

2nd Multicultural Coexistence Promotion Plan (Revised Ver.)

Koka City | FY2020 – FY2028 |

Basic Philosophy:

“Building a Community that Embraces Diversity and Works Together to Create New Civic Cultures”

Goal: Regardless of nationality or ethnicity, we all citizens



1. Recognize that we thrive together in the same community and support each other.



2. Fully utilize our unique strengths and participate in diverse and inclusive society.



3. Access support tailored to each life stage and live with peace of mind.

Background & Challenges

Backgrounds of Revision

- Increase in Foreign Population: 4,959 residents (5.7%)
- System Reform of the Japanese Government : New “Training & Employment” Systems
- Operation of Koka Multicultural Center since May, 2024 and reflecting frontline insights in our policy transition

Current Issues

- **Communities** Issues Arising from Cultural Difference (Garbage, Noise), In Need of Support for Aging Brazilians & Vietnamese infants
- **Education:** Provision of Japanese Language Opportunities tailored to the Needs developing Japanese Language Instructors
- **Disasters:** Education on Disaster Prevention and Establishment of a System for Supporting Foreigners at Evacuation Centers

Policy Framework & Initiatives

Goal 1: Awareness & Participation

- **NEW** Developing Foreign Leaders in Communities
- **NEW** Establishment of Volunteer Interpreters and Translators Framework
- Promotion of “Plain Japanese” (Yasashii Nihongo).

Goal 2: Provision of Information & Promotion of Learning Japanese

- **NEW** Providing Daily Life Orientations
- Providing of Opportunities to Learn Japanese Language
- Operation of a One-Stop Consultation Desk in Multiple Languages Using ICT

Goal 3: Safe Living Environment

- **NEW** Housing Support (In Partnership with Real Estate Agents)
- Support for Children with Foreign Roots
- **NEW** Establishment of a System for Supporting Foreigners at Evacuation Centers

Management & KPIs

Project structure (organization)



Target Metrics (FY2028)

Residents Wanting to Participate in Community Activities **48.5%** → **60%**

Citizens Willing to Use “Plain Japanese (Yasashii Nihongo)” **32.4%** → **50%**

Local Communities Implementing Multicultural Projects **6** → **9**

英語

English

The 2nd Koka City
Multicultural Coexistence Promotion Plan
(Revision Proposal)

May 2020 (first edition)

_____ 2026 (revised version)

Koka City

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General Summary

1 Purpose of the Plan

In the midst of drastic changes in the social environment, such as social and economic globalization, low birthrate and aging population, and declining population, the number of foreigners living in Japan has exceeded 3.95 million, reaching a record high. In Koka City, which boasts the No. 1 place for 18 consecutive years in Shiga prefecture in terms of shipments of manufactured goods and is home to highly skilled manufacturing companies, the number of technical intern trainees from Southeast Asian regions such as Vietnam and Indonesia is increasing, and the number of foreigners living in the city has exceeded 4,900 at the end of December 2025. In view of the growing trend of permanent residence and long-term residence in recent years, we must move beyond the traditional perspective of providing support to foreign residents and instead recognize them as fellow members of the community. It is essential to create a city where everyone living in Koka City, regardless of nationality, can look toward the future with hope.

At the national level, the Japanese government will "drive efforts for smooth and proper integration of foreign human resources, as well as fostering an environment to create an inclusive society where foreign residents can thrive" (Ministerial Meeting on Acceptance and Coexistence of Foreign Human Resources, "Comprehensive Measures for Acceptance and Coexistence of Foreign Human Resources (Overview)" (December 2018), a new status of residence (Specified Skilled Worker), was established to facilitate the acceptance of foreign workers from April 2019 (Heisei 31), and in June of the same year, the "Act on the Promotion of Japanese Language Education" was promulgated and enforced with the aim of contributing to the development of an environment in which foreigners can thrive with Japanese people in their daily and social lives. In addition, in 2024, the "Technical Intern Training" system was abolished due to amendments to the Immigration Control Act, etc., and the establishment of the "Training and Achievement Training System" was implemented. The social changes surrounding foreigners has changed significantly, such as the review of the "Specified Skilled Worker System." Japan is expected to become even more multinational in the years ahead, alongside an increase in long-term and permanent residents with diverse linguistic and cultural backgrounds.

In Koka City, the "Koka City Internationalization Promotion Plan" was formulated in 2010, and in 2015, in order to make the internationalization promotion plan more effective, it was revised to the "Koka City Multicultural Coexistence Promotion Plan", and in 2020, the second Multicultural Coexistence Promotion Plan was developed.

We are revising our plan to make it more practical, based on current social conditions and the local situation of foreign residents. Our goal is making Koka City a place where they truly wish to continue living.

2 Role of the Plan

This plan is based on the "2nd Koka City Comprehensive Plan" and is formulated while ensuring alignment with "Plan for Promoting Multicultural Coexistence in the Local Communities (3rd Revised Edition)" presented by the Ministry of Internal Affairs and Communications (September 2020) and the "Shiga Prefecture Multicultural Coexistence Promotion Plan (Revised Edition)" (March 2025). This plan serves as a guideline that outlines the future direction for the city government, residents, and various organizations. It is based on the perspective that foreign residents are active contributors to the community and will work together as members of Koka City to advance community building.

3 Implementation Period

This plan is planned from FY2 (FY2020) to FY10 (FY2028), along with the planning period of the 2nd Koka City Comprehensive Plan, with a view to the 3rd Multicultural Coexistence Promotion Plan (FY11 (FY2029) ~). In addition, we will review as necessary even within the planning period and be flexible and responsive to changes in social changes and systems.

4 Progress Management of the Plan

Regarding the progress management of this plan, the Koka City Multicultural Coexistence Promotion Committee and the Multicultural Coexistence Promotion Team within the government will hold a meeting every year, and each competent department will report on the progress of the initiatives.

5 Promotion of the SDGs

The SDGs (Sustainable Development Goals) are the development goals of the entire international community with a deadline of 2030 (Reiwa 12), adopted at the United Nations Summit in September 2015. It consists of 17 goals and 169 targets to realize a sustainable world, and pledges to leave no one on the planet behind.



By integrating the economic, social, and environmental dimensions of the SDGs, the principle of 'leaving no one behind' serves as a core objective for multicultural coexistence. We will promote initiatives to achieve the SDGs, recognizing that multicultural society is not merely about "supporting foreign residents," but is an essential element in building a sustainable society.

Chapter 1 Past Initiatives and Future Challenges

1 Challenges Seen from Past Initiatives

In the current plan formulated in 2020, Koka City has set the following three basic goals and have taken specific measures to achieve them. The challenges that have emerged from these initiatives are as follows.

Goal 1: Enhancing Communications within Communities

[Direction of Measures]

- (1) Provision of Japanese Learning Opportunities Tailored to the Needs of Learners
- (2) Establishment of Means of Information Transmission in Multiple Languages

< Results >

- (1) For the first time in Shiga Prefecture, we established a "Multicultural Center" and developed three projects: "Consultation Desk for Foreigners", "Japanese Language Classes", and "Learning Support for Children with foreign roots".
- (2) We have been able to provide a variety of learning opportunities according to the Japanese level of learners, such as opening a new Japanese class for beginners.
- (3) In order to ensure that foreign citizens can get the necessary information, we introduced tablets (telephone interpretation) that can be used in 16 languages and made efforts to promote understanding of "Plain Japanese (Yasashii Nihongo)".
- (4) With the increase in the number of Vietnamese citizens, we have hired new Foreign Resident Counselors.

< Challenges >

- (1) The backgrounds of foreign residents wishing to study Japanese are becoming more diverse, and it is necessary to secure a place for learning in communities other than Minakuchi Town, as well as to develop and secure new Japanese language instructors (volunteers).
- (2) Problems arising from cultural differences, such as issues with garbage disposal and noise, are becoming apparent. The number of serious cases is increasing in the content of consultations from foreign and Japanese citizens.

Goal 2: Promoting Development of Communities Where All Can Live with Peace of Mind

[Direction of Measures]

- (3) Seamless Support Tailored to Each Life Stage
- (4) Establishment of a Disaster Management System for Safety and Security

< Results >

- (1) We have translated the necessary information for infancy into multiple languages, enhanced the dissemination of information, and introduced an electronic Maternal and Child Health Handbook in multiple languages.
- (2) In order to respond to the increase in the number of foreign children who are not fluent in Japanese at school age, we have established the "Second Kawasemi Classroom (Japanese Initial Instruction Class)".
- (3) We have started holding "Learning Support Classes for Children with Foreign Roots" on weekdays (after school) in Koka Multicultural Center, which had been held getting support of volunteers on Saturdays.
- (4) We have held a career guidance session as an opportunity to reflect on high school admission and future career paths.
- (5) In order to address labor shortages in companies in the city, we have held a seminar on hiring people from foreign countries in partnership with Koka City Industrial Association.

< Challenges >

- (1) It is often difficult to gain understanding from the owners of properties, real estate companies, and local residents regarding foreign citizens moving into their communities.
- (2) The method of accepting students with foreign roots and the division of roles in various organizations are not clearly defined. In addition, know-how such as Japanese language instruction has not been shared, which makes public school teachers feel anxious about how to support those students.
- (3) As the population of foreign citizens (especially Brazilian nationals) is aging, it is necessary to provide information on welfare, medical care, and nursing care, as well as to build a support system through multi-agency cooperation.
- (4) The effectiveness of the operational manual for the “Multilingual Disaster Information Center” needs to be improved, and it is necessary to develop human resources who will cooperate in supporting foreign residents in the event of a disaster and to form a network for information transmission.
- (5) When the Noto Peninsula earthquake that occurred on January 1, 2024, foreigners with limited Japanese proficiency were unable to receive information on evacuation centers and distribution times. Cultural differences in eating habits and communal life caused serious stress and trouble for both Japanese and foreigners. Based on these lessons, it is necessary to prepare an environment for accepting foreigners at evacuation centers.

Goal 3: Building Multicultural Communities where Residents Support Each Other

[Priority Initiatives]

- (5) Raising Awareness for a Multicultural Society
- (6) Developing Inclusive and Diverse Communities

< Results >

- (1) We have conducted outreach seminars, multicultural events, and international exchange programs for junior high school students, and accepted citizen visiting groups to promote mutual understanding.
- (2) Learning Support Classes for Children with Foreign Roots (4 locations in the Bantani area) were organized by a local community (during the summer and winter vacations).

< Challenges >

- (1) In order to communicate with foreign citizens from 47 countries who speak 29 different languages, it is necessary to establish a translation system for languages other than Portuguese, Spanish, and Vietnamese, and raise further awareness of "Plain Japanese (Yasashii Nihongo)".
- (2) The dissemination of "Plain Japanese (Yasashii Nihongo)" at the information desk and in administrative procedures is insufficient.
- (3) In light of drastic changes in the social environment and the background of the times, it is time to reconsider "the contemporary approaches to international exchange", including the international exchange program for junior high school students.
- (4) As the foreign residents live across various parts of the city, it is necessary to scale the best practices city-wide, such as holding children's learning support classes in each community.

Chapter 2 Basic Philosophy and Vision for a Multicultural Society

The basic philosophy will be maintained from the previous plan, and the vision for a multicultural society that Koka City aims for will be set as follows, in light of the evolving landscape of multicultural coexistence.

1 Basic Philosophy

Koka City aims to create a city where all citizens interact with each other experiencing different cultures and lifestyles to foster mutual understanding and develop a global perspective, and where citizens, companies, organizations and governments work together to participate in developing sustainable communities.

Building a Community that Embraces Diversity and Works Together to Create New Civic Cultures

2 Koka City's Vision for a Multicultural Society

While the population is declining, the birthrate is getting lower and the population is aging rapidly, the foreign population in Koka City is on the rise, and it is necessary for the city to become a "town where everyone, including foreign residents, wants to stay" and to enable foreign residents to play an active role in the community as members of the city.

Considering the situation, we will create an environment in which foreign citizens can learn Japanese, Japanese culture, and rules of daily life, and build an equal relationship that all citizens respect and embrace each other's cultures and support each other in the same community. We aim to realize a multicultural society where people with diverse backgrounds can thrive together.

Regardless of nationality or ethnicity, we all citizens

- ① **Recognize that we thrive together in the same community and support each other.**
- ② **Fully utilize our unique strengths and participate in diverse and inclusive society.**
- ③ **Access support tailored to each life stage and live with peace of mind.**

3 Intended Audience of the Plan

This plan is designed for all citizens (both Japanese and foreign citizens). It states how important it is for every community member working together as equals, regardless of nationality or ethnicity.

The “Multicultural Society” envisioned by Koka City cannot be achieved by the government alone. Essential to this vision is equal cooperation among diverse entities, including Koka International Society, the Association for the Promotion of Autonomy, Community Development Councils, Neighborhood Associations, Social Welfare Councils, civic groups and companies employing foreign human resources which possess specialized expertise and coordination functions is indispensable. It is crucial for these entities to act autonomously, leveraging their respective roles and capabilities to steadily advance their initiatives through mutual collaboration.

Plan Implementation System

— Social Role of the Implementing Entity —

The 2nd Koka City Multicultural Coexistence Promotion Plan Basic Philosophy

Building a Community that Embraces Diversity and Works Together to Create New Civic Cultures



Citizens

Japanese and Foreign citizens

- Understanding and Respect for Each Other's Cultures
- Participation in Community Activities



Communities

Autonomy Promotion Association
Town Development Council
Neighborhood Associations, etc.

- Mutual Understanding in Communities
- Promoting Citizens' Participation in Community Activities



Organizations

Koka International Society
Social Welfare Council

- Development of Human Resources Involved in Multicultural Coexistence
- Promoting Understanding of a Multicultural Society



Companies

Companies and workplaces

- Improvement of the Working Environment for Employees
- Encouraging Foreign Employees to Adapt to Japanese Society



Administration

Koka City

- Implementation of Specific Measures Related to Multicultural Coexistence
- Sharing Information, Cooperation, and Collaboration with Each Implementing Entity

4 Planning System

Planning System

Basic Philosophy: Building a Community that Embraces Diversity and Works Together to Create New Civic Cultures

Vision for a Multicultural Society: Regardless of nationality or ethnicity, we all citizens
 (1) recognize that we thrive together in the same community and support each other.
 (2) fully utilize our unique strengths and participate in diverse and inclusive society.
 (3) access support tailored to each life stage and live with peace of mind.

Basic Objectives	Direction of Measures	Initiatives		
1 Raising Awareness of Multicultural Coexistence and Promoting Social Participation	(1) Raising Awareness of Multicultural Coexistence	① Holding International Exchange Events ② Internationalization of Public Administration ③ Promotion of International Education	P11 P11 P12	
	(2) Encouraging the Social Participation of Diverse Citizens	① Developing Leaders of Multicultural Coexistence ② Developing Foreign Leaders in Communities [N] ③ Operation of the Volunteer Interpretation and Translation System [N]	P14 P14 P14	
2 Providing Information and Promoting Japanese Language Learning	(1) Establishment of a Multilingual Information Provision and Consultation System	① Provision of Information in Multiple Languages ② Operation of a One-Stop Consultation Desk ③ Regular Consultations by Experts [N] ④ Implementation of Daily Life Orientations [N] [P]	P16 P16 P17 P17	
	(2) Providing Japanese Learning Opportunities Tailored to the Needs of Learners	① Provision of Opportunities to Learn about the Japanese Language and Society [P] ② Development of Japanese Language Instructors	P18 P18	
3 Establishing a Living Environment where We All Can Live with Peace of Mind	(1) Establishment of a Housing Environment Where We All Can Live with Peace of Mind	① Cooperation with Real Estate Agents [N] [P]	P20	
	(2) Enhancement of Maternal and Child Welfare Services in Infancy and Early Childhood	① Implementation of Native Language Support Project ② Enhancement of Native Language Support	P22 P22	
	(3) Provision of Learning Opportunities	① Learning Support of Children with Foreign Roots [N] ② Developing Learning Support Volunteers [N] ③ Strengthening the System for Helping Children with Foreign Roots Adapt to Schools [N] [P] ④ Support for Career Development	P24 P24 P24 P24	
		(4) Establishment of an Environment where All Can Work with Peace of Mind	① Improvement of the Environment for Accepting Foreign Human Resources ② Support for Employing Foreign Citizens	P26 P26
		(5) Enhancement of Medical (Insurance), Health and Welfare Services	① Provision of Information on Medical Institutions where Support in Multiple Languages [N] ② Cooperation with Medical (Insurance), Health, and Welfare-Related Organizations in Consultation and Support [N]	P28 P28
			(6) Establishment of a System that Provides Peace of Mind in the Event of a Disaster	① Enhancement of the Multilingual Information Center in The Event of a Disaster ② Securing and Developing Human Resources who are Capable of Assisting during Disasters [P] ③ Establishment of a System for Supporting Foreigners at Evacuation Centers [N]

[N] = New
[P] = Priority

5 Basic Goals and Initiatives

Koka City set three goals as the direction of the measures to be aimed at in this plan.

1

Raising Awareness of Multicultural Coexistence and Promoting Active Social Participation

As the foreign population is increasing, and more residents are settling down long-term, there are few opportunities for foreign citizens to participate in local events and activities, and there is a lack of communication with Japanese citizens, which can lead to problems in daily life. In addition, in light of changes in social changes and the background of the times, it is necessary to review the way how we run the sister city exchanges, including international exchange programs for junior high school students, and to strengthen our responses to "inner internationalization" in Koka City.

(1) Raising Awareness for Multicultural Coexistence

Koka City will implement various events to promote multicultural coexistence, such as international exchange projects, outreach seminars, and the creation of an easy-to-understand website.

We will drive initiatives for mutual understanding to ensure everyone recognizes foreign residents as fellow citizens in communities.

< Initiatives >

Engage in	Specific details	Departments under jurisdiction (Related Divisions and Organizations)
Holding international exchange events	(1) Implementation of events such as international exchange festivals	Koka Multicultural Center Koka International Society
Internationalization of Public Administration	(1) Implementation of "Plain Japanese (Yasashii Nihongo)" lessons for city officials, etc. (2) "Plain Japanese (Yasashii Nihongo)" translation of administrative documents	Community Activity Promotion Division

	(3) Holding training sessions on multicultural coexistence	
Promotion of International Education	<p>(1) Transition to a new, sustainable sister city exchange</p> <p>(2) Holding lectures for preschool children</p> <p>(3) Promoting multicultural understanding through picture books and songs</p> <p>(4) Holding of local children's study sessions</p> <p>(5) Development of human resources who can play an active role in the global society and enhancement of international education</p>	<p>Community Activity Promotion Division</p> <p>Nursery and Kindergarten Division</p> <p>Koka Multicultural Center</p> <p>School Education Division</p> <p>Social Welfare Council</p>

< What we can do (Intended Audience and Their Expected Roles)>

Intended Audience	Expected Roles and Specific Examples
Citizens	<p>Japanese citizens: "Understanding and acceptance of multicultural coexistence"</p> <ul style="list-style-type: none"> • Participate in international exchange events and deepen mutual understanding. • We will work on multicultural coexistence activities such as Japanese language learning support. • We will actively provide opportunities for interaction with Japanese and foreign citizens living in the city. <p>Foreign citizens: "Interaction with neighbors and participation in local events, etc."</p> <ul style="list-style-type: none"> • Actively participate in interactions with neighbors and community activities. • We will cooperate in organizing projects such as international exchange events and international understanding lectures.
Communities	<p>"Promoting mutual understanding among residents"</p> <ul style="list-style-type: none"> • We will hold exchange meetings sponsored by the Autonomy Promotion Association, the Town Development Council, and the ward and neighborhood associations and " Plain Japanese (Yasashii Nihongo)" courses. • Information to deepen multicultural understanding will be disseminated on

	<p>circular boards and bulletin boards.</p>
Companies	<p>"Establishing awareness of multicultural coexistence in the workplace and cooperating with multicultural coexistence events"</p> <ul style="list-style-type: none"> • We will hold training to promote multicultural understanding in the workplace. • We will actively participate in and cooperate with multicultural coexistence activities carried out in each region. • We will support initiatives such as sister city exchanges.
Various Organizations	<p>"Raising awareness of multicultural coexistence in cooperation with citizens, communities, and governments"</p> <ul style="list-style-type: none"> • We plan and manage opportunities and exchange activities to deepen multicultural understanding. • We will strengthen cooperation with the government and local communities to deepen ties between foreign citizens and local communities.
Administration (City)	<p>"Promotion of policies to establish awareness"</p> <ul style="list-style-type: none"> • We will promote policies to establish awareness on multicultural coexistence and allocate resources effectively. • We will work to spread "Plain Japanese (Yasashii Nihongo)" in the government office and in local communities. • We will promote international education to nurture children with a global perspective.

(2) Encouraging the Social Participation of Diverse Citizens

In addition to expanding understanding of community activities such as the ward and neighborhood association system, we will create a place for foreign leaders living in communities to play an active role in the community and build a system that makes it easy to be engaged in social interactions.

< Initiatives >

Engage in	Specific details	Departments under jurisdiction (Related Divisions and Organizations)
Identifying and Developing Leaders for Multicultural Coexistence	(1) Promote support and cooperation to secure human resources such as organizations, volunteers, and coordinators (2) Discover and develop key people who will be active in the community and companies	Related divisions Koka Multicultural Center Social Welfare Council
Developing foreign community leaders	(1) Implementation of training (2) Support for improving Japanese language skills	Koka Multicultural Center
Operation of the Interpreter and Translation Volunteer System	(1) Establishing of sustainable systems (2) Training of volunteer interpreters and translators	International Society Koka Multicultural Center

< What we can do (Intended Audience and Their Expected Roles) >

Intended Audience	Expected Roles and Specific Examples
Citizens	<p>Japanese citizens: "Collaboration with foreign citizens in community activities"</p> <ul style="list-style-type: none"> • Together with foreign citizens, we will be involved in local activities such as local festivals and disaster prevention drills from the planning stage. • We will cooperate with the call for foreign citizens to participate in community activities.

	<p>Foreign citizens: "Participation and cooperation in community activities"</p> <ul style="list-style-type: none"> • We will actively participate in local festivals and disaster prevention drills from the planning stage. • We will interpret and translate events and cooperate with other foreign citizens to participate.
Communities	<p>"Creating a place for citizens to participate"</p> <ul style="list-style-type: none"> • We will create an environment where foreign citizens can easily participate in disaster prevention drills and cleanup activities. • Allow foreign citizens to participate as ward and neighborhood association officers.
Companies	<p>"Promoting Social Integration of Foreign Employees"</p> <ul style="list-style-type: none"> • Participate in local multicultural events and volunteer activities. • We will create "opportunities" for employees to participate in community activities.
Various Organizations	<p>"Support for social participation of foreign citizens in cooperation with citizens, communities, and governments"</p> <ul style="list-style-type: none"> • We will hold events that anyone can be involved in (can participate) from the planning stage.
Administration (City)	<p>"Creating a place to promote social participation"</p> <ul style="list-style-type: none"> • We will promote the participation of foreign citizens in affiliated organizations, etc.

2

Providing Information and Promoting Japanese Language Learning

Since foreign citizens with limited Japanese proficiency are feeling anxious about their daily lives, it is necessary to provide information in multiple languages and disseminate information "transmitted" through "Plain Japanese (Yasashii Nihongo)". In addition, it is necessary to provide a variety of opportunities for learning Japanese language and to train Japanese language education instructors and volunteers so that students can communicate in Japanese.

(1) Establishment of a Multilingual Information Provision and Consultation System

In order to ensure that people can spend their daily lives with peace of mind, we will disseminate information on administrative services and other information necessary for daily life using "multiple languages" and "Plain Japanese (Yasashii Nihongo)", and work to enhance the consultation system.

< Initiatives >

Engage in	Specific details	Departments under jurisdiction (Related Divisions and Organizations)
Multilingual Information Provision	(1) Accommodate in "Plain Japanese (Yasashii Nihongo)" (2) Multilingualization of information (3) Strengthening information dissemination using SNS	All Departments Koka Multicultural Center
Operation of a centralized consultation desk	(1) Provision of interpreter tablets (city hall main building, community centers, etc.) (2) Strengthening the consultation and support services (3) Training of multicultural support coordinators	Community Activity Promotion Division Koka Multicultural Center

Regular consultations with experts	(1) Holding consultation meetings by lawyers, psychologists, and other professionals	Koka Multicultural Center
Implementation of daily life orientation	(1) Creation and distribution of lifestyle guidebooks (2) Implementation of daily life orientation at companies, etc.	Koka Multicultural Center (Resident Services Division) (Local Community Centers)

< What we can do (Intended Audience and Their Expected Roles)>

Intended Audience	Expected Roles and Specific Examples
Citizens	<p>Japanese citizens: "Engage with foreign citizens living in communities and provide information"</p> <ul style="list-style-type: none"> • We will cooperate with the government and Koka International Society to disseminate information in multiple languages. • We will encourage foreign citizens to participate in local events and disaster prevention drills. <p>Foreign citizens: "Learning, adjusting to and sharing daily life rules and customs"</p> <ul style="list-style-type: none"> • Learn local daily life rules and manners such as garbage disposal and noise. • Follow the rules of daily life and help foreign citizens we know understand them.
Communities	<p>"Ensuring the information reaches everyone"</p> <ul style="list-style-type: none"> • Provide information from neighborhood circulars and notice boards in "multiple languages" and "Plain Japanese (Yasashii Nihongo)". • We will ensure information such as rules for taking out garbage and disaster prevention is accessible to everyone in our community.
Companies	<p>"Providing information to foreign employees and referring them to the appropriate support services"</p> <ul style="list-style-type: none"> • We will provide employment rules and safety guidance in "multiple languages" and "Plain Japanese (Yasashii Nihongo)". • We will disseminate information about the consultation desk for foreign residents at Koka Multicultural Center.
Various Organizations	<p>"Provision of professional interpretation and consultation support"</p> <ul style="list-style-type: none"> • We operate a consultation desk leveraging our expertise and act as a bridge to specialized experts.

Administration (City)	<p>"Developing Infrastructure for Information Dissemination"</p> <ul style="list-style-type: none"> • We will promote the conversion of administrative information into "Plain Japanese (Yasashii Nihongo)" and build means and platforms more accessible to everyone. • We will establish a multilingual consultation system using ICT.
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(2) Provision of Japanese Learning Opportunities Tailored to the Needs of Learners

Japanese language classes play a key role in helping foreign citizens learn Japanese, which is necessary for daily lives, and in providing sense of community and social interaction. In order to respond to the expected increase in foreign citizens in the future, we will work to secure new Japanese language instructors and improve the teaching skills of volunteers.

< Initiatives >

Engage in	Specific details	Departments under jurisdiction (Related Divisions and Organizations)
Providing learning opportunities about the Japanese language and Japanese society	(1) Holding Japanese classes according to the proficiency level (2) Holding Japanese Language Classes in the local communities	Koka Multicultural Center Koka International Society
Training of Japanese language instructors	(1) Training of new volunteers (2) Provision of opportunities for volunteers to improve their skills (3) Support for obtaining Japanese language teaching qualification	Koka Multicultural Center Koka International Society

< What we can do (Intended Audience and Their Expected Roles) >

Intended Audience	Expected Roles and Specific Examples
Citizens	<p>Japanese citizens: "Cooperation in learning Japanese"</p> <ul style="list-style-type: none"> • Participate as a Japanese language teaching volunteers. • Talk to learners of Japanese language at work and in the community. <p>Foreign citizens: "Learning Japanese and Japanese culture"</p>

	<ul style="list-style-type: none"> • We will take a proactive approach to learning Japanese in order to communicate and build relationships of trust with Japanese citizens.
Communities	<p>"Providing a place for learning Japanese in the community"</p> <ul style="list-style-type: none"> • We will provide a place to help Japanese learning at community centers, etc. • We actively encourage Japanese language learners to participate in community activities.
Companies	<p>"Support for Japanese Language Learning in the Workplace"</p> <ul style="list-style-type: none"> • We provide opportunities to learn Japanese language which is necessary for acquiring skills in the workplace. • Offer learning opportunities after hours (e-learning and in-house classrooms).
Various Organizations	<p>"Designing programs tailored to learning needs"</p> <ul style="list-style-type: none"> • We will train, register, and support volunteers who are involved in Japanese language education. • We will conduct field-specific programs such as Japanese for daily life and specialized Japanese (labor, exams).
Administration (City)	<p>"Developing a platform for Japanese learning opportunities"</p> <ul style="list-style-type: none"> • We will develop a platform for communities, organizations, and companies to collaborate and provide learning opportunities.

3

Establishing a Living Environment Where We All Can Live with Peace of Mind

With regard to housing for foreign citizens, companies are expected to cooperate in developing relocation support systems and improving working environments. In addition, in response to the increasing number of children of foreign citizens, it is necessary to share the know-how on how to integrate foreign children into Japanese schools and how to teach Japanese (effectively?), as well as to provide information on welfare, medical care, nursing care, and disaster prevention in anticipation of the growing elderly population, and to establish a support system through multi-agency cooperation.

(1) Establishment of a Housing Environment where We All Can Live with Peace of Mind

We will promote the establishing of the housing environment for foreign citizens in cooperation with relevant authorities and organizations so that foreign citizens can lead independent lives as members of the local community.

< Initiatives >

Engage in	Specific details	Departments under jurisdiction (Related Divisions and Organizations)
Collaboration with real estate agents	(1) Cooperation with related organizations such as the Real Estate Association (2) Support for foreigners when moving in	Koka Multicultural Center Housing and Building Division

< What we can do (Intended Audience and Their Expected Roles) >

Intended Audience	Expected Roles and Specific Examples
Citizens	<p>Japanese citizens: "Cooperation in establishing a supportive environment for new residents"</p> <ul style="list-style-type: none"> Provide the rules of daily life such as taking out garbage and noise in simple terms and accessible way. <p>Foreign citizens: "Adhering to the rules of daily life"</p>

	<ul style="list-style-type: none"> • We will follow the "rules of daily life" such as taking out garbage and noise in Japan.
Communities	<p>"Provision of information on daily life and promotion of interactions with others"</p> <ul style="list-style-type: none"> • We will disseminate the rules of daily life in "multiple languages" and "Plain Japanese (Yasashii Nihongo)". • In cooperation with real estate agents, we will strive to create community rules that make comfortable for all residents. • In cooperation with the fire department, we will hold disaster prevention drills that foreign citizens (residents) can also participate in.
Companies (Including real estate and related businesses)	<p>"Providing housing where all can live with peace of mind"</p> <ul style="list-style-type: none"> • We coordinate troubles between landlords and tenants in cooperation with the government and organizations. • We will provide the basic rules of life in the community, such as contracts and explanations of important matters in multiple languages.
Various Organizations (including police and fire departments)	<p>"Provision of information and support on housing"</p> <ul style="list-style-type: none"> • We will provide life orientation to foreign citizens (residents). • In cooperation with the local community, we conduct crime prevention patrols, disaster prevention drills, etc.
Administration (City)	<p>"Establishing comfortable living environment"</p> <ul style="list-style-type: none"> • We will build a platform for cooperation among real estate agents, companies, and various organizations. • Approach real estate agents to foster housing support corporations.

(2) Enhancement of Maternal and Child Welfare Services in Infancy and Early Childhood

We will create an environment in which pregnant women and families with infants can appropriately use maternal and child welfare and health services and raise their children with peace of mind, and we will enhance services related to maternal and child welfare.

< Initiatives >

Engage in	Specific details	Departments under jurisdiction (Related Divisions and Organizations)
Implementation of mother tongue support project	(1) Preparation and distribution materials related to maternal and child welfare in multiple languages	Health and Medical Policy Division Child-rearing Policy Division Childcare Support Division Nursery and Kindergarten Division
Enhancement of mother tongue support	(1) Deployment of mother tongue support staff to each kindergarten and nursery school	Child-rearing Policy Division Nursery and Kindergarten Division

< What we can do (Intended Audience and Their Expected Roles) >

Intended Audience	Expected Roles and Specific Examples
Citizens	<p>Japanese citizens: "Cooperation in child-rearing of foreign parents and children"</p> <ul style="list-style-type: none"> • We invite foreign families to participate in local child-rearing support events and family events.

	<ul style="list-style-type: none"> • We encourage foreign parents and children to participate in parenting groups. <p>Foreign citizens: "Interaction with Japanese parents and children"</p> <ul style="list-style-type: none"> • Participate in local parenting groups and build connections between parents. • Interact with Japanese citizens and share insights into parenting and children's play cultures.
Communities	<p>"Childcare support for diverse families in the community"</p> <ul style="list-style-type: none"> • We invite foreign parents and children to child-rearing plazas and ward/neighborhood association events. • We will provide a place where parents can support each other regardless of nationality.
Companies	<p>"Provision of childcare support measures for employees"</p> <ul style="list-style-type: none"> • We raise awareness of childcare leave and shortened working hours systems. • Provide information on maternal and child health checkups and childcare services to employees.
Various Organizations	<p>"Provision of information and consultation support related to maternal and child welfare"</p> <ul style="list-style-type: none"> • We will provide multilingual information and hold interactive events for foreign parents and children. • We will hold meeting sessions for parents to share their parenting experiences.
Administration (City)	<p>"Enhancement of welfare services in multiple languages"</p> <ul style="list-style-type: none"> • We will establish a multilingual support system (including the use of ICT) at nursery schools and health centers. • Conduct a survey on the needs of foreign parents and children and reflect them in policies. • We raise awareness of maternal and child health checkups and childcare services in multiple languages.

(3) Provision of Learning Opportunities

We will identify the actual situation of school attendance of children with foreign roots, secure learning opportunities according to their life stages, and enhance the framework for welcoming children with foreign roots into schools by providing guidance and learning support for adaptation to school life.

< Initiatives >

Engage in	Specific details	Departments under jurisdiction (Related Divisions and Organizations)
Supporting the learning of children with foreign roots	(1) Enhancement of after-school learning classes (Nanairo classrooms) and children's study groups (2) Holding learning classes for children with foreign roots (3) Holding of community children's study sessions in communities	Koka Multicultural Center Koka International Society (School Education Division)
Training of learning support volunteers	(1) Implementation of volunteer training courses (2) Implementation of follow-up training to improve expertise	Koka Multicultural Center Koka International Society
Strengthening the system to welcome children with foreign roots into schools	(1) Enhancement of the deployment of native language support staff (2) Support for skill development of native language support staff (3) Assignment of additional teachers for Japanese language instruction (4) Utilization of the guideline for Japanese language instruction (5) Enhancement of Japanese Initial Teaching Classes (6) Utilization of the guide for welcoming children with foreign roots into schools	School Education Division (Koka Multicultural Center)
Support for Career Development	(1) Implementation of career path guidance with an eye toward the future from childhood	School Education Division

	(2) Strengthening cooperation with related institutions such as high schools (3) Promotion of career education	Child-Rearing Policy Division Koka Multicultural Center
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< What we can do (Intended Audience and Their Expected Roles)>

Intended Audience	Expected Roles and Specific Examples
Citizens	<p>Japanese citizens: "Cooperation in supporting children's learning"</p> <ul style="list-style-type: none"> Participate as a learning volunteer. <p>Foreign citizens: "Cooperation in children's acquisition of Japanese language and Japanese culture"</p> <ul style="list-style-type: none"> Actively get involved in children's education. Participate in volunteer activities related to children's education.
Communities	<p>"Dissemination of learning opportunities for children"</p> <ul style="list-style-type: none"> We will provide community centers, etc as a place where children can get learning support. We will hold events and workshops for children with a focus on multicultural coexistence.
Companies	<p>"Supporting the learning of employees' children"</p> <ul style="list-style-type: none"> We will conduct CSR activities such as providing scholarships and teaching materials. We provide work experiences and career education in cooperation with governments and organizations.
Various Organizations	<p>"Provision of learning support programs"</p> <ul style="list-style-type: none"> Provide a place where you can study after school or on weekends. We will provide information and hold study sessions for parents so that they can understand the Japanese education system.
Administration (City)	<p>"Implementation of learning support policies"</p> <ul style="list-style-type: none"> We will strengthen the system to welcome children with foreign roots into schools and the Japanese language instruction system in schools.

(4) Establishment of an Environment where All Can Work with Peace of Mind

In order to ensure stable employment and improved motivation to work, we will strengthen cooperation with related organizations and companies such as Hello Work, and strive to improve and enhance the environment for accepting foreign human resources.

< Initiatives >

Engage in	Specific details	Departments under jurisdiction (Related Divisions and Organizations)
Improvement of the environment for accepting foreign human resources	(1) Understanding the employment needs of foreigners and raising awareness of appropriate employment (2) Holding seminars for companies (3) Raising awareness of multicultural coexistence for companies (4) Promotion of regional cooperation to attract foreign human resources	Commerce, Industry and Labor Affairs Division Community Activity Promotion Division (Koka Multicultural Center)
Employment Support for Foreign Citizens	(1) Strengthening cooperation with related organizations such as Hello Work (2) Holding of JOB Fair (3) Collaboration with higher education institutions	Commerce, Industry and Labor Affairs Division Community Activity Promotion Division (Koka Multicultural Center)

< What we can do (Intended Audience and Their Expected Roles) >

Intended Audience	Expected Roles and Specific Examples
Citizens	<p>Japanese citizens: "Cross-cultural understanding and creating an atmosphere in the workplace"</p> <ul style="list-style-type: none"> • We will respect people with different cultures and diverse backgrounds in the workplace. • Deepen mutual understanding through communication, such as talking to each other in the workplace or community.

	<p>Foreign citizens: "Learn workplace rules and interact with Japanese colleagues"</p> <ul style="list-style-type: none"> • Actively communicate with Japanese co-workers in the same workplace. • Understand the work rules and regulations of the workplace and share them with our fellow foreign employees.
Communities	<p>"Provision of employment support information and support for community life"</p> <ul style="list-style-type: none"> • We will cooperate with local companies and employment support organizations to provide employment-related information in multiple languages.
Companies	<p>"Creating a work environment that promotes multicultural understanding"</p> <ul style="list-style-type: none"> • We will promote labor contracts and safety guidance in multiple languages. • We provide daily life support for employees (company housing, consultation desks, career education). • We will cooperate with the government to provide a place to explain the tax payment system.
Various organizations	<p>"Collaboration with companies and awareness-raising activities"</p> <ul style="list-style-type: none"> • We will conduct workshops to teach you how to prepare for interviews and write resumes. • Provide a place for consultation and support related to labor issues.
Administration (City)	<p>"Improvement of the environment for employing foreign human resources"</p> <ul style="list-style-type: none"> • We will hold training sessions for companies. • We will raise awareness of fair employment and the prevention of unfair labor practices of foreign workers. • We will cooperate with companies and set up a place to explain the tax payment system.

(5) Enhancement of Medical (Insurance), Health and Welfare Services

We will develop a system and environment so that foreign citizens can live with peace of mind by accessing to appropriate medical information and receiving necessary treatment and services, and help them understand, enroll, and use various insurance and welfare systems appropriately.

< Initiatives >

Engage in	Specific details	Departments under jurisdiction (Related Divisions and Organizations)
Providing information about medical institutions that can support in multiple languages	(1) Provision of information using "Medical Information Net" (2) Provision of information in multiple languages and "Plain Japanese (Yasashii Nihongo)" (3) Enlightenment to each medical institution	Koka International Society Koka Multicultural Center Health and Medical Policy Division Shigaraki Central Hospital Health Center
Cooperation with medical (insurance), health, and welfare-related organizations in consultation and support	(1) Strengthening support in multiple languages and "Plain Japanese (Yasashii Nihongo)" (2) Establishment of a system that can respond to highly specialized consultations	Community Symbiosis Society Promotion Division Insurance and Pension Division Life Support Division Disability Welfare Division Long-Term Care Insurance Division Elderly Welfare Division Health and Medical Policy Division Health Center

< What we can do (Intended Audience and Their Expected Roles)>

Intended Audience	Expected Roles and Specific Examples
Citizens	<p>Japanese citizens: "Creating an atmosphere where you can receive medical examinations with peace of mind"</p> <ul style="list-style-type: none"> · We provide easy-to-understand information related to medical care and welfare services. · If necessary, we will accompany you to hospitals and health centers. <p>Foreign citizens: "Understanding and appropriate use of Japan's medical and welfare system"</p> <ul style="list-style-type: none"> · Understand and use Japan's medical and welfare systems (health insurance, pensions, etc.) appropriately.
Communities	<p>"Providing and sharing information"</p> <ul style="list-style-type: none"> · Information on medical care and welfare disseminated by administrative agencies and various organizations will be shared on neighborhood circulars, etc. · If consulted by foreign citizens, we provide referral to medical and welfare institutions that can accommodate foreign residents.
Companies	<p>"Medical and welfare support for employees"</p> <ul style="list-style-type: none"> · We will disseminate information about health checkups and workers' compensation insurance in multiple languages and "Plain Japanese (Yasashii Nihongo)". · We will actively participate in local welfare activities and multicultural coexistence activities.
Various Organizations	<p>"Provision of information on medical (insurance), health and welfare services and enhancement of consultation system"</p> <ul style="list-style-type: none"> · We will cooperate with medical (insurance), health, and welfare-related organizations to provide appropriate information and provide consultations. · We will hold welfare classes and interactive events for foreign parents, children and the elderly people.
Administration (City)	<p>"Enhancement of medical (insurance), health and welfare services"</p> <ul style="list-style-type: none"> · We will establish and disseminate a multilingual consultation system (including the use of ICT) at medical institutions and health centers. · We provide information on health insurance, pension systems, welfare systems, etc. in an easy-to-understand manner.

(6) Establishment of a System that Provides Peace of Mind in the Event of a Disaster

Strengthen the functions of the Multilingual Information Center for Disasters so that foreign citizens can access to accurate and prompt information in the event of disasters. In addition, we will position foreign citizens as "local leaders" rather than "targets of support" and develop human resources who can work together with. In addition, we will build a disaster support system through cooperation between related organizations and companies.

< Initiatives >

Engage in	Specific details	Departments under jurisdiction (Related Divisions and Organizations)
Enhancement of the Multilingual Information Center in the event of Disasters	(1) Development of and Standardizing manuals (2) Implementation of installation and operation training (3) Strengthening cooperation with related organizations (4) Registration and raising awareness of multilingual disaster information e-mails	Koka International Society Koka Multicultural Center (Crisis Management Division)
Securing and developing human resources who can respond to disasters	(1) Developing and upskilling foreign disaster prevention leaders (2) Training of volunteer interpreters and translators (reposted) (3) Implementation of training to raise awareness of disaster prevention	Koka International Society Koka Multicultural Center (Crisis Management Division)
Establishment of a system for accepting foreigners at evacuation centers	(1) Introduction and dissemination of pictograms (2) Implementation of evacuation center operation training	Koka International Society Koka Multicultural Center (Crisis Management Division)

< What we can do (Intended Audience and Their Expected Roles)>

Intended Audience	Expected Roles and Specific Examples
Citizens	<p>Japanese citizens: "Cross-cultural understanding and bridging in case of disaster"</p> <ul style="list-style-type: none"> · Participate in training to learn about reasonable accommodation for diverse people. · Participate in volunteer activities in the event of disasters. <p>Foreign citizens: "Efforts to protect ourselves and those around us"</p> <ul style="list-style-type: none"> · Actively participate in local disaster prevention drills and acquire knowledge to save ourselves and those who are around us. · Involved in the operation of evacuation centers and the removal of garbage and debris in the event of disasters.
Communities	<p>"Establishment of a system that allows everyone to evacuate with peace of mind"</p> <ul style="list-style-type: none"> · We will promote the participation of diverse citizens, such as guiding disaster prevention drills in multiple languages. · We encourage participation in daily activities so that diverse people can be involved in evacuation center management. · We will promote the development of a system for accepting foreign citizens at evacuation centers.
Companies	<p>"Establishment of the support system for employees in the event of disasters"</p> <ul style="list-style-type: none"> · Include foreign employees and others in the disaster prevention plan of workplaces. · Safety guidance and evacuation routes in the workplace will be displayed in "multiple languages" and "Plain Japanese (Yasashii Nihongo)".
Various organizations	<p>"Information transmission in the event of a disaster and support for accepting evacuation centers"</p> <ul style="list-style-type: none"> · We will establish a system for disseminating information and responding to consultations at the Koka City Disaster Multilingual Information Center. · We will promote raising awareness of pictograms in evacuation centers.
Administration (City)	<p>"Establishment of a system for providing information in the event of a disaster"</p> <ul style="list-style-type: none"> · We will collect and provide appropriate information. · We will promote the development of a system for accepting foreign citizens at evacuation centers.

6 Defining Metrics and Progress Management of the Plan

In this plan, the following indicators are set for the realization of a multicultural society that Koka City aims for, and every year, the Multicultural Coexistence Promotion Committee and the agency's teams report, inspect, and evaluate. We will review the items of the indicators as necessary, even during the duration of planning.

Indicators	2020 Reiwa 2	2025 Reiwa 7	2028 Reiwa 10	
1. Raising awareness of multicultural coexistence and promoting social participation				
○ Percentage of citizens who think it is desirable to increase the number of foreign citizens in the city *1	---	17.4%	25%	New
○ Percentage of people who are interested in getting interacted with neighbors in the future among foreign citizens who have not participated in community activities *2	---	48.5%	60%	New
○ Percentage of citizens who want to actively use or want to use Plain Japanese (Yasashii Nihongo)*3	---	32.4%	50%	New
○ Implementation of multicultural coexistence projects in communities (Autonomous Promotion Association, Town Development Council, ward/neighborhood association, etc.) *4	---	6 communities	9 communities	New
2 Dissemination of Information and Promotion of Japanese Language Learning				
○ Percentage of Foreign residents who are registered on the Koka City Multicultural Coexistence Center app	---	0%	100%	New
○ Number of communities which provide opportunities to learn Japanese	2	4	6	
○ Number of Japanese Language Teaching Volunteers	20 people	34 people	40 people	
3 Creating a living environment where you can live with peace of mind				
○ Number of Designated Housing Support Organizations in the city that include "foreigners" in the support target*5	---	0	3	New

○ Number of learning support volunteers (registered instructors)	---	5 people	20 people	
○ Number of registered foreign leaders for disaster prevention	---	18 people	30 people	
○ Provision of training opportunities for employment (seminars on employing foreign human resources, JOB) / Number of job fairs (per year)	0 times	3 times	4 times	

*1 In the 2025 Koka City Municipal Government Awareness Survey, 17.4% of citizens thought that it would be desirable to increase the number of foreign citizens in the city.

In the Ministry of Justice's 2023 survey on coexistence with foreigners, 28.7% of the public thought that the increase in the number of foreigners in the community was "preferable".

*2 In the 2025 Koka City Foreign Citizen Awareness Survey, 48.5% of foreign citizens who are not involved in community activities **want to get involved with neighbors or participate in community activities** in the future.

*3 In the 2025 Koka City Municipal Government Awareness Survey, 32.4% of citizens answered that they would like to actively use Japanese and that they would like to use Japanese in plain Japanese.

*4 Achievement indicators in the 2nd Koka City Comprehensive Plan "Citizen Coexistence".

*5 From the list of "Housing Support Corporations for Persons in Need of Housing Securing Considerations" by the Housing Division of the Ministry of Civil Engineering and Transportation of Shiga Prefecture.

The 2nd Koka City Multicultural Coexistence Promotion Plan
Building a Community that Embraces Diversity and
Works Together to Create New Civic Cultures

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