

Transport, postal and warehousing

Statistical update

2015–16 to 2019–20

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Transport, postal and warehousing

1. Summary of findings

a. Labour market

- Employment in the Transport, postal and warehousing industry decreased over the period 2015–16 to 2019–20, while Queensland in general experienced employment growth. Over the period, employment reduced 0.6 per cent per annum in Transport, postal and warehousing, while a growth rate of 1.6 per cent per annum was recorded for the whole Queensland economy.
- Warehousing and storage services recorded growth in employment over the five year period to 2019–20 (up 3,698 people or 40 per cent) as well as other transport (up 809 people or 49 per cent) while road transport recorded a reduction (down 4,804 people or nine per cent).
- Workers in the Transport, postal and warehousing industry are employed on a predominantly full-time basis. In 2019–20, the rate of full-time employment was higher for the Transport, postal and warehousing industry (81 per cent) than for Queensland (69 per cent).

b. Accepted workers' compensation claims

i. Occupations

- In 2018–19, most workers' compensation claims in the Transport, postal and warehousing sector were for:
 - machinery operators and drivers (2,515 claims or 56 per cent of all industry claims)
 - labourers (678 claims or 15 per cent).

ii. Non-fatal claims and claim rates

- In 2019–20, the non-fatal claim rate for Transport, postal and warehousing, at 31.3 claims per 1,000 workers, was above the

average for Queensland at 27.4 claims per 1,000 workers.

- Road transport recorded the highest number of non-fatal claims (2,131 claims), with a claim rate at 41.0 claims per 1,000 employees.
- Between 2015–16 and 2019–20, the non-fatal claim rate fell 1.8 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 Transport, postal and warehousing, at 16.6 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 1.5 per cent 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 (39 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:
 - non-powered hand tools, appliances and equipment (29 per cent),
 - mobile plant and transport (29 per cent)
 - environmental agencies (15 per cent)
 - materials and substances (10 per cent).

vi. Fatalities

- Over the period 2015–16 to 2019–20, Transport, postal and warehousing was one of the most hazardous industries in Queensland. There was an average of eight

fatalities each year recorded for the sector, the same number recorded for the manufacturing industry.

c. Inspectorate activity

- In 2019–20:
 - Activities such as workplace visits, intervention activities, workshops, presentations and seminars by inspectors to businesses in the Transport, postal and warehousing industry accounted for approximately five per cent of all inspector activities in Queensland. This is equivalent the industry's share of notified events (five per cent).
 - Approximately 50 per cent of events notified for the Transport, postal and warehousing industry were categorised as bodily harm or dangerous event. Proactive activities make up around a quarter of all activities for inspectors.
 - The share of statutory notices issued to businesses in the Transport, postal and warehousing industry was three per cent. This is less than the industry's share of employees in Queensland (five per cent).
 - Over 88 per cent of notices issued to businesses in the Transport, postal and warehousing industry were improvement notices.

2. Labour market

a. Business size

Table 1 below shows the structure of businesses in Transport, postal and warehousing was similar to that of Queensland as a whole in 2019. The vast majority of businesses in Transport, postal and warehousing were small businesses (98 per cent). A small proportion of businesses in Transport, postal and warehousing were medium sized (around two per cent) and large sized (less than one per cent).

Table 1: Transport, postal and warehousing, 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+	
Road transport	12,422	4,722	17,144	336	16	17,513
Rail transport	3	3	6	0	0	9
Water transport	91	51	142	13	3	156
Air and space transport	237	103	340	10	3	347
Other transport	433	235	668	44	0	713
Postal and courier pick-up and delivery services	2,422	1,478	3,900	44	0	3,931
Transport support services	9,480	518	9,998	54	12	10,064
Warehousing and storage services	196	115	311	16	0	324
Transport, postal and warehousing	25,284	7,225	32,509	517	34	33,057
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+	
Road transport	70.9	27.0	97.9	1.9	0.1	100.0
Rail transport	33.3	33.3	66.7	0.0	0.0	100.0
Water transport	58.3	32.7	91.0	8.3	1.9	100.0
Air and space transport	33.2	14.4	98.0	2.9	0.9	100.0
Other transport	60.7	33.0	93.7	6.2	0.0	100.0
Postal and courier pick-up and delivery services	61.6	37.6	99.2	1.1	0.0	100.0
Transport support services	94.2	5.1	99.3	0.5	0.1	100.0
Warehousing and storage services	60.5	35.5	96.0	4.9	0.0	100.0
Transport, postal and warehousing	76.5	21.9	98.3	1.6	0.1	100.0
Queensland total	63.0	34.4	97.4	2.5	0.1	100.0

Source: ABS, Counts of Australian businesses, including entries and exits, Jun 2015 to Jun 2019. *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 reports 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 decreased by around three per cent, while overall employment in Queensland increase by approximately six per cent over the period.

Table 2 shows in 2019–20, employment was highest in:

- road transport (51,985 people or 40 per cent of all industry workers)
- postal and courier pick-up and delivery services (15,742 people or 12 per cent)
- transport support services (15,726 people or 12 per cent).

Of all workers in the industry, 81 per cent were employed in a full-time capacity and 80 per cent were males¹ in 2019–20.

Table 2: Transport, postal and warehousing workers employed

Subdivision and group	Workers Employed					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a)
Road transport	56,789	53,535	69,001	62,555	51,985	-0.8
Road freight transport	41,474	37,907	49,433	42,935	39,414	0.1
Road passenger transport	15,238	15,422	19,568	18,942	12,338	-2.5
Rail transport	8,822	9,616	7,804	9,976	6,497	-4.2
Rail freight transport	3,151	2,675	2,277	2,427	3,903	9.4
Rail passenger transport*	697	991	1,625	1,676	2,215	35.4
Water transport	1,193	2,912	2,021	1,012	1,597	30.3
Water freight transport	566	1,350	1,061	581	241	3.3
Water passenger transport	202	132	413	194	571	79.9
Air and space transport	14,253	12,384	11,751	14,534	13,308	-0.7
Air and space transport	14,253	12,384	11,751	14,534	13,308	-0.7
Other transport	1,645	2,841	1,973	2,214	2,454	16.3
Scenic and sightseeing transport	1,645	2,362	1,152	2,101	2,046	18.0
Pipeline and other transport	0	479	821	114	408	N/a

¹ ABS labour force data

Subdivision and group	Workers Employed					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual
						change (% p.a)
Postal and courier pick-up and delivery services	18,391	19,285	15,280	14,085	15,742	-3.0
Postal and courier pick-up and delivery services	18,391	19,285	15,280	14,085	15,742	-3.0
Transport support services	16,401	17,121	14,250	19,296	15,726	1.1
Water transport support services	4,062	4,157	3,619	4,124	5,004	6.2
Airport operations and other air transport support services	3,517	3,348	2,517	5,000	4,109	12.8
Other transport support services	8,822	9,616	7,804	9,976	6,497	-4.2
Warehousing and storage services	9,207	9,332	12,432	12,145	12,905	9.6
Warehousing and storage services	9,207	9,332	12,432	12,145	12,905	9.6
Transport, postal and warehousing	132,818	132,428	140,503	136,313	129,114	-0.6
Queensland	2,365,632	2,370,310	2,468,936	2,508,166	2,514,973	1.6

Sources: ABS, Labour Force, Australia (released July 2020). Note: * Rail passenger transport data should be treated with caution due to ABS coding issues.

c. Full-time and part-time employment

In 2019–20, Transport, postal and warehousing workers were engaged mostly on a full-time basis (81 per cent). Full-time employment was most prevalent in rail transport (97 per cent).

Over the period 2015–16 to 2019–20, full-time employment in the industry remained relatively flat, whereas part-time employment decreased by 1.3 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.

Table 3: Transport, postal and warehousing, category of employment

Subdivision and group	Employed full-time					Av. annual change (% p.a)
	2015–16	2016–17	2017–18	2018–19	2019–20	
Road transport	45,499	42,135	54,693	49,776	42,584	-0.3
Road freight transport	35,703	31,375	43,121	38,277	34,446	1.0
Road passenger transport	9,718	10,661	11,573	10,821	7,904	-3.8
Rail transport	11,589	11,915	11,801	9,869	14,599	8.4

Rail freight transport	3,151	2,675	2,075	2,427	3,793	8.9
Rail passenger transport**	697	786	1,625	1,676	2,215	38.7
Water transport	990	2,912	2,021	818	1,064	33.5
Water freight transport	566	1,350	1,061	581	111	-2.3
Water passenger transport	97	132	413	0	414	N/a
Air and space transport	11,898	8,976	8,457	9,999	9,660	-3.9
Air and space transport	11,898	8,976	8,457	9,999	9,660	-3.9
Other transport	944	1,633	1,771	1,991	2,032	24.0
Scenic and sightseeing transport	944	1,154	1,051	1,878	1,624	19.6
Pipeline and other transport	0	479	720	114	408	N/a
Postal and courier pick-up and delivery services	12,778	12,854	10,883	8,676	10,367	-3.9
Postal and courier pick-up and delivery services	12,778	12,854	10,883	8,676	10,367	-3.9
Transport support services	12,752	13,488	12,115	14,199	13,518	2.0
Water transport support services	3,238	3,842	3,168	3,306	4,677	11.7
Airport operations and other air transport support services	2,691	2,396	2,120	3,807	3,364	11.4
Other transport support services	6,823	7,250	6,517	6,889	5,361	-5.1
Warehousing and storage services	7,238	7,178	10,568	9,014	11,030	13.5
Warehousing and storage services	7,238	7,178	10,568	9,014	11,030	13.5
Transport, postal and warehousing total	106,035	102,966	113,567	104,680	105,125	0.0
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)
Road transport	11,290	11,399	14,308	12,779	9,401	-2.7
Road freight transport	5,771	6,532	6,312	4,658	4,967	-2.4
Road passenger transport	5,519	4,760	7,996	8,121	4,434	2.6

Rail transport	159	319	510	265	526	52.8
Rail freight transport	0	0	202	0	111	N/A
Rail passenger transport**	0	205	0	0	0	N/A
Water transport	204	0	0	194	533	N/A
Water freight transport	0	0	0	0	130	N/A
Water passenger transport	105	0	0	194	157	N/A
Air and space transport	2,355	3,408	3,293	4,536	3,649	14.9
Air and space transport	2,355	3,408	3,293	4,536	3,649	14.9
Other transport	701	1,208	202	223	422	22.2
Scenic and sightseeing transport	701	1,208	101	223	422	47.7
Pipeline and other transport	0	0	101	0	0	N/A
Postal and courier pick-up and delivery services	5,612	6,432	4,396	5,408	5,375	1.3
Postal and courier pick-up and delivery services	5,612	6,432	4,396	5,408	5,375	1.3
Transport support services	3,648	3,634	2,134	5,098	2,208	10.1
Water transport support services	823	315	451	817	327	0.7
Airport operations and other air transport support services	826	953	397	1,193	745	30.1
Other transport support services	1,999	2,366	1,286	3,087	1,136	12.4
Warehousing and storage services	1,970	2,153	1,863	3,131	1,875	5.9
Warehousing and storage services	1,970	2,153	1,863	3,131	1,875	5.9
Transport, postal and warehousing total	26,783	29,462	26,937	31,633	23,989	-1.3
Queensland	718,244	735,496	780,460	790,769	781,970	2.2
Subdivision and group	Employed total					
	2015–16	2016–17	2017–18	2018–19	2019–20	Av. Annual
						Change (% p.a)
Road transport	56,789	53,535	69,001	62,555	51,985	-0.8
Road freight transport	41,474	37,907	49,433	42,935	39,414	0.1

Road passenger transport	15,238	15,422	19,568	18,942	12,338	-2.5
Rail transport	11,748	12,234	12,311	10,134	15,124	9.1
Rail freight transport	3,151	2,675	2,277	2,427	3,903	9.4
Rail passenger transport**	697	991	1,625	1,676	2,215	35.4
Water transport	1,193	2,912	2,021	1,012	1,597	30.3
Water freight transport	566	1,350	1,061	581	241	3.3
Water passenger transport	202	132	413	194	571	79.9
Air and space transport	14,253	12,384	11,751	14,534	13,308	-0.7
Air and space transport	14,253	12,384	11,751	14,534	13,308	-0.7
Other transport	1,645	2,841	1,973	2,214	2,454	16.3
Scenic and sightseeing transport	1,645	2,362	1,152	2,101	2,046	18.0
Pipeline and other transport	0	479	821	114	408	N/A
Postal and courier pick-up and delivery services	18,391	19,285	15,280	14,085	15,742	-3.0
Postal and courier pick-up and delivery services	18,391	19,285	15,280	14,085	15,742	-3.0
Transport support services	16,401	17,121	14,250	19,296	15,726	1.1
Water transport support services	4,062	4,157	3,619	4,124	5,004	6.2
Airport operations and other air transport support services	3,517	3,348	2,517	5,000	4,109	12.8
Other transport support services	8,822	9,616	7,804	9,976	6,497	-4.2
Warehousing and storage services	9,207	9,332	12,432	12,145	12,905	9.6
Warehousing and storage services	9,207	9,332	12,432	12,145	12,905	9.6
Transport, postal and warehousing total	132,818	132,428	140,503	136,313	129,114	-0.6
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*
Road transport	80.1	78.7	79.3	79.6	81.9	1.8
Road freight transport	86.1	82.8	87.2	89.2	87.4	1.3
Road passenger transport	63.8	69.1	59.1	57.1	64.1	0.3

Rail transport	98.6	97.4	95.9	97.4	96.5	-2.1
Rail freight transport	100.0	100.0	91.1	100.0	97.2	-2.8
Rail passenger transport**	100.0	79.3	100.0	100.0	100.0	0.0
Water transport	82.9	100.0	100.0	80.8	66.6	-16.3
Water freight transport	100.0	100.0	100.0	100.0	46.0	-54.0
Water passenger transport	48.0	100.0	100.0	0.0	72.6	24.5
Air and space transport	83.5	72.5	72.0	68.8	72.6	-10.9
Air and space transport	83.5	72.5	72.0	68.8	72.6	-10.9
Other transport	57.4	57.5	89.8	89.9	82.8	25.4
Scenic and sightseeing transport	57.4	48.9	91.2	89.4	79.4	22.0
Pipeline and other transport	N/a	100.0	87.7	100.0	100.0	N/A
Postal and courier pick-up and delivery services	69.5	66.7	71.2	61.6	65.9	-3.6
Postal and courier pick-up and delivery services	69.5	66.7	71.2	61.6	65.9	-3.6
Transport support services	77.8	78.8	85.0	73.6	86.0	8.2
Water transport support services	79.7	92.4	87.5	80.2	93.5	13.7
Airport operations and other air transport support services	76.5	71.5	84.2	76.1	81.9	5.4
Other transport support services	77.3	75.4	83.5	69.1	82.5	5.2
Warehousing and storage services	78.6	76.9	85.0	74.2	85.5	6.9
Warehousing and storage services	78.6	76.9	85.0	74.2	85.5	6.9
Transport, postal and warehousing total	79.8	77.8	80.8	76.8	81.4	1.6
Queensland	69.6	69.0	68.4	68.5	68.9	-0.7

Sources: ABS, Labour Force, Australia (released July 2020). Notes: * percentage point change ** Rail passenger transport data should be treated with caution due to ABS coding issues.

3. Accepted workers' compensation claims

a. Accepted claims by occupation

As Table 4 below shows, in 2018–19, Machinery operators and drivers had the highest number of accepted claims (2,515 claims) followed by Labourers (678 claims).

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

Table 4: Transport, postal and warehousing, accepted non-fatal claims by occupation

Occupation	Number of claims				
	2015–16	2016–17	2017–18	2018–19	Av. annual change (% p.a.)
Labourers	1,052	875	758	678	-13.6
Community and personal service workers	165	161	154	179	3.2
Machinery operators and drivers	2,273	2,533	2,363	2,515	3.7
Technicians and trades workers	405	372	340	318	-7.7
Professionals	114	117	150	160	12.5
Sales workers	41	41	26	34	-1.9
Clerical and administrative workers	218	199	196	204	-2.0
Managers	83	94	71	89	4.7
Transport, postal and warehousing*	4,513	4,540	4,324	4,527	0.2
Queensland	72,351	73,347	73,593	73,052	0.3

Sources: QSA, July 2020. 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 2.6 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 Transport, postal and warehousing related non-fatal claims has fallen by 1.8 per cent per annum (down from 34.0 to 31.3 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 around a two per cent per annum reduction in the claim rate over the period 2015–16 to 2019–20, while employment in the industry has decreased by less than one percent on average per annum over the same period.

Table 5: Transport, postal and warehousing, total accepted non-fatal 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.)
Road transport	2,218	2,286	2,154	2,366	2,131	-0.7
Road freight transport	1,819	1,893	1,768	1,953	1,706	-1.2
Road passenger transport	399	393	386	413	425	1.7
Rail transport	497	506	492	422	381	-6.2
Rail freight transport	303	271	229	170	137	-17.8
Rail passenger transport**	194	235	263	252	244	6.4
Water transport	87	72	86	89	74	-2.8
Water freight transport	18	16	24	24	20	5.6
Water passenger transport	69	56	62	65	54	-5.1
Air and space transport	390	281	267	288	203	-13.6
Air and space transport	390	281	267	288	203	-13.6
Other transport	160	172	180	155	114	-7.0
Scenic and sightseeing transport	147	162	149	140	102	-7.8
Pipeline and other transport	13	10	31	15	12	28.8
Postal and courier pick-up and delivery services	146	142	149	159	164	3.0
Postal and courier pick-up and delivery services	146	142	149	159	164	3.0
Transport support services	428	489	462	522	476	3.2
Water transport support services	204	211	186	214	206	0.7
Airport operations and other air transport support services	114	150	129	160	128	5.4
Other transport support services	110	128	147	148	142	7.0
Warehousing and storage services	281	259	242	176	174	-10.7

Warehousing and storage services	281	259	242	176	174	-10.7
Transport, postal and warehousing total	4,513	4,540	4,324	4,527	4,035	-2.6
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.)
Road transport	39.1	42.7	31.2	37.8	41.0	3.0
Road freight transport	43.9	49.9	35.8	45.5	43.3	2.0
Road passenger transport	26.2	25.5	19.7	21.8	34.4	10.8
Rail transport	56.3	52.6	63.0	42.3	58.6	4.7
Rail freight transport	96.2	101.3	100.6	70.0	35.1	-18.9
Rail passenger transport**	278.3	237.1	161.8	150.4	110.1	-20.1
Water transport	72.9	24.7	42.6	87.9	46.3	16.3
Water freight transport	31.8	11.8	22.6	41.3	83.1	53.0
Water passenger transport	340.9	424.6	150.0	335.0	94.6	2.9
Air and space transport	27.4	22.7	22.7	19.8	15.3	-13.2
Air and space transport	27.4	22.7	22.7	19.8	15.3	-13.2
Other transport	97.2	60.5	91.2	70.0	46.4	-11.0
Scenic and sightseeing transport	89.3	68.6	129.3	66.6	49.9	-2.1
Pipeline and other transport	N/A	20.9	37.8	131.8	29.4	N/A
Postal and courier pick-up and delivery services	7.9	7.4	9.8	11.3	10.4	8.3
Postal and courier pick-up and delivery services	7.9	7.4	9.8	11.3	10.4	8.3
Transport support services	26.1	28.6	32.4	27.1	30.3	2.9
Water transport support services	50.2	50.8	51.4	51.9	41.2	-4.3
Airport operations and other air transport support services	32.4	44.8	51.3	32.0	31.2	3.1
Other transport support services	12.5	13.3	18.8	14.8	21.9	18.6
Warehousing and storage services	30.5	27.8	19.5	14.5	13.5	-17.9

Warehousing and storage services	30.5	27.8	19.5	14.5	13.5	-17.9
Transport, postal and warehousing total	34.0	34.3	30.8	33.2	31.3	-1.8
Queensland	30.6	30.9	29.8	29.1	27.4	-2.6

Sources: QSA, July 2020. ABS, Labour Force, Australia. ** Rail passenger transport data should be treated with caution due to ABS coding issues.

In 2019–20 there were 4,035 accepted non-fatal injury and disease claims, of those 2,564 related to injuries while 1,471 related to disease and other causes.

Over the period 2015–16 to 2019–20, the industry experienced an average annual reduction of 4.1 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 0.5 per cent per annum, which was lower than the increase for Queensland of 0.9 per cent per annum.

The incidence (claims per 1,000 workers) of non-fatal injuries in 2019–20 was slightly higher for Transport, postal and warehousing workers (19.9) than workers in all industries in Queensland (19.3). However, the industry rate for non-fatal diseases and other categories of 11.4 claims per 1,000 workers sat higher compared to 8.1 for Queensland.

Table 6: Transport, postal and warehousing, 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.)
Road transport	1,582	1,642	1,494	1,578	1,404	-2.7
Road freight transport	1,344	1,420	1,262	1,328	1,133	-3.7
Road passenger transport	238	222	232	250	271	3.5
Rail transport	185	186	249	236	160	-0.8
Rail freight transport	119	102	183	143	92	1.9
Rail passenger transport**	66	84	66	93	68	5.0
Water transport	68	61	65	68	46	-7.9
Water freight transport	16	14	20	20	14	0.1
Water passenger transport	52	47	45	48	32	-10.1
Air and space transport	275	166	123	100	65	-29.8
Air and space transport	275	166	123	100	65	-29.8

Other transport	111	129	141	124	82	-5.1
Scenic and sightseeing transport	106	119	118	116	77	-6.0
Pipeline and other transport	5	10	23	8	5	31.8
Postal and courier pick-up and delivery services	111	108	117	118	133	4.8
Postal and courier pick-up and delivery services	111	108	117	118	133	4.8
Transport support services	307	317	316	354	321	1.4
Water transport support services	146	109	120	136	130	-1.6
Airport operations and other air transport support services	82	108	88	114	88	5.0
Other transport support services	79	100	108	104	103	7.5
Warehousing and storage services	188	186	181	125	126	-8.5
Warehousing and storage services	188	186	181	125	126	-8.5
Transport, postal and warehousing total	3,060	3,032	2,902	2,961	2,564	-4.1
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.)
Road transport	27.9	30.7	21.7	25.2	27.0	1.1
Road freight transport	32.4	37.5	25.5	30.9	28.7	-0.5
Road passenger transport	15.6	14.4	11.9	13.2	22.0	13.1
Rail transport	21.0	19.3	31.9	23.7	24.6	8.9
Rail freight transport	37.8	38.1	80.4	58.9	23.6	6.3
Rail passenger transport**	94.7	84.7	40.6	55.5	30.7	-17.6
Water transport	57.0	20.9	32.2	67.2	28.8	10.5
Water freight transport	28.2	10.4	18.8	34.4	58.2	42.5
Water passenger transport	256.9	356.4	108.9	247.4	56.1	4.8
Air and space transport	19.3	13.4	10.5	6.9	4.9	-28.9
Air and space transport	19.3	13.4	10.5	6.9	4.9	-28.9

Other transport	67.5	45.4	71.5	56.0	33.4	-9.3
Scenic and sightseeing transport	64.4	50.4	102.4	55.2	37.6	0.9
Pipeline and other transport	N/a	20.9	28.0	70.3	12.2	N/a
Postal and courier pick-up and delivery services	6.0	5.6	7.7	8.4	8.4	9.9
Postal and courier pick-up and delivery services	6.0	5.6	7.7	8.4	8.4	9.9
Transport support services	18.7	18.5	22.2	18.3	20.4	3.2
Water transport support services	35.9	26.2	33.2	33.0	26.0	-5.6
Airport operations and other air transport support services	23.3	32.3	35.0	22.8	21.4	1.5
Other transport support services	9.0	10.4	13.8	10.4	15.9	19.2
Warehousing and storage services	20.4	19.9	14.6	10.3	9.8	-15.9
Warehousing and storage services	20.4	19.9	14.6	10.3	9.8	-15.9
Transport, postal and warehousing total	23.0	22.9	20.7	21.7	19.9	-3.5
Queensland	22.2	22.8	21.6	20.7	19.3	-3.4

Sources: QSA, July 2020. ABS, Labour Force, Australia. ** Rail passenger transport data should be treated with caution due to ABS coding issues.

Table 7: Transport, postal and warehousing, accepted non-fatal disease and other 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.)
Road transport	636	644	660	788	727	3.8
Road freight transport	475	473	506	625	573	5.4
Road passenger transport	161	171	154	163	154	-0.9
Rail transport	312	320	243	186	221	-6.5
Rail freight transport	184	169	46	27	45	-13.9
Rail passenger transport**	128	151	197	159	176	10.0
Water transport	19	11	21	21	28	20.5

Water freight transport	2	2	4	4	6	37.5
Water passenger transport	17	9	17	17	22	17.8
Air and space transport	115	115	144	188	138	7.3
Air and space transport	115	115	144	188	138	7.3
Other transport	49	43	39	31	32	-9.7
Scenic and sightseeing transport	41	43	31	24	25	-10.4
Pipeline and other transport	8	0	8	7	7	N/A
Postal and courier pick-up and delivery services	35	34	32	41	31	-1.3
Postal and courier pick-up and delivery services	35	34	32	41	31	-1.3
Transport support services	121	172	146	168	155	16.5
Water transport support services	58	102	66	78	76	14.0
Airport operations and other air transport support services	32	42	41	46	40	7.0
Other transport support services	31	28	39	44	38	7.2
Warehousing and storage services	93	73	61	51	48	-15.1
Warehousing and storage services	93	73	61	51	48	-15.1
Transport, postal and warehousing total	1,453	1,508	1,422	1,566	1,471	0.5
Queensland	19,756	19,367	20,204	21,060	20,422	0.9
	Claim rate (per 1,000 employed people)					
Subdivision and group	2015–16	2016–17	2017–18	2018–19	2019–20	Av. annual change (% p.a.)
Road transport	11.2	12.0	9.6	12.6	14.0	7.4
Road freight transport	11.5	12.5	10.2	14.6	14.5	8.3
Road passenger transport	10.6	11.1	7.9	8.6	12.5	7.6
Rail transport	35.4	33.3	31.1	18.6	34.0	7.5
Rail freight transport	58.4	63.2	20.2	11.1	11.5	-25.3
Rail passenger transport**	183.6	152.3	121.2	94.9	79.4	-18.9
Water transport	15.9	3.8	10.4	20.7	17.5	45.7

Water freight transport	3.5	1.5	3.8	6.9	24.9	110.3
Water passenger transport	84.0	68.2	41.1	87.6	38.5	-0.4
Air and space transport	8.1	9.3	12.3	12.9	10.4	8.2
Air and space transport	8.1	9.3	12.3	12.9	10.4	8.2
Other transport	29.8	15.1	19.8	14.0	13.0	-13.7
Scenic and sightseeing transport	24.9	18.2	26.9	11.4	12.2	-7.4
Pipeline and other transport	N/A	0.0	9.7	61.5	17.1	N/A
Postal and courier pick-up and delivery services	1.9	1.8	2.1	2.9	2.0	4.5
Postal and courier pick-up and delivery services	1.9	1.8	2.1	2.9	2.0	4.5
Transport support services	7.4	10.0	10.2	8.7	9.9	9.1
Water transport support services	14.3	24.5	18.2	18.9	15.2	7.5
Airport operations and other air transport support services	9.1	12.5	16.3	9.2	9.7	7.5
Other transport support services	3.5	2.9	5.0	4.4	5.8	18.8
Warehousing and storage services	10.1	7.8	4.9	4.2	3.7	-21.4
Warehousing and storage services	10.1	7.8	4.9	4.2	3.7	-21.4
Transport, postal and warehousing total	10.9	11.4	10.1	11.5	11.4	1.4
Queensland	8.4	8.2	8.2	8.4	8.1	-0.7

Sources: QSA, July 2020. ABS, Labour Force, Australia. **Rail passenger transport data should be treated with caution due to ABS coding issues.

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 Transport, postal and warehousing, at 16.6 claims per 1,000 workers, was above the state average of 12.3 claims per 1,000 workers for all industries (see Table 8).

Over the five-year period to 2019–20, the serious injury claim rate increased by 1.5 per cent per annum for the Transport, postal and warehousing industry, compared to an increase of 1.2 per cent per annum recorded for Queensland. The road transport industry subdivision recorded the highest number of serious injury claims in 2019–20, with 1,308 claims or 61.2 per cent of all serious claims made by Transport, postal and warehousing workers. The road transport industry subdivision also had the highest serious claim rate in 2019–20, at 25.2 per 1,000 workers.

Table 8: Transport, postal and warehousing, 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.)					
Road transport	1,263	1,318	1,292	1,418	1,308	1.1
Rail transport	98	137	140	118	82	-1.1
Water transport	40	34	38	41	39	-0.1
Air and space transport	135	88	124	144	116	0.7
Other transport	78	82	85	80	60	-5.5
Postal and courier pick-up and delivery services	84	74	73	98	99	5.5
Transport support services	168	162	175	194	186	2.8
Warehousing and storage services	95	96	80	69	74	-5.5
Transport, postal and warehousing	2,092	2,142	2,163	2,342	2,139	0.7
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.)					
Road transport	22.2	24.6	18.7	22.7	25.2	4.7
Rail transport	11.1	14.2	17.9	11.8	12.6	6.7
Water transport	33.5	11.7	18.8	40.5	24.4	17.9
Air and space transport	9.5	7.1	10.6	9.9	8.7	1.3
Other transport	47.4	28.9	43.1	36.1	24.4	-9.6
Postal and courier pick-up and delivery services	4.6	3.8	4.8	7.0	6.3	11.1
Transport support services	10.2	9.5	12.3	10.1	11.8	5.4
Warehousing and storage services	10.3	10.3	6.4	5.7	5.7	-12.1
Transport, postal and warehousing	15.8	16.2	15.4	17.2	16.6	1.5
Queensland	11.8	12.1	12.0	12.6	12.3	1.2

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

Machinery operators and drivers had a large number of serious claims (1,505 claims) in 2018–19. There were also a significant number of claims for Labourers each year, with 281 in 2018–19.

Overall, claims for serious injuries in the Transport, postal and warehousing industry accounted for 49 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: Transport, postal and warehousing, 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	408	351	330	281	-11.6
Community and personal service workers	60	69	72	94	16.6
Machinery operators and drivers	1,220	1,379	1,347	1,505	7.5
Technicians and trades workers	131	105	118	107	-5.6
Professionals	57	40	65	68	12.4
Sales workers	17	15	10	14	-1.7
Clerical and administrative workers	94	86	80	89	-1.4
Managers	34	37	23	39	13.5
Transport, postal and warehousing*	2,092	2,142	2,163	2,342	3.9
Queensland*	27,815	28,691	29,698	31,646	-4.2

Sources: QSA, July 2020, employee claims. Note: average change excludes the 2019–20 year. 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 Transport, postal and warehousing, across all industry subdivisions for the period 2015–16 to 2019–20, were:

- body stressing (39 per cent)
- falls, trips and slips (21 per cent)
- being hit by moving objects (16 per cent).

These three mechanisms accounted for the majority (76 per cent) of industry claims.

Table 10: Transport, postal and warehousing, 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 (%)
Road transport (11,155 claims)	Body stressing	37.0
	Falls, trips and slips of a person	22.6
	Being hit by moving objects	18.3
Rail transport (2,298 claims)	Body stressing	31.2
	Falls, trips and slips of a person	21.6
	Sound and pressure	12.6
Water transport (408 claims)	Body stressing	36.9
	Falls, trips and slips of a person	22.0
	Being hit by moving objects	19.1
Air and space transport (1,429 claims)	Body stressing	51.5
	Falls, trips and slips of a person	14.7
	Hitting objects with a part of the body	10.2
Other transport (781 claims)	Body stressing	33.6
	Falls, trips and slips of a person	24.0
	Being hit by moving objects	16.9

Postal and courier pick-up and delivery services (760 claims)	Body stressing	36.8
	Falls, trips and slips of a person	23.3
	Being hit by moving objects	16.6
Transport support services (2,377 claims)	Body stressing	42.4
	Falls, trips and slips of a person	19.1
	Being hit by moving objects	15.1
Warehousing and storage services (1,132 claims)	Body stressing	45.5
	Being hit by moving objects	17.9
	Falls, trips and slips of a person	17.1
Transport, postal and warehousing (21,939 claims)	Body stressing	38.8
	Falls, trips and slips of a person	20.9
	Being hit by moving objects	16.4

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 Transport, postal and warehousing industry over the five years to 2019–20 were:

- non-powered hand tools, appliances and equipment (29 per cent)
- mobile plant and transport (29 per cent)
- environmental agencies (15 per cent)
- materials and substances (10 per cent)
- animal, human and biological agencies (5 per cent).

These five agencies accounted for most (88 per cent) industry claims.

Table 11: Transport, postal and warehousing, 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 (%)
Road transport (11,155 claims)	Environmental agencies	15.7
	Materials and substances	10.6
	Animal, human and biological agencies	6.0
	Non-powered hand tools, appliances and equipment	36.9
	Mobile plant and transport	19.1
Rail transport (2,298 claims)	Non-powered hand tools, appliances and equipment	15.0
	Materials and substances	9.5
	Other and unspecified agencies	5.8
	Mobile plant and transport	31.9
	Non-powered hand tools, appliances and equipment	26.6
Water transport (408 claims)	Environmental agencies	16.9
	Materials and substances	12.0
	Machinery and (mainly) fixed plant	5.9
	Non-powered hand tools, appliances and equipment	28.9

	Materials and substances	28.3
Air and space transport (1,429 claims)	Environmental agencies	9.2
	Materials and substances	6.1
	Other and unspecified agencies	5.7
	Non-powered hand tools, appliances and equipment	29.5
	Mobile plant and transport	23.6
Other transport (781 claims)	Environmental agencies	19.3
	Materials and substances	7.7
	Animal, human and biological agencies	7.6
	Non-powered hand tools, appliances and equipment	31.2
	Mobile plant and transport	27.0
Postal and courier pick-up and delivery services (760 claims)	Environmental agencies	18.3
	Materials and substances	9.2
	Animal, human and biological agencies	7.5
	Mobile plant and transport	40.8
	Environmental agencies	15.1
Transport support services (2,377 claims)	Environmental agencies	16.6
	Materials and substances	11.3
	Machinery and (mainly) fixed plant	7.4
	Non-powered hand tools, appliances and equipment	49.1
	Mobile plant and transport	16.4
Warehousing and storage services (1,132 claims)	Materials and substances	14.9
	Environmental agencies	12.1
	Machinery and (mainly) fixed plant	10.0
	Non-powered hand tools, appliances and equipment	33.5
	Mobile plant and transport	21.0
Transport, postal and warehousing (21,939 claims)	Non-powered hand tools, appliances and equipment	29.4
	Mobile plant and transport	29.1
	Environmental agencies	14.9
	Materials and substances	10.4
	Animal, human and biological agencies	5.2

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 Transport, postal and warehousing industry (as well as manufacturing) recorded the second highest number of compensated fatalities for Queensland industries over the period 2015–16 to 2019–20.

There were eight fatalities recorded on average for Transport, postal and warehousing 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

Note: Numbers do not add up to the total due to unknown industries.

Source: QSA, July 2020. Note # includes unknown and mining.

4. Inspectorate activity

a. Events notified

Transport, postal and warehousing accounts for a relatively small number of notified events in Queensland each year, and in 2019–20 accounted for 5.2 per cent (or 369 incidents) of all incidents in Queensland.

In 2019–20, events in the bodily harm/dangerous event category accounted for 52 per cent of all notified incidents that occurred in the Transport, postal and warehousing industry.

Table 13: Transport, postal and warehousing, events notified

Incident type	Number of events notified				
	2015–16	2016–17	2017–18	2018–19	2019–20
Fatality	14	17	22	15	12
Grievous bodily harm [#]	129	137	165	176	164
Bodily harm/dangerous event ^{###}	165	189	191	210	193
Industry total	308	343	378	401	369
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	12	16	21	12	11
Grievous bodily harm [#]	6	6	7	6	7
Bodily harm/dangerous event ^{##}	3	4	4	4	4
Industry total	4	5	5	5	5

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 Transport, postal and warehousing accounted for around five per cent of inspectorate activity each year. Around 14 per cent of activities were of a proactive/educative 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: Transport, postal and warehousing, inspectorate activities

Type of activity	Number of inspector activities				
	2015–16	2016–17	2017–18	2018–19	2019–20
Number of workplace visits: reactive	338	368	534	623	618
Other intervention activities: reactive	2,255	2,087	2,895	2,908	3,442
Number of workplace visits: proactive	422	733	470	584	555
Number of workshops/presentations/seminars: proactive	300	306	132	97	87
Industry total	3,315	3,494	4,031	4,212	4,702
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	4.6	4.3	5.4	5.8	5.3
Other intervention activities: reactive	6.5	5.1	6.7	6.1	6.7
Number of workplace visits: proactive	1.9	4.5	3.3	3.4	2.7
Number of workshops/presentations/seminars: proactive	5.9	6.2	4.9	3.9	3.4
Industry total	4.7	5.0	5.8	5.4	5.5

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 Transport, postal and warehousing industry (88 per cent). Overall, in 2019–20, three per cent of notices issued by inspectors in Queensland were issued to businesses in the Transport, postal and warehousing industry.

Table 15: Transport, postal and warehousing, statutory notices

Road Transport	2015–16	2016–17	2017–18	2018–19	2019–20
Improvement notice	6	26	73	182	224
Prohibition notice	3	2	10	16	24
Infringement notice	0	0	0	9	16
Electrical safety protection	0	0	1	0	1
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	1	0
Subtotal	9	28	84	208	265
Rail Transport	2015–16	2016–17	2017–18	2018–19	2019–20
Improvement notice	0	0	2	7	9
Prohibition notice	0	0	1	1	0
Infringement notice	0	0	0	0	2
Electrical safety protection	0	0	0	0	0
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
Subtotal	0	0	3	8	11
Water Transport	2015–16	2016–17	2017–18	2018–19	2019–20
Improvement notice	0	1	8	19	8
Prohibition notice	0	0	0	0	0
Infringement notice	0	0	0	0	0
Electrical safety protection	0	0	0	0	0
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
Subtotal	0	1	8	19	8
Air and Space Transport	2015–16	2016–17	2017–18	2018–19	2019–20
Improvement notice	0	1	0	2	17
Prohibition notice	0	0	0	0	0
Infringement notice	0	0	0	0	1
Electrical safety protection	0	0	0	0	0

Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
Subtotal	0	1	0	2	18
Other Transport	2015-16	2016-17	2017-18	2018-19	2019-20
Improvement notice	8	6	20	56	49
Prohibition notice	0	0	1	5	0
Infringement notice	0	0	0	0	3
Electrical safety protection	0	0	0	0	0
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
Subtotal	8	6	21	61	52
Postal and Courier Pick-up and Delivery Services	2015-16	2016-17	2017-18	2018-19	2019-20
Improvement notice	4	5	3	7	13
Prohibition notice	0	0	0	0	2
Infringement notice	0	0	0	0	0
Electrical safety protection	0	0	0	0	0
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
Subtotal	4	5	3	7	15
Transport Support Services	2015-16	2016-17	2017-18	2018-19	2019-20
Improvement notice	3	14	33	90	130
Prohibition notice	1	3	3	9	10
Infringement notice	0	0	2	4	4
Electrical safety protection	0	0	0	0	0
Unsafe equipment notice	0	0	0	0	0
Seizures	0	0	0	0	0
Subtotal	4	17	38	103	144
Warehousing and Storage Services	2015-16	2016-17	2017-18	2018-19	2019-20
Improvement notice	1	17	23	70	63
Prohibition notice	0	1	5	3	6
Infringement notice	0	0	0	4	4
Electrical safety protection	0	0	0	0	0
Unsafe equipment notice	1	0	0	0	0
Seizures	0	0	0	0	0
Subtotal	2	18	28	77	73
Total Industry	2015-16	2016-17	2017-18	2018-19	2019-20
Improvement notice	22	70	162	433	513
Prohibition notice	4	6	20	34	42
Infringement notice	0	0	2	17	30
Electrical safety protection	0	0	1	0	1
Unsafe equipment notice	1	0	0	0	0
Seizures	0	0	0	1	0
Industry total	27	76	185	485	586

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 Transport, postal and warehousing industry	1.0	1.9	2.5	3.0	3.0

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 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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