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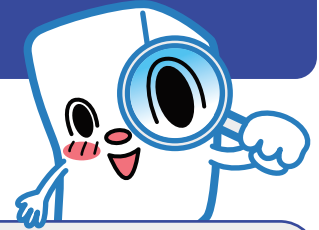
Rights and Access to Remedies

For migrant workers
from Vietnam to Japan

January
2025



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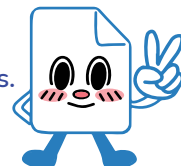
BEFORE DEPARTURE IN VIETNAM



01

Two Types of Contracts

During the recruitment process, you will sign two different contracts.



1

The first is a job placement service contract which contains clauses on the respective duties of you as a prospective migrant worker and those of your recruitment agency.

2

The second is an employment contract between you and your future employer in Japan.



02

What to Keep in Mind When Signing Contracts

General Notes

- ! Only sign Vietnamese-language contracts after fully understanding and agreeing to their terms and conditions.
- ! Request clarification from the recruitment agency or employer on any unclear terms or discrepancies between the job placement service contract and employment contract. If in doubt, seek advice from a Migrant Workers Resource Centre (MRC) or migrant support organization.
- ! Obtain and keep copies of all signed contracts and payment receipts. Leave copies in the safekeeping of friends and family members in Vietnam.

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When Signing Job Placement Service Contracts

- ! Be aware that recruitment agencies are prohibited from collecting service fees exceeding the capped limit: a maximum of one month's salary for every 12 months of work, or three months' salary for contracts lasting 36 months, with an additional half-month's salary for each subsequent year. Since your employer in Japan is required to cover a portion of the service fees, your recruitment agency can only collect the remaining balance from you.
 - If you are a **Technical Intern Trainee (TITP trainee)**, your employer must cover your service fees, round-trip airfare and training costs.
 - If you are a **Specified Skilled Worker (SSW worker)**, your employer must cover your service fees, airfare from Vietnam to Japan and training costs.
- ! Be aware that you are not required to pay a deposit when seeking employment in Japan.



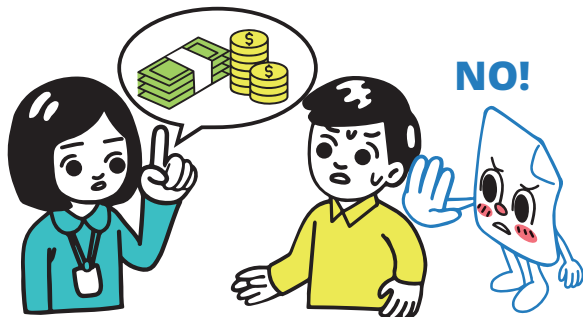
When Signing Employment Contracts

! Be alert for any unfair clauses, such as those that allow your employer to:

- Unilaterally terminate the contract for reasons such as pregnancy, childbirth, marriage, maternity leave, illness, or union activities.



- Charge you the supervision fee that they are required to pay the supervising organization. This fee is not to be paid by you as a TITP trainee and must not be deducted from your wages.



03

Contact Information of Support Available in Vietnam

Should you experience any problems during the pre-departure stage, including abrupt cancellation of deployment, overcharging by recruitment agencies, etc., you can seek advice and assistance from the organizations listed below.

Government-Associated Support Services

Department of Overseas Labour (DOLAB), under Ministry of Labour - Invalids and Social Affairs (MOLISA)

📍 No. 41B Ly Thai To, Hoan Kiem, Hanoi

Provide information on labour migration to Japan

Information – Propaganda Office Division, DOLAB

☎ (+84) (24) 38249517
Extension 511, 512, 513

Japan – Southeast Asia Division, DOLAB

☎ (+84) (24) 38249517
Extension 610, 611, 612, 613 và 614

Assist Vietnamese nurses and caregivers deployed to Japan under the VJEPA program

Information – Propaganda Office Division, DOLAB

☎ (+84) (24) 38249517
Extension 512, 513

Japan – Southeast Asia Division, DOLAB

☎ (+84) (24) 38249517
Extension 610, 611, 612, 613 và 614

Receive complaints and feedback

Information – Propaganda Office Division,
DOLAB

☎ (+84) (24) 38249517
Extension 601, 602, 603

Japan – Southeast Asia Division, DOLAB

☎ (+84) (24) 38249517
Extension 610, 611, 612, 613 và 614

Center of Overseas Labour (COLAB), under MOLISA

Assist migrants deployed to Japan
through IM Japan

📍 No. 1, Trinh Hoai Duc, Dong Da, Hanoi
🌐 <http://www.colab.gov.vn/>
☎ (+84) (24) 7303 0199
✉ colab@colab.gov.vn

Legal aid centers

Provide free legal aid services to
migrant workers who are deemed
vulnerable by law

To find the nearest legal aid center in
your area, visit:

🌐 <https://tgpl.moj.gov.vn/Pages/danh-ba-phap-ly.aspx>



To check your eligibility for free legal aid,
refer to Article 7 of Law No.
11/2017/QH14 on Legal Aid at:

🌐 <https://vbpl.vn/botuphap/Pages/vbqpq-van-ban-goc.aspx?temID=122827>



Migrant Resource Centers (MRCs)

Migration counselling

Legal advice

Case referral

Support migrant workers in lodging complaints

MRC Hanoi, under DOLAB

📍 41B Ly Thai To, Hoan Kiem, Hanoi
☎ (+84) (24) 39366633

MRC Bac Ninh, under Employment Service Center (ESC) of Bac Ninh province

📍 33 Nguyen Dang Dao, Bac Ninh City,
Bac Ninh
☎ (+84) (241) 3823196
✉ tvvieclambacninh@gmail.com

MRC Phu Tho, under ESC Phu Tho

📍 Area 4, Van Phu Ward, Viet Tri City,
Phu Tho
☎ (+84) (210) 3843475
☎ (+84) 865255388
✉ gioithieuvieclamphutho@gmail.com

MRC Thanh Hoa, under ESC Thanh Hoa

📍 2 Tay Son, Phuc Son, Thanh Hoa City,
Thanh Hoa
☎ (+84) (237) 3722 940
✉ vieclamthanhhoa@gmail.com

MRC Nghe An, under ESC Nghe An

📍 201 Phong Dinh Cang, Vinh City,
Nghe An
☎ (+84) (2383) 550050
✉ sanvieclamnghean@gmail.com

MRC Ha Tinh, under ESC Ha Tinh

📍 156 Tran Phu, Ha Tinh City, Ha Tinh
☎ (+84) (239) 3855639
✉ phongxkldhatinh@gmail.com

**MRC Quang Ngai,
under ESC
Quang Ngai**

📍 118 Phan Dinh Phung, Quang Ngai
city, Quang Ngai
☎ (+84) (255) 3816953
✉ ttdvvl-sld@quangngai.gov.vn

Migrant Support Organizations

**Center for Develop-
ment and Integra-
tion (CDI)**

**Legal aid
Referral support**

🌐 <https://cdivietnam.org/>
f [https://www.facebook.com/
cdivietnam.ngo](https://www.facebook.com/cdivietnam.ngo)
✉ info@cdivietnam.org
☎ (+84) 24 35380100

**Research Center for
Gender, Family and
Community
Development
(GFCD)**

**Provide information
on labour migration**

🌐 <https://gfcd.org.vn/>
✉ gfcd08@gmail.com
☎ (+84) 912621895

**Center for Develop-
ment & Community
Health (LIGHT)**

**Migration counselling
Reintegration support**

f [https://www.facebook.com/
vienlight/?locale=vi_VN](https://www.facebook.com/vienlight/?locale=vi_VN)
✉ info@lightvietnam.org
☎ (+84) 981175959



B

WHILE WORKING IN JAPAN



In principle, you and all other migrant workers residing in Japan are entitled to the same protections under Japanese labour law as local workers.



Labour protection

This includes protection regarding your working conditions, terms of employment, occupational health and safety, and labour welfare. Specifically, Japanese law guarantees you the right to a minimum wage, regulates your working hours, holidays, paid leave, and overtime pay. It also protects your freedom to join and take part in trade union activities, and establishes compensation schemes regarding injuries in the workplace.



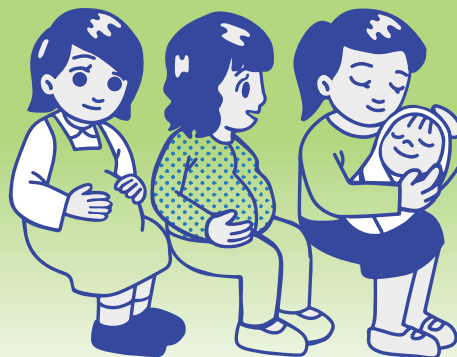
Social protection

This includes policies and programs designed to prevent people from falling into poverty, vulnerability and social exclusion throughout their life. As a migrant worker with a valid residence status in Japan you are covered by various social insurance schemes, including pensions for old-age and disabilities, medical insurance, and unemployment benefits.



Maternity protection

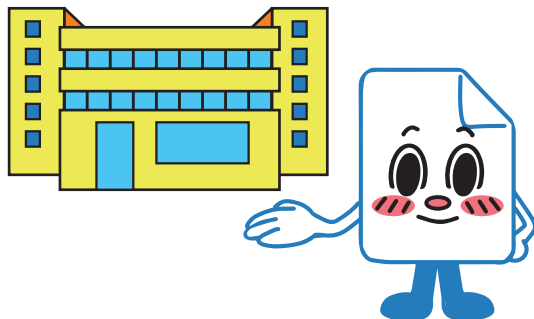
This includes schemes for pregnant women and new mothers designed to protect their health and job security. If you become pregnant and give birth in Japan, as a migrant worker you are entitled to paid maternity leave and child care leave, the right to be given lighter work on request, while being exempt from overtime work, holiday work and night shifts. Medical fees related to the delivery of your baby are covered by an allowance from your health insurance.



01

Complaint Mechanisms on Labour Issues


The Labour Standards Inspection Office is the main government office responsible for receiving work-related complaints from workers. There are over 300 Labour Standards Inspection Offices across Japan. They conduct inspections, receive reports from workers, and issue orders for employers to abide by relevant labour laws. The Office abides by a duty of confidentiality, so will not share any information with your employer should you make a complaint. No interpretation services are currently available at Labour Standards Inspection Offices. However, you can contact migrant support organizations who may be able to assist you with interpretation, or you may contact Prefectural Labour Bureaus for interpretation services.



Consultation on Labour Issues in Japan

Prefectural Labour Bureaus with foreign workers consultation services

In person consultations regarding issues related to working conditions. Please check the website for the languages available at each branch office


 https://www.check-roudou.mhlw.go.jp/soudan/foreigner_eng.html




Consultation Dial for Foreign Workers Service (office hours)/ Labour Standards Advice Hotline (evenings and weekends)


Provided by the Ministry of Health, Labour and Welfare, hotline for issues related to working conditions

Office hours: There is a charge of JPY 8.5 for every 180 seconds from fixed-line phones, JPY 10 for every 180 seconds from mobile phones

 (0570) 001706

Evenings and weekends: Free of charge

 (0120) 531406



 https://www.check-roudou.mhlw.go.jp/soudan/foreigner_eng.html



As a TITP trainee, you can report any concerns regarding potentially illegal conduct committed by your employer, or supervising organization to the Commissioner of the Immigration Services Agency and the Minister of Health, Labour and Welfare, pursuant to the Technical Intern Training Act. Initially, you should contact the **Organization for Technical Intern Training (OTIT)** for guidance and assistance in filing a report. An OTIT hotline in Vietnamese is open to receive complaints on various issues related to working conditions covered by the Act, including physical or verbal abuse in the workplace, confiscation of travel documents and unlawful restrictions on your freedom during non-working hours.

**Organization for
Technical Intern**

Native language consultation services
by phone, email or Zoom

 https://www.otit.go.jp/notebook_vi/
 (0120) 250168




As a Vietnamese migrant worker in Japan, you can also approach and seek assistance from the Labour Management Board within the **Embassy of Viet Nam**, which runs a hotline and provides assistance regarding labour issues as well as issues related to recruitment agencies.

**Embassy of the
Socialist Republic of
Viet Nam**

The Labour Management Board within the Embassy assists Vietnamese workers on labour related issues, and organizes post-arrival orientation on labour laws relevant for migrant workers

Hotline of the Labour Department within the Embassy:

 (+81) (70) 14796888

Hotline of the Labour Department within the Embassy:

 (+81) (80) 35909136

 <https://vnembassy-jp.org/vi>



The Japanese trade union, **UA Zensen**, provides a consultation service via email and Facebook in Vietnamese.

UA Zensen Vietnam

UA Zensen is a largest industrial union in Japan and has migrant workers among its members

 <https://www.facebook.com/uazensenvietnam/>

 uazensenvietnam@gmail.com



- ! Complaint mechanisms in Japan operate on an evidential basis. As such, you should always keep employment contracts, pay slips and other relevant documentary evidence in case they are needed to resolve a dispute. You should also get into the habit of taking photos of documents and saving them on your smartphone for safekeeping.




- ! You should also take photos of your time card and/or record the start and end time of your work in a notebook. If you are not paid or underpaid for overtime, these records can serve as evidence to support your claims.

- ! You should be careful not to be misled by unauthorized actors or brokers on issues such as changing jobs or your status of residence in Japan. As a TITP trainee, you may only change jobs due to unavoidable circumstances, such as when your rights have been violated by your employer. For assistance, TITP trainees can contact OTIT. Those with other residence status have greater flexibility in changing employers and can contact the Foreign Residents Support Center for assistance.

**Foreign
Residents
Support Center
(FRESC)**

Various centralized government-associated consultation services

 <https://www.moj.go.jp/isa/support/fresc/fresc01.html>

 (0570) 011000





There are various migrant support organizations and lawyers across Japan who are familiar with issues commonly faced by migrants, and who are able to provide you with accurate information and assistance. In addition to consultations, these organizations may also be able to provide you with a range of other services, including interpretation, accompanying you to hospitals or government offices and providing emergency food and shelter, often free of charge. For a list of migrant support organizations in Japan compiled by MMN, scan the QR code below.



If you are unsure which government agency to contact, you can reach out to a migrant support organization first and explain your situation to them. Migrant support organizations can advise you as to where you should seek assistance and may be able to accompany you if necessary. If an organization does not have any Vietnamese speakers, they may be able to refer you to another organizations who is able to assist you in Vietnamese. Normally fees are charged when you consult a lawyer, however migrant support organizations can often find ways to pay less or receive free legal assistance.

03

Interactive Online Portal Sites in Vietnamese

JP-MIRAI Portal

Information on work and life in Japan and consultation services in 9 languages including Vietnamese

 <https://portal.jp-mirai.org/vi>




Technical Intern Training System – Brief Explanation

 <https://portal.jp-mirai.org/vi/work/s/tech-in-tern/comprehend-tech-intern>



What is Specified Skilled Worker?

 <https://portal.jp-mirai.org/vi/work/s/specified-skilledworkers/specified-skills-visa>



3-minute Human Rights Check List

 <https://portal.jp-mirai.org/vi/safety>



Pregnancy in Japan Information related to pregnancy and links to relevant migrant support organizations

 <https://ninshin-japan.weebly.com/ti7871ng-vi7879t.html>



Kokoro Information for Vietnamese workers and students in Japan

 <https://www.kokoro-vj.org/vi/>

