PREVENTION. CARE. RECOVERY.
Te Kaporeihana Āwhina Hunga Whara

2018 Levy Consultation

The Minister for ACC Consultation Proposals for the 2019–2021 Levy Period
27 September 2018

Accident Compensation Corporation
Te Kaporeihana Āwhina Hunga Whara


SOUTH END
MOTORS

Contents

An online version of this consultation can be found at ***shapeyouracc.co.nz***

2019–2021 levy classification units and levy risk groups

2019–2021 Work Account levy classification units and levy risk groups

ACC calculates your Work Account levy based on your business activity. Different industries have different levels of risk for work-related injuries, so the levy rate can vary between industries. To keep the risk component of the Work Account levy fair and accurate, the below process is followed to determine a business or person's levy rate.

1. BUSINESS INDUSTRY CLASSIFICATION (BIC)

Every business and self-employed person chooses a BIC code that reflects their business. For example, the BIC code for a house-construction business is 'E301130'. Find your BIC at ***businessdescription.co.nz***

Tax returns filed with Inland Revenue usually tell us the BIC of a business or self-employed person.

2. CLASSIFICATION UNIT (CU)

ACC uses this information to group similar activities and assign ACC CUs and their associated Work Account levy rate. For example, the house-building business's CU would be '41110 House construction'.

When assigning a CU, ACC must ensure the money collected through the Work Account levy for that business's activity will be enough to cover the cost of injuries, including injuries needing lifelong support. You can view the full list of CUs on ***acc.co.nz***.

3. LEVY RISK GROUPS (LRGS)

ACC groups CUs into LRGs so costs are fairly distributed among those with similar risk characteristics (their risk of injury in the event of an accident). For example, the house-building LRG would be '303 House Construction'.

Sometimes an industry is too small to be classified by itself, or we might not have enough information to accurately calculate its risk. To allow for this, ACC groups unlike business activities together because they have similar risk levels. For example, aircraft manufacturing and whiteware appliance manufacturing are in the same LRG.

We've recently reviewed and increased how much weight we put on an individual LRG's claims history. This means that the levy is more responsive to changes in your industry experience.

There are currently 142 LRGs covering 540 CUs. You can see a full list of the proposed LRGs for the 2019-2021 levy Period in the following sections.

We want to hear what you think

The Minister for ACC would like your feedback on two things. Head over to ***shapeyouracc.co.nz*** and tell us what you think about the following.

1. HOW SHOULD ONLINE RETAILING BE CLASSIFIED?

More and more businesses are operating solely online. Share your thoughts on how online retailing businesses should be classified.

Currently, businesses who sell their goods exclusively online are classified under CU '52595 Non-store retailing', irrespective of the types of products they sell. For example, an online business selling books is classified the same as a business selling furniture. They're also grouped with other direct sellers, such as those selling through a market stall.

In comparison, 'brick and mortar' or store-based businesses are classified differently, and pay different levies, based on the products they sell. For example, a book retailer is classified differently to a furniture retailer.

What are your thoughts on

- Should online-only businesses be classified together regardless of the products they sell?
- Should businesses with similar products be classified together, regardless of whether they sell them online or in a store?
- Do you have any other ideas how online retailing should be classified?

2. A NAME CHANGE FOR CU 84330

A name change to a CU is proposed. Let us know if you have any feedback on this.

CU 84330 is a CU for all apprenticeship coordinators. It is proposed to remove the word 'modern' from the name.

CU number	Current CU name	Proposed CU name
84330	Modern Apprenticeship Coordinators employing apprentices	Apprenticeship Coordinators employing apprentices

No proposed changes to levy risk groups for the 2019–2021 levy period

Below is a list of the proposed levy risk groups for the 2019–2021 levy period. There are no proposed changes from the 2017–2019 levy period.

Industry Description	LRG	LRG Description
Accommodation and Food Services	441	Hospitality Services
	451	Catering and Meal Services
Administrative and Design Services	724	Business Support Services
	726	Administrative Services
	945	Facilities Maintenance and Management
Agriculture, Forestry and Fishing	010	Fruit, Vegetable, Grain, Plant and Crop Growing
	012	Poultry Farming
	014	Other Livestock Farming
	016	Beef and Sheep Farming
	018	Dairy Cattle Farming
	021	Agriculture and Fishing Services and Aquaculture
	025	Ocean and Coastal Fishing
	041	Forestry, Hunting and Trapping
	051	Shearing
Arts and Recreation Services	903	Entertainment and Performing Arts
	911	Sporting and Recreational Activities (lower-risk group)
	913	Recreational Facilities Operation
	915	Sporting and Recreational Activities (medium-risk group)
	917	Equine and Sporting Activities (medium-high risk group)
	919	Equine and Sporting Activities (high-risk group)
	921	Museums and Gambling Activities
Construction	301	Other Building Construction
	303	House Construction
	311	Road and Bridge Construction
	313	Heavy and Civil Engineering Construction
	315	Land Development Services
	321	Electrical Services
	322	Heating, Ventilation and Alarm Services
	323	Plumbing and Building Completion Services
	324	Painting and Decorating Services
	326	Construction and Building Trade Services
	328	Structural Trade Services
Education and Training	801	Primary and Secondary Education
	811	Tertiary Education
	821	Community and Arts Education
	861	Preschool Education and Child Care
Electricity, Gas, Water and Waste Services	261	Electricity Generation and Supply
	271	Non Electricity Utilities and Network Infrastructure
	291	Waste Services
Financial and Insurance Services	621	Finance, Insurance and Statistical Services
Health Care and Social Assistance	841	Hospital and Midwifery Services
	851	Medical and Optical Services
	853	Dental Services
	855	Health and Community Services
	863	Medical and Social Support Services
	865	Aged and Residential Care and Ambulance Services
Information Media and Telecommunications	541	Publishing
	581	Communications and Information Services
	901	Entertainment Broadcasting and Distribution

Industry Description	LRG	LRG Description
Manufacturing	110	Dairy, Sugar and Confectionary Manufacturing, and Packaging
	113	Bread and Baking Ingredients Manufacturing
	114	Food and Animal Feeds Manufacturing
	116	Fruit, Vegetable, and Oil Processing
	117	Seafood, Meat and Grain Product Manufacturing
	119	Meat Processing
	121	Beverage, Tobacco and Snack Manufacturing
	131	Textile and Rubber Product Manufacturing
	133	Textile and Textile Product Manufacturing
	135	Skin and Hide Processing
	141	Wood Products Manufacturing and Dealing
	143	Timber Processing
	151	Paper and Paper Product Manufacturing
	153	Paper Product and Wood Panel Manufacturing
	161	Printing and Associated Services
	171	Petroleum, Gas and Inorganic Chemical Products
	173	Petroleum and Chemical Products (medium-risk group)
	181	Organic Chemicals and Chemical Products
	183	Pharmaceutical and Chemical Product Manufacturing
	191	Plastic Products
	201	Ceramic, Glass and Non-metallic Products
	203	Mineral Products
	211	Non-Ferrous Metals and Products Manufacturing
	213	Iron and Steel Manufacturing
	220	Metal Product Manufacturing and Trade Training
	222	Aluminium and Metal Products
	224	Sheet Metal Products
	226	Metal Products (medium-risk group)
	228	Structural Metal Industries
	231	Aviation, Electronic and Electrical Manufacturing
	233	Automotive and Transport Manufacturing
	235	Shipbuilding
	237	Boatbuilding
	241	Machinery and Equipment manufacturing (lower-medium risk group)
	243	Machinery and Equipment Manufacturing (medium-risk group)
	251	Manufacturing (low-risk group)
	253	Furniture and Other Manufacturing
	728	Labour Supply Services (medium-risk group)
Mining	081	Exploration and Mining
Other Services	395	Motor Trade Services
	941	Repair and Maintenance (low-risk group)
	943	Repair and Maintenance (medium-risk group)
	951	Business and Community Organisations
	953	Personal and Community Activities
	955	Laundries and Dry Cleaners
Professional, Scientific and Technical Services	691	Advertising and Photographic Services
	693	Design and Engineering Services
	695	Scientific Research Services
	697	Scientific and Veterinary Services
	701	Computer Services
	720	Legal Services
	721	Accounting Services
	723	Management and Consulting Services

2019–2021 levy classification units and levy risk groups

Industry Description	LRG	LRG Description
Public Administration and Safety	751	Government Administration
	753	Local Government, Public Order and Regulatory Services
	755	Justice
	761	Defence
	771	Police Services
	773	Inspection, Investigation and Security services
	775	Corrective Services
	777	Fire and Emergency Services
Rental, Hiring and Real Estate Services	521	Travel, Customs and Shipping Agency Services
	641	Financial and Rental Services
	661	Transport and Machinery Rental Services
	671	Real Estate Services
	673	Property Development and Operation
Retail Trade	391	Car Retailing
	393	Motor Trade Wholesaling and Retailing
	411	Food Retailing
	420	Pharmacies and Associated Retailing
	422	Clothing and Footwear Retailing
	424	Retail Trade (low-risk group)
	426	Retail Trade (low-medium risk group)
	428	Store and Non-store Retailing
Transport, Postal and Warehousing	461	Road Passenger and Rail Transport
	463	Road Freight Transport
	491	Air Transport and Support Services
	493	Air Operations (higher-risk group)
	501	Water and Scenic Transport
	511	Postal and Courier Services
	523	Other Transport and Transport Services
	525	Stevedoring
	531	Warehousing and Storage
Wholesale Trade	320	Agricultural, Plumbing and Homeware Goods Wholesaling
	331	Commission-based Wholesaling
	333	Grocery and Produce Wholesaling
	341	Electrical, Electronic and Specialty Goods Wholesaling
	343	Specialised Machinery and Equipment Wholesaling
	345	Hardware Goods Wholesaling
	351	Vehicle and Machinery Wholesaling
	361	Fish, Meats and Dairy Produce Wholesaling
	371	Wholesale Trade (low-risk group)
	373	Other Wholesaling and Support Services

A new approach to levying self-employed customers

A new approach to levying self-employed customers

How ACC currently levies self-employed customers

If you're self-employed (you're working for yourself and responsible for paying your own tax) you'll pay three different levies.

These three levies make sure you're covered for injuries caused by accidents that happen both at work and while you're going about your everyday life. They also go towards preventing accidents happening in the first place.

THE WORK ACCOUNT LEVY

All self-employed customers pay a Work Account levy. This goes into the Work Account, providing the funds to cover any accidents that happen to you at work. It is based on:

- your income (liable earnings or wages)
- your risk of injury at work.

THE EARNERS' LEVY

The Earners' Account covers accidents that happen while you're going about your everyday activities (non-work- and non-road-related injuries). Everyone working and earning an income pays an Earners' levy. This is a flat rate for everyone and is currently \$1.21 per \$100 (excluding GST) of your liable earnings.

THE WORKING SAFER LEVY

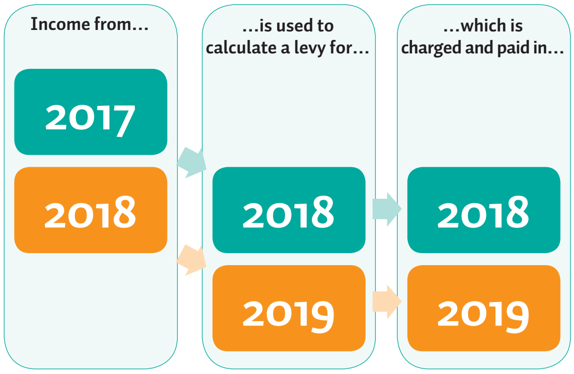
We collect this levy on behalf of WorkSafe New Zealand. It goes towards supporting WorkSafe's activities and injury prevention across the country. This is a flat rate for everyone and is currently \$0.08 per \$100 of your liable earnings.

You can see all the current and proposed levy rates for self-employed customers in the ACC Levy Proposals for the 2019–2021 levy period document.

DETERMINING YOUR INCOME

To determine the income to charge a levy on, ACC uses the income from the last year to calculate the levy in this year. That levy is charged and paid for in the year it applies to. For example, (diagrams are for the tax year ending 31 March):

Levies for self-employed customers now



Why change?

This system means that for their first year of business a self-employed person will be charged levies based on income before they became self-employed. In their final year of business, their levies are based on the income from their final tax year, rather than their penultimate tax year, to take into account that they will have only worked for part of the year. However, this means that their penultimate year's income is never used to charge levies.

In March 2018, ACC introduced a new system for invoicing and managing levies. This has enabled an opportunity to simplify how ACC collects Work and Earners' levies from self-employed customers.

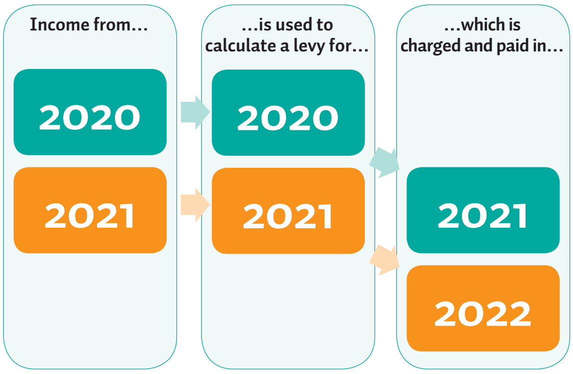
A simpler approach would be if the income from one year is used to calculate the levy for that same year (not to forecast for the following). This means the levy would be charged and paid for in the following year, like your tax bill.

The Minister of ACC would like your feedback on this proposal.

The proposed change

It is proposed to stop forecasting and instead levy you based on your actual income in a year. This means the levy would be charged and paid for in the following year, like your tax bill. For example:

Proposed system for self-employed levies



The proposed approach for levying self-employed customers from 1 April 2019 allows ACC to:

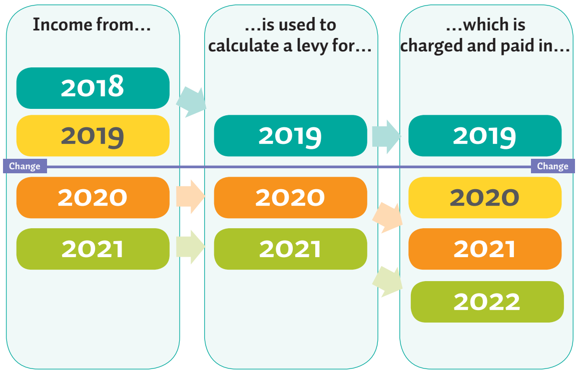
- levy self-employed customers in a simple and transparent way
- treat self-employed customers the same as other levy payers
- make sure levies for a specific year are based on the actual income earned that year
- minimise compliance costs and administrative effort.

WHAT THIS WOULD MEAN FOR THOSE ALREADY SELF-EMPLOYED

The change would take effect from 1 April 2019 with levies charged for the year ending 31 March 2019. It will be calculated under the current rules and levies charged for all years after that will be calculated under the new rules.

If you're currently self-employed you will not be invoiced in 2020. This invoice will be delayed and collected in 2021 (normally issued from July 2020). For example:

Getting from now to the future



During the transition period levies will not be charged on income from the year ending 31 March 2019 (left column) and levies will not be collected in the year ending 31 March 2020 (right column). Importantly, this transition period does not miss out any levy years (middle column) – instead it changes the income that is used in the calculation and delays when the levies are collected.

THE IMPACTS OF THE PROPOSAL

The delay in invoicing would mean that around $142 million is collected a year later than it otherwise would have been. Not having this money would mean ACC misses out on the investment returns it would usually receive. The delay in receipt of $142 million in levies for the year 2020 will result in an ongoing loss of approximately $5.8 million in investment income per annum for the scheme.

ACC's investment income is a key to keeping the cost of the scheme as low as possible for all New Zealanders. The more income ACC's investments bring the scheme, the less levies all New Zealanders pay.

Our new approach to levying self-employed customers

Should the delay be addressed by allowing you to pre-pay levies?

As a delay would mean a loss of investment income, ACC has considered addressing this by introducing some form of pre-payment, the same way Inland Revenue collects provisional tax during the year in expectation of a final tax liability.

The initial view is that the benefits of this don't offset the complexity it would add to the system.

Instead we believe providing customers with options to pre-pay their levies should be considered in general so self-employed people can better plan for their levy obligations.

If this proposal is approved we will begin to investigate a pay-as-you-go arrangement with any customers who wish to manage levies in a similar way to their tax obligations.

OUR THINKING

ACC collects about $142 million a year in levies from self-employed people who have the CoverPlus product. The average levy bill is less than $700.

When looking at introducing changes to the way ACC collects money, how other Government agencies do it has been considered. This ensures we keep things as simple and consistent for you as possible.

For example, Inland Revenue:

- collects about $4.6 billion from individuals filing tax returns who have tax to pay
- has provisional tax rules that mean you have to make pre-payments on your tax when you have a tax bill of more than $2,500 (the average tax bill for this group is about $8,000)
- has these rules to make things more manageable financially for its customers and secure the significant revenue at stake (the majority of tax bills are over $2,500).

WHAT THIS WOULD MEAN FOR ACC

If ACC were to introduce similar pre-payment rules, it would have to either:

- align to Inland Revenue's $2,500 threshold, which would keep the rule simple but wouldn't impact many levy payers as only 2% of levy payers have a levy bill of more than $2,500
- set a lower threshold, which would mean introducing new, potentially complex rules for relatively small amounts of money and having different obligations than Inland Revenue.

Give ACC your feedback

Head over to ***shapeyouracc.co.nz*** and tell us what you think. We want to know:

1. What do you think about the new approach to levying self-employed people?
2. What do you think about pre-paying your levies? Is something that would benefit you as a self-employed customer? If so, how would you like to do this?

You can also email or post your feedback with your contact details to:

Email: ***levies@acc.co.nz***

Post: **Levy Consultation ACC**
PO Box 242
Wellington 6140

ACC Fleet Saver programme

ACC Fleet Saver programme

ACC Fleet Saver addresses the unacceptably high incidence and cost of accidents involving goods vehicles weighing more than 3,500kgs.

Goods vehicles weighing more than 3,500kgs, which are mostly trucks, make up about 3% of all New Zealand's registered vehicles. But accidents involving trucks cost up to 5% ($33 million) of the estimated lifetime costs of all accidents covered by the annual Motor Vehicle levies.

The ACC Fleet Saver programme aims to reduce the incidence and cost of these accidents. ACC wants to offer levy reductions to businesses that:

- adopt effective health and safety practices in their fleets
- show a strong safety culture
- show a commitment to the highest standards of safety among their employees.

This means businesses enjoy the benefits of having a safe fleet, a great workplace and more productive employees. And we recognise them for it.

How ACC Fleet Saver works

ACC Fleet Saver is for businesses that own five or more goods vehicles weighing more than 3,500kgs each. Businesses need to show safety management practices. Those in the programme can reduce their Motor Vehicle levies by 10% (bronze), 25% (silver) or 40% (gold).

Although ACC Fleet Saver is a workplace incentive programme, the discount applies to the ACC levy part of the licence for each heavy goods vehicle in the fleet. Businesses that don't qualify for ACC Fleet Saver will pay the proposed levy for heavy goods vehicles.

Businesses that wish to apply for ACC Fleet Saver accreditation need to undergo an audit to determine whether they meet the required levels of safety practices. Once a business is part of ACC Fleet Saver, they'll undergo an audit every 4 years to make sure they're maintaining the good safety management systems of the programme.

Find more information on ACC Fleet Saver at ***www.accfleets.co.nz/fleet-saver***.

We’re not proposing any changes to ACC Fleet Saver

It is proposed to maintain the discount levels for the ACC Fleet Saver Programme of bronze at 10%, silver at 25%, and gold at 40% of the Motor Vehicle levy from 1 April 2019.

In the table below, you’ll see the current rego levy rates (the ACC levy portion of the vehicle licensing fee) and the proposed rates for the 2019-2021 levy period based on maintaining the current discount levels (non-petrol).

		Non-petrol driven		
	Current 2018–2019 levy	Proposed 2020–2021	$ increase	% increase
Goods vehicles weighting more than 3,500 kilograms				
Heavy (Not in ACC Fleet Saver)	$230.66	$270.81	$40.15	17.4%
Heavy (ACC Fleet Saver Bronze)	$207.60	$243.73	$36.14	17.4%
Heavy (ACC Fleet Saver Silver)	$173.00	$203.11	$30.11	17.4%
Heavy (ACC Fleet Saver Gold)	$138.40	$162.49	$24.09	17.4%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Vehicle Risk Rating

Vehicle Risk Rating

What is Vehicle Risk Rating?

Vehicle Risk Rating (VRR) applies to most passenger cars. Other vehicle, such as vans and utes, which make up around 15 percent of the light vehicle fleet, and heavy vehicles like trucks and buses are not part of the VRR and pay different fixed rates.

VRR charges a different Motor Vehicle levy based on how much protection the car provides to people inside and outside of the car if it crashes.

There are four different levy rates that can be charged depending on which "band" a car is placed in. Band one applies to cars that offer the least protection and charges the highest levy; band four applies to cars that offer the most protection and charges the lowest levy.

Table: Current levy rates for VRR bands

Band	Number of vehicles	Levy for petrol cars	Levy for non-petrol cars
1	610,000	$80.64	$149.14
2	610,000	$53.53	$122.03
3	930,000	$37.22	$105.72
4	1,860,000	$18.00	$86.50

Which band a car is in is based on two factors:

- if the car crashes, how badly will the people inside the car be hurt?
- if the car crashes, how badly will the people outside the car be hurt?

By considering both factors VRR can look at how a vehicle's design might protect drivers and passengers, but also other road users, cyclists and pedestrians, if the car is involved in a crash.

ACC uses information gathered by Monash University from real world crashes and the New Car Assessment Programme ratings to decide which band applies to a particular make and model of car.

What is VRR trying to achieve?

VRR charges higher levies to owners of cars that provide less protection to people inside and outside of the car in the event of a crash. If you drive a safer car you pay a lower levy.

Before VRR was introduced (2015) most passenger cars were charged a flat levy rate. This meant that that drivers of safer cars ended up paying for the costs of injuries from accidents involving less safe cars. VRR tries to reduce this cross-subsidisation so that drivers pay a levy that better reflects how safe their car is.

VRR was not intended to improve road safety or influence people's decisions when purchasing a car. It was hoped that it may have contributed to the discussion around road safety but there is no evidence, here or overseas, that VRR or a similar annually charged amount is an effective tool to improve road safety awareness.

Should we keep VRR or remove VRR?

Matching the amount of levy charged to the level of risk is a long-standing component of ACC's levy systems. For example, motorcycles are charged more than cars and larger motorcycles are charged more than smaller ones. ACC also uses the approach for the Work levy: if you are an accountant you, or your employer, will pay a much lower levy rate that if you were a professional rugby player.

But levies are not always so closely linked to risk. If your hobbies include home renovation and skateboarding you are more likely to have an injury than if you were a chess and scrapbooking fan. If you are injured during any of these activities then you are covered by ACC but the costs of this are funded either through a flat levy on all employees and self-employed, or through general taxation.

One of the criticisms of VRR has been that it rewards those who can afford the latest, safest model of car, and punishes the elderly, the poor, and the young who can't. People on lower incomes tend to drive older cars and these cars tend to be less safe that newer cars. Even though there are safe cars available at all cost points, not all people who want to buy a safer car will be in a position to do so. While wealthier people tend to drive newer cars there is a significant portion that drive cars that are levied near the top of the scale.

VRR has added complexity into the Motor Vehicle levy system and if VRR was removed there would be some administrative saving that could be spent on other road safety initiatives.

Removing VRR is not anticipated to affect the Government's road safety objectives. Regardless of whether VRR is kept or not, the Government is considering how the real-world crash data that underpins VRR could be maintained and used to help motorists make well informed safe-vehicle choices.

The following tables compare the current rates under VRR with the proposed rates for the 2019/20 -2020/21 period.

Table: Proposed levy rates for petrol driven vehicles less than 3,500kg (including hybrids and electric vehicles)

Band	Current rate	Rate if VRR stays	Rate if VRR is removed	Difference between proposals
1	$80.64	$86.69	$40.30	-$46.39
2	$53.53	$55.81	$40.30	-$15.51
3	$37.22	$39.17	$40.30	-$1.13
4	$18.00	$16.96	$40.30	+$23.34

Additional information

Table: Proposed levy rates for non-petrol driven vehicles

Band	Current non-petrol rate	Non-petrol rate if VRR stays	Non-petrol rate if VRR is removed	Difference between proposals
1	$149.14	$163.59	$117.20	-$46.39
2	$122.03	$132.71	$117.20	-$15.51
3	$105.72	$116.08	$117.20	-$1.12
4	$86.50	$93.86	$117.20	+$23.34

Question for submitters

The Minister for ACC would like your feedback. Should Vehicle Risk Rating be kept or removed?

Glossary of terms

Glossary of terms

ACC Scheme
New Zealand's no-fault accident insurance scheme that provides cover to all New Zealanders and visitors to our country.

Accident Compensation Act 2001
The major piece of legislation under which ACC is governed.

Business customer
A business that pays a levy under the Scheme.

Case manager
An ACC employee assigned to manage an injured person's treatment and recovery needs.

Client
A person who makes a claim under the Scheme.

Compensatory damages
The ability to sue following personal injury. Under the ACC Scheme, individuals forego the right to sue for compensatory damages.

Crown entity
An organisation in which the Government has a controlling interest.

Customer
A client, provider or business customer.

Full-time equivalent
The hours worked by one employee on a full-time basis, generally considered to be 35–40 hours per week.

He Moemoeā
Our vision and aspirations for our Māori customers.

Levies
Amounts charged, separate from general taxation, and used to cover the cost of injuries caused by an accident within the Motor Vehicle, Earners' and Work Accounts.

Net promoter score
A measure of how likely our employees are to recommend ACC as a place to work. Respondents rate themselves on an 11 point scale, with 0 being 'not at all likely' and 10 being 'very likely'. The net promoter score is the proportion of 'promoter' respondents (score 9–10) less the proportion of 'detractor' respondents (score of 0–6). Scores range from -100 to +100.

Net trust score
A measure of the extent to which respondents have trust and confidence in ACC on a 0–10 scale grouped into four categories (low trust and confidence, medium trust and confidence, high trust and confidence, and don't know/refused). The net trust score is the proportion of respondents with high trust and confidence (score 9–10) less the proportion of respondents with low trust and confidence (score 0–6). Scores range from -100 to +100.

Ngā Tohutohunga
The principles that underpin our Whāia Te Tika strategy.

Outstanding claims liability
An estimate of the present value of expected future payments on all existing ACC claims.

Provider
A person or organisation providing a treatment or rehabilitation service to a client (eg a GP or physiotherapist).

Rate of serious injury
The number of new serious injury and fatal claims per 100,000 new registered claims.

Return on investment
The return or benefit obtained from an investment over and above the original investment, commonly expressed as a percentage or ratio.

Service Agreement

The annual agreement with the Minister for ACC setting out the services we will deliver and the expected performance standards.

Shaping Our Future

Our overarching strategy that looks at how we operate, from our technology to how we train our people, while putting the customer at the centre of everything we do.

Statement of Intent

A statutory document that covers a four-year period and outlines our medium-term strategic intentions.

Strategic intentions

The areas that ACC has identified as needing the most focus during the period of the Statement of Intent (2018–2022).

Transformation Programme

A series of projects that were focused on improving our systems, processes and employee capability.

Weekly compensation

Payments to clients who cannot work because of injury, based on 80% of their weekly income (capped) before the injury occurred.

Whaia Te Tika

Our strategy to pursue what is right for Māori and deliver on our aspirations.

Directory

Directory

Corporate office

information@acc.co.nz	+64 4 816 7400	PO Box 242, Te Whanga-nui-a-Tara/Wellington 6140

Accident Compensation Corporation
Level 2, Justice Centre
19 Aitken Street
Te Whanga-nui-a-Tara/Wellington 6011

Claims

claims@acc.co.nz	PO Box 242, Te Whanga-nui-a-Tara/Wellington 6140	
Claims helpline	0800 101 996	
Treatment Injury Centre	0800 735 566	PO Box 430, Ōtepoti/Dunedin 9054
Sensitive claims	0800 735 566	**sensitiveclaims@acc.co.nz** PO Box 1426, Te Whanga-nui-a-Tara/Wellington 6140
Accidental death	0800 222 075	
Deaf community fax	0800 332 354	**deaf@acc.co.nz**
Overseas callers	+64 7 848 7400	

Business and levies

business@acc.co.nz	PO Box 795, Te Whanga-nui-a-Tara/Wellington 6140	
Business Service Centre	0800 222 776	
Employers	0800 222 776	
Self-employed	0508 426 837	
Agents and advisors	0800 222 991	
Overseas callers	+64 4 816 7880	
Debt management	0800 729 538	PO Box 3248, Te Whanga-nui-a-Tara/Wellington 6140

Providers

providerhelp@acc.co.nz	PO Box 90341, Tāmaki-makau-rau/Auckland 1142
Provider helpline	0800 222 070

Injury prevention

information@acc.co.nz	PO Box 242, Te Whanga-nui-a-Tara/Wellington 6140
Publications	0800 844 657
ACC injury prevention unit	+64 4 816 7400

Injury management (for employers)

returntowork@acc.co.nz	Private Bag 9000, Heretaunga/Hastings 4156
Injury management team	0800 101 996

Concerns and complaints

customerfeedback@acc.co.nz	Freepost 264, PO Box 892, Kirikiriroa/Hamilton 3240
Customer resolution	0800 650 222
Overseas callers	+64 7 848 7403

Preventing fraud

collection.collation@acc.co.nz	
Preventing fraud	0508 2223 7283

Media

media@acc.co.nz	PO Box 242, Te Whanga-nui-a-Tara/ Wellington 6140
Media enquiries	+64 27 493 6858

More contact information, including branch details, Official Information Act requests and reviews, is available at **www.acc.co.nz/contact/**

Te Kaporeihana Āwhina Hunga Whara

www.acc.co.nz
0800 222 776

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