling	264	270	265	298	283	2.0%
Other goods wholesaling	180	155	167	160	139	-5.9%
Commission-based wholesaling	29	28	32	24	17	-10.8%
<b>Wholesale</b>	<b>1,167</b>	<b>1,211</b>	<b>1,242</b>	<b>1,299</b>	<b>1,269</b>	<b>2.2%</b>
<b>Queensland</b>	<b>27,815</b>	<b>28,691</b>	<b>29,698</b>	<b>31,646</b>	<b>30,986</b>	<b>2.8%</b>
Industry subdivision	Claim rate (per 1,000 employed people)					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
Basic material wholesaling	15.1	19.7	21.0	18.0	21.7	10.8%
Machinery and equipment wholesaling	13.9	17.5	17.4	13.9	13.2	0.1%
Motor vehicle and motor vehicle parts wholesaling	18.9	18.8	20.4	25.4	16.2	-0.9%
Grocery, liquor and tobacco product wholesaling	25.6	25.9	21.9	22.9	29.2	4.4%
Other goods wholesaling	18.6	13.4	13.2	11.4	9.8	-14.3%
Commission-based wholesaling	9.7	16.7	48.4	33.8	13.1	42.8%
<b>Wholesale</b>	<b>17.0</b>	<b>18.8</b>	<b>19.3</b>	<b>17.7</b>	<b>17.7</b>	<b>1.2%</b>
<b>Queensland</b>	<b>11.8</b>	<b>12.1</b>	<b>12.0</b>	<b>12.6</b>	<b>12.3</b>	<b>1.2%</b>

Sources: QSA, July 2020. ABS, Labour Force, Australia.

In the Retail industry, sales workers had a large number of serious claims (898 claims) in 2018–19. There were also a substantial number of claims for machinery operators and drivers each year, with 503 in 2018–19. Within the Wholesale industry, machinery operators and drivers had the largest amount of serious claims at 485 with labourers accounting for the second highest amount of claims at 242 in 2018–19.

Overall, claims for serious injuries in the Retail industry accounted for 42 per cent of the industry's total while by comparison the Wholesale industry accounted for 40 per cent of the industry's total number of accepted non-fatal claims. In comparison, the number of serious claims accepted for all of Queensland accounted for 40 per cent of accepted claims.

Note that 2019–20 claims data has been omitted due to a lag in coding occupation data.

**Table 17: Retail, accepted non-fatal serious claims by occupation**

Occupation	Number of claims				
	2015–16	2016–17	2017–18	2018–19	Av. annual change (% p.a.)
Sales workers	1,140	1075	1,015	898	-7.6%
Machinery operators and drivers	396	407	439	503	8.4%
Labourers	379	304	305	285	-8.7%
Technicians and trades workers	261	289	253	302	5.9%
Managers	113	99	97	127	5.5%



Occupation	Number of claims				
	2015–16	2016–17	2017–18	2018–19	Av. annual change (% p.a.)
Clerical and administrative workers	111	90	75	94	-3.4%
Professionals	19	25	18	38	38.2%
Community and personal service workers	17	19	13	12	-9.2%
<b>Retail</b>	<b>2,436</b>	<b>2,308</b>	<b>2,215</b>	<b>2,259</b>	<b>2.4</b>
<b>Queensland</b>	<b>27,815</b>	<b>28,691</b>	<b>29,698</b>	<b>31,646</b>	<b>4.4</b>

Sources: QSA, July 2020, employee claims. Note: Average change excludes the 2019–20 year. Totals include claims where occupation is unknown.

**Table 18: Wholesale, accepted non-fatal serious claims by occupation**

Occupation	Number of claims				
	2015–16	2016–17	2017–18	2018–19	Av. annual change (% p.a.)
Machinery operators and drivers	402	454	434	485	6.8%
Labourers	274	291	257	242	-3.8%
Technicians and trades workers	190	175	202	210	3.8%
Sales workers	98	99	87	111	5.5%
Managers	56	62	55	75	11.9%
Clerical and administrative workers	65	52	66	52	-4.8%
Professionals	33	37	35	27	-5.4%
Community and personal service workers	1		3	5	-16.7%
<b>Retail</b>	<b>1,119</b>	<b>1,170</b>	<b>1,139</b>	<b>1,207</b>	<b>2.6</b>
<b>Queensland</b>	<b>27,815</b>	<b>28,691</b>	<b>29,698</b>	<b>31,646</b>	<b>4.4</b>

Sources: QSA, July 2020, employee claims. Note: Average change excludes the 2019–20 year. Totals include claims where occupation is unknown.

#### d. Mechanism of injury (non-fatal claims)

Table 19 for Retail shows that the most common mechanisms of injury over the five-year period 2015–16 to 2019–20 were:

- body stressing (46 per cent)
- falls, trips and slips (17 per cent)
- being hit by moving objects (16 per cent).

These three mechanisms accounted for over three quarters of industry claims.

**Table 19: Retail, most prevalent mechanisms of injury for accepted non-fatal workers' compensation claims by subdivision, 2015–16 to 2019–20**

Industry subdivision	Mechanism of injury	Percentage of claims within subdivision (%)
Food retailing	Body stressing	56.4
	Falls, trips and slips of a person	13.9

	Being hit by moving objects	12.9
Fuel retailing	Body stressing	37.1
	Falls, trips and slips of a person	24.4
	Being hit by moving objects	9.9
Motor vehicle and motor vehicle parts retailing	Body stressing	33.1
	Hitting objects with a part of the body	20.8
	Being hit by moving objects	20.0
Non-store retailing and retail commission-based buying and/or selling	Body stressing	45.6
	Falls, trips and slips of a person	19.5
	Being hit by moving objects	12.9
Other store-based retailing	Body stressing	42.4
	Falls, trips and slips of a person	19.7
	Being hit by moving objects	17.1
<b>Retail and wholesale (29169 claims)</b>	<b>Body stressing</b>	<b>46.3</b>
	<b>Falls, trips and slips of a person</b>	<b>16.5</b>
	<b>Being hit by moving objects</b>	<b>15.7</b>

Source: QSA, July 2020. Note: The sub-industry totals do not add to the industry totals due to Labour Hire claims which aren't allocated a sub-industry.

Table 20 for Wholesale shows that the most common mechanisms of injury over the five-year period 2015–16 to 2019–20 were:

- body stressing (40 per cent)
- being hit by moving objects (18 per cent)
- falls, trips and slips (16 per cent).

These three mechanisms accounted for three quarters of industry claims.

**Table 20: Wholesale, most prevalent mechanisms of injury for accepted non-fatal workers' compensation claims by subdivision, 2015–16 to 2019–20**

Industry subdivision	Mechanism of injury	Percentage of claims within subdivision (%)
Basic material wholesaling	Body stressing	37.1
	Being hit by moving objects	20.2
	Falls, trips and slips of a person	17.5
Commission-based wholesaling	Body stressing	35.5
	Being hit by moving objects	25.4
	Falls, trips and slips of a person	16.1
Grocery, liquor and tobacco product wholesaling	Body stressing	47.1
	Falls, trips and slips of a person	19.7
	Being hit by moving objects	13.4
Machinery and equipment wholesaling	Body stressing	38.3
	Being hit by moving objects	20.9
	Hitting objects with a part of the body	14.3
Motor vehicle and motor vehicle parts wholesaling	Body stressing	36.4
	Being hit by moving objects	21.0
	Hitting objects with a part of the body	19.6

Other goods wholesaling	Body stressing	45.7
	Falls, trips and slips of a person	18.1
	Being hit by moving objects	13.9
<b>Wholesale Trade (16330 claims)</b>		
	<b>Body stressing</b>	<b>40.4</b>
	<b>Being hit by moving objects</b>	<b>18.5</b>
	<b>Falls, trips and slips of a person</b>	<b>16.4</b>

Source: QSA, July 2020. Note: The sub-industry totals do not add to the industry totals due to Labour Hire claims which aren't allocated a sub-industry.

### e. Agency of injury (non-fatal claims)

Table 21 shows that the most common agencies of injury in the Retail industry over the five years to 2019–20 were:

- non-powered hand tools, appliances and equipment (48 per cent)
- mobile plant and transport (12 per cent)
- materials and substances (11 per cent)
- environmental agencies (11 per cent)
- animal, human and biological agencies (five per cent).

These five agencies accounted for most (88 per cent) of industry claims.

**Table 21: Retail, most prevalent agencies of injury for accepted non-fatal workers' compensation claims by subdivision, 2015–16 to 2019–20**

Industry subdivision	Agency of injury	Percentage of claims within subdivision (%)
Food retailing	Mobile plant and transport	9
	Materials and substances	8
	Machinery and (mainly) fixed plant	6
	Non-powered hand tools, appliances and equipment	43
	Environmental agencies	17
Fuel retailing	Mobile plant and transport	10
	Animal, human and biological agencies	8
	Materials and substances	8
	Non-powered hand tools, appliances and equipment	35
	Mobile plant and transport	23
Motor vehicle and motor vehicle parts retailing	Materials and substances	17
	Environmental agencies	11
	Machinery and (mainly) fixed plant	5
	Non-powered hand tools, appliances and equipment	40
	Mobile plant and transport	19
Non-store retailing and retail commission-based buying and/or selling	Environmental agencies	12
	Materials and substances	9
	Machinery and (mainly) fixed plant	9

Industry subdivision	Agency of injury	Percentage of claims within subdivision (%)
Other store-based retailing	Non-powered hand tools, appliances and equipment	46
	Materials and substances	12
	Environmental agencies	12
	Mobile plant and transport	10
	Animal, human and biological agencies	8
	Non-powered hand tools, appliances and equipment	62
<b>Retail</b> <b>(10,887 claims)</b>	Environmental agencies	10
	<b>Non-powered hand tools, appliances and equipment</b>	<b>48</b>
	<b>Mobile plant and transport</b>	<b>12</b>
	<b>Materials and substances</b>	<b>11</b>
	<b>Environmental agencies</b>	<b>11</b>
	<b>Animal, human and biological agencies</b>	<b>5</b>

Source: QSA, July 2020. Note: The sub-industry totals do not add to the industry totals due to Labour Hire claims which aren't allocated a sub-industry.

Table 22 shows that the most common agencies of injury in the Wholesale industry over the five years to 2019–20 were:

- non-powered hand tools, appliances and equipment (37 per cent)
- materials and substances (18 per cent)
- environmental agencies (12 per cent)
- mobile plant and transport (12 per cent)
- machinery and mainly fixed plant (eight per cent).

These five agencies accounted for most (87 per cent) of industry claims.

**Table 22: Wholesale, most prevalent agencies of injury for accepted non-fatal workers' compensation claims by subdivision, 2015–16 to 2019–20**

Industry subdivision	Agency of injury	Percentage of claims within subdivision (%)
Basic material wholesaling	Environmental agencies	14
	Mobile plant and transport	10
	Machinery and (mainly) fixed plant	8
	Non-powered hand tools, appliances and equipment	32
	Mobile plant and transport	16
Commission-based wholesaling	Environmental agencies	13
	Materials and substances	12
	Animal, human and biological agencies	10
	Non-powered hand tools, appliances and equipment	51
	Environmental agencies	15
Grocery, Liquor and tobacco product wholesaling	Mobile plant and transport	12
	Machinery and (mainly) fixed plant	7

Industry subdivision	Agency of injury	Percentage of claims within subdivision (%)
	Materials and substances	7
	Non-powered hand tools, appliances and equipment	33
	Materials and substances	17
Machinery and equipment wholesaling	Mobile plant and transport	11
	Machinery and (mainly) fixed plant	11
	Environmental agencies	11
	Non-powered hand tools, appliances and equipment	34
	Materials and substances	23
Motor vehicle and motor vehicle parts wholesaling	Mobile plant and transport	19
	Environmental agencies	8
	Machinery and (mainly) fixed plant	7
	Non-powered hand tools, appliances and equipment	47
	Environmental agencies	12
Other goods wholesaling	Mobile plant and transport	10
	Materials and substances	10
	Animal, human and biological agencies	8
	Non-powered hand tools, appliances and equipment	44
	Materials and substances	18
<b>Wholesale Trade (16,330 claims)</b>	<b>Non-powered hand tools, appliances and equipment</b>	<b>37</b>
	<b>Materials and substances</b>	<b>18</b>
	<b>Environmental agencies</b>	<b>12</b>
	<b>Mobile plant and transport</b>	<b>12</b>
	<b>Machinery and (mainly) fixed plant</b>	<b>8</b>

Source: QSA, July 2020. Note: The sub-industry totals do not add to the industry totals due to Labour Hire claims which aren't allocated a sub-industry.

## f. Fatalities

Table 23 presents 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 Retail and Wholesale industry recorded the fifth and sixth respectively highest number of fatalities in Queensland for the five-year period 2015–16 to 2019–20.

There was an average of three fatalities recorded for the Retail industry and two fatalities for Wholesale each year compared to 59 for all Queensland industries.

**Table 23: Retail and wholesale, accepted fatal workers' compensation claims**

Industry	2015–16	2016–17	2017–18	2018–19	2019–20	Average
Retail trade	3	2	2	4	2	3
Wholesale trade	1	1	3	2	2	2
Agriculture, forestry and fishing	6	6	11	6	2	6
Mining	1	6	3	7	3	4
Manufacturing	6	9	8	10	9	8
Electricity, gas, water and waste services	1	0	1	0	2	1
Construction	10	12	9	11	8	10
Accommodation and food services	3	0	1	4	1	2
Transport, postal and warehousing	6	11	9	8	8	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	0	0	0	0
Professional, scientific and technical services	3	2	2	1	1	2
Administrative and support services	0	0	0	0	0	0
Public administration and safety	6	6	5	2	3	4
Education and training	3	2	1	1	4	2
Health care and social assistance	4	2	2	6	1	3
Arts and recreation services	0	0	0	0	0	0
Other services	0	0	0	0	0	0
<b>Queensland total<sup>#</sup></b>	<b>59</b>	<b>65</b>	<b>60</b>	<b>63</b>	<b>50</b>	<b>59</b>

Source: QSA, July 2020. Notes: <sup>#</sup> includes unknown and mining. Numbers do not add up to the total due to unknown industries.

## 4. Inspectorate activity

### a. Events notified

Retail accounts for a number of notified events in Queensland each year, and in 2019–20 accounted for five per cent (or 354 incidents) of all incidents in Queensland.

In 2019–20, events in the bodily harm/dangerous event category accounted for 56 per cent of all notified incidents that occurred in the Retail and wholesale industry.

**Table 24: Retail, events notified**

Incident type	Number of events notified				
	2015–16	2016–17	2017–18	2018–19	2019–20
Fatality	5	5	4	6	5
Grievous bodily harm <sup>#</sup>	119	115	174	168	152
Bodily harm/Dangerous event <sup>##</sup>	209	211	189	191	197
<b>Industry total</b>	<b>333</b>	<b>331</b>	<b>367</b>	<b>365</b>	<b>354</b>
<b>Queensland total</b>	<b>7,584</b>	<b>7,596</b>	<b>7,745</b>	<b>7,922</b>	<b>7,161</b>
Incident type	Industry share (%)				
	2015–16	2016–17	2017–18	2018–19	2019–20
Fatality	4%	5%	4%	5%	4%
Grievous bodily harm <sup>#</sup>	6%	5%	7%	6%	6%
Bodily harm/Dangerous event <sup>##</sup>	4%	4%	4%	4%	4%
<b>Industry total</b>	<b>4%</b>	<b>4%</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>

Source: CISR, extracted July 2020. Notes: <sup>#</sup> admitted to hospital. <sup>##</sup> all other incidents including dangerous events.

Wholesale accounts for a number of notified events in Queensland each year, and in 2019–20 accounted for one per cent (or 102 incidents) of all incidents in Queensland.

In 2019–20, events in the bodily harm/dangerous event category accounted for 47 per cent of all notified incidents that occurred in the Retail and wholesale industry.

**Table 25: Wholesale, events notified**

Incident type	Number of events notified				
	2015–16	2016–17	2017–18	2018–19	2019–20
Fatality	0	1	4	1	4
Grievous bodily harm <sup>#</sup>	50	27	55	55	50
Bodily harm/Dangerous event <sup>##</sup>	60	60	53	56	48
<b>Industry total</b>	<b>110</b>	<b>88</b>	<b>112</b>	<b>112</b>	<b>102</b>
<b>Queensland total</b>	<b>7,584</b>	<b>7,596</b>	<b>7,745</b>	<b>7,922</b>	<b>7,161</b>
Incident type	Industry share (%)				
	2015–16	2016–17	2017–18	2018–19	2019–20
Fatality	0%	1%	4%	1%	4%
Grievous bodily harm <sup>#</sup>	2%	1%	2%	2%	2%
Bodily harm/Dangerous event <sup>##</sup>	1%	1%	1%	1%	1%
<b>Industry total</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>

Source: CISR, extracted July 2020. Notes: <sup>#</sup> admitted to hospital. <sup>##</sup> all other incidents including dangerous events.

The number of notified fatality events presented in Tables 24 (Retail) and 25 (Wholesale) are the number of work-related fatalities recorded and coded as such, under the *Work Health and Safety Act 2011* (WHS Act). 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 and bystanders who suffered a fatal injury as a consequence of work activity.

## b. Inspectorate activity

Table 26 shows Retail accounted for a small share of inspector activity each year at around five per cent. Proactive activities were a focus for inspectors with 26 per cent of activities of a proactive/educative nature in 2019–20.

It is important to note that activities in different categories and within categories are not necessarily equal in terms of time or resources used.

**Table 26: Retail, inspectorate activities**

Type of activity	Number of inspector activities				
	2015–16	2016–17	2017–18	2018–19	2019–20
Number of workplace visits: reactive	351	450	532	520	610
Other intervention activities: reactive	1,726	2,187	2,494	2,596	2,877
Number of workplace visits: proactive	1,427	786	446	656	1,021
Number of workshops/presentations/seminars: proactive	303	288	123	107	196
<b>Industry total</b>	<b>3,807</b>	<b>3,711</b>	<b>3,595</b>	<b>3,879</b>	<b>4,704</b>
<b>Queensland total</b>	<b>69,877</b>	<b>70,541</b>	<b>69,891</b>	<b>77,930</b>	<b>85,714</b>
Type of activity	Industry share (%)				
	2015–16	2016–17	2017–18	2018–19	2019–20
Number of workplace visits: reactive	4.8%	5.3%	5.4%	4.9%	5.3%
Other intervention activities: reactive	5.0%	5.4%	5.8%	5.5%	5.6%
Number of workplace visits: proactive	6.3%	4.8%	3.1%	3.8%	5.0%
Number of workshops/presentations/seminars: proactive	6.0%	5.8%	4.6%	4.3%	7.6%
<b>Industry total</b>	<b>5.4%</b>	<b>5.3%</b>	<b>5.1%</b>	<b>5.0%</b>	<b>5.5%</b>

Source: CISR, extracted July 2020.

Table 27 shows Wholesale accounted for a small share of inspector activity each year at around two per cent. Proactive activities were a focus for inspectors with 30 per cent of activities of a proactive/educative nature in 2019–20.

It is important to note that activities in different categories and within categories are not necessarily equal in terms of time or resources used.



**Table 27: Wholesale, inspectorate activities**

Type of activity	Number of inspector activities				
	2015–16	2016–17	2017–18	2018–19	2019–20
Number of workplace visits: reactive	151	186	286	275	305
Other intervention activities: reactive	487	759	807	1,236	1,181
Number of workplace visits: proactive	491	514	252	394	563
Number of workshops/presentations/seminars: proactive	200	206	89	50	66
<b>Industry total</b>	<b>1,329</b>	<b>1,665</b>	<b>1,434</b>	<b>1,955</b>	<b>2,115</b>
<b>Queensland total</b>	<b>69,877</b>	<b>70,541</b>	<b>69,891</b>	<b>77,930</b>	<b>85,714</b>
Type of activity	Industry share (%)				
	2015–16	2016–17	2017–18	2018–19	2019–20
Number of workplace visits: reactive	4.8%	5.3%	5.4%	4.9%	5.3%
Other intervention activities: reactive	5.0%	5.4%	5.8%	5.5%	5.6%
Number of workplace visits: proactive	6.3%	4.8%	3.1%	3.8%	5.0%
Number of workshops/presentations/seminars: proactive	6.0%	5.8%	4.6%	4.3%	7.6%
<b>Industry total</b>	<b>5.4%</b>	<b>5.3%</b>	<b>5.1%</b>	<b>5.0%</b>	<b>5.5%</b>

Source: CISR, extracted July 2020.

### c. Statutory notices

Over recent years, Workplace Health and Safety Queensland (WHSQ) inspectors have issued more statutory notices in response to the findings of the Best Practice Review (BPR). The BPR recommended a shift to directed compliance, noting that stricter compliance by duty holders would reduce the exposure to risk of injury and illness to workers and others thereby reducing injury rates and workplace illnesses.

Tables 28 (Retail) and 29 (Wholesale) detail the different types of compliance notices issued by inspectors under the WHS Act or the *Electrical Safety Act 2002* (ES Act).

In 2019–20, improvement notices were the most issued type of notice to businesses in both the Retail and Wholesale industry at 91 per cent and 89 per cent respectively. Overall, in 2019–20, five per cent of notices issued by inspectors in Queensland were issued to businesses in the Retail industry while nearly 3.5 per cent were issued to the Wholesale industry.

**Table 28: Retail, statutory notices**

Motor vehicle and motor vehicle parts retailing	2015–16	2016–17	2017–18	2018–19	2019–20
Improvement notice	9	32	71	126	267
Prohibition notice	0	2	8	9	15

Infringement notice	0	0	0	6	10
Electrical safety protection	0	0	0	0	0
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
<b>Subtotal</b>	<b>9</b>	<b>34</b>	<b>79</b>	<b>141</b>	<b>292</b>
<b>Fuel retailing</b>	<b>2015–16</b>	<b>2016–17</b>	<b>2017–18</b>	<b>2018–19</b>	<b>2019–20</b>
Improvement notice	20	8	34	110	109
Prohibition notice	1	0	0	1	1
Infringement notice	0	0	0	18	5
Electrical safety protection	0	0	0	0	0
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
<b>Subtotal</b>	<b>21</b>	<b>8</b>	<b>34</b>	<b>129</b>	<b>115</b>
<b>Food retailing</b>	<b>2015–16</b>	<b>2016–17</b>	<b>2017–18</b>	<b>2018–19</b>	<b>2019–20</b>
Improvement notice	13	17	39	51	166
Prohibition notice	3	3	2	2	7
Infringement notice	0	0	2	0	2
Electrical safety protection	0	0	0	1	2
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
<b>Subtotal</b>	<b>16</b>	<b>20</b>	<b>43</b>	<b>54</b>	<b>177</b>
<b>Other store-based retailing</b>	<b>2015–16</b>	<b>2016–17</b>	<b>2017–18</b>	<b>2018–19</b>	<b>2019–20</b>
Improvement notice	52	86	102	240	323
Prohibition notice	1	3	10	25	12
Infringement notice	0	5	4	7	10
Electrical safety protection	10	1	2	4	18
Unsafe equipment notice	0	0	0	1	0
Seizures	0	0	0	0	0
<b>Subtotal</b>	<b>63</b>	<b>95</b>	<b>118</b>	<b>277</b>	<b>363</b>
<b>Non-store retailing and retail commission-based buying and/or selling</b>	<b>2015–16</b>	<b>2016–17</b>	<b>2017–18</b>	<b>2018–19</b>	<b>2019–20</b>
Improvement notice	1	14	5	15	26
Prohibition notice	1	3	3	0	3
Infringement notice	0	0	0	1	1
Electrical safety protection	3	0	0	0	0
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
<b>Subtotal</b>	<b>5</b>	<b>17</b>	<b>8</b>	<b>16</b>	<b>30</b>
<b>Total industry</b>	<b>2015–16</b>	<b>2016–17</b>	<b>2017–18</b>	<b>2018–19</b>	<b>2019–20</b>
Improvement notice	95	157	251	542	891
Prohibition notice	6	11	23	37	38
Infringement notice	0	5	6	32	28
Electrical safety protection	13	1	2	5	20

Unsafe equipment notice	0	0	0	1	0
Seizures	0	0	0	0	0
<b>Industry total</b>	<b>114</b>	<b>174</b>	<b>282</b>	<b>617</b>	<b>977</b>
<b>Queensland total notices</b>	<b>2,699</b>	<b>3,920</b>	<b>7,405</b>	<b>15,918</b>	<b>19,345</b>
	Industry as a proportion of Queensland (%)				
	2015–16	2016–17	2017–18	2018–19	2019–20
<b>Notices to Retail industry</b>	4.2%	4.4%	3.8%	3.9%	5.1%

Source: CISR, extracted July 2020.

**Table 29: Wholesale, statutory notices**

Basic material wholesaling	2015–16	2016–17	2017–18	2018–19	2019–20
Improvement notice	5	25	53	153	252
Prohibition notice	4	3	7	19	13
Infringement notice	0	0	0	3	7
Electrical safety protection	0	0	2	1	2
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
<b>Subtotal</b>	<b>9</b>	<b>28</b>	<b>62</b>	<b>176</b>	<b>274</b>
Machinery and equipment wholesaling	2015–16	2016–17	2017–18	2018–19	2019–20
Improvement notice	4	12	42	109	105
Prohibition notice	3	0	0	17	13
Infringement notice	1	1	2	6	6
Electrical safety protection	2	1	0	6	6
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
<b>Subtotal</b>	<b>10</b>	<b>14</b>	<b>44</b>	<b>138</b>	<b>130</b>
Motor vehicle and motor vehicle parts wholesaling	2015–16	2016–17	2017–18	2018–19	2019–20
Improvement notice	2	6	15	55	67
Prohibition notice	2	1	4	8	3
Infringement notice	0	0	0	3	0
Electrical safety protection	0	0	0	0	3
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
<b>Subtotal</b>	<b>4</b>	<b>7</b>	<b>19</b>	<b>66</b>	<b>73</b>
Grocery, liquor and tobacco product wholesaling	2015–16	2016–17	2017–18	2018–19	2019–20
Improvement notice	5	12	17	25	100
Prohibition notice	2	3	6	1	4
Infringement notice	0	1	0	0	1
Electrical safety protection	0	0	0	0	0
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0

<b>Subtotal</b>	<b>7</b>	<b>16</b>	<b>23</b>	<b>26</b>	<b>105</b>
<b>Other goods wholesaling</b>	<b>2015–16</b>	<b>2016–17</b>	<b>2017–18</b>	<b>2018–19</b>	<b>2019–20</b>
Improvement notice	4	13	20	42	63
Prohibition notice	0	0	2	10	12
Infringement notice	0	0	0	1	5
Electrical safety protection	0	0	0	1	0
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
<b>Subtotal</b>	<b>4</b>	<b>13</b>	<b>22</b>	<b>54</b>	<b>80</b>
<b>Commission-based wholesaling</b>	<b>2015–16</b>	<b>2016–17</b>	<b>2017–18</b>	<b>2018–19</b>	<b>2019–20</b>
Improvement notice	0	0	0	4	0
Prohibition notice	0	2	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
<b>Subtotal</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>0</b>
<b>Total industry</b>	<b>2015–16</b>	<b>2016–17</b>	<b>2017–18</b>	<b>2018–19</b>	<b>2019–20</b>
Improvement notice	20	68	147	388	587
Prohibition notice	11	9	19	55	45
Infringement notice	1	2	2	13	19
Electrical safety protection	2	1	2	8	11
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
<b>Industry total</b>	<b>34</b>	<b>80</b>	<b>170</b>	<b>464</b>	<b>662</b>
<b>Queensland total notices</b>	<b>2,699</b>	<b>3,920</b>	<b>7,405</b>	<b>15,918</b>	<b>19,345</b>
	<b>Industry as a proportion of Queensland (%)</b>				
	<b>2015–16</b>	<b>2016–17</b>	<b>2017–18</b>	<b>2018–19</b>	<b>2019–20</b>
<b>Notices to Wholesale trade industry</b>	1.3%	2.0%	2.3%	2.9%	3.4%

Source: CISR, extracted July 2020.

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## 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 limitations in data availability, calculating claim rates for occupations is not possible except at Census time.

The claim rates for the type of claim by industry reported in Tables 5, 6, 7 and 8 are based on the number of employed people from ABS labour force data. This is used as an approximation of employees covered by workers' compensation and is likely an overestimate of less than ten per cent. In between Census periods, ABS labour force data is the best information available for this purpose. The claim rate is derived using the following formula:

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

### Events

- The WHS Act prescribes that a person who conducts a business or undertaking must ensure that the regulator is notified immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred. What is considered to be notifiable is also defined in this legislation.
- The Office of Industrial Relations (OIR) also receives requests for regulator response.
- Notifications and reports to OIR are assessed as per the WHSQ Response Assessment Process based on a number of factors including, but not limited to, the severity of the incident. This forms the basis for the action taken by OIR in response to the notification or report and can include administrative response, regional response, ESO response or response by one of the specialist units in OIR.
- As part of this process, incidents are categorised as types as per the categories prescribed in the legislation based on the information Assessment Services is provided and/or gathers as part of their assessment process.

### 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 notices issued as a result of both proactive and reactive work.

- 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 2015–16 to 2019–20, 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:
  - ‘Infringement notices’ are on-the-spot fines for contravention of either WHS legislation or 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 have been approximated using the ABS number of employed people. See Claim rate section above for further information.

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