Retail Trade Industry Profile (ANZSIC 2006)

Work-related lost time injuries and diseases in Western Australia
2012–13 to 2016–17p
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A number of issues affect the data quality of statistical information based on claims data, as provided by the Department of Mines, Industry Regulation and Safety (DMIRS). It is important to be aware of these issues when interpreting claims statistics, to ensure that the conclusions drawn from the information take into account known inconsistencies and omissions.

More information about the data can be found in the Explanatory notes section at the end of this report.

2018 Data Note
Due to re-benchmarking of Labour Force estimates based on revisions to the Estimated Resident Population following the 2016 census; denominator data (total number of employees covered by workers' compensation and total number of hours worked) provided by the Australian Bureau of Statistics (ABS) in 2018 include data revisions for 2014–15 and 2015–16.

Workers' compensation claims data has been revised back to 2000–01.

The revisions have affected rate calculations and caution is advised for all reported rates. As such, incidence and frequency rates may differ from previous publications in respect to these years and should not be used. Revised data is denoted by ‘r’.

Disclaimer
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Overview

Table 1: Industry division breakdown: Claims, LTI/Ds and fatalities

<table>
<thead>
<tr>
<th>Year</th>
<th>Total injury/disease claims (a)</th>
<th>LTI/Ds 1+ days/shifts lost</th>
<th>LTI/Ds 5+ days/shifts lost (b)</th>
<th>LTI/Ds 60+ days/shifts lost</th>
<th>Work-related traumatic injury fatalities (c)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012-13r</td>
<td>3,300</td>
<td>1,449</td>
<td>968</td>
<td>284</td>
<td>0</td>
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<tr>
<td>2013-14r</td>
<td>2,898</td>
<td>1,274</td>
<td>902</td>
<td>326</td>
<td>1</td>
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<tr>
<td>2014-15r</td>
<td>2,540</td>
<td>1,169</td>
<td>861</td>
<td>316</td>
<td>0</td>
</tr>
<tr>
<td>2015-16r</td>
<td>2,539</td>
<td>1,286</td>
<td>968</td>
<td>379</td>
<td>0</td>
</tr>
<tr>
<td>2016-17p</td>
<td>2,241</td>
<td>1,108</td>
<td>867</td>
<td>371</td>
<td>0</td>
</tr>
<tr>
<td>Average</td>
<td>2,704</td>
<td>1,257</td>
<td>913</td>
<td>335</td>
<td>0</td>
</tr>
</tbody>
</table>

(a) Includes all time lost and no time lost claims. Excludes journey, asbestos related and deleted/disallowed claims
(b) Consistent with national injury and disease statistics.
(c) Fatalities also include self-employed workers, students, unpaid volunteers and bystanders.

In 2012–13, one LTI/D was recorded per 92 employees in the Retail Trade division (those employees covered by workers’ compensation); this has improved to one LTI/D for every 119 employees during 2016–17p. Overall, preliminary data for 2016–17 indicate total LTI/Ds are currently below the five year average. However, severe cases (where 60 days/shifts lost or more) are currently above average.

The total estimated cost per LTI/D during 2012–13 was $32,749 this figure has increased to an estimated cost of $38,236 per LTI/D in 2015–16 (the highest cost was recorded in 2014–15 during the reporting period). Preliminary data for 2016–17 currently indicate estimated costs per LTI/D to be lower than the previous year; however this outlook may change following future data revisions.

Table 2: Industry division breakdown: Estimated days lost and cost

<table>
<thead>
<tr>
<th>Year</th>
<th>Total estimated cost</th>
<th>Total est. cost per claim</th>
<th>Total estimated days lost</th>
<th>Average duration</th>
<th>Total estimated cost</th>
<th>Total est. cost per LTI/D</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012-13r</td>
<td>$51,931,846</td>
<td>$15,737</td>
<td>95,088</td>
<td>65.6</td>
<td>$47,453,630</td>
<td>$32,749</td>
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<tr>
<td>2013-14r</td>
<td>$52,761,661</td>
<td>$18,206</td>
<td>95,527</td>
<td>75.0</td>
<td>$47,362,953</td>
<td>$37,177</td>
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<tr>
<td>2014-15r</td>
<td>$51,908,236</td>
<td>$20,436</td>
<td>92,400</td>
<td>79.0</td>
<td>$48,132,582</td>
<td>$41,174</td>
</tr>
<tr>
<td>2015-16r</td>
<td>$52,886,360</td>
<td>$20,830</td>
<td>99,031</td>
<td>77.0</td>
<td>$49,171,912</td>
<td>$38,236</td>
</tr>
<tr>
<td>2016-17p</td>
<td>$44,203,070</td>
<td>$19,725</td>
<td>77,135</td>
<td>69.6</td>
<td>$40,232,812</td>
<td>$36,311</td>
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<tr>
<td>Average</td>
<td>$50,738,235</td>
<td>$18,767</td>
<td>91,836</td>
<td>73.0</td>
<td>$46,470,778</td>
<td>$36,964</td>
</tr>
</tbody>
</table>

(a) Includes all time lost and no time lost claims. Excludes journey, asbestos related and deleted/disallowed claims

Preliminary data for 2016–17p show an overall reduction in LTI/D incidence and frequency rates of 22.7 and 22.4 per cent (respectively) comparative to 2012–13 and are below the division average. LTI/D rates overall are at their lowest level in five years. This is not the case for severe LTI/D rates (60 days/shifts lost or more) with increases of 32.6 in frequency and 32 per cent in incidence.

The total number of employees who are covered by workers’ compensation decreased by one per cent to 131,613 in 2016–17 compared to 2012–13. The total number of hours worked decreased by two per cent.
Table 3: Industry division breakdown: Frequency and incidence rates

<table>
<thead>
<tr>
<th>Year</th>
<th>Total injury/disease claims (a)</th>
<th>LTI/Ds 1+ days/shifts lost</th>
<th>LTI/Ds 5+ days/shifts lost</th>
<th>LTI/Ds 60+ days/shifts lost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FR</td>
<td>IR</td>
<td>FR</td>
<td>IR</td>
</tr>
<tr>
<td>2012-13r</td>
<td>18.29</td>
<td>2.48</td>
<td>8.03</td>
<td>1.09</td>
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<tr>
<td>2013-14r</td>
<td>16.35</td>
<td>2.25</td>
<td>7.19</td>
<td>0.99</td>
</tr>
<tr>
<td>2014-15r</td>
<td>14.23</td>
<td>1.98</td>
<td>6.55</td>
<td>0.91</td>
</tr>
<tr>
<td>2015-16r</td>
<td>14.34</td>
<td>1.92</td>
<td>7.26</td>
<td>0.97</td>
</tr>
<tr>
<td>2016-17p</td>
<td>12.61</td>
<td>1.70</td>
<td>6.24</td>
<td>0.84</td>
</tr>
<tr>
<td>Average</td>
<td><strong>15.17</strong></td>
<td><strong>2.07</strong></td>
<td><strong>7.05</strong></td>
<td><strong>0.96</strong></td>
</tr>
</tbody>
</table>

*Includes all time lost and no time lost claims. Excludes journey, asbestos related and deleted/disallowed claims.*

Chart 1: Incidence and frequency rates (LTI/Ds of one or more days/shifts lost)
Table 4: Subdivisions within industry division

<table>
<thead>
<tr>
<th>Subdivision</th>
<th>Year</th>
<th>Claims</th>
<th>Frequency rate</th>
<th>Incidence rate</th>
<th>LTI/Ds</th>
<th>Frequency rate</th>
<th>Incidence rate</th>
<th>Total est. days lost</th>
<th>Average duration</th>
<th>Total estimated cost LTI/Ds</th>
<th>LTI/Ds 60+ days/shifts lost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motor Vehicle and Motor Vehicle Parts Retailing</td>
<td>2012-13r</td>
<td>539</td>
<td>19.11</td>
<td>3.68</td>
<td>226</td>
<td>8.01</td>
<td>1.54</td>
<td>11,282</td>
<td>49.9</td>
<td>$6,318,104</td>
<td>34</td>
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<tr>
<td></td>
<td>2013-14r</td>
<td>436</td>
<td>15.48</td>
<td>2.90</td>
<td>179</td>
<td>6.35</td>
<td>1.19</td>
<td>11,561</td>
<td>64.6</td>
<td>$5,554,140</td>
<td>45</td>
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<tr>
<td></td>
<td>2014-15r</td>
<td>459</td>
<td>15.12</td>
<td>2.78</td>
<td>188</td>
<td>6.19</td>
<td>1.14</td>
<td>14,777</td>
<td>78.6</td>
<td>$7,085,325</td>
<td>48</td>
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<tr>
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<td>2015-16r</td>
<td>392</td>
<td>16.69</td>
<td>2.86</td>
<td>198</td>
<td>8.43</td>
<td>1.44</td>
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<td>365</td>
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<td>15,596</td>
<td>81.2</td>
<td>$7,694,051</td>
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<td>Average</td>
<td>438</td>
<td>16.56</td>
<td>3.02</td>
<td>197</td>
<td>7.43</td>
<td>1.35</td>
<td>13,412</td>
<td>68.2</td>
<td>$6,815,429</td>
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<tr>
<td>Fuel Retailing</td>
<td>2012-13r</td>
<td>106</td>
<td>16.33</td>
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<td>47</td>
<td>7.24</td>
<td>0.97</td>
<td>3,445</td>
<td>73.3</td>
<td>$1,522,171</td>
<td>12</td>
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<td></td>
<td>2013-14r</td>
<td>77</td>
<td>8.06</td>
<td>1.30</td>
<td>34</td>
<td>3.56</td>
<td>0.57</td>
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<td>101.1</td>
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<td>2014-15r</td>
<td>63</td>
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<td>66</td>
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<td>55</td>
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<td>1.69</td>
<td>27</td>
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<td>Average</td>
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<td>10.28</td>
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<td>35</td>
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<td>Food Retailing</td>
<td>2012-13r</td>
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<td>670</td>
<td>12.08</td>
<td>1.50</td>
<td>41,442</td>
<td>61.9</td>
<td>$22,710,011</td>
<td>133</td>
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<tr>
<td></td>
<td>2013-14r</td>
<td>1,246</td>
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<td>554</td>
<td>10.79</td>
<td>1.39</td>
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<td>1,078</td>
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<td>2.66</td>
<td>495</td>
<td>8.87</td>
<td>1.22</td>
<td>40,508</td>
<td>81.8</td>
<td>$22,140,647</td>
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<tr>
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<td>2015-16r</td>
<td>1,138</td>
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<td>597</td>
<td>10.70</td>
<td>1.39</td>
<td>42,981</td>
<td>72.0</td>
<td>$21,335,141</td>
<td>171</td>
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<tr>
<td></td>
<td>2016-17p</td>
<td>974</td>
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<td>2.00</td>
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<td>29,340</td>
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<td>20.99</td>
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<td>559</td>
<td>9.89</td>
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<td>39,544</td>
<td>70.7</td>
<td>$21,079,212</td>
<td>152</td>
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<tr>
<td>Other Store-Based Retailing</td>
<td>2012-13r</td>
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<td>12.79</td>
<td>1.68</td>
<td>496</td>
<td>5.55</td>
<td>0.73</td>
<td>38,011</td>
<td>76.6</td>
<td>$16,604,449</td>
<td>102</td>
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<tr>
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<td>2013-14r</td>
<td>1,128</td>
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<td>1.70</td>
<td>500</td>
<td>5.82</td>
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<td>73.5</td>
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<td>2014-15r</td>
<td>934</td>
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<td>1.46</td>
<td>453</td>
<td>5.60</td>
<td>0.71</td>
<td>33,635</td>
<td>74.2</td>
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<td>2015-16r</td>
<td>924</td>
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<td>1.31</td>
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<td>4.97</td>
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<td>82.4</td>
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<td>0.69</td>
<td>34,902</td>
<td>76.0</td>
<td>$16,785,080</td>
<td>119</td>
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</table>

Work-related lost time injuries and diseases in Western Australia 2012–13 to 2016–17p
Retail Trade Industry Profile (ANZSIC 2006)
Work-related lost time injuries and diseases in Western Australia 2012–13 to 2016–17

### Retail Trade Industry Profile (ANZSIC 2006)

<table>
<thead>
<tr>
<th>Subdivision</th>
<th>Year</th>
<th>Claims</th>
<th>Frequency rate</th>
<th>Incidence rate</th>
<th>LTI/Ds</th>
<th>Frequency rate</th>
<th>Incidence rate</th>
<th>Total est. days lost</th>
<th>Average duration</th>
<th>Total estimated cost LTI/Ds</th>
<th>LTI/Ds 60+ days/shifts lost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Store Retailing and Retail Commission-Based Buying and/or Selling</td>
<td>2012-13r</td>
<td>15</td>
<td>18.01</td>
<td>2.29</td>
<td>10</td>
<td>12.00</td>
<td>1.53</td>
<td>908</td>
<td>90.8</td>
<td>$298,896</td>
<td>&lt;5</td>
</tr>
<tr>
<td></td>
<td>2013-14r</td>
<td>11</td>
<td>5.01</td>
<td>0.74</td>
<td>7</td>
<td>3.19</td>
<td>0.47</td>
<td>315</td>
<td>45.0</td>
<td>$167,951</td>
<td>&lt;5</td>
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<td></td>
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<td>6</td>
<td>2.18</td>
<td>0.35</td>
<td>&lt;5</td>
<td>1.09</td>
<td>0.18</td>
<td>668</td>
<td>np</td>
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<td>&lt;5</td>
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<td>19</td>
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<td>1.88</td>
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<td>5.66</td>
<td>1.19</td>
<td>2,012</td>
<td>167.7</td>
<td>$910,604</td>
<td>6</td>
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<tr>
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<td>2016-17p</td>
<td>10</td>
<td>6.55</td>
<td>1.13</td>
<td>5</td>
<td>3.27</td>
<td>0.57</td>
<td>302</td>
<td>60.4</td>
<td>$80,288</td>
<td>&lt;5</td>
</tr>
<tr>
<td><strong>Average</strong></td>
<td><strong>12</strong></td>
<td><strong>6.47</strong></td>
<td><strong>1.06</strong></td>
<td><strong>np</strong></td>
<td><strong>5</strong></td>
<td><strong>3.92</strong></td>
<td><strong>0.64</strong></td>
<td><strong>841</strong></td>
<td><strong>113.6</strong></td>
<td><strong>$351,606</strong></td>
<td><strong>&lt;5</strong></td>
</tr>
</tbody>
</table>

**Note:** Includes all time lost and no time lost claims. Excludes journey, asbestos related and deleted/disallowed claims.

During the five year period from 2012–13 to 2016–17p, reductions in frequency rate have been recorded in four of the five industry subdivisions. The largest reduction was recorded in the Non-Store Retailing and Retail Commission-Based Buying and/or Selling subdivision with -72.7 per cent (frequency) followed by Food Retailing with -38.2 per cent. The Motor Vehicle and Motor Vehicle Parts Retailing subdivision recorded an 8.4 per cent rise in the frequency rate of LTI/Ds during the same period.

All industry subdivisions recorded a reduction in incidence rate, the largest reduction was again in the Non-Store Retailing and Retail Commission-Based Buying and/or Selling subdivision with -62.9 per cent followed by Food Retailing with -34.2 per cent.

The number of total hours worked increased 83 per cent and total employees increased 35 per cent (to 882) over the five year period in the subdivision of Non-Store Retailing and Retail Commission-Based Buying and/or Selling. The total number of employees and hours worked decreased by 33 per cent (to 3,262 employees) and by 32 per cent respectively in the Fuel Retailing subdivision. Such variances may have had an effect on incidence and frequency rate outcomes.

The Other Store-based Retailing and Motor Vehicle and Motor Vehicle Parts Retailing subdivisions recorded above average figures for severe LTI/Ds (where 60 days/shifts lost or more) during 2016–17p. Preliminary data suggest these industry subdivisions also recorded their highest figures of severe LTI/Ds in the five year period. The Food Retailing subdivision recorded above average severe LTI/Ds during 2016–17p, however is currently below the 2015–16 figure of 171 (the highest in the period for this industry subdivision).
Sex

The distribution of LTIs (1+ days/shifts lost) between male and female in this industry division has changed by two percentage points over the two comparative time periods, increasing the male proportion, and is close to parity.

The distribution of employees between male and female, remains female dominant in 2012–13 and 2016–17. However a four percentage point fluctuation is evident between 2012–13 and 2016–17, increasing the male employee percentage.

Fewer female LTIs are being recorded than the proportion of female employees, however with a reduction in female employees the percentage difference between LTIs and employees has reduced. In both comparative periods the male distribution shows a higher proportion of male LTIs than male employees, although the percentage difference has reduced in 2016–17.

Chart 2: Comparison of LTI/D and employee distribution by sex between 2012–13 and 2016–17

<table>
<thead>
<tr>
<th>LTI/Ds: 2012-13</th>
<th>LTI/Ds: 2016-17p</th>
</tr>
</thead>
<tbody>
<tr>
<td>54%</td>
<td>52%</td>
</tr>
<tr>
<td>Male</td>
<td>Male</td>
</tr>
<tr>
<td>Female</td>
<td>Female</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employees: 2012-13</th>
<th>Employees: 2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>62%</td>
<td>58%</td>
</tr>
<tr>
<td>Male</td>
<td>Male</td>
</tr>
<tr>
<td>Female</td>
<td>Female</td>
</tr>
</tbody>
</table>

Occupation

The three most common sub-major occupation groups (in order of magnitude) in WA that experienced a workplace injury or disease of one or more days/shifts lost during the five year period from 2012–13 to 2016–17p are the Sales Assistants and Salespersons group with 2,671 LTI/Ds, largely the occupations of Sales Assistant (General) with 2,214 LTI/Ds (-19.3 per cent from 455 in 2012–13 to 367 in 2016–17p) and Retail Supervisor with 288 LTI/Ds (-10.3 per cent from 58 to 52); the Storepersons group with 634 LTI/Ds (-54.2 per cent from 192 to 88); and the Other Labourers group with 538 LTI/Ds, primarily Shelf Filler with 277 LTI/Ds (-40.4 per cent from 57 to 34) and Tyre Fitter with 156 LTI/Ds (up 33.3 per cent from 30 to 40).
The chart below represents the number of work-related incidents recorded in the five years to 2016–17p by major occupation group in relation to the Retail Trade industry division. Some groups recorded comparatively low data and therefore may not show clearly in the chart.

The group *Sales Workers* is responsible for the majority of LTI/Ds in this division (48 per cent). LTI/Ds decreased by 21.5 per cent during the reporting period (from 647 in 2012–13 to 508 in 2016–17p). Five further groups recorded reductions in LTI/Ds, the largest reduction was recorded in the *Machinery Operators and Drivers* group at -50.2 per cent from 265 to 132 LTI/Ds) followed by the Managers group at -36.7 per cent (from 109 LTI/Ds to 69).

The *Clerical and Administrative Workers* group recorded the only increase during the reporting period at 20.7 per cent (from 29 LTI/Ds in 2012–13 to 35 in 2016–17p). LTI/D numbers in the *Professionals* and *Community and Personal Service Workers* groups remained steady over the two comparative periods.

**Chart 3: LTI/Ds by occupation group**

In terms of severe LTI/Ds (60+ days/shifts lost from work) table 5 shows the highest recording occupations during the combined five year period from 2012–13 to 2016–17p. These occupations collectively account for more than half (59 per cent) of total severe cases in this industry division.

The occupation of *Sales Assistant (General)* singly accounts for over a third of all severe cases and nine per cent of total LTI/Ds in this industry division.

**Table 5: Severe LTI/Ds: Highest recording occupations**

<table>
<thead>
<tr>
<th>Occupations</th>
<th>5yr total</th>
<th>% of 5yr industry total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales Assistant (General)</td>
<td>562</td>
<td>34%</td>
</tr>
<tr>
<td>Storeperson</td>
<td>142</td>
<td>8%</td>
</tr>
<tr>
<td>Retail Manager (General)</td>
<td>116</td>
<td>7%</td>
</tr>
<tr>
<td>Retail Supervisor</td>
<td>84</td>
<td>5%</td>
</tr>
<tr>
<td>Shelf Filler</td>
<td>78</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>982</strong></td>
<td><strong>59%</strong></td>
</tr>
</tbody>
</table>
Nature of injury
The nature of injury/disease is intended to identify the most serious injury or disease sustained by the worker.

The three most common natures of injury and disease (in order of magnitude) in relation to workplace injuries or diseases of one or more days/shifts lost during the five year period from 2012–13 to 2016–17p are Soft tissue injuries due to trauma or unknown mechanisms with 2,519 LTI/Ds (-43.1 per cent from 629 in 2012–13 to 358 in 2016–17p), Trauma to muscles and tendons unspecified with 890 (up 4.7 per cent from 190 to 199), and Laceration or open wound not involving traumatic amputation with 693 LTI/Ds (down seven per cent from 143 to 133).

Other notable increases were recorded for Traumatic amputation (from zero in 2012–13 to five LTI/Ds in 2016–17), Occupational overuse syndrome (from <5 to eight LTI/Ds), Carpal tunnel syndrome (form <5 to 15), Anxiety/stress disorder (up 71.4 per cent from seven LTI/Ds to 12), and Hernias (up 30.8 per cent from 13 to 17).

The chart below represents frequency rates by nature of injury groups in relation to the Retail Trade industry division. Some groups recorded comparatively low or zero data and may not show clearly in the chart or have been excluded altogether.

During the reporting period reductions in frequency rates were recorded in seven of the 18 major nature groups. The most notable percentage reductions were Intracranial injuries at -61.9 per cent (from 0.04 LTI/Ds per million hours worked in 2012–13 to 0.02 in 2016–17p), Skin and subcutaneous tissue diseases (-32.3 per cent from 0.02 to 0.01), Other injuries (-32.3 per cent from a frequency rate of 0.08 to 0.06), and Wounds, lacerations, amputations and internal organ damage (-24.3 per cent from 1.72 to 1.30).

Six groups recorded an increase in frequency rate during the five year period. In particular, the Nervous system and sense organ diseases group at 204.6 per cent (from a frequency rate of 0.03 LTI/Ds per million hours worked in 2012–13 to 0.08 in 2016–17p) and the Digestive system diseases group at 32.8 per cent (from 0.07 to 0.10).

The majority of LTI/Ds were recorded against the Traumatic joint/ligament and muscle/tendon injury group. Frequency rates decreased by 29.2 per cent from 4.91 LTI/Ds per million hours worked in 2012–13 to 3.48 in 2016–17p.
In terms of severe LTI/Ds (60+ days/shifts lost from work) table 6 shows the highest recording nature of injury subgroups during the combined five year period from 2012–13 to 2016–17p. These subgroups collectively account for 82 per cent of total severe cases in this industry division.

Severe cases of *Soft tissue injuries due to trauma or unknown mechanisms* alone account for 45 per cent of all the severe LTI/Ds and for 12 per cent of total LTI/Ds recorded in this industry division during the same five year period.

### Table 6: Severe LTI/Ds: Highest recording subgroups

<table>
<thead>
<tr>
<th>Subgroup</th>
<th>5yr total</th>
<th>% of 5yr industry total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Soft tissue injuries due to trauma or unknown mechanisms</td>
<td>751</td>
<td>45%</td>
</tr>
<tr>
<td>Trauma to muscles and tendons unspecified</td>
<td>282</td>
<td>17%</td>
</tr>
<tr>
<td>Other fractures not elsewhere classified</td>
<td>176</td>
<td>11%</td>
</tr>
<tr>
<td>Contusion, bruising and superficial crushing</td>
<td>91</td>
<td>5%</td>
</tr>
<tr>
<td>Trauma to joints and ligaments unspecified</td>
<td>73</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,373</strong></td>
<td><strong>82%</strong></td>
</tr>
</tbody>
</table>

**Mechanism of incident**

The mechanism of incident is intended to identify the overall action, exposure or event that best describes the circumstances that resulted in the most serious injury/disease.

The three most common mechanisms of incident (in order of magnitude) in relation to workplace injuries or diseases of one or more days/shifts lost during the five year period from 2012–13 to 2016–17p are *Muscular stress while lifting, carrying, or putting down objects* with 1,731 LTI/Ds (-31.6 per cent from 427 in 2012–13 to 292 in 2016–17p), *Falls on the same level* with 1,010 (-15.1 per cent from 219 to 186), and *Muscular stress while handling objects other than lifting, carrying, or putting down* with 988 (-20.2 per cent from 233 to 186).

LTI/Ds in the subgroup of *Being trapped by moving machinery or equipment* increased 114.3 per cent during 2016–17p compared to 2012–13 (from seven to 15 LTI/Ds).
The chart below represents frequency rates of work-related lost time injuries and diseases recorded by mechanism of incident in relation to the Retail Trade industry division. Some groups recorded comparatively low data and may not show clearly in the chart. The Sound and pressure group recorded data below the confidentiality threshold and is excluded from the chart.

Eight mechanism groups recorded reductions in frequency rate during 2016–17p compared to 2012–13. In particular, the Vehicle incidents and other group recorded a 45 per cent reduction from 0.13 LTI/Ds per million hours worked to 0.07, the Hitting objects with a part of the body group at -31.8 per cent (from 0.73 to 0.50), and the Body stressing group at -25.9 per cent (from a frequency rate of 4.02 to 2.98).

Two mechanism groups recorded increases in frequency rate during the reporting period. The Heat, electricity and other environmental factors group recorded a 7.5 per cent increase in rate (from 0.09 LTI/D per million hours worked in 2012–13 to 0.10 in 2016–17p) and the Biological factors group (up 1.5 per cent).

Chart 5: Frequency rates by mechanism of incident

In terms of severe LTI/Ds (60+ days/shifts lost from work) table 7 shows the highest recording mechanism of incident subgroups during the combined five year period from 2012–13 to 2016–17p. These subgroups collectively account for 81 per cent of total severe cases in this industry division.

Severe cases of Muscular stress while handling objects other than lifting, carrying, or putting down, Muscular stress while lifting, carrying, or putting down objects, and Muscular stress with no objects being handled fall under the Body stressing group. Combined they account for 55 per cent of the total severe cases recorded in this industry division during 2012–13 to 2016–17p.
Table 7: Severe LTI/Ds: Highest recording subgroups

<table>
<thead>
<tr>
<th>Subgroup</th>
<th>5yr total</th>
<th>% of 5yr industry total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Muscular stress while lifting, carrying, putting down objects</td>
<td>526</td>
<td>31%</td>
</tr>
<tr>
<td>Falls on the same level</td>
<td>329</td>
<td>20%</td>
</tr>
<tr>
<td>Muscular stress while handling objects other than lifting, carrying or putting down</td>
<td>326</td>
<td>19%</td>
</tr>
<tr>
<td>Falls from a height</td>
<td>102</td>
<td>6%</td>
</tr>
<tr>
<td>Muscular stress with no objects being handled</td>
<td>70</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,353</strong></td>
<td><strong>81%</strong></td>
</tr>
</tbody>
</table>

Breakdown agency of injury

The breakdown agency is intended to identify the object, substance or circumstance that was principally involved in, or most closely associated with, the point at which things started to go wrong and which ultimately led to the most serious injury/disease.

The three most common breakdown agency of injury groups (in order of magnitude) in relation to workplace injuries or diseases of one or more days/shifts lost during the five year period from 2012–13 to 2016–17p are the Non powered handtools, appliances and equipment group with 2,949 LTI/Ds, primarily the subgroups of Crates, cartons, boxes, cases, drums, kegs, barrels with 1,057 LTI/Ds (-46.4 per cent from 306 LTI/Ds in 2012–13 to 164 in 2016–17p), Storage equipment with 353 LTI/Ds (-33 per cent from 88 to 59), and Knives and cutlery with 255 LTI/Ds (-20 per cent from 60 to 48). Followed by the Environmental agencies group with 990 LTI/Ds, particularly the subgroups of Other internal traffic and ground surfaces with 240 LTI/Ds (up two LTI/Ds from 42 to 44), Wet, oily, or icy internal traffic and ground surfaces with 195 LTI/Ds (-41.3 per cent from 46 to 27), and Internal traffic and ground areas with hazardous substances with 193 LTI/Ds (down one LTI/D from 46 to 45); and the Materials and substances group with 769 LTI/Ds, largely Other materials and objects with 348 LTI/Ds (up 31 per cent from 42 to 55), and notably Ferrous and non-ferrous metal with 86 LTI/Ds (up 64.3 per cent from 14 to 23).

The chart below represents frequency rates of work-related lost time injuries and diseases by breakdown agency of injury in relation to the Retail Trade industry division.

Eight major groups recorded reductions in frequency rate during the reporting period. The largest reduction was recorded by the Machinery and mainly fixed plant (-44.3 per cent from 0.45 LTI/Ds per million hours worked in 2012–13 to 0.25 in 2016–17p) followed by the Chemicals and chemical products group (-32.3 per cent from 0.05 to 0.03).

The Non-powered handtools, appliances and equipment group was the primary cause of LTI/Ds in this industry division, frequency rates decreased by 29.4 per cent from 4.12 LTI/Ds per million hours worked in 2012–13 to 2.91 in 2016–17p.

The Animal human and biological agencies group recorded the only increase in frequency rate during 2016–17p compared to 2012–13 at 11.1 per cent, from 0.18 LTI/Ds per million hours worked to 0.20.
In terms of severe LTI/Ds (LTI/Ds 60+ days/shifts lost from work) table 8 shows the highest recording breakdown agency subgroups during the combined five year period from 2012–13 to 2016–17p. These subgroups collectively account for 37 per cent of total severe cases in this industry division.

**Table 8: Severe LTI/Ds: Highest recording subgroups**

<table>
<thead>
<tr>
<th>Subgroup</th>
<th>5yr total</th>
<th>% of 5yr industry total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crates, cartons, boxes, cases, drums, kegs, barrels</td>
<td>295</td>
<td>18%</td>
</tr>
<tr>
<td>Other materials and objects</td>
<td>108</td>
<td>6%</td>
</tr>
<tr>
<td>Storage equipment</td>
<td>77</td>
<td>5%</td>
</tr>
<tr>
<td>Other internal traffic and ground surfaces</td>
<td>76</td>
<td>5%</td>
</tr>
<tr>
<td>Wet, oily, or icy internal traffic and ground surfaces</td>
<td>69</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>625</strong></td>
<td><strong>37%</strong></td>
</tr>
</tbody>
</table>

**Bodily location**

The bodily location is intended to identify the part of the body affected by the most serious injury/disease sustained by the worker.

The three parts of the body most affected (in order of magnitude) in relation to workplace injuries or diseases of one or more days/shifts lost during the five year period from 2012–13 to 2016–17p are the *Lower back* with 1,031 LTI/Ds (-40.8 per cent from 265 in 2012–13 to 157 in 2016–17p), *Shoulder* with 722 LTI/Ds (-19.6 per cent from 163 to 131), and *Knee* with 512 LTI/Ds (-25.2 per cent from 111 to 83).

Other notable increases include the *Ribs* (from <5 LTI/Ds in 2012–13 to eight in 2016–17p), *Upper back* with 57.1 per cent (from seven to 11), *Other specified multiple locations* with 50 per cent (from 10 to 15), *Upper arm* with 33.3 per cent (from nine to 12), and *Abdominal muscles and tendons* with 31.6 per cent (from 19 to 25 LTI/Ds).
The chart below represents frequency rates by bodily location in relation to the Retail Trade industry division. The *Unspecified locations* group recorded data below the confidentiality threshold and is excluded from the chart. Some groups recorded comparatively low data and may not necessarily show clearly in the chart.

Seven groups recorded reductions in frequency rate during the five year reporting period. The greatest reduction was recorded in the *Trunk* group (-38.7 per cent from 2.25 LTI/Ds per million hours worked to in 2012–13 to 1.38 in 2016–17p) followed by the *Neck* group (-34.3 per cent from 0.09 to 0.06), and the *Head* group (-34.2 per cent from a frequency rate of 0.30 to 0.20).

The *Systemic locations* group recorded an increase of 52.3 per cent (from 0.01 LTI/Ds per million hours worked to 0.02).

The *Upper limbs* group is the main area of the body affected by work-related LTI/Ds in this industry division; LTI/Ds decreased by 8.8 per cent (from a frequency rate of 3.00 to 2.73).

**Chart 7: Frequency rates by bodily location**

In terms of severe LTI/Ds (60+ days/shifts lost from work) table 9 shows the highest recording bodily location subgroups during the combined five year period from 2012–13 to 2016–17p. These subgroups collectively account for more than half of total severe cases in this industry division.

**Table 9: Severe LTI/Ds: Highest recording subgroups**

<table>
<thead>
<tr>
<th>Subgroup</th>
<th>5yr total</th>
<th>% of 5yr industry total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shoulder</td>
<td>316</td>
<td>19%</td>
</tr>
<tr>
<td>Lower back</td>
<td>263</td>
<td>16%</td>
</tr>
<tr>
<td>Knee</td>
<td>182</td>
<td>11%</td>
</tr>
<tr>
<td>Wrist</td>
<td>110</td>
<td>7%</td>
</tr>
<tr>
<td>Upper limb multiple locations</td>
<td>75</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>946</strong></td>
<td><strong>56%</strong></td>
</tr>
</tbody>
</table>
Age group

The chart below represents the proportion of work-related incidents recorded by age group in relation to the Retail Trade industry division for the total five year period.

The 45-54 year old age group accounts for the largest proportion of LTI/Ds (25 per cent) in this industry division over the reporting period. LTI/Ds for this age group decreased by 8.4 per cent during 2016–17p compared to 2012–13 (from 308 to 282 LTI/Ds).

A further five age groups recorded a reduction in LTI/Ds during the five year period, most notably the 15-19 age group at -49 per cent (from 102 LTI/Ds in 2012–13 to 52 in 2016–17p). The 35–44 age group recorded a 34.5 per cent reduction (from 325 LTI/Ds to 213), and the 25-34 age group (-29.7 per cent from 310 to 218).

Two age groups recorded an increase in the number of LTI/Ds over the reporting period: 60-64 year olds (up 25 per cent from 56 in 2012–13 to 70 LTI/Ds in 2016–17p) and 65-100 year olds (up 65 per cent from 20 to 33 LTI/Ds).

Chart 8: Proportion of LTI/Ds by age group: 2012–13 to 2016–17p
Explanatory notes
A number of issues affect the data quality of statistical information based on claims data, as provided by the Department of Mines, Industry Regulation and Safety (DMIRS). It is important to be aware of these issues when interpreting claims statistics, to ensure that the conclusions drawn from the information take into account known inconsistencies and omissions.

Injury and disease claim data
The data used in this report is derived from workers’ compensation claims lodged in accordance with the Workers’ Compensation and Injury Management Act 1981 (the Act). Claims may be lodged by any person who is a ‘worker’, as defined by section 5 of the Act. This includes working directors who are deemed ‘workers’ under the Act and have some ownership of the company, as well as employed family members and private household workers (for whom workers’ compensation cover is optional). Self-employed persons, Commonwealth Government workers (including defence service personnel), workers covered by Comcare, police officers (except for work-related fatalities), unpaid volunteers and students on work experience are excluded from workers’ compensation data.

In addition, the following claim types are excluded from lost time claim data:
- journey claims between home and work;
- asbestos-related diseases, including mesothelioma and pneumoconiosis;
- duplicated or disallowed claims;
- claims with less than one working day absence from work;
- claims with less than one whole shift absence from work; and
- injuries and diseases that are treated in the health system (i.e. invalid pensions and sickness and unemployed benefits).

Claim data represents information on claims by the financial year in which the claim was lodged with the insurer. This is in contrast to claim payments, which reflect actual payments during a financial year regardless of when the claim was lodged. A claim may typically take a number of months to be finalised (particularly in the case of occupational disease). As claims information is dynamic in nature, reports should be considered as a snapshot in time of the workers’ compensation system in Western Australia. Data are subject to revision as claims information matures. A one year time lag exists in relation to workers’ compensation claim data.

Due to the high percentage of un-finalised claims concerning payments and days lost, data is subject to revision and likely under reported. This is especially true in relation to the latest snapshot of preliminary data (denoted by “p”) as it is extracted at a far earlier stage resulting in a higher proportion of immature claims. Consequently, when looking at changes over time particularly in respect to LTI/Ds 60+ days/shifts lost (severe cases), time lost from work and claim costs, the reader is advised to focus on the older more stable years and treat the preliminary data year as an indication.

Unless otherwise stated in this report, data refers to lost time injuries and diseases (LTI/Ds) in Western Australia where one or more days/shifts are lost from work. The latest snapshot of preliminary data is denoted by “p”. To ensure confidentiality of workers’ compensation claims information, incidences that total less than five are denoted by the data symbol ‘<5’.
Caution needs to be exercised when using workers’ compensation payments data as a measure of the cost of workplace injury and disease. The costs data collected are only those paid by the workers’ compensation authority and will not include payments made by the injured worker which are not reimbursed by the workers’ compensation authority.

‘Total estimated cost’ takes into account estimated and actual claim payments made for un-finalised claims and actual claim payments made for finalised claims in relation to compensation (such as weekly payments, lump sum payments, treatments etc.) and non-compensation payments (such as legal costs, transport etc.).

Claim payment information represents aggregated expenses attributed to the financial year in which a payment is made, regardless of the year in which the relevant claim is lodged.

The total number of days lost takes into account estimated and actual days lost for un-finalised claims and actual days lost for finalised. Estimates of days lost for un-finalised claims are revised as claims progress, therefore, as claims mature, the estimates are more reflective of the finalised days lost.

Legislative amendments may also impact on statistical information. WorkCover WA provide information regarding relevant legislative amendments on their website, at www.workcover.wa.gov.au

Frequency and incidence rates require knowledge of the number of employees and the number of hours worked for the time frame being considered. The employment data used to calculate frequency and incidence rates in department statistical publications is derived from unpublished data estimates produced by the Australian Bureau of Statistics (ABS).

Classification systems
The industry classification codes used are in accordance with the Australian and New Zealand Standard Industrial Classification (ANZSIC) published by the Australian Bureau of Statistics. The classification codes are based on a hierarchical structure consisting of one digit codes (broadest level) down to four digit codes (finest level). For more information visit www.abs.gov.au

The occupation classifications used are in accordance with the Australian Standard Classification of Occupations 2nd Edition (ASCO), for data reported up to and including the year 2008–09, and the Australian and New Zealand Standard Classification of Occupations First Edition (ANZSCO), for data reported from the year 2009–10 onward. Both are published by the ABS. For more information visit www.abs.gov.au

The injury and disease classification groupings and descriptions are the standard terms taken from the National Occupational Health & Safety Commission publication: Type of Occurrence Classification System (TOOCS). For more information visit www.safeworkaustralia.gov.au

Due to the differences in structure and definitions between each version/edition of the three coding classifications a break in time series has occurred. To ensure data integrity direct comparisons should not be made between classification versions.
Work-related traumatic injury fatalities
Work-related traumatic injury fatality information used in this report is derived from information recorded and published by DMIRS and relates to fatalities that result from a physical trauma or poisoning in Western Australia in accordance with the *Occupational Safety and Health Act 1984*, *Energy Safety Act 2006*, *Electricity Act 1945*, *Gas Standards Act 1972*, *Mines Safety and Inspection Act 1994*, *Petroleum (Submerged Lands) Act 1982*, *Petroleum and Geothermal Energy Resources Act 1967* and the *Petroleum Pipelines Act 1969*. In scope are employees, self-employed workers, volunteers and bystanders. Diseases and most disorders that would be seen as 'diseases', such as cancers and heart attacks, are out of scope. Other exclusions include: road traffic accidents, unless there is a clear nexus with work; self-inflicted injuries, Commonwealth Government workers, workers covered by Comcare and defence personnel.

For completeness, DMIRS includes in its statistics those work-related fatalities covered by the *Civil Aviation Act 1988* and *Transport Safety Investigation Act 2003* under the respective jurisdictions of the Civil Aviation Safety Authority (CASA) and the Australian Transport Safety Bureau (ATSB); and where possible, those covered under the *Australian Maritime Safety Authority Act 1990* under the jurisdiction of the Australian Maritime Safety Authority (AMSA). The former named agencies are common examples of valid jurisdictional boundaries however, the list is not exhaustive. For more information see [Recording of traumatic work–related fatalities by WorkSafe](#).

Information on data definitions, rate calculations and terms used can be found on the [WA Data Definitions and Calculations](#) and [FAQs](#) pages on our website.