

16 June 2023

Kia ora [REDACTED]

**Your Official Information Act request, reference: GOV-025573**

Thank you for your email of 18 May 2023, to [REDACTED] Resolution Specialist, outlining key issues on which your complaint was based. The following questions were referred to Government Engagement for a response under the Official Information Act 1982 (the Act):

1. *what training do RCs receive to provide appropriate engagement with those in concussion recovery?*
2. *what cultural training is being provided to staff (including how to create and maintain meaningful relationships, and knowledge of Te Whare Tapa Wha) and*
3. *what Treaty of Waitangi training is being undertaken by staff*

[REDACTED] will respond to the remainder of your email.

**Training is provided on traumatic brain injuries to all new recovery coordinators at their induction**

The relevant resources provided to recovery coordinators are attached as an appendix to this response. These include:

- *Traumatic Brain Injury pre-work reading – Brain injury association information*
- *Traumatic Brain Injuries virtual training*
- *Traumatic Brain Injuries slides*

**Training available related to Te Tiriti o Waitangi and cultural competency**

Listed below are the courses and resources available to ACC staff to improve their knowledge and understanding of Te Aō Māori and ACC's obligations to Māori under Te Tiriti o Waitangi.

Course or resource	Description
An Overview of Te Rito	The objective of these courses is to give you practical information and new skills to enhance your bicultural confidence both at work and in your everyday life
Course One: Introduction to Te Rito	This course contains two modules providing information associated with culture, New Zealand's historical assimilation policy, and investigates the value of being aware of cultural perspectives.
Course Two: The Māori World	This course contains four modules providing information on the building blocks of Māori culture: concepts and beliefs integral to iwi and hapū identity.
Course Three: Back to the Future	This course contains four modules that provide the information and skills needed to enhance relationships with iwi Māori.
Course Four: Walking in Two Worlds	This course contains four modules that provide the information and skills needed to enhance relationships with iwi Māori.
Value Diversity Overview	This page provides an overview of behaviours that are linked to the related topics covered in our online learning management system.
Cultural Awareness	Someone's cultural awareness is their understanding of the differences between themselves and people from

Course or resource	Description
Kaupapa Māori	<p>other countries or other backgrounds, especially differences in attitudes and values.</p> <p>This page refreshes daily and displays a collection of the best reading and resources on cultural awareness from around the web.</p> <hr/> <p>A workshop that is underpinned by Kaupapa Māori. Kaupapa Māori is a Māori-centric approach that is centred around a “by Māori, with Māori, for Māori, as Māori” paradigm.</p> <p>The workshop will help you grow your cultural capability and confidence through better understanding of:</p> <ul style="list-style-type: none"> <li>• yourself</li> <li>• Kaupapa Māori, including as a social movement</li> <li>• why we need Kaupapa Māori at ACC</li> <li>• Te Tiriti o Waitangi.</li> </ul> <p>Growing your cultural capability will support the development of your critical thinking and help you to start taking a Māori-centric approach to your work and activities. Start your journey here, and:</p> <ul style="list-style-type: none"> <li>• Open yourself to trying a new way of thinking. Be positive, make mistakes, build on your lessons and continue to be positive and excited. You will get there.</li> <li>• Test your understanding of why Kaupapa Māori realises our commitment to Te Tiriti and Whāia Te Tika.</li> <li>• Ask yourself questions associated with Te Tiriti o Waitangi principles to help you work out how to incorporate Kaupapa Māori into your work and with your team. If in doubt, seek advice from an ACC Kaupapa Māori champion.</li> </ul>
Te Reo Puāwai	<p>Te Reo Puāwai is a blended learning programme which recognises that learning te reo Māori is a first step to unlocking the Māori world. It covers carefully selected topics to introduce learners to the Māori language and is made up of two key components.</p> <ol style="list-style-type: none"> <li>1. Awheawhe – Facilitated workshop (currently being delivered virtually). This three-hour interactive workshop provides opportunities to engage with a trained Māori language facilitator and marks the beginning of your Māori language journey.</li> <li>2. Te Ako ā-Tuihono - Online modules and corresponding webinars. Completion of a workshop unlocks access to a series of 10 webinars and self-paced modules. The module topics have been designed to be practical and provide learners with a range of phrases to implement straight away the workplace.</li> </ol> <ul style="list-style-type: none"> <li>• Webinar/Module 1 - Te Whakahua - Unlocking the pronunciation code</li> <li>• Webinar/Module 2 - Reo Mihi, Kete Kupu - Greetings and vocab challenge - key words to have in your kete</li> <li>• Webinar/Module 3 - Te Reo o te Tari - Reo for the office - emails, letters, phone calls</li> </ul>

Course or resource	Description
	<ul style="list-style-type: none"> <li>• Webinar/Module 4 - Te Reo Hui - Mihi and Pepeha - Helpful formal language for engaging with Māori clients</li> <li>• Webinar/Module 5 - Reo Whakanui - Phrases for showing empathy and giving praise</li> </ul>
The Wall Walk	<p>The Wall Walk is an interactive half-day workshop designed to stimulate conversation, awareness and consideration of key events in the history of New Zealand's bicultural relations.</p> <p>This workshop will help you better understand the impact of this shared history, and why realising our Whāia Te Tika strategy is so important. Whāia Te Tika is ACC's Māori Strategy to deliver equitable access, outcomes and experiences for Māori.</p>
Treaty of Waitangi and Whāia Te Tika	<p>ACC has a foremost responsibility to follow the principles of the Treaty of Waitangi (Partnership, Participation, Protection); because of this, ACC created the Whāia Te Tika Strategy. This page describes this strategy.</p>
Diversity and Inclusion	<p>ACC is passionate about diversity and inclusion in our workplace and across New Zealand. While all of us at ACC work for the same organisation and have some shared experiences, every one of us is unique. Our diverse backgrounds, cultures and life experiences make us who we are. This page shows our strategy and related resources and employee networks.</p>
Te Whare Tapa Whā	<p>A page describing this Māori wellbeing framework and how it can be incorporated into an individual's life.</p>

#### 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 have any questions 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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 Government Engagement