



23 June 2023

Sarah Brodrick

fyi-request-22917-c091f620@requests.fyi.org.nz

Kia ora Sarah

Your Official Information Act request, reference: GOV-025315

Thank you for your request via FYI website of 26 May 2023, asking for the following information under the Official Information Act 1982 (the Act):

- *I would like ALL Official Information that ACC holds in regards to what support services ACC has at present for ACC Claimants of Māori descent to navigate ACC injury-related claims and entitlements, which includes treatment and care provided by ACC service providers and the management of the ACC Claim and entitlements by the ACC recovery partner and internal departments (not asking for personal details of ACC Claimants or staff members)*
- *I would like ALL Official information that ACC holds in regards to the Māori pilot programme ACC currently has, including the demographic areas that this programme covers (not asking for personal details ACC Claimants) any general information and statistics*
- *I would like ALL Official information that ACC holds in relation to what support services are available to Māori currently living in Tāmaki Makaurau*
- *I would like ALL Official information that ACC holds about how many ACC Claimants of Māori descent, have had ACC Claim entitlements and cover declined and or terminated any general information and statistics (not asking for personal details of ACC Claimants)*

How we have interpreted your request

Your request asks for 'all' official information relating to range of subjects. We note you have made similarly broad requests, including about ACC's complaints processes (see our response of 7 June 2023, ref GOV-025190). In our view, the term 'all' is very general, and does not clearly identify the sort of information you are after. Noting this, we have interpreted your request as seeking documents that are current and provide an overview of the services and programmes you have mentioned. This interpretation, we hope, provides you with information that is relevant to your enquiries.

The Ombudsman website contains guidance on making official information requests, which you can find at: www.ombudsman.parliament.nz/resources/making-official-information-requests-guide-requesters.

Supporting Māori clients

ACC has developed and continues to work towards effective support services for Māori, under our wider Māori Strategy – Whāia te Tika. These includes the introduction of Kaupapa Māori pathway, Rongoa Māori, Hapai and Raranga. These are discussed individually below, with reference to how they are implemented nationally and regionally (including in Tāmaki Makaurau).

Included with this response are links to relevant information on our website and a number of key documents, which can be found in the attachments. This includes information on the specific initiatives, as well as Whāia te Tika. As much of the information is publicly available (as per our links), we are refusing to provide that information with our response. This decision is made under section 18(d) of the Act.

Kaupapa Māori solutions

With the implementation of Kaupapa Māori pathway, ACC is aiming to provide whanau with a choice of services that deliver culturally appropriate care. This is a regionally based pathway, and is available in Tāmaki Makarau. Further information on this programme is available on our website at:

www.acc.co.nz/about-us/our-campaigns-and-programmes/kaupapa-maori-solutions/

In addition to this, please find the following documents on this subject in the attachments:

- *Kaupapa Māori – Health services and Injury prevention initiatives*
- *Kaupapa Māori solutions key messages.*

Information about Kaupapa Māori solutions in Tamaki Makaurau is available in the following news stories:

www.acc.co.nz/newsroom/stories/acc-heads-north-to-design-kaupapa-maori-pathway/

www.acc.co.nz/newsroom/stories/northern-partners-to-design-kaupapa-maori-solutions/.

Rongoa Māori

Rongoā Māori is the traditional healing system used in te ao Māori. ACC fund Rongoa Māori as a social rehabilitation entitlement. You can find information on this on our website at the following links:

www.acc.co.nz/im-injured/what-we-cover/using-rongoaa-maori-services/

www.acc.co.nz/about-us/rongoa-maori-services/

www.acc.co.nz/newsroom/stories/rongoa-maori-a-traditional-healing-choice-for-all/ (Newsroom story)

www.acc.co.nz/newsroom/stories/rongoa-maori-practitioner-hopes-traditional-healing-system-becomes-mainstream/ (Newsroom story)

Hāpai

Hāpai is a unique, culturally responsive partnership between kiritaki (clients), whānau and kaihāpai, focused on improving access, experience and outcomes that supports their journey to oranga. It is a reciprocal partnership that is grounded in tika, aroha, pono and seeks to restore mauri, provide manaaki, and enhance the mana of whānau.

By applying Te Ao Māori principles to our interactions with kiritaki, we ensure they receive the right support when they need it. Hāpai is a capability stream currently being offered to physical injury clients in our Supported Recovery and Partnered Recovery spaces. The following documents on Hāpai project are provided in the attachments:

- *Hāpai project stages*
- *Hapai roll out map and expansion schedule.*

This service is not currently available in Tamaki Makaurau but will be in the next stage of the rollout process.

Raranga

Raranga is the name of ACC's cultural safety uplift project. One of its aims is to support Māori to participate in their hauora (health) and orange (wellbeing). As part of this, we have developed a cultural safety policy, and a number of resources for providers, including;

- Kawa Whakaruruhau - Cultural Safety Policy
- Frequently asked questions – Cultural Safety policy
- Our approach to Cultural Safety (quick guide)
- Te whānau Māori me o mahi: Guidance on Māori competencies for providers.

These documents are available on our website at:

www.acc.co.nz/for-providers/provide-services/cultural-safety-and-competencies/

Māori Injury Prevention

As well as supporting our injured clients, ACC has a range of initiatives to prevent injuries. ACC has established a Māori Injury Prevention portfolio to address the needs of whānau, hapū, iwi and hapori Māori. Further information on this work is on our website at:

www.acc.co.nz/preventing-injury/maori-injury-prevention/

ACC claims information

Please find information on claims decisions (accepted, declined and 'held'), broken down by ethnicity, in the appendix to this letter. When reviewing this information, please refer to the notes provided.

Decisions on entitlements are not recorded on individual claims files. Unfortunately, these decisions are not recorded in our systems in a way that can be identified by an electronic search. Consequently, we could only determine the information through a very extensive and lengthy manual search through each of the individual claims. Given this, we decline your request as the information cannot be made available without substantial collation or research. This decision is made under section 18(f) of the Act.

If you have any questions about this response

You can email me at GovernmentServices@acc.co.nz.

If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi



Sara Freitag
Acting Manager Official Information Act Services
Government Engagement

Appendix: ACC cover decisions by ethnicity

Notes

- Accredited employer claims are excluded from the information.
- Information is provided by calendar years
- Ethnicity data are prioritised for reporting purposes. A client may identify with any number of ethnicities, and can select more than one when lodging a claim. For reporting purposes, ACC selects one ethnicity for each client based on the following priority order: Māori, Pacific peoples, Asian, MELAA, other ethnicities, European.
- Data were extracted on 21 June 2023 and may differ if re-run at a later date.

Table 1: Number of accepted claims per year, 1 January 2018 to 20 June 2023, by ethnicity

Ethnicity	2018	2019	2020	2021	2022	2023 (YTD)
Māori	262,724	257,365	236,526	241,160	234,672	118,710
Pacific Peoples	126,615	124,914	110,022	107,801	109,530	58,722
Asian	180,342	191,382	178,062	184,587	197,069	100,670
MELAA*	23,112	24,079	23,535	24,387	25,496	13,366
Other Ethnicity	63,940	71,763	65,540	64,999	63,240	32,472
European	1,304,491	1,322,437	1,236,015	1,240,188	1,197,931	602,539
Unknown	39,083	54,027	52,951	56,061	57,170	31,092
Total	2,000,307	2,045,967	1,902,651	1,919,183	1,885,108	957,571

* Middle Eastern / Latin American / African

Table 2: Number of declined claims per year, 1 January 2018 to 20 June 2023, by ethnicity

Ethnicity	2018	2019	2020	2021	2022	2023 (YTD)
Māori	8,480	8,328	7,240	7,699	7,559	2,858
Pacific Peoples	3,575	3,694	3,201	2,814	2,649	1,239
Asian	2,988	2,860	2,547	2,637	2,680	1,110
MELAA*	546	579	550	523	520	195
Other Ethnicity	1,351	1,611	1,281	1,322	1,315	524
European	30,431	30,436	25,639	26,758	26,208	9,751
Unknown	1,055	1,516	1,352	1,469	1,292	563
Total	48,426	49,024	41,810	43,222	42,223	16,240

* Middle Eastern / Latin American / African

Table 3: Number of held claims per year, by ethnicity

Ethnicity	2022	2023 (YTD)
Māori	82	2,254
Pacific Peoples	17	621
Asian	18	696
MELAA*	5	152
Other Ethnicity	14	463
European	368	9,448
Unknown	15	484
Total	519	14,118

* Middle Eastern / Latin American / African