

Assistance for displaced persons from Ukraine without guarantors (Important notice).

Immigration Services Agency

Currently, the Japanese government provides assistance with living expenses and other support to displaced persons from Ukraine without guarantors who have applied for certification as complementary protection or who have been certified as a person under complementary protection.

In order to receive assistance, after entering Japan, the applicant must apply for complementary protection at the Tokyo Regional Immigration Services Bureau, and also subsequently undergo an interview at the RHQ(*) Head Office. Without these procedures, they cannot receive assistance and cannot move into shelter provided by the Japanese Government (emergency shelter). Until these procedures are completed, displaced persons from Ukraine must secure hotels and other accommodation themselves and stay in them at their own expense.

The procedures at Tokyo Regional Immigration Services Bureau and RHQ Head Office are estimated to take approximately one day EACH. Therefore, until they are completed, you will be advised to stay at a hotel or other accommodation at your own expense.

For procedures at the Tokyo Regional Immigration Bureau, please refer to Appendix “Procedures at the Tokyo Regional Immigration Services Bureau”, and for procedures at the RHQ Head Office, please refer to Appendix “Procedures at RHQ”.

For information on the flow of procedures from pre-entry to post-entry, please refer to the annex “Model case for a schedule from pre-entry preparations to occupancy of emergency shelter after entry”.

※ RHQ(Refugee Assistance Headquarters): Organisation that provide support to persons under complementary protection and others on behalf of the Immigration Services Agency.

1 Support during the application for complementary protection

○ Emergency shelter

- Emergency shelter is provided for those who are in need and unable to secure housing while applying for complementary protection status.
- The facilities are “guest house type” and facilities such as kitchens and shower rooms are shared with other tenants. As a rule, you will not share a room with other tenants.
- No meals are provided.
- Smoking, drinking alcohol or pets are prohibited in the premises.
- Emergency shelter is only permitted for the period during which the applicant is eligible for support as applicants for complementary protection, and must be moved out when the support ends.

○ Living expenses and other allowances

- After moving into an emergency shelter, RHQ staff will interview the applicant, and a living allowance will be provided to those who meet the requirements.
- As a rule, living expenses and other allowances are paid for a period of four months. Please note that the payment is only granted during the application for complementary protection and not after the result of the application.

- You may be contacted by RHQ staff while you are receiving emergency shelter or living expenses. Please ensure that you have a means of communication (e.g. mobile phone, email address, etc.) that you can use after entering Japan.

2 Support after they get recognized as a person under complementary protection

- About the Settlement Support Program
 - For those who have been certified as a person under complementary protection, the program offers a settlement support program to help them become self-reliant in Japan.
 - Those wishing to take part in the Settlement Support Program must apply to RHQ.
 - The Settlement Program offers Japanese language education and living guidance classes.
 - The Settlement Program starts in April (daytime courses (in-person and online) and evening courses (online only)) and October (daytime courses (in-person and online)) each year. No mid-course participation is permitted.
 - The duration of the course is 6 months for daytime courses and 12 months for evening courses.
 - Those who are living in the accommodation for persons under complementary protection must take part in a daytime course and commute from the accommodation to the school.
- Accommodation for persons subject to complementary protection
 - Accommodation for persons under complementary protection is accommodation provided for those who are recognized as a person under complementary protection and are attending commuter-style settlement support program, however, who are unable to secure accommodation by themselves.
 - The facilities are 'guest house type' and facilities such as kitchens and shower rooms are shared with other tenants. As a rule, you will not share a room with other tenants.
 - No meals are provided.
 - Smoking, drinking alcohol or pets are prohibited in the premises.
 - Accommodation for persons under complementary protection is only permitted for the duration of the settlement support program, and residents must move out at the end of the settlement support program.
 - After the settlement support program ends, the Japanese government will no longer provide accommodation.
- Living expenses and other allowances
 - For those taking part in the Settlement Support Program, living and other expenses are paid for the duration of the course, provided that certain requirements are met.
 - After the settlement support program ends, the Japanese government will no longer provide any more living expenses or other expenses.

3 Termination of support

- Support such as the provision of accommodation, living expenses and other allowances will end when the settlement support program is completed.

- You cannot continue to live in the accommodation for persons under complementary protection after the end of the Settlement Support Program and must move out. In order to be able to live independently after the settlement support program ends, you should start looking for housing and a job as soon as possible after you arrive in Japan.
- Hello Work (Public Employment Security Office) is a public institution that provides job placement services to people looking for work and is free of charge to anyone, regardless of nationality. Employment Service Centers for Foreigners have been established in Tokyo, Nagoya, Osaka and Fukuoka as support centers for employment, including in the professional and technical fields of residence, and employment support offices for displaced persons from Ukraine have been opened, staffed by Ukrainian interpreters.

For more information, see the links below.



(https://www.moj.go.jp/isa/support/fresc/01_00256.html)

- Even after the assistance has ended, RHQ and the Regional Immigration Services Bureau will continue to support your stay in Japan by providing a variety of lifestyle consultations.

Procedures at the Tokyo Immigration Services Bureau

Application for recognition as a person subject to Complementary Protection and application for permission to change status of residence at the Tokyo Regional Immigration Services Bureau.

At Tokyo Regional Immigration Services Bureau, you can apply for complementary protection and for permission to change status of residence.

As it takes a certain period of time to receive the result of the application for recognition as a person under complementary protection, it is necessary to apply for permission to change the status of residence from 'Temporary Visitor (period of stay: 90 days)' to 'Designated Activities (period of stay: 6 months)' (application for permission to change status of residence). Therefore, you also file an application for a change of status of residence after applying for complementary protection.

Applications for change of status of residence can be made at the Tokyo Regional Immigration Services Bureau at the same place as the application for complementary protection, and applications for change of status will be approved and a residence card will be issued on the same day. Applications must be made between 9am and 3pm on weekdays.

- Where to apply: Tokyo Regional Immigration Services Bureau, Refugee Investigation Division 1 (3rd floor)
- Documents required: passport, application form complementary protection, two clear facial photographs (taken within six months before the date of submission, 4 cm x 3 cm, hatless, frontal upper body, with the name written on the back).

[Important] Please print out the application form (single-sided) on the Immigration Services Agency website (downloadable from the link below) and fill in in ink, referring to the example provided separately when the visa is issued (pencil is not acceptable). Make sure that all fields are filled in before going to the application.



(https://www.moj.go.jp/isa/refugee/procedures/nyuukokukanri03_00091.html)

- Procedures at the Refugee Investigation Division I (3rd floor).
 - Receive a reception number from the immigration officer at the reception desk and submit the completed application form for complementary protection along with two photographs.
 - At the reception desk, an immigration officer will call your number and you will receive an application form for permission to change your status of residence and a fee payment form. At that time, you will be asked to purchase revenue stamps worth JPY 18,000 (available at the convenience store on the ground floor), which you must then affix to the fee payment form.
 - Fill in the application form for permission to change status of residence in ink (pencil is not acceptable).

- At the reception desk, an immigration officer will call your number, and you will receive an application receipt for complementary protection. At that time, you will also receive an explanation of the precautions to be taken in the application process for complementary protection.
- When receiving the receipt for the application for recognition as a person subject to supplementary protection, hand the application for permission to change status of residence and the fee payment form with revenue stamps attached to the immigration officer at the reception desk.
- Applications for change of status of residence are granted on the same day and a residence card is issued.
- This is all that is required at the Tokyo Regional Immigration Services Bureau on this day. The results of the application for complementary protection will be notified at a later date.

★Tokyo Regional Immigration Services Bureau.★

Address : 5-5-30 Konan, Minato-ku, Tokyo

(1) Take a Toei bus from the Konan Exit (East Exit) of JR Shinagawa Station and get off at Shinagawa Futo (Circular) or Tokyo Nyukoku Kanrikyoku(U-turn).

Or (2) 15-minute walk from Tennozu Isle (South Exit) on the Tokyo Monorail or Tennozu Isle (Exit A) on the Rinkai Line (on the Saikyo Line).

Tel: 0570-034259 (ext: 810).

Opening days: applications for complementary protection: 9am to 3pm (except Saturdays, Sundays and public holidays).

Procedures at RHQ

【Interviews with RHQ and provision of emergency shelter】

- During the interview, your living and financial situation will be examined.
- Emergency shelter is provided after an interview is conducted at RHQ head office. After the interview, RHQ staff will accompany you to the facility.
- In order to receive assistance in Japan, such as emergency shelter or living expenses, you must have an interview with RHQ. Please email RHQ at least three working days before your arrival to ensure a prompt interview.

★RHQ head office★

Address: Foundation for the Welfare and Education of the Asian People Building 2F, 5-1-27
Minami Azabu, Minato-ku, Tokyo (next to Exit 4 of Hiroo Station on the Tokyo
Metro Hibiya Line)



email : **ua_consul@rhq.gr.jp**

Tel: 0120-400-250

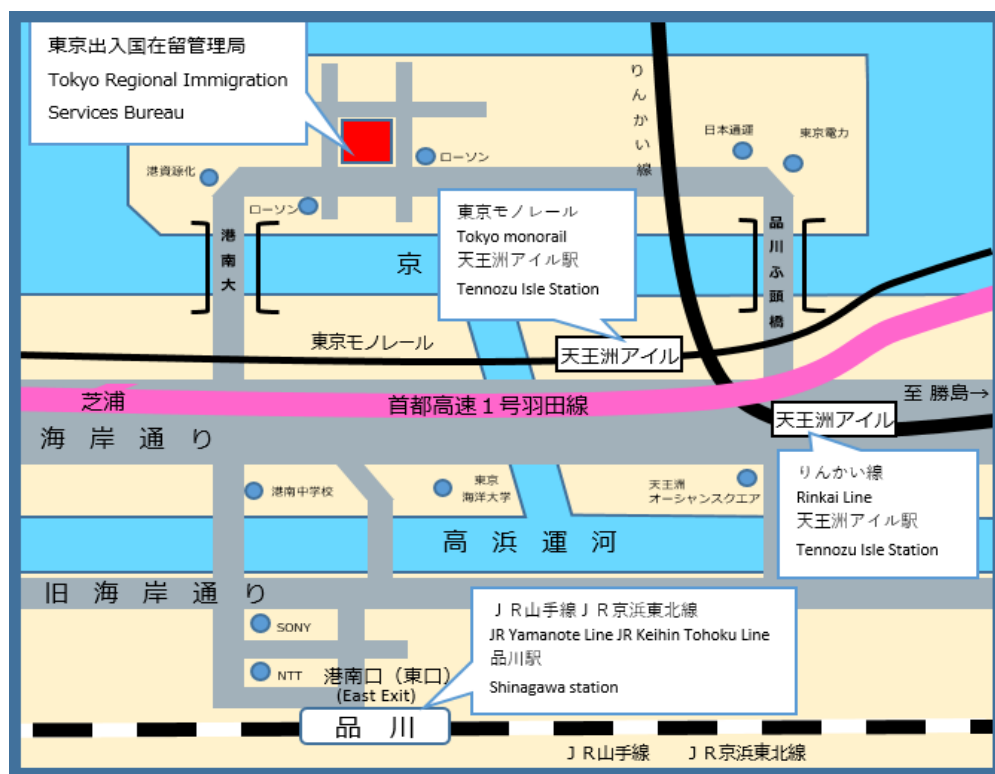
Opening days: 9:30-17:00 (closed 12:30-13:30).

RHQ website also describes the resettlement program and support during the course. It is available in multiple languages, including Japanese, English and Ukrainian.



(<https://www.rhq.gr.jp/>)

Tokyo Regional Immigration Services Bureau and the surrounding area map



RHQ and the surrounding area map

