



Guidebook of the Japanese Government's Initiatives to Realize a Society of Harmonious Coexistence Between Japanese and Foreign Nationals

HarmoniUP!



▼Scan here for feedback/requests concerning policies geared towards harmonious coexistence with foreign nationals (Opinion Box, available in multiple languages)

May I help you?



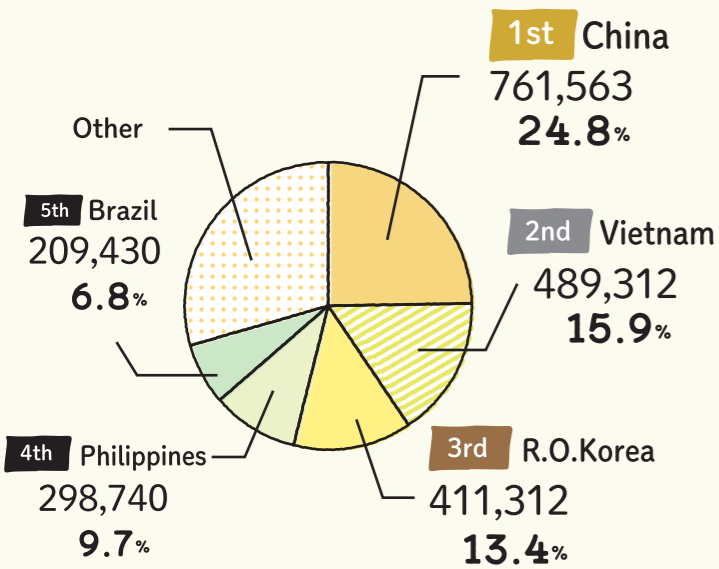
How is life in Japan?

Initiatives are underway to realize a society of

With the lifting of COVID-19 related entry requirements, there has been an increase in foreign tourists visiting Japan. However, foreign tourists are not the only foreign nationals in Japan. Did you know that as of the end of 2022, around 3.08 million foreign nationals were living in Japan? Our goal is to create a society where both Japanese and foreign nationals can live and shine. In this pamphlet, we will introduce some of the Japanese Government's initiatives toward the creation of a society of harmonious coexistence with foreign nationals. Let's explore our shared future with hope and expectation in our hearts!

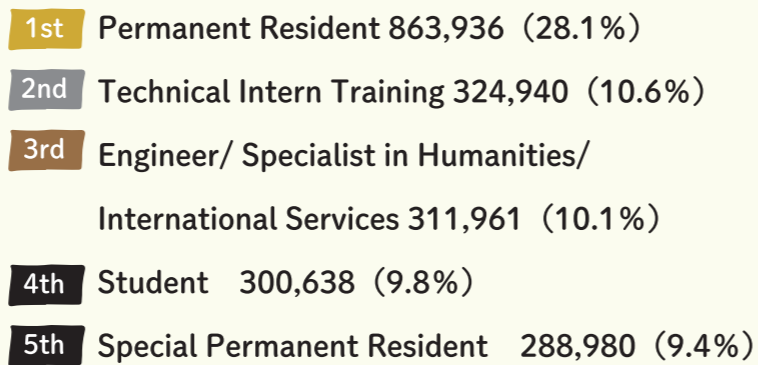
Composition ratio of foreign residents by nationality and region

(As of the end of Dec. 2022)



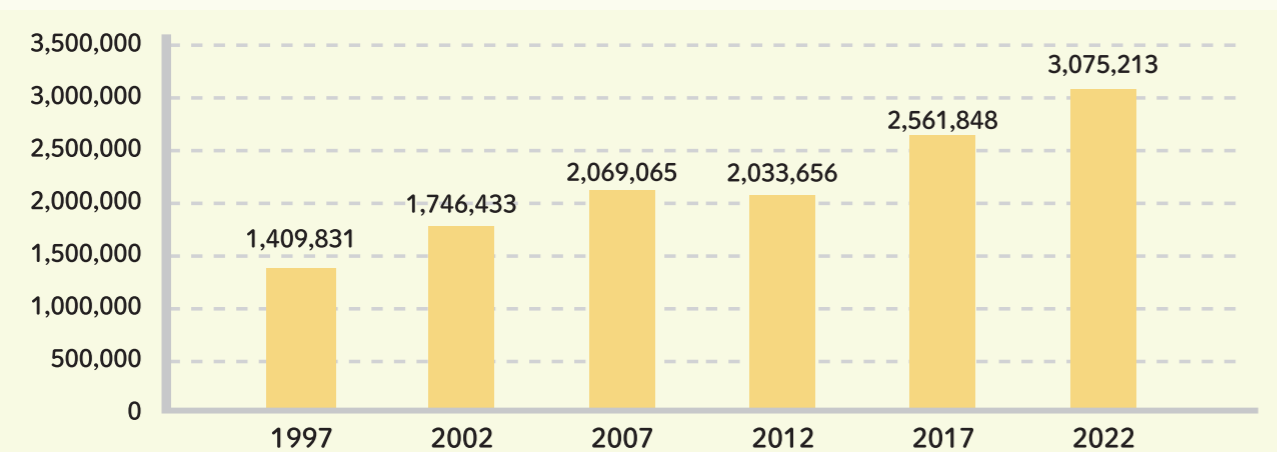
Composition ratio of foreign residents by status of residence

(As of the end of Dec. 2022)



Change in the Number of Foreign Residents

Unit: people



Note: Change in the Number of Foreign Residents is taken from the Immigration Services Agency's "Statistics for Foreign Residents" (All figures are as of the end of December each year)

harmonious coexistence with foreign nationals



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First, let's take a look at the Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals.



What is this?



It is a medium- to long-term Japanese Government project that aims to bring about a society where Japanese and foreign nationals live together harmoniously

Ideal Society of Harmonious Coexistence with Foreign Nationals

(Three visions)

1 Safe and Comfortable Society

A society built together with foreign nationals.
A society where all people can live safely and comfortably.



2 Diverse and Vibrant Society

A vibrant society where people from different countries and culture can participate and fully utilize their abilities.

3 Society that Respects Individual Dignity and Human Rights

A society where all people respect dignity and human rights and is free of discrimination and prejudice.



Realizing a society of harmonious coexistence with foreign nationals is a very broad topic. It's not clear what kind of society will be realized. That is why we created the Roadmap that shows the Ideal society of harmonious coexistence with foreign nationals, the medium- to long-term issues to be addressed, and specific policies.



Scan here for the Roadmap website



Scan here for the Comprehensive Measures website



Medium- to Long-term Issues to be Addressed

(Four key points)



1. Initiatives such as Japanese language education for smooth communication and participation in society



2. Disseminating information to foreign nationals/strengthening consultation systems for foreign nationals



3. Support for each life stage and life cycle



4. Initiatives to establish the foundation of a society of harmonious coexistence

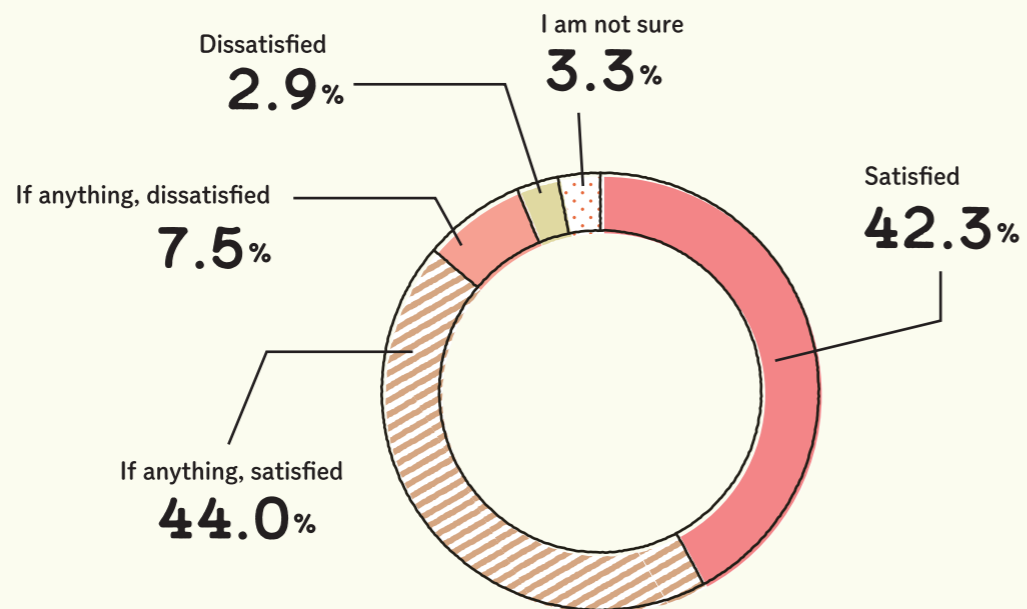
We asked foreign residents about problems they have living in Japan!

Q Why did you come to Japan?

- Because I like Japan **19.5%**
- To study **19.4%**
- To acquire skills and improve my future career **19.4%**



Q Are you satisfied with your life in Japan?

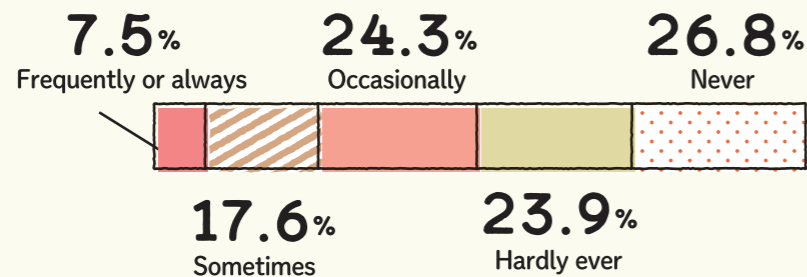


Reasons for satisfaction (Reasons for dissatisfaction)

- 1st The living environment is good (36.5%)
- 2nd The culture and customs fit me (18.4%)
- 3rd It is safe (13.8%)

- 1st Salaries are low (24.7%)
- 2nd Prices are high (19.5%)
- 3rd There is discrimination against foreign nationals (18.1%)

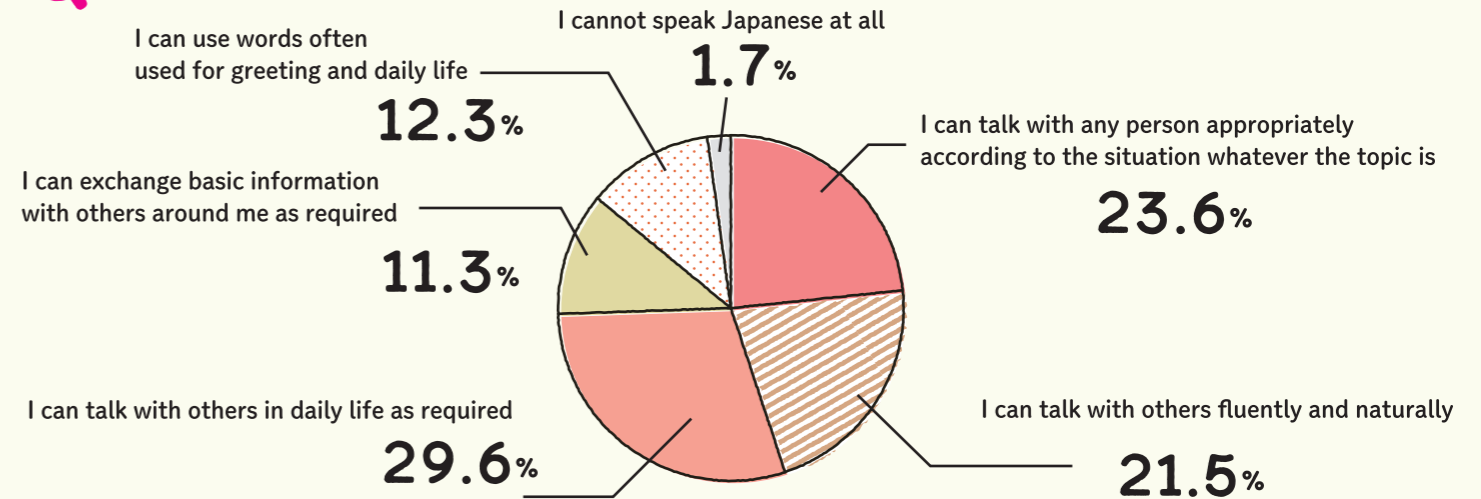
Q How often do you feel lonely?



In FY2022, we conducted a survey of foreign residents to accurately determine their circumstances and the various issues they face and to assist with planning and drafting coexistence measures regarding foreign residents!

Q To what extent can you speak Japanese?

Note: Special Permanent Residents were excluded from the question.



Q What problems do you have in learning Japanese?

- The fee for using Japanese-language classes or schools, etc. or taking Japanese-language courses is high **21.1%**
- There is no free Japanese-language class nearby **17.7%**
- I don't have a chance to use the Japanese that I have learned **14.2%**



Q In what kind of situations have you experienced discriminatory treatment?

- When searching for a home **23.8%**
- At work **17.8%**
- When looking for work **16.3%**



Q What issues have you faced when seeking medical examinations/treatment at hospitals?

Note: Issues faced in the past year

- I could not explain my symptoms accurately at the hospital **15.6%**
- I did not know where a hospital at which I could see a doctor and receive medical treatment that suited my symptoms was **14.8%**
- I did not know where a hospital at which I could make myself understood was **12.9%**



※ DATA Period: February 1 to February 14, 2023
 Respondents: Online survey was sent out to 40,000 medium- to long-term residents and special permanent residents aged over 18 of which 5,016 provided valid responses.



Please scan here for details on the results of all 64 questions



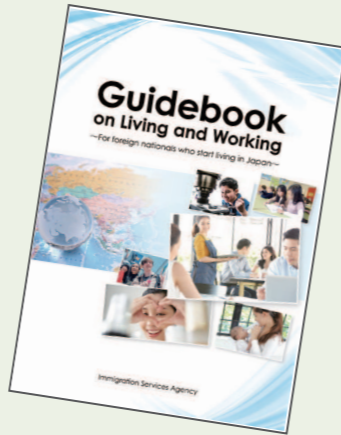
Survey by questionnaire



01

Ministry Initiatives
Ministry of Justice and others

A convenient guidebook for daily life

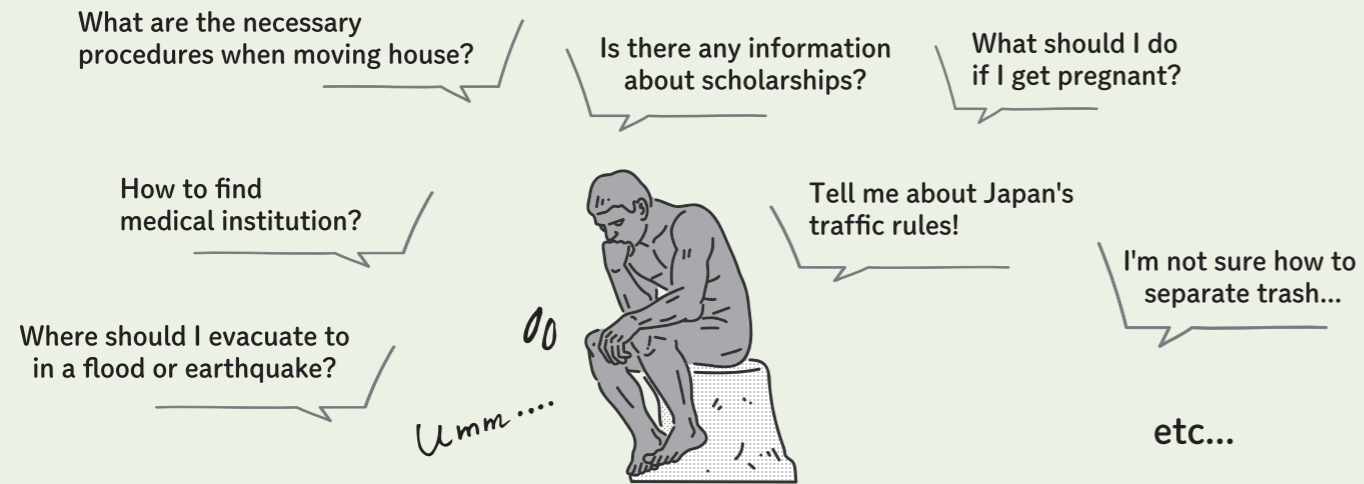


Foreign nationals living in Japan, do you know about the Guidebook on Living and Working?

To ensure that foreign nationals can live safely and comfortably in Japan, we have compiled basic information on laws and rules, residency and social insurance procedures, and disaster and evacuation information into a booklet available in 16 languages*.

*Japanese (including Plain Japanese), English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Burmese, Thai, Filipino, Indonesian, Khmer, Nepali, Mongolian, Turkish, and Ukrainian.

Available online!
Scan here to access the website



When you have concerns like these...

Point!! The Guidebook on Living and Working is available from the Immigration Services Agency website!



What's A Daily Life Support Portal for Foreign Nationals

This website provides foreign nationals with necessary and important information for living safely and comfortably in Japan.

There is a wide variety of information listed on the website, so please check it out!

Scan here to access the website



Planned to be published in FY2023

Videos for the Daily Life Orientation



The Immigration Services Agency is creating videos that are a summary of the Guidebook on Living and Working so that foreign nationals who have newly arrived in Japan can smoothly join Japanese society!

02

Ministry Initiatives
Foreign Residents Support Center (FRESC)

Relevant organizations provide support to foreign residents all on one floor

What is FRESC?

FRESC stands for Foreign Residents Support Center. It is a facility where the organizations which support foreign residents in Japan are gathered. Of course, FRESC also supports companies that want to employ foreign nationals!



This is FRESC!
 Good

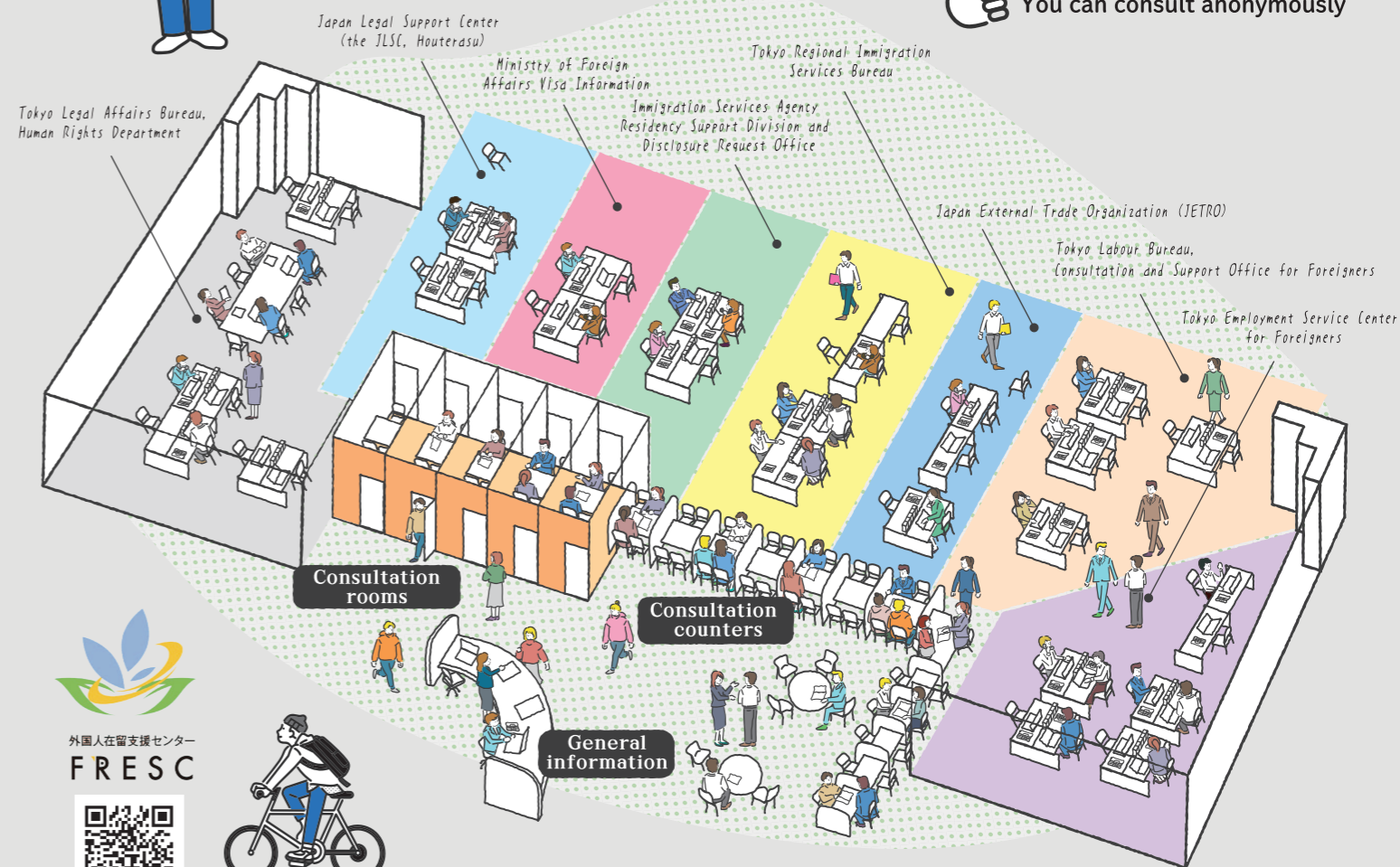
Free of charge!
 Free consultation!

Speedy!
 Depending on the nature of the consultation, you can talk with multiple organizations simultaneously, or your consultation can be passed between different organizations for seamless consultation support

Unite into one!
 Consultation desks for different organizations are all on the same floor (four ministries (eight organizations))

Go smoothly!
 FRESC staff members work in an open office environment where they can hand over inquiries quickly

Strict confidentiality!
 You can consult anonymously



外国人在留支援センター
FRESC



Scan here to access the website

03

Ministry Initiatives
Ministry of Justice

 Support from Coordinators



Support Coordinator for Foreign Nationals provides support for problems foreign residents in Japan!

According to a survey*1, 31.5% of foreign residents responded "I did not know who to consult" when asked what issues they have encountered to consult with national or local government, etc.

Currently, the Immigration Services Agency is preparing to develop people with expertise in supporting foreign residents to appropriately assist them in solving problems in their lives.

*1 Basic Survey on Foreign Residents in FY2021

*2 The training program will initially target national and local government employees who have engaged in assignments to provide consulting support to foreign nationals, etc.

Currently under development!
Training for Support Coordinator for Foreign Nationals will begin in FY2024.
(**2)

Support provided by Support Coordinator for Foreign Nationals

Consultation Support

Provide support in consultations from foreign residents who have problems in their lives.



Preventative Support

Prevent problems by providing information at daily life orientations.

Q What can I consult with them about?

You can consult about various matters, including work, child raising, and illness.

Q Where can I find a coordinator?

You can find them at your local Information Counter for Foreign Residents, FRESC, and Immigration Information Centers.

Scan here to access the website



 Easy-to-understand Japanese

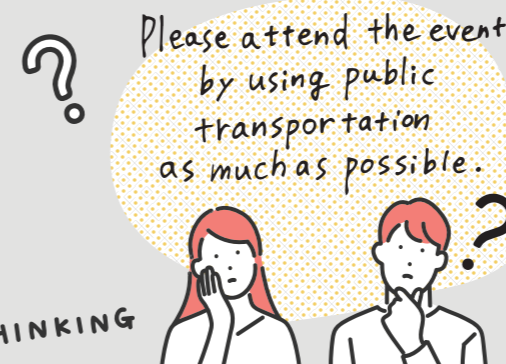
04

Ministry Initiatives
Ministry of Justice and Ministry of Education, Culture, Sports, Science and Technology

Plain Japanese has been gaining attention recently. What is it?

The number of foreign nationals living in Japan has increased about threefold over the last 30 years. With nationalities also diversifying, the widespread use of plain Japanese (an easy-to-understand Japanese that avoids using difficult words in consideration of the other person) is being anticipated as a means of disseminating information to foreign nationals.


What does this mean?



In plain Japanese...

Very easy to understand!



Point!!  Plain Japanese Guideline for Foreign Residents Support are available on the Immigration Services Agency website. Check out A Daily Life Support Portal for Foreign Nationals!

Scan here to access the website



Key points for plain Japanese (written language)

Point①

Keep sentences short

Point②

Use bullet points when saying more than three things

Point③

Use direct phrasing and avoid unnecessary repetition

Point④

Avoid loan words (katakana terms) as much as possible

Point⑤

Do not use double negatives

Point⑥

Use simple words!

05

Ministry Initiatives
Ministry of Education, Culture, Sports,
Science and Technology

Japanese learning support!

Learn Japanese using the website for learning Japanese: **Connect and Enhance Your Life in Japanese TSUNAHIRŌ!**

Learn about Japan



TSUNAHIRŌ

Perfect for people who have just started living in Japan or are learning Japanese for the first time!



Scan here to access the website



TSUNAHIRŌ is a website where foreign nationals can learn Japanese to use in their daily lives. It is a video-based platform with three learning levels.

Point!! **SIX** features

- Multilingual support
- Everyday-situation focus
- Video-based
- Reading and writing supported
- Japanese fundamentals also provided
- Level checks

Here are some of the videos

Shopping for Daily Items

- scene 2-1: Where is XX?
- scene 2-2: Does this contain any alcohol?
- scene 2-3: It's XX yen.

Let's learn Japanese you can use at the supermarket. You can learn expressions for asking where an item is and what it contains, and making payments.

Preparing for Disaster and Emergency

- scene 5-1: This is the mark for an evacuation site
- scene 5-2: On the weather forecast, they just said...
- scene 5-3: It would be terrible if another large earthquake comes

Let's learn the Japanese necessary to protect yourself in the event of an earthquake or typhoon. You will be able to exchange information about measures to take before a disaster occurs and the action to take when a disaster occurs.

User feedback *It was very useful!*

Ms. K
(Chinese, Fukuoka Prefecture resident)



I studied Japanese and now work in Japan.

I have lived in Japan for a while, but until now, I haven't been able to understand what the staff members are saying in stores. Since I started studying using the videos and scripts for shopping and restaurants, I have become able to understand what staff are saying when I speak with them. I think it is effective to also receive support from those around you as well as studying using the website.

06

Ministry Initiatives
Ministry of Internal Affairs and Communications

Enjoy talking with foreign nationals!

Super convenient!



Communicate with the world using **VoiceTra!**

You can check the translation results in your own language!

VoiceTra® is a highly accurate speech translation app that translates your speech into different languages. It can be used to communicate with foreign people in various daily situations.

For example...

こんにちは、お元気ですか。
Hi, How are you?

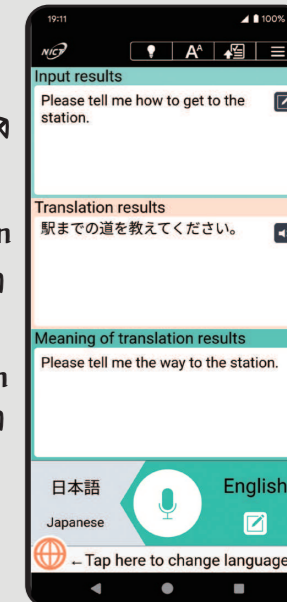


次の列車に乗ってください。
Please take the next train.



体調はいかがですか。
How are you feeling?

どのようなご用件でしょうか。
May I help you?



Developer: National Institute of Information and Communications Technology (NICT)

Point!! Thanks to the back translation feature, you can be sure that what you said was conveyed correctly!

With VoiceTra®, back translation results are displayed, so you can check the translation results again in your own language.

By comparing this with the input results, you can be sure that what you said is being conveyed correctly.

VoiceTra! Free to download and use!



For full-scale business use, please use the private-sector services listed in the below site that utilize VoiceTra® technology.



in Japanese only

Supported Languages

※31 languages available

- | | |
|----------------------------------|------------|
| Japanese | Arabic |
| English | Italian |
| Chinese (Simplified/Traditional) | Ukrainian |
| Korean | Urdu |
| Thai | Dutch |
| French | Sinhala |
| Indonesian | Danish |
| Vietnamese | German |
| Spanish | Turkish |
| Myanmar | Hungarian |
| Filipino | Hindi |
| Brazilian Portuguese | Polish |
| Khmer | Portuguese |
| Nepali | Malay |
| Mongolian | Lao |
| | Russian |

07

Ministry Initiatives
Ministry of Health, Labour and Welfare

💡 Let's find a new job in Japan

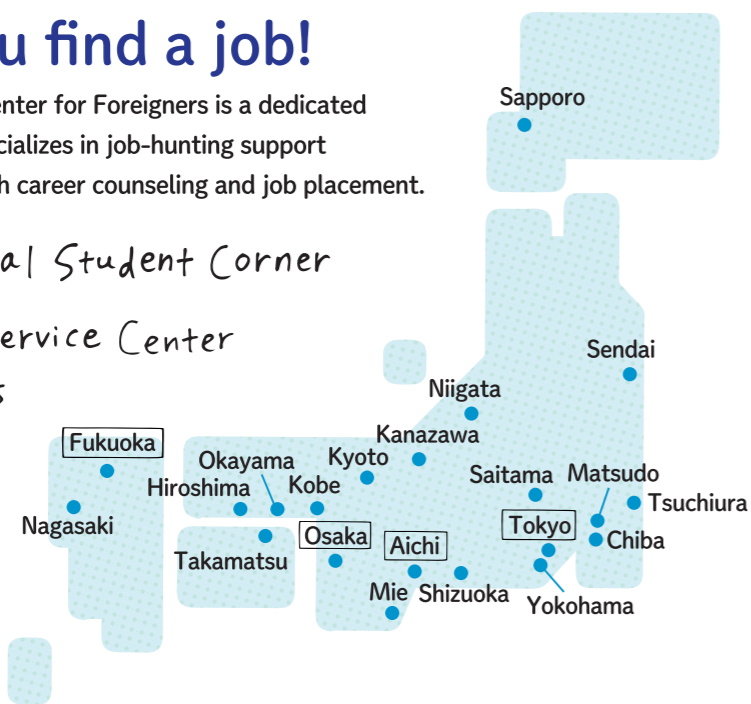


International students!

Hello Work (Public Employment Security Office) for foreign nationals will help you find a job!

The Employment Service Center for Foreigners is a dedicated Hello Work facility that specializes in job-hunting support for foreign residents through career counseling and job placement.

- International Student Corner
- Employment Service Center for Foreigners



[Available to:]
Highly-skilled foreign Professionals



① Those with status of residence related to professional/technical fields



② International students who want to find employment at companies in Japan

(Including those who have already graduated from school and whose status of residence is Designated Activities: Job Hunting)

Note: International students can start applying for job seeking in the year before their final year.

Point 01 Job placement support via our Japan-wide network

The Employment Service Center for Foreigners coordinates with nationwide Hello Work and Hello Work for New Graduates to connect job seekers to jobs throughout Japan. It offers detailed support for the years leading up to graduation.

Point 02 Multilingual support provided by interpreters

Interpreters have been dispatched to the 135 Employment Service Corners for Foreigners nationwide, and dedicated career counselors provide job-hunting support.

Point 03 Holding job interview fairs and seminars

The Employment Service Center for Foreigners holds job interview fairs, small interview sessions, and the Support Seminar for Beginner Job Seekers for international students.

Point 04 Coordination with related organizations and local governments

The Employment Service Center for Foreigners coordinates with university career counselors to ascertain and exchange information about international students who have not received job offers. It also holds seminars for employers in coordination with JETRO.



Scan here to access the website



08

Ministry Initiatives
Ministry of Economy, Trade and Industry

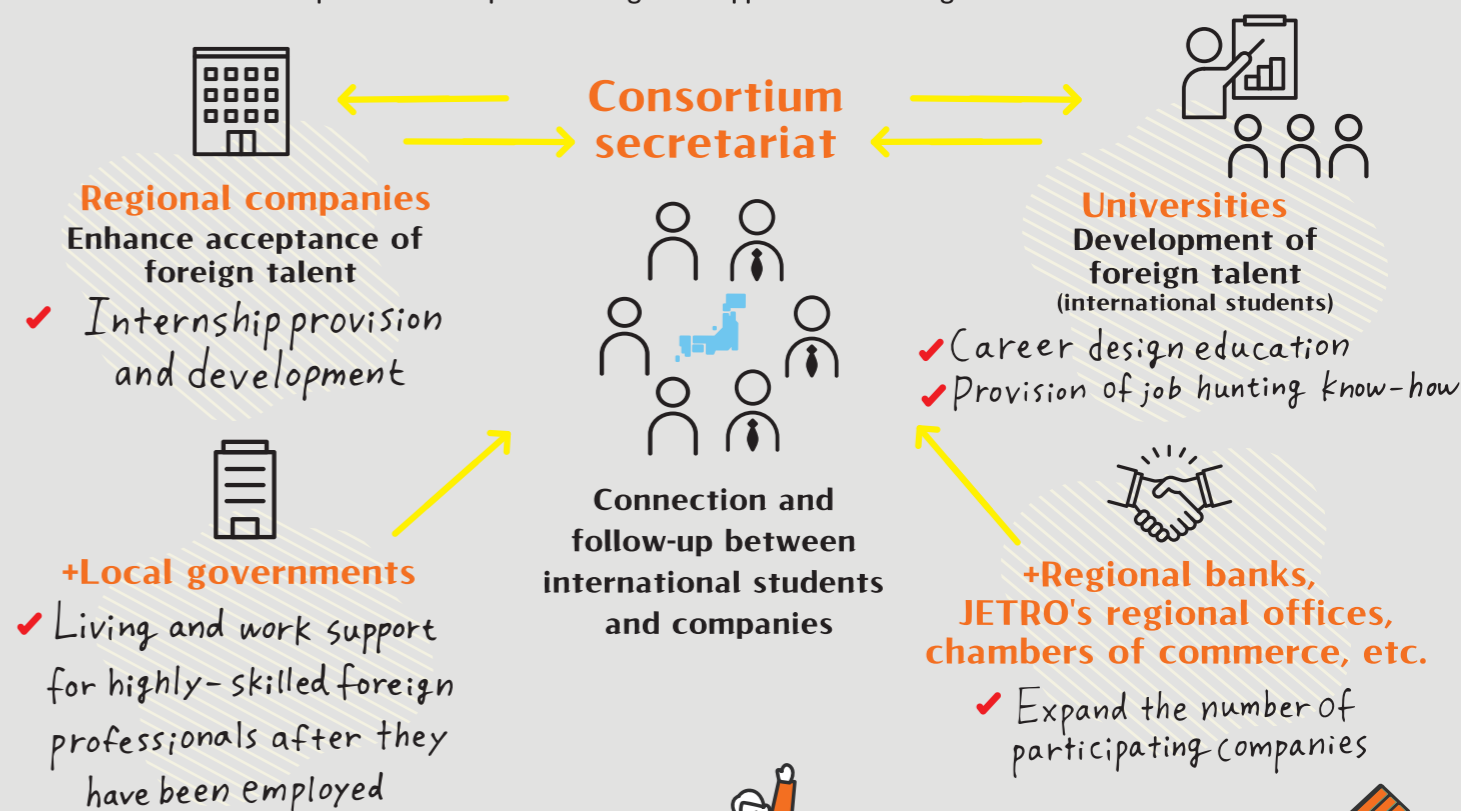
💡 Support in cooperation with regional communities



Integrated support for the employment of foreign students at regional companies!

~ Consortium to support the regional employment of highly-skilled foreign professionals ~

The Ministry of Economy, Trade and Industry has formed consortiums comprising members from local universities, economic organizations, companies, financial institutions, and local government to support the employment and active participation of highly-skilled foreign professionals and international students at regional universities at regional businesses. This initiative will enhance stakeholder cooperation and implement integrated support across the region.



Example of initiatives /

- Internship between regional companies and international students
- Regional job fairs
- Tours of regional companies, and more



Quiz about international students!

Q In how many prefectures did over 1000 international students find jobs in 2021?

- ① 8 Prefectures
- ② 16 Prefectures
- ③ 32 Prefectures

→ Answer... ① 8 Prefectures

(Saitama, Chiba, Tokyo, Kanagawa, Aichi, Osaka, Hyogo, Fukuoka)

As there are some prefectures where the number of international students who found jobs in 2021 is under 100, we hope that more international students will be able to find jobs in Japan.



Ministry Initiatives

Ministry of Economy, Trade and Industry; Ministry of Health, Labour and Welfare; Ministry of Education, Culture, Sports, Science and Technology

Become a company where all kinds of people can flourish!

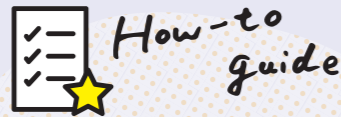
✓ A must-read for companies that want to hire or are currently hiring foreign employees! ✓

Handbook for the Employment of International Students and Empowerment after Hiring



The guidebook lists 12 key points that companies should keep in mind when promoting efforts to recruit international students, etc. and their success after joining the company.

Full of useful information!



For each item on the checklist, the Handbook explains its necessity, specific initiatives, and the expected effects of implementation, and showcase examples from companies that have implemented the initiatives.



Including the examples shown in the how-to guide, the Handbook provides detailed explanations of the background to company initiatives, along with distinctive initiatives and their effects for each checklist item.



「Handbook for the Employment of International Students and Empowerment after Hiring」

Download by scanning here

Are you having trouble with miscommunication between Japanese and foreign employees at your work?

Video learning materials, a learning guide, and a worksheet are available!

Please use them!

「Video learning materials」
「Learning guide」
「Worksheet」

View or download by scanning here

Case study learning using video

Watch the videos and think about why miscommunication occurs

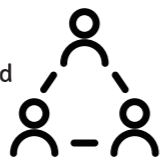


Discussion

Internal sharing and discussion of reference examples

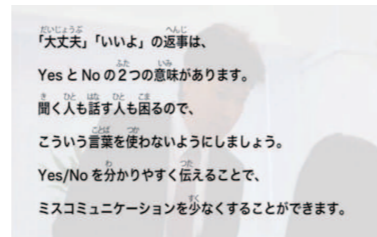
• Foreign employees, supervisors, HR personnel, and management gain new insights

• Express how you would feel in that situation



Listen to explanations

Reflect on any new insights you get after watching the video



Ministry Initiatives

Ministry of Internal Affairs and Communications

Let's revitalize Japan!

Foreign nationals can work as Local Vitalization Cooperators all over Japan!



No. of cooperators in FY2022: 6447

Note: Includes Japanese cooperators

Characteristic

- ① Around 40% are women
- ② Around 70% are in their 20s and 30s
- ③ Around 65% settle in the same region after completing their assignment

Assignment Duration:
Typically between one to three years

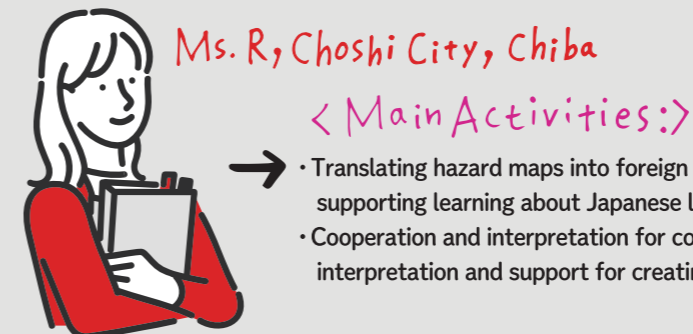
What are local vitalization cooperators?

In regions with significant population decline and aging, this system is aimed at actively welcoming people from outside the region to engage in regional activities and encouraging them to settle there.

What activities do they do?

Cooperators live in the region for a fixed period of time and engage in regional revitalization activities, such as developing, selling, and promoting regional brands or produce, working in primary industries, or supporting the lives of residents.

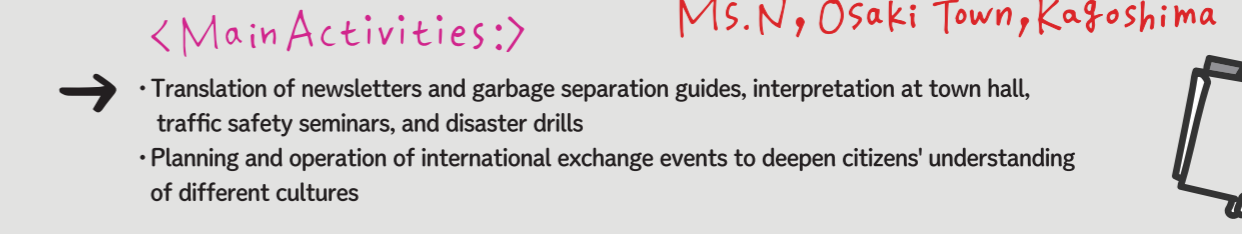
✨ We are working as cooperators!! ✨



Ms. R, Choshi City, Chiba

<Main Activities:>

- Translating hazard maps into foreign languages, creating guidebooks for foreign citizens, supporting learning about Japanese language and society
- Cooperation and interpretation for consultations with foreign children, interpretation and support for creating documents at the city office and Hello Work



<Main Activities:>

Ms. N, Osaki Town, Kagoshima

- Translation of newsletters and garbage separation guides, interpretation at town hall, traffic safety seminars, and disaster drills
- Planning and operation of international exchange events to deepen citizens' understanding of different cultures

The Ministry of Internal Affairs and Communications is posting on social media about the activities of cooperators and alumni nationwide, along with events related to the local vitalization cooperators!



Check!

Government's other Initiatives

The Japanese Government is developing various initiatives outside the policies introduced in the previous pages to realize a society of harmonious coexistence with foreign nationals. Please check the Roadmap or Government websites for the latest information, including initiatives not listed above.



03

Improves and enhances information dissemination through the implementation of outreach support initiatives for foreign nationals conducted by private support organizations and others

Ministry of Justice

01

Provides subsidies for preparation for an environment for acceptance of foreign nationals to help local governments establish and operate one-stop consultation counters

02

Establishes "LIFE IN HARMONY PROMOTION MONTH" and implements various awareness events



Study



Ministry of Health, Labour and Welfare

04

Implements vocational training that takes into account the Japanese proficiency of foreign residents



05

Provides scholarships and other support for international students who want to become certified care workers

06

Continues and enhances initiatives to increase awareness of the pension system among foreign residents



Communication

Ministry of Health, Labour and Welfare; Ministry of Economy, Trade and Industry; Ministry of Justice

07

Provide interpretation for administrative offices of local governments and hold joint consultation meetings where Regional Immigration Services Bureaus and relevant local organizations participate in



Joint consultation meetings



Open for Professionals (OFP) Online training program (E-learning)



FAQ regarding the employment of highly-skilled foreign professionals



Thinking



Ministry of Education, Culture, Sports, Science and Technology

08

Establishes an accreditation system for Japanese-language institutes and credentialing for Japanese-language teachers



Safety



National Police Agency

11

Implements routine visits to homes and workplaces accompanied by interpreters, and courses on Dial 110 calls and classes on crime prevention for foreign nationals



Ministry of Land, Infrastructure, Transport and Tourism

10

Provides housing support for foreign residents who have difficulty securing housing



Scan here for the latest information

Family



Children and Families Agency

09

Promotes multilingual support for User Support Service that provides consultations and information to families with children and pregnant women and connects them with the support they need



For Children



Fine day!



Japan Meteorological Agency

12

Provides weather risk information in 15 languages on the JMA website



Roadmap



Comprehensive Measures