



8 October 2024

[REDACTED]

Kia ora [REDACTED]

**Your Official Information Act request, reference: GOV-035216**

Thank you for your request of 4 September 2024 to the Ministry of Health. On 16 September 2024, the following parts of your request were transferred to ACC for response under the Official Information Act 1982:

1. *A summary for each of the past two completed financial years showing aggregate amounts billed for public health services to tourists, identifying ACC and non-ACC treatment.*
2. *A summary for each of the past two completed financial years showing aggregate amounts invoiced to tourists for the health services in #1 above.*
3. *A summary for each of the past two completed financial years showing aggregate amounts paid by tourists in respect of the amounts invoiced in #2 above.*

**We can provide data relating to claims from overseas visitors**

The attached Excel file contains data we provided in response to a recent request. The data is for claims between 1 January 2019 and 22 September 2024. When reviewing this information, please refer to the notes provided.

ACC identified overseas visitors by extracting claims where an overseas address was logged as the client's address at the time of the accident. However, please note that overseas visitors sometimes list their address as the place they are staying in New Zealand, such as a hotel, rather than their home address. For this reason, the data provided should not be considered a definitive measure of the claims ACC received from overseas visitors.

**ACC does not invoice overseas visitors to recover the cost of their claims**

As such, we are refusing to respond to questions two and three as the information does not exist. This decision has been made under section 18(e) of the Official Information 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](http://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](mailto:GovernmentServices@acc.co.nz). If you are not happy with this response, you can also contact the Ombudsman via [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phoning 0800 802 602. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Ngā mihi

Christopher Johnston  
**Manager Official Information Act Services**  
Government Engagement

**Description:**

*Claims and costs for visitors to New Zealand*

**Caveats and Notes:**

- All included claims are accepted for cover.
- Claims managed by an accredited employer are not included.
- Clients have been identified as visitors in this dataset where the clients occupation is listed as 'Overseas Visitor' or where the clients residential country is listed but is not New Zealand. There is no requirement for visitors to use either of these methods to alert ACC to the fact that they are visitors to New Zealand, as such these data should be considered indicative only.
- New claims are counted where the claim was lodged with ACC between 1 January 2019 and 22 September 2024. A claim may be lodged immediately following an accident or at any later stage.
- Data are displayed in calendar years, i.e. 1 January to 31 December.
- Active claims are counted where at least one payment was made to the claim between 1 January 2019 and 22 September 2024. A claim was not necessarily lodged or had the accident occur within this time period.
- A claim may be active in multiple calendar years and have multiple service types and will be counted once for each relevant service type and in each relevant year in which a payment was made.
- Costs are exclusive of GST and is provided as year of payment which is not necessarily the year 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 23 September 2024 and may differ if re-run later.

Overseas Visitor Claims

**Table 1: New and active claims and active costs related to overseas visitors between 1 January 2019 and 22 September 2024 broken down by calendar year**

Calendar Year	New Claims	Active Claims	Active Costs
2019	12,751	10,287	\$20,673,210
2020	5,799	5,944	\$20,880,925
2021	1,748	2,557	\$19,213,544
2022	4,846	4,316	\$20,566,776
2023	9,995	8,197	\$21,926,119
2024 YTD	8,234	7,115	\$17,741,613
<b>Total</b>	<b>43,373</b>	<b>33,585</b>	<b>\$121,002,187</b>

**Table 2: Active claims related to overseas visitors paid between 1 January 2019 and 22 September 2024 broken down by service type and calendar year**

Service Type	Payment Calendar Year						Total
	2019	2020	2021	2022	2023	2024 YTD	
Conveyance for Medical Treatment	163	137	66	84	245	211	806
Death Benefits - Grants	40	41	27	22	40	35	179
Death Benefits - Weekly Compensation	10	11	11	12	13	11	17
Dental Treatment	126	85	33	47	78	64	387
Hospital Treatment	61	47	33	32	44	38	226
Independence Allowance	519	397	388	374	410	450	1,002
Lump Sums	21	26	30	23	19	22	137
Medical Treatment	9,430	5,290	1,998	3,741	7,422	6,269	31,788
Miscellaneous Benefits / Expenditure	30	22	23	14	16	15	94
Support for Independence - Assessment	58	44	47	66	77	45	214
Support for Independence - Capital	203	157	115	103	133	170	546
Support for Independence - Care	108	82	60	79	94	84	290
Support for Independence - Other	77	77	50	55	67	52	234
Vocational Rehabilitation	75	39	47	46	49	26	182
Weekly Compensation	286	250	247	239	235	204	536

**Table 3: Active claim costs related to overseas visitors paid between 1 January 2019 and 22 September 2024 broken down by service type and calendar year**

Payment Calendar Year
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<b>Service Type</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024 YTD</b>	<b>Total</b>
Conveyance for Medical Treatment	\$244,360	\$340,469	\$62,540	\$104,764	\$791,464	\$726,059	<b>\$2,269,656</b>
Death Benefits - Grants	\$255,650	\$328,908	\$200,916	\$132,013	\$385,501	\$307,086	<b>\$1,610,074</b>
Death Benefits - Weekly Compensation	\$496,338	\$592,531	\$460,352	\$598,627	\$503,566	\$290,547	<b>\$2,941,962</b>
Dental Treatment	\$58,322	\$48,156	\$24,689	\$25,920	\$38,409	\$27,120	<b>\$222,616</b>
Hospital Treatment	\$539,377	\$492,538	\$463,851	\$369,222	\$712,094	\$448,577	<b>\$3,025,659</b>
Independence Allowance	\$2,198,814	\$1,149,227	\$1,014,473	\$1,058,227	\$1,281,891	\$1,818,073	<b>\$8,520,706</b>
Lump Sums	\$782,333	\$1,425,919	\$1,609,984	\$974,399	\$1,041,796	\$1,372,840	<b>\$7,207,271</b>
Medical Treatment	\$2,463,069	\$1,789,216	\$1,087,960	\$1,222,113	\$2,060,092	\$1,741,624	<b>\$10,364,075</b>
Miscellaneous Benefits / Expenditure	\$71,366	\$1,011,644	\$77,359	\$25,105	\$24,054	\$32,138	<b>\$1,241,666</b>
Support for Independence - Assessment	\$134,543	\$112,210	\$133,383	\$124,640	\$114,305	\$101,373	<b>\$720,454</b>
Support for Independence - Capital	\$755,582	\$653,762	\$684,536	\$1,066,379	\$788,918	\$537,735	<b>\$4,486,911</b>
Support for Independence - Care	\$3,834,602	\$4,284,754	\$4,036,665	\$4,272,320	\$4,771,428	\$3,323,443	<b>\$24,523,213</b>
Support for Independence - Other	\$313,441	\$340,913	\$405,541	\$405,284	\$274,205	\$104,159	<b>\$1,843,542</b>
Vocational Rehabilitation	\$172,222	\$83,095	\$76,317	\$79,335	\$92,619	\$36,524	<b>\$540,112</b>
Weekly Compensation	\$8,353,191	\$8,227,585	\$8,874,977	\$10,108,429	\$9,045,776	\$6,874,314	<b>\$51,484,272</b>