

## Osaka City Social Welfare Training and Information Center



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URL : [www.wel-osaka.jp](http://www.wel-osaka.jp)

**Opening Hours:** 9a.m.~9p.m. (on Saturday and Sunday: 9a.m.~5p.m.)

Closed on National Holidays except Saturdays and Sundays

Also closed during New year Holidays (Dec.29 ~ Jan.3)

**Installation :** Osaka Municipal Government

**Operation :** Osaka City Social Welfare Council

## History

The Social Welfare Training Center in Kita Ward established in 1983 was a training facility for social welfare personnel. It was also a center to conduct research and to collect and disseminate information on welfare issues.

The Osaka City General Consultation and Information Center for the Aged in Nishi Ward established in 1991. It was a center to provide a variety of consultation and information services to the elderly, including services on welfare, health, jobs, and legal issues.

These two institutions were merged into the Osaka City Social Welfare Training and Information Center in Nishinari Ward on January 30, 2003.

### **Director General's Message on the occasion of the inaugural ceremony of the Center**

The Osaka City Social Welfare Training and Information Center has been designed as a center to promote the professional development of welfare personnel, and also been expected to play a role in the new era as a base to facilitate citizens' awareness and international exchange concerning social welfare.

Recent welfare reform has two main pillars: decentralization and community-oriented welfare.

This relates to the fact that the importance of human resources in welfare has increased more than before. It is not too much to say that unless all members of the society recognize welfare issues as their own concern, engage in them and collaboratively take action with "cool eyes and a warm heart", future welfare will not be developed.

Osaka has a long history and accumulation of welfare as it has led social welfare in Japan both in theoretical and practical aspects. We would like to learn from our history and construct a welfare society based on pride and confidence as citizens of Osaka, and pass this on as our "welfare culture" to the next generation.

*Kikue Uda*, Director General

January 30, 2003

# Our work

## **1. Fostering Human Resources for Social Welfare**

We offer various training and practice programs for the improvement of the skills of welfare professionals, for raising citizens' awareness concerning welfare, and for improving their daily welfare skills in nursing and personal home care.

## **2. Offering Support in the Use of Welfare Services (Provision of Information and Counseling)**

We provide information and consultation services for citizens to assist them in the use of welfare services and to ensure that their rights and interests are protected.

We provide comprehensive information and consultation services on general life issues such as the use of welfare services and other activities for a meaningful life. We also have specialists who provide consultation services on legal issues, advices on medical care for dementia, social security and tax with prior appointments. The telephone general consultation service is provided 24 hours, 365days a year.

We also operate Emergency Signaling Receiving System to receive emergency signaling and conduct rescue operations in cooperation with the fire department and related organizations.

Since June 2007, Adult Guardianship Support Center has been added, which provides consultation and support for the promotion of the utilization of legal adult guardianship.

## **3. Research**

We conduct surveys and researches on various welfare issues so that the practice and activities of those who are engaged in social welfare develop and become effective. Our research works include:

Publication of periodical bulletins, "Osaka Shakai Fukushi Kenkyu" or Social Welfare Studies

Practical application of the outcome of the researches to education and training programs

## **4. Support for the Elderly in Finding Jobs and Other Activities for making their lives more fulfilling**

We provide information as well as free job consultation services for elderly persons who are seeking employment and for those who want to offer jobs to them and support the elderly to fulfill their lives by engaging in work and participating in the society.

## **5. Providing Meeting Rooms and Training Facilities**

Our center has rooms with the latest audio-visual equipments for conference and meeting. We also provide rooms with training facilities such as caring unit and kitchen for the usage of citizens

## Facilities

### 1<sup>st</sup> Floor (Exhibition Floor)

Latest Home Care and Rehabilitation Equipments are shown here and guidance on the use of those equipments is available.

Easy-to-operate PCs show visitors visual guidance and information.



### 2<sup>nd</sup> Floor (Library and Research Floor)

Our library has books, reference material, videotapes and DVDs on welfare-related issues. The library also contains the archives from “Kita Shimin kan” or the first public settlement house in Japan.



### 3<sup>rd</sup> Floor (Counseling and Consultation Floor)

Our counseling corner provides general consultation services as well as specific consultation by specialists. The Job Support Center, The Adult Guardianship Support Center and the Emergency Call Receiving System are also on this floor.



### 4<sup>th</sup> Floor (Care Training Rooms and Meeting Rooms)

The practical training rooms for nursing and home care can be used with various equipments such as special nursing beds. Cooking training room and several meeting rooms are also on this floor.



### 5<sup>th</sup> Floor (Conference and Meeting Floor)

All conference rooms and meeting rooms on the fourth and fifth floor are provided with latest audio-visual equipments. They can be used at low charge for conference and workshops related to social welfare issues. .

