



# Māori Health workstream

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He Kaupare. He Manaaki.  
He Whakaora.  
prevention. care. recovery.

[www.acc.co.nz](http://www.acc.co.nz)

- **Why? Māori Health**
- **How?**
  - **Kaupapa Māori Solutions**
  - **Raranga / Cultural Safety**
  - **Rongoā Māori**

## 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

## 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?

## Whāia Te Tika

- ACC Māori Strategy

## Honouring Te Tiriti

- Deliver equity and options
- Improve access, experiences and outcomes for Māori
- Deliver culturally safe care to Māori and to all





# 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





# Kaupapa Māori solutions

A pathway of choice for whānau



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# Dawning of a new day





# Raranga - Cultural safety

Improving the care experience for whānau



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# Raranga: Cultural safety



Creating an ACC Cultural Safety Policy and Guidance



Engaging with the sector



Testing our approach



Continuing to evolve





# Rongoā Māori

Supporting access to traditional Māori healing



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# Our past, present and future





# Ngā mihi



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