



Rongoā Māori Support Your Wellbeing Service

Frequently Asked Questions

Last updated: 22 May 2023

This document addresses frequently asked questions (FAQs) about the Rongoā Māori Support Your Wellbeing service provided to ACC kaimahi (staff). This service was stood up on 11 July 2022.

About the service

How does the Support Your Wellbeing request process work?

The following steps outline the process involved in the delivery of this service to ACC kaimahi:

- **Step 1:** ACC kaimahi seeks internal approval for sessions and ACC emails a purchase order to the rongoā Māori practitioner (valid for up to four sessions)
- **Step 2:** Kaimahi contacts rongoā Māori practitioner to book appointment
- **Step 3:** Rongoā Māori practitioner provides the service
- **Step 4:** At the completion of each session the rongoā Māori practitioner emails invoice with the corresponding purchase order number to accounts.payable@acc.co.nz and purchasing@acc.co.nz
- **Step 5:** ACC's accounts payable team processes invoice and submits payment to practitioner.

If the kaimahi wishes to request an extension of services, they will need to seek approval from ACC's Health, Safety and Wellbeing team before further funded sessions can be provided.

How do I register to provide this service?

When you apply to register with us as an ACC registered rongoā Māori practitioner, we ask if you consent to provide this service to ACC kaimahi. If you wish to opt out of providing this service for any reason, you can email us at: Health.SafetySecurity@acc.co.nz.

Can non-ACC registered rongoā practitioners provide this service?

No. This service can only be provided by ACC registered rongoā Māori practitioners. New practitioners will be added to our list of available practitioners as they become registered.

Can I provide services via telehealth?

Yes, if ā-kanohi (in person) services are not available, non-contact rongoā services can be provided via telehealth where they deliver the same benefit.

Can ACC kaimahi get service extensions? If so, how many?

If further sessions are needed the ACC kaimahi will need to submit an internal request for this to seek approval for an additional two sessions. These will be considered by our Health, Safety and Wellbeing team on a case-by-case basis.

A hauora report will not be required for extensions.

Do I need to provide a hauora report for any kaimahi sessions?

No, there is no reporting required, the service provided is done so in confidence between the kaimahi and rongoā Māori practitioner.

Can I provide care for whānau members instead of the ACC staff member?

Yes, ACC kaimahi can choose to give their sessions to a whānau member over the age of 17.

Do you know how many kaimahi requests I might receive?

This is a new service for ACC kaimahi therefore the level of uptake is not yet known.

As a comparison, our existing Employee Assistance Programme (EAP) service can process up to 60 referrals per month.

What if I need to postpone or cancel an appointment?

If you need to arrange a new time, please discuss rebooking the appointment directly with the ACC kaimahi.

If you need to cancel the appointment, please ensure you notify the kaimahi as well as our Health, Safety and Wellbeing team at: Health.SafetySecurity@acc.co.nz.

Is this a permanent service for ACC?

This is a new offering for our kaimahi and is without any precedent, so we expect to have to work through some operational aspects as the service rolls out. As the service progresses, we will evaluate and learn so we can make decisions on how we continue to offer rongoā Māori to our employees.

Invoicing

Do I need to send a separate invoice for each session with an ACC kaimahi?

No, you can choose to invoice for each session or once you have completed all the approved sessions with that kaimahi.

Please send invoices with the corresponding purchase order number to accounts.payable@acc.co.nz and purchasing@acc.co.nz.

How long will it take to receive payment?

Once we have received your invoice, our accounts payable team will match it to the purchase order and action the payment.

Contact

Who do I contact if I have any issues or concerns?

For invoice enquiries: accounts.payable@acc.co.nz

For general enquiries please email: Health.SafetySecurity@acc.co.nz

Where can I go for more information?

General enquiries can be submitted through the webform on our website: [Working with us as a rongoā Māori practitioner \(acc.co.nz\)](#).