



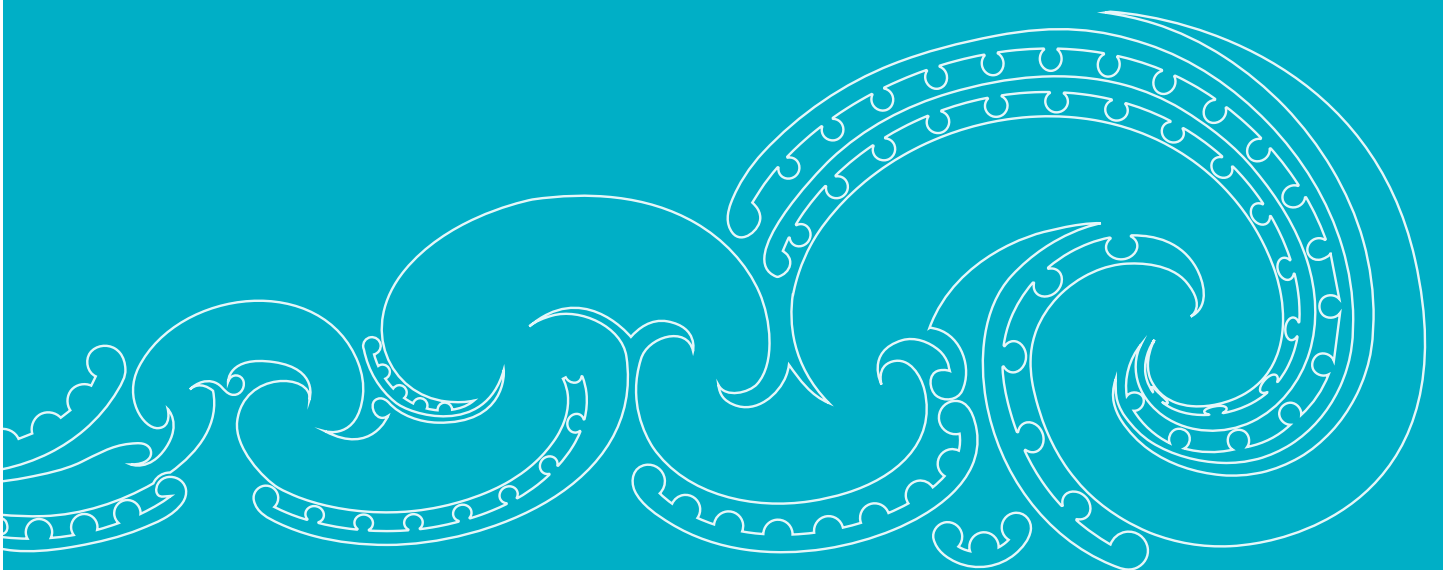
**He Kaupare. He Manaaki.  
He Whakaora.**  
prevention. care. recovery.

# Mahi Tahī | Working Together

**A handbook for practitioners providing rongoā Māori services to ACC kiritaki**

Version 2 | February 2024





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He kupu whakamiha tēnei ki te marae o Hukanui i ngā whakaahua o roto i tēnei pukapuka.

Thank you to Hukanui marae for featuring in the photography contained in this handbook.

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# Nau mai

Welcome

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E rere atu nei te reo mihi o ACC ki a koe nāu nei i piki mai ki runga ki te kaupapa nāna nei tātau i whakaopeti i te rangi nei. Haere mai.

Thank you for making the decision to register with us as a rongoā Māori practitioner. Being registered means we can now work toward a shared vision of helping our kiritaki (clients) recover from injury and achieve oranga (wellbeing).

Before we start on our journey, it's important to provide you with some information which will help you understand how we'll work together. Having this information early on will set you up to succeed and allow you to focus on providing a valuable service to kiritaki and their whānau.

This handbook provides you with what you need to know about us, our Rongoā Māori Service, and gives practical guidance on requesting services and invoicing us so we can pay you promptly. We encourage you to keep this handy to refer to when you need it.

If you want to learn more about providing rongoā Māori services, we have more helpful resources on our website including videos and quick guides.

## ***Working with us as a rongoā Māori practitioner***

Ā kāti ake, e hoa. Tāria te wā kia tūtaki ai tāua, ā, kia mahi tahi ai tāua.

– ACC Māori Health Partnerships team



# Tō mātou kaupapa

## Our purpose

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ACC is a Crown entity that provides comprehensive, no-fault personal injury cover for New Zealanders and visitors to the country, as set out in the Accident Compensation Act 2001 (AC Act).

Our three core functions are to:

1. help prevent injuries at work, at home, during sport and recreation, on the road, or injuries caused by treatment
2. reduce the physical, emotional, and social impacts of injuries
3. minimise personal financial loss by paying contributions to treatment costs, and paying lump sum compensation or weekly compensation to people who can't work because of their injuries.

**By working together, we can help provide our kiritaki with the rehabilitation support they need to get back to everyday life.**

In the interests of our kiritaki, we need a shared understanding of how best to work together effectively.

This document outlines key things to know if you are delivering ACC-funded care, and provides more detailed information on:

- our regulations, policies, and procedures
- the types of injuries we cover
- ensuring necessary and appropriate rehabilitation.

## Tā ACC e utu ai

### What ACC covers

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ACC receives approximately two million claims a year for personal injuries including mental injuries.

Personal injuries include:

- physical injuries (including fatal injuries)
- work-related gradual process injuries, diseases and infections, e.g. asbestosis or work-related hearing loss
- treatment injuries, i.e. physical injuries sustained while receiving treatment from registered health practitioners
- maternal birth injuries.

Mental injuries may be covered if they were caused by a physical injury, a specific event in the workplace, sexual assault or abuse.

If you are unsure about the injuries ACC covers, more information is available on our website.

### ***Injuries we cover***

# He kōrero mō te Ratonga Rongoā Māori

## Overview of the Rongoa Māori Service

*He ringa nā Rongo, he ringa nā te aroha*

*The hands of peace are the hands of love*

This whakataukī was gifted to our rongoā Māori team by mātanga reo Tūrei-Hāmiora Ormsby. It speaks to our belief that only good can come from the rongoā Māori pathway we are taking.

### Recognising rongoā Māori

We recognise rongoā Māori as a kaupapa Māori service. It's culturally grounded care that weaves tikanga Māori, mātauranga Māori, te reo Māori and te ao Māori through all aspects of the service. We acknowledge that these aspects are ngā taonga tuku iho – intergenerational gifts and knowledge handed down from tūpuna Māori (Māori ancestors). So, we expect rongoā practitioners to whakapapa (affirm their connection) to ngā taonga tuku iho.

We are guided by the Waitangi Tribunal's definition of rongoā Māori (from the Ko Aotearoa Tēnei report), which acknowledges rongoā Māori as a multi-dimensional form of care and healing. Rongoā comprises various traditional Māori healing methodologies, including (but not limited to):

- mirimiri (bodywork)
- whakawhitiwhiti kōrero (support and advice)
- karakia (prayer).

It is important to note that ACC does not consider healing approaches from non-Māori cultural traditions, such as reiki or hyperbaric oxygen treatment, part of rongoā Māori even if they're provided by rongoā Māori practitioners.



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## Funding rongoā Māori

We fund rongoā Māori as **other social rehabilitation** under Section 82 of the Accident Compensation Act 2001. This part of the Act allows us to provide other types of social rehabilitation than those listed in Section 81.

Services under Section 82 are funded differently from treatment services. Only professionals defined as ‘treatment providers’ in the AC Act can provide treatment.

### **Other social rehabilitation – Accident Compensation Act 2001**

Rongoā Māori may be accessed as standalone care or used in conjunction with treatment and/or other rehabilitation services, depending on the needs of the kiritaki.

Social rehabilitation services aim to rehabilitate and improve the functional capability of our kiritaki, to help them **return to independence**. Independence can include:

- carrying out daily tasks
- participating in education or vocational rehabilitation
- contributing to whānau and community.

## Service codes

The following service codes are used for the Rongoā Māori Service:

1. **MTHio** – for services provided kanohi ki te kanohi (face-to-face)
2. **MTHioT** – for services provided via telehealth.

The relevant code should be quoted when invoicing ACC for services.

## Maximum hourly rate

We expect practitioners to bill us at the rate they would normally charge for their non-ACC kiritaki. ACC can fund up to \$125 (plus GST) per hour per rongoā session. This hourly rate includes:

- transport (up to 20km)
- room hire
- sundries and herbal preparations used as part of the session.

The maximum hourly rate does not cover any herbal preparations or equipment that the kiritaki needs to take away after the session.

Any costs over and above the maximum rate payable by ACC will be the responsibility of the kiritaki.

## Fee for service

ACC only pays for services provided. If an appointment is missed, ACC does not cover the cost of that appointment. Any costs associated with a missed appointment will need to be discussed between the practitioner and the kiritaki.

# Ngā kawenga me ngā haepapa

## Expectations and responsibilities

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We've developed a set of expectations and responsibilities to make sure we work together to provide our kiritaki with rehabilitation that helps them to return to work and everyday life as safely and quickly as possible.

As a practitioner working with us to deliver rehabilitation services, we expect you to:

- provide our kiritaki with services that are goal-oriented
- protect the information of our kiritaki by meeting the requirements of the Privacy Act 2020 and the Health Information Privacy Code 1994
- respect our kiritaki by meeting the Code of Health and Disability Services Consumers' Rights
- deliver the standard of care to kiritaki as set out in the Code of ACC Claimants' Rights.

In supporting our kiritaki, we need to ensure that we protect the sustainability of the Accident Compensation Scheme for all New Zealanders.

This means when we provide funding to you to deliver rehabilitation services under the Scheme, you need to:

- comply with the AC Act, our policies, and procedures
- provide appropriate hauora (health) records and reporting
- invoice us appropriately.

You can use the links below to download the legislation or search for it on the New Zealand Legislation website:

- [Accident Compensation Act 2001](#)
- [Privacy Act 2020](#)
- [Code of Health and Disability Services Consumers' Rights](#)

In return, we will:

- pay you promptly for your services
- provide support to help you understand our legislation, policies, and procedures
- provide timely feedback if we have concerns about service delivery, documentation or invoicing
- work with you to address any concerns.



# Ngā āhuatanga a matua o te mahi tahi

Key pillars of our relationship

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When we fund treatment and rehabilitation for our kiritaki, there are a few key pillars which guide us.

In line with the AC Act, we've created policies, procedures, and approaches to help us deliver the necessary outcomes of the legislation.

You can find more information on our governance, policies, and guidelines in the Resources section of the ACC website. We encourage you to familiarise yourself with these documents.

## Our commitment to Te Tiriti o Waitangi | Treaty of Waitangi

We recognise that Te Tiriti o Waitangi/The Treaty of Waitangi (Te Tiriti) is a founding document of government in Aotearoa New Zealand and established the country as a nation.

We will partner with Māori to give effect to Te Tiriti. We are committed to achieving equitable wellbeing outcomes for Māori.

## Huakina Te Rā

In 2023, we launched our 10-year strategy Huakina Te Rā. It incorporates our vision – tōnui ake nei – a future where all people, whānau and communities can thrive.

Huakina Te Rā is an evolution, which builds on what we have achieved with our partners over our first 50 years and will support us to achieve our aspirations in today's Aotearoa New Zealand.

Learn about our commitment to a partnership approach to better achieve our shared goals.

[Huakina Te Rā | Our strategy – summary one pager](#)

## Rongoā Māori Advisory Panel

Our Rongoā Māori Advisory Panel was established to provide strategic advice that will enhance our processes to improve, progress, and promote rongoā Māori for the benefit of our kiritaki and whānau.

Our panel uses mātauranga Māori to identify new opportunities to improve access, experience, and outcomes for hapori Māori (Māori communities). The panel helps us to embed te ao Māori approaches in our service and ensure we protect rongoā as a taonga. Find out who our current panel members are and their Terms of Reference.

### [Rongoā Māori Advisory Panel](#)



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## Kawa Whakaruruhau | Cultural safety and competency

Our Kawa Whakaruruhau (Cultural Safety) policy launched in April 2023, as part of our commitment to uphold our responsibilities to Māori under Te Tiriti. The policy sets out our expectations on how cultural safety is to be applied by contracted and non-contracted providers and suppliers who deliver ACC-funded care to kiritaki and whānau.

### **Kawa Whakaruruhau (Cultural Safety) policy**

Our cultural competency guidance, Te Whānau Māori me ō mahi, is designed as a companion document to support providers and suppliers in applying the policy.

### **Te Whānau Māori me ō mahi: Guidance on Māori cultural competencies for providers**

## Children's Worker Safety check

If you provide services to tamariki and rangatahi under the age of 18, you may also need to complete a Children's Worker Safety check. This is a legislative requirement under the Children's Act 2014. Our website has more information about this and what may be required.

### **Children's Worker Safety checks**

## Conflict of Interest policy

Our position statements outline our stance on providing rehabilitation services to whānau members and colleagues.

### **Position statements**

We understand these statements may not align with te ao Māori and tikanga Māori. If you are providing services for immediate whānau or colleagues we ask you to let our Recovery team or Māori Health Partnerships team know, so we can discuss this with you.

Phone: **0800 101 996**

(Monday to Friday, 8am to 6pm)

Email: [maorihealth@acc.co.nz](mailto:maorihealth@acc.co.nz)

## Health and safety policy

We all play a part in the health and safety of ourselves and others in the workplace. To meet your obligations under the Health and Safety at Work Act 2015 you need to work with us to help report and manage health and safety risks. Please take time to read the helpful information on our website.

### **Reporting health and safety incidents**

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## Police vetting

All rongoā Māori practitioners delivering services to ACC kiritaki must be police vetted to ensure the safety of our kiritaki. The first police vet is completed for you at registration. If you receive any convictions after vetting is carried out, you will need to let us know.

Business entities or organisations that hire additional practitioners to work under them must advise our Māori Health Partnerships team. Each new practitioner will need to complete police vetting or a Ministry of Justice check before providing any ACC-funded rongoā Māori services to ACC kiritaki.

If any convictions or issues are highlighted during the vetting or check process, the Māori Health Partnerships team must be notified immediately. Our team will assess the results against our police vetting guidelines. This process is peer reviewed by our Legal team and Māori Health team.

We expect all rongoā Māori practitioners and organisations to be able to demonstrate on request that they have the correct vetting processes in place. If this process is not followed, we may suspend payments until vetting requirements are met.

**[New Zealand Police vetting service](#)**

**[Criminal record check | New Zealand Ministry of Justice](#)**

# Ngā tono me te tukanga whakaaetanga

Service request and approval process

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## How our kiritaki can access rongoā Māori

Kiritaki with a covered injury can request rongoā Māori as part of their rehabilitation. They can request this through their ACC Recovery team member or contact us:

Phone: **0800 101 996**

(Monday to Friday, 8am to 6pm)

Email: [claims@acc.co.nz](mailto:claims@acc.co.nz)

We'll talk to them about how their injury is affecting them and how they expect rongoā Māori will help. Kiritaki don't need a referral from a treatment provider, although clinicians may choose to support their request.

We don't refer our kiritaki to a specific practitioner for rongoā Māori services. We ask kiritaki which local practitioner they would like to see. If their preferred practitioner isn't already registered with ACC, the practitioner will need to complete the registration process before any services are delivered.

If a rongoā Māori practitioner is seen without prior approval, the kiritaki will need to fund those sessions themselves.

## Purchase Order approval

When we approve rongoā services, we will send you a Purchase Order that includes:

- claim number for the kiritaki
- Purchase Order number
- type of service (i.e. rongoā Māori) and the relevant service code
- date range for the service to be delivered
- number of sessions that have been approved.

The number of sessions we'll approve is on a case-by-case basis, according to the social rehabilitation needs of each kiritaki. This depends on the complexity of their injury and the rehabilitation outcome that they're wanting to achieve, but generally this will be an initial four sessions.

If kiritaki initially request a small number of sessions, they can request more if they need more rehabilitation. This may require you to complete an ACC7426 Rongoā Hauora Report (see below).

[See Resources section for end-to-end Purchase Order process.](#)

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## Making sure rehabilitation is necessary and appropriate

It's important that the rehabilitation you provide is proportionate to each client's injury and expected recovery. According to the AC Act, any rehabilitation you provide must be:

- appropriate and necessary to address the injury-related need to help the kiritaki achieve independence
- linked to achieving a clear rehabilitation outcome that is monitored and given time limits
- able to demonstrate benefits.

## Working alongside other providers

Rongoā Māori is available alongside other rehabilitation services and treatment to support our kiritaki. ACC and practitioners are both responsible for ensuring kiritaki can access safe, timely, and quality care.

In addition, the Code of Health and Disability Services Consumers' Rights sets the right for kiritaki to access services that comply with legal standards, minimise potential harm, and for co-operation among providers.

We understand rongoā Māori is holistic healing for our kiritaki, however, our expectation is that rongoā does not replace any medical advice or pharmaceuticals prescribed by treatment providers unless otherwise agreed with the client's health provider.

## Rongoā Hauora Report

The ACC7426 Rongoā Hauora Report is an important resource to help inform us of the progress of our kiritaki towards their recovery goals and the outcomes being achieved through rongoā Māori.

The Hauora Report is required:

- at the completion of all approved hours
- if an extension (additional sessions) is required
- when otherwise requested.

Once you've completed a Rongoā Hauora Report, you will need to send this back to our Recovery team. They'll let you know if further information is required or if additional sessions are approved.

### ACC7426 Rongoā Hauora Report

# Te tuku pire mai

## Invoicing us

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Once you've provided rongoā Māori to our kiritaki, you can send us an invoice for your services.

We generally expect our providers and suppliers to invoice us within two months of the date of service completion. All invoicing must be submitted to us within 12 months of the service you've provided.

Read our quick guide to find out how you can invoice us and what information to include.

### [Quick Guide: How to invoice](#)

## Paying your invoice

Payments for services are usually paid after:

- eight working days if you've submitted your invoice online
- 10 working days if you've submitted your invoice manually or emailed it.

## Sort out a problem with a payment

If you have problems with an invoice or you haven't received a payment from us, visit our website for information on why this may have happened and what you can do. You may be sent a remittance advice with a reason code that will give you more details.

### [Sort out a problem with a payment](#)

## Contact us

If you have any pātai about your invoices, please contact our Provider Helpline:

Phone: **0800 222 070**  
(Monday to Friday, 8am to 6pm)

Email: [providerhelp@acc.co.nz](mailto:providerhelp@acc.co.nz)



# Ētahi ratonga rongōā Māori atu anō ki ACC

Other ACC rongōā Māori services

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## Rongōā for maternal birth injuries

We fund rongōā Māori under a contract for practitioners working with kiritaki who have a covered maternal birth injury.

The contract enables practitioners to deliver up to 16 initial sessions without pre-approval. Wānanga is also funded under this contract (unlike within the social rehabilitation pathway).

To sign up to the Maternal Birth Injuries Contract, you will first need to be registered with us as a rongōā Māori vendor. Additional provider registration and application forms are required for the Maternal Birth Injuries Contract. These are available in the contracts application documents on the Government Electronic Tenders (GETS) website.

### **Rongōā Māori Services for Maternal Birth Injuries GETS notice**

## Rongōā for kaimahi wellbeing

Rongōā Māori is available for permanent and fixed-term ACC kaimahi as part of our Support your Wellbeing service. Up to four rongōā Māori sessions can be accessed to provide support for both workplace and personal wellbeing. This support may be extended to immediate whānau members.

When you register with us, you are asked to choose if you want to be available for this kaimahi service. You can specify this in the ACC7425 registration form.

This is the process involved in delivery of the wellbeing service to ACC kaimahi:

1. ACC kaimahi seeks internal approval for sessions and ACC emails a Purchase Order to the rongōā Māori practitioner (valid for up to four sessions)
2. Kaimahi contacts rongōā Māori practitioner to book appointment
3. Rongōā Māori practitioner provides the service
4. At the completion of each session the rongōā Māori practitioner emails invoice with the corresponding Purchase Order number to [accounts.payable@acc.co.nz](mailto:accounts.payable@acc.co.nz) and [purchasing@acc.co.nz](mailto:purchasing@acc.co.nz)
5. ACC's Accounts Payable team processes invoice and submits payment to practitioner.

If the ACC kaimahi wishes to request an extension of services, they will need to seek approval from our Health, Safety and Wellbeing team before further funded sessions can be provided.

# Te mahi tahi ki ngā tīma Hāpai

Working with our Recovery teams

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ACC's Recovery teams support kiritaki to make progress in their recovery, including collaborating with the rehabilitation team to plan a recovery, setting up supports, assessments and payments, monitoring recovery progress, and make timely decisions. It is important to work in partnership with our Recovery teams to help our kiritaki achieve their recovery goals.

- **Assisted Recovery**

Assisted Recovery works in a team-based way to support kiritaki with less complex injuries and needs. These kiritaki can largely manage their own recovery journey.

- **Supported Recovery**

Kiritaki who are looked after by our Supported Recovery team have a dedicated ACC contact or Recovery Coordinator. Supported Recovery kaimahi (employees) work closely with providers, employers, and communities to facilitate recovery for kiritaki.

- **Partnered Recovery**

Kiritaki being supported in Partnered Recovery build a relationship with our kaimahi, with a dedicated ACC contact supporting them to manage their injury or recovery. Our Recovery Partners actively support our kiritaki in their recovery from serious or sensitive injury, helping meet specific needs and ensuring access to specialist services.

## Recovery Administration

Our Recovery Administration team provides administration support to our Client Recovery teams, including handling Purchase Order approvals and referrals.

## Third Party Administrators (TPAs)

Participating Accredited Employers who use a Third Party Administrator (TPA) to manage their claims are given the option of having their employees' non-work injuries managed by their TPA.

TPAs manage claims in line with their processes but must adhere to current ACC policy and legislation. If a TPA sends you an approval for services, you will still need to invoice ACC once the service is completed.

A full list of Accredited Employers, including which TPAs they use, is available on the ACC website.

### [Find an Accredited Employer](#)

## Issues and concerns

If you have any pātai, need more information about a kiritaki, or have any concerns, please contact their Recovery team member in the first instance. If you have any feedback or complaints about our Recovery team's service, you can ask to speak to a team leader to escalate your concerns or contact our Māori Health Partnerships team.



# Te mahi tahi ki te tīma o Te Rangapū Hauora Māori

Working with our Māori Health Partnerships team

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## Relationship and engagement

Our Māori Health Partnerships team is the primary point of contact when you need support in working with us. Our team can answer your pātai and help you understand our legislation, policies, and procedures.

Email: [maorihealth@acc.co.nz](mailto:maorihealth@acc.co.nz)

## Performance

We're committed to achieving equitable wellbeing outcomes for Māori through rongoā Māori. To achieve these outcomes, we have an obligation to our kiritaki and practitioners to ensure that all rongoā Māori services we fund are:

- necessary and appropriate
- of the quality required
- delivered in a safe and sustainable way.

Our Māori Health Partnerships team takes the ACC requirements for performance and aligns these with tikanga, ensuring that we are just and fair with our interactions and applying te ao Māori solutions to any performance risks or issues.

Our Relationship and Engagement Manager will work in partnership with you to address any issues you may have with ACC, monitor performance, provide feedback about service provision, and to develop, negotiate and implement service improvement plans if required.



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## Complaints

Under the Code of ACC Claimants' Rights, our kiritaki have the right to provide feedback or complain if they haven't received the service they expected. Different ACC groups are responsible for managing different types of complaints. Any complaints relating to our rongoā Māori practitioners in the first instance, will be raised with our Customer Resolution team to assess and manage. The Māori Health Partnerships team will support any engagements required with our rongoā Māori practitioners. Where appropriate, these may be escalated to our Rongoā Māori Advisory Panel or our Provider Risk of Harm group.

## Vendor ID

When you register with us as an individual or organisation, you will be given a unique vendor ID. This ID allows you to provide services to our kiritaki and invoice us.

Your vendor ID must not be used by any other individual or group outside of your organisation that is not yet registered with ACC. If there are any changes to your circumstances since you first registered with us, please notify our Māori Health Partnerships team.

## Integrity Services team

Our Integrity Services team is committed to an evidence-based, prevention-first approach to protect the sustainability of the AC Scheme, to ensure we can continue to support whānau into the future. Early engagement, data insights, and exploratory conversations help make sure we are aligned and working together.

This supports you and all our treatment and rehabilitation providers to deliver the best outcomes for our kiritaki.

We aim to put integrity at the heart of everything we do, with a focus on preventing fraud, abuse, and waste.

We define these terms as:

- fraud – deliberate false representation
- abuse – negligence or failure to exercise proper duties (including manipulation of policies and procedures)
- waste – carelessness with regards to following policies and procedures.

# Ngā whakapānga matua

Key ACC contacts

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## Māori Health Partnerships team

Our Māori Health Partnerships team is here to support you with any queries about the service provision and legislation, and address concerns or feedback about the service. Please email us if you have any questions.

Email: [maorihealth@acc.co.nz](mailto:maorihealth@acc.co.nz)

## Provider Helpline

For general queries about claims or invoicing, please contact our Provider Helpline.

Phone: **0800 222 070**

(Monday to Friday, 8am to 6pm)

Email: [providerhelp@acc.co.nz](mailto:providerhelp@acc.co.nz)

## Keeping your details updated

To make sure that we have up-to-date information, contact us if you change your name, postal or email address, or phone number.

Please also let us know about any change in your practising status.

You can update your details by phoning our Provider Helpline team or emailing us – be sure to include your vendor number in the email.

Email: [registrations@acc.co.nz](mailto:registrations@acc.co.nz)

## Further information

Our website has up-to-date, helpful information, videos, and webinars on many different areas of ACC. Please familiarise yourself with the website and use it as your first point of reference if you have any pātai.

Nā reira e hoa, kāti ake i konei ngā kōrero.

Tēnā koutou, tēnā koutou, tēnā koutou katoa.



# He rauemi

## Resources

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### Rongoā Māori service Purchase Order process

A rongoā Māori practitioner's journey through the invoicing process

#### 1. Practitioner or client contacts ACC

If your client has an ACC-covered injury they can contact us (or you can on their behalf) to:

- request rongoā
- advise why it's needed to support the covered injury
- share what rehabilitation outcomes they hope to achieve as a result.

Call **0800 101 996**  
or email: [claims@acc.co.nz](mailto:claims@acc.co.nz)

#### 2. Recovery team reviews request for rongoā

A Recovery team member will email you or the client to advise if rongoā Māori support has been approved.

If you have not yet registered as an ACC rongoā Māori vendor, you will be asked to complete this process before a Purchase Order can be generated.

#### 3. Recovery Admin team emails Purchase Order

The Recovery Administration team will email you:

- the Purchase Order number
- the approved number of sessions
- the timeframe in which sessions are to be used
- the service code (MTH10, or MTH10T).

#### 4. Invoicing

Once you have provided the service you can send your tax invoice to us at: [providerinvoices@acc.co.nz](mailto:providerinvoices@acc.co.nz). This must include all the required IRD information (e.g. date of service, vendor ID, MTH10 or MTH10T code, service provided).

It also needs to include the claim number, client's name, Purchase Order number and your bank account details.

#### 5. Extension of sessions

If further services are required beyond those that have been pre-approved, you will need to complete an ACC7426 Rongoā Hauora report to request approval. This form asks you and the kiritaki to tell us about the progress you've made towards their recovery goals. It helps our Recovery team to understand why further sessions are needed.

#### 6. Completion of sessions

Once you have completed the sessions, we request that you fill in an ACC7426 as a completion report. This will help us to understand the outcomes being achieved through rongoā Māori.

# He rauemi

Resources

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## About ACC

[Working with us as a rongoā Māori practitioner](#)

[Injuries we cover](#)

## ACC and related legislation

[Other social rehabilitation – Accident Compensation Act 2001](#)

[Accident Compensation Act 2001 \(PDF 1.9MB\)](#)

[Privacy Act 2020 \(PDF 1MB\)](#)

[Code of Health and Disability Services](#)

[Consumers' Rights](#)

## Our policies, procedures, and strategies

[Huakina Te Rā | Our strategy – summary one pager \(PDF 1.5MB\)](#)

[Rongoā Māori Advisory Panel \(acc.co.nz\)](#)

[Kawa Whakaruruhau – Cultural Safety Policy \(PDF 252KB\)](#)

[Te Whānau Māori me ō mahi: Guidance on Māori cultural competencies for providers \(PDF 1.2 MB\)](#)

[Children's Worker Safety Checks](#)

[Position Statements](#)

## Providing services

[ACC7426 Rongoā Hauora Report](#)

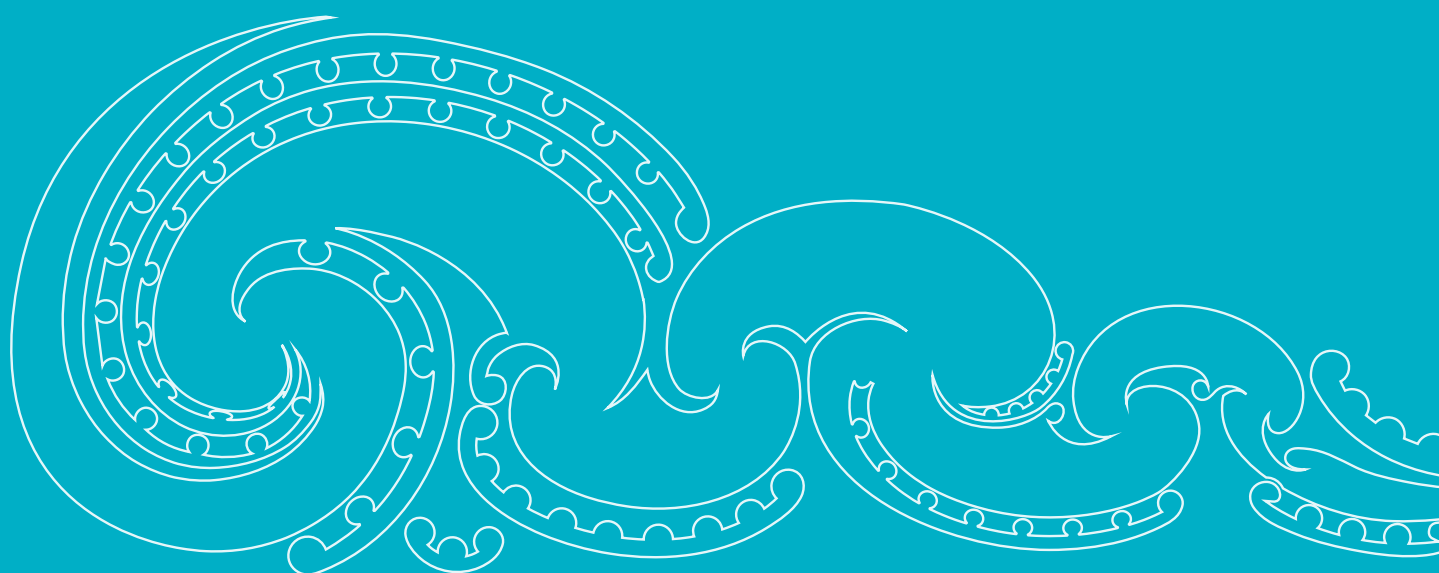
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