

Disability Access and Family Care: Practical Communication Guide

English · Japanese · Korean | Korea and Japan | LANGLOBE · 2026

For disabled people, family caregivers, and anyone facing communication, mobility, sensory, cognitive or care-related barriers. A practical reference for asking for adjustments, locating support, and preparing for consultations.

Information reviewed: 16 October 2026. Services, eligibility and contacts may change. Check official local sources before applying.

Where to begin: Korea and Japan

Republic of Korea	Japan
Your local eup/myeon/dong administrative welfare centre can identify relevant registration and social-service application routes. Government24 publishes disability registration and social security benefit application guidance [1][2].	For disability-related welfare services and consultation, begin with your municipality (市区町村／しくちょうそん). The MHLW explains municipal consultation support and individualized service decisions [3][4].
Ask whether the question concerns disability registration, activity assistance, accessible facilities, or family support: they are not necessarily one application.	Ask whether you need 障害者相談支援（しょうがいしゃそうだんしえん）, a service-use plan, or a separate care-insurance consultation. Different routes may apply.
For urgent health or safety matters, do not wait for benefit eligibility screening; seek the appropriate emergency response.	For an older family member who needs care, the 地域包括支援センター（ちいきほうかつしえんセンター） is an initial local care consultation point [5].

Ask the questions that change the outcome

- What exactly is the first office I should contact for my situation, and can you give its name in writing?
- Is this a consultation, an application for benefits, an accessibility request, or a medical assessment?
- Can I request an accessible format or communication support before the appointment?
- If I cannot come in person, are telephone, online, home-visit or proxy arrangements available?
- What documents are necessary, and which can be supplied later if unavailable today?
- Is there a deadline, waiting period, co-payment or renewal requirement?
- If the requested service is unavailable, who can refer me to a different provider?
- Can I speak privately without my caregiver or employer present if I need to?
- If the decision is negative, may I receive the reason and review procedure in writing?

Ready-to-use phrases · English → Japanese → Korean

Access and communication

English	日本語	한국어
I need a step-free entrance.	段差（だんさ）のない入口（いりぐち）はありますか。	계단이나 턱이 없는 출입구가 있나요?
Is there an elevator that I can use?	利用（りよう）できるエレベーターはありますか。	이용할 수 있는 엘리베이터가 있나요?

I use a wheelchair. Is this room accessible?	車椅子（くるまいす）を使（つか）っています。この部屋（へや）に入（はい）れますか。	휠체어를 사용합니다. 이 방에 들어갈 수 있나요?
Please communicate with me in writing.	筆談（ひつだん）でお願い（ねが）いできますか。	글로 설명해 주실 수 있나요?
Please speak slowly and explain one step at a time.	ゆっくり、一（ひと）つずつ説明（せつめい）してください。	천천히 한 단계씩 설명해 주세요.
Can you provide a large-print version?	大（おお）きな文字（もじ）の資料（しりょう）はありますか。	큰 글씨로 된 자료가 있나요?
Can you send this in an accessible digital format?	読（よ）み上（あ）げソフトで使（つか）える電子（でんし）データで送（おく）れますか。	화면 읽기 프로그램으로 이용할 수 있는 전자파일로 보내주실 수 있나요?
I need an interpreter who is not a family member.	家族（かぞく）ではない通訳者（つうやくしゃ）をお願い（ねが）いできますか。	가족이 아닌 통역사를 요청할 수 있나요?

Appointments and daily support

English	日本語	한국어
I cannot travel to the office. Is there another way to apply?	窓口（まどぐち）に行（い）けません。別（べつ）の申請方法（しんせいほうほう）はありますか。	직접 방문하기 어렵습니다. 다른 신청 방법이 있나요?
Can a support person accompany me?	支援者（しえんしゃ）が同席（どうせき）してもよいですか。	지원인이 함께 참석해도 되나요?
May I speak to the staff member privately?	職員（しょくいん）の方（かた）と一対一（いったいいち）で話（はな）せますか。	담당자와 일대일로 이야기할 수 있나요?
I need more time to review this before signing.	署名（しよめい）する前（まえ）に、確認（かくにん）する時間（じかん）が必要（ひつよう）です。	서명하기 전에 검토할 시간이 더 필요합니다.
Could you give me the instructions in writing?	手順（てじゆん）を書面（しよめん）でいただけますか。	절차를 서면으로 받을 수 있나요?
Is an appointment outside normal hours possible?	通常（つうじょう）の時間外（じかんがい）に予約（よやく）できますか。	일반 업무시간 외에 예약할 수 있나요?
If I miss this appointment because of a health issue, how can I reschedule?	体調（たいちょう）の理由（りゆう）で行（い）けない場合（ばあい）、どう変更（へんこう）できますか。	건강 문제로 예약에 참석하지 못하면 어떻게 변경하나요?

Caregiver support

English	日本語	한국어
I care for a family member and need a short break.	家族（かぞく）の介護（かいご）をしています。一時的（いちじてき）に休（やす）める支援（しえん）はありますか。	가족을 돌보고 있는데 잠시 쉴 수 있는 지원이 있나요?
Is respite care available in this area?	この地域（ちいき）ではレスパイトケアを利用（りよう）できますか。	이 지역에서 일시 돌봄·돌봄휴식 지원을 받을 수 있나요?
My family member needs assistance with daily activities.	家族（かぞく）は日常生活（にちじょうせいかつ）に介助（かいじょ）が必要（ひつよう）です。	가족이 일상생활에서 도움을 필요로 합니다.
Can the support plan take the caregiver's situation into account?	支援計画（しえんけいかく）に介護者（かいごしゃ）の状況（じょうきよう）も考慮（こうりょ）されますか。	지원계획에 돌봄 제공자의 상황도 고려되나요?
I cannot safely provide care alone.	一人（ひとり）では安全（あんぜん）に介護（かいご）できません。	혼자서는 안전하게 돌봄을 제공하기 어렵습니다.
Can you refer us to home-based support?	訪問型（ほうもんがた）の支援（しえん）につないでもらえますか。	방문형 지원서비스를 안내받을 수 있나요?

Who should we call if our usual caregiver becomes ill?	普段（ふだん）の介護者（かいごしゃ）が病氣（びょうき）になった場合（ばあい）、どこに連絡（れんらく）すればよいですか。	평소 돌보는 사람이 아프면 어디에 연락해야 하나요?
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Eligibility, fees and decisions

English	日本語	한국어
Do I need formal disability registration to request this accommodation?	この配慮（はいりょ）をお願い（ねが）いするのに障害者手帳（しょうがいしゃてちょう）などが必要（ひつよう）ですか。	이 편의를 요청하려면 공식 장애 등록이 필요한가요?
Is this service available to foreign residents?	外国籍（がいこくせき）の住民（じゅうみん）も対象（たいしょう）ですか。	외국인 주민도 이용 대상인가요?
How much would I have to pay?	自己負担額（じこふたんがく）はいくらですか。	본인 부담금은 얼마인가요?
Is there a waiting list, and is temporary support available?	待機（たいき）している間（あいだ）、暫定的（ざんていてき）な支援（しえん）はありますか。	대기하는 동안 임시 지원을 받을 수 있나요?
Can I receive the decision and its reasons in writing?	決定（けつてい）とその理由（りゆう）を書面（しょめん）で受（う）け取（と）れますか。	결정과 그 이유를 서면으로 받을 수 있나요?
If I am not eligible, what other service should I ask about?	対象外（たいしょうがい）の場合（ばあい）、他（ほか）に相談（そうだん）できる制度（せいど）はありますか。	자격이 안 되면 어떤 다른 제도를 문의하면 되나요?
Is there a review or appeal process?	再審査（さいしんさ）や不服申立（ふふくもうした）での手続（てつづき）はありますか。	재심사나 불복절차가 있나요?

Reliable official starting points and use notes

[1] Government24, Social Security Benefits Application (Korea): <https://www.gov.kr/mw/AA020InfoCappView.do?CappBizCD=14600000275>

[2] Government24, Disability Registration Application (Korea): <https://www.gov.kr/mw/AA020InfoCappView.do?CappBizCD=14600000117>

[3] MHLW, Consultation Support for Persons with Disabilities (Japan): https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/hukushi_kaigo/shougaishahukushi/service/soudan_shien.html

[4] MHLW, Disability Welfare Service Overview (Japan): https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/hukushi_kaigo/shougaishahukushi/service/naiyou.html

[5] MHLW, Guidance for People Facing Family Care Needs (Japan): <https://chukonen-katsuyaku.mhlw.go.jp/family-care/>