

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
City of Boroondara	Cantonese	2,213
	Mandarin	5,998
	Other Chinese Languages	392
	Total	8,596
City of Knox	Cantonese	2,284
	Mandarin	3,736
	Other Chinese Languages	360
	Total	6,378

Local Government Area	Chinese Languages	Total No. Of Chinese Speaking Population
City of Manningham	Cantonese	4,471
	Mandarin	5,760
	Other Chinese Languages	397
	Total	10,633
City of Maroondah	Cantonese	683
	Mandarin	1,628
	Other Chinese Languages	92
	Total	2,401
City of Monash	Cantonese	4,162
	Mandarin	12,494
	Other Chinese Languages	935
	Total	17,590
City of Whitehorse	Cantonese	4,008
	Mandarin	9,605
	Other Chinese Languages	773
	Total	14,384
Shire of Yarra Ranges	Cantonese	131
	Mandarin	378
	Other Chinese Languages	20
	Total	529
Eastern Region	Cantonese	17,952
	Mandarin	39,599
	Other Chinese Languages	2,969
	Total	60,511

(ABS Census 2016)

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 (2021-2024)

Year	Chinese New Year	Lantern Festival	Qing Ming Festival	Dragon Boat	Mid-autumn Festival
2021	February 12	February 26	April 4	June 12-14	September 21
2022	February 1	February 15	April 5	June 3	September 10
2023	January 22	February 5	April 5	June 22-23	September 29
2024	February 10	February 24	April 4	June 10	September 17

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 <u>and</u> 18 Bond Street, Ringwood Vic 3134	Ph: 9285 4888 (Box Hill) 9870 1351 (Ringwood)
New Hope Foundation	Grattan Gardens Community Centre, 40 Grattan Street, Prahran Vic 3181	Ph: 9510 5877
Chinese Community Social Services Centre Incorporated	Suite 9A & 19, Level 1, Professional Suites, Centro Box Hill North, 17 Market Street, Box Hill, Vic 3128	Ph: 9898 1965
Federation of Chinese Associations	6/20 Collins Street, Melbourne Vic 3000	Ph: 9650 1293

Aged Care & Disability Support Services

Social Support Day Centre – Chinese Specific

Name of Organisation & Contact Details	LGA	Venue	Time / Day
Chinese Community Social Services Centre Incorporated 14 Livingstone Close, Burwood Vic 3125 Ph: 9898 1965 Suites 9A & 19, Box Hill Central, 17 Market Street, Box Hill Vic 3128 Ph: 9898 1965 Suite 6 Level 1, Manningham City Square, 687 Doncaster Road, Doncaster Vic 3108 Ph: 8848 0288	Whitehorse	Whitehorse Day Centre	Tuesdays & Wednesdays 9am – 3pm
	Manningham	Manningham Day Centre Dementia Day Centre (Donvale)	Tuesdays 9am – 3pm Mondays 9am-3pm
	Monash	Monash Day Centre Dementia Day Centre (Donvale)	Fridays 9am – 3pm
	Knox	Knox Day Centre	Thursdays 9am – 3pm

Chinese Community Social Services Centre Incorporated

Other than social support, the Chinese Community Social Services Centre also provides:

- Allied Health and Therapy Services - Counselling
- Carers' Support Services
- Access & Support Program
- Volunteer Coordination

Address: 14 Livingstone Close, Burwood Vic 3125

Ph: 9898 1965

<https://www.ccssci.org.au/>

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 Ph: 9856 1518	Manningham	Doncaster East Uniting Church Anderson's Creek Rd East Doncaster, 3109	Wednesday morning 9am - 12pm
Ashburton Support Service Chinese Seniors Group Ph: 9885 6443	Boroondara	296 High Street Ashburton Vic 3147	Mondays and Thursdays
South East Volunteers Chinese Elderly Social Support Group Ph: 9562 0414	Monash	5 Myrtle Street, Glen Waverley Vic 3150	Mondays & Fridays 10am - 12pm

Multicultural Memory Lane Café

For Chinese Seniors Living With Dementia. To enquire whether this event is suitable for you, please phone the National Dementia Helpline. Phone: 1800 100 500 www.vic.fightdementia.org.au (search for memory lane cafe).

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: <https://miceastmelb.com.au/our-services/elderly-people-younger-people-disabilities-carers/>

The Access & Support Program provides short term support to help people access aged care and other services so they can continue 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.

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	Evergreen Centre 45 Talbot Ave, Balwyn, 3103 Ph: 9836 9681	Mondays 10am to 3pm
Eastern Senior Citizens Chinese Association Inc	Boroondara	Kew Senior Citizens Centre 533 High St, Kew, 3101 Ph: 9278 4777	Wednesdays 10am to 3pm
Chinese Senior Citizens Club of Manningham	Manningham	Ajani Centre 284 Thompsons Road, Lower Templestowe 3107 Ph: 0427 040 894	Wednesdays 10am - 2pm
Chinese Seniors Social Group	Monash	Waverley Community Learning Centre, 5 Fleet Street, Mount 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
Box Hill Chinese Senior Citizens' Club	Whitehorse	Box Hill Senior Citizen's Centre 79 Carrington Road, Box Hill, 3128 Ph: 9890 4979	Tuesdays & 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

Name of the Club	LGA	Venue	Time / Day
Knox Chinese Elderly Citizens' Club	Knox	Rowville Community Centre, 40 Fulham Road, Rowville Ph: 0411 138 448	Fridays 9am to 2pm
Knox City Chinese Social Club	Knox	Knox Library, 425 Burwood Hwy, Wantirna South, 3152 Ph: 9800 6470	Mondays 1pm to 2pm

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
Action on Disability in Ethnic Community (ADEC) Chinese Mental Health Support Groups Ph: 9480 1666 or 1800 626 078	Monash	Mt Waverley Youth Centre 45 Miller Crescent Mt Waverley	3 rd Thursday of the month 11am – 2:30pm

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 2016).

Local Demographics: China-born residents in the Eastern Region

Local Government Area	Total China-born Population	65-74 years	75-84 years	85 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	11,063	511	291	94	896	8%
City of Knox	6,080	327	146	59	532	9%
City of Manningham	10,844	756	410	192	1,358	13%
City of Maroondah	2,969	155	65	13	233	8%
City of Monash	22,880	857	488	131	1,476	6%
City of Whitehorse	18,624	833	491	167	1,491	8%
Shire of Yarra Ranges	681	42	19	3	64	9%
Eastern Region	73,141	3,481	1,910	659	6,050	8%

(ABS Census 2016)

Language:

- The official spoken language of mainland China is Mandarin (Putonghuo). Other major dialects include Cantonese, Wu (Shanghaiese), 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.
- 14% of the Chinese-speaking population in Victoria who speak a language other than English at home assessed themselves as speaking English 'not well or not at all' (ABS Census 2016).

Religion:

- According to the ABS 2016 Census, 75.6% 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 (10%), Christianity (2.3%) and Catholicism (1.9%) (ABS Census 2016).
- 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), https://miceastmelb.com.au/wp-content/uploads/2016/02/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	65-74 years	75-74 years	85 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	1,763	159	72	6	237	13%
City of Knox	1,313	89	19	3	111	8%
City of Manningham	3,061	326	110	16	452	15%
City of Maroondah	458	20	12	0	32	7%
City of Monash	2,524	214	66	6	286	11%
City of Whitehorse	2,409	175	64	11	250	10%
Shire of Yarra Ranges	125	6	3	0	9	7%
Eastern Region	11,653	989	342	42	1,377	12%

(ABS Census 2016)

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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