

The average wait time, in weeks, for sensitive claims clients to access counselling, from December 2023 to February 2024, by region.

Region	Average number of weeks ISSC clients spent on a waitlist December 2023 to February 2024
Northland	7.0
Auckland	13.5
Waikato	8.0
Bay of Plenty	7.0
Gisborne	-
Hawkes Bay	5.1
Taranaki	27.0
Manawatu-Wanganui	36.4
Wellington	21.2
Tasman	9.0
Nelson	8.5
Marlborough	-
Canterbury	20.9
West Coast	34.0
Otago	23.0
Southland	22.7

Note:

While care has been taken to accurately calculate the average waiting times it is important to note that the data used has been gathered using a supplier survey and is easily impacted by the information provided by each individual responding to the survey.

Supplier and provider numbers will vary over this time period, suppliers are not required under the contract to have a waitlist, the data is only based on information from those suppliers that report to manage a waitlist. Not all suppliers that manage a waitlist responded to the survey.

The waitlist data relates only to the survivors who were placed on a managed waitlist and there is no visibility in these surveys about survivors who accessed services without having to wait.

Survivors may approach or be referred to more than one supplier to provide greater opportunity to receive support sooner. Because of this, a survivor may be counted across more than one supplier's waitlist which will have an impact on recorded wait times.

If one supplier mistypes or enters a '0' value for average number of weeks that they have clients on their waitlist, this will affect the overall result.

It is for this reason that these results should be treated as indicative only.