

**Queensland**

**Statistical update**

**2015–16 to 2019–20**

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# Queensland

## 1. Summary of findings

### a. Labour market

- Employment grew 1.6 per cent per annum in Queensland on average over the five years to 2019–20.
- In 2019–20, there were an additional 149,341 workers employed in Queensland compared with 2015–16, representing six per cent growth over the five-year period.
- Workers in Queensland are employed on a predominantly full-time basis. In 2019–20, the proportion of full-time employment was 69 per cent.
- The rates of full and part-time work in Queensland have remained relatively stable since 2001 and up until COVID-19.

### b. Accepted workers' compensation claims

#### i. Occupations

- In 2018–19, most workers in the Queensland sector were employed as:
  - professionals (547,674 or 22 per cent)
  - technicians and trades workers (361,618 people or 14 per cent).
- The occupation with the highest claim rate in 2018–19 was labourers (62.8 claims per 1,000 employed people).

#### ii. Non-fatal claims and claim rates

- In 2019–20, the non-fatal claim rate for Queensland was 27.4 claims per 1,000 workers, which was lower than the previous four years.
- In 2019–20, Manufacturing recorded the second highest number of non-fatal claims (10,279 claims) after Health care and social assistance (10,776), and the highest claim rate at 62.4 claims per 1,000 employees.

- Between 2015–16 and 2019–20, Queensland's non-fatal claim rate fell nearly three per cent on average per annum.

#### iii. Serious injuries

- The serious injury claim rate for Queensland in 2019–20, at 12.3 claims per 1,000 employees, was lower than the previous year's rate of 12.6 in 2018–19.
- From 2015–16 to 2019–20, the serious injury claim rate in Queensland grew marginally at 1.2 per cent per annum.

#### iv. Mechanisms of injury

- The most common mechanisms of injury over the five years to 2019–20 were:
  - body stressing (34 per cent)
  - falls, trips and slips (20 per cent)
  - being hit by moving objects (19 per cent).

#### v. Agencies of injury

- The most common agencies of injury over the five years to 2019–20 were:
  - non-powered hand tools, appliances, and equipment (28 per cent)
  - environmental agencies (16 per cent)
  - material and substances (16 per cent)
  - animal, human, and biological agencies (13 per cent)
  - mobile plant and transport (12 per cent).

#### vi. Fatalities

- Over the period 2015–16 to 2019–20, Queensland recorded 59 fatalities claims a year on average.

### c. Inspectorate activity

- In 2019–20:
  - There were 23,114 proactive activities such as workplace visits, workshops, presentations and seminars by

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inspectors to businesses in Queensland, which accounted for approximately 27 per cent of all inspector activities in 2019–20.

- Approximately two-thirds (64 per cent) of events notified for the Queensland industry were categorised as bodily harm or dangerous event.
- Reactive activities make up the highest proportion of activities for inspectors – 73 per cent.
- There were 19,345 statutory notices issued to businesses in Queensland in 2019–20. This is significantly higher than the four years prior, at an average of 7,486 notices per annum.
- Over 80 per cent of notices issued to businesses in Queensland were improvement notices.

#### **d. Notified fatalities**

- Over the period 2015–16 to 2019–20, Office of Industrial relations was notified on average of 33 fatalities a year which were deemed work-related.

## 2. Labour market

### a. Business size

Table 1 below shows the vast majority of businesses in Queensland in 2019 were small businesses (97 per cent). A small proportion of businesses were medium sized (three per cent) and large sized (less than one per cent).

**Table 1: Queensland industry, size of business, June 2019**

Industry	Number of businesses by size					
	Small		Subtotal	Medium	Large	Total
	Non-employing	1-19		20-199	200+	
Agriculture, forestry and fishing	31,360	8,952	40,312	650	18	41,044
Mining	1,036	681	1,717	100	42	1,853
Manufacturing	7,792	7,577	15,369	1,200	87	16,624
Electricity, gas, water and waste services	746	594	1,340	49	12	1,408
Queensland	45,627	30,624	76,251	1,324	34	77,633
Wholesale trade	6,849	6,163	13,012	677	23	13,691
Retail trade	11,534	12,882	24,416	1,149	36	25,604
Accommodation and food services	5,015	11,121	16,136	1,587	75	17,787
Transport, postal and warehousing	25,284	7,225	32,509	517	34	33,057
Information media and telecommunications	2,336	1,175	3,511	73	9	3,592
Financial and insurance services	31,938	5,687	37,625	151	21	37,808
Rental, hiring and real estate services	43,876	7,989	51,865	412	18	52,296
Professional, scientific and technical services	29,884	21,427	51,311	959	34	52,310
Administrative and support services	10,991	6,998	17,989	818	89	18,894
Public administration and safety	800	504	1,304	96	10	1,408
Education and training	3,541	2,658	6,199	287	37	6,542
Health care and social assistance	15,088	11,800	26,888	779	64	27,730
Arts and recreation services	3,344	1,888	5,232	172	15	5,429
Other services	10,503	11,257	21,760	293	10	22,077
<b>Queensland total</b>	<b>288,461</b>	<b>157,369</b>	<b>445,830</b>	<b>11,302</b>	<b>668</b>	<b>457,876</b>
Industry	Proportion of businesses by size (%)					
	Small		Subtotal	Medium	Large	Total
	Non-employing	1-19		20-199	200+	

Agriculture, forestry and fishing	76	22	98	2	0	100
Mining	56	37	93	5	2	100
Manufacturing	47	46	92	7	1	100
Electricity, gas, water and waste services	53	42	95	3	1	100
Queensland	59	39	98	2	0	100
Wholesale trade	50	45	95	5	0	100
Retail trade	45	50	95	4	0	100
Accommodation and food services	28	63	91	9	0	100
Transport, postal and warehousing	76	22	98	2	0	100
Information media and telecommunications	65	33	98	2	0	100
Financial and insurance services	84	15	100	0	0	100
Rental, hiring and real estate services	84	15	99	1	0	100
Professional, scientific and technical services	57	41	98	2	0	100
Administrative and support services	58	37	95	4	0	100
Public administration and safety	57	36	93	7	1	100
Education and training	54	41	95	4	1	100
Health care and social assistance	54	43	97	3	0	100
Arts and recreation services	62	35	96	3	0	100
Other services	48	51	99	1	0	100
<b>Queensland total</b>	<b>63</b>	<b>34</b>	<b>97</b>	<b>3</b>	<b>0</b>	<b>100</b>

Source: ABS, Counts of Australian businesses, including entries and exits, Jun 2015 to Jun 2019. Cat. No. 8165.0

## 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.

In 2019–20, more than 2.5 million people were employed in Queensland. From 2015–16 to 2019–20, there was an annual average growth in employment of 1.6 per cent, equating to 149,341 people. The Health care and social assistance industry was by far the biggest employing industry in Queensland, with Construction in second place.

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

- Health care and social assistance (355,623 people or 14.1 per cent of Queensland)
- Construction (245,609 people or 9.8 per cent)
- Retail (232,614 people or 9.2 per cent)
- Education and training (217,490 people or 8.6 per cent).

**Table 2: Queensland, workers employed by industry**

Industry	Workers employed					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a)
Agriculture, forestry and fishing	58,684	52,432	62,999	69,509	80,226	8.8
Mining	57,801	57,526	61,018	68,253	64,696	3.1
Manufacturing	168,945	164,499	170,384	171,194	164,712	-0.6
Electricity, gas, water and waste services	31,035	24,631	33,032	30,022	31,257	2.1
Construction	208,310	229,280	238,815	235,833	245,609	4.3
Wholesale trade	68,534	64,412	64,372	73,290	71,666	1.4
Retail trade	254,903	253,584	261,959	252,872	232,614	-2.2
Accommodation and food services	166,543	180,769	181,940	192,562	192,235	3.7
Transport, postal and warehousing	132,818	132,428	140,503	136,313	129,114	-0.6
Information media and telecommunications	32,860	35,828	28,415	33,324	28,554	-2.2
Financial and insurance services	66,947	63,215	62,113	65,861	60,136	-2.5
Rental, hiring and real estate services	48,823	50,022	47,938	42,525	52,454	2.6
Professional, scientific and technical services	177,097	171,913	169,347	169,227	192,491	2.3
Administrative and support services	85,341	80,131	90,554	85,401	87,776	1.0
Public administration and safety	149,896	162,657	149,722	168,317	157,700	1.7
Education and training	197,276	189,021	203,094	217,756	217,490	2.6
Health care and social assistance	313,956	312,464	351,256	350,534	355,623	3.3
Arts and recreation services	41,575	43,205	45,195	43,618	45,893	2.6
Other services	104,288	102,293	106,280	101,753	104,726	0.2
<b>Queensland</b>	<b>2,365,632</b>	<b>2,370,310</b>	<b>2,468,936</b>	<b>2,508,166</b>	<b>2,514,973</b>	<b>1.6</b>

Sources: ABS, Labour force, Australia.

### c. Full-time and part-time employment

In 2019–20, workers were engaged predominantly on a full-time basis (69 per cent) in Queensland. Full-time employment was most prevalent in Mining (94 per cent), and Electricity, gas, water and waste services (90 per cent). Both these industries were male dominated in 2020, with 83 and 74 per cent of workers being male, respectively<sup>1</sup>.

Over the period 2015–16 to 2019–20, employment in Queensland shifted marginally toward part-time jobs, increasing by an average 2.2 per cent annually over the period. As a result, the proportion of full-time employment in Queensland fell marginally by 0.7 of a per cent from 69.6 per cent of the total employed in 2015–16, to 68.9 per cent in 2019–20. The rates of full and part-time work in Queensland have remained relatively stable since 2001 and up until COVID-19, with only marginal fluctuations over the period.

<sup>1</sup> ABS labour force data, Queensland

**Table 3: Queensland industry, category of employment**

Industry	Employed full-time					
	2015-16	2016-17	2017-18	2018-19	2019-20	Av. annual
						change (% p.a)
Agriculture, forestry and fishing	43,876	39,211	45,234	51,836	64,188	10.8
Mining	56,321	55,110	58,590	65,890	60,817	2.2
Manufacturing	148,051	142,224	146,514	146,456	143,485	-0.7
Electricity, gas, water and waste services	28,411	23,753	29,610	27,080	28,184	0.9
Construction	183,409	196,457	205,538	203,201	212,286	3.8
Wholesale trade	57,381	54,000	56,211	60,530	60,623	1.5
Retail trade	133,247	129,208	129,619	116,869	116,023	-3.3
Accommodation and food services	63,701	78,287	75,882	78,805	72,483	3.9
Transport, postal and warehousing	106,035	102,966	113,567	104,680	105,125	0.0
Information media and telecommunications	26,603	27,535	20,436	25,693	22,479	-2.3
Financial and insurance services	53,902	50,290	51,119	51,740	47,711	-2.9
Rental, hiring and real estate services	38,493	36,592	35,623	32,782	36,405	-1.1
Professional, scientific and technical services	136,379	130,380	130,436	125,322	148,552	2.6
Administrative and support services	51,597	48,620	49,242	53,116	49,939	-0.7
Public administration and safety	122,715	132,774	126,083	140,190	132,368	2.2
Education and training	115,238	110,454	120,613	129,491	131,660	3.5
Health care and social assistance	183,708	184,023	197,712	210,554	200,765	2.4
Arts and recreation services	24,836	24,112	23,594	25,454	25,719	1.0
Other services	73,488	68,818	72,854	67,708	74,188	0.5
<b>Queensland</b>	<b>1,647,389</b>	<b>1,634,814</b>	<b>1,688,476</b>	<b>1,717,396</b>	<b>1,733,003</b>	<b>1.3</b>
Industry	Employed part-time					
	2015-16	2016-17	2017-18	2018-19	2019-20	Av. annual
						change (% p.a)
Agriculture, forestry and fishing	14,808	13,221	17,765	17,673	16,038	3.5
Mining	1,481	2,416	2,428	2,362	3,878	31.3



Manufacturing	20,894	22,275	23,871	24,738	21,227	0.8
Electricity, gas, water and waste services	2,624	878	3,422	2,942	3,073	53.4
Construction	24,901	32,824	33,277	32,632	33,322	8.3
Wholesale trade	11,153	10,412	8,161	12,760	11,043	3.7
Retail trade	121,656	124,376	132,340	136,003	116,591	-0.7
Accommodation and food services	102,842	102,482	106,058	113,757	119,752	3.9
Transport, postal and warehousing	26,783	29,462	26,937	31,633	23,989	-1.3
Information media and telecommunications	6,257	8,202	7,979	7,631	6,075	0.9
Financial and insurance services	13,045	13,017	10,995	14,121	12,425	0.2
Rental, hiring and real estate services	10,330	13,430	12,315	9,743	16,049	16.4
Professional, scientific and technical services	40,717	41,533	38,911	43,905	43,940	2.2
Administrative and support services	33,744	31,510	41,312	32,285	37,837	5.0
Public administration and safety	27,182	29,883	23,639	28,127	25,332	-0.5
Education and training	82,038	78,567	82,481	88,265	85,829	1.3
Health care and social assistance	130,248	128,441	153,544	139,980	154,858	5.0
Arts and recreation services	16,740	19,093	21,601	18,164	20,173	5.6
Other services	30,801	33,475	33,426	34,045	30,538	0.0
<b>Queensland</b>	<b>718,244</b>	<b>735,496</b>	<b>780,460</b>	<b>790,769</b>	<b>781,970</b>	<b>2.2</b>
<b>Industry</b>	<b>Employed total</b>					
	<b>20015-16</b>	<b>2016-17</b>	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>	<b>Av. annual change (% p.a)</b>
Agriculture, forestry and fishing	58,684	52,432	62,999	69,509	80,226	8.8
Mining	57,801	57,526	61,018	68,253	64,696	3.1
Manufacturing	168,945	164,499	170,384	171,194	164,712	-0.6
Electricity, gas, water and waste services	31,035	24,631	33,032	30,022	31,257	2.1
Construction	208,310	229,280	238,815	235,833	245,609	4.3
Wholesale trade	68,534	64,412	64,372	73,290	71,666	1.4
Retail trade	254,903	253,584	261,959	252,872	232,614	-2.2
Accommodation and food services	166,543	180,769	181,940	192,562	192,235	3.7
Transport, postal and warehousing	132,818	132,428	140,503	136,313	129,114	-0.6
Information media and telecommunications	32,860	35,737	28,415	33,324	28,554	-2.2

Financial and insurance services	66,947	63,306	62,113	65,861	60,136	-2.5
Rental, hiring and real estate services	48,823	50,022	47,938	42,525	52,454	2.6
Professional, scientific and technical services	177,097	171,913	169,347	169,227	192,491	2.3
Administrative and support services	85,341	80,131	90,554	85,401	87,776	1.0
Public administration and safety	149,896	162,657	149,722	168,317	157,700	1.7
Education and training	197,276	189,021	203,094	217,756	217,490	2.6
Health care and social assistance	313,956	312,464	351,256	350,534	355,623	3.3
Arts and recreation services	41,575	43,205	45,195	43,618	45,893	2.6
Other services	104,288	102,293	106,280	101,753	104,726	0.2
<b>Queensland</b>	<b>2,365,632</b>	<b>2,370,310</b>	<b>2,468,936</b>	<b>2,508,166</b>	<b>2,514,973</b>	<b>1.6</b>
Industry	Full-time workers as a proportion of total (%)					
	2015-16	2016-17	2017-18	2018-19	2019-20	Change*
Agriculture, forestry and fishing	74.8	74.8	71.8	74.6	80.0	5.2
Mining	97.4	95.8	96.0	96.5	94.0	-3.4
Manufacturing	87.6	86.5	86.0	85.5	87.1	-0.5
Electricity, gas, water and waste services	91.5	96.4	89.6	90.2	90.2	-1.4
Construction	88.0	85.7	86.1	86.2	86.4	-1.6
Wholesale trade	83.7	83.8	87.3	82.6	84.6	0.9
Retail trade	52.3	51.0	49.5	46.2	49.9	-2.4
Accommodation and food services	38.2	43.3	41.7	40.9	37.7	-0.5
Transport, postal and warehousing	79.8	77.8	80.8	76.8	81.4	1.6
Information media and telecommunications	81.0	77.0	71.9	77.1	78.7	-2.2
Financial and insurance services	80.5	79.4	82.3	78.6	79.3	-1.2
Rental, hiring and real estate services	78.8	73.2	74.3	77.1	69.4	-9.4
Professional, scientific and technical services	77.0	75.8	77.0	74.1	77.2	0.2
Administrative and support services	60.5	60.7	54.4	62.2	56.9	-3.6
Public administration and safety	81.9	81.6	84.2	83.3	83.9	2.1
Education and training	58.4	58.4	59.4	59.5	60.5	2.1
Health care and social assistance	58.5	58.9	56.3	60.1	56.5	-2.1
Arts and recreation services	59.7	55.8	52.2	58.4	56.0	-3.7
Other services	70.5	67.3	68.5	66.5	70.8	0.4
<b>Queensland</b>	<b>69.6</b>	<b>69.0</b>	<b>68.4</b>	<b>68.5</b>	<b>68.9</b>	<b>-0.7</b>

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

### 3. Accepted workers' compensation claims

#### a. Accepted claims by occupation

In 2018–19, employment in Queensland was highest for the occupation groups:

- Professionals (547,674 people or 22 per cent of all employed workers)
- Technicians and trades (361,618 people or 14 per cent of all employed workers)
- Clerical and administrative workers (358,042 people or 14 per cent)
- Community and personal services workers (285,396 people or 11 per cent).

Table 4 below shows Labourers had the highest number of accepted claims in 2018–19 (16,595 claims and a claim rate of 62.8) followed by Technicians and trades workers (13,675 claims and a claim rate of 26.3).

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

**Table 4: Queensland, accepted non-fatal claims and claim rates, by occupation**

Occupation	Number of claims				
	2015-16	2016-17	2017-18	2018-19	Av. annual change (% p.a.)
Labourers	22,094	20,526	18,602	16,595	-9.1
Community and personal service workers	13,312	14,361	14,330	13,675	1.0
Machinery operators and drivers	9,758	10,280	10,165	10,918	3.9
Technicians and trades workers	8,537	9,208	9,026	9,514	3.8
Professionals	5,963	6,479	6,671	6,976	5.4
Sales Workers	4,101	4,164	3,621	3,166	-8.0
Clerical and administrative workers	3,728	3,328	3,293	3,222	-4.6
Managers	2,277	2,419	2,316	2,477	3.0
<b>Queensland</b>	<b>72,351</b>	<b>73,347</b>	<b>73,593</b>	<b>73,052</b>	<b>0.3</b>
Occupation	Workers employed				
	2015-16	2016-17	2017-18	2018-19	Av. annual change (% p.a.)
Labourers	240,457	251,827	258,748	264,137	3.2

Community and personal service workers	260,510	257,562	290,104	285,396	3.3
Machinery operators and drivers	159,067	162,500	182,974	189,273	6.1
Technicians and trades workers	371,146	357,851	368,279	361,618	-0.8
Professionals	488,142	507,274	505,018	547,674	4.0
Sales Workers	225,465	228,083	241,064	223,637	-0.1
Clerical and administrative workers	337,118	329,992	344,090	358,042	2.1
Managers	283,728	275,220	278,660	278,388	-0.6
<b>Queensland</b>	<b>2,365,632</b>	<b>2,370,310</b>	<b>2,468,936</b>	<b>2,508,166</b>	<b>2.0</b>
Occupation	Claim rate (per 1,000 employed people)				
	2015-16	2016-17	2017-18	2018-19	Av. annual change (% p.a.)
Labourers	91.9	81.5	71.9	62.8	-11.9
Community and personal service workers	51.1	55.8	49.4	47.9	-1.8
Machinery operators and drivers	61.3	63.3	55.6	57.7	-1.7
Technicians and trades workers	23.0	25.7	24.5	26.3	4.8
Professionals	12.2	12.8	13.2	12.7	1.5
Sales Workers	18.2	18.3	15.0	14.2	-7.7
Clerical and administrative workers	11.1	10.1	9.6	9.0	-6.6
Managers	8.0	8.8	8.3	8.9	3.7
<b>Queensland</b>	<b>30.6</b>	<b>30.9</b>	<b>29.8</b>	<b>29.1</b>	<b>-1.6</b>

Sources: QEIDB and QSA, June 2020, employee claims. ABS, Labour force, Australia. Notes: 2019-20 occupation results have been omitted due to lack of data at time of extraction. Queensland totals include claims where the occupation is unknown.

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

The claim rate for Queensland accepted non-fatal (injury plus disease) claims has fallen by 2.6 per cent per annum, down from 30.6 in 2015-16 to 27.4 claims per 1,000 workers in 2019-20 (Table 5). This can be attributed to the growth in numbers employed, along with the reduction in the number of claims.

**Table 5: Queensland industry, total accepted non-fatal claims and claim rate**

Industry	Number of claims					
	2015-16	2016-17	2017-18	2018-19	2019-20	Av. annual change (% p.a.)
Agriculture, forestry and fishing	2,038	2,193	2,073	2,260	2,323	3.5
Mining	1,578	1,505	1,489	1,697	1,751	2.9
Manufacturing	11,322	11,506	12,147	11,394	10,279	-2.2
Electricity, gas, water and waste services	1,047	1,036	952	911	835	-5.5
Construction	8,564	9,112	9,073	8,202	7,441	-3.2
Wholesale trade	3,369	3,285	3,292	3,379	3,049	-2.4
Retail trade	6,488	6,181	5,835	5,600	5,173	-5.5
Accommodation and food services	4,654	4,818	4,611	4,606	3,960	-3.7
Transport, postal and warehousing	4,513	4,540	4,324	4,527	4,035	-2.6
Information media and telecommunications	326	396	300	333	168	-10.3
Financial and insurance services	440	453	454	443	420	-1.1
Rental, hiring and real estate services	822	796	809	819	706	-3.5
Professional, scientific and technical services	1,261	1,278	1,219	1,283	1,174	-1.6
Administrative and support services	2,040	2,140	2,269	2,100	1,977	-0.6
Public administration and safety	5,501	5,528	5,661	5,939	6,117	2.7
Education and training	5,398	5,531	5,722	5,833	5,475	0.4
Health care and social assistance	9,633	9,695	9,870	10,099	10,776	2.9
Arts and recreation services	1,180	1,192	1,235	1,229	1,085	-1.9
Other services	2,003	1,999	2,133	2,268	2,092	1.3
<b>Queensland</b>	<b>72,351</b>	<b>73,347</b>	<b>73,593</b>	<b>73,052</b>	<b>68,993</b>	<b>-1.1</b>
Industry	Claim rate (per 1,000 employed people)					
	2015-16	2016-17	2017-18	2018-19	2019-20	Av. annual change (% p.a.)
Agriculture, forestry and fishing	34.7	41.8	32.9	32.5	29.0	-3.3
Mining	27.3	26.2	24.4	24.9	27.1	0.0
Manufacturing	67.0	69.9	71.3	66.6	62.4	-1.6
Electricity, gas, water and waste services	33.7	42.1	28.8	30.3	26.7	-3.4

Construction	41.1	39.7	38.0	34.8	30.3	-7.3
Wholesale trade	49.2	51.0	51.1	46.1	42.5	-3.4
Retail trade	25.5	24.4	22.3	22.1	22.2	-3.3
Accommodation and food services	27.9	26.7	25.3	23.9	20.6	-7.3
Transport, postal and warehousing	34.0	34.3	30.8	33.2	31.3	-1.8
Information media and telecommunications	9.9	11.1	10.6	10.0	5.9	-9.9
Financial and insurance services	6.6	7.2	7.3	6.7	7.0	1.7
Rental, hiring and real estate services	16.8	15.9	16.9	19.3	13.5	-3.9
Professional, scientific and technical services	7.1	7.4	7.2	7.6	6.1	-3.2
Administrative and support services	23.9	26.7	25.1	24.6	22.5	-1.2
Public administration and safety	36.7	34.0	37.8	35.3	38.8	1.8
Education and training	27.4	29.3	28.2	26.8	25.2	-1.9
Health care and social assistance	30.7	31.0	28.1	28.8	30.3	-0.2
Arts and recreation services	28.4	27.6	27.3	28.2	23.6	-4.2
Other services	19.2	19.5	20.1	22.3	20.0	1.3
<b>Queensland</b>	<b>30.6</b>	<b>30.9</b>	<b>29.8</b>	<b>29.1</b>	<b>27.4</b>	<b>-2.6</b>

Sources: QSA, July 2020. ABS, Labour force, Australia.

In 2019–20 there were 68,993 accepted non-fatal injury and disease claims. Of those, 48,571 related to injuries while 20,422 related to diseases and other causes.

Over the five years to 2019–20, Queensland experienced an average annual reduction of 1.9 per cent per annum in the number of non-fatal injury claims. The number of non-fatal disease and other claims fell 0.9 of a per cent per annum over the same period (Table 5).

The incidence (claims per 1,000 workers) of non-fatal injuries and non-fatal diseases in 2019–20 was 19.3 and 8.1 respectively, with Manufacturing workers most likely to make a claim (45.2 and 17.2 respectively).

**Table 6: Queensland industry, accepted non-fatal injury claims and claim rate**

Industry	Number of claims					Av. annual change (% p.a.)
	2015-16	2016-17	2017-18	2018-19	2019-20	
Agriculture, forestry and fishing	1,659	1,812	1,641	1,818	1,809	2.5
Mining	928	936	863	994	1,050	3.5
Manufacturing	8,542	8,851	9,229	8,327	7,443	-3.1
Electricity, gas, water and waste services	740	775	687	675	610	-4.5
Construction	6,717	7,203	7,083	6,177	5,534	-4.4
Wholesale trade	2,494	2,446	2,403	2,480	2,168	-3.3
Retail trade	4,249	4,052	3,757	3,602	3,258	-6.4

Accommodation and food services	3,547	3,807	3,537	3,532	3,028	-3.5
Transport, postal and warehousing	3,060	3,032	2,902	2,961	2,564	-4.1
Information media and telecommunications	224	317	211	246	122	-6.4
Financial and insurance services	300	316	318	319	295	-0.3
Rental, hiring and real estate services	630	593	607	638	533	-3.7
Professional, scientific and technical services	986	987	880	961	843	-3.5
Administrative and support services	1,478	1,529	1,640	1,465	1,385	-1.4
Public administration and safety	3,938	4,027	4,022	4,163	4,305	2.3
Education and training	3,961	4,115	4,294	4,210	4,008	0.4
Health care and social assistance	6,679	6,695	6,683	6,789	7,205	1.9
Arts and recreation services	856	878	919	852	780	-2.1
Other services	1,544	1,540	1,628	1,704	1,564	0.5
<b>Queensland</b>	<b>52,595</b>	<b>53,980</b>	<b>53,389</b>	<b>51,992</b>	<b>48,571</b>	<b>-1.9</b>
<b>Industry</b>	<b>Claim rate (per 1,000 employed people)</b>					
	<b>2015-16</b>	<b>2016-17</b>	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>	<b>Av. annual change (% p.a.)</b>
Agriculture, forestry and fishing	28.3	34.6	26.0	26.2	22.5	<b>-3.9</b>
Mining	16.1	16.3	14.1	14.6	16.2	<b>0.7</b>
Manufacturing	50.6	53.8	54.2	48.6	45.2	<b>-2.6</b>
Electricity, gas, water and waste services	23.8	31.5	20.8	22.5	19.5	<b>-1.8</b>
Construction	32.2	31.4	29.7	26.2	22.5	<b>-8.5</b>
Wholesale trade	36.4	38.0	37.3	33.8	30.3	<b>-4.3</b>
Retail trade	16.7	16.0	14.3	14.2	14.0	<b>-4.2</b>
Accommodation and food services	21.3	21.1	19.4	18.3	15.8	<b>-7.1</b>
Transport, postal and warehousing	23.0	22.9	20.7	21.7	19.9	<b>-3.5</b>
Information media and telecommunications	6.8	8.8	7.4	7.4	4.3	<b>-7.2</b>
Financial and insurance services	4.5	5.0	5.1	4.8	4.9	<b>2.5</b>
Rental, hiring and real estate services	12.9	11.9	12.7	15.0	10.2	<b>-3.8</b>
Professional, scientific and technical services	5.6	5.7	5.2	5.7	4.4	<b>-5.0</b>
Administrative and support services	17.3	19.1	18.1	17.2	15.8	<b>-2.1</b>
Public administration and safety	26.3	24.8	26.9	24.7	27.3	<b>1.3</b>

Education and training	20.1	21.8	21.1	19.3	18.4	-1.9
Health care and social assistance	21.3	21.4	19.0	19.4	20.3	-1.0
Arts and recreation services	20.6	20.3	20.3	19.5	17.0	-4.5
Other services	14.8	15.1	15.3	16.7	14.9	0.5
<b>Queensland</b>	<b>22.2</b>	<b>22.8</b>	<b>21.6</b>	<b>20.7</b>	<b>19.3</b>	<b>-3.4</b>

Sources: QSA, July 2020. ABS, Labour force, Australia.

**Table 7: Queensland industry, accepted non-fatal disease and other claims and claim rate**

Industry	Number of claims					
	2015-16	2016-17	2017-18	2018-19	2019-20	Av. annual change (% p.a.)
Agriculture, forestry and fishing	379	381	432	442	514	8.1
Mining	650	569	626	703	701	2.4
Manufacturing	2,780	2,655	2,918	3,067	2,836	0.7
Electricity, gas, water and waste services	307	261	265	236	225	-7.3
Construction	1,847	1,909	1,990	2,025	1,907	0.9
Wholesale trade	875	839	889	899	881	0.2
Retail trade	2,239	2,129	2,078	1,998	1,915	-3.8
Accommodation and food services	1,107	1,011	1,074	1,074	932	-3.9
Transport, postal and warehousing	1,453	1,508	1,422	1,566	1,471	0.5
Information media and telecommunications	102	79	89	87	46	-14.8
Financial and insurance services	140	137	136	124	125	-2.7
Rental, hiring and real estate services	192	203	202	181	173	-2.4
Professional, scientific and technical services	275	291	339	322	331	5.0
Administrative and support services	562	611	629	635	592	1.5
Public administration and safety	1,563	1,501	1,639	1,776	1,812	3.9
Education and training	1,437	1,416	1,428	1,623	1,467	0.9
Health care and social assistance	2,954	3,000	3,187	3,310	3,571	4.9
Arts and recreation services	324	314	316	377	305	-0.6
Other services	459	459	505	564	528	3.8
<b>Queensland</b>	<b>19,756</b>	<b>19,367</b>	<b>20,204</b>	<b>21,060</b>	<b>20,422</b>	<b>0.9</b>
<b>Industry</b>	<b>Claim rate (per 1,000 employed)</b>					



	2015-16	2016-17	2017-18	2018-19	2019-20	Av. annual change
						(% p.a.)
Agriculture, forestry and fishing	6.5	7.3	6.9	6.4	6.4	0.1
Mining	11.2	9.9	10.3	10.3	10.8	-0.7
Manufacturing	16.5	16.1	17.1	17.9	17.2	1.2
Electricity, gas, water and waste services	9.9	10.6	8.0	7.9	7.2	-6.9
Construction	8.9	8.3	8.3	8.6	7.8	-3.1
Wholesale trade	12.8	13.0	13.8	12.3	12.3	-0.7
Retail trade	8.8	8.4	7.9	7.9	8.2	-1.5
Accommodation and food services	6.6	5.6	5.9	5.6	4.8	-7.2
Transport, postal and warehousing	10.9	11.4	10.1	11.5	11.4	1.4
Information media and telecommunications	3.1	2.2	3.1	2.6	1.6	-10.5
Financial and insurance services	2.1	2.2	2.2	1.9	2.1	0.3
Rental, hiring and real estate services	3.9	4.1	4.2	4.3	3.3	-3.6
Professional, scientific and technical services	1.6	1.7	2.0	1.9	1.7	3.2
Administrative and support services	6.6	7.6	6.9	7.4	6.7	1.2
Public administration and safety	10.4	9.2	10.9	10.6	11.5	3.1
Education and training	7.3	7.5	7.0	7.5	6.7	-1.7
Health care and social assistance	9.4	9.6	9.1	9.4	10.0	1.7
Arts and recreation services	7.8	7.3	7.0	8.6	6.6	-2.5
Other services	4.4	4.5	4.8	5.5	5.0	3.9
<b>Queensland</b>	<b>8.4</b>	<b>8.2</b>	<b>8.2</b>	<b>8.4</b>	<b>8.1</b>	<b>-0.7</b>

Sources: QSA, July 2020. ABS, Labour force, Australia.

### c. Serious injury claims by industry and occupation

In 2019–20, the serious injury claim rate (injuries requiring one or more weeks off work) was 12.3 claims per 1,000 workers for Queensland.

Over the five-year period to 2019–20, the serious injury claim rate increased by 1.2 per cent per annum for all Queensland industries. This was significantly different to the 2.6 per cent per annum reduction for the all claims rate over the same period.

The Health care and social assistance industry recorded the highest number of serious injury claims in 2019–20 with 5,983 claims or 19.3 per cent of all serious claims made by Queensland workers. The Manufacturing industry had the highest claim rate in 2019–20, at 22.8 per 1,000 workers (3,749 claims).

**Table 8: Queensland industry, accepted non-fatal serious claims and claim rate**

Industry	Number of claims					
	2015-16	2016-17	2017-18	2018-19	2019-20	Av. annual change
						(% p.a.)
Agriculture, forestry and fishing	975	965	925	1,070	1,188	5.4
Mining	597	643	591	720	771	7.1
Manufacturing	3,396	3,412	3,831	4,028	3,749	2.7
Electricity, gas, water and waste services	336	324	281	318	286	-3.4
Construction	3,365	3,585	3,727	3,779	3,589	1.7
Wholesale trade	1,167	1,211	1,242	1,299	1,269	2.2
Retail trade	2,502	2,359	2,321	2,438	2,292	-2.1
Accommodation and food services	1,820	1,896	1,918	1,985	1,810	0.0
Transport, postal and warehousing	2,092	2,142	2,163	2,342	2,139	0.7
Information media and telecommunications	103	99	100	97	71	-8.2
Financial and insurance services	167	156	172	189	179	2.1
Rental, hiring and real estate services	300	307	350	362	321	2.1
Professional, scientific and technical services	386	397	397	405	428	2.6
Administrative and support services	1,042	1,092	1,172	1,210	1,084	1.2
Public administration and safety	2,155	2,210	2,239	2,510	2,526	4.2
Education and training	1,770	1,839	1,946	2,068	1,892	1.9
Health care and social assistance	4,509	4,742	4,960	5,385	5,983	7.4
Arts and recreation services	457	524	541	533	481	1.7
Other services	676	788	822	908	928	8.4
<b>Queensland</b>	<b>27,815</b>	<b>28,691</b>	<b>29,698</b>	<b>31,646</b>	<b>30,986</b>	<b>2.8</b>
Industry	Claim rate (per 1,000 employed people)					
	2015-16	2016-17	2017-18	2018-19	2019-20	Av. annual change
						(% p.a.)
Agriculture, Forestry and Fishing	16.6	18.4	14.7	15.4	14.8	-2.1
Mining	10.3	11.2	9.7	10.5	11.9	4.2
Manufacturing	20.1	20.7	22.5	23.5	22.8	3.2

Industry	Number of claims					
	2015-16	2016-17	2017-18	2018-19	2019-20	Av. annual change
						(% p.a.)
Electricity, Gas, Water and Waste Services	10.8	13.2	8.5	10.6	9.1	-0.7
Construction	16.2	15.6	15.6	16.0	14.6	-2.4
Wholesale Trade	17.0	18.8	19.3	17.7	17.7	1.2
Retail Trade	9.8	9.3	8.9	9.6	9.9	0.3
Accommodation and Food Services	10.9	10.5	10.5	10.3	9.4	-3.6
Transport, Postal and Warehousing	15.8	16.2	15.4	17.2	16.6	1.5
Information Media and Telecommunications	3.1	2.8	3.5	2.9	2.5	-4.1
Financial and Insurance Services	2.5	2.5	2.8	2.9	3.0	4.6
Rental, Hiring and Real Estate Services	6.1	6.1	7.3	8.5	6.1	1.8
Professional, Scientific and Technical Services	2.2	2.3	2.3	2.4	2.2	0.6
Administrative and Support Services	12.2	13.6	12.9	14.2	12.3	0.8
Public Administration and Safety	14.4	13.6	15.0	14.9	16.0	2.9
Education and Training	9.0	9.7	9.6	9.5	8.7	-0.6
Health Care and Social Assistance	14.4	15.2	14.1	15.4	16.8	4.3
Arts and Recreation Services	11.0	12.1	12.0	12.2	10.5	-0.8
Other Services	6.5	7.7	7.7	8.9	8.9	8.5
<b>Queensland</b>	<b>11.8</b>	<b>12.1</b>	<b>12.0</b>	<b>12.6</b>	<b>12.3</b>	<b>1.2</b>

Sources: QSA, July 2020. ABS, Labour force, Australia

Labourers had a large number of serious claims and a high claim rate (7,566 claims and 28.6 claims per 1,000 employed people respectively) in 2018–19. Approximately a quarter of serious claims are from Labourers. There were also a substantial number of claims for Technicians and trades workers each year, with 5,518 serious claims in 2018–19, or approximately a fifth of all serious claims.

Overall, claims for serious injuries in Queensland accounted for 40 per cent of the total number of accepted non-fatal claims.

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

**Table 9: Queensland industry, accepted non-fatal serious claims and claim rates by occupation**

Occupation	Number of claims				Av. annual change (% p.a.)
	2015-16	2016-17	2017-18	2018-19	
Labourers	8,283	7,839	7,570	7,566	-2.9
Community and personal service workers	4,526	4,967	5,241	5,518	6.8
Machinery operators and drivers	4,331	4,783	4,919	5,384	7.6
Technicians and trades workers	3,781	4,131	4,152	4,502	6.1
Professionals	2,181	2,406	2,443	2,771	8.4
Sales workers	1,628	1,589	1,467	1,385	-5.2
Clerical and administrative workers	1,374	1,227	1,262	1,276	-2.2
Managers	851	909	883	1,008	6.0
<b>Total</b>	<b>27,815</b>	<b>28,691</b>	<b>29,698</b>	<b>31,646</b>	<b>4.4</b>
Occupation	Claim rate (per 1,000 employed)				Av. annual change (% p.a.)
	2015-16	2016-17	2017-18	2018-19	
Labourers	34.4	31.1	29.3	28.6	-5.9
Community and personal service workers	17.4	19.3	18.1	19.3	3.9
Machinery operators and drivers	27.2	29.4	26.9	28.4	1.7
Technicians and trades workers	10.2	11.5	11.3	12.4	7.1
Professionals	4.5	4.7	4.8	5.1	4.2
Sales workers	7.2	7.0	6.1	6.2	-4.8
Clerical and administrative workers	4.1	3.7	3.7	3.6	-4.3
Managers	3.0	3.3	3.2	3.6	6.8
<b>Total</b>	<b>11.8</b>	<b>12.1</b>	<b>12.0</b>	<b>12.6</b>	<b>2.4</b>

Sources: QSA, July 2020, employee claims. ABS, Labour force, Australia. Totals include claims where occupation is unknown.

#### d. Mechanism of injury (non-fatal claims)

Table 10 below shows the most common mechanisms of injury in Queensland, across all industries for the period 2015-16 to 2019-20, were:

- body stressing (34 per cent)
- falls, trips and slips (20 per cent)
- being hit by moving objects (19 per cent).

These three mechanisms accounted for the majority (73 per cent) of industry claims.

In addition to these three mechanisms, hitting objects with a part of the body was common in Accommodation and food services (21 per cent), Manufacturing (19 per cent), and Other services (17 per cent).

**Table 10: Queensland industry, most prevalent mechanisms of injury for accepted non-fatal workers' compensation claims, 2015–16 to 2019–20**

Industry	Mechanism of injury	Percentage of claims within subdivision (%)
Agriculture, forestry and fishing (10,887 claims)	Being hit by moving objects	27
	Falls, trips and slips of a person	22
	Body stressing	20
Mining (8,020 claims)	Body stressing	33
	Falls, trips and slips of a person	19
	Being hit by moving objects	17
Manufacturing (56,648 claims)	Body stressing	34
	Being hit by moving objects	26
	Hitting objects with a part of the body	19
Electricity, gas, water and waste services (4,781 claims)	Body stressing	35
	Falls, trips and slips of a person	20
	Being hit by moving objects	17
Construction (42,392 claims)	Body stressing	27
	Being hit by moving objects	23
	Falls, trips and slips of a person	20
Wholesale trade (16,374 claims)	Body stressing	40
	Being hit by moving objects	18
	Falls, trips and slips of a person	16
Retail trade (29,277 claims)	Body stressing	46
	Falls, trips and slips of a person	17
	Being hit by moving objects	16
Accommodation and food services (22,649 claims)	Body stressing	29
	Hitting objects with a part of the body	21
	Falls, trips and slips of a person	20
Transport, postal and warehousing (21,939 claims)	Body stressing	39
	Falls, trips and slips of a person	21
	Being hit by moving objects	16
Information media and telecommunications (1,523 claims)	Body stressing	28
	Falls, trips and slips of a person	24
	Being hit by moving objects	17
Financial and insurance services (2,210 claims)	Falls, trips and slips of a person	33
	Body stressing	27
	Vehicle incidents and other	17
Rental, hiring and real estate services	Body stressing	30

(3,952 claims)	Falls, trips and slips of a person	26
	Being hit by moving objects	18
Professional, scientific and technical services (6,215 claims)	Body stressing	27
	Falls, trips and slips of a person	25
	Being hit by moving objects	18
Administrative and support services (10,526 claims)	Body stressing	35
	Falls, trips and slips of a person	26
	Being hit by moving objects	14
Public administration and safety (28,746 claims)	Body stressing	32
	Falls, trips and slips of a person	21
	Being hit by moving objects	20
Education and training (27,959 claims)	Falls, trips and slips of a person	30
	Body stressing	27
	Being hit by moving objects	20
Health care and social assistance (50,073 claims)	Body stressing	41
	Falls, trips and slips of a person	21
	Being hit by moving objects	16
Arts and recreation services (5,921 claims)	Body stressing	35
	Falls, trips and slips of a person	27
	Being hit by moving objects	18
Other services (10,495 claims)	Body stressing	29
	Being hit by moving objects	23
	Hitting objects with a part of the body	17
<b>Queensland total (361,366 claims)</b>	<b>Body stressing</b>	<b>34</b>
	<b>Falls, trips and slips of a person</b>	<b>20</b>
	<b>Being hit by moving objects</b>	<b>19</b>

Source: QSA, June 2020, employee claims.

### e. Agency of injury (non-fatal claims)

Table 11 shows that the most common agencies of injury in the Queensland industry over the five years to 2019–20 were:

- non-powered hand tools, appliances and equipment (28 per cent)
- environmental agencies (16 per cent)
- material and substances (16 per cent)
- animal, human and biological agencies (13 per cent)
- mobile plant and transport (12 per cent).

In Manufacturing, machinery and (mainly) fixed plant (12 per cent) was also a common agency of injury.

**Table 11: Queensland industry, most prevalent agencies of injury for accepted non-fatal workers' compensation claims, 2015–16 to 2019–20**

Industry	Agency of injury	Percentage of claims within subdivision (%)
Agriculture, forestry and fishing (10,887 claims)	Non-powered hand tools, appliances and equipment	24
	Environmental agencies	23
	Animal, human and biological agencies	16
	Mobile plant and transport	15
	Materials and substances	9
Mining (8,020 claims)	Mobile plant and transport	20
	Materials and substances	19
	Environmental agencies	18
	Non-powered hand tools, appliances and equipment	17
	Other and unspecified agencies	8
Manufacturing (56,648 claims)	Materials and substances	29
	Non-powered hand tools, appliances and equipment	27
	Machinery and (mainly) fixed plant	12
	Environmental agencies	9
	Mobile plant and transport	7
Electricity, gas, water and waste services (4,781 claims)	Non-powered hand tools, appliances and equipment	26
	Environmental agencies	18
	Materials and substances	16
	Mobile plant and transport	15
	Machinery and (mainly) fixed plant	9
Construction (42,392 claims)	Materials and substances	30
	Non-powered hand tools, appliances and equipment	25
	Environmental agencies	15
	Mobile plant and transport	9
	Machinery and (mainly) fixed plant	8
Wholesale trade (16,374 claims)	Non-powered hand tools, appliances and equipment	37
	Materials and substances	18
	Environmental agencies	12
	Mobile plant and transport	12
	Machinery and (mainly) fixed plant	8
Retail trade (29,277 claims)	Non-powered hand tools, appliances and equipment	47

Industry	Agency of injury	Percentage of claims within subdivision (%)
	Mobile plant and transport	12
	Materials and substances	11
	Environmental agencies	11
	Animal, human and biological agencies	5
Accommodation and food services (22,649 claims)	Non-powered hand tools, appliances and equipment	41
	Environmental agencies	16
	Materials and substances	13
	Mobile plant and transport	7
	Animal, human and biological agencies	7
Transport, postal and warehousing (21,939 claims)	Non-powered hand tools, appliances and equipment	29
	Mobile plant and transport	29
	Environmental agencies	15
	Materials and substances	10
	Animal, human and biological agencies	5
Information media and telecommunications (1,523 claims)	Non-powered hand tools, appliances and equipment	24
	Environmental agencies	21
	Materials and substances	15
	Mobile plant and transport	13
	Powered equipment, tools and appliances	9
Financial and insurance services (2,210 claims)	Environmental agencies	28
	Mobile plant and transport	23
	Non-powered hand tools, appliances and equipment	14
	Powered equipment, tools and appliances	11
	Animal, human and biological agencies	8
Rental, hiring and real estate services (3,952 claims)	Non-powered hand tools, appliances and equipment	25
	Environmental agencies	20
	Mobile plant and transport	19
	Materials and substances	12
	Animal, human and biological agencies	8
Professional, scientific and technical services (6,215 claims)	Environmental agencies	21
	Mobile plant and transport	20
	Non-powered hand tools, appliances and equipment	20
	Animal, human and biological agencies	16



Industry	Agency of injury	Percentage of claims within subdivision (%)
	Materials and substances	9
Administrative and support services (10,526 claims)	Non-powered hand tools, appliances and equipment	26
	Environmental agencies	25
	Powered equipment, tools and appliances	15
	Mobile plant and transport	11
	Materials and substances	9
Public administration and safety (28,746 claims)	Animal, human and biological agencies	27
	Environmental agencies	21
	Non-powered hand tools, appliances and equipment	16
	Mobile plant and transport	16
	Materials and substances	9
Education and training (27,959 claims)	Environmental agencies	27
	Non-powered hand tools, appliances and equipment	23
	Animal, human and biological agencies	21
	Mobile plant and transport	9
	Materials and substances	8
Health care and social assistance (50,073 claims)	Animal, human and biological agencies	33
	Non-powered hand tools, appliances and equipment	24
	Environmental agencies	16
	Mobile plant and transport	12
	Powered equipment, tools and appliances	5
Arts and recreation services (5,921 claims)	Animal, human and biological agencies	28
	Environmental agencies	22
	Non-powered hand tools, appliances and equipment	20
	Mobile plant and transport	10
	Materials and substances	8
Other services (10,495 claims)	Non-powered hand tools, appliances and equipment	27
	Materials and substances	18
	Mobile plant and transport	15
	Environmental agencies	13
	Animal, human and biological agencies	9
<b>Queensland total (361,336 claims)</b>	<b>Non-powered hand tools, appliances and equipment</b>	<b>28</b>
	<b>Environmental agencies</b>	<b>16</b>

Industry	Agency of injury	Percentage of claims within subdivision (%)
	Materials and substances	16
	Animal, human and biological agencies	13
	Mobile plant and transport	12

Source: QSA, June 2020, employee claims.

## f. Serious injury costs

Table 12 details average cost of injuries. Although psychological and psychiatric injury claims account for only 3.1 per cent of all serious injuries, they are the most expensive with an average cost of \$48,840 in 2019–20 and all the years prior. The second most expensive injury type was fractures with an average cost of \$36,680, while the average cost of a serious work-related injury was \$21,830 in 2019–20.

**Table 12: Average serious injury cost by injury nature**

Injury Nature	2015-16	2016-17	2017-18	2018-19	2019-20
Fracture	\$30,170	\$31,710	\$31,660	\$33,320	\$36,680
Open wound - other	\$9,070	\$10,080	\$10,650	\$11,470	\$13,140
Open wound - hand	\$7,690	\$8,540	\$9,020	\$10,380	\$11,050
Contusions	\$11,030	\$11,760	\$12,320	\$12,870	\$13,580
Foreign body	\$4,340	\$4,110	\$8,520	\$5,120	\$6,280
Burns	\$6,550	\$9,640	\$9,850	\$10,010	\$8,370
Strain and sprain - other	\$12,610	\$13,480	\$13,680	\$14,660	\$15,620
Strain and sprain - back	\$11,890	\$12,370	\$13,110	\$12,690	\$14,030
Strain and sprain - shoulder	\$26,690	\$28,120	\$27,680	\$28,530	\$30,000
Diseases of the musculoskeletal system - other	\$18,880	\$21,930	\$21,320	\$20,960	\$22,620
Diseases of the musculoskeletal system - back	\$17,070	\$18,270	\$16,690	\$18,140	\$19,790
Psychological and psychiatric injuries	\$50,510	\$50,560	\$46,280	\$47,570	\$48,840
Other injuries and diseases (incl deafness and mesothelioma)	\$24,740	\$22,890	\$23,880	\$23,650	\$29,700
<b>Average injury cost</b>	<b>\$17,790</b>	<b>\$18,740</b>	<b>\$18,770</b>	<b>\$19,670</b>	<b>\$21,830</b>

Sources: QSA, June 2020. Note # includes unknown and mining Fatalities

## g. Accepted workers' compensation fatal claims

Table 13 details a breakdown of workers compensation claims for work related fatalities that have occurred at the workplace. This table shows 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 Construction industry recorded the highest number of fatalities of all Queensland industries over the period 2015–16 to 2019–20. On average, there were 10 fatality claims for Construction each year and 59 for Queensland overall.

**Table 13: 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
Professional, scientific and technical services	3	2	2	1	1	2
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
<b>Queensland total<sup>#</sup></b>	<b>59</b>	<b>65</b>	<b>60</b>	<b>63</b>	<b>50</b>	<b>59</b>

Sources: QSA, June 2020. Note # includes unknown and mining.

## 4. Inspectorate activity

### a. Events notified

There were 7,161 notified events in Queensland in 2019–20. Events in the bodily harm/dangerous event category account for two-thirds of all notified incidents in Queensland.

**Table 14: All industries, all events notified to OIR**

Incident type	Number of events notified				
	2015-16	2016-17	2017-18	2018-19	2019-20
Fatality	120	108	106	121	114
Grievous bodily harm <sup>#</sup>	2142	2214	2439	2806	2451
Bodily harm/Dangerous event <sup>##</sup>	5322	5274	5200	4995	4596
<b>Queensland total</b>	<b>7,584</b>	<b>7,596</b>	<b>7,745</b>	<b>7,922</b>	<b>7,161</b>
Incident type	Share (%)				
	2015-16	2016-17	2017-18	2018-19	2019-20
Fatality	1.6	1.4	1.4	1.5	1.6

Grievous bodily harm <sup>#</sup>	28.2	29.1	31.5	35.4	34.2
Bodily harm/Dangerous event <sup>##</sup>	70.2	69.4	67.1	63.1	64.2
<b>Queensland total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

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

The number of notified fatality events presented in Table 14 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 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 15 shows that most inspector activities are reactive, with Other intervention activities: reactive accounting for the most, averaging 58 per cent over the five-year period to 2019–20. Proactive activities made up nearly a third (27 per cent) of activities 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 15: All industries, inspectorate activities**

Type of activity	Number of inspector activities				
	2015-16	2016-17	2017-18	2018-19	2019-20
Number of workplace visits: reactive	7,378	8,469	9,830	10,674	11,569
Other intervention activities: reactive	34,803	40,706	43,126	47,606	51,031
Number of workplace visits: proactive	22,631	16,431	14,234	17,140	20,526
Number of workshops/presentations/seminars: proactive	5,065	4,935	2,701	2,510	2,588
<b>Queensland total</b>	<b>69,877</b>	<b>70,541</b>	<b>69,891</b>	<b>77,930</b>	<b>85,714</b>
Type of activity	Queensland share (%)				
	2015-16	2016-17	2017-18	2018-19	2019-20
Number of workplace visits: reactive	10.6	12.0	14.1	13.7	13.5
Other intervention activities: reactive	49.8	57.7	61.7	61.1	59.5
Number of workplace visits: proactive	32.4	23.3	20.4	22.0	23.9
Number of workshops/presentations/seminars: proactive	7.2	7.0	3.9	3.2	3.0
<b>Queensland total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

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 16 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 issued type of notice to businesses in Queensland (81 per cent).

**Table 16: Queensland, statutory notices**

All industries	2015-16	2016-17	2017-18	2018-19	2019-20
Improvement notice	1,955	2,953	5,702	12,522	15,624
Prohibition notice	541	659	1246	2214	2171
Infringement notice	123	234	354	976	1297
Electrical safety protection	62	59	91	189	232
Unsafe equipment notice	17	13	12	15	19
Seizures	1	2	0	2	2
<b>Queensland total notices</b>	<b>2,699</b>	<b>3,920</b>	<b>7,405</b>	<b>15,918</b>	<b>19,345</b>
	Type of notice as a proportion of annual total (%)				
	2015-16	2016-17	2017-18	2018-19	2019-20
Improvement notice	72	75	77	79	81
Prohibition notice	20	17	17	14	11
Infringement notice	5	6	5	6	7
Electrical safety protection	2	2	1	1	1
Unsafe equipment notice	1	0	0	0	0
Seizures	0	0	0	0	0
<b>Queensland total notices</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Source: CISR, extracted July 2020

#### d. Notified fatalities

Table 17 details fatalities notified to the Office of Industrial Relations (Workplace Health and Safety Queensland, and the Electrical Safety Office). The fatalities reported below are ones that fall under OIR's jurisdiction, and have, after investigation, been determined to be 'work related' and are there for reported to Safe Work Australia. These fatalities also include fatalities of bystanders that die as a result of work activity being undertaken.

The Agriculture, forestry and fishing industry recorded the highest number of notified work-related fatalities of all Queensland industries over the period 2015-16 to 2019-20. On average, there were 11 fatality claims for Agriculture, forestry and fishing each year and 33 for Queensland overall.

**Table 17: Notified fatalities deemed work-related**

Industry	2015-16	2016-17	2017-18	2018-19	2019-20	Average
Agriculture, Forestry and Fishing	14	7	8	19	8	11
Manufacturing	2	2	2	3	4	3
Electricity, Gas, Water and Waste Services	2	1	0	0	0	1
Construction	6	3	2	3	1	3
Wholesale Trade	0	0	0	2	1	1
Retail Trade	0	2	0	0	0	0
Accommodation and Food Services	2	2	0	1	1	1
Transport, Postal and Warehousing	3	7	6	5	4	5
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	1	1	1	0	0	1

Professional, scientific and technical services	0	0	0	0	0	0
Administrative and Support Services	1	1	1	0	2	1
Public Administration and Safety	1	1	0	0	1	1
Education and Training	0	0	0	1	0	0
Health Care and Social Assistance	0	1	1	2	5	2
Arts and Recreation Services	4	8	2	4	4	4
Other Services	0	0	0	0	1	0
<b>Queensland total<sup>#</sup></b>	<b>36</b>	<b>36</b>	<b>23</b>	<b>40</b>	<b>32</b>	<b>33</b>

Sources: CISr, June 2020. Note # includes unknown and mining.

Note: Fatality notifications for deaths caused by natural causes, suicides, (public) road traffic incidents and other non-jurisdictional fatal events have been excluded from this report.

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## 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 data availability, a different source of data is used when calculating claim rates for occupations.

1. The claim rates for the type of claim by occupation reported in Table 4 and Table 9 are based on employment by occupation data published by the Australian Bureau of Statistics (ABS) in the quarterly publication, *Labour Force, Australia Cat. No. 6291.0.55.003*. The claim rate is derived using the following formula:

$$\frac{\text{Number of claims (by occupation)} \times 1,000}{\text{Number of employed (by occupation)}} = \text{Claim rate per 1,000 workers covered by worker's compensation}$$

2. 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:

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

### 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.

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## 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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