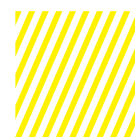


Ibaraki Life Guidebook

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Living and Studying Japanese in Ibaraki City

Ibaraki City posts information on Social Networks.

Follow us on Facebook/X, formerly twitter, where we post information about local events, disaster and so on. Check out our Instagram for photos of the comforting people, beautiful landscapes, and everyday life in Ibaraki City.



Living in Japan and studying Japanese

The information written here can be found on the website of Ibaraki City's Human Rights and Gender Equality Division. Please visit the website for more details.

For Foreigners

URL <<https://www.city.ibaraki.osaka.jp/kikou/shimin/jinken/menu/Foreigners/index.html>>

Information

URL <<https://www.city.ibaraki.osaka.jp/kikou/shimin/jinken/menu/Foreigners/42608.html>>



Websites with information about living in Japan

Essentials for Living in Osaka

This website has various information about living in Japan. It has been created for people coming from overseas to live in Osaka. It includes details on tax, health insurance, jobs, schooling, and hospitals. It is available in English, Chinese, Korean, Portuguese, Spanish, Vietnamese, Filipino, Thai, Indonesian, Nepali, Japanese, and easy Japanese.

Medical Information Network, Ministry of Health, Labour and Welfare

This website allows you to search for hospitals in Osaka Prefecture. It is available in English, Japanese, Chinese and Korean. You can search for hospitals where foreign languages are spoken.

Studying Japanese

There are places to study Japanese in Ibaraki.

Ibaraki Practical Japanese class (For more details, please contact the Cultural Promotion Division.)

The lessons are one-on-one. You can start at any time.

Beginners are welcome. You can study even if you cannot speak a word of Japanese.

There will be a fee for the lessons.

Inquiries about time, places and fees for the lessons can be made at the Ibaraki Cultural Promotion Division of City Hall.

When inquiring by phone TEL 072-620-1810 When inquiring by email E-mail cadifai@city.ibaraki.lg.jp

Japanese reading and writing classes(For more detailed information, please inquire directly to the class.)

The classes are taught by one teacher. Student numbers vary from one to over two. There is no fee.

Beginners are welcome.

There are several places you can study. Please choose the best one for you.

Class location, times and phone numbers

- | | | | |
|---|-----------|-----------------------------|--------------|
| • Toyokawa Inochi Ai Yume Center (とよかわいのちあいゆめせんたー) | Tuesdays | from 7:30pm | 072-643-2069 |
| • Sawaragi Inochi Ai Yume Center (さわらぎいのちあいゆめせんたー) | Mondays | from 6:00pm, 6:30pm, 7:00pm | 072-635-7667 |
| | Thursdays | from 10:00am | |
| • Sojiji Inochi Ai Yume Center (そうじじいのちあいゆめせんたー) | Thursdays | from 7:30pm | 072-626-5660 |
| • The Central Community Center (ちゅうおうこうみんかん)
(Lifelong Education Center) | Fridays | from 10:00am | 072-622-1256 |

In case of fire, injury or sudden illness

Fire Station Headquarters ☎ 072-622-6955

Call the fire station in case of fire.

Call the ambulance for any medical emergencies.

Call 「119」 for both of the above.

You can call from any landline, mobile phone, or smartphone.

If you are calling from within Ibaraki City, interpretation services are available in English, Chinese, Korean, Spanish, Portuguese, Thai, Tagalog, Vietnamese, French, Russian, and Nepali. Therefore, there are no worries about being understood.

The service will be dispatched from a station near you.

Living and Studying Japanese in Ibaraki City

When you call emergency services on 119, please give them the following information.

■ In case of fire

- 1) Say "Kaji desu" (かじです) to let us know that there is a fire.
- 2) Give the address or location for the fire engine to come to.
- 3) Tell us what is on fire.
- 4) Give your phone number.
- 5) Give your name.



■ In case of medical emergency

- 1) Say "Kyu yuu desu" (きゅうきゅうです) to let us know that you need an ambulance.
- 2) Give the address or location for the ambulance to come to.
- 3) Tell us the nature of the emergency.
- 4) Give your phone number.
- 5) Give your name.



There may be a short delay before the emergency services can arrive.

We have a website detailing in what circumstances you should call an ambulance.

You can find it on the 'Information' page under 'For Foreigners' on the Ibaraki City website.

If you are unsure whether you should call an ambulance for a sudden illness or injury, please contact the Emergency Relief Center Osaka at #71 19 or 06-6852-71 19.

Medical consultations with nurses are available 24 hours a day, 365 days a year, and they can recommend appropriate hospitals for your condition.

Places you can contact if you need help

■ Ibaraki City General Consultation Counter for Foreign Residents

This is a place where foreign residents living in Ibaraki City can ask about anything they are unsure of.

If you are worried about city hall procedures, please feel free to visit.

Consultations are free of charge, and your privacy will be protected.

● Consultation Hours

① Monday to Friday: 9:00 AM to 5:00 PM (closed on national holidays)

② The last Sunday of each month: 9:00 AM to 12:00 PM

● Location

① Ibaraki City Hall Main Building, 2nd Floor - Human Rights and Gender Equality Section

② Ibaraki City Hall South Building, 1st Floor - Citizen Life Consultation Section

● Available languages for consultation

We provide consultations in simple Japanese and English.

When speaking in other languages, translation devices are used.

If an interpreter is needed, please make a reservation in advance.

● Inquiries:

Ibaraki City Hall, Human Rights and Gender Equality Section

Phone: 072-620-1640 Email: jinken@city.ibaraki.lg.jp

■ Osaka Information Service for Foreigners (Osaka Foundation of International Exchange)

If you run into trouble, there is a telephone helpline for non-Japanese people living in Osaka.

The consultation is free of charge. You may, however, be charged by your phone service provider.

You can also contact the helpline by email. If you call the number, you will be connected to OFIX - Osaka Foundation of International Exchange.

You can ask about any number of things relating to living in Japan.

When you call, please tell the operator what languages you speak.

● Telephone contact information Tel: 06-6941-2297

Supported languages: Japanese, English, Chinese, Korean, Portuguese, Spanish, Vietnamese, Filipino, Thai, Indonesian and Nepali.

Mon. ~ Fri. 9:30 am to 5:30 pm (except national holidays)

3rd Thu. and 4th Fri. of each month 9:30 am to 8:00 pm (except national holidays)

3rd Sun. of each month 9:30 am to 5:30 pm

● Specialist Consultation (appointment required)

• legal advice

• administrative document advice

• labor advice

• immigration advice

• clinical psychologist advice

● Email contact information Email: jouhou-c@ofix.or.jp

Supported languages: English and Japanese

● Event information for foreigners, etc.

There is a place where you can talk and learn about Japan in easy Japanese.

We hold events to create a place for foreigners and people with foreign background.

We also have social online meeting via Zoom.

For more information, contact Toyokawa Inochi Ai Yume Center. Phone: 072-643-2069.

Living and Studying Japanese in Ibaraki City

Earthquakes and heavy rainfall

Crisis Management Division ☎ 072-620-1617

Earthquakes

Earthquakes are common in Japan.
In a large earthquake, you will feel the ground shake.
There may be times when the shaking makes you unable to stand.
Houses and buildings can be destroyed by large earthquakes.
Your house may collapse, leaving you without a place to live.
Be prepared for earthquakes!

Heavy rainfall

Some areas in Ibaraki can be dangerous in times of heavy rainfall.
Please check the areas of Ibaraki City that might be especially dangerous in the case of very heavy rain.

We have a website detailing what you should do in times of earthquakes and heavy rainfall.
You can find it on the "For Foreigners" page of our website.

There are Evacuation Areas set up in case of emergency.
These Evacuation Areas are called "hinanjo" (ひなんじょ、避難所) in Japanese. These are often located in school gymnasiums.
Please find out and remember where the Evacuation Areas nearest your house are.

Ibaraki City Hall's "Disaster Prevention Handbook"

(Available in Japanese and English)

This guidebook is intended to help residents of Ibaraki City in dealing with an earthquake, and living through the aftermath.
It includes details on all of the city's Evacuation Areas.

You can find the English version of this handbook on the "For Foreigners" page of our website.

Osaka Prefecture's "Emergency Guide for foreigners (Earthquake)"

(It is available in English, Chinese, Korean, Vietnamese, Filipino, Spanish, Portuguese, Thai, Indonesian, Nepali, Ukrainian, Russian and easy Japanese.)
Osaka Prefecture provides information to foreign residents about earthquakes and living in the aftermath of a quake.

You can find it on the 'Information' page under 'For Foreigners' of the Ibaraki City website.

There is also an app provided by Osaka Prefecture for foreign visitors and tourists

Osaka Prefecture provides an app that gives necessary information regarding what to do in case of an emergency such as earthquake, typhoon, flooding etc.

For more detailed information or for downloading information, please check the Osaka Prefecture HP.

Emergency information
for foreigners residing
in or visiting Japan.



URL < https://www.city.ibaraki.osaka.jp/kikou/soumu/kikikanri/menu/disaster_prevention_infomation/osakasagetravels.html >

Looking for a job

Osaka Employment Service Center for Foreigners

(Hello Work, an organization of the Ministry of Health, Labour and Welfare)

This place can support non-Japanese people looking for work in Japan.
This center is located near the JR Osaka Station and the Hankyu Osaka Umeda Station.
If you have any questions about working in Japan, you can ask them there.

You can make inquiries in English, Portuguese, Spanish, Chinese, Vietnamese, Nepali, and Ukrainian.
Available days vary depending on the language.

For more details, contact the Osaka Employment Service Center for Foreigners.

Inquiries can also be made by phone at (06-7709-9465).

When you have trouble at work

Consultation for Foreign Workers (Osaka Labour Bureau)

You can ask about anything related to working in Japan.
Inquiries can also be made by phone at (06-6949-6490).

Hours: 9:30 AM to 5:00 PM (Phone inquiries are not available from 12:00 PM to 1:00 PM)

This service is available in English, Chinese, Portuguese, and Vietnamese.
However, there are only certain times available for each language.

Telephone consultation service for Foreign Workers (Ministry of Health, Labour and Welfare)

You can ask about places offering advice about the laws related to working in Japan.
Inquiries can be made in the following languages, English, Chinese, Portuguese, Spanish, Tagalog, Vietnamese, Myanmar, Nepali, Korean, Thai, Indonesian, Cambodian, and Mongolian.
However, there are only certain times available for each language.

There are also many other websites available with more information about jobs and employment.
You can find it on the 'Information' page under 'For Foreigners' on the Ibaraki City website.

Resident Registration

Resident Registration

Citizens Affairs Division ☎ 072-620-1621

"Jumin Touroku" (じゅうみんとろうく、住民登録) means resident registration, or notifying the city office that you live in the area. In order to make use of Ibaraki City's services, please complete resident registration at the Citizens Affairs Division at City Hall.

When moving, please submit a notification to the Citizens Affairs Division of the Ibaraki City Hall.

At that time, you will be required to bring cards or some other supporting documents with you.

If you need assistance, please contact the Citizens Affairs Division.

Notification of Resident Registration

When should you do this procedure?	By when must the procedure be completed?	What is needed to do it?
When moving to Ibaraki City	Please submit a notification to the Citizens Affairs Division within 14 days after moving-in.	○Moving-out certificate (you should receive this from the city hall or ward office in your previous place of residence.) ○My Number Card (if you have one) ○Resident Cards (for everyone who moved in)
When moving to Ibaraki City from abroad	Please submit a notification to the Citizens Affairs Division within 14 days after moving-in.	○Resident Cards (for everyone who moved in) ○Passport
When moving residence within Ibaraki City	Please submit a notification to the Citizens' Affairs Division within 14 days after moving.	○My Number Card (if you have one) ○Resident Cards (for everyone who moved) ○Ibaraki City National Health Insurance Card (if you have one)
When moving out of Ibaraki City	Please submit a notification to the Citizens Affairs Division starting 14 days before the moving date.	○My Number Card (if you have one) ○Resident Cards ○Ibaraki City National Health Insurance Card (if you have one)
When moving overseas	Please submit a notification to the Citizens Affairs Division starting 14 days before the moving date.	○My Number Card (if you have one) ○Resident Cards ○Ibaraki City National Health Insurance Card (if you have one) ○National Pension booklet (if you have one)

When you need a Certificate of Residence that states relationships such as spouse and child, you need to submit a marriage certificate or birth certificate issued in your country (No copies accepted).

The certificate must be translated into Japanese. Please write the name of the translator.

Information on My Number can be found on the website of the Digital Agency and the Ministry of Internal Affairs and Communications (National agencies) .

Information is available in English, Chinese, Korean, Portuguese, Spanish, etc.

You can access the website from the 'Information' page under 'For Foreigners' on the Ibaraki City website.

A copy of your Certificate of Residence

Citizens Affairs Division ☎ 072-620-1621

The certificate of residence contains your up-to-date address, and information about the people you're living with. People who have completed resident registration at Ibaraki City Hall can request this document at the Citizens Affairs Division of the City Hall.

There is a charge to pay when receiving the certificate.

Only you or someone living with you may pick up a copy of your certificate of residence.

If you cannot come to pick it up, please contact the Citizens Affairs Division of the Ibaraki City Hall.

You must bring some form of identification, such as your Resident Card, when collecting your certificate.

For more details, please contact the Citizens Affairs Division of the Ibaraki City Hall.

Health Insurance

National Health Insurance

Health Insurance and Pension Division (Health Insurance) ☎ 072-620-1631

Everyone living in Japan must be enrolled in a medical insurance plan.

Enroll in medical insurance for receiving medical care.

This is required by law.

Non-Japanese people staying here for longer than 3 months must be enrolled.

People working for a company may be able to be enrolled in that company's health insurance plan.

Company employees' families may also be covered under the company's policy.

However, this may not be possible if you do not work enough hours at that company.

If you are not sure about your situation, please ask HR staff at your company.

People who do not enroll in their company's health insurance join the National Health Insurance of the municipality where they live.

If you have any questions about the different types of health insurance or are unsure which one you should enroll in, ask at the Health Insurance and Pension Division at City Hall.

To register for National Health Insurance, you must submit forms to Ibaraki City Hall.

For more details and help with these documents, please contact the Health Insurance and Pension Division.

After submitting the documents, you will receive a card or document confirming your enrollment in the National Health Insurance.

National Health Insurance Fees

You must pay fees to be enrolled in National Health Insurance. This is called "Hokenryo" (ほけんりょう、保険料), or insurance premium. If you do not pay the premium, you will not be able to access these services.

City Hall will calculate how much the premium for National Health Insurance will be for you and your cohabiting family.

After that, payment slips (a form for paying insurance premiums) will be sent by mail to the head of the household.

Please pay the insurance premium before the payment deadline.

The payment deadline will be written on the payment slips.

Insurance payment must be paid by the deadline given on the form.

If you are late with your payments, the amount you must pay is liable to increase.

If you are unable to pay for whatever reason, please consult with the Health Insurance and Pension Division without delay.

How to pay the Health Insurance Premium

The insurance payment slips will be sent to your home address in the middle of the month after you enroll in National Health Insurance. Payments can be made using electronic money or can be paid in cash with the payment slip at Ibaraki City Hall or any bank, post office, or convenience store.

You will receive all payment slips up until March in one envelope.

There will also be a payment slip included, allowing you to pay for the entire year as a lump sum if you wish.

Notification of changes

In case of the following situations appropriate documents must be submitted to the Health Insurance and Pension Division of City Hall within 14 days.

For people enrolled in National Health Insurance:	Moving out of Ibaraki City to another city
	Moving out of Ibaraki City to go overseas
	Moving residence within Ibaraki City
	A change in the family members living at your address
	If someone enrolled in National Health Insurance passes away
	If a new family member is born
	If you enroll in the Livelihood Protection system
	If you enroll in a company's medical insurance plan
For people NOT enrolled in National Health Insurance:	If you lose your National Health Insurance card
	Moving to Ibaraki City from within Japan
	Moving to Ibaraki City from overseas
	If you leave the Livelihood Protection system
	If you leave a company's medical insurance plan

※ Livelihood Protection system is a system based on the Public Assistance Act that supports people who cannot work for various reasons or who have extremely low income so that they can live a minimum life.

When submitting documents, please bring your identification.

Contact the Health Insurance and Pension Division to find out what you need to bring.

Health Insurance

National Health Insurance services

When you visit a hospital due to illness or injury, showing proof of insurance will reduce your medical expenses. (The services provided by company insurance and National Health Insurance are generally similar, though there may be some differences. For more details, please consult your company representative or the Health Insurance and Pension Division at Ibaraki City Hall.)

The percentage of the total costs that the user must pay at medical institutions varies depending on age.

For infants and children who have not yet started elementary school, this figure is 20%.
From elementary school until the age of 69, it rises to 30%.
From age 70 to age 74, it is either 30% or 20%. (The percentage to be paid at this age is calculated based on each person's income.)

- People aged 75 and above will no longer be enrolled in National Health Insurance, but will enter a separate insurance scheme called "Elderly Medical Service System".

When entering this system, you do not need to submit any documents to City Hall.

You will receive a proof of insurance eligibility for the Elderly Medical Service System from the Ibaraki City Hall.

Available services and medical fees are subject to change when the laws of Japan are amended.

For more details, please contact the Health Insurance and Pension Division.

■ High-cost medical expenses

In the event that any given month's medical expenses reach a certain level, you may receive a small refund.

If the amount you paid exceeds the amount stipulated by the rules, the Health Insurance and Pension Division of Ibaraki City Hall will send documents to your home.

Please gather all of the necessary items listed on the forms and submit them to the Health Insurance and Pension Division.

If you have any queries, please ask at the Health Insurance and Pension Division.

■ One-off payments for childbirth and childcare

When a person enrolled in the National Health Insurance gives birth, she can receive a payment.

If it is after the 12th week of pregnancy, you can also receive it in the unfortunate event of a stillbirth.

In order to receive this payment, you must complete the necessary steps.

You can process the application at the hospital at which your baby is born. Please ask at your hospital for more information.

If you do not submit your application within a two-year-period after the birth, you will no longer be able to receive this payment.

For more details about what you need to complete the procedure, please contact the Health Insurance and Pension Division of Ibaraki City Hall.

■ Injury caused by a third party (traffic accidents etc.)

If a person enrolled in the National Health Insurance system is injured by another person, such as being hit by a car, services of the National Health Insurance system cannot be used to cover those injuries.

If you are injured due to the fault of a third party, please be sure to consult with the Health Insurance and Pension Division.

■ Funeral costs

If a person enrolled in National Health Insurance passes away, it is possible to receive 50,000 yen for funeral costs.

The application must be submitted within 2 years from the day of the funeral.

You cannot receive this money without applying.

For more details about what you need to complete the procedure, please contact the Health Insurance and Pension Division of Ibaraki City Hall.

Taxes

Taxes

Taxes must be paid by individuals and companies in order to fund services provided by the national, prefectural, and city governments.

People living in Japan is required to pay taxes.

Types of Tax

①Income Tax

This is a tax paid to the national government by individuals who have earned income.

"Shotoku"(しよとく、所得) is the amount left after subtracting expenses (the money spent to earn the income) from the income (the money received).

②Prefectural Citizen Tax

This is a tax paid to Osaka prefecture by individuals or companies who have a registered address in Osaka prefecture as of January 1 of that year.

③Municipal Tax

This is a tax paid to Ibaraki City by individuals or companies who have a registered address in Ibaraki City as of January 1 of that year.

④Fixed Property Tax · City Planning Tax

This tax is paid to Ibaraki City by individuals who own land or buildings in the city as of January 1 of that year.

⑤Vehicle Tax

Car owners must pay Vehicle Tax to Osaka Prefecture.

⑥Light Vehicle Tax

Owners of motorcycles or keijidousha (a class of car of a maximum 660 cc, also known as "K-cars") must pay Light Vehicle Tax to Ibaraki City.

⑦Consumption Tax

There is also a Consumption Tax levied on all goods and services purchased.

Consumption Tax will be charged at point of sale.

There is also a tax levied on the purchase of motor vehicles and real estate (including land and buildings).

Taxes paid to Ibaraki City Hall include ③, ④, and ⑥.

③Municipal Tax

Municipal Tax Division ☎ 072-620-1614

This is a tax paid to Ibaraki City by individuals or companies who have a registered address in Ibaraki City as of January 1 of that year.

Individuals who had income in the previous year must pay this tax. The amount of municipal tax is determined by law.

Individuals with income must report their earnings to the Ibaraki Tax Office (a national office that manages taxes).

Your taxes will be calculated after you declare your earnings.

For more details on when and how to declare your earnings, contact the Ibaraki Tax Office, or the Municipal Tax Division of Ibaraki City Hall.

If your employer reports your income to the tax office, you do not need to report it yourself.

If your employer deducts taxes from your salary and pays them on your behalf, you do not need to pay taxes to Ibaraki city yourself. This applies to both "Income Tax" and "Prefectural Resident Tax."

If you do not work for a company, or if you have your own company or shop, you must pay taxes yourself.

Tax payment slips (a form used to pay taxes) with the tax amount written on it will be sent to your home.

The amount of prefectural citizen tax will also be included.

Please pay with electronic money, or take cash and the payment slip to City Hall, a bank, post office or convenience store to pay the tax.

The places where you can pay are printed on the payment slips.

Please pay your municipal tax and prefectural citizen tax together.

Taxes

④ Fixed Property Tax • City Planning Tax

Property Tax Division ☎ 072-620-1615

Individuals who own land or buildings in Ibaraki City as of January 1 must pay this tax to Ibaraki City.

The amount of tax varies depending on the size and location of the land and buildings.

City Hall will inform you once a year of the amount payable.

Tax payment slips (a form used to pay taxes) with the tax amount written on it will be sent to your home.

Please pay with electronic money, or take cash and the payment slip to City Hall, a bank, post office or convenience store to pay the tax.

The places where you can pay are printed on the payment slips.

⑥ Light Vehicle Tax

Municipal Tax Division ☎ 072-620-1614

Individuals who own a motorcycle or a kei-car (a class of car with a maximum engine capacity of 660cc) as of April 1 of any given year must pay taxes to Ibaraki City.

City Hall will notify you once a year of the tax amount.

Tax payment slips (a form used to pay taxes) with the tax amount written on it will be sent to your home.

Please pay with electronic money, or take cash and the payment slip to City Hall, a bank, post office or convenience store to pay the tax.

The places where you can pay are printed on the payment slips.

There are several more tax rules to be aware of.

For more details about ③ and ⑥, please contact the Municipal Tax Division.

For more details about ④, please contact the Property Tax Division.

For more details, or if you have questions about any other taxes, please contact the Ibaraki Tax Office run by the National Government.

You can also search on the National Tax Agency's website (in Japanese and English).

Each tax is subject to be paid by the deadline. Tax Payment Division ☎ 072-620-1616

The deadline will be written on each tax payment slips (a form used to pay taxes).

Please make sure to pay with electronic money, or take cash and the payment slip to City Hall, a bank, post office, or convenience store to pay the tax by this deadline.

If you are late with your payments, the amount you must pay is liable to increase.

If you are unable to pay for whatever reason, please contact the Tax Payment Division without delay.

Tax payment certificate (Documents to show how much tax you have paid) Municipal Tax Division ☎ 072-620-1614

The document describing your yearly salary and taxes can be issued at City Hall.

There is a fee for receiving these documents.

For more information, please contact the Municipal Tax Division of City Hall.

Bring your ID, such as resident card and driver's license, to receive this document.

Pension

National Pension

Health Insurance and Pension Division (National pension) ☎ 072-620-1632

National pension is the system where you can claim pensions when you retire because of old age, if you are forced out of work through a disability caused by illness or injury, or if the head of your household passes away.

Everyone between the ages of 20 and 59 living in Japan must, by law, enroll in and pay premiums towards the National Pension system.

This law extends to non-Japanese people.

If you are unable to pay the premium for whatever reason, please contact the Pension Counter at Ibaraki City Hall's Health Insurance and Pension Division without delay.

If you are enrolled and have paid premiums into the system, you are eligible to receive pension payments.

You must have been enrolled in National Pension for a specified minimum length of time in order to be eligible for pension payments.

You also must have been up-to-date with your premiums for this period.

There are 3 different enrollment policy types for National Pension.

(1) Category 1 insured person

Category 1 insured person: people who are neither Category 2 nor Category 3 insured person.

A Category 1 insured person should, after completing resident registration at Ibaraki City Hall, enroll in National Pension at the City Hall's Health Insurance and Pension Division.

The pension payment slips will be sent to your home address by the Japan Pension Service, who handle all monies paid into the pension system.

Bring your payment slip and money to a bank, post office, or convenience store, where payment can be made.

You can also pay online.

If you have any queries or are unable to pay for whatever reason, please contact the Pension Counter at the Health Insurance and Pension Division at City Hall.

(2) Category 2 insured person

Category 2 insured person: people who are enrolled in Employees' Pension Insurance (a policy provided by the company you work for).

People who work at a company or in a factory will be enrolled in the Employees' Pension Insurance system.

If you are enrolled in Employees' Pension Insurance, you are also enrolled in the National Pension system.

Premiums for both pension systems will be deducted from your salary.

If you cease to be employed by your company, you must submit documents to the Pension Counter of the Health Insurance and Pension Division at City Hall.

(3) Category 3 insured person

Category 3 insured person: spouses of Category 2 insured person (those enrolled in Employees' Pension), who are being supported by of their spouse. These people should go complete the enrollment procedure through their spouse's company.

A Category 3 insured person, by default, does not pay insurance premiums.

The insurance premiums will be paid for all dependents through the Employee's Pension Insurance.

If your spouse ceases to be employed by their company, you must submit documents to become the Category 1 insured person to the Pension Counter of the Health Insurance and Pension Division at City Hall.

After you enter the pension system, the notice of a universal pension number will be sent to your home address. This notice is important; please do not throw it away.

Pension

■ People enrolled in National Pension are eligible to receive pension payments from the government in the following 3 situations:

1) Old-age Basic Pension

People who have paid into the pension plan for longer than 10 years are eligible to receive pension payments from the age of 65 onward.

2) Disability Basic Pension

If, after enrolling in National Pension, you suffer from an illness or injury which leaves you disabled, you may be eligible to receive pension payments. This does not apply to all situations; there may be cases where you are not eligible.

3) Survivors' Basic Pension

This is a pension paid to the bereaved family if the head of household passes away.

People who can receive these payments include 1) The spouse of the deceased, in the case that the spouse is left to care for dependent children from the relationship with the deceased, and 2) Children of the deceased. This does not apply to all situations; there may be cases where you are not eligible.

Lump-sum Withdrawal Payments

Non-Japanese people who have been paying into the National Pension system for 6 months or longer may, upon leaving Japan, receive back a part of the money paid in.

You must apply for this payment within 2 years of leaving Japan.

For more details about the application procedure, visit the Japan Pension Service website.

Please check the procedure before leaving Japan.

About international social security agreements

It is possible to combine the period during which you have paid into the Japanese pension system with the period you have spent paying into pension systems overseas.

This procedure varies by country; check the Japan Pension Service website for more information.

Where to ask if you have questions about pension

Any queries about National or Employees' Pension can be directed to a Pension Office of the Japan Pension Service.

There are Pension Offices where you can receive assistance in a foreign language.

Pension Information

Information on pensions can be found on the Japan Pension Service website.

It is available in English, Chinese, Korean, Portuguese, Spanish, Indonesian, Tagalog, Thai, Vietnamese, Myanmar, Cambodian, Russian, Nepali and Mongolian.

You can reach "Japan Pension Service" website from the 'Information' page under 'For Foreigners' on the Ibaraki City website.

Birth . Death . Raising Children

When you discover that you are pregnant

Children's Support Center ☎ 072-624-9301

When you find out that you are pregnant, please go to the Ibaraki City Children's Support Center. The Children's Support Center is located on the 2nd floor of Onikuru, across from the Ibaraki City Hall. At the Children's Support Center, you will receive a booklet and vouchers to be used throughout pregnancy and after childbirth. We will explain how to use them.

— the Maternal and Child Health Handbook (a booklet, which is used to note the conditions of the mother and baby)
※Versions in English, Chinese, Korean, Thai, Spanish, and Vietnamese are also available.
— the Prenatal Care Checkup Ticket, which entitles you to reduced medical costs when receiving prenatal care at medical institutions.

— Mother's Health Checkup Consultation Ticket, which entitles you to reduced medical costs when going to the hospital to check on the mother's mental and physical health after childbirth.

— "Infant (1-Month-Old) Health Checkup Voucher" (A ticket that reduces costs when taking a baby around one month old to the hospital for a medical checkup.)

'Public health nurses' and 'midwives' are at the Children's Support Center.

The public health nurses and midwives can provide information and services regarding pregnancy, birth, and care of babies. So please ask the public health nurses or midwives any questions you may have regarding pregnancy, birth or care of babies. You can also ask questions by email.

The public health nurses and midwives are also available for home visits after the birth.

Please inform the public health nurse or midwife of any problems or difficulties you may be having.

Lump-sum Payments for Childbirth and Childcare

Health Insurance and Pension Division
☎ (Health Insurance) 072-620-1631

If you inform us that you have given birth while enrolled in National Health Insurance, you can receive a lump-sum support payment.

After the 12-week mark of pregnancy, it is also possible to receive a payment in case of stillbirth.

You can process the application at the hospital at which your baby is born. Please ask at your hospital for more information. People who are enrolled in National Health Insurance can contact the Health Insurance and Pension Division of City Hall for more information.

If you do not submit your application within a two-year period after the birth, you will no longer be able to receive this payment.

If you are registered in a company's health insurance plan, please ask the HR staff at your company.

A registration of birth

Citizens' Affairs Division ☎ 072-620-1621

A birth registration must be submitted to Ibaraki City Hall within 14 days of the birth.

The documents you must submit are called shusshou todoke (出生届), or a Birth certificate.

Before giving birth to your baby, please contact the Citizens Affairs Division of the Ibaraki City Hall to find out about the necessary documents.

If one of the parents is a foreign national, procedures at the embassy or consulate are also required.

All babies that are not Japanese nationals must be processed by the Immigration Services Agency.

Before your baby is born, inquire at the Immigration Services Agency and the embassy or consulate about the procedure.

Childcare Allowance

Child Policy Division ☎ 072-620-1625

People bringing up children are eligible to receive support payments.

This benefit is called "Jido Teate"(子ども手当), or child allowance. It is available up to the point that your child leaves high school (age 18).

You must submit documents to City Hall in order to receive Childcare Allowance.

Please submit these documents to the Child Policy Division within 15 days of the birth of your child.

If you are late in submitting the documents, the amount of money that you will receive may decrease.

Amount of allowance provided

Age of the child	Amount of the Childcare Allowance (Monthly amount of the allowance per child)
From birth to age 2	¥15,000 per month
From age 3 to the end of high school	¥10,000 per month

Birth . Death . Raising Children

The amount you are eligible to receive varies depending on the age of your child.

If you have 3 or more children, the amount you can receive may increase.

Ibaraki City will pay the money directly into your bank account. Payments will be made in 6 annual installments.

For more details, please contact the Child Policy Division.

Children's Health Insurance

Health Insurance and Pension Division
☎ (Health Insurance) 072-620-1631

When a new child is born, the child will be enrolled in a health insurance policy.

This is often the same policy in which the parents are enrolled.

If the father and mother are enrolled in National Health Insurance, please contact Health Insurance and Pension Division for more information.

If you are enrolled in your company's health insurance plan, please ask the HR staff at your company for more information.

If you have the hospital receipts for payment (baby's medical care), please keep them.

You may be eligible for a refund on insurance payments at a later date.

When you have to deal with any forms labelled kodomo iryou (こども医療) - Children's Medical Support - please show the receipts for payment to the Child Policy Division of City Hall.

Children's Medical Support

Child Policy Division ☎ 072-620-1625

Children's Medical Support service grants reduced fees for children going to a clinic or hospital.

Prescriptions can be filled at no cost.

Children from age 0-18 can receive the services of the Children's Medical Support System.

In order to receive this service, you must submit documents to the Child Policy Division of City Hall.

You may need to provide several different documents; make sure to check what you need at the Child Policy Division.

After submitting the documents, you will receive Child Medical Assistance Card.

When going to a clinic or hospital or pharmacy, bring your child's health insurance card and child medical assistance card.

On the occasion that you cannot use Health Insurance services, you will also be unable to use child medical assistance services.

For more details, please contact the Child Policy Division.

Vaccinations

Children's Support Center ☎ 072-624-9301

It is important to vaccinate your children to protect against diseases.

Vaccinations required by the City Hall are supplied at no cost.

This number includes many vaccinations.

The timing of the vaccinations is also predetermined.

Vaccinations will begin at 2 months of age.

They will take place at an institution decided by the City Hall.

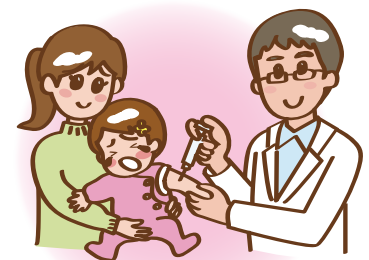
Please ask at the Children's Support Center about vaccination information.

You will receive written information about vaccinations at City Hall.

If you haven't received these documents there, we will send them to your home address after your child's birth.

If they fail to arrive, please contact the Children's Support Center and they will send them to your home.

Please contact the Children's Support Center for more information.



Nurseries • Kindergartens • Certified Centers for Early Childhood Education and Care • Small-scale Childcare facilities • In-office Childcare facilities
Nursery School and Kindergarten Works Division ☎ 072-620-1638

■ ① Nurseries

Hoikusho (保育所) -nurseries- are places that take care of young children for working parents and guardians or for those who are unable for some reason to watch the children at home.

Hoikusho (保育所) -nurseries - are available for children between the ages of 0 and 5.

Hoikusho nurseries may be unable to accept children of parents who don't meet the minimum number of working hours.

Birth . Death . Raising Children

■ ② Kindergartens

Youchien (幼稚園) – kindergartens – are available for children between the ages of 3 and 5.

They provide basic education for children before they enter elementary school.

Youchien kindergartens are available even to children whose parents or guardians do not work.

There is a difference in the hours that Hoikusho nurseries and Youchien kindergartens are able to look after your children.

■ ③ Certified Centers for Early Childhood Education and Care

There are also some places which act as a combined Hoikusho and Youchien. They are called Nintei kodomo-en (認定こども園) – certified centers for early childhood education and care.

The hours during which these centers can take care of children vary depending on whether or not the parents or guardians work.

■ ④ Small-scale Childcare facilities · In-office Childcare facilities

They are available for children between the ages of 0 and 2.

Both are places where young children can be looked after when their parents or guardians are unable to watch them at home, the same as Hoikusho.

In order to enroll in ①~④, you must submit forms to the Nursery School and Kindergarten Works Division at City Hall.

The number of children who can be enrolled at any given time is limited.

At popular and oversubscribed nursery schools, it may not be possible to enroll your child straight after submitting the paperwork.

You must pay fees for your child to attend nursery school.

The fees vary based on the amount of municipal tax paid by parents or guardians.

You can find information about municipal tax on the page about taxes.

For more details, contact the Nursery School and Kindergarten Works Division of City Hall.

After-school Childcare rooms After-school Childcare Division ☎ 072-620-1801

After-school childcare room is a place where children can be looked after when their parents or guardians are unable to care for them at home after school due to work.

Children can be looked after at After-school Childcare rooms provided by elementary schools.

These are available for students from the 1st through 3rd grades of elementary school.

You must pay fees for your child to use the After-school Childcare service.

The fee varies based on the amount of Municipal Tax paid by the parents or guardians.

You can find information about municipal tax on the page about taxes.

If you want to use the service, you must complete the procedure online to the After-school Care Division of City Hall.

Each school's service has a limit on the number of children who can be enrolled at any given time.

If the number of people wanting to enroll is too large, it may not be possible to enroll your child straight after completing the procedure.

The rooms are available Monday to Friday, from the end of school until 5pm.

Children can also attend on Saturdays between 8:15am and 5pm if their parents or guardians have work on that day.

If you have to work late, it is possible to have your children looked after until 7pm.

You have to pay an additional fee for additional time.

If your child return home between 5 and 7 pm, you must pick up your child from school yourself.

For more details, please contact the After-school Childcare Division at City Hall.

The Japanese education system School Education Promotion Division ☎ 072-620-1684

■ School life support for Japanese returnees and international students coming to Japan – Osaka Prefectural Board of Education

This information is for students and parents of students who are coming from overseas and will enter the Japanese school system.

You can learn about the Japanese education system here.

It is available in Japanese, Chinese, Korean, English, Indonesian, Russian, Vietnamese, Portuguese, Spanish, Filipino, Thai, Nepali and Ukrainian.

You can find the information on the website of "International Students School Life Support Information".

Birth . Death . Raising Children

- Financial assistance program to help cover the costs of school enrollment
This is a service to provide children with financial assistance for school fees and school lunch fees.
Please submit the necessary forms to the school your child will be attending.
These forms are provided by the school. There are several eligibility criteria to receive this service.
For details, please inquire at your child's school or at the School Education Promotion Division of City Hall.
- School supplies allowance for pupils entering elementary school
This service provides a portion of the money needed for preparations to enter elementary school.
To receive this grant, please hand in your documents at the School Education Promotion Division in the city hall.
Please pick up the necessary forms at the School Education Promotion Division.
There are several application requirements to receive this service. For more information, please contact the School Education Promotion Division.
- School supplies allowance for pupils entering junior high school
This service provides a portion of the money needed for preparations to enter junior high school.
To receive this grant, please submit the documents to the school that your child is attending by the end of February of the 6th grade of elementary school.
Please obtain the documents from the school that your child is attending.
There are several application requirements to receive this service. For more information, please contact the School Education Promotion Division.
- Allowance to help cover the money needed before entering high school
This service provides a portion of the money needed for preparations to enter high school.
This service is only available for households that are exempt from paying taxes.
To find out if your household is exempt from paying taxes, please inquire at the Municipal Tax Division of City Hall.
When applying for this service please submit the forms to the School Education Promotion Division of City Hall.
Please pick up the necessary forms at the School Education Promotion Division.
There are also other rules that apply when requesting this financial assistance.
For more detailed information please inquire at the School Education Promotion Division.

If you have any questions regarding enrollment in elementary or junior high schools in Ibaraki City, or Japanese language support for students at elementary or junior high schools in Ibaraki City, please ask at the School Education Promotion Division at City Hall.

Death notification

Citizens Affairs Division ☎ 072-620-1621

After a death, certain documents must be submitted to the Citizens Affairs Division of City Hall.
This document is called "Shibotodoke" (しぼうとどけ、死亡届), or death notification.
This must be submitted within 7 days of the death.
Please inquire at the Citizens Affairs Division of the Ibaraki City Hall about the necessary documents before submitting them.
If the death is of a foreign national the embassy or consulate of the person's country must also be contacted.
If the person who died has a resident card the Immigration Services Agency must also be notified.
Please inquire at the embassy or consulate and the Immigration Services Agency about the procedure.

Bereavement Assistance Counter Civic Life Consultation Division ☎ 072-620-1603

There is a specific counter at the City Hall to take care of this process.
An appointment is necessary.
This section is in the Information room on the first floor of the south wing of City Hall.
It is open Monday through Friday from 9:15-16:00.
How to make an appointment

- ① Internet (Ibaraki City website)
- ② Phone 072-647-2919 (closed on national holidays)
- ③ Civic Life Consultation Counter (first floor of the south wing)

If you want to know more about the Bereavement Assistance Counter, scan the code on the right.
For information about the necessary documents please inquire at the Civic Life Consultation Division of City Hall.

Information on the
Bereavement
Assistance Counter



How to Dispose of household waste

Household waste disposal regulations

Waste Management Division ☎ 072-634-0351

There are set days on which you can dispose of household waste.

These days will vary depending on the area in which you live.




Please make sure to dispose of your garbage on the set day in the set location.

The kind of waste you can dispose of on a given day varies by location.

There are also limits on the time period during which you can dispose of waste.

You have to dispose by 8:00am on the set day.

You can use any clear plastic bags to dispose of your waste. The contents of the bag should be visible.

Normal waste	Small-scaled oversized waste	Large-scaled oversized waste	Cans•Bottles•Plastic Bottles	Used paper• Used cloth
Please throw these away at the disposal area designated for normal waste	Please throw these away at the disposal area designated for oversized waste	Please throw these away at the disposal area designated for oversized waste	Please throw these away at the disposal area designated for recyclable waste	Please throw these away at the disposal area designated for recyclable waste
Twice a week	Once a month	Once a month	Twice a month	Once a month
Waste with its longest side (vertically or horizontally) under 30cm.	Waste with its longest side (vertically or horizontally) over 30 cm and less than 100cm. *Not including cans, glass or plastic (PET) bottles that contained food, drink, or cosmetic products.	Waste with its longest side (vertically or horizontally) 100cm or longer.	Food and drink product cans, glass, and plastic (PET) bottles. Bottles that contained cosmetic products.	Used paper (newspapers, books etc.) Used cloth (old clothes, etc.) *Soiled items are considered normal waste.
Use clear plastic bags to dispose of waste. The bag should be no larger than 45 litres in volume. 	Wrap any dangerous or broken glass in paper, and affix a piece of paper stating “ガラス” or “がらす” in Japanese (katakana or hiragana) . Disposing of a large amount of waste may incur a fee.	Please do not dispose of small-sized waste, cans, glass, plastic bottles, etc. Disposing of a large amount of waste may incur a fee.	Use water to wash out all cans, glass containers, and plastic bottles. 	Tie up any bundles of paper with string. Use a clear plastic bag when disposing of fabric and clothes. 

Waste that cannot be collected

There are some items that we are not able to collect.

- 1) Computers
- 2) Air conditioners, televisions, refrigerators, freezers, washing machines, tumble dryers

In addition to the above, we cannot handle certain types of waste, including any dangerous items.

If you are unsure if you can dispose of an item, please contact the Waste Management Division. ☎ 072-634-0351

For information on garbage disposal, please visit the Ibaraki City website and click on the "Waste Management Division" page under "Division Guide."

The Environmental Policy Division website has some information in English, Chinese, and Korean.

Water service

Using the water service after moving to Ibaraki City Waterworks Department Business Division ☎ 072-620-1691

When moving to Ibaraki City, please apply to the Waterworks Department Business Division before using the water supply.

You can apply by phone, postcard (Service commencement notification), or through the Ibaraki City website. You should apply promptly after moving, even if you were able to use the water before registering. To apply for water service, you need to inform us of your address, your name, your phone number and the date to start the service.

The postcard (Service commencement notification) can be found in your home's mailbox.

If you don't receive this postcard, please contact the Waterworks Department Business Division by phone.



Paying your water utility bills Waterworks Department Business Division ☎ 072-620-1691

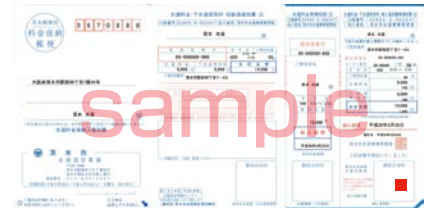
You must pay a fee to use the water service.

The Waterworks Department checks how much water you use in two month period and calculate your water bill.

After checking, "the notice of payment (a sheet to be used for the payment)" will be sent to your address from the Waterworks Department.

There you will find two months' worth of water bill, so please pay two months' total at one time.

You can either pay electrically or take "the notice of payment" and the money to a bank or a convenience store near your house and make the payment.



Cancelling the water service Waterworks Department Business Division ☎ 072-620-1691

To stop using water in Ibaraki City, please call the Waterworks Department Business Division, or inform us through the city website.

There, you will be asked to give us your address, your name, your phone number and the date to stop the service. When you move within Ibaraki City, please also inform the City Waterworks Department Business Division.

If you encounter problems with the water service Waterworks Department Engineering Division ☎ 072-620-1692

If you encounter problems with the water service, you can contact either:

- a Designated Licensed Contractor for Water Supply Equipment
- the Waterworks Cooperative Association (Suido Kojigyo Kyodo Kumiai) Repair Team.

Designated Licensed Contractors for Water Supply Equipment are plumbing and water pipe repair companies which are checked and verified by Ibaraki City.

They may not be available at night or on holidays.

There are many such companies verified by Ibaraki City.

You are free to choose any of these companies.

We advise that you check 2 or 3 companies and compare their prices.

Choose a repair company after receiving their estimates.

The Waterworks Cooperative Association Repair Team may be contacted if you need urgent repairs done outside of normal working hours.

You should contact them if you need urgent repairs done out of normal hours.

Waterworks Cooperative Association (Suido Kojigyo Kyodo Kumiai) Repair Team
TEL : 072-626-2300

You should also contact a contractor certified by the city, before you install a new plumbing system or extending an existing one.

For more details, contact the Waterworks Department Engineering Division.

You can find the names and the phone numbers of the companies verified by the city on the website of Waterworks Department Engineering Division.

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MEMO

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Phone numbers of each division of City Hall

	Name of division	Telephone
General Affairs Department	General Affairs Division	072-620-1611
	Crisis Management Division	072-620-1617
	Personnel Division	072-620-1601
	Legal Affairs and Compliance Division	072-620-1606
	Municipal Tax Division	072-620-1614
Planning and Finance Department	Property Tax Division	072-620-1615
	Tax Payment Division	072-620-1616
	Policy Planning Division	072-620-1605
Co-creation Culture Department	Finance Division	072-620-1612
	Contract and Construction Inspection Division	072-620-1613
	Digital Strategy Division	072-620-1607
	City Promotion Division	072-620-1602
Welfare Department	Community Promotion Division	072-620-1604
	Cultural Promotion Division	072-620-1810
	Sports Promotion Division	072-620-1608
Public Health and Medical Department	Human Rights and Gender Equality Division	072-620-1640
	Community Welfare Division	072-620-1634
	Longevity Policy Division	072-620-1637
	Welfare Division	072-620-1635
Child-Nursing Department	Disabled Persons Welfare Division	072-620-1636
	Long-Term Care Insurance Division	072-620-1639
	Medical Policy Division	072-655-2756
	Health Insurance and Pension Division (Health Insurance)	072-620-1631
	(Elderly Medical Care)	072-620-1630
Child-Nursing Department	(National Pension)	072-620-1632
	Welfare Guidance and Audit Division	072-620-1809
	Child Policy Division	072-620-1625
	Child Development Support Division	072-620-1633
Civic Life, Industry and Environment Department	Nursery School and Kindergarten General Affairs Division	072-655-2753
	Nursery School and Kindergarten Works Division	072-620-1638
	After-school Childcare Division	072-620-1801
Urban Vibrancy Department	Industrial Promotion Division	072-620-1620
	Civic Life Consultation Division	072-620-1603
	Citizens Affairs Division	072-620-1621
	Environmental Policy Division	072-620-1644
	Environmental Preservation Division	072-620-0024
	Urban Policy Division	072-620-1660
	Residence Policy Division	072-655-2755
	Examination Control Division	072-620-1661
	Construction Coordination Division	072-620-0105
	Downtown Development Division	072-620-1821
Construction Department	Northern Area Policy Division	072-620-1609
	Agriculture and Forestry Promotion Division	072-620-1622
	Construction Management Division	072-620-1650
	Transportation Policy Division	072-647-2916
Board of Education	Streets Division	072-620-1651
	Construction Division	072-620-1653
	Parks and Greening Division	072-620-1654
	Office of Treasurer	072-620-1669
	Office of Municipal Assembly ● General Affairs Division	072-620-1670
	Proceedings Division	072-620-1671
	Educational Policy Division	072-620-1680
	School Health and Lunches Division	072-620-1681
	Facilities Division	072-620-1682
	History and Cultural Properties Division	072-620-1686
School Education Promotion Division	072-620-1683	
School Personnel Division	072-620-1823	
Auditors Secretariat	072-620-1676	
Electoral Commission Secretariat	072-620-1675	
Agricultural Commission Secretariat	072-620-1677	

Other relevant buildings

● Civic Activity Center (Citizens Synthetic Center)	● Men & Women Symbiosis Center "Rose WAM"
☎ 072-623-8820	☎ 072-620-9920
● Health and Medical Center	● Waste Management Division (Environmental Sanitation Center)
☎ 072-625-6685	(Collection Section) ☎ 072-634-0351
● Child-rearing Service Division (Children's Support Center) (Culture and child-rearing Support complex ONIKURU)	(Disposal Section) ☎ 072-634-1627
☎ 072-624-9301	● Education Center (Citizens Synthetic Center)
● Toyokawa Inochi Ai Yume Center	☎ 072-626-4400
☎ 072-643-2069	● Social Education Promotion Division (Kamichujo Youth Center) ☎ 072-622-5180
● Sawaragi Inochi Ai Yume Center	☎ 072-622-8182
☎ 072-635-7667	● Lifelong Learning Center Kirameki
● Sojiji Inochi Ai Yume Center	☎ 072-624-8182
☎ 072-626-5660	● Chuou kouminkan ☎ 072-622-1256
● Civic Partnership Division	● Central Library ☎ 072-627-4129
☎ 072-631-0277	● Waterworks Department ☎ 072-620-1690
	● Sewerage General Affairs Division ☎ 072-620-1665
	● Sewerage Facilities Division ☎ 072-620-1667
	● Fire Department ☎ 072-622-6955

Webpage URL

<https://www.city.ibaraki.osaka.jp/>

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FAX: 072-620-1725



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