

Cultural Safety – Working Effectively With Ethnic Communities

Whakamanawa 2024 - The National
Social Services Conference



Our Vision

For all ethnic women in New Zealand to achieve their aspiration as Mana Wahine, to be respected and welcomed into their communities and the wider community, free from fear, prejudice and violence.



We are more diverse
than you think...



The six major ethnic groups in New Zealand, 2006, 2013, and 2018 Censuses

	2006 (%)	2013 (%)	2018 (%)
European	67.6	74.0	70.2
Māori	14.6	14.9	16.5
Pacific peoples	6.9	7.4	8.1
Asian	9.2	11.8	15.1
Middle Eastern / Latin American / African	0.9	1.2	1.5
Other ethnicity	11.2	1.7	1.2

Concepts we use in Aotearoa:

- Migrant
- Refugee
- Asylum seeker
- Ethnic



What is culture?



Cultural Iceberg

food
music
language
performance
dance
flags

festivals
fashion
arts & crafts
literature
holidays
games

surface culture

deep culture

Communication styles & rules

-facial expressions - eye contact - personal space -
touching - tone of voice- display of emotion -
conversational pattern/style - gestures - body
language -

"Standards" of

- beauty - friendship -
cleanliness - leadership-
modesty- acceptable
cursing - volume/tone
of conversation -

Approaches to

- religion - courtship -raising children - marriage
- decision making - family planning - problem
solving -

Concepts of

- self- sex - class-
justice - cleanliness -
fairness- gener roles -
age roles- time -

Attitudes towards

-elders - adolescents - dependents -
discipline- expectations - work -
authority - cooperation vs competition
- animals - environment - sin - death-
public displays of affection-



Confirmation bias

The subconscious tendency to search for, interpret, favour and **recall information** that **confirms or support** our beliefs and values



Different values across cultures

- Family vs individual
- Extended Family vs Nuclear family
- Power – Male over female vs equal
- Power – Parent over child vs child more power as older
- Family roles prescribed by tradition vs negotiation on need
- Emotional needs and expression usually hidden vs open
- Decision making/communication/advice by authority based on traditional values Vs win-win solutions based on negotiations.

Ethnic attitude to seeking help

- Feeling of shame and stigma
- Misunderstanding Confidentiality
- Influence of Cultural norms, values and traditions
- Lack of knowledge about social work and counselling
- Low expectations of benefit from any external unknown forms of intervention such as counselling/social work



Working with Clients

Cultural Competency



Working with Clients

Cultural Safety





Working with Clients

Cultural Humility



Who is my
client?



General Barriers

Low socio economic- Loans and Debts

Religious connotations

Family pressure

Fear of Police- authority (child being told)

Complex layers (visa, violence, added pressure, and topped with engaging with justice system for the first time or never before)

Stigma of small communities

“Culturally insensitive systems” –(Tse, 2007)

Lack of trust (both culturally competent and trust)

Lack of support (Isolation)



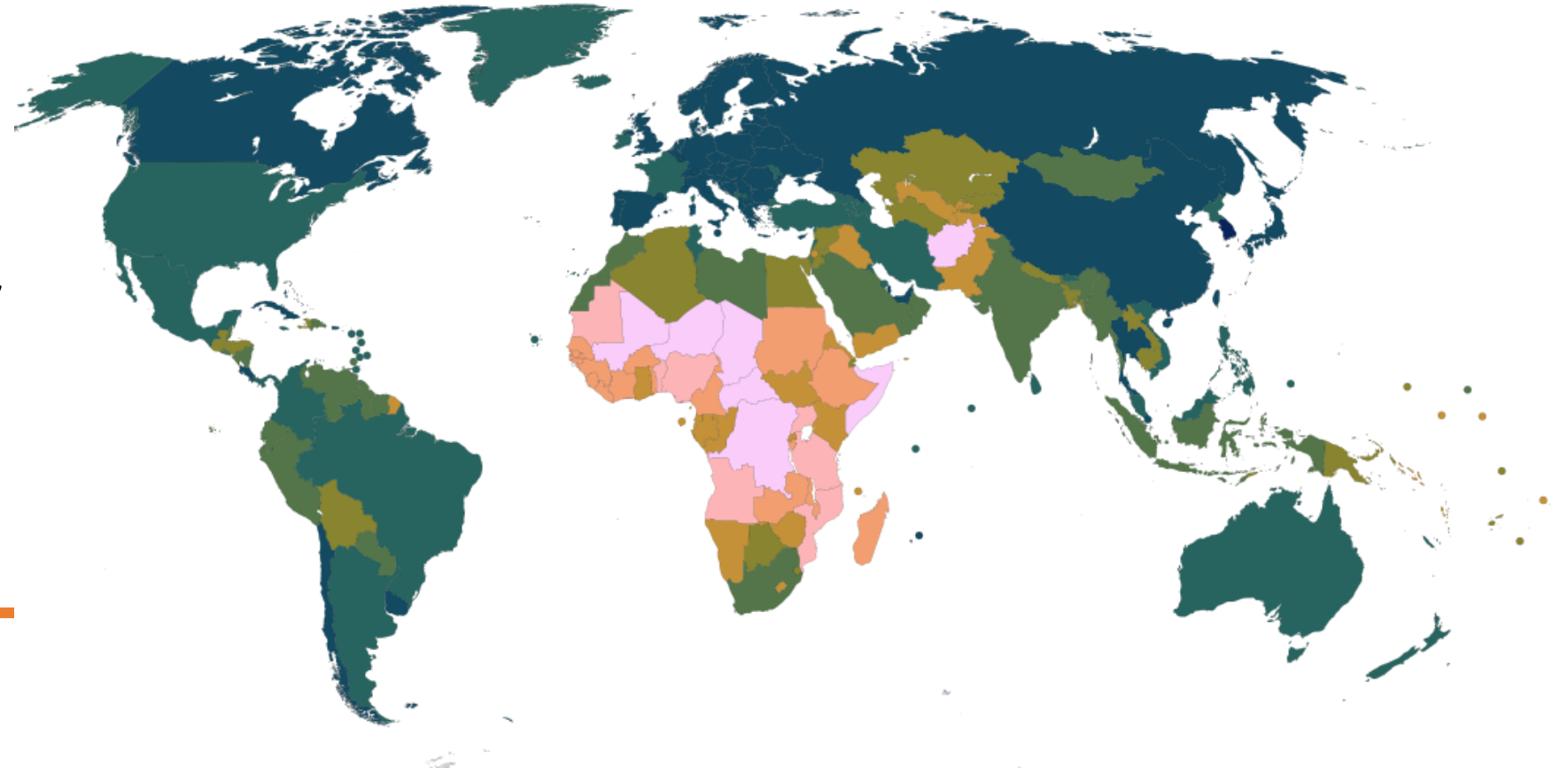
Asking the right questions

- Religion
- Country of Birth
- Language
- Ethnicity

Country of Birth

Journey

Experiences





Religion

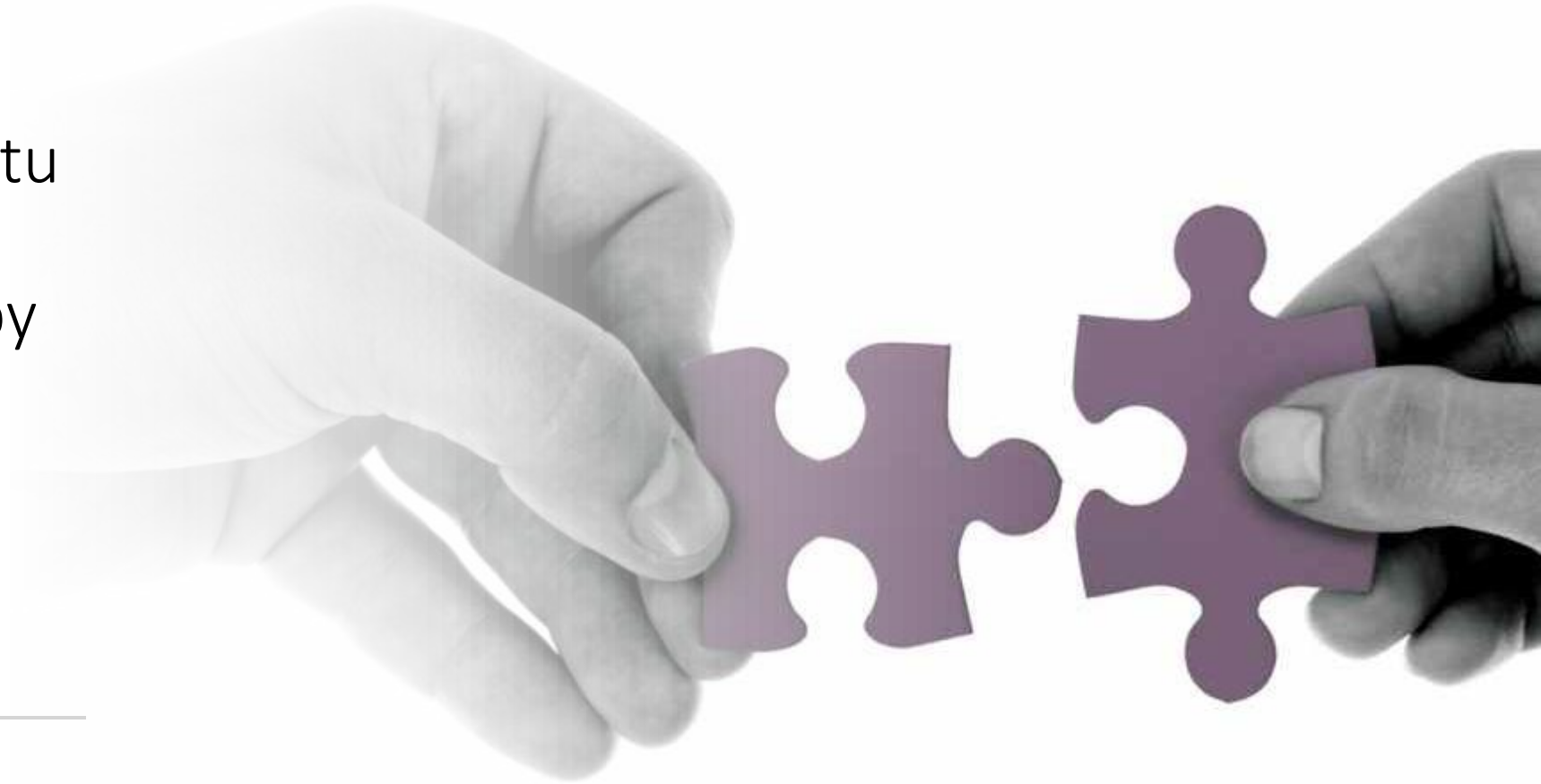
Values

Compliance

Cultural Influence



I orea te tuatara ka patu
ki waho
A problem is solved by
continuing to find
solutions.



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