

Public Assistance Guide

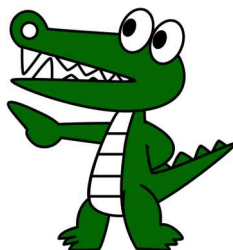


Toyonaka City Welfare Office

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1. Purpose of the Public Assistance (*Seikatsu Hogo*)

Seikatsu Hogo (public assistance) is a national system to guarantee your rights for living. It is under the Public Assistance Act which was established in accordance with the principle of Article 25 of the Constitution of Japan: “All Citizens shall have the right to the minimum standard of living that is healthy and culturally appropriate.” Anyone may face financial difficulties and be unable to make a living despite his/her best efforts, because of a disease, losing a job or other reasons. The Public Assistance System is to assist the households experiencing such hardship to enable them to live independently again. (Article 1, Public Assistance Act [hereinafter the Act])

The Public Assistance System is operated based on the basic ideas and principles stated below.

(1) Basic Ideas of the Public Assistance

1) Anyone may equally be eligible to receive assistance, as long as he/she meets the requirements stated in the Act. (Basic idea of nondiscrimination and equality/ Article 2 of the Act)

2) The living standards guaranteed by the public assistance system is to enable a person to achieve a minimum level of healthy and cultural life. (Basic idea of Minimum Standard of Living/ Article 3 of the Act)

3) Public assistance is provided if the household cannot make a living even after exhausting all the resources they have, including all their assets, benefits from other systems such as pension, allowance and subsidies, and financial support from their parents, children, siblings and so on, as well as their own ability to work. (Supplementary Nature of Public Assistance/ Article 4 of the Act)

(2) Principles of Assistance

1) In principle, the provision of public assistance starts based on the application filed by the person in need. However, if the person is under life-threatening urgent circumstances, assistance may start upon the judgement of the head of the Welfare Office without going through the normal application procedures. (Principle of Public Assistance Based on Application/ Article 7 of the Act)

2) When a household cannot maintain the minimum standard of living even after spending all their income, savings, assets and so on, considering the household composition, ages of the members, location of the residence, etc. in accordance with the criteria set forth by the national government, Public Assistance is provided to make up the shortfall. (Principle of Standard and Extent/ Article 8 of the Act)

3) Public assistance is provided as needed to maintain the minimum standard of living after considering the actual conditions of the household. (Principle of Conforming to Individual Needs/ Article 9 of the Act)

4) The need for public assistance is determined on a household (people who share the same livelihood) basis. (Principle of Public Assistance on a household basis/ Article 10 of the Act)



2. The Public Assistance System

If your household's income is less than the minimum cost of living calculated in accordance to the government standard (protection standard), the difference will be paid as public allowance.

- In the case you are eligible for Public Assistance

Minimum cost of living	
Your household income	Public allowance

⇒ Because your household income is less than the minimum cost of living, the shortfall will be provided as public allowance. If your household income is sufficient, you may be asked to bear a portion of expenses for medical and long-term care.

- In the case you are not eligible for Public Assistance

Minimum cost of living
Your household income

⇒ Because your household income is greater than the minimum cost of living, public assistance will not be provided.

- See p.8 for details on income.
- People who are able to work need to work according to their abilities.
(Obligation in Daily Life / Article 60)
See p.11 for details.
- If you receive any income, notify the welfare office immediately.
(Obligation of Notification / Article 61)
See p.13 for details.



(1) Public Assistance Standard

The amount of public assistance is determined based on the inhabited area, ages and the number of household members, and other conditions. In principle, the basic amount is recalculated in April of each year.

(2) Minimum Cost of Living

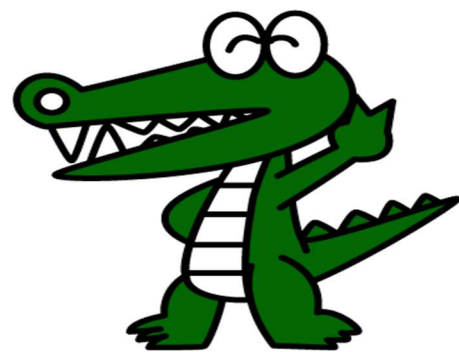
Public Assistance consists of eight categories: livelihood, housing, education, medical, long-term care, maternity, occupational, and funeral services. The minimum cost of living is the sum of the expenses in all the categories necessary for the household. The details of assistance in each category are as follows.

Category	Details
1) Livelihood Assistance	For daily life such as clothing and food Light, heating, and water utility costs
2) Housing Assistance	House rent, land rent
3) Education Assistance	For school supplies, school lunch, after school activities required in compulsory education (elementary and junior high school)
4) Medical Assistance	For medical visits
5) Long-term care Assistance	For nursing care services covered by the long-term care insurance
6) Maternity Assistance	For childbirth
7) Occupational Assistance	For working, acquiring skills, high school education, etc.
8) Funeral Assistance	Funeral costs (there are requirements for the provision.)

※ Depending on the situations of your household and its members, other types of assistance may be provided as part of the livelihood assistance

< Major additional assistance >

• For winter	To assist with the heating costs (From November to March in Toyonaka City)
• For Maternity	To assist expectant and nursing mothers
• Mother-and-child family	To assist single-parent households The amount is determined according to the number of children.
• Disabilities	Depending on the degree of disabilities
• Long-term care insurance	To cover the premiums of long-term care insurance
• For raising children	To assist those who are raising children The amount is determined according to the age and the number of children.
• Other additions	To assist nursing home residents, patients requiring nutritional supplements and so on



(3) Temporary Allowance, etc.

Your monthly public allowance covers all the expenses needed for a minimum standard of living. However, the monthly payment may not be sufficient to secure essentials in cases such as childbirth, school enrollment and entering/leaving a hospital, as well as when a new public assistance recipient does not have any household items. Only in such cases, we provide additional assistance for the unexpected expenses.

The details of the Temporary Assistance are shown on the next page.

- ◆ As there are certain requirements and maximum amount for the provision of the temporary allowance, you may not be able to receive assistance for items on the list. Be sure to talk to your district caseworker in advance.
- ◆ To receive the allowance, documents such as receipts are required. Please note that even after you consult with us later, you may not be able to receive temporary assistance, etc.
- ◆ For more information on medical care and treatment, refer to pp.16-18 of this guidebook.



Clothing expenses	<ul style="list-style-type: none"> ◇Bedding and clothing...if you do not have any bedding or clothing, or all your bedding and clothing are unusable when securing residence after a long stay in a hospital or a facility, or in the event of a disaster ◇Newborn baby clothes, etc....if you need clothing for a newborn baby in preparation for childbirth ◇Diapers...for patients who are in a constant state of incontinence and require diapers
Preparatory allowance for enrollment in schools	For uniforms and school supplies necessary at the time of your child's enrollment in elementary or junior high school
Preparatory allowance for employment	For clothing, shoes, etc. necessary for employment after graduation from junior high school or high school
Expenses for furniture and household equipment	For cooking utensils, tableware and air-conditioning equipment required when securing a residence after a long stay in a hospital or a facility, or in the event of a disaster
Moving and transportation expenses	Cost of moving into a new residence due to unavoidable circumstances, transportation fees to attend different support group meetings, etc.
Security deposit, etc. for changing residence	Deposit, key money, etc. required when moving into a new residence due to unavoidable circumstances
Contract renewal fee	If a contract renewal fee is necessary for housing and/or fire insurance
Learning support expenses	To purchase items and participate in camps for club activities of elementary, junior high, and high school students
Medical transportation expenses	Transportation fees to visit medical institutions *After confirming that they meet the requirements, we will provide the minimum amount necessary for treatment.
Bicycles for high school students	To purchase a bicycle as needed to commute to school
Educational materials fees	To purchase school supplies designated by the principal or the board of education as educational materials (for books, workbooks, dictionaries) For buying music instruments such as a recorder and a harmonica

(4) Income

The total of all income that come into your household will be regarded as your household income. Your household income includes employment income (extra income such as bonuses and part-time income of minors in the household are also included), any financial support, allowances, pensions, insurance payment, compensation, various benefits, inherited and gifted assets, profits from selling assets, and acquired assets.



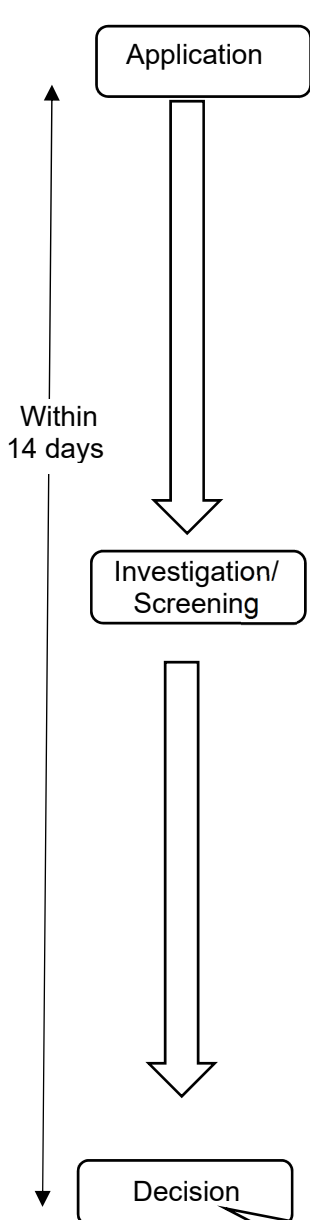
However, if you properly declare all your income earned by working, you will receive a deduction for necessary expenses such as transportation costs and social insurance premiums, as well as the certain amount of deduction depending on the amount of income (basic deduction).

The amount after deduction is granted as your total income, and the shortage from the minimum cost of living will be paid as the public allowance. Thus, if you work, the amount you can use for living will increase.

In addition, if your income has increased by getting a permanent job and your public assistance is discontinued, a lump-sum payment called the "Employment and Independence Support Benefit" will be provided to assist with your life payment of health insurance premiums and various taxes so you will remain financially independent.



3. Application and Decision Process of the Public Assistance



Either you or your family member should come to apply in person. (The application form is available at the counter. If you call us in advance, we will let you know what documents are necessary.)

○ **Applying for Public Assistance**

Fill out the application form. You will be asked about the situation of your financial difficulties, the people with obligation to financially support you, and all your assets (real estate, automobile, savings, life insurance, etc.).

Members of organized crime groups can't receive public assistance.

○ **Submitting Related Documents**

Submit the documents, that describe your financial situation (e.g., housing contract, pay slips, pension payment notifications, etc.). These documents are required for our screening. If you are unable to submit these documents on time, turn them in during the Screening process at the latest.

As we receive your application, your district caseworker will schedule a visit and promptly come to your home to examine the situation of your financial difficulties and confirm if you meet the criteria to receive public assistance. If it is necessary to verify your health conditions, you will need to see a doctor at a designated medical institution. We will also examine the assets of your household and your relatives who had the obligation to support you.

Generally, the decision will be made within 14 days. Even when the screening process takes longer than anticipated, it will still be made within 30 days at the latest.

○ **If you are eligible to receive Public Assistance:**

You will receive a "Notification of Public Assistance Commencement." The notification will inform you of the reason of approval, the amount of allowance and when and how you will receive the payment.

○ **If you are not eligible to receive Public Assistance:**

You will receive a "Notification of Rejection of Public Assistance Application." The reason(s) why you are not eligible for Public Assistance are explained in this document.

4. What Does a District Caseworker Do?

Your district caseworker of the Welfare Office will regularly check your household's living and financial situation, and visit your home. (If the Welfare Office can neither reach you nor locate you, he/she may try to check your safety.) If you have any problems in your daily life, consult with your caseworker. He/she will introduce or connect you to specialized consultation services as needed. The content of your consultations will be kept confidential.

Please note that a caseworker never manages your money, your bankbook or cash card individually.

5. What Does a Welfare Commissioner Do?

Welfare commissioners provide consultation for people in the district who have difficulties in making a living. They work in cooperation with the Welfare Office. (Article 22)

They provide advice not only on public assistance but also on social welfare services in general and introduce you to appropriate public institutions. If you have problems, please contact them.

6. Your Rights

(1) Without a proper reason, the content of your assistance already determined will not be changed to your disadvantage. (Article 56 of the Act)

(2) Without a proper reason, we will not demand you to return the assistance once it was paid.

(3) You will not be taxed on the public assistance. (Article 57 of the Act)

(4) Neither your public assistance nor the right to get assisted will be seized. (Article 58 of the Act)

(5) To determine your eligibility for public assistance, we will ask you questions regarding the situation of your household and household members, but the information will be protected as confidential.

7 Your Obligation

(1) The right to receive public assistance may not be transferred with another person. (Article 59 of the Act)

Therefore, you may not assign the right to another person.

(2) Obligation in daily life (Article 60 of the Act)

A public assistance recipient shall strive to constantly work diligently, maintain and promote his/her health, make efforts to reduce his/her expenditure and make other efforts to maintain and improve his/her standard of living.

1) Utilization of capacity to work

If you can work, work as much as you can. If you are unemployed, conduct job search activities to start working as soon as possible. Toyonaka City provides various types of support toward employment. (Employment Support Program)

2) Health management

Whether or not you are sick or injured, try to improve your health. If you are ill or injured, follow the instructions of the physician and focus on your medical treatment. If necessary, we may ask your doctor about the condition of your illness/injury and the treatment plans. If it is determined that you can receive treatment while working, you should work as much as you can.

3) Proper management of your public allowance

Use your public allowance wisely in your daily life. Do not fall behind on rent, community charges, electricity, gas and water bills, school expenses, etc.

4) Prohibition of debt

As a general rule, you are not allowed to take out new loans. You may neither borrow money under another's name, nor allow someone to borrow money under your name. However, public loans for higher education, etc. may be granted, so please consult with us.

5) Utilizing benefits under other laws and measures

If you are eligible for benefits under other laws or systems, such as pensions, benefits, allowances and health insurance, make sure to apply for and receive them.

6) Utilizing assets

If you have any assets, use or sell them to cover your living expenses.

7) Getting support from those who are responsible

Receive support from your parents, children, siblings and other people who are legally responsible for supporting you as much as possible.



(3) Obligation to report (Article 61 of the Act)

A public assistance recipient shall, when there has been a change to his/her income, expenditure or any other conditions related to his/her livelihood, or when there has been a change to his/her place of residence or household composition, promptly notify a public assistance administrator or the Head of the Welfare Office.

In the following cases, notify your district caseworker promptly. If you report late, you may not be able to receive the public allowance retroactively or may have to pay back the allowance you have received.

◆ When you start, change or quit a job

(Getting a job, changing jobs, seeking a new job, retiring, closing down a business, etc.)

◆ When you received income (extra income is also included)

For the report of your income, we will provide you with forms for income declaration, salary certificate and so on periodically. Submit all of them without fail. All income except for your monthly public allowance is subject to reporting. Whenever you find new income source or the amount of your income changes, whether it is an increase or decrease, notify us immediately.

To verify the details of your income declaration, we will examine your tax status at least once a year. If you have not declared your income properly, you may have to return the allowance.

Regardless of your income, please file your income report accurately.

◆ When you enter or leave a hospital, when you are transferred to another hospital, when you become eligible for social insurance and come to be able to use your health insurance card, and when you lose eligibility for social insurance and can no longer use your health insurance card

- ◆ When the number of family members changes, (childbirth, death, moving in or out), and when there is a change in schooling (graduation, transfer, repeating the same grade, registered absence, withdrawal, non-attendance and so on)

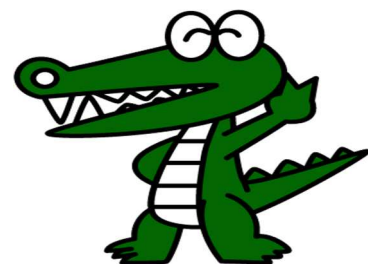
- ◆ When your place of residence, rent, or land rent changes.

- ◆ When you have acquired assets (inheritance, and compensation for traffic accidents are also included), and when you have sold land, a building, life insurance, etc.

- ◆ When you receive pension retroactively and collectively.

- ◆ When you are no longer in need of public assistance due to the prospect becoming financially independent.

- ◆ When there are any other changes in your living conditions (getting married, becoming pregnant, being away from home for a long time, traveling abroad, involved in a traffic accident, arrested and jailed by the police, etc.)



(4) Obligation to follow instructions, etc. (Article 62 of the Act)

The Head of the Welfare Office can give you guidance or instructions necessary to maintain or improve your life or to achieve any other goals of public assistance. (Article 27 of the Act)

When you receive such guidance or instructions, you are obliged to follow them. If you do not follow them, the Head of the Welfare Office may either change, suspend, or abolish your public assistance after undertaking certain procedures.

8. Various Fees Will Be Reduced or Exempted

While you are receiving public assistance, public charges and other fees may be reduced or exempted, if you apply. When resuming and terminating public assistance, you are fully responsible to undertake all the procedures in each of the relevant sections. For further details, ask your district caseworker.

- (1) Resident tax / fixed property tax
- (2) National pension premiums
- (3) Childcare fees at nursery schools, etc.
- (4) High school tuition fees
(National system: High School Tuition Support Fund,
Osaka Prefectural system: Tuition Support Subsidy)
- (5) NHK viewing fee
- (6) Special pickup fees for oversized waste when you change residence
(Excluding recycling fees)
- (7) Long-term Care Insurance premiums and user fees
- (8) Public housing rent

9. If You or Your Household Member Gets Sick

(1) Health Insurance Card, etc.

While you are supported by public assistance (except the suspension period), you cannot use your National Health Insurance Card, your Medical Certificate for Single Parent Family, or your Medical Insurance card for Latter Stage of Senior Citizens. Return them to the relevant division in charge.

On the other hand, if you have a social health insurance card such as an employees' health insurance card or a mutual aid membership card, you may continue using it. Present it at the reception of a medical institution. If you become eligible or ineligible for a social health insurance, promptly notify your district caseworker.

(2) Receiving Medical Treatment

When you or your household member visits a medical institution, we will provide medical assistance benefits as needed. You may receive medical services only at the institutions designated under the Act. Be sure to contact your district caseworker before you visit. The caseworker will check if you need medical assistance benefits, contact the medical institution and issue the required documents to the institution. If you do not contact the caseworker in advance, you may have to pay the entire amount of the expenses on your own.

If you need to see a doctor urgently out of standard hours, over a weekend, or on a national holiday, present the Holiday and Night Medical Consultation Form at the reception of the institution. Make sure to report your visit later to your district caseworker as soon as possible.

(3) Hospital Admission and Discharge / Regular Visits to Medical Institutions

Promptly notify your district caseworker when: you have recovered from an illness, you are admitted to or discharged from a hospital, you are transferred to another hospital and you change medical institutions to which you pay regular visits.

You are not allowed to consult two or more institutions at the same time for the same illness.

(4) Assistive Devices

If your physician has determined that you need devices such as glasses and orthotics, be sure to consult your district caseworker before you obtain one. To provide medical assistance benefits, certain procedures need to be undertaken including confirming the doctor's opinion, checking the prices, and discussing the necessity in the welfare office.

If you obtain one without contacting your district caseworker, you may have to pay the entire expense yourself.

(5) Practitioner's treatments (at osteopathic clinics, acupuncture and moxibustion clinics, etc.)

You may receive practitioners' treatments such as judo therapy, acupuncture and moxibustion and amma massage only at osteopathic or acupuncture and moxibustion clinics designated by the Act.

Depending on your symptoms, these treatments may not be covered by public assistance. Contact your district caseworker in advance to check the requirements. He/she will issue documents required for your treatment. If you do not contact him/her in advance, you may have to pay all the expenses yourself.

(6) Compensation Claim against a Third Party

If you get injured by a third party in a traffic accident, etc., do not easily accept a settlement but contact your district caseworker promptly.

(7) School Diseases

If your child receiving compulsory education has a disease designated by the School Hygiene and Safety Act, get a medical ticket at the Secretariat of the Board of Education before he/she visits a clinic.

(8) Use of Generic Medicines

If your physician authorizes the use of generic drugs, use generic drugs in principle. You may use brand-name drugs only when the physician agrees to the use of them. The quality, efficacy and safety of generic drugs are considered equivalent to those of conventional ones.

10. If You Have a Child Who Is Attending or Will Enter High School

(1) Students' part time income

Even if your child is a high school student or other minor, be sure to report any part time income he/she has earned.

From high school students' part time income, in addition to the deduction for minors, school expenses that are not covered by the High School Enrollment Expenses, costs to get a driver's license and expenses needed for job search and/or academic advancement may be deductible. Prior examination is required for the deductions. Consult your district caseworker in advance without fail.

(2) Change of the situation of school attendance

If there occurs a change in your child's schooling situation such as changing schools, repeating the same grade, taking a leave of absence, withdrawing from school, etc., report to your district caseworker. While your child is attending high school, you should submit the "School Attendance Certificate" issued by the school every school term.

(3) High school enrollment benefits

When your child enters high school, etc., in addition to the School Enrollment Preparation Benefit, a part of other necessary expenses will be provided. For details, ask your district caseworker.

(4) Support for academic advancement

If your child hopes to go to university after graduating from high school, consult with your district caseworker. He/she will provide you with information of agencies that offer scholarships, support for choosing future courses and so on.

The household member who has entered university will no longer be covered by public assistance, but he/she may be eligible for the Higher Education Preparation Benefit which aims to support children of public assistance recipients going to universities and other educational institutions. For more information including the requirements, contact your district caseworker.



11. How to Receive Your Public Allowance

Toyonaka City makes payment of your allowance into your bank account on the 4th of each month. (If it falls on a weekend or a national holiday, the weekday before.) If there are any changes to the amount, we will also send you a “Notice of Change in Public Assistance”. (We will not send you any notice unless there are any changes.)

Depending on the situation of your household, we may give you the allowance in cash at our office. When you receive it at our office, bring your personal seal (*inkan*).

You can receive your allowance at our office from 9:15 to 15:15 (except 12:00 -12:45) on weekdays.

If you cannot come on the designated day for unavoidable reason, contact your district caseworker. Plan and manage your public allowance well.

12. The Cases You Should Pay Back the Public Allowance

(1) If you receive public assistance even though you own assets you can utilize

If you receive public assistance even though you own assets you can utilize, you should return the allowance you have received to the city. This is applicable to the cases of receiving a lump-sum payment of pension retroactively, receiving the surrender value of your life insurance policy, getting money by selling your assets, accepting compensation for damages caused by a traffic accident, and so on. (Article 63 of the Act)

If you are not covered by a social health insurance, the entire amount of the medical assistance provided as part of the public allowance will also be subject to the refund.

(2) If you receive public assistance by wrongful means

If you receive or have another person receive public assistance by filing a false application or any other wrongful means, you must return the allowance you or the person have received (Article 78 of the Act). You may be charged up to 140 % of the amount you have received wrongfully.

If our investigation reveals that you had income but did not declare it, you may be punished (Article 85 of the Act). We may bring a criminal charge against a serious offence. Investigations will be carried out as needed.

13. Filing Complaint against Decisions

Whenever a decision such as commencement, change, rejection, suspension, or abolition is made to public assistance, we will notify you in writing. If you have any questions about the decision, contact the Welfare Office and ask for an explanation.

If you are still dissatisfied, you can file a complaint (request an investigation) to the Governor of Osaka Prefecture within 3 months from the day following your learning of the decision. (You cannot request an examination after one year from the day after the decision, even if it is within 3 months from the next day of your learning of it.)

14. Consult Us in the Following Cases

In principle, you are not permitted to own or drive vehicles or motorcycles. However, since there are cases where you are allowed to do so, consult your district caseworker if you need to drive. Driving another person's car or motorcycle is also prohibited.

When you are to own or sell a house or land, also contact your district caseworker in advance.



15. Others

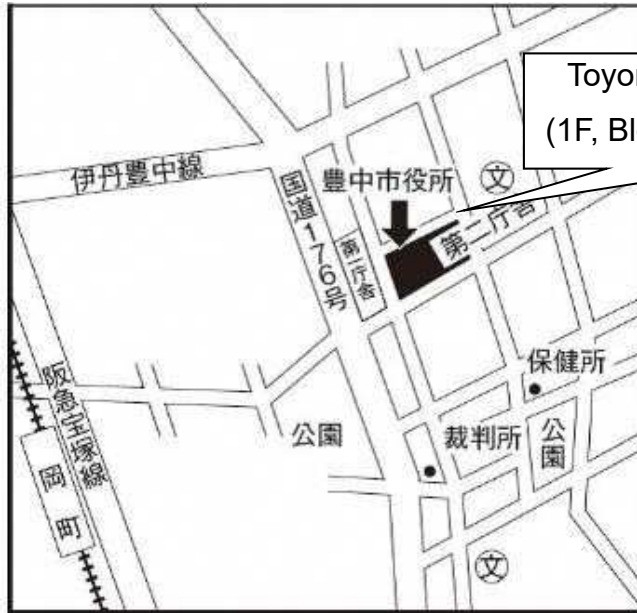
This guide does not explain everything about the public assistance. For any specific matters or anything you don't understand, ask your district caseworker. When you want to talk with your district caseworker, call him/her and make an appointment in advance since he/she may not be available all. District caseworkers are available only from 9:00 to 17:15 on weekdays (except 12:00 to 12:45). Please note that they are not available early in the morning, at night, Saturdays and Sundays, national holidays, or Year-end and New Year holidays.

For consultation services about your daily life, please refer to the List of the Related Organizations in "Appendix of Public Assistance Guide".

Please keep this guide in hand so that you can refer to it anytime.

Memo

Toyonaka City Hall Vicinity Map



Map of Toyonaka City Welfare Office Branch



Map of the Organization Concerned

Hello Work Ikeda

(Ikeda Public Employment Service Center)

Tel.: 072-751-2595

Open hours: 8:30 am – 5:15 pm

(Closed on weekends, national holidays, year-end and New Year holidays)



<Note>

Your household's District Caseworker:

Tel number:

Welfare Commissioner of your district:

Tel number:

Public Assistance Guide

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Toyonaka City Welfare Office

(1F, Bldg.2, Toyonaka City Hall)

3-1-1, Naka-Sakurazuka, Toyonaka, 561-8501

Tel.: 06-6858-2247

Toll free number for Public Assistance Consultation

0120-020-671

(Toll free number is only for new consultation)

Toyonaka City Welfare Office Branch

5-8-1, Shonai-Saiwaimachi, Toyonaka, 561-0833

Tel.: 06-6334-4055

Toll free number for Public Assistance Consultation

0120-020-672

(Toll free number is only for new consultation)

