

The 1st Yao City Foreign Residents' Council Meeting in FY2022 [Minutes Summary]

Date & Time: Wednesday, September 7, 2022, 7:00 p.m. – 8:30 p.m.

Location: Conference Room 602, 6th Floor, Main Building, Yao City Hall

Council Members in Attendance (titles omitted): NONAKA Mônica, KUWANA Megumi, Tikas Ibrahim DARLINGTON, PARK Yanghaeng,

YAMAUCHI Masayuki, TRAN NGUYEN Quang Vinh, YU Tao

Secretariat Members (Human Rights Policy Division): Mr. MATSUTSUKI (Manager), Mr. SAKATA (Asst. Manager), Mr. TOMITA (Group Chief), SUWA

1. Opening

2. Introduction of Council Members

Mr. TRAN NGUYEN Quang Vinh was introduced as a new Council Member.

3. Meeting Proceeding

A member of the Secretariat explained the present situation involving Yao City residents with foreign nationality (Document 1).

A member of the Secretariat explained the Yao City Second-Term Plan to Promote a Multicultural Society and the progress management table for the plan (Document 2).

<Questions, etc.>

- Regarding information provided via Yao Community FM Radio Station, is the AI announcer providing the information with a high level of accuracy?

⇒(Secretariat) Since we understand that the script read out in Japanese is converted using a machine translation system, the original meaning may not be accurately reflected in some parts. We have not had the translations properly checked by Chinese or Vietnamese native speakers and thus have been unable to keep track of their accuracy.

- Is the City's website capable of supporting languages other than the current five ones?

⇒(Secretariat) We regret that increasing the number of languages to support would be difficult as it is costly to do so.

4. Opinion exchange

A member of the Secretariat explained the transmission of Yao City Multilingual Newsletter (Document 3)

<Opinion exchange>

- The City could perhaps stream videos on TikTok. For foreign residents, information via video or audio would be easier to understand and to access.

- While the City's website currently supports five foreign languages—English, Chinese, Vietnamese, Korean, and Portuguese—it may need to support more languages according to the growth in the number of the city's foreign residents by nationality. Now that the City has seen a surge in residents

with Nepalese nationality, it would be helpful if its machine translation system could cover the Nepalese language as well.

- Given that foreign residents often live in a concentrated community, delivering information to some of them who have the power to convey messages to others may help the information spread by word of mouth.
- The city must ensure that foreign residents are better aware of the existence of Yao City Consultation Service for Foreign Residents at Yao International Center.
- Calling foreign residents' attention to the Yao City Consultation Service for Foreign Residents and Yao International Center at the time they register their residency in Yao will lead to increased visibility for these facilities.
- It is hoped that the City can also figure out a way to offer multilingual support inside the City Hall. Citing as an example application forms for a Certificate of Residence and a Certificate of Family Register, they are available in the City Hall, however, their content is difficult to understand. It would be helpful if the City could make arrangements such as making the forms available in multiple languages or displaying a sample entry so that people who know a little Japanese can understand the items on the forms.
- Due to the language barrier, foreign residents find audio-based information easier to access than paper-based information.
- Communicating information to those who are not interested is difficult. The City should use its ingenuity in placing information at a location where it can be readily accessed when needed.
- People not coming for consultations are not necessarily free from trouble.
- Some people do not feel like seeking a consultation because they are worried that what they have discussed may leak out to their community. It should be made widely known that the City's Consultation Service for Foreign Residents offers a venue for them to discuss their troubles with peace of mind.
- Yao City has foreign residents who are active as YouTubers. Rich in human resources, the City could perhaps gain their cooperation and devise a way of transmitting information.
- Posting information on Facebook would be effective. The content of the information needs to be simple to ensure ease of viewing and readability.
- Foreign residents find it difficult to search for information they want on the City's website. Being unable to do so easily discourages them from accessing the website.