

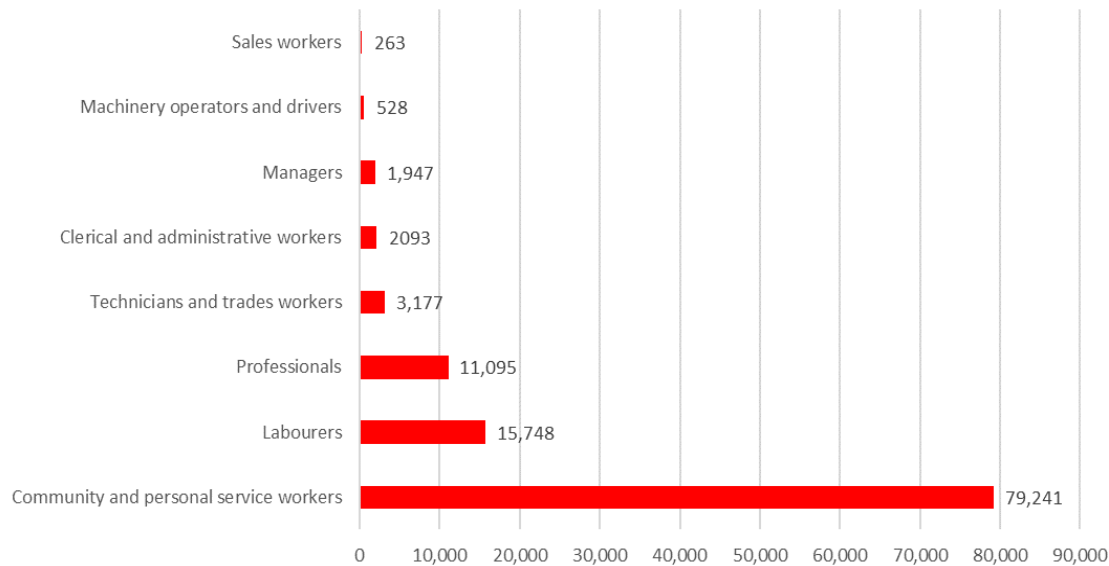


**Residential Care
Services:**

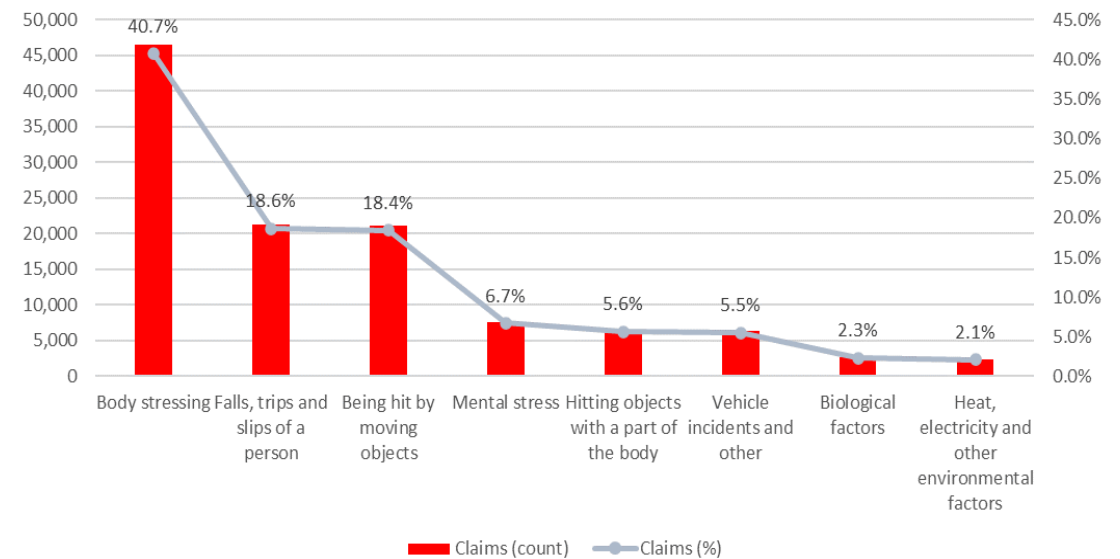
**Workers' Compensation
Insights**



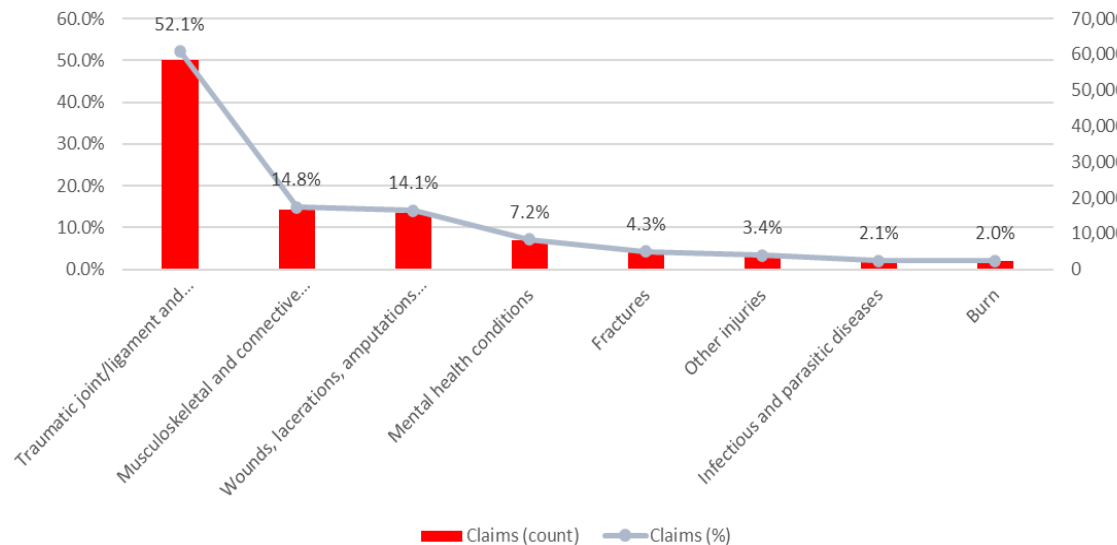
Claims in Residential Care Services



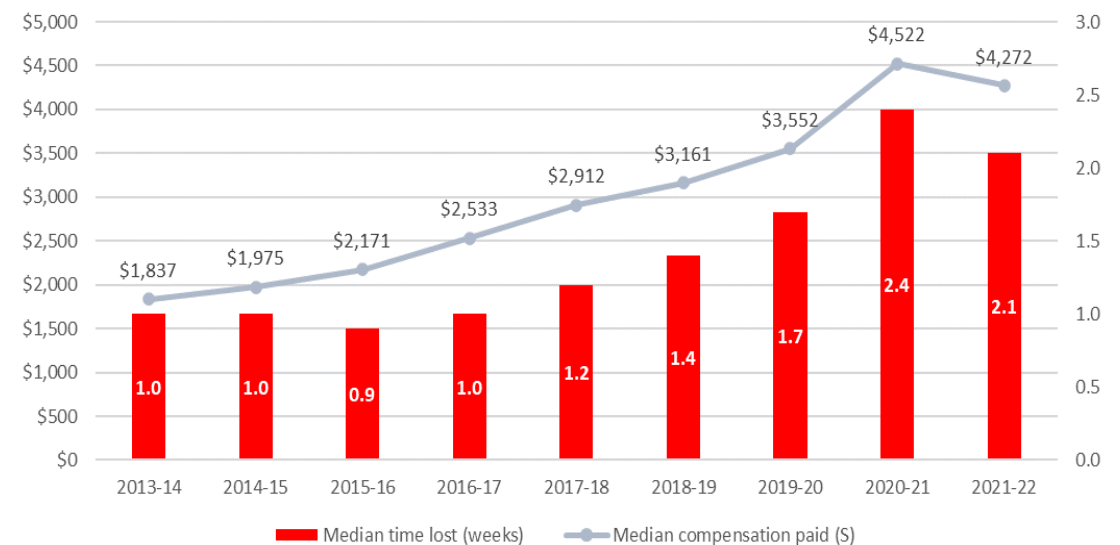
Claims in Residential Care services by most Common Mechanism

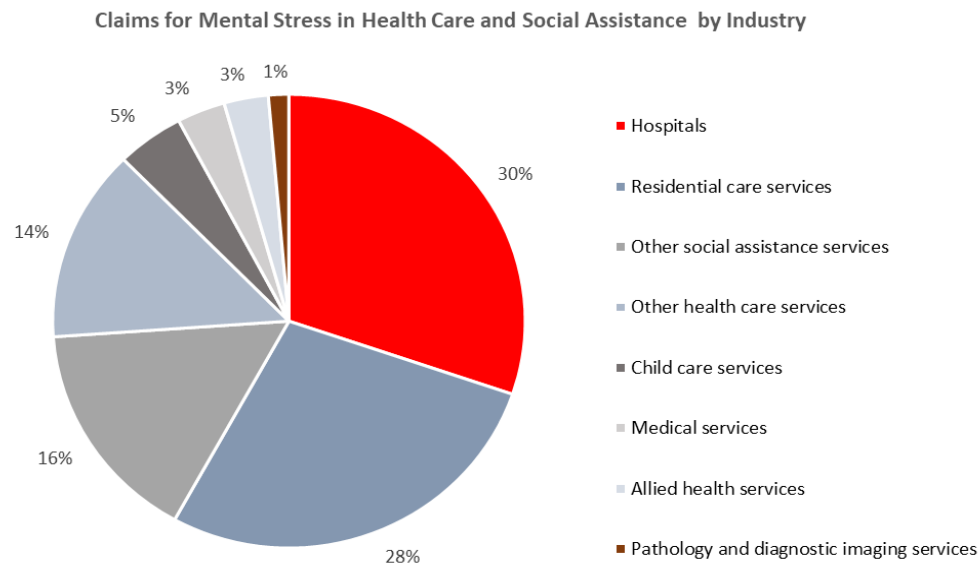
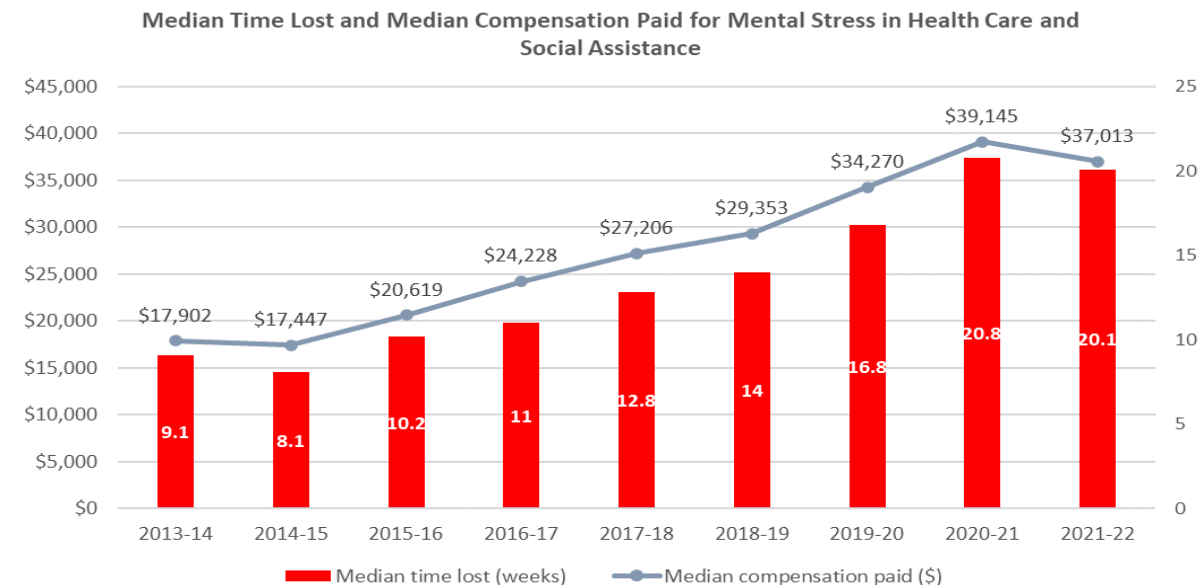


Claims in Residential Care service by most Common Nature



Median time lost and Median compensation paid in Residential Care Services





Key observations

The residential care sector plays a vital role in supporting the most vulnerable members of our communities. It is concerning that workers' compensation data indicates the risks faced by those working in the sector are significant and on the rise.

Over recent years, there has been a steady increase in both the median time lost and compensation paid for workplace injuries in residential care. Community and personal service workers account for around 70% of injury claims, followed by labourers (14%) and professionals (10%). The most common causes of injury are body stressing, falls, trips, and slips, and being hit by moving objects. These incidents most often result in traumatic joint, ligament, muscle, or tendon injuries, musculoskeletal diseases, and wounds or lacerations (14%).

Perhaps the most concerning is the mental health toll. The residential care sector accounts for 28% of the mental stress claims in the broader health care and social assistance sector, which overall accounts for the highest proportion of psychological claims across Australia.

The impacts of these trends are significant, both at a personal and organisational level. Rising injury rates drive up workers' compensation costs, particularly when considering the significant cost of mental health claims compared to all other claims, putting further financial pressure on organisations in this sector.

While these risks present a significant challenge, organisations that prioritise proactive risk prevention initiatives have the opportunity to protect the health and wellbeing of their people, enabling them to provide exceptional care and services to residents and clients. Ultimately, this approach not only benefits individuals, but also strengthens the long-term financial sustainability of organisations within sector.

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