

Statistics on workers in Australia  
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 Table 1.1 - Number, frequency rate and incidence rate of serious claims by occupation (2011-12 to 2015-16p)

Occupation	Number of serious claims <sup>1</sup>					Frequency rate (serious claims per million hours worked) <sup>2</sup>					Incidence rate (serious claims per 1000 employees) <sup>3</sup>				
	2011-12	2012-13	2013-14	2014-15	2015-16p	2011-12	2012-13	2013-14	2014-15	2015-16p	2011-12	2012-13	2013-14	2014-15	2015-16p
<b>Clerical and administrative workers</b>	7,325	6,795	5,860	5,645	4,900	2.9	2.7	2.3	2.3	1.9	4.5	4.2	3.6	3.5	3.0
<b>Office managers and program administrators</b>	600	555	445	410	365	1.3	1.3	1.0	0.9	0.8	2.3	2.2	1.7	1.5	1.3
Contract, program and project administrators	280	275	190	175	150	1.5	1.3	0.9	0.8	0.7	2.8	2.4	1.6	1.4	1.2
Office and practice managers	320	275	255	235	215	1.2	1.2	1.0	1.0	0.8	2.0	2.0	1.8	1.7	1.3
<b>Personal assistants and secretaries</b>	285	240	145	150	135	1.5	1.3	0.8	0.9*	0.9	2.4	2.0	1.2	1.4	1.4
<b>General clerical workers</b>	1,315	1,300	1,055	965	830	3.3	3.3	2.5	2.3	2.0	4.9	4.8	3.6	3.3	2.8
General clerks	1,225	1,220	1,000	905	780	4.1	3.9	3.0	2.6	2.2	6.2	5.8	4.3	3.8	3.2
Keyboard operators	90	80	55	60	55	0.9	0.9	0.6	0.8*	0.8	1.3	1.4	0.9	1.2	1.1
<b>Inquiry clerks and receptionists</b>	680	620	510	540	515	1.6	1.5	1.3	1.3	1.2	2.4	2.2	1.8	1.9	1.8
<b>Call or contact centre information clerks</b>	250	175	165	160	185	1.6	1.1	1.0	1.0*	1.1	2.5	1.8	1.6	1.5	1.8
Receptionists	430	445	350	385	335	1.7	1.8	1.5	1.6	1.3	2.3	2.4	2.0	2.1	1.8
<b>Numerical clerks</b>	775	620	510	500	460	1.4	1.1	0.9	0.9	0.9	2.1	1.6	1.4	1.4	1.3
Accounting clerks and bookkeepers	290	270	210	210	235	0.8	0.7	0.6	0.6	0.7	1.2	1.0	0.8	0.8	1.0
Financial and insurance clerks	485	350	305	295	225	2.5	1.8	1.5	1.6	1.2	4.2	3.0	2.6	2.7	1.9
<b>Clerical and office support workers</b>	1,330	1,195	1,085	1,085	780	9.1	9.3	8.5	7.6	5.7	13.8	14.3	13.0	11.8	9.0
<b>Other clerical and administrative workers</b>	2,335	2,265	2,105	1,995	1,810	5.7	5.5	5.1	5.1	4.3	10.0	9.7	9.0	8.7	7.4
Logistics clerks	535	505	470	490	450	2.3	2.2	2.0	2.2	1.9	4.4	4.2	3.9	4.0	3.5
<b>Community and personal service workers</b>	21,070	20,165	19,330	18,710	17,145	14.9	14.2	12.9	12.3	10.7	19.3	18.3	16.9	15.9	13.7
<b>Carers and aides</b>	8,600	8,100	7,680	7,505	7,140	15.7	14.4	12.9	12.5	11.1	19.9	18.0	16.3	15.7	14.0
Child carers	1,220	1,205	1,185	1,185	1,165	9.4	8.6	7.4	7.4*	6.8	11.8	11.2	9.7	9.3	8.8
Education aides	925	915	995	1,045	920	9.3	9.1	9.6	10.3*	8.5	10.5	10.1	11.0	11.9	9.7
Personal carers and assistants	6,455	5,980	5,500	5,270	5,055	20.6	18.7	16.6	15.6	13.8	27.1	23.7	21.3	19.9	17.9
<b>Health and welfare support workers</b>	3,875	3,965	3,600	3,610	2,835	22.2	23.1	20.4	21.7	14.6	33.3	35.6	30.8	32.6	21.5
<b>Hospitality workers</b>	2,240	1,875	1,835	1,780	1,805	7.7	6.6	6.4	5.8	5.6	8.3	7.1	7.0	6.3	6.0
<b>Protective service workers</b>	4,840	4,845	4,735	4,485	4,205	21.4	19.5	17.8	18.6	16.9	37.8	34.4	31.3	32.4	29.5
Defence force members, fire fighters and police	2,850	3,020	2,960	3,005	2,620	26.2	23.0	22.3	24.2	19.4	46.6	41.7	39.3	42.4	35.2
Prison and security officers	1,990	1,820	1,775	1,480	1,590	16.9	15.5	13.3	12.7	14.1	29.7	26.7	23.4	21.9	23.3
<b>Sports and personal service workers</b>	1,515	1,380	1,480	1,330	1,160	8.4	8.8	8.6	6.6	6.0	10.5	10.4	10.4	8.1	6.9
Personal service and travel workers	820	770	775	655	555	7.2	8.5	7.3	5.4*	5.0	11.0	12.1	10.9	8.3	7.1
Sports and fitness workers	695	610	705	675	600	10.5	9.2	10.7	8.5*	7.2	9.9	8.8	9.9	7.9	6.7
<b>Labourers</b>	31,640	29,095	27,310	27,065	26,410	20.8	19.1	18.0	18.2	17.7	30.3	27.6	26.0	26.2	25.3
<b>Cleaners and laundry workers</b>	4,785	4,340	3,910	3,590	3,490	16.5	13.9	12.5	12.8	12.0	19.8	17.3	15.6	15.3	14.2
<b>Construction and mining labourers</b>	4,280	3,825	3,630	3,545	3,495	15.7	14.3	13.3	13.2	12.6	31.4	28.9	27.2	26.6	25.3
<b>Factory process workers</b>	6,855	5,855	5,205	4,880	4,600	19.5	16.4	15.9	14.0	13.9	34.0	28.0	26.9	24.0	23.3
Food process workers	2,510	2,145	2,050	1,835	1,620	25.1	20.5	22.1	16.2*	17.4	33.7	33.7	28.9	23.1	20.8
Packers and product assemblers	1,330	1,250	1,030	960	890	8.9	7.5	6.9	6.2*	5.4	19.0	18.1	14.5	11.2	10.0
<b>Farm, forestry and garden workers</b>	2,885	2,890	2,645	2,645	2,575	19.6	22.0	17.5	17.2*	15.1	31.5	36.3	29.9	28.7	25.1
<b>Food preparation assistants</b>	2,130	2,005	1,830	1,800	1,630	12.8	11.4	10.7	10.4	9.6	12.8	11.5	10.7	10.1	9.3
<b>Machinery operators and drivers</b>	19,285	17,860	17,080	16,205	14,895	13.8	12.5	12.1	11.5	11.1	27.6	24.9	24.1	22.6	21.4
<b>Machine and stationary plant operators</b>	4,175	3,745	3,630	3,470	3,090	11.7	10.5	10.2	10.8	9.6	24.2	21.4	21.2	22.4	19.7
Machine operators	2,255	1,760	1,780	1,800	1,595	19.7	16.1	17.8	18.8*	16.1	36.7	29.2	33.4	35.3	29.4
Stationary plant operators	1,920	1,985	1,855	1,670	1,490	7.9	8.0	7.3	7.4	6.7	17.4	17.4	15.7	16.0	14.6
<b>Mobile plant operators</b>	2,910	2,740	2,500	2,245	2,045	10.6	9.8	9.3	8.7	8.8	21.9	19.9	19.4	17.5	17.3
<b>Road and rail drivers</b>	8,660	8,160	7,820	7,510	7,070	16.1	14.1	13.7	12.4	12.0	32.3	28.8	27.6	25.1	23.7
Automobile, bus and rail drivers	1,540	1,525	1,280	1,190	1,085	13.8	13.5	9.8	10.1*	9.6	23.3	22.8	16.9	17.1	16.2
Delivery drivers	1,280	1,250	1,080	1,160	1,230	19.0	20.2	17.3	18.1*	16.9	30.2	31.6	27.5	26.7	26.1
Truck drivers	5,845	5,385	5,460	5,160	4,750	16.4	13.4	14.5	12.2	11.8	37.3	30.5	32.5	27.6	25.9
<b>Storepersons</b>	3,515	3,195	3,115	2,980	2,685	16.6	14.9	14.3	13.0	13.1	29.4	26.3	24.7	22.2	21.7
<b>Managers</b>	5,965	5,250	5,080	4,770	4,555	2.4	2.1	1.9	1.7	1.6	5.0	4.4	4.0	3.6	3.4
<b>Chief executives, general managers and legislators</b>	745	605	570	555	600	2.9	2.4	2.1	2.5	2.2	6.6	5.6	4.8	5.4	4.9
<b>Farmers and farm managers</b>	440	410	385	370	350	2.9	3.0	2.2	2.6	2.3	7.1	6.9	5.3	5.9	5.4
<b>Hospitality, retail and service managers</b>	2,045	1,785	1,690	1,715	1,580	2.6	2.2	1.9	1.7	1.6	5.2	4.4	3.8	3.5	3.2
Accommodation and hospitality managers	455	425	405	415	330	2.9	2.6	2.3	2.3*	1.9	5.9	5.6	5.2	4.8	3.8
Retail managers	775	660	635	630	555	2.2	1.6	1.4	1.3	1.1	4.4	3.4	2.8	2.5	2.2
<b>Specialist managers</b>	2,735	2,445	2,435	2,130	2,015	2.1	1.9	1.8	1.5	1.5	4.5	3.9	3.8	3.2	3.0
Advertising, public relations and sales managers	255	230	210	180	180	1.0	0.9	0.7	0.6*	0.6	2.1	1.8	1.5	1.3	1.3
Business administration managers	365	325	350	280	230	1.2	1.2	1.2	1.0	0.8	2.5	2.3	2.5	2.0	1.5
Construction, distribution and production managers	825	650	610	595	545	2.0	1.6	1.4	1.3	1.2	4.6	3.4	3.1	2.8	2.6
Education, health and welfare services managers	465	400	365	400	370	3.5	3.1	2.6	2.8*	2.6	7.4	6.3	5.5	5.8	5.5

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ICT managers	35	40	30	40	30	0.4	0.4	0.3	0.3*	0.3	0.8	0.8	0.6	0.6	0.6
<b>Professionals</b>	12,130	11,975	11,190	11,000	9,605	3.0	2.9	2.6	2.5	2.1	5.2	4.9	4.5	4.3	3.6
<b>Arts and media professionals</b>	300	230	255	275	245	2.9	2.3	2.6	2.8	2.2	4.9	3.7	4.4	4.6	3.5
Arts professionals	190	160	180	195	175	9.2	7.3	11.7	12.0*	8.7	11.1	8.8	14.4	14.5	10.5
Media professionals	110	70	75	80	70	1.3	0.9	0.9	1.0*	0.8	2.5	1.6	1.7	1.7	1.3
<b>Business, human resource and marketing professionals</b>	1,125	1,575	1,635	1,380	1,190	1.1	1.5	1.5	1.2	1.0	2.0	2.7	2.8	2.2	1.9
Accountants, auditors and company secretaries	145	110	120	110	100	0.5	0.3	0.3	0.3	0.3	0.9	0.6	0.6	0.6	0.5
Financial brokers and dealers, and investment advisers	60	35	35	35	25	0.4	0.2	0.2	0.2*	0.1	0.8	0.5	0.5	0.4	0.3
Human resource and training professionals	315	235	245	165	215	1.7	1.6	1.7	1.1*	1.5	3.2	2.8	3.0	2.0	2.5
Information and organisation professionals	440	1,065	1,100	935	725	2.0	4.2	4.8	3.8	2.8	3.6	7.7	8.6	6.7	5.2
Sales, marketing and public relations professionals	170	135	140	140	120	0.8	0.6	0.7	0.6*	0.5	1.5	1.2	1.3	1.2	1.0
<b>Design, engineering, science and transport professionals</b>	1,600	1,550	1,400	1,505	1,220	2.4	2.2	2.0	2.1	1.8	4.6	4.2	3.9	4.1	3.4
Air and marine transport professionals	620	670	625	690	535	12.6	12.5	12.2	16.5	12.3	24.7	23.6	22.4	30.7	22.4
Architects, designers, planners and surveyors	185	145	135	160	135	1.1	0.8	0.8	0.9*	0.7	2.0	1.5	1.4	1.6	1.3
Engineering professionals	380	310	245	255	200	1.4	1.1	0.9	0.9	0.8	2.9	2.2	1.7	1.8	1.5
Natural and physical science professionals	415	430	395	395	350	2.2	2.4	2.3	2.1	2.0	4.1	4.3	4.1	3.7	3.5
<b>Education professionals</b>	3,690	3,315	3,185	3,360	3,020	4.7	3.9	3.7	3.8	3.4	7.7	6.4	6.1	6.1	5.5
School teachers	3,240	2,935	2,860	3,035	2,700	5.4	4.4	4.3	4.3	3.9	9.3	7.5	7.3	7.4	6.6
Tertiary education teachers	325	260	205	220	195	2.3	1.9	1.5	1.6*	1.3	3.5	2.8	2.2	2.4	2.0
<b>Health professionals</b>	4,245	4,235	3,805	3,575	3,120	5.8	5.6	4.7	4.3	3.5	8.9	8.4	7.2	6.6	5.2
Health diagnostic and promotion professionals	360	420	320	315	285	2.5	3.2	2.5	2.1*	2.1	4.2	5.6	4.1	3.3	3.3
Health therapy professionals	225	215	185	165	155	3.2	2.7	2.1	2.2*	1.6	4.5	3.9	3.3	3.0	2.4
Medical practitioners	145	130	130	120	110	1.1	1.0	0.8	0.8	0.7	2.2	1.9	1.6	1.5	1.2
Midwifery and nursing professionals	3,510	3,470	3,165	2,970	2,570	9.0	8.3	7.2	6.7	5.1	12.9	11.5	10.1	9.5	7.3
<b>ICT professionals</b>	240	210	145	155	135	0.6	0.5	0.3	0.3	0.3	1.1	1.0	0.7	0.7	0.6
Business and systems analysts, and programmers	85	95	50	60	40	0.3	0.3	0.2	0.2*	0.1	0.7	0.7	0.4	0.4	0.3
Database and systems administrators, and ICT security specialists	55	40	25	55	30	0.8	0.6	0.3	0.7*	0.4	1.6	1.2	0.6	1.3	0.7
ICT network and support professionals	95	70	65	45	60	1.1	0.8	0.8	0.5*	0.7	2.4	1.6	1.5	0.9	1.3
<b>Legal, social and welfare professionals</b>	935	855	755	750	670	3.4	2.9	2.4	2.4	2.1	5.7	4.9	3.9	3.9	3.4
Legal professionals	105	75	65	65	60	0.9	0.6	0.5	0.5*	0.4	1.8	1.1	0.9	1.0	0.8
Social and welfare professionals	830	785	690	685	610	5.3	4.9	3.7	3.6	3.6	8.0	7.2	5.6	5.3	5.2
<b>Sales workers</b>	7,370	6,505	6,345	6,170	5,885	5.7	4.8	4.6	4.3	4.1	7.1	6.2	5.8	5.6	5.2
<b>Sales assistants and salespersons</b>	5,350	4,870	4,845	4,840	4,585	6.9	6.0	5.8	5.6	5.1	7.9	7.0	6.7	6.6	6.0
<b>Sales representatives and agents</b>	770	670	660	635	630	2.4	2.0	1.9	1.8	1.7	4.7	4.0	3.8	3.5	3.3
Insurance agents and sales representatives	630	555	565	520	515	3.2	2.8	2.8	2.6*	2.6	6.1	5.4	5.4	5.0	4.8
Real estate sales agents	135	115	95	110	115	1.1	0.9	0.7	0.7*	0.7	2.3	1.8	1.4	1.4	1.4
<b>Sales support workers</b>	1,250	960	845	690	670	6.1	4.8	4.4	3.5	3.8	6.2	4.9	4.5	3.6	3.7
Checkout operators and office cashiers	850	630	475	310	325	6.5	4.9	3.6	2.5*	2.7	5.8	4.4	3.3	2.2	2.4
<b>Technicians and trades workers</b>	23,070	21,720	21,010	20,180	19,110	8.7	8.0	7.6	7.2	6.8	16.8	15.5	14.7	13.9	13.2
<b>Automotive and engineering trades workers</b>	6,935	6,470	6,140	5,545	5,070	10.1	9.3	8.6	7.6	7.3	21.2	19.6	17.6	15.5	15.2
Automotive electricians and mechanics	1,840	1,765	1,845	1,760	1,580	11.2	10.2	9.4	8.9	8.1	22.4	21.0	18.8	17.4	16.3
Fabrication engineering trades workers	2,535	2,430	2,090	1,860	1,705	14.5	13.4	12.3	10.8	10.9	30.5	28.7	25.2	23.0	23.0
Mechanical engineering trades workers	2,140	1,900	1,865	1,600	1,480	7.4	6.6	6.5	5.4	5.1	16.0	14.0	13.5	11.1	10.8
Panelbeaters, and vehicle body builders, trimmers and painters	420	375	345	325	305	8.2	7.5	5.7	5.3*	5.7	16.3	15.1	11.2	10.6	11.6
<b>Construction trades workers</b>	5,255	4,805	4,705	4,865	4,815	11.7	10.4	10.2	10.4	9.6	23.2	21.0	20.4	20.6	19.3
Bricklayers, and carpenters and joiners	2,695	2,435	2,350	2,535	2,465	14.2	12.4	11.6	12.4*	11.7	28.6	25.2	23.1	24.9	23.4
Floor finishers and painting trades workers	480	380	425	400	400	9.9	6.0	8.2	8.1*	6.7	18.3	11.7	15.9	15.4	13.5
Glaziers, plasterers and tilers	875	805	765	780	855	10.8	12.1	9.7	9.2*	9.3	20.7	23.1	19.0	18.4	18.1
Plumbers	1,205	1,185	1,160	1,150	1,095	9.5	8.7	9.2	8.7*	7.8	19.3	18.2	18.7	17.6	16.1
<b>Electrotechnology and telecommunications trades workers</b>	2,185	2,105	2,195	2,065	1,920	5.6	5.1	5.0	4.7	4.1	11.1	10.1	10.2	9.5	8.2
Electricians	1,360	1,390	1,385	1,335	1,290	5.5	5.3	5.0	4.7	4.1	11.2	10.7	10.7	9.5	8.4
Electronics and telecommunications trades workers	825	710	810	725	635	5.8	4.6	4.9	4.9	4.2	11.1	8.9	9.6	9.6	8.0
<b>Engineering, ICT and science technicians</b>	1,205	1,175	1,110	975	775	2.8	2.6	2.5	2.2	1.8	5.4	5.0	4.7	4.2	3.4
Agricultural, medical and science technicians	455	435	420	405	285	5.5	5.2	5.2	5.7*	3.5	8.8	8.3	8.0	8.8	5.5
Building and engineering technicians	615	600	525	450	405	2.6	2.3	2.0	1.8	1.6	5.5	4.7	4.2	3.6	3.2
ICT and telecommunications technicians	130	145	160	120	90	1.2	1.4	1.6	1.1*	1.0	2.3	2.6	2.8	2.0	1.8
<b>Food trades workers</b>	2,780	2,685	2,520	2,465	2,390	9.6	9.3	8.9	8.0	7.9	17.5	17.2	16.2	15.0	14.1
<b>Other technicians and trades workers</b>	2,655	2,495	2,350	2,395	2,205	10.9	9.9	9.3	9.3	9.1	19.0	17.3	15.8	15.6	15.4
Hairdressers	180	155	145	155	115	3.1	2.5	2.6	2.4*	1.9	4.6	3.8	3.7	3.4	2.9
Printing trades workers	195	200	160	150	135	2.3	2.3	1.7	1.7*	1.5	10.7	9.4	8.0	7.1	9.0
Textile, clothing and footwear trades workers	70	50	50	55	40	2.0	1.2	1.4	1.4*	1.4	8.0	5.4	5.3	6.1	4.8
Wood trades workers	450	450	370	435	460	30.8	28.5	22.1	29.4*	32.8	17.8	19.5	13.6	17.1	18.2

Occupation	Number of serious claims <sup>1</sup>					Frequency rate (serious claims per million hours worked) <sup>2</sup>					Incidence rate (serious claims per 1000 employees) <sup>3</sup>				
	2011-12	2012-13	2013-14	2014-15	2015-16p	2011-12	2012-13	2013-14	2014-15	2015-16p	2011-12	2012-13	2013-14	2014-15	2015-16p
<b>Skilled animal and horticultural workers</b>	2,060	1,985	1,980	1,865	1,930	39.8	44.3	37.5	37.3	38.3	21.9	19.8	20.7	19.6	21.4
Animal attendants and trainers, and shearers	760	810	795	755	815	25.6	23.8	25.1	22.3*	22.4	34.5	32.4	33.9	32.6	35.7
Horticultural trade workers	1,305	1,175	1,190	1,115	1,115	11.3	9.4	10.3	9.5*	10.1	18.1	15.7	16.5	15.5	16.5
<b>All occupations</b>	<b>128,100</b>	<b>119,910</b>	<b>113,960</b>	<b>110,280</b>	<b>104,770</b>	<b>7.3</b>	<b>6.8</b>	<b>6.3</b>	<b>6.0</b>	<b>5.6</b>	<b>12.3</b>	<b>11.3</b>	<b>10.6</b>	<b>10.0</b>	<b>9.3</b>

**Notes:**

1. A serious claim is an accepted workers' compensation claim that involves one or more weeks away from work and excludes all fatalities, and all injuries and diseases experienced while travelling to or from work or while on a break away from the workplace.

2. Frequency rate is expressed as a number of serious claims per million hours worked.

3. Incidence rate is expressed as number of serious claims per 1,000 employees.

The claim numbers are rounded to the nearest 5 to maintain confidentiality. Therefore, the sum of claims may not be equal to the reported totals.

p data are preliminary and are subject to revision.

\* rate should be interpreted with caution because the relative standard error of the denominator is between 25% and 50%.

Source: National Data Set for Compensation-Based Statistics, Safe Work Australia. Explanatory notes are available on the following webpage:

<https://www.safeworkaustralia.gov.au/doc/explanatory-notes-safe-work-australia-datasets>