

SUPPORTING FOREIGN RESIDENTS IN THEIR DAILY LIVES: FOCUSING ON ORIENTATION AND CONSULTATION SERVICES

February 22, 2023 (Wednesday)

Foundation for the Welfare and Education of the Asian People

Refugee Assistance Headquarters (RHQ)

Nambu Yuko

Biography

Nambu Yuko

2002 moved to Yangon with her husband who was assigned to a new post in Myanmar and learned Myanmar language at Yangon University of Foreign Language.

2007 returned to Japan.

Career at the Refugee Assistance Headquarters (RHQ)

2009 Joined the Refugee Assistance Headquarters (RHQ)

Engaged as a Myanmar language interpreter for participants of the Settlement Support Program regarding the their daily life support, and the daily life guidance course at the RHQ Support Center

2012 Worked as a refugee counselor and Myanmar language interpreter for convention refugees at the RHQ head office.

2019 Worked as a counselor and Myanmar language interpreter in refugee support for convention refugees and resettled refugees.

2022 Worked as a chief refugee counselor, chief life counselor, and daily life guidance instructor.

Refugee Support provided by the Refugee Assistance Headquarters

History of the establishment of the Refugee Assistance Headquarters

- The Japanese government decided to accept the settlement of Indo-Chinese refugees and the Coordination Council for Indo-Chinese Refugees and Displaced Persons was founded in the Cabinet of Japan in July 1979. In November of the same year, the Refugee Assistance Headquarters (RHQ) was established under the Foundation for the Welfare and Education of the Asian People (FWEAP) and was entrusted with refugee settlement promotions programs by the Japanese government.

The role of the Refugee Assistance Headquarters

[4 programs]

- Settlement support for Indo-Chinese refugees
- Settlement support for convention refugees
- Settlement support for resettled refugees
- Life support for applicants for the recognition of the refugee status

[4 domains]

- Daily life support for *refugees
- Japanese language learning support for *refugees
- Employment support for *refugees
- Protection measures for applicants for the recognition of the refugee status

*refugees: Indo-Chinese refugees, convention refugees and resettled refugees

Number of refugees accepted in Japan: **12,463** people

Indo-Chinese refugees

11,319 people
(From 1978 to 2005)

Vietnamese 8,656 people
Cambodian 1,357 people
Laotian 1,306 people

Convention refugees

915 people (From 1982)

Note: Convention refugees are people recognized by the Japanese government as refugees in accordance with the provisions of the Immigration Control and Refugee Recognition Act based on the Convention Relating to the Status of Refugees and the Protocol Relating to the Status of Refugees.

(As of the end of 2021)

Resettled refugees

229 people in 70 households
(From 2010)

Accepted from Thailand and Malaysia
(From 2010 to 2019)

Accepted from regions of temporary stay in Asia
(From 2020)

(As of September 2022)

Counselors in each domain

Support content

Work Counselors

- Employment history, interview about wishes, etc. / Employments opportunity development / Employment mediation
- Writing of resumes / Accompanying applicants to interviews / Follow-up of problems at the workplace / Consultation about job change and resignation
- Mediation with workplace adaptation training providers and guidance for better retention / Consultation about licenses and qualifications / Employment insurance

Japanese Language Education Counselors

- Consultation and presentation of Japanese learning methods and materials, etc. / Introduction of Japanese language schools

**Refugee Counselors
(Convention refugees, Indo-Chinese refugees)**

- Family life (marriage, pregnancy and childbirth, divorce, death, consultation about childcare and infants, retirement, public assistance, procedure assistance and accompanying assistance in relation to taxes, etc.)
- Medical treatment (medical examination in hospitals for diseases or injuries, application for reduction or exemption of medical expenses, support with procedures and accompanying support in relation to vaccination, etc.)
- Housing (public housing, private housing, procedures and consultation related to housing troubles, etc.)
- Nationality/immigration (extension of stay, permanent residence application, procedure support for family reunification, etc., explanation of the naturalization permission system)
- Education/study (scholarship explanation, consultation regarding study advancement, provision of grants for education and training, etc.)
- Issuance of settlement history certificates for Indo-Chinese refugees

**Daily life Counselors
(Resettled refugees)**

Providing the same assistance as the refugee counselors in cooperation with the local RHQ settlement support staff.

Overview of the settlement support program (1)

April → September October → March

Convention refugees
First-term daytime course
Monday to Friday: 9:30 am to 3:50 pm

Convention refugees
Second-term daytime course
Monday to Friday: 9:30 am to 3:50 pm

Convention refugees
One-year evening course
Monday to Friday: 6:30 pm to 8:55 pm

Resettled refugees
First-term course
Monday to Friday: 9:30 am to 3:50 pm
***Classes may be held on Saturdays**
depending on the situation.

Resettled refugees
Second-term course
Monday to Friday: 9:30 am to 3:50 pm
***Classes may be held on Saturdays**
depending on the situation.

- *Childcare assistance is provided for both convention and resettled refugees.**
- *Classes for both adults and children are held in the resettled refugees course.**
- *Classes may be provided online in case infection prevention measures are necessary.**

Overview of the settlement support program (2)

Total of 692 units (1 unit = 45 minutes)

**Japanese language education
572 units
(Program commissioned by the
Agency for Cultural Affairs)**

Collaboration

**Daily life guidance
120 units
(Program commissioned by
the Ministry of Foreign Affairs)**

**Employment consultation and introduction (program commissioned by
the Ministry of Health, Labour and Welfare)**

[Number of Japanese language class participants in February 2023]

- **Convention refugees in the second-term daytime course: 67 people; one-year evening course: 6 people**
Main home regions of participants: Asia, Middle East, Africa
 - **Resettled refugees (second-term daytime) course: 23 people**
Main home regions of participants: Asia, Middle East
- *The course for convention refugees is provided online.**

Overview of the settlement support program (3)

Collaboration and cooperation with other businesses (e.g. "Job week")

Japanese language education (Program commissioned by the Agency for Cultural Affairs)

*Lessons in Japanese language necessary to find a job.

Example:

Vocabularies related to job interviews, greetings at the workplace, Japanese for writing resumes, Japanese words and phrases often used at the workplace

*Teaching materials are prepared and provided for several job categories, such as the restaurant industry, construction industry, and manufacturing industry.

Daily life guidance (Program commissioned by the Ministry of Foreign Affairs)

*Lessons in work information with the collaboration of work counselors

Example:

Japanese industries, job types, visits to workplaces, working practices, guidance for the writing of resumes and job interviews

*Guidance regarding the employment situation in Japan, the structure of the industry, and the state of employment of foreigners

*More specialized and recent information are provided by Hellowork staff through daily life guidance

Employment support (Program commissioned by the Ministry of Health, Labour and Welfare)

*Interview with each participant for their employment history and wishes made by work counselors

*Guidance provided by work counselors regarding how to search for a job (Internet, job information magazines, Hellowork, etc.)

*Work Counselors accompany with participants to job interviews

*Explaining the work adaptation training system, adjustment of the implementation method and duration at business facilities

*Procedure for the payment of training allowance related to work adaptation training

Information exchange meeting
among related parties

The instructors and counselors share and review information about the Japanese learning state, progress status of work-related information, and the employment history and wishes of the refugees as needed and revise the content of the guidance and adapt it to each individual case.

Content of daily life guidance (Approx. 180 days)

Admission

Leaving

Safety management

Instructions on safety management and common manners required to start living in Japan

Daily life and health

Information on daily life and health required to adapt to the lifestyle in Japan

Employment and school

Guidance about finding a job and entering school after the program

Disaster prevention

Prevention of involvement in crimes

Fire extinction and evacuation training

Law abiding education



Use of public transportation system



Household accounting and savings

Opening of a bank account

Use of ATM

Clothing for each season

Health management

Dental health

Infectious diseases

Family planning

Guidance about nutrition and how to make bento lunch boxes

Use of computers



Mobile phones in Japan

Guidance about the purchase of clothing

Guidance about the purchase of home appliances

Interaction with community residents



Purchase guidance, money calculation and management



Rules and manners at the workplace

Visits to schools

Legal system and social security system in Japan

Salary and life planning

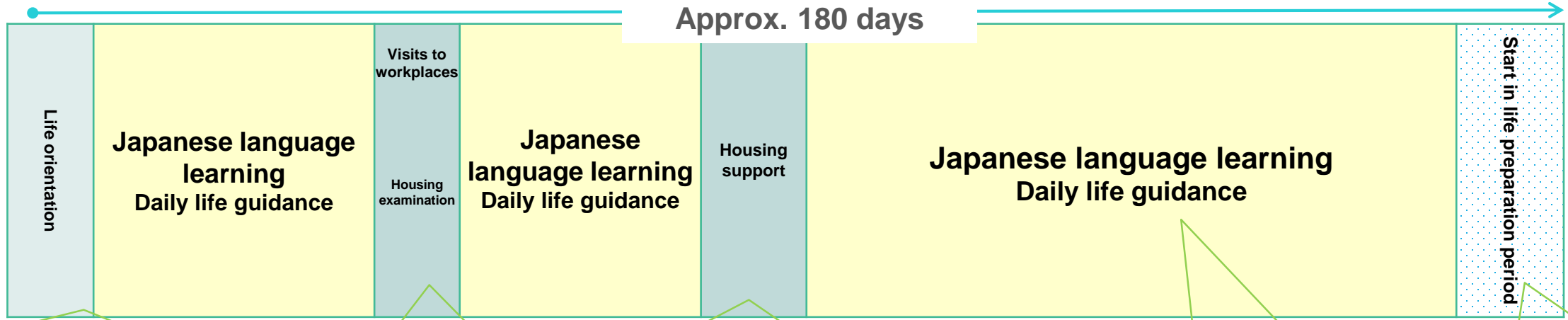
Visits to workplaces

How to read school news bulletins

School experience

Curriculum for adults

Approx. 180 days



Daily instruction on matters to learn through repetition and practice

(Example) Life rules, calculation, ATM, use of phones, health management

Guidance about acquiring the knowledge required to adapt to daily life in Japan, managing household accounts, and finding a job or joining a school after leaving the RHQ center.

In addition to visiting houses, participants will check the living conditions, such as the hospitals, supermarkets, and other facilities in the neighborhood and the access to workplaces and schools.

Just before the end of the course, a learning presentation party is organized where participants present what they have learned during a half a year and check their level of achievement. Community residents and supporters from the settlement locations are also invited.

- Moving out
- Procedure assistance for mid-course entry to nursery schools and schools, change of residence, checking the path to school, etc.
- Purchase of daily necessities and furniture



Visits to workplaces



Information exchange meeting between related parties



Housing support



Admission experience

[Follow-up]

Conducting meetings to prepare for the admission with careful explanations about the board of education, school concerned with the admission, schedule, grade, things to bring, path to the school, etc., as well as the follow-up below during the admission experience.

- (1) Make an interpreter ready at the school to make contact possible in case of an emergency.
- (2) Check the content of the messages from the school, the items to prepare for the following day, etc.
(Explain the content written in the correspondence notebook and help the parents prepare the items to be brought to school by the children)
- (3) Assistance with the homework and the review of lessons
- (4) Psychological follow-up (state of adaptation of the children to school life)
- (5) Assist with the communication between the parents and the teacher
- (6) Handle school meals, gym clothes showing part of the skin, swimming lessons, and other such matters for Muslims

Admission experience day (example)

8:10 am Go to school from the accommodation facilities
8:10 am - 8:40 am School assembly, morning homeroom
8:40 am - 12:10 pm Morning lessons
12:10 pm - 1:10 pm School meal
1:10 pm - 3:00 pm Afternoon lessons
3:00 pm - 3:30 pm Cleaning, post-class homeroom
3:30 pm Leaving school
(Follow-up)

Nervous first school attendance



(Morning greetings) Greetings in front of all school students



Experiencing school meals with other students



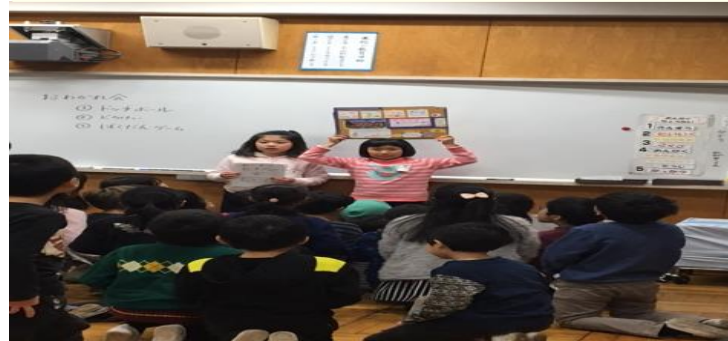
Interacting with classmates through games



Trying to play the recorder while being taught by classmates



Farewell party organized by classmates!



The children have grown up during the 4-week admission experience.

