

# A Guide for Living in Toyonaka

## English Version

In case of emergency



Helpful information



Consultation services



Procedures about daily life



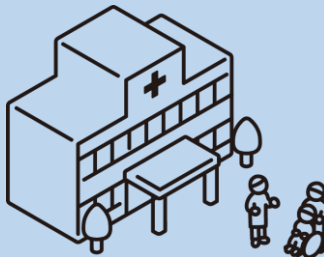
Toyonaka International Center



Welfare services



Health and medical services



Child-raising and education



40万人の  
とよなか  
未来バトン

SDGs to 2030

10 人や国の不平等  
をなくそう



2024 Toyonaka City

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# 1 . Helpful Information

## 1 - 1 Emergency Information

### ( 1 ) Disaster information

#### ○ **Disaster Prevention Guide and Map for Foreigners**

It gives you the information related to earthquakes, typhoons and landslides as well as that of the evacuation shelters located in Toyonaka city.

【 Languages: Japanese, English, Chinese, Korean and Vietnamese】

URL: [https://www.city.toyonaka.osaka.jp/jinken\\_gakushu/gaikokujin\\_joho/DPGaMfF.html](https://www.city.toyonaka.osaka.jp/jinken_gakushu/gaikokujin_joho/DPGaMfF.html)



#### ○ **Osaka Disaster Prevention Net**

This site provides emergency information, damage status, evacuation instruction, transportation information, lifeline information, etc. about disasters in Osaka Prefecture collectively.

【Four languages】 English, Chinese, Korean, Japanese

URL: <https://www.osaka-bousai.net.e.add.hp.transer.com/>



## ( 2 ) Emergency Calls

### ○ Police

If you are involved in an accident or a criminal incident, call 110.

A police officer will ask you the following questions on the phone. Answer the questions slowly and clearly. After hanging up, wait by the phone until the police arrive.

#### 【Six Questions】

- ① 「What happened?」 [(In Japanese) **Nani ga arimashita ka?**]  
⇒ An accident [**Jiko**] (traffic accident)  
⇒ A crime [**Jiken**] (violence, robbery)
- ② 「Where did it happen?」 [Doko de arimashita ka?]
- ③ 「When did it happen?」 [Itsugoro arimashita ka?]  
⇒(The time when the incident happened)
- ④ 「What are the features of the suspect?」 [Hannin no tokucho wa?]
- ⑤ 「What is the present situation?」 [Ima dounatte imasu ka?]
- ⑥ 「What is your name and telephone number?」  
[Anata no namae to renraku no toreru denwabango wa?]

### ○ Fire fighting

Call 119 in case of fire or medical emergency.

#### 【How to call DIAL 119】

- ① A dispatcher will ask whether you are reporting a fire or requesting an ambulance
  - Fire ⇒ “A fire” [(In Japanese) **Kaji Desu**]
  - Medical emergency or an accident  
⇒“An ambulance, please.”[**Kyukyusha ga hitsuyo desu**]
- ② Give the location of the emergency, your name, and the phone number where you can be reached.
- ③ Explain the situation.
  - Fire ⇒ What is burning? Is anybody injured? Is anybody left behind or inside?
  - Medical emergency ⇒ Briefly convey the state of injury or symptoms.
- ④ If someone is with you, go outside to help emergency vehicles find the place.
  - ※ The command center of the fire bureau (119) can connect you to an operator who speaks English, Chinese, Korean, Portuguese or Spanish.

## 1 - 2 Living Information

### ( 1 ) Multilingual Consultation Services

#### ○ Information Counter for Non-Japanese Residents (Toyonaka City Hall)

Interpretation & Consultation Services (in Toyonaka City Hall)

Administrative procedures: National health insurance, Tax, Nursery school, Education, Health care, Welfare and Public housing, etc.

Language	Day	Hours
English	Mon・Tue・Thu・Fri	10:00 - 12:00
Chinese	Wed	13:00 - 17:00
Other language	Please inquire at least a week before the visit. (Inquire also for English and Chinese on days other than the above.)	

Address :

Human Rights Policy Div., 5F, Bldg. 1, Toyonaka City Hall, 3-1-1 Naka-Sakurazuka

TEL: 06-6858-2730, EMAIL: [jkokusai@city.toyonaka.osaka.jp](mailto:jkokusai@city.toyonaka.osaka.jp)

#### ○ Consultation services for foreign citizens in foreign languages (Toyonaka International Center)

General Consultation about living in Japan,

Language	Day	Time	TEL
English, Chinese, Korean, Thai, Filipino, Thai, Indonesian, Spanish, Portuguese, Vietnamese, Nepalese, Japanese	①Mon., Tues., Thurs., Fri. & Sat. ※No consultation services on national holidays	11:00 ~ 16:00	06-6843-4343

Address : 6F, Etre Toyonaka, 1-1-1 Tamaicho

TEL : 06-6843-4343 MAIL : [atoms1@a.zaq.jp](mailto:atoms1@a.zaq.jp)

#### ○ Osaka Information Service for Foreign Residents

Information and consultation on status of residence, labor, medical matters and welfare, etc.

Language	Day	Time
English, Chinese, Korean, Spanish, Portuguese, Filipino, Thai, Vietnamese Indonesian, Nepali, Japanese	Mon., Fri.	9:00~20:00
	Tues., Wed., Thurs. 2nd & 4th Sun.	9:00~17:30 13:00~17:00
	4th Sun. (Special Consultation Service by an Administrative Scrivener or a lawyer)	13:30~16:30
	1st & 3rd Mon. (Labor Consultation)	13 : 30~17 : 15
	Once a month (Immigration Consultation)	13 : 30~17 : 00

TEL : 06-6941-2297 MAIL : [jouhou-c@ofix.or.jp](mailto:jouhou-c@ofix.or.jp)

## ○ Consultation for foreigners regarding human rights (Legal Affairs Bureau)

Human rights consultation service for those who feel unfairly discriminated against for being foreigners.

Language	Day	Time
English, Chinese, Korean, Filipino, Portuguese, Vietnamese, Nepali, Spanish	Mon. – Fri.	9:00~17:00

TEL : 0570-090-911

WEB : <https://www.moj.go.jp/JINKEN/jinken21.html>



## ○ Legal consultation desk for foreigners (Osaka Bar Association)

Consultation Service for legal affairs \*An appointment is required.

Language	Day	Time
English, Chinese, Korean	Fri.	13:00~16:00

TEL : 06-6364-1248

WEB : <https://soudan.osakaben.or.jp/foreign/>

For an appointment : Mon. – Fri. 9:00 - 17:00



## ○ Houterasu (Japan Legal Support Center) Multilingual Information Service

Information about the legal system in Japan and organizations/ groups which provide consultation services

Language	Day	Time
English, Chinese, Portuguese, Spanish, Korean, Vietnamese, Filipino, Nepali, Thai, Indonesian	Mon. – Fri.	9:00~17:00

TEL : 0570-078-377      IP phone : 050-3754-5430

## ○ Other Consultation Services

- About labor → See p.20
- About medical services and health care → See p.31
- About residence status → See p.9

## (2) Toyonaka International Center

The Center provides people with their roots in foreign countries with consultation and support services as well as exchange opportunities.

### ○ Services

- Consultation Services →See p.3
- Japanese Classes →See p.5
- Newsletter →See p.6
- Other efforts and events →Please ask below for details.

### ○ Facility details

Open: 9:00 - 21:30

Closed: Wednesdays, December 29 – January 3

Address: 1-1-1-601, Tamaicho

(“Etre-Toyonaka” 6F, next to Hankyu Toyonaka Station)

TEL : 06-6843-4343

URL: <https://a-atoms.info/>

## (3) Japanese Classes

### ○ Japanese Classes provided by Toyonaka City

Please see the flyer “Map of Japanese Language Classes” for classes provided by the City

TEL : 06-6858-2582 (Social Education Div.)

URL: [https://www.city.toyonaka.osaka.jp/jinken\\_gakushu/gaikokujin\\_joho/nihongo.html](https://www.city.toyonaka.osaka.jp/jinken_gakushu/gaikokujin_joho/nihongo.html)



### ○ Other Japanese Classes

Please visit the class directly or inquire by phone.

Class	Place	Day & Time	Inquiries
Night Nihongo Class	Toyonaka International Center	(Tue) 19:30~21:00	072-761-8965 Nakata
Nihongo Koryu Salon		(Fri) 19:30~21:00	06-6849-7992 Ishizumi
Nihongo Hiroba	1-1-1-601, Tamaicho	2 <sup>nd</sup> &4 <sup>th</sup> (Sun) 14:00~16:00	06-6854-8371 Kinoshita

※To find more Japanese classes in Osaka Prefecture, please visit the website of “Osaka Shikiji & Nihongo Center 「おおさか識字・日本語センター」”. (Available only in Japanese)

URL: <https://call-jsl.jp/search/>



## ( 4 ) Information for Foreign Residents

### ○ Newsletter for Foreigners “Toyonaka City Monthly Information”

This newsletter provides information for foreign citizens picked up from “Koho Toyonaka” that carries information about city services and events. It’s published at the beginning of every month and available at public facilities, etc. You may also read it on the website of Toyonaka City.

Language : English, Chinese, Korean, Spanish, Vietnamese, Indonesian, Nepali, Thai

URL: [https://www.city.toyonaka.osaka.jp/jinken\\_gakushu/gaikokujin\\_joho/information.html](https://www.city.toyonaka.osaka.jp/jinken_gakushu/gaikokujin_joho/information.html)



### ○ Libraries in Toyonaka City

There are eight libraries in Toyonaka City. Everyone who lives, works, or studies in Toyonaka City can have a library card to borrow books free of charge. Some libraries provide English newspapers, magazines and picture books in different languages.

※For details, please read the brochure (multilingual version) available at each library.

URL: <https://www.lib.toyonaka.osaka.jp/web/Foreignlanguage.html>



## **OList of Multilingual Websites for Foreign Residents**

- Toyonaka City

【Languages : English, Chinese, Korean, Spanish, Portuguese, Tagalog, Thai, Indonesian, Japanese】

URL: <https://www.city.toyonaka.osaka.jp/multilingual/index.html>



- Osaka Prefecture

【Languages : English, Chinese, Korean, Arabic, Indonesian, Vietnamese, Spanish, Portuguese, French, German, Italian, Japanese】

URL: <https://www.pref.osaka.lg.jp/>



- Osaka Foundation of International Exchange (OFIX)

【Languages : English, Chinese, Korean, Japanese】

URL: <https://www.ofix.or.jp/>



- Immigration Services Agency of Japan

“A Daily Life Support Portal for Foreign Nationals”

【Languages : English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Nepali, Thai, Indonesian, Burmese, Khmer, Filipino, Mongolian】

URL: [https://www.moj.go.jp/isa/other\\_languages.html](https://www.moj.go.jp/isa/other_languages.html)



## 2. Daily Life

### 2-1 Administrative Procedures

#### (1) Moving in/out, Leaving Japan

##### ○ Procedures regarding Basic Resident Registration

If you have a Residence Card, etc. (Residence Card/Special Permanent Resident Certificate/Foreign Registration Card/Passport containing statement that Residence Card will be issued later), notify City Hall of your place of residence.

Condition		Required Items	Period
When entering Japan (Resident registration)		(Single-member household) • Residence Card, etc.  (Household with two or more family members that includes foreign nationals) ①Residence Card, etc. ②Document to certify the relationship with the householder (Original) (document such as marriage/birth certificate issued by a public institution including national government of their home country, regarding each person to be registered in the same household) ③Japanese translation of ② (translated by another person with date, name of translator, and his/her signature/seal)	Within 14 days of taking up a new residence
When changing addresses	Moving in (another municipality → Toyonaka)	① Residence Card, etc., of all the household members who have moved ② Moving Out Certificate issued by another municipality	Within 14 days after moving
	Change of address (within Toyonaka City)	• Residence Card, etc., of all the household members who have moved	
	Moving out (Toyonaka → another municipality)	• An Official ID including Residence Card, etc.	From about 14 days before moving to 14 days after moving (When you move into another city, you must submit the Moving Out Certificate issued by Toyonaka City.)
	Moving out (Toyonaka → foreign country)		From about 14 days before moving to the moving day

##### ○ Individual Number Card

Using an Individual Number Card, you may obtain official certificates such as a copy of resident record through photocopy machines at convenience stores. (In advance, you need to register for the services of issuance of digital user ID and/or automatic issuance of certificates.) Individual number cards can be used as an official ID.

TEL: 06-6858-2201 (Civic Records Div. [Shimin ka])

06-6334-3531 (Shonai Branch Office)

06-6872-0573 (Shinsenri Branch Office)

## ○ Status of Residence

### [Special Permanent Residents]

procedure	Age	Valid Period	Application Period	Required Items
Renewal	16 years or older	Until the 7th birthday from the last expiration date	From 2 months before to the actual date of expiration	<ul style="list-style-type: none"> <li>• Passport</li> <li>• Special Permanent Resident Certificate</li> <li>• 1 photo (3cm×4cm) (Taken within the last 3 months)</li> </ul>
	Under 16 years	Until the 16th birthday	From 6 months before to the actual date of expiration	
Reissue	/		Within 14 days after you notice the loss	<ul style="list-style-type: none"> <li>• Passport</li> <li>• 1 photo (3cm×4cm)</li> <li>• Ishitubutsu todokede shomeisho (report of loss certificate) issued by police</li> <li>※Photo is not required for those under 16.</li> </ul>

TEL: 06-6858-2201 (Civic Records Div. [Shimin ka])

06-6334-3531 (Shonai Branch Office)

06-6872-0573 (Shinsenri Branch Office)

### [Persons other than Special Permanent Residents]

The procedure is not processed at the City Hall. Renew your residence card at the Immigration Bureau.

TEL : 0570-013904

Address : Alien Residency Comprehensive Information Center

Osaka Regional Immigration Bureau (1-29-53, Nanko-kita, Suminoe-ku, Osaka)

URL: <https://www.moj.go.jp/isa/consultation/center/japanese.html>



## ○ When you leave Japan temporarily

If you have a special re-entry permit / a re-entry permit, you are not required to get a visa again to re-enter Japan.

## ○ Registering a Seal / Seal Registration Certificate

When you purchase or sell properties, or sign contracts for a loan, the seal registered at the City Hall is often used. A person over 15 years old with resident registration can register a seal.

TEL : 06-6858-2201 (Civic Records Div. [Shimin ka])

## ○ National Health Insurance

### [Eligibility]

If you meet all the following conditions 1) – 3), you have to enroll in the National Health Insurance

- ① You are registered in the Basic Resident Register and expect to stay in Japan for at least 3 months.
  - ※Even if you have a visa of less than 3 months, if you expect to stay in Japan more than 3 months, considering the purpose of the entry and the condition after the entry, you are still eligible.
- ② You are not enrolled in any other public medical insurance plan.
- ③ You are not receiving public assistance.

### [Determination and Payment of the Insurance Premiums]

- The premiums are determined by the number of all insured persons of the household and the family's total income of the previous year. Payment slips will be given on your enrollment application. Please make the payment before the due date at a bank, a post office or a convenience store. Payment by automatic deduction is recommended to avoid being overdue.
- You can apply for National Health Insurance any time, but you will be charged from the date you became eligible (at the most for two years). In case your income decreases greatly from the previous year because of disaster, disease, unemployment, etc., it may be possible to reduce or postpone the payment.
- From January 2024, a system was started to exempt mothers of newborn babies from a part of their insurance premiums. Please contact us for more information.

### [Procedures for Enrollment and Loss of Qualification]

If one of the circumstances below occurs, please do the procedure within 14 days.

Circumstance		Required Items
Moving	Another city⇒Toyonaka City	Proof of income of the previous year (*1)
	Foreign country⇒Toyonaka City	Passport
	Within Toyonaka City	National Health Insurance Card
	Toyonaka City⇒Another city, foreign country	National Health Insurance Card
Change of name or head of household		National Health Insurance Card
Losing the Health Insurance Card		Official ID with your photo (Resident Card, etc.)
Withdrawal from the health insurance offered by your employer		Confirmation of your withdrawal, Proof of your income of the previous year (*1)
Joining the health insurance offered by your employer		Both the National and Employees' Health Insurance Cards
Stopped receiving public assistance		Proof of Discontinuance of Public Assistance Proof of income of the previous year (*1)
Started receiving public assistance		Proof of Starting Public Assistance, National Health Insurance Card
Birth of a child (See p.40)		National Health Insurance Card, Maternal and Child Health Handbook
In case of death (See p.25)		National Health Insurance Card, Death Certificate

※Proof of income of the previous year: A document that shows the amount of your income January through December of the previous year. e.g. Tax Certificate, Withholding slip (Gensen-choshuhyo), etc.

### [Inquiries about National Health Insurance]

Inquiries : 06-6858-2301 (Insurance Consultation Division [Hoken Sodan Ka])

※The procedures are also acceptable at Shonai and Shin-senri Branches.

## ○ Pension Systems

### **[All employees of companies and factories]**

Enroll in the Employees' Pension Plan [Kosei Nenkin] etc. at your workplace. Please contact the person in charge at your workplace.

### **[Self-employed workers and students]**

Enroll in the National Pension Plan [Kokumin Nenkin] at the City Hall.

### **[National Pension Plan]**

All residents in Japan age 20 to 60 who are not covered by the pension plan at their workplace [Kosei Nenkin, etc.] must enroll in the National Pension Plan. If you are age 20 or older or have just turned 20 years old, please make an application at the National Pension Plan Section. (If it is difficult to pay, there is a system to exempt from contribution payment.)

Inquiries: 06-6858-2264 (National Pension Plan Section, Insurance Consultation Division, [Hoken Sodan Ka, Kokumin Nenkin Kakari])

### **[Lump-Sum Withdrawal Payment]**

Foreign nationals, who have paid the premiums for more than 6 months and are not qualified to be a recipient of the Old Age Basic Pension, can claim the Lump-Sum Withdrawal Payment. It must be claimed within 2 years of leaving Japan. Get the request form at the Pension Office before you leave Japan. (If you receive this payment, the period will not be included in the enrollment period.)

Inquiries : 06-6848-6831 (Toyonaka Pension Office [Toyonaka Nenkin Jimusho])

## (2) Tax

### ○ Income Tax

#### [Taxable Income Range for Each Type of Taxpayer Designated by Income Tax Act]

Taxpayer		Range of Taxable Income
Individual	Residents	Permanent Residents All income is taxable whether earned in Japan or abroad. (In the most usual cases)
		Other than Permanent Residents Income from sources in Japan/ Income from sources abroad paid in or sent to Japan
	Non-residents	Only income from sources in Japan is taxable.

#### [Final Tax Returns [Kakutei Shinkoku]]

Even a salaried employee who need not file a final tax return may be able to receive the refund of tax by applying for a tax refund (kanpu-shinkoku) if he/she has overpaid tax, in the cases listed below.

- When receiving a medical expense deduction because of high medical care expenses stemming from illness/injury
- When receiving a special tax deduction for acquisition of a dwelling (for specific building expansion/remodeling) because of building/purchasing/renovating your house by loan, etc.

#### [Inquiries]

TEL : 072-751-2441

Place: Toyono Tax Office (2-1-8, Jonan, Ikeda City)

※According to the tax convention between Japan and other countries, you may be subject to special regulations concerning the payment of tax. For more details, contact your home country's consulate or see the website of the National Tax Administration Agency.

## ○ **Municipal / Prefecture Taxes**

### **[Declaration of Tax]**

Those who received income in the previous year and their addresses were in Toyonaka City as of January 1st of the taxation year.

Please report your income by March 15th every year.

However, there is no need to report for those below.

- Those who had no income in the previous year
- Those who filed a Final Tax Return at the tax office (See p. 12)
- Those who have only a salary income and whose employers have already reported the salary payment report (gensen choshuhyo) to the City Hall
- Those who have only a pension as income and their payer such as Japan Pension Service (Nihon Nenkin Kiko) has already reported their income to the city

### **[How to pay]**

- For those working for a company, the tax will be deducted by their employers.
- If you are self-employed or engaged in agriculture, or are a foreign student, please use the payment slips sent from the City Hall for four-time installments. The payment slips will be issued according to the declaration of tax you submitted.
- You can pay at the major banks designated by the City, convenience stores, as well as at post offices. You can also transfer funds, pay by credit card using the Internet, and make payments on smartphones such as Paypay.

Inquiries : 06-6858-2161 (General Collection Management Div.)

### **[Tax Certificate / Tax Payment Certificate]**

You can get tax certificate (kazei shomei) of municipal /prefecture tax not only at Civic Records Div. of the City Hall but also at Shonai/Shinsenri Branch and convenience stores. The Basic Residents Registration Card or the Individual Number Card is required when you apply at a convenience store.

At the Civic Records Div., City Hall, Shonai/ Shinsenri Branch Offices: 300 yen per copy

Tax Certificate at a convenience store : 200 yen per copy

Inquiries : Tax Certificate 06-6858-2211(Civic Records Div.)

Tax Payment Certificate 06-6858-2447(Municipal Tax Div.)

※The latest “Certificate of municipal and prefecture tax” will be issued at the City Hall where the person resided on Jan 1st. You may request it by mail. Please contact the City Hall of your previous address



## ○ **Property Tax**

### **[Declaration of Tax]**

Those who own lands, houses and/or depreciation property as of January 1st of the taxation year.

You need to report if you have business property, excepting land/houses, such as machines, instruments, and equipment, etc., for business use. Please file the report at the Property Tax Div. by January 31st every year.

### **[How to pay]**

Please pay the taxes with the payment slips the City sends to you by postal mail.

※You can pay the major banks designated by the City, convenience stores, as well as at post offices. You can also transfer funds, pay by credit card using the Internet, and make payments on smartphones such as PayPay.

### **[When moving abroad]**

Please appoint a "tax agent" who will receive your property tax notice and handle the tax payment procedures in Japan on your behalf, and submit a notification to the Property Tax Division.

Notification Form: Tax Agent Declaration/Application Form (Property Tax and City Planning Tax)

[Inquiries] About land and houses: 06-6858-2150 (Property Tax Div.)

About declaration of depreciable assets: 06-6858-2144 (Property Tax Div.)

About tax payment: 06-6858-2161 (General Collection Management Div.)

Issue of property tax certificate: 06-6858-2447 (Municipal Tax Div.)

## ○ Light Vehicle Tax

Those who own a minibike or a light vehicle as of April 1st of the taxation year.

### [Registering /Cancelling Registration of Motorcycles (under 125 cc)]

Procedure		What is required
Registering	<ul style="list-style-type: none"><li>• When purchasing</li><li>• When getting from somebody</li></ul>	<ul style="list-style-type: none"><li>• Certificate of selling/ discarding for re-registration</li><li>• Seal</li><li>• ID</li></ul>
Cancelling	<ul style="list-style-type: none"><li>• When selling / giving away</li><li>• When moving outside city</li><li>• When bringing to scrapping</li></ul>	<ul style="list-style-type: none"><li>• Number plate of the minibike to be scrapped</li><li>• Hyoshiki kofu shomeisho (Number plate issue certificate)/ Shinkoku zumisho (register certificate) of the bike with motor</li><li>• Seal</li><li>• ID</li></ul>

Inquiries : 06-6858-2153 (Municipal Tax Div. [Shimin Zei Ka])

### [Other Inquiries]

- Registration and discarding automobiles, motorcycles over 125 cc, etc.  
TEL: 050-5540-2058 (Kinki Unyukyoku Osaka Unyu Branch)
- Registration and discarding of a light vehicle with an engine 660 cc and under  
TEL: 050-3816-1841 (Light Vehicle Inspection Association Takatsuki Branch)
- Inquiries regarding Vehicle Tax (except motorbike, light motor vehicle)  
TEL: 072-752-4111 (Osaka Prefecture Toyono Tax Office [Toyono Fuzei Jimusho])

## ○ Check Sheet When You Move Out

### [Around one month before]

Item	Contact	Procedure	
Schools	School teachers or nursery teachers	• Contact them and make sure about the procedure (See p. 49)	<input type="checkbox"/>
Transportation for moving	Moving company	• Ask them to give an estimate for the moving • Meet the moving company you will use	<input type="checkbox"/>
Waste due to moving (Special Waste)	See p. 20	• Contact them as soon as possible and confirm the collection date, place and fee • Be present upon collection and pay the service charge in cash.	<input type="checkbox"/>

### [Around 1 week before]

Item	Contact	Procedure	
Post Office	Toyonaka Post Office Tel. 06-6856-2740 Toyonaka Minami Post Office Tel. 06-6862-3300 or nearby post office	Notification of the forwarding address	<input type="checkbox"/>
Bank	Each Bank	Notification of changing address	<input type="checkbox"/>
Mobile phone	Each Company	Notification of changing address	<input type="checkbox"/>
Credit card	Each Card Company	Notification of changing address	<input type="checkbox"/>
Gas	See p. 19	Contact and tell the last day of the old address and starting day of the new address.	<input type="checkbox"/>
Electricity		Contact and tell the last day of the old address and starting day of the new address	<input type="checkbox"/>
Water		Contact them and tell the last day of the old address and starting day of the new address.	<input type="checkbox"/>
Internet	Each Company	Contact and make sure about the procedure	<input type="checkbox"/>
Newspaper	Retail Store or Delivery person	Contact them and finish the payment	<input type="checkbox"/>

### [By the day of moving]

Item	Contact	Procedure	
City Hall	Civic Records Div. Tel. 06-6858-2206	• Moving out procedure (See p.8)	<input type="checkbox"/>
	Insurance Consultation Div. [Hoken Sodan Ka] Tel. 06-6858-2301	• Return the health insurance card and settle the bills ※National Health Insurance members only	<input type="checkbox"/>
	Insurance Consultation Div., National Pension Plan Section [Hoken Sodan Ka, Kokumin Nenkin Kakari ] Tel. 06-6858-2264	• Withdrawal from National Pension Plan for foreigners leaving Japan ※National Pension plan members only	<input type="checkbox"/>
	Property Tax Div. Tel.06-6858-2150	• Notification of tax agent (See p.14) ※ When moving abroad	<input type="checkbox"/>
	Municipal Tax Div. Tel. 06-6858-2153	• Return of number plates, etc.(See p.15) ※Owners of motorbikes (125cc or under)	<input type="checkbox"/>

### [After Moving]

Item	Contact	Procedure	
Driver's license	Police station at new address, etc.	• Change of Address (See p.49)	<input type="checkbox"/>
City Hall	City Hall or Ward Office at new address 1) Moving Notification Counter 2) National Health Insurance Counter 3) National Pension Counter	1) Notification of moving in/changing address (Within 14 days of moving) 2) Get new health insurance card (Those who have joined national health insurance only) 3) Change of Address to the National Pension (Those who have enrolled in the National Pension plan or are receiving benefits)	<input type="checkbox"/>

## 2 - 2 Procedures about Daily Life

### ( 1 ) Housing

#### ○ Public Housing

Osaka Prefecture and Toyonaka City provide housing with comparatively low rents to low-income people who have difficulties finding affordable housing. As there are many applicants for the limited number of housing units available, occupants are almost always determined by lottery.

Kinds of Housing	Application Period	Places to get an application form	Application/Inquiry
Toyonaka City Public Housing	May, September, January	Toyonaka City Public Housing Center (City Hall 2 <sup>nd</sup> Bldg.), Shonai Collab Center "Chocolat", Shinsenri Branch Office and Step	Toyonaka City Public Housing Center 06-6858-2395
Osaka Prefectural Housing	April, June, August, October, December, February	Toyonaka City Public Housing Center (City Hall 2 <sup>nd</sup> Bldg.), Shonai Collab Center "Chocolat", Shinsenri Branch Office and Step	Senri Kanri Center 06-6155-2782

Inquiries: Toyonaka City Public Housing 06-6858-2395

(Toyonaka City Public Housing Center)

Osaka Prefectural Housing 06-6155-2782

(Senri Kanri Center)

## ○ Private Housing

It is common to find a house or an apartment through real estate agents. They will give you information and show you the places free of charge. If you decide on a house you want to live in, pay commissions to the agent and make a lease contract with the landlord. There are Japan-specific systems such as Shiki-kin (refundable deposit) and Rei-kin (non-refundable key money).

**※Please read the contents of the contract carefully before you sign.**

Guarantor	If you cannot pay the rent, the guarantor must pay instead. In most cases, it is better to appoint a Japanese guarantor.
Key Money	Non- refundable. This money is paid to the landlord as a token of gratitude.
Refundable Deposit	This is the money left with the landlord as security for your rental payments. Usually, the money is returned to you when you move out. However, if you don't pay the rent or if you damage the property, this money will be appropriated to cover the rent or the amount of the repair cost and the remainder will be returned to you.
Realtor's Service Fee	Commission paid to the real estate agent. (Around half of one month's rent. It is sometimes one month's rent.)
Period of Lease	Generally for 2 years. When renewed, the rent may be increased.
Rent	You must pay the monthly rental fee in advance, by the last day of the previous month.
Maintenance Fee	This is to cover the maintenance expenses of communal areas. This is sometimes included in the rent.
Terminating the Contract	Generally, you must give one to two months advance notice to the landlord in accordance with the provisions of the contract. If you move out without giving notice, or if you give notice just before moving, you might have to pay an additional rent.

## ○ Other Information about Housing

### [Guarantee of lease obligation of the Foundation for Senior Citizens' Housing]

This is a system to assist international households to rent housing by guaranteeing the payment of the rent debt at the time of moving into a private housing.

Inquiries: 03-6880-2781

### [Comprehensive Renters Compensation Program for Foreign Students Studying in Japan of Japan Educational Exchanges and Services]

This is a system to provide a guarantee to foreign students and their guarantors to enable foreign students to move into private housing by reducing the burden on their guarantors in the tenancy agreement.

This is a combination of the traveler's insurance and guarantee compensation foundation. They compensate in case a student is charged for loss because of fire, etc. or when a guarantor is called upon by the landlord to pay the rent debt.

Inquiries : The university you attend

## (2) Utilities

### ○ Water -Including Sewage

#### [Applying for Water Service]

Give your name and address to the Waterworks Bureau one week in advance.

#### [Payment of Water and Sewage]

You can choose the way from account transfer, payment slip, and continuous credit card payment.

For account transfer, apply at a financial institution window or by mail to the Waterworks and Sewerage Bureau. Please see the Waterworks and Sewerage Bureau website for how to apply.

With your payment slips, please pay at a financial institution's window, a convenience store, or by smartphone payment. For credit card payment, you can apply on the Waterworks and Sewerage Bureau website.

#### [Inquiries]

TEL : 06-6858-2931 (Customers Desk, Toyonaka Waterworks Bureau Customer Service Center[Toyonaka-shi Suido Kyoku])

### ○ Electricity

Application	Apply for usage either by phone or online and switch on the breaker.
Payment	The meter will be checked every month. Please pay for the amount you used.

Inquiries : 0800-777-8810 (Kansai Electricity Power Co. Hokusetsu Service Office  
[Kansai Denryoku])

### ○ Gas

Application	Please inform the date of use by phone or internet in advance. The service person will come and open the gas. (You need to be present.)
Payment	The meter will be checked every month. Please pay for the amount you used.

Inquiries : 0120-5-94817 (Osaka Gas Living Department North Office)

### (3) Other Basic Information

#### ○ Waste

##### [Daily Waste]

Please put out your waste in Toyonaka City designated garbage bags.

Garbage needs to be separated. The collection days of each kind of waste vary depending on the address.

For details, please refer to the Collection Schedule of Trash and Recyclables or Wagaya-no gomi calendar.

##### [Oversized Waste and Special Pickups]

A fee is required to dispose of oversized waste (furniture, electric appliances, etc.) and a large amount of waste due to moving house (special pickups). In addition, a reservation is required for the collection.

※For details, please read the leaflet "How to Separate and Put out your Trash and Recyclables (Quick Understanding Guide)"

How to Separate and Put Out Your Trash and Recyclables (Quick Understanding Guide) & Collection Schedule of Trash and Recyclables  
Languages: English, Chinese, Korean, Spanish, Vietnamese, Thai, Indonesian, Nepali (8 languages)

Available at: The City Hall (Reception Desk, Civic Records Div., etc.) Branch Offices, Public Halls, and Toyonaka International Center

URL : [https://www.city.toyonaka.osaka.jp/kurashi/gomi\\_risaikuru\\_bika/for-non-japanese/non-japanese\\_24bunb.html](https://www.city.toyonaka.osaka.jp/kurashi/gomi_risaikuru_bika/for-non-japanese/non-japanese_24bunb.html)

Inquiries : 06-6858-2275 (Domestic Trash Management Div.)



## ○ Looking for a Job

### [Osaka Employment Service Center for Foreigners]

They advise foreign students and other international people regarding their work and employment placement. In order to use these services, you need to present your Residence Card and passport. If you are a student and look for a part time job, you need to have Permission to Engage in an Activity Other than that Permitted.

(See below for more information)

Field	Language	Day of the week	Open Hours
Interpreter	English	Mon. to Fri.	13:00~18:00
	Chinese		13:00~18:00
	Spanish	Tue. and Thurs.	13:00~18:00
	Portuguese	Mon. to Fri.	13:00~18:00
Residential status advisor	11:00~18:00 (Reservation required)		

Tel : 06-7709-9465

E-mail : [gaisen@osaka-rodo.go.jp](mailto:gaisen@osaka-rodo.go.jp)

Place : 16F Hankyu Grand Bldg., 8 - 47, Kakutacho, Kita-ku, Osaka

URL: <https://jsite.mhlw.go.jp/osaka-foreigner/e-toppage.html>

### [Permission to Engage in an Activity other than that Permitted under the Status of Residence Previously Granted]

Foreign nationals with a status such as “study” or “dependent” may work and receive income if they obtain a “permission to engage in an activity other than that permitted under status of residence previously granted”. If foreign nationals who graduated from universities in Japan search for a job with resident status of "specific activity (searching for job)" and apply for that with a recommendation letter from their university, they will also get the permission.

### [Other Information]

#### • Labor Consultation Services

Name	Contents	Language • Hours		Contact
Osaka Prefectural Comprehensive Labor Office	Consultation regarding labor conditions	English, Chinese	Mon. - Fri. 9:00 - 17:45	Tel.06-6946-2600 3F EI Osaka Minami-kan, 2-5-3, Koku-machi, Chuo-ku, Osaka
		* For an interpreter, please make a reservation in Japanese in advance.		
Advising Counter for Foreign Workers, Osaka Labor Bureau	Consultation regarding labor conditions	English	Mon.・Wed. 9:30 - 17:00	Tel. 06-6949-6490 Osaka Labor Bureau Labor Standards Department, Inspection Division, 9F Osaka Godochosha Building No.2, 4-1-67 Otemae, Chuo-ku, Osaka
		Chinese	Wed. 9:30 - 17:00	
		Portuguese	Wed.・Thu. 9:30 - 17:00	

※For change of status of residence due to getting a job, inquire at the Immigration Information Center (p. 9)



## ○ Driver's License

### [International Driver's License]

The international driver's license, acquired before your arrival in Japan, is valid for 1 year from the issue date. This license must have been issued by the administrative office of a country that is a member of the Geneva Convention. Please be aware that some countries' licenses may not be able to be used in Japan.

### [Switching a foreign license to a Japanese one/ change of information/ renewal]

Condition, etc.	Required Items	Handling Fee
<p><b>Switching</b></p> <ul style="list-style-type: none"> <li>• Proof that the applicant stayed in the issuing country for at least 3 months in total after obtaining the license.</li> <li>• Possession of a valid foreign driver's license.</li> <li>* Document check, knowledge test, driving test</li> </ul>	<p>At the Driver's License Examination Center</p> <p>① A foreign driver's license (licenses not showing an issue date must also include a certificate of record)</p> <p>② Japanese translation of the original foreign driver's license. (acquired at Japanese consulate or JAF)</p> <p>③ Passport (if renewed, old passport also)</p> <p>④ Original of Certificate of Residence [Juminhyo] that includes information of nationality, status of residence, and period of stay.</p> <p>⑤ Photocopy of ①&amp;③</p> <p>⑥ One photo (3.0×2.4 cm)</p> <p>⑦ Stationery (black or blue ballpoint pen)</p>	<p>Automobile: 2,550 yen</p> <p>Motorbike, small-size engine special license : 1,500 yen</p> <p>Car for lease : 1,550 yen</p> <p>Issue charge : 2,050 yen</p> <p>* Additional categories will incur an extra charge of 200 yen</p>
<p><b>Change of information</b></p> <p>When a change has to be made in the driver's license.</p>	<p>Immediately go to the police station or to the driver's license examination center</p> <p>Name: • Original of Certificate of Residence [Juminhyo] that includes information of nationality. • Driver's license</p> <p>Address: • Original of Certificate of Residence [Juminhyo], or mail with a postmark, on which your new address is written • Driver's license</p>	—
<p><b>Renewal</b></p> <p>By the day one month after the 3rd - 5th birthday after the issue of the current license</p>	<p>You can apply from one month prior to the birthday, at the police station and driver's license examination center (Reservation required)</p> <ul style="list-style-type: none"> <li>• Driver's License</li> <li>• One photo (3.0×2.4 cm)</li> </ul>	<p>Renewal / lecture fee : 2,500 – 3,850 yen</p>

Inquiries : 06-6908-9121 (Kadoma Driver's License Examination Center)

0725-56-1881 (Komyoike Driver's License Examination Center)

### [Japanese Translation of the Original Foreign Driver's License -Charged-]

Japanese	English	Chinese	French	Vietnamese
				

Fee : 3,000 yen (The Japan Automobile Federation (JAF) Osaka Office)

Inquiries : 072-645-1300

## ○ **Other Helpful Information for Your Daily Life**

### **[Telephone]**

- Applying for a new fixed phone service

Inquiries : 116 (Japanese)

0120-06-4337 (English、Portuguese、Spanish、Chinese、Korean)

- For mobile phones, inquire at each mobile company.

### **[Post Offices]**

Whether for domestic or international mail, please affix a stamp and put it into the red postbox. If the parcel is too big to put in the postbox, please bring it to a post office.

If you move house and notify the nearby post office of your new address, they will forward your mail to the new address free of charge for one year.

Inquiries : 0570-046-111(Customer Service Consultation Center (English))

06-6856-2740 (Toyonaka Post Office [Toyonaka Yubinkyoku])

06-6862-3300 (Toyonaka Minami Post Office [Toyonaka Minami Yubinkyoku])

### **[Opening a Bank Account]**

Open an account at a bank you choose.

For required documents, inquire at each bank in advance.

### **[Internet]**

The contract should be made with the provider. There are many providers, so it is a good idea to ask your friends or electrical appliance shops. There are cases where the apartment flats already have the line.

### **[Troubles about Purchase Agreements]**

You may consult with a specialist if you have troubles with an agreement you made or products or services you purchased online or in door-to-door sales.

Inquiries : 06-6858-5070 (Daily Life Information Center Kurashikan, Consumer Affairs Consultation Service)

## 2 - 3 Family

### ( 1 ) Marriage / Divorce

#### ○ When You Marry

When a foreign national marries a Japanese national, necessary document may differ depending on nationality and age. Please consult the Civic Records Div. in advance, since the notification may not be accepted on the day.

What is required	
①	Marriage notification form . . . Available at Civic Records Div., Shonai Branch Office, and Shinsenri Branch Office
②	Witness . . . Two adults need to sign and seal the form ①
③	Documents to certify eligibility of marriage issued by the authority of your country . . . You need to acquire them at your embassy or consulate. The documents vary according to the country. ※Inquire in advance, in case you cannot get the documents.
④	Attachment of translation . . . If the documents ③ are written in a language other than Japanese, a Japanese translation needs to be attached. The translator's address and name should be added at the end of the translation.
⑤	Resident Card, etc.
⑥	Passport or documents to certify your nationality issued by the authority of your country and their Japanese translation

※If neither of the couple is a Japanese, please inquire at your own embassy or consulate and complete the required procedures.

#### ○ When You Divorce

When a couple agrees to divorce, they must notify the City Hall. Two adults are required to sign and seal as witnesses. Depending on the nationality, we may not be able to accept the notification. The divorce obtained in Japan may not be valid in one's home country either. Please consult in advance.

#### ○ Inquiries

Inquiries : 06-6858-2203 (Civic Records Div.)

06-6334-3531 (Shonai Branch Office)

06-6872-0573 (Shinsenri Branch Office)

## (2) If your family member has passed away

### ○ Necessary procedures

Procedure	Reporting Period	Documents required	Where to report (inquiry)
Report of Death	Within 7 days	* Death notification form * Death certificate	Civic Records Div. [Shimin Ka] Tel. 06-6858-2203
Return of Residence Card, etc.	Within 14 days	* Resident Card, etc. ※Bring it directly to the Regional Immigration Bureau in charge of the address or send it to the following address by mail. Odaiba Branch Office, Tokyo Immigration Bureau, 9F, Tokyo Port Joint Government Building, 2-7-11, Aomi, Koto-ku, Tokyo 135-0064	Shonai Branch Office Tel. 06-6334-3531 Shinsenri Branch Office Tel. 06-6872-0573
			Alien Residency Comprehensive Information Center, Osaka Regional Immigration Bureau (See p.16)
Withdrawal from Health Insurance		National Health Insurance * Death certificate or cremation and burial authorization * Health Insurance Card	Insurance Consultation Div. [Hoken Sodan Ka] Tel. 06-6858-2301
		Employees' Health Insurance ※ Contact the provider of the health insurance.	Relevant health insurance union
Application for Benefits for Funeral Expenses	Within 2 years	<u>National Health Insurance</u> * Receipt of funeral expenses (Name on it should be in full.) * Bank account information * Seal	Insurance Delivery Div. [Hoken Kyufu Ka] Tel. 06-6858-2295
		<u>Medical System for the Elderly Aged 75 and Over</u> * Receipt of funeral expenses (with full name of the payer) * Bank account information * Seal	

## **2 - 4 If you face a financial difficulty**

### **( 1 ) District Welfare/Child Commissioner**

Each commissioner works in his/her assigned area. In response to the consultations from people who seek support, such as economically needy people or seniors living alone, commissioners provide advice and information about welfare services.

Inquiries : 06-6858-2219 (Local Welfare Div. [Chiiki Kyosei Ka])

### **( 2 ) Social Welfare Council**

The Social Welfare Council is a private body placed at every municipality in Japan. They aim to solve daily life problems that are difficult to address for a private person cooperating with the city as well as specialized agencies and local volunteers.

Please feel free to consult them about child-raising, domestic routines, livelihood rehabilitation, volunteering and other concerns.

#### **○ A part of the services**

Name	Contents
Toyonaka Family Support Center	Membership-based childcare support network where residents in the neighborhood help each other. (Fee applies) You can use the service when you cannot pick up your child by the closing time of nursery school due to overtime and business trip, as well as when you go for medical treatments or health checkups.
Daily life support service	It provides housekeeping and other support to people who need it. (Fee applies) (It is not a part of long-term care insurance service.)
Life Rebuilding Personal Support Center	Provides counseling on various issues about life.
Volunteer Center	Consultation service for volunteer opportunities and requesting volunteers
Community social worker (Consultation service on anything about welfare)	If you have any problems, contact us.

Inquiries: 06-6848-1279 (Toyonaka Social Welfare Council)

06-6843-4343 (Association for Toyonaka Multicultural Symbiosis (If you need help in your mother language.))

email : [tcpvc@gold.ocn.ne.jp](mailto:tcpvc@gold.ocn.ne.jp)

Place: 2-1-15, Okakaminocho (2F, Toyonaka City Sukoyaka Plaza)

### **(3) Public Assistance**

It is a system to guarantee a minimum standard of living as well as to promote self-reliance for those who have trouble making a living despite utilizing all their assets and ability by providing the assistance depending on the level of necessity.

Inquiries: 06-6858-2245 (Welfare Office, Toyonaka City Hall)

0120-020-671 (Toll-free number for public assistance consultation (The Toll-free number is limited to an initial consultation))

06-6334-4055 (Welfare Office Branch)

0120-020-672 (Toll-free number for public assistance consultation (The Toll-free number is limited to an initial consultation))

### **(4) Toyonaka City Livelihood Restoration Personal Support Center**

This is a consultation service for anybody with worries about livelihood for the reasons such as financial difficulties, having no place to live in, and being unable to work because of illness or mental uneasiness. Our counselor will think together and help them solve the problems.

TEL: 06-6858-5075 (Livelihood Support Div.) [Kurashi Shien-ka]

## 3. Health and Welfare

### 3-1 Health and Medical Care

#### (1) Systems related to welfare

##### ○ Welfare Services for Senior Citizens

[Local Consultation Desks for Senior Citizens]

	Name of Community Comprehensive Support Center (CCSC)	Address	Tel./FAX	School district
Northwest	Shibahara CCSC	Within Kagayaki; Nursing Healthcare Facility for the Elderly, 5-60, Toneyama-motomachi	Tel. 06-6850-3451 FAX 06-6840-5310	Toneyama, Oike, Sakuraidani, Sakuraidani-higashi
	Shibahara CCSC (Hotarugaik Suboffice)	3-9-22, Hotarugaikenakamachi	Tel. 06-6836-9764 FAX 06-6836-9766	Hotarugaik, Minowa
North central	Shoji CCSC	2-21-1, Uenosaka SOCIA D II 1 F	Tel. 06-6854-7878 FAX 06-6854-7884	Ueno, Tohodai, Higashitoyonaka
	Shoji CCSC (Kita-midorigaoka Suboffice)	Within UR Kita-midorigaoka Shopping Center, 2-1-22-102, Kita-midorigaoka	Tel. 06-6854-7808 FAX06-6854-7883	Kita-midorigaoka, Nobatake, Shoji
Northeast	Senri CCSC	Within Alice Senri; Special Nursing Home, 1-18-2, Shinsenri-kitamachi	Tel. 06-6155-1030 FAX06-6835-7375	Kitaoka, Higashioka, Nishioka
	Senri CCSC (Minamioka Suboffice)	2-7-8, Shinsenri-minamimachi	Tel. 06-6833-5565 FAX06-6833-5575	Minamioka, Shinden, Shinden-minami, Higashi-izumigaoka
Middle	Chuo CCSC	Within Toyonaka City Sukoyaka Plaza 2-1-15, Okakaminouchi [From Mar. 18, 2024, within West Bldg., Community Symbiosis Center]	Tel. 06-6841-9384 FAX 06-6858-3054	Sakurazuka, Kokumei, Minami-sakurazuka
	Chuo CCSC (Kumanoda Suboffice)	5-6-1, Naka-sakurazuka	Tel. 06-4865-5160 FAX 06-4865-5170	Kumanoda, Izumigaoka
Mideast	Ryokuchi CCSC	Within Rose Community Ryokuchi, 1-1-10, Terauchi	Tel. 06-6867-0577 FAX 06-6867-0588	Terauchi, Ryokuchi, Kitajo
	Ryokuchi CCSC (Takagawa Suboffice)	Within Takagawa Care Prevention Center, 1-1-2, Honancho-higashi	Tel. 06-7650-8513 FAX 06-7659-4436	Ozone, Takagawa, Honan
Midwest	Hattori CCSC	Within Hattori Care Prevention Center, 5-2-8, Hattori-honmachi	Tel. 06-6865-1278 FAX 06-6865-1279	Teshima, Teshima-kita, Naka-teshima
	Hattori CCSC (Harada Suboffice)	Within Harada Care Prevention Center, 3-13-1, Harada-motomachi	Tel. 06-6849-2278 FAX 06-6849-2279	Harada, Teshima-nishi
South	Shonai CCSC	Within Junpu Toyonaka; Special Nursing Home, 2-4-5, Futabacho	Tel. 06-6335-0787 FAX 06-6335-0789	Shonai-nishi, Shonai-minami, Sennari
	Shonai CCSC (Saiwaimachi Suboffice)	3-3-26, Shonai-saiwaimachi	Tel. 06-6336-0222 FAX 06-6336-0234	Shonai Sakura Gakuen School (Former Noda, Shimada, Shonai)

Inquiries : 06-6858-2707 (Longevity Security Division [Choju Anshin Ka])

## ○ Local Consultation Services for persons with Disabilities

Area	Name of Facility	Address	Tel
Northeast	Senri Shogaisha Sodan Shien Center	2-1-32, Shinsenri-minamimachi	06-6170-6591
Northcentral	Shoji Shogaisha Sodan Shien Center	2-3-1-203, Hotarugaike-nakamachi	06-4866-5757
Northwest	Shibahara Shogaisha Sodan Shien Center	3-5-32, Hashirii	06-6848-3737
Middle	Central Shogaisha Sodan Shien Center	1-7-1, Naka-sakurazuka	06-6842-2081
Mideast	Ryokuchi Shogaisha Sodan Shien Center	Rose Community, 1-1-10, Terauchi	06-4866-6006
Midwest	Hattori Shogaisha Sodan Shien Center	2-10-20, Hozumi	06-6862-1002
South	Shonai Shogaisha Sodan Shien Center	2-6-14, Honancho-higashi	06-4867-8535

## ○ Long-term Care Insurance System

It's a public system to support you in case you become bedridden or develop dementia. For details, please refer to "About the Long-Term Care Insurance System" published by Osaka Prefecture.

URL: <https://www.pref.osaka.lg.jp/kaigoshien/kouhoupanfu/watasitati.html>





[Application for “Care required [Yo Kaigo]” or “Support required [Yo Shien]”]

To receive “Kaigo” services, you are required to apply for certification of “Yo Kaigo” (or “Yo Shien”) at the Longevity Support Div. of the City Hall. An “in-home care support agency”, as well as you or your family, can make the application. Please consult for details.

[Nursing care [Kaigo] Services]

The City provides nursing care services including home visits, and outpatient day care, short-stay admittance, and residential care at support facilities. When using Kaigo services, in principle, 10% - 30% of the costs should be borne by the user. When receiving short-stay admittance and residential care, the user should pay for meals as well.

※For more information about “Kaigo Hoken System” and the services for the aged, please refer to “Health Care and Welfare Services for the Aged” published by Osaka Prefecture (English, Chinese, Korean).

## (2) To stay healthy : Receiving Health Checkups

### ○ Citizens' Health Checkup (For free)

You can have a checkup once between April and the following March.

A medical consultation form/card will be sent to those who are qualified to receive this health checkup. Please make sure to bring it with you for the checkup.

Category & Eligibility	Contents
Citizens' Health Checkup (特定健診) * Aged 40 to 74 covered by National Health Insurance * Aged 30 to 39 covered by Social Health Insurance, but their working place does not provide checkups * Holders of Handbook for Persons with Physical /Mental Disability, or Health and Welfare Handbook for Persons with Mental Diseases aged 15 to 29 * Recipient of public assistance aged 40 or over	Medical interview, measurement, urine test, blood pressure measure and blood test Hepatitis C virus anti-body and Hepatitis B Virus anti-body tests are available only for those who have never had them before. * At the doctors' discretion, anemia, electrocardiogram and eye fundus examination will be provided.
Health Checkup for the Elderly Aged 75 and Over * People covered by Medical System for the Elderly Aged 75 and Over	

If you are 40 years or older with Social Health Insurance, please inquire how to receive medical checkups at your health insurance society.

The following medical checkups are available for registered Toyonaka citizens who do not have opportunities to receive medical checkups at their workplaces, etc., and are not aware of any symptoms.

Kinds of checkup	Eligibility	Contents
Colon Cancer Screening	40 years old or over	Medical interview, stool test for occult blood for two days
Prostate Cancer Screening	Men 50 years old or over	Blood test
Lung Cancer (T.B.) Screening	40 years old or over	Medical interview, chest X-ray. a phlegm check if necessary after the interview,
Stomach Cancer Screening	50 years old or over (those who turn even-numbered ages in the fiscal year)	Medical interview, Stomach X-ray, Stomach Endoscopy
Breast Cancer Screening	Women 40 years old or over (those who turn even-numbered ages in the fiscal year)	Medical interview, clinical breast examination, mammography
Uterine Cancer Screening	Women 20 years old or over (those who turn even-numbered ages in the fiscal year)	Medical interview, ocular inspection, cytodiagnosis (Uterine Corpus detailed check might be done at the doctor's discretion.)
Hepatitis Virus Screening	20 years old and over (once in your life)	Blood Test
Bone Density	Women 40, 45, 50, 55, 60, 65, 70 years old	Bone mass examination by ultrasound or X-ray
Dental Checkup	30 years or over	Medical · interview · periodontal disease, tooth decay checkup
Dental Checkup for expectant and nursing mothers (Happy Mom) Checkup	Expectant/nursing mothers (Until 1 year after childbirth)	Interview, check of periodontal disease and tooth decay, periodontal disease risk test, etc.

※The age here is the age you reach within current fiscal year (from April to March of the following year) are eligible

Inquiries: 06-6152-7538 (Health Checkup Inquiry Number) [Kenshin Otoiawase Dial] 06-6858-2291 (Coronavirus Health Support Div.)

## ○ Health Consultation

Kinds	Contents	Place	Inquiries
Mental Health and Welfare Consultation	Consultation with Psychiatric Social Workers, public health nurses, etc. regarding mental health including mental illness, alcohol dependency, developmental disorder, committing suicide, etc.	Toyonaka City Public Health Center	Mental Health Section, Medical Support Div. [Seishin Hoken Gakari] Tel. 06-6152-7315
Health Consultation by Phone or Interview (8 departments) ※Once every other month	Consultation with a doctor, a dentist, a pharmacist Internal medicine/ Orthopedic surgery/ Psychiatry/ Ophthalmology/ Otolaryngology/ Obstetrics and Gynecology/ Dentistry/ Pharmaceutical	Medical Health Center	Toyonaka City Medical Health Center [Iryo Hoken Center] Tel. 06-6848-1661
Medical Treatment Consultation on Intractable Disease	<ul style="list-style-type: none"> <li>• Consultation about medical treatment for (the patients with) intractable disease</li> </ul>	Toyonaka City Public Health Center	Intractable Disease Support Section, Medical Support Div. [Nanbyo Shien Gakari] Tel. 06-6152-7346
Consultation on infectious diseases such as tuberculosis and HIV	<ul style="list-style-type: none"> <li>• Consultation with a physician, a public health nurse, etc.</li> <li>• about infection, recuperation, everyday life</li> </ul>	Toyonaka City Public Health Center	Infection Response Section, Health Crisis Response Div.. [Kansensho Taisaku Gakari] Tel. 06-6152-7316

### (3) In case of illness

#### ○ Clinics (Family Doctors) / Hospitals

Clinics (Family Doctors) : When you feel sick or have concerns about your health, you can get consultation and treatment at clinics in your neighborhood. If necessary, the doctor will refer you to a hospital.

Hospitals : If you need to get an examination that a clinic cannot offer, or your condition is serious, they will treat you based on the referral from the clinic.

[What to bring with you]

Health Insurance Card : Without health insurance coverage, you have to pay the full costs. Even if you have joined the health insurance, without presenting your health insurance card, you must pay the full amount once.

Consultation Card : When you first visit a hospital/clinic, your consultation card will be issued. Present it at the counter from your next visit.

Referral letter : It is a letter provided by a clinic when they give you a referral to visit a large hospital. Be sure to bring it when you visit a hospital with a referral from a clinic.

※ Most of the procedures and the documents are in Japanese. If you do not understand Japanese, it is advisable to go with somebody who can assist you with the language.

※ There are hospitals that provide medical interpreters, and an organization that provides telephone interpretation services while you are consulting a doctor. (For details, see p.37).

#### ○ How Much is the Patient's Share of the Medical Expenses?

[ Kind of patient and his/her Copayment Percentage]

Patient	Copayment percentage
Persons covered by Medical Insurance for Latter Stage of Senior Citizens	10% or 30 %
Age 70 years and over except above	20%※or 30 %
Elementary School - 69 years of age	30 %
Newborn – Before Entering Elementary School	20 %

Inquiries : 06-6858-2301 (Insurance Consultation Div. [Hoken Sodan Ka])

[What if you forget to bring your health insurance card?]

If you don't present your health insurance card at a medical facility because of an emergency, you have to pay the expense in full. In that case, you can be refunded in the two ways below.

1) If you go back to the medical facility with your insurance card and the receipt, you may be able to be refunded. (In principle, this procedure should be done by the end of the month.)

2) File a claim for refund bringing your health insurance card, detailed statement of the medical treatment received or medical expenses, the receipt (issued by the medical facility), and your bank account information.

Inquiries : Persons covered by National Health Insurance / Medical Insurance for Latter Stage of Senior Citizens→ 06-6858-2295 (Insurance Delivery Div. [Hoken Kyufu Ka])

Employees' Health Insurance→ Please ask the section in charge at the workplace.

## (4) Health Care Systems

### ○ Medical Insurance

[Kinds of Insurance Plans]

Insurance	Person	Places to Apply	Documents Required
Employees' Health Insurance	Employees and their dependents	General Affairs or Welfare Section of the workplace	Please ask the section in charge at the workplace
National Health Insurance (See P. 33 and P.34)	Those who are not covered by employees' insurance or other public medical insurance plans. Foreign nationals who are supposed to be in Japan for at least 3 months. (Those who are registered in Basic Resident Register)	1) Insurance Consultation Division Tel. 06-6858-2301 2)Shonai Branch Tel. 06-6334-3536 3)Shinsenri Branch Tel. 06-6872-0576	<ul style="list-style-type: none"> <li>• Proof of income (Not required for children)</li> </ul> Other documents may be required. (Ex. the proof of losing eligibility) Please inquire in advance.
Medical Insurance for Latter Stage of Senior Citizens	<ul style="list-style-type: none"> <li>• Age 75 and over</li> <li>• Age 65 and over with designated disability</li> </ul>	Same as above	<ul style="list-style-type: none"> <li>• No application is required for those over75.</li> <li>• Those over 65 with certain disabilities must present a handbook for the disabled, etc.</li> </ul> ※Please inquire for details in advance.

[Medical Insurance Does Not Cover the Following Medical Expenses]

Medical checkup, immunization, cosmetic surgery, straightening of teeth, normal pregnancy and childbirth, injury and disease occurred during or on the way to/back from work [rodo saigai], specific medical care expense, etc.

Immunization : Some kinds of immunization for children are free of charge. (See pp.43~44)

Normal Pregnancy/Childbirth : Some cases (e.g.Caesarean) are covered by the health insurance.

“Rodo Saigai” (Work-related Accident) : If the disease or injury is approved as a “rodo saigai” by the Labor Standards Bureau, medical treatment will be given without the patient’s needing to pay. The application should be made at the workplace.

Specific Medical Care Expense : Additional fee charged on an initial visit to a large hospital with more than 200 beds (on visits without a letter of referral from other clinics/hospitals). Additional fee charged for a private room when hospitalized.。

※The amount varies depending on hospitals. Please inquire at each hospital.

## ○ Subsidy Systems for Medical Expenses

### [Coverages]

Subsidy System		Eligibility (Income limit applies)	Inquiries
Child Medical Expense Subsidy		Until the first March 31st after the child turns 18 years old	Child-Raising Benefits Div. [Kosodate Kyufu Ka] 06-6858-2269
Medical Subsidy for Disabled Persons		Seriously disabled person	Insurance Delivery Div. [Hoken Kyufu Ka] Tel. 06-6858-2295
Medical Subsidy for a Single Parent Family		A child of a single parent family until the first March 31 <sup>st</sup> after he/she turns 18/ Parent	Child-Raising Benefits Div. [Kosodate Kyufu Ka] Tel.06-6858-2329
Medical Subsidy for Supporting One's Self-sufficient Living	"Kosei Iryo"	Age 18 and older with a Handbook for Physically Disabled	Handicapped Persons Welfare Div. [Shogai Fukushi Ka] Tel. 06-6858-2748
	"Seishin Tsuin Iryo"	A person receiving regular outpatient treatment because of mental disease	
	"Ikusei Iryo"	Under age 18 with a Handbook for Physically Disabled	
Medical Expenses for Hepatitis		Those diagnosed with hepatitis and fulfilling other criteria.	Toyonaka City Public Health Center [Iryo Shien Ka, Nanbyo Shien Gakari] Tel. 06-6152-7402
Medical Expenses for Patients with Specified Intractable Diseases		Those diagnosed with specified intractable diseases to be covered and fulfilling other criteria.	
Recurrent Miscarriage Syndrome Treatment Cost Subsidy Program		Those diagnosed with recurrent miscarriage syndrome with a history of miscarriage, or stillbirth of two or more times	Chubu Health Center [Hoken Kikaku Gakari] Tel. 06-6858-2800
Medical Benefit for Premature Babies (Only for hospitalization)		Premature babies who weighted under 2,000g at birth or especially frail babies under 12 months with specific symptoms	
Medical Subsidy for Child's Specified Chronic Diseases		Child under 18 diagnosed with disease to be covered by this subsidy and fulfilling other criteria	
Supportive Subsidy for infertility treatment costs		Those who undergo infertility testing or treatments	

### ○ **Eligibility Certificate for Ceiling-Amount Application**

Regarding the expenses of hospitalization and high-cost outpatient treatment for all people under 70 years and some people aged 70 and over, if you complete the necessary procedures in advance, the Eligibility Certificate for Ceiling-Amount Application will be issued. You are only required to pay a pre-fixed ceiling amount at the medical facility.

Phone: National Health Insurance / Medical Care System for Latter Stage of Senior Citizens →06-6858-2295 (Insurance Delivery Div. [Hoken Kyufu Ka])  
Employees' Health Insurance → Please ask the section in charge at your workplace.

※We recommend you to apply for the Certificate of Maximum Amount Coverage before being hospitalized.

### ○ **High-Cost Medical Care Benefit**

If your self-borne portion of medical costs exceeds a fixed amount for the same purpose of medical treatment, you can apply for assistance with the payment. Fill out the application form and submit it with the receipt if necessary. You will receive the refund several months later. For the fixed amount and the procedure, please ask the provider of your insurance or at the medical facility.

### ○ **Refund for Medical Expenses Abroad**

You are also entitled to file a claim to be refunded for medical expenses for treatments of sudden illnesses and so on while traveling abroad. In that case, you are required to submit the documents detailing the medical treatment received and the corresponding expenses with their Japanese translation, as well as the receipt and passport. For details, please ask the provider of your health insurance.

\* The refund will be the balance of the smaller amount of either standard medical costs in Japan or your actual payment and the partial share of the patient. Your cost will be greater if you receive the treatment in a country where medical treatments are more expensive than in Japan.

Inquiries : National Health Insurance / Medical Care System for Older Senior Citizens

⇒06-6858-2295 (Insurance Delivery Div.[Hoken Kyufu Ka])

Employees' Health Insurance

⇒ Please ask the section in charge at your workplace.

## (5) Other Information

### ○ Emergency Hospitals in Toyonaka City

※Emergency treatments are just for urgent cases. Please follow the instructions of the doctor for the treatments later on. In many cases, you will be suggested to see a specialized doctor later. Medicine is usually prescribed only for the period when other medical facilities are closed. (In principle, for 1 day) It is advisable that you consult a doctor within the working hours if you do not feel well.

※If you do not know whether or not you should visit a hospital, which medical facility you should visit, how to provide first aid, or whether or not you should call an ambulance, you may consult the Kyukyu Anshin Center Osaka (telephone consultation: #7119 If you cannot reach them at this number, call 06-6852-7119, Every day 24 hours)

### [Emergency Hospitals (24 hours / day)]

※Some of the medical departments provide emergency treatment only on fixed days.

Please contact the hospitals directly for more information.

Hospital	Address, Telephone	Medical Departments for Emergency Treatment
Ueda Hospital	4-28-12, Shonai-saiwaimachi Tel. 06-6334-0831	Internal Medicine, Surgery, Orthopedics
Osaka Neurological Institute	2-6-23, Shonai-takaramachi Tel. 06-6333-0080	Neurosurgery
NHO Osaka Toneyama Medical Center	5-1-1, Toneyama Tel. 06-6853-2001	Respiratory Surgery
Ozone Hospital	2-6-4, Honancho-higashi Tel. 06-6332-0135	Psychiatry
Kansai Medical Hospital	1-1-7-2, Shinsenri-nishimachi Tel. 06-6836-1199	Internal Medicine, Surgery, Orthopedics
Konishi Hospital	2-9-14, Sone-higashinocho Tel. 06-6862-1701	Surgery
Sawa Hospital	1-9-1, Shiroyamacho Tel. 06-6865-1211	Psychiatry
Toyonaka Municipal Hospital	4-14-1, Shibaharacho Tel. 06-6843-0101	Internal Medicine, Surgery ※For Pediatrics, please go to Toyono Koiki Kodomo Kyubyo Center
Senriyama Hospital	5-25, Higashi-terauchicho Tel. 06-6385-2395	Internal Medicine
Toyonaka Keijinkai Hospital	1-8-12, Shoji Tel. 06-6853-1700	Gastroenterological Medicine, Digestive Surgery
Toyonaka Wakabakai Hospital	5-13-18, Higashitoyonakacho Tel. 06-6856-9550	Internal Medicine, Orthopedics



[Emergency Medical Treatment for Children]

Hospital	Address, Telephone	Hours, Medical Departments for Emergency Treatment
Toyono Koiki Kodomo Kyubyo Center (Toyono Area Emergency Medical Center for Children)	5-1-14, Kayano, Minoh Tel. 072-729-1981 Fax. 072-728-4194	①Weekdays: 18:30—6:30 the following morning ②Sundays・National holidays・12/29~1/3: 8:30—6:30 the following morning ③Saturdays (except for ②):14:30—6:30 the following morning Pediatrics (※)

[Holiday Emergency Medical Treatment]

Hospital	Address, Telephone	Hours, Medical Departments
Toyonaka Iryo Hoken Center Head Clinic	2-6-1, Uenosaka Tel. 06-6848-1661 Fax. 06-6852-6635	Sundays, National holidays, 8/14, 8/15 and 12/29 — 1/3: (AM) 9:30 — 11:30 (Medical consultation is from 10:00) (PM) 13:00 -16:30 Internal Medicine, Pediatrics Dentistry (※)
Toyonaka Iryo Hoken Center South Clinic	1-3-14-101, Shimaecho Tel. 06-6332-8558 Fax. 06-6852-6635	

※For injuries, bone fractures, burns and accidental ingestions, please consult other emergency hospitals (surgery, orthopedics, etc.)

○ **Hospitals that Provide Medical Interpreters**

[Osaka Prefectural Hospital Organization]

Languages : English, Chinese, Formosan, Korean, Spanish, Portuguese, German, Vietnamese, Italian, Indonesian, French, Russian, Thai, Hindi, Nepali, Malay, Bisaya, Mongolian, Arabic, , Bengali, Cambodian, Chavacano

Name of Hospital	Address/TEL	Fee
General Medical Center for Acute Stage	3-1-56, Bandai-higashi, Sumiyoshi-ku, Osaka City Tel. 06-6692-1201	Free *Pre-schedule and an appointment are required
Osaka Habikino Medical Center	3-7-1, Habikino, Habikino City Tel. 072-957-2121	
Osaka Prefectural Psychiatric Medical	3-16-21, Miyanosaka, Hirakata City Tel. 072-847-3261	
Osaka International Cancer Institute	1-3-3, Nakamichi, Higashinari-ku, Osaka City Tel. 06-6972-1181	
Osaka Women's and Children's Hospital	840, Murodo-cho, Izumi City Tel. 0725-56-1220	

[Department of International Medical Care, Rinku General Medical Center]

Languages : English, Chinese, Portuguese, Spanish

Trained medical interpreters will accompany you during the entire process from reception to payment, including consultation with the doctor and explanation of medicines.

※The consultation is covered by Health Insurance.

※Medical Interpreters are available during the hours below. Please apply at the general information desk.

※On your first visit, please come to the “First Visit Reception Desk” on the 2nd Floor, between 8:00 and 11:00.

※Some departments do not treat walk-in patients on certain days of the week. Please inquire in advance.

**\* Hours of Medical Interpretation Services \***

Language	Days/Hours	Fee	Inquiry
English, Chinese	Mon. - Fri. 10:00 – 15:00	Free	Rinku General Medical Center 2-23, Rinku Orai-kita, Izumisano City Tel. 072-469-3111
Portuguese, Spanish	Tue. - Thu. 10:00 – 15:00		

[Useful Medical Information in Multiple Languages]

- Nonprofit Organization AMDA Medical Information Center

Languages : English, Chinese, Korean, Thai, Spanish, Portuguese, Filipino,  
Vietnamese, Japanese

Inquiries : 03-6233-9266 (Weekdays 10:00-16:00)

- Osaka Prefecture Medical Information for Foreigners ※QR

Languages : English, Chinese, Korean, Spanish, Portuguese, Japanese

## 4. Children

### 4-1 Pregnancy, Child-rearing

#### (1) Pregnancy

If your pregnancy is confirmed by a doctor, notify the Hoken Center (Public Health Center) to receive “The Maternal and Child Health Handbook” (Boshi-Kenko-Techo). This is an important handbook in which health examination results of the mother and child and immunization history will be recorded. Health Checkup Coupons for expectant mothers and babies are attached to it. When you go to a hospital or checkups, please always bring this handbook with you.

#### ○ List of services

Items	Eligible Residents	Details	Inquiries
Maternal and Child Health Handbook	Expectant mothers whose pregnancy was confirmed by a doctor	Fill out the Notification of Pregnancy to receive the Maternal and Child Health Handbook and its separate volume. A maternity badge will also be distributed.	Chubu Health Center [Chubu Hoken Gakari] Tel. 06-6858-2293
Health Checkups for Expectant Mothers	Expectant mothers	A part of the cost of the health checkups is covered at public expense. *Health Checkup Coupons come with the Maternal and Child Health Handbook in its separate volume.	
Parenting Classes	Expectant mothers in and after 16 weeks of pregnancy with their 1 <sup>st</sup> child, and their partners	A midwife lectures on mental and physical changes during pregnancy, childbirth, and child-raising.	
Home Guidance	Expectant mothers	Advice and Consultation at home by midwives and health nurses	
Telephone Consultation	Expectant mothers	Telephone consultation by specialists (public health nurses, nutritionists, midwives, dental hygienists, social workers on general health.	
Maternity Class	Expectant mothers	Lectures on meals and dental health during pregnancy, and helpful information about postpartum period.	
Consultation for expectant/nursing mothers	Expectant/nursing mothers	Individual consultations for expectant mothers or breastfeeding mothers and their babies by midwives (except about Mastitis)	
Maternity Cooking Class	Expectant mothers	Cooking class for meals during pregnancy and baby food	
Dental checkup for expectant and nursing mothers (Happy Mama Kenshin)	Expectant/nursing mothers (Until 1 year after childbirth)	Interview, check of periodontal disease and tooth decay, periodontal disease risk test, etc.	
Toyonaka Childbirth Support Allowance (National Government's Childbirth & Childcare Benefits)	Expectant mothers who submitted a pregnancy notice to the city and had an interview with public health nurses	Subsidize ¥50,000. Apply after the interview.	Parent and Child Health Div, 06-6858-2285

## (2) After Childbirth

### ○ Procedures

Notification /Deadline	Details	Items required	Inquiries
The Birth Registration (Within 14 days on or after birth)	Birth Registration	<ul style="list-style-type: none"> <li>• Birth Certificate</li> <li>• Maternal and Child Health Handbook</li> <li>※ If you have</li> </ul>	Civic Records Div. [Shimin Ka] Tel. 06-6858-2203 Shonai Branch Tel. 06-6334-3531 Shinsenri Branch Tel. 06-6872-0573
Health Insurance (Within 14 days after birth)	Employees' Health Insurance	* Inquire at your workplace.	Your workplace
	National Health Insurance (See p.10.)	<ul style="list-style-type: none"> <li>• National Health Insurance Card</li> <li>• Maternal and Child Health Handbook</li> </ul>	Insurance Consultation Div. [Hoken Sodan Ka] Tel. 06-6858-2311
Childbirth and Child-rearing Assistance (Within 2 years after birth)	Employees' Health Insurance: Childbirth or miscarriage/ stillbirth after 85 days of pregnancy	* Inquire at your workplace.	Your workplace
	420,000 yen per child will be paid to a National Health Insurance member for childbirth or miscarriage/stillbirth after 84 days of pregnancy. ※ 408,000 yen for some cases (for childbirth before 22 weeks of pregnancy or overseas)		Insurance Delivery Div. [Hoken Kyufu Ka] Tel. 06-6858-2295
	<ul style="list-style-type: none"> <li>• The Direct Payment System (The Childbirth and Child-rearing Assistance will be allotted to the childbirth expense.)</li> </ul>	* Please apply at the hospital where you will give birth.	
<ul style="list-style-type: none"> <li>• Receiving the assistance yourself without using the Direct Payment System</li> <li>* You need to submit the document to certify that you will not use the Direct Payment System issued by the hospital.</li> </ul>	<ul style="list-style-type: none"> <li>• National Health Insurance Card</li> <li>• Maternal and Child Health Handbook</li> <li>• Receipt/detailed statement of the childbirth expenses</li> <li>• Document to certify that you will not use the Direct Payment System</li> <li>• Bank account information</li> <li>* In case of miscarriage or stillbirth, please submit doctor's certificate as well.</li> </ul>		
Child Medical Certificate	Provided to children up to the first March 31 <sup>st</sup> after turning 18 years old	<ul style="list-style-type: none"> <li>• Health Insurance Card of the child</li> <li>• Documents that show the individual numbers of parents (e.g. Personal Number Notification Card)</li> </ul>	
Child Allowance [Jido Teate]  * Within 15 days after birth	Paid to breadwinners who are raising children up to 3 <sup>rd</sup> grade of junior high school. * ¥10,000 or ¥15,000 per month per child * Depends on the age of the child * ¥5,000 for those who earn more than the income limit (Within the income limit for Special Benefits) Allowance will be paid for the period starting from the month following the application. ※ If the baby was born in the latter half of a month, and application has been made within 15 days, allowance begins for the following month.	<ul style="list-style-type: none"> <li>• Applicant's Health Insurance Card</li> <li>• Applicant's Bank account information</li> <li>• Documents that show the individual numbers of applicant and spouse (e.g. Personal Number Notification Card)</li> <li>※ No notification is needed for the 2nd child onwards.</li> </ul>	Child-Raising Benefits Div. [Kosodate Kyufu Ka] Tel. 06-6858-2269

Toyonaka Childcare Support Allowance (National Government's Childbirth & Childcare Benefits)	<p>¥ 50,000 per child. Please apply after having an interview of either of home visit programs below.</p> <p>○Konnichiwa Akachan Home Visit</p> <ul style="list-style-type: none"> <li>• You will receive a postcard about “Konnichiwa Akachan Home Visit when your baby is about 2 months old. Please make an appointment.</li> <li>• Childcare information will be provided.</li> </ul> <p>○Home Visit for Newborn Babies</p> <ul style="list-style-type: none"> <li>• Application is required in advance. Please apply with the postcard that came with the separate volume of the Maternal and Child Health Handbbok or by telephone.</li> <li>• This is a service for mothers who want to consult with a health nurse or a midwife.</li> </ul>	Child Support Div. [Kodomo Shien Ka] 090-3676-1881
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[If both parents are foreign nationals]

The child does not possess Japanese nationality. Be sure to complete the following procedures.

① Application to acquire its resident status at Osaka Regional Immigration Bureau (within 30 days after birth).

Not necessary if she/he leaves Japan within 60 days.

② Notification to your country. (Please inquire at the embassy or the consulate for details.)

[If you have multiple babies (twins, triplets and so on)]

There is a system to provide extra childcare support. After giving birth, you will receive the notice from the city. Please complete the procedure.

Inquiries: 06-6852-5526 (“Hoppe” Child-rearing Support Center)

[Support Immediately after Childbirth]

Item	Eligible residents	Details	Inquiries
Short Stay Type and Day Care Type Postpartum Care Services	Postpartum women within 1 year after childbirth who are in poor health due to childbirth and/or fatigue from baby care but have nobody to help them.	Maternal health care and breast care as well as consultation and guidance on childcare are provided at maternity medical institutions commissioned by the City.	Chubu Health Center. Chubu Hoken Kakari Tel.: 06-6858-2293
Childcare Support for families with multiples	Households with multiples (Until the first March 31 <sup>st</sup> after their 3 <sup>rd</sup> birthday)	Childcare and housework support by people dispatched by the City	“Hoppe” Child-rearing Support Center Tel. 06-6852-5526

[Postpartum, Infants Checkups and Consultation Services]

Items	Eligible Residents, Details
Postpartum Checkup	A part of the cost of the Postpartum Checkup is covered by public expense. ※The Medical Consultation Coupon is attached to the separate volume of the Maternal and Child Health Handbook.
Newborn Hearing Screening Test	A part of the cost of the hearing test of newborn babies is covered by public expense. ※The Medical Consultation Coupon is attached to the separate volume of the Maternal and Child Health Handbook.
Infants General Health	Babies under 12 months old (Mainly, the Medical Consultation Coupon is

Checkup	used for 1 month old Checkup) Individual consultation at a medical institution in Osaka Pref. ※The Medical Consultation Coupon is attached to the separate volume of the Maternal and Child Health Handbook.
Infants (later stage) General Health Checkup	9 months – under 12 months old babies Individual consultation at a medical institution in Osaka Pref. * The checkup coupon will be given at the 4 months general health checkup.
Home guidance for expectant/nursing mothers, newborn babies including babies who weighed less than 2,500 g at birth	Expectant mothers, newborn babies within 28 days old (babies over 28 days old are also eligible), and nursing mothers Home visit and consultation by public health nurses and midwives
Health Consultation for expectant and nursing mothers, infants and preschool children	For expectant and nursing mothers, infants and preschool children Telephone consultation & interview with specialists (public health nurses, midwives, nutritionists, dental hygienists, and occupational therapists)
Special consultation for children with allergies	Under 15 years of age Consultation with an allergy doctor
Group General Health Checkup	Four months old babies, 18 months old infants, and 3 years 6 months old children Group examination (An invitation letter will be sent individually.)

Items	Eligible Residents, Details
Baby Food Class	Parents who have 4 – 5 months old or 8 – 9 months old infants Lectures by a nutritionist, baby food tasting, counseling on baby food.
Toddler Food Class	Parents who have toddlers of 1 year and 3 months to 2 and a half years Lectures by a nutritionist, baby food tasting, counseling on baby food.
SUKU-SUKU Class for healthy teeth	Babies about 8 – 17 months old and their parents. Infants' dental consultation, check of dental bacteria for parents, and a lecture on brushing teeth and preventing cavities
Consultation on pregnancy, childbirth and child-rearing	Consultation services by public health nurses, midwives, nutritionists, dental hygienists, social workers, etc.

Inquiries : 06-6858-2293 (Chubu Health Center Chubu Hoken Section)

### (3) Immunization

Please also refer to your child's Immunization Handbook and Maternal & Child Health Handbook. The Immunization Handbook will be sent to you after you submit the Birth Registration (about one month after). Make an appointment at a clinic/hospital that offers individual immunization and bring your Maternal and Child Health Handbook to receive an immunization. Contact the Vaccination Section, Health Crisis Response Div. if you have moved into Toyonaka City and do not have questionnaires for immunization issued by Toyonaka City or if you wish to receive immunization outside of the City for a special reason.

Vaccine (Disease)	Target Ages by Regulation													Age Commonly Given
	2 months	4 months	6 months	8 months	10 months	1 year	2 years	3 years	4 years	5 years	6 years	7 years	7 yrs. 6 mos.	
Rotavirus vaccine (Rotavirus infection)	<p>RV1: 2 injections at least 27 days apart (6 weeks - 24 weeks old)</p> <p>RV 5: 3 injections at least 27 days apart (6 weeks - 32 weeks old)</p>													The 1st injection should be given by 14 weeks 6 days old.
Hepatitis B ※From Oct. 1, 2016	<p>3 injections</p> <p>2nd injection: at least 27 days after the 1st 3rd injection: at least 139 days after the 1st</p>													Babies 2 to 8 months old born on and after April 1, 2016 are eligible. Injections to prevent mother-to-child transmission are not included.
Hib (Haemophilus influenza type B)	2 months – 4 years													2 to 5 months old for initial injection
Pneumococcal Vaccine (Pediatrics pneumococcal infectious disease)	The number of injections differs according to the starting age.													
DPT-IPV (Diphtheria, whooping cough, tetanus, and polio)	<p>As initial injection, 3 doses 20 – 56 days apart</p> <p>One booster more than 6 months (12 – 18 months, if possible) after the 3rd dose of the initial injections</p>													3 to 11 months old for initial injection
BCG (Tuberculosis)	<p>1 injection</p>													5 to 7 months old.
MR (measles & rubella mixed vaccine)	<p>1 injection</p> <p>1 injection</p>													During the academic year before entering elementary school (the last year of preschool)
measles only	1st stage													
rubella only	2nd stage (※ 1)													

Vaccine (Disease)	Target Ages by Regulation												Age Commonly Given
	2 months	4 months	6 months	8 months	10 months	1 year	2 years	3 years	4 years	5 years	6 years	7 years	
Varicella (chicken pox)	The 2nd injection more than 3 months (6 months – 12 months, if possible) after the 1st injection.												Children who have had chicken pox are not eligible.
Japanese encephalitis	<p style="text-align: center;">← 3 injections →</p> <p>【Phase 1】 2nd injection: at least 6 days (standardly about 1 month) after the 1st injection. 3rd injection: at least 6 months (standardly, about one year) after the 2nd injection</p> <p>【Phase 2】 One injection for children 9 - 12 years old.</p>												<p>Standardly, Initial injection: 3 years old Booster: 4 years old</p> <p>* Those subject to transitional measures: (Children born between April 2, 1995 and April 1, 2007 can get injections that they haven't received until they turn 20 years.)</p>
DT (Diphtheria, tetanus)	One injection for children 11-12 years old.												Standardly, 11 years old
HPV vaccine (HPV infection)	Girls in the age of 6 <sup>th</sup> grade of Elementary School – 1 <sup>st</sup> grade of Senior High School. 2 or 3 injections.												<p>Standardly, 1<sup>st</sup> grade in Junior High School</p> <ul style="list-style-type: none"> <li>The number of injections and intervals differ depending on the kind of vaccine and the age she starts to be vaccinated .</li> </ul> <p>Catch-up Vaccination Eligibility Women born between April 2, 1997 and April 1, 2008 can get injections that they haven't received until Mar. 31, 2025.</p>

Consult if your child could not have the immunization within the target age by regulation due to treatment for a long-term illness.

【Inquiry】Vaccination Section, Health Crisis Response Div. 06-6152-7329



## (4) Child-raising Consultation and Support Services in Japanese

### ○ Consultation on Child-rearing of Babies/Infants and Children

Details		Days/Hours	Inquiries
Consultation on Child-rearing of Babies/Infants.		Mon.- Fri. 9:00—17:15	Child-rearing Support Center “Hoppe” Tel. 06-6852-4141
Comprehensive Consultation for Children ① Counseling for children up to 18 years and their families ② Telephone counseling exclusively for children (only for children up to 18 years.) (“Toyonakakko” Dial)		Visit: Mon. – Fri. 9:00 -17:15 Tel: 24 hours all year around	Child Consultation Section, Child Support Div. ① 06-6852-5172 ② 0120-307-874 ※toll free
Consultation on child-rearing mental worries Consultation on child-rearing worries and anxieties, and relationships with children (appointment required)		Mon.-Fri. 9:00—17:15	Child Consultation Section, Child Support Div. 06-6852-5172
Consultation on education (by phone) Worries about child’s psychology, speech (phonological problems, etc.) Inquiries if you have problems you don’t know whom to consult about.		Mon.-Fri. 9:00—17:00	Educational Consultation Section, Education Center Tel. 06-6840-8121
Consultation on education (Face-to- face) (Appointment required) Worries about child’s psychology, speech (phonological problems, etc.) and so on		Mon.-Fri.9:00—17:00	Educational Consultation Section, Education Center Tel.06-6844-5231
		Saturday Counseling 2 <sup>nd</sup> Sat. 9:00—12:00	Educational Consultation Section, Education Center Tel. 06-6844-5231
Refusal to attend school of school-age children		Tue.-Sat. 9:00—17:00	Shonai Junior Cultural Center Tel. 06-6336-6371
Bullying, Problematic Behavior and so on of school-age children		Mon.-Fri. 10:00-17:00	Creative Activity Sec. Students Support Div. 06-4866-6310
Counseling and Support for the Choice of Future Courses	Scholarship system Information and counseling on students’ future courses	Mon. Wed. Thurs. 17:00—19:00 At Human Rights and Peace Center, Toyonaka	School Education Div. Human Rights Education Sec. Tel. 06-6858-2573 (9:00 – 17:00)
		Tue. Fri. 15:00—17:00 At Human Rights and Peace Center, Hotarugaike	
Comprehensive Consultation on Children and Education (Appointment required) Various topics about children up to 18 years and their families In particular, worries and questions about learning and learning environment.		Mon. – Fri. 10:00 – 17:00	Comprehensive Consultation on Children and Education In Shonai Collabo Center 06-6398-9211

## ○ Consultation for Single Parent Families, etc.

Details	Days/Hours	Inquiries
Consultation service for single parent family, etc. (by appointment only)	Mon.-Fri. 9:00 –17:15	Child-Raising Benefits Div. Tel.06-6858-2767
Welfare Consultation for Single Parents (including before a divorce) Reservation is required. ① Worries in daily life as a single parent ③ Legal advice from a lawyer ③ Advice from a specialist (Child support fee, parent-child meeting/communication, concerns about children, etc.)	① Mon.-Fri. 10:00 – 16:00 ② 2 <sup>nd</sup> /4 <sup>th</sup> Wed. 18:00 – 20:00 1 <sup>st</sup> /3 <sup>rd</sup> Sat. 9:30 – 11:30 ③ 3 <sup>rd</sup> Thurs. 13:00 – 16:00	Single Parent and Child Welfare Center Tel.06-6852-5160

## ○ Consultation on and Reporting Child Abuse

Details	Days/Hours	Inquiries
Consultation on and Reporting Child Abuse	Mon.-Fri. 9:00 –17:15	Child's Safety Div. Tel.06-6852-8448
	Mon.-Fri. 9:00 –17:45	Osaka Prefectural Minoh Child-Family Center (Consultation) Tel.072-739-6170
	Weekends, holidays, nighttime	Nighttime and Weekends Abuse Report Telephone Number, Osaka Prefectural Child-Family Center Tel.072-295-8737
Consultation on Child Abuse	Mon.-Fri. 11:00 –17:00	The Association for the Prevention of Child Abuse & Neglect (Child Abuse Hotline ) Tel.06-6762-0088

## ○ Consultation & Support for Children with Disability, etc.

Details		Days & Hours
Consultation about daycare support for children with disability (development support/ after school daycare, etc.)	Mon.-Fri. 9:00–17:15	Child Consultation Div. Development Support Section Tel 06-6858-2285 Fax 06-6846-6080
Application for the benefits and certificates for children with disability (Except ones regarding daycare support) <ul style="list-style-type: none"> <li>•Handbook for the disabled</li> <li>•Assistant harness, Household tools</li> <li>•Special child rearing allowance, Welfare allowance for disabled children</li> <li>•Temporary stay, Daytime temporary support for disabled children, etc.</li> </ul>		Handicapped Persons Welfare Div. Tel.06-6858-2746 Fax. 06-6858-1122
Support for Children with Developmental Challenges	<ul style="list-style-type: none"> <li>•Child Development Support (facility attendance with parents, independent facility attendance, individual development support, small- scaled class for parents and children ), Child Development Consultation (nursery school visit support, consultation support for children with disabilities) Temporary Day-care for Children with Disabilities</li> </ul>	Toyonaka City Child Development Support Center Tel.06-6866-2360 Fax.06-6866-0296 ※Fax. (from April 2024) 06-6676-7990 ※From April 2024, individual developmental support will be integrated into small-scaled class for parents and children.
Premature babies/ Children with specific chronic illnesses/ Children with physical disabilities	Rearing & medical aid for premature babies Medical expense support for childhood specific chronic illnesses	Chubu Health Center Hoken Kikaku Section TEL.06-6858-2800
	Home guidance, Development Support Consultation	Chubu Health Center Chubu Hoken Section TEL. 06-6858-2293

## ○ Other Support and Consultations

Details		Inquiries
Specialized Consultation for Young Caregivers (carers)	Mon.- Fri. 9:00-17:15	Child's Safety Div. TEL: 06-6852-8448
Specialized Consultation for Infertility and Recurrent Pregnancy Loss		Chubu Health Center Chubu Hoken Section TEL. 06-6858-2293

## (5) Childcare Services

### ○ Private kindergartens and Private Certified Kodomo-en

#### : for Category 1 certified children

Those eligible	Children 3 years old to before entering elementary school *Some private kindergartens have classes for children who have turned 3 years old.
School fees	0 yen per month
School hours	Please inquire at each kindergarten.
Lunch	School lunch (charged)/Box lunch from home
How to apply	Please inquire at each kindergarten. ※The selection process varies among kindergartens.
Selection Process	
Inquiries	

### ○ Public Certified Kodomo-en: for Category 1 certified children

Eligibility	Children aged 4 years – before entering elementary school
Fee	0 yen per month
Childcare Hours	Mon.- Fri., 9:00-14:00 ※ Extended hours childcare is available after 14:00. (Charged)
Lunch	School lunch (fee applies) / Box lunch from home
Application	Anytime
Admission	Accepted any time if seats are available.
Inquiries	Child-Raising Benefits Div. 06-6858-2252 / 2253

### ○ Nursery Schools and Certified Kodomo-en: for Category 2 and 3 certified children

Eligibility	Children aged 0 – 5 years who need childcare because of the parents' work or illness ※ Some kodomo-en do not accept category 2 children
Fee (rough standard)	0 yen – 78,000 yen per month. For April – Aug., determined based on the income-based portion of the city tax of the previous year, and for Sep. – March, on that of the current year. (0 yen per month for children aged 3 – 5 years)
Childcare Hours	Mon. – Sat. Childcare hours will be determined between 7:00 and 18:00, considering the needs for childcare. ※ Extended hours childcare is available until 19:00 (Charged)
Lunch	School lunch (Fee applies for 3 – 5-year-old children)
Application	Anytime
Admission	After a selection, we notify the parents of children who will be accepted in written form or by telephone. For details, refer to the Guide for Educational / Childcare Facilities in Toyonaka.
Inquiries	Child-Raising Benefits Div. 06-6858-2252 / 2253

## **4-2 Education**

### **(1) Elementary School, Junior High School and Compulsory Education School**

#### **○ Education System**

The nine years of education, 6 years in elementary school and 3 years in junior high school, or 9 years in compulsory education school are mandatory in Japan.

It is not mandatory for non-Japanese children to attend school. If you wish to put your children into a municipal elementary or a junior high school, the children may enter a school.

The school year begins in April and runs until the following March.

•Elementary school and compulsory education school: Enter school in the first April after a child turns 6.

•Junior high school: Enter school in the first April after a child turns 12.

Tuition (including textbooks) in that period is free of charge (public school). However, other expenses such as for school materials, school trips and school lunches must be paid. The area in which you live determines which school your child will enter.

※Class hours are generally from 8:30 to 15:30 on weekdays. (The time may vary slightly depending on the grade level, day and the school.) Schools are closed on Saturdays, Sundays and national holidays. Summer vacation is the longest one lasting about 5 weeks, while the winter and spring breaks are about 2 weeks each.

#### **○ Enrollment and Transfer from out of City / Overseas**

※Around October, information about school entrance will be sent to the parents of preschoolers living in Toyonaka City with resident registration. (Includes invitation to preschool physical checkup)

[Public]

Enrollment	If you wish to put your child into a public school, apply for the enrollment at the School Affairs Section (Gakumu- gakari). We will send you shugaku tsuchi (admission notice) later.
Transfer from out of City / overseas	After registering the child's residency, apply for the school enrollment.

※Please inquire at each school for information on national and private schools.

【Inquiries】School and Student Health Sec. School and Student Health Div.

TEL: 06-6858-2553 (Application for enrollment)

TEL: 06-6858-2571 (Health checkups before entering elementary school))

Transfer from overseas

TEL:06-6858-2573 (Human Rights Education Section)

(Consultation Room for Foreign Students) TEL : 06-6858-2375

## ○ Changing School

Procedure	Within Toyonaka City		Outside Toyonaka City
① Civic Records Division	The Civic Records Division will issue a Notice to Enter School.	The Civic Records Division will issue a Notice to Transfer School.	The Civic Records Division will issue a Notice to Enter/Transfer School.
② Present School	—	On production of the Notice to Transfer School, the present school will issue: <ul style="list-style-type: none"> <li>• Student Registration Certificate</li> <li>• Textbook Supply Certificate</li> </ul>	On production of the Notice to Transfer School, the present school will issue: <ul style="list-style-type: none"> <li>• Student Registration Certificate</li> <li>• Textbook Supply Certificate</li> </ul>
③ New School	Please submit: <ul style="list-style-type: none"> <li>• Notice to Enter/Transfer School</li> <li>• Student Registration Certificate</li> <li>• Textbook Supply Certificate</li> </ul>		Please submit: <ul style="list-style-type: none"> <li>• Student Registration Certificate</li> <li>• Textbook Supply Certificate</li> </ul>

【Inquiries】06-6858-2552 (School and Student Health Sec. School and Student Health Div.)

※ For information on enrollment in a national or private elementary/junior high school, inquire at each school. Please inquire at the Board of Education in the area about elementary schools or junior high schools outside Toyonaka City.

## ○ Hokago Kodomo Club (afterschool childcare)

This club is held at municipal elementary/ compulsory education schools for 1st to 4th graders who live in Toyonaka City or attend a Toyonaka municipal elementary/ compulsory education school and are without parental guidance after school because of work or other reasons. (Up to 6th grade if the child is in a special needs class or goes to a special needs school.)

- On school days..... Monday~Friday After school –19:00
- During vacation(Spring, summer and winter holidays)・・・Monday~Friday 8:00 – 19:00
- Saturdays・・・8:00 – 17:00

※ Separate applications are required for attending after 17:00 and on Saturdays.

【Inquiries】06-6858-2578 (Learning and Growing Support Div. Administrative Section)

## ○ School Expense Subsidies

Financial aid is offered to parents of students attending elementary/junior high/compulsory education schools to cover expenses of school supplies, school lunches, school trips, etc. as well as medical expenses for specified illnesses. (There are income restrictions.)

【Inquiries】TEL: 06-6858-2553

(School and Student Health Div.)

## ( 2 ) Other Information

### ○ Supportive Programs for Returnee and Foreign Students

[Dispatching Interpreters to School]

Interpreters are dispatched for a certain period to help with communication in their school life.

Interpreters are also dispatched to parent-teacher interviews.

[Kokusai Kyoshitsu (Ueno/ Sakuraidani/ Takagawa/ Kumanoda/ Higashitoyonaka/ Kitaoka/ Teshima)]

Students learn Japanese through guidance mainly of speaking, reading, and writing as well as enjoyable activities. They also learn subjects they have not learned yet and Japanese culture.

[Japanese Class for Children]

It is a class for students who want to study Japanese.

【Inquiries】Tel:06-6858-2573(School Education Div. Human Rights Education Sec.)

Tel:06-6858-2375(Consultation Room for Foreign Students)

### ○ Support System for Going to High School

[Toyonaka City Scholarship]

Assistance by way of loans is available to students who have difficulty in attending public or private high school for economic reasons (without interest). There are income restrictions and conditions for eligibility.

【Inquiries】(School and Student Health Div.) Tel. 06-6858-2553

[Private High School Enrollment Preparatory Loan]

Assistance by way of loans is available to families who are experiencing financial difficulties in paying entrance fees to private high schools. There are income restrictions and conditions for eligibility. After the full amount of the loan has been repaid, the subsidy corresponding to the interest on the loan will be refunded on certain occasions.

【Inquiries】(School and Student Health Div.) Tel. 06-6858-2553

## ○ **Multilingual Information**

[ Guide Book on Preparation for Elementary School]

(Published by Osaka Prefecture)

You may download from the website of Osaka Prefecture.

Language : English, Chinese, Korean, Vietnamese, Thai,  
Filipino, Portuguese, Spanish, Russian

URL: <https://www.pref.osaka.lg.jp/jidoseitoshien/tonitimae/index.html>

[ Multilingual School Life Support Information]

(Provided by Osaka Prefecture)

“Information for Students” introduces school life in Japan and a student’s future course. “Information for Guardians” introduces the procedure to enroll in school, support systems including interpreter dispatching service, scholarships, and consultation on refusal to attend school. You may find many kinds of information at the website of Osaka Prefecture.

Language : English, Chinese, Korean, Vietnamese, Filipino, Nepali, Portuguese, Spanish, Indonesian, Thai and Russian

URL: <https://www.pref.osaka.lg.jp/shochugakko/kikokutoniti-sapo/gakkousa-po-to.html>







○ Toyonaka International Center provides free daily-life support for foreign residents.

- Japanese classes
- Consultations in various languages
- Programs for foreign mothers and children to have a good time together
- Language and learning support for the youth and children with their roots abroad
- Activities to meet and interact with fellow citizens with their roots abroad

○ We distribute information in foreign languages every month via email. To receive it, register your email address from the website of the Association for Toyonaka Multicultural Symbiosis.

○ In the event of natural disasters such as a big earthquake or a typhoon, get information in foreign languages on our facebook page.

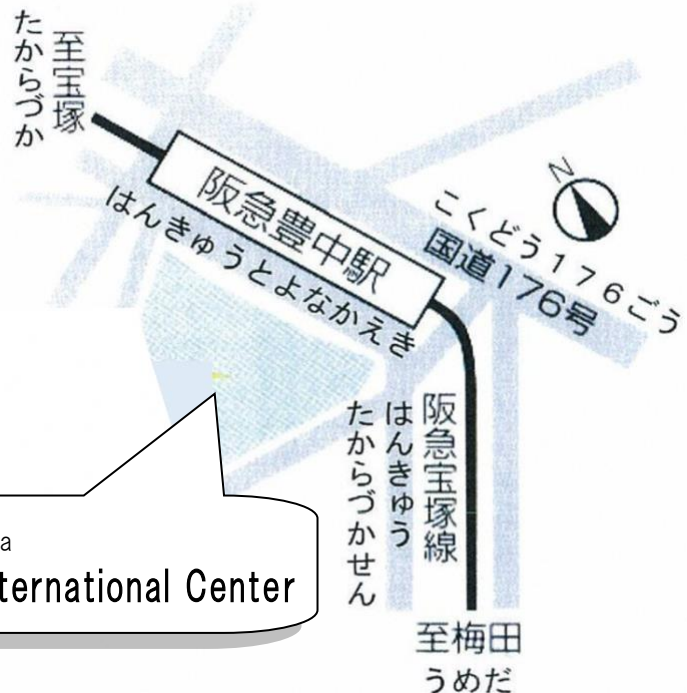


Website of the Association for Toyonaka Multicultural Symbiosis



Facebook Page

6F Etre Toyonaka  
Toyonaka International Center



Designated Administrator of the Toyonaka International Center

**The Association for Toyonaka Multicultural Symbiosis**

(Closed on Wednesdays & Dec. 29 – Jan. 3)

**Address:** 6F Etre Toyonaka, 1-1-1 Tamaicho, Toyonaka, Osaka (Get out at Hankyu Toyonaka Station, Next to Exit 2)

**TEL** 06-6843-4343      **E-mail** atoms@a.zaq.jp

**URL** <http://www.a-atoms.info>