



Asian Family Services

“A culturally responsive health improvement practitioner & health coach service”

Presented by:

Kelly Feng, National Director Asian Family Services

Alex Wang, Project Lead, Asian Family Services

eCALD Cross-cultural Interest Group Webinar

16th November 2021 (Tuesday) 6.30pm to 8.00pm



Asian Family Services

Our Vision & Mission

Vision

All people of Asian heritage and background lead flourishing and fulfilling lives in an equitable Aotearoa New Zealand.

Mission statement

To enrich individual and family lives by providing professional, culturally tailored evidence-based services to support the wellbeing of Asians in New Zealand.

Asian Family Services Strategy

VISION:

All people of Asian heritage and background lead flourishing and fulfilling lives in an equitable Aotearoa New Zealand

MISSION STATEMENT:

To enrich individual and family lives by providing professional, culturally tailored evidence-based services to support the wellbeing of Asians in New Zealand

OUR STRATEGIC PRIORITIES

- Enhance Asian wellbeing**
 - Expand and grow existing programmes
 - Develop and research services that are culturally and linguistically appropriate for Asians
 - New programme development
 - Assess and address wellbeing service gaps and needs in the Asian community
 - Know what works through research and evaluation of our initiatives
- Be the go-to Asian wellbeing organisation**
 - Become the centre of excellence and innovation for Asian service, research and evaluation
 - Ensure we have a strong and sustainable organisation (structure and operation)
 - The strength of our leadership is supported, developed and apparent
 - We are an employer of choice
 - Increase awareness of Asian Family Services' programmes and services
- Drive equitable system change**
 - Increase and promote research to understand the Asian community and health needs, and what is needed to achieve equitable outcomes
 - Influence government and policy change for Asian wellbeing
 - Influence the Asian business community for Asian wellbeing





Asian Family Services

About

US

Established in 1998

Offices in Auckland, Hamilton, Christchurch and Wellington

New Zealand's only service provider for Asian people who are affected by gambling harm and providing more social and mental health services nationwide

Dedicated group wanting to make a difference to Asian people's lives

Board Members



Fred Pau
Board Chairperson



Richard Northey
Board Member



John Wong
Board Member



Raj Singh
Board Member



Dr Aram Kim
Board Member



Rajen Prasad
Board member





Kelly Feng
National Director



Ivan Yeo
Deputy Director/Health Promoter Lead



Julia Zhu
Clinical Practice Leader/AWS coordinator



Shirleen Prasad
Asha Practice Lead



Jongsung Chun
Admin Support/Health Promoter/PA



Imsoo Kim
Counselor/Health Promoter/HPI



Mayumi Young
Counselor



Hyunsook Rhee
Counselor



Bo Ning
Researcher/Project Coordinator



Alex Wang
Project Lead



Jiali Li
Counselor



Hoang Doan
Cultural Support/Health Promoter



Meaw Appel
Cultural Support/Health Promoter



Yvonne Tang
Social Worker



Ivy Xia
Social Worker/Health Promoter



Aashini Jutson
Counselor/Health Promoter



Sunjin Heo
Counselor



Ashvini Chandra
Asha Health Promoter



Hong Yuan
Health Promoter



Carmen Wang
Counselor/Health Promoter



Danny Wu
Counselor/Health Promoter



Darcy Zhao
Social Worker/Health Promoter



Annie Zhang
Administrator/Health Promoter

Our team

The Asians in New Zealand

- By Stats NZ's definition, contain **34** classifications, including southeast Asian, Filipino, Cambodian, Vietnamese, Burmese, Indonesian, Laotian, Malay, Thai, Chinese, Hong Kong Chinese, Cambodian Chinese, Malaysian Chinese, Singaporean Chinese, Taiwanese, Indian, Bengali, Fijian Indian, Indian Tamil, Punjabi, Anglo Indian, Sri Lankan, Sinhalese, Sri Lankan Tamil, Japanese, Korean, Afghani, Bangladeshi, Nepalese, Pakistani, Eurasian etc.
- Chinese and Indians make up the two largest Asian groups in New Zealand.





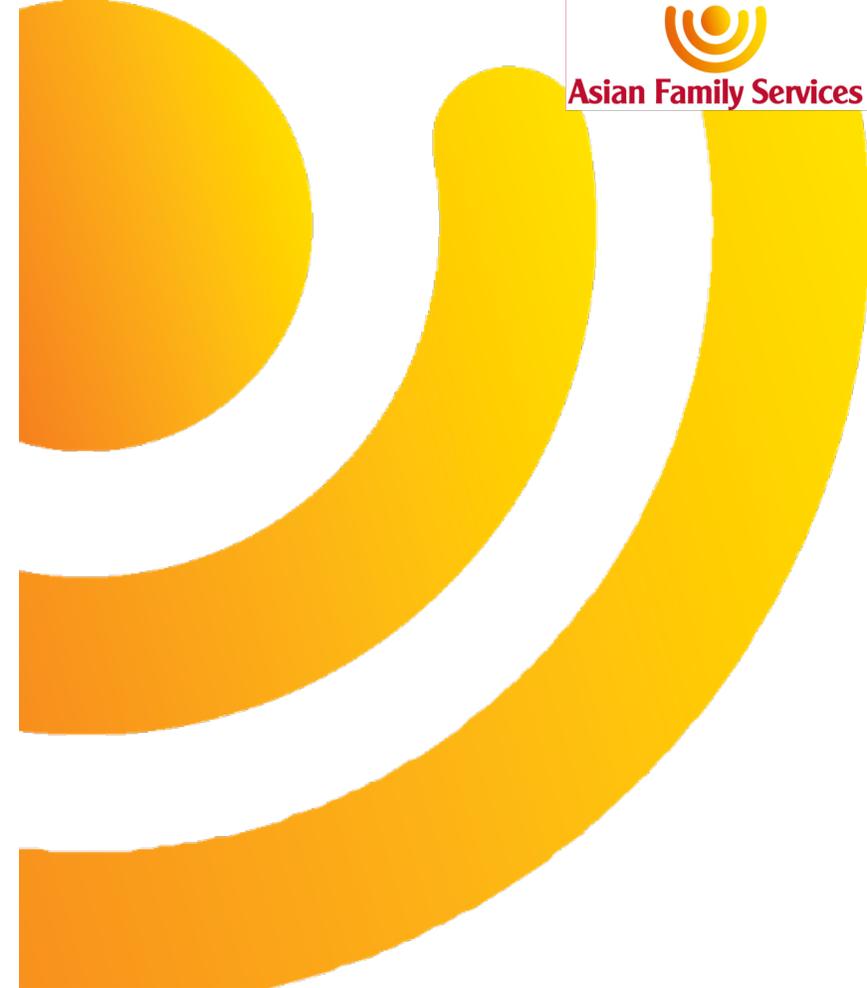
Ethnic Groups

Ethnic group	2013	2018
European	74%	70.2%
Māori	14.9%	16.5%
Asian	11.8%	15.1%
Pacific peoples	7.4%	8.1%
Middle Eastern/Latin American/African	1.2%	1.5%
Other ethnicity	1.7%	1.2%

Diversity of New Zealand Population | Census 2018



Asian Family Services



Diversity in New Zealand

Gambling Harm Minimisation & Asian Helpline



Our Helpline is available in 8 different languages:

English, Mandarin, Cantonese, Hindi, Korean, Vietnamese, Thai and Japanese

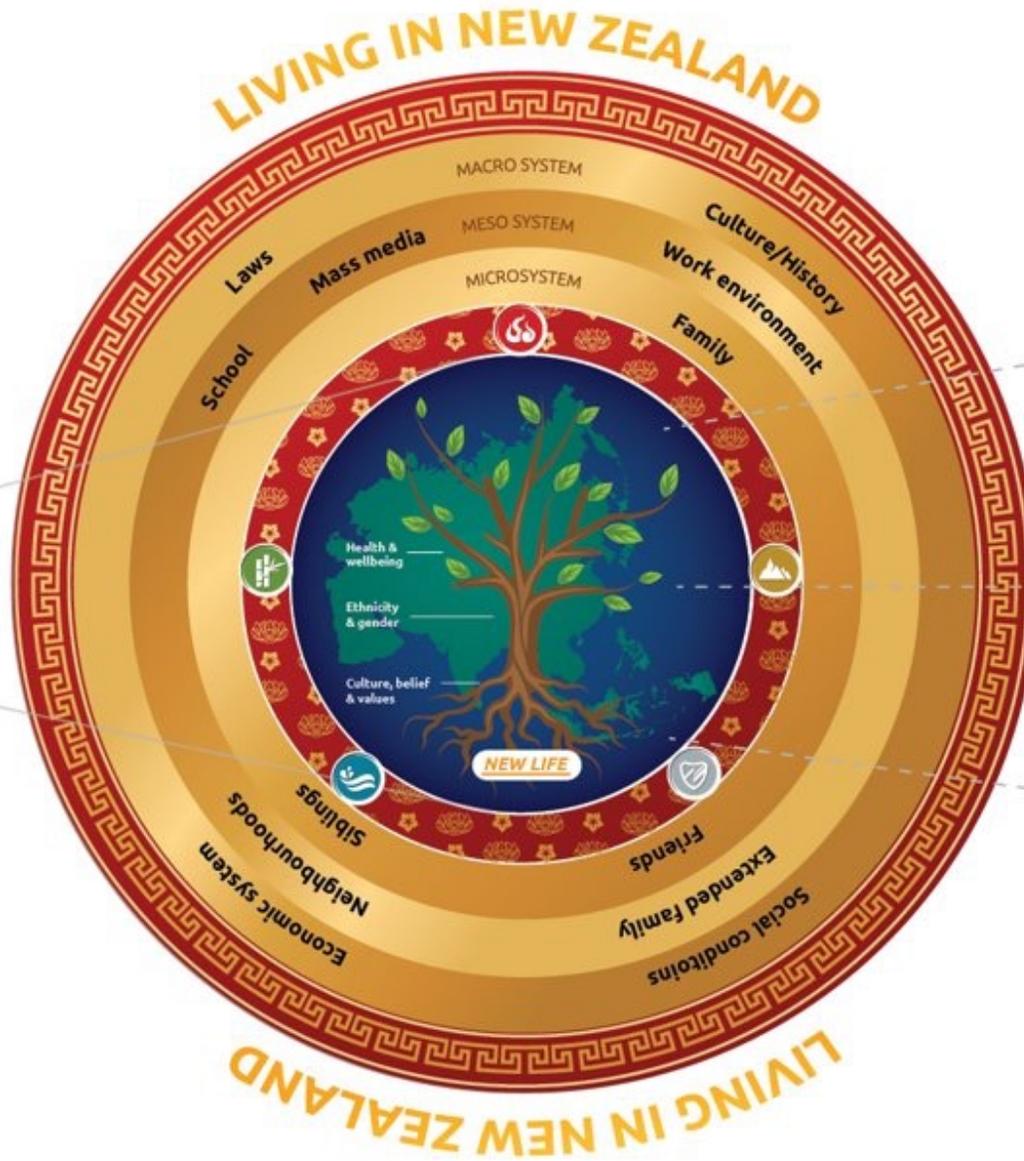
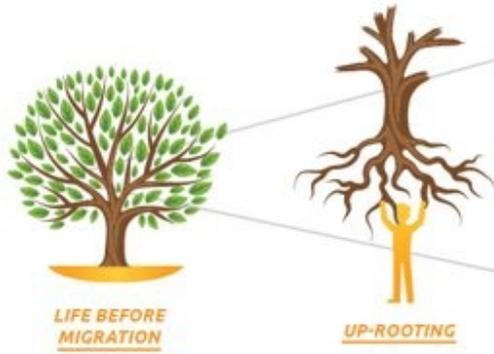


Nationwide, professional & confidential services



Qualified and registered Counsellors and Social Workers

INTEGRATED TREE MODEL



PUBLIC HEALTH

- Community awareness
- Early screening
- Safe gambling environment

CLINICAL TREATMENT

- Counselling
- Group work
- Peer support

ASIAN HELPLINE

- Information
- Brief intervention
- Support, follow-up, referral



Asian Family Services

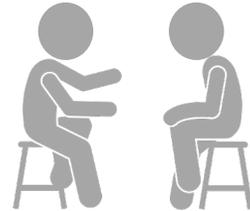


Asian Family Services

Key Service Areas



Gambling Harm
Minimisation
& Asian Helpline



Asian Wellbeing
Services



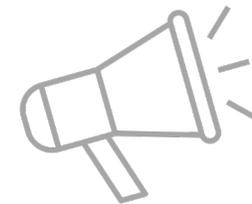
Research



Projects



Wellness Services



Advocacy

Projects



Tomorrow will be better:
A Chinese Resource for Suicide Prevention

LOVE...
• Listen carefully and attentively
• Induce hope
• To/With help
• Talk Emphatically

HOPE

明天会更好
华人自杀行为的预防资源

www.asianfamily.org.nz



MINISTRY OF SOCIAL DEVELOPMENT TE MANATŪ WHAKAHIATO ORA

CERTIFICATE OF APPRECIATION

In recognition of outstanding dedication and commitment of

Asian Family Services

With sincere thanks for your support in volunteering your time and skills to support the translation of necessary COVID-19 information on behalf of the Northern Region Health Coordination Centre

S. Lawrence
Sensible Support
Asian, Migrant and Refugee Health Case Manager
Waterford DHB and Auckland DHB

Matthew Rogers
Co-lead Communications & Public Information Management
Northern Region Health Coordination Centre



Ministry for Ethnic Communities Te Tari Mātāwaka



Asian Family Services

MINISTRY OF EDUCATION
TE TĀHUHU O TE MĀTAURANGA

MINISTRY OF HEALTH
MANATŪ HAUORA

Asian Family Services

Come and Celebrate Asian Culture

Free Family Portrait

Thursday 20th October 2019 11am-3pm
Address: Mt Eden War Memorial Hall 105 Dominion Rd, Mount Eden

Intercultural Communication

This is part four of a six part webinar series for interprofessional students run by Asian Family Services.

Asian Helpline
0800 862 342

Guest Speakers:
LUC Clark Board Director
GAIL LEE Director
JUDITH JARVIS Research Fellow
JONATHAN YOUNG Director
ALEXANDER CHEN Research Officer



Asian Wellbeing Services (AWS)

Established in 2016

Professional and confidential psychological interventions and tailor-made psychoeducation and therapy workshops

Experienced team of registered professionals offering a wide range of counselling and psychological services

Services are culturally and linguistically appropriate



asha



The Asha Programme

The Asha programme aims to help South Asians who are impacted by harmful gambling – either their own gambling or someone else's, such as a family member or friend.

The Asha programme focuses on raising awareness of harmful gambling in the South Asian community through public health initiatives that address the stigma attached to gambling problems and can prevent someone from reaching out and seeking help.



DIGI LANGUAGE SUPPORT

BRIDGING COMMUNICATION BARRIERS





Research

Team of experienced Asian health researchers

Leading several research projects exploring the mental health and addiction experiences of Asian people in New Zealand

Currently, conducting nine projects and our research capacity is growing

List of research projects

- Gaps, challenges and pathways to improve Asian mental wellbeing—WTMF project research findings
- Supporting Equitable Perinatal Mental Health Outcomes for Asian Women
- New Zealand Asian Responsible Gambling Report 2021
- New Zealand Asian Wellbeing & Mental Health Report 2021
- NZ Asian Mental Health & Wellbeing Report 2020
- AFS Telehealth evaluation
- MOH Innovation research projects
- Partnership with Moana Research DPMC re COVID 19

<https://www.asianfamilyservices.nz/resources/resource-categories/afs-research/>



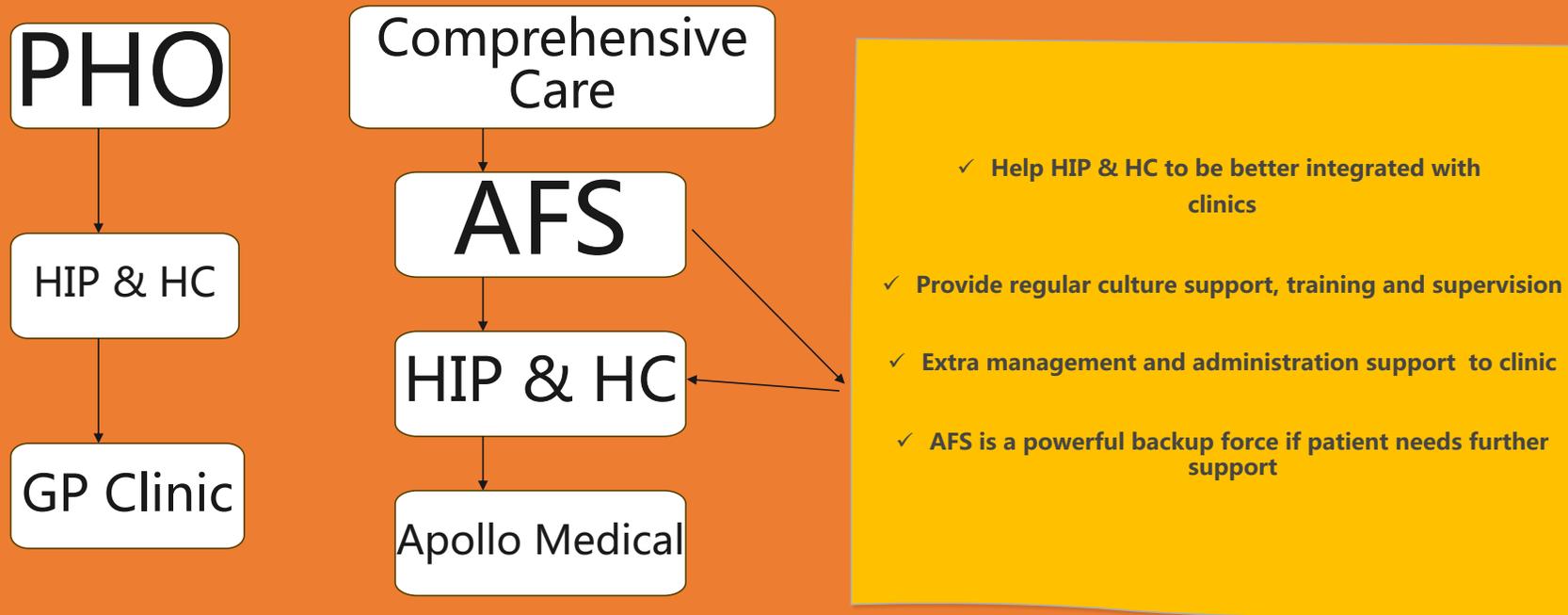


AFS research reports



Access and Choice programme
Integrated Primary Mental Health and Addiction (IPMHA)
Wellness Services at Apollo Medical

Collaboration between AFS & Apollo Medical



Integrated primary mental health and addiction Model

2013--Three new roles were developed and tested in metro Auckland .

2017/18--They were then brought together, piloted and evaluated in the “Fit for the Future” initiative.

2019 --Deliver the wellbeing model of service across Auckland.

2021 --IPMHA received the Waitemātā DHB Health Excellence Award.

In May 2021, the services now rolling out in all 20 DHB areas.

In June 2021, there were 237 GP practices offering the services with more starting each month.

Reference: <https://www.aklwellbeingcollab.co.nz/about.html>

The aim of these new services

Increase	Increase	Reduce	Improve
Increase access and equity of access	Increase choice in addressing people's holistic concerns	Reduce wait times for mental health and addictions support	Improve population health and equity outcomes

Integrated primary mental health and addiction Model

GP and practice team

HIP



Health coach

Awahi Ora Community Support
Workers

Health Improvement Practitioner



HIPs are specially trained registered practitioners, such as psychologists, nurses, occupational therapists and social workers. Their job is to assess patients' needs, develop a plan, provide evidence-based health interventions and coordinate support.

- Stress
- Community service liaison
- Grief and loss
- Lifestyle change
- Anxiety
- Parenting
- Depression
- Sleep
- Emotion management
- Family relationship



Asian Family Services
Together enriching lives



Health Coach

Health Coaches come with diverse backgrounds and cultures and are trained to help patient understand health issues and learn to manage them better. They will support lifestyle change, provide emotional support, help you access services and act as your advocate.

- Providing information regarding to patients' health and health management
- Liaison between doctors and patients
- Providing peer culture support to manage patients' health
- Connecting patients with appropriate resources to support their health management



Asian Family Services
Together enriching lives

Wellness Team



Frank



Eve



Im Soo



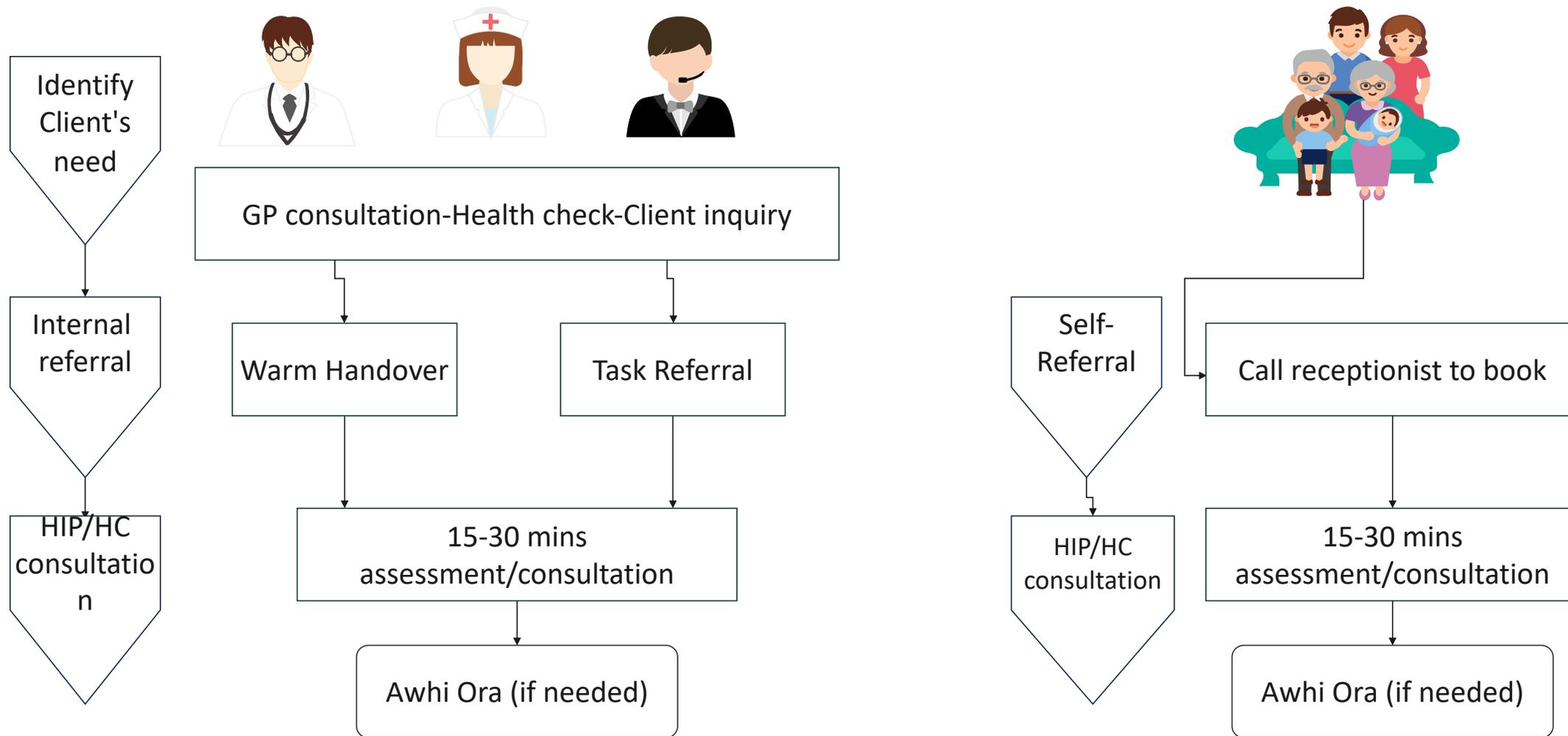
Linda



Rosa



Daily practice flow chart



Key components of HIP practice

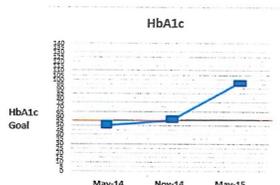
- HIP consultation agenda
 - Duke assessment
- Strength difficulties questionnaire (SDQ)
 - Attending GP huddles
- Attending peer supervision ,Training,
Wellness team meeting



Asian Family Services
Together enriching lives

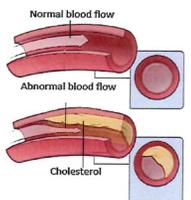


THE **A-B-Cs** OF Cardiovascular disease
HbA1c, **B**lood Pressure, and **C**holesterol



A is for HbA1c
 HbA1c measures how well **blood sugar** is controlled over the past 3 months. The goal for HbA1c is less than 5.5 or as your doctor has recommended.

B is for Blood Pressure
 Your **blood pressure** numbers tell you the force of blood inside your blood vessels. When your blood pressure is high, your heart has to work harder. The goal for blood pressure is below 130/80 (said "130 over 80"). High blood pressure can cause heart attack and stroke.

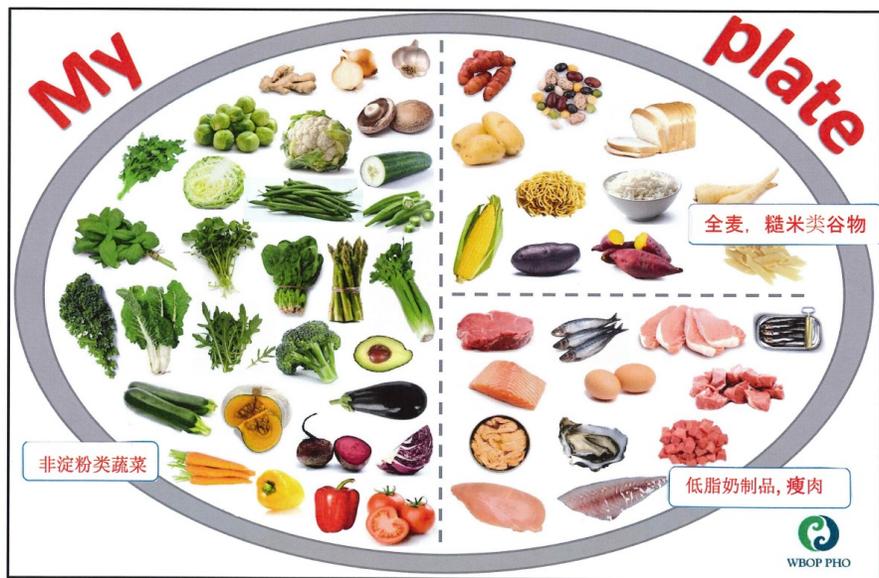
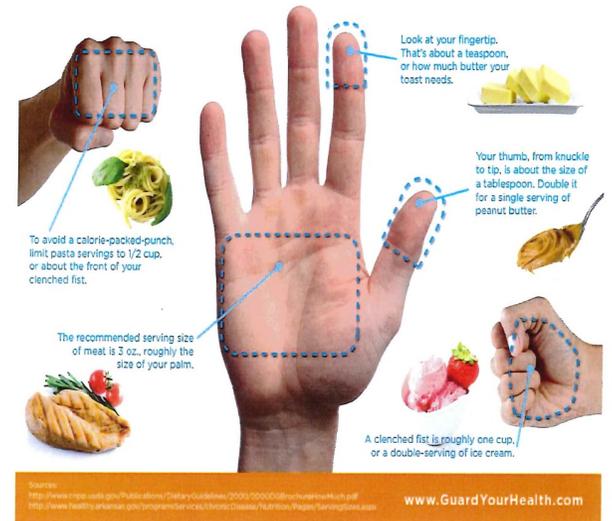


C is for Cholesterol
 Your **cholesterol** numbers tell you the amount of fat in your blood. Some fats, like HDL cholesterol, protect your heart. Other kinds, like LDL cholesterol, can block your blood vessels and cause heart attacks and strokes. The traditional goal for LDL cholesterol is less than 2.0.

Key components of HC practice

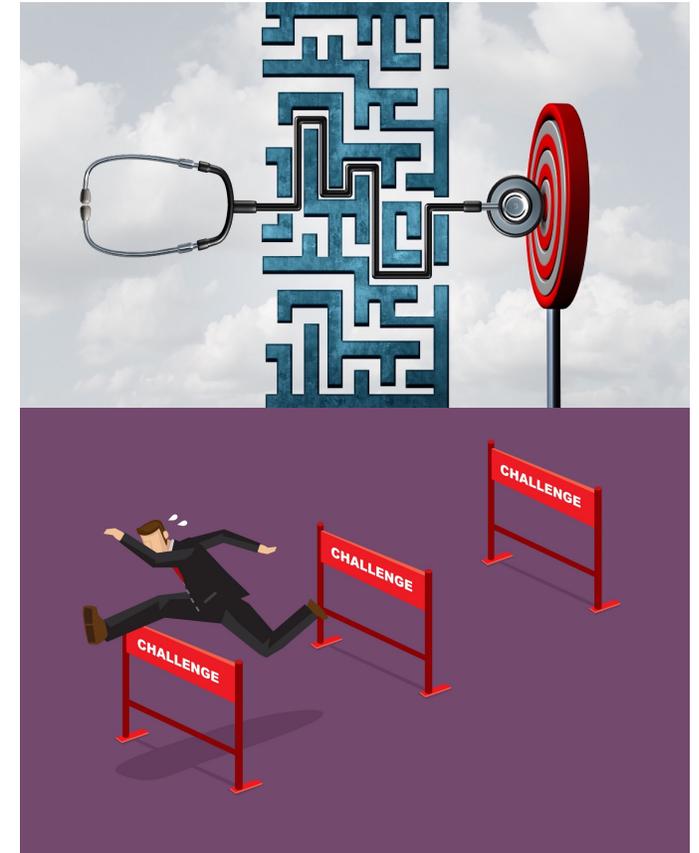
- How does HC fit into the practice
- HC Consultation agenda

Hand Guide To Portion Control

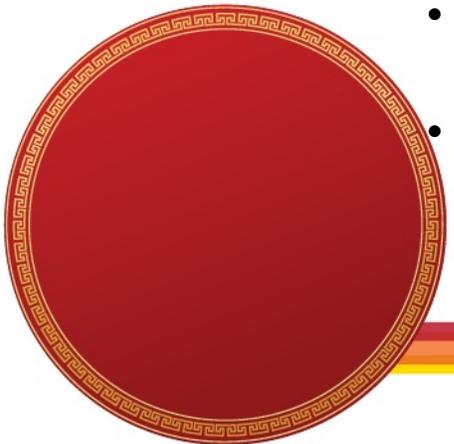


Challenges

- Spend extra time to explain NZ Mental health system and to destigmatize mental health issue(30 mins is not enough)
- Current western practice model not fully fit in Asian Culture
eg. Follow ups, core values
- Blur clinical boundaries consultation VS Counselling
- Insufficient ongoing training and support
- Referrals highly rely on GPs ,but sometimes there are dilemmas



Asian Family Services
Together enriching lives



Case Study



Case 1: Chinese Couple in their 70's with long term condition

Case 2: mid-30 years old Chinese lady has relationship issue

Case 3: 59 years old South African lady with terminal cancer.

您好, Linda

几天过去了, 您贴心的工作态度及敬业精神依然令我们难以忘怀, 真的真的是他乡遇故知的感觉, 太贴心了! 您把患者当亲人令我们感动, 也真的受益匪浅。最重要的是我们真的按照您不厌其烦的科学的, 图文并茂的指导去做了, 我先生甚至几十年的熬夜恶习也在这几天逐渐变好! 感激之情溢于言表。

真的很多道理我们可能也略知一二但就是平时不践行, 懒惰, 但您科学的讲解及用我们的化验结果对比对照时间来严明厉害令我们印象深刻, 也让我们警醒!!! 这两天我们都按您的指导尽可能多活动健身走路, 饮食上也在按您推荐的比例了, 🍌感觉您施了魔法!

(先生很顽固, 以前谁说都不听偏偏信任您)我想这就是您的专业精神, 敬业态度及患者当亲人的感觉吧! 您的那个健康, 情绪和社交的测试我们特别重视, 都在调整自己情绪状用积极的态度来面对生活。如果没有您的测试和分数, 我们真不知道会有这么多需要调整的东西, 所以受益匪浅真的真的是大实话真心话!

短短的几句话真的不足以表达我们全部感受, 几天来我们的变化和我们的谢意。为您的责任感, 专业精神, 耐心, 平等待人点个大大的赞🍌🍌🍌!!!

谢谢您的时间

祝好人一生平安! 家人幸福!



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Q&A

