

# Queensland workers' compensation scheme statistics

## 2015–16

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# Introduction

This is the 17th 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 the Office of Industrial Relations for insurer and medical issues including:
  - administrative review of insurers' decisions
  - appeals to the Queensland Industrial Relations Commission (QIRC) and the Industrial Court (IC)
  - Medical assessment tribunals (MAT).

All figures reported as at 30 June 2016 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 the Office of Industrial Relations, Queensland Treasury.

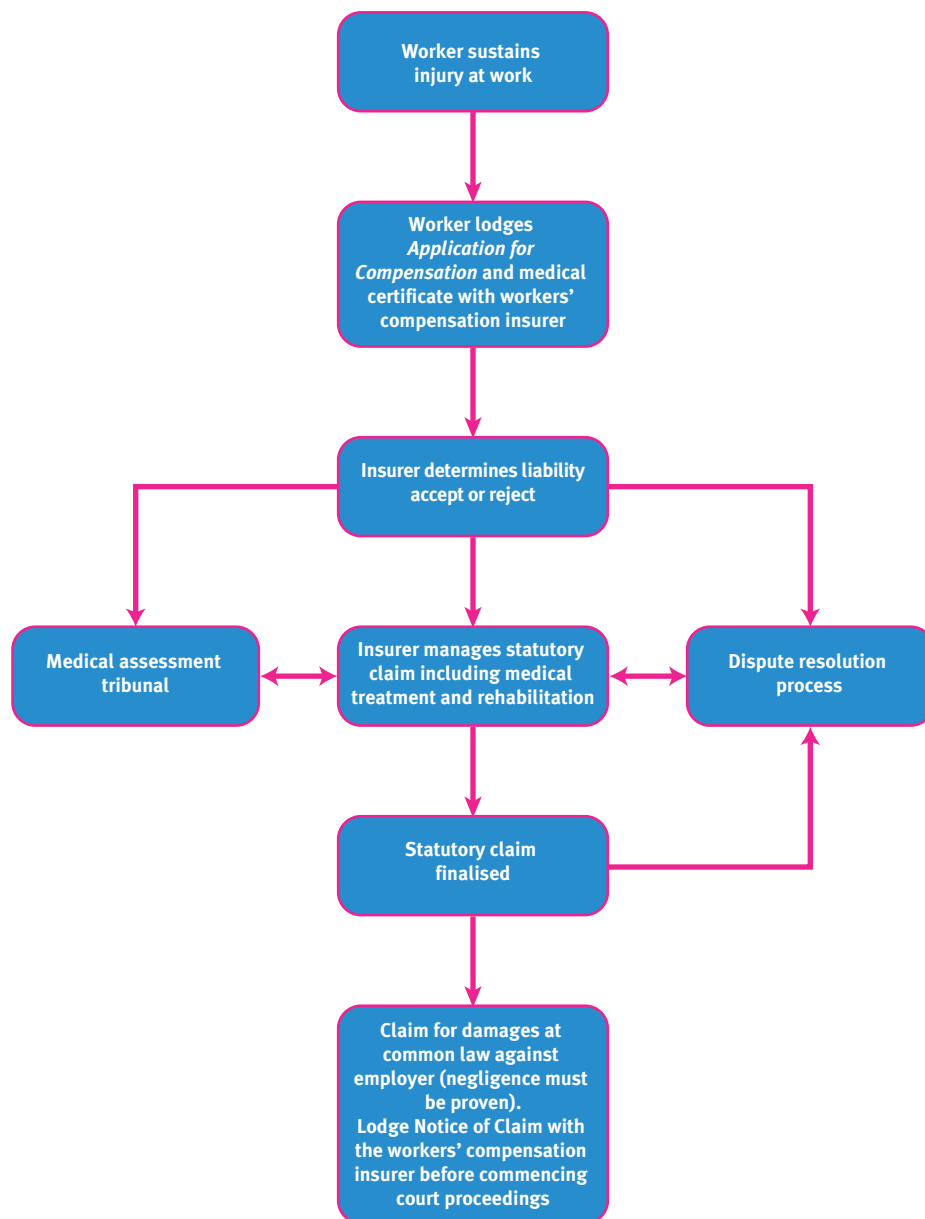
The Office of Industrial Relations is responsible for the following functions:

- 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 MAT
- maintaining and analysing statistics and reporting on the scheme
- providing workers' compensation information and education
- administering grants.

As at 30 June 2016 there were 29 insurers in the scheme – WorkCover Queensland and 28 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

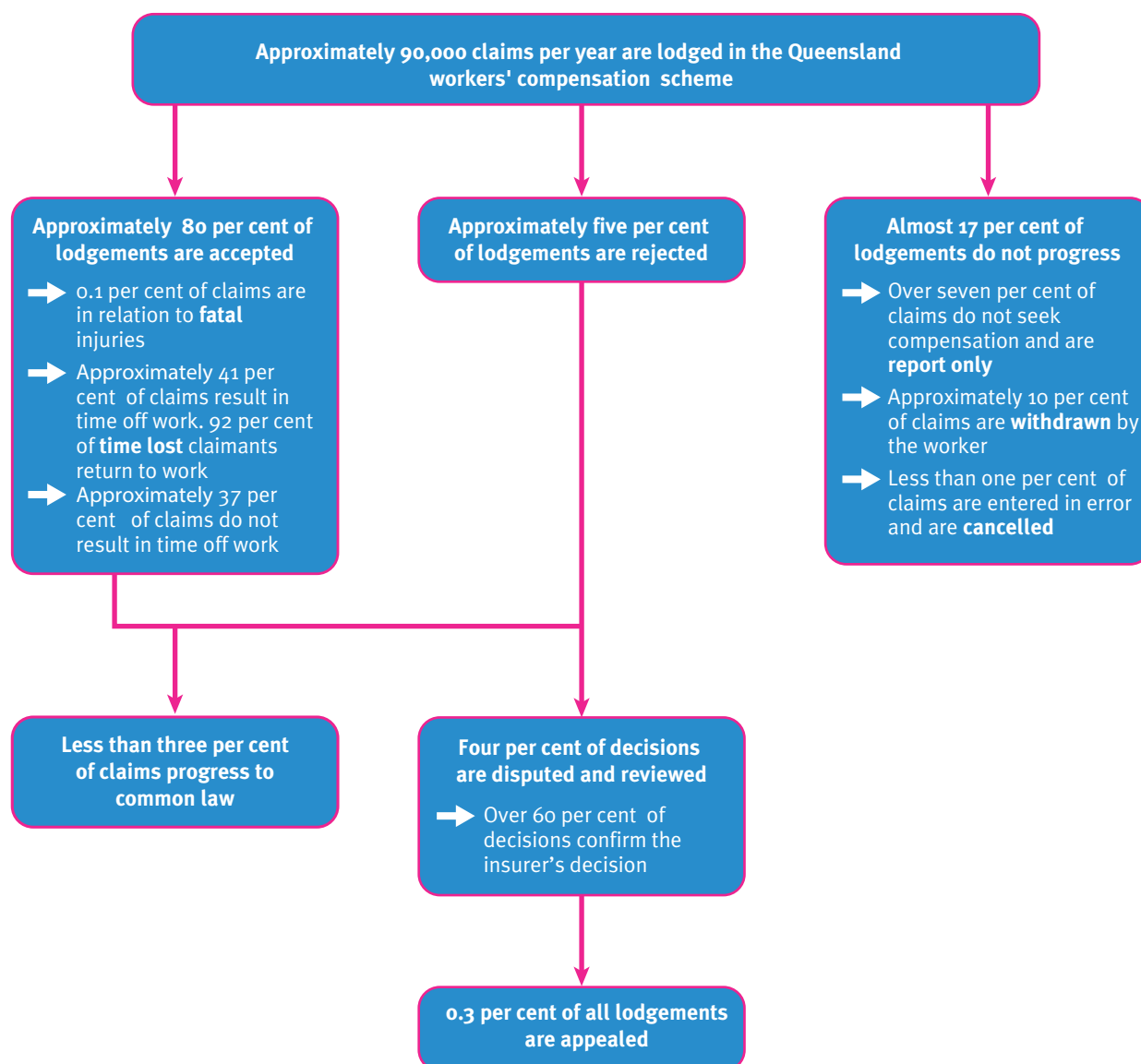


# Claim profile

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 around 17 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 92,068 for 2015-16 were 4.4 per cent higher than 2014-15. In conjunction with a slight increase in employed people, this resulted in a 3.2 per cent increase in the claim rate. The claim rate for 2015-16 has increased to 39 claims per 1,000 employed people. Over the five years to 2015-16 the claim rate has decreased 16.1 per cent, from 46.5 in 2011-12. Industries which have contributed to the increase in statutory claims this year include construction, health care and social assistance, agriculture, forestry and fishing and retail trade.

The proportion of psychological and psychiatric statutory claims remains stable for 2015-16 at 4.6 per cent. Psychological and psychiatric claims currently represent 6.2 per cent of total statutory payments (\$52.9 million for 2015-16) and have an average finalised time lost claim cost of \$50,510 (\$52,782 in 2014-15) which is almost three times the average time lost claim cost of physical injuries (\$16,969 for 2015-16).

## Statutory claim payments

Statutory payments for 2015-16 of \$851.7 million were four per cent higher than in 2014-15 (\$819.2 million). Weekly compensation payments, which represent 42.9 per cent of statutory payments, have increased slightly for 2015-16. Average work days lost marginally increased from 49.1 days in 2014-15 to 49.4 days in 2015-16. The average cost of time lost claims has also increased, up from \$17,228 in 2014-15 to \$17,787 in 2015-16.

## Fatalities

There were 63 fatal claim lodgements in 2015-16. Fatal claim lodgements due to injuries at work represented over one third of the 2015-16 figures (n = 24; 38.1 per cent). Construction (n = 11), transport, postal and warehousing (n = 7); and agriculture, forestry and fishing (n = 7) industries contributed 39.7 per cent of fatalities.

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

## Return to work

In 2015-16, the return to work rate decreased slightly to 91.9 per cent (94.7 per cent for 2014-15).

## Dispute resolution

Review applications have decreased 2.3 per cent, from 2,985 in 2014-15 to 2,917 in 2015-16. The proportion of review applications to statutory claims has decreased to 3.2 per cent for 2015-16 (3.4 per cent for 2014-15). Appeals served in 2015-16 have decreased, down 16.2 per cent from 278 served in 2014-15 to 233 served in 2015-16.

## Medical Assessment Tribunals (MAT)

In 2015-16, 3,242 referrals were made to the MAT. This is an increase of six per cent from the 3,059 referrals received in 2014-15. Of the cases determined by the MAT, 46.9 per cent were for permanent impairment (PI) assessment (45.1 per cent in 2014-15). The proportion of MAT referrals to statutory claims has remained stable for 2015-16 at 3.5 per cent.

## Common law lodgements

Common law lodgements decreased from 2,993 in 2014-15 to 2,506 in 2015-16. This decrease was driven by legislative amendments establishing a common law threshold. This threshold was applicable for injuries between 15 October 2013 and 30 January 2015.

## Common law average damages

The average cost of finalised common law claims has increased by 6.3 per cent for 2015-16. This is due to the threshold excluding lower severity claims. Claims finalised with no damages payment (nil settlements), as a per cent of total common law claims have increased to 17.9 per cent for 2015-16, up from 15.9 per cent in 2014-15.

### 3 Scheme at a glance

Overview					
		2015-16	2014-15	% change from previous year	Page number
Statutory claims	New claims	92,068	88,165	4.4	10
	Claims per 1,000 employed people	39.0	37.8	3.2	8
	New psychological claims (%)	4.6	4.7	-0.1	12
	Fatalities	63	73		15
	Payments (\$M)	\$851.7	\$819.2	4.0	23
Statutory decisions	Average time to decide (days)	7.6	7.6	0.0	17
	Rejection rate – physical (%)	5.5	5.0	0.5	18
	Rejection rate – psychological (%)	62.8	65.4	-2.6	18
Outcomes	Average work days lost (days) (time lost claims)	49.4	49.1	0.6	32
	Return to work rate (%)	91.9	94.7	-2.8	27
Common law	New claims	2,506	2,993	-16.3	37
	Payments (\$M)	\$466.8	\$554.3	-15.8	41
	Average damages cost (excluding nil settlements)	\$146,571	\$137,846	6.3	42
Regulator functions	Review applications	2,917	2,985	-2.3	44
	Appeals served	233	278	-16.2	47
	MAT referrals	3,242	3,059	6.0	50



# Workers' compensation statutory claims

- The majority of employers (almost 90 per cent) covered by the scheme in 2015-16 did not have a claim for workers' compensation.
- The scheme-wide claim rate increased 3.2 per cent.
- The manufacturing industry has the highest claim rate.

As at 30 June 2016, approximately 155,000 employers were covered by the Queensland workers' compensation scheme. During 2015-16, the scheme covered approximately 162,000 employers, taking into account fluctuations in cancelled and new policies.

## 4 Number of claims lodged by insurance type 2014-15 and 2015-16

Insurance type	2014-15	2015-16	% Variance
Employed people	87,803	91,704	4.4
Volunteers, industrial placement / work experience, contracts of insurance (Act: section 26)	280	282	0.7
Workplace personal injury insurance (self-employed, working directors)	60	63	5.0
Household workers	22	19	-13.6
<b>Total lodgements</b>	<b>88,165</b>	<b>92,068</b>	<b>4.4</b>

The majority of claims (99.6 per cent) are for "workers" (as defined in the Act).

## 5 Number of claims per employer by declared wages 2014-15

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	137,413	3,759	764	221	90	7	142,254
1 claim	8,850	1,648	470	152	80	4	11,204
2 to 5 claims	2,905	1,675	834	475	269	18	6,176
6 to 10 claims	119	230	287	237	205	21	1,099
11 to 20 claims	22	43	114	169	225	36	609
Over 20 claims	16	3	23	71	253	187	553
<b>Total with claims</b>	<b>11,912</b>	<b>3,599</b>	<b>1,728</b>	<b>1,104</b>	<b>1,032</b>	<b>266</b>	<b>19,641</b>
<b>Total</b>	<b>149,325</b>	<b>7,358</b>	<b>2,492</b>	<b>1,325</b>	<b>1,122</b>	<b>273</b>	<b>161,895</b>
% without claims	92	51.1	30.7	16.7	8	2.6	87.9

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

The majority of employers (87.9 per cent) did not have a claim for workers' compensation in 2015-16. Smaller employers (less than \$1 million in declared wages) were the most likely to have no claims (92 per cent).

## Claim rate

In 2015-16, 92,068 claims were lodged scheme-wide (excluding cancelled claims). The estimated rates per 1,000 employed people are detailed below.

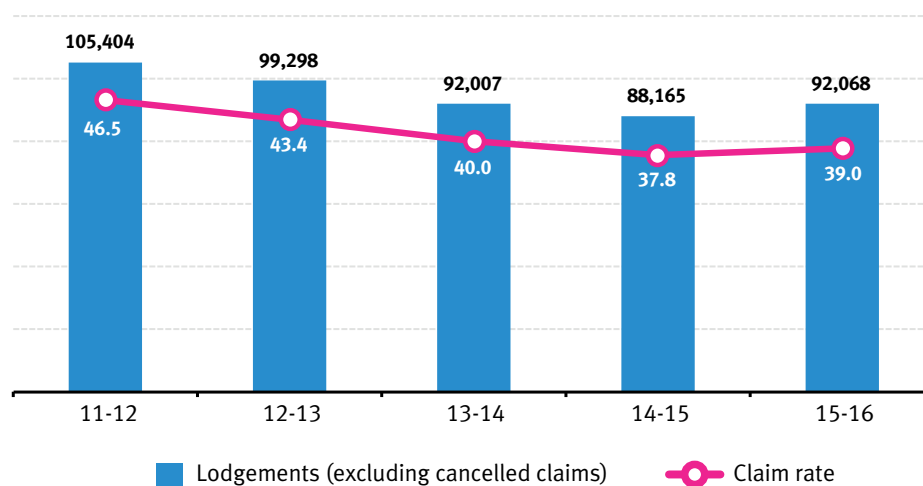
### 6 Claim rates (per 1,000 employed people) 2011-12 to 2015-16

	Annual comparison				
	2011-12	2012-13	2013-14	2014-15	2015-16
<b>Queensland labour force</b>					
Average number of employed people ('000) <sup>a</sup>	2,269.1	2,286.2	2,301.4	2,330.0	2,362.3
Change from previous year (%)	1.5	0.8	0.7	1.2	1.4
<b>Queensland workers' compensation scheme</b>					
Number of lodged claims	105,404	99,298	92,007	88,165	92,068
Change from previous year (%)	0.6	-5.8	-7.3	-4.2	4.4
<b>Claim rate</b>					
Number per 1,000 employed people	46.5	43.4	40.0	37.8	39.0
Change from previous year (%)	-0.9	-6.7	-7.8	-5.5	3.2

<sup>a</sup> Australian Bureau of Statistics, Labour Force, Queensland Average of May Quarter to February Quarter, Cat. No. 6291.0.55.003, May 2016. All figures updated due to Australian Bureau of Statistics change in methodology.

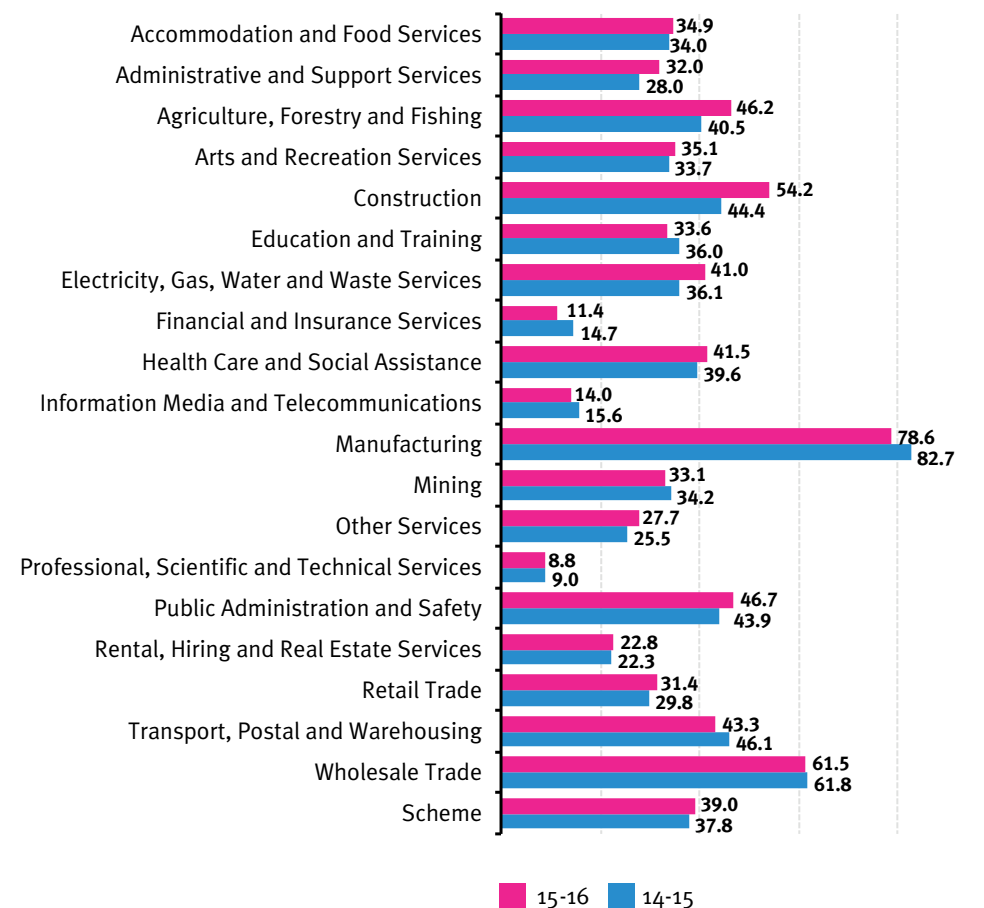
Figure 7 shows claim rates and claim lodgements in the scheme for the past five years. Lodgements for 2015-16 of 92,068 have increased by 4.4 per cent from 2014-15 lodgements of 88,165.

### 7 Claim rates (per 1,000 employed people) and lodgements 2011-12 to 2015-16



As shown in figure 8, manufacturing had the highest claim rate in the scheme, with 78.6 claim lodgements per 1,000 employed people in the industry. Other industries where the claim rate was larger than the scheme rate of 39 include, wholesale trade (61.5), construction (54.2), public administration and safety (46.7), agriculture, forestry and fishing (46.2), and transport, postal and warehousing (43.3).

### 8 Claim rates (per 1,000 employed people) by industry 2014-15 and 2015-16



## Statutory claim lodgements

- Lodgements increased by 4.4 per cent in 2015-16.
- **Note:** cancelled claims have been excluded from the lodgements reported.
- There were 63 fatal claims lodged in 2015-16.

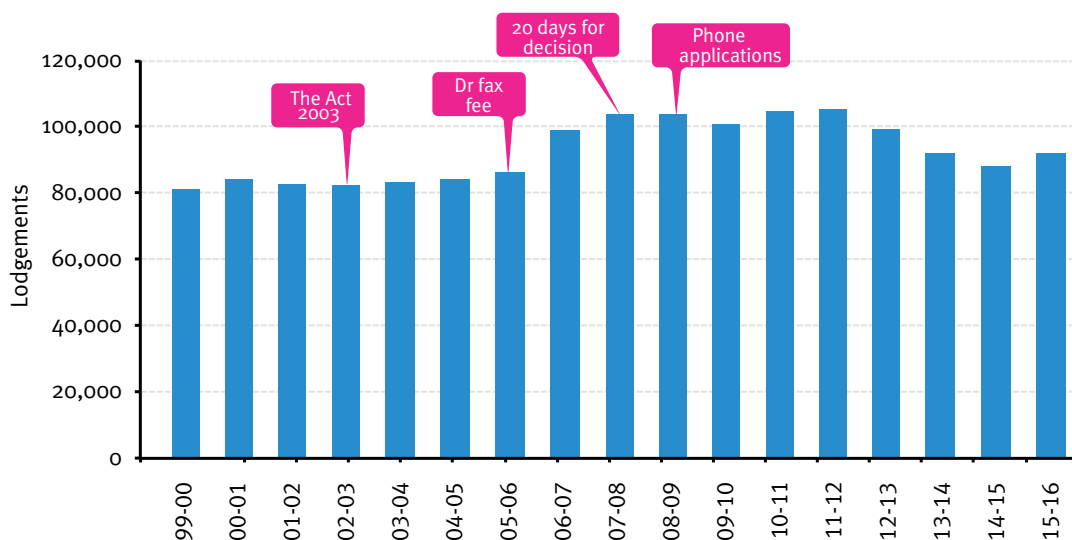
Many factors influence the number of claims lodged in the Queensland workers' compensation scheme. Some of the factors which may have contributed to changes in numbers of lodgements over the years include:

- injury prevention initiatives and interventions by Workplace Health and Safety Queensland (WHSQ) and WorkCover Queensland
- changing industry economics
- variations in the overall numbers in the workforce
- work process changes within industry – for example automation and improved work health and safety practices.

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 claims scheme please refer to Appendix 3.

In 2015-16, there were 92,068 claims lodged (excluding cancelled claims), representing a 4.4 per cent increase from 2014-15 (88,165).

### 9 Statutory claim lodgement history 1999-2000 to 2015-16

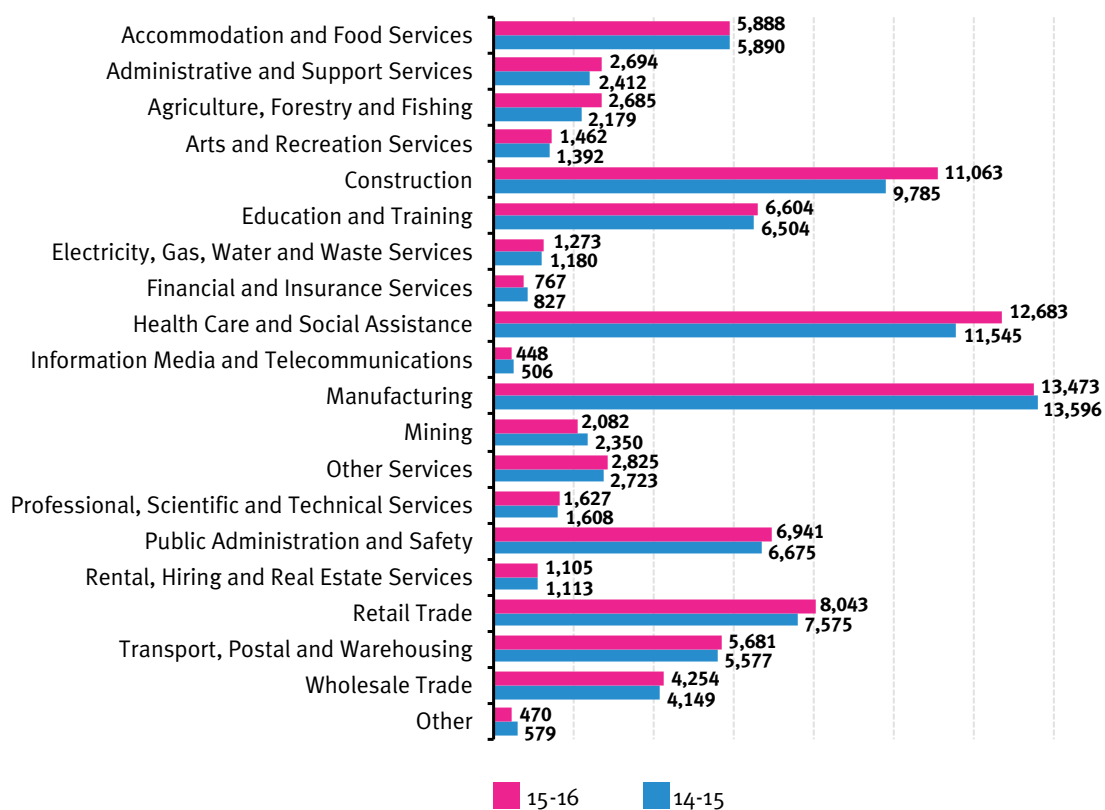


## Industry

The manufacturing industry accounted for the largest proportion of claim lodgements with 14.6 per cent of all scheme lodgements.

The largest claim increases were in the construction industry, up 13.1 per cent from 9,785 to 11,063, and the health care and social assistance industry, up 9.9 per cent from 11,545 to 12,683 (figure 10).

### 10 Statutory claim lodgements by industry 2014-15 and 2015-16



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

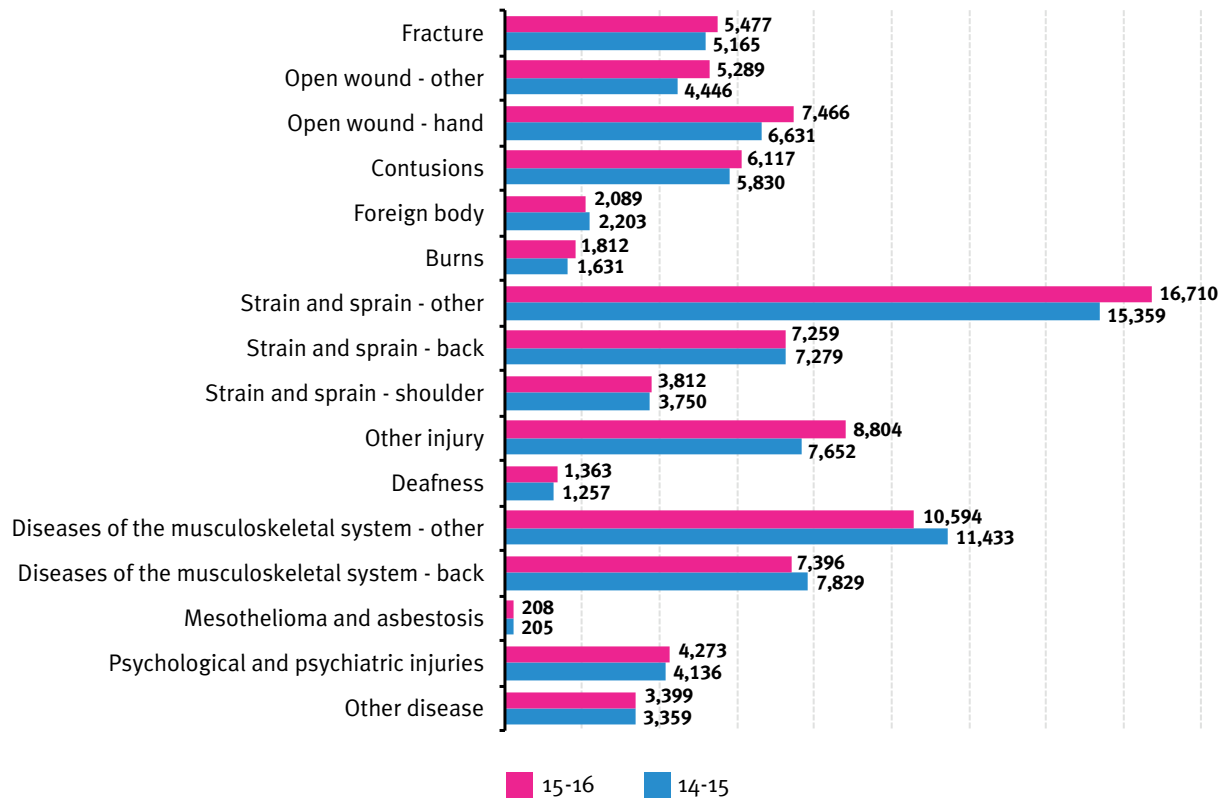
## Injury type

Strain and sprain injury claims accounted for almost a third (30.2 per cent) of all injuries lodged in 2015-16. Of these, the back was the major bodily location (accounting for 7.9 per cent of all lodgements).

Strain and sprain injuries for locations other than the back and shoulder experienced an 8.8 per cent increase in lodgements in 2015-16, from 15,359 in 2014-15 to 16,710 in 2015-16.

Claims lodged for diseases of the musculoskeletal system decreased in 2015-16, down 6.6 per cent from 19,262 in 2014-15 to 17,990.

### 11 Statutory claim lodgements by injury type 2014-15 and 2015-16

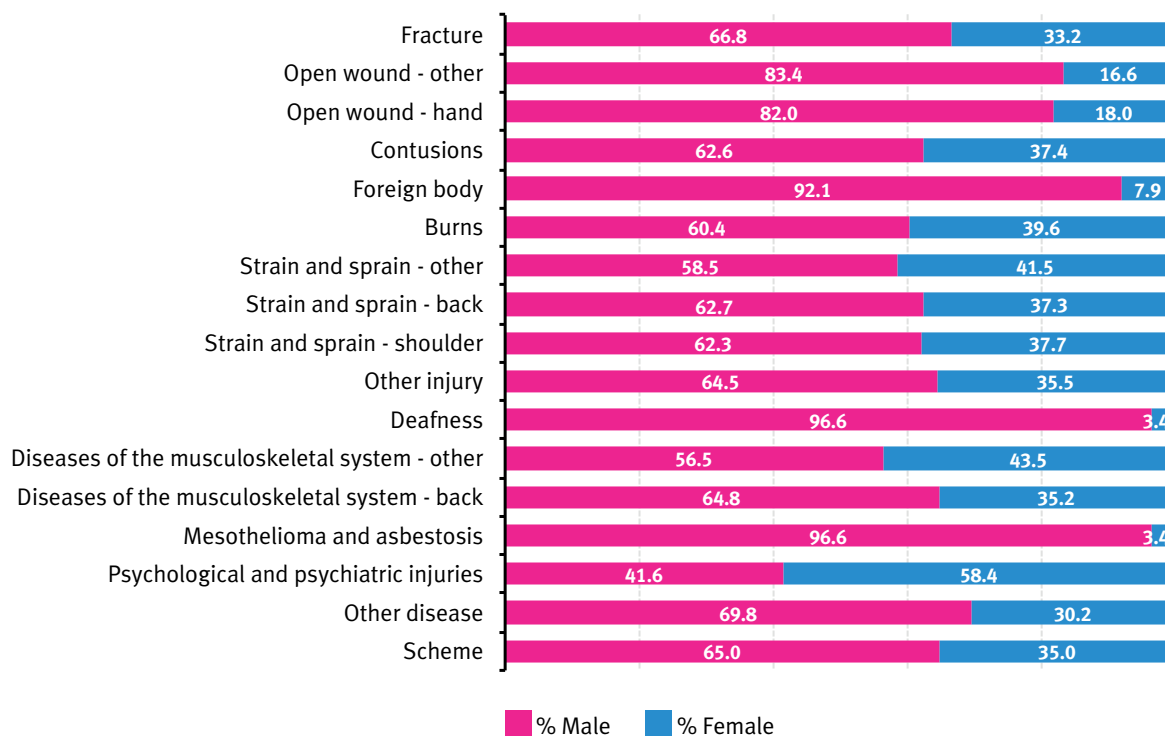


## Gender

In 2015-16, males represented 65 per cent (n = 59,861) of the 92,068 claims lodged in the Queensland workers' compensation scheme. Injuries where males represented a much higher proportion of claims than females were deafness (96.6 per cent), mesothelioma and asbestosis (96.6 per cent), and foreign body (92.1 per cent).

Psychological and psychiatric injury was the only injury type where females were represented more than males, with females accounting for 58.4 per cent of claims.

### 12 Proportion of statutory claim lodgements by injury type and gender 2015-16

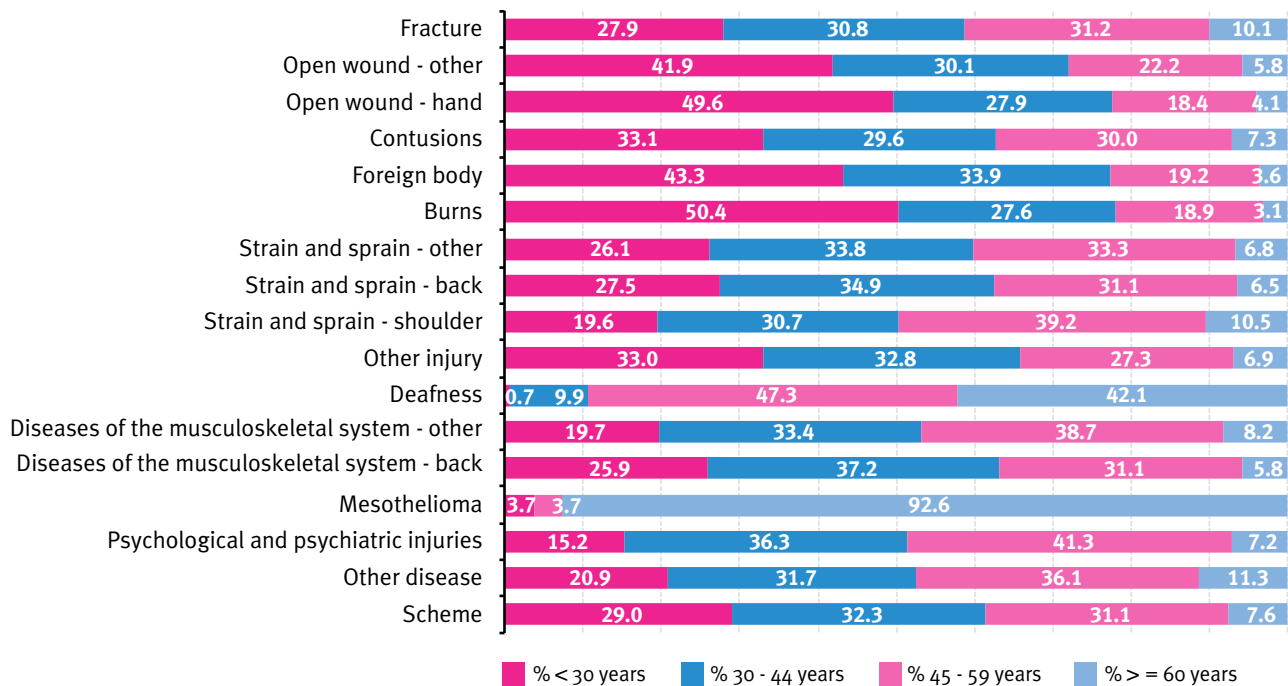


## Age

While older workers (60 years or over) represented only 7.6 per cent of all claims lodgements, they have a high representation for injuries such as mesothelioma (92.6 per cent) and deafness (42.1 per cent).

Injury types where younger workers (less than 30 years) represented a greater proportion include burns (50.4 per cent), open wound to the hand (49.6 per cent), foreign body (43.3 per cent) and open wound to a location other than the hand (41.9 per cent).

### 13 Proportion of statutory claim lodgements by injury type and age group 2015-16



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



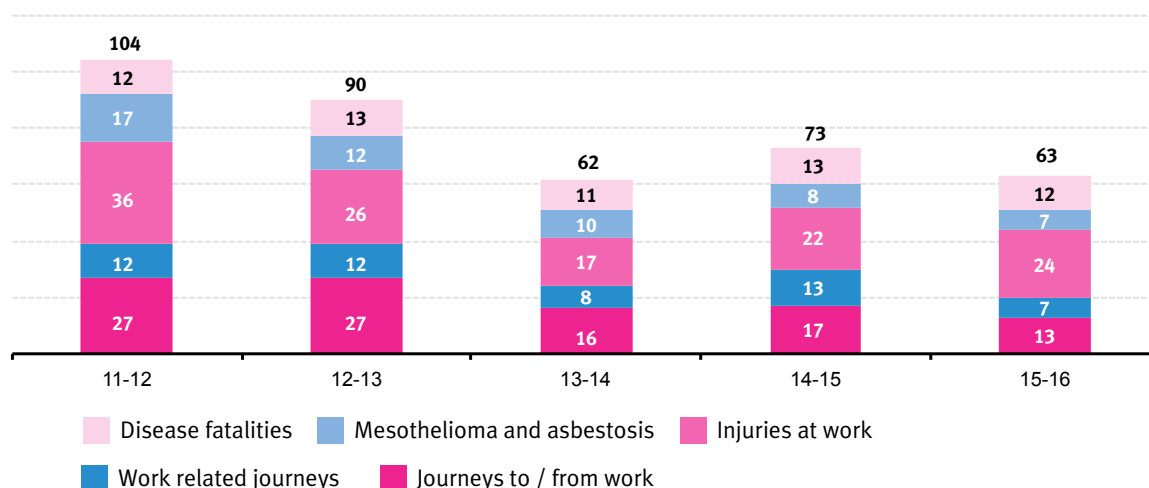
## Fatalities

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

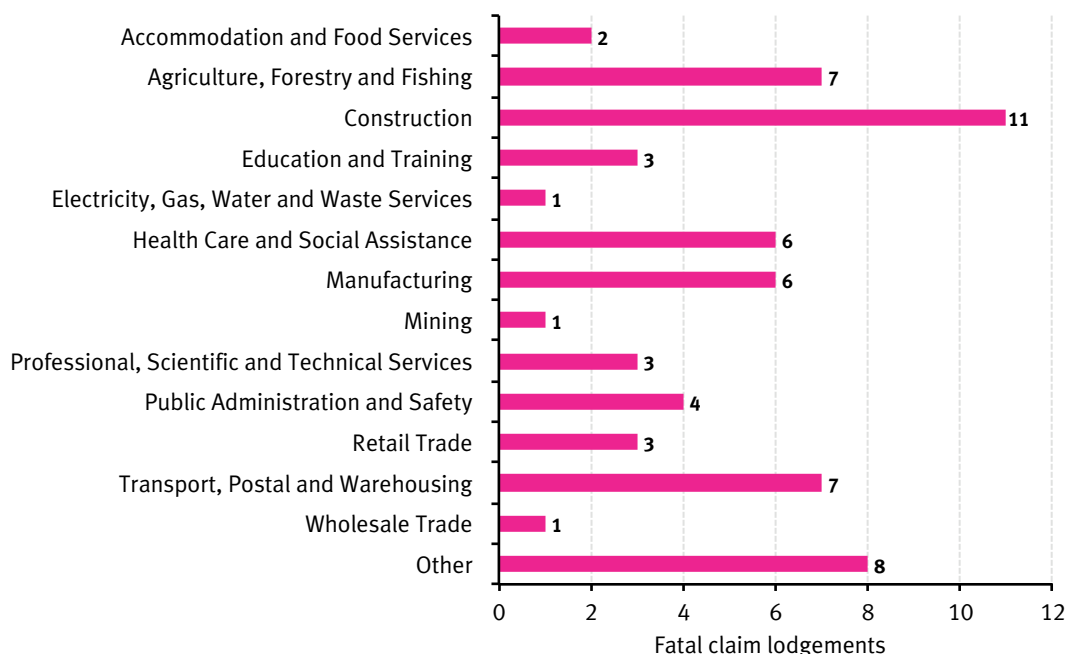
The Office of Industrial Relations reports the claim as a fatality if the claim is indicated by the insurer as a fatality under the Act on the individual application, taking into account the definitions of a worker, event and injury under the Act (s11, s31 and s32). Figure 14 below shows the fatal claim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

There were 63 fatalities lodged in 2015-16.

### 14 Fatal claim lodgements (excluding cancelled claims) 2011-12 to 2015-16



### 15 Fatal claim lodgements by industry 2015-16



## Statutory claim decision-making process

- Decision timeframes have remained stable for the 2015-16 year.
- Rejections and claims for psychological and psychiatric injuries take longer to decide.
- Claims for psychological and psychiatric injuries have a higher chance of rejection.
- Due to the injury not meeting the definition under the Act, 77.6 per cent of claims are rejected.
- 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 *Workers' Compensation and Rehabilitation Act 2003* (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 MAT 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 QIRC if the parties are dissatisfied with the OIR review decision. The court or QIRC decision may be appealed in the 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 2014-15 and 2015-16.

#### 17 Average time to decide by injury type 2014-15 and 2015-16

Injury type	Average decision time (days)	
	2014-15	2015-16
Fracture	5.1	6.1
Open wound – other	5.4	3.9
Open wound – hand	3.5	3.7
Contusions	5.0	4.5
Foreign body	3.4	3.8
Burns	3.9	4.4
Strain and sprain – other	5.6	5.9
Strain and sprain – back	8.7	6.4
Strain and sprain – shoulder	7.0	7.2
Other injury	6.9	6.7
Deafness	20.2	18.2
Diseases of the musculoskeletal system – other	8.2	8.9
Diseases of the musculoskeletal system – back	7.7	8.2
Mesothelioma and asbestosis	61.9	61.4
Psychological and psychiatric injuries	29.7	31.2
Other disease	13.4	14.9
<b>Total average</b>	<b>7.6</b>	<b>7.6</b>

Overall, the average decision-making timeframe has remained stable at 7.6 days in 2015-16.

The median decision-making timeframe has increased from three days for 2014-15 to four days for 2015-16.

Due to the complexity of some claims, the duration from lodgement to decision can be lengthy. The injuries with the longest average decision times in 2015-16 were mesothelioma and asbestosis and psychological and psychiatric injuries.

The following figure illustrates decision-making timeframes and outcomes for claims determined in 2015-16. These timeframes are based on statutory claim decisions.

#### 18 Decisions made and average time to decide by decision type and injury type 2015-16

Injury type	Number of decisions	Proportion of decisions		Average decision time		
		Admitted %	Rejected %	Admitted days	Rejected days	Total days
Fracture	4,987	95.3	4.7	5.7	14.4	6.1
Open wound - other	4,498	97.2	2.8	3.7	10.7	3.9
Open wound - hand	6,371	97.7	2.3	3.5	12.0	3.7
Contusions	5,178	97.3	2.7	4.2	14.5	4.5
Foreign body	1,714	97.3	2.7	3.6	13.5	3.8
Burns	1,510	97.8	2.2	4.2	13.1	4.4
Strain and sprain - other	14,517	95.4	4.6	5.2	19.8	5.9
Strain and sprain - back	6,373	95.7	4.3	5.8	20.1	6.4
Strain and sprain - shoulder	3,335	95.0	5.0	6.2	26.5	7.2
Other injury	6,870	93.5	6.5	5.8	20.0	6.7
Deafness	1,013	86.9	13.1	17.1	25.3	18.2
Diseases of the musculoskeletal system - other	9,306	92.4	7.6	7.6	25.4	8.9
Diseases of the musculoskeletal system - back	6,463	92.4	7.6	6.9	25.3	8.2
Mesothelioma and asbestosis	65	81.5	18.5	53.8	94.8	61.4
Psychological and psychiatric injuries	2,868	37.2	62.8	22.8	36.2	31.2
Other disease	2,718	83.1	16.9	11.9	29.5	14.9
<b>Total</b>	<b>77,786</b>	<b>92.4</b>	<b>7.6</b>	<b>6.1</b>	<b>26.4</b>	<b>7.6</b>

Most claims (92.4 per cent) were accepted by insurers with an average determination time of 6.1 days. On average, decision timeframes tended to be longer for:

- rejected claims – determined in 26.4 days on average compared to 6.1 days on average for accepted claims
- diseases – particularly psychological and psychiatric injury claims (average 31.2 days to determine), mesothelioma and asbestosis claims (average 61.4 days to determine) and deafness (average 18.2 days to determine).

Diseases tended to have higher rejection rates than injuries. In 2015-16, 18.5 per cent of mesothelioma and asbestosis claims were rejected and 62.8 per cent of psychological and psychiatric claims were rejected.

Another 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 2015-16, 93.3 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 77.6 per cent of rejected claims, the reason for rejection was that the injury did not meet the definition under the Act.

The following figure details the main reasons claims were rejected.

### 19 Rejected claims by reason for rejection 2014-15 and 2015-16

Reason for rejection	2014-15		2015-16	
	Number of rejections	% of rejections	Number of rejections	% of rejections
Not an injury - s.32	4,538	84.8	4,571	77.6
Not a worker - s.11	294	5.5	508	8.6
Out of time - excluded under s.131	184	3.4	431	7.3
Journey - subsequent delay, interruption or deviation - s.36(2)(B)	77	1.5	57	1.0
Invalid application - s.132	2	-	2	-
Industrial deafness - excluded under s.125 - initial application	70	1.3	66	1.1
Not a journey - s.35	25	0.5	34	0.6
Other	160	3.0	220	3.8
<b>Total</b>	<b>5,350</b>	<b>100</b>	<b>5,889</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 MAT to determine whether the medical matters alleged in the application for compensation constitute an injury.

For 2015-16, only 155 claims were referred to the MAT for determination of the worker's injury for an application for compensation. Of these cases, 112 (72.3 per cent) were accepted and the remaining 43 (27.7 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 (0.4 per cent), almost a third (30.9 per cent) of rejected claims are disputed by either the employer or the injured worker.

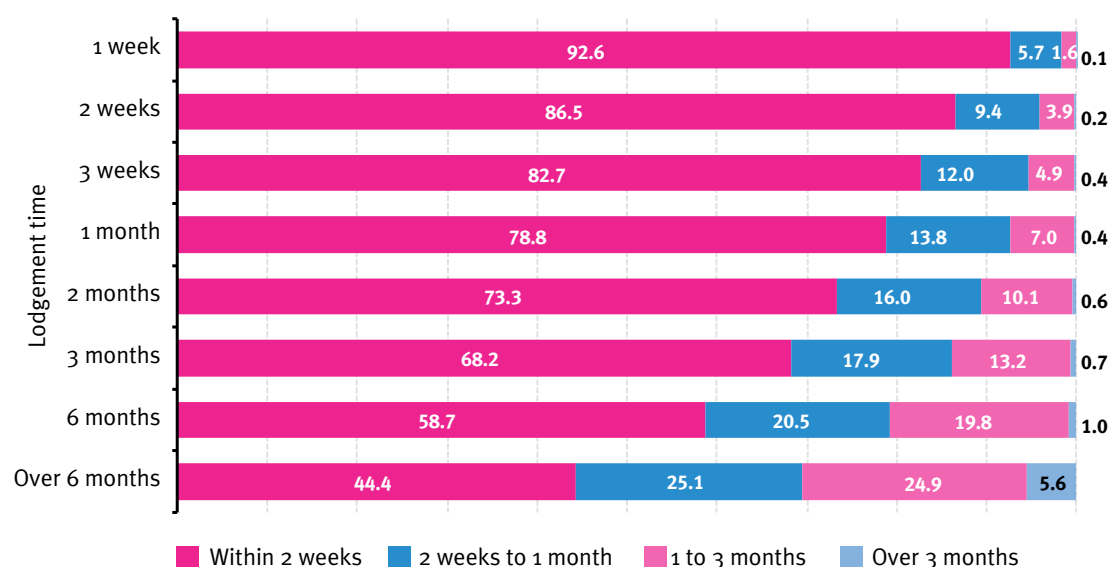
## Impact of lodgement time on determination time

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.

92.6 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 decreases as the time 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 44.4 per cent.

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

### 20 Decision-making timeframes for claims decided in 2015-16 by the time taken to lodge the claim



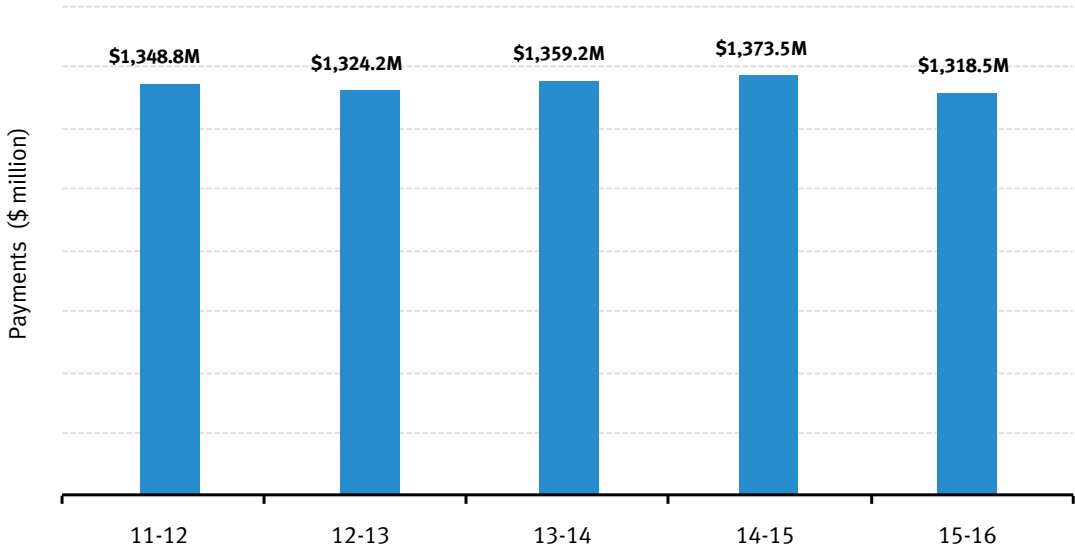
# Claim payments

- Total scheme payments have decreased by four per cent.
- There was a 15.8 per cent decrease in common law payments made in 2015-16.
- Statutory payments increased by four per cent between 2014-15 and 2015-16.

## Workers' compensation payments

The total scheme payments decreased by four per cent, with common law payments decreasing by 15.8 per cent and statutory payments increasing by four per cent. Total payments for workers' compensation claims in 2015-16 were \$1,318.5 million. Common law payments made up 35.4 per cent (\$466.8 million) and statutory claim payments made up 64.6 per cent (\$851.7 million).

### 21 Scheme payments 2011-12 to 2015-16

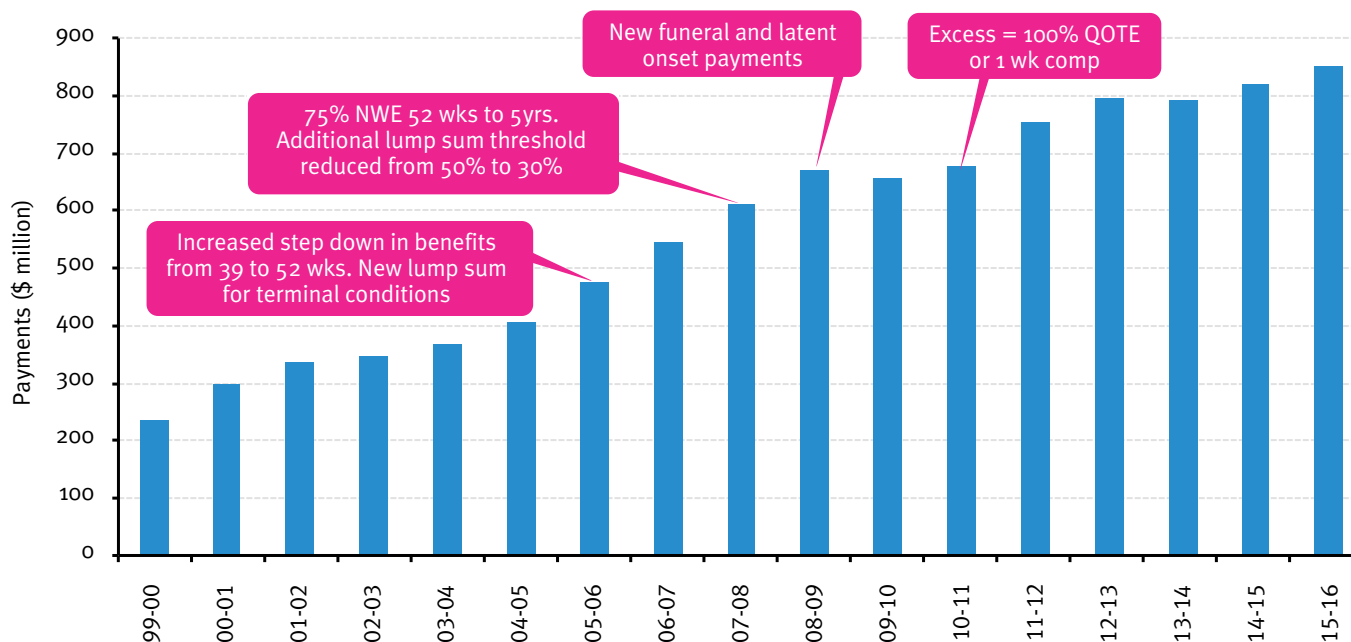


## Statutory claim payments

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.

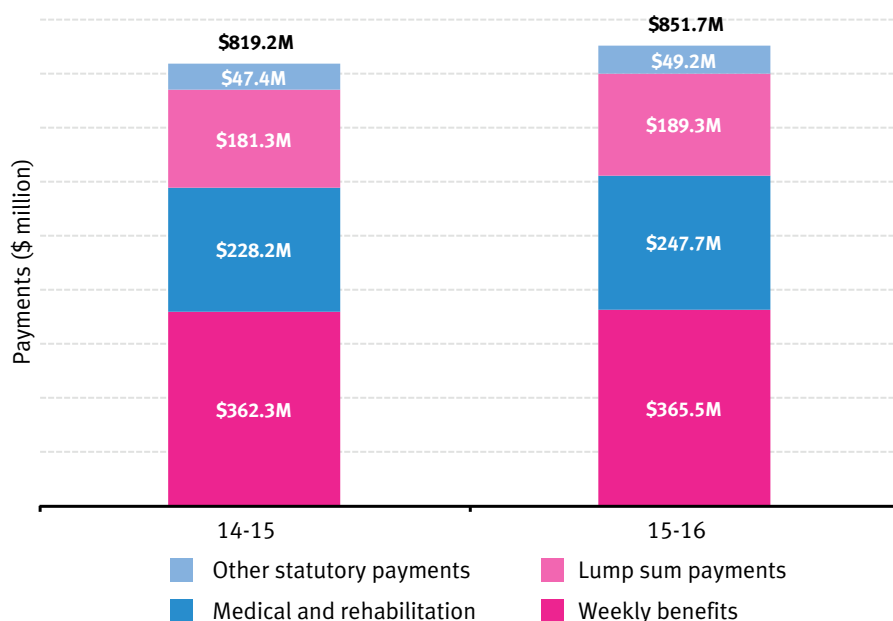
Figure 22 shows a history of statutory claim payments and key events in the Queensland workers' compensation scheme. For a comprehensive list of key events in the Queensland workers' compensation scheme please refer to Appendix 3.

### 22 Statutory claim payment history 1999-2000 to 2015-16





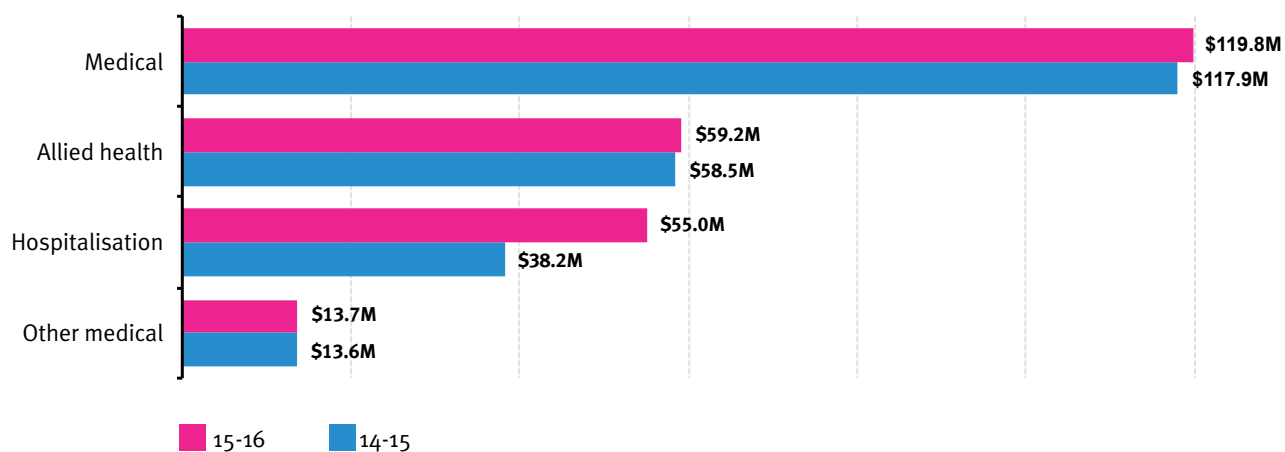
### 23 Statutory claim payments by payment type 2014-15 and 2015-16



The total amount spent on claims for the year has increased by four per cent from \$819.2 million in 2014-15 to \$851.7 million in 2015-16 (figure 23).

As shown in figure 24 below, the largest payments increase was for medical and rehabilitation payments, up 8.5 per cent from 2014-15. Lump sum payments also increased, by 4.4 per cent. Weekly benefit payments remained relatively stable with a small increase of 0.9 per cent.

### 24 Medical and rehabilitation payments 2014-15 and 2015-16

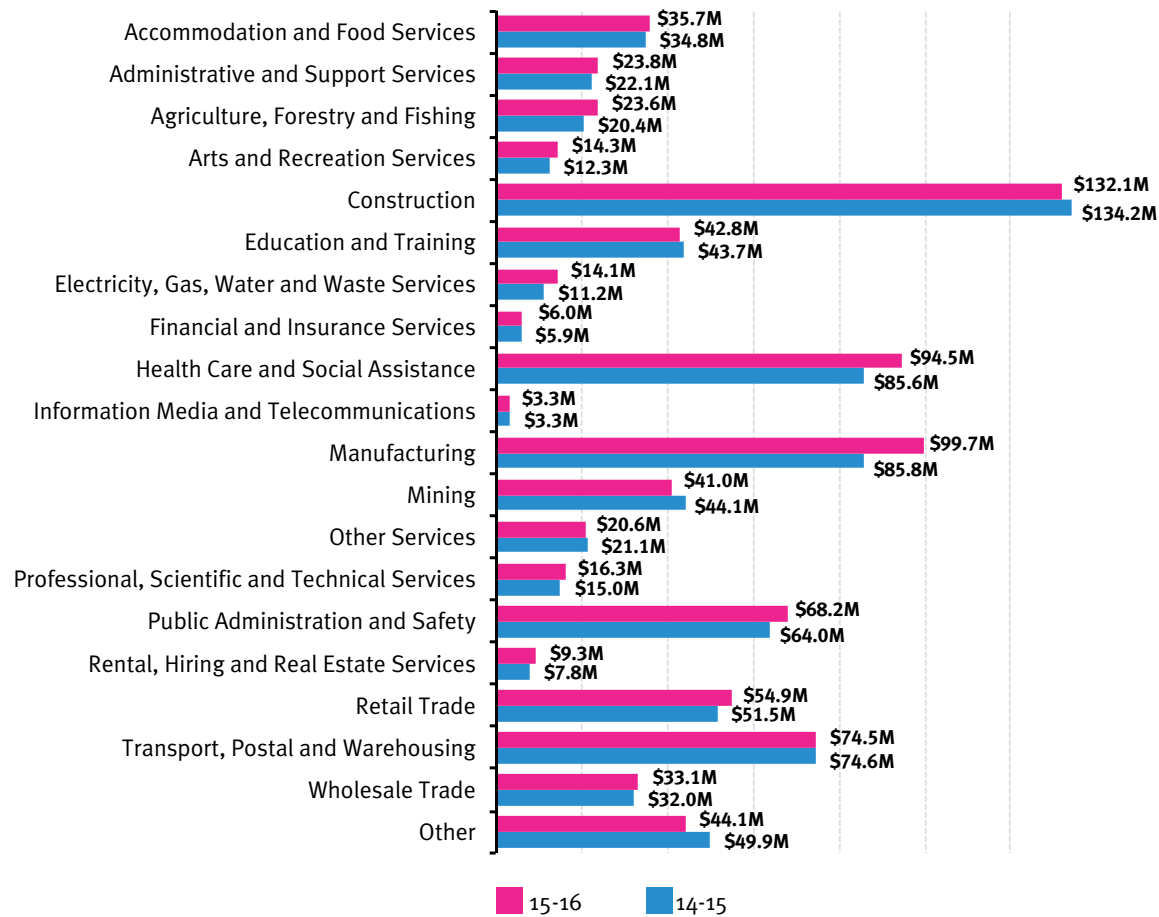


Medical and rehabilitation payments represent 29.1 per cent of statutory payments. Of those, payments for medical treatment accounted for almost half (48.4 per cent) of all payments for medical and rehabilitation fees paid in the scheme in 2015-16. Hospitalisation payments increased by \$16.8 million in 2015-16.

## Payments by industry

Claims from the construction industry accounted for the largest proportion (15.5 per cent) of statutory claim payments in 2015-16. Manufacturing accounted for 11.7 per cent of statutory payments, while health care and social assistance accounted for 11.1 per cent (figure 25).

### 25 Statutory claim payments by industry 2014-15 and 2015-16

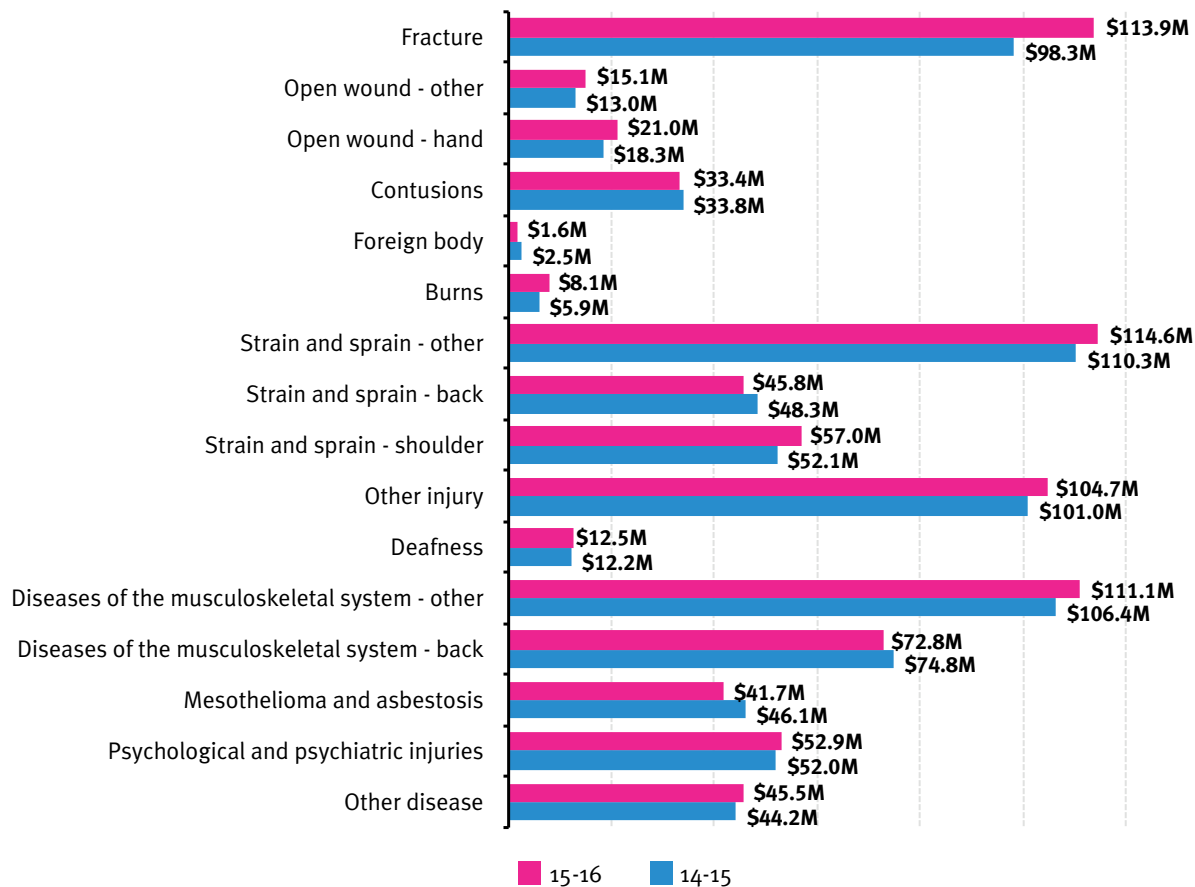


## Payments by injury

As shown in figure 26, claims from strain and sprain injuries accounted for the largest proportion (25.5 per cent) of statutory claim payments in 2015-16 (5.4 per cent to the back, 6.7 per cent to the shoulder and 13.5 per cent to a location other than the back or shoulder). Disease of the musculoskeletal system claims accounted for 21.6 per cent of statutory claim payments made in 2015-16 (8.5 per cent to the back and 13 per cent to a location other than the back).

Injury types that experienced the largest percentage increase in statutory claim payments from 2014-15 to 2015-16 were burns (up 37.7 per cent), open wounds to locations other than the hand (up 16.1 per cent) and fractures (up 15.8 per cent).

**26 Statutory claim payments by injury type 2014-15 and 2015-16**



## Finalised claims and outcomes

- In 2015-16, 86.7 per cent of workers with claims finalised returned to their same job with the same employer.
- The average costs of finalised medical expense only claims increased slightly by 1.9 per cent.
- The average costs of finalised time lost claims increased by 3.2 per cent and their durations increased 0.6 per cent.

### Work related impairment/degree of permanent impairment

Where a worker has a 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 below shows the number of claims finalised and those that had a WRI/DPI in 2014-15 and 2015-16.

#### 27 Finalised claims with a WRI/DPI 2014-15 and 2015-16

	2014-15	2015-16	Variance %
Finalised claims	76,925	76,554	-0.5
WRI/DPI	7,788	7,634	-2.0
Proportion of finalised with WRI/DPI	10.1%	10.0%	
<b>Work related impairment/degree of permanent impairment range</b>			
0%	1,939	1,823	-6.0
0.1% - 4.9%	2,304	2,266	-1.6
5% - 9.9%	1,964	2,114	7.6
10% - 14.9%	811	774	-4.6
15% - 19.9%	320	262	-18.1
>=20%	450	395	-12.2

For 2015-16, 10 per cent of claims were finalised with a PI. Of these, the majority of claims (94.8 per cent) had a WRI/DPI of less than 20 per cent and 23.9 per cent were calculated as having a zero per cent impairment.

## Return to work (RTW) outcomes

Returning an injured worker to the same job with the same employer is the best outcome which can be achieved on a claim. The following figure analyses the RTW outcome of claims reported at the time the claim closed. As figure 28 illustrates, this is the outcome achieved in most cases, with 86.7 per cent of injured workers who had time off work returning to the same job and the same employer.

### 28 Return to work status of finalised time lost claims 2014-15 and 2015-16

Return to work status	2014-15		2015-16	
	Number	% of time lost claims	Number	% of time lost claims
Fit for work: same job/tasks with same employer	39,442	90.9	37,415	86.7
Fit for work: same job/tasks with different employer	372	0.9	513	1.2
Fit for work: different job/tasks with same employer	340	0.8	574	1.3
Fit for work: different job/tasks with different employer	927	2.1	1,162	2.7
Fit for work: no job	610	1.4	943	2.2
Fit for work: worker does not return	870	2.0	1,265	2.9
Not fit for work	736	1.7	1,158	2.7
Alternative outcome not claim related	87	0.2	120	0.3
<b>Total</b>	<b>43,384</b>	<b>100</b>	<b>43,150</b>	<b>100</b>

Note: For the purpose of the above figure only, all deceased injured workers have been excluded.

In 2015-16, 91.9 per cent of injured workers returned to some type of employment (94.7 per cent in 2014-15). In a small number of cases, the worker is deemed fit to return to work but there is no job for the worker to return to (2.2 per cent of time lost claims) or the worker chooses not to return (2.9 per cent of claims).

One of the factors which influence the RTW outcome on a claim is the severity of the injury. Figure 29 compares claims which have had a PI assessed as an indicator of the impact of severity of injury on RTW outcomes.

### 29 Return to work status of finalised time lost claims with/without a PI assessed 2014-15 and 2015-16

Return to work status	2014-15			2015-16		
	PI Assessed			PI Assessed		
	% No	% Yes	Number	% No	% Yes	Number
Fit for work: same job/tasks with same employer	89.5	10.5	39,442	91.6	8.4	37,415
Fit for work: same job/tasks with different employer	81.2	18.8	372	76.8	23.2	513
Fit for work: different job/tasks with same employer	54.4	45.6	340	59.6	40.4	574
Fit for work: different job/tasks with different employer	62.9	37.1	927	59.9	40.1	1,162
Fit for work: no job	47.5	52.5	610	44.4	55.6	943
Fit for work: worker does not return	53.3	46.7	870	56.7	43.3	1,265
Not fit for work	29.9	70.1	736	33.5	66.5	1,158
Alternative outcome not claim related	36.8	63.2	87	31.7	68.3	120
<b>Total</b>	<b>86.2</b>	<b>13.8</b>	<b>43,384</b>	<b>86.4</b>	<b>13.6</b>	<b>43,150</b>

Note: For the purpose of the above figure only, all deceased injured workers have been excluded.

Workers with claims assessed for PI are less likely to return to the same job with the same employer. In 2015-16, 8.4 per cent of workers returning to the same job with the same employer had a PI assessed.

Another factor which influences the RTW outcome on claims is the existence of a psychological or psychiatric injury. Figure 30 below illustrates the impact of the injury type on RTW outcomes.

### 30 Return to work status of finalised time lost claims by injury nature 2014-15 and 2015-16

Return to work status	2014-15			2015-16		
	Physical only %	Psych only %	Psych and Physical %	Physical only %	Psych only %	Psych and Physical %
Fit for work: same job/tasks with same employer	92.5	64.0	51.1	88.9	55.6	37.9
Fit for work: same job/tasks with different employer	0.8	2.3	1.4	1.1	2.7	1.8
Fit for work: different job/tasks with same employer	0.7	2.5	3.3	1.2	3.8	3.6
Fit for work: different job/tasks with different employer	1.9	6.7	7.4	2.3	10.2	9.6
Fit for work: no job	1.2	4.3	6.8	1.9	5.1	10.2
Fit for work: worker does not return	1.7	7.8	10.7	2.5	7.5	12.8
Not fit for work	1.1	11.8	16.5	1.8	14.5	22.0
Alternative outcome not claim related	0.1	0.6	2.8	0.2	0.5	2.0
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Number</b>	<b>41,367</b>	<b>1,009</b>	<b>1,008</b>	<b>40,943</b>	<b>971</b>	<b>1,236</b>

Note: For the purpose of the above figure only, all deceased injured workers have been excluded.

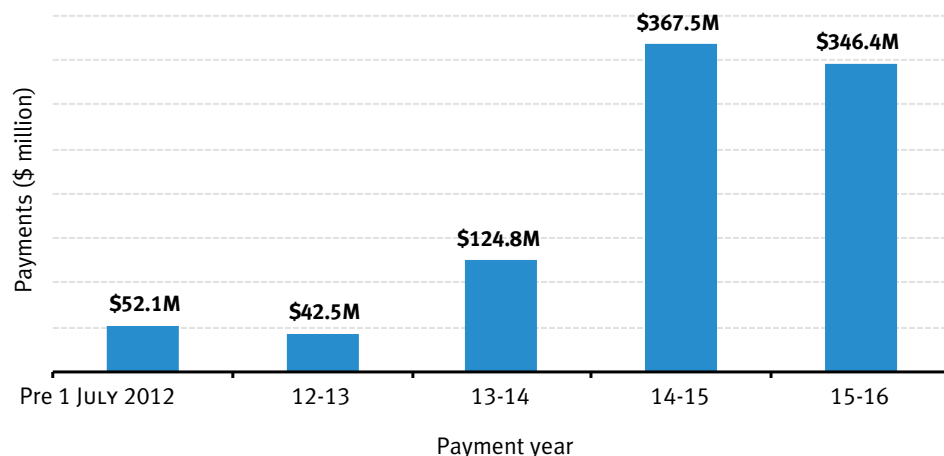
Workers having claims with both a physical and psychological or psychiatric component are the least likely to return to employment and 22 per cent in 2015-16 were not fit for work at the end of their claim.

## 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.

The figure below illustrates the payments made on claims finalised in 2015-16. Over 60 per cent of the payments for these claims occurred in previous years. Only 37.1 per cent of the statutory payments made on claims finalised in 2015-16 were also paid in that financial year. A further 39.4 per cent of payments were made in the 2014-15 financial year. The remaining 23.5 per cent of the payments were made in 2013-14 or earlier.

### 31 Payments by payment year for claims finalised in 2015-16



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 on 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 3.2 per cent from \$10,780 in 2014-15 to \$11,130 in 2015-16).

The number of claims finalised in the past two years, and the average claim costs by claim type for time lost claims and medical expense only claims is represented in figure 32 below. These two claims types represent 96.4 per cent of all finalised claims during 2015-16.

### 32 Finalised claims and average claim costs by claim type 2014-15 and 2015-16

Claim type	Number of claims			Average claim cost		
	2014-15	2015-16	Variance %	2014-15 \$	2015-16 \$	Variance %
Time lost claim	43,397	43,158	-0.6	17,228	17,787	3.2
Medical expenses only claim	30,901	30,653	-0.8	1,725	1,758	1.9
<b>Total</b>	<b>74,298</b>	<b>73,811</b>	<b>-0.7</b>	<b>10,780</b>	<b>11,130</b>	<b>3.2</b>

The median claim costs for time lost and medical expense only claims has increased from \$1,319 in 2014-15 to \$1,381 in 2015-16.

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 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 33 compares the variance in finalised claim costs to other indicators.

### 33 Changes in average finalised claim costs and economic indices 2015-16

Indicator	% change from previous year
Average finalised time lost claim cost	3.2
Average finalised medical expense only claim cost	1.9
<b>Consumer price index</b>	
Average of all groups, Brisbane (excluding GST) <sup>a</sup>	1.7
Health, Brisbane (excluding GST) <sup>b</sup>	4.3
Full time adult ordinary earnings <sup>c</sup>	-0.7

<sup>a</sup> Australian Bureau of Statistics, consumer price index, Australia Cat. No. 6401.0 - Consumer Price Index, Australia, March 2016, Tables 1 and 2 CPI - all groups, index numbers and percentages changes, Index Numbers; All groups; Brisbane. [Percentage change from March 2015 to March 2016].

<sup>b</sup> Australian Bureau of Statistics, Australia Cat. No. 6401.0 - Consumer Price Index, Australia, March 2016, Table 5 CPI - groups, index numbers by capital city, Index Numbers; Health; Brisbane. [Percentage change from March 2015 to March 2016].

<sup>c</sup> Australian Bureau of Statistics, average weekly earnings, Australia Cat. No 6302.0 - Average weekly earnings Australia, Nov 2015. Table 13C Average weekly earnings Queensland (dollars) - Original Earnings ; Queensland ; Persons ; Full Time ; Adult ; Ordinary time earnings. [Percentage change from November 2014 to November 2015].



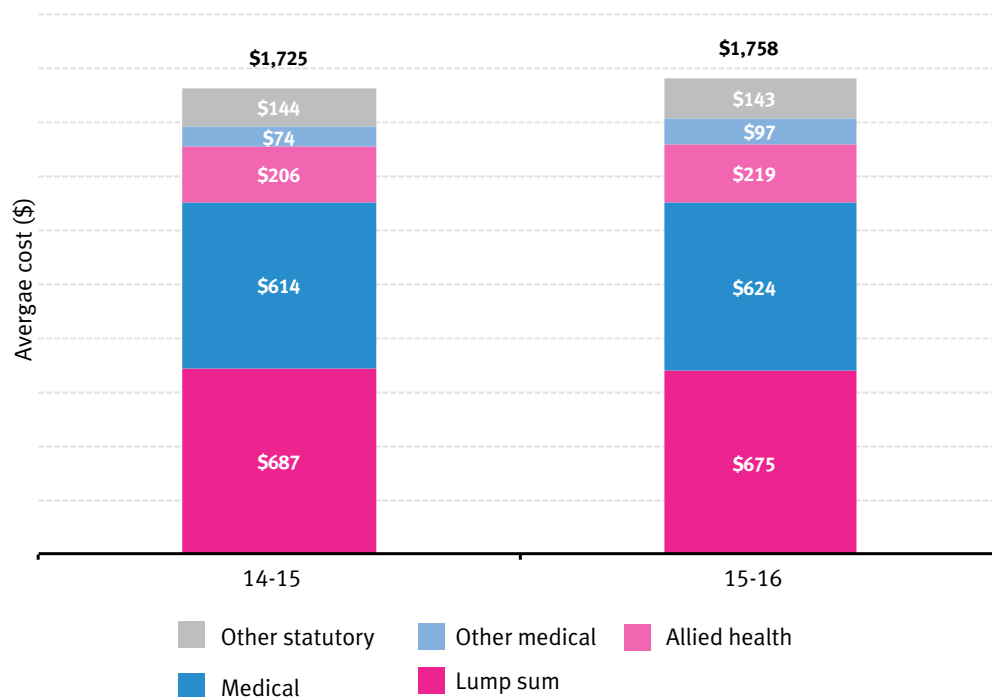
## Average finalised medical expense only claim costs

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 1.9 per cent from \$1,725 in 2014-15 to \$1,758 in 2015-16 (figure 34).

The breakdown of the average cost for 2015-16 shows 38.4 per cent of the cost is made up of lump sum payments followed by medical and rehabilitation payments of 35.5 per cent. Allied health payments account for 12.5 per cent and other statutory payments account for 8.1 per cent. The remaining 5.5 per cent of the average cost is made up of other medical payments (including hospitalisation).

### 34 Average finalised medical expense only claim costs by payment type 2014-15 and 2015-16



## 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 remained stable in 2015-16, down 0.6 per cent from 43,397 in 2014-15 to 43,158.

Durations for finalised time lost claims including the excess paid period by the employer (where applicable) have also remained stable, with a slight increase of 0.6 per cent, from 49.1 days in 2014-15 to 49.4 days in 2015-16.

Over 70 per cent of time lost claims have 40 or less workdays lost (71.8 per cent), while the median workdays lost for all time lost claims is 12 days. This illustrates how the small number of long term claims impact the average duration. Only 10.1 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, the Act).

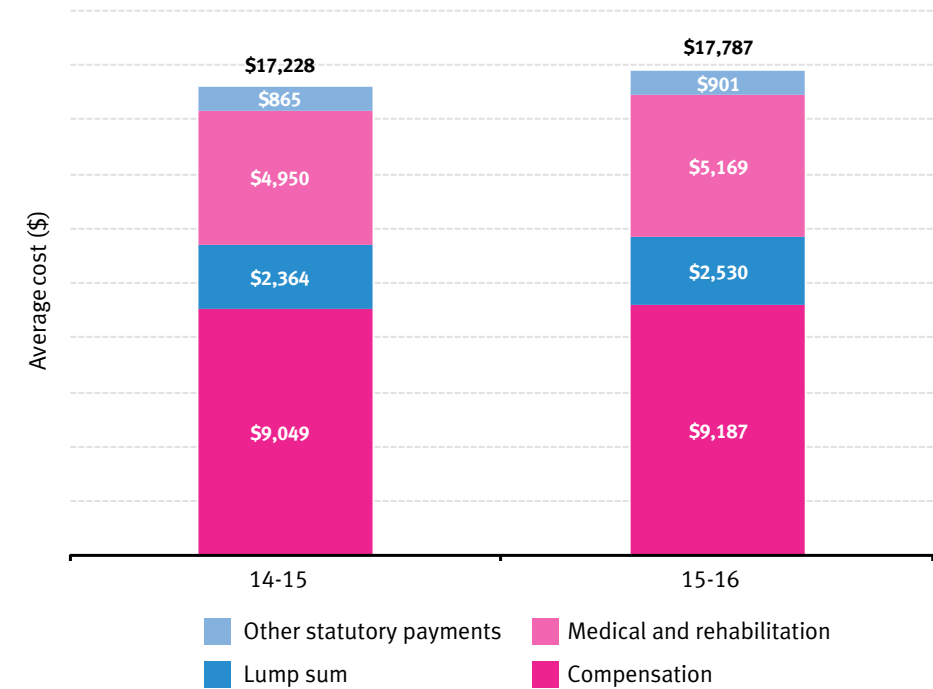
### 35 Number of time lost claims by workdays lost time band 2014-15 and 2015-16

Workdays lost	2014-15		2015-16	
	Number of claims	% of claims	Number of claims	% of claims
1 - 5 days	15,055	34.7	15,346	35.6
6 - 10 days	5,448	12.6	5,105	11.8
11 - 20 days	5,140	11.8	5,289	12.3
21 - 40 days	5,471	12.6	5,265	12.2
41 - 65 days	3,649	8.4	3,603	8.3
66 - 130 days	4,235	9.8	4,192	9.7
131 - 260 days	2,638	6.1	2,626	6.1
> 260 days	1,761	4.1	1,732	4.0
<b>Total time lost claims</b>	<b>43,397</b>	<b>100</b>	<b>43,158</b>	<b>100</b>

### Average finalised time lost claim costs

The average cost of finalised time lost claims has increased by 3.2 per cent from \$17,228 in 2014-15 to \$17,787 in 2015-16 (figure 36). The breakdown of the average cost in 2015-16 shows over half (51.6 per cent) of the cost is made up of weekly compensation payments. In 2015-16, medical and rehabilitation payments accounted for over a quarter (29.1 per cent) of the average cost and lump sum payments accounted for 14.2 per cent. The remaining 5.1 per cent of the average cost was made up of other statutory payments.

36 Average finalised time lost claim costs by payment type 2014-15 and 2015-16

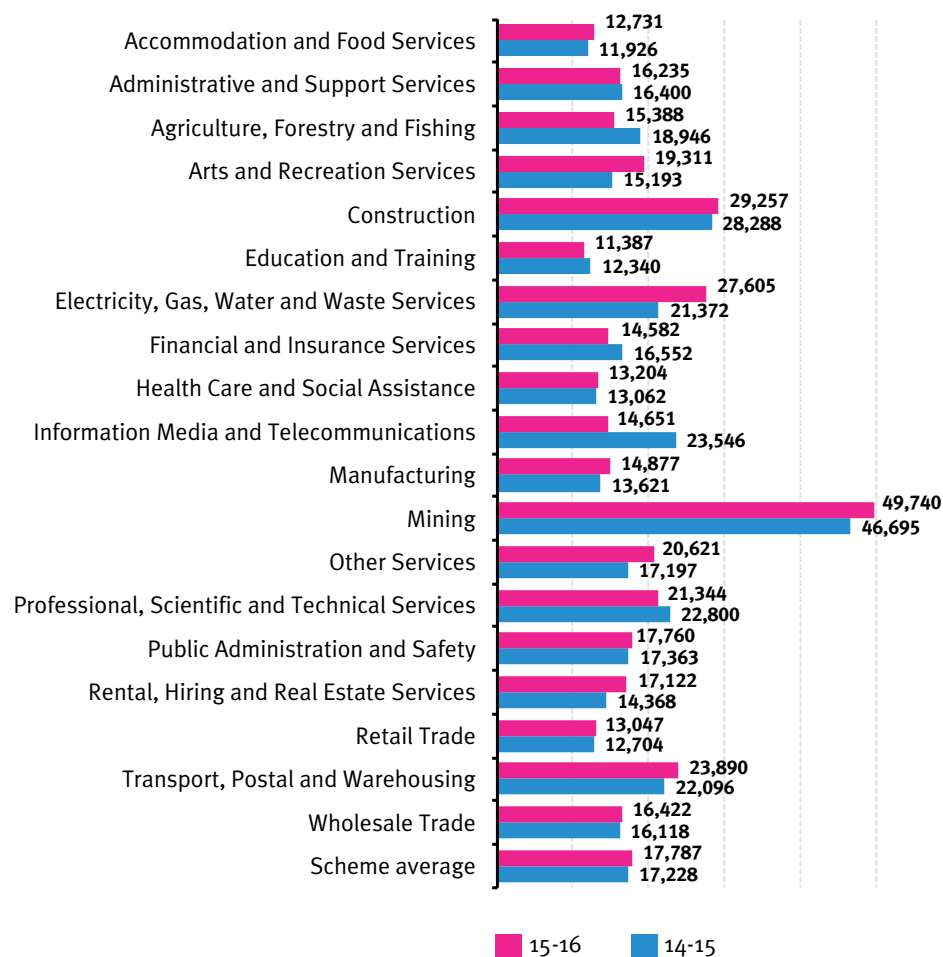


## Average cost by industry

Of all industry claims, those from the mining industry had the highest average finalised time lost claim cost (\$49,740) partially due to the higher wages paid in the industry (figure 37). The Australian average weekly earnings (full time adult ordinary time earnings) for workers in the mining industry of \$2,523 are the highest of all industries (Source: ABS, Average Weekly Earnings, Cat. No. 6302, November 2015, table 10G. Average Weekly Earnings, Industry, Australia (Dollars) - Original - Persons, Full Time Adult Ordinary Time Earnings).

Similarly, industries that tended to have lower average finalised time lost claim cost – for example, accommodation and food services and retail trade – also had the lowest Australian average weekly earnings of all industries (\$1,076 and \$1,128 respectively).

### 37 Average finalised time lost claim costs by industry 2014-15 and 2015-16



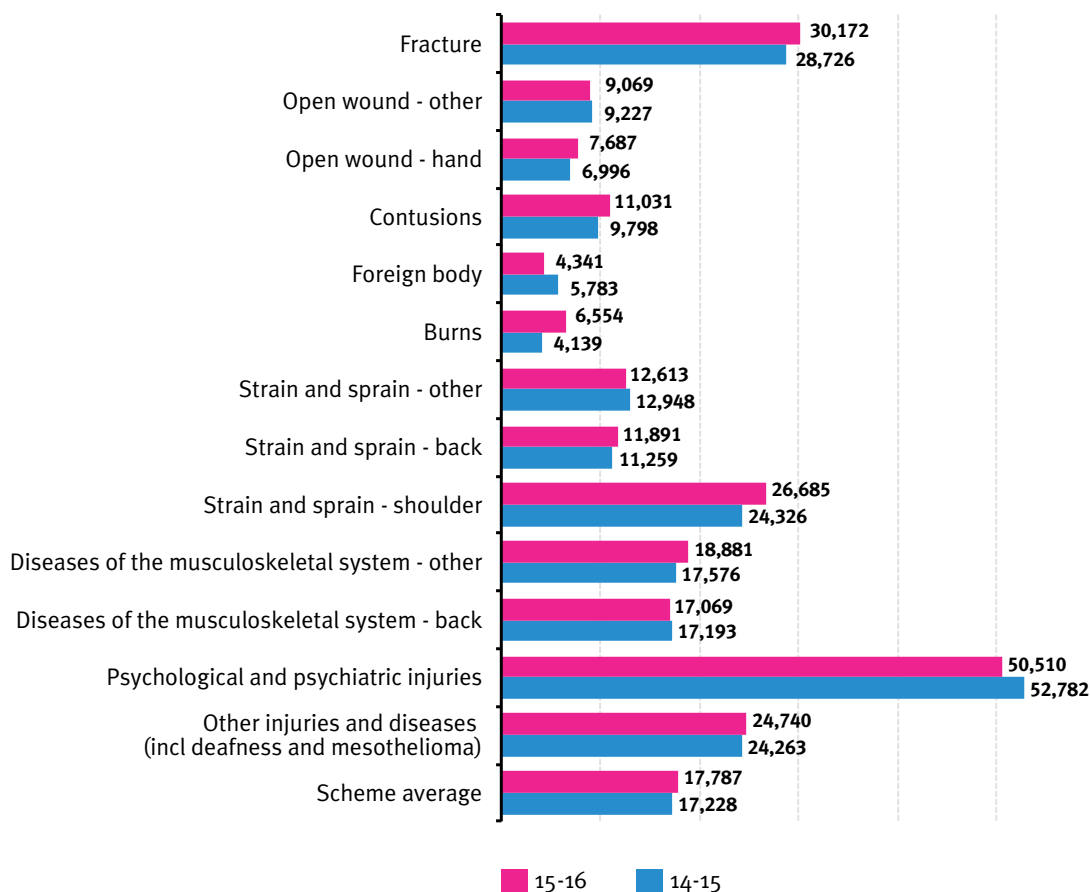
## Average cost by injury type

Although psychological and psychiatric injury claims account for only 2.4 per cent of all time lost claims finalised, they are the most expensive with an average finalised time lost claim cost of \$50,510 in 2015-16.

In 2015-16, the average duration of a psychological or psychiatric injury claim was 156.8 days (169.7 days in 2014-15) compared with the overall scheme average of 49.4 days. It is the long duration of psychological and psychiatric injury claims that impacts on the average finalised time lost claim cost for these claims.

As shown in figure 38, the second most expensive injury type was fractures with an average cost of \$30,172 (\$28,726 in 2014-15).

**38 Average finalised time lost claim cost by injury type 2014-15 and 2015-16**



# Claims for damages at common law

- Common law lodgements have decreased over the last year.
- The majority of lodgements are for injuries that occurred two to three years prior.
- Over half (50.5 per cent) of common law lodgements have a work related impairment of less than five per cent.
- Psychological and psychiatric injury claims represent 8.4 per cent of common law lodgements. They represent only 4.6 per cent of statutory claim lodgements.
- In 2015-16, the average settlement cost of a finalised common law claim was \$146,571.

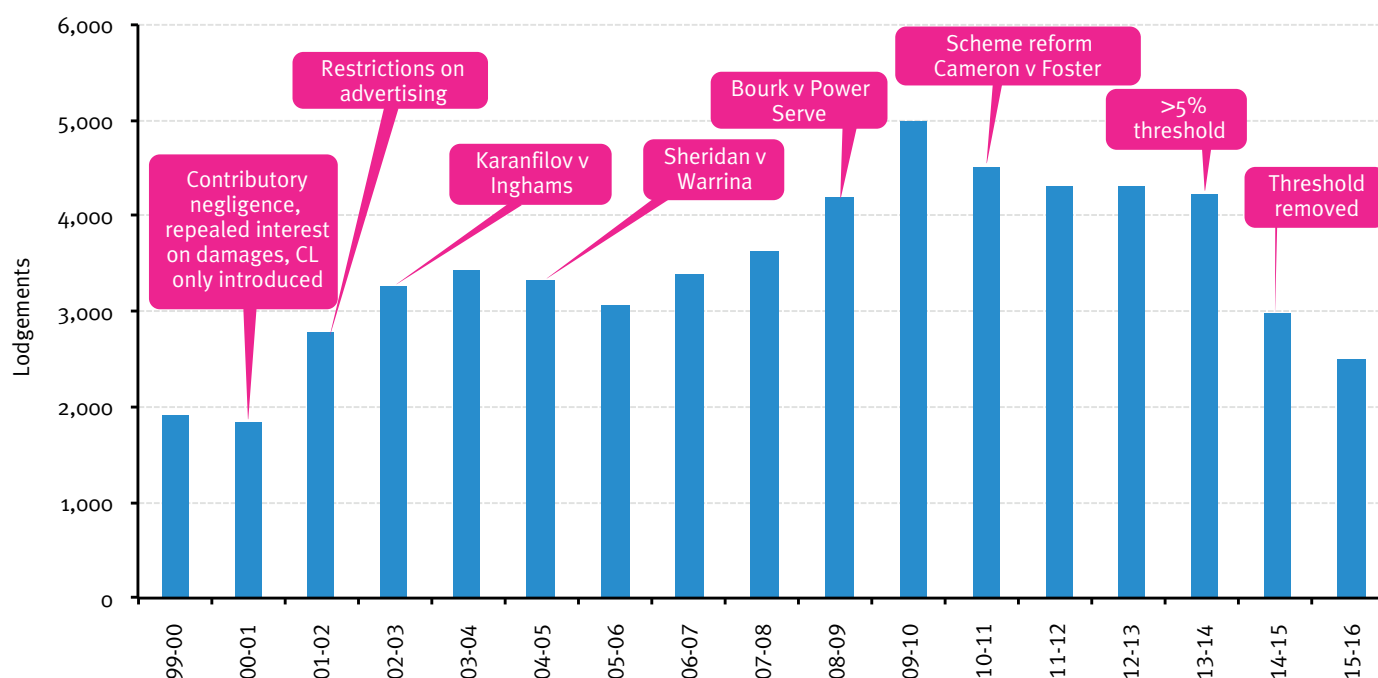
Legislative amendments in 2013 introduced a threshold to restrict access to common law damages. This threshold required workers with injuries on or after 15 October 2013 to have a degree of permanent impairment (DPI) greater than 5 per cent to access common law damages.

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

The figure below 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.

### 39 Common law lodgements history 1990-2000 to 2015-16



In 2015-16, common law claim lodgements decreased by 16.3 per cent, driven by the legislative amendments in 2013 (from 2,993 in 2014-15 to 2,506 in 2015-16). Figure 40 shows common law claim lodgements over the past eight years by the date of injury.

#### 40 Common law claim lodgements 2008-09 to 2015-16 by injury year

Injury year	Lodgement year							
	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16
Pre 1 July 1999	108	113	54	42	28	53	22	22
1999-2000	6	6	3	1	4	3	2	1
2000-01	5	8	7	2	2	0	1	0
2001-02	16	8	4	7	2	1	1	1
2002-03	12	11	9	9	3	3	2	2
2003-04	25	17	11	9	6	5	7	2
2004-05	43	33	32	12	8	3	2	0
2005-06	917	67	25	24	12	6	5	2
2006-07	1,306	971	65	40	19	5	4	3
2007-08	1,527	1,575	1,037	65	24	16	12	6
2008-09	232	1,839	1,371	921	43	22	13	10
2009-10		340	1,672	1,348	908	53	18	13
2010-11			219	1,624	1,379	948	44	22
2011-12				210	1,640	1,436	868	40
2012-13					223	1,526	1,235	856
2013-14						148	717	846
2014-15							40	573
2015-16								107
<b>Total</b>	<b>4,197</b>	<b>4,988</b>	<b>4,509</b>	<b>4,314</b>	<b>4,301</b>	<b>4,228</b>	<b>2,993</b>	<b>2,506</b>

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

Figure 41 shows the breakdown of common law claim lodgements in 2015-16 by the injured worker's WRI/DPI.

#### 41 Common law claim lodgements by WRI/DPI 2015-16

WRI/DPI	Common law lodgements	% of common law lodgements
No impairment assessed	451	18.0
0%	450	18.0
0.1 - 4.9%	363	14.5
5 - 9.9%	734	29.3
10 - 14.9%	268	10.7
15 - 19.9%	86	3.4
> =20%	154	6.1
<b>Total</b>	<b>2,506</b>	<b>100</b>

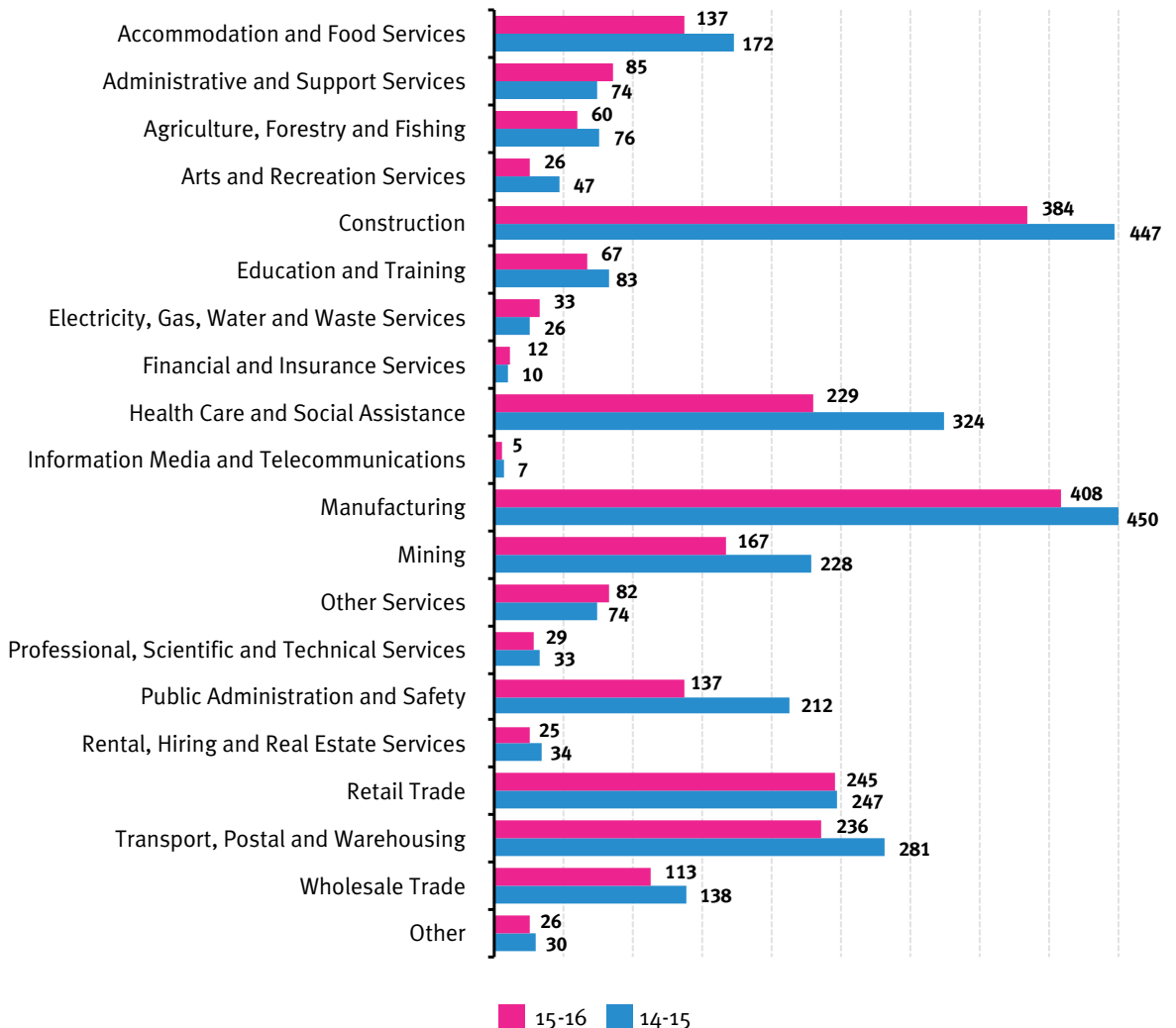
If the injured worker's work related impairment is less than 20 per cent, the worker has to make an irrevocable decision to either accept a payment of the statutory lump sum compensation for the injury or seek damages at common law. If the work related impairment is 20 per cent or more, the injured worker can accept a lump sum payment and seek damages. Only a small proportion of common law claims (6.1 per cent) are able to access lump sum payment and pursue common law.



## Industry

The manufacturing and construction industries represented the highest proportion of common law claims lodged in the Queensland scheme. The manufacturing industry accounted for 16.3 per cent and the construction industry accounted for 15.3 per cent of all common law claim lodgements in 2015-16 (figure 42).

### 42 Common law claim lodgements by industry 2014-15 and 2015-16



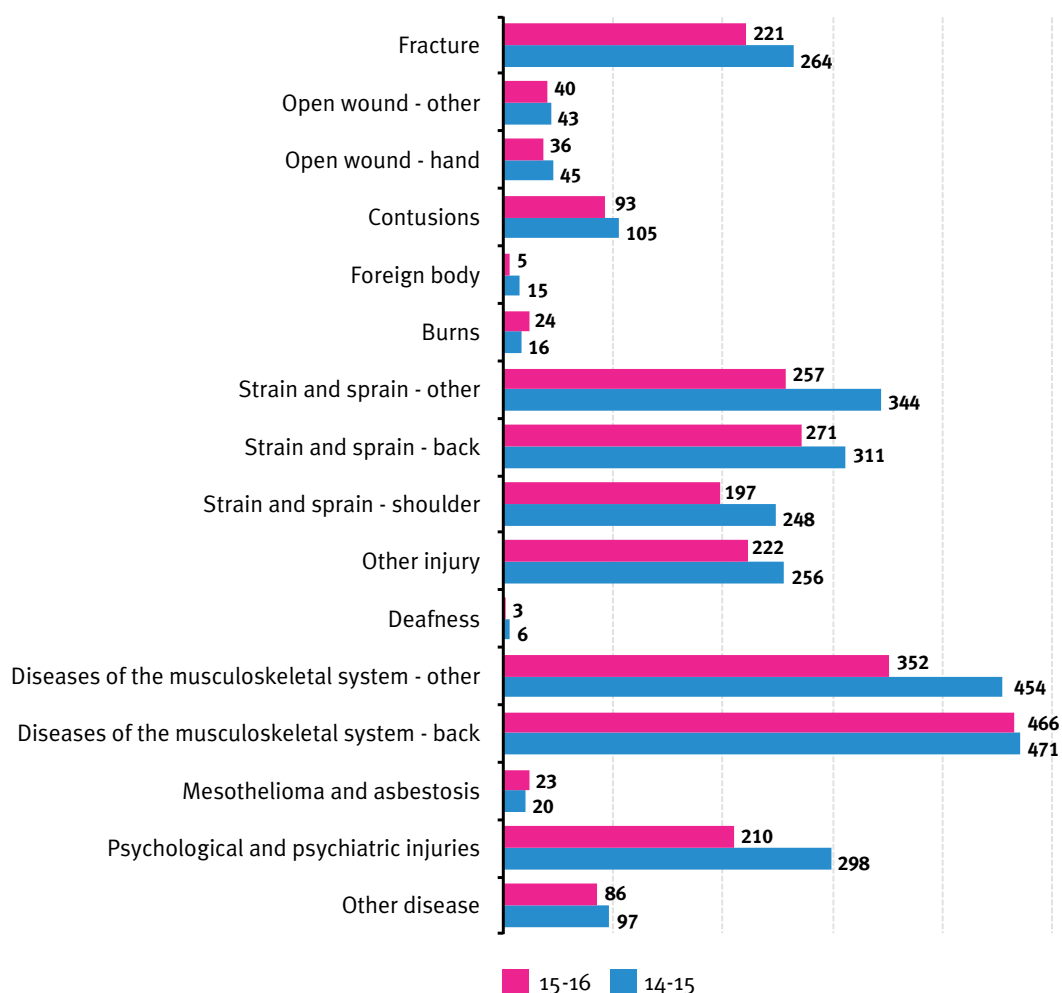
For industry "Other", this includes injuries pre July 1997 (pre ANZSIC classifications), household workers, workplace personal injury insurance (self-employed, working directors) and volunteers.

## Injury type

Diseases of the musculoskeletal system accounted for almost a third (32.6 per cent) of all common law claim lodgements in 2015-16.

Although psychological and psychiatric injury claims represented only 4.6 per cent of statutory claim lodgements, they represented 8.4 per cent of all common law claim lodgements in 2015-16.

### 43 Common law claim lodgements by injury type 2014-15 and 2015-16



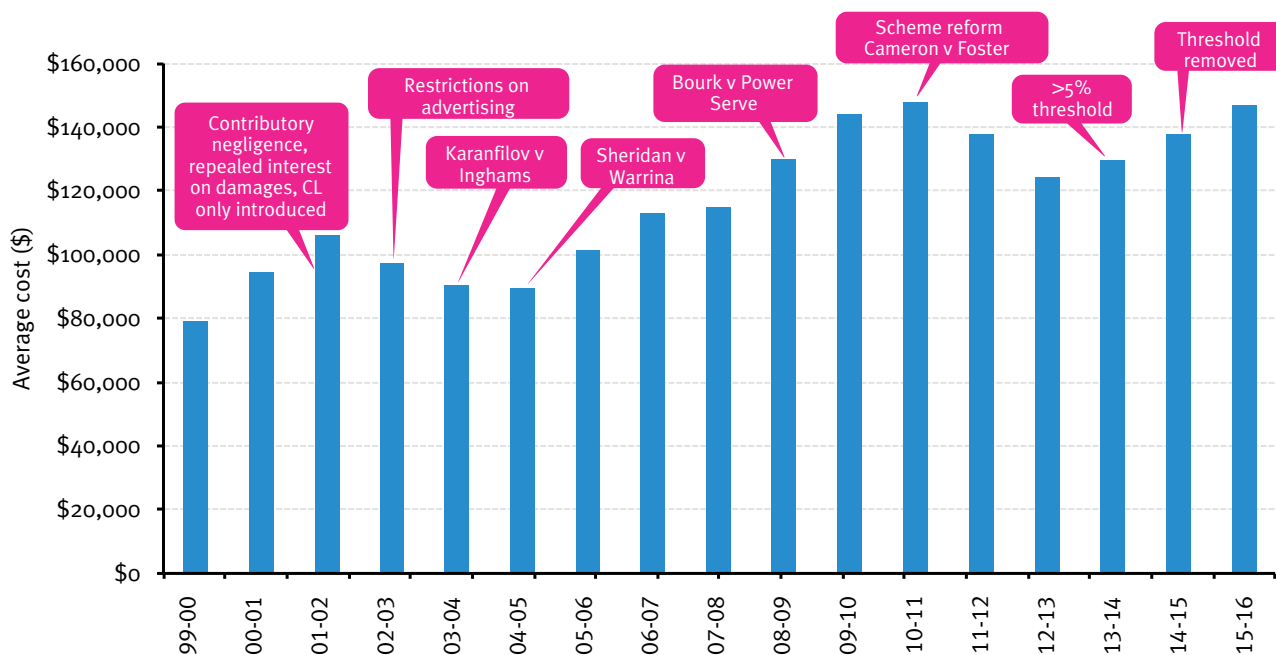
## Total common law payments

In 2015-16, common law claims cost a total of \$466.8 million. This represented a 15.8 per cent decrease from the 2014-15 cost of \$554.3 million.

## Average costs

A history of average damages settlement for finalised common law claims and key events in the Queensland workers' compensation scheme is shown in figure 44. For a comprehensive list of key events in the Queensland workers' compensation scheme please refer to Appendix 3.

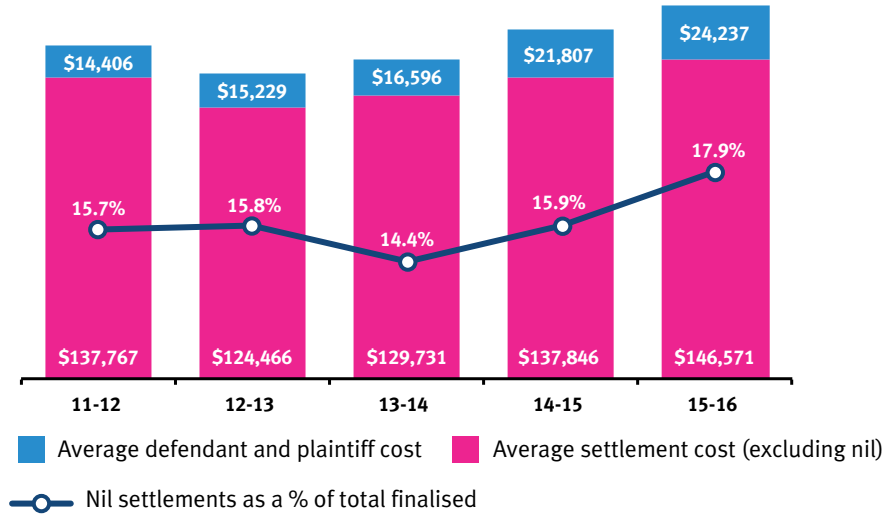
44 Common law average damages settlement history 1999-2000 to 2015-16



Over the past year, the average settlement cost of a finalised common law claim (excluding nil settlements) has increased 6.3 per cent from \$137,846 in 2014-15 to \$146,571 in 2015-16. The average defendant and plaintiff cost has increased by 11.1 per cent (\$21,807 in 2014-15 to \$24,237 in 2015-16). Figure 45 shows average cost fluctuations between 2011 and 2016.

In 2015-16, there were 578 common law claims finalised with a nil settlement.

45 Average costs for finalised common law claims by payment type 2011-12 to 2015-16



## 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 consists 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 46 shows the average cost of each head of damage for a finalised claim (excluding nil settlements).

### 46 Heads of damage average cost 2014-15 and 2015-16

	2014-15		2015-16	
	\$	%	\$	%
General damages	18,702	9.4	19,216	8.8
Past economic loss	46,341	23.2	52,186	23.9
Future economic loss	106,220	53.1	108,996	50.0
Rehabilitation	23,599	11.8	32,705	15.0
Gratuitous care	2,968	1.5	1,626	0.7
Other	2,037	1.0	3,206	1.5
<b>Gross settlement</b>	<b>199,867</b>	<b>100</b>	<b>217,936</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 increased by 6.7 per cent (2.39 years in 2014-15; 2.55 years in 2015-16).

For claims finalised in the financial year, the average time from the lodgement of a common law claim to finalisation increased 4.6 per cent to 1.14 years in 2015-16 (1.09 years in 2014-15).

# Review of insurer decisions

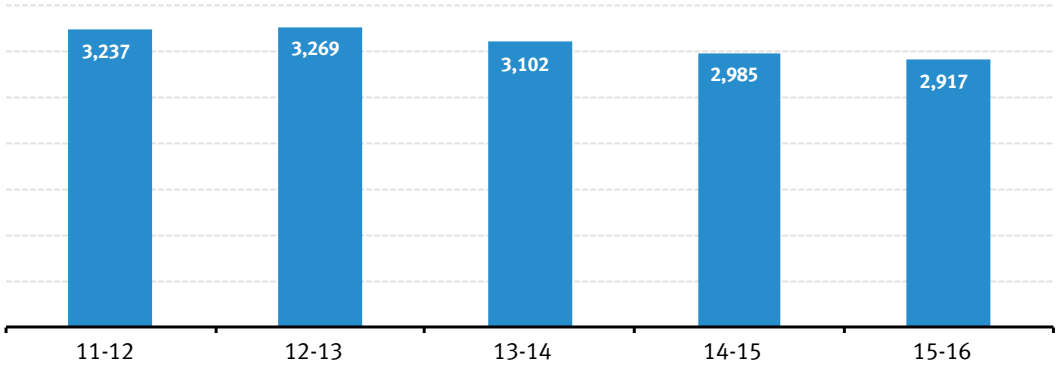
## Applications received

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

Review applications received have decreased slightly (2.3 per cent) in 2015-16, down from 2,985 in 2014-15 to 2,917 in 2015-16.

Figure 47 shows the number of applications for review received over the last five years.

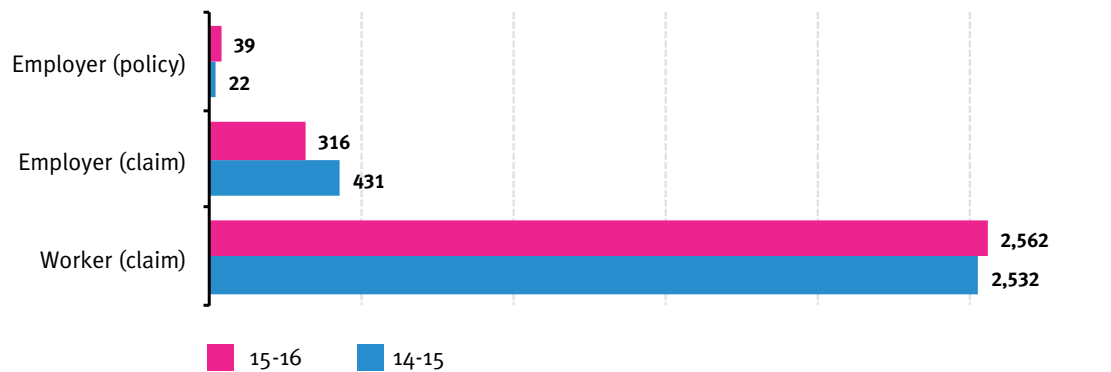
47 Review applications received 2011-12 to 2015-16



## Types of applications

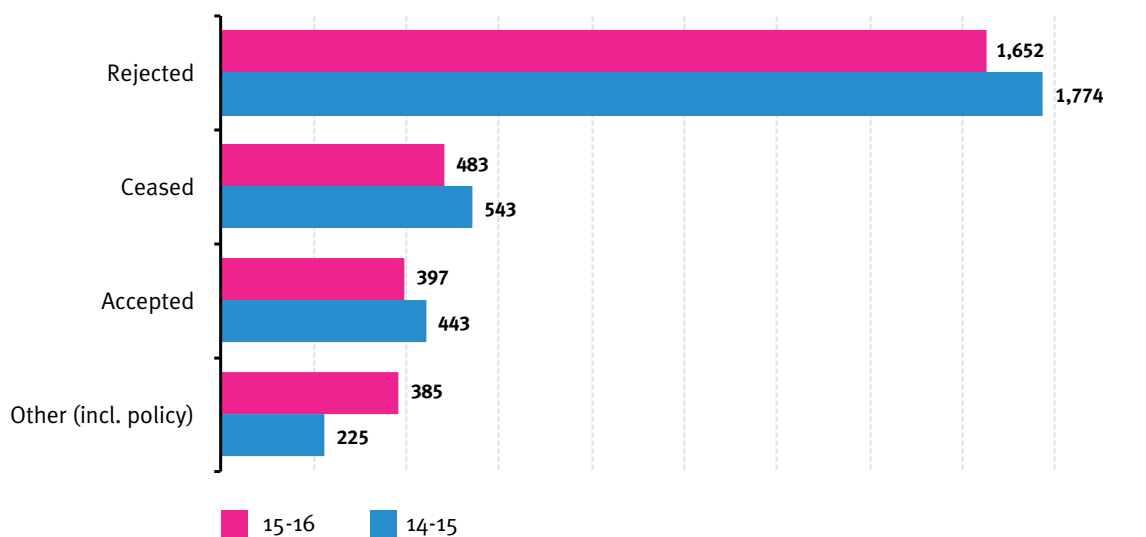
Of the applications lodged in 2015-16, 87.8 per cent were lodged by workers, up from 84.8 per cent in 2014-15. Employers lodged 10.8 per cent of reviews in 2015-16, down from 14.4 per cent in 2014-15. The remaining 1.3 per cent of applications were lodged by employers having a policy decision reviewed.

### 48 Review applications received by type 2014-15 and 2015-16



Over half (56.6 per cent) of all review applications received in 2015-16 related to the insurer decision to reject the claim, 13.6 per cent were lodged after the claim had been accepted and a further 16.6 per cent were following the cessation of the claim.

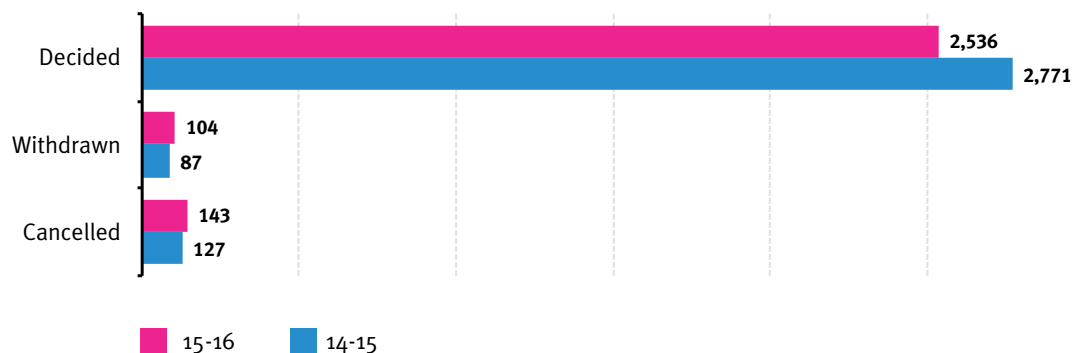
### 49 Review applications received by insurer decision 2014-15 and 2015-16



## Outcomes

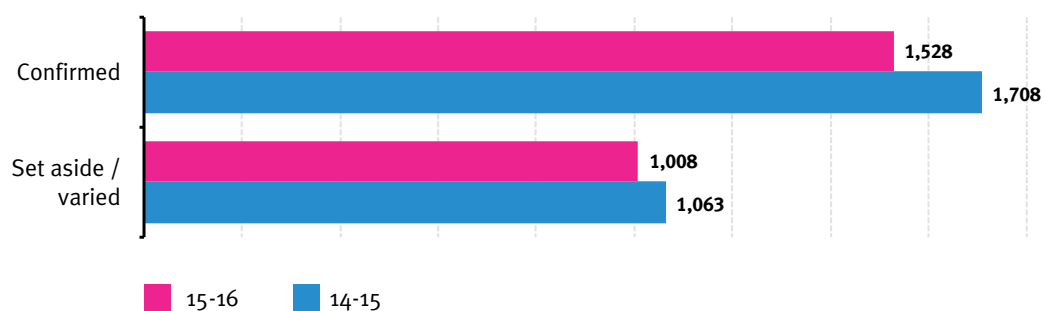
In 2015-16, 91.1 per cent of reviews finalised were decided (as compared to 92.8 per cent in 2014-15), 5.1 per cent were cancelled (4.3 per cent in 2014-15), and the remaining 3.7 per cent were withdrawn (2.9 per cent in 2014-15).

### 50 Review outcomes 2014-15 and 2015-16



In 2015-16, the original decision of the insurer was confirmed by the Review Unit in 60.3 per cent of review decisions made, compared to 61.6 per cent in 2014-15.

### 51 Decided review outcomes 2014-15 and 2015-16





# Appeals of review decisions

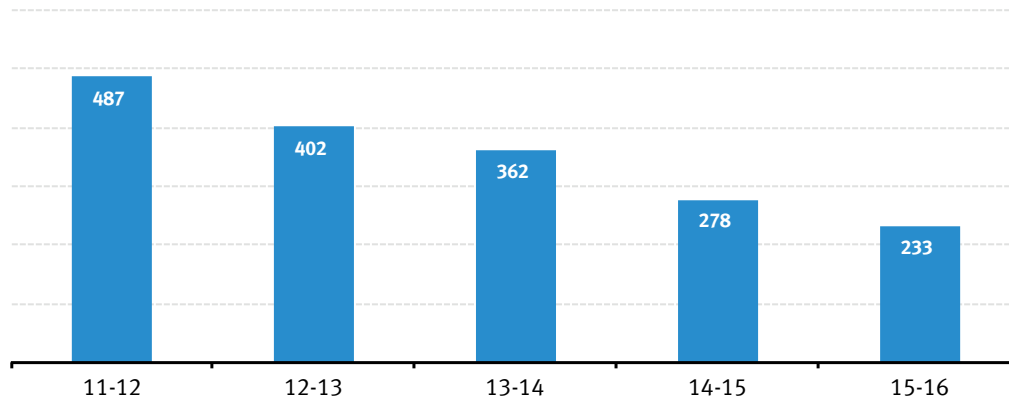
## Appeal lodgements

A party aggrieved by a decision of OIR may apply for appeal. In December 2010, the 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 2015-16, 233 appeals were lodged with the QIRC. Of these, 11 further appealed in the IC.

Appeal lodgements have experienced a decrease of 16.2 per cent in 2015-16 compared with 2014-15 (figure 52).

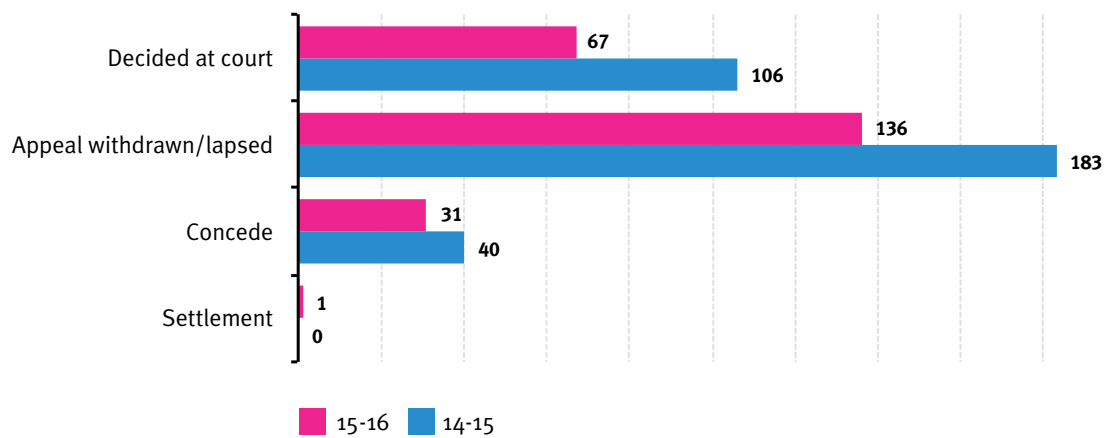
### 52 Appeals lodged 2011-12 to 2015-16



## Appeal outcomes

In 2015-16, 71.5 per cent of appeals were finalised before reaching the QIRC. Of these, 81 per cent of cases were withdrawn by the appellant and 19 per cent were settled or conceded (figure 53).

### 53 Appeals finalised by outcome 2014-15 and 2015-16



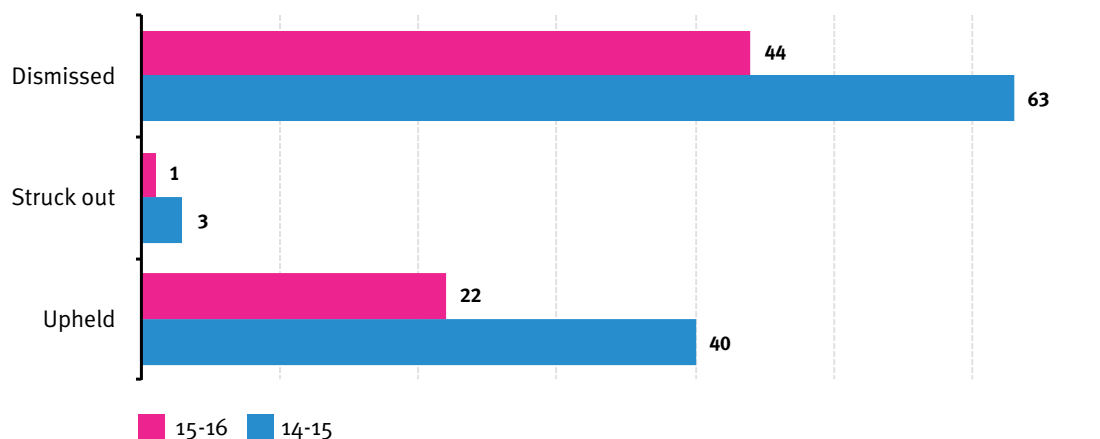
## Non-judicial resolution

In 2015-16, 168 appeals were finalised before reaching the court or commission. This is a decrease of 24.7 per cent when compared to 223 in 2014-15.

## Judicial resolution

The total number of cases determined by a court or commission decreased by 36.8 per cent, from 106 in 2014-15 to 67 in 2015-16. Of these, 45 cases (67.2 per cent) were dismissed or struck-out by the magistrate and 22 cases (32.8 per cent) were upheld in favour of the appellant (figure 54).

### 54 Appeals finalised judicially by outcome 2014-15 and 2015-16



# Medical assessment tribunals

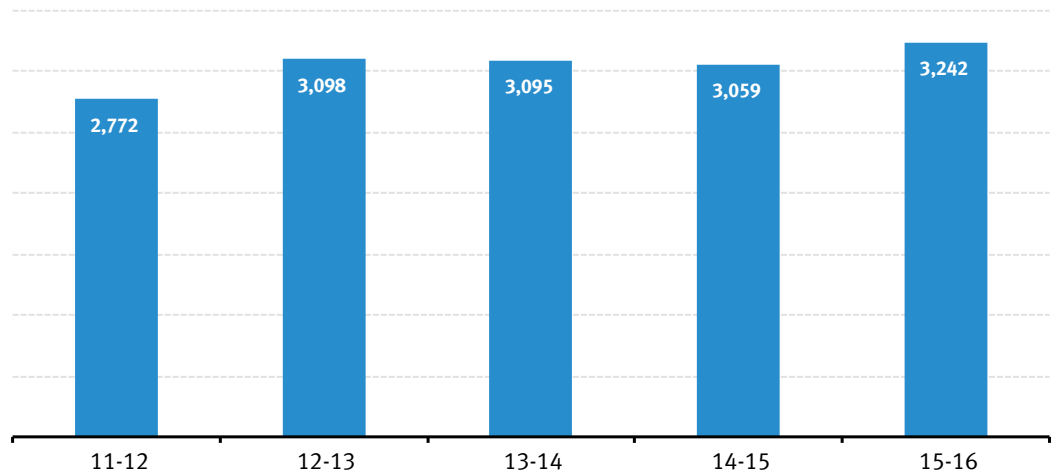
## Referrals

The MAT are coordinated by OIR to determine ongoing incapacity of an injured worker or the assessment of PI.

In 2015-16, 3,242 cases were referred to a MAT. This is a six per cent increase on the 3,059 cases referred in 2014-15.

Figure 55 illustrates the number of MAT referrals received over the past five years.

55 MAT referrals received 2011-12 to 2015-16



## Cases determined

In 2015-16, 2,666 cases were determined by a MAT. This represented a 12.8 per cent increase from 2014-15 (2,364 determinations).

Of the cases heard in 2015-16, 50.6 per cent (1,348) were heard at a General Medical Assessment Tribunal (GMAT) – Psychiatric compared to 47.1 per cent (1,113) in 2014-15.

A further 37.1 per cent (990) of cases in 2015-16 were determined at an Orthopaedic Tribunal as compared to 38.6 per cent (913) in 2014-15 (Figure 53).

### 56 Cases determined by tribunal type 2014-15 and 2015-16

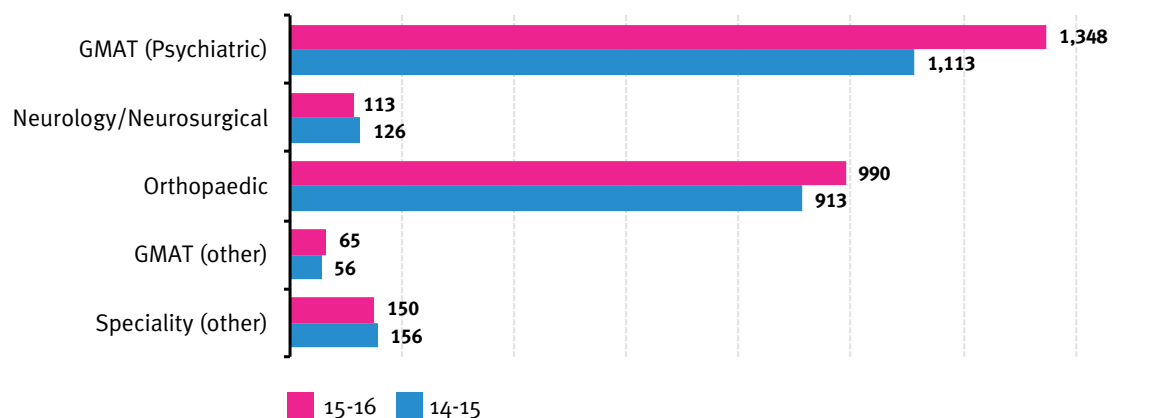


Figure 57 shows the average number of cases heard per tribunal in 2014-15 and 2015-16.

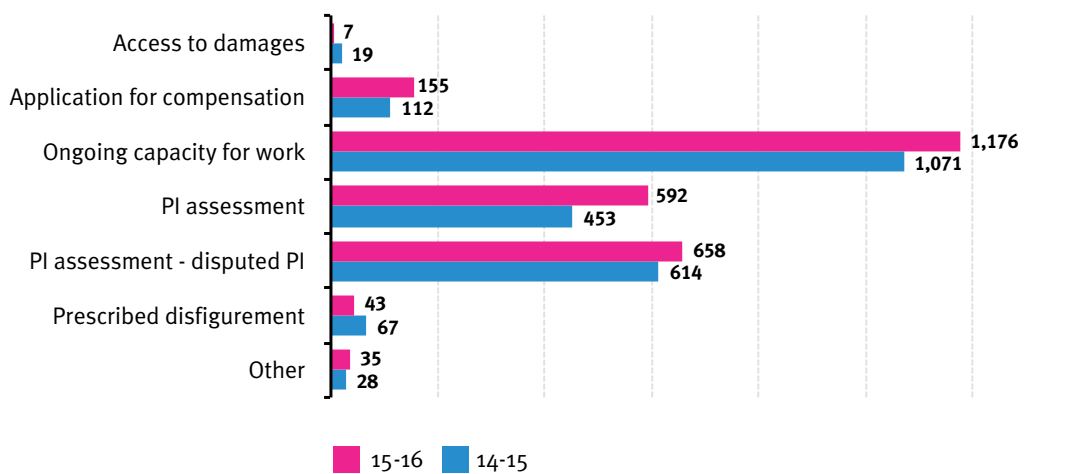
### 57 Average number of cases heard per tribunal by tribunal type 2014-15 and 2015-16

Tribunal	Average number of cases heard per tribunal	
	14-15	15-16
GMAT (Psychiatric)	2.0	2.0
Neurology/Neurosurgical	1.9	1.7
Orthopaedic	1.9	2.0
GMAT (other)	1.6	1.7
Speciality (other)	2.7	2.0
<b>Total</b>	<b>2.0</b>	<b>2.0</b>

## Referral reason

In 2015-16, 46.9 per cent of the cases determined by the MAT were for PI assessment, compared to 45.1 per cent in 2014-15.

### 58 Cases determined by referral reason 2014-15 and 2015-16



# Appendix 1: Statistics by sub-industry

59 Statutory claim lodgements, statutory claim payments, average finalised time lost claim costs and durations by industry and sub-industry 2014-15 and 2015-16

	Claims lodgements			Claims payments			Average finalised time lost claims cost			Average finalised time lost claims durations		
	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance
	number	number	%	\$M	\$M	%	\$	\$	%	days	days	%
<b>Accommodation and Food Services</b>	<b>5,890</b>	<b>5,888</b>	<b>0.0</b>	<b>34.8</b>	<b>35.7</b>	<b>2.6</b>	<b>11,926</b>	<b>12,731</b>	<b>6.7</b>	<b>46.8</b>	<b>48.0</b>	<b>2.6</b>
Accommodation	1,479	1,564	5.7	9.5	9.4	-1.6	12,306	12,368	0.5	45.6	48.5	6.4
Food and Beverage Services	4,182	4,138	-1.1	23.7	25.2	6.5	11,907	12,079	1.4	47.7	47.3	-0.8
Labour Hire	229	186	-18.8	1.6	1.1	-31.7	7,850	32,274	311.1	35.1	61.6	75.5
<b>Administrative and Support Services</b>	<b>2,412</b>	<b>2,694</b>	<b>11.7</b>	<b>22.1</b>	<b>23.8</b>	<b>7.6</b>	<b>16,400</b>	<b>16,235</b>	<b>-1.0</b>	<b>61.0</b>	<b>56.5</b>	<b>-7.4</b>
Administrative Services	653	779	19.3	4.8	6.4	34.6	18,738	18,832	0.5	63.5	58.5	-7.9
Building Cleaning, Pest Control and Other Support Services	1,708	1,865	9.2	17.2	17.1	-0.6	15,792	15,529	-1.7	60.2	56.2	-6.6
Labour Hire	51	50	-2.0	0.1	0.3	106.1	22,568	16,047	-28.9	79.1	40.7	-48.5
<b>Agriculture, Forestry and Fishing</b>	<b>2,179</b>	<b>2,685</b>	<b>23.2</b>	<b>20.4</b>	<b>23.6</b>	<b>16.0</b>	<b>18,946</b>	<b>15,388</b>	<b>-18.8</b>	<b>53.5</b>	<b>41.4</b>	<b>-22.6</b>
Agriculture	1,731	2,146	24.0	16.5	18.0	9.4	19,032	15,352	-19.3	51.6	39.7	-23.1
Agriculture, Forestry and Fishing Support Services	226	299	32.3	2.2	3.4	56.5	21,320	18,711	-12.2	66.8	55.3	-17.2
Aquaculture	44	34	-22.7	0.3	0.3	-8.1	16,369	9,368	-42.8	50.6	28.2	-44.3
Fishing, Hunting and Trapping	33	33	0.0	0.3	0.1	-57.9	17,861	6,267	-64.9	78.1	32.9	-57.9
Forestry and Logging	9	16	77.8	0.4	0.5	27.4	62,784*	106,055*	68.9	208.2*	286.4*	37.6
Labour Hire	136	157	15.4	0.7	1.3	70.5	8,847	9,099	2.8	33.2	31.0	-6.6
<b>Arts and Recreation Services</b>	<b>1,392</b>	<b>1,462</b>	<b>5.0</b>	<b>12.3</b>	<b>14.3</b>	<b>16.0</b>	<b>15,193</b>	<b>19,311</b>	<b>27.1</b>	<b>53.7</b>	<b>60.8</b>	<b>13.2</b>
Creative and Performing Arts Activities	140	147	5.0	0.7	1.0	48.6	17,618	12,360	-29.8	65.7	45.6	-30.6
Gambling Activities	196	148	-24.5	1.0	0.9	-7.0	8,931	7,637	-14.5	26.3	17.8	-32.3

	Claims lodgements			Claims payments			Average finalised time lost claims cost			Average finalised time lost claims durations		
	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance
	number	number	%	\$M	\$M	%	\$	\$	%	days	days	%
Heritage Activities	170	163	-4.1	0.7	0.9	20.2	7,808	10,996	40.8	33.4	34.1	2.1
Sports and Recreation Activities	882	1,002	13.6	9.9	11.5	15.9	17,216	23,259	35.1	60.3	73.2	21.4
Labour Hire	4	2	-50.0	0.1	0.0	-31.6	29,587*	12,487*	-57.8	157.0*	45.4*	-71.1
<b>Construction</b>	<b>9,785</b>	<b>11,063</b>	<b>13.1</b>	<b>134.2</b>	<b>132.1</b>	<b>-1.6</b>	<b>28,288</b>	<b>29,257</b>	<b>3.4</b>	<b>69.4</b>	<b>68.8</b>	<b>-0.9</b>
Building Construction	1,396	1,703	22.0	19.3	20.9	8.3	26,468	26,628	0.6	69.0	65.6	-4.9
Construction Services	5,980	7,433	24.3	73.2	77.2	5.5	25,439	26,370	3.7	65.8	66.7	1.4
Heavy and Civil Engineering Construction	1,721	1,202	-30.2	34.4	27.4	-20.5	39,109	44,809	14.6	80.7	83.8	3.8
Labour Hire	688	725	5.4	7.2	6.6	-9.2	31,825	24,516	-23.0	76.9	58.3	-24.2
<b>Education and Training</b>	<b>6,504</b>	<b>6,604</b>	<b>1.5</b>	<b>43.7</b>	<b>42.8</b>	<b>-2.1</b>	<b>12,340</b>	<b>11,387</b>	<b>-7.7</b>	<b>32.3</b>	<b>31.3</b>	<b>-3.1</b>
Adult, Community and Other Education	187	194	3.7	1.5	1.1	-25.0	16,319	16,182	-0.8	48.5	55.2	13.8
Preschool and School Education	4,473	4,547	1.7	31.9	32.9	3.3	12,227	11,756	-3.9	31.7	31.7	0.0
Tertiary Education	1,831	1,852	1.1	10.3	8.6	-16.1	12,155	9,903	-18.5	31.7	27.7	-12.6
Labour Hire	13	11	-15.4	0.1	0.1	30.1	12,937*	1,071*	-91.7	35.5*	4.6*	-87.0
<b>Electricity, Gas, Water and Waste Services</b>	<b>1,180</b>	<b>1,273</b>	<b>7.9</b>	<b>11.2</b>	<b>14.1</b>	<b>25.7</b>	<b>21,372</b>	<b>27,605</b>	<b>29.2</b>	<b>47.4</b>	<b>56.9</b>	<b>20.0</b>
Electricity Supply	487	503	3.3	4.8	6.0	25.4	22,135	34,437	55.6	50.4	59.0	17.1
Gas Supply	20	27	35.0	0.3	0.2	-10.4	7,580*	10,187*	34.4	22.5*	30.6*	36.0
Waste Collection, Treatment and Disposal Services	409	432	5.6	4.4	5.9	33.0	22,101	25,246	14.2	46.7	57.7	23.6
Water Supply, Sewerage and Drainage Services	203	240	18.2	1.1	1.6	38.0	21,141	19,662	-7.0	42.6	43.9	3.1
Labour Hire	61	71	16.4	0.6	0.4	-33.0	16,414	26,611	62.1	51.2	72.8	42.2
<b>Financial and Insurance Services</b>	<b>827</b>	<b>767</b>	<b>-7.3</b>	<b>5.9</b>	<b>6.0</b>	<b>2.2</b>	<b>16,552</b>	<b>14,582</b>	<b>-11.9</b>	<b>38.9</b>	<b>39.3</b>	<b>1.0</b>
Auxiliary Finance and Insurance Services	124	153	23.4	1.4	1.5	4.3	21,347	16,559	-22.4	48.2	51.3	6.4



	Claims lodgements			Claims payments			Average finalised time lost claims cost			Average finalised time lost claims durations		
	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance
	number	number	%	\$M	\$M	%	\$	\$	%	days	days	%
Finance	294	256	-12.9	3.0	2.7	-7.5	18,128	16,514	-8.9	45.5	41.9	-7.9
Insurance and Superannuation Funds	405	351	-13.3	1.5	1.8	20.3	13,564	11,536	-15.0	30.0	30.0	0.0
Labour Hire	4	7	75.0	0.0	0.0	-55.5	7,693*	932*	-87.9	28.0*	1.5*	-94.6
<b>Health Care and Social Assistance</b>	<b>11,545</b>	<b>12,683</b>	<b>9.9</b>	<b>85.6</b>	<b>94.5</b>	<b>10.4</b>	<b>13,062</b>	<b>13,204</b>	<b>1.1</b>	<b>45.6</b>	<b>44.6</b>	<b>-2.2</b>
Hospitals	4,343	5,053	16.3	37.3	39.1	5.0	15,359	14,752	-4.0	47.1	44.2	-6.2
Medical and Other Health Care Services	1,429	1,713	19.9	9.9	12.4	25.3	13,854	17,166	23.9	41.4	43.2	4.3
Residential Care Services	2,998	3,075	2.6	18.4	20.5	11.4	9,923	9,842	-0.8	44.1	43.2	-2.0
Social Assistance Services	2,695	2,759	2.4	18.9	20.8	10.0	11,625	12,617	8.5	45.8	45.4	-0.9
Labour Hire	80	83	3.8	1.1	1.7	50.4	28,001	28,212	0.8	76.3	105.6	38.4
<b>Information Media and Telecommunications</b>	<b>506</b>	<b>448</b>	<b>-11.5</b>	<b>3.3</b>	<b>3.3</b>	<b>0.1</b>	<b>23,546</b>	<b>14,651</b>	<b>-37.8</b>	<b>60.4</b>	<b>44.8</b>	<b>-25.8</b>
Broadcasting (except Internet)	79	78	-1.3	0.3	0.3	6.2	14,589	9,085	-37.7	30.6	23.2	-24.2
Internet Publishing and Broadcasting	0	0	-	-	-	-	-	-	-	-	-	-
Internet Service Providers, Web Search Portals and Data Processing Services	16	14	-12.5	0.2	0.1	-44.4	41,014*	25,318*	-38.3	84.9*	64.7*	-23.8
Library and Other Information Services	14	25	78.6	0.0	0.1	239.6	9,639*	6,713*	-30.4	30.1*	14.2*	-52.8
Motion Picture and Sound Recording Activities	248	179	-27.8	1.1	1.5	35.1	24,563	14,145	-42.4	60.3	38.1	-36.8
Publishing (except Internet and Music Publishing)	71	76	7.0	0.6	0.7	6.4	18,131	16,226	-10.5	52.8	60.9	15.3
Telecommunications Services	63	59	-6.3	0.9	0.4	-50.5	38,096	22,327	-41.4	105.0	80.2	-23.6
Labour Hire	15	17	13.3	0.1	0.1	-25.5	6,207*	3,460*	-44.3	18.5*	8.2*	-55.7
<b>Manufacturing</b>	<b>13,596</b>	<b>13,473</b>	<b>-0.9</b>	<b>85.8</b>	<b>99.7</b>	<b>16.1</b>	<b>13,621</b>	<b>14,877</b>	<b>9.2</b>	<b>36.2</b>	<b>39.4</b>	<b>8.8</b>

	Claims lodgements			Claims payments			Average finalised time lost claims cost			Average finalised time lost claims durations		
	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance
	number	number	%	\$M	\$M	%	\$	\$	%	days	days	%
Basic Chemical and Chemical Product Manufacturing	336	300	-10.7	2.5	2.4	-3.8	15,811	30,502	92.9	44.3	73.2	65.2
Beverage and Tobacco Product Manufacturing	208	239	14.9	1.3	1.4	5.6	16,998	23,227	36.6	44.0	53.3	21.1
Fabricated Metal Product Manufacturing	2,754	2,809	2.0	15.0	17.6	17.8	12,361	13,813	11.7	33.4	34.8	4.2
Food Product Manufacturing	3,442	3,042	-11.6	21.5	23.7	10.5	12,334	13,046	5.8	31.1	34.6	11.3
Furniture and Other Manufacturing	444	482	8.6	3.1	3.6	15.6	18,207	12,988	-28.7	44.8	41.7	-6.9
Machinery and Equipment Manufacturing	1,172	1,089	-7.1	7.5	9.8	31.5	18,183	16,790	-7.7	44.0	40.8	-7.3
Non-Metallic Mineral Product Manufacturing	677	705	4.1	5.8	6.1	4.1	21,182	20,554	-3.0	54.0	57.6	6.7
Petroleum and Coal Product Manufacturing	88	54	-38.6	0.9	1.5	69.6	31,524	30,692	-2.6	58.1	63.8	9.8
Polymer Product and Rubber Product Manufacturing	460	481	4.6	3.2	3.9	19.9	12,722	12,305	-3.3	36.6	39.2	7.1
Primary Metal and Metal Product Manufacturing	629	589	-6.4	5.4	7.0	28.1	15,391	19,981	29.8	38.9	48.2	23.9
Printing (including the Reproduction of Recorded Media)	178	156	-12.4	1.0	1.5	46.1	8,304	18,993	128.7	23.5	34.6	47.2
Pulp, Paper and Converted Paper Product Manufacturing	133	144	8.3	1.2	1.0	-15.1	15,050	17,003	13.0	29.8	36.1	21.1
Textile, Leather, Clothing and Footwear Manufacturing	215	390	81.4	1.2	1.2	4.3	19,077	13,084	-31.4	57.3	33.5	-41.5
Transport Equipment Manufacturing	1,112	1,118	0.5	6.4	7.2	12.4	11,808	18,136	53.6	31.9	41.7	30.7
Wood Product Manufacturing	866	1,014	17.1	5.5	6.2	14.3	11,821	10,621	-10.2	36.0	30.9	-14.2
Labour Hire	882	861	-2.4	4.4	5.6	26.5	11,141	13,691	22.9	38.9	47.3	21.6

	Claims lodgements			Claims payments			Average finalised time lost claims cost			Average finalised time lost claims durations		
	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance
	number	number	%	\$M	\$M	%	\$	\$	%	days	days	%
<b>Mining</b>	<b>2,350</b>	<b>2,082</b>	<b>-11.4</b>	<b>44.1</b>	<b>41.0</b>	<b>-6.9</b>	<b>46,695</b>	<b>49,740</b>	<b>6.5</b>	<b>93.1</b>	<b>95.7</b>	<b>2.8</b>
Coal Mining	984	925	-6.0	21.5	20.7	-3.8	54,847	58,532	6.7	95.7	96.8	1.1
Exploration and Other Mining Support Services	341	281	-17.6	7.8	5.0	-36.1	43,025	46,551	8.2	110.7	125.1	13.0
Metal Ore Mining	550	424	-22.9	8.5	8.9	5.4	44,480	46,683	5.0	77.5	68.7	-11.4
Non-Metallic Mineral Mining and Quarrying	231	197	-14.7	2.2	1.7	-20.9	42,974	40,517	-5.7	84.9	92.7	9.2
Oil and Gas Extraction	49	42	-14.3	0.5	0.9	78.8	36,934	15,175	-58.9	97.7	47.3	-51.6
Labour Hire	195	213	9.2	3.6	3.8	4.4	31,118	39,977	28.5	73.6	87.0	18.2
<b>Other Services</b>	<b>2,723</b>	<b>2,825</b>	<b>3.7</b>	<b>21.1</b>	<b>20.6</b>	<b>-2.4</b>	<b>17,197</b>	<b>20,621</b>	<b>19.9</b>	<b>50.4</b>	<b>62.4</b>	<b>23.8</b>
Personal and Other Services	1,045	998	-4.5	7.8	7.6	-2.3	15,513	18,352	18.3	56.9	66.2	16.3
Repair and Maintenance	1,425	1,623	13.9	12.1	12.3	1.5	19,016	22,740	19.6	46.9	61.2	30.5
Labour Hire	253	204	-19.4	1.2	0.7	-43.8	12,706	15,414	21.3	38.0	45.8	20.5
<b>Professional, Scientific and Technical Services</b>	<b>1,608</b>	<b>1,627</b>	<b>1.2</b>	<b>15.0</b>	<b>16.3</b>	<b>8.8</b>	<b>22,800</b>	<b>21,344</b>	<b>-6.4</b>	<b>57.3</b>	<b>53.9</b>	<b>-5.9</b>
Computer System Design and Related Services	129	169	31.0	0.9	1.6	84.4	17,568	14,722	-16.2	38.6	43.3	12.2
Professional, Scientific and Technical Services (except Computer System Design and Related Services)	1,464	1,436	-1.9	13.9	14.6	4.6	23,066	21,516	-6.7	58.7	54.4	-7.3
Labour Hire	15	22	46.7	0.2	0.1	-24.8	31,544*	56,313*	78.5	55.4*	94.3*	70.2
<b>Public Administration and Safety</b>	<b>6,675</b>	<b>6,941</b>	<b>4.0</b>	<b>64.0</b>	<b>68.2</b>	<b>6.6</b>	<b>17,363</b>	<b>17,760</b>	<b>2.3</b>	<b>45.6</b>	<b>45.7</b>	<b>0.2</b>
Defence	23	6	-73.9	0.3	0.3	-21.0	8,445*	22,071*	161.3	32.3*	72.5*	124.5
Public Administration	3,315	3,418	3.1	29.9	31.9	6.4	14,566	13,383	-8.1	38.8	37.1	-4.4
Public Order, Safety and Regulatory Services	3,214	3,350	4.2	32.4	34.6	7.0	21,021	22,934	9.1	54.2	56.2	3.7
Labour Hire	123	167	35.8	1.3	1.4	7.5	13,855	21,235	53.3	41.8	45.0	7.7

	Claims lodgements			Claims payments			Average finalised time lost claims cost			Average finalised time lost claims durations		
	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance
	number	number	%	\$M	\$M	%	\$	\$	%	days	days	%
<b>Rental, Hiring and Real Estate Services</b>	<b>1,113</b>	<b>1,105</b>	<b>-0.7</b>	<b>7.8</b>	<b>9.3</b>	<b>18.4</b>	<b>14,368</b>	<b>17,122</b>	<b>19.2</b>	<b>46.6</b>	<b>47.4</b>	<b>1.7</b>
Property Operators and Real Estate Services	498	477	-4.2	3.9	4.9	24.4	14,289	15,297	7.1	45.8	44.7	-2.4
Rental and Hiring Services (except Real Estate)	603	614	1.8	3.9	4.4	11.9	14,729	18,782	27.5	48.0	49.7	3.5
Labour Hire	12	14	16.7	0.0	0.0	142.7	6,377*	17,733*	178.1	24.8*	67.5*	172.2
<b>Retail Trade</b>	<b>7,575</b>	<b>8,043</b>	<b>6.2</b>	<b>51.5</b>	<b>54.9</b>	<b>6.6</b>	<b>12,704</b>	<b>13,047</b>	<b>2.7</b>	<b>43.0</b>	<b>43.2</b>	<b>0.5</b>
Food Retailing	2,978	3,509	17.8	20.0	24.9	24.4	11,346	12,077	6.4	39.4	39.3	-0.3
Fuel Retailing	223	234	4.9	1.6	2.0	23.6	18,375	15,427	-16.0	58.6	54.8	-6.5
Motor Vehicle and Motor Vehicle Parts Retailing	1,183	1,284	8.5	8.3	7.9	-5.1	14,391	12,735	-11.5	43.7	41.1	-5.9
Non-Store Retailing and Retail Commission-Based Buying and/or Selling	54	74	37.0	0.3	0.3	12.5	16,035	5,169	-67.8	33.2	20.0	-39.8
Other Store-Based Retailing	3,002	2,802	-6.7	19.9	18.8	-5.5	12,606	14,133	12.1	43.9	46.9	6.8
Labour Hire	135	140	3.7	1.3	1.0	-27.5	15,101	15,292	1.3	56.0	61.2	9.3
<b>Transport, Postal and Warehousing</b>	<b>5,577</b>	<b>5,681</b>	<b>1.9</b>	<b>74.6</b>	<b>74.5</b>	<b>-0.1</b>	<b>22,096</b>	<b>23,890</b>	<b>8.1</b>	<b>59.6</b>	<b>63.3</b>	<b>6.2</b>
Air and Space Transport	472	462	-2.1	4.9	4.1	-15.7	10,146	12,493	23.1	36.1	36.5	1.1
Other Transport	180	205	13.9	1.5	1.9	25.4	18,139	15,009	-17.3	53.8	48.4	-10.0
Postal and Courier Pick-up and Delivery Services	174	204	17.2	1.7	2.1	30.2	16,658	21,783	30.8	59.8	65.3	9.2
Rail Transport	547	558	2.0	6.9	7.8	12.3	28,221	29,820	5.7	35.6	43.0	20.8
Road Transport	2,796	2,808	0.4	45.4	44.5	-1.9	25,234	26,940	6.8	69.5	73.1	5.2
Transport Support Services	564	522	-7.4	6.4	6.2	-3.2	22,491	27,341	21.6	56.3	65.6	16.5
Warehousing and Storage Services	381	458	20.2	2.7	2.7	0.7	20,106	16,617	-17.4	54.7	50.3	-8.0
Water Transport	103	110	6.8	1.7	1.9	14.4	18,251	25,841	41.6	60.9	71.7	17.7
Labour Hire	360	354	-1.7	3.5	3.3	-6.0	16,385	17,765	8.4	44.4	50.2	13.1

	Claims lodgements			Claims payments			Average finalised time lost claims cost			Average finalised time lost claims durations		
	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance	14-15	15-16	Vari- ance
	number	number	%	\$M	\$M	%	\$	\$	%	days	days	%
<b>Wholesale Trade</b>	<b>4,149</b>	<b>4,254</b>	<b>2.5</b>	<b>32.0</b>	<b>33.1</b>	<b>3.3</b>	<b>16,118</b>	<b>16,422</b>	<b>1.9</b>	<b>44.7</b>	<b>43.6</b>	<b>-2.5</b>
Basic Material Wholesaling	1,183	1,160	-1.9	8.5	8.8	3.9	15,267	15,322	0.4	42.1	43.0	2.1
Commission-Based Wholesaling	47	68	44.7	0.3	0.7	122.3	12,797	19,747	54.3	45.0	63.1	40.2
Grocery, Liquor and Tobacco Product Wholesaling	694	743	7.1	5.3	6.2	17.9	13,917	15,123	8.7	50.2	48.0	-4.4
Machinery and Equipment Wholesaling	1,136	1,125	-1.0	10.0	8.3	-16.3	21,646	19,903	-8.1	46.8	40.1	-14.3
Motor Vehicle and Motor Vehicle Parts Wholesaling	369	416	12.7	2.1	2.7	27.5	10,976	10,553	-3.9	35.5	29.1	-18.0
Other Goods Wholesaling	624	626	0.3	5.6	5.3	-4.7	16,378	19,186	17.1	45.8	55.2	20.5
Labour Hire	96	116	20.8	0.3	1.0	212.0	10,875	7,543	-30.6	40.5	23.6	-41.7
<b>Other</b>	<b>579</b>	<b>470</b>	<b>-18.8</b>	<b>49.9</b>	<b>44.1</b>	<b>-11.6</b>	<b>36,316</b>	<b>41,647</b>	<b>14.7</b>	<b>118.2</b>	<b>92.2</b>	<b>-22.0</b>
<b>Total</b>	<b>88,165</b>	<b>92,068</b>	<b>4.4</b>	<b>819.2</b>	<b>851.7</b>	<b>4.0</b>	<b>17,228</b>	<b>17,787</b>	<b>3.2</b>	<b>49.1</b>	<b>49.4</b>	<b>0.6</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.

## 60 Statutory claim decisions and statutory claim finalisations by industry and sub-industry 2015-16

	Claim decisions			Time lost claim finalisation								
	Admit	Reject- ed	Total claims decid- ed	Total time lost claims final- ised	Fit for work: same job / tasks with same em- ployer	Fit for work: same job / tasks with diff em- ployer	Fit for work: diff job / tasks with same em- ployer	Fit for work: diff job / tasks with diff em- ployer	Fit for work: no job	Fit for work: worker does not return	Not fit for work	Alter- ative out- come not claim related
	%	%			%	%	%	%	%	%	%	%
<b>Accommoda- tion and Food Services</b>	<b>93.7</b>	<b>6.3</b>	<b>4,823</b>	<b>2,764</b>	<b>85.0</b>	<b>1.6</b>	<b>0.7</b>	<b>3.2</b>	<b>2.3</b>	<b>4.8</b>	<b>2.2</b>	<b>0.2</b>
Accommoda- tion	94.6	5.4	1,306	791	85.5	0.9	1.3	2.5	1.2	5.5	2.8	0.3
Food and Bev- erage Services	93.7	6.4	3,371	1,895	84.9	2.0	0.4	3.4	2.5	4.6	2.0	0.2
Labour Hire	88.4	11.6	146	78	83.3	0.0	2.6	5.1	5.1	1.3	2.6	0.0
<b>Administrative and Support Services</b>	<b>90.6</b>	<b>9.4</b>	<b>2,258</b>	<b>1,540</b>	<b>86.0</b>	<b>1.1</b>	<b>0.7</b>	<b>2.3</b>	<b>2.2</b>	<b>4.1</b>	<b>3.3</b>	<b>0.3</b>
Administrative Services	86.8	13.2	620	326	82.5	1.8	1.8	3.4	2.5	4.6	3.1	0.3
Building Cleaning, Pest Control and Other Support Services	92.2	7.8	1,605	1,196	87.0	0.8	0.3	2.1	2.1	4.0	3.4	0.3
Labour Hire	84.9	15.2	33	18	83.3	5.5	0.0	0.0	5.6	0.0	5.6	0.0
<b>Agriculture, Forestry and Fishing</b>	<b>91.6</b>	<b>8.4</b>	<b>2,297</b>	<b>1,472</b>	<b>82.8</b>	<b>2.5</b>	<b>0.9</b>	<b>3.9</b>	<b>1.6</b>	<b>6.0</b>	<b>2.2</b>	<b>0.1</b>
Agriculture	92.4	7.6	1,834	1,166	84.2	2.7	0.9	3.6	1.1	5.6	1.8	0.1
Agriculture, Forestry and Fishing Support Services	87.8	12.2	254	157	68.8	2.5	1.3	6.4	4.4	11.5	5.1	0.0
Aquaculture	81.3	18.8	32	21	85.7	0.0	0.0	4.8	4.8	0.0	4.7	0.0
Fishing, Hunting and Trapping	85.7	14.3	21	12	83.3	8.4	0.0	0.0	0.0	8.3	0.0	0.0
Forestry and Logging	100.0	0.0	14	5	0.0	0.0	0.0	20.0	40.0	20.0	20.0	0.0
Labour Hire	90.9	9.2	142	111	90.1	0.9	0.9	2.7	0.9	2.7	0.9	0.9
<b>Arts and Recre- ation Services</b>	<b>93.8</b>	<b>6.2</b>	<b>1,249</b>	<b>670</b>	<b>88.8</b>	<b>1.5</b>	<b>0.5</b>	<b>3.1</b>	<b>1.7</b>	<b>2.4</b>	<b>1.9</b>	<b>0.1</b>
Creative and Performing Arts Activities	93.8	6.3	128	58	79.3	5.2	0.0	6.9	5.2	3.4	0.0	0.0
Gambling Activities	86.4	13.6	132	62	98.4	0.0	0.0	1.6	0.0	0.0	0.0	0.0
Heritage Activ- ities	96.5	3.5	141	79	92.4	1.3	1.3	1.3	1.3	1.2	1.2	0.0

	Claim decisions			Time lost claim finalisation								
	Admit	Reject- ed	Total claims decid- ed	Total time lost claims final- ised	Fit for work: same job / tasks with same em- ployer	Fit for work: same job / tasks with diff em- ployer	Fit for work: diff job / tasks with same em- ployer	Fit for work: diff job / tasks with diff em- ployer	Fit for work: no job	Fit for work: worker does not return	Not fit for work	Alter- native out- come not claim related
	%	%			%	%	%	%	%	%	%	%
Sports and Recreation Activities	94.6	5.4	847	464	88.6	1.3	0.4	3.2	1.5	2.4	2.4	0.2
Labour Hire	100.0	0.0	1	7	57.1	0.0	0.0	0.0	0.0	28.6	14.3	0.0
<b>Construction</b>	<b>92.7</b>	<b>7.3</b>	<b>9,163</b>	<b>4,786</b>	<b>78.1</b>	<b>2.7</b>	<b>0.8</b>	<b>5.6</b>	<b>5.4</b>	<b>3.6</b>	<b>3.5</b>	<b>0.3</b>
Building Con- struction	92.1	7.9	1,441	682	79.8	3.5	0.9	6.0	3.8	3.0	2.9	0.1
Construction Services	93.5	6.5	6,127	3,054	78.2	2.8	0.6	6.0	5.0	3.4	3.7	0.3
Heavy and Civil Engineering Construction	89.1	10.9	1,022	768	76.2	1.7	0.9	4.2	9.6	3.5	3.8	0.1
Labour Hire	91.5	8.6	573	282	79.1	2.1	2.1	5.3	1.8	6.4	2.8	0.4
<b>Education and Training</b>	<b>92.2</b>	<b>7.9</b>	<b>5,860</b>	<b>3,327</b>	<b>95.4</b>	<b>0.3</b>	<b>0.4</b>	<b>0.8</b>	<b>0.6</b>	<b>1.3</b>	<b>1.1</b>	<b>0.1</b>
Adult, Commu- nity and Other Education	85.0	15.0	160	97	88.7	0.0	1.0	3.1	2.1	3.1	1.0	1.0
Preschool and School Educa- tion	93.5	6.5	4,163	2,374	95.6	0.3	0.5	0.8	0.4	1.2	1.2	0.0
Tertiary Educa- tion	89.2	10.8	1,529	848	95.5	0.5	0.1	0.8	0.9	1.3	0.8	0.1
Labour Hire	87.5	12.5	8	8	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Electricity, Gas, Water and Waste Services</b>	<b>92.1</b>	<b>7.9</b>	<b>1,097</b>	<b>450</b>	<b>88.0</b>	<b>0.7</b>	<b>2.2</b>	<b>1.8</b>	<b>1.8</b>	<b>2.2</b>	<b>2.9</b>	<b>0.4</b>
Electricity Supply	90.9	9.1	441	163	92.7	0.0	1.2	0.0	0.6	1.8	2.5	1.2
Gas Supply	90.0	10.0	20	9	77.8	0.0	0.0	0.0	0.0	22.2	0.0	0.0
Waste Collec- tion, Treatment and Disposal Services	92.5	7.5	360	178	82.6	1.1	3.9	3.4	3.4	1.1	4.5	0.0
Water Supply, Sewerage and Drainage Services	92.9	7.1	212	63	93.6	1.6	1.6	0.0	0.0	1.6	1.6	0.0
Labour Hire	95.3	4.7	64	37	86.5	0.0	0.0	5.4	2.7	5.4	0.0	0.0
<b>Financial and Insurance Services</b>	<b>81.2</b>	<b>18.8</b>	<b>516</b>	<b>298</b>	<b>87.9</b>	<b>0.7</b>	<b>1.0</b>	<b>3.4</b>	<b>2.3</b>	<b>3.0</b>	<b>1.7</b>	<b>0.0</b>

	Claim decisions			Time lost claim finalisation								
	Admit	Reject- ed	Total claims decid- ed	Total time lost claims final- ised	Fit for work: same job / tasks with same em- ployer	Fit for work: same job / tasks with diff em- ployer	Fit for work: diff job / tasks with same em- ployer	Fit for work: diff job / tasks with diff em- ployer	Fit for work: no job	Fit for work: worker does not return	Not fit for work	Alter- native out- come not claim related
	%	%			%	%	%	%	%	%	%	%
Auxiliary Finance and Insurance Services	86.4	13.6	110	67	79.1	0.0	0.0	6.0	7.4	6.0	1.5	0.0
Finance	80.7	19.3	207	119	89.1	0.8	1.7	3.4	0.8	1.7	2.5	0.0
Insurance and Superannuation Funds	78.8	21.2	193	110	92.8	0.9	0.9	1.8	0.0	2.7	0.9	0.0
Labour Hire	83.3	16.7	6	2	50.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0
<b>Health Care and Social Assistance</b>	<b>92.1</b>	<b>7.9</b>	<b>10,407</b>	<b>6,805</b>	<b>91.1</b>	<b>0.6</b>	<b>1.3</b>	<b>1.2</b>	<b>0.8</b>	<b>2.0</b>	<b>2.8</b>	<b>0.2</b>
Hospitals	91.7	8.3	3,995	2,477	92.4	0.4	1.9	0.7	0.4	1.3	2.6	0.3
Medical and Other Health Care Services	93.1	6.9	1,385	705	90.5	1.1	0.6	1.4	1.1	1.7	3.3	0.3
Residential Care Services	92.2	7.8	2,644	1,915	91.5	0.6	1.3	1.1	0.8	2.1	2.3	0.3
Social Assistance Services	92.1	8.0	2,315	1,656	89.4	0.6	0.7	1.7	1.2	2.9	3.5	0.0
Labour Hire	91.2	8.8	68	52	82.7	1.9	1.9	5.8	1.9	0.0	5.8	0.0
<b>Information Media and Telecommunications</b>	<b>91.3</b>	<b>8.7</b>	<b>366</b>	<b>206</b>	<b>79.1</b>	<b>6.3</b>	<b>2.0</b>	<b>6.3</b>	<b>3.4</b>	<b>2.4</b>	<b>0.5</b>	<b>0.0</b>
Broadcasting (except Internet)	87.1	12.9	62	31	87.1	0.0	0.0	6.5	3.2	3.2	0.0	0.0
Internet Publishing and Broadcasting	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Internet Service Providers, Web Search Portals and Data Processing Services	55.6	44.4	9	7	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Library and Other Information Services	86.4	13.6	22	5	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Motion Picture and Sound Recording Activities	96.9	3.1	159	90	67.8	14.5	2.2	4.4	6.7	3.3	1.1	0.0



	Claim decisions			Time lost claim finalisation								
	Admit	Reject- ed	Total claims decid- ed	Total time lost claims final- ised	Fit for work: same job / tasks with same em- ployer	Fit for work: same job / tasks with diff em- ployer	Fit for work: diff job / tasks with same em- ployer	Fit for work: diff job / tasks with diff em- ployer	Fit for work: no job	Fit for work: worker does not return	Not fit for work	Alter- native out- come not claim related
	%	%			%	%	%	%	%	%	%	%
Publishing (except Internet and Music Publishing)	87.9	12.1	66	34	82.4	0.0	2.9	11.8	0.0	2.9	0.0	0.0
Telecommu- nications Services	88.9	11.1	36	30	86.7	0.0	3.3	10.0	0.0	0.0	0.0	0.0
Labour Hire	100.0	0.0	12	9	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Manufacturing</b>	<b>95.2</b>	<b>4.8</b>	<b>11,854</b>	<b>5,577</b>	<b>88.2</b>	<b>0.7</b>	<b>1.2</b>	<b>2.2</b>	<b>2.6</b>	<b>3.4</b>	<b>1.5</b>	<b>0.2</b>
Basic Chemical and Chemical Product Manu- facturing	95.1	4.9	264	112	85.7	0.0	0.9	0.9	2.7	8.0	1.8	0.0
Beverage and Tobacco Prod- uct Manufac- turing	93.0	7.0	200	68	85.3	3.0	1.5	2.9	1.5	2.9	2.9	0.0
Fabricated Metal Product Manufacturing	96.8	3.2	2,506	1,088	87.9	0.8	1.4	2.7	3.0	2.8	1.1	0.3
Food Product Manufacturing	93.2	6.8	2,715	1,444	87.6	0.4	2.2	1.2	2.6	4.6	1.2	0.2
Furniture and Other Manufac- turing	97.8	2.2	402	217	89.4	1.4	0.0	2.3	0.9	2.8	2.8	0.4
Machinery and Equipment Manufacturing	96.1	3.9	982	442	88.5	1.4	0.4	2.0	2.9	2.5	1.8	0.5
Non-Metallic Mineral Product Manufacturing	94.9	5.1	606	249	86.0	1.2	1.6	2.0	4.8	2.8	0.8	0.8
Petroleum and Coal Product Manufacturing	81.5	18.5	54	18	72.2	0.0	0.0	11.1	16.7	0.0	0.0	0.0
Polymer Product and Rubber Product Manufacturing	97.3	2.7	442	233	92.7	0.0	0.4	1.7	0.0	3.9	1.3	0.0
Primary Metal and Metal Prod- uct Manufac- turing	96.3	3.8	533	174	86.2	1.7	2.3	1.2	2.3	1.1	5.2	0.0
Printing (including the Reproduction of Recorded Media)	99.3	0.7	136	66	86.4	1.5	0.0	1.5	3.0	6.1	1.5	0.0

	Claim decisions			Time lost claim finalisation								
	Admit	Reject- ed	Total claims decid- ed	Total time lost claims final- ised	Fit for work: same job / tasks with same em- ployer	Fit for work: same job / tasks with diff em- ployer	Fit for work: diff job / tasks with same em- ployer	Fit for work: diff job / tasks with diff em- ployer	Fit for work: no job	Fit for work: worker does not return	Not fit for work	Alter- native out- come not claim related
	%	%			%	%	%	%	%	%	%	%
Pulp, Paper and Converted Paper Product Manufacturing	92.1	7.9	127	33	75.8	0.0	3.0	0.0	6.1	12.1	0.0	3.0
Textile, Leather, Clothing and Footwear Man- ufacturing	71.8	28.2	188	71	88.7	0.0	1.4	5.7	2.8	1.4	0.0	0.0
Transport Equipment Manufacturing	96.8	3.2	998	437	90.8	0.2	0.2	3.0	2.1	2.1	1.4	0.2
Wood Product Manufacturing	97.6	2.4	931	484	93.2	0.4	0.0	1.4	1.4	1.9	1.7	0.0
Labour Hire	94.9	5.1	770	441	84.4	0.7	0.9	4.3	3.4	4.1	2.0	0.2
<b>Mining</b>	<b>86.8</b>	<b>13.2</b>	<b>1,773</b>	<b>770</b>	<b>78.1</b>	<b>1.3</b>	<b>1.8</b>	<b>4.5</b>	<b>4.6</b>	<b>3.6</b>	<b>5.6</b>	<b>0.5</b>
Coal Mining	85.7	14.3	755	310	80.3	1.3	0.7	1.3	6.1	3.2	6.5	0.6
Exploration and Other Mining Support Services	87.3	12.7	229	157	75.1	1.3	1.3	7.0	3.2	5.1	6.4	0.6
Metal Ore Mining	86.3	13.7	408	133	80.5	0.8	4.5	6.0	3.0	1.5	3.0	0.7
Non-Metallic Mineral Mining and Quarrying	90.5	9.5	168	73	75.3	0.0	1.4	5.5	4.1	5.5	8.2	0.0
Oil and Gas Extraction	75.0	25.0	36	8	87.5	0.0	0.0	12.5	0.0	0.0	0.0	0.0
Labour Hire	91.0	9.0	177	89	73.0	3.4	3.4	7.8	4.5	4.5	3.4	0.0
<b>Other Services</b>	<b>89.2</b>	<b>10.8</b>	<b>2,264</b>	<b>1,065</b>	<b>83.8</b>	<b>1.2</b>	<b>0.5</b>	<b>3.8</b>	<b>2.8</b>	<b>5.2</b>	<b>2.3</b>	<b>0.4</b>
Personal and Other Services	85.2	14.8	813	424	84.0	2.1	0.7	3.1	1.9	5.4	2.3	0.5
Repair and Maintenance	92.4	7.6	1,328	587	83.8	0.5	0.3	3.8	3.4	5.3	2.6	0.3
Labour Hire	80.5	19.5	123	54	81.5	1.9	1.9	9.2	3.7	1.8	0.0	0.0
<b>Professional, Scientific and Technical Services</b>	<b>91.1</b>	<b>8.9</b>	<b>1,378</b>	<b>676</b>	<b>87.7</b>	<b>1.5</b>	<b>0.4</b>	<b>3.6</b>	<b>1.9</b>	<b>3.0</b>	<b>1.6</b>	<b>0.3</b>
Computer System Design and Related Services	91.4	8.6	128	58	94.8	0.0	0.0	3.5	0.0	0.0	1.7	0.0

	Claim decisions			Time lost claim finalisation								
	Admit	Reject- ed	Total claims decid- ed	Total time lost claims final- ised	Fit for work: same job / tasks with same em- ployer	Fit for work: same job / tasks with diff em- ployer	Fit for work: diff job / tasks with same em- ployer	Fit for work: diff job / tasks with diff em- ployer	Fit for work: no job	Fit for work: worker does not return	Not fit for work	Alter- native out- come not claim related
	%	%			%	%	%	%	%	%	%	%
Professional, Scientific and Technical Services (Except Computer System Design and Related Services)	91.1	8.9	1,230	610	87.2	1.7	0.5	3.4	2.1	3.1	1.7	0.3
Labour Hire	90.0	10.0	20	8	75.0	0.0	0.0	12.5	0.0	12.5	0.0	0.0
<b>Public Administration and Safety</b>	<b>91.0</b>	<b>9.0</b>	<b>5,823</b>	<b>3,288</b>	<b>92.8</b>	<b>0.5</b>	<b>0.9</b>	<b>1.1</b>	<b>0.8</b>	<b>1.5</b>	<b>2.2</b>	<b>0.2</b>
Defence	100.0	0.0	3	8	62.5	0.0	0.0	0.0	12.5	12.5	12.5	0.0
Public Administration	90.4	9.6	3,164	1,766	95.2	0.3	0.9	0.7	0.4	1.1	1.3	0.1
Public Order, Safety and Regulatory Services	91.5	8.5	2,501	1,427	90.3	0.7	1.0	1.4	1.0	2.0	3.3	0.3
Labour Hire	95.5	4.5	155	87	88.5	1.2	1.2	3.4	3.4	0.0	2.3	0.0
<b>Rental, Hiring and Real Estate Services</b>	<b>93.9</b>	<b>6.1</b>	<b>852</b>	<b>501</b>	<b>86.0</b>	<b>0.8</b>	<b>0.2</b>	<b>3.4</b>	<b>4.0</b>	<b>3.0</b>	<b>2.2</b>	<b>0.4</b>
Property Operators and Real Estate Services	92.1	7.9	366	238	86.6	1.3	0.0	2.9	2.5	3.8	2.5	0.4
Rental and Hiring Services (except Real Estate)	95.8	4.2	473	261	85.8	0.4	0.4	3.8	5.4	1.9	1.9	0.4
Labour Hire	76.9	23.1	13	2	50.0	0.0	0.0	0.0	0.0	50.0	0.0	0.0
<b>Retail Trade</b>	<b>93.3</b>	<b>6.7</b>	<b>7,034</b>	<b>3,845</b>	<b>82.4</b>	<b>1.0</b>	<b>4.8</b>	<b>3.0</b>	<b>1.6</b>	<b>2.1</b>	<b>5.0</b>	<b>0.1</b>
Food Retailing	93.6	6.4	3,220	1,646	76.8	0.7	9.9	1.9	0.6	1.8	8.1	0.2
Fuel Retailing	89.7	10.3	195	124	81.5	1.6	1.6	4.9	4.0	2.4	4.0	0.0
Motor Vehicle and Motor Vehicle Parts Retailing	95.4	4.7	1,032	562	86.7	2.3	0.9	3.7	3.0	1.3	2.1	0.0
Non-Store Retailing and Retail Commission-Based Buying and/or Selling	89.1	10.9	55	32	93.8	0.0	0.0	3.1	0.0	3.1	0.0	0.0
Other Store-Based Retailing	92.5	7.5	2,402	1,378	86.7	0.9	0.9	3.8	2.0	2.8	2.8	0.1

	Claim decisions			Time lost claim finalisation								
	Admit	Reject- ed	Total claims decid- ed	Total time lost claims final- ised	Fit for work: same job / tasks with same em- ployer	Fit for work: same job / tasks with diff em- ployer	Fit for work: diff job / tasks with same em- ployer	Fit for work: diff job / tasks with diff em- ployer	Fit for work: no job	Fit for work: worker does not return	Not fit for work	Alter- native out- come not claim related
	%	%			%	%	%	%	%	%	%	%
Labour Hire	92.3	7.7	130	103	88.3	1.9	1.0	3.9	1.0	1.0	2.9	0.0
<b>Transport, Postal and Warehousing</b>	<b>91.5</b>	<b>8.5</b>	<b>4,931</b>	<b>3,114</b>	<b>84.4</b>	<b>1.7</b>	<b>1.3</b>	<b>2.9</b>	<b>2.1</b>	<b>3.5</b>	<b>3.1</b>	<b>1.0</b>
Air and Space Transport	92.8	7.2	417	318	95.9	0.7	0.6	0.0	0.3	0.6	1.9	0.0
Other Transport	91.4	8.6	175	96	88.5	2.1	2.1	2.1	0.0	4.2	1.0	0.0
Postal and Courier Pick-up and Delivery Services	88.4	11.6	164	105	77.1	0.9	0.0	4.8	3.8	6.7	5.7	1.0
Rail Transport	92.8	7.2	545	162	89.5	0.6	1.9	0.0	0.0	1.2	4.3	2.5
Road Transport	90.5	9.5	2,443	1,745	82.4	2.3	1.1	3.6	2.5	3.9	3.2	1.0
Transport Sup- port Services	94.1	5.9	459	255	83.5	2.0	1.2	3.1	2.0	3.1	3.5	1.6
Warehousing and Storage Services	91.9	8.1	310	173	85.5	0.6	2.3	1.7	2.9	3.5	2.9	0.6
Water Transport	92.9	7.1	99	48	79.2	2.1	8.3	0.0	2.1	4.2	4.1	0.0
Labour Hire	92.5	7.5	319	212	83.5	0.5	1.4	4.7	2.4	4.2	1.9	1.4
<b>Wholesale Trade</b>	<b>92.8</b>	<b>7.2</b>	<b>3,613</b>	<b>1,908</b>	<b>85.7</b>	<b>0.9</b>	<b>1.5</b>	<b>3.7</b>	<b>3.3</b>	<b>2.6</b>	<b>2.0</b>	<b>0.3</b>
Basic Material Wholesaling	93.6	6.4	975	534	85.8	0.9	1.3	3.8	4.1	2.6	1.1	0.4
Commis- sion-Based Wholesaling	92.1	7.9	63	28	89.3	0.0	0.0	0.0	3.6	3.6	3.5	0.0
Grocery, Liquor and Tobacco Product Whole- saling	91.2	8.8	636	351	86.9	0.9	1.4	3.7	2.0	3.4	1.7	0.0
Machinery and Equipment Wholesaling	93.5	6.5	944	465	86.5	1.1	1.9	4.1	2.6	1.3	2.1	0.4
Motor Vehicle and Motor Vehicle Parts Wholesaling	95.1	4.9	349	179	86.0	0.0	1.7	2.8	2.8	2.8	3.3	0.6
Other Goods Wholesaling	90.7	9.3	538	301	83.4	1.3	0.7	4.3	4.7	2.3	3.3	0.0

	Claim decisions			Time lost claim finalisation								
	Admit	Reject- ed	Total claims decid- ed	Total time lost claims final- ised	Fit for work: same job / tasks with same em- ployer	Fit for work: same job / tasks with diff em- ployer	Fit for work: diff job / tasks with same em- ployer	Fit for work: diff job / tasks with diff em- ployer	Fit for work: no job	Fit for work: worker does not return	Not fit for work	Alter- native out- come not claim related
	%	%			%	%	%	%	%	%	%	%
Labour Hire	90.7	9.3	108	50	80.0	2.0	4.0	0.0	6.0	8.0	0.0	0.0
<b>Other</b>	<b>83.3</b>	<b>16.7</b>	<b>228</b>	<b>88</b>	<b>83.0</b>	<b>1.2</b>	<b>0.0</b>	<b>3.4</b>	<b>1.1</b>	<b>1.1</b>	<b>6.8</b>	<b>3.4</b>
<b>Total</b>	<b>92.4</b>	<b>7.6</b>	<b>77,786</b>	<b>43,150</b>	<b>86.7</b>	<b>1.2</b>	<b>1.3</b>	<b>2.7</b>	<b>2.2</b>	<b>2.9</b>	<b>2.7</b>	<b>0.3</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.

## **H Accommodation and Food Services**

- 44 Accommodation
- 45 Food and Beverage Services

## **N Administrative and Support Services**

- 72 Administrative Services
- 73 Building Cleaning, Pest Control and Other Support Services

## **A Agriculture, Forestry and Fishing**

- 01 Agriculture
- 05 Agriculture, Forestry and Fishing Support Services
- 02 Aquaculture
- 04 Fishing, Hunting and Trapping
- 03 Forestry and Logging

## **R Arts and Recreation Services**

- 90 Creative and Performing Arts Activities
- 92 Gambling Activities
- 89 Heritage Activities
- 91 Sports and Recreation Activities

## **E Construction**

- 30 Building Construction
- 32 Construction Services
- 31 Heavy and Civil Engineering Construction

## **P Education and Training**

- 82 Adult, Community and Other Education
- 80 Preschool and School Education
- 81 Tertiary Education

## **D Electricity, Gas, Water and Waste Services**

- 26 Electricity Supply
- 27 Gas Supply
- 29 Waste Collection, Treatment and Disposal Services
- 28 Water Supply, Sewerage and Drainage Services

## **K Financial and Insurance Services**

- 64 Auxiliary Finance and Insurance Services
- 62 Finance
- 63 Insurance and Superannuation Funds

## **Q Health Care and Social Assistance**

- 84 Hospitals
- 85 Medical and Other Health Care Services
- 86 Residential Care Services
- 87 Social Assistance Services

## **J Information Media and Telecommunications**

- 56 Broadcasting (except Internet)
- 57 Internet Publishing and Broadcasting
- 59 Internet Service Providers, Web Search Portals and Data Processing Services
- 60 Library and Other Information Services
- 55 Motion Picture and Sound Recording Activities
- 54 Publishing (except Internet and Music Publishing)
- 58 Telecommunications Services

## **C Manufacturing**

- 18 Basic Chemical and Chemical Product Manufacturing
- 12 Beverage and Tobacco Product Manufacturing
- 22 Fabricated Metal Product Manufacturing
- 11 Food Product Manufacturing
- 25 Furniture and Other Manufacturing
- 24 Machinery and Equipment Manufacturing
- 20 Non-Metallic Mineral Product Manufacturing
- 17 Petroleum and Coal Product Manufacturing
- 19 Polymer Product and Rubber Product Manufacturing
- 21 Primary Metal and Metal Product Manufacturing
- 16 Printing (including the Reproduction of Recorded Media)
- 15 Pulp, Paper and Converted Paper Product Manufacturing
- 13 Textile, Leather, Clothing and Footwear Manufacturing
- 23 Transport Equipment Manufacturing
- 14 Wood Product Manufacturing

## **B Mining**

- 06 Coal Mining
- 10 Exploration and Other Mining Support Services
- 08 Metal Ore Mining
- 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**

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- 76 Defence
- 75 Public Administration
- 77 Public Order, Safety and Regulatory Services

**L Rental, Hiring and Real Estate Services**

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- 67 Property Operators and Real Estate Services
- 66 Rental and Hiring Services (except Real Estate)

**G Retail Trade**

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- 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**

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- 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**

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- 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 which 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 the Office of Industrial Relations.
- 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.

# 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** – Workdays lost due to an injury on finalised time lost claims, including any workdays lost paid for by the employer. Including claims with compensation payments and excluding 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. 6291.0.55.003 - 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 (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 consists 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 (MAT).

**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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