

30 March 2022

Kia ora [REDACTED]

**Your Official Information Act request, reference: GOV-016458**

Thank you for your email of 22 January 2022, asking for the following information under the Official Information Act 1982 (the Act):

*I would appreciate if you were able to provide me with the figures of how many Māori were referred for ACC Sensitive Claims Therapy in Te Tau Ihu, how many were seen and the average wait time for Māori vs. Pākehā over the last two years?*

**We are committed to improving outcomes for our Māori clients**

We are doing this through Whāia Te Tika, our overarching strategy to transform how we engage with Māori and improve outcomes when they are injured. This ensures our clients have greater access to culturally and clinically appropriate health services. Whāia Te Tika supports the development of kaupapa Māori health services to ensure ACC is enabling equitable access, outcomes and experience for Māori. The Kaupapa Māori health services deliver culturally appropriate care and upholds our obligations to Te Tiriti o Waitangi.

The first phase of developing kaupapa Māori services will support kiritaki with complex and high-level needs, including those with a sensitive claim. ACC is partnering with kaupapa Māori providers across the motu, to design these regionally based, whānau-centric services. This work began in 2021 and is expected to take around two years to complete.

Further information on ACC's kaupapa Māori work and how we are evolving the Integrated Services for Sensitive Claims, can be found here: [www.acc.co.nz/for-providers/kaupapa-maori-health-services](http://www.acc.co.nz/for-providers/kaupapa-maori-health-services) and [www.acc.co.nz/for-providers/provide-services/sensitive-claims/evolving-integrated-services-for-sensitive-claims](http://www.acc.co.nz/for-providers/provide-services/sensitive-claims/evolving-integrated-services-for-sensitive-claims).

**Sensitive claims in Te Tau Ihu**

We have interpreted your request for the number of Māori referred for ACC Sensitive claims therapy and the number seen, to be those clients with a claim lodged with ACC. Please find the following data on the number of new sensitive claims in the Te Tau Ihu region lodged with ACC. The region a claim is lodged is based on the client's residential location at the time of lodgment, this may differ from where the sexual abuse or assault occurs. It does not include accredited employer claims.

| Ethnicity       | 1 July 2019 to<br>30 June 2020 | 1 July 2020 to<br>30 June 2021 | 1 July 2021 to<br>9 February 2022 |
|-----------------|--------------------------------|--------------------------------|-----------------------------------|
| Māori           | 94                             | 90                             | 42                                |
| Pacific Peoples | <10                            | <10                            | <10                               |
| Asian           | <10                            | <10                            | <10                               |
| Other Ethnicity | 10                             | 15                             | <10                               |
| European        | 266                            | 356                            | 165                               |
| Unknown         | <10                            | 11                             | <10                               |

**Note:** This data was extracted on 9 February 2022 and may differ if rerun at a later date.

### *Ethnicity data*

Up to six ethnicities can be chosen by a client when they complete the ACC injury claim form. Our system will prioritise the ethnicity data, as below:

- Māori – regardless of other ethnicities listed, are classified as Māori.
- Pacific Peoples – people with any other response other than Māori are classified as Pacific.
- Asian – people with any response other than Māori and Pacific are classified as Asian.
- Other Ethnicity – regardless of any responses other than Māori, Pacific or Asian are classified as Other.
- European – people who do not list Māori, Pacific, Asian or Other are classified as European.
- Residual Categories – includes those unknown or not stated.

### **ACC does not routinely disclose low value numbers related to claims.**

Accordingly, some of the values in the tables indicate that the number is fewer than 10 (denoted as <10). This limits the potential for particular individuals, or matters specific to certain individuals, from being identified.

Withholding in this way is necessary to protect the privacy of these individuals. This decision has been made under section 9(2)(a) of the Act. In doing so, we have considered the public interest in making the information available and have determined that it does not outweigh the need to protect the privacy of these persons.

### **We are unable to provide data for the average wait times for Māori versus Pākehā in Te Tau Ihu**

We do not have an ethnicity breakdown of waitlist data for over the past two years. Therefore, we are unable to provide this information as ACC does not hold it. This decision has been made under section 18(g) of the Act.

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

ACC may decide to proactively release 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](http://www.acc.co.nz/resources/#/category/12).

### **If you're concerned about this response, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

If you are not happy with this response, you can also contact the Ombudsman via [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phoning 0800 802 602. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz)

Ngā mihi



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