

The Cultural Dictionary and Directory

Of people from culturally and linguistically
diverse backgrounds

**A resource to increase cultural understanding for service providers and
encourage liaison between communities and key multicultural providers
in the ACT**

A project of the Migrant and Refugee Settlement Services of
the ACT Inc.

With the support of the ACT Office of Multicultural, Aboriginal and Torres
Strait Islander Affairs (Community Service Directory – ACT Government)

Original publication by Sara Khalidi 1997
Revised and Edited by Fiona McIlroy 2003
Revised and Edited by Hannah Neumayer 2012

PREFACE TO THE CULTURAL DICTIONARY

The wealth of cultural diversity in Australia is arguably one of its major assets. Acknowledgement of difference and acceptance of each person's unique qualities, as well as their particular blend of cultural influences can assist people to grow in cultural richness and social strength. However more often than not, perceptions and attitudes are based on the limited understandings we currently hold, and we are all prone to prejudice. The key to cultural understanding lies in an open mind.

Given the rise in expressions of racist attitudes in recent times, it is more important than ever to remember that general statements about cultural backgrounds can lead to stereotyping. Stereotyping often undervalues individuals and cultures, and can be based on mistaken assumptions. It must be noted that the brief and general descriptions of a culture or country, such as the snapshots in this Cultural Dictionary, should never be applied in a blanket way to any individual or group.

Such descriptions given can never account for the diversity of individuals and groups within any culture or country. Factors such as age, education, socio-economic class, religion, gender and personal experience shaping the individual cultural identity has a bearing upon a person's values and behaviour. Because of this, the Dictionary can only be the first step towards understanding. When in doubt, ask the person for their point of view, needs and preferences.

While we each receive basic cultural conditioning from the environment we grew up in, every culture, ethnic group and country is continually undergoing change and within each one there are many variants. It is therefore advisable to learn about each culture from as many individuals as possible to gain a more balanced concept of their needs and strengths.

Conversations, listening and the building of trusting relationships with people from diverse and linguistic backgrounds are the next important steps toward developing further knowledge and sensitivity. We cannot know all there is to know about another person's culture, but we can extend them respect and interest. Hopefully, the information collected in the Cultural Dictionary will stimulate your interest, and encourage you to think further than bound borders of countries.

TABLE OF CONTENTS

INTRODUCTION.....	6
ACKNOWLEDGEMENTS.....	9
REFERENCES.....	10

PART 1.....THE CULTURAL DICTIONARY

AFGHANISTAN.....	12
ALBANIA.....	14
ALGERIA.....	16
ARGENTINA.....	18
AUSTRIA.....	22
AZERBAIJAN.....	24
BANGLADESH.....	26
BOSNIA & HERZEGOVINA.....	29
BOTSWANA.....	31
BRAZIL.....	33
BULGARIA.....	36
BURMA (MYANMAR).....	39
CAMBODIA.....	41
CHILE.....	44
CHINA.....	46
COLOMBIA.....	49
CONGO, DEMOCRATIC REPUBLIC OF.....	52
CROATIA.....	54
CYPRUS.....	56
CZECH REPUBLIC.....	58
EAST TIMOR (TIMOR-LESTE).....	60
EGYPT.....	63
EL SALVADOR.....	66
ERITREA.....	68
ETHIOPIA.....	70
FIJI.....	72
FINLAND.....	75
FRANCE.....	77
GERMANY.....	79
GHANA.....	81
GREECE.....	84
GUATEMALA.....	86
HONG KONG.....	88
HUNGARY.....	90
INDIA.....	92
INDONESIA.....	95
IRAN.....	98
IRAQ.....	101
ITALY.....	103
JAPAN.....	105

JORDAN.....	108
KENYA.....	111
LAOS.....	114
LATVIA.....	117
LEBANON.....	119
MACEDONIA.....	122
MALAYSIA.....	124
MALTA.....	126
MEXICO.....	129
MONGOLIA.....	131
MOROCCO.....	133
NEPAL.....	135
NETHERLANDS.....	138
NICARAGUA.....	140
NIGERIA.....	142
PALESTINE.....	144
PAKISTAN.....	146
PAPUA NEW GUINEA.....	149
PERU.....	151
PHILIPPINES.....	153
POLAND.....	155
PORTUGAL.....	157
ROMANIA.....	159
RUSSIAN FEDERATION.....	161
SAMOA.....	163
SAUDI ARABIA.....	165
SERBIA.....	167
SLOVAKIA.....	169
SLOVENIA.....	171
SOMALIA.....	174
SOUTH AFRICA.....	177
SOUTH KOREA.....	179
SOUTH SUDAN.....	182
SPAIN.....	184
SRI LANKA.....	186
SUDAN.....	188
THAILAND.....	190
THE SOLOMON ISLANDS.....	193
TIBET.....	196
TONGA.....	198
TURKEY.....	201
UGANDA.....	203
UKRAINE.....	205
VIETNAM.....	207
ZIMBABWE.....	210

PART II.....	MULTICULTURAL RESOURCES DIRECTORY OF THE ACT	
CANBERRA: A MULTICULTURAL CITY.....		213
KEY MIGRANT AND REFUGEE SERVICES IN THE ACT.....		214
MULTICULTURAL ASSOCIATIONS, CLUBS & SOCIETIES IN THE ACT.....		219
EMBASSIES IN THE ACT.....		231
CONSULATES (AUSTRALIA WIDE).....		255
CULTURAL/LANGUAGE SCHOOLS.....		264
RELIGIOUS SCHOOLS IN THE ACT.....		273
ACT MULTICULTURAL PLACES OF WORSHIP.....		275
CULTURE, DANCE AND ARTS GROUPS IN THE ACT.....		278
MULTICULTURAL MEDIA.....		281

INTRODUCTION

How the Cultural Dictionary and Directory can be used

Australia today is a genuinely multicultural society. An abundance of culturally and linguistically diverse ethnic groups in Australia contribute to every field of activity. With migrants and refugees from more than 200 countries, we now qualify as one of the world's most culturally and ethnically pluralist nations. It has become more important than ever, in such an era of regional and international turbulence, that people practice and acknowledge cultural understanding and mutual respect throughout their everyday lives. The purpose of the Cultural Dictionary is to look at the experiences and cultural backgrounds of a diversity of people who may be clients of service providers. The aim is to provide a relevant resource for service providers to assist them in delivering a more culturally appropriate service.

The Cultural Dictionary contains basic information on topics such as population, ethnic composition, language, religion, general attitudes, personal appearance, greetings, gestures, visiting and eating habits, lifestyle, family and marriage practices of people from a variety of ethnic and linguistic backgrounds. The cultural snapshots are listed by country, and in general, residents from the countries in the book are represented in the ACT. The main English speaking countries are not included, as the focus is on linguistic diversity. Unfortunately, not all linguistically diverse countries with residents in the ACT were able to be included within the scope of this revision, nor were ethnic minorities that are not bound to a particular country.

The Cultural Dictionary is a sampling of cultures only. Users need to be aware that cultures are complex, dynamic, and always changing. National boundaries shift, new nations are formed and minorities sometimes leave their country of origin because of turmoil, persecution or civil war. It is important to recognise that refugees coming here under the Humanitarian Program often originate from an ethnic or religious minority within a country. Therefore the norms of the mainstream culture described in the Cultural Dictionary may not be true for all individuals from that country.

The book is intended to be a starting point to facilitate initial communication, and for accessing basic information about differing cultures as a guide to more appropriate service provision. The Cultural Dictionary does not focus on statistical data. The goal is to bring the people and their dominant cultural mores into view, hopefully encouraging understanding and appreciation between people of different nationalities and backgrounds.

The second half of this publication is the Directory, which is ACT specific and aims to provide current contact information to increase liaison and networking between supported accommodation services and key ethnic services. The Directory includes data specific to the ACT regarding people from culturally and linguistically diverse backgrounds, key migrant and refugee services in the ACT, multicultural associations, clubs and societies in the ACT, embassies in the ACT, consulates, cultural/language schools and religious schools in the ACT, ACT multicultural places of worship, culture, dance and arts groups, and multicultural media.

Background to the Project

In 2012, Australia's resident population was 21,507,717 million persons (2011 Census). Of the total population in Australia, 30.2% were born in overseas, with almost a quarter of all residents speaking a language other than English in the home (2011 Census). The total population of the ACT is 357,222 (2011 Census). In the ACT, 28.6% of the population was born overseas (2011 Census), as compared to 21.6% in 2001 (2001 Census)

This resource was first produced due to the increasing instances of linguistically diverse clients seeking advice from service providers. All service providers and programs operate within the setting of a multicultural and poly-ethnic society, and it was realised that such services and programs need to accommodate to the demands of such a society in a positive way. Past reports on the needs of people from diverse cultural and linguistic backgrounds repeatedly identify the importance of 'being sensitive to the differing needs of non-English speaking background (NESB) people' (Challenging the Future, SAAP Conference 1994). Today, this rhetoric has not changed, nor will it or should it in the future.

The provision of culturally appropriate services and respect for clients are principles articulated in the 'Client Service Charter' for staff at the Migrant and Refugee Settlement Services, stating that service will be provided with 'objectivity, integrity and sensitivity' and that service providers would 'encourage respect for diversity of cultures that makes up Australia's society' (extracted from the Migrant and Refugee Settlement Services of the ACT Inc. Policies and Procedures Manual).

Migrants and refugees do not face the same issues or share the same needs. Many people in our community continue to view migrants and refugees as a homogeneous group. This view finds its way into service provision, resulting in inadequate and inappropriate responses. An ethnocentric or culturally blind approach, which assumes all clients share the same value systems and provides only a standardised response, will not meet diverse cultural needs. A culturally appropriate service is one that understands and respects the cultural orientation of the client.

How the Cultural Dictionary was developed

In response to this need for culturally sensitive service-provision, the need for a resource that would assist service providers to respond better to the differing needs of people from diverse backgrounds was identified. The original publication by Sara Khalidi came out in June 1997. In 2002, the Migrant Resource Centre received funding from the ACT Department of Disability, Housing & Community Services to produce a revised edition of the Cultural Dictionary. Fiona McIlroy revised and edited the first edition in 2003, which involved adding 20 new entries and consulting the previous 60 entries.

After almost 10 years, I was asked by MARSS to revise and edit the Cultural Dictionary. This involved extensive consultation with ethnic communities, and could not have been done without the help of 19 very dedicated and hardworking volunteers. The consultation involved meeting and holding interviews with 80 odd community leaders or members, and inviting their feedback on the old entries so as to update information. When personal meetings could not be done, communicating by telephone and email with ethnic community members and inviting their feedback on relevant cultural profiles was done. Individuals and consulate officials were consulted where appropriate. The information provided has been gratefully received and incorporated. The project is by nature a fluid consultative process, with many perspectives, and continuous change.

Census data

Census figures from the 2011 Census in Australia have been used to give a broad picture of the cultural and linguistic diversity in the ACT and Australia. The figures are indicative of the size of ethnic groups in Australia and the ACT, but do not include second-generation residents, and cannot be exact for various reasons.

The Future for the Cultural Dictionary

The positive responses and amount of interest in the Cultural Dictionary and Directory is encouraging. As has been noted, not all countries – and unfortunately no ethnic minorities or groups – were able to be included in this guide. It is hoped that one day these groups that are missing can be included also, or even better, that the Cultural Dictionary be based on ethnic groups, rather than the arbitrary lines that make up a country. We hope to make the Cultural Dictionary and Directory available online, in order to allow for continued updating of entries, new entries and wider access. The editor hopes that this resource will be used as a guide to further facilitate, aid and improve in cross-cultural communication and understanding within Canberra and throughout Australia, and encourage respect, thoughtfulness and understanding towards all different types of people, no matter background, culture or ethnicity.

Hannah Neumayer
Project Officer

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REFERENCES

Where interviews and first hand information could not be found, and as primary references for the directory, the following resources were consulted:

- Canberra's Directory of Community Services 2012/11 and 2012. The Citizens Advice Bureau ACT.
- ACT Multicultural Directory 2008-2009. ACT Office of Multicultural Affairs, DHCS ACT.
- The Migrant and Refugee Settlement Services of the ACT Inc. Policies and Procedures Manual
- www.censusdata.abs.gov.au/census_services/getproduct/census/2011/communityprofile
- www.immi.gov.au
- www.cia.gov/library/publications/the-world-factbook/geos/od.html
- www.geohive.com/global/pop

ACT statistics are all from the 2011 Census, available from www.abs.gov.au

Part I

Cultural Dictionary of people from culturally and linguistically diverse backgrounds

AFGHANISTAN

THE PEOPLE

Population

32,358,260. Growth rate: 3.131%

Pushtan (42%), Tajik (27%), Hazara (9%) and Uzbek (9%). Minor ethnic groups include Aimaks, Turkmen, and Baloch.

Resident in the ACT

342 born in Afghanistan (Census 2011)

Language

Dari (Persian) and Pashto are the official languages of Afghanistan. Although Pashto has quite an extensive literature, Dari is used for cultural expression and business and government transactions of the many dialects spoken. The Turkish Uzbek, Turkoman, and Kirgiz are most prevalent in the border regions.

Religion

More than 99 percent of the people of Afghanistan are Muslims, mainly of the Sunni sect. Most of the remainder, notably the Hazara, belong to the Shiite sect. Small colonies of Jews, Hindus and Parsis are scattered in the towns.

General Attitudes

Afghanistan has a rich cultural heritage, covering more than 5,000 years. The mode of living for Afghans who live outside of the city can be described as that of a peasant tribal society. Kinship is the basis of social life and determines the patriarchal character of the community. Religion plays a very important role in people's lives. Afghans are expressive and emotional and are well known for their hospitality.

Personal Appearance

Although Western style clothing is worn in Afghanistan, the national dress (Afghani dress) *peran-n-tunban* is also worn on national days or religious days. Afghans who live in rural areas, wear traditional clothing. Most women completely cover their hair and bodies with a cloth called *chadari*. Men usually wear Western-style clothing. Because the people of Afghanistan are from a mosaic of ethnic and linguistic groups, every ethnic group has its own national dress for men and women.

CUSTOMS AND COURTESIES

Greetings

A handshake is the customary greeting in Afghanistan. A slight bow or nod while shaking hands shows respect. A man does not shake a woman's hand unless she offers it first. Afghans of the same sex will often kiss each other on the cheek as a greeting and sign of affection. Afghans often ask about the family and the health of the other.

Afghans generally stand when someone, especially an older or more prominent person, enters the room for the first time and again when someone leaves. When addressing others formally, professional titles are used.

Gestures

Objects are passed with the right hand or both hands, but not with the left hand alone. The soles of the feet should not point at any person. Slouching or stretching legs in a group is offensive. Out of respect and to

maintain proper distance between genders, men and women do not always make eye contact during conversation. Men and women do not display affection in public, even if married.

Visiting

Afghanistan is rich in traditions and social customs. Hospitality is very important in the Afghan code of honour. The best possible food is prepared for guests even if other members of the family have to go without. A guest is always given a seat or the place of honour at the head of the room. Tea is served first to the guest to quench his/her thirst. Women and girls are always involved in the preparation of food. Afghan philosophy claims a guest is a gift from (or friend of) Allah. Visitors remove their shoes before entering carpeted areas of a home, although this is not often practiced in larger cities. Afghans accept gifts, but they do not open them in front of the giver. If offered gifts, refreshments, or invitations from a friend, it is polite to decline a few times before graciously accepting and thanking the host several times.

Eating

The traditional mode of eating in Afghanistan is on the floor. Everyone sits around on large colourful cushions, called *toshak*. These cushions are normally placed on the beautiful carpets, a *disterkhan* (table cloth) is spread over the floor or carpet before the dishes of food are brought. Food is usually shared communally; three or four people will share one large platter of rice and individual side dishes of stew (*qorma*), or vegetables. Homemade chutneys, pickles, as well as fresh *nan* (bread) usually accompany the food. The traditional way of eating is with the right hand spoons may be used for puddings and teaspoons for tea. Because hands are used in eating, there is a hand washing ceremony before and after meals. Afghans rarely eat in restaurants.

LIFESTYLE

Family

The family unit is strong in Afghanistan and provides its members with identity, security, and social organisation. The father is the undisputed head of the household. Large families with many children, especially boys, are preferred. The married sons remain until they are financially independent. Polygamy is permitted by Islamic law, but the man should provide for each wife equally, and he may only take a new wife after receiving permission from his first wives. The elderly are respected and cared for by younger members of the extended family.

Dating & Marriage

Dating, as practiced in the West, is not common in Afghanistan. Members of the opposite sex are rarely alone with each other unless married, related or engaged. Daughters are usually protected by their families to the point that they do not speak to strangers until married. Boys' schools have been separated from girls' schools, and many girls until recently received no schooling. Afghans love an excuse for a party. Births, engagements and weddings are celebrated in grand style. The birth of the first child, especially a male child, is a big occasion. Afghans view marriage as a union of two families as much as a union of two people. A Muslim holy man usually completes the marriage contract between the two families. Afghanistan has a low divorce rate.

Diet

The mainstays of the Afghan diet are rice, lamb, and bread (*nan*). Islamic law forbids the consumption of pork and alcoholic beverages. Tea is the most popular drink. Kebabs or fish grilled over charcoal and served with salads and hot fresh *nan* flat breads are very popular food for picnics.

Holidays & Special Days

Victory of the Muslim Nation 28 April

Remembrance Day for Martyred and Disabled 4 May

Independence Day 19 August

ALBANIA

THE PEOPLE

Population

3,215,988. Growth rate: 0.334%

The population is Albanian, descended from ancient Illyrians, 3% Greek, 0.5% Romanians, 0.4% Macedonians, 0.2% Montenegrins, the remainder Yugoslav and Gypsy.

Resident in the ACT

20 born in Albania (Census 2011)

Language

The Albanian language Shqip is descended from Illyrian. Albania adopted a Latin script in 1908. Two dialects, Gheg and Tosk were spoken in Albania, but the official language (adopted after 1945) is based on Tosk.

Religion

The majority (70%) of the population is Muslim (Sunni and Bektashi), while 20% are Orthodox Christians, and 10% Catholic.

General attitudes

For Albanians, the family and ethnic heritage is of high value. Personal honour is also valued. Northern Albanians, particularly in the mountains, are known to be resourceful, courageous and hardy. They honour a tradition called the *besa*, (sworn truce). Smoking used to be unacceptable for women, but this is currently changing.

Personal appearance

Traditional, hand-made clothing is still worn in villages. Cotton and wool is preferred. Women in the north wear a headscarf and a *fustancelle* (a full, colourful skirt). Men wear a *xhamadan* (wool vest). Urban professional men wear suits and ties, while women wear dresses and skirts more than pants. Young people wear jeans, T-shirts and sneakers.

CUSTOMS AND COURTESIES

Greetings

Albanians greet each other with a handshake, and a hug for friends. Women greet with a kiss on each cheek. Except for friends, the Albanians use: Zonja (Mrs), Zonjusje (Miss), or Zoteri (Mr).

Visiting

Visiting gives great pleasure to Albanians, and hospitality is a cultural event. Unplanned visits are frequent. Guests are greeted with: "Mire se vini" or "Mire se erdhet" (Welcome!). Visitors bring gifts for birthdays, but no gift is needed if they are invited for a meal. Gifts are only opened after the guests have left. Albanian hosts like to walk the guest some way down the road.

Eating

An Albanian breakfast consists of bread and butter, milk, eggs, jam, cheese and Turkish or espresso coffee. Lunch is usually the main meal, (1-2 pm). Vegetables are followed by rice soup flavour with veal or chicken, and salad. The main course may be *gjelle* (boiled beans with meat) or stuffed eggplants or peppers. Albanians eat with the fork in the left hand, knife in the right. The first toast is made to everyone's health and friendship.

LIFESTYLE

Family

Urban families generally have one or two children, while rural families may have three or four. Usually, the father heads the family, while the women take responsibility for household work and caring for children. Men and women have equal social rights, and both parents usually work. Adult children often live with their parents, and take responsibility for the care of the elderly parents.

Dating & Marriage

Young people make their own choice of spouse, though rural families are still involved in the selection. Urban youth begin dating at about age 16, and go to movies or small cafe bars for social interaction. Men marry after age 26, while women tend to be in their early twenties.

Diet

The Albanian diet is strongly influenced by Greek, Turkish and Italian cuisine. Traditional dishes include *fasule* (boiled dried beans) cooked with onion, tomatoes and dried salt mutton or pasterma. Dairy products include yogurt, cottage cheese, feta and *kach kavall* cheeses. Local fruits include apples, pears, peaches, figs and grapes. The alcoholic drink *raki* is often served before the main meal, and wine is served during or after a meal. *Burek* (bread stuffed with cheese and spinach) common throughout the region probably originated in Albania. Ice-cream is also popular, and Albanians living elsewhere are well known as ice-cream vendors.

Holidays & Special Days

New Year 1-2 January
Independence Day and Liberation Day 29 November
Christmas 25-26 December (for Christians only)
Muslim Ramasan Bairam (feast at end of Ramadan)
Kurban Bairam

ALGERIA

THE PEOPLE

Population

35,980,193. Growth rate: 1.355%

Residents in ACT

33 born in Algeria (Census 2011)

Language

Arabic is the official language of Algeria. French was the primary language of business before 1992, but is now only rarely used in the country. Various Berber dialects are spoken in Berber homes and in remote areas but most Berbers also speak Arabic. Arabic speakers constitute 75% of the population, while Berber speakers make up 25% approximately, with French speakers reduced to less than 50,000.

Religion

Islam is Algeria's state religion; 99 percent of the population is Sunni Muslim. The Islamic day of worship is Friday, a day for men to go to the mosque and hear a sermon. There are 60,000 Roman Catholics, and a small Jewish community (less than 1000).

General Attitudes

Algerians are a formal and traditional people, yet they are quite expressive and individualistic. One is expected to speak one's mind, yet in an inoffensive manner. Although Algerians enjoy good conversation, being overly frank and direct in speech is considered impolite. Expressiveness, courtesy, individualism and formality are key attributes of the Algerian character. In this male dominant society, sex roles are clearly defined. Nevertheless, some women do fill important positions in public and private professions. About ten percent of the labour force is female. Individual honour and family honour are intertwined and are both very important.

Personal Appearance

Although Western clothing is common, especially in urban areas, traditional North African Muslim clothing is also prominent. In areas of Islamic Salvation Front (FIS) control, the majority of people wear some form of traditional attire, especially women. In public, it is proper to be dressed conservatively. Militants have demanded that women be veiled and are willing to enforce their orders. Even in non-FIS areas, modest clothing is worn by all segments of society.

CUSTOMS AND COURTESIES

Greetings

In Algeria, as throughout the Arab world, hospitality is a cultural keynote. This is especially true in Algerian Cities, where Arabic custom is blended with equally warm Gallic traditions. Greetings are genuinely cordial and open to friend and stranger alike; they are usually accompanied by a hand shake and frequently an embrace (between members of the same sex). Anything less friendly in the way of a greeting is considered impolite, although many specific greetings are used for various situations. Strangers and acquaintances are addressed by title and family name, but friends and relatives use given names. In small gatherings, it is polite to greet each individual present. Elders are greeted first.

Gestures

Using the fingers to point at objects or people is considered impolite. Separate use for the left hand is avoided. When handing something to or receiving it from another person, one uses either both hands, or the right hand only. Care is generally taken not to let the sole of the foot point at another person.

Visiting

Visiting, whether for business or pleasure, is a social occasion in Algeria. Guests are offered refreshments first and it is impolite to refuse them. Algerians visit family members and close friends often and without prior arrangement, but others are expected to make plans in advance. If the visit is strictly for social purposes, it is customary to bring the host a small gift, although, do not bring alcohol because the host is likely to be Muslim.

Eating

Although Algerians generally eat with utensils, some foods are still eaten with the hand, especially dishes prepared with rich sauces where bread is used as a scoop. When the hand is used, only the right hand should touch food. Algerians are complimented when a guest leaves a little food on their plate, as this is a sign of the host's ability to more than adequately provide for their guests.

LIFESTYLE

Family

The Algerian family is an important, private and male-dominated entity, often including three or more generations (grandparents, married sons and their wives, and unmarried children) under the roof of a single home. There is however, a definite trend in urban areas toward a smaller nuclear family unit. Mothers are expected to care for the children and the household while the fathers are responsible for family income and discipline. Children are expected to honour their parents, obeying them in youth and taking care of them in their old age.

Dating & Marriage

Algerian youth meet openly at universities, public places and on special occasions, but they do not date in the Western tradition. Marriage represents the linking not just of individuals but of families. Consequently, matchmaking is often a family affair, and romantic love is seen as something that grows with time after marriage. Women generally marry in their early 20s, and men a few years later.

Diet

Native Algerian cuisine is found in great variety in both city and rural environments. Urban cuisine matches the best in the world and has a strong Gallic flavour. Popular are lamb and chicken dishes, stews and pastas. Couscous is cooked with lamb or chicken and vegetables, is perhaps the most popular Algerian dish. Muslims do not eat pork or drink alcoholic beverages. During the holy month of Ramadan (Islamic), Muslims will fast from dawn until dusk.

Holidays & Special Days

Labour Day	1 May
Ben Bell's Overthrow	19 June
Independence Day	5 July
Anniversary of the Revolution	1 November
Religious days according to Islamic or Christian calendar	

ARGENTINA

THE PEOPLE

Population

41,769,726. Growth rate: 1.017%

White (mostly Spanish and Italian) 97%, mestizo (mixed white and Amerindian ancestry), Amerindian, or other non-white groups 3%. Foreign-born citizens constitute 6.8% of the population, and the largest indigenous Indian groups are Andean Colla, Chiriguan and the Araucan Mapuches in Patagonia.

Resident in the ACT

252 born in Argentina (Census 2011)

Language

While Spanish is the official language of Argentina, many people speak some English. German, French, and Italian are also widely spoken, as are several indigenous languages (for example, Araucanian, Guarani, Quechua, Tehuelche). Argentine Spanish also contains many distinct phrases and terms not used in other Spanish-speaking countries.

Religion

Roughly 92 percent of the people belong nominally to the Roman Catholic Church; approximately 2 percent are members of various Protestant churches, another 2 percent are Jewish, and the remaining 4 percent belong to other religious organisations.

General Attitudes

Argentines are proud of their nation. Prosperity, family, education, and personal relationships are important values to Argentines. Urban Argentines tend to be cosmopolitan, and outgoing. Those who live in rural areas are more conservative and traditional. Throughout the country, it is important to show respect to the elderly and to honour friendships.

Personal Appearance

While dress may differ considerably from region to region, it is generally conservative. In Buenos Aires, European fashions are popular and readily available. In other areas, dress may reflect regional culture. Older women seldom wear pants but the younger generation prefers dressing more casually.

CUSTOMS AND COURTESIES

Greetings

It is customary to address people by a title (Senor, Senora, Doctor, among others) when being introduced. A handshake and slight nod show respect. A person might wave and smile at an acquaintance too distant to greet verbally; it is not polite to call out a greeting. When approaching someone such as a police officer or customs official for information, one should always greet the official before asking any questions.

As with many other Latin American countries, different manners of personal greeting are used depending on gender and on how well people are acquainted.

The act of "kissing the cheek" is really just touching one's cheek to another. To kiss another's cheek with one's lips is considered very intimate. The number of kisses also varies from region to region. In most places, one kiss is the norm, but two or three kisses (on alternating cheeks) are common in some rural areas.

Conversation

Argentines tend to be very engaging and direct. They may ask personal questions within a few minutes of meeting; it can be considered impolite / an indication of low interest if one does not ask such questions. During conversation, eye contact is considered important. Argentines also tend to stand close to each other – around half a meter is considered normal – and people might touch each other when speaking. It can be considered rude to back away from someone when they are speaking to you.

Gestures & Manners

It is improper for a man and a woman to show affection in public, as is yawning without covering the mouth, and speaking with a full mouth. In certain situations, placing one's hands on the hips can be seen as an act of defiance. Hats are removed in buildings, houses, elevators, and in the presence of women. Flicking the chin with one's fingers means "I don't know" – it is not considered a rude gesture as it would be in some English-speaking countries. Finally, extending the pinky and index finger while bending the thumb and the middle and ring fingers can mean one's wife is cheating on them – avoid it if possible.

Visiting

Argentines often visit friends and relatives without prior arrangement. People enjoy having guests in the home, and usually offer them refreshments. A traditional and popular drink is a herbal tea known as mate, which is prepared from the leaves of the yerba mate. Except for formal occasions, invited guests are not expected to arrive on time, as punctuality is not as important as the individual person. Guests will not offend hosts by arriving up to an hour or two late. At gatherings of family and close friends of up to about 20 people, visitors are expected to greet everyone individually; a group greeting is inappropriate. Dinner guests often bring a small gift such as flowers, wine, or chocolates to their hosts. Guests are not seated until the host directs them to do so. Compliments about the home, meal, or host's family are appreciated. When leaving, a guest again addresses every person present. In urban areas, the host usually opens the door for guests when they leave.

Dining

Three meals are eaten each day. The main meal is traditionally served at midday, although, with more couples both working, the evening meal, often served after 9 pm, has become the main meal of the day. Argentines use the continental style of eating. Hands (but not elbows) should always be above the table, not in the lap. Using a toothpick in public is considered bad manners, as is blowing one's nose or clearing one's throat at the table. Eating on public transport is inappropriate, but eating on the street is considered ok by most people.

LIFESTYLE

Family

Families tend to be rather small, averaging two children. The responsibility of raising children and managing household finances falls mainly on the mother, and she, in turn, exerts great influence in the family decisions. More women are working outside the home, but they presently comprise less than 30 percent of the work force. still true today? Men are often occupied with work in the evening. Children are central to the family and receive a great deal of attention. Families will sacrifice much to give their children a good education.

Dating & Marriage

Group activities between boys and girls begin at about age 15, when girls have their most important birthday, marking the end of their childhood. A favourite activity for young couples is dancing. Serious relationships typically develop slowly over several years before a couple gets married.

Diet

Beef is the staple of the Argentine diet. A favourite way to entertain is the asado (barbecue) on weekends. Other foods include baked stuffed beef and empanadas (meat or vegetable pies). A preferred winter stew is locro (made of meat, corn, and potatoes). Traditional Italian food, especially pasta, is also popular in Argentina.

Holidays & Special Days

Christmas Day, New Year's Day and Easter	
Carneval	(Mon and Tues in early March)
Day of Remembrance for Truth & Justice	March 24
Day of the Veterans and the Fallen in Malvinas War	April 2
Labour Day	1 May
Anniversary of the 1810 Revolution	25 May
National Flag Day	20 June
Independence Day	9 July
Anniversary of the Death of Gen. Jose de San Martin	17 August
Day of Respect for Cultural Diversity	12 October
Day of the Immaculate Conception (of Mary)	8 December

AUSTRIA

THE PEOPLE

Population

8,219,743. Growth rate: 0.026%

Resident in the ACT

486 born in Austria (Census 2011)

Language

German is Austria's official language and is spoken natively by 88.6% of the population—followed by Turkish (2.3%), Serbian (2.2%), Croatian (1.6%), Hungarian (0.5%), Bosnian (0.4%) and Slovenian (0.3%).

Each region has its own dialect, and these are more pronounced in rural areas. English is a required language in high schools and is spoken by many people.

Religion

The majority of Austrians are Roman Catholic 73.6%, Protestant 4.7%, Muslim 4.2%, other 3.5%, unspecified 2%, none 12%

General Attitudes

Austrians are known for their *Gemütlichkeit*, a relaxed and happy approach to life. A good-natured sense of frustration and bittersweet attitude toward reality are considered unique national traits. Although a relaxed people, Austrians are committed to hard work. They value cleanliness, neatness, and order. Litter is rare. People love to learn and engage in conversation. There is a deep regard for the environment, and Austrians take pride in their country's beautiful landscape. Cultural arts are important to all segments of society, as Austrians are extremely proud of their culture's contributions to Western civilisation. Austrians are not Germans and should not be referred to as such; it can be considered an insult.

Personal Appearance

Austrians generally wear European clothing fashions. It is important to dress properly for all events. Folk costumes are often worn on formal occasions and for celebrations. Each area has its own particular costume.

CUSTOMS AND COURTESIES

Greetings

Austrians shake hands when greeting and parting. Even children shake hands with adults when greeting, as this is an important social courtesy. In Vienna, a man may still kiss the hand of a woman when introduced to her.

Professional titles are important among the adult population and are used whenever known. Otherwise, titles such as Mr, Miss, and Mrs or Ms are combined with family names when addressing acquaintances and strangers. Close friends and young people use first names.

Gestures

Hand gestures are used conservatively in polite company, as verbal communication is preferred. It is impolite for adults to chew gum in public. Motioning with the entire hand is more polite than using the index finger.

Touching the index finger to one's forehead for temple is an insult. Yawns and coughs are covered when they cannot be avoided.

Visiting

Austrians enjoy entertaining in their home and having guests. It is impolite to drop by unannounced. Invited guests should arrive on time. Punctuality is important to Austrians. Customarily, guests remove their shoes when entering a home. However, this tradition is not practiced in many homes today. Guests remain standing until invited to sit down. Hosts customarily offer the best seats to their guests. Men stand when a woman enters the room or when talking to a woman who is standing. Invited guests bring flowers, candy, or a small gift. Gifts are given to the wife, or perhaps the children, but not the husband- even if the gift is for the family.

To show courtesy to the hosts, guests do not ask to use the telephone, nor do they offer to help make any preparations. When guests leave they are accompanied outside to the gate. Hosts remain until the guests are out of sight. It is polite and generally expected for guests on foot to turn once or twice while walking away and wave to the hosts.

Eating

Eating habits are changing in Austria. For example, the main meal is served in the evening rather than midday and afternoon tea is no longer common. At the same time, certain traditions remain strong, such as keeping hands above the table during the meal, not gesturing with utensils, and not placing elbows on the table while eating. It is impolite to begin eating until all persons at the table are served. Austrians eat in the continental style, with the fork in the left hand and the knife remaining in the right. When guests are present, the hostess will nearly always offer second helpings, but a polite (Thank you, no) is accepted.

LIFESTYLE

Family

Austrian families are usually small, having one or two children. However, rural families are often a bit larger. Most Austrians expect to marry and have a family. Both parents generally work outside the home, with women comprising nearly 40 percent of the labour force. In such cases, married couples tend to share duties related to the household and children. Some homes, especially in rural areas, maintain a more strict patriarchal family structure.

Dating & Marriage

Austrian youth begin associating in groups. When they start getting together as couples, they usually only date one person at a time and the relationship is generally considered serious. Boys and girls pay their own expenses, with one or the other offering to pay for both only on special occasions. Eating out, going to movies, and dancing are favourite activities. Couples often decide to live together before or instead of marriage. The typical age for marriage is between 25 and 28 years. A civil ceremony must be performed for marriage to be legal; church wedding is optional.

Diet

Austrians love good food and have a rich and varied cuisine drawn from the various cultures that once comprised the Austro-Hungarian Empire, including influences from Hungarian, Bohemia Czech, Jewish, Italian, Balkan and French cuisines. Specialties vary by region but include such favourites as *Wiener Schnitzel* (breaded veal cutlet), *Sachertorte* (a rich chocolate cake with apricot jam and chocolate icing), *Knodel* (moist potato dumplings), and goulash. A typical day begins early with a light breakfast of coffee or hot chocolate, rolls, bread, and jam or marmalade. Later in the morning, some eat a second, heartier breakfast, including goulash or hot sausages. The main meal can be at midday or in the evening. It usually includes soup, meat (often pork) with potatoes or pasta. Afternoon tea may include sandwiches, pastries, and coffee. Austrians enjoy beer, wine, herbal teas, apple juice with sparkling mineral water, fruit juices, and soft drinks.

Holidays & Special Days

Christmas, New Years and Easter

Epiphany	6 January
National Holiday	1 May
Ascension Day	17 May
Whit Monday	28 May
Corpus Christi	7 June
Assumption of the Virgin Mary	15 August
National Holiday	26 October
All Saints' Day	1 November
National Holiday	26 October
All Saints Day	12 November
St Nikolaus Day	5 December
Immaculate Conception	8 December

AZERBAIJAN

THE PEOPLE

Population

9,306,023. Growth 1.189

Resident in the ACT

3 born in Azerbaijan (Census 2011)

Language

Azerbaijani (Azeri) (official) 90.3%, Lezgi 2.2%, Russian 1.8%, Armenian 1.5%, other 3.3%, unspecified 1% (1999 census)

Religion

Muslim 93.4%, Russian Orthodox 2.5%, Armenian Orthodox 2.3%, other 1.8% (1995 est.)

note: religious affiliation is still nominal in Azerbaijan; percentages for actual practicing adherents are much lower

General Attitudes

The attitude of Azeris as a nation has changed over the years. Conditioned to view themselves as Soviets after World War II, the people still felt separate from Russians. The nation experienced a revival of native literature and history in the 1970s that has provided the basis for Azeri feelings in today's political climate. A desire for national prosperity, love for the motherland and pride in the native language and culture are strong and are being fostered.

Personal Appearance

Men and women generally wear Western clothing. However, rural women sometimes wear traditional clothing that includes a long, pleated skirt, a long-sleeved blouse and a *charshab* – a long piece of cloth wrapped loosely around the skirt. Young women cover their heads with light kerchiefs or an *orpack*, a small piece of cloth that wraps around the head and shoulders. Older men usually wear the traditional *papah*, a high round lambskin hat.

CUSTOMS AND COURTESIES

Greetings

When greeting each other, men shake hands. Women do not shake hands. Female relatives or friends might hug and kiss. One often asks after the health of the other's family. People of the same age call each other by first names. It is common to use "uncle" and "aunt" as forms of address with the person's given name (ie. This does not necessarily imply any family relationship).

Gestures

Shoes are removed before entering mosques and homes. When an older person enters a room, those present stand to greet them. It is impolite to cross one's legs, smoke or chew gum in the presence of one's elders. It is impolite to speak loudly to one's colleagues. The right hand is used in handshakes and other interactions; it is rude to use the left hand unless the right hand is busy. One may point at objects, but not people, with the index finger. Shaking the index finger while it is vertical is used to reprimand or warn someone. The index finger is also used to attract a listener's attention. The thumbs up gesture is used for "fine" or "ok". Rounding the finger to touch the thumb tip and form a circle is obscene.

Visiting

Visiting relatives or friends is popular in Azerbaijan. Hospitality is part of the culture. Friends and family visit without prior notice. Guests are often invited for a meal or “tea”. Tea is a mid-afternoon affair that includes pastries, fruit preserves (not jam), fruit, candy, and tea. At other times any guest will be offered tea and some sweets. Visitors often take gifts to their hosts, such as flowers, confectionery, or pastries. A wrapped present is not opened in the presence of the giver.

Eating

People usually eat three meals a day. For breakfast, tea with bread and butter, cheese or marmalade is common. Dinner, eaten in the afternoon, includes a meat or vegetable soup, followed by *pilau* (pilaf), a meat dish, potatoes or macaroni. For supper, people usually eat the same as for dinner, without the soup. The fork is held in the left hand and the knife in the right. In most traditional homes, the cook prepares the plates in the kitchen for each person. In other homes, serving dishes are placed on the table. Guests do not serve themselves, they are served by others. In cities, men and women eat together at large social gatherings, but they eat separately in rural areas. Eating in restaurants is not common. The host pays the entire bill and the tip.

LIFE STYLE

Family

Azeris value family over the individual and family needs come first. Men are protective of the women in the family. Parents feel a lifelong commitment to provide their children with financial support, even after their marriage. Rural Azeris tend to live in extended families. The father is the undisputed head of the family. Married sons and their families live with their parents until financially independent, and all members of the family are loyal to and dependent on the group. This tradition is less evident in the cities, where nuclear families are more common. Rural parents usually build a house for their married sons, and urban parents might buy them apartments. Unmarried children generally live with their parents, regardless of age. Adult children are expected to care for their aged parent. Grandparents help care for grandchildren when necessary.

Marriage or Dating

Dating in the Western sense is not common in Azerbaijan. If urban men and women go out, their relationship is expected to lead to marriage. Premarital sex is strongly discouraged. Urbanites choose their spouses but rural Azeris are expected to follow their parents’ wishes regarding a mate. To become engaged, a man sends a formal proposal to the woman’s parents through an older relative.

Diet

Azeris are proud of their cuisine. The most popular Azeri dish, *pilau*, is made of rice that has been steamed for a long time and is topped by a variety of foods such as chicken, lamb, dried fruit or milk. Kebab is grilled pieces of meat on a stick. *Piti* is a lamb broth with potatoes and peas cooked in clay pots in the oven. *Dovge* (yoghurt, rice, and herbs) is often served after the main meal at celebrations. Dinner ends with sherbet or tea, *murebbe* preserves and pastries.

Holidays & Special Days

Day of Commemoration
Independence Day
Republic Day
National Salvation Day
National Independence Day
Constitution Day

BANGLADESH

THE PEOPLE

Population

150,493,658. Growth rate: 1.254%

Ethnic composition is Bengali (97.7%), Bihari and tribal, mainly in the Chittagong Hills, Sylhet and Mymensing. These include Chakma, Khasia, Monipuris, Garo, Murung, Tippera and Buddhist Mru people.

Resident in the ACT

1010 born in Bangladesh (Census 2011)

Language

Bangla, the official language, is also spoken in India's West Bengal. People with a university education usually speak English.

Religion

Bangladesh has the second largest Muslim population in the world; more than 85 percent of the population are Muslim. Most Bangladeshis are Sunni Muslims. Hindus (13%) make up the other major religious group. Buddhist and Christian communities comprise about 1-2% of the total population.

General Attitudes

Bangladeshi people are religious and family oriented. Every religion enjoys freedom and government patronisation. Bangladeshis value the group over the individual, so family needs to come first. Friendships are expected to be strong and durable. A calm and serious face is considered a sign of maturity. Therefore, while Bangladeshis might not smile in public, they are not being unfriendly. Social classes play an integral but diminishing role in Bangladesh. Bangladeshis are proud of their artistic tradition, which is much older than their young country.

Personal Appearance

Although many men wear Western clothing, especially in urban areas, married women generally wear a traditional *saree* - a long piece of printed cloth wrapped around the body in a special way. Women also wear *shalwar-qameez* with *Orna* or *Dupatta* (scarf) around the shoulder and head. It is important to dress conservatively, especially for women. Women's dress can also represent the socio-economic status of a family. Jewellery is important to a woman's wardrobe; it also serves as financial security. Women do not usually wear pants. Adults do not wear shorts. Muslim scholars and many politicians generally do not wear western clothes, choosing to wear *Pajama* and *Punjabis*.

CUSTOMS AND COURTESIES

Greetings

One does not shake hands, kiss, or embrace a member of the opposite sex in public. In addressing people, Bangladeshis add different suffixes to names to show not only respect, but also closeness. The terms "sister" and "brother" are used commonly for friends and colleagues as for family members. Age difference is the key factor in determining how to address another person. Salaam or handshake is a common greetings among Muslim communities. Hindus use the words *adab* or *namaskar* as a greeting.

Gestures

Eye contact during conversation shows sincerity. In general, it is impolite to cross one's legs or to smoke in the presence of elders, regardless of what the older person does. Bangladeshis are also sensitive about one's foot touching books or other reading materials. It is polite to point with the chin, but impolite to whistle or wink in public. Beckoning with the index finger is very rude. Items are passed with the right hand or both hands, but not the left.

Visiting

Bangladeshis visit each other often, usually in the late morning or late afternoon. For social occasions, most people avoid being the first or among the last to arrive. When people are invited to an event, but cannot go, they still say they will try to attend. Saying "No" may be interpreted as not valuing the host's friendship. During an invitation, the entire extended family is expected to be invited. No gifts are expected of dinner guests, but dinner invitations are usually reciprocated. In homes men and women generally do not socialize together.

Eating

Bangladeshis generally do not use knives and forks at home, but spoons are used to eat sweets. Food is eaten with the right hand, which is washed after each meal. Rice and curry is the main food. *Shu'ra* (a sauce) is often served with meals. Food is not passed around the table; rather, plates are taken to a main dish for serving. After the meal *pan-supari* (betel leaf and nuts) are generally served. During the month of Ramadan, Muslims do not eat or drink from sunrise to sunset. They eat together in the evening, which are also occasions to visit or offer prayers. During Ramadan, it is polite for non-Muslims to not eat or drink in front of Muslims during daylight hours.

LIFE STYLE

Family

The family is the centre of social life and support. Although increased modernisation has brought many women into public life, the male continues to reign as the head of the home. Due to economic necessity, extended families often share the same dwelling, but the nuclear family is becoming more popular with the younger generation. Children, especially sons, are expected to care for their elderly parents. Bangladesh has no social security system or nursing homes. Grandparents or older siblings are responsible for child care when the parents are away or working.

Marriage or Dating

Traditional marriages are arranged by parents and guardians, often with the consents of bride and groom. Marriage is a union of two families, rather than a union of two people. A Muslim marriage registrar called a *Qazi*, completes the marriage contract between the two families. Dating is unknown. When men and women go out together, as do a small number of university students, the relationship is expected to lead to marriage. Sexual relations outside of marriage are strongly discouraged. Sometimes, women are married before they are 18, particularly in rural areas. Men marry after they finish education or have some financial security. Marriage is often arranged through a *ghatak* (matchmaker), who could be a relative or family friend. If a man and woman get to know each other on their own, the man sends a formal proposal to the woman's parents through an older relative. Although divorce and polygamy are legal, both carry a negative stigma.

Diet

Rice is the main staple food. But now-a-days chapati or roti is also consumed widely. Spicy food is preferred. Food is often marinated in *shu'ra* (made from chopped onions and spices marinated in warm cooking oil). Consumption of pork and alcoholic beverages are forbidden.

Holidays & Special Days

Eid-al-adha and Eid-al-Fitr Lunar calendar

Christmas, Easter, Buddha Purnima and Janmastami

Shaheed Day & International Mother Language Day 21 February

National Independence Day 26 March

Bengali New Year's Day 14 April

Durga Puja 15 October

Victory Day 16 December

When Bangladesh Nationalist Party is in power or runs the Government, 7 November is holiday (National Revolution & Solidarity Day). When Awami league runs the Government, 15 August is observed as holiday and mourning day.

BOSNIA AND HERZEGOVINA

THE PEOPLE

Population

3,752,228. Growth -0.237

Resident in the ACT

352 born in Bosnia and Herzegovina (Census 2011)

Language

Bosnian (official), Croatian (official), Serbian

Religion

Muslim 40%, Orthodox 31%, Roman Catholic 15%, other 14%

General Attitudes

Bosnians are regarded as friendly, warm and outgoing. They enjoy *merak* (a relaxed pace of life). Each major group emphasises different traits. For example, Bosnian Serbs consider themselves proud and heroic, Bosnia Croats emphasises their courteous behaviour, and Bosniacs consider themselves as having warm personal relationships. *Ceif* means to act spontaneously for enjoyment.

Personal Appearance

Western-style clothing is worn by most people, and urban residents pay special attention to their appearance and labels or brand names. Natural fibres are preferred over synthetic, while silk and furs are popular among some affluent people. Women often dye their hair. Some people in rural areas combine traditional with Western clothing. Berets and headscarves are traditional. Religious Bosniac women wear long skirts and full headscarves.

CUSTOMS AND COURTESIES

Greetings

On meeting, Bosnians usually shake hands. Younger people greet older people first, and offer their seat on public transport. Friends add the kiss- once on each cheek for Bosnian Croats, and three times for Bosnian Serbs. On parting, Bosnians might say: *Do vidjenja*, or the more informal *Vidimo Se*.

Gestures

It is considered impolite to beckon with the index finger or shout in public. Friends wave to each other in the street. Bosnians usually offer older persons a seat on the bus. Eye contact is used in daily conversation, and is a particular point of etiquette when people raise their glasses for a toast.

Visiting

Family and friends are fond of visiting, especially at weekends. People frequently sit for hours over a cup of coffee and a cigarette or some *rakija* (brandy), showing the leisurely pace of life. People drop by without notice. Invited guests often bring flowers, coffee, wine or chocolates. A first-time visitor is almost obliged to bring a gift. Gifts are usually not opened in the guest's presence. Flowers are given in odd numbers, even numbers being strictly for funerals. Bosnians generally take off their shoes before entering a home. Hosts serve coffee at the beginning and end of a visit. *Meze* is a spread of pies, dried meats, cheese and salads offered for arranged visits. Bosnians tend to stay only briefly when offering sympathy or congratulations. Bosnian Serbs and Bosnian Croats tend to stay and eat.

Eating

The day begins with black, strong coffee, leading to breakfast at midmorning. Lunch in the mid-afternoon is usually soup, meat with a vegetable, salad and dessert. Supper can be served at about 8pm. Bosnians eat with the fork in the left and knife in the right hand. Traditionally, especially in rural areas, pies are eaten with the hands. Hands remain above, and elbows off the table. It is not polite to speak with the mouth full, but friends can share off the same plate. When entertaining, more food is offered than can be eaten. Guests need to decline more than once.

LIFE STYLE

Family

A rural household consists of grand-parents, parents and two or more children. The grandfather or father has a dominant role. Urban families have one or two children, with the grand-parents less involved. Both husband and wife usually work and share decision-making. Children may be cared for by family members, baby-sitters or childcare. Parents often continue to support children into adulthood with housing or money. In turn, children are expected to care for their elderly parents.

Marriage or Dating

Young couples go out to fairs, cinemas, cafes, dance and disco clubs. Rural youth gather in town squares. To be legally married, there must be a civil ceremony. Many also have a religious ceremony. Rural marriage celebrations often mean days of feasting, and large tents for guests.

Diet

Pies are the centrepiece of the Bosnian menu. *Burek* or meat pie, *zeljanica* or spinach and cheese pie, cabbage pie and many more abound. Breakfast pies are served with cheese or cream, and smoked sausage. For lunch Bosnians eat a hearty soup, with vegetables and meat. Other favourites are chicken and stuffed peppers. Devout Muslims do not eat pork, whereas other Bosnians enjoy pork. It is a custom to slaughter a pig for the family in November. Part of the meat is kept for Christmas and the rest is dried or smoked. Bosnian cooking is influenced by Turkish and Greek cuisine. Sweets include baklava, a layered pastry with crushed nuts. *Tufahija* is boiled apple stuffed with nuts and sweet cream. Though Bosnians consume less alcohol than most, *rakija* is found all over Bosnia-Herzegovina.

Holidays & Special Days

Day of the Republic
Statehood Day
Christmas Day
Orthodox
Ramasam Bairam end of the holy month of Ramadan
Hadzijski Bairam
Jews Yom Kippur and Rosh Hashanash

BOTSWANA

THE PEOPLE

Population

1,596,086 (Estimate 2002) Growth rate 0.47%

The Botswana people comprise up to 94% of the population. The eight inter-related ethnic groups include Basswani, Kweta and Ngwaketse located around Gaborone. The Kgatla, Malek and Tlokwa inhabit the Namibian border region; Khoikhoi and Ndebele are other groups, and of course the Bushmen live in the Kalahari.

Resident in the ACT

26 born in Botswana (Census 2011)

Language

Botswana is a landlocked country in southern Africa. Although English is the official language of government and secondary education, Setswana is the national language spoken by most people. Tjikalanga (also called Ikalanga) dominates in the northeast.

Religion

Religious freedom is protected under the constitution, but Christianity is accepted as an official religion in the sense that the school day and official functions begin with prayer. Today, Catholics and Protestants comprise about one-fourth of the population. Another major congregation is the Spiritual Healing Church. Many rural people (up to half of the total population) continue to follow indigenous beliefs exclusively.

General Attitudes

Society is founded on traditional law, with the community as the core of Tswana life and the chief as the symbol of unity. Each individual is expected to benefit the community. The more a person achieves, the greater that person's status with the group. Anything that can benefit the group is valued. Working family members are expected to support those without jobs, and people are expected to house travelling relatives for as long as necessary.

Personal Appearance

Western dress is common in most areas. Despite the heat, urban men wear business suits and ties and women wear dresses or a skirt and blouse. Rural women often wear a wrap over their dresses to protect them from dirt. Mothers carry their babies on their backs in fabric slings. Married women cover their heads with a kerchief, both sexes typically have very short hair. Cleanliness and neatness are important throughout the country.

CUSTOMS AND COURTESIES

Greetings

Greetings are important; to fail to greet someone is rude. Formal verbal greetings, accompanied by shaking the right hand while supporting one's elbow with the left hand, are used among Setswana acquaintances and when greeting an elder or one of higher social status. Elders and those approaching greet first. Greeting customs vary for other ethnic groups. For example, among the Kalanga the younger person always greets first. Young children greet elders by extending both hands or clapping; the elder responds by kissing both hands and saying Are you well? Children may be named for some circumstance related to their birth and also given a pet name by which they are known at home. Traditionally, the father's first name becomes the child's surname. Now, the child takes the father's surname.

Gestures

Hands may be pressed together in front of one's chest before accepting a gift with both hands. Botswana use a variety of gestures to suggest "no", "no thanks," or that something is all gone. Respect for elders during conversation is best shown by looking down toward the ground rather than into their eyes. Public displays of affection are inappropriate.

Visiting

Relatives visit one another as often as they can. Because personal relationships are valued, unannounced visitors are welcomed into the home. Guests are offered water or a drink at first, anyone who arrives at mealtime is expected to eat with the family, usually helping with meal preparation. Guests who are not hungry are expected to try offered food and take some home.

Eating

Eating habits vary between urban and rural settings, but sharing is the common denominator. For most, family meals involve eating from common bowls or plates. Children share a bowl between them. Everyone usually leaves a little food behind to indicate the meal has been filling. Drinks are never shared; each person has a cup. Smelling the food before eating it implies something is wrong with it. Leftovers are kept for later or given to departing guests.

LIFE STYLE

Family

Batswana historically lived in large villages with their agricultural and grazing lands at a distance. With women at the lands and men at the cattle posts, families were apart much of the time. Then during colonial times, many men began working in South African mines. Later, the youth moved to cities in search of work. Families remained tied through an extended family network. Today, although few men now work in South Africa, a continuous search for employment keeps families separate. For instance, married couples who are teachers might work across the country from one another. With men so often absent, women remain primarily responsible for the family, agriculture, and entrepreneurial pursuits.

Marriage or Dating

Living away from home villages (for work or schooling) has dramatically changed the way young people interact. It was once rather restricted, but the youth now meet at discos and other sites. Because of the expense and obligations involved in formal marriage, more than half of all couples live together rather than marrying. Those who do marry may choose rites under either civil or customary law. Customary ceremonies involve two days or more of eating, drinking, dancing, and speeches. When a couple becomes engaged, the two families begin negotiations regarding the *bogadi* (bride price), which the groom's family will give the bride's family sometime in the future.

Diet

Porridge made from sorghum, maize, or millet in the northeast is a staple food. It is served soft and often soured for breakfast, and thickened for the midday and evening meals. A popular relish is made of onions, chicken stock, and tomato sauce. Goats and chickens are raised for meat. Cattle are slaughtered for special occasions such as weddings and funerals.

Holidays & Special Days

President's Day
Botswana Day

BRAZIL

THE PEOPLE

Population

196,655,014. Growth rate: 0.839%

According to the 2000 census, Brazil's people are a mix of white 53.7%, mulatto (mixed white and black) 38.5%, black 6.2%, other (includes Japanese, Arab, Amerindian) 0.9%, unspecified 0.7%. The indigenous Indian population is less than 1%. Major indigenous groups include Parakanas, Txukurramae, Kreen-Akrore, Yanomani (decimated by disease spread by northern road), Gaviao, Arara, Nambiquara, Guayajara, Satere Mave, Xavante Yoruba. Most of these groups are located in the Amazon Basin.

Resident in the ACT

213 born in Brazil (Census 2011)

Language

Portuguese is Brazil's official language. English, German, and French are popular second languages and a large number of minor Amerindian languages are also spoken. Although Spanish is spoken in border areas and schools, and is understood by Portuguese speakers, some Brazilians may be offended when deliberately spoken to in Spanish.

Religion

Brazil is traditionally a strong Roman Catholic country. According to the 2000 census 73.6 percent of Brazilians are Roman Catholics, and some 20 percent belong to various groups, mostly Protestant. In the northeast, many practice Afro-Brazilian religions that combine tribal beliefs with Catholicism.

General Attitudes

Brazilians are friendly, warm, and free-spirited. They are also outgoing and enjoy being around others. Brazilians are often opinionated and will argue for their conviction with a vigour that may seem like anger, but is not. Brazilians tend to view time more as a sequence of events rather than hours and minutes. People are polite in crowds and shoving is considered discourteous.

Personal Appearance

Brazilians prefer to wear European fashions, specifically Italian and French, in the cities. The people are very fashion conscious, especially women and wear the latest styles. Shoes are well kept and polished. Manicures and pedicures are popular.

CUSTOMS AND COURTESIES

Greetings

As with many other Latin American countries, different manners of personal greeting are used depending on gender and on how well people are acquainted.

Man greeting Man - Men shake hands when greeting one another, while maintaining steady eye contact. At a first meeting a handshake will suffice. Hugging and backslapping are common greetings among Brazilian friends.

Man greeting Woman - If a woman wishes to shake hands with a man, she should extend her hand first. It is common for men and woman to exchange kisses on the cheek when first meeting in social situations - shaking hands with women is considered cold, unless she initiates the handshake. This is often accompanied with a touch on the arm and shoulder. Some Brazilians kiss one cheek, but most kiss two or three times (alternating cheeks).

Woman greeting Woman - Women generally kiss each other, starting with the left cheek and then switching to the right cheek. Some kiss one cheek, but most kiss two or three times (alternating cheeks).

NB: The act of "kissing the cheek" is really just touching one's cheek to another. To kiss another's cheek with one's lips is considered very intimate.

Conversation

Communication is often informal and does not rely on strict rules of protocol. Anyone who feels they have something to say will generally add their opinion. Brazilians tend to be direct in most situations. This is more common in urban environments versus rural. Light touching and close proximity are construed as signs of general friendship (as opposed to romantic intimacy). There is also a fair amount of touching between man and women and women and women while conversing. This includes hand on shoulders, hand on arms, and hand on hands. Brazilians tend to stand much closer to each other than their North American counterparts. Usually one to two feet apart is normal.

Gestures & Manners

The "OK" sign, with the thumb and index finger forming a circle, is an offensive gesture. Making a fist with one hand and slapping the top of it with the other once or twice is offensive. To beckon, all fingers of the hand wave with the palm facing down. To get someone's attention from a distance, people say "Psssst". Whistling at people is considered rude. Using a toothpick in public is rude if not done with discretion by covering the hand holding the toothpick with the other hand.

Visiting

Brazilians enjoy visiting with one another. Their tropical climate allows for much time outdoors, including chatting outside late into the evening. When invited to a home, guests generally arrive late. If invited to dinner, a gift of candy, wine, or a small figurine is appropriate. Avoid giving anything black as this is a mourning colour. It is also not recommended to give a gift at every visit. Gifts for people you do not know well are acceptable on birthdays or when you are invited to a formal dinner. One is generally expected to stay at least two hours. It is rude to ask personal questions, such as about age or salary. At social events, formal or not, it is necessary when arriving and departing to acknowledge all present, even if you do not know the attendees well. Greeting strangers is viewed as odd. Ignoring someone is seen as rude.

Eating

Brazilians eat in the continental style. People wash their hands before eating and refrain from touching food while eating. One's mouth is wiped each time before drinking. After-meal conversation often takes place over a cup of strong black coffee

LIFE STYLE

Family

Families are traditionally large and may include the extended family. The elderly who cannot care for themselves live with their children because it is improper to send them to a nursing home. The family is led by the father. However, the mother does have an influence in decisions, especially those affecting the home. Children usually only leave home when they marry and rarely before. Men may leave early for employment reasons, but it is not uncommon for them to live at home until they are 30 if unmarried. Family members are

very reliant on each other for assistance and enjoy being together. Women and young people often work to help and support families.

Dating & Marriage

Dating starts at about age 14. Serious dating and engagements may last as long as two or three years. Traditional families expect the young man to ask the girl's father for permission to be her boyfriend. Weddings may include two ceremonies: a legal civil ceremony and optional religious ceremony. Wedding parties are lavish and elegant, with much food, drink, and music.

Diet

Breakfast usually consists of *cafe com leite* (coffee with milk), bread, cheese or marmalade, and butter. Lunch is usually the main meal of the day and may include beans, rice, meat, salad, fruit, potatoes, and bread. The people drink plenty of coffee and mate, and herbal tea. Brazilian food is very tasty. In some states, foods are often spiced with palm oil.

Holidays & Special Days

New Year's Day	1 January
Carnaval	5 days preceding Ash Wednesday
Easter	(as per the Christian Calendar)
Labour Day	1 May
Independence Day	7 September
Our Lady Aparecida	12 October
Proclamation of the Republic	15 November
Christmas	25 December

BULGARIA

THE PEOPLE

Population

7,446,135. Growth rate: -0.658

Of the total population, 85% are Bulgarians, with significant numbers of Turks, Gypsies. There are a small number of Armenians, Romanians, Greeks, Russians and Tartars.

Resident in the ACT

35 born in Bulgaria (Census 2011)

Language

The official language is Bulgarian, and nearly all inhabitants speak it. About half of the Turkish population speaks Turkish as its mother tongue. Bulgarian is a Slavic language that uses an alphabet first developed in the ninth century by Cyril. English is now the most popular language for children to study, followed by German and French. In Bulgaria, most people speak at least one foreign language. Most often it is Russian or English.

Religion

The Bulgarian Orthodox Church claims a membership of more than 85 percent of all Bulgarians. Muslims make up about 13 percent of the population. Orthodox monasteries are held in high regard for their religious and artistic significance.

General Attitudes

Bulgarians are generally optimistic about the future. The youth are particularly interested in Western pop culture. An entrepreneurial spirit is being fostered; a person who owns a business is considered wealthy. Bulgarians generally respect those who are open, strong, capable, gregarious, good humoured, loyal to family and friends, and forthright. Family and group concerns are very important and play a role in individual decisions. Bulgarians take pride in their heritage and culture. People are interested in politics, both domestic and international, and try to be well informed.

Personal Appearance

European and American fashions are popular, but clothing is expensive. Women usually wear a skirt and blouse or sweater and high heels to work. Women are more concerned with their appearance than men, always making an effort to be well dressed and well groomed in public. Professional men wear suits and ties to work. Hats, boots, scarves, gloves, and winter jackets or fur coats are worn during the cold winters.

CUSTOMS AND COURTESIES

Greetings

When meeting someone, Bulgarians usually shake hands. The handshake might be accompanied in formal situations by "How are you?" Handshakes are not used when saying "Good morning", "Good evening" or "Good day". Close female friends might kiss each other on the cheek. First names are used in informal settings. Otherwise, titles and family names are used to address people when joining a small gathering. It is polite to greet each person individually, beginning with the elderly. It is not common for urban people to greet strangers while passing on the street, but this is considered polite in rural areas.

Gestures

"Yes" is indicated by shaking the head from side to side, and "no" is expressed with one or two nods of the head. Hands are not generally used to replace or emphasise verbal communication. It is impolite to point with the index finger. It is impolite for men to cross an ankle over the knee. In a line or crowd it is not impolite or uncommon for one to touch or press against another person. Bulgarians often touch while conversing, and female friends might walk arm in arm down the street.

The turning of the head to the sides is considered a sign of confirmation, and the nodding is a sign of rejection.

Visiting

Socialising is an important part of Bulgarian life. Friends and neighbours commonly drop by for a short visit without prior arrangement, but it is more typical for an invitation to be extended. Hosting friends for afternoon coffee and cake is popular, as is inviting them over for dinner. People often socialise at a cafe. Guests in the home are usually offered refreshments and drink first, even if not invited for a meal. Invited guests often bring flowers for the hostess, a bottle of alcohol for the host, and candy for the children. Women usually enter the home before men. In rural areas, guests remove their shoes upon entering the home; this courtesy is also practiced in many urban homes. Evening visits usually start after 8 pm and may last until after midnight. Bulgarians enjoy showing

hospitality to guests and having long conversations, so it is rude to leave early. Eating and dancing are typical parts of an evening visit in urban areas.

Eating

In addition to three meals a day, Bulgarians might have a mid-morning snack and afternoon coffee. The continental style of eating is most common. Conversation is expected and everyone waits for all to finish before leaving the table. Napkins are placed on the table, not in the lap.

LIFESTYLE

Family

The family unit is strong and supportive of its members. The elderly are often cared for by their adult children. Unmarried adults live with their parents until they get married. Young couples often live with one set of parents until they are able to get housing for themselves. Most urban families do not have more than two children, while rural families are slightly larger. Women receive three years of maternity leave. Because urban women usually work outside the home, grandparents play an important role in child care. Men traditionally do not help with household duties, but the younger generation is assuming greater responsibilities.

Dating & Marriage

The youth associate in groups at first. One-on-one dating does not usually occur until people are in their twenties. Favourite activities involve getting together at a cafe to drink and talk, going to a movie, dancing at discos, or relaxing in the park. Most Bulgarians expect to marry and have children. The average age for women to marry is between 18 and 25. Rural men marry in their twenties and urban men in their thirties. A legal civil ceremony is often followed by a church wedding.

Diet

Bulgarians eat pork, fish, or lamb with most main dishes. Dairy products such as yogurt and cheese are common ingredients in many dishes. Bulgarian people use yogurt to make many dishes. The yogurt is included into the composition of recipes for soups, salads, desserts, garnishes, etc. Popular main meals include moussaka (a casserole with pork or lamb, potatoes, tomatoes, and yogurt) and nadenitsa (stuffed pork sausage). Various cakes and baklava (a thin, leafy pastry with a

syrup and nut filling) are also enjoyed for dessert. Meals are usually accompanied by a soft drink, alcohol, or coffee.

Holidays & Special Days

Spring celebration	1 March
Liberation Day	3 March
Education Day	24 May

BURMA (MYANMAR)

THE PEOPLE

Population

54,584,650. Growth rate: 0.60%

The majority of Burma's people are Bamar (from which the name Burma is derived) or Burmese, but the Mon, Shan, Kachin, Karen, Chin, Rakhine and Kayah are also main ethnic groups, some of whom have come to Australia as refugees. Burman 68%, Shan 9%, Karen 7%, Rakhine 4%, Chinese 3%, Indian 2%, Mon 2%, other 5%.

Resident in the ACT

475 born in Burma (Census 2011)

Language

Ethnically diverse, Burma is a nation of many races - some 135 ethnic groups, with their own languages and dialects, make up its population. The Burmese people call their own language Bamar or Myanmar and it is the main language spoken throughout the country. About 70 per cent of the people of Burma speak one or other of the Burma Group of languages while the percentage of those speaking Burmese is estimated at ninety. Despite the diversity and geographic separation the national groups share with each other a wide variety of social customs and culture. The Burmese language vocabulary contains a large number of Pali and Sanskrit words. The earliest Burmese writing was the Myazedi Stone Inscription, which is a four-sided stone inscription constructed in 1113 A.D. during the Pagan Period. The inscription is written in Myanmar, Pyu, Mon and Pali and was discovered in 1887.

Religion

The majority of the Burmese people are followers of the form of Buddhism known as Theravada. The remaining are Christian, Muslim and Hindu. Religious intolerance or discrimination on grounds of religion is rare throughout the long history of Burma. There is a complete absence of class consciousness among the people. Buddhism has been thriving in Burma since the 11th century, or perhaps even earlier. In the morning, long lines of Buddhist monks can be seen in the towns and villages making their alms rounds, receiving whatever food offered by the people. At the pagodas, there are always worshippers young and old, offering flowers, counting prayers on a string of wooden beads. When a boy reaches his teens, or sometimes earlier, he will become a monk during the school holidays, for periods ranging from a few days to a week or more. He will shave off his hair, wear a yellow robe, live in the monastery and learn whatever scriptures he can.

Parents and grandparents take pride in being able to hold a great feast after the novitiation ceremony. Many girls, too, will enter meditation centres or shave off their hair and become young nuns in a nunnery during their school holidays.

When a Buddhist marries, a feast may again be held for the attending monks. Another feast may be held each time a child is born. And when a person dies, there will also be many offerings to the monks and scriptures recited in a ceremony organised by the remaining family and relatives to help the deceased on the way to another existence or rebirth. In the Buddhist home, there is always a shrine either in the front living room or upstairs if the home has two storeys. The shrine may be on a shelf high up on one wall, or a tall cupboard in which a Buddha image is kept. It is usually gilded with gold leaf or gold paint. When one enters the shrine room, footwear must be removed, in the same way as when one goes to the pagoda or monastery, as a sign of respect.

General attitudes

Given the Buddhist teaching of non-violence toward all creatures, animals, even insects as well as humans, the Burmese people are often quite forgiving in their attitude toward others. They generally prefer non-violent change.

Greetings

Placing the hands in front at chest level, palms together, indicates respect. A slight bow of the head accompanies this gesture. Monks are at the top of the social ranking of people deemed worthy of respect. Next come parents' (mother and then father), teachers and elders. These people should be deferred to and never contradicted directly, in order to avoid awkward situations from developing, however unwittingly. The Burmese people are known for their gentle friendliness.

Dating & Marriage

A Burmese Buddhist wedding is strictly a civil or non-religious ceremony. There are two phases to a wedding – the nuptial and the reception. The nuptial usually takes place in the home, the reception at home or in a hotel. The nuptial ceremony and reception are sometimes combined in a hotel. Following the wedding reception is the wedding dinner, which is only for close relatives and friends of the family who are specifically invited. Also, the offering of a merit meal to monks is performed to gain merit for the couple at the beginning of their married life.

Diet

The Burmese cuisine includes influences from China, India and Thailand. Rice is the Burmese staple, with vegetables and chicken, pork fresh-water seafood and mutton often cooked in a curry or soup. Desserts include palm sugar sago, and semolina or rice pudding.

Holidays & Special Days

Christmas, New Year's Day
4 January Independence Day
5 January Karen New Year
12 February Union Day
7 March Full Moon of Tabaung
2 March Peasants Day
27 March Tatmadaw Day
13–16 April Thingyan Festival
17–21 April Burmese New Year
5 May Full Moon of Kason
19 July Martyrs' Day
2 August Start of Buddhist Lent
30 October† End of Buddhist Lent
30 October Deepavali
28 November Full Moon of Tazaungmon
1 December National Day

Festivals in Burma

The Burmese people are said to have a penchant for theatre and festivals. The two are intertwined, for whenever there is a major festival, there will be a theatre of sorts to provide entertainment for the people. Conveniently, in Burma, the rainy season, which makes merry making rather inconvenient, ends at the same time as the end of the Buddhist Lent, which represents the period when the Lord Buddha went into meditation just before attaining enlightenment. The end of the Buddhist Lent, during October, is also the joyous Thanksgiving Harvest (the Festival of Lights).

CAMBODIA

THE PEOPLE

Population

149,52,665. Growth rate: 2.25%

Approximately 90% are Khmer, 5% Vietnamese, 1% Chinese and other 4%.

Resident in the ACT

330 born in Cambodia (Census 2011)

Language

The Khmer language comes from an older language called paali, which developed as a successor to Indian Sanskrit. The closest languages to modern Khmer are Thai (Thailand) and Lao (Laos), both of which share several common words. Khmer has 26 vowels and 33 consonants.

Religion

Except for the Cham minority, which practices Islam, Cambodians are mostly Theravada Buddhists. It is a general belief that a man should have the opportunity to have a monk's education for at least three months, if not several years, even if this is a drain on family and national resources. Monks generate no income.

General Attitudes

Buddhism generally shapes the lives and perspectives of Cambodia's people. Cambodians are traditionally known as optimists. The group or community (often defined as the extended family) is more important than the individual, as are ancestors and rulers. The individual generally has limited privacy and rights, and is expected to act for the good of the community. Cambodians love Dance. Social dances are those performed by guests at banquets, parties or other informal social gatherings. Khmer traditional social dances are analogous to those of other Southeast Asian nations.

Personal Appearance

Western-style clothing is fairly common in Phnom Penh, although it is simple. Traditional clothing for men and women is common. Each is a large, rectangular piece of coloured cloth that is wrapped around the hips like a skirt or kilt down to the ankles. A krama is a large scarf that is used as a hat, a small blanket, or even a baby carrier. Young women may wear small coloured hats.

CUSTOMS AND COURTESIES

Greetings

Cambodians greet one another by placing both hands together in a prayer position at chest level without touching the body. The higher the hands are placed, the greater the sign of respect, although they should

never be held above the level of the nose. This gesture is accompanied by a slight bow to show respect for persons of higher status or age. Persons holding or carrying something may simply bow their heads slightly. Shaking hands is not common in Cambodia; indeed, it may embarrass women if offered. Although there are many terms used in greeting, one common greeting is *sok sebai*.

Gestures

Rules governing gestures come from Buddhism. While sitting, one should not point the feet towards a Buddha image or any person. To Buddhists, the head is the most sacred part of the body. One does not touch another person's head (even a child's), and one generally avoids sitting or standing on a level more elevated than that of an older person. Raising the voice is a sign of a bad personality. It is very improper to embarrass another person in public. Waving the hand is a friendly gesture, as is an "open" or friendly face, good eye contact, or a smile. In communication, one must be careful to clearly distinguish between a "yes" that shows a person is listening, and a "yes" meaning the person understands.

Visiting

Among friends and relatives, visiting is frequent and usually unannounced. People remove their shoes when entering a home or a place of worship and religious education. A house guest may be greeted with a bouquet of jasmine flowers placed on their desk or table. Cambodians are extremely hospitable and friendly in general, although they are cautious about inviting strangers into the home. Guests are given the best place to sit and the best portion of food.

Eating

Cambodians eat with chopsticks, spoon or their fingers depending on the food and family custom. Cambodians enjoy dishes that have been influenced by Indian, Chinese, and European cuisine. In general, Cambodian food consists of more fish and gravies than food in Thailand or other neighbouring countries.

LIFESTYLE

Family

The family is important to the Khmer people. The average family has four children and is often willing to adopt orphans or care for foster children on behalf of another family in need. Multiple generations usually live together or near one another. The elderly are cared for by their children. Because so many men died at the hands of the Khmer Rouge, Cambodia has a large number of orphans, widows, and single-parent families. Single mothers try to remarry. Those who do not find another spouse tend to gather in small clans of women and children for mutual aid and companionship. Khmer tradition allows for a man to take more than one wife (including widows), but this is rarely practiced because of the economic burden involved.

Dating & Marriage

Khmer girls are very shy. Improved feelings of self-worth and confidence often come with marriage. While boys and girls are generally able to choose their spouses, dating is organised so that a girl's exposure is limited to certain choices. Khmer do not often intermarry with other ethnic groups.

Diet

There are two basic dishes in Cambodia: soup and rice. A bowl of soup may have any combination of fish, eggs, vegetables, meat and spicy broth. Rice is the staple food of Cambodia. Seafood and fish are also common. Rice is the staple grain. Fish from the Mekong and Tonle Sap rivers is also an important part of the

diet. The cuisine of Cambodia contains tropical fruits, soups and noodles. Key ingredients are kaffir lime, lemon grass, garlic, fish sauce, soy sauce, curry, tamarind, ginger, oyster sauce, coconut milk and black pepper. French influence on Cambodian cuisine includes the Cambodian red curry with toasted baguette bread. The toasted baguette pieces are dipped in the curry and eaten. Cambodian red curry is also eaten with rice and rice vermicelli noodles. Probably the most popular dine out dish, *ka tieu*, is a pork broth rice noodle soup with fried garlic, scallions, green onions that may also contain various toppings such as beef balls, shrimp, pork liver or lettuce.

Holidays & Special Days

International New Year Day	1 January
Victory over Genocide Day	7 January
Meak Bochea Day	7 February
Khmer New Year Day	13, 14, 15 April
Visak Bochea Day	5 May
Royal Plowing Ceremony	9 May
King's Birthday, Norodom Sihamoni	13, 14, 15 May
International/Cambodian Children Day	1 June
King's Mother Birthday, Norodom Monineath Sihanouk	18 June
Constitutional Day	24 September
Pchum Ben Day	14, 15, 16 October
King's Coronation Day, Norodom Sihamoni	29 October
King's Father Birthday, Norodom Sihanouk	31 October
Independence Day	9 November
Water Festival Ceremony	27, 28, 29 November
Buddhists celebrate festivals by lunar calendar	

CHILE

THE PEOPLE

Population

17,269,525. Growth rate: 0.863

An estimated 92% of the population is mestizo, of mixed European and Indian descent. The only indigenous group of any size is the Mapuche nation, or first peoples.

Resident in the ACT

724 born in Chile (Census 2011)

Language

Spanish, called Castellano, is the official language. However, as in all South American countries, some terms common to Chile will not have the same meaning elsewhere. English is taught in schools. Small minorities also speak German (southern Chile), Italian and mapundungun, the language of the Mapuche peoples.

Religion

Most Chileans profess a Christian faith. It is estimated that more than 80 percent of the population belongs to the Roman Catholic Church. Most other people belong to various Protestant groups or other Christian churches.

General Attitudes

The Chilean people are friendly, both among themselves and with strangers. The people are known for their sharp and witty sense of humour. This and their cultural and educational refinements have earned them the distinction of the "British of South America". Chileans take pride in their literacy, their nation and their heritage. Confidence and optimism are commonly expressed by people when asked how they view Chile and its future. Chile's history has included dictatorships that are still very much a part of the national psych today. There is a strong middle class in Chile and education enables many of the poorer people to excel and build a better life. Chileans respect the elderly. Due to the geographical shape of Chile, customs change quite a lot from region to region.

Personal Appearance

Fashions follow European styles. Appearance is quite important to individuals; even in rural areas, it is important to be neatly and cleanly dressed. Sloppy or tattered clothing is considered in poor taste to many Chileans.

CUSTOMS AND COURTESIES

Greetings

Greetings in Chile are very important because they stress that an individual is welcome and recognised. The *abrazo* is the most common greeting among friends and relatives. It consists of a handshake and a hug. Kisses are always used, even when you don't know the person, and are much more common than a handshake, particularly for women. A handshake is appropriate when meeting someone for the first time. Eye contact is very important when greeting someone. Men stand to greet a woman entering the room. The Chilean people show significant outward affection to friends and relatives. The *abrazo* is repeated with each individual when one leaves a small social gathering of friends or family. Titles are important when addressing people.

Gestures

Eye contact and correct posture are important during conversation, while excessive hand gestures are avoided. Yawns are suppressed or politely concealed with the hand. One does not beckon people with hand gestures. Items, including money, are handed, not tossed to other people. Respect and courtesy are important to the Chileans.

Visiting

Contrary to some areas in South America, guests wait outside the door of a home until invited inside. Dinner guests often bring flowers, wine, or bread for the host family. It is appropriate to greet the head of the family first. Chileans appreciate guests who show genuine interest in their family, especially their children.

Eating

Chileans converse freely at the table. The hostess is complimented on the meal. Both hands are kept above the table at all times. It used to be considered bad manners to eat food, except for ice cream, while walking in public. It is impolite to leave directly after eating; guests should stay for conversation.

LIFESTYLE

Family

The family is important in Chile, including the extended family. While men have tended to dominate private and public life in the past, recent years have seen a change in the attitudes to women in the home and professional world. Approximately 30 percent of the labour force is female. While the father takes the lead in the family, the mother has considerable influence in decisions. The relationship between the husband and wife is characterised by reciprocity, with the man performing courtesies for the woman and vice versa. It is customary for a child to bear two family names; the last name is the mother's family name and the second last name is the father's family name. Children can be given up to four names (ie. three middle names) and they are often the grandparent's names. People either use their full name or go by their father's family name, which is the official surname.

Dating & Marriage

Young people begin dating by the time they are 16. Group dating is emphasised early on. Men marry from age 22 onward and women between 18 and 23. Couples often date from one to three years before getting engaged. Divorce is not recognised by the Catholic Church but legal means of cancelling or nullifying a marriage are available.

Diet

Many national dishes are prepared with fish, seafood, chicken, beef, beans, eggs and corn. A common meal is soup or *cazuela* made with meat, beans, corn, pumpkin and potato. The main meal is eaten at midday, yet dinner can be equally as big, and is often is eaten between 8.00 and 10.00 pm. During the afternoon it is customary to have teatime.

Holidays & special days

Christmas Day, Lent, Easter, Ascension
Battle of Iquique 21 May
St Peter's Day 29 June
National Day 11 September
Independence Day 18 September
Columbus Day 12 October
All Saints Day 1 November
Mothers and Fathers day are also highly regarded.

CHINA

THE PEOPLE

Population

1,347,565,324. Growth rate: 1.7%

There are at least 55 minority ethnic groups in China.

Resident in the ACT

6,591 born in China (Census 2011)

Language

Standard Chinese (Putonghua), based on the Mandarin dialect, is the national language and is spoken by more than 70 per cent of the population. Other dialects are also spoken, including Cantonese in Guangdong Province. Cantonese-speaking remains one of the official languages of Hong Kong (together with English) and of Macau (together with Portuguese). Min Nan, part of the Min language is widely spoken in southern Fujian (Hokkien or Taiwanese), Hakka and Sanghainese (in Shanghai), and Ke Jia (Hakka). Each of the 55 minorities speaks its own language or dialect. In some cases, education and all official transactions may be conducted in the local minority language. Chinese does not have a phonetic alphabet; it uses characters to express words, thoughts, or principles. A Romanized alphabet Pinyin is used to help teach Chinese in school and for international communication. While up to 50,000 characters exist, only about 8,000 are currently in use. It requires knowledge of 1,500 to 2,000 characters for basic literacy.

Religion

While the government officially encourages atheism, the people may exercise religious beliefs within certain guidelines. The Bureau of Religious Affairs was reinstated in 1979. Buddhists, Taoists, Muslims, and Christians all practice their religion. All temples and churches are open to the public. While the government allows religious groups to print materials, hold meetings, and worship, activities are carefully monitored. Unauthorized activities can lead to imprisonment or other restrictions. Christianity is growing in China, and some estimates state that up to 5 per cent of the population is Christian.

General Attitudes

Chinese is noted for good manners, hospitality, and reserve. Confucianism, the ancient philosophy of social order, still has a great influence on attitudes and actions. The elderly are respected. The Chinese are very proud of their nation's long history, and of past Chinese achievements. Foreign visitors should respect this and refrain from negative comments about China. The principle of 'guanxi' 关系 binds friends and associates in committing a friend to do what he can for another friend when called upon. To violate guanxi is to "lose face" (to lose reputation or honour), another important principle in Chinese society. Keeping face means avoiding embarrassment, failure, defeat, or contradictions. Society is changing in China as economic opportunities expand. The goal of most families, for which they generally save for many years, is to build their own homes. Having a house is a symbol of a better life. Most people also want their children to be well educated, attend a university, and to have greater prosperity than themselves.

Personal Appearance

Chinese attire is conservative and usually simple. In the past, most people wore the same style pantsuits because of government policy. Now most people wear Western-style clothing. Chinese like bright coloured

clothes which means good luck and up-to-date Western-style suits, jeans, and jackets. Black is worn during funerals.

CUSTOMS AND COURTESIES

Greetings

The Chinese nod politely or bow slightly when greeting another person. A handshake is also acceptable, especially in formal situations or to show respect.

Chinese greeting styles are classified according to different people at different ages. Among strangers, the greeting (in Mandarin) 'Ni Hao' literally meaning 'you good?' is used. The phrase 'Have you eaten?' is used as a more familiar greeting and testifies to the centrality of food in Chinese culture. Chinese culture considers it impolite to meet someone and not ask him/her to eat. The Chinese tend not to greet those close to them with greetings that may bear a negative slant such as 'you're looking sad' or 'you're looking tired': this is deemed improper.

In formal, the invitees generally say many lucky words. Young people are expected to speak softly to elderly people with one's head slightly bowed. 'Answering back' to those older is considered ill-mannered: the advice of elders should be accepted. Chinese men speaking loud are not considered bad mannered: a woman speaking loudly is, and may have abuse and ridicule heaped upon herself.

Chinese names usually consist of a one-syllable family name, followed by a one or two-syllable given name. A person is either addressed by the full name or by a title and family name. In lieu of professional titles, the Chinese equivalents of Mr and Mrs are used. Thus, Wang Jian-Jun can also be called Mr Wang, but never simply Wang and rarely ever Jian-Jun. In place of titles, the terms Lao (old) and Xiao (young) might be used between friends to show special respect.

Gestures

Except in crowds when physical contact is unavoidable, the Chinese do not like to be touched by people they do not know. A smile is preferred over a pat on the back or a similar gesture. This is especially important when dealing with older people or people in important positions. The Chinese use their open hand to point rather than one finger. To beckon, all fingers wave with the palm of the hand facing down. In some regions, it is common for people to spit in public after clearing their throat. The government has tried to curb this behaviour with fines, but because it is a custom necessitated by health conditions, it remains common.

Visiting

Invitations are usually extended for formal occasions, but otherwise it is common to drop by unannounced. When invited, one is generally prompt. Being more than a few minutes late is impolite. Guests conduct themselves with restraint and refrain from loud, boisterous speech and actions. Valuable gifts are usually not accepted from strangers, but small gifts may be given by friends. In fact, friends often bring gifts such as tea, cigarettes, fruit, chocolates, cakes, or wine when they visit. Hosts rarely open wrapped gifts until visitors leave. People enjoy gathering for discussions, playing card and table games.

Eating

Chopsticks are used for all meals in China. When finished, a person places the chopsticks neatly on the table; they are not left in the rice bowl. Food is placed at the centre of the table and may include more than one type of main dish to be eaten with rice. Some food is taken to be placed in the rice bowl, which is then held close to the mouth for eating. Bones and seeds are placed on the table or a dish, but never back in the rice bowl. At formal banquets, guests have a short, friendly speech prepared to respond to a host's remarks. Tipping in restaurants is traditionally considered an insult-something a superior does for an inferior.

LIFESTYLE

Family

Historically, loyalty to the family unit has always been important to the Chinese. During the Cultural Revolution, the state tried to shift loyalty to the government and families were often split by work or study assignments.

Family planning policies limited couples to one or two children, imposing fines or sterilization on violators.

Dating & Marriage

Chinese customs stress moral purity. Intimate relations and public displays of affection are discouraged. To help the family planning program succeed, young people are encouraged to marry late. In fact, college students are forbidden to marry until after graduation. The sanctioned age for marriage is 22 for men and 20 for women. Those who marry before that age are not eligible for some of the same benefits as those who wait. Weddings are simple. A couple first seeks permission from the local governing unit. If granted, a legal contract is recorded without a wedding ceremony. The couple then joins family and friends in a marriage celebration. Wedding rings are traditionally not a part of marriage, but they are becoming more common. The woman retains her maiden name and does not take the family name of her husband.

Diet

Generally, there is not a wide variety of food available throughout the country, except where private enterprise is encouraged. What the people eat depends largely on what is produced in the region where they live. Chinese cuisine is internationally popular and recognized for its nutritional qualities.

Holidays & Special Days

International Women's Day	8 March
Labour Day	1 May
National Day	1, 2 October
Chinese New Year Spring Festival	February (Lunar calendar)
Lantern Festival	
Dragon Boat Festival	

COLOMBIA

THE PEOPLE

Population

44,725,543. Growth rate: 1.156%

Mestizo (mixed white and Amerindian ancestry) 58%, white 20%, mulatto (mixed white and black ancestry) 14%, black 4%, mixed black-Amerindian 3%, Amerindian 1%.

Resident in the ACT

121 born in Colombia (2011 Census)

Language

The majority of Colombians speak Spanish, the official language. Among 80 indigenous groups, 40 languages are spoken. In some areas, the dialect shares official status with Spanish, and people are bilingual.

Religion

Almost 90% of the Colombian people are Roman Catholic. Protestant and other Christian denominations are growing in membership. Many indigenous people retain beliefs from traditional worship systems.

General attitudes

Colombians take pride in their rich and diverse culture – the country's varied regions, climates and sub-cultures enrich its food, music, dance and art. They are incredibly passionate about their country, their community, and other things they love, including soccer. Society is generally hierarchical: people earn respect due to age and position, and responsibility also lies with the most senior person. Colombians are also known for their rumbero spirit, an ability to work hard and play hard. They are forward-looking and confident for the future.

Personal appearance

Dress is conservative and fashionable in Colombia. Appropriate attire for the occasion is essential. In urban areas, men wear suits and ties. Suits are lighter in colour near the coast. Women wear comfortable dresses and urban young people dress casually. Indigenous peoples often wear traditional clothing, for example the wraparound dresses, ponchos and bowler hats.

CUSTOMS AND COURTESIES

Greetings

As with many other Latin American countries, different manners of personal greeting are used depending on gender and on how well people are acquainted.

Men greeting Men

Men shake hands when greeting one another and maintain direct eye contact. At a first meeting a handshake will suffice. Handshakes tend to be somewhat firm. Among close friends and family members, a light hug or abrazo is common.

Women greeting Women

In a business environment and when it is the very first time they meet, women greet with a soft handshake. However depending on how comfortable they feel or how open a person they are, they might give one kiss on the cheek. Among friends and family a kiss on the cheek is very common.

Greetings between Men and Women

When you meet someone of the opposite sex for the very first time, a handshake is the norm, especially in a business/working environment. However a large percentage of people (men and women) will greet with a single kiss on the cheek. For greeting colleagues and people that you see every day you just greet collectively saying "Hola".

It is also customary to use formal titles such as Señor, Señora, and Doctor. Colombians generally have two family names, the last being the woman's and the man's second last. However, the father's family name is the official surname.

Conversation

Colombians tend to take a more indirect over direct path when communicating. Many people care what others might think or how they might react, so they are usually careful not to offend. "Please" (por favor) and "Thanks" (gracias) are important words. Colombians use them almost automatically, and not using them is considered rude. When a group of people is speaking, there is rather low consideration for guaranteeing that every person has the same chance to speak. People also tend to speak relatively loudly.

When conversing, Colombians tend to be comfortable standing relatively close to one another while talking. Less than an arm's length is normal. It can be considered rude to back up or away from someone while they are speaking. Colombians also tend to be very expressive while talking; they use their hands and arms quite a bit. In formal and business environment touching is not usually accepted, but it can be more common among friends and family.

Gestures & Manners

Colombians are somewhat formal and appreciate correct posture and sophisticated mannerisms. Try to avoid yawning and be sure to cover your mouth with a hand if you do yawn. Same goes with coughing and sneezing. People beckon others with the palm down, waving fingers or the whole hand – beckoning or pointing with the index finger is considered bad form. When demonstrating the height of something, be aware that holding the palm face down is reserved for animals. For people, hold the palm sideways with the thumb on top. Smiling is important to indicate goodwill. Colombian men open doors, and offer seats for women and older people. Using your two fingers to indicate length of something is an obscene gesture. Instead, extend your right arm and use your left hand to mark off distance.

Visiting

People often sit on their verandahs, and chat with passers-by. Friends and relatives visit without notice, especially in rural areas where telephones are not available. However, it is polite to make arrangements if you do not know someone.

If invited to a Colombian's house, it is appropriate to bring small gifts such as flowers (avoid lilies and marigolds as they mean death), fine wine, fruit, and/or chocolates. Colombian hosts are gracious, usually offering refreshments such as coffee, fruit juice or soft drinks. Dinner guests usually arrive late – typically, up to 1-2 hours late is considered acceptable for informal occasions. Alcoholic drinks such as aguardiente, rum or beer are offered before and after dinner. Etiquette is valued. On formal visits, visitors wait till they are guided to a seat. At the end of the gathering, hosts often accompany guests to the door and down the street.

Dining

Good manners and courtesy is very important to Colombians when at the table. Pleasant conversation is welcome, and a feeling of goodwill is encouraged. One should offer food to others before taking it oneself. If you are offered more food than you can eat, it is polite to refuse if it may be considered overindulgence if you

accept. It is considered polite to keep hands above the table, but do not place your elbows on the table whilst eating.

LIFESTYLE

Family

Family unity and support is highly valued in Colombia. Family members share their good fortune with other members of the family. Divorce is relatively uncommon, largely due to the influence of the Catholic Church. Children traditionally live with their parents till they marry. Families support each other through their life span. That said, urbanisation is changing roles with the extended family. One third of the workforce is now female.

Dating & Marriage

Dating begins around 14 or 15 years of age, depending on family custom and region. Going to movies, restaurants, and discos are popular dating activities. Sports and shopping at the mall are also attractive for youth. On the night before the wedding, the groom may hire a small band to serenade the bride. Marriage ceremonies generally follow the Catholic traditions, with mass included. The reception will always involve music and dancing.

Diet

Breakfast foods vary from region to region. They include juice, coffee, hot chocolate, fruit eggs, bread or changua, a potato and egg soup popular in the central part of Colombia. A mid-morning snack, merienda, may include empanadas con carne (meat turnovers) or bread and a drink. Lunch is the main meal for the day. Many businesses close so the family may gather for lunch. Dinner is not usually eaten until 7 or 8pm. Staple foods include soup, rice, meat, potatoes, salad and beans. Favourite national dishes include arroz con pollo, (chicken with rice), frijoles con chicharron (pork and beans), and a cornmeal pancake called arepa, which is usually fried and eaten with different spreads or toppings, such as meat, cheese, eggs etc. Buñuelos, a deep fried cheese fritter, and natilla, a milk-based pudding, are typically eaten during the Christmas season.

Holidays & Special Days

Christmas, New Year's Day and Easter

Epiphany	6 January
St Joseph's Day	19 March
Labour Day	1 May
Feast of St Peter and St Paul	29 June
Independence Day	20 July
Día de La Raza	12 October
All Saints Day	1 November
Independence of Cartagena	11 November

CONGO, DEMOCRATIC REPUBLIC OF THE

THE PEOPLE

Population

67,757,577. Growth rate: 2.618

Resident in the ACT

18 born in the Democratic Republic of the Congo (Census 2011)

Language

Although French is the official language and is used in larger businesses, education, and government administration, it is spoken by only about 10 percent of the population – though many Congolese are multilingual. Lingala is increasingly used as the national language, though English is also occasionally used. There are approximately 250 languages spoken in the country.

Religion

Approximately 83 percent of the population is Christian. 50 percent is Roman Catholic and 20 percent belongs to various Protestant organisations. Another 13 percent of the people participate in the indigenous Christian sect known as Kimbanguism. The remaining population are Muslim or follow traditional beliefs.

General attitudes

Most Bantu peoples share a common cultural heritage. Most distinctive, perhaps is the general politeness and genuine concern for the welfare of others. This politeness sometimes manifests itself as a gentle disposition and shyness with strangers, which outsiders occasionally interpret as reticence. Although they may seem shy, Congolese reciprocate open and sincere friendliness. In general, Congolese are careful not to offend. Individualism is acceptable only if it does not conflict with a group's needs. Because schedules are not as important as people, appointments may run 30 to 60 minutes late.

Personal appearance

Western-style clothing is common in most urban areas. Congolese women wear a *pagne*, a long dress made of a five yard length of fabric. Shorts and immodest attire are rarely worn by adults.

CUSTOMS AND COURTESIES

Greetings

In urban areas, men and women generally shake hands, smile, and greet each other verbally. Outside urban areas, men do not usually shake hands with women but will shake other men's hands.

Gestures

Pointing directly at a person with the index finger is impolite. Beckoning is done by waving all fingers. Objects are passed with the right hand or both hands.

Visiting

Visiting is important in the Democratic Republic of the Congo, and hospitality is traditional. Most visiting occurs in the home. Family and close friends often drop by unannounced, but strangers are expected to make arrangements in advance. When a person first visits a Congolese home, a gift is not appropriate. Small gifts,

such as food or an item for the house, may be given after a relationship is established. If a Congolese offers to share a meal, the guest is first expected to show reluctance to join the host's table. But the guest should ultimately accept the offer. Not doing so is impolite. Congolese often judge the sincerity of their guests by the way they eat.

Eating

Meals are usually eaten with the fingers of the right hand only. When utensils are used, the continental style of eating is observed. Men and women eat from separate communal bowls. Hands are washed before and after each meal.

LIFESTYLE

Family

The family is an important focus in Congolese life. Although family structure varies greatly between the different ethnic groups, emphasis is placed on group goals and overall family welfare. Large extended families are the norm in the Democratic Republic of the Congo.

Dating & Marriage

Casual dating habits only occur among the wealthy in large urban areas. Otherwise, if two young people meet and desire to date, the boy and his family seek permission of the girl's family for him to see her. Subsequent dating usually leads to marriage. Traditionally, marriage is a family affair and is at least partly arranged by parents.

Diet

Staple foods include cassava, rice, potatoes, bananas, yams, beans, corn, fish, peanuts, and various fruits and vegetables. Common fruits include mangoes, oranges, pawpaws, and coconuts.

Holidays & special days

New Years Day	1 January
Day of the Martyrs	4 January
Labour Day	1 May
Liberation Day	17 May
Independence Day	30 June
Parents Day	1 August
Army Day	17 November
Christmas Day	25 December

CROATIA

THE PEOPLE

Population

4 290 612 (Est 2011). Growth rate: -0.194.

The population is predominantly Croat, minorities include Serbs and Hungarians

Resident in the ACT

1,466 born in Croatia (Census 2011)

Language

The official language of Croatia is Croatian. Although Albanian, Czech, Hungarian, Italian, Serbian, Slovakian and Slovenian may be spoken by their respective groups in parts of Croatia.

Religion

The majority of Croatians are Roman Catholic. However, other Croatians may follow the protestant, Jewish, Orthodox or Muslim faiths – mostly living in Zagreb.

Personal Appearance

It is important for clothing to be neat and clean. In general, adults do not wear shorts in public, except for recreation or on the coast. Women typically wear skirts and dresses more often than pants. In the workplace, it is customary for women to wear dresses. Urban men wear suits and ties for special occasions as do many professionals and businessmen.

CUSTOMS AND COURTESIES

Greetings

A handshake is the most common greeting in Croatia, though greetings on initial meetings tend to be more formal and reserved, along with a phrase such as *Dobro jutro* (good morning), *Dobar dan* (good day), or *Dobra večer* (good evening). When friends and relatives greet, they embrace and kiss each other on both cheeks. In formal situations, a man waits for a woman to extend her hand. In formal greetings people are addressed with their honorific title plus the family name: *Gospodin* (Mr.), *Gospodja* (Mrs.), *Gospodice* (Miss.), or a professional title. The younger person commonly greets first.

Visiting

Croatians enjoy visiting one another to socialise. Most visits are arranged in advance, but unexpected guests are also welcomed. When invited to a home, guests bring a gift to the hosts. It is usually a bottle of wine, sweets, or an odd number of flowers (even numbers are for the dead). Gifts are unwrapped in the presence of the giver, whom the hosts thank. It is impolite not to accept refreshments.

Eating

Breakfast is light and usually accompanied by black coffee. Lunch is the main meal of the day and consists of soup, meat or fish (depending on the region), salad, bread or potatoes, and a dessert. In urban areas, dinner

usually consists of cold cuts, bread, and eggs. Rural people might have this or a cooked meal. While eating, hands are kept above the table, and in informal settings the napkin is unfolded and placed on the lap.

LIFESTYLE

Family

Family is still the basis of social structure. Croatian families traditionally include grandparents, parents, and two or more children, and though it is becoming increasingly common for nuclear families to have their own home, many Croats will also take in elderly parents. The father or grandfather has a dominant role in the family. Both husband and wife work and share in the decision making. Adult children often live with their parents until they marry or are able to support themselves. Weekends are considered as family time, with business concerned not interfering in family activities.

Dating & Marriage

The youth begin dating around age 15, beginning with small groups. Rural people get married in their early twenties and urban dwellers in their late twenties to early thirties. To be legally married, one must have a civil ceremony. Having a church wedding before the civil one has become popular since Croatia achieved independence in 1991.

Diet

Seafood and vegetables are most popular in coastal towns. Dishes made from chicken, beef, fish, pork, and lamb are common throughout Croatia. Wine is the most popular drink with a meal. Also popular are beer, mineral water and fruit drinks.

Holidays & Special Days

New Years Day (Nova Godina)	1 January
Epiphany (Bogojavljenje)	6 January
International Worker's Day (Mednarodni praznik rada)	1 May
Anti-facist Struggle Day (Dan antifašističke borbe)	22 June
Statehood Day (Dan državnosti)	25 June
Victory and Homeland Thanksgiving Day	5 August
Assumption of Mary (Velika Gospa)	15 August
Independence Day (Dan neovisnosti)	8 October
All Saints Day (Dan svih svetih)	1 November
Christmas Day (Božić)	25 December

CYPRUS

THE PEOPLE

Population

1,138,071 (July 2012 est.). Growth rate: 1.571% (2012 est.)

The population consists of 85% Greek Cypriot and 12% Turkish Cypriot, 3% other.

Resident in the ACT

126 born in Cyprus (Census 2011)

Language

Greek and Turkish are the official languages according to Article 3 of the Constitution of Cyprus. In Northern Cyprus, the official language is Turkish (Article 2 of the 1983 Constitution of Northern Cyprus). English is widely spoken on the island, and Russian has become fairly widespread in recent years due to the influx of immigrants and investors

Religion

Greek Cypriots are mostly Greek Orthodox (77%). Other religions include Sunni Muslim (18%), Other Eastern Orthodox (1%), Other 4% (includes Maronite, Armenian Apostolic, Catholic, Protestant, Anglican)

Personal Appearance

Traditional costumes are worn at folk festivals and special events, including formal visits. Generally, people dress according to occupation, ranging from urban white collar to rural peasant cotton pants, skirts and vests. Informality is the norm.

CUSTOMS AND COURTESIES

Greetings

Cypriots are expressive in their greetings. Men hug or slap male friends on the back or shoulder. Women kiss friends on both cheeks. New acquaintances greet each other more formally, whereas friends use first names.

Gestures

Cypriots can indicate 'no' by tilting the head back or shaking it from side to side. Hand movements are used expressively to accompany verbal conversation.

Visiting

Visitors from outside Cyprus often note that Cyprus seems to be a place where 'everyone knows everyone else, or else is related'. This familiarity is reflected in an air of casual and informal friendliness. Dropping in without notice is a common occurrence, although due to time pressures in the city, this is changing. Guests are expected to eat and drink freely when pressed, to avoid hurt feelings.

Eating

Lunch is still the main meal of the day, followed by a rest in the heat of the day. Eating with fingers is acceptable with some parts of the meal, eg bread and dips. It is considered impolite to leave the table before others have finished.

LIFESTYLE

Family

One should not bring dishonour on the family. Parents strive to provide the young couple with a home, and perhaps a car. However, since the move to urban living, relatives are not always close in proximity. The women still rule over the house domain, and the men preside over the political arena. Children are a high priority both in the family and community.

Dating & Marriage

Arranged marriages have largely disappeared, but some parents still exert strong influence on the choice of spouse. Marriage is seen to be normal, so not marrying is considered to be unusual. Young people go out to dances, cafes and bars in the city, but in rural settings they might gather in the town square.

Diet

Fresh salads (often with cucumber and tomato) and plain yoghurt accompany most meals. The main meal consists of vegetables cooked many ways, including *yahni*, made from olive oil, tomato and onions. When eating out, people often order *meze*, which is a large collection of smaller dishes, dips and salads. The main course will usually be grilled meat or fish, including squid, octopus, red mullet and sea bass. Common vegetable preparations include potatoes in olive oil and parsley, pickled cauliflower and beets, asparagus and taro. Other traditional delicacies of the island are meat marinated in dried coriander, seeds and wine, and eventually dried and smoked, such as *lountza* (smoked pork loin), charcoal-grilled lamb, souvlaki (pork and chicken cooked over charcoal), and *sheftalia* (minced meat wrapped in mesentery). Cyprus is also well known for its desserts, including *lokum* (also known as Turkish Delight) and *Soutzoukos*.

Holidays & Special Days

Christmas, New Year and Easter

Epiphany	6 January
The Three Holy Hierarchs	30 January (School holiday)
Greek Independence Day	25 March
Greek Cypriot National Day	1 April
Labour Day	1 May
Ascension of the Lord- date variable	(School holiday)
Holy Spirit- date variable	
St. Barnabas	11 June (School holiday)
Dormition of the Theotokos	15 August
Independence Day	1 October
Okhi Day (Greek National Day)	28 October

CZECH REPUBLIC

THE PEOPLE

Population

10,534,293. Growth rate: 0.266%

Resident in the ACT

130 born in the Czech Republic (Census 2011)

Language

Czech belongs to the Slavic group of languages. The central European nation is ethnically quite homogeneous. The only noticeable minority are Roms, who are bilingual. Many Czechs speak German, French, Russian or English as a second language, depending on their generation. Younger Czechs generally use English as a second language. The Czech Republic came into existence first in 1918, and then on 1 January 1993 the division of the Czech and Slovak Republics.

Religion

Czechs are historically Christian, with the main Catholic Church culture. However, the influence of Protestantism well before Luther, and later modern political developments established them to one of the lowest number of religious affiliations. Many Czechs identify as atheist. The Czech Brethren claims 2 percent of the population as members. For Christian Czechs, children are told that the baby Jesus brings them their presents and Santa is not referenced.

General Attitudes

Czechs value modesty, humour, education, cleverness, social standing, and sometimes cutting corners. Professionals are respected. The long tradition of highly industrialised nation formed a skilled nation of manual workers. This brought a very individualistic approach to life, forming strong opinion and wishes. But society's emphasis is still on conformity and cooperation. Historically the nation always adopted new trends, and encouraged arts, music, and sport, pursuing ties to Western European culture. Czechs are avid theatre and art goers, and pride themselves on participation. Czech migrants therefore join in and adapt easily into local society and activities.

Personal Appearance

European fashions and formal dress is common on the streets, at work and in shops. The youth wear the latest styles. Jeans and T-shirts or sportswear is popular even with older people. Village people are adapting quickly to modern trends.

CUSTOMS AND COURTESIES

Greetings

When strangers meet courtesy prevails. Acquaintances and friends shake hands firmly with a verbal greeting. A young person greets an older person politely. Women are always politely acknowledged by men, usually with a nod. A man usually waits for a woman to extend her hand before shaking. To show respect, one addresses both men and women by their professional titles prefixed by pan (Mister) and pani (Mrs) for a woman. First or Christian names are used only among friends.

Gestures

People maintain eye contact while conversing. Avoiding eye contact is considered very disrespectful. The conversation is emphasised by gesturing with hands, and Czechs often beckon and point with their index finger. Noisy speaking, particularly laughing too loud is considered impolite in society.

Visiting

Czechs consider the home to be private. Friends visit quite frequently for small talk with coffee and drinks. Most first-time visitors are invited for a more formal coffee visit to get to know one another. An invitation for guests to share a meal at home is usually formal. Invited guests usually bring flowers to the hostess. Out of respect for the hostess, most Czechs remove their shoes before entering the house, and leave them in the hall entrance. It is an honour to be invited to a home for a meal. Friends often enjoy socialising in pubs, coffee houses, and wine bars.

Eating

Czechs eat three meals a day and often a mid-morning snack. For most families, lunch is the main meal. Dinner and breakfast are light. The head of the household is served first. People eat in the continental style. Hands, but not elbows, are kept above the table. Most Czechs do not eat out often.

LIFESTYLE

Family

Urban and rural families nowadays are usually small, with rarely more than two children. Rural families in the past tended to be larger. Both parents generally work outside the home, but women are also responsible for the household and children. Grandparents often help with child care, especially when young couple is just starting out. Parents feel responsible for their adult children until they are financially independent. At the same time adult children expect to take care of aging parents.

Dating & Marriage

Young people tend to date socialising in their sphere of interest. Following European trends, most men are married by the age of 30, with women marrying a few years earlier. A church wedding after the civil ceremony is becoming increasingly common. The divorce rate is relatively high.

Diet

Unfortunately the high fat eating culture survived into the modern low physical activity way of life. Tasty meals close to French and German traditions are served in large portions. Lunch usually begins with a hearty and nutritious soup, followed by a main dish of meat and potato or bread dumplings, and finally sweets. Many desserts are made from fruit. A common dish is *vepro-knedlo-zelo* (pork roast, dumplings, and sauerkraut). Many other meals are based on cream sauces, and other combinations by choice. Breakfast usually consists of rolls, coffee cake, butter, jam, and coffee. Ham, salami, cheese and sausages with rolls are popular snack foods, while beer is the number one beverage followed by common soft drinks and bottled water.

Holidays & Special Days

National Liberation Day	8 May
Cyril & Methodius Day	5 July
Jan Hus Day	6 July
Founding of the Republic	28 October
Velvet Revolution Day	17 November
Other religious holidays, and patron saint's days	

EAST TIMOR (Timor-Leste)

THE PEOPLE

Population

1,153,834. Growth rate: 2.918%

Two thirds of the population is under 30 due to recent conflict, and the majority are female.

Resident in the ACT

26 born in East Timor (Census 2011.)

Language

Portuguese and Tetum, the local language, are both official languages. Bahasa-Indonesia and English are also used in commercial and government spheres. English is often used in academic and non-government spheres. In school, it is still debated whether to focus on written Tetum, or Portuguese.

Religion

The majority of East Timorese are Roman Catholic (91%), and there are a small percentage affiliated with Islam, Buddhist and Protestant faiths. Local religious traditions are blended with the practice of Catholicism. Religion is very important in East Timor.

General attitudes

The people are very proud of the independence of their country after a long struggle. They are sometimes shy with strangers, but very loyal to people considered friends. As a people, East Timorese are known to be easy-going and casual in their daily work and interactions, with a love of music, dance and children. Older people are respected and revered. It is normal to ask how old a person is, as the older you are the more respect you earn.

Personal appearance

East Timorese dress in casual clothing, including loose pants and patterned shirts for both men and women. In villages, people wear hand-made cotton clothing that suits the outdoor work. Dresses for special occasions are sometimes woven and embroidered. In rural areas for formal occasions, women wear woven sarongs and shawls 'tais'. In the city, formal Western dress is favoured. Western suits and slacks are worn in government offices, but the heat keeps men's dress to shirts and pants; skirts and tops for women.

CUSTOMS & COURTESIES

Greetings

Greeting people, including strangers, is normal. However, first names are not used unless one is considered a friend. 'Mister' is often a form of address for strangers. Hello is *ola*, and it is not uncommon to hear *Ba nebe?* or 'where are you going?' In the street the greeting for strangers is *Bon dia* 'Good morning'! Or *Boa tarde*, 'Good afternoon'. First names or nicknames are not used until a level of familiarity is recognised. It is usual to add Mister or Miss to a first name to show respect. *Maun* or *mana* (older brother or sister) is also common. When a nickname is used, it is often created by substituting the first syllable with 'A', for instance Jose is shortened to Aze. Children usually greet strangers as 'uncle or auntie' *tiu* or *tia*, since they may be expecting

everyone they know to be related in a distant way. A nod and a smile are the usual form of greeting between strangers. Physical contact between people of the opposite sex is not encouraged.

Gestures

Body language is vital to East Timorese, including facial expressions. While reserved at first, people are animated in discussion.

Visiting

Visiting informally between friends and family is enjoyed. An invitation is usual for new acquaintances or strangers. Before entering a room or house, it is polite to ask: 'Can I come in?' or '*kolisensa?*' Greet everyone in the house, paying special attention to older people and children. Any offer to help with cooking, or washing up will be refused. One waits till one is invited to sit down, or begin eating and drinking. If you do not wish to eat the food, take one or two bites and then politely refuse. Gifts of sweets for the children, coffee or cigarettes are welcome.

Eating

Typically, breakfast is served by 7am, lunch between 12 and 2.00pm, and dinner between 6 and 8pm. The fork is often held in the right hand to eat. It is improper to eat or hand things to people with the left hand. Coffee, tea, lemonade and in some areas coconut juice are common drinks. Most people eat at home or at the houses of friends or family. Street stalls are common in the larger towns.

LIFESTYLE

Family

The extended family is paramount in the lives of East Timorese, though families have been split by the recent conflict, and many fathers are not present. Children are cared for by many family members. Older people are looked after when they are too frail to garden and clean. God-parents are also very important members of the family. The baptism of a child is a very important ceremony for the whole family.

Dating & Marriage

Young people do not generally date in couples until they are engaged. They go out in groups together, or with a sibling to chaperone. It is almost unknown to live together before marriage. Marriage is the norm, and de facto relationships are frowned on. Divorce is not permitted by the Catholic Church. However, de facto relationships occur, especially in rural areas. The person concerned is politely referred to as 'second' wife or husband. Weddings are celebrated with a church ceremony, and in the villages the tradition may include the system of dowry or *barlaki*. Traditionally a man's family gave several head of horses or buffalo. However, since the stock numbers are depleted, it is no longer required to give a dowry. It is also acceptable to turn to the family for assistance after marriage. Women carry the responsibility for the household cleaning, cooking and child-care.

Diet

The East Timor diet is affected by short supply of many staples since the conflict. The cuisine shares elements of Chinese, Portuguese, and Indonesian. Rice accompanies most meals. Other staples commonly found are cassava, potato, yam and corn. Chilli is it served separately, so spicy food is optional, and coconut milk is used. A popular meal is beans and corn. A meat meal on the menu is *tukir*, consisting of lamb traditionally cooked inside bamboo with lots of spices. A dish traditional to villages along the coast outside Dili is called *saboko*. *Saboko* is made from sardines mixed with tamarind sauce and spices, firmly wrapped in palm leaves and cooked on a fire. There are some local fruit without English names. Palm wine and palm alcohol are consumed in local bars and in villages. Restaurants are mainly frequented by tourists and officials.

Holidays & special days

Christmas and Easter

Independence Day 20 May

Assumption 15 August

Feast Day of their patron saint

All Soul's Day 2 November

28 November Restoration Day

EGYPT

THE PEOPLE

Population

71,107,829 (Estimate 2002 GeoHive) Growth rate 1.69%

Resident in the ACT

311 born in Egypt (Census 2011)

Language

Arabic is the official language in Egypt, although English and French are used in business and education. The written language differs from the spoken Egyptian dialect used in daily life. The Cairene dialect is the standard for spoken Egyptian; the people are extremely proud of it. They like to use it for wordplays, jokes, clichés, and riddles. Cairene is therefore both the spoken language and an integral part of Egyptian culture.

Religion

Over 90 percent of all Egyptians belong to the Sunni branch of Islam. Islamic philosophy is deeply rooted in the minds, hearts, and behaviour of the people. Islamic scripture, the Qurán (Koran), is considered the final, complete word of Allah. Muslims accept and revere all major Judeo-Christian prophets from Adam to Jesus, but they proclaim Mohammed to be the last and greatest. Although Egypt is officially a secular state, Islamic principles are very much a part of its laws, business relations, and social customs. The Islamic day of worship is Friday, a day for men to pray at the mosque. Women pray at home or in a separate part of the mosque. Islam is practiced every day through dress and dietary codes, praying, and constant references to Allah's will or blessings. Muslims pray five times daily, always facing Makkah, Saudi Arabia. Other religious groups are also found in Egypt, including a significant minority of Coptic Christians (over seven million), whose religion dates to its separation from Rome in the fifth century.

General attitudes

Egyptians generally prefer a relaxed and patient life. Egyptians are expressive and emotional, and are well known for their marvellous sense of humour. This has helped people endure difficult economic and living conditions with great composure. Part of Egyptian humour is a love for riddles (especially during the month of Ramadan), jokes, sarcasm, and wordplays. Egyptians often identify with community groups, to the point that personal needs become secondary to those of the group. The Islamists see greater devotion to Islamic principles in schools, government, and the arts as the answer to Egypt's problems with poverty, government corruption, and other social ills. Both sides of the debate have strong followings throughout the country, but the Islamists seem to be building strongholds in many religions.

Personal appearance

Dress standards in Egypt are modest and traditional. Traditional women completely cover their hair and bodies, except their faces and hands. Men wear modest clothing and skullcaps, and sometimes grow a beard. A beard can be a sign of religious faith, but it can also express membership in certain political organizations. In large cities, modest Western-style clothing has become popular.

CUSTOMS & COURTESIES

Greetings

Warmth in personal relations is important to Egyptians and greetings are often elaborate. Because social classes play a key role in society, phrases used for greetings depend largely on the differences between the individual's social classes. Generally, however, friends of the same sex shake hands and kiss on the right and

left cheeks. If the greeting comes after a long absence, the kisses may be repeated more than once and even end with a kiss to the forehead. Men greet women with a handshake only if the woman extends her hand first. Otherwise, the greeting is verbal. First names are not used unless one is invited to do so. Good friends exchange first names in informal settings, but they may add a title to the first name in formal settings. To thank someone for a compliment, one responds with an equally respectful compliment on the same subject or wishes Allah's (God's) blessings.

Gestures

Physical distance between members of the same sex is closer and much farther apart between members of the opposite sex. In fact, good friends of the same sex may walk hand in hand in public. Yet except for married or engaged couples that walk arm in arm, a man does not touch a woman in public. It is impolite for the bottom of one's foot to point at another person; also, feet should not be propped on a table or chair in the presence of others. Pointing at a person is impolite, as is walking in front of a praying person.

Visiting

Because personal relationships with friends and relatives are so vital, visiting is one of the most important past-times in Egypt. Not visiting for a long period is a sign of the relationship's insignificance. Married children often visit parents on Fridays and holidays. If a gift is given, it is passed and received with both hands or only the right hand, not the left. Alcohol is prohibited by the Islamic religion, so it is not given as a gift to Muslims. Business visits usually begin with light conversation over coffee or tea to establish trust and confidence. Visitors to a mosque remove shoes before entering and wear clothing that covers the entire body.

Eating

Egyptians prepare elaborate and expensive meals when they have guests. Sometimes a person will not eat everything on the plate because leftover food is a symbol of abundance and a compliment to the host for providing so well. Or, in restaurants, food is left as a sign of wealth (one can afford to leave food behind). Finger food is eaten with the right hand.

LIFESTYLE

Family

Families are extremely important in Egypt. In most homes, a girl is protected by her brothers and may even be accompanied by them in public. Traditionally, a man's honour is based on how well he protects the women in his care. In rural areas, a girl may discontinue her schooling when she comes of age. It is customary for extended families, including families of brothers and sisters, to live under the same roof. Increased urbanization, however, is changing this tradition toward a home with only a nuclear family. Still, close ties are maintained, and cousins are often as close as siblings. The thought of putting the elderly in a rest home is repulsive to Egyptians; children expect to support their parents in old age. Parents often play a key role in planning the future of their children, with their influence ranging from the choice of profession to the selection of a mate. Egyptians value this support as a source of emotional security.

Dating & Marriage

Although attitudes toward dating are changing in Westernized circles, dating is not widespread. Moral purity is highly valued in a woman, and is usually a key requirement in the marriage contract. Traditionally, marriages were arranged between heads of families, often with little input from the couple involved. Now, however, individuals have more say as to whom they wish to marry. Because marriages join not just two people but two families, both families are heavily involved in wedding preparations.

Diet

Egyptians eat rice, bread, fish, lamb, chicken, turkey, and stuffed vegetables. Tahina (sesame seed paste), tomatoes, yogurt and cucumbers are also eaten with meals. The Qurán prohibits the consumption of pork and alcohol. Traditional foods include *fava* beans prepared as fowl or *ta'miyya*, and flat Egyptian bread. Meat is expensive and eaten only occasionally, sometimes just once a month. Bread, usually unleavened, is eaten with every meal.

Holidays & special days

Proclamation of the Republic

Revolution Day

Armed Forces Day

Popular Resistance Day

Victory Day

EL SALVADOR

THE PEOPLE

Population

6,090,646 (2012 est.) Growth rate: 0.303%

Resident in ACT

145 born in El Salvador (Census 2011)

Language

Spanish is the official language, although Native American languages and English are spoken by many.

Religion

El Salvador is a largely Catholic nation, with close to 58 percent of the people belonging to the Roman Catholic Church. About 20 percent practice a variety of other Christian faiths, including a range of Protestant religions.

General Attitudes

Salvadorans are known for their hospitality to visitors. The people love their country and are proud of its accomplishments. Salvadorans are hardworking individuals who care for others, especially their family.

Personal Appearance

Because of the warm climate, summer clothing is suitable all year. Business representatives wear suits. During winter months, light jackets are sometimes necessary at night. A neat and clean appearance is important.

CUSTOMS AND COURTESIES

Greetings

A handshake is the customary greeting, but sometimes a slight nod of the head is also used. The use of titles shows respect, which is particularly important when greeting the elderly. The prefix Don is placed in front of an elderly male's name and for an elderly woman, Doña. The first name or family name alone is used only among close acquaintances. Placing an arm around the shoulder of another is a common way to show friendship and friends often stand close while conversing. Women who have not seen each other in a while will exchange hugs, and kisses on the cheek are common. Before entering a house, guests will say "*Con permiso*" or 'with your permission' as a sign of courtesy and respect.

Gestures

Traditionally, it was considered poor manners to use extensive hand or head gestures in conversation or to point feet or fingers at anyone. However, attitudes towards gestures are increasingly relaxed with exposure to western influences.

Visiting

Visitors are expected to show dignity, courtesy, warmth, and friendship. It is appropriate to stand when a woman enters the room and when meeting other people, and everyone stands when a guest enters the house. Salvadorans appreciate sincere compliments about their homes, children, gardens, or country. Small gifts may be exchanged with first time visitors.

Eating

It is polite for guests to try some of every dish that is served and guests compliment the host or hostess on the meal, something which assures the hosts that the guests feel welcome. When everyone has decided to start eating everyone says “*Buen provecho*” or “*provecho*” and upon finishing the meal you say thank you and “*con permiso*” before leaving.

LIFESTYLE

Family

Salvadorans have close family ties, which include caring for the elderly. The father is considered the head of the family. However, single parent families are also common. The majority of families belong to the lower-middle class and while most families have electricity, many do not have telephones, cars or televisions.

Dating & Marriage

Group dating begins at around age 15. Traditionally, it was not proper for a couple to be seen in public unless engaged or married, but this has changed significantly in urban areas. In most cases, wedding ceremonies follow Catholic traditions.

Diet

Salvadorean diet consists of items such as black beans (*frijoles*), refried beans, thick tortillas, rice, eggs and fruit. A typical lunch is *pupusa & chilate*.

Holidays & Special Days

Labour Day 1 May
San Salvador Festival 4-6 August
Independence Day 15 September
Discovery of America 12 October
First Call of Independence 5 November

ERITREA

THE PEOPLE

Population

5,415,280. Growth rate: 2.913%

Resident in the ACT

58 born in Eritrea (Census 2011)

Language

Eritrea has no official language. Tigrinya, Arabic and English are all government, working languages. Tigrinya is spoken by highlanders, and is related to Tigre, spoken by people in the western and eastern lowlands. They use an ancient Ge'ez script. Like Arabic, they are both Semitic tongues. Arabic is widely used in commerce.

Religion

About 40% are Muslim, and 40% Christian. Some Eritreans practice traditional animism. Most Christians are Orthodox. Inter-marriage and the unity of religious leaders contribute to the country's religious freedom and tolerance.

Attitudes

Eritreans can be optimistic, hard-working, committed people who love their country and their independence dearly. One reason why resolution was difficult to achieve in the recent war is the strength of national pride. Violent crime is rare in Eritrea. They believe in cooperation and friendliness. Self-sufficiency is also valued.

Personal Appearance

Eritreans wear Western-style clothing. Pants are worn by women and girls. Highland Christian women wear white cotton dresses with a woven border at the hem, or embroidery on the bodice and skirt, with a matching shawl. Hair is customarily braided in tight narrow rows up front, but hanging free behind. Highland men wear a long-sleeved knee-length white shirt over white trousers. Work clothing is less decorated, made of heavy duty off-white cotton. Muslim men wear *jalabiyas* (long gowns) and embroidered caps with turbans. Women cover their dresses with black or colourful cloth called *luiet*. Women use henna as a skin conditioner, and hair dye.

CUSTOMS AND COURTESIES

Greetings

The forms of greeting vary by region and ethnic groups. Highlanders greet with a handshake. Nudging right shoulders during a handshake is a custom for villagers. Urban dwellers shake hands and 'kiss the air' while touching cheeks three times. Verbal greetings always involve inquiring about one's wellbeing. A general greeting is Salaam. Muslims grasp and kiss each other's right hands, asking *Kefelhal?* While friends use nicknames, Eritreans call people by surname. The use of second-person plural shows respect. Boys and men often hold hands in friendship.

Gestures

Eritreans use only the right hand for eating and gesturing. A hand held high is a greeting, while a hand waved back and forth is a negative signal. Fingers snapping shows one is in agreement. When beckoning, one waves

all fingers with the palm facing out. Pointing at people is considered impolite. Young girls keep their knees together uncrossed, elbows on their knees to show respect.

Visiting

Visiting among friends and relatives is common without invitation. Guests are often asked to join the family in a meal. Guests are always served tea or coffee. Eritreans enjoy the prolonged conversation offered by the tea and coffee ceremony. When visiting on special occasions, townspeople often take villagers a gift of tea or coffee. Villagers take gifts of local produce or firewood. For some events, men and women socialise separately. A heavy, barley porridge *ga'at* is served at gatherings to welcome new babies. When someone dies, friends and relatives gather for the burial, and cook for the grieving family for 21 days.

Eating

In the highlanders, children and adults eat separately. Other Eritrean families eat together, though when guests are present, children may eat separately. The hostess serves the guests and eats later with the children. Before the meal begins, the oldest man takes a piece of bread, blesses it and offers some to each person. Diners eat at a low table from a communal tray, taking only the portion in front of them, and using the right hand.

LIFESTYLE

Family

The family is regarded as more important than any of the individuals within it. Family members will sacrifice for the good of the group or future generations. A family unit includes grand-parents, parents and four or more children. After marrying, a son and his wife generally live with his parents a couple of years. Nomadic people have portable homes, while villagers have stone, mud or cement homes with thatched or metal roofs. The homes are always kept clean and neat.

Dating & Marriage

In Eritrea, almost all marriages are arranged. Among the monogamous Tigrinya, parents suggest marriage partners to increase alliances. The couple usually makes the final decision whether to marry. The bride in some remote villages is often ten years younger than the groom. In the cities, the bride will have normally completed secondary school before marriage. Among Muslims, wedding festivities include the bride's arrival by camel, and guests sit on mats to eat from bowls. The practice of taking multiple wives is not so common.

Diet

The Eritrean diet is traditionally varied. However, the war affected availability of certain foods. The preferred meal is meat (chicken, goat, mutton, or beef) cooked with onion, garlic and pepper, spices and butter. *Shuro* is a typical meal of garbanzo bean flour and spices. Lentils and other vegetables are spiced, and eaten for lunch or dinner. Breakfast may be tea served with unleavened bread *k'itcha* and honey. Orthodox Christians eat no animal products on Wednesdays and Fridays.

Holidays & special days

Christmas	7 January
New Year's Day	1 January
Independence Day	24 May
Martyr's Day	20 June
Anniversary Start of Armed struggle	1 September
Muslim end of Ramadan Eid el Fitr	

ETHIOPIA

THE PEOPLE

Population

84,734,262. Growth rate: 2.071%

Resident in the ACT

135 born in Ethiopia (Census 2011)

Language

Amharic, a Semitic language related to Hebrew and Arabic is the official national language and is used in commerce and administration. Tigrinya and Orominga are also commonly used. The liturgical language (Geéz) of the Ethiopian Orthodox church has produced a large and vibrant literature of considerable importance. English is taught in most schools, making it the most widely understood foreign language.

Religion

About 40 percent of the population belongs to the Ethiopian Orthodox church (Christian), a leading influence in Ethiopian culture since the fourth century. Christianity's legacy can be seen in many ancient structures, including churches in Lalibela carved from stone in the 13th century. Some Oromo of the southeast and northwest are Muslim. Much of the remaining population follows traditional religions such as animism, which stresses the reverence of all living things.

General Attitudes

People of Ethiopia tend to be somewhat complacent and passive, enduring adversity with stoicism. They also tend to be quite formal in their dealings, not only with strangers, but with each other. When meeting someone, it is considered very rude to appear rushed, be informal and impolite. Individuals are expected to stand up for their rights and desires. Genuine concern for others and courtesy are noticeable personality traits of Ethiopians, and they will often make other people's problems their own. Ethiopians are proud of the fact that they escaped colonization in the 19th century when much of the rest of the continent was held by Europeans.

Personal Appearance

In larger cities, most people wear Western-style clothing under the traditional white *shamma* (toga). Men in some ethnic groups wear turbans. Women generally wear dresses. Full native dress is still worn by many, particularly on holidays. Conservative dress is a must for visitors. Often, one can tell where a person is from due to their dress.

CUSTOMS AND COURTESIES

Greetings

How you greet someone in Ethiopia is considered very important. Even if you do not share the same language, acknowledging each other is very important. Like most Semitic peoples, the Amhara place great emphasis on formal but very courteous greetings to both friends and strangers. Shaking hands with one or both hands, though more gently than the Western handshake, is common. Friends often embrace each other formally but warmly.

Gestures

Pointing at a person is generally considered rude. One never uses the left-hand to give or receive items; the right-hand or both hands are used. Trilling the tongue is an expression of excitement or happiness.

Visiting

The Amharic home is a highly private and personal domain. Visits are not made without invitation. If one is going to a home for the first time, a small gift is in order, and if someone is visiting from afar, the gift will be from their place of origin. Visitors are expected to accept any refreshments or food offered, and would not be taken to a hotel or restaurant, as the host would need to provide such services themselves. Conversation should avoid highly personal topics and is best kept casual.

Eating

Amhara hosts take pride in offering guests the best meal they are capable of providing. Visitors are often given more food than they are able to eat. Leaving some food on the plate is polite because it indicates the host's ability to more than adequately provide for guests. It is considered rude to turn down an offering of food. As is the custom in the Semitic world, food is eaten with the fingers of the right hand (never the left), however spoons may also be used depending on the dish. Emphasis is placed on where you hold the spoon - it is important to hold it towards the end so as not to let your fingers touch the food.

LIFESTYLE

Family

The Amharic family is strongly patriarchal, a pattern typical throughout Ethiopia. Sons might bring their brides to live with or near their father's family, but generally a man needs to find their own land to live on. While emphasis is placed on the finding of individual land, resources will always be shared between family members. Age is highly respected in Ethiopia, and the elderly are cared for by their children. A woman's duties and privileges are well-defined both within the home and elsewhere. Families are very private, and rules of the house (such as younger people talking out of place) are very important.

Dating & Marriage

Western-style dating is not common in Ethiopia as traditional norms are still strong in most areas. Because marriage represents the union of two families, the choice of spouse is most often arranged by the families, and it is very important for the bride or groom to be known amongst families before marriage. While the individual has some freedom in the decision, most abide by traditional methods of finding a partner. Marriages tend to last long and divorce is not common.

Diet

The Ethiopian diet includes lamb, goat, and fowl. Ethiopians do not usually eat pork, turkey, or ham. Common foods include *injera*, a fermented bread made of teff flour, and *wat*, a spicy stew made with beef or chicken. Strict religious dietary and fasting customs, especially for Muslims, also affect the menu. For the many people who have limited access to food, a daily diet consists of grains.

Holidays & special Days

Battle of Adowa 2 March
Victoria Day 6 April
May Day 1 May
Downfall Communist regime 28 May
Popular Revolution Commemoration 12 September
Christian & Muslim holidays

FIJI

THE PEOPLE

Population

868,406. Growth rate: 0.806%

Approximately 50% Fijian Melanesian-Polynesian, 45% Indian origin and 5% other.

Resident in the ACT

809 born in Fiji (Census 2011)

Language

English is the official language of Fiji. Fijian and Hindustani are widely spoken. Fijian can be written in two different ways, one of which is more phonetic than the other. For instance, the letter “b” is pronounced with an “m” sound before it, as in the case of the town Ba. Its name can be written Ba or Mba, but it is pronounced “mbah”. Hindustani is an Indian language. However, the Hindustani spoken in Fiji is called Fiji Bat or Fiji Talk, and differs slightly from the Hindustani spoken in India. English spoken among the people often includes words and phrases from both Fijian and Hindustani, as well as other languages.

Religion

At last census, 52.9% of the population were Christian, 38.1% Hindus, Muslims 7.8% and Sikhs 0.7%. Methodists and Roman Catholics predominate. Indians are mostly either Hindu or Muslim and the Chinese are either Christian or Buddhist. There are also some Sikhs and Christian Indians. The people often celebrate festivals of other religions. Freedom of religion is guaranteed by the constitution. Religion plays a major role in the lives of all Fijians.

General Attitudes

Fijians are generous, friendly, and easygoing. Daily life in Fiji is relaxed and casual. Some call it the “Pacific Way”. People enjoy life. The community is important, as is evident in community ceremonies, cooperative building projects, and community pride. The custom of Kerekere dictates that a relative or neighbour can ask for something that is needed, and it must be willingly given without expectation of repayment. Although the Fijians have abandoned their tradition as fierce warriors for a more peaceful life, they remain proud of their cultural heritage and traditions. Ethnic tensions exist between Fijians and Indians. The two groups do not regularly mix, and are political opponents.

Personal Appearance

Light, casual clothing is worn throughout the year, but public attire is fairly conservative (no bathing suits), especially for women. In traditional villages, women do not wear shorts or pants. Daily clothing for Fijian men and women is most often the *sulu*, a medium-to-long wrap around cloth made of colourful cotton. Indian men wear long pants and shirts. Indian women wear a sari (wraparound dress) or a *salwaar kameez* (pants with a matching, long tunic). Fashions in the larger urban areas are changing due to Western influence.

CUSTOMS AND COURTESIES

Greetings

The most common way to say hello among indigenous Fijians is *Bula!* (pronounced Mboola, meaning health). For more formal meetings, a handshake might be added. Indian Fijian shake hands and say Namaste when

they greet. Fijians are friendly and will go out of their way to greet whomever they meet. When passing a rural Fijian house a person is greeted with *Mai kana* (Come eat). In this casual society, it is common to address most people by their first names. When people are related or have an established relationship, they may greet by reference to that relationship rather than using their first names. For example, close friends may address each other by *itau* (a traditional friendship), and male cousins might use *tavale* (cousin). Chiefs are addressed by the title *Ratu* before their first names.

Gestures

Among Fijians, tilting the head down while speaking to someone shows respect. One indicates agreement by raising the eyebrows, closing the mouth, and making an “mm-mm” sound. A “thumbs up” gesture means “good” or “Okay”. Pointing directly at someone while speaking to them is considered rude. Standing with hands on hips is thought to be aggressive or brash. Pointing the bottom of one’s foot at another person is considered impolite. Among Fijians, it is especially offensive to touch someone’s head (except for a child’s). Beckoning is done by waving all fingers of the hand with the palm facing down. Staring is offensive. Physical displays of affection, even between married couples are frowned upon.

Visiting

Visiting is an important part of social relations. Most visiting is done unannounced and guests are welcome. It is customary to remove one’s shoes when entering a home. Sitting cross-legged on a mat-covered floor is common in a Fijian home, but Indian homes have furniture. A chief or guest sits in a place of honour. It is impolite to stand higher than those who are sitting, so one takes care to also be seated or to walk in a stooped position when others are seated. The people of Fiji are hospitable; they enjoy sharing a visitor’s company and visits may last a long time. Refreshments are nearly always offered, including tea, juice, or food. It is impolite to refuse them. Both ethnic Fijians and Indians drink socially. *Yaqona* is prepared in a *tanoa* (a special wooden bowl) and drunk from a *bilo* (coconut shell). When a stranger enters a Fijian village, he seeks out the chief or village headman to ask for permission to enter and visit, and is expected to present some *yaqona* to him.

Eating

Traditionally, neither Fijians nor Indians used eating utensils, but spoons and forks are becoming more common in urban areas. In Fijian villages, breakfast consists of tea drunk from tin bowls and possibly rice or any leftovers from the previous night’s dinner. For all meals, Fijians spread a cloth on the mat-covered floor, sit cross-legged, pray, pass a bowl of water around for washing hands, and eat from tin plates and bowls. The water bowl is again passed after the meal. Women and girls usually eat after the men and boys. Food is shared in Fijian villages. For large feasts and special meals, food is still cooked in the traditional manner in a *lovo* (ground oven).

LIFESTYLE

Family

The Fijian people are family oriented and the father acts as head of the home. Families can be large. The elderly are usually cared for by their children. Villages are composed of families that form clans or *mataqali* (land holding units). This extended family system has a collective or communal way of living. *Kerekere* plays an important role in family relationships. Subsistence chores are shared between men and women. Men are engaged in spear fishing, gardening and construction, while women do line and small net fishing, as well as the cooking, weaving of *ibe* (pandanus mats) and collecting wild food. Cooking is done in a smaller separate structure. Indians usually live in furnished tin, cement or wood homes. Urban dwellers of any ethnic group often live in Western-style homes.

Dating & Marriage

Dating is traditionally nonexistent in Fijian culture, but Western influences are changing society so that dating is found in some areas. Affection is not shown in public. The ethnic Fijian man chooses his own wife and a grand wedding ceremony is held, accompanied by a *solevu* (a great feast). In high chiefly Fijian families, the parents must still approve their children's future spouses. Indian parents have customarily arranged their children's marriages, but this practice is also changing with Western influence.

Diet

The mainstays of the Fijian diet are boiled taro and cassava, starchy roots that can be grown in the family garden. There are some leafy vegetables and many tropical fruits (papayas, mangoes, pineapples, bananas). Many dishes are prepared in lolo (coconut milk). Seafood, chicken, pork and beef are all eaten in Fiji. Foods are rarely deepfried, but are steamed, boiled, or roasted instead. Indian cuisine is often made with curry and is spicy. Roti is a daily Indian staple.

Holidays & Special Days

Bank Holiday	31 July
Independence Day	10 October
Diwali	13 November 2012 (varies year to year)

FINLAND

THE PEOPLE

Population

5,186,855 (Estimate 2002 GeoHive) Growth rate: 0.16%

Resident in the ACT

572 born in Finland (Census 2011)

Language

Over 93% of the population speaks Finnish, a Finnish-Ugric language coming from a language family different from Scandinavian languages. It is closely related to Estonian. Finland recognises Sami, the tongue of the indigenous minority Sami. English is popular as a second language. Swedish is the second official language, spoken by 6% of the population.

Religion

Up to the end of the 19th Century, every Finn had to belong to either the Lutheran or the Orthodox Church. In 1889 the ACT on Nonconformity made the position of other Protestant churches official, and membership permitted. Baptists and Methodists were the first to be recognised. The Government has an official policy of religious neutrality. However, about 89% of Finns belong to the Evangelical Lutheran Church of Finland. Other Christian groups include the Finnish Orthodox Church, and 9% of the population is not affiliated with any religion. In Australia, there are a number of Pentecostals.

General Attitudes

Finns adopt a high ideal of loyalty and reliability, honouring their promises and agreements. People are generally reserved, and value punctuality. They are proud of their cultural heritage, especially in the light of the national identity having survived centuries of foreign domination. In 1917, Finland was finally declared an independent Republic. Finns are also proud of their clean natural environment. Women are expected to participate in careers, political life and the social arena as well as the family.

Personal Appearance

The Finns dress fairly casually. Young people reflect the trends, but are not overly fashion-driven. Formal dress is worn on special occasions, and colourful native costumes are sometimes seen at festivals and weddings. They often involve a striped, layered dress, with apron, bonnet and cap for women. The men wear a peaked cap, woollen cap or felt hat.

CUSTOMS AND COURTESIES

Greetings

Both men and women shake hands and make eye contact when greeting. It is unusual to embrace when greeting people. Often one simply nods and says *hei* or *terve*. To say goodbye, one says *hei heir* or *nakemiin*. During introductions, the first name is used if it is informal, the surname if it is a formal setting, Titles are reserved for formal events. Finns tend to think carefully before speaking, and expect others to do so. Small talk is not valued.

Gestures

Finns use very few gestures when speaking. It is, however, impolite to talk with hands in one's pockets. It is considered important to maintain eye contact during conversation. One covers the mouth when yawning.

Visiting

As the Finns respect privacy very highly, an invitation to the home is an invitation to friendship. It is a meaningful gesture. Visitors are expected to be punctual, and they normally take flowers, wine or chocolates to the hosts. A visitor will be served coffee, cakes and cookies. On formal occasions, guests wait until the host has taken the first sip before drinking. On special occasion, a guest may be invited to share a sauna. This is a particular pastime originated and enjoyed by Finns. In fact, a good way to engage a Finn in lively discussion is to ask about the benefits of a sauna!

Eating

On formal occasions, visitors are shown their seats for dinner. Table conversation may span many topics. Finns eat in the continental style, with the fork in the left hand, knife in the right. When going out to restaurants, one dresses conservatively.

LIFESTYLE

Family

An average Finnish family has one or two children. Women receive up to 11 months maternity leave, with the option for some paternity leave. An increasing number of men share household responsibilities, and women hold a substantial number of seats in Parliament. Young people become independent early, moving out with the aid of housing subsidies.

Dating & Marriage

Dating begins in groups at about age 15, when individuals may go to movies or dances. Young people typically choose to live together before marriage, or remain in an 'open marriage'. Sometimes marriage takes place when children arrive. The children may bear either the father or mother's surname, if both parents have kept their original surnames. It is possible, though uncommon, for a man to take his wife's surname at marriage.

Diet

Finnish cuisine has been influenced by many cultures, from French to Russian. It also maintains a variety of Finnish specialities. These are based on seafood, wild game and vegetables. Reindeer is on the menu, especially further north, along with salmon. Wild berries are commonly used in desserts and liqueurs. The smorgasbord or Finnish buffet is called *poronkaristys*. Open-faced sandwiches on rye bread are often eaten for breakfast and snacks. Milk and coffee are the most popular drinks. Pastries are plentiful. A sweetbread called *pulla* comes in many forms, flavoured with cardamon. *Makkara* (sausage) is roasted over a fire or sauna heater.

Holidays & Special Days

Christmas Eve December 24 (Finns exchange gifts and gather for celebrating arrival of Santa Claus, who is believed to live in Finnish Lapland))

Boxing Day, New Year's Day

Easter (Good Friday to Easter Monday)

Vappu Labour Day or May Day

Ascension Day

All Saints Day

Midsummer summer solstice or Juhannus (Saturday closest to 21 June)

Independence Day

FRANCE

THE PEOPLE

Population

63,125,894. Growth rate: 0.5%

Resident in the ACT

567 born in France (Census 2011)

Language

The French language is the main language spoken in France. Regional dialects are very much encouraged and are important to the inhabitants of each region. Besides German and Spanish, English is one of the major foreign languages taught in schools.

Religion

The majority of the French (nearly 90 percent) are Roman Catholic. Muslim and Buddhist are also 2 important religions.

General Attitudes

The French believe success is judged by educational level. They are proud of their country, their culture and their way of living. The French are reserved and polite. They can seem aloof or distant but once the barriers are lifted, they are helpful and polite in their manners. They love debating on all issues related to their social environment such as politic, cultural events, children, education, the world, etc.

Personal Appearance.

The French people love fashion, notably the Parisians. If they don't follow blindly what is in the magazines, the women know how to put things together without being too ostentatious.

CUSTOMS AND COURTESIES

Greetings

Shaking hands upon greeting and parting is customary. Between friends, it would be a light kiss on the both cheeks. At formal or business functions, greetings are combined with the person's title, never the surname, and always precede any conversation or request, for example: "Bonjour Monsieur le Directeur" or "Bonjour Monsieur". First names are used between friends and colleagues only.

Gestures

All improper gestures to express anger or frustration should be avoided. Chewing gum or speaking with the hands in the pockets is considered impolite.

Visiting

The French are formal when visiting people. They do not visit unannounced or uninvited. When invited to a dinner, guests are expected to send flowers one day in advance or 3 days after the dinner date to the hostess. They never arrive at the dinner with flowers. The first reason is, it will save the hostess to have to get flowers, and the second reason is after the flowers are withered, some fresh ones will arrive to replace them.

Eating

Table manners are very important. Both hands remain seeing and elbows are not placed on the table. One doesn't open the mouth when eating, gently wiped the mouth before drinking. When one finished eating, the fork and knife are placed side by side on the plate on the right. At the restaurant, guests are not supposed to share the bills.

LIFESTYLE

Family

While the nuclear family is still the most important unit of society, young adults prefer to live independently when they can afford it financially. However, children remain at home until they finish their education. In major cities, most people live in apartments. The birth rate in France is the highest of all OECD's member countries. The average number of children per family is 3.

Dating & Marriage

The average age for beginning to date is around 15. Many couples chose to live together before getting married or as an alternative to formal marriage.

Diet

The French cuisine is legend; cooking is considered an art. Regional cuisines are well-known. There are several types of cooking, ranging from hearty, inexpensive to sophisticated dishes with quality products and elaborated sauces. Nouvelle cuisine, which emerged in the 1960s, was a reaction to this heavy style of cooking. It features lighter ingredients and smaller portions using less butter, cheese or cream. Although resisted by the French, fast food is gaining in popularity, especially among the teenagers. French breads and patisserie are well-known abroad, for example croissants, and baguette.

Holidays & Special Days

Labour Day 1 May
Liberation Day 8 May
National Bastille Day 14 July
All Saints Day 1 November
World War Armistice Day 11 November
Other religious holidays

GERMANY

THE PEOPLE

Population

82,162,512. Growth rate: -0.203%

The largest minorities are Turkish (2.1 m), Yugoslavs (1.35m), Greeks, Poles and Austrians.

Resident in the ACT

2,333 born in Germany (Census 2011)

Language

German is the official language. However, the German taught in school and used in the media is often not the German spoken daily. Various dialects have a strong influence in most areas. English is widely understood and many Germans from the former East Germany speak Russian.

Religion

Germany is essentially a Christian, but secular society. About 34% of the population (mostly in the south and west) are Roman Catholic and about 34% (mostly in the north and east) are Protestant, reflecting old regional divisions. 3.7% are Muslim, whereas the remaining 28.3% follow another or are unaffiliated with any religion.

General Attitudes

Germans have a reputation for being industrious, thrifty, and orderly, and daily life is very structured and planned. They have a strong sense of regional pride, a fact that the federal system of government recognises and accommodates. Most Germans have a strong classical education because of the nation's rich heritage in music, history and art and they expect others to appreciate that heritage.

Personal Appearance

Clothing styles are similar to those in Australia, but with a distinctively European flavour. Traditional regional costumes are often worn during festivals and celebrations. Sloppy or untidy attire is inappropriate in public.

CUSTOMS AND COURTESIES

Greetings

A handshake is the most common form of greeting. A man waits for a woman to extend her hand before shaking it; in mixed company he shakes a woman's hand before a man's. In groups, though it is expected that one should shake hands with everyone individually, several people do not shake hands at once; crossing someone else's handshake is inappropriate. By tradition, only family members and close friends address each other by their first names. Others use titles and surnames that denote order and respect, however this is changing among young people.

Gestures

Pointing the index finger to one's own head is an insult to another person. Instead of crossing one's fingers for luck, German's 'squeeze the thumb' between the index and the middle fingers. Only the thumb tip is between the fingers; allowing it to protrude is an offensive gesture. In some areas, public displays of affection are not appropriate.

Visiting

Punctuality is appreciated, but it is not an insult for guests to arrive a few minutes late. Dinner guests often bring an odd number of flowers such as yellow roses or tea roses to the hosts. Guests usually stand when the host enters the room and remain standing until offered a seat again. It is also courteous to stand when a woman enters the room. Spontaneous visits, even between neighbours, are not very common. Arrangements are usually made in advance.

Eating

The continental style of eating is used. Hands are kept above the table with wrists resting on the edge. Potatoes and fish are not cut with a knife because this indicates they are not fully cooked, whereas cutting with a fork compliments the cook by indicating the food is tender. It is considered wasteful to leave food on the plate. Most Germans prefer their drinks without ice, as cold drinks are not considered healthy.

LIFESTYLE

Family

The father is generally the head of the family. Both parents often work, more so in the east than in the west. Large families are not common, even in rural areas. The average family has only one or two children. While order, responsibility and achievement are still traditional family values, a greater variety of lifestyles exists today, especially among those in the west. Most young people prefer to live away from home once they become wage earners or go on to university.

Dating & Marriage

Boys and girls socialise with each other on a casual rather than a formal basis. Young people usually marry in their late twenties. It is common for people to live together before or instead of marriage. Legal marriages are performed in a civil ceremony at the registry office, and the following religious ceremonies are optional.

Diet

While regional dishes vary among Germans, potatoes, noodles, dumplings, sauces, cakes, and pastries are common. Every region has its own kind of wurst (sausage) and stollen (a traditional fruit cake) is also very popular during the Christmas season. Ethnic foods, especially Turkish, Greek and Italian, and fast foods are popular. The main meal is traditionally a hot meal served at noon and a lighter meal (Abendbrot) eaten in the evening, usually open faced sandwiches.

Holidays & Special Days

New Years Day (Neujahrstag)	1 January
Good Friday (Karfreitag)	
Easter Monday (Ostermontag)	
Labour Day (Tag der Arbeit)	1 May
German Unity Day (Tag der Deutschen Einheit)	3 October
Christmas Day (Weihnachtstag)	25 December

GHANA

THE PEOPLE

Population

24,965,816. Growth rate: 2.263%

Resident in the ACT

71 born in Ghana (Census 2011)

Language

English is the official language of Ghana, partly because of the country's colonial association with Great Britain and partly because there are so many ethnic languages that just one of them could not effectively serve as the official language. English is used in the schools, business, and government. There are movements to make several local languages official as well. The Twi dialect of Akan is the language most commonly used on a daily basis to communicate between ethnic groups. Most Ghanaians are at least bilingual.

Religion

Traditional African beliefs and practices still play a major role in the lives of the people of Ghana. These are inseparable from the life and culture of Ghanaians and are retained regardless of any other religious affiliation. About 52% percent of Ghanaians belong to various Christian churches (37% Protestant, 15% Roman Catholic), 13% percent are Muslim, and the rest of the population maintain their traditional beliefs. These traditional beliefs are characterized by a belief in a Supreme Being who has created all things and given various degrees of power to all living (animate) and nonliving (inanimate) things. Out of respect for the Supreme Being who cannot be approached directly, traditional Ghanaians often communicate with him through intermediaries. Intermediaries can include animate or inanimate objects, as well as the spirits of ancestors. People especially seek guidance through their ancestors. Because of this, ancestor veneration is an important aspect of the culture and worship. These traditional beliefs are often referred to by outsiders as "animism" because of their emphasis on showing reverence for living things.

General Attitudes

Ghanaians are very warm, friendly, and sociable people. They are polite and open, even with strangers. They tend to take life at a more relaxed pace, viewing time as a series of events rather than a matter of hours or minutes. People are more important than schedules. Ghanaians are proud of their status as the first sub-Saharan colony to gain independence from a European power.

Personal Appearance

Ghanaian dress is modest, neat, and generally conservative. Casual dress is the rule for most occasions, although a suit and tie, or dress are required for more formal occasions. Revealing clothing is not acceptable attire to wear in public. Western dress is normal in urban areas, but officials often wear traditional *kente* cloth robes on ceremonial occasions. Women usually wear a traditional, long, wraparound skirt, separate top, and head scarf. This traditional attire can be very elaborate and colourful.

CUSTOMS AND COURTESIES

Greetings

Because of pronounced differences between ethnic groups, greetings vary area to area. English greetings and hand-shakes are common. Indeed, a handshake is important when greeting most people. Before beginning a conversation, a general greeting such as “Good morning”, “Good afternoon”, or “Good evening” is necessary. Most greetings are in the dominant local language and are followed by questions about one’s health, family welfare, journey, and so forth. Titles and family names are used to address new acquaintances. Friends and family members often use given names. Children refer to any adult that is well known to the family as “aunt” or “uncle”, even when they are not related. By the same token, adults of the same age might refer to each other as brother or sister, regardless of their relationship, and will use “aunt” and “uncle” for respected older people. It is expected for a guest to acknowledge and greet each and every person at a social gathering, and on formal occasions it is required that one first greets the person to their right hand side and work their way around to the left.

Gestures

Courtesy is important. It is impolite to gesture with the left hand. When yawning or using a toothpick, a person covers the mouth. It may be considered improper by some, especially Muslims, to pass or receive items with the left hand. Either the right hand or both hands should be used. Among Muslims, and some other groups used to sitting on the floor, it is improper to allow the sole of one’s foot to point at another person. Generally, feet are not placed on chairs, desks, or tables-especially those being used by another person. It is impolite and an act of defiance for a child to look an adult in the eye. It is common and appropriate for friends of the same sex to hold hands while walking or speaking.

Visiting

In a society where friendly social relations are important, visiting plays a key role in everyday life. Friends and relatives visit one another frequently, often unannounced, and appreciate the visits of others. Ghanaians work hard to accommodate their guests. Most visits occur in the home. It is polite to at least take a small gift for the children. Some hosts prefer that their guests remove their shoes when entering the home. Guests are nearly always served drinks and often other refreshments. It is impolite to refuse these offers. Visitors are usually welcome to stay as long as they wish. It is polite to avoid visiting during mealtime, but an unexpected guest would be invited to share the meal. Visiting is most popular on Sunday, and many people like to dress up for the occasion. When a visit is over, guests are accompanied to the bus stop or taxi stand or given a ride home. It is impolite to let them leave on their own. When inviting a person to a social event, it is assumed that the person offering the invite will be paying for everything, and to neglect to do so is considered extremely impolite.

Eating

Ghanaians usually eat meals with their right hand. A bowl of water is provided at the beginning of the meal in which each person washes the hands. Traditional food is scooped and formed into a ball with the right hand before being eaten, water is also passed around at the end of the meal for diners to wash their hands. However other non-traditional foods are eaten with utensils.

LIFESTYLE

Family

Family structures vary from one ethnic group to another. Some groups have a matrilineal family organization, in which inheritance is passed down through the mother rather than the father. Others follow a patrilineal family structure. Polygamy (having more than one wife) is also practiced by some Ghanaians. All elderly members of the family are deeply respected and exercise a great deal of influence on family decisions.

Ghanaians are very considerate of the needs and desires of the family unit in making decisions. Funerals have extreme importance and though the core ceremonies last three days, the mourning period can last for a long period after.

Dating & Marriage

Many marriages are still arranged by families, although the children have the right to reject undesirable arrangements. More Westernised practices of dating are also found among a growing number of urban youth. Marriage in rural areas (and to some extent in urban areas) may also follow tradition, which allows a man to take more than one wife. Still, the Christian marriage with its monogamous restrictions is becoming prevalent. Traditionally, the groom pays the bride's family "bride wealth" to indicate responsibility for the new bride – this may be large when following a patrilineal structure as the wife and subsequent children are now "owned" by the husband, but rather diminished when following a matrilineal family structure, as the children are "owned" by the woman's family.

Diet

The Ghanaian diet differs between those living in more forested areas compared to those living in the savannah. The diet in forested areas consists mainly of yams, cassava (a starchy root), maize, plantain, and rice. Popular dishes in this area include *fufu* (a dough like combination of plantain and cassava), *ampesi* (a green vegetable dish), and palm nut or peanut butter soups and sauces. Foods commonly consumed in savannah areas include *kenkey* and *bauku* (corn based foods), and *gari* (dry-roasted, grated cassava). Ghana also produces a variety of tropical fruits and vegetables to supplement the diet including mangoes, guava, pineapples, avocado pears, bananas, tomatoes and sugar cane.

Special days and Holidays

New Years Day 1 January
Independence Day 6 March
Labour Day 1 May
Africa Day 25 May
Republic Day 1 July
Founders Day 21 September
Christmas Day 25 December
Boxing Day 26 December

GREECE

THE PEOPLE

Population

10,767,827 (July 2012 est.). Growth rate: 0.06% (2012 est.)

Resident in the ACT

1062 born in Greece (Census 2011)

Language

Greek is the official language of Greece, spoken by 99 percent of the population. Turkish is spoken by 1% of the population and English and French are widely understood.

Religion

About 98% of the people belong to the Eastern (Greek) Orthodox Church, which is the official religion in Greece and quite powerful. About 1% of the population (mostly of Turkish origin) are Muslim.

General Attitudes

While women have gained greater prominence and rights in the last generation, Greek society is still male dominated. Men consider it a matter of honour to fulfil personal obligations to their families and others. They may attribute their failure to external circumstances rather than to personal inadequacies. Also, a man may praise the food served in his home as especially good, or be the hero of his own tales. Such self praise is not considered bragging. While Greece's older generations value family, religion, tradition and education, the younger generation tends to view status and friends as very important. Greeks like to "pass" time, not to "use" it. That is, they may not be prompt in keeping appointments and they consider it foolish to set a specific length of time for a meeting. Greeks are very proud of their cultural heritage, which they view as being central to Western civilisation.

Personal Appearance.

Conservative dress is preferred. Traditional costumes are worn at folk festivals and on special occasions.

CUSTOMS AND COURTESIES

Greetings

Greeks are often expressive in their greetings. Friends and relatives hug and kiss when they greet one another.

Otherwise, people shake hands. Young men often slap each other's back or arm at shoulder level instead of shaking hands. Close friends and family members are called by their first names, but acquaintances and strangers are addressed by their title.

Gestures

To indicate 'no', one can either tilt the head backwards or side to side. To indicate 'yes', one nods the head slightly forward. A Greek may smile not only when happy but sometimes when angry or upset. A puff of breath through pursed lips may be a sign to ward off the jealousy of the 'evil eye' after a compliment has been given or received. Hands are used a great deal in conversation, both to accompany and replace verbal expressions.

Visiting

It is very common for friends and relatives to drop by unannounced in small towns. This happens less often in large cities, but only because schedules are more hectic. Greeks enjoy having friends to their homes for dinner or for special occasions. If Greek hosts insist several times about anything (that a guest stay longer or eat more, for example), they usually mean it and guests try to accommodate them so as not to hurt their feelings.

Eating

Traditionally, the main meal of the day is lunch, served in the early afternoon. Due to changing work schedules however, lunch is becoming less important and dinner is the largest meal. It is impolite to leave the table before everyone has finished eating, or to leave food on the plate.

LIFESTYLE

Family

It is vital that no member bring shame or dishonour on the family. If one's parents die, the family's older siblings usually help the younger finish their education and get out on their own. The elderly are respected, addressed by courteous titles, served first and have much authority. Greeks care for their elderly parents at home when possible. If the parents must live in a home for the elderly, their children take care of all the arrangements and make frequent visits. Children are treated with firm discipline but their parents spend a large portion of their income to clothe, feed and educate them. Parents believe it is their duty to provide for a good education. They will always help their children, married or not, if they are able. Some newlywed couples live with their parents or in-laws until they can afford a home of their own.

Dating & Marriage

Traditionally, the man asks a woman's parents for permission to marry her. If the parents approve, the two date and become better acquainted during a long engagement. Such formalities have become rare, except among rural people. Young people socialise as they do throughout Europe and it is common for a couple to live together before or instead of marriage. The average age for marriage is between 20 and 26 for women and between 25 and 35 for men.

Diet

While tastes vary between urban and rural dwellers, certain foods are common to all Greeks, such as lamb, seafood, olives and cheese. Throughout Greece people often enjoy eating from small dishes such as *meze* with various dips such as *tzatziki*, grilled octopus and small fish, feta cheese, dolmades (rice, currants and pine kernels wrapped in vine leaves), various pulses, olives and cheese. Olive oil is added to almost every dish. Greek dishes such as souvlaki have become popular in Australia as fast foods. Everyday dishes include *moussaka*, bean soup, eggplant, stuffed tomatoes and pasta. Sweet desserts such as *galaktoboureko*, and drinks such as *ouzo*, *metaxa* and a variety of wines including *retsina* are common.

Holidays & Special Days

Christmas and New Year's Day	
Epiphany	6 January
Independence Day	25 March
Orthodox Good Friday	13 April
Orthodox Easter Monday	16 April
Labour Day	1 May
Orthodox Whit Monday	28 May
Assumption	15 August
Ochi Day	28 October

GUATEMALA

THE PEOPLE

Population

13,425,371 (Estimate 2002 GeoHive) Growth rate: 2.60%

56% of the population are Latino, mixed Spanish-Indian descent, and the remaining 44% are Indian, from Maya descent, in 21 separate groups.

Resident in the ACT

11 born in Guatemala (Census 2011)

Language

Spanish is Guatemala's official language, but each indigenous group speaks its own language.

Religion

Roman Catholicism is the dominant religion in Guatemala, although many indigenous groups have combined it with their Mayan beliefs. About 45 percent of the people are now Protestant.

General Attitudes

Guatemalans are polite and humble. They value honesty, family unity, personal honour, work, and education. Optimism is less common than the acceptance of misfortune. Personal criticism is taken seriously and should be avoided. Punctuality is admired but not strictly observed because people are considered more important than schedules.

Personal Appearance.

In cities, People generally wear Western-style clothing. However, the rural Maya have retained traditional dress. Each group's clothing has unique qualities, but basic features include a *faja* (woven belt worn by both sexes), wraparound skirts for women, and knee or calf-length trousers for men.

CUSTOMS AND COURTESIES

Greetings

When meeting for the first time, people greet with a handshake. A younger woman will kiss a male friend, but older women only kiss relatives. In small groups, it is important to greet each individual. Guests greet hosts individually, regardless of the size of the group. When addressing others, using a title shows respect.

Gestures

Guatemalans beckon by waving the hand downward and in. To point, people most often purse their lips in the direction of whatever they are indicating. Personal space during conversation is relatively close, although touching is not common.

Visiting

Visiting friends and relatives is important to building strong relationships. Not visiting frequently can be an insult, as it reflects the relationship's value. Socialising also takes place outside the home; friends and relatives may meet at the market, community meetings, church, or water well. Frequent visitors do not usually bring gifts to the hosts, but anyone staying more than a day will give flowers, chocolates, or something for the home. The longer a visitor stays, the nicer the gift given. Hosts often send food or something from the garden home with their dinner guests.

Eating

Most people eat three meals a day. Tortillas are often used as a scoop for some foods. Other foods are eaten with the hands, but utensils are otherwise used at most meals. Hands are kept above the table, not placed in the lap. Upon finishing the meal, each person at the table (even the cook) often thanks all others at the table. When guests eat, they finish everything on their plates and wait for the host to offer more food. If additional food is offered, it is first politely declined, but then always accepted and eaten completely.

LIFESTYLE

Family

The extended family forms the basis of society and exerts significant influence on an individual's life and decisions. The father is the head of the family, but the wife controls the household; she is considered the heart of the family. Unmarried adults live with their parents unless they must go elsewhere for work. Adult children in Guatemala are responsible for the care of their elderly parents. One-fourth of the labour force is female. Although apartment living is often necessary, people prefer the privacy of homes.

Dating & Marriage

Urban youth begin socialising in groups around age 15. A girl's honour is important ; a proper couple is "chaperoned" by younger siblings or cousins. Women often marry by age 20, earlier in rural areas, and men by 24. Common-law marriages are accepted.

Diet

Corn tortillas are eaten with every meal. Other foods include black beans, rice, tamales (cornmeal or rice dough stuffed with meat and tomato sauce), and fried *platanos* (bananas) with honey, cream, or black beans. Meats are often stewed, and sauces are important. Papaya and breadfruit are among the many fruits eaten in Guatemala.

Holidays & Special Days

Labour Day
Independence Day
Columbus Day
Revolution Day

HONG KONG (S.A.R)

THE PEOPLE

Population

7,122,187. Growth rate: 1.044%

Hong Kong's population is 95 % ethnic Chinese and 5 % from other groups. Hong Kong's Han Chinese majority originate mainly from the cities of Guangzhou and Taishan in the neighbouring Guangdong province.

Resident in the ACT

1, 390 born in Hong Kong (Census 2011)

Language

The official language of Hong Kong is Chinese. English is still the language of commerce, as it was the official language up until 1997. The official dialect is Yue (Cantonese) from Guangdong. Chinese written script has been standardised for centuries, but the simplified script from mainland China is beginning to become popular in Hong Kong.

Religion

There are diverse elements in the Chinese religious heritage. Hong Kong enjoys a high degree of religious freedom, guaranteed by the Basic Law. Hong Kong's main religions are Buddhism, Taoism and Confucianism; a local religious scholar in contact with major denominations estimates there are approximately 1.5 million Buddhists and Taoists. A Christian community forms about 11.7% of the total population; There are more Protestants than Catholics, although smaller Christian communities exist, including the Latter-Day Saints and Jehovah's Witnesses. The Anglican and Roman Catholic churches each freely appoint their own bishops, unlike in mainland China. There are also Sikh, Muslim, Jewish, Hindu and Bahai communities.

General attitudes

Hong Kong is known as 'The Pearl of the Orient', due to its scenic beauty and the 1,223 skyscrapers in Hong Kong, which puts the city at the top of world rankings. Hong Kong Chinese people are influenced by the Confucian ethic, setting out proper family and social relations. The actions of an individual are seen to reflect on the family and society. 'Saving face' is an important element of social interaction. Most residents identify with Hong Kong first, then China.

Personal Appearance

Modesty and cleanliness is important in the public arena. Hong Kong residents wear a wide range of dress styles, though there is an emphasis on style. At home, casual clothing is worn.

CUSTOMS AND COURTESIES

Greetings

It is common to see both Chinese and English forms of greeting in Hong Kong. Ethnic Chinese shake hands with non-Chinese. People politely inquire about the health of the family or the business affairs. Nicknames are used for friends or relatives. Otherwise, the Chinese address each other by full name or title. A Chinese family name comes first, followed by a given name. Many Hong Kong Chinese adopt a Western name. These names are often added before the family name, eg Johnny Leung Wai Po.

Gestures

Though it is tradition to sit with hands in the lap and feet on the floor, many modern Hong Kong residents are more relaxed. Crossing legs can offend some people. Winking can be in bad taste and have bad connotations. To point, an open hand is best. Chinese beckon with the palm down and all fingers waving. It is impolite to touch a person's head, and to talk loudly.

Visiting

Entertaining visitors is a popular activity in Hong Kong, though due to busy schedules and small homes, dining out in restaurants is common. When visiting a home, it is wise to call first, to ensure the resident is there. Visitors are treated with respect and attention. Food may be prepared specially and conversation tailored to their interests. On first-time visits, a consumable gift is appreciated. People offer and receive a gift with both hands. Sometimes a final round of tea gives a signal the visit is coming to a close. It is polite to serve others first, with tea or food. The best portion of food goes to others, whether host or visitor.

Eating

The use of chopsticks is prevalent in Chinese dining. Though Chinese like to share food with the family, work schedules make this difficult. Dishes of food are typically placed in the centre of the table, and diners help themselves with chopsticks. Placing the rice bowl close to the mouth is proper. Talking too much is impolite at the table. The cosmopolitan nature of the Hong Kong cuisine means that people enjoy a wide range of food.

LIFESTYLE

Family

With one of the lowest divorce rates in the world, Chinese family loyalty and obedience is extremely strong. One child is the norm, and while the extended family is traditional, the nuclear family unit now prevails. Most people live in high-rise apartments. It is difficult to afford other types of housing. Women are still responsible for the household, although both men and women work outside the home. Professional couples often employ a live-in domestic help.

Dating & Marriage

Couples enjoy dining out, movies, picnics and shopping malls. Young people usually wait to marry till they can have their own apartment. Parents' approval of partner choice is important. All marriages must have a civil ceremony, and Christians also have a church wedding. A traditional wedding includes a large banquet for family and friends. Some arrive early to play mahjong. The bride wears a traditional red and gold Chinese wedding dress (cheongsam) but changes twice during the proceedings. The groom wears a Western suit.

Diet

Rice is the staple food. Most of the food in Hong Kong is imported. Fried rice usually includes a little pork, chicken, prawn and vegetables. Congee is a rice dish with the consistency of porridge. Several kinds of dim sum (dumplings) are popular. Oranges and melons are popular fruit for juicing. The wide variety of food available means a varied diet.

Holidays & special days

Holidays reflect both the lunar and Western calendars.

The Chinese New Year

Ching Ming in spring

Chung Yeung in the autumn

Easter, Christmas

HKSAR anniversary 1 July

Chinese National Day 1 October

HUNGARY

THE PEOPLE

Population

9,966,116. Growth rate: -0.162%

Resident in the ACT

373 born in Hungary (Census 2011)

Language

The official language is Magyar (Hungarian).

Religion

Roughly two thirds of the population is Roman Catholic. Various other Christian groups make up the other third, including about 20% Calvinists and 5% Lutherans.

General Attitudes

During the Communist era, Hungary was considered one of the most prosperous and open countries in Eastern Europe. It was the first to announce sweeping reforms and was able to accomplish them without violence or serious upheaval. The people earnestly wish to become part of an integrated Europe. Accompanying pride in their heritage and past achievements, however, is a historical tendency for pessimism. Even if one's neighbours are worse off, a Hungarian will express doubt about his or her own future or condition. Hungarians value independence, a strong and stable family, education, security (be it a job, home or social benefits), property (a home, a garden, and a car) access to or ownership of summer cottages and travel outside of Hungary. People admire professionals but do not generally admire the wealthy.

Personal Appearance

Clothing styles in urban areas generally follow those in Western Europe. Conservative suits are worn by businessmen. Traditional costumes are seen only in rural areas and during special celebrations.

CUSTOMS AND COURTESIES

Greetings

Adults commonly greet each other with a firm handshake. A man usually waits for a woman to first extend her hand. Close women friends may hug and kiss each other lightly on the cheek. People often introduce themselves by their surname first. Greetings on a first-name basis are usually limited to close friends and relatives. However, adults address young people by the first names and youth address each other by first names.

Visiting

While close friends, relatives and sometimes neighbours may make short unannounced visits, most are arranged in advance where possible. First time visits by acquaintances are usually short. Hungarians enjoy socialising in the home but also frequently meet at restaurants, coffee houses and tea rooms.

Eating

Breakfast may be a light meal, with only rolls and a drink, or may be heartier and include eggs, salami, cheese, yoghurt and even hot peppers. Lunch is often the main meal in rural areas; in urban areas, dinner is the main meal. It is impolite to leave food on the plate.

LIFESTYLE

Family

The average Hungarian family has three people (father, mother and a child). Urban families tend to be smaller than rural ones. The father maintains a dominant role in the family. Both parents usually work. Men share some household responsibilities but traditionally take on the outdoor chores. Adult children often live with their parents until married. Aged parents are generally cared for by their children, who may live in the same house or nearby.

Dating & Marriage

Most Hungarians expect to marry and have a family. Urban newlyweds tend to be older than rural couples. Traditional weddings were very big three day affairs but these are rare today.

Diet

Hungary's location in central Europe makes it a prime gathering point for many ethnic culinary specialities. One of the most famous Hungarian dishes is goulash, a stew of meat, potatoes, onion and paprika. Paprika is used in many dishes. Pork and chicken are the most common meats.

Holidays & Special Days

Anniversary of uprising against Austrian rule	15 March
Constitution Day	20 August
Anniversary of 1956 Revolution	23 October
Local festivals, religious and ancient	

INDIA

THE PEOPLE

Population

1,241,491,960. Growth rate: 1.321%

Resident in the ACT

5,887 born in India (Census 2011)

Language

India is a country, but it features like a continent. There are at least 300 known languages in India. Besides Hindi and English, there are 14 other official languages, including Bengali, Urdu, Punjabi, Tamil, Gujrati, Telegu and Sanskrit. At least 30 percent of the population speaks Hindi. English is important for business and government and is the language of national communication. Hindustani, a blend of Hindi and Urdu, is spoken widely in northern India. Spoken Hindi and Urdu are not much different, however when written differs greatly. Hindi is written in Dev Nagri alphabets and Urdu is written in Arabic alphabets.

Religion

India's constitution proclaims the country to be a secular state, which is particularly important in a society of such religious diversity. India is the birthplace of Hinduism, Buddhism, Jainism, and Sikhism - all of which believe in reincarnation. Although Islam has come to India from Arab, lots of Islamic research has taken place in India and there are many Islamic institutes and Madrassas in India. India is also the adopted home of most followers of Zoroastrianism. About 80 percent of the people are Hindu. Hinduism is extremely diverse, polytheistic, rich in ceremony, and associated with the caste system. Although Hinduism lacks an authority structure, it does have clearly defined beliefs regarding the purpose of life. The caste system dictates that individuals must work their way up to the highest caste through reincarnation before they can exit life on earth to a better existence. Below the fourth caste (labourers) are the "Untouchables," with whom other Hindus are to have no contact, and who are usually poor and powerless. The caste system has been constitutionally abolished but continues to be practiced. It limits social and economic mobility for millions of Indians, and maintains the status of the privileged few. Almost 12 percent of the people are Muslim. Two percent of the people practice the Sikh religion, mostly in Punjab. The Sikh practice of tolerance is reflected in offers of free food and shelter to anyone who comes to their places of worship. Jains, though powerful in India, also make up less than 1 percent. Jains practice a reverence for life (ahimsa, literally "non-violence"), and self-denial (especially monks). Less than 3 percent of the population is Christian.

General Attitudes

Generally Indian people are religious, family oriented and philosophical. But now-a-days, some modern people are coming out of religious beliefs. Indians believe strongly in simple material comforts. Physical purity and spiritual refinement are highly valued. Fatalism is widespread in the country, as it is a component of the major religions of India. Indians are proud of a rich heritage that has produced numerous architectural and artistic masterpieces. They are equally proud of being the world's most populous democracy where free elections have determined leadership since 1947.

Personal Appearance

Women in India generally wear a saree, a long length of fabric draped in variations that can represent socioeconomic status and religious affiliation. However women also wear Shalwar-Qameez, a colourful type of pantsuit with a long shirt that extends to the knee. Women wear considerable jewellery. Hindu women may

wear a Bindi or red dot, on their foreheads. Traditionally this was a sign of femininity, gracefulness, and marital status, but in modern times it has become more often an optional beauty aid, with the colour of the Bindi frequently matching the wearer's outfit. After marriage, the Bindi, accompanied by white powder on the forehead (or vermilion powder in the part of her hair), signifies the woman's husband is alive; widows do not wear a Bindi. Men who are Sikhs wear turbans and specific items with religious significance, while Hindus and Muslims may wear a long shirt with pants, sometimes accompanied by a jacket or a vest. For religious occasions, Hindus and Muslim men wear special clothes.

CUSTOMS AND COURTESIES

Greetings

Namaste is the traditional greeting used in India. One's palms are pressed together (fingers up) below the chin and the term *namaste* (*namaskar* or in the south, *namaskaram*) is spoken. For superiors or to show respect, a slight bow is added. "Hello," and "Hi" are also acceptable. Indians do not usually shake hands with or touch women in formal or informal gatherings. This is a sign of respect for a woman's privacy. It is polite to use titles such as professor, doctor, Mr, Shri (for men), Shreemati (married women), Kumari (single women), or the suffix ji with a last name to show respect. The right hand is used for the salaam gesture of greeting and farewell with Muslims. Muslims use *Salaam* or *Salaamu Alaikum* words for greetings among themselves. Indians usually ask permission before taking leave of others.

Gestures

Whistling is very impolite. Women do not wink or whistle; such behaviour is considered unladylike. Postage stamps are not licked, but water is provided to moisten them. Grasping one's own ears expresses repentance or sincerity. One's feet or shoes should not touch another person, and if they do, an immediate apology is necessary. It is not proper for the bottom of one's foot or shoe to point at another person. Beckoning is done with the palm turned down, and pointing is often done with the chin. A person must cover the head when entering a Sikh shrine.

Visiting

Visiting between friends and families is very common. Most visiting occurs in the home, and visits between friends or family are often unannounced. The need for prior arrangements is increasing in large cities. At social gatherings guests are often adorned with a garland of flowers, which should be immediately removed and carried in the hand as an expression of humility. Guests repay the host's hospitality by giving gifts, such as specialty foods (fruits, sweets) from other areas of the country, or something for the children. Guests invited for a meal customarily bring sweets, flowers, or fruit for the hosts. Many Indians do not wear shoes inside the home. Most at least remove shoes before entering the living room. When visitors are ready to leave, they often indicate it by saying *namaste*. Among the more traditional elements of society, women may not be involved in social functions. Indians are too polite to say "no" to an invitation; if they cannot attend, they will more likely say "I'll try."

Eating

Eating habits vary sharply between traditional and modern settings. Modern (most often urban) families will eat together and follow many Western customs. Traditional families may use the right hand instead of utensils for eating their food. Also, women may eat after other members of the family and any guests. Diners might drink from a communal cup; if so, the lips never touch it. A gesture of *namaste* can indicate one has had enough to eat. Some Hindus object to having their food handled by members of lower castes.

LIFESTYLE

Family

The basic social unit in India is the family, which takes precedence over the individual. Families are generally large, but the government is actively encouraging family planning to curb rapid population growth. Extended families often live together or near each other. The elderly are respected and cared for by their families. The father is head of the household. A middle or upper-class father expects to financially take care of the children until they have finished their education and have taken a job - regardless of how long it takes. Few women work outside the home. However, a growing number of urban women are part of the workforce, making important professional contributions to Indian society.

Dating & Marriage

Dating practices of Western countries are not common in India, although urban residents are affected by Western standards. Traditional marriages are still arranged by parents, often with the consent of the bride and groom. Marriage is sacred to most Indians and is considered to endure beyond death. Chastity is the most treasured virtue of womanhood. Weddings are times of great celebration, expense and feasting. Ceremonies are often elaborate and vary widely from region to region. In many, the bride and groom exchange garlands and /or words before they circle around a fire three to seven times to solemnize the marriage. Bright clothing, jewellery, and flowers are part of nearly every type of ceremony. Giving a dowry (money, land etc.) to the groom is still common for the bride's parents, even though the practice is illegal. Divorce rates are very low.

Diet

Foods vary widely in India, depending on the culture and region. For example rice is a staple in the south, while wheat bread (roti) is the staple in the north. Indian meals are usually very spicy. Different types of curry (eggs, fish, meat, or vegetables in a spicy sauce) are popular. Vegetarianism is widely practiced, often for religious reasons. All castes have different food laws and customs, as does each religion. The Hindus consider cows to be sacred and will not eat beef or even use anything made of leather. Muslims eat no pork and drink no alcohol. Muslims eat Halal food, which means in the case of meat, the animal has to be slaughtered in the name of Allah. Betel leaves and nuts are commonly eaten after meals to aid digestion.

Holidays & Special Days

Republic Day 26 January

Independence Day 15 August

Mahatma Gandhi Birthday 2 October

Various religious festivals, Hindu, Muslim and Christian

INDONESIA

THE PEOPLE

Population

233,324,563 (Estimate 2002 GeoHive) Growth rate:1.60%

Resident in the ACT

1,013 born in Indonesia (Census 2011)

Language

The official language is Indonesian (a variety of Malay). However, some 300 other languages are also spoken in the country. One of them, Javanese is the most common with more than 70 million speakers. Many more than half the population speaks some Indonesian or Malay. English is the leading international language and is taught as a second language in the schools (after Indonesian). Ethnic languages are taught in special classes.

Religion

At least 87 percent of the population is Muslim. In fact Indonesia is home to the world's largest Muslim population. Muslims believe in Allah as God, and that Mohammed was Allah's last chosen prophet (following a long line of Biblical prophets. Nine percent of the population is Christian and 2 percent is Hindu (mostly concentrated in Bali). There are also some Buddhists, mostly among the Chinese population. Regardless of one's religion, Indonesians venerate their ancestors. Freedom of religion is guaranteed and religious tolerance is important, but proselytising has been banned by the government to avoid religious conflict.

General Attitudes

Indonesians value loyalty to family and friends more than their own concerns. They rarely disagree in public, seldom say "no" (they say *Belum*, "not yet"), and generally have time for others. Punctuality, while important, is not emphasized at the expense of personal relations. Indonesians appreciate a quiet voice, an unassuming attitude, and discretion. To embarrass someone is a terrible insult. Indonesians often view Westerners as too quick to anger, too serious about themselves, and too committed to the idea that "time is money". Patience is the key to interaction. Attitudes vary according to diverse ethnic, political and religious backgrounds.

Personal Appearance

Indonesians prefer modest dress, whether they wear Western styles or more traditional clothing. One traditional dress for a woman is called a *kain*, a long wraparound dress with an intricate batik pattern, and *kebaya*, a long-sleeved blouse reaching below the waist. Batik is the national handicraft and has been part of Indonesian culture for centuries. It is traditionally made by using molten wax to create designs on cloth. When the cloth is dyed, the wax preserves a white pattern. Authentic batik, made by hand, is being replaced with mass production imitations. Authentic batik clothing may be worn for formal situations by both men and women.

CUSTOMS AND COURTESIES

Greetings

Indonesian culture is based on honour and respect for the individual. Letters begin with *Dengan hormat* (with respect), and respect is also important in greeting others. Men and women usually shake hands and bow the head slightly when introduced for the first time. After that, it is unusual to shake hands in greeting; a nod or slight bow is most appropriate. Indonesians shake hands when congratulating someone or when saying good-

bye before a long trip. A man does not usually touch an older women in public, except to shake hands, even if he knows her well. If a person has a title, it is used in greeting and general conversation. Many Indonesians, especially the Javanese, have only one name and are therefore addressed both formally and casually by that name.

Gestures

One should avoid using gestures to beckon another person, except for children or a *becak* (pedicab) driver. Beckoning is done by waving all fingers with the palm facing down. Approval is sometimes shown by a pat on the shoulder, but one never touches the head of another person. The left hand is not used to shake hands, touch hands, touch others, point, eat, or give or receive objects. Standing with one's hands in the pockets or on the hips is a sign of defiance or arrogance. Crossing the legs is usually inappropriate, but if crossed, one knee should be over the other (never an ankle on the knee). The bottom of one's foot should never face another person. Yawning in public is avoided, but if a person must yawn, a hand should be placed over the mouth. Laughing at another's mistake is very offensive. People on public transportation should offer their seats to the elderly.

Visiting

Indonesians believe that visits bring honour to the host, and they warmly welcome all guests. Unannounced visits are common. Visitors sit when invited to, but they will also rise when the host or hostess enters the room. A drink is often served, but a guest does not drink until invited to. If refreshments are served, it is polite to at least eat a little bit to avoid offending the hosts. If the host or hostess is not wearing footwear, it is polite for visitors to remove theirs. Shoes are removed before entering carpeted rooms, feasting places, places of funeral viewing, or holy places (especially mosques). More Westernized Indonesians appreciate flowers from guests invited to dinner, but gifts are not expected by traditional Indonesians. Any gift given is accepted graciously because it is impolite to refuse anything. Gifts are not opened in the giver's presence.

Eating

Although there are many restaurants along the streets, eating while standing or walking on the street is inappropriate. Finishing a drink implies the desire for the glass to be refilled. It is impolite to eat or drink until invited to do so by the host. Both hands are kept above the table while eating. Compliments about the food are appreciated by the hostess. At restaurants, a service charge is usually included in the bill. Tipping is uncommon. Public use of toothpicks is avoided; if toothpicks must be used, one hand should cover the mouth during use.

LIFESTYLE

Family

Traditionally, Indonesians have had large families, but in recent times people are stopping at two children. Members of the extended family often live under the same roof or near one another. Loyalty and cooperation among family members are highly valued. The home is traditionally dominated by the father, and the mother is responsible for raising children and caring for the household. The trend today is for many urban women to work outside the home, and they comprise 40 percent of the labour force. Women comprise 12 percent of parliament and have generally equal access to education as men. Women also have more rights than in other predominantly Muslim countries, including rights in property settlements, inheritances, and divorce.

Dating & Marriage

Arranged marriages have given way to marriages of individual choice in urban areas. However, arranged marriages are still common in rural areas. Rural women are often married by the time they are 20 years old. As in other predominantly Muslim countries, a man may have as many as four wives if he can provide for each equally. Yet it is rare to find a man who has more than one wife; women generally oppose polygamy and men usually cannot afford it.

Diet

Rice is the main staple food. Now nearly self-sufficient, Indonesia once imported large amounts of rice to feed its growing population. Vegetables, fish, and hot sauces are often served with the rice. Tea and coffee are the most common drinks. Popular meats include beef and chicken. It is forbidden for Muslims to eat pork or drink alcohol. Chillies are often used (sometimes in large quantities) in cooking, as are other spices. Coconut milk is used to cook particularly spicy food.

Holidays & special days

Indonesian National Day 17 August
Religious celebrations according to Islam, Christian, Hindu or other faith

IRAN

THE PEOPLE

Population

74,798,599. Growth rate: 1.038%

Ethnic groups are Persian 51%, Azerbaijani 24%, Giliki and Mazandarani 8%, Kurd 7%, Arab 3%, Lur 2%, Baloch 2%, Turkmen 2%, other 1%.

Resident in the ACT

545 born in Iran (Census 2011)

Language

The official language in Iran is Persian, but there are many other languages and Persian dialects spoken because of the different ethnic groups in Iran. Turkic, Kurdish, Luri, and Arabic are among the major languages spoken. Turkic is the most widely spoken language after Persian as it is the language of the Azerbaijanis and Turkmen. All school instruction is in Persian.

Religion

Shi'ite Islam is the state religion and has been since the 1500s. Before that time, most Persians were Sunni Muslims. About 95 percent of the population is Shi'ite Muslim, with some 4 percent belonging the Sunni branch of Islam. Shi'ism adds a strong nationalist element to the religious principles of Islam. Iran is the most populated Shi'ite Muslim country. There are many Baha'i in Iran, though they are not permitted to practice their faith. There are approximately 80,000 Christians, and 30,000 Jews. Zoroastrianism, the religion displaced by Islam in the seventh century, is also officially recognized and has some followers.

General Attitudes

Iranians have a rich cultural heritage, including the great Persian Empire, of which they are proud. The people are hospitable and open to others. They like foreigners although official policy statements sometimes condemn Western policy stances. Iranians value education, culture, intelligence, and wisdom. Their perception of time is more flexible than in the West, Iranians do not stress punctuality over the needs of individuals, who are more important than schedules.

Personal Appearance

Iranians dress formally and conservatively in public. Men usually wear Western-style clothing, although traditional robes and turbans or hats are also worn in parts of the North and West, especially by religious leaders. Kurds also wear a type of turban. In the past, women often dressed covered from head to foot. During the 1980s a veil and a black chador (long dress) were required as well. However today, women may wear a smaller veil and even wear tighter fitting clothes. Even in these cases though, only a woman's hands and face may be visible in public. The traditionally legal black head cover, (maghna-ea) while still worn, is being replaced by more colourful scarves. Islam generally requires men to wear long sleeves, but a bare forearm is permitted. Personal cleanliness is important. At home, Iranians often dress in comfortable pyjamas. They may also receive guests dressed in pyjamas, which are not only for sleeping but relaxing as well.

CUSTOMS AND COURTESIES

Greetings

A handshake is the customary greeting in Iran. A slight bow or nod while shaking hands shows respect. Iranians of the same sex will often kiss each other on the cheek as a greeting and sign of affection. Proper etiquette is essential when greeting another person and one will often ask about the family and the health of the other. A common parting phrase is *Khoda haftz* (May God protect you). Formal titles and last names are used in greetings to show respect. Iranians generally stand when someone (especially an older or more prominent person) enters the room for the first time and again when someone leaves. To shake hands with a child shows respect for the parents.

Gestures

Objects are passed with the right hand or both hands, but not with the left hand alone. The soles of the feet should not point at any person. Crossing one's legs is generally not respectable. Slouching or stretching one's legs in a group is offensive. Out of respect and to maintain proper distance between genders, men and women do not always make eye contact during conversation. Men and women do not display affection in public, even if married. However, friendship and affection is often shown between members of the same sex. To beckon someone, all fingers are waved with the palm facing down. To tilt the head up quickly means "no" and to tilt it down means "yes".

Visiting

Hospitality is a cherished tradition in Iran. Iranian philosophy claims a guest is a gift from (or friend of) Allah. Respecting the guest is a way of respecting Allah. Guests are therefore the centre of attention in an Iranian home and everything is done to make them feel comfortable. Visitors remove their shoes before entering carpeted areas of a home. A polite guest compliments the host generously and accepts compliments in return. However, complimenting objects is avoided because the host may feel an obligation to offer the object to the admirer. When invited to dinner in some parts of Iran, it is customary for the guest to take a flowering plant, cut flowers, or candy to the host. Iranians do not always open gifts in front of the giver. If offered gifts, refreshments, or invitations from a friend, it is polite to decline a few times before graciously accepting and thanking the host several times.

Eating

The midday meal is the most important meal of the day. Dinner is usually served after 8.00p.m. Elaborate Persian meals will often be prepared for guests, and a host may insist that several helpings are eaten. Food is eaten with the right hand only (unless the person is left handed), yet fork and spoons are also used. Tea is usually offered to guests. During the entire month of Ramadan, Muslims do not eat or drink anything from dawn to dusk; in the evenings, families eat together and visit friends and relatives.

LIFESTYLE

Family

The family unit is strong in Iran and provides its members with identity, security, and social organization. The father is the undisputed head of the household. Large families with many children, especially boys, were preferred in the past, however today most families have 1 or 2 children. It is legal for a man to have up to four wives if he can provide for each equally and if he has permission from his other wife or wives; permission from the government is also necessary. Most men, however, choose to have only one wife. A wife may apply to the court for divorce if her husband does not support her.

The elderly are respected and cared for by younger members of the extended family. Relatives remain close. Parents feel a lifelong commitment to children, often providing them with financial support well after marriage. Regardless of their age, unmarried persons live with their parents until they marry. Most families

are able to provide for their own basic necessities, and there is a growing upper class that enjoys many modern amenities. Each man and woman has a surname from their family. The second surname is the official one.

Dating & Marriage

Dating as practiced in the West is becoming more common. Education is considered important for girls as well as boys these days. Marriage is a highly valued institution. Most people expect to marry and have a family. Divorce is very rare. In the past, most marriages were arranged by families, however this is becoming less common and new attitudes have developed in some areas regarding education, work, and freedom in selecting marriage partners. A couple may choose to have a temporary marriage (*sigheh*) that can last between a few days and 99 years. Children born to this type of marriage do not have the same rights and privileges as other children, but they are accepted as legitimate. Both a man and woman must consent to a *sigheh*, and women marrying for the first time must have parental consent. When a *sigheh* is terminated a woman may not marry again for about 70 days, or in the event of a divorce of a regularly married couple, the woman may not marry again for at least 100 days. Weddings are elaborate celebrations.

Diet

The diet varies throughout the country. Muslims do not eat pork or drink alcohol. Under current law, alcohol consumption is forbidden. Rice and wheat bread are the most common staple foods. Rice is often served with a meat and vegetable stew. Yogurt is generally served with rice or other foods. Fresh vegetables are important in the diet, and fresh fruit is a favourite dessert. White cheeses are also popular for breakfast.

Holidays & special days

National Day of Islamic Republic of Iran	11 February
Beginning of the Republic	1 April
Ramadan, Id'l Fitr	1st Day of the new moon
Nowruz New Day of the Year	
Nature Day, or Revolution Day	2 April

Other celebrations include the Birthdays and Deaths of Imams, Imam Hussein, and the prophet Mohammed and his daughter

IRAQ

THE PEOPLE

Population

32,664,942. Growth rate: 3.098%

Ethnic groups include Kurds (one-fifth of population), Chaldeans, Assyrians, Armenians, Turkomans, Iranians and Bedouins

Resident in the ACT

321 born in Iraq (Census 2011)

Language

The majority of Iraqis speak Arabic, with variations in dialect according to region. Formal Arabic is spoken by educated Iraqis and is the written language. Other languages spoken include Chaldean, Armenian, Syriac, Turkish dialects, Kurdish and Persian. English is the most widely used foreign language and is taught in Iraqi schools. French may be taught in some schools.

Religion

Islam is the recognised religion of Iraq, and 95% of the people practise Islam. There is no distinction between church and state. The two forms of Muslims in Iraq are the majority Shias (Shiites), and the minority Sunnis. The Sunnis were considered the orthodox branch of Islam. A small percentage of Iraq is Christian, with Yazidis another minority religion.

General attitudes

Generally, reserve is the norm, and respect for the older generation is a key. People always give up seats on the bus for older people. Men will offer a seat to women, especially if they have children. There is pride in national sovereignty, expressed in solidarity shown in national events.

Personal Appearance

The urban population dress conservatively, and most women wear a scarf or head shawl. In rural areas, men wear a long tunic and loose pants. There is also a tunic for women. Effort is made to be clean and neat even when conditions are difficult. Appearances and dress differ from North to South, including differences in traditional dress.

CUSTOMS AND COURTESIES

Greetings

Men greet other men with a kiss on the cheek, and commonly hold hands. This is not the case for men and women. Women do not shake hands with men. They may say *Salaam Alaykom* (Peace be with you) or similar. First names are only used for greeting family and friends. A man may be addressed by using his sons first name ('son of').

Gestures

The sole of the foot should never point toward someone. Crossing the legs is generally not considered polite when facing someone.

Visiting

Often, friends and relatives visit unannounced, but otherwise warning is appreciated. Shoes are often removed at the door. Guests wait till the host asks them to have a seat. People often sit on cushions on the floor. It is polite and common to take some food, or a small gift such as chocolates. The hosts may decline several times before graciously accepting. The male host usually talks.

Eating

Women may eat in a different area, and serve the men. Food is prepared in abundance for the guests. The right hand is used only to eat, and food is often eaten in the hand, however today spoons are also commonly used.

LIFESTYLE

Family

Couples can live either with the husband's extended family, or in a nuclear unit. Depending on their situation however, moving in with the wife's family may happen as well. Due to economic hardship, the extended family prevails. The oldest male heads the group, manages property and holds great influence over final decisions about issues like education, work and marriage. Women are likely to retain all domestic and child-rearing responsibilities even though they may work outside the home. Older women exercise a great influence over their son's wives and children. A man inherits twice as much as a woman.

Dating & Marriage

In urban settings, women and men have more choice over their partner, but introductions (and outings) are often set up by members of the family. Arranged marriages used to be the norm, but not now. Divorce is accepted and a woman may ask her husband for a divorce, but it is granted only if it is initiated by the man.

Diet

Devout Muslims do not eat pork, and eat only halaal meat. The Iraq diet is based around rice, unleavened bread, meat dishes and stuffed vegetables. Strong coffee or tea is served often before meals. The main meal is usually mid-afternoon.

Holidays or special days

Anniversary of the Revolution 17 July

Islamic feasts after Ramadam (Id al Fitr, and Id al Adha, the birth of Mohammad)

ITALY

THE PEOPLE

Population

60,788,694. Growth rate: 0.227%

Residents in the ACT

2,036 born in Italy (Census 2011)

Language

Italian is the official language. There are significant French and German-speaking minorities, and Slovene is spoken by some. Many Italians are bilingual.

Religion

Of the 85% professing a faith, nearly all Italians are Roman Catholic.

General Attitudes

Italians in the warm south enjoy a leisurely life and take their time to accomplish business. In the south of Italy there are beautiful beaches and in the summer time there are lots of tourists and foreigners to visit the beach as well as the local people. In contrast, those of industrialised northern Italy feel more pressure and view time as something not to be wasted. Television and other media unite regions so their identities, dialects and traditions are melting into one. Also, as standards of living rise and traditions disappear, social relations suffer and people find less time for one another. Soccer is a popular sport among Italians and bocce.

Personal Appearance

Italians believe it is important to dress well at all times, regardless of where one goes. Dark glasses are not worn inside buildings. Italy is a major centre of the European fashion industry.

CUSTOMS AND COURTESIES

Greetings

In Italy, guests are always introduced first. The handshake is the most common greeting. Persons of the same gender often walk arm in arm in public. Good friends may appear to greet each other with a kiss on both cheeks.

Gestures

The mouth should be covered when a person yawns or sneezes. Men remove their hats when entering buildings. It is impolite to remove one's shoes in the presence of others. Italians are known for their use of hand gestures during conversation, especially in the south. Hands are often used in communication instead of words.

Visiting

Italians enjoy visiting one another, especially on holidays and Sundays. Guests invited to dinner often take a bottle of good wine, a box of chocolates, or flowers to the host. Unless they are told otherwise, guests wait for the hosts to sit before they are seated, and they also wait for the hosts to begin eating before they eat.

Eating

When eating with guests, Italians do not usually hurry; a meal may last one to four hours. Compliments on the home and meal are appreciated by the hosts. It is appropriate for guests to give some attention to children in the family. The continental style of eating is used. During the meal a person's hands are kept above the table; to have hands in the laps is improper. At the table, it is impolite to stretch, even if the meal is over. Utensils are placed parallel to each other on the plate when a person is finished eating. A person does not leave the table before everyone is finished eating. Guests do not volunteer to help clean up.

LIFESTYLE

Family

Strong, traditional ties bind the Italian family together. Family association is of great importance. A faster pace of life is affecting the extended family. With more family members working, fewer families can care for their elderly members.

Dating & Marriage

Dating is much the same as in other Western countries and is done either in groups or as couples. Marriage ceremonies follow general Catholic traditions. Divorce is now only granted after at least three years of legal separation.

Diet

An Italian breakfast is very light, consisting of a cup of coffee, and a roll. Lunch, the main meal, is around 1 p.m. A light dinner is eaten in the evening. Wine is a common drink at meals and is also widely used in cooking. Meat and tomato sauces are popular with various types of pasta. Veal is a favourite meat. Cheese is important in the diet, including ricotta, mozzarella, parmesan. The people in Italy take lunch at 1.00pm and have a siesta. This means that shops, banks and most businesses close at 1.00pm and re open at 4.00pm, to allow people to go home and have a nap.

Holidays & Special Days

Christmas, New years and Easter

Epiphany	6 January
Fathers Day	19 March
Liberation Day	25 April
Labour Day	1 May
Mothers Day	13 May
Republic Day	2 June
The Patron Saint of Turin	24 June
St Peter and St Paul	29 June
Assumption Day	15 August
All Saints Day	1 November
Immaculate Conception Day	8 December
St Stephens Day	26 December

JAPAN

THE PEOPLE

Population

126,497,241. Growth rate: -0.073%

Residents in the ACT

667 born in Japan (Census 2011)

Language

Japanese is the official language. Although spoken Japanese is not closely related to spoken Chinese, the written language is related to Chinese ideographs (characters), which were adopted in ancient times. It is from the Ural-Altaic language family. English is taught in all secondary schools and is often used in business. The Japanese also place great worth on nonverbal language or communication. For example, much can be said with a proper bow. In fact, one is often expected to sense another person's feelings on a subject without verbal communication. Westerners often misinterpret this as a Japanese desire to be vague or incomplete, however the Japanese may consider a person's inability to interpret feelings through body language as insensitivity.

Religion

Traditionally, most Japanese practiced a combination of Buddhism and Shinto. Shinto is a religion without a recognized founder or central scripture. It is based on an ancient mythology and stresses man's relationship to nature. There are many gods. All Japanese emperors are considered to be literal descendants of the sun goddess, Amaterasu. Shinto was important historically in ordering Japanese social values, as illustrated through the Code of the Warrior (Bushido), which stressed honour, courage, politeness, and reserve. Religious celebrations and practices, however, are now a social tradition rather than the result of religious conviction for most Japanese. Shinto principles of ancestor veneration, ritual purity, and a respect for nature's beauty are all obvious in Japanese culture. About 1 percent of the population is Christian.

General Attitudes

Society is group oriented. Loyalty to the group (business, club, etc.) and to one's superiors is essential and takes precedence over personal feelings. In business, loyalty, devotion, and cooperation are valued over aggressiveness. Companies traditionally provide lifetime employment to the "salaryman" (fulltime male professional), and the salaryman devotes long hours of work to the company. Politeness is extremely important; a direct "no" is seldom given but a phrase like "I will think about it" can mean "no". Also out of politeness, a "yes" may be given quickly, even though it only means the person is listening or understands the speaker's request. The Japanese feel a deep obligation to return favours and gifts. Age and tradition are honoured. Various social strains are leading many people to re-evaluate what is most important in life.

Personal Appearance

Conformity, even in appearance is a characteristic of the Japanese. The general rule is to act similar to, or in harmony with the crowd. Businessmen wear suits and ties in public. Proper dress is necessary for certain occasions. Conformity takes on a different meaning for the youth, however. They will wear the latest fashions (American and European) and vivid colours. A Kimono or wafuku, is a long robe with long sleeves, wrapped with a special sash (obi). The designs in the fabric can be simple or elaborate. The kimono is worn for social events or special occasions

CUSTOMS AND COURTESIES

Greetings

A bow is the traditional greeting between Japanese. Persons wishing to show respect or humility bow lower than the other person. The Japanese shake hands with Westerners. While some appreciate it when Westerners bow, others do not, especially when the two people are not acquainted. Therefore, a handshake is most appropriate for foreign visitors. Japanese are formal and titles are important in introductions. The family name is used with the suffix *san*. The use of first names is reserved for family and friends. Greetings used depend on the relationship. A worker might greet a superior with *Ohayogozaimasu* (Good morning), but he or she would greet a customer with *Irasshaimase* (welcome).

Gestures

It is impolite to yawn in public. The *seiza* style of sitting with a straight back and legs bent and tucked underneath is regarded as polite. Women are not supposed to sit with crossed legs, however men may cross legs at the knees or ankles, but it is improper to place the ankle over the knee. Beckoning is done by waving all fingers with the palm down. It is polite to point with the entire hand. Shaking one hand from side to side with the palm forward means “no”. A person refers to himself by pointing the index finger at his nose. Laughter does not necessarily signify joy or amusement; it can also be a sign of embarrassment. The mouth should be covered when using a toothpick. Chewing gum in public is considered impolite. Young girls often walk hand in hand.

Visiting

Though people usually entertain outside the home, visits are usually arranged in advance; spontaneous visits between neighbours are uncommon in urban areas. Shoes are removed before stepping into a Japanese home. There is usually a small hall way (*genkan*) between the door and living area where one stands to remove the shoes. After being removed, they are placed together pointing toward the outdoors, or in a closet or on a shelf in the *genkan*. Coats are removed before stepping into the *genkan*. Slippers are often worn inside, but are removed before entering rooms with straw mat floors (*tatami*). Japanese traditionally emphasize modesty and reserve. Guests are usually offered the most comfortable seat. When offered a meal, guests often express slight hesitation before accepting it. Compliments are denied out of modesty. Guests avoid excessive compliments on items in the home because this may embarrass the hosts. When visiting, it is customary to take a gift (usually fruit or cakes) to the hosts. Gifts are given and accepted with both hands and a slight bow. Gift giving is extremely important in Japan because a gift says a great deal about the giver's relationship to, and respect for, the recipient. Food and drink are the most common gifts.

Eating

Although many youths eat while walking in public, it is generally considered bad manners for adults to do so. Snack foods sold at street stands are thus eaten at the stand. In a traditional meal, the Japanese typically eat from their bowl while holding it at chest level instead of bending down to the table. Chopsticks (*hashi*) are used to eat most meals, but people generally use Western utensils when eating Western food. The main meal is eaten in the evening, and the Japanese often drink nothing with their meals as miso soup often serves the purpose of a drink. Because many people work late hours, they may eat dinner in office building restaurants or on the way home.

LIFESTYLE

Family

The family is the foundation of Japanese society and is bound together by a strong sense of reputation, obligation, and responsibility. A person's actions reflect on his or her family. While the father is the head of the home, the mother has the responsibility for household affairs. Traditionally, it was considered improper for a woman to have a job, but many women now work outside the home. Although the current trend is away

from the traditional multi-generation families, many aged parents still live with their married children. In cities, families live in high-rise apartments or small homes. Large homes are found in less crowded areas..

Dating & Marriage

Youth in Japan begin dating at around age 15 and enjoy dancing, movies, shopping, or eating out. They like Western music and fashion trends. The average marriage age is 27 for men and 26 for women. Weddings can be elaborate and expensive. Marriage ceremonies usually take place in hotels. The couple may wear traditional kimonos for the ceremony, Western wedding outfits for photographs and socializing, and different clothing for an evening party. Wedding guests bring gifts, often cash, and leave with gifts from the couple..

Diet

The Japanese diet consists largely of rice, fresh vegetables, seafood, fruit, and small portions of meat. Rice and tea are part of almost every meal. Teriyaki sauce is famous, along with sushi (small portions of savoury rice wrapped in seaweed), and miso (fermented soy bean paste) soup.

Holidays & Special Days

New Years Day (Gonjitsu)	1 January
National Founding Day (Kenkoku Kinen-no hi)	11 February
Showa Day (Showa-no hi)	29 April
Constitution Memorial Day (Kenpou Kinenbi)	3 May
Greenery Day (Midori-no hi)	4 May
Children's Day (Kodomo-no hi)	5 May
Marine Day (Umi-no hi)	3rd Monday in July
Respect for the Aged Day (Keiro-no hi)	3rd Monday in September
Sports Day	2nd Monday in October
Culture Day (Binka-no hi)	3 November
Labor Thanksgiving Day	23 November
Emperors Birthday (Tenno Tanjoubi)	23 December

JORDAN

THE PEOPLE

Population

6,330,169. Growth -1.879

Residents in the ACT

115 born in Jordan (Census 2011)

Language

Arabic is the official and most commonly used language in Jordan. English is widely spoken among the educated.

Religion

Sunni Muslim 92%, Christian 6% (majority Greek Orthodox, but some Greek and Roman Catholics, Syrian Orthodox, Coptic Orthodox, Armenian Orthodox, and Protestant denominations), other 2% (several small Shia Muslim and Druze populations).

General Attitudes

Jordanians are good natured, friendly, and hospitable. They place great worth on the family and traditions but are also very modern. Time is not as important in Jordan as in the West. People are more important than schedules. Patience is valuable. Jordanians are proud of their rich cultural heritage and the country's accomplishments. Certain political topics are sensitive and should be avoided by foreign visitors.

Personal Appearance

Most men wear Western-style clothing, often accompanied with the traditional white or red-checked headress. Women also wear Western clothing, but many have chosen to wear traditional Islamic floor-length dresses, head scarves, and veils. Either way, clothing is always conservative and never revealing. Shorts are not worn by adults or teenagers, except during athletic events. It is important to be well dressed and modest at all times. Jewellery is an important part of a woman's wardrobe.

CUSTOMS AND COURTESIES

Greetings

Greetings are important in Jordan culture. Jordanians greet each other and strangers warmly. A handshake is the most common greeting, accompanied by verbal greetings and inquiries about each person's health. Friends of the same sex often exchange a kiss on either cheek. A common term of "hello" is *Mar-haba*. A term used to welcome someone is *Ahlan wa sahalan*. *Ahlein mar-haba* might also be used as a welcome greeting. When entering or leaving a room, it is customary to shake hands with each person (except, of course, at large gatherings). First names are not used between strangers when greeting.

Gestures

It is improper to pass or accept objects with the left hand only; the right hand or both hands should be used. It is impolite to point the sole of one's foot shoe at another person. For this reason, crossing one's legs is generally avoided. Good posture is important, especially at social events. It is improper to be affectionate in public. Hand gestures are used a great deal in conversation and for everyday communication.

Visiting

Visiting (and entertaining in the home) plays a fundamental role in Jordanian society. Guests are greeted by both husband and wife. Invited visitors may bring gifts of flowers or sweets, but never alcohol. Coffee or tea is almost always offered to guests, no matter how short the visit. A person who has had enough to drink shakes the empty cup back and forth. Coffee is also served shortly before guests are expected to leave; a person does not leave before this coffee is served. Guests not originally invited for a meal may be expected to remain. It is polite to initially decline the offer before accepting. However, it is impolite to not accept the offer, although some will refuse the invitation up to three times before accepting it. In any situation where gifts are given, the recipients should not immediately accept them. Excessive praise for children is considered bad luck for the family.

Eating

It is traditional to eat food with the right hand (not the left). Utensils are usually available at functions involving international guests. When invited to a home for a meal. It is polite to leave a little food on the plate. This tells the host that the guest has eaten well and that the host has been generous. When Jordanians have guests, the host provides a large assortment of food. Coffee is important at all meals. Bedouin coffee (*Qahwah saadah*) is bitter and drunk slowly from small cups. Arabic or Turkish coffee is sweeter; it is not stirred so as to keep the thick grains at the bottom of the cup.

LIFESTYLE

Family

The family is unquestionably the most important unit in Jordanian society. The extended family shares a close relationship. They often live in the same city or housing area. Cousins are usually as close as brothers or sisters are in the West. Arabs love children and lavish time and attention on them. Likewise, the elderly are greatly respected and cared for by their children. Large families are traditionally desired, but family sizes are declining due to economic pressures. To be able to help another member of the family is considered a great honour as well as a duty. Parents will often help or support their children even after marriage. Gender roles in the family follow mostly traditional lines. The mother is expected to take care of the children and household. Only about 10 percent of the work force is comprised of women. The father is head of the family and expects to provide for it financially.

Dating & Marriage

Jordanian society is fairly conservative in Dating and Marriage practices. In general, families still have a significant role in arranging marriages. Young people often meet at universities or offices and persuade their parents to help them in their courtship and subsequent marriage. One-to-one dating is generally reserved for after the engagement party or until the marriage contract has been signed. A bridal token is given to the bride's family by the groom. Women tend to marry in their early twenties, with men marrying after they have means to support a family (usually by their early thirties). Marriage is the norm and all Jordanians expect to marry and have children. The divorce rate is low.

Diet

Islamic law prohibits the consumption of pork and alcohol, and most Muslims are careful to obey these restrictions. Most meals include meat and bread, along with vegetables and fruits that are in season. There are many types of bread. Most common is flat, round bread. A variation of this bread is known in the West as pita. The national dish of Jordan is *mansaf*, a large tray of rice covered with chunks of stewed lamb (including the head) and jammed (yoghurt sauce). It is eaten by hand from the serving tray. Other popular dishes include *mahshi* (stuffed vegetables), *musakhan* (chicken with onion, olive oil, pine seeds, and seasonings), and *mewshwi* or shish kabab. Lamb and chicken are the most common meats. Tomatoes, onions, eggplant, cabbage, and other vegetables are also common.

Holidays & Special Days

Arab League Day

Independence Day

King Hussein Accession

King Hussein's Birthday

KENYA

THE PEOPLE

Population

41,609,728. Growth rate: 2.685%

There are over 70 ethnic groups in Kenya.

Residents in the ACT

314 born in Kenya (Census 2011)

Language

English is an official language and is widely used, especially for business and official purposes. However, Kiswahili (also called Swahili) was proclaimed the national language after independence and is therefore also official. It was chosen over other languages because of its linguistic commonality with other Bantu-based languages in the country. It is promoted to encourage national unity. Each ethnic group speaks its own language as a mother tongue and speaks Kiswahili to communicate with other groups.

Religion

The majority of Kenyans are Christians. About 47.7% belong to various protestant churches and 23.5% are Roman Catholic. Approximately 11.2% are Muslims. Most Muslims live along the Coast and in the northeast. About 1.7% of the people follow indigenous belief systems or non-traditional Christian beliefs. In addition, there's a large Hindu population in Kenya who have played a key role in the local economy

General Attitudes

Kenyans are proud of their cultural heritage, their nation, and its accomplishments. Patriotism is evident in people's respect for the national flag. When and wherever it is raised or lowered, people stop to observe the short ceremony before moving on. The people are warm and friendly. Social systems are group oriented. The individual is expected to be willing to sacrifice personal interests for the interests of the group. The "group" is usually defined by family, which has the highest value in society. To fail to keep close ties with the extended family is considered rebellious behaviour. Individuals are expected to share their wealth with poorer family members. For instance, a man with adequate finances may be expected to pay his less-fortunate brother's children's school fees. Wealthier individuals are also expected to help their community.

Personal Appearance

Kenyans dress conservatively and modestly. Western-style clothing, with some African variations, is the norm. Shorts (for women) are generally only appropriate in resort areas. Women usually wear dresses, but many young urban women wear pants. Women often wear a kanga around their waist as a skirt or to cover their clothes. A kanga is a long piece of colourful cotton fabric. It is also used by mothers to carry children on their backs, or by any woman to shield herself from rain or wind. Rural and some urban women wear scarves. Sleeveless dresses or blouses are not common because they are not considered modest. Light fabrics and short sleeves are common because of the warm climate. Small groups such as the Maasai, Samburu, and Turkana retain traditional dress.

CUSTOMS AND COURTESIES

Greetings

Kenya is an ethnically diverse country, so greeting customs differ between ethnic groups. However, a handshake is common and important throughout the country. Because most of the people speak Swahili, the Swahili term *Hujambo, habari?* (roughly, "Greetings! How are you?") is often used. A simple *Jambo!* is a common casual greeting in coastal cities. *Habari gani?* ("What is the news?") is common in non-coastal areas. English greetings are also acceptable. Kenyans are friendly and greet others with warmth and politeness. They often ask about each other's family and welfare. Upon departing, Kenyans might say *Tuta onana* ("We will meet") or, if evening, *Lala salama* ("Sleep peacefully").

Gestures

The right hand or both hands are used to pass and accept items. The use of the left hand alone is improper. The verbal "tch-tch" or "tss-tss" sound is used to express displeasure. Pointing at someone with the index finger is very rude. The gesture for "come here" is waving all fingers of the hand, with the palm facing either down or up. Approval may be shown with both thumbs extended up. It is improper to touch an elder. It is often considered improper to photograph another person without permission. Public displays of affection are not acceptable in most areas, although they are increasingly common in Nairobi. In all areas it is common for men to hold hands while walking in public, while a man and woman would not do so. Eye contact is important, as people are more willing to trust a person who will look them in the eye.

Visiting

Because of strong family ties and friendships, visiting is a common activity among Kenyans. Sunday is a popular day for making visits. Most visits are unannounced; people often drop by for conversation and a cup of tea. No rules exist about how long a visit lasts, but it is impolite for a host to ask guests to leave. Hosts try to make guests comfortable. Invited guests might bring small gifts. Wine is common among Christians; flowers and tea leaves are popular for all groups. In rural areas, sugar, instant coffee, flour, and maize meal are given.

Eating

When guests are invited to dinner, they usually have some time for conversation while final preparations are being made. After the meal, they stay for more socializing. Afternoon tea is a daily custom throughout the country. Depending on the type of food, and personal or family tradition, people may eat their meal with the right hand or use utensils. It is more common to use the right hand in rural areas, but this is also practiced in cities. Otherwise, utensils are used. Hands are washed before and after eating. Among some traditional families, children eat separately from adults. Men are often served first. Among the Samburu, warriors avoid eating in the presence of women.

LIFESTYLE

Family

The family unit usually includes the extended family. There is much interaction between uncles, aunts, and cousins. In fact, children call their maternal aunts, "mother", and their parental uncles, "father." The average Kenyan family is large. In urban areas families are smaller and nuclear families are becoming more common. Aging parents are cared for by the family's youngest adult son. Most Kenyans expect to marry and raise a family, because the family is a great source of pride. A small number of educated women are choosing to avoid their traditional role as wives. Some have children but prefer life as a single parent.

Dating & Marriage

Dating starts at about 18 in the cities, but is still rather uncommon in the villages. Men and women usually marry between the ages of 18 and 24. The dowry system, where a payment is made by the groom's family to

the bride's family, is still in effect. Money has, however, been substituted for livestock as the medium of exchange for the dowry. Usually young people choose their partners, but wedding details are largely handled by the families. In a few cases, marriages are still arranged by families, rather than decided upon by the individuals.

Diet

The most common meats in Kenya are goat, beef, lamb, chicken, and fish. Milk, *ugali* (a stiff dough made from either cornmeal, millet, or sorghum), *uji* (porridge made from *ugali* ingredients) red bean stew, *kitumbua* (fried bread), and chapati (a flat bread) are staple foods. Popular fruits include pine-apples, mangoes, oranges, bananas, and papaya. Also common are sweet potatoes and avocado.

Holidays & Special Days

Labour Day	1 May
Madaraka (Anniversary of self-government)	1 June
Mashujaa Day	20 October
Independence Day	12 December
Other religious days and festivals according to faith	

LAOS

THE PEOPLE

Population

6,288,037. Growth rate: 1.332%

Lao Lum, living along the Mekong River, constitute around 55 percent of the population in Laos. The Khmou comprise 11 percent, the Hmong 8 percent and the remaining 26 percent is made up of over 100 minor ethnic groups.

Residents in the ACT

639 born in Laos (Census 2011)

Language

The official language is Lao, the native language of the lowland Lao which is used in all official communications and taught in schools. Other main languages include Thai, Hmong, and midland Lao. Some ethnic minority languages have never been codified in written form. A small percentage of older people and those who attended high school prior to 1975 speak French, which has been the language of international commerce in the past. Some English is spoken.

Religion

Many Laotians are Buddhist (67%). The highland ethnic minorities practice animism, which emphasises a reverence for all living things. Buddhism has long been a strong force in Lao culture and remains a major influence in everyday life, even under Communist government. Each ethnic Lao village has its own temple, which is the focal point of village festivities and rituals.

General Attitudes

The Lao are a frank, open and friendly people. They also have a strongly developed sense of courtesy and respect. It is considered very bad taste to publicly criticise a person since it results in a loss of face within the community. Necessary criticisms and suggestions should be made within a general context to avoid placing blame or shame upon any individual. *Bo pen nyang* (Never mind) is a common expression that characterises Laotians' feelings toward life. Life should be enjoyed at the moment; problems are not taken so seriously as to disrupt this enjoyment. Loyalty to family and friends is important. Showing anger or disappointment in public is inappropriate.

Personal Appearance

Lao women wear western-style blouses with colourful calf-length, sarong-style skirts made of locally hand-woven materials in multicolour designs and fastened with a silver link belt. Men wear trousers with casual, open-neck, short-sleeve shirts. Both men and women usually wear sandals. Some ethnic groups also wear distinct headdresses.

CUSTOMS AND COURTESIES

Greetings

The generally accepted form of greeting among Lao people is the *Nop*, which involves placing one's hands together in a prayer position at chest level but not touching the body. The higher the hands are held, the

greater the sign of respect, although they should never be held above the level of the nose. This is accompanied by a slight bow to show respect for persons of higher status or age. The *Nop* is not only an expression of greeting but also of thanks or regard. It is appropriate to shake hands with Westerners. The Lao address each other by the first name. Children address adults by the first name, prefaced by the equivalent of Mr or Mrs or if well acquainted, Mr Uncle or Mrs Aunt, a courtesy title.

Gestures

As in many Asian cultures, the head is considered the most sacred part of the body; the bottom of the feet are the least sacred. One should not touch a person's head, nor should one use the foot to point at a person or a sacred object. Men and women rarely show affection in public. It is forbidden for a woman to touch a Buddhist monk.

Visiting

It is customary to remove one's shoes or sandals when entering a Buddhist temple or a private home. In Lao homes raised off the ground, shoes or sandals are left at the bottom of the stairs. In a traditional home a person sits on low seats or cushions on the floor. Men may sit with legs crossed or folded to one side. Women sit with legs off to the side. One should at least take a taste at whatever food or drink is offered. It is not customary to bring a gift when visiting.

Eating

The Lao eat with a fork in the left hand and a spoon in the right. However, glutinous rice is eaten with the fingers, which are cleaned with a napkin. Lao food, which is very spicy, is served in communal dishes with meat and vegetables cut into bite-size pieces. In a traditional home, the meal is served while diners sit on a mat on the floor. As a sign of respect to a guest, the host and his family will not raise their heads above the level of that of the guest's. Therefore, they may bring the food in a squat position so as not to offend guests.

LIFESTYLE

Family

The Lao have large, close-knit families, often with three generations living together. The eldest man is the patriarch of the family and represents the household at village meetings. The Lao have great respect for their parents and elders. Among the Hmong, the household is composed of the extended family: parents, unmarried children, and married sons with their families.

Dating & Marriage

Young people are relatively free to choose marriage partners. Young people can meet eligible partners at dances held during festivals, where they are free to sit and talk privately. Marriage is traditionally established by elopement, living together, or a more elaborate marriage ritual among wealthier people. For the first few years of married life, the couple lives with the wife's family, until her first child is about a year old. The couple may then establish their own home or move in with the husband's family.

Diet

Sticky or glutinous rice is the staple of the Lao diet. Other foods include fish, eggs, chicken, pork, owl, and (rarely) beef. Rice is served with chilli sauce or a spicy sauce made with fermented fish. Beverages include coffee and tea. The traditions of royal Thai cuisine combine the best features of Indian, Chinese and Thai elements.

Holidays & Special Days

Anniversary of Party 3 February

Children's Day 1 June

Constitution Day 15 August

National Day 2 December

Buddhist Festivals on the lunar calendar

LATVIA

THE PEOPLE

Population

2,359,400 (Estimate 2002 GeoHive) Growth rate: -0.81%

Residents in the ACT

146 born in Latvia (Census 2011)

Language

Latvian is related to Lithuanian, and stems from the Indo-European family. Latvian is based on the Latin alphabet, but contains many diacritical marks. It is now the official language. Russian is still used in commerce and daily life. English and German are also widely used.

Religion

The majority of Latvians are Christian, although since Soviet rule, almost half of the population ceased to identify with a church. Twenty per cent are Catholics, mainly in Latgale. Lutherans comprise 12%, and the Russian Orthodox Church 4% of the population. More people are freely expressing their religious beliefs.

General Attitudes

Latvians are reserved and have a preference for formality in public. They are warm, inviting and trusting with friends and networks through friends and family. The pride in their cultural heritage, for example the architecture in Riga, has helped Latvians build a sense of purpose and patriotism that is conveyed to their children. Lively discussion and dialogue is now a strong part of the everyday life.

Personal Appearance

The Latvians dress with an eye to recent European fashion. Young people tend to dress formally for special occasions, and even at school. Men wear pressed suits, shirts and ties to work. Women wear smart dresses. For casual wear, people wear neat slacks and sweaters. People often wear multiple layers of clothing in winter. Women like to wear jewellery, especially amber, which is found locally. Traditional costumes include wool skirts, white linen blouses and wool vests decorated to reflect the region.

CUSTOMS AND COURTESIES

Greetings

A firm handshake with strong eye contact is the norm. With good friends or as a signal of respect, men and women may give a light kiss. One should not kiss or shake hands across a doorway, but step into the room first. Latvians introduce themselves by stating their name and surname. When introducing someone else, the title *kungs* or *kundze* (Mr or Mrs) may be added. The title follows the name. It is common for friends to use first names, but the ending changes in different settings.

Gestures

Hand gestures are often used for emphasis in conversation, but otherwise hands are not frequently used. Waving is not a common form of greeting. Direct eye contact indicates sincerity and respect. Eating and drinking in the street is not seen a great deal, except for ice cream.

Visiting

Rural and older Latvians prefer to visit at home, by invitation. Young people attend bars, clubs and cafes for social interaction. Gatherings of guests are relatively small. It is considered polite to arrive on time or just a

few minutes late. Shoes are removed at the door, often replaced with slippers offered by the host. Latvians appreciate a gift, especially flowers. Flowers are given in odd numbers, with even numbers reserved for funerals. Refreshments served may include liquor, apples, small sandwiches or *maizites* (meat-filled pastries). The way the food is presented is extremely important, and after the meal, the gathering often breaks into song. There are more than 200,000 folk songs in the repertoire. Goodbyes are repeated as guests prepare to leave, and kisses and warm handshakes accompany the parting.

Eating

Eating together as a family is highly valued. Breakfast consists of bread and butter, tomatoes and cold meat, porridge, pancakes, bacon, ham or sausages, and tea, coffee and milk. Lunch is usually the main meal of the day, and is taken between 1 and 3pm. The meal can include soup (*zupa*), meat (*gala*) and potatoes (*kartupeli*). Dessert is called *saldais ediens*. Bread accompanies every meal. A light dinner is eaten after 6pm.

The fork is held in the left hand, and the knife in the right. Napkins are left on the table rather than placed on the lap. A popular Latvian dish consists of *karbonade* or pork steak, cabbage soup (*kapostu zupa*) or beet soup (*borsch*).

LIFESTYLE

Family

Three generations often share a single living space, partly due to scarcity of housing. Grandparents often care for the children, and the elderly are looked after in return. Family members in the extended family help each other financially. The place of birth is important to people.

Dating & Marriage

Dating begins in high school. Young people enjoy dancing at clubs or discos, going for coffee or to sporting events. Most get married in their early twenties, and have children soon after. Weddings are more often secular than church ceremonies, but in rural areas the wedding is a very big celebration. The groom wears a formal suit, and the bride has a white gown, holding a white bouquet.

Diet

The staple foods in Latvia include potatoes, onions, soup, poultry, fish and red meat. Summer fruits are imported to add to the local produce of root vegetables, apples, berries and mushrooms. Rye and whole grain breads are preferred. Beer and soft drinks are kept at room temperature, as cold drinks are seen to be unhealthy. A thick herbal/alcohol mixture *balzams*, is poured over ice cream or with coffee. This is believed to be good for health.

Holidays & Special Days

New Years Day,
Easter
Labour Day
Independence Day
Commemoration of deportation under Soviet occupation
Ligo Day
Janji Midsummers Day

LEBANON

THE PEOPLE

Population

4,259,405. Growth rate: 0.733%

Ethnic groups are Arab (95%), and Armenian, Kurdish, Assyrian, Turkish, Greek.

Resident in the ACT

385 born in Lebanon (Census 2011)

Language

Arabic is the official language of Lebanon. Most people converse in a Lebanese form of Arabic, and can understand Modern Standard Arabic. French also enjoys official status: it is taught widely in schools and spoken along with English. The Armenian minority also speaks Armenian and some speak Turkish. It is common for people to speak more than one of these languages, even three or four.

Religion

Lebanese society is heavily influenced by religion. Every citizen carries an identity card on which their religion is listed. The majority of Lebanon is Muslim: the largest groups are the Shi'ite Muslims and Sunni Muslims. Christians account for 25% of the population. There are a growing number of people who do not practice or observe religious rites strictly, yet identify with a religion due to its role in society and family life. A significant number of Palestinian refugees live in Lebanon, mostly in the South, and most without citizenship. There is a small Jewish minority.

General Attitudes

Lebanon has had a long association with the West and has been deeply influenced by it. At the same time traditional values and attitudes that differ from Western culture remain. Therefore, attitudes vary greatly among the people, particularly between young and elderly, rural and urban dwellers. Life in Lebanon is still fairly relaxed and slow paced. Personal relationships and family are paramount for most people, and it is common to be asked who one's parents are as a marker of identity. The Lebanese are very proud of their culture, heritage, and country.

Personal Appearance

Western-style clothing is the standard in Lebanese cities. However traditional Muslim clothing, such as a woman's hijab (headscarf) and/or niqab (long dress that covers the entire body and often worn over other clothing) is also worn. Often these traditional items are modernised to keep with style. It is important to people of all classes to be clean, neat, and stylish. Conservative suits and modest attire are appropriate, and in official situations it is best to cover shoulders, knees and décolletage.

CUSTOMS AND COURTESIES

Greetings

Lebanese people take social amenities seriously. When meeting strangers, acquaintances, or friends, it is important to exchange greetings, to inquire about the person's health and family, and in general to make polite small talk before getting down to business. Handshakes are common for both men and women. Close

friends and relatives often kiss each other on both cheeks upon meeting or departing. Titles such as “Dr.” or “Professor” are used consistently where appropriate. In Arabic, these titles are commonly used with a person’s first name. Lebanese are accustomed to hearing greetings in English and French, for example, ‘allo’ or ‘bye’.

Gestures

Pointing or beckoning with the index finger is impolite. To beckon another person, all fingers wave with the palm facing down. Objects are not handed to another person to hold, as this implies servant status. A closed fist should never be waved in the air. For many, it is offensive to pass or receive objects with the left hand. The right hand or both hands should be used. Knees may be crossed, but crossing an ankle over a knee risks offending any person toward whom the bottom of the foot is pointed. The soles of the shoes or feet should always face the earth and never another person. Eye contact is important. Men never curse in front of women. Public displays of affection, even between married couples, are not acceptable.

Visiting

Hospitality is a prized tradition in Lebanon. People feel honoured to have guests in their homes, and they also love to visit others. Hosts always serve guests something to drink; usually tea or coffee is prepared and served without asking the guests. Hospitality requires that it be accepted, so a word of polite explanation is in order if it is refused. If invited to a meal, guests might bring flowers, a plant, a special dessert, or something for the home. Guests invited for lunch generally do not leave until after 4:00 pm and dinner guests are expected to stay the entire evening. It is extremely impolite to leave directly after eating.

Eating

Unspoken rules of hospitality require the host to make guests feel completely welcome. Offering food is one way to do this and Lebanese hosts will be very insistent that their guest eat even if the guest refuses the food initially. Because it is often customary to refuse an offer a couple of times before accepting it, the host assumes the offer will eventually be accepted. Guests should at least try the food, but they can politely decline a full meal or more refreshments without offending the host. It is not appropriate to discuss business during a meal.

LIFESTYLE

Family

Lebanese families tend to be strong and closely knit. Cousins and other relatives are expected to have close personal relationships. In fact, cousins are generally as close as brothers and sisters. Discipline is strict, and children show respect for their parents and other elders. The father is head of the family. Mothers generally take care of the home and children. Many women who work outside the home do so out of necessity, not choice. Family loyalty is important. Lebanon has a fairly distinct socio-economic stratum, although most children attend some form of education during their childhood.

Dating & Marriage

Traditionally, neither Christians nor Muslims dated. All marriages were arranged by the family. Today, Christians and many urban Muslim families follow Western dating habits. Because financial independence is customarily a prerequisite for marriage, men often wait to marry until their late 20s or early 30s. Women usually marry in their early 20s. Christians are generally opposed to divorce, although it is allowed by Islamic law for Muslims. Lebanese law provides for each religion to have a separate court system to handle matters of marriage, divorce, inheritance, and other such concerns, according to the different customs.

Diet

The main meal of the day is eaten between noon and 3.00 pm. This meal may last two or more hours. Various stews are Lebanese specialties. The cuisine is often spicy. But because of the warm climate, many dishes are also light and vegetarian. A traditional meal for special occasions is the Meza. Kibbeh is a popular beef dish that can be baked, fried, or eaten raw.

Holidays & Special Days

Arab League Anniversary	22 March
Independence Day	22 November
Evacuation Day	31 December
Islamic holidays for Ramadan and feasts	

MACEDONIA

(Former Yugoslav Republic of Macedonia)

THE PEOPLE

Population

2,057,973 (Estimate 2002 GeoHive) Growth rate: 0.43%

Resident in the ACT

372 born in Macedonia (Census 2011)

Language

The official language is Macedonian, which is written in a Cyrillic script. Albanian, Turkish, and Serbian are spoken widely. Sixty-seven per cent of the population in Macedonia are Macedonian, 22.9% are Albanian and there are between 2-3% Gypsy and Serb minorities.

Religion

The majority of the population are Christian Orthodox, and a significant number are Muslim, mainly Albanian.

General Attitudes

Macedonian culture stresses the importance of the family. Parents sacrifice a great deal to support their children into adulthood, and assist them financially. This is particularly important for the poorer Macedonians who came to Australia wanting a better life for their children. The care of grand-parents is in the hands of the son, but in reality daughters do most of the caring of sick and elderly. Herbal remedies are used by many of the older generation. Women are seen as the primary carers. However, in Australia, some families use residential care for their elderly due to work and professional commitments. In Macedonia, the unemployment rate is between 25-30%. As yet, there is no Republic of Macedonia. However, the drive for autonomy is very strong.

Personal Appearance

Western European styles are followed by the majority of urban Macedonians, within the limits of the budget. A clean, tidy appearance is important. Albanian Muslims wear the loose pants and long tunic used by Muslim men in many areas, and a turban. Women wear head scarves and long dresses.

CUSTOMS AND COURTESIES

Greetings

Macedonians greet friends and family warmly, with members of the same gender embracing or kissing on the cheeks. Muslim men and women do not shake hands, but use verbal greetings only. When people are introduced, the more formal title is used, whereas for friends, people are on first name terms. Good morning is *dobro utro*, and good evening is *dobro vecher*. Hallo is *alo*, and good-bye is *prijatno*.

Visiting

Relatives, friends and neighbours visit regularly and informally. However, it is important to give advance notice of a visit if you are a stranger, in order for the host to receive you in the desired manner. Hospitality is a

hallmark of the culture, and shoes are traditionally taken off at the door as a show of respect, although this practice is diminishing among urban Christians. A person entering the room where others are seated shakes hands with each person. Staring at strangers has been considered impolite.

Eating

Breakfast is eaten about 9am by office workers, but earlier by factory labourers and rural residents. Dinner is the main meal, taken about 2pm. Supper is usually eaten later after an afternoon siesta. Meals are always prepared just before consumption, although they may include leftovers. Hot food is often left to cool to room temperature. Other meals begin with appetisers (*meze*), served with fruit brandy (*rakia*).

LIFESTYLE

Family

The traditional family unit is an extended family consisting of a married couple, their unmarried daughters and their sons with spouses and children. This unit is becoming less common in urban areas with the changes to workforce participation.

Dating & Marriage

Children often live with their parents till they are married. Young people are permitted to go out to movies, parks, sporting events and dances, but often chaperoned by an older sibling. Traditionally, all marriages were arranged, but nowadays most young people select their partners. Pregnancy would lead to marriage among young people, though in the past the bride was expected to be a virgin. Traditional marriages rarely cross religious lines. Marriage is the norm. Divorce and remarriage are now regulated by civil law. Women now work outside the home, but still retain the major responsibility for the household chores and child-care. Grand-mothers also often care for children wherever possible.

Diet

Breakfast consists of bread, cheese and sometimes eggs. Root vegetables, grains and fruit, wine and meats are staples. Bean casserole (*tavche-gravche*), is a basic food. Pizza is very popular. There are no taboos in food other than the normal ones associated with religion, but folk beliefs about food are common. Among Christians, a bird is eaten at Christmas, and lamb for Easter. Among Muslims, a lamb is slaughtered for *Kurban Bayram*. Sweet desserts are associated with religious holidays, New Year's Day, births, weddings and funerals.

Holidays & Special Days

New Year
Orthodox Christmas
Easter Monday
International Day of Labour
St Elijah's Day
Macedonian Independence Day
Day of uprising of the Macedonian People

MALAYSIA

THE PEOPLE

Population

29,179,952. Growth rate: 1.542%

Ethnic composition: 50.4% Malay, 11% indigenous peoples (including Orang Asli of West and the Iban, Land Dayak, Bajan and Kadazan peoples of East Malaysia, 23.7% Chinese, 7.1% Indian and others including Pakistani or Sri Lankan Tamil 7.8% (est 2012)

Resident in the ACT

2,207 born in Malaysia (Census 2011)

Language

Bahasa Malaysia is the official language of Malaysia and is spoken in all areas of the country. The ethnic Chinese also speak one of various Chinese dialects (Cantonese, Hakka, Hokkien, Mandarin, or Min); Tamil is spoken by Indians. English is a compulsory subject taught in all schools and is widely spoken.

Religion

Islamic (61.3%), Buddhism (19.8%), Christianity (9.2%), Hinduism (6.3%), others (3.4%)

Islam is the official religion of Malaysia, although the constitution guarantees freedom of worship. Ethnic Malays are nearly all Muslim. The Chinese on the peninsula are chiefly Buddhist, with some Taoists, Christians, Confucianists and other religions. The Indians are Hindus, Catholics and Buddhist.

General attitudes

A person's ancestral background is often important to social status and future opportunities. Many Malaysian are fatalistic; they believe successes, failures, opportunities, and misfortunes result from fate or the will of God. Although the people are proud of their country and generally loyal to the Malaysian state, they often identify first with their ethnic group, island, or region. Malaysia is a country that is known for its rich and cultural heritage. Here, people strongly believe in respecting each other's culture and religion.

Personal appearance

Most people wear Western-style clothing. However, traditional clothing such as Baju Kurung and Baju Kebaya or a combination of Western and traditional clothing, is also worn. In some areas, Muslim women with head covers, veils, and long dresses are as common as women wearing short skirts or pants. Special headdresses, wraparound skirts, jackets, tunics and sashes vary between regions and ethnic groups. Many traditional costumes have intricate designs.

CUSTOMS AND COURTESIES

Greetings

A handshake is used between. A slight bow or nod of the head is common when greeting an older person. Women and elderly persons seldom shake hands, but may offer verbal greetings. For Muslims, when male greeting male friends or female greeting females, they use both hands to grasp the hand of the other. Business cards are often exchanged after an introduction.

Gestures

In Malaysia it is not polite to beckon adults, with the exception of close friends. Beckoning is done by waving all fingers with the palm facing down. Individual fingers are not used for gesturing. Giving and receiving gifts with both hands shows respect. Objects should not be moved with the feet. The sole of a person's foot should not be pointed at another person. Objects are generally not passed with the left hand. When yawning or using a toothpick, the mouth is covered. A slight bow when leaving, entering, or passing by a group of people is a nonverbal "excuse me".

Visiting

Visiting one's relatives and friends is an important part of Malaysian life, especially when one does not share a house with the extended family. Dropping by without prior arrangement is common. When invited, persons are generally not expected to arrive on time. Punctuality is not important in Malaysia because of the emphasis on people over schedules. Shoes are removed when entering a home.

Eating

Eating customs differ among ethnic groups. Malays and Indians eat with their hands and with spoons. Some cultural groups refrain from eating certain foods. For example, Muslims do not eat pork or drink alcoholic beverages. Hindus and some Buddhists do not eat beef. Tipping is not generally expected in restaurants because service is usually included in the bill.

LIFESTYLE

Family

Traditionally, the family system is the most important social unit in Malaysia. It is common for two or more generations to live together in the same house. Cooperation, loyalty, and unity are important in the family. Young people respect their elders. Modernisation and urbanisation have affected the family structure in some areas. In urban areas, nuclear families are common, with members of extended families living in the same city or neighbourhood, but not the same house.

Dating & Marriage

Dating and marriage practices in urban areas are similar to those in other Westernized countries. Attitudes are more liberal. Families stress that dating should wait until after one's education is complete. Despite this, dating usually begins around age 17 or 18. In rural areas, dating habits are conservative. Some marriages there are still arranged by families. The majority of couples, however, make their own choices in consultation with family members. A marriage is seen not only as joining two persons but two families. Customs and ceremonies are also affected by the different religions.

Diet

Due to Malaysia's cultural diversity, a wide variety of foods are eaten. Rice is the dietary staple and fish is the main source of protein. Spiced foods such as hot peppers (chillies) are also widely eaten.

Holidays & Special Days

Official birthday of HM the Yang di-Pertuan Agong 1st Wed in June

National Day 31 August

Religious days observed by different faiths

MALTA

THE PEOPLE

Population

417,855. Growth rate: 0.311%

Resident in the ACT

306 born in Malta (Census 2011)

Language

Both Maltese and English are official languages. The Maltese language has a Semitic structure developed from a medieval form of Arabic. Italian and English words were added later, resulting in a unique language. The written form of Maltese is a Latin script, and it is used in daily commerce, education and business. However, English is a second language taught in school.

Religion

The official religion in Malta is Roman Catholicism. Christianity arrived when Paul the Apostle was shipwrecked on Malta on his way to Rome in AD 60. Freedom of worship is legislated in Malta. Other faiths include Anglican, Methodist, Greek Orthodox, Islamic and Semitism.

General attitudes

The Maltese are known for their hospitality, and generosity. The family is of great importance, and children stay in close contact with the grand-parents. Maltese do not easily tolerate alternative lifestyles. Due to the size of the islands, privacy is rare and it is impossible to be anonymous. Networking oils the wheels of social interaction and resource-sharing. The warm climate ensures that people go out to the piazza to socialise. Strong rivalry between villages can lead to heated exchanges over politics, soccer or village saints.

Personal appearance

The Maltese like to dress according to the European fashions. People pay attention to hairstyle, and avoid being sloppy or untidy, even in informal settings. Dress code usually applies in the service, business and professional sectors, and even in the blue collar sector. In the rural villages, older people wear traditional items of clothing. Men wear a *beritta* (cap), and women dress in dark-coloured long skirts. School children also wear uniform, though they dress in bright colours at home and on weekends.

CUSTOMS AND COURTESIES

Greetings

There are many factors in the way people greet each other. These include how well they know each other, and on gender, age and social status. The Maltese have combined the reserve of English manners, and the expressiveness of Mediterranean style. Formal greetings begin and end with a hand-shake. Religious and professional titles are used. People from a rural or working background tend to pat one another on the back, shoulder or arm in a friendly gesture. Older people may greet others with a nickname (or diminutive), eg Guzeppi may be greeted as Guz. Goodbye is '*ciaw*'.

Gestures

The Maltese use a range of gestures in conversation, as do most Mediterranean people. The head, hand, and body language emphasise moods and convey feelings. Lifting the chin up is saying 'no', while bending chin down is 'yes'. Clenched fists indicate anger, and surprise is displayed by placing fingers of the right hand on the mouth. Tapping the forehead with the index finger suggests one thinks something smart. A quick lifting of the index and middle fingers and the thumb of the right hand in an outward curving motion means: 'how are you?'

Visiting

Going out to socialise is a favourite activity for most Maltese, preferred over spending time in each other's homes. It is polite to arrange a visit. Men and women share house chores. The hosts generally offer a drink and refreshments (cakes, biscuits or sandwiches). Guests often bring a gift of wine, chocolate or flowers when invited to a meal. Foreign guests may present a souvenir from their country.

Eating

The Maltese eat in the continental manner, with fork in the left and knife in the right hand. Hands are kept above the table. After finishing, the utensils are placed parallel on the plate and the person waits till others have finished. Most families like to eat together, depending on school and work commitments. Breakfast and lunch are light meals, with lunch consisting of sandwiches and salad. Dinner is the main meal, usually eaten between 6 and 8pm. Snacks are common in the mid-morning or afternoon, taken with tea or coffee. In the summer, BBQ are common near the sea. In tea shops, cafes and clubs, people eat Maltese sandwiches and *pastizzia* (filo pastry parcels filled with ricotta, peas or anchovies). *Hobza* (the local crusty bread rolls) overflowing with pickled onions, tuna, olives and tomatoes.

LIFESTYLE

Family

The extended family is very important to the Maltese. Grand-parents, uncles, aunts and cousins meet often to celebrate events such as the village fiesta or important birthdays. Baptisms, confirmations, weddings and funerals are all marked with large family groups. Though there are increasing numbers of single parent families, abortion is still illegal. Children remain at home till they marry, and young people seldom live on their own. Parents often help their children acquire a house or car. Malta has a relatively low rate of female workplace participation, but more women are seeking employment. Caring for older parents is becoming less possible with the changing labour market.

Dating & Marriage

Dating usually starts during the teenage years. Engagements are celebrated by sharing rings, and with a family feast, and tend to last a long time. Marriage usually takes place when the couple have saved enough to live independently. Most do not live together before marriage. Weddings are very special events, with a lavish feast preceded by a Mass. The bride's parents generally pay for the wedding expenses.

Diet

The Maltese diet combines Mediterranean cuisine with Anglo Saxon cuisine. Breakfast ranges from cereal, toast and tea to full fired breakfast. Roast turkey, baked vegetables, fruit cakes are common at Christmas. The majority of dishes are Mediterranean, with tomatoes, onion and garlic. Fresh bread accompanies every meal, and pasta dishes are served either as entree or main meal. Fish is on the menu frequently, including *aljotta* or fish chowder. Pastry is often filled with cheese and spinach as well as anchovies. Many pastries reflect the Arabic heritage, including the almond filled desserts.

Holidays & Special Days

Religious holidays, Christian and Muslim

St Pauls' Shipwreck	10 Feb
Freedom Day	31 March
Workers' Day	1 May
Sette Giugno	7 June
Imnarja harvest feast	29 June,
Assumption	15 August
Victory Day	8 September
Independence Day	21 September
Immaculate Conception	8 December
Republic Day 1	3 December

MEXICO

THE PEOPLE

Population:

114,793,341. Growth rate: 1.137%

Ethnic groups consist of Indian-Spanish (mestizo) 60%, Amerindian 30%, white or predominantly white 9%

Resident in the ACT

106 born in Mexico (Census 2011)

Language

Spanish is the official language of Mexico. There are perhaps as many as 100 Amerindian languages still spoken in parts of Mexico. Those who speak an Amerindian language also speak Spanish.

Religion

The majority of Mexicans (93%) are Roman Catholic, although other protestant religions are also practiced.

General attitudes

Generally, Mexicans feel that individuals are more important than schedules. The Mexican people are generally proud of their country. Family is the centre of the social structure, and the extended family is as important as the nuclear family. Mexicans consider it their duty and responsibility to help family members. Hierarchy is also highly regarded – authority is respected, and people look to elders and seniors for guidance and decision-making.

Personal appearance

Most Mexicans wear clothing that is also common in other Western countries, especially in the urban areas. But there are also many types of traditional clothing worn in rural areas-either daily or for festivals. People from various regions of Mexico wear many different kinds of clothing, but colour and beauty are two common features for all of them.

CUSTOMS AND COURTESIES

Greetings

Mexicans are generally very friendly and polite in their greetings. The usual greeting between newly acquainted men is a handshake. Between women and between a man and a woman, a kiss on the cheek is considered normal. A full embrace between friends is common.

Conversation

Mexicans typically stand close to each other when talking, sometimes touching their friends' clothing. Taking turns in conversation is often achieved by interrupting the speaker. This might give rise to misunderstandings where Mexicans wonder when they'll be interrupted whilst their conversation partners feel that they never get a chance to speak.

Gestures

Items are handed, not tossed, to another person. Tossing an item shows a lack of manners and is offensive. Hand and arm gestures are often used in conversation.

Visiting

Mexicans are very hospitable. Unannounced visitors are usually welcomed and served refreshments. It is impolite to refuse refreshments. Mexicans enjoy conversation and socialising with relatives or friends. First-time visitors usually receive a tour of the host's home. At a large party, you may introduce yourself to others. At a small party, the host usually performs the introductions. Guests are not expected to arrive on time, except for official or business functions. It is polite to bring a gift such as flowers/sweets.

Dining

A guest will not sit down until invited and told where to sit. Eating will not begin until the hostess starts. It is polite to leave some food on your plate after a meal. When eating, both hands are kept above the table. Guests do not leave directly after the meal, but stay for conversation. Lunch is usually the main meal of the day. Dinner might be light or heavy, depending on the family. It is inappropriate for adults to eat while walking on the street. Some foods are eaten with utensils, others with the hand. Tortillas are often used as scoops for sauces.

LIFESTYLE

Family

Except in urban areas, where the trend is to have smaller families, Mexican families are generally large (more than three children). Family unity is very important. Divorce is relatively low, due in part to the dominance of the Catholic faith. Traditionally, the father has been the leader of the family, while the mother runs the household. However, as women go out to work more, and sometimes fathers look after children, this is changing.

Dating & Marriage

When dating, a boy often meets the girl at a prearranged place, rather than picking her up at her home. Parental approval of the boyfriend, however, is important. It is common for Mexican males to make piropos (flattering personal comments) to passing females, to which the females generally do not respond. Marriage customs follow Catholic traditions. The marriage is legally registered first with a civil ceremony, often followed by a church ceremony with many guests.

Diet

Staple foods include corn, beans, rice, and chillies. They are combined with spices, vegetables, and meats or fish in the daily meals. Tortillas (made from cornmeal or flour) are cooked on a skillet or hotplate, and are eaten everywhere. They are eaten as bread, or filled with beans, potatoes, meat and cheese (*torta*). Some popular foods include *frijoles refritos* (refried beans), and *posole* (white corn boiled with pork).

Holidays & Special Days

Christmas, Easter, and New Year's Day	
Constitution Day	5 February
Birthday of Benito Juarez	21 March
Fifth of May	5 May
President's message	1 September
Independence Day	16 September
Discovery of America	12 October
Revolution Day	20 November

MONGOLIA

THE PEOPLE

Population

3,179,997. Growth rate: 1.469%

Ethnicity: Mongols form the majority of the population, with minorities of Turkics, Russians and Chinese.

Residents in the ACT

36 born in Mongolia (Census 2011)

Language

Mongolian is the official language, spoken by the vast majority of the population. The most common dialect of Mongolian is Khalkha, spoken by around 80% of the population. The Oirat dialect is spoken in the west of the country, and the Buryat dialect in the north and east. The Turkic languages of Kazakh and Tuvan are spoken in the west. Russian was spoken widely before the 1990s, but English is becoming increasingly prevalent now.

Religion

The majority of the population practice Tibetan Buddhism. There are minorities of people practising Islam (by Kazaks), Shamanism and Christianity (according to the 2010 National Census).

General Attitudes

Mongolia has a strongly nomadic culture. Herders graze pastures and typically change locations once a year. Mongolia is also well-known for its hospitality and friendliness. Mongolians may leave their gers (traditional Mongolian dwelling) unlocked to allow passer-by's to enjoy their hospitality and rest. Mongolia enjoys a high literacy rate, above 90%. Women occupy a high social status in Mongolia and hold strong economic power that is valued by men.

Personal Appearance

Western clothing is worn in the capital, Ulaanbaatar. The *deel*, a traditional Mongolian dress, is worn mostly by elderly people, or on festive occasions. In rural areas, it is commonly worn by herders.

CUSTOMS AND COURTESIES

Greetings

Most greetings with strangers are informal, so a nod and a smile, with the greeting, "*Sain bain uu?*" (Are you well?) usually suffices. The expected response is "*sain*" (well). In more formal occasions, such as Tsagaan Sar, greetings should be done by rolling down sleeves and extending both arms. The younger person should support the elder person's arms below the elbow. The older person will ask "*amar bain noo?*" (how have you been?) and the younger responds "*amar bain aa*" (well).

Gestures

It is rude to point at other people with the index finger, as this implies disrespect. Having one's shirt sleeves rolled up may be a sign of disagreement with others, and should be avoided. If one accidentally kicks or touches someone else's foot, a handshake should be offered to that person. This is a modern custom developed in urban areas.

Visiting

When visiting someone's home, take at least a sip or nibble of the delicacies that are offered. Gifts should be accepted, it is very rude to refuse a gift. Items should be received with the right hand, palm facing up. Gifts should be handed over with both hands.

Many Mongolians live in a traditional circular dwelling called a *ger*. When visiting a *ger*, guests should shout loudly '*nokhoi khori!*'. This literally means 'hold the dogs!', but has the intended message of 'Can I come in?' When entering, guests should not step on the threshold. Once inside the *ger*, guests should move around in a clockwise direction. Guests should not whistle in a *ger*. During Tsagaan Saar (the first day of the Mongolian lunar calendar), family members and friends visit each other and exchange the *khadag*, a ceremonial scarf.

Eating

Food (and other items) are always passed and received with the right hand, with the left hand touching the right elbow for symbolic support. Both chopsticks and western cutlery (knives, forks and spoons) are used to eat.

LIFESTYLE

Family

In nomadic families, responsibilities are divided evenly among family members. No persons' work is considered more important than another's. Men traditionally look after the horses and their saddles and harnesses. Women milk the cows and goats, cook, make clothing, and attend to the children.

Dating & Marriage

Marriage has traditionally been given more importance than birth or death within the life cycle. In rural areas, Mongolians tend to marry in their early twenties and start a family early. Arranged marriages were common in the past, but dating is now prevalent, especially in urban areas. Today urban and rural Mongolians alike do date, and may delay marriage until their late twenties or early thirties.

Diet

Mongolian cuisine consists mainly of dairy products, meat and animal fats. Meat is used for soups and dumplings. Popular dumplings are *buuz* (large steamed dumplings) and *khuushuur* (large fried dumplings), which have a beef or mutton filling. *Khorkhog* and *boodog* refer to barbecued lamb and goat respectively, cooked using hot stones. Common snacks include *boortsog* (a fried cookie/dumpling), *airag* (a sour milk drink made from fermented mare's milk, commonly drunk in summer), *suutei Tsai* (salted milk tea, a common everyday beverage). Because of geographic proximity with China and Russia, Mongolian cuisine displays influences from these countries.

Holidays & Special Days

Naadam: main festival of Mongolia, celebrating the anniversary of the People's Revolution. The festival centres around three Mongolian traditional sports: archery, horse-racing and wrestling. It is held from July 11 to 13.

Tsagaan Sar (White Month): The first day of the Mongolian lunar calendar. Is it celebrated from the first to third days of the first lunar month (somewhere between late January – early March)

New Year's Day	1 January	
International Women's Day	8 March	
Mothers' and Children's Day	1 June	
Republic Day	26 November	
	Independence Day	29 December

MOROCCO

THE PEOPLE

Population

32,272,974. Growth rate 0.988

Arab-Berber 99%, other 1%

Muslim 99% (official), Christian 1%, Jewish about 6000 (2010) est.

Resident in the ACT

25 born in Morocco (Census 2011)

Language

The official language is Arabic and the Moroccan dialect of Arabic, called Derija, is the most widely spoken tongue. Derija is quite different from the classical Arabic of the Qur'an (Koran), the scriptural text of Islam. Berber is the native language of about 35 % of the population, and it also includes several dialects. Other dialects are Rif, Tamazight and Shluh. French is widely spoken, especially in business, government, and higher education. Spanish can still be heard in the north, which was formerly under Spanish control. English is gaining popularity.

Religion

Islam is the country's official religion. The King is both the political and spiritual leader of his people. Popular religion mixes aspects of various folk beliefs with traditional Islamic practices.

General attitudes

Moroccan culture is deeply rooted in Islam. When fortunes turn, people tend to attribute the cause to Allah, and the phrase *Insha'allah* (If God wills) is frequently heard. Moroccans value family, honour, dignity, generosity, and hospitality.

Personal appearance

The national garment is the *djelleba* a hooded caftan worn by both men and women, although Western-style clothing is becoming more common. It is important to be neat, well-groomed, and appropriately dressed so one will be treated with respect.

CUSTOMS AND COURTESIES

Greetings

Moroccans generally shake hands when greeting each other. To show one's pleasure to see the other person or to show personal warmth, one might touch the heart often the handshake. Children conventionally kiss the right hand of their parents or elders to show respect when greeting.

The most common general greeting is *As Salam Oualaikoum* (Peace be upon you) which is used as "Hello". Titles are always used in formal situations and to address acquaintances. Friends address each other by first name.

Gestures

Items are passed with the right hand or with both hands, not with the left. It is impolite to point at people and improper to let the bottom of one's foot face a person. Moroccans generally consider it improper to cross

their legs. Those that do might cross their legs at the knees, but would not place an ankle over a knee. Raising a hand up is used to hail a taxi. Snapping one's fingers is used in coffee houses and restaurant to call a waiter.

Visiting

Visiting friends and relatives frequently is an important part of Moroccan Culture. Moroccans are warm and gracious hosts. Social visits can last several hours. Guests are generally offered refreshments, and it is impolite to refuse them. Men and women do not always socialise together.

Eating

In most homes the family eats the main meal of the day together. Before and after eating, each person washes their hands. A basin of water is usually available in the eating area for washing. Moroccans eat with their fingers from a large communal dish, using the right hand only. When guests are present, hosts serve their plates and encourage them to eat as much as they like. If the hosts think the guests have not eaten enough, they will urge them to eat more. It is impolite for guests to finish eating before the hosts, as this can imply the food did not taste good. Mealtime is an important time for conversation; guests who do not join the discussion embarrass the hosts.

LIFESTYLE

Family

The extended family is the most important element in Moroccan social life. One's family is a source of reputation and honour as well as financial and psychological support. It is one's duty to provide financial support to other members of the extended family when it is necessary or requested. The tie between mother and son is the most important relationship. Children are indulged but are also expected to contribute to the family by attaining a respectable position in society. Adult children expect to care for their aging parents when it becomes necessary. Polygamy is legal but not frequently practiced. A man may have up to four wives, but he must have permission from any wives he already has and must provide for each equally.

Dating and Marriage

Dating in the Western sense does not occur in Morocco. Boys and girls do not associate, and traditionally brides and grooms often do not meet until they are to be married. When a couple is to be married, the man pays the woman's father or eldest brother a sum of money to meet her expenses in the wedding. This sometimes inhibits a man from marrying because he cannot afford to pay the family. Girls usually bring a dowry into the marriage. A woman is expected to be a virgin before marriage.

Diet

Lamb, beef and chicken are the main meats eaten in Morocco. Rice and *couscous* are staples. Mint tea is the national drink. As the vast majority of Moroccans are Muslim, they do not eat pork or drink alcohol.

Holidays & Special Days

Festival of the Throne
Anniversary of King Hassan's Accession
Labour Day
King Hassan's Birthday
Anniversary of the Green March
Independence Day

NEPAL

THE PEOPLE

Population

30,485,798. Growth rate: 1.678%

The ethnic composition is Nepalese (native Mongolian) 58.4%, 18.7% Bihari (including Maithiri and Bhojpuri), 3.3% Tharu, 3.5% Tamang, and 3% Newar.

Resident in the ACT

287 born in Nepal (Census 2011)

Language

As many as 20 major languages are spoken with many different dialects. However, Nepali, an Indo-Aryan language related to Hindi, is the official language. The majority of the people speak Nepali to some degree, but more readily use the native tongue of their ethnic group. Because many private schools and colleges use English as the medium of instruction, especially at the post-secondary level, the ability to speak English is associated with better education and higher social status. Hindi is also understood by most the Nepalese.

Religion

Nepal is the only official Hindu state in the world; about 88% of the population is Hindu. Except those in the upper castes, Hindus and Buddhists often share the same customs and worship at each other's shrines. There are 5% Buddhists and 3% Muslims

General attitudes

Nepalese are religious, family-oriented, and modest people. Unlike other parts of Indian sub-continent, they are not complex-minded people. Physical purity, spiritual refinement, and humility are highly valued. Acceptance of incidents as the will of fate karma (consequences of past deeds) is widespread. The majority of the people believe to some extent that bhoot (ghosts), pret (evil spirits) can cause disease in people and livestock. They can also cause crop failures or accidents. In general, Nepalese believe Westerners are honest, punctual and fair. At the same time, they have great pride in their own traditions.

Personal appearance

Although Western-style clothing is most often worn by men, traditional attire is still common for women. Many wear the sari (a long, colourful wraparound dress) and a cholo (blouse). Women of Tibetan background wear a wraparound jumper and a colourful apron if married. Women in the south and unmarried girls often wear Punjabi. Married Hindu women wear a red tika (made from vermilion powder) on their foreheads and vermilion powder in the part of their hair to signify that their husbands are alive. Widows do not wear the tika, the powder, jewellery, or colourful clothing.

CUSTOMS AND COURTESIES

Greetings

Namaste is the traditional greeting. A person places the palms together (fingers up) in front of the chest or chin and says *namaste* (or *namaskar* for superiors). Adults do not say *namaste* to children. In informal situations, one might raise the right hand in a salaam (salute-like) gesture for both greetings and farewells. At

formal social gatherings, a guest may be adorned with a mala (flower necklace) when greeted. In certain Buddhist communities, a *khada* (with cotton scarf) may be offered instead of a mala. The Nepalese do not generally shake hands. In greetings, it is polite to use titles (Professor, Doctor, Director) or the suffix *jee* (or *jye*) with the last name. The Nepalese usually ask permission before taking leave of others. Muslims use the word *salaamu alaikum* while greeting among themselves.

Gestures

It is rude to touch another person's head or shoulders. Men do not touch women in public. Even physical affection between married couples is reserved for the privacy of the home. However, members of the same sex often express friendship by walking arm in arm or hand in hand. If a person's foot touches another person, immediate apologies are necessary. A person beckons by waving all fingers with the palm down. Other finger gestures, including pointing, are impolite. Parents make a chopping motion with their hand to express anger at their children. If foods or flowers displayed at bazaars are touched, they become impure. A person does not whistle inside a home or at night. Winking at a person of the opposite sex is vulgar. Cows are sacred; a foot may not point at them and they should not be touched.

Visiting

Visiting others is an important social custom, and relatives and friends get together as often as possible. Hosts are patient with late arriving guests because people are more important than schedules. Even if a Nepalese wears a watch, which is common, time is thought of more as a series of events or tied to seasons than as a matter of minutes and hours. Nepalese are warm and hospitable. Tea with sugar and milk is usually offered to guests. When entering a home, a Hindu temple, or a Muslim mosque, shoes are always removed. In general, the right hand is used for eating and for giving or receiving objects. Gifts are not opened at the time they are received.

LIFESTYLE

Family

The basic social unit is the family; it takes precedence over the individual. The elderly are respected and cared for by their families. Traditional families are large and include the extended family. In many homes, aunts, uncles, and other relatives with their respective families live together and share the same kitchen. Among the educated, it is increasingly common for sons to set up separate households after marriage rather than live with the extended family. Land is inherited and divided equally between the sons of a family. Women are gaining some property rights. They are responsible for the household and farming (except ploughing), and do not socialise in public as much as men. Nepalese women are often married before they are 18 years old. They join their husband's extended family at that time and are expected to care for his parents. Some rural men have more than one wife.

Marriage & Dating

Customs regarding marriage vary among the different castes. Traditional marriages are arranged by parents, although sometimes with the consent of the marriage partners. Marriage is sacred, divine, and considered to endure beyond death. Conventional dating and divorce are rare. For the Nepalese, Sat (chastity) is the most important virtue a woman can bring to a marriage. Sherpas might live together before getting married. Weddings are times of great celebration and feasting. In Terai, the southern region, a dowry is common.

Diet

Diet varies according to region. Rice with lentil soup and vegetable curry are the main dishes of people living in urban areas or rural upper classes. Many high-caste people are vegetarian or only eat goat meat. Muslims eat halal food. The middle castes eat goat or chicken when they are available; some eat water buffalo. Millet

and corn are staples for most Nepalese, although rice is a staple in the Terai. Roti may be prepared with different grains.

Holidays & Special Days

National Day	18 February
Dasain-Durga Puja Festival	October (a week)
Tihar-Festival of Lights	November (2 days)
Constitution Day/ Mahendra Jayanti	16 December
King Birendra's Birthday	28 December

NETHERLANDS

THE PEOPLE

Population

16,664,746. Growth 0.283

Resident in the ACT

1118 born in Netherlands (Census 2011)

Language

The official language is Dutch. English, German, and French are commonly understood and spoken and are taught in secondary schools.

Religion

About 36 percent of the people are Roman Catholic. Another 27 percent are Protestant, 6 percent belong to other churches, and the rest are not officially affiliated with any religion.

General attitudes

By reputation, people in the south are more gregarious than those in the north. Netherlands has a strong tradition of involvement in international affairs. Dutch openness to the world has made them no less proud of their own culture and heritage, whether it is in the arts, politics, technology, or a strong tradition of liberalism.

Personal appearance

European fashions are popular. The Dutch enjoy stylish casual attire, as long as it is neat and clean. Traditional attire is rarely worn. The Dutch are famous for the wooden shoes or clogs (klompen) they produce.

CUSTOMS AND COURTESIES

Greetings

A warm and hearty handshake is an appropriate greeting for both men and women. It is also popular among friends to kiss on alternating cheeks three times when greeting. The use of given names is generally reserved for close friends and relatives, except among the youth. Otherwise, titles and family names are used when addressing people.

Gestures

Eye contact and facial expressions are important. The mouth is covered when a person yawns. It is impolite to chew gum while speaking. Pointing the index finger to the forehead to imply someone is crazy is an insult.

Visiting

The Dutch are hospitable and enjoy having visitors. Unannounced visiting is not common, except between very close friends or relatives. When visiting, it is customary to shake hands with everyone present, including children. Dinner guests usually bring flowers or another small gift to their hosts.

Eating

The Dutch generally eat three meals a day. Dinner (around 6pm) is the main meal for most people. It is impolite to begin eating before others at the table. A parent or host often indicates when to eat. It is proper to keep hands above the table until all have finished eating.

LIFESTYLE

Family

The Dutch have strong families, which are moderate in size. People generally live close to extended family. Both parents often work outside the home. Young people often leave home at age 18 in order to continue their education or work.

Marriage & Dating

Dating habits are similar to those throughout Europe. Teenagers begin with group activities. It is common for couples to live together before, or instead of, getting married.

Diet

Bread or toast with jelly or jam, Dutch cheese or meats, are the most common foods for a Dutch breakfast. Coffee and tea accompany the meal. Open-faced sandwiches are common for lunch, as is *kroket* (a deep-fried sausage). The main meal usually consists of potatoes and gravy with seasonal vegetables and meat or fish. Some typical dishes include *poffertjes* (small puffed pancakes served on special occasions), pea soup, and *hutspot* (mashed potatoes with carrots and onions). Dutch pastries are world famous.

Holidays & Special Days

Queen's Day
Labour Day
National Liberation Day
Local festivals.

NICARAGUA

THE PEOPLE

Population

5,869,859. Growth rate: 1.416%

Ethnic composition is 69% mestizo (mixed), 17% white, 9% black, 5% Amerindian, including the Sumo, Mikito and Ramaguie peoples of the north-east.

Resident in the ACT

22 born in Nicaragua (Census 2011)

Language

Spanish (or Nicañol, as Nicaraguan Spanish is sometimes called) is the official and predominant language. English is understood by some in the capital city, with its Creole form also used. Indigenous languages such as Miskito are spoken in some regions.

Religion

Most of the population is Roman Catholic (58.5%). Other important religious groups include Protestants (23.2% - Evangelical 21.6%, Moravian 1.6%), Jehovah's Witnesses (0.9%), with others at 1.7%, and 15.7% of the populace claiming no religious affiliation (2005 census).

General Attitudes

Nicaraguans enjoy being with other people and are sociable. Honour is important and defended vigorously, sometimes even physically. Personal criticism is taken seriously and should be avoided. Because individuals are considered far more important than schedules, punctuality at meetings may be admired but not strictly observed.

Personal Appearance

Men wear clothes made from washable cotton cord or other lightweight material. Women wear cool, cotton dresses. There are also various traditional costumes worn for special occasions and festivals.

CUSTOMS AND COURTESIES

Greetings

Nicaraguans are friendly people, but they cherish their personal space. When meeting another person for the first time, a simple handshake will suffice between men and generally between men and women as well. Complete attention is given to the person being greeted.

Informally, greetings between women and between a man and a woman may consist of just a smile and "Hola" or "Mucho Gusto". Between close friends and family, these two pairings may also greet with a light hug and a cheek kiss. Depending on whom you are interacting with, don't be offended if they don't look you in the eye or try to shake your hand. Typically, people of lower classes will not make eye contact upon formal introduction.

Conversation

Most Nicaraguans prefer standing a little less than an arm's length apart during conversations, although the distance may be shorter between good friends and family. There is usually little to no touching during initial conversations or meetings. Good friends and family may touch more. Additionally, although most Nicaraguans

are generally direct in asking about surface things, such as age, weight, skin colour, marital status, how many children you have, asking how much you make, how much something costs, etc., they are pretty indirect when it comes to answering those same questions. There's a little verbal dance that happens in order to answer a question without answering it.

Gestures & Manners

Most gestures common in Western countries are also acceptable in Nicaragua. A finger wag is a common way to motion toward something, such as a taxi or a passing bus, and rubbing fingers together usually signifies you want to pay for something. However, a fist with the thumb positioned between the index and middle fingers is vulgar. Nicaraguans value politeness and avoid conflict whenever they can. Try not to say "no" if you can handle the consequences of saying "yes," and never take off your shoes unless you are told to do so.

Visiting

Visitors are always welcome, as the Nicaraguans are very hospitable people. Dinner guests may take small gifts, such as flowers or candy, to the hosts. No matter her role outside the home, it is the hostess who takes charge of entertaining.

Eating

Eating is complemented with pleasant conversation. Both hands (not elbows) should remain on or above the table at all times. The main meal is eaten at midday.

LIFESTYLE

Family

The extended family is the basis of society and exerts a major influence on an individual's life and decisions. A person has two family names.

Dating & Marriage

A girl formally enters social life at age 15. Group dating is common among the youth. Although marriage is a valued institution, some infidelity among men is tolerated.

Diet

Beans and rice are eaten with most meals. Corn is an important ingredient in many foods. Typical dishes include tortillas, enchiladas, *nacatamales* (meat and vegetables, with spices), *mondongo* (tripe and beef knuckles), and *baho* (meat, vegetables, and plantain).

Holidays & Special Days

Christmas and New Year's day	
Labour Day	1 May
Liberation Day	19 July
Managua Local Holiday	10 August
Battle of San Jacinto	14 September
Independence Day	15 September
Indigenous Resistance Day	12 October

NIGERIA

THE PEOPLE

Population

162,470,737. Growth rate: 2.530%

Of the 250 ethnic groups, the Hausa and Fulani of the north, Yoruba of the south-west and Ibo of the south-east constitute 65% of the population. The Kanuri, Tiv, Edo, Nupe and Ibibio make up the rest.

Resident in the ACT

161 born in Nigeria (Census 2011)

Language

While more than 250 languages are spoken in Nigeria, English is the official language, although fewer than half the population is actually fluent in it. Many consider English a foreign language. Pidgin English is often used in casual conversation. Each ethnic group also has its own distinct language. Hausa, Yoruba, Ibo and Fulani are widely spoken. Educated Nigerians are often fluent in several languages.

Religion

Nigeria is divided between the predominantly Muslim north (50%) and the Christian south (40%). Those following traditional African belief systems (10 %) are spread throughout the country. Many Christians and Muslims also incorporate some traditional African worship practices and beliefs into their daily lives.

General attitudes

Individual Nigerians are proud of the unique cultural heritage of their particular ethnic group. Nigerians oppose dictatorship, regardless of the ethnicity of the leader, and this has united striking workers and other citizens of all groups. Nigerians are sensitive about their past status as a colony and have been striving to create a modern industrial society that is uniquely African and not a “carbon copy” of Western society. Life in Nigeria moves at a relaxed pace. Schedules are not as important as the needs of an individual.

Personal appearance

Dress varies according to the area and culture. Amongst Muslims, dress is very conservative for both men and women. Dress is more casual in the non-Muslim east and west. Nigerian women and young girls wear a traditional, long, wraparound skirt, a short-sleeved top, and a scarf.

CUSTOMS AND COURTESIES

Greetings

In Nigeria, greetings are highly valued among the different ethnic groups. Neglecting to greet another is a sign of disrespect. Because of the diversity of customs, cultures, and dialects in Nigeria, English is widely used in exchanging greetings throughout the country. People are courteous and cheerful when exchanging greetings.

Nigerians, who treat others with respect, expect to be treated likewise. Personal space between members of the same sex is much closer. Persons conversing with one another may stand or sit very close.

Gestures

Nigeria is a multicultural nation and gestures differ from one ethnic group to another. Generally, pushing the palm of the hand forward with the fingers spread is vulgar and should be avoided. One should not point the sole of the foot or shoe at another person. Objects are passed with the right hand or both hands, but usually not the left hand alone. Nigerians often wink at their children if they want them to leave the room.

Visiting

Visiting plays an important part in maintaining family and friendship ties. It is common to visit one's relatives frequently. Unannounced guests are welcome, as planning ahead is not possible in many areas where telephones are not widely available. Invited guests are not expected to bring gifts, but small gifts are appreciated.

Eating

Eating habits vary between different ethnic groups. Some eat with the hand (right hand only), while others use utensils. Hands are generally kept above the table.

LIFESTYLE

Family

Although specific details of the family structure vary from one ethnic group to another, Nigerian families are generally male dominated. The practice of polygamy (having more than one wife) is not uncommon since it is allowed by Islamic law. About one-fifth of the labour force is female. Large families traditionally share the work load at home. Nigerians have deep respect for their elders. Children are trained to be quiet, respectful, and unassertive in their relations with adults.

Dating & Marriage

Marriage customs vary, but the payment of a bridal token or dowry is common throughout the country. The groom is expected to give money, property, or service to the family of the bride. Women usually marry by the time they are twenty. Most people require at least a traditional marriage, a formal one is not necessary but a traditional wedding is very significant in Nigeria.

Diet

The mainstays of the Nigerian diet are yams, cassava (a starchy root), and rice. Nigerians are fond of hot, spicy food. Their meals are normally accompanied by a pepper sauce made with fish, meat, or chicken. Climatic conditions favour a wide variety of fruits and vegetables to supplement the diet. Because of tse-tse fly, dairy cattle are scarce in coastal regions, but powdered milk, margarine and cheese are dairy substitutes.

Holidays & Special Days

National Day	1 October
Labour Day	1 May
Christian and Muslim Holy days	

PALESTINE

THE PEOPLE

Population

Palestinian Territories: 4 000,000, Gaza Strip: 1 500,000, West Bank: 2 500,000

Resident in the ACT

59 born in Palestine (estimate from Gaza Strip and West Bank) (Census 2011)

Language

Arabic is the official language of Palestine. Most people converse in a few forms of dialectic Arabic particular to Palestine, but Modern Standard Arabic is understood by the majority of the population.

Religion

More than 96% of Palestinians are Sunni Muslims, with a 3% Christian population (Foreign and Commonwealth Office, 2012). The majority of Christians are Greek Orthodox but there are minorities of Greek and Roman Catholic, Syrian, Coptic and Armenian Orthodox, some Protestants. There are Shi'i and Samaritan minorities also. The Koran informs much of what is considered appropriate conduct in Palestinian society.

General Attitudes

Palestine has an ethnically diverse population. It has a unique culture that reflects the social interaction of peoples as a result of it being at the geographic centre of three continents. It has a long and rich history that remains salient in consideration of the present and future. Jerusalem is widely regarded as the Holy City for Islam, Christianity and Judaism. Traditionally, the people of Palestine have a strong, agrarian and family-oriented lifestyle. The father is the head of the household, and the mother the head of the family, but since the late 1980s women and children have come to be more active in civil society. There is something of a survival mentality in the general attitude of many Palestinians, and great luck or misfortune is generally explained by 'God's will'. While Western influences are tangible, communication is largely conducted on an interpersonal basis and Western media is not central to entertainment and news.

Personal Appearance

The people of Palestine usually dress to suit their occupation: those agrarian lifestyles tend to favour more traditional styles (eg. the *jallabiyeh* and the *thob* for males and females respectively) where urban dwellers generally dress in a modern style. Modest attire is favoured for both sexes, with most Muslim women wearing the *hijab* (headdress covering the hair) and occasionally the *niqab* (full-length garment covering the head and body). The weather also dictates the form of clothing, heavily dependent on the seasons.

CUSTOMS AND COURTESIES

Greetings

The etiquette of meeting people is very important in Palestine, although it is normalised from a young age and is therefore delivered in a natural manner, not haughty nor ostentatious. Males usually shake hands and/or kiss on both cheeks, as do females. Simple '*marhaba*' (hello/welcome) is followed by '*ahlan*' in response, or '*asalaamu alaykum*' (peace be upon you) for more formal situations/ones commanding an acknowledgement of respect. People meeting for the first time will often enquire of one another their place of origin rather than place of birth, and who their parents/family are. These details are commonly bound in a person's name. Younger people greeting older ones (especially the elderly) will often use a more formal salutation, wishing peace and God's blessing upon them, in order to communicate respect.

Gestures

Shaking hands and holding another on the shoulders while greeting is common. Pointing or beckoning with the index finger is impolite. To beckon another person, all fingers wave with the palm facing down. Objects are not handed to another person to hold, as this implies servant status. A closed fist should never be waved in the air. For many, it is offensive to pass or receive objects with the left hand. The right hand or both hands should be used. Knees may be crossed, but crossing an ankle over a knee risks offending any person toward whom the bottom of the foot is pointed. The soles of the shoes or feet should always face the earth and never another person. Eye contact is important. Men never curse in front of women. Public displays of affection, even between married couples, are not acceptable.

Visiting

Hospitality of the upmost importance in Palestine. It shows a consideration for friends, family and strangers to make others feel welcome in one's home. Food is used in the home to make guests feel welcome. Small snacks are often offered automatically or kept on a central coffee table. Tea and/or coffee are traditionally served to guests soon after they arrive, with stronger Turkish coffee favoured in business visits.

Eating

People eat at various times of the day in Palestine: lunch is usually served between 12 noon and 3pm, and is the largest meal of the day. Common types of food in Palestine include falafel (fried balls of ground chickpeas), hummus (tahini and chickpea dip), *khubz* (flatbread), lentils, *kibbeh* (meatballs), chicken, rice, nuts and eggplant. Tea and coffee are very popular, alongside sweet rosewater/orange blossom-flavoured cold drinks in the warmer seasons. Freshly squeezed juice is commonly available from street vendors. Some Palestinian people still prefer to eat on a mat, eating meals together and using *khubz* and their hands to share food (the right hand is used to scoop food with bread).

LIFESTYLE

Family

The basis of most life in Palestine is the family. Social structures mirror that of the family, including hierarchy, and vestiges of the traditional *hamula* arrangement can be observed. Cousins and other relatives are expected to have close personal relationships. In fact, cousins are generally as close as brothers and sisters, and familial terms are used to describe people of one's village. Discipline is strict, and children show respect for their parents and other elders. The father is head of the family and the primary worker. Mothers generally take care of the home and children, and have been increasingly seeking work.

Dating & Marriage

Traditionally, neither Christians nor Muslims dated. All marriages were arranged by the family, and it is still common for prospective partners to meet for the first time with the intention to marry. If a man has an intention to marry, he usually approaches the woman's family to ask for permission. Today, Christians and many urban Muslim families follow Western dating habits, and life in refugee camps makes traditional practices more difficult in this respect. Coeducation is also encouraging socialised inter-gender relationships. Polygamy in Muslim families still exists but is not common.

Holidays & Special Days

Islam follows a lunar calendar, and most Muslim festivals fall on this rotation: Ramadan and the Eids (fitha and adha) commemorate the Prophet Muhammad's life and are central to the faith. During the Eid (festival), people associate with friends and family (no official work) and prepare and eat sweets and food.

Christmas and Easter are celebrated by Christians.

New Year's Day	1 January
International Solidarity Day	29 November

PAKISTAN

THE PEOPLE

Population

176,745,364. Growth rate: 1.769%

Resident in the ACT

1084 born in Pakistan (Census 2011)

Language

Due to the diversity of ethnic groups and the great difference between dialects in a single language, many languages are spoken in Pakistan. English is an official language and is used by the government and educated elite. It is also taught in school. But the other official language, Urdu, is being encouraged as a replacement for English in these cases; it is also the nation's unifying language. Major languages correlate with the ethnic groups: Punjabi, Sindhi, Baluchi, Pashtu, and so forth.

Religion

Pakistan is an Islamic Republic. About 97 percent of the people are Muslims. Most of them are Sunni Muslims, while the remainder are Shi'a Muslims. Islam pervades every facet of a Pakistani's life from birth to death, and people believe their destiny is subject to the will of Allah (God). The remainder of the people are either Christian or Hindu, or belong to other religion. Freedom of worship is guaranteed.

General attitudes

Pakistani people are religious and family oriented. Most Pakistanis are devout Muslims and live according to the philosophy that the will of Allah is evident in all things. Pakistan is a nation of diversity, and people often identify first with their own group before identifying with the country. Differences also exist between urban and rural populations, the latter being more conservative. They are also evident between the ethnic groups, with Pashtuns and Baluchis being more conservative and traditional than the other major groups.

Personal appearance

Although Western-style clothing is worn in Pakistan, the national dress, the *shalwar-qameez*, is more common in both rural and urban areas. Made of cotton, the *shalwar-qameez* differs for men and women. Men wear solid, plain colours, and add a vest or coat for formal occasions. For women, the colours are brighter and patterns bolder, with more tailoring common. Women wear a *dupatta* (scarf) around their heads and sometimes another long scarf around their shoulders. Sometimes women wear *saree* for occasional purposes. Men usually wear some kind of headdress, and it is often possible to determine a man's ethnic group from his hat. It is important to dress conservatively. Women wear considerable jewellery. Pakistanis cover their legs, arms, and heads in public. Men only wear shorts for athletic events and women never do.

CUSTOMS AND COURTESIES

Greetings

Greeting people including strangers is normal. Salaam and handshake are the most common greetings, although close friends may embrace if meeting after a long time. Women might greet each other with a handshake or hug. It is not appropriate for a man to shake hands with a woman or to touch her in public, but he may greet a man's wife verbally without looking directly at her. Verbal greetings often include inquiries about one's health and family, which can take some time. A title and last name are used when addressing someone.

Gestures

It is impolite to smoke in the presence of elders, regardless of what the older person does. It is not proper for the bottom of one's foot or shoe to point at another person. People may therefore sit with both feet on the ground or squat. If sitting on the floor, or if crossing the legs, feet are positioned so as not to point directly at others. Items are preferably passed with the right hand or both hands. To beckon, all fingers of the hand are waved, with the palm facing down. Using individual fingers to make gestures is very impolite. Male friends may walk hand in hand or with their arms over each other's shoulders, but it is inappropriate for members of the opposite sex to touch in public.

Visiting

Visiting between friends and relatives is a very important social custom and occurs as often as possible. Hospitality is important and guests are made to feel welcome. In small groups, each person is greeted individually. Personal rapport is important. Visitors are often treated to coffee, tea, or drinks. Guests often bring gifts if they are acquainted with the hosts or if the occasion calls for a present. It is customary to socialise before a meal and then to leave soon after the meal is finished. In traditional homes, men and women do not socialise together. Rather, men receive their male guests in a special room to enjoy conversation and refreshments.

Eating

Roti is the main food and is eaten with the right hand. In urban areas, many people have dining tables, in which case they may eat with utensils or the hand. In rural areas, people sit on the floor or ground to eat. Whenever possible, the whole family eats together, usually sharing the same platter and eating from the portion directly in front of them. Chapati (bread) is used to scoop up the food. Often the father feeds young children and mothers feed infants. In large groups, men and women eat in separate areas. During the month of Ramadan, Muslims do not eat or drink from sunrise to sundown each day. They eat together in the evenings, which are also occasions to visit or offer prayers. During Ramadan, it is polite for non-Muslims to not eat or drink in front of Muslims during daylight hours.

LIFESTYLE

Family

The basic social unit is the family. It is the centre of social life and support. Although increased modernisation has brought many women into public life, the male continues to reign as head of the home. It is common for the extended family- a father and mother, their sons, and the son's family-to live together in the same household. The presiding male of the family has significant influence over the lives of all family members, although women are increasingly taking on active decision-making roles. The elderly are highly respected. Nuclear families are generally large, with the average woman bearing six children in her lifetime. A growing number of urban women are now working out of home.

Marriage & Dating

There is no concept of dating. Boys and girls have little contact with each other; they attend separate schools and are not allowed to date. Arranged marriages are still the norm. Formal engagements may last from a few months to many years, depending on the age of the couple when the arrangements are made. In many cases, the bride and groom meet for the first time on their wedding day. Pakistanis view marriage as a union of two families as much as a union of two people. Both families participate in the wedding preparations. A Muslim holy man, usually called a Qazi in Pakistan, completes the marriage contract between the two families. Pakistan has a low divorce rate.

Diet

The mainstay of the Pakistani diet is chapati or roti, an unleavened bread similar to pita bread. Pakistani food is generally hot and spicy, with curry being one of the most popular spices. Islamic law forbids the consumption of pork and consumption of alcoholic beverages. Rice is part of most meals and desserts. Tea is the most popular drink. A type of yogurt is a common ingredient in meals. People generally eat fruits after a meal.

Holidays & Special Days

Pakistan Day	23 March
Labour Day	1 May
Independence Day	14 August
Defence of Pakistan	6 September
Anniversary of death of Quaid-i-Azam	11 September
Birthday of Quaid-i-Azam	25 December
Islamic religious days are observed	

PAPUA NEW GUINEA

THE PEOPLE

Population

7,013,829. Growth rate: 2.173%

The country is populated by people of Melanesian origin, with Polynesian, Papuan, Negrito, Micronesian, Chinese and European (including Australian) minorities.

Resident in the ACT

704 born in Papua New Guinea (Census 2011)

Language

In Papua New Guinea, languages fall within two basic language stocks: Melanesian and Papuan. English is the official language and is taught in public schools. The language used at home, however, is almost always that of one's language group. Melanesian Pidgin (Tok Pisin) is the most widely used language. Some 860 indigenous languages are spoken (over one-tenth of the world's total), Motu is the most common indigenous language, used primarily in the Papuan region

Religion

A majority of Papua New Guineans are Christian, primarily Catholic and Lutheran. Strong beliefs in magic, witchcraft and ancestor worship remain in remote areas, but this is slowly changing to Christianity. Percentages are as follows; Roman Catholic 27%, Protestant 69.4% (Evangelical Lutheran 19.5%, United Church 11.5%, Seventh-Day Adventist 10%, Pentecostal 8.6%, Evangelical Alliance 5.2%, Anglican 3.2%, Baptist 2.5%, other Protestant 8.9%), Baha'i 0.3%, indigenous beliefs and other 3.3% (CIA World Factbook 2012).

General attitudes

The people are proud of their diversity and land. Most individuals have a strong sense of belonging to a tribe or language group. They also value their gardens, and their own physical abilities, endurance, and strength. There is a desire for material things and a sense of inadequacy in not being able to obtain them. Family and clan loyalty is strong and there is an obligation to share one's income and possessions. Festivals and celebrations are an important aspect in life and occur as regularly as possible. Festivals are often big and expensive affairs and are an important way for people to display wealth.

Personal appearance

Western-style clothing is most common, with traditional attire limited to extremely remote areas. Men wear shorts or pants and the traditional *laplap* (wraparound sarong) is becoming less and less common.

CUSTOMS AND COURTESIES

Greetings

Papua New Guineans greet by shaking hands. Other greetings vary depending on the area and language group. When passing a stranger, a nod of the head and a smile are adequate gestures. When addressing an important official, one uses the appropriate title with a full name. In most other cases, people use first names to address one another.

Gestures

Gestures with the head, eyes, and eyebrows are important to communication. Staring at a person of the opposite sex is very offensive. Men often hold hands in public as a sign of friendship, as do women, but it is not acceptable for members of the opposite sex to do so. A short hiss and sideways motion of the head indicates disgust or derision. The “thumbs-up” sign is considered offensive to some.

Visiting

Papua New Guineans may spend a large portion of each day visiting, often stopping in at the home of a relative or friend to share some food, smoke tobacco, or chew betel nut and discuss the day’s news. Visiting is welcomed, whether impromptu or planned. Visits are usually informal and often lengthy.

Eating

In general, two large meals are eaten, with snacking throughout the day. The most common utensil is the spoon. Hands are used otherwise. There are rarely second helpings, and asking for them can imply the host has not provided adequately. Most people sit on the ground or floor when eating, although tables might be used in urban areas.

LIFESTYLE

Family

The extended family is the basis of support for most people. While a household is usually occupied by the nuclear family, a child often refers to having more than one mother or father and numerous siblings who, in Western society, would be called aunts, uncles, and cousins. Parents who are infertile or who have recently lost a child are often given an infant or child by relatives. There is a great deal of obligation and duty associated with family. Extended family members share food, wealth, and work. In cities, both men and women may work outside the home. A majority of family structures are patriarchal, although there are some matriarchal societies in PNG. Men usually handle construction activities. Women usually cook and prepare food, and take care of small children, animals, and the garden.

Dating & Marriage

Traditionally marriages are negotiated with a ‘bride price’ offered. This exchange is taken place in a ceremony before the wedding. A typical price might include several pigs, money and food. Money and Western style food is increasingly being offered as the price. The groom’s extended family contributes to the bride price and the bride’s extended family shares it. PNG residents in Canberra will travel home for these occasions and contribute money, this helps maintain strong ties with their home country.

Diet

The staple food in remote areas in the Highlands is *kaukau* (sweet potato), while on the coast and in the lowlands *saksak* (a starchy extract from the sago palm) is the main source of calories. This is changing with increased access to Western foods and the ease of trade. *Saksak* and *Kaukau* are now mainly eaten in times of famine. Taro is commonly found in both regions, as are a myriad of fruits and vegetables from banana to yams. Alcohol in PNG is not often drunk and in many areas is highly restricted.

Holidays & Special Days

Queen's Birthday	5 June
Remembrance Day	23 July
Independence and Constitution Day	16 September

Celebration of the arrival of Christianity, this holiday’s date will depend on the specific denomination and arrival time in each region.

Individual local celebrations, these take place regularly and depend on each group

PERU

THE PEOPLE

Population

29,399,817. Growth rate: 1.126%

South American Indians comprise 45% of the population, with 37% mestizo (mixed European and Indian), 15% white, 3% black, Japanese or Chinese.

Resident in the ACT

186 born in Peru (Census 2011)

Language

Spanish and the Indian language, Quechua, are both officially recognised languages. Other Indian languages, like Aymara and a large number of minor Amazonian languages are also spoken widely.

Religion

Most people are Roman Catholic. However, many Protestant and Evangelical churches also operate in the country.

General attitudes

Peruvians are strong willed and nationalistic. The people have a good sense of humour and are accommodating and eager to please. Jokes about their lifestyle, especially those coming from foreigners, are offensive. Personal criticism, if necessary, is expected to be expressed in a positive manner. Appointments and other meetings may not begin on time and Peruvians generally consider people to be more important than schedules.

Personal appearance

Although Western-style clothing is worn regularly in Lima, the capital, and other urban areas, rural *campesinos* (farmers) often wear traditional clothing related to their ethnic background. Hand woven fabrics are commonly used to make their clothes.

CUSTOMS AND COURTESIES

Greetings

Both men and women shake hands when meeting the first time and parting. Friends greet each other with a kiss on one cheek. First names are used among friends, but elderly people and officials are referred to by their title and last name.

Gestures

People stand close to each other during conversation and constant eye contact is important. When seated, placing the ankle of one leg on the knee of the other is inappropriate for women, but okay for men. Hand gestures are used a great deal during conversation.

Visiting

Peruvians enjoy visiting one another. Between friends and relatives, most visits are unannounced. In other cases, it is polite to make advance arrangements. Special acknowledgment of children in the home is

appreciated by the hosts. Gifts are not expected when one visits the home, but small gifts such as fruit or wine are welcome on any occasion.

Eating

A polite guest eats all the food that is offered. Proper table manners are important. The continental style of eating is followed. Both hands (but not elbows) are kept above the table at all times.

LIFESTYLE

Family

The family unit is important in Peru. Nuclear families have, on average, three children. The father is the undisputed head of the family, while the mother spends most of her time directing and performing household duties.

Dating and Marriage

Some group dating occurs in the late teen years, but dating in couples is almost strictly reserved for courtship. Men usually marry in their late twenties, while women generally marry in their early twenties. Common-law marriages are prevalent and widely accepted, except among the upper classes.

Diet

The main staples in the diet include rice, beans, fish, chicken and a variety of tropical fruits. Soups are common. Corn, native to Peru, is the main staple among the Indians. *Cebiche* (raw fish seasoned with lemon) is popular on the coast and many other areas of Peru.

Holidays & Special Days

Labour Day	1 May
Day of the Peasant	24 June (half day)
Independence Day	28-29 July
Battle of Angamos	9 October
Religious festivals and Saints' Days	

PHILIPPINES

THE PEOPLE

Population

94,852,030. Growth rate: 1.678%

The Filipinos are of Malay origin, with some Chinese, US and Spanish mix. Tagalog 28.1%, Cebuano 13.1%, Ilocano 9%, Bisaya/Binisaya 7.6%, Hiligaynon Ilonggo 7.5%, Bikol 6%, Waray 3.4%, other 25.3%

Resident in the ACT

2,422 born in Philippines (Census 2011)

Language

There are two official languages in the Philippines, Filipino and English. English is spoken as the main language of business, government, and education from preschool through college. Filipino, which is based mostly on Tagalog, is the language spoken in central Luzon. Filipino is referred to as Tagalog by most people.

Religion

The Philippines is unique among Asian countries because it is the only nation that is predominantly Christian. Approximately 83 percent of the population belong to the Roman Catholic Church. Six percent belongs to the Philippine Independent (or Aglipayan) church, and 3 percent belongs to various other Christian churches. The Muslim people, called Moros, live mainly on the southern islands, particularly Mindanao. A number of Buddhists also live in the Philippines.

General attitudes

Filipinos have been influenced by the Chinese, Malay, Spanish, and US cultures. Although casual and fun loving, Filipinos are sensitive people. Insincerity is easily detected and can ruin a relationship. Individualism is less important than the family. Interdependence is more important than independence; a family member will often sacrifice personal goals or desires to help the family or another family member. In general, Filipinos have a more relaxed view of time and may not always begin meetings or appointments promptly. Gratitude and saving face, is paramount to Filipinos. Fatalism is a common attitude. Success may also be attributed to fate rather than ability or effort.

Personal appearance

As elsewhere in the world, clothing trends in the Philippines have somewhat conformed to Western standards, with a few exceptions. Women generally wear western style dresses or wrap around skirts with blouses. Traditional clothing is generally worn in special occasion and by very few of the ethnic minorities.

CUSTOMS AND COURTESIES

Greetings

Initial greetings are friendly and informal. Because English is commonly used in urban areas, normal English greetings are acceptable. The common greeting for acquaintances and friends is *Komusta* or an expression which is loosely translated in English as 'How are you'. People are taught to show respect to each other. Proper titles are used (Doctor, Professor) or honorific terms (aunt, uncle).

Gestures

Beckoning is done by waving all fingers with the palm facing down.

Visiting

Hospitality is important to Filipinos. Guests are made to feel at ease and should in turn, be tactful and sincere. The word “hostess” should not be used when referring to the woman of the house. Filipinos attach great importance to personal and family honour. If possible, criticism should be avoided.

Eating

Conversation is casual during meals. The best way for a guest to compliment a meal is to eat heartily. A small portion is left on the plate to indicate the person has had enough to eat.

LIFESTYLE

Family

The average Filipino family is large, often with four or more children. Professionally and otherwise, Filipino women generally enjoy equality with men. A mother’s advice to her son or daughter is taken very seriously. Family ties are very important to Filipinos and often influence many aspects of their lives. Filipino family members tend to feel free to call on one another for financial assistance. The borrower is then expected to help other family members when in a position to do so.

Dating & Marriage

In urban areas, dating habits are similar to Western style. Group dating begins in the early teens. In rural areas, dating habits vary according to religion and tradition. Traditionally it is the obligation of the groom and his family to pay for the wedding ceremony and feast. However, in modern times, the bride and groom share in the financial obligations for the wedding/feast.

Diet

Rice is the staple food in the Filipino diet. It is prepared in a variety of tasty ways and is often included in desserts as well as main meals. The primary source of protein is fish, which is accompanied by a variety of vegetables and tropical fruits.

Holidays & Special Days

Anniversary of EDSA revolution	25 February
Labour Day	1 May
Independence Day	12 June
National Heroes Day	28 August
Anniversary of the National declaration of Martial Law	21 September
Religious days for Christians, Muslims and others are observed	

POLAND

THE PEOPLE

Population

38,298,949. Growth rate: 0.042%

Resident in the ACT

1,026 born in Poland (Census 2011)

Language

The official language is Polish which belongs to family of West Slavic tongues. English is the most popular second language taught at schools.

Religion

The overwhelming majority of Poles belong to the Roman Catholic Church. Approximately 75 percent of the people are practicing Catholics, and another 15 percent belong to the Church. There are also other churches represented in Poland as well, including Russian Orthodox, various Protestant faiths, and others.

General attitudes

Polish people are very proud of their tradition and culture. They also place great emphasis on the family and on education. The Poles are generally social, spontaneous, outspoken, cordial and hospitable. They like to discuss controversial topics and often they express their strong view straight-forward.

Personal appearance

Poles pay attention to personal appearance. Most women wear make-up. Business people wear formal dress. Latest European fashion is equally common as jeans and T-shirts on the street.

CUSTOMS AND COURTESIES

Greetings

Adults generally shake hands upon meeting. Often, a professional person's title is used before his or her last name. To show respect forms: Sir (pan) and Madam (pani) are used, or the end of the person's title is used in formal conversation or in business. Teenagers and children are called by their first name, but between adults first names are used only by mutual consent. Often women greet close friends by kissing both cheeks. It is not unusual for men to greet women by kissing her hand.

Visiting

Unannounced visits among friends and relatives are common. More formal, longer visits are arranged in advance. It is proper to give to the hostess flowers for the first visit. Entertaining is traditionally done in the home because the hostess might wish to prepare certain special dishes. Moreover, going out is quite expensive. Dining in restaurants is reserved for special occasions and has become more popular. Cafeterias, clubs and bars are well-liked places to get-together with friends.

Eating

Poles generally eat three meals during the day. Traditionally, the main meal is eaten at midday however timing of the meals is adjusted to working hours. It is expected that for the main meal the family will gather together. Using a fork and the knife is standard, keeping both hands (not the elbows) above the table, and beginning eating when everyone has been served are considered proper etiquette and should be observed.

LIFESTYLE

Family

The living arrangements and family size are changing in Poland. Many families have only one child or remain childless. Divorces are common. The economic situation demands that men and women both work outside the home. The father maintains a dominant role in the family and the mother carries responsibility for the household and children. Parents demand obedience from children yet children are given considerable responsibility from an early age and ultimately become independent. Grandparents often help with child care, especially when a young couple is just starting out. Most people in the cities live in apartments, while in rural areas people may live in small privately owned houses.

Dating & Marriage

Legally women are allowed to get married at ages 18 and men may start marrying at age 21. Boys and girls socialise with each other and date on a casual basis. They will decide their own marriage partner. Young people are advised to marry after completing their education. A church wedding follows the civil ceremony. Parents of the couple often give financial assistance and allow the couple to live in their home for the first few years.

Diet

Because workdays begin early, Poles often have only a light breakfast, taking a sandwich along to eat at 10am. The main meal consists of soup, meat or fish, salad, and potatoes. Pastries are eaten as a dessert. The Polish kitchen is known worldwide for *pierogi* (dumplings with variety of fillings: meat, mushroom and cabbage, farm cheese and potatoes), *bigos* (hunter cabbage), beetroot borsch with *uszka* (a kind of ravioli). Pork, beef, veal and chicken are most commonly eaten sorts of meat. Nowadays food from all over the world and fast food have become available and popular.

Holidays & Special Days

Christmas, Boxing Day, Easter and New Years

Constitution Day	3 May
Independence Day	11 November
All Saints Day	1 November
Assumption	15 August
Epiphany of the Three Kings	6 January

Name Days

It is the catholic legacy that in the honour of their saint's patrons Poles are celebrating the Name Days instead of Birthdays.

PORTUGAL

THE PEOPLE

Population

10,689,663. Growth rate: 0.049%

Resident in the ACT

221 born in Portugal (Census 2011)

Language

The official language is Portuguese. English, French, and German are taught in the schools, and are therefore often understood by the Portuguese.

Religion

More than 95 percent of the population is Roman Catholic. Approximately 1 percent belongs to other Christian denominations, and some non-Christian religions are also practiced in Portugal.

General Attitudes

The Portuguese are generally traditional and conservative. People and relationships are more important than time, so punctuality is not always stressed. The Portuguese are proud of their cultural heritage, sense of nation, and economic progress. They are very open and friendly to people of other nations.

Personal Appearance

The Portuguese are generally conservative in dress. Men wear suits to work. Tattered clothing is improper. Clothing is usually ironed well; wrinkles are considered sloppy. People are careful to be well dressed in public.

CUSTOMS AND COURTESIES

Personal appearance

A warm, firm handshake is an appropriate greeting for anyone. Friends often hug. Relatives or close female friends kiss each cheek, beginning with the right. Touching is a common part of greeting because it shows friendship. First names are used for friends, youth, and children. Otherwise, a title is used with a surname to address an adult.

Gestures

Although the Portuguese are rather reserved, they use a lot of physical gestures in conversation. It is impolite to point directly at a person with the index finger. It is a serious insult to make a "V" sign or "rabbit ears" behind someone's head, because it connotes a lack of morals.

Visiting

When visiting a family, guests wait outside the door until invited inside the home; likewise, guests do not let themselves out when leaving, but they let the hosts open the door. Guests are expected to wipe their feet before entering. Guests usually avoid inquisitive personal questions. Guests often take small gifts to their hosts or send a thank-you note after a dinner engagement.

Eating

The continental style of eating is followed. Portuguese eat with a knife and fork, but a special knife and fork are used when eating fish. It is important to keep the hands above the table at all times, and it is impolite to

stretch at the table. A small breakfast is eaten around 8 am, a large lunch at about 1 pm, and dinner is generally served between 8 and 9 pm.

LIFESTYLE

Family

The family is the core of Portuguese life. Families are strengthened by a clan spirit that extends to aunts, uncles, cousins, and beyond. Nuclear families tend to be small, averaging two children. Women often work outside the home in urban areas.

Dating & Marriage

Dating habits in Portugal are similar to those currently prevailing in the rest of Europe, although they are more conservative in the rural areas. Young people associate in groups first and later pair off in couples. Going on a date can signify a serious relationship. Marriage ceremonies generally follow the Catholic tradition. It is not uncommon for young people to live together before getting married.

Diet

The staple foods in Portugal include fish, vegetables, and fruits. One of the national dishes is bacalhau (dried cod), which is usually served with potatoes and green vegetables, and sometimes beans. The traditional Portuguese salad includes dark green lettuce, tomatoes, onions, vinegar, olive oil, and salt. Olive oil is the favourite cooking oil, and garlic is a commonly used seasoning. Sweets are very popular. Wine is inexpensive and consumed by all members of the family with their meals.

Holidays & Special Days

Christmas, Lent, Easter and Saints' Days, Corpus Christi, Assumption of our Lady
Carnival February or March

Freedom Day	25 April
Labour Day	1 May
National Portugal Day	10 June
Proclamation of the Republic	5 October
All Saints Day	1 November
Restoration of Independence	1 December

ROMANIA

THE PEOPLE

Population

21,436,495. Growth rate: -0.231%

90% of the population is of Romanian descent. The largest ethnic minorities are Hungarians and Roma people. Other ethnic minorities include Germans, Ukrainians, Serbs, Croats, Russians and Turks.

Resident in the ACT

148 born in Romania (Census 2011)

Language

The official language is Romanian. Minority languages, such as German and Hungarian, are used in public administration and the justice system where minority groups make up a large proportion of the town. In larger towns, French and English are widely spoken.

Religion

Nearly all Romanians are Christian. About 70 percent belong to the Romanian Orthodox church. Other major denominations include Protestantism, Roman Catholicism and the Greek-Catholic Church.

General attitudes

There is a strong sense of nationalism in Romania, as the country has a long history of occupation by other powers, including the Austro-Hungarian Empire, the Turks and later from the Soviet Union.

Personal appearance

Romanians attach importance to their appearance, but few have the means to buy fashionable clothing. People generally dress conservatively in public, although there are increasing numbers of youngsters dressing fashionably. In general, the elderly wear dark, conservative colours. Conservative business suits are appropriate for men. In rural areas, some people still wear traditional garb. Women wear wool skirts and vests whose embroidery varies from region to region, and men wear a white blouse and pants cinched with a wool or leather belt and a cap or hat. Throughout the country, the Roma people stand out in their brightly coloured clothes. Women wear long flowing skirts and men dress in white shirts with colourful sashes.

CUSTOMS AND COURTESIES

Greetings

Adults commonly greet each other with a handshake, but a man usually waits for a woman to extend her hand first. Friends and family commonly kiss each other on both cheeks upon greeting or parting. Greetings on a first-name basis are usually made only between close friends and relatives. When making a new acquaintance, it is polite to use a person's honorific title (Domnul for Mr, and Doamna for Mrs) before the surname. However, adults normally address young people by their first names. The phrase used to greet friends and strangers is '*Bună ziua*' (Boo-nah Zee-wah) which means "Good afternoon" or "Good day."

Gestures

It is impolite to yawn without covering the mouth. When one sneezes, one is wished 'Noroc' (Bless you) or 'sanatate' (Good health). On public transportation, men will generally offer their seat to a woman. Hats are removed by gentlemen before they enter buildings, except stores.

Visiting

Romanians like to receive and pay visits. In the home, guests are usually offered a drink-coffee, tea, brandy, or a popular regional wine. When invited to dinner, it is considered polite for the guest to bring an odd number of flowers or a small gift for the hostess. Even numbers of flowers are used for funerals. In small towns, people may invite tourists to their houses for a meal.

Eating

The continental style of eating is used. Both hands (not elbows) are kept above the table during a meal. The Hostess indicates when the meal will begin and when it will end. Toasting is usually a part of formal and informal lunches and dinners.

LIFESTYLE

Family

The family has always been important to Romanians and the father maintains a dominant role. Most women work outside the home, but they are also responsible for domestic chores and raising children. Men are generally not involved in household chores. Grandparents often live with the family.

Dating & Marriage

People in rural areas marry at a fairly early age and follow local and ethnic customs regarding courtship and marriage. In the past, parents would choose their children's spouses, but it is now customary for young people to choose their own spouses. In the past, most students in the cities waited until completion of university or other graduate training before getting married. More recently, however, students have begun to marry in their last year of education because it has been easier to get housing and a job in a city if a person is married.

Diet

Romanian food consists of unique local dishes as well as dishes with influences from other cultures. Local dishes include *mamaliga* (cornmeal mush served like mashed potatoes), *friptura* (steak), *salata boef* (finely chopped cooked veggies and meat salad, usually topped with mayo and decorated with tomatoes and parsley). Pork is the main meat used in Romanian cuisine. Before Christmas, a pig is traditionally sacrificed by every rural family. Dishes that have been influenced by other regions include *perisoare* (meatball soup from the Turks), *musaca* (baked eggplant dish from the Greeks) and *snitel* (schnitzel from the Austrians). Breakfast usually consists of eggs, cheese, rolls or other breads, and coffee. Lunch is the main meal of the day and generally consists of soup, meat, potatoes, bread, and vegetables. Wine or beer is usually served as the drink. Pastries, including *pandispan* (a cake filled with sour cherries) are popular for dessert.

Holidays & Special Days

New Year's Day	1 January
Easter	April/May
Labor Day	1 May
Saint Andrew's Day	30 November
(Saint Andrew is considered to be the patron saint of Romania)	
National Holiday	1 Decmeber

RUSSIAN FEDERATION

THE PEOPLE

Population

142,835,555 Growth rate: -0.102%

The majority (82%) are ethnic Russians, with other groups being Tatar, 3% Ukrainian, 1% Chuvash and 1% Dagestan.

Resident in the ACT

343 born in Russian Federation (Census 2011)

Language

Russian is the official language in the country. It is a European language belonging to the Slavonic group of languages. This group includes Ukrainian, Belorussian, Serbian, Czech and Polish. Russian uses the Cyrillic alphabet, which consists of 33 letters; this alphabet is related to but quite distinct from the Roman (Latin) alphabet. Standard Russian is spoken throughout the territory, with regional differences in pronunciation and vocabulary.

Religion

The Russian Orthodox Church is the dominant religion. The Eastern Slavs (including the Russians, Ukrainians and Belorussians) converted to Eastern Orthodox Christianity in 988. From 1589 the Russian Orthodox Church has been headed by the Patriarch, resident in Moscow. Over the last thousand years the Orthodox Church has been a principal driving force in Russian history and culture, architecture, literature, education and philosophy. After 1917, the communist regimes used every method to destroy the Church physically and spiritually. This campaign ultimately failed, and the Church has regained its freedom, reasserting its influence on Russian politics and culture. In some southern regions, Islam is practised.

General attitudes

The Russian people are generally very determined and driven, borne out by the achievements of Russian history. They are a warm hearted people, always prepared to help others. The eastward expansion of Russia over the centuries was a popular phenomenon than a government and people-driven scheme, and is clearly evidence of a vibrant and energetic nation. The brilliant achievements of Russian literature, art, music and architecture bear witness to the talent and initiative of the Russian people. The Russian Orthodox Church has had a moral influence on the attitudes of the Russian people for more than a thousand years. Today, with the fall of the USSR and replacement by the Russian Federation, many Russians are frustrated with the rapid changes, reflected in high prices and rampant crime, unemployment and a reduced quality of life. Some Russians believe that Russia's 'soul' is somewhat different, and that Russia needs to take a different course taking into account its unique historical and spiritual heritage.

Personal appearance

Russian clothing styles are essentially the same as in Europe, but with the younger generation following the latest trends, and the older generation dressing more conservatively. Older Russian tend to dress more traditionally (different for each region) during special occasions such as one's 'name day', or other celebrations such as Easter and birthdays.

CUSTOMS AND COURTESIES

Greetings

When meeting, men will shake hands firmly. Some women prefer not to shake hands, but it is impolite for a man not to offer his hand. Friends and family kiss on the cheek. It is common to go out of the way to show respect. In addressing an older or a respected person one uses the given name and a patronymic (possessive of father's first name) but surnames are preferred in formal greetings.

Gestures

Pointing with the index finger is improper but still done to make a strong point. It is impolite and inappropriate to talk with one's hands in the pockets or arms folded across the chest. This is viewed as a position of defence, and because Russians try to be as open as possible is seen as rude.

Eating

Eating with a fork in the left hand and the knife in the right is standard, but many people use only a fork. Eating with one's hands is gravely frowned upon. Hands are always kept above the table. When eating, it is preferable that one does not speak while chewing, and conversation is therefore often kept between meals.

LIFESTYLE

Family

In the minds of the Russian people the family - comprising of husband, wife and children together with close relatives - is the most important aspect of family life. The family is the basic social unit in Russia and most people expect to marry and have children. The average urban couple has one child but rural families are larger. Because housing is difficult to obtain, young couples often live with their parents for some time. It is the normal practice to financially support children until they reach adulthood and often beyond. Both husband and wife usually work, but women are usually also responsible for housekeeping with some men sharing in household duties. In most instances, when the elderly live with their children, they often provide child care for their working children.

Dating & Marriage

When young people date, they usually go to movies or for a walk in a city park. Sometimes they go to bars or cafes, but may be restricted because of time and money limitations. Many couples live together before or instead of marriage, yet parents will expect these couples to marry if they do live together.

Diet

Common Russian foods include *borsch* (cabbage soup with beetroots), *pirozhki* (a small oblong pie filled with a variety of ingredients such as meat, mushrooms, potatoes or cabbage, egg and leek), and *blini* (pancakes) with black caviar. Pork, sausage, chicken, and cheeses are popular. Russians prefer tea to coffee with some preferring to drink vodka rather than wine.

Holidays & Special Days

Easter	
Christmas	7 January
Women's Day	8 March
Victory Day	9 May
Independence Day	12 June
Religious holidays	

SAMOA

PEOPLE

Population

183,874. Growth rate: 0.484%

Residents in the ACT

192 born in Samoa (Census 2011)

Language

Samoan is probably the oldest Polynesian language, and it is the official language of both Independent Samoa and American Samoa. English is the second official language. Samoans are proud of their language.

Religion

Religion plays a central role in the lives of most Samoans, almost all of whom are Christian. Families sing hymns and pray between 6.30 and 7.30pm. Public meetings begin and end with prayer. 50% of Samoans are affiliated with the Christian Congregationalist Church. Other denominations include Roman Catholic, Methodist, the Church of the Latter-day Saints and the Seventh Day Adventist.

General attitudes

Samoans approach life in a friendly and playful way, with a strong sense of 'fa'a Samoa' or 'the Samoan way'. This indicates a relaxed way of life with respect for family and tradition. Qualities of respect, cooperation, consensus, a sense of humour, hospitality are all valued highly. The individual gives way for the good of the group. Sharing is more prized than ownership. Oral skills are praised and cultivated, and people tend to solve disputes through verbal negotiation.

Personal appearance

Traditional attire is still commonly worn in Samoa, though Western clothing is gaining popularity. Men wear a straight wraparound *lavalava* along with a shirt. A shirt with pockets and a *lavalava* may be worn to church or official gatherings. It is forbidden for women to wear pants, except in athletic events. Women wear a *puletasi* (short skirt over a longer dress) or a muumuu (wraparound skirt). Women style their hair in a bun with a stick securing it. Rubber flip-flops or jandals are the common footwear. People tend to take pride in neat well-pressed clothing.

CUSTOMS AND COURTESIES

Greetings

Family and friends usually hug and kiss on the cheek. Others are greeted with a handshake and a warm smile, or by raising the eyebrows and smiling. First names are used for friends, but strangers or community leaders are greeted respectfully by a title. Professional people or chiefs can be greeted by '*Lau Susuga*'. Before opening a conversation, Samoans may say: '*Susu mai*' or '*Afio mai*' meaning 'Welcome'.

Gestures

Hand gestures are used dramatically in oratory speech, if not generally to accompany conversation. Beckoning by waving all fingers with palm down is reserved for small children. Samoans point with the chin, as pointing with the index finger is considered rude. Lifting the eyebrows signals 'yes', while furrowing the brow indicates 'no'. Scratching the head during conversation is a negative gesture, expressing inferiority, uncertainty or

shyness. When walking in front of someone, Samoans may bow from the waist. Public display of physical affection between the sexes is generally regarded as inappropriate. Talking to others whilst standing up is considered highly impolite, when one enters a room they sit down; even if there are introductions to be made, these will be made after the person is seated. Talking to someone while standing up is tantamount to talking down to them.

Visiting

Visiting people takes place in the home, on the road or at church. Women often visit while weaving or making handicrafts. Visiting unannounced is common, and people may stay till long into the night. When a guest enters the home, the host makes a speech of welcome and the guest makes a formal response. The best floor mats are laid out for visitors in traditional homes. It is customary to leave shoes outside, and sit cross-legged on the mat. Legs should be tucked behind the person. Legs should only be stretched out if they are covered properly, and pointing feet at someone is rude. Refreshments such as coconut, biscuits and soft drinks may be served. Speaking to someone in the home while standing is considered impolite.

LIFESTYLE

Family

Children are taught to respect their elders, avoid shaming their family, and sustain certain cultural aspects of life. They are expected to support their parents when they are old. If both parents work outside the home however, grand-parents may care for the grand-children. Discipline is strict, and an adult relative may freely scold a child as required. In the extended family, a male or female chief holds authority. The matai (chief) is selected on the basis of loyalty and service to the group. This hierarchy is the basis of Samoan social and political life. A Samoan village is typically made up of several families. Each matai is responsible for the wellbeing of each member of the village group.

Dating & Marriage

Samoan youth generally meet at church activities or in the village. Dating as in the Western world is not common. Messages may be sent back and forth through a friend. Wedding receptions are extravagant affairs, with a large party and plentiful food, singing, dance and speeches. Traditionally goods were exchanged between the families of the bride and groom, but today money is more likely to be exchanged between families.

Diet

Taro is a staple food, as are *ta'amu* (a larger root), green bananas and yams. Rice, seafood and breadfruit are other basic foods. Coconut cream (*Pe'epe'e*) is popular as a sauce. The traditional underground oven umu is still used for ceremonial occasions.

Holidays & special Days

Christmas, Easter,	
Independence Day	1-3 June
Arbor Day	First Friday in November
Mother's Day	Last Thursday in November
White Sunday- a celebration of childhood	First weekend of October
Teuila Week is Tourism week	
Swarm of the Palolo when the coral worms propagate their species	
The Methodist and Presbyterian Churches celebrate New Year's Eve	

SAUDI ARABIA

THE PEOPLE

Population

28,082,541. Growth rate: 2.134%

The population comprises 90% Arab, 10% Afro-Asian, including nearly 2 million nomadic people.

Resident in the ACT

350 born in Saudi Arabia (Census 2011)

Language

Arabic is the official language of the kingdom. It is also the language of the Qur'an (Koran) the Scripture of Islam. English is used in business and educated circles.

Religion

Islam is the only legally and officially recognised religion of Saudi Arabia. Arabia is the birthplace of the revered prophet Muhammad and Saudi Arabia is the home of Islam's two most sacred cities: Makkah "Macca" and Madinah. Non-Muslims are not permitted to enter these cities. The Arabian Peninsula is the centre of the Islamic religion, which has spread throughout the world. Each year, hundreds of thousands of Muslims complete a pilgrimage (Hajj) to Makkah as part of their religious duties. All Saudi citizens are Muslims and are restricted from joining any other religion.

General attitudes

Life in Saudi Arabia is more relaxed than in fast-paced Western nations. Saudi Arabians prefer to establish trust and confidence before proceeding with business. Saudis are conscious of personal and family honour and can easily be offended by any perceived insult to that honour. The people are generous and hospitable. Privacy is important. Saudis generally prefer to maintain cultural tradition in the face of modernisation. The people are very religious. Islamic customs therefore play a key role in determining cultural practices. Saudi Arabians are proud of the strength of their modern country and are very patriotic; at the same time, their chief devotions are to family and religion.

Personal appearance

Saudi Arabian men and women continue to wear traditional Arab dress. The men wear the *ghutua* (headdress) and *thobe* (ankle-length shirt, usually white, that covers long pants). Women in public have veiled faces and wear an *abaaya*. Modesty is of utmost importance, even in the heat of the Saudi summers.

CUSTOMS AND COURTESIES

Greetings

There are several forms of greeting in Saudi Arabia. The most common is a handshake with the right hand and the phrase '*As-Salaamu 'Alaykum*' (peace be upon you). The greeting used depends on the individuals' relationship to each other and their status in society. When accompanied by a woman wearing a veil, a man will not normally introduce her, and one does not expect to shake hands with her.

Gestures

It is impolite to point with the finger or signal to another person with the hand. A person also avoids the use of the left hand for gesturing. All objects are passed with the right hand or both hands, never with the left alone.

It is an insult to point the bottom of one's foot at another person. It is also impolite to cross an ankle over the knee, although crossing one's legs at the knees is acceptable and common.

Visiting

Invitations to a Saudi Arabian home are often given to a man alone. If his wife is invited, she may be sent to eat with the other women in a separate room or quarters. It is inappropriate for a first-time guest to take a gift to the woman of the house. Otherwise, gift giving is common. Dinner guests usually present flowers, sweets, or other small items to the hosts as appreciation for their hospitality.

Eating

In general, food is eaten with the fingers of the right hand only. Bread may be torn with the left hand but is eaten with the right. The Saudis delight in preparing an abundance of food for their guests. The main meal of the day is in mid-afternoon.

LIFESTYLE

Family

Although the Saudi Arabian family is traditionally a strong, male-dominated unit, women exercise considerable influence in the home. Most families live as extended families. The family is the key to Saudi Arabian society. Infidelity is crime. The separation of male and female is a way of life in Saudi Arabia. Rules governing the actions of women are based on Saudi Arabian law and custom and are designed to respect and protect a woman's modesty and honour. A woman's behaviour reflects on her family's reputation. Men and women have separate workplaces. Female doctors treat women and children. Women cannot socialise in public with men and are usually accompanied by a male relative in public. Women are not allowed to interact with men outside their family and are forbidden to drive a car or ride a bicycle.

Dating & Marriage

Marriages are usually arranged, but a growing minority of young men and women in urban areas are being allowed to choose their mates. Because of the separation of sexes, dating is not practiced. A traditional Saudi Arabian wedding is an Islamic ceremony followed by separate parties for the men and women. Traditionally, men pay a dowry for their brides. Chastity is the most important thing a woman can bring to marriage.

Diet

Saudi dishes are composed mainly of rice with lamb or chicken and are mildly spicy. *Kabsah* (rice and lamb) is a favourite dish throughout the country. Coffee or tea is served before all meals. Muslims do not eat pork or drink alcohol.

Holidays & Special Days

Islamic holidays

Unification of the Kingdom 23 September

SERBIA

THE PEOPLE

Population

9,853,969. Growth rate: -0.100%

Serbs make up 82.9 percent of the population. Other ethnic groups include Hungarian (3.9%), Romany (1.4%), Yugoslavs (1.1%), Bosniaks (1.8%), Montenegrin (0.9%), and other 8%. This entry accounts for those of Serbian ethnicity.

Resident in the ACT

572 born in Serbia (Census 2011)

Language

The official language is Serbian, written in Serbian Cyrillic. However Serbian is the only European language with active dysgraphia, as it has both Cyrillic and Roman alphabets in everyday use.

Religion

Serbia is overwhelmingly Orthodox Christian, however there is a significant number of citizens that are Roman Catholic, Protestant, Muslim, Jewish and many other.

General attitudes

Serbians are proud of their history, diversity and rich cultural heritage. They are usually outgoing and value good humour and friendships. The people are generous, especially with guests.

Personal appearance

European style clothing is worn in both urban and rural areas. Colourful traditional costumes are worn on special occasions.

CUSTOMS AND COURTESIES

Greetings

Serbians greet with a handshake and friends and relatives kiss each other on both cheeks three times. When meeting new acquaintances, a more formal verbal greeting is used.

Visiting

Serbians frequently visit one another, and it is an important part of the culture to keep close ties with family and friends. If you are invited to someone's home for dinner or Slava (see below), bring along a symbolic gift such as a bottle of wine and/or flowers. It is impolite to open the gifts with guests present.

Eating

People in Serbia eat in the continental style, with fork in the left and knife in the right hand. Serbian food is rich in flavour and influenced by neighbouring European cuisines, such as Austrian, Italian, Turkish and Hungarian. Strong black coffee is served throughout the day. Lunch is the main meal of the day, and is commonly taken at 3.00pm.

Slava

The most important annual Serbian custom is Slava when friends and family gather in a festive spirit. It is a celebration of a family saint day, which is passed on from one generation to the next.

LIFESTYLE

Family

Family bonds and mutual support are highly valued for Serbs. Younger generations often live close to their relatives and all generations remain in close contact with one another. The normal size of family is one or two children. Grand-parents often help to look after the grand-children, and are cared for by their adult children when they become frail or ill.

Dating & Marriage

Dating begins in late teens. Popular activities are going to cafes, movies, shopping and sports. Many couples choose to get married in the church according to the Orthodox Christian tradition. The age of marriage is moving up to late twenties.

Diet

The Serbian staple diet relies on bread, fruit, meat, and dairy products, including yoghurt and cottage cheese. Peppers are also a common ingredient in many dishes. Other Serbian specialities include a type of cornbread, *proja*; a thin, crispy dough served with eggs and cheese called *gibanica*; cabbage leaves filled with meat or *sarma*; and *palacinke* or crepes.

Holidays & special days

New Year's Day	1 January
Orthodox Christmas	7 January
National Day 'Sretenje' (Meeting of the Lord) –	15 February
Orthodox Easter	Good Friday to Easter Sunday
Labour Day	1 May
Victory Day	9 May
Armistice Day	11 November

SLOVAKIA

THE PEOPLE

Population

5,471,502. Growth: 0.159

Slovaks make up 85.8 percent of the population. Other groups include Hungarian (9.7%), Roma (1.7%), and Ruthenian/Ukrainian (1%)

Resident in the ACT

51 born in Slovakia (Census 2011)

Language

Slovaks speak Slovakian. Hungarian is the second most commonly spoken language, especially in the south. German is widely understood, while English is the language of choice to study in school. The Slovak Republic was formed at the time of the division of the Czech Republic in 1993.

Religion

About 60% percent of the population belongs to the Roman Catholic Church, followed by the Evangelical Church of the Augsburg Confession (6.2 percent), and the Greek Catholics (3.4 percent) smaller groups include the Calvinist Reformed (1.7 percent), Eastern Orthodox (0.7 percent) Baptist, and Jewish. Nearly 10 percent are atheists, while the rest of the population either belongs to various smaller groups or has no religious affiliations.

General attitudes

Slovaks are proud of their rich cultural heritage. Slovaks are usually outgoing and value good humour and hard work. They are also generous. Education, modesty and honesty are admired. Obligations to the family are the most important.

Personal appearance

Clothing in urban areas is fashionable, while older, rural people remain more conservative. Businessmen wear suits; women and girls wear dresses and skirts. Jeans and t-shirts are quite popular and short pants are increasingly common in the summer.

CUSTOMS AND COURTESIES

Greetings

Shaking hands is the most common form of greeting. A man usually waits for a woman to extend her hand. Formal titles carry a particular significance. People are addressed as Pan (Mr) or Pani (Mrs), followed by any professional title and then the surname. First names are used upon mutual consent, among friends, or among the youth.

Gestures

Hand gestures are frequently used to emphasise speech. Yawning in public is considered improper, and chewing gum is not acceptable during polite social interaction. Smiling is courteous.

Visiting

Impromptu visits are common, but only between close friends and family members. Guests remove hats and shoes in a home; hosts often provide slippers. Visitors wait for hosts to invite them to be seated. Invited guests often present the hosts with a gift of flowers, wine liquor, or something else. However, do not offer Chrysanthemums or other flowers wrapped in purple ribbons because of their association with funerals. Out of courtesy, guests often politely decline offers before eventually accepting them.

Eating

Slovaks eat in the continental style. Three meals are eaten each day. Breakfast consists of bread and rolls, sliced meat or sausage, and cheese. Soup is commonly served with the main meal at midday, when meat, dumplings or potatoes, and a vegetable are eaten. A lighter meal of cold cuts, cheese, and bread is eaten in the evening. Mid-morning and mid-afternoon snacks are common. Both hands are kept above the table, but elbows do not rest on the table. Napkins are used on the table, not in the lap. When guests are present, women typically serve the meal but do not eat at the table. Meals are frequently completed with a small cup of Turkish coffee.

LIFESTYLE

Family

Typical Slovak families have two or three children. While most women hold jobs outside the home and comprise 47 percent of the labour force, they are also usually responsible for the home and children. However, some men are beginning to share in household duties.

Dating & Marriage

Popular dating activities include dancing and going to the movies and theatre. Men marry between the ages of 23 and 26, and women marry about three years earlier. Most Slovak weddings involve church ceremonies.

Diet

Among the most popular Slovak foods are *rezen* (breaded steak) and potatoes, rice, dumplings, or pasta and sauce. The national dish is *bryndzove halusky* (small dumplings with processed sheep cheese). Fresh-baked bread and soup are considered staples at the dinner table. Potatoes, cabbage, and carrots are the most frequently eaten vegetables.

Holidays & Special days

Christmas, Easter

Epiphany of the Three Kings, Orthodox Church 6 January

Seven Sorrows of the Virgin Mary, All Saints Day

Establishment of the Slovak Republic 1 January

Labour Day 1 May

Victory Day over Fascism 8 May

Slovak National Uprising 29 August

Constitution Day of the Slovak Republic 1 September

SLOVENIA

THE PEOPLE

Population

Pop: 2,035,012. Growth rate: 0.229%

Resident in the ACT

161 born in Slovenia (Census 2011)

Language

The official language is Slovene, a Slavic language. The language has a special language construct that indicates two people or things, separate to singular and plural. Slovene uses Roman characters, but excludes q,w,and x. The oldest documents preserved date back to 1000AD. Slovene resisted the pressure to germanise the language. The next most used language is English.

Religion

The largest religious denomination is Roman Catholic (69%). There are also congregations of Orthodox Christian, Lutherans, Muslims and Jews. Places of worship are being restored after being neglected under communism.

General attitudes

Slovenes tend to appear reserved at first, but are very friendly on acquaintance. They place a high value on their relationships with family and friends. Slovenes are very proud of their cultural heritage and their country. People lose respect by being late, rude, aggressive, boastful, pessimistic or xenophobic. On receiving a compliment, the Slovene may say: "I invite you for a drink!" indicating they gracefully accept the compliment. Children are treasured, and motherhood is revered. Pets are also treated with great affection. Slovenes are inclined to work hard, both in a job and at home. Building their own home and having a garden are popular pastimes. The streets and public spaces are kept clean and tidy. Home-grown food is a valued commodity. Flowers are often on display on window sills.

Personal appearance

Grooming in public is important to Slovenes. Contemporary Western styles are worn. People wear furs to keep warm, including a fur hat called *polhovka* made from the skins of the dormouse worn in southern regions. The clothes worn reflect the occupation and status. Village women working at home wear a long dress with a full-length apron. Village men wear overalls or heavy trousers, a blue coat and boots. Many young people board in dormitories in the city during the week to attend school. They therefore are familiar with the modern youth fashions, including blue jeans. In the urban setting, men wear sports jackets and slacks with a collar and tie to work. Women may wear suits, dresses, slacks, jackets and the usual fashion accessories.

CUSTOMS AND COURTESIES

Greetings

Slovenes smile, shake hands and greet each other with '*Kako se imate?*' (How are you?). The casual term is '*kako se imas?*' Sometimes Slovenes nod their head when shaking hands. If their hand is not clean, they will use a verbal greeting, apologising for not shaking hands. Women are called Gospa (madam), and men Gospod

(Mister). The degree of formality is reflected in the use of different pronouns- *vi* or *ti* for you. When parting or leaving a room, people usually say '*Na svidenja*' or '*adijo*'.

Gestures

Open displays of affection are rarely seen among anyone other than young people.

Two girls or women may walk along the street arm in arm. It is not polite to place one's hands in the pockets while conversing. Good manners are essential, for instance holding the door open for others, not eating while speaking, and taking off the hat when you have arrived somewhere.

Visiting

While family and friends enjoy visiting, it is customary to call ahead. It is very common to invite friends to the home, especially on Sundays and holidays. Guests may take a bouquet of flowers, a bottle of wine or a small gift for the children. Refreshments such as coffee, juice, pastries or biscuits are generally offered, and visitors are careful not to stay too long. Hosts usually accompany the guests to the street or the car. In many Slovene households, it is a good idea to offer to remove one's shoes before entering the house. Slovenes also enjoy meeting friends at cafes or inns, for coffee or a drink.

Eating

Traditionally, Slovenes eat in the continental style, with the fork in the left hand and the knife in the right. Breakfast is usually taken early in the morning, a mid-morning snack, then lunch (*kosilo*) being the main meal at mid-afternoon. A light supper (*vecerja*) is eaten in the evening. Families try to eat the main meal together, though changing patterns of work, more convenience foods, and modern cooking facilities have changed this. People like to raise their glasses when drinking together, and toast each other's health with '*Na zdravje!*'. This toast customarily is offered before a meal. After serving, the host offers the blessing: '*dober tek!*' (Your health!) or '*živijo!*' (long live!). Guests are always served first, but no-one begins eating till the host does. Glasses and plates are re-filled often.

LIFESTYLE

Family

The living arrangements and family size are changing. More than ten years ago, it was common for two or three generations to live together. It is now more usual for the young couple to move out and set up a home. Many are remaining childless, or having only one child. Family ties are still strong. Both parents may work outside the home and share child-care and household responsibilities. Most people in the cities live in apartments, while in rural areas people may live in small privately owned houses. Many city-dwellers have a small retreat in the country for holidays, where they often grow productive gardens.

Dating & Marriage

Young people often go out to movies, fairs and dances. They may visit museums, parks, sporting events or simply walk in the town or village. A large number of young people live in Ljubljana area while they attend high school or university. People usually only marry after their education is completed. The wedding may involve both a civil and a church ceremony. Church weddings are becoming more popular. Rural weddings involve a traditional component, for instance a bridal carriage decked with flowers may transport the bride and her family to the ceremony.

Diet

The many influences on Slovenian cuisine include Italian, Austrian, south Slavic, and Hungarian cooking traditions. A typical meal may consist of meat (chicken or beef), soup, green salad, and apple, cherry or cheese strudel and coffee. Pork, veal, chicken and turkey are popular on the menu. Organ meats are also valued. Green salad with oil and vinegar dressing is eaten in all seasons. Staples are potatoes, onions cabbage, celery,

carrot, apples and walnuts. Mushrooms and berries are collected as additions to the meal. Home-made wine, brandy, sauerkraut, pickles, sausages, dried fruits and juices augment the diet. A healthy autumn meal may include blood sausage, potatoes, pickled turnips and dark bread. Slovenes also enjoy pastries, cakes and chocolate. Tea was once only used medicinally, but is now popular alongside coffee. Herbal teas are used for preventing or treating illness. Health spas are frequented and appreciated.

Holidays & special days

New Years Day, Easter, Assumption Day, Day of the Dead and Christmas

National Culture Day	8 February
Day of Uprising against Nazi Occupation	27 April
Labour Day	1 May
National Day	25 June
Reformation Day	31 October
Independence Day 2	6 December

SOMALIA

THE PEOPLE

Population

9,556,873. Growth Rate: 2.563%

Somali constitute around 85% of the population. Minority groups include Hamari in Mogadishu, and the Barawani, mostly farmers and fishermen of Swahili origin who reside in Barawa, a port town in the south eastern coast of Somalia. Bantu-speaking farmers live along the Shebelle River.

Resident in the ACT

34 born in Somalia (Census 2011)

Language

The Somali language stems from the Cushitic language family. It has two distinctive dialects: Maay and Mahatere. Most Somalis speak the latter. Standard Somali, with its diverse scripts based on clan affiliation, is now written in Latin script. Literacy has increased dramatically. English and Arabic are spoken by educated Somali. Italian is spoken widely in the southern part of the nation, as many Italian settlers lived in the area in the early 20th century.

Religion

The large majority of Somali are Sunni Muslims. A small number are Christian. All towns have mosques, some of which are hundreds of years old.

General attitudes

In the main cities, Somalis are exposed to Western culture. In rural areas, Somali have little exposure to Western cultures, or any culture outside Somalia. Even though larger clans claim higher status, Somali consider themselves to be equal, and subservient to no-one but Allah. Unlike in some Muslim countries, women can own property and manage businesses, though they occupy an essential position in the extended family. Somali value self-reliance, respect and tradition.

Personal appearance

Urban men wear both western style clothing and traditional style clothing. Traditional style clothing consists of a *lungi* (an Islamic dress for men), or *ma'awiis* (a dress for men peculiar to Somalia). A colourful turban is wrapped around their head, or alternatively an embroidered cap or *koofiyad*. In the past, rural men would wear 5 yards of cloth wrapped around the lower body and the torso, or across the shoulder, but this dress is now barely worn. For women in the north, the *direh* (a long, flowing dress) is worn over petticoats. For women in the south, the *guntino*, a dress wrapped around the waist and tied over one shoulder, is common. Somali bathe often, and women henna their hair, giving it a reddish glow. Shawls are popular with both men and women.

CUSTOMS & COURTESIES

Greetings

Somali greet friends by name, or for relatives, use a word showing their relationship, eg 'uncle, aunt, niece'. A

common northern greeting is 'Ma nahad baa' (Is there peace?) or in the south 'nahad miya'. The Islamic greeting is 'Asalaamu aleikum' (May peace be upon you). Men shake hands firmly before placing their hand on their heart. In the south, many women shake hands with each other and then kiss the hand they have shaken.

Gestures

The hands are used expressively in conversation. Sweeping hand and arm gestures accompany a statement, with the eyes following the direction of the hand movement. Snapping the fingers can mean 'long ago' or 'so on'. A thumb under the chin indicates fullness, but this is rarely used.

Visiting

Somali women traditionally socialise at the market or at home and in the street. There is no expectation of a gift when visiting. Visitors announce their presence before entering a family compound to give the hosts time to come out. Hosts usually serve sweet spicy tea with milk, and some other refreshments. Some men and sometimes women chew khat/qat (*Catha edulis*), with the sweet tea, and is popular for social gathering in east Africa, and parts of Arabia. A popular time to visit is late afternoon, when most work is finished and it is too hot to be outside. In country areas, night time is better. Men and women usually socialise separately. Tea shops serve tea and coffee, and are centres for men to interact and discuss political events.

Eating

Other than in the immediate family, men and women often eat separately. In rural restaurants, women may eat in a different area with the children. All diners wash their hands in a bowl of water before and after eating. People gather around a communal bowl or platter set on a mat, and eat only with the right hand from the portion directly in front of them. Guests are offered larger servings. The left hand is reserved for personal hygiene and therefore not to touch food. Overindulging in food is not acceptable. Knives, forks and spoons are used when eating in restaurants, whilst hands are used at home.

LIFESTYLE

Family

Loyalty and devotion to the family is important, and families always help each other when in need. This help will be returned if there is a need at another time. Good deeds bring honour to the family, clan and society, and vice versa. Due to repeated drought, strict priority is given to an order of assistance. Many urban dwellers have returned to their rural roots as clan hostility has increased.

Dating & Marriage

Dating is common in the cities; men and women are not forced into marriage. Virginity is valued in women at the time of marriage. Arranged marriages are still common, with brides often much younger than the groom. Marriage to a cousin from the mother's side of the family, but different line, has been a way to form alliances between clans. This practice is now fading. Members of the same clan have been favoured for marriage. Both families celebrate the wedding with a large feast. Special foods may be served, including muqmad (dried beef in clarified butter) and dates. Some areas give the couple a seven day honeymoon. Divorce is legal; in the case of divorce, women keep the property and the children.

Diet

Locally produced meats and imported rice are on the urban table. In rural areas, the staples are rice and wheat. The nomadic peoples use milk for yoghurt, and meat from camels and goats, supplemented by grains traded for animals. In the urban areas, people eat *anjera* (pancake-like bread from flour or millet) for breakfast, rice or millet served with milk and ghee for lunch, and a snack of milk or bean dish for supper. For dinner, chapati, roti and *kibis* (types of bread) are commonly eaten. Samosas filled with meat and fish are

eaten during Ramadan. *Halwa* (a sweet desert of Arab origin) is commonly eaten. When herding animals away from home, nomads often do not eat lunch. Vegetables are not common, but seasonal fruit including mangoes, papaya, bananas, are plentiful. Fish is a staple in coastal regions.

Holidays & special days

As Somalia is a largely Islamic country, Islamic holy days are observed:

Eid al Fitr (3 day feast at the end of Ramadan). The date varies, but falls on the same month in the Islamic calendar.

Eid al Adha (Feast of the Sacrifice). The date varies, but falls on the same month in the Islamic calendar.

Mawliid (Mohammed's birthday). The date varies, but always fall in the month of Rabi' al-awwal in the Islamic calendar.

Nowruz (Dabshid) (Ancient Persian New Year), celebrated in many parts of Somalia on March 20, 21 or 22

SOUTH AFRICA

THE PEOPLE

Population

50,459,978. Growth rate: 0.511%

Resident in the ACT

1,631 born in South Africa (Census 2011)

Language

The diversity of the unique cultures of South Africa means that there are 11 official languages. Although English is the mother tongue of only 8,2% of the population, it is the language most widely understood, and the second language of the majority of South Africans. Government promotes all the official languages. Afrikaans is the native language of most whites and coloureds whilst English is the original language of the other whites and Indians. The blacks' native languages include a variety of Bantu languages, which are roughly divided into four language families: Nguni, Sotho, Tsonga and Venda.

Religion

79.8% of South Africans are Christian; 1.5% Muslim; 1.2% Hindu; 0.3% African Traditional Beliefs; 15% of the population don't have any religion.

General attitudes

South Africans are generally friendly people and are relatively outspoken. Most South Africans speak more than one language, with English being one of them. South Africans enjoy getting together on weekends and public holidays and celebrate by having a *braai* (BBQ) and playing their music loudly. South Africans also like singing traditional music.

Personal appearance

South Africans mostly dress in Western-style fashion, especially the younger generation. Traditional attire is usually worn on special occasions, including weddings. In African culture, females are required to cover their heads when attending funerals and not expose their shoulders and knees. Men must wear a jacket and nothing on the head. Traditional churches also require women to cover their heads.

CUSTOMS AND COURTESIES

Greetings

Because of ethnic diversity, many different greetings are used in South Africa. English greetings such as "Hello" and "Good morning" are frequently heard. Shaking hands is more common among whites, but is also used by other ethnic groups. It is generally impolite to use first names with strangers or older people. Titles are valued and are used for adults unless one has developed a closer relationship. It is polite to call an older black man tata (father) or woman mama (mother)

Gestures

When yawning, one hand should cover the mouth. Spitting in public is inappropriate. Among some ethnic groups, it is not polite to gesture with the left hand. For many, it is polite to receive something with both

hands cupped together rather than just one hand. Indicating “two” or “peace” by forming a “V” with the index and middle fingers in very rude if the palm faces inward. Facing the palm outward is acceptable.

Visiting

Visiting is an important social activity for most groups. When possible, visits are arranged in advance, but unannounced visits among good friends or relatives are common. South Africans are very hospitable to guests. Guests are usually served refreshments by their hosts. Among most people, dinner guests are not expected to bring a gift but will often bring something to drink.

Eating

The continental style of eating is generally observed by urban South Africans. In rural areas, people often eat with spoons or their fingers. It is generally not appropriate for adults to eat on the street unless eating ice cream or standing at a vendor’s stand.

LIFESTYLE

Family

Family life among the white population is similar to that of middle-class Europeans. Families are small and live as a nuclear unit. They are generally close-knit and enjoy a good standard living. In black families children are taught to respect their elders and obey their parents. The extended family plays an important role in caring for children and providing support to those in need.

Diet

The South African diet is often determined by a person’s economic status. Beef, mutton, a variety of curries, green vegetables, pumpkins, and other foods are eaten. Staples include potatoes and rice. South Africa produces a great variety of food. Dinner, usually eaten after 6 pm, is the main meal.

Holidays & Special Days

New Year’s, Easter, Christmas	
Human Rights Day	21 March
Family Day	April
Freedom Day	27 April
Workers’ Day	1 May
Youth Day	16 June
Women’s Day	9 August
Heritage Day	24 September
Day of Reconciliation	16 December
Day of Goodwill	26 December

SOUTH KOREA

THE PEOPLE

Population

48,391,343. Growth rate: 0.385%

Resident in the ACT

1,559 born in South Korea (Census 2011)

Language

Korean is the official language of South Korea and is written in a phonetic alphabet created and promulgated in the mid-15th century, called Hangeul. Chinese characters (hanja) are occasionally used. In middle and high schools, English is a mandatory subject, and Japanese and Chinese are commonly taught.

Religion

The predominant religions in South Korea are Buddhism and Christianity (Catholic and Protestant).

General Attitudes

The Confucian concept of filial piety and loyalty to one's lineage is strong. After the family, the state is the most important group. South Korea has a strong sense of nationalism, with military service being compulsory for men. Their people are very proud of their achievements. South Koreans often use extreme modesty when speaking about themselves. Reluctance to accept honours and praise is the mark of a true Korean gentleman. Compliments are graciously denied. Friends expect to rely on each other for just about anything. Koreans are quick to make friends and friendships are highly valued. Giving gifts as a means of obtaining favours is common, especially in the workplace, and accepting a gift carries the responsibility of reciprocity. Open criticism and public disagreement are considered very serious because it is not proper to damage another person's reputation. Because of respect for the feelings of others, Koreans may withhold bad news or adverse opinions or express them in an indirect way.

Personal Appearance

Most Koreans except for the elderly and some in rural areas, wear Western-style clothing. South Korea has an active fashion industry, with the youth wearing stylish clothes. For special occasions or holidays, traditional clothing is often worn. Women wear the *hanbok*, a two-piece, long dress that is often very colourful. Men wear trousers with a loose-fitting jacket or robe.

CUSTOMS AND COURTESIES

Greetings

Confucianism has taught Koreans to behave with decorum and to show respect for propriety. Greetings and introductions, therefore, tend to be rather formal. Handshakes are common among men, but a bow is still most common. A younger or lower-status person always bows until the other offers a handshake or returns the bow. When Korean men do shake hands, the right hand is extended, often supported at the wrist by the left hand to show deference. The head is slightly bowed. When women meet, they usually extend both hands and grasp each other's hands. Children always bow to adults and wave or bow among themselves. There are several phrases used in greeting another person, but the most common is '*Anyonghaseyo?*' ('How are you?'). The Korean language has different levels of formality, so this and any other greeting will differ depending on

the people involved. For example, 'Anuong?' is used with friends, while 'Anyonghashimnikka?' is used for superiors. All mean the same thing, but the different endings indicate levels of respect. When greeting a superior, it is common to ask about health and parents.

Gestures

Touching between strangers or casual acquaintances, however, especially between opposite sexes, is considered inappropriate. In most situations, good posture is maintained to show respect for the host or speaker. To sit in a relaxed manner is considered an insult. Care is taken not to expose the soles of the feet to another person while sitting. Gifts are given and received with both hands. Hands are generally not used much in conversation. Hats are removed in buildings, as well as in the presence of an elder or superior. One never looks a superior directly in the eye.

Visiting

Koreans often visit each other's houses. Visits to relatives are made particularly for the Lunar New Year or Parents' Day. Unless special business calls for it, a superior never visits a subordinate. Those who are invited are nearly always offered light refreshments, consisting of a drink, fruit, crackers, cookies, or coffee. It is considered polite and a sign of respect for guests to take a gift to the hosts. The value of the gift is far less important than the gesture of giving it. In most cases, a gift will be fruit, a beverage, or something from one's home region. Shoes and hats are removed indoors. In some cases, slippers are provided. Otherwise, people wear only socks in the home. Observing etiquette involves paying particular attention to the host and making sure his feelings are respected. Showing respect for the family and state are of utmost importance for most visits. Koreans are very generous hosts. They view the care of a guest as basic good manners, so visitors are given the best the household has to offer. If there are many guests, then age or status are used to determine who gets the best seat, the best cut of meat, the largest drink, and so forth.

Eating

Families rarely have time to eat daily meals together. Fathers often leave early in the morning and return late at night. They commonly eat their meals at workplace cafeterias. Koreans consider eating while walking on the street ill-mannered and offensive. Eating with the fingers is considered impolite, but slurping soup and noodles is accepted; in fact, it is a practical way to eat hot food at the rapid pace Koreans are used to. Spoons for soup and chopsticks for everything else are the most common utensils.

LIFESTYLE

Family

The family remains an important part of Korean life. For Koreans, the family is the most important group after the country. Parents have a strong responsibility to raise their families and support their children until they get married, whilst children have a responsibility to display filial piety. They are expected to respect their parents and devote their lives to them, taking care of them when they get old.

Dating & Marriage

Dating is the norm in the South Korea. Due to a shortage in the labour force, the government provides incentives for married couples to have large families if they have three or more children.

Diet

Korean food is generally spicy. *Kimch'i* (a spicy pickled cabbage) and rice are the mainstays of the diet around which most other dishes revolve. Meals usually consist of a number of spicy vegetables, soup, fish, and *kimch'i*. Traditional Korean delicacies include *pulkogi* (marinated beef) and *kalbi* (marinated short ribs), and *naengmyon*, a cold noodle dish, which is popular in summer.

Holidays & Special Days

South Korea	
Independence Declaration Day	1 March
Children's Day	5 May
Parents' Day	8 May
New Year	1 June
Memorial Day	6 June
Constitution Day	17 July
Liberation Day	15 August
Thanksgiving Day	14 September
Armed Forces Day	1 October
National Foundation Day	3 October
Anniversary of Proclamation of Korean Alphabet	9 October

SOUTH SUDAN

THE PEOPLE

Population

10,625,176. Growth rate: 2.79%

Resident in the ACT

79 born in South Sudan (Census 2011)

Language

Arabic and English are both official languages. Many dialects are spoken throughout the country. Arabic Juba is a unique dialect used in southern urban areas for communicating between different ethnic groups. Other languages spoken are Nubian, Dinka, Azanda, Bari, Nuer and Shilluk.

Religion

Religions followed by South Sudanese include majority traditional religions (animism), Christianity and a small percentage Islam.

General attitudes

Sudanese value good humour, courtesy and strong family ties. Power may be reflected in having a government position, coming from a respected family, being a religious leader or being a chief. Rural wealth is measured by the size of one's herd (cattle among Africans, sheep, goats, camels for Arabs). South Sudanese are polite, but males can be aggressive if they feel offended or ignored.

Personal appearance

Southern men and women wear Western attire, and jewellery is a sign of affluence. Most women wear attractive locally made earrings and beads. Most people will dress quite formally in public.

CUSTOMS AND COURTESIES

Greetings

Shaking hands is a common greeting, regardless of whether that person is family, friend or new acquaintance. Generally, a verbal greeting is used. However, both men and women shake hands. The Bari phrases are Do pure (good morning) or do '*parana*' (good afternoon). South Sudanese will not look into the eyes of an older person or person of higher authority, as a sign of respect for their status.

Gestures

The left hand is never used for eating, and both hands should be used for passing items between people. Pointing with a finger is not polite. Nodding the head downward means 'yes', and nodding up means 'no'.

Visiting

Visiting is extremely important in maintaining the extended family and social networks. Hosts will sometimes prepare a meal of goat, sheep or chicken for valued guests. In most cases, light refreshments are served. Short, casual visits are commonly exchanged between relatives and friends, and in general, appointments are not made. 'Dropping in' will show that you care for the person and creates a more trustful relationship.

Usually the visit will be to the whole household, so having one member of the family absent is not important. Men and women often socialise together at social functions.

Eating

Two meals a day is the norm, though urban residents eat three meals when they can afford to do so. Dinner (evening) is the main meal, and it is shared by the family. South Sudanese use their fingers to eat their meal.

LIFESTYLE

Family

The Sudanese family is based around the extended family, and is headed by males. Three generations of males and their wives and children live in the same household or compound. Men are responsible for the herd, earning an income and leading the family in discipline. Children are punished harshly if they shame the family. Women clean and cook, look after young children and help with the farm and garden. They may also collect firewood and water. Women do not leave the house for 40 days after giving birth.

Dating & Marriage

In Southern Sudan arranged marriages are not common as in the north. If appropriated, a couple may usually refuse the match. Wedding celebrations last for days and both families host feasts and parties. Young people in the south meet at markets, dances, schools and church functions. They are often permitted to go out together, but parents become involved when engagement takes place. Grooms also pay a dowry, often cattle or cash. The divorce rate is very low in South Sudan.

Diet

Where possible, Sudanese people like to eat beef, chicken, goat or mutton to supplement the staples of millet, sorghum, and maize. In higher rainfall areas, cassava, potatoes, peanuts, mangoes and papaya are eaten. Other locally grown foods include guavas, grapes, bananas, okra, carrots, tomatoes, onions, cucumbers, citrus and pineapples. A thinly layered food made from flour paste (*kisra*) and thin bread with lentils, peas, tomatoes and cheese is called *fatta*. Southern Sudanese often drink a sorghum beer called *marisa*. Many families suffer from malnutrition in some regions.

Holidays & special days

National holidays are set by the Gregorian (Western) calendar, while Islamic holidays are set by the lunar calendar.

Islamic days:

Id-al-fitr (feast at the end of Ramadan)

Id-al-Adha (feast of the Sacrifice)

Muhammad's birthday.

SPAIN

THE PEOPLE

Population

46,454,895. Growth rate: 0.622%

Resident in the ACT

540 born in Spain (Census 2011)

Language

There are four official languages in Spain. The first, Castilian Spanish, is the main language of business and government. The other languages include Catalan (17 percent), Galician (7 percent), and Basque (2 percent). Other minority languages are permitted to become co-official to Castilian Spanish in their respective autonomous communities. English can be heard in tourist centres, and many Spaniards know some French.

Religion

Spain has historically been a Roman Catholic nation and although the religion no longer has official status by law, 71% of Spaniards identify as Catholic. Freedom of religion was granted in the 1970s, opening the way for many Spaniards to begin joining other churches. As a result, Spanish society has become increasingly secular over time, but a recent wave of Latin American immigrants has reinvigorated the influence of the Catholic Church. Approximately two percent of the population is involved with other religious groups. Some Muslims and Jews also reside in Spain.

General attitudes

The Spanish are generally friendly, helpful, and community oriented people. They enjoy conversation and giving advice and often consider it their duty to speak out about issues which are important to them. Along with a spirit of community comes a strong sense of personal pride as many Spanish people feel it is important to project an impression of affluence and social position. Appearance is extremely important. Regional pride and devotion are strong and increasingly expressed.

Personal appearance

The Spanish are concerned with dress. Style and quality of clothing are important indicators of a person's status and respectability. Men usually dress conservatively, avoiding flashy or bright colours. Women try to be stylish and children are dressed as nicely as possible. Many colourful regional costumes are worn for festivities, a custom which is increasingly prevalent.

CUSTOMS AND COURTESIES

Greetings

The usual greeting by Spanish males is a handshake. Good friends often add a pat on the back and, if they have not seen each other for some time, add *abrazo* (hello). Women also shake hands when greeting others, but close female friends also kiss each other on the cheek. A slight embrace and kiss on the cheek are also used among women when parting. Family names and titles, such as Senor (Mr) Senora (Mrs), and Senora (Miss) may be used to address older people or professionals.

Visiting

When guests are invited to a home they are usually expect to stay for only one to two hours. It is polite for a guest to take or send flowers, especially if the visit is a dinner invitation or if someone is ill. On special occasions, hosts might give gifts to guests, which are opened immediately in the presence of the host, as sign of thanks to the gift giver.

Eating

In a formal dinner, the host or hostess indicates the seating arrangements. Ladies and older people are seated first. Compliments on the meal are welcome. Table manners are very important - hands are kept above the table at all times and are not placed in the lap during the meal. It is considered bad manners for adults to eat while walking down the street.

LIFESTYLE

Family

Family life is important in Spain. Traditionally, the father was the undisputed head of the home and the wife was responsible for caring for the house and children, but responsibilities are changing as more than two thirds of the female population now participate in the workforce.

Dating & Marriage

Dating habits have changed over time with the advent of online social networking, some of the conventions have been relaxed – for example couples now often live together before marrying, and there is less pressure for spouses to be solely approved by the parents. The average marriage age for men is 27, while women marry between 20 and 24.

Diet

Typical Spanish food includes fresh vegetables, meat, eggs, chicken, and fish. Most fried foods are cooked in olive oil. Breakfast is generally a light meal of coffee or hot chocolate, bread and jam, or sometimes *churros* (a batter made of flour and butter, deep-fried and sprinkled with sugar) and hot chocolate. A substantial meal is eaten at about 2.00 pm, usually including soup, a salad, a dish consisting of some kind of fish, a main dish, and fresh fruit. Around 5.00- 6.00 pm Spaniards eat a snack (*merienda*), usually a sandwich or sweet bread or crackers with tea or hot milk. Dinner is usually at 9.00 - 10.00 pm and is not as large as the midday meal.

Holidays & Special Days

St Joseph the Workman	1 May
King Juan Carlos Saint's Day	24 June
National Day	12 October
Constitution Day	6 December
Catholic holidays and Saint's days, fiestas	

SRI LANKA

THE PEOPLE

Population

21,045,394. Growth rate: 0.798%

Ethnic composition: 74% Sinhalese, 18% Tamil, 7% Moor, 1% Burgher, Malay and Veddha

Resident in the ACT

2,268 born in Sri Lanka (Census 2011)

Language

Both Sinhala and Tamil are official languages in Sri Lanka. Although the use of English is declining, about 10 percent of the population speaks it.

Religion

Nearly 70 percent of the population practices Buddhism. Freedom of worship is guaranteed by the constitution. About 15 percent of the people practice Hinduism. The moors are mostly Muslims, while 8 percent of the population is Christian.

General attitudes

Sri Lankans are friendly and have relatively open attitudes. While some groups seek independence, people in general seek peace, unity, and economic development for the entire population.

Personal appearance

Although the youth and people in the cities wear Western-style clothing, traditional forms of dress remain popular. With variation two basic styles of apparel for men and women are found. Women may wear a *saree* with a tight blouse. The *saree* is one very long piece of fabric draped over the shoulder and wrapped at the waist in a way that creates tailoring without being sewn. Traditional attire for men may include loose-fitting trousers combined with a long shirt that reaches to mid-thigh. Men might also wear a sarong (a piece of cloth wrapped around the waist, sometimes held by a belt or *lunghi*).

CUSTOMS AND COURTESIES

Greetings

Forms of greeting vary between different ethnic groups. The traditional greeting of placing one's palms together under the chin and bowing the head slightly is widely practiced. A Western handshake is also acceptable. Titles are important to Sri Lankans, and it is proper to address acquaintances by their titles.

Gestures

Objects are passed with the right hand or both hands. As with many Asian cultures, the head is considered the most sacred part of the body; the bottom of the feet are the least sacred. One should not touch a person's head, nor should one use one's foot to point at a person or an object. Women are forbidden to touch a Buddhist monk. Pointing with the index finger is impolite. Beckoning is done by waving all fingers with the palm facing down.

Visiting

Sri Lankans are very hospitable. If refreshments are offered by the hosts, it is impolite to refuse them. In some homes, it may be appropriate to remove one's shoes before entering. At Buddhist temples, shoes are removed.

Eating

The different religions of the country play a large role in determining what is and is not eaten. Sri Lankans of all religious groups seek to avoid those things that would cause spiritual pollution. Because food enters the body, it is considered a prime source of potential pollution. Those that adhere strictly to Buddhist doctrines do not eat flesh of any kind. Some Buddhists, however, include fish or eggs in their diet. Hindus do not eat beef or pork, and Muslims do not eat pork.

LIFESTYLE

Family

Traditionally, the various caste systems of each ethnic group have governed family patterns and relationships. Even with the declining influence of the caste system, the family remain the central social unit in all Sri Lankan societies. The wife manages the affairs of the household and has influence in all family matters. The elderly receive deep respect and younger family members often yield to their advice and counsel. Children expect to care for their elderly parents if necessary.

Dating & Marriage

Although individual choice of marriage is found among more Westernised circles, traditional practices of arranging marriages still prevail in Sri Lanka. Marriage outside of one's caste traditionally had religious taboos associated with it, but this tradition is fading as Sri Lanka modernises. Virginity is an essential part of the marriage contract on the part of the woman. Marriage between members of different ethnic groups is now very common in modern Sri Lanka.

Diet

Rice is the staple in the Sri Lankan diet and is the basic food for all meals. Each ethnic group is known for its own dishes, but each has also borrowed from the others over time; thus, Sri Lankan cuisine is a combination of all the different types. A variety of curries are popular, from mild to very spicy. Sri Lankans typically consume little meat, but they do eat large amounts of pulses (peas and beans) and nuts. Tea is served with most meals and as refreshment.

Holidays & Special Days

Independence Commemoration Day	4 February
May Day	1 May
Hindu, Muslim and Christian holidays	

SUDAN

THE PEOPLE

Population

25,946,220

About 70 percent of the population are Sudanese Arab. Other ethnic groups include Fur, Beja, Nuba and Fallata.

Resident in the ACT

362 born in Sudan (Census 2011)

Language

Arabic and English are both the official languages of Sudan. Many dialects are spoken throughout the country. Other languages spoken are Nubian, Ta Bedawie and Fur. Those with education speak good English.

Religion

The majority of Sudanese are Sunni Muslim (70%), living mainly in the central and north areas. There is a small Christian minority.

General attitudes

Sudanese from the north are inclined to be polite, reserved, and cautious. They view whatever happens as the will of God presenting challenges. Sudanese value good humour, courtesy and strong family ties. The society is highly stratified, with respect given to those with wealth and status. Power may be reflected in having a government position, coming from a respected family, or being a religious leader. Rural wealth is measured by the size of one's herd (cattle among Africans, sheep, goats, camels for Arabs). Educated people earn respect as they are likely to obtain good positions.

Personal appearance

Western clothing is worn by urban men in the north, but traditional *jalabia* (long white robes) and *imma* (turbans) are worn in the towns as well as rural areas. Women need to cover themselves from head to ankle when in public (*hijab*).

CUSTOMS AND COURTESIES

Greetings

The northern Sudanese tend to be more formal than those from the South. Arabs greet with a light handshake to members of the same sex, and friends often embrace. A Muslim man does not touch a Muslim women in public. The common greeting is '*salaam aleykom*' (Peace be with you). Good friends sometimes exchange a casual '*Salaam*'.

Gestures

The left hand is never used for eating, and both hands should be used for passing items between people. Pointing with a finger is not polite, and it is rude to point the sole of one's feet towards someone. Nodding the head downward means 'yes', and nodding up means 'no'.

Visiting

Visiting among friends and relatives is seen as important in building and mending relationships. Visiting usually takes place in the home, with close friends and family visiting spontaneously. Arrangements are made if the person is less known. Religious holidays and special events offer the best opportunity for relaxed gatherings. It is considered best to visit mid-morning or evening, because at other times people may be sleeping or eating. Men and women generally socialise separately. Children are requested to play away from adults to enable conversation. Guests are served tea, coffee, soft drink or water, and when visiting for the first time, short stays are best.

Eating

Two meals a day is the norm across Sudan, though urban residents eat three meals when they can afford to do so. Dinner (evening) is the main meal, and it is shared by the family. Men and boys generally eat separate from girls and women. People wash their hands before and after a meal, and only the right hand is used for eating. Families do not often eat at restaurants. The food is often expensive, and of a lesser quality.

LIFESTYLE

Family

The Sudanese family is based around the extended family, and is headed by males. Three generations of males and their wives and children live in the same household or compound. Men are responsible for the herd, earning an income and leading the family in discipline. Children are punished harshly if they shame the family. Women clean and cook, look after young children and help with the farm and garden. They may also collect firewood and water. Women do not leave the house for 40 days after giving birth.

Dating & Marriage

Marriages are still arranged between cousins within families. A couple may usually however, refuse the match. The groom's family must pay a dowry to the bride's family, preferably as cash. Wedding celebrations last for days, and both families host feasts and parties. The divorce rate is very low in Sudan.

Diet

Where possible, Sudanese people like to eat beef, chicken, goat or mutton to supplement the staples of millet, sorghum, and maize. In higher rainfall areas, cassava, potatoes, peanuts, mangoes and papaya are eaten. Other locally grown foods include guavas, grapes, bananas, okra, carrots, tomatoes, onions, cucumbers, citrus and pineapples. A thinly layered food made from flour paste (*kisra*) and thin bread with lentils, peas, tomatoes and cheese is called fatta.

Holidays & special days

National holidays are set by the Gregorian (Western) calendar, while Islamic holidays are set by the lunar calendar.

Independence Day 1 January

Unity Day 3 March

Labour Day 1 May

Islamic days:

Id-al-fitr (feast at the end of Ramadan)

Id-al-Adha (feast of the Sacrifice)

Muhammad's birthday.

THAILAND

THE PEOPLE

Population

69,518,555. Growth rate: 0.501%

Ethnic groups include 75% Thai, 14% Chinese, 11% other, including Khmer, Akha and Mon minorities.

Resident in the ACT

1,045 born in Thailand (Census 2011)

Language

Central Thai is the official language and is used in schools, with other Thai dialects being spoken in various regions of the country. Thai is a tonal language, meaning that a given syllable can have different meanings depending on the inflection with which it is pronounced. Central Thai has five tones. Chinese and Malay are spoken by many people.

Religion

Although Thailand guarantees freedom of religion, and many religions are represented in the country, 95 percent of the population is Theravada Buddhist. Muslims compose about 4 percent of the population. There is also a small number of Christians in Thailand.

General attitudes

Thailand means "Land of the Free" and the Thais are proud of the fact that their country has avoided foreign rule throughout its long history. The king and Queen used to be the most respected and honoured persons in Thailand, and Thai would be offended by any joke or ill reference to them. Recently however this has changed, with maybe half the population losing respect for the Royal family with recent political issues. This remains a personal topic. Traditionally, success is measured by a person's wealth and education. Wealth is generally looked on as a reflection of virtue. Thais are a reserved people and usually consider criticism of others to be poor taste. A sense of humour, laughter, and a pleasant, smiling attitude are highly regarded.

Personal appearance

While Western clothing is common in most areas, especially Bangkok, traditional clothing is also often worn. Men and women frequently wear straw hats because of the heat. Sandals are popular, but shoes are worn in formal situations.

CUSTOMS AND COURTESIES

Greetings

The traditional and most common greeting in Thailand is called the *wai*. How the gesture is performed depends entirely on the relationship between the people, and there are many variations. Generally a person places the palms of the hands together, with fingers extended at chest level, and bows slightly. The younger person greets first, and the more senior person responds with a *wai* in a lower position. The higher one's hands are placed, the more respect is shown. Bows and curtsies are also more pronounced to show greater respect. The fingertips only go above the level of the eyebrows to reverence Buddha or to greet royalty. It is an insult to not return a *wai*, unless there is great social or age distance between the two people. Thais address each other by their first names, preceded by *Khun*, and reserve surnames for formal occasions.

Gestures

A person's head is considered sacred and one should neither touch another's head nor pass an object over it. Parents pat their children's heads, but this is the only exception. People try to keep the level of their heads below that of social superiors. The bottoms of the feet are the least sacred part of the body and should never be pointed in the direction of another person. Thais avoid stamping their feet, touching people with them, or using them to move or point at objects. It is usually offensive to cross the legs while sitting in a chair, especially in the presence of an older person. Placing one's arm over the back of the chair in which another person is sitting is offensive. Men and women generally do not touch or show affection in public. Women must never touch images of Buddha or a Buddhist monk or offer to shake hands. Items especially gifts, are passed and received with the right hand only, never the left.

Visiting

Thais are very hospitable hosts and enjoy having visitors. The person of highest social rank or age is treated with the greatest respect. In all cases, how one sits, walks, or otherwise interacts with others depends on the status of each person present. It is customary to remove one's shoes when entering a Buddhist temple or private home. It is not necessary to take gifts when visiting, but it is not uncommon for guests on extended stays to present their hosts with a gift of appreciation. In the home, people commonly sit on the floor. One does not stretch out their feet in front of them. Women generally tuck their legs to the side and behind them and men sit cross-legged.

Eating

Thais use forks and spoons at the dining table. They hold the spoon in the right hand and the fork in the left. Chopsticks are used with noodle dishes and in Chinese homes. Guests usually receive a second helping of food and are encouraged to eat as much as they can. Diners choose small portions from various dishes at the centre of the table to eat with rice. Water, the standard mealtime drink, is drunk at the end of the meal. When one is finished, utensils are placed together on the plate.

LIFESTYLE

Family

Thai families are close, and several generations may live in the same household. The oldest male is customarily the patriarch of the family. Members of the family (even adults) are usually expected to abide by the advice of their elders, although this is becoming less true with time and modernisation. Thais have great respect for their parents and the elderly. Families usually have two or three children. A family's youngest daughter inherits the parents' home. In return, she and her husband care for the parents in their old age.

Dating & Marriage

In Thailand, girls have traditionally led a more sheltered life than boys, but this is no longer the case. Boys and girls generally have equal access to society. Although western style dating is popular in Bangkok, it is not as common in rural areas. According to tradition, if a boy wishes to marry a girl, he must first become well acquainted with the entire family and make himself agreeable to them. He then sends his parents to the girl's family to make his wishes known. The groom traditionally pays a bride price to the bride's parents as "compensation" for raising her. Some parents later return the items or cash to the couple as a wedding gift.

Diet

Rice is the staple food of Thailand. It is usually served with spicy dishes that consist of meat, vegetables, fish, eggs, and fruits. Curries and pepper sauces are popular. Typical meats include beef, chicken, and pork. Thai cuisine is a combination of cultural influences, renowned for its fine flavours.

Holidays & Special Days

Coronation Day	5 May
Queen's Birthday	12 August
King's Birthday	5 December
Constitution Day	10 December

THE SOLOMAN ISLANDS

THE PEOPLE

Population

552,267 Growth 2.498

Resident in the ACT

42 born in the Solomon Islands (Census 2011)

Language

Melanesian pidgin (in much of the country is lingua franca), English (official but spoken by only 1%-2% of the population), 120 indigenous languages

Religion

Protestant 73.7% (Church of Melanesia 32.8%, South Seas Evangelical 17%, Seventh-Day Adventist 11.2%, United Church 10.3%, Christian Fellowship Church 2.4%), Roman Catholic 19%, other Christian 4.4%, other 2.4%, unspecified 0.3%, none 0.2% (1999 census)

General attitude

The essence of village life and welfare is the *wantok* or 'one talk' system. Wantoks, who are people of the same language, village or extended family, share their belongings and give help as needed. When a woman is sick, a wantok may do the gardening and look after the children till she is well. If the wantok runs short of supplies, he or she may request help in return. This system works well at the village level, but is more challenging in an urban setting. Solomon Islanders place a high value on family and children, their relationship with the land and do not like to be hurried. A third part, perhaps a chief, will resolve disputes.

Personal appearance

Dress is casual, with men wearing shorts and T-shirts, and women wearing T-shirts and below-the-knee skirts. Men and women often wear *lavalavas* (large rectangular pieces of cloth with different wrapping options). Children below four years old usually do not wear clothing. Adults like to wear jewellery such as hair combs, armbands, necklaces made from shells, teeth of porpoises and flying foxes. Flowers can be tucked behind the ear or braided into the hair.

CUSTOMS AND COURTESIES

Greetings

Villagers greet one another by their first names in their language, or in *pijin* if they are from different language groups. A common greeting is: Where have you come from or where are you going? With strangers, formal titles are used, like 'Mr' or 'Mrs'. One greets a chief according to one's familiarity with him. When arriving at a village, it is expected that one informs the chief of the nature of the visit and length of time of the stay.

Gestures

Facial expression is a vital part of conversation for Solomon Islanders. When eyebrows are quickly raised, this indicates agreement. Pointing is not done with the hand, but with purses lips, and chin gesture. Clicking the tongue may suggest disapproval or concern. To beckon, one waves the fingers of one hand with palm down.

Shouting is not polite, but nose-picking or spitting in public are not seen as offensive. Male or female friends may hold hands or walk arm in arm, but not members of the opposite sex. Women cross or fold their legs under them in the company of men. Taboos include stepping over a man, or for a man to go under a woman's clothing, e.g. a man will not walk under a clothesline.

Visiting

Visiting is a key part of life on the Solomon Islands. Formal invitations are only made for a feast, although townsfolk may let people know of a proposed visit. It is good to call out on approaching a house. Customarily, one takes off the shoes at the door. Women visit women, and men visit men as a general rule. People gather outside on the veranda. The visit is about *stori*, or conversation. Tea and food will be offered if prepared.

Eating

Village breakfast may consist of the left-overs from last night's meal. Tea, coffee and Milo are used more by urban residents. At midday, rural Islanders working in the gardens eat freshly cooked food over the fire, or cooked food from home. The main meal is generally after sunset, will probably include a staple like cassava, sweet potato, fish, vegetables and fruit. Families tend to sit together on the floor of an open-air kitchen or veranda. Traditionally, grace is said before eating. Food is covered with towels or leaves before it is served. One may eat with fingers, or use utensils. The mother and elder girls serve the meal, giving the first serve to the men. Guests will eat with the father, while women and children eat elsewhere. It is etiquette for speeches to be made by the host, reciprocated by the visitor.

LIFESTYLE

Family

The family unit consists of both parents and their children. The members of the extended family keep close ties. Generally, men are responsible for earning an income, fishing, clearing gardens and building the house. Traditional houses are made from sago leaves lashed to a bamboo frame. Modern homes are timber-framed with glass windows and steel rooves. These are more lasting, but harder to keep cool. Women usually maintain the gardens, gather and prepare food and firewood, care for young children, and undertake household tasks. Children will help after the age of five.

Dating and marriage

The traditional marriages were arranged by the wantoks. The groom's family customarily paid the bride's parents a bride-price of shell money, pigs or root crops. Now, young people choose their own partners, and it is more accepted to marry outside your language group. The bride-price is still important on some islands. It may include some modern goods such as mattresses, sewing machines, or watches. The groom's wantok often prepares a generous feast of pig, fish and root crops the day before the wedding. The groom is led in a procession to the bride's village, where respected elders exchange the bride-price. The bride has a tearful farewell to her family. A Christian ceremony usually takes place later, with the bride in white and the groom in a black suit.

Diet

A large proportion of the food is grown in family gardens, or wild food from the forest. Staples include cassava, sweet potato, taro, and yam. Leafy greens include pumpkin and taro leaves, watercress, ferns and slippery cabbage. Fish, pork, wild nuts and eggs provide the protein in the diet. Pigs and chickens are bred for special occasions, and wild pigs are hunted. Coconut water can be drunk before it is ripened. Fruit is in abundant supply, and includes bananas, papaya, mangoes, breadfruit, pineapples, bush limes and lemons, and guava. Women cook food over open fires or in stone/earth ovens.

Holidays and special days

New Year's Day (celebrated by dunking people in water)

Easter (Good Friday, Holy Saturday and Easter Monday)

Queen Elizabeth II's birthday (second Friday in June)

Independence Day

Liberation Day (last Monday in August with the preceding Saturday)

National Thanksgiving Day 26 December

Each province also has an annual feast

TIBET

THE PEOPLE

Population

6 million Tibetans and over 7.5 million Chinese.

There are over 130 000 Tibetans outside Tibet

Resident in the ACT

Approx. 60 (not listed in the Census data)

Language

Tibetan

Religion

99% are Buddhist, and a small number of Muslims and others

General attitude

Tibet has a long history of culture based on Buddhism. People are kind, cheerful and compassionate. Roughly 85% of Tibetans are nomads and farmers.

Personal appearance

Tibetans wear national dress, especially on Tibetan New Year and festivals. They also generally wear western style clothing.

CUSTOMS AND COURTESIES

Greetings

The folding of hands and saying 'TashiDeleg' - which loosely means good luck or happiness- is the customary greeting in Tibet. Hand shaking is also prevalent today. Tibetans stand when guests enter or leave a room.

Visiting

Tibetan society is very communal. Families visit each other often. They care for each other and celebrate lots of things together. While the winters are extremely cold in Tibet, in the summer it is common for whole villages have picnics together or hold horse-racing events.

Eating

Staple foods include roasted barley (called *tsampa*), meat (sometimes yak meat) and butter tea, which is boiled and churned with butter, salt and milk. Chang, or barley beer, is specific to Tibet. The majority of Tibet is very cold so fruit and vegetables are only grown in the valleys.

LIFESTYLE

Family

The family unit is very strong; generally the father is head of the family. The younger people show much respect, love and care to the elders. The younger generation of the family looks after their old parents.

Dating and marriage

Traditionally marriages were arranged, but love marriages are also common today. Marriages are a very happy occasion. Families and friends give gifts to the married couple. People normally dressed up in traditional costume and feasts are arranged for days.

Holidays and special days

Tibetan New Year (the beginning of the lunar year), called Losar- Generally falls in February or March

Buddhist holidays- There are many festivals

Birth of the 14th Dalai Lama 6 July

TONGA

THE PEOPLE

Population

104,509. Growth rate: 0.426%

Resident in the ACT

207 born in Tonga (Census 2011)

Language

Tongan is the language used for everyday communication, yet Tongan and English are both official languages. Tongan dialects differ according to the status of the people communicating: there are three dialects, each one used for royalty, nobility, or casually between friends. The majority of Tongans are of Polynesian descent. Tongan is spelt with a Latin script, and sounds the way it looks.

Religion

Christianity is the practiced by most Tongans, and incorporated into daily life. The official State church is Free Wesleyan. The King is the head of the Free Wesleyan church. The Church of Jesus Christ of Latter-Day Saints is a relatively new, fast growing church. There are also significant numbers of Roman Catholics, Independence Church of Tonga and Church of Tonga.

General attitudes

Tongans are understandably proud of their independent nation, their royal heritage and the Polynesian culture. The 'Tongan way of life' is relaxed and unhurried. Tongans place people and relationships, especially with family and village, over Western performance drive. Tongans can be generous, gentle and friendly, valuing respectful behaviour toward elders. Men and women who drink or smoke to excess are not regarded as good role models. Many young people are drawn to pursuing a Western lifestyle, and are tending to look for jobs outside Tonga.

Personal appearance

Women generally avoid wearing short skirts or low-necked dresses, as modesty is valued. It is a law that males over 16 must wear shirts. The word for clothes is *vala*. Traditional attire is worn on formal occasions. This means a *tupenu*, a calf-length wrap-around cloth for men, and for women a *kiekie* (ankle-length skirt). Both men and women wear a *ta'ovala*. Western dress is commonly worn now, especially among young people and in urban areas.

CUSTOMS AND COURTESIES

Greetings

People in Tonga greet each other with a handshake or a warm verbal greeting. Men often hold the handshake a few seconds while conversing. '*Malo e lelei*' (Hello) is the usual form of greeting, with variations for good morning and good evening. Visitors are often greeted with '*talitali fiefia*' (welcome!). It is customary to use the first name for acquaintances, but when meeting for the first time the title and family name may be used as a show of respect.

Gestures

Physical gestures are important in communicating. Raising the eyebrows can indicate agreement. Beckoning is only appropriate for children. A downward arm movement can mean 'come here'. A forward and upward wave means 'good-bye'. Boys and younger men often walk hand in hand to express friendship. Displays of affection between males and females are not encouraged. Crossing the legs at the knee is appropriate when sitting.

Visiting

Tongan society is close-knit, and social interaction is part of the fabric. People always greet each other when passing. Women usually keep company with other women. Relatives and neighbours often visit each other on Sunday afternoon after Church. Visits during the week are unplanned. However, if a resident feels their house is not ready for visitors, they may not invite them in. People remove their shoes at the door, and are shown to the best seats. In a traditional home, men sit cross-legged on the floor, and women have their legs tucked under them to one side. However, sitting at tables and chairs is becoming far more common. Children stay out of sight as far as possible. Refreshments such as coconut, otai (a mix of cut fruit) are served. It is common to invite guests to stay for lunch, and to make a speech praising the visitors before they leave. Compliments are enjoyed, but if one admires an object too much, the host may feel obliged to offer it to the visitor. A gift may be offered to a new or honoured guest, and it is important to accept this gift.

Eating

Whenever possible, families eat meals together. Residents of outer islands sit on woven mats, while urban Tongans use dining tables. Traditionally, the hands are used to eat, but utensils are in common use now. Standing while eating and drinking is frowned upon.

LIFESTYLE

Family

Tongan families are very sociable, and they care for one another in every situation. The family unit consists not only of parents and siblings, but grandparents, uncles, aunts and cousins. Often, many members of the extended family work together to plant, fish or harvest and cook. A young married couple tends to live with the woman's parents, and the husband is responsible for feeding the family. The average number of children is four. Traditionally, the head of the family is the father, and the mother is not equal. However, brothers are subordinate to sisters at the same age. The eldest daughter therefore receives has the first pick of family resources. A father's elder sister is the leader over the nuclear family. The type of housing varies from coconut leaf and timber to modern framed house and nearly all Tongans own their own home.

Dating & Marriage

There is little interaction between boys and girls during adolescence. Teenagers meet at church groups or village activities. Traditionally, a boy is only allowed to date a girl in the girl's home. The boy may ask a girl to share kava (a mild stimulant made from roots) with friends. Marriages are celebrated with great joy for the entire community. The religious affiliation determines the kind of ceremony, but festivities include a feast, singing and many speeches. The married couple may move in with the bride's parents, but most set themselves up elsewhere.

Diet

The tradition for Tongans includes two meals a day, consisting of yams, taro leaves, sweet potatoes, cassava, fish or pork. The European style is becoming popular, with three meals a day. Roast pig is a favourite for feasts

and celebrations. There is an abundant supply of tropical fruit such as mango, guavas, citrus, papaya, watermelon, bananas, avocados, peppers and cabbage.

Holidays & special days

Christmas Day, Boxing Day and New Year's Day, Easter	
The Crown Prince's Birthday	4 May
Emancipation Day	4 June
Birthday of King Taufa'ahau Tupou IV	4 July
Constitution Day	4 November
King George Tupou 1 Day	4 December

TURKEY

THE PEOPLE

Population

73,639,596. Growth rate: 1.136%

Resident in the ACT

212 born in Turkey (Census 2011)

Language

Turkish is the official language of the country. Some people of Kurdish origin speak Kurdish. A small number of people also speak Arabic. English, German and French are spoken as the second language in cities and small towns.

Religion

99.8 percent of Turkey's population is Sunni Muslim. The remaining are Orthodox Christian and Jewish (CIA World Factbook 2012)

General Attitudes

Turkey is often described as a bridge between East and West. Due to centuries of interaction with Europe and Asia, Turks have incorporated features from both areas into their lifestyle and thinking. At the same time, they are patriotic and have developed a unique society. The people are proud of the achievements of their modern state as well as the accomplishments of their ancestors, who ruled great empires. Individually, Turks prize a good sense of humour. Group orientation is valued over personal assertiveness, and honesty and intelligence are admirable qualities. People value a good education, secure employment, social status, and an honourable heritage.

Personal Appearance

Western-style clothing is common, though customs vary from city to city. European fashion is especially popular among the youth. Traditional clothing is worn in rural areas or for special occasions and costumes differ according to region.

CUSTOMS AND COURTESIES

Greetings

When greeting friends or strangers, one shake hands and says '*Nasilsiniz*' (how are you?) or '*Merhaba*' (Hello). Greetings are followed among friends by polite inquiries about one's health, family, and work. Among close friends of the same, and sometimes opposite, gender, Turks clasp hands and kiss on both cheeks when greeting. To show respect to an older person, their hands may be kissed and touched to the greeter's forehead. The youth often greet each other with '*Salam*'. Upon joining a small group, one greets each person in the group individually. When addressing others formally, professional titles are used.

Gestures

Turks generally use their hands a great deal during conversation, forming gestures that add meaning and emphasis. Social courtesies are valued in Turkey. One does not put feet on a desk or table, point the sole of the foot toward another person, smoke without asking permission, or cross the legs while in the presence of

an older or superior person. It is not proper for adults to eat or smoke on the street. Public displays of affection are not acceptable.

Visiting

Turks enjoy visiting and hospitality is an integral part of the culture. Many Turks remove their shoes when entering a home and replace them with slippers. Guests are expected to do the same at homes where this custom is followed. Visitors are expected to bring a pleasant presence to the home; bad news or accounts of problems are saved for other occasions. First-time visitors to a home may bring a small gift, such as candy, fruit, or flowers.

Eating

Breakfast is usually eaten around 7 am, although earlier in rural areas. Lunch is at midday and dinner is around 7pm. Dinner is the main meal, and the family generally expects to sit down together for this meal. Many meals are eaten with the fingers. When utensils are used, the continental style of eating is followed.

LIFESTYLE

Family

The primary social unit in Turkey is the family. The Turkish household is often extended, consisting of a mother and father, their unmarried children and in some cases, married sons with their families. The married sons remain until they are financially independent. It is uncommon for a person to live alone, mostly for economic reasons. Polygamy, as permitted by Islamic law, was abolished in 1930. Women gained the right to vote and the right to divorce in 1934 when civil marriage contracts were introduced.

Dating & Marriage

Except perhaps at universities or in large urban areas, dating in the Western sense is not common, as young people associate more in groups, though this practise is changing. The average age for marriage is 22 for women and 25 for men.

Diet

Turkish cuisine is among the finest in the world. Lamb and rice are served with many meals. Turkish bread is popular in countries across the world. The famous kahve (Turkish coffee), a thick brew served in very small cups, is served with nearly every meal. Breakfast is usually light, consisting of tea, white cheese, bread, butter, marmalade or honey, and olives. The main meal of the day is eaten in the evening and may consist of several courses. Shish kebabs (chunks of lamb on a skewer) are a favourite, as are vegetables prepared in olive oil.

Holidays & Special Days

National Sovereignty & Children's Day 23 April

Spring Day 1 May

Youth & Sports Day 19 May

Victory Day 30 August

Republic Day 29 October

Muslim Holy Days

UGANDA

THE PEOPLE

Population

35,927,708. Growth rate: 4.14%

Uganda is comprised of different ethnic groups, none of whom forms a majority. Uganda has a very young population, with a medium age of 20 years.

Resident in the ACT

158 born in Uganda (Census 2011)

Language

While more than 40 languages are spoken in Uganda, English became the official language of the country after Independence partly because of the long association with Great Britain and partly because there are so many ethnic languages. Swahili is also widely used by the business sector, Police and Military Services. Swahili has also become increasingly important because it is the common language used in the East African Region.

Religion

Religious freedom is protected under the Constitution; to-date 84 percent of Ugandans belong to various Christian Churches; the Anglican Church, the Roman Catholic, Evangelical and Pentecostal Churches and of recent the Born Again Christians. Muslims represent about 12 percent including a small minority belonging to the Ahamecliyya Muslim Community. Traditional indigenous beliefs are practiced in some rural areas and are sometimes blended or practiced alongside Christianity or Islam.

General Attitudes

Ugandans are very respectful of elders and are proud of their particular ethnic groups. The Country's charm lies in its people. They are polite, friendly and courteous even to strangers. Ugandans are very proud of their country which was described by Winston Churchill as the "Pearl of Africa" because of its diversity of wildlife, vegetation, landscapes and cultures.

Personal appearance

Western dress in urban areas in Uganda is the norm. A dress (i.e. skirt and blouse), a suit and tie, shirts etc. Mini-skirts are not acceptable in offices. At ceremonies people dress according to the area and culture. The traditional attires are very colourful.

CUSTOMS AND COURTESIES

Greetings

Greetings vary from one ethnic group to the other. In general, greeting one another is very important and strictly observed by all cultures. Greetings are usually followed by questions on one's wellbeing. Neglecting to greet another is considered bad manners and reflects badly on one's upbringing. It is not respectful to use an elder's name so neutral words, equivalent to Sir/Madam or Uncle and Auntie are widely used as a sign of respect.

Gestures

Showing respect at any time is important. It is impolite to point a finger directly at someone's face. A person covers his/her mouth when yawning or coughing. In general, feet are not placed on chairs or tables. Respect

for elders during conversation is best shown by looking on the ground rather than directly into the eyes and gifts are accepted with both hands.

Visiting

Visiting is an important social activity and it plays a critical role in maintaining family and friendship. Unannounced visitors are welcome in the home and guests arriving at meal time are expected to share the meal with the family. It is impolite to refuse these offers. Visitors from rural areas usually stay for unlimited periods but in urban areas visits are brief and usually take place in the evening after work or on weekends.

Eating

Ugandans wash their hands before eating partly because they eat with their fingers and in rural areas people eat sitting down on mats. In urban areas Ugandans have adopted the western style of eating, that is, eating seated on tables and using utensils.

LIFESTYLE

Family

Ugandan family structures are male dominated; children belong to the father's clan therefore it is the fathers who give names to the children. Inheritance is passed on to the eldest male child in the family. However women play a very important role in supporting the family in rural areas in agriculture to produce food for the family and in urban centres through entrepreneurial pursuits and through formal employment. Elderly members of the family are well respected and are very influential in family decisions. Polygamy is still widely practised in both rural and urban areas.

Dating & Marriage

In rural areas, marriages are arranged by family, but in urban areas, education has contributed to modern dating. However in both cases marriage involves customary practises, the groom is expected to pay a dowry price usually at an elaborate introduction ceremony which is followed by a big wedding.

Diet

Main dishes are usually centred on a sauce or stew of groundnuts, beans or meat. The starch traditionally comes from *ugali* (maize meal) or *matoke* (boiled and mashed green banana) or *Ugali* made from millet or cassava. Sweet potato is also a popular dish. Uganda also produces a variety of tropical fruits (pineapple, melon, paw paw, oranges etc.)

Holidays & special days

New Year's, Easter, Christmas	
Liberation Day	26 January 26
International Women's Day	8 March 8
Good Friday	6 April 6
Martyr's Day	3 June
National Heroes' Day	9 June
Eid al-Fitr (End of Ramadan)	29 August
Independence Day	9 October 9
Eid al-Adha (Feast of the Sacrifice)	26 October

UKRAINE

THE PEOPLE

Population

45,190,180. Growth rate: -0.547%

Resident in the ACT

172 born in Ukraine (Census 2011)

Language

Ukrainian is the official language. It is a Slavic language with a Cyrillic alphabet of 33 letters. Russian was also an official language during the Soviet period, and it is still widely spoken by the ethnic Russians. More than half the population is bilingual. Minorities including Polish, Hungarian and Romanian speak their own language. Ethnic minorities now have the legal right to use their own language in public and judicial matters.

Religion

The dominant religion in Ukraine is Christianity, primarily Orthodox, Greek Catholic and Roman Catholic. Many people left their religious affiliation during the communist era. After Independence, other churches also began. Ukraine is home to a number of sacred Jewish sites.

General attitudes

Ukrainians see themselves as a lively and happy people, with a liking for song and dance that is illustrated when special occasions are held. They appreciate wit and humour, and also now individualism. Neighbourhood ties are strong, and friendship is valued highly. Ukrainian society is in great transition, since the work patterns are now changing with the private enterprise.

Personal appearance

The Ukrainians generally follow European fashions. Professional men wear suits, ties and hats, while women wear suits, dresses and skirts. Most clothing is imported and therefore expensive, but many women sew the clothing for their families. Scarves, caps and jumpers are also knitted for the long winter. The older generation dress conservatively, and women in rural areas cover their heads with scarves. On special occasions such as weddings, Ukrainians bring out their traditional outfit, with a focus on the embroidered shirt (*vyshyvanka*) in several regional patterns, with different colours being specific to certain regions.

CUSTOMS AND COURTESIES

Greetings

Informal greetings are usually a wave of the hand and a verbal greeting like '*Pryvit*' (Hi). 'Good day' or '*dobryj den*' can be used in both formal and informal settings. People shake hands in a formal meeting. Men may wait for the woman to extend her hand first, yet this depends on the social position of the person (if a woman is someone else's boss for example). Titles are important in formal introductions. Close friends and family members usually kiss both cheeks and hug when meeting, and address each other by their first name. To show respect, one uses the first name followed by the father's given name and a gender-specific suffix.

Gestures

It is important to make eye contact occasionally, but hand and body gestures are kept to a minimum in daily

conversation. Expressions are reserved, and smiling at a stranger is unusual. One nods the head to express approval or agreement. Pointing with the index finger is not polite. Speaking to an elder or person of higher status with hands in the pockets or arms folded is very disrespectful. Chewing gum is not courteous. Men still open doors for women, and offer to carry heavy items, or to give up their seat on public transport.

Visiting

There is a strong tradition of hospitality in Ukraine, and people welcome both expected and unexpected visitors. However, people prefer to receive advance notice when possible, even if this means 5 minutes. When friends, neighbours and relatives visit, tea and coffee are always served with some light refreshments. An abundance of food is served to the invited dinner guest, and one is expected to stay for a while after the meal. Guests often give flowers (in odd numbers, as even numbers are for the dead), cake or a bottle of liquor to the hosts. Chocolate, sweets or toys may be given to children. It is etiquette to stand when a woman enters the room. Men should take off their hat when inside.

LIFESTYLE

Family

The role of the extended family is important in Ukraine. An average family is headed by the father, who imposes sometimes strict rules on his children and family. Both parents usually work outside the home, but child-care is expensive and hard to find. For this reason, many elderly parents live with adult children to offer care of the children. Women generally undertake the household responsibilities. The elderly receive great respect and care. They often support their children into adulthood, and in return expect to be looked after when frail. Most urban families live in small apartments, many of which are privately owned due to recent housing programs.

Dating & Marriage

Young people go out together to movies, dances or bars. From April to October they enjoy spending time at parks, and engaging in outdoor activities. Couples commonly marry in their early twenties. A marriage needs to be performed in a public hall or 'wedding palace' to be legal. Many have a religious ceremony as well. Urban wedding parties are often formal, but in rural areas weddings are huge events lasting up to three days. In these events, celebration is combined with performance of traditional acts. For example, a highlight is when the bride must be 'stolen', with the 'thieves' demanding a ransom for her return.

Diet

The staple foods in Ukraine are breads, dairy products, vegetables and starchy foods. Corn on the cob is popular in Ukraine, unusual for Europe. The most liked meats are pork and beef, but poultry, sausages and preserved meats are widely enjoyed. The most popular dishes in Ukraine are based on cereal grains and flour pastes, based on buckwheat, oats and millet. Common dishes include dumplings (*varenyky*), cabbage leaves stuffed with minced meat and rice (*holubsti*). Cooked or baked cereal is called kasha. Chicken Kiev is an internationally known dish, and borsch is a common accompaniment. There are several variations according to region. Fresh produce is available in summer, but very expensive in the winter months. Preserves are common in winter.

Public Holidays & special days

New Years' Day

Christmas 25 December for Catholics and 7 January for Orthodox Christians)

Easter (occasion for painted eggs and special cakes)

International Women's Day 8 March

Solidarity Day 1 May

Victory Day 9 May

Independence Day 24 August

VIETNAM

THE PEOPLE

Population

88,791,996. Growth rate: 1.019%

The ethnic composition is 85-90% Vietnamese (Kinh), 3% Chinese, and other minorities. Minorities include the Mong, Dzay and Black Thai groups.

Resident in the ACT

2,956 born in Vietnam (Census 2011)

Language

Vietnamese is the official language, although there are distinct northern, central, and southern dialects and accents. The most popular foreign languages taught in schools are English, French, Chinese and Japanese.

Religion

Buddhism is the most commonly practiced religion in Vietnam, however since Christianity was introduced in the South, change to religion has taken place. The most important effect of Buddhism on Vietnamese is that it has given them the ability to accept what has happened no matter how horrific the event may be. Buddhists believe that life means suffering (a new born baby cries as soon as it was born), there is no god who governs everything, but human beings are responsible for their own actions. They are expected to lead a life of restraint and moderation, respecting the life of others and being dutiful to those around them. Such a restraint and dutiful life was not only considered as a religious aim, it was also valued as an end in itself. The Buddhist believes there will be consequences for every action, or karma in this life or the next. About 12 percent of the population is Taoist and 7 percent is Roman Catholic. Regardless of one's religion, nearly every one practices ancestor veneration. The Vietnamese in general believe the deceased go to a place near the living and are therefore accessible to help or hinder the living. Some ethnic minorities in North Vietnam and the Central Highlands remain matriarchal; they practice a reverence for all living things, claiming all living forms have a soul or spirit.

General attitudes

The long struggle for independence has given the Vietnamese a deep sense of national pride. They use the experience of history to re-create the future. The inequality in some areas between urban and rural areas is getting bigger and bigger, despite many efforts to alleviate poverty.

Personal appearance

Everyday dress for both men and women generally consists of slacks worn with a casual cotton or knit blouse or sport shirt. For special occasions, the women wear the graceful, traditional *ao dai*, a long dress with front and back panels worn over satin trousers. The Vietnamese do not wear shorts in public except at the beach or work site. Suits and ties have been worn in offices in Vietnam.

CUSTOMS AND COURTESIES

Greetings

Young and Western- influenced Vietnamese generally shake hands when greeting and saying good-bye. But the majority of Vietnamese do not shake hands. One uses both hands to show respect for older people and those of status, for example an elder sister or brother. Bowing the head slightly while shaking hands also indicates respect. Men and women don't touch one another as Vietnamese culture is mostly non-tactile. Vietnamese names begin with the family name and are followed by a given name. The Vietnamese address one another by their given names, but they also add a title that signals their perceived relationship to the person. These titles are family related rather than professional. Classifiers for gender and familiarity are also combined with the greeting.

Gestures

Ancient Buddhist tradition says one should not touch the head of a young child, as it is considered a sensitive spiritual point. Most Vietnamese no longer adhere to these practices. The Vietnamese consider it rude to summon a person with the index finger. Men and women today show more affection in public than they used to, and it is common for women to hold hands while walking. The Vietnamese use both hands to pass an object to another person to indicate respect for age or status.

Visiting

In Vietnam, because the majority does not have telephones, people drop in on one another all the time. The Vietnamese have a very strong sense of hospitality, but Vietnamese do not like to be visited by 'outsiders' unexpectedly because they do not like their private life to be exposed. On special occasions such as New Year's days, death anniversaries, weddings, or celebrations gifts are an expected part of courtesy. Flowers are welcome on some occasions, but incense is only appropriate for deaths, anniversaries and temples.

Eating

The Vietnamese use chopsticks and rice bowls for most meals. They hold the rice bowl in the hand. Spoons are provided when soup is served. Food is placed on dishes in the centre of the table from which each person helps themselves. Often, beverages are not served until after the meal. Mats are traditionally used as bed, couch and dining table.

LIFESTYLE

Family

Rank in the family denotes status, which carries responsibilities as well as rights. In an extended family (group) culture, each household usually accommodates more than one family. In urban areas like Hanoi, Haiphong and Ho Chi Minh City, critical accommodation shortage further aggravates this situation. But generally Vietnamese do not like to live alone. Vietnamese still prefer to live near one another for mutual support. Living alone, on the other hand, can become a fearful experience to some Vietnamese, particularly those who come from remote rural villages. This stems from their belief in the existence of spirits. Community counselling occurs on a natural basis for family members needing guidance, when people go to the market and meet in the street.

Dating & Marriage

It is very much dependable on upbringing and degree of Western influence. The pattern varies from family to family. Youth begin dating in their late teens. In urban areas, young people generally go as couples to coffee houses or movies. In rural Vietnam, they tend to socialise in groups. Marriages were traditionally arranged by parents, but this practice is now very rare. Young people are free to choose their mates; in general men marry

at age 25-30, and women age 23-26. It is not common for people to stay single past this age. Weddings are a great celebration.

Diet

Rice is the staple food of Vietnam. A fermented fish sauce called *nuoc mam* is the main seasoning used to flavour dishes; special foods are also dipped in it. Vietnamese cuisine is famous for a wide variety of dishes and features excellent seafood. Spring rolls, summer rolls, and steamed or fried rolls with varied fillings are used in different seasons and for special occasions. The philosophy behind Vietnamese cuisine is the combination of yin and yang.

Holidays & special days

Vietnamese Lunar New Year	January – February
Trung Tu Moon Festival Lunar calendar	August
Vulan Buddhists pray for deceased	15th of July
Liberation of Saigon	30 April
Labour Day	1 May
National Day	2-3 September
Christmas	

ZIMBABWE

THE PEOPLE

Population

12,754,378. Growth rate: 2.153%

Resident in the ACT

538 born in Zimbabwe (Census 2011)

Language

English is the official language of the republic and is spoken by most educated people. It does not predominate in rural areas, however, where people converse in the tongue of their native ethnic group. Shona and Ndebele are commonly spoken. People often speak more than one language and many mix parts of several languages in daily speech.

Religion

Zimbabwe has many established Christian churches and missions and a few minority religions (Judaism, Hinduism, and Islam). About 24 percent of the people continue to practice their traditional beliefs.

General attitudes

Zimbabwe has an interesting variety of customs. Zimbabweans are generally friendly, cheerful, optimistic, and courteous. While very open and enthusiastic among friends, they are more cautious and reserved with strangers. Humility is esteemed. Zimbabweans are sensitive to racism and discrimination because of many years of colonial subjugation.

Personal appearance

Generally speaking, Zimbabweans wear Western-style clothing. Traditional African dress is reserved for performing or for special occasions, but fashions from other African countries are becoming more popular. Dressing neatly in clean clothes is important. It is not uncommon for a woman to wear a scarf on her head.

CUSTOMS AND COURTESIES

Greetings

A handshake is commonly used in greeting. A person claps hands when asking how things are. Traditionally, to pass a stranger without any word of greeting is considered bad manners, but this is no longer true in cities. Titles are not commonly used, except in urban areas where English customs are often used.

Gestures

Traditionally, an item is given and accepted with both hands. A person may clap the hands as a gesture of gratitude or politeness. Women and girls, especially in rural areas, often curtsy as a gesture of politeness. Direct eye contact during conversation is considered rude, principally in rural areas, because it shows a lack of respect.

Visiting

Unannounced visits are common, especially in villages. Small practical gifts for both urban and rural families are appreciated but not customarily expected. Zimbabweans are hospitable and try to make their guests

comfortable. It is impolite to refuse refreshments or offers of food. Patience and politeness are important in conversation.

Eating

While many people use Western utensils, it is also common to eat with the fingers in rural areas. Regardless of what is used, water is first provided for washing hands. When guests are invited, the hostess usually serves each plate, and it is polite to leave a little food behind to show one is not greedy. When finished eating, a person asks permission of the others to leave the table. Breakfast is eaten before one goes to or begins daily work, and the main meal is eaten after work. Lunch is usually light.

LIFESTYLE

Family

The father in Zimbabwe is usually the leader of the family, but the mother also exercises influence in the home. The father expects to make all final decisions and to support his family (including children, wives and any mistresses). Polygamy is still common among some groups. The traditional, extended family unit is strongly evident in rural areas, with more than one generation living together. Urban families, however, tend to be more nuclear. Still, family ties are strong and important. A child is an investment; parents take care of their children and expect to be taken care of in their old age. The concept of nursing homes is highly offensive. The elderly are considered a family treasure and there is always room for them.

Diet

Sadza, a stiff porridge made from maize (cornmeal), is the staple food of most Zimbabweans and is served at nearly every meal. Tea is popular with meals and in the office.

Holidays & special days

Independence Day	18 April
Labour Day	1 May
Africa Day	25 May
Heroes Day, Defence Forces Day	11-12 August

Part II

Multicultural Resources Directory of the ACT

CANBERRA – A MULTICULTURAL CITY

Origins

In Canberra, 25.6% of people were born outside of Australia. Interestingly, 29.2% of people had both parents born overseas.

Language

Over 100 languages are spoken by Canberrans. 17.9% of households speaking two or more languages (compared to 21% in the ACT and 20.4% in Australia). After English, the main languages spoken at home are Italian (0.9%), Mandarin (0.8%), Greek (0.7%), Cantonese (0.7%) and Spanish (0.7%).

English Proficiency

The majority of ACT residents, who speak another language *and* English, speak English very well (61.60%). Only 2.80% do not speak English at all, and 9.28% do not speak it well. The remaining 26.32% can speak English well.

Religion

60.34% of ACT residents identified as Christian, with 31.62% reporting that they had no religion. Other major religions practiced in the ACT are Buddhism (2.86%), Hinduism (1.85%), Islam (2.28%), Judaism (0.21%). 0.85% of people reported other religions.

New Settlers

Between 2001 and 2010, 26,245 migrants have arrived in the ACT (Census 2011). This is almost double compared to the ten year period between 1991 and 2000, where 12,247 migrants arrived in the ACT. Last year, between an eight month period between the 1st of January 2011 and the 9th of August 2011, 2,623 migrants arrived in the ACT. This is compared to 122,734 migrants arriving in the same time period for the whole of Australia.

KEY MIGRANT AND REFUGEE SERVICES IN THE ACT

ACT Council of Cultural and Community Organisations

Address: G.07, Griffin Centre, 20 Genge st, Canberra ACT 2601

Tel: (02) 6249 6542

Fax: (02) 6249 6700

Email: bookings@griffincentre.com.au

Website: www.griffincentre.com.au

ACT Council of Cultural and Community Organisations Inc

Address: 19 Bunda St, Canberra, ACT 2601

Tel: (02) 6249 6542

ACT Human Rights Commission

Services: oversees the implementation and enforcement of the *Human Rights Act 2004* (ACT)

Website: <http://www.hrc.act.gov.au/>

Email: human.rights@act.gov.au.

Street address: Level 4, 12 Moore Street, Canberra City

Phone: (02) 6205 222; (02) 6205 1666 (TTY); 0466 169997 (SMS)

Postal address: GPO Box 158, Canberra, ACT, 2601

ACT Council of Social Services

Services: The peak representative body for not-for-profit community organisations, and disadvantaged and low-income citizens of the Australian Capital Territory

Website: <http://www.actcoss.org.au>

Email: actcoss@actcoss.org.au

Phone: 02 6202 7200

Fax: 02 6281 4192

Street address: 1/6 Gritten Street, Weston, ACT 2611

Postal address: PO Box 849, Mawson, ACT 2607

ACT Human Rights Commission

Address: Level 4, 12 Moore Street, Canberra City

Tel: (02) 6205 2222

Postal Address: GPO Box 158, Canberra, ACT, 2601

Email: human.rights@act.gov.au

Website: <http://www.hrc.act.gov.au/>

ACT Ethnic Schools Association

Address: Theo Notaras Multicultural Centre, 180 London circuit, Canberra City, Act 2601

Tel: (02) 6230 5191

Email: actesa@iinet.com.au

Website: www.actsea.org.au

ACT Multicultural Council Inc

Tel: (02) 6291 9383

Fax: (02) 6291 9885

36 Conningham st Gowrie, ACT 2904

Postal Address: PO Box 394, Civic Square ACT 2608

Email: Ngdavid001@gmail.com

Website: www.multicultural Canberra.com

Anglicare Canberra and Goulburn

Tel: (02) 6245 7100
Fax: (02) 6245 7199
Postal Address: Po Box 360 Canberra ACT 2601
Email: Contact.acg@anglicare.org.au
Website: www.anglicarecg.org.au

Anglican Woman of Australia

Address: 5 Beverley cl, Goulburn NSW 2580
Tel: (02) 4822 3305

Australia Centre for Christianity and Culture

Address: 15 Blackhall st, Barton ACT 2600
Tel: (02) 6270 6201
Fax: (02) 6273 6991
Email: Acc-c@csu.edu.au
Website: www.acc-c.org.au

Australia Church Women – ACT Unit Inc

Address: 91 Jansz cr, Griffith ACT 2615
Tel: (02) 6295 9613
Postal Address: 3 Dethridge st Higgins ACT 2615
Email: ojhdaym@cyberone.com.au

Carers ACT—CALD program

Description: Links carers from culturally and linguistically diverse backgrounds to information and advice, counselling and support groups, respite, educational and social activities, carer advocacy and campaigning for change.

Website: <http://www.carersact.org.au>
Phone: 1800 242 636
Street address: 2/80 Beaurepaire Crescent, Holt ACT 2615

Canberra Multicultural Community Forum Inc

Address: Theo Notaras Multicultural Centre, 180 London Cct, Canberra City ACT 2601
Tel: 0411 417 666
Postal Address: PO Box 796, Woden ACT 2606
Email: chair@cmcf.org.au
Website: www.cmcf.org.au

Canberra Refugee Support

Services: assisting refugees to settle in Canberra; providing advocacy; and providing policy advice

Website: <http://www.actrefugee.org.au>
Email: actrefugee@gmail.com
Postal address: PO Box 3444, Weston Creek ACT 2611, Australia

Catholic Care ACT

Services: Provides youth, mental health, homelessness and family support; disability and aged-care services and counselling services.

Website: <http://www.catholiccare.cg.org.au/>
Phone: (02) 6295 4300
Fax: (02) 6239 7171
Street address: 42 Canberra Avenue, FORREST ACT 2603

Companion House

Services: NGO providing counselling, medical services, training, advocacy and community awareness, and immigration advice for refugees.

Website: <http://www.companionhouse.org.au>
Email: info@companionhouse.org.au

Phone: (02) 6251 4550
Fax: (02) 6251 8550
Street address: 41 Templeton Street, COOK ACT 2614
Postal address: PO BOX 112, Jamison Centre ACT 2614

Department of Immigration and Citizenship Translating and Interpreting Service

Phone: 131450

Federation of Ethnic Communities Council Australia

Address: FECCA House, Unit 1, No. 4 Phipps Close
Deakin ACT 2600
Tel: (02) 6282 5755
Fax: (02) 6282 5734
Email: admin@fecca.org.au
Website: <http://www.fecca.org.au>

International Organisation for Migration

Services: runs Assisted Voluntary Return and Reintegration Program, No Interest Loan Schemes for those entering Australia on a subclass 202 visa, and concessional airfare and baggage allowance for new migrants settling to Australia or New Zealand.

Website: <http://www.iomaustralia.org/>
Email: IOMCanberra@iom.int
Phone: (02) 6267 6600
Fax: (02) 6257 3743
Street address: 4th floor, CPA Building, 161 London Circuit, Canberra ACT 2608
Postal address: PO Box 1009, Civic Square ACT 2608

Jewish Care ACT

Website: <http://www.canberrajewishcommunity.org>
Phone: 0451049431 and the **Crisis Line 62952298 (available 7 days, 24 hours)**

Migrant and Refugee Settlement Services of the ACT Inc. (MARSS)

Location: Theo Notaras Multicultural Centre, 2nd Floor, North Building, 180 London Circuit Civic, Canberra
Postal: GPO Box 697, Canberra, ACT, 2601
Phone: 02 6248 8577
Fax: 02 6257 7655
Email: marss@marss.org.au

Migrant Health Unit

Services: Provides on-site healthcare interpreting services between clinicians and clients from Bosnian, Cantonese, Mandarin, Croatian, Serbian, Spanish and Vietnamese backgrounds (free service).

Phone: (02) 6205 3333 (bookings essential)

Multi-cultural Aged Care

Services: aims to raise awareness within the multicultural communities of aged-care services and options. Also support Aged Care services when dealing with elderly members of multicultural communities.

Website: www.qmlc.org.au

Email: info@qmlc.org.au

Phone: 02 6297 6110

Fax: 02 6297 0386

Street/Postal address: 12 Rutledge Street (PO Box 520), Queanbeyan NSW 2620

Migration Review Tribunal and Refugee Review Tribunal

Services: Provide an independent and final merits review of decisions made in relation to visas to travel to, enter or stay in Australia.

Website: <http://www.mrt-rrt.gov.au/>

Email: enquiries@mrt-rrt.gov.au

Phone: 1300 361 969 (not available from mobiles); [Sydney office] (02) 9276 5000; [Melbourne office] (03) 8600 5900

Fax: [Sydney office] (02) 9276 5599; [Melbourne office] (03) 8600 5801

Street addresses: [Sydney office] Level 11, 83 Clarence Street, Sydney NSW; [Melbourne office] Level 12, 460 Lonsdale Street, Melbourne VIC

Multi-cultural Playgroup

Description: A playgroup to assist multicultural families with children from birth to 5 years to settle into the community by providing them with a variety of support services. The playgroup also supports families by nurturing their child's development through play.

Website: see <http://www.dhcs.act.gov.au>

Phone: 6207 8228

Street address Tuggeranong Child and Family Centre

Multicultural Youth Services ACT

Services: Provides a youth service for migrant and refugee young people in the ACT and region including Goulburn, Queanbeyan and SE NSW. These services include: accommodation, employment – Job Club, education, training, apprenticeship, welfare & emotional support, youth & family support English language & homework support, multicultural playgroups, sports & recreation, fun holiday programs

Website: www.mys.org.au

Email: info@mys.org.au

Phone: (02) 6100 4611

Fax: (02) 6257 2166

Street address: Level 2, Theo Notaras Multicultural Centre ACT, 180 London Circuit Canberra City ACT 2602

National Multicultural Festival Canberra

Address: Theo Notaras Multicultural Centre, 180 London Cct, Canberra ACT 2601

Tel: (02) 6207 0162

Fax: (02) 6207 5862

Postal Address: GPO Box 158, Canberra ACT 2601

Email: multiculturalfestival@act.gov.au

Website: www.multiculturalfestival.com.au

Office of Multi-cultural Affairs

Services: provides strategic advice to the Minister of Multi-cultural affairs on issues affecting people from culturally and linguistically diverse backgrounds. Provides grants, Work Experience and Support Program and assessments of overseas qualifications.

Website: <http://www.dhcs.act.gov.au/multicultural>

Phone: (02) 6207 0555

Fax: (02) 6207 5862

Postal address: GPO Box 158, CANBERRA CITY ACT 2601

Queanbeyan Multi-lingual Centre

Services: Provides support services to migrants & refugees settling in the ACT & SE NSW Australia. This includes providing access to; accommodation, employment, education, finance, family support, legal support, counselling, welfare & emotional support, family & aged care information, English language & homework support, social & recreational opportunities. also runs a range of information, community development and training services in many locations throughout SE NSW.

Website: <http://www.qmlc.org.au>

Email: info@qmlc.org.au

Phone: 02 6297 6110

Fax: 02 6297 0386

Street/Postal address: 12 Rutledge Street (PO Box 520), Queanbeyan NSW 2620

Red Cross—Migration Services

Services: Australian Red Cross Asylum Seekers Assistance Scheme, Community Assistance Support, support for those in immigration or community detention, assistance in tracing and restoring family links

Website: <http://www.redcross.org.au/migration-support.aspx>

Email: actinfo@redcross.org.au

Phone: 02 6234 7600

Street address: Cnr Hindmarsh Drive & Palmer Street, Garran ACT 2605

Refugee Action Committee

Services: raise awareness of asylum seeker issues

Website: <http://www.refugeeaction.org>

Email: mail@refugeeaction.org

Postal address: LPO Box 8287, ANU, Canberra ACT, 0200

Refugee Council of Australia

Services: contribute to policy, advocate for refugee rights and issues and implement community awareness raising and training

Website: <http://www.refugeecouncil.org.au>

Email: admin@refugeecouncil.org.au

Phone: (02) 9211 9333

Street address: Suite 4A6, 410 Elizabeth Street, Surry Hills NSW 2010

Settlement Council of Australia

Address: Suite 333, 410 Elizabeth Street
Surry Hills NSW 2010

Tell: (02) 8065 5225

Fax: (02) 9281 7741

Email 1: eo@scoa.org.au

Email2: mso@scoa.org.au

Website: <http://www.scoa.org.au/>

St John the Apostle, Kippax —Refugee Resettlement Committee

Services: provide direct assistance and advocacy to refugees and their families to facilitate settlement into Australia, provide friendship and social opportunities to encourage refugees and their families to become involved in Australian community life, contribute to the formation of favourable Government and community policies that affect the experience of refugees and their families; includes new arrivals under the Special Humanitarian Program, asylum seekers and all other refugees whether their status was recognised before or after their arrival in Australia.

Website: <http://stjohnkippax.org.au/pastoral/refugee.htm>

Email: RRC.Secretary@stjohnkippax.org.au

Phone: 6254 3236

Street Law: An outreach legal service for the homeless

Address: Havelock House, 85 Northbourne Avenue, Turner, ACT 2612

Phone: 1880 STR LAW or 6218 7995

Westlund House Community Legal and Migration Service

Service: pro-bono legal and migration advice (by appointment only)

Phone: 02 6257 2855

Street address: 16 Gordon St. Acton 2601

MULTICULTURAL ASSOCIATIONS, CLUBS AND SOCIETIES IN THE ACT

ACT Afghan Australian Council

Tel: (02) 6293 1362

Fax: (02) 629 31362

Postal Address: Po Box 210 Mawson 2607 ACT

Email: Shamfazim@gmail.com

ACT Chinese Australian Association

Address: R9 Theo Notaras Multicultural centre, 180 London circuit Canberra City A.C.T 2601

Tel: (02) 6248 5925

Fax: (02) 6248 9395

Postal Address: GPO Box 1006 Canberra City 2601

Email: chin.kf.wong@gmail.com

ACT Korean Community

Address: Shop 2, Lower Level Saraton Building

City Walk & East Row Canberra City 2601

Tel 1: (02) 6257 9277

Tel 2: (02) 6241 2279

Fax: (02) 6241 2279

Email: president@actkorean.net

Website: <http://www.ACTKorean.net>

ACT Playgroups

Services: Japanese, Korean, Dutch , Italian, Indonesian, French, German language playgroups and Mandarin language program

Website: <http://www.playgrouppaustralia.com.au/act/>

Email: playgroupsact@ixa.net.au

Phone: 1800 171 882 (Free call within the ACT region), (02) 6251 0261 (if calling from outside the ACT region)

Fax: (02) 6251 9887

Postal address: PO Box 513, JAMISON CENTRE ACT 2614

Street address: Playgroups provided throughout the ACT. See website for details.

ACT China Council of Commerce Inc

Address: 36 Coningham st, Gowrie ACT 2904

Tel: 0412 481 607

Fax: (02) 6291 9885

Postal Address: GPO Box 566, Canberra ACT 2601

Email: Ngdavid001@gmail.com

ACT Chinese Aged Care Information

Address: Theo Notaras Multicultural Center, 180 London circuit, Canberra City ACT 2601

Tel: (02) 6248 5929

Fax: (02) 6248 9359

Postal Address: GPO Box 1006, Canberra ACT 2601

ACT Churches Council

Tel: (02) 6281 2170

Postal Address: GPO Box 1981, Canberra ACT 2601

Email: randsmw@iinet.au

ACT Elderly Chinese Welfare Society

Tel: 0412 481 607
Fax: (02) 6291 9885
Postal Address: GPO Box 566, Canberra ACT 2601
Email: Ngdavid001@gmail.com
Website: www.multiculturalcanberra.com

ACT Latin American Seniors Association

Address: Belconnen community centre, Swanson ct, Belconnen ACT 2616
Tel: (02) 6254 9178
Postal Address: 5 Broadsmith St, Scullin ACT 2614

ACT Tibetan Community Inc

Address: 9/12 Chillis St, Dickson ACT – 2602
Tel: 0408 061 413
Email: lhamotenzin@live.com.au
Website: <http://tibetoffice.com.au>

African Australian Association of the ACT

Address: Level 2, Theo Notaras Multicultural Centre
180 London Circuit Civic ACT 2601
Tel: 0407 540 531
Email: African.Association.ACT@gmail.com or mukiigachugu@hotmail.com
Website: <http://africanaustralianassociation.com>

Al Haadi Welfare Association of Australia

Address: 1 Hyland plc, Wanniasa ACT 2903
Tel: 0418 428 668
Fax: (02) 6288 0925
Postal Address: PO Box 710, Woden ACT 2606
Email: info@al-haadi.com
Website: www.al-haadi.com

Alianza Cultural Latino America

Tel: 0413 188 289
Postal Address: Po Box 580, Civic Square ACT 2608
Email: vmarillanca@vtown.com.au

Australasian Bangalee Council Inc

Address: Theo Notaras Multicultural centre, 180 London circuit Canberra ACT 2601
Tel: 0432 802 913
Fax: (02) 6299 7248
Postal Address: Po Box 1428, Woden Act 2606
Email: jamilshibi@y7mail.com

Asia Bookroom

Address: Lawry plc, Macquarie ACT 2614
Tel: (02) 6251 5191
Fax: (02) 6251 5536
Email: books@AsiaBookroom.com
Website: www.AsiaBookroom.com

Australian Afghan Development organisation

Address: 71 Argyle St, Fitzroy VIC 3065
Tel: (03) 9279 1845
Postal Address: PO Box 8 Fitzroy 3065

Email: info@aado.org.au

Australia Anglo-Indian Association, ACT

Address: 61 Mc Cleland, Nicholls, ACT 2913

Email: Joe.Bailey@innovation.gov.au

Australia China Friendship Society ACT Branch Inc

Tel: (02) 6247 8231

Fax: (02) 6257 2070

Postal Address: Po Box 530, Civic Square ACT 2608

Email: acfsact@gmail.com

Australia Croatian Congress

Mob: 0419 493 335

Tel: (02) 6285 2117

Postal Address: Po Box 73, O'Connor ACT 2602

Australia Cuba Friendship Society Inc Canberra

Address: 16 Holman st, Curtain ACT 2605

Tel: (02) 6282 4747

Postal Address: Po Box 6139, Kingston ACT 2604

Email: Brilu@grapevine.com.au

Australia Ecuador Friendship Association

Tel: (02) 6251 2900

Fax: (02) 6251 2900

Postal Address: Po Box 662, Jamison centre ACT 2614

Email: Teran1@bigpond.com

Australia Falun Dafa

Address: 6 Norman Fisher cct, Bruce ACT 2617

Tel: 0411 598 808

Fax: (02) 6251 5090

Email: Jcslee64@hotmail.com

Website: www.falundafa.org

Australasian Federation of Tamil Associations

Tel: 0402 960 439

Fax: (02) 6231 2379

Mail Address: Po Box 519, Stanhope Gardens NSW 2768

Email: Chair.afta@gmail.com

Australia Indonesia Association Inc

Tel: (02) 6288 1750

Postal Address: GPO Box 228, Canberra ACT 2601

Email: rhemrev@pcug.org.au

Australia-Indonesia Families Association

Address: 56/1 Beissel st Belconnen ACT 2617

Tel: (02) 6292 2048

Email: Eddie.ridwan@zoominti.com

Australia Japan Society ACT Inc

Tel: (02) 6247 1079

Postal Address: GPO Box 1066, Canberra Act 2601

Email: Ajsact.president@gmail.com

Website: www.ajsact.com.au

Australia Korea Foundation

Address: Australia-Korea Foundation, North Asia Division
Department of Foreign Affairs and Trade
R G Casey Building, John McEwen Crescent
Barton ACT 2600
Australia
Tel: (02) 6261 9542
Fax: (02) 6261 2143
Email: australia.korea@dfat.gov.au

Australia Mon Association Inc

Address: Theo Notaras Multicultural Centre, 180 London circuit Canberra City Act 2601
Tel: (02) 6247 3305
Fax: (02) 6247 3055
Postal Address: GPO Box 1274, Canberra Act 2601
Email: Ama.inc@bigpond.com

Australia National Islamic Library

Address: Cnr Isabella dr and Clive Steel Av Monash ACT 2904
Tel: (02) 6292 0602
Fax: (02) 6292 0509
Postal Address: Po Box 186, Calwell ACT 2905
Email: Cic-anil@bigpond.net.au
Website: www.islam-australia.org.au

Australia Nepal Friendship Society

Address: 45 paperback st Banks ACT 2906
Tel: (02) 6249 5111
Postal Address: GPO Box 205 Canberra Act 2601
Email: info@anfscanberra.org.au
Website: www.anfscanberra.org.au

Australia Sri Lanka Buddhist Association of Canberra

Address: 30 Jenke st Kambah ACT 2902
Tel: (02) 6296 2503
Fax: (02) 6296 2503
Email: vihara@slbvc.org
Website: www.slbvc.org

Australia-Thailand Association Canberra Inc

Tel: (02) 6288 5487
Postal Address: PO Box 3014, Weston Creek ACT 2611
Email: johnmilne@ozemail.com.au
Website: www.austhaicanberra.org.au

Australian Tamil Cultural Society of ACT

Address: 64 Sugarloaf circle, Palmerston ACT 2913
Tel: (02) 6241 7650
Fax: (02) 6241 7650
Email: Pal_muthiah@yahoo.com.au

Afghan Community Cultural and Education Centre

Postal Address: Po Box 3095 Belconnen 2617 ACT

Arab Australian Friendship Society

Address: Theo Notaras Multicultural Centre, 180 London circuit, Canberra City ACT 2601

Tel: 0413 488 655

Fax: (02) 6285 1322

Postal Address: Po Box 5799, Lyons ACT 2606

Email: lyonsraoul@yahoo.com

Australian Bosnian and Herzegovinian Cultural Association

Address: 205 Bringelly Road, [Leppington NSW 2179](#)

Tel: (02) 8502 9565

Mob: 0423 822 858

Email: abhca@hotmail.com

Bangladesh Australia Association Canberra Inc

Tel: (02) 6161 3982

Postal Address: GPO Box 2152, Canberra ACT 2601

Email: baacinc@gmail.com

Website: www.canberrabashi.org.au

Bangladesh Forum

Address: 30 William Wilkins Cr, Isaacs ACT 2607

Tel: (02) 6268 8950

Email: m.rahman@adfa.edu.au

Bengali Cultural Association Canberra Inc

Tel: (02) 6281 3564

Fax: (02) 6282 0024

Postal Address: Po Box 9516, Deakin ACT 2600

Email: podeakin@grapevine.com.au

Bongo Sanskriti Australia INC.

Address: 22 Adkinson Close, Isaacs-ACT-2607

British Australian Pensioner Association Inc

Tel: (08) 8384 2438

Postal Address: PO Box 35, Christies Beach SA 5165

Email: rainbowfarmau@yahoo.com.au

Website: www.britishpensions.org.au

Buddhist Society of the ACT Inc

Address: 245 Goyder St, Narrabundah ACT 2604

Tel: (02) 6239 7194

Canberra Dutch Club Inc

Tel: (02) 6281 6188

Postal Address: Po Box 77, Mawson ACT 2607

Email: Vanclan@fwi.net.au

Canberra Estonian Community

Tel: (02) 6166 0573

Postal Address: PO Box 5003, Lyneham ACT 2602

Email: reetberg@grapevine.com.au

Canberra Finnish Home Care Committee

Address: 8 Sentry Cr, Palmerston ACT 2913

Tel: (02) 6242 9234

Email: Sirpa.john@bigpond.com

Canberra Finnish Society Inc

Tel: 0409 830 831

Postal Address: PO Box 576, Gungahlin ACT 2912

Email: virenius@pcug.org.au

Canberra Islamic Centre ACT

Address: 221 Clive Steele Av, Monash ACT 2904

Tel: (02) 6292 0602

Fax: (02) 6292 0509

Postal Address: PO Box 186, Calwell ACT 2905

Email: Cic-anil@islam-australia.org

Website: www.islam0australia.org

Canberra Latvian Society

Tel: (02) 6247 7290

Postal Address: PO Box 6103, Kingston ACT 2604

Website: skaidrite@ozemail.com.au

Canberra Lithuanian Community Association Inc

Tel: (02) 6288 6283

Postal Address: PO Box 5167, Lyneham ACT 2602

Email: Canberra@austlb.org

Canberra Sikh Association Inc

Address: Hickey Ct, Weston Creek ACT 2611

Tel: (02) 6249 8176

Postal Address: PO Box 1060, Woden ACT 2606

Email: ipskang@hotmail.com

Canberra Singapore Club

Tel: 0412 370 944

Postal Address: GPO Box 2401, Canberra ACT 2602

Email: Can.spore.club@gmail.com

Canberra Swiss Club Inc

Address: Embassy of Switzerland, 7 Melbourne AV, Canberra ACT 2601

Tel: (02) 6162 8400

Postal Address: PO Box 3211, Manuka ACT 2603

Email: canberraclub@swiss.org.au

Website: www.swiss.org.au/home.php?!D=4

Council on Australian and Latin American Relations

Address: COALAR Secretariat

Americas and Africa Division

Department of Foreign Affairs and Trade

John McEwen Crescent

Barton ACT 2600

Tel: (02) 6261 3334

Fax: (02) 6261 3629

Email: latin.desk@dfat.gov.au

Council of Polish Organisations in ACT

Tel: (02) 62881487

Fax: (02) 6288 1487

Email: stalekol@gmail.com

Website: www.polesact.org.au

Croatian Catholic Centre

Address: St Augustine Church, 262 Beasley St, Farrer ACT 2607
Tel: (02) 6286 2280
Fax: (02)6286 9580
Postal Address: PO Box 84, Farrer ACT 2607
Email: Miroslav.mandic@monkeyyahoo.com.au

Croatian Community Welfare Centre

Address: 19 Bunda St, Canberra, ACT 2601
Tel: (02) 6249 7756

Croatian Womens Association

Tel: (02) 6241 1214
Fax: (02) 6255 6741
Posta; Address: PO Box 6202, O'Connor Act 2602

Cyprus Community of Canberra and ACT Inc

Address: Canberra Hellenic Club, Matilda St, Phillip ACT 2606
Tel: 0414 871 742
Postal Address: PO Box 3628, Manuka ACT 2603
Email: g.alexandrou@yahoo.com.au

Czechoslovak Australian Association of Canberra and Region Inc

Tel: (02) 6297 5901
Mob: 0408 628 762
Postal Address : GPO Box 1488, Canberra ACT 2601
Email: beseda@iprimus.com.au
Website: www.beseda.org.au

Federation of Chinese Community of Canberra Inc

Tel: 0434 484 696
Postal Address: Po Box 342, Civic Square ACT 2608
Email: tiyimin@hotmail.com
Website: www.fccci.org.au

Federation of Indian Associations of ACT

Address: 6 Hutcheon Place, Nicholls, ACT 2913
Tel: (02) 6241 4729
Mob: 0431 538 867
Email: jtharakan@hotmail.com
Website: www.finact.net.au

Friends of Ireland Society ACT

Address: Canberra Irish Club, 6 Parkinson St, Weston ACT 2611
Tel: (02) 6286 1218
Postal Address: 9 Sheehan St, Pearce ACT 2607
Email: Ken.riordan@bigpond.com
Website: www.irishclub.com.au

Gujrati Samaj of Canberra

Address: 5, Mc Gill Street, Evatt, ACT 2617
Tel: 0412 879 519
Email: rahul.tejani@anao.gov.au

Hindi Samaj of Canberra

Tel: 0423 779 820

Email: gupta@ipaaustralia.gov.au

Hindu Temple & Cultural Centre

Address: 4 Hytten Place, Bruce, ACT 2617

Tel: (02) 6270 6101

Mob: 0410 626 654

Email: subhash.dang@gmail.com

Ibero Latin American Society Inc

Tel: (02) 6254 6422

Postal Address: PO Box 1174, Woden ACT 2606

Email: jpritch@ozemail.com.au

India Australia Association of Canberra Inc

Tel: (02) 6254 2965

Postal Address: PO Box 593, Civic Square ACT 2608

Email: India_australia_association@yahoo.com.au

Website: www.iaac.org.au

Indian Senior Citizens ACT Association

Address: 11 Maddison Cl, Bruce ACT 2617

Tel: (02) 6251 6053

Fax: (02) 6251 6053

Email: jalota@yahoo.com

International Buddhist Wat Lao Buddhimit

Address: 20 Jenke Cct, Kambah ACT 2902

Tel: (02) 6231 3365

Fax: (02) 6231 3365

Islamic Society of the ACT Inc

Address: Canberra Masjid, 130 Empire Circuit, Yarralumla ACT 2600, AUSTRALIA

Tel: (02) 6273 1911

Website: <http://isact.org.au>

Islamic Women's Welfare Association

Address: 4/180 Haldon st, Lakemba Sydney 2195

Tel: (02) 9759 1675

Email: iwwa01@gmail.com

Website: <http://www.iwwa.org.au>

Jewish Community of the ACT

Address: Cnr National Cct and Canberra Av, Forrest ACT 2603

Tel: (02) 6295 1052

Fax: (02) 6295 8608

Postal Address: PO Box 3105, Manuka ACT 2603

Email: admin@actjewish.org.au

Website: www.actjewish.org.au

Karnataka Association of Canberra

Address: 2, Wellesley Street, Amaroo, ACT 2914

Tel: 0411 480 598

Email: hari.iyengar@defence.gov.au or h_iyengar@hotmail.com

Website: www.kac.yolasite.com

Kia Ora ate Whanau Social Club Inc (New Zealand Australian Association)

Tel: 0401 431 594

Postal Address: PO Box 123, Jerrabomberra NSW 2619

Email: KiaOraSocialClub@gmail.com

Kurdish Australia Association

Tel: 0409 323 777

Fax: (02) 6259 2713

Postal Address: PO Box 106, Belconnen ACT 2616

Email: Mo.median@gmail.com

Lao Association of the ACT Inc

Address: 30 Charleston St, Monash ACT 2904

Tel: (02) 6292 6505

Postal Address: PO Box 1545, Tuggeranong ACT 2901

Email: Bounkhong_aroundsavat@yahoo.com.au

Les Explorateurs

Services: French scouts group

Website: <http://www.explorateurs.org.au/>

Street address: Scout Hall, Cnr. Hassall and Ebdon Streets, Ainslie

Macedonian Orthodox Community of Canberra

Address: Crawford st QBYN 2620 NSW

Tel: (02) 6295 0530

Maltese Australian Association Canberra and Queanbeyan

Postal Address: Po Box 29, Narrabundah ACT 2604

Email: info@malta.org.au

Website: www.malta.org.au

Mandir Society of Australia Inc (Hindu Religious Society)

Address: 82 Mawson Dr, Mawson ACT 2607

Tel: (02) 6282 2202

Fax: (02) 6285 1922

Email: manva@bigpond.com

Website: www.mandir.org

National Australian Chinese Association Inc

Address: 36 Coningham St, Gowrie ACT 2904

Tel: 0412 481 607

Fax: (02) 6291 9885

Postal Address: GPO Box 731, Canberra City ACT 2601

Email: Ngdavid001@gmail.com

National Australian Irish Business Association

Tel: (02) 6282 0436

Postal Address: PO Box 3923, Manuka ACT 2603

National Council of Jewish Women of Australia

Address: Jewish Community Centre, Cnr National Cct and Canberra Av, Forrest ACT 2603

Tel: (02) 6295 1052

Fax: (02) 6295 8608

Email: actadmin@actjewish.org.au

Website: www.actjewish.org.au

OriOZ Inc

Address: 57 Enid Lorimer Circuit, Chisholm, ACT 2905

Tel: 0400 005 929

Email: Sekhar.Mahapatra@gmail.com

Web: www.orioz.org.au

Pakistan Australia Friendship Association Canberra

Address: Theo Notaras Multicultural Building, 180 London Cct, Canberra City ACT 2601

Tel: 0408 265 454

Fax: (02) 6261 8105

Postal Address: PO Box 2257, Canberra ACT 2601

Email: pafaonline@hotmail.com

Website: www.pafa.org.au

Pakistan Cultural Association Canberra

Postal Address: P.O. Box 1368, Tuggeranong D.C., ACT 2901

Email: pakistan.cultural@gmail.com

Website: <http://www.urdu.org.au>

Pan Pacific and South East Asia Women's Association Australia Inc

Postal Address: PO Box 572 Beecroft 2119 NSW

Tel: (02) 9980 9420

Fax: (02) 9980 9420

Email: ppseawa@iimetro.com.au

Website: <http://www.ppseawa.org.au>

Rajasthan Sabha of Australia

Address: 36, Sturt Avenue, Narrabundah ACT 2607

Tel: 0407 245 525

Russian Orthodox Community Centre and Church School

Address: 4 Matina st, Narrabundah ACT 2604

Tel: (02) 6295 7798

Website: www.stjohnthebaptist.org.au

Sanjay Pandey

Address: 9 John Winter Street, Gungahlin ACT 2912,

Tel: 0421 642 502

Email: info@bjism.org

Web: <http://www.bjism.org>

Scandinavian Australian Association Inc

Postal Address: PO Box 1197, Woden ACT 2606

Email: info@scandinavianaustralian.org.au

Website: www.scandinavianaustralian.org.au

Serbian Australian Settlers Social and Cultural Centre

Tel: (02) 6288 4016

Sinhala Cultural Association of Australia Inc

Address: 8 Carmody St, Casey ACT 2913

Tel: (02) 6242 6942

Email: Badra.karu@gmail.com

Slovenian Australian Association of Canberra Inc

Address: 19 Irving St, Phillip ACT 2606

Tel: (02) 6282 1083

Fax: (02) 6282 3510
Postal Address: PO Box 955, Woden ACT 2602
Website: www.thezaurus.com

South Indian Fine Arts Association in ACT

Address: 3, Lobb Place, Waniassa, ACT 2903
Email: gopal.krishnan@hotmail.com

Spanish Australian Club of Canberra Inc

Address: 5 Narupai Pl, Narrabundah ACT 2604
Tel: (02) 6295 6506
Postal Address: PO Box 4103, Kingston ACT 2604

Spanish Carers Social Group

Description: is for carers of people with a mental illness. Socialise and relax with gentle exercise, Bingo, guest speakers. Share stories and experience with other mature Spanish-speaking carers. Free to attend
Website: see <http://www.health.act.gov.au>
Phone: 02 6162 4980

Spielwelt German Parents Association

Services: Provide German play school, playgroups and scouts group
Website: <http://www.spielwelt.org.au/>
Email: spielwelt@homemail.com.au
Phone: 02 6251 7743.
Street address: Scout Hall, 5 Masson St, Turner
Postal address; PO Box 835, Belconnen ACT 2616, Australia

Sudanese Australian International Activists Group

Tel: 0403 362 562
Postal Address: PO Box 6017, Condor ACT 2906
Email: info@saiag.org.au
Website: www.saiag.org

Support Asian Womens Association

Tel: 0422 737 751
Fax: (02) 6292 6001
Postal Address: PO Box 717, Mawson ACT 2607
Email: president@sawsfriendship.org.au
Website: www.sawsfriendship.org.au

Tamil Senior Citizens Association ACT Inc

Address: 1 Du Faur St, Mawson ACT 2607
Tel: (02) 6286 1709
Fax: (02) 6286 1524
Email: thamo@homemail.com.au

Taoist Tai Chi Society of Australia ACT Branch

Address: 32 Dundas Ct, Phillip ACT 2606
Tel: (02) 6249 6117
Postal Address: PO Box 65, Deakin West ACT 2600
Email: act@taoist.org
Website: www.taoist.org.au

Telugu Association of Canberra

Address: 30, Allnutt Crescent, Forde ACT 2914
Email: TeluguAssociation@canberratelugu.org

The Filipino Community Council of the ACT Inc

Postal Address: P O Box 372, Civic Square, ACT 2608

Website: <http://www.fccact.org.au/>

Tibet Information Office

Address: 8/13 Napier Cl, Deakin ACT 2600

Tel: (02) 6285 4046

Fax: (02)6282 4301

Email: tiboff@bigpond.com

Website: www.tibetoffice.com.au

Tongan Association of Canberra and Queanbeyan Inc

Address: Rosehill Tongan Community Centre, 30 Scattergood Pl, Spence ACT 2615

Tel: (02) 6255 1537

Postal Address: PO Box 476, Belconnen ACT 2616

Turkish Australian Cultural and Social Activities Association of the ACT

Tel: 0438 628 899

Fax: (02) 6295 9624

Postal Address: PO Box 9538, Deakin ACT 2600

Email: TACSAA@incanberra.com.au

Ukrainian Association of the ACT Inc

Address: 2 Liardet St, Weston ACT 2611, Australia

Tel: (02) 6241 4469

Email: liszcz@optusnet.com

United India Centre

Mob: 0430 446 100

Email: satijaraj@homemail.com.au

Vietnamese Community in Australia – ACT Chapter

Address: Theo Notaras Multicultural Centre, 180 London Cct, Canberra City ACT 2601

Tel: 0437 046 542

Postal Address: PO Box 5, Civic Square ACT 2608

Email: Cong.le@ato.gov.au

Welsh Society of Canberra Inc

Tel: (02) 6299 8078

Postal Address: GPO Box 1034, Canberra ACT 2601

Email: cymrycanberra@yahoo.com

Website: www.welshaustralian.com/canberra

EMBASSIES IN THE ACT

Afghanistan

His Excellency Mr **Nasir Ahmad ANDISHA**
Ambassador Extraordinary and Plenipotentiary (25/08/2011)
Mrs **Jyotsna Hamida ANDISHA**
Address: 4 Beale Crescent Deakin ACT 2600
Tel: (02) 6282 7311
Tel: (02) 6282 6034
Fax: (02) 6282 7322
Email: admin@afghanembassy.net
Website: www.afghanembassy.net
Hours of Business: Monday - Friday: 9.00 a.m. - 4.30 p.m. Consular: 10.00 a.m. - 1.00 p.m.
Postal Address: PO Box 155, Deakin West ACT 2600

Algeria

His Excellency Mr **Hadi BROURI**
Ambassador Extraordinary and Plenipotentiary (17/02/2011)
Mrs **Hanifa BROURI**
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Tel: (02) 6286 7355
Tel: (02) 6286 7818
Fax: (02) 6286 7037
Email: info@algeriaemb.org.au
Website: www.algeriaemb.org.au
Hours of Business: Monday - Friday: 9.00 a.m. - 4.00 p.m.
Postal Address: PO Box 991, Civic Square ACT 2608

Angola

Address: 9 Temasek Boulevard, 44-03 Suntec Tower Two Singapore 038989
Tel: (65) 6341 9360
Fax: (65) 6341 9367
Email: embangola@pacific.net.sg
Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m.

Argentina

His Excellency Mr **Pedro Raul VILLAGRA DELGADO**
Ambassador Extraordinary and Plenipotentiary (27/10/2005)
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Tel: (02) 6273 9111
Fax: (02) 6273 0500
Email: info@argentina.org.au
Website: eaust.mrecic.gov.ar/en
Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m.
Postal Address: PO Box 4835 , Kingston ACT 2604

Austria

His Excellency Dr **Helmut BÖCK**
Ambassador Extraordinary and Plenipotentiary (27/06/2012)
Mrs **Barbara BÖHM-BÖCK**
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Tel: (02) 6295 1533

Tel: (02) 6295 1376
Fax: (02) 6239 6751
Email: canberra-ob@bmeia.gv.at
Website: www.austria.org.au
Hours of Business: Monday - Friday: 8.30 a.m. - 1.00 p.m., 2.00 p.m. - 4.30 p.m. Consular: Monday - Friday: 9.00 a.m. - 1.00 p.m.
Postal Address: PO Box 3375 , Manuka ACT 2603

Bangladesh

His Excellency Lt Gen **Masud Uddin CHOWDHURY**
High Commissioner (27/11/2008)
Mrs **Jasmin MASUD**
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Tel: (02) 6290 0511
Tel: (02) 6290 0522
Tel: (02) 6290 0533
Fax: (02) 6290 0544
Email: bdcommerce@bhcanberra.com
Email: hoc@bhcanberra.com
Email: consular@bhcanberra.com
Website: www.bhcanberra.com
Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m.
Postal Address: 43 Culgoa Circuit , O'Malley ACT 2606

Belgium

His Excellency Mr **Patrick RENAULT**
Ambassador Extraordinary and Plenipotentiary (17/09/2009)
Mrs **Charlotte DANIEL**
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Tel: (02) 6273 2501
Tel: (02) 6273 2502
Fax: (02) 6273 3392
Email: canberra@diplobel.fed.be
Website: www.diplomatie.be/canberra
Hours of Business: Monday - Thursday: 9.00 a.m. - 12.30 p.m., 1.00 p.m. - 4.00 p.m. Friday: 9.00 a.m. - 12.30 p.m., 1.00 p.m. - 3.00 p.m.
Postal Address: 19 Arkana Street , Yarralumla ACT 2600

Benin

Address: Asahi Building 4F 1-2-2 Hirakawa-cho Chiyoda-ku Tokyo 102-0093
Japan
Tel: (81 3) 3556 2562
Fax: (81 3) 3556 2564
Email: abenintyo@mist.ocn.ne.jp
Hours of Business: Monday - Friday: 9.00 a.m. - 12.00 p.m., 1.00 p.m. - 5.00 p.m.

Bosnia and Herzegovina

His Excellency Dr **Damir ARNAUT**
Ambassador Extraordinary and Plenipotentiary (30/09/2010)
Mrs **Sanja BAGARIC-ARNAUT**
Address: 5 Beale Crescent Deakin ACT 2600
Tel: (02) 6232 4646
Tel: (02) 6232 5490
Fax: (02) 6232 5554
Email: embassy@bih.org.au
Email: consular@bih.org.au

Website: www.bih.org.au

Hours of Business: Monday - Friday: 9.00a.m. - 5.00 p.m. Consular: Monday - Friday: 10.00 a.m. - 4.00 p.m.

Postal Address: 5 Beale Crescent, Deakin ACT 2600

Botswana

His Excellency Mr **Molosiwa SELEPENG**

High Commissioner (07/08/2003)

Mrs **Game SELEPENG**

Address: 130 Denison Street Deakin ACT 2600

Tel: (02) 6234 7500

Fax: (02) 6282 4140

Email: botaus-info@gov.bw

Hours of Business: Monday - Friday: 9.00 a.m. - 1.00 p.m., 2.00 p.m. - 5.00 p.m.

Postal Address: PO Box 3812, Manuka ACT 2603

Brazil

His Excellency Mr **Rubem Correa BARBOSA**

Ambassador Extraordinary and Plenipotentiary (28/10/2010)

Mrs **Lenise Correa BARBOSA**

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Tel: (02) 6273 2372

Fax: (02) 6273 2375

Email: brazilemb@brazil.org.au

Email: consularem@brazil.org.au

Website: camberra.itamaraty.gov.au

Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m. Consular: Monday - Friday: 9.30 a.m. - 11.30 a.m.

Postal Address: GPO Box 1540, Canberra ACT 2601

Brunei Darussalam

His Excellency Mr **Adnan JAAFAR**

High Commissioner (27/11/2008)

Ms **Pengiran Salina Pengiran Haji ALLI**

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Tel: (02) 6285 4500

Tel: (02) 6285 4501

Tel: (02) 6285 4503

Fax: (02) 6285 4545

Email: bruneihc@brunei.org.au

Email: consular@brunei.org.au

Email: students@brunei.org.au

Website: www.brunei.org.au

Hours of Business: Monday - Friday: 9.00 a.m. - 12.30 p.m., 1.45 p.m. - 5.00 p.m.

Postal Address: PO Box 109, Curtin ACT 2605

Bulgaria

His Excellency Mr **Krassimir Dimitrov STEFANOV**

Ambassador Extraordinary and Plenipotentiary (30/10/2008)

Mrs **Elena Georgieva STEFANOVA**

Address: 29 Pindari Crescent O'Malley ACT 2606

Tel: (02) 6286 9711

Tel: (02) 6286 9700 (Consular)

Fax: (02) 6286 9600

Email: embassy@bulgaria.org.au

Website: www.mfa.bg/en/alphabetical/country/14

Hours of Business: Monday - Friday: 9.00 a.m. - 12.30 p.m., 2.00 p.m. - 5.30 p.m. Consular: Monday - Friday: 9.30 a.m. - 12.00 p.m.

Postal Address: PO Box 6096, Mawson ACT 2607

Cambodia

His Excellency Mr **Sounry CHUM**

Ambassador Extraordinary and Plenipotentiary (10/02/2009)

Mrs **Chantheary CHUM**

Address: 5 Canterbury Crescent Deakin ACT 2600

Tel: (02) 6273 1154

Tel: (02) 6273 1259

Fax: (02) 6273 1053

Email: cambodianembassy@ozemail.com.au

Website: www.embassyofcambodia.org.nz/au.htm

Hours of Business: Monday - Friday: 9.00 a.m. - 12.30 p.m., 1.30 p.m. - 5.00 p.m. Consular: Monday - Friday: 9.00 a.m. - 12.30 p.m.

Postal Address: 5 Canterbury Crescent, Deakin ACT 2600

Canada

His Excellency Mr **Michael SMALL**

High Commissioner (19/09/2010)

Ms **Denise Ruth JACQUES**

Address: Commonwealth Avenue Canberra ACT 2600

Tel: (02) 6270 4000

Fax: (02) 6273 3285

Email: cnbra@international.gc.ca

Website: www.australia.gc.ca

Hours of Business: Monday - Friday: 8:30am - 12:30pm 1:00pm - 4:30pm 9.00 a.m. - 5.00 p.m.

Postal Address: Commonwealth Avenue, Canberra ACT 2600

Chile

His Excellency Mr **Pedro Pablo DIAZ HERRERA**

Ambassador Extraordinary and Plenipotentiary (24/06/2010)

Mrs **Maria Veronica VERGARA SALAS**

Address: 10 Culgoa Circuit O'Malley ACT 2606

Tel: (02) 6286 2430

Tel: (02) 6286 4027 (Consular)

Fax: (02) 6286 1289

Email: embassy@chile.net.au

Email: consulado@chile.net.au

Email: agrenavaustralia@armada.cl

Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m. Consular: Monday - Friday: 9.00 a.m - 5.00 p.m

Postal Address: 10 Culgoa Circuit, O'Malley ACT 2606

China

His Excellency Mr **CHEN YUMING**

Ambassador Extraordinary and Plenipotentiary (28/10/2010)

Ms **BAI XIAOMEI**

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Email: chinaemb_au@mfa.gov.cn

Website: au.china-embassy.org/eng/

Hours of Business: Monday - Friday: 9.00 a.m. - 12.00 p.m., 2.00 p.m. - 5.00 p.m. Consular: Monday - Friday: 9.00 a.m. - 12.00 p.m.

Postal Address: 15 Coronation Drive, Yarralumla ACT 2600

Colombia

Ms **Olga Elena BULA ESCOBAR**

Chargé d'Affaires a.i.

Mr **Elias ELIADES**

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Tel: (02) 6230 4203

Tel: (02) 6230 4206

Fax: (02) 6230 4209

Email: embassyofcolombia@bigpond.com

Email: ecanberra@cancilleria.gov.co

Website: ww.embajadaenaustralia.gov.au

Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m.

Postal Address: PO Box 227 Civic Square, ACT 2608

Croatia

His Excellency Mr **Vicencije BIUK**

Ambassador Extraordinary and Plenipotentiary (27/11/2008)

Mrs **Josipa BIUK**

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Tel: (02) 6286 6988

Fax: (02) 6286 3544

Email: croemb.canberra@mvep.hr

Hours of Business: Monday - Friday: 9.00 a.m. - 1.00 p.m., 2.00 p.m. - 5.00 p.m. Consular: Tuesday and Thursday: 10.00 a.m. - 1.00 p.m.

Postal Address: 14 Jindalee Crescent, O'Malley ACT 2600

Cuba

His Excellency Mr **Pedro MONZON BARATA**

Ambassador Extraordinary and Plenipotentiary (28/10/2010)

Mrs **Celia Marina OLIVA VELAZCO**

Address: 1 Gerogery Place O'Malley ACT 2606

Tel: (02) 6290 2151

Fax: (02) 6286 9354

Email: embajada@cubaus.net

Hours of Business: Monday - Friday: 9.00 a.m. - 3.30 p.m.

Postal Address: 1 Gerogery Place, O'Malley ACT 2606

Cyprus

His Excellency Mr **Yannis IACOVOU**

High Commissioner (28/08/2008)

Mrs **Maria IACOVOU**

Address: 30 Beale Crescent Deakin ACT 2600

Tel: (02) 6281 0832

Fax: (02) 6281 0860

Email: info@cyprus.org.au

Website: www.mfa.gov.cy/highcomcanberra

Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m.

Postal Address: 30 Beale Crescent, Deakin ACT 2600

Czech Republic

His Excellency **Dr Hynek KMONICEK**

Ambassador Extraordinary and Plenipotentiary (17/05/2011)

Address: 8 Culgoa Circuit O'Malley ACT 2606

Tel: (02) 6290 1386

Fax: (02) 6290 0006

Email: canberra@embassy.mzv.cz
Website: www.mzv.cz/canberra
Hours of Business: Monday - Friday: 8.00 a.m. - 4.15 p.m.
Postal Address: 8 Culgoa Circuit, O'Malley ACT 2606

Denmark

Her Excellency Mrs **Susanne Wagner Hoffmann SHINE**
Ambassador Extraordinary and Plenipotentiary (16/08/2007)
Mr **Tony SHINE**
Address: 15 Hunter Street Yarralumla ACT 2600
Tel: (02) 6270 5333
Fax: (02) 6270 5324
Email: cbramb@um.dk
Website: www.australien.um.dk
Hours of Business: Monday - Friday: 9.00 a.m. - 12.30 p.m., 1.00 p.m. - 4.00 p.m. Consular: 10.00 a.m. - 12.00 p.m. and by appointment
Postal Address: 15 Hunter Street, Yarralumla ACT 2600

Djibouti

His Excellency Mr **Ahmed ARAÏTA ALI**
Ambassador Extraordinary and Plenipotentiary (23/04/2009)
Mrs **Yasmine AHMED MOUSSA**
Address: 5-18-10 Shimo-Meguro, Meguro-ku Tokyo 153-0064 Japan
Tel: (81 3) 5704 0682
Fax: (81 3) 5725 8305
Email: djibouti@fine.ocn.ne.jp
Website: www.djiboutiembassy.jp
Hours of Business: Monday - Friday: 9.00 a.m. - 1.00 p.m., 2.00 p.m. - 5.00 p.m.

Ecuador

His Excellency Mr **Raul GANGOTENA RIVADENEIRA**
Ambassador Extraordinary and Plenipotentiary (11/02/2010)
Ms **Anne PATTEET**
Address: 6 Pindari Crescent O'Malley ACT 2606
Tel: (02) 6286 4021
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Email: embassy@ecuador-au.org
Hours of Business: Monday - Friday: 9.00 a.m. - 4.00 p.m.
Postal Address: 6 Pindari Crescent, O'Malley ACT 2606

Egypt

His Excellency Mr **Omar Metwally Mohamed Tawfic METWALLY**
Ambassador Extraordinary and Plenipotentiary (02/10/2008)
Mrs **Ghada Salah ELHINDAWY**
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Tel: (02) 6273 4438
Fax: (02) 6273 4279
Email: embassy.canberra@mfa.gov.eg
Hours of Business: Monday - Friday: 9.00 a.m. - 4.00 p.m. Consular: Monday - Friday: 9.00 a.m. - 12.00 p.m.
Postal Address: 1 Darwin Avenue, Yarralumla ACT 2600

European Union

His Excellency Mr **David Martin DALY**
Ambassador and Head of Delegation (10/02/2009)
Mrs **Aideen Mary DALY**

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Fax: (02) 6273 4445

Email: delegation-australia@eeas.europa.eu

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Fiji

Ms **Cheryl Jean BROWN-IRAVA**

First Secretary

Mr **Larry IRAVA**

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Email: admin@aus-fhc.org

Email: Consular@aus-fhc.org (Immigration and Consular matters only)

Hours of Business: Monday - Friday: 9.00 a.m. - 1.00 p.m., 2.00 p.m. - 4.00 p.m.

Postal Address: PO Box 159, Deakin West ACT 2600

Finland

Her Excellency Mrs **Maija LÄHTEENMÄKI**

Ambassador Extraordinary and Plenipotentiary (11/02/2010)

Dr **Nestor T VARGAS GOMEZ**

Address: 12 Darwin Avenue Yarralumla ACT 2600

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Fax: (02) 6273 3603

Email: sanomat.can@formin.fi

Website: www.finland.org.au

Hours of Business: Monday - Thursday: 8.45 a.m. - 12.30 p.m., 1.00 p.m. - 5.00 p.m. Friday: 8.45 a.m. - 12.30 p.m., 1.00 p.m. - 2.30 p.m.

Postal Address: 12 Darwin Avenue, Yarralumla ACT 2600

France

His Excellency Mr **Stephane ROMATET**

Ambassador Extraordinary and Plenipotentiary (24/11/2011)

Mrs **Agnes ESPAGNE-ROMATET**

Address: 6 Perth Avenue Yarralumla ACT 2600

Tel: (02) 6216 0100

Fax: (02) 6216 0127

Email: info@ambafrance-au.org

Email: secretariat.canberra-amba@diplomatie.gouv.fr (political chancery)

Website: www.ambafrance-au.org

Hours of Business: 09:00 to 13:00 and 14:00 to 18:00 Friday : 09:00 to 13:00 and 14:00 to 16:00

Postal Address: 6 Perth Avenue, Yarralumla ACT 2600

The Gambia

His Excellency Mr **Omar Gibril SALLAH**

High Commissioner (17/05/2011)

Mrs **Zahra SALLAH**

Address: Al-Woroud District, No 10 Al-Naqrah St Riyadh Saudi Arabia

Tel: (966 1) 205 2158

Tel: (966 1) 462 1481

Tel: (966 1) 205 2063

Fax: (966 1) 456 2024

Email: gamextriyadh@yahoo.com

Hours of Business: Monday - Wednesday: 9.00 a.m. - 3.00 p.m.

Georgia

His Excellency Mr **Vladimer KONSTANTINIDI**

Ambassador Extraordinary and Plenipotentiary (22/03/2012)

Address: 28 Kareelah Vista O'Malley ACT 2606

Tel: (02) 6162 0125

Tel: (02) 6162 0126

Email: canberra.emb@mfa.gov.ge

Hours of Business: Monday - Friday: 9.00 p.m - 1.00 p.m, 2.00 p.m - 5.00 p.m.

Germany

His Excellency Dr **Christoph MUELLER**

Ambassador Extraordinary and Plenipotentiary (27/09/2011)

Mrs **Christine MUELLER**

Address: 119 Empire Circuit Yarralumla ACT 2600

Tel: (02) 6270 1911

Fax: (02) 6270 1951

Email: info@canberra.diplo.de

Website: www.canberra.diplo.de

Hours of Business: Monday - Thursday: 8.00 a.m. - 5.15 p.m., Friday: 8.00 a.m. - 2.00 p.m. Consular: Monday - Friday: 9.30 a.m. - 12.30 p.m.

Postal Address: 119 Empire Circuit, Yarralumla ACT 2600

Ghana

His Excellency Mr **Paul Yaw ESSEL**

High Commissioner (26/11/2009)

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Tel: (02) 6290 2110

Tel: (02) 6286 7275

Fax: (02) 6290 2115

Email: gh57391@bigpond.net.au

Website: www.ghanahighcom.org.au

Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m. Consular: Monday - Friday: 10.00 a.m. - 2.00 p.m.

Postal Address: 13 Numeralla Street, O'Malley ACT 2606

Greece

His Excellency Mr **Alexios G. CHRISTOPOULOS**

Ambassador Extraordinary and Plenipotentiary (17/09/2009)

Mrs **Matenia CHRISTOPOULOU**

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Hours of Business: Chancery: Monday - Friday: 9.00 a.m. - 4.00 p.m. Consular: Monday - Friday: 10.00 a.m. - 2.00 p.m.

Postal Address: 9 Turrana Street, Yarralumla ACT 2600

Guinea

Address: 12-9 Hachiyama-cho, Shibuya-ku Tokyo 150-0035 Japan

Tel: (81 3) 3770 4640

Fax: (81 3) 3770 4643

Email: ambagui-tokyo@gol.com

Hours of Business: Monday - Friday: 9.30 a.m. - 12.00 p.m., 1.00 p.m. - 4.30 p.m.

Holy See

His Excellency Archbishop **Giuseppe LAZZAROTTO**

Apostolic Nuncio (19/03/2008)
Address: 2 Vancouver Street Red Hill ACT 2603
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Email: nuntius@nunciature.com.au
Hours of Business: Monday - Friday: 9.00 a.m. - 1.00 p.m., 3.00 p.m. - 5.00 p.m.
Postal Address: PO Box 3633, Manuka ACT 2603

Hungary

Her Excellency Mrs **Anna Maria SIKO**
Ambassador Extraordinary and Plenipotentiary (27/09/2011)
Mr **Robert Christopher SUMMERFIELD**
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Tel: (02) 6282 3226
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Hours of Business: Monday - Thursday: 9.00 a.m. - 1.00 p.m., 1.30 p.m. - 4.30 p.m. Friday: 9.00 a.m. - 1.00 p.m., 1.30 p.m. - 4.00 p.m. Consular: Monday - Thursday: 9.00 a.m. - 1.00 p.m., 1.30 p.m. - 4.00 p.m. (By appointment)
Postal Address: 17 Beale Crescent, Deakin ACT 2600

India

His Excellency Mr **Biren NANDA**
High Commissioner (23/05/2012)
Mrs **Rukmani NANDA**
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Website: www.hcindia-au.org
Hours of Business: Monday - Friday: 9.00 a.m. - 1.00 p.m., 2.00 p.m. - 5.30 p.m.
Postal Address: 3-5 Moonah Place, Yarralumla ACT 2600

Indonesia

His Excellency Mr **Primo Alui JOELIANTO**
Ambassador Extraordinary and Plenipotentiary (26/03/2009)
Mrs **Susilowati JOELIANTO**
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Website: www.kemlu.go.id/canberra
Hours of Business: Monday - Friday: 9.00 a.m. - 1.00 p.m., 2.00 p.m. - 5.00 p.m. Consular: Monday - Friday: 9.00 a.m. - 1.00 p.m.
Postal Address: 8 Darwin Avenue, Yarralumla ACT 2600

Iran

His Excellency Dr **Mahmoud BABAEI**
Ambassador Extraordinary and Plenipotentiary (18/05/2010)
Mrs **Maryam BABAEI**
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Tel: (02) 6290 7000 (Consular Section)
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Email: amb.office@iranembassy.org.au
Website: www.mfa.gov.ir
Website: www.iranembassy.org.au
Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m.
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Iraq

His Excellency Mr **Mouayed SALEH**
Ambassador Extraordinary and Plenipotentiary (24/06/2010)
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Ireland

His Excellency Mr **Noel Michael WHITE**
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Israel

His Excellency Mr **Yuval ROTEM**
Ambassador Extraordinary and Plenipotentiary (16/08/2007)
Mrs **Miri ROTEM**
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Hours of Business: Monday - Thursday: 9.30 a.m. - 5.00 p.m. Friday: 9.30 a.m. - 3.00 p.m. Consular: Monday - Friday: 9.30 a.m. - 1.00 p.m.
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Italy

His Excellency Mr **Gian Ludovico DE MARTINO DI MONTEGIORDANO**
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Japan

His Excellency Mr **Shigekazu SATO**
Ambassador Extraordinary and Plenipotentiary (26/08/2010)
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Monday - Friday: 9.00 a.m. - 12.30 p.m., 1.30 p.m. - 5.45 p.m. Consular: 9.00 a.m. - 12.00 p.m., 2.00 p.m. - 4.30 p.m.

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112 Empire Circuit , Yarralumla ACT 2600

Jordan

Her Excellency Mrs **Rima Ahmad ALAADEEN**
Ambassador Extraordinary and Plenipotentiary (28/10/2010)
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Kenya

His Excellency Mr **Stephen Kipkiyeny TARUS**
High Commissioner (26/11/2009)
Mrs **Jane Jeptanui Rotich TARUS**
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Korea – Democratic People's Republic

His Excellency Mr **Jong Ryul RI**
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Korea - Republic of

His Excellency Mr **Taeyong CHO**
Ambassador Extraordinary and Plenipotentiary (27/09/2011)
Mrs **Jean Young LEE**

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Website: <http://aus-act.mofat.go.kr>
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Postal Address: 113 Empire Circuit, Yarralumla ACT 2600

Kuwait

His Excellency Mr **Khaled AL-SHAIBANI**
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Tel: (02) 6286 7755
Tel: (02) 6286 7766
Fax: (02) 6286 3733
Email: kuwaitcan_2002@yahoo.com.au
Website: www.kuwaitemb-australia.com
Hours of Business: Monday - Friday: 9.00 a.m. - 3.00 p.m.
Postal Address: PO Box 26, Woden ACT 2606

Laos

His Excellency Mr **Phomma KHAMMANICHANH**
Ambassador Extraordinary and Plenipotentiary (26/07/2012)
Mrs **Khanhxay PHOLSENA**
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Tel: (02) 6286 6933
Fax: (02) 6290 1910
Email: laoemb@bigpond.net.au
Website: www.laoembassy.net
Hours of Business: Monday - Friday: 9.00 a.m. - 12.00 p.m., 1.00 p.m. - 4.00 p.m.
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Lebanon

His Excellency Dr **Jean DANIEL**
Ambassador Extraordinary and Plenipotentiary (25/06/2008)
Mrs **Mireille SAYEGH**
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Postal Address: 27 Endeavour Street, Red Hill ACT 2603

Libya

His Excellency Mr **Musbah A A ALLAFI**
Ambassador Extraordinary and Plenipotentiary (26/08/2010)
Mrs **Faeza I O BENGHALI**
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Email: info@libyanembassy.org.au

Hours of Business: Monday - Friday: 9.00 a.m. - 3.00 p.m.

Postal Address: 50 Culgoa Circuit, O'Malley ACT 2606

Macedonia – The Former Yugoslav Republic of

Mr Kostadin TASEVSKI

Chargé d'Affaires a.i.

Mrs Andrijana TASEVSKA

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Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m.

Postal Address: PO Box 1890, Canberra ACT 2601

Malaysia

His Excellency Mr **Salman Bin L AHMAD**

High Commissioner (26/02/2009)

Mrs Tengku Karina Binti TUAN YUSOFF

Address: 7 Perth Avenue Yarralumla ACT 2600

Tel: (02) 6120 0300

Tel: (02) 6120 0321

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Fax: (02) 6273 4340

Fax: (02) 6273 2496

Email: malcanberra@malaysia.org.au

Email: malcnbera@kln.gov.my

Website: www.malaysia.org.au

Hours of Business: Monday - Friday: 9.00 a.m. - 12.30 p.m., 1.30 p.m. - 5.00 p.m. Consular: Monday - Friday: 9.00 a.m. - 12.30 p.m.

Postal Address: 7 Perth Avenue, Yarralumla ACT 2600

Malta

His Excellency Mr **Francis TABONE**

High Commissioner (09/11/2006)

Mrs Anne TABONE

Address: 38 Culgoa Circuit O'Malley ACT 2606

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Tel: (02) 6290 1847 (High Commissioner's Office)

Fax: (02) 6290 2453

Email: highcommission.canberra@gov.mt

Email: maltapassports.canberra@gov.mt

Email: maltacitizenship.canberra@gov.mt

Email: maltapensions.canberra@gov.mt

Email: accounts.canberra@gov.mt

Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m.

Postal Address: 38 Culgoa Circuit, O'Malley ACT 2606

Mexico

Her Excellency Mrs **Maria Luisa Beatriz LOPEZ GARGALLO**

Ambassador Extraordinary and Plenipotentiary (04/03/2010)

Mr Alberto NUÑEZ MENDOZA

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Tel: (02) 6273 3963
Tel: (02) 6273 3905
Fax: (02) 6273 1190
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Website: www.mexico.org.au
Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m. Consular: Monday - Friday: 9.00 a.m. - 3.00 p.m.
Postal Address: 14 Perth Avenue, Yarralumla ACT 2600

Mongolia

His Excellency Mr **Bold RAVDAN**
Ambassador Extraordinary and Plenipotentiary (27/06/2012)
Mrs **Oyuun MIJIDDORJ**
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Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m. Consular: Monday - Friday: 10.00 a.m. - 1.00 p.m.
Postal Address: 1/44 Dalman Crescent, O'Malley ACT 2606

Morocco

His Excellency Mr **Mohamed MAEL-AININ**
Ambassador Extraordinary and Plenipotentiary (10/02/2009)
Mrs **Samira AFFANE AJI**
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Tel: (02) 6290 0766
Fax: (02) 6290 0744
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Website: www.moroccoembassy.org.au
Hours of Business: Monday - Friday: 9.00 a.m. - 3.00 p.m.
Postal Address: PO Box 3531, Manuka ACT 2603

Myanmar – Republic of the Union of

His Excellency Mr **Paw Lwin SEIN**
Ambassador Extraordinary and Plenipotentiary (26/08/2010)
Mrs **Khin Mie Mie WIN**
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Tel: (02) 6273 3751
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Website: myanmarembassy Canberra.info
Hours of Business: Monday - Friday: 9.00 a.m. - 4.00 p.m.
Postal Address: 22 Arkana Street, Yarralumla ACT 2600

Nepal

His Excellency Mr **Rudra Kumar NEPAL**
Ambassador Extraordinary and Plenipotentiary (23/05/2012)
Mrs **Karuna NEPAL**
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Tel: (02) 6162 1554
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Website: www.necan.gov.np

Hours of Business: Monday - Friday: 9.30 a.m. - 5.00 p.m.
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Netherlands

His Excellency Mr **Cornelis Wilhelmus ANDREAE**
Ambassador Extraordinary and Plenipotentiary (10/02/2009)
Mrs **Christine Blanche Marie Françoise GERVOSON DE SIERVEN**

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Consular: Tuesday & Thursday 9.00 a.m. - 12.30 p.m.

Postal Address: 120 Empire Circuit, Yarralumla ACT 2600

New Zealand

His Excellency Major General (Rtd) **Martyn John DUNNE**
High Commissioner (04/05/2011)

Mrs **Jennifer Anne DUNNE**

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Fax: (02) 6273 3194

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Website: www.nzembassy.com/australia

Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m.

Postal Address: Commonwealth Avenue, Canberra ACT 2600

Nigeria

His Excellency Mr **Ayoola Lawrence OLUKANNI**

High Commissioner (28/07/2011)

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Tel: (02) 6282 7411

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Hours of Business: Monday - Friday: 9.00 a.m. - 12.00 p.m., 1.00 p.m. - 5.00 p.m.

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Norway

Her Excellency Mrs **Siren Gjerme ERIKSEN**

Ambassador Extraordinary and Plenipotentiary (17/09/2009)

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Website: www.norway.org.au

Hours of Business: Monday - Friday: 9.00 a.m. - 12.30 p.m., 1.00 p.m. - 4.00 p.m.

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Pakistan

His Excellency **Abdul Malik ABDULLAH**

High Commissioner (28/07/2011)

Mrs Yumi KISANUKI

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Hours of Business: Monday - Friday: 9.00 a.m. - 4.30 p.m. Consular: Monday - Thursday: 10.00 a.m. - 1.00 p.m., Friday: 10.00 a.m. - 12.00 p.m.

Postal Address: PO Box 684, Mawson ACT 2607

Papua New Guinea

His Excellency Mr **Charles Watson LEPANI**

High Commissioner (10/07/2005)

Mrs **Katherine Mary LEPANI**

Address: 39-41 Forster Crescent Yarralumla ACT 2600

Tel: (02) 6273 3322

Fax: (02) 6273 3732

Email: kundu@pngcanberra.org

Website: www.pngcanberra.org

Hours of Business: Monday - Friday: 9.00 a.m. - 1.00 p.m., 2.00 p.m. - 5.00 p.m. Visas: Monday - Friday: 9.00 a.m. - 1.00 p.m., 2.00 p.m. - 3.00 p.m.

Postal Address: PO Box E6317, Kingston ACT 2604

Paraguay

Mr **Pablo Esteban R. BEDOYA G.**

Chargé d'Affaires (12/12/2011)

Mrs **Ibelise ESCOBAR A**

Address: 39 Empire Circuit Forrest ACT 2603

Tel: (02) 6156 4522

Fax: (02) 6260 7674

Hours of Business: Monday - Friday: 9.00 a.m - 12 p.m, 2.00 p.m - 5.00 p.m

Peru

His Excellency Mr **Luis Felipe QUESADA INCHAUSTEGUI**

Ambassador Extraordinary and Plenipotentiary (17/02/2011)

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Tel: (02) 6273 7351

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Email: embassy@embaperu.org.au

Website: www.embaperu.org.au

Hours of Business: Monday – Friday: 9.00 a.m. – 5.00 p.m.

Postal Address: PO Box 106, Red Hill ACT 2603

Philippines

Her Excellency Mrs **Belen F ANOTA**

Ambassador Extraordinary and Plenipotentiary (27/09/2011)

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Hours of Business: Monday - Friday: 9.00 a.m. - 12.00 p.m., 1.00 p.m. - 5.00 p.m. Consular: Monday - Friday: 9.00 a.m. - 12.00 p.m., 1.00 p.m. - 5.00 p.m.
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Poland

His Excellency Mr **Andrzej JAROSZYNSKI**
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Portugal

His Excellency Mr **Rui QUARTIN-SANTOS**
Ambassador Extraordinary and Plenipotentiary (18/05/2010)
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Qatar

His Excellency Mr **Yousef Ali Y. AL-KHATER**
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Romania

His Excellency Dr **Mihai Stefan STUPARU**
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Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m.
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Russia

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Samoa

His Excellency **Lemalu Tate SIMI**

High Commissioner (30/06/2009)

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Saudi Arabia

His Excellency Mr **Hassan Talat NAZER**

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Serbia

Her Excellency Ms **Neda MALETIC**

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Singapore

His Excellency Mr **Michael TEO**

High Commissioner (27/09/2011)

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Slovakia

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Slovenia

His Excellency Dr **Milan BALAZIC**
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Solomon Islands

His Excellency Mr **Beraki JINO**
High Commissioner (14/03/2010)
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South Africa

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Spain

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Minister-Counsellor / Deputy Head of Mission
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Education Office: Monday - Friday: 8.00 a.m. - 3.00 p.m. Open to the public 9.00 a.m. - 2.00 p.m.

Postal Address: PO Box 9076, Deakin ACT 2600

Sri Lanka

His Excellency Admiral **Thisara Sugeeshwara Gunasekara SAMARASINGHE**

High Commissioner (28/07/2011)

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Sudan

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Swaziland

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Sweden

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Switzerland

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Thailand

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Timor-Leste

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Tonga

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Mr **Leonaitasi Puli Ki Pulotu KULUNI**
First Secretary
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Tunisia

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Turkey

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Uganda

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Ukraine

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United Arab Emirates

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United Kingdom

His Excellency Mr **Paul Damian MADDEN**
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United States of America

His Excellency Mr **Jeffrey L BLEICH**
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Uruguay

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Uzbekistan

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Vanuatu

His Excellency Mr **Kalfau George KALORIS**
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Venezuela

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Vietnam

His Excellency Mr **Vinh Thanh HOANG**

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Zambia

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Zimbabwe

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Ambassador Extraordinary and Plenipotentiary (04/03/2010)

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CONSULATES (AUSTRALIA WIDE)

Albania

Mr **Rauf SOULIO**

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Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m. by appointment

Barbados

Mr **John William CUNNINGHAM**

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Mrs **Margaret CUNNINGHAM**

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Hours of Business: by appointment

Belarus

Mr **Warren REYNOLDS**

Honorary Consul (11/10/2011)

Ms **Joyce REYNOLDS**

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Beliz

Ms **Nadine Lorraine VERNON**

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Bhutan

Ms **Catherine HARRIS**

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Bolivia

Mr **Antonio M NAVA**

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Cameroon

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Cook Islands

Sir **Ian TURBOTT**

Honorary Consul (06/02/1995)

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Costa Rica

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Dominican Republic

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El Salvador

Mr **Pedro Cesar SANCHEZ ORELLANA**

Consul

Dr **Liliana Anahi MOLINA SANCHEZ**

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Eritrea

Mr **Besher Idriss Nour OMER**

Consul (15/03/2003)

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Estonia

Ms **Triinu RAJASALU**

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Ethiopia

Mr **Graham John ROMANES**

Honorary Consul-General (21/01/1997)

Ms **Glenyys ROMANES**

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Guatemala

Mr **Byron Estuardo FIGUEROA-GOMEZ**

Honorary Consul (31/10/2002)

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Iceland

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Jamaica

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Kazakhstan

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Email: jstirbinskis@gmail.com
Hours of Business: Monday - Friday: 8.00 a.m. - 4.00 p.m.
Postal Address: PO Box 859, West Perth WA 6872

Kiribati

Mr **Paul Thomas Cambage WENHAM**
Honorary Consul-General (01/02/2010)
Mrs **Ilona Maria WENHAM**
Address: 37 Wallangra Road Dover Heights NSW 2030
Tel: (02) 9388 1755
Tel: () 0418 225 196
Fax: (02) 9388 1422
Email: cgkiribati@ozemail.com.au
Hours of Business: by appointment
Postal Address: P.O. Box 376, Rose Bay NSW 2029

Latvia

Mr **Aldis Janis BIRZULIS**
Honorary Consul (01/11/2007)
Mrs **Edite BIRZULIS**
Address: 583 Darling Street Rozelle NSW 2039
Tel: (02) 9555 7230
Fax: (02) 9555 7239
Email: abirzulis@bigpond.com
Postal Address: 583 Darling Street, Rozelle NSW 2039

Lesotho

The Reverend **John Bernard CRANE**
Honorary Consul-General (13/08/1984)
Mrs **Margaret CRANE**
Address: 39 Corona Street Hamilton East NSW 2303
Tel: (02) 4961 5691
Hours of Business: Monday - Friday: 10.00 a.m. - 4.00 p.m.

Lithuania

Ms **Ginta VILIUNAS**
Honorary Consul (25/03/2011)
Address: 11 David Street Clifton Gardens NSW 2088
Tel: (02) 9969 6232
Email: gintav@optusnet.com.au
Hours of Business: by appointment
Postal Address: 11 David Street, Clifton Gardens NSW 2088

Luxembourg

Mr **Geoffrey D DUNSTAN**

Honorary Consul-General (09/07/1984)

Mrs **Jeanne DUNSTAN**

Address: 6 Damour Avenue East Lindfield NSW 2070

Tel: (02) 9880 8002

Fax: (02) 9922 1478

Email: luxembourgconsulate@bigpond.com

Hours of Business: Monday - Friday: 10.00 a.m. - 4.00 p.m. by appointment

Postal Address: 6 Damour Avenue, East Lindfield NSW 2070

Madagascar

Mr **Anthony KNOX**

Honorary Consul-General (06/10/1995)

Mrs **Susan KNOX**

Address: Level 9, 47 York Street Sydney NSW 2000

Tel: (02) 9299 2290

Fax: (02) 9299 2242

Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m.

Malawi

Mr **Trent SMYTH**

Honorary Consul (01/04/2012)

Address: Stawell Chambers, Suite 2, 495 Little Bourke Street Melbourne Vic 3000

Tel: (+61 3) 99 88 77 66

Fax: (03) 8677 9321

Email: consul@malawi.com.au

Website: www.malawi.com.au

Hours of Business: Tuesday - Thursday 11 am - 3 pm (by appointment)

Maldives

Mr **Linton R. LETHLEAN OAM**

Honorary Consul-General (29/05/1995)

Address: 164 Gatehouse Street Parkville Vic 3052

Tel: (03) 9349 1473

Fax: (03) 9349 1119

Email: linton@lintonrlethlean.com

Hours of Business: Monday - Friday: 10.00 a.m. - 4.00 p.m.

Postal Address: PO Box 207, Parkville Vic 3052

Mali

Professor **Phillip HAMILTON**

Honorary Consul (06/04/2005)

Address: 1st Floor, 415 Bourke Street Melbourne Vic 3000

Tel: (03) 9600 0511

Fax: (03) 9670 6199

Email: maliconsul@scrivener.com.au

Hours of Business: Monday to Friday: 9.00 a.m. - 1.00 p.m., 2.00 p.m. - 4.00 p.m.

Mauritius

Mr **Jean Alex RIMA**

Honorary Consul (15/04/2008)

Mrs **Anne Mary RIMA**

Address: 2 Darebin Road Northcote Vic 3070

Tel: (03) 9484 4242

Tel: () 0403 123 631

Fax: (03) 9410 9906
Email: rima1@optusnet.com.au
Hours of Business: Monday - Friday: 9.00 a.m. - 4.00 p.m.

Moldova

Dr **Aron D'SOUZA**
Honorary Consul-General (16/05/2012)
Address: 493 Little Bourke Street Melbourne Vic 3000
Tel: (03) 9005 5884
Fax: (03) 8080 6612
Hours of Business: TBA

Monaco

Mr **Andrew Michael CANNON**
Honorary Consul (19/09/2002)
Mrs **Clare Virginia CANNON**
Address: Monaco House 22 Ridgway Place Melbourne Vic 3000
Tel: (03) 9652 9300
Fax: (03) 9652 9311
Email: amcannon@monacohouse.com.au
Hours of Business: Monday - Friday: 9.00 a.m. - 5.00 p.m.
Postal Address: PO Box 18191, Collins Street East Vic 8003

Mozambique

Mr **Andrew STRANG**
Honorary Consul (09/02/2012)
Ms **Camilla STRANG**
Address: Suite 4.05, 247 Coward Street Mascot NSW 2030
Tel: (02) 9669 1099
Tel: () 0407 204 080
Fax: (02) 9317 4514
Email: mozambique.honconsul@gmail.com
Hours of Business: Wednesday - Friday: 10.00 a.m. - 3.00 p.m.

Namibia

Mr **Antonio GELONESI**
Honorary Consul-General (10/07/2008)
Tel: () 0416 107 581
Tel: (02) 8005 8554
Fax: (02) 9475 0577
Email: antonio@namibianconsulaustralia.com.au
Website: www.namibianconsulaustralia.com.au
Hours of Business: by appointment
Postal Address: GPO Box 3370 Sydney NSW 2001

Nauru

Mrs **Chitra JEREMIAH**
Consul-General (11/01/2010)
Mr **Lynden JEREMIAH**
Address: Level 3, 99 Creek Street Brisbane Qld 4000
Tel: (07) 3220 3040
Fax: (07) 3220 3048
Email: nauru.consulate@brisbane.gov.nr
Hours of Business: Monday - Friday 9.00 am - 5.00 p.m.

Oman

Dr **Hamed Ali AL ALAWI**

Consul-General

Mrs **Rahma AL ALAWI**

Address: Suite 2, Level 4 493 St Kilda Road Melbourne Vic 3004

Tel: (03) 9820 4096

Fax: (03) 9820 4076

Email: c.general@oman.org.au

Website: www.oman.org.au

Hours of Business: Monday - Friday: 9.00 a.m. - 4.00 p.m.

Postal Address: PO Box 7174, Melbourne Vic 8004

Panama

Mrs **Yvonne Anne BUSTAMANTE**

Honorary Consul-General (01/06/2003)

Address: 1/234 Slade Road Bexley North NSW 2207

Tel: (02) 9150 8409

Tel: () 0422 443 327

Fax: (02) 9150 8410

Email: panaconsul.sydney@bigpond.com.au

Hours of Business: Monday - Friday 9.00 a.m. - 3.00 p.m. by appointment

Postal Address: PO Box 31, Bardwell Park NSW 2207

Rwanda

Mr **Michael John ROUX**

Honorary Consul-General (01/03/2006)

Mrs **Veronica Diane ROUX**

Tel: (03) 9664 1964

Fax: (03) 9650 4641

Email: info@rwandacg.org.au

Website: www.rwandacg.org.au

Hours of Business: Friday: 9.00 a.m. - 12.00 p.m., or by appointment

Postal Address: PO Box 18058 Collins Street East, Vic 8003

San Marino

Mr **Peter Julian TILLEY**

Honorary Consul-General (20/11/2007)

Ms **Shelley MARCUS**

Address: 178 Canning Street Carlton Vic 3053

Tel: (03) 9347 5896

Tel: () 0437 244 151

Email: rsmmelb@gmail.com

Hours of Business: Monday: 9.00 a.m. - 4.00 p.m., Thursday: 9.00 a.m. - 12:00 p.m. or by appointment

Postal Address: PO Box 1336, Carlton Vic 3053

Senegal

Mr **Michael Leopold BULA**

Honorary Consul-General (05/09/2003)

Address: Princes Hill Gallery, 213 Canning Street Carlton Vic 3053

Tel: (03) 9348 0466

Fax: (03) 9347 1741

Email: info@senegalcgaustr.com

Website: www.senegalcgaustr.com

Hours of Business: Monday - Friday: 10.00 a.m. - 1.00 p.m.

Seychelles

Mr **Gaetan BARALLON**

Honorary Consul-General (01/05/1998)

Mrs **Flora BARALLON**

Address: 197 Drysdale Avenue Narre Warren North Vic 3804

Tel: (03) 9796 9412

Tel: () 0419 500 453

Fax: (03) 8790 4938

Email: gb@bei.com.au

Hours of Business: Monday - Friday: 9.00 a.m. - 12.00 p.m.

Sierra Leone

Mr **Aron WAKIL**

Honorary Consul-General (28/02/2012)

Mrs **Sira WAKIL**

Address: Level 6, 16 O'Connell Street Sydney NSW 2000

Fax: (02) 8964 8854

Email: info@sierraleonecgtc.org.au

Website: www.sierraleonecgtc.org.au

Hours of Business: Monday - Thursday: 10.00 a.m. - 1.00 p.m.

Postal Address: Level 6, 16 O'Connell Street, Sydney NSW 2000

Somalia

Mr **Yonis HASHI**

Honorary Consul-General (01/04/2012)

Address: Suite, 759 High Street Thornbury Vic 3071

Tel: (03) 9416 7755

Tel: (03) 9416 8070

Fax: (03) 8677 3366

Email: admin@somaliconsulate.com.au

Website: www.somaliconsulate.com.au

Hours of Business: Monday-Thursday: 9.30 a.m. - 3.00 p.m. or by appointment Friday: 9.30 a.m. - 12.30 p.m. or by appointment

Syria

Mr **Mayer DABBAGH**

Honorary Consul (01/06/2010)

Mrs **Nahla DEHEN-DABBAGH**

Address: 13/340 Darling Street Balmain NSW 2041

Tel: (02) 9818 4311

Tel: () 0410 432 389

Fax: (02) 9818 1360

Email: mayerdabbagh@yahoo.com.au

Hours of Business: Monday - Friday 10.00 a.m. - 5.00 p.m.

Postal Address: 13/340 Darling Street, Balmain NSW 2041

Tanzania

Mr **Nana Bhanji LAXMAN**

Honorary Consul (09/02/2002)

Mrs **Bhadra LAXMAN**

Address: Level 2, 222 La Trobe Street Melbourne Vic 3000

Tel: (03) 9667 0243

Fax: (03) 9663 2616

Email: tanzania@honconsul.com

Website: www.tanzaniaconsul.org

Hours of Business: Monday - Friday: 10.00 a.m - 3.00 p.m.

Tuvalu

Mr **Ernest ULLRICH**

Honorary Consul-General (09/11/2009)

Mrs **Charmaine ULLRICH**

Address: 185/187 Woodpark Road Smithfield NSW 2164

Tel: (02) 8787 7400

Tel: () 0412 394 043

Fax: (02) 9725 2400

Email: admin@ullrich.com.au

Hours of Business: Monday - Friday: 8.00 a.m. - 5.00 p.m.

Yemen

Mrs **Gae Elizabeth MULLANE**

Honorary Consul-General (02/07/2001)

Address: 11 West Street North Sydney NSW 2060

Tel: (02) 8920 9111

Fax: (02) 9923 1053

Email: yemconsyd@hotmail.com

Hours of Business: Monday - Friday : 10.00 a.m. - 1.00 p.m., 2.00 p.m. - 4.00 p.m. by appointment

CULTURAL/LANGUAGE SCHOOLS

Peak school bodies

ACT Community Language Schools Association

Key services; Umbrella body for community-based language schools

Website: www.actclsa.org.au

Email: actesa@iinet.net.au; admin@actclsa.org.au

Phone: (02) 6230 5191

Street address: 2nd Floor, 180 London Cct – Multicultural Centre, Civic Square, ACT, Australia

Postal address: GPO BOX 1353, Canberra ACT 2601, Australia

Multi-lingual/multi-cultural schools

Totem House

Key services; early childhood centre promoting diverse cultures

Website: <http://www.totomhouse.org.au>

Phone: 02 6241 5672

Street address: Corner Georgina & Maribyrnong Cres., Kaleen ACT 2617

ANU School of Language studies

Key language services; courses in linguistic and French, German, Spanish, Italian and Russian language studies

Website: <http://languages.anu.edu.au/>

Email: language.studies@anu.edu.au

Phone: (02) 6125 2895

Street address: Baldessin Precinct Building (110), Ellery Crescent, ANU, Canberra ACT 0200

ANU Centre for Continuing Education

Key services; language courses (beginner, intermediate and advanced) in Arabic, Dutch, English grammar, French, German, Indonesian, Italian, Japanese, Khmer, Korean, Mandarin, Portugese, Russian and Spanish

Website: <http://www.anu.edu.au/cce/>

Email: enquiries.cce@anu.edu.au

Phone: (02) 6125 2892

Fax: (02) 6125 5938

Street address: Ground Floor, Fulton Muir Building, Cnr. North Road and Daley Road, ANU (Building 95)

Postal address: Centre for Continuing Education, The Australian National University, CANBERRA ACT 0200

Canberra Institute of Technology (CIT)

Key services; offers certificates in French and Spanish

Website: http://cit.edu.au/about/centres/vocational_college/languages/

Email: CIT.Vocational.College@cit.edu.au

Phone: (02) 6207 3347 or (02) 6207 6836

Erindale College Community Education Program

Key language services; language courses in French, Spanish, Mandarin, Italian

Website: <http://www.erindalecep.com.au>

Email: enquiries@erindalecep.com.au

Phone: (02) 6205 8107

Fax: (02) 6205 8147

Street address: Erindale College, McBryde Cres., Wanniasa, ACT

Postal address: PO Box 332, Erindale Centre, Wanniasa 2903

Canberra College Weston Brain Gym

Key language services; language courses in English as a Second Language (ESL), Swedish, Dutch, French, German, Indonesian, Japanese, Spanish, Russian and Portuguese.

Website: <http://www.westonbraingym.com.au>

Email: westonbraingym@gmail.com

Phone: (02) 6205 6786

Street address: Canberra College, Weston Campus, Fremantle Drive, Stirling.

Lake Nite Learning

Key language services; language classes in Arabic, French, German, Indonesian, Italian, Mandarin, Russian, Spanish and writing in English.

Website: <http://www.lakenitelearning.com.au>

Email: classes@lakenitelearning.com.au

Phone: 6205 6665

Fax: 6205 7105

Street address: UC Senior Secondary College, Emu Bank Belconnen ACT 2617

Arabic

At-Taqwa Academy

Website: see www.actclsa.org.au

Email: tabish_hw@yahoo.com

Street address: Mount Rogers Community Centre, 55 Croft Street Spence

Postal address: PO Box 183, Gungahlin ACT 2913

Canberra Islamic Centre Community School

Key services; Arabic (reading, writing and understanding) classes; Islamic History, Fiqh, Hadith, Seerah and Tajweed rules classes [in Arabic]; Quran readings and Islamic studies for children; Quran Hifz, Tajweed & Understanding Classes for men; classes in Islamic studies for women

Website: <http://www.cic-anil.org.au>

Email: info@cic-anil.org.au

Phone: 02 6292 0602

Fax: (02) 6292 0509

Street address: 221, Clive Steele Avenue, Monash, 2904, ACT

Bangladeshi

Bangla Language and Cultural School

Key services; Language classes, cultural classes (dance, music and drama), cultural events and activities, religious classes

Website: see www.actclsa.org.au and www.canberrabashi.org.au/school.php

Email: zillur.canberra@gmail.com

Phone: 0403 197 860

Street address: Palmerston Primary School, Canberra Islamic Centre

Postal address: 47 Clem Hill Street, Gordon ACT 2906

Chinese

Association for learning Mandarin in Australia Inc.

Key services; bilingual childcare, Mandarin tuition, Chinese cultural events and activities

Website: <http://learningmandarin.weebly.com/>

Email: canberraalma@gmail.com

Postal address: PO Box 387, Mawson, ACT 2607

Australian School of Contemporary Chinese

Key services; Chinese language classes

Website: <http://www.standardchineseschool.act.edu.au/>

Email: ascc@trilong.com.au

Phone: (02) 6176 0528; (02) 6255 7710; 0419 541 336; 0415 762 723; 0403 151 826

Fax: (02) 8003 9188; (02) 6255 7750

Street address: Headquarters: ASCC Central Office: Room 212 Level 2, Griffin Centre, 20 Genge Street, Canberra City, ACT 2601, Australia.

Campuses: (Civic) Level 1 & 2, Griffin Centre, 20 Genge Street, Canberra City, ACT 2601, Australia; (Gungahlin) 23 Gozzard Street, Gungahlin Town Centre, Gungahlin, ACT 2912, Australia; (Belconnen) UC Senior Secondary College at Lake Ginninderra, 2 Emu Bank, Belconnen, ACT 2617, Australia; (Woden) Melrose High School, Marr Street, Pearce, ACT 2607, Australia

Postal address: ASCC, P O Box 5270, Lyneham, Canberra, ACT 2602, Australia

EAAS Chinese School Inc.

Key services; Mandarin language classes

Website: <http://www.eaaschineseschool.org.au/>

Email: peterp@pcug.org.au

Phone: (02) 62584342; 0433 888 063

Street address: The Canberra College, Launceston Street, Woden

Postal address: EAAS Chinese School Inc., P.O. Box 683, DICKSON ACT 2602

Federation of Chinese Community of Canberra Inc. (FCCCI) Chinese School

Key services; Chinese language classes

Website: <http://www.fcccichineseschool.act.edu.au/>

Email: lyn.ning@gmail.com; jennyerb10@gmail.com; Claudia.Liu@ato.gov.au; suzie.cong@abs.gov.au;

linxiaoli@hotmail.com; zhang_hua_999@163.com; lihong.rambeau@anu.edu.au; zhengfeng.li@deewr.gov.au

Phone: (Ms Lyn Ning) 0422 982 404; (Ms Jenny Erb) 0411 814 638; (Ms Claudia Liu) 0410 552 831; (Ms Suzie Cong) 0411 106 353; (Ms Xiaoli Lin) 0413 288 021; (Ms Hua Zhang) 0402 186 530; (Ms Lihong Rambeau) 0407 603 211; (Dr Zhengfeng Li) 0417 222 667

Street address: Lake Ginninderra College, 2 Emu Bank, Belconnen, ACT

Postal address: PO Box 342, Civic Square, ACT 2608

Grace Chinese School

Key services; Cantonese language classes

Website: see <http://www.actesa.org.au>

Email: wendy_yu@tpg.com.au

Phone: (02) 6255 2548; 0404 292 801

Postal address: 8 Mayo St Weetangera, ACT 2614

Croatian

Croatian Ethnic School ACT Inc.

Key services; language, cultural, history and drama classes

Website: see www.actclsa.org.au

Email: cesactinc@live.com.au

Phone: 02 6242 7573, 0407 554 433

Street address: Australian Croatian Club, Cnr McCaughey & David Streets, Turner

Postal address: PO Box 581 Mitchell ACT 2911

Dutch

Canberra Dutch School

Key services; Dutch language and cultural classes for school-aged children

Website: see www.actclsa.org.au

Email: canberradutchschool@gmail.com

Street address: Various locations around Canberra (teachers will provide the lessons at the child's school with the permission of the school principal)

English

Adult Migrant English Program ACT

Key services; English classes newly arrived migrants and refugees English language skills, computer classes, settlement courses, home tutor schemes, preparation for IELTS test

Website: www.cit.act.edu.au/about/centres/vocational_college/amep/

English courses at the Canberra Institute of Canberra (CIT)

Key services; Statement of attendance IELTS and Preparation for IELTS 6.5, Certificate I, II, III, IV in English for Employment, Study and Life, Certificate IV for Spoken and Written English (Employment) and (Further studies), Certificate IV in English for Academic Purposes, Statement of Attainment in Language Skills for Taxi Drivers and Statement of Attainment in English for English for Employment, Study and Life (Preparing for work).

Website: <http://cit.edu.au>

Email: infoline@cit.edu.au

Phone: (02) 6207 3100

Postal address: GPO Box 826, Canberra, ACT, 2601

English conversation group – Gungahlin Regional Community Service

Key services; English conversation groups

Website: <http://www.grcs.org.au>

Email: grcs@grcs.org.au

Phone: (02)6228 9200

Street address: Gungahlin Library, Corner of Hibberson and Gozzard streets, Gungahlin ACT 2912

Secondary Introductory English Centre, Dickson College

Key services; Intensive English as a Second Language (ESL) course for newly arrived migrant students, bridging Intensive English program, Refugee Bridging Program

Website: http://www.dicksonc.act.edu.au/international_students; www.decs.act.gov.au/schools/aboutieu.htm

Email: evie.kollas@ed.act.edu.au; act.international.edu@act.gov.au

Phone: (02) 6205 6338

Postal address: Ms Evie Kollas or Mr Harry Samios, Co-ordinator, International Program for Students, Dickson College, Phillip Avenue, Dickson, A.C.T., 2602, AUSTRALIA

Heather Paterson, Centre for Teaching and Learning, 51 Fremantle Drive, Stirling ACT 2611, Australia

Filipino

Filipino Language School—Learning Filipino Together

Key services; Filipino language classes

Website: <http://canberra-filipino.weebly.com> and see www.actcls.org.au

Email: canberra.filipino@gmail.com

Street address: Gungahlin Library, Corner of Hibberson and Gozzard Streets, Gungahlin ACT; Erindale Neighborhood Hall, Corner Strenberg Crescent and Comrie Street, Wannaissa

Postal address: PO BOX 522, GUNGAHLIN ACT 2912

Finnish

Canberra Finnish School/ Canberran Suomi-Koulu

Key services; Finnish language tuition

Website: See <http://www.actcls.org.au>

Email: canberrask@hotmail.com

Postal Address: 22 Watson St Turner ACT 2612

French

Alliance Francaise de Canberra

Key services; French language tuition, convenes French cultural events, administers French language resource centre.

Website: www.afcanberra.com.au

Email: enquiries@afcanberra.com.au

Phone: + 61 2 6247 5027

Fax: +61 2 6257 6696

Street address: Alliance Française de Canberra, 66 McCaughey St TURNER 2601 ACT

Postal address: PO Box 6125, O'CONNOR 2602 ACT

French Language School

Key services; French language classes
Website: <http://www.frenchlanguageschool.com.au>
Email: info@frenchlanguageschool.com.au
Phone: (02) 6295 9310; 0438 297 725
Street address: 20 Hodgkinson Street, Griffith ACT 2603

French Australian Preschool Association

Key services; Bi-lingual pre-school
Website: <http://www.frenchaustrianpreschool.com.au/>
Email: info@frenchaustrianpreschool.com.au
Phone: (02) 6295 0621
Fax: (02) 6295 9582
Street address: FRENCH-AUSTRALIAN PRESCHOOL, Astrolabe Street, Red Hill ACT 2603
Postal address: FRENCH-AUSTRALIAN PRESCHOOL, PO Box 3558, Manuka ACT 2603

German

ACT German Language School Inc.

Key services; German language classes
Website: www.actgermanschool.org.au
Email: actgermanschool@yahoo.de
Postal address: PO Box 3117, Manuka, ACT 2603, Australia

Das Zentrum Australian—German Institute Inc.

Key services; German language classes and conversation groups, cultural events and activities, German library
Website: <http://www.daszentrum.org.au>
Email: pgamp@orac.net.au; rachelcremer@hotmail.com
Phone: (02)230 0441
Street address: Griffin Centre, Level 1, Room 1.03, 20 Genge Street, Canberra City
Postal address: Das Zentrum, Griffin Centre, 1.03/20 Genge St, Canberra ACT 2601

Greek

St. Nicholas Greek School

Website: See <http://www.actcls.org.au>
Email: greekcom.act@bigpond.com
Phone: (02) 6295 6451 (Cassandra Inkley)
Street address: St Nicholas Church Hall, 1 Gosse Street, KINGSTON ACT 2604
Postal address: Greek Orthodox Community and Church of Canberra and District Inc., GPO Box 208 Canberra ACT 2601

Hebrew

Canberra and Region Jewish Community

Key services; Hebrew language classes and tutoring, Talmud Shiur, basic Judaism classes for adults, bat/bar mitzvah program, school holiday programs, youth group and youth programs, children's Jewish education program, Israeli dance sessions, cultural and social events and activities.
Website: <http://www.canberrajewishcommunity.org>
Email: actadmin@canberrajewishcommunity.org
Phone: (02) 6295 1052
Street address: National Jewish Memorial Centre, Forrest
Postal address: PO Box 3105 Manuka, ACT 2603

Hindi

Canberra Hindi School

Key services; Hindi language classes for school-age children
Website: see www.actcls.org.au
Email: alkaskg@hotmail.com
Phone: (02) 6231 5359; 0423 779 820

Street address: Canberra College, Launceston St, Philip ACT
Postal address: 20 Garratt Street Wanniasa ACT 2903

Indonesian

Ailsa Indonesian Saturday School

Key services; Indonesian language tuition for school-aged children

Website: see www.actclsa.org.au

Email: admin@ailsa.org.au; ailsa.saturdayschool@yahoo.com.au

Phone: (02) 6262 6554; 0430 772 003 (Vina Rahmati)

Street address: Unit 2, 19 Culgoa Circuit O`Malley ACT

Postal address: 12 Gibbes Place Weetangera ACT 2614

Australian Indonesia Association (ACT) Inc.

Key services; Indonesian language classes, Gamelan group, cultural and social events and activities.

Website: <https://aia-act.org.au>

Email: pdomasch@inet.net.au (for joining Indonesian classes)

Phone: 02 6241 5341; 0418 210 348

Postal address: GPO Box 228, Canberra, 2601

Italian

Italian Language School

Key services; extracurricular Italian language and cultural classes

Website: <http://www.italianlanguageschool.org.au/>

Email: Giuliana@italianlanguageschool.org.au

Phone: (Secretary: Giuliana Komnacki) 0414 269 335

Street address: Gambarri Centre, Yarralumla Primary School, Loftus Street, Yarralumla

Postal address: Italian Language School, P.O. Box 289, Mawson ACT, 2607

Society Dante Alighieri- Comitato di Canberra

Key services; Italian language classes and conversations groups, cultural events and activities

Website: <http://www.dantealighiericanberra.org.au>

Email: dantecanberra@ozemail.com.au

Phone: 02 6247 1884

Street address: 2nd Floor, Notaras Multicultural Centre, Civic Square, London Circuit, Canberra City

Japanese

Canberra Supplementary Japanese School Inc.

Key services; Japanese language tuition

Website: <http://www.canberra-hoshuko.org/>

Email: cjssinfo@canberra-hoshuko.org

Street address: Alfred Deakin High School, Denison St., Deakin, 2600, ACT

Khmer

Canberra Cambodian School

Key services; Khmer language classes and tuition

Website: <http://cambodianschool.wordpress.com>

Email: darin.men@gmail.com; chanroeunkh@gmail.com

Phone: (Darin Men) 0430 522 026; (Chanroeun Pa) 0423 633 720

Street address: Wat Khemarangsi Buddhist Temple, 3 Arkell Place, Charnwood, ACT 2615

Korean

Canberra Korean School of Education

Website: see www.actclsa.org.au

Email: hjchong@kukje.com.au (Jacob H Chong)

Phone: (02) 6262 6969

Postal address: PO Box 889 Civic Square ACT 2608

Macedonian

Macedonian School—St. Kliment of Ohrid

Key services; Macedonian cultural, dance, music and language classes for school-aged children

Website: see www.actclsa.org.au

Email: biljanapd@yahoo.com.au (Biljana Petrova)

Phone: (02) 6259 2465; 0402 398 935

Postal address: 88 Lexcen Avenue Nicholls ACT 2913

Maori

Australian-New Zealand Maori Culture School of Dreams

Key services; Maori language, customs and performing arts for children and adults

Website: see www.actclsa.org.au

Email: ihaka.c@tpg.com.au

Phone: (02) 6297 8961; 0403 364 428

Street address: Church of Jesus Christ Latter Day Saints, Corner Crest Park Parade and Tharwa Road, Queanbeyan

Postal address: PO Box 7029 Queanbeyan NSW 2620

Mon

Mon Language and Cultural School—Australia Mon Association

Key services; cultural and language classes for school-aged children

Website: <http://www.mon.org.au>

Email: ama.inc@bigpond.com

Phone: 02 62473305

Street address: Rm10/180, Theo Notaras Multicultural Centre, North Building, London Circuit, Civic Square, Canberra

Postal address: Australia Mon Association Inc., GPO Box 1274, Canberra City, ACT 2601

Nepalese

Nepali Language School

Website: see www.actclsa.org.au

Email: binod.nepala@gmail.com (Binod Nepal)

Phone: 02 6201 5922; 0423 962 825

Street address: Multicultural Centre, 180 London Circuit Canberra City

Postal address: GPO Box 205, Canberra ACT 2601

Persian

Iranian/Persian Language School

Key services; Persian language classes for adults and children

Website: see www.actclsa.org.au

Email: javadmehr@hotmail.com (Javad Farrokh Mehr)

Phone: (02) 6288 2865 (Javad Farrokh Mehr)

Street address: Canberra College, Launceston Street Phillip ACT

Postal address: 24 Wakelin Circuit Weston ACT 2611

Polish

Polish Language School

Key services; Polish language classes for adults and school-age and pre-school children

Website: <http://polishlanguageschoolcanberra.weebly.com>

Email: polishschoolcanberra@gmail.com

Street address: Canberra College - Woden Campus, Launceston Street, Phillip, A.C.T, 2605

Postal address: PO Box 1635, Woden, ACT, 2606

Punjabi

Khalsa Punjabi School, Sikh Association

Key services; Punjabi language classes, cultural events and activities

Website: <http://canberrasikhassociation.com> and see www.actclsa.org.au

Email: punjabischool@gmail.com

Phone: 0424 206 660

Street address: Erindale Neighbourhood Centre

Postal address: PO Box 1060, WODEN, ACT 2606

Samoan

Samoa Language School – TAFAOATA

Website: see www.actclsa.org.au

Email: elena.sione@act.gov.au (Elena Sione)

Phone: (02) 6205 9781

Street address: Dreamcentre, Lhotsky Street, CHARNWOOD

Postal address: 20 Bennie Place MacGregor ACT 2615

Serbian

Serbian School

Website: see www.actclsa.org.au

Email: gorancross@yahoo.com

Phone: 0423 539 552

Street address: 59 Lambrigg Street, Farrer

Postal address: PO Box 7038, 2607

Spanish

Vicente Aleixandre Spanish School

Key services; Spanish language and cultural classes for school-age children

Website: see www.actclsa.org.au

Email: marisamaganto@grapevine.com.au (Marisa Maganto)

Phone: (02) 62882358

Street address: Teach integrated classes at Forrest Primary School, Telopea Park School and Narrabundah College

Postal address: PO Box 3811 Manuka ACT 2603

Sinhalese

Canberra School of Sri Lankan Language and Dance

Key services; Sinhala language, music and dance programs

Website: see www.actclsa.org.au

Email: don.lokusooriya@gmail.com

Phone: (02) 6292 5460

Street address: Griffin Centre, 20 Genge Street, Canberra ACT 2601

Postal address: 11 Pickering St, Monash, ACT 2904

Sinhala Language School of Canberra

Website: <http://www.slbvc.org/> and see www.actclsa.org.au

Email: janaka_welikala@yahoo.com.au (Janaka Welikala); asela.ab@gmail.com (Asela Abhayapala)

Phone: 0408 130 466; 0439 465 475

Street address: 30 Jenke Circuit, Kambah ACT 2902

Swedish

Scandinavian school of Canberra— Swedish Section

Key services; Swedish language classes, cultural events and activities

Website: see www.actclsa.org.au

Email: sofie.fogden@live.com.au (Sofie Fogden)

Phone: 0400 817 249

Street address: Black Mountain High School, Cockle Street (off Miller Street), O'Connor ACT 2603

Postal address: PO Box 6233 O'Connor 2602 ACT

Tamil

Canberra Tamil School

Key services; Tamil language classes, cultural events and activities

Website: <http://canberratamilschool.org.au>
Email: jeva.jevasingham@canberratamilschool.org.au
Phone: 02 62931469

Chennai Tamil School

Website: see www.actclsa.org.au
Email: pal_muthiah@yahoo.com.au (Dr. P Muthiah)
Phone: (02) 6241 7650; 0410 535 481
Street address: Palmerston Community Centre, Palmerston ACT
Postal address: 64 Sugarloaf Circuit Palmerston ACT 2913

Tongan

Tongan Language School

Key services; Tongan language classes
Website: see www.actclsa.org.au
Email: Matelita.koloi@ed.act.edu.au (Matelita Koloi)
Phone: 0401 834 706
Street address: Rosehill Tongan Community Centre, 30 Scattergood Place, Spence, ACT 2615

Ukrainian

Ukrainian School of Lesya Ukrainka in Canberra

Key services; Language and cultural classes for school-age children
Email: uaoccanberra@bigpond.com
Phone: 02 6257 1884
Fax: 02 6257 5889
Street address: 6 McKay Gardens, Turner ACT 2612

Vietnamese

ACT Vietnamese Language School

Website: www.actvns.org.au
Email: vnschoolact@gmail.com
Street address: 108 Merici College, Limestone Avenue, Braddon, Canberra
Postal address: PO Box 706 Civic Square, ACT 2608

RELIGIOUS SCHOOLS

Buddhism

Dhamma & Sinhala Language School

Key services; Dhamma classes and Sinhala language classes

Website: <http://www.slbvc.org/>

Phone: (02) 6296 2503

Street address: 30 Jenki Circuit, Kambah ACT 2902

Islam

Canberra Islamic School

Key services; Islamic weekend classes

Website: <http://www.canberraislamicschool.com>

Email: canberraislamicschool@gmail.com

Phone: (02) 6273 2422 or (02) 6273 1911

Street address: Canberra Masjid, 130 Empire Circuit, Yarralumla, ACT 2600 Australia

Postal address: P.O. Box 202, Woden ACT 2606, Australia

Canberra Islamic Centre Community School

Key services; Islamic History, Fiqh, Hadith, Seerah and Tajweed rules classes [in Arabic], Quran readings and Islamic studies for children, Quran Hifz, Tajweed & Understanding Classes for men, classes in Islamic studies for women, Arabic (reading, writing and understanding) classes

Website: <http://www.cic-anil.org.au>

Email: info@cic-anil.org.au

Phone: 02 6292 0602

Fax: (02) 6292 0509

Street address: 221, Clive Steele Avenue, Monash, 2904, ACT

Bangla Language and Cultural School

Key services; Language classes, cultural classes (dance, music and drama), cultural events and activities, Islamic religious classes

Website: see www.actclsa.org.au and www.canberrabashi.org.au/school.php

Email: zillur.canberra@gmail.com

Phone: 0403 197 860

Street address: Palmerston Primary School, Canberra Islamic Centre

Postal address: 47 Clem Hill Street, Gordon ACT 2906

Judaism

Canberra and Region Jewish Community

Key services; Hebrew language classes and tutoring, Talmud Shiur, basic Judaism classes for adults, bat/bar mitzvah program, school holiday programs, youth group and youth programs, children's Jewish education program, Israeli dance sessions, cultural and social events and activities.

Website: <http://www.canberrajewishcommunity.org>

Email: actadmin@canberrajewishcommunity.org

Phone: (02) 6295 1052

Street address: National Jewish Memorial Centre, Forrest

Postal address: PO Box 3105 Manuka, ACT 2603

Russian Orthodox

Russian Orthodox Church School

Key services; classes on spoken and written Russian, literature and culture, Russian history, geography, singing, drama and religious instruction

Website: see www.actclsa.org.au

Email: russianschoolcanberra@yahoo.com.au

Phone: (02) 6295 7798

Street address: Church hall, Matina Street, Narrabundah

Postal address: 1 Heryv Street Wanniasa ACT 2903

ACT MULTICULTURAL PLACES OF WORSHIP

Christian

Anglican

Anglican Church Canberra and Goulburn Diocese see <http://www.anglicancg.org.au>

Korean Baptist Church
Jenke Cct Kambah 62961587

Catholic

Catholic Chaplains- Ethnic Communities

18 Donaldson Braddon 62478388
Beasley St Farrer 62862280
42 Canberra Ave Forrest 62956078
211 Croyder Narrabundah 62952603

Catholic Churches see <http://www.cg.catholic.org.au>

Liberal Catholic Church
Chinner Cr, Melba (Opposite Melba shops) 62541516

Croatian Catholic Centre
Freemantle Drv, Stirling 62885240
Ukrainian Catholic Church of Saint Volodmyr
82 Archibald St., Lyneham, 62472141
www.volodmyrparish.ucoz.org/

Lutheran

Lutheran Church
Hambridge Cr, Chisholm, 62925630
Immanuel Melrose Dr, Lyons, 62821195
6 Boolee, Reid, 62480064

Finnish Lutheran Church
22 Watson, Turner, 62479493

Jehovah's Witness

Jehovah's Witness Congregation
Hughes 62810026
Wanniassa 62926209
Belconnen 62547156
Weir Cr Queanbeyan 62979997

Orthodox

Greek Orthodox Church of St Demetrios
120 Campbell Queanbeyan 62978954
5 Ernest Queanbeyan 62971789

Greek Orthodox Church of St Nicholas
24 Mclagan, Isaacs 62866555
Wentworth Ave, Kingston 62951460

Free Serbian Orthodox Church- Diocese for Australian and New Zealand
32 National Circuit, Forrest 62951344
Wallaroo Rd, Hall, 62302424

Serbian Orthodox Church
Cnr Lambrigg & Longerenong Sts, Farrer, 62866399

Serbian Orthodox New Gracanica Metropolia
32 National Cct, Forrest, 62951344

Ukrainian Autocephalic Orthodox Centre
6 MacKay Gardens, Turner, 62571884

Pentacostal

Calvary Chapel Pentacostal Church
MacLaurin Cr Chifley
www.calvarychapel.com.au

Pentacostal Church (United)
MacLaurin Crs Chifley, 62812330

Uniting

Canberra Korean Uniting Church, 56 Corenderrk St., Reid, 62875178

Other

Austral Asian Christian Church
(services in English, Mandarin and Cantonese)
36 Ringrose Crs Isaacs 0434567803
www.caacc.org.au

Canberra Chinese Christian Church
56 Dryandra O'Connor 62478080

Canberra International Church
50 Bennelong Crs 62514149

Buddhist

Buddhist Society of ACT
245 Goyder Narrabundah 62397194

Wat Dhammadharo (Thai Buddhist Temple)
See <http://www.watthaitemple.net>
80 Archibald St, Lyneham, 6249 8594

Wat Lao Buddhimit,
20 Jenke Ct, Kambah

Sakyamuni Monastery,
32 Archibald St, Lyneham, (02) 6257 5280

Buddhist Tibetan Society
Alderman St Evatt 62580452

Buddhist Diamond Way (Karma Kagyu)
104 Wattle St., Lyneham, 62497090

Hindu

Hindu Temple & Cultural
81 Ratcliffe, Florey, 62593057

Mandir Hindu Temple
82 Mawson Dr, Mawson, 62866404

Islam

Canberra Mosque
130 Empire Circuit, Yarralumla, 6273 1911
Judaism

Jewish Community ACT
National Cct Forrest 62951052

Hare Krishna

Hare Krishna Centre
44 Limestone Ave, Ainslie, 62626208

Bahai

Bahai National Spiritual Assembly
18 Hickey Crt, Weston, 62872211

CULTURE, DANCE & THE ARTS

ACT Maori Performing Art Centre Inc.

Website: see <http://communitiesonline.org.au>

Email: act.mpa2010@gmail.com

Phone: 0451679132; 0262978961; 0262016320

Postal address: P.O. Box 7029, Queanbeyan NSW 2620

African Dance Classes

Website: <http://canberradancetheatre.org/>

Email: canberradancetheatre@gmail.com

Phone: **0435 025 365 (SMS)**

Street address: Canberra Dance Theatre, Cnr Barry Drive and Kingsley Street, Canberra City.

Postal address: PO Box 886, Canberra City ACT 2601

Australian Irish Dancing Association

Website: <http://www.irishclub.com.au>

Email: lynn@actirishdance.com

Phone: **Southside** Lynn Crafter T.C.R.G. (02)6296-3040; Ann-Marie Dimmock T.C.R.G. (02)6293-2755; Monica Simpson

T.C.R.G. (02)6292-3188; Leanne McGrath T.C.R.G. 0435 402 490; **Northside**; Elizabeth Gregory A.D.C.R.G (02)6251-6612;

Suzie Huckstepp T.C.R.G. (02)6254-9929; Kathryn Trenholme T.C.R.G. (02)6254-8440

Belconnen Country Scottish Dancers Inc.

Description: Conducts regular classes and social functions.

Website: <http://www.rscds-canberra.org>

Email: colallum@optusnet.com.au

Phone: (02) 62580009

Street address: Macquarie Primary School, Bennelong Crescent, Macquarie

Burns Scottish Dancing Group

Website: <http://www.rscds-canberra.org>

Email: beverley.sproule@bigpond.com

Street address: St Andrews Church Hall, Forrest

Canberra International Folk Dancing Association

Description: Weekly classes for beginners and intermediate featuring folk dances from around the world

Website: See <http://communitiesonline.org.au>

Email: judy_parker@bigpond.com

Phone: 62815229, 62816314

Street address: Yarralumla Uniting Church Hall, Denman Street, Yarralumla

Postal address: PO Box 7047, Yarralumla, 2600

Celtic Choir

Website: <http://www.irishclub.com.au>

Street address: Canberra Irish Club, 6 Parkinson Street, Weston

Comhaltas Ceoltoiri (Irish Musicians and Singers Association)

Description: aims to To promote Irish Traditional music in all its forms; To restore the playing of the harp and the uilleann pipes; To promote Irish dancing; To foster and promote Irish language; To create a close bond among the lovers of Irish music; To cooperate with all bodies working for the restoration of Irish culture

Website: <http://www.irishclub.com.au>

Gyongyosbokreta Hungarian Folkloric Association

Description: Performs dances from all over Hungary and the surrounding Hungarian-speaking regions.

Website: <http://www.gyongyosbokreta.websyite.com.au/>

Email: hungariandanceact@hotmail.com
Phone: 0423058783
Street address: Austrian Australian Club, Heard St, Mawson, ACT
Postal address: 1 Hatfield St., Evatt, ACT, 2617

Hilal Dance (Contemporary Egyptian Dance)

Website: <http://www.hilaldanceaustralia.com.au>
Email: rachael@hilaldanceaustralia.com.au
Street address: Canberra Dance Theatre, Cnr Barry Drive and Kingsley Street, Canberra City.

Israeli Dancing Group

Website: www.actjewish.org.au
Email: actadmin@canberrajewishcommunity.org
Phone: (02) 6295 1052
Street address: National Jewish Memorial Centre, Forrest

Lake Nite Learning

Description: hold classes on oriental Egyptian belly-dancing and folkloric belly-dancing
Website: <http://www.lakenitelearning.com.au>
Email: classes@lakenitelearning.com.au
Phone: 6205 6665
Fax: 6205 7105
Street address: UC Senior Secondary College, Emu Bank Belconnen ACT 2617

Maori Cultural Club—Te Rere O Te Tarakakao

Website: see <http://communitiesonline.org.au>
Email: diamonds09@bigpond.com.au
Phone: 0413 252 936
Street address: Scouts Hall, Astrolabe Street, Red Hill ACT 2603

Middle Eastern Dance Classes

Website: <http://canberradancetheatre.org/>
Email: canberradancetheatre@gmail.com
Phone: **0435 025 365 (SMS)**
Street address: Canberra Dance Theatre, Cnr Barry Drive and Kingsley Street, Canberra City.
Postal address: PO Box 886, Canberra City ACT 2601

Polish Folkloric Dance Group – Wielkopolska

Website: www.wielkopolska.websyte.com.au
Phone: 02 6253 8729
Street address: White Eagle Club Inc 38 David Street Turner ACT

The Flamenco Centre

Description: Offers professional training in pure flamenco dance, as well as in-class coaching for guitar accompanists.
Website: <http://www.tomasflamenco.com>
Email: info@theflameocentre.com.au
Street address: **Belconnen Arts Centre**, 118 Emu Bank, Belconnen

Royal Scottish Country Dance Society: Canberra and District Branch

Website: <http://www.rscds-canberra.org>
Email: jarthur@apex.net.au
Phone: (02) 6254 7879
Street address: St Andrews Presbyterian Church Hall, Forrest
Postal address: GPO Box 1795; Canberra; ACT 2601; Australia

Scottish Country Dance Club of Canberra

Website: <http://www.rscds-canberra.org>

Email: cathyjones54@gmail.com

Phone: (02) 62975608

Street address: The Church of Christ, Ainslie (corner of Limestone Ave and Grimes St)

The Thistle Society

Description: Aims to celebrate Scottish Culture through Social and Community events. Provide tuition in learning bagpipes - by special arrangement

Website: See <http://communitiesonline.org.au>

Email: fgpriest@hotmail.com

Phone: 02 6292 9224

German All sorts Theatre Group

Description: A lay theatre group performing plays in German

Website: See <http://communitiesonline.org.au>

Phone: 62900804, 0405679568

Street address: German Harmonie Club, 49 Jerrabomberra Avenue, Narrabundah ACT 2604

Canberra School of Sri Lankan Language and Dance

Website: see www.actclsa.org.au

Email: don.lokusooriya@gmail.com

Phone: (02) 6292 5460

Street address: Griffin Centre, 20 Genge Street, Canberra ACT 2601

Postal address: 11 Pickering St, Monash, ACT 2904

Welsh Society of Canberra Inc.—Welsh and Cornish dancing

Website: <http://www.welshaustralian.com/canberra> and see <http://communitiesonline.org.au>

Phone: 02 6299 8078, 0419 216 039

MEDIA

ONLINE NEWSPAPERS

All available at: <http://www.onlinenewspapers.com/australi.htm>.

Al-furat

Website: <http://furatnews.com>

Language: Arabic

Arab News

Website: <http://www.arabnews.com.au/>

Language: Arabic

Asian Business Daily

Website: <http://asianbusinessdaily.com/>

Language: English

The Australian Chinese Daily News Network

Website: <http://www.chinese.net.au/>

Language: Chinese

Australia Daily

Website: <http://www.1688.com.au/index.shtml>

Language: Chinese

Australian Jewish News

Website: <http://www.jewishnews.net.au/>

Language: English

Bharat Times

Website: <http://www.bharattimes.com>

Language: English

Catholic Voice

Website: <http://www.catholicvoice.com.au/>

Language: English

Divesa News

Website: <http://divesanews.com/>

Language: Sinhalese

The Down Under

Website: <http://www.dundernews.com/>

Language: Finnish

Dunya

Website: <http://www.dunya.com.au/>

Language: Turkish

Edinenie

Website: <http://www.unification.net.au/>

Language: Russian

Greek Community Tribune

Website: <http://www.greektribune.com.au/>

Language: Greek and English

Hamshahri Weekly

Website: <http://www.hamshahri.com.au>

Language: Arabic

[Hrvatski Vjesnik / Croatian Herald](http://www.croatianherald.com/)

Website: <http://www.croatianherald.com/>

Language: Croatian and English

Il Globo

Website: <http://italianmedia.com.au>

Language: Italian

Indian Link

Website: <http://www.indianlink.com.au/>

Language: English

Indian Times

Website: <http://www.indian-times.com.au/>

Language: English

The IndoAus Times

Website: <http://www.theindoaustimes.com>

Language: English and Hindi

Irish Echo

Website: <http://www.irishecho.com.au/>

Language: English

Korean Daily News

Website: <http://koreandaily.wordpress.com/>

Language: English

Multicultural E-news Bulletin

Website: <http://www.dhcs.act.gov.au/multicultural/services/enews>

Language: English

Nepali Advocate

Website: <http://nepaliadvocate.com/>

Language: English and Nepalese

Neos Kosmos

Website: <http://neoskosmos.com/news/>

Language: English and Greek

Pak Times

Website: <http://paktimes.com.au/>

Language: English

Sangbad Australia

Website: <http://www.sangbad.com.au/>

Language: English and Bengali

Serendib News

Website: <http://www.serendibnews.com/>

Language: English

South Asia Times

Website: <http://www.southasiatimes.com.au/>

Language: English

Sada-e-watan

Website: <http://www.sadaewatansydney.com>

Language: English and Urdu

Viet Times Newspaper

Website: <http://www.viet-times.com.au>

Language: Vietnamese

ACT RADIO PROGRAMS

SBS radio

Website: <http://www.sbs.com.au/schedule/radio/>

Schedules only available by language or program.

Radio CIC: Valley FM 89.5—English Islamic community radio

Website: <http://www.cic-anil.org.au>

Canberra Multicultural Service Radio Station 91.1FM

Website: www.cmsradio.org.au (see for schedule)

Radio 2XX 98.3 FM—community multi-cultural radio station

Website: <http://www.2xxfm.org.au> (see for schedule)