

General / Legal Consultation Service Outline

1. Purpose

With the internationalization of the economy and society, the number of foreigners residing in Okinawa Prefecture for the purpose of employment is increasing and its impact on the region cannot be overlooked, even though it is influenced by the current economic situation.

The difficulty of understanding Japanese civil code, social security system, labor laws, making contracts and completing procedures for foreign residents on their own is also assumed. Under these circumstances, there is a need to provide a service that offers professional advice and consultations on various issues that foreign residents might face as local residents, regardless of their status of residence, such as workers, students, and spouses.

Therefore, the Okinawa International Exchange and Human Resources Foundation ("OIHF") will provide legal and specialized consultation services to support foreign residents in their daily lives and working conditions, in cooperation with the Okinawa Bar Association and other related organizations.

2. Contents

(1) Daily life consultation

In addition of providing necessary information for living in Okinawa prefecture, OIHF also provides consultations to solve problems and concerns in daily life, such as residence status, international marriage, divorce, wages, dismissal, labor issues, accidents, and contracts.

(2) Legal and professional consultation

In cooperation with the Okinawa Bar Association and other related organizations, OIHF provides advice on issues that requires high level and specialized knowledge in all aspects of daily life.

3. Subjects

Foreign residents in Okinawa Prefecture and their family members

4. Consultation System

(1) Daily Life Consultation

a. Methods

In person, phone call, e-mail, online application or through social media such as Facebook messenger.

b. Location

At OIHF office, provided by International Affairs Division. Interpreters will be arranged when OIHF staff cannot provide the service in different languages.

c. Hours

9:00 to 17:00 except Saturdays, Sundays, and national holidays.

(2) Legal and Professional Consultation

The consultation will be conducted as necessary on the premise that a consultation for daily life is conducted. The date, time, and place for the consultation will be determined with the relevant organizations. OIHF staff will also attend during the consultation. If there is a rental fee for the venue, OIHF will cover the costs.

(3) Legal and Professional Consultation Session

It will be held regularly. The date, time, and location will be decided in coordination with the relevant organizations, and an OIHF staff member will also attend during consultations. If there are any rental fees for the venue, OIHF will cover the cost. Additional event details will be provided separately.

5. Legal Life Supporter Training Course and Foreigner Support Skill Improvement Seminar

(1) Legal Life Supporter Training Course

A. Purpose

General/ Legal consultation is provided to improve the multicultural symbiotic society environment for foreign residents. This course trains interpreters who can provide professional support for the counselors.

a. Subjects

The course is open to residents in Okinawa prefecture who meet all of the following requirements and will attend all courses.

- 1) Have business level language skills and able to communicate fluently in Japanese and other languages.
- 2) Those who have a strong interest in supporting foreign residents and are willing to contribute to improve the multicultural symbiotic society in Okinawa prefecture.

c. Contents

Courses will be held as needed and specified in a separate implementation guideline.

(2) Skill improvement seminar for foreign residents

a. Purpose

To improve the required skills for activities by learning how to be prepared in support who are involved in consultation services and support for foreigners.

b. Subjects

Legal Life Supporters who have completed the program, those who are involved in supporting foreign residents, and others who agree with the purpose of the program.

c. Contents

Seminars will be held on an as-needed basis and will be specified in a separate implementation guideline.

6. Qualifications and Registration of Legal Life Supporters

(1) Qualifications and registration

In principle, those who have completed the Legal Life Supporter Training Course conducted by OIHF shall be eligible for registration. If you wish to register, please submit the "Legal Life Supporter Registration Form". An I.D. will be provided to certified supporters.

In addition, for supporters who have an excellent personality and sufficient records, fluent in minority languages which are difficult to provide training and recognized by the President as necessary personnel, may be certified as a supporter without attending a course.

(2) Registration period

The registration period will generally last until the end of the fiscal year two years later. Those who wish to renew their registration can do so by submitting the required application form to OIHF during the registration period, allowing them to extend it until the end of the fiscal year two years later.

(3) Cancellation of registration

In any following cases, the registration as a supporter shall be terminated.

- a. When the supporter requests so.
- b. When OIHF can no longer get in touch with the supporter.
- c. When the registration period expires.
- d. When the supporter is recognized unsuitable for the organization

7. Honorarium for consultation fee and interpreters

(1) Lifestyle consultation

- a. There is no charge for consultation.
 - b. Honorarium and transportation expenses (round-trip bus fare) for external interpreters for languages that OIHF is not able to provide are free of charge for the first time.
 - c. The honorarium for external interpreters is ¥2,000 per hour. Transportation expenses are the total cost of public transportation fares (bus fare, etc.) between the origin and destination points.
 - d. Even though the needs of the external interpreter is less than an hour, it will be counted as an hour. After exceeding an hour, the time will be rounded up or down to the nearest 30 minutes.
 - e. If the subject requests multiple consultations, the expenses (honorarium and transportation expenses) after the second consultations and external interpreter shall be covered by the subject.
 - f. The method of payment will be decided upon prior consultation with the outside interpreter.
 - g. After arranging an external interpreter, if the consultation cannot take place at the scheduled time due to the circumstances of the consultant, OIHF will cover the interpreter's fee as a cancellation fee. The interpreter will not be re-arranged for the same consultant's consultation.
- (a) For the period between the arrangement and the day before the consultation, the honorarium will be the amount for one hour.
- (b) In the case of a cancellation on the day of the consultation or a no-show, the honorarium for the scheduled time and any incurred transportation costs will be charged.

(2) Legal and specialized consultation

- a. The fee for a consultation with an attorney is 10,000 yen per case per hour, plus tax. OIHF shall cover the consultation fee for the first time only.
- b. In principle, the consultation with an attorney shall be limited to one hour per person, and consultation on the same subject shall be limited to one time only.
- c. If an interpreter is required, OIHF will arrange one. The honorarium for external interpreters for legal and professional consultations shall be 5,000 yen per hour. In addition, the total amount of transportation expenses (public transportation fares) shall be covered. The payment method shall be decided with the external interpreter before the consultation.
- d. Expenses (honorarium and transportation expenses) related to the interpreter will be covered by OIHF only for the first consultation.
- e. If the subject requests multiple consultations, the expenses (consultation fee, honorarium for the interpreter, and transportation expenses) after the second sessions shall be covered by the person who requested the consultation.
- f. If a case is filed or prosecuted after the consultation, the legal fees and defense costs shall be covered by the consultant.
- g. If the consultation cannot take place at the scheduled time due to the consultant's circumstances, OIHF will cover the consultation fee in 7-(2)-a, the honorarium in 7-(2)-b, and any incurred transportation costs as cancellation fees. No re-arrangement will be made for the same consultant regarding the same matter.

(3) Legal and Professional Consultation Sessions

- a. There is no charge for consultation.
- b. If an interpreter is required, OIHF will arrange for an interpreter. The honorarium for external interpreters for legal and professional consultations will be 5,000 yen per hour, with the payment amount being the amount after the applicable taxes are deducted. For consultations held on Okinawa Island, transportation costs will be reimbursed based on the public transportation fare (e.g., bus fare) between the starting point and the venue. For consultations held on remote islands, travel expenses will be reimbursed based on the OIHF's "Staff Salary and Travel Expense Regulations." The method of payment will be decided in advance through consultation with the external interpreter.
- c. OIHF will bear the expenses related to interpretation (honorarium and transportation costs).
- d. If the consultation session is canceled due to force majeure, such as a typhoon, OIHF will cover the honorarium for the scheduled time and any cancellation fees for transportation costs incurred.

8. Others

OIHF is not judicially liable for the interpretation provided through consultation

services or for external interpreters.

Supplementary Provisions

This outline is effected since April 1, 2019.

This outline is effected since April 1, 2020.

This outline is effected since October 1, 2020.

This outline is effected since April 1, 2022.

This outline is effected since September 13, 2022.

This outline is effected since January 31, 2025.