



06 November 2023

Kia ora [REDACTED]

Your Official Information Act request, reference: GOV-028291

Thank you for your email of 9 October 2023, asking for claims data related to five theme parks in the Auckland region under the Official Information Act 1982 (the Act).

You confirmed on 21 October 2023, that you would like us to provide a breakdown of claims where the key terms from your email of 17 October 2023 were mentioned in the accident description by injury site, severity and cost.

The data requested is attached

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 claims count is fewer than four (denoted as <4). In other instances, cells are suppressed and denoted as two dots (..). This limits the potential for individuals or matters related to certain individuals from being identified. This decision has been made under section 9(2)(a) of the Act. In doing so, we considered the public interest in making the data available and determined it did 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 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

Description:

Number of new claims, active claims total costs for listed keywords between 01 January 2018 and 30 September 2023.

Response:

The data have been extracted based on the following criteria:

The lodgement/payment date is between 1 January 2018 and 30 September 2023.

The claim has an accepted cover decision.

Listed keywords searched for in the free-text field:

- Rainbow's Ends : **'Rainbows End', 'Rainbow's End'**
- Auckland Adventure Park: **'Auckland Adventure Park'**
- Spookers: **'Spookers Haunted Attractions', 'Spookers'**
- Snowplanet: **'Snowplanet', 'Snow Planet'**
- Tree Adventures: **'Tree Adventures', 'Woodhill'**

Caveats:

A calendar year is 1 January to 31 December.

Accredited Employer claims have been excluded.

'New claims' have been counted by the date that they were lodged with ACC. This can be immediately after the injury occurred or at a later date.

'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 Costs provided are GST exclusive.

Costs do not include Public Health Acute Services (PHAS) payments. Treatment for covered claims in public hospitals is provided by an annual service agreement between ACC and the Ministry of Health, and is funded by bulk payments from ACC to the Crown.

The calendar year in which the service was paid may differ to the calendar year in which the service was provided.

A claim can cover multiple calendar years. a claim which lasts longer than one year is counted as 'active' once for each calendar year covered. For example, a claim which lasted from 2019 to 2021 would be counted a total of three times, once for each calendar year.

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 medical treatment for their injury. There is a free-text field where a person can provide a brief description of how their accident occurred. This field is not mandatory to provide and not every client does so. When this field is completed, there is a significant variance in the level and accuracy of detail provided. As such **the data provided should be considered indicative only.**

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:

- 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 but did receive payments for medical treatment, dental treatment or conveyance for medical treatment.
- 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 (see PHAS payments explained above).

ACC is not able to provide comprehensive fatality statistics as ACC data is collected on the basis of claims made. Our data may not represent the total number of fatalities related to accidents for the following reasons:

- Many people are not aware that they can make a claim related to an accidental death of family member and therefore ACC only ever receives claims for a subset of accidental deaths.
- If a person who has an open claim with ACC dies of their injuries, or other causes, ACC is not necessarily notified of this.

Data were extracted on 27 September 2023 and may differ if re-run at a later date.

Table 1. Number of new claims, active claims total costs for listed keywords between 01 January 2018 and 30 September 2023.

Lodgement Calendar Year	New Claims	Active Claims	Total Costs
2018	304	376	\$423,820
2019	282	336	\$350,372
2020	231	292	\$539,147
2021	240	329	\$558,184
2022	338	389	\$622,603
2023(YTD)	185	234	\$438,669

Table 2. Number of new claims for listed keywords between 01 January 2018 and 30 September 2023, broken down by primary injury site.

Primary Injury Site	2018	2019	2020	2021	2022	2023(YTD)
Lower Back/spine	45	48	38	40	52	28
Knee	44	54	25	29	43	24
Shoulder	33	36	30	24	40	20
Neck, Back Of Head Vertebrae	37	32	30	21	37	22
Hand/wrist	23	19	16	22	29	8
Upper And Lower Arm	17	9	11	11	16	14
Chest	11	11	13	11	17	6
Ankle	12	11	8	14	16	7
Hip, Upper Leg, Thigh	10	9	6	13	12	6
Finger/thumb	12	6	4	10	11	8
Other/Unknown	60	47	50	45	65	42
Total	304	282	231	240	338	185

Table 3. Number of new claims for listed keywords between 01 January 2018 and 30 September 2023, broken down by severity.

Severity	2018	2019	2020	2021	2022	2023(YTD)
Fatal	-	-	-	-	-	-
Serious injury	-	-	-	-	-	-
Entitlement payment	24	25	20	15	32	15
Medical treatment	264	233	202	218	292	158
No payment	16	24	9	7	14	12
Total	304	282	231	240	338	185

Table 4. Number of new claims for listed keywords between 01 January 2018 and 30 September 2023, broken down by keywords.

Keywords	2018	2019	2020	2021	2022	2023(YTD)
Snow planet	200	203	165	171	245	117
Rainbow's Ends	68	45	43	28	64	34
Tree Adventures	25	30	..	36	22	25
Spookers	11	4	<4	5	7	..
Auckland Adventure Park	0	0	0	0	0	<4
Total	304	282	231	240	338	185