



# ShopCare injury data insights analysis

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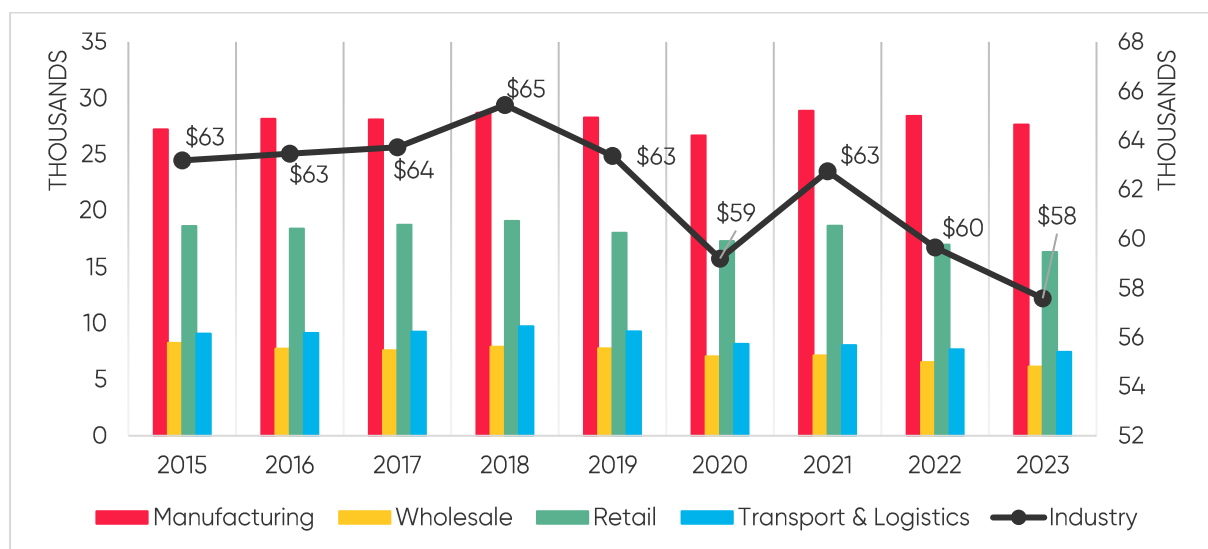
# Introduction to our data

ShopCare's interactive data dashboard aims to make work-related health and safety injury data more accessible using interactive dashboards and insights. Read more about our data sets in this Data & Insights Explanatory Notes document [here](#).

Utilising credible data sources, such as ACC, we offer industry-specific insights that not only highlight areas of concern, but also point to opportunities for improvement.

By exploring these insights, businesses can implement data-driven strategies to enhance safety standards, reduce injury rates, and foster a healthier work environment. Our goal is to equip you with the knowledge to make informed decisions that positively impact the health, safety and wellbeing of your kaimahi/workers.

## Injury Claims by Sector



Manufacturing consistently has the highest number of injury claims among all our sectors, with claim numbers fluctuating slightly year to year. This reflects the inherent risks in a sector that involves heavy machinery, manual labour, and repetitive tasks.

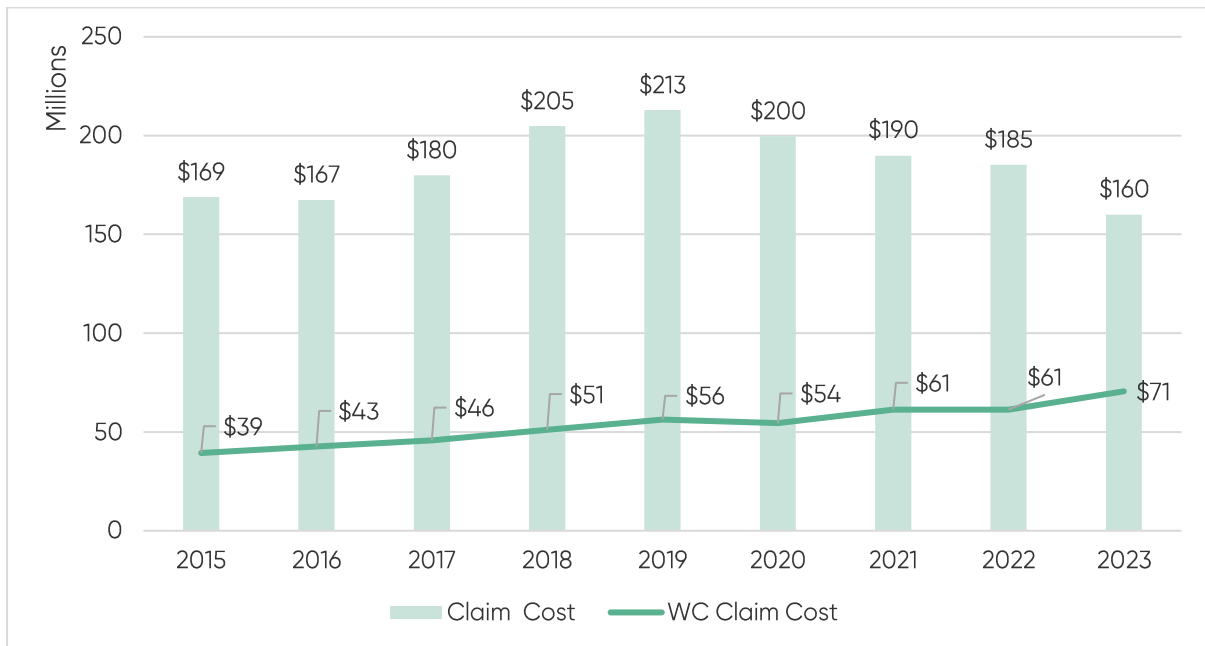
Retail reflects the physically demanding nature of tasks such as stocking shelves, handling inventory, and dealing with customer-related incidents. The high frequency of claims in retail suggests a need review how work is undertaken. Leveraging worker engagement and participation opportunities could be instrumental in identifying safer and more efficient practices that prevent and reduce the risk of injury in a retail environment.

Transport & Logistics fluctuating trends in this sector may be linked to varying conditions in vehicle safety, heavy lifting, and long working hours. There is a clear need for interventions that target on-the-road safety and fatigue management.

**Wholesale** consistently has the lowest number of claims, likely due to its less physically intensive nature compared to other sectors. However, the number of claims remains notable, indicating that risk still exists in handling goods and managing warehouse environments.

The overall industry trend (black line) shows a relatively stable injury rate from 2015 to 2018, peaking in 2019. Post-2019, there is a gradual decline in claims, reaching the lowest point in 2023.

## Total Claims Cost vs Weekly Compensation Claims Cost



This visual compares the total claims cost (red bars) with the weekly compensation (WC) claims cost (yellow line) over the period from 2015 to 2023.

### Total Claims Cost:

The total claims cost has fluctuated significantly over the years, peaking at \$213 million in 2019 and gradually declining to \$160 million in 2023.

### Weekly Compensation (WC) Claims Cost:

The weekly compensation costs have steadily increased over the same period, from \$39 million in 2015 to \$71 million in 2023. This suggests that while the total number of claims may have stabilised or declined, the severity or duration of injuries has increased, leading to longer recovery periods and higher compensation payouts. Factors contributing to this trend could include an ageing workforce, more complex medical treatments.

### Overall Trend:

Despite a decline in total claim costs after 2019, the rise in weekly compensation costs suggests that the injuries that do occur are becoming more expensive to manage, either due to more significant injuries, longer time off work, or rising healthcare costs. This highlights a need for not only preventing incidents but also improving recovery and rehabilitation processes to reduce the time injured workers are off work.

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## Fatalities by sector

The ShopCare industry experiences an average of 15 work-related fatalities each year. The sectors ranked from highest to lowest in terms of average fatalities per year are as follows:

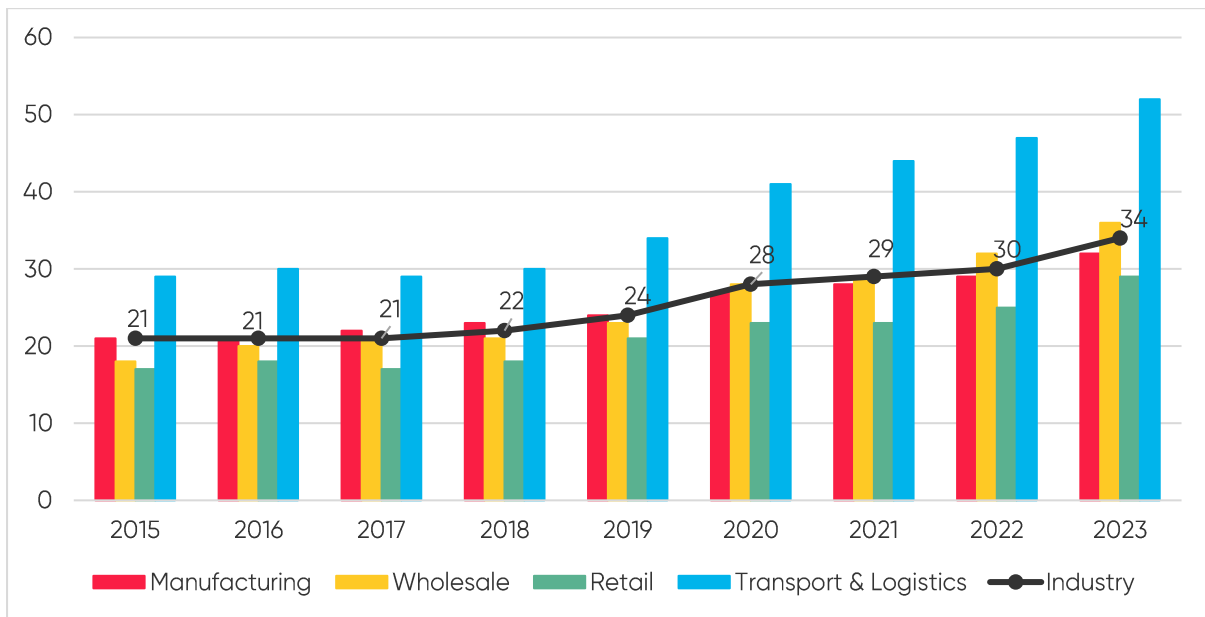
1. Transport & Logistics
2. Manufacturing
3. Retail
4. Wholesale

Due to privacy considerations, we are unable to publicly share specific fatality data to protect the confidentiality of individuals involved.

The stark difference in fatality rates between sectors reveals a critical challenge in transport and logistics, where most deaths occur. This suggests systemic safety failures, possibly related to fatigue, vehicle-related incidents, the environment they operate in, and inadequate risk management.

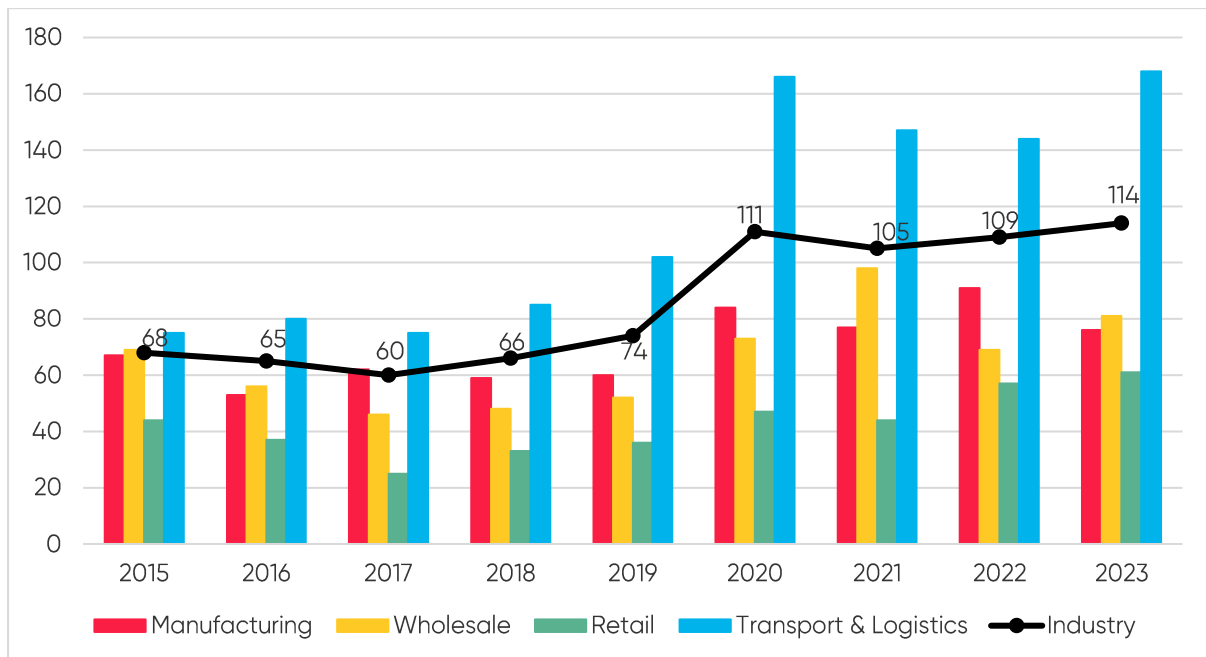
Manufacturing also reports significant fatalities, potentially from machinery-related accidents. Retail and wholesale, while lower on the scale, are not immune to such events. The key insight here is that preventive measures, investment in automated safety technologies, and promoting a culture of safety leadership, are urgent for the high-risk sectors.

## Site-Based Injuries: Days Off Work by Sector



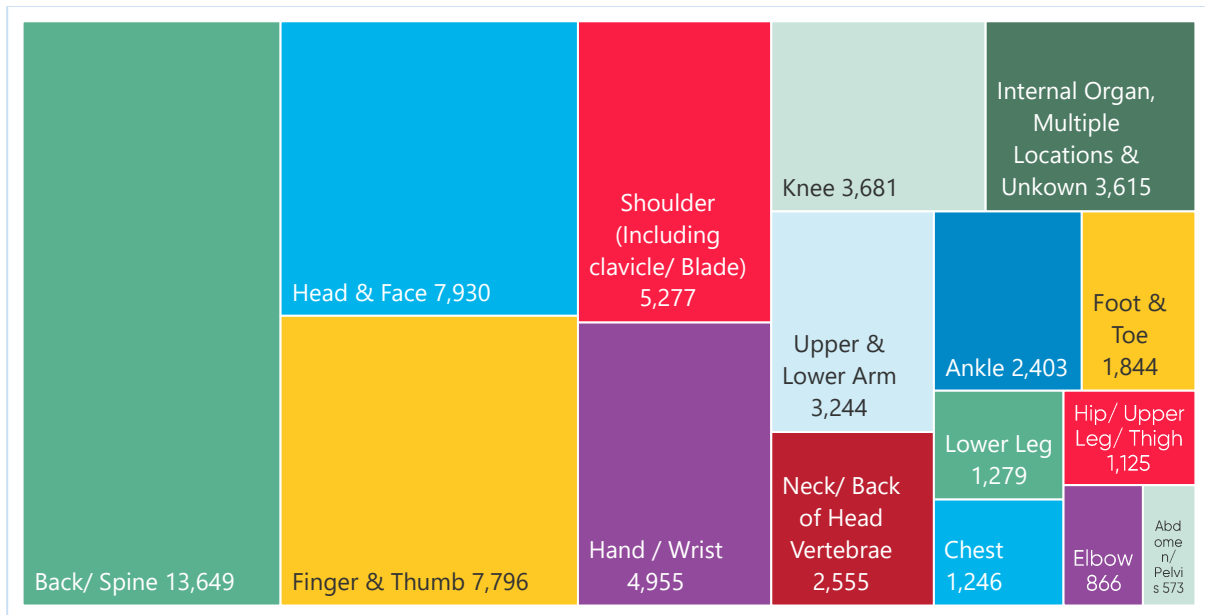
The data shows that transport and logistics, along with manufacturing, have the highest number of days off due to site-based injuries. This indicates that injuries in these sectors tend to be more severe or recovery-intensive. Reducing these figures will likely require more focus on injury prevention through mechanical aids, automation, and improved worker fitness and well-being. Additionally, it may be useful to review the work environment itself to mitigate risks like poor lighting, unorganised spaces, or inadequate protective gear.

## Road-Based Injuries: Days Off Work by Sector



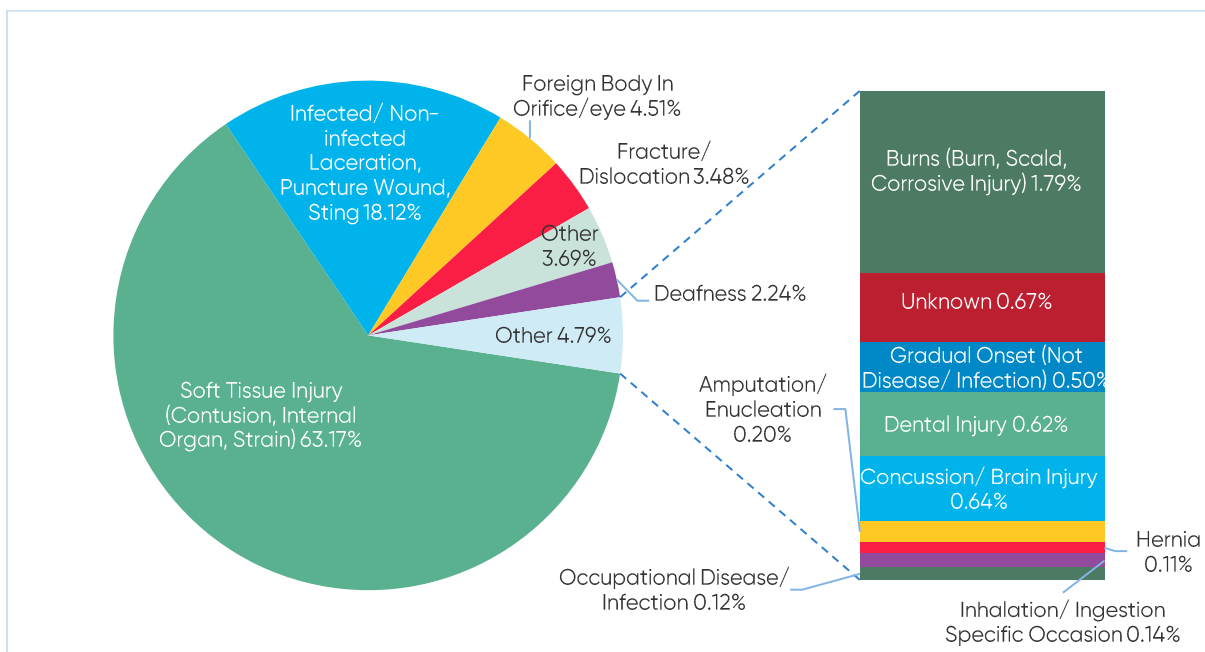
Road-based injuries in transport and logistics dwarf those in other sectors, indicating that on-the-road accidents remain a critical issue. Fatigue, long driving hours, distractions, and vehicle maintenance could all be contributing factors. Introducing advanced driver-assistance systems (ADAS), improving work-rest cycles, and mandating defensive driving courses could address the root causes of many of these injuries. Another area to explore is the proactive utilisation and management of telematics data to monitor and improve driver behaviour through positive performance management.

## Insights Summary for Average ACC Injury Claims P/Y by Site/ Body Location (2015-2023)



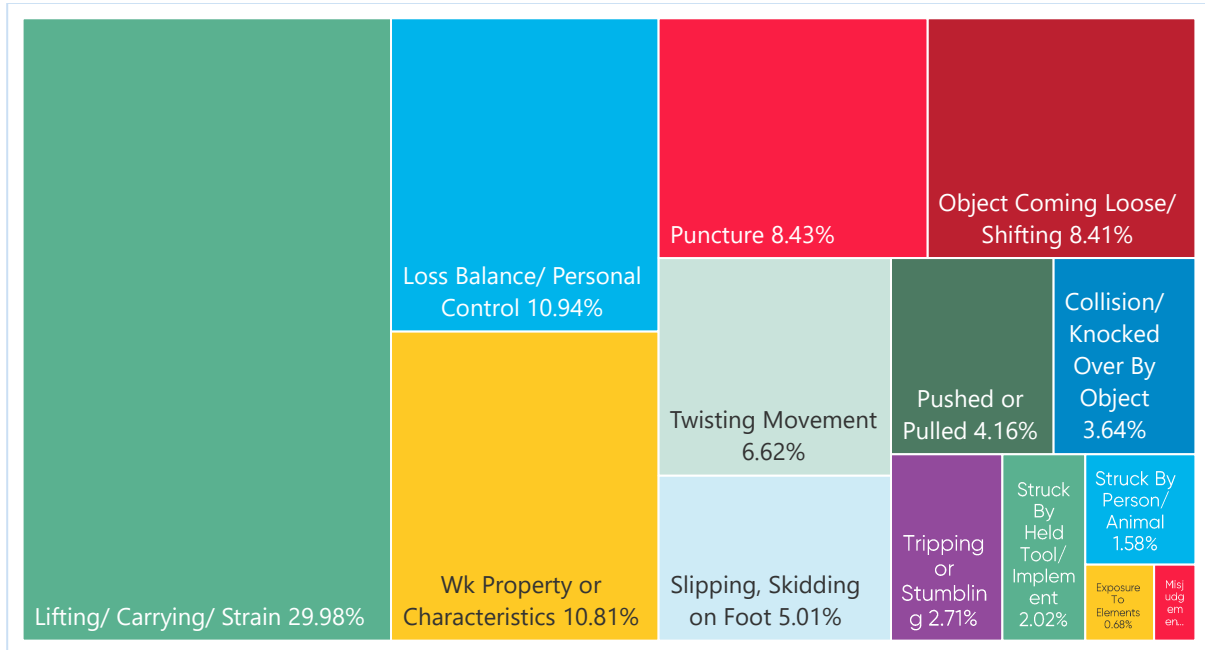
The treemap visual emphasises the need for going beyond traditional safety measures by involving workers in task redesign, which shifts risks to more efficient systems. By rethinking work processes, minimising manual handling, and adopting innovative tools and technologies to create safer, more ergonomic environments. This approach not only reduces injuries but also increases worker engagement and productivity.

## Average ACC Injury Claims P/Y by Type (2015-2023)



The dominance of soft tissue injuries and lacerations suggests that ergonomic improvements and safer work design can have a substantial impact on reducing injury claims.

## Average Top ACC Injury Claims P/Y by Cause (2015–2023)

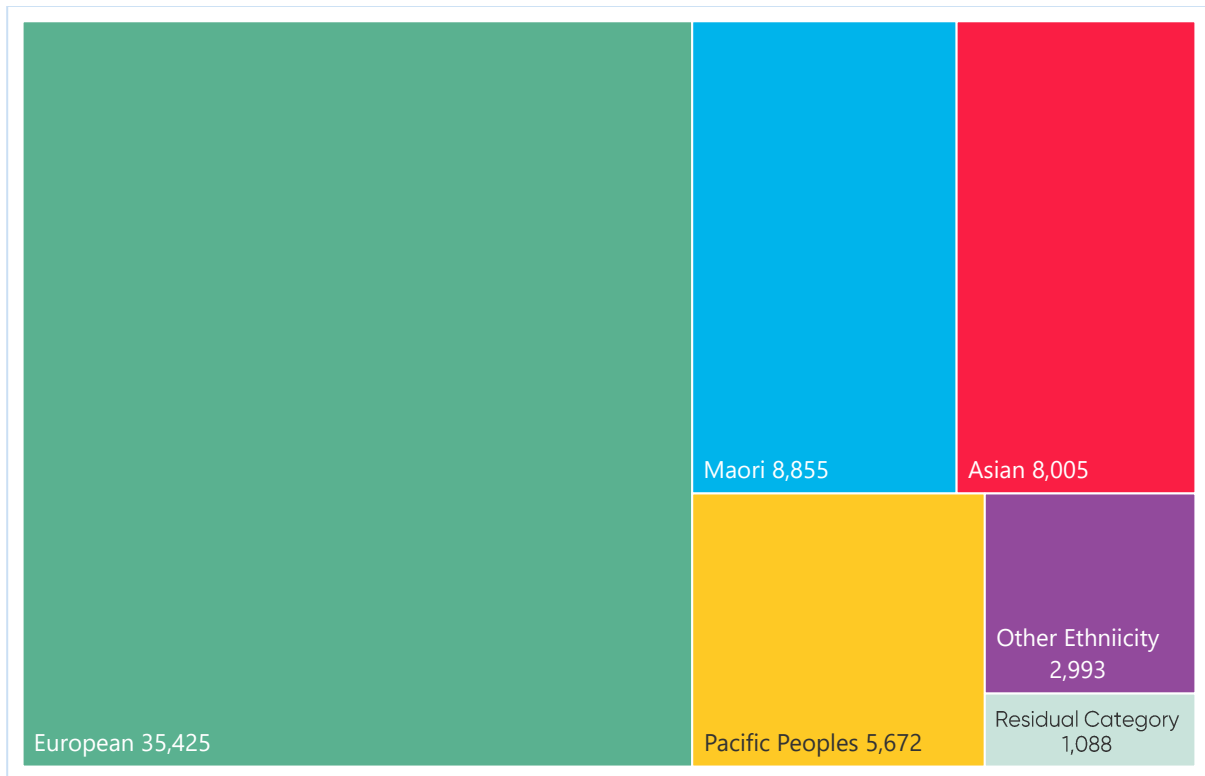


The most common cause of injury, lifting, carrying, or strain (30%), points to high risks associated with manual handling tasks. This is followed by loss of balance or personal control (11%), highlighting hazards from slips or unstable surfaces. Injuries caused by the work environment’s characteristics (11%) reflect design flaws or poorly organised spaces. Puncture injuries (8%) from handling sharp objects and accidents due to objects coming loose or shifting (8%) underline the need for better tool safety and securing protocols. These top causes demonstrate that many injuries stem from poor workplace design and manual handling tasks.



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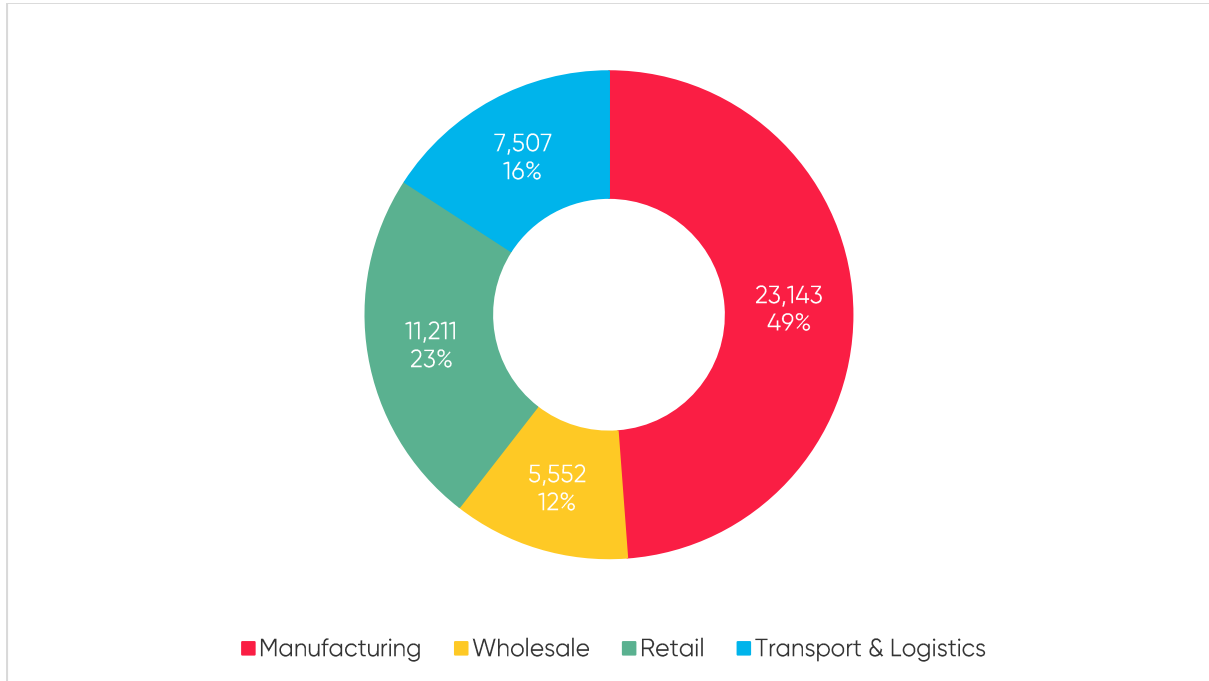
## Average ACC Injury Claims P/Y by Ethnicity (2015–2023)



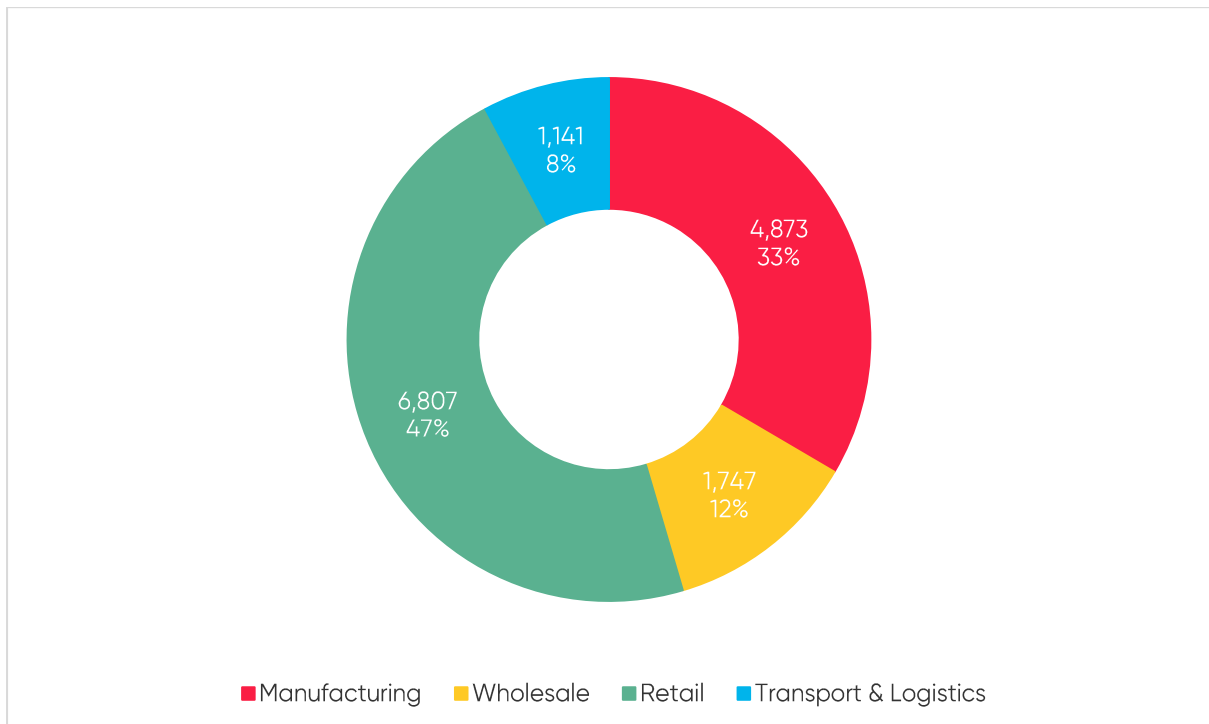
This visual presents the average number of injury claims by ethnicity, which can highlight important trends related to workplace demographics.

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## Average Male Injury Claims P/Y by Sector (2015-2023)



## Average Female Injury Claims P/Y by Sector (2015-2023)



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The two visuals highlight gender differences in injury claims across sectors.

For females, most injury claims occur in retail (47%), reflecting the physically demanding and repetitive nature of tasks merchandising, sales and customer service, followed by manufacturing (33%).

In contrast, males face the highest injury rates in manufacturing (49%), due to high-risk tasks like operating machinery and heavy lifting, with retail (23%) and transport & logistics (16%) also contributing significantly to male injury claims.

These results may be due to increased rates of participation by specific genders in these sectors, however, what the data tells us is that all genders would benefit from improving their approach to managing health, safety and wellbeing risks in these environments.

The insights across sectors and demographics highlight specific areas in workplace injuries. Manual handling, repetitive tasks, and poor ergonomic practices dominate injury claims across all groups, with manufacturing posing the greatest risk for men and retail for women. The data indicates the need for improved safety practices, ergonomic interventions, and inclusive, capability improvement programmes. By leveraging worker participation in safety planning, introducing new technology where feasible, and redesigning workplaces with a focus on reducing physical strain, businesses can drastically reduce injury rates and foster safer working environments for all.

The path to a safer worker starts with informed action. Explore these insights and make proactive changes in your workplace. Engage your teams in safety initiatives and shift the burden away from workers.

# Ngā mihi

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