

# Turnaround Plan Monthly Report

March 2026



He Kaupare. He Manaaki. He Whakaora.  
Prevention. Care. Recovery.

# Tracking ACC's performance

Over the last decade, ACC has experienced a sharp increase in claim volumes and people are taking longer to return to work or independence.

In January 2026 we released a plan to turn performance around and deliver better outcomes for injured New Zealanders.

## Our Turnaround Plan priorities are:

- Putting clients first with care that leads to lasting recovery
- Getting New Zealanders back to work and independence
- Resetting ACC and getting the organisation back to basics

This report outlines performance for eight key measures that we are tracking.

ACC is recording some of its best results in a decade across key rehabilitation performance areas.

### New Claim Registrations

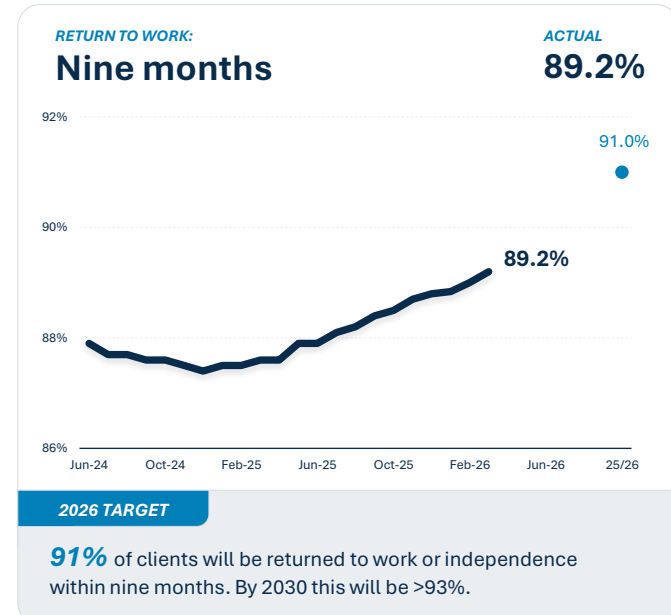
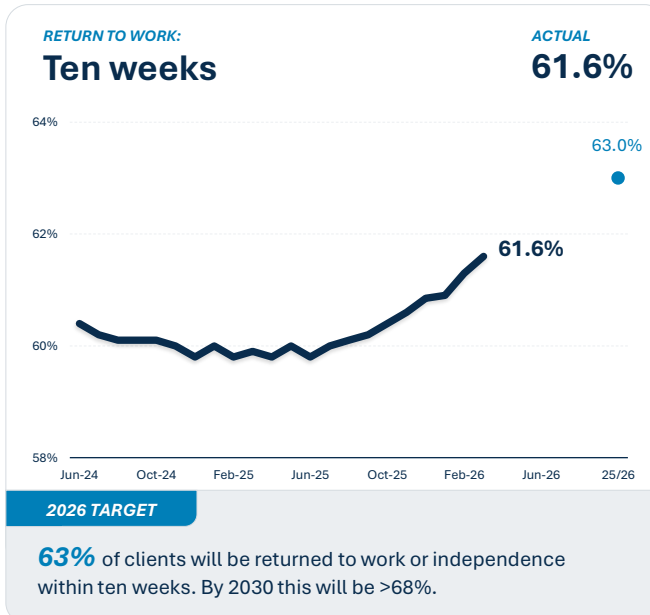
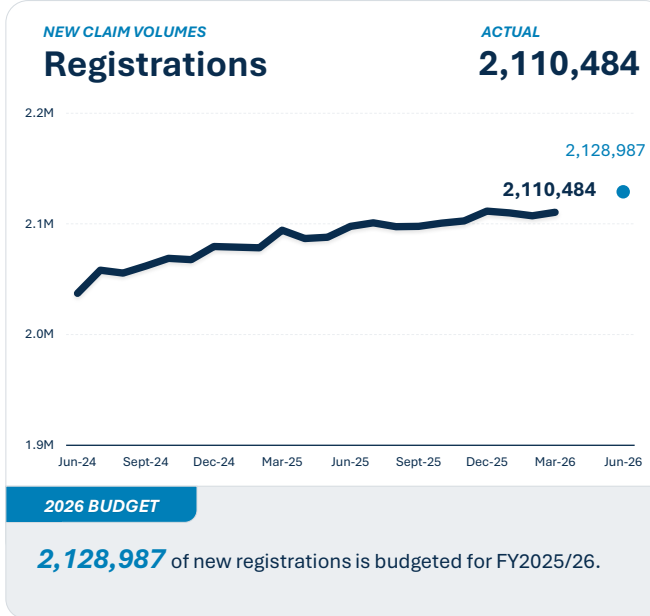
This measure tracks the total number of new claims registered. ACC accepts more than ~2 million injury claims each year.

### Return to Work Rates

Return-to-work rates (28 days, Ten weeks, Nine months) demonstrate how effectively we are supporting clients to return to work or independence. Early support improves rehabilitation outcomes.

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## Our Key Performance Measures



## Long-Term Claims Pool (LTCP)

Accessing support for longer than necessary isn't good for people, their families and the wider community. Long-term disengagement from the workforce negatively affects people's wellbeing, along with New Zealand's productivity and economic growth.

Our One year return-to-work and LTCP measures track the number of clients who have been receiving (or are at risk of receiving) weekly compensation for more than one year.

## Social Rehabilitation Savings

Social rehabilitation includes aids and equipment, attendant care, childcare, education support, home help, home modifications, training and transport. It also can include community or home-based 24-hour care services for people who can't live independently. These costs have increased significantly over 10 years to \$1.5b in 2025.

This measure tracks how much we're saving by ensuring support is appropriate and aligned to injury needs.

## Elective Surgery Costs

Elective surgery costs have increased significantly, with a 35% increase over the last two years alone. A growing number of clients having elective surgery go on to receive weekly compensation.

This measure indicates how well we are managing surgery approvals to ensure they're necessary and effective.

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# Our Key Performance Measures

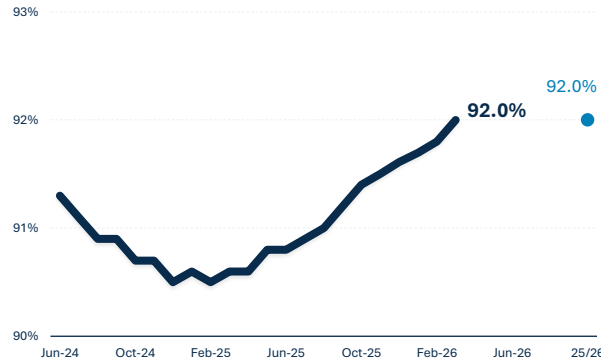


RETURN TO WORK:

One year

ACTUAL

92.0%



2026 TARGET

92% of clients will be returned to work or independence within one year. By 2030 this will be >95%.

VOLUME OF

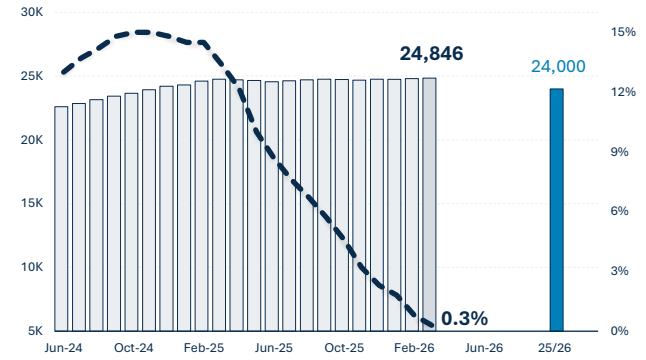
The LTCP

ACTUAL

24,846

GROWTH RATE

0.3%



2026 TARGET

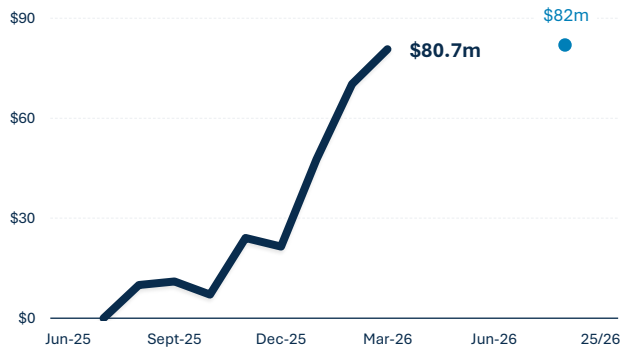
There will be no more than 24,000 clients receiving income maintenance payments for more than one year.

SOCIAL REHABILITATION

Savings YTD (\$m)

ACTUAL

\$80.7m  
(YTD)



2026 TARGET

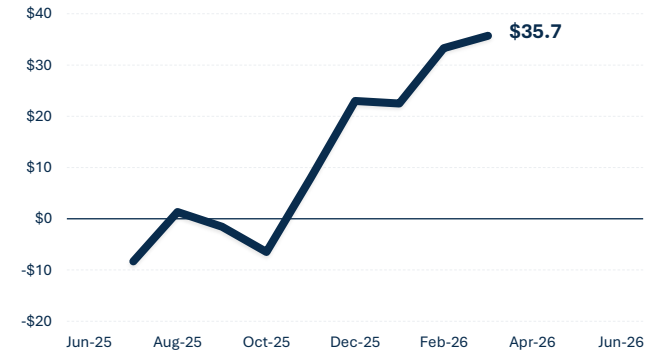
To reduce in-year Social rehabilitation claims costs by 5%. This equates to a cost saving target of \$82m.

ELECTIVE SURGERY

Savings YTD (\$m)

ACTUAL

\$35.7m  
(YTD)



2026 SAVINGS

Focus on necessary and appropriate support helps reduce elective surgery costs. YTD these costs are \$35.7m under budget.