



ShopCare injury data insights analysis

ShopCare proudly acknowledges



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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.

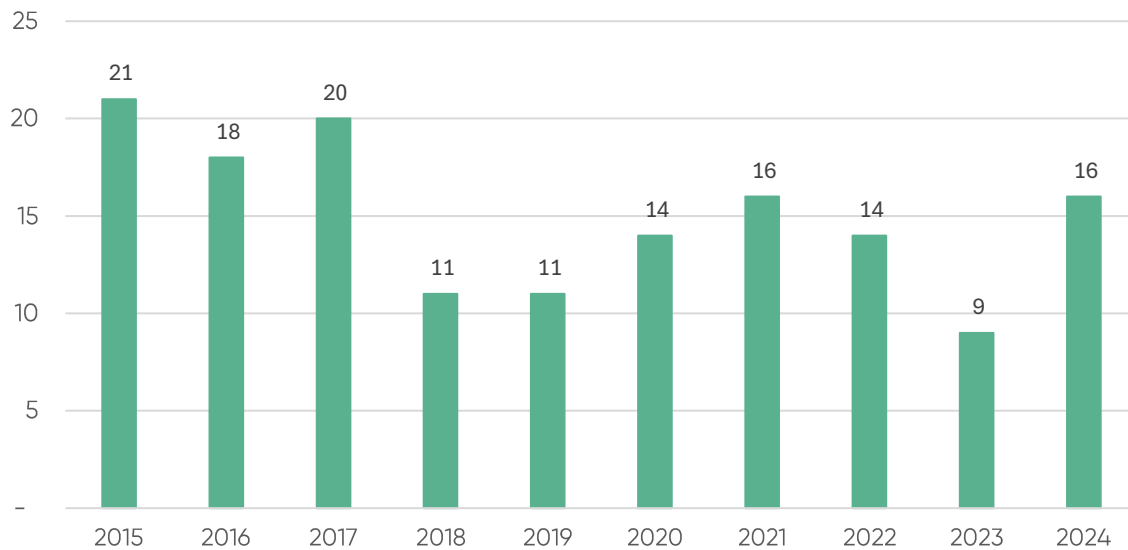
How to interpret the document

Each section summarises what the chart is showing. We keep to what the visuals tell us and avoid any speculation. Where numbers appear on the charts, we use them. Otherwise, we describe the direction of travel (rising, falling, steady) and relative scale (higher/lower than others).

Please note, the 2025 data is to the end of September only. There is still one more quarter to go before the year is complete.



Workplace fatalities 2015 – 2024



The industries ShopCare is focused on (retail, manufacturing, transport and logistics, and wholesale) experience 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.

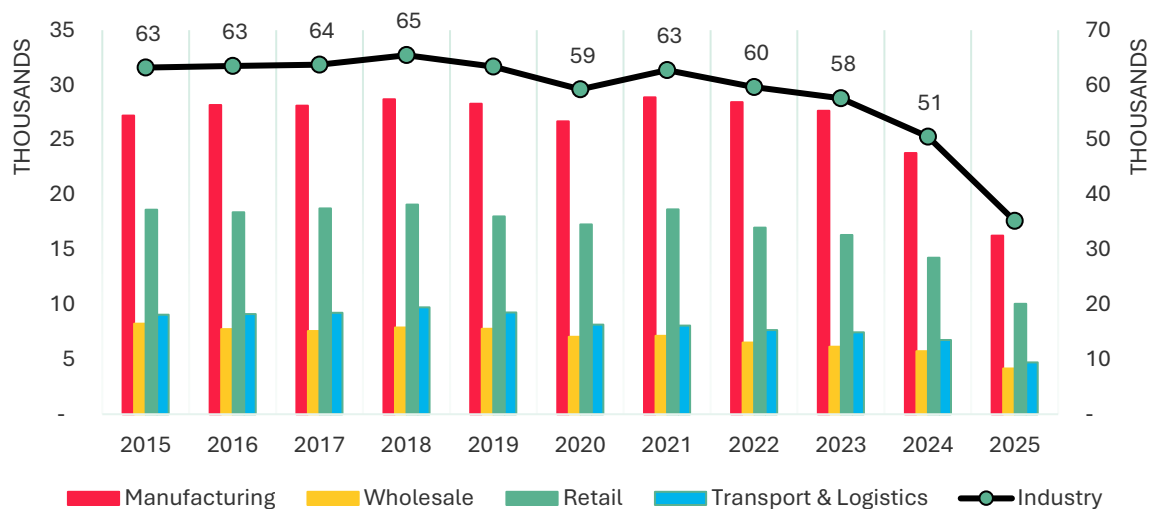
Due to privacy considerations, we are unable to publicly share specific fatality data to protect the confidentiality of individuals involved. However:

- Both transport & logistics and manufacturing sectors consistently has the largest share of fatalities. This may point to:
 - Transport & 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.



Injury claims by sector



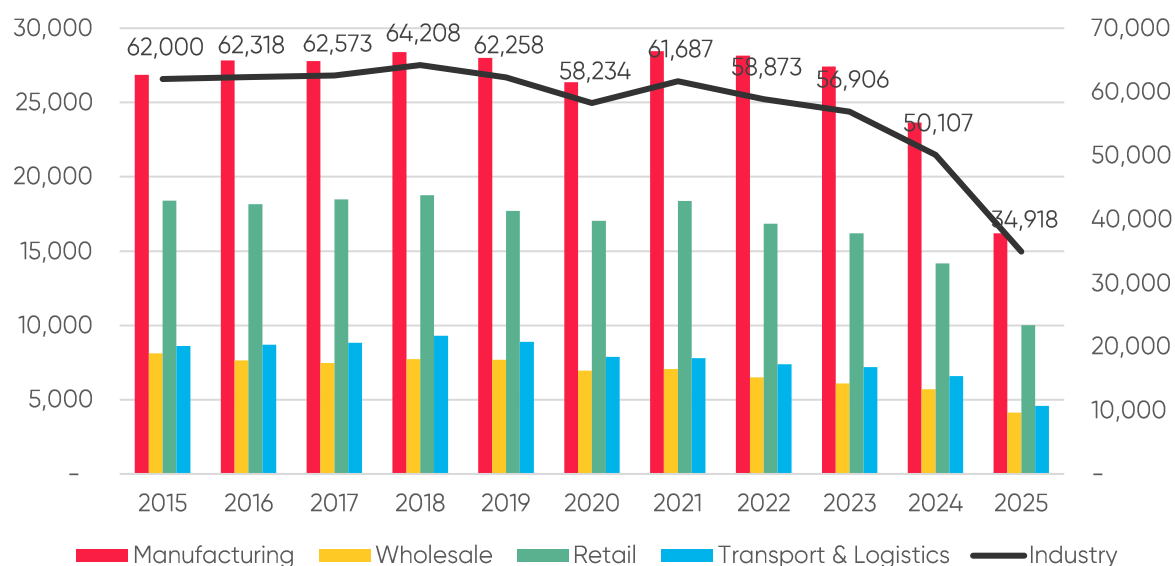
Manufacturing consistently has the highest number of injury claims among all our sectors, with claim numbers fluctuating slightly year to year. This reflects the inherent risks in a sector that involves heavy machinery, manual labour, and repetitive tasks.

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.

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.



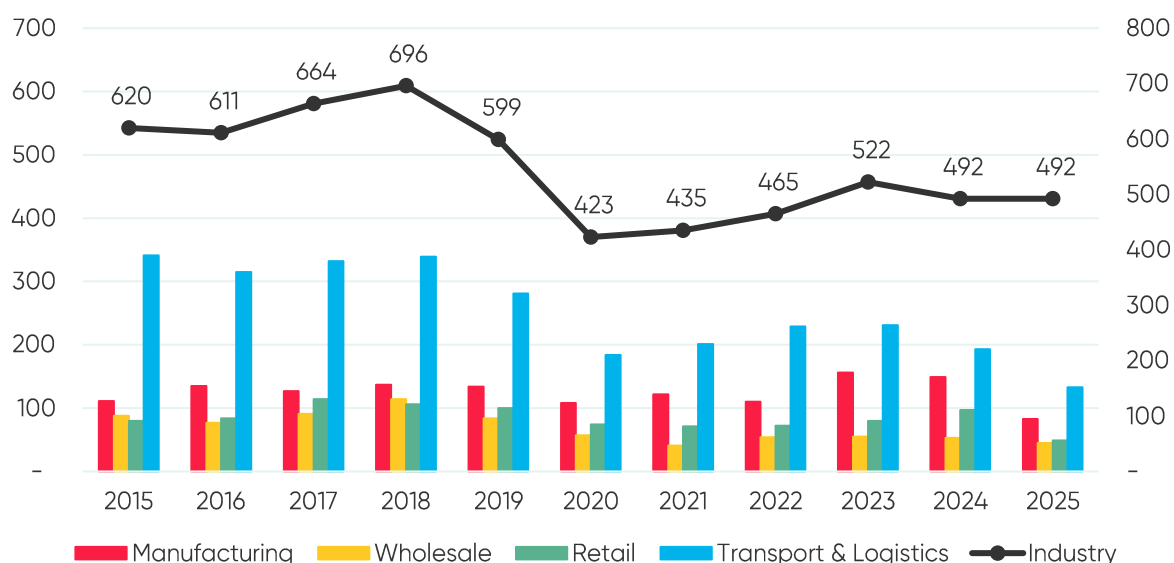
On site injury claims by sector



On-site new claims for the combined industries sit around the low 60,000s from 2015 to 2018, dip in 2019, recover in 2021, and trend down from 2022. A sharp reduction is visible in 2025, however the reporting for 2025 only goes up to the end of September 2025, but we are confident with only one quarter remaining, that we will see significant claim reductions this year. Within that total, manufacturing remains the largest contributor each year, with retail next, followed by transport and logistics and then wholesale.



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 and logistics dominance: As expected the sector consistently records the highest number of on-road injury claims due to the amount of time they spend on the road. The fluctuation over the period is notable rising again after 2020 and seeing a 16% improvement in 2024.

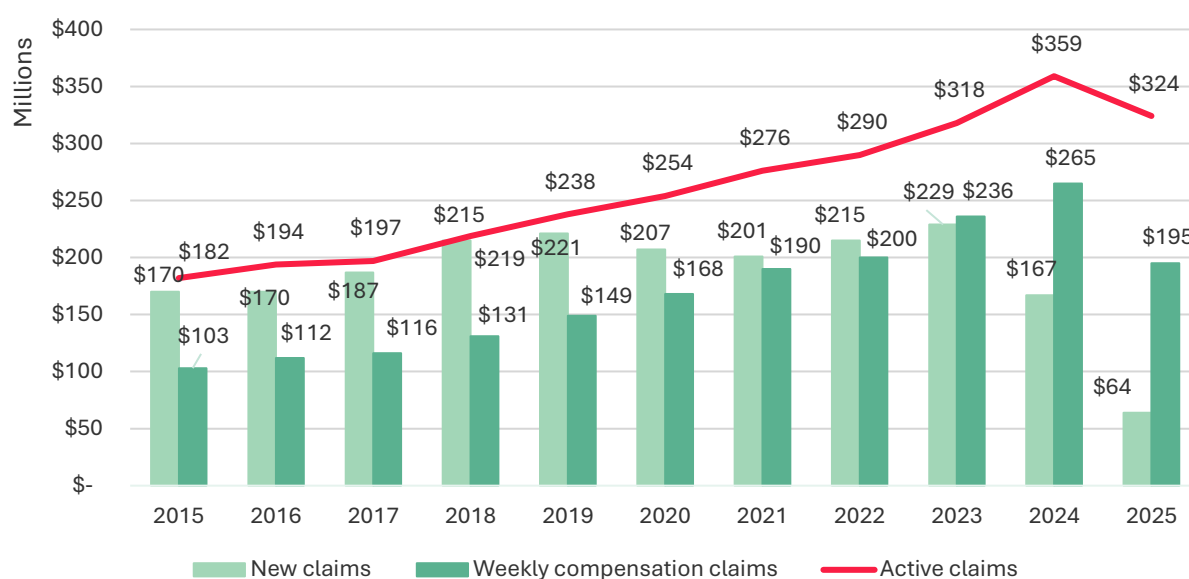
Overall industry claims: The industry-wide trend line shows a gradual increase from 2015 to 2019, peaking at 606 claims in 2019, before experiencing a sharp decline in 2020, dropping to 423 claims. This drop aligns with the onset of the COVID-19 pandemic, where lockdowns and restricted movements likely 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.

With one quarter left of 2025 and one of the busiest times of year ahead, there is a lot of focus on road safety. However, with the need to keep shelves stocked for the festive season, it is hard to imagine that 2025 will be an improvement on 2024 results.

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



Total claim costs: new vs weekly compensation vs active



This visual compares the new claims (mint bars) with the weekly compensation claims (dark green bars) and active claims cost (red line) between 2015 to 2025.

New claims cost: New claims are all claims in a specific calendar year between January and December. The new claims cost has fluctuated significantly over the years, peaking at \$213 million in 2019 and gradually declining to \$64 million in September 2025.

Weekly compensation claims cost: Weekly compensation claims are where a worker could not return to work for five or more working days. The weekly compensation costs have steadily increased over the same period, from \$39 million in 2015 to \$265 million in 2024 and as of September 2025 the current cost incurred is at \$195 million with one more quarter left in the year. The ongoing high compensation costs indicate that although the total number of claims may have stabilised or decreased, there are more prolonged recovery periods and higher payout amounts.

Several factors may be contributing to this trend, including higher unemployment rates¹ (resulting in injured workers struggling to get back into employment), issues within the public health system² (longer wait times for tests, scans and specialist appointment etc), and how ACC has changed the way it approaches case management.^{3,4} (in 2020 the existing claim manager model was replaced and claimants have had to navigate the ACC system without dedicated support, creating inefficiencies across the system). Traditionally, an aging workforce has also been taken as a factor; however, a recent meta-analysis done overseas showed that

¹ **Stats NZ.** (n.d.). *Unemployment rate*. <https://www.stats.govt.nz/indicators/unemployment-rate/>

² **Radio New Zealand.** (2023, September 26). *Steady progress toward meeting wait targets – Health NZ chief*. RNZ. <https://www.rnz.co.nz/news/national/557080/steady-progress-toward-meeting-wait-targets-health-nz-chief>

³ **Radio New Zealand.** (2025, October 3). *ACC levies may increase due to rise in serious injuries, rehabilitation costs*. RNZ. <https://www.rnz.co.nz/news/political/518563/acc-levies-may-increase-due-to-rise-in-serious-injuries-rehabilitation-costs>

⁴ **Radio New Zealand.** (2025, October 31). *ACC U-turn reinstates one-on-one case managers for thousands of clients*. RNZ. <https://www.rnz.co.nz/news/in-depth/526964/acc-u-turn-reinstates-one-on-one-case-managers-for-thousands-of-clients>



older workers had better return to work rates.⁵ This underscores that there are a variety of factors that need to be considered when examining claim trends. We are also not seeing an increase in more severe injuries, so increased acute harm or more complex medical treatments do not appear to be a contributing factor although this cannot be ruled out without more data on the complexity of the claims.

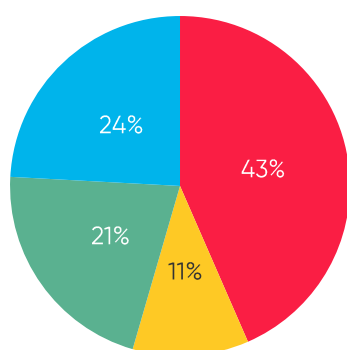
Active claims cost: These are the cost related to claims that are active over multiple years. Same as with weekly compensation claims the costs have been steadily increasing over the same period, from \$182 million to \$359 million in 2024 and currently with one quarter left in 2025 the cost is sitting at \$324 million. The factors contributing to the compensation could also be contributing to the active claim costs.

The trends in ACC claim costs highlight the need to increase injury prevention efforts (to stop injuries before they happen and enter the system), as well as to enhance rehabilitation and recovery processes to support improved efficiencies in claimants navigating their way through and out of the system back into appropriate levels of work.

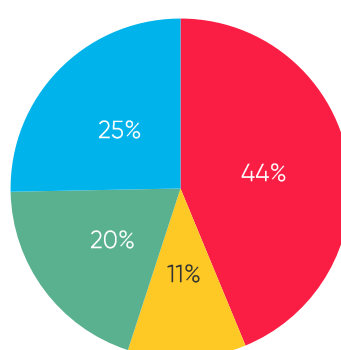
Claim costs by sector

■ Manufacturing ■ Wholesale ■ Retail ■ Transport & Logistics

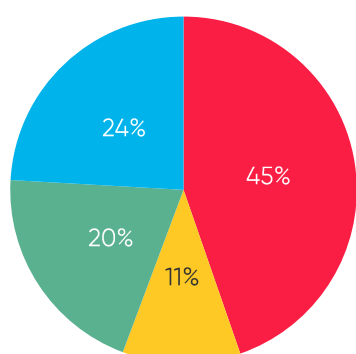
New claim cost by sector



Weekly claim costs by sector



Active claims cost by sector

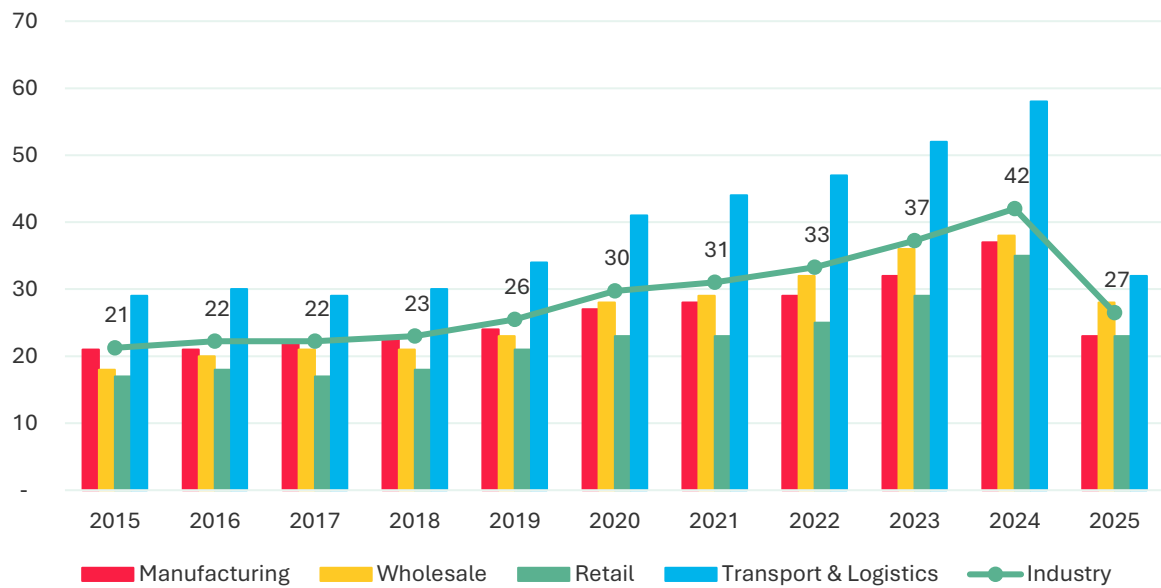


Across all three cost views, manufacturing carries the largest share (43 – 45%). Transport and logistics contribute about one quarter (24 – 25%), retail around one fifth (20 – 21%), and wholesale about one tenth (11%). The ranking is consistent across new claim costs, weekly compensation cost, and active claims cost. The cost burden mirrors the injury volumes: manufacturing first, transport and logistics second. Cost reduction efforts will have the biggest impact in these two sectors.

⁵ Santos, W., Rojas, C., Isidoro, R., Lorente, A., Dias, A., Mariscal, G., Zabady, A. H., & Lorente, R. (2025). Return to work after work-related injuries: A systematic review and meta-analysis of incidence and determinants. *Journal of Clinical Medicine*, 14(12), 4343. <https://doi.org/10.3390/jcm14124343>



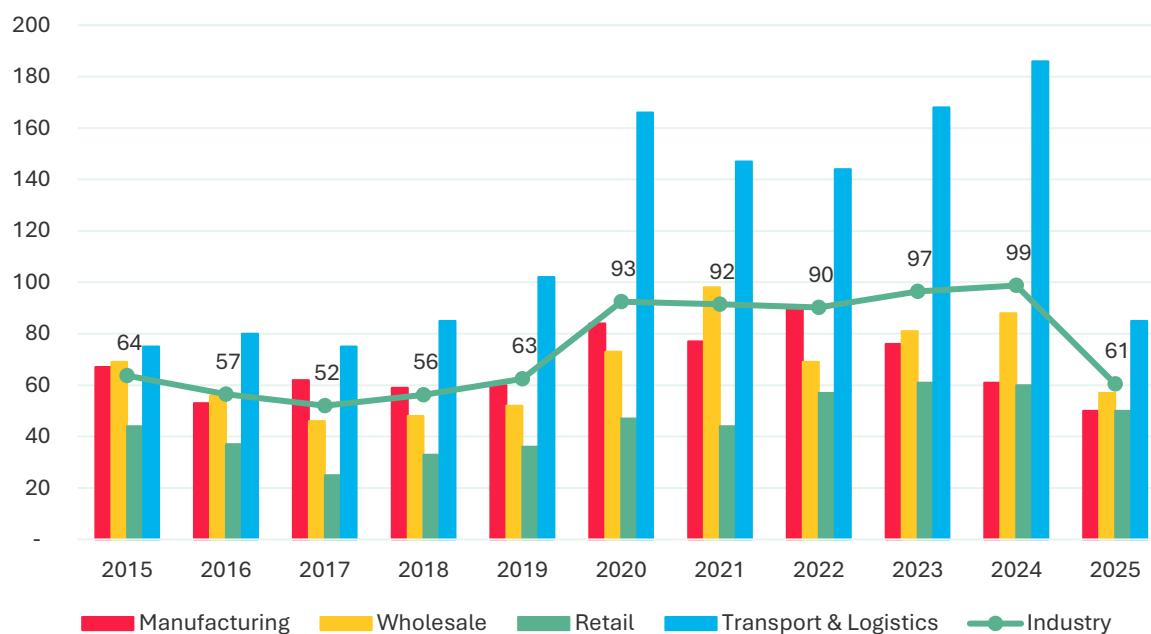
Site-based injuries: Days off work by sector



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.



Road-based injuries: Days off work by sector

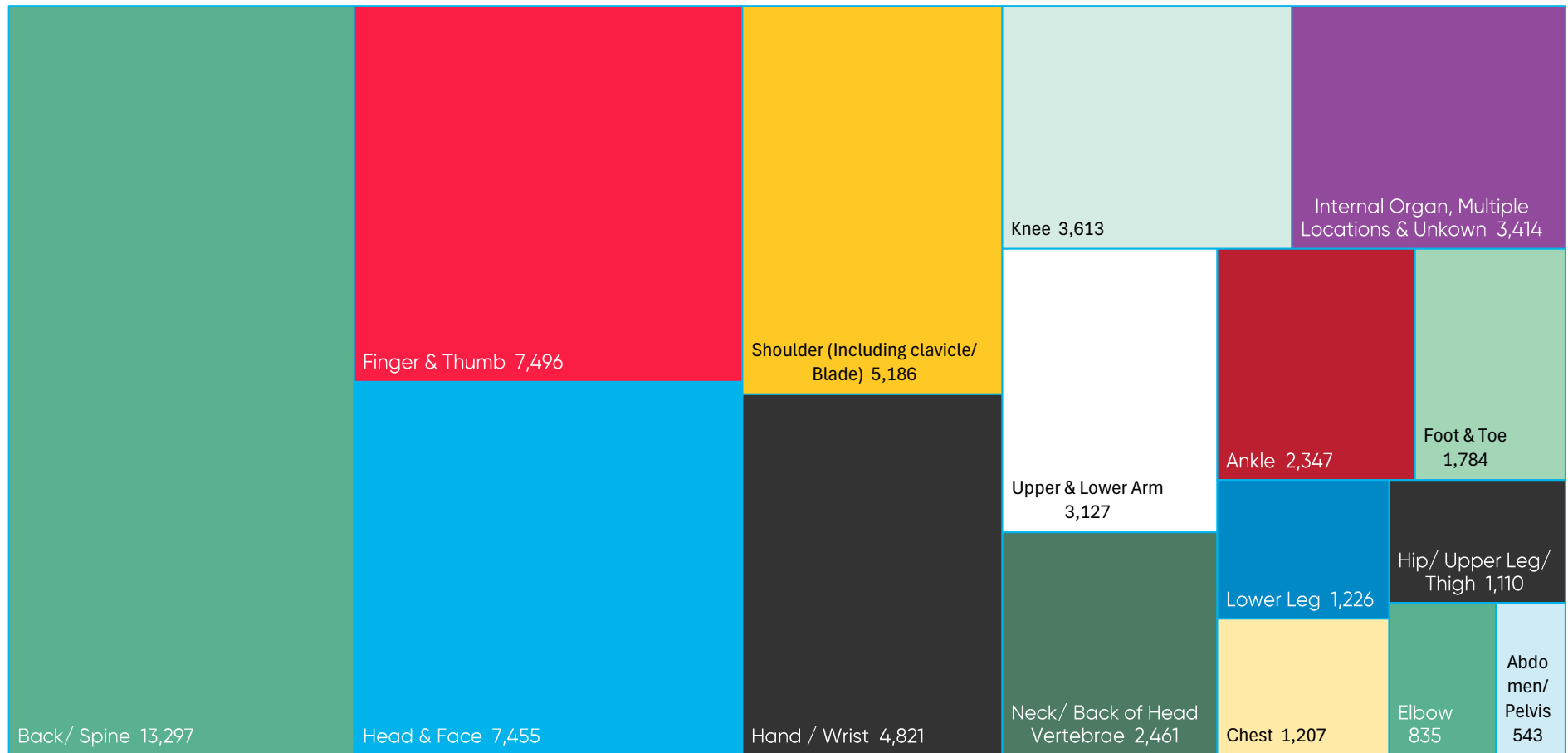


The data from 2015 to 2024 shows a marked increase, culminating in an average of 186 days off work in 2024 compared to the industry average of 113 days off work which is still concerning.

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.



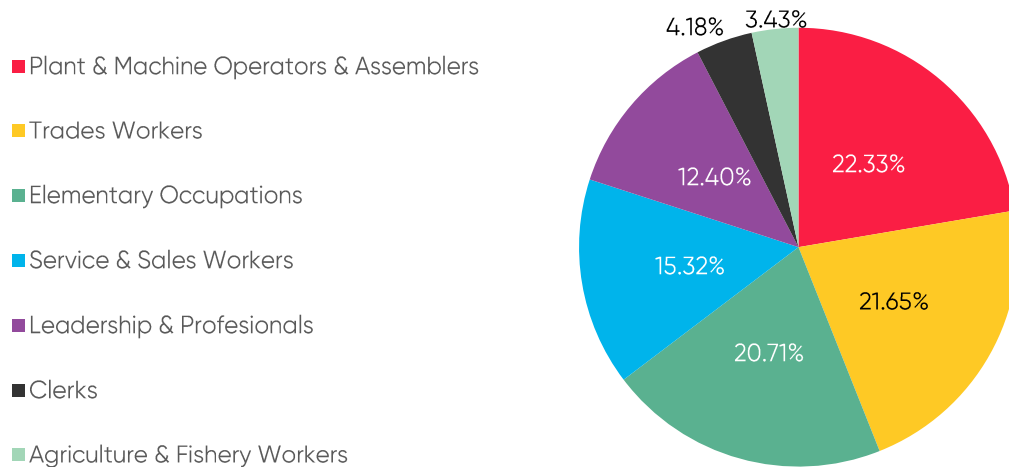
Summary for average ACC injury claims per year by site / body location



The tree map visual shows various injury site claims and highlights the opportunity of involving workers in task redesign, which shifts risks away from being worker focused to systems focused. It means 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 per year by occupation



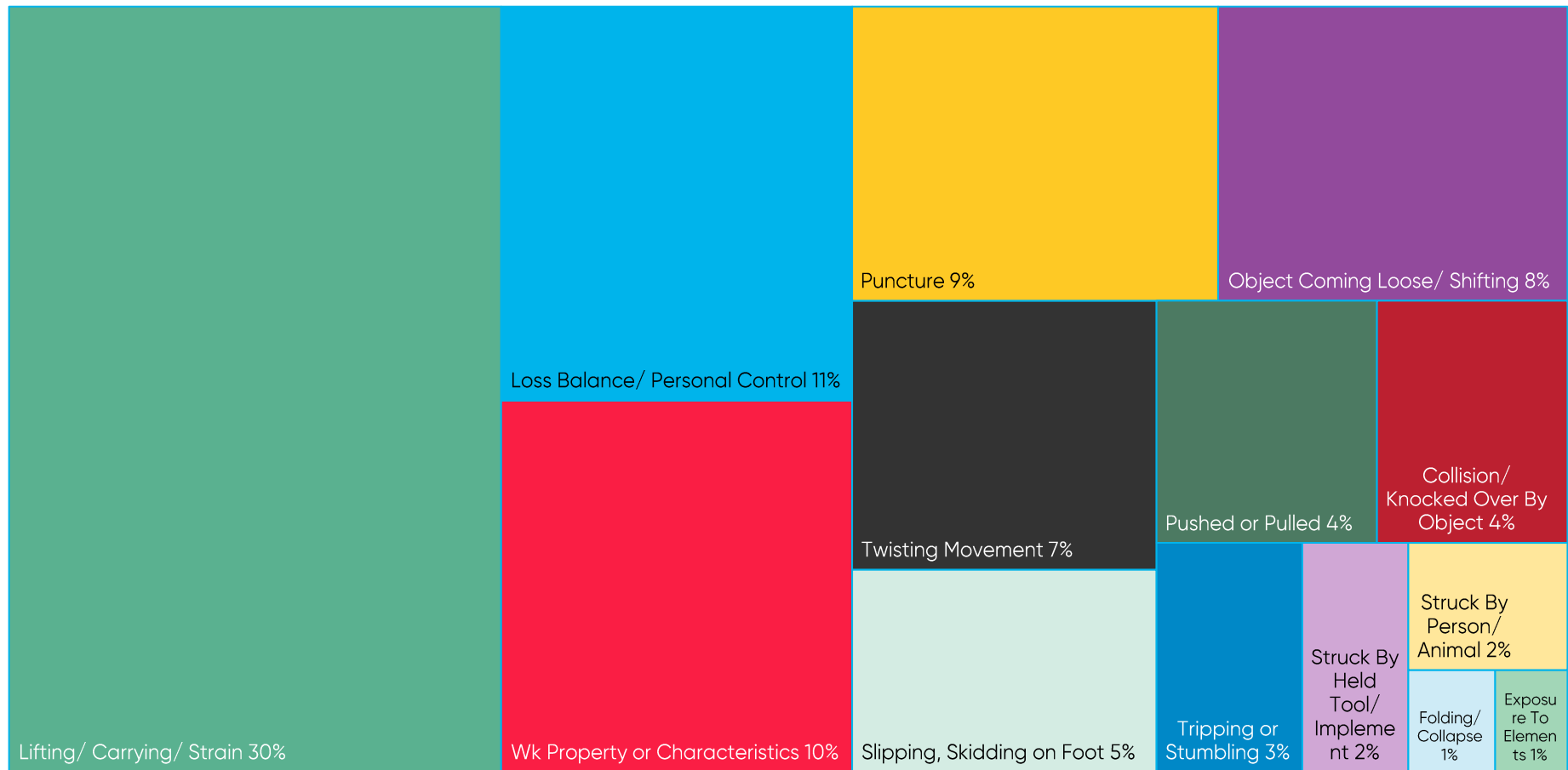
The largest shares are plant and machine operators and assemblers (22.33%), trades workers (21.65%) and elementary occupations (20.71%). Service and sales workers (15.32%) follow, then leadership and professionals (12.40%), clerks (4.18%), and agriculture and fishery workers (3.43%). Claims are concentrated in operational and physically intensive roles. Targeted controls in these roles will have increased impact.

Occupational map by the high-level occupation categories

Plant and machine operators and assemblers	Trades workers	Elementary occupations	Service and sales workers	Leadership and professionals	Clerks	Agriculture and fisheries workers
<ul style="list-style-type: none"> Heavy/light truck/bus/commercial drivers Lifting truck operators Machine and tool operators Product processing operators Mechanical machine assemblers etc. 	<ul style="list-style-type: none"> Machinery mechanics and fitters Sheet-metal workers Carpenters/joiners Bakers Butchers Electricians Fitters & turners etc. 	<ul style="list-style-type: none"> Packers and freight handlers Labourers Students Cleaners Caretakers Messengers etc. 	<ul style="list-style-type: none"> Sales reps Cooks Waiters/bar tenders Personal care workers (hair & beauty) Retail representatives etc. 	<ul style="list-style-type: none"> Operations General management Supply chain and distribution Finance Legal Engineers etc. 	<ul style="list-style-type: none"> Stock Transport Office etc. 	<ul style="list-style-type: none"> Fruit growers Gardeners Forestry workers Fishery workers Crop and livestock producers etc.



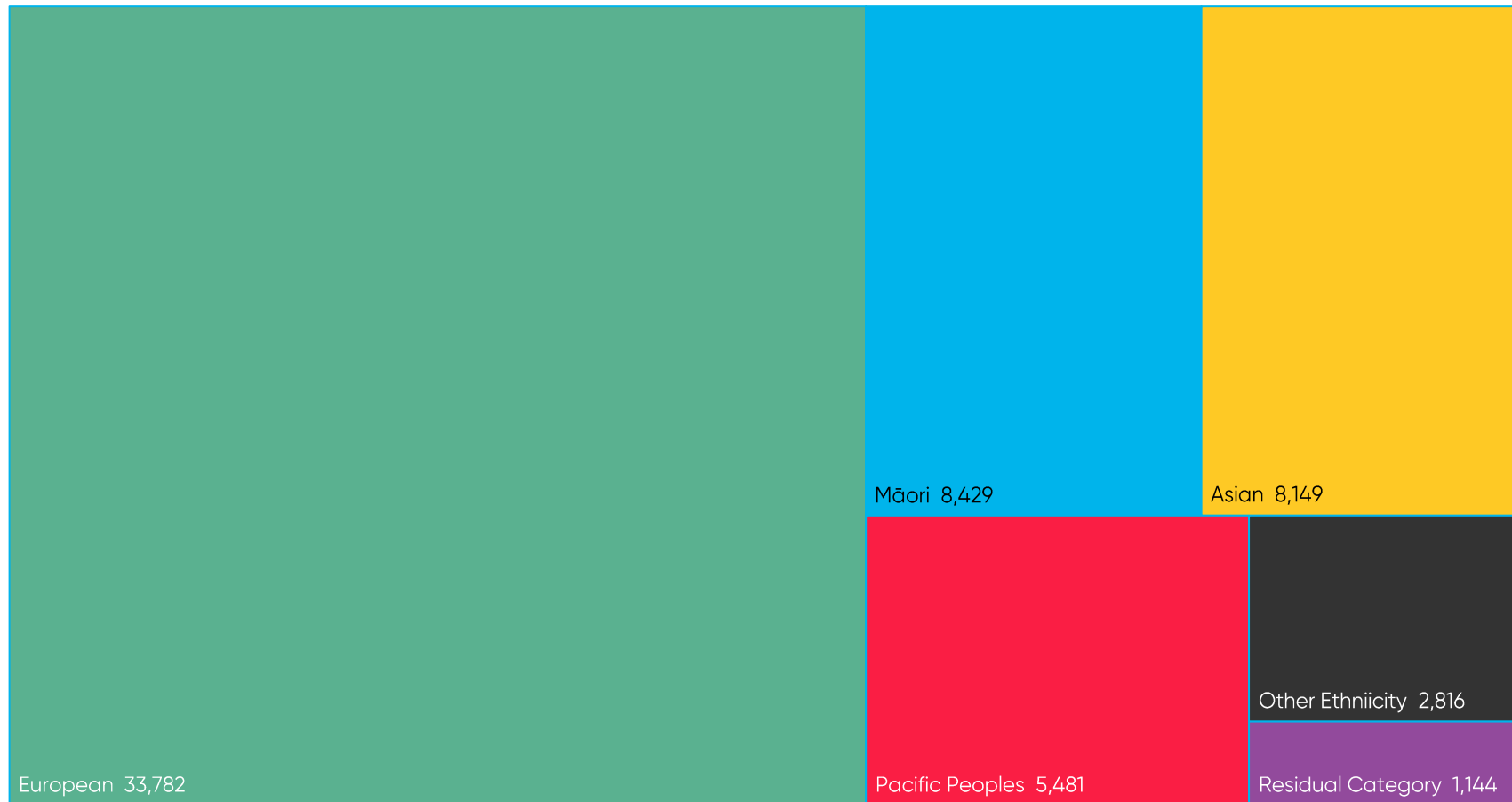
Average top ACC injury claims per year by cause



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.



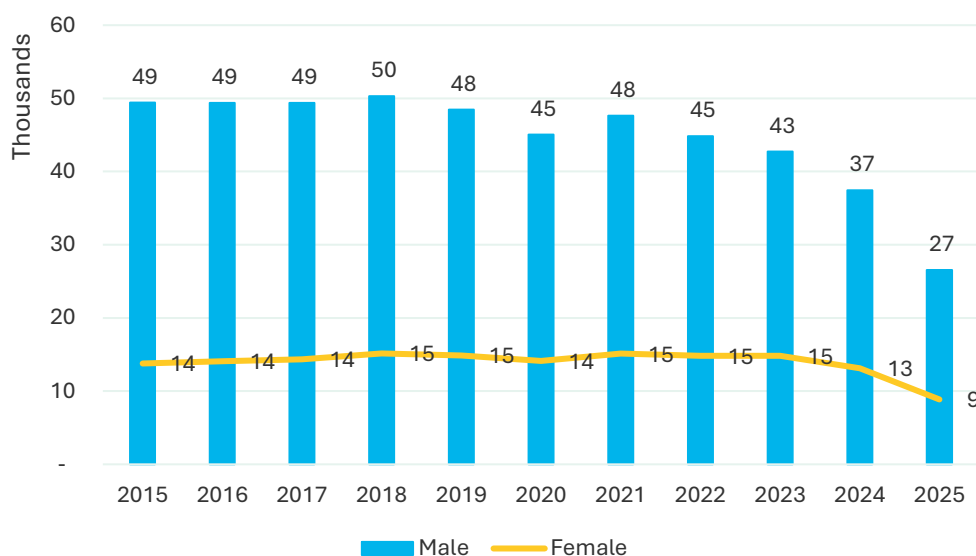
Average ACC injury claims per year by ethnicity



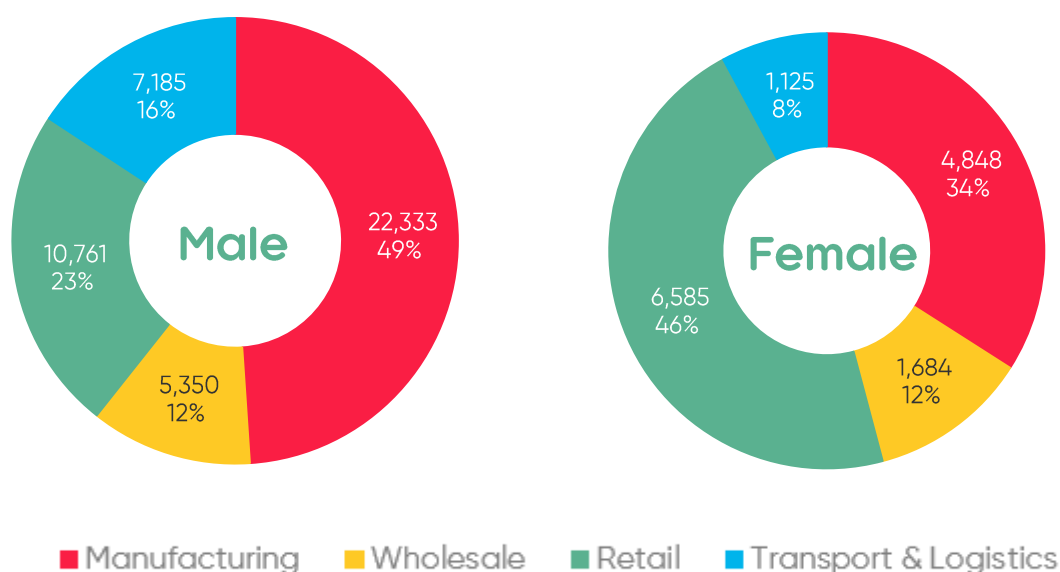
While the data breaks down claims by various ethnic groups, the overall takeaway is that any demographic may be at risk if workplace hazards and task demands are not being well managed. Monitoring trends across ethnicities can help identify interventions (e.g., language-appropriate training, culturally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



Male and female injury claims per year 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.



Manufacturing drives the largest share of harm and cost, transport and logistics leads on road harm and time away from work. The industry picture improves into 2025, but sustained, practical controls, especially around manual handling and road risk, will deliver the biggest gains.

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 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

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