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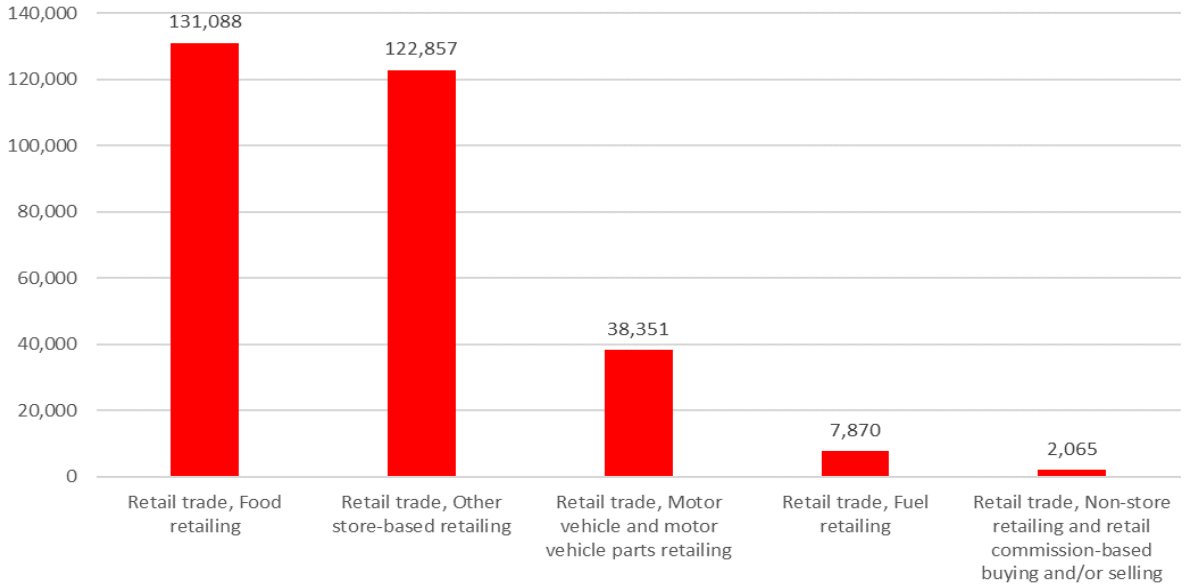
Retail Trade: Workers' Compensation Insights



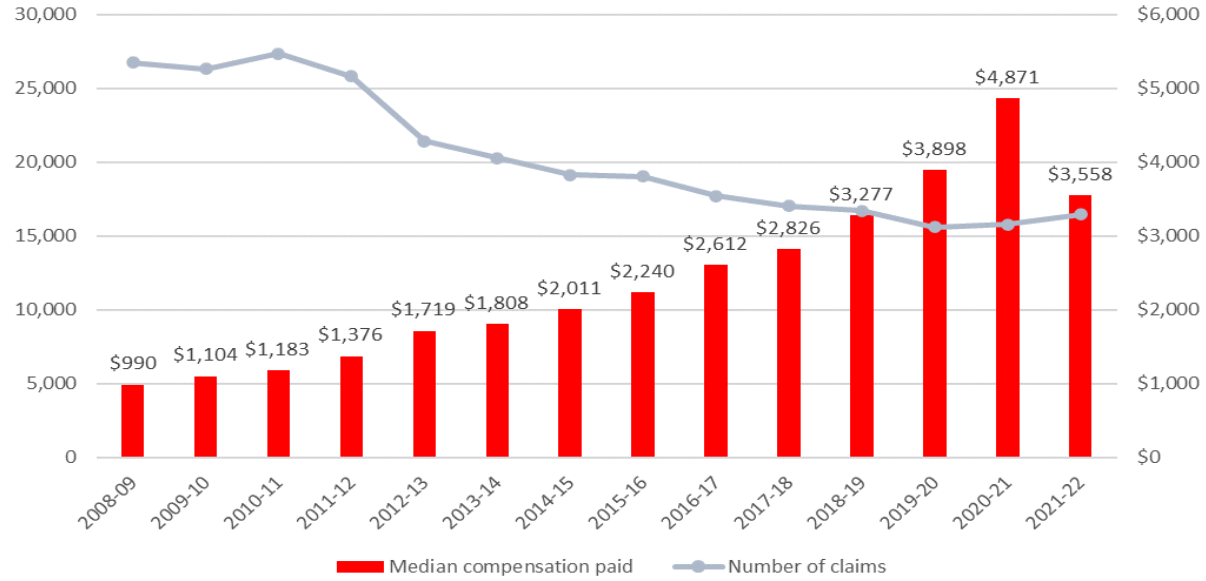
Created: September 2025

Data Range: 2008/2009 to 2022/2023

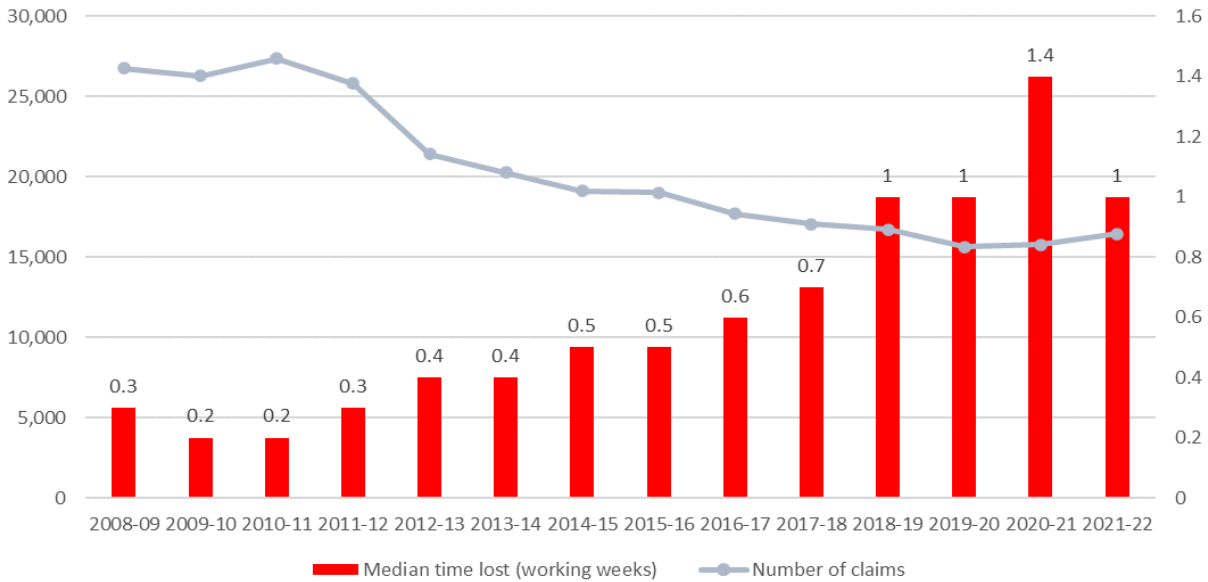
Number of Claims by Industry



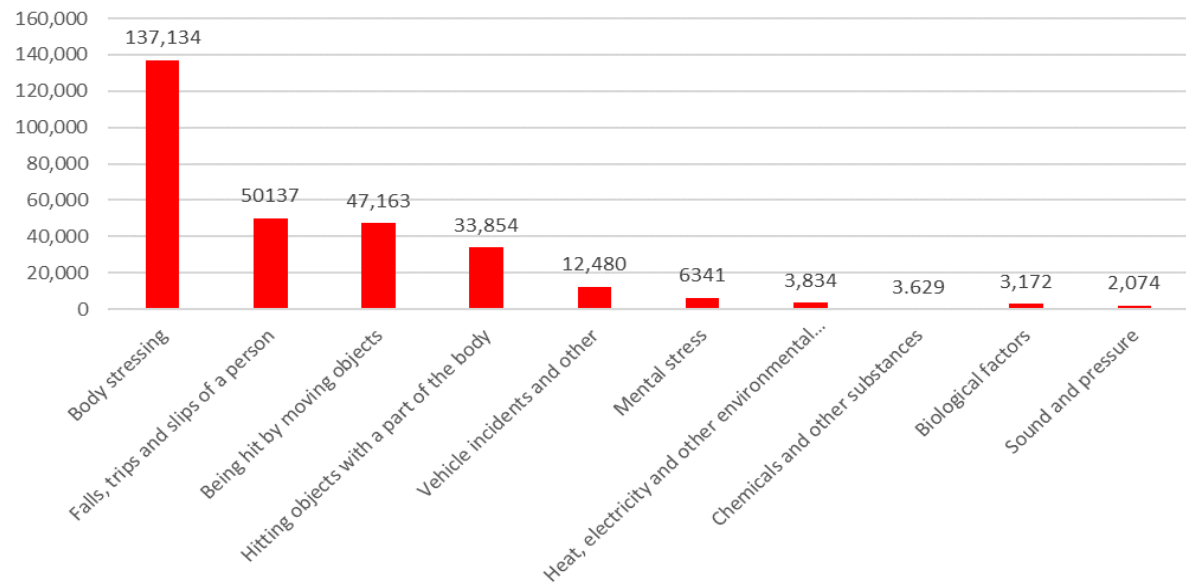
Number of Claims and Median Compensation Paid by year of Lodgement



Median Time Lost by Year of Lodgement



Number of Claims by Mechanism of Injury



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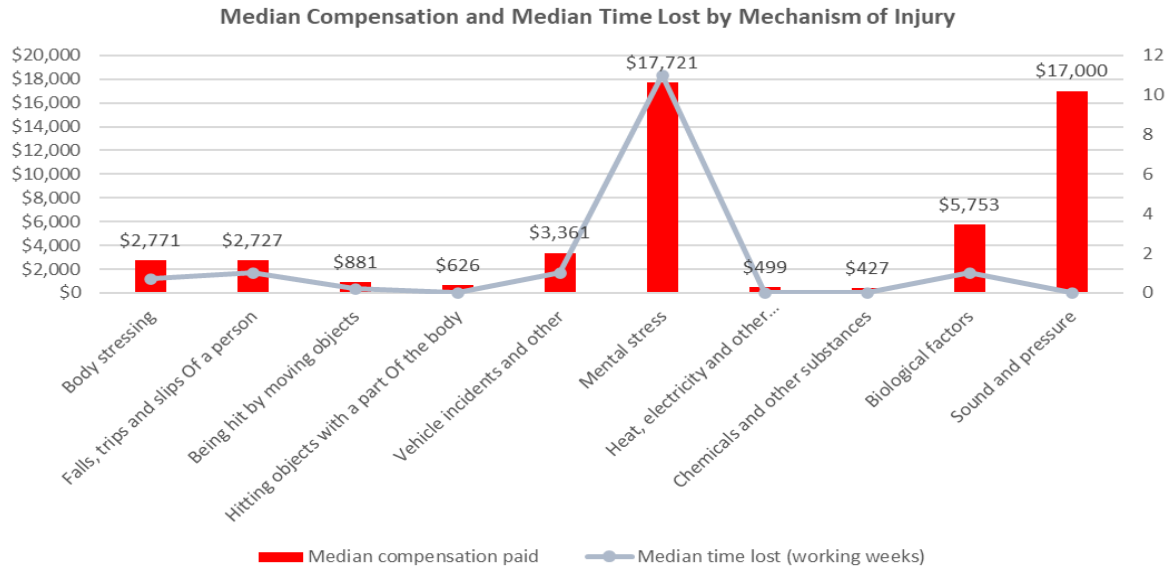
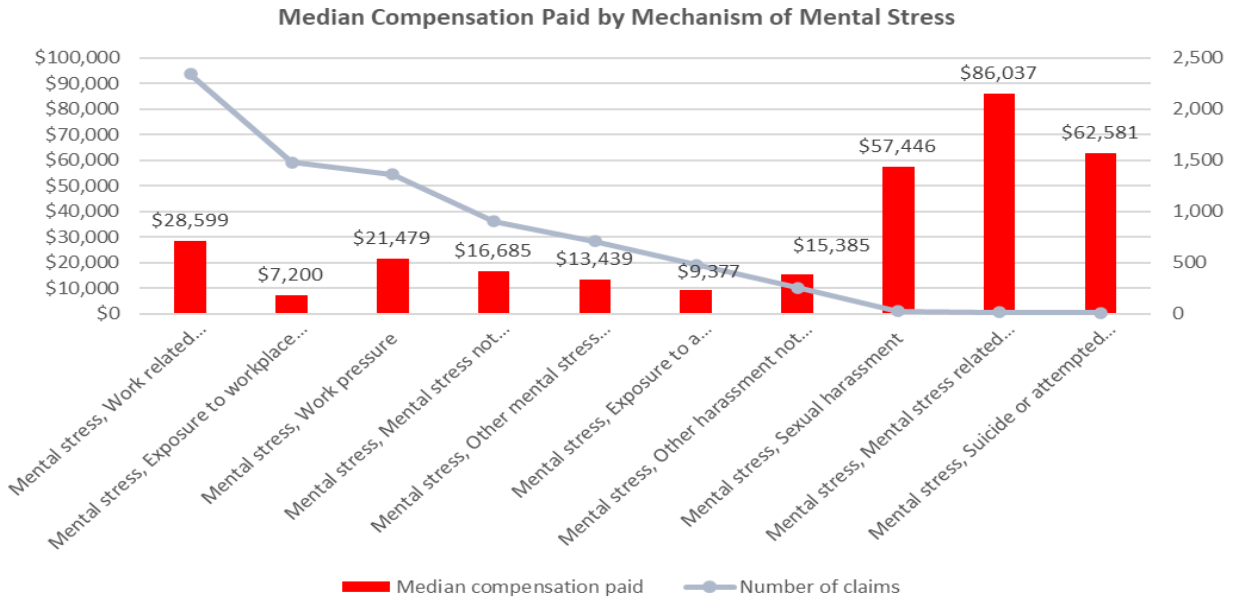
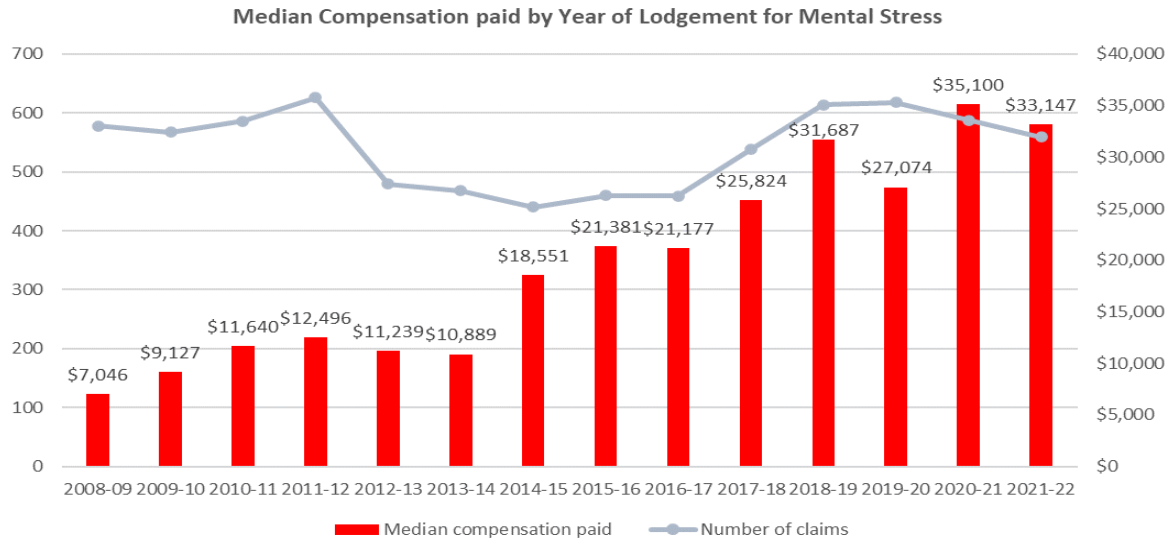
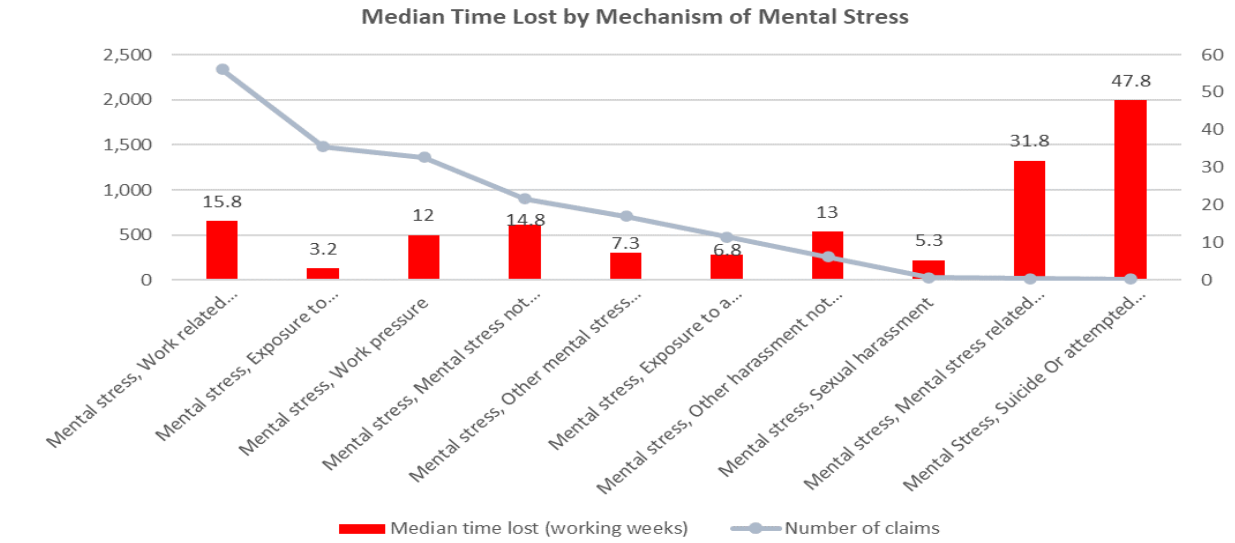
Source: SafeWork Australia









Key observations

Workers in the retail and trade sectors, particularly those in food retailing, other store-based retailing and motor vehicle and parts retailing, are at a heightened risk of body stressing injuries. Although the total number of claims in the industry has decreased slightly from 2008-09 to 2021-22, the median compensation per claim has more than tripled over the same period. Mental stress claims, while fewer in number, have resulted in the highest proportion of lost time, and compensation paid. The leading causes of psychological claims include workplace harassment and bullying, exposure to workplace violence, and work pressure. Notably, the median compensation paid for metal stress claims has increased significantly, from $7,046 in 2008-09 to $33,147 in 2021-22. This trend suggests the industry will continue to face challenges with increasing lost time and associated claims costs, which will directly impact financial outcomes. Given these findings, it is essential for organisations in the retail and trade sectors to prioritise preventative strategies and strengthen their early intervention injury management frameworks. Investing in proactive measures to address both physical and psychosocial risks is essential for reducing the frequency and severity of claims.

Source: SafeWork Australia

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