



30 March 2026

DC

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Kia ora

Your Official Information Act request, reference: GOV-046482

Thank you for your request of 3 March 2026, asking for information relating to claims processed per full-time equivalent (FTE) under the Official Information Act 1982 (the Act). Please find our responses to your questions below.

1. *Claims Processed per FTE – Subsequent Years*

For each financial year following the last Annual Report that included this measure, that is from FY2023/24 onwards:

- a) The annual “claims processed per FTE” result;*
- b) The year on year percentage increase or decrease;*
- c) Any internal targets, forecasts, or expected values set for this measure.*

Please see the following table for the Actual figures for claims processed per FTE for the 2023/24 and 2024/25 Financial Years.

Financial year	Claims	FTE	Claims per FTE	% change
2022/23 (Annual Report)			487	
2023/24	2,038,410	4,291	475	-2.5%
2024/25	2,102,566	4,536	464	-2.4%

There are no internal targets, forecasts, or expected values set for this measure.

2. *Decision to Remove the Measure*

All advice, briefing notes, emails, memoranda, Board papers, or formal documentation provided to or from:

ACC Executive Leadership Team

ACC Board

The Minister for ACC

that relate to:

- a) The decision to remove “claims processed per FTE” as a publicly reportable Annual Report measure;*
- b) The rationale for its removal;*
- c) Any discussion of performance deterioration, FTE growth, cost pressures, reputational risk, or accountability implications associated with continuing or discontinuing publication of this*

metric;

d) Identification of who recommended and who approved that change.

Please find attached a copy of the following document that was provided to the Board and Executive which supported the decision to remove the claims processed per FTE measure from the 2024 Annual Report:

- Board paper – Service Agreement 2023/24 – Measures and reporting

In 2023/24, ACC adopted a new performance measurement approach to align with the new strategic direction established by Huakina Te Rā (ACC's Enterprise strategy from 2023 to 2026) and the Statement of Intent 2023 to 2027. Consequently, ACC selected particular measures that provided the best visibility of its performance and progress to achieving its new strategic vision.

The attached Board paper provides a rationale for the new measurement approach. With regard to the claims processed per FTE measurement, please refer to the Sustainability column of Appendix 3 on page 13 for this information.

Service Agreements are an annual agreement between the ACC Board and Minister. ACC's Annual Report is an accountability document reporting on performance against the Service Agreement. The claims processed per FTE measure was not included in the 2025/26 Service Agreement and therefore was not required in the 2025 Annual Report.

One staff member's name has been deemed out of the scope of your request and removed from the document.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz.

Ngā mihi



Christopher Johnston

Manager Official Information Act Services

Government Engagement