



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

Kawa Whakaruruhau (Cultural Safety) Policy

[Whakamaua: Māori Health Action Plan 2020-2025](#), developed by Manatū Hauora (Ministry of Health) provides us with the guidance to achieve Māori health equity alongside the wider health and disability sector.

“Whakamaua emphasises the significance of Te Tiriti o Waitangi as a foundational document for public policy”.

Hon Peeni Henare, Minister for ACC and Associate Minister for Health (Māori)



Introduction

Our Kawa Whakaruruhau (Cultural Safety) Policy has been created by drawing on mātauranga Māori (Māori knowledge) and Te Tiriti o Waitangi/ the Treaty of Waitangi (Te Tiriti). The principles of Te Tiriti have been applied in the development of this policy, in conjunction with guidance from Whakamaaua: Māori Health Action Plan 2020-2025.

This approach seeks to weave together te ao Māori (the Māori worldview) and Crown/public sector views and approaches to advance culturally safe service delivery of ACC providers and suppliers. It is the commitment of ACC to use Te Tiriti and mātauranga Māori approaches for the benefit of all ACC kiritaki and their whānau.

This policy applies to all individuals and business entities that provide ACC-funded health and rehabilitation services.

The policy incorporates, and should be read in conjunction with, [Te Whānau Māori me ō mahi: Guidance on Māori Cultural Competencies for Providers](#). The guidance outlines expectations for suppliers and providers supporting kiritaki Māori (Māori clients), whānau and communities.

Background and context

Meeting our commitments under the principles of Te Tiriti

As a Crown entity, ACC supports the Crown in its Te Tiriti relationships and is committed to delivering services in ways that enable equitable outcomes for Māori. Some principles of Te Tiriti, as articulated in the *Hauora* report of the Waitangi Tribunal, guide the Crown in its responsibilities and, in turn, guide ACC in its operational role supporting the Crown.

Options

“The principle of options requires that the Crown must adequately protect the availability and viability of kaupapa Māori solutions in the social sector as well as so-called mainstream services in such a way that Māori are not disadvantaged by their choice.”

Active Protection

“The principle of active protection...requires the Crown to make available to Māori, as citizens, health services that reasonably and adequately attempt to close inequitable gaps in health outcomes with non-Māori... Part of active protection is ensuring that health services are culturally appropriate.”

Equity

“The Treaty principles of equity and active protection...require the Crown to make every reasonable effort to eliminate barriers to services that may contribute to inequitable health outcomes.”

Tino Rangatiratanga

“The guarantee of tino rangatiratanga requires the Crown to acknowledge Māori control over their tikanga, resources, and people and allow Māori to manage their own affairs in a way that aligns with their customs and values.”



ACC's Kawa Whakaruruhau (Cultural Safety) Policy seeks to support a meaningful and sustainable advancement towards cultural safety in health and rehabilitation services in Aotearoa New Zealand.

It focuses on upholding and recognising Te Tiriti and supporting the delivery of services that meet the unique needs of Māori.

Why a Māori view of cultural safety is important to ACC, the health sector, and New Zealanders

Māori are more likely to sustain a life changing injury but less likely to access ACC services. We know there are healthcare disparities and barriers for some Māori and other cultures, and that some ACC kiritaki find services difficult to access and foreign to their lived experience and values.

Ethnicity data is collected from 97% of new ACC claims. As at June 2022, this data shows Māori entitlement claim rates are lower than for non-Māori and that Māori have lower average medical fee claims when compared with non-Māori. By contrast, Māori continue to have higher rates of serious injury claims than non-Māori.

ACC recognises Te Tiriti as a founding document of government in New Zealand. We aim to deliver our services in ways that uphold the principles of Te Tiriti and enable equitable outcomes for Māori.

The [Code of ACC Claimants' Rights](#) and the [Code of Health and Disability Services Consumers' Rights](#) includes the right for claimants to have their culture, values and beliefs respected.

ACC is committed to ensuring cultural safety and improved health outcomes and experiences for Māori, as Te Tiriti partners, and all New Zealanders.

The objectives of this policy

This policy is to support a meaningful and sustainable advancement towards cultural safety in health services in New Zealand to:

- uphold and recognise Te Tiriti and provide health services that meet the unique needs of Māori and all New Zealanders
- improve the outcomes and experiences of ACC kiritaki and their whānau
- remove barriers to access, reduce disparities and improve equity to engage and meet the unique needs of Māori and other cultural and community groups across all funded health services.

Cultural safety and how it applies to ACC-funded health and rehabilitation services

For ACC, cultural safety is about acknowledging differences between groups and addressing biases that may impact on the quality of health and rehabilitation services, access to those services or the equity of health and rehabilitation outcomes.

ACC expects that cultural safety is embedded into all health and rehabilitation services it funds, including contracted and non-contracted services.

Cultural safety is centred around the experience of safe care and empowerment for an ACC kiritaki and their whānau. Cultural safety encompasses a broad range of cultural and community dimensions. These include ethnicity, age, gender, sexual orientation, disability and religious or spiritual beliefs. This



policy is designed to apply across all cultural and community dimensions.

Cultural safety is the outcome of recognising and respecting the cultural identities and communities of ACC kiritaki and their whānau, and safely meeting their needs to achieve positive health outcomes and experiences. The achievement of cultural safety is defined by the experience of the ACC kiritaki and whānau receiving the service.

Who needs to apply this policy

This policy applies to all individuals and business entities that provide ACC-funded health and rehabilitation services, including:

- suppliers providing health or rehabilitation services under an ACC contract
- service providers providing health or rehabilitation services under an ACC contract
- treatment providers and medical practitioners providing and claiming for treatment under the Accident Compensation (Liability to Pay or Contribute to Cost of Treatment) Regulations 2003.

ACC understands that each supplier and service provider is unique. The application of this policy is relative to the provider type, size, service complexity and risk, and the ACC kiritaki being cared for.

ACC Kawa Whakaruruhau (Cultural Safety) Policy for suppliers and providers

(Includes all individuals supplying and providing ACC funded health and rehabilitation services)

As an ACC supplier and service provider, you must apply this policy and ensure that cultural safety is embedded in the services you provide for each ACC kiritaki and their whānau. You must continuously and progressively understand and address cultural differences and biases to improve the quality of, and access to, your services to remove inequitable outcomes.

This includes upholding the following requirements.

Your practices and professional development should:

- apply ACC's [Te Whānau Māori me ō mahi](#): Guidance on Māori Cultural Competencies for Providers
- meet or exceed any professional requirements relating to cultural safety
- incorporate self-reflection, self-awareness and peer review focussed on cultural awareness, capability, sensitivity, communication, power relationships and bias
- identify and remove barriers to care for ACC kiritaki and their whānau
- maintain records that demonstrate application of this policy.

Your workplace and workforce should:

- ensure all service providers (including treatment providers and medical practitioners) that are employed by or on contract to you comply with the requirements under this policy in a manner that is consistent across your workplace
- embed cultural safety principles across your workplace, including in your service delivery and



recruitment strategies, governance, policies and practices

- increase employment opportunities in your workforce for cultural groups that reflect your community and the ACC kiritaki that receive your services
- perform mandatory and regular cultural safety training and development for your entire workforce
- cultivate community linkages and programmes with cultural and community groups to improve communication, understanding and trust.

Your data collection should:

- ensure the accurate, consistent and appropriate collection and use of ethnicity data across your workplace relating to all ACC kiritaki to measure the effectiveness of your services and reduce inequities
- undertake and reflect on regular systematic survey and feedback loops with ACC kiritaki and their whānau to understand their satisfaction and acceptability of the services they receive
- undertake regular systematic monitoring, reporting and assessment of inequities in your workforce and access to services and outcomes for ACC kiritaki and their whānau
- develop and maintain strategies to identify and remove barriers to access and care for all cultural groups.

Your self-monitoring should include:

- establishing regular cultural safety self-review and peer review practices
- maintaining records that demonstrate your compliance with this policy.

Fulfilling the requirements of this Kawa Whakaruruhau (Cultural Safety) Policy

If you are a supplier or service provider, you must self-assess your compliance with this policy. We also encourage you to utilise peer review within your profession to understand and continually improve industry standards for cultural safety.

If ACC requests evidence and confirmation of your application of this policy, you must provide that information within a reasonable time.

If ACC finds that the requirements of this policy have not been met or documented by you, then it may enforce its rights under contract, statute or otherwise at its sole discretion. Te Whānau Māori me ō mahi – Guidance on Māori Cultural Competencies for Providers reflects ACC's expectations and aligns with accreditation or certification requirements through continuous professional development.

If you have questions

Please contact your local ACC Engagement and Performance Manager. Their contact details can be found on our ACC website: [Contact our provider relationship team \(acc.co.nz\)](https://www.acc.co.nz/contact-us/provider-relationship-team)



References

1. [ACC's Te Whānau Māori me ō mahi guidance \(PDF\)](#)
2. HAUORA Report on Stage One of the Health Services and Outcomes Kaupapa Inquiry <https://waitangitribunal.govt.nz/news/report-on-stage-one-of-health-services-and-outcomes-released/>
3. [Statistics New Zealand Ethnicity Classification](#)
4. [The Code and Your Rights - Health and Disability Commissioner \(hdc.org.nz\)](#)
5. Ngā Paerewa Health and Disability Services Standard. [NZS 8134:2021:: Standards New Zealand](#)