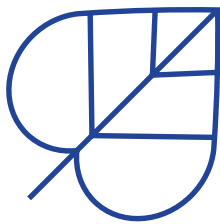


Our approach to cultural safety

 Read time: 3 mins

Nau mai, haere mai. This quick guide is for all contracted and other providers and suppliers delivering rehabilitation and health services to our kiritaki (clients) with covered injuries.

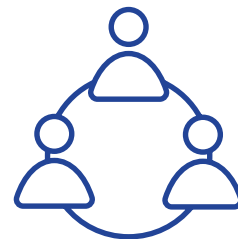


Cultural safety for our kiritaki

We want our kiritaki and their whānau to be welcomed into culturally safe environments where they receive appropriate and equitable healthcare.

Our cultural safety policy for providers, [Kawa Whakaruruhau](#), sets out our expectation on cultural safety across all services we fund.

Our Māori cultural competency guidance, [Te Whānau Māori me ō mahi](#), is designed to support you in implementing the policy.



Your role in cultural safety

Healthcare providers and suppliers need to recognise and respect cultural identities and communities of kiritaki and safely meet their needs to ensure positive outcomes. Our policy has been developed in collaboration with the sector to ensure it aligns with professional standards.



Culturally safe care

Our responsibility

We want to improve the experiences and outcomes of Māori, as Te Tiriti o Waitangi partners, who are more likely to:

- experience a serious injury, but less likely to access ACC services or receive ACC-funded support
- experience inequity in universal healthcare, unequal power relationships and unequal distribution of services or resources.

Our policy and guidance focus on the delivery of culturally safe care to Māori, however this approach is expected to benefit all cultures and communities.

Embedding our approach

We've partnered with sector and cultural safety experts to look at how our policy is being applied. We will continue to evolve our approach in response to the needs of our kiritaki, including considering any monitoring that may be required.

Where to learn more

Our website has our policy and guidance, as well as links to health equity and cultural safety resources to support you in your practice.

acc.co.nz/culturalsafety



He Kaupare. He Manaaki.
He Whakaora.
[prevention. care. recovery.](https://acc.co.nz/culturalsafety)



For more information scan the QR code or...
visit our website or visit acc.co.nz/culturalsafety.