

OIR Typology

Workplace Health and Safety Queensland Board Report

Typology: Retail trade industry

A report on the circumstances causing injuries or diseases which were compensated for 60 days or more.

Note: Data extracted June 2019

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1. Executive summary

This document provides a Typology based on Queensland Retail industry claims with 60 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 60 or more workdays compensated account for 62 per cent of all Retail claims costs over the period. The average claim rate was 2.1 claims per 1000 workers, which is lower than the average claim rate of 3.1 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.

Retail workers between the ages of 25 to 54 years represent over 70 per cent of all Retail claims with 60 or more workdays compensated. Moreover, the average claim rates for the Retail industry were marginally higher than the rates for all of Queensland for workers aged between 45 and 54 years.

Approximately 90 per cent of claims with 60 or more workdays compensated were the result of either body stressing, falls or vehicle incidents.

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

Injuries resulting from *vehicle incidents* represent 14 per cent of all relevant Retail claims.

On average, one Retail worker a year over the period was fatally injured, with the bulk of the fatalities due to 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
- 60 or more workdays are compensated
- psychological and commuting claims are excluded
- the claim intimation date is between 1 January 2012 and 31 December 2016 (the period).

2.2.1 Why focus on claims with 60 or more workdays compensated?

Table 1 below shows the number of Retail claims and overall costs for each claim category. Although claims with 60 or more workdays compensated make up only nine per cent of all claims over the period, they account for 62 per cent of total claim costs.

Retail claims with 60 or more workdays compensated include permanent and non-permanent impairment damage claims and involve injuries of a significant nature.

¹ Source: Queensland Employee Injury Database (QEIDB)

² Based on ABS: ANZSIC 2006 Classifications

Table 1. Retail claims by category (2012 to 2016)

Category	No. of claims	% of claims	Total claim costs [^]	% of costs
Less than 60 workdays compensated	27,324	91%	\$76M	36%
60 or more workdays compensated	2,720	9%	\$131M	62%
Fatality claims	6	<1%	\$2M	1%
Total	30,050	100%	\$210M	100%

[^]Total statutory costs over the period - 2012 to 2016

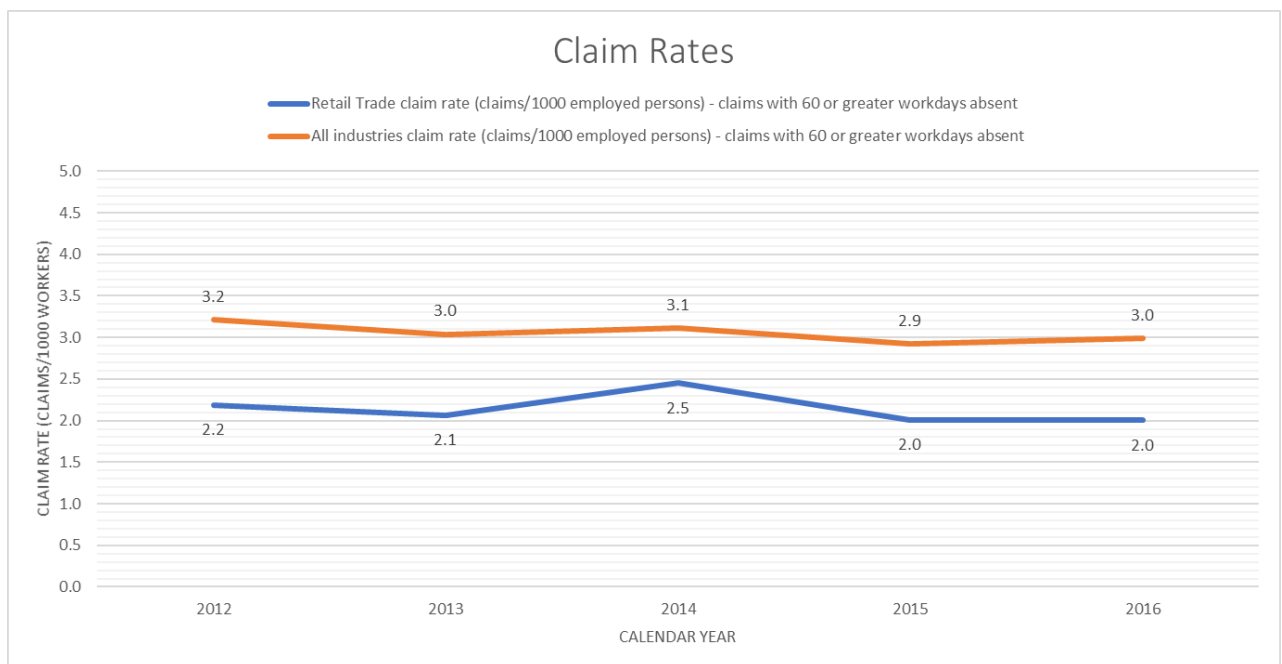
There are rounding errors in the table

3. Background – Retail industry

3.1 Incidence

The claim rate for Retail claims with 60 or more workdays compensated has remained relatively stable over the past five years; furthermore, the Retail claim rate sits below the claim rate for all Queensland industries. The average claim rate for Retail over the period was 2.1 claims per 1000 workers, which is lower than the average claim rate of 3.1 claims per 1000 workers for all industries. Refer to chart 1 below.

Chart 1. Claim rates (2012 to 2016)



3.2 Likelihood of ≥60 workdays compensated claims

On average, one in every 469 Queensland Retail workers each year will experience a significant injury (an injury which results in a claim requiring 60 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 60 or more workdays compensated

Calendar year	No. of claims	Labour force ³	Likelihood (1 in X workers)
2012	533	243,400	1 in 457
2013	527	254,900	1 in 484
2014	636	259,200	1 in 408
2015	513	255,400	1 in 498
2016	511	254,600	1 in 498
Average			1 in 469

Table 3. Likelihood - All other industry claims (excluding Retail) with 60 or more workdays compensated

Calendar year	No. of claims	Labour force ³	Likelihood (1 in X workers)
2012	6,800	2,039,600	1 in 300
2013	6,445	2,040,000	1 in 317
2014	6,591	2,064,000	1 in 313
2015	6,347	2,093,500	1 in 330
2016	6,560	2,111,800	1 in 322
Average			1 in 316

3.3 Age distribution

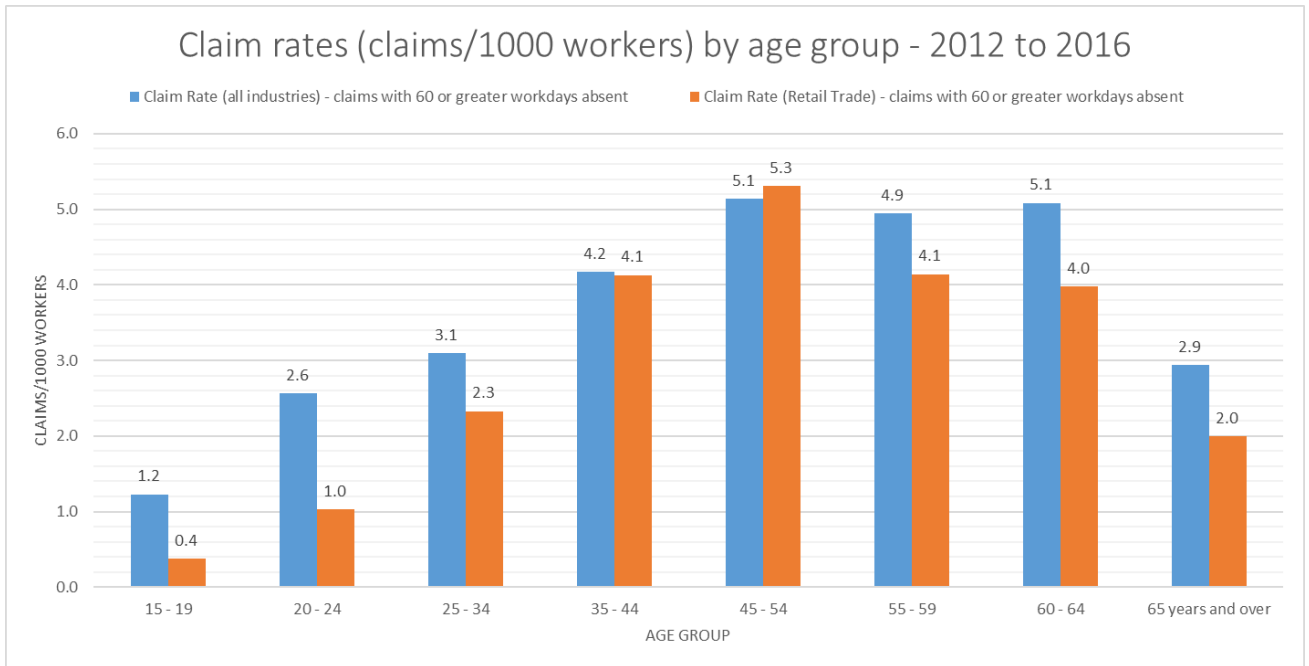
The rates in this section are significantly higher than other rates calculated in this paper due to different source denominators being used for age analysis. As such, they are not comparable.

Over 70 per cent of all Retail claims with 60 or more workdays compensated were for workers between the ages of 25 and 54 years.

Chart 2 shows the claim rates for claims with 60 or more workdays compensated by age group. Notably, the average claim rates for Retail are marginally higher than the rates for all of Queensland for workers aged between 45 and 54 years.

³ Source: ABS labour force data

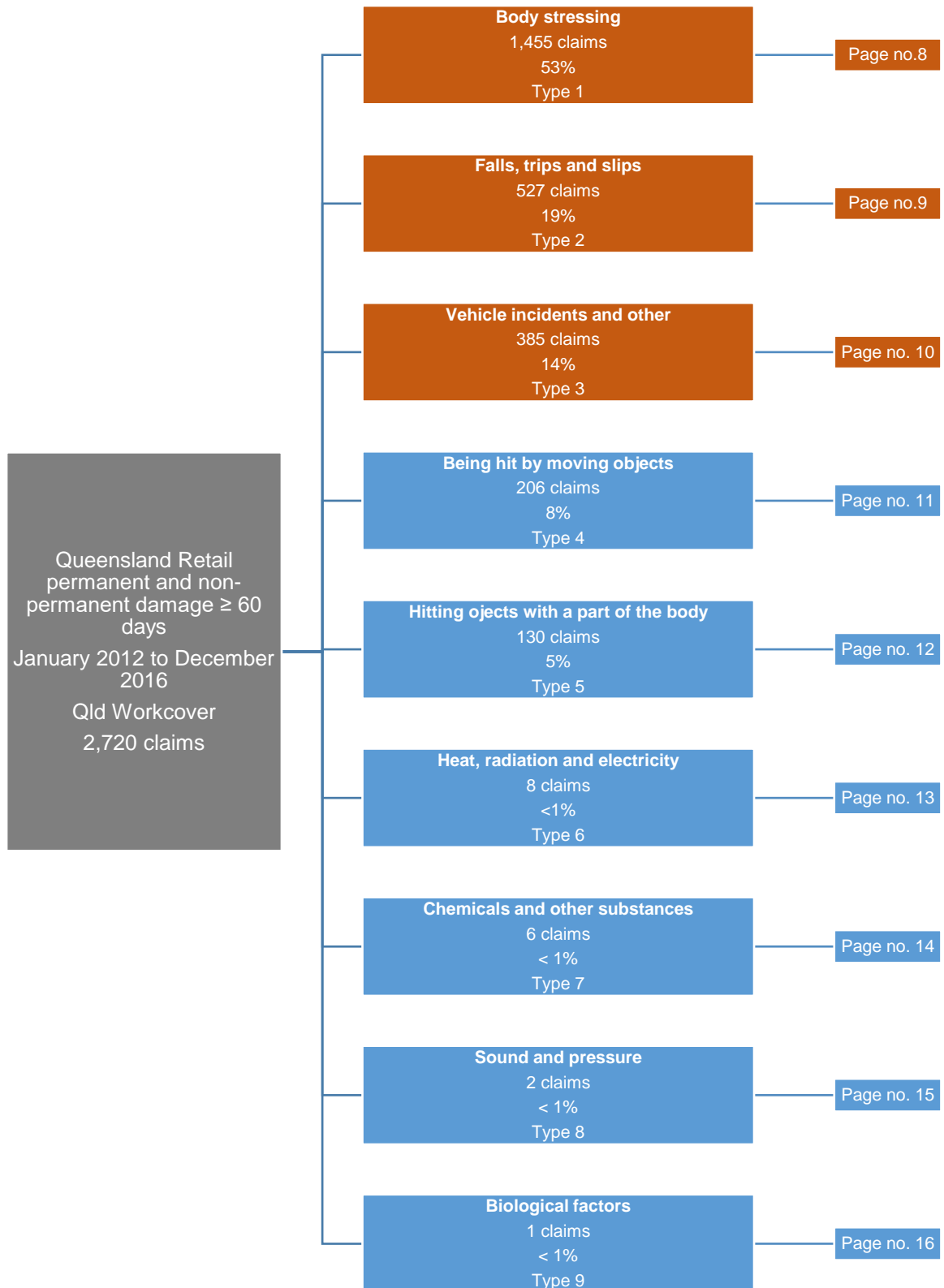
Chart 2. Claims rates by age group (2012 to 2016)



Note: The age group rates were calculated using the average number of claims over the period (2012 to 2016) divided by the 2016 Census labour force numbers multiplied by 1000.

4. Typology by mechanism (group)

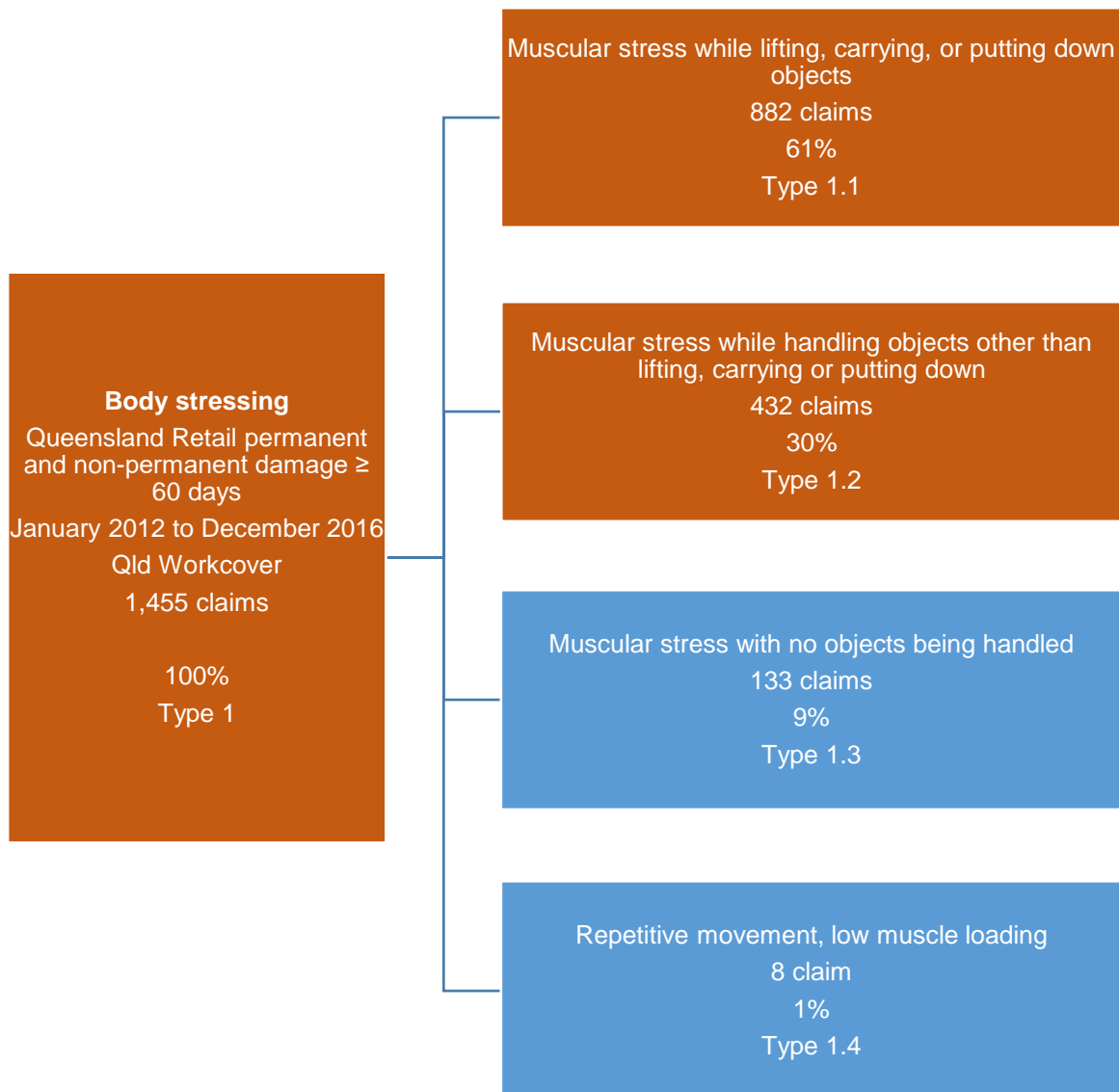
Note: *Orange* indicates an area of concern whereas *blue* indicates an area of interest but of less importance.



4.1 Type 1 – body stressing

Body stressing represents 53 per cent of all Queensland Retail claims ≥ 60 workdays compensated.

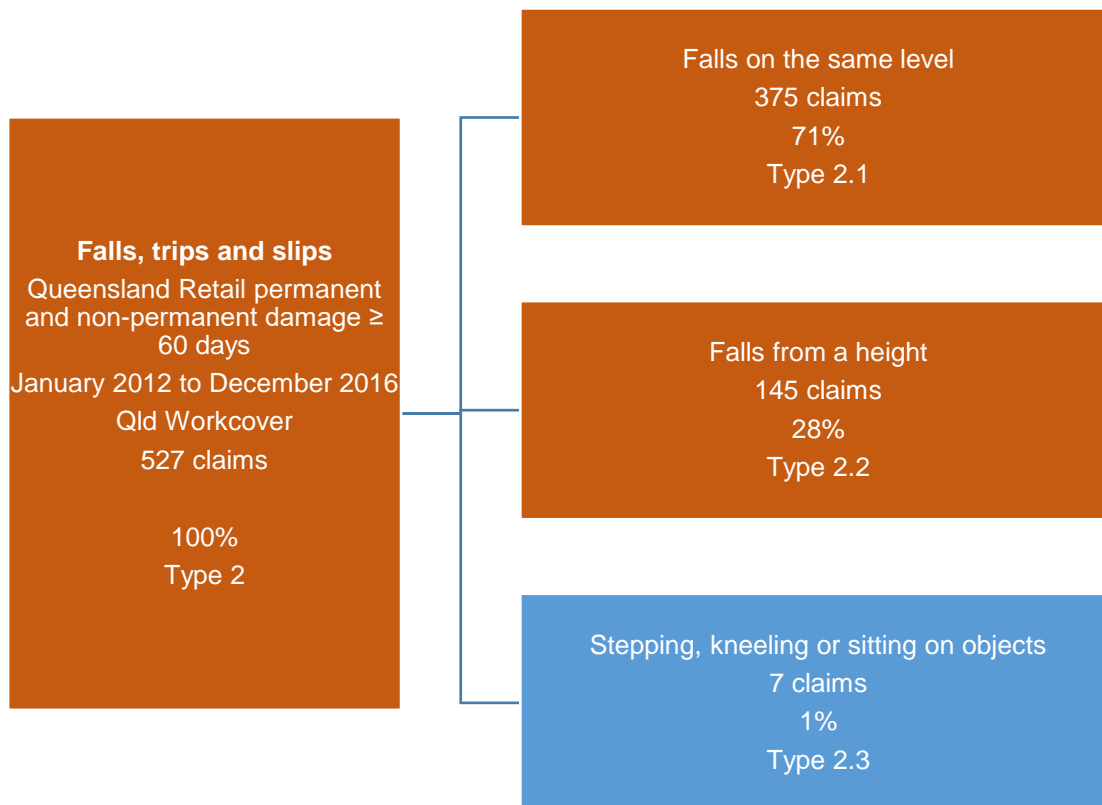
Almost half the body stressing claims were for sales workers (47 per cent) and 32 per cent of those claims related to lower back injuries.



4.2 Type 2 – falls, trips and slips

Falls, trips and slips represent 19 per cent of all Queensland Retail claims ≥ 60 workdays compensated.

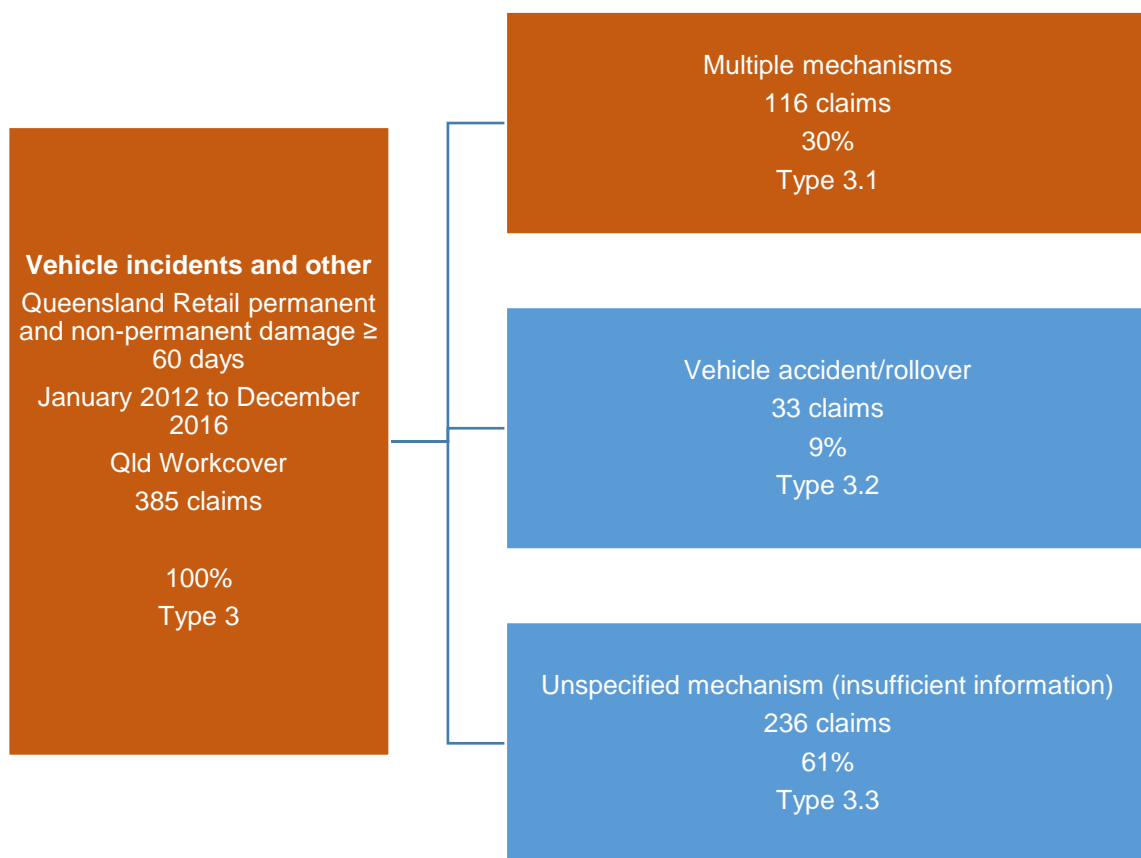
Sales workers made up more than half of *falls, trips and slips* claims (54 per cent) and almost a quarter of those claims were associated with the knee (24 per cent).



4.3 Type 3 – vehicle incidents and other

Vehicle incidents and other represent 14 per cent of all Queensland Retail claims \geq 60 workdays compensated.

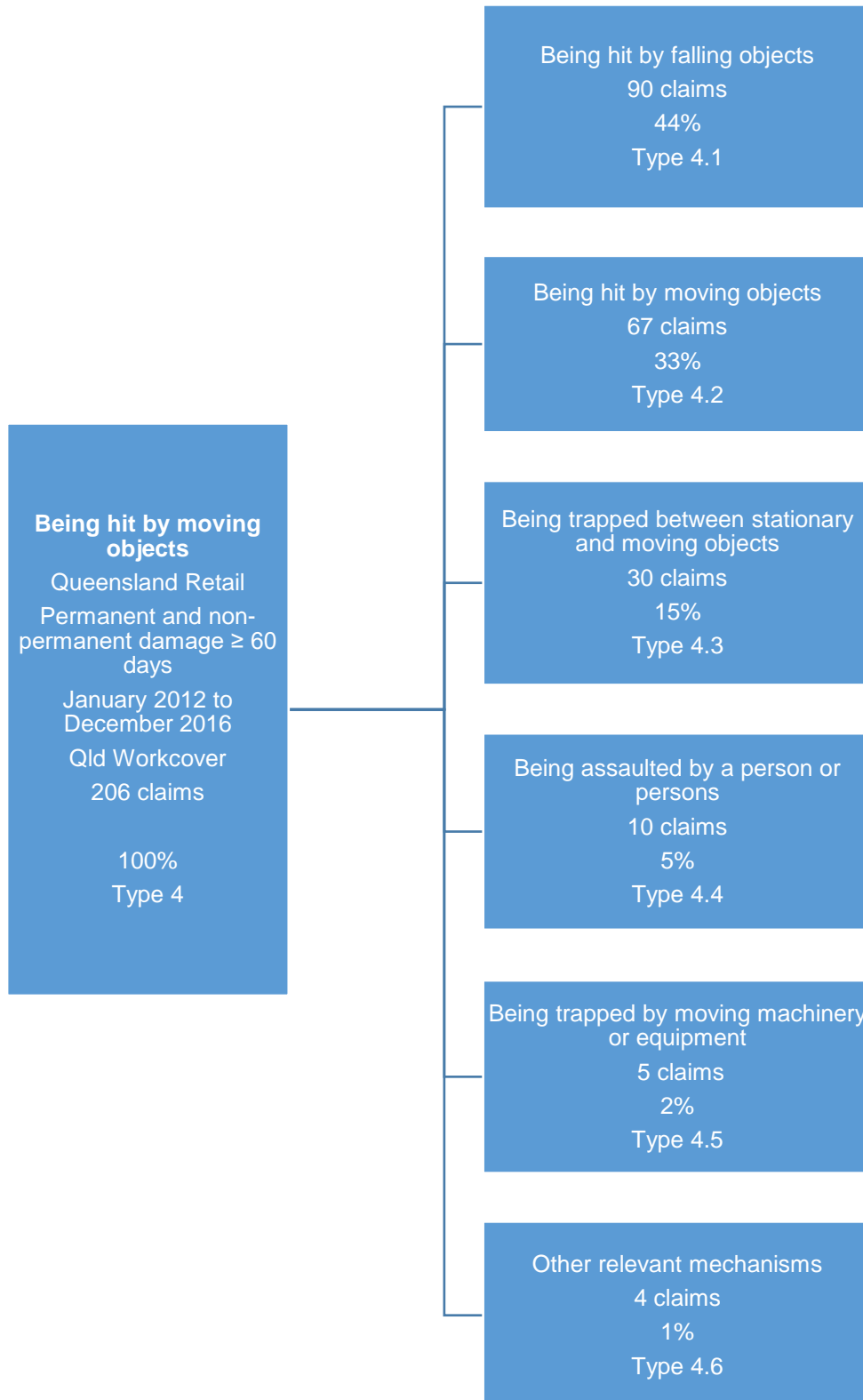
Sales workers accounted for more than half of vehicle incident claims (54 per cent), and more than half of those claims (52 per cent) were associated with the upper limbs.



4.4 Type 4 – being hit by moving objects

Being hit by moving objects represents nine per cent of all Queensland Retail claims ≥ 60 workdays compensated.

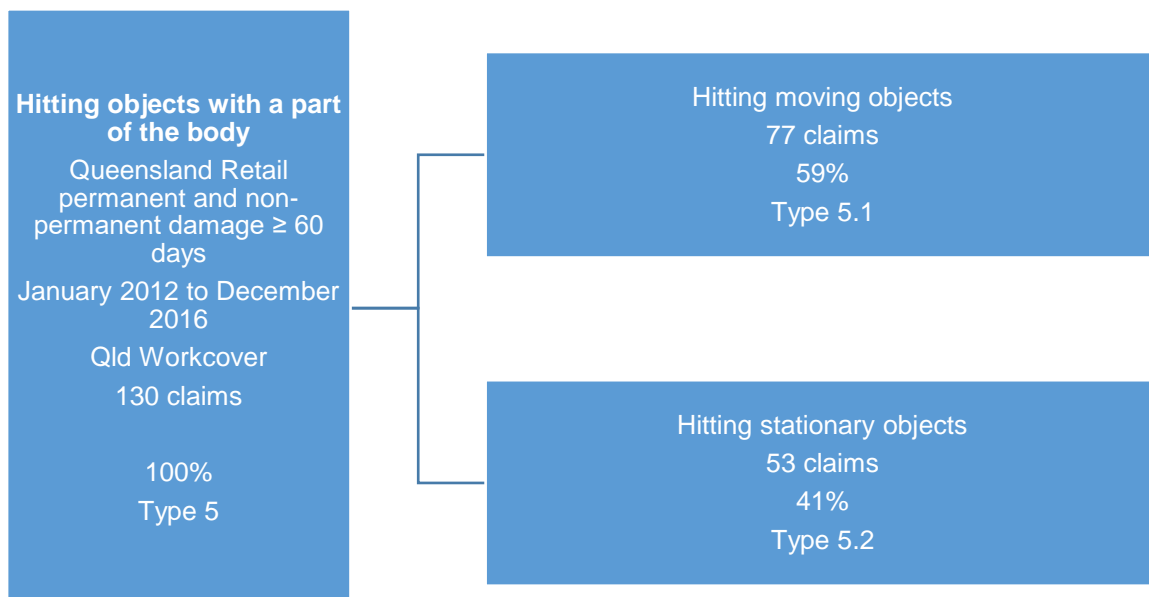
Nearly half of *being hit by moving objects* claims were for Sales workers (43 per cent) and nearly a quarter (24 per cent) of those claims were due to fractures.



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

Hitting objects with a part of the body represents five per cent of all Queensland Retail claims ≥ 60 workdays compensated.

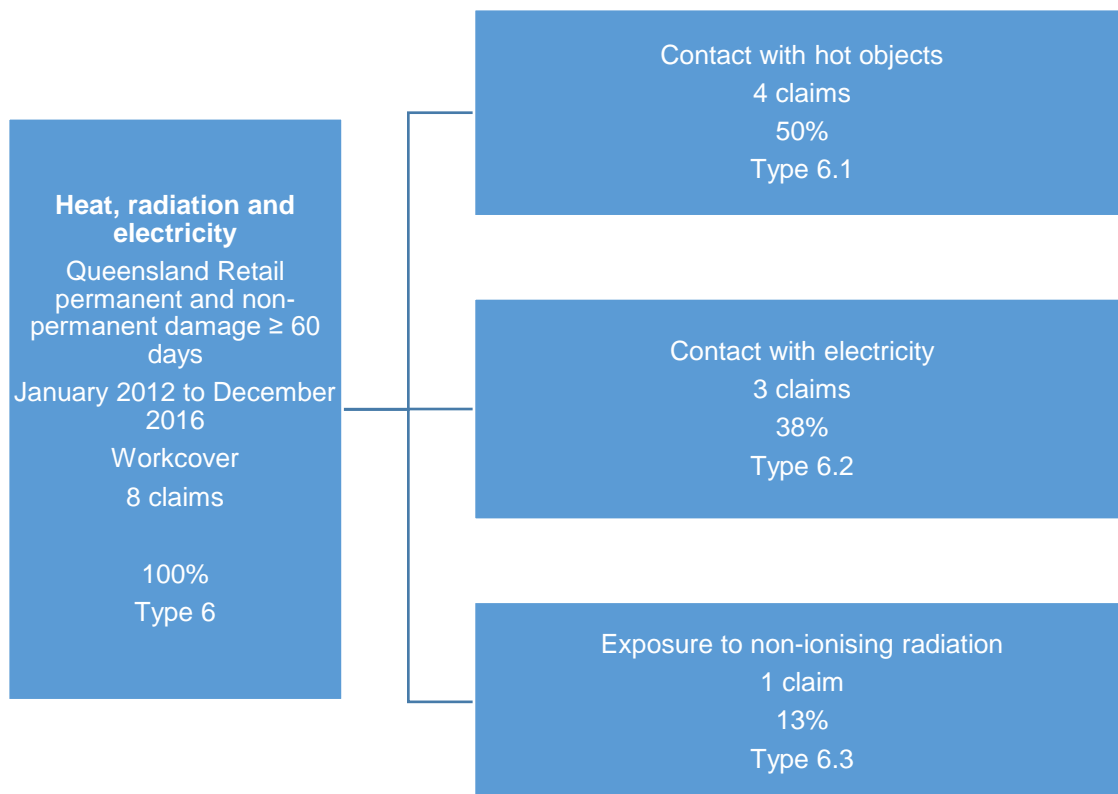
Once again, Sales workers accounted for more than a third (36 per cent) of claims for this mechanism group and more than two-thirds of those claims (62 per cent) were associated with the upper limbs.



4.6 Type 6 – heat, radiation and electricity

Heat, radiation and electricity represents less than one per cent of all Queensland Retail claims \geq 60 workdays compensated.

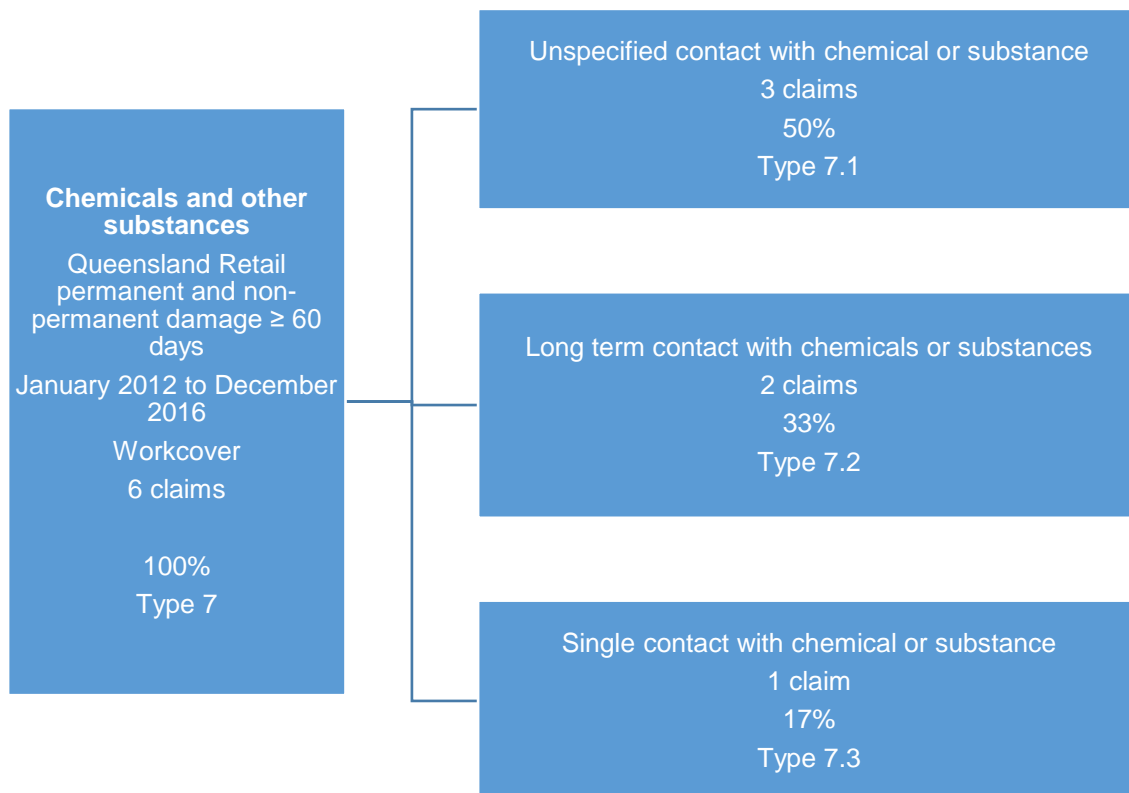
Sales workers accounted for half of Heat, radiation and electricity claims (50 per cent). Sales worker claims were equally split between contact with electricity and hot objects.



4.7 Type 7 – chemicals and other substances

Chemicals and other substances represent less than one per cent of all Queensland Retail claims \geq 60 workdays compensated.

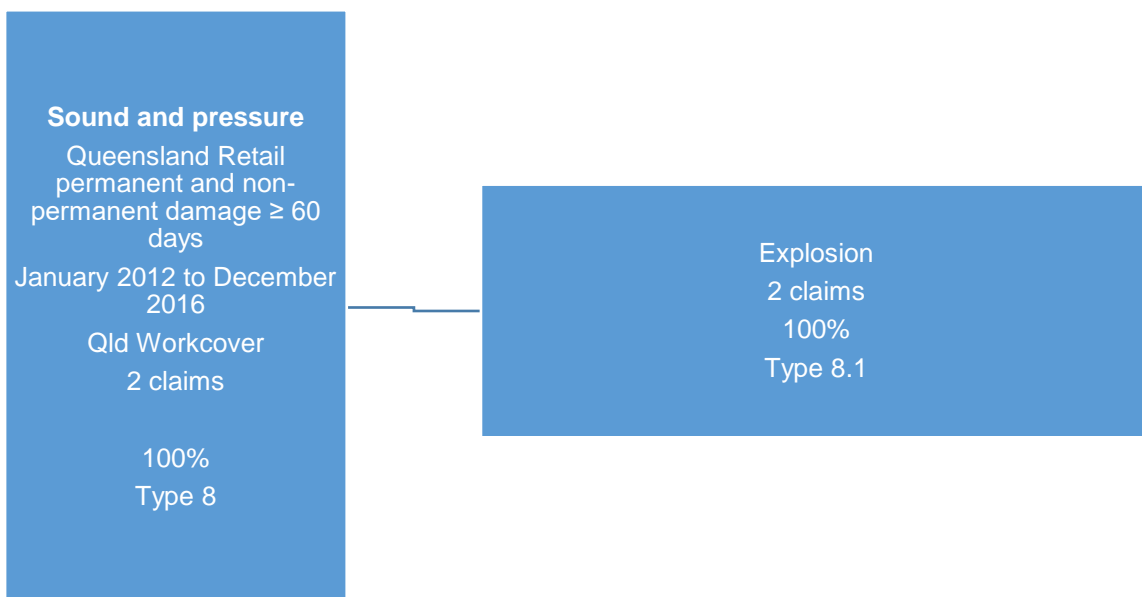
Labourers accounted for half (50 per cent) of Chemicals and other substances claims with two-thirds of this subset being for contact dermatitis (67 per cent).



4.8 Type 8 – sound and pressure

Sound and pressure represent less than one per cent of all Queensland Retail claims \geq 60 workdays compensated.

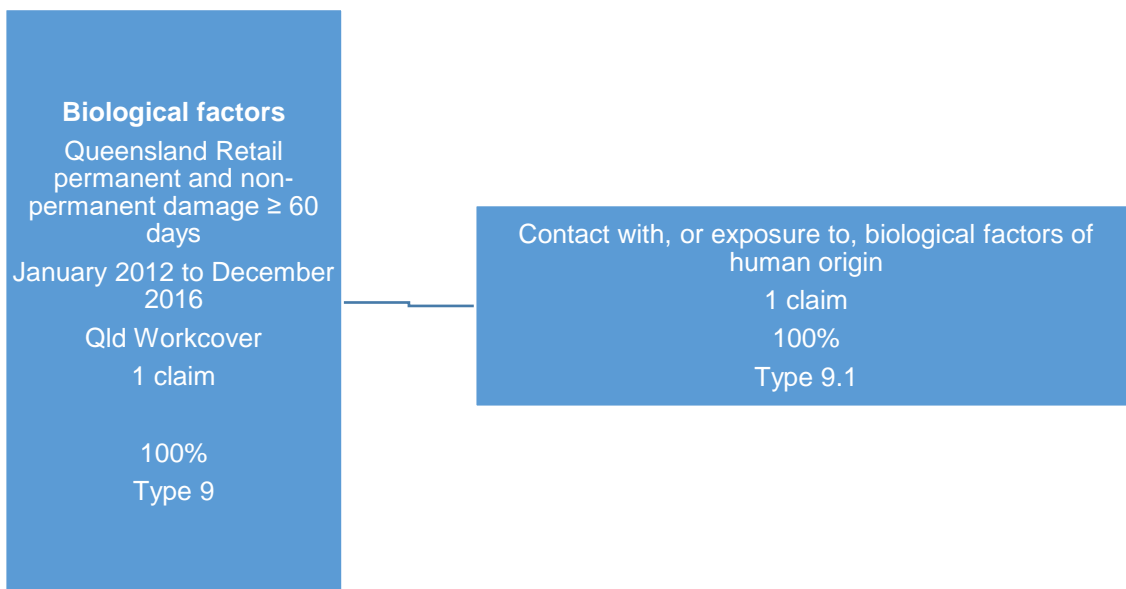
Two labourers suffered from an eye injury and post-traumatic stress disorder (separately).



4.9 Type 9 – biological factors

Biological factors represent less than one per cent of all Queensland Retail claims \geq 60 workdays compensated.

There was one claim due to an infectious or parasitic disease-causing permanent impairment.



5. Typology – summary of key findings

Approximately 85 per cent of claims with 60 or more workdays compensated were the result of either body stressing, falls or vehicle incidents.

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. For example, stacking shelves.

Falls, trips and slips injuries represent almost 20 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 14 per cent of all Retail claims with 60 or more workdays compensated.

On average, one Retail worker a year over the period was fatally injured. Most of the fatalities were due to long-term contact with chemicals or substances.

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