



AKWA

2012 Annual Report



호주 한인 복지회



Australian Korean Welfare Association

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AKWA Mission Statement

The **Australian Korean Welfare Association** aims to promote the welfare of Korean community and to assist the integration of Korean migrants into the Australian community, thereby enabling them to enjoy a meaningful and dignified life. To achieve these general goals, the Association provides relevant information, assistance and services so they gain independence as member of society.

Acknowledgements

AKWA would like to acknowledge the support of the following organisations and individuals for their contribution to us.

Department of Immigration and Citizenship

Department of Health and Ageing

NSW Department of Ageing, Disability and Home Care

NSW Department of Housing

NSW Office of Fair Trading

Strathfield Municipal Council

Canterbury City Council

Burwood Council

Willoughby City Council

Hornsby Council

Parramatta City Council

Ryde City Council

Ashfield Council

Community Relations Commission of NSW

NSW Adult Migrant English Service

Consulate General of the Republic of Korea

Volunteers of AKWA

National Prescription Service

Canada Bay Council

Manly-Warringah-Pittwater Council

Auburn Council

Bankstown City Council

Sydney City Council

NSW Police Service

The Smith Family

Women's Place

Metro Migrant Resource Centre

Baulkham Hills, Holroyd, Parramatta Migrant Resource Centre

Sydney South West Area Health Service

Burwood RSL Club

Canterbury Bulldogs League Club

Canterbury - Hurlstone Park RSL Club

Australian Nursing Home Foundation

The Korean Society of Sydney

Overseas Koreans Foundation

Windermere Nursing Home

Spring Institute of Cancer Aid Inc

Ryde Uniting Church

Hanwoory Presbyterian Church

Sydney Full Gospel Church

Korean Catholic Church (Silverwater)



Client Service Charter

Our Mission

Australian Korean Welfare Association (AKWA) aims to promote the welfare of Korean community and to assist the integration of Korean migrants into the Australian community thereby enabling them to enjoy a more meaningful and dignified life.

Our Areas of Settlement Programs

Australian Korean Welfare Association is an incorporated non-profit community organization.

AKWA assists the members of the Korean community with their settlement needs such as:

- ◆ Settlement information & services
- ◆ Citizenship application and ceremonies
- ◆ Public & community housing
- ◆ Aged care services
- ◆ English as a Second Language provisions for pre-schoolers
- ◆ Youth services

Our Services and Information Provisions

Australian Korean Welfare Association provides the following services in relation to Settlement Grant Program (SGP) funded by the Department of Immigration and Citizenship:

- ◆ Consulting clients on telephone and face to face
- ◆ Referring clients to government and community service providers
- ◆ Building community capacity
- ◆ Planning joint services with relevant service providers
- ◆ Representing the Korean community to the mainstream society and diverse cultural communities.
- ◆ Networking with stakeholders
- ◆ Liaisoning between service providers



Our Service Standards

Our clients are our first priority. In providing these services we will ensure the following:

- ◆ Clients will be dealt with in a professional manner.
- ◆ Clients' information will be kept confidentially
- ◆ Client services will be equitable and unbiased
- ◆ Clients' complaints will be handled with sensitivity.

You can help us by

- ◆ Making a booking for consultation and notifying any cancellation, should the need arise
- ◆ Treating AKWA staff with courtesy.
- ◆ Refraining from offering unjust gifts to AKWA staff.
- ◆ Participating actively in community events organised by AKWA
- ◆ Providing feedback on AKWA services by
 - emailing koreanwelfare@hotmail.com
 - writing to Manager PO Box 862 Campsie 2194
 - telephoning on one of the following office numbers

Contact us

Campsie	Strathfield
PH: 9718 4860 8094 9188 FAX: 9718 4860 25/94-98 Beamish St Campsie 2194 (PO Box 862 Campsie 2194)	PH: 9764 4940 FAX: 9764 4940 1 Bates St Homebush 2140



President's Annual Report 2011/2012

It is my pleasure to provide you the annual report of AKWA for the year ending 30th June 2012 as the president of the Australian Korean Welfare Association.

Much has taken place in the last 12 months to contribute to AKWA's profile and awareness for the community. Through this opportunity I would like to inform you on the past performances throughout this year and highlight the future planned activities and goals of AKWA.

The programs, projects and funding highlights of 2011/12:

1. Funding Secured:

- ◆ Healthy Ageing Program funded by the Department of Health and Ageing, for the selected period of 2012-2015.
- ◆ Centre Based Day Care funded by Ageing, Disability and Home Care, until the financial year of the selected period of 2012-2015.
- ◆ Small community grants were received from the NSW State Government and the Local Governments including Burwood, Canterbury, Willoughby, Parramatta, Ryde, Canada Bay and Sydney City Council.
- ◆ Small grants were received from the Korean Government, overseas Korean Foundation.
- ◆ \$30,000 was anonymously given to AKWA to purchase a new office at Campsie

2. Computer Class for Korean Seniors

- ◆ In partnership with the Parramatta library, AKWA has successfully continued the running of computer classes for Korean seniors since 2010. AKWA seeks to further provide similar services through partnerships with Bankstown City Council and Auburn Council in the near future.

3. Centre Based Day Care

- ◆ Aged Day Care Centre celebrates its sixth anniversary and continue to provide services for frail elderly people with dementia every Thursday at the Strathfield community centre, and additionally, every Tuesday in partnership with the Australian Nursing Home Foundation at Burwood.
- ◆ AKWA assists with six aged groups around Sydney through providing volunteers throughout the year.

4. Social Support Groups Assistance for the Korean Elderly

- ◆ This is a provision to gather and support the Korean elderly community through opportunities of social support groupings and events. Various activities are run by AKWA, such as painting, dancing, singing, excursions and picnics, etc.

5. Board of Directors meetings have been held on a monthly basis.



6. Community Information Seminars

- ♦ A variety of information seminars have been executed by AKWA, such as superannuation, Centrelink, tenant rights and duties, home loans, and safe medication use (DPS) etc.

Looking to the Future...

AKWA endeavours to assist the elderly community to access greater aged care. In the long term, AKWA seeks to build a retirement village for the Korean elderly and/or a Korean-style nursing home that caters for the needs of the community through partnerships with Korean investment groups. We also seek to obtain funding from the Federal Government under the Community Aged Care Package (CACP). Furthermore, this will lead to opportunities for AKWA to provide these services to the wider multicultural aged community.

Thankful acknowledgment must go to those who make things happen smoothly for AKWA; volunteers, to our staff, the members of the board of Directors, DIAC, DADHC, DOHA and other government groups including Strathfield Municipal Council, Canterbury City Council, Burwood Council, Ryde City Council, Willoughby City Council, Parramatta City Council and the Consulate- General of Republic of Korea in Sydney and the Korean Community.

I extend my special thanks to supportive members, the Hon. Chris Bowen MP, the Hon. Robert Furulo MP, the Hon. Linda Burney MP, the Hon. Phillip Ruddock MP, the Hon. Tony Burke MP, the Hon. John Murphy MP, the Hon. Greg Smith MP, the Hon. John Alexander MP, the Hon. Laurie Ferguson MP, The Hon. Victor Dominello MP, The Hon. Charles Casuscelli MP, Mayor of Bankstown city council Cr., Khal Asfour, Mayor of Strathfield council, Cr. Gulian Vaccari, and Department of Immigration and Citizenship, Ageing Disability and Home Care, Department of Health and Ageing and other government groups, Mr David Backhouse, General Manager of Strathfield Municipal Council, Metro Migrant Resource Centre and last but not least, to the Sydney Korean Community.

My board members and I return our thanks again to Mr Keith Lee for his ongoing commitment and devotedness to AKWA, as the longest serving committee member. We cannot imagine AKWA as it is today without his many efforts and life-time dedication.

Finally, I am very grateful for the encouragement and support shown towards AKWA for its service towards the Australian Korean Community.

Additionally, I would like to express my gratitude and willingness to continue serving in this role as the President of AKWA.

Thank you.

President
John Y. J. Lee
Australian Korean Welfare Association

AKWA Settlement Grant Program (SGP) 2011-2012

Snapshot

SGP Grant ID 6857 has delivered 2,191 individual enquiries, case work and advocacy services to Korean migrants across Sydney SD from 1 July 2011 to 30 June 2012. In addition, a total of 24 group sessions were conducted, servicing more than 530 people. Networking with mainstream service providers has been actively pursued during the funding year, leading to successful partnerships.

Some of the projects are:

Activity – Settlement Information Day & AKWA Service Promotion

AKWA held Settlement Info Day on 13th and 14th June 2012 at Ryde Uniting Church Hall, West Ryde.

Over 130 Koreans participated in the event. Its focus was on education and employment, Centrelink information, and individual financial planning and management. These sessions were particularly helpful to the community according to the clients' feedback, as they reflected the changing needs of the Korean community from basic information for survival to improvement of the quality of their life.

호주한민복지회 이민자 정착서비스
SETTLEMENT INFO DAY
호주한민복지회

헤어의 모든 것-임차인, 헤어메이트의 권리 *6월 7일 수요일 오후 5:30-7:00 *Eastwood Seniors' Centre, 159 Shaftsbury Rd, Eastwood (아스트우드 소방서 옆)	센터링크 200% 활용하기 *6월 13일 수요일 오전 10시-12시 *Ryde Uniting Church, 7 Maxim St, West Ryde (역 도보 3분) *모닝티, 탁아 가능(예약필수)	수퍼연금 이해하기 *6월 13일 수요일 오후 5시 30분-7시 *Ryde Uniting Church, 7 Maxim St, West Ryde (역 도보 3분)	TAFE, 영어, 그리고 직업 *6월 14일 목요일 오전 10시-12시 *Ryde Uniting Church, 7 Maxim St, West Ryde (역 도보 3분) *모닝티, 탁아 가능(예약필수)	센터링크 200퍼센트 활용하기 (13일 오전과 같은 내용) *6월 14일 목요일 오후 5시 30분-7시 *Ryde Uniting Church, 7 Maxim St, West Ryde (역 도보 3분)
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한민복지회가 호주 생활의 궁금증을 단번에 해결해 드립니다.
 여러분이 가장 관심 있는 주거-임대주택, 탁아 문제, 센터 링크 활용하기, 수퍼연금, 무료영어 TAFE단기 코스 및 직업 및 진로결정-술로아 이민자를 위한 정착 서비스 세미나를 개최합니다.
 *문의 및 예약 예약:
 호주한민복지회 9718 9589/0430 559 589
 *Email: info@koreanwelfare.org.au
 *Website: www.koreanwelfare.org.au
 facebook.com/AKWASydney



Activity – Housing & Finance

AKWA also conducted “Budgeting towards the first home” session in Eastwood on the 10th March 2012, attracting more than 20 people who wished to make informed decisions on their first home purchase.

Jenny Lim, AKWA Management Committee member, offered to present using her years of professional experience in the banking sector. Participants had Q&A after her presentation. Most questions were highly technical and financial but participants had a good understanding of what would be involved in buying their first homes due at the end of the session. Some participants attended the session to ask about their 2nd or 3rd investment opportunities. There were questions about government housing options too.

AKWA found Korean magazines proved to be very effective in drawing these potential clients’ attention to the session.



Budgeting towards First Home session held at Women's Rest Centre, Eastwood

Activity – Safety & Local Services Information

Following a successful launch of Safety Booklet in Hornsby and Ryde areas, AKWA produced Safety Booklet in Willoughby LGA on Willoughby Council's Community Grants 2011-2012. The production involved a few consultation meetings with Chatswood Police' Multicultural Liaison Officer and cross referencing of the contact details included in the booklet. The booklet has been distributed to the funding council along with Mosaic Centre, Chatswood.



Activity – Computer Classes for the Elderly

AKWA ran computer classes in Parramatta for a few terms, funded by Parramatta Council and Library, and empowered CALD seniors and women through providing basic computer skill sessions. The class is not currently run due to discontinued funding but was very popular among the elderly community members.



Activity – Tenancy Information

Most Korean migrants start living in a rental place after arriving in Australia and often move around but they often don't understand the process of renting, their obligations and rights. This session held on 16th March 2012 in Metro MRC, provided comprehensive information about tenancy from hunting, signing a lease agreement and exiting. Participants appreciated that the information provided empowered them through their newly obtained knowledge.

Activity - May Fun Fair - Road Show 2012



AKWA had a stall in the 2012 May Fun Fair held in Campsie, providing settlement information, and receiving books for casework and promoting AKWA services. Hundreds of visitors stopped over during the event and found the road show useful. AKWA used it to raise awareness of its services and promote its casework. At the same time, such events opened new networking opportunities with other stall holders from the local service providers.

Activity – Special Celebrations of Harmony Day

Harmony Day Celebration and AKWA service promotion took place in partnership with Relationships Australia on 21st March 2012, West Ryde. Korean traditional costumes were worn by workers to

celebrate multicultural Australia in the heart of Ryde LGA. This DIAC initiative has been part of celebrating multiculturalism of Australia.



Activity - Lunar New Year's Day promotion



4th February 2012 Happy New Year !



Activity – Living healthy with diabetes

AKWA organised a series of health information sessions with Parramatta Civic Library, targeting health-conscious Korean community living in Parramatta LGA. Information sessions covered various topics including eye diseases, diabetes, and other health conditions and preventive measures.



Session photo from Living with diabetes

Activity - Age Pension & Media Coverage



Australian Korean Welfare Association held the Age Pension Information Session in partnership with Centrelink and Parramatta Council, on the 21st Oct 2011 and its article appeared on Hoju Kukmin Herald Newspaper.

Many participants benefiting from the Age Pension session

Activity – Superannuation & Financial Planning

This session was attended by tens of Koreans who were interested in financial planning and utilizing their super effectively. It was held on the 27th March 2012 in Parramatta Civic Library, presented by a Centrelink Financial Information Service officer.



Activity – School Transition Program

AKWA extended its well-known school transition programs (Little learners and Happy hours) to Canterbury LGA in sponsorship with Canterbury LGA. AKWA has run the program over the past years but had to stop running it last year due to a lack of fund and community participation.



Most participants in Canterbury English Program (Jumping Jellies) showed high satisfaction and wanted the program to be run more regularly. It is proven that the program can be run in a multicultural setting as two non-Korean speakers participated in the program. The program was also supported by Lakemba Uniting Church.



Activity - Road Safety Workshop

Seargent Greg Niel from Parramatta Police Local Area Command presented on Road Safety to 73 adults and 20 children at Baulkham Hills Korean Catholic Church, on the afternoon of the 29th April, 2012. A power point presentation included points about turning in the intersection, reading traffic signs and penalties. Audience questions were mostly about what to do after a traffic accident, fines and demerit points. Clients expressed a high level of satisfaction with the session.



Activity - Emotion Coaching for Parents of Teenagers

An “Emotional Coaching Workshop for Parents of Teenagers” was held in Hornsby on 3rd November 2011. Dr Jung Sook Kim from Transcultural Mental Health ran a highly popular and successful workshop, teaching teenage parents on how to deal with their children during their puberty.



Aged Day Care 1 Report

It has been six years since AKWA Aged Day Care Project started in May 2007. This project has been funded by Ageing, Disability and Home Care (ADHC) under the Commonwealth/State Home and Community Care (HACC) Program. It provides various groups and individuals assistance with daily activities and a broad range of social support for the frail and elderly from the Korean community. These activities promote social interaction and also help them to maintain independent living without isolation.

In order to meet the needs of the above mentioned clients, AKWA Aged Care has offered useful information about mainstream services for the elderly, ie, education programs on maintaining healthy life, nutrition, public hygiene and environmentally sustainable living. All these efforts have satisfied the clients' needs.

Aged Day Care arranges outings or picnics at least once a month, have many types of gentle exercises including exercise for dementia prevention, dancing with traditional music, laughing therapy, and sing along songs which make them feel connected and happy in a friendly and warm environment. Drawing and coloring for finger movement and various ball games, Sudoku and the Korean traditional game, 'Yoot' that requires them to practice body movements. Showing famous places in the world on DVD and listening to the sounds of animal world open them to indirect travel experience. Aged Day Care also provides delicious and quality lunch.



Singing Activity



Aged Day Care service runs every Thursday from 9am to 3pm. Areas covered by the service are Canterbury, Strathfield and Marrickville LGA. There are twenty three registered clients and their average attendance rate is 90%. About four to five elderly visitors come to Day Care from the covered areas or other local government area who wish to be one of Day Care clients. A total participants including casual visitors are twenty four weekly. This project is run by two part time workers, one casual AKWA worker and six volunteers at present.

Aged Day Care is now highly capable of servicing all areas of the project competently and smoothly thanks to AKWA's committed workers and volunteers. Elderly clients enjoy all programs and activities on this project and they receive support and a variety of mental, physical and social benefit from them. AKWA always tries to improve its Aged Day Care activities and programs for the better and more culturally appropriately. It will continue developing useful programs to meet the client needs under the funding agreement and Aged Day Care Standard Guidelines.

AKWA would like to acknowledge Ms. Marina Antonas, HACC Development Project Officer, for her support for this project and the volunteers for their hard work and loving care for clients.



Outing to Mittagong

Aged Day Care 2 Report

This is the fourth year that the Korean Dementia Prevention Program (with 2 clients) has been running since October 2009, funded by the Australian Nursing Home Foundation. AKWA started Aged Day Care 2 Project in partnership with the Australian Nursing Home Foundation in October 2010. This project is also funded by Ageing, Disability and Home Care (ADHC) under the Commonwealth/State Home and Community Care (HACC) Program.

Many of programs and activities offered by Aged Day Care 2 has been gradually adapting to client needs. It also runs day-programs for groups and individuals but focuses on programs and activities related to physical health and mental wellbeing. The Aged Day Care coordinator invites a Korean doctor, Dr Wansoo Choi, to give advice and information about how to maintain a healthy and quality life. All clients participate in gentle exercise, memory games, hand crafts, drawing in color and sing along with karaoke songs.

AKWA has provided culturally appropriate programs for these frail, mildly disabled people in their older age and some of them are dementia patients. Therefore the new challenge lies in how to improve carers' knowledge of what the elderly with dementia go through and develop appropriate activities and programs for their particular needs.



Paper Folding Activity



AKWA Aged Day Care 2 service runs every Tuesday from 9am to 3pm. Areas covered by this service are Canterbury, Strathfield and Marrickville local government areas. There are eleven registered clients and on average two to three regular elderly visitors utilize the day care coming from other areas than the above designated areas. A total of nine to ten participants per week are serviced and assisted by two part time workers and six dedicated volunteers. AKWA Day Care clients expressed their satisfaction with all the programs and activities that have been cared for their special needs.

AKWA would like to express sincere gratitude to Bridget Tam and Elisha Chan, So Wai Centre. They have been highly supportive in every aspect of AKWA running the Aged Day Care 2. Its success would not have been possible without our committed volunteers too.

Outing to Rockdale Beach



Dancing Activity



Community Partners Program Report

Snapshot

The core objective of Community Partners Program, funded by the Department of Health and Ageing (DoHA), is to promote and facilitate access to aged care information and services by Koreans as their significant aged care needs arise.

The target regions of AKWA CPP project are:

- ◆ Inner West (Strathfield & Canterbury SLAs)
- ◆ Northern Sydney (Hornsby & Ryde SLAs)
- ◆ South West Sydney (Bankstown SLAs)
- ◆ Western Sydney (Parramatta, Baulkham Hills & Auburn SLAs)

The outcomes of the Community Partners Program (CPP) that have achieved are:

- ◆ More aged care support services delivered to Korean seniors
- ◆ Increased access by elderly Koreans to aged care support services and information
- ◆ Greater capacity for elderly Koreans to make informed decisions about aged care support services
- ◆ Formalised arrangements made to sustain the benefits of the CPP project

The outcomes of the CPP Project were achieved in accordance with the guidelines described in the work plan which consisted of four sections: CPP Service Provision and Development, CPP Networking, CPP Training/Cultural Briefing and CPP Resource Development.

1. CPP Service Provision and Development

A number of Information sessions were conducted in conjunction with service providers by each CPP target region to enhance community awareness of aged care services. This aims to help elderly Koreans understand how the Australian aged care system works, what options and services are available and appropriate for them in terms of the level of care that they need and how to access them.





[Information sessions held at the Sydney Full Gospel Church for Korean older people in Inner West (left) and in South West Sydney (right) on the 17th November 2011 and the 15th June 2012 respectively]

2. CPP Networking

Through the series of CPP and Partners in Culturally Appropriate Care(PICAC) Forum meeting, the efficiency of the CPP role has been emphasized in relation to the scope of CPP program by sharing resources and experiences and identifying common barriers/ challenges that Culturally and Linguistically Diverse(CALD) communities experience in each target region.

3. CPP Training/Cultural Briefing

A Korean cultural knowledge workshop session for 36 HACC service providers in Western Sydney area was conducted on the 29th September 2011 as part of the whole session arranged by Cumberland/Prospect Multicultural Access Project (MAP). Targeting HACC service providers in Inner West, one was conducted on 29th Feb 2012 as part of the whole session arranged by MAP project at the Ethnic Child Care, Family and Community Services Co-operative. Besides, Korean cultural briefing sessions were conducted for workers and staff at Care Connect Blacktown and staff members from Community Care Northern Beaches respectively.



4. CPP Resource Development

To help Korean seniors and their carers understand better how to access aged care services and increase their access to the services, the following resources were developed and updated.

- ◆ Australian Government Directory of Services for Older People]-Korean version was developed through translating service at AngliCare Inner West and uploaded on AKWA website
- ◆ Aged Care Services Directory]-Developed in partnership with Commonwealth Respite and Carelink Centre Inner West and was uploaded on AKWA website

CPP Effective and Efficient Management

CPP project ends at the 30th June every year and Healthy Ageing Program (HAP) project commences on the 1st July in 2012. The HAP is granted by Department of Health and Ageing under the Aged Care Service Improvement and Healthy Ageing Grants.

Reference for CPP Project and Work Performance:

- ◆ AKWA website: http://www.koreanwelfare.org.au/bbs/board.php?bo_table=04_2
- ◆ Aged Care Column: <http://www.hojuilbo.com/category/칼럼/복지칼럼>



BOARD of Directors

Position	Name
President	Mr. John Lee
Vice President	Mr. Paul Kim
Secretary	Ms. Helena Lee
Treasurer	Mr. Jonson Yoo
Director	Ms. Jennifer Lim
Director	Ms. Jinhi Kim
Director	Mr. Hyun Deok Pyo
Director	Mr. Sukil Yi
Director	Mr. Jin Yeon Jung
Director	Mr. Hyun Sang Roh
Director	Mr. Sang Soo Yang

How to contact AKWA

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Website: www.koreanwelfare.org.au

Phone: 02 9718 4860

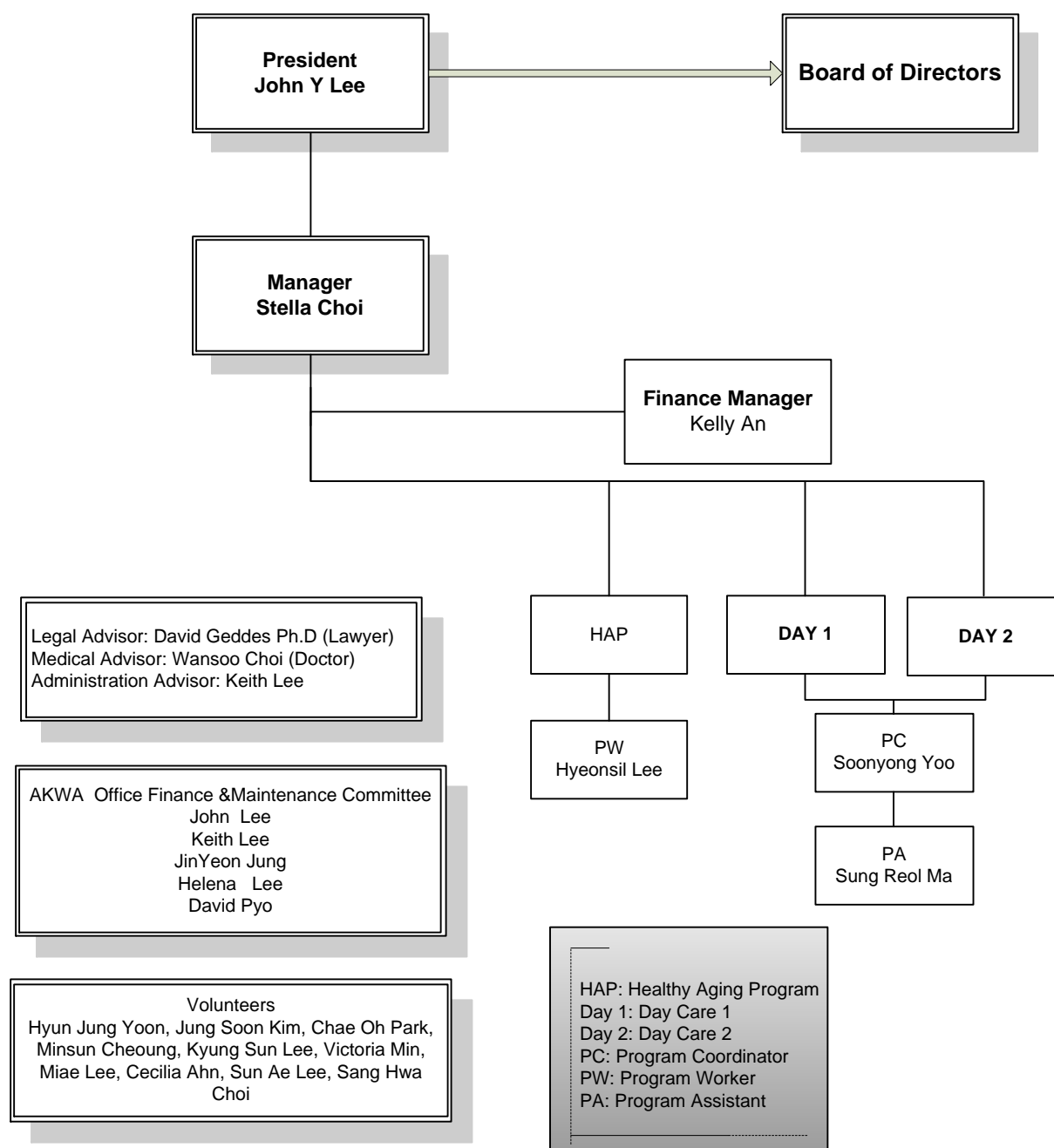
02 8094 9188

Fax: 02 9718 4860



AKWA Structure

2012



APPENDIX A

Photos from Tony Burke MP

APPENDIX B

Financial Statements For the year ended 30 June, 2012



APPENDIX A

Visit of Tony Burke MP, Minister for Sustainability, Environment,
Water, Population and Communities



APPENDIX B

Financial Statements For the year ended 30 June, 2012

