

# Guidebook for Foreign Residents

English  
英語版



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## ◆caution◆

When inquiring at many of the following places, they may not be available in foreign languages, so please contact it along with 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 Inquiry:**

Shiyakusyo Honchou Bousaika (or the Disaster prevention division in the Neyagawa City Hall Main building)

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 Bousaika (or the Disaster prevention division  
in the Neyagawa City Hall Main building)

Phone: 072-825-2194

## **2. Legal Procedures**

### **2.1. Status of Residence**

- (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 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: 06-4703-2100

Service hours: 9:00-16:00 (except on Saturday, Sunday 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 you get married, you should submit “Marriage Registration” to Shiyakusyo Honchou Koseki Juuki Tantou (or the Family registration resident registry relation in the Neyagawa City Hall Main building).

### **When a foreign national gets married with a Japanese citizen Required for foreign nationals**

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

### **Required for Japanese citizens**

A family register (It is unnecessary that the city office you submit is your address on the family register)

### **Marriage Registration**

The marriage registration must be signed and stamped by at least two witnesses who are at least 20 years old (for foreigners, only signs available).

## **When two foreign nationals marry in Japan, what is required**

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

### **For Inquiries:**

- (a) Your home country's embassy or consulate
- (b) Shiyakusyo Honchou Koseki Juuki Tantou (or the Family registration resident registry relation in the Neyagawa City Hall Main building)

Phone: 072-825-2215 (family register)

### **2.3. Divorce Registration**

When you get a divorce, you should submit “divorce registration” to Shiyakusyo Honchou Koseki Juuki Tantou (or the Family registration resident registry relation in the Neyagawa City Hall Main building). 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

Koseki Juuki Tantou of Shiyakusyo Honchou (or the Family registration resident registry relation in the Neyagawa City Hall Main building)

Phone: 072-825-2215 (family register)

#### **2.4. When one's family or friend dies (Death Registration)**

You should submit “a death registration” to Shiyakusyo Honchou Koseki Juuki Tantou (or the Family registration resident registry relation in the Neyagawa City Hall Main building) within seven days when you know the death.

#### **Required:**

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

#### **When the deceased is a foreign national**

You should return the deceased's Residence Card or Special Permanent Resident Certificate to Shiyakusyo Honchou Koseki Juuki Tantou (or the Family registration resident registry relation in the Neyagawa City Hall Main building) and notify his or her embassy or consulate.

#### **For inquiries:**

- (a) your country's embassy or consulate
- (b) Shiyakusyo Honchou Koseki Juuki Tantou (or the Family registration resident registry relation in the Neyagawa City Hall Main building)

Phone: 072-825-2215 (family register)

## **2.5. Childbirth (Birth Registration)**

You should submit “Birth Registration” to Shiyakusyo Honchou Koseki Juuki Tantou (or the Family registration resident registry relation in the Neyagawa City Hall Main building) within 14 days including the day of childbirth.

### **What is necessary**

- (a) Birth certificate (It is printed on the same form as the birth registration document)
- (b) A maternity health record book

### **For Inquiries:**

- (a) Family register, birth certificate

Shiyakusyo Honchou Koseki Juuki Tantou (or the Family registration resident registry relation in the Neyagawa City Hall Main building)

Phone: 072-825-2215

- (b) Maternity record book

Hoken Fukushi Center Kosodate Shienka (or the Childcare support section of Neyagawa Health and Welfare Center)

Phone: 072-838-0374

## **2.6. Seal Registration**

You are required your special seal (your personal registered seal) is necessary in Japan, when you sign an important contract, buying land, a house, or a car, for example. Your personal seal must be registered at Shiyakusyo Honchou Koseki Juuki Tantou (or the Family registration resident registry relation in the Neyagawa City Hall Main building).

\*Some seals cannot be registered.

### **For Inquiry:**

Shiyakusyo Honchou Koseki Juuki Tantou (or the Family registration resident registry relation in the Neyagawa City Hall Main building)

1Phone: 072-823-1211 (resident register)

## **2.7. Joining National Health Insurance**

Foreigners who completed an alien registration with more than one year period of stay and meet the following conditions are required to join the National Health Insurance. You should bring Residence Card, Passport and the following necessary documents to City Hall when you join.

- (a) When a person who is not qualified for employee insurance (such as a workplace health insurance) has moved into Neyagawa City.

- (b) When a person has lost the qualification of employee health insurance (Health insurance disqualification certificate is required.)
- (c) When a person stopped receiving public assistance (“Notice of protection abolition decision” is required.)
- (d) Although a child was born, the child is unable to join as a dependent in the employee health insurance, etc. (Insurance certificate, a maternity record book, etc. of parents are required.)

\*A person whose period of stay in Japan expired cannot join the National Health Insurance. (Even if the period of stay is less than one year, it is possible to be able to join the National Health Insurance, depending on status of residence.)

**For Inquiry:**

Shiyakusyo Honchou Koseki Juuki Tantou (or the Family registration resident registry relation in the Neyagawa City Hall Main building)

Phone: 072-813-1182

### 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 or a post office.

If payment is late, please be aware that extra fees may be added on.

#### 3.1. Water Service

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:

Jougesuido Kyoku Keiei Soumu Ka (or the Business general affairs division of Neyagawa Waterworks Bureau)

Phone: 072-824-1177

HP:[https://www.city.neyagawa.osaka.jp/organization\\_list/joge\\_suido/keieisoumu/suidou/suidouryoukintousyuunou/index.html](https://www.city.neyagawa.osaka.jp/organization_list/joge_suido/keieisoumu/suidou/suidouryoukintousyuunou/index.html)

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



### **3.2. Garbage**

Separate the garbage into categories and take out it in transparent or semitransparent 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 (garbage's pickup schedule) is available in English, Chinese, Korean, Portuguese and Spanish.

\*Distribution places:

- Shiyakusyo Honcho Uketsuke (or the Reception desk in the Neyagawa City Hall Main building)
- Shiti Suteisyon (or Each City Service Branch)
- Hoken Fukushi Center 1F Uketsuke (or the Reception desk at Neyagawa Health and Welfare Center on the first floor)
- Kurin Center (or Neyagawa Waste Disposal Center)

**For inquiries:**

(a) About the collection of household garbage

Kurin Center Kankyō Jigyō Ka (or the Environmental business division of Neyagawa Waste Disposal Center)

Phone: 072-820-7400

(b) About the Clean Calendar

Kurin Center Kankyō Soumu Ka (or the Environmental general affairs division of Neyagawa Waste Disposal Center)

Phone: 072-824-0911

\*From Mondays to Fridays the center will be open to the public from 08:30 to 17:00, except for national holidays and Year-end and New Year holidays (Dec. 31<sup>st</sup>-Jan.3rd)

### 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: under wear, 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

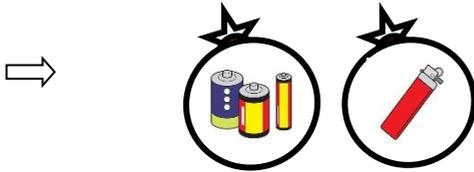
\*Fluorescent light should be taken out at the certain places

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-sized Rechargeable Batteries and Small-sized Household Appliances**

Put them in recycling boxes at some public facilities in Neyagawa (They can be considered (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.

## Recycling box setting places

- Shiyakusyo Honcho (or Neyagawa City Hall Main building)
- Hoken Fukushi Center (or Neyagawa Health and Welfare Center)
- Shiti Suteisyon (or Each City Service Branch (except for the West branch))
- 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:



plastic noodle cup



plastic food tray



plastic egg carton



plastic bottle



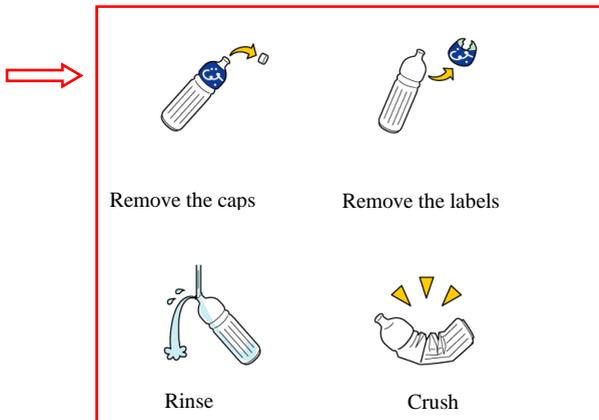
plastic bottle for cooking oil

etc.

## Cautions

- (1) Remove labels and caps and take out garbage in transparent or semitransparent bags.
- (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.)



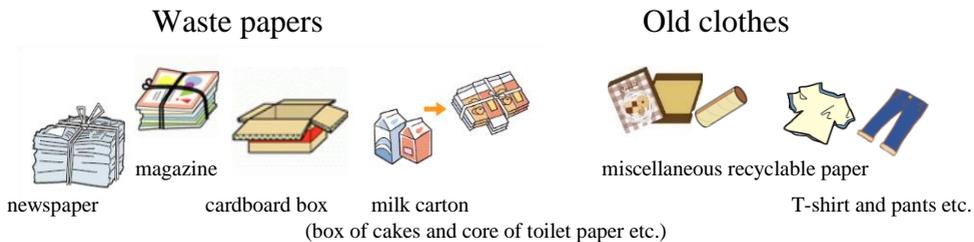
**(g) Waste Papers and Old Clothes (collection once a week)**

**[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:



✂Please put papers and fabrics into transparent bags separately or tie them with strings.

**Cautions**

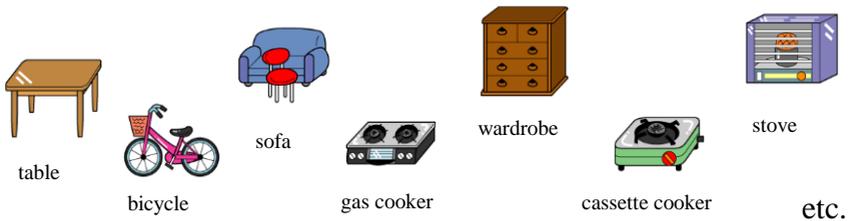
- (1) Large amounts of cardboard boxes (used for moving ) should be considered (h) special garbage.
- (2) The followings should be considered (a) combustible garbage.
  - Papers coated with aluminum, smelly papers, dirty papers etc.
  - Fabrics except for old clothes (underwear, towels)
- (3) Please 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 Kankyou Jigyuu Ka (or the Environmental business division of Neyagawa Waste Disposal Center)

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.

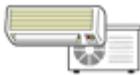
**For Inquiry:**

Kurin Center Kankyō Jigyō Ka (or the Environmental business division of Neyagawa Waste Disposal Center)

Phone: 072-821-4039

**(i) Products subject to the Home Appliance Recycling Law**

What to include:



air conditioner



TV



refrigerator



washing machine

(including outdoor equipment)

(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.

(3) Next, please handle it by either ways from (i) to (iii).

(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:



fluorescent light



spray can

## Cautions

- (1) The disposal of only general household items are allowed.
- (2) These items will not be collected at the usual designated place.
- (3) Please empty spray cans, cassette cylinders (cartridge type), then put them in the baskets . (Don't put them in a plastic bag.)
  - 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 considered (b) non-combustible garbage. Please put ink cartridges of printers in the exclusive collection boxes set at home electric appliance shops.

## **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. Community Information for living**

### **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.

- (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 Inquiry:**

Shiyakusho Honchou Shimin Katsudou ShinkouKa (or the Citizen activity promotion room of Neyagawa City Hall Main building)

Phone: 072-825-2120

## **5. Illness and Health**

### **5.1. Medical Insurance System**

- (a) People who have lived in Japan for more than a year, even foreign national residents, must take out Japanese public medical insurance.
- (b) Medical Insurance System includes “Social Insurance,” “National Health Insurance,” and etc.
- (c) If you have insurance, you will receive a health insurance card.
- (d) Show your health insurance card at a hospital or clinic where you will be examined and pay 20% or 30% of the medical expenses.

(1) Social insurance: company’s health insurance

Workers and their families can be covered by workplace health insurance. The company you work for will be responsible for applying for the insurance and paying the premiums.

\* Foreign medical insurance cannot be used in Japan.

#### **For Inquiries:**

- (a) Your company
- (b) Horakata Shakai Hoken Jimusyo (or Hirakata Social Insurance Office)  
Phone: 072-846-5011

(2) National Health Insurance

If you are not eligible for health insurance at your workplace and have lived in Japan for more than one year, you must join the National Health Insurance run by Neyagawa City.

### **Where to proceed**

Shiyakusho Honchou Kokumin Kenkou Hoken Tantou (or the National health insurance section in the Neyagawa City Hall Main building)

Phone: 072-813-1182

### **Required**

- (a) You must be a registered foreigner.
- (b) You must have decided to live in Japan for at least one year.
- \* You must apply for insurance from the day you register as a foreign resident.

For details, please see “2.7 Joining National Health Insurance in 2. Legal Procedures.”

### **Payment of health insurance premiums**

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) Make an account transfer at a bank or JP bank.
- (b) With the payment slip, pay directly at the bank, JP bank, city office/ city branch offices, and convenience stores.
- (c) Pay by LINE Pay or credit cards.

**For inquiry:**

Shiyakusho Honchou Chousyuu Noufu Tantou (or the Collection / Payment section in the Neyagawa City Hall Main building)  
Phone: 072-813-1189

**Health Insurance Card**

- (a) Each person will be issued with one insurance card.
- (b) Make sure to bring your health insurance card with you, when you go to a hospital or clinic.
- (c) You can use your health insurance card at any hospitals or clinics nationwide other than Neyagawa City. So, hold it with you when you travel in Japan. However, you cannot use it overseas.

**Cautions**

- (a) You cannot lend, borrow, sell, or buy your health insurance card to others. It is forbidden by law, if you do it, you will be punished.
- (b) When you move to another city, you must notify the City Hall.
- (c) You cannot use your expired health insurance card. Please apply for a new health insurance card. You will get it later by mail.

(d) When you take out a social health insurance of your company, or move out Neyagawa City or leave Japan outside, you must return your card to National Health Insurance at the City Hall.

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

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

\* If you go to hospitals or clinics without holding your health insurance card, they are in the following cases.

- (a) Pay the full cost and receive a receipt and medical fee statement. After that, you will bring the documents to the city office for requiring the refund. After the examination, the office will return 70% or 80% of the medical expenses.
- (b) If you receive medical treatment at a foreign hospital, you may get back a part of your medical expenses. Please inquire at the City Hall for more information.

\* 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 inquiry:**

National Health Insurance Section in City Hall Main Building

Phone: 072-813-1182

**5.2. In case of illness or injury**

**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:

1<sup>st</sup> floor of Shiritsu Hoken Fukushi Center (or Neyagawa Health and Welfare Center)

28-22 Ikeda Nishimachi, Neyagawa City

### **Nighttime Emergency Medical Service**

4<sup>th</sup> Floor of Hirakata Shiritsu Hoken Center (or Hirakata Health Center)

Phone: 072-840-7555

Open: Everyday

Hours: 20:30 to 5:30 the next day

Departments: Pediatrics, under 15-year-old

Location: 2-13-13 Kinyahonmachi, Hirakata City

### **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 Honchou Bousakika (or the Disaster prevention division of the Neyagawa City Hall Main building)  
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, Child rearing

### 6.1. When you become pregnant

Please submit a pregnancy notification.

**Application place:** Kosodatedsedai hokatsu shien center, SKIP, Hoken fukushi center 2F RELATTO (or Child Rearing Support Center, SKIP, Health and Welfare Center 2F, Child Rearing Relaxation Center RELATTO)

You can have pregnancy checkup at hospitals or maternity clinics. You can also have free health consultation by public health nurses at Hoken Fukushi Center (or Neyagawa Health and Welfare Center).

#### For inquiry:

Kosodatedsedai hokatsu shien center (or Child Rearing Support Center, SKIP (in the Child rearing support section of Neyagawa Health and Welfare Center))

Phone: 072-812-2213

HP: [https://www.city.neyagawa.osaka.jp/kurashi/life\\_event/ninshin/soudan/1590023359838.html](https://www.city.neyagawa.osaka.jp/kurashi/life_event/ninshin/soudan/1590023359838.html)

### 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 pregnancy check and when you take your baby to get vaccinations.

### **6.3. Childbirth**

#### **After childbirth**

- (a) Get a birth certificate at hospital or clinic where you have birthed your child.
- (b) Register your childbirth at Shiyakusho Honchou (or the Family register section of the Neyagawa City Hall Main building).
- (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) Please take health checkups for your child regularly.
- (e) You can have your child's health checkups and vaccination at Shiritsu Hoken Center (or Neyagawa Health and Welfare Center) or other medical institution.

#### **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 84th day of your pregnancy, you can receive it even you have a mis carriage or stillbirth.

※There is also a system to pay directly to the hospital or clinic. Please ask your insurance company for more details.

#### **6.4. Subsidy for children's medical expenses**

Children who have foreign registration in Neyagawa city are eligible to have a support system for medical expenses include hospitalization or hospital visit until the graduation year of high school (until March 31 after children turn 18years old.) This support system is only available for medical insurance subscribers.

#### **Required documents:**

- (a) Insurance certification of child
- (b) Tax (Income) certification

#### **Application place:**

Hoken fukushi center, Shimin service bu, Iryojosei tanto (or the Subsidy for medical expenses relation of the Citizen service of Neyagawa Health and Welfare Center)

Phone: 072-812-2363

#### **Information of register childbirth:**

- (a) Shiyakusho honcho koseki juuki tanto (or the Family registration resident registry relation in the Neyagawa City Hall Main building)  
Phone: 072-812-2215
- (b) Shiti Suteisyon (or Each City Service Branch)
- (c) Horimizo service mdoguchi (or Horimizo Service Branch)

## **6.5. Child allowance • Single parent support system**

### **(a) Child allowance (October 2011. status quo)**

A child allowance is provided for child rearing.

It is required for parents to live with their Children until they complete junior high school in Japan.

#### **For inquiries:**

Hoken Fukushi Center Kodomowo Mamoruka (or the Protecting child division of Neyagawa Health and Welfare Center)

Phone: 072-812-2210

### **(b) Single parent support system**

Single parent can receive financial support for medical expenses (subsidy for single parent medical expenses)

Hoken fukushi center, Shimin service bu Iryojosei tanto (or the Subsidy for medical expenses relation of the Citizen service of Neyagawa Health and Welfare Center)

Phone: 072-812-2363

### **(c) Child Support Allowance**

Single parent can receive child support allowance

### **(d) Counseling for single parent is also available**

**For inquiry:**

Hoken Fukushi Center, Kodomowo Mamoruka (or the Protecting child division of Neyagawa Health and Welfare Center)

Phone: 072-812-2210

**6.6. Children's day care**

**(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.

**Fee:** It is determined based on the total amount of parents Income tax or municipal tax in the house hold.

**Application Place:**

Hoikuka / Children's day care division

Each Public Day Care Center

Kodomo center / Child Center

**Required documents:**

Application for certification for public institutional and regional child care family benefits and family background report.

**For inquiry:**

Hoken Fukushi Center HoikuKa (or the Children's day care division of Neyagawa Health and Welfare Center)

Phone: 072-812-2552

**(b) Rusu Katei Jidokai / After school day care program**

**Service Charge**

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 Neyagawa-shi kyouikuiinkai Seichonenka (or the Youth division of Neyagawa Municipal Board of Education of the Neyagawa City Hall East building)

Phone: 072-813-0075

**6.7. Childcare support**

**(a) Kodomo Center (or Child center)**

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

**Kodomo Center:** Facilities available for all preschool Children (age 0-6) and their parents.

**Service Hours:** 10:00-16:00

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

**For inquiry:**

Kodomo Center (or Child center)

Phone: 072-839-8815

**(b) Shinseiji Homon (or Visiting service for newborn babies)**

Home visit service for newborn babies younger than 28 days, a midwife visits and counseling mothers such as breast feeding, baby's development, or mother's health etc.)

To apply, please send a post card "Shusse Renraku Hyou" (or a notification of the childbirth attached Maternal and child health handbook) or Please call us.

**For inquiry:**

Hoken Fukushi Center, Kosodate Shienka (or the Child rearing support division of Neyagawa Health and Welfare Center)

Phone: 072-838-0374

**(c) Konnichiwa Akachan Homon (or Visiting service for babies and mothers)**

Home visit service for newborn babies who have not had "Shinseiji Homon."

Social workers or children's social workers will visit mothers who have a baby younger than 5 months and give out information booklets "Konnichiwa Akachan" and "Neyagawa Kosodate Map" for support child rearing.

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 inquiry:**

Hoken Fukushi Center, Kosodate Shienka (or the Child rearing support division of Neyagawa Health and Welfare Center)

Phone: 072-838-0374

HP:[http://www.city.neyagawa.osaka.jp/organization\\_list/kodomo/kosodatesienka/kosodatesien/kosodate\\_navi/1379573821323.html](http://www.city.neyagawa.osaka.jp/organization_list/kodomo/kosodatesienka/kosodatesien/kosodate_navi/1379573821323.html)

**(d) Counseling for child rearing**

(1) About child rearing

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

**For inquiry:**

Chuo Kodomo Katei Center (or Neyagawa Families Children Support Center)

Phone: 072-828-0161

Home Page: <http://www.pref.osaka.jp/kodomokatei/>

(2) Kodomo Sodan / Counseling about children  
Advice of all about Children under 18years old.

**For inquiry:**

Hoken Fukushi Center Kodomowo mamoruka Kodomo Sodan (or the children counseling relation of the Protecting child division of Neyagawa Health and Welfare Center)

Phone: 072-838-0181

(3) Kodomono 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

Phone: 0120-007-110

(b) Osaka Legal Affairs Bureau

Phone: 06-6942-1183

**6.8. 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) Kosodatesedai Hokatsu Shien Center / Child rearing support center**

Health care workers and midwives provide counseling of breast feeding and advice for breast care in pregnancy period.

They support all about your pregnancy.

**(d) Famiri Saporto Center (or Family support center)**

It is a membership meeting network system. Registration is required.

This service will connect people who want to support child rearing and people who want to have support.

Children must be under 12years old.

This service only proved in Neyagawa City.

### **(e) Workshops**

Workshops are available for parent and child.

Babysitting care is available.

These workshops for parents to have some relaxation time.

### **How to use and fees**

#### **(a) Kids Smile Park**

Membership registration is repaired.

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.

#### **(c) Child rearing support Center**

**Open:** Weekday 9:00am-5:00pm

**Close:** National holidays and New year vacation (Dec 29 -Jan 3)

Reservation is not required.

#### **(d) Family Support Center**

To use this service, membership registration is required.

#### **(d) Workshops**

Reservation is required.

**For inquiries:**

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

Phone: 072-800-3862

## **7. Schools and Education**

### **7.1. Kindergarten**

#### **(a) Municipal Kindergartens (as of April, 2020)**

There are 6 kindergartens in Neyagawa City, and 4 and 5-year old children can attend.

#### **For inquiry:**

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

Phone: 072-813-0072

#### **(b) Private Kindergartens (as of April, 2020)**

There are 5 kindergartens in Neyagawa City, and children between 3 and 5 year old can attend.

#### **For inquiries:**

The Osaka Prefecture Federation of Private Kindergartens

Phone: 06-6351-5574

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

### **7.2. Elementary School • Junior High School**

- (a) The school year begins on April 1<sup>st</sup> and ends on March 31<sup>st</sup> next year.
- (b) The school year is divided into 3 terms at most schools.
- (c) Textbooks are free of charge in the elementary and junior high school.

- (d) School lunch is provided in elementary and junior high schools. Fees are required.
- (e) In the case of financial difficulty, there is a system which supports the fees such as school lunch (the School Aid system). Don't hesitate to ask your teacher.

**For inquiries:**

Shiyakusho Honchou Higashikan Neyagawa-shi Kyouiku Iinkai  
Kyouikuseisaku Soumuka, Gakumuka, and Kyouiku Shidouka (or  
the Educational policy general affairs division, the Educational  
affairs division, and the Educational guidance division of the  
Neyagawa Municipal Board of Education in the Neyagawa City Hall  
East building)

Phone: 072-824-1181

HP: <http://www.city.neyagawa.osaka.jp/index/soshiki/kyoiku.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 inquiry:**

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

## **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.

### **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

**Necessary:**

- (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 inquiry:**

Shiyakusho Honchou Kustuu Seisakuka (or the Transportation Policy Division in the Neyagawa City Hall Main building)  
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: 9:00-17:00
- (e) Reception time: 8:45-17:00

\*Only operating days are available.

\*Reception of the overtime is unavailable.

### **How to use:**

- (a) Please call a taxi company directly and say to an operator  
“Neyagawa noriai takushii wo onegaishimasu (or 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 Inquiry:**

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

Phone: 072-824-1785 (dedicated phone number for Community  
welfare ridesharing taxi service)

**8.3 Bus usage promotion service**

To promote the use of public transportation for the elderly, pregnant women and people with disabilities, etc., Neyagawa city will distribute special bus tickets as a new project, which allows them to use a bus route that normally costs 230 yen with 100 yen in cash (50 yen for disabled people).

**Eligible people:**

The elderly (over 70 years old), pregnant women, people with disabilities.

**How to use:**

Please put a bus special ticket and the difference between the ticket and the prescribed bus fare into the fare box. The special bus ticket is a booklet of 10 tickets, and each ticket is worth 130 yen. For the disabled, the fare is worth 70 yen per ticket. If you are disabled, please show a physical disability certificate or rehabilitation certificate to a bus driver in getting on a bus.

**Available area:**

It is available throughout Neyagawa city. In addition, you can go to other cities only when you get on or off a bus at a bus stop within the Neyagawa City area.

**Distribution of special bus ticket:**

For those who are eligible, a maximum of three ticket booklets will be distributed.

- (a) For the elderly (over 70 years old): one special bus ticket booklet will be distributed by mail. (one book only)
- (b) For pregnant women: one special bus ticket booklet will be distributed when the maternal and child health handbook is issued.

- (c) For people with disabilities: one special bus ticket booklet will be distributed to all eligible people by mail. (one book only)
- ※ If you need more, the booklet is available at Shiyakusyo Koutsuu Seisakuka (or the Transportation Policy Division in the City Hall)

**Items required at the time of distribution:**

- (a) silver generation: identity verification documents\*
- (b) pregnant women: maternity record book and identity verification documents\*
- (c) people with disabilities: physical disability certificate or rehabilitation certificate

\*Example of identity verification documents: Driver's license, Driving career certificate, My number card or Health insurance card, etc.

**For inquiry:**

Shiyakusyo Honchou Koutsuu Seisakuka (or the Transportation Policy Division in the Neyagawa City Hall Main building)

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.

Shiyakusho Honchou Chouhoo and Nouhu Tantou (or the Collection and payment department in the Neyagawa City Hall Main building)

Phone: 072-824-1189

## **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. When you are in trouble, you can seek assistance, Japanese classes**

### **10.1. General Living Information**

#### **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)

HP: [https://www.city.neyagawa.osaka.jp/organization\\_list/shiminkatsudou/shiminkatsudou/tosi\\_kouryu/tabunka\\_kyousei/1378369143831.html](https://www.city.neyagawa.osaka.jp/organization_list/shiminkatsudou/shiminkatsudou/tosi_kouryu/tabunka_kyousei/1378369143831.html)

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

### **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 inquiry:**

Shiyakusho Honchou Higashikan Neyagawa-shi Kyouiku Iinkai  
Shakai Kyouikuka (or the Social education division of the Neyagawa  
Municipal Board of Education in the Neyagawa City Hall East  
building)

The Neyagawa Municipal Board of Education Social education  
Division

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 inquiry:**

NPO Neyagawa city International Exchange and Friendship  
Association

TEL: 072-811-5935

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

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, and Swahili)

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

## **NHK Radio Podcast Easy Japanese**

HP: <https://www.nhk.or.jp/podcasts/program/lesson.html>

Agency for Cultural Affairs Learning Japanese site

**“Foreigner as a Consumer” living in Japan**

HP: <https://tsunagarujp.bunka.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://www.ofix.or.jp/life/english/guide/>

### **11.2.Osaka Safety Travels -Web sight-**

The following site and applications provide various information are available, like the disaster, where to escape, railway, airport, sightseeing, foreign institution, emergency number, information service, and other useful information in 12 languages. All of resident foreigners or traveling foreigners visiting Osaka can stay safe and comfortable by reference of them. When the disaster happens, the map and GPS can be useful for foreigners who do not know well about Osaka. If you install the application, it will inform you the information with push notifications when the earthquake comes.

HP: <https://www.osakasafetravels.com/>

Applications:

App\_Store (iOS) : <https://qpps.apple.com/app/id496102014>

Google\_play (Android) :

<https://play.google.com/store/apps/details?id=com.osakasafetravels>

## 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
Korien shiti suteishon	Korien City Service Branch	16-15 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	28-22 Ikeda nishimachi	838-0324
Higashi shiti suteishon	Higashi City Service Branch	3-1 Uchiage miyamaecho	822-3380
Neyagawa shiti suteishon	Neyagawa City Service Branch	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
Kori fureai puraza	Kori Fureai Plaza	19-17 Kori minaminocho	835-3335
Shimin kaikan	Civic Hall	41-1 Hadacho	823-1221
Esupoaru	Esplor Social Education Facility	21-3 Nishikicho	828-4141
Maizo bunkazai shiryokan	Archaeological Museum	3-1 Uchiage miyamaecho	822-3381
Chuo kominkan	Chuo Public Hall	28-22 Ikeda nishimachi (closed)	
Chuo toshokan	Chuo Library	28-22 Ikeda nishimachi (closed)	
Chuo toshokan rinji toshokan	Chuo Library Temporary Library	3-23 Ikeda shimmachi	838-0141

Higashi toshokan	Higashi Library, Annex	41-1 Hadacho	823-0661
Ekimae toshokan (kyareru)	Neyagawashiekimae Library, Annex (Carrel)	23-2 Hayakocho (advance Neyagawa 2goukan 3F)	811-5544
Shimin gyarari	City Art Gallery	"	811-5544
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
Happinesu	Happiness	28-13 Yasakacho (kodomo center 3F)	827-4531

## ◆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
kodomo senta	Child center	28-13 Yasakacho	839-8815
■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
Kosomusu hoikusho	Cosmos nursery	22-13 Choeijicho	828-9111
Azami hoikusho	Azami nursery	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
Neyagawa Megumi hoikuen	Neyagawa Megumi nursery	13-20 Midorimachi	833-0020
Neyagawa Nakayoshi hoikuen	Neyagawa Nakayoshi nursery	6-18 Choeijicho	829-0948
Meitoku hoikuen	Meitoku nursery school	11-18 Meitoku 2chome	822-0841
Yurikago hoikuen	Yurikago nursery	1-32 Shimeno 4chome	827-5555
Komadori hoikuen	Komadori nursery	12-20 Niwaji hommachi 3chome	838-1515
Uchiage hoikuen	Uchiage nursery	5-35 Umegaoka 1chome	821-1129
Daini Neyagawa Nakayoshi hoikuen	Daini Neyagawa Nakayoshi nursery	6-18 Choeijicho	829-0948
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
Shirayuri hoikuen	Shirayuri nursery	25-1 Horimizo kitamachi	822-3935
Suzuran hoikuen	Suzurannursery	28-1 Takayanagi 5chome	827-5544
Osaka Seibo hoikuen	Osaka Seibo nursery	9-6 Higashi koriencho	802-5610
■Ninteï kodomoen	■Childcare services		
【Shiritsu】	【Private school】		
Ikeda sumire kodomoen	Ikeda sumire 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
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 Umeaoka 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
■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
Chuo youchien	Chuo kindergarten	19-1 Hatcho	822-7270
Minami youchien	Minami kindergarten	6-1 Shimokida cho	822-7425
Keimei youchien	Keimei kindergarten	18-1 Takayanagi 6chome	828-9789
【Shiritsu】	【Private】		
Narita youchien	Narita kindergarten	10-8 Naritacho	833-2028
Neyagawa youchien	Neyagawa kindergarten	32-33 Otoshicho	829-4152
Keiai youchien	Keiai kindergarten	24-5 Taicho	831-1308
Uzumasa youchien	Uzumasa kindergarten	2-2 Takamiya asahioka	822-2280
Mii chuo youchien	Mii chuo kindergarten	5-3 Miigaoka 2chome	823-6300

## ◆Health and Welfare

Roman alphabet	Name of the institution	Address	Phone Number
Hoken fukushi senta	Health and Welfare Center	28-22 Ikeda nishimachi	838-0134
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 suteshon	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 Hibarien Daini Hibarien	Akatsuki Day Care Center for Children with Disabilities Hibari Day Care Center for Children with Intellectual Disabilities Second Hibari Day Care Center for Children with Intellectual Disabilities	6-1 Otanicho	823-6287
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	803-7185
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	824-1181
Shohiseikatsu senta	Consumer Center	5-30 Sakuragicho	828-0397
Koen bochi kanri jimusho	Cemetery Park Office	5-2 Ikenosecho	823-5699
Neyagawa saijo	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
Kori josuijo	Kori Water Purification Plant	19-2 Kori nishinocho	831-0600
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
Ryokufuen	Ryokufuen Waste Management Facility	7-1 Sanra higashimachi	823-7758

## ◆ Education

Roman alphabet	Name of the institution	Address	Phone Number
Sogo kyoiku kenshu senta	Education and Training Center	1-1 Meitoku 1chome	822-2126
■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
Meiwa shogakko	Meiwa Elementary School	4-1 Uchiage takatsukacho	825-9004
Ikeda shogakko	Ikeda Elementary School	1-7 Ikeda 2chome	838-9751
Chuo shogakko	Chuo Elementary School	1-25 Hacho	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
Umegaoka shogakko	Umegaoka Elementary School	10-1 Umegaoka 2chome	825-9005

Utani shogakko	Utani Elementary School	8-1 Utanicho	825-9298
Ishizu shogakko	Ishizu Elementary School	8-1 Ishizu motomachi	838-9312
【Shiritsu】	【Private Elementary school】		
Kori nuveru gakuin shogakko	Kori Nevers Gakuin Elementary School	18-10 Miicho	831-1381
■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
Daiyon chugakko	Daiyon Junior High School	4-1 Uchiage shinmachi	825-9003
Daigo chugakko	Daigo Junior High School	8-1 Kamikamida 2chome	838-9753
Dairoku chugakko	Dairoku Junior High School	3-6 Naritacho	835-9293
Dainana chugakko	Dainana Junior High School	1-1 Sanra higashimachi	825-9006
Daihachi chugakko	Daihachi Junior High School	28-1 Shimeno 5chome	838-9756
Daikyu chugakko	Daikyu Junior High School	16-16 Takayanagi 4chome	838-9759
Daijuu chugakko	Daijuu 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
【Shiritsu】	【Private Junior High School】		
Kori nuveru 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
Osakafudai kogyo koto semmongakko	Osaka Prefecture 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	831-1381
Doshisha Kori kotogakko	Doshisha Kori Senior High School	15-1 Mii minamimachi	831-0285
Osaka Denki Tushin Daigaku	Osaka Electro-Communication University	18-8 Hatcho	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 Hatcho	820-2609

## Consultation for foreign residents

Name	Consultations	Languages	Days & Hours	Contact
大阪府外国人情報コーナー Osaka Information Service for Foreign Residents	Resident status, labor and employment, medical, welfare, education and other general matters related to daily life	English, Chinese, Korean, Portuguese, Spanish, Thai, Vietnamese, Filipino, Indonesian, Nepali	Mon. & Fri 9 a.m. - 8 p.m. (except national holidays. appointment required after 5:30 p.m.) Tues., Wed. & Thurs. 9 a.m. - 5:30 p.m. (except national holidays) 2nd & 4th Sun. of each month 1 p.m. - 5 p.m. (appointment required)	☎06-6941-2297 ✉ (only for Japanese and English) Jouhou-c@ofix.or.jp
(公財)大阪国際交流センター Osaka International House Foundation	administrative matters, residential status (visa), labor, medical treatment, welfare, education and others,	English, Chinese, Korean, Vietnamese, Filipino (everyday)	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 Lifeline いのちの電話	Life in general	Taiwanese, Mandarin	Tues, Thurs & Sats. 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 Helpline for foreign languages	various issues	English, Chinese, Korean, Portuguese, Spanish Please feel free to contact us as the other languages may be available.	Please confirm the details on the website. <a href="https://www.since2011.net/yorisoi/n2/">https://www.since2011.net/yorisoi/n2/</a>	☎0120-279-338
大阪市立住まい情報センター Osaka Housing Information center	Housing consultant	English, Chinese, Korean	Monday-Saturday 9:00~17:00 Sunday & Holiday 10:00~17:00	☎06-6242-1177
外国人在留総合インフォメーションセンター Immigration Information Center	Immigration, VISA	English, Chinese, Korean, Spanish, Portuguese	Monday-Friday 8:30~17:15	☎0570-013-904 03-5796-7112
(NPO)AMDA国際医療情報センター (NPO) AMDA Medecal Information Center	Medical Information	Easy Japanese	Monday-Friday 10:00~15:00	☎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 Employment Service Center for Foreigners	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	
	Labor consultation (Advice about the residence status)		Monday-Friday 14:00~18:00 (Reservation required)	
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	Labor standards law consulting	English(Monday & Wednesday), Portuguese(Wednesday & Thursday), Chinese(Wednesday)	9:30~17:00(Except 12:00~13:00) Please confirm the details in advance	the Inspection Division, the Labour Standards Department, the Osaka Labour Bureau, 9F Osaka Joint Government Office (Godochosha) Building No. 2, 4-1-67, Otemae, Chuo-ku, Osaka ☎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, wxplination on law and ordinances, and introduction to related organization)	English Mon to Fri	10:00a.m. to 3:00p.m. (Closed from 12:00 to 1:00p.m.)	☎0570-001-701
		Chinese Mon to Fri		☎0570-001-702
		Portuguese Mon to Fri		☎0570-001-703
		Spanish Mon to Fri		☎0570-001-704
		Tagalog Tue to Fri		☎0570-001-705
		Vietnamese Mon to Fri		☎0570-001-706
		Myanmar Mon & Wed		☎0570-001-707
		Nepali Tue, Thur		☎0570-001-708
大阪府総合労働事務所 Labor Environment Division (Labor Consultation Centre)	Labor consulting (Labor related issues)	English, Chinese	Monday-Friday 9:00~17:45 Prior appointment is necessary in Japanese.	L-Osaka Minami Bldg 3F 2-5-3 Kokumachi, Chuo-ku, Osaka 540-0033 ☎06-6946-2608

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	Monday-Friday 9:00～17:30	☎06-6949-6181
大阪法務局人権擁護部人権相談室 外国人のための人権相談所 Human Rights Counseling Centers for Foreigners	Human Rights	English, Chinese, Korean, Filipino, Portuguese, Vietnamese	Monday-Friday 9:00～17:00	☎0570-090-911
大阪弁護士会 総合法律相談センター Osaka Bar Association The Legal Consultation Center	Human Rights Legal Consultation	English, Chinese, Korean	2nd & 4th Fri. 12:00～17:00	☎06-6364-6251 For Reservations ☎06-6364-1248
日本司法支援センター(法テラス) Japan Legal Support Center (houterasuu)	Legal	English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Filipino, Thai, Nepali, Indonesian	Monday-Friday 9:00～17:00	☎0570-078-377 (Houterasu provides multilingual information services)

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

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