

Everyone plays a leading role!

Efforts to Promote Multicultural Coexistence in Saga

Policy Strategy and Precedent Initiatives



March 2023

Saga Prefecture

Foreign Resident Edition

The Society Saga Prefecture Aims to Create

Creating a Saga where foreign and Japanese residents respect each other and work together for mutual success

Introduction

Greetings to all foreigners living in Saga Prefecture!

This document summarizes the efforts that both foreign residents and Japanese residents, together with various people and organizations, are making to make Saga Prefecture a place where people want to live for the rest of their lives. We wish to stimulate endeavors in multicultural coexistence in local communities throughout Saga Prefecture, with everyone playing a leading role regardless of whether they are foreign residents, or Japanese residents.

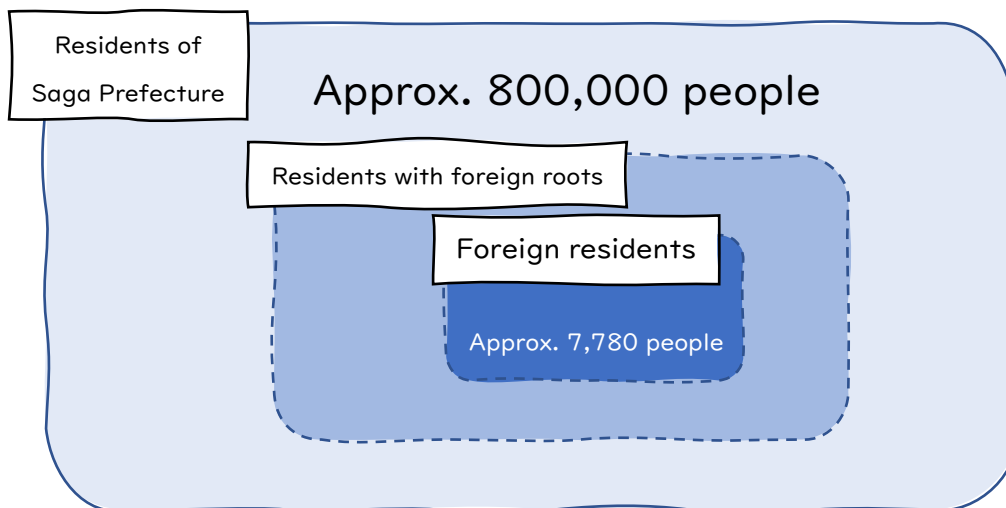
Why This Document is Important

Are you familiar with the term *tabunka kyōsei* (multicultural coexistence)?

Multicultural coexistence is defined as "a condition where people with different nationalities and ethnic origins live together as members of the community, recognizing others' cultural differences and trying to establish fair relationship" (Ministry of Internal Affairs and Communication).

As Japan's birthrate declines and the population ages rapidly, there is a need to create vibrant communities where men and women, the elderly and the young, families raising children, and foreigners too can live and work in peace.

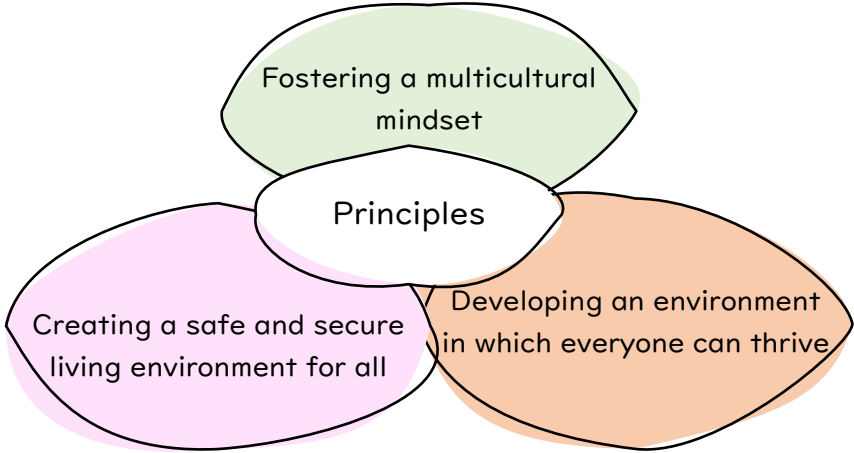
For this purpose, Saga Prefecture has compiled this document and we wish to work with you to create a community where foreign residents and Japanese residents can mutually understand and respect each other's differences in culture, customs, religion, etc., and work together as citizens of the same prefecture. Through these efforts, we aim to make Saga Prefecture the region of choice for both foreigners and Japanese.



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|-------------------------------|--|
| Foreign residents: | Those who do not have Japanese citizenship |
| Residents with foreign roots: | Not only those who do not have Japanese citizenship, but also Japanese citizens who originally came from abroad or otherwise have ties to a foreign country. |
| Residents of Saga Prefecture: | People who live and work in Saga Prefecture, regardless of whether they have Japanese citizenship or not. |

How We Plan to Promote the Development of the Multicultural Community

Guided by the following three principles, we aim to promote the development of the multicultural community in the prefecture.



Based on the above three principles, we have formulated the following seven strategies, which are to be implemented using 17 key points, as described below.

Strategy 1

Fostering a multicultural mindset in the local community

In order for foreign residents and Japanese residents to understand and respect each other, and to create a community where both can flourish, it is essential to foster a multicultural mindset. We aim to create such a mindset by creating opportunities for people to familiarize themselves with the concept of multicultural coexistence, stimulating mutual understanding through exchanges and cultivating human capital in the region.

Key Point (1)	Key Point (2)	Key Point (3)
Foster multicultural awareness and create opportunities for foreign and Japanese residents of the prefecture to develop mutual understanding.	Create opportunities for exchange with foreign residents of the prefecture at schools and in the local community.	Cultivate human capital and support organizations that can promote multicultural coexistence in the community.

Main Initiatives

- *Lectures on multiculturalism and cross-cultural understanding
- *Organization of town meetings
- *Organization of social exchanges in communities and schools
- *Promoting the participation of foreign residents in local events

○ Fostering a multicultural mindset

Strategy 2

Support in Daily Life

Putting ourselves in the shoes of foreign residents, we will improve support to ensure foreign residents have easy access to public services and essential information for their daily living.

Key Point (1)

Making public services more accessible to foreign residents, and improve outreach.

Key Point (2)

Increase opportunities for orientations on rules in traffic, everyday life, etc.

Main Initiatives

- *Provide information on public services in a well-organized manner
- *Consultation system for foreign residents of the prefecture
- *Organization of orientations of various types

Strategy 3

Promotion of support in foreign languages and simple Japanese

We will stimulate the availability of support in foreign languages and simple Japanese at various service counters and institutions to ensure foreigners may use them without any language barriers, and so that staff members may communicate with foreign residents smoothly.

Key Point (1)

Improve availability of support in foreign languages and simple Japanese at various service counters and institutions

Key Point (2)

Raise awareness of easy Japanese at various service counters, institutions, and in the community as a whole

Main Initiatives

- *Promoting the use of tools for interlingual communication such as interpretation call centers
- *Activities to promote the used of simple Japanese

Strategy 4

Provide learning opportunities that meet the needs of those looking to learn Japanese language

In order to develop an environment that allows Japanese language learners to learn the language smoothly, we aim to create a system for the management of local Japanese language classes, taking into account the learner's perspective, as well as to train necessary human capital.

Furthermore, we aim to strengthen the support system for the increasing number of children who are in need of Japanese language instruction

Key Point (1)

Establish and operate classrooms, taking into account the needs of the learners (location, time, type of class, structure, etc.), as well as strengthen the system as a whole

Key Point (2)

Train people to plan and execute classroom activities

Key Point (3)

Better support at schools, including support for parents, and strengthened cooperation among relevant organizations, in light of the increasing need for Japanese language instruction at schools

Strategy 5

Provision of information regarding daily life, disasters, local area, etc.

We will establish systems to provide foreign residents with the information they need about daily life, disasters, the local area, etc., in a timely manner and in an easy-to-understand format.

In particular, we will improve our system to better provide information in various languages in times of disaster, and create an environment that facilitates foreign residents' access to knowledge about disasters and disaster prevention.

○ Creating a safe and secure living environment

Key Point (1)

Consider the appropriate means by which the local area, local governments, etc. can deliver essential information to foreign residents

Key Point (2)

Educating foreign residents about possible disasters and disaster prevention

Key Point (3)

Putting up systems for informing foreign residents in times of disaster

Main Initiatives

- *Improve the provision of information on social media
- *Organize disaster prevention seminars, training, etc.
- *Operation of a multilingual support center in time of disaster

Strategy 6

Creating an environment where foreign residents can actively contribute in the workplace and local community

To enable foreign residents of the prefecture to play an active role in their workplace and local communities, we promote their acceptance into the community and their places of business. By creating a comfortable working environment for foreign residents, we aim to create a working environment that is comfortable for everyone.

Key Point (1)

Creating opportunities for foreign residents to thrive in the local community

Key Point (2)

Support in finding employment in Saga Prefecture and improve how understanding businesses are of the foreign residents they employ

Key Point (3)

Developing a comfortable working environment at businesses that accept foreign employees

Main Initiatives

- *Counseling sessions to help foreign residents find employment in Saga Prefecture and match them with companies
- *Cooperation of international students, etc. with prefectural and municipal projects
- *Organizing orientations at businesses that employ foreign residents
- *Supporting companies in improving their workplace environment

○ Developing an environment in which everyone can thrive

- Creating an environment in which everyone can thrive
- Creating a safe and secure living environment
- Fostering a Multicultural Mindset

Strategy 7

**Publicize and improve on projects implemented
by the prefecture and SPIRA**

We will improve the quality, as well as the publicity of various initiatives undertaken by Saga Prefecture and SPIRA, such as consultation services provided through the "Center for Multicultural Society in Saga", various types of support in daily life, promotion of local exchanges, and improvement of work environments, etc., to alleviate the problems and concerns of foreign and Japanese residents in the prefecture.

Key Point (1)

Enhance foreign and Japanese residents' awareness of available support, such as consultation services, by informing the public about projects that are being implemented.

Main Initiatives

*Share information on initiatives at orientation, etc.

Who Will Work on This and How?



All those who live in Saga Prefecture are members of the local society, regardless of nationality, gender, age, etc. It is necessary for all members to proactively work together to create a thriving multicultural community.

Initiatives Explained through Stories

Let's look at some stories from the perspective of the foreign resident as well as the perspective of the Japanese resident, and think about the issues they face. Let's also look at examples of how one might go about tackling these issues.

Story 1: Both Japanese and foreigners actually want to interact?! Strategy 1



Foreigner

I am a technical intern.
This is my second year in Japan, but I have not had much interaction with Japanese people so far. Apart from my co-workers, I rarely speak with Japanese people.
Since I am here now, I wouldn't want to miss the opportunity to learn more about Japanese food and culture. I also want to learn Japanese. I would like to talk to Japanese people about my home country.



Japanese

Some foreigners have moved into our neighborhood. They seem to be working at a factory along the national highway. I often see them riding their bicycles to work or to go shopping.
I wonder where they are from? I would like to talk to them since they are my neighbors, but they probably don't speak Japanese.

Background Situation

Foreigner

- *Some foreigners only commute between their workplace (or where they intern) and home, and have few interactions with Japanese people outside work.
- *There are many foreigners who would like to learn about Japanese culture, customs and Japanese language, but the opportunities to do so are limited (or they may not be aware of such opportunities.)
- *Some foreigners would like to talk to Japanese people about their home country.

Japanese

- *There is little opportunity to interact with foreigners despite the fact they live in the vicinity.
- *I am interested in foreign cultures, languages, etc., but have no opportunities to come into contact with them.
- *There is no one in my area that could facilitate exchanges.

Example

Saga International Festa

Organized by Saga Prefecture International Relations Association (SPIRA)

Foreign residents play the leading role

The Saga International Festa is a festival in which foreign residents of the prefecture take the "leading role". The Festa is an event that allows many people to learn about various cultures, languages, and traditions of foreign countries that are different from those of Japan. Foreigners sell food, drink and miscellaneous goods from their home countries and introduce their cultures on stage. You can engage with organizations from both in- and outside Saga Prefecture, and experience Japanese culture. It is a big international event in which anyone can participate.



It was really nice to talk with, and become friends with both Japanese and foreign residents from my local community, whom I had not talked to before.

Story 2: Can you explain it to me in a language other than Japanese?

Strategy 3



Foreigner

I went to get my child vaccinated and was surprised to see how many shots they gave them at once. The doctor told me not to worry about it, but where I am from, I have never heard of multiple injections at once. I would have preferred to fully understand the vaccinations beforehand, but since all the explanations were in Japanese, I had no choice but to accept the procedure without really knowing what's what...

I'm a pediatrician, and many foreign residents bring their children to my hospital for checkups and vaccinations. While I can speak English well enough for everyday conversation, I struggle to explain things in English during medical exams. I can't predict when foreign kids will come in, and I can't afford to hire an interpreter on full-time duty. I am at a loss as to what I should do,



Japanese

Background Situation

Foreigner

- *Foreigners may be puzzled by the differences in medical care between Japan and their home country.
- *It can be difficult for foreigners to understand explanations about medical care in Japanese.
- *The language barrier can cause people to give up even if they are not yet convinced.
- *Having things explained in more simple Japanese can help create a sense of trust.

Japanese

- *It is quite difficult to provide explanations about medical care in a foreign language.
- *Hiring extra personnel for support in other languages is costly.
- *I don't know of any services (medical interpreters or call centers) that can provide assistance in overcoming the language barrier.

Example

Use of the Multilingual Call Center

Facilitated by Saga Prefecture International Relations Association (SPIRA)

Most common issue experienced by foreigners

The Multilingual Call Center can provide interpretation over the phone. It is available for use at certain medical institutions, government bodies, and educational institutions such as elementary and junior high schools. This allows examinations at medical institutions, as well as procedures and such at municipal government offices to be communicated to the foreign resident in their native language.

The system is also being used at schools attended by children with foreign roots to explain school notices to their foreign parents.

*The Multilingual Call Center is not available at all medical institutions. Please inquire with SPIRA for details.



I received an urgent call from a teacher about my child, but I couldn't understand what they wanted to say, since I do not understand Japanese. Thanks to the Multilingual Call Center, I was able to communicate with them.



Story 3: I want to learn more about Japanese language and culture!

Strategy 4



Foreigner

I am a technical intern.
I would like to study Japanese more and learn more about Japan. Is there any place in my area where I can study Japanese? I can't go on weekdays, because I am busy with work, but I can attend on Saturdays.
If there are no classes near where I live, I would consider attending online classes.

I am a local government employee, and we run a Japanese language class in our community.
We have been making flyers and working on the publicity to attract more learners to come to our classrooms. However, we are having little success so far...
We hold the meetings on weekday evenings so that people can come after work, and the venue is a conference room at a government office that should be easy to find. We tried doing online classes once, but there were not many participants, so for now we only hold in-person sessions.
We would like to see more foreigners participating, and more people in the community getting involved in organizing the classes...



Japanese

Background Situation

Foreigner

- *Many foreigners want to learn about the Japanese language and culture and interact with Japanese people.
- *There are days and times when it is not possible to attend class due to work, etc.
- *Sometimes the classes are hard to get to due to a lack of viable public transportation.
- *Some learners are able to participate if they are online.

Japanese

- *The classrooms do not meet the needs of learners (date, time, or venue).
- *I am not sure if the information about the classes is reaching foreign residents.
- *Classes are not available in other forms of participation (e.g. in-person and online).
- *There are not enough people involved in the operation of local Japanese language classes.

Example

Local Japanese Language Classes

There are 19 local Japanese language classes run by volunteers and local governments in 12 municipalities in the prefecture. Furthermore, five municipalities are currently planning to set up new classes. We highly encourage foreign residents to participate.

*Information on Japanese classes can be found on the website of the Saga Prefectural International Relations Association: <https://www.spira.or.jp/japanese/>



A consultation service has been set up where you may discuss any questions or issues, free of charge.

Strategy 2

たぶんかきょうせい
さが多文化共生センター
 Center for Multicultural Society in Saga

The Center for Multicultural Society in Saga is a general consultation service for foreign residents. You can consult with us free of charge about anything you do not understand or have trouble with (lifestyle, education, medical care/health and welfare, labor, Japanese language, child-rearing, etc.). Consultants can be contacted by phone, e-mail, Facebook Messenger, and LINE in various languages, and the center sends out useful information regularly, as well as important information in time of disaster in various languages on Facebook and LINE.

*In case the interpreting staff for your language of choice is unavailable, telephone interpretation may be used instead.



Legal consultations and consultations regarding visa or resident status are available too. Professional consultation with an attorney, administrative scrivener, and other specialists is also possible.

You can consult with us in various ways.

SNS
 LINE ID: @921uckas



Messenger SpiraSaga



Tel 0952-22-7830

E-mail info@spira.or.jp

¥0 相談のお金はかかりません

秘密を守ります!

Free & Confidential!

Consultation Hours

Monday - Friday

9:00 a.m. - 12:00 p.m. and 1:00 p.m. - 4:00 p.m.

Homepage

www.spira.or.jp/cmss/



You can consult us in your language.

English / 英語 中文 / 中国語 한국어 / 韓国語

Tiếng Việt / ベトナム語 ภาษาไทย / タイ語

Filipino / タガログ語 မြန်မာဘာသာ / ミャンマー語

नेपाली / ネパール語 Bahasa Indonesia / インドネシア語

සිංහල භාෂාව / シンハラ語 বাংলা / ベンガル語

Français / フランス語 Русский язык / ロシア語

Italiano / イタリア語 Deutsch / ドイツ語

Bahasa Melayu / マレー語 ភាសាខ្មែរ / クメール語

Монгол хэл / モンゴル語 Português / ポルトガル語

Español / スペイン語 हिंदी / ヒンディー語

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