

The 3rd Hamamatsu Intercultural City Vision (Commentary)

February 2023



浜松市
HAMAMATSU CITY

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Chapter 1 Formulating the 3rd Vision

1. The Purpose of Formulating the 3rd Vision

In 2012, the Hamamatsu Intercultural City Vision, (herein; 1st Vision) was formulated as a guide for the creation of intercultural policies in pursuit of an intercultural society. Following that, the 2nd Hamamatsu Intercultural City Vision (herein; 2nd Vision) was announced in 2018, with its ideals being a continuation of the 1st Vision - promoting the creation of a region that anyone can thrive in and painting local foreign residents as key players in community building.

A lot has changed in regards to foreign resident trends in both Hamamatsu and Japan since the 2nd Vision was formulated. The Immigration Bureau of Japan has since been newly established and a new visa category was created, leading to an increased intake of foreign people into Japan. However, at the end of 2019, border restrictions were strengthened due to the COVID-19 pandemic, leading to an overall instability in foreign residents' quality of life (QOL). Whilst foreign residents who settle in Hamamatsu generally tend to have long-term residency, we have seen a diversification in both their nationalities and residence statuses. For intercultural policy, we can see the national effort made to create and promote a welcoming environment for foreign residents via initiatives such as the implementation of the “Basic Policy Measures to Promote Japanese Language Education” in 2019 and the announcement of the “Roadmap for the Realization of an Intercultural Society with Foreign Residents” in 2022. Hamamatsu aims to support its foreign residents whilst also promoting their initiatives to create an intercultural and diverse society. The concept of SDGs (Sustainable Development Goals)[※] continues to permeate society on an international level, so these goals are not a direction in which solely Japan is headed, but are instead consistent with aspirations for the actualization of a diverse and inclusive global society.

On this basis, Hamamatsu has created the 3rd Hamamatsu City Intercultural Vision (herein; the 3rd Vision) to not only continue but also further develop its current initiatives and to systematically promote new intercultural policies going forward.

2. The Role of the 3rd Vision and Timeline

(1) The Role of the 3rd Vision

The 3rd Vision is just one facet of the overarching Hamamatsu Comprehensive Plan (created in March 2015), and is also one of seven major strategies used to promote “Urban Management for Future Development”. This iteration of the Vision aims to be consistent with the various sector-specific plans related to interculturalism that Hamamatsu undertakes.

(2) Timeline

The term for the 3rd Vision is the five year period from 2023 to 2027. If there are any drastic changes to socio-economic or national trends regarding interculturalism, annotations will be added to reflect any changes.

Definitions for terms marked with ※ can be found in the glossary at the end of the document.

Chapter 2 Environmental Analysis

The 3rd Vision was designed based on results of the 2nd Vision's initiatives, as well as trends, current issues related to interculturalism, and a consideration for the direction for the future.

1. Evaluation of the 2nd Vision's Initiatives and Results

Firstly, let us take a look back on the 3 areas which were covered in the 2nd Vision – “Collaboration”, “Creation”, and “Peace of Mind”.

Collabo
ration

A City Built Together, Hand in Hand, with Mutual Respect

In its efforts to actualize an intercultural society, the city encouraged the participation of foreign residents in community activities, such as using the community exchange model to promote participation in Residents' Associations, holding intercultural unity understanding classes, employing universal design, and furthering the development of human rights. Thanks to the creation of these exchange opportunities by the city's two centers for the promotion of intercultural exchange; the Hamamatsu Intercultural Center and the Hamamatsu Foreign Resident Study Support Center (U-ToC), over 7,500 citizens have attended events on interculturalism and exchange activities via the intercultural exchange program. Next, we come to the effects of the spread of the COVID-19 pandemic on Collaboration. As part of the then-upcoming Tokyo 2020 Olympics and Paralympics, Hamamatsu had organized many exchange events and initiatives with our Brazilian host-town. However, many of these events had to be curtailed or preparations changed entirely in order to abide by the enforced restrictions for in-person events.

Finally, we come to the connection of groups undertaking key initiatives for interculturalism. We periodically hold both the “Hamamatsu City Intercultural Unity Promotion Council”, which is made up of local related organizations, and the “Hamamatsu City Foreign Residents' Unity Deliberative Council”, made up of foreign residents who review and deliberate policies affecting foreign residents. Both groups facilitate the sharing of information and opinions, leading to an all-encompassing review system.

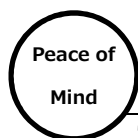
Creation

A City that Brings Forth New Value through Diversity

To focus on the education of the next generation with foreign roots, the city is continuing its “Non-Enrollment Zero Strategic Project”, which was established in 2011. The city is also employing various aides for education and learning support in elementary and junior-high schools. As part of their career guidance project, the city is linking high-schools with universities and companies. In addition, many seminars are being held to promote local social activities to young foreign residents, and to introduce them to young foreign role-models who actively participate in the community.

In order to create a new culture through diversity, the city is holding various events, all of which have so far achieved a high level of participant satisfaction (over 95%). The city has aimed to broaden the scope of creative activities and cultivate civil awareness by using enhanced information sharing practices regarding cultural events and using support grants for intercultural- and international-understanding educational activities run by civic groups.

To create dynamism using local diversity, the Foreign Resident Employment Support desk was set up in 2020. Through this system, both foreign residents who wish to work in the city and companies in the city looking to employ foreign staff can apply for consultations, and both are matched to one another. Finally, in 2021FY the Hamamatsu City Certification for Businesses with an Active Global Workforce was established, with their goal being to employ, retain, and enhance the working environment and activities of foreign workers. Companies involved are helping to cultivate an environment which facilitates the employment of foreign residents.



A City Easy for Anyone to Live in

To ensure citizens can live comfortably with peace of mind, the “Intercultural General Consultation One-Stop Center” was set up in 2019 and the city aimed to enhance its consultation systems by cooperating with various multilingual organizations. Canal Hamamatsu, a website produced by the city which provides information on daily and administrative procedures, was updated in an additional language: Plain Japanese[※]. This comes as an addition to the existing six languages: Chinese, English, Portuguese, Spanish, Tagalog, and Vietnamese.

The city undertook the following initiatives to support communication. The Local Japanese Language Education Promotion Policy was established in 2019FY, leading to the foundation of the Local Japanese Language Education General Management Committee, from which systems for the general promotion of Japanese Language Education were created. The Japanese classes provided as part of these systems achieved a high level of participant satisfaction (90%). Similarly in 2018FY, city employees took Plain Japanese classes to further increase the usage of Plain Japanese and make efforts to communicate more clearly and share information more easily with foreign residents. Additionally, the Multilingual Information Sharing Policy was established in 2021FY, allowing the city to further maintain their multilingual information sharing initiatives. Finally, tablet devices for multilingual translation were installed at consultation desks across Hamamatsu City Hall in order to aid seamless communication.

The city undertook disaster preparedness measures, including training a Multilingual Crisis Support Center and preparing support systems for foreign residents to use during a crisis.

2. An Environment which Includes Foreign Residents; Current Issues

As the 2nd Vision covered projects for the inclusion of foreign residents from April 2018 onwards, we have adjusted its contents to encompass our current state of affairs and issues.

(1) Changes to the Socio-Economic Environment

Reduction in population: reduced birth rate due to an ageing population

As of 2022, the working population of Japan is 74,380,000 people¹, but due to the low birth rate and ageing population, this number is expected to drop to 52,750,000² by 2050. To combat this, one solution would be to accept more foreign people into Japan. However, by 2040 the demand for foreign workers is expected to be about four times that of 2020 (approx. 6,740,000 people), with expected shortages of 420,000 workers³. The beginning of competition for the acquisition of foreign staff with other Asian countries and further afield can already be seen, as the wage gap continues to narrow due to economic growth abroad.

Movements Towards Achieving a Diverse and Inclusive Society

In the roundup of the 2015 UN Summit regarding SDGs (2030 Agenda for Sustainable Development) they announced the central promise of their agenda – “Leave No One Behind” (LNOB). Their agenda for SDGs covers 17 goals and encompasses 169 targets; spanning topics such as inequality, healthcare, education, employment, and urban growth, all while focusing on interculturalism. In recent years, the concept of well-being[※] has similarly picked up traction and society as a whole is beginning to better conceptualize diversity, the inclusion of foreign residents as a means to enrich society, and ideas of quality and life satisfaction.

In economic trends, companies are starting to utilize diversity as a business strategy. By employing a diverse range of personnel, they create opportunities to fully utilize their staff’s abilities and use this to further the innovation of new ideas (technical innovation). By connecting the creation of value to business administration, a company can use the unique skills of its diverse personnel to increase productivity and the company’s competitive edge. Both social organizations and business strategies are expected to encourage further employment of foreign personnel and to push for the establishment of a system for their acceptance.

The COVID-19 Pandemic

Due to the global outbreak of the COVID-19 pandemic, financial difficulty became a widespread societal issue due to many (including foreign workers) being laid off or having their wages cut as a result of businesses temporarily closing or experiencing a drop in sales.

To prevent further infections, restrictions were placed on international travel resulting in a decrease in the number of foreign residents living in Japan (2,933,000 in 2019, 2,761,000 in 2021). There are signs that international travelers will return in 2022 as restrictions are being lifted in stages, and that the number of foreign residents will once again trend upward.

¹ Source: Ministry of Internal Affairs & Communications (MIC) “Population Statistics” (As of Jan.2022)

² Source: National Institute of Population & Social Security Research “Future Projected Population of Japan” (As of Apr.2017)

³ Source: Japan International Cooperation Agency (JICA) “Review and Research Report on Initiatives for Multicultural Coexistence with foreign people by 2030/2040) (March 2022)

Worsening Severity and Frequency of Climate Crises

In the last couple of years, heavy rains have brought about weather crises such as floods and landslides. These rains are characterized by the intensity and frequency of their precipitation over long periods. According to the Japanese Meteorological Agency (JMA), the number of days with heavy rain (over 200ml of precipitation) has statistically increased since 1901 (a $\times 1.7$ increase, comparing the precipitation in the 30 year periods between 1901-1931 and 1992-2022). The frequency of short-term intense rainfall (50ml of precipitation or more per hour) has also increased since 1976 (a $\times 1.4$ increase, comparing the precipitation in the 10 year periods between 1976-1986 and 2012-2022)⁴. Given this increase in both heavy rain and short-term intense rainfall, it has become increasingly necessary to introduce rapid crisis information sharing services and disaster preparedness measures for foreign residents who cannot speak Japanese.

Promotion of Digitalization and DX (Digital Transformation)[※]

Given the ever-upgrading nature of ICT[※] systems and the diversification of services available, ICT has fully integrated itself into our everyday lives. It assists us with everything, from solving issues such as shortages of workers (i.e. replacing jobs with ICT), to aiding the shrinking regional economy. On a personal level, in 2021 74.3% of people were reported to have a smartphone. 82.9% of people were reported to use the internet, 68.5% using smartphones, and 48.1% using laptops, which showed an increase of 20.4%⁵. Due to the outbreak and spread of the COVID-19 pandemic, there were many issues with holding events and business meetings in person, so online events and meetings became the norm.

(2) National Trends

Centralization of the Immigration System & More Residency Statuses

The Japanese Immigration Bureau was established in 2019, in response to the growing need to officially manage and control immigration and residency. Other than dealing with the review of immigration issues and carrying out the appropriate management of foreign residents' status of residence, it also established a new system that would lead to a unified society where more foreign people were accepted into Japan.

As a result of a shortage in production workers, the new “Specified Skilled Worker” residency status was established - being aimed at foreign workers with specific expertise or skills. This has led to further acceptance of foreign residents into the country.

- July, 2018: Acceptance of 4th Generation People with Japanese heritage
- April, 2019: New establishment of Japanese Immigration Bureau;
Basic Plan for Immigration and Residence Management Policy
- April, 2019: Establishment of “Specified Skilled Worker” Status of Residence

⁴ Source : Ministry for Land, Infrastructure and Transport - “2022 White Paper on Land, Infrastructure, Transport and Tourism”

⁵ Source : Ministry of Internal affairs and Communications - “2021 Report on Communications User Trends”

Policies for Intercultural Unity & Improving Environment for Foreign Residents

Given the constant increase of foreign residents, the “Foreign Worker Acceptance and Basic General Policy for Intercultural Unity” was compiled in 2018. Since its compilation, the policies have been renewed and adjusted annually. Each fiscal year, the upcoming policies are announced.

In 2022, Japan announced its “Roadmap for the Realization of an Intercultural Society”- a five year vision for interculturalism, the issues the nation currently faces, and the initiatives it will put in place to solve them.

- December, 2018: Collation of “Foreign Worker Acceptance and Basic General Policy for Intercultural Unity”
Creation of support systems for “Exchange Center General One-Stop Consultation Centers”
- September, 2020: The ”Policies and Plans for Promoting Interculturalism” for local community organizations, contributing to the reformation of the “Local Intercultural Exchange Promotion Plan”
- June, 2022: Announcing “Roadmap for the Realization of an Intercultural Society with Foreign Residents”

Organization and Promotion of Japanese Language Education System

As there are foreign people hailing from many nations residing in Hamamatsu, it is essential that everyone learns the common language – Japanese. Therefore, we are widely promoting the propagation of the Japanese language. In order to promote an effective and cohesive system for Japanese language instruction, the “Policy for the Implementation of Promoting Japanese Language Education” was established in 2019 and a framework for an inclusive Japanese language education, teaching, and ranking system was created.

- June, 2019: Announced and published the “Basic Policy Implementation of Measures to Promote Japanese Language Education”
- August, 2020: Creation of “Guidelines for Plain Japanese to Support Residency”
- October, 2021: Collation of “Japanese Language Education Reference Framework

(3) Hamamatsu’s Current Status

Movement of Foreign Residents and Expected Increase in Elderly Population

Overall, the foreign resident population has increased since the initial decrease caused by the global recession in 2008. However, due to the COVID-19 pandemic, there has been a slight decrease in the number of foreign residents. Overall, foreign residents make up 3.15% of the total population (Fig.1) at present, but we are currently seeing signs indicating an upward trend.

If we look at countries of origin, we can see there are people from 87 nationalities residing in Hamamatsu⁶, of which over 40% are of Latin-American descent. This is due to the amendment of the 1990 Immigration Control and Refugee Recognition Act, which enabled an increase in Latin-American immigrants, of which Brazilians are the most numerous foreign population in the municipality. However, due to the creation of the Technical Intern Training status, we have seen an increase in immigrants from Asia, leading to a deeper sense of multinationalism (Fig.2).

Looking at Status of Residences, we can see that there is a tendency for residents to remain settled here for long-term (Fig. 3), with 73.1% of residents possessing long-term status (permanent or long-term residency). Taking a look at the shift in the population age groups in the four years between 2018 & 2022, there is a steep rise in numbers of elderly people (Table 1). In the next 10 years we expect the numbers in the over-65 age group to double (2,517 people).



Fig. 1: Hamamatsu’s foreign population in numbers, as a percentage of total population

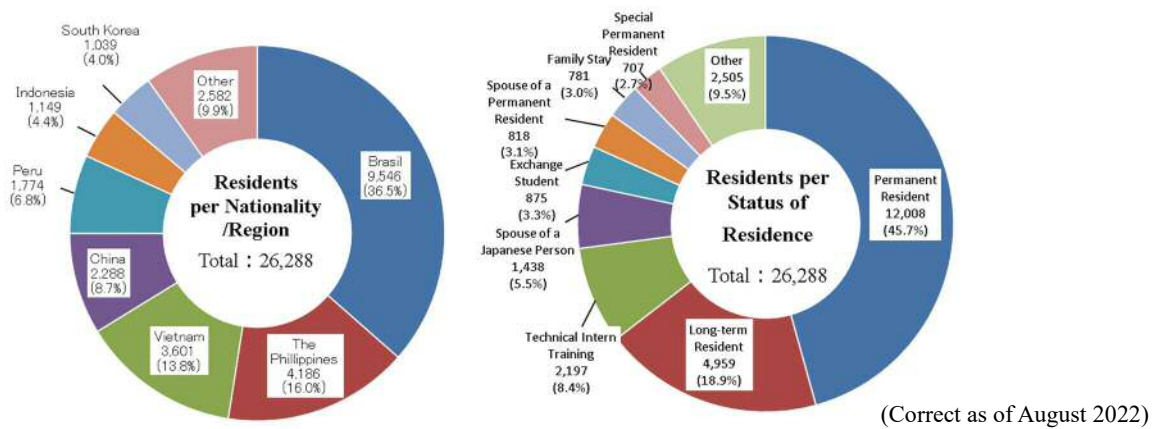


Fig. 2: Foreign population by nationality; Fig. 3: Foreign population by residence status

⁶ Including those that answered “no nationality” or “none”

Table 1: Hamamatsu's Foreign Resident Population by Age

	2018	2022	Change
All Ages	23,161	24,897	+ 1,736 (+ 7.5%)
0 - 4	1,083	1,091	+ 8 (+ 0.7%)
5 - 14	2,336	2,378	+ 42 (+ 1.8%)
15 - 64	18,810	20,223	+ 1,413 (+ 7.5%)
65 and over	932	1,205	+ 273 (+29.3%)

(Info. collected in March, annually)

Inclusion of Foreign Residents in Society

The following data is categorized as follows, with circles denoting each theme:

◎: Statistical data, etc.

●: 49th Citizens Questionnaire (2022FY)

○: Japanese and Foreign Citizens Social Awareness Survey (2021FY)

【Daily Life】

- 74.8% of foreign residents wish to stay in Japan long-term.
- 2018: 29.8% → 2022: 34.4% - increase in home-ownership.
- 93.0% of foreign residents pay into health insurance (relative increase in Social Insurance).
- 74.6% of foreign residents into a pension (relative increase in Employee Pension).
- 36.3% of foreign residents save money (51.8% of those have less than 1 million yen saved).
- 39.2% of foreign residents who have never used the Care & Nursing System do not understand it.

Problem Faced	As many foreign residents are living in Japan long-term, an improvement in social welfare, maternity, child-rearing and elderly care.
	<ul style="list-style-type: none"> ➤ As some foreign residents don't save money, it's easy for their QOL to be affected by socio-economic issues, rendering their future unstable. ➤ As the number of foreign families increases alongside the long-term resident population, support for pregnancy & child rearing are necessary. ➤ We need to improve the care system for the ageing population.

【Local Exchange】

- 13.2% of citizens are satisfied with creating a society that fosters mutual understanding & exchange with foreign residents.
- 35.6% of foreign residents are enrolled in Residents' Associations.
- 2018: 54.7% → 2022: 66.8% - increase in Japanese citizens' knowledge and understanding of intercultural unity.
- 27.9% of Japanese people say they have no opportunities to talk with any foreign residents.
- 68.1% of Japanese people say they have no opportunities to interact with foreign residents other than their neighbors.
- 63.8% of Japanese people expect foreign residents to follow social norms.

- 21% of Japanese people think an increase in foreign residents leads to local revival.

Problem Faced	Getting along with foreign citizens in local communities
	<ul style="list-style-type: none"> ➤ Decreasing exchange opportunities between Japanese & foreign residents⁷. ➤ Foreign residents' local support is not recognized.

【Japanese Language Learning】

- Standard of Japanese speaking and listening is high overall
- Standard for Japanese writing and kanji reading is low overall (special long-term residents and those with long-term visas tend to fall under this too).
- Reasons for learning: 70.7% - to continue living here, 56.2% - to work.
- 20.9% have no experience learning Japanese.
- 73.0% wish to learn Japanese (Location: Naka-ku: 24.9%, Online: 16.1%).

Problem Faced	Need for comprehensive Japanese language education for a broad variety of situations.
	<ul style="list-style-type: none"> ➤ It is hard to read and write Japanese, particularly kanji. ➤ The provision of classes which teach Japanese language that can be used in many situations is necessary for foreign residents. ➤ Many people have never studied Japanese before but want to.

【Children's Education】

- ◎ Increase in foreign children attending public elementary & middle schools (2022FY, 1846 children).
- ◎ 68.0% of foreign children in public schools were born & raised in Japan.
- ◎ Over 80% of middle school graduates attend high school (30% attend part-time).
- ◎ 8.1% of foreign residents children attend foreign school (2022FY).
- 65.9% of foreign children's guardians want their children to go to Japanese high-school.

Problem Faced	Support for children with foreign roots settled in Japan.
	<ul style="list-style-type: none"> ➤ As there are more and more students/children of other nationalities, more specific learning support is also required. ➤ Future options and career guidance is required for children/students who have foreign roots and will remain in Japan. ➤ One cause for students not continuing from middle school onto higher education is a low level of Japanese language ability. ➤ Children from families with financial problems often face challenges with non-enrolment in schools and in their future career paths.

【Employment】

- 61.2% of FR are employed in manufacturing industries.
- 2018: 28.3% → 2022: 39.2% - increase in indirect employment.

⁷ In the "2021FY Hamamatsu Japanese and Foreign Citizens Social Awareness Survey", it was found that exchange opportunities were hindered as a result of the COVID-19 pandemic. This is a result that ought to be taken into consideration for future events etc.

- Steady rate of unemployment and temporary redundancy due to COVID-19.

Problem Faced	Long standing issue of high rates of indirect employment
	<ul style="list-style-type: none"> ➤ It is difficult to ascertain expected income, thus their standards of living and future outlook remain unsure. ➤ The employment of foreign workers is intrinsically linked to economic conditions, and they are sadly often the first to face the risk of redundancy.

【Crisis Preparation and Management】

- 68.0% are aware of their evacuation sites.
- Emergency Organization:
 - ... 62.2% have an evacuation center map, etc., 44.3% connected to rapid crisis info.
- Sources of knowledge regarding emergencies and COVID-19
 - ... 74.1% internet, 57.9% television and radio

Problem Faced	Preparations during peace & information sharing for a crisis.
	<ul style="list-style-type: none"> ➤ Further efforts are required to increase knowledge surrounding crisis knowledge and evacuation shelters. ➤ Find an information sharing service which foreign residents can easily use.

Proposals made by the Hamamatsu City Foreign Resident’s Unity Deliberative Council

In Hamamatsu, we deliberate on policies for foreign residents and intercultural efforts between Japanese citizens and foreign residents. In order to regulate this, we have an affiliated organization - the Hamamatsu City Foreign Residents’ Unity Deliberative Council, to help us deliberate. The council submitted proposals twice (5th, 6th Council) during the 2nd Vision’s planning period. Below is an outline of their proposals.

【Proposal Outline : 5th Hamamatsu City Foreign Residents’ Unity Deliberative Council】

Topic 1: Promotion of exchange through sport

- **Proposal 1:** Create sporting events and occasions for local people to exchange and meet.

Topic 2: Strengthen support of communication for the comfort of residents living here

- **Proposal 2:** Promote the learning of Japanese common knowledge & essential information for communication to foreign residents.

Topic 3: Support children’s futures

- **Proposal 3:** Create opportunities for children to think about the future.

【Proposal Outline : 6th Hamamatsu City Foreign Resident’s Unity Deliberative Council】

Topic 1: Care for elderly foreign residents

- **Proposal 1:** Create an environment in which foreign residents can grow older peacefully.

Topic 2: Support the careers of young foreign people

- **Proposal 2:** Create an environment where young foreign residents can choose their own careers.

(4) Domestic Municipal Trends

Given the increased acceptance of foreign people into Japan, the topic of interculturalism has come to the forefront for all municipalities. The more diverse and inclusive view-point of utilizing foreign personnel in spaces not limited to construction or manufacturing to enhance the growth of the city has become widespread.

In terms of intercity relations, due to the high concentration of Latin American residents in the region, Hamamatsu is one of 13 members and an advocate for the municipal organization, The Council for Cities with Foreign Residents. Similarly, Hamamatsu has organized the “Intercultural Promotion Conference”, attended by seven prefectures (mainly the Tokai region, etc.) and one city (Nagoya), where they share knowledge and practices, and continue advocacy work.

(5) International Trends

In more economically developed countries (MEDCs), the percentage of immigrants is on the rise. Some countries make it a requirement for immigrants to learn the language of their host country; so they put efforts into intercultural exchange while also trying to balance cultural diversity and social inclusion.

Inclusive societal initiatives at local government level continue to be actively promoted. Take Oslo, Norway for example: it has a population of 699,827 people (as of 2022), of which 33.8% are immigrants. Their public education system is based on national policies and immigrants who plan to stay in the country for a period of over three months are obliged to attend both primary and secondary level education. The government is also endeavoring to teach the Norwegian language and understanding of Norwegian culture to immigrants, as well as the immigrants’ mother tongues. Similarly, for those who have completed the compulsory education, they must also attend an adult education center. This is a temporary class which teaches Norwegian language and social skills. In terms of employment and start-ups, Norway uses the “Foreign Person Work Service Center”. This provides various levels of support in multiple languages and the city is run and managed on the premise of diversity.

Similarly, we can see the continued expansion of international networks which aim to spread interculturalism. In Europe, the concept of interculturalism is being promoted as natural and a good opportunity for cities, not something which must be forced. This is exemplified through the Intercultural City[※] Programme (ICC), which begun in 2008 under the guidance of The Council of Europe (CoE)[※]. Their aim is to promote intercultural policies for cities to use to harness their diversity and thus unlock vitality, innovation, creativity, and growth. Currently there are over 150 member cities⁸, and Hamamatsu City was the first Asian city to join the program in 2017.

⁸ As of August 2022

3. Future Direction

Given our analysis of the current situation and issues, we will focus on the following initiatives and go in the following direction in the future.

The Implementation of Foreign Personnel

- ◆ Enhance exchange opportunities for foreign and Japanese residents, participate in local societal planning for foreign residents, and support their development
- ◆ Support employment and start-ups

- Based on the ideals of ICC, to create new value and economically rejuvenate an area, you must employ foreign personnel and promote civic collaboration.
- To stabilize QOL, enhance education, etc., you must first stabilize residents' income.

Japanese Language Education

- ◆ Strengthen and enhance the Japanese language education system based on the characteristics of the foreign residents living in Hamamatsu

- To deal with the expected rise in the number of foreign residents and the language barriers which occur as a result, we must promote the teaching of the Japanese language and make Japanese more usable in their daily lives and interactions.

Everyday Life, Stages of Life

- ◆ Create an environment where it is easy to access information and systems which are linked to local support and correspond to residents' stages of life.

- Due to the number of long-term residents and expected number of elderly residents, we must provide both specialized and general support for all, to seamlessly aid the various stages of life (pregnancy, child-rearing, schooling, education, employment, old-age, etc.).

Crisis Preparation and Management

- ◆ Strengthening Crisis Preparation and Management Systems
(Provide rapid information sharing tools for foreign residents during times of crisis)

- We require a rapid information sharing system that can be used in times of weather-related disasters or earthquakes, or in times of infection (e.g. COVID-19).
- We must continue to develop existing crisis preparations systems in advance of disasters.

Digitalization · Promotion of DX (Digital Transformation)

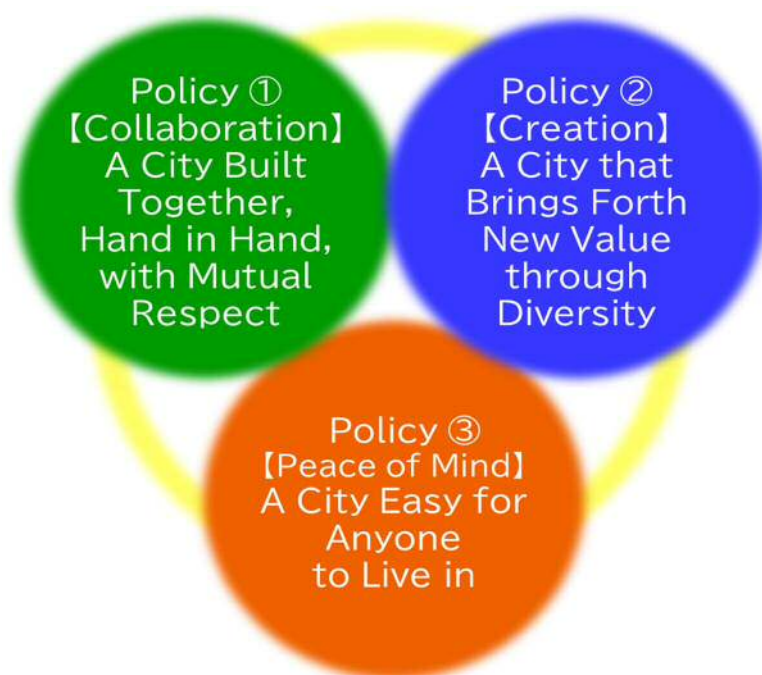
- ◆ Promote interculturalism whilst fully utilizing digital tools

- We must enhance the environment of areas where services related to intercultural unity, etc. are provided.

Chapter 3 Contents of the 3rd Vision

1. Aim for the Future Image of the City

An Intercultural City Built on Mutual Respect and Understanding That Continues to Create and Grow



In the Hamamatsu Comprehensive Plan, it was stated that the aim for the future image of the city is “Shining through Civic Cooperation ‘Hamamatsu – A Creative City that Shines into the Future’”. Similarly, the Hamamatsu City SDGs Future City Plan was put in place in 2018 and one of the promoted concepts unique to the area was “a society that is overflowing with diversity and mutual aid = diverse combinations and connections”.

In this edition of the Vision, we will work on sector-specific plans regarding civic collaboration which were raised in the Hamamatsu Comprehensive Plan. In order to achieve our SDGs, Hamamatsu will also put an ever more directed focus on diversity, and show how foreign personnel working in the city are indispensable to the city’s growth.

In this 3rd Vision, we aim to continue our efforts in the areas of the 3 future city ideals which were introduced in the 1st and 2nd Vision: “Collaboration”, “Creation”, and “Peace of Mind”. In order for our residents to live comfortably regardless of their stage of life, we will also accurately respond to the socio-economic climate and further enhance and improve our existing daily-life support in the form of problem-solving intercultural initiatives. In addition, Hamamatsu will further promote the activities of foreign personnel and aim to create an intercultural society where a diverse range of people can create value and grow alongside their city.

2. Promotion Policies and Systems

(1) Promotion Policies

In order to utilize the success achieved thus far and to further develop initiatives, the city will promote the 3rd Vision's plans and base itself in cooperating and collaborating with a diverse range of groups.

Hamamatsu City-Wide Promotion of Initiatives

The city's collaboration does not just stop at government organizations. In order to promote city-wide initiatives, we are working together with various organizations involved in the promotion of interculturalism, such as civic groups and citizens engaged in community development and interculturalism, companies employing foreign residents, and the Consulate-General of Brazil in Hamamatsu. Each diverse group works on fulfilling their own role and we promote their initiatives in turn.

Civic Collaboration

Hamamatsu is home to many individuals and groups who are helping with the interculturalization of the city. Everyone, from citizens and civic groups, to Residents' Associations (RAs) and foreign resident communities are using their personnel and the various perspectives and experiences they have accumulated to found initiatives to solve mutual issues and to reach mutual goals.

Linking Intercultural Cities Nationally and Internationally

We are continuing to expand our links with other Intercultural Cities nationally and leading studies and research into intercultural policies and issues. We are also linking with other Intercultural Cities across the globe to develop policies with a more international scope.

(2) Promotion Systems and Progress Management

The progress of the Vision will be reported at the "Hamamatsu City Intercultural Unity Promotion Council" meetings, and the "Hamamatsu City Foreign Residents' Unity Deliberative Council" meetings, and government division meetings as well as being systematically evaluated by the Hamamatsu City Strategy Plan⁹ Policies and Projects' Seat.

⁹ This is based on the "Hamamatsu Comprehensive Plan" and formulated annually as an implementation plan for specific projects.

3. Policy Structure

The policies are organized into three policy areas, aiming to create a vision for the city's future.

Aim for the Future	An Intercultural City Built on Mutual Respect and Understanding That Continues to Create and Grow
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1. A City Built Together, Hand in Hand, with Mutual Respect (Collaboration)

(1) Hamamatsu city-wide promotion of initiatives

- ◆ Promoting relations with diverse intercultural unity groups
- ◆ Strengthening networks centered on the Hamamatsu Foundation for Intercultural Communication and Exchange (HICE)
- ◆ Sharing our best practices regarding interculturalism

(2) Education & development for intercultural exchange

- ◆ Promoting international understanding through education
- ◆ Promotion international understanding

(3) Promoting of mutual understanding by enhancing oportunities for exchange

- ◆ Hosting mutual exchange events
- ◆ Support for promotion of exchange in familiar locations

(4) Promoting diverse local activities

- ◆ Promotion of participation by local communities in Residents' Associations
- ◆ Supporting and strengthening links between foreign resident communities

2. A City that Brings Forth New Value through Diversity (Creation)

(1) Cultivation and support of future generations

- ◆ Cultivating international awareness in children
- ◆ Implementing educational support for children with foreign heritage
- ◆ Running career development projects for young people with foreign heritage

(2) Promoting new cultural and creative activities with diversity

- ◆ Promoting participation in cultural and artistic events
- ◆ Developing a new culture based on a deep understanding of & respect for diversity
- ◆ Creating opportunities for foreign residents to promote their cultures

(3) Invigorate the region by promoting diversity

- ◆ Supporting foreign residents in finding employment
- ◆ Promoting the employment of foreign residents in the workplace
- ◆ Encouraging foreign residents to start up their own businesses in the region

(4) Promotion of intercity and inter-organizational cooperation

- ◆ Promoting links with other Intercultural Cities (ICC) in Japan and with intercultural organizations, etc
- ◆ Promoting links with Intercultural Cities worldwide and sharing intercultural information and know-how

3. A City Easy for Anyone to Live in (Peace of Mind)

(1) Disaster preparedness measures (crisis situations, disease outbreaks, etc.)

- ◆ Preparing for disasters by having a Foreign Resident Disaster Support Information Coordinators**
- ◆ Improving citizens' competencies in disaster preparedness in an intercultural society
- ◆ Providing emergency information using multilingual informatics tools

(2) Supporting communication

- ◆ Strengthening and further improving Japanese language education
- ◆ Optimizing utilization of interpreters and multilingual consultants
- ◆ Providing information in multiple languages and using Plain Japanese ICT systems

(3) Supporting inclusion in local communities

- ◆ Helping local areas solve their issues by providing support and information
- ◆ Developing the multilingualization of information, translation of local rules and citizens' rights
- ◆ Training bridge-builders to promote mutual understanding between communities

(4) Securing a safe living environment

- ◆ Providing consultations and information sessions on various topics (stages of life, accommodations, healthcare, social welfare, insurance and health promotion, immigration status, etc.)
- ◆ Linking social welfare facilities and local civil support organisations to improve quality of life
- ◆ Raising awareness and providing guidance for a peaceful life

4. Key Initiatives

(1) Promoting the activities of foreign talent

In order to invigorate the region, stimulate its economy, and create new value, Hamamatsu will make great use of its diverse local resources and create systems to accept, train, and connect these foreign talents active in the local community.

[Main related initiatives]

- Policy focus 1: Collaboration (4) Promoting diverse local activities
- Policy focus 2: Creation (2) Promoting cultural & creative activities with diversity
- Policy focus 2: Creation (3) Revitalization of the region by promoting diversity

(2) Promoting comprehensive & systematic Japanese language learning

Hamamatsu will establish a system to provide online and in-person Japanese language instruction in various settings (in the community, at schools, and in businesses) and at a wide range of learning levels. This will be in effort to make Japanese the common language for citizens from diverse cultural backgrounds so they can all achieve the language proficiency of an independent language user. In addition, we will increase the teaching opportunities for Japanese language instructors.

[Main related initiatives]

- Policy focus 3: Peace of Mind (2) Supporting communication

(3) Establishing appropriate support systems for foreign citizens at various stages of life

Along with the continuous enhancement of education and quality of life to date, Hamamatsu will create an environment which enables foreign residents at the respective stages of life to easily access necessary information and services regarding child-birth, child-rearing, schooling, employment, old-age, etc. through the joint utilization of digital tools and cooperation between regional support centers.

[Main related initiatives]

- Policy focus 1: Collaboration (4) Promoting diverse local activities
- Policy focus 2: Creation (1) Cultivation and support of future generations
- Policy focus 3: Peace of Mind (2) Supporting communication
- Policy focus 3: Peace of Mind (3) Supporting local exchange
- Policy focus 3: Peace of Mind (4) Securing a safe living environment

(4) Strengthening crisis management systems

Hamamatsu will make use of digitalization to share information at lightning speeds in the case of crisis situations (earthquakes and disease outbreak) and aim to raise foreign resident's disaster awareness and train support staff who will act at the time of disaster.

[Main related initiatives]

- Policy Focus 3: Peace of Mind (1) Disaster preparedness measures (crisis situations, COVID infections, etc.)

(5) Implementation and Promotion of Digital Tools · Promotion of DX

To effectively encourage the four above-mentioned key initiatives, Hamamatsu will accelerate the usage of digital tools whilst promoting DX.

5. Promotion Policies

Collaboration

Policy Focus 1 : A City Built Together, Hand in Hand, with Mutual Respect

(1) Hamamatsu city-wide promotion of initiatives

(2) Education & development for intercultural exchange

(3) Promotion of mutual understanding by enhancing opportunities for exchange

(4) Promoting diverse local activities

In order to further intercultural city development, Hamamatsu will promote mutual understanding through exchange between citizens of different cultural backgrounds, as well as deepening our understanding of interculturalism. In addition, the city aims to build a community of residents who respect one another, by promoting intercultural initiatives via collaboration with diverse entities that deal with a wide range of issues.

Related plans

- Hamamatsu Lifetime Education Promotion Outline
- Hamamatsu City Universal Design Plan (UU Plan III) (ver.3)
- Hamamatsu City Human Rights Policy Promotion Plan (ver.2)
- Hamamatsu City Library Vision
- Hamamatsu City Child Reading Promotion Plan

(1) Hamamatsu city-wide promotion of initiatives

Hamamatsu is not working alone to actualize an intercultural society. It will undertake a city-wide promotion of initiatives in cooperation with related organizations, groups, and residents.

Promoting relations with diverse intercultural unity groups

To facilitate the promotion of an intercultural society via collaboration and cooperation between national- and prefectural-related organizations and groups inside the city, the city is **hosting Hamamatsu City Intercultural Unity Promotion Council**. In addition, they will also host the Hamamatsu City Foreign Residents' Unity Deliberative Council to study and discuss unity and the various problems that foreign residents face day-to-day.

Strengthening networks centered on the Hamamatsu Foundation for International Communication and Exchange (HICE)

In order to promote cooperation between support organizations engaged with interculturalism (e.g. NPOs), citizens active as volunteers, industries, local government, and schools etc., Hamamatsu will **strengthen the functions of HICE's network** - its core intercultural organization.

■ Sharing our best practices regarding interculturalism

In order to contribute to the development of interculturalism and expand the range of initiatives it provides, **Hamamatsu will begin sharing success stories of interculturalism** as well as **commending individuals and groups who proactively engage with the creation of an intercultural society**. In addition, the city will also use various **PR tools to introduce foreign residents who are active in the Hamamatsu community**.

(2) Education & development for intercultural exchange

The city will undertake the development of an education system that will deepen mutual understanding, which Hamamatsu believes to be the foundation of an intercultural society.

■ Promoting international understanding through education

At local institutions like The Hamamatsu Intercultural Center and Community Collaboration Centers, foreign residents and Japanese residents with extensive experience abroad will be dispatched to **lead lectures on international understanding and language learning**.

■ Promoting intercultural understanding

In pursuit of promoting intercultural understanding, the city will employ the use of events, such as “Hamamatsu Interculturalism Month”, to **raise awareness for topics related to interculturalism**. As a step towards understanding diverse cultures and preventing discrimination stemming from differences in nationality or culture, the city will run training and awareness-raising events and **educate citizens in universal design and human rights**.

(3) Promoting of mutual understanding by enhancing opportunities for exchange

The city will enhance opportunities for exchange in familiar locations through events which promote mutual understanding between residents from different cultural backgrounds.

■ Hosting mutual exchange events

To **create opportunities for exchange between foreign residents with different cultural backgrounds, the city hosts exchange events related to interculturalism** at the Hamamatsu Intercultural Center and The Hamamatsu Foreign Resident Study Support Center (U-ToC). Hamamatsu is also striving to facilitate exchange by working together with HICE, the foreign resident community, and civic groups.

Support for promotion of exchange in familiar locations

The **city provides support for the promotion of exchange initiatives with local resident participation**, such as Residents' Associations. Together with HICE, Hamamatsu also supports the **exchange between people of different cultural backgrounds**. Additionally, in order to contribute to local exchange, the city provides intercultural services that foreign residents can easily use, like **increasing the range of foreign language publications at libraries** and the "Hamamatsu Digital Library" - where you can search for and view digitalized materials online.

(4) Promoting diverse local activities

The city will help foreign members of the local community get involved in city development in various ways.

Promotion of participation by local communities in Residents' Associations

The city is **supporting the translation of documents for Residents' Associations**, such as rulebooks, local flyers, etc., to make entry and participation in Residents' Associations easier for foreign residents. As part of the **Community Inclusiveness Model Project**, coordinators from The Hamamatsu Intercultural Center will be dispatched to provide individual support via consultations and problem-solving in accordance to the needs of the area.

Supporting and strengthening links between foreign resident communities

Hamamatsu is aiming to **strengthen cooperation between foreign communities and support groups such as NPOs**, while also aiming to expand the network of related organizations with The Hamamatsu Intercultural Center and Hamamatsu Foreign Resident Study Support Center (U-ToC) occupying central positions. At both centers, you can also receive support for independent activities and have consultations about establishing new groups.

Policy Focus 2 : A City that Brings Forth New Value Through Diversity

- (1) Cultivation and support of future generations
- (2) Promoting new cultural and creative activities with diversity
- (3) Invigorate the region by promoting diversity
- (4) Promotion of intercity and inter-organizational cooperation

In order to make the city more charming and revitalize the region, Hamamatsu will cultivate and support the next generation that bears the future of this city, by promoting the creative activities born from Hamamatsu's diverse cultures. By sharing expertise and know-how with relevant organizations and other Intercultural Cities, and also further advancing its initiatives of interculturalism, Hamamatsu aims to make itself a city where everyone can show what they're made of and bring forth new value and culture through diversity.

Related plans

- Hamamatsu Education Master Plan (ver.3)
- Hamamatsu City Children and Youth Support Plan
- Hamamatsu City Culture Promotion Vision
- Basic Policy and Action Plan for Promoting "Creative City, Hamamatsu"

(1) Cultivation and support of future generations

As globalization gradually progresses, Hamamatsu will launch initiatives for the cultivation and support of the city's next generation.

Cultivating international awareness in children

Foreign residents and Japanese residents with extensive experience abroad are and will be dispatched as lecturers to provide children with experiences to learn about different cultures, with the aim of **cultivating their international awareness**. The **ALT Practical English Instruction Project** aims to increase communication skills whilst also promoting intercultural understanding.

Implementing educational support for children with foreign heritage

Hamamatsu has multiple **Foreign Resident Child Education Support Projects** underway, such as dispatching bilingual aides* and Japanese language instruction aides for children with foreign roots studying at public elementary and middle schools. The city also provides appropriate support, tailored to the learning environments of children with foreign heritage, via the **Non-Enrollment Zero Strategic Project** and the **Foreign Child School Support Project**.

Running career development projects for young people with foreign heritage

As an opportunity for young people in Japan with foreign heritage to think for themselves about their future and career, Hamamatsu offers various means of career support in cooperation with related organizations, e.g. **cultivating work-ethic, providing information about employment, and introducing role models with foreign heritage similar to themselves.** The city is also endeavoring to raise awareness amongst parents and guardians of their children's career paths and prospects.

(2) Promoting new cultural and creative activities with diversity

In order to deepen its understanding of and respect for diversity, Hamamatsu will increase opportunities to engage with different cultures and arts, and will also promote new cultural and creative activities.

Promoting participation in cultural and artistic events

To promote the proactive participation of foreign residents in cultural and artistic activities, Hamamatsu will **increase the multilingual provision of information regarding cultural and artistic projects** by utilizing various information exchange tools, such as SNS (social networking services)*. The city will also **encourage the involvement of foreign residents in cultural events** through increased collaboration with relevant departments and organizations.

Developing a new culture based on a deep understanding of & respect for diversity

Hamamatsu will **host events with diverse cultural elements as opportunities** for residents to deepen their intercultural understanding by interacting with different cultures. The city will further promote cultural diversity and exchange by **displaying the synergy of its Creative City Projects and Intercultural Projects which make use of Hamamatsu's special status as a Creative City of Music¹⁰.**

Creating opportunities for foreign residents to promote their cultures

Hamamatsu aims to **create opportunities for foreign residents to share their own culture by encouraging their participation in independent cultural events,** whilst also **providing support to allow them to share their individuality through the planning and enacting of creative activities.**

(3) Invigorate the region by promoting diversity

Hamamatsu will tackle local invigoration by viewing its cultural diversity as the city's strength, promoting the activities of foreign residents, and accepting its diverse foreign personnel.

¹⁰ In 2014, Hamamatsu joined the UNESCO (The United Nations Educational, Scientific, and Cultural Organization) Creative Cities' Network in the field of music.

Supporting foreign residents in finding employment

In order to support the acceptance and employment of foreign talent, the city is **running the “Foreign Resident Employment Support Desk”** - a consultation counter for city enterprises and foreign residents. Furthermore, Hamamatsu is aiming to increase the retention of foreign talent in the area, promote their activities, and improve the working environment through its **Project for the Certification of Hamamatsu Businesses with an Active Global Workforce.**

Promoting the employment of foreign residents in the workplace

As part of its endeavors to increase the retention of top-class skilled foreign personnel, Hamamatsu is **creating an environment which supports foreign exchange students in finding employment** at local companies (through work-matching opportunities) or starting their own businesses. **The city is also supporting providers who bear the cost of Japanese language instruction-related expenses for foreign workers in Hamamatsu.**

Encouraging foreign residents to start up their own businesses in the region

Hamamatsu is utilizing the **Foreign Resident Entrepreneurial Incentive Project (Start-Up Visa)** with aims to cultivate foreign entrepreneurs and create centers of activity for them. The city is establishing systems of support for foreign entrepreneurs wanting to found start-ups in the city and is also supporting their livelihoods and start-up ventures through cooperation between the **“Hamamatsu Start-Up Café”** and the Hamamatsu Foundation for International Communication and Exchange (HICE). Additionally, the city also will provide appropriate guidance to start-ups to assist them in observing all necessary laws and ordinances when starting a project.

(4) Promotion of intercity and inter-organizational cooperation

In pursuit of creating an international society, Hamamatsu aims to promote cooperation and expertise-sharing with relevant organizations and cities, both nationally and internationally.

Promoting links with other Intercultural Cities (ICC) in Japan and with intercultural organisations, etc.

Hamamatsu will continue to participate in the **Council for Cities with Foreign Residents** and promote initiatives in cooperation with other participating cities, including making recommendations to relevant institutions and to both the national and prefectural governments. The city also aims to promote intercity cooperation, whilst further **strengthening ties between related organizations**, such as; The Council of Local Authorities for International Relations (CLAIR), The Japan Foundation (JF), and the Japan International Cooperation Agency (JICA).

Promoting links with Intercultural Cities worldwide and sharing intercultural information and know-how.

As one of many international members of the Eurocentric “Intercultural Cities Network” organization, Hamamatsu continues to bolster **its ties with Intercultural Cities around the world**, whilst simultaneously keeping an eye out for new intercultural developments. In addition, the city will also **share news both domestically and internationally of its newly-gained expertise and the results of its collaborations.**



Policy Focus 3 : A City Easy for Anyone to Live in

- (1) Disaster preparedness measures (crisis situations, disease outbreaks, etc.)
- (2) Supporting communication
- (3) Supporting inclusion in local communities
- (4) Securing a safe living environment

In order to consolidate livelihoods of foreign residents based on interculturalism and to encourage unity in the local community, Hamamatsu City will provide all necessary administrative services and support foreign residents in carrying out their social obligations, assist them in abiding by basic social norms of the area, as well as aim to remove linguistic and social barriers.

Hamamatsu aims to create a city where anyone can live comfortably, safely, and securely by supporting various initiatives. This includes ensuring that foreign residents are able to take appropriate action during natural disasters or disease outbreaks without panicking, and further improving the comprehensive support available not only for day-to-day issues and the various stages of life, but also in emergency situations.

Related plans

- Hamamatsu City Regional Disaster Prevention Plan
- Hamamatsu City Influenza Strain Prevention Plan
- Hamamatsu City “Basic Plan for Domestic Waste Management (revised edition)”
- Hamamatsu City Basic Act for Housing
- Hamamatsu City Children and Youth Support Plan (ver. 2)
- Hamamatsu City Suicide Prevention Plan (ver. 3)
- Hamamatsu City Regional Welfare Plan (ver. 4)
- Hamamatsu City Consumer Education Promotion Plan (ver. 2)

(1) Disaster preparedness measures (crisis situations, disease outbreaks, etc.)

Hamamatsu will establish information provision systems in preparation for crises, such as; natural disasters, earthquakes, and viral infections (e.g. COVID-19), as well as aiming to raise awareness in advance of such events.

Preparing for disasters by having a Foreign Resident Disaster Support Information Coordinators*

Hamamatsu has **established and operates the Multilingual Disaster Support Center** in times of large-scale disaster with cooperation from HICE and other groups and focuses mainly on using its Foreign Resident Disaster Support Information Coordinators. In order to **train Multilingual Disaster Support Aides** in advance, the city is working hard to discover new personnel and run workshops about essential disaster expertise and know-how.

Improving citizens' competencies in disaster preparedness in a intercultural society

Hamamatsu is undertaking initiatives to raise disaster prevention awareness by working together with ethnic media[※], as well as **supporting the holding of intercultural disaster drills and dispatch classes for foreign residents** by setting up model cases in the region. The city will also enhance its participation in local disaster prevention by working with the **foreign resident community** to increase their vigilance by holding disaster prevention lectures.

Providing emergency information using multilingual informatics tools

In times of disaster etc., Hamamatsu currently provides **multilingual information for foreign residents by using various information sharing tools**, such as the HICE Facebook page. In order to accurately provide emergency information at lightning speeds, the city will **set up systems for emergency multilingual information provision** using digital sharing tools.

(2) Supporting communication

Hamamatsu aims to enhance and strengthen its promotional systems for Japanese language education as the common language for foreign residents from diverse cultural backgrounds; as well as provide information in multiple languages and Plain Japanese.

Strengthening and further improving Japanese language education

Various classes are run at Hamamatsu Foreign Resident Study Support Center (U-ToC) for foreign residents, such as: volunteer training courses, classes for learning Japanese culture, as well as Japanese language classes. Whilst working to bolster the network of NPOs actively providing language classes in Hamamatsu and other Japanese language instruction support groups, Hamamatsu will **establish a system to provide online and in-person language instruction in a multitude of settings** (in the community, at schools, and in businesses) offering a wide range of learning levels.

Optimizing utilization of interpreters and multilingual consultants

By **appointing interpreters at city hall counters** and **multilingual consultants at the Hamamatsu Intercultural Center**, the city provides foreign residents with information, assistance with government procedures, and consultations for day-to-day matters. Similarly, Hamamatsu also aims to enhance the training and utilization of local personnel who use social-work expertise to **contribute to an intercultural society in the form of continuous support, from consultations to solutions.**

Providing information in multiple languages and Plain Japanese ICT systems

The city provides multilingual information on governmental and day-to-day affairs by publishing foreign language editions of the Hamamatsu Information Bulletin, updating "Canal Hamamatsu" (website which is aimed at foreign residents) and via HAMAPO (website). The city provides support for communication which utilizes social networking services (SNS) and tablet devices. Hamamatsu is also furthering its usage and proliferation of Plain Japanese, which enables widely effective communication regardless of native language.

(3) Supporting inclusion in local communities

Hamamatsu will work diligently to solve local issues and promote further exchange in areas where foreign residents live, as there are higher chances for interactions between foreign and Japanese residents.

■ Helping local areas solve their issues by providing support and information

Hamamatsu will enact the **Community Inclusiveness Model Project**, which will dispatch coordinators from the Hamamatsu Intercultural Center in accordance with local needs, and provide individual assistance in the forms of consultations and problem-solving. The city will also hold the Residents' Association Community Inclusiveness Conference as an opportunity to share local and national examples and solve problems. The conference is aimed at individuals who **work in, or are related to work done with Residents' Associations**, and handle exchange with local foreign residents.

■ Developing the multilingualization of information, translation of local rules and citizens rights

When **foreign residents relocate to the city, Hamamatsu provides information in multiple languages and Plain Japanese about various day-to-day affairs** such as: tax, garbage disposal, school enrollment, disaster prevention, and the activities of Residents' Associations. Hamamatsu is working with related organizations to raise awareness and aims to **enhance the multilingualisation of information regarding obligations and rights** such as tax payments and social security, as well as essential local rules like how to dispose of garbage.

■ Training bridge-builders to promote mutual understanding between communities

Through its Social Work Training for Interculturalism[※], Hamamatsu will **train personnel who will act as liaisons, bringing together local communities of different cultural backgrounds (bridge-builders**[※]), by aiming for the acquisition of expertise on a wide variety of problems that foreign residents face and the increasing the widespread understanding of Japanese systems.

(4) Securing a safe living environment

Hamamatsu is well underway with the creation of an environment which will enable foreign residents to access essential information and systems for their day-to-day affairs covering the various stages of life, as well as raising awareness and educating the public on crime prevention, road safety, and employment.

■ Providing consultations and information sessions, etc. on various topics

《stages of life, accommodations, healthcare, social welfare, insurance and health promotion, immigration status, etc.》

Hamamatsu is promoting resident enrollment in social insurance, as more people receive permanent residency and the resulting population ages. In order to promote the usage of all the

various types of insurance and social welfare services available, such as use of the Long-Term Care Insurance (for the elderly), the city is **enhancing the scope of its multilingual information provision** and its consultations regarding accommodation, healthcare, social welfare, sanitary precautions, improving one's health, immigration statuses, and navigating through the various stages of life (childbirth, child-rearing, school enrollment, finding employment, old-age, etc.).

For child-rearing, the city provides assistance through **interpreters at child-rearing support plazas**, which are places where expecting mothers and those with infants and toddlers can meet and interact. As for accommodation, Hamamatsu is working with relevant organizations, such as the prefectural government, to provide support for problem-solving efforts in the pursuit of creating meaningful exchange between Japanese and foreign tenants in public housing. Furthermore, in terms of mental health welfare, the city is running **mental health consultations**[※] **for foreign residents and training mental health aides**. The city is also **working with the Immigration Bureau of Japan** to support foreign residents in having consultations regarding their residency status.

■ Linking social welfare facilities and local civil support organisations to improve quality of life

In order to assist foreign residents with the various issues they face in their daily lives and with social welfare, Hamamatsu is aiming to **create a network which strengthens ties between existing local support centers** (such as livelihood support, elderly support centers), like the Hamamatsu City Social Welfare Conference and other relevant entities which support foreign residents, directing them towards appropriate support, and sharing expertise on assisting foreign residents and on interculturalism.

■ Raising awareness and providing guidance for a peaceful life

In order for its foreign residents to be able to lead a safe and stable life, Hamamatsu is currently and will continue to work with the police, firefighters, Residents' Associations, and foreign communities to **run initiatives in local crime prevention, road safety, and emergency bulletins, and to raise public awareness of this in local areas**. Finally, the city is working together with Hello Work (Public Employment Security Office) and the Labor Standards Inspection Office to increase public knowledge regarding the rules of employment and improve the labor conditions of businesses which employ foreign people.

6. List of Initiatives

※“Responsible Divisions” refers to the main division which organizes the initiatives

1. A City Built Together, Hand in Hand, with Mutual Respect (Collaboration)			
No.	Initiatives	Responsible Division	Page No.
(1) Hamamatsu city-wide promotion of initiatives			
1	Hosting Hamamatsu City Intercultural Unity Promotion Council	International Affairs Division	18
2	Strengthening networks centered on the Hamamatsu Foundation for International Communication and Exchange (HICE)	International Affairs Division	18
3	Publically acknowledging groups who are actively working towards intercultural society	International Affairs Division	19
4	Sharing our best practices regarding intercultural exchange and inclusion	International Affairs Division	19
5	Introducing foreign residents working in the region via SNS and media	International Affairs Division	19
(2) Education & development for intercultural exchange			
6	Education on international understanding and language learning	International Affairs Division Creative Cities & Cultural Promotion Division	19
7	Educating, promoting, and providing training on Universal Design (UD)	International Affairs Division Universal Design & Gender Equality Division	19
8	Educating, promoting, and providing training on human rights	International Affairs Division Welfare General Affairs Division (Human Right Education Center)	19
(3) Promoting of mutual understanding by enhancing opportunities for exchange			
9	Hosting exchange events at the Intercultural Center and Foreign Resident Study Support Center	International Affairs Division	19
10	Supporting the promotion of exchanges at a local level, e.g. Residents' Associations	International Affairs Division Civic Partnership & Regional Policy Division	20
11	Supporting exchange between people of different cultural backgrounds	International Affairs Division	20
12	Promotion of multicultural services provided by the library (multilingual books, etc.)	Central Library	20
(4) Promoting diverse local activities			
13	Supporting Residents' Associations by translating materials for them	International Affairs Division Civic Partnership & Regional Policy Division	20
14	Implementing the Community Inclusiveness Model Project	International Affairs Division Civic Partnership & Regional Policy Division	20
15	Supporting the work of and strengthening the links between foreign resident communities and NPOs	International Affairs Division	20

2. A City that Brings Forth New Value through Diversity (Creation)			
No.	Initiatives	Responsible Division	Page No.
(1) Cultivation and support of future generations			
16	Creation of lectures for the cultivation of an international thinking and projects to improve practical English	International Affairs Division Educational Development Division	21
17	Implementing educational supports for children with foreign roots	Educational Development Division	21
18	Implementing a "Non-Enrollment Zero Strategic Project" aimed at foreign resident children	International Affairs Division Education General Affairs Division, Educational Development Division	21
19	Projects supporting foreign schools	International Affairs Division Child Educational Development Division	21
20	Running career development projects for young people with foreign roots	International Affairs Division Industrial Promotion Division Educational Development Division	22
(2) Promoting new cultural and creative activities with diversity			
21	Promoting the participation of foreign residents in cultural and artistic events, by providing information in multiple languages	International Affairs Division Creative Cities & Cultural Promotion Division	22
22	Holding events with diverse cultural elements	International Affairs Division	22
23	Creating opportunities for musical and intercultural projects to collide and generate new events	International Affairs Division Creative Cities & Cultural Promotion Division	22
24	Creating opportunities for foreign residents to promote their own culture	International Affairs Division Creative Cities & Cultural Promotion Division	22
25	Supporting creative activities planned for and implemented by foreign residents	International Affairs Division Creative Cities & Cultural Promotion Division	22
(3) Invigorate the region by promoting diversity			
26	Running the "Foreign Resident Employment Support Desk", a consultation desk for foreign residents and companies in the city	International Affairs Division Industrial Promotion Division	23
27	Implementing the Project for the Certification of Hamamatsu Businesses with an Active Global Workforce	International Affairs Division	23
28	Cultivating an environment which supports foreign exchange students to search for jobs in companies in the city or start up their own businesses	Industrial Promotion Division	23
29	Creating opportunities for study abroad students to match up with companies in the city	Industrial Promotion Division	23
30	Implementing a support fund for foreign resident workers learning the Japanese language	International Affairs Division	23
31	Implementation of the Foreign Resident Start-up Promotion Project (Visas for Start-ups)	Start-up Promotion Division	23
32	Providing multilingual support via Hamamatsu Start-up Café	Industrial Promotion Division	23
(4) Promotion of intercity and inter-organizational cooperation			
33	Facilitate cooperation with other Intercultural Cities nationwide through participation in the Council for Cities with Foreign Residents	International Affairs Division	23
34	Promoting links with Intercultural Cities worldwide and sharing information and know-how	International Affairs Division	23

3. A City Easy for Anyone to Live in (Peace of Mind)

No.	Initiatives	Responsible Division	Page No.
(1) Disaster preparedness measures (crisis situations, disease outbreaks, etc.)			
35	Implementing and running of the Multilingual Disaster Support Center	International Affairs Division Crisis Management Division	24
36	Training multilingual disaster aides	International Affairs Division Crisis Management Division	24
37	Supporting the holding of intercultural disaster drills and dispatch classes for foreign residents	International Affairs Division Crisis Management Division	25
38	Strengthening relations with the foreign resident community and promoting local emergency plans	International Affairs Division Crisis Management Division	25
39	Providing emergency information using multilingual informatics tools	International Affairs Division Crisis Management Division	25
40	Maintaining a multilingual emergency information notification system	International Affairs Division Crisis Management Division	25
(2) Supporting communication			
41	Running Japanese language classes and volunteer training sessions with the Foreign Resident Support Center (U-ToC) at the heart	International Affairs Division	25
42	Enhancing Japanese language learning support systems via NPO's and other support organisations	International Affairs Division	25
43	Assigning interpreters to work at city hall service counters and placing multilingual consultants in the Intercultural Center	Human Resource Division International Affairs Division	25
44	Utilising social-work expertise to further develop and strengthen the skills of local personnel who contribute to an intercultural society	International Affairs Division	25
45	Publishing multilingual editions of the Hamamatsu Informaton Bulletin; maintaining Canal Hamamatsu (a website aimed at foreign residents), providing multilingual information via tablets and other ICT/SNS	International Affairs Division Public Opinion and Relations Division Universal Design & Gender Equality Division	25
(3) Supporting inclusion in local communities			
46	Implementing Community Inclusiveness Model Project (as 14, above)	International Affairs Division Civic Partnership & Regional Policy Division	26
47	Hosting community inclusive Residents' Association meetings	International Affairs Division Civic Partnership & Regional Policy Division	26
48	Providing guidance to foreign residents who move to the city by providing information in various languages and Plain Japanese	International Affairs Division	26
49	Implementing and developing the multilingualisation of information, translating rights and local rules	International Affairs Division Waste Disposal Division, Municipal Tax Division, National Pension Division	26
50	Training bridge-builders who can promote mutual understanding between communities	International Affairs Division	26
(4) Securing a safe living environment			
51	Multilingual information sessions and consultations regarding: lifestages and accommodations, healthcare, social welfare, insurance, health promotion, immigration status, etc.	International Affairs Division, Welfare General Affairs Division, Senior Citizens' Welfare Division, Long-term Care Insurance Division, Public Health Promotion Division, Child Rearing Support Division, Preschool Education and Childcare Division, Industrial Promotion Division, Housing Division	27
52	Installation of interpreters at child rearing support centers	Child Rearing Support Division	27
53	Implementation of mental health consultations (for foreign residents) and training of mental health aides	Mental Health Welfare Center	27
54	Strengthening relationships at local support centers by supporting foreign residents	International Affairs Division, Citizen's Counseling Center, Welfare General Affairs Division, Senior Citizens' Welfare Division, Mental Health Welfare Center, Child Rearing Support Division	27
55	Raising awareness and providing guidance on various topics; i.e. crime prevention, traffic safety, emergency notifications, and employment	International Affairs Division Industrial Promotion Division, Road Planning Division, Control Division	27

- SDGs – pg. 1, 4, 13
...Abbreviation for: Sustainable Development Goals. These are internationally-held goals, noted in the UN Summit on the “2030 Agenda for Sustainable Development” (September 2015), to be achieved using best practices to make the world sustainable by 2030.
- Plain Japanese – pg. 3, 6, 15, 26, 27
...Easily-understandable Japanese ensuring that the intended message can be widely understood quickly and accurately, regardless of the listener’s nationality. It is particularly effective as a means of communication in times of disaster.
- Well-being – pg. 4
...A state in which your physical, mental, and social needs are met and you feel satisfied.
- DX (Digital Transformation – pg. 5, 12, 17
... Using digitalization and digital tools to drastically reform an organization’s structure.
- ICT (Information and Communications Technology) – pg. 5, 15, 26
... Information and Communications Technology (ICT) is the general term for technologies, industries, and services that relate primarily to information processing and communications.
- Independent language user– pg. 16
... Corresponds to level B (B1/B2) in the “Reference Framework for Japanese Language Education” (Agency for Cultural Affairs, October 2021), which contains six levels used as indicators for a learner’s Japanese language mastery level. B1, which is the level aimed for by local language education, is defined by the ability for the learner to understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc.
- Council of Europe – pg. 11
...The Council of Europe is a pan-European international organization based in Strasbourg, France, which leads the development of standards in the fields of human rights, democracy, and the law. In 1996, Japan joined the Council as an observer state.
- Intercultural Cities (ICC) - pg. 11, 12, 15, 23
... A policy ideal which regards cultural diversity as the source of a city’s vibrancy, innovation, creativity, and growth.
- Bilingual aides – pg. 21
...In Hamamatsu, we appoint bilingual aides (those who speak two or more languages) for complete support of students (children) with foreign backgrounds. Bilingual aides work in schools as aides for foreign students but they can also be dispatched as aides.

- SNS – pg. 22, 27
 ...Abbreviation for Social Networking Services. This term refers to online membership-based services which allow registered users to interact. They enable private and close communication (to some degree) between friends, those with similar hobbies, or those in neighboring areas. Businesses and organizations often use them to help spread their message via advertising.
- Foreign Resident Disaster Support Information Coordinator – pg. 15, 25
 ...When there is a crisis situation, the coordinator relays information from the government (administration) about the crisis and daily life support to foreign residents, as well as matching the needs of foreign evacuees to resources. The Ministry of Internal Affairs and Communications states that this coordinator must complete training for this role.
- Ethnic media – pg. 26
 ...Refers to media such as newspapers, magazines, radio, television, and websites that are aimed at foreign nationals residing in Japan.
- Social work training for interculturalism – pg.27
 ...Training for personnel who can support foreign residents through consultations and in problem-solving, against the wide-range of challenges they face.
- Bridge-builder – pg.27
 ...An arbiter or mediator who works in the local community to bring groups with different cultural backgrounds together, help them solve problems, and create connections between the groups.
- Mental health consultation – pg.28
 ...In order to handle mental health consultations, we deploy specialists and have them accompany residents to private consultations or treatment facilities.

The 3rd Hamamatsu Intercultural City Vision

Edited and published by:

Hamamatsu International Affairs Division
Motoshiro-cho 103-2, Naka-ku, Hamamatsu,
430-8652

TEL : 053-457-2359 FAX : 050-3730-1867

E-mail : kokusai@city.hamamatsu.shizuoka.jp

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