

Minato City Prenatal and Postnatal Housekeeping and Childcare Support Service Program

This program arranges a housekeeping helper or a postnatal doula (i.e., a trained companion to support mothers and children in their prenatal and postnatal periods) to visit the home of any eligible Minato-City-based family that is experiencing difficulty with activities of daily living during pregnancy or post-childbirth to assist with housekeeping and childcare chores.

Eligible households and maximum service usage hours

Any use **above the maximum service usage hours** or **past the approved use period (birthday)** resulting from a failure to file a renewal application will not be covered by this Minato-City-subsidized program. Each user of the housekeeping support service **is required to file a renewal application each year**.

- Doula
Up to a total of 15 hours during pregnancy and within 120 days following childbirth
- Housekeeping support
 - Up to a total of 128 hours (of which 15 hours may be used on doula service) during pregnancy and following childbirth through the date immediately preceding the child's first birthday
*In the case of multiple pregnancy: Up to a total of 128 hours (of which 15 hours may be used on doula service) **per child**
 - Up to a total of 48 hours per year from the child's first birthday through the date immediately preceding its second birthday (In the case of multiple pregnancy: Up to a total of 48 hours **per child**)
 - Up to a total of 48 hours per year from the child's second birthday through the date immediately preceding its third birthday (In the case of multiple pregnancy: Up to a total of 48 hours **per child**)

Service usage hours

Service hours are 8:00 a.m. to 10:00 p.m. This service can be used in units of two, three, or four hours once a day.

* Depending on the booking status, the service may not be always available for your requested hours.

* Service hours of postnatal doulas vary depending on the care service provider. Please visit the website of the service provider you are considering using to see their available hours.

Support service descriptions

Housekeeping support	Daily meal preparation, cleaning, tidying, laundry, shopping, and accompanying to doctor's appointments.
Postnatal doula service	The types of housekeeping support described above, support with the baby's bathing, watching over during milk feeding, consultation on childrearing and postnatal lifestyle design.
Chores not covered by this service program	Care of the child's siblings (including but not limited to escorting them to or from school, etc.), special meal preparation for ceremonial events such as coming-of-age, wedding, funeral, honoring of ancestral spirits, etc. that entail extraordinary efforts, major cleaning, non-daily cleaning tasks (e.g., elimination of mold in the bathroom, cleaning of ventilation fans or screen doors, outdoor cleaning, cleaning of air-conditioning, lighting, or other similar equipment, window wiping, floor waxing, etc.), weeding in the garden, plant watering, dog-walking and other pet-related chores, handling of visiting guests, moving and repair of furniture or electric appliances, help with moving, etc.

* Precautions and requests

- The support service **cannot be used when the housekeeping service user (the applicant) is not home** or **if the child or any other member of the household has influenza, COVID, or other infectious disease**.
- The household support service **does not** include childcare or transport between home and nurseries.

Service fee schedule

Visit duration	Two hours	Three hours	Four hours	Cancellation fee
Housekeeping support fee	JPY 1,500	JPY 2,250	JPY 3,000	JPY 2,475 (per hour)
Postnatal doula fee	JPY 2,000	JPY 3,000	JPY 4,000	JPY 0

* For a user with multiple pregnancy, the service fee is JPY 1,000 for two hours, JPY 1,500 for three hours, and JPY 2,000 for four hours, for both housekeeping support and postnatal doula service. The cancellation fee is as specified in the table above.

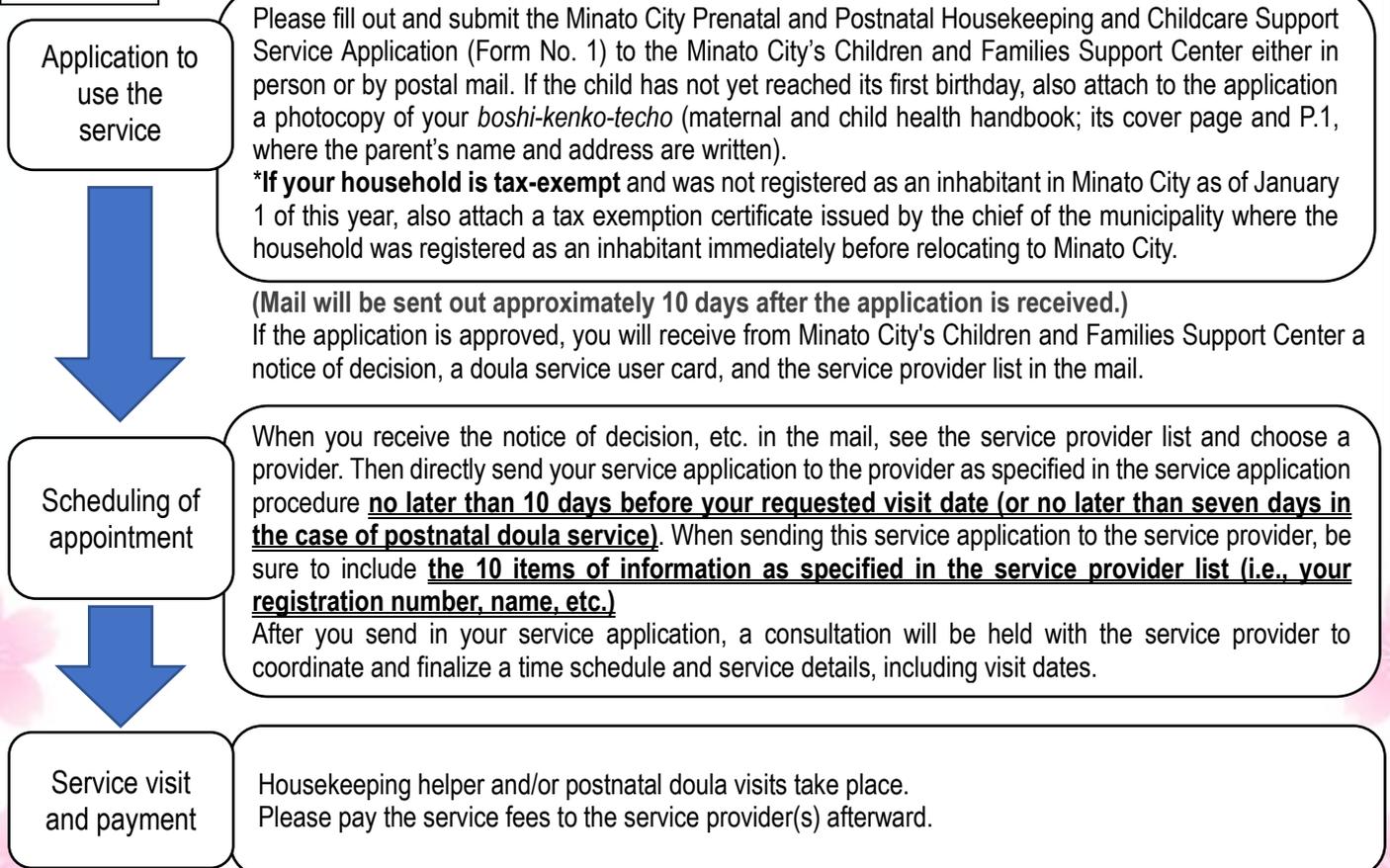
* If a user's household has full resident-tax exemption, all service fees as indicated above are discounted by 50%. If a user's household is a recipient of public assistance, this service program can be used at zero cost.

* The service fee payment method varies from one service provider to another. Please check the information on the service provider list that will be sent to you along with the notice of decision form.

Cancellation and change

Housekeeping support	<p>To cancel or change an appointment, please directly communicate with the service provider.</p> <p>If a request to cancel or change an appointment is made with the housekeeping support service provider no later than 24 hours before the service start time of the scheduled visit date, no cancellation fee will be charged. Please note that a cancellation fee will be separately charged if an appointment is cancelled within 24 hours of the appointed time.</p> <p>If you need to change or cancel an appointment, please contact the service provider sooner rather than later, as it takes time for them to rearrange the housekeeping helper dispatch schedule.</p> <p>If an appointment is cancelled or changed on short notice, a cancellation fee will be separately charged (JPY 2,475 per hour × booked number of hours). *Actual transport costs may also be charged in some cases.</p> <p>If a change request leads to reduced service usage hours (e.g., changing from four hours of use to three hours), a cancellation fee will also be charged.</p>
Postnatal doula service	<p>To cancel or change an appointment, please directly communicate with the postnatal doula.</p> <p>If you need to cancel or change an appointment, please contact the postnatal doula no later than 17:00 on the day before the scheduled visit date.</p> <p>If you make such request past the 17:00 deadline, it will count as one hour of use and be deducted from your total available service usage hours.</p>

Service flow



To learn more about this program, please visit the official Minato City website.

Scanning the 2-D code on the right will take you to the Minato City webpage where official information on the prenatal and postnatal housekeeping and childcare support service program is provided.



▼Contact information for inquiries▼

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