

Gold Coast, Logan and South West Queensland work health and safety profile





Estimated
resident population¹
Population projection²

1,441,215 people 2016

2,288,228 people 2036



The Gold Coast, Logan and South West Queensland Office of Industrial Relations region includes the local government areas of Balonne, Bulloo, Gold Coast, Goondiwindi, Ipswich, Lockyer Valley, Logan, Maranoa, Murweh, Paroo, Quilpie, Scenic Rim, Southern Downs, Toowoomba and Western Downs.

Gold Coast, Logan and South West Queensland

Workforce³



727,700 in 2015
789,800 in 2020 (forecast)

Businesses⁴



132,897 businesses
37% employing staff

White collar workers⁵

294,712

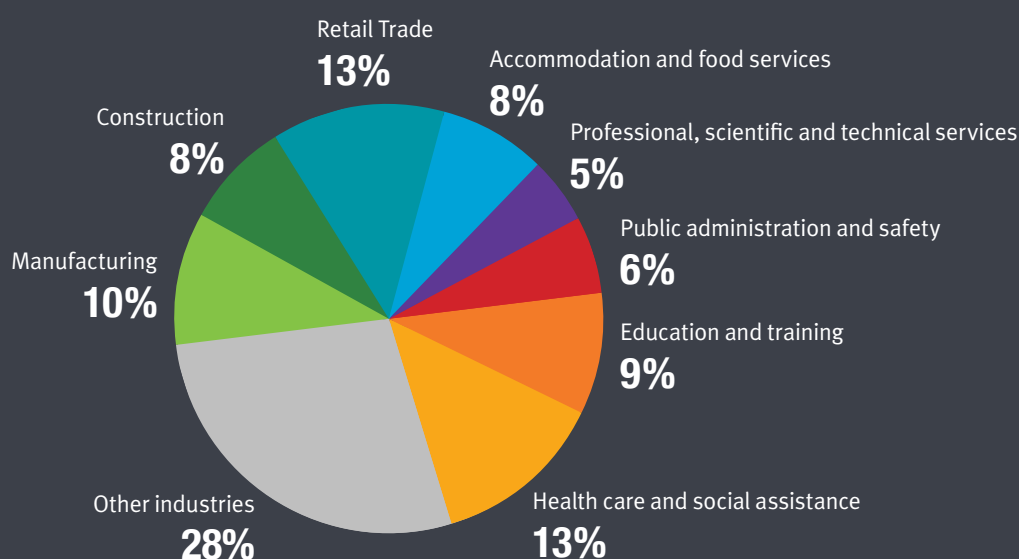


Blue collar workers⁵

134,467



Biggest employing industries⁶



Regional projects and future growth⁷

- **Road and rail** – Logan motorway enhancement, Yamanto to Ebenezer upgrade, Toowoomba range second crossing, Warrego Highway upgrade, Gold Coast rapid transit system stage 2, Coomera to Helensvale.
- **Airport** – Gold Coast airport runway upgrade.
- **National Broadband Network.**

Economic activity

- It is estimated that the Gold Coast, Logan and South West Queensland OIR region accounted for around \$43 billion of the state's \$287 billion gross state product in 2015–16.
- Over the period 2010–11 to 2015–16, it is estimated that real gross regional product for Gold Coast, Logan and South West Queensland region grew at a rate of 1.4 per cent per annum, compared with a growth of 1.6 per cent per annum recorded for the state.

Safe and healthy workplaces

Prevention is better

Effective management of health and safety risks at the workplace is a legal requirement and a smart way to do business. Benefits include:

- reduced workers' compensation premiums and claims
- increased worker productivity
- improved quality of service provision
- reduced outlays in recruiting and training new staff
- reduced costs as a result of unplanned absences
- improved workplace culture and worker morale
- improved organisational reputation.

To prevent injury, illness or death in the workplace, all physical, mental and emotional risks must be identified and managed. This is achieved through work health and safety management systems, strong leadership and a positive workplace culture that supports worker consultation, communication and continuous improvement.

Returning to work as soon as possible after an injury

Research shows workers who return to good work as part of their rehabilitation experience a faster recovery. Long term work absence, work disability and unemployment generally has a negative impact on a worker's health and wellbeing.

Supporting workers to get back to work as early and safely as possible, also allows employers to restore their operational requirements and minimise claim costs that impact their workers' compensation premium.

The best rehabilitation outcomes are achieved when the return to work process is commenced as soon as possible after the worker has sustained an injury.

Return to work strategies

- Engage the worker in return to work planning as soon as practicable following an injury.
- Understand the worker's physical and psychological capacity as they recover from their injury.
- Develop a personalised suitable duties plan that reflects the worker's level of skill and experience to allow them to recover in the workplace.
- Support the worker's rehabilitation through collaboration with the insurer and their treating practitioner/s.

Data and information in this report











Claims, claim rate and statutory cost data is based on an average of 2013-14 to 2015-16 workers' compensation data.

Industry sector data is from the Queensland Employee Injury Database and based on accepted workers' compensation claims 2013-14 to 2015-16.

The 'common causes' and 'things to consider' in the industry sector pages of this report reflect the most frequent workers' compensation claims. Persons conducting a business or undertaking have a duty to manage all risks in the workplace to ensure the health and safety of their workers. For detailed guidance on managing workplace risk, visit worksafe.qld.gov.au.

High risk industries

The table below shows the industry sub-sectors of the Gold Coast, Logan and South West region that have a high number of workers' compensation claims and typically high claim rates. The claim rates are highest when the number of claims are high and the workforce is small. The industries in this table represent high risk industries identified as national priorities.

	Industry	Number of claims (3 yr av.)	Industry share of regional claims	Regional industry claims share of state industry total	Qld claim rate (claims per 1000 workers Qld)	Average yearly statutory costs (For the 3 yr period)	Average statutory costs per claim	Final return to work rate	Focus area
	Construction services	1,363	6.8%	28.2%	34.7	\$16.4 million	\$12,050	96.3%	Building structure, installation and completion services
	Food Retailing	1,106	5.5%	44.6%	32.6	\$6.0 million	\$5,380	87.5%	Grocery stores, supermarkets
	Preschool and school education	1,025	5.1%	31.2%	32.2	\$6.5 million	\$6,357	99.1%	Preschool and school education
	Food product manufacturing	997	4.9%	37.1%	60.9	\$6.2 million	\$6,233	91.6%	Meat and meat product manufacturing
	Fabricated metal product manufacturing	976	4.8%	39.5%	185.1	\$5.0 million	\$5,104	97.4%	Structural metal product manufacturing
	Accommodation and food and beverage services	841	4.2%	29.8%	20.7	\$5.5 million	\$6,554	94.5%	Cafes, restaurants and take away food
	Road transport	778	3.9%	35.2%	41.2	\$10.8 million	\$13,927	95.9%	Road freight transport
	Other store-based retailing	686	3.4%	33.4%	15.5	\$4.6 million	\$6,733	94.4%	Hardware, building and garden supplies
	Hospitals	679	3.4%	22.6%	41.6	\$7.6 million	\$11,250	97.5%	Hospitals
	Residential care services	656	3.3%	29.0%	55.0	\$4.1 million	\$6,185	96.5%	Residential care services

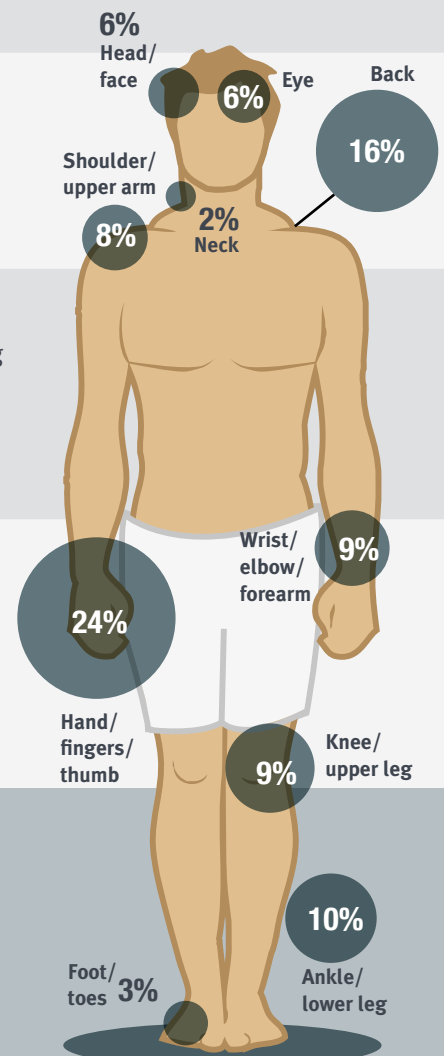
Notes: Claims, claim rate and statutory cost data based on the average of three years data 2013/14 to 2015/16. Industries are ordered from highest number of claims to lowest with focus areas listed by two digit ANZSIC classifications where the highest number of claims originated.

Construction services

Businesses that mainly supply services for land development and site preparation, building structure, building installation, building completion and other construction services.

Main occupations: electricians, plumbers, labourers, carpenters and joiners.

Issue	Common causes	Some things to consider
Manual tasks	Material and objects Equipment	Design and layout of work areas Choice of materials Equipment and mechanical aids Safe systems of work Manual tasks risk management training
Slips, trips and falls	Traffic and ground surfaces Ladders Trucks and semi-trailers	Design and maintenance of work areas, walkways, stairs and ramps Suitable flooring and footwear Housekeeping and cleaning Lighting
Striking objects	Metal edges Knives Sheet metal Hammers	Work procedures Exclusion zones Tag lines
Struck by objects	Metal and other fragments	Exclusion zones and guards Limit onsite drilling and grinding Gloves, goggles and other protective equipment Extraction systems/dampening
Vehicle incidents	On-road car incidents	Fatigue management Driver training Appropriate scheduling On-site traffic management



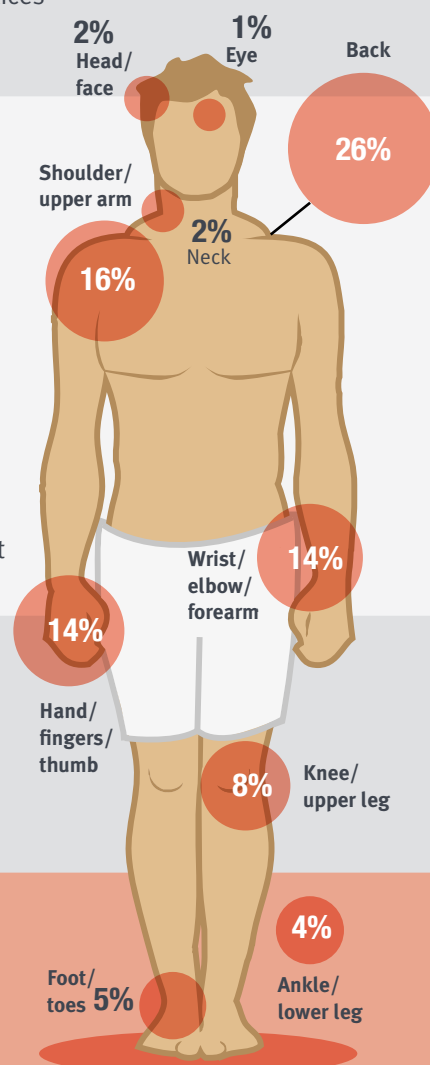
Predominant injury locations from work related incidents

Supermarket and grocery stores

Businesses that mainly sell household groceries including convenience stores.

Main occupations: checkout operators, sales assistants, building and plumbing labourers, retail supervisors and storepersons.

Issue	Common causes	Some things to consider
Manual tasks	Moving/lifting, boxes, crates, cartons, freight, stock, food etc.	Safe design and layout of storage areas and customer display areas Electric pallet jacks and trolleys Task variety Safe systems of work
Slips, trips and falls	Slippery ground surfaces Internal traffic and ground surfaces External steps and stairs	Design and maintenance of work areas, walkways, stairs and ramps Suitable flooring and footwear Adequate and even lighting Housekeeping and cleaning practices – keep floors dry, clean and well maintained
Striking objects	Food preparation and meat processing knives Cutting, slicing or mincing food preparation machines	Machine guarding Height adjustable equipment Sufficient working space Access to shelving and storage Lighting Keeping knives sharp and stored securely Safe work procedures (e.g. cutting away from the body) Training and supervision with soft closing and viewing insets
Struck by object	Falling/dropped crates, cartons, boxes, cases etc.	Racking or storage that ensures items cannot be stacked too high Limit stock kept on site Suppliers to ensure pallets are made up and wrapped properly



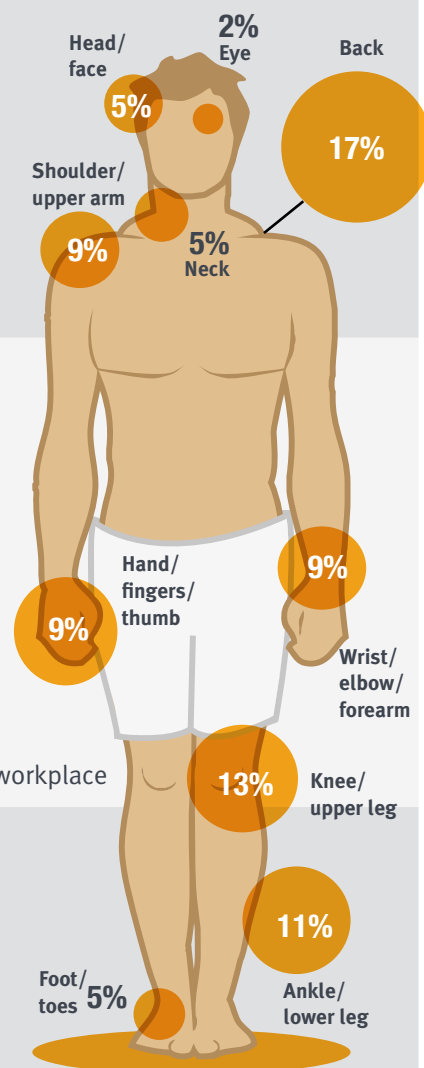
Predominant injury locations from work related incidents

Education

This sector includes primary and secondary schools and tertiary institutions such as universities and adult, community, vocational and other educational businesses.

Main occupations: teachers, education aids, instructors, sports coaches and fitness instructors, health and welfare support workers.

Issue	Common causes	Some things to consider
Being struck	Being struck while handling heavy items or play equipment Being struck by another person	Safe systems of work, including providing an alternative to workers having to lift heavy objects Emergency communication and response systems Sufficient number of staff trained in behaviour management and de-escalation techniques Training on equipment use Screening, file flagging and action planning for students known to be aggressive Training in behaviour management and de-escalation techniques
Slips, trips and falls	Slippery surfaces Internal traffic and ground surfaces External stairs and walkways Hazardous objects on the ground	Design and maintenance of walkways, stairs and ramps Suitable flooring and footwear Safe systems of work Training and safe work procedures Housekeeping and cleaning practices – keep floors dry, clean and well maintained Adequate and even lighting
Mental stress	Challenging behaviour of students Increased work demands	Training in work areas Training for staff in behaviour management Implementation of an organisation wide employee support program (e.g. EAP) Work design / rosters Expectation management / rules in the work place for interactions with students and parents Undertaking an assessment of the psychosocial risks Training on managing psychosocial risks in the workplace
Vehicle accidents	On-road car incidents	Fatigue management On-site traffic management Vehicle maintenance and suitability for tasks and conditions Appropriate scheduling Driver education and training



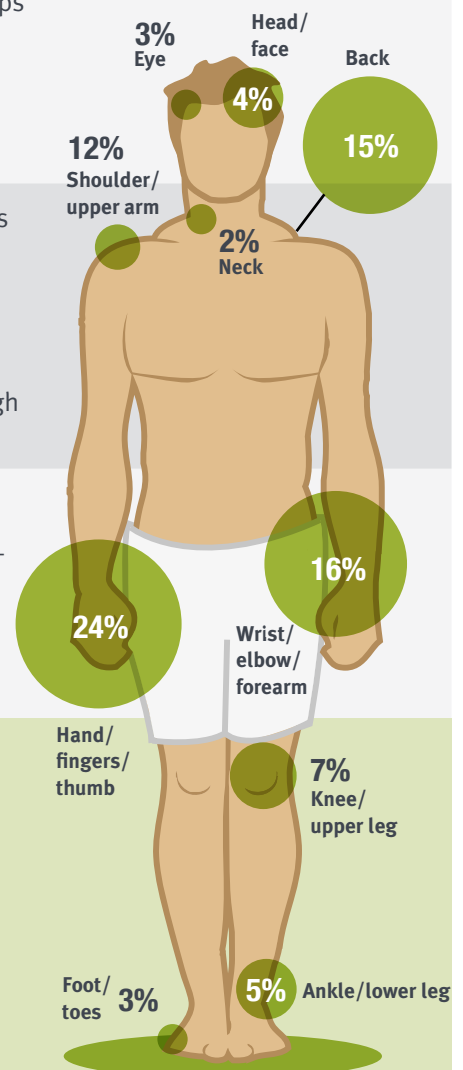
Predominant injury locations from work related incidents

Meat and meat product manufacturing

Businesses that mainly slaughter animals, bone, freeze, preserve or pack meat and manufacture cured and preserved meats and abattoir by-products.

Main occupations: meat, poultry and seafood process workers, meat boners, slicers and slaughterers.

Issue	Common causes	Some things to consider
Manual tasks	Handling animal parts/products Knives Crates, cartons, boxes etc.	Design and layout of work areas Mechanical aids for load handling Task specific training Knife sharpening program
Striking objects	Knives	Exclusion zones and guards Work procedures
Slips, trips and falls	External steps and stairways Wet, oily or icy ground surfaces	Design and maintenance of work areas, walkways, stairs and ramps Suitable flooring and footwear Housekeeping Lighting
Struck by objects	Animal parts / products Knives	Guarding and extraction systems Personal protective equipment Segregation of rolling stock and workers Communication systems and high visibility clothing
Contact with hot objects	Hot water, steam	Pipeline marking and insulation Personal protective equipment – face shield, gloves Design and layout of work areas Safe systems of work



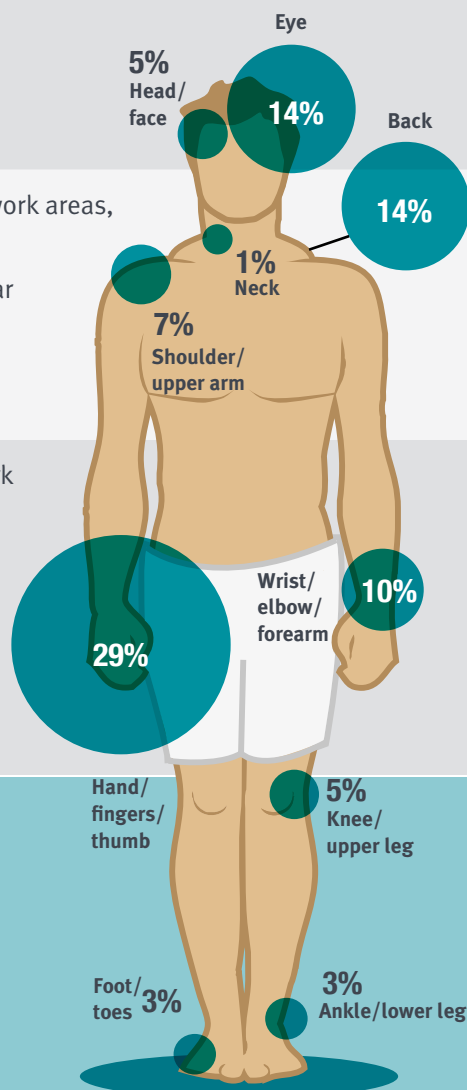
Predominant injury locations from work related incidents

Fabricated metal product manufacturing

Businesses that mainly forge iron and steel or manufacture structural metal products, metal containers, sheet metal products or other fabricated metal products.

Main occupations: structural steel and welding trades workers and process workers.

Issue	Common causes	Some things to consider
Struck by objects	<p>Metal and other fragments and dust</p> <p>Metal including bars, beams, rods etc.</p>	<p>Equipment designed for the task</p> <p>Guarding and handles</p> <p>Protective equipment</p> <p>Inductions, training and supervision</p>
Manual tasks	<p>Handling metal, materials and objects</p>	<p>Design and layout of work areas</p> <p>Overhead cranes, hoists, jigs, roller systems</p> <p>Task specific training</p>
Striking objects	<p>Metal edges</p> <p>Powered tools</p> <p>Hammers and mallets</p>	<p>Equipment designed for the task</p> <p>Protective equipment</p> <p>Inductions, training and supervision</p>
Slips, trips and falls	<p>Hazardous objects on ground</p> <p>Traffic and ground surfaces</p> <p>Trucks and semi-trailers</p>	<p>Design and maintenance of work areas, walkways, stairs and ramps</p> <p>Suitable flooring and footwear</p> <p>Housekeeping</p> <p>Lighting</p>
Being trapped	<p>Steel plates, beams, bars, pipes etc.</p>	<p>Exclusion zones and safe work procedures</p> <p>Preventive maintenance</p> <p>Emergency procedures</p> <p>Design and layout of work areas</p> <p>Safe systems of work</p>



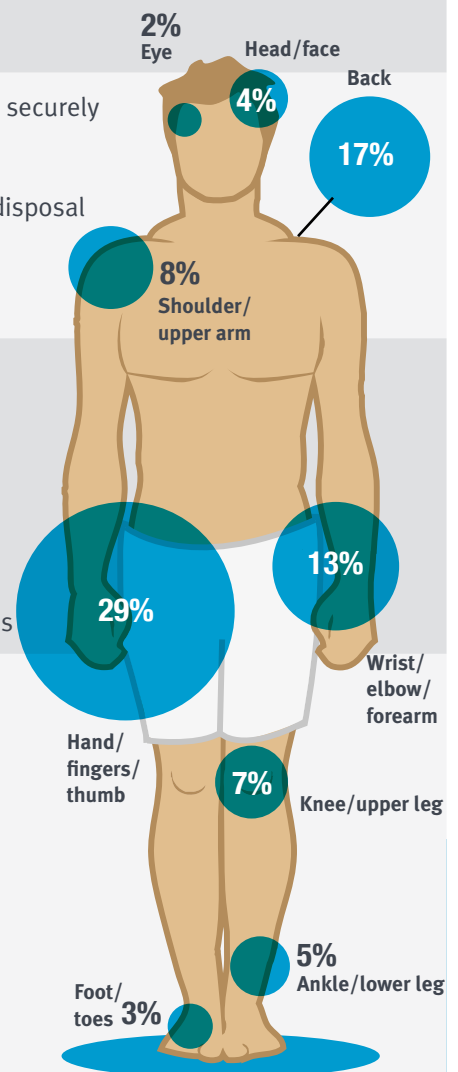
Predominant injury locations from work related incidents

Accommodation and food and beverage services

Businesses that provide accommodation for visitors, such as hotels, motels and units; also includes restaurants, cafes and take away food businesses.

Main occupations: cleaners, housekeepers, hospitality workers including chefs, waiters and other servers.

Issue	Common causes	Some things to consider
Manual tasks	Handling furniture and fittings Making beds Using trolleys, handcarts and cleaning equipment	Design and layout of work areas Safe systems of work Equipment and mechanical aids
Slips, trips and falls	Wet, oily or icy ground surfaces Moving around workplace External steps and stairways	Design and maintenance of work areas, walkways, stairs and ramps Suitable flooring and footwear Housekeeping Lighting
Striking objects	Food preparation knives Cuts from glassware and crockery Door collisions	Keeping knives sharp and stored securely Cutting away from the body Wrapping sharp rubbish before disposal Lighting Design and layout of work areas
Vehicles	On-road car and pushbike incidents	Fatigue management Driver training Appropriate scheduling On-site traffic management Vehicle maintenance Suitability for task and conditions
Contact with hot objects	Hot water and steam Oil and fat	Automated systems where possible Warning signs, lights or stickers Serving trays or trolleys Appropriate personal protective equipment Work procedures Non slip floor surfaces, regular cleaning



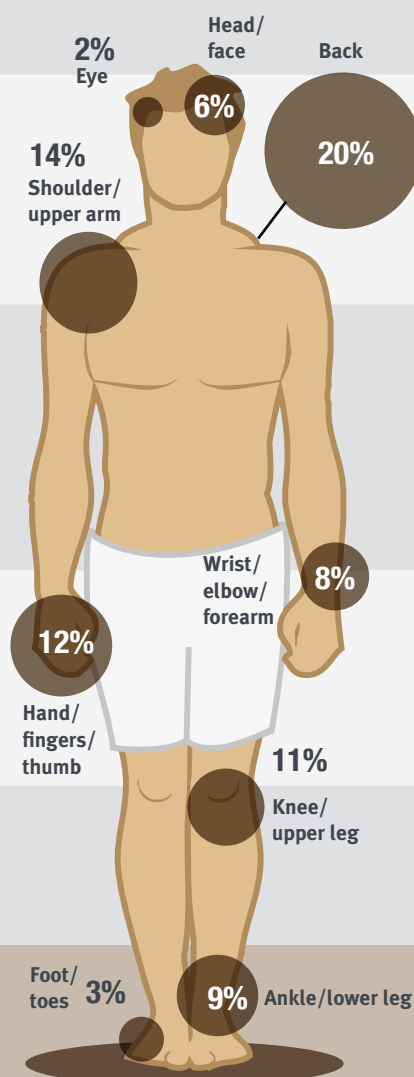
Predominant injury locations from work related incidents

Road transport

Businesses that transport freight or passengers by road.

Main occupations: truck, bus, coach and automobile drivers.

Issue	Common causes	Some things to consider
Manual tasks	Operating buses Working on or around trucks and semi-trailers	Design of depot and customer sites Seating design Mechanical aids for load handling Scheduling and work procedures Manual task risk management training
Falls	Entering /exiting or working on trucks and buses	Steps, hand holds and surfaces Work procedures and training Housekeeping and maintenance Lighting Footwear
Vehicle incidents	Truck, semi-trailer and car on-road incidents	Driver training Appropriate scheduling Fatigue management On-site traffic management
Struck by objects	Truck doors Truck loads Load straps fasteners	Equipment design and training Exclusion zones and traffic management
Striking objects	Hitting truck/lorry	Exclusion zones and traffic management Equipment design – particularly load securing equipment
Hearing loss	Vehicle and road noise	Engineering solutions Protective equipment

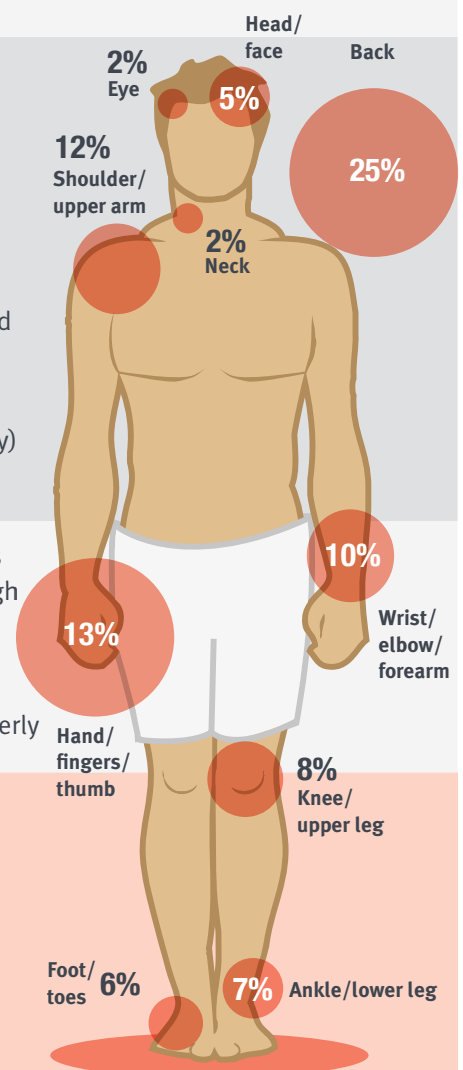


Other store-based retailing

Businesses that include furniture, floor coverings, houseware, electrical and electronic goods, hardware, building and garden supplies, clothing, footwear and personal accessories, department stores, recreational goods retailing.

Main occupations: checkout operators, sales assistants, building and plumbing labourers, retail supervisors and storepersons.

Issue	Common causes	Some things to consider
Manual tasks	Moving/lifting, boxes, crates, cartons, freight, stock, food etc. Using roll cages	Safe design and layout of storage areas and customer display areas Electric pallet jacks and trolleys Task variety Safe systems of work
Slips, trips and falls	Slippery ground surfaces Internal traffic and ground surfaces External steps and stairs	Design and maintenance of work areas, walkways, stairs and ramps Suitable flooring and footwear Adequate and even lighting Housekeeping and cleaning practices – keep floors dry, clean and well maintained
Striking objects	Metal edges Timber Knives	Machine guarding Height adjustable equipment Sufficient working space Access to shelving and storage Lighting Keeping knives sharp and stored securely Safe work procedures (e.g. cutting away from the body) Training and supervision
Struck by object	Falling/dropped crates, cartons, boxes, cases etc.	Racking or storage that ensures items cannot be stacked too high Limit stock kept on site Suppliers to ensure pallets are made up and wrapped properly



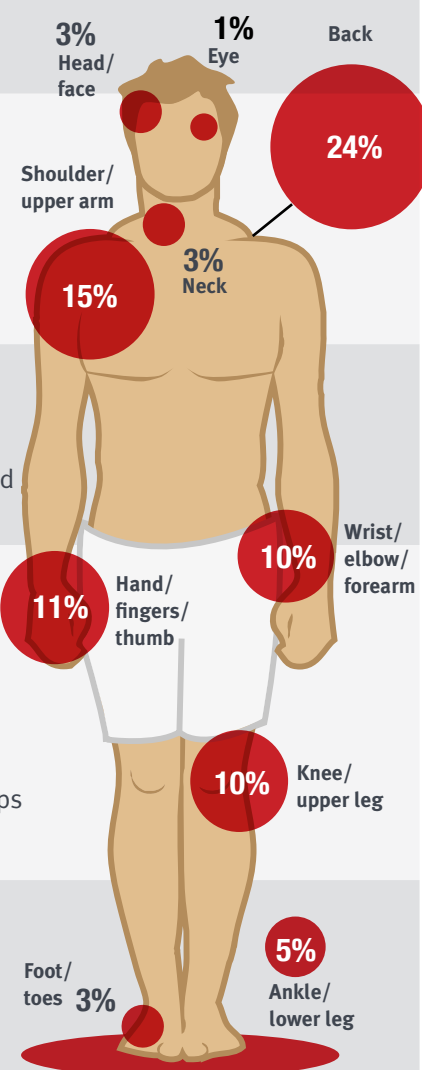
Predominant injury locations from work related incidents

Hospitals

Includes facilities and services such as diagnostic, medical or surgical services as well as continuous in-patient medical care in specialised accommodation. Also included are facilities that provide training of medical and nursing staff. Does not include aged care facilities.

Main occupations: medical practitioners such as doctors, anaesthetists, specialist physicians, psychiatrists, surgeons, physiotherapists, occupational therapists, radiologist, psychologists, emergency medicine specialist, nurses, nursing support and personal care workers, social workers and midwives.

Issue	Common causes	Some things to consider
Struck by objects	Adult patients Moving or operating equipment	Safe systems of work Patient assessment Patient transfer and restraint procedures Worker training in behaviour management, and equipment use Equipment and mechanical aids Emergency communication and response systems
Falls, trips and slips	Slippery surfaces Internal traffic and ground surfaces	Design and maintenance of work areas, walkways, stairs and ramps Suitable flooring and footwear Housekeeping and cleaning practices – keep floors dry, clean and well maintained Adequate and even lighting
Manual tasks	Lifting / moving heavy objects / people Furniture and fittings Trolleys and handcarts	Assess patient mobility Work area design and layout Patient handling equipment and procedures Worker training
Striking objects	Doors	Height adjustable equipment Sufficient working space Two-way doors with soft closing and viewing insets
Biological hazards	Patients with communicable diseases Handling sharps	Infection prevention and control practices including personal protective equipment (PPE) Occupational vaccination Safety engineered sharps Safe handling and disposal of sharps Worker training
Hazardous chemicals	Cytotoxic drugs Disinfectants Anaesthetic gases	Safe handling, use and storage of hazardous chemicals Worker training PPE



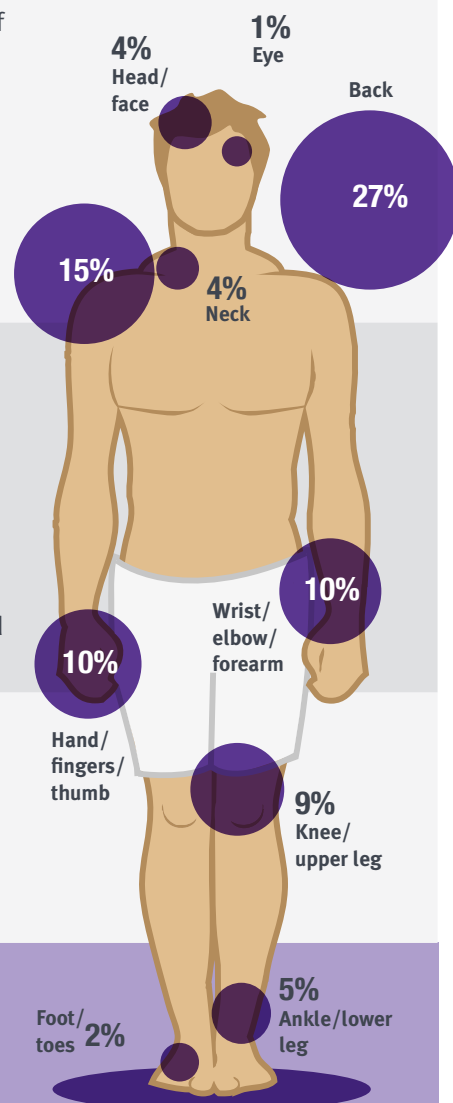
Predominant injury locations from work related incidents

Residential care services

Businesses that mainly provide residential aged care or residential aged care combined with either nursing, supervisory or other types of care.

Main occupations: nursing support and personal care workers, aged and disabled carers, welfare and support workers, nurses and kitchenhands.

Issue	Common causes	Some things to consider
Manual tasks	Adult patients Furniture and fittings Trolleys and handcarts	Assess patient mobility Work area design and layout Patient handling equipment and procedures
Slips, trips and falls	Slippery surfaces Traffic and ground services	Design and maintenance of work areas, walkways, stairs and ramps Suitable flooring and footwear Housekeeping Lighting
Striking objects	Needles Knives	Training and safe work procedures covering handling and disposal of sharps Protective equipment, such as gloves Height adjustable equipment Sufficient working space
Assaulted by people	Adult patients	Emergency communication Sufficient number of trained workers Training in aggressive behaviour management Hand-over practices Design and engineer building and facilities to reduce risk
Struck by objects	Adult patients	Patient assessment Patient transfer and restraint procedures Worker training Equipment and mechanical aids



Predominant injury locations from work related incidents

Joint priorities

Safe Work Australia works with all Australian jurisdictions to identify industries for national focus on prevention activities. With few exceptions, these national priority industries also have high claim rates in all regions of Queensland.

The national priority industries include:

- Construction
- Transport, postal and warehousing
- Manufacturing
- Agriculture, forestry and fishing
- Health care and social assistance
- Accommodation and food services

Detailed statistical information for each industry is available in the statistical updates available at: worksafe.qld.gov.au.

Industries include:

- | | |
|---|---|
| • Accommodation and food services | • Other services |
| • Administrative and support services | • Professional, scientific and technical services |
| • Agriculture, forestry and fishing | • Public administration and safety |
| • Arts and recreation | • Rental, hiring and real estate services |
| • Construction | • Retail trade |
| • Education and training | • Transport, postal and warehousing |
| • Electricity, gas, water and waste services | • Wholesale trade |
| • Financial and insurance services | |
| • Health care and social assistance | |
| • Information, media and telecommunication services | |
| • Manufacturing | |

Notes

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