



ShopCare injury data insights analysis

ShopCare proudly acknowledges



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Introduction to our data



ShopCare
Charitable Trust

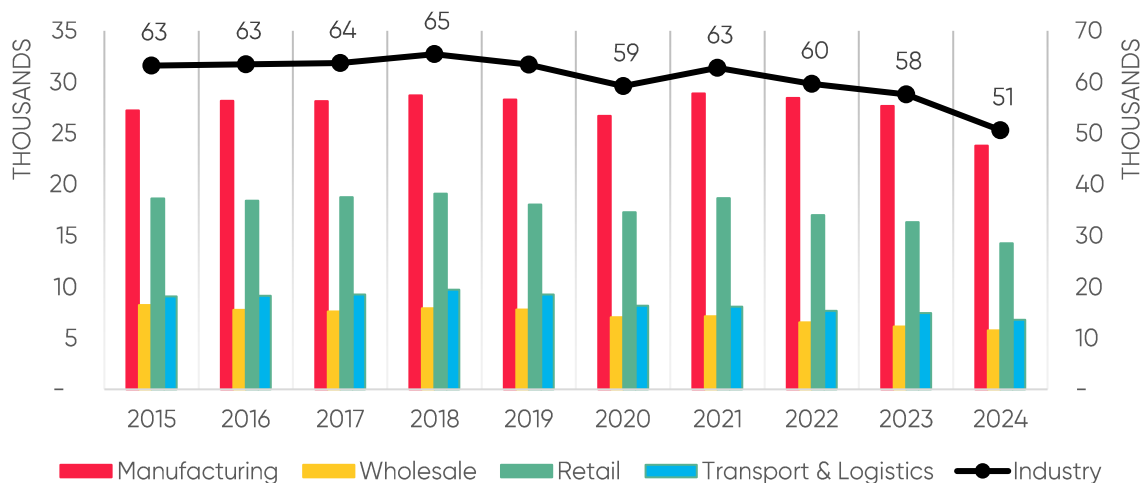
Introduction to our data

The ShopCare dashboard makes 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

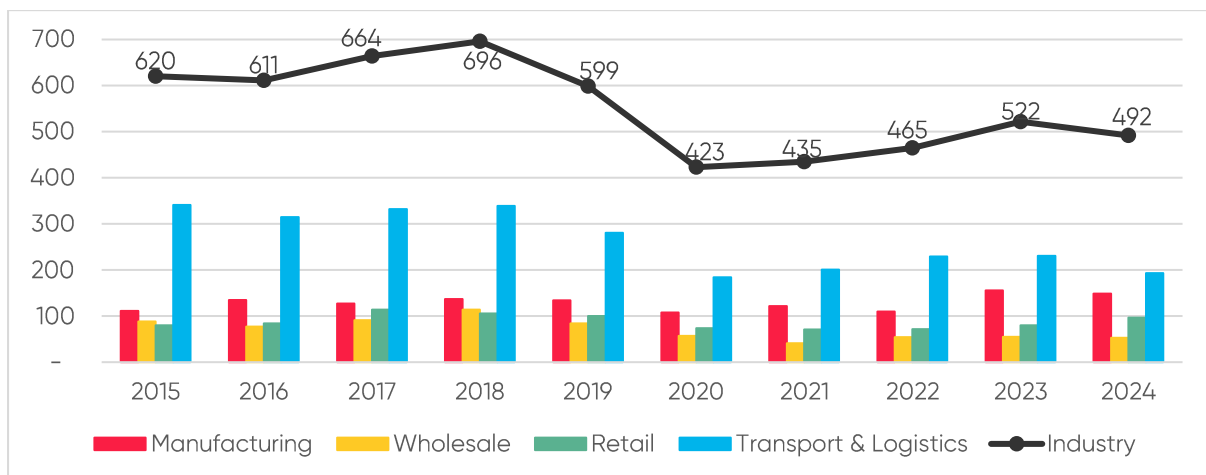


Manufacturing consistently has the highest number of injury claims among all our sectors, with claim numbers fluctuating slightly year to year. This reflects the inherent risks in a sector that involves heavy machinery, manual labour, and repetitive tasks.

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 to 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.

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 through 2023, and in 2024 the trend reaches a new low, indicating that prevention efforts and safety interventions may be starting to have a broader impact.

On road injury claims by sector



The data in the above chart highlights fluctuations in injury claims, providing insights into sector-specific risks and broader industry trends.

Transport & Logistics Dominance: The sector consistently records the highest number of on-road injury claims, significantly exceeding the other sectors. This trend underscores the high-risk nature of vehicle-related work, particularly for drivers and logistics personnel frequently on the road. The fluctuation over the period is notable rising again after 2020 and seeing a 16% improvement in 2024.

Overall Industry Claims: The industry-wide trend line shows a gradual increase from 2015 to 2019, peaking at 606 claims in 2019, before experiencing a sharp decline in 2020, dropping to 423 claims. This drop aligns with the onset of the COVID-19 pandemic, where lockdowns and restricted movements likely resulted in fewer vehicles on the road, reducing on-road incidents. A rebound effect is observed post-pandemic, with claims rising again in 2022 (466 claims) and peaking at 522 in 2023 before slightly decreasing to 492 in 2024 an overall 6% improvement.

Steady Rise in Manufacturing & Retail Claims: While these sectors show lower injury claim volumes than transport and logistics, their numbers have gradually increased since 2020. This suggests a possible rise in on-road exposure for workers in these industries, which may be due to increasing delivery demands, fleet expansions, or role diversification requiring more driving-related tasks.

Understanding these trends enables businesses to implement targeted safety strategies to reduce on-road injuries and improve workplace safety for all sectors involved.

Total claims cost vs weekly compensation claims cost



This visual compares the total claims cost (mint bars) with the weekly compensation (WC) claims cost (dark mint line) over the period from 2015 to 2024.

Total Claims Cost:

The total claims cost has fluctuated significantly over the years, peaking at \$213 million in 2019 and gradually declining to \$117 million in 2024.

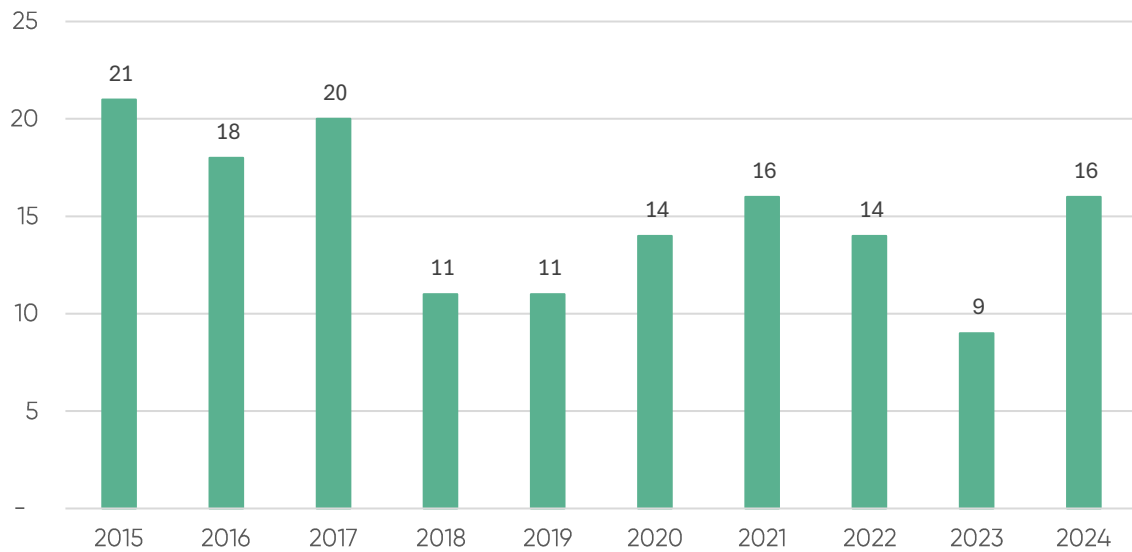
Weekly Compensation (WC) Claims Cost:

The weekly compensation costs have steadily increased over the same period, from \$39 million in 2015 to \$73 million in 2024. 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 and the need for 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.

Workplace fatalities 2015 – 2024



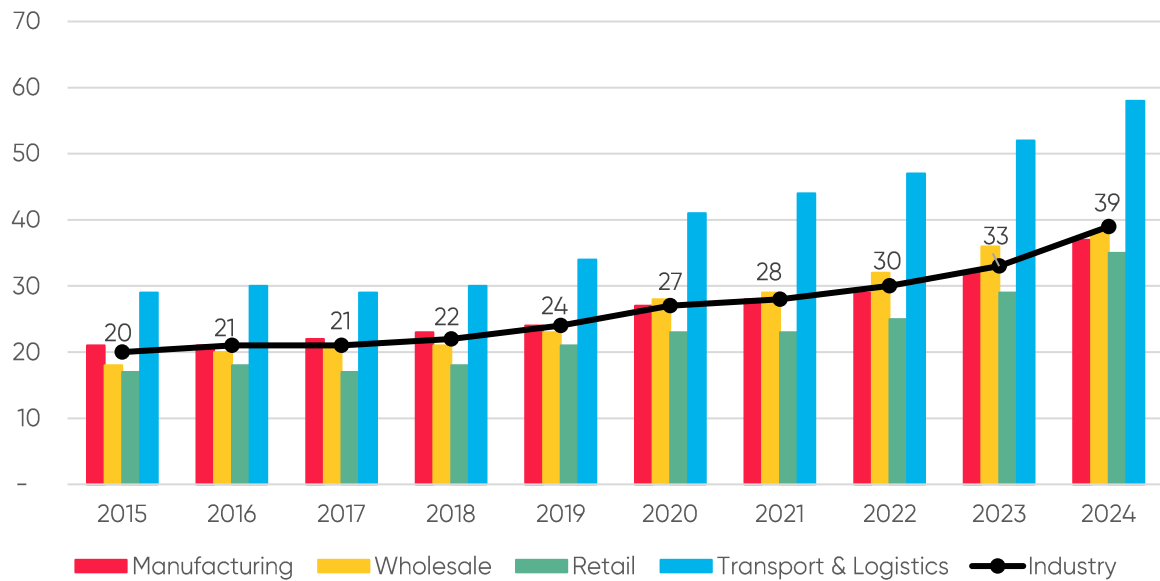
The ShopCare industry experiences an average of 15 work-related fatalities each year. By sector, the highest average deaths occur in transport and logistics, followed by manufacturing, then retail and wholesale.

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

- Both transport and logistics and manufacturing sectors consistently have the largest share of fatalities. This may point to:
 - Transport and logistics – systemic risks related to fatigue, vehicle incidents, and environmental factors, etc.
 - Manufacturing – machinery-related accidents resulting in fatalities.
- Retail and wholesale, while lower on the scale, are not immune to serious or fatal incidents.

Notably, 2023 showed a relatively low figure (9), but 2024 ended higher at 16, reinforcing the urgent need for safety leadership, risk management, and systematic interventions in high-risk sectors.

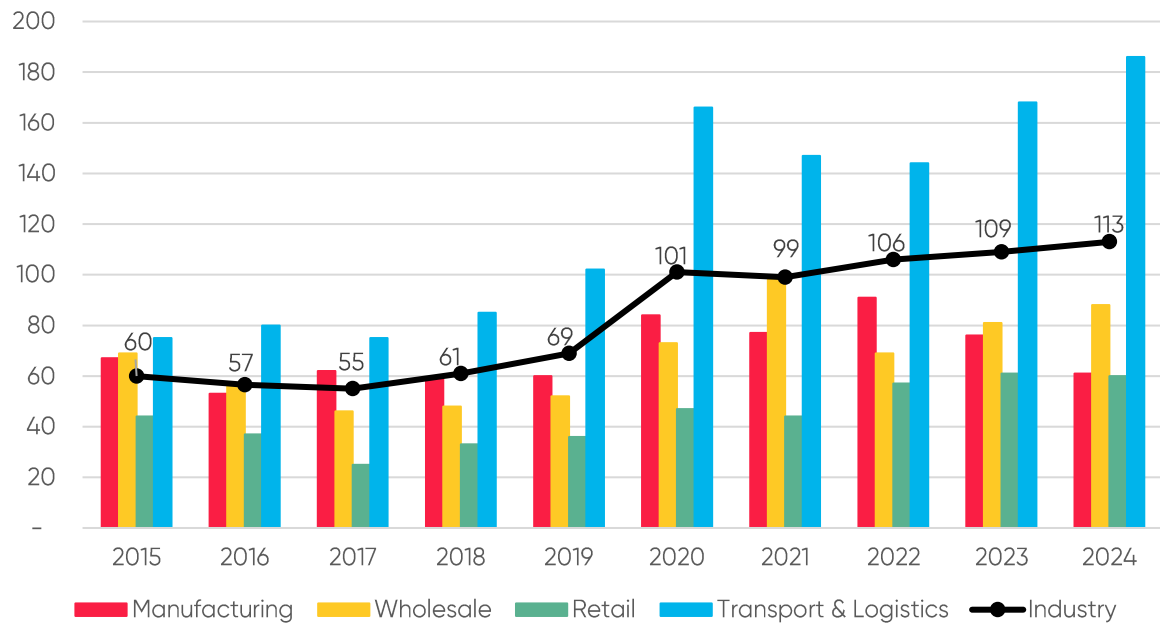
Site-based injuries: Days off work by sector



The 2024 data shows days off due to site-based injuries continue climbing, reaching 39 days on average, a significant jump from earlier years (e.g. 20 days in 2015). Transport and logistics, along with wholesale, still has the highest number of claims and is rising.

This visual indicates that these injuries tend to be more severe or recovery-intensive. Reducing these figures will likely require increased focus on injury prevention through mechanical aids, automation, but also improvements to work environments (e.g., layout, lighting, housekeeping) and fitness/wellness initiatives that help workers recover faster and avoid re-injury.

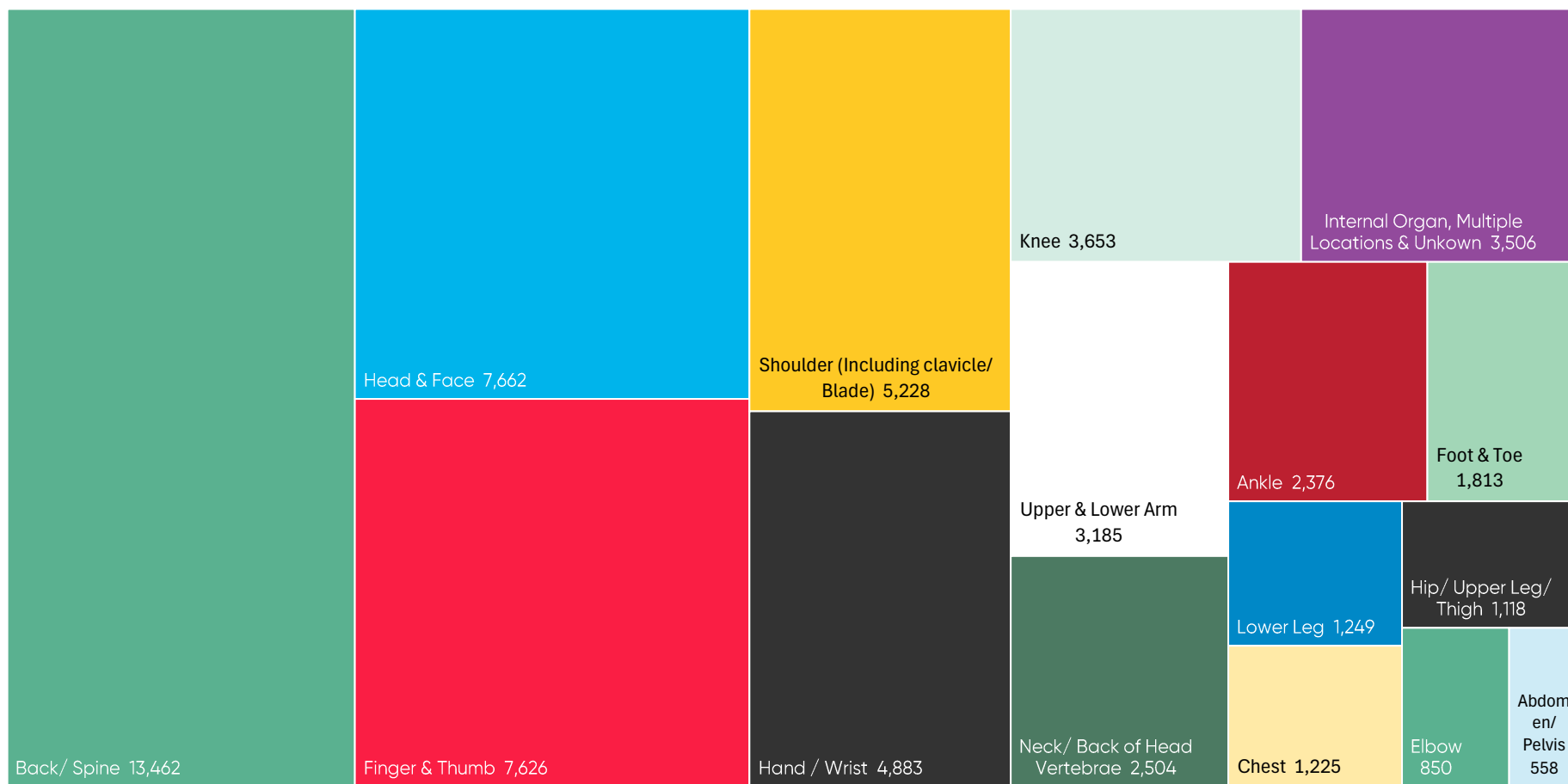
Road-based injuries: Days off work by sector



Road-based injuries in transport and logistics dwarf those in other sectors, indicating that on-the-road accidents remain a critical issue. The data from 2015 to 2024 shows a marked increase, culminating in an average of 186 days off work in 2024 compared to the industry average of 113 days off work which is still concerning.

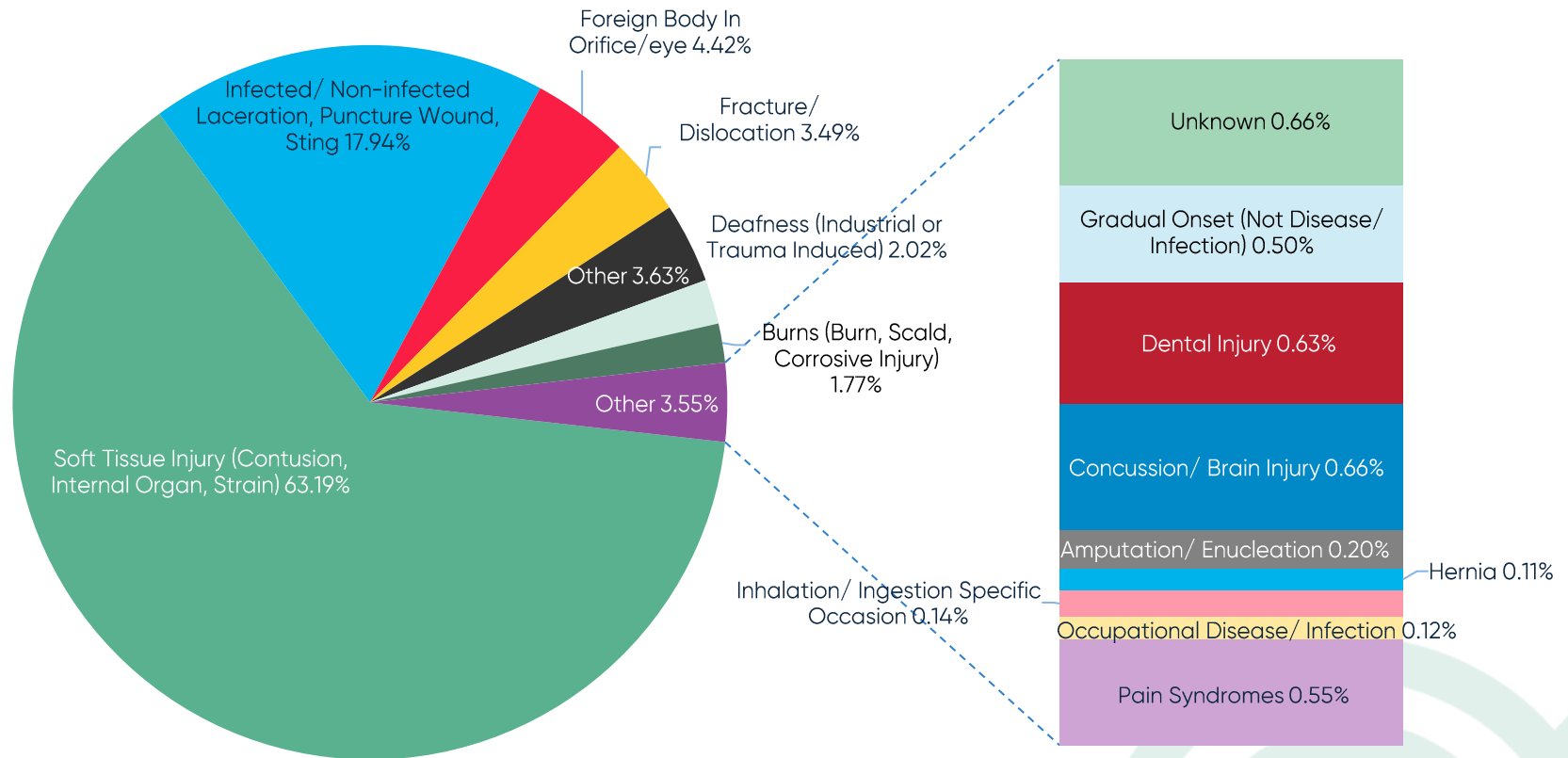
Fatigue, long driving hours, distractions, and vehicle maintenance could all be contributing factors. Introducing advanced driver-assistance systems (ADAS), improving work-rest cycles, and driving courses could address the root causes of many of these injuries. Another area to explore is the proactive utilisation and management of telematics data to monitor and improve driver behaviour through positive performance management.

Summary for average ACC injury claims p/y by site/ body location



The treemap visual shows various injury site claims and highlights the opportunity by involving workers in task redesign, which shifts risks away from workers to 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



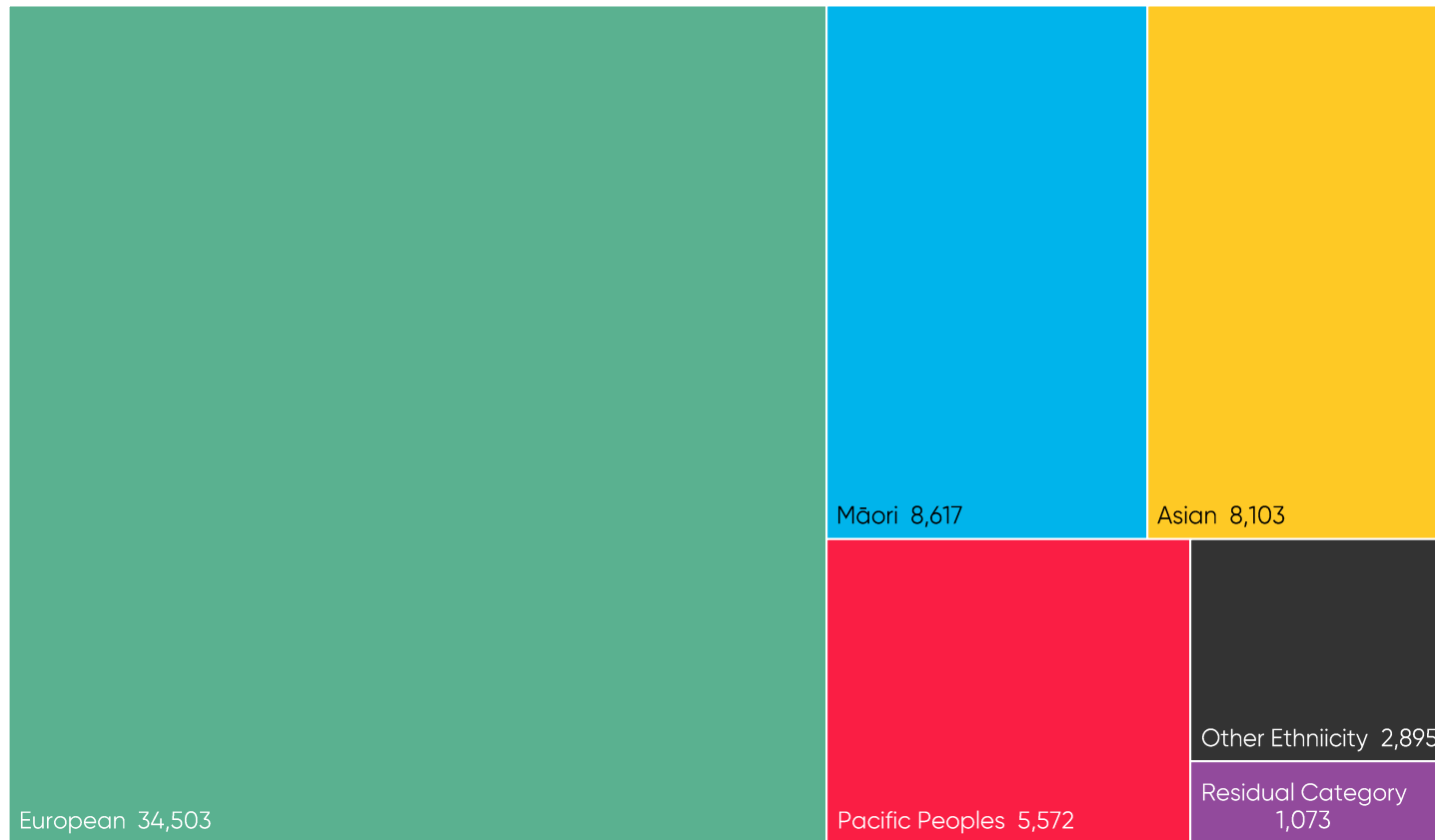
The dominance of soft tissue injuries and lacerations suggests that ergonomic improvements and safer work design can have a substantial impact on reducing injury claims. Soft tissue injuries (sprains, strains, contusions) still make up the largest portion 63%. Lacerations and puncture wounds represent 18% and fractures, dislocations, burns, and other less common injuries form smaller slices of the visual.

Average top ACC injury claims p/y by cause



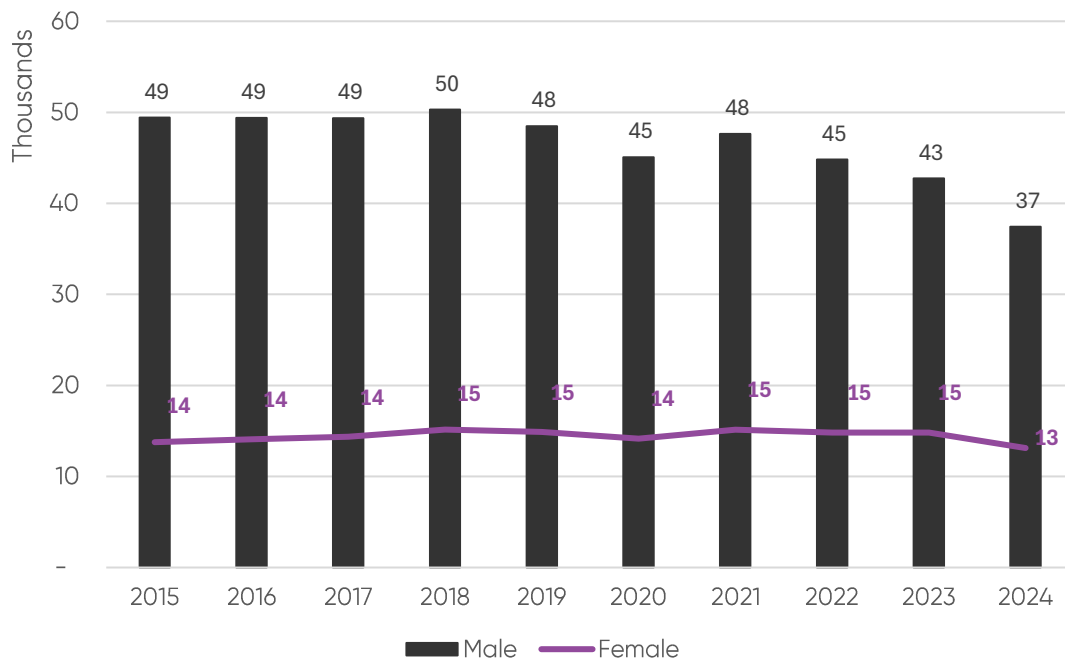
The most common cause of injury, lifting, carrying, or strain (30%), points to high risks associated with manual handling tasks. This is followed by loss of balance or personal control (11%), highlighting hazards from slips or unstable surfaces. Injuries caused by the work environment's characteristics (11%) reflect design flaws or poorly organised spaces. Puncture injuries (9%) 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.

Average ACC injury claims p/y by ethnicity

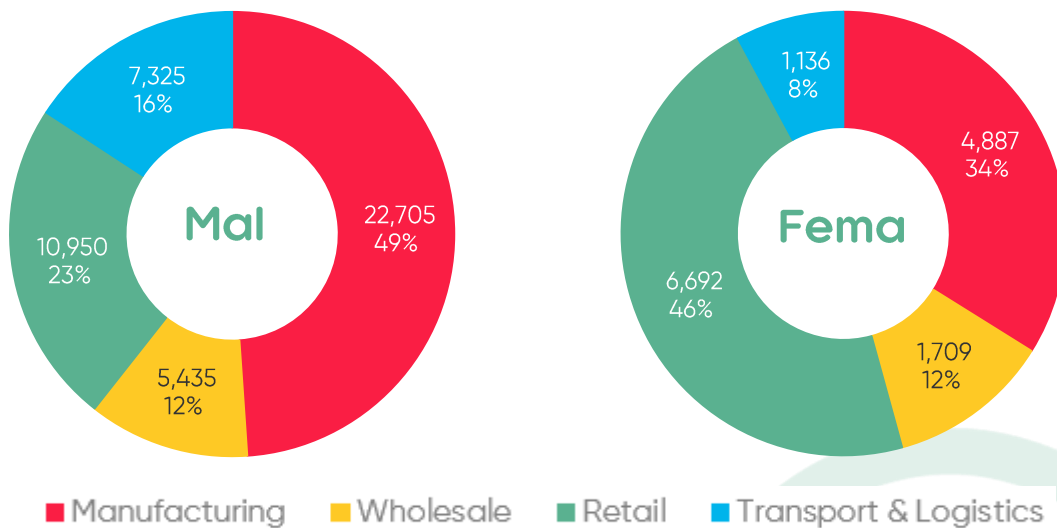


While the data breaks down claims by various ethnic groups, the overall takeaway is that any demographic may be at risk if workplace hazards, and task demands may not be well-managed. Monitoring trends across ethnicities can help identify interventions (e.g., language-appropriate training, culturally aligned safety initiatives).

Gender: male and female injury claims p/y across all sectors



Average male and female injury claims by sector



The three visuals highlight gender differences in injury claims across sectors. 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, every sector has unique hazards that need tailored solutions.

1. **Prevent:** Focus on work redesign, mechanical aids, and automation.
2. **Engage:** Involve kaimahi/workers in safety planning and improvement, fostering a participatory health and safety culture.
3. **Rehabilitate:** Strengthen return-to-work programmes and rehabilitation to reduce weekly compensation costs and ensure faster recovery.
4. **Innovate:** Explore new technologies, e.g. telematics for driver safety, ergonomic wearables, or advanced lifting aids, to address recurring injury causes.

The path to a safer worker starts with informed action. Let these insights guide your next steps towards proactive health, safety, and wellbeing initiatives, shifting the burden away from individual workers and towards systemic and sustainable improvements.

Ngā mihi

info@shopcare.org.nz | shopcare.org.nz



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