



TASMANIA INDUSTRY OVERVIEW

RETAIL TRADE

2017

WORK HEALTH AND SAFETY
PERFORMANCE



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INTRODUCTION

As part of the Strategic Plan 2018-2023, WorkSafe Tasmania has established a number of strategies to aid in fulfilling its promise to the Tasmanian community of ‘*Safe and Well, Every Day*’. These strategies include a focus on Targeted Harm Reduction and Building Culture and Capability. A component of both of these strategies is implementing new ways to engage with and educate the community on injury trends and areas of risk as a tool to improving work health, safety and wellbeing outcomes.

The Industry Overview reports provide an account of the work health and safety (WHS) performance of each industry group across Tasmania. They aim to identify and focus on emerging or existing WHS issues, for evaluation and action. They compare most current WHS performance relative to previous years and, where applicable, to other industries across Tasmania.

INDUSTRY BACKGROUND

Retail Trade is a relatively large employer, ranked second largest among the 19 industry groups. It is ranked eighth highest among all industries on a gross value add basis with an estimated state product contribution of over 1.3 billion dollars annually.

Retail Trade is relatively diverse, with over a dozen industry groups represented in Tasmania. The five largest employing groups, ranked from top to bottom, are Supermarket and Grocery Stores, Pharmaceutical and Other Store-Based Retailing, Motor Vehicle Retailing, Department Stores and Hardware, Building and Garden Supplies retailing. These five groups employ an estimated 70% of all Retail Trade workers.

Half of all workers in the industry are aged under 35, much higher than the statewide average.

INDUSTRY PROFILE

EMPLOYMENT

Retail Trade in Tasmania accounts for almost 12% of total employment (approximately 28,000 workers) with a buoyant employment market forecast for the next year in hours worked. It is the second largest employing industry in the state.

There has been an increase in hours worked in the Fuel, Motor Vehicle Parts and Tyre, Clothing, Footwear and Personal Accessory retailing industry groups in the 24 months to November 2017. A robust increase in hours-worked has also been noted in Hardware, Building and Garden Supplies retailing in the last two years.

Hours worked in Supermarket and Grocery Stores retailing is flat while Specialised Food Retailing is up slightly, as is Pharmaceutical and Other Store-Based retailing. Home goods retailing like Furniture, Floor Coverings, Houseware and Textile Goods as well as Electrical and Electronic Goods retailing have decreased.

AGE PROFILE

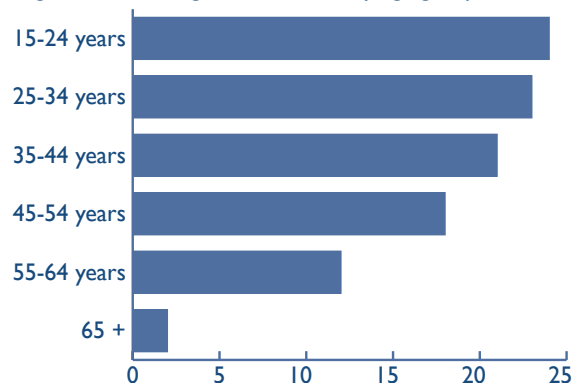
Half or 50% of workers in Retail Trade are less than 35 years in age, 13% higher than the average for all industries, indicating younger workers are very well represented in Retail Trade. It is also worth noting that this industry has a much lower representation of workers above 55 years in age (14% vs. all industry average of 20%) (see Figure 1).

Retail Trade as a proportion of total Tasmanian workforce

Proportion of Retail Trade workforce employed full time



Figure 1. Percentage of workforce by age group



INDUSTRY GROUP BREAKDOWN

Retail Trade consists of 14 industry groups, 13 of which are represented in Tasmania, as shown in Figure 2 below. Supermarkets and Grocery Stores is the largest employing group, making up almost double the proportion represented by the next largest groups.

Figure 2. Percentage of workforce by industry group



INJURY NUMBERS AND TRENDS

In 2017, 604 workers were injured in Retail Trade. Retail Trade reported the fifth highest number of injuries over the last ten years. Injury numbers have decreased 23% in the last ten years, lower than the statewide decrease of 31%.

The serious injury frequency rate is ninth highest of all industries at 6.9 serious injuries per million hours worked in 2017.

There have been four work related fatalities in Retail Trade in the last ten years.

604
injuries in
Retail Trade
in 2017



Serious injury frequency rate
stayed steady over the last ten
years, while state average
decreased 18%
over the same period

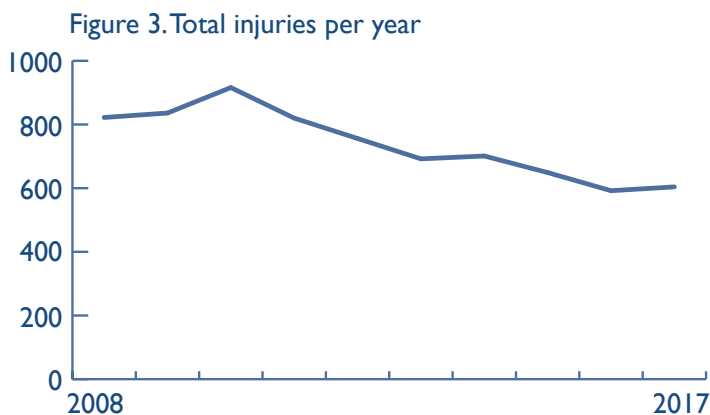
6.9
serious injuries
per million hours
worked

INJURY NUMBERS

In 2017, 604 workers were injured in Retail Trade, 9% of the total injuries across the state.

Retail Trade reported the fifth highest number of injuries in 2017 and it has ranked fifth or sixth highest each year for the last ten years. The number of injuries per year has decreased 23% in the last ten years as shown in Figure 3 below.

Around 30% of injuries result in one week or more off work, lower than the statewide average.



SERIOUS INJURIES

A serious injury is one that results in the worker requiring at least one week time off work due to their injury.

In the last ten years, Retail Trade has averaged 225 serious injuries per year, or around 30% of all injuries in that period.

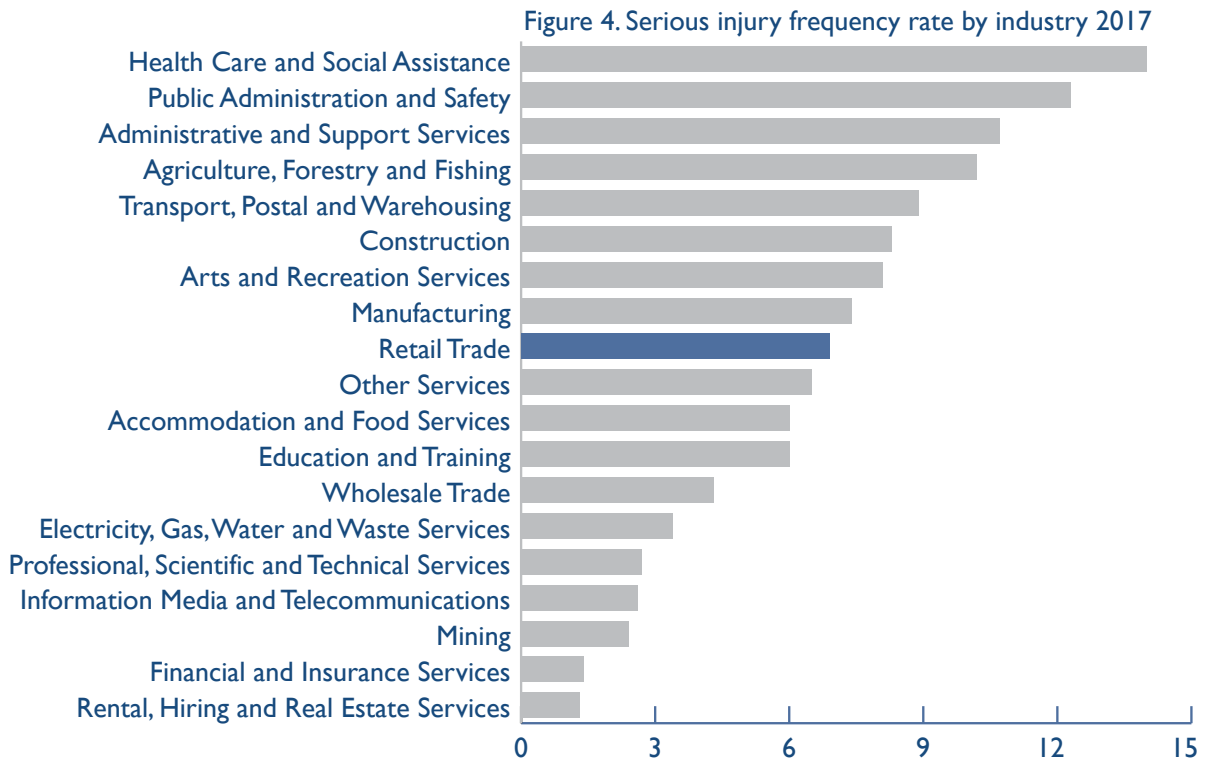
Retail Trade reported the fifth highest number of serious injuries of any industry division in 2017. It accounted for 8% of all serious injuries in 2017.

SERIOUS INJURY FREQUENCY RATES

Frequency rates are calculated as the number of injuries per million hours worked. This gives context to the injury numbers by taking into account the size of an industry's workforce, as well as the part time/full time mix of the industry.

This is particularly relevant in industries such as Retail Trade where a large proportion of the workforce do not work full time.

The serious injury frequency rate in Retail Trade is ninth highest among all industry divisions, at almost seven serious injuries per million hours worked in 2017 (see Figure 4 over page).



TRENDS IN SERIOUS INJURY NUMBERS AND FREQUENCY RATES OVER TEN YEARS

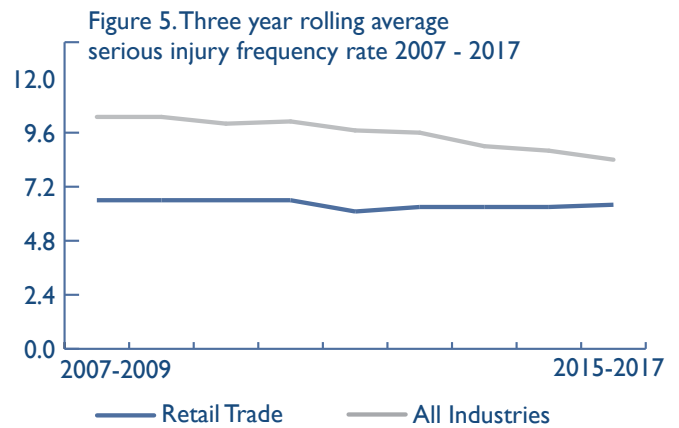
The number of serious injuries in Retail Trade per year decreased by approximately 25% in the last ten years, slightly above the overall decrease of 23% across all industries.

The serious injury frequency rate in 2017 (6.9) was 13% higher than in 2008 (6.1).

Using a three year rolling average frequency rate balances the variations in injury numbers and workforce year to year.

Retail Trade has seen a decrease of 3% from the beginning of the reporting period (2007-2009) when the rolling average frequency rate was 6.6 serious injuries per million hours worked, to the most recent three years (2015-2017) where the rolling average serious injury frequency rate was 6.4.

The rolling average serious frequency rate across all industries has decreased by 19% in the same period from 10.3 to 8.4 (see Figure 5).



FATALITIES

There have been four work related fatalities in Retail Trade in the last ten years, three vehicle accidents and one the result of an assault.

Statewide there have been 90 work related fatalities in the last ten years (2008-2017).

INJURED WORKER DEMOGRAPHICS

Workers aged in the 45-54 age group had the highest serious injury frequency rate of all age groups, with young workers (aged under 25) and those aged 65 and over reporting the lowest serious injury frequency rates.

Sales Assistants and Salespersons reported 45% of all serious injuries, Storepersons were the second most commonly seriously injured occupation (8% of serious injuries).

31% of all serious injuries occurred in the Supermarket and Grocery Store group. While this resulted in a serious injury frequency rate above the average for the industry as a whole, this group was ranked fourth highest serious injury frequency rate for the industry with a number of the smaller employing groups reporting a notably higher serious injury frequency rate.

45-54 year olds
report the highest serious injury frequency rate

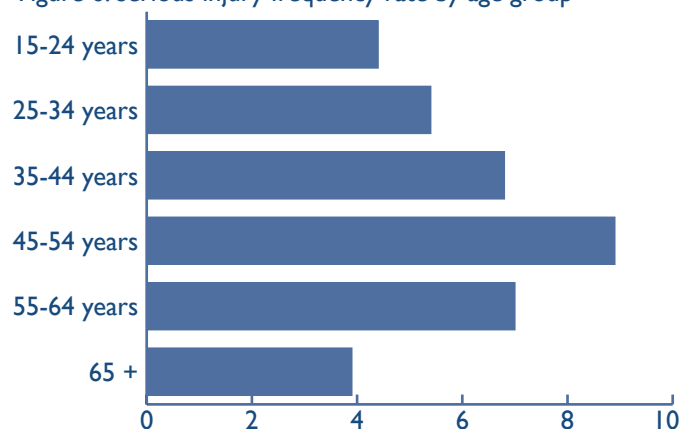
Motor Vehicle Parts and Tyre Retail and the Non Store Retailing sectors had the highest serious injury frequency rate despite a low number of claims



AGE GROUP ANALYSIS

Serious injury frequency rates in Retail Trade peak for workers aged between 45 and 54 years. The serious injury frequency rates increase for Retail Trade workers as age groups advance, until age 54, after which they decline again. Workers aged above 65 and below 24 years of age had the lowest serious injury frequency rate at approximately 3.9 and 4.4 serious injuries per million hours worked respectively, well below the estimated serious injury frequency rate of seven serious injuries per million hours worked for the Retail Trade industry in 2017.

Figure 6. Serious injury frequency rate by age group



OCCUPATION ANALYSIS

Sales Assistants and Salespersons reported the highest proportion of serious injuries by far (45%) followed by Storepersons (8%) and Miscellaneous Labourers (6%). These three occupations account for well over half or 59% of all serious injury incidents in the ten years to 2017.



Sales Assistants and Salespersons reported the highest proportion of serious injuries

RETAIL TRADE

INDUSTRY SNAPSHOT 2017

THE WORKFORCE

This industry covers a wide range of activities, separated into 14 groups

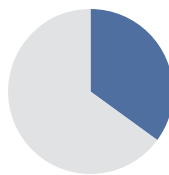


- Motor Vehicle Retailing
- Motor Vehicle Parts and Tyre Retailing
- Fuel Retailing
- Supermarket and Grocery Stores
- Specialised Food Retailing
- Furniture, Floor Coverings, Houseware and Textile Goods Retailing
- Electrical and Electronic Goods Retailing
- Hardware, Building and Garden Supplies Retailing
- Recreational Goods Retailing
- Clothing, Footwear and Personal Accessory Retailing

THE INJURIES

604

injuries across the industry group in 2017



34% of injuries over the last ten years resulted in at least one week off work

7

THE PEOPLE

45-54
year olds

report the highest serious injury frequency rates



Motor Vehicle Parts and Tyre Retail and Non Store Retailing

had the highest serious injury frequency rates despite a low number of claims



THE CAUSES

The most common causes of injury across the industry



Body stressing



Falls, slips and trips



Being hit by moving objects



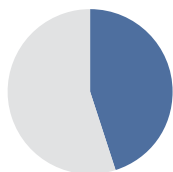
Mental stress



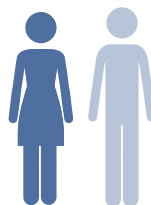
Department Stores
Pharmaceutical and Other
Store-Based Retailing
Non-Store Retailing
Retail Commission-Based
Buying and/or Selling



12% of the total
Tasmanian Workforce



45% of workers
are employed fulltime



**50% aged
34 and under**

serious injuries per
million hours worked

11% lower than the
state average of **7.9**

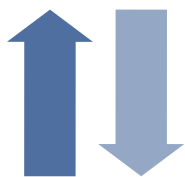


Serious injury frequency rate
stayed steady over the last ten
years, while state average



decreased 18%
during the same time

Occupations with the Highest Percentage of Serious Injuries



Storepersons



Sales Assistants
and Salespersons



ACTION AREAS

Priority conditions and causes identified in the WorkSafe Strategic Plan 2018-2023 relevant to the industry



Musculoskeletal
disorders



Hazardous manual
tasks



Slips, trips and falls



Mental health
conditions



For more information contact
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DISCLAIMER: The information provided herein was believed correct at the time of publication.
The information is made available for general information only and should not be taken as a substitute for professional advice.

INDUSTRY GROUP ANALYSIS

The Supermarket and Grocery Store group accounted for 31% of all serious injuries in the last ten years. This was followed by the Hardware, Building and Garden Supplies Retailing group at 15%, then Pharmaceutical and Other Store-Based Retailing group at 9%. These three industry groups contributed to over half (55%) of all serious injuries in Retail Trade.

These three groups make up half of all Retail Trade hours worked with 25% in Supermarkets, 15% in Pharmaceuticals and 10% in Hardware. This results in serious injury frequency rates for Retail Trade workers in Supermarkets as well as Hardware that are disproportionately higher than their hours worked. The serious injury frequency rates for these two groups are eight and nine serious injuries per million hours worked respectively, above the average for the retail industry, estimated at almost seven serious injuries per million hours worked in 2017.

Some groups that do not have a high number of serious injuries had very high serious injury frequency rates. For example, Motor Vehicle Parts and Tyre Retailing, Non Store Retailing and Furniture, Floor Coverings, Houseware and Textile Goods Retailing for example registered serious injury frequency rates of approximately 11, ten and seven serious injuries per million hours worked respectively, above or close to this industry's average. In contrast, groups like Recreational Goods, Clothing, Footwear and Personal Accessory, Department Store, Motor Vehicle and Pharmaceutical and Other Store-Based retailing registered serious injury frequency rates well below the average (see Figure 7).

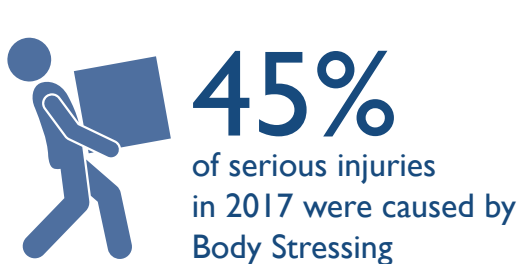
Figure 7. Serious injury frequency rate per industry group



INJURY CAUSES

The most common cause of injury in Retail Trade is *Body stressing*, which is common across all industries. *Mental stress* was the second most common cause of injury in Retail Trade in 2017, having increased in recent years.

In contrast, *Falls trips and slips of a person* have decreased as the proportion of injuries in recent years, although it remains the third most common cause of serious injury in Retail Trade.



MOST COMMON CAUSES OF INJURY

At the broadest level, *Body stressing* was the most common cause of injury in 2017. It accounted for approximately 45% of all serious injuries, which is in line with statewide trends.

The second most common serious injury cause within Retail Trade in 2017 was *Mental stress*, which accounted for 19% of all serious injuries. This is notably higher than the 15% of serious injuries it makes up across all industries statewide.

At a serious injury mechanism class level, *Muscular stress while lifting, carrying, or putting down objects* was the main cause of serious injuries (26%) in Retail Trade followed by *Muscular stress while handling objects other than lifting, carrying, or putting down* (16%). *Falls on the same level* was the next most common serious injury mechanism at 13%, followed by *Muscular stress with no objects being handled* at 6%. These top four injury mechanism classes account for 61% of all serious injuries in Retail Trade.

TRENDS IN INJURY CAUSE

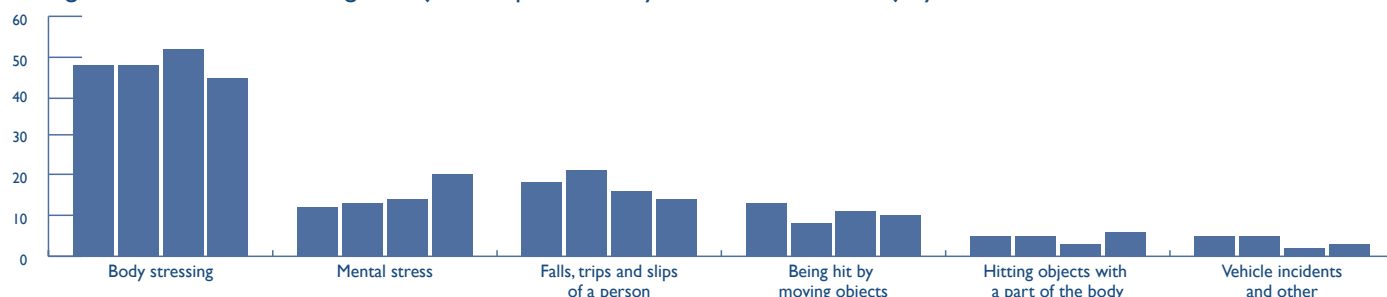
Mental stress and *Hitting objects with a part of the body* injury mechanisms have increased as a proportion of all serious injuries in the recent three years in Retail Trade.

Body stressing is still the injury mechanism making up the highest proportion of serious injuries in Retail Trade (45% in 2017) although this has reduced approximately 6% since 2014.

Falls, trips and slips of a person has reduced even more (-22%) as a proportion of serious injuries in Retail Trade, from 18% of all serious injuries in 2014 to 14% of serious injuries in 2017.

In contrast, *Mental stress* as an injury mechanism has increased the most, by as much 67%, from 12% of all serious injuries in 2014 to 19% in 2017. (see Figure 8 over page)

Figure 8. Trends in Percentage of injuries represented by the most common injury causes 2014 - 2017



TRENDS IN THE MOST COMMON INJURY CAUSES

BODY STRESSING

In recent years, *Muscular stress while lifting, carrying, or putting down objects* and *Muscular stress while handling objects other than lifting, carrying or putting down* injuries have remained elevated as a proportion of all serious *Body stressing* injuries in Retail. In 2017, *Muscular stress while lifting, carrying, or putting down objects* as a serious *Body stressing* injury increased 21% from the prior year, from 41% of all *Body stressing* injuries in 2016 to half (50%) in 2017.

MENTAL STRESS

Mental stress has increased as a proportion of serious injuries in Retail Trade in recent years. This can be accounted for by the rise of *Work related harassment and/or workplace bullying* as well as *Work pressure* mechanism classes which increased 70% and 15% between 2014 and 2017 respectively. In 2014, *Work related harassment and/or workplace bullying* accounted for 28% of *Mental stress* serious injuries but this increased to 46% in 2017. *Work pressure* has also increased, especially between 2016 and 2017. Most of these incidents can be attributed to the Supermarket and Grocery Stores group. At this level of detailed analysis, incidents are few and percentage differences may be substantial.

FALLS, TRIPS AND SLIPS OF A PERSON

In recent years, *Falls on the same level* serious injuries have increased 50% as a proportion of all serious *Falls, trips and slips of a person* injuries, from 56% in 2014 to 84% in 2017. *Falls from a height* as a mechanism class decreased substantially as a proportion of all serious *Falls, trips and slips of a person* injuries, by as much as 71% between 2014 and 2017. *Stepping, kneeling or sitting on objects* serious injuries have also fallen as a proportion of all serious Retail Trade injuries under this mechanism division.

MOST COMMON INJURY CAUSES BY INDUSTRY GROUP

Injury causes are fairly consistent between industry groups, with the following five injury causes represented in the top three of at least twelve industry groups.

1. Muscular stress while handling objects other than lifting, carrying, or putting down
2. Muscular stress while lifting, carrying, or putting down objects
3. Falls on the same level
4. Muscular stress with no objects being handled
5. Falls from a height

In most industry groups, one injury cause stands out as representing a higher proportion of injuries than any other. The below graphic shows the most common cause of injury for each industry group in Retail Trade.



SUPERMARKET AND GROCERY STORES

Muscular stress while lifting, carrying or putting down objects **32%**

HARDWARE, BUILDING AND GARDEN SUPPLIES RETAILING

Muscular stress while lifting, carrying or putting down objects **28%**



PHARMACEUTICAL AND OTHER STORE-BASED RETAILING

Muscular stress while lifting, carrying or putting down objects **25%**



MOTOR VEHICLE RETAILING

Muscular stress while handling objects other than lifting, carrying or putting down **24%**

SPECIALISED FOOD RETAILING

Muscular stress while lifting, carrying or putting down objects **24%**



FURNITURE, FLOOR COVERINGS, HOUSEWARE AND

TEXTILE GOODS RETAILING

Muscular stress while lifting, carrying or putting down objects **29%**



ELECTRICAL AND ELECTRONIC GOODS RETAILING

Muscular stress while lifting, carrying or putting down objects **31%**

DEPARTMENT STORES

Muscular stress while lifting, carrying or putting down objects **28%**



MOTOR VEHICLE PARTS AND TYRE RETAILING

Muscular stress while lifting, carrying or putting down objects **28%**



RECREATIONAL GOODS RETAILING

Muscular stress while lifting, carrying or putting down objects **22%**

FUEL RETAILING

Muscular stress while handling objects other than lifting, carrying or putting down **21%**



CLOTHING, FOOTWEAR AND PERSONAL ACCESSORY RETAILING

Muscular stress while handling objects other than lifting, carrying or putting down **20%**



NON-STORE RETAILING

Muscular stress while handling objects other than lifting, carrying or putting down **22%**

ACTION AREAS

As part of the Strategic Plan 2018-2023, WorkSafe Tasmania will be working to reduce harm in Tasmanian workplaces through targeted harm reduction programs. This includes targeting priority industries and high consequence activities, and focusing on priority conditions and their causes.

As one of the identified priority industries Retail Trade workplaces should expect increased engagement with WorkSafe Tasmania through a range of avenues.

PRIORITY AREAS AND PLANNED ACTIVITIES

Through the development of a Compliance Plan to inform inspectorate priorities, a number of awareness campaigns and a variety of other engagement activities, WorkSafe Tasmania will be targeting the following priority conditions and causes of injury identified in the Strategic Plan 2018-2023.



HAZARDOUS MANUAL TASKS



SLIPS, TRIPS AND FALLS



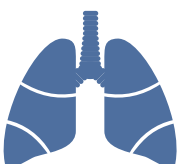
SAFE MOVEMENT OF VEHICLES AND PLANT



MENTAL HEALTH CONDITIONS



MUSCULOSKELETAL DISORDERS



ASBESTOS RELATED DISEASES

Prepared by:
WorkSafe Tasmania

Further information regarding this report can be obtained from:

WorkSafe Tasmania
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Purpose and Scope of Work

This purpose of this report is to provide an account of the work, health and safety performance of Retail Trade in Tasmania. The aim is to identify and focus on emerging or existing WHS issues, for evaluation and action. It compares most current Retail Trade WHS performance relative to previous years, and where applicable, to other industries Tasmania.

Data

The data used in the preparation of this report comes from the WorkSafe Tasmania Information Management System (WIMS). While every effort is taken to ensure the accuracy of this report, all data is provided by Licensed and Self Insurers and the Tasmanian State Service. WorkSafe Tasmania cannot ensure the accuracy of the data.

Denominator data is from Safe Work Australia and the Australian Bureau of Statistics (ABS). Supporting statistics include sources like the Department of Treasury and Finance Tasmania.

WIMS data used in this report was current to 23 May 2018. The latest Safe Work Australia data was at end 2016. ABS data, where applicable, is the most recent available from its website.

This report provides data on a calendar year basis unless otherwise stated.

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