

## Enhancing CALD Cultural Competence

Cultural diversity in the New Zealand Population is growing, leading to increasing cross cultural interactions between clinicians and patients and between employees.

**Welcome 2025**



Happy New Year!



New Zealand is among the first few inhabited places, after Kiribati and Chatham Islands, to celebrate New Year. Have you wondered how most of the world agreed that 1st January would be the day to mark the first day of a year? Whatever the reasons, eCALD® Team hopes that you started 2025 well and continue to celebrate life and your mahi as the year progresses.

### **Welcome to the 89th edition of eCALD news**

**This edition brings you the following news.**

#### **Facts about “New Year”**

Find out more in our articles if you are wondering how the internationally celebrated “New Year” came about or whether all countries celebrate “New Year” on the same day.

#### **The Year of Snake**

We celebrate no snake in New Zealand, while the Chinese celebrate the Year of Snake in 2025. How will the Year of Snake pan out for all of us?

## **Ethiopian Genna**

Do you know which day Ethiopia Genna (New Year) falls on? What do Ethiopians do during this festive time?

## **A Relatively New Organisation that Empowers the Burmese Rohingya Community**

How are the Burmese Rohingya former refugees settling in New Zealand? Who can they trust when they were often betrayed in their so-called country of origin?

## **New Pathways for Former Refugees**

To live healthily and with dignity is a goal of all residents in New Zealand. However, some of us may face more challenges than others. When someone stretches out their hands to support you and you stretch out yours to hold, it can create profound experiences for both parties. HOW<sup>2</sup> Te Ako Charitable Trust is one organisation that initiates stretching out its hands to many former refugees supporting them in finding new purposes in their lives.

## **A New Start – eCALD® Services Going Paperless**

Why not embrace this digital era by going paperless? eCALD® will be using digital workbooks for all courses.

## **About eCALD®**

- eCALD® Courses and Resources

## **Something Interesting | Facts about New Year**

So, we have just clocked over to another year on our human-made internationally accepted Gregorian calendar. The new year we celebrated on the 1st of January is not based on



any astrological or seasonal markers.  
Does another “New Year” exist?

[Learn more](#)

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### **The Year of Snake**

You may have heard about how the Chinese love animals that they are happy to be born under some animal zodiac signs. This year, the Chinese will usher in the Year of Snake. Are you afraid of snakes? If you do, please do not shun away from this article before you read it about the Year of Snake.



[Learn more](#)

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### **Ethiopian Genna**

Ethiopia is a very ancient country with a Christian heritage of more than two thousand years. Nowadays, there are many religions in Ethiopia, but the Ethiopian Coptic Orthodox Church still has a strong following. Genna is celebrated on the 7th of January by the Ethiopian Coptic Orthodox Church which uses the Julian calendar. Like in other countries, Christmas is a feast. However, there is no present except we take the children shopping for clothes before Christmas.



[Learn more](#)

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## Something Meaningful | A Relatively New Organisation that Empowers the Burmese Rohingya Community

Have you met any Burmese Rohingya?

Do you know what they had gone through before settling in New Zealand?

How does a young organisation set up by mostly former refugees help their contemporaries achieve successful lives in Aotearoa?

[Learn more](#)

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## New Pathways for Former Refugees

HOW<sup>2</sup> remake your home in a country that you are unfamiliar with?

HOW<sup>2</sup> settle in Aotearoa and contribute to society when your credibility was stripped away while you were on the run?

HOW<sup>2</sup> Te Ako Charitable Trust shows the ways to the former refugees in Palmerston North and beyond how to live healthily and meaningfully in this new country they called home.

[Learn more](#)

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## **Something Beneficial | A New Start – eCALD® Services Going Paperless**

eCALD® Services has been providing free workbooks for face-to-face training. In this new era of digital, we are going paperless. We will provide digital copies of workbooks for the in-person training so that our learners can choose to print hard copies or save them digitally.

This move will bring a lot of benefits. To name some, such as cost-saving, sustainability and embracing a digital-first lifestyle. We hope our learners will support and welcome the change.



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## **Post-training Support | Cross-cultural Community of Practice Support**

eCALD® Services is launching a permanent post-training support programme for learners in 2025. The Cross-cultural Community of Practice Support (CCPS) is free of charge for the New Zealand health workforce.

[Learn more](#)



## **eCALD® Courses and Resources**

The following are training programme for the health workforce in Aotearoa.

For fundamental cultural competency development, we recommend:

- Module 1 Culture & Cultural Competency (prerequisite)
- Module 2 Working with Migrant Patients
- Module 3 Working with Refugee Patients
- Module 4 Working with Interpreters

For further cultural competency development, we recommend:

- Module 6 Working with CALD clients in Palliative care
- Module 8 Working with CALD Families – Disability Awareness
- Module 10 Working in a Mental Health Context with CALD Children and Adolescents
- Module 11 Working with Addiction with CALD Clients

For the non-clinical workforce

- Module 1CS Cultural Competency and Customer Service

[Find out more and enrol](#)

## **CALD Cultural Competency in a Psychiatric Context Training Programme**

This programme is for clinicians who are required to or are interested in developing cultural and linguistic diversity (CALD) competence in a psychiatric context. It consists of four self-directed and self-paced e-learning modules.

[Learn more](#)

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### **Do you know we offer online, remote and face-to-face courses?**

Our **online courses** are delivered electronically via our digital learning management system. It uses online interactive teaching method to reinforce learning. It includes elements of text, multimedia, interactive exercises, quizzes, assessment tools, self-reflective exercises. The system allows learners to save their responses and reflections into a journal and the journal is downloadable for those who need them as evidence of professional development.

Our **remote face-to-face courses** are delivered in person by an educator to a group of learners via zoom video conferencing system. It requires each learner to join the zoom teaching session through a designated zoom link provided by the eCALD digital learning management system when enrolment is approved. The interactive zoom teaching includes elements of lectures, interactive discussion, exercise, multimedia, etc. It uses the technology of the zoom break out rooms, whiteboard and chat function for engaging participants. Handouts are provided to learners to guide the learning process.

Our **face-to-face courses** are delivered in person by an educator in a physical venue. The interactive teaching includes elements of lectures, interactive discussion, exercise, multimedia, etc. A workbook is provided to learners to guide the learning process.

[View our course calendar](#)



### **eCALD Cross Cultural Resources**

These resources [video, PDF, e-books] produced by eCALD® provides additional cultural-specific information, approaches and guidelines, to supplement the above courses. Some of these resources may require pre-



requisites and some may require access to our secured learning management system.

[View our resources](#)



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