



20 July 2023

Kia ora [REDACTED]

Your Official Information Act request, reference: GOV-026163

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

I would like to know how many passengers have been injured on buses (relating to public transport only) over the last five years from the 1.7.18 to 1.7.23 that have resulted in claims. I would like this as true figures broken down to region and bus company, if possible. I would also like to know the severity of the injuries if possible too.

The requested information is attached as appendix 1

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

ACC claims data limitations

The claims data set available to ACC is largely reliant on the information a person provides on their ACC45 injury claim form, which is completed when a person seeks treatment for their injury. There is a free-text field where a person can provide a brief description of how their accident happens. However, as this field is not mandatory to complete and not every client does so, identifying circumstances of an injury can be difficult.

The name of the bus company/whether the injury was related to public transport, if held, would be included in the free-text field on individual claims. As such, to extract it, we would be required to manually review the injury description of all bus injury claims. Therefore, we are refusing to provide the breakdown of data by bus company/whether it was public transport as it would require substantial collation and research to extract. This decision has been made under section 18(f) of the Act.

In doing so, we considered extending our timeframe to respond and charging (as allowed under the Act). Neither of these options were offered as it was determined that the resources required to extract the data would have a significant impact on the everyday functions of the team(s) involved.

If you have any questions about this response, please get in touch

You can contact our Media team at media@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

GOV-026163 Appendix

Data

This report counts the number of claims for bus passenger injuries between 1 July 2018 and 30 June 2023.

Bus passengers have been identified by doing a free text search in the accident description for 'bus' and 'buses', the affroad agency is equal to 'Driving/Passenger - Bus' and the at work indicator is not equal to 'Y'.

Caveats:

- A financial year is 1 July to 30 June.
- Accredited employer claims have been excluded.
- **'New claims'** have been counted by the date that a claim was lodged with ACC. This can be immediately after the injury occurred or at any later stage.
- **'Active claims'** are claims that generated a payment in the relevant calendar years. These claims were not necessarily lodged, or had the accident occur, in the same calendar year.
- A claim can cover multiple years. Therefore, a claim which lasts longer than one year is counted as 'active' once for each year covered.
- The year in which the service was paid may differ to the year in which the service was provided.
- Region is based on the location of the accident and may not be where the client was residing at the time of the injury.
- ACC does not have a measure for severity of injury. However, the types of payments received for a claim can give an indication of the impact to a clients life and have been provided as follows:
 - **No Payments Claims:** These claims do not have any associated payments. These are usually claims that received only treatment at a public hospital during the acute phase of an injury.
 - **Entitlement Claims:** These claims received an entitlements such as weekly compensation, vocational or social rehabilitation.
 - **Medical Fee Only Claims:** These claims did not receive any of the payments listed under entitlement claims above but did receive payments for medical treatment, dental treatment or conveyance for medical treatment.
- The data was extracted on 13 July 2023 and may differ if extracted again at a later date.

Table 1: New claims and active claims for bus passenger injuries between 1 July 2018 and 30 June 2023

Financial year	New claims	Active claims
2018/19	2,635	2,332
2019/20	2,694	3,064
2020/21	2,680	2,962
2021/22	1,898	2,368
2022/23	2,837	3,082
Total	12,744	11,430

Table 2: New claims for bus passenger injuries lodged between 1 July 2018 and 30 June 2023, broken down by region

Region	Lodgement Financial Year				
	2018/19	2019/20	2020/21	2021/22	2022/23
Northland	77	53	77	46	66
Auckland	1,177	1,225	1,139	713	1,236
Waikato	185	181	188	136	212
Bay of Plenty	105	152	149	97	138
Gisborne	19	15	11	13	10
Hawkes Bay	44	54	66	56	49
Taranaki	31	37	24	30	37
Manawatū-Whanganui	69	53	68	51	62
Wellington	409	409	417	319	395
Tasman	7	18	11	7	13
Nelson	17	14	19	15	21
Marlborough	9	12	11	8	15
Canterbury	271	278	336	270	357
West Coast	12	3	10	9	8
Otago	132	123	122	105	151
Southland	24	22	28	20	25
Other	47	45	4	3	42

Table 3: New claims for bus passenger injuries lodged between 1 July 2018 and 30 June 2023, broken down by injury severity

Injury severity	Lodgement Financial Year				
	2018/19	2019/20	2020/21	2021/22	2022/23
No Payments Claims	303	281	274	224	446
Entitlement Claims	179	197	234	150	196
Medical Fee Only Claims	2,153	2,216	2,172	1,524	2,195