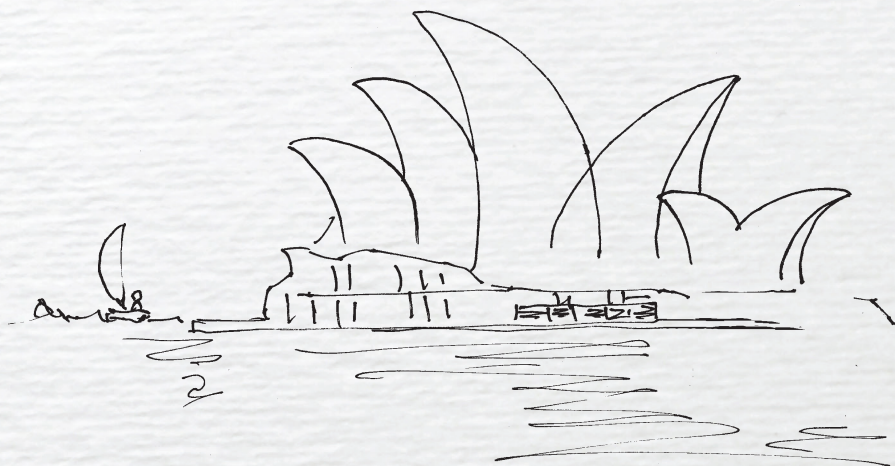


When Chinese meet Australian - *Integration of new migrants into Australian society*

当华人遇上澳洲人

— 新移民融入澳洲社会



Blee

This project is funded by Department of Home Affairs Fostering Integration Grant Scheme.



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当华人遇上澳洲人

— 新移民融入澳洲社会

在社区内，很多移民都积极地融入当地社会，但是在亚裔社区内，一部分居民对澳洲本地文化习惯缺乏了解，因着不同的文化与习惯，可能会有一些并不太受本地居民接受的行为，或未能保护我们的权利。而其他社区的居民也可能会对我们的行为习惯产生误会。为协助移民能更融入澳洲文化、价值观及法律，我们一连十二周，以“每周一礼节”形式在报章上向公众讲解了一些在中国无伤大雅，但在澳洲不合礼仪或法律规范的事宜，现将它们集以为册。

When Chinese and Korean meet Australian

- integration of new migrants into Australian society

The way migrants become accepted by society is a major factor in successful migrant integration. Newly arrived migrants usually need to overcome a series of challenges to integrate into local communities. To assist them in embracing Australian culture, values and laws, we have introduced 12 types of etiquette that may be a norm in their home country but not meeting the social or even legal requirements in Australia. The 12 types of etiquette have been posted in newspapers and social media once per week for 12 consecutive weeks. The following is a summary of the posting.

This project is funded by Department of Home Affairs Fostering Integration Grant Scheme.

特别鸣谢李润辉先生OAM (Francis Lee) 为本专栏绘画精美插画。

Special thanks to Mr Francis Lee OAM for the lively illustration.



Lee

Francis came to Australia at a young age. He graduated from Sydney University as an engineer and completed a Master degree from UNSW, winning the Senior Prize in Civil Engineering upon graduation. He entered the Public Works Department to be a design engineer and later became its Environmental Engineer. In 1993 he followed his heart and assumed a full-time position as the head of the Cantonese group in SBS Radio. He was awarded the Order of Australia Medallion (OAM) on Australia Day of 2004 for contribution to the community. He retired in 2008. He is also a Level III translator, Author and Illustrator.

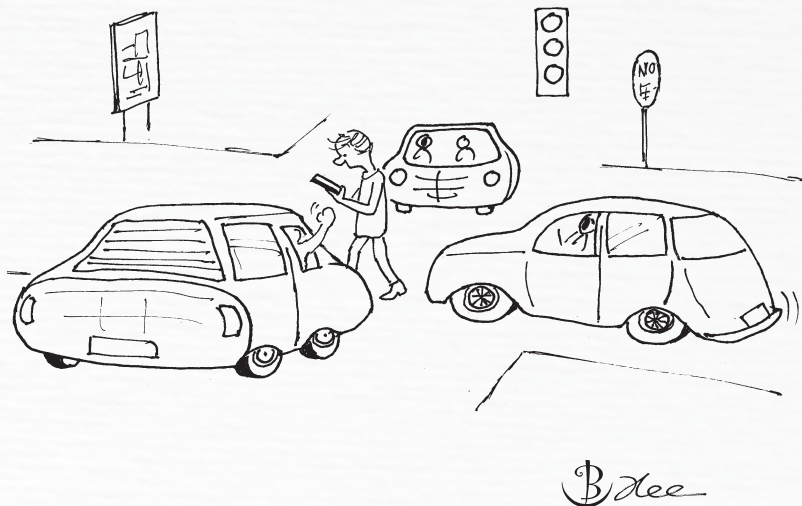
公共场合大声喧哗



在西方文化中，在公共场合里，为了每个在场的人都能享受好时光并且保护自己的隐私(privacy)，人们都尽量保持较小的交谈声音，听音乐也习惯戴上耳机(headphone / earphone)，以防影响到他人。

但是我们经常在一些公共场合，看到一些不太妥当的行为。例如在火车或者在图书馆等要求安静的地方，我们有时会听到有人大声地聊天，或播放影音，用扬声器(speaker)讲电话。以上都是被澳洲文化视为欠妥的行为，在公共场合，为了相互尊重，我们应该尽量保持小声谈话，如果想要用手机看视频，可以带上耳机，以保证不影响他人。

道路安全



澳洲的机动车(motor vehicle) 行驶方向跟许多其他国家正好相反，近几年已经发生了几起游客在澳洲开车因为交通法规与行驶习惯的差异而酿成的意外。

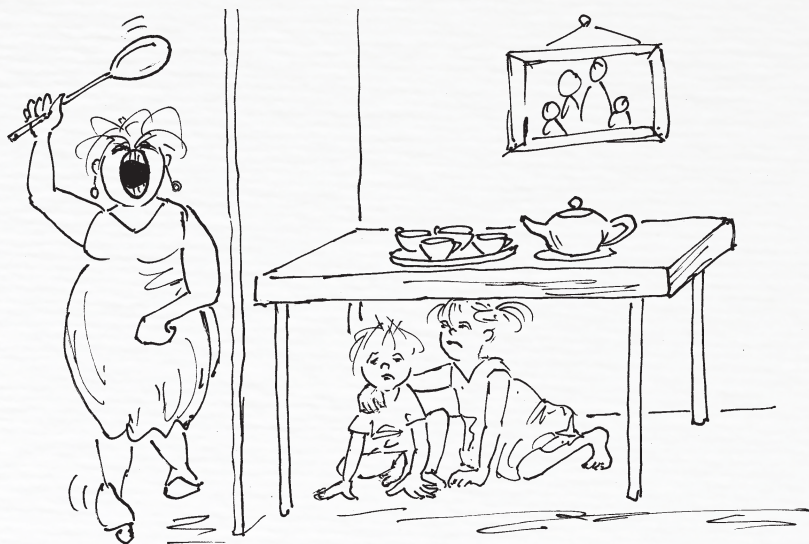
我们平时在过马路的时候，记得要先看右边，再看左边。澳洲有着严格的交通法规(traffic regulations)，不只是对车辆，对行人、自行车也是一样。但有一部分人为了——时之快，一时心急就在非行人过马路的地方或者是绿灯未亮起就过马路，殊不知这会给周围的车辆与行人带来危险。我们经常可以在路上看到乱穿马路的人，然而澳洲的交通法规规定“非法过马路”(jay-walking)，包括无视交通灯，不走斑马线。骑自行车不戴头盔(helmet)也会导致罚款。因此，朋友们应时刻注意自己的安全，安全合法地出行。

家庭暴力



有部分社区存在着家庭暴力(domestic violence)的问题，有些时候施暴者可能不知道自己的做法是违法的，而受害者(victim)也不知道自己的权利 (rights) 被侵犯了(violated)，家庭暴力是家庭成员之间的人身(physical) 侵犯或精神(mental) 虐待。很多人以为家庭暴力仅仅是对身体上的伤害。但是，在澳洲家庭暴力的定义非常广，包括：身体伤害，感情或心理虐待，经济封锁，语言暴力与恐吓，阻止家人无法按其意愿行事。

受害者或听到看到家庭暴力事件的任何人都可以报警，警察会非常严肃地处理家庭暴力事件并给受害者提供帮助。



B. Lee

中国有两句俗语：“子不教，父之过”，“不打不成器”是一部分父母的教育原则，认为孩子只有严厉管教，甚至以为用“打”来惩治孩子才能教得好孩子。但是，在澳洲的儿童保护法中，儿童的多种权益受到法律保护。

很多人认为只有狠狠地打孩子才叫虐待儿童，然而儿童虐待包括很多方面：身体虐待，情绪虐待，疏忽照顾，性虐待(sexual abuse)，以及把孩子暴露于家庭暴力的环境下。澳洲社会把孩子的权益看得非常重要，并认为孩子的快乐健康成长才是最重要的，打骂孩子可能会给孩子留下身体或心灵上的坏影响，身心健康的孩子需要家长的关爱与悉心养护，给他们合理的引导，培养他们健康的人格。

公共卫生

习惯五



现在有不少的公共厕所内都贴有“不要站在坐厕上”(Don't stand on the toilet) 的警示 (warning), 是因为很多的亚洲人群习惯了使用蹲厕, 认为坐厕可能存在卫生问题(hygienic issue)。这样一来, 公共洗手间的坐厕上就留下了很多脚印 (footprint), 给后来的使用者增加了卫生隐患。

现在很多公共卫生间都有提供纸巾, 使用者可以根据自己需要来使用。而且站在坐厕上还有很大的安全隐患, 所以, 为了我们自身的安全, 我们还是应该用正确的方法使用坐厕。有部分人在使用洗手盆的时候水龙头开得太大, 不仅浪费水, 飞溅的水会把周围的环境弄脏, 影响他人使用。

饮食浪费

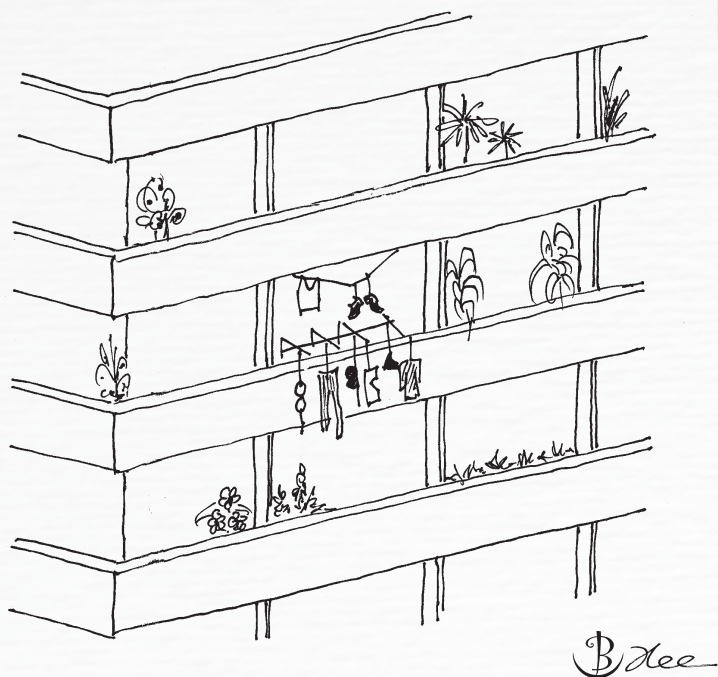


Blee

有些朋友因为不太了解西方人的习俗而造成不愉快的情况。例如，在西方的“早茶”（morning tea）活动中拿走整盘点心，甚至吃不完的还要打包走，没有考虑后面的人；西方“早茶”的牛奶是用来佐茶、咖啡的，但是有些人以为牛奶是作为一种单独的饮品，会一杯杯地倒牛奶来喝。亦有人在吃自助餐的时候“能拿多少拿多少”，然而到最后自己却吃不完，甚至剩下（leftover）很多，造成浪费（wastage）。

这样的行为也是不可取的，在任何情况下，我们都应该考虑自己的食量再决定要拿多少食物；在公共活动中多为他人着想。

衣服晾晒



很多朋友会习惯在自己家的阳台(balcony)上晾晒衣物等，认为阳台也是自己家的一部分，自己有权利在阳台上晾晒衣物。

在澳洲，人们不太接受把衣服晾晒在阳台、露台上，特别是在公寓(apartment)或者是单元房(unit)里。西方文化反对衣物晾晒在公众看得到的地方，因为这会影响周围环境的雅观。大部分公寓都配有干衣机(dryer)，我们可以用来代替阳光晾晒。

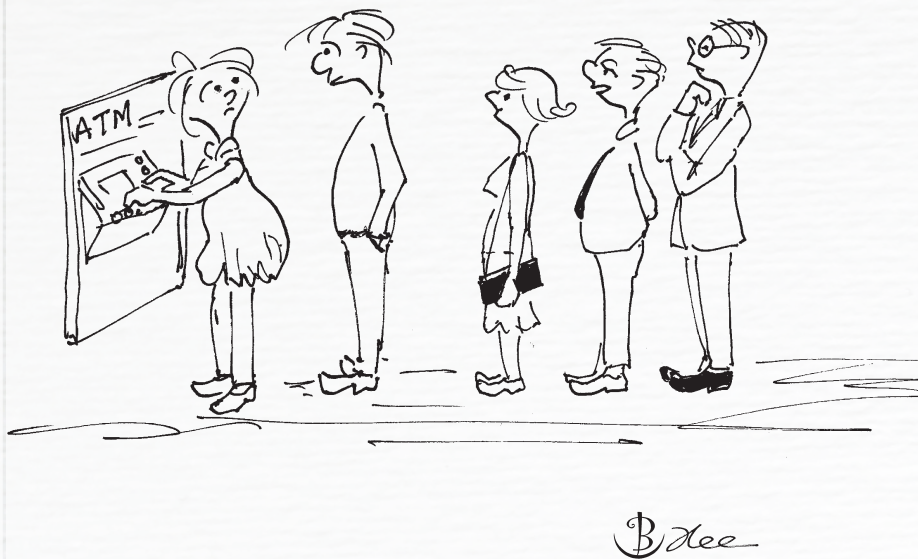


Blee

部分朋友喜欢给自己家里的花园进行改造(renovation)，包括把花园里的大树移除(removal)，把草地换成水泥地等等。

但是，澳洲在植被保护方面也有比较严格的要求，虽然房子是自己的，但是有些改造任然需要市政府(Council)的批准，你的花园改造有可能还会给你带来罚款。有些在花园里的树木也是受政府保护的，所以如果我们未经过市政部门的批准就砍树可能会带来高额的罚款。又比如说在后院建造姻亲屋(granny flat)是需要市政的批准(DA Approval)才可以兴建。所以，在进行改造之前，请与当地的市政府确认。

排队规则



排队(queueing)问题跟几年前相比已经改善了很多。我们能很欣慰看到大部分群体都遵守排队规则，不过有一点小的习惯还希望大家注意。

在不同的文化中对人与人之间的个人距离也有不同的习惯。在比较拥挤的亚洲大城市中很多人已经习惯了只保留很小的个人距离，而澳洲因为人口没有那么密集，人与人之间的个人距离还是相对更宽。在澳洲，人们在排队等待银行取钱的时候，一般会跟前面在使用取款机的人保持较大的距离，以保护自己和他人的信息以及隐私(privacy)安全。而小部分人，可能因为以往的习惯不同，而没有注意到这一点。

隐私问题



西方人见面喜欢互相问好，或是谈论体育(sports)、天气(weather)，又或者是近期热门的新闻等不涉及隐私的话题。然而在亚洲文化里，很多老一辈的人都会习惯性地问年轻人一些私人问题(personal questions)，比如“年纪多大”、“在哪里上班”、“工资多少”、“结婚了吗”等等。

可是在西方文化来看，这些问题都属于个人隐私，是不必要与别人分享的。因为文化的差异(cultural differences)，有时候可能会闹得不愉快。

到此一游



B. Lee

我们时不时可以在新闻上看到，有游客在旅游景点不守规则，比如爬上雕塑上拍照，或者无视警示牌(warning sign)，靠近危险的地方。更甚是在树、岩石、雕塑刻上(engrave)“xxx到此一游”等字句，这是严重破坏环境及文物的行为。

另外有些游客在郊外看到一些美丽的花朵或植物，会采摘下来带回家里。这也是一种破坏环境的行为。而且如果所有游客都因为一时高兴，或者想带些纪念品回家而做出这些自私的行为，那再美的景色也会被破坏。郊外的一草一木需是要大家携手保护的。

租 买 程 序



因为习惯问题，一部分移民在租房时并不太注意租房的法律程序，靠的是口头承诺 (verbal agreement)，而没有实质的证据。但是“口说无凭”，只有经过了合法的程序，房东 (landlord) 与租客 (tenant) 的正当权益才能被保护。

租客会被要求提供很多身份及资金证明来保护房东的权益。租房的程序包括：签订租赁协议 (lease)，租客支付4个星期的租金作为押金 (bond)，租客在入住前签一份住房情况纪录表 (Inspection Record Form) 等。澳洲租赁的相关法规还规定了房东与租客的不同义务，如想终止租约需要给对方多少时间通知等，都列在租赁协议中。在签订了相关协议后，能为往后可能出现的情况提供相应的保障。

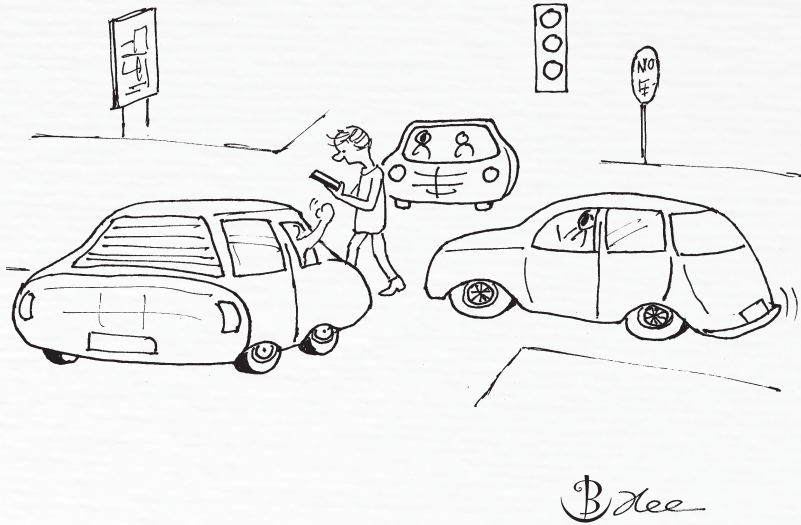
Habit 1: Making noise in public places



In the western culture, people would try to keep their voice level to a minimum in public places, so that all present can enjoy their time and maintain their confidentiality. They would even wear headphone or earphone while listening to music so as not to disturb other people.

However, we often observe not too satisfactory behaviours in public places, such as in a train or in a library where a quiet environment is desired. At times we hear some people chatting loudly, or transmitting audible videos, or talking on their phones with the loudspeaker turned on. All these are conducts considered as unsatisfactory in the Australian culture. We should keep our voice level to the minimum in public places as a way of mutual respect. If we want to watch videos on our handphone we may listen with earphones to ensure we do not disturb other people.

Habit 2: Road Safety



Australia's motor vehicle travel direction is opposite to many other countries. In recent years we have witnessed a number of accidents resulting from visitors' unfamiliarity with our traffic regulations and differing driving practices.

When we cross the road, we must remember to look first to the right, then to the left. Australia has strict traffic regulations, not only for vehicles, but also for pedestrians and bicycles. However, some people become impatient, or for the sake of saving time, cross the road in wrong places or cross the road before the green light comes on. They do not know that such would cause danger to the vehicles and pedestrians. We often observe some people crossing the road in a disorderly manner. Australia's traffic regulations regard offences such as crossing the road illegally (jay-walking), disobeying traffic signals, disregarding pedestrian crossings, and riding bicycles without a helmet as punishable by fines. Therefore, we should always pay attention to our safety, and travel safely and lawfully.

Habit 3: Domestic Violence



B. Lee

Domestic violence is a problem that exists in certain corners of society. At times the offenders may not even know that their actions are unlawful, while the victims also may not know that their rights have been violated. Domestic violence is the physical or mental ill treatment that exists among members of a family. Many people assume that domestic violence only refers to physical mistreatment. However, Australia's definition of domestic violence is very broad. It includes physical injury, emotional or psychological oppression, financial constraint, verbal aggression and threat, and obstruction of other members in the family to manage their intended affairs.

Victims of, or anyone hearing of or observing family violence can report such incidents to the police. The police will take very serious steps to act on matters of domestic violence, and provide assistance to the victims.

Habit 4: Children Protection



There are two Chinese maxims: “It is the fault of the father if a child is not taught”, “A good vessel cannot transpire without beating” These are education principles of some parents who consider that austere disciplines, even including beating, are necessary to bring up good children. However, in Australia’s child-protection laws, children’s rights are protected.

A lot of people think that only beating a child hard can be considered child abuse. In fact child abuse includes many facets: physical abuse, mental abuse, lack of care, sexual abuse, and exposing a child in an environment of family violence. Australia’s society places much emphasis on children’s rights, and considers a child’s happy and healthy development as the top priority. Beating and scolding a child could leave the child with physical or mental damage. Children’s physical and mental health requires love, attention and protection from their parents who can provide them with good guidance and foster their healthy character.

Habit 5: Public Hygiene



Nowadays many public toilets display a warning of “Don’t stand on the toilet”. This is because many Asians have been accustomed to squatting toilets and they consider that sitting toilets have hygienic issues. This misconception results in footprints left on some public toilet seats, creating hygiene concerns for subsequent users.

Most public toilets provide tissues to be used according to our needs. Furthermore, standing or squatting on toilet seats can lead to safety concerns. So, for our safety we should use sitting toilets in the proper way. On another issue: some people turn on the taps too high when washing their hands. This not only wastes water, but also causes splashing, leading to unclean surroundings and affecting other users.

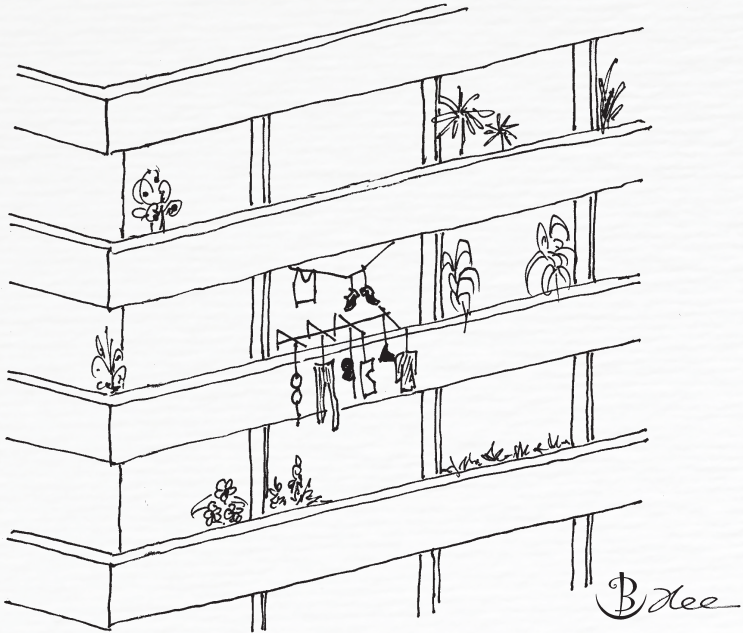
Habit 6: Food Wastage



Lacking understanding of western practices can lead to unhappy situations. For example, during western morning tea activities some people have been seen taking away a whole tray of food, even packing away unfinished food, without consideration to the others; Milk is there as supplement to tea and coffee but some people mistake it to be a drink on its own and consume cups of it. There are also people who put a lot on their plate during a self-serve buffet. At the end they cannot finish and result in wastage.

Such behaviours are not acceptable. In all circumstances we should collect food in accordance with our capacity. We should consider the others during public activities.

Habit 7: Hanging out washing



A lot of people have the habit of airing their washings on their balcony. They consider that the balcony is part of their home and therefore they have the right of doing so.

In Australia, people take exception to airing clothes on balconies and patios, especially in apartments or units. The western culture dislikes exposing washings in the view of the public because such would impair the visual environment. Most apartments are equipped with dryers which can be used instead of sun or air drying.

Habit 8: Garden Renovation

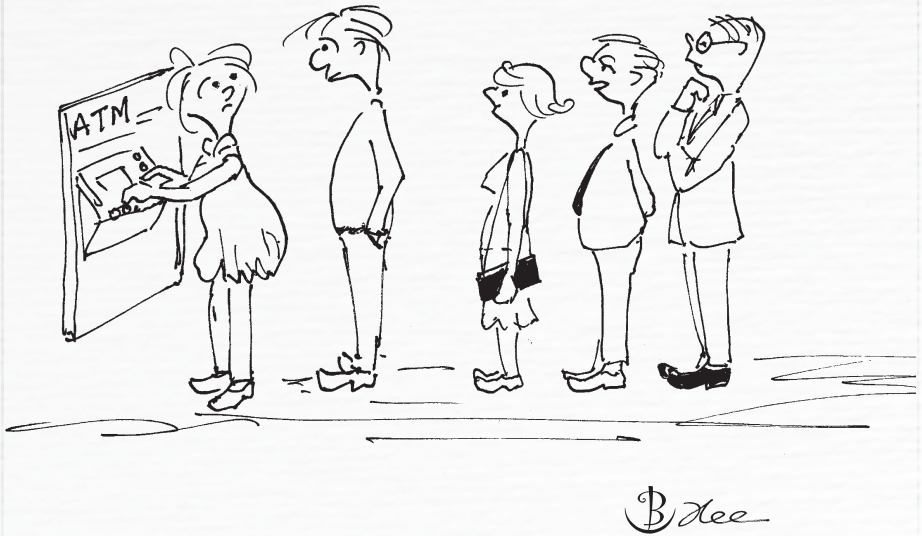


B. Lee

Some people like to renovate their gardens, including the removal of large trees and turning lawns into hard surfaces.

However, Australia has strict conditions in the preservation of vegetation. Although you have ownership of the property, certain renovations require approvals from your Council. Renovation of your garden may attract monetary penalties. Certain trees and shrubs in your garden are under protection from the government. Therefore, if you cut down trees without obtaining prior approval from appropriate government departments, stiff penalties may result. Other matters such as the construction of granny flats in the backyard also require DA approval from Council. For this reason, please consult your local government before undertaking any reconstruction work.

Habit 9: Rules on Queueing



Practices regarding queueing have much improved over the years. We are very pleased to see that most community groups have observed the rules of queueing. However, there is a little habit that is worth our attention.

Different cultures have accepted different standards of space separation between people. In big cities in Asia, people may have been accustomed to tighter space separations. Australia has a smaller population. Here people are accustomed to larger space separations. In Australia, when queueing for money from the bank, a person would maintain a larger distance from the person in front who is collecting the money. This is to respect that person's privacy. Some people might not be aware of this due to difference in cultural habits.

Habit 10: Issues of Privacy



When westerners meet each other, they like to enquire at each other's wellbeing, or talk about sport or weather, or discuss popular news topics, but they would refrain from enquiring private matters. However, in eastern cultures and especially with the older people, they may habitually ask the younger people personal questions such as "how old are you", "where do you work", "how much do you earn", "are you married", etc.

From the angle of western culture all these questions relate to personal privacy which concerns matters not obliged to be shared with others. Not aware of this cultural difference may lead to unhappy outcomes.

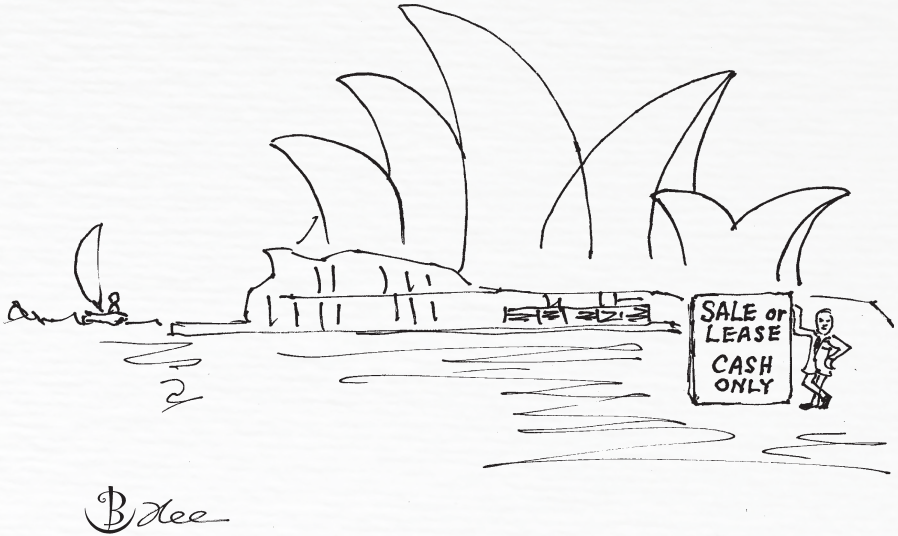
Habit 11: Here for a Visit



We very often come across news of visitors behaving inappropriately at a tourist location, such as climbing onto a sculpture for a photo, or ignoring warning signs, or wandering past hazardous limits. Some even engrave onto trees and rocks such as “xxx was here for a visit”. These behaviours can cause serious damage to the environment and cultural properties.

There are also visitors who come across attractive flowers or plants and pick them to take home. Such are also actions that damage the environment. Further, if all visitors adopt selfish behaviours to satisfy their personal pleasure, or pick and bring home souvenirs, then the nature’ beauty would be ruined. We should join hand to protect every little bit of the environment.

Habit 10: Buying and Leasing Procedures



Due to inexperience, some migrants may not be conversant with legal procedures when leasing a property. They may only rely on verbal agreements without concrete evidence. Verbal agreements are not sufficient. The rights and interests of both the landlord and the tenant can only be protected through proper lawful procedures.

The tenants are required to provide numerous identity and financial evidence to ensure landlords' rights are protected. Leasing procedures include: signing of leasing agreement, tenant providing 4 weeks' rent as bond, tenant signing an Inspection Record Form before moving in... etc. Australia's law relating to leasing also includes a list of the respective responsibilities by the landlord and the tenant, such as the giving of termination notice of a specified period of time. All these are listed in the leasing agreement. The signing of these documents can provide adequate protection against future and unforeseen events.