

# Onewa Christian Community Cultural sensitivity in New Zealand

**Ivan Yeo, Deputy Director and Lived Experience Lead**



**Asian Family Services**  
*Together enriching lives*

# Asian Family Services

- Website <https://www.asianfamilyservices.nz/>

Asian Family Services has conducted numerous research projects specifically focused on Asian communities. This information can be found under the 'Resources' section of their website, by clicking on 'Asian Research'.

- AFS resources <https://www.asianfamilyservices.nz/resources/>
- YouTube <https://www.youtube.com/@asianfamilyservices>

# Contact

## Website

[www.asianfamilyservices.nz](http://www.asianfamilyservices.nz)

## Email

[help@asianfamilyservices](mailto:help@asianfamilyservices)

[Ivan.yeo@asianfamilyservices](mailto:Ivan.yeo@asianfamilyservices)

## Asian Helpline

0800 862 342

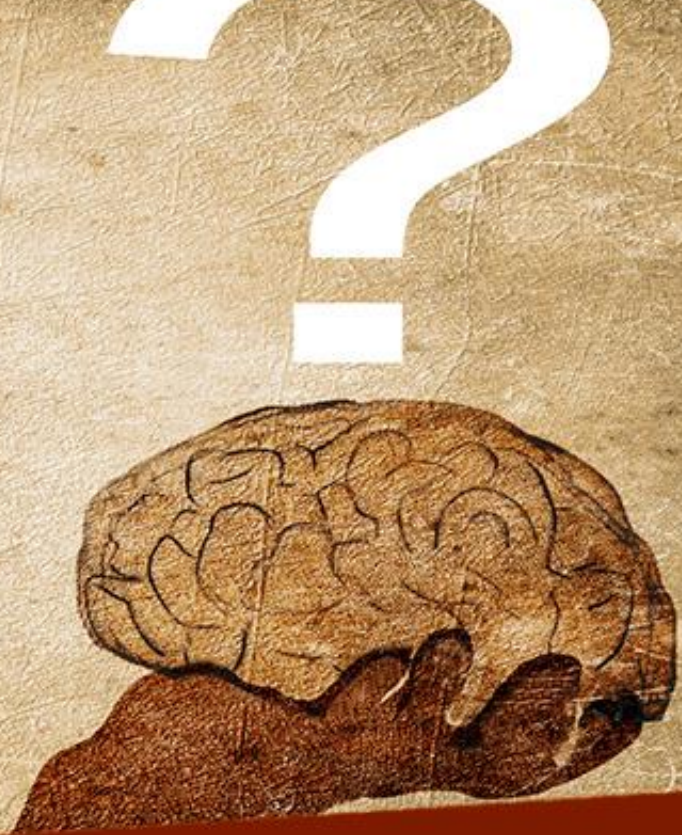


**Asian Family Services**  
*Together enriching lives*





Asian Family Services  
Together enriching lives



## Dualism

Mind and body are distinct and non-identical entities.

## Monism

Mind and body are manifestations of a single substance.







# Transliteration vs Translation



**Transliteration** "Psychologist" might be transliterated as "心理学家" (xīnlǐ xuéjiā), where "心理" (xīnlǐ) means "psychology," and "学家" (xuéjiā) means "scholar" or "expert."



**Translation** "Psychologist" might be translated as "心理医生" (xīnlǐ yīshēng), where "心理" (xīnlǐ) still means "psychology," and "医生" (yīshēng) means "doctor" or "physician."



Asian Family Services  
Together enriching lives

心



甲骨文

小篆

隶书

楷书

乐享社区服务中心

The Chinese word "心" (xīn)  
means "heart" or "mind"

# Chinese words that include the character "心" (xīn), which is associated with feelings, emotions, and the mind

心情 (xīnqíng): Mood or emotional state.

心理 (xīnlǐ): Psychology or mental state.

心态 (xīntài): Attitude or mindset.

心愿 (xīnyuàn): Wish or heartfelt desire.

心痛 (xīntòng): Heartache or emotional pain.

心情好 (xīnqíng hǎo): Feeling good or in a good mood.

心灵 (xīnlíng): Spirit or inner self.

心安理得 (xīn ān lǐ dé): Content or at ease.

- 心疼 (xīnténg): To feel distressed or heartbroken.
- 心有余悸 (xīn yǒu yú jì): To still feel anxious or uneasy.
- 心慌 (xīnhuāng): Nervous or flustered.
- 心平气和 (xīn píng qì hé): Calm and composed.
- 心事 (xīnshì): A matter of concern or something weighing on the mind.
- 心甘情愿 (xīn gān qíng yuàn): Willing or wholehearted.
- 心神不宁 (xīnshén bùníng): Restless or anxious.



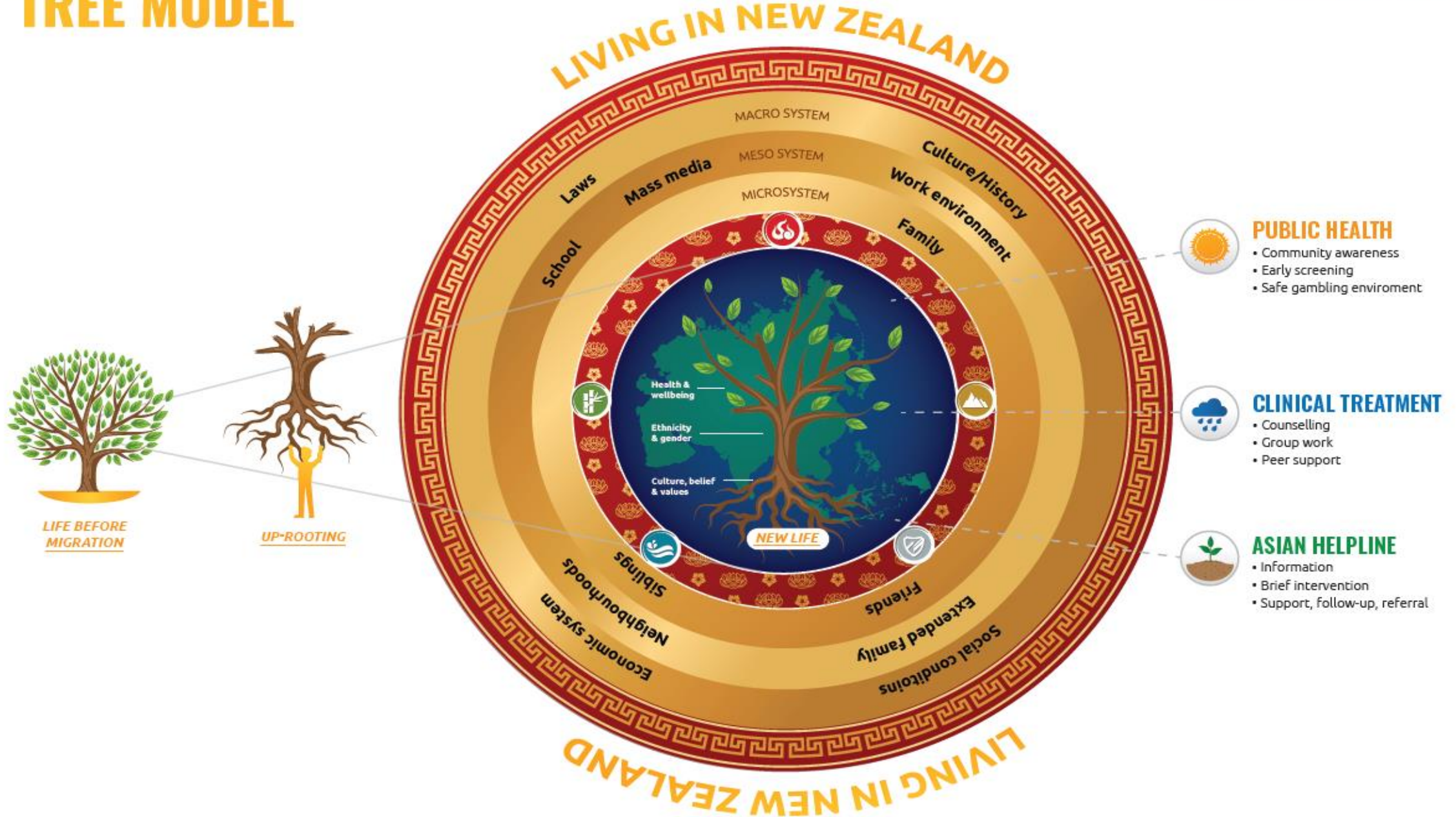




# 1.5/2<sup>nd</sup> generation

[The Inbetweeners, it is okay to be in both worlds \(documentary\)](https://www.youtube.com/watch?v=u0RVVI8d1nM&t=1s)  
<https://www.youtube.com/watch?v=u0RVVI8d1nM&t=1s>

# INTEGRATED TREE MODEL





# What items do new migrants include in their luggage?





What essential items do you hope migrants remember to include on their packing list?







Asian Family Services  
Together enriching lives

# Abraham Maslow's hierarchy



## Self-actualization

desire to become the most that one can be

## Esteem

respect, self-esteem, status, recognition, strength, freedom

## Love and belonging

friendship, intimacy, family, sense of connection

## Safety needs

personal security, employment, resources, health, property

## Physiological needs

air, water, food, shelter, sleep, clothing, reproduction



Asian Family Services  
*Together enriching lives*

**What are some of the  
challenges that  
migrants experience?**



## Losses Encountered:

- **Social network and extended family**
- **Friendship**
- **Status**
- **Language familiarity**
- **Culture identity**

## Adjustments Required:

- **Social Norm**
- **Social Structures**
- **Climate conditions**
- **New Environment**
- **Language acquisition**

## Experience Felt

- **Stress levels increase**
- **Homesickness**
- **Lack of support from community**
- **Discrimination encounters**
- **Loneliness**
- **Culture barriers**
- **Mental health challenges**





BBC News, **How trees secretly talk to each other**

<https://www.youtube.com/watch?v=yWOqeyPIVRo>

# Cross-Cultural Communication



---

Geert Hofstede - Hofstede Insights

<https://welcomeinsight.com/cultures-and-organisations-hofstede/>

---

Richard D. Lewis - The Lewis Model – Dimensions of Behaviour

<https://www.crossculture.com/the-lewis-model-dimensions-of-behaviour/>

---

Trampenaars Hampden-Turner – The 7 Dimensions of Culture

<https://thtconsulting.com/models/7-dimensions-of-culture/>



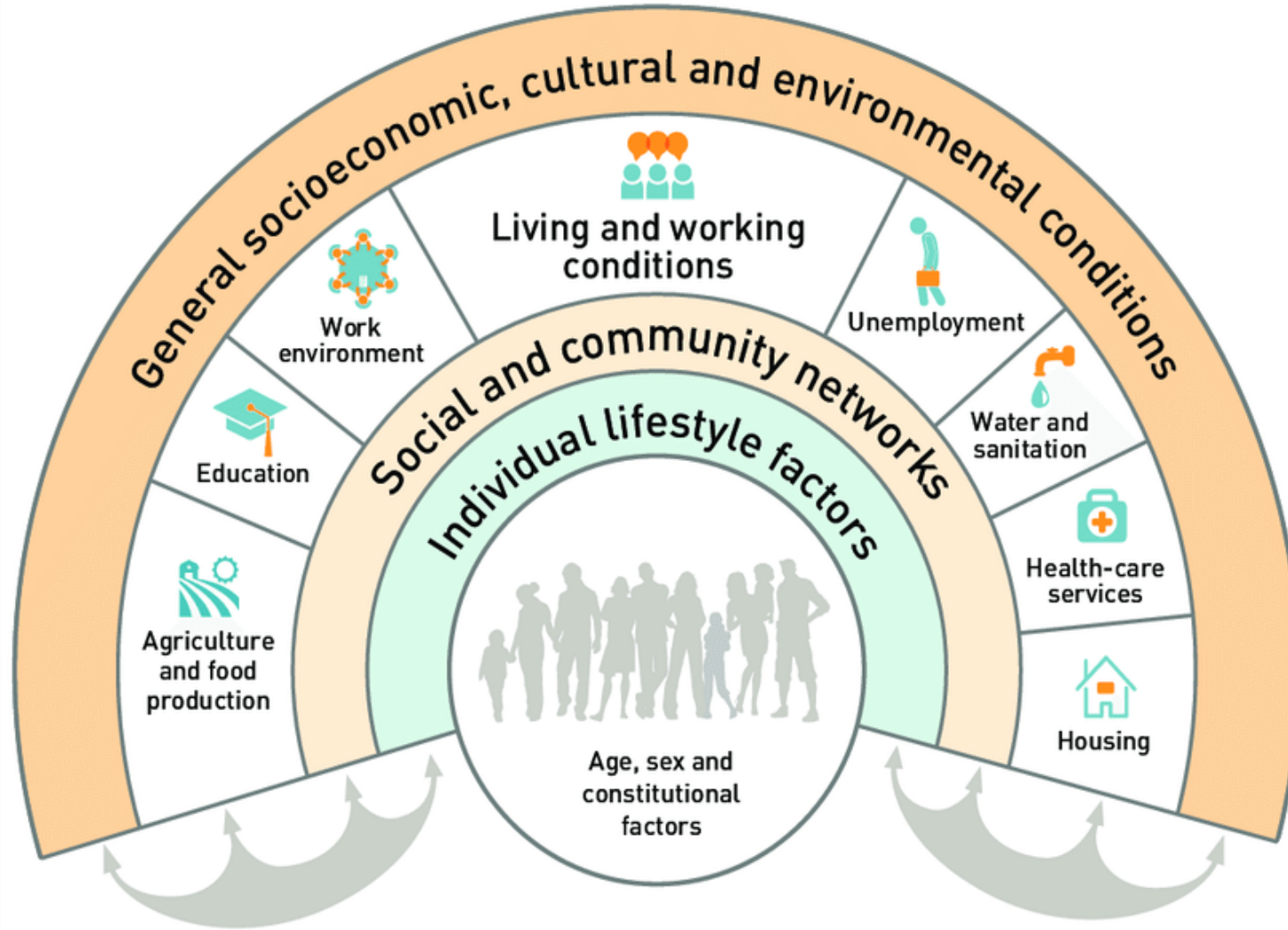




Individual  
Egalitarian  
Specific  
Cognitive  
Low Context  
Task-based

Collective  
Hierarchical  
Holistic  
Heart  
High Context  
Relationship-based

May



Source: Dahlgren and Whitehead (2006) (34).

Jess

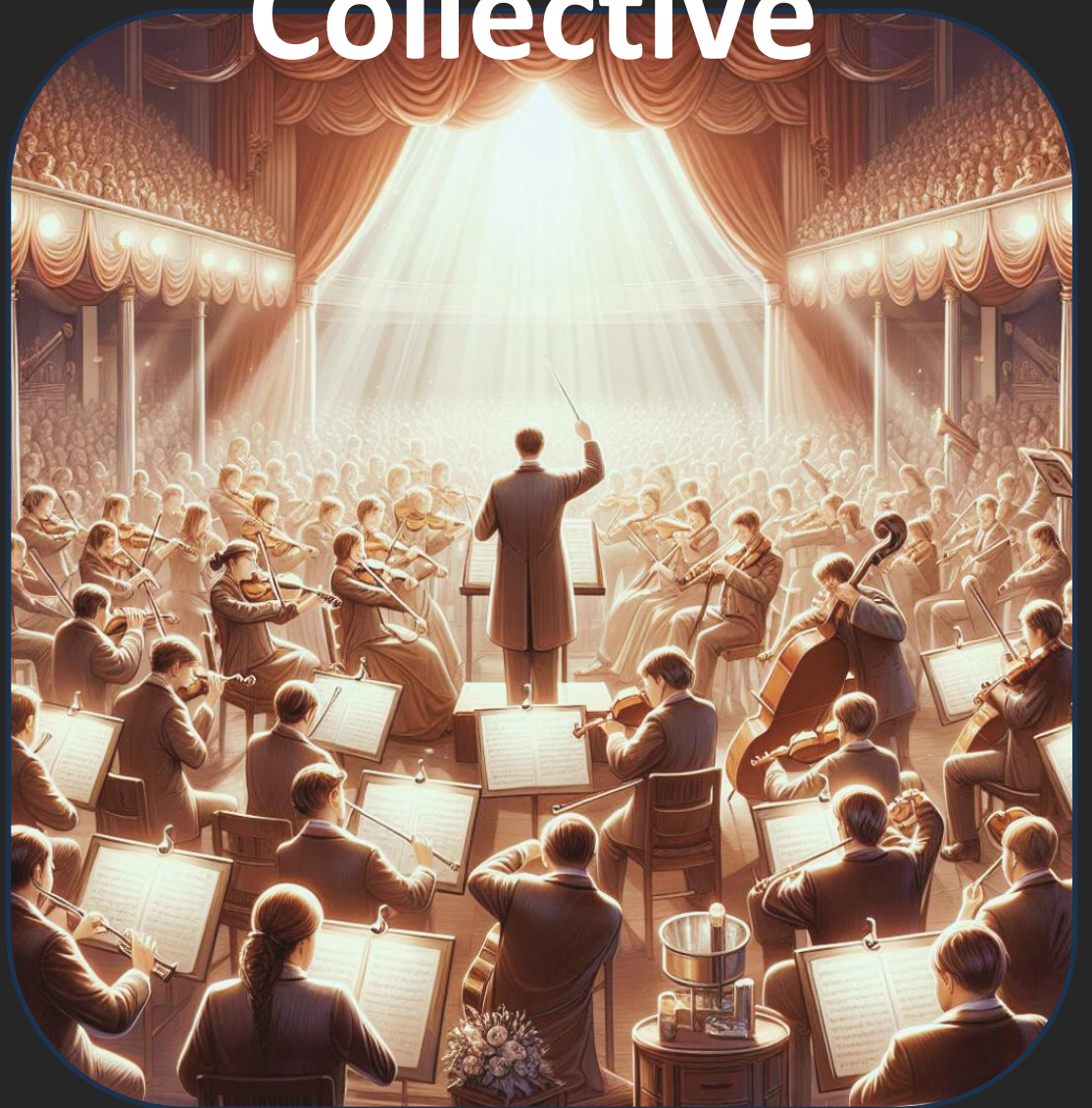




# Individual



# Collective





“I”



“We”





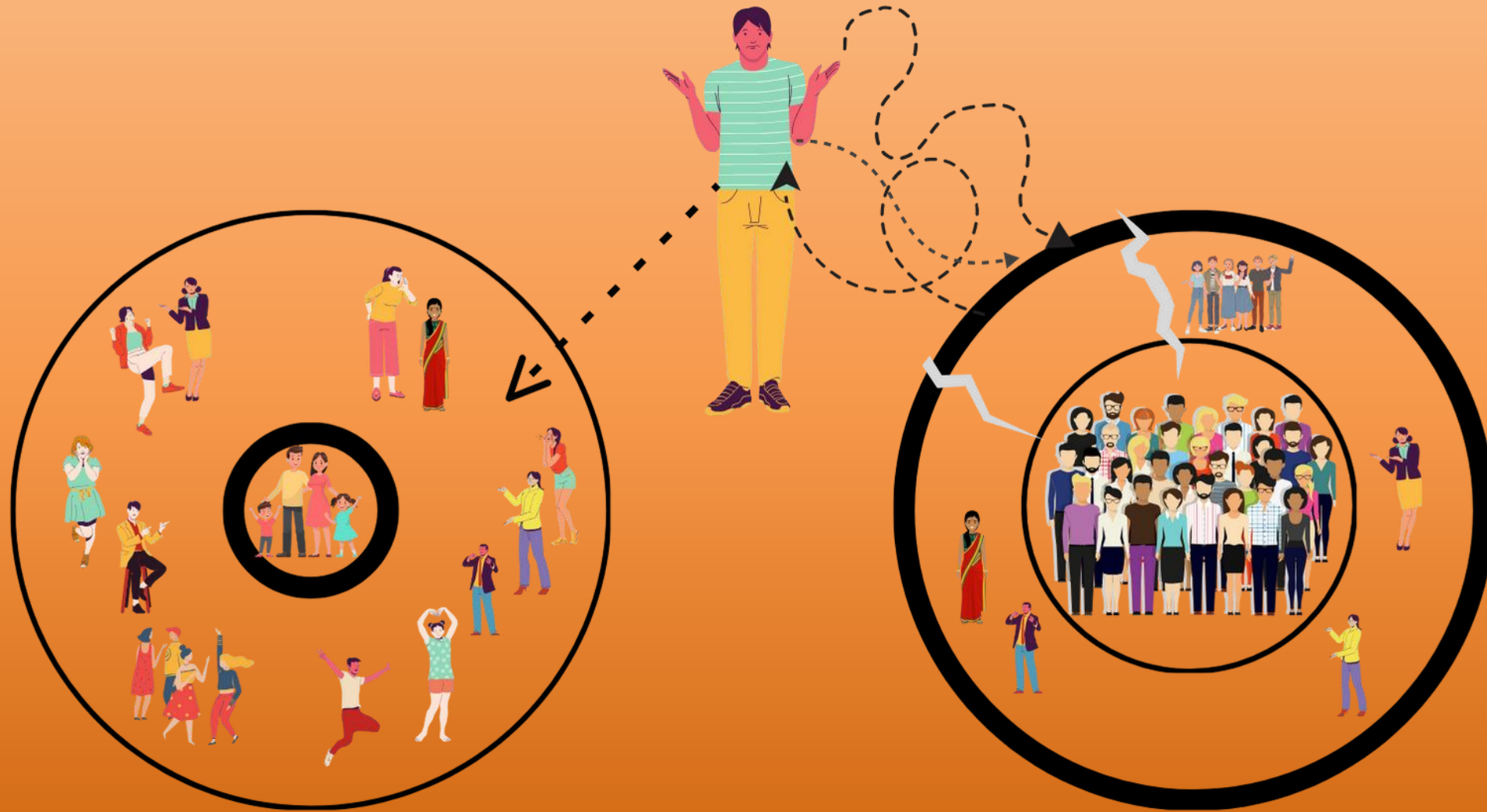
# EGALITARIAN



# HIERARCHICAL



# Cultural Communication



Individualistic

Collectivistic



# Communication



Start with broad questions or concepts, progressively narrowing down to a focused conclusion.



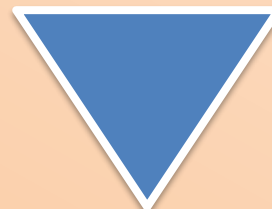
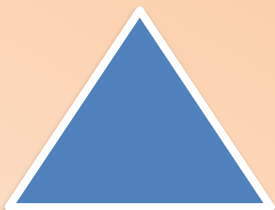
Initiate with an overarching theme, followed by an explanation of its significance and a detailed expansion on the subject.



**128 Khyber Pass Road, Grafton  
Auckland, New Zealand**



**Republic of China, Yunnan Province  
Kunming City, Rennin Dong Street 10**







**Thinking**

**Specific**



**Holistic**



**Asian Family Services**  
Together enriching lives

# Relationship



**TASK ORIENTATION**



**RELATIONSHIP ORIENTATION**







**COGNITIVE**



**HEART**



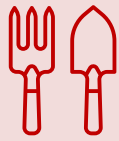
# Uncommon practices

- Assertiveness
- Boundaries
- Privacy
- Self-promotion
- Work-life balance
- Gender Equality
- Self-Advocacy



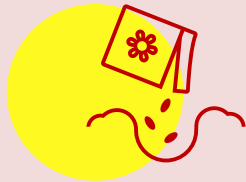


# Our History



**1998**

Launch of PGF Asian Services and Asian helpline



**2012**

PGF Asian Services becomes Asian Family Services



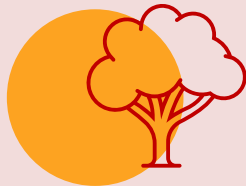
**2015**

Safe Talk Project (Asian Suicide Prevention Project)



**2016**

Asian Wellbeing Services launched



**2017**

ASHA Service launched



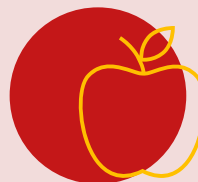
**2020**

NZ Asian Mental Health and Wellbeing Report



**2021**

Community Connected Services launched Incredible Years Parenting programme Launched



**2023**

Official launch of the independent Asian Family Services



# INAUGURAL ANNUAL REPORT 2022/23



[https://www.youtube.com/watch?v=s9Qn7Jp7\\_9o](https://www.youtube.com/watch?v=s9Qn7Jp7_9o)



# The Difference We Make



At AFS, we transform lives. We work with our communities, families and individuals to enable people to thrive.



9,188

Community Connected Services (Ministry of Social Development)

7,734

Asian Helpline (Te Whatu Ora)

4,188

Prevent and Minimise Gambling Harm (Te Whatu Ora)

2,950

Access and Choice – Health Coaching and Health Improvement Practitioner at the Doctors Apollo (ProCare)

1,722

Counselling (Asian Wellbeing Services)

695

Counselling Services (the Cause Collective), 12 General Practitioner Clinics in Auckland

35

Bereaved by Suicide Service (Aoake te Ra)

26,515

Asian Family Services offered support to 26,512 individual in Aotearoa, New Zealand

# Social Media



**Facebook**  
NZAFS



**TikTok**  
afs0800862342



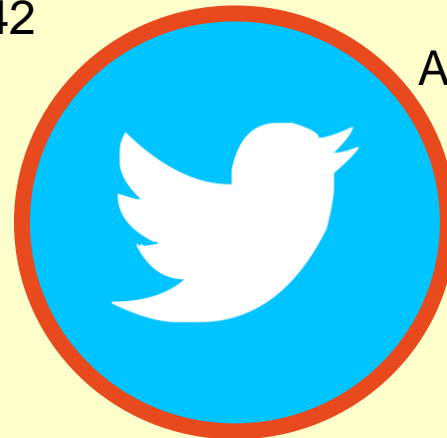
**WeChat**  
AFS\_080086234  
2



**YouTube**  
asianfamilyservic  
es



**LinkedIn**  
asianfamilyservic  
es



**X (Twitter)**  
@AsianFS0800



**Instagram**  
asianfamilyservic  
es



# Social Media

Asian Family Services YouTube Channel : <https://www.youtube.com/@asianfamilyservices>

Facebook <https://www.facebook.com/NZAFS>

LinkedIn <https://www.linkedin.com/company/72072422/admin/feed/posts/>

## **culturally relevant insights and resources that might interest you:**

How to debunk deceptive emotions | Kristen Lindquist

<https://www.youtube.com/watch?v=4mPZC8QQXCo&t=297s>

Tiger parents and the impact on Asian mental health - Ivan Yeo

<https://www.youtube.com/watch?v=kiWWTgQvTFw&t=3057s>