

ACC Cultural Safety Policy

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Hosted by

Kylie Bryant
ACC Māori Health Lead

Dr Peter Jansen
Cultural competency expert

Greg Swann
Portfolio Manager



**He Kaupare. He Manaaki.
He Whakaora.**
prevention. care. recovery.



Karakia timatanga

E ō mai te tī

E ō mai te tā

Herea ki runga

Herea ki raro

Whiria kia mau

Whiria kia ita

Huakina te pō

Nau mai te ao

Ka ao, ka ao, ka awatea

Tihei mauri ora!

We call upon

One another

From the highest

To the lowest point

To work tirelessly

And devotedly together

Welcoming a new way of being

To bring light to all

Let there be light!

Welcome

Meet our speakers



Kylie Bryant
Māori Health Lead



Dr Peter Jansen
Cultural competency
expert



Greg Swann
Portfolio Manager



Merian Graham
Portfolio Manager

Kylie Bryant

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Our Kawa Whakaruruhau (Cultural Safety) Policy



We have created our policy by drawing on mātauranga Māori and Te Tiriti o Waitangi principles, along with guidance from the Whakamaua Māori Health Action Plan 2020-2025

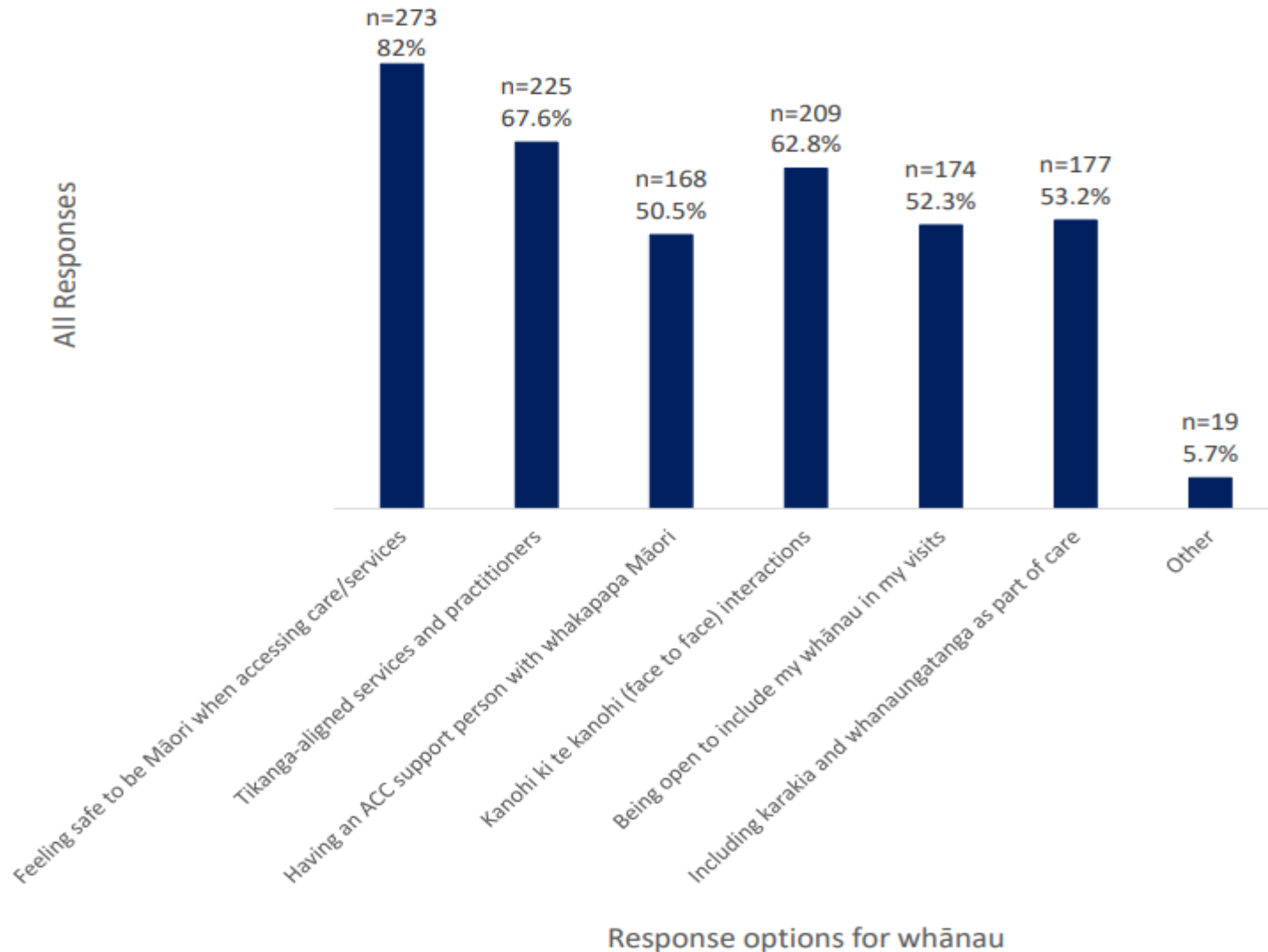
Our approach

We want our kiritaki (clients) and whānau to be welcomed into culturally safe environments where they receive appropriate and equitable health care

Our policy weaves together te ao Māori and Crown/public sector views and approaches for the benefit of all ACC kiritaki and their whānau



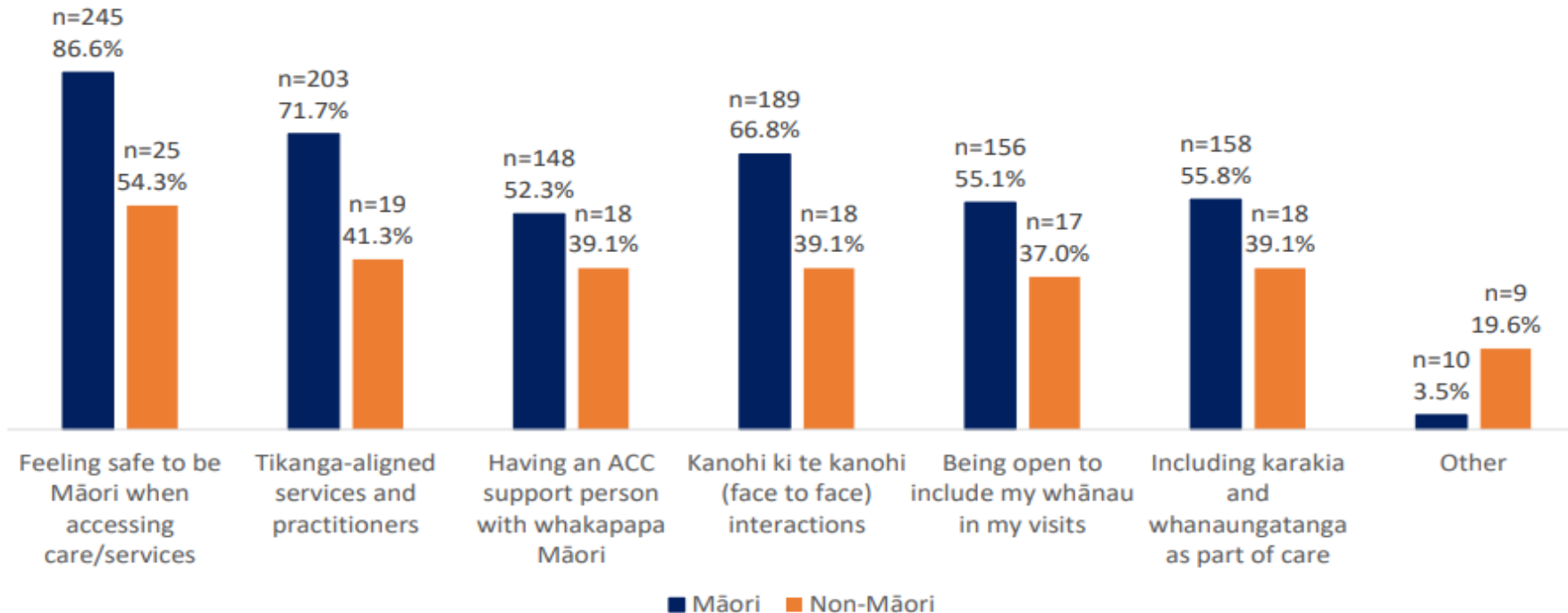
Te Matatini 2023 survey



Feeling safe to be Māori was the most dominant theme to emerge when asked what culturally safe services/care for Māori look like.

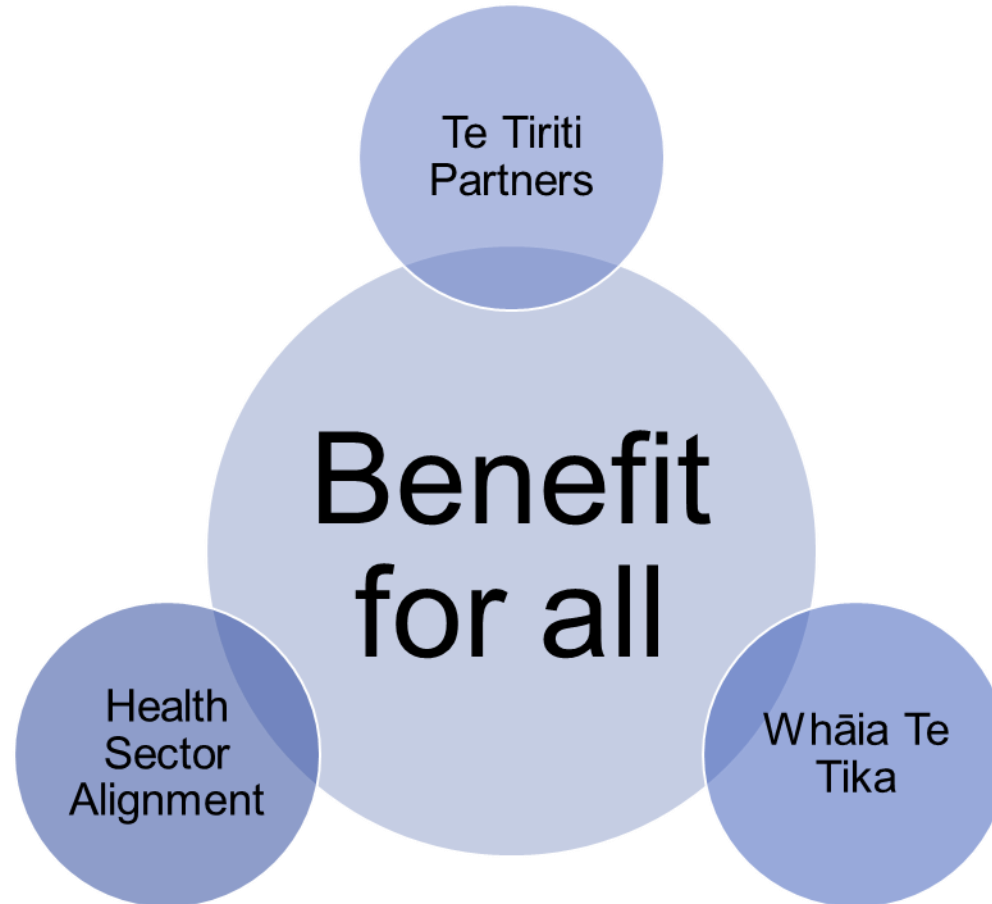
What does culturally safe service/care for Māori look like to you?

What does culturally safe service/care for Māori look like for you?



Māori and Non-Māori comparison

Why a Māori view of cultural safety is important



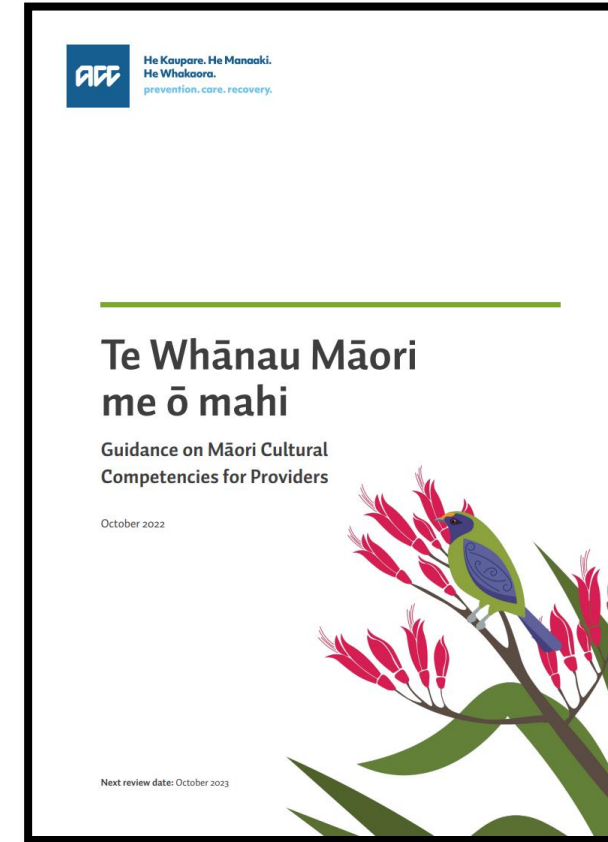
Why a Māori view of cultural safety is important

- Uphold and recognise Te Tiriti and provide health services that meet the unique needs of Māori and all New Zealanders
- Improve the outcomes and experiences of ACC kiritaki and their whānau
- Remove barriers to access, reduce disparities and improve equity to engage and meet the unique needs of Māori and other cultural and community groups across all ACC-funded health services

Companion document: competency guidance

The policy incorporates aspects of, and should be read in conjunction with, Te Whānau Māori me ō mahi: Guidance on Māori Cultural competencies for providers

This guidance was updated and launched in October 2022



Dr Peter Jansen

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ACC cultural competency guidance

The importance of data

Reliable ethnicity data on health service access became available in 1990

The data showed unequal access to care for Māori compared to European, despite greater health need

Cultural responsiveness

In 1996, the Health and Disability Commissioner published the Code of Rights:

Right 1 – The right “to be provided with services that take into account the needs, values and beliefs of your cultural, religious, social and ethnic group”



Focus on health professionals

In 2003, the Health Practitioners Competence Assurance Act introduced a “*consistent accountability regime for all health professions*” through the establishment of Responsible Authorities

The Act included a new concept of cultural competence in section 118 (Functions of Authorities)

“... to set standards of clinical competence, cultural competence and ethical conduct to be observed by health practitioners of the profession”

This was updated in 2019 to include competencies that “*enable effective and respectful interaction with Māori*”



Responsible Authorities – HPCA Act

- Dentistry, dental hygiene, clinical dental technology, dental technology, dental therapy & oral health therapy
- Medical Laboratory Science, Anaesthetic Technology
- Medical Imaging & Radiation Therapy
- Occupational Therapy
- Optometry and optical dispensing
- Chinese medicine services
- Chiropractic
- Dietetics
- Medicine
- Midwifery
- Nursing
- Osteopathy
- Paramedic services
- Pharmacy
- Physiotherapy
- Podiatry
- Psychology
- Psychotherapy

Access to ACC services – the evidence

- ACC reviews of access to services by ethnicity confirm inequality for Māori compared to non-Māori
- Hauora Competencies added to ACC contracts in 2003
- Guidelines for Māori Cultural Competencies developed to assist providers, first published in 2005



Cultural competency landscape

DHBs, PHOs, professional associations and medical colleges provided training (e.g., in-person or on-line seminars, readings, marae visits) to learn about the history of Aotearoa, the sobering data on health inequalities and insights into Māori preferences and experiences

This has been helpful, but it hasn't achieved the expected outcomes

More than 20 years since the Code of Rights required providers to treat everyone with respect, and nearly 20 years since the inclusion of cultural competence in the HPCA Act, persistent unequal disparities in access to care and outcomes remain

It is time to move beyond acquiring knowledge about 'other cultures' and move to interventions that acknowledge and address biases and stereotypes

Cultural competency landscape

**Related to cultural competence
is the concept of cultural safety**

Cultural safety developed in
Aotearoa:

*Health providers to recognise,
respect, and nurture the unique
cultural identity of a patient from
another culture as determined by
that person or family*

***Cultural competence is having the
attitudes, skills and knowledge
needed to achieve cultural safety***

Cultural safety concepts

- Reflect on and address biases and stereotypes – historical and current
 - Systematically monitor and assess inequities (in the workforce and health outcomes)
 - Focus on achieving health equity, with plans to make measurable progress
 - Keep evidence of engagement with Māori communities and whānau
- Undertake cultural safety training and performance monitoring for everyone –staff, supervisors and assessors
 - Apply learning across all practice environments, systems, structures, and policies AND in individual patient care episodes (tailoring care to the individual and their whānau)

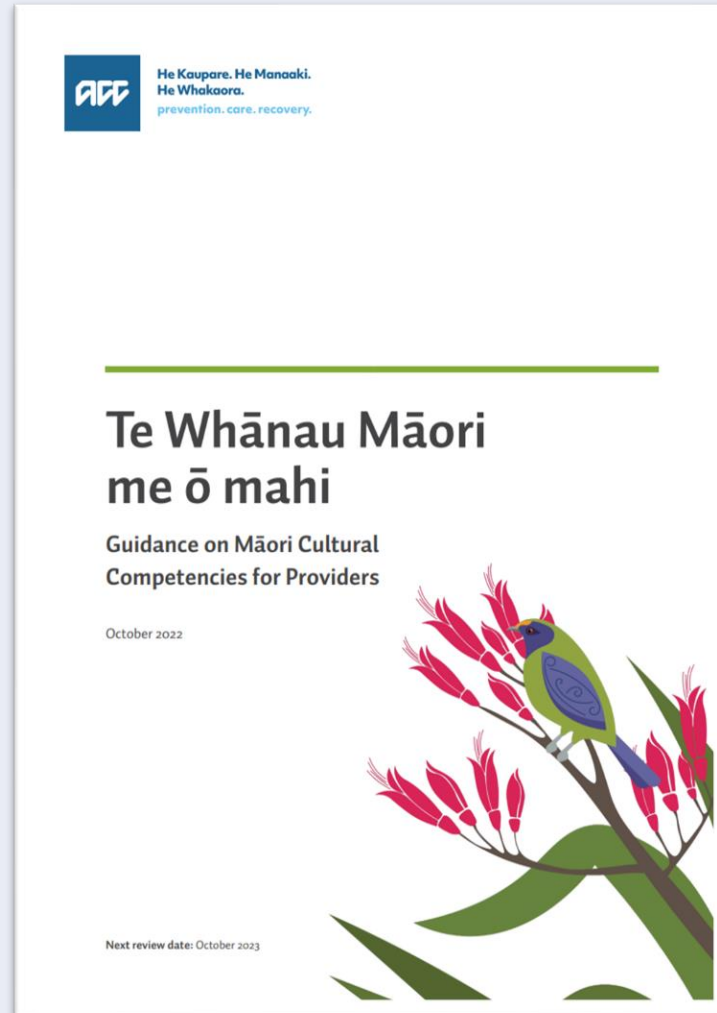
Towards health equity

ACC Kawa Whakaruruhau (Cultural Safety) policy requirements apply to all suppliers and providers

Evidence for:

- cultural safety training and performance monitoring for all kaimahi (staff)
- cultural safety activities incorporating personal self-reflection and self-awareness as part of kaimahi training and professional development
- cultural safety as a requirement for accreditation and ongoing certification
- systematic monitoring and assessment of inequities in their health workforce and health outcomes for kiritaki and whānau

Engaging with the guidance



Greg Swann

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Establishing the policy

- Issued under the Standard Terms and Conditions of the ACC Health Contract
- All health suppliers are required to comply with the policy
- We're here to support you to understand and adopt the policy
- Contractual levers (i.e., to evaluate and performance manage) could be used in future where cultural safety standards set out in the policy are not being met
- Our policy can be simply updated over time as our expectations and requirements evolve

ACC's expectations & provider responsibilities

The policy applies to all individuals supplying and providing ACC-funded health and rehabilitation services

You are expected to:

- ensure cultural safety is embedded in the services you provide
- put processes in place for continuous improvement
- progressively seek to understand and work to address cultural differences and biases
- progressively improve access to your services to achieve equitable outcomes

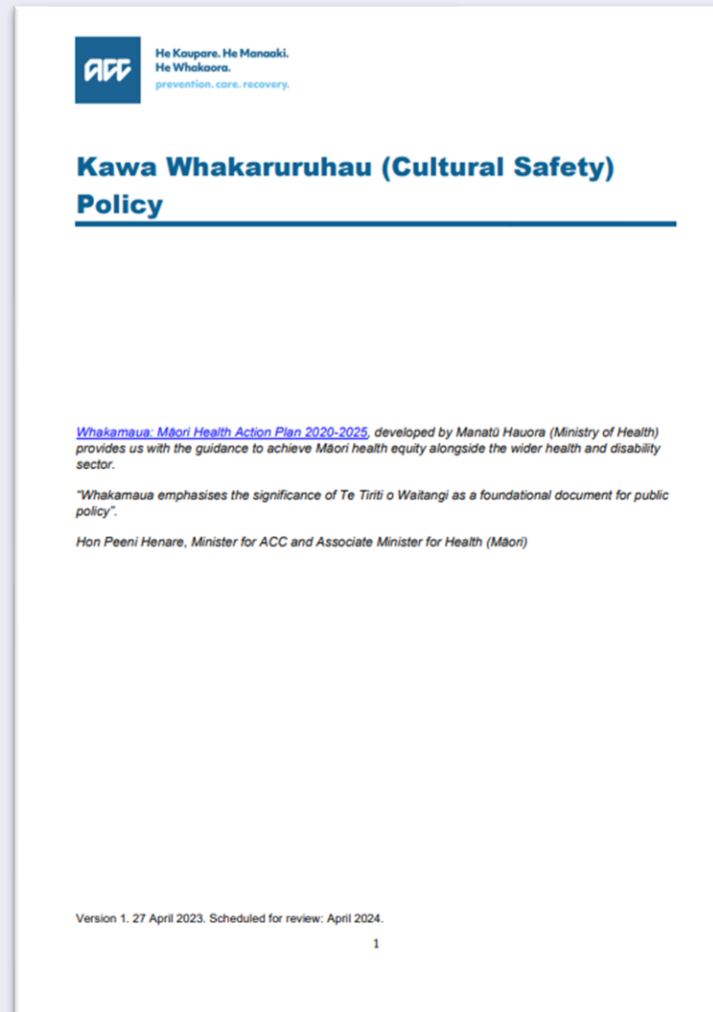
What you need to know

- Utilise ACC's Te Whānau Māori me ō mahi: Guidance on Māori Cultural Competencies for Providers
- Meet or exceed any professional requirements relating to cultural safety
- Incorporate self-reflection, self-awareness and peer review with a focus on power relationships and bias
- Identify and remove barriers to care for ACC kiritaki and their whānau
- Maintain records that demonstrate application of this policy

Workplace and workforce

- Ensure you and your staff comply with the requirements of this policy in a manner that is consistent across your workplace
- Embed cultural safety principles across your organisation, including in service delivery and recruitment strategies, governance, policies and practices
- Increase employment opportunities for cultural groups that reflect your community and the ACC kiritaki that receive your services
- Perform mandatory and regular cultural safety training and development for your entire workforce
- Cultivate community linkages and programmes with cultural and community groups to improve communication, understanding and trust

Engaging with the policy



Call to action



Call to Action – Practitioner

If you are a practitioner, we encourage you to:

- talk to your colleagues about cultural safety and what it means to them
- review your existing professional body expectations around cultural safety
- take time to reflect on your own cultural awareness, capability and bias
- read and understand Kawa Whakaruruhau and its associated guidance

Call to Action – Business Owner

If you are a business owner, we encourage you to:

- talk to your team about what cultural safety means to them and how you might implement it
- review and refresh your internal policies and procedures to ensure they align to Kawa Whakaruruhau and identify and remove any barriers for ACC kiritaki
- undertake cultural safety training with your team
- cultivate community linkages and programmes with local community groups

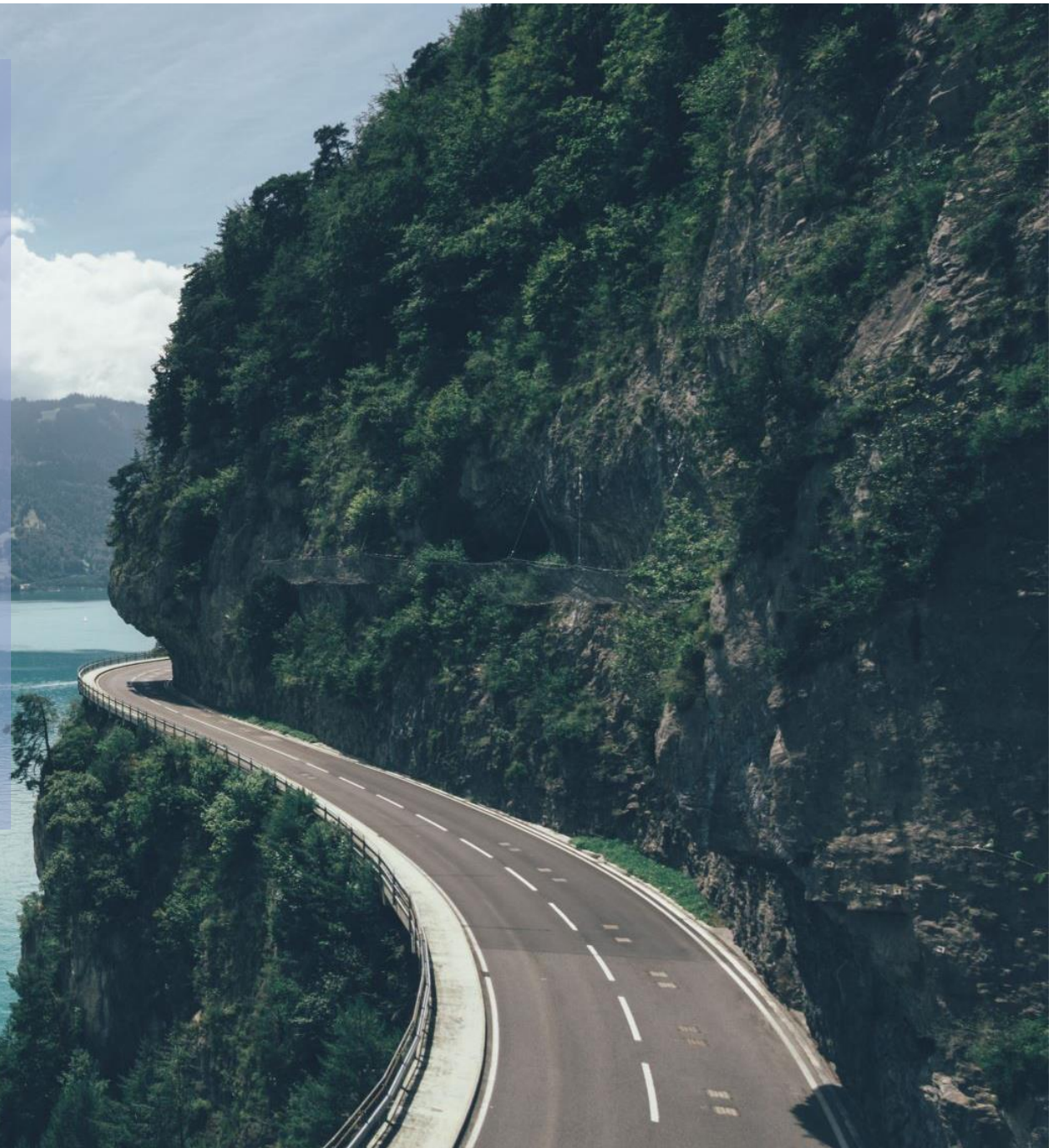
Call to Action – ACC

We are working to improve cultural safety approaches within ACC, through:

- measuring our achievement against Te Kāpehu Whetū - Māori Outcomes Framework
- developing cultural safety approach for ACC kaimahi
- ongoing cultural capability lift across the organisation

Ehara taku toa i te toa
takitahi, he toa takitini

Success is not the work of
an individual, but the work
of many



Merian Graham

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Pātai? Questions?

Ngā mihi

Stay informed through:

- ✓ ACC Provider Update
- ✓ Our website
acc.co.nz/culturalsafety
- ✓ Provider Handbook
acc7909-working-together-cotr-providers.pdf
- ✓ Case studies
acc.co.nz/newsroom



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