

**City of Hiroshima's Multiculturalism Promotion Policy
(Revised Edition)**

*Creating a community where everyone
lives together in mutual respect*

**October 2025
The City of Hiroshima**

Table of Contents

I	Purpose of the revision	1
II	Present situation in Hiroshima City	3
	1) Present situation through statistics	3
	2) Results of the Multiculturalism Survey	7
III	Summary of the issues	12
IV	Multiculturalism in city planning: our goals	13
V	Policy system	14
VI	Policy progress management	17
	Reference materials	18
	Current status of main initiatives under our multiculturalism policies	19
	Glossary	22

I Purpose of the revision

In 2006, the City of Hiroshima formulated the Policy to Promote Multiculturalism in Hiroshima City (hereinafter “policy”) and has since worked to multilingualize information for daily life, upgrade and expand consulting systems in multiple languages, as well as enhance Japanese language education, in order to realize a multicultural society.

There were approximately 2.12 million foreign residents in Japan at the end of 2014 when we previously revised our policy. Excluding a temporary decrease in numbers during the COVID-19 pandemic, the numbers have since continued to rise, culminating in over 3.58 million foreign residents at the end of June 2024, the highest number ever recorded. This trend is also applicable to Hiroshima City: foreign residents numbered 15,651 at the end of March 2014 when we previously revised our policy, and, at the end of March 2025, they numbered 23,297 or 2.0% of the population of the city, the highest numbers on record. In addition, the composition ratio of nationalities and residential statuses has also changed significantly.

During these ten years, Japan has become a society marked by serious population decline due to the declining birthrate and increasing elderly population. In the Hiroshima City as well, population has steadily declined since peaking in 2018. As such, aiming to maintain a vibrant regional society in the future and realize a Hiroshima which we can be proud to show the world, the City of Hiroshima has high expectations for international residents¹ as important players who will help revitalize local society, economy, and community.

Given the above, we must create an environment that makes it easier for international residents, regardless of their nationality, to live safe and comfortable lives together with the people in the community.

In addition, our city aims to be an International Peace Culture City. As such, while ensuring that all citizens respect one another’s human rights and diversity, including cultural backgrounds, ethnicities, and nationalities, we must make steady progress in creating a city that fosters well-rounded citizens and where culture thrives—where all citizens realize the preciousness of peace. We must also make progress in realizing an inclusive local community where citizens support each other and play roles based on their values and lifestyles.

Furthermore, according to the Hiroshima City Multiculturalism Survey conducted in 2022, with the increase in foreign residents and multiculturalization comes an increased need for enhanced support measures. Similarly, in Japan, the Technical Intern Training Program will be abolished in 2027 based on a revision to the Immigration Control and Refugee Recognition Act in June 2024. The Training Employment System, which will be created in place of the program, aims to foster human resources through employment, as well as retain human resources. The City of Hiroshima must be able to respond accurately to these changes that come with revisions to the immigration policies of the national government.

In consideration of these points, the City of Hiroshima hereby revises this policy. As a municipality which is directly involved with the lives of citizens, after the revision, the City of Hiroshima will enact multicultural coexistence initiatives in line with changes in the circumstances surrounding international residents while cooperating with related organizations and taking into account the division of roles between our city, Hiroshima Prefecture, and the national government in terms of immigration.

¹International residents: In addition to the foreign nationals residing in Hiroshima City, this policy defines “international residents” as all those who have become naturalized Japanese citizens, those with the cultural background of a parent with foreign roots, and those who have foreign roots for various reasons.

When referring to foreign nationals with addresses in Hiroshima City, the term “foreign residents” will be used. Note that there will be no changes made in terminology for projects and programs already in progress.

For reference: trends in the national government

- At the Cabinet Meeting on Admitting Foreign Human Resources and Coexistence (hereafter “Cabinet Meeting”) held in December 2018, the Comprehensive Measures for Admitting Foreign Human Resources and Coexistence was determined, and it was decided that the national government would place emphasis on strongly and comprehensively promoting initiatives for admitting foreign human resources and coexistence (measures will be revised every fiscal year).
- In June 2019, the Act on Promotion of Japanese-Language Education was enacted and implemented. The act designated the fundamental principles of promoting Japanese-language education and defines the responsibilities of the national government, local governments, and businesses.
- In September 2020, the Ministry of Internal Affairs and Communications revised the Multiculturalism Promotion Plan in Regional Areas for the first time since its formulation in 2006. The revision was based on changes in socioeconomic circumstances, such as the rise in foreign residents and their multinationalization, as well as the push to realize a diverse and inclusive society.
- In June 2022, the Roadmap Toward the Realization of an Inclusive Society with Foreigners was decided at a cabinet meeting to further promote creating an environment toward the realization of an inclusive society with foreigners (roadmap is partially changed every fiscal year).
- In June 2024, the Immigration Control Act was revised. The revision included the abolition of the Technical Intern Training Program and creation of a new Training Employment System that aims to foster human resources through employment, as well as retain human resources.

II Present situation in Hiroshima City

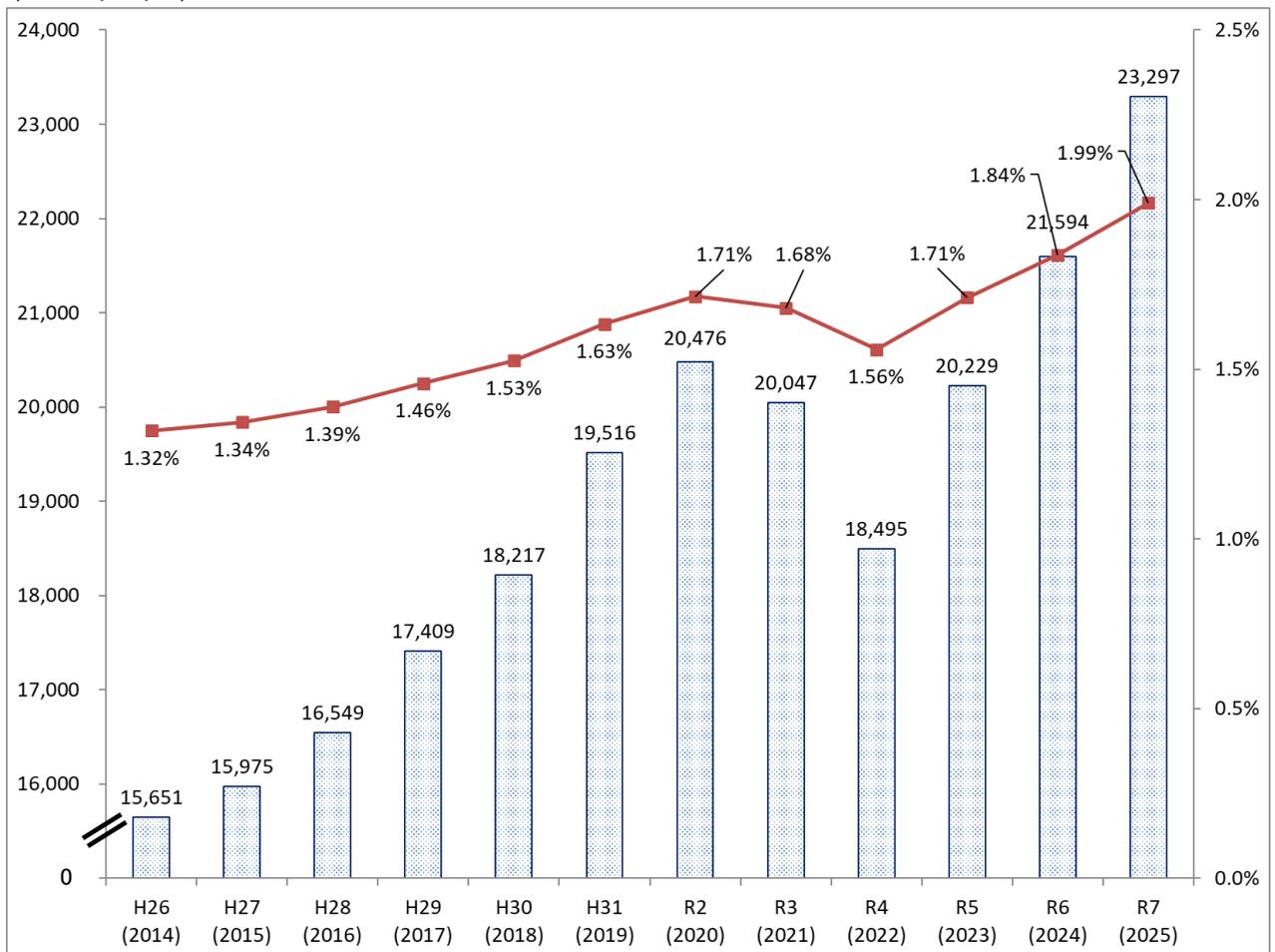
1) Present situation through statistics (comparing Basic Resident Register data from the previous policy revision at the end of March 2014 to data as of the end of March 2025)

(1) Rise in foreign residents

- As of the end of March 2025, Hiroshima City had 23,297 foreign residents, accounting for 1.99% of the total population of Hiroshima City (foreign residents account for 2.66% of the total population of Japan as of January 1, 2024).
- While the number of foreign residents decreased in FY2021-2022 due to the COVID-19 pandemic, the numbers have increased five-fold when compared to the end of March 2014 when the foreign resident population was 15,651.

Figure 1: Number of foreign residents and their percentage in the population of Hiroshima City

(No. of people)



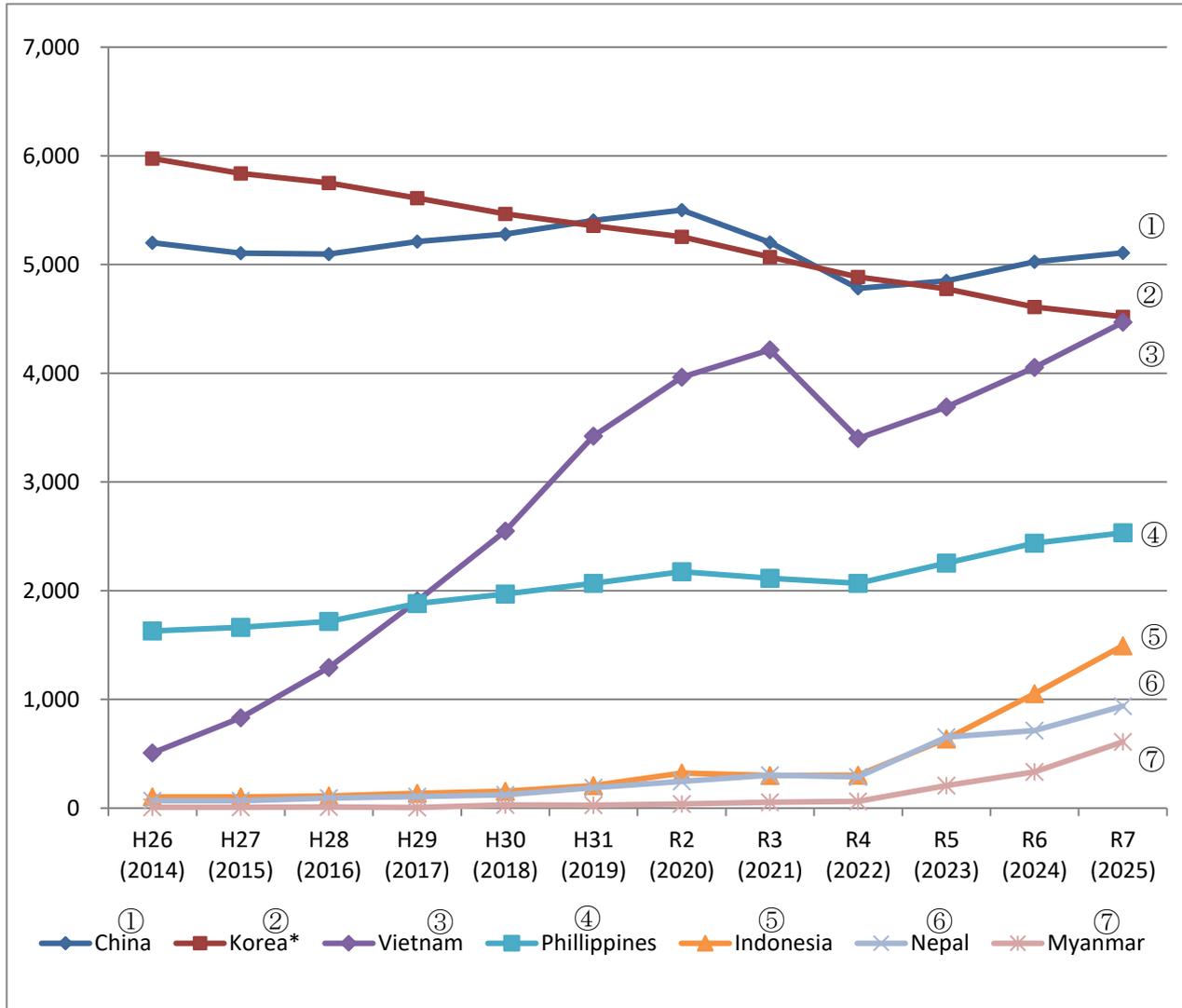
Source: Data from the Hiroshima City Basic Resident Register (end of March each year)

(2) Diversification of nationalities and changes in status of residence composition

- Regarding nationalities, we see changes in the composition ratio: Vietnamese increased 8.8-fold (508→4,469), Indonesian increased 14.5-fold (103→1,495), and Nepalese increased 13.6-fold (69→939). Conversely, South/North Korean decreased 24.4% (5,976→4,520). In addition, we see a diversification in nationalities with a decrease in the percentage of Chinese and Koreans (South/North) in the foreign resident population (from 71.4% to 41.3%).

(No. of people)

Figure 2: Changes in population by nationality (top 7)

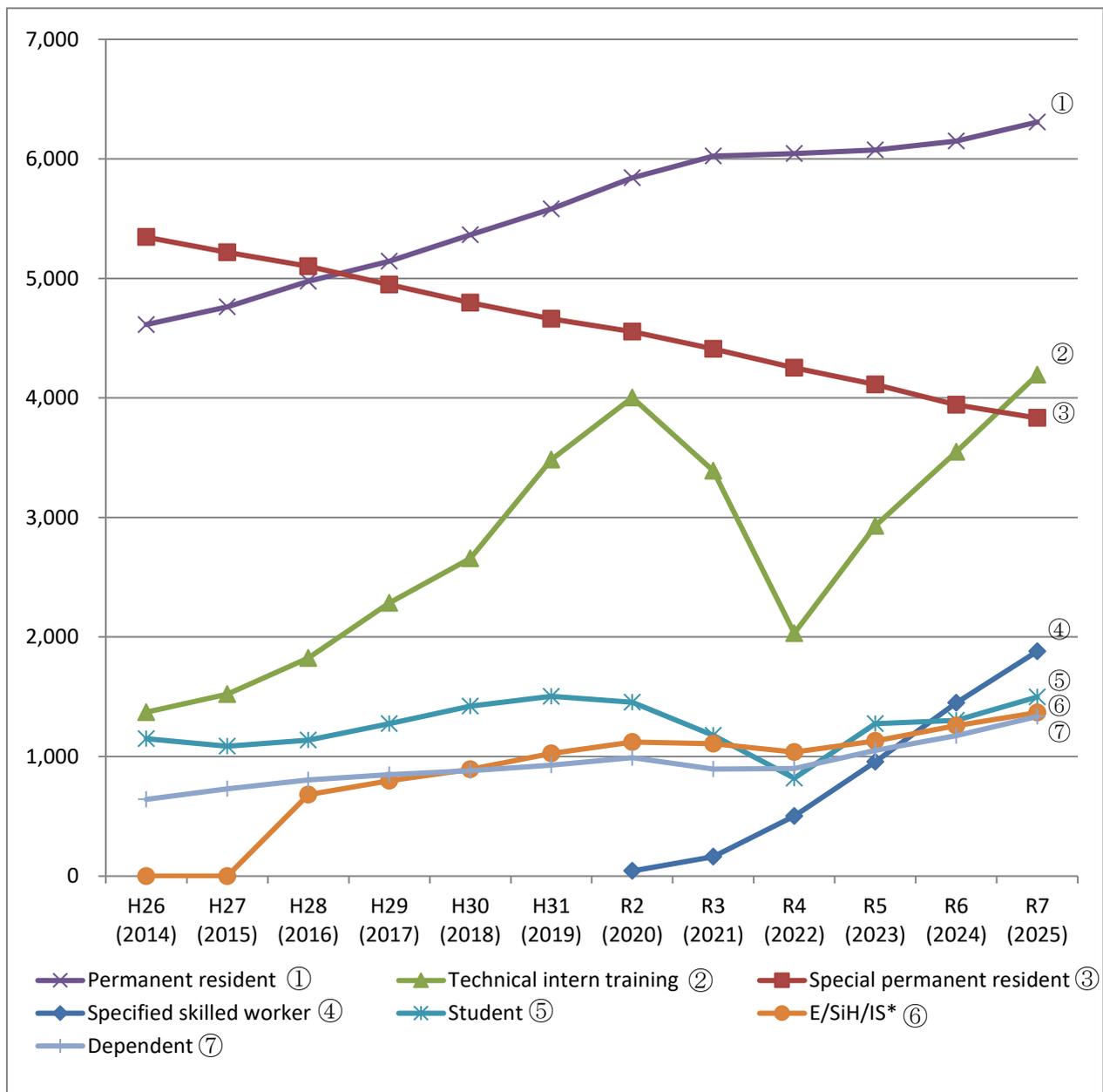


Source: Data from the Hiroshima City Basic Resident Register (end of March each year)
*Korea: South/North Korea

- Regarding status of residence, technical intern training increased 3.1-fold (1,371→4,193), engineer/specialist in humanities/international services increased 2.6-fold* (522→1,368), dependent increased 2.1-fold (642→1,335), permanent resident increased 1.4-fold (4,614→6,308), and special permanent resident decreased by 28.3% (5,345→3,832). (*Total number is a combination of the number of engineer and specialist in humanities/international services status holders from 2014)
- Skilled worker status, created in April 2019, saw a dramatic 43.7-fold increase (43→1,880) over the course of six years to FY2024. It now ranks number four in most held status of residence in Hiroshima City.
- The composition of status of residence is changing with the percentage held by the top three status of residence decreasing from 72.4% to 61.5%.

Figure 3: Changes in population by status of residence (top 7)

(No. of people)



Source: Data from the Hiroshima City Basic Resident register (end of March each year)
 *E/SiH/IS: Engineer/Specialist in humanities/international services

What we anticipate in the near future

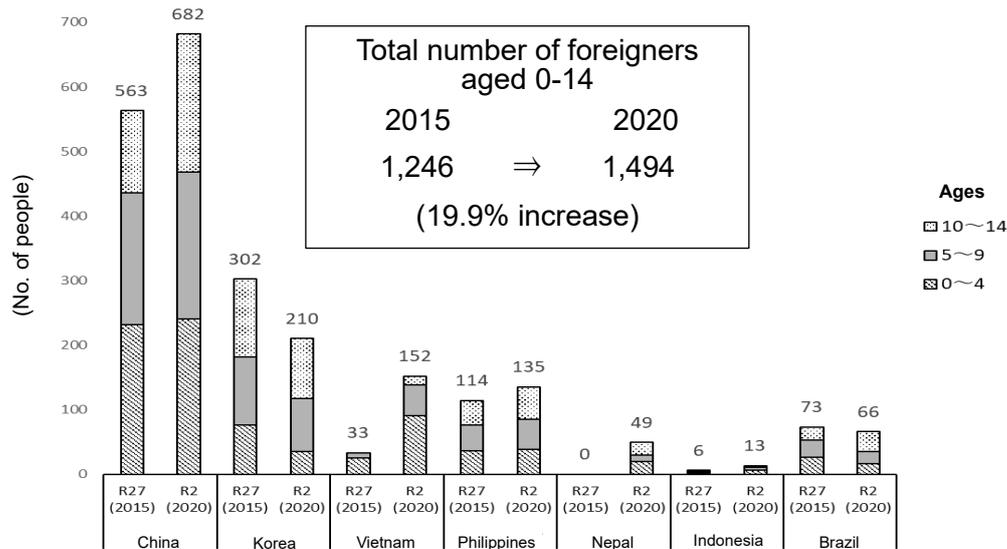
- As labor shortages due to declining birthrate and aging population become more serious issues, the number of foreign residents with the following statuses of residence are on the rise: technical intern training, specific skilled worker, and engineer/specialist in humanities/international services. With the national government's decision to establish the training employment system that aims to foster and secure human resources, we anticipate a further increase in foreign workers and continued diversification of nationalities.
- Permanent resident numbers continue to be on the rise; thus, we anticipate a rise in international residents with permanent resident status in the future.

Comparing the results of the national census in 2015 and 2020

(3) Rise in children and the elderly

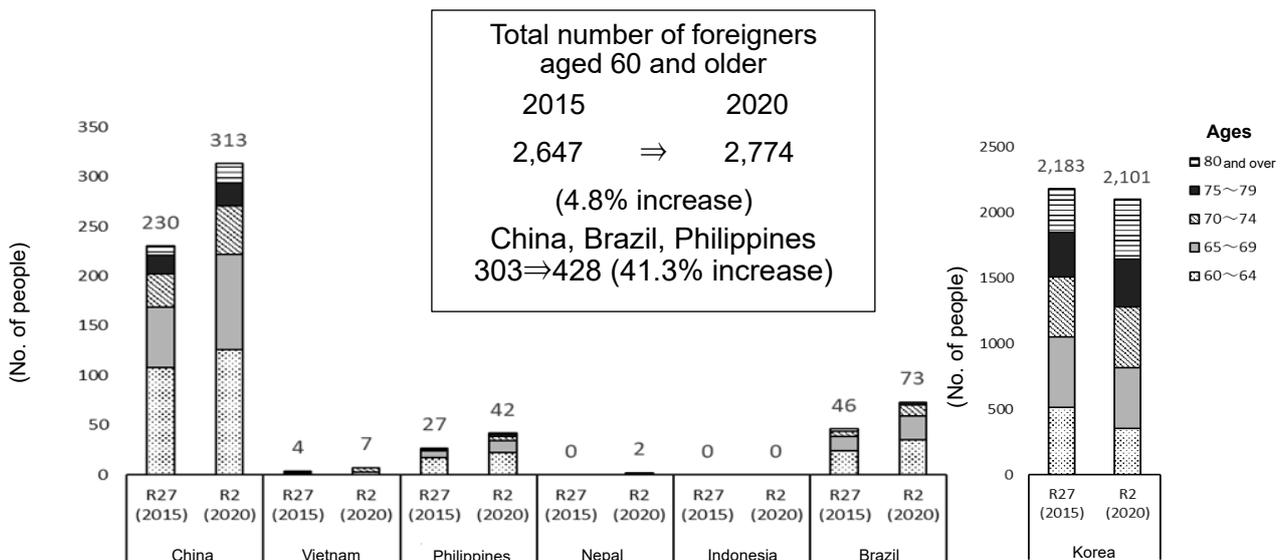
- Children of foreign nationalities (aged 0-14) increased 19.9% from 1,246 in 2015 to 1,494 in 2020. Based on age group, two nationalities showed large increases: there was a 4.2-fold increase in Vietnamese children aged 0-4 and 5-9 (33→138), and a 1.7-fold increase in Chinese children aged 10-14 (127→214).
- Elderly people with foreign nationalities (60 and older) increased 4.8% from 2,647 to 2,774. In particular, there was a 1.4-fold increase in elderly Chinese, Brazilians, and Filipinos (303→428).

Figure 4: No. of foreign residents by nationality and age (aged 14 and below; top 7 nationalities)



Source: City of Hiroshima Statistics Book (October 1 each year)

Figure 5: No. of foreign residents by nationality and age (aged 60 and over; top 7 nationalities)



Source: City of Hiroshima Statistics Book (October 1 each year)

What we anticipate in the near future

- We can expect the further graying our international residents in the future.
- With the establishment of the training employment system, we anticipate an increase in accompanying family members. With this increase, we believe that the number of children with foreign roots will also increase.

2) Results of the Multiculturalism Survey

Overview of the Multiculturalism Survey

■ Survey period

September 1-October 14, 2022 (44 days)

■ Survey target, questions, etc.

	Survey for international residents	Survey for Japanese residents
Survey target	5,000 international residents 18 or older living in Hiroshima City	5,000 Japanese residents 18 or older living in Hiroshima City
Valid responses (percentage)	1,662 (33.2%)	2,569 (51.4%)
Survey questions	29 questions in total Information sources and consultation for everyday living, Japanese language learning, experiences with discrimination, interactions with Japanese people, etc.	17 questions in total Experiences seeing discrimination, interactions with foreigners, thoughts on multicultural society, etc.

Previous survey: *City of Hiroshima Foreign Residents Lifestyle and Awareness Survey*; carried out in FY2012. (Survey target: 4,000 international residents aged 18 or older registered in the Hiroshima City Basic Resident Register; valid responses (percentage): 1,611 (40.3%))

(1) Intention to settle in Japan

- Regarding intention to settle in Japan, those who answered “I plan to live in Japan indefinitely” fell from 74.4% during the last survey to 57.2%. “I will mainly live in Japan, but will travel between Japan and my home country” increased from 11.4% to 19.9%, “I don’t know yet” increased from 4.7% to 11.7%.

Figure 6: Intention to settle in Japan

Intention to settle in Japan	2012 (A)	2022 (B)	Difference (B-A)
I plan to live in Japan indefinitely	74.4%	57.2%	▲ 17.2
I plan to return to my home country	6.4%	6.3%	▲ 0.1
I plan to go somewhere other than Japan or my home country	0.4%	0.8%	0.4
I will mainly live in Japan, but will travel between Japan and my home country	11.4%	19.9%	8.5
I will mainly live in my home country, but will travel between my home country and Japan	2.6%	2.9%	0.3
I don’t know yet	4.7%	11.7%	7.0

(2) Japanese language ability

- Regarding Japanese language ability, those who answered “I can speak and understand

Japanese on about the same level as a native Japanese speaker” fell from 50.4% during the last survey to 32.9%, reading on a native level fell from 53.0% to 35.3%, and writing on a native level fell from 56.1% to 38.1%.

Figure 7: Percentage of respondents reporting native-level Japanese proficiency

	2012 (A)	2022 (B)	Difference (B-A)
Speaking/listening	50.4%	32.9%	▲ 17.5
Reading	53.0%	35.3%	▲ 17.7
Writing	56.1%	38.1%	▲ 18.0

(3) Consultation on issues in everyday life

- In response to where/who international residents turn to when encountering issues in everyday life, “Family/relatives living in Japan” garnered the highest percentage at 54.8%. However, the percentage during the last survey was 70.0%, marking a decrease of 15.2 points. The next highest was “Friends and acquaintances living in Japan who are from my country” at 45.2%, which is on par with the last survey. The next was “Japanese friends and acquaintances” at 35.0%, falling 12.2 points from 47.2% during the last survey. 13.5% answered “Municipal/prefectural consultation services,” a slight increase from the last survey’s 11.8%.

Figure 8: Consultation on issues in everyday life

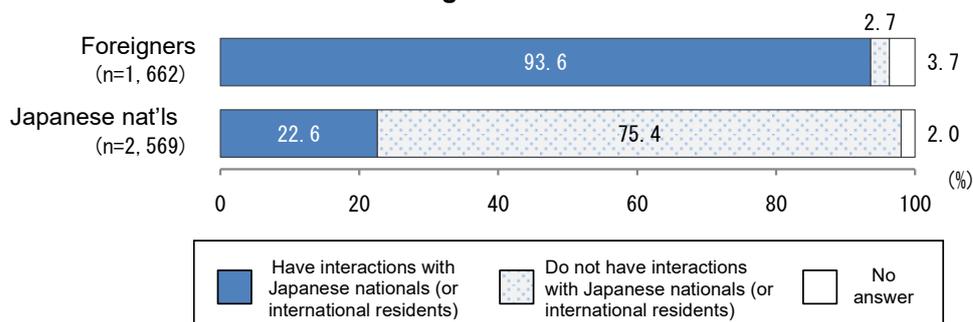
Choices	2012 (A)	2022 (B)	Difference (B-A)
Family/relatives living in Japan	70.0%	54.8%	▲ 15.2
Friends and acquaintances living in Japan who are from my country	45.2%	45.2%	0.0
Japanese friends and acquaintances	47.2%	35.0%	▲ 12.2
Municipal/prefectural consultation services	11.8%	13.5%	1.7

(4) Comparing thoughts of Japanese and international residents

1) Interactions between Japanese and international residents

- 93.6% of international residents answered that they had interactions with Japanese nationals; however, 22.6% of Japanese nationals answered that they had interactions with international residents; a difference of 71.0 points.

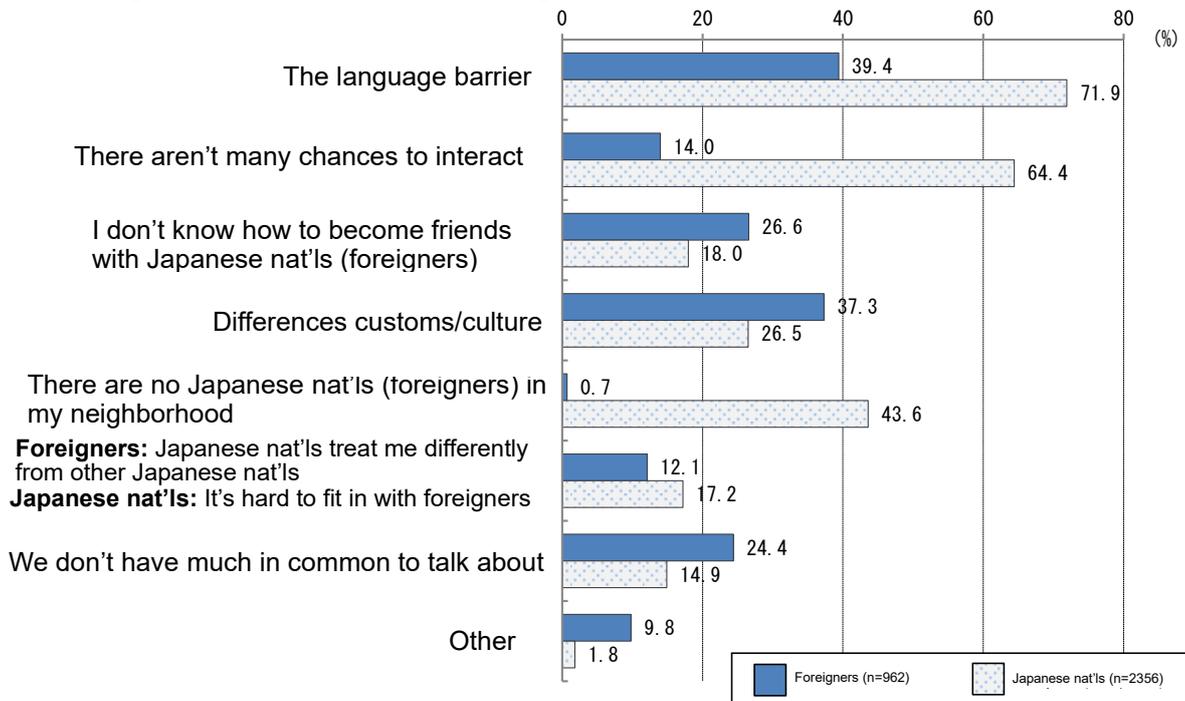
Figure 9: Interactions



2) Difficulties in interacting

- Regarding what international residents and Japanese nationals find difficult about interacting with one another, the highest percentage of both international residents and Japanese nationals answered, “The language barrier.” The next highest percentages were “Differences in customs/culture” for international residents and “There aren’t many chances to interact” for Japanese nationals.

Figure 10: Difficulties in interacting between Japanese nationals and international residents



- Japanese nationals who have interactions with international residents were more open to international residents living nearby.

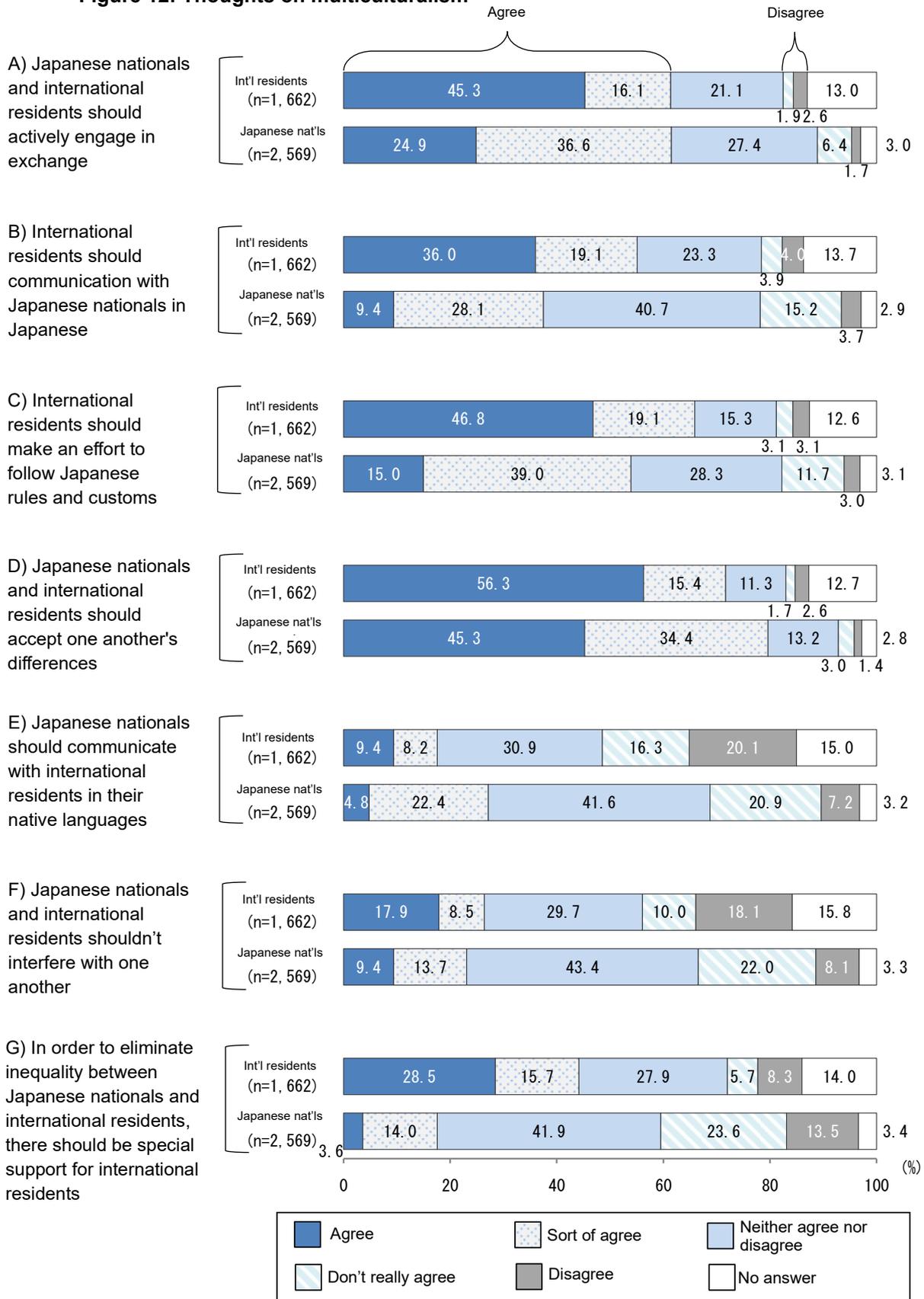
Figure 11: Openness to international residents living nearby

	Open	Not open
Have interactions with international residents	78.6%	20.1%
Have no interactions with international residents	67.5%	30.4%

3) Thoughts on multiculturalism

- Regarding question A) Japanese nationals and international residents should actively engage in exchange, more than 60% of both international residents and Japanese nationals answered, "Should actively engage in exchange."

Figure 12: Thoughts on multiculturalism



What we anticipate in the near future

- With an increase in international residents with differences in intentions to settle and Japanese language abilities, we anticipate that the support needed for these residents will become more diverse.
- With changes in the composition of statuses of residence, we anticipate an increase in international residents with only a sparse connection to Japanese residents and heightened need for interactions between the local community and international residents to realize a multicultural society.

III Summary of the issues

Based on the statistic data and results of the survey, the issues facing the City of Hiroshima are as follows:

1) Enhancing communication

- International residents living in Hiroshima are on the rise and from more diverse nationalities, hence an increased necessity for providing information in multiple languages and simplified Japanese.
- The number of international residents requiring Japanese language education is on the rise, hence the City of Hiroshima must proceed, as needed, with projects related to promoting Japanese language education according to the Act on the Promotion of Japanese-language Education.

2) Creating an environment where international residents can live comfortably and actively participate in society

(1) Support based on the lifestyles of international residents

- International residents in Hiroshima are composed of a wide range of ages and living situations, such as single workers, families with small children, young people seeking higher education or employment, elderly in need of care, and more. As the number of these residents increases, the City of Hiroshima must provide support for each of them based on their living situation and make it easier for them to live their lives together with the people of the community while maintaining their own way of living and culture.
- International residents who do not have family or friends in Japan with whom they can consult about their lives here can often feel isolated. To prevent this, the city must continue to publicize municipal consultation services and ensure their convenience, as well as further strengthen their function.
- As we anticipate a further increase in international residents communicating with staff from city and ward offices, the city must create a framework to allow these offices to provide appropriate support.

(2) Promoting active societal participation

- Many of the international students who studied in Hiroshima City have the tendency to move to bigger cities such as Tokyo or Osaka, hence, the importance of creating an environment where these students who want to work in Hiroshima after graduation can settle in the city.
- The national government has decided on the abolishment of the Technical Intern Training Program and introduction of the new Training Employment System. As such, the city must promote securing and fostering human resources in the municipal area in cooperation with related organizations (national, economic associations, supervising organizations, Japanese-language education organizations, etc.) while keeping an eye on national policy.
- By including the opinions of international residents in the policies of the city, we can enact policies that suit their needs.
- We must create an environment where international residents can be proactive participants in the local community to enable these residents to become integral players in their communities.
- To create an environment where international residents can be proactive, we must also change the mindsets of local communities and promote understanding on their part.

3) Promote socializing and mutual understanding

- To promote mutual understanding between international residents and the local community, it is vital to increase opportunities for socialization.
- In order to also eliminate discrimination and prejudice about foreigners and those with foreign roots, we must continue to promote multicultural awareness.

IV Multiculturalism in city planning: our goals

To respond to the issues laid out in III, we hereby set down the following goals for multiculturalism in city planning:

1) Multiculturalism in city planning: our goals

Goal 1: Promote international resident-conscious city planning initiatives

To help make life a little easier for international residents, the City of Hiroshima will work to support communication measures like the multilingualization of information for daily life. In addition, the city will promote city planning initiatives that aim to enhance policy implementation to support residents in their daily lives, including disaster preparedness, education, and employment, so that everyone, including international residents, can live in safety and comfort.

Goal 2: Foster multicultural awareness

While providing support for international residents to gain understanding of local culture and customs, the City of Hiroshima will work to cultivate a better understanding of the importance and significance of building a community together where all citizens, including international residents, respect one another and their human rights by cultivating awareness of the need to be understanding toward multiculturalism and different cultures, as well as promoting socializing opportunities for citizens.

V Policy System

We hereby set down and faithfully implement the following policy system to reach the goals put forth in IV.

1) Goal 1: Promote international resident-conscious city planning initiatives

Basic policy 1: Facilitating communication

- **Policy 1: Multilingualization of city government service information and information for living in Hiroshima**
 - Provide information necessary for living in Hiroshima in multiple languages
 - Work to ensure easy access to city government service information to international residents via the internet and apps
 - Provide opportunities for international residents to learn about the customs of Japanese society
- **Policy 2: Promoting Japanese language education and simplified Japanese**
 - Enhance opportunities for Japanese language education based on students' Japanese level
 - Secure and foster human resources who support Japanese language education, such as Japanese teachers and Japanese learning supporters
 - Promote simplified Japanese usage
 - Upon assessing the actual Japanese language education needs of foreign workers, as well as their workstyle, build a sustained cooperative framework to develop Japanese language education with cooperation from businesses
 - Raise awareness among businesses of the importance of Japanese language education for foreign workers and promote simplified Japanese usage

Basic policy 2: Enhance support systems for living in Japan

- **Policy 1: Operating consultation services for foreigners**
 - Further publicize consultation services for foreigners to international residents
 - Consultation services will not be limited to information about municipal government and daily life, but will work to accurately understand the context of the consultation and the needs of the consulter from a more specialized point of view and reliably connect them to the necessary support (municipal government, NPOs, etc.)
- **Policy 2: Provision of medical, health, and welfare services**
 - To ensure that international residents can use necessary services such as medical, health, and welfare services, we will provide multilingual information on national health insurance, long-term care insurance, etc., as well as discuss and enact the necessary support for these services
- **Policy 3: Ensure opportunities for education and support children and those raising children**
 - In order to facilitate smooth social adjustment and continued education from kindergarten/nursery school through to the high school-level, build support frameworks necessary for children with foreign roots and their parents/guardians
 - Fully comprehend matters such as schooling, family background, linguistic background, and more for school-age children with foreign roots
 - Provide multilingual information regarding schooling to parents/guardians
 - Work to strengthen support systems for children by creating a network of supporters offering support for children with foreign roots
 - Support Japanese language learning in schools; foster and secure human resources to support Japanese language learning
 - When selecting candidates for enrollment in high schools, conduct special selections for returnee students and foreign students
 - Promote awareness of the importance of fostering age-appropriate first language ability at educational institutions and with parents/guardians, etc.
 - Provide necessary multilingual information to international residents on support

- services for children and those raising children
- Promote multilingual support for service, such as the multilingualization of Mother and Children Health Handbooks, medical check-up questionnaires, etc.
- **Policy 4: Support for securing housing**
 - Provide housing support for international residents by the Hiroshima City Housing Support Council such as promoting the registration of privately rented housing that will accept foreigners and other persons requiring special assistance in securing housing.
 - Provide multilingual information necessary for international residents to secure housing, such as information on businesses and organizations that help international residents find housing, as well as about housing etiquette and rules, etc.
- **Policy 5: Support in times of emergencies (natural disasters, etc.)**
 - Provide support for international residents during natural disasters such as establishing a Natural Disaster Multilingual Support Center and operating a volunteer system for interpreters during natural disasters
 - Discuss providing support for carrying out preparedness drills or workshops in communities that include international residents to facilitate smooth support in times of disaster
 - Publicize and raise awareness of disaster preparedness knowledge and how to get information to international residents
 - Work to ensure easy access to city government service information to international residents via the internet and apps (previously mentioned)

Basic policy 3: City planning for active participation in society by international residents

- **Policy 1: Ensure appropriate work environments**
 - With the creation of the Training Employment System, we will collaborate with foreign worker placement organizations to place foreign workers according to the actual circumstances in local communities
 - Establish a council to build a network of organizations involved in foreign worker placement (economic organizations, Japanese-language education organizations, local organizations, etc.) and, by deepening understanding toward multiculturalism in businesses, etc., aim to create awareness that will enable businesses, etc., to take the lead in creating a good work environment for foreign workers
 - Cooperate with the Immigration Services Agency of Japan and Labor Bureau to share information regarding issues with foreign worker placement and securing appropriate workplace environments; discuss measures based on this information
 - Upon assessing the actual Japanese language education needs of foreign workers, as well as their workstyle, build a sustained cooperative framework to develop Japanese language education with cooperation from businesses (previously mentioned)
 - Raise awareness among businesses of the importance of Japanese language education for foreign workers and promote simplified Japanese usage (previously mentioned)
 - Accurately understand and organize the issues and information from businesses, as well as school officials, etc., that support job-seeking international students and work to reflect these in due course in policies to encourage international students to settle in Hiroshima City
- **Policy 2: Promote participation in society**
 - Create opportunities to incorporate the opinions of international residents in all areas of city government policymaking by having them register as city deliberative council members, etc.

- Promote international resident participation in society via participation in activities organized by the Social Welfare Council as well as local and citizens organizations such as Hiroshima LMO
- Work to raise awareness to deepen understanding of foreign cultures, etc., in local communities in order to help promote international resident participation in society

2) Goal 2: Foster multicultural awareness

Basic policy 1: Create opportunities for socializing and promote mutual understanding

- Create opportunities for socialization between international residents and the local community by holding events where international residents introduce their culture or Japanese residents introduce Japanese culture
- Create opportunities for socialization between Hiroshima Scholarship recipients, residents at Hiroshima International House, and the local community to promote mutual understanding
- Promote international resident participation in society via participation in activities organized by the Social Welfare Council as well as local and citizens organizations such as Hiroshima LMO (previously mentioned)

Basic policy 2: Promote multicultural understanding

- To deepen citizen understanding of multiculturalism, raise awareness about the human rights of foreigners and those with foreign roots and provide opportunities to learn about the cultures and customs of international residents by means such as community events and seminars, and education at school
- Use municipal PR to promote understanding for multicultural city planning measures

3) Develop a promotion framework for multicultural policies

With the increase and diversification of international residents, we must strengthen our city's framework to develop an environment capable of realizing a multicultural society and promote cooperation with the local community, businesses, and related organizations.

(1) Developing a promotion framework within City Hall

- To comprehensively and effectively promote multiculturalism in the City of Hiroshima, we will establish the Hiroshima City Meeting of Directors for Multiculturalism to collect, provide, and share information at the regarding multiculturalism initiatives
- Promote awareness of multiculturalism in city employees and share knowledge about supporting international residents through seminars on multiculturalism in city planning

(2) Cooperate and collaborate with diverse partners

- Provide opportunities for seminars to raise multicultural awareness as well as to spread knowledge about multiculturalism to the Social Welfare Council and local/citizen organizations such as Hiroshima LMO
- With the City Diversity & Inclusion Division of the Hiroshima Peace Culture Foundation as the main promoter for multiculturalism, cooperate and collaborate with the Social Welfare Council and local/citizen organizations such as Hiroshima LMO to enact multiculturalism policies
- Gather and share information about volunteer organizations and NPOs supporting international residents; create an environment where it is easier for these organizations to work

(3) Develop a headquarters for promoting multiculturalism

- Deliberate the establishment of a headquarters in downtown Hiroshima that is welcoming to all and will enhance our multiculturalism promotion capabilities

VI Policy progress management

As we conduct a multiculturalism survey once every ten years (next survey planned for FY2032), this policy will be reviewed in FY2033 based on the results of that survey. A midterm review will be conducted in FY2029, as it is the midterm year between the formulation and review of this policy, as well as when work is expected to begin on formulating the Seventh Hiroshima City Basic Plan.

FY	2025		2029		2032	2033
Task	Revision complete		Midterm review		Conduct survey	Policy review

Hiroshima City Basic Plan Term (until 2030)



Midterm review held at same time as the next Basic Plan is formulated

Reference Materials

Current Status of Main Initiatives Under Our Multiculturalism Policies

Based on our multiculturalism policy, the City of Hiroshima has worked over the years mainly on initiatives for the multilingualization of information relevant to everyday life and support for communication, such as Japanese-language education. Please note that initiatives that we have expanded since our last policy revision in FY2014 are marked with **Exp.** and new initiatives are marked **New**.

1) Publicizing information relevant to everyday life and developing consultation systems

(1) Providing information, consultation services

Initiatives	Languages available
Multilingualization (human translation) and automatic translation (machine translation) of city website Exp.	Multilingualization: English only Automatic translation: 131 languages
Provide multilingual versions of city PR newsletter <i>Shinmin to Shisei</i> (Hiroshima Citizens and City Government) (beginning in 2021) New	8 languages (English, Chinese, Korean, Portuguese, Spanish, Thai, Indonesian, Vietnamese) Note: there is no automatic reading service for Vietnamese)
Multilingualization of household waste disposal chart Exp.	7 languages (English, Chinese, Korean, Portuguese, Spanish, Filipino, Vietnamese)
Establish and administer the Hiroshima City and Aki County International Resident Consultation Service Exp.	6 languages (English, Chinese, Portuguese, Spanish, Filipino, Vietnamese)
Multilingualization of the National Health Insurance Handbook (beginning in 2018) New	5 languages (English, Chinese, Korean, Filipino, Vietnamese)
Held seminars on Simplified Japanese for City of Hiroshima employees (beginning in 2018) New	—
Create and administer the Hiroshima Peace Culture Foundation portal site for international residents (beginning in 2019) New	7 languages (English, Chinese, Korean, Portuguese, Spanish, Filipino, Vietnamese)
Placed interpretation devices at branch offices (beginning in 2019) New	<ul style="list-style-type: none"> • Voice translation in 74 languages • Text translation in 85 languages
Introduced translation tablets at the Citizens Affairs Division (beginning in 2019) New	<ul style="list-style-type: none"> • Voice translation in 13 languages • Text translation in 30 languages

Introduced translation tablets at Consumer Affairs Center (beginning in 2020)	<ul style="list-style-type: none"> • Voice translation in 13 languages • Text translation in 30 languages
Revised text on envelopes for notices such as municipal tax payments (beginning in 2020)	<ul style="list-style-type: none"> • Added office name in English • Change 📞 mark to “Tel” • Added English explanation that notice is from the city • Added 2D code

(2) Health, medical, welfare, pension

Initiatives	Languages available
Distributed pamphlets on pension in cooperation with the Japan Pension Service	14 languages
Distributed DV prevention and awareness leaflets (beginning in 2005)	7 languages (English, Chinese, Korean, Portuguese, Spanish, Filipino, Vietnamese)
Placed interpretation devices at the DV Center (beginning in 2019)	<ul style="list-style-type: none"> • Voice translation in 74 languages • Text translation in 85 languages

(3) Disaster preparedness/emergency services

Initiatives	Languages available
Provide multilingual information for the City of Hiroshima Emergency Evacuation Guide App	7 languages (English, Chinese, Korean, Portuguese, Spanish, Filipino, Vietnamese)
Provide multilingual information for the City of Hiroshima Disaster Prevention Portal	7 languages (English, Chinese, Korean, Portuguese, Spanish, Filipino, Vietnamese)
Introduced telephone interpretation services for calls to 119 and emergency ambulance transport (beginning in 2018)	5 languages (English, Chinese, Korean, Portuguese, Spanish)
Introduced multilingual voice translation apps on tablets used by ambulance teams (beginning in 2018)	15 languages

2) Provide support for everyday life/municipal services and support for education

(1) Disaster preparedness/emergency services

Initiatives	
Secure and train interpretation volunteers for disasters (beginning in 2015)	New
Introduced multilingual interpretation services for disasters (beginning in 2021)	New

City of Hiroshima and Hiroshima Peace Culture Foundation signed a contract regarding support for foreigners in times of disaster (beginning in 2014)

(2) Education

Initiatives	
Enact education support project for children returning to Japan and foreign children (place Japanese-language education coordinators in hub schools (beginning in 2017), visits to schools by Japanese-language education partners (beginning in 2008), visits to schools by education advisors (beginning in 2008))	Exp.
Conduct special selections for returnee students and foreign students when selecting candidates for enrollment in high schools (beginning in 2020)	New
Notices regarding starting school in multiple languages (7 languages available: English, Chinese, Korean, Portuguese, Spanish, Filipino, Vietnamese)	
Support for children with foreign roots and their guardians (placed a multicultural childcare professional at Moto-machi Nursery School; beginning in 2020)	New

3) Promoting human rights education and awareness

Initiatives	
Hold seminars for businesses and citizens	
Human rights pamphlet distribution and panel exhibits	
Hold human rights event (Human Rights Festival)	

4) Promoting international resident participation in society and fostering acceptance of coexistence with foreigners

Initiatives	
Hold citizen meetings about multiculturalism	

5) Other initiatives

Support for improving Japanese-language ability in international residents (training Japanese-language volunteers **Exp.**, placed Japanese-language education coordinators at schools (beginning in 2020) **New**, held Japanese-language classes (beginning in 2020) **New**, etc.)

Glossary

(Words listed in order of appearance in the text)

Multicultural society (p. 1)

Society in which people of different nationalities and ethnicities coexist by recognizing one another's cultural differences and building equal relationships.

Statuses of residence (p. 1)

Qualification set down by law regarding foreigners residing in Japan. Having this status allows foreigners to reside in Japan; each status of residence legally defines the activities that can be performed in Japan, as well as period of stay.

International residents (p. 1)

In addition to the foreign nationals residing in Hiroshima City, "international residents" are all those who have become naturalized Japanese citizens, those with the cultural background of a parent with foreign roots, and those who have foreign roots for various reasons.

Inclusive local community (p. 1)

Community where all residents, including the elderly, those with disabilities, and children, work together to build community, daily life, and purpose while making each other better so they can continue to live in the community that they call home.

Hiroshima City Multiculturalism Survey (p. 1)

Regular survey conducted every ten years in which international residents and Japanese residents in Hiroshima City are asked about their daily lives and opinions on municipal government services with the purpose of gathering fundamental data to further advance municipal governance.

Technical Intern Training Program (p. 1)

To promote harmonized development with the international community while fulfilling our role as a developed nation, this program aims to cooperate in creating human resources that will play a part in the economic development of developing countries by transferring technical skills, technology, and knowledge to these countries. It is carried out according to the Act on Proper Technical Intern Training and Protection of Technical Intern Trainees (Act. No. 89 of 2016) promulgated on November 28, 2016 and enacted on November 1, 2017.

Training Employment System (p. 1)

System developed with the aim of securing and fostering human resources upon reassessing the Technical Training Program, which aims for international contribution through transfer of technical skills. It was created based on the Act on Partial Revisions of the Immigration Control and Refugee Recognition Act and Act on Proper Technical Intern Training and Protection of Technical Intern Trainees, promulgated on June 21, 2024. The revision is slated to take effect in 2027.

Special permanent resident (p. 4)

In consideration of the impact, etc., that foreigner activities have on our country's society, the Immigration Control and Refugee Recognition Act exists to ensure proper management of foreigners. Having said that, special permanent residents hold a status of residence recognized by the Special Act on the Immigration control of, inter alia, those who have lost Japanese Nationality pursuant to the Treaty of Peace with Japan. This Special Act, enacted in November 1991, gave those born in the Korean Peninsula or Taiwan who lived in Japan prior to World War II and had Japanese citizenship until 1952 a special, stable position in consideration of their circumstances. It does not limit their activities or period of stay.

Native (XX) speaker (p. 8)

XX refers to many things, such as the first language that a person learns, the language most often used at home, and the language that a person can speak most easily.

Simplified Japanese (p. 12)

Easy-to-understand Japanese developed by using Japanese grammar and vocabulary learned by beginner Japanese-language learners.

Supervising organization (p. 12)

Organization that makes arrangements to establish an employment relationship between implementing organizations and technical training interns, provides guidance and supervision for implementing organizations, as well as consultation services for technical training interns and more.

NPOs (p.14)

Abbreviation of “non-profit organization,” an independent organization which does not act in the pursuit of profits. The Act to Promote Specified Nonprofit Activities (enacted in December 1998) made it easier NPOs of smaller financial scale to incorporate.

Children with foreign roots (p. 14)

Child with one or two parents with foreign nationality or roots in a foreign country, regardless of the nationality of the child.

School-age (p. 14)

Period of compulsory education for children (age 6 through 15).

Hiroshima City Housing Support Council (p. 15)

Council established in 2018 for the purpose of creating an environment where persons requiring special assistance in securing housing can search for housing without issue and continue to live there with peace of mind. It is made up of real estate organizations, welfare organizations, housing support corporations, academic experts, and the City of Hiroshima.

Natural Disaster Multilingual Support Center (p. 15)

Center that serves as a headquarters to provide safety and security to disaster victims who are foreigners and provide support for them to return to everyday life as soon as possible by providing multilingual, comprehensive support when natural disasters occur.

Hiroshima Local Management Organization (LMO) (p. 16)

Organization that is active mainly in its school district and represents its community, such as regional/school district social welfare councils and neighborhood and community associations. The organization plays a central role in a variety of activities to solve community issues for all residents by collaborating with diverse entities, such as community organizations, NPOs, businesses, etc., and sharing community information and plans for the future.

Hiroshima Scholarship (p. 16)

Hiroshima Peace Culture Foundation sets aside donations to use as the Hiroshima International Student Fund; this scholarship is then provided to self-supporting international students.

City of Hiroshima Disaster Prevention Portal (p. 20)

Portal site that groups together important, lifesaving information, such as emergency orders (evacuation orders, etc.), as well as the status at evacuation sites, rainfall amounts, river water levels, and more.

Citizens Multiculturalism Meeting (p. 21)

Regularly-held meeting was established to promote international resident participation in municipal government administration and aims to promote multiculturalism city planning through cooperation between citizens and municipal government, as well as international residents and Japanese residents.

**City of Hiroshima's
Multiculturalism Promotion Policy
(Revised Edition)**

Published: October 2025

Internationalization Division, International Peace Promotion
Department, Citizens Affairs Bureau, City of Hiroshima
1-6-34 Kokutaiji-machi, Naka-ku, Hiroshima 730-8586

Tel: 082-247-0127 // **Fax:** 082-504-2986

Registration no.: 広 G9-2025-557