



香港樹仁大學

HONG KONG SHUE YAN UNIVERSITY

2022/2023

EXPERIENTIAL LEARNING TOUR TO NEW ZEALAND REPORT

11 AUGUST 2023 – 18 AUGUST 2023



工作實習辦公室

Industrial Attachment Office

knowledge · experience · network



Experiential Learning Tour NEW ZEALAND SUMMER 2023

11 AUGUST 2023 - 18 AUGUST 2023

PROGRAMME HIGHLIGHTS



Visiting social service agencies in New Zealand;



Working with agency staff in New Zealand to organize activities;



Raising the knowledge of offering service in the multicultural context;



Enhancing the cultural sensitivity via providing service in NZ community;



Learning the latest development in social service sector & social enterprise in Oceania region.



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REFLECTION ON THE VISIT TO CNSST FOUNDATION

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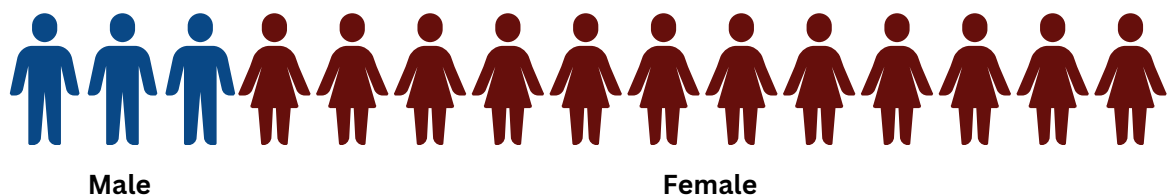
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INTRODUCTION

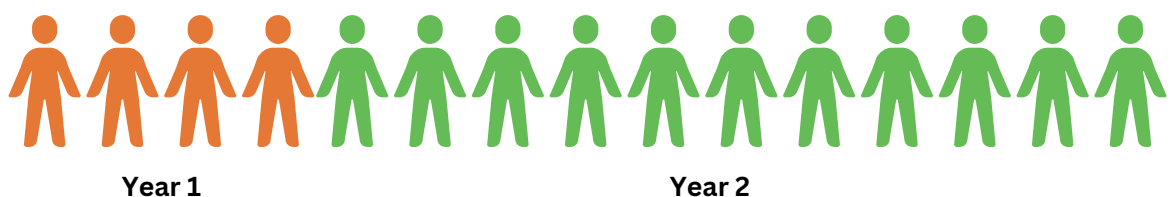
The Experiential Learning Tour to New Zealand was held from 11 August 2023 to 18 August 2023 by the Industrial Attachment Office at Hong Kong Shue Yan University. The tour aimed to enhance student cultural sensitivity, raise their knowledge of offering service in the multicultural context and learn the latest developments in the social service sector and social enterprises in the Oceania region through visiting social service agencies in New Zealand.

We have received 33 applications from the Department of Social Work. After a 2-day interview in December, 15 students from Year 1 or 2 were selected by 3 reviewers to join the tour with Dr Steve FONG, Head of the Department of Social Work and Dr Raymond CHUI, Director of Industrial Attachment. Below please find the infographic charts of the gender and year of study distribution of the participants.

Gender distribution:



Year of study distribution:



In New Zealand, Non-government Organizations (NGOs) play a crucial role in addressing societal challenges, promoting inclusivity, and fostering community development. One of these remarkable organisations is the CNSST Foundation, which stands out for its dedication, growth, and comprehensive services. Their journey exemplifies the power of NGOs in creating a more inclusive society. As a result, we invited the CNSST Foundation to collaborate with us in designing the itinerary and arranging visits to potential agencies.

INTRODUCTION

Participants Information

No.	English Full name	Gender	Year of Study
1	CHAN Po Yi	Female	Year 1
2	CHEUK Kam Chu	Male	Year 2
3	CHEUNG Po Wai	Female	Year 1
4	CHEUNG Sin Yi Zara	Female	Year 1
5	CHUNG Kai Yan	Female	Year 2
6	HONG Po Chu	Female	Year 2
7	LAU Sui Yin	Female	Year 2
8	LAW Chung Wing	Male	Year 2
9	LEE Kong Chu	Female	Year 2
10	LO Hoi Yan	Female	Year 2
11	MA Wai Yan	Female	Year 2
12	TANG Sze Ki	Female	Year 1
13	WONG Ka Wing	Female	Year 2
14	WONG Sin Yu	Female	Year 2
15	YAU King Hei	Male	Year 2

EDUCATIONAL VISIT ACTIVITIES

Southseas Healthcare

Southseas Healthcare is a highly respected healthcare organisation in New Zealand that is committed to providing comprehensive and culturally sensitive services to a diverse range of communities. Focusing on Pacific and Asian populations, Southseas Healthcare strives to provide access to high-quality healthcare services that promote well-being and enhance health outcomes. Their services include general medical care, mental health support, maternal and child health, and community outreach programs. The organisation is dedicated to improving health outcomes, bridging cultural gaps, and ensuring equal access to quality healthcare. Southseas Healthcare is playing an important role in building a healthier and more harmonious society in New Zealand.

Visiting Southseas Healthcare Medical Centre.



Visiting Southseas Healthcare People's Place.



EDUCATIONAL VISIT ACTIVITIES

Southseas Healthcare



Group photo at Southseas Healthcare People's Place.

EDUCATIONAL VISIT ACTIVITIES

Te Hana Te Ao Marama Traditional Māori Village

Te Hana Te Ao Marama Traditional Māori Village is a unique glimpse into pre-European Māori life, showcasing a papakāinga and pa (fortified village) from the 17th century. Unfortunately, our planned welcome by the Māori chief in front of the Marae (meeting house) had to be cancelled due to his sickness. However, our tour guide, a representative of the tribe, did an excellent job of showing us the entire welcoming ceremony from start to finish, including the greeting and sign-off. We were struck by the emphasis the Māori people place on communicating with their ancestors and valuing their heritage, as evidenced by their initial calls and songs. It's fascinating to learn that the Māori didn't have a written language and instead passed on important history and information verbally through memories to future generations. They place a great deal of importance on family members and ancestors, never forgetting them. Our tour guide took us around the village, pointing out the traces left by their ancestors 300 years ago, such as the fence around the high platform made from branches and the houses constructed from bamboo and bamboo grass. We also saw a gourd outside a house, which they used to carry water, and tree branches placed outside for spares and thin branches that were used to light fires to keep warm inside.



Visiting Māori Village house



*Visiting Te Hana Te Ao Marama Traditional
Māori Village*

EDUCATIONAL VISIT ACTIVITIES

Te Hana Te Ao Marama Traditional Māori Village

Their kind words and thoughts have touched us deeply and inspired us to prioritise people, value them, and recognise the connection between us. We believe that this is essential to creating a better world. We are in awe of the ancient wisdom that allowed them to construct fences and homes, and even start fires with limited resources over 300 years ago. Their perseverance, ingenuity, and unity enabled them to accomplish these remarkable feats. This experience has made us reflect on our current living conditions. Living in a modern society, we are blessed with abundant resources and have access to everything we desire. Unfortunately, we may not appreciate or utilise these resources properly, leading to wastage and an unreasonable allocation of resources. From this visit, we have learned to be grateful and comprehend that community resources are hard to come by. Thus, we should use the resources around us wisely to improve our lives.



Group photo at Te Hana Te Ao Marama Traditional Māori Village.

EDUCATIONAL VISIT ACTIVITIES

Auckland City Mission

On August 16th, we had the opportunity to visit the Auckland City Mission. During our visit, we were impressed by the wide range of services and programs offered by the mission to help those experiencing homelessness and poverty. Their commitment to providing assistance, shelter, and resources to those in need in the community was truly inspiring. It was clear that they value the dignity of every individual, especially those who are most vulnerable. The beautiful building was designed to provide a safe, warm, and comforting environment for the homeless, while also ensuring they feel respected by society. Our visit was a humbling experience that highlighted the importance of empathy and compassion in addressing social issues.



*Understanding Auckland City Mission's
visions and history*



EDUCATIONAL VISIT ACTIVITIES

Asian Health Services of Te Whata Ora Health New Zealand

During our visit to the Asian Health Services of Te Whata Ora Health New Zealand, we gained valuable insight into the diverse range of services offered in New Zealand. This organisation provides individual work, group work, community outreach, education, and social housing programs. This is unlike major social service centers in Hong Kong, which mainly focus on individual counselling, group sessions, and community support.

We also noticed a cohesive approach in New Zealand that integrates various types and services within each center. This all-rounded model ensures that clients can access a broad range of services that are tailored to their specific needs.



Group photo at Te Whata Ora Health New Zealand

EDUCATIONAL VISIT ACTIVITIES

Te Whare Ruruhau o Meri Trust

We were warmly welcomed at Te Whare Ruruhau o Meri Trust with a traditional Māori ceremony called whakatau, followed by a presentation about their unique practice model. In New Zealand, Māori culture is highly valued and respected, and social welfare agencies prioritise integrating this culture into their services. To achieve this, social workers and other professionals in the field are required to learn the basics of Māori language and culture. A “Māori Theory” has been developed to guide social services and emphasise the importance of cultural inclusiveness in providing adequate support. Our visit to Te Whare Ruruhau o Meri Trust highlighted the significance of embracing local cultures in delivering social services and how cultural inclusiveness can improve the effectiveness of social programs.



Staff at the Te Whare Ruruhau o Meri Trust

EDUCATIONAL VISIT ACTIVITIES

Best News Entertainment (BNE, Freeview Channel 28 and 29)

Best News Entertainment's channels 28 and 29 are among the biggest Asian TV and radio stations in New Zealand. They are committed to providing high-quality content such as news reports, documentaries, education, and entertainment. Their programs are tailored to meet the needs of Chinese immigrants in the country, and they also offer weekly recorded programs to keep Chinese audiences updated on the latest trends and developments in their community. The station aims to connect and facilitate communication within the Chinese community, as well as connecting them with China and the rest of the world. Interestingly, the radio station's YouTube channel has more subscribers than Radio New Zealand's, indicating that the Chinese community is embracing this channel. In collaboration with the CNSST foundation, BNE also offers educational programs to Chinese audiences in New Zealand.

Visiting Best News Entertainment.

- *Free View DTT is on television*



EDUCATIONAL VISIT ACTIVITIES

Best News Entertainment (BNE, Freeview Channel 28 and 29)

It's clear that the TV station is dedicated to meeting the needs of Chinese immigrants. Thanks to their efforts, viewers can enjoy watching their favorite TV dramas and staying connected with their friends in their hometown. However, we found it difficult to locate information about the organization online. Increasing their online presence could help spread their message more effectively. It's great to see their YouTube subscriber count growing, and we hope more people will recognize their commitment to delivering top-notch programming.



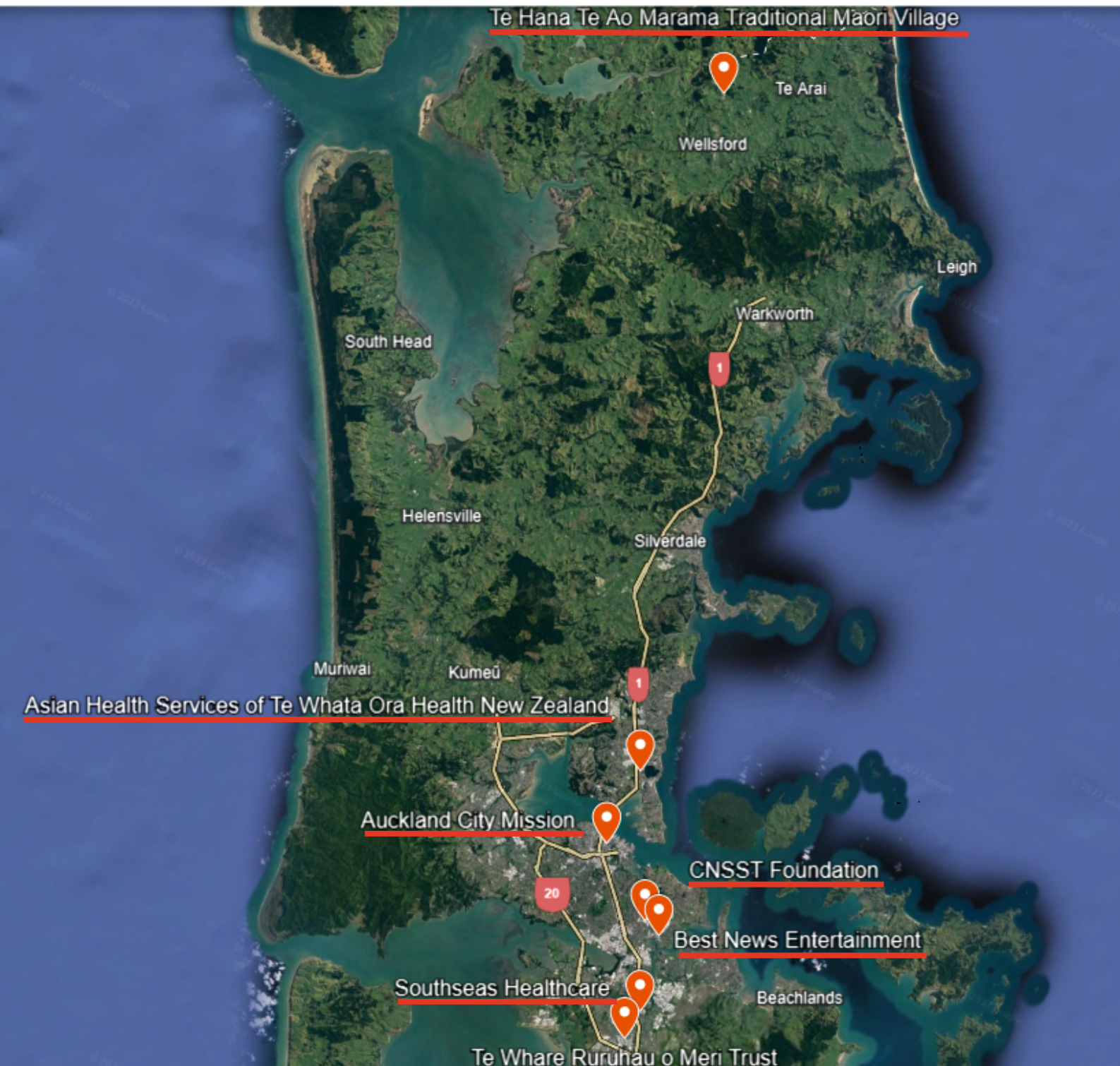
Visiting Best News Entertainment's green curtain

Group photo at Best News Entertainment.



EDUCATIONAL VISIT ACTIVITIES

Potential Agencies - Locations



POST-WORKSHOP REFLECTION

Workshop One:

Overview of Non-government Organizations in New Zealand

In New Zealand, a country with a bi-cultural or multi-cultural identity, there are well-established social welfare systems that differ significantly from those of Hong Kong. Non-governmental organizations (NGOs) in New Zealand play a crucial role in addressing societal issues and creating positive change. These NGOs can be found on the New Zealand Charities Register and various online platforms. They are involved in various activities such as improving communities, healthcare, education, reducing poverty, and advocating for human rights. Through their work, NGOs in New Zealand have a significant impact on the well-being of people and communities across the country. The CNSST Foundation, the NGO that we visited this time, is one of the registered charitable trusts.

We have studied the welfare systems and NGO sector of New Zealand and compared them to those of Hong Kong. Both countries have similar social welfare settings and NGO sectors, including the register system. However, New Zealand places more emphasis on Community Development (CD) than Hong Kong does. Unfortunately, CD in Hong Kong is declining due to various reasons. Our view is that CD is crucial for improving the entire community and creating a sense of place. Despite the challenges, Hong Kong should consider promoting CD to enhance society in various ways.



In addition, the NGO located in New Zealand is capable of catering to various parties and addressing their needs. An example of such an NGO is the Asian Health Services of Te Whatu Ora Health New Zealand, which is a healthcare-based organization that provides a broad range of services to different individuals residing in New Zealand, particularly Asians. The center is comprised of staff and doctors from various ethnicities and nationalities, including Hong Kong, which helps instill confidence in the users of their services.

We believe that NGOs in Hong Kong can also adopt this approach, such as offering services to ethnic minorities in their native language, which may increase their willingness to share their problems.

POST-WORKSHOP REFLECTION

Workshop Two:

Cultural sensitivity and service to the Māori community/ ethnic minorities

At the workshop, we discovered that New Zealand has a diverse and multicultural population, with numerous languages, cultures, and identities. When referring families to services, welfare professionals should consider their cultural background and ensure that the provider uses culturally responsive approaches to improve family engagement and outcomes. For instance, the CNSST offers the Whānau Resilience Programmes, which help strengthen cultural identity and whakapapa by providing settlement support for newcomers, root-seeking, translation support, and so on. Additionally, we were reminded that the ethnic minority community in Hong Kong has complex cultures. Despite South Asians having lived in Hong Kong for extended periods, they still feel underrepresented in the media, government, and public institutions. This lack of representation has left them feeling marginalized and on the fringes of Hong Kong society. Therefore, Hong Kong has room for improvement in building a multicultural society compared to New Zealand.



POST-WORKSHOP REFLECTION

Workshop Three:

The role of social workers, expectations on employees and interns in the social service sector

In the third workshop, we focused on comprehending the duties of social workers and the expectations for staff and interns within the social services sector in New Zealand. We explored the allocation of tasks within social services centers, including supportive workers, case managers, health promotion workers, and community development workers. By dividing the workload, each professional has a specific role potentially reducing individual workloads. However, this approach may require service users to interact with multiple staff members to address their needs, which can be time-consuming. Nonetheless, it enhances the relationship between social workers and clients, providing a higher level of emotional support. The quality of service depends on finding the right balance between the division of labor and personalized care.



REFLECTION ON THE VISIT TO CNSST FOUNDATION

The CNSST Foundation was established in 2000 and has since grown steadily, expanding its reach and impact to serve Asian New Zealanders. The foundation offers a wide range of services, including educational support, health promotion, settlement assistance, and cultural preservation. They partner with government agencies, businesses, and community organisations in their commitment to community empowerment and collaboration.

NGOs, like the CNSST Foundation, play a vital role in addressing societal challenges and promoting inclusivity. The foundation's growth and service offerings exemplify the dedication and effectiveness of such organisations in making a positive impact in the community. Their efforts contribute to the overall well-being and development of New Zealand society. For example, we appreciate the practical skills they teach immigrants and refugees, such as proper dress code and posture during interviews, as well as various interview skills to help them find employment. As future social workers, we hope to provide similar meaningful services to our users.

It is astonishing to see how the CNSST Foundation has become a level-two community service provider within just twenty years. We believe that the Hong Kong social welfare system can learn from the foundation's systematic and professional approach in helping people, just like in New Zealand. There is a lot of room for improvement in the Hong Kong social welfare system to better serve society.

We are grateful to have learned about the CNSST Foundation's development journey and its services. The CNSST aims to improve the quality of life for Asian New Zealanders by establishing multi-service community centers to help new Asian settlers integrate. According to a recent survey, 14% of New Zealand's population is Asian, and there are differences in the labor market, employment law, welfare system, community support network, and pace of life compared to Hong Kong.

The CNSST empowers people to participate in volunteering and social services by meeting the community's needs. They have a vision of facilitating the successful integration of Asian new settlers into wider New Zealand society, increasing their sense of belonging and keeping them up to society. For example, the CNSST Settlement Support and Cultural Learning Centre helps new Asian settlers adapt to their new environment.

REFLECTION ON THE VISIT TO CNSST FOUNDATION

The CNSST Foundation's journey within the New Zealand NGO sector demonstrates the transformative potential of diverse and inclusive organizations. As the CNSST Foundation continues to grow and evolve, its impact on New Zealand society serves as a testament to the vital role NGOs play in creating a more equitable and inclusive world for all. We have gained valuable insights from CNSST and hope to become better social workers in the future, regardless of whether we work in Hong Kong or New Zealand.



STUDENT REFLECTION

CHAN Po Yi

I visited different social welfare organisations and the Māori village during the study tour. I gained insight into the welfare system and culture in New Zealand and had a great time there.

I am impressed by the practice of multiculturalism in different organisations. A lot of staff and conductors are from diverse backgrounds in many of the organisations. Most services provide translators or interpreters, enabling different service groups to use their services conveniently. Take the Asian healthcare services of Te Whatu Ora - Health New Zealand as an example. It includes a communication tool that translates medical terms and phrases from English to seven languages, such as Chinese, Korean, Hindi, etc. This translation service can reduce the language barrier between service users and providers. They do not only provide Western medical services but also some unique and traditional medical treatments from different countries, like Chinese medicine. Their spiritual centre is religiously diverse, with many religious paintings and related stuff. It clearly shows how New Zealand respects all the cultures in their country and communities.



Compared with New Zealand, Hong Kong, as an international city, has to improve its cultural sensitivity since most ethnic minorities (EM) have encountered discrimination and prejudice in our society. While Indonesians are one of the most populated groups of EM, there is not enough support in our community to help them overcome their difficulties. For instance, the language barrier and social exclusion are the common issues they encounter daily. I heard many of them in different workshops and visits emphasizing their future. For example, the CNSST Foundation aims to provide more services to all Asians, not just Chinese. Asian healthcare services of Te Whatu Ora - Health New Zealand also seek different parties to cooperate and provide better and broader services to the users. Their innovation and passion for work are what the social services in Hong Kong should have.

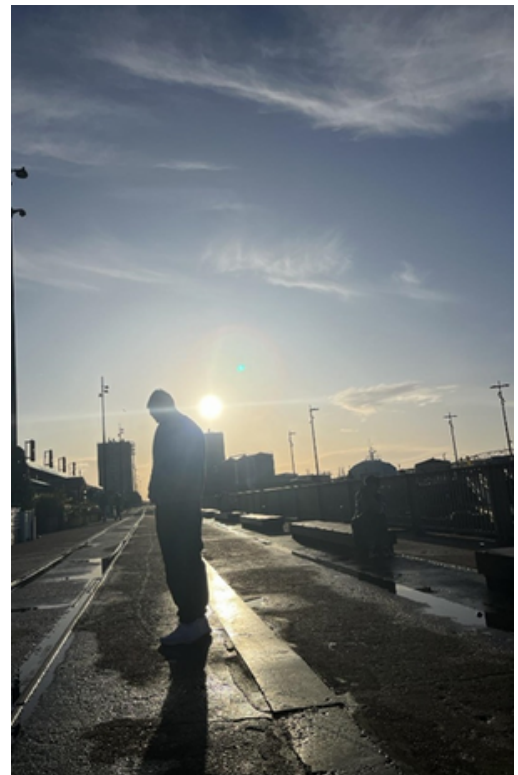
STUDENT REFLECTION

CHEUK Kam Chu

Time flies, and it has been the end of the New Zealand Study Tour Trip. I am honoured and grateful to have this golden exchange opportunity to broaden my horizons and explore the world from an international perspective. Especially for cultural immersion and sensitivity, I have gained a deep understanding of how cultural dynamics impact social work and counselling practices.

Firstly, CNSST aims to meet the needs of Asian New Arrivals and facilitate their successful integration into New Zealand Society. Running a volunteer service team for New Zealand citizens helps enhance their sense of belonging and form a stronger bond. CNSST offers support to the local community, for example, door-to-door service, creating support groups like multi-language support and providing guidance. Therefore, the service users can connect to New Zealand society with a greater sense of belonging.

One of the most impressive sentences is “We make the road by walking”, similar to the elements of social work that change and progress are achieved through active engagement and empowering individuals and communities to pave their path towards a better future. I hope to turn the knowledge of social work theories and this exchange tour into experience and action by applying it to social work placements.



STUDENT REFLECTION

CHEUNG Po Wai

I'm pleased to join the experiential learning tour to New Zealand this summer. Reflecting on the New Zealand welfare system and the welfare centre we visited allowed me to better understand the challenges diverse communities face and the efforts made to address their specific needs. Recognising the diverse population of New Zealand, it is essential to address the unique health needs of different communities, including the Asian population. Asian health services are designed to cater to the cultural, linguistic, and healthcare requirements of individuals from Asian backgrounds. These services aim to bridge the gap between healthcare providers and Asian patients, improve health outcomes and ensure effective communication and culturally appropriate care.



The most rewarding experience I gained on this trip was understanding the importance of cultural competency and observing the phenomenon of healthcare providers increasingly focusing on delivering culturally appropriate care to Asian patients. This includes training healthcare professionals on cultural sensitivity, understanding Asian health beliefs and practices, and adapting healthcare services to align with cultural preferences. On the other hand, they also respect the locals (Māori), different nationalities and new technological developments such as the Centre of Asian Health Service Te Whatu Ora - Health New Zealand. At the same time, they were retaining each culture's integrity and integrating each party's characteristics. They pointed out that the cooperation between Māori herbs and traditional Chinese medicine can promote users' understanding of the cultures of both sides.

Many welfare services actively engage in community outreach programs to reach individuals who may face barriers in accessing healthcare, for example, People's Place, which is my most unforgettable centre on this trip. These programs involve collaborating with community organisations, hosting health clinics in centres, and providing health screenings, vaccinations, and other preventive services.

STUDENT REFLECTION

CHEUNG Po Wai



In conclusion, reflecting on New Zealand welfare programs and the provision of Asian health services highlights the importance of recognising and addressing the specific needs of diverse communities by fostering inclusivity, promoting cultural competency, and investing in tailored healthcare services. At the same time, I admire each organisation's concept, integrity, and prevention.

STUDENT REFLECTION

CHEUNG Sin Yi Zara

We visited Te Hana Te Ao Marama Marae Village during the trip. The Māori are the native tribe of New Zealand. They have their language and culture, which the New Zealand government currently conserves.

In the Māori village, we were first greeted by the Māori heir with their unique ceremony and prayers. After the ceremony, we visited the Māori village. They opened their residential houses and the facilities they use. They are far from advanced. All of the buildings are made of wood. Although these buildings have nobody living inside, they are well-reserved. As the Māori have a unique culture in New Zealand, the current New Zealand government has paid extra attention to conserving this native culture.

Hong Kong needs to have more cultural sensitivity in protecting local cultures than New Zealand. Therefore, we commonly find that many districts, such as Wan Chai, North Point and Kowloon City, are being redeveloped, modernised and gentrified. Many local and independent stores that sell local foods and stuff are forced to end their business due to urban renewal, gentrification, increased in rental rates. Upper-class areas were created, and nearby stores must also be upgraded. At last, many local brands have no choice but to close forever.

Fortunately, Hongkongers have been more conscious of protecting local cultures, especially intangible ones, in recent years. For example, Handwritten minibus signs are now prevalent among youngsters. We always buy designated minibus signs as gifts for foreign friends. Besides, Hongkongers of the younger generation are more aware of protecting our mother tongue, Cantonese, and slang expressions. Cantonese and 'Chinglish' are now often printed on key tags as souvenirs. We can see that Hongkongers are trying to conserve the uniqueness of Hong Kong culture, which is delightful. I believe Hong Kong can learn from New Zealand in cultural protection.



STUDENT REFLECTION

CHUNG Kai Yan

I am pleased to have the excellent opportunity to participate in this fruitful and memorable New Zealand Study Tour 2023. Time flies, the 7 days of the tour are going to end soon. It is a pity, but I have been inspired and learned much during the journey. I would like to share two pieces of story in the following.

The day we visited the Māori village and Māori people, I could genuinely feel how much they love their families, their ancestors, and even the mother of Earth. They value the harmony between human beings and the natural world. They always attach importance to the people, which reminds me that being a social worker, people-oriented is the fundamental faith and attitude. We should always focus on the people and consider what they need.



Love is all around. Another passion I found was from the chapel of the Asian Health Services of Te Whatu Ora - Health New Zealand. When we visited the chapel, I asked the chaplain, “How do you feel when the people who are lost or bursting out crying?” The chaplain’s voice was soft and gentle, “It is hard to share our stories with somebody. The only thing we can do is to hear their stories and walk with them.” I felt so moved because of his speech. We are just human, and we only have two options, live or dead, which are uncontrollable. Hearing and accompanying is the appropriate way to face the mourning people. I could feel the peace and warmth from him. He reminded me once again of the attitude of being a social worker.

I enjoy watching the sunrise. I could feel recharged and hope from the bright sun. I watched the sunrise a few times during this trip. I hope I can bring the love of the Māori and the chaplain to my future.

STUDENT REFLECTION

HONG Po Chu

In these seven days, I was delighted and gained more profound first-hand knowledge of New Zealand's culture, social work development, and welfare system.

We visited CNSST Foundation, Te Hana Te Ao Marama Marae Village, Asian health services of Te Whatu Ora - Health New Zealand, Southseas Healthcare, Auckland City Mission and Te Whare Ruruahau o Meri Trust. We participated in three workshops containing social work development in New Zealand, roles of social workers and expectations for employees and interns in the Social Services Sector and Māori, Pacific and Ethnic Communities culture. As New Zealand

is a highly culturally diverse country, different languages and cultures are one of the challenges for social assistance. It is similar to Hong Kong, which is an international hub.

This trip taught me about the social welfare system and what social workers do in New Zealand. There is a difference between New Zealand and Hong Kong in that Hong Kong has more responsibilities in the social work profession.

By visiting New Zealand, communicating with different professions, and seeing their organizations by ourselves, I first understand the Māori and Pacific people. I also gained wished friendships with my schoolmates and the New Zealanders.



STUDENT REFLECTION

LAU Sui Yin



It was a pleasure to visit different social service organisations in New Zealand. Firstly, I visited the CNSST Foundation, which provides services to the new settlers and the community in New Zealand. Pleasantly, I could have a tour in the centre where I went to the retirement home and chatted with them. It was good to have the apartments to provide for the older adults, who can enjoy a pleasant retirement. Meanwhile, the users who live there can easily seek help from the organisation. Since they are old, they might begin to lose their balance. Their bones become more fragile, leading to dripping or fatal falls.

Apart from New Zealand, there are many cases of older adults falling at home in Hong Kong. They always live alone and have accidents easily. Since their relatives or friends might take care of them infrequently, the social workers sometimes visit them. However, in the CNSST, the distance between workers and users is close so that the users can get immediate help from others. Although there are nursing homes in Hong Kong, the fact is that Hong Kong is facing a shortage of nursing home places due to the need for land and workforce. Even a considerable increase in the minimum per-capita area of nursing homes has been proposed by some organisations. Even when the government has the money, they could have less to do because of the restrictions on land and labour. To address the labour deficit, the government has to import a sufficient number of workers. It also needs to improve land availability as soon as possible to construct more senior housing. In New Zealand, I can see the happy faces of the senior citizens as they have a sense of belonging and security. I should think more about the possible solutions for improving elderly services.

STUDENT REFLECTION

LAW Chung Wing



This New Zealand study tour is a precious opportunity for learning and expanding my horizons. Not only do I get more familiar with the cultural differences between Hong Kong and New Zealand, but I also understand the welfare system and the procedure for migrating to New Zealand and registering as a Social Worker in New Zealand. During the trip, we visited the leading agency, CNSST and some organizations with Māori backgrounds. Unlike Hong Kong, New Zealand has a more diverse ethnic population with different cultural backgrounds. However, their cultural inclusiveness and integration surprised me a lot.

The most memorable thing is that when we visit the North Shore Hospital, a floor is specially allocated for people with different religious backgrounds. This depends on each ethnic respect for the other, which is hard, but New Zealand has done it successfully. Except for the cultural inclusiveness in New Zealand, I was glad that I could get along with my classmates. This trip helped us to develop a memorable friendship.

Last but not least, the view of New Zealand is impressive, and the people there are amiable and polite. To conclude, I am very thankful to have the chance to participate in this study tour. It expanded my horizons and helped me build up a diverse view of 'social work' by comparing Hong Kong and New Zealand social work cultures.

STUDENT REFLECTION

LEE Kong Chu

Time flies, and the New Zealand trip is about to end, but the knowledge I gained on this trip can last forever. In recent years, community work in Hong Kong has been regarded as a sunset industry and social enterprises in Hong Kong are also generally facing operational challenges. Before the trip, I always thought there were limited development opportunities and resources in social enterprise. After I saw the development plan and scale of CNSST, I was astonished because I had never imagined that the scale of a social enterprise could be that huge and impressive. After CNSST staff introduced their plan and the profit of the social enterprises, I found that the reason social enterprise in Hong Kong has no room for development. Hong Kong does not see the critical impact brought by social enterprises and provides them with the incentives to run a non-profitable business.

When we visited the City Mission, the staff mentioned that residents could continuously rent a flat at a cheaper price. I was surprised and impressed because homeless people in Hong Kong living in temporary dormitories (such as temporary shelters or single dormitories, etc.) can only get accommodation for 1 to 6 months in temporary dormitories (such as temporary shelters or single dormitories, etc.). If they cannot afford the expenses of renting a private residence or being allocated public housing, they may have no choice but to sleep rough again on the street.

Housing is a fundamental human right, and I know it is still challenging for Hong Kong shelters to let homeless people live indefinitely. Therefore, this policy in City Mission helped me figure out different approaches to dealing with the homeless people's housing problem.

Therefore, I am incredibly grateful and honoured to be able to take part in this trip since it has expanded my horizons and made me aware of more opportunities in the social welfare industry.



STUDENT REFLECTION

LO Hoi Yan

I am pleased to have this opportunity to participate in a 7-day study tour to New Zealand. I have lots of insight into social welfare systems and the cultural differences in New Zealand.

Firstly, the atmosphere of multiculturalism in New Zealand is solid. Every organisation has a high acceptance of various cultures. For example, Southseas Healthcare, Otara's largest Pacific health provider, delivered a range of clinic, community and social services throughout South Auckland during COVID-19. Asian Health Services, managed by Te Whatu Ora - Health New Zealand, aims to promote culturally and linguistically appropriate health services for ethnic communities. Because of their religion, they devote their time and resources to support and serve the communities. I observed many ionic pictures from different countries and cultures on the wall, showing that they create a multicultural environment.



Furthermore, they provide service across the country. After visiting the Asian Health Services of Te Whatu Ora - Health New Zealand, I found their comprehensive support to the citizens. Their resources could be divided equally into different service departments. Their well-being and spiritual support are more substantial and well-developed than in Hong Kong. As a result, all parties are working together to protect New Zealanders' overall mental well-being.

Last but not least, the most impressive experience of the whole trip was visiting the elderly in the department at CNSST. When talking with older adults, I found they have a strong sense of belonging to their happy lives in New Zealand. Since their vibe is very optimistic when contacting them. Therefore, there is a correlation between the living environment and citizens' well-being.

STUDENT REFLECTION

MA Wai Yan

The schedule for this trip to New Zealand was packed with diverse and enriching experiences, providing a comprehensive glimpse into the country's cultural, social, and healthcare landscapes. Reflecting on the journey, I am grateful for the opportunities to learn, connect, and be inspired.

The Māori cultural experience at Te Hana Te Ao Marama Marae Village was a highlight of the trip. The Powhiri and Hangi lunch offered a profound immersion into Māori traditions, allowing us to witness the richness of their cultural heritage. It was a powerful reminder of the importance of preserving and celebrating indigenous cultures and their role in shaping a nation's identity.

The study visits Southseas Healthcare, Te Whatu Ora - Health New Zealand, and Te Whare Ruruhau o Meri Trust, providing valuable insights into the challenges and innovative healthcare and social work approaches. Witnessing the dedication of these organisations to serving diverse communities was inspiring. It reinforced the importance of cultural responsiveness, inclusivity, and compassion in addressing the healthcare needs of marginalised populations.

Overall, this trip was a transformative journey that broadened my perspectives, challenged my assumptions, and ignited a passion for positively impacting my community. The experiences and interactions throughout the itinerary have left an indelible impression on me.

Not only is the trip emphasised with the knowledge shared, the connections made, and the memories created, but it has also reinforced the importance of cultural competence, empathy, and collaboration in social work and healthcare. It reminded me of the power of human connections and the potential for positive change when we come together with shared goals and values.

I returned to Hong Kong with a renewed sense of purpose and a commitment to applying the lessons learned during this trip to my professional and personal life. I wish to contribute to creating a more inclusive, compassionate, and equitable society, drawing inspiration from the experiences and insights gained in New Zealand.

STUDENT REFLECTION

TANG Sze Ki

I feel happy to join this New Zealand Tour. I broaden my horizons on social work development and understand the connections between different people, our schoolmates and people in New Zealand. I learned about the services provided by the CNSST Foundation, the roles of social workers, the culture of the Māori, the healthcare services in northern and southern New Zealand and the services provided to people experiencing homelessness.

The most impressive parts of this trip were visiting the North Shore Hospital and the Southseas Healthcare. The North Shore Hospital has provided chaplaincy services for patients and doctors to meet their spiritual needs. Patients and doctors are free to contact the chaplain. Not only does the hospital provide care for their physical health, but it is also concerned about their mental health and respect for all religions by providing spiritual support to people in need. Compared with Hong Kong, a chapel and spiritual center are never seen in Hong Kong hospitals. Hospitals care more about a patient's physical needs in Hong Kong.



Secondly, one of the sites of Southsea Healthcare is a wellbeing hub. People can wait for others in their center by drinking coffee. Besides, there are different booths to promote mental health and provide useful information to the public. This hub acts as a place for promotion. The staff can promote social issues, for example, suicide prevention, to the public and also find the people in need in the community so that they can provide support or consultation to them. Compared with Hong Kong, the promotion is fewer than in New Zealand. It is mainly school promotions or having a workshop for the public. However, health promotion in New Zealand is a long-term service, making it easy to approach people in need and effectively send messages to the public.

STUDENT REFLECTION

WONG Ka Wing



I visited the CNNST Foundation and learned about New Zealand's policies, social welfare, employment situation, population density and structure, and other social factors, which made me understand the situation in New Zealand better.

We also visited the Māori Cultural Village, and many of New Zealand's population are Māori. Their culture is very traditional, and they have a sense of belonging, which I admire very much. Furthermore, we visited Southseas Healthcare, which allowed me to understand how non-governmental organizations and the government provide support (such as medical

consultation) to the public (especially the low-level population) to overcome this difficulty during the epidemic.

In addition, there are many homeless people in New Zealand. We visited Auckland City Mission, a non-government organization that provides accommodation, food, medical services, etc. to people experiencing homelessness. They will also offer complimentary breakfast for everyone in the morning and take the initiative to care about people who are coming. This makes me feel very warm. Hong Kong should also have these services because Hong Kong's rough sleeping situation is also dire. Housing prices in Hong Kong are expensive, and many people cannot afford rent. There is an urgent need to provide cheap accommodation for these people.

STUDENT REFLECTION

WONG Sin Yu

I am pleased to join the 'Experiential Learning Tour to New Zealand Summer 2023' program. I have gained a great chance to explore the remarkable country's culture and social welfare system.

During the trip, I have a lot of insights about different aspects I have experienced in New Zealand. First of all, the cultural integration of New Zealand impressed me the most. As a bicultural or multicultural country, New Zealand has many strategies, social services, and welfare related to cultural integration. The concept of "respecting people with different cultures" is secretly influenced and implanted into New Zealanders' minds. The strategies and services are well-developed to help people with different cultural backgrounds.

For example, the agency we visited, CNSST Foundation, assists and supports Asian immigrants and the New Zealand community. We have also seen one of the social housing provided by CNSST to a pair of elderly immigrant couples from Hong Kong. CNSST consists of workers who can speak various languages, including Cantonese.

This significantly shortens the barriers caused by cultural differences, i.e. language, and reassures them to seek help when needed. Also, the house provided to them is spotless, comfy and user-friendly. The accessible interior design of the house makes their daily lives easier.

Moreover, during the visit of the Asian Health Service, they introduced that they would combine different traditional medical cultures from countries to fit ciders with other cultures. They respect different cultures and try to comfort every user with the use of medical strategies which they are most familiar with.



STUDENT REFLECTION

YAU King Hei

I am honoured to join the New Zealand Learning Tour 2023, which brings a new insight into social work. This trip revealed the difference between Hong Kong and New Zealand social workers. Instead of a Hong Kong social worker taking different roles to provide services to the client, a New Zealand social worker has a clear and specific division of labour to provide services to the client. Hong Kong's social workers take more duties to the client, such as becoming case managers, brokers, and educators. It provides a more holistic service to the client. However, the New Zealand system ensures no repetitive service to the client. It shows the difference between New Zealand's and Hong Kong's quality of service.

Furthermore, the culture of New Zealand is more complex than Hong Kong. Māori people are the indigenous Polynesian people of mainland New Zealand. As New Zealand social workers, we must study the Māori culture and language. It is essential that we treat our clients as friends or companions. While visiting the Māori culture, I can deeply feel the cohesion, and they are the pride of their culture. The most memorable thing is the North Shore Hospital created an area that accepts different religions. The staff mentioned they are open for everyone to come to their church when they feel stressed and depressed, whether they have the same beliefs

or not. The patient can feel high respect and acceptance from the church.

I experienced the culture of New Zealand on this trip, and it brought me a new insight and meaning of social work. This trip expands my international perspective of becoming a social worker. I plan to expand my knowledge and thinking style to benefit my future placement.



CONCLUSION

During our trip to New Zealand, we, as participants had a fantastic opportunity to explore the intricacies of the social welfare system, the diverse roles of social workers, and the cultural nuances that shape service delivery. We gained these valuable insights through our interactions with three remarkable agencies: CNSST Foundation, Asian Health Services of Te Whata Ora Health New Zealand, Auckland City Mission, and Te Whare Ruruhau o Meri Trust.

In summary, visiting these agencies allowed us to better understand the New Zealand social welfare system, the multifaceted roles of social workers, the diversity of services available, and the significance of Māori culture. We are incredibly grateful for the chance to learn from these experiences, as they have greatly enriched our knowledge of social welfare practices in New Zealand.



