

**Consultation Services for Various Issues** (General Livelihood Issues, Work, Money, Status of Residence)

Trouble in daily life due to lack of money, mental health problems, questions about taxes, pensions, insurance payments, etc.

These services can help with problems you face or questions you have about life in Japan.

The following is a list of English language consultation services.

Click here for contact information in other languages: <https://tcc117.jp/facil/consult.html>

- **Yorisoi Hotline** (Social Inclusion Support Center) (Phone, Chat)  
Phone: 0120-279-338 (toll free)  
Note: 0120-279-226 if calling from Iwate, Miyagi, and Fukushima prefectures.  
Press “2” at the prompt.  
Chat: Consultations are also available using Facebook Messenger.  
<https://www.facebook.com/yorisoi2foreign>

Please visit the website below for more information, including available days and hours.

<https://www.since2011.net/yorisoi/en/>

- **Foreign Residents Support Center (FRESC) Help Desk** (Phone)  
Provides consultations regarding problems related to COVID-19  
Phone: 0120-76-2029 (toll free)  
Monday to Friday, 9:00 to 17:00 (Closed on weekends and holidays)
- More information available at the website below.  
<http://www.moj.go.jp/isa/content/930006203.pdf>
- **Consultation Support Center for Foreign Residents** (Immigration Services Agency of Japan) (Phone)  
Phone: 03-3202-5535 / 03-5155-4039 (call fees apply)  
Monday to Friday, 9:00 - 16:00 (Closed on the 2nd and 4th Wednesday of the month)

More information available at the website below.

<https://www.isa.go.jp/en/consultation/center/index.html>

- **Local International Associations**  
More information can be found at the website below.  
(Japan Council of Local Authorities for International Relations / List is in English and Japanese)  
List in Japanese: [http://www.clair.or.jp/j/multiculture/association/consultation\\_list.html](http://www.clair.or.jp/j/multiculture/association/consultation_list.html)  
List in English: <http://www.clair.or.jp/e/multiculture/tagengo/consultation-centers.html>  
Note: Available languages vary depending on the consultation center.
- **Consultations with Local NGOs and other Organizations**  
More information can be found at the website below.  
(Specified Nonprofit Organization Solidarity Network with Migrants Japan / List is in English and Japanese)  
<https://migrants.jp/network.html>  
Note: Available languages vary depending on the consultation center.



The following services allow for more detailed consultations.

**[If you become unemployed or are facing issues at work]**

- **Foreign Labor Support Center (NPO POSSE)** (e-mail, form-based, phone)  
E-mail: [supportcenter@npoposse.jp](mailto:supportcenter@npoposse.jp)  
Form: Form-based consultations can be made on the website below.  
<https://foreignworkersupport.wixsite.com/mysite/english>  
Phone: 03-6699-9359 (call fees apply)  
Weekdays: 17:00 - 21:00 / Weekends and holidays: 13:00 - 17:00 (Closed on Wednesdays)

**For consultations specifically regarding working conditions**

- **Telephone Consultation Service for Foreign Workers** (Ministry of Health, Labour and Welfare) (Phone)  
Phone: 0570-001-701 (call fees apply)  
Monday to Friday, 10:00 to 15:00 (not available 12:00 to 13:00)  
(Closed during the end of year vacation period)
- **Working Condition Consultation Hotline** (Ministry of Health, Labour and Welfare) (Phone)  
Phone: 0120-531-401 (toll free)  
Monday to Friday: 17:00 to 22:00 / Weekends and holidays: 9:00 to 21:00  
(Closed during the end of year vacation period)
- **Contact your local Consultation Section for Foreign Workers**  
Can be found on the page below.  
[https://www.check-roudou.mhlw.go.jp/pdf/foreigner\\_eng.pdf](https://www.check-roudou.mhlw.go.jp/pdf/foreigner_eng.pdf)

There are also details on the website below regarding consultations on working conditions and other issues.

[https://www.check-roudou.mhlw.go.jp/soudan/foreigner\\_eng.html](https://www.check-roudou.mhlw.go.jp/soudan/foreigner_eng.html)

**For consultations specifically regarding legal or human rights issues**

- **Houterasu Multilingual Information Service** (Japan Legal Support Center) (Phone)  
Phone: 0570-078377 (call fees apply)  
Monday to Friday, 9:00 - 17:00

More information available at the website below.

<https://www.houterasu.or.jp/multilingual/index.html#cms02D91>

- **Foreign-Language Human Rights Hotline** (Ministry of Justice) (Phone)  
Phone: 0570-090911 (call fees apply)  
Monday to Friday, 9:00 to 17:00 (Closed during the end of year vacation period)
- **Human Rights Counseling Services on the Internet** (Ministry of Justice)  
Consultations can be made via the following URL.  
English Consultation Page: [https://www.jinken.go.jp/soudan/PC\\_AD/0101\\_en.html](https://www.jinken.go.jp/soudan/PC_AD/0101_en.html)



- **Local Legal Affairs Bureau**

More information can be found at the website below. (List is in Japanese only.)

<http://www.moj.go.jp/MINJI/minji10.html>

You can find more information about consultations at the Ministry of Justice and the Legal Affairs Bureau on the page below.

<http://www.moj.go.jp/content/001281977.pdf>

For issues relating to technical interns

- **Organization for Technical Intern Training (OTIT) Consultation in native language** (web, phone, letter)

Web-based consultations: Available 24 hours a day

(responses only made during telephone consultation hours).

Phone: 0120-250-147 (toll free)

Tuesdays and Saturdays, 11:00 to 19:00 (Closed during the end of year vacation period)

Letter consultations: In the letter, write down what you want to discuss, your contact information, and your preferred method of contact.

Send the letter to the address below.

Support Division, Technical Intern Training Department

Organization for Technical Intern Training

3F LOOP-X Building

3-9-15, Kaigan, Minato-ku, Tokyo

108-0022

More information available at the website below.

<https://www.support.otit.go.jp/soudan/en/>

Looking for work

- **Hello Work (Public Employment Security Office)**

You can call Hello Work in languages other than Japanese.

Phone: 0800-919-2901 (call fees apply)

Monday to Friday 8:30 - 18:00 / Saturday 10:00 to 17:00

(Closed on Sundays, holidays, and the end of year vacation period)

More information available at the website below.

Information is also available on Hello Work locations that provide consultations in languages other than Japanese.

<https://www.mhlw.go.jp/content/000673003.pdf>

**[Consultations on medical matters such as illness]**

- **AMDA International Medical Information Center Consultation Center** (Phone)

Phone: 03-6233-9266 (call fees apply)

Monday to Friday, 10:00 to 16:00

(Closed on holidays and during the end of year vacation period)

More information available at the website below.

<https://www.amdamedicalcenter.com/welcome/english>



- **Ministry of Health, Labour and Welfare COVID-19 Telephone Counseling Service** (phone)  
Phone: 0120-565653 (toll free)  
Available 365 days a year  
9:00 to 21:00

**[Consultations about status of residence or immigration matters]**

- **Immigration Information Center** (Immigration Services Agency of Japan)  
Phone: 0570-013904 (call fees apply)  
Note: IP and PHS phone services, and overseas: 03-5796-7112  
Monday to Friday, 8:30 to 17:15

E-mail: [info-tokyo@i.moj.go.jp](mailto:info-tokyo@i.moj.go.jp)

More information available at the website below.

<https://www.isa.go.jp/en/consultation/center/index.html>

**[Domestic violence issues]**

- **Domestic Violence Hotline Plus** (Cabinet Office: Social Inclusion Support Center)  
Chat: Using the chat function on the website below  
<https://soudanplus.jp/en/index.html>  
Phone: 0120-279-889 (toll free), Note: Japanese only  
E-mail: From the e-mail section on the website below, Note: Japanese only

