

# Hiroshima NOW

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Articles in **Hiroshima NOW** are excerpts from *Hiroshima Shimin to Shisei*, a free newspaper produced by the City of Hiroshima. This monthly newsletter is published in English, Chinese, Portuguese, Spanish, Vietnamese, and Simplified Japanese. They are all available on our website ([h-ircd.jp/](http://h-ircd.jp/)) or in print at various public facilities.

For those who would like to receive notices via e-mail regarding new issues, etc., please send an email to the following address: [internat@pcf.city.hiroshima.jp](mailto:internat@pcf.city.hiroshima.jp)

**Hiroshima Shimin to Shisei** is available to view on the city's website. It can also be translated via an automatic translation app into various languages.

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Unless stated otherwise, services and webpages mentioned are likely to be only provided in Japanese. Translations of proper nouns are not necessarily official English translations.

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## Adjustment Benefit for Flat-Amount Tax Reduction Payment

定額減税の不足額給付を行います ひろしま市民と市政 8月15日号 (p2)

Last year adjustment benefits payments were made to those who were registered as a resident of Hiroshima City as of January 1, 2024 and unable to fully receive the fixed-amount tax cut for 2024 income tax (January 2024-December 2024) and FY2024 individual municipal and prefectural residents taxes (April 2024-March 2025).

However some residents may be qualified to receive additional adjustment payments according to their finalized 2024 income tax. There are two categories for this time additional adjustment benefits, and qualifications and application process are different according to the category.

### Eligibility

The City of Hiroshima provides additional adjustment benefit to individuals with a residence record in Hiroshima City as of January 1, 2025. There are requirements for each Category A and B, you must fulfill them in order to receive the benefit. For further information, please check with the City's official website (Japanese) or inquire at the Call Center below.

### Payment schedule

From late August, The City of Hiroshima will send a Benefit Payment Notice (支給のお知らせ// *Shikyū no Oshirase*) or Payment Confirmation Form (確認書// *Kakunin-sho*) to those eligible.

### How to apply (as of August 15, 2025)

#### Category A

| Who   | How to apply   |
|---|--|
| Those who received the adjustment benefit last year and have registered a bank and savings account to receive various benefits with their My Number Card            | <b><u>Generally, application procedures are NOT required.</u></b><br>The City has sent a <b>Benefit Payment Notice</b> to those eligible. Cash benefits will be deposited into your registered bank account, unless you request to decline from receiving the benefit by the date stated in the notice.  |
| Those who did NOT receive the adjustment benefit last year and have NOT registered a bank and savings account to receive various benefits with their My Number Card | <b><u>The following procedures are necessary:</u></b><br>The City has sent a <b>Payment Confirmation Form</b> to those eligible. Please fill out the form and return it along with additional necessary documents via postal mail or online.<br>★ Application deadline: Friday, November 7, 2025<br>If applying via post they must be postmarked by this date. |
| Those who have moved to Hiroshima City on and after January 2, 2024   | <b><u>Application procedures are required.</u></b><br>Fill out the application form and submit it along with additional necessary documents via postal mail or in-person to the specialized office.<br>★ Application deadline: Friday, November 7, 2025<br>If applying via post they must be postmarked by this date.  |

## Category B

| Who   | How to apply  |
|---|---|
| Eligible people that the City of Hiroshima has already recognized   | <p><b><u>The following procedures are necessary:</u></b></p> <p>The City will send documents to those eligible. For more information please see the City's official website and follow their instructions.</p>  |
| Those who have moved to Hiroshima City on and after January 2, 2024 | <p><b><u>Application procedures are required.</u></b></p> <p>Fill out the application form and submit it along with additional necessary documents via postal mail or in-person to the specialized office.</p> <p>★ Application deadline: Friday, November 7, 2025<br/>If applying via post they must be postmarked by this date.</p> |

### Where to submit applications and necessary documents

Please print the application form from the City of Hiroshima website, fill in the necessary information, and submit them with necessary documents via postal mail or in-person to the following specialized office:

**広島市不足額給付申請窓口**（ひろしまし ふそくがく きゅうふ しんせい まどぐち）

*Hiroshima shi fusokugaku kyūfu shinsei madoguchi*

Established: From the end of August to early November 2025

Locations: 5<sup>th</sup> Floor, 6-11 Hondori, Naka-ku, Hiroshima City  
Meiji Yasuda Seimei Hiroshima Hondori Building

Hours: 8:30 am–5:15 pm

Closed: Saturdays, Sundays, national/public holidays, year-end and new year's holidays

📌 Please be careful, the City of Hiroshima does NOT accept applications.

### Support Centers

If you have any questions or concerns about the benefit, please call the following:

#### ▶ **City of Hiroshima Additional Adjustment Benefit for Flat-Amount Tax cut Payment Call Center** (Japanese)

Tel: 0570-783-072

Hours: 8:30 am–5:15 pm

Closed: Saturdays, Sundays, national/public holidays, 12/29–1/3

#### ▶ **City of Hiroshima official website** (Japanese)

<https://www.city.hiroshima.lg.jp/shisei/torikumi/1038892/1038158.html>

▶ If you are not confident in your Japanese, please contact the office below:

### **Hiroshima City & Aki County International Resident Consultation Service**

Tel: 082-241-5010

Email: [soudan@pcf.city.hiroshima.jp](mailto:soudan@pcf.city.hiroshima.jp)

Hours: 9 am-4 pm (Mon-Fri)

Closed: Saturdays, Sundays, national/public holidays, 8/6 and 12/29-1/3

Supported

Languages: Japanese, English, Chinese, Spanish, Portuguese, Vietnamese, Filipino  
(consultation for Filipino is available on Fridays and the 1<sup>st</sup> and 3<sup>rd</sup>  
Wednesdays of the month)

### **From the City of Hiroshima**

## **Tuberculosis awareness**

広島市からのお知らせ：長引く咳に要注意！そのカゼ、結核かもしれません…



Tuberculosis (TB) is an infectious disease. It spreads through the air when infected people cough, sneeze, or spit. There are some people who, despite being infected with TB bacteria, do not present symptoms or develop TB, spending rest of their lives with TB bacteria. However, when their immune systems become weakened with age, for example, they are susceptible to developing TB.

Common symptoms of TB are similar to symptoms of the common cold, such as prolonged low-grade fever, cough (sometimes with sputum), and fatigue. If you fall ill with TB and do not undergo any treatment, your condition may get worse, sometimes resulting in death. In addition, you might spread tuberculosis infection to your family, friends and people close to you.

60% of people infected with TB in Japan are aged 70 and over. However, recently young people who were born in foreign countries are increasingly contracting TB, accounting for 80% of infected people in their 20s in Japan.

If you have prolonged cold symptoms, please go to your primary care physician and seek medical attention as soon as possible. For early detection please take advantage of receiving a regular health check-up held at a school or workplace if available. If you are advised to take a follow-up examination at a health check-up, an early examination is recommended.

**Inquiries:** Health Promotion Division (*Kenkō Suishin Ka*) Tel: 082-504-2882

## Water and Sewage Bill Exemption

水道料金・下水道使用料の減免制度「ひろしま市民と市政」8月1日号（P5）

Some households can be exempted from up to the cost of 10m<sup>3</sup> of water per month.

### Who are eligible?

① – ⑥ below are eligible:

- ① Households receiving Public Assistance (*Seikatsu Hogo*)
- ② Households with anyone receiving government support for the Japanese remaining in China after the war, etc.
- ③ Households with family members holding or receiving one of the following certificates and/or allowances:
  - 【Certificates】
    - Grade 1, 2 or 3 of the Physical Disability Certificate (*Shintai Shōgaisha Techō*  
身体障害者手帳)
    - ④, A or ⑤ of the Special Needs Certificate (*Ryōiku Techō* 療育手帳)
    - Grade 1 or 2 of the Mental Disability Certificate (*Seishin Shōgaisha Hoken Fukushi Techō*  
精神障害者保健福祉手帳)
  - 【Allowances】
    - Special Childrearing Allowance (*Tokubetsu Jidō Fuyō Teate* 特別児童扶養手当)
    - Disability Basic Pension (*Shōgai Kiso Nenkin* 障害基礎年金)
    - Disability Pension (*Shōgai Nenkin*, Grade 1 or 2 障害年金 (1・2級))
- ④ Households with persons aged 65 or older who are certified as needing care (Grade 4 or 5)
- ⑤ Single parent households
- ⑥ Some private social welfare institutions

Note: For ③ and ④, they must not be staying in a hospital or institution.

For ③, ④ and ⑤, there is an income limit.

For more details, please inquire with the relevant office.



### Deduction amount

Up to the cost of 10m<sup>3</sup> of water per month

(For more details, please inquire with the relevant office.)

### How to apply:

Visit either the Waterworks Bureau's service station for your area or the Public Welfare Department of your ward office. Bring proof that you are eligible. For more information, please check the Waterworks Bureau's website.

<https://www.water.city.hiroshima.lg.jp/soshiki/30/265.html> (in Japanese)



**Inquiries:** Waterworks Bureau Operation Management Division (*Gyōmu Kanri Ka*)

Tel: 082-511-6911

## Allowance for People with Disabilities

特別児童扶養手当・障害児福祉手当・特別障害者手当の申請を

「ひろしま市民と市政」8月15日号（P6）

The following allowances are income based. If you are eligible for any of the following, you can apply for them at your ward office. For more information, please contact the relevant number in the table below.



### ① Special Childrearing Allowance (*Tokubetsu Jidō Fuyō Teate*)

For people who are raising children under the age of 20 who have intellectual or physical disabilities (moderate to severe) and need full-time care in daily life

### ② Allowance for Disabled Children (*Shōgaiji Fukushi Teate*)

For children under the age of 20 who have severe intellectual or physical disabilities, who live at home and need full-time care in daily life

### ③ Allowance for Disabled People Needing Special Care (*Tokubetsu Shōgaisha Teate*)

For people aged 20 or older who have severe intellectual or physical disabilities, who live at home and need special, full-time care in daily life

Note: If you already received an allowance, do not forget to report your current income situation by September 11 (Thu) to the Welfare Division (*Fukushi Ka*) of your ward office.

**Inquiries:** Your ward office's Welfare Division (*Fukushi Ka*)

| Ward    | Tel          | Ward      | Tel          |
|---------|--------------|-----------|--------------|
| Naka    | 082-504-2588 | Asaminami | 082-831-4946 |
| Higashi | 082-568-7734 | Asakita   | 082-819-0608 |
| Minami  | 082-250-4132 | Aki       | 082-821-2816 |
| Nishi   | 082-294-6346 | Saeki     | 082-943-9769 |

## The Ekimae Oh-hashī Tram Route has Begun Operation

路面電車「駅前大橋ルート」が開業しました ひろしま市民と市政 7月15日号（P1）

As of August 3, the new Ekimae Oh-hashī tram route has begun operation. Along with this, the Hiroshima Station tram stop has been moved to the second floor of the station building. This means that the JR line Hiroshima Station central ticket gates and the tram stop are now located on the same floor, much reducing the time it takes to transfer between the two services. This is the first tram line in Japan that serves the second floor of a JR station building.

### **Station Access is improved by the new Ekimae Oh-hashhi route**


The 1.1km Ekimae Oh-hashhi route runs from Hiroshima Station through the crossroads at Inari-machi, all the way to the crossroads at Hijiyama-cho.

Due to this, the time it takes to travel from Hiroshima Station to the Kamiya-cho–Hatchōbori district will be shortened by around 4 minutes, and around 4 and a half minutes for the Hijiyama-cho–Ujina district routes.

### **The first new tram stop in 43 years**

On the Ekimae Oh-hashhi route Matsukawa-cho tram stop is newly operating, the first new tram stop in Hiroshima City in 43 years.

Elsewhere, the Enkōbashi-cho stop is retired. The Matoba-cho and Dambara 1-chome tram stops are temporarily closed until the looping route begins operation in spring 2026.

 The complete renovation of the Hiroshima Station South Exit is planned for completion in spring 2029.

**Inquiries: Transportation Construction and Maintenance Department** Tel. 082-504-2386  
(*Kōtsū Shisetsu Seibi Bu*)

## **Be wary of summer crimes targeted at women and children**

女性やこどもを狙った夏場の犯罪に注意してください ひろしま市民と市政 7月15日号 (P2)

Given the heat of summer many of us are lightly dressed. Unfortunately, this brings about an increase in molestation and non-consensual photography crimes.

There are an unfortunate number of cases involving perpetrators following victims, or lying in wait to ambush them, when they enter uncrowded areas such as elevators or staircases. There is also a prevalent number of incidents involving groping and molestation crimes within public transportation, such as inside train carriages or on buses.

There is additionally a need to be aware of the possibility of becoming a victim of upskirting and other non-consensual photography when, using escalators or staircases such as when shopping in large multi-storey retailers.

### **Tips for protecting yourself**

- ▶ Think about what areas may be particularly dangerous and take care to avoid those where possible
- ▶ Avoid walking alone at night or allowing children out alone
- ▶ Avoid instances of being alone with strangers within elevators in residential buildings
- ▶ Have children wait to be accompanied by a guardian
- ▶ Avoid focusing on your smartphone while walking, or listening to music
- ▶ Try to commute home with those you know taking similar routes

**■ What to do if you encounter suspicious persons**

- ▶ Flee to a nearby populated space, such as a convenience store
- ▶ Make a scene by shouting, and flee
- ▶ Use a personal alarm

**■ Check for updates on suspicious persons**

Check the latest information and protect yourself from becoming a victim

**▶ Email updates of Crime Prevention Information for Hiroshima City**

<https://www.city.hiroshima.lg.jp/living/1035962/1021173/1020450.html>



Note: Information on suspicious persons, information on crimes, etc will be disseminated through the Hiroshima Disaster Prevention Information email (広島市防災情報メール) as “Crime Prevention Information (防犯情報)”. For those wishing to receive these updates, please register to receive “Disaster Prevention Information”, and then select “Crime Prevention Information” within that.

**▶ Line Updates on Suspicious Persons etc**

<https://www.city.hiroshima.lg.jp/living/1035962/1021173/1020474.html>

**▶ Hiroshima Prefectural Police Free App “Otomopolice”**

<https://www.pref.hiroshima.lg.jp/site/police/otomopolice.html>



**Inquiries: Resident Safety Advancement Division** Tel. 082-504-2714  
(*Shimin Anzen Suishin Ka*)



## 2025 Census

国勢調査 2025 に協力をお願いします

The government of Japan is conducting the 2025 Census. The Census is a survey of the actual situation of all people including non-Japanese living in Japan and their households. Responding to the Census is mandatory by law. The results are used only for the Census purposes such as improving the living environment and various other administrative measures essential to our daily lives.

### Census Process

From late September, census takers will visit each household and distribute census documents. You can respond either online, or filling out the printed survey documents and mailing them or handing them to the census takers.

For more information, please check their multilingual website (available from September 16):

<https://www.kokusei2025.go.jp/language>

### Inquiries

For inquiries regarding the census, please call the following number.

**Census Contact Center Tel. 0570-02-5901**

Period: From September 16 (Tue) to November 7 (Fri), 2025

Hours: 9 am to 9 pm

- Consultation is free, but you will be charged for the call.
- Interpretation services are available.
- If you call from IP phone or prepaid mobile phone, dial 03-6628-2258.

## Holiday trash collection schedule in September and October

2024 年 9 月 と 10 月の祝・休日のごみの収集について

Trash will be collected as usual on the following holidays:

- September 15 (Monday, Respect for the Aged Day)
- September 23 (Monday, a substitute holiday for Autumnal Equinox Day)
- October 13 (Monday, Sports Day)



For more information about waste disposal guidelines, please visit the City of Hiroshima's official website: <https://www.city.hiroshima.lg.jp/site/kateigomi/363649.html>



**Inquiries:** City Office Environmental Bureau, Operation Division I  
(Kankyō Kyoku Gyōmu Dai-ichi Ka) Tel: 082-504-2220

# Memo

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# Memo

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# Hiroshima City & Aki County International Resident Consultation Service

❖ Closed on national holidays, August 6, and December 29 through January 3.

| Venue   | Supported Languages | When  | Hours                                    |
|---|---------------------|---|--|
| <b>International Conference Center Hiroshima 3F</b><br><br><b>Located in Peace Memorial Park</b>  | Spanish             | Monday to Friday  | 9:00 am – 4:00 pm                        |
|   | Chinese             |   |  |
|   | Vietnamese          |   |  |
|   | Portuguese          |   |  |
|   | English             | Fridays<br>1 <sup>st</sup> and 3 <sup>rd</sup> Wednesday of the month |  |
|   | Filipino            |   |  |
| <b>Aki Ward Office 2F</b>   | Portuguese          | 2 <sup>nd</sup> Wednesday of the month                                | 10:15 am – 12:30 pm<br>1:30 pm – 4:00 pm |
|   | Spanish             | 3 <sup>rd</sup> Thursday of the month                                 |  |
| <b>Motomachi Kanri Jimusho</b>  | Chinese             | 2 <sup>nd</sup> Tuesday of the month                                  |  |
| <b>Guidance from the Regional Immigration Bureau</b><br>On the 2nd Friday of every month from 13:30 to 16:00, a Regional Immigration Bureau staff member comes to the consultation service office to offer guidance residency status-related issues (reservation required). |                     |   |  |

❖ For languages other than those listed above, consultation services are provided using a multilingual translation device.

❖ Our consultation staff can provide a simple orientation on life in Hiroshima City for new arrivals (reservation required).

## Hiroshima City & Aki County International Resident Consultation Service

International Conference Center Hiroshima (*Hiroshima Kokusai Kaigi-jō*) in Peace Memorial Park  
 Hiroshima-shi Naka-ku Nakajima-cho 1-5

Tel: 082-241-5010 // Fax: 082-242-7452

E-mail: soudan@pcf.city.hiroshima.jp

URL: <https://h-ircd.jp/en/guide/consultation-en.html>

