

Health care and social assistance

Statistical update

2015–16 to 2019–20

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Health care and social assistance industry

1. Summary of findings

a. Labour market

- Employment growth was particularly strong in Health care and social assistance, increasing 3.3 per cent per annum on average from 2015–16 to 2019–20, more than double the state average of 1.6 per cent.
- However, employment fell in other health care services by 3.4 per cent over the period.
- Health care and social assistance division had a low share of full-time employment at 56.5 per cent compared to the state average of 68.9 per cent.

b. Accepted workers' compensation claims

i. Occupations

- In 2018–19, most workers' compensation claims in the Health care and social assistance sector were for:
 - community and personal service workers (4,957 claims or 49 per cent)
 - professionals (2,351 claims or 23 per cent).

ii. Non-fatal claims and claim rates

- In 2019–20, the non-fatal claim rate Health care and social assistance, at 30.3 claims per 1,000 workers, was above the average for Queensland at 27.4 claims per 1,000 workers.
- Hospitals recorded the highest number of non-fatal claims (4,056 claims), with a claim rate at 43.2 claims per 1,000 employees.
- Between 2015–16 and 2019–20, the non-fatal claim rate fell 0.2 per cent per annum for the sector and 2.6 per cent per annum for the whole of Queensland.

iii. Serious injuries

- The serious injury claim rate for rate Health care and social assistance, at 16.8 claims per 1,000 employees, was substantially above the state average of 12.3 in 2019–20.
- From 2015–16 to 2019–20, the serious injury claim rate increased by 4.3 per cent per annum for the sector, more than the increase of 1.2 per cent per annum recorded for all Queensland industries.

iv. Mechanisms of injury

- The most common mechanisms of injury over the five years to 2019–20 were:
 - body stressing (41 per cent)
 - falls, trips and slips (21 per cent)
 - being hit by moving objects (16 per cent).

v. Agencies of injury

- The most common agencies of injury over the five years to 2019–20 were:
 - animal, human and biological agencies (33 per cent)
 - non-powered hand tools, appliances and equipment (24 per cent)
 - environmental agencies (16 per cent)
 - mobile plant and transport (12 per cent)
 - powered equipment, tools and appliances (5 per cent).

vi. Fatalities

- Over the period 2015–16 to 2019–20 Health care and social assistance sector in Queensland recorded an average of three fatalities each year recorded for the sector, the same number recorded for the retail trade industry.

c. Inspectorate activity

- In 2019–20:
 - Activities such as workplace visits, intervention activities, workshops, presentations and seminars by inspectors to businesses in the Health care and social assistance industry accounted for approximately four per cent of all inspector activities in Queensland. The industry's share of notified events was five per cent.
 - Approximately 42 per cent of events notified for the Health care and social assistance industry were categorised as bodily harm or dangerous event. Proactive activities make up around a tenth of all activities for inspectors.
 - The share of statutory notices issued to businesses in the Health care and social assistance industry was less than one per cent. This is less than the industry's share of employees in Queensland (five per cent).
 - Around 92 per cent of notices issued to businesses in the Health care and social assistance industry were improvement notices.

2. Labour market

a. Business size

Table 1 shows the number of businesses in Health care and social assistance. In 2019, the share of small businesses in Health care and social assistance at 97 per cent was similar to the state average of 97 per cent. The division had a smaller proportion of non-employing businesses and a higher proportion of small businesses employing one to 19 workers than was the case for Queensland.

Table 1: Health care and social assistance, size of business, Queensland, June 2019

| Industry subdivision | Number of businesses by size | | | | | |
|--|------------------------------|----------------|----------------|---------------|------------|----------------|
| | Small | | Subtotal | Medium | Large | Total |
| | Non-employing | 1-19 | | 20-199 | 200+ | |
| Hospitals | 105 | 47 | 152 | 19 | 6 | 178 |
| Medical and other health care services | 12,808 | 10,725 | 23,533 | 272 | 16 | 23,809 |
| Residential care services | 189 | 170 | 359 | 95 | 29 | 486 |
| Social assistance services | 1,986 | 858 | 2,844 | 393 | 13 | 3,257 |
| Health care and social assistance | 15,088 | 11,800 | 26,888 | 779 | 64 | 27,730 |
| Queensland total | 288,461 | 157,369 | 445,830 | 11,302 | 668 | 457,876 |

| Industry subdivision | Proportion of businesses by size (%) | | | | | |
|--|--------------------------------------|-------------|-------------|------------|------------|------------|
| | Small | | Subtotal | Medium | Large | Total |
| | Non-employing | 1-19 | | 20-199 | 200+ | |
| Hospitals | 59.0 | 26.4 | 85.4 | 10.7 | 3.4 | 100 |
| Medical and other health care services | 53.8 | 45.0 | 98.8 | 1.1 | 0.1 | 100 |
| Residential care services | 38.9 | 35.0 | 73.9 | 19.5 | 6.0 | 100 |
| Social assistance services | 61.0 | 26.3 | 87.3 | 12.1 | 0.4 | 100 |
| Health care and social assistance | 54.4 | 42.6 | 97.0 | 2.8 | 0.2 | 100 |
| Queensland total | 63.0 | 34.4 | 97.4 | 2.5 | 0.1 | 100 |

Source: ABS, Counts of Australian businesses, including entries and exits, Jun 2015 to Jun 2019. Cat. No. 8165.0 *There are rounding errors in the table.

b. Workers employed

The number of employed people, as determined by the Australian Bureau of Statistics (ABS) through its labour force survey, has been used in this report as an estimation of the number of workers covered by workers' compensation in Queensland and to calculate claim rates.

Between 2015–16 and 2019–20, the Australian Bureau of Statistics (ABS) estimated that the number of workers in the industry grew by 13 per cent.

Table 2 shows in 2019–20, the number of employed was highest in:

- medical and other health care services (116,024 people or 33 per cent of industry workers' compensation participants)
- hospitals (93,907 people or 26 per cent)
- social assistance services (93,379 people or 26 per cent).

Of all workers in the industry, 57 per cent were employed in a full-time capacity and 23 per cent were males in 2019–20¹.

Table 2: Health care and social assistance workers employed

| Subdivision and group | Workers Employed | | | | | Av. annual change (% p.a) |
|---|------------------|------------------|------------------|------------------|------------------|---------------------------|
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 | |
| Hospitals | 81,142 | 80,687 | 97,103 | 94,703 | 93,907 | 4.1 |
| Hospitals | 81,142 | 80,687 | 97,103 | 94,703 | 93,907 | 4.1 |
| Medical and other health care services | 115,257 | 116,616 | 118,703 | 118,061 | 116,024 | 0.2 |
| Medical services | 38,410 | 35,204 | 35,321 | 40,724 | 37,546 | -0.1 |
| Pathology and diagnostic imaging services | 10,514 | 8,424 | 10,751 | 14,699 | 10,463 | 3.9 |
| Allied health services | 37,074 | 41,383 | 53,128 | 47,457 | 57,265 | 12.5 |
| Other health care services | 6,452 | 5,557 | 6,531 | 7,158 | 5,229 | -3.4 |
| Residential care services | 40,977 | 38,254 | 45,647 | 50,003 | 52,313 | 6.7 |
| Residential care services | 40,977 | 38,254 | 45,647 | 50,003 | 52,313 | 6.7 |
| Social assistance services | 75,978 | 76,226 | 89,582 | 87,538 | 93,379 | 5.6 |
| Child care services | 28,199 | 31,442 | 35,662 | 30,753 | 28,209 | 0.7 |
| Other social assistance services | 44,421 | 39,917 | 51,919 | 55,584 | 63,889 | 10.5 |
| Health care and social assistance | 313,956 | 312,464 | 351,256 | 350,534 | 355,623 | 3.3 |
| Queensland | 2,365,632 | 2,370,310 | 2,468,936 | 2,508,166 | 2,514,973 | 1.6 |

Sources: ABS, Labour Force, Australia.

c. Full-time and part-time employment

Details about the number of persons working in Health care and social assistance as part-time and full-time workers are shown in Table 3. In 2019–20, the Health care and social assistance division had a low share of full-time employment at 57 per cent. Full-time employment was most prevalent in hospitals (62 per cent).

Over the period 2015–16 to 2019–20, full-time employment in the industry increased by 2.4 per cent per annum, whereas part-time employment increased by 5.0 per cent per annum. In comparison, full-time employment for Queensland grew by 1.3 per cent per annum and part-time employment grew by 2.2 per cent per annum.

¹ ABS labour force data

Table 3: Health care and social assistance, category of employment

| Subdivision and group | Employed full-time | | | | | |
|---|--------------------|------------------|------------------|------------------|------------------|---------------------------|
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 | Av. annual change (% p.a) |
| Hospitals | 55,281 | 53,520 | 58,424 | 62,323 | 58,112 | 1.5 |
| Hospitals | 55,281 | 53,520 | 58,424 | 62,323 | 58,112 | 1.5 |
| Medical and other health care services | 69,384 | 70,541 | 69,013 | 75,584 | 67,369 | -0.5 |
| Medical services | 22,870 | 21,085 | 21,297 | 24,854 | 22,432 | 0.0 |
| Pathology and diagnostic imaging services | 7,298 | 5,285 | 6,804 | 10,029 | 7,267 | 5.3 |
| Allied health services | 20,045 | 23,152 | 27,606 | 28,557 | 29,671 | 10.5 |
| Other health care services | 5,388 | 4,746 | 5,423 | 6,711 | 4,603 | -1.3 |
| Residential care services | 20,117 | 18,222 | 21,600 | 25,125 | 25,177 | 6.4 |
| Residential care services | 20,117 | 18,222 | 21,600 | 25,125 | 25,177 | 6.4 |
| Social assistance services | 38,735 | 41,248 | 48,580 | 47,395 | 50,106 | 6.9 |
| Child care services | 13,741 | 18,099 | 19,259 | 16,402 | 16,347 | 5.7 |
| Other social assistance services | 22,985 | 20,865 | 28,329 | 30,454 | 32,869 | 10.5 |
| Health care and social assistance | 183,708 | 184,023 | 197,712 | 210,554 | 200,765 | 2.4 |
| Queensland | 1,647,389 | 1,634,814 | 1,688,476 | 1,717,396 | 1,733,003 | 1.3 |
| Subdivision and group | Employed part-time | | | | | |
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 | Av. annual change (% p.a) |
| Hospitals | 25,861 | 27,167 | 38,679 | 32,380 | 35,795 | 10.4 |
| Hospitals | 25,861 | 27,167 | 38,679 | 32,380 | 35,795 | 10.4 |
| Medical and other health care services | 45,873 | 46,075 | 49,690 | 42,477 | 48,655 | 2.1 |
| Medical services | 15,541 | 14,119 | 14,024 | 15,869 | 15,114 | -0.4 |
| Pathology and diagnostic imaging services | 3,216 | 3,139 | 3,947 | 4,670 | 3,196 | 2.5 |
| Allied health services | 17,028 | 18,230 | 25,522 | 18,900 | 27,594 | 16.8 |

| Other health care services | 1,064 | 811 | 1,108 | 446 | 626 | -1.7 |
|---|---|------------------|------------------|------------------|------------------|-------------------|
| Residential care services | 20,859 | 20,032 | 24,046 | 24,878 | 27,135 | 7.2 |
| Residential care services | 20,859 | 20,032 | 24,046 | 24,878 | 27,135 | 7.2 |
| Social assistance services | 37,242 | 34,978 | 41,002 | 40,143 | 43,273 | 4.2 |
| Child care services | 14,458 | 13,343 | 16,404 | 14,352 | 11,862 | -3.7 |
| Other social assistance services | 21,436 | 19,052 | 23,589 | 25,130 | 31,020 | 10.7 |
| Health care and social assistance | 130,248 | 128,441 | 153,544 | 139,980 | 154,858 | 5.0 |
| Queensland | 718,244 | 735,496 | 780,460 | 790,769 | 781,970 | 2.2 |
| | Employed total | | | | | |
| Subdivision and group | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 | Av. annual change |
| | | | | | | (% p.a) |
| Hospitals | 81,142 | 80,687 | 97,103 | 94,703 | 93,907 | 4.1 |
| Hospitals | 81,142 | 80,687 | 97,103 | 94,703 | 93,907 | 4.1 |
| Medical and other health care services | 115,257 | 116,616 | 118,703 | 118,061 | 116,024 | 0.2 |
| Medical services | 38,410 | 35,204 | 35,321 | 40,724 | 37,546 | -0.1 |
| Pathology and diagnostic imaging services | 10,514 | 8,424 | 10,751 | 14,699 | 10,463 | 3.9 |
| Allied health services | 37,074 | 41,383 | 53,128 | 47,457 | 57,265 | 12.5 |
| Other health care services | 6,452 | 5,557 | 6,531 | 7,158 | 5,229 | -3.4 |
| Residential care services | 40,977 | 38,254 | 45,647 | 50,003 | 52,313 | 6.7 |
| Residential care services | 40,977 | 38,254 | 45,647 | 50,003 | 52,313 | 6.7 |
| Social assistance services | 75,978 | 76,226 | 89,582 | 87,538 | 93,379 | 5.6 |
| Child care services | 28,199 | 31,442 | 35,662 | 30,753 | 28,209 | 0.7 |
| Other social assistance services | 44,421 | 39,917 | 51,919 | 55,584 | 63,889 | 10.5 |
| Health care and social assistance | 313,956 | 312,464 | 351,256 | 350,534 | 355,623 | 3.3 |
| Queensland | 2,365,632 | 2,370,310 | 2,468,936 | 2,508,166 | 2,514,973 | 1.6 |
| Subdivision and group | Full-time workers as a proportion of total (%) | | | | | |

| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 | Change* |
|---|-------------|-------------|-------------|-------------|-------------|-------------|
| Hospitals | 68.1 | 66.3 | 60.2 | 65.8 | 61.9 | -6.2 |
| Hospitals | 68.1 | 66.3 | 60.2 | 65.8 | 61.9 | -6.2 |
| Medical and other health care services | 60.2 | 60.5 | 58.1 | 64.0 | 58.1 | -2.1 |
| Medical services | 59.5 | 59.9 | 60.3 | 61.0 | 59.7 | 0.2 |
| Pathology and diagnostic imaging services | 69.4 | 62.7 | 63.3 | 68.2 | 69.5 | 0.0 |
| Allied health services | 54.1 | 55.9 | 52.0 | 60.2 | 51.8 | -2.3 |
| Other health care services | 83.5 | 85.4 | 83.0 | 93.8 | 88.0 | 4.5 |
| Residential care services | 49.1 | 47.6 | 47.3 | 50.2 | 48.1 | -1.0 |
| Residential care services | 49.1 | 47.6 | 47.3 | 50.2 | 48.1 | -1.0 |
| Social assistance services | 51.0 | 54.1 | 54.2 | 54.1 | 53.7 | 2.7 |
| Child care services | 48.7 | 57.6 | 54.0 | 53.3 | 58.0 | 9.2 |
| Other social assistance services | 51.7 | 52.3 | 54.6 | 54.8 | 51.4 | -0.3 |
| Health care and social assistance | 58.5 | 58.9 | 56.3 | 60.1 | 56.5 | -2.1 |
| Queensland | 69.6 | 69.0 | 68.4 | 68.5 | 68.9 | -0.7 |

Sources: ABS, Labour Force, Australia. Notes: * percentage point change

3. Accepted workers' compensation claims

a. Accepted claims by occupation

As Table 4 below shows, in 2018–19, community and personal service workers had the highest number of accepted claims (4,957 claims) followed by professionals (2,351 claims).

Note that 2019–20 claims data has been omitted due to a lag in coding occupation data. The distribution of claims and employment by occupation is displayed in Table 4.

Table 4: Health care and social assistance, accepted non-fatal claims by occupation

| Occupation | Number of claims | | | | |
|--|------------------|---------|---------|---------|-------------------|
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | Av. annual change |
| | | | | | (% p.a.) |
| Labourers | 1,392 | 1,098 | 1,005 | 774 | -17.5 |
| Community and personal service workers | 4,697 | 4,957 | 4,720 | 4,957 | 1.9 |

| Occupation | Number of claims | | | | |
|---|------------------|---------------|---------------|---------------|-------------------------------|
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | Av. annual change (% p.a.) |
| Machinery operators and drivers | 54 | 72 | 84 | 78 | 14.3 |
| Technicians and trades workers | 230 | 266 | 295 | 297 | 9.1 |
| Professionals | 1,966 | 2,105 | 2,286 | 2,351 | 6.2 |
| Sales workers | 23 | 35 | 16 | 32 | 32.6 |
| Clerical and administrative workers | 583 | 553 | 543 | 537 | -2.7 |
| Managers | 174 | 183 | 163 | 167 | -1.1 |
| Health care and social assistance* | 9,633 | 9,695 | 9,870 | 10,099 | 1.6 |
| Queensland | 72,351 | 73,347 | 73,593 | 73,052 | 0.3 |

Sources: QSA, July 2020, employee claims. ABS, Labour Force, Australia. *Total includes claims where occupation is unknown.

b. Accepted non-fatal claims and claim rates by industry

The number of total accepted non-fatal claims (injury plus disease claims) has reduced 2.9 per cent per annum for the industry and 1.1 per cent per annum for Queensland over the five years to 2019–20 (Table 5).

Over the same period, the claim rate for Health care and social assistance related non-fatal claims has fallen by 0.2 per cent per annum (down from 30.7 to 30.3 claims per 1,000 workers) and 2.6 per cent per annum for Queensland (down from 30.6 to 27.4 claims per 1,000 workers).

There has been a 0.2 per cent per annum reduction in the claim rate over the period 2015–16 to 2019–20, whilst employment in the industry has increased three percent on average per annum over the same period.

Table 5: Health care and social assistance, total accepted non-fatal claims and claim rate

| Subdivision and group | Number of claims | | | | | Av. annual change (% p.a.) |
|---|------------------|--------------|--------------|--------------|--------------|-------------------------------|
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 | |
| | Hospitals | 3,691 | 3,691 | 3,896 | 3,850 | 4,056 |
| Hospitals | 3,691 | 3,691 | 3,896 | 3,850 | 4,056 | 2.4 |
| Medical and other health care services | 1,291 | 1,171 | 1,133 | 1,334 | 1,178 | -1.6 |
| Medical services | 187 | 174 | 162 | 181 | 177 | -1.1 |

| | | | | | | |
|--|--|---------------|---------------|---------------|---------------|----------------------------|
| Pathology and diagnostic imaging services | 232 | 248 | 242 | 239 | 216 | -1.6 |
| Allied health services | 246 | 238 | 223 | 300 | 261 | 3.0 |
| Other health care services | 626 | 511 | 506 | 614 | 524 | -3.2 |
| Residential care services | 2,459 | 2,633 | 2,510 | 2,479 | 2,585 | 1.4 |
| Residential care services | 2,459 | 2,633 | 2,510 | 2,479 | 2,585 | 1.4 |
| Social assistance services | 2,130 | 2,108 | 2,259 | 2,372 | 2,846 | 7.8 |
| Child care services | 996 | 983 | 1,034 | 1,065 | 1,177 | 4.3 |
| Other social assistance services | 1,134 | 1,125 | 1,225 | 1,307 | 1,669 | 10.6 |
| Health care and social assistance total | 9,633 | 9,695 | 9,870 | 10,099 | 10,776 | 2.9 |
| Queensland | 72,351 | 73,347 | 73,593 | 73,052 | 68,993 | -1.1 |
| Subdivision and group | Claim rate (per 1,000 employed people) | | | | | |
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 | Av. annual change (% p.a.) |
| Hospitals | 45.5 | 45.7 | 40.1 | 40.7 | 43.2 | -1.0 |
| Hospitals | 45.5 | 45.7 | 40.1 | 40.7 | 43.2 | -1.0 |
| Medical and other health care services | 11.2 | 10.0 | 9.5 | 11.3 | 10.2 | -1.8 |
| Medical services | 4.9 | 4.9 | 4.6 | 4.4 | 4.7 | -0.7 |
| Pathology and diagnostic imaging services | 22.1 | 29.4 | 22.5 | 16.3 | 20.6 | 2.3 |
| Allied health services | 6.6 | 5.8 | 4.2 | 6.3 | 4.6 | -4.4 |
| Other health care services | 97.0 | 92.0 | 77.5 | 85.8 | 100.2 | 1.6 |
| Residential care services | 60.0 | 68.8 | 55.0 | 49.6 | 49.4 | -3.9 |
| Residential care services | 60.0 | 68.8 | 55.0 | 49.6 | 49.4 | -3.9 |
| Social assistance services | 28.0 | 27.7 | 25.2 | 27.1 | 30.5 | 2.4 |
| Child care services | 35.3 | 31.3 | 29.0 | 34.6 | 41.7 | 5.3 |
| Other social assistance services | 25.5 | 28.2 | 23.6 | 23.5 | 26.1 | 1.2 |
| Health care and social assistance total | 30.7 | 31.0 | 28.1 | 28.8 | 30.3 | -0.2 |
| Queensland | 30.6 | 30.9 | 29.8 | 29.1 | 27.4 | -2.6 |

Sources: QSA, July 2020, employee claims. ABS, Labour Force, Australia.

In 2019–20 there were 10,776 accepted non-fatal injury and disease claims, of those 7,205 related to injuries while only 3,571 related to disease and other causes.

Over the period 2015–16 to 2019–20, the industry experienced an average annual increase of 1.9 per cent per annum in the number of non-fatal injury claims compared to a fall of 1.9 per cent per annum recorded for Queensland. Over the same period, the number of non-fatal disease and other claims for the industry increased 4.9 per cent per annum which was 4.0 per cent more than for Queensland.

The incidence (claims per 1,000 workers) of non-fatal injuries in 2019–20 was higher for Health care and social assistance workers (20.3) than workers in all industries in Queensland (19.3). For non-fatal diseases and other categories for Health care and social assistance workers the rate was 10.0 claims per 1,000 workers compared to 8.1 for Queensland.

Table 6: Health care and social assistance, accepted non-fatal injury claims and claim rate

| Subdivision and group | Number of claims | | | | | |
|--|--|---------------|---------------|---------------|---------------|-------------------------------|
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 | Av. annual change (% p.a.) |
| | Hospitals | 2,486 | 2,490 | 2,537 | 2,568 | 2,688 |
| Hospitals | 2,486 | 2,490 | 2,537 | 2,568 | 2,688 | 2.0 |
| Medical and other health care services | 889 | 811 | 780 | 859 | 717 | -4.7 |
| Medical services | 128 | 129 | 111 | 124 | 120 | -1.2 |
| Pathology and diagnostic imaging services | 166 | 185 | 176 | 168 | 131 | -5.0 |
| Allied health services | 201 | 194 | 167 | 200 | 172 | -2.9 |
| Other health care services | 394 | 303 | 326 | 367 | 294 | -5.7 |
| Residential care services | 1,724 | 1,827 | 1,713 | 1,672 | 1,737 | 0.3 |
| Residential care services | 1,724 | 1,827 | 1,713 | 1,672 | 1,737 | 0.3 |
| Social assistance services | 1,531 | 1,502 | 1,603 | 1,644 | 1,974 | 6.9 |
| Child care services | 721 | 729 | 758 | 779 | 865 | 4.7 |
| Other social assistance services | 810 | 773 | 845 | 865 | 1,109 | 8.8 |
| Health care and social assistance total | 6,679 | 6,695 | 6,683 | 6,789 | 7,205 | 1.9 |
| Queensland | 52,595 | 53,980 | 53,389 | 51,992 | 48,571 | -1.9 |
| Subdivision and group | Claim rate (per 1,000 employed people) | | | | | |
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 | Av. annual change (% p.a.) |

| | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|-------------|
| Hospitals | 30.6 | 30.9 | 26.1 | 27.1 | 28.6 | -1.3 |
| Hospitals | 30.6 | 30.9 | 26.1 | 27.1 | 28.6 | -1.3 |
| Medical and other health care services | 7.7 | 7.0 | 6.6 | 7.3 | 6.2 | -4.9 |
| Medical services | 3.3 | 3.7 | 3.1 | 3.0 | 3.2 | -0.6 |
| Pathology and diagnostic imaging services | 15.8 | 22.0 | 16.4 | 11.4 | 12.5 | -1.7 |
| Allied health services | 5.4 | 4.7 | 3.1 | 4.2 | 3.0 | -10.3 |
| Other health care services | 61.1 | 54.5 | 49.9 | 51.3 | 56.2 | -1.7 |
| Residential care services | 42.1 | 47.8 | 37.5 | 33.4 | 33.2 | -4.9 |
| Residential care services | 42.1 | 47.8 | 37.5 | 33.4 | 33.2 | -4.9 |
| Social assistance services | 20.2 | 19.7 | 17.9 | 18.8 | 21.1 | 1.5 |
| Child care services | 25.6 | 23.2 | 21.3 | 25.3 | 30.7 | 5.6 |
| Other social assistance services | 18.2 | 19.4 | 16.3 | 15.6 | 17.4 | -0.6 |
| Health care and social assistance total | 21.3 | 21.4 | 19.0 | 19.4 | 20.3 | -1.0 |
| Queensland | 22.2 | 22.8 | 21.6 | 20.7 | 19.3 | -3.4 |

Sources: QSA, July 2020, employee claims. ABS, Labour Force, Australia.

Table 7: Health care and social assistance, accepted non-fatal disease and other claims and claim rate

| Subdivision and group | Number of claims | | | | | Av. annual change (% p.a.) |
|---|------------------|--------------|--------------|--------------|--------------|----------------------------|
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 | |
| Hospitals | 1,205 | 1,201 | 1,359 | 1,282 | 1,368 | 3.5 |
| Hospitals | 1,205 | 1,201 | 1,359 | 1,282 | 1,368 | 3.5 |
| Medical and other health care services | 402 | 360 | 353 | 475 | 461 | 4.8 |
| Medical services | 59 | 45 | 51 | 57 | 57 | 0.3 |
| Pathology and diagnostic imaging services | 66 | 63 | 66 | 71 | 85 | 6.9 |
| Allied health services | 45 | 44 | 56 | 100 | 89 | 23.2 |
| Other health care services | 232 | 208 | 180 | 247 | 230 | 1.6 |

| Subdivision and group | Number of claims | | | | | |
|--|--|---------------|---------------|---------------|---------------|----------------------------|
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 | Av. annual change (% p.a.) |
| Residential care services | 735 | 806 | 797 | 807 | 848 | 3.7 |
| Residential care services | 735 | 806 | 797 | 807 | 848 | 3.7 |
| Social assistance services | 599 | 606 | 656 | 728 | 872 | 10.0 |
| Child care services | 275 | 254 | 276 | 286 | 312 | 3.4 |
| Other social assistance services | 324 | 352 | 380 | 442 | 560 | 14.9 |
| Health care and social assistance total | 2,954 | 3,000 | 3,187 | 3,310 | 3,571 | 4.9 |
| Queensland | 19,756 | 19,367 | 20,204 | 21,060 | 20,422 | 0.9 |
| Subdivision and group | Claim rate (per 1,000 employed people) | | | | | |
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 | Av. annual change (% p.a.) |
| Hospitals | 14.9 | 14.9 | 14.0 | 13.5 | 14.6 | -0.4 |
| Hospitals | 14.9 | 14.9 | 14.0 | 13.5 | 14.6 | -0.4 |
| Medical and other health care services | 3.5 | 3.1 | 3.0 | 4.0 | 4.0 | 4.7 |
| Medical services | 1.5 | 1.3 | 1.4 | 1.4 | 1.5 | 0.4 |
| Pathology and diagnostic imaging services | 6.3 | 7.5 | 6.1 | 4.8 | 8.1 | 12.0 |
| Allied health services | 1.2 | 1.1 | 1.1 | 2.1 | 1.6 | 15.1 |
| Other health care services | 36.0 | 37.4 | 27.6 | 34.5 | 44.0 | 7.6 |
| Residential care services | 17.9 | 21.1 | 17.5 | 16.1 | 16.2 | -1.7 |
| Residential care services | 17.9 | 21.1 | 17.5 | 16.1 | 16.2 | -1.7 |
| Social assistance services | 7.9 | 8.0 | 7.3 | 8.3 | 9.3 | 4.7 |
| Child care services | 9.8 | 8.1 | 7.7 | 9.3 | 11.1 | 4.4 |
| Other social assistance services | 7.3 | 8.8 | 7.3 | 8.0 | 8.8 | 5.7 |
| Health care and social assistance total | 9.4 | 9.6 | 9.1 | 9.4 | 10.0 | 1.7 |
| Queensland | 8.4 | 8.2 | 8.2 | 8.4 | 8.1 | -0.7 |

c. Serious injury claims by industry and occupation

In 2019–20, the serious injury claim rate (injuries requiring one or more weeks off work) for Health care and social assistance workers, at 16.8 claims per 1,000 workers, was well above the state average of 12.3 claims per 1,000 workers for all industries.

Over the five-year period to 2019–20, the serious injury claim rate increased by 4.3 per cent per annum for the Health care and social assistance industry, compared to an increase of 1.2 per cent per annum recorded for Queensland. The hospital industry subdivision recorded the highest number of serious injury claims in 2019–20 with 2,165 claims or 36.2 per cent of all serious claims made by Health care and social assistance workers. The medical and other health care services industry subdivision also had the highest claim rate in 2019–20, at 31.1 per 1,000 workers.

Table 8: Health care and social assistance, accepted non-fatal serious claims and claim rate

| Industry subdivision | Number of claims | | | | | |
|--|--|---------------|---------------|---------------|---------------|----------------------------|
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 | Av. annual change (% p.a.) |
| Hospitals | 1,714 | 1,744 | 1,913 | 2,028 | 2,165 | 6.1 |
| Medical and Other Health Care Services | 457 | 436 | 441 | 548 | 502 | 3.1 |
| Residential Care Services | 1,303 | 1,495 | 1,466 | 1,522 | 1,630 | 5.9 |
| Social Assistance Services | 1,003 | 1,023 | 1,103 | 1,248 | 1,625 | 13.3 |
| Health care and social assistance | 4,509 | 4,742 | 4,960 | 5,385 | 5,983 | 7.4 |
| Queensland | 27,815 | 28,691 | 29,698 | 31,646 | 30,986 | 2.8 |
| Industry subdivision | Claim rate (per 1,000 employed people) | | | | | |
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 | Av. annual change (% p.a.) |
| Hospitals | 21.1 | 21.6 | 19.7 | 21.4 | 23.1 | 2.5 |
| Medical and Other Health Care Services | 24.5 | 26.7 | 24.2 | 25.0 | 31.1 | 6.8 |
| Residential Care Services | 4.0 | 3.7 | 3.7 | 4.6 | 4.3 | 3.0 |
| Social Assistance Services | 10.5 | 8.4 | 10.8 | 14.7 | 10.5 | 3.9 |
| Health care and social assistance | 14.4 | 15.2 | 14.1 | 15.4 | 16.8 | 4.3 |
| Queensland | 11.8 | 12.1 | 12.0 | 12.6 | 12.3 | 1.2 |

Sources: QSA, July 2020, employee claims. ABS, Labour Force, Australia.

Community and Personal Service workers had a large number of serious claims (2,809 claims) in 2018–19. There were also a substantial number of claims for Professionals, with 1,173 in 2018–19.

Overall, claims for serious injuries in the Health care and social assistance industry accounted for 50 per cent of the industry's total number of accepted nonfatal claims. In comparison, the number of serious claims accepted for all of Queensland accounted for 40 per cent of accepted claims.

Note that 2019–20 claims data has been omitted due to a lag in coding occupation data.

Table 9: Health care and social assistance, accepted non-fatal serious claims by occupation

| Occupation | Number of claims | | | | Av. annual change (% p.a.) |
|--|------------------|--------------|--------------|--------------|-------------------------------|
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | |
| Labourers | 647 | 555 | 534 | 454 | -11.0 |
| Community and personal service workers | 2,320 | 2,565 | 2,570 | 2,809 | 6.7 |
| Machinery operators and drivers | 24 | 36 | 39 | 37 | 17.7 |
| Technicians and trades workers | 108 | 121 | 141 | 153 | 12.4 |
| Professionals | 871 | 931 | 1,029 | 1,173 | 10.5 |
| Sales Workers | 6 | 21 | 10 | 18 | 92.5 |
| Clerical and administrative workers | 244 | 236 | 224 | 235 | -1.2 |
| Managers | 72 | 78 | 77 | 80 | 3.6 |
| Unknown Occupation | 217 | 199 | 336 | 426 | 29.1 |
| Total | 4,509 | 4,742 | 4,960 | 5,385 | 6.1 |

Sources: QSA, July 2020

d. Mechanism of injury (non-fatal claims)

Table 10 shows that the most common mechanisms of injury for Health care and social assistance were:

- body stressing (41 per cent)
- fall, trips and slips (21 per cent)
- being hit by moving objects (16 per cent).

These three mechanisms accounted for the majority (78 per cent) of industry claims.

Table 10: Health care and social assistance, most prevalent mechanisms of injury for accepted non-fatal workers compensation claims by subdivision, 2015–16 to 2019–20

| Industry subdivision | Mechanism of injury | Percentage of claims within subdivision (%) |
|--|---|---|
| Hospitals (19,184 claims) | Body stressing | 42.3 |
| | Falls, trips and slips of a person | 19.7 |
| | Being hit by moving objects | 14.7 |
| Medical and Other Health Care Services (5,255 claims) | Body stressing | 46.3 |
| | Falls, trips and slips of a person | 18.3 |
| | Being hit by moving objects | 10.5 |
| Residential Care Services (12,666 claims) | Body stressing | 32.2 |
| | Falls, trips and slips of a person | 18.3 |
| | Being hit by moving objects | 16.5 |
| Social Assistance Services (11,715 claims) | Body stressing | 32.0 |
| | Falls, trips and slips of a person | 27.7 |
| | Being hit by moving objects | 18.7 |
| Health care and social assistance (50,073 claims) | Body stressing | 40.9 |
| | Falls, trips and slips of a person | 21.1 |
| | Being hit by moving objects | 15.7 |

Source: QSA, July 2020

Note: The sub-industry totals do not add to the industry totals due to Labour Hire claims which aren't allocated a sub-industry.

e. Agency of injury (non-fatal claims)

Table 11 shows that the most common agencies of injury in the Health care and social assistance industry over the five years to 2019–20 were:

- animal, human and biological agencies (33.4 per cent)
- non-powered hand tools, appliances and equipment (24.0 per cent)
- environmental agencies (15.7 per cent)
- mobile plant and transport (11.9 per cent)
- powered equipment, tools and appliances (4.6).

Table 11: Health care and social assistance, most prevalent agencies of injury for accepted non-fatal workers compensation claims by subdivision, 2015–16 to 2019–20

| Industry subdivision | Agency of injury | Percentage of claims within subdivision (%) |
|--|---|---|
| Hospitals (19,184 claims) | Animal, human and biological agencies | 31.6 |
| | Non-powered hand tools, appliances and equipment | 25.8 |
| | Environmental agencies | 15.5 |
| | Mobile plant and transport | 13.0 |
| | Materials and substances | 4.5 |
| Medical and other health care services (5,255 claims) | Non-powered hand tools, appliances and equipment | 28.2 |
| | Animal, human and biological agencies | 27.4 |
| | Mobile plant and transport | 15.8 |
| | Environmental agencies | 14.8 |
| | Powered equipment, tools and appliances | 4.9 |
| Residential care services (12,666 claims) | Animal, human and biological agencies | 40.8 |
| | Non-powered hand tools, appliances and equipment | 21.2 |
| | Environmental agencies | 13.6 |
| | Mobile plant and transport | 8.8 |
| | Powered equipment, tools and appliances | 5.3 |
| Social assistance services (11,715 claims) | Animal, human and biological agencies | 32.3 |
| | Non-powered hand tools, appliances and equipment | 22.7 |
| | Environmental agencies | 19.4 |
| | Mobile plant and transport | 11.8 |
| | Materials and substances | 5.7 |
| Health care and social assistance (50,073 claims) | Animal, human and biological agencies | 33.4 |
| | Non-powered hand tools, appliances and equipment | 24.0 |
| | Environmental agencies | 15.7 |
| | Mobile plant and transport | 11.9 |
| | Powered equipment, tools and appliances | 4.6 |

Source: QSA, July 2020. Note: The sub-industry totals do not add to the industry totals due to Labour Hire claims which aren't allocated a sub-industry.

f. Fatalities

Table 12 details a breakdown of the accepted number of fatal workers' compensation claims in Queensland by major industry groups, as administered under the Workers' Compensation and Rehabilitation Act 2003.

The Health care and social assistance industry recorded the 8th highest number of compensated fatalities for Queensland industries over the period 2015–16 to 2019–20.

There were three fatalities recorded on average for Health care and social assistance industry each year compared to 59 for all Queensland industries.

Table 12: Accepted fatal workers compensation claims

| Industry | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 | Average |
|---|-----------|-----------|-----------|-----------|-----------|-----------|
| Agriculture, forestry and fishing | 6 | 6 | 11 | 6 | 2 | 6 |
| Mining | 1 | 6 | 3 | 7 | 3 | 4 |
| Manufacturing | 6 | 9 | 8 | 10 | 9 | 8 |
| Electricity, gas, water and waste services | 1 | 0 | 1 | 0 | 2 | 1 |
| Construction | 10 | 12 | 9 | 11 | 8 | 10 |
| Wholesale trade | 1 | 1 | 3 | 2 | 2 | 2 |
| Retail trade | 3 | 2 | 2 | 4 | 2 | 3 |
| Accommodation and food services | 3 | 0 | 1 | 4 | 1 | 2 |
| Transport, postal and warehousing | 6 | 11 | 9 | 8 | 8 | 8 |
| Information, media and telecommunications | 0 | 0 | 0 | 0 | 0 | 0 |
| Financial and insurance services | 0 | 0 | 0 | 0 | 0 | 0 |
| Rental, hiring and real estate services | 0 | 0 | 0 | 0 | 0 | 0 |
| Professional, scientific and technical services | 3 | 2 | 2 | 1 | 1 | 2 |
| Administrative and support services | 0 | 0 | 0 | 0 | 0 | 0 |
| Public administration and safety | 6 | 6 | 5 | 2 | 3 | 4 |
| Education and training | 3 | 2 | 1 | 1 | 4 | 2 |
| Health care and social assistance | 4 | 2 | 2 | 6 | 1 | 3 |
| Arts and recreation services | 0 | 0 | 0 | 0 | 0 | 0 |
| Other services | 0 | 0 | 0 | 0 | 0 | 0 |
| Queensland total[#] | 59 | 65 | 60 | 63 | 50 | 59 |

Sources: QSA, July 2020, employee claims. Note # includes unknown and mining.

4. Inspectorate activity

a. Events notified

Health care and social assistance in 2019–20 accounted for 7 per cent (or 488 incidents) of all incidents in Queensland.

In 2019–20, events in the grievous bodily harm event category accounted for 54 per cent of all notified incidents that occurred in the Health care and social assistance industry.

Table 13: Health care and social assistance, events notified

| Incident type | Number of events notified | | | | |
|---|---------------------------|--------------|--------------|--------------|--------------|
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Fatality | 12 | 15 | 9 | 12 | 17 |
| Grievous bodily harm [#] | 140 | 212 | 252 | 272 | 264 |
| Bodily harm/Dangerous event ^{##} | 228 | 198 | 206 | 203 | 207 |
| Industry total | 380 | 425 | 467 | 487 | 488 |
| Queensland total | 7,584 | 7,596 | 7,745 | 7,922 | 7,161 |
| Incident type | Industry share (%) | | | | |
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Fatality | 10 | 14 | 8 | 10 | 15 |
| Grievous bodily harm [#] | 7 | 10 | 10 | 10 | 11 |
| Bodily harm/Dangerous event ^{##} | 4 | 4 | 4 | 4 | 5 |
| Industry total | 5 | 6 | 6 | 6 | 7 |

Source: CISR, extracted July 2020 Notes: # admitted to hospital. ## all other incidents including dangerous events.

The number of notified fatality events presented in Table 13 are the number of work-related fatalities recorded and coded as such under the *Work Health and Safety Act 2011* (WHS Act). It is the official record of notifications to the workplace health and safety regulator of workers (both employees and self-employed) who suffered a fatal injury at work as well as bystanders who suffered a fatal injury as a consequence of work activity.

b. Inspectorate activity

Table 14 shows that the Health care and social assistance industry accounted for a small share of inspector activity each year at around 3 per cent. Around 89 per cent of activities were of a reactive nature in 2019–20.

It is important to note that activities in different categories and within categories are not necessarily equal in terms of time or resources used.

Table 14: Health care and social assistance, inspectorate activities

| Type of activity | Number of inspector activities | | | | |
|---|--------------------------------|---------------|---------------|---------------|---------------|
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Number of workplace visits: reactive | 144 | 102 | 163 | 308 | 378 |
| Other intervention activities: reactive | 1,118 | 1,140 | 1,682 | 2,086 | 2,792 |
| Number of workplace visits: proactive | 217 | 104 | 116 | 94 | 289 |
| Number of workshops/presentations/seminars: proactive | 277 | 295 | 136 | 92 | 85 |
| Industry total | 1,756 | 1,641 | 2,097 | 2,580 | 3,544 |
| Queensland total | 69,877 | 70,541 | 69,891 | 77,930 | 85,714 |
| Type of activity | Industry share (%) | | | | |
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 |

| | | | | | |
|---|------------|------------|------------|------------|------------|
| Number of workplace visits: reactive | 2.0 | 1.2 | 1.7 | 2.9 | 3.3 |
| Other intervention activities: reactive | 3.2 | 2.8 | 3.9 | 4.4 | 5.5 |
| Number of workplace visits: proactive | 1.0 | 0.6 | 0.8 | 0.5 | 1.4 |
| Number of workshops/presentations/seminars: proactive | 5.5 | 6.0 | 5.0 | 3.7 | 3.3 |
| Industry total | 2.5 | 2.3 | 3.0 | 3.3 | 4.1 |

Source: CISR, extracted July 2020

c. Statutory notices

Over recent years, WHSQ inspectors have issued more statutory notices in response to the findings of the Best Practice Review (BPR). The BPR recommended a shift to directed compliance, noting that stricter compliance by duty holders would reduce the exposure to risk of injury and illness to workers and others thereby reducing injury rates and workplace illnesses.

Table 15 details the different types of compliance notices issued by inspectors under the WHS Act or the *Electrical Safety Act 2002* (ES Act).

In 2019–20, improvement notices were the most commonly issued type of notice to businesses in the Health care and social assistance industry (92 per cent). Overall, in 2019–20, just below 1 per cent of notices issued by inspectors in Queensland were issued to businesses in the Health care and social assistance industry.

Table 15: Health care and social assistance, statutory notices

| Hospitals | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
|--|----------|----------|-----------|-----------|-----------|
| Improvement notice | 2 | 5 | 20 | 25 | 33 |
| Prohibition notice | 0 | 1 | 0 | 0 | 0 |
| Infringement notice | 0 | 0 | 0 | 0 | 1 |
| Electrical safety protection | 0 | 0 | 0 | 0 | 1 |
| Unsafe equipment notice | 0 | 0 | 0 | 0 | 0 |
| Seizures | 0 | 0 | 0 | 0 | 0 |
| Subtotal | 2 | 6 | 20 | 25 | 35 |
| Medical and other health care services | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Improvement notice | 3 | 5 | 14 | 20 | 40 |
| Prohibition notice | 0 | 0 | 0 | 0 | 3 |
| Infringement notice | 0 | 0 | 0 | 0 | 1 |
| Electrical safety protection | 0 | 0 | 0 | 0 | 0 |
| Unsafe equipment notice | 1 | 0 | 0 | 0 | 0 |
| Seizures | 0 | 0 | 0 | 0 | 0 |
| Subtotal | 4 | 5 | 14 | 20 | 44 |
| Residential care services | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Improvement notice | 3 | 2 | 5 | 29 | 34 |
| Prohibition notice | 0 | 0 | 0 | 1 | 2 |

| | | | | | |
|--|---|----------------|----------------|----------------|----------------|
| Infringement notice | 0 | 0 | 0 | 0 | 1 |
| Electrical safety protection | 0 | 0 | 0 | 1 | 0 |
| Unsafe equipment notice | 0 | 0 | 0 | 0 | 0 |
| Seizures | 0 | 0 | 0 | 0 | 0 |
| Subtotal | 3 | 2 | 5 | 31 | 37 |
| Social assistance services | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Improvement notice | 0 | 3 | 7 | 13 | 42 |
| Prohibition notice | 1 | 0 | 2 | 1 | 3 |
| Infringement notice | 0 | 0 | 0 | 0 | 1 |
| Electrical safety protection | 1 | 0 | 0 | 1 | 0 |
| Unsafe equipment notice | 0 | 0 | 0 | 0 | 0 |
| Seizures | 0 | 0 | 0 | 0 | 0 |
| Subtotal | 2 | 3 | 9 | 15 | 46 |
| Total Industry | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Improvement notice | 8 | 15 | 46 | 87 | 149 |
| Prohibition notice | 1 | 1 | 2 | 2 | 8 |
| Infringement notice | 0 | 0 | 0 | 0 | 4 |
| Electrical safety protection | 1 | 0 | 0 | 2 | 1 |
| Unsafe equipment notice | 1 | 0 | 0 | 0 | 0 |
| Seizures | 0 | 0 | 0 | 0 | 0 |
| Industry total | 11 | 16 | 48 | 91 | 162 |
| Queensland total notices | 2,699 | 3,920 | 7,405 | 15,918 | 19,345 |
| | Industry as a proportion of Queensland (%) | | | | |
| | 2015–16 | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Notices to Health care and social assistance industry | 0.4 | 0.4 | 0.6 | 0.6 | 0.8 |

Source: CISR, extracted July 2020

5. Explanatory notes

Accepted claims

Accepted claims are those where an insurer has accepted liability for the claim at some stage of the claims history. Accepted claims may be subject to development over time, thus the category they are reported in may change over time. Claims for a serious injury are those involving one or more weeks off work.

Accepted claims include the categories:

- accepted non-fatal injury claims (including the category 'accepted non-fatal serious injury claims')
- accepted non-fatal disease and other claims
- accepted fatal workers' compensation claims.

Claim rate

Due to limitations in data availability, calculating claim rates for occupations is not possible except at Census time.

The claim rates for the type of claim by industry reported in Tables 5, 6, 7 and 8 are based on the number of employed people from ABS labour force data. This is used as an approximation of employees covered by Workers' Compensation and is likely an overestimate of less than ten per cent. In between Census periods, ABS labour force data is the best information available for this purpose. The claim rate is derived using the following formula:

$$\frac{\text{Number of claims (by industry)} \times 1,000}{\text{Number of employed (by industry)}} = \text{Claim rate per 1,000 employees covered by Workers' Compensation}$$

Events

- The WHS Act prescribes that a person who conducts a business or undertaking must ensure that the regulator is notified immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred. What is considered to be notifiable is also defined in this legislation.
- The Office of Industrial Relations (OIR) also receives requests for regulator response.
- Notifications and reports to OIR are assessed as per the WHSQ Response Assessment Process based on a number of factors including, but not limited to, the severity of the incident. This forms the basis for the action taken by OIR in response to the notification or report and can include administrative response, regional response, Electrical Safety Office (ESO) response or response by one of the specialist units in OIR.
- As part of this process, incidents are categorised as types as per the categories prescribed in the legislation based on the information Assessment Services is provided and/or gathers as part of their assessment process.

Full-time workers

Full-time workers are people who usually work 35 hours or more per week in all jobs, or although usually working less than 35 hours a week, actually worked 35 hours or more during the reference week.

Part-time workers

Part-time workers are those who usually work less than 35 hours per week, and either did so during the reference week, or were not at work in the reference week.

Notices

- Statutory notices represent notices issued as a result of both proactive and reactive work.

- Data in this report may differ from other data published on statutory notices due to the date of extraction from the database.
- Due to various legislative changes occurring over the period 2015–16 to 2019–20, caution should be exercised when comparing changes in data items over this period. The various data items, relevant legislation changes and some of the impacts are explained below:
 - ‘Infringement notices’ are on-the-spot fines for contravention of either WHS legislation or the ES Act. From 1 January 2012, this data includes infringement notices where a dangerous and/or hazardous substance is involved.
 - ‘Seizures’ includes a number of notice types, all relating to when something (e.g. plant, tool or workplace) is seized for evidence, or where a workplace which is the subject of investigation is not to be disturbed. Seizure notices are issued under either the WHS Act, ES Act or, until 1 January 2012, the *Dangerous Goods Safety Management Act 2001*.
 - ‘Electrical safety protection notices’ and ‘unsafe equipment notices’ are issued by WHSQ inspectors under the ES Act. The ‘electrical safety protection notice’ is the equivalent of the ‘WHSQ prohibition notice’ and the ‘unsafe equipment notice’ is also the equivalent of the ‘prohibition notice’ but where it relates specifically to equipment, as opposed to work processes.
 - ‘Improvement notices’ require an improvement in health and safety by a specified time and can be served under either the WHS Act or ES Act.
 - ‘Prohibition notices’ prohibit a certain work activity or use of certain equipment and can be served under WHS legislation only.

Site visits

Site visits represent the number of times a workplace was visited by WHSQ staff. One or more site visits may take place as part of any given investigation, assessment or advisory. Advisories are an educational or industry information activity undertaken by an inspector.

Workers covered

Covered workers have been approximated using the ABS number of employed people. See Claim rate section above for further information.

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