


## Who minds the gap? Engaging with CALD families

**Dr Nayano Taylor-Neumann**  
Cultural Intelligence with New  
Australian Communities program

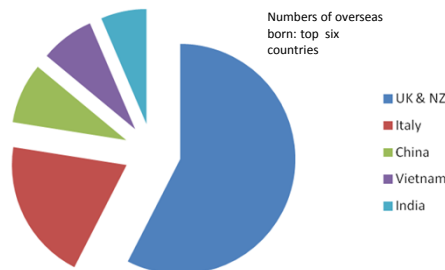
## What gap?

- The cultural mix is growing, and will continue to grow
- When misunderstandings occur, relationships suffer

The good news:

Cultural Intelligence is a skill that can be learned

In 1954, people born in non-English speaking countries were a small minority in Australia



Numbers of overseas born: top six countries

- UK & NZ
- Italy
- China
- Vietnam
- India

By 2006, people born in non-English speaking countries constituted nearly 50% of those born overseas

## Why are they here? 2010-11 arrivals

**Total 127,458**

| Family migration   | Skill migration   | Humanitarian  | NZ Citizen    |
|--|---|---|---------------|
| <b>41,084</b><br><small>(China, India UK, Philippines)</small> | <b>40,547</b><br><small>(China, India, Sth. Africa, UK)</small> | <b>9,130</b><br><small>(Iraq, Burma, Afghanistan)</small> | <b>34,567</b> |

**(2,130 'other')**

## Visas and entitlements

|                      |  |
|----------------------|--|
| <b>Tourist</b>       | No Centrelink/Medicare/PBS/Childcare benefits                    |
| <b>Backpacker</b>    | No Centrelink/Medicare/PBS/Childcare benefits                    |
| <b>Student</b>       | No Centrelink/Medicare/PBS/Childcare benefits                    |
| <b>Skilled</b>       | No Centrelink/Medicare/PBS/Childcare benefits                    |
| <b>Family</b>        | Some benefits- no Centrelink                                     |
| <b>Bridging Visa</b> | Some benefits depending on subclass                              |
| <b>Humanitarian</b>  | Same benefits as all Australian permanent residents and citizens |



"For some time now, misinformation has been circulating among the community, much of it generated by a hoax email that originated in Canada, claiming refugees receive more benefits than pensioners.

Yours sincerely,  
*Sandi Logan*  
 National Communications Manager  
 Department of Immigration and Citizenship



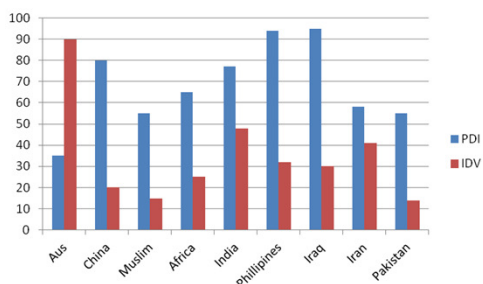
## Family systems in different national communities

When misunderstandings occur, relationships suffer

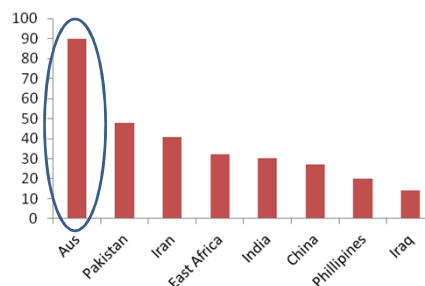
## Making sense of culture: Same problems, different solutions

1. Inequality:  
*Power Distance, large or small*
2. Need for security:  
*Uncertainty Avoidance, strong or weak*
3. Relationship with others:  
*Individualism or Collectivism*
4. Emotional gender roles:  
*Masculinity or Femininity*
5. Time horizon:  
*Long- or Short-term orientation* Hofstede 1980 & 2001

## Australian residents and new communities: the two greatest gaps



## Australian residents are overwhelmingly individualist



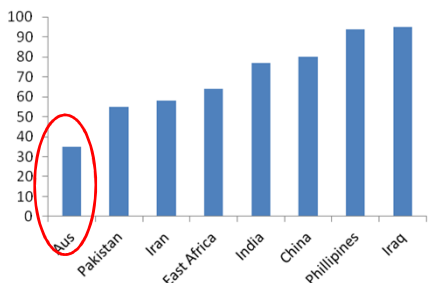
## Our new communities are mostly collectivist

- Individual initiatives discouraged
- Individuals only speak up when sanctioned by group
- Associate according to in-groups
- Expected to act in accordance to the greater good of one's in-group(s)
- If rejected or not valued by in-groups, left rudderless and with a sense of intense emptiness

## A look at Power Distance

Extent to which the less powerful members of institutions and organizations expect and accept that power is distributed unequally

### Australian residents are used to low Power Distance



### Our new communities are mostly accustomed to large Power Distance

- Dependent on family and community leaders
- Treat leaders with respect
- Leaders choose issues and make decisions
- Acceptance of un-equal rights

### Cultural Intelligence is a skill that can be learned

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### Are Euro-Australians mono-cultural?

Not only do ethnic groups have their specific cultural attributes and styles, but so do age groups, professional groups, work groups, and many more.

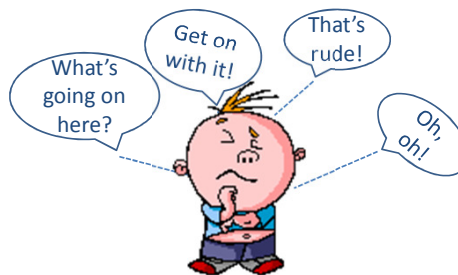
### What's your style?

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- Direct/indirect?
- Physical distance?
- Eye contact?
- Conversation flow?
- Level of formality?
- Decisions: based on what is good for me, or what is good for my community group?

### Opportunities!

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When you are offended or puzzled – that's an opportunity for learning about the other person's culture



**Cultural Intelligence with New  
Australian Communities-**  
A training program for workers  
engaging with CALD communities