

CONTENTS

1. A CHANGE OF CULTURE 13

Australia is Different	13
Culture Shock	15
Families in Australia	21
Multiculturalism	22
A New Life	23

2. WHO ARE THE AUSTRALIANS? 25

A Potted History	26
The People	31
Sense of Humour	36
Children	36
Aborigines	37
The Class System	40
Attitudes to Foreigners	41
Friends & Neighbours	42
Australian Icons	43

3. GETTING STARTED 57

Arriving by Air	57
Immigration	57
Bureaucracy	59
Temporary Accommodation	60
Housing	61
Buying or Hiring a Car	68
Health	71
Emergencies	74
Insurance	75
Education	77
Utilities	79
Telephone	80
The Internet	81
Council Services	82
The Media	83
Banking	86
Taxes	87

4. BREAKING THE ICE 91

Community Life	91
Sexual Attitudes	92
Meeting People	98
Invitations	100
Taboos	103
Confrontation	104
Dealing with Officials	105

5. THE LANGUAGE BARRIER 109

Australian English	109
Aboriginal Languages	116
Foreign Languages	117
Greetings & Manners	117
Body Language	118

6. THE AUSTRALIANS AT WORK 121

Work Ethic	121
Unemployment	121
Discrimination	122
Working Women	122
Work & Business Visas	124
Finding a Job	124
Salary	127
Contracts	128
Employment Conditions	128
Working Hours	128
Holidays	129
Trade Unions	131
Starting or Buying a Business	132
Black Economy	135

7. ON THE MOVE 143

Driving	143
Public Transport	153

8. THE AUSTRALIANS AT PLAY 157

Appearance & Dress	157
Drinking	157
Eating	158
Cafes, Pubs & Restaurants	165
Clubs	172
Nightclubs	173
Family Occasions	175
Popular Culture	179
The Arts	196

9. RETAIL THERAPY 201

Bargain Shopping	202
Customer Service	203
Opening Hours	203
Department Stores	204
Food	205
Markets	206
Alcohol	207
Clothes	208
Home Shopping	210
Returns & Refunds	210

10. ODDS & ENDS 213

Climate	213
Crime	214
Flag & Anthem	215
Geography	215
Government	216
International Relations	219
Pets	220
Religion	220
Time Zones	221
Tipping	221
Toilets	223

APPENDICES 225

INDEX 245