

Notice

Starting from Vol.101, OFIX NEWS will be distributed online and by email!



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Topics

- ◆ Establishment of a one-stop consultation service for the refugees from Ukraine
- ◆ Information Corner for Foreign Residents 2021 Report
- ◆ Global Voices

The Human Resources Bank of Interpreters to Assist Displaced Ukrainians Program and One-stop Consultation Service.

The Russian invasion of Ukraine starting on February 24 had a significant impact on our work at OFIX.

On March 9, the Governor of Osaka Prefecture announced a plan to establish a one-stop consultation service to support refugees from Ukraine, and about recruiting volunteers to work with this service that involves sending volunteers to administrative offices and schools to provide interpretation and translation. OFIX took immediate action following this announcement. During the course of supporting the refugees from Ukraine, I have once again realized something. In order for anyone from abroad to

be accepted and live successfully as a "resident" in Japan for any amount of time, the following four things must be available:

- (1) Securement of housing
- (2) Japanese language education
- (3) Lifestyle support including support finding employment and (4) Provision of information with language support. Without these four elements as a package, smooth acceptance and settlement are not possible. This is true not only for so-called high-level human resources, but also for technical intern trainees and other foreign workers who come to Japan with the intention of finding employment.

From this perspective, OFIX is

Fumihiko Nakatani, Executive Director of OFIX

responsible for (4)'s provision of information with language support, but we must also pay sufficient attention to areas (1) through (3) to ensure we are able to provide high quality support. This fiscal year marks the year in which the next medium-term management plan (FY2023-FY2027) will be decided. The next plan must take into account the elements above when deciding the future direction of OFIX. We look forward to your continued support as always.

「ウクライナ避難民ワンストップ相談窓口」の設置

◆ ウクライナから避難された方々が、文化や生活習慣が異なる大阪で安心して滞在していただけるよう、生活等の相談を受け付ける「ウクライナ避難民ワンストップ相談窓口」を設置します

設置場所

公益財団法人 大阪府国際交流財団
(大阪市中央区本町橋2-5 マイドームおおさか5階)

相談内容

住居、仕事、学校など生活に関する相談に対応
⇒ ウクライナ語、ロシア語、英語、日本語、など多言語で対応します

相談方法

電話、来所、Zoom

受付時間

月曜日、金曜日 9:00~20:00
火曜日、水曜日、木曜日 9:00~17:30
第2・第4日曜日 13:00~17:00



問い合わせ先

OFIX 大阪府国際交流財団
Osaka Foundation of International Exchange
☎ 06-6941-2297

公益財団法人 大阪府国際交流財団

OFIX 大阪 検索



Online meeting for the HR Bank of Interpreters.



Taking a call from a refugee from Ukraine.

Consultations During 2021 @ the Osaka Information Service for Foreign Residents

Consultation Content

In 2021, a total of 2,100 consultations on unique cases (2,312 if counting multiple consultations on the same case) were received at the Osaka Information Service for Foreign Residents.

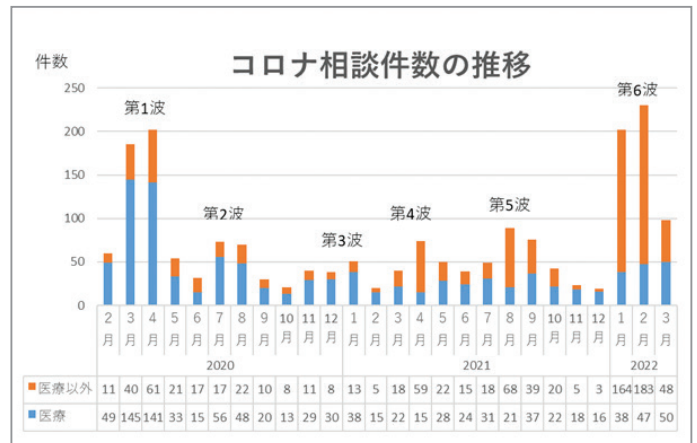
◆ Consultations on COVID-19

Continuing from last year consultations regarding COVID-19 were the most common, reaching 982 cases. In conjunction with the fifth and sixth waves caused by the Omicron strain, consultations have been mostly about medical inquiries. There were many requests from public health departments for interpreters to support patients from abroad.

For residents who were unable to make vaccination reservations in Japanese, we set up a dedicated vaccination reservation service from mid-September to the end of October. With the outbreak of the Omicron strain, we received 821 requests for medical consultations from those who tested positive and from those recovering at home. These included requests for interpreter support from the Stay At Home SOS call-center.

◆ Consultations about daily life

We received 208 immigration consultation cases concerning status of residence, including visas for specified activities. There were 179 consultations about dismissal or compensation for absences from work during at-home medical treatment of COVID-19. Due to the prolonged COVID-19 pandemic the number of consultations under the umbrella "other" was 513, exceeding last year's number. This included consultations concerning economic difficulties such as 87 cases of social insurance and pension counseling.



Languages Used For Consultation

Language	Japanese	English	Spanish	Chinese	Vietnamese	Portuguese	Nepali	Thai	Indonesian	Filipino	Korean
Ratio	33.10%	20.60%	14.20%	11.30%	9.40%	4.90%	2.40%	2.20%	0.80%	0.50%	0.50%
Yr/Yr	89.30%	73.60%	127.90%	98.30%	126.30%	113.20%	175.90%	109.50%	130.80%	44.00%	55.60%

Regarding languages used during consultations, Japanese accounted for about one-third of the total of consultations at 695 cases(33.1%). This includes many non-native speakers as well as native speakers calling on the behalf of non-speakers. The next most used languages were English (432 cases) and Spanish (298 cases). There were 238 cases of consultations in Chinese, which was a decrease from last year. Alternatively, there were increases in Nepali (51 cases, 175.9% increase), and the Southeast Asian languages, Vietnamese (46 cases, 109.5% increase), Thai (46 cases, 109.5% increase) and Indonesian (17 cases, 130% increase).



Osaka Information Service for Foreign Residents
Free consultation service for foreign residents



Tel. **06-6941-2297**

【Consultation Hours】
Monday and Friday: 9 a.m. to 8 p.m. (excluding holidays)
Tuesday, Wednesday, and Thursday: 9 a.m. - 5:30 p.m. (excluding holidays)
Second and fourth Sundays of each month: 1 p.m. to 5 p.m.

【Professional Consultation】
Professional consultations and labor consultations with a public notary or lawyer
*Appointment required

【Languages available】
English, Chinese, Korean, Portuguese, Spanish, Vietnamese, Filipino, Thai, Indonesian, Nepali, Japanese

【E-mail】 jouthou-c@ofix.or.jp
(only in Japanese and English)

【FAX】 06-6966-2401
(only in Japanese and English)

【URL】 <https://www.ofix.or.jp/life/japanese/>



Global Voices

We have been introducing "foreign cuisine that can be made in Japan," but starting from this month's issue, we have also created a section where we ask contributors from abroad what they think about living in Osaka.

This time we interviewed Gundelina from the Philippines! She is an active OFIX Cross-Cultural Education Supporter who has lived in Japan for 18 years and is good at *Rakugo* (Japanese comic storytelling).

Why did you decide to come to Japan?

I married a Japanese man in the Philippines. We have five children. We decided to move to Japan because our 6 year old son wanted to speak Japanese.

Was there anything that surprised you when you came to Osaka?

I was surprised at the Japanese climate because it is always hot in the Philippines. Also, I was very shocked at the *onsen* (hot springs) because we don't have a naked public bathing culture in the Philippines.

Where there any problems you faced when you came to Osaka?

In the Philippines, it is not unusual to have a nanny come to the house, and it was easy for me because I did not have to look after the children or do housework all alone. However, after coming to Japan, it was very difficult to do housework and look after all my children (5 of them!) all by myself. Japanese mothers are superwomen! (laugh) I wondered how they could do everything by themselves.

How do you feel about being a supporter?

I really enjoy being a supporter because every time I go to a school I learn something new. It is also great because I can try many different things. I couldn't speak Japanese at all, but I have been able to practice my Japanese and have simple conversations since I became a supporter.



A Foreign dish you can make in Japan

Gundelina's recommendation from the Philippines

『Turrón』

Turrón, a Filipino banana snack, is a popular street food. It is sold wrapped in banana leaves. The bananas used for turrón are very sweet, and jackfruit is often added to deepen the flavor, but dried mango can be substituted for it.



Ingredients:

- 4 Bananas, Half a cup of brown sugar, 10 Spring roll sheets, Oil

Recipe:

- 1) Prepare the spring roll sheets and if you wish, cut as much jackfruit or dried mango into strips as you want to add.
- 2) Cut bananas lengthwise into 4 pieces and sprinkle with brown sugar.
- 3) Place the brown sugar-covered bananas and jackfruit/dried mangoes on the spring roll sheets, then fold both ends and wrap tightly. Sprinkle brown sugar on the outside as well.
- 4) Heat oil in a frying pan and deep-fry the spring rolls over low heat for 3 to 5 minutes until golden brown and crispy.
- 5) Dry off the oil with kitchen paper and place on a plate to serve.





Introduce your country to Japanese students!

OFIX Cross-Cultural Education Supporters Wanted!

Why not take this chance to share your culture and country with students in Japan and deepen your understanding of each other's cultures through games, folk dances, or instrumental performances?



OFIX registers international students and foreign residents as supporters and dispatches them to elementary, junior and senior high schools to present classes about their country and cultures to promote cross-cultural awareness.

♥ To our Cross-Cultural Education Supporters ♥

We received thank you letters from students who had taken some of our supporters' classes. Please continue to teach us about your home countries!



We are looking for supporting members!

Annual membership: 50,000 yen for corporate members, 3,000 yen for individual members
<https://www.ofix.or.jp/donate/>

- ◆ Provision of OFIX's printed materials, reports and other publications free of charge or on a priority basis
- ◆ OFIX News (quarterly) containing information on OFIX's activities and international exchange
- ◆ 50% of banner advertisements (for corporate members with two or more accounts)

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For comments and suggestions, go to

▶ info@ofix.or.jp



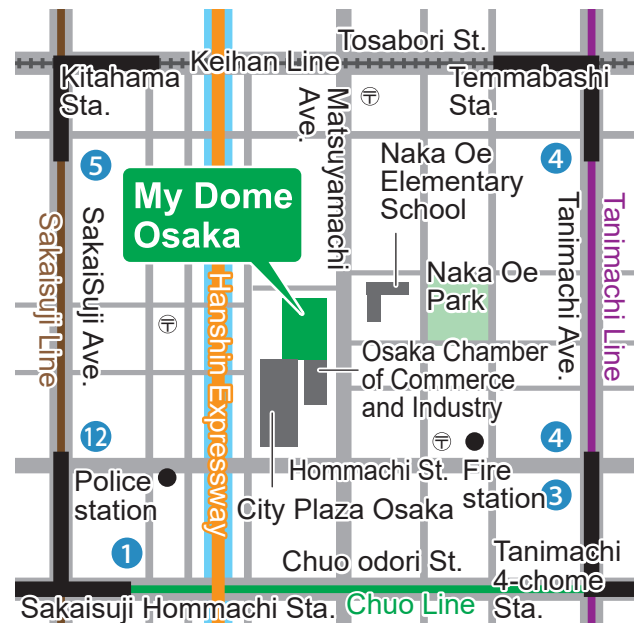
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Access



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