

## Municipal Consultation Services and Support Systems

せいかつ こま そうだんまどぐち しえんせいど  
生活に困ったときの相談窓口・支援制度

There are systems and services for people whose income has decreased remarkably due to unemployment, diseases and so on.

The consultation service and support systems conducted by Hiroshima city are introduced here. Please inquire about information such as conditions which need to be fulfilled in order to utilize these services.

At each consultation desk, counseling is only available in Japanese, so if you have difficulty with Japanese, please contact “Daily Life Consultation Service for Foreigners Living in Hiroshima” or “International Exchange Lounge”.

Please understand that some waiting time may be required for use of this service due to time needed for finding a volunteer interpreter for your language or other factors.

**Contact addresses when you have difficulty with Japanese:** (日本語での会話が難しい場合の連絡先)

- “Daily Life Consultation Service for Foreigners Living in Hiroshima” (First Floor, International Conference Center Hiroshima, 1-5 Nakajima-cho, Naka-ku, Hiroshima City)  
Mondays to Fridays 9 : 00 ~ 15 : 30 ( except for national holidays, year-end and New Year holidays, and August 6 )

The second Sunday of each month 9:00~15:30

Languages available: Portuguese, Spanish, Chinese, English

TEL 082-241-5010

- Rotating Consultations

Aki-kuyakusho (Ward Office): 2nd Floor. Community Development Promotion Division

Date/Time: Every Friday 10:30 to 15:30

Languages available: Portuguese, Spanish

- International Exchange Lounge, Hiroshima Peace Culture Foundation ( First Floor, International Conference Center Hiroshima, 1-5 Nakajima-cho, Naka-ku, Hiroshima City )  
Languages available : English Other languages are available with Trio-phone Service (volunteer Multilingual Interpretation by telephone).

April to September:9 : 00 ~ 19 : 00 or October to March:9 : 00 ~ 18 : 00 (except for year-end and New Year holidays )

TEL 082-247-9715

### Welfare public assistance (生活保護)

This is a system which provides necessary care to guarantee a minimum standard of living.

Contact : Family and Health Services Division of the Public Welfare Department at Ward Office

where you did your alien registration. (区役所厚生部生活課) ( Cf. attached sheet )

Foreigners eligible : Those who have a visa in Appended Table in Immigration Control and Refugee Recognition Act (Permanent Resident, Spouse or Child of Japanese National, Spouse or Child of Permanent Resident, and Long-Term Resident), Special Permanent Residents of “Special Law Concerning the Immigration Control of People who have lost their Japanese Nationality based on the Peace Treaty with Japan”, and those who are recognized as refugees by the Immigration Control Act.

There are various conditions which need to be fulfilled in order to receive welfare public assistance, for those details, please inquire at Family and Health Services Division.

Details : This is a system which provides necessary care (livelihood, education, housing, medical, long-term care, maternity, occupational, and funeral assistance) to guarantee a minimum standard of living as well as to promote self-support for all citizens who are in living in poverty by providing the necessary public assistance according to the level of poverty.

### Allowance for housing (住宅手当) iyuutakuteate

This is a system which provides a housing allowance to people who have lost their home or are in danger of losing it.

Contact : Family and Health Services Division of the Public Welfare Department at Ward Office where you will live or are living. ku yakushokousei busaikatsuka (区役所厚生部生活課) ( Cf. attached paper )

Foreigners eligible : Those who have a visa in Appended Table in Immigration Control and Refugee Recognition Act (Permanent Resident, Spouse or Child of Japanese National, Spouse or Child of Permanent Resident, and Long-Term Resident), Special permanent residence of “Special Law concerning the Immigration Control of the person who has lost the Japanese Nationality based on the Peace Treaty with Japan”, and those who are recognized as refugees by the Immigration Control Act.

Please inquire at Family and Health Services Division, because various conditions need to be fulfilled in order to receive the allowance; for example, you have lost your job after September 30, 2007; or you have enough ability and desire to work, etc.

Details : Allowance for housing provided to people who have been unemployed and lost their home or might lose their home. A Single-person household may qualify for up to 42,000 yen monthly, Families of two or more may qualify for up to 55,000 yen monthly to a maximum of 9 months.

## Loans (資金貸付)

There are loans for people having trouble making a living.

- The welfare loan for living <sup>seikatsufukushishikin</sup>生活福祉資金 ( Total support loan <sup>sougooshienshikin</sup>総合支援資金 ・ Support expense for living <sup>seikatsushienhi</sup>生活支援費 )

Loans are available to families who have lost jobs and are seeking for jobs now.

Contact : Ward Social Welfare Council <sup>kushakai fukushi-kyougikai</sup>区社会福祉協議会 in the ward where you registered your alien registration ( Cf. attached sheet )

- Loan amount: ( if you live with family ) up to 200,000 yen each month × up to 12 months  
( if you live alone ) up to 150,000 yen each month × up to 12 months

- Guarantor: necessary in principle, but it is possible to get a loan without a guarantor.

Loan interest rate : ( with guarantor ) interest-free

( without guarantor ) annual interest 1.5%

- Other detail
  - to the people who cannot covered their living expenses and are not be able to use public loan services and public benefits.
  - all applicants must complete alien registration.
  - all applicants must be absolutely certain that they will remain in their current place of residence in the future
  - all applicants must be residents of 6 months or longer.

- The welfare loan for living <sup>seikatsufukushishikin</sup>生活福祉資金 ( Emergency small cash loans <sup>kinkyukoguchishikin</sup>緊急小口資金 )

Small loans are available to the people who are having trouble keeping up with their living expenses in temporary emergencies.

Contact : Ward Social Welfare Council <sup>kushakai fukushi-kyougikai</sup>区社会福祉協議会 in the ward where you registered your alien registration ( Cf. attached sheet )

- Loan amount: up to 100,000 yen no interest

- Guarantor: no required

- Other details:
  - all applicants must complete alien registration.
  - all applicants must be absolutely certain that they will remain in their current place of residence in the future
  - all applicants must be residents of 6 months or longer.

- Small cash loans for daily living <sup>koguchiseikatsushikin</sup>小口生活資金 ( Small cash loans <sup>koguchishikin</sup>小口資金 )

If you and your family are living below the poverty line, you may be eligible for a small cash loan for your household.

Contact : Family & Health Services Division of the Public Welfare Department at ward office which you did your alien registration <sup>kuyakushokouseibuseikatsuka</sup>区役所厚生部生活課 ( Cf. attached sheet )

- Amount of loan: up to 5,000 yen ( up to 10,000 yen for Special case ) interest-free

- Guarantor: no required

- Others: Your alien registration is in Hiroshima City

■ Lump-sum loans seikatsu ichiji shikin 生活一時資金

Loans are available for households that become poor temporarily because of unexpected expenses, and need temporary help.

Contact : Family & Health Services Division of the Public Welfare Department at ward office which you did your alien registration k u yakusho kou se i bu se i katsuka 区役所厚生部生活課 ( Application receipt: Cf. attached sheet ), or City Social Welfare Council k u shakai fukushi kyougikai 区社会福祉協議会 ( Lending execution: Cf. attached sheet )

- Loan amount: 50,000 yen or less ( for households that have a family member with disabilities or an elderly person, 100,000 yen or less ) interest-free
- Guarantor: 1 person necessary
- Other detail: Your alien registration is in Hiroshima City and you have lived here more than 6 months.

**Taxes** zeikin (税金)

At the ward office, you can counsel about payment of taxes.

Contact : *Seiri-Gakari*, Tax Collections Division at ward office which you did your alien registration k u yakusho shu no kasei rigakari 区役所収納課整理係 ( Cf. attached paper )

If your income has been significantly reduced, and you are having trouble paying your city taxes ( inhabitant's tax, property tax, *Kei* car (light motor vehicle) tax, etc. ), then you may be able to break up your payments. On the third Thursday of every month, the counseling for tax payment at each ward office is open until 8p.m.

**National Pension Plan** kokumin nenkin (国民年金)

There is the system to have your insurance payments reduced or exempt.

Contact : *Hoken Nenkin Gakari*, National Pension Division at ward office where you did alien registration k u yakusho hoken nenkin inkahoken nenkingakari 区役所保険年金課保険年金係 (Cf. attached paper)

If your income from last year fell below the base amount, and then you may be eligible to apply to have your insurance payments reduced or exempt. After an income review, a special supporting plan may also be given to those who have lost their jobs. Students who are over 20 can be allowed to postpone the payment of the pension plan until they graduate.

**National Health & Nursing Care Insurances** kokumin kenkohoken kaigohoken (国民健康保険・介護保険)

There are systems to reduce or exclude charges.

Contact : *Hoken Nenkin Gakari*, National Pension Division at ward office which you did your alien registration k u yakusho hoken nenkin inkahoken nenkingakari 区役所保険年金課保険年金係 for & , Kaigo Hoken Gakari, Longevity and

Health Division at Ward Office & kuyakushokouseibukenkouchojukakai gohokengakari は区役所厚生部健康長寿課介護保険係 ( Cf. attached paper )

If your income has been significantly reduced due to the loss of a job or other circumstances, you may be able to reduce or exclude charges for the following: National Health Insurance Fees; Partial bearing of your medical expenses paid to medical agencies; Nursing-care insurance premiums for the first insured person( aged 65 and older ); Nursing care insurance service fees.

## Child-Rearing and Education kosodate kyoiku (子育て・教育)

There are systems to reduce or exempt from day nursery, school fees, and school expense subsidies.

### ■Day Nursery Fees hoikuryo (保育料)

Contact : *Jidou Fukushi Gakari*, Public Health & Welfare Division at Ward Office where you did your alien registration kuyakushokouseibuhokenfukusikai jidoufukusigakari 区役所厚生部保健福祉課児童福祉係 ( *Jidou Shogai Fukushi Gakari* jidou shogai fukusigakari 児童障害福祉係 in Aki Ward Office : Cf. attached sheet )

If you are having difficulties paying for day nursery fees due to losing your job, illness, disaster, etc., you may be eligible to have your payments reduced or exempted.

### ■Exemption or reduction of public and private kindergarten fees and subsidy kouwatakushiritsuyochien 公立幼稚園授業料の減免・補助

Contact : School Affairs Division, the Board of Education shikyoiku iinkai gakujiika 市教育委員会学事課( tel:082-504-2469 ), your child's kinder garden kakuyouchien 各幼稚園

If you are the guardian of a child in one of the public or private kinder garden, living in Hiroshima City, and under the condition (receiving *Seikatsuhogo* (welfare public assistance), or depends on municipal tax amount), the City will exempt all or a part of kinder garden fee ( or nursery fees ) or subsidy (through public or private kinder garden ) .

### ■School Expense Subsidies syugaku enjio (就学援助)

Contact : your child's school or School Affairs Division, the Board of Education shikyoiku iinkai gakujiika 市教育委員会学事課 ( tel:082-504-2469 )

If you are the guardian of a child in one of the elementary, junior high or special-needs schools( including the first semester of the secondary schools), and you are having economic difficulties, the City may be able to help you to pay for school supplies. This is an income-tested service.

### ■Assistance for the special-need class tokubetsu shien gakkuyushugakushoreihi sikyuu 特別支援学級就学奨励費の支給

Contact : School Affairs Division, the Board of Education shikyoiku iinkai gakujiika 市教育委員会学事課 ( tel: 082-504-2469 ) , the school you wish to apply at.

Municipal government subsidizes expenditure such as the school supply fee to the guardians

whose children are going to special-need class in municipal elementary or junior high school.

■Assistance for the special-need school tokubetsushien gakkoshugakushoreihi sikyu 特別支援学校就学奨励費の支給

Contact : the school you wish to apply at.

Municipal government subsidizes expenditure such as the school supply fee to the guardians whose children are going to special-need school.

■Total exemption of public school fees kouritsukoukou jugyoryo musyouka 公立高校授業料の無償化

Contact : each school, municipal high school : School Affairs Division, City Education Committee (市教育委員会学事課) ( tel:082-504-2469 ) , Prefectural high school : Guidance 2nd division, Prefectural Education Committee kenkyoiku inkaisidoudainika 県教育委員会指導第二課 ( tel:082-513-4991 )

Public high schools become free of charge from 2010 Fiscal Year.

■Subsidies and reduction of private high school expenses shiritsukoutougakoutou syuugakushienkin (私立高等学校等の就学支援金及び授業料軽減)

Contact : each school

The school expenses of \*private high schools (full-time / correspondence courses), private special institutes (higher education), and foreign national's schools (higher education) in Hiroshima prefecture will be reduced depending upon the students' guardians' income.

\*This system is applicable to the schools that the Ministry of Education, Culture, Sports, Science and Technology assigns.

**Pregnancy, Birthing and Child-Rearing Aid (妊娠・出産・子育て期の主な助成・給付**

**制度)**

■Subsidy for maternal health check-up ninpukenshinbyo ijosei 妊婦健診費用の助成

Contact : *Hoken Shidou Gakari*, Public Health & Welfare Division of the Public Welfare Department at ward office which you did your alien registration ku yakushokouseibu hokenhukushikahoken 区役所厚生部保健福祉課保健指導係 ( Cf. attached sheet )

The financial support for some of medical check-ups for expectant mothers and fetus are available. The subsidy coupons for check-ups to see the growth of the baby (include Blood and infectious disease inspection), are provided when applying for a maternal and child health handbook at your ward's Public Health & Welfare Division.

■Subsidy for fertility treatment funinchiryohi ijosei 不妊治療費の助成

Contact : *Hoken Shidou Gakari*, Public Health & Welfare Division of the Public Welfare Department at ward office which you did your alien registration ku yakushokouseibu hokenhukushikahoken 区役所厚生部保健福祉課保健指導係 ( Cf. attached sheet )

Patients may be eligible to receive 150,000 yen/treatment up to two times a year (a total of 5 years) to help with fertility treatment, as determined by their income.

Note: You must apply within two months after your treatment has ended. This is calculated from the day after your treatment has ended. Apply at your ward's Public Health & Welfare Division.

■Child Allowance (implemented from April 2010) (子ども手当)

(\*The contents of the system will be updated. We will inform you about the system that will be newly implemented in October, 2011 as soon as the contents are decided.

Contact : *Jidou Fukushi Gakari*, Public Health & Welfare Division of the Public Welfare Department at ward office which you did your alien registration 区役所厚生部保健福祉課児童福祉係 (at Aki ward office, *Jidou Shougai Fukushi Gakari* 安芸区は児童障害福祉係 : Cf. attached sheet )

Child Allowance is provided to fathers or mothers, or guardians other than parents ,who are raising children age 0 to the age to graduate from a junior high school (until 31<sup>st</sup> of March after 15<sup>th</sup> birthday). There is no income limitation. The monthly amount of the allowance is ¥13,000 per child.

Note: In order to be paid the allowance, you need to submit the application to the above contact place. Some recipients of the former “Allowance for Child Rearing (until March 2010)” need to reapply for “Child Allowance”. Please inquire the above contact place for details. “Child Allowance” will be paid from the following month of the month you applied for in principal. If you have not finished the procedure, please contact to the above place early.

■Financial assistance with Pediatric Care 乳幼児等医療費補助

Contact : *Jidou Fukushi Gakari*, Public Health & Welfare Division of the Public Welfare Department at ward office which you did your alien registration 区役所厚生部保健福祉課児童福祉係 (at Aki ward office, *Jidou Shougai Fukushi Gakari* 安芸区は児童障害福祉係 : Cf. attached sheet )

For those with pre-elementary school children, or 1<sup>st</sup> and 2<sup>nd</sup> grade elementary school children with developmental disabilities (children who have developmental disabilities stipulated by the Act on Support for Persons with Developmental Disabilities), the City can help to pay for some of your child's medical expenses, as determined by your income. Bring the medical care identification card for infants (乳幼児等医療費受給者証) & health insurance card (健康保険証) when you see a doctor.

Note: Partial burden charge is the amount of borne at medical institution. The amount differs depending on whether your infant has had a health check-up or not, etc. Please contact your ward's Public Health and Welfare Division for further details. You must apply for a medical care identification card for infants.

## Consultation Services Regarding Municipal Government, Civil Affairs, and Traffic

### Accidents (市政相談、民事相談及び交通事故相談)

*Shimin Sodan Center* (citizens Consultation Center) provides city residents the opportunity to voice their opinions regarding the city government, also provides consultation services regarding civil affairs (problems encountered in daily life), and traffic accidents. Although counseling is only available in Japanese, volunteer interpreters are available to provide interpretation as necessary. If you require the service of an interpreter, please call the International Exchange Lounge. Please understand that some time may be required to find an appropriate volunteer interpreter.

■Citizens Consultation Center 市役所市民相談センター / City Hall 1<sup>st</sup> floor, 1-6-34 Kokutaiji-machi, Naka-ku

Type of counseling	Counselor	Example
Municipal Government Consultation	Municipal Government Counselor	Opinions or requests to the municipal government.
Civil Affairs Consultation	Civil Affairs Counselor	Questions about inheritance, divorce, property etc.
Traffic Accident Consultation	Traffic Accident Counselor	Questions about amount of compensation, how to claim on compulsory automobile liability insurance.

Business Hours : Mondays to Fridays (except for public holidays, Aug. 6<sup>th</sup>, Dec. 29<sup>th</sup> to Jan. 3<sup>rd</sup>)  
8:30 am ~ 5:00 pm

How to apply :

(Proposal in foreign languages) International Exchange Lounge, Hiroshima Peace Culture Foundation (First Floor, International Conference Center Hiroshima, 1-5 Nakajima-cho, Naka-ku, Hiroshima City) 広島国際会議場 1F 国際交流ラウンジ

April to September 9 : 00 ~ 19 : 00, October to March 9 : 00 ~ 18 : 00

TEL 082-247-9715

(Proposal in Japanese language) Shimin Sodan Center

8 : 30 ~ 17 : 00 TEL 082-504-2120

koukinri ka i koma hito soudan  
や高金利の借り入れでお困りの人への相談など

■Consumer Affairs Center shohiseikatsu center 消費生活センター

You may come to receive free advice from counselor. The first consultation with lawyers and other specialists is also free. Guidance is provided under strict confidentiality.

Application: go to the Center from 10:00 a.m. ~ 7:00 p.m. ( except Tuesdays, and Dec. 29<sup>th</sup> to Jan. 3<sup>rd</sup> ) Tel: 082-225-3300

No reservation needed

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Third Floor, International Conference Center Hiroshima, 1-5 Nakajima-cho, Naka-ku, Hiroshima

Postal Code: 730-0811 TEL: 082-242-8879 FAX: 082-242-7452

E-mail: [internat@pcf.city.hiroshima.jp](mailto:internat@pcf.city.hiroshima.jp)

URL: <http://www.pcf.city.hiroshima.jp/ircd>

Attached sheet

Public Welfare Department at Ward Office (Welfare Office・Health Center)

kuyakushokouseibu fukushijimusho hokencenter  
区役所厚生部 (福祉事務所・保健センター)

Ward	Address	Tel. ( Fax. )				
		Family and Health Service Dev.	Longevity & Health Services Dev.	Health Services & Welfare Div.		
			<i>Kaigo Hoken Gakari</i>	<i>Jido Fukushi Gakari</i>	<i>Hoken Shidou Gakari</i>	Community Child rearing Support Center
Naka-ku	〒730-8565 4-1-1 Ote-machi Ote-machi Heiwa Bldg. Naka-ku Chiiki Fukushi Center	504-2571 504-2572 504-2688 504-2689 (504-2175)	504-2478 (504-2175)	504-2569	504-2109	504-2174
Higashi-ku	〒732-8510 9-34 Higashi-kaniya-cho Higashi-ku Sougou Fukushi Center	568-7726 568-7727 (264-5271)	568-7732 (264-5271)	568-7733	568-7735	261-0315
Minami-ku	〒734-8523 1-4-46 Minami-machi Minami Kuyakusyo Bekkan	250-4104 250-4105 250-4141 (254-9184)	250-4138 (254-9184)	250-4131	250-4133	250-4134
Nishi-ku	〒733-8535 2-24-1 Fukushima-cho Nishi-ku Chiiki Fukushi Center	294-6117 294-6119 294-6583	294-6585 (233-9621)	294-6342	294-6384	503-6288
Asaminami-ku	〒731-0194 1-38-13 Nakasu Asaminami-ku Sougou Fukushi Center	831-4940 831-5010 (870-2255)	831-4943 (870-2255)	831-4945	831-4944	877-2146
Asakita-ku	〒731-0221 3-19-22 Kabe Asakita-ku Sougou Fukushi Center	819-0576 (819-0602)	819-0621 (819-0602)	819-0605	819-0616	819-0617
Aki-ku	〒736-8555 3-2-16 Funakoshi-minami Aki-ku Sougou Fukushi Center	821-2806 (821-2832)	821-2823 (821-2832)	821-2813 (822)-7849	821-2820	821-2821

Saeki-ku	〒731-5195 2-5-28 Kairoen, Saeki Kuyakusyo	943-9726 (923-5098)	943-9730 (923-5098)	943-9732	943-9733	921-5010
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Citizens Affairs Department at Ward Office ( National Pension ・ National Health  
Insurance ・ Tax ) kuyakushoshiminbu kokuminnenkin kokuminkenkohoken zeikin 区役所市民部 ( 国民年金 ・ 国民健康保険 ・ 税金の担当 )

Ward	Address	Tel.	
		Natlnal Insurance and Pension Division	Tax Collections Division
		<i>Hoken Nenkin Gakari</i>	<i>Seiri Gakari</i>
Naka-ku	〒730-8587 1-4-21 Kokutaiji-machi	504-2555 504-2556	504-2559 504-2560 504-2561
Higashi-ku	〒732-8510 9-38 Higashi-kaniya-cho	568-7711 (568-7712)	568-7716 568-7717
Minami-ku	〒734-8522 1-5-44 Minami-machi	250-8941 250-8944	250-8947 250-8948 250-8949
Nishi-ku	〒733-8530 2-2-1 Fukushima-cho	532-0933 (532-0935)	532-0938 532-0939 532-0940
Asaminami-ku	〒731-0193 1-33-14 Furuichi	831-4929 831-4931	831-4933 831-4934
Asakita-ku	〒731-0292 4-13-13 Kabe	819-3909 819-3910	819-3914 819-3915
Aki-ku	〒736-8501 3-4-36 Funakoshi-minami	821-4910	821-4914
Saeki-ku	〒731-5195 2-5-28 Kairoen	943-9712 943-9713	943-9717 943-9771

Ward	Address	Tel.
		Office
Naka-ku	〒730-0051 4-1-1 Ote-machi Naka-ku Chiiki Fukushi Center	249-3114
Higashi-ku	〒732-0055 9-34 Higashi-kaniya-cho Higashi-ku Sougou Fukushi Center	263-8443
Minami-ku	〒734-8523 1-4-46 Minami-machi Minamia Kuyakusyo ekkan	251-0525
Nishi-ku	〒733-8535 2-24-1 Fukushima-cho Nishiku Chiiki Fukushi Center	294-0104
Asaminami-ku	〒731-0194 1-38-13 Nakasu Asaminami-ku Sougou Fukushi Center	831-5011
Asakita-ku	〒731-0221 3-19-22 Kabe Asakita-ku Sougou Fukushi Center	814-0811
Aki-ku	〒736-8555 3-2-16 Funakoshi-minami Akiku Sougou Fukushi Center	821-2501
Saeki-ku	〒731-5135 2-5-28 Kairoen Saeki Kuyakusyo Fuzoku Kounai	921-3113

(2011.8)