



11 September 2025



Kia ora 

Your Official Information Act request, reference: GOV-042696

Thank you for your email of 28 August 2025, asking for the following information under the Official Information Act 1982 (the Act):

- 1) The number of e-scooter injury claims over the latest available five-year period (by year).*
- 2) As above, but relative to the total cost per year of those claims for the same five year period.*
- 3) How many involved serious injuries that still have a long-term lag i.e. longer than a year.*
- 4) Do any of the operators (Lime, Jolt, Neuron, Beam, Flamingo, See NZ or any other operators) have a compulsory requirement for riders to wear a helmet?*
- 5) Does ACC have any plans to make representations to the government to make wearing a helmet when riding an e-scooter compulsory for riders?*
- 6) Do any of the e-scooter hire companies pay ACC levies to cover the cost of injuries and at what rate compared to the average wage earner?*

Questions 1 through 3. E-scooter claims data

Please find attached the data requested for questions 1 through 3. Please refer to the Notes & caveats for limitations about the data provided.

Question 4. E-scooter operators with Compulsory requirement for riders to wear helmets

We are unable to provide the information requested as it is not held by ACC. This decision has been made under section 18(g) of the Act.

Question 5. Representations to the Government to make wearing a helmet compulsory

ACC does not have any plans to make representations to the government to make wearing a helmet when riding an e-scooter compulsory.

Question 6. Levy to cover cost of injuries versus levy paid by average wage earner

E-scooter hire companies do not pay levies to cover the cost of injuries to their customers; they pay Work Account Levies to cover the cost of injuries to their employees in the course of their work. Therefore, we are unable to provide the information requested as it does not exist. This decision has been 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. 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:

- Claims are included where the cover decision is equal to 'Accept'.
- Claims managed by an accredited employer are not included.
- E-Scooter related claims are identified if the accident description contains:
 - battery powered scooter - flamingo scooter - neuron scooter - beam scooter - green scooter - uber scooter - e-scooter
 - electric scooter - wave scooter - electronic scooter - lime scooter - bird scooter - on a jump scooter
- The accident description is a non-mandatory free-text field on the ACC45 form, the nature and quality of responses varies. These data should therefore be considered indicative, but not a definitive count of claims.
- New claims are counted where the claim was lodged between 1 January 2020 and 4 September 2025. A claim may be lodged immediately following an accident or at any later stage.
- Active claims are counted where the claim received at least one payment between 1 January 2020 and 4 September 2025. A claim was not necessarily lodged or had the accident occur within this time period.
- Costs are exclusive of GST and based on payment date. Payment date may be different to the date of service.
- Costs do not include Public Health Acute Services (PHAS) payments. These costs are for treatment in a public hospital during the acute phase of an injury and are covered by bulk payments made by ACC to the Crown. As such, these payments cannot be attributed to individual claims.
- Data were extracted on 5 September 2025 and may differ if re-run at a later date.

Table 1: Number of new claims, active claims and active claim costs (excluding GST) paid for e-scooter related injuries between 1 January 2020 and 4 September 2025

Calendar Year	New Claims	Active Claims	Active Costs
2020	1,790	2,108	\$5,920,397
2021	2,135	2,288	\$6,913,435
2022	2,566	2,790	\$8,369,059
2023	2,936	3,168	\$9,590,208
2024	3,398	3,692	\$14,476,267
2025 YTD	2,688	3,176	\$10,682,603

Table 2: Number of long term serious injury claims for e-scooter related injuries lodged between 1 January 2020 and 4 September 2025

Measure	New Claims
Serious Injury	9

- Serious Injury claims are identified where the serious injury indicator has been applied. Note that it can take some time for a serious injury claim to be profiled and have the indicator applied, so the claim counts may change over time.
- Claims are identified as long term where the claim has received a payment for a service over a year since the first service was paid by ACC.