



**Improving the experiences
of Māori and their whānau
when they access our
services and support.**

Whakapā Mai

Visit : 1 Barry Avenue, Ruatoria 4032

Call : 06 864 9004 or 0800 833 502

Email : accngatiporou@npo.org.nz

ACC Kaupapa Māori Navigation



npo.org.nz



He Kaupapa. He Manaaki.
He Whakaoa.
prevention, care, recovery.

What is Kaupapa Māori Navigation Service?

Kaupapa Māori Navigation Services aims to improve the experiences of Māori and their whānau when they access our services and support.

This service is being delivered by regionally based Māori providers. This gives our kiritaki (clients) access to independent, free, technically correct advice and support through an easy to access and trusted provider.

Anyone needing ACC related support can contact a provider in their region to ask for help.

What can you get help with?

The Kaupapa Māori Navigation Services can help you or a whānau member with

- An existing claim
- Lodging a claim
- Understanding the supports and services you can get from ACC

Where can you get help ?

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Physical Injuries ACC Covers

- Sprains or strains (ankle, knee, back or shoulder pains)
- Wounds
- Burns
- Fractures,
- Dislocations
- Dental injuries
- Hearing loss
- Concussion and loss of consciousness
- Maternal birth injuries

These injuries are covered when

- Caused by an accident
- Caused by sexual violence

Injuries Caused by Treatment

ACC will only cover injuries caused by treatment when:

- The treatment caused your injury
- A registered health professional was treating you
- It's not a normal side effect of your treatment

Conditions That Come Gradually From Work

- Tendonitis from overusing muscles or heavy lifting
- Deafness caused by noise at work
- Infections or disease from exposure to certain environments

Mental injuries

- PTSD
- Experienced, seen or heard a traumatic event at work such as a robbery, even when you're not physically injured

Sensitive Claims

- Sexual abuse
- Abused in state care

