



30 October 2023

Kia ora [REDACTED]

Your Official Information Act request, reference: GOV-028485

Thank you for your email of 19 October 2023, asking for the following information under the Official Information Act 1982 (the Act):

- *Is the response for Wellington City or region? I would be grateful if I can have Wellington City data.*
- *Could you please also give me data about injury diagnosis related to provided response for both e-scooters and e-bikes?*
- *Could you please let me know the number of claims that involve pedestrians for both e-scooters and e-bikes?*

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 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.

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

Caveats and Notes:

- All claims are accepted for cover.
- Accredited employer claims have been excluded.
- The claim lodgement / payment date is between 01 January 2021 and 24 October 2023.
- The territorial authority of the accident is equal to 'Wellington City', 'Christchurch City', or 'Auckland City'.
- E-scooter related claims are found where the accident description includes one of the following words, with some variation:
 - *battery powered scooter*
 - *flamingo scooter*
 - *wave scooter*
 - *beam scooter*
 - *green scooter*
 - *bird scooter*
 - *electric scooter*
 - *lime scooter*
 - *electronic scooter*
 - *neuron scooter*
 - *e-scooter*
 - *uber scooter*
- E-bike related claims are found where the accident description includes one of the following words, with some variation:
 - *battery powered bike*
 - *e-bike*
 - *electric bike*
 - *electronic bike*
- New claims is the count of claims that were lodged with ACC in the specified period. The lodgement date may be any date after the accident occurred.
- 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 the GST exclusive cost of payments made for claims that were active in the specified period.
- 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.
- Region is based on the location of the accident and may not be where the client was residing at the time.
- Injury type is the primary injury diagnosis. A claim may have more than one injury diagnosis, but only the primary one is included here.
- Claims involving pedestrians is found where the claimant was a pedestrian or was in an accident with a pedestrian.
- Data were extracted on 25 October 2023 and may differ if extracted again at a later date.

Table 1: The number of new claims for e-scooter related injuries from 01 January 2021 to 24 October 2023, broken down by territorial authority.

Region	Lodgement Calendar Year		
	2021	2022	2023 (YTD)
Auckland City	513	621	653
Christchurch City	590	581	498
Wellington City	274	298	189
Total	1,377	1,480	1,340

Table 4: The number of new claims for e-scooter related injuries in Wellington City from 01 January 2021 to 24 October 2023, broken down by the top 5 most prevalent type of injury.

Injury Diagnosis	Lodgement Calendar Year		
	2021	2022	2023 (YTD)
Soft tissue injury	136	123	61
Fracture / dislocation	48	76	37
Laceration / puncture / sting	46	52	30
Concussion	13	19	20
Dental injury	17	13	7
Other / Unknown	14	10	4
Total	274	298	189

Table 7: The number of new claims for e-scooter related injuries involving pedestrians from 01 January 2021 to 24 October 2023, broken down by region.

Region	Lodgement Calendar Year		
	2021	2022	2023 (YTD)
Auckland City	20	24	25
Christchurch City	24	29	31
Wellington City	15	11	15
Total	59	64	71

Table 2: The number of active claims for e-scooter related injuries from 01 January 2021 to 24 October 2023, broken down by territorial authority.

Region	Payment Calendar Year		
	2021	2022	2023 (YTD)
Auckland City	559	713	760
Christchurch City	657	630	548
Wellington City	269	323	222
Total	1,485	1,666	1,530

Table 5: The number of new claims for e-scooter related injuries in Auckland City from 01 January 2021 to 24 October 2023, broken down by the top 5 most prevalent type of injury.

Injury Diagnosis	Lodgement Calendar Year		
	2021	2022	2023 (YTD)
Soft tissue injury	252	303	336
Laceration / puncture / sting	127	158	156
Fracture / dislocation	80	111	91
Concussion	15	16	25
Dental injury	22	20	11
Other / Unknown	19	13	34
Total	613	621	653

Table 3: The costs (excluding GST) of active claims for e-scooter related injuries from 01 January 2021 to 24 October 2023, broken down by territorial authority.

Region	Payment Calendar Year		
	2021	2022	2023 (YTD)
Auckland City	\$2,754,178	\$3,148,332	\$3,006,957
Christchurch City	\$2,117,836	\$1,906,404	\$1,713,343
Wellington City	\$453,530	\$775,871	\$460,901
Total	\$5,325,544	\$5,830,606	\$5,180,203

Table 6: The number of new claims for e-scooter related injuries in Christchurch City from 01 January 2021 to 24 October 2023, broken down by the top 5 most prevalent type of injury.

Injury Diagnosis	Lodgement Calendar Year		
	2021	2022	2023 (YTD)
Soft tissue injury	263	290	246
Fracture / dislocation	113	98	96
Laceration / puncture / sting	129	92	78
Concussion	23	36	32
Dental injury	24	18	11
Other / Unknown	18	27	35
Total	590	561	498

Table 8: The number of new claims for e-bike related injuries from 01 January 2021 to 24 October 2023, broken down by territorial authority.

Region	Lodgement Calendar Year		
	2021	2022	2023 (YTD)
Auckland City	200	250	182
Christchurch City	101	170	150
Wellington City	58	60	63
Total	359	466	395

Table 11: The number of new claims for e-bike related injuries in Wellington City from 01 January 2021 to 24 October 2023, broken down by the top 3 most prevalent type of injury.

Injury Diagnosis	Lodgement Calendar Year		
	2021	2022	2023 (YTD)
Soft tissue injury	59	44	39
Fracture / dislocation	8	13	10
Laceration / puncture / sting	4	5	8
Other / Unknown	7	4	9
Total	58	66	63

Table 14: The number of new claims for e-bike related injuries involving pedestrians from 01 January 2021 to 24 October 2023, broken down by region.

Region	Lodgement Calendar Year		
	2021	2022	2023 (YTD)
Auckland City	<4	-	8
Christchurch City	<4	-	10
Wellington City	<4	<4	-
Total	7	11	18

Table 9: The number of active claims for e-bike related injuries from 01 January 2021 to 24 October 2023, broken down by territorial authority.

Region	Payment Calendar Year		
	2021	2022	2023 (YTD)
Auckland City	254	312	247
Christchurch City	116	185	183
Wellington City	69	82	81
Total	439	579	511

Table 12: The number of new claims for e-bike related injuries in Auckland City from 01 January 2021 to 24 October 2023, broken down by the top 3 most prevalent type of injury.

Injury Diagnosis	Lodgement Calendar Year		
	2021	2022	2023 (YTD)
Soft tissue injury	129	167	126
Laceration / puncture / sting	27	37	29
Fracture / dislocation	30	28	20
Other / Unknown	14	18	7
Total	200	250	182

Table 10: The costs (excluding GST) of active claims for e-bike related injuries from 01 January 2021 to 24 October 2023, broken down by territorial authority.

Region	Payment Calendar Year		
	2021	2022	2023 (YTD)
Auckland City	\$606,063	\$704,397	\$743,908
Christchurch City	\$237,214	\$519,892	\$414,165
Wellington City	\$151,170	\$166,287	\$253,753
Total	\$994,447	\$1,390,576	\$1,411,826

Table 13: The number of new claims for e-bike related injuries in Christchurch City from 01 January 2021 to 24 October 2023, broken down by the top 3 most prevalent type of injury.

Injury Diagnosis	Lodgement Calendar Year		
	2021	2022	2023 (YTD)
Soft tissue injury	59	112	110
Fracture / dislocation	12	26	15
Laceration / puncture / sting	17	16	14
Other / Unknown	13	16	11
Total	101	170	150