

21 February 2022



Tēnā koe [REDACTED]

**Your Official Information Act request, reference: GOV-016099**

Thank you for your email of 16 December 2021 to [REDACTED] Resolution Specialist, asking for the following information:

*Current statistics on the call response time under your assisted recovery number.*

Your request was transferred to the OIA Services team to respond to under the Official Information Act 1982 (the Act). It is noted that you also made a request for a copy of a call recording, a response to this part of your request will be provided by ACC's Customer Resolutions team in due course.

**ACC Customer Contact Centre**

We have recently changed how we manage calls to Assisted Recovery. As of May 2021, Assisted Recovery interactions come via the Customer Contact Centre in the first instance.

Of the approximately 120,000 Customer Contact Centre interactions received each month, around 84% are resolved without the need for further escalation to other teams, such as Assisted Recovery. Where Customer Contact Centre staff are unable to resolve the interaction and require input from Assisted Recovery (approximately 22,000 interactions per month), the call will be passed through to the Assisted Recovery queue.

**Assisted Recovery call wait times**

Since May 2021, through December 2021 average call wait times have been 14 minutes, 12 seconds.

Please note that this does not include any time a client might have spent in the Customer Contact Centre queue prior to being transferred to Assisted Recovery. Therefore, this should not be considered definitive data on end to end client wait times. There will always be a degree of fluctuation in wait times. This reflects a balancing of competing workloads, which is an actively managed process, as Assisted Recovery staff have a variety of responsibilities.

ACC continues work to improve call wait times. As part of this, there is an ongoing focus on recruitment and improving business processes. We are also investing in technology improvements and our digital channels to help our clients recover from injury faster.

**How to get in touch**

If you have any questions, you can email me at [GovernmentServices@acc.co.nz](mailto: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](#).

Nāku iti noa, nā

A handwritten signature in black ink, appearing to read 'Sasha Wood', written in a cursive style.

Sasha Wood  
**Manager Official Information Act Services**  
Government Engagement & Support