

Q&A



Q1

I am a full-time housewife receiving childcare allowance. Do I have to apply for hourly childcare subsidies?



There is no additional application process. If you are receiving infant allowance (cash) or childcare allowance, the childcare subsidies will be automatically granted at the time when the National Happiness Card is used.

Q2

If I use hourly childcare services, will my childcare allowance be reduced?



It will not. Even if you use hourly childcare services, you will receive infant allowance (cash) or childcare allowance in full.

Q3

Is it possible to use hourly childcare services in other areas?



You can use them. Regardless of where you live, you can call in advance the institution you want when you need it.

Q4

I used up all 80 hours of childcare support per month. Does that mean I can't use the service for the rest of that month?



You can. However, you will be paying in full (4,000 won) without any government subsidies.

Q5

Can children of foreign residents use hourly childcare services?



Yes, they can. They can use it for 4,000 won after registering them as a foreign child separately.

There were many practical limitations and difficulties in raising children. When the 'reality of parenting' got me and when I was getting exhausted, I was able to put down some of the burden of parenting through hourly childcare services. Before I found a small relief in my life I was forgetting what day it was during the week. This service, however, allowed me to find renewed competence to do things for my child as a parent. They gave me the opportunity to do my best in parenting and my work, and my child is now able to prepare for going out into the world.



Want to know more about hourly childcare services?



PC

Comprehensive portal for pregnancy and childcare I-Sarang (www.childcare.go.kr)



Mobile

Comprehensive portal for pregnancy and childcare I-Sarang App



Contact NO. 1661-9361

※ The starting date of the service may vary depending on the region, so please contact the local government and the provider

When you're in danger, call **119** When things are tough, call **129**
If you have difficulty making a living due to unemployment or illness, reach out to the Call Center for Health and Welfare, which is open for **24** hours, **365** days



Innovative government
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Hourly Childcare Services

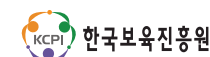
Time to relax for parents!

Time to grow for children!

The Hourly childcare services make this possible.

Contact No. **1661-9361**

www.childcare.go.kr
(Comprehensive portal for pregnancy and childcare 'I-Sarang')



Service Introduction



It is a childcare service that you can use even in **childcare at home**, via designated providers (daycare centers, comprehensive childcare support centers, etc.) on an hourly basis as you pay childcare fees for the amount of time used.



Who

Infants and toddlers
(between 6 and 36 months old)



When

From 9 am to 6 pm on weekdays
(Mon-Fri)



Where

Daycare centers designated as hourly childcare providers, comprehensive childcare support centers, etc.



Child care fees

※ Hourly childcare subsidies are provided only to those eligible for infant allowance (cash) or childcare allowance

Category	Content
Child care fees	
Government subsidies	3,000 won / hour
Copayment	1,000 won / hour
Support time	80hours / month

Usage procedures and methods

01 Signing up and registration

◦ To sign up

On the comprehensive portal for pregnancy and childcare 'I-Sarang' (www.childcare.go.kr), sign up for membership on PC or mobile device (Joint certificate registration)

◦ To register

- **Parent registration** : Click on 'Hourly childcare child registration' on the Comprehensive portal for pregnancy and childcare 'I-Sarang'
- **Institution registration** : Submit an application for child registration and related documents to a governing institution and a service provider.

※ The case of children of foreign nationality, requires registration of the children separately at the local governments (city, county, and district) and governing institutions
※ You can continue to use it after the first registration.

02 Arrangement

- **PC/Mobile** : Comprehensive portal for pregnancy and childcare 'I-Sarang'
- **Contact NO. for the hourly childcare service** : 1661-9361
- On your first use, arrange the service after consulting with a governing institution (provincial comprehensive childcare support centers) in consideration of the child to adjust to the environment.
- If you registered a child through a governing institution or a service provider, you can arrange the service only by phone.



! Precautions for arrangement changes

- Penalty points may be imposed upon any changes or cancellations. (There will be no penalty points when changes or cancellations are made at least 5 days before the appointed date of use.)

Criteria for penalty points in cancellation or change of arrangement

3 or 4 days before	2 or 1 day before	On the day of service			
		2 or 1 day before	Within the appointed hours	No show	Overuse
-1	-2	-3	-4	-5	-7

※ Voucher support, and advance arrangement will be restricted if the current month's penalty points are -7 or lower. (This month's penalty points will not roll over.)

03 Service use

◦ Hours of operation

9 am to 6 pm on weekdays (Mon to Fri)

- Use the service for the amount of time booked by the service provider
- **Document to submit**
 - The application for Hourly childcare service use and the consent to operation regulation
 - Family relationship certificate and ID (to be returned after verification)
- **Things to bring**
 - Diapers, extra clothes, wet wipes, snacks, etc.

04 Payment

◦ Pay with the National Happiness Card whenever you use the service.

- Hourly childcare costs are automatically calculated based on the time booked, and government subsidies are provided only for the actual time used.
- You can use the existing i-sarang card and i-happiness card.
- When payment is made with a payment method other than the National Happiness Card, you will have to pay the full balance.



"Pregnancy, childbirth, and childcare have created problems both physically and mentally. When I had to go to a doctor for an upset stomach after eating something bad, I just didn't know what to do. I'm just so relieved that I can arrange the hourly childcare services on the same day when there is an unexpected event or when I'm in a rush. Besides, I'm satisfied that I can use it for just the amount of time I need."

