

# The 2<sup>nd</sup> Onojo City Globalization Promotion Plan

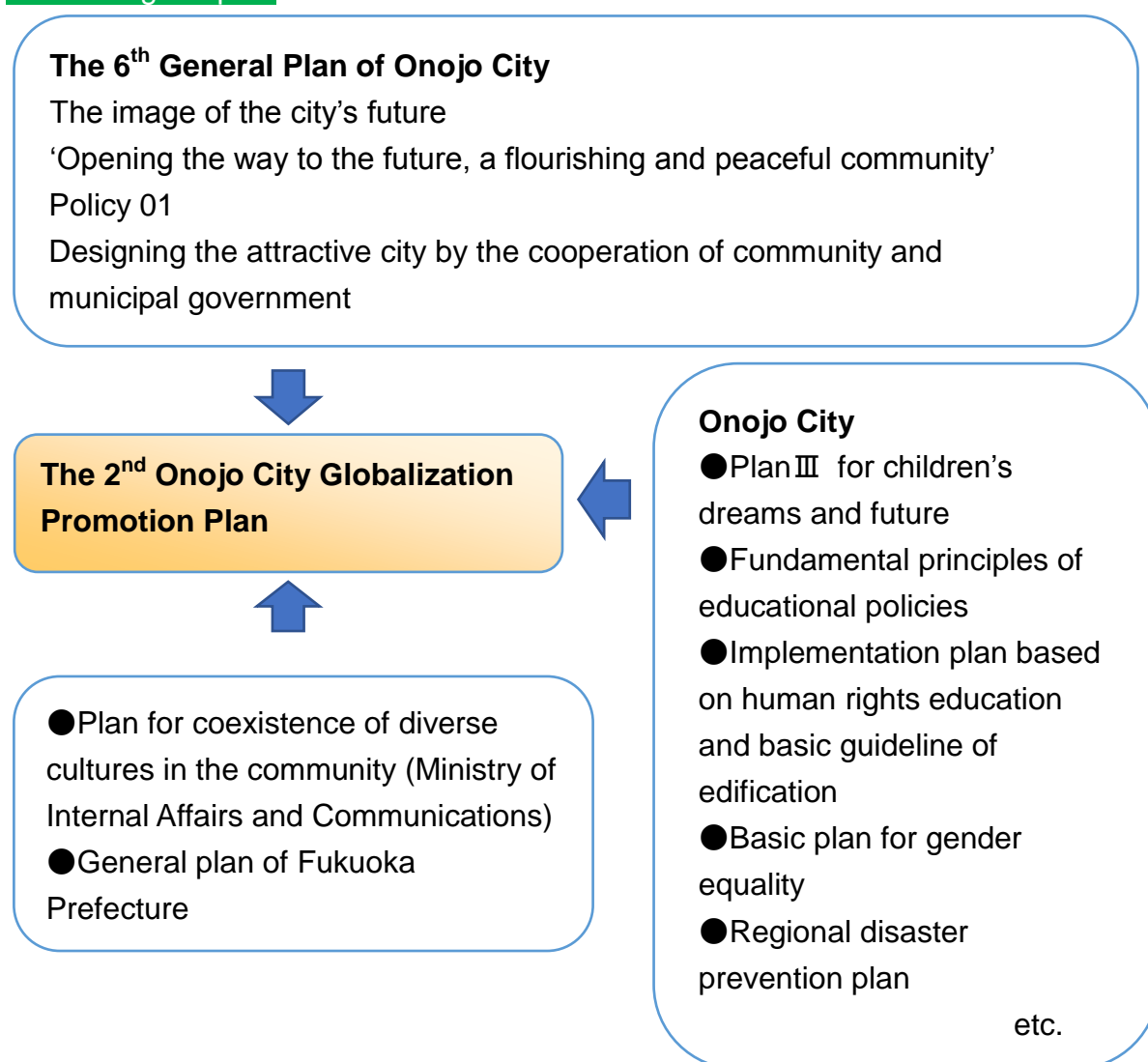
~ Expanding our world, forging bonds and creating a flourishing city, 'Onojo' ~  
[For foreign residents]

## About developing the plan

### Purpose of developing the plan

The 2<sup>nd</sup> plan has been developed in order to accommodate diverse cultures and nurture a sense of values coexisting beyond nationality, and creating a safe city with the cooperation of citizens, the local community, businesses, related organizations, groups and the municipal government. We would like to verify the implementation of previous measures and update them accordingly.

### Positioning the plan



### Term of the plan

This is the 10-year term plan initiated in fiscal 2019 (Heisei 31) and the target year of the plan is fiscal 2028 (Reiwa 10). The plan will be revised at around the halfway stage of the project, in fiscal 2023 (Reiwa 5).

## Fundamental aims of the plan

As internationalization has progressed, our previous plan had a basic philosophy of “People・World・Culture Hand in Hand Together in ‘Onojo’ ”, to promote internationalization.

We believe that all citizens in Onojo City should be able to expand their views in daily life and the world, living in peace and comfort through crossing borders of different values, through exchanging ideas, and through connecting.

From the basic idea that citizens’ experiences lead to a flourishing community and bring about vitality, we have added the new view of “creating a flourishing city” to the previous philosophy and do our best in our future endeavors.

## Current situation to surround internationalization of Onojo City

### Current situation of internationalization of Onojo City

- ◆ Total population of foreign citizens: 785 (increased 1.5 times from that of the end of fiscal 2005)
- ◆ Ratio according to the nationality: China > Korea > Vietnam > Philippines  
(These 4 nations are in higher rank)  
\*These 4 nationalities account for 74.2% of all foreign citizens
- ◆ Ratio of the status of residence: permanent resident > student > special permanent resident > technical intern training no.1 Ro (These 4 statuses are in higher rank)
- ◆ Ratio of administrative districts of foreign citizens: Shirakibaru > Shimooridanchi > Kamiori > Shimoori (These 4 districts are in higher rank)  
\*Foreign citizens except for special permanent residents

## Basic goals and problems to solve from the previous plan

[Basic goal 1: Creating a comfortable environment for all nationals

### Problems to solve

#### **(1) Interpretation・Translation**

According to ‘Survey on the Quality of Life in Onojo City for Non-Japanese Residents’ (hereinafter referred to as (‘the survey’), 58.1% of foreign citizens answered that they didn’t have troubles at Onojo City Office. This means about half of the foreign citizens had trouble.

Therefore, it is essential to enhance our endeavor and to fulfill prompt and proper communication by introducing interpreting devices and others.

#### **(2) Daily life information**

The survey shows that 31.4% of foreign citizens are not good at reading Japanese, 38.7% are not good at writing, and 28.2% are not good at speaking. Moreover, 56.5% answer that they have some kinds of anxieties and troubles in their daily life.

These figures show that there is room for improvement to create a better environment for foreign citizens to receive information from the city promptly and properly and make them feel free to consult.

### **(3) Education**

In the survey, there was a demand for ‘learning support for children of foreign residents’. We utilize the newly launched system, ‘volunteers to support Japanese at the elementary and the junior high schools’ and promote learning support at schools.

### **(4) Disaster prevention**

According to the survey, 36.3% of foreign citizens know where the emergency evacuation sites are. Such a low number shows that it is essential to make constant efforts to establish disaster prevention awareness.

### **(5) Consultation**

In the survey, demands for ‘providing daily life information and consultation in foreign languages’ appeared high on the list. That means we keep collecting information of consultation counters offering foreign languages. Improvements in the way we provide and spread that information are also required.

[Basic goal II : Creating a multicultural community]

#### **Problems to solve**

#### **(1) Promoting internationalization**

From the survey and global meetings, the deployment of foreign language staff (Internationalization promoter) is highly valued. They are required to keep playing an important role in further internationalization.

#### **(2) Mutual understanding**

In the survey, 49.7% of foreign citizens reported unpleasant experiences or having faced some harassment in daily life. In the result of awareness of internationalization of Onojo citizens, only 27% citizens answer “favorable” to the increasing number of foreign residents. With reasons for “unfavorable” like worsened security and bad manners, not a few citizens have a negative attitude towards foreign residents.

From those results, constant human rights education and human rights promotion are required in order to eliminate mutual bias and discrimination.

#### **(3) Communication**

The survey highlighted the fact that many foreign citizens exhibit a willingness to learn Japanese, on the other hand, a significant 66.9% of foreign citizens are unaware of the Japanese classes hosted by Onojo International Exchange Association.

Therefore, we should revise the way of advertising and improve contents in cooperation with Onojo International Exchange Association.

A speech contest for foreign residents provides a good opportunity to make a speech in a mastered language and it may increase motivation towards learning Japanese. To this end, it should be held regularly.

#### **(4) Participation of foreign nationals in Japanese society**

The survey shows only 27.4%, a significantly low rate of foreign citizens, participated in the activities in the community. 35% of them answer that the reason of non-participation is that “they wanted to participate but didn’t know how to”.

Therefore, it is essential to develop publishing tools and to create a foreign resident-friendly environment.

[Basic Goal III: Creating an international way of thinking]

#### **Problems to solve**

##### **(1) International exchange**

In order to increase a multi-cultural awareness among citizens, international exchange activities such as ‘Onojo City Speech Contest in English and Japanese’ should be regularly held.

In the case of municipal officials, fostering a sense of international and human rights is necessary. It will enable them to provide better consideration for foreign citizens and carry out administrative services more smoothly.

##### **(2) International understanding and cooperation**

In order to promote international understanding and the coexistence of diverse cultures, nurturing the proper understanding of citizens from a younger age is required. To this end, ALT (assistant language teachers) and guest teachers from foreign countries are important in education.

To properly realize a multi-cultural society, it is essential for businesses to work together to support international cooperation and with the assistance of groups such as JICA, and to make efforts to improve public awareness.

##### **(3) Volunteers**

In order to comply with the international society, together with Onojo International Exchange Association as a city volunteer group, various activities should be revitalized followed by the participation of our citizens. However, in the survey on public awareness of internationalization, only 21.4% of citizens knew about Onojo International Exchange Association.

Therefore, it is important to increase the number of participants and to strengthen human resources by enhancing the promotion of the Onojo International Exchange Association activities for wider recognition.

In this survey, 54% of foreign citizens are interested in volunteer work including; interpretation, translation and the introduction of their own cultures. That means creating environments for foreign citizens to participate in community activities more easily and work more actively is necessary.

#### **(4) Making use of property**

To increase prosperity, by using not only translation at the exhibitions, but by Fukuoka Prefecture Inbound Retail Co-op System, we need to establish a basic framework which enables us to send information extensively.

## **Basic goals and projects for the 2<sup>nd</sup> plan**

To achieve our fundamental aims, it is essential to create a community with high awareness of coexistence for both foreign and Japanese citizens, to create an environment for foreign citizens to live in peace and to develop human resources with an international flavor. This concept has not changed from the previous plan.

For that reason, we set three basic goals to promote the internationalization of Onojo City.

### **<Basic Goal 1> Creating an environment for foreign citizens to live in peace and comfort**

Japanese and foreign citizens with different languages or lifestyles live in the same community. Therefore, we aim to create an environment for both Japanese and foreign citizens to live in peace and comfort.

#### **[Theme: Supporting daily life]**

#### **[Policy] ① Improving the support systems for daily life**

We seek to improve support systems from the view of foreign citizens and provide information about services when foreign citizens get administrative, or other, services.

Main approaching contents		Approach			Section (office) in charge / related group
		New	On-going	Importance	
1	Dispatching interpreters (internationalization promoter) to the counters in the city hall and at municipal operations		○		Local Culture and Industry Promotion Section
2	Survey and research of the quality of service we provide to foreign people at the counters in the city hall by using translation devices and others	○			Citizen Service Section
3	Releasing useful information for daily life in foreign languages on the city website such as 'Joe's NEWS (selected information from the city magazine ONOJO)'		○	○	Local Culture and Industry Promotion Section, Public Information Section
4	Promotion of the interpretation and translation registrant system for city officials		○		Local Culture and Industry Promotion Section
5	Dispatching volunteer interpreters to those fields which are not related to the service of the municipal office, such as banks and real estate companies		○		Local Culture and Industry Promotion Section / Onojo International Exchange Association

6	Providing information about the dispatch of medical interpreters released by Fukuoka prefecture and NPO		○		Local Culture and Industry Promotion Section
7	Collecting and releasing information of each kind of consultation		○	○	Local Culture and Industry Promotion Section / Onojo International Exchange Association
8	Research on companies in the city about their acceptance of foreign workers	○		○	Local Culture and Industry Promotion Section


**[Policy] ② Enhancement of providing information of various systems in foreign languages**

We focus on providing information of various systems in foreign languages for foreign citizens to understand life-related systems properly.

Main approaching contents		Approach			Section (office) in charge / related group
		New	On-going	Importance	
1	Distributing a set of leaflets, 'Welcome Pack' written in foreign languages to foreign citizens when they move in		○		Local Culture and Industry Promotion Section, Citizen Service Section
2	Setting and distributing flyers, leaflets and other forms of explanation in foreign languages at the counters in city hall		○	○	Each section concerned
	• 'Guide to life in Onojo City'		○		Public Information Section
	• Leaflet of 'Rules of garbage disposal'		○		Environment and Landfill Measures Section
	• Information of night time and holiday doctors		○		Senior citizens Health Section
	• Materials to bring when visiting pregnant women and family with infants		○		Child Health Section
	• The list of groups related to child rearing		○		Child Futurity Section
	• Announcement of infants' medical checkups and vaccinations		○		Child Health Section
	• Leaflet of information about public facilities such as community centers		○		Local Culture and Industry Promotion Section, Each section concerned
	• Leaflet of sightseeing spots		○		Local Culture and Industry Promotion Section
	• Leaflets for National Health Insurance, National Pension System, medical systems, tax systems, water and sewage rates, etc.		○		Local Culture and Industry Promotion Section, Each section concerned



## Joe's NEWS



Selected information from the city magazine "ONOJO"

Jan. 1st, 2019 issue (No.1)

**2019's Coming of Age Ceremony (Additional Information)**  
2019's Coming of Age Ceremony will be held at Madokapsa. You can join this event even if you do not have resident registration in Onojo City.

●Dates: Mon, Jan. 14<sup>th</sup>, 2019 (National Holiday, Coming-of-Age Day)  
10:30am-12:30pm (Reception: 10:00am-10:20am)

●Place: Madokapsa Main Hall

●Subject Persons: born during Apr. 2<sup>nd</sup>, 1998 – Apr. 1<sup>st</sup>, 1999

●Necessary Item: Admission Ticket (Without a ticket, you can join)

<Note>  
\*You can not bring any alcohol to the site.  
\*Though there is no day-care service (Takugi), you can attend the ceremony with your children.  
\*If you are a subject person and don't have an admission ticket, please contact us beforehand.



おけましておめでとうございます  
(meaning "Happy New Year!" in Japanese)  
*But this year will be happy and fruitful for everyone!*

**Onojo General Gymnasium Sports Class**  
Each lesson targets beginners and you can take exercise at your own pace. You can join any time.

●Participation Fee: 200yen / lesson (including insurance premium)

●Necessary Items: Indoor shoes, drink, towel, casual outfit for exercising

●How to apply: On the day at the reception before a lesson

●Venue: Madoka Park General Gymnasium

Lesson	Date and Time	Contents
Take It Easy	Jan. 16 <sup>th</sup> - Mar. 16 <sup>th</sup> Every Mon. & Fri. 10:00am - 12:00pm	Aerobic exercise, Rhythm exercise, Muscle strengthening exercise, etc.
Exercise with a step ladder & Stretch	Jan. 15 <sup>th</sup> - Mar. 9 <sup>th</sup> Every Tue. 1:30pm - 3:00pm *No class on 2 <sup>nd</sup> Tue.	Exercise with a step ladder & Stretch
Orientation for Training Room Users	Jan. 8 <sup>th</sup> - Mar. 12 <sup>th</sup> 2 <sup>nd</sup> Tuesday 1:30pm - 3:00pm	How to use training machines

\*Each class includes preparation and clean-up time.  
\*No lesson on national holidays.

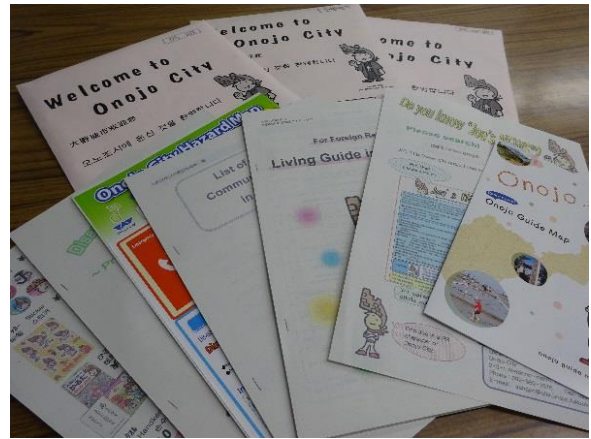
For application or further information, please contact Local Culture and Industry Promotion Section  
Tel: 092-580-1876 Fax: 092-573-7791  
E-mail: sangyo@city.onojo.hokkaido.jp

**When you reached 20 years old, National Pension:**  
Everyone whose address is registered in Japan and aged 20 to 59 should enroll in the National Pension Scheme and pay the insurance premiums. However, if you have difficulty paying premiums because of financial reasons, you may be able to defer your premium payments through the following systems. Please contact us for further details.

**Student Special Payment System**  
If you are a student and have difficulty paying premiums because of economic reasons, you may be able to defer your premium payments through the Student Special Payment System.

**Premium Payment Deferment System**  
If you are aged 20-49 and the income of you or your spouse in the previous year\* is under a certain amount of money, you may be able to defer your premium payment.  
\*In the case of an application from January through June, the year before last.

## Welcome Pack



**[Theme Education]****[Policy] ③ Learning support at elementary and junior high schools**

We have established a support system for foreign pupils and students who don't speak enough Japanese to adjust Japanese schools promptly.

Main contents		Approach			Section (office) in charge / related group
		New	On-going	Importance	
1	Dispatching volunteers to support learning Japanese in elementary and junior high schools		○	○	Education Promotion Section
2	Translation and distribution of notices and application forms from educational institutions		○		Local Culture and Industry Promotion Section, Education Promotion Section

**Picture of a Volunteer Supporting Japanese Language Learners**

## [Theme Disaster Prevention]

### [Policy] ④ Enhancing awareness of disaster prevention in foreign languages

For further disaster prevention awareness for foreign citizens, we provide disaster information in foreign languages and give disaster prevention lectures in foreign languages.

Main contents		Approach			Section (office) in charge / related group
		New	On-going	Importance	
1	Installing evacuation place signs (marks) in foreign languages and illustration		○		Public Safety & Security Section
2	Posting information about disaster prevention on the City website and SNS	○		○	Local Culture and Industry Promotion Section
3	Utilizing the Disaster Prevention Info-mail in foreign languages “Mamoru”, and disseminating information on the support system for people who require assistance during disasters and facilitating registration		○		Local Culture and Industry Promotion Section, Public Safety & Security Section
4	Securing volunteer interpreters in evacuation management facilities		○		Local Culture and Industry Promotion Section, Public Safety & Security Section / Onojo International Exchange Association
5	Making and distributing a general map for disaster prevention in foreign languages		○		Local Culture and Industry Promotion Section, Public Safety & Security Section
6	Conducting disaster prevention lectures for foreign citizens by utilizing outreach lectures and so on		○	○	Local Culture and Industry Promotion Section, Public Safety & Security Section

#### Outreach Disaster Prevention Lectures



#### Hazard Map



## < Basic Goal II > Everybody plays a leading role, creating a peaceful and cooperative community, which is called “Madoka”

For further mutual understanding between foreign and Japanese citizens through communication, support for the community and for foreign citizens is required. Therefore, Onojo City encourages foreign citizens to have a peaceful and cooperative consciousness termed “Madoka” which comes from an awareness of being the part of the community, and creates a diverse cultural community for foreign citizens to be able to mingle within the region.

### [Theme Mutual understanding]

#### [Policy] ① Enhancing opportunities for international exchange and cross-cultural understanding

For further understanding of a different culture, and for developing awareness of being a member of a community of both foreign and Japanese citizens, it is essential to enhance respect for the human rights of foreign people and diverse cultures, as well as to provide opportunities to properly understand foreign cultures and lifestyles.

Main contents		Approach			Section (office) in charge / related group
		New	On-going	Importance	
1	Holding international exchange events and lectures to have various experiences (such as International exchange parties, festivals, and cultural lectures, etc.)		○		Local Culture and Industry Promotion Section / Onojo International Exchange Association
2	Implementing international exchange activities collaborating with the Onojo International Exchange Association, Kyushu University, Japanese language schools, and Foreign Students Association	○		○	Local Culture and Industry Promotion Section / Onojo International Exchange Association
3	Promotion and enlightenment of the human rights of foreign people		○		Human Rights and Gender Equality Section
4	Conducting outreach lectures with themes of international exchange and cooperation		○		Local Culture and Industry Promotion Section / Onojo International Exchange Association

5	Collecting, circulating and browsing foreign magazines and books at the library		○		Community Culture Section
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### International Exchange Festival



### Cultural Lecture (Calligraphy experience)





## [Theme Communication]

### [Policy] ② Providing opportunities for foreign citizens to learn Japanese

We are increasing opportunities for foreign citizens to learn Japanese continuously and improve contents, which enable them to communicate with local residents.

Main contents		Approach			Section (office) in charge / related group
		New	On-going	Importance	
1	Opening Japanese classes aimed at foreign residents		○		Local Culture and Industry Promotion Section / Onojo International Exchange Association
2	Conducting Japanese Speech Contests for foreign residents		○		Local Culture and Industry Promotion Section / Onojo International Exchange Association
3	Providing information about volunteer-led Japanese classes in Onojo City and neighboring areas		○	○	Local Culture and Industry Promotion Section

#### Japanese Class (Kotoba no Koryu Hiroba)



#### Japanese Speech Contest



## [Theme Foreign citizens' participation in society]

### [Policy] ③ Promoting social participation by foreign citizens

We are providing various information and establishing a system for foreign citizens to participate in local activities, which enable them to live as members of the community, joining local events and integrating with local residents.

Main contents		Approach			Section (office) in charge / related group
		New	On-going	Importance	
1	Utilizing the website and SNS of Onojo City, proactively providing information about local events and action groups which foreign citizens are able to join	○		○	Local Culture and Industry Promotion Section, Each section concerned
2	Making lists of volunteers such as interpreters, translators, and guest teachers who collaborated with Onojo International Exchange Association and Kyushu University and other institutions	○			Local Culture and Industry Promotion Section / Onojo International Exchange Association

### [Policy] ④ Promotion of internationalization utilizing local resources

In the case of promotion of internationalization, it is important for foreign citizens to have a fondness for Onojo City by knowing and utilizing local resources (such as facilities, cultural assets, shops, specialties and so on). Therefore, we are trying to improve the local environment.

Main contents		Approach			Section (office) in charge / related group
		New	On-going	Importance	
1	Promoting Fukuoka Prefecture Inbound Retail Co-op System (Fukuoka Yokatoko Miryoku Hasshin Cheering Group) to the shops in Onojo City	○		○	Local Culture and Industry Promotion Section / Fukuoka Prefectural Government Tourism Promotion Section, Society of Commerce and Industry
2	Providing information of local tourism resources such as facilities, cultural assets, shops and specialties in Onojo City	○			Local Culture and Industry Promotion Section, Each section concerned
3	Installing signs to guide facilities and explanations in foreign languages to exhibits inside facilities in Onojo City and foreign language subtitles in PR videos of city operations		○		Local Culture and Industry Promotion Section, Each section concerned

## <Basic Goal Ⅲ> Instilling an international awareness among citizens

Aimed at realizing the motto “Expanding our world, forging bonds and creating a flourishing city, ‘Onojo’”, all the citizen is supposed to respect different culture and values. We try to nurture people with a wide international sense who have the ability to deal with various international situations and challenges.

### [Theme International Exchange]

#### [Policy] ① Developing human resources with a focus on international awareness

With the progress of internationalization, it is important to raise the next generation with an awareness of a being part of a multicultural society. Onojo City fulfills its educational obligations and requirements to nurture them. The city officials are encouraged to participate in activities to improve international awareness and to deal with internationalization.

Main contents		Approach			Section (office) in charge / related group
		New	On-going	Importance	
1	Conducting Onojo City Wing of Exchange Project ‘Koryu no Tsubasa Project’ for junior high and high school students		○		Child Futurity Section
2	Supporting international exchange activities planned and managed by the next generation		○		Local Culture and Industry Promotion Section / Onojo International Exchange Association
3	Conducting speech contests in foreign languages		○	○	Local Culture and Industry Promotion Section / Onojo International Exchange Association
4	Encouraging the city officials to participate in internationalization activities		○		Local Culture and Industry Promotion Section

**Koryu no Tsubasa Project (in Australia)**



**Speech Contest in Foreign Languages**





## [Policy] ② Promoting international exchange activities

It is essential to provide the opportunity for Japanese citizens to interact with foreign languages and different cultures in order to promote internationalization. We are supporting international events and cultural exchanges which lead internationalization.

Main contents		Approach			Section (office) in charge / related group
		New	On-going	Importance	
1	Supporting the activities of Onojo International Exchange Association		○	○	Local Culture and Industry Promotion Section
2	Conducting Home Stay Project collaboration with the NPO Asian-Pacific Children's Convention in FUKUOKA		○		Local Culture and Industry Promotion Section
3	Conducting a Home Stay Project for foreign people		○		Child Futurity Section, Local Culture and Industry Promotion Section / Onojo International Exchange Association

### Asian-Pacific Children's Convention in FUKUOKA (APCC)



## [Theme International understanding ・ International cooperation]

### [Policy] ③ Improving education related to international understanding and the coexistence of diverse cultures

We are promoting education in the field of international understanding and multicultural coexistence by creating opportunities to connect with various languages and different cultures through native speakers and local citizens who have lived abroad.

Main contents		Approach			Section (office) in charge / related group
		New	On-going	Importance	
1	Promoting international understanding through education at elementary and junior high schools, such as English classes by ALT (Foreign Assistant Language Teacher) and Foreign language instructors		○		Educational Guidance Office

### [Policy] ④ Promoting activities of international cooperation

Although various organizations and groups do activities with international cooperation, recognition of them is insufficient. We are improving Japanese citizen's international understanding and cooperation through activities aimed at boosting public awareness.

Main contents		Approach			Section (office) in charge / related group
		New	On-going	Importance	
1	Providing information on international cooperation collaborating with JICA (Japan International Cooperation Agency) and so on		○	○	Local Culture and Industry Promotion Section
2	Supporting international cooperation activities such as donations to the victims and areas of disasters abroad and providing relief supplies		○		Local Culture and Industry Promotion Section / Onojo International Exchange Association

#### Outreach lecture by JICA Overseas Cooperation Volunteers



## <Numerical Goals>

In order to figure out the progress of the plan and conduct evaluations when a plan is revised, concrete numerical targets for each basic goal have been resolved as below.

Basic Goal	Contents	Current situation	Target	
			Fiscal 2023 (Reiwa 5)	Fiscal 2028 (Reiwa 10)
<b>[Basic Goal I] Creating an environment for foreign citizens to live in peace and comfort</b>	Ratio of foreign citizens who know the evacuation sites in the event of disaster and emergency	36.3% (September 2018 (Heisei 30))	⇒ 50%	60%
	Ratio of foreign citizens who feel comfortable living in Onojo City	90% (September 2018 (Heisei 30))	92%	95%
	The number of hits on the city website page 'Useful Information for Foreign Nationals'	1,015 hits (October 2017 (Heisei 29) - September 2018 (Heisei 30))	1.500 hits	2.000 hits
<b>[Basic Goal II] Everybody plays a leading role, creating a peaceful and cooperative community, which is called "Madoka"</b>	Ratio of foreign citizens (except for special permanent residents) who take part in local activities	27.4% (September 2018 (Heisei 30))	⇒ 40%	60%
	Ratio of Japanese and foreign citizens (only special permanent residents) who think it's favorable to increase the number of foreign citizens	27.0% (September 2018 (Heisei 30))	40%	50%
	Total number of foreign participants in Japanese classes	312 (October 2017 (Heisei 29) - September 2018 (Heisei 30))	400/year	450/year
<b>[Basic Goal III] Instilling an international awareness among citizens</b>	Ratio of Japanese who have a positive impression of foreign people	31.8% (September 2018 (Heisei 30))	⇒ 50%	60%
	Ratio of acknowledgement of Onojo International Exchange Association	21.4% (September 2018 (Heisei 30))	40%	50%
	The number of participants in international exchange projects by Onojo City and Onojo International Exchange Association	1,183 (The end of the fiscal 2017 (Heisei 29))	1,300	1,400