

# ACC on the Map

**KEY:**

**😊 Branches**  
 Manage High Complexity Claims  
 Distributed around branches are:

- Return to Independence Service
- National Serious Injury Service

**📁 Service/Processing Centres**

- Receive all claims
- Register claims
- Assess claims for cover (or stream to the appropriate unit)
- Manage accidental death, hearing loss and dental claims
- Assess requests for lump sum/independent allowance, ancillary services, aids and appliances
- Process claim related invoices to service providers
- Provide additional support functions (e.g. provider helpline, provider registration)

**☎ Short Term Claims Centres**  
 Manage Low Complexity claims

**📞 Inquiry Centre (in bound calling)**  
 Customer queries and call sweeping

- Hamilton
- Dunedin

**💰 Weekly Compensation**

- Calculate weekly compensation
- Process weekly compensation payments to claimants

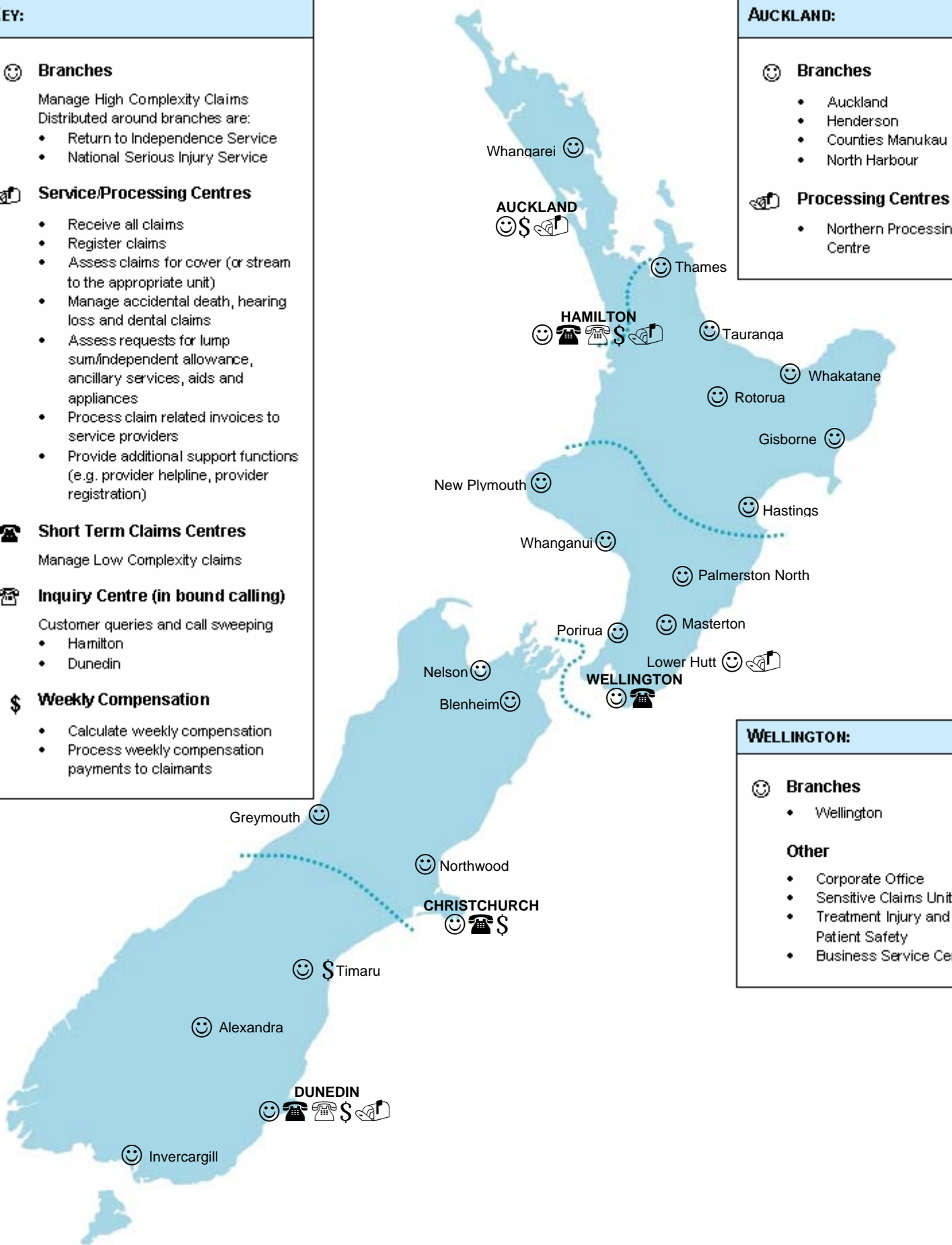
**AUCKLAND:**

**😊 Branches**

- Auckland
- Henderson
- Counties Manukau
- North Harbour

**📁 Processing Centres**

- Northern Processing Centre



**WELLINGTON:**

**😊 Branches**

- Wellington

**Other**

- Corporate Office
- Sensitive Claims Unit
- Treatment Injury and Patient Safety
- Business Service Centre