

09 March 2022



Tēnā koe [REDACTED]

Your Official Information Act request, reference: GOV-016736

Thank you for your email of 11 February 2022, asking for the following information under the Official Information Act 1982 (the Act):

We are seeking ACC volume data from 1 April 2021 to 31 January 2022, by DHB's or geographic location and by month.

Please find the data you have requested in the attached appendix

Active claims are ones that generated a payment in the period. These claims were not necessarily lodged, or had the accident occur, in the same period.

Urgent Care Clinics are a subset of primary care services, which are in turn a subset of the total claim costs.

Notes about the data provided

- A claim may have received multiple services in the same period from providers in multiple DHB regions. A claim will be counted once in each DHB region it has received a payment for. The table totals count claims only once for each column or row.
- The data are broken down by the location of the service provider for each payment, not the location where the client resides or where the accident occurred.
- The data includes payments for weekly compensation and other client entitlements.
- Payments made by accredited employers or their third-party administrators are not included in tables 3-6. This is because the system ACC uses to extract data about primary care and urgent care clinics does not hold detailed information about claims managed by accredited employers.
- Data was extracted on 17 February 2022 and may differ if extracted again at a later date.

How to get in contact

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

As this information may be of interest to other members of the public, ACC has decided to proactively release 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 on our website here: <https://www.acc.co.nz/resources/#/category/12>.

Nāku iti noa, nā

Sara Freitag
Acting Manager Official Information Act Services
Government Engagement & Support

Table 1. Number of active claims receiving any payment between 1 April 2021 and 31 January 2022, broken down by Provider DHB region.

Provider location	April 2021	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	Apr 21 to Jan 22
Auckland	88,634	85,277	93,789	91,551	84,032	48,327	51,658	61,114	71,525	52,264	395,181
Bay of Plenty	28,716	28,092	32,004	29,560	27,308	21,672	26,877	27,538	27,525	20,662	136,366
Canterbury	51,902	49,945	55,236	53,708	50,283	40,581	49,735	49,800	51,204	36,069	248,827
Capital & Coast	27,467	27,865	29,529	28,933	26,323	21,534	25,690	27,016	27,700	19,203	130,756
Counties Manukau	37,007	37,108	39,556	37,304	36,217	17,035	18,939	23,538	30,129	25,075	180,891
Hawkes Bay	17,713	17,700	21,155	18,942	17,799	12,601	16,135	17,474	17,436	12,909	86,601
Hutt Valley	8,644	9,538	9,799	9,814	9,214	7,063	8,543	9,352	9,031	5,930	48,562
Lakes	8,823	9,395	10,303	9,050	8,742	6,563	8,567	8,809	8,741	6,167	46,174
MidCentral	13,011	12,710	14,042	12,943	13,196	9,988	12,135	12,741	12,318	13,409	66,268
Nelson Marlborough	15,492	14,864	15,815	14,868	13,919	10,843	13,438	14,158	14,265	10,285	70,167
Northland	16,109	15,887	16,944	15,749	15,817	11,948	13,407	13,938	15,482	11,901	80,270
South Canterbury	4,416	4,929	4,196	4,345	3,964	3,468	3,864	4,338	4,036	3,193	22,429
Southern	32,802	32,193	35,973	34,001	33,321	26,244	30,530	32,402	32,465	21,626	154,391
Tairāwhiti	4,273	3,726	4,357	4,178	3,391	3,006	3,541	3,434	3,884	2,506	19,443
Taranaki	10,587	10,279	10,942	10,354	9,862	8,337	9,651	10,478	10,402	7,301	49,226
Waikato	38,136	36,763	39,266	37,358	37,560	31,299	31,161	31,174	36,648	27,033	182,026
Wairarapa	3,853	3,756	3,867	4,091	3,562	2,860	3,251	3,561	3,773	2,601	18,866
Waitemata	76,347	75,434	81,710	77,460	74,864	37,387	35,359	48,030	61,093	50,283	336,228
West Coast	3,067	2,723	3,222	3,037	2,940	2,312	2,766	2,663	2,852	2,157	14,749
Whanganui	4,959	4,989	4,990	5,228	4,599	3,886	4,882	4,467	4,766	3,223	26,359
Unknown	84,490	87,163	89,188	87,983	87,597	80,086	78,732	83,012	83,030	71,857	270,585
Total	490,337	485,531	521,244	500,007	477,150	344,299	379,064	414,378	448,893	348,494	2,038,532

Table 2. Cost (excluding GST) of active claims receiving any payment between 1 April 2021 and 31 January 2022, broken down by Provider DHB region.

Provider location	April 2021	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	Grand Total
Auckland	\$35,019,402	\$35,330,344	\$42,094,894	\$41,678,151	\$39,679,480	\$26,894,505	\$28,770,184	\$32,924,077	\$36,077,441	\$21,197,103	\$339,665,581
Bay of Plenty	\$7,576,653	\$7,207,662	\$8,658,057	\$8,050,703	\$6,733,026	\$5,810,851	\$7,261,948	\$7,886,695	\$8,413,807	\$4,753,205	\$72,352,607
Canterbury	\$18,802,157	\$15,500,097	\$19,215,108	\$20,826,253	\$16,538,857	\$15,741,001	\$18,136,035	\$17,308,058	\$18,190,394	\$13,541,208	\$173,799,168
Capital & Coast	\$7,655,145	\$7,665,416	\$9,358,524	\$8,399,437	\$7,164,284	\$6,648,199	\$7,495,808	\$7,514,043	\$8,091,082	\$5,782,380	\$75,774,319
Counties Manukau	\$5,706,888	\$5,276,773	\$6,144,850	\$5,678,255	\$5,811,971	\$2,738,466	\$3,106,644	\$3,846,641	\$5,472,517	\$3,662,521	\$47,445,526
Hawkes Bay	\$3,829,596	\$4,178,985	\$4,801,311	\$4,000,994	\$3,601,109	\$3,147,748	\$3,893,753	\$3,995,070	\$4,254,924	\$2,557,768	\$38,261,258
Hutt Valley	\$2,281,813	\$2,757,157	\$2,632,436	\$2,726,974	\$2,375,826	\$2,169,902	\$2,432,138	\$2,610,484	\$2,638,279	\$1,772,602	\$24,397,611
Lakes	\$2,087,797	\$2,314,544	\$2,537,301	\$2,254,510	\$2,228,431	\$1,926,597	\$2,418,868	\$2,261,183	\$2,244,864	\$1,646,234	\$21,920,328
MidCentral	\$4,626,597	\$5,391,152	\$5,810,472	\$4,889,186	\$5,313,708	\$4,158,083	\$4,673,675	\$4,775,335	\$5,240,426	\$6,636,228	\$51,514,861
Nelson Marlborough	\$4,339,074	\$3,620,355	\$4,204,007	\$4,237,377	\$3,744,537	\$3,743,621	\$3,602,426	\$3,850,583	\$4,472,077	\$2,814,711	\$38,628,768
Northland	\$4,121,353	\$4,211,657	\$4,659,931	\$3,868,836	\$3,772,521	\$3,225,998	\$3,719,215	\$3,498,135	\$4,740,675	\$2,797,000	\$38,615,321
South Canterbury	\$1,240,188	\$979,663	\$1,260,502	\$1,217,422	\$1,325,488	\$973,011	\$841,593	\$1,156,487	\$1,563,007	\$900,414	\$11,457,777
Southern	\$8,084,092	\$7,827,335	\$9,169,352	\$7,896,760	\$8,667,140	\$7,934,408	\$7,458,753	\$8,604,914	\$8,707,396	\$5,427,385	\$79,777,536
Tairāwhiti	\$833,839	\$660,961	\$910,182	\$831,027	\$711,196	\$586,540	\$697,742	\$641,736	\$818,730	\$438,790	\$7,130,743
Taranaki	\$3,640,281	\$4,009,923	\$3,931,878	\$3,761,982	\$3,049,048	\$3,505,350	\$3,389,326	\$3,621,486	\$3,930,658	\$3,169,780	\$36,009,712
Waikato	\$9,593,254	\$9,928,676	\$10,797,462	\$10,326,367	\$9,737,858	\$11,008,283	\$8,963,817	\$9,303,912	\$11,561,350	\$6,710,947	\$97,931,925
Wairarapa	\$849,103	\$787,049	\$919,017	\$972,318	\$712,481	\$786,607	\$782,345	\$844,066	\$942,666	\$539,375	\$8,135,027
Waitemata	\$18,847,567	\$18,503,297	\$20,478,868	\$19,439,845	\$19,050,228	\$11,089,744	\$11,133,372	\$13,682,243	\$17,201,582	\$11,405,716	\$160,832,460
West Coast	\$533,381	\$429,080	\$517,143	\$505,178	\$429,217	\$354,895	\$363,627	\$433,421	\$454,510	\$288,800	\$4,309,253
Whanganui	\$1,135,680	\$1,100,422	\$1,249,600	\$1,337,925	\$956,130	\$867,053	\$922,544	\$1,229,181	\$1,312,747	\$628,230	\$10,739,512
Unknown	\$228,485,867	\$236,225,330	\$253,034,819	\$258,084,836	\$257,757,384	\$240,031,461	\$233,913,624	\$247,333,644	\$272,299,204	\$202,192,032	\$2,429,358,203
Total	\$369,289,726	\$373,905,879	\$412,385,715	\$410,984,337	\$399,359,919	\$353,342,324	\$353,977,436	\$377,321,395	\$418,628,336	\$298,862,430	\$3,768,057,497

Table 3. Number of active claims receiving payment for primary care services between 1 Apr i 2021 and 31 January 2022, broken down by Provider DHB region.

Provider location	Apr i 2021	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	Apr 21 to Jan 22
Auckland	50 641	49 560	53 354	51 460	48 235	20 436	19 679	25 240	0 929	25 644	219 903
Bay of Plenty	23 365	22 770	26 396	24 241	22 1 0	17 079	21 603	19 267	6 063	12 888	114 618
Canterbury	39 843	39 240	41 557	40 650	38 082	29 211	36 818	31 170	26 021	17 832	197 65
Capital & Coast	21 479	22 025	22 885	22 431	20 965	15 703	19 954	16 035	12 207	8 885	101 073
Counties Manukau	35 014	33 857	37 225	34 993	33 668	15 302	16 166	19 545	22 393	19 534	168 025
Hawkes Bay	14 905	15 163	16 071	16 60	15 4 6	0 102	13 222	12 685	0 850	8 310	74 212
Hutt Valley	6 595	7 151	7 301	7 539	7 105	5 025	6 058	5 522	4 286	2 881	35 350
Lakes	7 365	7 164	8 417	7 261	6 950	4 965	6 685	6 258	4 945	3 530	38 335
MidCentral	10 497	9 896	10 905	10 128	10 364	7 445	9 106	8 869	7 880	6 238	52 322
Nelson Marlborough	11 917	12 026	11 837	12 111	10 674	8 381	10 224	10 623	9 297	7 395	60 775
Northland	13 480	12 932	13 954	13 037	13 059	9 244	10 785	10 287	0 330	8 538	69 805
South Canterbury	3 547	3 340	3 394	3 252	3 153	2 706	3 035	2 820	2 144	1 666	17 914
Southern	28 111	27 435	30 394	28 885	27 565	21 861	25 826	21 997	19 000	12 780	133 464
Tairāwhiti	3 642	2 991	3 638	3 526	2 832	2 375	2 924	2 788	2 757	2 056	17 114
Taranaki	8 453	8 309	8 786	8 345	7 824	6 376	7 563	6 983	5 124	3 856	41 838
Waikato	31 3 0	29 703	32 979	31 271	29 906	23 750	24 230	21 194	21 414	16 556	155 629
Wairarapa	3 000	2 946	3 214	2 980	2 828	2 149	2 596	2 639	2 063	1 703	15 61
Waitemata	62 602	61 808	66 457	64 83	61 399	25 761	23 109	30 900	37 494	33 433	261 624
West Coast	2 641	2 425	2 800	2 604	2 578	2 007	2 409	1 788	1 551	1 202	12 979
Whanganui	3 904	3 927	4 017	4 023	3 965	2 823	3 650	3 755	3 468	2 830	23 504
Unknown	1 385	1 473	1 497	1 564	1 469	1 241	1 181	1 194	1 082	882	9 897
Total	371,584	365,034	394,248	377,849	358,482	229,713	261,766	257,019	246,196	194,557	1,717,773

Primary Care contrac s have been
iden ified as the following:
Specialist Dental Serv ces
Hand Therapy
PRIME Services
GP Receiving Rural Bonus
Nursing Services
Optometris s
Occupat onal Therapist
Osteopaths
Acupuncturist
General Practitioner
Physiotherapist
Dentist
Podiatrist
Chiropractor
Nurse
Physiotherapy Services
Urgent Care Clinics

Table 4. Cost (excluding GST) of active claims receiving payment for primary care services between 1 Apr i 2021 and 31 January 2022, broken down by Provider DHB region.

Provider location	Apr i 2021	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	Grand Total
Auckland	\$6 884 574	\$6 787 555	\$7 671 804	\$7 271 219	\$6 62 145	\$2 979 057	\$3 078 454	\$3 573 455	\$4 606 406	\$3 814 928	\$53 029 598
Bay of Plenty	\$2 556 375	\$2 365 896	\$2 846 074	\$2 646 555	\$2 288 366	\$1 077 529	\$2 311 704	\$1 915 843	\$1 732 788	\$1 362 746	\$21 703 874
Canterbury	\$4 429 088	\$4 319 876	\$4 635 811	\$4 538 497	\$4 64 287	\$3 050 994	\$4 114 748	\$3 195 726	\$2 853 195	\$1 934 090	\$37 236 313
Capital & Coast	\$2 318 476	\$2 406 274	\$2 408 913	\$2 443 050	\$2 87 555	\$1 644 279	\$2 287 265	\$1 559 013	\$1 328 478	\$1 063 654	\$19 646 957
Counties Manukau	\$4 341 1 0	\$3 952 719	\$4 659 402	\$4 241 981	\$4 082 189	\$1 552 521	\$1 871 519	\$2 270 65	\$2 8 0 558	\$2 480 172	\$32 282 355
Hawkes Bay	\$1 669 217	\$1 700 470	\$1 840 293	\$1 847 085	\$1 617 100	\$1 003 773	\$1 485 585	\$1 269 072	\$1 151 870	\$875 311	\$14 459 776
Hutt Valley	\$562 950	\$665 267	\$668 792	\$703 465	\$566 294	\$439 436	\$537 703	\$460 840	\$382 253	\$236 059	\$5 223 061
Lakes	\$677 620	\$624 479	\$794 698	\$652 352	\$646 129	\$413 675	\$610 549	\$512 246	\$425 966	\$314 978	\$5 672 691
MidCentral	\$1 116 063	\$1 095 162	\$1 237 143	\$1 136 522	\$1 02 927	\$712 683	\$1 169 372	\$952 775	\$783 104	\$760 816	\$10 266 568
Nelson Marlborough	\$1 323 777	\$1 234 895	\$1 228 481	\$1 288 649	\$1 077 687	\$895 283	\$1 097 434	\$1 139 966	\$1 002 298	\$729 245	\$11 017 715
Northland	\$1 555 808	\$1 440 743	\$1 618 996	\$1 524 945	\$1 461 491	\$1 0 8 345	\$1 279 940	\$1 193 531	\$1 297 824	\$1 090 540	\$13 502 63
South Canterbury	\$357 384	\$347 205	\$312 764	\$377 807	\$313 633	\$265 498	\$326 691	\$256 904	\$199 934	\$186 050	\$2 943 870
Southern	\$3 124 096	\$3 008 739	\$3 433 427	\$3 129 566	\$2 981 125	\$2 359 538	\$2 928 698	\$2 153 265	\$2 204 278	\$1 355 280	\$26 678 013
Tairāwhiti	\$383 037	\$277 983	\$364 942	\$350 684	\$282 079	\$211 091	\$291 572	\$260 798	\$279 272	\$196 506	\$2 897 964
Taranaki	\$949 759	\$942 875	\$1 015 470	\$899 656	\$950 289	\$725 863	\$862 857	\$792 497	\$658 525	\$435 441	\$8 233 232
Waikato	\$3 649 298	\$3 315 648	\$3 860 383	\$3 403 566	\$3 337 955	\$2 741 962	\$2 832 043	\$2 261 433	\$2 571 619	\$1 935 042	\$29 908 948
Wairarapa	\$277 996	\$256 468	\$276 829	\$270 897	\$228 346	\$215 495	\$207 176	\$261 017	\$2 0031	\$168 198	\$2 372 452
Waitemata	\$8 481 941	\$8 156 489	\$9 122 865	\$8 463 698	\$7 901 864	\$2 917 040	\$2 833 377	\$3 785 222	\$5 007 724	\$4 367 509	\$61 037 730
West Coast	\$308 976	\$260 407	\$311 547	\$276 216	\$276 106	\$2 8 835	\$256 258	\$167 254	\$170 540	\$134 721	\$2 380 861
Whanganui	\$508 723	\$475 883	\$466 063	\$481 678	\$477 169	\$312 802	\$470 032	\$563 934	\$431 925	\$339 944	\$4 528 153
Unknown	\$561 955	\$463 016	\$585 697	\$632 799	\$549 612	\$523 052	\$541 320	\$416 041	\$388 302	\$379 013	\$5 040 808
Total	\$46,038,244	\$44,098,050	\$49,360,393	\$46,580,890	\$43 054,347	\$25,898,751	\$31,394,298	\$28,960,999	\$30,516,888	\$24,160,242	\$370,063, 02

Table 5. Number of active claims receiving payment for urgent care clinic services between 1 April 2021 and 31 January 2022, broken down by Provider DHB region.

Provider location	April 2021	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	Apr 21 to Jan 22
Auckland	5 487	5 099	5 018	5 154	4 693	1 874	2 222	2 797	4 692	4 311	37 381
Bay of Plenty	1 870	1 879	1 957	2 083	1 612	1 523	1 700	1 850	1 981	2 374	17 238
Canterbury	3 876	4 094	3 882	3 465	4 171	2 517	3 526	4 224	4 063	3 266	33 862
Capital & Coast	1 774	1 874	1 831	1 722	1 476	989	1 806	1 851	1 997	1 718	16 568
Counties Manukau	8 197	5 804	8 202	6 804	6 798	3 819	4 599	5 437	6 799	7 103	56 827
Hawkes Bay	1 745	1 985	1 790	1 472	1 618	1 154	1 241	1 761	1 627	1 874	14 722
Hutt Valley	0	0	0	0	0	0	0	0	0	0	0
Lakes	0	0	0	0	0	0	0	0	0	0	0
MidCentral	1 425	1 409	1 512	1 465	1 392	1 096	1 237	1 567	1 566	1 388	12 750
Nelson Marlborough	1 427	1 290	1 297	1 561	1 270	1 037	1 089	1 505	1 200	1 592	12 465
Northland	1 367	1 170	1 244	1 186	1 182	764	1 091	1 022	1 481	1 476	11 208
South Canterbury	0	0	0	0	0	0	0	0	0	0	0
Southern	0	0	0	0	0	0	0	0	0	0	0
Tairāwhiti	0	0	0	0	0	0	0	0	0	0	0
Taranaki	723	701	788	564	569	531	609	808	824	791	6 395
Waikato	4 307	3 091	4 476	3 651	3 345	3 721	3 060	2 900	4 016	3 826	32 022
Wairarapa	0	0	0	0	0	0	0	0	0	0	0
Waitemata	7 620	6 791	7 265	6 531	6 350	3 461	4 312	5 354	7 226	7 361	57 414
West Coast	0	0	0	0	0	0	0	0	0	0	0
Whanganui	887	874	771	961	944	322	726	1 092	1 019	954	7 685
Unknown	4	28	15	26	8	8	10	6	7	3	114
Total	40,444	35,907	39,867	36,429	35,225	22,754	27,121	32,029	38,315	37,741	314,264

Table 6. Cost (excluding GST) of active claims receiving payment for urgent care clinic services between 1 April 2021 and 31 January 2022, broken down by Provider DHB region.

Provider location	April 2021	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	Grand Total
Auckland	\$994 260	\$933 304	\$889 732	\$946 019	\$861 656	\$357 948	\$435 732	\$534 921	\$876 841	\$761 307	\$7 591 720
Bay of Plenty	\$341 980	\$348 489	\$354 804	\$375 784	\$295 794	\$296 023	\$319 341	\$348 654	\$377 511	\$435 800	\$3 494 180
Canterbury	\$650 577	\$690 796	\$643 454	\$558 857	\$688 734	\$419 798	\$592 478	\$693 440	\$656 148	\$508 407	\$6 102 690
Capital & Coast	\$263 775	\$273 991	\$267 605	\$258 321	\$217 247	\$149 335	\$270 375	\$284 117	\$299 873	\$253 880	\$2 538 518
Counties Manukau	\$1 493 045	\$999 027	\$1 470 453	\$1 184 930	\$1 214 326	\$642 549	\$824 429	\$996 895	\$1 216 380	\$1 236 022	\$11 278 057
Hawkes Bay	\$278 509	\$322 863	\$283 250	\$238 125	\$251 496	\$179 081	\$196 827	\$280 752	\$251 418	\$292 316	\$2 574 638
Hutt Valley	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Lakes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
MidCentral	\$223 505	\$228 210	\$229 997	\$243 034	\$224 453	\$175 211	\$201 799	\$250 149	\$262 336	\$214 710	\$2 253 405
Nelson Marlborough	\$238 885	\$197 659	\$193 836	\$232 304	\$192 703	\$166 391	\$174 105	\$238 587	\$184 366	\$237 158	\$2 055 993
Northland	\$216 553	\$188 971	\$202 757	\$210 847	\$207 948	\$142 100	\$197 931	\$193 117	\$284 256	\$281 382	\$2 125 861
South Canterbury	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Southern	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Tairāwhiti	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Taranaki	\$142 204	\$142 551	\$158 726	\$119 752	\$119 115	\$111 108	\$122 862	\$167 484	\$171 115	\$165 293	\$1 420 210
Waikato	\$788 545	\$575 147	\$867 842	\$659 239	\$622 417	\$694 254	\$576 473	\$541 389	\$742 962	\$697 568	\$6 765 836
Wairarapa	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Waitemata	\$1 536 835	\$1 358 058	\$1 454 100	\$1 248 346	\$1 236 293	\$742 575	\$874 507	\$1 075 911	\$1 424 495	\$1 391 684	\$12 342 805
West Coast	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Whanganui	\$154 226	\$154 112	\$134 464	\$171 345	\$170 433	\$56 766	\$131 582	\$218 764	\$181 224	\$161 202	\$1 534 117
Unknown	\$110	\$853	\$550	\$1 385	\$358	\$330	\$578	\$330	\$385	\$165	\$5 043
Total	\$7,323,012	\$6,414,031	\$7,151,569	\$6,448,288	\$6,302,972	\$4,133,470	\$4,919,017	\$5,824,509	\$6,929,311	\$6,636,893	\$62,083,072