

# Queensland workers' compensation scheme statistics 2021–22



State of Queensland 2023



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#### **Obtaining information**

Enquiries about technical aspects of this publication should be forwarded to OIR at [oirdata@oir.qld.gov.au](mailto:oirdata@oir.qld.gov.au).

#### **Providing feedback**

We welcome your feedback on this statistics publication. You can provide feedback to [safe@oir.qld.gov.au](mailto:safe@oir.qld.gov.au).

PN12885

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# 2021–22 Scheme highlights

**New claims down 4.3 per cent**



**Statutory claim rate is  
down 8.8 per cent**



**Common law claims up  
1.4 per cent**



**Scheme payments up  
5.7 per cent**



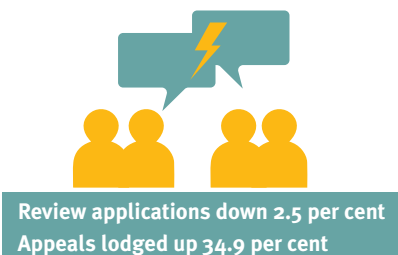
**Average work days lost  
around 72 days**



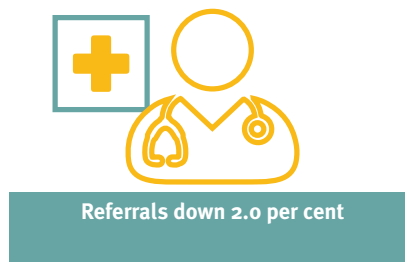
**Average cost of a time lost  
claim around \$28,000**



**Disputes have reduced**



**Medical assessment tribunals**



# Introduction

This is the 23rd annual statistical report published by the Office of Industrial Relations (OIR) to circulate Queensland workers' compensation scheme-wide data.

This report covers aspects of the Queensland workers' compensation scheme, including:

- claims information reported by WorkCover Queensland and self-insured employers for statutory claims and common law claims
- scheme-wide information about the major regulatory services provided by OIR for insurer and medical issues, including:
  - administrative review of insurers' decisions
  - appeals to the Queensland Industrial Relations Commission and the Industrial Court
  - Medical assessment tribunals (MAT).

All figures reported as at 30 June 2022 are true and correct as supplied by insurers.

## Queensland's workers' compensation scheme

The *Workers' Compensation and Rehabilitation Act 2003* (the Act) is administered by OIR, Queensland Government.

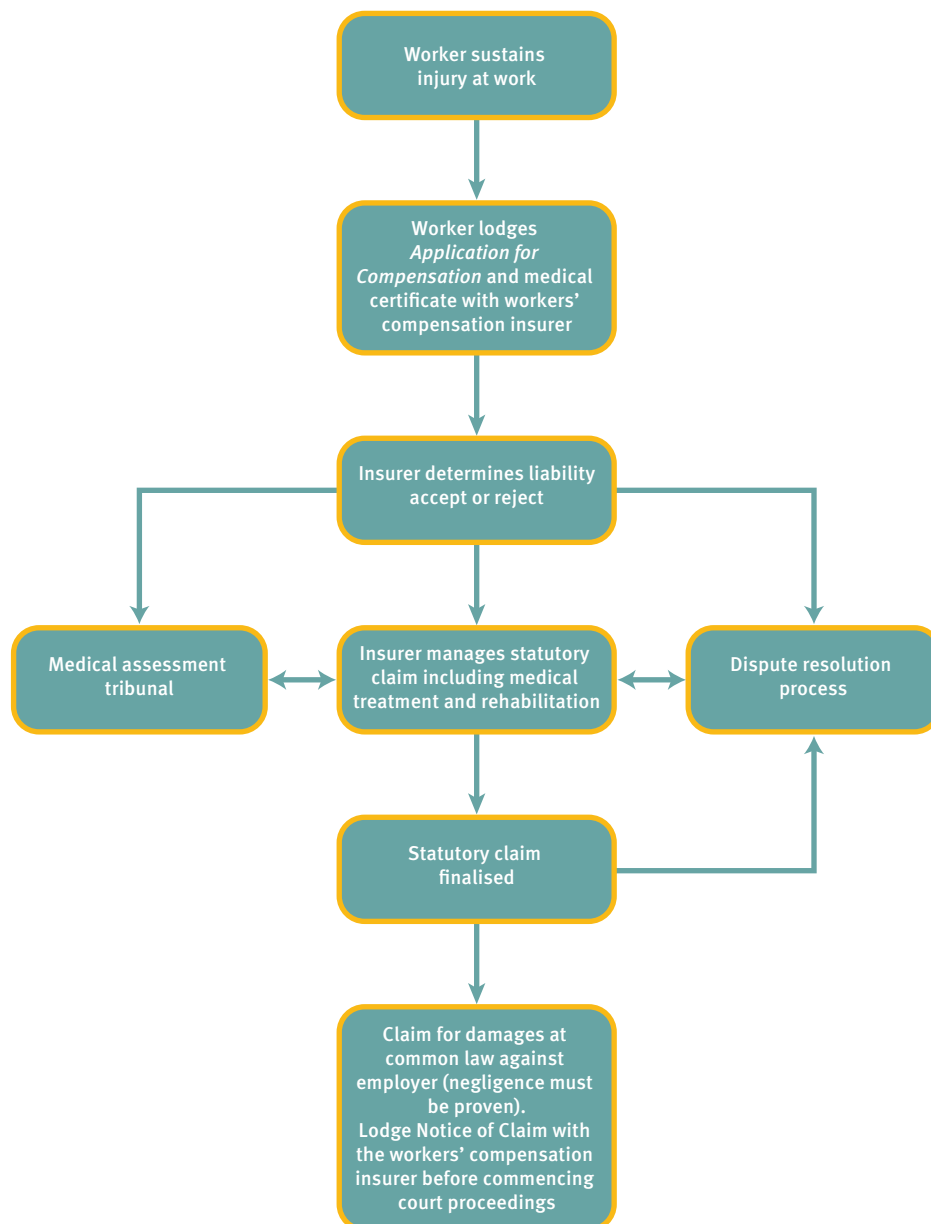
OIR is responsible for:

- monitoring insurer performance and compliance with the Act
- deciding self-insurance applications
- reviewing insurer decisions
- managing appeals of review decisions
- monitoring employer rehabilitation compliance and providing advice
- supporting the Medical assessment tribunal
- maintaining and analysing statistics and reporting on the scheme
- providing workers' compensation information and education
- administering grants.

As at 30 June 2022 there were 28 insurers in the scheme – WorkCover Queensland and 27 self-insured employers.

In Queensland, workers have access to a no fault statutory workers' compensation scheme and, where negligence exists, injured workers may be able to access damages at common law. Figure 1 below illustrates the workers' compensation claims process. Each of the key phases of the claim is examined in more detail throughout this publication.

### 1 Workers' compensation claims process

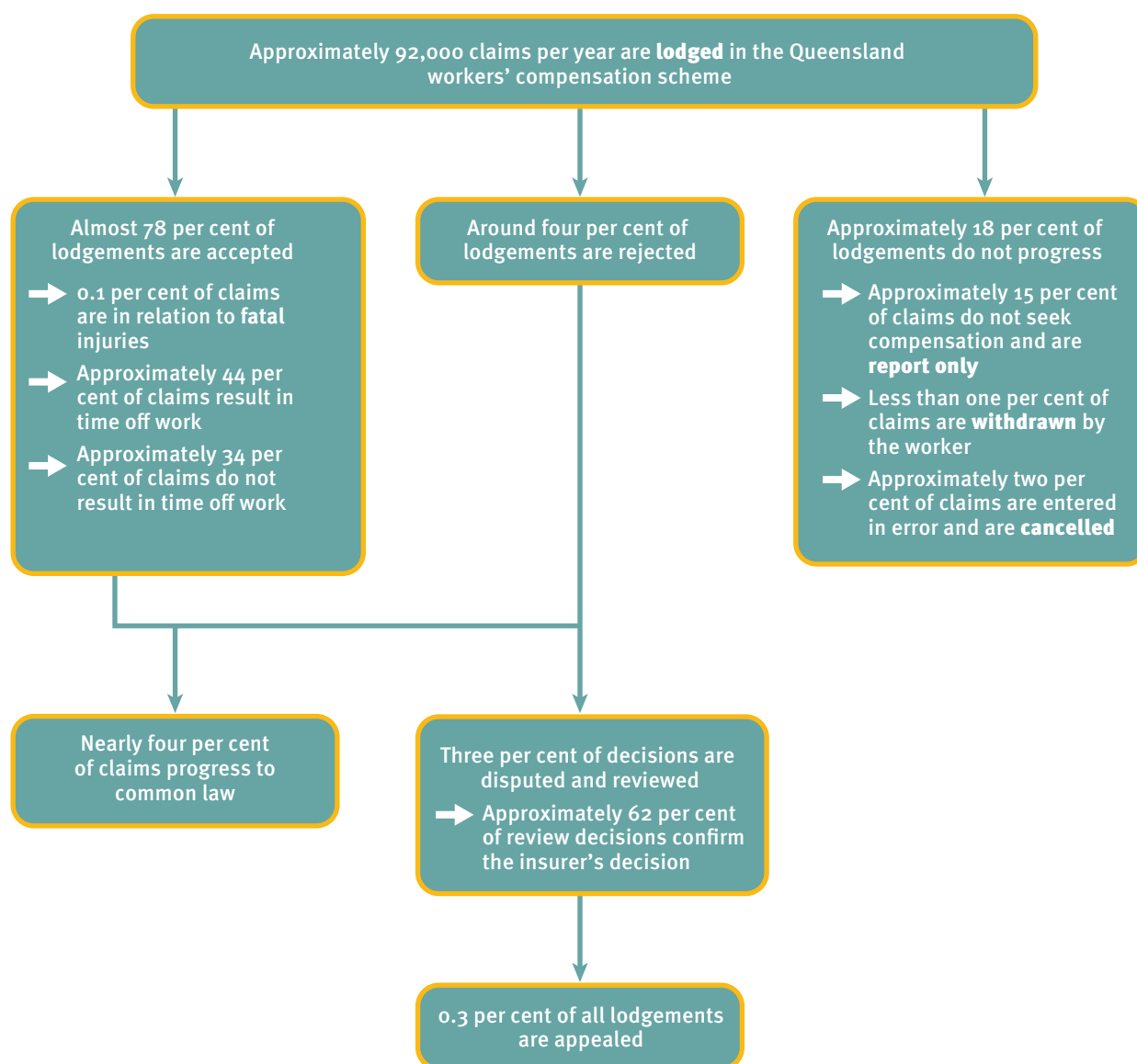


# Claim profile

Figure 2 illustrates the progression of a workers' compensation claim through the statutory claims process to common law and dispute resolution.

As represented in figure 2, there is a gap between the number of claims lodged in the scheme, compared to the number of decisions. This is due to 18 per cent of lodgements failing to progress as they are either withdrawn by the worker, entered in error, or do not require a statutory decision and are 'report only'.

## 2 Queensland workers' compensation claim profile



# Scheme highlights

## Statutory claim lodgements

New statutory claims of 90,424 for 2021–22 were 4.3 per cent lower than 2020–21. While the number of employed people increased by 5.0 per cent for 2021–22, there was an 8.8 per cent decrease in the claim rate. The claim rate for 2021–22 has decreased to 34.2 claims per 1,000 employed people. Industries that have experienced increases in claim rates this year include public administration and safety, other services, construction, arts and recreation services, and agriculture, forestry and fishing.

The proportion of psychological and psychiatric statutory claims increased slightly for 2021–22 at 6.1 per cent (6.0 per cent in 2020–21). Psychological and psychiatric claims currently represent 10.6 per cent of total statutory payments (\$152.0 million for 2021–22) and have an average finalised time lost claim cost of \$61,047 (\$55,402 in 2020–21) which is over two times the average time lost claim cost of physical injuries (\$26,750 for 2021–22).

## Statutory claim payments

Statutory payments for 2021–22 of \$1,429.0 million were 10.0 per cent higher than in 2020–21 (\$1,299.3 million). Weekly compensation payments, which represent 33.1 per cent of statutory payments, have increased 8.0 per cent for 2021–22 from \$598.2 million to \$646.1 million. Average work days lost increased from 63.5 days in 2020–21 to 72.0 days in 2021–22. The average cost of time lost claims increased by 14.7 per cent from \$24,560 in 2020–21 to \$28,163 in 2021–22.

## Fatalities

There were 73 fatal claim lodgements in 2021–22. Fatal claim lodgements due to injuries at work represented just under a third of the 2021–22 figures (n = 22; 30.1 per cent). Transport, postal and warehousing (n = 13); manufacturing (n = 12); agriculture, forestry and fishing (n = 6); and health care and social assistance (n = 6) industries contributed 50.7 per cent of fatalities in 2021–22.

As fatality figures are subject to development over time, comparisons between years cannot be made.

## Return to work

The return to work (RTW) rate for the 2021–22 financial year is likely to be less than 91.7 per cent.

During the 2021–22 financial year, WorkCover Queensland identified errors in recording the RTW outcome (for more information refer to the WorkCover Queensland Annual Report 2021–22). Based on the analysis, WorkCover Queensland advises there is a 95.0 per cent probability that the true RTW rate is between 84.4 and 91.5 per cent with a margin error of 3.5 per cent. WorkCover Queensland self-reported this compliance issue to Workers' Compensation Regulatory Services and is currently actioning several improvement opportunities to address this issue.

The return to work rate for self-insured employers is 94.5 per cent.

## Dispute resolution

Review applications have reduced by 2.5 per cent, from 2,570 in 2020–21 to 2,506 in 2021–22. The proportion of review applications to statutory claims has increased to 2.8 per cent for 2021–22 (2.7 per cent for 2020–21). Appeals served in 2021–22 have increased, up 34.9 per cent from 175 served in 2020–21 to 236 served in 2021–22.

## Medical assessment tribunals

In 2021–22, 3,066 referrals were made to the Medical assessment tribunals. This is a decrease of 2.0 per cent from the 3,130 referrals received in 2020–21. Of the cases determined by the Medical assessment tribunal, 47.4 per cent were for permanent impairment (PI) assessment (44.7 per cent in 2020–21) and 47.8 per cent were for ongoing capacity to work (50.6 per cent in 2020–21). The proportion of Medical assessment tribunal referrals to statutory claims has increased for 2021–22 to 3.4 per cent (3.3 per cent for 2020–21).

## Common law lodgements

Common law lodgements increased by 1.4 per cent from 3,241 in 2020–21 to 3,286 in 2021–22. Strains and sprains accounted for 27.1 per cent of all common law claim lodgements in 2021–22.

## Common law average damages

The average settlement cost of finalised common law claims has increased by 1.9 per cent to \$175,772 for 2021–22. The average defendant and plaintiff cost reduced by 3.9 per cent from \$22,719 in 2020–21 to \$21,823 in 2021–22.



### 3 Scheme at a glance

Overview					
		2021–22	2020–21	% change from previous year	Page number
<b>Statutory claims</b>	New claims	90,424	94,502	-4.3	12
	Claims per 1,000 employees	34.2	37.5	-8.8	10
	New psychological claims (%)	6.1%	6.0%	0.1	14
	Compensated fatalities	73	55		17
	Payments (\$M)	\$1,429.0	\$1,299.3	10.0	25
<b>Statutory decisions</b>	Average time to decide (days)	11.4	9.5	20.1	20
	Rejection rate – physical (%)	3.8%	3.7%	0.1	21
	Rejection rate – psychological (%)	50.3%	51.5%	-1.2	21
<b>Outcomes</b>	Average work days lost (days) (time lost claims)	72.0	63.5	13.4	33
	Return to work rate (%)	◁ 91.7%*	93.9%	▷ 2.2	29
<b>Common law</b>	New claims	3,286	3,241	1.4	37
	Payments (\$M)	\$520.2	\$544.5	-4.5	42
	Average damages cost (excluding nil settlements)	\$175,772	\$172,524	1.9	43
<b>Regulator functions</b>	Review applications	2,506	2,570	-2.5	45
	Appeals served	236	175	34.9	48
	MAT referrals	3,066	3,130	-2.0	51

\*Please refer to page 29 for further information on the return to work rate.

# Workers' compensation statutory claims

- The majority of employers (89.2 per cent) covered by the scheme in 2021–22 did not have a claim for workers' compensation.
- The scheme-wide claim rate decreased 8.8 per cent.
- The manufacturing industry has the highest claim rate.

As at 30 June 2022, approximately 174,000 employers were covered by the Queensland workers' compensation scheme. During 2021–22, the scheme covered approximately 182,000 employers, taking into account fluctuations in cancelled and new policies.

## 4 Number of claims lodged by insurance type 2020–21 and 2021–22

Insurance type	2020–21	2021–22	% Variance
Employed people	94,041	89,854	-4.5
Volunteers, industrial placement / work experience, contracts of insurance (the Act s26)	331	425	28.4
Workplace personal injury insurance (self-employed, working directors)	104	120	15.4
Household workers	26	25	-3.8
<b>Total lodgements</b>	<b>94,502</b>	<b>90,424</b>	<b>-4.3</b>

The majority of claims (99.4 per cent) are for 'workers' (as defined in the Act).

## 5 Number of claims per employer by declared wages 2020–21

Number of claims	Declared wages						Total employers
	\$1M or less	\$1.01M to \$2.5M	\$2.51M to \$5M	\$5.01M to \$10M	\$10.01M to \$50M	Over \$50M	
No claims	155,012	5,790	1,242	407	165	11	162,627
1 claim	8,588	2,028	700	274	131	9	11,730
2 to 5 claims	2,156	1,689	984	605	365	33	5,832
6 to 10 claims	80	143	240	288	279	28	1,058
11 to 20 claims	18	16	65	129	274	41	543
Over 20 claims	28	4	8	39	206	194	479
<b>Total with claims</b>	<b>10,870</b>	<b>3,880</b>	<b>1,997</b>	<b>1,335</b>	<b>1,255</b>	<b>305</b>	<b>19,642</b>
<b>Total</b>	<b>165,882</b>	<b>9,670</b>	<b>3,239</b>	<b>1,742</b>	<b>1,420</b>	<b>316</b>	<b>182,269</b>
% without claims	93.4	59.9	38.3	23.4	11.6	3.5	89.2

Figure 5 above is based on claims lodged by insurance type 'employed people' and excluding claims that have been lodged under uninsured policies.

The majority of employers (89.2 per cent) did not have a claim for workers' compensation in 2021–22. Smaller employers (\$1 million or less in declared wages) were the most likely to have no claims (93.4 per cent).

## Claim rate

In 2021–22, 90,424 claims were lodged scheme-wide (excluding cancelled claims). The estimated rates per 1,000 employed people are detailed below.

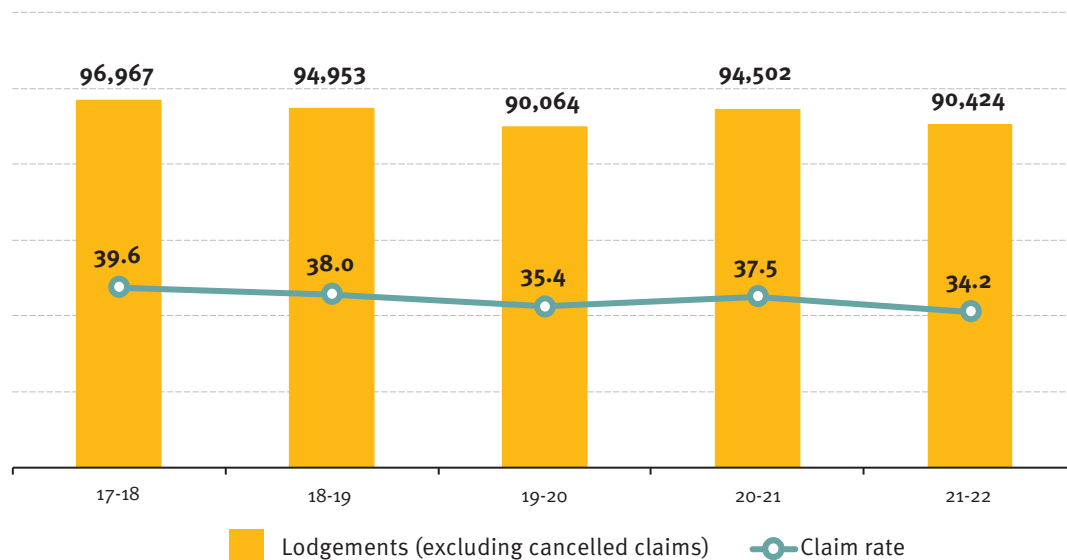
### 6 Claim rates (per 1,000 employed people) 2017–18 to 2021–22

	Annual comparison				
	2017–18	2018–19	2019–20	2020–21	2021–22
<b>Queensland labour force</b>					
Average number of employed people ('000) a	2,447.6	2,496.1	2,547.7	2,518.4	2,644.9
Change from previous year (%)	4.0	2.0	2.1	-1.2	5.0
<b>Queensland workers' compensation scheme</b>					
Number of lodged claims	96,967	94,953	90,064	94,502	90,424
Change from previous year (%)	-1.6	-2.1	-5.1	4.9	-4.3
<b>Claim rate</b>					
Number per 1,000 employed people	39.6	38.0	35.4	37.5	34.2
Change from previous year (%)	-5.5	-4.0	-6.8	5.9	-8.8

<sup>a</sup> Australian Bureau of Statistics, Labour Force, Queensland Average of May Quarter to February Quarter, Cat. No. 6291.0.55.001, May 2022.

Figure 7 shows claim rates and claim lodgements in the scheme for the past five years. Lodgements for 2021–22 of 90,424 have decreased by 4.3 per cent from 2020–21 lodgements of 94,502.

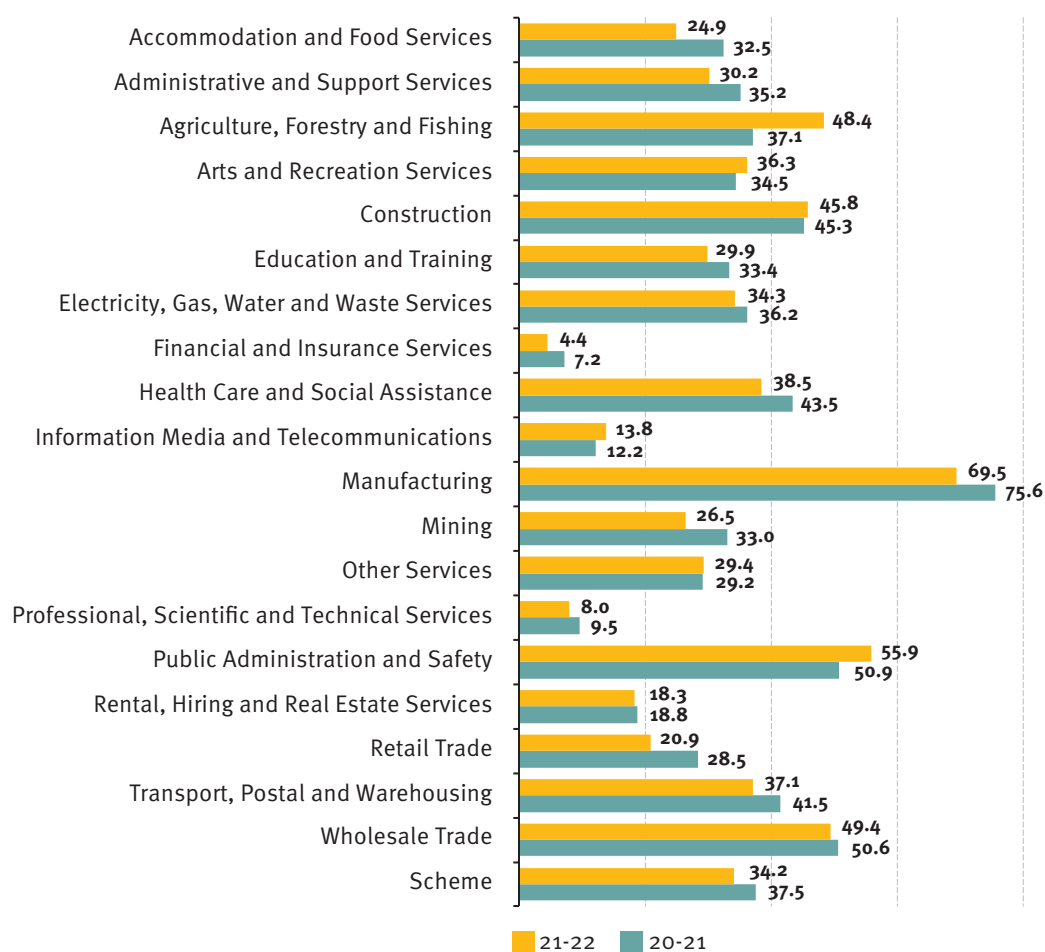
### 7 Claim rates (per 1,000 employed people) and lodgements 2017–18 to 2021–22



As shown in figure 8, manufacturing had the highest claim rate in the scheme, with 69.5 claim lodgements per 1,000 employed people in the industry. Other industries where the claim rate was larger than the scheme rate of 34.2 include:

- public administration and safety (55.9)
- wholesale trade (49.4)
- agriculture, forestry and fishing (48.4)
- construction (45.8)
- health care and social assistance (38.5)
- transport, postal and warehousing (37.1)
- arts and recreation services (36.3).

## 8 Claim rates (per 1,000 employed people) by industry 2020–21 and 2021–22



## Statutory claim lodgements

- Lodgements decreased by 4.3 per cent in 2021–22.
- Note: cancelled claims have been excluded from the lodgements reported.
- There were 73 fatal claims lodged in 2021–22.

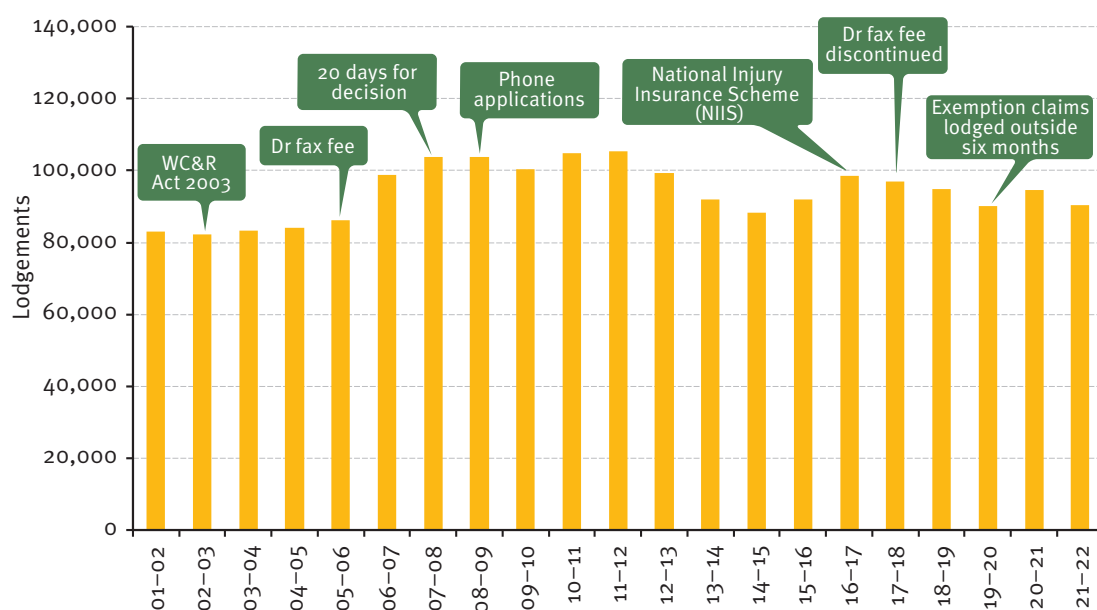
Many factors influence the number of claims lodged in the Queensland workers' compensation scheme. Some of the factors that may have contributed to changes in numbers of lodgements over the years include:

- injury prevention initiatives and interventions by Workplace Health and Safety Queensland (WHSQ) and WorkCover Queensland
- the changing industrial/services mix of the Queensland Economy
- variations in the overall numbers in the workforce
- work process changes within industry (e.g. automation and improved work health and safety practices)
- Other external factors affecting economic activity (e.g. pandemic-related health orders).

Figure 9 shows a history of statutory claim lodgements and key events in the Queensland workers' compensation scheme. For a comprehensive list of key events in the Queensland workers' compensation scheme please refer to Appendix 3.

In 2021–22, there were 90,424 claims lodged (excluding cancelled), representing a 4.3 per cent decrease from 2020–21 (94,502).

### 9 Statutory claim lodgement history 2001–02 to 2021–22

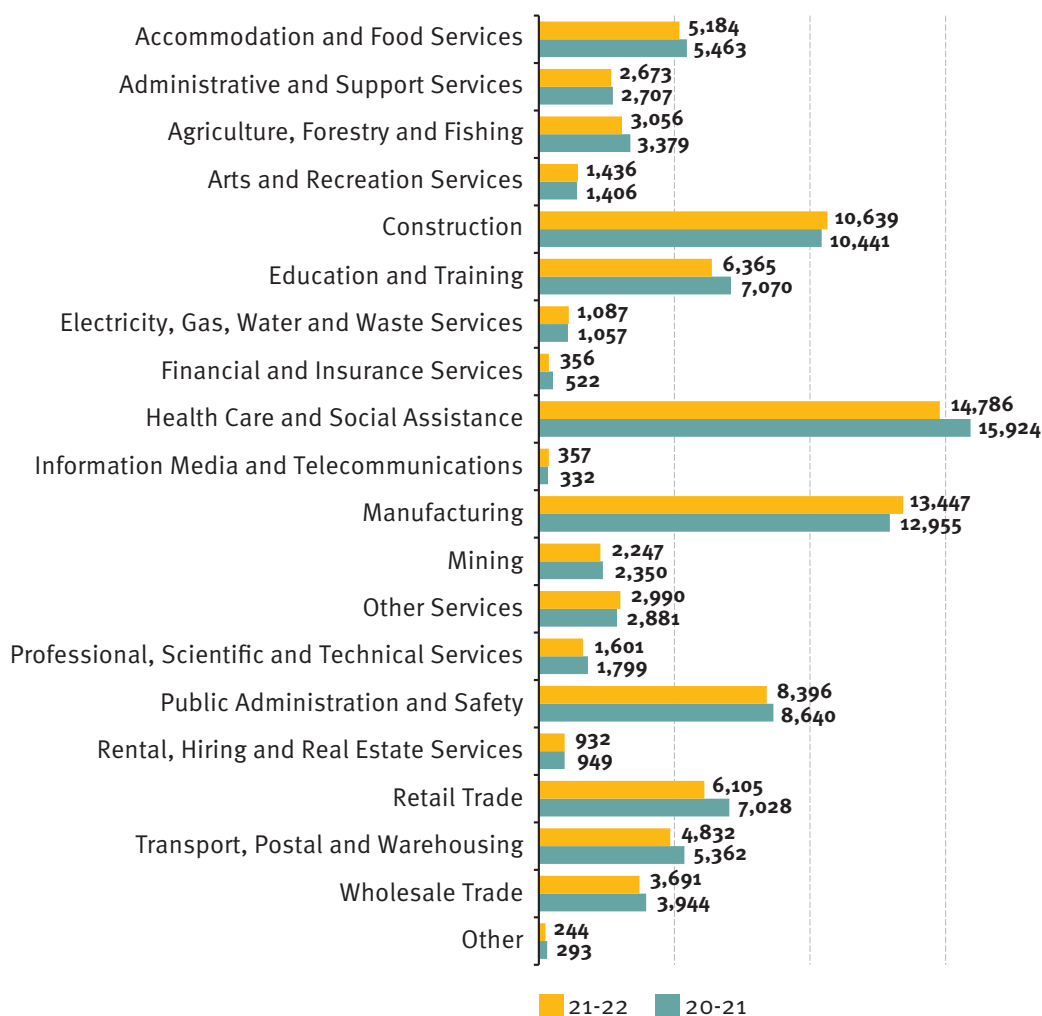


## Industry

The health care and social assistance industry accounted for the largest proportion of claim lodgements with 16.4 per cent of all scheme lodgements.

The largest claim increases were in manufacturing, up 3.8 per cent from 12,955 to 13,447, and construction, up 1.9 per cent from 10,441 to 10,639 (figure 10).

### 10 Statutory claim lodgements by industry 2020–21 and 2021–22



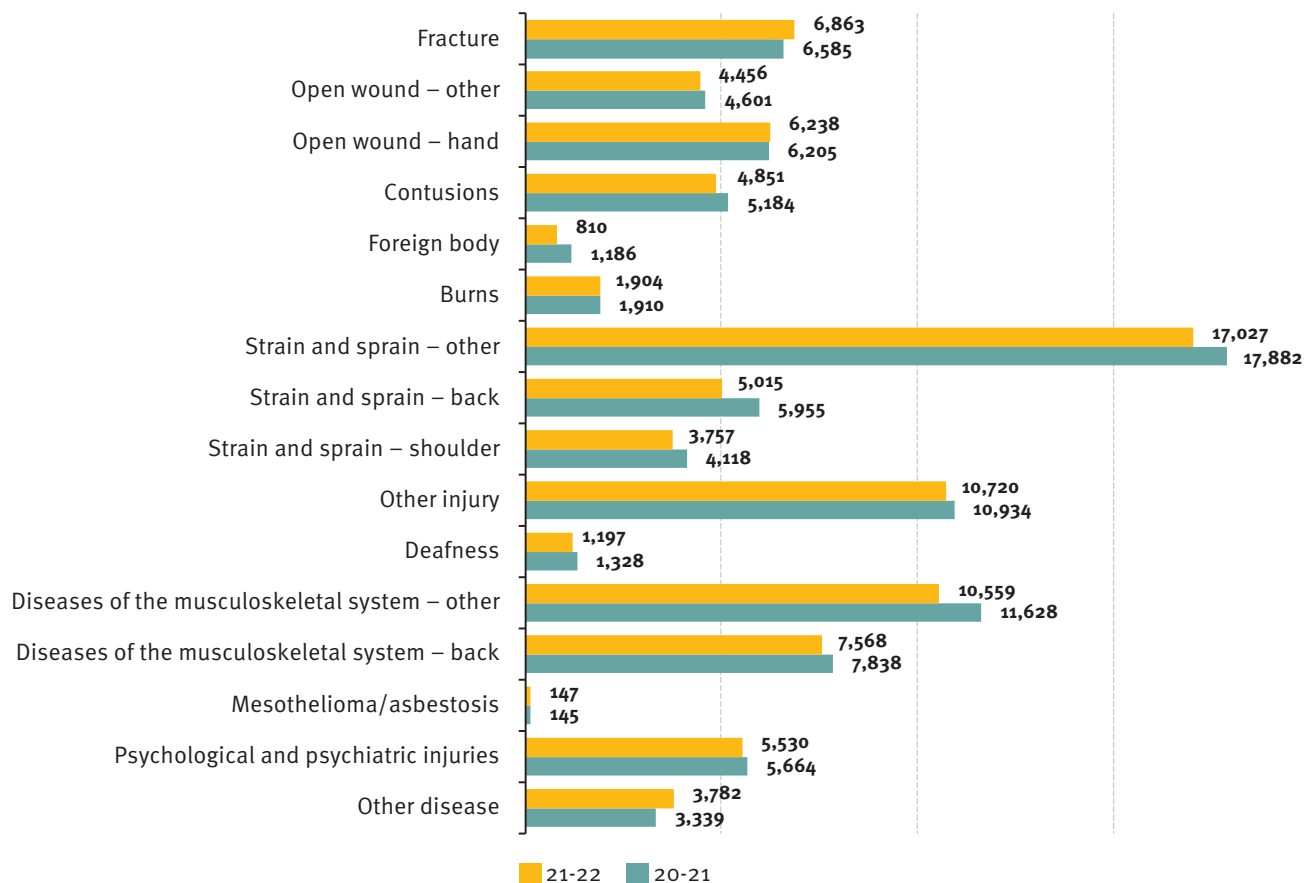
For industry 'Other', this includes injuries pre-July 1997 (pre ANZSIC classifications), household workers, workplace personal injury insurance (self-employed, working directors) and volunteers.

## Injury type

Strain and sprain injury claims accounted for 28.5 per cent of all injuries lodged in 2021–22. Of these, the back was the major bodily location (accounting for 5.5 per cent of all lodgements).

Psychological and psychiatric injuries decreased 2.4 per cent in 2021–22, down from 5,664 in 2020–21 to 5,530.

### 11 Statutory claim lodgements by injury type 2020–21 and 2021–22

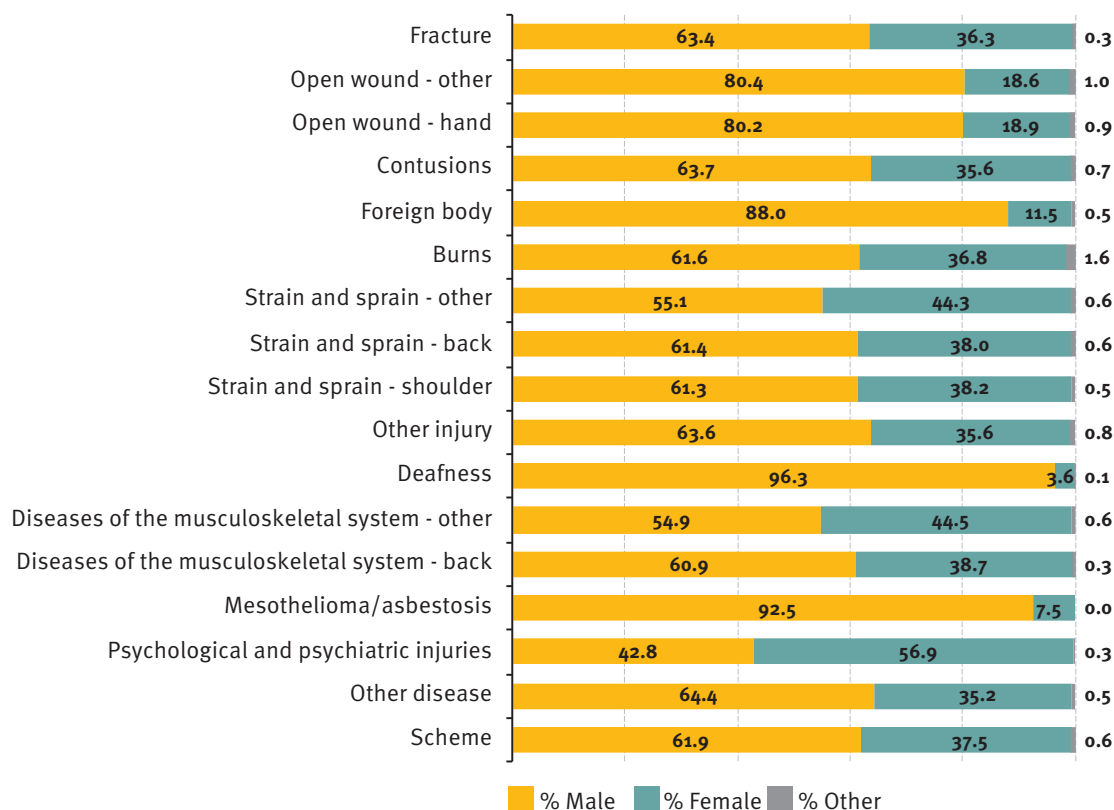


## Gender

In 2021–22, males represented 61.9 per cent of the 90,424 claims lodged in the Queensland workers' compensation scheme. Injuries where males represented a much higher proportion of claims than females were deafness (96.3 per cent), mesothelioma and asbestosis (92.5 per cent) and foreign body (88.0 per cent).

Psychological and psychiatric injury was the only injury type where females were represented more than males, with females accounting for 56.9 per cent of claims.

### 12 Proportion of statutory claim lodgements by injury type and gender 2021–22



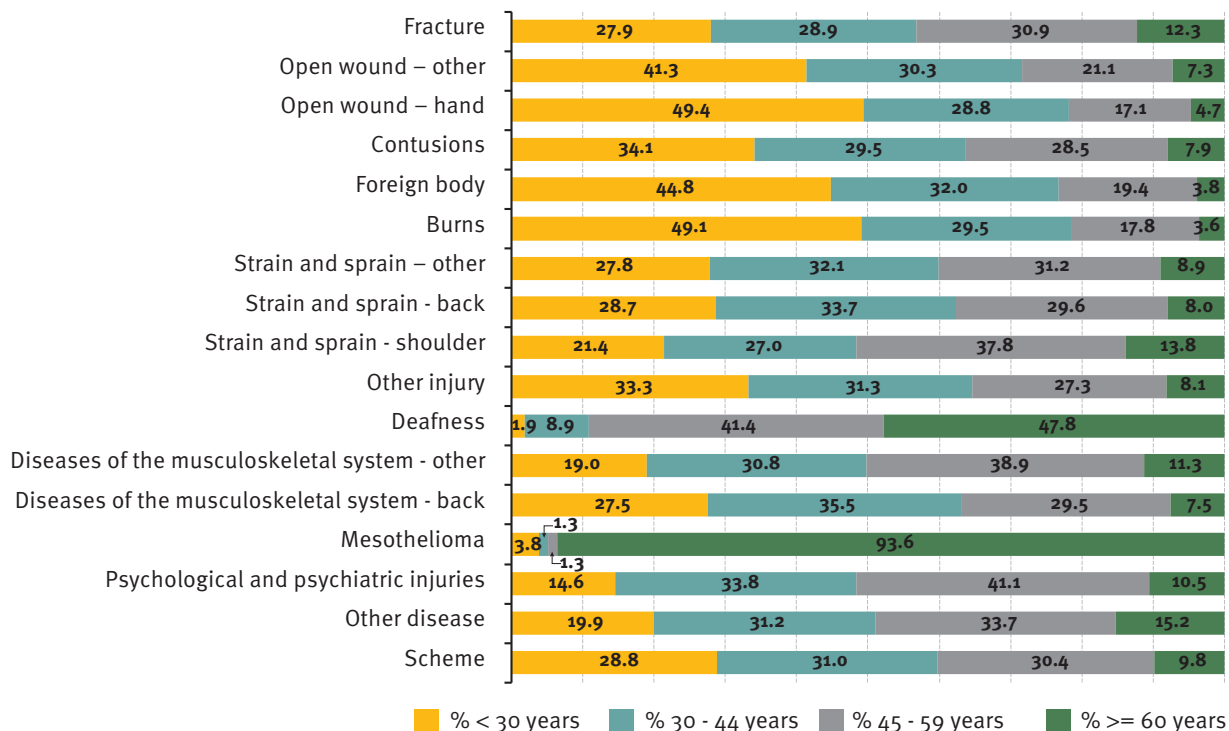


## Age

While older workers (60 years or over) represented only 9.8 per cent of all claim lodgements, they have a high representation for injuries such as mesothelioma (93.7 per cent) and deafness (47.8 per cent).

Injury types where younger workers (less than 30 years) represented a greater proportion include open wound to the hand (49.4 per cent), burns (49.1 per cent), foreign body (44.8 per cent) and open wound to a location other than the hand (41.3 per cent).

### 13 Proportion of statutory claim lodgements by injury type and age group 2021–22



Please note: For the purposes of the above figure only, asbestosis has been separated from mesothelioma and categorised into 'Other disease'.

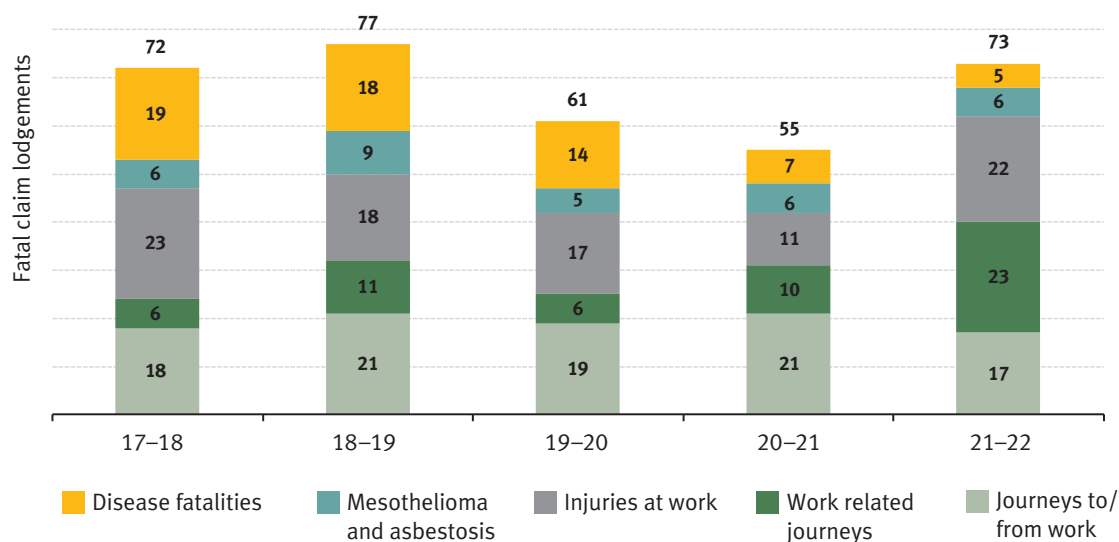
## Compensated fatalities

Compensated fatalities are included in the year a workers' compensation claim is lodged, not the year the worker died. Considerable time can elapse between the death of an injured worker and when the claim is lodged. Because these figures are subject to development over time, comparisons between years have not been made.

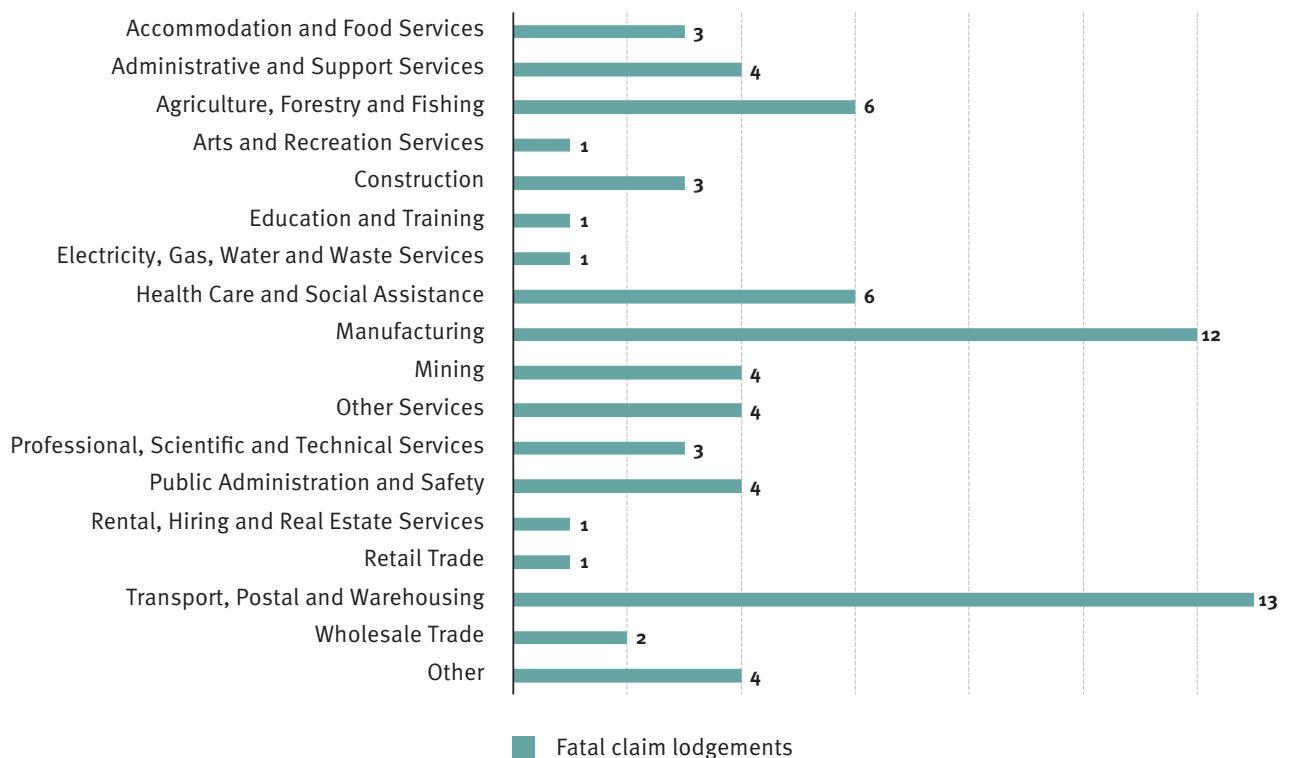
OIR reports the claim as a fatality if the claim is indicated by the insurer as a fatality under the Act on the individual application, taking into account the definitions of a worker, event and injury under the Act (s11, s31 and s32). Figure 14 below shows the fatal claim lodgement numbers.

There were 73 fatalities lodged in 2021–22.

### 14 Fatal claim lodgements (excluding cancelled claims) 2017–18 to 2021–22



### 15 Fatal claim lodgements by industry 2021–22



## Statutory claim decision-making process

- **Decision timeframes have increased 20.1 per cent in 2021–22.**
- **Rejections and claims for psychological and psychiatric injuries take longer to decide.**
- **Claims for psychological and psychiatric injuries have a higher chance of rejection.**
- **Of all rejected claims, 80.5 per cent of are rejected due to the injury not meeting the definition under the Act.**
- **Claims lodged with the insurer early are, on average, determined more quickly.**
- **Rejections are more likely to progress to a review than claims which are accepted.**

Once the insurer receives a complete application for compensation, they will determine whether or not the claim is compensable under the Act. Insurers have 20 business days to determine liability for both physical injuries and psychological and psychiatric injuries lodged after 1 January 2008. Prior to this, insurers had 40 business days for physical injuries and 60 business days for psychological and psychiatric injuries.

Where injuries are difficult to determine due to medical complexities, they may be referred to the Medical assessment tribunal to determine whether the medical matters alleged in the application for compensation constitute an injury.

If parties (either the worker or the employer) are dissatisfied with the insurer's decision, a dispute resolution process is available. The process involves an initial independent administrative review of the insurer's decision by OIR, followed by an appeal to the Queensland Industrial Relations Commission (QIRC) if the parties are dissatisfied with OIR review decision. The court or QIRC decision may be appealed in the Industrial Court (IC).

Figure 16 demonstrates the decision-making process for new claims.

### 16 Claims decision-making process



Figure 17 illustrates the change in decision-making timeframes in 2020–21 and 2021–22.

#### 17 Average time to decide by injury type 2020–21 and 2021–22

Injury type	Average decision time (days)	
	2020–21	2021–22
Fracture	5.2	6.5
Open wound—other	5.2	7.0
Open wound—hand	6.6	6.6
Contusions	5.6	7.4
Foreign body	5.1	7.4
Burns	5.2	7.0
Strain and sprain—other	7.0	8.0
Strain and sprain—back	7.4	8.8
Strain and sprain—shoulder	8.3	9.3
Other injury	7.7	9.3
Deafness	16.4	44.3
Diseases of the musculoskeletal system—other	10.9	12.0
Diseases of the musculoskeletal system—back	9.2	10.9
Mesothelioma and asbestosis	41.7	39.3
Psychological and psychiatric injuries	32.3	35.5
Other disease	20.3	22.2
<b>Total average</b>	<b>9.5</b>	<b>11.4</b>

Overall, the average decision-making timeframe has increased to 11.4 days in 2021–22.

The median decision-making timeframe has increased to seven days in 2021–22 (five days in 2020–21).

Due to the complexity of some claims, the duration from lodgement to decision can be lengthy. The injuries with the longest average decision times were deafness, mesothelioma and asbestosis, and psychological and psychiatric injuries.

Figure 18 illustrates decision-making timeframes and outcomes for claims determined in 2021–22. These timeframes are based on statutory claim decisions.

#### 18 Decisions made and average time to decide by decision type and injury type 2021–22

Injury type	Number of decisions	Proportion of decisions		Average decision time		
		Admitted %	Rejected %	Admitted days	Rejected days	Total days
Fracture	6,292	97.2	2.8	6.1	23.2	6.5
Open wound—other	3,313	98.9	1.1	6.9	16.3	7.0
Open wound—hand	4,976	99.1	0.9	6.4	27.4	6.6
Contusions	3,801	98.5	1.5	7.0	34.1	7.4
Foreign body	571	99.5	0.5	7.4	11.3	7.4
Burns	1,281	99.1	0.9	6.7	37.8	7.0
Strain and sprain—other	14,679	98.1	1.9	7.7	24.3	8.0
Strain and sprain—back	4,445	97.7	2.3	8.2	31.8	8.8
Strain and sprain—shoulder	3,306	96.8	3.2	8.6	31.7	9.3
Other injury	7,721	96.1	3.9	8.3	32.7	9.3
Deafness	945	85.8	14.2	41.2	62.8	44.3
Diseases of the musculoskeletal system—other	9,330	93.9	6.1	10.5	35.6	12.0
Diseases of the musculoskeletal system—back	6,435	95.6	4.4	9.8	34.9	10.9
Mesothelioma and asbestosis	116	99.1	0.9	37.6	235.0	39.3
Psychological and psychiatric injuries	4,374	49.7	50.3	24.7	46.2	35.5
Other disease	2,820	80.6	19.4	18.2	38.6	22.2
<b>Total</b>	<b>74,405</b>	<b>93.5</b>	<b>6.5</b>	<b>9.4</b>	<b>39.8</b>	<b>11.4</b>

Most claims (93.5 per cent) were accepted by insurers with an average determination time of 11.4 days. On average, decision timeframes tended to be longer for:

- rejected claims—determined in 39.8 days on average compared to 9.4 days on average for accepted claims
- diseases—particularly psychological and psychiatric injury claims (average 35.5 days to determine), mesothelioma and asbestosis claims (average 39.3 days to determine) and deafness (average 44.3 days to determine).

In 2021–22, 50.3 per cent of psychological and psychiatric claims were rejected.

One reason the rejection rate of psychological and psychiatric claims is so high is that workers cannot receive compensation for certain psychological and psychiatric injuries that arise out of or in the course of reasonable management action, as they are excluded from the definition of an injury under the Act. In 2021–22, 92.9 per cent of the rejected psychological and psychiatric claims were rejected on this basis.

## Reasons for claim rejection

Insurers reject claims where, for some reason, the event or the person is not covered under the Act. For 80.5 per cent of rejected claims, the reason for rejection was that the injury did not meet the definition under the Act.

Figure 19 details the main reasons claims were rejected.

### 19 Rejected claims by reason for rejection 2020–21 and 2021–22

Reason for rejection	20–21		21–22	
	Number of rejections	% of rejections	Number of rejections	% of rejections
Not an injury—s.32	3,884	82.5	3,918	80.5
Not a worker—s.11	276	5.9	328	6.8
Out of time—excluded under s.131	363	7.7	334	6.9
Journey—subsequent delay, interruption or deviation - s.36(2)(B)	27	0.6	22	0.5
Invalid application—s.132	1	0.0	5	0.1
Industrial deafness—excluded under s.125 - initial application	15	0.3	70	1.4
Not a journey—s.35	44	0.9	66	1.4
Other	100	2.1	115	2.4
<b>Total</b>	<b>4,710</b>	<b>100</b>	<b>4,858</b>	<b>100</b>

## Determination of medically complex claims

Where an insurer is unable to determine a claim due to complex medical issues, the matter may be referred to the Medical assessment tribunal to determine whether the medical matters alleged in the application for compensation constitute an injury.

In 2021–22, only 61 claims were referred to the Medical assessment tribunal for determination of the worker's injury for an application for compensation. Of these cases, 49 (80.3 per cent) were accepted and the remaining 12 (19.7 per cent) cases were rejected.

## Disputation of insurer claim determination decisions

Both the injured worker and employer are able to dispute an insurer's claim determination decision. While only a small percentage of accepted claims are disputed by employers (0.6 per cent), 28.7 per cent of rejected claims are disputed by either the employer or the injured worker.

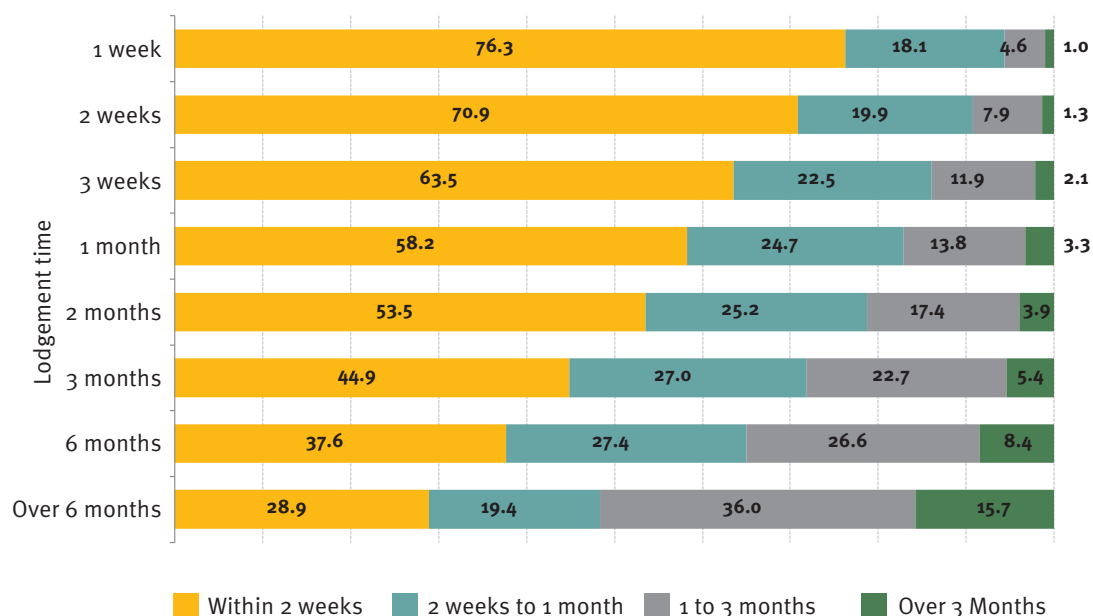
## Impact of lodgement time on determination time

Delays in the time from injury to the lodgement of a claim may lead to delays in the decision-making process and, ultimately, additional costs for the claim.

76.3 per cent of claims lodged within the first week of the injury are determined by the insurer within two weeks. The proportion decided within two weeks reduces as the time taken to lodge the claim increases. For claims lodged more than six months after an injury, the proportion determined in less than two weeks drops to 28.9 per cent.

Figure 20 below illustrates the link between lodgement and decision-making timeframes.

### 20 Decision-making timeframes for claims decided in 2021–22 by the time taken to lodge the claim



## Claim payments

- Total scheme payments increased 5.7 per cent in 2021–22.
- There was a 4.5 per cent decrease in common law payments made in 2021–22.
- Statutory payments increased by 10 per cent between 2020–21 and 2021–22.

## Workers' compensation payments

Overall, the total scheme payments increased 5.7 per cent in 2021–22, with common law payments decreasing by 4.5 per cent and statutory payments increasing by 10.0 per cent. Total payments for workers' compensation claims in 2021–22 were \$1,949.2 million. Common law payments made up 26.7 per cent (\$520.2 million) and statutory claim payments made up 73.3 per cent (\$1,429.0 million).

### 21 Scheme payments 2017–18 to 2021–22



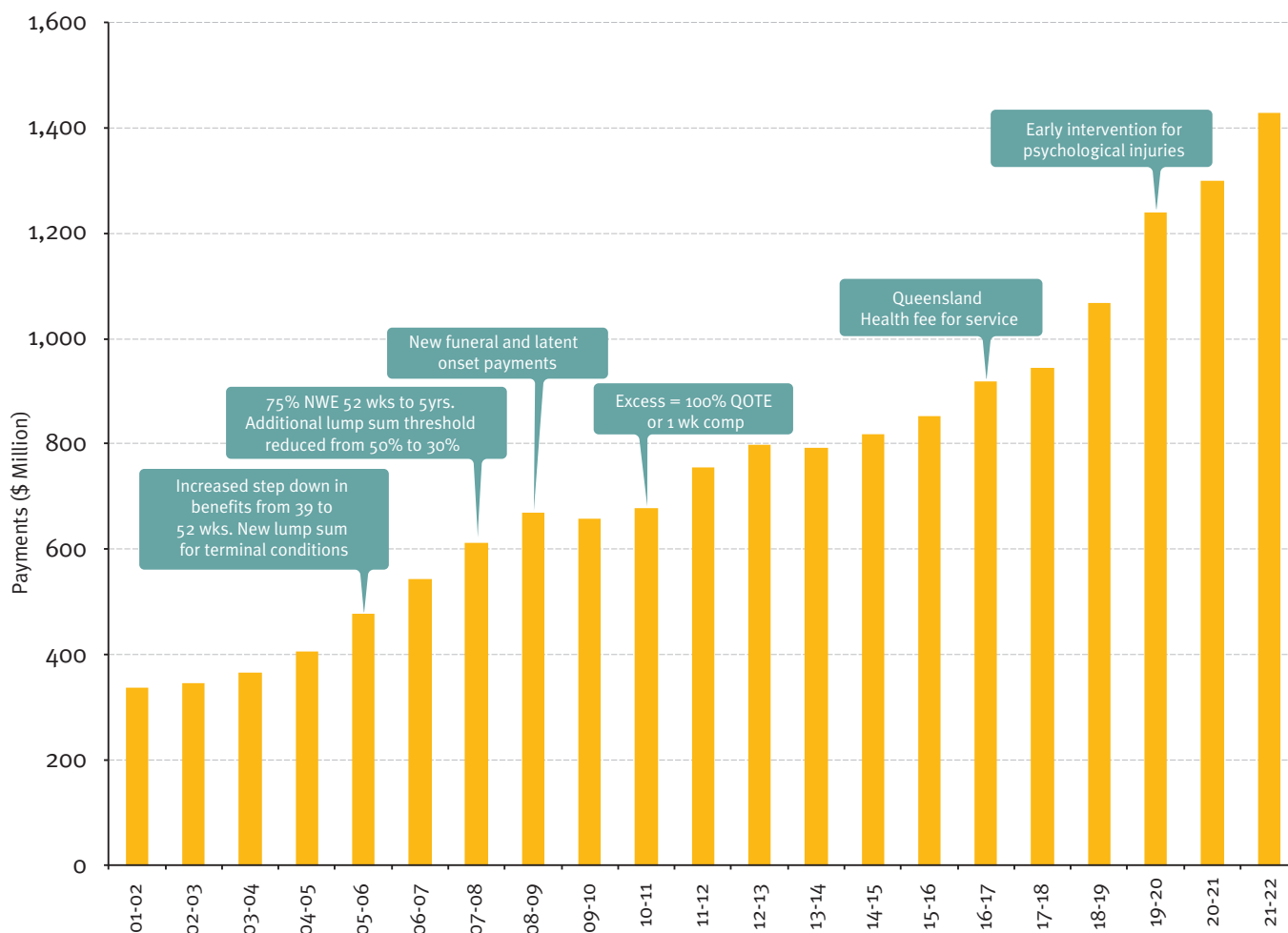


## Statutory claim payments

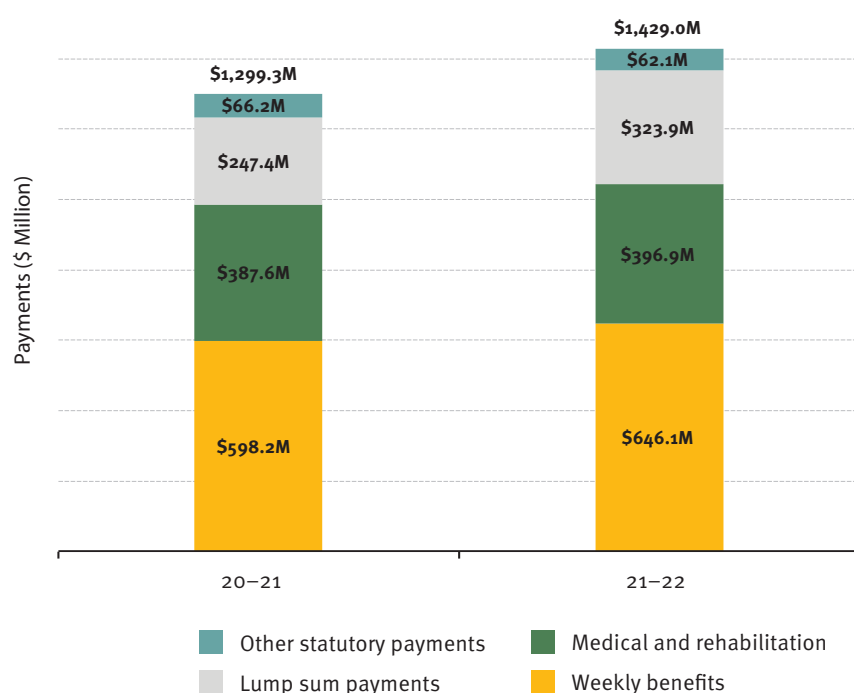
During the management of a claim, payments are made to the worker for weekly compensation to replace wages, lump sums for permanent impairment (PI) and a broad range of services such as medical treatment and rehabilitation.

Figure 22 below shows a history of statutory claim payments and key events in the Queensland workers' compensation scheme. For a comprehensive list of key events in the Queensland workers' compensation scheme please refer to Appendix 3.

### 22 Statutory claim payment history 2001–02 to 2021–22



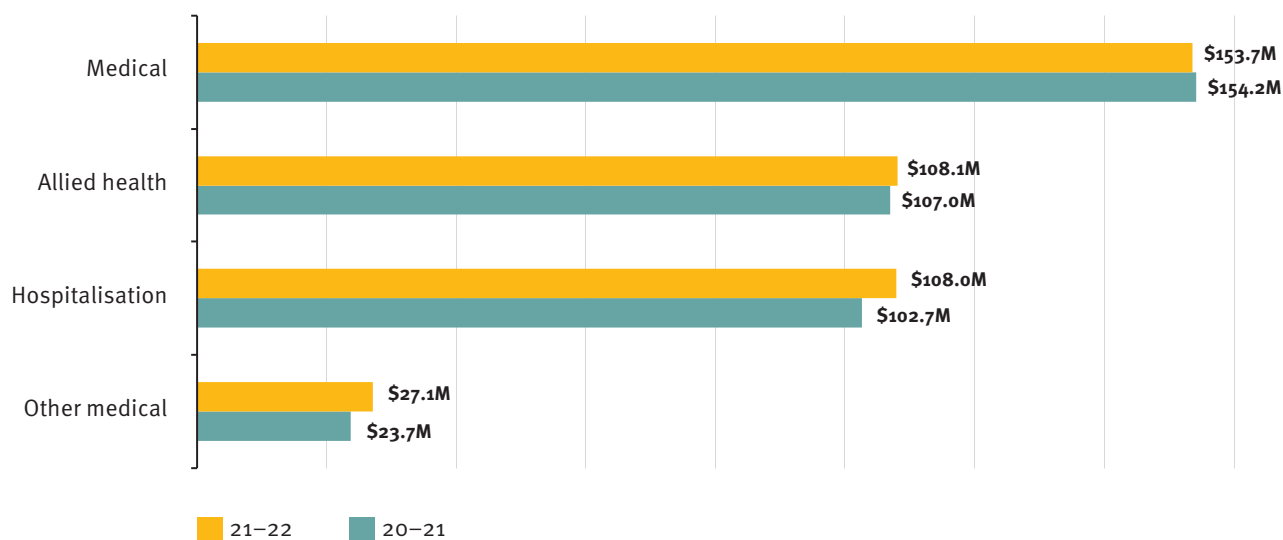
## 23 Statutory claim payments by payment type 2020–21 and 2021–22



The total amount spent on claims for the year has increased by 10.0 per cent from \$1,299.3 million in 2020–21 to \$1,429.0 million in 2021–22 (figure 23).

The largest payments increase was for lump sum payments, up 31.0 per cent from 2020–21.

## 24 Medical and rehabilitation payments 2020–21 and 2021–22

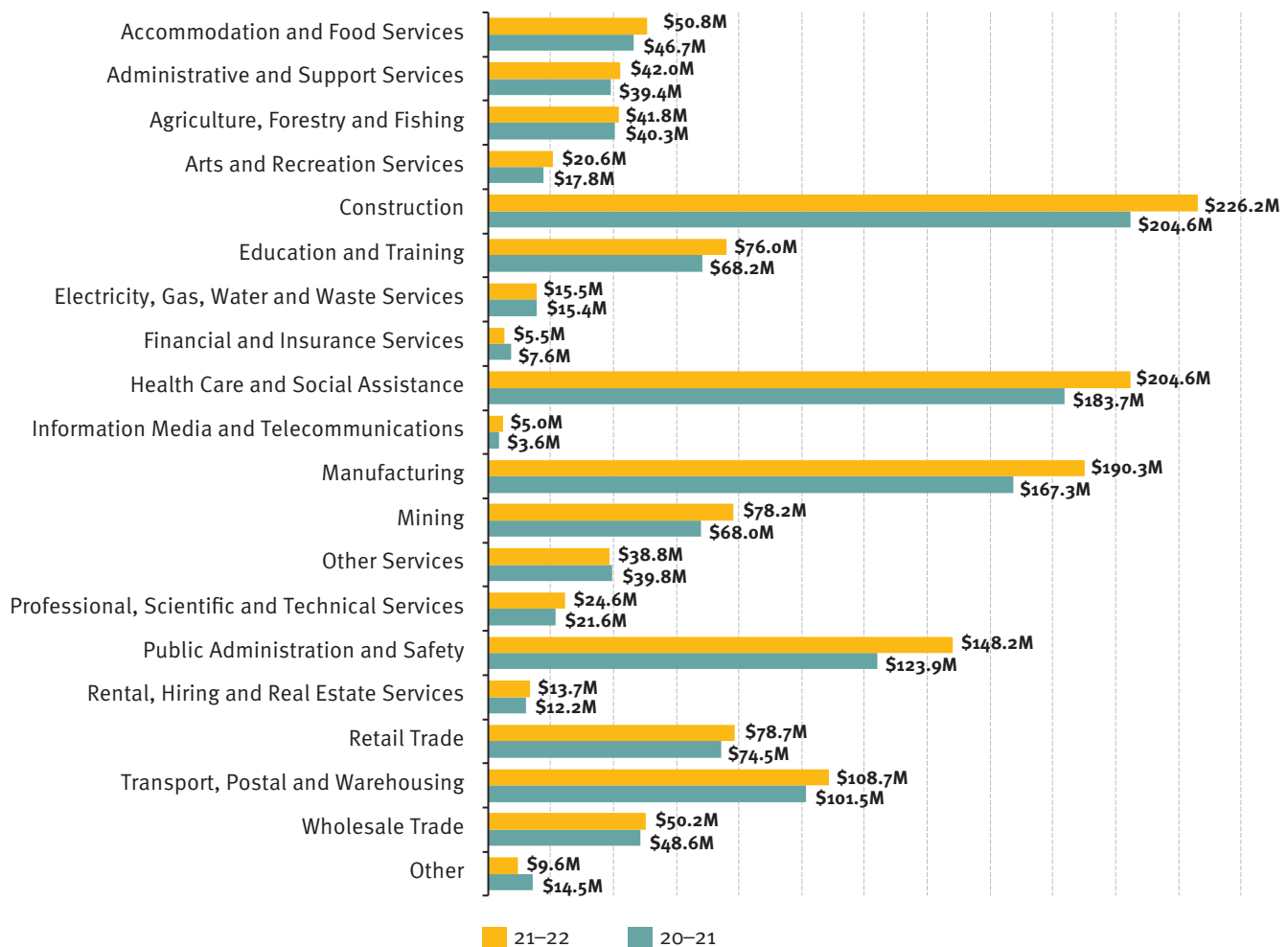


Medical and rehabilitation payments represent 20.4 per cent of statutory payments. Payments for medical treatment accounted for 38.7 per cent of all payments for medical and rehabilitation fees paid in the scheme in 2021–22. Allied health payments increased 1.1 per cent in 2021–22 from \$107.0 million in 2020–21 to \$108.1 million.

## Payments by industry

Claims from the construction industry accounted for the largest proportion (15.8 per cent) of statutory claim payments in 2021–22. Health care and social assistance accounted for 14.3 per cent of statutory payments, while manufacturing accounted for 13.3 per cent (figure 25).

### 25 Statutory claim payments by industry 2020–21 and 2021–22

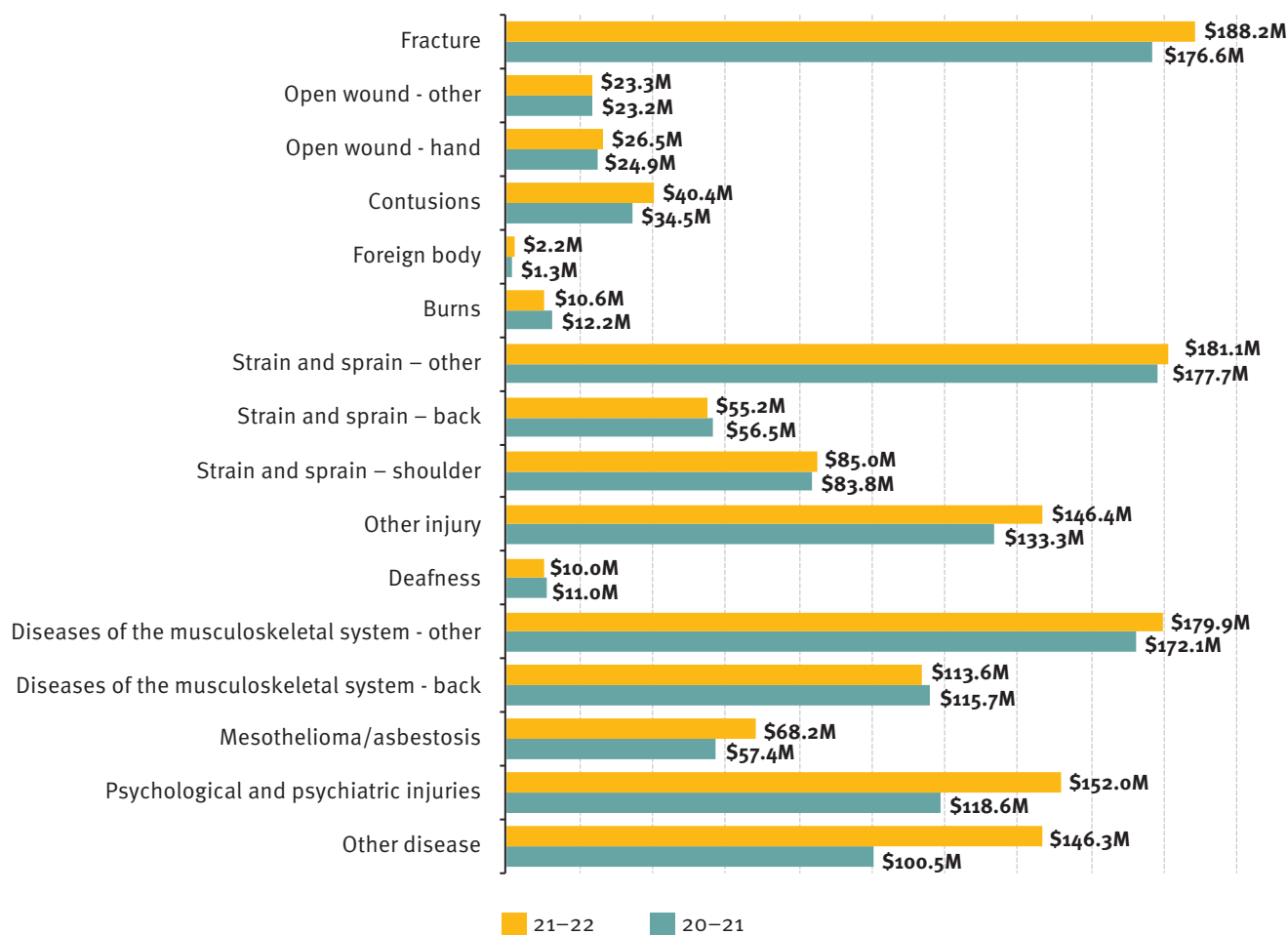


## Payments by injury

Claims from strain and sprain injuries accounted for the largest proportion (22.5 per cent) of statutory claim payments in 2021–22 (3.9 per cent to the back, 5.9 per cent to the shoulder and 12.7 per cent to a location other than the back or shoulder). Diseases of the musculoskeletal system claims accounted for 20.5 per cent of statutory claim payments made in 2021–22 (7.9 per cent to the back and 12.6 per cent to a location other than the back). Fractures accounted for 13.2 per cent of claim injuries in 2021–22.

The injury type that experienced the largest percentage increase in statutory claim payments from 2020–21 to 2021–22 was foreign body injuries (70.8 per cent).

### 26 Statutory claim payments by injury type 2020–21 and 2021–22



## Finalised claims and outcomes

- The average costs of finalised medical expense only claims increased by 35.4 per cent.
- The average costs of finalised time lost claims increased by 14.7 per cent and the duration increased 13.4 per cent.

## Work related impairment/degree of permanent impairment

Where a worker has a permanent impairment (PI) assessed, the degree of work related impairment (WRI) is calculated. WRI applies to injuries before 15 October 2013. Under the 2013 legislative amendments if a worker is injured on or after 15 October 2013 the worker is assessed for a degree of permanent impairment (DPI).

For injuries before 15 October 2013 a person may have multiple permanent impairments assessed separately; from these only one physical and one psychological or psychiatric WRI is calculated. For injuries under the 2013 legislative amendments, impairments are assessed together and only one physical and one psychological or psychiatric DPI is given.

Injured workers receive an offer of lump sum compensation based on their WRI or DPI. Figure 27 shows the number of claims finalised and those that had a WRI/DPI in 2020–21 and 2021–22.

### 27 Finalised claims with a WRI/DPI 2020–21 and 2021–22

	20–21	21–22	Variance %
Finalised claims	72,834	74,562	2.4
WRI/DPI	9,049	10,283	13.6
Proportion of finalised claims with WRI/DPI	12.4%	13.8%	1.4
<b>Work related impairment/Degree of permanent impairment range</b>			
0%	2,224	2,213	-0.5
0.1%–4.9%	2,783	3,187	14.5
5%–9.9%	2,611	3,040	16.4
10%–14.9%	681	804	18.1
15%–19.9%	284	413	45.4
≥20%	466	626	34.3

For 2021–22, 13.8 per cent of claims were finalised with a PI. Of these, the majority of claims (93.9 per cent) had a WRI/DPI of less than 20 per cent and 21.5 per cent were calculated as having a zero per cent impairment.

## Return to work (RTW) outcomes

The RTW rate for the 2021–22 financial year is likely to be less than 91.7 per cent.

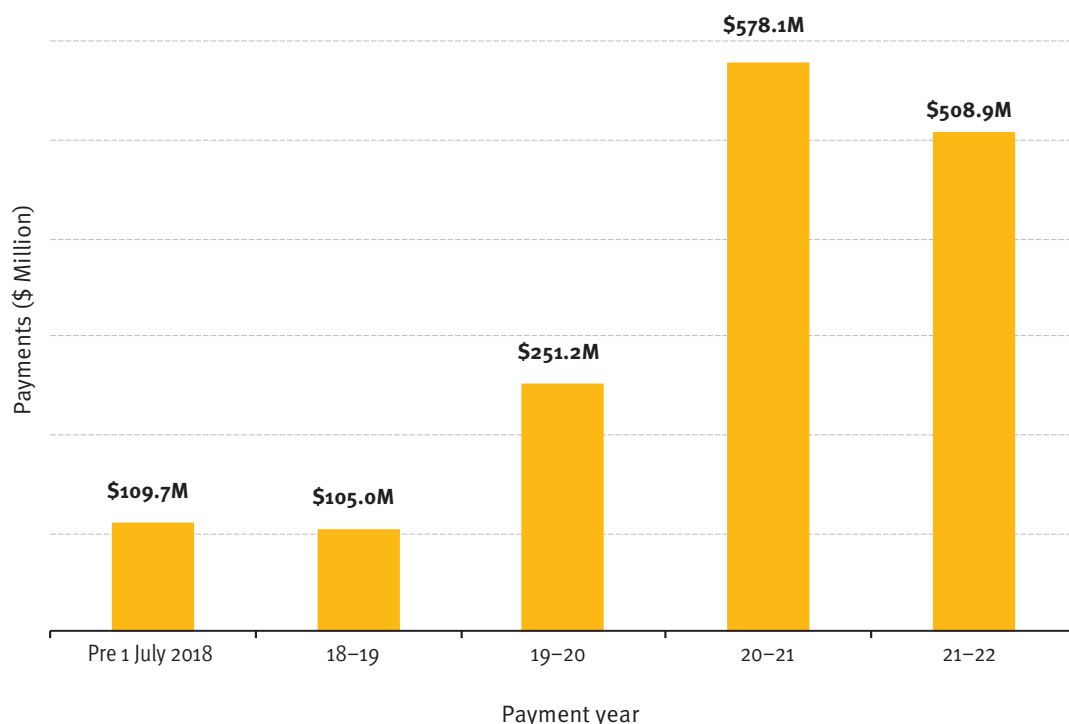
During the 2021–22 financial year, WorkCover Queensland identified errors in recording the RTW outcome (for more information refer to the WorkCover Queensland Annual Report 2021–22). Based on the analysis, WorkCover Queensland advises there is a 95.0 per cent probability that the true RTW rate is between 84.4 and 91.5 per cent with a margin of error of 3.5 per cent. WorkCover Queensland self-reported this compliance issue to Workers' Compensation Regulatory Services and is currently actioning a number of improvement opportunities to address this issue. The RTW rate for self-insured employers is 94.5 per cent.

## Average claim costs

The average finalised claim cost is calculated using statutory claim payments made on a claim that was ceased or finalised within the financial year. The payments made on these claims may have occurred over several years.

Figure 28 below illustrates the payments made on claims finalised in 2021–22. Over 67.0 per cent of the payments for these claims occurred in previous years. Only 32.8 per cent of the statutory payments made on claims finalised in 2021–22 were also paid in that financial year. A further 37.2 per cent of payments were made in the 2020–21 financial year. The remaining 30.0 per cent of the payments were made in 2019–20 or earlier.

### 28 Payments by payment year for claims finalised in 2021–22



The claims that cost more to the scheme tend to be those that have longer durations. These usually occur over several years and therefore would not impact the average finalised claim cost until the year the claim is ceased or finalised.

The average cost (time lost claims and medical expenses only claims) has increased for the financial year (up 17.4 per cent from \$16,832 in 2020–21 to \$19,756 in 2021–22).

The number of claims finalised in the past two financial years, and the average claim costs by claim type for time lost claims and medical expense only claims is represented in figure 29 below. These two claim types represent 97.4 per cent of all finalised claims during 2021–22.

### 29 Finalised claims and average claim costs by claim type 2020–21 and 2021–22

Claim type	Number of claims			Average claim cost		
	20–21	21–22	Variance %	20–21	21–22	Variance %
Time lost claim	45,783	47,554	3.9	\$24,560	\$28,163	14.7
Medical expense only claim	25,233	25,063	-0.7	\$2,809	\$3,805	35.4
<b>Total</b>	<b>71,016</b>	<b>72,617</b>	<b>2.3</b>	<b>\$16,832</b>	<b>\$19,756</b>	<b>17.4</b>

The median claim costs for time lost and medical expense only claims has increased from \$2,427 in 2020–21 to \$3,010 in 2021–22.

The average finalised claim cost may vary depending on factors such as:

- the duration of claims – the longer an injured worker is away from work, the more weekly compensation payments and medical expenses the claim will incur, impacting on the time lost claims costs and the level of medical and other expenses required for the injury
- changes in industry claim rates and the average wages paid in industry
- the mix of injuries lodged scheme-wide (the severity of the injury can impact on the average finalised time lost claim duration and cost)
- changes in practices by insurers can have an impact on claim finalisation and average costs
- changes to legislation to provide increased or additional benefits to claimants
- claim re-openings.

Figure 30 compares the variance in finalised claim costs to other indicators.

### 30 Changes in average finalised claim costs and economic indices 2021–22

Indicator	% change from previous year
Average finalised time lost claim cost	14.7
Average finalised medical expense only claim cost	35.4
<b>Consumer price index</b>	
Average of all groups, Brisbane (excluding GST) <sup>a</sup>	6.0
Health, Brisbane (excluding GST) <sup>b</sup>	4.4
Full time adult ordinary earnings <sup>c</sup>	3.5

<sup>a</sup> Australian Bureau of Statistics, consumer price index, Australia Cat No. 6401.0 - Consumer Price Index, Australia, March 2022, Tables 1 and 2 CPI - all groups, index numbers and percentages changes, Index Numbers; All groups; Brisbane. [Percentage change from March 2021 to March 2022].

<sup>b</sup> Australian Bureau of Statistics, Australia Cat No. 6401.0 - Consumer Price Index, Australia, March 2022, Table 5 CPI - groups, index numbers by capital city, Index Numbers; Health; Brisbane. [Percentage change from March 2021 to March 2022].

<sup>c</sup> Australian Bureau of Statistics, average weekly earnings, Australia Cat No. 6302.0 - Average weekly earnings Australia, November 2021. Table 13C Average weekly earnings Queensland (dollars) - trend, Earnings; Queensland; Persons; Full Time; Adult; Ordinary time earnings. [Percentage change from November 2020 to November 2021].

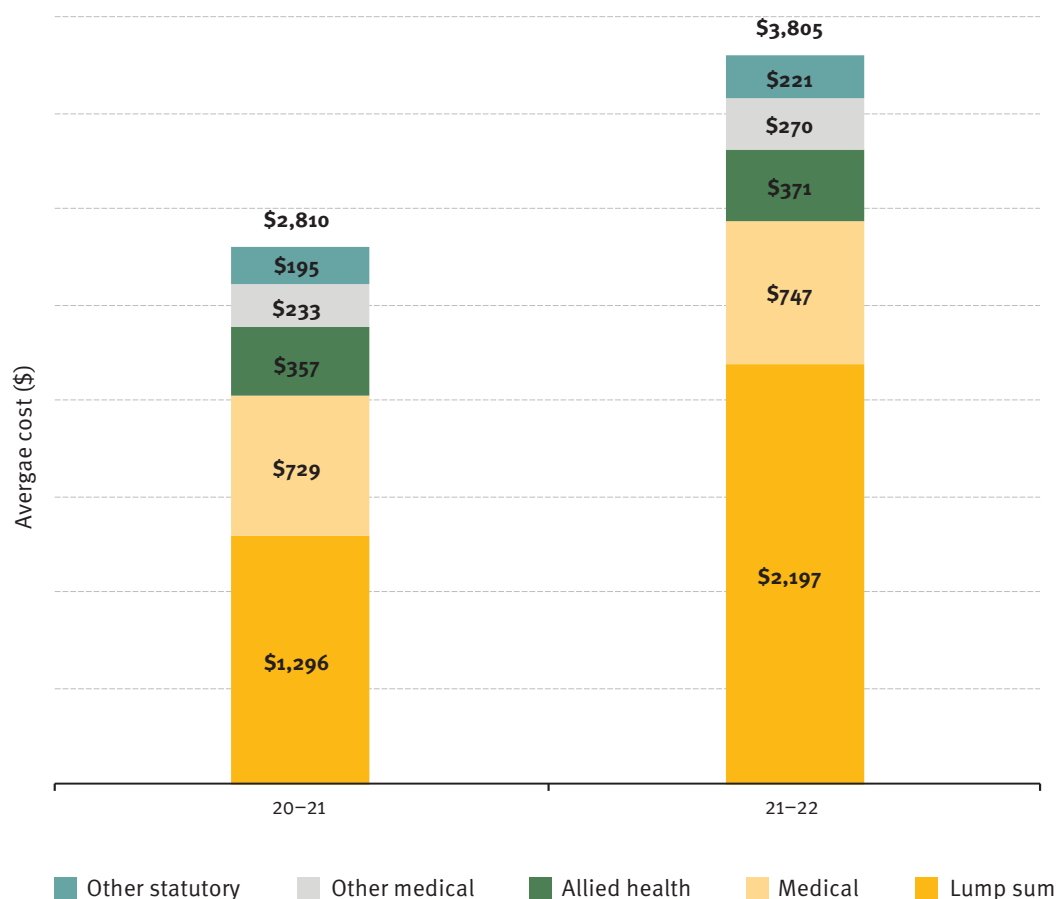
## Average finalised medical expense only claim costs

This section looks at a further breakdown of the average costs of finalised medical expense only claims.

The average cost of finalised medical expense only claims has increased by 35.4 per cent from \$2,810 in 2020–21 to \$3,805 in 2021–22 (figure 34).

The breakdown of the average cost for 2021–22 shows 57.7 per cent of the cost is made up of lump sum payments followed by medical and rehabilitation payments of 19.6 per cent. Allied health payments account for 9.7 per cent and other medical payments (including hospitalisation) account for 7.1 per cent. The remaining 5.9 per cent of the average cost is made up of other statutory payments.

### 31 Average finalised medical expense only claim costs by payment type 2020–21 and 2021–22





## Average finalised time lost claim durations

Average finalised time lost claim durations are calculated using finalised time lost claims over a financial year. The number of finalised time lost claims increased in 2021–22, up 3.9 per cent from 45,783 in 2020–21 to 47,554.

Durations for finalised time lost claims including the excess paid period by the employer (where applicable) have increased from 63.5 days in 2020–21 to 72.0 days in 2021–22.

Almost two thirds of time lost claims have 40 or less workdays lost (63.0 per cent), while the median workdays lost for all time lost claims is 21 days. This illustrates how the small number of long term claims impact the average duration. Only 15.7 per cent of time lost claims had more than 130 workdays lost. It is at the 26 week point that the level of compensation benefits payable first begins to decrease (section 150 of the Act).

### 32 Number of time lost claims by workdays lost time band 2020–21 and 2021–22

Workdays lost	2020–21		2021–22	
	Number of claims	% of claims	Number of claims	% of claims
1–5 days	12,879	28.1	12,162	25.6
6–10 days	5,459	11.9	5,485	11.5
11–20 days	5,708	12.5	5,921	12.5
21–40 days	6,149	13.4	6,380	13.4
41–65 days	4,224	9.2	4,570	9.6
66–130 days	5,047	11.0	5,566	11.7
131–260 days	3,596	7.9	4,121	8.7
> 260 days	2,721	5.9	3,349	7.0
<b>Total time lost claims</b>	<b>45,783</b>	<b>100</b>	<b>47,554</b>	<b>100</b>

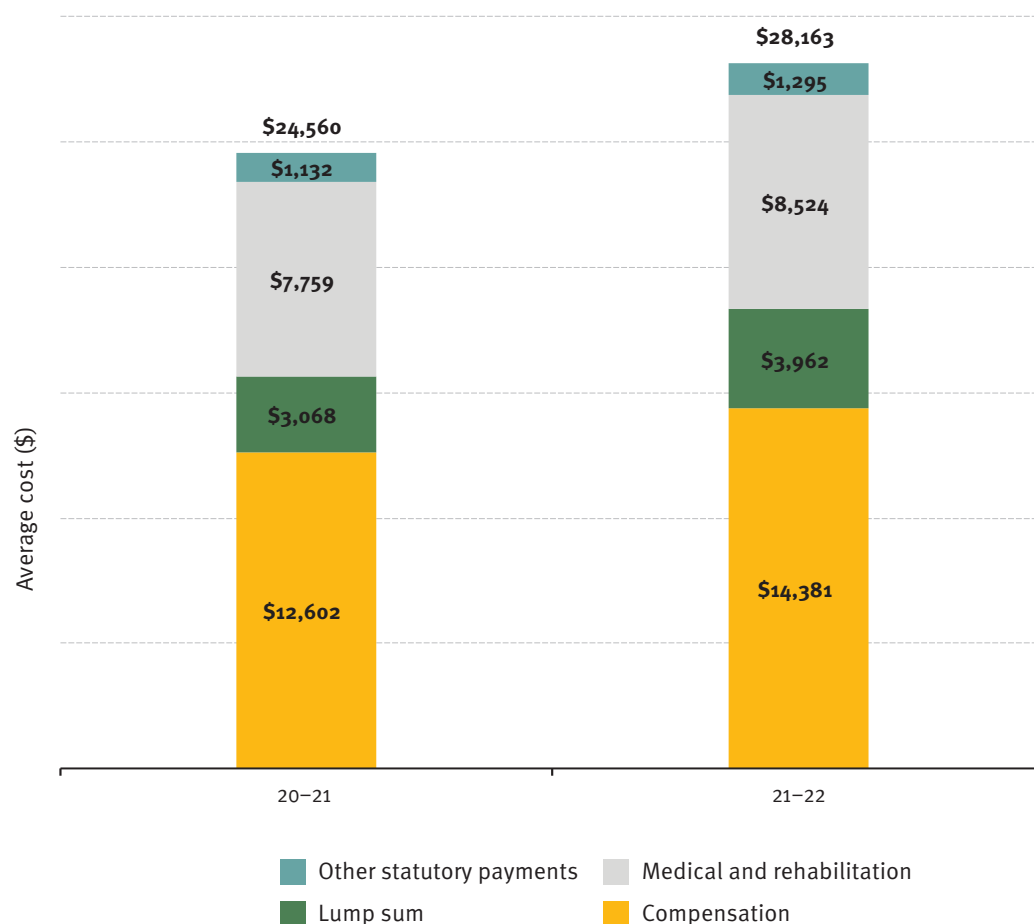
## Average finalised time lost claim costs

The average cost of finalised time lost claims increased by 14.7 per cent from \$24,560 in 2020–21 to \$28,163 in 2021–22 (figure 33).

The breakdown of the average cost in 2021–22 shows half (51.1 per cent) of the cost is made up of weekly compensation payments.

In 2021–22, medical and rehabilitation payments accounted for almost a third (30.3 per cent) of the average cost and lump sum payments accounted for 14.1 per cent. The remaining 4.6 per cent of the average cost was made up of other statutory payments.

### 33 Average finalised time lost claim costs by payment type 2020–21 and 2021–22

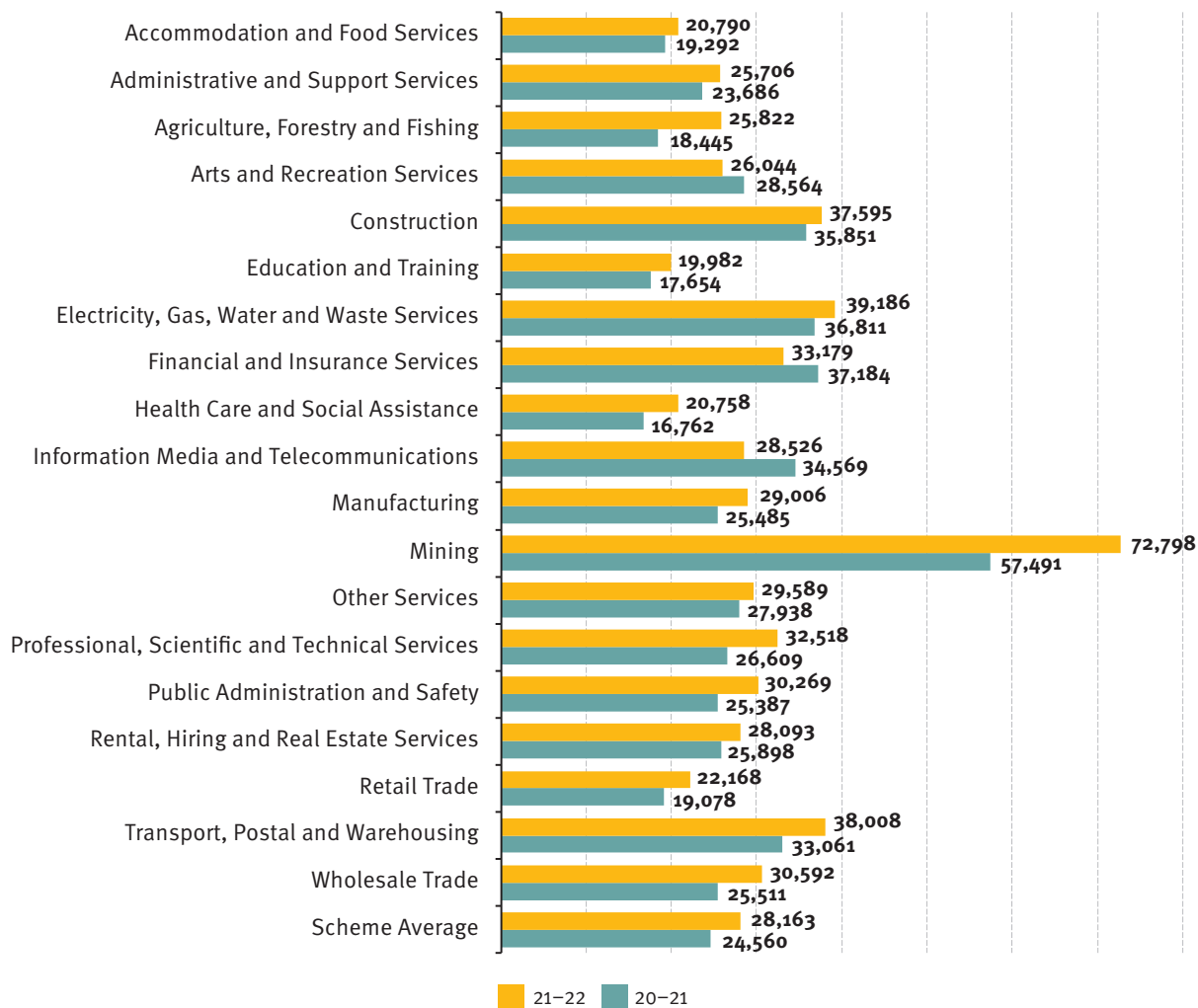


## Average cost by industry

Of all industry claims, those from the mining industry had the highest average finalised time lost claim cost (\$72,798), partially due to the higher wages paid in the industry (figure 34). Being the highest of all industries, the Australian average weekly earnings (full time adult ordinary time earnings) for workers within the mining industry is \$2,656.30\*.

Similarly, industries that tended to have a lower average finalised time lost claim cost (e.g. accommodation and food services and retail trade) also had the lowest Australian average weekly earnings of all industries—\$1,218 and \$1,314 respectively.

### 34 Average finalised time lost claim costs by industry 2020–21 and 2021–22



\*Source: ABS, Average Weekly Earnings, Cat. No. 6302.0, May 2022, Table 10G. Average Weekly Earnings, Industry, Australia (Dollars) - Original - Persons, Full Time Adult Ordinary Time Earnings.

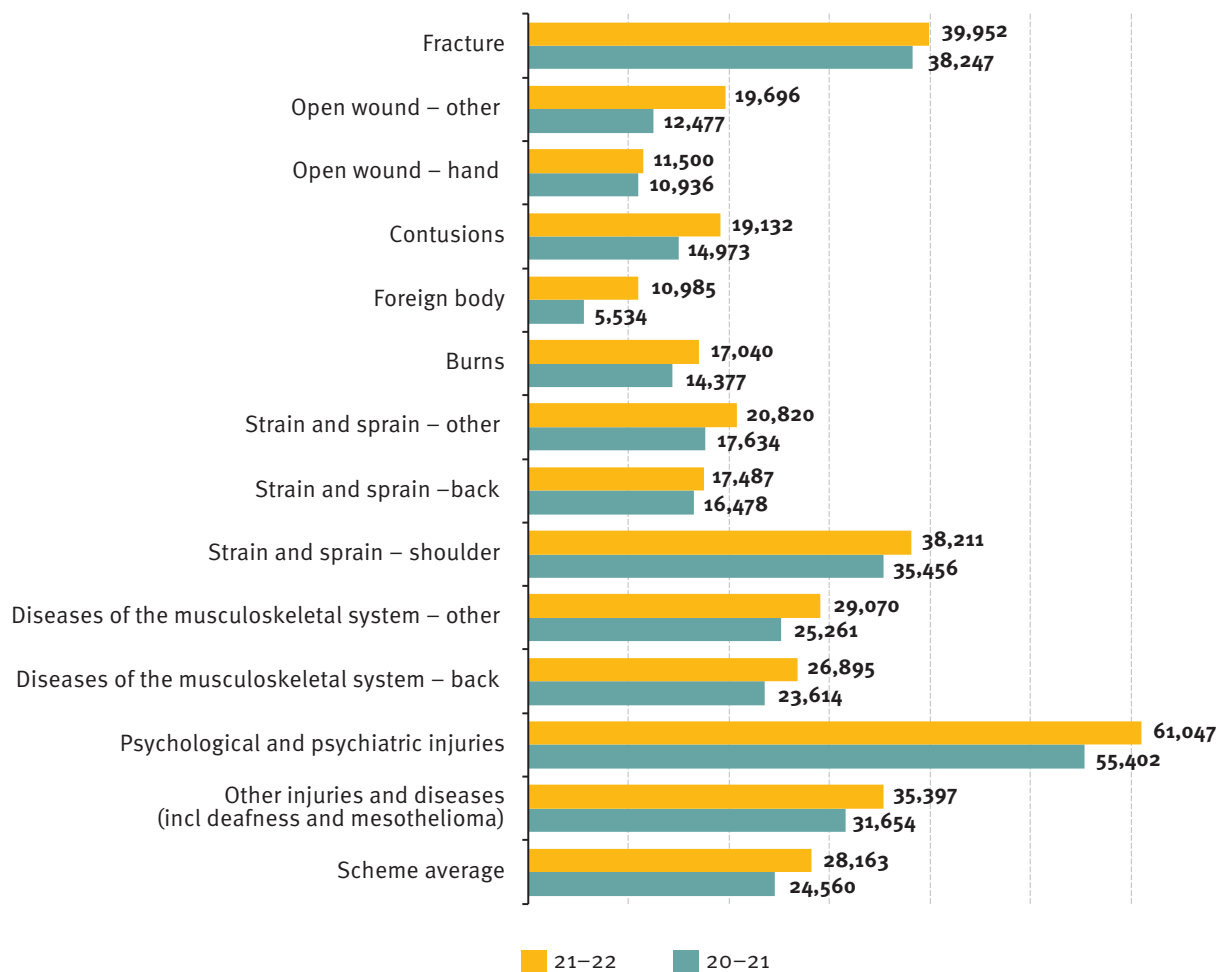
## Average cost by injury type

Although psychological and psychiatric injury claims account for only 4.1 per cent of all time lost claims finalised, they are the most expensive with an average finalised time lost claim cost of \$61,047 in 2021–22.

In 2021–22, the average duration of a psychological or psychiatric injury claim was 181.4 days (168.5 days in 2020–21) compared with the overall scheme average of 72.0 days. It is the long duration of psychological and psychiatric injury claims that impacts the average finalised time lost claim cost for these claims.

As shown in figure 35, the second most expensive injury type was fractures with an average cost of \$39,952 (\$38,247 in 2020–21).

### 35 Average finalised time lost claim cost by injury type 2020–21 and 2021–22



# Claims for damages at common law

- Common law lodgements have increased 1.4 per cent over the last year.
- The majority of lodgements are for injuries that occurred one to three years prior.
- Over half (54.1 per cent) of common law lodgements have a work related impairment of less than 5.0 per cent.
- Psychological and psychiatric injury claims represent 12.1 per cent of common law lodgements. They represent only 6.1 per cent of statutory claim lodgements.
- In 2021–22, the average settlement cost of a finalised common law claim was \$175,772.

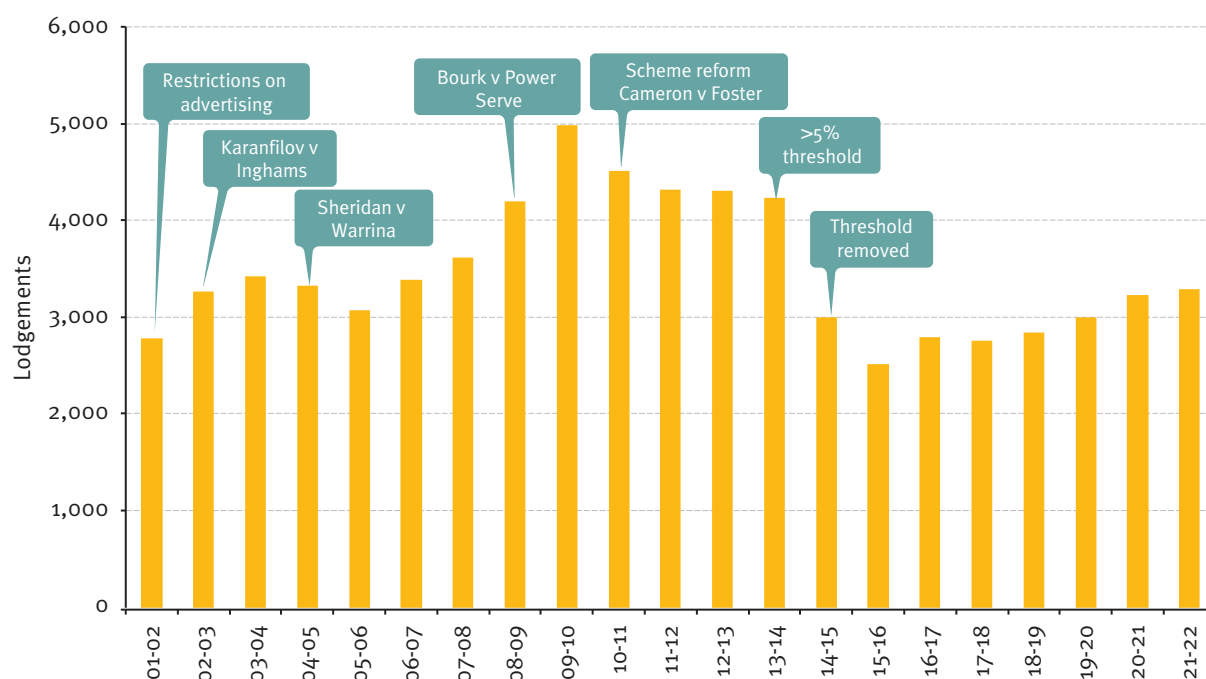
Legislative amendments in 2013 introduced a threshold to restrict access to common law damages. This threshold required workers with injuries on or after 15 October 2013 to have a degree of permanent impairment (DPI) greater than five per cent to access common law damages.

In 2015, the threshold was removed for injuries on or after 31 January 2015. The 2015 legislative amendments established a provision for additional compensation for workers impacted by the common law threshold.

## Lodgements

Figure 36 shows a history of common law lodgements and key events in the Queensland workers' compensation scheme. For a comprehensive list of key events in the Queensland workers' compensation scheme please refer to Appendix 3.

### 36 Common law lodgements history 2001–02 to 2021–22



In 2021–22, common law claim lodgements increased by 1.4 per cent, increasing from 3,241 in 2020–21 to 3,286 in 2021–22. Figure 37 shows common law claim lodgements over the past eight years by the date of injury.

### 37 Common law claim lodgements 2014–15 to 2021–22 by injury year

Injury year	Lodgement year							
	2014–15	2015–16	2016–17	2017–18	2018–19	2019–20	2020–21	2021–22
Pre 01/07/2005	40	28	31	22	24	31	25	26
2005–06	5	2	1	2	2	0	2	1
2006–07	4	3	0	4	3	1	2	0
2007–08	12	6	4	4	4	1	1	1
2008–09	13	10	3	4	0	4	2	4
2009–10	18	12	4	3	1	0	0	1
2010–11	44	21	13	8	4	1	2	0
2011–12	866	40	12	12	2	6	5	4
2012–13	1,237	855	27	12	11	8	6	5
2013–14	716	852	634	47	11	6	6	4
2014–15	41	576	939	672	35	20	8	8
2015–16	0	108	1,008	1,003	737	61	28	15
2016–17	0	0	116	866	1,048	772	122	44
2017–18	0	0	0	96	863	1,075	781	127
2018–19	1	0	0	0	96	914	1,196	918
2019–20	1	0	0	0	0	103	963	1,226
2020–21	0	0	0	0	0	0	92	832
2021–22	0	0	0	0	0	0	0	70
<b>Total</b>	<b>2,998</b>	<b>2,513</b>	<b>2,792</b>	<b>2,755</b>	<b>2,841</b>	<b>3,003</b>	<b>3,241</b>	<b>3,286</b>

The majority of common law claims lodged in any given year are for injuries that occurred one to three years prior.

Figure 38 shows the breakdown of common law claim lodgements in 2021–22 by the injured worker's WRI/DPI.

### 38 Common law claim lodgements by WRI/DPI 2021–22

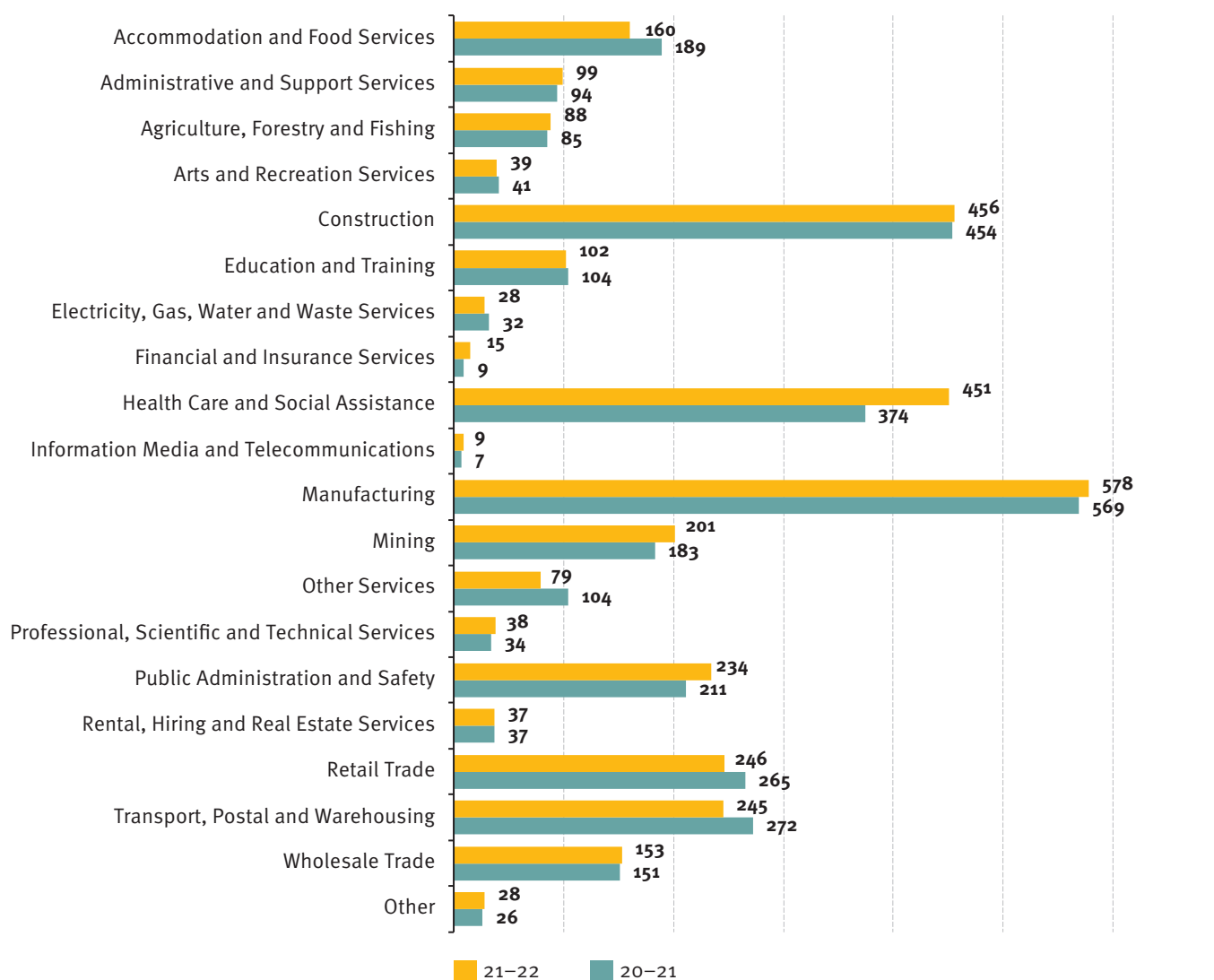
WRI/DPI	Common law lodgements	% of common law lodgements
No impairment assessed	390	11.8
0%	623	19.0
0.1–4.9%	764	23.3
5–9.9%	943	28.7
10–14.9%	217	6.6
15–19.9%	92	2.8
≥20%	257	7.8
<b>Total</b>	<b>3,286</b>	<b>100</b>

If the injured worker's work related impairment/degree of permanent impairment is less than 20 per cent, the worker has to make an irrevocable decision to either accept a payment of the statutory lump sum compensation for the injury or seek damages at common law. If the work related impairment/degree of permanent impairment is 20 per cent or more, the injured worker can accept a lump sum payment and seek damages. Only a small proportion of common law claims (7.8 per cent) are able to access lump sum payment and pursue common law.

## Industry

The manufacturing (17.6 per cent), construction (13.9 per cent), and health care and social assistance (13.7 per cent) industries represented the highest proportion of common law claims lodged in the Queensland workers' compensation scheme (figure 39).

### 39 Common law claim lodgements by industry 2020–21 and 2021–22



For industry 'Other', this includes injuries pre July 1997 (pre ANZSIC classifications), household workers, workplace personal injury insurance (self-employed, working directors) and volunteers.

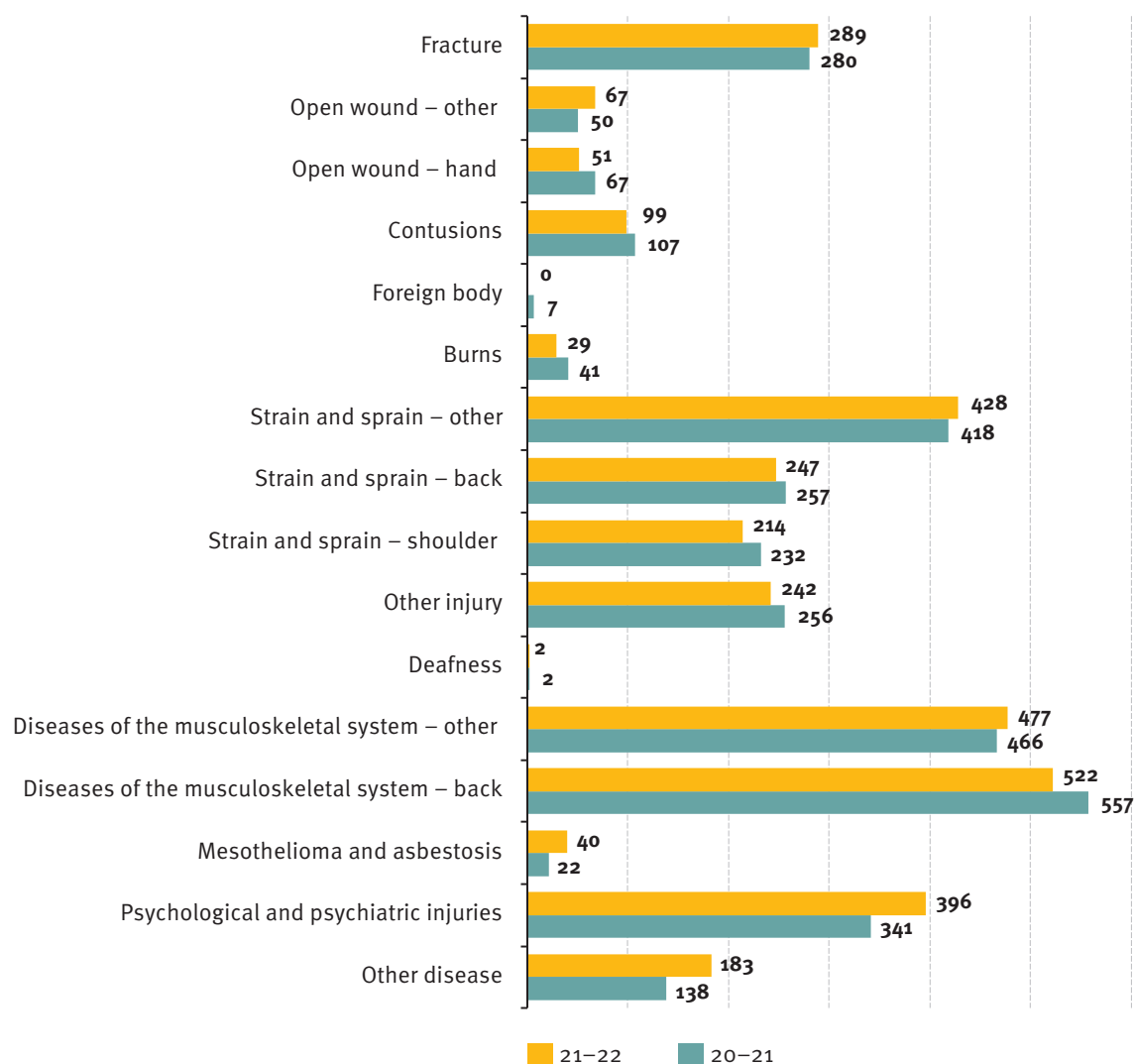


## Injury type

Strains and sprains accounted for 27.1 per cent of all common law claim lodgements in 2021–22.

Although psychological and psychiatric injury claims represented only 6.1 per cent of statutory claim lodgements, they represented 12.1 per cent of all common law claim lodgements in 2021–22.

### 40 Common law claim lodgements by injury type 2020–21 and 2021–22



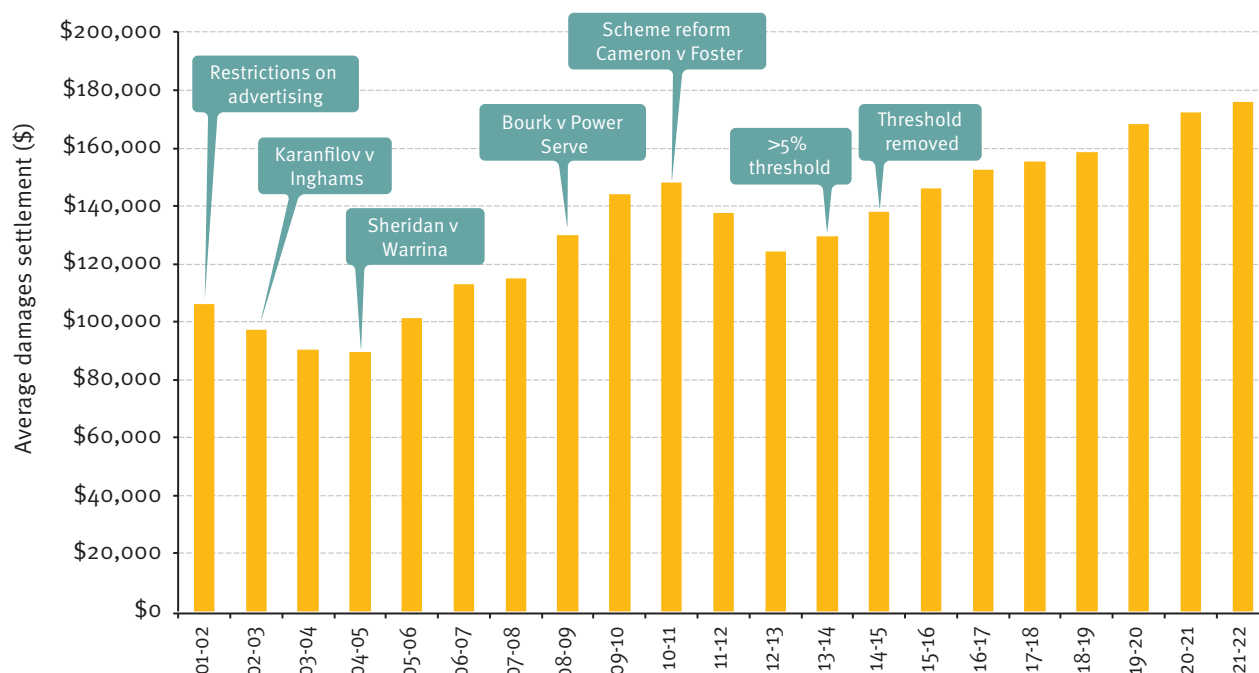
## Total common law payments

In 2021–22, common law claims cost a total of \$520.2 million. This represents a 4.5 per cent decrease from the 2020–21 cost of \$544.5 million.

## Average costs

A history of the average damages settlement for finalised common law claims and key events in the Queensland workers' compensation scheme is shown in figure 41. For a comprehensive list of key events in the Queensland workers' compensation scheme please refer to Appendix 3.

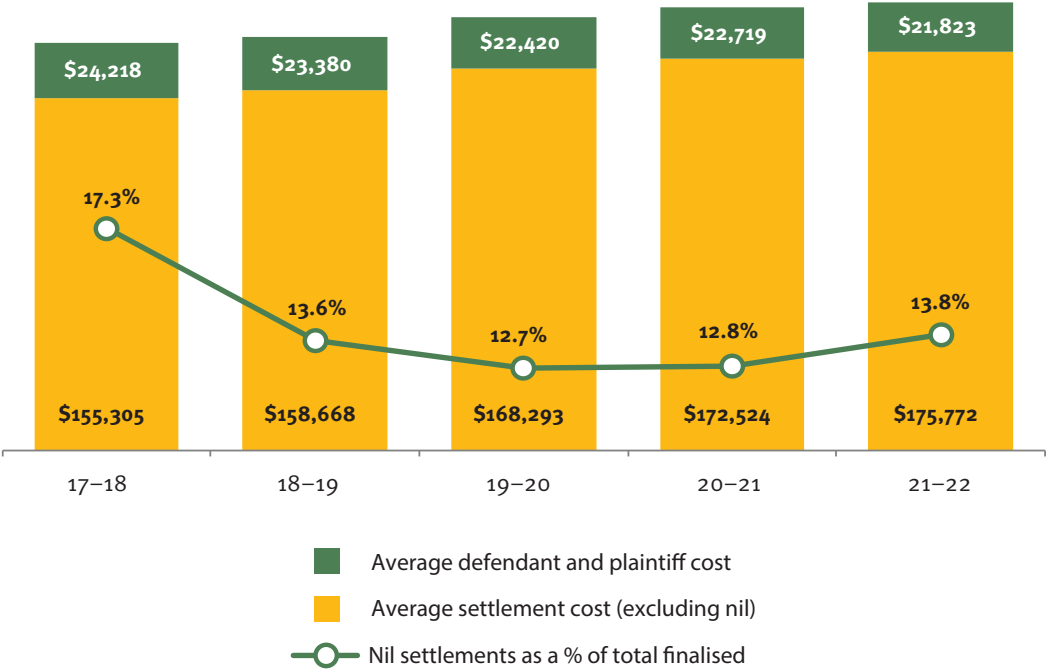
**41 Common law average damages settlement history 2001–02 to 2021–22**



Over the last year, the average settlement cost of a finalised common law claim (excluding nil settlements) has increased 1.9 per cent from \$172,524 in 2020–21 to \$175,772 in 2021–22. The average defendant and plaintiff cost reduced 3.9 per cent from \$22,719 in 2020–21 to \$21,823 in 2021–22. Figure 42 shows average cost fluctuations between 2017–18 and 2021–22.

In 2021–22, there were 398 common law claims finalised with a nil settlement.

42 Average costs for finalised common law claims by payment type 2017–18 to 2021–22



## Heads of damage

Heads of damage consist of two distinct parts: general damages and special damages.

The legislative amendments in 2010 introduced caps on the amount of general damages that can be awarded for pain and suffering, loss of amenity, loss of expectation of life and general disfigurement. The caps align the workers' compensation scheme with the *Civil Liability Act 2003* and limit the amount of compensation that can be awarded to an injury based on the severity of the injury, or its 'injury scale value'.

Special damages consist of future economic loss, past economic loss, care and treatment and rehabilitation. This incorporates loss of past and future earnings, future medical needs, and care due to the ongoing disability. The amount of future earnings loss must not exceed the amount equal to the present value of three times Queensland ordinary time earnings (QOTE) per week for each week of the period of loss of earnings as specified within the Act.

Figure 43 shows the average cost of each head of damage for a finalised claim (excluding nil settlements).

### 43 Heads of damage average cost 2020–21 and 2021–22

	2020–21		2021–22	
	\$	%	\$	%
General damages	22,385	8.2	25,269	8.6
Past economic loss	65,529	24.0	69,948	23.7
Future economic loss	141,284	51.7	148,409	50.2
Rehabilitation	36,951	13.5	39,237	13.3
Gratuitous care	4,492	1.6	7,689	2.6
Other	2,835	1.0	4,790	1.6
<b>Gross settlement</b>	<b>273,477</b>	<b>100</b>	<b>295,341</b>	<b>100</b>

## Average timeframes

For claims lodged in the financial year, the average time from date of injury to lodgement of a common law claim has increased by 8 per cent (2.24 years in 2020–21; 2.42 years in 2021–22).

For claims finalised in the financial year, the average time from the lodgement of a common law claim to finalisation has increased by 6.4 per cent (0.94 years in 2020–21; 1.00 year in 2021–22).

# Review of insurer decisions

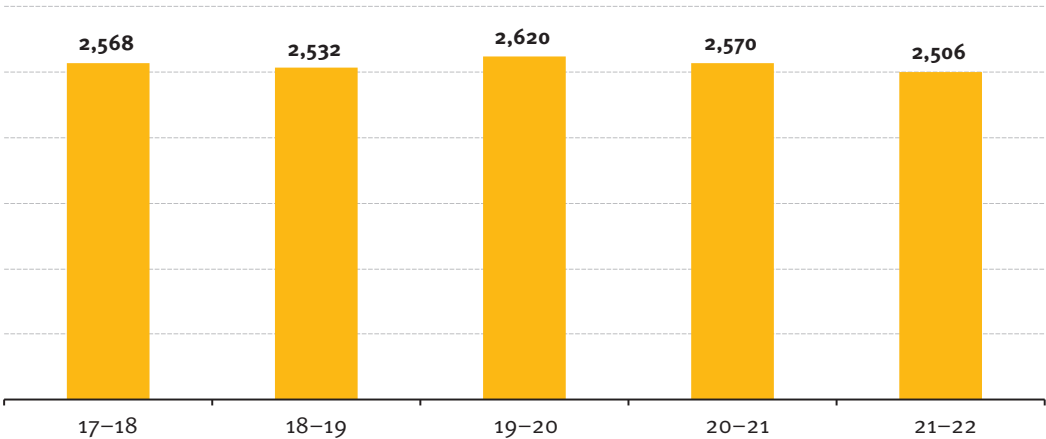
## Applications received

A party aggrieved by an insurer decision may apply to OIR for review.

Review applications received have reduced (2.5 per cent) to 2,506 in 2021–22, down from 2,570 in 2020–21.

Figure 44 shows the number of applications for review received over the last five years.

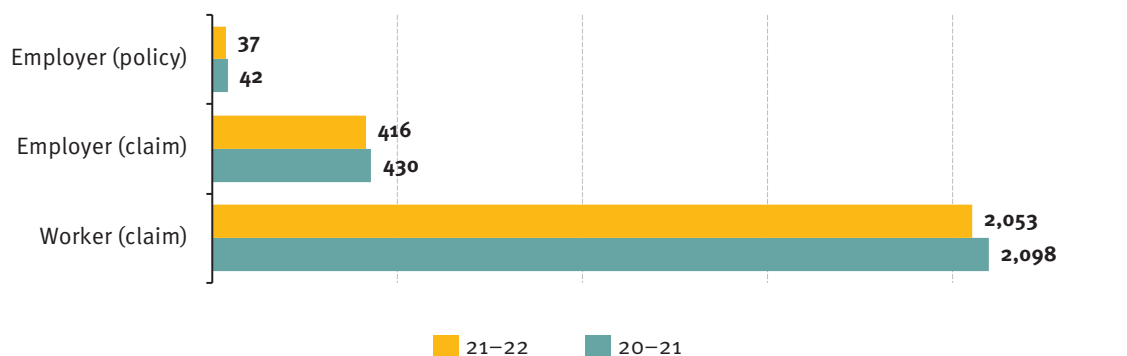
44 Review applications received 2017–18 to 2021–22



## Types of applications

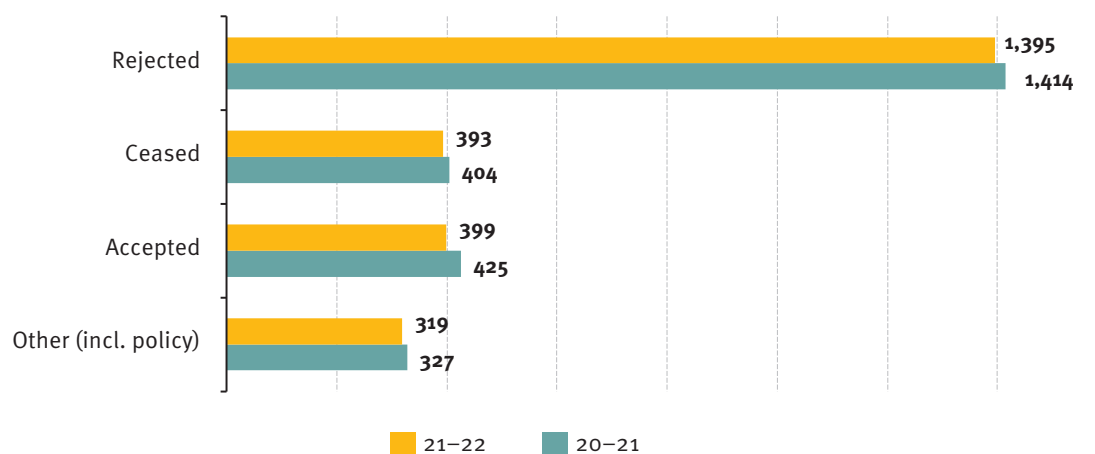
Of the applications lodged in 2021–22, 81.9 per cent were lodged by workers, up from 81.6 per cent in 2020–21. Employers lodged 16.6 per cent of reviews in 2021–22, down from 16.7 per cent in 2020–21. The remaining 1.5 per cent of applications were lodged by employers having a policy decision reviewed.

### 45 Review applications received by type 2020–21 and 2021–22



Over half (55.7 per cent) of all review applications received in 2021–22 related to the insurer decision to reject the claim, 15.9 per cent were lodged after the claim had been accepted and a further 15.7 per cent were following the cessation of the claim.

### 46 Review applications received by insurer decision 2020–21 and 2021–22



## Outcomes

As shown in figure 47, in 2021–22, 90.9 per cent of reviews finalised were decided (as compared to 91.2 per cent in 2020–21), 4.6 per cent were cancelled (4.6 per cent in 2020–21), and the remaining 4.5 per cent were withdrawn (4.3 per cent in 2020–21).

### 47 Review outcomes 2020–21 and 2021–22

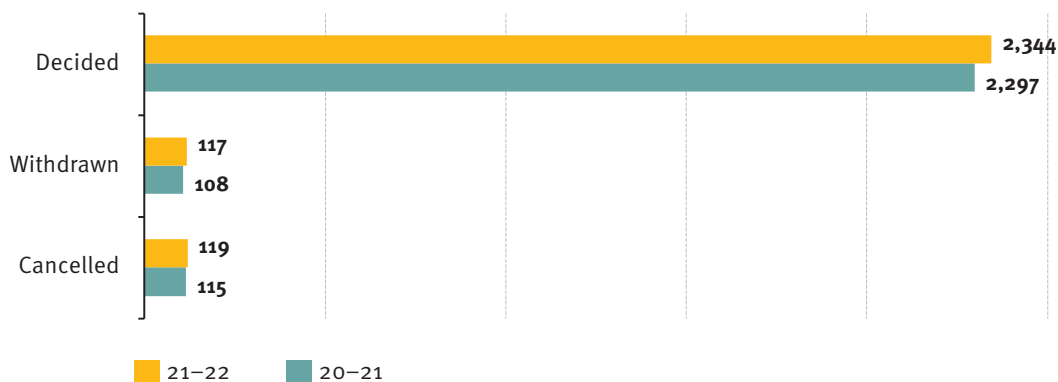
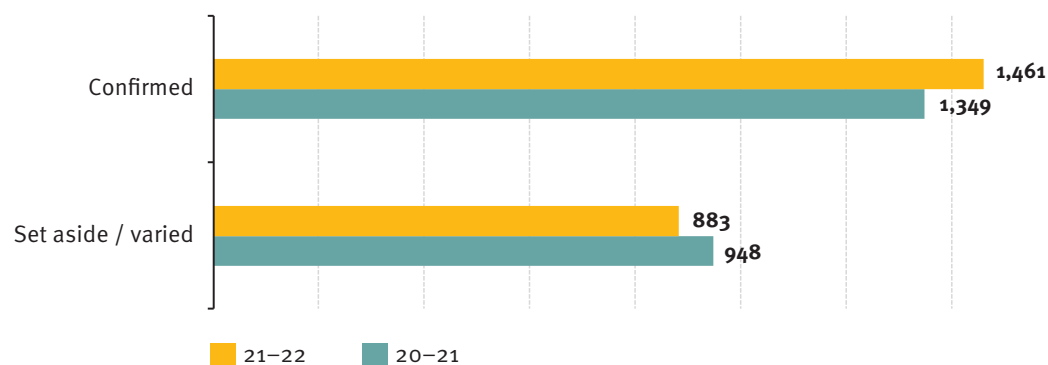


Figure 48 demonstrates that in 2021–22, the original decision of the insurer was confirmed by the Review Unit in 62.3 per cent of review decisions made, compared to 58.7 per cent in 2020–21.

### 48 Decided review outcomes 2020–21 and 2021–22



# Appeals of review decisions

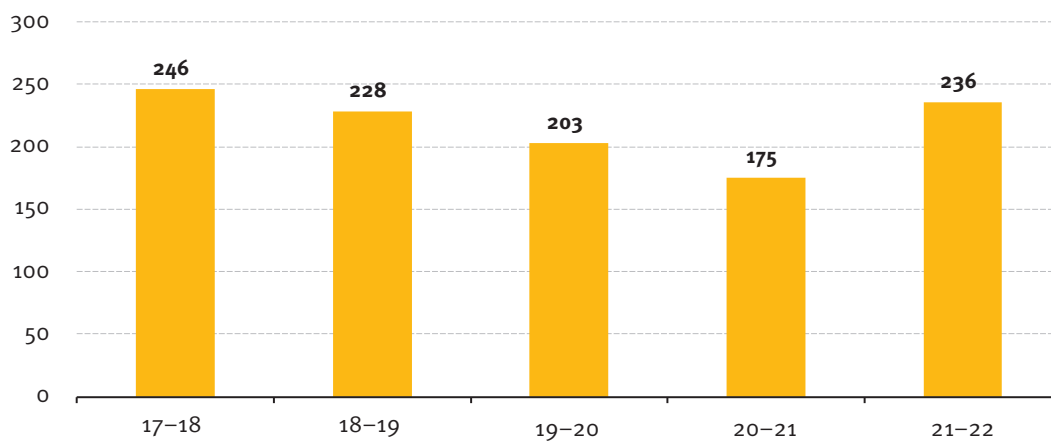
## Appeal lodgements

A party aggrieved by a decision of OIR may apply for appeal. In December 2010, the Queensland Industrial Relations Commission (QIRC) replaced the Industrial Magistrates Court as the appeal body for appeals of reviewable decisions (except for appeals about WorkCover Queensland's premium decisions).

In 2021–22, 236 appeals were lodged with the QIRC. Of these, six further appealed in the Industrial Court (IC).

Appeal lodgements have experienced an increase of 34.9 per cent in 2021–22 compared with 2020–21 (figure 49).

### 49 Appeals lodged 2017–18 to 2021–22

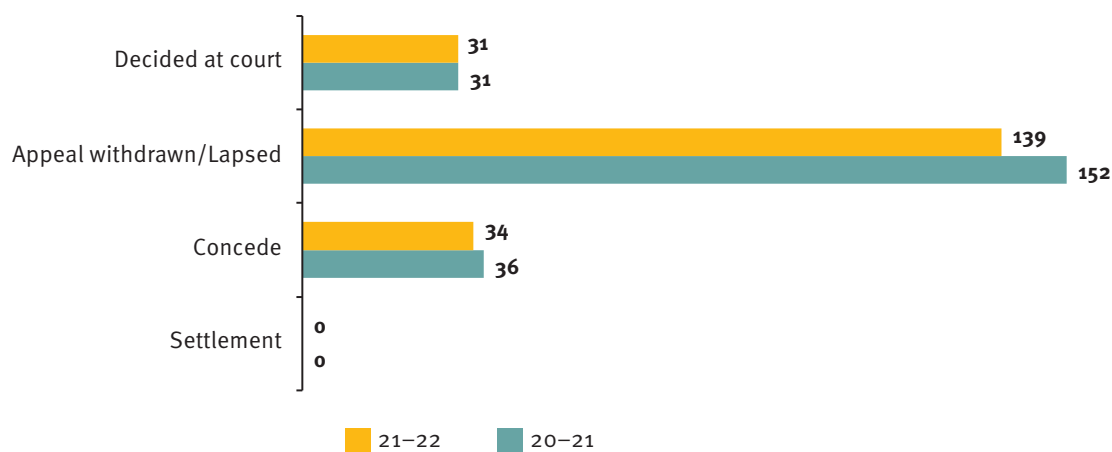




## Appeal outcomes

In 2021–22, 84.8 per cent of appeals were finalised before reaching the QIRC. Of these, 80.3 per cent of cases were withdrawn by the appellant and 19.7 per cent were conceded (figure 50).

### 50 Appeals finalised by outcome 2020–21 and 2021–22



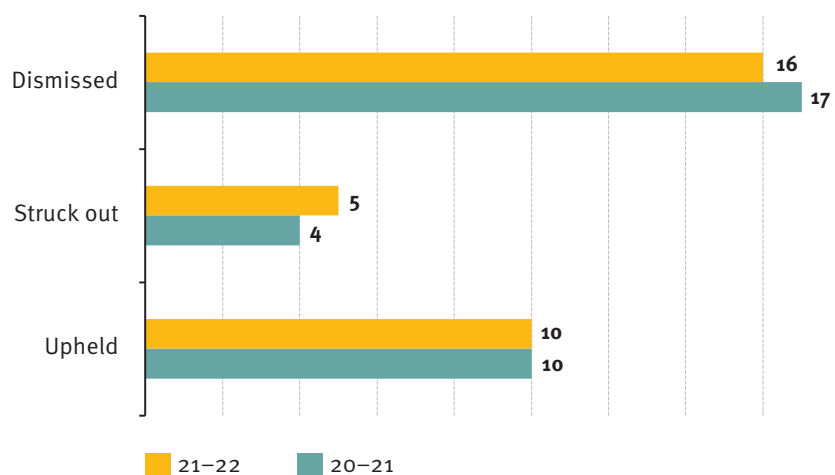
## Non-judicial resolution

In 2021–22, 173 appeals were finalised before reaching the court or commission. This is a decrease of 8.0 per cent when compared to 188 in 2020–21.

## Judicial resolution

The total percentage of cases determined by a court or commission in 2021–22 was 15.2 per cent, which has increased compared to 2020–21 (14.2 per cent). Of these, 21 cases (67.7 per cent) were dismissed or struck-out and 10 cases (32.3 per cent) were upheld in favour of the appellant (figure 51).

### 51 Appeals finalised judicially by outcome 2020–21 and 2021–22



# Medical assessment tribunals

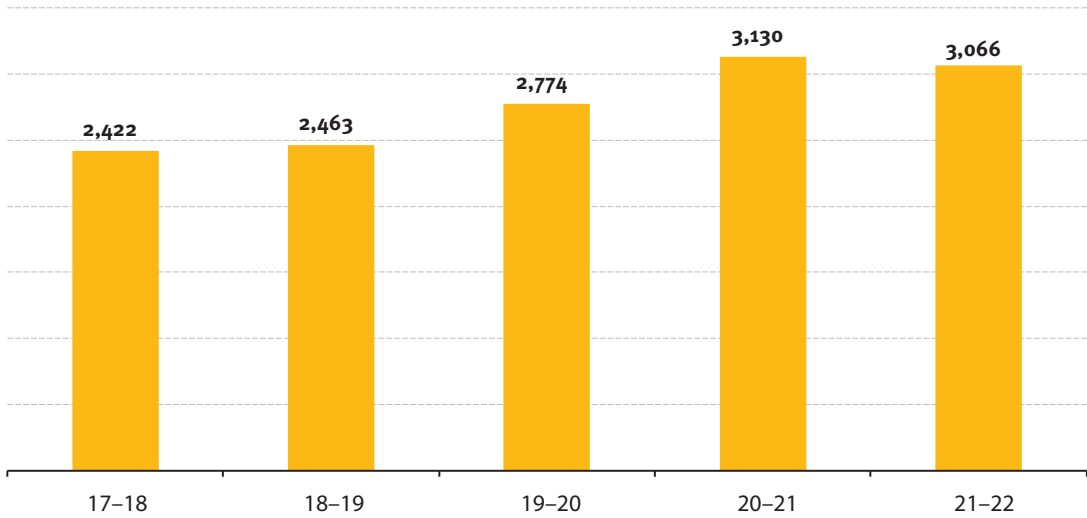
## Referrals

Medical assessment tribunals are coordinated by OIR to determine ongoing incapacity of an injured worker or the assessment of permanent impairment.

In 2021–22, 3,066 cases were referred to a Medical assessment tribunal. This is a 2.0 per cent decrease on the 3,130 cases referred in 2020–21.

Figure 52 illustrates the number of Medical assessment tribunal referrals received over the past five years.

52 Medical assessment tribunal referrals received 2017–18 to 2021–22



## Cases determined

In 2021–22, 2,524 cases were determined by a Medical assessment tribunal. This represented a 10.1 per cent increase from 2020–21 (2,293 determinations).

Of the cases heard in 2021–22, 85.0 per cent (2,146) were heard at a General medical assessment tribunal (GMAT) – Psychiatric compared to 81.4 per cent (1,867) in 2020–21.

A further 10.7 per cent (270) of cases in 2021–22 were determined at an Orthopaedic Tribunal as compared to 12.4 per cent (284) in 2020–21 (figure 53).

### 53 Cases determined by tribunal type 2020–21 and 2021–22

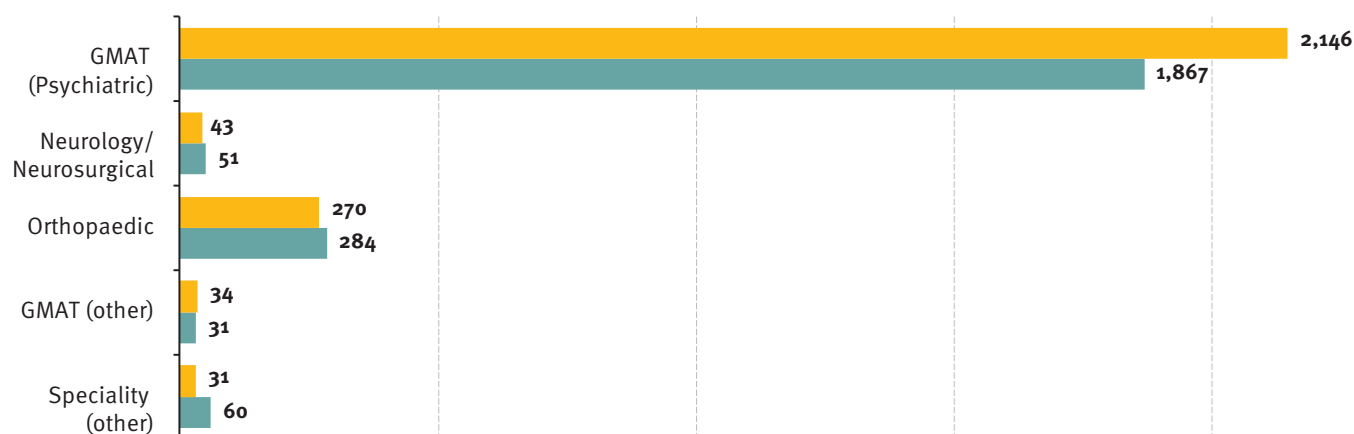


Figure 54 shows the average number of cases heard per tribunal in 2020–21 and 2021–22.

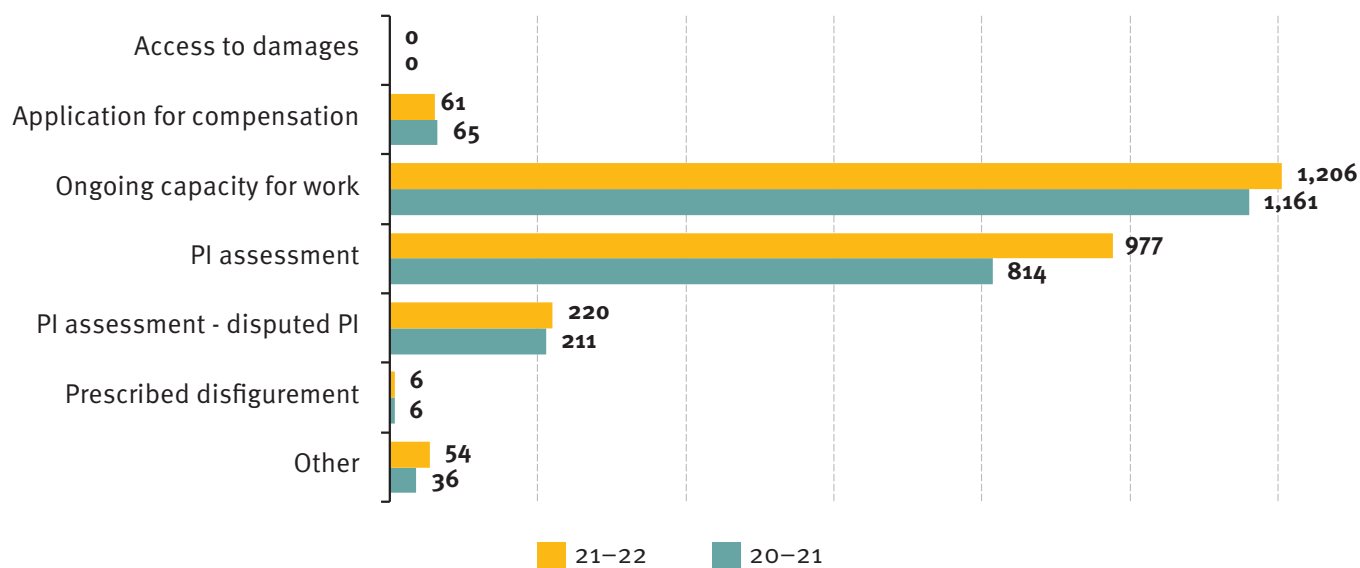
### 54 Average number of cases heard per tribunal by tribunal type 2020–21 and 2021–22

Tribunal	Average number of cases heard per tribunal	
	20–21	21–22
GMAT (Psychiatric)	1.9	1.9
Neurology/Neurosurgical	1.4	1.4
Orthopaedic	1.8	1.8
GMAT (other)	1.4	1.4
Speciality (other)	2.4	1.8
<b>Total</b>	<b>1.9</b>	<b>1.9</b>

## Referral reason

In 2021–22, 47.4 per cent of the cases determined by the Medical assessment tribunal were for PI assessment, compared to 44.7 per cent in 2020–21.

### 55 Cases determined by referral reason 2020–21 and 2021–22



# Appendix 1: Statistics by sub-industry

56 Statutory claim lodgements, statutory claim payments, average finalised time lost claim costs and durations by industry and sub-industry 2020–21 and 2021–22

	Claim lodgements			Claim payments			Average finalised time lost claims cost			Average finalised time lost claims durations		
	20–21	21–22	Variance	20–21	21–22	Variance	20–21	21–22	Variance	20–21	21–22	Variance
	No.	No.	%	\$M	\$M	%	\$	\$	%	Days	Days	%
<b>Accommodation and Food Services</b>	<b>5,463</b>	<b>5,184</b>	<b>-5.1</b>	<b>46.7</b>	<b>50.8</b>	<b>8.7</b>	<b>19,292</b>	<b>20,790</b>	<b>7.8</b>	<b>64.3</b>	<b>67.0</b>	<b>4.2</b>
Accommodation	1,168	1,155	-1.1	11.1	13.4	20.4	18,623	21,552	15.7	67.0	71.0	6.0
Food and Beverage Services	4,155	3,888	-6.4	34.9	36.6	4.9	19,480	20,800	6.8	63.4	66.3	4.6
Labour hire	140	141	0.7	0.7	0.8	15.0	19,529	15,138	-22.5	66.5	56.9	-14.4
<b>Administrative and Support Services</b>	<b>2,707</b>	<b>2,673</b>	<b>-1.3</b>	<b>39.4</b>	<b>42.0</b>	<b>6.7</b>	<b>23,686</b>	<b>25,706</b>	<b>8.5</b>	<b>74.5</b>	<b>84.5</b>	<b>13.4</b>
Administrative Services	610	633	3.8	8.8	10.4	18.4	31,712	27,334	-13.8	82.6	76.4	-7.5
Building Cleaning, Pest Control and Other Support Services	2,053	1,981	-3.5	29.6	31.3	5.8	22,320	25,077	12.4	73.2	85.6	16.9
Labour hire	44	59	34.1	1.0	0.3	-70.2	11,397	46,962	312.1	43.3	160.3	270.2
<b>Agriculture, Forestry and Fishing</b>	<b>3,379</b>	<b>3,056</b>	<b>-9.6</b>	<b>40.3</b>	<b>41.8</b>	<b>3.8</b>	<b>18,445</b>	<b>25,822</b>	<b>40.0</b>	<b>46.1</b>	<b>58.9</b>	<b>27.8</b>
Agriculture	2,490	2,110	-15.3	28.5	31.5	10.7	20,660	27,676	34.0	51.3	62.2	21.2
Agriculture, Forestry and Fishing Support Services	388	358	-7.7	6.4	6.4	0.0	19,172	30,430	58.7	43.8	81.1	85.2
Aquaculture	37	45	21.6	0.5	0.4	-33.4	11,264	27,146	141.0	45.8	89.2	94.8
Fishing, Hunting and Trapping	48	33	-31.3	1.6	1.1	-29.2	24,907	45,922	84.4	51.4	91.4	77.8
Forestry and Logging	22	26	18.2	0.4	0.5	33.6	48,550*	13,987*	-71.2	115.5*	33.4*	-71.1
Labour hire	394	484	22.8	2.8	1.8	-35.1	5,082	11,790	132.0	17.3	21.2	22.5
<b>Arts and Recreation Services</b>	<b>1,406</b>	<b>1,436</b>	<b>2.1</b>	<b>17.8</b>	<b>20.6</b>	<b>15.5</b>	<b>28,564</b>	<b>26,044</b>	<b>-8.8</b>	<b>78.6</b>	<b>73.0</b>	<b>-7.1</b>
Creative and Performing Arts Activities	167	194	16.2	1.8	1.8	2.1	37,610	20,486	-45.5	123.7	56.3	-54.5
Gambling Activities	141	157	11.3	2.2	2.7	25.7	30,956	25,872	-16.4	50.0	65.2	30.4
Heritage Activities	213	218	2.3	1.9	2.7	38.5	20,387	22,569	10.7	52.5	51.9	-1.1

	Claim lodgements			Claim payments			Average finalised time lost claims cost			Average finalised time lost claims durations		
	20-21	21-22	Variance	20-21	21-22	Variance	20-21	21-22	Variance	20-21	21-22	Variance
	No.	No.	%	\$M	\$M	%	\$	\$	%	Days	Days	%
Sports and Recreation Activities	879	864	-1.7	11.9	13.3	11.7	28,540	27,682	-3.0	81.3	82.5	1.5
Labour hire	6	3	-50.0	0.1	0.1	30.5	-*	34,664*	-	0.0*	61.8*	-
<b>Construction</b>	<b>10,441</b>	<b>10,639</b>	<b>1.9</b>	<b>204.6</b>	<b>226.2</b>	<b>10.6</b>	<b>35,851</b>	<b>37,595</b>	<b>4.9</b>	<b>83.5</b>	<b>86.9</b>	<b>4.1</b>
Building Construction	1,708	1,842	7.8	34.5	38.3	10.8	33,415	33,135	-0.8	73.7	73.6	-0.1
Construction Services	6,699	6,597	-1.5	136.6	136.8	0.2	36,368	36,837	1.3	87.0	88.0	1.1
Heavy and Civil Engineering Construction	1,201	1,258	4.7	17.6	22.7	28.9	41,657	52,055	25.0	86.8	101.9	17.4
Labour hire	833	942	13.1	15.8	28.4	79.3	30,182	36,583	21.2	71.2	88.8	24.7
<b>Education and Training</b>	<b>7,070</b>	<b>6,365</b>	<b>-10.0</b>	<b>68.2</b>	<b>76.0</b>	<b>11.5</b>	<b>17,654</b>	<b>19,982</b>	<b>13.2</b>	<b>42.8</b>	<b>46.8</b>	<b>9.3</b>
Adult, Community and Other Education	156	175	12.2	1.7	1.9	8.9	23,731	30,176	27.2	70.9	88.9	25.4
Preschool and School Education	5,821	5,190	-10.8	56.7	63.9	12.7	17,420	19,600	12.5	41.9	44.5	6.2
Tertiary Education	1,084	984	-9.2	9.6	10.1	4.7	18,347	20,451	11.5	45.2	53.6	18.6
Labour hire	9	16	77.8	0.2	0.2	2.2	13,252*	32,987*	148.9	67.0*	68.1*	1.6
<b>Electricity, Gas, Water and Waste Services</b>	<b>1,057</b>	<b>1,087</b>	<b>2.8</b>	<b>15.4</b>	<b>15.5</b>	<b>0.4</b>	<b>36,811</b>	<b>39,186</b>	<b>6.5</b>	<b>87.4</b>	<b>93.1</b>	<b>6.5</b>
Electricity Supply	363	417	14.9	5.1	6.0	17.9	34,015	34,650	1.9	72.5	79.9	10.2
Gas Supply	17	21	23.5	0.2	0.2	-12.1	10,427*	47,162*	352.3	28.0*	92.2*	229.3
Waste Collection, Treatment and Disposal Services	447	480	7.4	8.0	7.1	-11.5	36,813	44,889	21.9	90.4	108.4	19.9
Water Supply, Sewerage and Drainage Services	164	118	-28.0	1.2	1.5	20.7	29,403	30,290	3.0	84.8	73.1	-13.8
Labour hire	66	51	-22.7	0.9	0.7	-17.4	60,569	27,584	-54.5	137.3	63.5	-53.8
<b>Financial and Insurance Services</b>	<b>522</b>	<b>356</b>	<b>-31.8</b>	<b>7.6</b>	<b>5.5</b>	<b>-27.9</b>	<b>37,184</b>	<b>33,179</b>	<b>-10.8</b>	<b>84.4</b>	<b>74.7</b>	<b>-11.5</b>
Auxiliary Finance and Insurance Services	105	62	-41.0	1.2	1.5	26.5	35,397	29,647	-16.2	94.6	71.2	-24.7
Finance	176	103	-41.5	3.4	2.0	-41.7	39,534	40,006	1.2	76.4	86.4	13.1
Insurance and Superannuation Funds	238	185	-22.3	3.0	1.9	-34.7	35,761	28,752	-19.6	85.3	66.2	-22.4
Labour hire	3	6	100.0	0.0	0.0	312.7	70,169*	21,475*	-69.4	110.0*	47.3*	-57.0

	Claim lodgements			Claim payments			Average finalised time lost claims cost			Average finalised time lost claims durations		
	20-21	21-22	Variance	20-21	21-22	Variance	20-21	21-22	Variance	20-21	21-22	Variance
	No.	No.	%	\$M	\$M	%	\$	\$	%	Days	Days	%
<b>Health Care and Social Assistance</b>	<b>15,924</b>	<b>14,786</b>	<b>-7.1</b>	<b>183.7</b>	<b>204.6</b>	<b>11.4</b>	<b>16,762</b>	<b>20,758</b>	<b>23.8</b>	<b>55.0</b>	<b>68.2</b>	<b>24.0</b>
Hospitals	5,931	5,324	-10.2	76.5	81.8	6.9	18,318	23,329	27.4	52.8	66.9	26.7
Medical and Other Health Care Services	1,966	1,860	-5.4	20.3	25.4	25.2	20,324	24,396	20.0	53.0	63.1	19.1
Residential Care Services	3,692	3,471	-6.0	40.3	42.4	5.1	14,465	18,652	28.9	59.2	72.8	23.0
Social Assistance Services	4,160	3,924	-5.7	44.2	51.4	16.3	15,059	18,042	19.8	53.8	66.8	24.2
Labour hire	175	207	18.3	2.4	3.7	52.5	25,122	23,137	-7.9	79.8	76.7	-3.9
<b>Information Media and Telecommunications</b>	<b>332</b>	<b>357</b>	<b>7.5</b>	<b>3.6</b>	<b>5.0</b>	<b>39.3</b>	<b>34,569</b>	<b>28,526</b>	<b>-17.5</b>	<b>82.1</b>	<b>66.1</b>	<b>-19.5</b>
Broadcasting (except Internet)	37	27	-27.0	0.7	0.6	-20.6	19,393	44,928*	131.7	39.5	104.5*	164.6
Internet Publishing and Broadcasting	3	2	-33.3	0.0	0.0	-50.8	-*	15,147*	-	0.0*	36.3*	-
Internet Service Providers, Web Search Portals and Data Processing Services	7	11	57.1	0.0	0.0	-0.1	-*	17,608*	-	0.0*	20.3*	-
Library and Other Information Services	15	34	126.7	0.3	0.3	-19.6	34,422*	33,778	-1.9	49.5*	97.5	97.0
Motion Picture and Sound Recording Activities	225	225	0.0	1.4	2.8	104.8	32,484	15,328	-52.8	80.4	37.9	-52.9
Publishing (except Internet and Music Publishing)	20	30	50.0	0.5	0.5	0.2	44,008*	39,022	-11.3	123.3*	124.8	1.2
Telecommunications Services	18	24	33.3	0.5	0.8	56.2	59,844*	158,908*	165.5	122.5*	227.9*	86.0
Labour hire	7	4	-42.9	0.1	0.0	-77.2	46,191*	73,813*	59.8	98.8*	210.0*	112.6
<b>Manufacturing</b>	<b>12,955</b>	<b>13,447</b>	<b>3.8</b>	<b>167.3</b>	<b>190.3</b>	<b>13.7</b>	<b>25,485</b>	<b>29,006</b>	<b>13.8</b>	<b>57.5</b>	<b>64.0</b>	<b>11.3</b>
Basic Chemical and Chemical Product Manufacturing	339	307	-9.4	4.0	5.1	27.0	27,984	32,109	14.7	66.9	65.1	-2.7
Beverage and Tobacco Product Manufacturing	147	165	12.2	1.6	2.1	35.5	19,717	15,297	-22.4	58.7	35.1	-40.2



	Claim lodgements			Claim payments			Average finalised time lost claims cost			Average finalised time lost claims durations		
	20-21	21-22	Variance	20-21	21-22	Variance	20-21	21-22	Variance	20-21	21-22	Variance
	No.	No.	%	\$M	\$M	%	\$	\$	%	Days	Days	%
Fabricated Metal Product Manufacturing	2,520	2,665	5.8	28.6	29.9	4.3	21,386	26,692	24.8	51.3	67.2	31.0
Food Product Manufacturing	3,253	3,518	8.1	36.7	37.3	1.6	20,016	20,862	4.2	49.3	50.4	2.2
Furniture and Other Manufacturing	442	388	-12.2	5.5	6.9	26.3	22,560	36,228	60.6	63.3	72.3	14.2
Machinery and Equipment Manufacturing	1,004	1,055	5.1	12.0	12.0	0.0	26,575	30,807	15.9	58.0	68.6	18.3
Non-Metallic Mineral Product Manufacturing	838	833	-0.6	29.6	43.3	46.4	82,145	91,163	11.0	107.2	119.9	11.8
Petroleum and Coal Product Manufacturing	34	27	-20.6	0.9	0.7	-24.0	57,135	53,948*	-5.6	108.1	99.7*	-7.8
Polymer Product and Rubber Product Manufacturing	563	501	-11.0	5.5	6.7	23.1	19,809	24,102	21.7	50.3	60.8	20.9
Primary Metal and Metal Product Manufacturing	421	432	2.6	5.8	7.3	26.9	26,313	31,777	20.8	54.0	48.8	-9.6
Printing (including the Reproduction of Recorded Media)	87	86	-1.1	1.7	1.5	-14.2	27,578	44,980	63.1	86.9	117.2	34.9
Pulp, Paper and Converted Paper Product Manufacturing	97	100	3.1	1.1	2.2	93.4	37,421	33,879	-9.5	76.6	77.3	0.9
Textile, Leather, Clothing and Footwear Manufacturing	155	123	-20.6	1.7	2.3	37.7	16,871	22,997	36.3	53.2	78.4	47.4
Transport Equipment Manufacturing	1,146	1,223	6.7	12.7	11.6	-9.0	21,078	20,425	-3.1	50.4	53.6	6.3
Wood Product Manufacturing	965	939	-2.7	10.3	10.8	4.6	25,972	26,143	0.7	69.1	63.8	-7.7
Labour hire	944	1,085	14.9	9.6	10.5	9.1	17,216	20,798	20.8	51.8	59.7	15.3
<b>Mining</b>	<b>2,350</b>	<b>2,247</b>	<b>-4.4</b>	<b>68.0</b>	<b>78.2</b>	<b>15.1</b>	<b>57,489</b>	<b>72,798</b>	<b>26.6</b>	<b>108.0</b>	<b>130.5</b>	<b>20.8</b>
Coal Mining	883	796	-9.9	28.7	36.4	26.7	68,374	85,847	25.6	113.7	136.0	19.6
Exploration and Other Mining Support Services	328	324	-1.2	9.6	10.3	7.1	51,538	58,675	13.8	121.0	129.5	7.0
Metal Ore Mining	637	655	2.8	10.6	14.2	34.1	38,601	67,174	74.0	57.5	92.1	60.2

	Claim lodgements			Claim payments			Average finalised time lost claims cost			Average finalised time lost claims durations		
	20-21	21-22	Variance	20-21	21-22	Variance	20-21	21-22	Variance	20-21	21-22	Variance
	No.	No.	%	\$M	\$M	%	\$	\$	%	Days	Days	%
Non-Metallic Mineral Mining and Quarrying	210	150	-28.6	6.5	6.4	-1.9	67,517	51,320	-24.0	100.9	95.0	-5.8
Oil and Gas Extraction	14	30	114.3	0.5	0.4	-6.8	59,621*	125,311	110.2	176.0*	477.4	171.3
Labour hire	278	292	5.0	12.0	10.5	-12.8	58,394	77,469	32.7	130.4	169.2	29.8
<b>Other Services</b>	<b>2,881</b>	<b>2,990</b>	<b>3.8</b>	<b>39.8</b>	<b>38.8</b>	<b>-2.6</b>	<b>27,938</b>	<b>29,589</b>	<b>5.9</b>	<b>72.2</b>	<b>76.8</b>	<b>6.4</b>
Personal and Other Services	959	983	2.5	14.1	12.6	-11.1	25,302	30,663	21.2	76.3	89.8	17.7
Repair and Maintenance	1,784	1,645	-7.8	24.4	25.0	2.3	29,015	29,775	2.6	68.6	69.7	1.6
Labour hire	138	362	162.3	1.2	1.2	-2.3	35,552	17,959	-49.5	89.1	60.1	-32.5
<b>Professional, Scientific and Technical Services</b>	<b>1,799</b>	<b>1,601</b>	<b>-11.0</b>	<b>21.6</b>	<b>24.6</b>	<b>14.0</b>	<b>26,609</b>	<b>32,518</b>	<b>22.2</b>	<b>60.4</b>	<b>68.3</b>	<b>13.1</b>
Computer System Design and Related Services	154	112	-27.3	2.3	2.4	2.0	20,715	38,533	86.0	34.1	73.3	115.0
Professional, Scientific and Technical Services (Except Computer System Design and Related Services)	1,636	1,477	-9.7	18.7	22.1	18.4	27,561	31,788	15.3	64.2	67.6	5.3
Labour hire	9	12	33.3	0.6	0.1	-77.4	5,503*	24,187*	339.5	8.3*	73.8*	789.2
<b>Public Administration and Safety</b>	<b>8,640</b>	<b>8,396</b>	<b>-2.8</b>	<b>123.9</b>	<b>148.2</b>	<b>19.6</b>	<b>25,387</b>	<b>30,269</b>	<b>19.2</b>	<b>59.7</b>	<b>73.0</b>	<b>22.3</b>
Defence	-	-	-	-	-	-	-	-	-	-	-	-
Public Administration	3,060	2,667	-12.8	42.2	50.5	19.6	21,287	24,553	15.3	48.8	59.1	21.1
Public Order, Safety and Regulatory Services	5,431	5,624	3.6	79.2	95.2	20.2	27,789	33,838	21.8	66.1	81.4	23.1
Labour hire	149	103	-30.9	2.5	2.5	-0.7	29,026	27,609	-4.9	70.1	74.5	6.3
<b>Rental, Hiring and Real Estate Services</b>	<b>949</b>	<b>932</b>	<b>-1.8</b>	<b>12.2</b>	<b>13.7</b>	<b>11.8</b>	<b>25,898</b>	<b>28,093</b>	<b>8.5</b>	<b>68.7</b>	<b>78.1</b>	<b>13.7</b>
Property Operators and Real Estate Services	479	487	1.7	7.4	7.8	4.2	28,137	29,764	5.8	73.5	88.8	20.8
Rental and Hiring Services (except Real Estate)	459	434	-5.4	4.7	5.5	17.1	23,476	25,273	7.7	63.5	65.1	2.5
Labour hire	11	11	0.0	0.1	0.4	309.5	3,161*	55,178*	1,645.6	16.0*	134.1*	738.1
<b>Retail Trade</b>	<b>7,028</b>	<b>6,105</b>	<b>-13.1</b>	<b>74.5</b>	<b>78.7</b>	<b>5.6</b>	<b>19,078</b>	<b>22,168</b>	<b>16.2</b>	<b>58.1</b>	<b>67.1</b>	<b>15.5</b>

	Claim lodgements			Claim payments			Average finalised time lost claims cost			Average finalised time lost claims durations		
	20-21	21-22	Variance	20-21	21-22	Variance	20-21	21-22	Variance	20-21	21-22	Variance
	No.	No.	%	\$M	\$M	%	\$	\$	%	Days	Days	%
Food Retailing	2,685	2,291	-14.7	27.0	27.8	3.1	15,518	21,229	36.8	49.7	64.8	30.4
Fuel Retailing	248	206	-16.9	3.4	4.6	32.5	19,365	30,591	58.0	65.6	101.0	54.0
Motor Vehicle and Motor Vehicle Parts Retailing	1,180	998	-15.4	12.4	10.8	-13.5	21,056	22,869	8.6	57.8	62.1	7.4
Non-Store Retailing and Retail Commission-Based Buying and/or Selling	91	120	31.9	1.3	1.5	20.0	27,120	18,111	-33.2	91.0	63.3	-30.4
Other Store-Based Retailing	2,604	2,320	-10.9	28.7	32.8	14.5	21,930	23,376	6.6	65.7	71.0	8.1
Labour hire	220	170	-22.7	1.7	1.2	-32.3	9,971	12,211	22.5	37.9	43.0	13.5
<b>Transport, Postal and Warehousing</b>	<b>5,362</b>	<b>4,832</b>	<b>-9.9</b>	<b>101.5</b>	<b>108.7</b>	<b>7.1</b>	<b>33,061</b>	<b>38,008</b>	<b>15.0</b>	<b>82.4</b>	<b>89.7</b>	<b>8.9</b>
Air and Space Transport	198	162	-18.2	3.1	3.3	7.5	27,017	29,722	10.0	59.3	55.8	-5.9
Other Transport	148	127	-14.2	1.8	2.0	8.9	30,965	37,174	20.1	79.4	100.8	27.0
Postal and Courier Pick-up and Delivery Services	283	234	-17.3	4.5	4.6	2.8	34,368	30,308	-11.8	98.9	84.4	-14.7
Rail Transport	546	460	-15.8	9.9	11.9	19.8	32,010	35,566	11.1	52.6	62.4	18.6
Road Transport	2,756	2,470	-10.4	64.3	67.7	5.3	36,200	43,575	20.4	90.1	102.3	13.5
Transport Support Services	578	546	-5.5	7.1	8.8	23.7	29,575	31,992	8.2	77.6	81.1	4.5
Warehousing and Storage Services	268	253	-5.6	3.3	2.5	-24.0	31,582	29,541	-6.5	81.8	73.0	-10.8
Water Transport	103	96	-6.8	1.5	1.4	-6.3	47,371	36,788	-22.3	115.8	99.7	-13.9
Labour hire	482	484	0.4	5.9	6.4	8.7	18,798	23,405	24.5	54.1	59.4	9.8
<b>Wholesale Trade</b>	<b>3,944</b>	<b>3,691</b>	<b>-6.4</b>	<b>48.6</b>	<b>50.2</b>	<b>3.4</b>	<b>25,511</b>	<b>30,592</b>	<b>19.9</b>	<b>62.2</b>	<b>74.4</b>	<b>19.6</b>
Basic Material Wholesaling	1,116	1,068	-4.3	16.6	17.5	5.9	25,992	35,273	35.7	61.5	76.0	23.6
Commission-Based Wholesaling	62	58	-6.5	0.8	0.9	11.9	28,955	46,800	61.6	56.3	90.9	61.5
Grocery, Liquor and Tobacco Product Wholesaling	758	694	-8.4	10.6	11.5	8.2	29,318	31,319	6.8	71.4	83.8	17.4
Machinery and Equipment Wholesaling	1,006	939	-6.7	10.1	10.3	1.3	25,489	29,916	17.4	57.6	70.6	22.6
Motor Vehicle and Motor Vehicle Parts Wholesaling	359	337	-6.1	3.8	3.7	-1.9	28,798	31,423	9.1	75.4	85.9	13.9

	Claim lodgements			Claim payments			Average finalised time lost claims cost			Average finalised time lost claims durations		
	20-21	21-22	Variance	20-21	21-22	Variance	20-21	21-22	Variance	20-21	21-22	Variance
	No.	No.	%	\$M	\$M	%	\$	\$	%	Days	Days	%
Other Goods Wholesaling	442	419	-5.2	5.3	5.1	-4.9	20,021	24,238	21.1	52.0	66.4	27.7
Labour hire	201	176	-12.4	1.4	1.3	-6.2	15,916	13,627	-14.4	54.4	41.4	-23.9
<b>Other</b>	<b>293</b>	<b>244</b>	<b>-16.7</b>	<b>14.5</b>	<b>9.6</b>	<b>-34.0</b>	<b>48,491</b>	<b>37,972</b>	<b>-21.7</b>	<b>103.1</b>	<b>104.1</b>	<b>1.0</b>
<b>Total</b>	<b>94,502</b>	<b>90,424</b>	<b>-4.3</b>	<b>1,299.3</b>	<b>1,429.0</b>	<b>10.0</b>	<b>24,560</b>	<b>28,163</b>	<b>14.7</b>	<b>63.5</b>	<b>72.0</b>	<b>13.4</b>

\*Average is based on less than 30 finalised time lost claims.

For industry 'Other', this includes injuries pre July 1997 (pre ANZSIC classifications), household workers, workplace personal injury insurance (self-employed, working directors) and volunteers.

'Labour hire' pre-July 2009 was classified under industry 'Property and business services - Employment services'. Post June 2009, WorkCover created a 'labour hire' classification for each industry.

## 57 Statutory claim decisions and statutory claim finalisations by industry and sub-industry 2021–22

	Claim decisions			Time lost claim finalisation								
	Admitted	Rejected	Total claims decided	Total time lost claims finalised	Fit for work: same job / tasks with same employer	Fit for work: same job / tasks with diff employer	Fit for work: diff job / tasks with same employer	Fit for work: diff job / tasks with diff employer	Fit for work: no job	Fit for work: worker does not return	Not fit for work	Alternative outcome not claim related
	%	%			%	%	%	%	%	%	%	%
<b>Accommodation and Food Services</b>	<b>95.0</b>	<b>5.0</b>	<b>4,149</b>	<b>2,683</b>	<b>82.9</b>	<b>2.8</b>	<b>1.7</b>	<b>6.4</b>	<b>1.6</b>	<b>2.1</b>	<b>2.2</b>	<b>0.3</b>
Accommodation	94.2	5.8	866	598	82.6	3.2	0.7	7.2	2.2	1.7	1.7	0.7
Food and Beverage Services	95.1	4.9	3,173	2,001	83.1	2.4	2.1	6.2	1.4	2.2	2.5	0.1
Labour hire	96.4	3.6	110	84	78.6	10.7	0.0	4.8	2.4	2.4	1.1	0.0
<b>Administrative and Support Services</b>	<b>93.0</b>	<b>7.0</b>	<b>2,219</b>	<b>1,509</b>	<b>84.7</b>	<b>1.9</b>	<b>0.9</b>	<b>6.1</b>	<b>1.8</b>	<b>2.1</b>	<b>2.3</b>	<b>0.2</b>
Administrative Services	87.5	12.5	474	285	77.9	3.2	1.4	10.9	1.8	1.8	2.7	0.3
Building Cleaning, Pest Control and Other Support Services	94.5	5.5	1,710	1,210	86.3	1.6	0.7	5.0	1.8	2.1	2.2	0.3
Labour hire	91.4	8.6	35	14	85.7	0.0	0.0	7.1	0.0	7.2	0.0	0.0
<b>Agriculture, Forestry and Fishing</b>	<b>97.5</b>	<b>2.5</b>	<b>2,493</b>	<b>1,712</b>	<b>81.2</b>	<b>3.2</b>	<b>0.7</b>	<b>8.2</b>	<b>2.3</b>	<b>3.0</b>	<b>1.3</b>	<b>0.1</b>
Agriculture	97.8	2.2	1,684	1,196	80.5	3.7	0.7	8.2	2.3	3.1	1.3	0.2
Agriculture, Forestry and Fishing Support Services	96.0	4.0	300	210	72.8	3.3	1.0	12.9	4.3	3.3	2.4	0.0
Aquaculture	97.1	2.9	34	17	64.7	0.0	5.9	17.6	5.9	5.9	0.0	0.0
Fishing, Hunting and Trapping	92.0	8.0	25	24	62.5	8.3	4.2	12.5	0.0	12.5	0.0	0.0
Forestry and Logging	91.3	8.7	23	13	92.3	0.0	0.0	7.7	0.0	0.0	0.0	0.0
Labour hire	98.4	1.6	427	252	93.2	0.4	0.0	3.6	0.8	0.8	1.2	0.0
<b>Arts and Recreation Services</b>	<b>95.2</b>	<b>4.8</b>	<b>1,227</b>	<b>767</b>	<b>86.1</b>	<b>1.7</b>	<b>2.7</b>	<b>5.1</b>	<b>1.0</b>	<b>1.2</b>	<b>2.2</b>	<b>0.0</b>
Creative and Performing Arts Activities	95.9	4.1	170	68	94.1	0.0	0.0	4.4	0.0	0.0	1.5	0.0
Gambling Activities	92.4	7.6	144	93	73.0	1.1	18.3	1.1	0.0	0.0	6.5	0.0
Heritage Activities	93.3	6.7	193	124	92.8	1.6	1.6	0.8	0.8	0.8	1.6	0.0

	Claim decisions			Time lost claim finalisation								
	Admitted	Rejected	Total claims decided	Total time lost claims finalised	Fit for work: same job / tasks with same employer	Fit for work: same job / tasks with diff employer	Fit for work: diff job / tasks with same employer	Fit for work: diff job / tasks with diff employer	Fit for work: no job	Fit for work: worker does not return	Not fit for work	Alternative outcome not claim related
	%	%			%	%	%	%	%	%	%	%
Sports and Recreation Activities	96.1	3.9	717	477	86.2	2.1	0.4	6.9	1.0	1.7	1.7	0.0
Labour hire	100.0	0.0	3	5	40.0	0.0	0.0	20.0	40.0	0.0	0.0	0.0
<b>Construction</b>	<b>95.8</b>	<b>4.2</b>	<b>8,413</b>	<b>5,214</b>	<b>80.2</b>	<b>3.0</b>	<b>0.6</b>	<b>8.4</b>	<b>3.2</b>	<b>1.8</b>	<b>2.6</b>	<b>0.2</b>
Building Construction	95.4	4.6	1,495	881	82.5	3.2	0.5	6.1	3.3	1.1	3.0	0.3
Construction Services	96.2	3.8	5,170	3,413	80.7	2.8	0.6	8.6	2.8	1.9	2.5	0.1
Heavy and Civil Engineering Construction	94.7	5.3	1,007	481	76.5	2.3	0.6	10.4	4.4	2.7	2.9	0.2
Labour hire	94.7	5.3	741	439	75.6	5.2	1.4	9.6	4.1	1.6	2.5	0.0
<b>Education and Training</b>	<b>91.9</b>	<b>8.1</b>	<b>5,802</b>	<b>3,596</b>	<b>94.2</b>	<b>1.0</b>	<b>0.6</b>	<b>1.3</b>	<b>0.5</b>	<b>1.1</b>	<b>1.2</b>	<b>0.1</b>
Adult, Community and Other Education	91.5	8.5	130	80	78.7	7.4	0.0	3.8	3.8	3.8	2.5	0.0
Preschool and School Education	92.2	7.8	4,768	3,015	95.6	0.7	0.6	0.7	0.2	0.9	1.3	0.0
Tertiary Education	90.2	9.8	890	493	89.3	1.6	0.4	3.9	1.8	2.0	0.6	0.4
Labour hire	100.0	0.0	14	8	50.0	25.0	0.0	12.5	0.0	0.0	12.5	0.0
<b>Electricity, Gas, Water and Waste Services</b>	<b>93.7</b>	<b>6.3</b>	<b>878</b>	<b>475</b>	<b>81.8</b>	<b>2.9</b>	<b>0.8</b>	<b>6.1</b>	<b>1.9</b>	<b>1.9</b>	<b>4.2</b>	<b>0.4</b>
Electricity Supply	91.4	8.6	303	127	92.1	0.0	0.8	0.0	0.8	0.0	5.5	0.8
Gas Supply	94.7	5.3	19	6	66.7	33.3	0.0	0.0	0.0	0.0	0.0	0.0
Waste Collection, Treatment and Disposal Services	96.0	4.0	405	252	77.7	3.2	0.8	8.7	2.8	2.4	4.4	0.0
Water Supply, Sewerage and Drainage Services	92.2	7.8	103	50	80.0	4.0	2.0	4.0	0.0	6.0	2.0	2.0
Labour hire	91.7	8.3	48	40	77.5	5.0	0.0	12.5	2.5	0.0	2.5	0.0
<b>Financial and Insurance Services</b>	<b>77.8</b>	<b>22.2</b>	<b>270</b>	<b>218</b>	<b>80.3</b>	<b>3.2</b>	<b>1.8</b>	<b>5.5</b>	<b>2.8</b>	<b>4.1</b>	<b>2.3</b>	<b>0.0</b>
Auxiliary Finance and Insurance Services	78.8	21.2	52	42	76.2	4.8	0.0	7.1	2.4	7.1	2.4	0.0

	Claim decisions			Time lost claim finalisation								
	Admitted	Rejected	Total claims decided	Total time lost claims finalised	Fit for work: same job / tasks with same employer	Fit for work: same job / tasks with diff employer	Fit for work: diff job / tasks with same employer	Fit for work: diff job / tasks with diff employer	Fit for work: no job	Fit for work: worker does not return	Not fit for work	Alternative outcome not claim related
	%	%			%	%	%	%	%	%	%	%
Finance	76.2	23.8	84	85	85.8	2.4	1.2	2.4	2.4	3.4	2.4	0.0
Insurance and Superannuation Funds	77.5	22.5	129	87	80.6	1.1	2.3	8.0	3.4	2.3	2.3	0.0
Labour hire	100.0	0.0	5	4	0.0	50.0	25.0	0.0	0.0	25.0	0.0	0.0
<b>Health Care and Social Assistance</b>	<b>90.7</b>	<b>9.3</b>	<b>12,659</b>	<b>9,166</b>	<b>90.7</b>	<b>1.2</b>	<b>0.9</b>	<b>2.8</b>	<b>0.8</b>	<b>1.8</b>	<b>1.7</b>	<b>0.1</b>
Hospitals	90.1	9.9	4,536	3,218	94.6	0.5	1.2	0.9	0.1	1.0	1.6	0.1
Medical and Other Health Care Services	90.0	10.0	1,538	913	89.6	1.5	0.5	3.9	0.9	1.5	2.1	0.0
Residential Care Services	90.5	9.5	3,018	2,439	88.5	1.4	0.8	3.4	0.9	2.9	1.8	0.3
Social Assistance Services	91.9	8.1	3,389	2,478	88.7	1.9	0.6	4.2	1.4	1.7	1.5	0.0
Labour hire	93.3	6.7	178	118	82.3	0.8	0.8	5.9	2.5	2.5	5.2	0.0
<b>Information Media and Telecommunications</b>	<b>96.7</b>	<b>3.3</b>	<b>272</b>	<b>180</b>	<b>72.7</b>	<b>11.1</b>	<b>0.6</b>	<b>8.3</b>	<b>2.8</b>	<b>1.1</b>	<b>2.8</b>	<b>0.6</b>
Broadcasting (except Internet)	91.7	8.3	24	24	75.0	0.0	0.0	8.3	0.0	4.2	12.5	0.0
Internet Publishing and Broadcasting	50.0	50.0	2	3	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Internet Service Providers, Web Search Portals and Data Processing Services	100.0	0.0	6	4	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Library and Other Information Services	88.9	11.1	9	11	90.9	0.0	0.0	9.1	0.0	0.0	0.0	0.0
Motion Picture and Sound Recording Activities	98.4	1.6	194	115	70.3	13.9	0.9	8.7	3.5	0.9	0.9	0.9
Publishing (except Internet and Music Publishing)	95.0	5.0	20	14	71.5	14.3	0.0	7.1	7.1	0.0	0.0	0.0
Telecommunications Services	92.9	7.1	14	7	42.8	28.6	0.0	14.3	0.0	0.0	14.3	0.0

	Claim decisions			Time lost claim finalisation								
	Admitted	Rejected	Total claims decided	Total time lost claims finalised	Fit for work: same job / tasks with same employer	Fit for work: same job / tasks with diff employer	Fit for work: diff job / tasks with same employer	Fit for work: diff job / tasks with diff employer	Fit for work: no job	Fit for work: worker does not return	Not fit for work	Alternative outcome not claim related
	%	%			%	%	%	%	%	%	%	%
Labour hire	100.0	0.0	3	2	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Manufacturing</b>	<b>96.4</b>	<b>3.6</b>	<b>10,819</b>	<b>5,984</b>	<b>85.0</b>	<b>1.5</b>	<b>1.5</b>	<b>5.6</b>	<b>1.9</b>	<b>2.0</b>	<b>2.4</b>	<b>0.1</b>
Basic Chemical and Chemical Product Manufacturing	95.9	4.1	269	121	89.2	0.0	0.8	5.8	2.5	1.7	0.0	0.0
Beverage and Tobacco Product Manufacturing	94.8	5.2	134	60	93.3	1.7	0.0	3.3	0.0	0.0	1.7	0.0
Fabricated Metal Product Manufacturing	97.1	2.9	2,217	1,120	84.9	1.3	1.3	6.3	2.2	1.7	2.3	0.0
Food Product Manufacturing	95.9	4.1	2,463	1,528	87.1	1.2	2.2	3.3	1.0	2.7	2.4	0.1
Furniture and Other Manufacturing	95.6	4.4	297	204	80.8	2.0	2.9	7.4	1.0	2.9	2.0	1.0
Machinery and Equipment Manufacturing	97.1	2.9	913	439	88.9	0.2	0.7	5.2	2.3	1.1	1.6	0.0
Non-Metallic Mineral Product Manufacturing	95.2	4.8	662	381	73.5	1.8	2.1	9.2	4.2	1.3	7.6	0.3
Petroleum and Coal Product Manufacturing	100.0	0.0	18	11	81.8	0.0	0.0	9.1	0.0	0.0	9.1	0.0
Polymer Product and Rubber Product Manufacturing	95.1	4.9	430	215	85.1	0.9	1.9	5.6	2.3	1.4	2.8	0.0
Primary Metal and Metal Product Manufacturing	94.9	5.1	369	152	90.7	0.7	0.7	1.3	2.0	1.3	3.3	0.0
Printing (including the Reproduction of Recorded Media)	100.0	0.0	79	54	79.5	0.0	0.0	5.6	1.9	9.3	3.7	0.0
Pulp, Paper and Converted Paper Product Manufacturing	95.3	4.7	86	32	87.5	0.0	3.1	6.3	0.0	0.0	3.1	0.0
Textile, Leather, Clothing and Footwear Manufacturing	94.5	5.5	109	74	78.3	0.0	0.0	13.5	0.0	6.8	1.4	0.0



	Claim decisions			Time lost claim finalisation								
	Admitted	Rejected	Total claims decided	Total time lost claims finalised	Fit for work: same job / tasks with same employer	Fit for work: same job / tasks with diff employer	Fit for work: diff job / tasks with same employer	Fit for work: diff job / tasks with diff employer	Fit for work: no job	Fit for work: worker does not return	Not fit for work	Alternative outcome not claim related
	%	%			%	%	%	%	%	%	%	%
Transport Equipment Manufacturing	97.5	2.5	1,075	514	89.2	2.3	0.2	3.3	1.8	1.4	1.8	0.0
Wood Product Manufacturing	96.2	3.8	760	484	85.9	1.2	0.6	7.2	2.9	1.0	1.2	0.0
Labour hire	97.2	2.8	938	595	80.0	3.5	2.2	8.7	1.7	2.0	1.7	0.2
<b>Mining</b>	<b>90.0</b>	<b>10.0</b>	<b>1,816</b>	<b>856</b>	<b>70.4</b>	<b>2.7</b>	<b>4.7</b>	<b>9.1</b>	<b>3.2</b>	<b>2.9</b>	<b>7.0</b>	<b>0.0</b>
Coal Mining	88.1	11.9	655	318	69.6	1.3	7.2	5.3	1.9	3.1	11.6	0.0
Exploration and Other Mining Support Services	91.3	8.7	252	167	71.2	0.6	4.8	12.0	3.6	2.4	5.4	0.0
Metal Ore Mining	90.4	9.6	553	142	79.0	2.8	4.9	7.0	0.7	2.1	3.5	0.0
Non-Metallic Mineral Mining and Quarrying	95.7	4.3	117	88	73.9	9.1	0.0	6.8	6.8	2.3	1.1	0.0
Oil and Gas Extraction	70.8	29.2	24	5	40.0	0.0	0.0	20.0	20.0	0.0	20.0	0.0
Labour hire	92.6	7.4	215	136	61.9	4.4	1.5	17.6	5.1	4.4	5.1	0.0
<b>Other Services</b>	<b>93.5</b>	<b>6.5</b>	<b>2,243</b>	<b>1,270</b>	<b>81.3</b>	<b>3.5</b>	<b>0.9</b>	<b>7.7</b>	<b>2.0</b>	<b>2.9</b>	<b>1.6</b>	<b>0.1</b>
Personal and Other Services	90.0	10.0	764	479	79.3	4.0	0.8	8.4	1.9	3.1	2.3	0.2
Repair and Maintenance	95.7	4.3	1,320	735	83.0	2.9	1.0	6.9	2.2	2.9	1.1	0.0
Labour hire	92.4	7.6	159	56	73.2	7.1	1.8	12.5	1.8	1.8	1.8	0.0
<b>Professional, Scientific and Technical Services</b>	<b>91.3</b>	<b>8.7</b>	<b>1,272</b>	<b>696</b>	<b>85.6</b>	<b>2.3</b>	<b>0.6</b>	<b>5.3</b>	<b>1.9</b>	<b>2.3</b>	<b>1.6</b>	<b>0.4</b>
Computer System Design and Related Services	86.2	13.8	94	81	86.4	2.5	0.0	7.4	1.2	2.5	0.0	0.0
Professional, Scientific and Technical Services (Except Computer System Design and Related Services)	91.7	8.3	1,167	610	85.7	2.3	0.7	5.1	1.8	2.1	1.8	0.5
Labour hire	90.9	9.1	11	5	60.0	0.0	0.0	0.0	20.0	20.0	0.0	0.0
<b>Public Administration and Safety</b>	<b>90.5</b>	<b>9.5</b>	<b>6,552</b>	<b>4,356</b>	<b>90.3</b>	<b>0.7</b>	<b>1.6</b>	<b>2.5</b>	<b>0.7</b>	<b>1.4</b>	<b>2.6</b>	<b>0.2</b>

	Claim decisions			Time lost claim finalisation								
	Admitted	Rejected	Total claims decided	Total time lost claims finalised	Fit for work: same job / tasks with same employer	Fit for work: same job / tasks with diff employer	Fit for work: diff job / tasks with same employer	Fit for work: diff job / tasks with diff employer	Fit for work: no job	Fit for work: worker does not return	Not fit for work	Alternative outcome not claim related
	%	%			%	%	%	%	%	%	%	%
Defence	100.0	0.0	2	2	50.0	0.0	0.0	50.0	0.0	0.0	0.0	0.0
Public Administration	89.9	10.1	2,553	1,610	91.2	0.7	2.3	1.8	0.5	1.3	1.9	0.3
Public Order, Safety and Regulatory Services	90.9	9.1	3,909	2,634	90.2	0.5	1.2	2.5	0.8	1.6	3.0	0.2
Labour hire	94.3	5.7	88	110	79.1	6.4	0.9	11.8	0.9	0.0	0.9	0.0
<b>Rental, Hiring and Real Estate Services</b>	<b>94.3</b>	<b>5.7</b>	<b>736</b>	<b>414</b>	<b>82.4</b>	<b>2.9</b>	<b>0.0</b>	<b>6.8</b>	<b>4.6</b>	<b>1.2</b>	<b>1.9</b>	<b>0.2</b>
Property Operators and Real Estate Services	93.1	6.9	361	200	84.0	3.5	0.0	4.5	4.0	1.5	2.0	0.5
Rental and Hiring Services (except Real Estate)	95.3	4.7	365	205	82.0	2.0	0.0	8.1	4.9	1.0	2.0	0.0
Labour hire	100.0	0.0	10	9	55.6	11.1	0.0	22.2	11.1	0.0	0.0	0.0
<b>Retail Trade</b>	<b>93.6</b>	<b>6.4</b>	<b>5,129</b>	<b>3,490</b>	<b>83.2</b>	<b>1.4</b>	<b>4.0</b>	<b>6.1</b>	<b>1.2</b>	<b>1.6</b>	<b>2.4</b>	<b>0.1</b>
Food Retailing	93.2	6.8	1,928	1,298	80.6	1.2	8.6	4.2	0.7	1.0	3.5	0.2
Fuel Retailing	90.1	9.9	162	130	73.1	2.3	2.3	13.1	1.5	2.3	5.4	0.0
Motor Vehicle and Motor Vehicle Parts Retailing	95.9	4.1	836	505	84.1	2.0	1.4	7.3	2.2	1.8	1.2	0.0
Non-Store Retailing and Retail Commission-Based Buying and/or Selling	93.1	6.9	101	51	76.5	0.0	0.0	7.8	3.9	2.0	9.8	0.0
Other Store-Based Retailing	93.0	7.0	1,959	1,341	86.3	1.3	1.1	6.6	1.0	2.2	1.4	0.1
Labour hire	99.3	0.7	143	165	86.1	1.8	1.2	6.1	1.8	1.2	1.8	0.0
<b>Transport, Postal and Warehousing</b>	<b>93.7</b>	<b>6.3</b>	<b>4,140</b>	<b>2,943</b>	<b>80.3</b>	<b>2.1</b>	<b>1.7</b>	<b>6.2</b>	<b>2.7</b>	<b>2.9</b>	<b>3.9</b>	<b>0.2</b>
Air and Space Transport	91.4	8.6	152	110	91.9	0.9	0.9	3.6	0.0	0.0	2.7	0.0
Other Transport	90.9	9.1	88	78	75.6	1.3	0.0	14.1	1.3	2.6	5.1	0.0
Postal and Courier Pick-up and Delivery Services	89.0	11.0	182	151	78.1	0.7	0.7	9.9	4.0	4.0	2.6	0.0
Rail Transport	91.1	8.9	451	196	87.8	0.5	4.1	2.0	0.0	2.0	3.1	0.5

	Claim decisions			Time lost claim finalisation								
	Admitted	Rejected	Total claims decided	Total time lost claims finalised	Fit for work: same job / tasks with same employer	Fit for work: same job / tasks with diff employer	Fit for work: diff job / tasks with same employer	Fit for work: diff job / tasks with diff employer	Fit for work: no job	Fit for work: worker does not return	Not fit for work	Alternative outcome not claim related
	%	%			%	%	%	%	%	%	%	%
Road Transport	94.4	5.6	2,093	1,708	79.0	2.2	1.6	5.5	3.5	3.4	4.6	0.2
Transport Support Services	92.0	8.0	463	231	84.5	1.7	1.7	5.6	1.3	2.6	2.6	0.0
Warehousing and Storage Services	96.0	4.0	199	109	85.2	3.7	0.9	3.7	0.9	2.8	2.8	0.0
Water Transport	95.3	4.7	85	51	78.4	3.9	2.0	7.8	2.0	0.0	3.9	2.0
Labour hire	96.7	3.3	427	309	77.1	3.2	1.9	11.0	2.3	1.6	2.9	0.0
<b>Wholesale Trade</b>	<b>94.8</b>	<b>5.2</b>	<b>3,122</b>	<b>1,913</b>	<b>83.4</b>	<b>2.0</b>	<b>1.4</b>	<b>6.3</b>	<b>2.1</b>	<b>2.3</b>	<b>2.4</b>	<b>0.1</b>
Basic Material Wholesaling	94.9	5.1	890	568	83.3	2.1	1.4	5.1	3.7	1.6	2.6	0.2
Commission-Based Wholesaling	91.8	8.2	49	29	65.6	0.0	0.0	24.1	6.9	0.0	3.4	0.0
Grocery, Liquor and Tobacco Product Wholesaling	95.0	5.0	599	387	80.9	2.3	2.3	7.2	1.6	3.1	2.6	0.0
Machinery and Equipment Wholesaling	94.6	5.4	795	420	86.4	0.5	0.7	7.1	1.2	1.7	2.4	0.0
Motor Vehicle and Motor Vehicle Parts Wholesaling	95.7	4.3	277	174	82.9	3.4	2.3	4.0	1.1	3.4	2.9	0.0
Other Goods Wholesaling	93.3	6.7	361	227	85.0	2.2	0.0	6.2	1.8	3.1	1.3	0.4
Labour hire	96.7	3.3	151	108	83.2	4.6	1.9	5.6	0.0	2.8	1.9	0.0
<b>Other</b>	<b>93.3</b>	<b>6.7</b>	<b>194</b>	<b>89</b>	<b>79.9</b>	<b>5.6</b>	<b>3.4</b>	<b>6.7</b>	<b>1.1</b>	<b>2.2</b>	<b>1.1</b>	<b>0.0</b>
<b>Total</b>	<b>93.5</b>	<b>6.5</b>	<b>74,405</b>	<b>47,531</b>	<b>85.5</b>	<b>1.9</b>	<b>1.4</b>	<b>5.2</b>	<b>1.6</b>	<b>1.9</b>	<b>2.3</b>	<b>0.2</b>

For industry 'Other', this includes injuries pre July 1997 (pre ANZSIC classifications), household workers, workplace personal injury insurance (self-employed, working directors) and volunteers.

'Labour hire' pre-July 2009 was classified under industry 'Property and business services - Employment services'. Post June 2009, WorkCover created a 'labour hire' classification for each industry.

For the purposes of the above time lost claims finalised figures, all deceased injured workers have been excluded.

## Appendix 2: Industry classification codes

All industry codes are based on the workers' compensation insurers' coding of industry to the divisions from the Australian and New Zealand Standard Industry Classification (ANZSIC 2006), ABS. Below are the ANZSIC divisions and subdivisions with corresponding ANZSIC codes.

<b>H</b>	<b>Accommodation and Food Services</b>	<b>Q</b>	<b>Health Care and Social Assistance</b>
44	Accommodation	84	Hospitals
45	Food and Beverage Services	85	Medical and Other Health Care Services
<b>N</b>	<b>Administrative and Support Services</b>	86	Residential Care Services
72	Administrative Services	87	Social Assistance Services
73	Building Cleaning, Pest Control and Other Support Services	<b>J</b>	<b>Information Media and Telecommunications</b>
<b>A</b>	<b>Agriculture, Forestry and Fishing</b>	56	Broadcasting (except Internet)
01	Agriculture	57	Internet Publishing and Broadcasting
05	Agriculture, Forestry and Fishing Support Services	59	Internet Service Providers, Web Search Portals and Data Processing Services
02	Aquaculture	60	Library and Other Information Services
04	Fishing, Hunting and Trapping	55	Motion Picture and Sound Recording Activities
03	Forestry and Logging	54	Publishing (except Internet and Music Publishing)
<b>R</b>	<b>Arts and Recreation Services</b>	58	Telecommunications Services
90	Creative and Performing Arts Activities	<b>C</b>	<b>Manufacturing</b>
92	Gambling Activities	18	Basic Chemical and Chemical Product Manufacturing
89	Heritage Activities	12	Beverage and Tobacco Product Manufacturing
91	Sports and Recreation Activities	22	Fabricated Metal Product Manufacturing
<b>E</b>	<b>Construction</b>	11	Food Product Manufacturing
30	Building Construction	25	Furniture and Other Manufacturing
32	Construction Services	24	Machinery and Equipment Manufacturing
31	Heavy and Civil Engineering Construction	20	Non-Metallic Mineral Product Manufacturing
<b>P</b>	<b>Education and Training</b>	17	Petroleum and Coal Product Manufacturing
82	Adult, Community and Other Education	19	Polymer Product and Rubber Product Manufacturing
80	Preschool and School Education	21	Primary Metal and Metal Product Manufacturing
81	Tertiary Education	16	Printing (including the Reproduction of Recorded Media)
<b>D</b>	<b>Electricity, Gas, Water and Waste Services</b>	15	Pulp, Paper and Converted Paper Product Manufacturing
26	Electricity Supply	13	Textile, Leather, Clothing and Footwear Manufacturing
27	Gas Supply	23	Transport Equipment Manufacturing
29	Waste Collection, Treatment and Disposal Services	14	Wood Product Manufacturing
28	Water Supply, Sewerage and Drainage Services	<b>B</b>	<b>Mining</b>
<b>K</b>	<b>Financial and Insurance Services</b>	06	Coal Mining
64	Auxiliary Finance and Insurance Services	10	Exploration and Other Mining Support Services
62	Finance	08	Metal Ore Mining
63	Insurance and Superannuation Funds	09	Non-Metallic Mineral Mining and Quarrying
		07	Oil and Gas Extraction

S	Other Services
95	Personal and Other Services
96	Private Households Employing Staff and Undifferentiated Goods- and Service- Producing Activities of Households for Own Use
94	Repair and Maintenance
M	Professional, Scientific and Technical Services
70	Computer System Design and Related Services
69	Professional, Scientific and Technical Services (Except Computer System Design and Related Services)
O	Public Administration and Safety
76	Defence
75	Public Administration
77	Public Order, Safety and Regulatory Services
L	Rental, Hiring and Real Estate Services
67	Property Operators and Real Estate Services
66	Rental and Hiring Services (except Real Estate)
G	Retail Trade
41	Food Retailing
40	Fuel Retailing
39	Motor Vehicle and Motor Vehicle Parts Retailing
43	Non-Store Retailing and Retail Commission-Based Buying and/or Selling
42	Other Store-Based Retailing
I	Transport, Postal and Warehousing
49	Air and Space Transport
50	Other Transport
51	Postal and Courier Pick-up and Delivery Services
47	Rail Transport
46	Road Transport
52	Transport Support Services
53	Warehousing and Storage Services
48	Water Transport
F	Wholesale Trade
33	Basic Material Wholesaling
38	Commission-Based Wholesaling
36	Grocery, Liquor and Tobacco Product Wholesaling
34	Machinery and Equipment Wholesaling
35	Motor Vehicle and Motor Vehicle Parts Wholesaling
37	Other Goods Wholesaling

# Appendix 3: Critical events history

## Pre-1997

1. Irrevocable election to access common law was introduced by *Workers' Compensation Amendment Act (no 2) 1995* - provisions commenced 1 Jan 1996.
2. Interest on general damages (i.e., for pain and suffering and loss of impairment of the enjoyments of the amenities of life) was abolished.
3. Gratuitous care awards (*Griffiths v Kerkmeyer*) were abolished as a head of damage at common law and provision was made that a statutory lump sum payment of a maximum of \$150,000 be awarded (in lieu of gratuitous care awards in common law).
4. It was introduced that the courts must give consideration to the steps that have been taken by the injured worker to mitigate their damages.
5. Introduction of interest to be paid on heads of damages due to unreasonable delay.

## 1 Jul 1997: *WorkCover Queensland Act 1996*

6. Changed the definition of worker – went from anybody working under a contract of service to a PAYE taxpayer.
7. Changed the definition of injury – went from employment must be a 'significant contributing factor' to employment must be 'the major contributing factor'.
8. Provision for large employers to self-insure.

## 1 Jul 1999: *WorkCover Queensland Amendment Act 1999*

9. Changed the definition of worker – went from PAYE taxpayer to anybody working under a contract of service.
10. Changed definition of an injury – went from employment being 'the major significant factor' to 'a significant contributing factor'.
11. Further diminution of industrial deafness claims reduced from five per cent to one per cent hearing loss.
12. The 'reasonable person' and 'ordinary susceptibility' tests for stress claims were removed.
13. Claims must be decided in three months not six months.
14. Establishment of a Review Unit.

## 1 Jul 2001: *WorkCover Queensland Amendment Act 2001*

15. Increased statutory benefits. Specifically, lump sum increased to \$250,000; maximum statutory benefits increased to \$150,000; increased the amount available for dependents of those fatally injured; reduced criteria required to access statutory gratuitous care.
16. Amended contributory negligence and mitigating loss provisions.
17. Amended interest on general damages and other heads of damages.
18. Introduction of the common law only process.

## 16 Jun 2002: Restrictions of advertising from plaintiff lawyers

19. *Personal Injuries Proceedings Act 2002* (Qld) places a restriction on lawyers advertising in Queensland. Specifically, it prohibits a lawyer from: advertising personal injury services except by means of a statement that includes only the lawyers name and contact details, together with information as to any areas of practice or speciality of the lawyer that is published by an 'allowable publication method'. An example of advertising that is restricted is advertising personal injury services on a 'no win, no fee' or other speculative basis.

## 6 Jun 2003: *Karanfilov v Inghams Enterprises P/L QCA 242*

20. The decision in the case of *Karanfilov v Inghams Enterprises P/L* allowed the gratuitous care damages payment.

## 1 Jul 2003: *Workers' Compensation and Rehabilitation Act 2003*

21. Established Q-COMP as the workers' compensation regulatory authority.
22. Changed the definition of worker – introduced a 'results test' for determining whether an injured person met the criteria for 'worker'.
23. Legislation amendments that affected liability and quantum.

## 27 Aug 2004: *Sheridan v Warrina Community Co-Operative Ltd and Anor QCA 308*

24. The decision in the *Sheridan* provision eliminated all financial risk for unsuccessful plaintiffs in common law, thereby removing a notable barrier to claims that may previously have been speculative.

## 1 Nov 2005: *Workers' Compensation and Rehabilitation and Other Acts Amendment Act 2005*

25. Increased injured worker benefits by extending the step down in benefits from 39 to 52 weeks.
26. Introduced a new lump sum amount payable to workers with terminal latent onset conditions.
27. Introduced a greater obligation on employers to take all reasonable steps to assist or provide rehabilitation and suitable duties to injured workers.

## 1 Jul 2006: *Dr Fax Fee*

28. WorkCover Queensland introduced the doctor fax fee, a small financial incentive to encourage doctors to submit claim information quicker.

## 1 Jan 2008: *Workers' Compensation and Rehabilitation and Other Acts Amendment Bill 2007*

29. Reduced the statutory claim decision timeframe to 20 days.
30. Removed the one and two year step down of benefits entitlements (increasing the benefit to 75 per cent of normal weekly earnings and 70 per cent of Queensland ordinary time earnings for 26 weeks to five years).
31. Increased maximum lump sum compensation payable to \$218,000 and improved access to additional lump sum compensation by reducing the work related impairment threshold from 50 per cent to 30 per cent.
32. Unassessed injuries claimed in relation to a common law claim cannot be assessed for PI.



**25 Nov 2008: *Workplace Health and Safety and Other Legislation Amendment Act 2008***

- 33. New payment introduced for reasonable funeral expenses (two per cent of maximum death benefit).
- 34. New entitlement of 15 per cent maximum death benefit for dependents of an injured worker with a terminal latent onset condition.

**1 Aug 2008: *Bourk v Power Serve Pty Ltd and Anor QCA 225***

- 35. The Court of Appeal upheld the decision that the *Workplace Health and Safety Act 1995* can provide an alternative route for common law when negligence cannot be proven. This decision was further upheld in 2009 in the decision of *Parry v Woolworths Ltd*.

**1 Dec 2008: *Transport and Other Legislation Amendment Act 2008***

- 36. Enabled injured workers to lodge applications by phone.

**1 Jul 2010: *Workers' Compensation and Rehabilitation and Other Legislation Amendment Act***

- 37. Insurers are obliged to notify Q-COMP of injured workers who fail to return to work (Return to Work Assist).
- 38. Provisions introduced closely modelled on the *Civil Liabilities Act 2003*, including the regulation of damages paid to a worker, including loss of earnings, general damages determined by assigning an injury scale value, structured settlements, and indexation.

These provisions apply to injuries arising after 1 July 2010 or if the date of diagnosis of a latent onset injury is on or after 1 July 2010.

- 39. Allowed a court to award costs against plaintiffs whose claims are dismissed.
- 40. Increased the amount of employer excess to 100 per cent of Queensland Ordinary Time Earnings or one week's compensation, whichever is the lesser.
- 41. Amendments to increase the pre-trial obligations on third party contributors to exchange relevant documents and certify readiness for conference.
- 42. Amendments to expand the instances where a court must make orders as to costs to include situations where a court dismisses a worker's claim, makes no award of damages, or makes an award of damages that is equal to or less than the insurer's final written offer.
- 43. New provision that where a contribution claim is not settled at compulsory conference, each party must ensure that it makes a written final offer that would dispose of the contribution claim if accepted.
- 44. Amendments to the *Workplace Health and Safety Act* reversed the *Bourk v Power Serve Pty Ltd and Anor* decision.

**29 Sep 2010: *Cameron v Foster and Anor QSC 372***

- 45. The *Cameron* decision was significant due to the ruling that courts may make future economic loss allowances past the age of retirement, and also can make allowances for future paid services provided gratuitously by family members.

**6 Jun 2011: *Work Health and Safety Act 2011***

- 46. Introduced a key structural review recommendation to review the workers' compensation scheme every five years.

- 47. Allowed for a worker to accrue leave while off work on workers' compensation.

**29 Oct 2013: *Workers' Compensation and Rehabilitation and Other Legislation Amendment Act***

- 48. Abolished the statutory body Q-COMP as the workers' compensation regulator. These functions are now the responsibility of the Workers' Compensation Regulator within OIR.
- 49. Introduced a threshold of greater than five per cent degree of permanent impairment (DPI) to access common law damages (applicable to injuries from 15 October 2013).
- 50. Injuries from 15 October 2013 will be assessed using the Guide to the Evaluation of Permanent Impairment (GEPI) (which references AMA5). Injured workers will receive an offer of lump sum compensation based on their degree of permanent impairment (DPI).
- 51. Definition of injury change - employment is to be 'the major significant contributing factor' for psychological or psychiatric claims when determining entitlement to compensation.
- 52. From 29 October 2013, employers can request a prospective worker to provide them with information about pre-existing injuries or medical conditions.
- 53. The Office of the Workers' Compensation Regulator is to manage all fraud cases, and the penalties for these offences were increased.
- 54. Insurers are required to provide a mandatory accredited return to work program for common law claimants, thereby removing the need for the Q-COMP service *Return to work Assist*.
- 55. Rehabilitation and return to work coordinators are no longer required to be accredited or certified through the Workers' Compensation Regulator.
- 56. Clarified the entitlement to gratuitous care damages caused by *Cameron v Foster and Anor*.

**17 September 2015: *Workers' Compensation and Rehabilitation and Other Legislation Amendment Act***

- 57. Removed the common law threshold of greater than five per cent degree of permanent impairment (DPI) to access common law damages. Applicable to injuries on or after 31 January 2015.
- 58. Established the ability to provide additional compensation to particular workers impacted by the common law threshold, for injuries on or after 15 October 2013 and before 31 January 2015.
- 59. Introduced provisions for firefighters diagnosed with one of 12 specified diseases that deem their injury to be work related.
- 60. Removed the entitlement prospective employers had to obtain a copy of a prospective worker's compensation claims history from the Queensland Workers' Compensation Regulator.

**1 January 2016: *Change in administration process of Queensland Health***

- 61. Change in the administration process of Queensland Health moving to a fee for service arrangement with WorkCover Queensland in relation to public hospital payments.

**8 September 2016: *Workers' Compensation and Rehabilitation and Other Legislation Amendment Act***

- 62. Implemented the National Injury Insurance Scheme for work related catastrophic injuries connected with Queensland.
- 63. Amended the self-insurance licensing requirements to provide greater flexibility for applicants.
- 64. Reversed the impact of the Byrne decision and restoring arrangements in relation to third party liability and prosecutions for fraud.
- 65. Amended the indexation method used to calculate workers' compensation benefits.

**23 August 2017: *Workers' Compensation and Rehabilitation (Coal Workers' Pneumoconiosis) and Other Legislation Amendment Bill 2017***

- 66. Improved the workers' compensation scheme for workers who have been diagnosed, or suspect they may have, coal workers' pneumoconiosis, also known as CWP or 'black lung'. Changes included establishing medical examination process, introducing an additional lump sum compensation for workers with pneumoconiosis, and clarifying a worker with pneumoconiosis can access further workers' compensation entitlements if they experience disease progression.
- 67. Amended the *Industrial Relations Act 2016* to clarify that the power to grant a stay under the *Industrial Relations Act 2016* does not apply to an appeal under the *Workers' Compensation and Rehabilitation Act 2003*.

**1 December 2017: *Doctor fax fee***

- 68. The doctor fax fee was discontinued by WorkCover Queensland.

**30 October 2019: *Workers' Compensation and Rehabilitation and Other Legislation Amendment Act 2019***

- 69. Amended the meaning of injury for a psychiatric or psychological disorder to remove 'the major' as a qualifier for employment's 'significant contributing factor' to the injury.
- 70. Required insurers to take all reasonable steps to provide claimants with psychiatric or psychological injuries access to reasonable support services relating to their injury during claim determination.
- 71. Exempted expressions of regret and apologies provided by employers following a workplace injury from being considered in any assessment of liability for damages brought under the *Workers' Compensation and Rehabilitation Act 2003* to align with the approach taken in the *Civil Liability Act 2003*.
- 72. Required insurers to provide ongoing rehabilitation and return to work services if the injured worker has been unable to return to work after their entitlement to weekly benefits and medical expenses ceases.
- 73. Clarified that insurers have a discretion to accept claims submitted more than six months after the injury is diagnosed, if the injured worker has lodged a claim within 20 days of developing an incapacity for work from their injury.
- 74. Clarified WorkCover Queensland's ability to fund and provide programs and incentives that support employers improving health and safety performance, after consulting with the regulator under the *Work Health and Safety Act 2011* or any other relevant health and safety regulator.

**1 July 2020: *Workers' Compensation and Rehabilitation and Other Legislation Amendment Act 2019***

- 75. Required self-insured employers to report injuries and any payments made to injured workers to their insurer, aligning their obligations with the existing obligations on employers insured with WorkCover Queensland.
- 76. Extended workers' compensation coverage to unpaid interns.
- 77. Required employers to provide details of their rehabilitation and return to work coordinators to insurers.
- 78. Replaced dollar amounts in legislation with multiples/percentages of Queensland Ordinary Time Earnings.

**20 May 2021: *Workers' Compensation and Rehabilitation and Other Legislation Amendment Act 2021***

- 79. Presumptive legislation for first responders diagnosed with post-traumatic stress disorder (PTSD). It applies to workers and relevant volunteers if they are a first responder or an eligible employee in certain government departments.

**30 June 2022: *Workers' Compensation and Rehabilitation and Other Legislation Amendment Act 2022***

- 80. Amendment to the meaning of terminal condition to "within 3 years after the terminal nature of the condition is diagnosed".
- 81. Disclosure of information for administering claim farming provisions. Queensland Workers' Compensation law requires a law practice certificate (LPC) to be provided to the insurer and the claimant or potential claimant in several circumstances. In addition, it is the insurers' responsibility to report non-compliance.



# Appendix 4: Definitions

## Statutory definitions

**Admitted claims:** The insurer allows the application for compensation and liability continues to be accepted by the insurer (this is considered to be an initial decision on the claim).

**Average finalised claim cost:** The average statutory cost of finalised claims.

**Average finalised time lost claim cost:** The average statutory cost of finalised time lost claims, including any excess amount paid for by the employer. Claims with compensation and lump sum payments are included as time lost claims.

**Average finalised time lost claim durations:** The average workdays lost due to an injury on finalised time lost claims, includes any workdays lost paid for by the employer. Including claims with compensation payments and excludes fatality payments.

**Cancelled claims:** Claims are cancelled when they should never have been lodged (e.g. the application has already been lodged at least once on the system).

**Degree of permanent impairment (DPI):** Injuries on or after 15 October 2013 are assessed under the Guidelines to the Evaluation of Permanent Impairment (GEPI) (which references AMA5). From this assessment injured workers receive a degree of permanent impairment (DPI).

**Employed people:** Employed people for Queensland is obtained from the Australian Bureau of Statistics (ABS) labour force survey Cat. no. 6291.0.55.001 - Labour Force, Queensland, Employed total, Average of May quarter to February quarter.

**Fatal claims:** All claims where an injury or disease caused the death of an injured worker, excluding cancelled or rejected claims. A claim is a fatality if the claim is indicated by the insurer as a fatality under the Act, on the individual application, taking into account the definitions of a worker, event and injury under the Act (s11, s31 and s32).

**Finalised claims:** The statutory finalisation of a claim during a financial year; identified by the date of the closure status.

**Industry:** All industry codes are based on the insurers' coding of industry to the divisions from the 'Australian and New Zealand Standard Industry Classification' (ANZSIC), Australian Bureau of Statistics (ABS), 2006.

**Injury nature:** Injury nature groupings are based on the insurers' coding of primary injury nature and location. The injury nature and location coding by the insurer is provided using the Type of Occurrence Classification System as published by Safe Work Australia.

**Lodgements:** All claims lodged with insurers, regardless of the outcome (i.e., excludes cancelled claims, includes withdrawn and report only claims).

**Medical expense only claim:** All accepted claims which have had medical treatment and rehabilitation payments, excluding those that also had weekly compensation or fatality payments.

**Mesothelioma or asbestosis:** The injury nature codes '783' and '861' from the 'Type of Occurrence Classification System', Third Edition, Revision 1 Safe Work Australia have been renamed mesothelioma or asbestosis injury in this publication.

**Permanent impairment (PI):** A permanent impairment from an injury is an impairment that is stable and stationary and not likely to improve with further medical or surgical treatment (s38).

**Psychological or psychiatric injury:** The injury nature codes '702', '703', '704', '705', '706', '707', '718' and '719' from the 'Type of Occurrence Classification System', Third Edition, Revision 1 Safe Work Australia have been renamed psychological or psychiatric injury in this publication.

**QOTE:** The *Workers' Compensation and Rehabilitation Act 2003* describes Queensland ordinary time earnings (QOTE) for a financial year as being 'the seasonally adjusted amount of Queensland full-time adult persons ordinary time earnings as declared by the Australian Statistician in the statistician's report about average weekly earnings published immediately before the start of the financial year'. (6302.0 - Average Weekly Earnings, Australia, Australian Bureau of Statistics).

**Rejected claims:** The application for compensation is rejected as the initial decision on the claim (s134).

**Statutory claim decisions:** The first decision about the application for compensation to either allow or reject the application. Statutory decisions exclude decisions cancelled, withdrawn, report only and common law only (s134).

**Statutory claim payments:** All statutory payments made in the relevant year, including any payments for time lost made by the employer as part of the compensation period (excess) as reported by WorkCover Queensland.

**Time lost claims:** All accepted claims which have resulted in time lost from work excluding fatalities.

**Withdrawn claims:** Lodged claims are withdrawn when a notice is initiated and provided by the injured worker to the insurer to formally withdraw the application for compensation.

**Work related impairment (WRI):** The degree of work related impairment is calculated after one or more permanent impairments (PI) are assessed. WRI applies to injuries before 15 October 2013.

## Common law definitions

**Average defendant's cost:** The average defendant's cost, regardless of when payments were made, of finalised common law claims.

**Average plaintiff's cost:** The average plaintiff's cost, regardless of when payments were made, of finalised common law claims.

**Average settlement cost:** The average settlement cost, regardless of when payments were made, of finalised common law claims (excludes claims with a nil settlement).

**Average time from injury to lodgement:** The average time, in years, from injury date to common law lodgement. These are based on the lodgement year of the common law claim.

**Average time from lodgement to finalisation:** The average time, in years, from the common law claim lodgement to common law finalisation. These are based on the finalisation year of the common law claim.

**Common law claim lodgements:** All common law claims lodged with insurers, regardless of the outcome. If a common law claim is associated with more than one statutory claim, it will be counted for each statutory claim it is associated with (example: if one common law claim is associated with three statutory claims, the common law lodgement has been counted three times).

**Common law claim payments:** All common law payments made within the financial year.

**Defendant's costs:** Costs incurred by the defendant.

**Heads of damage:** Heads of damage consist of two distinct parts: general damages and special damages.

The legislative amendments in 2010 introduced caps on the amount of general damages that can be awarded for pain and suffering, loss of amenity, loss of expectation of life and general disfigurement. The caps align the workers' compensation scheme with the *Civil Liability Act 2003* and limit the amount of compensation that can be awarded to an injury based on the severity of the injury, or its 'injury scale value'. Special damages consist of future economic loss, past economic loss, care and treatment and rehabilitation. This incorporates loss of past and future earnings, future medical needs, and care due to the ongoing disability. The amount of future earnings loss must not exceed the amount equal to the present value of three times QOTE per week for each week of the period of loss of earnings as specified within the Act.

**Nil settlement:** A nil settlement is where a common law claim has finalised with no damages paid.

**Plaintiff's costs:** Costs incurred by the plaintiff.

**Settlement payments:** Settlement payments are calculated as the gross settlement amount less contributory negligence less contribution from third party less statutory claim payments.

## Medical assessment tribunal definitions

**Access to damages:** This is for instances where an application for statutory compensation has not been lodged and the insurer has not admitted that the worker sustained an injury. The worker is seeking common law damages.

**Application for compensation:** This reference is used when a worker has made an application for compensation (Liability has not been accepted for the injury for which the worker is claiming). The insurer is unable to determine liability for the claim due to matters of a medical nature.

**Cases determined:** All cases heard and determined by the Medical assessment tribunals.

**GMAT (Other):** General medical assessment tribunals including the medical, vascular, surgical, urology, gynaecology, thoracic and rheumatology specialties. Excludes general medical assessment tribunal—Psychiatric.

**GMAT (Psychiatric):** General medical assessment tribunal—Psychiatric.

**Ongoing capacity for work:** The insurer is asking whether the worker's ongoing incapacity for work is related to the accepted work injury.

**Other reasons for referral:** Includes level of dependency, further material deterioration etc.

**Permanent impairment (PI) assessment:** The insurer is asking the tribunal to determine whether the worker has sustained a permanent impairment. Under the legislation for psychological or psychiatric injury claims the MAT must determine the degree of permanent impairment.

**Permanent impairment (PI) assessment—disputed PI:** The insurer is asking the tribunal to determine whether the worker has sustained a permanent impairment. This reference would be used if the worker does not agree with the permanent impairment which has been independently assessed by the insurer.

**Prescribed disfigurement:** The insurer requests the tribunal to assess, by physical examination, whether the bodily scarring or facial disfigurement is severe enough to be considered prescribed disfigurement.

**Referral reasons:** The specific questions which can be asked of the Medical assessment tribunals are defined in the Act.

**Specialty (Other):** Medical assessment tribunals including the cardiac, dermatology, ear, nose and throat, ophthalmology and disfigurement specialties.

## Review definitions

**Confirmed:** Insurers' decision is confirmed by the Review Unit.

**Set aside:** Insurers' decision is set aside by the Review Unit and a new decision substituted.

**Varied:** Insurers' decision is varied by the Review Unit.

## Appeal definitions

**Conceded:** The regulator indicates to the parties to the appeal and the court or commission that it will not be defending the review decision.

**Decided at court:** Appeals that have been dismissed, upheld or struck out at the Queensland Industrial Relations Commission or Industrial Magistrates Court.

**Dismissed:** After hearing evidence, the Commissioner or Magistrate has dismissed the appeal and confirmed the review decision.

**Lapsed:** The QIRC determined that the appeal has not been progressed by the appellant within an appropriate timeframe and the appeal is closed.

**Settled:** The parties to the appeal have negotiated a settlement out of court.

**Struck out:** Appeals struck out by the Commissioner or Magistrate because of failure of the appellant to comply with legislative, court or Commission requirements.

**Upheld:** After hearing evidence, the Commissioner or Magistrate has upheld the appeal and set aside or varied the review decision.

**Withdrawn:** Appeals withdrawn by the appellant prior to hearing.

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