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### 【01】 Activity Report

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#### OFIX Programs and Efforts in Fiscal Year 2017

As FY 2017 marks the final year of the OFIX Mid-term Management Plan (FY 2015 - FY 2017), we are proactively working

to achieve the outlined goals  
by advancing our programs through utilizing our available expertise  
and network with the support of related bodies  
such as the Osaka Prefectural Government.

Continuing on from last issue, we will discuss our  
“Osaka Prefectural Support System for Foreigners in Times of Disasters” .  
The aim of this program is to provide multilingual support  
to foreign residents in the case of a large-scale disaster  
in Osaka Prefecture

and to encourage the exchange of information and knowledge  
between local governments and international exchange organizations.

We will also highlight OFIX events held  
between August and the beginning of October.

- ★ FY 2017 Osaka Prefectural Support System  
for Foreigners in Times of Disasters ★  
FY 2017 Osaka Prefectural Disaster Training for Support Staff  
of Foreign Residents

- First Training Session

Date: Friday August 4th Participants: 19

The training was spread over two days and two sessions.  
The first training session took place under the theme of  
“Basic Disaster Support Training for Foreign Residents:  
Learning from the September 2015 Kanto-Tohoku Heavy Rain Disaster” .

To begin, Assistant Chief of Joso City’ s Civic Living Section,  
Civic Collaboration Division in Ibaraki Prefecture,  
Mr. Hiroyuki Shinozaki, gave a talk about his city’ s support  
for foreigners affected by the Heavy Rain Disaster.

Later on, Deputy Representative Director of  
the NPO National Managerial Council for Multicultural Information & Assistance,  
Mr. Kazuhiko Takagi, led a workshop where participants divided  
into four groups to present what foreign resident support programs  
each of their organizations are already undertaking,  
and also what is further required going forward.

We received positive feedback from participants, such as “we got a real sense of the importance of understanding future challenges” .

#### ■ Second Training Session

Date: Friday August 25th Participants: 19

For the second training, staff from local governments and international exchange organizations within the prefecture joined OFIX staff to discuss the topic of “Easy Japanese” .

For the opening lecture, Atsuko Sugimoto from the Easy Japanese Volunteer Group explained the role of Easy Japanese in a disaster, and the main points for rewriting original Japanese into Easy Japanese.

Later on, participants took part in a workshop where they experienced the actual process of firstly understanding the message of the original Japanese text, then analyzing which parts of information are the most crucial and which are not, before finally proceeding to the rewriting process. By going through this experience, participants were able to make small but steady progress.

#### ★ 2017 Osaka Invitational Program for Short Term Overseas Trainees in Architecture and Arts (Ando Program) ★

- This year’ s Ando Program marks its 25th year, with eight trainees specializing in architecture-related fields from seven different Asian countries currently undergoing training in Osaka. Since arriving in Osaka on September 22nd, the trainees have paid a courtesy visit to the Vice Governor of Osaka, Mr. Hiroyuki Takeuchi, and then visited the Tsunami and Storm Surge Disaster Prevention Station as part of their Osaka Prefectural Government training to learn about Osaka’ s earthquake and tsunami response.

Trainees have visited Ando Tadao-designed buildings within the prefecture as well as those on Awaji Island (Hyogo Pref.) and Naoshima (Kagawa Pref.),

coming into direct contact with the Osaka-born renowned architect's works. The trainees have also deepened their understanding of Japanese architecture, art and culture through their architecture workshop at Kindai University, and by staying overnight at the homes of OFIX host families. After their tour of Kyoto and the completion of the most vital aspect of their training - their practical training at one of Obayashi Corporation, the Zenitaka Corporation, Takenaka Cooperation and Daiwa House Industry Co., Ltd., trainees will return to their home countries on October 19th.

★ Osaka Information Service for Foreign Residents

- 1st Osaka Prefectural Network Meeting for Counselors at Help Desks Providing Administrative Information to Foreigners

Date: Friday September 22nd Participants: 15

For the first half of the training, we invited labor and social security attorney,

Ms. Harumi Yanagida, to speak about the August 2017 Pension System Reform and how it affects foreign residents.

In the second half, participants took part in a workshop centered on "the manner of speaking during consultations", where they openly discussed how the "tone" in which counselors speak can give completely different impressions to clients. The training provided counselors with a chance to reaffirm with one another the importance of choosing the right expression in the right context so as to accurately convey information in an easy-to-understand manner.

★ 【Development and International Education Seminar】

- 2017 Development and International Education Seminar (Introduction)

Date: Friday August 4th Participants: About 90

This seminar, participated in by teachers and students interested in development and international education, was jointly run by JICA Kansai International Center, Osaka International House Foundation and OFIX.

OFIX was involved in one of the group sessions, where a staff member explained OFIX's International Understanding Education Foreign Supporter Dispatch Program for elementary, junior high and high schools, and introduced several points that may help lead to better cross-cultural understanding. The presentation finished with a mock international understanding lesson, which we hope gave useful ideas to participants.

## ★ International Student Support

### ■ Nara Nigiri-sumi (Squeezing Ink) Making Experience and Osaka City Abeno Life Safety Learning Center Visit Bus Tour

Date: Monday October 9th (Holiday) Participants: 74

Cares-Osaka\* held a bus tour for international students to give them a chance to think about disaster-prevention on a global scale - an important element in promoting multiculturalism in Osaka. During this tour, OFIX led the Disaster Experience Learning Area and Earthquake Response Lecture/Workshop at the Osaka City Abeno Life Safety Learning Center.

While international students were surprised by the realistic feel of the simulated seismic intensity 7 earthquake, the fire extinguishing experience and the 119 call to emergency services, they were able to become more aware of disaster prevention, thanks to the lecture provided alongside.

From start to finish, we had the support of OFIX volunteer interpreters, and heard from international students that by actually experiencing what an earthquake is like, they will be able to act calmly in the event of one in the future.

The surveys filled in by students afterwards indicated that they were able to deepen their understanding of disasters and how to prevent them.

\* Cares-Osaka → <http://www.kansai-u.ac.jp/CARES-Osaka/en/>

### ■ Sakai International Hall (Orion International House)

## Student Gathering (Takoyaki Party)

Date: Sunday September 10th Participants: 15

Aiming to have dormitory students deepen their friendships with each other, Orion tutors planned and held a takoyaki party for dormitory students on their own initiative.

Despite it being the first time for many of the students to make Osaka's iconic octopus balls, students did a great job and the party became even livelier with the creation of a mega-sized takoyaki ball reaching 8.5cm in diameter.

Through self-introductions and word association games, dormitory students meeting each other for the first time were able to relax and enjoy their time together.

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### 【02】 Welcome to OFIX!

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Greetings from two new members working at OFIX

- OFIX Planning Officer, Planning and Promotion Section  
Achim Wagner

Hello, my name is Achim Wagner,  
I have been working in the Planning Section since September.  
I am currently working for the Ando Program, and from late October I will move to the Foreign Resident Information Service.  
I have lived in Germany, France and Australia,  
and have a deep interest in cross-cultural relations.  
I hope I can contribute a little to the promotion of multiculturalism in Osaka.  
It's great to be here!

- 【JICA Osaka Desk】  
JICA Kansai Coordinator for International Cooperation  
Satoko Nabeuchi

Hello everyone! My name is Satoko Nabeuchi,  
and I am the new Osaka Desk (in OFIX's office) JICA Kansai Coordinator for International Cooperation (Osaka Pref. Coordinator). Until 2016,

I spent two years working as a Japan Overseas Cooperation Volunteer in the Republic of Senegal in Africa. Many people in Senegal are friendly with a good sense of humor, so I think they would get along well with Osakans.

Any enquiries or questions for JICA Osaka Desk :

[jicadpd-desk-osakafu@jica.go.jp](mailto:jicadpd-desk-osakafu@jica.go.jp)

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### 【03】 Current Efforts by and Future Challenges for Local Governments Looking to Realize a Multicultural Society

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The 217,000 foreign resident population of Osaka Prefecture accounts for approximately 2.5% (as of March 2017) of the total population and continues to increase. At OFIX, we are on hand to offer consultation services and provide multilingual information useful to foreigners more than ever before.

In recent years, we have focused on efforts such as our Support System for Foreigners in Times of Disasters as we head towards the realization of a multicultural society.

In this issue, we have contributions from Mr. Tamura, the Representative Director of the NPO National Managerial Council for Multicultural Information & Assistance who is active in several different fields, and from staff members of Kyotango City International Association and Yao City, who are working proactively to promote community-based multiculturalism for their respective cities.

- Efforts Required by Local Governments to Achieve Regional Multiculturalism  
Representative Director of the NPO National Managerial Council  
for Multicultural Information & Assistance Taro Tamura

More than 10 years have passed since the Ministry of Internal Affairs and Communications formulated the “Multiculturalism Promotion Plan for Local Communities” , urging local governments to develop their own systematic and concrete measures.

There are still only 92 regional governments (17 prefectures, 8 ordinance-designated cities, 61 cities, 5 wards and 1 town) that have developed their own guidelines and planning for multiculturalism. However, as many as 746 local governments have included multiculturalism as part of measures related to regional internationalization

and other general policies, accounting for 40% overall.

We now see that some of these governments are revising existing measures, indicating a shift away from planning and promoting multiculturalism towards evaluating and improving existing programs.

Even before measures were put in place by the Ministry, Osaka had a wealth of programs aimed to promote the inclusiveness of foreign residents. While there may not be many municipal governments in Osaka Prefecture with specific measures related to multiculturalism, I believe that Osaka is better placed than other regions in Japan, given the availability of information in multiple languages and the provision of consultation services, as well as Japanese language learning support programs. On the other hand, there is a need to promote systematic and concrete measures that address new challenges including the growing foreign resident population with diverse nationalities and the increasing number of tourists from overseas. It is now Osaka's responsibility to tackle these issues.

Given that the number of foreign nationals with permanent resident status in Japan has been increasing every year by about 30,000 people since 2000, we need to strengthen our focus on these individuals.

It is vital that we spread the message that we are here not only to support foreign residents, but to become partners and work together to realize the bright futures of our local communities.

You could say that this message is the most important "policy" for local governments. As we look toward the future of local communities from a global perspective,

it is my hope that we can work together with foreign residents to develop new,

concrete measures for multiculturalism that extend well beyond existing policies.

- Our Collaborative Efforts with Kyotango City to Promote Multiculturalism  
Secretary General of Kyotango City International Association Tomoko Asada

Kyotango City is a city located in the northern part of Kyoto Prefecture with a population of about 56,100 people.

From this, about 550 people (of which 160 are US forces-related) are foreign residents.

After commencing efforts to promote multiculturalism in FY 2012, our organization now works closely with the Kyotango City government

to develop measures, having established the “Kyotango City Multiculturalism Promotion Plan” in FY 2014. In FY 2015, we concluded the “Regional Area Multicity Collaborative Partnership Agreement” with two related organizations and in FY 2016 improved our disaster preparedness efforts by signing the “Disaster Support for Foreign Residents Agreement” with Kyotango City.

As an increasing number of foreigners play active roles in our city, we also provide support for children with foreign backgrounds at elementary and junior high schools and encourage parents of foreign nationalities to take on roles in PTAs. These achievements are not simply the result of growing participation by foreign residents, but have come to fruition thanks to the understanding and support of residents in the community.

As we aim to create a “livable community for everyone” , we hope to give more opportunities to foreign residents to play active roles in the future as vital contributors to our community.

- Yao City’ s Measures to Promote Multiculturalism  
Assistant Chief of the Yao City Office Cultural  
and International Affairs Division Koji Kawazoe

In FY 2013, Yao City devised the “Yao City Multiculturalism Promotion Plan” with the goal of creating a local community where residents are able to live together, learn from one another and respect their differences in regards to nationality, ethnicity and culture.

In striving to make this a reality, we established the Foreign Citizens Council to give foreign residents the opportunity to voice opinions and present proposals, so that their voices can be reflected in government policy.

Our major activities include the issuance of a monthly informative newsletter published in Chinese, Vietnamese and English. We also have counselors (Chinese and Vietnamese) available at city hall to help with interpreting at our help desk and to respond to consultations.

Interpreters and counselors (Chinese, Korean and Vietnamese) are also stationed at community centers near areas with many foreign residents, responding to daily issues that locals may have.

In the event of a large-scale disaster, our Multilanguage Supporter Center in Times of Disasters will be established. In the likelihood of such an event, we are developing our preparedness so that we can fully grasp the situation and needs of foreign residents affected, as well as distribute important disaster-related multilingual information in conjunction with Yao International Center.

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## 【04】 Notice

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### ● One-Day Consultation Services for Foreign Residents 《Co-hosted by OFIX》 ※Free and confidential

OFIX holds one-day consultation events with municipalities so that foreign residents have access to consultation services in a more local, convenient location.

#### ◆Co-hosted by Sakai City and OFIX-Free Consultations for Foreign Residents

Date and Time: Tuesday October 31st 1:30pm - 5:30pm (Doors close at 5pm)

Place: 6th Floor, Sakai International Plaza

Consultations: law, taxes, pension, residence status, education, work, child raising, health and daily life

(\*E, C, K, P, S, V, F and T interpreters available)

#### ◆Co-hosted by Shijonawate City and OFIX-Consultation for Foreign Residents

Date and Time: Friday November 10th 5:30pm - 9:00pm (Doors close at 8:15pm)

Place: 3rd Floor, Shijonawate Shimin Sogo Center

Consultations: residence status, National Health Insurance, National Pension, labor, human rights, education and daily life

(\*E, C, V, S, F and T interpreters available)

#### ◆Co-hosted by Fujiidera City and OFIX-Free Consultation Service for Foreign Residents

Date and Time: Wednesday November 22nd 6:00pm - 9:00pm

Place: 4th Floor, Fujiiidera City Citizens (Purple Hall)

Consultations: residence status, law, education and daily life

(\*V, C, E and F interpreters available)

\*E=English, C=Chinese, K=Korean, P=Portuguese, S=Spanish, V=Vietnamese,  
F=Filipino, T=Thai, S=Spanish

● OFIX Booth at Ritsumeikan University's Asia Week

At Ritsumeikan University's Osaka Ibaraki Campus,  
OFIX will open a booth during their international exchange festival,  
"Asia Week". Under the theme of "connecting with the community:  
learning how you can support others",  
OFIX staff will introduce programs including the volunteer system  
and cross-cultural awareness education foreign supporter program,  
and a consultation service will be available for international students.  
JICA Kansai will also have a booth on the day.

Date and Time: Sunday October 22nd 10:00am - 6:00pm

Venue: Ritsumeikan University Osaka Ibaraki Campus (OIC)

1st Floor Event Hall, Future Plaza

URL: <http://en.ritsumeai.ac.jp/events/detail/?id=69>

● 【JICA Osaka Desk】

Seeking Participants for the 2017

Development and International Education Seminar:

Practical Program No. 1

"Getting the Word Out about SDGs at Schools and the Community"

Date and Time: Sunday October 29th 10:30am - 4:30pm

Venue: Osaka International House Foundation

(2-6 Uehommachi 8-chome, Tennoji-ku, Osaka)

Participants: 40 (first-come-first served basis)

Cost: Free

Applications/Enquires: Osaka International House Foundation

<http://www.ih-osaka.or.jp> TEL : 06-6773-8989 FAX : 06-6773-8421

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【Osaka Information Service for Foreign Residents】 (Within OFIX)

Free Consultation Service for Foreigners  
(Consultations about Status of Residence, Employment and Labor,  
Medical and Welfare and Living)

Consultation Hours 9:00am - 5:30pm (Monday to Friday)  
※except for national holidays  
Lunchtime (12:15pm - 1:00pm)

Designated Line 06-6941-2297

Available Languages English, Chinese, Korean, Portuguese, Spanish,  
Vietnamese, Filipino, Thai and Japanese

E-mail [jouhou-c@ofix.or.jp](mailto:jouhou-c@ofix.or.jp) ※Japanese/English only

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≫≫ Looking for Banner Ads for OFIX' s Website!

10,000 yen per frame per month

⇒ <http://www.ofix.or.jp/banner.html> (Japanese Only)

≫≫ Want to become a supporting member of OFIX?

Corporate Member: Annual fee of 100,000 yen

Individual Member: Annual fee of 3,000 yen

⇒ <http://www.ofix.or.jp/english/ofix/support/index.html>

≫≫ Towards the 2025 World Expo In Osaka-Kansai

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★OFIX announcements★

※International Understanding Education Program dispatching foreign  
volunteers to Elementary, Junior High and High schools.

⇒ <http://www.ofix.or.jp/english/training/education/dispatch.html>

※Introducing OFIX's volunteer system

⇒ <http://www.ofix.or.jp/english/accept/volunteer/system.html>

※Request for Donations

⇒ <http://www.ofix.or.jp/english/ofix/donation.html>

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≫≫ Comments and suggestions for OFIX News

⇒ E-mail [info@ofix.or.jp](mailto:info@ofix.or.jp)

≫≫ To cancel your registration or change your registered email address

⇒ [http://www.ofix.or.jp/english/info/mail/register\\_j.html](http://www.ofix.or.jp/english/info/mail/register_j.html)

≫≫ Print-out version (PDF) of OFIX News with photos

⇒ [http://www.ofix.or.jp/english/info/mail/backnumber/pdf/mail\\_english\\_no84.pdf](http://www.ofix.or.jp/english/info/mail/backnumber/pdf/mail_english_no84.pdf)

»» Back Numbers

⇒ <http://www.ofix.or.jp/english/info/mail/backnumber.html>

● The next edition (85th edition) will be available on January 15th 2018(scheduled).

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