

# Turnaround Plan Monthly Report

September 2026



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

# Tracking ACC's performance

ACC introduced a Turnaround Plan in 2025/26 that has delivered better outcomes for injured New Zealanders and improved financial results.

The 2026/27 Turnaround Plan builds on the momentum achieved last year, ensuring injured New Zealanders receive the care they need while supporting the Scheme's long-term financial sustainability.

## Our Turnaround Plan priorities are:

- Care that leads to lasting recovery
- Timely return to work and independence
- Efficient organisation, sustainable Scheme
- Capable, enabled, empowered people

This report tracks performance against eight key measures.

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

## Return to Work Rates

Return-to-work rates (28 days, Ten weeks, Nine months and One year) 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

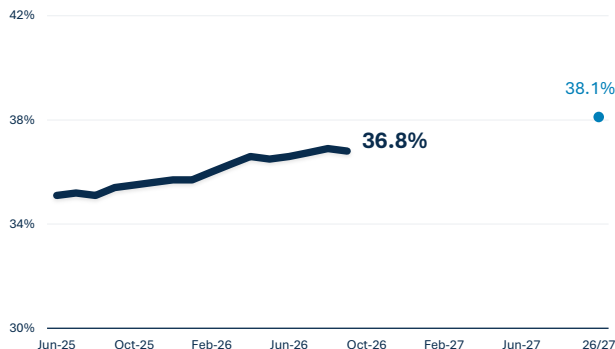


RETURN TO WORK:

**28 Days**

ACTUAL

**36.8%**



2027 TARGET

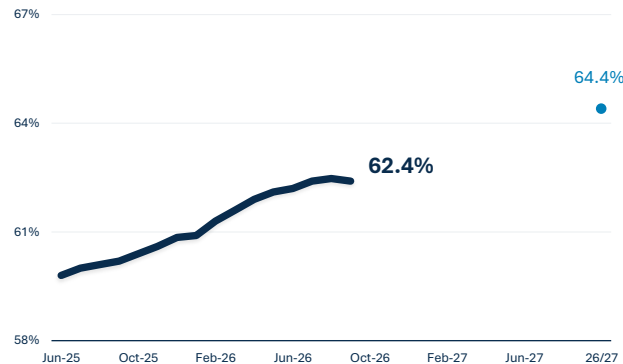
Our target is for **38.1%** to 39.1% of clients to return to work or independence within 28 days. By 2030 this will be >41%.

RETURN TO WORK:

**Ten weeks**

ACTUAL

**62.4%**



2027 TARGET

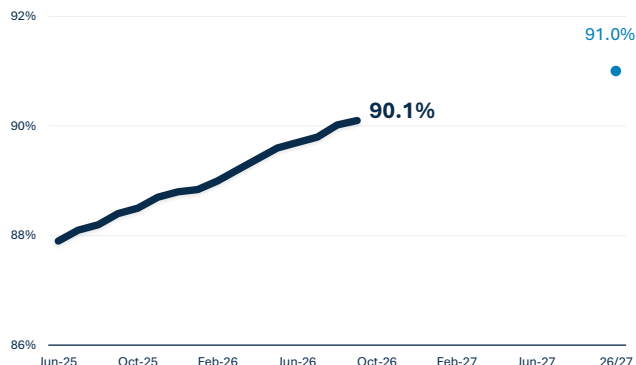
Our target is for **64.4%** to 65.4% of clients to return to work or independence within ten weeks. By 2030 this will be >68%.

RETURN TO WORK:

**Nine months**

ACTUAL

**90.1%**



2027 TARGET

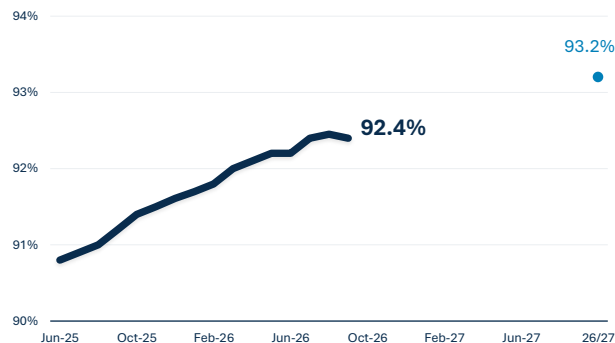
Our target is for **91.0%** to 92.0% of clients to return to work or independence within nine months. By 2030 this will be >93%.

RETURN TO WORK:

**One year**

ACTUAL

**92.4%**



2027 TARGET

Our target is for **93.2%** to 94.2% of clients to return to work or independence within one year. By 2030 this will be >95%.

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.

ACC tracks the number of clients who have been receiving weekly compensation for more than one year overall and excluding Sensitive Claims. Growth in Sensitive Claims, which is largely outside ACC's control, is offsetting positive performance for clients with other injuries.

Social Rehabilitation Costs

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.

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

Elective Surgery Costs

Elective surgery costs have increased significantly. 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

