

**Shinjuku City Multicultural City Development
Conference Discussion Report**

August 28, 2020

Shinjuku City Multicultural City Development Conference

Table of Contents

Introduction	1
Chapter 1: Setting the Discussion Theme	
1. Background of the Opening of Shinjuku Multicultural Plaza	2
2. Opening of Shinjuku Multicultural Plaza	2
3. Discussion Theme and Purpose	3
4. Direction of Discussion	4
Chapter 2: Course of Discussions	
1. Changes in the Overall Situation since Opening	5
2. Plaza Initiatives	10
(1) Foreign Resident Consultations	10
(2) Japanese-Language Learning Support	11
(3) Information and Resources the Plaza Provides	12
(4) Data on Users and Why They Come to the Plaza	14
(5) About the Shinjuku Multicultural Society Coordinating Committee	16
3. Examining the Plaza's Functions	18
(1) Foreign Resident Consultations	19
(2) Japanese-Language Learning Support	21
(3) Providing information	25
(4) Holding events	26
(5) Enhancing the network function and connecting with private organizations	30
(6) Fostering awareness of multicultural living	33
Chapter 3: Recommendations from the Conference	36
Conclusion	39
Reference	
1. Deliberation progress	41
2. Conference members	42

Introduction

The Shinjuku City Multicultural City Development Conference was established in September 2012 as an organization under the mayor's office. The fourth term of the conference began in September 2018.

The FY2015 Survey on Multicultural Living in Shinjuku City—conducted after a review during the conference's second term (two years from September 2014)—revealed that Shinjuku Multicultural Plaza is losing users and its recognition among residents is declining. Meanwhile, since the Plaza opened over thirteen years ago, the number of foreign residents and nationalities in Shinjuku has increased, and now make up a larger percentage of the population.

Based on this information, discussions were held during the fourth term with the theme “Further Promotion of Multicultural Living through the Use of Shinjuku Multicultural Plaza.” The deliberations began with a tour of the Plaza, followed by a review of the current services the Plaza provides, including Japanese-language learning support, consultations for foreign residents, the Shinjuku Multicultural Society Coordinating Committee, who is using the facilities, and the provision of information. Subsequent examinations considered that these services and the roles they play are the Plaza's current functions, and there were discussions on how to better promote multicultural living through the Plaza.

Efforts to promote multicultural living in Japan are beginning to make great progress, such as the establishment of the Immigration Services Agency and the introduction of the specified skilled worker system last April, and the promulgation and enforcement of the Act on Promotion of Japanese-Language Education last June. In addition, the Foreign Residents Support Center opened in Yotsuya this July in Shinjuku City.

As an area in Japan with one of the largest populations of foreign residents and a track record of supporting multicultural living, we are reporting the results of the deliberations in the hope that the city will build on the efforts made to date and better promote multicultural city development.

August 28, 2020

Toshihiro Menju

Chairperson

Shinjuku City Multicultural City Development Conference

Chapter 1: Setting the Discussion Theme

1. Background of the Opening of Shinjuku Multicultural Plaza

When the Plaza opened in January 2005, there were 28,272 registered foreign residents in Shinjuku, or 9.4 percent of the total population of 301,868. Ten years earlier in January 1995, those totals were just 18,815 people and 6.6 percent of the population, revealing a major increase. In terms of visa type, student visas accounted for the highest percentage at 29.0 percent (there is a full breakdown on page 7).

In February 2005, Shinjuku prepared its fourth implementation plan (for the years 2005 to 2007), focusing on the goal of building a new urban community based on the theme of “collaboration and participation.”

Four Issues and Twenty-One Priority Items to Address

Issue: Building a safe and comfortable city with a rich culture

Priority item: Promote multicultural living (multicultural city development, Japanese-language learning support)

One project theme of this plan is multicultural city development. The outline for the project states: “In Shinjuku, a city in which there are approximately 30,000 foreign residents, or about 10 percent of the city’s population, we positively embrace the fact that there are so many foreigners living in the city as a major characteristic of Shinjuku. We will promote multicultural city development so that people of different nationalities and ethnic groups accept and understand different cultures, and live together.” A FY2005 goal for this project was to establish and operate a center for multicultural living.

2. Opening of Shinjuku Multicultural Plaza

The Plaza opened on September 1, 2005. Article 1 of the Shinjuku Multicultural Plaza Ordinance stipulates the purpose for establishing the Plaza as follows:

Article 1: Purpose and Establishment

Shinjuku Multicultural Plaza will be established to promote exchanges between Japanese and foreign residents, to deepen mutual understanding of culture and history, and to contribute to the formation of a local community where people of diverse cultures can live together.

At the opening ceremony held on September 1, the mayor stated: “About 10 percent of our residents are foreign nationals. I believe we need to respect this diversity and regard the fact that there are so many foreigners living here as one of our advantages, and promote multicultural city development where residents of different nationalities and ethnicities accept and understand other cultures to live in harmony.”

On August 25 of the same year, we published the first issue of our foreign-language city newsletter, *Shinjuku News*. That issue introduced the Plaza, which was set to open on September 1, as follows:

Gather without borders between nationalities, cultures and languages

Shinjuku is establishing Shinjuku Multicultural Plaza to promote multicultural city development. The Plaza will serve as a place where Japanese and foreign residents can interact and deepen their understanding of each other's culture and history. It serves as the space for various purposes, such as learning Japanese, as well as collecting and exchanging information on Japanese culture and local communities.

3. Discussion Theme and Purpose

The theme of the discussions for the fourth Shinjuku City Multicultural City Development Conference in September 2018 was "Further Promotion of multicultural living through the Use of Shinjuku Multicultural Plaza." The reasons stated at that time were as follows:

- (1) Thirteen years have passed since the Plaza opened in 2005. During that period, the social environment has changed significantly, including the composition of foreign residents in the city and the rapid progress in communication technology. The functions and roles envisioned for the Plaza when it was established have changed. We must review its activities to date and consider how the Plaza may serve in the future in light of current conditions.
- (2) Between the opening of the Plaza in 2005 and 2018, the number of foreign residents has continued to increase, and their mobility also remains high at approximately 40 percent. However, the number of Plaza users has decreased by more than 20 percent over the last three years. We must examine whether what the Plaza offers is still attractive and useful to foreign residents, and to re-examine those offerings.
- (3) The FY2015 Survey on Multicultural Living in Shinjuku City revealed that few residents knew about the Plaza (75 percent of foreigners and 80 percent of Japanese did not). The Plaza's limited functions, roles, and activities and programs are considered the major factors preventing it from gaining recognition.

4. Direction of Discussion

Examine the effectiveness and appeal of the Plaza's functions and programs, and how well they have fulfilled the purpose the Plaza was established to meet.

Based on an analysis of the current situation of foreign residents, we will consider how to make the Plaza's functions and programs more attractive as the city promotes multicultural living.

We will discuss the Plaza's activities and the actual situations of foreign residents in the city from various perspectives, and make recommendations on the functions and programs that the Plaza should offer in the future.

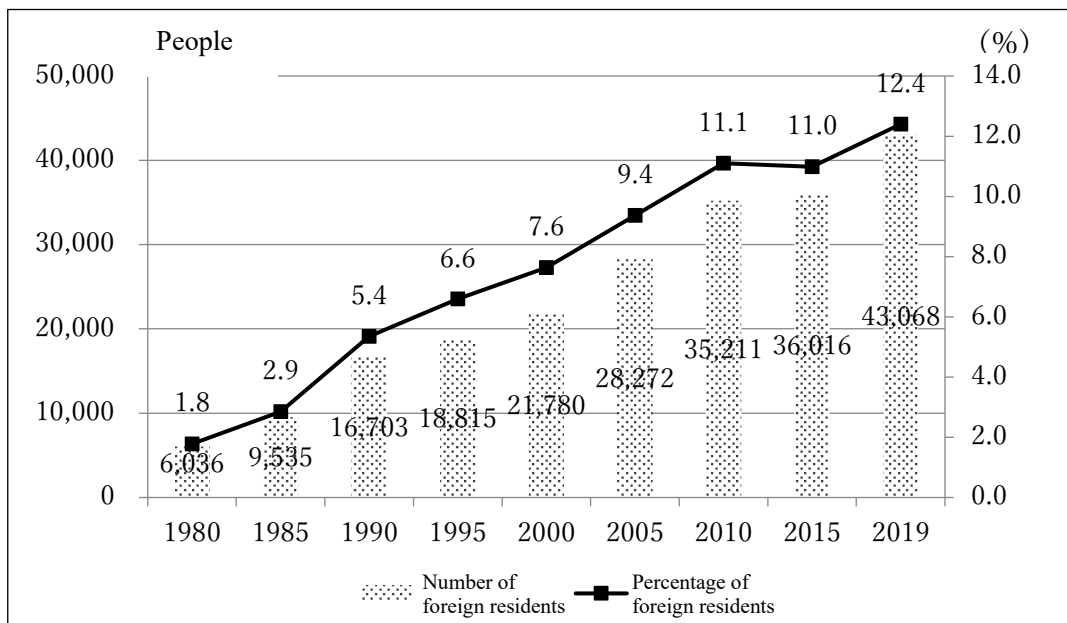
Chapter 2: Course of Discussions

During our discussions, we first looked at how the overall situation has changed since the Plaza opened, and what initiatives the Plaza has been pursuing. Next, we reviewed the services the Plaza provides along with its roles and current functions. We examined each function.

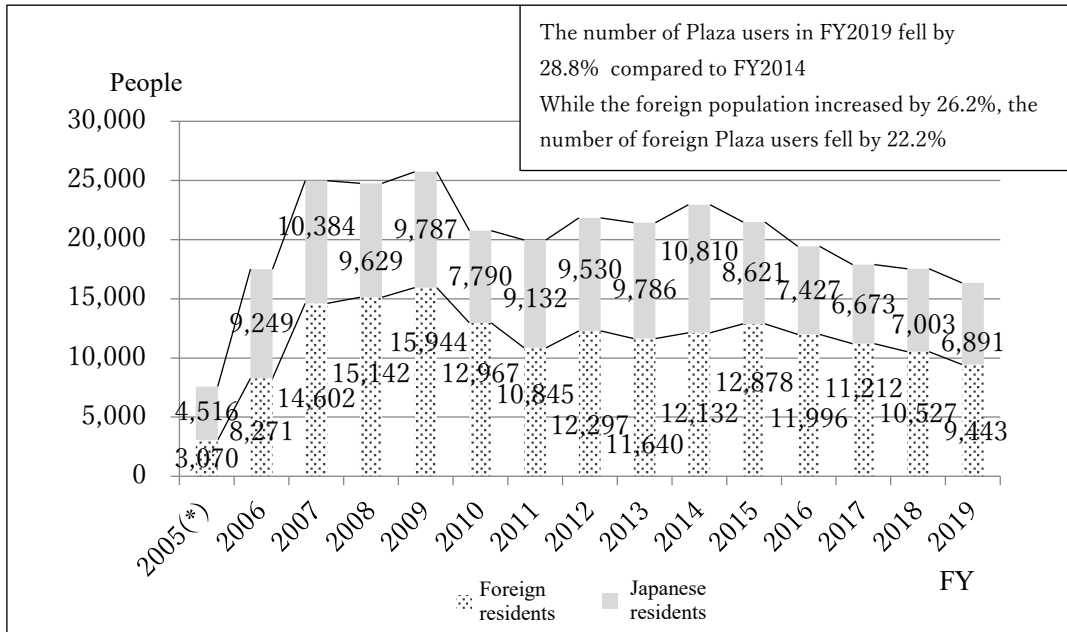
In the following pages, we describe the changes in the overall situation since the Plaza opened, the initiatives the Plaza has been pursuing, and the functions of the Plaza, in that order.

1. Changes in the Overall Situation since Opening

(1) Changes in Shinjuku City's Foreign Population (from 1980 to 2019; as of January 1 each year)



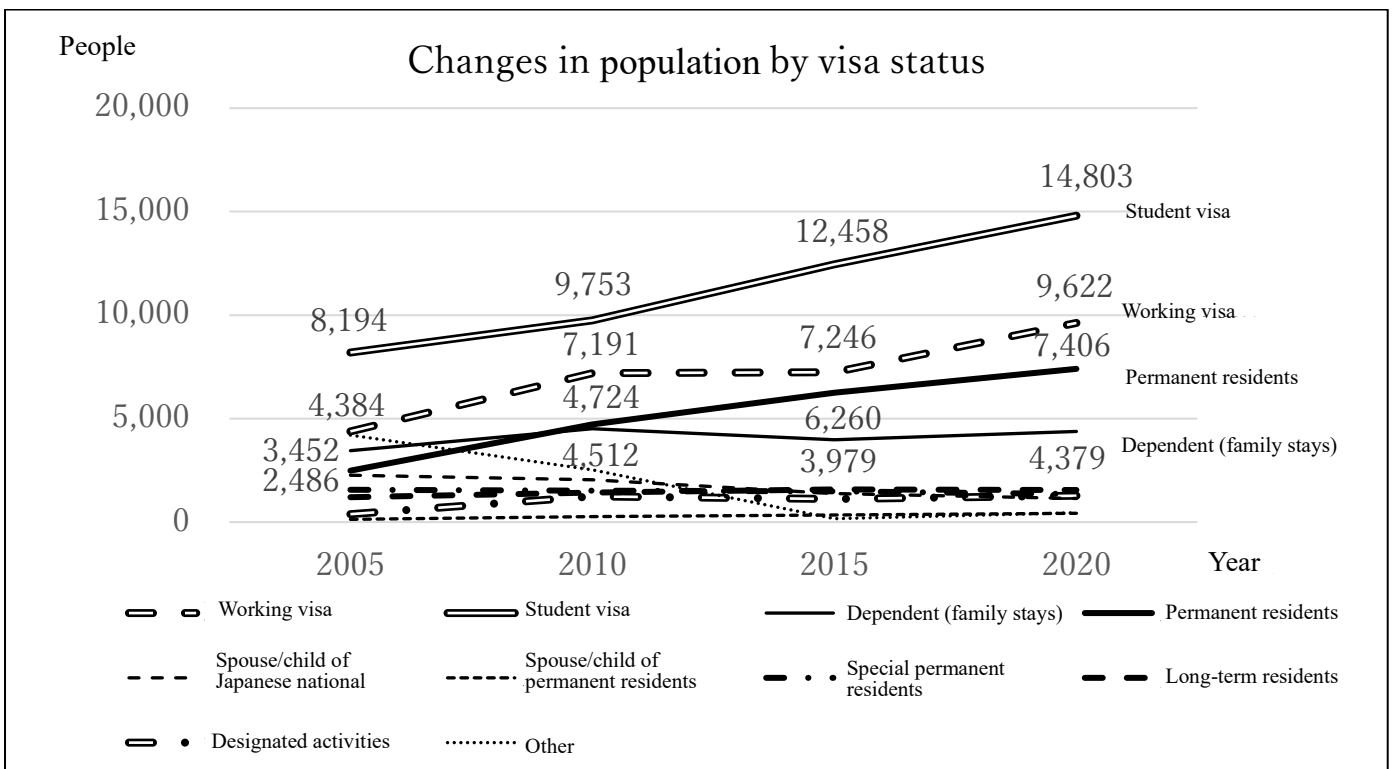
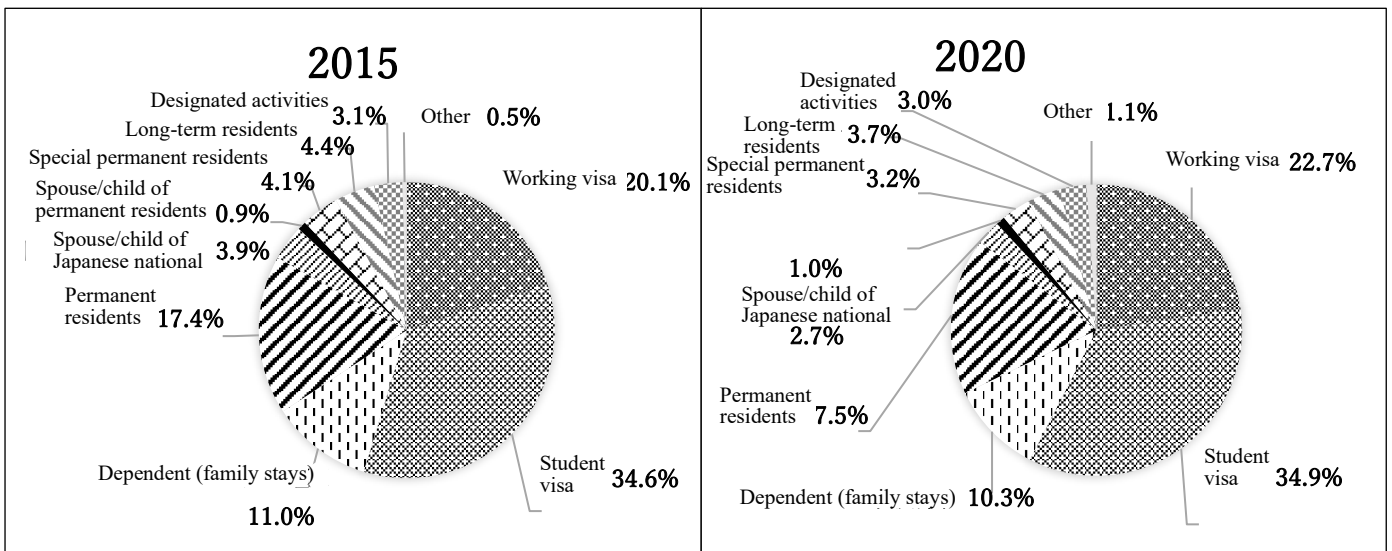
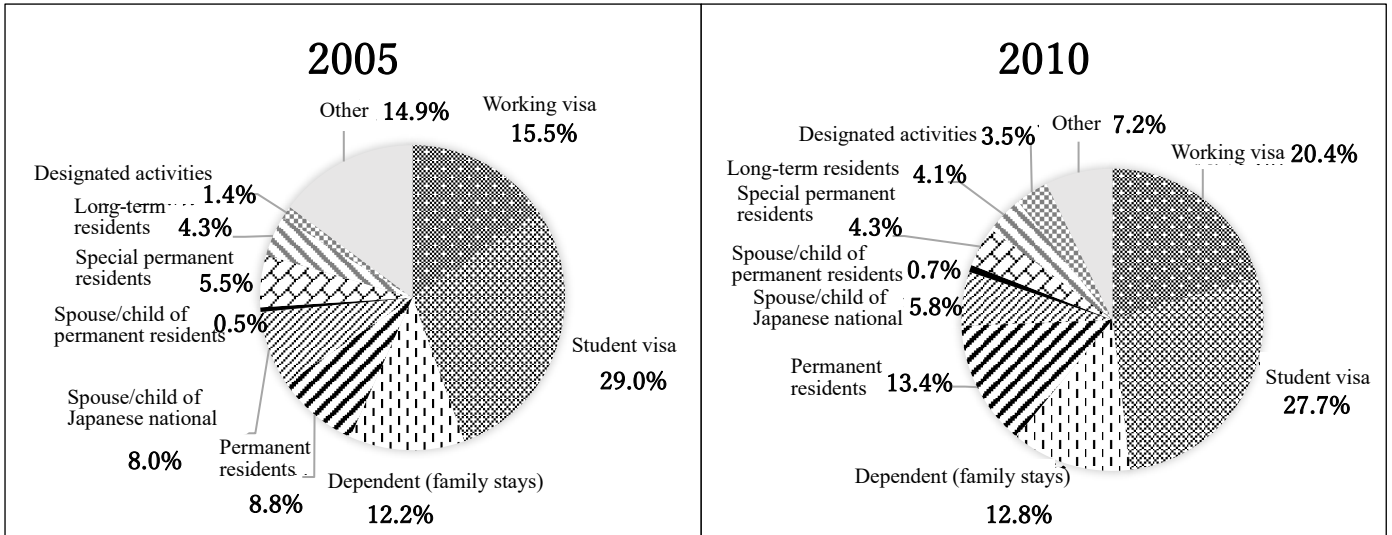
(2) Change in Plaza Users



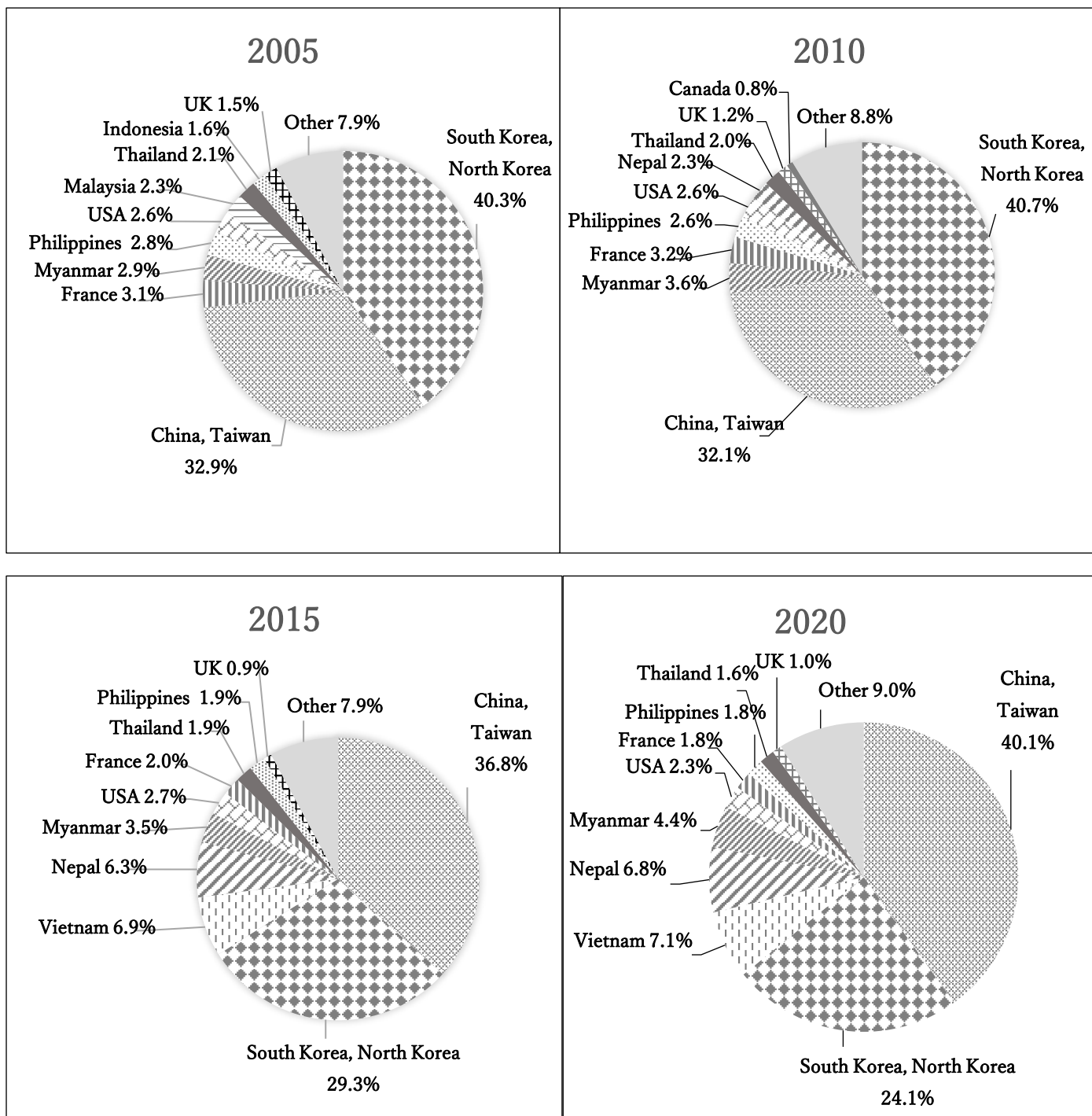
*For FY2005, from September 2005 (when the Plaza opened) to March 2006

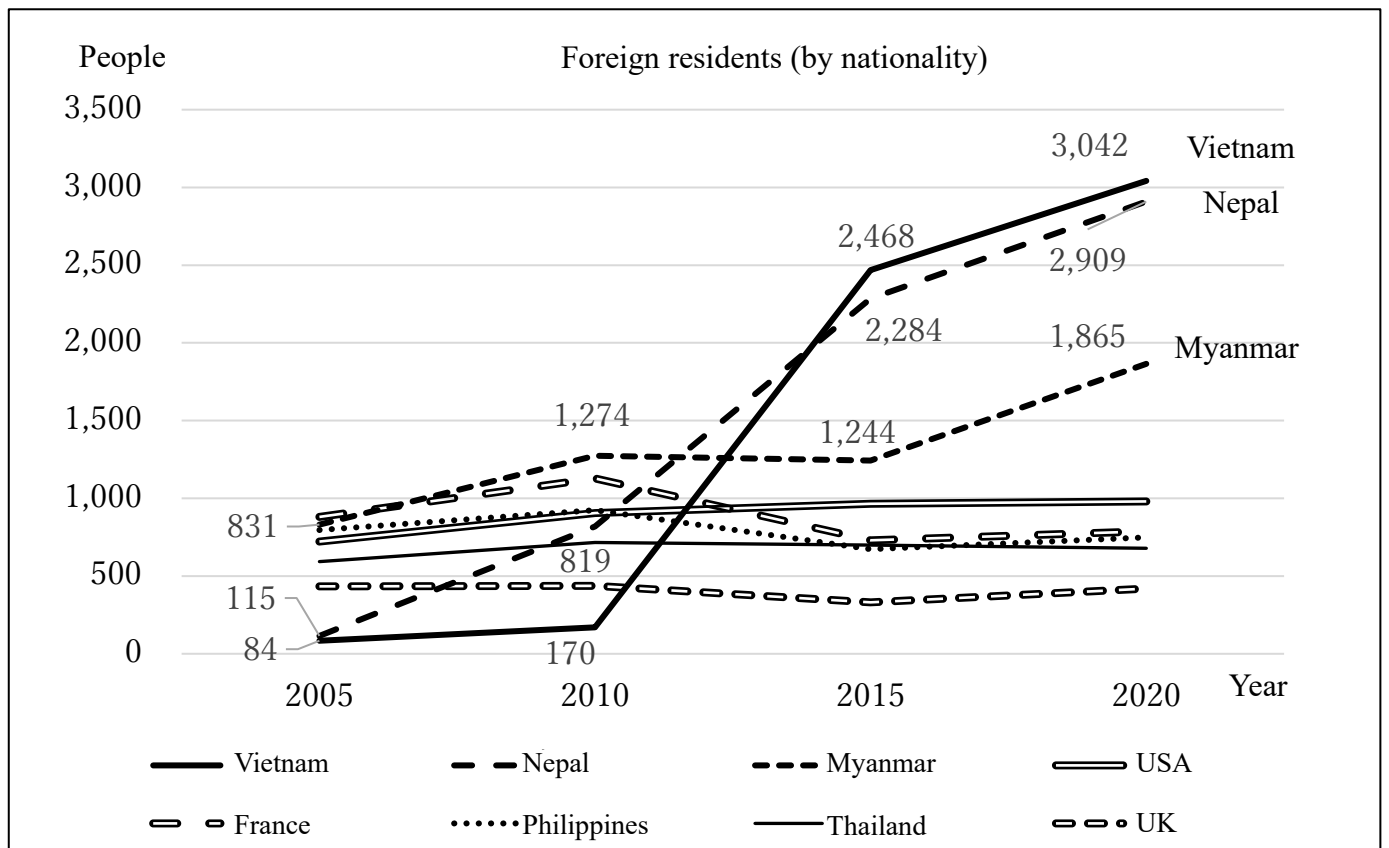
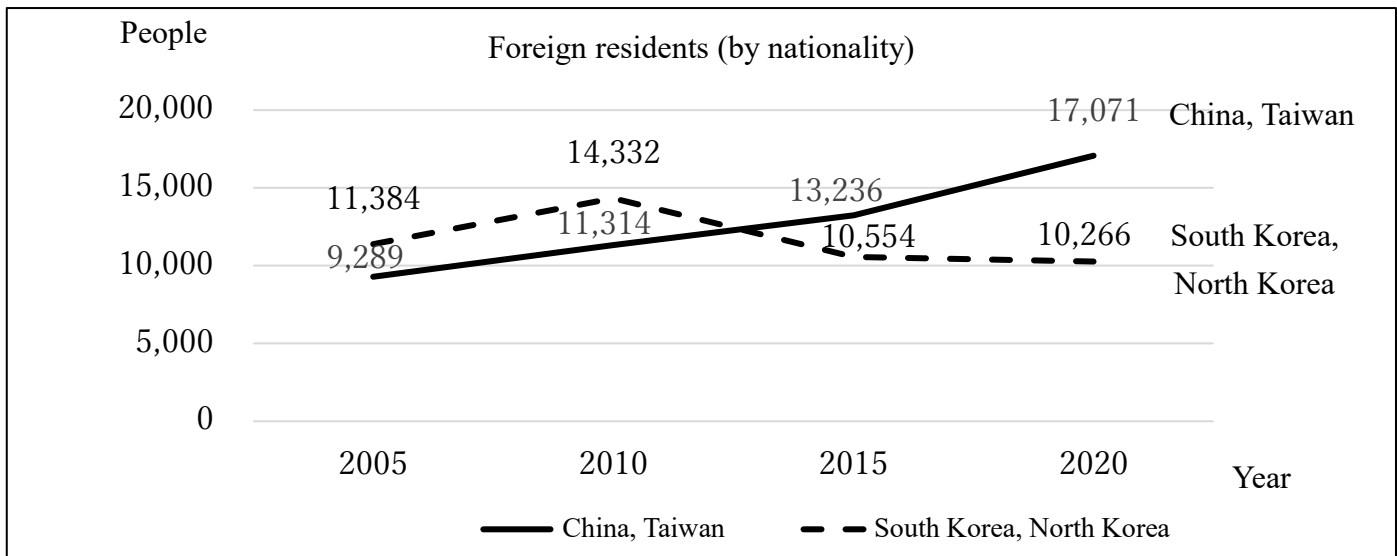
(3) Changes in the foreign resident population

a) By visa status (as of January 1 each year)



b) By nationality (as of January 1 each year; 2005 and 2010 show the figures from the foreign resident registration system)





(Reference) Number of nationalities

September 2005 (when the Plaza opened): 103

January 2020: 127

2. Plaza Initiatives

An overview of the Plaza's initiatives based on the materials used at our meeting is presented on the following pages.

(1) Foreign Resident Consultations

新宿区における外国人相談

① 対応言語及び時間等

ア 新宿区役所本庁舎〔時間〕午前9時30分～12時 午後1時～5時

月	火	水	木	金
英語 ・ 中国語 ・ 韓国語				

イ しんじゅく多文化共生プラザ〔時間〕午前10時～12時 午後1時～5時

月	火	水	木	金
韓国語 (午後)	中国語 タイ語 ネパール語	英語 (第1・3・5 週のみ)	中国語 ミャンマー語	韓国語
				英語 (第3週 のみ)

② 相談件数 (件)

年度	日本語	英語	中国語	韓国語	タイ語	ミャンマー語	ネパール語	計
27年度	231	1,206	2,234	1,277	94	59	60	5,161
28年度	260	1,237	2,082	1,251	133	42	77	5,082
29年度	301	1,200	2,000	1,253	104	79	122	5,105
30年度	192	1,098	1,674	759	68	21	88	4,302

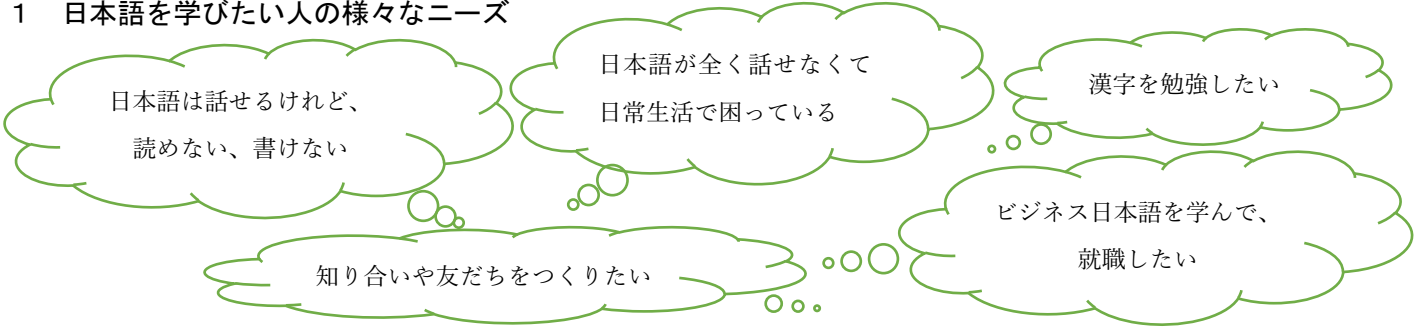
③ 相談内容 (平成29年度実績) (件)

相談内容	本庁舎	プラザ
生活関係 (家庭・消費・福祉・健康・住まい・仕事)	1,999	306
行政手続き関係 (住民登録、マイナンバー、税金、帰化)	1,349	59
教育 (学校・日本語学習)	574	418
入国・在留 (出入国、在留資格、在留期限)	209	137
翻訳等	309	405

* 1人が複数の相談を行う場合もあり、相談件数とは一致しない。

新宿区における日本語学習支援

1 日本語を学びたい人の様々なニーズ



2 区が日本語学習を支援する目的

- ① 外国人の日本語に対する不安を取り除くこと ② 地域の多文化共生を推進すること

新宿区に暮らす人の約8人に1人は外国人である。つまり約8人に7人は日本人であり、地域の共通言語は日本語である。そこで、外国人への日本語学習支援を通じて外国人の日本語に対する不安を取り除くとともに、地域に住む日本人とのコミュニケーションを促進することで、誰もが安心して暮らせる環境づくりを推進する。

3 新宿区・新宿未来創造財団の日本語学習支援

子どもの日本語学習は支援でなく教育の一環のため、下表に含めない

事業名	概要	料金
(1) 日本語学習コーナー	日本語学習のための専門書籍や雑誌、教材・資料を揃え、自由に使用、閲覧できる。 【場所】しんじゅく多文化共生プラザ	無料
(2) 新宿日本語ネットワーク (通称 SNN)	(1)の教材・資料を活用した、ボランティアによる日本語教室。1回完結、予約不要。 【場所】しんじゅく多文化共生プラザ	無料
(3) 新宿区日本語教室 (通称 SJC)	ボランティアによる学期制の初級日本語教室 【場所】区内 10 か所 12 教室	有料
(4) 親と子の日本語教室	ボランティアによる託児付きの初級日本語教室 【場所】大久保小学校	500 円 (学期毎/3 か月分)
(5) はじめてののにほんごクラス	日本語が全く話せない人のためのボランティアによる入門日本語教室 【場所】しんじゅく多文化共生プラザ	無料

4 区が支援する対象者

日本語レベル	学習支援の実施主体			
	日本語学校	SNN、SJC、親と子の日本語教室、はじめてののにほんごクラス	民間ボランティアによる日本語教室等	厚生労働省「外国人就労・定着支援研修事業」
入門・初級	○	○	○	○
中級	○	—	○	○
上級	○	—	○	○

<区による日本語学習支援の特徴>

- 参加料無料、又は、有料でも 1,500 円～2,000 円/週 1 回 3 か月間 (※週 2 回コースはこの倍)。
- 無料の日本語教室は、毎回の出席、宿題等ができない場合も継続しやすい (予約不要、1 回完結)。
- 学ぶ内容は生活上の場面を想定した内容 (文法中心ではない、サバイバル日本語)。
- 地域在住のボランティアが関わることにより、地域のなかで交流が生まれる。

(3) Information and Resources the Plaza Provides

プラザの提供情報

- ・ **Web**：区公式ホームページに掲載している資料
 - ・ **[]**：は資料作成者。**【 】**のないものは区作成。
- ※「財団」：新宿未来創造財団の略

① 生活全般

- ア 新宿生活スタートブック（英・中・韓・日・ベトナム、ネパール、ミャンマー語） **Web**
- イ しんじゅくニュース（英・中・韓・日） **Web**
- ウ 生活情報紙（英・中・韓・日） **Web**
- エ Life in Tokyo（英・中・韓・日） **【東京都】**

② 健康・保険

- ア 国民健康保険のご案内（英・中・韓・日・ネパール・ベトナム・ミャンマー） **Web**
- イ 結核啓発（英・中・韓・日・ネパール・ベトナム・ミャンマー・タイ） **Web**
- ウ 結核啓発（英・中・韓・日・ネパール・ベトナム・ミャンマー・タガログ語） **【東京都】**
- エ 医療情報サービスひまわりの案内（英・中・韓・タイ・スペイン語） **【東京都】**
- オ 感染症注意喚起パンフレット（英・中・韓・日・タイ・スペイン語） **【東京都】**
- カ 血圧手帳（日・英・ミャンマー・ネパール・タイ・ベトナム・やさしい日本語） **【高田馬場さくらクリニック】**

③ 生活

- ア ゴミ分別（英・中・韓・日・ネパール・ベトナム・ミャンマー・タイ・タガログ・フランス・アラビア語） **Web**
- イ 自転車利用五則（英・中・韓・日）
- ウ 消費者トラブルに気を付けよう（英・中・韓・日・ネパール・ベトナム・ミャンマー語） **Web**
- エ マイナンバー制度（英・中・韓）
- オ 新宿区立こども総合センター等施設紹介（英・中・韓・日・タイ語） **Web**
- カ 図書館利用案内（英・中・韓・日）
- キ 労働者が気を付けること（英・中・韓・ネパール・ミャンマー・ベトナム・タガログ・インドネシア語） **【東京労働安全衛生センター】**
- ク 公衆浴場とマナー紹介（英・中・韓・日） **【全国公衆浴場業生活衛生同業組合連合会】**

④ 防災

- ア 東京防災（英語） **【東京都】**
- イ 東京生活防災（英・中・韓・日） **【東京都】**
- ウ 消防119（英・中・韓・日・タイ・タガログ語） **【東京消防庁】**
- エ ヘルプカード（英・中・韓・日・ネパール・ベトナム・ミャンマー・タイ・タガログ・ポルトガル・スペイン・フランス語） **【東京都】**

⑤ 日本語学習

- ア 新宿未来創造財団主催の各種日本語教室パンフレット・チラシ類【財団】 [Web](#)
- イ 新宿区内で開催されているボランティアによる日本語教室紹介パンフレット【財団】 [Web](#)
- ウ 日本語学習用スマホアプリ【国際交流基金 関西センター】
- エ 日本語学習用ウェブサイト【国際交流基金 関西センター】
- オ 定住外国人向け しごとのための日本語（英・日）【日本国際協力センター】

⑥ 相談先

- ア 外国人入国相談ダイヤル【法務省】
- イ 行政相談（英・日）【総務省】
- ウ 東京都外国人相談（英・中・韓・日）【東京都】
- エ 外国人児童・生徒相談（英・中・韓・日）【東京都】
- オ 東京都労働相談（英・中・韓・日・タイ・スペイン・ポルトガル・ベルシャ語）【東京都】
- カ 若ナビα（若者対象の外国語相談）（英・中・韓・日）【東京都若者総合相談センター】
- キ 外国人のためのリレー専門家相談会（英・日）【東京都国際交流委員会】
- ク 調停制度の案内（英・日）【行政書士ADRセンター東京】
- ケ 医療情報サービスひまわり（英・中・韓・タイ・スペイン語）【東京都】
- コ 法テラス東京（英・中・韓・ベトナム・タガログ・ポルトガル・スペイン語）【日本司法支援センター】
- サ 外国人のための相談電話（英・中・韓・ベトナム・ネパール・タイ・タガログ・ポルトガル・スペイン）【社会的包摂サポートセンター】

⑦ その他

- ア ネパール語新聞【株式会社GMTインターナショナル】
- イ ベトナム語フリーペーパー J a V i T i m e s 【DREAM PARK 株式会社】
- ウ ムスリムおもてなしハンドブック（日本語）【東京都】
- エ 東京観光フリーペーパー各種（英）



プラザの情報提供の様子

(4) Data on Users and Why They Come to the Plaza

① 多目的スペース

ア 曜日別の主な利用状況

曜日	区分	A	B
月	9-12	日本語教室(SJC)	
	13-16:30	日本語教室(SNN)漢字(少し話せる人)	
	17-20:30	日本語教室(SJC)	
火	9-12	はじめてしゃべる日本語クラス(2018年7~12月)	
	13-16:30	日本語教室(SNN)会話(少し話せる人)	
	17-20:30	はじめてしゃべる日本語クラス(2018年7~12月)	
水 (第2・4 水は休館)	9-12	女性の交流(民間団体)など	
	13-16:30		
	17-20:30	文化紹介イベント(年6回)など	
木	9-12	日本語教室(民間団体)	
	13-16:30	日本語教室(SNN)入門・初級(簡単な会話)	
	17-20:30	日本語教室(SJC)	
金	9-12	日本語教室(SJC)	
	13-16:30	日本語教室(民間団体)など	
	17-20:30	中国語勉強会(民間団体)など	
土	9-12	日本語教室(民間団体)など	
	13-16:30	日本語教室(SNN)サロン(どなたでも)	
	17-20:30	語学学習・交流(民間団体)など	
日	9-12	中国語勉強会(民間団体)など	
	13-16:30	日本文化学習会(民間団体)など	
	17-20:30		

※ SJC：新宿区日本語教室、SNN：新宿区日本語教室ネットワーク

イ 稼働率

2018年度 多目的スペース利用状況														
区分	合計	区関係利用				登録団体利用				利用者数				多目的スペースの稼働率
		9:00~12:00	13:00~16:30	17:00~21:00	計	9:00~12:00	13:00~16:30	17:00~21:00	計	9:00~12:00	13:00~16:30	17:00~21:00	計	
4月	53	8	12	8	28	12	9	4	25	557	687	338	1,582	63.1%
5月	55	8	15	10	33	10	9	3	22	596	833	337	1,766	63.2%
6月	59	10	17	8	35	12	9	3	24	582	785	316	1,683	70.2%
7月	44	6	10	7	23	9	10	2	21	453	668	251	1,372	50.6%
8月	36	5	5	4	14	10	8	4	22	403	437	216	1,056	41.4%
9月	57	10	12	12	34	8	11	4	23	567	637	350	1,554	67.9%
10月	67	13	18	13	44	11	8	4	23	587	724	375	1,686	77.0%
11月	61	12	16	13	41	10	7	3	20	599	706	368	1,673	72.6%
12月	43	7	10	7	24	11	6	2	19	421	525	242	1,188	55.1%
1月	49	7	12	6	25	10	7	7	24	411	536	225	1,172	62.8%
2月	57	8	15	7	30	13	8	6	27	502	666	271	1,439	73.1%
3月	52	6	11	6	23	11	9	9	29	531	582	276	1,389	61.9%
計	633	100	153	101	354	127	101	51	279	6,209	7,786	3,565	17,560	63.2%

ウ 利用例（新宿未来創造財団以外）

- ・ 韓日親善交流会
韓国に興味のある日本人と韓国人がお互いに楽しく有意義な時間を過ごすことを目的に開催。
韓国人と日本人で互いに教え合う形式。
- ・ 外国人女性の会パルヨン
外国人女性支援目的の「外国人女性のためのなんでもしゃべれる会」を開催。二か月に1回。
- ・ きらら日本語教室
日本語教室を開催。毎週金曜日の午後。
- ・ さくら日本語サークル
日本語教室開催。毎週土曜日の午前
- ・ 新宿区多文化共生連絡会
多文化共生に取り組む団体や個人の、情報交換、ネットワークづくりなど。年6回開催。

② フリースペース

ア 場所

しんじゅく多文化共生プラザのパンフレット参照

イ 利用者

- ・ 個人の自習者
ほぼ毎日、数人自習している。毎回夜に来る人もいる。多い少ないは時期による。
- ・ ボランティアの先生との1対1又はグループ学習
日本語や英語を教えるボランティアの先生と生徒、ロシア語を学ぶ数人のグループなど。

ウ 教材等

- ・ 館内で使える教材
日本語学習用書籍（一部音声CD付）、難易度レベル別日本語教材、外国語の辞書、日本語の文法書、日本語を教えるための絵のボードなど
- ・ その他フリースペースで使えるもの
CDプレーヤーとヘッドホン、卓上用ホワイトボードとマーカー、文字練習用筆談用ボード

エ その他

- ① 外国語で交流したい人がプラザで待っていて、希望する来館者と交流する。
- ② 継続して自習しているうちに自然に知り合いになる。
- ③ 多文化共生の活動をしている人が、相談や情報を求めてしんじゅく多文化共生プラザに来る。こうした人に多文化共生連絡会を紹介しネットワークを広げている。



受付での日本語教室の相談の様子



日本語を勉強しているグループ

(5) About the Shinjuku Multicultural Society Coordinating Committee

新宿区多文化共生連絡会

① 概要

ア 目的

しんじゅく多文化共生プラザの利用者、利用団体、多文化共生に係る活動をしている団体、町会・商店会の関係者、外国人相談員、ボランティア、行政等

相互に情報を共有し、地域課題の解決を図り、多文化共生のまちづくりを推進するために活動する。

イ 内容 ～まちづくり会議との関係から～

	多文化共生まちづくり会議	多文化共生連絡会
設置年	平成 24 年度	平成 22 年度 (前身の会議体から移行)
根拠	新宿区多文化共生まちづくり会議 条例	新宿区多文化共生連絡会会則
会員数	32 名以内	定めなし
会員構成	学識経験者 (5 名以内) 区民 (4 名以内) 多文化共生活動団体の構成員 (16 名 以内) 地域団体の構成員 (7 名以内)	定めなし (現在の参加者: 外国人支援団体・ NPO 法人、外国人コミュニティ、ボ ランティア、日本語学校、町会、商店 会、企業、個人等)
活動内容	区長の諮問に応じた答申や、多文化 共生のまちづくりを推進するた めに必要な事項について区長に意見 を述べる。 年 6 回程度開催	・会議 (会員の講演・情報共有等) 年 6 回程度開催 ・月 1 回のメールマガジン発行 (会員 の活動に関する情報共有等)
任期等	委員は区長からの委嘱 任期 2 年	任意団体、会費なし。 多文化共生の推進に関心のある個人、 団体であれば自由に参加することが できる。
まちづくり 会議と連絡 会の違い	「多文化共生まちづくり会議」は、様々な国籍やルーツを持つ委員が、共 に区の施策を検討し区に意見を提出することで、多文化共生を実現する場 として機能している。 「多文化共生連絡会」は、多文化共生に取り組む団体・個人の情報共有や 参加者のネットワークづくりを通じて、地域の多文化共生を推進している。	

ウ 現在の参加団体（例）

大久保いぶき町会、西早稲田文化町会、諏訪町会、東京日本語ボランティアネットワーク、在日本韓国連合会、明治大学国際日本学部、みんなのおうち、プラザ相談員、在日外国人情報センター、共住懇、新宿虹の会、多文化共生センター東京、多言語広場セルラス、ミッターファンデーション、在日タイ人ネットワーク、PEACE、新宿区女性海外研修者の会、難民支援協会、豊島多文化共生ネットワーク、世界の子どもと手をつなぐ学生の会、東京中国人センター、在日本大韓国民団東京新宿支部、韓国人生活ネットワーク、新大久保商店街振興組合、(株)ブリックス、外国人総合相談支援センター、新宿区社会福祉協議会、ダイバーシティ研究所、スープの会、国際交流基金、ネパール新聞、コリアNGOセンター、Our Foreign Neighbors We Care、Laugh & Music 笑いと音楽は世界をつなぐ、(株)インバウンドジャパン、新大久保語学院、友ランゲージアカデミー、カイ日本語スクール、新宿日本語学校、新宿平和日本語学校、日本電子専門学校、一般社団法人ピースポート災害ボランティアセンター、認定NPO法人自立生活サポートセンター・もやい、Flower Rose、国歌の輪プロジェクト、新宿ユネスコ協会、JICA 地球ひろば、新宿中央公園多文化共生プロジェクト、東京英語落語かい枝会、せかい！動物かんきょう会議プロジェクト、法テラス東京、野毛坂グローバル、(株)Finder、新宿未来創造財団、(株)GMT インターナショナル、(株)DREAM PARK、東京青年会議所新宿区委員会

114 団体、25 個人（平成 31 年 3 月末）

② 実績

- ア 会議 6 回（1 回／2 か月）
イ メールマガジン 13 回（1 回／月、臨時号 1 回）

③ 効果

ア 区事業への協力を通じた、地域における多文化共生の推進

- ・ 外国語発行物の配布協力拠点の開拓（レストラン、教会、食材店、不動産店等）
- ・ 多文化防災フェスタへの参加
交流イベント、エスニック料理調理販売、ステージ出演等
日本語学校の留学生による通訳ボランティア
- ・ ふれあいフェスタへの参加
エスニック料理調理・販売、交流イベントの開催
- ・ 多文化共生交流会への協力
日本人住民と外国人住民が交流できる会を、区内各地域で開催

イ 会員による講演を通じた、多文化共生の理解促進

- 例：外国人住民から、文化や生活習慣の違いを聞く。
外国人向け医療・学習・生活支援活動をしている人から、その実態を聞く。
社会福祉協議会や新宿未来創造財団から、活動内容を聞く。

ウ 多文化共生に取り組む団体・個人のネットワークづくり・会員同士の連携

- 例：図書館と日本語学校、多言語多読、交流活動の団体の連携でイベント開催
日本語学校との連携で、留学生が四谷ひろばで染色を体験
外国人コミュニティと外国人支援団体の連携で、外国語版チラシを作成

3. Examining the Plaza's Functions

The Plaza's activities were discussed in terms of the following functions: foreign resident consultations, Japanese-language learning support, providing information, holding events, enhancing the network and involvement with neighboring private organizations, and fostering an awareness of multicultural living. Below is a brief summary of the discussions held about each function:

(1) Foreign resident consultations

We discussed various aspects of the current situation, including the strong tendency of Vietnamese people to obtain information from their own communities via the Internet and other sources, and that even foreign residents who have lived in Japan for a long time sometimes do not understand things that are obvious to Japanese people. Comments were made about how consultation duties increasingly require specialized knowledge, which reflects the increased complex concerns of foreign residents, and ways to publicize the consultation system.

(2) Japanese-language learning support

We discussed various aspects of the current situation, including how a person can become a target of bullying because he/she lacks enough Japanese reading ability to accomplish tasks (e.g., not able to understand instructions); how various problems occur because foreigners cannot communicate in Japanese well enough, so language support is necessary not only for foreign residents but also for Japanese society. Comments made included the necessity of removing the fear of the Japanese language; a suggestion to teach Japanese related to daily life; and the need to create a system to connect the community.

(3) Providing information

We discussed various aspects of the current situation, including that many Vietnamese and Nepalese people use Facebook, and the concern that people without a certain level of Japanese-language skills cannot obtain enough information since information is often disseminated through printed media. Comments made included the necessity of creating a dedicated website for the Plaza to disseminate information, and that it is essential to deliver correct information to those who need it via each nationality's community.

(4) Holding events

We discussed various aspects of the current situation, which included an understanding that those whose Japanese-language ability is limited are receiving the necessary support/information and that there are not many events related to cultural exchange. Comments were made about the Plaza's limited space, because it is a small facility on the eleventh floor of a building; topics that all regional communities in Shinjuku should discuss; and the need to plan events that provide an opportunity to learn about Japanese rules and culture.

(5) Enhancing the network function and connecting with private organizations

We discussed various aspects of the current situation, such as communities and resident associations that have not been able to connect with foreigners, and the network with private organizations the Plaza already possesses. Comments were made about the need for the Plaza to help various regional organizations connect, including foreign communities, and that building face-to-face relationships is required for this.

(6) Fostering awareness of multicultural living

We reviewed data showing that approximately 10 percent of foreign residents and 20 percent of Japanese had experienced problems with each other, and that 40 percent of foreigners and 50 percent of Japanese responded that there is discrimination and prejudice. Among the many opinions expressed were that we should emphasize raising awareness of multicultural living in Japanese people; how important it is to approach people who are not interested in multicultural living; and that prejudicial thoughts will gradually diminish as people come into contact with and understand foreign residents.

(1) Foreign resident consultations

A. Current situation and issues

a) Current situation

Consultation contents

- Some nationalities—including the Vietnamese, Nepalese and Burmese—tend to get information from their own communities on the Internet such as via Facebook.
- There are often things that even foreign residents who have lived in Japan for a long time do not understand, even when it is obvious to Japanese people. In addition, they feel it is too late to ask, which makes it difficult for them to do so.
- Vietnamese who are working have few places where they can consult about problems in their daily lives or work-related issues. They have to ask their seniors or look up information on the Internet.
- Consultations that go beyond general visa status questions are handled in cooperation with the Consultation Support Center for Foreign Residents within the Plaza.

b) Issues

Consultation system

- It is difficult for people who are working or have small children to come to the Plaza for consultations.
- It is difficult for working people to come here during weekday hours (9 a.m. to 5

p.m.). It would be better to offer consultations on Saturday mornings or after 5 p.m. on weekdays.

- It is vital for people to be able to trust that their personal information will be kept confidential.

Provision of services

- Some people only use the Internet, and cannot (or will not) ask for advice by phone. Coming to the Plaza may be a big step for such people.
- It would be better to provide a way for foreign residents to receive information without coming to the Plaza.
- It would be easier if consultations were available through the chat function on Twitter or Facebook.
- The current fliers about consultations for foreign residents do not give the impression that visitors can feel at home and relaxed at the Plaza, including discussing the problems and stresses of daily life and marital relationship issues.

Foreign community

- Vietnamese and Burmese people often use Facebook, so the Plaza should connect with these communities and send out information via Facebook.
- Outreach activities—such as community gatherings, introducing the Plaza’s services, and informing people that tablets are available onsite to simplify consultation processes—would be effective.

B. Direction of initiatives

a) Consultation content

- Consultation duties will become more specialized, and the content of those consultations will become more complex. We expect that consultations requiring specialized knowledge—such as psychological or legal counseling—will increase.
- The Plaza is expected to provide advice on matters that cannot be solved within the foreign community the visitor is affiliated with, including his/her seniors.
- It is essential to connect with community groups and provide correct information to those who need it.

(b) Enhance the consultation system

- It would be good to create a system that provides both consultation and support.
- We need to establish a system for training and compensation. We also need to create a system to support counselors.
- Any content of the consultation that does not infringe on privacy should be shared among counselors to improve the quality of consultations.
- Depending on the content of the consultation, counselors may need to refer the

visitor to a specialist, so it is crucial to have a list of reliable referral destinations.

- It would be good to initiate horizontal cooperation, such as by having people involved in consultation services become familiar about Plaza exchange programs, and think about and operate exchange programs and consultation services together.
- We need to expand face-to-face consultation hours.
- Since there are few consultation services available in Vietnamese, it would be good for the Plaza to expand its Vietnamese consultation services.
- Due to the spread of COVID-19, the Plaza was closed and consultation services were suspended for a time. We should explore the possibility of providing consultation services online.

(c) Improve recognition of the consultation service

- We should inform people that they can come to the Plaza for consultations and even be referred to a specialist organization if necessary. The fliers should also include specific examples of topics they can ask about, such as health insurance and taxes, and state that the Plaza can connect them with specialist organizations.
- To let people know that seeking advice is easy, the fliers should state that they can receive consultations about personal problems such as stress and problems in daily life and marital relationships, including showing how a consultation can be carried out using a tablet.
- Using photographs when disseminating information so it is easy to understand would be a good idea.
- By asking foreign residents with websites to post a banner linking to the Plaza website or post articles about the Plaza, the information would reach more people.

(2) Japanese-language learning support

A. Current situation and issues

a) Current situation

Use of Japanese-language classes

- Various problems occur because foreign residents cannot communicate in Japanese, so providing language support will benefit both them and Japanese society.
- Some children become targets of bullying because their parents cannot read the notifications from school and therefore cannot prepare their children accordingly.

- The Family Japanese-Language Classes helps foreign residents in many ways, such as by allowing parents to get to know each other, exchange information, and provide translations of school notifications to those who need them.
- These classes are useful for parents of preschoolers and students who do not understand Japanese.
- It is very effective to have students speak about their own experiences in Japanese and have teachers correct them instead of simply teaching grammar.

b) Issues

Learning environment

- We should have a Japanese-language class where volunteers look after the children as they play, so that mothers raising children can learn Japanese.
- The afternoon Japanese-language classes are easy for mothers whose children are at school to attend, but there seem to be few opportunities at this time of day for them to interact deeply with Japanese people.
- A major problem is that each foreign resident's availability is different.
- We should have a system that allows foreign residents to learn Japanese via Skype at a convenient time.
- People who have no clear purpose for studying Japanese, such as those who have no difficulties in their daily lives, do not improve their Japanese very much.

Learning formats

- If videos of Japanese-language classes are made available via the Internet, people other than in-class participants may be able to study Japanese.
- We should develop apps that teach Japanese by theme, such as hospitals, childrearing and work.
- Japanese-language classes were canceled due to the spread of COVID-19. We should start online Japanese-language classes.

Significance of classes

- We should have classes where people without a specific purpose to study Japanese can learn in an enjoyable manner, such as while cooking, doing yoga or stretching.
- It is important for these classrooms to be places where people can learn the language necessary for their daily lives while interacting with Japanese people.
- The classrooms must be places that help foreigners participate in the local community and interact with people.
- If a classroom functions as a place to connect with local people, it gives foreign residents a reason to go there.
- In addition to teaching Japanese, it is crucial to build trusting relationships that

serve as emotional support.

- It is important for both the country and city to have foreign residents come. We want them to learn both the Japanese language and about Japanese culture, the history of Shinjuku, and become fond of our city and schools.
- We need to find out who the current Japanese-language class system doesn't cover, and those who are unable to come to the classes in the current format.

B. Direction of initiatives

a) Targets of the classrooms

- We need to reach out to individuals who are at the beginner level, especially those who have had no opportunity to learn Japanese.
- The daytime classrooms are convenient for parents of preschoolers and schoolchildren, since their kids are being taken care of there.
- Some foreign residents, such as one who worked as a chef in a restaurant, must return to their countries because they couldn't speak Japanese. It is crucial to provide Japanese-language support to foreign residents with this type of visa.
- It is essential to consider what kind of visa status holders have special concerns, and to offer classes for them.
- We must target all foreign residents who wish to learn Japanese regardless of visa status. However, we should focus on those who cannot study Japanese even if they wish to due to financial reason or time constraints rather than international students or college students who are already in a proper learning environment.

b) Roles of classrooms

- We must dispel the anxiety current residents have regarding the Japanese language.
- Japanese-language classes are a place where participants can get approval from Japanese society as well as make connections with people who support them. Foreign residents need to have people they know, people they can trust, and people who support them.
- Japanese-language classes provide a connection with people who can make them feel safe and secure even in times of disaster.
- The roles of Japanese-language classes seem to include taking care of the problems of foreign residents who have difficulty in fitting into Japanese society, such as having volunteer instructors giving various advice to participants.

c) Letting people know about the Japanese-language classes

- When foreigners come to the city office to register as residents, it would be good to explain the importance of studying Japanese and show them a video.

- Fliers created in Nepali can be circulated among Nepali people through their community.
- We can send out information to parents who are raising children through their school PTAs.
- It would be good if foreigners can search on the website for language classes that fit their purposes. For example, we should make it possible to search for classes by purpose, day of the week, level, daily life Japanese or business Japanese, etc.

d) Ideas for creative operation

- The Plaza should serve as a concierge for the volunteer Japanese-language classes by managing the information of schools, including requirements such as eligibility, availability, and whether people can participate with their children.
- It would be effective to have related organizations share information on classes for people who have finished learning the Japanese used in daily life—generally known as “survival Japanese”—to help them move on to the next step.
- Instead of establishing new classes, we should listen to the opinions of the people actually involved, and consider ways to cooperate with them, such as through classes run by the foreign community.
- For people who are working all day and cannot come to the classrooms, it would be better to have videos on YouTube, etc. at various levels to help them learn.
- To increase the number of Japanese-language classes offered by volunteers, it would be good to provide them with some financial support, or to reach out to Japanese-language classes organized by people from various countries, with the Plaza supporting them by providing space and arranging instructors.
- If it is faster and better to be taught by someone in the community from the same country, we should support free Japanese-language classes held by the community for people who cannot speak the language at all.
- Ample consideration is necessary for online classes, since there are many issues involved. These include the fact that online teaching requires special skills that are different from classroom teaching, and the fact that specialized volunteers are needed.

e) Promoting cooperation from volunteers

- The process to become a Japanese-language classroom volunteer requires thirty-five Japanese-language classroom training sessions two hours long held by the Shinjuku Foundation for Creation of Future. It seems to be excessive. It would be good to have something more appealing to expand the number of volunteers.
- Unlike Japanese-language schools, local Japanese-language classes need to lower the hurdle for becoming volunteer instructors to increase the number of

volunteers.

- Volunteers are expected to create a face-to-face environment that makes it easy even for absolute beginners of Japanese language, such as asking participants about their experiences and sharing their culture.
- We should provide training for volunteers regarding their role of connecting with the local community, or train specialized volunteers in charge of communication.
- We should create a Japanese-language conversation volunteer system that focuses on building relationships.
- To avoid a shortage of Japanese-language volunteers, we should make it possible for people to become volunteers without long training sessions, and arrange Japanese-language classes in various places so that everything is not left up to the volunteers.
- We must also consider supporting Japanese-language learning via Skype and other online services.

(3) Providing information

A. Current situation and issues

a) Current situation

- The Plaza uses a lot of printed media, but only people with a significant level of Japanese-language ability seem to obtain information from such sources. While the initiative itself is good, it could work better.
- People who come to Japan as expat employees usually bring their families as well. We need a method to disseminate disaster prevention information to these people.
- The city website's automatic translation function translates much of the information into Burmese and Nepali incorrectly.
- The Multicultural Society Promotion Section of the city posts various information on social networking services under the account name of Shinjuku News. It is a significant initiative because it provides information about the city even to people not actively seeking it.

b) Issues

- We need to consider the best way to provide information to people with limited access, such as single-parent households, the elderly, and those not involved with the community.
- A disadvantage of Facebook is that it does not allow users to post banners.
- Shinjuku News has few followers, and the account name may be confusing and hard to find. It is crucial to have Plaza visitors "like" our SNS to increase our

audience and reach.

B. Direction of initiatives

a) Website

- Since the information is for foreign residents, we should provide items relevant to them, such as posts that reflect their opinions, and offer information through cooperation with foreign communities.
- We also need to create a Plaza website and post the Plaza's initiatives to date, along with information about foreign communities and how residents can interact with them.
- We should make the Plaza's website reachable through a single keyword and also link to various other websites.
- The Plaza should have an independent website with bulletin board functions where foreign and Japanese visitors as well as participants of exchange events can post freely to promote cultural exchange.

b) Method

- We should consult with each foreign community and deliver correct information to the ones needing it through them.
- Since almost all Vietnamese and Nepalese people use Facebook, it is important to collaborate with services such as that. We should make instructional videos on topics such as how to dispose of garbage and post them online, and have community groups point them out to members.
- We should use popular social networking sites to introduce the Japanese language and other facts about Japan.
- We want foreign residents and Japanese residents to connect. It is also important to work closely with foreign residents who are sharing information in many languages. In the end, word of mouth is the best way to spread information.
- Japanese residents also do not seem to know how to connect with foreign residents in their neighborhood, so the Plaza should help connect them by providing Japanese residents with information.

(4) Holding events

A. Current situation and issues

a) Current situation

- Events are provided for residents who do not speak Japanese.
- The Plaza is a great place to study Japanese.
- There is apparently too much emphasis on the fact that foreigners have to learn

Japanese. Foreign residents also need to preserve their own languages.

- The current multipurpose space occupancy rate of 60 to 70 percent is well balanced (except for Wednesdays and in August), when considering the need to secure space for unscheduled events.
- The Shinjuku Foundation for Creation of Future's operations take place in the multipurpose space in the Plaza as well as in other locations in the city, which is the way it should be.

b) Issues

Event status

- International students in Japanese-language schools need opportunities to practice the language, so it is vital for them to have a place to interact with Japanese people.
- There should be more events open to foreign residents, and to have disaster response drills especially for them.
- Culture exchanges, one of our primary goals, are not being conducted very often.
- There are few cultural exchange activities with Japanese people.
- We need to hold more fun and exciting events where Japanese people can learn about foreign countries and enjoy cultural exchanges.
- The Plaza should create a space for visitors to stop by casually, such as a café, mini-event corner, or a space for children to play.
- We need to have a bright, fun space where events are held almost every day.
- The Plaza should do things that other organizations cannot.

Facility usage

- It is hard to hold Japanese-language classes and enjoyable cultural exchange programs like a café at the same time in a small place like the Plaza.
- We need to consider restrictions such as no food allowed.
- The Plaza's multipurpose space that is often used for Japanese-language classes is not a large space. Since it is on the eleventh floor, it is also not a place where people tend to drop in casually.
- Japanese-language classes can be held in facilities other than the Plaza. We should re-examine the role the Plaza should play, such as cooperating in foreign community meetings and events.
- When considering the Plaza's role, we will need to discuss the division of roles between the Plaza and other facilities in the city.

Other

- Nepalese people living in Shinjuku love to get together. They hold events, gatherings and meetings almost every week. The Plaza should provide space for those purposes.

- Many foreigners have questions about their visa status, and international students are interested in higher education, so the Plaza should hold events related to these topics.
- We should have a one- to three-month program to teach the rules of Japan to new foreign residents.
- Even foreign nationals born and raised in Japan occasionally have questions about Japanese culture. We should put on events to cover subtle points of Japanese culture.
- Since the Great East Japan Earthquake, community ties have been emphasized as a source of mutual aid in the event of a disaster. It is vital for foreign residents to build a social network with Japanese people so they are aided if a disaster occurs.

B. Direction of initiatives

a) Purpose of events

- Answers to most questions about daily life are easy if a foreign resident has a Japanese friend. Making Japanese friends is important to understanding how Japanese people think and live.
- An event where participants wear kimonos to walk around Shinjuku and similar events should attract foreign visitors.
- Many international students at Japanese-language schools want to use what they learn to talk to Japanese people. The Plaza can be a primary place where these students can talk freely with Japanese people.
- Some cities hold presentations and cultural exchange events during children's Japanese-language classes in the city's conference room. We should hold some of these presentations at the Plaza.
- We should hold various events such as international film festivals (e.g., Nepalese films in January and Vietnamese films in February), presentations by foreign residents who are successful in Japan, and seminars on visas for foreign residents, since many have great interest in the Specified Skilled Worker visa.
- It would be better to hold fun events that help in problem solving, such as one where people can learn about disaster prevention while having fun.
- We should hold an orientation at the Plaza, and more foreign residents are likely to participate if they hear about it when they come to the City Office to submit a notification of moving in. We should also introduce events during the orientation and useful information for daily life. In this way, people will remember the Plaza while they are in Japan.
- Many municipalities in other countries do not have resident associations. We

need to introduce various systems and organizations, including resident associations, during the orientation to foreign residents.

b) Methods of holding and publicizing events

Methods of holding exchange programs and expansion

- The key to increasing event participation is to enhance the benefits and incentives that come with attending an event.
- The motivation to attend an event is either already finding enjoyment in it or needing it. To bring people to the Plaza, the latter group should be the target.
- Events that are opportunities to connect with the community on an ongoing basis are important. Many international students want to take the initiative in contributing to the community, so we should have them take part as event organizers.
- If events have a specific theme—such as encouraging Japanese children to take a greater interest in the world, introducing Japanese culture to foreign adults, and providing more opportunities for Japanese and foreign adults to interact with each other—and if we spread what the Plaza can provide through specific messages such as “We will provide space for free, and we can support you with the necessary expenses, textbook fees, and transportation,” more people/organizations will cooperate with us.
- It would be a good idea to publicize our events on Facebook and Twitter.

Requests about the Plaza and its disseminating function

- Rather than increase the number of events the Plaza hosts, we should have people with a purpose use the Plaza. Supporting groups that are engaged in various activities is a vital role of the Plaza.
- It is important to work together with the community by listening to community members and having people from each organization come together.
- If we use the first-floor lobby of Hygeia or Okubo Park in front of Hygeia, we can do many things, such as two-day weekend events or even ones lasting a whole week.
- Thinking about holding events is difficult if we limit the location to the Plaza, but we can expand the scope of what we can do if we consider the whole community.
- While it may be difficult for students who have part-time jobs to come to the Plaza, they may be able to participate if events are held at local community centers.
- People find it easier to participate if events are held at local community centers. We should consider the functions of the Plaza in cooperation with other facilities, such as serving as a coordinator for events at community centers,

rather than focusing on doing everything at the Plaza.

- The Plaza should have a website where visitors can see event schedules and details.
- The Plaza should be a place where people can obtain various kinds of information, and can view information on all events held in the community.

(5) Enhancing the network function and connecting with private organizations

A. Current situation and issues

a) Relationship between the Plaza, the city and other organizations

- Community and resident associations have questions about how to give advice to foreign residents and how to inform them of events.
- It is essential for resident associations to think about how they reach out and accept people who are in trouble in their community. It will take time, but it will make the community a safer place to live.
- The Shinjuku Professional Institution Association (Shinsenkaku) already provides a way to send information to vocational schools and other schools in the city.

b) Relationship between various organizations

- In the Totsuka area, Waseda University students are helping to raise awareness of disaster prevention. We should cooperate with students on various initiatives.
- If foreign residents in the area are connected to resident associations, they can learn about events that Japanese people are holding.
- In addition to the resident associations, each Chiiki Center (community center) has a management committee that plays an important role.
- Quite a few students living in Waseda University's dormitories spend a year without any opportunities to speak with Japanese people, and return to their home countries without being able to understand Japanese. We should hold activities that allow students living in the dorms to get involved in the community.
- To get students to participate, we should find out what motivates them.
- If the benefits are clear, such as being able to interact with Japanese children, it is easier to get international students to participate.
- We know that many young people in Shinjuku City are interested in participating in city development, so the biggest issue is how to connect their abilities to the appropriate opportunities.
- By collaborating with local NPOs whose primary aims are community exchange but also include cleaning up trash, we can create an environment in which

Japanese and foreign residents can work together to do that.

c) Roles of the Shinjuku Multicultural Society Coordinating Committee

- The number of foreign residents in the Shinjuku Multicultural Society Coordinating Committee should increase if the opinions and requests they express in meetings are reflected in our policies.
- By creating specialized subcommittees focusing on areas related to foreign residents—such as Japanese-language schools, foreign communities and media in their respective languages—the discussions would become deeper and the council will become more effective in resolving issues.
- It would be good to have foreign residents lead projects.
- Since not many people actively participate in the council’s activities, it would be great if they would, and even take the initiative, regardless of whether they are Japanese or foreign.
- It is essential to have an open organization like the council that anyone can join.

B. Direction of initiatives

The Plaza has two main roles: to create multicultural activities, and to coordinate and connect with the various other organizations in Shinjuku.

a) Create multicultural activities

- We recommend building a stronger relationship with foreign communities and disseminating information in cooperation with them.
- The Plaza should actively seek out ways to cooperate with foreign community groups and consider what we can do together. Some foreign communities teach their own languages to children from the same country. The Plaza should support such community activities.
- The Plaza should play an advisory role if a resident association hosts an event with the theme of multicultural living.
- Resident associations should discuss multicultural living at their meetings.
- The Plaza should hold events where members of the resident associations and foreign residents can participate together, as well as events and activities such as disaster drills where everyone gathers.
- Shopping district associations are willing to cooperate with city staff members to connect people from various countries with each other.
- The city has a role to play in networking and sharing the know-how that many people have gained.
- We must get the younger generation and students more involved in community building. The Plaza should work with the volunteer centers on community building.

- Japanese-language schools could cooperate with the city in translating school documents that parents receive, and post signs announcing that the school is taking such cooperative initiatives at their entrances. We should also cooperate with various entities other than Japanese-language schools, such as shops and companies.

b) Role as a coordinator to connect various organizations

- Many organizations in Shinjuku focus on multicultural living, so we must connect with them.
- It is essential to build face-to-face relationships to connect these organizations.
- Once foreign residents get used to their communities, they can learn and follow the Japanese way of doing things, reducing trouble and worries. Members of resident associations should help connect them with the community.
- We should make information about these communities available to the public, with the approval of each community.
- By making information about community organizations and their activities available, foreign residents will find it easier to connect with those organizations.
- Many people believe that Japanese and foreign residents should be better connected. If foreign residents know about communities that agree to make their content public, they can connect with them on their own.
- The Plaza already has a network of private organizations. We believe that we can use this network more effectively by creating an independent website and putting up banners introducing private organizations in the community.
- In some areas, junior high school students have formed multicultural clubs, and they participate in local disaster drills and set up yo-yo fishing stalls at festivals. This is a good example of multicultural activities being a part of community development. The Plaza should help coordinate these activities.
- One hurdle for foreign students is that they do not have much of a relationship with the local community, and do not have many opportunities to talk with Japanese people. Moreover, resident associations do not know how to connect with foreigners. The Plaza should strengthen the connection between Japanese-language schools and resident associations and/or shopping district associations.
- What the Plaza should focus on is building relationships between foreign communities that may have difficulty in making such connections themselves. These communities and the Plaza should build a trusting and mutually beneficial relationship, and introduce each other to other organizations.
- The Plaza should serve as a coordinator between resident associations and foreign residents, Japanese-language schools, and people who want to volunteer.

(6) Fostering awareness of multicultural living

A. Current situation and issues

a) FY2015 Survey on Multicultural Living in Shinjuku City

- Q1-1 (to foreign residents) Experiencing trouble with Japanese residents
 - Noise and sound from residences: 11.6%
 - Garbage disposal rules: 6.8%
 - Nothing in particular: 70.2%
- Q1-2 (to Japanese residents) Experiencing trouble with foreign residents
 - Garbage disposal rules: 19.6%
 - Noise and sound from residences: 14.6%
 - Nothing in particular: 60.3%
- Q2-1 (to foreign residents) I have felt discrimination and prejudice from Japanese residents
 - Those who answered sometimes or often: 42.3%
- Q2-2 (to Japanese residents) I discriminate and have prejudice against foreign residents
 - Those who answered sometimes or often: 51.3%
- Q3-1 (to foreign residents) When I felt discrimination and prejudice
 - When looking for housing: 51.9%
 - While working: 33.2%
- Q3-2 (to Japanese residents) When I discriminate or have prejudice
 - When looking for housing: 41.3%
 - Relationships with neighbors: 34.9%
- Q4-1 (to foreign residents) What the city should promote to strengthen multicultural living
 - Hold cultural exchange gatherings and events with Japanese residents: 42.5%
 - Work to abolish discrimination and prejudice: 37.6%
- Q4-2 (to Japanese residents) What the city should promote to strengthen multicultural living
 - Hold cultural exchange gatherings and events: 40.6%
 - Disseminate information on Japanese culture and daily life in foreign languages: 36.7%

b) Third Shinjuku City Administration Monitor Survey (2018)

- Progress in multicultural living
 - Q: The city is promoting multicultural city development so that people of various nationalities and ethnic groups recognize and understand each other's cultural

differences and can live together in the community. Do you think that this type of multicultural coexistence in your community is progressing?

Those who agree or somewhat agree: 61.7%

c) Comments from committee members

- I feel that landlords are not as reluctant to lease apartments and houses to foreign residents as they used to be, perhaps because more foreign residents are following the correct way of doing things when renting places.
- I believe the situation is changing, because resident associations have recently started asking Japanese-language schools to have foreign students participate in the association.
- Regardless of nationality, I think that interacting with neighbors in a friendly manner helps fulfill the purpose of multicultural living.
- If Korean mothers can connect with their area's resident associations and learn about Japan and also talk about Korea, Koreans will be able to understand life in Japan better, and Japanese children and their parents will become more aware of multicultural living.
- About sixty Vietnamese people participated in a festival in Shin-Okubo. Japanese children were able to try cooking Vietnamese food at a community center with a Vietnamese resident who has lived in Japan for twenty years. The Japanese children learned more about Vietnam. At festivals, many people can conduct multicultural exchanges.
- Since Japanese-language schools hold many events, Plaza staff members should attend these events to find out what international students are interested in.

B. Direction of initiatives

a) Targets

- To eliminate discrimination and prejudice, we must approach people who are not interested in multicultural living.
- To foster a greater sense of multicultural living, the emphasis should be on the Japanese rather than on foreign residents.

b) Approach

- Since many parents are unfamiliar with the term "multicultural living," there should be initiatives that give families an opportunity to become familiar with it, such as making it a theme of free research during summer vacation.
- To promote multicultural living, everyone should act as one, and start with the small steps such as talking over tea rather than aggressively push through with a strong sense of purpose.
- We should create more occasions when people can visit, have a good time, and

casually talk to foreigners, such as ordinary festivals not related to multicultural living, where foreign residents have set up stalls, visitors can take pictures with those in ethnic costumes, and children can play games.

- We should consider holding foreign-language classes at the Plaza. Learning a foreign language is a great way to gain interest in a foreign country. It would also be a good idea to hold regular events at the Plaza under the theme of seasonal events.
- Creating a connection between resident associations and foreign residents leads to a more sustainable relationship than just attending events. Discrimination will gradually disappear as people come into contact with foreign residents and understand them better.

Chapter 3: Recommendations from the Conference

Throughout our discussions, committee members pointed out a number of issues that must be resolved to ensure that the Plaza functions more effectively. We made suggestions related to the various tasks it has performed so far, such as foreign resident consultations and Japanese-language learning support. To boost multicultural living in Shinjuku, we hope that the Plaza fulfills its central functions—especially its coordinating function—to the fullest extent.

The following offers more detailed opinions and recommendations on these issues.

1. Foreign resident consultations

The foreign resident consultation services have been meeting the needs created by recent amendments to the law as well as changes in the demographics of the people coming to and living in Japan. These services are therefore expected to become more complex and specialized, so appropriate measures will be required, such as:

- (1) Enhancing the consultation system to respond to the growing number of residents and increasing complexity and specialization of their concerns by promptly connecting them to specialized organizations, and serving as a point of contact in emergencies.
- (2) Making people aware of these services through the website, fliers and social networking services by providing appropriate information about consultation windows and consultation topics to those who seek advice.
- (3) Cooperating with the foreign community to create an environment that makes it easier for people to seek help, identify their needs, set up a consultation system that suits their lifestyles, and strengthen the ability to respond to their needs.

2. Japanese-language learning support

With the debut of the new Act on Promotion of Japanese Language Education, the role of Japanese-language education in the community must be redefined. Based on the experience that the Plaza has had in supporting Japanese-language education, we need to consider the role of future Japanese-language classes, with the ideal of Japanese-language education in the community in mind.

- (1) The Japanese-language support the city provides should be useful for daily life, with special emphasis on beginners who are most in need. We should also consider the needs of parents with young children and residents who have little spare time due to work.
- (2) Japanese-language classes in the community run by private organizations and the city should cooperate. In addition to teaching Japanese, the classes are expected to provide support for foreign students by removing worries they may have and create chances for

them to become members of the community. We also need to present information about these community Japanese-language classes as a whole in an easy-to-understand manner to potential students.

- (3) Japanese-language classes in the community help connect foreigners to the local community, so in addition to those who teach the language, it is wonderful to have staff members who can give advice and foster the connection with the community.

3. Providing information

Since foreign residents get a lot of information from their own communities, it is essential to provide accurate information when we work with foreign communities.

- (1) The Plaza should establish its own multilingual website.
- (2) The Plaza should disseminate information effectively in cooperation with foreign communities. For example, spreading the information throughout a foreign community and in turn disseminating information the community has provided.

4. Holding events

Given the constraints of the facility's space and location, we need to consider what the Plaza's role will be when creating events.

- (1) Evaluate the Plaza's resources to determine events that only the Plaza can host—such as cultural exchange events that allow foreign residents to learn about Japanese culture or events for Japanese people that boost their interest in foreign countries and the world—and devise contents and methods of holding the events to bring in more visitors.
- (2) Provide essential information, hold events and talk sessions, and promote existing projects to foreign residents starting their lives in Shinjuku.
- (3) Consider ways of holding events that go beyond the Plaza, such as promoting exchanges between Japanese and foreign residents, including the local community, and collaborating with each Chiiki Center (community center).

5. Enhancing the network function and connecting with private organizations

It is crucial for the Plaza to take a coordinating role in promoting multicultural living in each area of Shinjuku through its network of foreign communities and foreign resident support groups.

- (1) Ways to enhance the connections with various organizations need to be devised so that more people think of the Plaza as a familiar and accessible place.
- (2) To promote connections between groups involved in multicultural activities and foreign residents in the area, the Plaza needs to share information about why such initiatives are beneficial for those involved to encourage a wide range of information sharing and joint project planning.

- (3) The Plaza must help the Shinjuku Multicultural Society Coordinating Committee's network and expand it.

6. Fostering awareness of multicultural living

To foster an awareness of multicultural living in the community, the Plaza must play a central role in outreach, especially to Japanese people, by continuously disseminating information and holding events with the purpose of exchange between Japanese and foreign residents. This includes:

- (1) Promoting awareness in community bases in cooperation with resident associations and other regional organizations.
- (2) Promoting cooperation between the foreign communities, universities, vocational schools (including Japanese-language schools) and local organizations.
- (3) Creating opportunities to foster a basic understanding of multicultural living (actual conditions of foreign residents in Japan, Tokyo and Shinjuku; examples of their activities and contributions; issues of discrimination and prejudice against foreign residents in Japan, etc.).

7. Operation of the Plaza

The foundation of the Plaza's various functions is based on its relationships with local organizations and foreign communities. Enhancing the Plaza's functions requires a relationship of trust and face-to-face interactions with each organization, based on the reality that foreign residents make up more than 11 percent of the population.

- (1) The Plaza's functions need to be strengthened by assigning staff members with the necessary expertise and experience and increasing the numbers of such staff.
- (2) Dedicated, specialized staff should be assigned while ensuring that the accumulated experience, knowledge, relationships of trust, and networks the Plaza staff have cultivated are not compromised.
- (3) We should consider using the vitality of the private sector and developing services from a foreign resident's perspective.

Conclusion

Shinjuku Multicultural Plaza opened thirteen years ago. We held discussions on the roles the Plaza has played to date—as well as its ideal future—from the perspective of promoting multicultural living in the city. Through our discussions, we have learned that the Plaza’s functions are built on relationships with local organizations and foreign communities. A large number of Shinjuku’s residents and community groups are committed to multicultural living. We think the Plaza is destined to play a key role in connecting these residents, local organizations and foreign communities, as well as coordinating their cultural exchange activities.

Shinjuku City’s foreign residents are characterized by their high degree of diversity and mobility. We discussed how the Plaza can most effectively operate in this city where nationals from over 120 countries with diverse visa statuses (such as permanent residents, students, dependents and other work-related visas) live and work. We hope the opinions and reports from our committee members will be used to formulate the measures for multicultural coexistence the Plaza pursues.

Many areas throughout Japan are losing their sustainability because of population decline and aging. However, many of the foreign residents of Shinjuku are young people, and it is crucial to recognize that their presence is a pivotal factor in shaping the vitality and appeal of Shinjuku City. To ensure the realization of our proposal, the Plaza needs to increase the number of highly specialized staff members and other essential personnel.

We should note that a number of committee members expressed a desire to move the Plaza to a more accessible location. The nature of the current place is the biggest obstacle to making the Plaza’s various functions more effective and attractive. We hope this will be a priority issue when considering the future layout of city facilities.

The work of the conference was affected by COVID-19 as we began to compile our report. Discussions scheduled for March and May, for example, were canceled to prevent the spread of the infection. There was also some concern as to whether we could elicit enough opinions from committee members in the final stages of the conference. The spread of COVID-19 has caused us not only to worry about the viral infections, but also to experience the sudden loss of our livelihoods, including economic activities, that we had taken for granted. We encountered a situation where it was hard to provide face-to-face counseling and Japanese-language study support the Plaza typically provided. The difficulty of obtaining information and support, especially for foreign residents of Japan, was again brought to light.

As government policies for foreign residents in Japan are making great progress, we

hope the objectives of our proposal will be taken into account to enhance multicultural initiatives in Shinjuku. In addition, although we have not been able to go in-depth on issues such as expectations for consultations for foreign residents and Japanese language classes to be provided online, we sincerely hope the conference will continue to examine these issues and consider concrete measures during its deliberations in coming terms.

Reference

1. Deliberation progress

Meeting No.	Date	Topics
FY2018		
First General Meeting	September 10, 2018	Delegation, election of chairperson and deputy chairperson
Second General Meeting	November 9, 2018	Tour the Plaza; set discussion theme
Third General Meeting	January 31, 2019	Examine the Plaza's management system and hear an explanation of the city's efforts, part 1 (Japanese-language learning support)
Fourth General Meeting	March 22, 2019	Hear an explanation of the city's efforts, part 2 (foreign resident consultations, Shinjuku Multicultural Society Coordinating Committee)
FY2019		
First General Meeting	May 24, 2019	Examine the Plaza's usage (multipurpose space and free space, Japanese-language classes, foreign resident consultations, Shinjuku Multicultural Society Coordinating Committee)
Second General Meeting	July 23, 2019	Review the Plaza's roles by function, part 1 (foreign resident consultations, information provision)
Third General Meeting	October 3, 2019	Review the Plaza's roles by function, part 2 (Japanese-language learning support function, event space provision)
Fourth General Meeting	November 15, 2019	Review the Plaza's roles by function, part 3 (multicultural city promotion network functions, fostering awareness of multicultural living)
Fifth General Meeting	January 29, 2020	Review the Plaza's roles by function, part 4 (relationships with private organizations in the community, Japanese-language learning support function [second review])
FY2020		
(Email and postal mail)	April 20, 2020	About the discussion report (preliminary draft)
First General Meeting	June 26, 2020	About the discussion report (draft)
Second General Meeting	August 28, 2020	Submission of the discussion report

Note: The Sixth General Meeting in FY2019 was canceled to prevent the spread of COVID-19.

2. Conference members

	Organization (organizations and titles are as of the point of delegation)	Name	Nationality
Chairperson	Managing director and chief program officer, Japan Center for International Exchange	Toshihiro Menju	Japan
Deputy Chairperson	Part-time lecturer, Hosei University Graduate School	Yoshiko Inaba	Japan
	Professor, Waseda University Graduate School of Education	Atsuko Kobayashi	Japan
	Professor, Tokyo Future University	Kaku Iyo	Japan (from Taiwan)
	Associate professor, Center for Liberal Arts, Meiji Gakuin University	Mika Hasebe	Japan
	Resident	Daiichi Tanaka	Japan
	Resident	Naomi Iwazawa	Japan
	Resident	Shin Hyewon	South Korea
	Resident	Zhang Minghao	China
	Koreans in Japan Federation	Lee Hang Soon	South Korea
	Korean Residents Union in Japan, Shinjuku Branch	Kim Hoon	South Korea
	Vice President, Non-Resident Nepali Association, Japan Central Committee	Paudel Shiva Prasad	Nepal
	Mitta Foundation	Kousei Okuda	Japan (from Myanmar)
	Chief Director, Refugee Coordination Committee Japan	Marip Seng Bu	Myanmar
	GMT International	Dura Ritu Kumar	Nepal
	CEO, Dream Park Co., Ltd	Park Sang Bum	South Korea
	Association des Français et Francophones du Japon	Joelle Ezoe-Canel	France
	Thai Network in Japan	Suzuki Nongyaw	Thailand
	Chairperson of Shinjuku Ward Commission	Shigeyuki Kurihara	Japan
	Korea NGO Center	Kim Boong Ang	South Korea
	The Fellowship of Japanese Nationality Chinese People	Towako Mori	Japan (from China)
Intercultural Child-Rearing Information Station	Hiroko Ando	Japan	
Deputy Chairperson	Shinjuku Multicultural Society Coordinating Committee	Lee Seung Min	South Korea

	Shin-Okubo International Business Meeting	Dinh Mai	Vietnam
	The Japan Foundation (Communication Center)	Ikuko Nawa	Japan
	Shinjuku City Town Councils (Suwa town council)	Makoto Honda	Japan
	Shinjuku City Town Councils (Hyakunin-cho-choo town council)	Fumie Hirano	Japan
	Shinjuku City Town Councils (Ibuki town council)	Kojiro Ueki	Japan
	Shinjuku City Federation of Stores Association	Setsuko Ito	Japan
	Shinjuku City Social Welfare Officer and Child Welfare Council	Kanji Kunitani	Japan
	Shinsenkaku (Japanese-language schools)	Takayoshi Inoue	Japan
	Shinsenkaku (professional training colleges)	Mitsuru Uchida	Japan

Publication number

2020-8-2614

**Shinjuku City Multicultural City Development Conference
Discussion Report**

Published August 2020

Editing and publication: Multicultural Society Promotion Division, Regional
Promotion Department, Shinjuku
1-4-1 Kabukicho, Shinjuku, Tokyo
Tel: 03-5273-3504 (direct line)