



31 October 2024

[REDACTED]

Kia ora

Your Official Information Act request, reference: GOV-035999

Thank you for your email of 15 October 2024, to [REDACTED] asking for the following information:

Could you please send me the protocols of how we refer patients to the practitioners of Rongoa and how much ACC contribute to the treatment.

What the qualifications the practitioners have to have to practice and who are they monitored by eg NZ Physiotherapy Board?

Due to the nature of your request, it was transferred to Government Engagement for response under the Official Information Act 1982 (the Act).

How clients are referred to rongoā Māori services

ACC funds rongoā Māori as a type of social rehabilitation under section 82 of the Accident Compensation Act 2001. Social rehabilitation is distinct from treatment and recognises that clinical interventions are not the only factor that determine the success of a person's recovery from injury.

The ACC rongoā Māori service is a client-led service. Clients/kiritaki with a covered injury can request rongoā Māori as part of their rehabilitation. They can do this by contacting their ACC recovery team member, submitting a request via MyACC, or contacting 0800 101 996 or claims@acc.co.nz. When they talk to their ACC recovery team member, they will help discuss whether rongoā Māori is a good option, and what rehabilitation outcomes the client hopes to achieve.

Kiritaki don't need a referral from a treatment provider, although clinicians may choose to support their request. ACC staff ask kiritaki which local registered practitioner they would like to see. The number of sessions we'll approve is on a case-by-case basis, according to the social rehabilitation needs of each kiritaki.

For more information about how kiritaki can access rongoā services, see pages 10 and 11 of the Rongoā Practitioner Handbook which can be found on this page: www.acc.co.nz/for-providers/provide-services/working-with-us-as-a-rongoaa-maori-practitioner

Further information can also be found here: www.acc.co.nz/im-injured/what-we-cover/using-rongoaa-maori-services

How much ACC contributes towards a rongoā Māori session

The maximum hourly rate ACC pay for rongoā services is \$125 (excluding GST). ACC expects providers to charge the rates they would normally charge their non-ACC clients. This \$125 rate includes transport (up to 20km), room hire, sundries, and herbal preparations used during the session. However, it does not cover herbal preparations or equipment that the client needs to take away after the session. For example, if a client chooses to purchase a balm to use at home, this expense would not be funded by ACC.

Qualifications of rongoā Māori practitioners and monitoring

Rongoā Māori is not a medical clinical practice and is not subject to approvals from medical professional associations or statutory registration bodies. As above, rongoā practitioners are not considered to be treatment providers. However, the performance of rongoā services is monitored by ACC's Māori Health Partnerships team. See page 15 and 16 of the Handbook which is linked above.

Practitioners must register as an ACC rongoā Māori vendor to provide and be paid for rongoā Māori services. Our registration process requires evidence of training from a Rongoā mentor and endorsement from mana whenua (the tribal authority) of the region they work.

You can read more information about what ACC requires to register a practitioner here:

www.acc.co.nz/for-providers/provide-services/working-with-us-as-a-rongoaa-maori-practitioner

All rongoā Māori practitioners are subject to the requirements of the Health and Disability Commissioner Act 1994.

As this information may be of interest to other members of the public

ACC may publish a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available

www.acc.co.nz/resources/#/category/12

If you have any questions about this response, please get in touch

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



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Government Engagement