Turnaround Plan Monthly Report

June 2026

Note: *This document contains ACC's provisional year-end results. The numbers in this document are provisional, subject to finalisation of claims liability valuation, final investment valuations, assessments of events subsequent to balance date and external audit.*

The ACC Board will consider the final 2025/26 results (financial and non-financial) for approval as part of the Annual Report process at its September 2026 meeting.

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.

June 2026

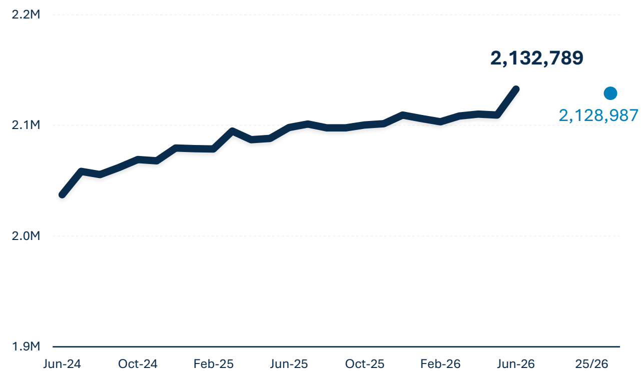
Our Key Performance Measures

NEW CLAIM VOLUMES

Registrations

ACTUAL

2,132,789



2026 BUDGET

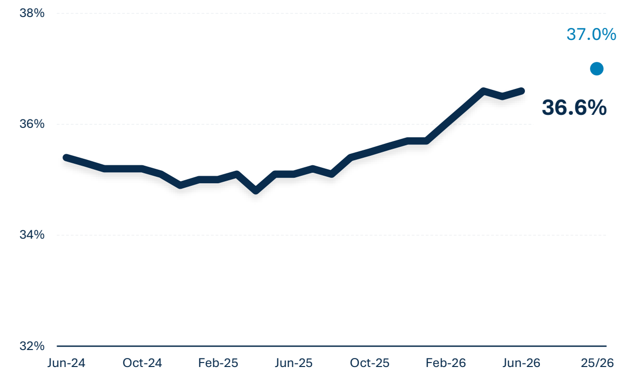
2,128,987 of new registrations is budgeted for 2025/26.

RETURN TO WORK:

28 Days

ACTUAL

36.6%



2026 TARGET

2026 STATUS: ✓ Achieved

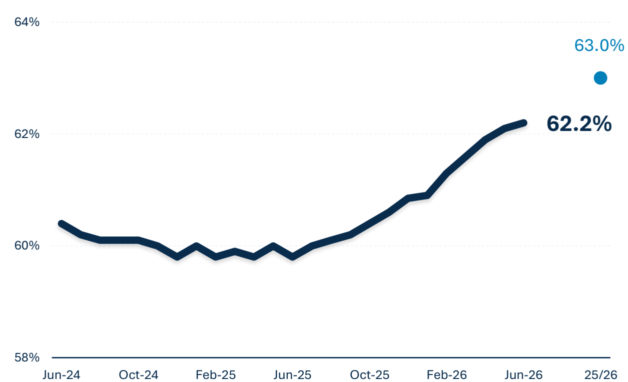
37% of clients will be returned to work or independence within 28 days. By 2030 this will be >41%.

RETURN TO WORK:

Ten weeks

ACTUAL

62.2%



2026 TARGET

2026 STATUS: Not Achieved

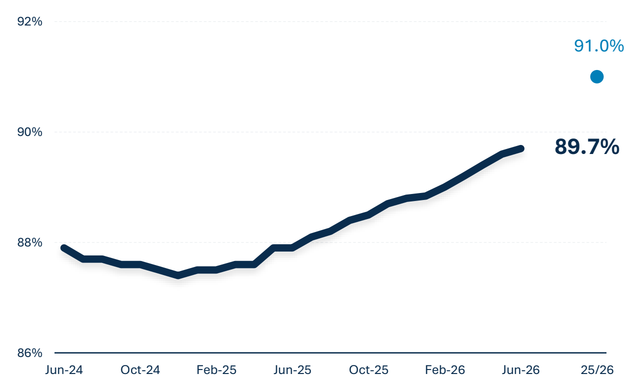
63% of clients will be returned to work or independence within ten weeks. By 2030 this will be >68%.

RETURN TO WORK:

Nine months

ACTUAL

89.7%



2026 TARGET

2026 STATUS: Not Achieved

91% of clients will be returned to work or independence within nine months. By 2030 this will be >93%.

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.

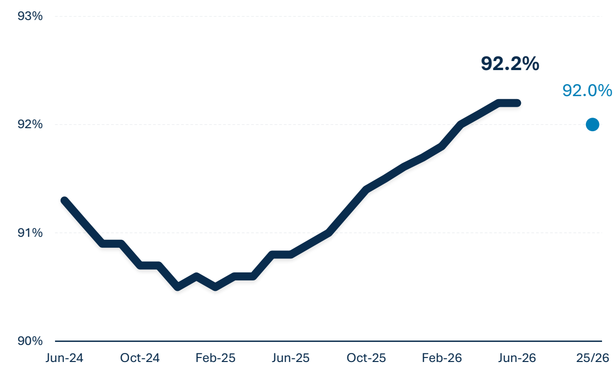
This measure indicates how well we are managing surgery approvals to ensure they're necessary and effective.

June 2026

Our Key Performance Measures

RETURN TO WORK: **One year**

ACTUAL **92.2%**



2026 TARGET

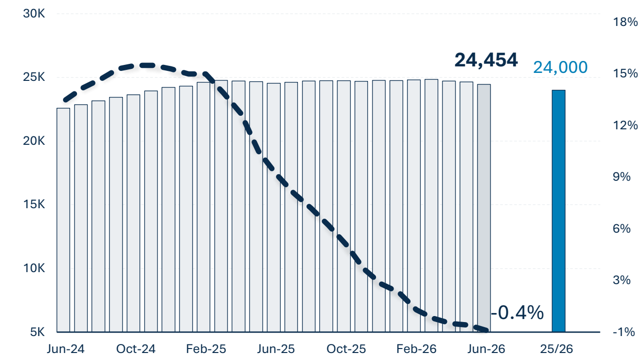
2026 STATUS: ✓ Achieved

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

VOLUME OF **The LTCP**

ACTUAL **24,454**

GROWTH RATE **-0.4%**



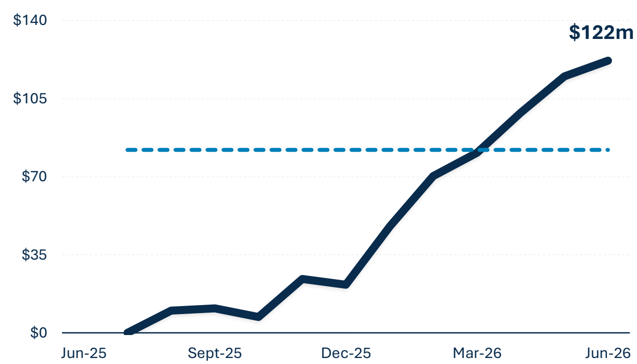
2026 TARGET

2026 STATUS: Not Achieved

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

SOCIAL REHABILITATION **Savings YTD ($m)**

ACTUAL **$122m** *(YTD)*



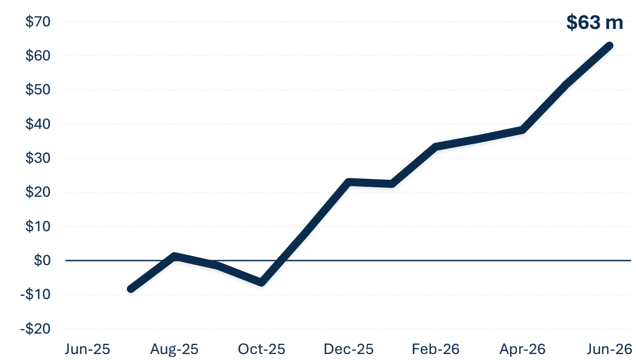
2026 TARGET

2026 STATUS: ✓ Achieved

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 **$63m** *(YTD)*



2026 SAVINGS

2026 STATUS: ✓ Achieved

Focus on necessary and appropriate support helps reduce elective surgery costs. These costs are ***$63m*** under budget.