



24 August 2023

Kia ora

**Your Official Information Act request, reference: GOV-026879**

Thank you for your email of 4 August 2023, asking for the following information under the Official Information Act 1982 (the Act):

- *The ethnicity breakdown of total claims in the Manawatu and Whanganui regions*
- *The ethnicity breakdown of Pain Management Programmes in the Manawatu and Whanganui regions*
- *The ethnicity breakdown of TI programmes in the Manawatu and Whanganui regions*

**The requested information is attached to this letter as Appendix 1**

When interpreting the data provided, please refer to the 'Notes' tab.

*Claim counts fewer than four*

Some values in the tables only indicate that the claim count is fewer than four (denoted as <4) to protect our clients' privacy. This decision has been made under section 9(2)(a) of the Act. 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 our clients' privacy.

**As this information may be of interest to other members of the public**

ACC may decide to 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

Sara Freitag  
**Acting Manager Official Information Act Services**  
Government Engagement

**Notes and caveats:**

**Claims accepted** and **claims declined** are the number of claims where the current cover decision is "Accept" or "Decline" and that ACC registered in the specified calendar year for Manawatū-Whanganui region. These measures don't include duplicate claims and claims for which a cover decision hasn't been issued.

**Active claims** is the count of claims for which ACC made a payment in the specified period. The claim may have been registered in the same period or previously.

**Claim costs** paid is the amount paid by ACC for any claim in the specified period. This may include claims ACC registered in that period or any previous period. Costs exclude payments made by ACC that aren't attributed to individual claims, such as Public Health Acute Services or ambulance services.

Tables include data broken down by the client's prioritised ethnicity. A client may identify with any number of ethnicities, and can select more than one when lodging a claim. For reporting purposes, ACC selects one ethnicity for each client based on the following priority order: Māori, Pacific peoples, Asian, other ethnicities, European. Claims where the client's ethnicity is not known or not stated are included as "unknown". Note that ethnicity data is absent from the majority of accredited employer claims.

Claims that have accessed pain management service or training for independence service are identified if it has payments under specific service codes, please see appendix.

Region is based on accident location which may differ to client's residential location.

The data is based on claims managed by ACC and by accredited employers.

The data was extracted on 16 August 2023 and may differ if extracted again at a later date.

Table 1: Number of claims accepted, number of claims declined, number of active claims and active cost (excluding GST) for accidents in Manawātū-Whanganui region, broken down by calendar year and client prioritised ethnicity

Client Prioritised Ethnicity	Measure	2018	2019	2020	2021	2022	2023
Māori	Claims accepted	16,627	15,782	15,055	15,877	14,956	7,915
	Claims declined	704	626	600	712	639	299
	Active claims	16,838	17,811	16,155	17,047	16,466	10,442
	Active costs	\$32,826,673	\$35,869,938	\$36,357,156	\$40,564,720	\$43,737,863	\$26,900,507
Pacific Peoples	Claims accepted	7,344	7,429	7,122	7,376	7,242	1,246
	Claims declined	121	127	137	149	102	77
	Active claims	2,386	2,592	2,304	2,551	2,469	1,510
	Active costs	\$4,102,109	\$4,563,015	\$5,231,986	\$5,872,068	\$5,929,167	\$2,869,926
Asian	Claims accepted	3,113	3,014	2,982	3,431	3,292	1,602
	Claims declined	98	89	100	113	105	38
	Active claims	3,206	3,426	3,280	3,817	3,777	2,076
	Active costs	\$4,151,473	\$3,791,745	\$3,653,596	\$4,179,592	\$4,997,983	\$2,690,352
Other Ethnicity	Claims accepted	1763	1953	1896	1955	1809	1120
	Claims declined	70	74	67	69	52	41
	Active claims	1,998	2,287	2,230	2,422	2,235	1,519
	Active costs	\$3,567,644	\$3,915,710	\$3,991,650	\$4,536,223	\$4,978,575	\$2,784,259
European	Claims accepted	66,747	66,225	63,078	65,076	59,874	31,580
	Claims declined	2,196	2,119	2,040	2,262	2,051	917
	Active claims	79,349	85,951	77,826	79,859	75,962	48,172
	Active costs	\$138,291,001	\$149,047,098	\$151,838,354	\$163,986,083	\$181,050,845	\$93,135,159
Residual Categories	Claims accepted	1,662	2,646	2,459	2,386	2,235	1,223
	Claims declined	85	208	165	139	120	55
	Active claims	1,825	2,985	2,904	2,846	2,722	1,658
	Active costs	\$3,512,295	\$4,928,601	\$5,642,933	\$5,807,083	\$6,622,508	\$3,003,687

Table 2: Number of new accepted claims, active claims and cost (excluding GST) for claims with payments under pain management service in Manawātū-Whanganui region, broken down by calendar year and client prioritised ethnicity

Client Prioritised Ethnicity	Measure	2018	2019	2020	2021	2022	2023
Māori	Claims accepted	41	38	30	27	19	<4
	Active claims	60	80	65	63	62	28
	Active costs	\$148,042	\$200,918	\$132,983	\$130,714	\$138,626	\$64,194
	Claims accepted	5	5	0	<4	<4	0
Pacific Peoples	Active claims	7	12	7	<4	6	<4
	Active costs	\$15,683	\$20,447	\$13,043	\$6,102	\$7,324	\$9,331
	Claims accepted	7	<4	<4	<4	4	0
	Active claims	13	11	5	<4	4	<4
Asian	Active costs	\$34,839	\$23,621	\$1,944	\$4,918	\$12,590	\$10,614
	Claims accepted	<4	4	7	8	4	0
	Active claims	7	11	11	11	10	9
	Active costs	\$22,427	\$29,615	\$28,563	\$28,282	\$25,175	\$22,630
Other Ethnicity	Claims accepted	223	157	148	143	86	17
	Active claims	358	425	364	342	347	161
	Active costs	\$910,114	\$939,714	\$911,747	\$826,658	\$850,718	\$383,969
	Claims accepted	<4	<4	4	6	<4	<4
Residual Categories	Active claims	5	<4	<4	10	7	8
	Active costs	\$17,814	\$6,083	\$13,972	\$32,600	\$7,896	\$13,507

Table 3: Number of new accepted claims, active claims and cost (excluding GST) for claims with payments under training for independence service in Manawātū-Whanganui region, broken down by calendar year and client prioritised ethnicity

Client Prioritised Ethnicity	Measure	2018	2019	2020	2021	2022	2023
Māori	Claims accepted	43	53	42	60	50	7
	Active claims	82	100	115	136	135	93
	Active costs	\$261,045	\$434,095	\$457,604	\$498,476	\$654,226	\$296,574
	Claims accepted	<4	6	6	7	4	<4
Pacific Peoples	Active claims	6	8	10	12	14	8
	Active costs	\$31,625	\$29,486	\$32,211	\$54,068	\$37,627	\$6,366
	Claims accepted	<4	10	4	8	9	0
	Active claims	9	12	11	13	16	10
Asian	Active costs	\$13,775	\$28,153	\$21,779	\$22,293	\$71,094	\$27,924
	Claims accepted	5	9	10	5	5	0
	Active claims	10	14	17	17	11	11
	Active costs	\$21,171	\$33,106	\$41,970	\$60,002	\$54,873	\$43,352
Other Ethnicity	Claims accepted	185	189	238	238	222	48
	Active claims	364	361	441	528	530	394
	Active costs	\$957,568	\$1,132,028	\$1,413,697	\$1,717,571	\$1,971,417	\$950,093
	Claims accepted	6	4	11	9	8	0
Residual Categories	Active claims	12	9	15	19	17	14
	Active costs	\$26,293	\$34,324	\$24,110	\$63,647	\$42,884	\$24,734

Service	Master Item Code	Description
Pain Management	IPM10	Interventional Pain Management - Community Stage 1
	IPM11	Interventional Pain Follow-up - Community Stage 1
	IPM20	Interventional Pain Management - Community Stage 2
	IPM21	Interventional Pain Follow-up - Community Stage 2
	IPM30	Interventional Pain Management - Tertiary Services
	IPM31	Interventional Pain Follow-up - Tertiary Services
	PN01	Pain Management: Triage
	PN10	Pain Mgmt - Escalation Fee:Transition Com L1 to L2
	PN100	Pain Management - Community Stage 1
	PN100A	Pain Management - Community Service Level 1 IDT
	PN200	Pain Management - Community Stage 2
	PN200A	Pain Management - Community Service Level 2 IDT
	PN300	Pain Management - Tertiary Services - Outpatient
	PN300A	Pain Management - Tertiary Delivery - Outpatient
	PN350A	Pain Management - Tertiary Delivery - Intensive
	PN375	Pain Management - Tertiary Support Services
	PN402	Pain Management - Group Education
	PN410	Pain Managemt: Specialist Physician Standard Assmt
	PN411	Pain Managemt: Specialist Physician Complex Assmt
	PN412	Pain Managemt: Specialist Physician Desk File Rev
	PN420	Pain Management - Incidental Costs
Training for Independence	TI01B	TFI - Adult TBI - Rehabilitation Prof Planning
	TI01C	TFI - Children/Youth - Rehab Professional Planning
	TI01D	TFI - Adult Sensitive Claims - Rehab Prof Planning
	TI01E	TFI - Adult Other Injuries - Rehab Prof Planning
	TI02B	TFI - Adult TBI - Planning Period - Rehab Prof
	TI02C	TFI - Children/Youth - Planning Period: Rehab Prof
	TI05B	TFI Adult TBI: Report Writing
	TI05C	TFI Children/Youth: Report Writing
	TI05D	TFI Adult Sensitive Claims: Report Writing
	TI05E	TFI Adult Other Injury: Report Writing
	TI11B	TFI - Adult TBI - Rehabilitation Professional
	TI11C	TFI - Children/Youth - Rehabilitation Professional
	TI11D	TFI - Adult Sensitive Claims - Rehab Professional
	TI11E	TFI - Adult Other Injuries - Rehab Professional
	TI12B	TFI - Adult TBI - Registered Psychologist
	TI12C	TFI - Children/Youth - Registered Psychologist
	TI12D	TFI - Adult Sensitive Claims - Reg Psychologist
	TI12E	TFI - Adult Other Injuries - Reg Psychologist
	TI13B	TFI - Adult TBI - Rehabilitation Coach
	TI13C	TFI - Children/Youth - Rehabilitation Coach
	TI13D	TFI - Adult Sens Claims - Rehabilitation Coach
	TI13E	TFI - Adult Other Injuries - Rehabilitation Coach
	TI14B	TFI - Adult TBI - Key Worker
	TI14C	TFI - Children/Youth - Key Worker
	TI14D	TFI - Adult Sensitive Claims - Key Worker
	TI14E	TFI - Adult Other Injuries - Key Worker
	TI31B	TFI - Adult TBI - Psychologist Planning
	TI31C	TFI - Children/Youth - Psychologist Planning
	TI31D	TFI - Adult Sens Claims - Psychologist Planning
	TI31E	TFI - Adult Other Injuries - Psychologist Planning
	TI32B	TFI - Adult TBI - Planning Period - Psychologist
	TI32C	TFI - Children/Youth - Planning Period - Psycholog
	TIA01B	TI Advisory Short-term: Rehab Prof-Adults with TBI
	TIA01C	TI Advisory Short-term: Rehab Prof-Children&Youth
	TIA01D	TI Advisory Short-term: Rehab Prof-Adults Sens Cls
	TIA01E	TI Advisory Short-term: Rehab Prof-Adult Other Inj
	TIA10B	TI Advisory Long-term: Rehab Prof-Adults with TBI
	TIA10C	TI Advisory Long-term: Rehab Prof- Children&Youth
	TIA10D	TI Advisory Long-term: Rehab Prof-Adults Sens Cls
	TIA10E	TI Advisory Long-term: Rehab Prof-Adult Other Inj
	TIA11	TI Advisory Services Long-term - Programme Plan