



11 April 2025

[REDACTED]

Kia ora [REDACTED]

Your Official Information Act request, reference: GOV-039171

Thank you for your email of 31 March 2025, asking for information about injury claims relating to E-Scooters under the Official Information Act 1982 (the Act).

The requested information is attached in the appendix.

Please refer to the 'Notes and Caveats' section for details about the data used for this request. To assist you, we have detailed below which table corresponds to each of your questions:

1. *Would it be possible to get data on how many claims ACC have received since 2018 relating to e-scooter accidents?*

We refer you to table 1.

2. *If possible could this data be broken down by all NZ regions? With a breakdown that separates Nelson/Marlborough and data for Wairarapa in the Wellington region.*
3. *Would I also be able to get any locational detail for these claims i.e. did the accidents happen on footpath or road? And if a cause is listed for each claim/accident would you be able to provide that too?*

We refer you to tables 3 - 6.

ACC is unable to provide you with data to the level of detail you require regarding the accident location. The place where the injury occurred, is only recorded in our reporting system to the district council level or territorial authority. To assist you as much as possible, we are providing the data you requested by district council and by territorial authority.

4. *I'm also interested in the amount paid out to claimants, is this something you can provide as an average, or total, or other? Similarly are you able to provide data on how much time off work claimants had with these accidents as an average, or total, or other?*

We refer you to table 2.

Claim counts fewer than four

ACC does not routinely disclose low value numbers related to claims. Accordingly, in this response we have only indicated that the number of claims is fewer than 4 (denoted as <4) or in other instances, values are suppressed and denoted as two dots [..]. This limits the potential for particular individuals, or matters specific to certain individuals, from being identified.

Withholding exact figures in this way is necessary to protect the privacy of individuals under section 9(2)(a) of the Act. In doing so, we have considered the public interest in making the information available, however it does not outweigh the need to protect the privacy of these persons.

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



Thomas Jackson
Manager Official Information Act Services
Government Engagement

Notes and Caveats:

- Data has been provided in calendar years.
- Accredited employer claims have been excluded.
- Claims are included where the cover decision is equal to 'Accept'.
- E-scooter claims are identified if the accident description contains any of the following key phrases:
 electric scooter, electronic scooter, e-scooter, green scooter, battery powered scooter, beam scooter, flamingo scooter, lime scooter, on a jump scooter, neuron scooter, uber scooter, wave scooter
- We rely on the contents of the free-text accident description field to identify claims related to e-scooters. The accident description field is not mandatory, and the nature and quality of the responses varies. These data should be considered indicative, but not a definitive count of claims.
- 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.
- Data was extracted on 8 April 2025 and may differ if re-run at a later date.

Table 1: Number of new claims, active claims and total active costs for e-scooter related injuries between 1 January 2018 and 7 April 2025

Measure	Calendar Year							
	2018	2019	2020	2021	2022	2023	2024	2025 YTD
New claims	673	3,168	1,790	2,134	2,566	2,936	3,399	1,322
Active claims	468	2,953	2,108	2,288	2,790	3,168	3,691	1,745
Active costs	\$324,134	\$4,459,339	\$5,920,397	\$6,942,392	\$8,369,090	\$9,590,208	\$14,479,092	\$3,900,851

- 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.

Table 2: Total and average weekly compensation days and total and average weekly compensation costs for e-scooter related injuries between 1 January 2018 and 7 April 2025

Measure	Calendar Year							
	2018	2019	2020	2021	2022	2023	2024	2025 YTD
Total weekly compensation days	5,409	33,712	21,847	32,368	32,413	35,619	33,686	2,741
Average weekly compensation days	93.3	94.4	108.7	112.0	97.6	100.6	79.8	30.5
Total weekly compensation costs	\$724,476	\$4,106,556	\$2,654,130	\$3,645,091	\$4,201,651	\$4,905,475	\$4,477,134	\$398,762
Average weekly compensation costs	\$12,491	\$11,503	\$13,205	\$12,613	\$12,656	\$13,857	\$10,609	\$4,431

- Weekly compensation days and costs are the total number of days and costs accumulated to date for claims that were lodged in the specified calendar year.
- Claims that were more recently lodged will not have had enough time to accumulate weekly compensation days and therefore cannot be compared to claims lodged in earlier years.
- Average number of WC days have been grouped by the year the claim was lodged. Claims can re-activate weekly compensation payments at any later stage. Averages for claims lodged in recent years may increase as time goes on, therefore averages may change significantly if rerun at a later date.

Table 3: Number of new claims for e-scooter related injuries lodged between 1 January 2018 and 7 April 2025, broken down by accident region

Accident region	Lodgement Calendar Year							
	2018	2019	2020	2021	2022	2023	2024	2025 YTD
Northland Region	<4	5	7	23	99	82	70	24
Auckland Region	391	1,214	520	562	712	921	1,171	476
Waikato Region	8	165	201	208	272	273	296	109
Bay of Plenty Region	4	14	81	131	126	141	158	67
Gisborne Region		<4	7	12	5	4	13	<4
Hawke's Bay Region	<4	12	15	20	59	94	83	28
Taranaki Region	<4	12	7	21	33	28	39	16
Manawatū-Whanganui Region	<4	11	23	55	162	142	115	51
Wellington Region	44	369	189	347	373	323	358	114
Tasman Region		<4	4	<4	5	11	14	<4
Nelson Region		<4	15	20	30	50	39	13
Marlborough Region		<4	11	4	8	14	8	<4
Canterbury Region	213	918	613	627	602	706	903	345
West Coast Region		<4	4	4	4	6	6	6
Otago Region		420	84	83	61	96	88	46
Southland Region	<4	<4	..	11	7	14	19	14
Area Outside Region	4	17	<4	<4	5	26	15	4
No Location Selected	1	3	1	1	3	5	4	3

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

Table 4: Number of new claims for e-scooter related injuries lodged between 1 January 2018 and 7 April 2025, broken down by territorial authority in the Wellington region

Territorial authority	Lodgement Calendar Year							
	2018	2019	2020	2021	2022	2023	2024	2025 YTD
Kapiti Coast District	<4	9	5	6	16	14	16	7
Lower Hutt City	31	106	21	34	33	25	26	8
Masterton District	<4	<4	<4	4	4	11	9	6
Porirua City		<4	16	24	26	9
South Wairarapa District				..		<4	<4	
Upper Hutt City	<4	36	<4	22	6	6
Wellington City	9	208	148	274	298	237	261	78

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

Table 5: Number of new claims for e-scooter related injuries lodged between 1 January 2018 and 7 April 2025, broken down by the top 10 most prevalent accident causes

Accident cause	Lodgement Calendar Year							
	2018	2019	2020	2021	2022	2023	2024	2025 YTD
Loss Balance / Personal Control	558	2,645	1,448	1,695	2,088	2,359	2,672	1,062
Collision / Knocked Over by Object	25	93	89	122	132	172	217	89
Twisting Movement	15	69	45	45	42	61	56	12
Slipping / Skidding on Foot	14	65	31	34	49	44	75	18
Loss of Control of Vehicle	11	49	21	47	38	52	77	28
Pushed or Pulled	7	41	21	27	29	54	52	10
Lifting / Carrying / Strain	<4	32	16	28	38	42	50	15
Tripping or Stumbling	4	38	23	22	25	28	31	10
Puncture	10	23	13	15	31	18	29	10
Object Coming Loose / Shifting	<4	7	7	13	13	16	9	11

Table 6: Number of new claims for e-scooter related injuries lodged between 1 January 2018 and 7 April 2025, broken down by the top 5 most prevalent primary injury diagnoses

Primary injury diagnosis	Lodgement Calendar Year							
	2018	2019	2020	2021	2022	2023	2024	2025 YTD

Soft Tissue Injury	327	1,639	903	1,041	1,282	1,467	1,628	575
Laceration / Puncture / Sting	191	735	398	470	543	596	735	346
Fracture / Dislocation	115	513	299	372	445	503	631	219
Concussion	13	77	59	72	103	130	139	65
Dental Injury	6	117	65	87	93	85	127	48

- Diagnosis is the primary injury of the client. A claim may include multiple injuries but any additional injuries will not be included in this dataset.