

Turnaround Plan Monthly Report

January 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.

In January ACC has recorded some of its best results in a decade across key rehabilitation performance areas.

New Claim Registrations

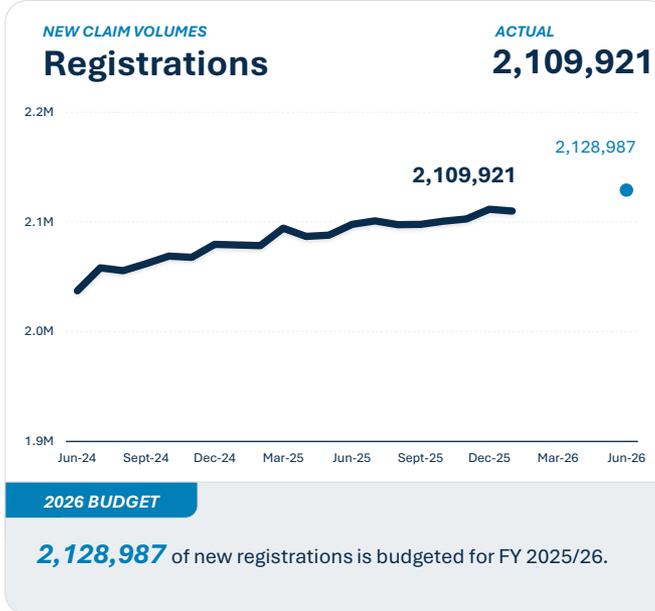
This measure tracks the total number of new claims registered. ACC accepts more than ~2 million injury claims each year.

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

January 2026

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.

January 2026

Our Key Performance Measures



RETURN TO WORK:

One year

ACTUAL

91.7%



2026 TARGET

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

VOLUME OF

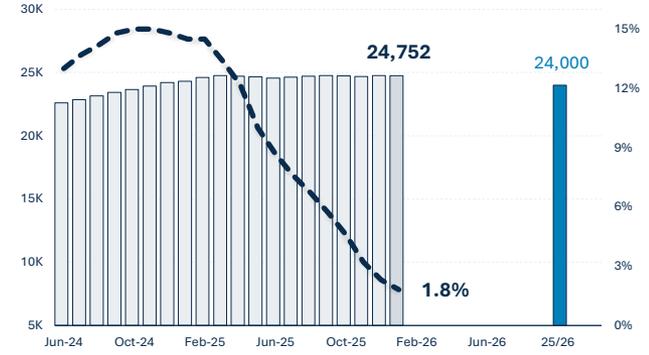
The LTCP

ACTUAL

24,752

GROWTH RATE

1.8%



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

\$47.7m
(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

\$22.5m
(YTD)



2026 SAVINGS

Focus on necessary and appropriate support helps reduce elective surgery costs. YTD these costs are \$22.5m under budget.