

Living Guide for Foreigners



1

Information
& rules



2

Administrative
procedures
at the ward office



3

Things To Do
with Babies



01

Consultation in Your Own Language

1

Fukuoka City Consultation Support Center for Foreign Residents

- We provide general consultation services on living in Fukuoka.
- Supported languages: 21 languages
- Management: Fukuoka City International Foundation

☎ 0120-66-1799**2**

Ward Office Telephone Interpretation Service

- You can consult about matters related to services provided by the ward office (moving, health insurance, garbage, etc.).
- After registering your call at the Interpretation Center, you will be connected to the ward office. Please tell the operator your address and the details of your consultation.
- Supported languages: 18 languages

☎ 092-753-6113**3**

Request translation/interpretation at the counter

- The Higashi Ward Office has tablets that can provide AI/telephone interpretation service in 18 languages.
- Please ask the staff when you need an interpreter.



Contact | General Affairs Section,
General Affairs Department,
Higashi Ward Office

☎ 092-645-1007
Counter No. 45

1 Telephone consultation for foreign residents in the event of a disaster in Fukuoka City

- This is a telephone consultation service that is open only in times of a disaster.
- Supported languages: 21 languages
- Management: Fukuoka City International Foundation

 **092-262-1799**



2 When should you evacuate?

- In the event of an earthquake, tsunami, typhoon, flood, etc., an Evacuation Order may be issued.
- Evacuate to a shelter if an Evacuation Order is issued.

Disaster information for Fukuoka City is available in multiple languages.



3 Where should you evacuate to?

- Local elementary schools, community centers, etc., will serve as evacuation shelters.
- Make sure you know in advance where the nearest evacuation shelter is.



Contact | General Affairs Section,
General Affairs Department,
Higashi Ward Office

 **092-645-1007**
Counter No. 45

03

Call the Police

1 When should you call the police?

- In the event of an incident or accident, call the police immediately.
- If you have difficulty speaking Japanese, you can use a telephone interpretation service.

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2 Consult the police also in the following cases.

Lost property!

- First, contact the store or facility where you lost the item.
- If you cannot find it there, then you can go to a nearby police box to file a "lost property report."

Beware of scams.

- Do not share your bank account information to strangers or lend them your passbook or cash card.
- Signing a contract for a cell phone for the purpose of reselling it to another person is illegal.
- If you receive a suspicious contact through a social media site, etc., consult the police before giving out your information or paying for anything.



3 Beware of calls pretending to be from the ward office.

- There have been a number of scams trying to trick people with false information, such as tax/insurance refunds or benefit payments, pretending to be a staff member of the ward office.
- Ward office staff never ask for your bank account information over the phone. If you receive any suspicious calls, please consult the police immediately.

Contact | General Affairs Section,
General Affairs Department,
Higashi Ward Office

 **092-645-1007**
Counter No. 45

04 Call a Fire Engine

When should you call a fire engine?

- In the event of a fire, call immediately.
- **First tell the operator "fire emergency,"** then tell him/her the location and condition of the fire and your name.
- If you have difficulty speaking Japanese, you can use a telephone interpretation service.

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05 Call an Ambulance

When should you call an ambulance?

- In the case of a sudden illness or injury, call an ambulance immediately.
- First tell the operator "medical emergency," then tell him/her your symptoms or the location and condition of the injury and your name.
- If you have difficulty speaking Japanese, ask a Japanese person nearby to make a call on your behalf.

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★ When you are not sure whether to call an ambulance or not

 **#7119**

The operator will ask you about your situation and symptoms and tell you if you need an ambulance.

Contact | General Affairs Section,
General Affairs Department,
Higashi Ward Office

 **092-645-1007**
Counter No. 45

06

How to Go to the Hospital

1

Fukuoka Medical Information Net

- You can search for medical institutions on the Internet.
- It is available also in English.



2

Medical Emergency Telephone Consultation

- You can use a telephone interpretation service at hospitals and pharmacies.
- Available 24 hours a day, 365 days a year.

 #7119

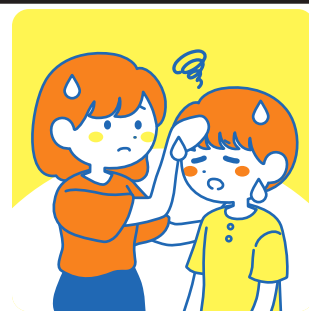


3

Pediatric Medical Emergency Telephone Consultation

- You can consult about your child's sudden illness or injury.
- Available weekday nights and on holidays.

 #8000



4


Fukuoka City Medical Interpreting Call Center

- You can use a telephone interpretation service at hospitals and pharmacies.
- Available 24 hours a day, 365 days a year.

 092-733-5429



Contact | Hygiene Section,
Higashi Ward Office

 092-645-1081
Counter No. 54

07

How to Dispose of Household Garbage

1 Fukuoka City has its rules for garbage disposal (no littering).

2 There are three types of garbage bags.

- Purchase garbage bags for the type of garbage you are disposing of and drop off your garbage at a designated spot.
- *Days for garbage disposal differ depending on where you live.

Burnables

福岡市指定袋(家庭用)
燃えるごみ用
For Burnable Garbage 45ℓ

燃えるごみ用袋に入れて出せるもの
■紙類(紙) ■紙類(紙) ■紙類(紙) ■紙類(紙)
■紙類(紙) ■紙類(紙) ■紙類(紙) ■紙類(紙)

Non-burnables

福岡市指定袋(家庭用)
燃えないごみ用
For Non-Burnable Garbage 45ℓ

燃えないごみ用袋に入れて出せるもの
■紙類(紙) ■紙類(紙) ■紙類(紙) ■紙類(紙)
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Bottles/plastic bottles

福岡市指定袋(家庭用)
空きびん・ペットボトル用
For PET Bottles 45ℓ

空きびんは「黄色」の指定袋へ
PET

3 Cautions for garbage disposal

The place to dispose of garbage has been designated.



The days for garbage disposal are designated depending on where you live.



Dispose of your garbage between sunset and midnight.



4 How to dispose of large items that do not fit into the trash bag (application required)

- If you wish to dispose of large items that do not fit into the trash bag, submit a request to the Oversized Trash Reception Center and confirm the fee, collection site, and pick-up date, then drop off the item accordingly.

Oversized Trash Reception

☎ 092-731-1153

5 Detailed information on how to dispose of garbage in Fukuoka City is provided.

- Scan the QR code to check detailed garbage disposal rules.



Contact | Living Environment Section, Higashi Ward Office

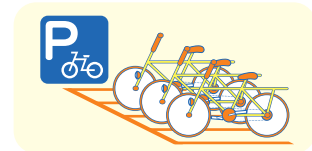
☎ 092-645-1061
Counter No. 48

08

Bicycle Rules

1 Basic rules

- Cyclists should ride on the left side of the road, in principle. Pedestrians have priority on sidewalks.
- Stop at a red signal. Stop also at a stop sign to ensure safety.
- Turn on your lights at night.
- Drunk cycling is prohibited.
- Wear a helmet for your safety.
- Park your bicycle in a bicycle parking space.



2 What is prohibited

Cycling side by side



Riding double



Holding an umbrella



Using a cellphone



Using headphones



3 Insurance

- In case of an accident, it is mandatory to purchase bicycle damage insurance.

Contact | Maintenance & Management
Section, Higashi Ward Office

☎ 092-645-1062
Counter No. 48

Activities of Community Association/Neighborhood Association

1 What are community associations and neighborhood associations?

- These are the communities closest to you. Members of the associations work together to create a pleasant and livable environment.
- Their activities are supported by membership fees and other funds. Membership fees are used for events, cleaning activities, electricity cost for security lights, etc.

2 What do community associations and neighborhood associations do?

- They hold festivals and other fun events to strengthen bonds between people in the community.
- Members get together and clean up the neighborhood.
- For a safe and secure living environment, they handle maintenance of security lights and carry out security patrols. They also carry out disaster prevention drills.



Let's participate in community association/neighborhood association events or neighborhood cleanups to build relationships with neighbors so that you can help each other in times of trouble!



3 To learn about community associations and neighborhood associations

Community Initiative Support
Section, Higashi Ward Office.

☎ 092-645-1041

You can find information on
community activities in Fukuoka City.

Fukuoka City Community Site



Contact | Community Initiative
Support Section,
Higashi Ward Office.

☎ 092-645-1041
Counter No. 70

10

My Number Card (Individual Number Card)

1 Applying for and receiving My Number Card

- To those who have entered Japan to live for the first time, an Individual Number Notice containing your My Number (individual number) and Individual Number Card Application Form will be mailed in about three weeks after your resident registration. Mail the application with the enclosed return envelope or apply online using the QR code at the bottom right of the application form.



- One to two months after the application, you will receive an Individual Number Card Issuance Notice (postcard) from the ward office. Please come to the ward office to pick it up with the required documents listed on the postcard.

QR code for
application



QR code for
receiving the card



2 When should you update/renew your My Number Card?

When you change
your address
(see page 10)



When the expiration date
needs to be updated

The period of validity of your My Number Card is the same as your period of stay. Please come to the ward office to extend the period of validity of your My Number Card after renewing the period of stay on your residence card.

My Number Card is so convenient!

- ★ It serves as a document confirming your identity and your My Number.
- ★ You can get your certificate of residence at a convenience store.
- ★ It can serve as your health insurance card.
- ★ You can complete procedures such as notification of moving out and filing tax returns online at the Mynportal site.



☎ **0120-95-0178**



Contact | Citizen Section,
Higashi Ward Office

☎ **092-645-1016**
Counter No.1~10

11

Change of Residence (when you move)

If you wish to notify by proxy, please contact the ward office.

1 Notify the ward office of your address change.

Notification type	Notification period	Notifier	Where to submit the notification
Moving-in notification (moving in from other city) ^{*1}	Within 14 days from the date of moving in	The person moving or householder	Citizen Section of the office of the ward you are moving into
Moving-out notification (moving out of the city) ^{*2}	By the date of moving out		Citizen Section of the office of the ward you are moving out of
Ward change notification (moving in from another ward within the city)	Within 14 days from the date of moving in		Citizen Section of the office of the ward you are moving into
Change of address notification (moving within the same ward)	Within 14 days of moving		Citizen Section of the office of the ward you are moving to

^{*1} If you did not use your My Number Card to notify your moving out, you will need a paper format Moving-out Certificate issued by the municipality of your previous address.

^{*2} If your My Number Card has an electronic certificate for your signature, you can notify your moving out online. You do not need to come to the ward office.

Required documents

- Residence Card (Your address will be updated.)
- My Number Card (if you have one)
- National Health Insurance Card, etc. (if you have one)



2 Change of address on My Number Card

Please bring your My Number Card as we will change your address on the card.

- My Number Cards of all members of the same household
- The four-digit PIN numbers of all members are also required.



Contact | Citizen Section,
Higashi Ward Office

☎ 092-645-1016
Counter No.1~10

12

Tax Payment

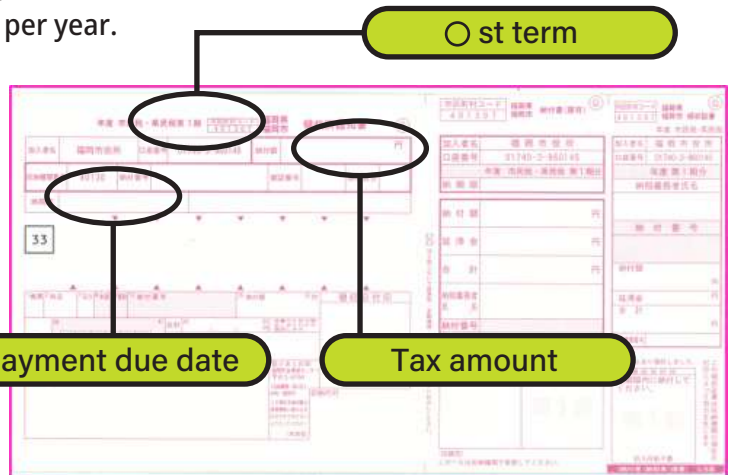
Taxes must be paid by the due date at convenience stores or banks or with smartphone payment apps (e.g. PayPay), etc.

1 Municipal tax/prefectural tax

- If your income exceeds one million yen during the previous year (January to December), you may be subject to municipal and prefectural taxes.
- Payment will be made in four installments per year.



A tax payment notice will be sent to you around June 15.



Payment due date

1st term
June 30

2nd term
August 31

3rd term
October 31

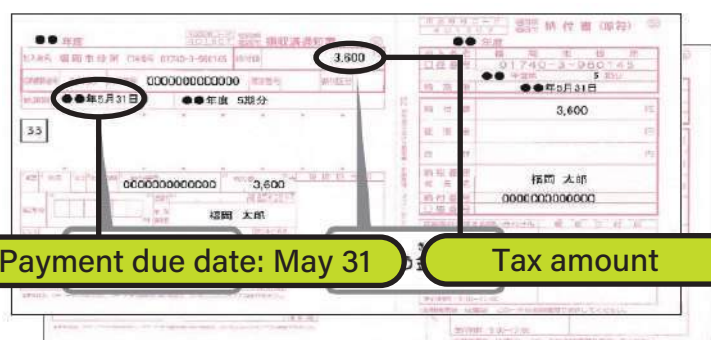
4th term
January 31

2 Light vehicle tax

This tax is levied on owners of motorized bikes, light motor vehicles, etc., that have a main parking space in the city as of April 1.



A tax payment notice will be sent to you around June 15.



Payment due date: May 31

Tax amount

Contact Tax Imposition Section, Higashi Ward Office
(Municipal Tax/Prefectural Tax)

Property Tax Section, Finance Bureau
(Light Vehicle Tax)

☎ **092-645-1026** Counter No. 40

☎ **092-292-1604**

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Tax Certificate [for Extension of Period of Stay, etc.]

When renewing your period of stay, the Immigration Services Bureau may require you to submit your Certificate of Taxation/Non-taxation of Municipal and Prefectural Taxes (Certificate of Income) or Certificate of Tax Payment.

1 Municipal tax/prefectural tax

- It certifies the amounts of individual municipal and prefectural taxes, income, etc.
- In the following cases, you have to declare your income.
 - (1) In the case where your employer has not submitted your payroll report to the city
 - (2) If you had no income

2 Certificate of Tax Payment

- It certifies the taxable amount, paid payment, etc., of municipal tax.
- If you have not paid, you can only obtain a certificate that shows the unpaid amount.

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Disposition for Non-payment

1 If you cannot pay tax

- Please consult us as soon as possible.
- If you do not pay or consult us, your property may be investigated or seized.

2 If you do not pay by the due date

- You cannot obtain the tax payment certificate required for the renewal of your period of stay.
- Delinquent fees may be charged.
- Your deposits, wages, and other property may be seized.

Municipal tax information site (for foreign residents)



Contact | Tax Payment Section,
Higashi Ward Office

☎ 092-645-1022
Counter No. 42

15

National Health Insurance

1 Joining the National Health Insurance system

- Foreign nationals (including foreign students) whose period of stay exceeds three months and who are registered as residents in Fukuoka City and are not covered by their workplace health insurance must complete the procedure to join the National Health Insurance system (exceptions may apply).

Your National Health Insurance Card will be delivered to your home about one week after the enrollment procedure.



The insurance card will be integrated into the My Number Card in the future.

2 How to use your National Health Insurance Card

- Please show your National Health Insurance Card when you go to the hospital/clinic for an illness or injury.
- Copayment is only 30% of all medical expenses incurred at the hospital. (The percentage may differ depending on your age.)



3 Payment of National Health Insurance premiums

- You will receive a notice of National Health Insurance premium payment in the middle of the month following the month you complete the enrollment procedure.
- National Health Insurance premiums should be paid at a financial institution, convenience store, or by direct debit.



4 Disposition for non-payment

- Please consult us if you are unable to pay the premium by the due date.
- If National Health Insurance premiums are not paid, the following may occur.
 - Your health insurance card becomes invalid.
 - Your property may be investigated or seized.
 - You cannot obtain certificates required for the renewal of your period of stay.



Health Insurance Premium Payment Slip

Contact Health Insurance Subsection, Health Insurance & Pension Section, Higashi Ward Office

092-645-1102 Counter No. 32~35

Contact Collection/Non-payment Collection Subsection, Health Insurance & Pension Section, Higashi Ward Office

092-645-1103 Counter No. 26~30

16

National Pension

1 Joining the National Pension system

- Foreign nationals who are registered as residents and are between the ages of 20 and 60 must join the National Pension system if they are not enrolled in the Employees' Pension Insurance system(*).

* The Employees' Pension Insurance system is a pension system for company employees, civil servants, etc., and premiums are deducted from their salaries.

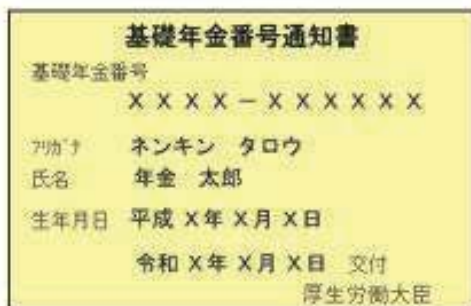
2 Payment of National Pension contributions

- You must pay a predetermined amount of contribution every month.
- If you are unable to pay your contributions for reasons such as being a student or earning a small salary, please consult us.

3 Cases where you can claim your pension or other benefits

- Lump-sum Withdrawal Payments
When a foreign resident returns to his/her home country, he/she is eligible to receive the benefit if certain conditions are met, such as having paid contributions for at least six months.
* Please consult the pension office before you leave Japan.
- If you meet certain conditions, you can receive an old-age pension, disability pension, etc.

[Basic Pension Number Notice]



The Basic Pension Number Notice is issued when you join the National Pension system for the first time. Keep it in a safe place!



Things To Do with Babies

1

If you become pregnant, go to the hospital (obstetrics and gynecology department). **P.16**

2

Once the baby is born, there are various procedures to go through. **P.17 ▶ 19**

- 1** Application for Childbirth Lump-Sum Allowance ——— **P.17**
- 2** Application for Children's Medical Care Certificate ——— **P.18**
- 3** Application for Child Allowance ——— **P.19**

3

Immunization **P.20**

4

Infant medical checkup **P.20**

5

You can consult about your baby's health. **P.21**

6

If needed, you can apply for admission to a daycare center. **P.21**

1

If you become pregnant, go to the hospital

(obstetrics and gynecology department).

- Please submit the pregnancy notification received from your doctor to the Health Section of the Health & Welfare Center of the Ward Office.
- A Maternal and Child Health Handbook and prenatal checkup coupons will be issued.
- We will provide information on health and lifestyle precautions for mothers and babies, how to undergo health checkups, and immunizations.



Maternal and Child Health Handbook



Prenatal checkup coupon



Maternity mark keychain

Contact | Health Section,
Higashi Ward Office

☎ 092-645-1077
Counter No. 55

2

Once the baby is born, there are various procedures to go through.

Procedures that can be done at the ward office

- 1 Birth registration _____ Citizen Section (Higashi Ward Office 1st floor)
- 2 Enrollment in the National Health Insurance system _____ See page 13
- 3 Application for Childbirth Lump-Sum Allowance _____ See page 17
* Only National Health Insurance subscribers can do procedures 2 and 3 at the ward office.
- 4 Application for Children's Medical Care Certificate _____ See page 18
- 5 Application for Child Allowance _____ See page 19
*In some cases, other procedures may be required.

1

Application for Childbirth Lump-Sum Allowance

When a person who is covered by social insurance (workplace health insurance) or National Health Insurance gives birth, the Childbirth and Childcare Lump-sum Allowance is paid.

Allowance: 500,000 yen/child

Application procedure for National Health Insurance subscribers

- Subscribers to the National Health Insurance should check the details in the code below, prepare the necessary documents, and go through the procedure at the Health Insurance & Pension Section.

* If you give birth within six months of enrolling in the National Health Insurance system, the allowance may be paid from the social insurance that you had been enrolled in.

* If you have social insurance, please inquire at the contact on your health insurance card.



Contact | Health Insurance Subsection,
Health Insurance & Pension Section,
Higashi Ward Office (about applications)

☎ 092-645-1102
Counter No. 32~35

2

Application for Children's Medical Care Certificate

- This is a system to reduce the copayment of medical expenses of children up to high school age who are registered as residents of Fukuoka City and are covered by health insurance.
- When a child up to high school age visits a hospital, please show his/her Children's Medical Care Certificate along with his/her National Health Insurance Card.

Children's Medical Care Certificate

Category	Target age group	Copayment amount
Hospital visit	Under 3 years old	No copayment
	From 3 years old to high school age	Up to 500 yen per month (per medical institution)
Hospitalization	Up to high school age	No copayment
Copayment for medications	Up to high school age	No copayment

Documents required for application Child's health insurance card

- Those who are applying for the Children's Medical Care Certificate for the first time in Fukuoka City due to birth or moving in from outside the city can also apply online.
- The certificate cannot be used at hospitals and pharmacies outside Fukuoka Prefecture.
* If you have social insurance, please inquire at the contact on your health insurance card.



Contact Health Insurance Subsection,
Health Insurance & Pension Section,
Higashi Ward Office

☎ 092-645-1102
Counter No. 32~35

3

Application for Child Allowance

- **Who is eligible for a child allowance?**

If you have a child up to junior high school age in your household, please contact the number below.

- **Estimated amount of allowance**

Child's age	Amount of child allowance (per person per month)
Under 3 years old	A flat rate of 15,000 yen
From 3 years old to elementary school graduation	10,000 yen (for the third child onward: 15,000 yen)
Junior high school students	A flat rate of 10,000 yen

Allowances are paid up to the previous month's amount in June, October, and February of each year.
 →The payment is made on the 10th of the payment month.

Required documents

- **Identification of the account at a financial institution in the name of the claimant**

Example: passbook or cash card

- **Identification of the claimant**

Example: passport, health insurance card, etc.

In addition to these, there may be other documents to be submitted as required.
 For more information, please contact the number below.

The child allowance can also be applied for online.

Search for

Fukuoka City Child Allowance Electronic Application



Contact | Child Rearing Support Section,
 Higashi Ward Office

☎ **092-645-1068**
Counter No. 50

3

Immunization

- Immunizations are intended to prevent infectious diseases from spreading or to prevent the symptoms from becoming severe even when infected.
- It is important to understand immunizations correctly and choose a time when your child is in good physical condition to receive them.

Immunization Record Book



An Immunization Record Book will be sent to your home around two months after the birth of your child.

Carefully read the immunization instructions and the Preliminary Immunization Questionnaire/Application Form and Vaccination Form, and consult your family physician to develop an immunization schedule that is appropriate for your child.

4

Infant medical checkup

- Health checkups are conducted for 4-month-old, 10-month-old, 1-year-and-6-month-old, and 3-year-and-1-month-old children. *Free of charge
- Health checkup notifications will be sent individually to those eligible for the checkup.
- If your child becomes eligible for the checkup immediately after moving into the ward, please contact the Health Section of the Health & Welfare Center of the ward as notification may not be made in time.

Health checkup	Target children	Examination site
4-month checkup	4-month-old infants	Contracted medical institutions
10-month checkup	10-month-old infants	Contracted medical institutions
1-year-and-6-month checkup	1-year-and-6-month- to 2-year-old toddlers	Higashi Ward Health & Welfare Center, etc. (listed in the guide)
3-year checkup	3-year-and-1-month- to 4-year-old preschoolers	Higashi Ward Health & Welfare Center, etc. (listed in the guide)

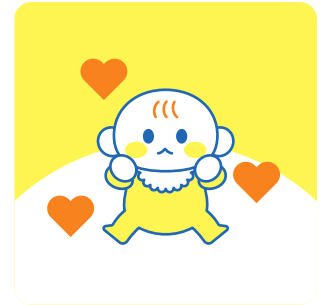
Contact | Health Section,
Higashi Ward Office

☎ 092-645-1077
Counter No. 55

5

Immunization

- Each elementary school district has a public health nurse in charge.
- By scanning the 2D code, you can check consultation contacts, events, systems and services.



Contact | Community Health & Welfare Section, Higashi Ward Office ☎ **092-645-1088**
Counter No. 52

6

If needed, you can apply for admission to a daycare center.

- **If you are considering sending your child to a daycare center, please contact the number below.**

Those who can apply to attend the daycare center

- ① Children over three months old
- ② Children whose certificate of residence is in Fukuoka City and whose guardian's certificate of residence is also in Fukuoka City
- ③ Children deemed to be in need of childcare

Approximate days and hours of availability of daycare centers
Monday to Saturday (7 a.m. to 6 p.m. maximum)

Documents required for application

- Educational/Childcare Benefit Application Form
- Application Status Confirmation Form
- My Number Application Form
- Documents showing a need for childcare

Terms and conditions of use differ for each childcare facility.
For details, please contact the number below.

Contact | Child Rearing Support Section, Higashi Ward Office ☎ **092-645-1068**
Counter No. 50

福岡市東区役所
2024年3月



Higashi Ward Office