

Guidebook for Foreign Residents

English

英語版



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◆ Please Note ◆

Our various inquiry desks may not be able to assist in foreign languages. Please contact us through someone who understands Japanese.

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1. In Emergency

1.1. Earthquake

Japan have a lot of earthquakes. Some major earthquakes hit in the Osaka-Kyoto-Kobe area in the past. An earthquake can occur anytime, so it is important to prepare for it.

If an earthquake occurs

- (a) Act calmly and don't rush outside. Protect your own life.
- (b) If you are inside your house and feel shaking, dive under a table protecting your head with a cushion immediately.
- (c) Wait for the shaking to stop.
- (d) After the shaking stops, check all appliances, such as cooking and heating appliances which may cause a fire.

Preparation for earthquake

- (a) Securely attach cupboards, shelves, and wardrobes to a wall or a pillar to prevent them from falling down.
- (b) At least 3 days' worth of food and drinking water (An average is 3 liters a day per person.) should be prepared and stored in advance.
- (c) Prepare for food and other items for emergency (preserved or canned food, cookies, flashlight, etc.) in an easy-to-carry bag and make it easily accessible.

Major earthquake, flood or other severe disasters

Flee to the places called “Hinanjyo (or Evacuation centers)” “Ichiji-hinanchi (or Temporary evacuation sites)” or “Kouiki-hinanchi (or Wide-area evacuation sites).”

(1) Hinanjo (or Evacuation center)

You can flee to the centers temporarily from dangerous situations such as a building collapse. Local elementary schools, junior high schools and other public facilities are designated.

(2) Ichijihinanchi (or Temporary evacuation site)

If you feel danger on the way to Wide- area evacuation sites, you can flee to the sites temporarily. Please confirm the location of the site near your living area.

(3) Kouiki-hinanchi (or Wide-area evacuation sites)

If an earthquake occurs and a fire spreads through your town, you can flee to the sites to protect your own life. Very wide places are designated.

For Inquiries:

Shiyakusyo Honchou 3rd Floor Bousaika (or the Disaster Prevention Division in the Neyagawa City Hall Main building, 3rd Floor)
Phone: 072-825-2194

1.2. Typhoon

A Typhoon often hit Japan from June to October. If a typhoon approaches Japan, make sure to pay close attention to weather information.

Preparation for a typhoon

- (a) Electricity, gas, water supply, telephone lines and so on may stop.
- (b) Flashlights, candles, drinking water, and food for emergency and medicines should be prepared in advance.
- (c) A portable radio is very useful to get information about the outside.

For Inquiries:

Shiyakusyo Honchou 3rd Floor Bousaika (or the Disaster Prevention Division in the Neyagawa City Hall Main building, 3rd Floor)
Phone: 072-825-2194

2. Legal Procedures

2.1. Residence Status

- (a) Stay conditions differ according to status of residence at your entry.
- (b) At first confirm your passport and visa to find how long you can stay in Japan.
- (c) You cannot work when you entered Japan by study visa or short-term tourist visa.

- (d) When you do activities outside the stipulation of your visa, apply change your visa status or permission of doing activities outside the stipulation of your visa.
- (e) When you want to extend your period of stay, you must apply for an extension by the date when your visa expires.
- (f) When you go back to your country temporarily and want to return to Japan on the same visa, you must receive the permission of re-entry.

For Inquiries:

Osaka Regional Immigration Service Bureau

1-29-53 Nankokita Suminoe-ku, Osaka city

Phone: 0570-064259

International Calls: 06-4703-2050

Service Hours: 9:00-16:00 (excluding Saturdays, Sundays, and National Holidays)

Foreign Residents General Information Center

Phone: 0570-013904

IP phone, PHS, International call: 03-5796-7112

Service hours: 8:30-17:15 (except on Saturday, Sunday and national holidays)

Available in English, Chinese, Spanish, and Koreans

2.2. Marriage Registration (When Getting Married)

When getting married, submit the “Marriage Registration Form” at the One-Stop-Service Counter on the 2nd Floor of the Neyagawa City Service Gate.

When a foreign national gets married with a Japanese citizen Requirements for foreign nationals

- (a) Marriage requirements certificate issued by your embassy or consulate with Japanese translation
- (b) Passport

Requirements for Japanese Citizens

None (As of March 1, 2024, attaching a copy of your family register is no longer required.)

*The marriage registration form must be signed by two witnesses who are registered residents of Japan and are of legal age (18 years of age or older for Japanese nationals).

When two foreign nationals marry in Japan, what is required

- (a) Certificate of No Impediment to Marriage issued by your home country’s embassy on consulate along with a Japanese translation.
- (b) Passport

For Inquiries:

- (a) Your home country’s embassy or consulate

(b) Neyagawa City Service Gate, 2nd Floor, Citizen Service
Department (Family Register and Resident Registration Section)
Phone: 072-825-2215

2.3. Divorce Registration (When Divorcing)

When divorcing, submit a “Divorce Notification Form” to the One-Stop Service Counter on the 2nd Floor of the Neyagawa City Service Gate.

When a couple of different nationalities divorce, the laws of the country in which they live will be applied. For example, when a couple of Japanese national and a citizen whose nationality does not allow for divorce by mutual consent lives in Japan, divorce by mutual consent is permitted under Japanese law.

*When a Japanese registers resident registration at another city, certificate of residence is needed.

For Inquiries:

- (a) Your home country’s embassy or consulate
- (b) Neyagawa City Service Gate, 2nd Floor, Citizen Service
Department (Family Register and Resident Registration Section)
Phone: 072-825-2215

2.4. Death Certificate (When a Family Member or Friend Dies)

Submit the “Death Certificate” to the One-Stop Service Counter on the 2nd Floor of the Neyagawa City Service Counter within 7 days of learning of the death.

Requirements:

A death certificate (It is printed on the same form as a death registration document.)

If the Deceased Person was not a Japanese Citizen

Return the residence card or special permanent resident certificate to the counter at the Neyagawa City Service Gate, 2nd Floor, One-Stop Service Counter and notify the deceased person's embassy or consulate.

For inquiries:

- (a) your country's embassy or consulate
- (b) Neyagawa City Service Gate, 2nd Floor, Citizen Services
Department (Family Register and Resident Registration Section)
Phone: 072-825-2215

2.5. Birth Notification (When a Child is Born)

Submit a "Birth Notification" to the One-Stop Service Counter on the 2nd Floor at the Neyagawa City Service Gate within 14 days of the child's birth.

Requirements:

- 1) Birth certificate (Printed on the same paper as the Birth Notification Form)

2) Maternal and Child Health Handbook

For Inquiries:

- (a) Neyagawa City Service Gate, 2nd Floor, Citizen Services Department (Family Register/Resident Registration Division)
Phone: 072-825-2215 (Family Register and Birth Certificate Inquiries)
- (b) Neyagawa City Service Gate, 7th Floor, Childcare Support Division, Children's Department
Phone: 072-800-7079 (Maternal and Child Health Handbook Inquiries)

2.6. Seal Registration

In Japan, when signing important contracts, such as buying land, a house, or a car, a special seal (registered seal) is issued at the One-Stop Service Counter on the 2nd Floor of Neyagawa City Service Gate.

*Some seals cannot be registered.

For Inquiries:

Neyagawa City Service Gate, 2nd Floor, Citizen Services Division (Family Register and Resident Registration Section)
Phone: 072-813-1211 (Resident Registration Section)

2.7. Enrollment in National Health Insurance

Residents registered with the city who have a period of stay of three months or longer must enroll in National Health Insurance if they fall under any of the following categories. Please bring your Residence Card (or passport if you do not have one) and the required documents listed below to complete the enrollment procedures.

- (a) When a person without eligibility for employee health insurance (e.g., workplace health insurance) moves into Neyagawa City
- (b) When eligibility for employee health insurance is lost (Certificate of Loss of Health Insurance Eligibility required)
- (c) When no longer receiving public assistance (Notice of Termination of Assistance required)
- (d) When a child is born but cannot be covered under employee health insurance (Document confirming the parent's National Health Insurance eligibility required: Certificate of Eligibility or Notice of Eligibility Information).

*Individuals whose period of stay has expired are not eligible to enroll in National Health Insurance. (Depending on the status of residence, enrollment may be possible even if the period of stay is less than 3 months),

*National Health Insurance premiums must be paid according to the period of enrollment.

For Inquiries:

Neyagawa City Service Gate, 2nd Floor, Citizen Services
Department, National Health Insurance Section
Phone: 050-1721-9283

2.8. Creating My Number Card

- (a) A My Number Card is an official identification document that can be used both in person and online.
- (b) For foreign residents, a My Number Card will be issued after verifying identity with a photo ID such as a passport.
- (c) An application is required to obtain a My Number Card.

For Inquiries:

Neyagawa City Passport Center, Citizen Services Department
(Family Register and Resident Registration Section) Phone: 072-801-
1073

For more information, please visit the “My Number Card General
Website”.

Website: <https://www.kojinbango-card.go.jp/>

3. Public Service

The most convenient way to pay for your utility bills (water, electricity, gas, and phone etc.) is through an account transfer from a bank, a post office or a convenience store.

3.1. Water

When you want to begin and stop using water service and want to know the fee and others, please inquire of the following section.

For inquiry:

Regarding starting water service, stopping water service, water bills, etc., contact: Waterworks Bureau, 3rd Floor, Management and General Affairs Section Phone: 072-824-1177.

You can also complete procedures online for starting or stopping water service via the website.

HP:https://www.city.neyagawa.osaka.jp/organization_list/joge_suido/keieisoumu/suidou/index.html

The notice of the fee with use quantity is issued bimonthly.



ご使用水量のお知らせ			
いつもご利用いただいた量ありがとうございます。			
水道事業種別	供給区分	種別	2/25発行
メーター番号	区画	用途	種別
前回締切日	今回締切日		
今 回 締 切 量 (A)	m ³		
前 回 締 切 量 (B)	m ³		
メーター始動時の使用水量 (C)	m ³		
ご使用水量 (A)-(B)+(C)	m ³		
ご使用料目分			
請求予定金額		うち消費税等	
水道料金 (10%)	円 (円)	
下水道使用料 (10%)	円 (円)	
合 計 金 額	円		
このお知らせで、変更することはありません。			
※当該締切予定日			
連絡欄			
<input type="checkbox"/> 除菌剤清みのお知らせ			
ご使用料目分			
ご使用水量	m ³	うち消費税等	
納 費 日			
水 道 料 率	円 (円)	
下水道使用料	円 (円)	
總 計 金 額			
上記の通り水道料金等を締切させていただきます。			
※手数料による金額増額は御座りません。			
総務課 水道部上下水道科(水 水 事業)1900030001012			
総務課 水道部上下水道科(水 水 事業)1900030001011			
〒591川市上下水道部 経営統括課			
〒591川市本町15番1号 TEL 072-824-1177			
(連絡先)072-824-1177			

3.2. Garbage

Separate the garbage into categories and take out it in transparent or semi-transparent bags of the size to 45 liters. In Neyagawa City, garbage should be separated into the following 11 categories.

- (a) combustible
- (b) non-combustible
- (c) batteries, lighters and the like
- (d) small-sized rechargeable batteries and small-sized household appliances
- (e) cans and glass bottles
- (f) waste plastics (plastic containers and wrappings) and plastic bottles
- (g) waste papers and old clothes
- (h) special garbage
- (i) products subject to the Home Appliance Recycling Law
- (j) fluorescent lights and spray cans
- (k) personal computers and others

- Please take out the garbage properly following the rule and try to reduce and recycle it. Both the day and the place(station) to take out garbage are determined based on where you live. Please ask your neighbors about it.
- Everyday household combustible garbage should be taken out at the designated place on the collection day in transparent or semitransparent bags before 9 AM.

- Please confirm the categories and the collection days of garbage with the Neyagawa City Clean Calendar(garbage's pick up schedule).

* The Clean Calendar is available in six languages: English, Chinese, Korean, Portuguese, Spanish, and Vietnamese.

* Distribution location: City Hall Main Building, 1st Floor, Information Corner, Neyagawa City Service Gate, 1st Floor Reception, Passport Center, all City Stations (including Horimizo Service Gate), Health and Welfare Center, 1st Floor Reception, Clean Center.

For inquiries:

(a) Household Waste Collection, Clean Center, 2nd Floor,
Environmental Affairs Division.

Phone: 072-820-7400

(b) Clean Calendar, Clean Center, 6th Floor, Environmental Affairs
Division.

Phone: 072-824-0911

*Monday to Friday, 8:30 AM to 5:00 PM (excluding Saturdays, Sundays, Holidays, and the Year-end/New Year period (December 31 to January 3))

3.3. Types of Garbage and How to Dispose

(a) Combustible Garbage (collection twice a week)

Where: The usual designated place

What to include:



kitchen waste



garden waste



futon, carpet



bag, shoes



tape of video & cassette:
including the case



paper diaper
(without a filth)

Others: underwear, used cloth like towel, boots, wig, raincoat, stuffed toy, album, dirty paper and special paper like thermo-sensitive paper etc.

Cautions

- (1) Drain off water of kitchen waste and bind a garbage bag firmly.
- (2) The amount of garden waste is limited to two bags of 45liters bag.
(More than three bags should be considered (h) special garbage)
- (3) Futon should be put in a bag or tied with string.
- (4) Please take out futon and garden waste on Fridays , if possible.

(b) Non-combustible Garbage (collection two or three times a month on the first, third and fifth Wednesday)

Where: The usual designated place

What to include:



CD•DVD•floppy
(including the case)



microwave



electric fan



toys

(made of metal or plastic)



cuboid tin can of

18liters



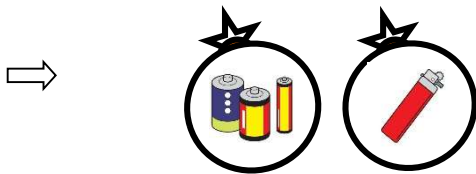
electric bulb

*Fluorescent light should be taken out at the certain places

Others: golf bag, tricycle, aluminum pan, marker, joint mat, bucket(made of metal or plastic),bottle and can except the drink use etc.

Cautions

- (1) The amount of non-combustible garbage is limited to two bags of 45liters bag (More than three bags should be considered (h) special garbage).
- (2) Broken articles, glasses, razors, nails and the like should be wrapped with papers and labeled with KIKEN 「キケン」 (means “Dangerous”).
- (3) Broken articles , razors, nails, mercurial thermometers and (c) batteries and lighters should be put in transparent bags separately.



- (4) Please return ink cartridges for printers to the recycling boxes set at home electric appliance shops.
- (5) The followings should be considered (h) special garbage (not non-combustible garbage)
 - More than three bags of 45 liters bag
 - Wardrobes and furniture (Even if they are knocked down)
 - More than 40cm height×100cm width×40cm depth or more than 10kg
 - Stoves and cookers with the firing devices (because they will probably ignite)
 - Large amounts of garbage by moving

(c) Batteries and Lighters

As for batteries, how to discard is different for each kind. Please follow the following instructions.

- (1) Dry cells and Coin cells ⇒ (b) non-combustible garbage
- (2) Button batteries ⇒ Put them in a recycling box at home electric appliance shops (They can be considered (b) non-combustible).
- (3) Lighters ⇒ (b) non-combustible garbage

※ Please make sure to put batteries and lighters in transparent bags separately when you discard as non-combustible garbage.

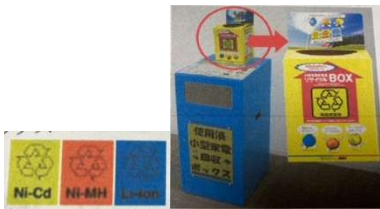
(d) Small Rechargeable Batteries and Small Appliances

Put them in recycling boxes at some public facilities in Neyagawa
(Small rechargeable batteries can also be disposed of as (b) non-combustible garbage).

(1) Small-sized Rechargeable batteries

⇒Put them in Yellow boxes

nickel cadmium batteries, nickel hydrogen batteries, lithium ion batteries



Upper marks are guides

*Portable type mobile batteries, batteries for the heating-type electronic cigarettes and batteries for the electric bicycles can be collected.

(2) Small-sized household appliances ⇒Put them in Blue boxes

Only the items to enter the slit of 31cm width×15cm height can be collected.

(e.g.) smartphone, laptop, digital camera, USB memory, video deck, music player, and game machine etc.

Locations wth Collection Boxes

Shiyakusyo Honcho (or Neyagawa City Hall Main building)

Hoken Fukushi Center (or Neyagawa Health and Welfare Center)

Shiti Suteisyon (or Each City Stations (including Horimizo Service Counter, excluding Nishi City Station)

Passport Center,

Sangyo Shinko Center (or Neyagawa Industry Promotion Center)

Shimin Kaikan (or Neyagawa Civic Hall)

Shimin Taiikukan (or Neyagawa City Gymnasium)

Kodomo Center (or Child Center)

Kosodate rifuresshukan (Riratto) (or Child Rearing Relaxation Center (RELATTO))

Komyuniti Center (or Community Centers (including the South Branch))

Esupoaru (or Espoir Social Education Facility)

Ion mall Shijyonawate (or Aeon Mall Shijonawate (only small-sized household appliances))

Neyagawashi Hokenjyo (or Neyagawa Public Health Center)

(e) Cans and Glass Bottles (collection twice a month on the second and fourth Wednesday)

Where: The usual designated place

What to include:



bottle



aluminum or steel can



candy can or food can

etc.

*Restricted to the cans and bottles for beverage and food.

Cautions

(1) Please rinse out cans and bottles lightly.

- (2) Please remove the caps from all bottles.
- (3) Returnable bottles (Alcohol, Soy Sauce, Beer Bottles and the like) should be returned to the shop for recycling.
- (4) Cans and bottles not for beverage and food like ones for cosmetics, glasses and heat-resistant glasses should be considered (b) non-combustible garbage.

(f) Waste Plastics (Plastic Containers and Wrappings) and Plastic Bottles (collection once a week)

[Area A: every Thursday and Area B: every Monday]

*Please confirm it with Clean Calendar whether your living area is A or B.

Where: The usual designated place

What to include:

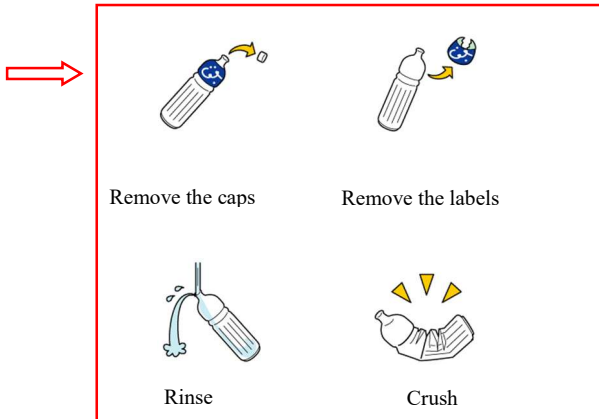


etc.

Note:

- (1) Remove labels and caps from PET bottles and place them in a clear or translucent bag. (Plastic waste and PET bottles can be disposed of in the same bag).
- (2) Please check carefully. Some containers and buffer materials of noodle cups are made of papers. They should be considered (a) combustible garbage.
- (3) The products such as toys and buckets should be considered (b) non-combustible garbage, even if they are made of plastics.
- (4) Please rinse dirt out of containers. If the dirt cannot be rinsed away, take them out for (a) combustible garbage

▪ How to take out plastic bottles (Make sure you follow the instructions.)



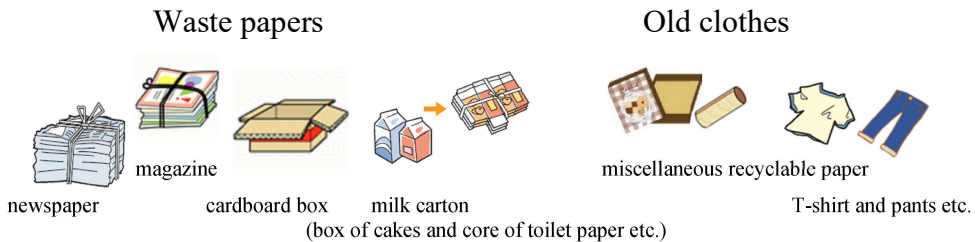
(g) Waste Paper and Clothing (collection once a week)

[Area A: every Monday and Area B: every Thursday]

※Please confirm it with Clean Calendar whether your living area is A or B.

Where: The usual designated place

What to include:



※Place used paper and used clothing in separate clear garbage bags or tie the up with a string.

Cautions

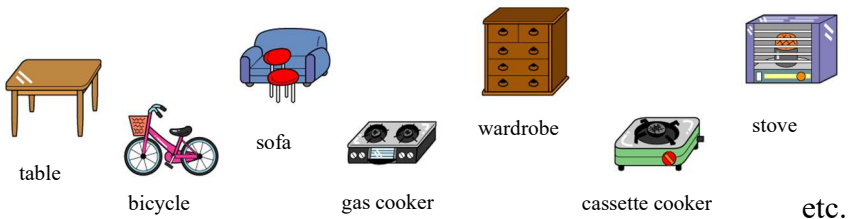
- (1) Large quantities of cardboard boxes from moving, etc., are classified as (h) special garbage.
- (2) The followings should be considered (a) combustible garbage.
 - Papers coated with aluminum, smelly papers, dirty papers etc.
 - Fabrics except for old clothes (underwear, towels)
- (3) Please take out them for local group's recycling collection as much as possible.

**(h) Special Garbage (Large size, Moving garbage, and others)
(Fee is required)**

How to take out:

- Door-to-door collection by Kurin Centa (or Neyagawa Waste Disposal Center
(Reservation and Fee are required))
- Bringing the garbage directly in Kurin Centa (or Neyagawa Waste Disposal Center)
(No Reservation necessary but Fee is required)

What to include:



Cautions

The following items should be considered (h) special garbage.

- (1) More than three bags of 45liters bag
- (2) Wardrobes and furniture (even if they are knocked down)
- (3) More than 40cmheight × 100cmwidth × 40cmdepth or more than 10kg
- (4) Stoves and cookers with the firing devices (Because they will probably ignite.)

(5) Large amounts of garbage by moving

- Please make sure remove kerosene and batteries from stoves and cookers.
- TVs, air conditioners(including outdoor equipment), washing machines(including clothes dryers) and refrigerators should be considered (i) products subject to the Home Appliance Recycling Law.
- PCs and displays should be considered (k) personal computers and others .

*Door-to-door collection (Reservation and Fee are required)

Operation Hours: 8:30-17:00 (Mon-Fri)

- The center also opens on national holidays except for Saturdays and Sundays
- The owner's presence is required for collection.

The collectors won't enter your house, so please take out the garbage in front of your house.

For Inquiry:

Kurin Center, 2nd Floor, Kankyō Jigyō Ka (or the Clean Center, 2nd Floor, Environmental Affairs Division)

Phone: 072-820-7400

Reservation exclusive Phone number: 072-868-5374

Bringing the garbage directly in the center (No Reservation necessary but Fee is required)

Service Hours 9:00-16:00 (Mon-Fri)

- You can take your garbage on national holidays except for Saturdays and Sundays.
- Please show your ID such as “Residence Card or Special Permanent Resident Certificate,” “health insurance card,” “My Number Card (identity number card),” or “driver’s license card.”
- Generally, bringing garbage with a vehicle that exceeds two tons and a dump truck is prohibited.
- Only as for moving company staff cannot bring garbage. The owner of garbage must accompany him with proper ID to identify the owner as a citizen.

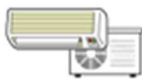
For Inquiry:

Kurin Center, 2nd Floor, Kankyou Jigyuu Ka (or the Clean Center, 2nd Floor, Environmental Affairs Division)

Phone: 072-821-4039

(i) Products subject to the Home Appliance Recycling Law

What to include:



air conditioner

(including outdoor equipment)



TV



refrigerator



washing machine

(including clothes dryer)

Cautions

(1) As for air conditioners (including outdoor equipment), TVs, Refrigerators and washing machines (including clothes dryers), recycling is required by the law. Please ask the shop where you bought them to pick them up as much as possible.

※If you don't ask the shop to pick the garbage, please do the procedure as follows.

(2) First of all, you must buy a recycling ticket at a post office.

Next, please handle it by either ways from (i) to (iii). [(i) (ii) Require separate fees.]

(i) Asking the door-to door collection to Kurin Center /Neyagawa Waste Disposal Center (Reservation of the date and time is required. Reservation exclusive phone number: 072-868-5374)

(ii) Bringing your garbage directly in Kurin Center /Neyagawa Waste Disposal Center

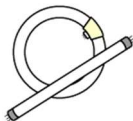
(iii) Bringing your garbage in the nearest designated place* .

*Kofuji Distribution Inc. (3-45-1, Kasuganishi-machi, Hirakata City, Phone: 072-808-3611) and others

(j) Fluorescent Lights and Spray Cans (Any time at the designated place)

Where: Exclusive Collection Baskets (They are set at residents' association facilities and public facilities)

What to include:



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Cautions

fluorescent light

spray can

- (1) The disposal of only general household items are allowed.
- (2) These items will not be collected at the usual designated place.
- (3) For aerosol cans and cartridge-type cylinders: Use up the contents as much as possible. Place them directly into the collection bin without wrapping them in bags.
 - You don't have to make holes in cans to prevent danger.
 - Even if you don't finish using the contents, put them in the basket as they are.
- (4) Don't break fluorescent lights. Just put them back in the original case and put them in the baskets.

(k) Personal Computers

Personal computers and displays should be discarded as follows.



- Laptops should be put in the exclusive collection boxes set at public facilities in Neyagawa.
- As for desktop computers and displays, please inquire of the shop where you bought them or the manufacturers directly. If you made them by yourselves or the manufacturers are unidentified, please inquire of “PC3R Promotion Association”

(Phone: 03-5282-7685 HP: <http://www.pc3r.jp>)

* Printers can be disposed of as (b) non-combustible garbage. Additionally, place printer ink cartridges in collection boxes provided at retailers, etc.

Items which the city cannot handle

(Items which should be picked up by specialized contractors or shops)

- (1) Desktop computers, piano, fire extinguishers, batteries and parts of cars, and motor bikes etc.
- (2) Dangerous items: paint thinner, waste oil, fuel, paint, gas cylinders, and chemicals, etc.
- (3) Difficult-to-dispose of items: tires, soil, iron dumbbells, covers of ditches, and toilet bowl etc.
- (4) Construction waste materials: waste materials after remodeling houses (tiles, tatami mats, and concrete blocks, etc.)
- (5) Needles and others using for home medical care (As there might be the infectious disease, please consult medical institutions about the disposal of them.)

4. Useful Information for Daily Life

4.1. Living in your community

Living in Japan requires you to understand the rules of the region and get used to the customs promptly. If you have any problems or questions, please do not hesitate to consult with Neyagawa International Exchange and Friendship Association (NIEFA) or your neighbor. In the area where you live, there is a residents' association called "Jichikai," or a neighborhood association.

You are required to pay a certain autonomous membership fee to “Jichikai” for the following reasons.

As stated on Page 1, Japan is a country with many earthquakes. Interaction with neighbors can also help protect your own life and the lives of the people important to you in the event of a disaster.

- (a) Cleaning public spaces, preventing crimes and disaster, helping each other among residents and holding local events, etc.
- (b) Passing “Kairanban,” or a community circular board from a house to the next door.

The administration issue and the area information are written in the board so that the residents can quickly notice the issue.

For Inquiries:

Shiyakusho Honchou Shimin Katsudou ShinkouKa (or the City Hall Main Building, 1st Floor, Citizen Activities Promotion Office)

Phone: 072-825-2120

Neyagawa city International Exchange & Friendship Association

Phone: 072-811-5935

Website: <http://www.niefa.or.jp>

5. Illness and Health

5.1. Health Insurance System

Individuals residing in Japan for three months or longer, including foreign nationals, must enroll in Japan’s Public Health Insurance.

However, individuals from countries that have concluded a social security agreement with Japan and who have been issued a Certificate of Health Insurance Coverage from their home country are exempt from enrolling in Japan's Health Insurance.

*Please verify whether your country has concluded an agreement with Japan.

- (a) There are two types of health insurance: “Employee Health Insurance (such as Workplace Health Insurance under social insurance)” and “National Health Insurance”.
- (b) When you enroll in insurance, you will receive either a “Certificate of Eligibility” or a “Notice of Eligibility Information (for those with a My Number Card registered for health insurance)”.

*My Number Card with My Number Insurance Certificate and Health Insurance Information registered.

•Present your My Number Insurance Certificate or Eligibility Confirmation Letter at the medical facility where you receive treatment. You will pay 20% or 30% of the medical expenses (persons aged 75 or older enrolled in the Late-Stage Elderly Medical Care System pay either 10%, 20%, or 30% depending on income).

(1) Employee Health Insurance (Social Insurance, etc., Workplace Health Insurance)

Working individuals and their families may enroll in workplace health insurance depending on eligibility. Application and premium payments are handled by the employer,

*Foreign Health Insurance is generally not usable in Japan.

For Inquiries:

- (a) Your Employer
- (b) Hirakata Nenkin Jimusyo (or Hirakata Pension Office)
Phone: 072-846-5011

(2) National Health Insurance

Individuals who are ineligible for Employee Health Insurance and reside in Japan for three months or longer must enroll in National Health Insurance.

Where to Apply

Neyagawa City Service Gate, 2nd Floor, Citizen Services Department
(National Health Insurance Section)

Phone: 050-1721-9283

Requirements:

- (a) Must be registered as a resident
- (b) Must be residing in Japan for at least 3 months

(c) Must not be enrolled in Employee Health Insurance

*For details, please refer to “2. Legal Procedures (7) Enrollment in National Health Insurance

Premium Payments

Insurance premiums are calculated annually and based on your previous year’s income.

The premium for one year is paid in ten installments every month from June to March of the following year.

How to pay

- (a) Set up an automatic bank or postal account transfers at banks, post offices, Neyagawa City Service Gate, or any City Station (including Horimizo Service Counter).
- (b) Take the payment slip and pay directly at a bank, post office, Neyagawa City Service Gate, any City Station (including the Horimizo Service Counter), or convenience store.
- (c) Pay using LINE Pay or a credit card.

For inquiries:

Phone only: Citizen Services Division (Collection and Payment Section), City Hall Main Building, 1st Floor Phone: 072-813-1189
Location/Counter: Neyagawa City Service Gate, 4th Floor, Citizen Services Department (Collection and Payment Section)

“Eligibility Certificate” or “My Number Health Insurance Card”

- (a) One Eligibility Certificate is issued per person.
- (b) When visiting medical institutions, etc., please be sure to bring your Eligibility Certificate or My Number Health Insurance Card.
- (c) The Eligibility Confirmation Card or My Number Health Insurance Card can be used at medical institutions outside Neyagawa City, so bring it with you when traveling. (However, it cannot be used overseas.)

***Important Notes**

- (a) Do not lend, borrow, buy, or sell it to others. This is prohibited by law and punishable by penalty.
- (b) When you move, please report it to the city office of your new location.
- (c) Expired Eligibility Certificates cannot be used. Apply for a new one. It will be mailed later. (If your My Number Card expires, apply at the My Number Card Section of the Neyagawa City Passport Center.)
- (d) If you enroll in Company Health Insurance or move out of Neyagawa City (or leave Japan), either destroy your Eligibility Certificate or return it to the National Health Insurance System.

* If you cannot use the National Health Insurance, they are in the following cases.

- (e) Normal pregnancy / childbirth, cosmetic surgery, health examination, preventive injection, orthodontics, etc.
- (f) Injury caused by fighting or other willful misconduct.

*When visiting a medical institution without bringing your eligibility certificate or My Number Health Insurance Card:

-Pay the full cost and receive a receipt and detailed statement of medical fees. Afterwards, you must apply for reimbursement at the city office. Following review, 70% or 80% of the medical expenses will be reimbursed.

- If you receive treatment at a hospital abroad, you may also be eligible for partial reimbursement of medical expenses.

* A system in which medical expenses are paid by application if you are into the out of self-payment ceiling.

- (a) If your medical expenses exceed the self-pay limit, the full amount will be paid to you as "high medical expenses". Three months or more after going to a hospital or a clinic, the city office will mail a Notice of High Medical Expenses to you, the suitable householder, so please follow the procedure.
- (b) You may need a receipt received from a hospital or a clinic to apply, so please do not lose it.

For inquiries:

Neyagawa City Service Gate, 2nd Floor, Citizen Services Department
(National Health Insurance Section)

Phone: 050-1721-9283

5.2. Illness and Injury (When you are Sick or Injured)

Hospitals and clinics

- (a) There are many medical treatment days on weekdays and Saturdays, and closed days on Sundays and public holidays.
- (b) In case of emergency, call an ambulance. **PHONE 119**
- (c) When receiving your prescription, ask your doctor or pharmacist to explain it sufficiently.
- (d) Please use the holiday emergency hospitals or clinics on holidays and Sundays or after hours.

Emergency Medical Service during Holidays and Sundays

Shiritsu Hoken Fukushi Center (or Neyagawa Health and Welfare Center Clinic)

Phone: 072-828-3931

Open: Sundays, Holidays, and Dec. 30 - Jan. 4

Service Hours: 9:30-11:30, 12:30-16:30, 17:30-20:30 “only Pediatrics”

Departments: Internal Medicine, Pediatrics, Dentistry

Location:

1st floor of Shiritsu Hoken Fukushi Center (or Neyagawa Health and Welfare Center)

28-22 Ikeda Nishimachi, Neyagawa City

Nighttime Emergency Center

Hirakata City Medical Association Building, 1st Floor

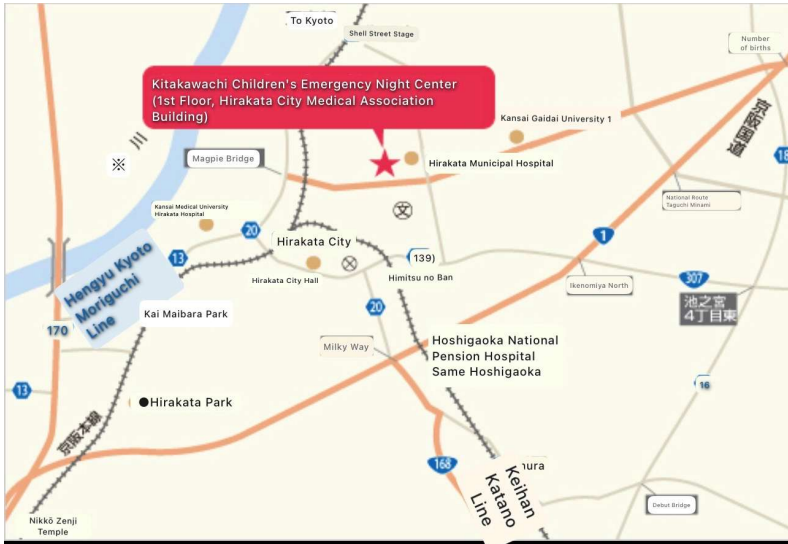
Phone: 072-840-7555

Open: Daily

Hours: 8:30 p.m. to 6:30 a.m.

Specialty: Pediatrics (up to 9th Grade)

Location: 2-14-16 Kinomoto cho, HirakataCity



About AED

AED stands for Automated External Defibrillator.

It is a small device that restores the heart condition to normal by giving an electric shock to a heart spasm of atrial fibrillation.

When you turn it on, the voice guidance of Japanese instructs how to use it in order, so anyone can use this device. And AED itself judges whether an electronic shock is needed.

AEDs have been placed in public areas such as the stations and convenience stores based on the agreement in Neyagawa City.

For Inquiry:

Shiyakusho, 3rd Floor, Honchou Bousakika (or the Disaster prevention division of the Neyagawa City Hall Main building, 3rd Floor)

Phone: 072-825-2194

5.3. Health check and Examination

Adult health checkups can be taken at Neyagawa Health and Welfare Centers and contracted medical institutions.

Regular health checkups can prevent illness and lead to early detection and treatment.

Details such as the date and time will be posted in the Neyagawa Bi-Monthly Bulletin.

For inquiry:

Hoken ukushi Center Nai KenKou Dsukuri SuiShinka (or the Health promotion division of Neyagawa Health and Welfare Center)

Phone: 072-812-2002

6. Childbirth and Childcare

6.1. When you become pregnant

- Please submit your “Pregnancy Notification”. The City will issue you a Maternal and Child Health Handbook. A consultation with a public health nurse or midwife is required. This is by appointment only, so please make your appointment and complete the “Pregnancy Notification” form online in advance.

Website:

https://www.city.neyagawa.osaka.jp/organization_list/kodomo/kosodatesienka/bosi_kenkou/ninpukensinkyousitu/1459123794311.html

Application location: Neyagawa City Service Gate, 7th Floor, Child-Rearing Support Division

*During pregnancy, you can receive prenatal checkups at clinics or hospitals with obstetrics and gynecology departments. The Child-Rearing Support Division offers free health consultations provided by public health centers, midwives, and others.

For inquiries:

Neyagawa City Service Gate, 7th Floor

Child-Rearing Support Division (Maternal and Child Health Section)

Phone: 072-800-7079

6.2. Maternal and child health handbook

- (a) The maternal and child health handbook is for mothers and babies to record pregnancy progress and birth and child’s vaccinations and growth.
- (b) Make sure to take this handbook with you when you go to hospital when you have prenatal check-up and postnatal check-up and when you take your baby to get vaccinations.



6.3. Childbirth (When a child is born)

After childbirth

- (a) Get a birth certificate at hospital or clinic where you have birthed your child.
- (b) Submit a “Birth Registration” to the Family Registry Section on the 2nd Floor of the Neyagawa City Service Gate with the “Birth Certificate”.
- (c) If one or both parents don’t have a Japanese nationality, please register your childbirth at the embassy or the consulate of your country.
- (d) Have your baby examined by a doctor regularly. Health Check-ups and vaccinations are available at Neyagawa City Service Gate and medical institutions.

Lump-sum allowance for childbirth

All of medical insurance subscribers can receive “Lump-sum allowance for childbirth”

when they birth their child. If you reach the 85th day of your pregnancy, you can receive it even you have a mis carriages or stillbirth.

※Additionally, insurance premiums are reduced for the period corresponding to the prenatal and postnatal care period for insured persons who are expecting or have given birth.

Please ask your insurance company for more details.

6.4. Child Medical Expense Assistance Program

Residents registered in Neyagawa City are eligible for partial assistance with medical expenses covered by insurance from birth through high school age (until the first March 31 following the child’s 18th birthday). However, this program is not available to those not enrolled in health insurance.

Requirements:

- (a) Documentation verifying the child’s health insurance eligibility (health insurance card, eligibility confirmation letter, eligibility information notice, etc.)
- (b) Taxable Income Certificate (if the child moved into Neyagawa City on or after January 2 of the application year and is under 6 years old as of the first March 31 following their birthday).

For Inquiries:

Neyagawa City Service Gate, 2nd Floor, Citizen Services Division
(Medical Assistance Section) Phone: 072-800-7108

6.5. Infant Health Check-up Information

- 1-Month Checkup

Please bring the examination ticket from the supplementary booklet of your Mother and Child Health Handbook and visit a participating medical institution (within the prefecture) for the check-up.

- 4-Month Checkup

Please bring the examination ticket provided during the 4-month check-up and visit a designated medical institution (within the prefecture) for the check-up.

- 4-Month Checkup. 1 year and 6 months Checkup. Parent-Child Dental Class (2 years and 7 months Dental Checkup). 3 years and 6 months Checkup

-Individual notifications regarding dates and times will be sent approximately one month prior to the checkup date.

-If you do not receive the notification or cannot attend on the scheduled date due to illness or other reasons, please contact us.

For Inquiries:

Neyagawa City Service Gate, 7th Floor, Childcare Support Division,
Childcare Support Section
Phone: 072-800-7079 (Maternal and Child Health Section)

6.6. Child Allowance and Support Systems for Single-Parent Families

(a) Child allowance (as of September 2025)

Parents living with children in Japan until the end of the school year in which the child turns 18 (high school graduation) are eligible to receive the Child Allowance.

For inquiries:

Neyagawa City Service Gate, 4th Floor, Child Protection Division
Phone: 072-800-7051

(b) Medical Expense Assistance Program for Single-Parent

A partial subsidy program is available for medical expenses covered by health insurance. However, you must be enrolled in a health insurance plan to be eligible for this program. (Single-Parent Household Medical Expense Subsidy)

For inquiries:

Neyagawa City Service Gate, 2nd Floor, Citizen Services Department
(Medical Subsidy Section)
Phone: 072-800-7108

- (c) You may be eligible to receive the Child-Rearing Allowance
- (d) Consultations are available regarding daily life issues and concerns faced by single-parent households.

For inquiries:

Neyagawa City Service Gate, 4th Floor, Child Protection Division
Phone: 072-800-7051

6.7. Children's day care (When you need childcare, such as Daycare Facilities)

(a) Day care center

These facilities provide childcare for children whose parents cannot provide daytime care at home.

Terms of Use: Parents must have a job (at least 64hours/month), Pregnancy, Childbirth, Illnesses, Injured, Disabilities, nursing family living together, disaster recovery, continuous job hunting, going to school, etc.

Ages: From the end of maternity leave until the end of preschool.

Childcare Fees: Determined based on the municipal resident tax amount of the child's guardians (Father and Mother) in the household. Childcare fees for the second and subsequent children in the same household are 0 yen.

Application Method: Online application via the official form

Required documents: Documentation proving the necessity of childcare

For inquiries:

Neyagawa City Service Gate, 4th Floor, Childcare Division
Phone: 072-800-7087

(b) Rusu Katei Jidokai / After-School Care Program for Elementary School Children

It provides after school care for elementary school students whose parents cannot take care their children in daytime. Facilities are in each public elementary school.

※Registration is required, service charge

For inquiries:

Shiyakusho Honcho Higashikan, 1st Floor, Neyagawa-shi
kyouikuinkai ShakaikyokuishinKa (or the Neyagawa City Board of Education, Social Education Promotion Division of the Neyagawa City Hall Main Building East Wing, 1st Floor)
Phone: 072-813-0075

6.8. Childcare support

(a) Oyako Hot Station (or Parent and Child Support station)

This facility provides place to play for babies and parents, place for parents to exchange and share information by workshops and lectures.

Eligibility: Children aged 0 to preschool age and their parents living in Neyagawa City

Service Hours: 10:00-16:00

Closing day: Every second Sunday, Dec 29th -Jan 3rd

For inquiries:

Parent & Child Support Center Phone: 072-811-3003

*We will relocate to “Children’s Library +plus on April 2026

(b) MY CITY Midwife Home Visits

Midwives and other professionals provide home visits for pregnant women and infants up to 4 months old, offering childcare consultation and advice (breastfeeding, infant development, postpartum health, etc.) To apply, scan the QR Code in the supplementary booklet of your Maternal and Child Health Handbook or call directly.

Website:

https://www.city.neyagawa.osaka.jp/organization_list/kodomo/kosodatesienka/bosi_kenkou/ninpukensinkyousitu/1615429012330.html

For Inquiries: Neyagawa City Service Gate, 7th Floor, Child-rearing Support Division

Phone: 072-800-7079

(c) Konnichiwa Akachan Homon (or Hello Baby Visits)

(*Excludes households already receiving visits such as newborn visits.)

Public health nurses visit all households with babies up to 4 months old to provide childcare consultation and advice, and deliver the parenting support magazine “Childcare Navigator”.

If you eligible for this service, you receive a postcard (No application is required). They will visit you until they actually see you.

*All of home visitors are trained and they bring their IDs with them.

*Please put your nameplate on the front of your house, if there is no nameplate, home visitors are not able to visit you and hand out the booklets.

For inquiries:

Neyagawa City Service Gate, 7th Floor, Child-rearing Support Division

Phone: 072-800-7079

website:http://www.city.neyagawa.osaka.jp/organization_list/kodomu/kosodatesienka/kosodatesien/kosodate_navi/1379573821323.html

(d) Counseling for child rearing (If you have concerns while raising your child)

(1) Jido Sodan / Consulting about child rearing

Advice of child rearing, discipline, delinquency, or disorderly etc. are available

For inquiry:

Osaka Chuo Kodomo Katei Center (or Osaka central Children Families Center)

Phone: 072-828-0161

website:<https://www.pref.osaka.lg.jp/soshikikarasagasu/kodomokatei/index.html>

(2) Kodomo Sodan / Counseling about children

Advice of all about Children under 18years old.

For inquiries:

Neyagawa City Service Gate, 4th Floor, Child Protection Division

Child Counseling Phone: 072-800-7065

(3) Ijime Sodan / Counseling about bullying

Neyagawa City operates a bullying consultation service for students and parents of municipal elementary and junior high schools.

How to use: Call the toll-free bullying consultation hotline below, or use the service via email or the city's official app.

Additionally, if your child attends a municipal elementary or junior high school, please mail the monthly anti-bullying report promotion flyer distributed to your child.

For inquiries:

Shiyakusho Honcho, 3rd Floor, Neyagawa-shi KansatsuKa (or the Inspector Division of the Neyagawa City Hall Main Building 3rd Floor)

Phone: 0120-783-066 (Bullying Consultation Toll-Free Line)

E-mail : kansatsu@city.neyagawa.osaka.jp

(3) Kodomo no Jinken 110ban (or Rights of Children)

Consultation on issue such as bullying, corporal punishment, delinquency, or lengthy absence from school.

For inquiries:

(a) Ministry of Justice Toll-Free Number

Phone: 0120-007-110

(b) International Calls: Please call the Osaka Regional Legal Affairs Bureau Phone: 06-6942-1183

6.9. Kosodate rifuresshukan (RELATTO) / Child Rearing Relaxation center (RELATTO)

It is a facility designed as a place for parents and babies and pregnant mothers to support by playing, communication, counseling.

Available:

(a) Kids Smile Park

It is a playground has bouncy castle and ball pit etc.

Children can enjoy playing house and also play actively.

(b) Temporary babysitting care

Babysitting care is provided for children (preschoolers, 3month or older) who lives in Neyagawa City.

This service is available by a hour.

Please reserve this service from within Neyagawa city official App, Motto Neyagawa.

(c) Famiri Saporto Center (or Family support center)

Support for parents of children aged 0 to 12 residing in the city who wish to receive childcare assistance.

(d) Workshops

We offer refresh workshops with temporary childcare, and workshops for parents and children to enjoy together. Through seasonal events, we aim to provide a refreshing experience for parents raising children.

How to use

(a) Kids Smile Park

Membership registration is required.

Admission fee will charge.

(b) Temporary babysitting service

You have to have an interview before you use this service.

To reserve this service, Please call or reserve from Neyagawa City Official App.

Usage fee will charge.

*From April 2026 (Reiwa 8), this will be transferred to the Children's Library +plus

(c) Family Support Center

Available after registering as a member.

(d) Classes / Workshops

Available upon advance application

For inquiries:

Neyagawa shi kosodate refuresshu kan (or Child rearing relaxation center)

Phone: 072-800-3862

6.10. Kodomo Toshokan +plus (Children’s library +plus)

This facility provides spaces designed to spark children’s curiosity, aiming to promote children’s reading activities and enhance parenting support.

● Services Offered

- 1) Access to books for children and parenting
- 2) Provision of learning spaces for children
- 3) Provision of play areas for children (preschool age)
- 4) Temporary childcare
- 5) Information exchange about parenting and parent interaction

For Inquiries: Neyagawa City Service Gate, 4th Floor, Child-rearing Support Division

7. Schools and Education

7.1. Kindergarten

(a) Municipal Kindergartens (as of April, 2025)

There are two locations within the city, and children aged 4 and 5 can attend.

For inquiry:

Shiyakusho Houchou Higashikan, 2nd Floor, Neyagawa-shi Kyouiku Inkai Gakumuka (or the City Hall Main Building East Wing, 2nd Floor, City Board of Education Academic Affairs Division)

Phone: 072-813-0072

(b) Private Kindergartens (as of April, 2025)

There are four locations within the city, and children aged 3 to 5 years old can attend.

For inquiries:

The Osaka Prefecture Federation of Private Kindergartens

Phone: 06-6351-5574

Website: <http://www.kinder-osaka.or.jp/>

7.2. Elementary School • Junior High School

(a) The school year begins on April 1st and ends on March 31st of the following year.

(b) The year is divided into three terms.

(c) Textbooks are free for Elementary and Junior High Schools
School lunch is provided in elementary and junior high schools. Fees are required.

(d) Payment is required for Elementary School lunches. Junior High School lunches are free.

(e) If you have difficulty paying school fees, assistance programs (School Attendance Support) are available. Please ask your school teacher.

For inquiries:

City Hall Main Building East Wing, Neyagawa City Board of Education, Education Policy and General Affairs Division, Academic Affairs Division, Educational Guidance Division (2nd Floor), School Facilities and Meal Division (1st Floor)

Phone: 072-824-1181

website:

https://www.city.neyagawa.osaka.jp/organization_list/kyoikuiinkaiji/mukyoku/index.html

7.3. When foreign children attend Japanese schools

Attending elementary and junior high schools is compulsory in Japan. But foreign children don't have a duty to attend Japanese schools. However, they are welcome to enroll by following necessary application procedures.

How to enroll in Japanese schools

(a) When you register as a resident at the City Hall, you should tell that your children want to study at Japanese school and get a school application form.

- (b) Get information of school (name, address) where your children attend.
- (c) Go to the school as instructed and hand in “documents needed when transferring schools”.

For inquiry:

Shiyakusho Honchou Higashikan Neyagawa-shi Kyouiku Iinkai Gakumuka (or the Educational affairs division of the Neyagawa Municipal Board of Education in the Neyagawa City Hall East building)

Phone: 072-813-0072

When your children cannot speak Japanese well

Pupils and students who cannot understand Japanese can have an interpreter for independence support and get some help for school lessons and lives.

For inquiries:

Shiyakusho Honchou Higashikan Neyagawa-shi Kyouiku Iinkai Kyouiku Shidouka (or the Educational guidance division of the Neyagawa Municipal Board of Education in the Neyagawa City Hall East building)Phone: 072-813-0071

7.4. Neyagawa School Park

- On weekdays after school hours, elementary school playgrounds can be used like parks.

Eligibility: Students in Grades 1 through 6 attending the local elementary school.

For Inquiries:

City Hall Main Building East Wing, 1st Floor, Neyagawa City Board of Education, Community Education Promotion Division

Phone: 072-813-0075

Website:

https://www.city.neyagawa.osaka.jp/organization_list/kyoikuiinkaijimukyoku/syakaikyokuishinka/seisyouennkyouiku/24524.html

8. Transportation

8.1. Bicycle

Park your bicycle in the designated area such as bicycle parking lots. Parking your bicycle on the sidewalk is a great inconvenience to many people. While riding a bicycle, you, as well as car drivers and motorcyclists, must obey traffic rules. You can be fined or imprisoned for violations of cyclist laws.

Riding bicycle

You must keep the following regulations.

Be aware that there is severe punishment for causing an accident due to a violation while riding on a bicycle.

- (a) Ride along the left side of the street.
- (b) On roads labeled “Pedestrians only,” please walk pushing your bicycle alongside you.
- (c) On the sidewalk labeled “Bike permitted,” proceed slowly along the side facing the road.
- (d) Pedestrians have right-of-way; please yield to pedestrian traffic when necessary.
- (e) 2 people riding on one bicycle is prohibited.
- (f) Persons over 16 years of age can carry a child under 6 years of age if the bicycle is equipped with a child seat.
- (g) Use a headlight at night.
- (h) Riding a bicycle while under the influence of alcohol is prohibited.

- (i) While riding a bicycle, you are prohibited to use an umbrella, talk on the cell-phone or exchange any messages. Those are breaches of the traffic regulations.

Bicycle Traffic Violation Notification System

Starting April 1, 2026, “blue tickets” will be issued for serious and dangerous violations such as ignoring stop signs, failing to stop completely, using smartphones while riding, and riding on the side side of the road.

Registration for bicycle theft prevention

An application for “Bicycle theft prevention registration” is required to ride a bicycle in Japan. It is a system to identify the owner of the bicycle.

If your bicycle is stolen, registering bicycle theft prevention will increase your chances of getting it back. you have a better chance of getting it back if you register it as a security item. Also, even if you are questioned by the police, your security registration will immediately identify the owner of the bicycle and reduce the risk of them suspecting you of stealing it.

Registration fee costs 600yen, simply write your name and address on the registration card at a bike shop. If you are given a bicycle from someone, you should re-register the bicycle in your name.

Removal of Bicycle

Neyagawa City has designated the places around railway stations in the city as prohibited for parking of bicycles and motorbikes. Illegally parked bicycles and motorcycles left in these areas are immediately removed.

Bicycle Impoundment

Removed bicycles/motorbikes are kept at Bicycle Storage.

The city disposes of unclaimed bikes.

If the owner is discovered by the registration number, a notification card of return will be sent out.

Retrieval of impounded bicycles

Restoration place: Uzumasa Bicycle Storage Station

7-1, Uzumasa Takazuka-cho, Neyagawa

Phone: 072-824-5165

Service Hours: 9:00~17:00 Monday to Friday, 2nd / 4th Saturday,
1st / 3rd Sunday

(Except on Holidays and during Dec. 29 to Jan. 3)

Removal Fee:

Bicycles 2500yen

Electric Bicycles 4000yen

Motorcycles 5000yen

Requirements:

- (a) Identification (Driver’s license, Health insurance Documents card, or Student ID card, etc.)
- (b) Bike Key
- (c) Seal (Inkan)
- (d) Notification card of return (If you have.)

For inquiries:

Shiyakusho Honchou, 3rd Floor, Koutsuu Seisakuka (or the Transportation Policy Division in the Neyagawa City Hall Main building, 3rd Floor)

Phone: 072-813-1207

8.2. Community welfare ridesharing-taxi service

Based on a demonstration experiment “Neyagawa Noriai-Wagon service/ Neyagawa Ride-On Wagon Service”, which has been providing free transportation service between your house and a destination (supermarket or hospital, etc.) in the target areas by making a call so far, the project will utilize a ridesharing-taxi and expand the target area to allow transportation to designated facilities outside the area.

- (a) Target people: silver generation (over 70 years old), pregnant women, and people with disabilities
- (b) Target area: Narita area, Niwaji area, Kawakita area
- (c) Operating day: Weekday only
(Saturday, holidays, the end of the year and new year (Dec. 29 to Jan. 3) are unavailable.)

- (d) Operating hours: 9:00 a.m -5:00p.m
- (e) Reception time: 8:45a.m -5:00p.m
 - *Only operating days are available.
 - *Reception of the overtime is unavailable.
- (f) User Card: A user card is required for use
 - *To obtain one, submit a Shared Transportation Service User Card Application Form
- (g) Fare: Free within the district
Outside the district: 300 yen per person
 - *Limited to locations designated by the city
 - *If the usage limit is exceeded, the service can be used for 500 yen per person regardless of location.

How to use:

- (a) Please call a taxi company directly and say to an operator
“Neyagawa noriai takushii wo onegaishimasu (meaning I'd like to use Community welfare ridesharing-taxi service, please)”

Contact:

Nihon Taxi: 072-827-5151

Daiichi Kotsu: 072-844-0202

- (b) Tell your address, name, number of passengers and the destination.
- (c) Please wait until a taxi arrives at your house and get in.

For Inquiries:

Shiyakusho Honchou, 3rd Floor, Koutsuu Seisakuka (or the Transportation Policy Division in the Neyagawa City Hall Main building, 3rd Floor,)

Phone: 072-813-1207

8.3 Neya BUS (Bus usage promotion service)

Following the discontinuation of three Keihn Bus routes on March 31, 2024, the city will operate the community bus (Neya Bus) on fixed routes and schedules starting April 1 to ensure transportation for residents.

- Routes: Kurohara Route, Kida/Kitagawa Route, Koya Route
- Timetable: Please check bus stop signs or the website
- Fare: Adults 250 yen, Children 130 yen per ride (Discounts available for Persons with Disabilities)
- Payment Method: Cash only. However, cashless payment using transportation IC Cards is scheduled to be introduced during Fiscal Year 2025.
- Reservation System: LINE reservations will be introduced during Fiscal Year 2025. (Phone Reservations will also be accepted.)

For Inquiries:

City Hall Main Building, 3rd Floor, Transportation Policy Division
Phone: 072-813-1207

8.4 Public Transportation Usage Promotion Subsidy Program

From April 1, 2025 to February 27, 2026, a portion of the fare paid using a transportation IC Card for public transportation (buses and trains) will be subsidized.

● Eligible Individuals

As of July 1, 2025, individuals registered in the Neyagawa City Basic Resident Register who fall under any of the following categories:

- 1) Silver generation aged 65 to 69 who are exempt from resident tax
- 2) Silver generation aged 70 or older
- 3) Pregnant women (use limited during the pregnancy period)
- 4) Individuals who have been issued one of the following certificates: 1) Physical Disability Certificate, 2) Rehabilitation Certificate, 3) Mental Health and Welfare Certificate for Persons with Mental Disabilities

● Subsidy Amount

For Categories 1)-3).....Up to 4,500 yen
For Category 4, Type 1; for those in Category 3, Grade 1 (or Mental Disability Certificate Grade 1) Up to 4,680 yen
For Category 4, Type 2; for those in Category 3, Grades 2-3 (or Mental Disability Certificate Grades 2-3) ... Up to 2,340 yen

- Application Period

From July 1, 2025 (Reiwa 7) to February 27, 2026 (Reiwa 8)

*If applying by mail, applications postmarked on February 27 will be accepted.

- Requirements

1. Application form for the Public Transportation Usage Promotion Subsidy Program
2. Copy of bank account information (the page opened by flipping one page from the cover)
3. Usage history of the transportation IC Card
4. Copy of the Maternal and Child Health Handbook (cover page and the page showing guardian information/proof of birth notification – Page 1) Required only for pregnant applicants
5. Riding certificate (original) **【Only for those using Neya BUS】**

- Where to Submit Applications

1. Transportation Policy Division (City Hall Main Building, 3rd Floor) *Applications may be mailed to the Transportation Policy Division
2. Each City Station (including the Horimizo Service Counter)
3. Neyagawa City Service Gate, 1st Floor, General Consultation Counter

For Inquiries:

City Hall Main Building, 3rd Floor, Transportation Policy Division
Phone: 072-813-1207

9. Taxes and insurance

9.1. Tax

Foreign residents in Neyagawa have to pay taxes as same as Japanese people. Taxes include the following: Income tax, residence tax, consumption tax, automobile tax (if you own a car), property tax (if you have real estate such as homes and land)

Income tax

Income tax is a tax of your personal income. When you receive a monthly salary from your company or an organization etc., the tax is deducted from your salary or an organization etc.

- (a) If you retire in the middle of the year, please get the withholding slip from your employer at the time of retirement.
- (b) If you pay a large amount of medical expenses or have to spend unavoidable expenses due to a disaster, etc. can file a final tax return and receive an income tax refund.
- (c) What is year-end adjustment (for people working at a company or an organization, etc.)

Taxes are collected from your monthly salary. At the end of the year, they will be adjusted the tax excess and deficiency for one year. Your company or other organization will take care of all the procedures.

Residence tax

Income tax is a tax of the previous year's income and will be paid to the tax office at the place your residence as of January 1st. If you leave your job, you may be liable for taxes in the following year. Please make sure that you have to submit a tax administrator's notification to the City Hall when you return home.

About consumption tax

Consumption tax is a tax charged when you receive shopping or services.

For Inquiries:

Neyagawa City Service Gate, 4th Floor

Citizen Services Department (Taxation and Municipal Tax Division)

Phone: 072-813-1114

Neyagawa City Service Gate, 4th Floor

Citizen Services Department (Fixed Asset Tax Section)

Phone: 072-813-1132

9.2. Insurance

Long-term care insurance

If you are 65 years old or older, or between the ages of 40 and 64 with any medical insurance, and meet certain requirements, you can receive nursing care services when you need it.

For inquiry:

Ikenosato Shimin Kouryu Center Kourei Kaigo Shitu (or the Elderly nursing care operation office in Ikenosato Civic Exchange Center)
Phone: 072-838-0518

10. Places to consult when you are in trouble/Japanese Language Classes**10.1. General Daily Life****Consultation Service for foreigners**

Foreigners living in Neyagawa can consult various administrative procedures and lives, and the service also provides referrals to specialized organizations.

Date and time: Tuesday and Saturday 13:00-17:00

Place: NPO Neyagawa city International Exchange & Friendship Association Office,

Neyagawa Community Center 1F, 41-1 Hada-cho, Neyagawa City

Phone: 072-811-5935

※ Japanese, English (Please contact us regarding other languages)

Website:

https://www.city.neyagawa.osaka.jp/organization_list/shiminkatsudo/shiminkatsudou/tosi_kouryu/tabunka_kyousei/1378369143831.htm

1

website:

<https://www.niefa.or.jp/foreigners.htm>

10.2. Japanese Language Instruction

Reading and Writing Japanese

Targets: 15 years old or older in principle (except high school students, university students, and students from abroad)

Date and Time: Every Wednesday i)14:00 - 16:00 ii)18:45 - 20:45

Place: Neyagawa Municipal Espoal Social Education Facility

For inquiries:

Shiyakusho Honchou Higashikan, 1st Floor, Neyagawa-shi Kyouiku Inikai Shakai Kyouikuka (or the Social education division of the Neyagawa City Board of Education Social Education Promotion Division in the Neyagawa City Hall East Wing, 1st Floor)

TEL: 072-813-0076

Japanese classrooms

NPO Neyagawa city International Exchange and Friendship Association holds Japanese classes for foreigners.

Targets: 15years old and older

Date and Time: Tuesday 13:30 - 15:00 / 19:00 - 20:30

Place: Neyagawa Community Center

For inquiries:

NPO Neyagawa city International Exchange and Friendship Association

TEL: 072-811-5935

HP: <https://www.niefa.or.jp/foreigners.htm>

You can learn Japanese conversation and grammar on Internet or radio.

NHK World Easy Japanese

(English, Chinese, Korean, Portuguese, Vietnamese, Thai, Indonesian, French, Hindi, Arabic, Bengali, Russian, Persian, Urdu, Burmese, Swahili, Turkish and Ukrainian)

website: <https://www.nhk.or.jp/lesson/> (made by NHK WORLD)

NHK Radio Podcast Easy Japanese

website: https://www.nhk.or.jp/podcasts/lang_lesson.html

Agency for Cultural Affairs Learning Japanese site

“Foreigner as a Consumer” living in Japan

website: <https://tsunagarujp.mext.go.jp>

11. Useful Websites for Living

11.1.Essentials for Living in Osaka Table of Contents (in 10 languages)

OFIX, or Osaka Foundation of International Exchange, issues the living guide for foreigners living in Osaka prefecture covers living, housing, medical care, education, work, tax, marriage, and emergency response, for example.

HP: <https://ofix.or.jp/2024/06/03/living-guide-released/>

11.2.Osaka Disaster Prevention APP

The “Osaka Disaster Prevention App” is a multilingual (English, Chinese, Korean) application that delivers disaster prevention information via push notifications, features a rain cloud radar showing current rain cloud conditions and typhoon forecast circles, offers a disaster prevention map to check evacuation routes and flood-prone areas in advance, and includes useful functions like a buzzer and smartphone flashlight.

App

App_Store (iOS) : <https://apps.apple.com/us/app/id1092387835>

Google_play (Android) :

https://play.google.com/store/apps/details?id=jp.ne.goo.bousai.osaka_app

Public Facilities			
◆City Hall, City Service			
Roman alphabet	Name of the institution	Address	Phone Number
Shiyakusho	City Hall	1-1 Hommachi	824-1181
Kyoikuiinkai	Board of Education	1-1 Hommachi	824-1181
Sabisugeto	Service Gate	12-16 Hayakocho	824-1181
Korien shiti suteishon	Korien City Service Branch	14-9 Kori minaminocho	832-4131
Kayashima shiti suteishon	Kayashima City Service Branch	19-1 Kayashima hommachi	823-6962
Horimizo sabisu madoguchi	Horimizo Service Branch	10-20 Horimizo 3-chome	811-5571
Nishi shiti suteishon	Nishi City Service Branch	24-5 Ikeda nishimachi	838-0324
Higashi shiti suteishon	Higashi City Service Branch	3-1 Uchiage miyamaecho	822-3380
Neyagawa shi pasupoto senta	Neyagawa Passport Center	16-11-101 Hayakocho	801-1071

◆Culture, Exchange, Sports			
Roman alphabet	Name of the institution	Address	Phone Number
Arukasu horu	AruKas Hall	12-21 Hayakocho	821-1240
Danjo kyodo sankaku suishin senta (furatto Neyagawa)	Gender Equality Promotion Center (Flat Neyagawa)	2-14 Higashi otoshicho (sangyo shinko center 5F)	800-5789
Shimin katsudo senta	Civil Activity Center	41-1 Hadacho	812-1116
Shimin kaikan	Civic Hall	41-1 Hadacho	823-1221
Esupoaru	Espoir Social Education Facility	21-3 Nishikicho	828-4141
Maizo bunkazai shiryokan	Archaeological Museum	3-1 Uchiage miyamaecho	822-3381
Chuo toshokan	Chuo Library	23-1-401 Hayakocho	800-3711
Higashi toshokan	Higashi Library, Annex	41-1 Hadacho	823-0661
Manabikan	Manabikan	13-23 Meiwa 1chome	822-3311
Ikenosato shimin koryu senta	Ikenosato Civic Exchange Center	24-5 Ikeda nishimachi	838-0188
Shimin taiikukan	City Gymnasium	16-16 Shimokidacho	824-5858
Yagai katsudo senta	Outdoor Activity Center	2237 Simotawara Shijonawate-shi	0743-78-1910
Seihoku komyuniti senta	Seihoku Community Center	20-30 Matsuyacho	833-0120
Minami komyuniti senta	Minami Community Center	16-50 Shimokidacho	821-0301
Minami komyuniti senta bunkan	Minami Community Center, branch	16-6 Horimizo 3chome	824-3600
Tohoku komyuniti senta	Tohoku Community Center	3-3 Naritacho	832-3791
Nishi komyuniti senta	Nishi Community Center	7-1 Kuzuhara 2chome	838-1524
Seinan komyuniti senta	Seinan Community Center	30-1 Kamikamida 1chome	838-2322
Higashi komyuniti senta	Higashi Community Center	32-2 Takamiya shimmachi	820-2281
Jitensha no eki	Bicycle station	7-1 Uzumasa takatsukacho	824-2250
Sumairu	Smile	24-5 Ikeda nishimachi (Ikenosato shimin koryu center 2F)	838-0195
Nozomigaoka buranchi (Nozomigaoka chiiki koryu supesu)	Nozomigaoka Branch (Nozomigaoka Community Space) ²	Uchiage Takatsuka-cho 4-1 (Nozomigaoka Elementary School, Jr High School)	823-2233

◆Child Rearing			
Roman alphabet	Name of the institution	Address	Phone Number
Kosodate rifuresshukan (Riratto)	Child Rearing Relaxation center(RELATTO)	8-13 Nishikicho	800-3862
famiri sapoto senta	Family suport center	8-13 Nishikicho (kosodate refresh kan 2F)	839-8817
Oyako hotto suteishon	Parent - Child Hot Station	Hatsucho 19-1 (moving to the Children's Library +Plus in April 2026)	811-3003
Kodomo toshokan purasu	Children Library plus	Hayako-cho 23-2 (Advance Neyagawa, Bldg. 2, 3rd Floor) *It will open on April 2026.	.
■Hoikusho	■Nursery School		
Sakura hoikusho	Sakura nursery	15-16 Tsushimaie nishimachi	829-0540
Tampopo hoikusho	Tampopo nursery	2-1 Uchiage minamimachi	823-2433
Satsuki hoikusho	Satsuki nursery	10-1 Miigaoka 4chome	823-7141
Sazanka hoikusho	Sazanka nursery	15-6 Kotobukicho	834-1555
■Ninte kodomoen	■Certified Children's Center		
Maaburu Kodomoen Hoshi no Gakusha	Marble nursery Hoshi no Gakusha	22-13 Choeijicho	828-9111
Maaburu Kodomoen Tsuki no Gakusha	Marble nursery Tsuki no Gakusha	16-53 Shimokidacho	823-1367
【Shiritsu】	【Private Nursery school】		
Toyono hoikuen	Toyono Day nursery	2-36 Toyonocho	821-2150
Neyagawahigashi hoikuen	Neyagawahigashi nursery	34-11 Hadacho	821-0533
Tokiwakakuen hoikusho	Tokiwakakuen nursery	16-13 Shoji minamimachi	824-5055
Kunimatsu hoikuen	Kunimatsu nursery	39-3 Kunimatsucho	821-6123
Meitoku hoikuen	Meitoku nursery school	11-18 Meitoku 2chome	822-0841
Uchiage hoikuen	Uchiage nursery	5-35 Umeaoka 1chome	821-1129
Kokko hoikuen	Kokko nursery	13-5 Nakakidacho	820-3939
Ayame hoikuen	Ayame nursery	12-3 Kayashima Minamimachi	822-1318
Kaede hoikuen	Kaede nursery	2-2 Naka kamidacho	829-8218
Nadeshiko hoikuen	Nadeshiko nursery	28-3 Mii motomachi	832-3777
Osaka Seibo hoikuen	Osaka Seibo nursery	9-6 Higashi koriecho	802-5610

■ 【Shiritsu】 Nintei kodomoen	■ Certified Private Children's Center		
Eeru Children's center	Yale nursery	20-15 Ikeda 1chome	828-5733
Hommachi kodomoen	Hommachi nursery	13-3 Hommachi	823-1212
Taiyo hoikuen	Taiyo nursery	6-23 Takayanagi 4chome	827-1291
Kimmokusei hoikuen	Kimmokusei nursery	6-3 Koyacho	833-1717
Akashiya hoikuen	Akashiya nursery	13-10 Ishizu minamimachi	827-2324
Daisan kimmokusei hoikuen	Daisan kimmokusei nursery	18-1 Kawakita nishimachi	822-0707
Neyagawa neyanomori kodomoen	Neyagawa neyanomori nursery	19-10 Neya 1chome	822-0045

◆Child Rearing			
Roman alphabet	Name of the institution	Address	Phone Number
■【Shiritsu】Nintei kodomoen	■Certified Private Children's Center		
Daini akashiya hoikuen	Daini akashiya nursery	6-26 Uchiage miyamaecho	825-1922
Kori youchien	Kori kindergarten	31-3 Higashi koriencho	832-5241
Ikeda hoikuen	Ikeda Nursery School	4-10 Ikeda hommachi	827-3456
Sakuragi hoikuen	Sakuragi nursery	6-11 Sakuragicho	829-5921
Neyagawa seibinomori kodomoen	Neyagawa seibinomori nursery	21-6 Nishikicho	827-1330
Asahigakuen daini youchien	Asahigakuen daini kindergarten	5-5 Kurohara asahimachi	826-2485
Yamanami youchien	Yamanami kindergarten	5-1 Umegaoka 1chome	821-0864
Niwaji hoikuen	Niwaji nursery	7-2 Niwaji hommachi 6chome	827-8060
Kamida hoikuen	Kamida nursery	26-27 Kamikamida 1chome	838-0234
Erumin kodomoen	Hermine nursery	14-23 Kurohara tachimanacho	838-0415
Ishizu hoikuen	Ishizu nursery	20-20 Ishizu higashimachi	829-0800
Tachibana kodomoen	Tachibana nursery	2-8 Kidacho	821-0126
Himawari hoikuen	Himawari nursery	12-10 Matsuyacho	831-4764
Hinagiku hoikuen	Hinagiku nursery	13-12 Kida motomiya 1chome	824-3886
Komadori kodomoen	Komadori nursery	12-20 Niwaji hommachi 3chome	838-1515
Shirayuri kodomoen	Shirayuri nursery	25-1 Horimizo kitamachi	822-3935
Suzuran hoikuen	Suzuran nursery	28-1 Takayanagi 5chome	827-5544
Daini Neyagawa Nakayoshi hoikuen	Daini Neyagawa Nakayoshi nursery	6-18 Choeijicho (Nighttime only)	829-0948
Neyagawa Nakayoshi hoikuen	Neyagawa Nakayoshi nursery	6-18 Choeijicho	829-0948
Mitsui chuo youchien	Mitsui chuo kindergarten	5-3 Miigaoka 2chome	823-6300
Neyagawa Megumien	Neyagawa Megumi nursery	13-20 Midorimachi	833-0020
Yurikago kodomoen	Yurikago nursery	1-32 Shimeno 4chome	827-5555
Uzumasa youchien	Uzumasa kindergarten	2-2 Takamiya asahioka	822-2280

■Taiki jido hoiku shisetsu	■Childcare facility for children wait-listed		
Kimmokusei hoikuen bunen Yui	Kimmokusei nursery, branch Yui	15-12 Narita nishimachi	831-3030
■Jigyoshonai hoiku jigyocho	■Childcare facility in the office		
Ohisama hoikuen	Ohisama nursery	1-36 Utanicho	824-1005
Sennari yakuruto tsubame kizzu hoikuen	Sennari yakult tsubame kids nursery	29-62 Kidacho	803-8963
■Youchien	■Kindergarten		
Kita youchien	Kita kindergarten	57-3 Kotobukicho	831-4875
Keimei youchien	Keimei kindergarten	18-1 Takayanagi 6home	828-9789
【Shiritsu】	【Private】		
Narita youchien	Narita kindergarten	10-8 Naritacho	833-2028
Neyagawa youchien	Neyagawa kindergarten	32-33 Otoshicho	829-4152
Keiai youchien	Keai kindergarten	24-5 Taicho	831-1308

◆Health and Welfare			
Roman alphabet	Name of the institution	Address	Phone Number
Hoken fukushi senta	Health and Welfare Center	28-22 Ikeda nishimachi	838-1631
Fukushi jimusho (Hoken fukushi senta)	Welfare Office (Health and Welfare Center)	"	824-1181
Fukushi jimusho (Ikenosato shimin koryu senta)	Welfare Office (Ikenosato Civic Exchange Center)	24-5 Ikeda nishimachi	
Hokenjo sukoyaka suteishon	Public Health Center Healthy branch	28-22 Ikeda nishimachi	812-2361
Chuo koreisha fukushi senta	Chuo Elderly Welfare Center	3-6 Naritacho	832-0050
Higashi koreisha fukushi senta	Higashi Elderly Welfare Center	1-30 Meiwa 1chome	822-3961
Uzumasa koreisha fukushi senta	Uzumasa Elderly Welfare Center	14-22 Uzumasa motomachi	822-0350
Nishi koreisha fukushi senta	Nishi Elderly Welfare Center	28-22 Ikeda nishimachi	838-1441
Higashi shogai fukushi senta	Higashi Welfare Center for Citizens with Disabilities	13-23 Meiwa 1chome	823-8525
Akatsukien	Akatsuki Day Care Center for Children with Disabilities	6-1 Otanicho	823-6287
Hibarien	Hibari Day Care Center for Children with Intellectual Disabilities		
Daini Hibarien	Second Hibari Day Care Center for Children with Intellectual Disabilities		
Subaru, Hokuto fukushi sagyosho	Subaru · Hokuto Welfare Workplace	7-1 Otanicho	824-4664
Otaninosato	Otaninosato	"	820-6106
Shakai fukushi kyogikai	Social Welfare Council	24-5 Ikeda nishimachi	838-0400
Shiruba jinzai senta	Senior Human Resource Center	6-1 Sanra higashimachi	838-1177
Neyagawashi hokenjo	Neyagawa city Public Health Center	28-3 Yasakacho	829-7771
Chuo kodomo katei senta	Families Children Support Center	28-5 Yasakacho	828-0161

◆Lifestyle, Industry			
Roman alphabet	Name of the institution	Address	Phone Number
Jogesuidokyoku	Waterworks	15-1 Hommachi	824-1177
Shohiseikatsu senta	Consumer Center	5-30 Sakuragicho	828-0397
Koen bochi kanri jimusho	Cemetery Park Office	5-2 Ikenosecho	823-5699
Neyagawa saiyo	Neyagawa Funeral Hall	"	831-2131
Kurin senta	Waste Disposal Center	2-1 Neya minami 1chome	824-0911
Kurin senta (shushu)	Waste Disposal Center (collection)	"	820-7400
Kurin senta (shinyo)	Waste Disposal Center (human waste disposal)	"	823-7758
Sangyo shinko senta	Industry Promotion Center	2-14 Higashi otoshicho	828-0751
Kitakawachi yonshi risaikuru puraza	Kitakawachi 4 cities recycle plaza	7-1 Neya minami 1chome	823-2038

◆Education			
Roman alphabet	Name of the institution	Address	Phone Number
Sogo kyoiku kenshu senta	Education and Training Center	1-1 Meitoku 1chome	822-2126
Kyoiku shien senta	Education Support Center	19-1 Hatsucho	822-7270
Gakko kyushoku senta	School Lunch Center	21-1 Kusune minamimachi	822-0620
■Shogakko	■Elementary School		
Higashi shogakko	Higashi Elementary School	2-1 Uzumasa motomachi	825-9001
Nishi shogakko	Nishi Elementary School	1-27 Takayanagi 3chome	838-9757
Minami shogakko	Minami Elementary School	16-15 Shimokidacho	825-9007
Kita shogakko	Kita Elementary School	57-29 Kotobukicho	835-9291
Daigo shogakko	Daigo Elementary School	2-3 Narita nishimachi	835-9294
Seibi shogakko	Seibi Elementary School	23-45 Nishikicho	838-9760
Ikeda shogakko	Ikeda Elementary School	1-7 Ikeda 2chome	838-9751
Chuo shogakko	Chuo Elementary School	1-25 Hatcho	825-9002
Keimei shogakko	Keimei Elementary School	3-1 Takayanagi 6chome	838-9761
Mii shogakko	Mii Elementary School	7-3 Miigaoka 3chome	835-9297
Koya shogakko	Koya Elementary School	19-22 Toyozatocho	835-9311
Kida shogakko	Kida Elementary School	17-1 Kida motomiya 1chome	825-9010
Kamida shogakko	Kamida Elementary School	27-1 Higashi kamidacho	838-9754
Horimizo shogakko	Horimizo Elementary School	10-8 Horimizo 3chome	825-9008
Tai shogakko	Tai Elementary School	9-1 Tai nishimachi	838-9292
Sakura shogakko	Sakura Elementary School	3-23 Ikeda shinmachi	838-9752
Shimeno shogakko	Shimeno Elementary School	26-1 Shimeno 5chome	838-9758
Wako shogakko	Wako Elementary School	30-1 Kurohara tachibanacho	838-9755
Kunimatsu Midorioka shogakko	Kunimatsu Midorioka Elementary School	47-1 Kunimatsucho	825-9295
Kusune shogakko	Kusune Elementary School	21-1 Kusune minamimachi	825-9011
Utani shogakko	Utani Elementary School	8-1 Utanicho	825-9298
Ishizu shogakko	Ishizu Elementary School	8-1 Ishizu motomachi	838-9312
Nozomigaoka shogakko	Nozomigaoka Elementary School	4-1 Uchiage Takatsukacho	825-9004
【Shiritsu】	【Private Elementary school】		
Kori nuberu gakuin shogakko	Kori Nevers Gakuin Elementary School	18-10 Miicho	831-8451

■Chugakko	■Junior High School		
Daiichi chugakko	Daiichi Junior High School	32-1 Takamiya shinmachi	825-9000
Daini chugakko	Daini Junior High School	27-7 Ikeda nishimachi	838-9750
Daisan chugakko	Daisan Junior High School	7-3 Taicho	835-9290
Daigo chugakko	Daigo Junior High School	8-1 Kamikamida 2chome	838-9753
Dairoku chugakko	Dairoku Junior High School	3-6 Naritacho	835-9293
Daishichi chugakko	Daishichi Junior High School	1-1 Sanra higashimachi	825-9006
Daihachi chugakko	Daihachi Junior High School	28-1 Shimeno 5chome	838-9756
Daiku chugakko	Daiku Junior High School	16-16 Takayanagi 4chome	838-9759
Daijyu chugakko	Daijyu Junior High School	20-7 Narita minamimachi	835-9296
Tomorogi chugakko	Tomorogi Junior High School	2-25 Nisshincho	835-9310
Nakakida chugakko	Nakakida Junior High School	7-1 Nakakidacho	825-9009
Nozomigaoka chugakko	Nozomigaoka Junior High School	4-1 Uchiage Takatsukacho	825-9003
【Shiritsu】	【Private Junior High School】		
Kori nuberu gakuin chugakko	Kori Nevers Gakuin Junior High School	18-10 Miicho	831-1381
Doshisha Kori chugakko	Doshisha Kori Junior High School	15-1 Mii minamimachi	831-0285
■koko, Daigaku	■High School, University, e.t.c.		
【Osakafuritsu】	【Osaka Prefectural】		
Neyagawa kotogakko	Neyagawa High School	15-64 Hommachi	821-0546
Kitakawachisatsukigaoka kotogakko	Kitakawachisatsukigaoka High School	1-1 Neya kitamachi	822-2241
Nishineyagawa kotogakko	Nishineyagawa High School	19-1 Kuzuhara 2chome	828-6700
Osaka koritsudaigaku kogyo koto semmongakko	Osaka Public University College of Technology	26-12 Saiwaicho	821-6401
Neyagawa shiengakko	Neyagawa school for Special Needs Education	2100 Neyagawa koen	824-1024
【Shiritsu】	【Private High School】		
Kori nuberu gakuin kotogakko	Kori Nevers Gakuin Senior High School	18-10 Miicho	831-8452
Doshisha Kori kotogakko	Doshisha Kori Senior High School	15-1 Mii minamimachi	831-0285
Osaka Denki Tsushin Daigaku	Osaka Electro-Communication University	18-8 Hacho	824-1131
Setsunan Daigaku	Setsunan University	17-8 Ikeda nakamachi	839-9102

◆Police Station, Fire Station, Post Office			
Roman alphabet	Name of the institution	Address	Phone Number
Neyagawa keisatsusho	Neyagawa Police Station	26-26 Toyonocho	823-1234
Neyagawa shobosho	Neyagawa Fire Station	11-73 Ikeda 2chome	852-9966
Neyagawa shobosho Nishi shutchojo	Neyagawa Fire Station, Nishi branch	20-22 Kasugacho	852-9860
Neyagawa shobosho Minami shutchojo	Neyagawa Fire Station, Minami branch	16-17 Simokidacho	852-9866
Neyagawa shobosho Meiwa shutchojo	Neyagawa Fire Station, Meiwa branch	2-3 Uchiage miyamaecho	852-9869
Neyagawa shobosho Hata shutchojo	Neyagawa Fire Station, Hata branch	2-5 Hadacho	852-9875
Neyagawa shobosho Mii shutchojo	Neyagawa Fire Station, Mii branch	25-2 Mii minamimachi	852-9872
Neyagawa shobosho Kamida shutchojo	Neyagawa Fire Station, Kamida branch	22-6 Higashi kamidacho	852-9863
Neyagawa yubinkyoku	Neyagawa Post Office	4-5 Hacho	0570-057-547

Public Facilities in Neyagawa City



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|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>① Neyagawa City Hall Main Bldg.
Honmachi 1-1, (824-1181)</p> | <p>⑥ Parent-Child Hot Station
Hatsu-cho 19-1, (811-3003)</p> |
| <p>② Neyagawa City Hall Service Gate
Hayako-cho 12-16, (824-1181)</p> | <p>⑦ Childcare Refresh Center (RELATTO)
Nishiki-cho 8-13, (800-3862)</p> |
| <p>③ Waterworks and Sewerage Bureau
Honmachi 15-1, (824-1177)</p> | <p>⑧ Health and Welfare Center
Ikeda Nishimachi 28-22, (838-1631)</p> |
| <p>④ Clean Center
Neya Minami 1-chome 2-1, (824-0911)</p> | <p>⑨ Neyagawa City Passport Center
Hayako-cho 16-1-101, (801-1071)
※Keihan Neyagawa City Station, South Exit, 1st Floor</p> |
| <p>⑤ Neyagawa city International Exchange & Friendship Association (NIEFA)
1F, Neyagawa Civic Hall, Hada-cho 41-1, (811-5935)</p> | <p>⑩ Children's Library +PLUS
Hayako-cho 23-2 (Advance Neyagawa, Bldg.2, 3rd Floor)</p> |

Consultation Services Available to Foreigners

Name	Consultation Content	Supported Languages	Implementation Date	Contact Information
寝屋川市国際交流協会 Neyagawa city International Exchange & Friendship Association (NIEFA)	Daily Life and Living (General)	Japanese, English (Other languages available upon request)	Tuesday and Saturday 13:00 – 17:00	☎072-811-5935
大阪府外国人情報コー ナー Osaka Prefecture Foreigner Information Corner	Daily Life and Living (General)	English, Chinese, Korean, Portuguese, Spanish, Thai, Vietnamese, Filipino, Indonesian, Nepali	Weekdays 9:30 – 17:30 3rd Thursday, 4th Friday 9:30 – 20:00 (Reservations required for visits after 17:30) Holidays, Year-End and New Year's Holidays (excluding December 29th to January 3rd) Third Sunday, 9:30- 17:30	☎06-6941-2297 ✉(Japanese, English Only) jouhou-c@ofix.or.jp
(公財)大阪国際交流セ ンター (Public Interest Incorporated Foundation) Osaka International House Foundation	General matters related to daily life	English, Chinese, Korean, Vietnamese (Daily) Filipino (Tues, Wed, Thurs excluding Holidays)	Monday-Friday 9:00~19:00 Saturday, Sunday & National holidays 9:00 ~17:30 (※Excluding new year holidays)	☎06-6773-6533
関西生命線 Kansai Seimeisen Kansai Lifeline	General matters related to daily life	Taiwanese, Mandarin	Tuesday, Thursday and Saturday 10:00~19:00	☎06-6441-9595
(一社)社会的包摂サ ポートセンター・よりそい ホットライン (General Incorporated Association) Social Inclusion Support Center, Yoriso Hotline	various issues	English, Chinese, Korean, Portuguese, Spanish, Thai, Tagalog, Vietnamese, Nepali	Please confirm the details on the website. https://www.since2011.net/ t/yoriso/n2/	☎0120-279-338
大阪市立住まい情報セ ンター Osaka City Housing Information Center	Housing consultant	English, Chinese, Korean	Monday to Saturday 9:00~17:00 Sundays, Holidays 10:00~17:00 Please note that we may be closed on holidays, so please check in advance.	☎06-6242-1177
外国人在留総合インフォ メーションセンター Foreign Residents Comprehensive Information Center	Immigration, VISA	English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Nepali, Thai, Burmese, Sinhalese	Monday-Friday 8:30~17:15	☎0570-013-904 ☎03-5796-7112 (IP Phone・ International Call)
(NPO)AMDA国際医療 情報センター (NPO) AMDA Medecal Information Center	Medical Information	Easay Japanese, English (daily) Monday: Korean, Filipino Tuesday: Chinese, Thai Wednesday: Spanish, Vietnamese Thursday: Chinese Friday: Portuguese, Vietnamese	Monday-Friday 10:00~16:00	☎03-6233-9266

名前	相談内容	対応言語	実施日	連絡先
大阪外国人雇用サービスセンター Osaka Foreign Employment Service Center	Labor consultation (Consultation or Employment placement for foreign students and technical field)	English, Chinese, Portuguese	Monday-Friday 13:00~18:00 Except Saturdays, Sundays, National Holidays, Year's End & New Year Holidays	8-47 Kakuda-cho Kita-ku Osaka Hankyu Grand Bldg 16F ☎06-7709-9465
		Spanish	Tuesday, Thursday 13:00~18:00	
		Vietnamese	Wednesday 15:30-18:00 Friday 13:00~18:00	
		Nepali	Wednesday, Thursday 13:00~18:00 Closed on occasion	
		Ukrainian	Monday, Wednesday 14:00~18:00	
大阪労働局 外国人労働者相談コーナー Osaka Labour Bureau For foreign Workers in Japan Consultation Corner	Labor consultation (consultate regarding working condition)	①English (Monday・Wednesday・Friday) ②Portuguese (Wednesday・Thursday) ③Chinese (Tuesday・Wednesday) ④Vietnamese (1st Thursday・Friday)	9:30~17:00(Except 12:00~13:00) The day of the week may change, so please confirm in advance.	9th Floor, Osaka Joint Government Office Building (Osaka Godo Chousha) No. 2, 4-1-67 Otemae, Chuo Ward, Osaka City ☎06-6949-6490
外国人労働者向け相談ダイヤル Telephone Consultation Dial Service for Foreign Workers	Labor consultation (consultate matters concerning labor problems, explanation on law and ordinances, and introduction to related organization)	English (Monday-Friday)	10:00~15:00 (excluding 12:00 - 13:00) *Excluding the Year-End and New Year Holidays (December 29th to January 3)	☎0570-001701
		Chinese (Monday-Friday)		☎0570-001-702
		Portuguese (Monday-Friday)		☎0570-001-703
		Spanish (Monday-Friday)		☎0570-001-704
		Tagalog (Monday-Friday)		☎0570-001-705
		Vietnamese (Monday-Friday)		☎0570-001-706
		Burmese (Friday)		☎0570-001-707
		Nepali (Monday-Thursday)		☎0570-001-708
		korean (Wednesday-Friday)		☎0570-001-709
		Thai (Thursday)		☎0570-001-712
		Indonesian (Tuesday)		☎0570-001-715
		Cambosian (Khmer) (Wednesday)		☎0570-001-716
		Mongolian (Friday)		☎0570-001-718
大阪府労働相談センター Osaka Prefecture Labor Consultation Center	Labor consulting (Labor related issues)	English, Chinese, Vietnamese	Monday-Friday 9:00~18:00 (Advance Reservation required)	L-Osaka Main Bldg. 10F 3-14 Kitahamahigashi, Chuo-ku, Osaka ☎06-6946-2600

名前	相談内容	対応言語	実施日	連絡先
大阪府女性相談センター Osaka Prefectural Women's counseling Center	Woman's problems, troubles	English, Chinese, Korean, Portuguese, Spanish, Thai, Vietnamese, Filipino, Indonesian, Nepali, Ukrainian, Russian	Monday-Friday 9:00~17:30	☎06-6949-6181
大阪法務局人権擁護部 人権相談室 Osaka Legal Affairs Bureau Human Rights Department Human Rights Consultation Office	Human Rights	English, Chinese, Korean, Filipino, Portuguese, Vietnamese, Nepali, Spanish, Indonesian, Thai	Monday-Friday 9:00~17:00 (Excluding Holidays, Year-End, and New Year period)	☎0570-090-911
大阪弁護士会 Osaka Bar Association	Human Rights	English, Chinese, Korean	2nd & 4th Friday. 12:00~17:00	☎06-6364-6251
日本司法支援センター (法テラス) Japan Legal Support Center (houterasu)	Legal	English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Thai, Nepali, Tagalog, Indonesian	Monday-Friday 9:00~17:00	☎0570-078-377 (Houterasu provides multilingual information services) (IP Phone・Prepaid cell phone) ☎050-3754-5430

※There is a possibility of payment. The day, time and place may change, so call first.

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