

Chinese Speaking Communities Profile

PLEASE NOTE: *This profile provides an overview of some of the cultural information relating to the diverse groups of Chinese speaking population who live in the Eastern Region of Melbourne. This description may not apply to all people as individual experiences may vary. However this profile can be used as a guide to some of the issues that may concern your clients. This is an update of the profile in the Home and Personal Care Kit developed by the MIC in 2004.*

Introduction:

Chinese speaking communities in the Eastern Metropolitan Region (EMR) of Melbourne are diverse in their countries of origin, languages spoken, cuisine, and cultural values.

Migration:

- Overseas-born Chinese speaking people migrated to Australia from a number of different countries - China, Hong Kong, Taiwan, Malaysia, Singapore, Vietnam, Cambodia, Indonesia, and other countries.
- Many Chinese speaking people share the same cultural heritage although they migrated to Australia from different countries. For more cultural information about Chinese speaking communities from Cambodia, Malaysia, Singapore and Vietnam please refer to the Cultural Profile relating to that country of birth.

Language:

- Mandarin and Cantonese are the two main languages/dialects spoken by the Chinese speaking communities in Australia.
- Other major languages/dialects are: Teo Chew, Hokkien, Hakka, Shanghainese (Wu) and many more.
- There are two forms of Chinese written language: Traditional Form and Simplified Form.
- Traditional Form is used by most of the Chinese newspapers and publications in Australia and is used by Chinese speaking people aged 60 and over. Many Chinese language schools in Australia teach Simplified Chinese and the governments' publications in Australia use both forms.

Language: Chinese-speaking people in the Eastern Region

Local Government Area	Chinese Languages	Total No of Chinese speaking population	50-59 years	60-69 years	70-79 years	80 years and over	Total number of Chinese speaking people aged 65 and over	Chinese speaking people aged 65+ as a % of the Chinese speaking population
City of Boroondara	Cantonese	4,787	863	506	277	122	574	12%
	Mandarin	7,997	934	353	180	69	372	5%
	Other Chinese Languages	437	55	15	8	5	22	5%
	Total	13,221	1,852	874	465	196	968	7%
City of Knox	Cantonese	4,060	839	384	132	79	330	8%
	Mandarin	3,833	462	231	103	37	214	6%
	Other Chinese Languages	162	24	3	5	4	9	6%
	Total	8,055	1325	618	240	120	553	7%
City of Manningham	Cantonese	8,810	1,639	1,014	496	250	1071	12%
	Mandarin	6,934	908	435	168	66	384	5%
	Other Chinese Languages	312	44	24	15	3	25	8%
	Total	16,056	2,591	1,473	679	319	1480	9%
City of Maroondah	Cantonese	994	143	81	45	14	96	10%
	Mandarin	1,569	137	77	34	8	78	5%
	Other Chinese Languages	67	4	3	0	0	0	-
	Total	2,630	284	161	79	22	174	7%
City of Monash	Cantonese	8,376	1,384	838	369	153	811	10%
	Mandarin	15,667	1,528	558	333	112	655	4%
	Other Chinese Languages	914	66	23	13	0	21	2%
	Total	24,957	2978	1419	715	265	1487	6%
City of Whitehorse	Cantonese	7,766	1,199	678	363	203	804	10%
	Mandarin	11,355	1,024	451	304	113	592	5%
	Other Chinese Languages	814	45	15	20	7	38	5%
	Total	19,935	2,268	1,144	687	323	1,434	7%
Shire of Yarra Ranges	Cantonese	208	18	17	17	8	29	14%
	Mandarin	426	48	28	3	6	24	6%
	Other Chinese Languages	23	0	0	0	0	0	-
	Total	657	66	45	20	14	53	8%
Eastern Region	Cantonese	35,001	6,085	3,518	1,699	829	3,715	11%
	Mandarin	47,781	5,041	2,133	1,125	411	2,319	5%
	Other Chinese Languages	2,729	238	83	61	19	115	4%
	Total	85,511	11,364	5734	2885	1259	6,149	7%

(ABS Census 2011)

Key Chinese Festivals / Significant Dates:

Chinese people celebrate traditional festivals following a lunar calendar:

- Chinese (Lunar) New Year *1st day of the 1st lunar month*
- Lantern Festival *15th day of the 1st lunar month*
- Qing Ming (Tomb Sweeping Day/Mourning Day) *4th or 5th of April*
- Duan Wu (Dragon Boat Festival) *5th day of the 5th lunar month*
- Mid-Autumn (Moon Cake) Festival *15th day of the 8th lunar month*
- National Day (China, Hong Kong & Macau only) *1st of October*

* For other significant dates related to religious observances, refer to the Christian and Buddhist religious profiles.

Timetable of Chinese Traditional Festivals (2015-2018)

Year	Chinese New Year	Lantern Festival	Qing Ming Festival	Dragon Boat	Mid-autumn Festival
2015	February 19	March 5	April 5	June 20	September 27
2016	February 8	February 22	April 4	June 9	September 15
2017	January 28	February 11	April 4	May 30	October 4
2018	February 16	March 2	April 5	June 18	September 24

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* To search for exact dates of key cultural and religious events, festivals and national days for this year, visit: <<https://www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs/programs-policy/a-multicultural-australia/government-building-social-cohesion/calendar-of-cultural-and-religious-dates>>

Local services and activities useful for older Chinese speaking people in EMR

Settlement Services

Provide Information, referral, casework for refugees and family migrants who arrived in the last five years.

Name	Address	Contact
Migrant Information Centre (Eastern Melbourne)	Suite 2, Town Hall Hub, 27 Bank Street, Box Hill, Vic 3128	9285 4888
New Hope Migrant and Refugee Centre	18 Chester Street, Oakleigh, Vic 3166	9563 4130
Chinese Community Social Services Centre Incorporated	Suite 9A, level 1, Professional Suites, Centro Box Hill North, 17 Market Street, Box Hill, Vic 3128	9898 1965
Federation of Chinese Associations	47 Miller Crescent, Mount Waverley, Vic 3149 (Tuesdays only)	9650 1293

Aged Care & Disability Support Services

Chinese Planned Activity Groups (High)

Name of Organisation & Contact Details	LGA	Venue	Time / Day
Chinese Community Social Services Centre Incorporated 14 Livingstone Close, Burwood Vic 3125 Ph: 03 9888 8671 / 03 9888 8493	Whitehorse	St Scholastica Hall 348 Burwood Hwy, Bennettswood 3125	Wednesdays & Thursday 9am – 3pm
	Manningham	On Luck Nursing Home 177-179 Tindals Rd, Donvale 3100	Tuesdays 9am – 3pm
	Monash	Mulgrave Community Centre 355 Wellington Road, Mulgrave 3170	Fridays 9am – 3pm
	Knox	Knox Gardens Community Hall Argyle Way Wantirna South, 3152	Thursday 9am – 3pm

Chinese Planned Activity Groups (Core)

Name of Organisation & Contact Details	LGA	Venue	Time / Day
Chinese Community Social Services Centre Incorporated 14 Livingstone Close Burwood Vic 3125 Ph: 03 9888 8671 / 03 9888 8493	Whitehorse	St Scholastica Hall 348 Burwood Hwy, Bennettswood 3125	Wednesday 9am – 3pm
	Whitehorse	St Scholastica Hall 348 Burwood Hwy, Bennettswood 3125	Wednesday 9am – 3pm
	Monash	Mulgrave Community Centre 355 Wellington Road, Mulgrave 3170	Fridays 9am – 3pm

Chinese Planned Activity Groups (Dementia specific)

Name of Organisation & Contact Details	LGA	Venue	Time / Day
Chinese Community Social Services Centre Incorporated 14 Livingstone Close Burwood Vic 3125 Ph: 03 9888 8671 / 03 9888 8493	Whitehorse	On Luck Nursing Home 177-179 Tindals Rd, Donvale 3100	Mondays 9am – 3pm
	Monash	Mulgrave Community Centre 355 Wellington Road, Mulgrave 3170	Fridays 9am – 3pm

Chinese Community Social Services Centre Incorporated

Other than PAGs, the Chinese Community Social Services Centre also provides

- Access & Support Program
- Volunteer Coordination
- Walking group
- Carer support group

Address: 14 Livingstone Close, Burwood Vic 3125

Ph: 03 9888 8671 / 03 98888493

On Luck Chinese Nursing Home

Address: 177-179 Tindals Road, Donvale Vic 3111

Ph: 9844 6000

Other Social Support Groups for Chinese Seniors

Name of Organisation & Contact Details	LGA	Venue	Time / Day
Doncare Chinese Walking Group Social Support for Seniors Program, C/- Doncare, 8 Montgomery Street, East Doncaster, 3109 Ph: 9856 1518	Manningham	Doncaster East Uniting Church Anderson's Creek Rd East Doncaster, 3109	Wednesday morning (in school term)
Chinese Carers Group Manningham City Council C/- Aged and Disability Support Service, 699 Doncaster Rd, Doncaster, 3108 Ph: 9840 9700	Manningham	Heidi Room, Manningham Council 699 Doncaster Road Doncaster, VIC Australia	2nd Tuesday
Ashburton Support Service Chinese Seniors Group C/- Ashburton Support Service 296 High Street, Ashburton 9885 3815	Boroondara	296 High Street Ashburton	Mondays and Thursdays

South East Volunteers Chinese Elderly Social Support Group C/- South East Volunteers, 5 Myrtle Street, Glen Waverley 9562 0414	Monash	5 Myrtle Street, Glen Waverley	Mondays & Fridays
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Migrant Information Centre Aged & Disability Services

Address: Suite 2, Town Hall Hub, 27 Bank Street, Box Hill, 3128

Ph: 9275 6901

Email: wzhang@miceastmelb.com.au

Website: <http://www.miceastmelb.com.au/agedcare.htm>

The Access & Support Program provides short term support to help people access aged care and other services so they can stay living at home independently. The Program provides information, referral, support and monitoring. The aged and disability team generally aims to increase access to aged care and disability services for CALD communities in the EMR through working with CALD communities to promote those services, provide information and referral and supporting organisations to provide culturally appropriate care. The team also receives funding for specific projects in this area.

Senior Citizens Groups: For more information please contact local councils or Migrant Information Centre (Eastern Melbourne) on 9275 6901.

Name of the Club	LGA	Venue	Time / Day
Boroondara Chinese Senior Citizens Association Inc.	Boroondara	45 Talbot Ave, Balwyn, 3103	Mondays 10am to 3pm
Eastern Senior Chinese Association Inc	Boroondara	Kew Senior Citizens Centre 533 High St, Kew, 3101	Wednesdays 10am to 3pm
Camberwell Senior Centre (Chinese Group)	Boroondara	Church Hall, 910 Toorak Road, Camberwell, 3124	Thursdays 10am to 2pm
Chinese Senior Citizens Club of Manningham	Manningham	Manningham City Council Function Centre 699 Doncaster Road, Doncaster, 3108	Wednesdays 10am - 2pm
Monash Chinese Friendship Association	Monash	Mt Waverley Community Centre, 47 Miller Crescent, Mt Waverley	Tuesdays, 10am to 3pm
Waverley Chinese Senior Citizen's Club Inc	Monash	Senior Citizens Centre 700 Waverley Road, Glen Waverley, 3150	Mondays & Thursdays 10am to 12noon, 1pm to 3pm

Name of the Club	LGA	Venue	Time / Day
Box Hill Chinese Senior Citizens' Club	Whitehorse	Box Hill Senior Citizen's Centre 79 Carrington Road, Box Hill, 3128	Wednesdays 10am – 3:30pm
Jing Song Senior Chinese Men's Inc	Whitehorse	The Pines Senior Citizens Centre 25 Central Rd, Blackburn, 3130	Tuesdays 9am – 12.30pm
Victoria Hua Xin Chinese Women's Association	Whitehorse	Wesley Uniting Church 4 Oxford Street, Box Hill, 3128	Fridays 9am – 12pm
Eastern Region Chinese Social Club	Whitehorse	Meeting Room D, Town Hall Hub 27 Bank Street, Box Hill, 3128	Last Friday of the month 1pm – 2:30pm
Knox Chinese Elderly Citizen's Club	Knox	Carrington Park Leisure Centre 20 O'Connor Rd, Knoxfield, 3180	Fridays 9am to 2pm
Knox City Chinese Social Club	Knox	Knox Library, 425 Burwood Hwy, Wantirna South, 3152	Mondays 1pm to 3pm

Other Support Services

Chinese Cancer Society of Victoria Incorporated

Address: 784 Station Street, Box Hill Vic 3128 (Open Monday to Friday, 10am – 3:30pm)

Ph: 9898 9575

Email: enquiry@ccsv.org.au

Website: <http://www.ccsv.org.au/index.php>

Provides information, family support, community education, and support groups to cancer survivors, carers, and their family members.

Chinese Health Foundation of Australia

Address: Suite 12, Town Hall Hub, 27 Bank Street, Box Hill Vic 3128

Ph: 9285 4812

Email: info.chfa@gmail.com

Website: <http://www.chinesehealthfoundation.com/index.html>

Provides information, community education, and support groups to Chinese communities on health issues. The foundation exists to promote the health of Chinese Australians through partnerships, community, education, research, projects and group activities.

Mental Health Support Group

Name of Organisation & Contact Details	LGA	Venue	Time / Day
<p>Action on Disability in Ethnic Community (ADEC)</p> <p>Chinese Mental Health Support Groups</p> <p>Ph: 9480 1666 or 1800 626 078</p>	<p>Monash</p>	<p>Mt Waverley Youth Centre 45 Miller Crescent Mt Waverley</p>	<p>3rd Thursday of the month 11am – 2:30pm</p>

China-born Chinese Cultural Profile

PLEASE NOTE: This profile provides an overview of some of the cultural information relating to the diverse groups of Chinese speaking people who were born in China and live in the Eastern Region of Melbourne. This description may not apply to all people as individual experiences may vary. However this profile can be used as a guide to some of the issues that may concern your clients. This is an update of the profile in the Home and Personal Care Kit developed by the MIC in 2004.

Migration:

- There is a long history of migration from China to Australia, as far back as the gold rush in the 1850's.
- An increasing number of elderly parents have also recently migrated from China to live with their adult children, often helping to look after their grandchildren.
- China ranks as the third top country of birth for the Victorian population (ABS Census 2011)

Local Demographics: China-born residents in the Eastern Region

Local Government Area	Total China-born Population	65-69 years	70-74 years	75-79 years	80 years and over	Total number of China-born people aged 65 and over	People aged 65+ as a % of the China-born population
City of Boroondara	6,686	142	138	150	140	570	9%
City of Knox	2,765	67	80	54	80	281	10%
City of Manningham	6,605	241	204	200	257	902	14%
City of Maroondah	1,470	51	40	17	21	129	9%
City of Monash	13,766	262	240	211	201	914	7%
City of Whitehorse	11,052	223	228	234	232	917	8%
Shire of Yarra Ranges	369	14	10	9	10	43	12%
Eastern Region	42,713	1,000	940	875	941	3,756	9%

(ABS Census 2011)

Language:

- The official spoken language of mainland China is Mandarin (Putonghuo). Other major dialects include Cantonese, Wu (Shanghainese), Hakka, Hokkien, Teo Chew and many more.
- All languages use the same written characters (Simplified Chinese) and can be read by any person literate in Chinese, regardless of their spoken dialect.
- 2.8% of the China-born community in Victoria speak English only
- Of those who speak English in addition to other languages, 23.2% assessed themselves as speaking English 'very well' and 43.4% 'well'
- 22.2% of the China-born population in Victoria who speak a language other than English at home assessed themselves as speaking English 'not well' with 7.6% responding 'not at all'.

Religion:

- According to the ABS 2011 Census, 66% of China-born people in Victoria have no religion. Others may practice Buddhism, Confucianism or Taoism or a mixture of these belief systems. The worship of ancestors may still be very strong in the belief system.
- There are a number of China-born people practicing Christianity (including Baptist, Uniting Church, Anglican, Russian Orthodox and nfd).
- The top 3 religions of China-born people in Victoria are Buddhism (15%), Western Catholicism (2.7%) and Baptist (2.3%) (ABS Census 2011).
- Some older people born in China may have small family shrines or sacred spaces within their homes that only family members are allowed to touch or clean.

Attitudes and Issues with Ageing:

- Traditionally in China, children and family members care for the elderly.
- Many older Chinese in Australia have become frustrated by their inability to speak or read English. They have to rely on their children for transportation and communication with service providers and the government is also a source of frustration.
- The existence of Chinese Senior Citizen's groups and other services for the Chinese speaking communities, in most areas, has helped to reduce their social isolation.
- The Chinese view age positively and as a sign of wisdom. There is a respect for, and a sense of duty towards elders and parents.
- Some older Chinese may experience intergenerational conflict with their Australian-born grandchildren.

Attitudes to Disability and Mental Illness:

- The China-born community regards disability as shameful, and a strong cultural stigma is attached to mental illness in particular.
- A China-born person with a disability and their family may believe that they are paying a debt that is owed, in other words that the disability is punishment for wrongdoing by the person or the family in a previous life.
- Parents are responsible for their children's wellbeing. China-born parents of a child with a disability may feel this responsibility more heavily if they are exposed to social criticism.

Attitudes to Death and Palliative Care:

- For further information please see resource:

Palliative Care for Culturally and Linguistically Diverse Communities: Cultural profiles to assist in providing culturally sensitive Palliative Care, 2009, Migrant Information Centre (Eastern Melbourne), http://www.miceastmelb.com.au/documents/pdaproject/Palliative_care_resource_for_workersAug2009.pdf

Customs / Values:

- China-born people regard 'saving face', and not being publicly embarrassed or causing shame to the family as important. Emotional self-control is highly valued and arguments or disagreements are kept to a minimum.
- The family is the core unit. Family structure is traditionally hierarchical and patriarchal, with the eldest adult male the primary decision-maker in health and other matters. Older children have precedence over younger children and male children over female children.

- China-born people may express loyalty and affection through practical gifts.
- Families tend to be private and reluctant to discuss family issues or conflict with non-family members.

Communication Styles:

- China-born people prefer to display little emotion. Passivity is often a response to conflict.
- Some China-born people may interpret assertiveness as aggressiveness.
- Some China-born people may feel that saying 'no' is impolite. They may answer 'yes' to questions, acknowledging that they are listening, rather than that they are in agreement.
- Touching someone's head is an offensive behaviour to Chinese elderly.

Naming Conventions:

- Chinese names are traditionally written with the surname first, followed by the given name. China-born women retain their own surnames but some add their husband's surname to their own on marriage. Many Chinese people have adopted the Australian style of naming, they have adopted 'western' first names.
- China-born people generally prefer to be addressed by their title. For example, Mr, Mrs and Dr.

Health Beliefs and Practices:

- Chinese people consider health to be a state of harmony between forces of Yin (negative) and Yang (positive), and that illness is a result of disharmony or imbalance between these forces. The purpose of treatment interventions is to assist in restoring harmony and balance.
- Chinese people may use a combination of traditional and biomedical practices. Traditional health practices include acupuncture, acupressure and Chinese herbs.
- Cupping is a remedy used for a range of ailments. Usually performed on the forehead, the abdomen, and the base of the nose, between the eyes and on the neck, chest or back. This practice can result in bruises or marks, it is important not to mistake the resulting marks as a sign of abuse.
- There is a tendency to assume a passive sick role, relying heavily on other family members.

Greetings:

English Greeting	Mandarin	Closest English Pronunciation
Hello (How are you?)	你好嗎	NI HAO MA
Good Morning	早上好	JAO SHANG HAO
Goodbye	再見	ZAI JEN
Yes	是	SHI
No	不是	BU SHI
Thankyou	謝謝	SHEA SHEA

*For Cantonese greetings see Hong Kong Chinese cultural profile.

Hong Kong-born Chinese Cultural Profile

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Migration:

- The Hong Kong-born community in Melbourne is primarily Cantonese speaking, tertiary educated professionals or business people.
- The community has increased rapidly in size since the mid-1980s.
- The largest populations in Melbourne reside in Manningham and Monash.

Local Demographics: Hong Kong-born Residents in the Eastern Region

Local Government Area	Total Hong Kong-born Population	65-69 years	70-74 years	75-79 years	80 years and over	Total number of Hong Kong-born people aged 65 and over	People aged 65+ as a % of the Hong Kong-born population
City of Boroondara	1,568	35	46	23	26	130	8%
City of Knox	991	8	14	10	6	38	4%
City of Manningham	2,826	83	74	45	24	226	8%
City of Maroondah	270	0	7	0	0	7	3%
City of Monash	2,356	46	48	20	20	134	6%
City of Whitehorse	2,044	34	33	21	32	120	6%
Shire of Yarra Ranges	91	0	4	4	0	8	9%
Eastern Region	10,146	206	226	123	108	663	7%

(ABS Census 2011)

Language:

- Chinese (Mandarin and Cantonese) and English are the official languages of Hong Kong. However, Cantonese is most widely spoken. Traditional Form is used as the written Chinese language.
- English proficiency is generally high in the younger generations and business circles. In general the older generation have lower levels of English.

Religion:

- Hong Kong-born Chinese may practice Buddhism, Confucianism or Taoism. There are also a number of Hong Kong-born people who are practicing Christians.
- Many of the religious observances are closely connected to specific events such as births, deaths and marriages.

- Some people born in Hong Kong may have small family shrines or sacred spaces within their homes that only family members are allowed to touch or clean.

Attitudes and Issues with Ageing and Aged Services:

- In Hong Kong the elderly are traditionally cared for by their children and other family members.
- Many of the elderly in Australia become frustrated by their inability to speak or read English.
- Older people have to rely heavily on their children for transport and communication with social support services and the government.
- The existence of Chinese Senior Citizen's groups and other services for the Chinese speaking communities in most areas has helped to reduce their social isolation. The availability of authentic Chinese food, magazines and newspapers in local shops has also eased this transition.
- Many older people in Australia take a role in caring for grandchildren.
- Unlike the China-born Chinese, Hong Kong born Chinese people may be more familiar with the Australian service system due to the influence of the British in Hong Kong in the past. They may have more understanding of government provided aged care services and be more familiar with the different types of services provided.

Attitudes to Disability and Mental Illness:

- Hong Kong-born people regard disability as shameful and a strong cultural stigma is attached to mental illness in particular.
- Anecdotally, local disability organisations find it difficult to access families, as they are reluctant to use mainstream services.

Customs / Values:

- The family is traditionally hierarchical and patriarchal in structure. The eldest adult male is generally the primary decision-maker in health and other matters. Older children have precedence over younger children and male children over female children.
- Families tend to be private and reluctant to discuss family issues or conflict with non-family members.
- A respect for and a sense of duty towards elders and parents are important cultural values.
- There is a desire to avoid 'loss of face' or the bringing of shame to the family. It is important to conform to family and societal norms. Hong Kong-born people in general, exhibit emotional self-control, particularly in public. They desire to keep arguments or disagreements to a minimum.

Communication Styles:

- Some Hong Kong-born people may interpret assertiveness as aggressiveness.
- Some Hong Kong-born people may feel that saying 'no' is impolite. Sometimes they may answer 'yes' to questions when they are acknowledging that they are listening. However they may not have understood what has been said. They may smile to conceal embarrassment or the fact that they do not understand.
- Touching someone's head is an offensive behaviour to Hong Kong-born elderly.

Naming Conventions:

- Chinese names are traditionally written with the surname first, followed by the given name. Some Hong Kong-born people have adopted the Australian style of naming. A number of Hong Kong-born Chinese have also adopted 'western' first names. Women traditionally retain their own names or add their husband's surname to their own on marriage.
- Hong Kong-born people generally prefer to be addressed by their title, for example: Mr., Mrs. and Dr.

Health Beliefs and Practices:

- Hong Kong-born people tend to assume a passive sick role, relying heavily on other family members.
- Hong Kong-born people may use a combination of traditional and biomedical practices. Traditional health practices include acupuncture, dietary restrictions and Chinese herbs.
- Cupping is a remedy used for a range of ailments and is usually performed on the forehead; the abdomen, the base of the nose, between the eyes and on the neck; chest or back. This can result in bruises or marks, it is important not to mistake the resulting marks as a sign of abuse.

Greetings:

English Greeting	Cantonese	Closest English Pronunciation
Hello (How are you?)	你好嗎?	LAY HO MA
Good Morning	早晨	CHO SAN
Good Afternoon	午安	NG ON
Goodbye	再見	ZHOI KING
Yes	係	HAI / HO (OK)
No	唔係	NG HAI / NG HO (NOT OK)
Thankyou	多謝	DOOR ZEY

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