



07 November 2025

Kia ora [REDACTED]

Your Official Information Act request, reference: GOV-043954

Thank you for your email of 23 October 2025, asking for the following information under the Official Information Act 1982 (the Act):

1. *The cost of ACC claims for injured international visitors broken down by region (location of injury), and year, for 2021,2022, 2023, 2024 (and then 2025 but for the year to October 20 only).*
2. *I also want to please know the top 10 activities visitors are doing when injuring themselves as tourists, ranked, for 2025 based on data you have so far.*
3. *Copies of any reports and briefing notes to the ACC Minister on injured international tourists claims are also sought please, dated 2025 only. This includes drafts, appendices and attachments.*
4. *The cost of ACC claims for injured international visitors broken down by both treatment cost and weekly work compensation, and any other costs outside of these two categories, for 2021,2022, 2023, 2024 (and then 2025 but for the year to October 20 only).*

Overseas visitor claims (questions 1,2 and 4)

In response to your request, we have provided information on the number and cost of claims for clients recorded as 'overseas visitor' in the attached Excel file. Please refer to the notes and caveats in the attachment, which explain the limitations in our ability to identify such clients. Due to those limitations, the information provided cannot be considered definitive.

We also note we have suppressed claim numbers less than four to protect the privacy of our clients (these appear as <4). In doing so, we considered the public interest in providing the exact numbers and determined it did not outweigh the need to protect our clients' privacy.

ACC has not provided relevant information to the Minister for ACC (question 3)

ACC has not reported to its Minister about claims for overseas visitors this year. Therefore, we are refusing this part of your request under section 18(e) of the Act because the information does not exist.

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. Please also view this page about making requests and our published responses <https://www.acc.co.nz/contact/official-information-act-requests>.

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

A handwritten signature in black ink, appearing to read 'Chris Johnston', written in a cursive style.

Christopher Johnston
Manager Official Information Act Services
Government Engagement



Notes and Caveats:

Because ACC is a no-fault scheme, we don't need to know an injured person's residency status to determine cover. ACC doesn't collect residency status on the ACC45 claim lodgement form, and our claim management system doesn't have a specific field to record this if a client tells us later. We do ask for clients' address on the claim form, but we can't use this to determine whether a client is an overseas visitor, as most overseas visitors provide a local contact address like a hotel or local family member, and New Zealand residents may have an overseas address. Some health providers indicate a client is an overseas visitor in the occupation field of the ACC45, but this behaviour is very inconsistent and mostly only happens in limited regions with high tourism. Most overseas visitors provide no information in this field or list their regular work occupation at home.

In this report, we've provided data about claims where the occupation has specifically been recorded as "Overseas Visitor", but it's important to note that these data are known to be incomplete and should not be considered indicative of the true number of ACC claims for overseas visitors to New Zealand.

- New claims are counted where a claim is lodged with ACC between the specified period. A claim may be lodged immediately following an accident or at any later stage.
- The accident location is not necessarily where the client resides or sought treatment.
- Active claims are counted where the claim received at least one payment between the specified period. A claim was not necessarily lodged or had the accident occur within this time period.
- A claim may be active in more than one calendar year and will be counted, under active claims, once in each relevant year in which at least one payment was made.
- Active Costs are the GST exclusive cost of payments made for claims that were active in the specified period.
- Please note that Public Health Acute Services (PHAS) payments are not included. These costs are for treatment of ACC claims in a public hospital in the acute phase for a covered injury.
- The calendar year in which the service was paid may differ to the calendar year in which the service was provided.
- Data is displayed in calendar years.
- Accredited employer claims have been excluded.
- Claims are included where the cover decision is equal to 'Accept'.
- Data were extracted on 4 November 2025 and may differ if re-run at a later date.

Table 1: New claims, active claims and active claim costs (excluding GST) for overseas visitors between 1 January 2021 and 20 October 2025

Measure	Calendar Year				
	2021	2022	2023	2024	2025 (up to 20 October)
New Claims	1,167	3,651	7,611	8,575	7,035
Active Claims	1,286	2,660	5,614	6,294	5,699
Active Costs	\$1,790,916	\$2,346,914	\$4,309,289	\$5,386,759	\$4,857,939

Table 2: New claims for overseas visitors lodged between 1 January 2021 and 20 October 2025, broken down by accident location

Accident Location	Lodgement Calendar Year				
	2021	2022	2023	2024	2025 (up to 20 October)
Northland Region	67	101	209	301	232
Auckland Region	454	693	1,818	1,996	1,360
Waikato Region	64	131	402	568	397
Bay of Plenty Region	116	224	452	620	398
Gisborne Region	12	30	24	39	22
Hawke's Bay Region	31	45	82	114	74
Taranaki Region	13	36	93	79	69
Manawatū-Whanganui Region	21	51	106	125	94
Wellington Region	73	111	301	269	219
Tasman Region	14	27	87	105	72
Nelson Region	15	29	123	134	135
Marlborough Region	20	23	82	88	47
Canterbury Region	56	143	476	396	325
West Coast Region	4	12	105	89	102
Otago Region	191	1,937	3,044	3,406	3,272
Southland Region	10	30	128	157	137
Area Outside Region	5	21	46	60	54
No Location Selected	1	7	33	29	26

- The accident location is not necessarily where the client resides or sought treatment.

Table 3: New claims for overseas visitors lodged between 1 January 2021 and 20 October 2025, broken down by the top 15 most prevalent prior activities

Prior Activity	Lodgement Calendar Year				
	2021	2022	2023	2024	2025 (up to 20 October)
Recreation / Sporting Activity	291	1,844	2,834	3,132	3,004
Walking / Running	133	392	1,087	1,252	958
Driving / Riding	28	83	245	354	232
Lifting / Lowering / Loading / Unloading	57	116	251	241	223
Ascending / Descending	35	114	224	255	198
Getting On / Off or In / Out of	29	63	202	201	186
Employment Tasks NEC	82	66	118	109	67
Using / Operating (not Machine)	28	35	121	153	100
Children Playing	17	36	98	127	71
Eating / Drinking	14	36	82	88	67
Travelling as Passenger	<4	22	53	107	51
Preparing Food or Drink	14	7	46	50	36
Fighting	8	18	32	50	26
Receiving Medical Treatment	12	9	37	29	16
Operating Machine		5	4	4	7

Table 4: Active claims for overseas visitors with a payment made between 1 January 2021 and 20 October 2025, broken down by accident location

Accident Location	Payment Calendar Year				
	2021	2022	2023	2024	2025 (up to 20 October)
Northland Region	93	69	132	195	180
Auckland Region	543	644	1,661	1,961	1,424
Waikato Region	90	72	218	264	310
Bay of Plenty Region	116	153	295	376	262
Gisborne Region	7	11	10	13	7
Hawke's Bay Region	30	36	67	76	63
Taranaki Region	13	18	64	61	58
Manawatu-Whanganui Region	21	25	77	77	60
Wellington Region	66	75	198	195	165
Tasman Region	9	13	46	77	54
Nelson Region	17	11	69	107	116
Marlborough Region	22	14	48	57	32
Canterbury Region	76	124	421	373	313
West Coast Region	4	12	78	58	85
Otago Region	161	1,357	2,116	2,361	2,453
Southland Region	10	20	84	106	87
Area Outside Region	7	5	10	17	16
No Location Selected	1	1	20	20	14

Table 6: Active claims for overseas visitors with a payment made between 1 January 2021 and 20 October 2025, broken down by service type

Service Type	Payment Calendar Year				
	2021	2022	2023	2024	2025 (up to 20 October)
Death Benefits - Grants	<4		10	5	<4
Independence Allowance	7	8	4	9	5
Lump Sums	<4	4	<4	<4	<4
Miscellaneous Benefits / Expenditure	<4		<4	<4	<4
Social Rehabilitation	49	74	145	194	143
Treatment	1,269	2,635	5,578	6,224	5,647
Vocational Rehabilitation	5	<4	4	7	<4
Weekly Compensation	21	11	20	20	24
Total	1,286	2,660	5,614	6,294	5,699

- Treatment Costs include 'Conveyance for Medical Treatment', 'Dental Treatment', 'Hospital Treatment' and 'Medical Treatment'.
- A claim may receive payments against more than one service type and in more than one calendar year and will be counted, once against each service type and under each relevant year in which at least one payment was made. The total number is the distinct count of these claims.

Table 5: Total claim costs for overseas visitors with a payment made between 1 January 2021 and 20 October 2025, broken down by accident location

Accident Location	Payment Calendar Year				
	2021	2022	2023	2024	2025 (up to 20 October)
Northland Region	\$22,747	\$37,167	\$71,777	\$179,933	\$174,488
Auckland Region	\$427,731	\$457,243	\$1,376,770	\$1,697,665	\$1,302,022
Waikato Region	\$73,359	\$43,203	\$251,076	\$362,578	\$185,284
Bay of Plenty Region	\$232,382	\$488,793	\$309,276	\$358,411	\$310,642
Gisborne Region	\$2,723	\$165,123	\$15,240	\$27,823	\$34,373
Hawke's Bay Region	\$415,561	\$486,835	\$533,223	\$610,125	\$468,209
Taranaki Region	\$21,058	\$19,750	\$20,936	\$63,071	\$28,245
Manawatu-Whanganui Region	\$3,760	\$4,768	\$42,552	\$32,256	\$88,995
Wellington Region	\$118,137	\$108,817	\$83,563	\$165,378	\$108,831
Tasman Region	\$4,663	\$4,322	\$44,444	\$94,404	\$58,480
Nelson Region	\$2,273	\$2,897	\$30,550	\$45,191	\$61,071
Marlborough Region	\$36,786	\$27,825	\$27,916	\$24,568	\$22,394
Canterbury Region	\$168,777	\$68,180	\$221,337	\$215,299	\$168,190
West Coast Region	\$8,910	\$9,935	\$124,046	\$39,132	\$75,852
Otago Region	\$246,158	\$413,195	\$1,037,180	\$1,306,504	\$1,503,234
Southland Region	\$3,418	\$4,866	\$70,920	\$126,186	\$126,990
Area Outside Region	\$2,137	\$3,740	\$34,378	\$35,194	\$39,749
No Location Selected	\$336	\$255	\$14,106	\$3,043	\$100,890

Table 7: Total claim costs for overseas visitors with a payment made between 1 January 2021 and 20 October 2025, broken down by service type

Service Type	Payment Calendar Year				
	2021	2022	2023	2024	2025 (up to 20 October)
Death Benefits - Grants	\$11,660		\$82,234	\$37,528	\$17,675
Independence Allowance	\$15,756	\$25,015	\$7,932	\$63,272	\$18,208
Lump Sums	\$14,464	\$277,043	\$150,622	\$8,041	\$20,060
Miscellaneous Benefits / Expenditure	\$637		\$2,213	\$5,479	\$1,703
Social Rehabilitation	\$1,014,381	\$1,210,608	\$1,733,563	\$2,074,322	\$1,731,521
Treatment	\$597,584	\$764,424	\$2,206,076	\$3,024,239	\$2,943,368
Vocational Rehabilitation	\$10,046	\$754	\$2,560	\$7,228	\$4,374
Weekly Compensation	\$126,388	\$69,070	\$124,088	\$166,651	\$121,030
Total	\$1,790,916	\$2,346,914	\$4,309,289	\$5,386,759	\$4,857,939

- Treatment Costs include 'Conveyance for Medical Treatment', 'Dental Treatment', 'Hospital Treatment' and 'Medical Treatment'.