

# Taipei City New Immigrants Care and Counseling Policy and Implementation Plan

2016.12.30 Population Policy No.10533833000

## 1. Introduction

Taiwan has frequent exchanges with countries from all over the world. As a result, there is an increase of nationals marrying internationals or people from China. In order to assist foreign spouses to adjust to the environment, the government has counseling programs for nationals to learn more about the culture of new immigrants.

## 2. Analysis of New Immigrants

The influx of new immigrants began in the late 1970s, and currently the population of new immigrants in Taipei city is nearly 40,000, ranking 3rd in the nation. Some cross-culture marriages do not have a firm foundation, which creates problems such as unstable marriage, weak social-support networks, financial deprivation, difficulty in finding a job, lacking reproductive health and medical knowledge, family violence, and poor parenting.

## 3. Care and Counseling Policy

Increase the capability of new immigrants through various care and counseling programs and develop the care and counseling system so that new immigrants can live happily and contribute to society.

## 4. Goals

- Increase the capability to make a better living
- Develop multiculturalism
- Build a counseling system

## 5. Present Programs

## 5.1 Increase ability to adjust to the lifestyle

Items	Focuses	Departments
1. Local services	A. Regular meeting of social-welfare agencies B. Support services: visitation, group counseling, lectures, educational training	Department of Social Welfare
2. New Immigrants' Hall	The first Taipei City New Immigrants' Hall in Taiwan, offering an Internet area; living room; play zone for parents and children; Vietnamese, Indonesian, Thai, and English interpretation; newspapers in various languages; and a variety of courses.	The Department of Civil Affairs
3. New Immigrant Live Camp	Live Camp for new immigrants covers languages, cooking, crafts, and customs reproductive health, regulations and laws, outdoor field trips, and parent-child activities	The Department of Civil Affairs District Offices
4. Literacy course	Offer Adult Basic Education Classes in junior high and elementary schools.	The Department of Education
5. Driver's license	A. Offer listening and written tests in various languages and assist new immigrants to take the test in their own native languages. B. Practice driver's license written test in various languages: <a href="http://tpcmv.thb.gov.tw/">http://tpcmv.thb.gov.tw/</a>	The Motor Vehicles Office
6. Information desk	<ul style="list-style-type: none"> <li>● New Immigrants' Hall Nangang: 2788-4911, Wanhua: 2370-1046</li> <li>● Foreign Affairs Division, Police Department 2381-7494</li> <li>● Consultation on regulations and laws regarding residence in Taiwan Chinese spouses: 2389-9983; foreign spouses: 2388-9393*3122; Lifestyle adjustment: 2388-9393 ext. 3217</li> <li>● Health services Health hotline for women and children: 2728-7118 Health service centers in 12 districts: Songshan: 2767-1757 Xinyi: 2723-4598 Da'an: 2733-5831 Zhongshan: 2501-4616 Zhongzheng: 2321-5158 Datong: 2585-3227 Wanhua: 2303-3092 Wenshan: 2234-3501</li> </ul>	<p>The Department of Civil Affairs</p> <p>The Police Department</p> <p>The National Immigration Agency</p> <p>The Department of Health</p>

	<p>Nangang: 2782-5220  Neihu: 2791-1162  Shilin: 2881-3039  Beitou: 2826-1026</p> <ul style="list-style-type: none"> <li>● Education service: 2725-6423</li> <li>● Employment service:  Chinese spouses: 2308-5231 ext. 703; foreign spouses: 2308-5231 ext. 716</li> <li>● The Immigrant Women and Family Service Center 25580133 <ul style="list-style-type: none"> <li>b. West District 23616577</li> <li>c. North District 25040399</li> <li>d. South District 29312166</li> <li>e. East District 26317059</li> </ul> </li> </ul>	<p>The  Department of  Education</p> <p>The  Department of  Labor</p> <p>The  Department of  Social Welfare</p>
7. Legal services	<p>A. Legal consultation is available on the 1st floor of the Taipei City Hall East Area. Reservation phone number: 2725-6168</p> <p>B. The Immigrant Women and Family Service Center, Center for Prevention of Domestic Violence and Sexual Assault</p> <p>C. District mediation committee</p>	<p>The Secretariat</p> <p>The  Department of  Social Welfare</p> <p>The  Department of  Civil Affairs</p>

## 5-2 Guarantee work rights and increase job skills

Items	Focuses	Departments
1. Employment consultation	<p>A. Employment service: employment registration, referral, and onsite recruitment</p> <p>B. Case management: provide disadvantaged new immigrants one-on-one evaluation service, job placement, and regular follow-ups.</p> <p>C. Promote employment measures: <ol style="list-style-type: none"> <li>1. Temporary job subsidy: When new immigrants apply for employment registration from a public employment service institution, they may be assigned as a temporary worker to government organizations or non-profit organizations when there are no job matches after 14 days. Hourly wages are NT\$133, and workers can work a maximum of 176 hours per month for 6 months.</li> </ol> </p>	The Department of Labor

	<p>2. Employment subsidy: If employers hire new immigrants, they are given a monthly subsidy of NT\$ 8000-12,000, for a maximum of 12 months.</p> <p>3. On-job training and re-adjustment program: Individual cases are given subsidy for a maximum of 3 months through subsidized companies or organizations. People with severe physical and mental disabilities may extend the subsidy period to a maximum of 6 months, so that job applicants are given opportunity to adjust to the work force and eventually be employed on a permanent basis.</p> <p>4. Stable employment subsidy program: Register permanent residency in Taipei for more than 4 months and meet the specific requirements, employed through the referral of an Employment Service Station in Taipei city, have an insurance salary below NT\$27,600, and be employed for a month or more. People who meet the above are given a monthly subsidy of NT\$5000 for a maximum of 6 months.</p> <p>D. Vocational Training Classes</p> <p>E. Entrepreneurship class: Explanation of regulations regarding working in Taiwan, the current job market, various service resources, and application processes are all available in the class. Seminars and consultations are also available for people who are capable of starting a small business.</p> <p>F. Employment campaign: Employment Service Resources Pamphlet, advertising campaign for foreign and Chinese spouses.</p>	
2. Vocational Training	New immigrants who are staying in Taiwan as a dependent or as a permanent resident are entitled to free vocational-skill courses if they pass the interview.	

### 5-3 Medical resources and reproductive health

Items	Focuses	Departments
1. Health Care	<p>A. Visiting service:</p> <p>1. Health service centers in 12 districts offer home visits to new immigrants who are newlyweds and to new immigrants who have just given birth.</p> <p>2. Consultations and subsidies for family plans, prenatal examinations, and childbirth and parenting health care, and physical health examinations.</p>	The Department of Health

	<p>B. Interpretation service:</p> <ol style="list-style-type: none"> <li>1. Health service centers in 12 districts and in Taipei City Hospitals offer health and medical interpretation services.</li> <li>2. Health care materials are offered in multiple languages (Vietnamese, Indonesian, Thai, and English).</li> </ol> <p>C. Application for prenatal health subsidies for new immigrants who are not covered by health insurance, and prenatal health education for pregnant women: The community nurses will counsel new immigrants to receive a regular prenatal health examination to avoid having babies with birth defects.</p> <p>D. Subsidy for prenatal diagnosis of heredity, and health examination:</p> <ol style="list-style-type: none"> <li>1. Subsidy for female pre-pregnancy checkup is NT\$1,595, and for males it is NT\$655.</li> <li>2. Subsidy for Down syndrome examination at the early stage of pregnancy is NT\$2,200, and in the middle stage of pregnancy it is NT\$1,000. Choose one of the optional subsidies.</li> <li>3. High-risk pregnancy is entitled to an NT\$5000 subsidy (amniotic analysis).</li> <li>4. Subsidy for reproduction health examination.</li> </ol> <p>E. Prenatal examination for 10 times before registering permanent residency and health insurance, and group-B strep screening for pregnancy at 35 to 38 weeks. (The amount of subsidy follows the Department of Health's standards.)</p>	
2. AIDS Awareness	AIDS awareness campaigns in multiple languages on the Department of Health website	

#### 5-4 Personal safety

Items	Focuses	Departments
1. Emergency placement	24-hour protection hotline: 2396-1996 ext. 226 Emergency rescue, treatment, medical examination, evidence collection, and placement for new immigrants who suffer from domestic violence or sexual assault. This service also supports the 113 Women and Children Protection hotline.	The Department of Social Welfare
2. Multilingual service	A. 24-hour hotline: 2396-1996 ext. 226 and 113 provide interpretation service in Chinese, Taiwanese, English, Indonesian, Vietnamese, Thai, and Khmer. B. Establish an interpreter manpower bank and a standard for	

	interpretation fees.	
3. Prevention advocacy campaign	A. Advocacy pamphlets in multiple languages, and electronic versions for download. B. Improve the protection and support for victims C. Including New Immigrant Live Camp	The Department of Civil Affairs

### 5-5 Multiculturalism advocacy

Items	Focuses	Departments
1. Equality among all ethnic groups	Publish relevant reports about new immigrants in <i>Taipei Pictorial</i> and <i>Upaper</i> .	The Department of Information and Tourism
2. On-job training	Arrange for case officers and the police to attend courses to raise awareness about new-immigrant issues.	The Department of Civil Servant Development
3. Media	Taipei Broadcasting Station broadcasts programs like "Energy for the Mind" and "Republic of Dreams," and also collaborates with the Department of Labor to broadcast "Hello Taipei" in Indonesian, Thai, Filipino, and Vietnamese to introduce information related to new immigrants. 20:00 to 23:00 every Saturday and Sunday, and the joint broadcast is on FM93.1 and AM1134 from 19:00 to 19:30 on Sundays. <a href="http://www.radio.gov.taipei">http://www.radio.gov.taipei</a>	The Department of Information and Tourism
	Encourage new immigrants to attend artistic and cultural activities	The Department of Cultural Affairs
	New immigrant native language seminars (Vietnamese, Indonesian, and Thai)	The Department of Civil Affairs
	A. New immigrant marriage and family education includes cross-cultural marriage, diverse family, and gender equality topics. B. Encourage NGOs or communities to host diverse cultural activities	The Department of Education
4. Event promotion	A. Use outdoor electronic billboards, announcements on state or private broadcasting stations, news tickers in MRT stations, CH3 subtitles on public channels, and in <i>Taipei Pictorial</i> to advertise event messages. B. Place event fliers for new immigrants in various departments and print relevant fliers and brochures. C. Announce measures and events in borough staff meetings or Household Registration Office meetings.	Relevant Offices
5. Statistics	Make statistical statements on new-immigrants issues as a benchmark for administrative plans.	The Department of Budget
6. Amend regulations	Make revisions and propositions according to authorities and accountability.	The Department of Civil Affairs

## 5-6 Establish social networks

Items	Focuses	Departments
1. Social welfare groups	Establish a database of social welfare groups	The Department of Social Welfare
2. Welfare information	Make social welfare information available in various languages for new immigrants and fortify channels for seeking assistance.	
3. Interpreters	Organize foreign-language resources from private groups and government organizations to train interpreters.	
4. Community networks	Develop regional services and provide local bases to make service more convenient.	
5. Compile name list	<p>A. If statistical information is needed due to administrative purposes, application for a name list is permitted (<a href="https://nasoia.immigration.gov.tw/fcs/index.jsp">https://nasoia.immigration.gov.tw/fcs/index.jsp</a>). Or write to the Department of Civil Affairs to request the new immigrant name list in the household registration system.</p> <p>B. When visiting individual immigrants, assistance from the National Immigration Agency's Taipei Service Station, and Taipei City designated team are require.</p>	<p>The National Immigration Agency</p> <p>The Department of Civil Affairs</p>

## 5-7 Promote Education and Culture

Items	Focuses	Departments
Education degree certification	<p>A. New immigrants who have ROC passports, Taiwan Alien Residence Certificates, and Exit and Entry Permits may take the Taipei City Homeschool High School Equivalence Diploma (Including Persons with Physical or Mental Disabilities) Certification Test (elementary school level, junior high school level, and senior high school level).</p> <p>B. Certification procedure for education degrees below senior high school.</p> <p>1. China</p> <p>(1) Follow the Mainland China Degree Recognition Process and receive diploma equivalence.</p> <p>(2) Go to the Department of Education with the Mainland China education degree certification, ROC ID card (or transcript of the household registration), certificate of degree recognition from China, approval from the Straits Exchange Foundation (original copy), and two 2-inch pictures to apply for diploma equivalence.</p> <p>2. Other Areas (including Hong Kong and Macau)</p> <p>Follow the Education Degree Certification Regulations and the</p>	The Department of Education

	<p>Hong Kong and Macau Education Degree Certification and Recognition Process, translate the foreign diplomas into Chinese, and send them to Taiwan's overseas offices or embassies to be approved.</p> <p>C. Action plans:</p> <ol style="list-style-type: none"> <li>1. Strengthen educational plans for new immigrants and their children, and cultivate teachers for diverse cultures.</li> <li>2. Encourage new immigrants to participate in continuing education in junior high schools and elementary schools to receive official degrees.</li> </ol>	
2. Education class	<p>A. Adult Basic Education Classes for new immigrants</p> <p>B. Encourage community colleges to host educational classes for new immigrants.</p>	
3. Cultural Learning	<p>A. Strengthen educational plans for new immigrants and their children.</p> <p>B. New Immigrant Adult Basic Education Class teacher training and curriculum development.</p> <p>C. Promote campus cultural weeks for new immigrants</p>	

### 5-8 Parenting assistance

Items	Focuses	Departments
1. Parenting Education	<p>A. Use NGOs to host services such as parenting counseling, life coaching for children and teenagers, and social welfare and lifestyle adjustment.</p> <p>B. Consult on social welfare information, individual-case counseling, after-school programs, respite-care service, and parenting and growth plans.</p> <p>C. Host study courses for new immigrants, promote cultural exchange, and encourage lifelong learning.</p>	<p>The Department of Social Welfare</p> <p>The Department of Social Welfare</p> <p>The Department of Education</p>
2. Care program for second generation new immigrant	<p>A. Child-development screening for children of new immigrants</p> <p>B. Children with developmental-delay service</p> <p>C. After-school programs</p> <p>D. Priority admission to public kindergarten</p>	<p>The Department of Health</p> <p>The Department of Social Welfare</p> <p>The Department of Education</p>
3. Empowering program for second generation new immigrant	<p>Promote the Family Education Act and host education courses on parenting, filial responsibility, gender, marriage, orphans, ethics, and management.</p>	<p>The Department of Education</p>



**5-9 Promote social involvement**

Items	Focuses	Departments
1. Volunteer recruitment	Volunteer recruitment and training course	Relevant Offices
2. Social services	A. Encourage clients to participate in associations and provide social services according to their expertise and interests. B. Storytelling and reading with children	
3. Cultural exchange	Offer opportunities for new immigrants to be involved in diverse cultural activities.	
4. Cultivation of participation in deliberative democracy	Increase communication opportunities between government organizations and new immigrants, so that budget planning and spending will meet new immigrants' needs.	

**6. Performance Review: Send all project reports to the Department of Civil Affairs to organize.**

**7. Fund: Annual budget of various government organizations or care-and-counseling fund for foreign spouses**

**8. Rewards: Follow the reward and punishment standards of each department.**

**9. Where Incomplete: Revision and supplement are allowed**