

Inquiry into e-mobility safety and use in Queensland

Submission No:	1161
Submitted by:	WorkCover Queensland
Publication:	Making the submission and your name public
Attachments:	See attachment
Submitter Comments:	

WorkCover

QUEENSLAND

WorkCover Queensland Submission

June 2025

WorkCover Queensland Submission

Executive Summary

WorkCover Queensland (WorkCover) welcomes the opportunity to contribute to the State Development, Infrastructure and Works Committee's inquiry into e-mobility safety and use in Queensland.

WorkCover is the main provider of workers' compensation insurance in Queensland. We are a government-owned statutory body established under the *Workers' Compensation and Rehabilitation Act 2003*. WorkCover insures approximately 170,000 employers and manages over 63,000 accepted claims annually. Our insurance covers injuries sustained during work-related travel and commuting, providing us with valuable insights into emerging transport trends.

As an organisation, we recognise that personal mobility devices, such as e-bikes and e-scooters, are an emerging mode of transport that can enhance workforce participation by enabling more people to travel to and from work. However, we have observed a steady increase in both the frequency and cost of claims involving these devices.

For this reason, we support the Committee's focus on improving public safety for all road users, while ensuring Queenslanders can continue to benefit from new and emerging transport options.

This submission addresses the Terms of Reference most relevant to WorkCover's scope of knowledge and experience – specifically, Terms of Reference 2, which relates to safety issues associated with-mobility use, including increasing crashes, injuries, and fatalities.

Through this submission, WorkCover aims to contribute practical insights and claims data to support a balanced, evidence-based approach to improving safety outcomes, while enabling the continued adoption of personal mobility devices in Queensland.

Terms of Reference 2: Safety Issues

Term of Reference 2 invites input on safety concerns related to e-mobility use, including the rise in crashes, injuries, fatalities, and broader community concerns.

To support this analysis, WorkCover reviewed claims data from the past four financial years, as well as data from the current financial year to date (up to 16 June 2025), to identify trends involving personal mobility devices. Relevant claims were identified based on accident descriptions provided by the parties involved. While this approach offers valuable insights, it may not capture all incidents involving personal mobility devices.

It is also important to note that the dataset is limited to accidents involving individuals considered workers under the Workers' Compensation and Rehabilitation Act 2003, and only where the incident occurred during work or while commuting for work for employers insured with WorkCover. As such, the data does not reflect the full scope of personal mobility device-related claims in Queensland. Nonetheless, it provides a meaningful indication of emerging trends and areas of potential concern.

Table 1 outlines the number of claims identified each year involving personal mobility devices, broken down by device type – e-scooters and e-bikes – and by the nature of the incident. This includes:

- Injuries sustained while riding a personal mobility device; and
- Injuries caused by an event involving a personal mobility device, including a collision with a person riding a personal mobility device or a psychological injury resulting from witnessing a traumatic event involving a personal mobility device.

Table 1

Event Type	Year (ending 30-Jun)					Total
	2021	2022	2023	2024	2025	
e-scooter – Injured while riding	75	129	227	289	314	1034
e-bike – Injured while riding	28	26	36	59	50	199
e-scooter – Injured in event	4	12	22	21	22	81
e-bike – Injured in event	0	0	3	2	2	7
Total	107	167	288	371	388	1321

In addition to the rising number of incidents, the financial impact of claims involving personal mobility devices has also increased over time. Table 2 presents the total cost of claims per financial year, broken down by device type – e-scooters and e-bikes and event type.

Table 2

Event Type	Year (ending 30-Jun)					
	2021	2022	2023	2024	2025	Total
e-scooter – Injured while riding	\$1,893,597	\$3,243,481	\$5,943,454	6,964,897	\$3,690,038	\$21,735,467
e-bike – Injured while riding	\$206,011	\$594,610	\$415,590	\$965,129	\$464,703	\$2,646,043
e-scooter – Injured in event	\$6,957	\$347,468	\$137,780	\$452,140	\$188,444	\$1,132,789
e-bike – Injured in event			\$1,747	\$8,122	\$58,337	\$68,206
Total	\$2,106,565	\$4,185,560	\$6,498,571	\$8,390,287	\$4,401,521	\$25,582,505

WorkCover notes the following key trends from the data analysis:

- **Rising Claim Volumes:** The number of claims involving personal mobility devices has increased year on year, with e-scooters accounting for the majority of these claims.
- **Increasing Claim Costs:** The overall cost of claims has also risen, primarily driven by injuries associated with e-scooter use.

During the reporting period, WorkCover received five (5) claims for serious personal injuries related to personal mobility devices, including traumatic brain injuries and spinal injuries. In addition, there were two (2) claims involving fatal injuries related to personal mobility devices. Notably, all of these serious and fatal injury claims arose from incidents involving e-scooters.

Conclusion

WorkCover acknowledges the important role personal mobility devices play in supporting accessible and flexible transport options for Queenslanders. However, analysis of claims data over the past four (4) financial years indicates a consistent increase in both the number and cost of claims involving these devices.

WorkCover provides this data to support the Committee's consideration of targeted safety measures and regulatory responses that address the specific risks associated with personal mobility device use, while continuing to support the safe and sustainable integration of personal mobility devices into Queensland's transport system.

Yours sincerely,



Megan Readdy
Chief Risk Officer

WorkCover
QUEENSLAND

Address: 280 Adelaide Street, Brisbane City QLD 4000

Phone: 1300 362 128

Mail: GPO Box 2459, Brisbane QLD 4001

Fax: 1300 651 387