



29 September 2023



Kia ora



Your Official Information Act request, reference: GOV-027544

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

I wish to formally lodge an information request regarding any data you have relating to common injuries from 'Appearance Industries'. Appearance industries include (but are not limited to): Beauty Therapists, Skin Piercers, Nail Salons, Tattooists and (non-surgical) cosmetic procedures.

The information I am seeking is:

- 1. How many claims have been lodged which relate to 'Appearance Industry premises' (refer to above outline of who this refers to) between 1 July 2018 and 30 June 2023 (5 year period).*
- 2. Of any claims received, can a breakdown be provided as to who the claims were from E.g. District Health Boards, Private surgical facilities, Primary health care associations etc.*
- 3. For any claims received, can a breakdown (or estimate) of costs (compensation) be detailed per type of claim/type of appearance industry? E.g. compensation for claims against tattooists, skin piercers, beauty therapists etc specifically*

The data requested is provided in the attached spreadsheet

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

Claim counts fewer than four

Some of the values in the tables only indicate that the number is less than 4 (denoted as <4). 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.

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 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 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.

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



Sara Freitag
Acting Manager Official Information Act Services
 Government Engagement

Description:

The number of claims for beauty industry from 1 July 2018 to 30 June 2023

Response:

The claim lodgement / payment date is between 1 July 2018 and 30 June 2023

The claim cover decision is equal to 'Accept'.

The accident description contains one of the following with some variations:

- Laser/IPL hair removal
- Laser tattoo removal
- Manicure / Pedicure
- Exfoliation
- Sun-beds
- Tattooing
- Traditional tools tattooing
- Body piercing
- Acupuncture

Caveats and Notes:

- A financial year is 1 July to 30 June.
- Accredited employer claims have been excluded.
- Costs provided are GST exclusive.

Public Health Acute Services (PHAS) payments have been excluded. 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 and therefore cannot be attributed to individual claims.

- The accident description is not mandatory to complete and not every client does so. When the field is completed, the accuracy and level of detail provided varies significantly.

Therefore, **the data provided should be considered indicative only.**

- New claims is the count of claims that were lodged with ACC in the specified period. A claim can be lodged immediately after an injury or at a later date.
- Active claims is the count of claims for which ACC made a payment in the specified period. The claim may have been lodged in the specified period or any previous period.
- The financial year in which the service was paid may differ to the financial year in which the service was provided.

Data were extracted on 22 September and may differ if rerun at a later date.

Table 1: The number of new claims, active claims and total costs (excluding GST) for injuries from beauty therapy treatments between 01 July 2018 to 30 June 2023.

Measure	2018/19	2019/20	2020/21	2021/22	2022/23
New claims lodged	1,008	972	1,180	1,065	1,317
Active claims paid	941	951	1,061	1,030	1,257
Cost of active claims	\$517,070	\$612,358	\$516,143	\$606,458	\$687,426

Table 2: The number of new claims for injuries from beauty therapy treatments lodged between 01 July 2018 to 30 June 2023, broken down by the type of provider who registered the claim.

Row Labels	2018/19	2019/20	2020/21	2021/22	2022/23
DHB	120	110	120	99	111
General Practitioner	756	750	909	822	1,040
Nurse	36	43	50	47	63
Physiotherapist	15	12	24	17	19
Plastic & Reconstructive Surgeon	37	31	49	46	38
Podiatrist	10	8	7	7	11
Others	34	18	21	27	35

This table is broken down by the registering provider of the claim.
If the provider name includes "District Health Board" then the provider type is "DHB"
Otherwise the provider type is the prioritised vocational classification of the registering provider.

Table 3: The number of new claims for injuries from beauty therapy treatments broken down by individual treatment/procedure between 01 July 2018 to 30 June 2023.

Treatment type	2018/19	2019/20	2020/21	2021/22	2022/23
Acupuncture	59	41	66	47	57
Body Piercing	290	277	375	411	435
Exfoliation	35	57	56	56	78
Laser Hair Removal	19	15	21	20	15
Manipedi/Pedicure	123	98	121	120	155
Sunbed	..	<4	<4	..	<4
Tattoo	473	479	533	404	570
Tattoo Removal	<4	<4	..	<4	..

Table 4: The number of active claims for injuries from beauty therapy treatments broken down by individual treatment/procedure between 01 July 2018 to 30 June 2023.

Treatment type	2018/19	2019/20	2020/21	2021/22	2022/23
Acupuncture	72	63	82	64	67
Body Piercing	266	269	312	378	422
Exfoliation	39	49	56	51	69
Laser Hair Removal	20	17	21	22	12
Manipedi/Pedicure	118	111	118	130	163
Sunbed	..	<4	5	..	5
Tattoo	413	438	461	377	512
Tattoo Removal	<4	<4	6	<4	7

Table 5: The cost (excluding GST) of active claims for injuries from beauty therapy treatments broken down by individual treatment/procedure between 01 July 2018 to 30 June 2023.

Treatment type	2018/19	2019/20	2020/21	2021/22	2022/23
Acupuncture	\$64,915	\$82,380	\$50,479	\$32,996	\$64,950
Body Piercing	\$102,226	\$97,041	\$126,240	\$150,880	\$237,704
Exfoliation	\$32,813	\$25,342	\$36,128	\$28,152	\$48,738
Laser Hair Removal	\$2,002	\$7,220	\$5,931	\$4,458	\$2,490
Manipedi/Pedicure	\$116,497	\$89,348	\$28,568	\$84,301	\$46,456
Sunbed	\$2,189	\$468	\$685	\$6,738	\$2,622
Tattoo	\$196,136	\$307,889	\$265,881	\$296,617	\$281,453
Tattoo Removal	\$292	\$2,671	\$2,231	\$2,316	\$3,013