

2 February 2024

Kia ora [REDACTED]

**Your Official Information Act request, reference: GOV-030154**

Thank you for your email of 24 January 2024, asking for the following information under the Official Information Act 1982 (the Act):

1. *What injuries do ACC cover for visitors who aren't NZ residents, and what injuries are not covered?*
2. *Do visitors get the exact same ACC cover as NZ residents?*
3. *How many injuries were claimed under ACC by visitors for 2023? And how much was spent to cover these injuries? Please also provide the number of injuries claimed and expenditure on these injuries by ACC on visitors in 2022 and 2021.*
4. *Please provide a full list of all injury claims made by visitors in 2023 showing what the injury was and how it happened. For example: A fractured arm sustained from playing football.*
5. *If this is not possible, please then break down all visitor injuries in 2023 by type and cause. Break this down as much as possible. Please include but NOT be limited to the following categories:*
  - *Type: Burn, ankles, legs, arms, back, hand, head, dislocations, teeth, wounds etc.*
  - *Cause: Motor vehicle accidents, Scooters/bikes etc, Sport related injuries (i.e., skiing, water sports etc.), tourist activities injuries such a mountain biking, hiking etc, injury through protests, slipping over, pool related injuries, stair related injuries, elevator/escalator, sexual violence, assault, etc.*
6. *Do you have to disclose whether or not you are a visitor to claim under ACC? If not, why not.*
  - *Have there been any injuries claimed by visitors on cruise ships, or getting on or off cruise ships to or from NZ? If so, how many?*
  - *Have there been any injuries claimed by visitors on planes, or getting on or off planes to or from NZ? If so, how many?*

**Question one and two: Injuries ACC covers for visitors to New Zealand**

ACC's no-fault scheme covers everyone, including visitors, who are injured in an accident in New Zealand. Under ACC's current legislation we can continue to pay clients based overseas weekly compensation (if they qualify) or independence allowances/lump sums. However, there is no entitlement for treatment and rehabilitation for visitors when they get back home.

For information about what injuries we cover, please refer to the following page on our website: [www.acc.co.nz/im-injured/what-we-cover/if-youre-a-visitor-injured-in-new-zealand/](http://www.acc.co.nz/im-injured/what-we-cover/if-youre-a-visitor-injured-in-new-zealand/). You may also be interested in the following process document: [www.acc.co.nz/assets/Policy-and-procedure-documents/cover-for-visitors-to-new-zealand.pdf](http://www.acc.co.nz/assets/Policy-and-procedure-documents/cover-for-visitors-to-new-zealand.pdf)

**Question three to six: The data we are able to provide is attached**

When interpreting the data, please refer to the 'Notes' tab. In response to question four, we are refusing to provide a breakdown for each individual claim. This decision has been made under section 9(2)(a) of the Act to protect our clients' privacy. In doing so, we have considered the public interest in making the information available and have determined that it does not outweigh the need to protect the privacy of these individuals.

In response to question six, we note that it is not mandatory 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.

To provide the requested data we have 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.

**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 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

**GOV-030154 Data****Description:**

The number of injuries lodged with ACC by overseas visitors from 2021 to 2023

**Caveats and Notes:**

- All claims included are accepted for cover.
- Accredited employer claims have been excluded.
- The claim accident / payment date are between 01 January 2021 and 31 December 2023.
- Claims are included where the client's residential address is not in New Zealand.
- New claims is the count of claims that had an accident occur in the specified period.
- Active claims is the count of claims for which ACC made a payment to in the specified period. The claim may have been lodged in the specified period or any previous period.
- A claim may be active in multiple periods, and will be counted once in each period it is active.
- Costs are exclusive of GST.
- Please note that Public Health Acute Services (PHAS) payments are not/cannot be provided/included. These costs are for treatment of ACC claims in a public hospital in the acute phase for a covered injury. These costs are paid through bulk payments that ACC make to the Crown. The services are provided under an annual service agreement between the Ministry of Health and ACC.
- Type of injury and injury site are based on the primary injury diagnosis. A claim may have more than one injury diagnosis but only the primary one is included here.
- The cause of injury is selected from a list of options based on what the client writes on the claim lodgement form, either by a staff member in a registration team or by automated systems.
- Motor vehicle claims were identified where the claim is funded from the motor vehicle account.
- The data was extracted on 31 January 2024 and may differ if extracted again at a later date.

Table 1: The total number of new claims, active claims and active costs (excluding GST) for overseas visitor clients each year from 01 January 2021 to 31 December 2023.

Calendar Year	New Claims	Active Claims	Active Costs
2021	495	340	\$783,114
2022	250	233	\$333,814
2023	339	336	\$399,288
<b>Total</b>	<b>1,084</b>	<b>839</b>	<b>\$1,516,215</b>

Table 3: The number of new claims for overseas visitor clients each year from 01 January 2021 to 31 December 2023, broken down by the top 5 most prevalent sport.

Sport	Accident Calendar Year		
	2021	2022	2023
Skiing - Snow	87	10	14
Snowboarding	91	9	11
Cycling	9	6	7
Tramping	9	2	11
Rugby Union	5	5	9

Table 5: The number of new claims for overseas visitor clients each year from 01 January 2021 to 31 December 2023, broken down by the top 8 most prevalent cause of injury.

Cause	Accident Calendar Year		
	2021	2022	2023
Loss balance / personal control	255	70	117
Lifting / carrying / strain	40	52	66
Twisting movement	30	19	33
Slipping / skidding on foot	26	13	28
Collision / knocked over by object	23	17	15
Puncture	18	17	16
Struck by person / animal	19	19	12
Tripping or stumbling	16	10	13

Table 7: The number of new claims for overseas visitor clients each year from 01 January 2021 to 31 December 2023, broken down by the top 3 most prevalent prior activity.

Prior Activity	Accident Calendar Year		
	2021	2022	2023
Recreation / sporting activity	245	80	104
Walking / running	43	19	47
Lifting / lowering / loading / unloading	15	28	23

Table 2: The number of new motor vehicle related claims for overseas visitor clients each year from 01 January 2021 to 31 December 2023.

Accident Calendar Year	New Claims
2021	9
2022	5
2023	10

Table 4: The number of new claims for overseas visitor clients each year from 01 January 2021 to 31 December 2023, broken down by the top 5 most prevalent injury diagnosis.

Type of Injury	Accident Calendar Year		
	2021	2022	2023
Soft tissue injury	243	165	208
Fracture / dislocation	109	16	36
Laceration / puncture / sting	65	36	54
Concussion	18	7	5
Foreign body in orifice / eye	3	5	7

Table 6: The number of new claims for overseas visitor clients each year from 01 January 2021 to 31 December 2023, broken down by the top 10 most prevalent site of injury.

Injury Site	Accident Calendar Year		
	2021	2022	2023
Lower back / spine	38	32	38
Shoulder (including clavicle / blade)	42	26	35
Knee	43	21	33
Hand / wrist	38	18	15
Upper and lower arm	45	9	16
Finger / thumb	31	15	18
Ankle	21	15	26
Head (except face)	32	14	12
Hip / upper leg / thigh	20	15	14
Foot	11	14	21

Please note: In the years 2021 to 2023, there were 3 claims for overseas visitor clients relating to e-scooters, 3 claims relating to planes, no claims relating to cruise ships, and no claims relating to assault.