

The form is a Word document, which can be downloaded from ACC's website here:

www.acc.co.nz/home/search?Search=ACC7426. Rongoā practitioners can extend the text boxes by clicking 'enter' to create more space for typing, if required. If a practitioner chooses to manually write in the form, they are welcome to send in accompanying documents or pages to ensure enough detail is shared, to help with reporting of hauora and outcome information.

The report template references Te Whare Tapa Whā in section 5, alongside examples of other Māori health models that may be used by rongoā practitioners. ACC recognises there are various approaches used by practitioners, and this report is a way for us to understand which models are being incorporated when caring for ACC kiritaki (client).

ACC funds a number of rongoā Māori sessions on a case-by-case basis, according to the kiritaki's social rehabilitation needs and the complexity of their injury. If a kiritaki initially requests a small number of sessions, they can request more if they need more rehabilitation, however, ACC is not responsible for determining what Māori Health Model is appropriate or valid and allows kiritaki, through the mechanism of rongoā Māori, to try and find an approach that works for them.

The first question in Section 5 of the hauora report form gives practitioners the option to share what Māori health models they are incorporating into their care. ACC does not have a preference for one Māori health model over another. This optional question is simply intended to help ACC kaimahi understand which models are meaningful to rongoā practitioners and are being utilised to support whānau.

The form is used to report information about the outcomes achieved from rongoā Māori. The information provided helps ACC kaimahi to understand the progress being made, and if additional sessions are needed. This reporting is helping to build a clearer understanding of the value these services provide to kiritaki.

The hauora report asks practitioners and kiritaki to share information on:

- progress towards the rehabilitation goals of kiritaki
- any extra benefits or complexities observed
- the modalities or techniques being used
- the number of sessions that have been provided.

ACC's policy allows for consideration of kiritaki-led requests for rongoā Māori. Kiritaki are asked to describe the outcomes they are seeking from rongoā when making a request, and when working with their practitioner.

Travel and home help

ACC's legislation is clear that home help can be provided in a claimant's home to assist with activities that they could do prior to the covered injury but can no longer do so because of the covered injury. The legislation has no provision for ACC to continue to provide home help entitlements to a claimant while they travel. Please refer to your review number [REDACTED]

ACC is bound by its legislation, which is very clear about transportation costs being allowable when the travel is directly related to a covered personal injury, such as travel for a treatment programme or travel to have an aid or appliance fitted.

There is no provision in the Accident Compensation Act for travel to visit family, even if time with family is viewed as critical to the claimant's successful rehabilitation. Please refer to your review number [REDACTED]

Social rehabilitation

Because rongoā practitioners or Tōhunga are not classified as Treatment Providers under the Accident Compensation Act, requests for rongoā Māori need to be considered using the framework of social rehabilitation, not treatment.

Requests for rongoā Māori can be approved, provided they meet standard legislative criteria for 'other social rehabilitation'. This includes assessing whether rongoā Māori meets an injury-related rehabilitation need. As explained earlier, like any 'other social rehabilitation', rongoā Māori can be considered if it supports a claimant's independence.

Rongoā Māori requests are dealt with on a case-by-case basis:

- ensuring legislative criteria for 'other social rehabilitation' are met;
- agreeing to a quantity of rongoā Māori and intended outcomes with the claimant and provider beforehand; and
- ensuring the provider is registered as a vendor in order to invoice ACC for services.

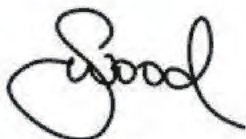
ACC continues to support claimants who request rongoā Māori as part of their rehabilitation plan and is actively working on ways to provide better outcomes for whānau Māori. Any changes and decisions must align with our legislative obligations.

If you have any questions

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood
Manager Official Information Act Services
Government Engagement & Support