

Question 15841 (2025): How long is the average wait and claim processing time for a sensitive claim?

Sensitive claims cover processing time: For sensitive claims with an ACC cover decision issued as at 29 March 2025, the average number of days from lodgement of a claim to issuing an ACC cover decision is 66.51. The rolling average for the last 52 weeks is 79.56 days.

Sensitive claims provider wait times: Please refer to the below table. Please note that the average wait time does not mean that all clients who wanted to access services had to wait those times. It relates only to those clients on a waitlist (where a supplier held a waitlist).

	December 2023 to February 2024	March 2024 to May 2024	June 2024 to August 2024	September 2024 to November 2024
National Average Wait Time (weeks)	15.0	9.0	11.0	9.2