

OIR Typology

Workplace Health and Safety Queensland

Typology: Retail trade industry

Based on workers' compensation Retail trade claims with 30 or more workdays compensated

Note: Data extracted April 2022

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1. Executive summary

This document provides a Typology based on Queensland Retail industry claims with 30 or more workdays compensated. The Typology classifies the circumstances that resulted in the injury or disease using *mechanism of incident*, as outlined in the types of occurrence classification system (TOOCS).

Claims with 30 or more workdays compensated account for 19 per cent of all Retail claims and account for 77 per cent of all claim costs over the period. The average claim rate was 3.9 claims per 1000 workers, which is lower than the average claim rate of 5.4 claims per 1000 workers for all Queensland industries. Workers in the Retail industry are less likely to experience a significant injury as workers in all other industries.

Approximately 76 per cent per cent of claims with 30 or more workdays compensated were the result of either body stressing or falls.

Body stressing injuries represent 53 per cent of all relevant Retail claims. Almost all the *body stressing* injuries were the result of muscle strains while lifting or handling objects.

Falls, trips and slips injuries represent 23 per cent of all relevant Retail claims. More than two-thirds of *Falls, trips and slips* injuries were the result of a fall at level.

Fatalities within the Retail industry are relatively low in comparison to other industries. However, a worker over the period was fatally injured by long-term contact with chemicals or substances.

2. Introduction

This document provides a Typology based on *mechanism of incident* and relates to the Retail trade (hereafter, Retail) industry only. The Types of Occurrence Classification System (TOOCS), developed by Safe Work Australia, has been used to describe the relevant mechanism. The mechanism is the *action, exposure or event* that best describes the circumstances that resulted in the injury/disease.

2.1 What is a Typology?

A Typology is a scientific method of classification that helps explain what has happened previously. In this case, the classification is based on TOOCS *mechanism of incident* and the Typology is comprised of two levels. The higher level (or type) contains the largest and most general groups of mechanisms of incidents. The second type or sub-grouping is a breakdown of these larger mechanisms of incident groups.

This Typology is a form of pattern analysis that allows the reader to:

- identify common injury mechanisms and target areas of concern
- assess the effectiveness of targeted initiatives over time.

Note: The Typology is restricted to two levels as it is based on TOOCS *mechanism of incident*, which is comprised of two levels. That is, an upper level (mechanism group) and a more detailed lower level (mechanism).

2.2 Scope

The Typology was developed using accepted workers' compensation claims¹ data where:

- the industry division² is Retail
- 30 or more workdays are compensated
- psychological and commuting claims are excluded
- the claim intimation date is between 1 July 2016 and 30 June 2021 (the period).

2.2.1 Why focus on claims with 30 or more workdays compensated?

Table 1 below shows the number of Retail claims and overall costs for each claim category. Although claims with 30 or more workdays compensated make up only 19 per cent of all claims over the period, they account for 77 per cent of total claim costs.

Retail claims with 30 or more workdays compensated include permanent and non-permanent impairment damage claims and involve injuries of a significant nature.

Table 1. Retail claims by category (2016–17 to 2020–21)

Category	No. of claims	% of claims	Total claim costs [^]	% of costs
Less than 30 workdays compensated	20,406	81%	\$54M	23%
30 or more workdays compensated	4,929	19%	\$178M	77%
Fatality Claims	1	0%	\$0M	0%
Total	25,336	100%	\$232M	100%

[^] Total statutory costs over the period – 2016–17 to 2020–21

¹ Source: Queensland Employee Injury Database (QEIDB)

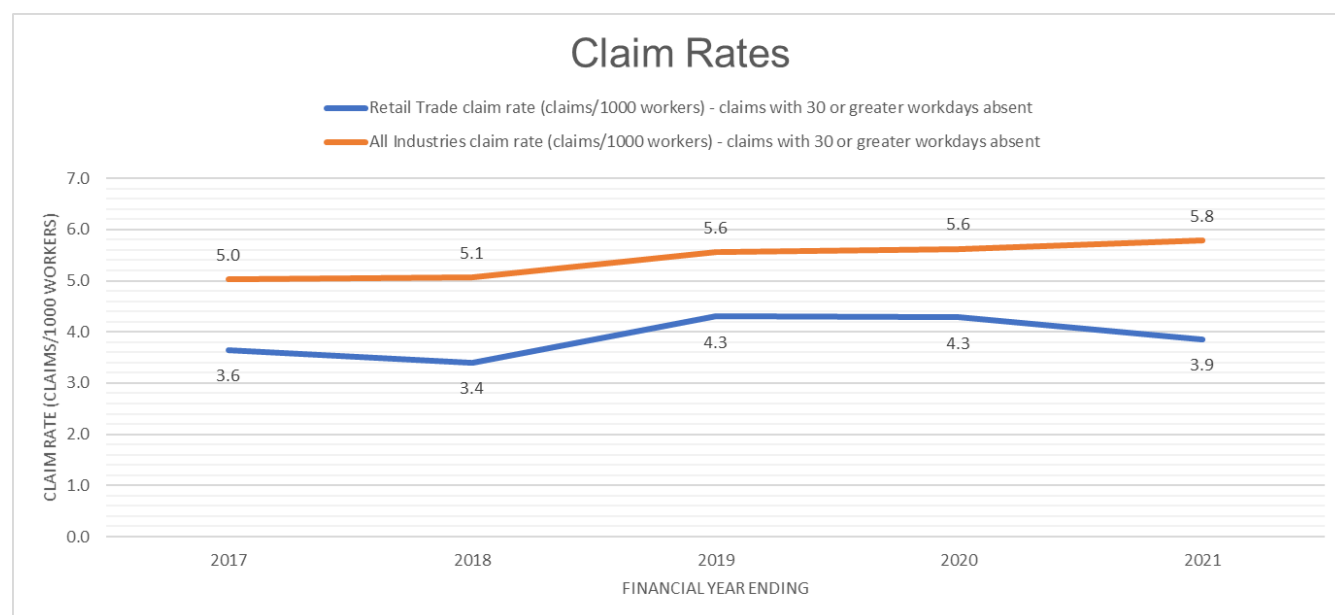
² Based on ABS: ANZSIC 2006 Classifications

3. Background – Retail industry

3.1 Incidence

The claim rate for Retail claims with 30 or more workdays compensated has remained relatively stable over the past five years. The Retail claim rate sits below the claim rate for all Queensland industries. The average claim rate for Retail over the period was 3.9 claims per 1000 workers. This is lower than the average claim rate of 5.4 claims per 1000 workers for All industries. Refer to chart 1 below.

Chart 1. Claim rates (2016–17 to 2020–21)



3.2 Likelihood of ≥30 workdays compensated claims

On average, one in every 257 Queensland Retail workers each year will experience a significant injury (an injury which results in a claim requiring 30 or more workdays compensated). Retail workers are less likely to experience a significant injury when compared to workers from all other industries. Refer to tables 2 and 3 below.

Table 2. Likelihood – Retail claims with 30 or more workdays compensated

Financial year ending	No. of claims	Labour force ³	Likelihood (1 in X workers)
2017	925	253,584	1 in 274
2018	892	261,959	1 in 294
2019	1,090	252,882	1 in 232
2020	993	231,801	1 in 233
2021	1,029	266,448	1 in 259
Average			1 in 257

³ Source: ABS labour force data

Table 3. Likelihood – All other industry claims (excluding Retail) with 30 or more workdays compensated

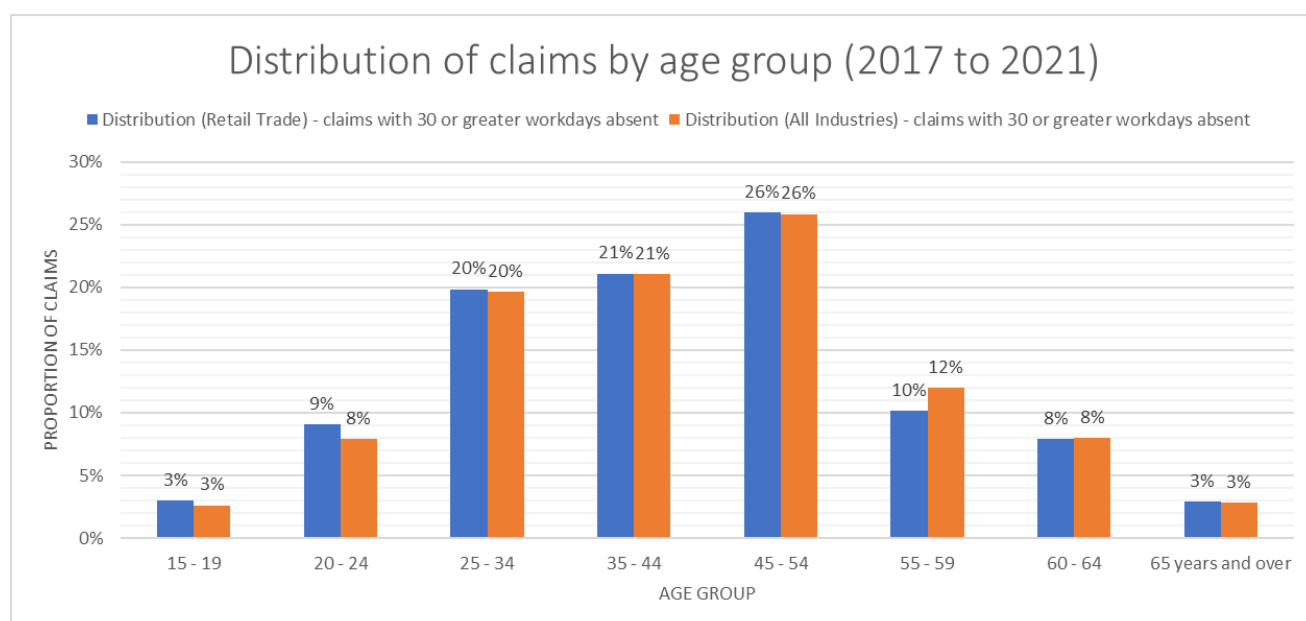
<i>Financial year ending</i>	<i>No. of claims</i>	<i>Labour force³</i>	<i>Likelihood (1 in X workers)</i>
2017	10,974	2,116,726	1 in 193
2018	11,610	2,206,977	1 in 190
2019	12,853	2,255,315	1 in 175
2020	13,126	2,277,697	1 in 174
2021	13,904	2,315,461	1 in 167
Average			1 in 179

3.3 Age distribution

The age distribution of Retail claims with 30 or more workdays compensated were generally representative of all Queensland claims.

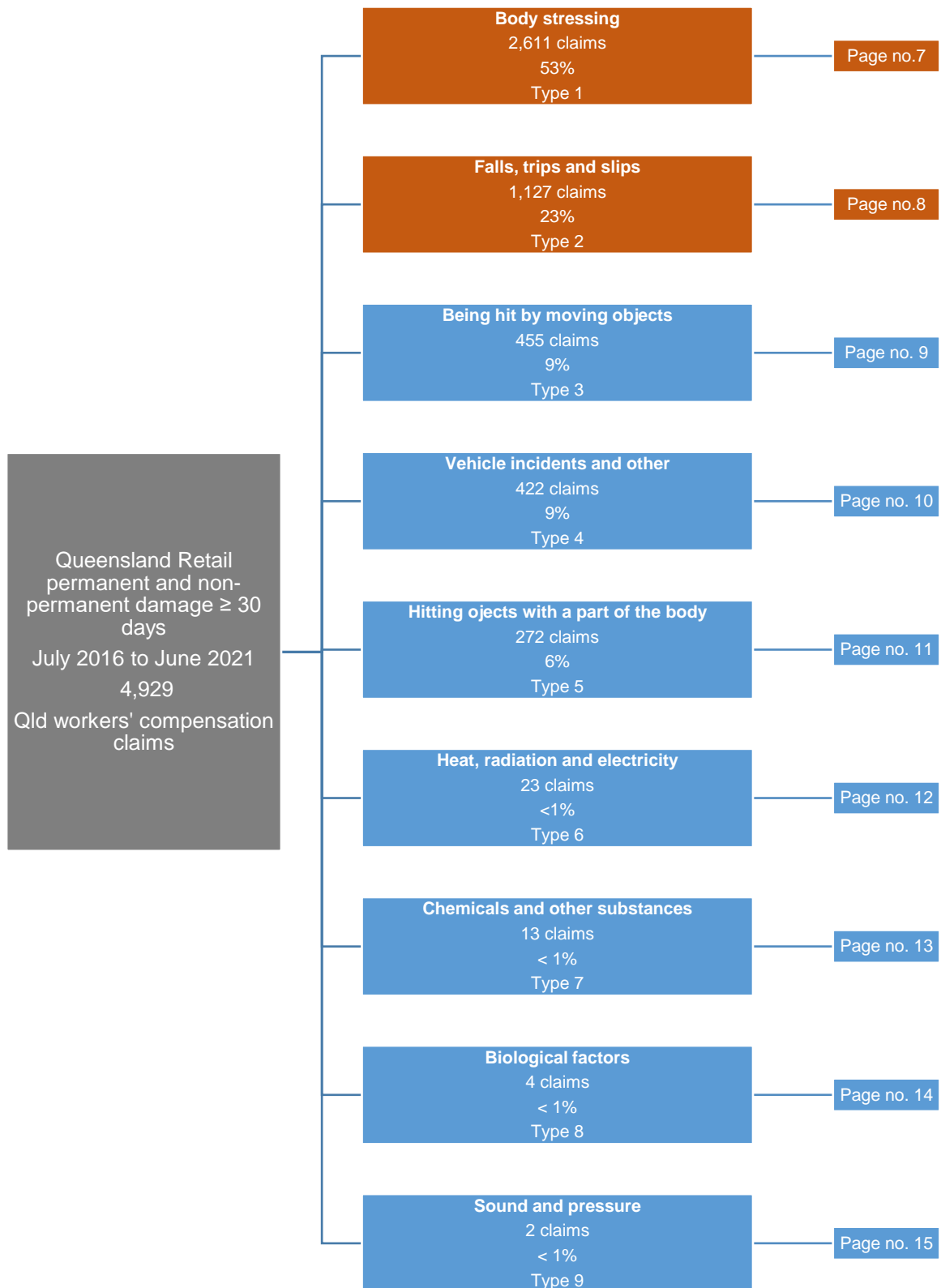
Chart 2 shows the distribution of claims with 30 or more workdays compensated by age group. Notably, the proportions for Retail are marginally higher than the proportions all of Queensland for workers aged between 20 and 24 years.

Chart 2. Distribution of claims by age group (2016–17 to 2020–21)



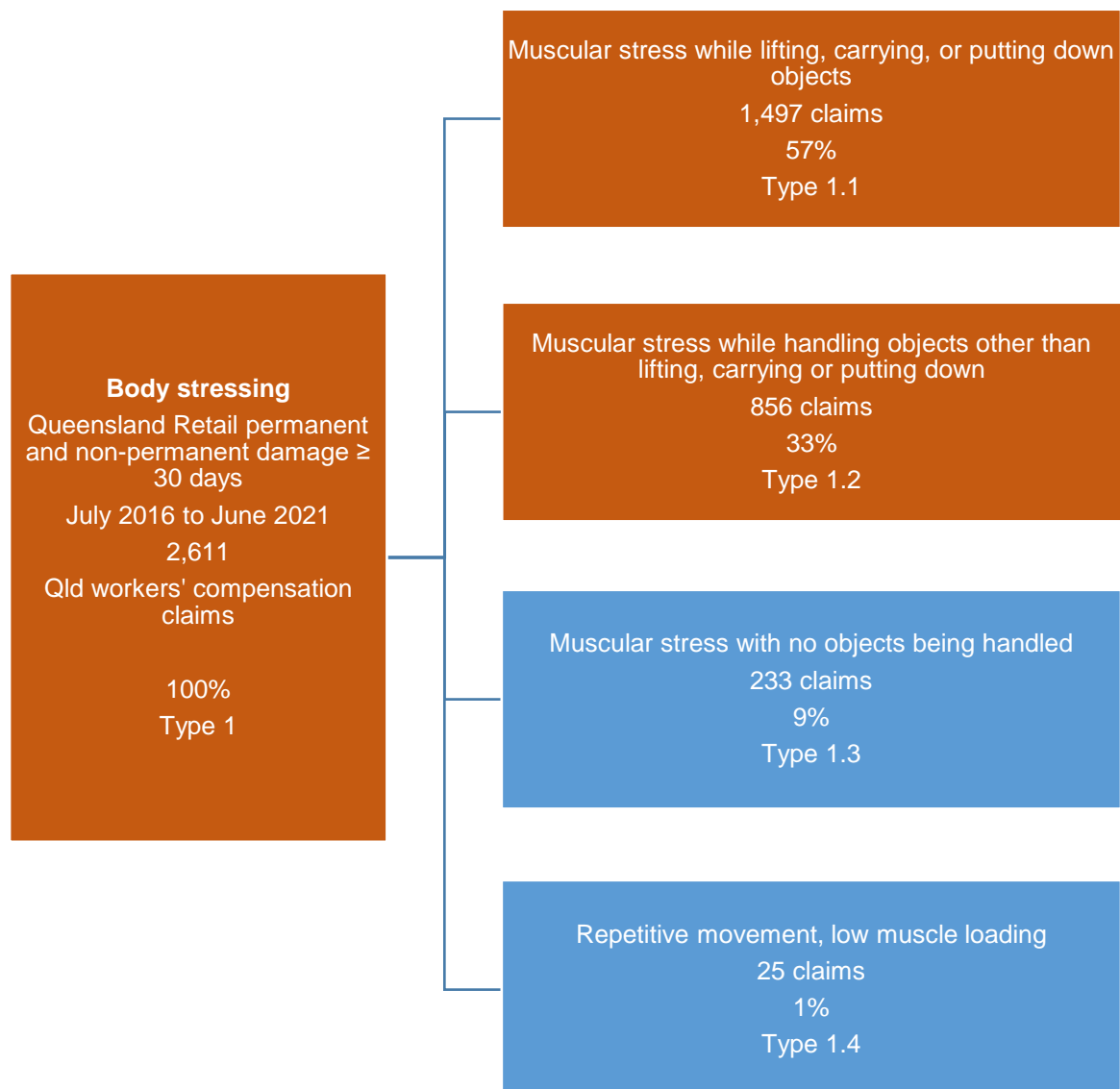
4. Typology by mechanism (group)

Note: **Orange** indicates an area of concern whereas **blue** indicates an area of interest but of less importance.



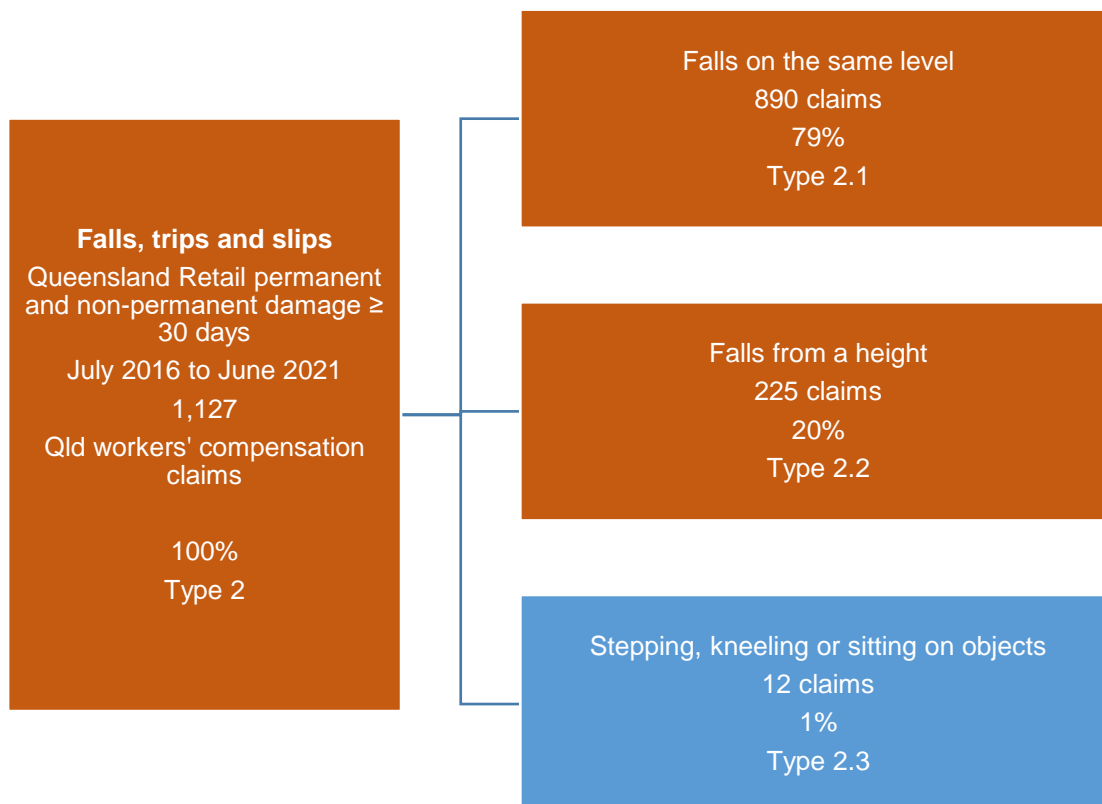
4.1 Type 1 – body stressing

Body stressing represents 53 per cent of all Queensland Retail claims \geq 30 workdays compensated.



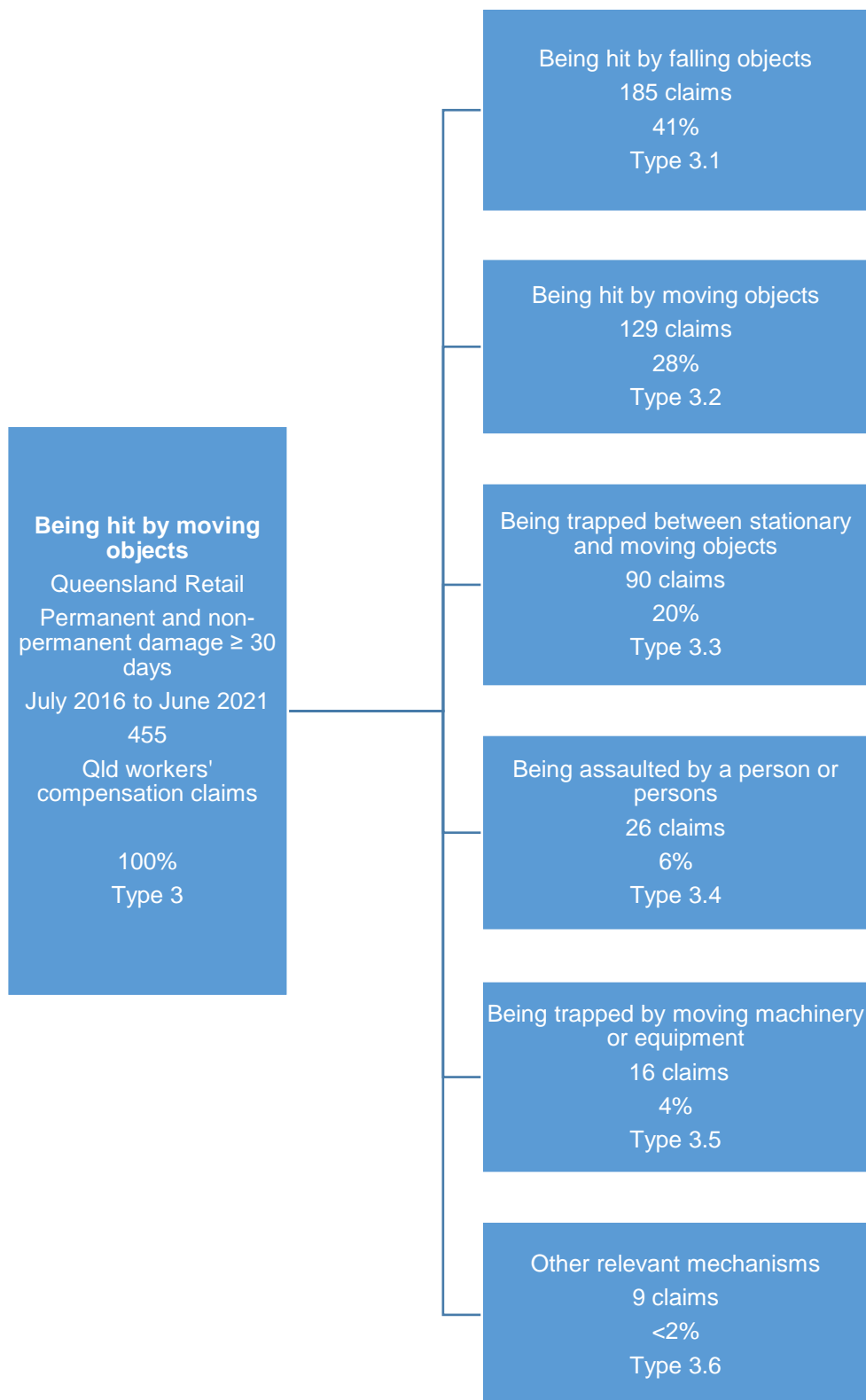
4.2 Type 2 – falls, trips and slips

Falls, trips and slips represent 23 per cent of all Queensland Retail claims \geq 30 workdays compensated.



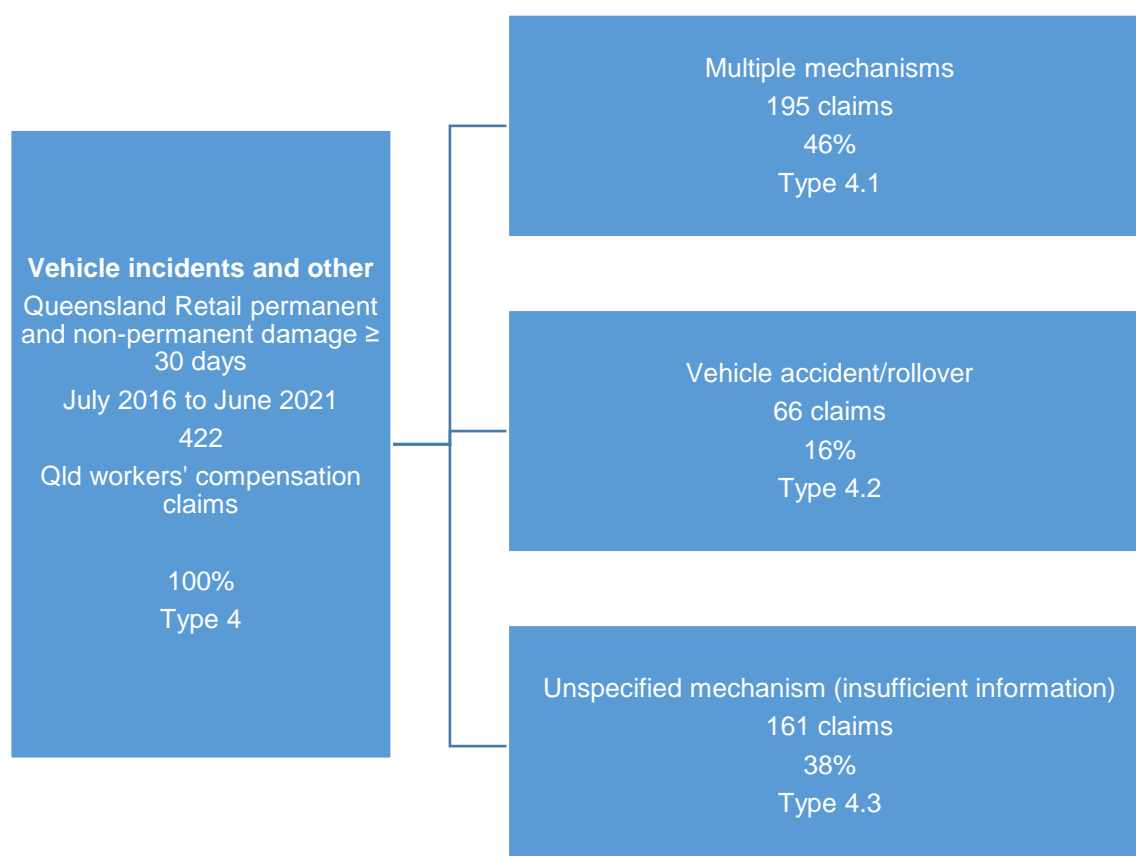
4.3 Type 3 – being hit by moving objects

Being hit by moving objects represents nine (9) per cent of all Queensland Retail claims ≥ 30 workdays compensated.



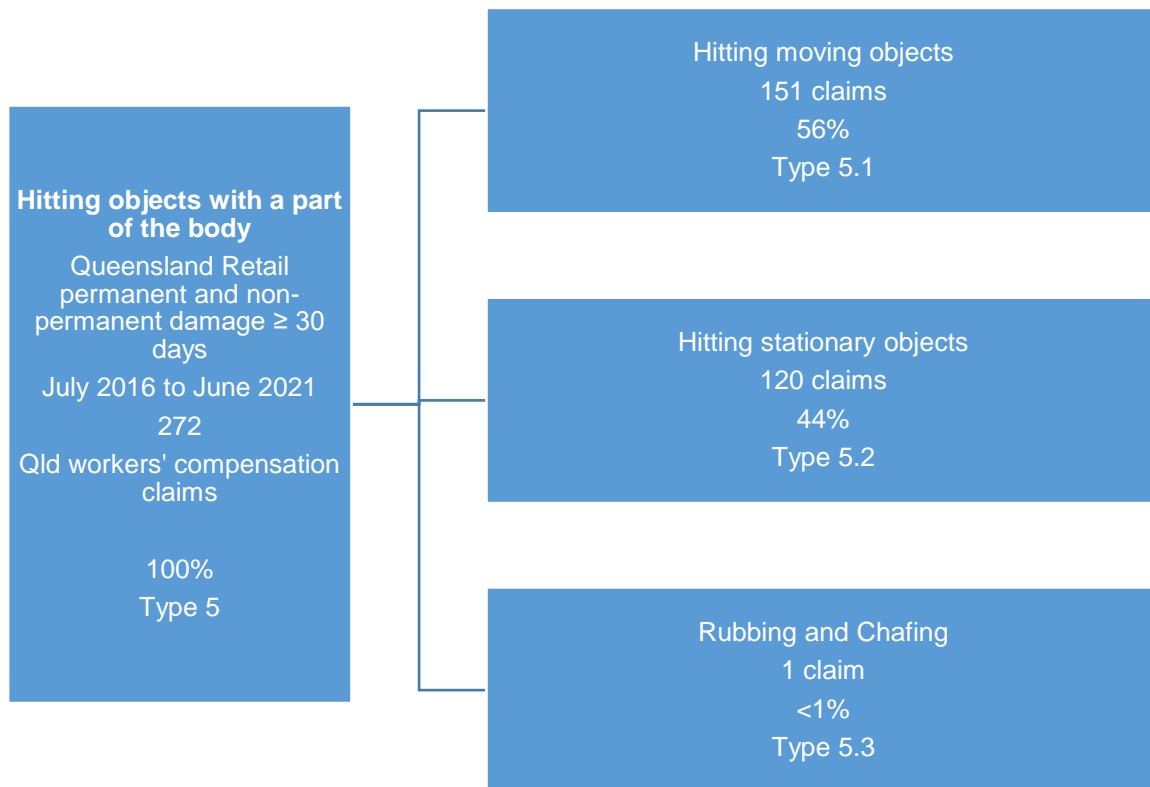
4.4 Type 4 – vehicle incidents and other

Vehicle incidents and other represent nine (9) per cent of all Queensland Retail claims ≥30 workdays compensated.



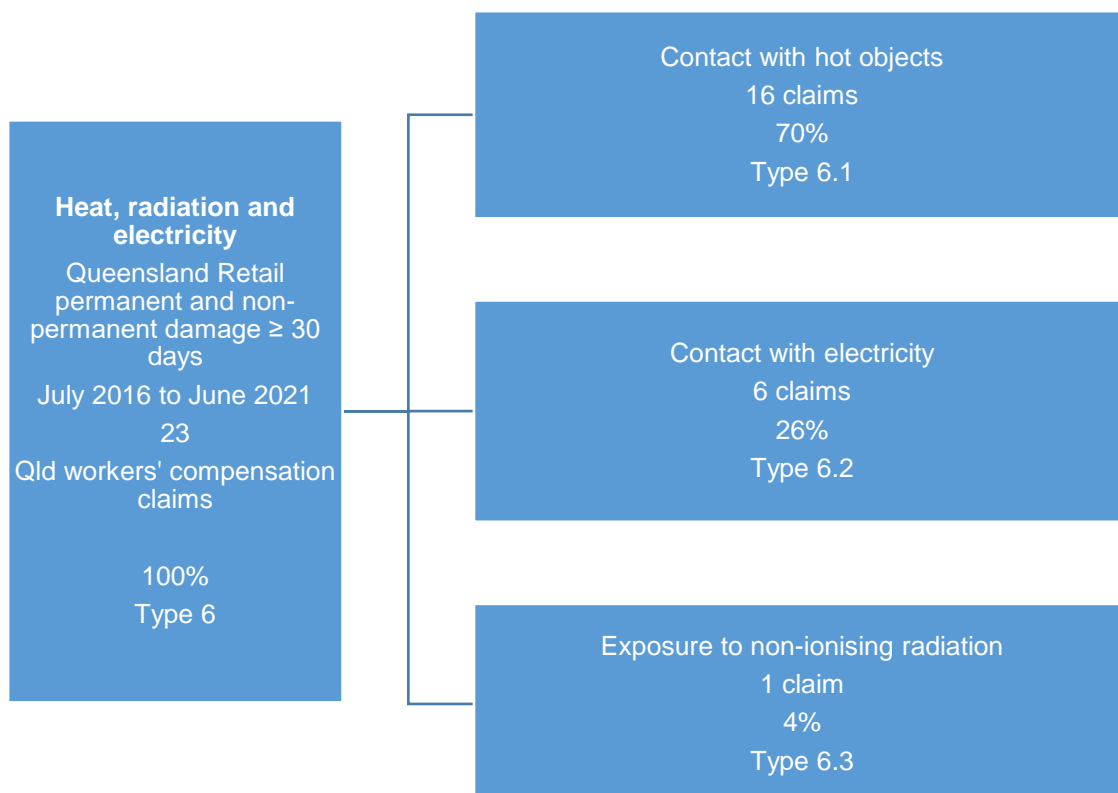
4.5 Type 5 – hitting objects with a part of the body

Hitting objects with a part of the body represents six (6) per cent of all Queensland Retail claims ≥ 30 workdays compensated.



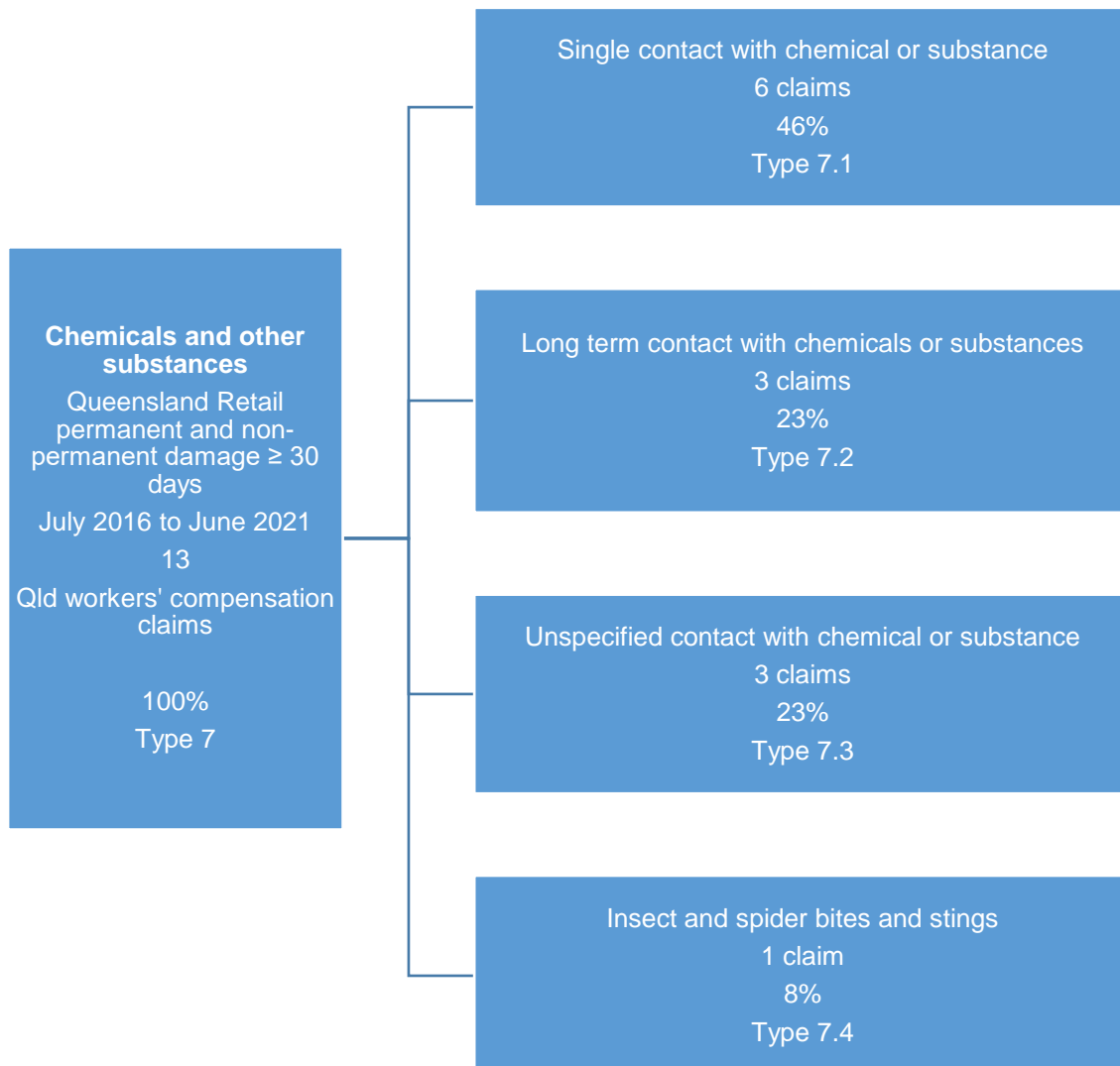
4.6 Type 6 – heat, radiation and electricity

Heat, radiation and electricity represents less than one (1) per cent of all Queensland Retail claims \geq 30 workdays compensated.



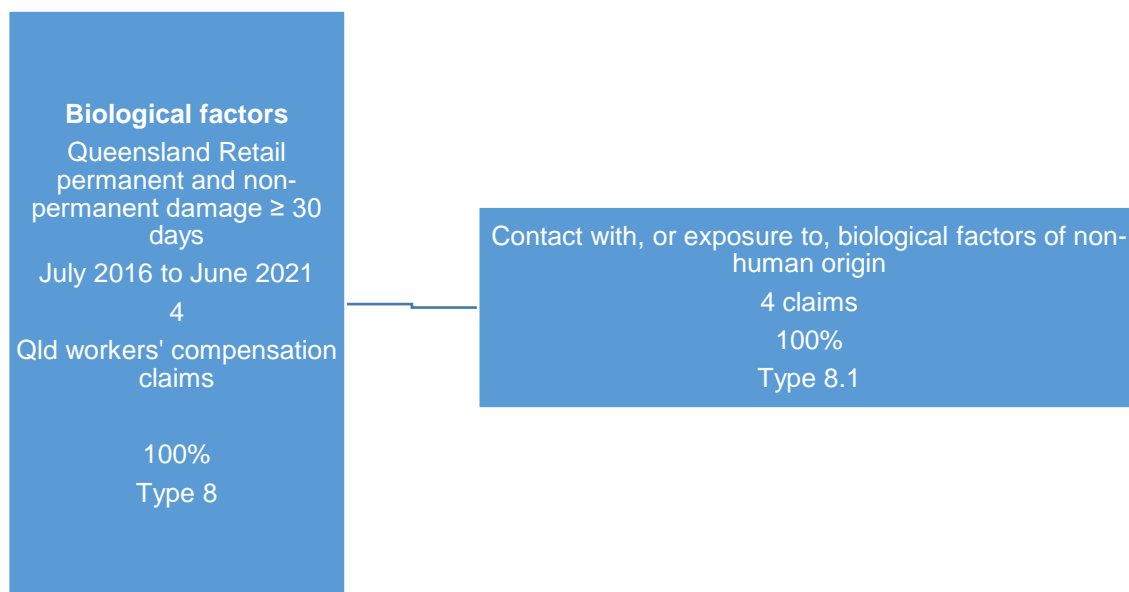
4.7 Type 7 – chemicals and other substances

Chemicals and other substances represent less than one (1) per cent of all Queensland Retail claims ≥ 30 workdays compensated.



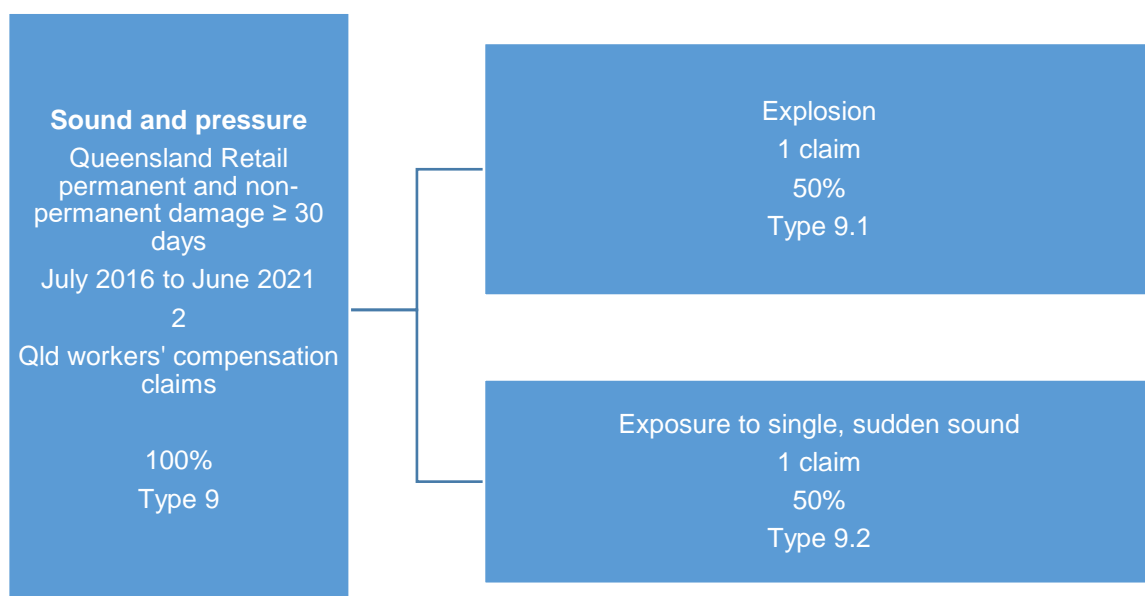
4.8 Type 8 – biological factors

Biological factors represent less than one (1) per cent of all Queensland Retail claims \geq 30 workdays compensated.



4.9 Type 9 – sound and pressure

Sound and pressure represent less than one (1) per cent of all Queensland Retail claims ≥ 30 workdays compensated.



5. Typology – summary of key findings

Claims with 30 or more workdays compensated account for 19 per cent of all Retail claims and account for 77 per cent of all claim costs over the period. The average claim rate was 3.9 claims per 1000 workers, which is lower than the average claim rate for all Queensland industries. Workers in the Retail industry are less likely to experience a significant injury as workers in all other industries.

Over 75 per cent of claims with 30 or more workdays compensated were the result of either *body stressing* or *falls*.

Body stressing injuries represent 53 per cent of all relevant Retail claims. Almost all the *body stressing* injuries were the result of muscle strains while lifting or handling objects. This is not surprising given the physically demanding nature of the Retail industry (e.g. stacking shelves).

Falls, trips and slips injuries represent 23 per cent of all relevant Retail claims. *Falls, trips and slips* injuries were mostly the result of falls at level.

Injuries resulting from *Vehicle incidents* represent nine per cent of all Retail claims with 30 or more workdays compensated.

Injuries resulting from *Being hit by moving objects* represent nine per cent of all Retail claims with 30 or more workdays compensated.

One Retail worker over the period was fatally injured by long-term contact with chemicals and substances.



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