

Sydney Korean Women's Association

Needs Assessment Report of the Korean Community in the City of Sydney 2011

CITY OF SYDNEY 

Cover Art: Richard Paik- Finalist of the City of Sydney Multicultural Art Competition 2009

A partnership project between the Sydney Korean Women's Association and the City of Sydney.

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1. EXECUTIVE SUMMARY

This research project provides a profile and needs assessment of the Korean community in the City of Sydney Local Government Area (LGA). Research was undertaken building upon the format of similar reports, such as the previous Indonesian Community Participation Project. At least 342 participants in the project provided input through questionnaires, interviews and focus groups.

The findings of this research show that the Korean community within the City of Sydney Local Government Area faces various challenges in staying, living and running a business within the City.

The issue raised most commonly was difficulties with language. Many respondents reported that their English skills interfere with seeking information and community support. Some even felt that they lack the ability to fend for themselves due to their low English skills. Language difficulties also affect a sense of personal safety, for example in not being able to report a crime, and community belonging through not being able to communicate with people from other cultures. Other difficulties raised by research participants relate to accommodation, employment, cost of living, safety, and running businesses.

Recommendations from the research fall into three broad categories with sub-categories:

1. Increase community inclusion
 - a. Greater collaboration
 - b. Greater understanding between cultures
 - c. Promotion of Korean culture
2. Increase community support and education
 - a. Support for Korean residents
 - b. Support for Korean business owners
3. Increasing availability of information
 - a. Translation
 - b. Promotion and distribution of information

Existing services and programs could address some of the challenges identified by the Korean community. However, some of them would need to be targeted to the Korean community. All of the services need greater promotion to ensure that potential users are aware of them. Translation into Korean is necessary for various resources.

Recommendations were also given for a variety of forums and workshops to increase collaboration between the City of Sydney and the Korean community, and to provide support for Korean residents and business owners in their daily lives. Proposals were also made for greater understanding and contact between Koreans and other cultural groups, to promote Korean culture, and to support Korean community organisations and churches.

It is hoped that the report of these research findings will help City of Sydney to improve its services for Korean migrants as well as to support a healthier and more connected community through informing both policies and programs. It is also recommended that the City of Sydney build on the partnerships created over the course of this research project with Korean communities, and that Korean community groups use this report to build their own capacity to respond to community needs.

2. ABBREVIATIONS

ABS	Australian Bureau of Statistics
COS	City of Sydney
DIAC	Department of Immigration and Citizenship
LGA	Local Government Area
NESB	Non English Speaking Background
NSW	New South Wales

3. INTRODUCTION

Background

This research project was conducted in relation to the City of Sydney's core vision for a 'Sustainable Sydney 2030' in which it aims to achieve a 'Green, Global and Connected' city for all of its residents. A key aim of the plan is to "build connected and resilient communities through...ensuring a safe, diverse, tolerant, inclusive and responsive city" (*City of Sydney, Sustainable Sydney 2030 Corporate Plan p. 21*). This aim can be achieved by delivering a coordinated response to address social issues for those from Culturally and Linguistically Diverse (CALD) backgrounds. This specific research project is part of this response, and aims to identify challenges to the connections between Korean communities and the City of Sydney and to provide recommendations to create more connected communities.

This research also meets the objectives of the City's 2008 - 2011 Cultural Diversity Strategy. Some of the objectives of this strategy are to enhance 'opportunities for members of the culturally and linguistically diverse communities to access and participate in the life of the city' and to 'provide services that are responsive to the community and able to support those with specific linguistic and cultural needs' (*City of Sydney, Cultural Diversity Strategy 2008 – 2011 p.15*). The findings from this research project can allow the City Council to gain a better understanding of the needs of the Korean community to respond to their needs and build its capacity to do so.

This project also corresponds to the aims of and responds to the current Social Plan 2006 - 2010. The Social Plan strives to ensure people from CALD backgrounds have access to information and services as well as increase their English proficiency in order to enhance employment opportunities. The plan reported the need to target those from CALD backgrounds to improve their accessibility to information and resources from the Council, and to provide more opportunities to be involved in the community and for self- development. This research provides recommendations relevant to these issues.

Koreans in Sydney

This research project aims to assess the needs of the Korean community in the City of Sydney Local Government Area (LGA).

Korean immigration to Australia started in the 1970s. Jupp (2001) describes this as a result of the period when the "South Korean government was withdrawing Korean soldiers and civilians from the Vietnam War." Sixty Koreans were recorded as living in Australia in 1970 (Foreign Affairs Sub-Committee 2006, p. 4). Between 1973 and 1975, about 500 Koreans were in Australia as tourists, who then became illegal migrants, and then, under amnesty arrangements became permanent residents between 1976 and 1980. The official number of Korean-born Australians was 4,500 at the time of the 1981 census.

Most early migrants arrived with few resources and from poor backgrounds, working in manual jobs and receiving no government assistance. They often also left their families at home in Korea. This contrasted with the next wave of immigration in the 1980s of both skilled and independent migrants, and business migrants. They arrived

with the desire for a better quality of life, came with their families and attended government supported English classes. By the 1986 census, there were 9846 Korean-born Australians. Five years later, the number had increased by more than double to 20,564 and five years later, by 50% to 30091 in 1996. Ten years later, the 2006 census recorded 57,761 Korean-born people in Australia which shows the continued rapid increase of Korean immigration to Australia. This is significant both in terms of Australian immigration, as well as the Korean diaspora.

The description of the Korean community in Australia (Jupp, *ibid*) notes the disappointment faced by skilled migrants of not being able to find employment, and of business migrants of lack of language skills and understanding of how to do business in Australia. Both groups suffer from their expectations for high success matched with the reality of various economic recessions, and the necessity to do manual work, which is considered degrading. This attitude differs from the earlier group of 'amnesty' migrants who were willing to do difficult work regardless of their qualifications.

The Korean community in Australia is "the sixth largest Korean community outside of Republic of Korea, representing 0.3 percent of Australia's population but 1 percent of New South Wales" (*Foreign Affairs Sub-Committee 2006, p. 4*). It is an emerging population within the City of Sydney, with Korea being the fifth-largest overseas birthplace, and accounting for 1.5% of the total City of Sydney population. The Korean population is also the second fastest-growing overseas birthplace within the City of Sydney LGA, growing by 1,213 people between 2001 and 2006 from 1,330 to 2,543 people.

The Korean language is also important within the City of Sydney. In 2006, 2,431 people spoke Korean at home, making it the fourth-highest language spoken at home other than English. The 2006 census also recorded the significant growth of the Korean-speaking population. Between the 2001 and 2006 censuses, Korean language had grown by 1,144 people from 1,287 to 2,431 people.

The Korean population is diverse and includes long and short-term residents. Due to the relatively recent start of concerted migration from Korea to Australia, the second generation of Korean-Australians have only recently started to complete their schooling in the Australian system. A large majority of Koreans (71%) in Australia are Christians, and the church plays a crucial role in the community operation at the "ethnic, economic and political levels of people's lives." (Jupp, *ibid*)

The statistics above show the significance of the Korean population within the City of Sydney as well as their growth, which will also mean an increase in demand of the services required for the Korean community in the near future.

Methodology

The project used a questionnaire, interviews and focus groups to gather information on the following issues:

1. The background of the Korean community within the City of Sydney LGA including:
 - **Demographical data** – to provide general information about the participants and the characteristics of a typical community member who participated in the research. This also helped the researcher to understand specific responses given by particular groups.

- **Settlement issues** - to explore the challenges for the Korean community to settle in Sydney.
 - **Length of residency** - to gain ideas on the experiences of participants as compared to their length of residency.
2. The common issues and experiences of Korean-speaking members of the City of Sydney LGA. More specifically, this question explored the experiences of groups within the Korean community, such as international students; tourists; business owners and residents. Some of the focus areas included in this question were:
 - **Language Proficiency** - Previous research has reported that language is a major barrier for both newly arrived migrants and visitors to get involved in the community. This research showed similar findings. There was also a relationship between respondents' level of English and their experiences in the City.
 - **Safety** - Many respondents from other relevant research had been victims of crime and reported 'crime and safety' as a major problem of living in the City. The Needs Assessment of International Students conducted by the City of Sydney reported that 12 out of 14 students interviewed had some kind of safety concern. This research also showed safety issues to be of major concern for the Korean community.
 3. What services and information within City of Sydney, community and Government organisations do the Korean-speaking members of the LGA access
 4. What services and information would the Korean community like to receive more support on
 - Questions on services aimed to explore the knowledge of respondents of City of Sydney services and their use of and access to services.

4. LITERATURE REVIEW

A literature review was completed to understand existing information on this topic. However, very little research has been done in relation to the needs and experiences of the Korean community in an Australian context. Much research focused on the history and the growth of Korean culture and society. Within the context of the Australian experience, research focused on employment and settlement issues, such as the highly relevant research conducted by Soo Han and Chester (2001). However, research has shown the interrelation of the issues that the Korean community faces. For example, Koreans who have low language proficiency were likely to obtain low skilled employment that lead to both biological and psychological health problems.

Two other research projects, the 'Indonesian Community Participation Project' and 'Ryde's Korean Speaking Community', conducted by City of Sydney and Ryde Council, were similar in purpose and structure to this project, both aiming to identify and analyse the emerging community's needs and experiences in order to improve on policies and services.

Another relevant project was the 'Richmond Latino Needs Assessment' that was conducted in partnership between the Virginia Commonwealth University and local communities. The research aimed to identify health concerns and needs of Latino youth living in Richmond, Virginia and the surrounding area. The methodology adopted by researchers was very similar to this research.

The literature review showed the following findings:

Employment

- The types of work Korean migrants are often involved in are viewed as 'demeaning and of low status from the viewpoints of Korean cultural values'. (Soo Han and Chesters 2001b p. 10). Soo Han and Chester (2001b) note the influence of Confucianism on Korean culture leading to a high regard for those of high education and learning. Many Korean migrants had high status and education prior to migration.
- But Soo Han and Chester (2001) found that many Korean migrants have difficulty obtaining employment that matches their qualifications due to low-level English skills. As a result, they were forced to choose employment to enter the Australian workforce at a low pay and categorized as low skilled.

Health

- These employment issues have adverse mental and physical health effects for Korean migrants, which they recognised themselves, considering their work to be "dirty, difficult and degrading" (*Soo Han and Chesters 2001a p 40*), leading to "psychological torment, as they can't find an appropriate job" *Soo Han and Chesters (2001 a p42)*. It was also noted that "non-English speaking background (NESB) migrants often hold jobs in industries that have a high rate of workplace injury' (*Soo Han and Chesters 2001a p 41*).
- The dissonance between skills, employment, and social standing caused psychological distress; manual labour and work conditions exposed them to physical harm.

Language Proficiency

- The low level of English skills of migrants has resulted in them being treated unfairly in the workforce. Soo Seol's paper on Korean migrants who migrated to Australia after the International Monetary Fund's bailout of Korea in the late 1990s stated that one of the issues of employment in co-ethnic businesses for Korean migrants is the exploitation of workers, especially in regards to pay (*Soo Seol 1999 p 29*).
- Due to insufficient English skills, workers may lack accessible information and not know their rights in the workplace or how to access services or negotiate legal or other systems. For example, one amnesty migrant reported that 'There're many rights I should seek. But as I can't express myself I can't claim any right' (*Soo Han and Chesters 2001a p. 43*)

The Indonesian Community Participation Project

This research project was conducted in 2007. The researcher used statistical analysis and questionnaires to explore issues facing the Indonesian community while living in Sydney, their access to both Government and non-Government services, their needs and required services, their experiences living in the City of Sydney and demographic data.

- The research indicated that accessible information and services, knowledge of systems, and safety were major issues of concern to the community.
- Language barrier and employment were the major issue for recently arrived Indonesian migrants to Sydney.

- Not all migrants accessed English classes due to being intimidated by the system or because of their employment in areas that required lower levels of English proficiency (Putru 2007 p. 5).
- 39% of respondents reported some kind of crime and safety-related experiences.

Ryde's Korean Speaking Community Needs Analysis

This needs assessment was conducted in 2008 and used questionnaires to address questions relating to their local experience of the Ryde LGA, personal and community issues, service usage and English proficiency. Key recommendations were made based on findings from the research.

- Language was the biggest settlement issue for newly arrived Korean migrants, with 89.3% of the sample identifying it as an issue (Ryde 2008 p.13).
- Recommendations from this research included:
 - Increasing utilisation and provision of social services by promotion them with translated flyers;
 - Increasing the promotion of and developing strategies to enhance the language proficiency of the Korean community, and
 - Developing strategies to promote a safe community.

Richmond Latino Needs Assessment

This research was conducted in 2009 and the researchers adopted a mixed-method approach using both surveys and qualitative interviews.

- A steering committee consisted of Latin adults and youth was formed to ensure that the questions used in the surveys, interviews and focus groups were relevant to the local community
- 212 completed surveys were collected
- Qualitative interviews were conducted with 15 community leaders and focus groups with 23 parents and 6 Latino boys.
- Researchers reported that the use of qualitative data provided more in-depth information regarding their health concerns and the interviews made it easier for participants to describe inter-ethnic tensions and their immigration experience.

According to both the Korean and Indonesian community reports, English language proficiency may have a significant impact on CALD residents' awareness and usage of services, as well as their understanding of how the government system works.

However, previous research may not have placed enough emphasis on safety issues as well as the knowledge and utilisation of Government, Council and Non-Government services. Furthermore, no previous research specifically targeted the Korean community within the City of Sydney LGA. This research hoped to fill that gap as well as to discover some of the important issues facing the Korean community that have not yet been addressed within the City of Sydney LGA.

5. METHODOLOGY

Previous research used both quantitative and qualitative methods; the use of focus groups and interviews were not as common as the use of questionnaires. An integrated mixed-method research design was proposed as the basis for the research. The research methods carried out were:

- Self-completion questionnaire
- Interviews
- Focus Groups

The three data collection methods complimented each other in that the limitations of a largely quantitative questionnaire were addressed through more in-depth interviews. Meanwhile, qualitative data from the interviews and focus groups were validated by the statistical data of the questionnaires.

Self-completion questionnaires

Self-completion questionnaires allowed for the canvassing of a wide section of the community, while also allowing for statistical analysis. They covered a broad range of questions and yielded interesting results. The use of questionnaires was especially advantageous when limited resources were available for the research project. It was convenient to distribute, as large quantities of questionnaires were distributed at the same time.

The use of self-completion questionnaire was also intended to avoid the possible implication of interviewer effects. Bryman (2008) has noted that the characteristics of interviewer may affect respondent's answers. There is also a tendency for respondents to answer more honestly without the presence of the researcher, in particular to questions that may induce anxiety or embarrassment. Findings from the results of the questionnaire were then used to inform the outline of the interviews and focus groups in the next stage of data collection.

Both open and closed questions were incorporated in the questionnaire. Quantitative questions required less time and were easier to complete which lead to better response rates and less missing data. A qualitative component was included in the questionnaire to not restrict the range of answers of the participants or pre-empt responses to questions. This took the form of the inclusion of the category 'other' which allowed people to write in their own responses.

Interviews

The qualitative interview is a much less structured data collection method than a questionnaire. The purpose of conducting interviews with participants is to obtain the perspective of an interviewee with a more flexible approach. The interviewer encouraged the interviewees to share their perspectives and to provide direction for the interview themselves to determine what is relevant and important to them. This required the interview to respond to the direction given by the interviewee, show flexibility and to adjust questions in light of issues that emerged.

The questionnaire asked whether the person would be willing to be contacted for an interview or a focus group at a later date. Some interviewees were recruited through snowballing. Although individual interviews are most time-consuming (and therefore costly), they reveal more nuanced and complex responses.

Focus Groups

The inclusion of focus groups as a form of research method allowed participants to discuss a certain issue as members of a group. It provided the opportunity for both group members and the researcher to listen to different perspectives on certain topics. Throughout the sessions, the researcher observed how members responded to each other's views to see if there was a viewpoint created out of the interaction that took place in the group. In order to attract more participants to be involved in the research process, non alcoholic drink vouchers were given to participants as a form of incentive.

Research Limitations

A number of circumstantial factors placed constraints on this research report. Due to limited staff, funding and resources, we were only able to engage a certain number of participants in our questionnaires. We were also faced with time constraints, a lack of experts for editing, guidance and proofreading. There would be potential to increase the reliability of this report with full resources and a complete research team.

6. SAMPLING

Research participants contributed to the project mainly through completing questionnaires. In addition to this, focus groups were completed with three specific target groups.

The main distribution of questionnaires was through snowball sampling (a technique for developing a research sample where existing study subjects recruit future subjects from among their acquaintances). This was a convenient and efficient way to expand the reach of the questionnaires as well as to ensure that they were not limited to the localities in which the questionnaires were distributed.

Approximately 500 self-completion questionnaires, professionally translated into Korean, were distributed through:

- Korean businesses: restaurants, salons, grocery shops, internet cafes etc
- Korean community organisations and agencies
- Adult migrant English classes
- Korean social groups
- Churches
- Korean community specific events
- International Students

312 responses were received.

Interviews

Ten Individual interviews were conducted with participants who agreed to be involved in the research. Because some participants had limited English communication skills a bilingual worker helped facilitate the interview process. The interviews were approximately 60 minutes and issues discussed in the interview were used to triangulate findings of the questionnaire. The semi-structured interview was also used to clarify issues raised through the questionnaires, while also allowing researchers to explore the specific experiences of people with limited literacy skills.

Three focus groups were conducted, each with 8-13 participants. Some questions used at the interview were also used during the focus group. Group interviews were

less time-consuming, and the responses from other group members may have inspired and created more discussion. Group interviews, however, could make it more difficult for individuals to respond on more personal issues, or opinions contrary to the rest of the group; however, this was hopefully mitigated by the individual interviews. A professional interpreter attended all focus group sessions.

7. DEMOGRAPHIC PROFILE SUMMARY

The following statistical analyses provide an overview of demographic information about the Korean community in Australia. It consists of ABS data for census 2006 as well as information obtained from the DIAC's website on visitor arrivals to Australia and settler arrivals to New South Wales.

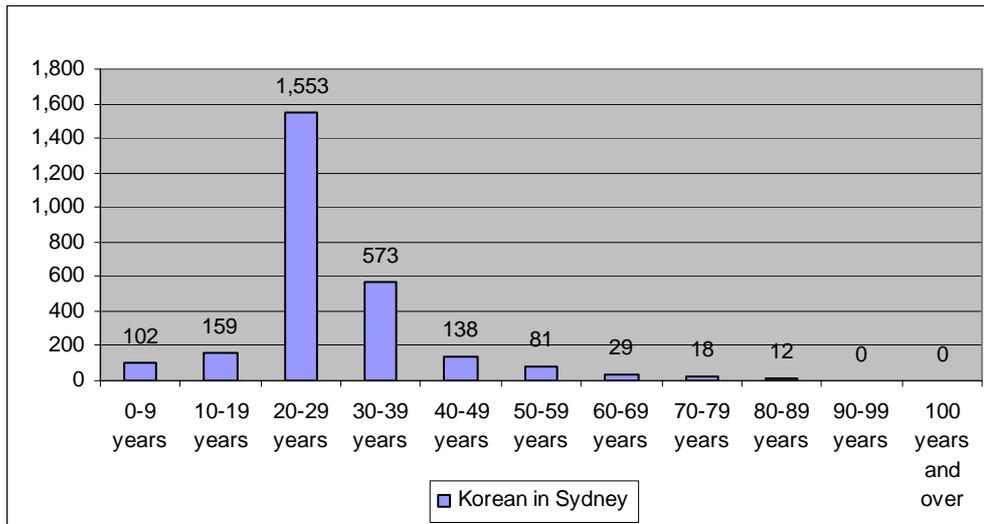
7.1 Korean born population in City of Sydney LGA – Census data from 2006

The following census data shows that Korea was the fifth largest overseas birthplace for residents of the City of Sydney in 2006 with 1.5% of the population born in Korea. Compared to the census in 2001, this shows significant growth. Korea was recorded to be the second fastest growing overseas country of birth within the City of Sydney LGA, growing by 1,213 between 2001 and 2006 from 1,330 to 2,543 people. This shows that in the City of Sydney, the Korean population is continually growing.

Country of Birth top 10 overseas birthplaces ranked for 2006 (persons)	Enumerated data		Sydney Statistical Division %		Change 2001 to 2006
	number	%			
United Kingdom	8,364	5.0	4.2		661
China	5,597	3.4	2.7		2,272
New Zealand	4,880	2.9	2.0		-464
Indonesia	3,076	1.8	0.5		175
Korea, Republic of (South)	2,543	1.5	0.8		1,213
Thailand	2,099	1.3	0.3		1,012
Hong Kong	1,914	1.1	0.9		324
Malaysia	1,769	1.1	0.5		415
United States of America	1,403	0.8	0.4		282
Viet Nam	1,403	0.8	1.5		-41

Source: Australian Bureau of Statistics, Census of Population and Housing, 2001 and 2006. [Note: first % refers to City of Sydney statistics, and the second is the Sydney Statistical Division)

7.2 Age spread of Koreans living in Sydney



The vast majority of Koreans living in Sydney are between the ages of 20 and 29.

7.3 Korean language in the City of Sydney LGA

In 2006, Korean was the fourth highest language spoken at home other than English. 2,431 people spoke Korean, which accounted for 1.5% of the population within the City of Sydney LGA. Similar to the overseas birthplace statistics, Korean language has the second largest growth out of the top 10 non-English languages spoken in the City of Sydney. Between 2001 and 2006 censuses, it grew by 1,144 from 1,287 to 2,431 people.

Language top 10 non-English languages ranked for 2006 (persons aged 5 years and over)				
Enumerated data	number	%	Sydney	Change 2001 to 2006
			Statistical Division %	
Mandarin	5,802	3.5	2.4	2,481
Cantonese	5,161	3.1	3.0	773
Indonesian	2,642	1.6	0.4	190
Korean	2,431	1.5	0.9	1,144
Greek	2,097	1.3	2.0	-259
Thai	1,952	1.2	0.2	952
Russian	1,687	1.0	0.3	-110
Spanish	1,608	1.0	1.1	239
Vietnamese	1,345	0.8	1.8	-55
Italian	1,245	0.7	1.7	13

Source: Australian Bureau of Statistics, Census of Population and Housing, 2006 and 2001.

7.4 Korean population in City of Sydney Suburbs

Korean-born people in the City of Sydney were found mostly living in inner-city suburbs of Haymarket, Pyrmont, Surry Hills and Waterloo.

Language	Residents	Proportion of LGA	Suburbs with largest numbers of speakers
Mandarin	5,738	4.8 %	Sydney City, Haymarket, Ultimo, Pyrmont
Cantonese	5,094	4.3 %	Sydney City, Haymarket, Ultimo, Pyrmont
Indonesian	2,627	2.2 %	Sydney City, Haymarket, Rosebery, Pyrmont
Korean	2,435	2.0 %	Sydney City, Haymarket, Pyrmont, Surry Hills, Waterloo
Greek	2,022	1.7 %	Rosebery, Newtown, Redfern, Surry Hills
Russian	1,680	1.4 %	Waterloo, Redfern, Rosebery, Woolloomooloo
Spanish	1,569	1.3 %	Rosebery, Redfern, Glebe, Surry Hills
Thai	1,956	1.2%	Haymarket, Ultimo, Kings Cross, Newtown, Surry Hills
Vietnamese	1,319	1.1%	Glebe, Waterloo, Erskineville, Newtown
Japanese	1,201	1.0%	Sydney City, Pyrmont, Surry Hills, Glebe
Italian	1,245	0.7%	Paddington, Pyrmont, Rushcutters Bay, Rosebery, Woolloomooloo

Source: Australian Bureau of Statistics, Census of Population and Housing, 2006 and 2001

7.5 Korean visitors to Australia

The following table presents the top ten countries for short and long term visitor arrivals during the 2010-11 financial year. The data shows that Korea had recorded 220,467 visitors during that period, ranking sixth in the total number of short and long term visitors to Australia. However, Korea had the highest amount of temporary residents and ranked fourth in the amount of visitors arriving as students to Australia. Korea recorded 24,713 students arrived in Australia in this year.

Visitor Arrivals (Temporary Entrants) – Short and Long Term Visitor Arrivals: Selected Countries of Birth by Main Visa Category and Number of Entries Financial Year 2010-2011

Country of birth	Temporary residents	Students	Visitors	Other	Total
China (excludes SARs and Taiwan)	13 174	107 294	290 876	35 778	447 121
India	22 837	75 063	107 458	21 466	226 824
Canada	17 878	5 231	81 328	7 892	112 329
Japan	22 534	10 364	370 683	5 046	408 627
Korea	38 662	24 713	149 006	8 086	220 467
Malaysia	6 878	29 356	177 248	10 020	223 502
New Zealand	176	30	2 014	826 518	828 739
Germany	31 323	6 185	135 126	7 777	180 412

Hong Kong (SAR of China)	3 453	17 470	70 206	15 386	106 515
France	24 792	2 821	88 843	6 579	123 035

Source: Department of Immigration and Citizenship, Visitor Arrival Data, 2010 to 2011.

According to the June 2010 statistics on 'Overseas arrivals and departures in Australia' provided by the Australian Bureau of Statistics, Korea had recorded the second highest increase for short-term visitor arrivals when comparing from June 2009 to June 2010 – a 22.4% increase. When adding together temporary residents and students, it shows the significant number of mainly young Koreans in Australia.

7.6 Korea migration to Australia

This data shows the number of Korean migrants settling in NSW. Korean migrants had recorded 546 migrants during the six months period from July to December 2009. Korea was the second largest group of migrants intending to settle in NSW when compared to other Northeast Asia countries in this period.

Settler arrivals by birthplace and state/territory of intended residence, July to December 2009

Birthplace	NSW
China (excl SARS & Taiwan)	3856
Hong Kong	156
Japan	72
Korea	546
Taiwan	89
Other	10
Total	4729

Source: Department of Immigration and Citizenship, Visitor Arrival Data, 2008 to 2009.

8. RESEARCH FINDINGS

8.1 Questionnaire Findings

The following results represent the data collected from 312 questionnaires that were completed by the Korean community within the City of Sydney LGA. 500 questionnaires were distributed through Korean community organisations, businesses, churches, restaurants and events. The questionnaire covers 10 main areas:

- Respondents' general profile;
- Individual's experience in living within the City of Sydney Area;
- Individuals major concerns and needs;
- Use of services (community and Korean specific services);
- Barriers in utilising and accessing services;
- Use of City of Sydney services;
- Communication with the community;
- Current involvement with the community;
- Interactions with people outside their own culture, and
- Community safety.

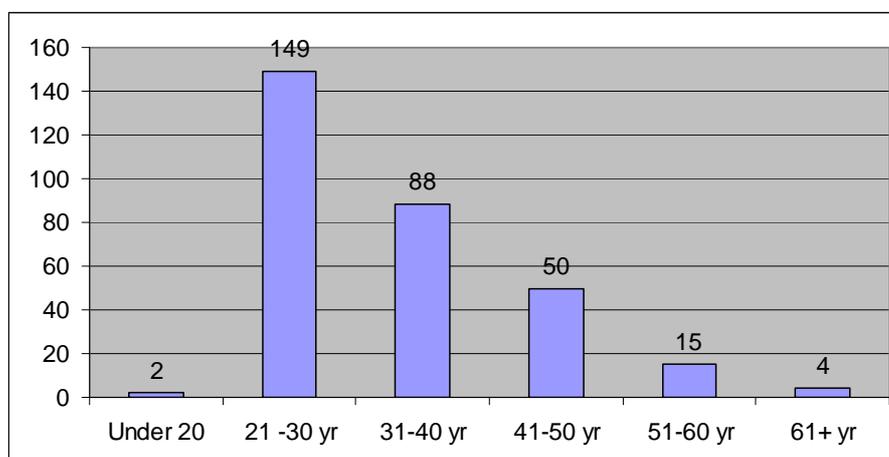
Some of the comments made by participants during interviews and focus groups are included to provide more qualitative data.

Gender of respondents

Gender	Number of people
Male	153
Female	154
No response	5

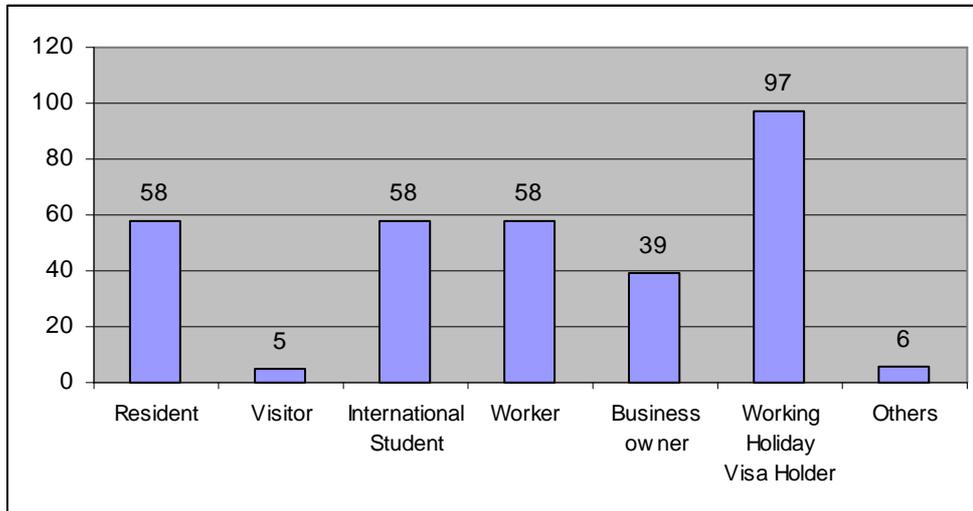
An equal number of female and male participants completed the questionnaire.

Age of respondents



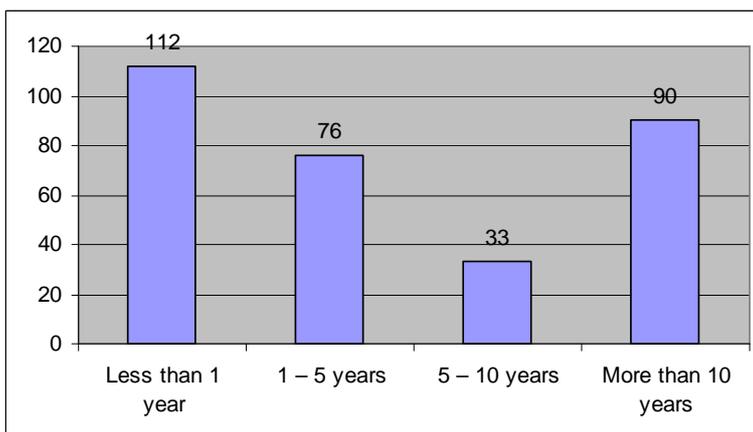
This research project attracted Koreans from a wide range of age groups. The majority of those who completed the questionnaire were between 21 and 30 years of age (149 people, or 48%). The second largest group were respondents in the age range of 31 to 40 years old. There were 4 participants who did not provide a response to this question.

Participants' profile



97 respondents or 30% were Working Holiday Visa Holders, which accounted for the largest group of respondents surveyed. Residents, international students and people who work within the City of Sydney were in a three-way tie for the second largest group. Respondents who selected “other” as their profile were in Sydney for a church mission, or did not provide a response.

How long have you been living in Australia?



The above data shows a major difference in the length of time Korean members have lived in Australia. The majority of the respondents (112 people, 35%) have lived in Australia for less than one year. In contrast, 90 respondents or 28% have lived in Australia for more than 10 years, and accounted for the second largest group of respondents.

What attracted you to Australia?

Reasons	Number of people
To study	120
Immigration/Residency	87
To work	58
To learn English	57
To travel	29

The most popular reasons for Koreans to come to Australia are to study; for immigration or residency purposes; to work; to learn English and to travel. Some other reasons that were suggested by respondents included:

- to experience the Australian culture,
- for business purposes and
- to experience life outside of Korea.

In addition to the reasons listed above, interview participants reported the following reasons for specifically staying in the City of Sydney LGA.

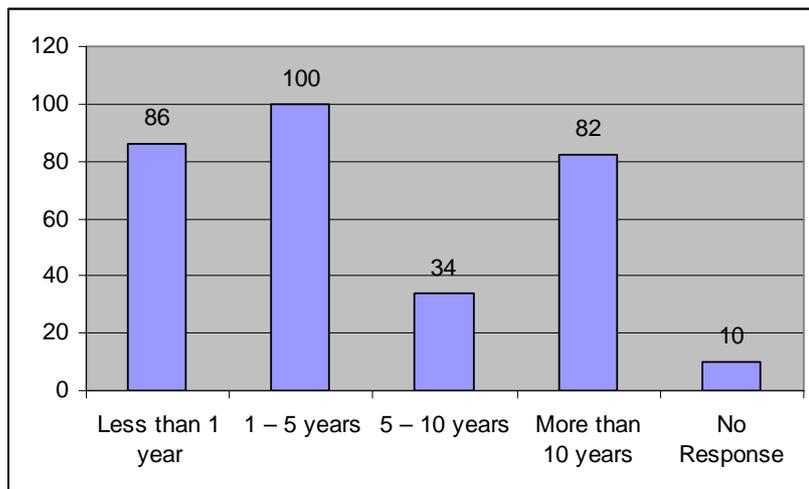
- Convenient and easy access to transport
- Centrality and that people from different areas come to the City
- The professionalism of businesses in the City as reflected by the way people who work in the city are dressed.
- Opportunities to understand different cultures and to meet people from different cultures
- Recommendations from family and friends to live in the City because of its size and the opportunities it offers
- Close to work and educational institutions
- Greater employment opportunities and convenient transport to get to work
- Greater choice of accommodations

What country were you born in?

Country	Number of People
Korea	310
Australia	1
Did not respond	1

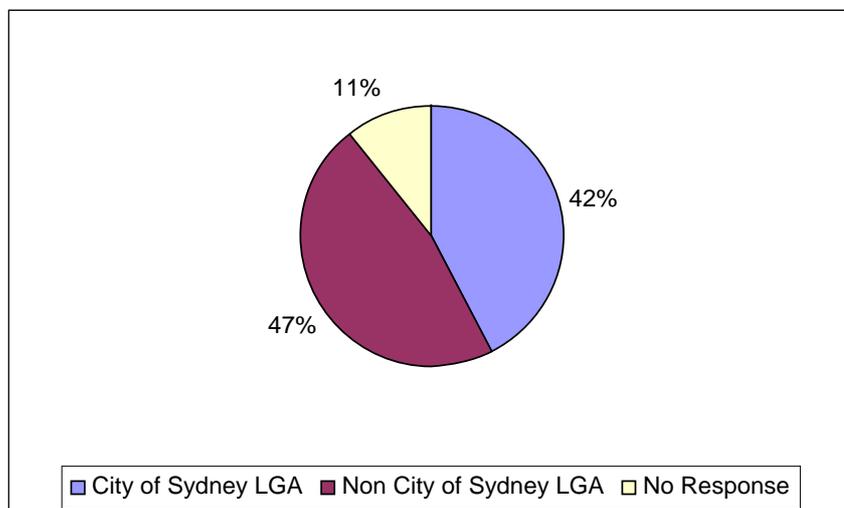
Most of the participants who completed the questionnaire were born in Korea and only 1 respondent was born in Australia. This is reflective of the amount of Korean immigrants, overseas students and people with working holiday visas that are currently residing in the City of Sydney LGA. However, it could be a reflection of the recent migration history of Korean communities.

How long do you plan to stay in the City of Sydney Council Area?



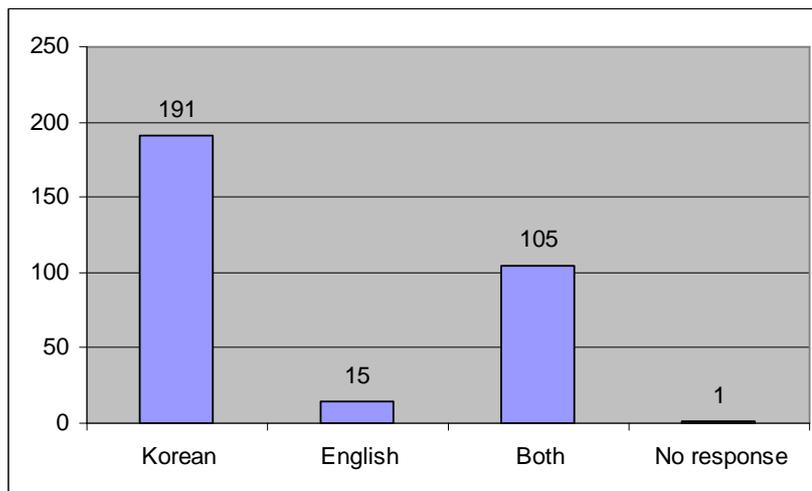
The above data shows that over half of the respondents are planning to stay in the City of Sydney for a short period of time, less than 5 years. 100 respondents (32%) are planning to stay in the City of Sydney Area for 1-5 years. A very similar amount of respondents reported planning to stay in the City of Sydney for less than 1 year (86 respondents - 28%) or that they are planning to stay for more than 10 years, with 82 respondents (26%). Only 34 people, 11% of respondents are planning to stay in the City of Sydney Area for a period between 5-10 years.

Localities of respondents



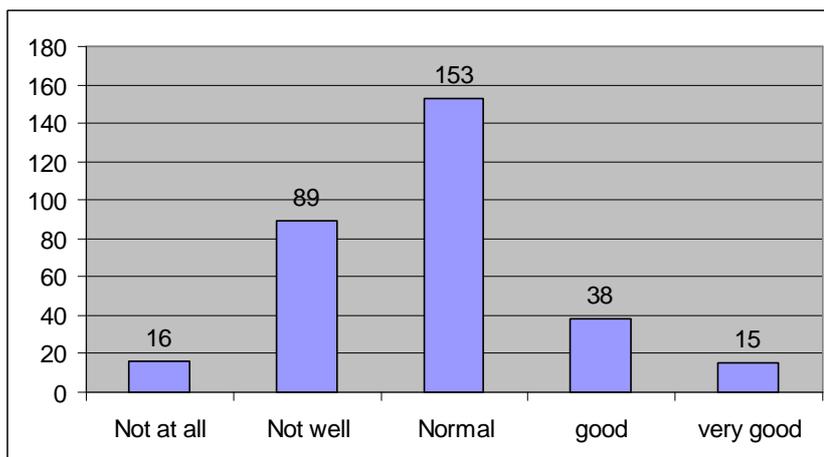
132 respondents or 42% reside within the City of Sydney LGA and 146 respondents or 47% reside outside of the City of Sydney LGA.

What language do you speak at home?



191 people or 61% responded that they speak Korean at home and 105 people or 34% reported that they speak both English and Korean at home. Only a small portion of people, 5% reported speaking only English at home.

How well do you speak English?



Almost 50% of the respondents or 153 people evaluated their English skills as normal or average. 34% of respondents (a significant proportion) reported that they either do not speak English well or at all, which is more than the Koreans who said that they speak English either good or very good (17%). The language barrier that the Korean community faces has been one of the most frequently brought up issues in interviews and focus groups among different target groups.

Responses from interviews have further reinforced that language barriers lead to other problems. Respondents suggested that seeking experts and professionals for help isn't always helpful. One of the interviewees stated that solicitors and real estate agents cannot help the Korean community to deal with City of Sydney all the time, and there are certain times when community members will need to communicate with COS themselves. Problems arise when Korean business owners lack the ability to communicate in English, and think and act according to the Korean regulations they are familiar with. They also indicated a belief that the COS would not understand their situation.

What are the 3 most enjoyable things about living/staying/running a business in the City of Sydney LGA?

Options	# of response
Convenience	123
Range of amenities	107
Accessible transport	98
Events/Festivals	80
Close to your community	70
High population	64
Proximity to work, university, school, & all amenities	63
Safety	58
Close to friends and relatives	53
Business opportunity	51
Availability of community services	28
None	21
Good council	12
Affordable Housing	1
Other reasons	17
No response	2

The three most enjoyable things about living, staying and running a business in the City of Sydney are because of its convenience (16%), range of amenities (13%) and having accessible transport (12%). Under “other reasons”, one of the popular responses for this question was Sydney’s natural beauty. Employment opportunities were also given as a response, as the Korean labour force is utilised more in the City.

Amongst all the interviews and focus groups with residents, business owners and youth, most respondents stated that they enjoy staying in the City because there is convenient transport, many different restaurants and their exposure to different cultural experiences through festivals and events.

The best attributes of the City of Sydney were chosen as its international food and restaurants, shopping, and the opportunity to experience different cultures. Many Korean residents enjoy visiting Sydney’s famous attractions such as the Harbour Bridge, the Opera House and the Aquarium. The youth particularly enjoy having a diverse choice of international restaurants with menus at a wide range of prices.

What were the top 3 concerns for you when you first arrived in Australia?

Options	# of response
Language Difficulties	229
Crime and safety	92
Housing	84
Employment	75
Financial	73
Discrimination	69
Lack of knowledge on services	63
Lack of knowledge on Australian culture & systems	60
Education	55
Transport	25
Isolation	25

Lack of interpreting services	22
Not Applicable	7
No response	4
Childcare	3
Other	1

As mentioned previously, language difficulties have been one of the major concerns for Koreans who first arrived and while settling in Australia. 229 people, or 73% of the respondents, had language difficulties upon arrival in Australia. Interviews and focus groups showed that many Koreans are still facing language difficulties in their daily lives even when they have lived in Australia for a longer period of time.

*“The language barrier and getting used to different cultural groups is difficult.”
-An interviewee*

The second major concern that the Korean community face when they first arrived in Australia is crime and safety. 92 people or 29% responded that crime and safety was one of their major concerns when they first arrived in Australia. During interviews and focus group sessions, many respondents reported having been the victim of crimes or have had life-threatening experiences since arriving in Australia. Respondents in interviews suggested that the younger generation in general are more likely to be exposed to crime and safety issues. One interviewee was approached by drunken people in Hyde Park.

*“Problems with robberies and thieves were among the most common issues encountered by Korean business owners within the City of Sydney LGA. Offices got broken into by thieves during business hours and sometimes during weekends”
-A focus group participant*

Housing issues were shown to be the third biggest concern that the Korean community face when they first arrived in Australia. This is particularly problematic for overseas students and people with working holiday visas, as they are intending to stay in Australia for a short period of time and have no family or friends to share accommodation with.

*“Rent fees are too high, when the economy is good, the rent increases at the same time”
-An interviewee*

Another issue that was brought up in one of the interview sessions was the lack of awareness of disability within the Korean community. One participant reported that it is at times difficult to get services from shops and restaurants because they cannot communicate with people with disabilities. She suggested that the Korean community lacks the knowledge and experience of dealing with people with disabilities, through lack of information and education. Korean people with a disability are likely to experience double barriers.

“Korean people with disabilities have a strong Korean cultural background and not enough experience with the Australian culture, as well as language problems”

*“The shops and restaurants are not welcoming people with disabilities, because they don’t have enough knowledge about the needs of people with disabilities and therefore, do not understand the reason for blind people to bring in a dog”
-An interviewee*

69 people reported discrimination as one of their major concerns when they first came to Australia. One interviewee commented, *“There was no obvious racism experience on the surface, but I assume that there would be some hidden racism in the community.”*

Have you used any of the following within the last 12 months?

Community Services	# of people
English classes	92
Doctor / Medical	92
Library services	91
Events/ Festival	77
Sports and recreational facilities	31
Information about government and council services	28
Interpreting and translating services	26
Centrelink	17
No response	16
Employment services	13
Counselling services	13
Korean services	12
Others	7
Volunteer services	6
Venue hiring	5
Youth services	5
Community grants programme	4
Community transport	4
Family support	4
Aged care services	2
Child care services	1
Housing	1
Homelessness services	0
Settlement services	0

English classes and medical services were shown to be equally important and were the most frequently accessed services. The fact that 29% of people have accessed English classes in the last 12 months reflects the high demand of Korean people to learn English and to improve their English skills. 91 people responded having accessed the library services within the last 12 months, which indicates the importance of maintaining library services and that many people are aware of this service. Only a small amount of people have used services such as aged care services and childcare services – reflecting that the majority of participants do not have children and are

relatively young. Only one person used housing services while no respondents have ever accessed homelessness or settlement services.

Out of the 7 respondents who selected the 'others' category, 5 respondents reported that they have never accessed any of the listed services. The high number of no response to this question (16) could also indicate that respondents have never accessed any of the listed services.

What are some of the reasons that are stopping you from using the above services?

Options	# of response
Not knowing what services are available	141
Not knowing where to find those services	119
Language	81
Cultural appropriateness	32
Services not conveniently accessible	31
Fees of services	16
Other reason	8
Services not available	4
No response	26

141 or 45% of respondents reported that a reason stopping them from using the - above mentioned services is that they did not know what services are available. 119 people or 38% of the respondents said that the reason stopping them from accessing services is due to not knowing where to find them.

These results correspond to the comments made by participants in interviews and focus groups. Many participants reported that information on services is not being delivered to the Korean community and much information at the Council is not being translated into Korean, which makes it difficult for them to understand. Some reported that they have tried accessing the Council website for information; however, they found it difficult to locate information in the website and information is not translated into Korean.

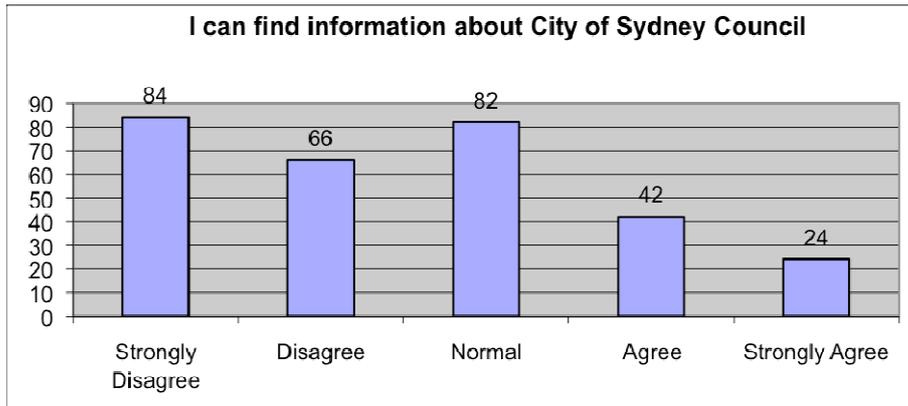
The reasons provided by respondents under the category of 'other reason' were mostly because they do not require any services or that they are not permanent residents in Australia and therefore not eligible to access some of the services. Under the category of 'services not available', respondents suggested that there was a lack of interpreting services, free parking facilities and a direct Korean telephone line.

“Much Council information is not delivered properly to Korean communities and people are not informed. For example, many Korean do not know that there are free city shuttle buses”

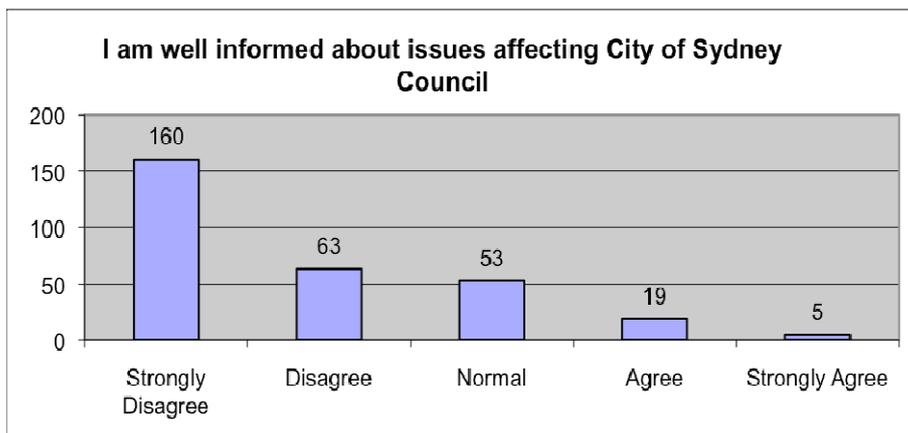
“There is not enough communication between Council and the Korean community and it has been very difficult to access information from the Council. These difficulties portray Council as unreachable”

-Interview participants

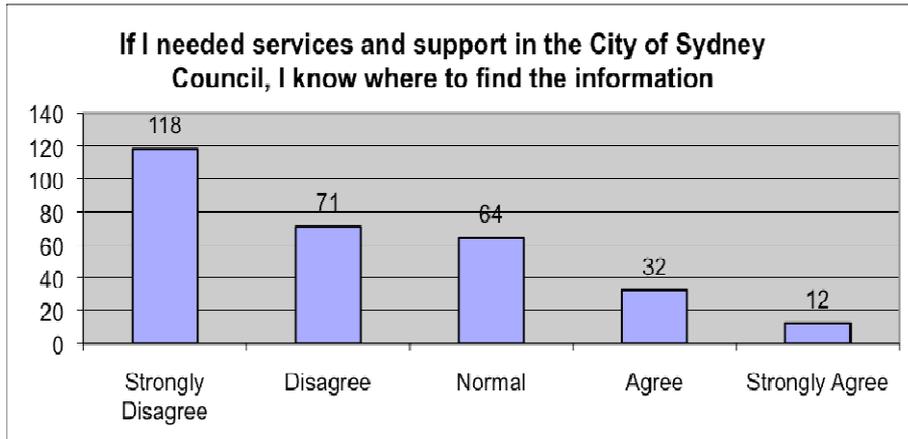
To what extent do you agree with the following?



The results of this question show that more than half of the respondents either disagree or strongly disagree with being able to locate information about the City of Sydney, over double of those who strongly agreed or agreed that they could find information.

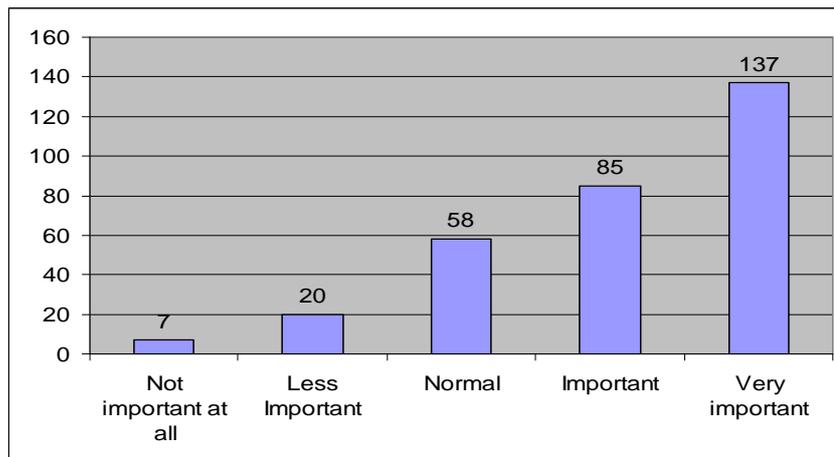


Many people in the Korean community feel that they are not receiving information and are not being well informed about issues affecting City of Sydney. Over half of the people who responded to this question (160 people, 53%) strongly disagree when asked whether they are well informed about issues affecting City of Sydney. Only 5 people or 2% feel that they are well informed about issues affecting City of Sydney. With 53 persons responding neutrally, over 9 times the amount of respondents answered negatively than positively.



The above results reflect on how accessible information on services and support in the City of Sydney are to the Korean community and whether they feel confident in locating information when in need. Most people, 64%, who completed this question feel that they do not know where to find information on services and support from City of Sydney when needed. Only 44 people, or 15%, are confident in knowing where to find information on services and support in the City of Sydney when needed.

How important it is to have information in Korean provided to you?



Most people who completed the questionnaire speak Korean at home, which reflects the results for this question. The vast majority of respondent feel that it is either important or very important to have information provided in Korean to them, with 44% feeling that it is very important and 28% that it is important. Only 2% of people think that it is not important at all to have information in Korean provided to them.

How would you prefer to receive information on community services and events?

Methods	English	Korean
E-mail	116	165
Web	60	80
Brochures	43	71
Newspaper	43	51
Word of Mouth	43	43
Television	39	39
Letter Drop	17	38
Radio	16	14
Others	6	6

Due to the advances in technology, e-mail and internet websites have become the way in which the Korean community prefers to receive information on community services and events. E-mail ranked in the top spot with an emphasis on receiving information in Korean. Web-based information was the second most preferred means. The use of brochures, newspaper and word of mouth are of similar importance, particularly for those without the use of technology. For all methods except for radio and TV, information is preferred in Korean more than English.

Have you ever accessed any services/ programs run by City of Sydney?

	Number of People
Yes	149
No	157
No response	6

Services	# of people Accessed	Ratings of services				
		Poor	Not good	Normal	Good	Excellent
Library	142	2	10	25	38	65
Community Transport	86	5	14	23	14	25
Attended Events and Festivals	65	3	9	19	14	16
Sports and Recreational Facilities	52	4	3	5	15	24
Garbage Collection	45	3	4	12	8	17
Multicultural Services	45	5	5	15	11	7
Aged Care Services	35	5	5	12	8	5
Community Grants Program	35	6	3	13	6	7
Children Services	32	4	5	12	4	6

Hiring of Council Venue	32	6	6	10	8	2
Youth Services	32	3	4	15	5	4
Disability Services	30	5	3	7	6	9
Neighbourhood Service Centre	30	5	5	9	6	5
Others	1	0	0	0	0	0

Half of the respondents had never accessed the community services listed above, barely more than the 47% who had. This shows that either these services are not required by the Korean community or that more promotion is needed in order to attract the Korean community to access these services. The library service was the most accessed service: 95% reported that they have used it. 86 respondents or 57% reported using the community transport service. Other listed community services were recorded as being accessed by less than 50% of the respondents.

Participants were also asked to rate services accessed from 'poor' to 'excellent'. The majority of the services were rated as 'normal' with a higher number of respondents rating services as either 'good' or 'excellent' rather than 'not good' or 'poor'. Only 'Hiring of Council Venue' had a higher number of negative ratings (12) than positive (10). The 'other' service written in by a respondent was Auslan interpreting service. The other exceptional rating was for the library service with nearly half of users rating it as 'excellent'. Sport and recreational facilities were also well-rated.

What are the 3 things that you dislike about living/staying/running a business in the City of Sydney?

Reasons	# of people
Unaffordable housing	234
Unavailability of community services	74
Safety	70
Inaccessible transport	69
High population	66
Distance to your community	49
Limited Amenities	46
Inconvenience	44
Distance to friends & relatives	38
Little business opportunity	25
None	25
Bad Council	18
Events/ Festivals	16
Distance to work, Uni, Schools & all amenities	14
Others	10
No response	9

The three things that respondents selected as disliking most with respect to living, staying and running a business within the City of Sydney were unaffordable housing (234 people, 75%), unavailable of community services (74 people, 23%) and safety issues (70 people, 20%); complaints about housing costs was more than triple the next most common answer. 25 people or 8% of the respondents claimed that there is nothing they dislike about living, staying or running a business within the City of

Sydney. Some other reasons that respondents listed as disliking about the City of Sydney are the high cost of transport; racism within the community; high expenses to stay in the City; noise; and not enough parking. One participant said that they “dislike everything except facilities like parks”.

What are the 3 most important things to you for staying in the City of Sydney?

Options	# of responses
Vibrant community life	141
Variety of shops	110
Tourist attraction	102
Sports & recreational services	81
Variety of restaurants	79
Events / festivals	75
Community centres	71
Library	68
Arts and Historical Attractions	54
Entertainment	50
Others	13
No Response	13

Having a vibrant community life (141 people, 45%), the wide variety of shops (110 people, 35%) and famous tourist attractions (102, 32%) were the three most important things identified for the Korean community to stay in the City of Sydney. These three areas were also commonly raised during interviews and focus group sessions when participants were asked what they enjoy most about staying in the City of Sydney. The above data shows the importance of community for respondents; many participants from interviews and focus groups have reported that they would like to be more involved with and participate in the community, as well as to strengthen community bonding. Some of the positive things suggested by respondents under the option of “others” included safety issues; convenient transport and accommodation rates.

What activities are you currently involved in your local community?

Activities	# of people
Church	126
None	117
Sports and recreational	31
Cultural groups	27
Volunteer services	19
Others	8
Youth services	6
Aged care services	1
No Response	5

Attending church was the most common activity for the Korean community representing 126 people or 40% of respondents. A large number of respondents are not currently involved in any community activities (117 people, 37.5%). Some participants participate in sport and recreational groups, as well as cultural and volunteer groups. The activities that the Korean members were least involved in are youth services and the aged care services, with 6 people who are involved in youth services and 1 respondent currently involved in aged care services (the demographics of the survey showed only 2 respondents under 20 years of age, and 4 over 61). Some

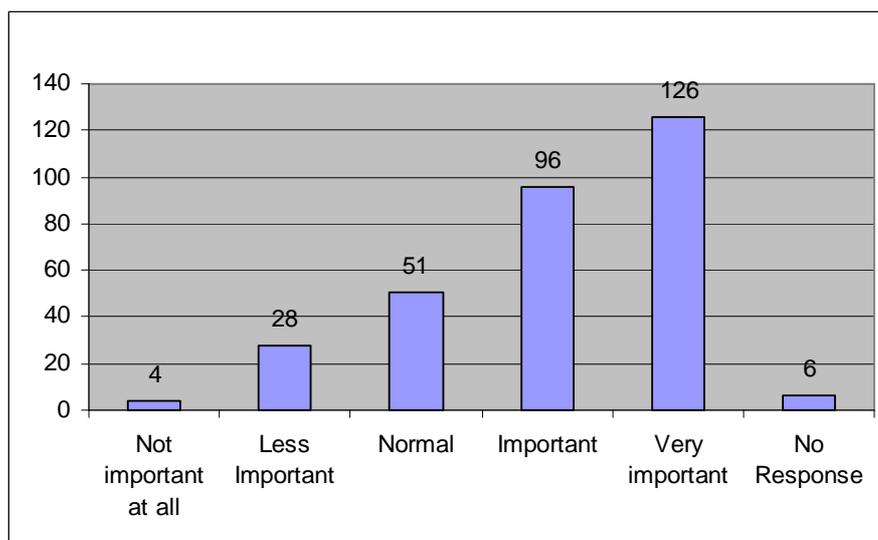
other activities that participants listed included participation in the school union and the Korean Women’s Association.

Who do you normally do the above activities with?

Options	# of people
Friends	129
Family	60
Alone	43
Partners	21
Others	15
Colleagues	13
Neighbours	7
No response	51

The majority of participants stated that they participate in the above-listed activities with friends or family, or by themselves. Respondents also indicated that they usually attend activities with other Korean community members or with fellow members of community organisations and social clubs that they belong to.

How important is it for you to have opportunities to meet and learn from other cultures?



Research participants were asked how important it is to have opportunities in meeting people from different cultures: 222 respondents or 72% consider it either as ‘important’ or ‘very important’ of which 126 respondents (40%) indicated that it is ‘very important’ and only 4 respondents claimed that it is ‘not important at all’. This result corresponds to similar feedback received from participants who attended the interviews and focus groups when they were asked a similar question.

Most participants who attended interviews and focus groups reported that they very much appreciate the cultural diversity within Australia, as well as cross-cultural events where people can interact with each other. Some participants lamented having few social interactions with people from other cultures, but would like more opportunities to do so. A disabled respondent described the double barrier of language and disability for meeting people from different cultures.

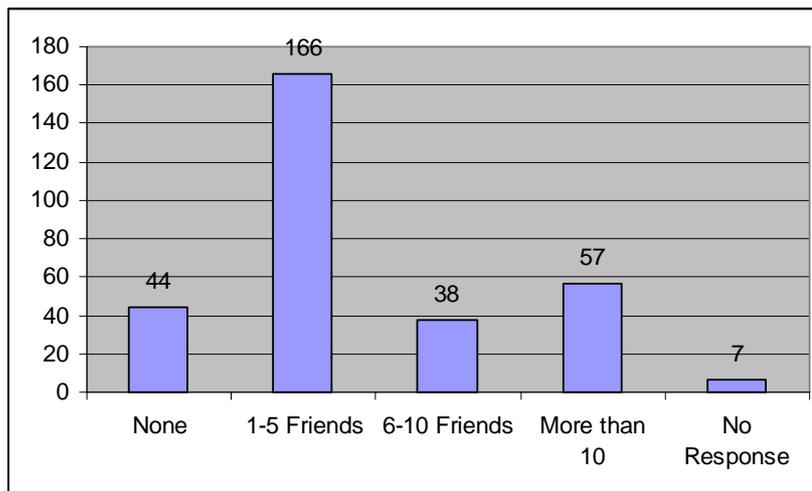
Participants encouraged City of Sydney to be more active in organising multicultural events such as International Day to strengthen connections between cultures and for all to learn from each other. They also suggested that through attending events and festivals, such as the Living in Harmony and Sydney International Food Festivals, people from different cultural backgrounds can take the opportunity to meet each other. However, they recognised that it will be difficult for people who are more conservative and with limited English skills to meet people from different cultural backgrounds.

One of the biggest benefits living in Australia is to meet other people from different cultural backgrounds. More major festivals and events like Chinese New Year and Korean Festivals will increase the community's cultural awareness and provide opportunities to learn [about] different cultures

[!] enjoy learning the Australian working system and meeting people from different cultures

-Comments by participants

Approximately, how many non-Korean friends do you have?



The above data shows of the experiences of Koreans in meeting people from different cultures. The majority of respondents (53%) indicated that they have 1-5 friends from a non-Korean background, while 57 people (18% of respondents) indicated that they have more than 10 non-Korean friends. 44 people (14%) reported no non-Korean friends.

If you were a victim of crime, where would you seek help from?

Options	# of people
Contact '000'	148
Report to Police Station	135
Seek help from friends	75
Report to community organisation	31
Tell my family	29
Report to Government organisation	22
Tell my colleagues	21

Tell my partners	14
Will not report	11
Report to school/ university	8
Other	5
No Response	6

When participants were asked where they would seek help from if they were a victim of crime, the majority of respondents indicated they would seek assistance from the police either through contacting '000' or reporting to the police station. 75 people or 24% of respondents would also turn to their friends for help and only 11 people or 3% of participants would not report the incident. The reasons for people not reporting will be further explored in the next question. Some respondents suggested that they would seek help from the Korean Consulate General.

What are some of the things stopping you from reporting crime?

Responses	# of people
Language problem	186
No response	51
None	22

Not surprisingly, 186 people or 59% of the participants identified that the major reason stopping them from reporting crime is due to language problems. 22 respondents stated that nothing will stop them from reporting. Some other reasons suggested by participants include:

- Fear of racism - some feel that they may not be treated equally if they report the crime because of their different ethnic background. One respondent said that he would be fearful of being sent back to Korea if he were to report a crime.
- Not Helpful – some respondents stated that they do not trust the police and felt that they would not provide much help even if they did report the crime.
- Difficult process – some respondent felt that the reporting process would be too difficult and would be unsure of the details that would be needed. They feel that there is not enough information on how to report crime and how it would be beneficial to them.

Two other reasons given were that reporting a crime would be time-consuming, or the respondent would fear revenge by the perpetrators.

What are the 3 main issues within the City of Sydney LGA that affect your sense of personal safety?

Issues	# of people
Intoxicated people on the streets	135
People affected by drugs on the street	110
Poor street lighting	98
Not speaking English well	90
Not having enough police on the street	78
Infrequent transport at night	60
Too few people out at night	59
Not knowing where to seek help from	45
Dangerous road conditions	41
Living alone	39
Graffiti and vandalism	34
Not knowing my neighbours	31

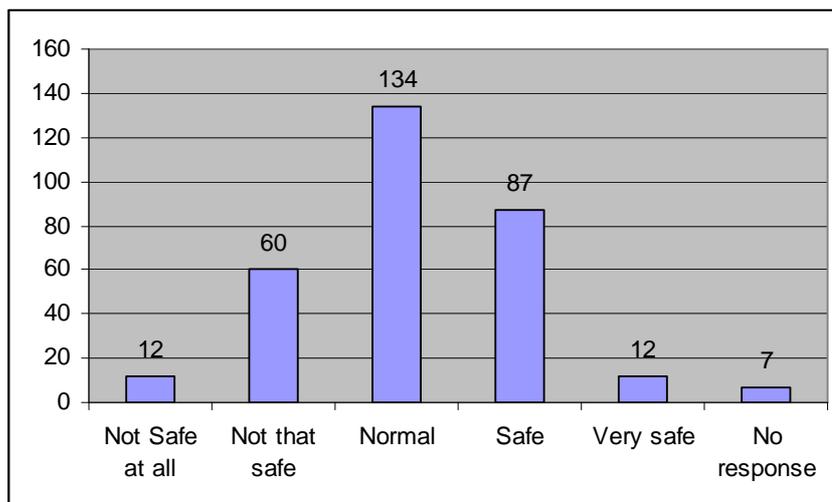
Street litter	27
Poor transport to my area	25
Noise in the neighbourhood	20
Lack of public telephones	11
Poor street signage	8
Other	3
No Response	11

Crime and safety issues were indicated to be one of the main concerns for the Korean community in the City of Sydney LGA. The top three issues indicated by respondents as affecting their sense of safety were people on the streets affected by alcohol or drugs, and poor street lighting. One respondent suggested that a lack of caring amongst people in the community gives a sense of hopelessness.

My office is in Castlereagh Street, there are a lot of street lights not working. The streets are dark and not safe. People don't want to walk on the street after dark and it affects my business.

-A participant

How safe do you feel about staying/living/operating a business in the City of Sydney?



The majority of the respondents (134 people or 42%) stated that they feel neither safe nor unsafe staying, living or operating a business in the City of Sydney. Overall, there were more respondents stating they felt 'safe' or 'very safe' than respondents who think City of Sydney as 'not that safe' and 'not safe at all'. There were an equal amount of respondents who felt 'not safe at all' to the amount of respondents who think the City is 'very safe'.

8.2 Focus Group Findings

Three focus groups of Koreans in Sydney were conducted for this report: youth, business owners, and residents on 19, 22, and 27 of October 2010. The attendance at focus groups was 8, 9 and 13 participants.

The following section reports on key issues and challenges that arose during discussions. Recommendations from the focus groups are integrated into the overall recommendations in section 9.

Three main topics were the focus of discussions:

- Why participants chose to stay, live or run a business in Sydney
- What were the experiences of participants in interacting with the Sydney City Council
- Issues and challenges for the Korean community

Reasons for staying, living and running a business in the City of Sydney

The most common reasons for Koreans for being located in the City of Sydney related to convenience and opportunity. Participants commented that it allows them close proximity to their workplace or educational institutions and greater opportunities for employment and business. It also facilitates them to meet those from different cultural backgrounds through their attendance at different cultural events and festivals. Many Korean youth were recommended by family and friends to study and work in Australia when they were in Korea, and that Sydney is a big city that provides many opportunities.

Why Sydney?

- Close to work and college
- Convenient transport
- Great business and employment opportunities
- A big population of the target group of businesses reside there
- The proximity to other businesses increases productivity
- The City of Sydney has meet the needs of business owners in various ways
- Opportunity to partner with and work together with other businesses
- Greater choice of accommodation
- The opportunity to meet and understand people from different cultures

However, Korean residents reported that they generally spend more time in other suburbs than the City of Sydney such as Strathfield and Eastwood where there are existing Korean social groups. *They stated that councils in those suburbs seem to have built a greater awareness of and a more engaging relationship with the Korean community in comparison to City of Sydney.*

Experiences in interacting with City of Sydney

Most participants reported having minimal or no experience in interacting with the City. However, members of the same target group were usually involved with the City Council in the same way. The majority of Korean residents within the City of Sydney have attended events and festivals, most Korean youth have accessed library services, and most business owners interacted with the City through Development Applications, and applying for Occupancy and Construction Certificates.

The majority of residents reported that their only interactions with City of Sydney were through attending events and festivals. Korean youth reported limited knowledge and interactions with the City. Many of them did not know what functions it serves. The majority of them reported their only interactions with the City was through using the

library service which usefully offered a wide variety of resources in both English and Korean and allowed access to books which they could not afford to purchase. Most business owners have had experience with applying for applications and certificates but some reported language difficulties in doing this.

Issues and challenges for the Korean community

Participants from the three focus groups reported similar issues and challenges as well as those particular to their target groups. Challenges shared by all participants include language barriers, cultural differences, a lack of opportunities to meet those from other cultural backgrounds, and safety concerns.

Specific issues include Korean residents finding it difficult to obtain employment; business owners lacking the understanding of legislation and policies affected their businesses, and youth facing financial hardship, and accommodation issues. Business owners stated that they would like to see City of Sydney to take prompt action in responding to the issues and challenges that were raised in this research project by the Korean community.

- Key challenges faced by Koreans in Sydney*
- Language barrier and cultural differences
 - Lack of opportunity to meet those from different cultural backgrounds
 - Limited employment opportunities
 - High living expenses
 - Safety issues and poor amenities
 - Lack of Understanding of Australian Regulations and Policies

Language barrier and cultural differences

Similar to the results of previous research, the language barrier was one of the most frequently raised issues amongst all focus groups. Many members of the Korean community are fearful of being embarrassed due to low abilities in English. Many report a lack of opportunities to communicate in English.

Business owners reported on specific problems: they experienced confusion and frustration when dealing with City of Sydney staff, uncomfortable with their inability to communicate, and dissatisfaction with services received. Legal terms and jargon are particularly confusing.

Business owners reported two kinds of COS staff: those who are very cooperative and willing to assist them knowing they have low English skills, and those who are “very conservative” who are not willing to explain things to them and enforce strict rules. They also reported the lengthy approval time for Development applications (DA) which leads them to have to invest extra time and money. At times, it takes so long that business owners are forced to give up their businesses before the DA approval.

*I was going to open an English College in Chippendale. However, the DA approval took so long that I had to pay rental fees and teachers' [salaries] before opening the college. That was a very difficult time
- A Korean Business Owner*

Most Korean youth came to Australia to learn English. However, they found it more comfortable to associate with the Korean community that means they sacrifice opportunities to learn and practise English as well as to meet and interact with people from different cultures. Some youth reported disappointment on arrival that they cannot identify an Australian culture compared to their strong Korean culture. They believe that overseas students are paying expensive school fees but are not receiving enough benefits and support from the government.

Most of the youth reported enjoy meeting people from different cultures but had little opportunity to do so. Those who did manage this did so through work and college. They reported more actively meeting people from different cultures when they first arrived in Australia. However, they tend to avoid speaking with Australians due to their low English skills, fear of embarrassment, and awareness of not speaking with an Australian accent.

They found it easier to relate to people who are also newly arrived in Australia, those for whom English is not their first language, and even Europeans. One youth reported a positive experience living with a French international student when he first arrived in Australia. He found that they understood each other easily.

*It was a great experience to learn [about a] different culture and improve my English. The experience was more comfortable than with Korean friends. We don't have good English but provide support to each other to improve [our] English and liv[e] in the City.
-A Korean youth*

Lack of opportunity to meet those from different cultural backgrounds

Many participants have minimal interactions with people from different cultural backgrounds but expressed an interest in doing so, particularly those from Chinese and Vietnamese backgrounds as they are seen to account for large populations within the City of Sydney. Most participants reported that there are not enough opportunities for them to meet people from different cultures. This is particularly true for Korean business owners because most of their businesses target consumers from within the Korean community.

*I don't have much opportunity to meet [people from different cultural background but] also, I am afraid to meet them. But I am very happy to try meeting them if Council supports opportunities.
-A Korean business owner*

Limited employment opportunities

Two groups of Koreans find difficulty in finding employment: youth and those between 50-60 years of age. Most Korean youth experience difficulties in obtaining employment due to low English skills as well as limited employment opportunities, particularly for those who came to Australia on student or working holiday visas. They often end up working for Korean businesses, which limits opportunities to learn and practise English. Their pay is often insufficient to cover their daily living costs which force many on working holiday visas to stay in the City for a few months and then move to the farms for work.

*The pay is too low and a lot of working holiday people stay in the City for few months and leave to work in farms
-A Korean Youth*

Similarly, it was reported that Korean residents between 50 and 60 years old experience difficulties in finding jobs and therefore consider moving to other suburbs. Those of mature age experience language barriers as well as age discrimination when they apply for jobs. They realised that employers want to hire students who are younger, have better English skills and are willing to accept a lower wage.

A respondent who grew up in Australia reported that he does not experience major language barriers or employment difficulties but can see that it is difficult for Korean youth to settle in a foreign country, form new social networks, and pay their living costs while also facing a major language barrier.

High living expenses

Many Korean youth reported that the accommodation, transport and college fees are too high and are unaffordable. They explained that they want to be independent and not to rely on their parents in Korea, but they found it very difficult to manage, due to high living expenses and not being able to obtain employment. Even if they can find jobs, their wages are very low and insufficient to cover their costs of living.

*It is very difficult for us to have a balance between work and study in order to continue our living
-A Korean Youth*

Safety Issues and Poor Amenities

Business owners and Korean residents face safety issues when living and running a business in the City. They feel that there are not enough police patrolling the streets and that this creates insecurity for business owners, residents and customers. Business owners also fear that customers will avoid coming to their business because the location does not appear safe.

*My office is in Castlereagh Street, there are a lot of street lights not working. The streets are dark and not safe. People don't want to walk on the street after dark and it affects my business.
-A Korean Business Owner*

Participants identified parking, cleanliness and store opening hours as problems experienced by both residents and business owners.

Korean business owners reported that parking is difficult to find in the City and costs are too expensive. They explained that the time wasted to find parking could be used more effectively on their business.

They also worry that a lack of cleanliness in some parts of the city (lacking a "clean appearance" and having "very strong smells") could affect their business as well as the impression of tourists.

*There are too many advertising brochures on the monorail poles and streets are dirty. It is uncomfortable and unpleasant for people. [The City] should have more strictly limited smoking zones and put in order regulations to make clean streets.
-A Korean Youth*

City shops close too early and have short business hours. Most of the shops close at around 10pm, or even earlier. It is difficult for tourists.

Lack of Understanding of Australian Regulations and Policies

It takes a long time for Korean business owners to understand and become accustomed to some of the regulations for operating a business in Australia. There are many differences between the operation procedures in Korea and Australia, and business owners say that they do not have access to all of the information and policies that they should be aware of. They found that Council enforces strict policies and regulations for restaurant owners.

Focus group participants stated that when City of Sydney conducts health inspections at their restaurants, the inspection fees and penalties are too expensive. They feel that their profits all go to the Council. They believe that it would be more reasonable if COS inspectors provide a list of changes and improvements needed and have business owners pay penalties at the second inspection if no improvement is seen.

"I had to pay an inspection fee of \$300 and pay each individual penalty \$660 when the inspector found cockroaches and [that I did] not hav[e] a lid on [the] sugar. [Business owners] understand the importance of safety health issues but there is no boundary for cockroaches and even clean houses have them"

"When Korean business owners don't know about [Australian regulations and policies], they will naturally think and act according to the Korean regulations and law. It takes time to get used to new things"

"The government has been really strict with overseas students which decreases the number of overseas students coming to Australia. The government is also constantly changing policies and regulations with overseas students and their visas. It is creating a difficult time for them to apply for permanent residency. The decrease of international students will also affect the sustainability of our businesses"

"There is a lack of sharing with businesses from different cultures. It seems that Korean business will only have networks with other Korean business owners"

Comments by business owners

9. RECOMMENDATIONS

The findings of this research show that the Korean community within the City of Sydney Local Government Area currently faces various challenges in staying, living or running a business within the City. The issue raised most commonly was difficulties with language. Many respondents reported that their English skills interfere with seeking information and community support. Some even felt that they lack the ability to fend for themselves due to their low English skills. Language difficulties also affect a sense of personal safety, for example in not being able to report a crime, and community belonging through not being able to communicate with people from other cultures.

Other difficulties raised by research participants relate to accommodation, employment, cost of living, safety, and running businesses.

Recommendations are divided into three broad categories with sub-headings for specific recommendations:

4. Increase community inclusion
 - a. Greater collaboration
 - b. Greater understanding between cultures
 - c. Promotion of Korean culture
5. Increase community support and education
 - a. Support for Korean residents
 - b. Support for Korean business owners
6. Increasing availability of information
 - a. Translation
 - b. Promotion and distribution of information

Existing services and programs could address some of the challenges identified by the Korean community. However, some of them would need to be targeted to the Korean community. All of the services need greater promotion to ensure that potential users are aware of them.

It is hoped that the report of these research findings will help the City of Sydney, other Governments and NGO's improve their services for Korean migrants and support a healthier and more connected community.

Recommendation 1: Increase community inclusion

The Korean community desires a greater involvement with the City of Sydney, which could include regular consultations and forums. Business owners express the hope that the City could improve their relationship with the Korean community so that the Korean community considers and accesses City of Sydney as they would their own local councils in Korea. Research participants also indicate support for events and festivals that will allow them to interact with those from other cultural backgrounds, and would like to have opportunities to learn more about the Australian culture.

Specific recommendations:

Greater collaboration

- Organise regular meetings, consultations (such as the one used to organise this research) and forums between the Council and the Korean community to share information and updates, and to allow members from the Korean community to participate in the decision-making process and provide feedback. This will build a stronger relationship between the City and the Korean community, and clarify misconceptions about the City of Sydney.
- The Chinese New Year Celebration produced by the City is a great opportunity to promote the City's cultural diversity. In order to make this event more inclusive to many communities celebrating their new year on the same day as the Chinese New Year, the Korean Community recommend that the City of Sydney change the title of the event from Chinese New Year to 'Lunar New Year'.
- Consult with representatives of the Korean community on information and materials that should be translated into Korean
- Promote City of Sydney events through major Korean organisations which will make the Korean community feel that they are being invited and increase their sense of belonging to the wider community.
- Appoint a Korean representative to work in City of Sydney (and other key points of contact) as a direct contact for the Korean community. Participants stated that having someone who speaks their language will make them feel more accepted in the community.

Greater understanding between cultures

- To organise more cross-cultural sporting and cultural events and forums, like the Living in Harmony Festival, to increase the opportunities for Korean members to meet people from different ethnic backgrounds. It is recommended to ensure that diverse cultural groups participate, so that Koreans can learn from different cultures as well as promote a multicultural society.

"It is difficult to meet with different cultures individually, but it will be more powerful if COS supports cross cultural events for all ethnic groups to participate, then we will have something in common to begin with"

- To run programs or outings that encourage the Korean community to explore and better understand Australian culture, while also giving them the opportunity to practise their English and meet people from different cultural background.

Promotion of Korean culture

- Create a Korean town in the city. Korean residents would like to see City of Sydney taking this initiative, They note that the Korean population is increasing and believe that having a Korean Town will strengthen the Korean community, while also increasing people's understanding and awareness of the Korean culture.
- To support the Korean community to host an event or forum to introduce Korean culture to the wider community.

Recommendation 2: Increase Community Education and Support

Research participants from the Korean community request various kinds of support including community education not only for understanding services available to them but also how to better live, study, work, and run businesses in Sydney.

Specific recommendations

Support for Korean residents

- Provide more support for Korean community organisations, as these are the places that Koreans will seek help from when they have issues and problems in Australia. These groups also provide services for and form social groups for Koreans of different age groups. Some participants reported that existing social groups target either youth or older residents, and would like to see more diverse events and activities for their age group.
- Provide support to the Korean churches and the Korean youth group¹, as it opens opportunities for youth to meet other people from different cultures.
- Provide counselling services and workshops for Korean women on safety, gambling issues and family violence. These workshops would also increase awareness of and deliver important messages on these issues to the Korean community.
- 'The City's Grants and sponsorship program supports projects *that seek to address issues highlighted in the Korean Community Needs Assessment*.
- Organise information sessions or workshops to educate the Korean community on issues such as current updates from the City, household and personal safety.
- Appoint a Korean-speaking person to work at government departments and the police station to minimize communication errors.
- Provide financial support to international students so that they are being treated in the same way as other local students

Support for business owners

- Organise workshops or seminars accessible for Korean business owners. One of the examples of workshops that they found useful was the "Connect Sydney Grants Submission Workshop". They suggest similar workshops to understand issues such as
 - Council regulations and services
 - how to fill in different types of Council applications
 - Food safety and other relevant business-related legislation and policies so that they can reduce confusion and their chances of receiving fines.
- Provide checklists to restaurant owners of issues they should be aware of which will assist them in adhering to City of Sydney standards.
- Provide guidelines for and examples of different applications to assist business owners to understand how to fill them in properly. These resources could be put on the City's website or printed on brochures in Korean.
- Improve safety, parking and transport in the City and consider extending business hours for shops to assist shoppers who will then support businesses.

¹ At the time of the research, there was only one Korean church youth group in Sydney.

Recommendation 3: Increase Availability of Information

Culturally appropriate information is needed in the Korean language to support Koreans residing in Sydney. Ensuring this information is promoted and distributed is also crucial. Many participants reported having difficulties locating information and therefore lack the knowledge of what services or support are available to them. They also experienced difficulties in locating information on the City of Sydney website.

Research findings showed that many Korean community members are unaware of existing services, which may explain the low access rate for services such as aged care and those targeted at youth. Organising workshops to introduce and promote services that are available to the Korean community would enhance their accessibility and ensure that those who are in need are receiving suitable services.

Specific Recommendations:

Translation

- Develop a Korean information guide that provides a list of community and settlement services that are accessible to the Korean community.
- Make culturally-appropriate information available on the internet and translated into Korean including updates on City of Sydney's policies and services.
- Develop accessible Korean-language information to assist youth and students to learn more about Australian culture and to settle into their new environment
- Translate into Korean information on Local Government, Centrelink, TAFEs, events and festivals.
- Involve Korean community organisations to help translate and distribute information.

Promotion and distribution of information

- Establish a Korean-language Sydney-specific websites.
- Develop a stronger partnership between the City of Sydney Council and Korean community organisations to develop and promote existing community services.
- Establish a central location for youth and students to access targeted information for adapting to Australia.
- Advertise and promote local services, programs and events through Korean newspapers and magazines as well as at international colleges.
- Promote local and City of Sydney events through major Korean organisations with promotional posters and pamphlets written in Korean. That way, the Korean community will feel that they are being invited and increase their sense of belonging to the wider community.
- Organize workshops or forum to provide information on existing services and programs that may assist Korean residents in their everyday living, as well as for promoting City of Sydney events.

10. ACKNOWLEDGEMENT OF PROJECT PARTNERS

City of Sydney and the Sydney Korean Women's Association would like to thank Korean Community Needs Analysis Project Steering Committee members for their valuable contribution and support to this project to make it a success. Their advice and expertise has been vital for the success of this research project.

The City and the Sydney Korean Women's Association would like to thank the following individuals and organisations.

Korean Research Steering Committee:

Mr Sung-seo Yoon - *The Consulate General of the Republic of Korea*

Mrs Agnes Shim, Mrs Myung-Sook Pank, Miss Sue Yeon- *Sydney Korean Women's Association*

Mr Bruce Y.B. Lee - *The Korean Youth Rights Association Inc*

Mr Byung Il Kim - *The Korean Society of Sydney, Australia*

Mr Chang Hywk Yoon - *Sydney Cheum Salang Church*

Mr John Y.J. Lee - *Australia-Korean Welfare Association*

Mr Luke S.J. Song & Mr Jin Hong Kim - *Sydney Korean Business Association*

Mr Suk Min Kim - *Youth Working Holiday and Overseas Student Support Group*

Mr William Won-Hong Seung - *Gyeongsangbuk-Do Korea Tourism Promotion Office in Australia*

Mrs Young-Joo Byun - *Korea Promotion Volunteers in Oceania*

City of Sydney:

Ms Susana Ng –*Manager, Social Planning, Access and Community Development*

Mr Ian Hay – *Social Planning Coordinator, Strategic Social Planning Projects*

Mr John Maynard – *Senior Project Coordinator, Safe City*

Ms Orla Burke – *Project Coordinator, Safe City*

Ms Mei Yi Leung – *Business Support Coordinator, City Culture & Community*

Letter of Thanks from Principle Researcher, Vivian Ng

I wish to express my sincere gratitude to my supervisors, Susana Ng and Pip Ditzell, for providing me the opportunity to explore the living experiences of the Korean community within the City of Sydney. I appreciate their skills, guidance and ongoing support with this research project. This opportunity has allowed me to expand my existing skills and presented me with new challenges.

This project bears the imprint of many people. I sincerely thank our project partner, the Sydney Korean Women's Association, for all their input and dedication in carrying out this project. I also wish to express my gratitude to all other steering committee members and individuals who have helped in distributing the questionnaires and recruiting participants for interviews and focus groups.

My special thanks to all participants who participated in this research in any way who contributed their time, knowledge and cooperation in making this project a valid and successful one.

Last but not least, I wish to express my gratitude to all the staff members in City of Sydney for all their care and support throughout the completion of this research project, and for those who have provided valuable comments in their area of expertise during the consultation process.

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12. APPENDICES

Appendix 1: Invitation letter for steering committee members

Appendix 2: Letter of consent for research participants

Appendix 3: Questionnaire (English version)

Appendix 4: Questionnaire (Korean version)

Appendix 5: Interview/ Focus Group questions

APPENDIX 1: INVITATION LETTER FOR STEERING COMMITTEE MEMBERS

City of Sydney

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GPO Box 1591 Sydney NSW 2001 Australia

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Phone +61 2 9265 9333 Fax +61 2 9265 9222 TTY +61 2 9265 9276

council@cityofsydney.nsw.gov.au www.cityofsydney.nsw.gov.au



Dear All,

The City of Sydney in partnership with the Korean Women's Association is currently undertaking the Korean Needs Analysis Project, which proposes a community profile and needs assessment of the Korean community in the City of Sydney Local Government Area. The data and information gathered from this research and the recommendations from its findings would assist us in identifying some of the key issues the Korean community is facing within the City of Sydney and to better inform and improve on our policies, services and support to the Korean community.

Consider your organisation has extensive expertise and is well connected with the Korean Community; we would like to invite you to become a member of the project steering committee, to assist with the research planning as well as the implementation process. Your attendance, input and advice are vital to the success of our project.

The steering committee meeting will be held on:

Date: Friday 8th October

Time: 11 am – 12 pm

Location: Level 7, 307 Pitt Street (just behind the Woolworths building)

The project proposal, proposed questionnaire and interview/ focus group questions for this project are enclosed. Your comments would be much appreciated and we will hopefully provide the translated questionnaire in Korean before the meeting.

It would be greatly appreciated if you could give us a call to confirm your attendance to the first steering committee. If you are unable to attend to this meeting, we will make further arrangements with you in order to gather your valuable feedback. Please do not hesitate to contact me if you have any questions.

I look forward to meeting with you. Again, thank you for your support.

Regards,

Susana Ng

Manager, Social Planning, Access and Community Development

City of Sydney

Tel: 9246 7874

Email: sng@cityofsydney.nsw.gov.au

~ 48 ~

city of villages

APPENDIX 2: LETTER OF CONSENT FOR RESEARCH PARTICIPANTS

City of Sydney

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Phone +61 2 9265 9333 Fax +61 2 9265 9222 TTY +61 2 9265 9276
council@cityofsydney.nsw.gov.au www.cityofsydney.nsw.gov.au



Dear Sir/Madam,

My name is Vivian Ng and I am a 4th year Social Work student from the University of New South Wales. I am currently doing the Korean Needs Analysis Project with the City of Sydney Council as part of my placement.

Given that Korean is an emerging population within the City of Sydney, with Korea being the fifth largest overseas birthplace. The City of Sydney Council values its diverse communities and seeks to provide services and programs that cater for all groups within the community.

The City of Sydney in partnership with the Korean Women's Association is currently undertaking the Korean Needs Analysis Project, which proposes a community profile and needs assessment of the Korean community in the City of Sydney Local Government Area. The data and information gathered from this research and the recommendations from its findings would assist us in identifying some of the key issues the Korean community is facing within the City of Sydney and to better inform and improve on our policies, services and support to the Korean community.

We are seeking your assistance by participating in an interview and/ or focus group as part of this research, as your experience and expertise would provide us with a range of information about the needs of the Korean community and current services available to them.

Any information that is obtained in connection with this research and that can be identified with you will remain confidential and will be disclosed only with your permission or except as required by law. If you give us your permission by signing this document, we plan to discuss or publish the results as part of the research report. In any publication, information will be provided in such a way that you cannot be identified.

We would like to remind you that your participation in this research is voluntary and that you have the option to withdraw from the study at any time should you wish to do so.

Should you have any further question regarding this project, please do not hesitate to contact our office or myself.

Regards,

Vivian Ng
Social Work Intern (Researcher)
Tel: 9265 9028
Email: vng@cityofsydney.nsw.gov.au

Susana Ng
Manager, Social Planning, Access and
Community Development
City of Sydney
Tel: 9246 7874
Email: sng@cityofsydney.nsw.gov.au



PARTICIPANT CONSENT FORM

Korean Community in the City of Sydney Needs Analysis Project

I, (print name in full) _____ understand that the purpose of research being conducted relates to the clarification of the needs of the Korean community.

I understand that excerpts from the interview/ focus group with the research will be studied and may be quoted in journal articles and research report that will be written by the researcher.

I grant authorisation for the use of the above information with the full understanding that my anonymity and confidentiality will be preserved at all times. I understand that my full name or other identifying information will never be disclosed or referenced in any way in any written or verbal context.

I understand that data will be secured in the City of Sydney, Multicultural Services, Pitt Street Office and will be destroyed 2 months after the study has been finalised.

I understand that my participation is entirely voluntary and that I may withdraw my permission to participate in this study without explanation at any point in time.

I give my consent to participate in this research.

(Signature)

(Date)

Vivian Ng
Social Work Intern (Researcher)
City of Sydney
Tel: 9265 9028
Email: vng@cityofsydney.nsw.gov.au

Susana Ng
Manager, Social Planning, Access and
Community Development
City of Sydney
Tel: 9246 7874
Email: sng@cityofsydney.nsw.gov.au

9. What are the 3 most enjoyable things about living/ staying/ running a business in the City of Sydney? (Please tick (✓) 3 ONLY) (Q9THENJOY)

- | | | |
|---|---|---|
| 1 <input type="checkbox"/> Range of amenities | 2 <input type="checkbox"/> Good council | 3 <input type="checkbox"/> Close to your community |
| 4 <input type="checkbox"/> High population | 5 <input type="checkbox"/> Convenience | 6 <input type="checkbox"/> Close to friends and relatives |
| 7 <input type="checkbox"/> Events/ Festivals | 8 <input type="checkbox"/> Business opportunity | 9 <input type="checkbox"/> Availability of community services |
| 10 <input type="checkbox"/> Safety | 11 <input type="checkbox"/> Affordable housing | 12 <input type="checkbox"/> Accessible transports |
| 13 <input type="checkbox"/> None | 14 <input type="checkbox"/> Proximity to work, uni, schools & all amenities | |
| 15 <input type="checkbox"/> Others _____ | | |

10. What were the top 3 concerns for you when you first arrived in Australia? (Please tick (✓) 3 ONLY) (Q10THCONS)

- | | | |
|--|--|--|
| 1 <input type="checkbox"/> Not Applicable | 2 <input type="checkbox"/> Language difficulties | 3 <input type="checkbox"/> Lack of interpreting services |
| 4 <input type="checkbox"/> Crime and Safety | 5 <input type="checkbox"/> Transport | 6 <input type="checkbox"/> Lack of knowledge on services |
| 7 <input type="checkbox"/> Education | 8 <input type="checkbox"/> Financial | 9 <input type="checkbox"/> Isolation |
| 10 <input type="checkbox"/> Housing | 11 <input type="checkbox"/> Childcare | 12 <input type="checkbox"/> Discrimination |
| 13 <input type="checkbox"/> Lack of knowledge on Australian culture & system | 14 <input type="checkbox"/> Employment | |
| 15 <input type="checkbox"/> Others _____ | | |

11. Have you used any of the following within the last 12 months? (You may choose more than one) (Q11USETWELVE)

- | | | |
|--|---|--|
| 1 <input type="checkbox"/> Information about Government and Council Services (Transport Info Line) | | |
| 2 <input type="checkbox"/> English classes | 3 <input type="checkbox"/> Employment services | 4 <input type="checkbox"/> Interpreting and translating services |
| 5 <input type="checkbox"/> Events/ festivals | 6 <input type="checkbox"/> Counselling services | 7 <input type="checkbox"/> Doctor/ medical |
| 8 <input type="checkbox"/> Volunteer services | 9 <input type="checkbox"/> Childcare services | 10 <input type="checkbox"/> Sports & recreational facilities |
| 11 <input type="checkbox"/> Library services | 12 <input type="checkbox"/> Aged Care Services | 13 <input type="checkbox"/> Community Grants Program |
| 14 <input type="checkbox"/> Centre link | 15 <input type="checkbox"/> Homelessness services | 16 <input type="checkbox"/> Community transport |
| 17 <input type="checkbox"/> Housing | 18 <input type="checkbox"/> Family support | 19 <input type="checkbox"/> Settlement services |
| 20 <input type="checkbox"/> Korean services | 21 <input type="checkbox"/> Venue hiring | 22 <input type="checkbox"/> Youth Services |
| 23 <input type="checkbox"/> Others _____ | | |

12. What are some of the reasons that are stopping you from using the above options? (You may choose more than one) (REFSTOP)

- | | |
|---|---|
| 1 <input type="checkbox"/> Fees of services services | 2 <input type="checkbox"/> Not knowing where to find those services |
| 3 <input type="checkbox"/> Not knowing what services are available | 4 <input type="checkbox"/> Cultural appropriateness |
| 5 <input type="checkbox"/> Services not conveniently accessible | 6 <input type="checkbox"/> Language |
| 7 <input type="checkbox"/> Services not available, please specify _____ | |
| 8 <input type="checkbox"/> Others _____ | |

APPENDIX 4: QUESTIONNAIRE (KOREAN VERSION)

한국 교민 대상 설문조사

한국 교민 필요 사항 분석 프로젝트에 참여해 주신 것에 대해 감사드립니다. 이 프로젝트는 한인 여성회 (Korean Women's Association)와 시드니 시티 카운슬 (City of Sydney Council)가 공동으로 주관 하고 있습니다. 시드니 시티 카운슬은 새로운 개발에 대한 승인, 환경 관리, 스포츠 및 시민 휴양 시설 등을 마련하는 등 광범위한 서비스를 제공하고 있는 지역 자치 정부입니다. 카운슬은 주민, 근로자 및 방문객들에게 필요한 서비스를 제공함으로써 지역 사회의 필요에 충족하려고 노력합니다. 시드니 시티 카운슬은 주민들과의 폭넓은 협의를 구하고 지역 사회의 의견을 수렴하고자 최선을 다하고 있습니다.

이 설문지는 한국 교민 사회에 대해 보다 자세한 정보를 알아내고자 하는데 목적이 있습니다. 이 설문지를 통해 수집된 정보는 한국 교민 사회가 당면한 문제들을 파악하고, 자치 정부의 정책을 보다 효과적으로 전달하며 한국 교민 사회에 대한 카운슬의 정책, 서비스 및 지원 등을 개선하는데 도움이 될 것입니다.

이 설문지 작성에는 불과 10여분 정도의 시간만 소요될 것이며 설문지에 제공한 정보는 조사의 목적으로만 사용될 것입니다. 여기에 제공하신 모든 정보의 기밀은 철저히 보장됩니다. 설문지에 제공한 모든 정보는 익명으로 사용됩니다.

1. 여러분에게 해당되는 사항을 골라주십시오: (1개 이상 선택하셔도 됩니다)

- 시드니 시티 주민 방문자 유학생
 시드니 시티 지역 내 근로자 시드니 시티 지역 내 사업체 소유자
 워킹 홀리데이 비자 기타 _____

2. 호주에는 몇년동안 거주해 오셨습니까?

- 1년 미만 1-5년 5-10년 10년 이상

3. 호주에 오신 이유는 무엇입니까?

4. 출생지는 어디입니까?

- 한국 호주 기타 _____

5. 시드니 시티 카운슬 지역에서는 얼마 동안 체류하실 계획입니까?

- 1년 미만 1-5년 5-10년 10년 이상

6. 거주하는 지역이나 그 지역의 우편번호는 무엇입니까? _____

7. 가정에서 사용하는 언어는 무엇입니까?

- 한국어 영어 둘다 기타 _____

<input type="checkbox"/> 아동 서비스	1	2	3	4	5
<input type="checkbox"/> 카운슬 행사장 대여	1	2	3	4	5
<input type="checkbox"/> 쓰레기 수거	1	2	3	4	5
<input type="checkbox"/> 스포츠 & 레저 시설	1	2	3	4	5
<input type="checkbox"/> 행사/페스티벌에 참가	1	2	3	4	5
<input type="checkbox"/> 청소년 서비스	1	2	3	4	5
<input type="checkbox"/> 대중 교통	1	2	3	4	5
<input type="checkbox"/> 지역사회 지원금 프로그램	1	2	3	4	5
<input type="checkbox"/> 다문화 서비스	1	2	3	4	5
<input type="checkbox"/> 장애인 서비스	1	2	3	4	5
<input type="checkbox"/> 이웃 지역 서비스 센터	1	2	3	4	5

기타 _____

17. 시드니 시티에서 거주/채류/사업체를 운영하면서 가장 마음에 안드는 3가지를 든다면 무엇입니까? (3개만 골라서 (√) 을 해 주십시오)

- | | | |
|--|-----------------------------------|---------------------------------------|
| <input type="checkbox"/> 제한된 공공 편의시설 | <input type="checkbox"/> 행사/페스티벌 | <input type="checkbox"/> 지역사회 서비스의 부재 |
| <input type="checkbox"/> 많은 인구 | <input type="checkbox"/> 무능력한 카운슬 | <input type="checkbox"/> 거주지와 거리 |
| <input type="checkbox"/> 사업 기회의 부재 | <input type="checkbox"/> 안전 | <input type="checkbox"/> 불편함 |
| <input type="checkbox"/> 높은 부동산 가격 | <input type="checkbox"/> 대중교통 미흡 | <input type="checkbox"/> 친구/친척들과의 거리 |
| <input type="checkbox"/> 직장, 대학, 학교 & 공공 편의시설과의 거리 | <input type="checkbox"/> 없음 | |
| <input type="checkbox"/> 기타 _____ | | |

18. 시드니 시티 카운슬 지역에 거주할 것을 고려할때 가장 중요한 3가지 고려 사항이 있다면 무엇입니까? (3개만 골라서 (√) 을 해 주십시오)

- | | | |
|-----------------------------------|------------------------------------|---------------------------------------|
| <input type="checkbox"/> 오락 시설 | <input type="checkbox"/> 활발한 지역사회 | <input type="checkbox"/> 관광지로서의 면모 |
| <input type="checkbox"/> 다양한 소매점들 | <input type="checkbox"/> 도서관 | <input type="checkbox"/> 스포츠 및 레저 서비스 |
| <input type="checkbox"/> 다양한 레스토랑 | <input type="checkbox"/> 행사 / 페스티벌 | <input type="checkbox"/> 예술 및 역사적 명소 |
| <input type="checkbox"/> 지역센터들 | <input type="checkbox"/> 기타 _____ | |

19. 현재 지역사회에서 어떤 활동에 참여하고 있습니까? (1개 이상을 선택하셔도 됩니다)

- | | | |
|----------------------------------|-----------------------------------|-----------------------------------|
| <input type="checkbox"/> 교회 | <input type="checkbox"/> 스포츠 및 레저 | <input type="checkbox"/> 양로 서비스 |
| <input type="checkbox"/> 청소년 서비스 | <input type="checkbox"/> 문화 단체 | <input type="checkbox"/> 자원봉사 서비스 |
| <input type="checkbox"/> 없음 | <input type="checkbox"/> 기타 _____ | |

27. 성별을 알려 주십시오:

남

여

28. 연령대를 알려 주십시오.

20살 미만

21 - 30

31 - 40

41 - 50

51 - 60

61살 이상

이 설문지를 작성해주셔서 다시 한번 감사의 말씀을 드립니다 -
여러분의 의견을 소중하게 다루겠습니다.

APPENDIX 5: INTERVIEW/FOCUS GROUP QUESTIONS

Residents

1. Why do you choose to live/ stay in the City of Sydney?
2. What has your experience been like living in the City?
3. What do you think some of the issues/difficulties that the Korean Community are currently facing in living in the City?
4. What kind of services and support do you think would be helpful in assisting them to overcome these issues?
5. What has your experience been like interacting with the City Council?
6. How do you think the City can improve on services and communications with your community?
7. What is your experience in meeting with other people from different cultures?
8. What do you think the City of Sydney can do to improve your sense of community belonging?