



The journey of rongoā Māori at ACC

Eldon Paea

Ngāti Kahungunu, Ngā Puhi, Ngāti Porou
ACC Māori Health Manager

29 June 2022



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He Whakaora.
prevention. care. recovery.

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Agenda

- **About ACC**
- **Why has ACC enabled rongoa Māori?**
- **What are the benefits?**
- **What are the challenges?**
- **E whai ake nei?**



About ACC

We help prevent injuries and get New Zealanders and visitors back to everyday life if they've had an accident.



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Why has ACC enabled rongōā?

- **Whāia te Tika**
- **Te Tiriti o Waitangi**



Why has ACC enabled rongoā?

ACC data

**2.5
times**

more likely to sustain a serious injury

25%

less likely to make a claim

**Twice
as
likely**

to lodge a sensitive claim



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Why has ACC enabled rongoā?

Our research

Access barriers



Cost of consultations / prescriptions



Cost of travel to access care



Missing work for appointments



Caring for whānau



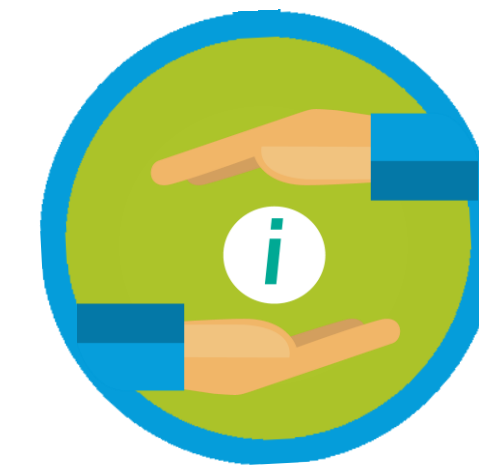
Access from rural locations



Low trust and fatigue



Whakamā asking for help



Lack of information



Why has ACC enabled rongoā?

What we heard

Qualifications of providers
Data sovereignty
Treat individual as whānau
Nothing has happened
Need contracts and lead provider roles
Racism
Treaty partnership / sovereignty
Talk but no action and no change
Frustration, grief and trauma
Kaupapa Māori absent
Māori advocacy
Rongoā Māori
Need the right person to look after me
Lack of human connection
Inconsistent service delivery

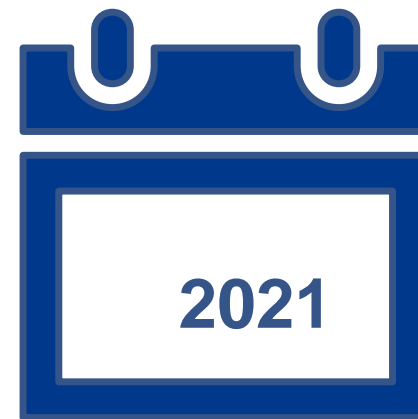


Rongoā Māori service



Implement

- Rongoā Māori made available as a **social rehabilitation service**
- Client-led requests for care and practitioners
- Standalone or with other care



Establish

- Service team
- Governance – Rongoā Māori Advisory Panel
- Processes for registration and invoicing
- Feedback opportunities e.g. Hauora reports
- Relationships with practitioners and whānau
- Telehealth



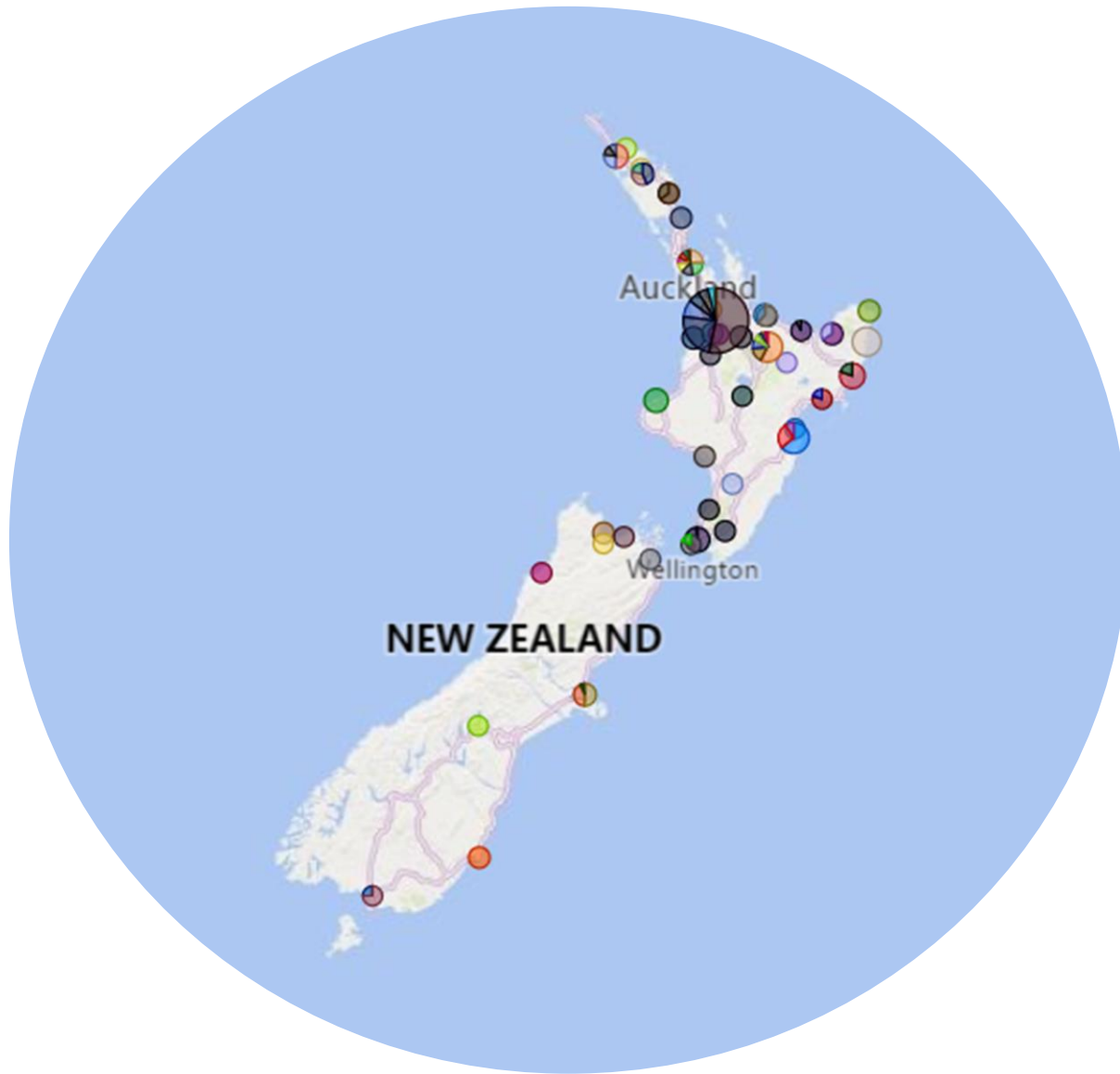
Embed

- Continuous improvement
- Streamlining processes
- Opportunities for growth of rongoā across ACC



What are the benefits?

Service uptake



Awareness and uptake of rongoā Māori is growing, showing its natural place as a health and disability service.

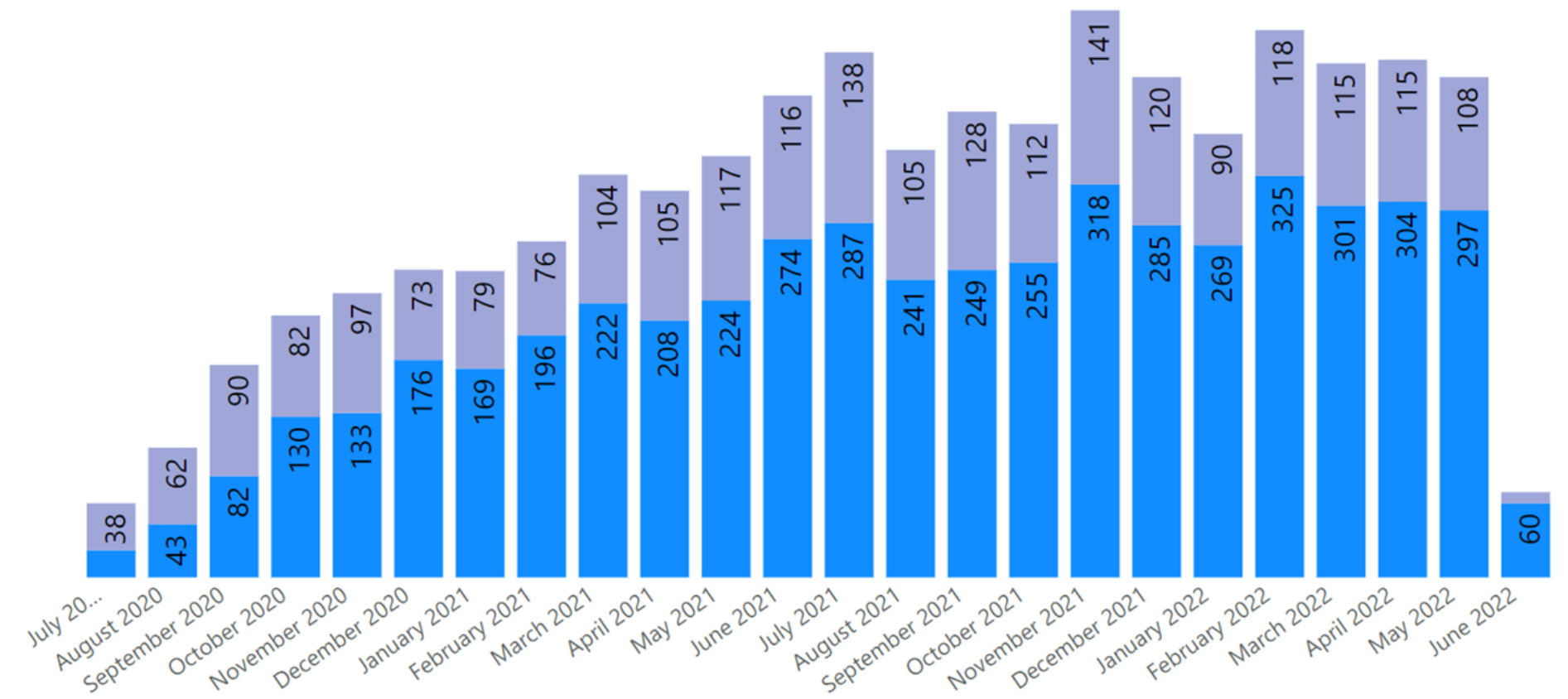
2,225
kiritaki
have accessed
rongoā Māori
services

15,204
sessions
have been funded

63%
Māori
clients

19%
new to ACC

71%
no longer
need ACC
support



(Rongoā claims data: June 2020 – May 2022)



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What are the benefits?

Whānau outcomes and impacts



What are the challenges?

- **Legislation**
- **Registration process**
- **Approvals**
- **Cultural Safety and Capability**



E whai ake nei?

- **Rongoā Māori within legislation**
- **Ongoing improvements to registration**
- **Increased engagement**
- **New opportunities**



He manako te kōura i kore ai.

Wishing for the crayfish won't bring it.



Ngā mihi



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