



02 December 2024

Kia ora

Your Official Information Act request, reference: GOV-036687

Thank you for your email of 20 November 2024, asking for the following information under the Official Information Act 1982 (the Act):

Could you tell me how much the ACC has:

- a. paid in claims and*
 - b. how much has been set aside in reserves for future claims for;*
 - i. medical expenses by non residents visiting New Zealand;*
- in each of the last 5 years*

New claims, active claims and active costs (excluding GST) between 1 January 2019 and 25 November 2024, broken down by overseas visitors and residents

Calendar Year	New Claims		Active Claims		Active Costs	
	Residents	Visitor	Residents	Visitor	Residents	Visitor
2019	2,033,708	12,755	2,377,760	10,185	\$3,819,427,743	\$20,403,471
2020	1,897,228	5,802	2,256,099	5,894	\$4,056,204,398	\$20,748,171
2021	1,918,003	1,752	2,311,553	2,516	\$4,375,813,478	\$19,148,566
2022	1,881,992	4,846	2,268,305	4,289	\$4,808,051,984	\$20,454,881
2023	1,992,930	10,008	2,406,917	8,143	\$5,562,180,951	\$21,886,656
2024 YTD	1,870,839	9,600	2,321,505	8,182	\$5,755,176,231	\$21,320,903

Clients have been identified as visitors in this dataset where the client's occupation is listed as 'Overseas Visitor' or where the client's residential country is listed but is not New Zealand. However, there is no requirement for a client to identify themselves as an overseas visitor when lodging their claim. This is because ACC only collects sufficient information to make a cover decision. It does not require a person to state their citizenship status, their immigration status, or their nationality.

As such, these figures should be considered indicative only and not a true count of claims. We further note that the dataset may include some clients who lived in New Zealand at the time but have since moved overseas.

Further notes about the data

- Costs do not include Public Health Acute Services payments. Acute treatment in public hospitals for covered claims is provided by an annual service agreement between ACC and the Ministry of Health, and is funded by bulk payments from ACC to the Crown. The costs are not attributed to individual claims.
- Accredited employer claims have been excluded as ACC holds little data about these claims.
- New Claims are counted by the date they are lodged with ACC. A claim can be lodged immediately after an injury or at a later date.
- Active Claims are ones that generated a payment in the period. A claim can be active over many years and appear more than once in the data.
- The costs listed in this dataset are exclusive of GST.
- This data was extracted on 26 November 2024 and may differ if re-run at a later date.

Future cost of claims

ACC does not estimate the future cost of claims for overseas visitors. Therefore, we are refusing to provide this information as it does not exist. This decision is made under section 18(e) of the Act.

As this information may be of interest to other members of the public

ACC may publish a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz.

If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi



Christopher Johnston
Manager Official Information Act Services
Government Engagement