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#### 【01】 Chairman’ s Inaugural Address

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OFIX Chairman Hidetaka Yoshikawa

My name is Hidetaka Yoshikawa, and I was appointed as the new Chairman of OFIX by the executive board on April 1, 2018. Against the backdrop of Osaka’ s recent foreign population growth and the lengthening of stay of those residents, as well as the dramatic increase of visitors from overseas, OFIX has been working proactively to improve our multilingual support system for foreigners.

From this fiscal year, OFIX is operating under our new Mid-term Management Plan\*, prioritizing our multiculturalism-assisting services (e.g. improving the availability of information in various languages in the community).

We will continue to focus on improving measures that ensure the safety and security of foreign residents and visitors in Osaka and strengthen the further internationalization of the prefecture.

\* OFIX Mid-Term Management Plan  
(for details refer to the back page of this volume)  
⇒<http://www.ofix.or.jp/ofix/profile/actionprogram.html>

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#### 【02】 Activity Report

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★ Disaster Support for Foreign Residents  
(OFIX Co-hosted Disaster Awareness Events) ★

■ (NGO) Tondabayashi Intercultural

Communication Center (Co-hosted by OFIX)  
Emergency Drills for Foreign Citizens

Date: Saturday, February 10

Participants: 26 (China: 8, Thailand: 3, Peru: 2, Canada: 1,  
South Korea: 1, Germany: 1, Japan: 10)

After hearing a lecture by an official from Tondabayashi City Crisis Management Office on how to evacuate immediately after a natural disaster, participants were instructed by staff from Tondabayashi City Fire Station on how to use an AED, undertake artificial respiration while preventing infection, as well as how to make a makeshift stretcher with bamboo poles and blankets. Also, during the 119 emergency call drill, emergency call center officials noticed the difficulties foreign participants experienced when reporting an emergency in Japanese, reaffirming the importance of being able to communicate in “easy Japanese” .

At the simulated evacuation shelter, participants tried out emergency food, learned more about “easy Japanese” as well as pictogram display sheets, and got a chance to think about their own response to a potential disaster.

■ (NGO) Neyagawa city International Exchange & Friendship Association  
(Co-hosted by OFIX)

Hands-on Disaster Training Tour with Foreign Residents

Date: Sunday, March 25

Participants: 7 (China: 4, Vietnam: 4, Indonesia: 2, Japan: 7)

This Disaster Training Tour was the first time Neyagawa city International Exchange & Friendship Association jointly held it with OFIX.

At the Osaka City Abeno Life Safety Learning Center, participants experienced a simulated earthquake with an intensity of 7 on the Japanese seismic scale, tried using a fire extinguisher and also reporting emergency situations by phone.

Since some participants were long-term residents or currently undertaking Japanese-language classes, they were able to serve as ad hoc interpreters when other participants could not understand explanations in Japanese.

One participant felt that the training “provided the chance to experience something I wouldn’t otherwise be able to, as well as learn how to apply first aid and what to be aware of in the event of a disaster.”

★ International Association Network Osaka Event ★

Consultation by Lawyers & Disaster Prevention Course  
& Universal Community Kitchen for Foreigners

Date: Saturday, January 20

Venue: Citizen’s Exchange Plaza (Mina Sakai) in front of Sakai City Hall

Comprising of OFIX and five municipal international exchange organizations in Osaka Prefecture, International Association Network Osaka regularly holds joint workshops with the aim to promote multiculturalism throughout various regions in the prefecture.

Participants appreciated the lawyer consultation sessions, as it gave them the chance to receive legal support that would be otherwise difficult to comprehend without an interpreter.

During the disaster prevention course, participants were treated to a lecture on “easy Japanese” that was not only informative for them, but also for Sakai city staff who planned the presentation.

The popular community kitchen was supported by fellow members of the foreign resident community and served as an ideal chance for participants to learn about the members’ activities.

## ★ Consultation Services for Foreign Residents ★

### ■ The 2nd FY 2017 Osaka Prefectural Network Meeting for Counselors at Help Desks Providing Administrative Information to Foreigners

Date: Tuesday, March 6  
Participants: 18

Firstly, we received a talk from Mr. Mitsuaki Hamada, the Director of the Osaka Employment Service Center for Foreigners, regarding the state of foreign resident employment and support.

Here, participants were given advice about how to assist foreign residents seeking employment and the kind of job requirements.

Mr. Hamada also highlighted some of the Center’ s other support services such as their mock-interview practice sessions.

Later on, OFIX’ s Australian-native planning officer introduced the Australian Government’ s multicultural policy to participants under the theme of “Australia’ s Multicultural Society” , discussing their free interpreting service available in 160 languages every day of the year.

The meeting proved very fruitful thanks to the open discussions among participants engaged in foreign resident consultation services.

### ■ Free One-Day Consultation Services for Foreign Residents 《Co-hosted by OFIX》 ※Strictly confidential free consultations

The following three organizations co-hosted one day consultation events with OFIX. During these events, lawyers, immigration specialists and social security consultants were on hand to respond to enquiries such as legal issues, status of residence and pension-related questions.

Those seeking consultation included local foreign residents and students attending nearby Japanese language classes.

- Takatsuki International Association  
Sunday, February 25 Takatsuki City Hall Sogo Center
- Daito City  
Sunday, March 11 Daito City Lifelong Learning Center: “Across”
- Hannan City : Monday, March 19 Hannan City Hall

## ■ International Student Support

### Career Counselling for International Students

Date: Tuesday, March 13

Participants: 11

At the joint job fair, “Top-companies Information Open Day” for university students graduating this spring and next year, OFIX held a career counselling booth for international students.

Our booth fielded questions from students about working in Japan and the work visas available, as well as questions regarding their status of residence after graduation while they look for jobs (designated activities visa).

While there may be difficult times ahead for international students seeking job offers in Japan, we wish you all the best.

### ★ Participants Support Council of the Japanese-Language Institute, Kansai “A Gathering to Express Our Thanks” ★

Date: Saturday, March 10

Venue: Japan Foundation Japanese-Language Institute, Kansai

This event was held by the Japan Foundation Japanese-Language Institute, Kansai to express their appreciation of the Participants Support Council (comprised of 10 international exchange organizations including and south of Kishiwada city) and their efforts in promoting the exchange between institute trainees and the local Senshu-area community, since the institute’s establishment 20 years ago.

During the event’s round-table talk conducted by Mr. Akagi, the Institute’s Executive Director, and five of the organizations representing the Council, members discussed the importance of and their expectations for the Institute.

OFIX’s Coordinator for International Relations also took part in the talk, providing his thoughts on the value of the institute, while other members looked back fondly over the past 20 years.

### ★ One World Festival ★

Date: Saturday, February 2 and Sunday, February 3

Venue: Kitakumin Center, Ogimachi Park and Kansai  
Television Ogimachi Square

At the 25th One World Festival,  
Western Japan's largest international cooperation festival,  
OFIX set up a booth to promote its programs.

This year we invited foreign supporters from China,  
Indonesia and Russia who regularly take part in  
our cross-cultural awareness education program.

With these supporters on hand to introduce their respective countries  
through quizzes, we welcomed many visitors to our booth,  
resulting in a successful PR effort.  
Thank you to all of those who visited us!

《 OFIX Cross-cultural Awareness Education Foreign Supporter  
Wang Lu (China) 》

I took part in the festival to introduce my country China,  
as an OFIX cross-cultural awareness education foreign supporter.

My role was to introduce China to people of different ages  
through quizzes related to our flag, capital city and national language.

In particular, I was pleasantly surprised to discover  
that one elementary school-aged child who was very familiar with China  
managed to answer all quiz questions correctly.

Given how close Japan and China are geographically and culturally,  
I hope to continue to introduce more things  
about my country to Japanese people.

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### 【03】 The Current State of OFIX's Osaka Information Service for Foreign Residents

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OFIX's Osaka Information Service for Foreign Residents Based  
on FY 2017 Consultation Statistics

OFIX set up the Osaka Information Service for Foreign Residents  
since being entrusted with the program by Osaka Prefectural Government  
in FY 2009. The service is available in 9 languages:

Japanese, English, Chinese, Korean, Portuguese, Spanish, Vietnamese,  
Filipino and Thai.

For languages other than Japanese and English, we field calls  
using a three-way phone system that connects the OFIX counselor  
and the consulting person together with a registered counselor  
of their language. For FY 2017, we had a total of 1,429 consultations,  
marking an increase of 11.6% from the previous year.

#### ■ Ever-growing multilingualization of consultations

In FY 2017, we have seen an increase in consultations

carried out in English, Chinese, Portuguese and Vietnamese languages compared to last year. This can be attributed to the increasing diversification of nationalities of Osaka's foreign resident population, and thus the growth in number of different languages used.

English consultations not only came from people originally from Western English-speaking countries, but also from individuals of other countries able to use it as a communication tool. In some cases we fielded enquiries in English from Japanese citizens with foreign backgrounds.

The number of Vietnamese consultations has continued to rise since FY 2014, with Vietnamese nationals accounting for the third largest foreign resident population in Osaka by country (as of June 2017).

Additionally, we saw a 64% increase in consultations from Brazilian nationals, reaching a total of 120 cases. A primary factor for this may be the aging of Japanese-Brazilian citizens as there were 24 cases related to "medicine/welfare", a threefold increase compared to the last fiscal year.

#### ■ Consultation Content : A Reflection of our Times

In terms of content, consultations related to "living" were the most frequent, followed by resident Status, "medicine/welfare" and so on as usual, but interestingly we have also seen social change in these categories. For example, within the "living" category, many enquiries concerned foreign tourists calling about their lost property, as well as foreign residents experiencing trouble buying products online.

In the "resident status" category, OFIX also consulted international students about activities permitted by their visas. In the category of "medicine/welfare", we could see the current need for multilingual support come to the fore, with a significant number of consultations related to finding medical institutions where their language is spoken.

\* For more, please visit the Immigration Bureau website:  
→<http://www.immi-moj.go.jp/english/tetuduki/zairyuu/shikakugai.html>

#### 《Portuguese-speaking Counselor Gysa Kumakawa》

As we receive consultations about many different matters, I try to help callers by providing information that leads to solutions. Due to language barriers and differences in culture, sometimes simply providing information about related organizations is not enough.

For medical-related enquiries, as Japan's health insurance system differs to Brazil's, it is important to spend the time properly communicating these differences, just as it is essential to explain the finer details of Japanese law to debt-strapped guarantors of rental properties.

《Thai-speaking Counselor Eiko Takase》

As a registered counselor, my job is to not only be an interpreter, but also to stand alongside the caller so that they feel comfortable openly discussing sometimes serious matters.

In my experience I have felt that Thai people seeking help tend to suppress their issues due to language difficulties.

I am proud and happy to communicate invaluable advice and information from OFIX to callers and I hope to continue to assist Thai residents in the future.

● Notice from Osaka Information Service for Foreign Residents

From FY 2018, we will host “Jointly Sponsored One Day Consultations for Foreign Residents”

OFIX’ s “One Day Consultation Service for Foreign Residents” , a service which encourages local governments throughout the prefecture to expand their consultation services for foreign residents in their community, will change to “Jointly Sponsored One Day Consultations for Foreign Residents” from FY 2018.

By having municipalities and local international exchange organizations co-host consultation events not only with OFIX, but with other related local governments and bodies, we hope to see an even greater number of foreign residents visit these events.

More information: <http://ofix.or.jp/life/madoguchi.html>  
(in Japanese only)

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[04] Notice & Participants Wanted

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Notice

◆ New Versions of “Naruhodo Guide”  
for Disaster-related Volunteer Interpreters/Translators

The textbook we use for disaster-related volunteer training, the “Naruhodo Guide” , is now available in Vietnamese-Japanese and Filipino-Japanese versions.

We have also revised existing English-Japanese, Chinese-Japanese and Korean-Japanese versions.

Click below to download:

<http://ofix.or.jp/english/accept/volunteer/disaster.html>

◆ OFIX Mid-Term Management Plan (FY 2018 - FY 2022)

Based on the evaluations of past programs and analysis of current challenges, our direction and goals for the next five years (FY 2018 - 2022) are available for perusal online:

<http://ofix.or.jp/english/ofix/profile/actionprogram.html>  
(Japanese Only)

## Participants Wanted

### ● Seeking Supporters for the 2018 OFIX Cross-cultural Awareness Education Program!

At OFIX, we register foreign residents and international students as “supporters” who then visit elementary, junior and senior high schools within Osaka Prefecture to help support cross-cultural awareness classes. Supporters are asked to introduce aspects of their country’s culture and history, as well as traditional games and activities. We are looking for individuals interested in interacting with students and contributing to cross-cultural understanding.

For more: <http://ofix.or.jp/english/training/education/support.html>

### ● Seeking Trainees for the 2018 Osaka Invitational Program for Short Term Overseas Trainees in Architecture and Arts (Ando Program)

We are looking for applicants for the Ando Program, which invites young professionals 35 years old or younger from countries and regions in Asia who specialize in architecture and the arts to take part in a one-month training program in Osaka. (Application deadline is Monday, May 14)

<http://www.ofix.or.jp/training/aprogram/application.html>

### ● JICA Volunteers Wanted for Spring 2018

#### ◇Application Requirements

- Japan Overseas Cooperation Volunteers/Youth Volunteers for Nikkei Communities  
A Japanese national between 20 and 39 years of age
- Senior Volunteers/Senior Volunteers for Nikkei Communities  
A Japanese national between 40 and 69 years of age

#### ◇Application Period

Monday, April 2 to Tuesday, May 1 \*closes at noon

For more: <https://www.jica.go.jp/volunteer/> (Japanese only)

Contact: 03-6734-1242 Email: [contact@jocv.info](mailto:contact@jocv.info)

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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 a.m. - 5:30 p.m. (Monday to Friday)  
※except for national holidays  
Lunchtime (12:15 p.m. - 1 p.m.)

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!  
Japanese page: 10,000 yen per frame per month  
<http://www.ofix.or.jp/banner.html>  
English page: 5,000 yen per frame per month  
<http://www.ofix.or.jp/english/banner.html>

≫≫ 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\\_no86.pdf](http://www.ofix.or.jp/english/info/mail/backnumber/pdf/mail_english_no86.pdf)

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

● The next edition (86th edition) will be available on July 15th 2018(scheduled).

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