

9567 (2026). Camilla Belich to the Minister for ACC: What technology or software systems, if any, used by any department or entity for which the Minister is responsible have been identified as end-of-life, unsupported, or requiring urgent replacement since 27 November 2023, listed by department or entity, system name, purpose, and estimated replacement cost?

The table below shows ACC systems identified as end-of-life, unsupported, or requiring urgent replacement from 27 November 2023.

System name	Purpose	Estimated replacement cost
EOS	Claims Management System used for ACC claim registration and ongoing client management processes.	\$31.9m
Medical Processing Fees (MFP)	This provider payment system is used to process payments to medical treatment providers for client treatment and manage the provider network.	\$81m
Peoplesoft HRIS	ACC's payroll and leave entitlement system	Up to \$12.4m
eChannel	Used for forms submission and service call system	Yet to be determined

Notes on data

- EOS upgrade and migration to the cloud as a managed service is scheduled to be completed by Easter 2026.
- All other system upgrades, migrations, and replacements are planned or currently in progress.