



22 May 2023

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Kia ora Fiona

**Your Official Information Act request, reference: GOV-024901**

Thank you for your email through FYI on 6 May 2023 asking for the following information under the Official Information Act 1982 (the Act):

*I would like to know if you have information of reflexology being used as a therapy for recuperation for ACC.*

**ACC does not have specific guidelines for when ACC may consider covering massage therapy or reflexology**

However, treatment or rehabilitation can be recommended by a treating provider and considered on a case-by-case basis if the treatment is appropriate for the level of injury.

**Number of claims where costs related to reflexology have been paid**

Between 1 January 2016 and 18 May 2023, we have found that there were 28 paid invoice lines, related to 5 claims, which mentioned 'reflexology'. This data was extracted on 18 May 2023, and may differ if extracted again at a later date.

*Data limitations*

The invoices captured in this data may also include costs related to transport to and from reflexology, and those where the employer name includes the word 'reflexology'. Further, reflexology can be paid under other services and not specifically stated. As such, the data provided should be considered indicative only.

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

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

Ngā mihi

Sara Freitag  
**Acting Manager Official Information Act Services**  
Government Engagement