


28 January 2022



Tēnā koe 

Your Official Information Act request, reference: GOV-016129

Thank you for your email of 22 December 2021 to  asking for the following information under the Official Information Act 1982 (the Act):

I require an explanation as to the backlog of workflow items and what current time to serve is Vs ACC's KPI.

Your request was passed on to the Government Services team to respond to.

Client reimbursement wait time

As at 19 January 2022 the wait time for client reimbursements were four weeks for travel reimbursement, and seven weeks for pharmaceutical and other reimbursements. This increased wait time is due to lower staff availability over the Christmas period, and high volumes of requests.

The target for completing client reimbursement tasks is three weeks. ACC is working to reduce the delay in processing of client reimbursements by increasing resourcing in this area. Recovery team members can also mark requests as high priority which will reduce the processing time.

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

As this information may be of interest to other members of the public, ACC has decided to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available [here](#).

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood
Manager Official Information Act Services
Government Engagement & Support