

Multilingual Consultation for Foreigners



Ministry of Internal Affairs and Communications

Yamanashi Administrative Inspection and Administrative Counseling Center

◎Contents

1	Daily Life	1
2	Immigration Procedures and Residence Status	4
3	Legal and Administrative Matters	6
4	Human Rights.....	8
5	Employment	9
6	Pension	14
7	My Number(Social Security and Tax Number System).....	16
8	Postal Services and Japan Post Bank	17
9	Troubles while Traveling in Japan.....	18
10	Personal Concerns and Mental Health Counseling.....	19

◎Cautionary note

- 1 The name of consultation services, as well as their reception dates, times and procedures, may change without prior notice.
- 2 All consultation services listed in this material are available free of charge to everyone.

1 Daily Life

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Yamanashi Foreign Resident Consultation and Support Center	Consultation on all aspects of daily life in Yamanashi Prefecture, including residence procedures, employment, healthcare, welfare, childbirth and children's education. (Supported languages: English, Chinese, Korean, Thai, Spanish, Portuguese, Hindi, Vietnamese, Tagalog, Nepali, Indonesian, Burmese, French, Russian)	Phone 055-222-3390 In Person Yamanashi International Center for Multiculturalism and Inclusivity 1-2-2 Asake, Kofu-City WhatsApp https://wa.me/qr/BTXDQKI2VBLXP1 	Tuesdays to Saturdays 9 a.m. to 5 p.m.	https://www-pref-yamanashi-jp.translate.google.com/translate_a/info/sodan/index.html?_x_tr_sl=ja&_x_tr_tl=en&_x_tr_hl=ja&_x_tr_pto=wapp 
		Messenger  e-mail y-sodan@yia.or.jp		

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Kofu-City Consultation for Foreigners	Consultation on all aspects of daily life in Kofu-City, including healthcare, welfare, waste disposal rules, childbirth and children's education. (Supported languages: English, Chinese, Korean)	In Person Consultation room, Resident Affairs Division, 2nd floor, Kofu City Hall 1-18-1 Marunouchi, Kofu-City	Weekdays 9 a.m. to 4 p.m.	https://www.city.kofu.yamanashi.jp/shimin/tabunka/gaikokujin/soudan2.html 
Chuo-City Consultation for Foreigners	Consultation on all aspects of daily life in Chuo-City, including healthcare, welfare, waste disposal rules, childbirth and children's education. (Supported languages: English, Spanish, Portuguese) *Chuo-city is equipped with multilingual translating devices for counseling. Other languages can also be supported using the devices.	In Person Citizens and Environment Division, 1st floor, Chuo City Hall 301-1 Usuihara, Chuo-City Phone 055-274-8523	Weekdays 8:30 a.m. to 5:00 p.m.	https://www.city.chuo.yamanashi.jp/soshiki/kikaku/information/10062.html 

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Yamanashi Support for Market Development Business Cooperative Association Consultation for Technical Intern Trainees	Consultation on all aspects of daily life of technical intern trainees (Supported languages: English, Tagalog, Vietnamese, Sinhalese, Mongolian)	e-mail Access the URL on the right to be directed to e-mail form.	Available at all times	https://www.ym-hr.com/%E5%A4%96%E5%9B%BD%E4%BA%BA%E5%AE%9F%E7%BF%92%E7%94%9F%E7%9B%B8%E8%AB%87%E7%AA%93%E5%8F%A3
		Phone 0 5 5 – 2 3 6 – 6 1 1 1	Everyday 9 a.m. to 5 p.m.	

2 Immigration Procedures and Residence Status

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Foreign Resident General Information Center (Telephone)	Enquiries about immigration procedures, residence status and related matters. (Supported languages: English, Chinese, Korean, Thai, Spanish, Portuguese, Nepali, Vietnamese, Burmese, Sinhalese) * Please note: We cannot respond to enquiries regarding the outcome or progress of individual applications, permission prospects, the status of screenings, or deportation procedures.	Phone 0 5 7 0 – 0 1 3 9 0 4 0 3 – 5 9 7 6 – 7 1 1 2	Weekdays 8:30 a.m. to 5:15 p.m.	https://www.moj.go.jp/isa/consultation/center/index.html 
Foreign Resident General Information Center (e-mail)	Enquiries about immigration procedures, residence status and related matters. (Supported language: English) * Please note: We cannot respond to enquiries regarding the outcome or progress of individual applications, permission prospects, the status of screenings, or deportation procedures.	e-mail info-tokyo@i.moj.go.jp	Available at all times	

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Foreign Resident General Information Center (In person)	Enquiries about immigration procedures, residence status and related matters. (Supported language: English, Chinese, Korean, Spanish, Portuguese, Nepali, Vietnamese, Thai, Burmese, Sinhalese) * Please note: We cannot respond to enquiries regarding the outcome or progress of individual applications, permission prospects, the status of screenings, or deportation procedures.	In person Tokyo Regional Immigration Services Bureau 5-5-30 Konan, Minato-Ward, Tokyo	Weekdays 8:30 a.m. to 5:15 p.m.	https://www.moj.go.jp/isa/consultation/center/index.html 
Foreign Residents Support Center (FRESC)	Enquiries about immigration procedures, residence status and related matters. (Supported language: English, Korean, Chinese, Spanish, Portuguese, Tagalog, Vietnamese, Nepali, Indonesian, Thai) * Other languages may also be supported, depending on availability.	Online consultation (Microsoft teams) Reservation required for consultation. ◎Reservation form <URL、QR> https://www.cipher-x.jp/ZHff44T8MoPMTlvAUzJY/  If you use a smartphone or tablet, you need to download the app.	Weekdays 9 a.m. to 5 p.m.	https://www.moj.go.jp/isa/support/fresc/fresc_2.html 

3 Legal and Administrative Matters

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Japan Legal Support Center (Houterasu) Multilingual Information Services	Provides information on the legal system and specialist consultation services to help resolve problems encountered by foreign residents in Japan in daily life or at work. For example: Divorce, Unpaid Salary, Domestic Violence, Dismissal, Loans, Accidents, Visa, Loans etc. (Supported languages: English, Chinese, Korean, Spanish, Tagalog, Portuguese, Vietnamese)	Phone 0570-078-377 050-3754-5430	Weekdays 9 a.m. to 5 p.m.	https://www.houterasu.or.jp/site/foreign-nationals/ 
Ministry of Internal Affairs and Communications Administrative Counseling	For enquiries on concerns related to the work, procedures or services of government offices. (Supported language: English)  Administrative consultation mascot character "KIKOON"	e-mail kikumimi.japan@soumu.go.jp	Available at all times	https://www.soumu.go.jp/main_sosiki/hyouka/soudan_n/tagengo.html 

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Yamanashi Foreign Resident Consultation and Support Center Administrative Procedures Consultation	Consultations on administrative procedures provided by administrative scriveners. For example, • Citizenship / Visa • International Marriage, Adoption, Recognition, Inheritance • Residence Status (Acquisition, Update, Special Permission, Changing Status, etc.) • Naturalization • Tax • Insurance / Pension • Resident registration • House Purchase • Driver's License • Authorization and opening procedures, etc. (Supported languages: English, Thai, Chinese, Korean, Spanish, Hindi, Portuguese, Vietnamese, Tagalog, Nepali, Indonesian, Burmese, French, Russian)	Phone 055-222-3390 In Person Yamanashi International Center for Multiculturalism and Inclusivity 1-2-2 Asake, Kofu-City WhatsApp https://wa.me/qr/BTXDQKI2VBLXP1  Messenger  e-mail y-sodan@yia.or.jp	Tuesdays to Thursdays 9 a.m. to 5 p.m.	https://www.y-gyosei.or.jp/images/soudankai/%E5%A4%96%E5%9B%BD%E4%BA%BA%E6%9D%90%E4%BC%81%E6%A5%AD%E7%9B%B8%E8%AB%87%E3%82%BB%E3%83%B3%E3%82%BF%E3%83%BC%E3%83%81%E3%83%A9%E3%82%B7.pdf 

4 Human Rights

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Foreign-language Human rights Hotline (Telephone)	Consultation on human rights issues faced in daily life.	Phone 0 5 7 0 – 0 9 0 9 1 1	Weekdays 9 a.m. to 5 p.m.	https://www.moj.go.jp/JINKEN/jinken21.html 
Online Human rights Counseling services in foreign languages	For example, Being unfairly discriminated against because you are a foreigner, or being bullied at school etc.	Access the URL on the right and select your preferred language to be directed to a dedicated page.	Available at all times	
Human rights counseling Centers for Foreigners (In person)	(Supported languages: English, Chinese, Korean, Spanish, Indonesian, Thai, Portuguese, Tagalog, Nepali, Vietnamese)	In person Kofu District Legal Affairs Bureaus Human Rights Division Kofu Joint Government Building 8th Floor, 1-1-18 Marunouchi, Kofu-City	Weekdays 9 a.m. to 5 p.m.	
Domestic Violence Hotline Plus (Chat Service)	Consultation on domestic violence (Supported languages: English, Chinese, Spanish, Nepali, Tagalog, Indonesian, Portuguese, Vietnamese, Thai)	Please select your preferred language from the URL on the right and click the “Start Chat” icon.	Everyday 12 p.m. to 10 p.m.	https://soudanplus.jp/language.html 

5 Employment

Name of Consultation Service	Main consultation content	How to Access the service		Reception days and Hours	URL/QR Code	
Telephone Consultation Service for Foreign Workers	Consultation on issues related to working conditions. If you face any of the following situations, please consult us as soon as possible. • You are not paid your wages. • You are not paid an overtime allowance. • You are dismissed while receiving medical treatment for an injury caused by work. • You are dismissed suddenly and have not been paid a dismissal allowance. • You have suffered an accident at work but are not compensated for your medical fees on your days off. • Your wages, working hours and other working conditions are not specified when you sign a labor contract. • There is a risk of accident at work because of inadequate safety and hygiene measures/protects. (Supported languages: English, Chinese, Korean, Thai, Spanish, Portuguese, Vietnamese, Tagalog, Nepali, Indonesian, Cambodian, Mongolian, Burmese)	Phone	English	0570-001-701	Weekdays 10 a.m. to 12 p.m. 1 p.m. to 3 p.m.	https://www.chec-k-roudou.mhlw.go.jp/soudan/foreigner_eng.html 
			Chinese	0570-001-702		
			Portuguese	0570-001-703		
			Spanish	0570-001-704		
			Tagalog	0570-001-705		
			Vietnamese	0570-001-706		
			Burmese	0570-001-707	Mondays 10 a.m. to 12 p.m. 1 p.m. to 3 p.m.	
			Mongolian	0570-001-718	Mondays to Thursdays 10 a.m. to 12 p.m. 1 p.m. to 3 p.m.	
			Nepali	0570-001-708	Wednesdays to Fridays 10 a.m. to 12 p.m. 1 p.m. to 3 p.m.	
			Korean	0570-001-709	Thursdays 10 a.m. to 12 p.m. 1 p.m. to 3 p.m.	
			Thai	0570-001-712	Tuesdays 10 a.m. to 12 p.m. 1 p.m. to 3 p.m.	
			Indonesia	0570-001-715	Wednesdays 10 a.m. to 12 p.m. 1 p.m. to 3 p.m.	
			Cambodia	0570-001-716		

Name of Consultation Service	Main consultation content	How to Access the service			Reception days and Hours	URL/QR Code
Working Condition Consultation Hot Line	Consultation on issues related to working conditions. If you face any of the following situations, please consult us as soon as possible. • You are not paid your wages. • You are not paid an overtime allowance. • You are dismissed while receiving medical treatment for an injury caused by work. • You are dismissed suddenly and have not been paid a dismissal allowance. • You have suffered an accident at work but are not compensated for your medical fees on your days off. • Your wages, working hours and other working conditions are not specified when you sign a labor contact. • There is a risk of accident at work because of inadequate safety and hygiene measures/protects. (Supported languages: English, Thai, Chinese, Korean, Spanish, Portuguese, Vietnamese, Tagalog, Nepali, Burmese, Indonesian, Cambodian, Mongolian)	Phone	English	0120-811-401	Weekdays 5 p.m.to10 p.m.	https://www.check-roudou.mhlw.go.jp/soudan/foreigner_eng.html 
			Chinese	0120-531-402	Saturdays, Sundays, and National holidays 9 a.m. to 9 p.m.	
			Portuguese	0120-531-403	Weekdays 5 p.m. to 10 p.m. Saturdays 9 a.m. to 9 p.m.	
			Spanish	0120-531-404	Thursdays and Fridays 5 p.m. to 10 p.m. Saturdays 9 a.m. to 9 p.m.	
			Tagalog	0120-531-405	Tuesdays, Wednesdays 5 p.m. to 10 p.m. Saturdays 9 a.m. to 9 p.m.	
			Vietnamese	0120-531-406	Tuesdays, Thursdays and Fridays 5 p.m. to 10 p.m. Saturdays and Sundays 9 a.m. to 9 p.m.	
			Nepali	0120-531-408	Wednesdays 5 p.m. to 10 p.m.	
			Burmese	0120-531-407	Sundays 9 a.m. to 9 p.m.	
			Korean	0120-613-801	Thursdays 5 p.m. to 10 p.m.	
			Thai	0120-613-802	Sundays 9 a.m. to 9 p.m.	
			Indonesian	0120-613-803		
			Cambodian	0120-613-804		
			Mongolian	0120-613-805	Mondays 5 p.m. to 10 p.m. Saturdays 9 a.m. to 9 p.m.	

Name of Consultation Service	Main consultation content	How to Access the service			Reception days and Hours	URL/QR Code
Native Language Consultation for Technical Intern Trainees	Consultation service for technical intern trainees experiencing problems at their training site. For example, • Not receiving overtime pay • Supervising organization Refusing to cover return Travel expenses • Experiencing violence or verbal abuse from company staff • Being forced to return to Your home country • Wishing to cancel your technical internship and return home • Wanting to continue your technical training with a different company after dismissal, etc. (Supported languages: English, Chinese, Indonesian, Thai, Tagalog, Vietnamese, Cambodian, Burmese)	Phone	English	0 1 2 0 – 2 5 0 – 1 4 7	Tuesdays and Thursdays 11 a.m. to 7 p.m.	https://www.support.otit.go.jp/soudan/en/ 
			Indonesian	0 1 2 0 – 2 5 0 – 1 9 2	Saturdays 9 a.m. to 5 p.m.	
			Tagalog	0 1 2 0 – 2 5 0 – 1 9 7	Thursdays 11 a.m. to 7 p.m. Sundays 9 a.m. to 5 p.m.	
			Thai	0 1 2 0 – 2 5 0 – 1 9 8	Thursdays 11 a.m. to 7 p.m.	
			Cambodian	0 1 2 0 – 2 5 0 – 3 6 6	Tuesdays 11 a.m. to 7 p.m.	
			Burmese	0 1 2 0 – 2 5 0 – 3 0 2	Mondays, Wednesdays and Fridays 11 a.m. to 7 p.m.	
			Chinese	0 1 2 0 – 2 5 0 – 1 6 9	Weekdays 11 a.m. to 7 p.m. Saturdays 9 a.m. to 5 p.m.	
			Vietnamese	0 1 2 0 – 2 5 0 – 1 6 8		
		e-mail	English	https://www.support.otit.go.jp/soudan/en/02.html	Available at all times	
			Indonesian	https://www.support.otit.go.jp/soudan/id/02.html		
			Tagalog	https://www.support.otit.go.jp/soudan/phi/02.html		
			Thai	https://www.support.otit.go.jp/soudan/th/02.html		
			Cambodian	https://www.support.otit.go.jp/soudan/kh/02.html		
			Burmese	https://www.support.otit.go.jp/soudan/mm/02.html		
			Chinese	https://www.support.otit.go.jp/soudan/cn/02.html		
			Vietnamese	https://www.support.otit.go.jp/soudan/vi/02.html		

Name of Consultation Service	Main consultation content	How to Access the service			Reception days and Hours	URL/QR Code
Native Language Consultation for Technical Intern Trainees	Consultation service for technical intern trainees experiencing problems at their training site. For example, • Not receiving overtime pay • Supervising organization Refusing to cover return travel expenses • Experiencing violence or verbal abuse from company staff • Being forced to return to your home country • Wishing to cancel your technical internship and return home • Wanting to continue your technical training with a different company after dismissal, etc. (Supported languages: English, Chinese, Indonesian, Thai, Tagalog, Vietnamese, Cambodian, Burmese)	Letters	Assistance Division, Guidance and Assistance Department Organization for Technical Intern Training LOOP-X Building 3rd Floor, 3-9-15 Kaigan, Minato-ku, Tokyo 108-0022 * To protect your privacy, please state your contact address and desired contact method within the main text of the letter.		Available at all times	https://www.support.otit.go.jp/soudan/en/ 
		ZOOM	Please check how to use via the URL on the right.		English Tuesdays and Thursdays 11 a.m. to 7 p.m. Indonesian Saturdays 9 a.m. to 5 p.m. Tagalog Mondays, Wednesdays and Fridays 11 a.m. to 7 p.m. Chinese Thursdays 11 a.m. to 7 p.m. Sundays 9 a.m. to 5 p.m. Thai Thursdays 11 a.m. to 7 p.m. Cambodian Tuesdays 11 a.m. to 7 p.m. Burmese Weekdays 11 a.m. to 7 p.m. Saturdays 9 a.m. to 5 p.m. Vietnamese	https://www.otit.go.jp/upload/docs/240402_050%20.pdf 

Name of Consultation Service	Main consultation content	How to Access the service		Reception days and Hours	URL/QR Code
Foreign Workers Consultation Desk	Consultation on labor conditions such as dismissal, reassignment, unpaid wages, termination of employment, workplace bullying or harassment and discriminatory treatment (Supported language: Portuguese, Spanish)	Phone 055-224-5620 In person Kofu Labor Standards Inspection Office 2-5-51 Shimo-Iida, Kofu-City		Wednesdays and Fridays 9:00 a.m. to 4:30 p.m.	https://www.check-roudou.mhlw.go.jp/soudan/foreigner_eng.html 
Work Consultation of Employment Service Office	Consultation on job related matters such as finding new employment, receiving unemployment insurance and undertaking vocational training. (Supported languages: Spanish, Portuguese)	Kofu Employment Service Office (Hello Work Kofu) Phone 055-232-6060 In person 1-17-5 Sumiyoshi, Kofu-City	Spanish	Tuesdays 1:30 p.m. to 5 p.m.	https://www.mhlw.go.jp/content/000592865.pdf 
			Portuguese	Tuesdays 1:30 p.m. to 5 p.m. Wednesdays 1:30 p.m. to 4:30 p.m.	
		Kofu New Graduates Support Office Phone 055-221-8609 In person JA-Hall 5th Floor, 1-1-20 Iida, Kofu-City		Tuesdays 10 a.m. to 12:30 p.m. Thursdays 10 a.m. to 12:30 p.m. 2 p.m. to 3:30 p.m.	

6 Pension

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Pension consultation (Interview)	Consultations regarding National Pension enrollment and contributions, pension benefits and related services Such as Nenkin Teikibin (Pension mail service) and Nenkin NET. Also covers Employee's Pension Insurance and Employee's Health Insurance enrollment. (Supported languages: English, Chinese, Korean, Thai, Spanish, Vietnamese, Tagalog, Indonesian, Portuguese, Nepali, Burmese)	Interview Otsuki Pension Office 1602-1 Otsuki-machi-Hanasaki, Otsuki-City Kofu Pension Office 1-3-12 Shiobe, Kofu-City Ryuo Pension Office 347-3 Natori, Kai-City	Weekdays 8:30 a.m. to 5:15 p.m.	https://www.nenkin.go.jp/international/simplejapanese/consult/interpretation_japan.files/02.pdf 
For a smoother consultation, please book an appointment by phone the day before. (Reservation phone numbers : 0570-05-4890, 03-6631-7521, Booking hours: Weekdays 8:30 a.m. to 5:15 p.m.) Please bring the document that shows your Basic Pension Number (such as your pension handbook or Basic Pension Number notification) when attending your consultation.				

Name of Consultation Service	Main consultation content	How to Access the service		Reception days and Hours	URL/QR Code
Pension consultation (Telephone)	Consultations regarding National Pension enrollment and contributions, pension benefits and related services Such as Nenkin Teikibin (Pension mail service) and Nenkin NET. Also covers Employee's Pension Insurance and Employee's Health Insurance enrollment. (Supported languages: English, Chinese, Korean, Thai, Spanish, Vietnamese, Tagalog, Indonesian, Nepali, Portuguese, Burmese)	Phone For Enquiries Regarding • Receiving pension Payments 0570-05-1165, 03-6700-1165 • Nenkin Teikibin (Pension mail service) /Nenkin NET 0570-058-555 03-6700-1144 • Enrollment in the National Pension 0570-003-004 03-6630-2525 • Enrollment in Employee's Pension Insurance/Health Insurance 0570-007-123 03-6837-2913	English	Mondays 8:30 a.m. to 7:00 p.m. Tuesdays to Fridays 8:30 a.m. to 5:15 p.m. 2nd Saturday of every month 9:30 a.m. to 4:00 p.m.	https://www.nenkin.go.jp/international/simplyjapanese/consultation/interpretation_japanese.files/02.pdf 
			Other languages (except English)	Weekdays 8:30 a.m. to 5:15 p.m.	

7 My Number (Social Security and Tax Number System)

Name of Consultation Service	Main consultation content	How to Access the service		Reception days and Hours	URL/QR Code
Call Center for the My Number	Enquiries regarding the My Number system and Mynaportal (Supported languages: English, Chinese, Spanish, Nepali, Indonesian, Portuguese, Tagalog, Vietnamese, Thai, Korean)	Phone 0120-0178-26		Weekdays 9:30 a.m. to 8:00 p.m. Saturdays, Sundays and National holidays 9:30 a.m. to 5:30 p.m.	https://www.kojinbango-card.go.jp/en-otoiawa-se/ 
	Temporary suspension of My Number Card. Use for cases such as the loss or theft of your Individual Number Notification, Notification Card, My Number Card or smartphone with the My Number Card and electronic certificate installed (Supported languages: English, Chinese, Spanish, Nepali, Indonesian, Portuguese, Tagalog, Vietnamese, Thai, Korean)	Phone 0120-0178-27 0570-064-738	English, Chinese, Korean, Spanish, Portuguese	Everyday 8:30 a.m. to 8:00 p.m.	
			Thai, Nepali, Indonesian, Vietnamese, Tagalog	Everyday 9 a.m. to 6 p.m.	

8 Postal Services and Japan Post Bank

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Japan Post Bank Multi-language Call Center	Enquiries about procedures for opening an account with Japan Post Bank (Supported languages: English, Chinese, Korean, Vietnamese, Indonesian, Nepali, Burmese)	Phone 0 5 7 0 – 0 2 3 1 7 0 When you call, an automated voice guide will play. Please press the number for your preferred language. (1-English, 2-Chinese, 3-Korean, 4-Vietnamese, 5-Indonesian 6-Japanese, 7-Nepali, 8-Burmese)	Weekdays 9 a.m. to 4 p.m.	https://www.post.japanpost.jp/bank/account/multilanguage-callcenter.pdf 
Japan Post Customer Service Center	• Enquiries about Postal services (letters, postcards, stamps, parcels, Letter Packs, deliveries, etc.) (Supported language: English)	Phone 0 5 7 0 – 0 4 6 – 1 1 1	Everyday 8 a.m. to 9 p.m.	https://www.post.japanpost.jp/question/contact_us/index2.html 

9 Troubles while Traveling in Japan

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Multilingual Visitor Hotline (JNTO Call Center)	A helpline for foreign visitors to Japan who encounters accidents or trouble during their travels. (Supported languages: English, Chinese, Korean)	Phone 050-3816-2787	Available at all times	https://www.jnto.go.jp/projects/visitor_support/japanvisitorhotline.pdf 

10 Personal Concerns and Mental Health Counseling

Name of Consultation Service	Main consultation content	How to Access the service		Reception days and Hours	URL/QR Code
Helpline for Foreigners (Yorisoi Helpline)	Consult about anything, whether you're having trouble in daily life, feeling distressed, or just need someone to talk to. (Supported languages: English, Chinese, Korean, Thai, Tagalog, Portuguese, Spanish, Vietnamese, Nepali, Indonesian)	Phone 0 1 2 0 – 2 7 9 – 3 3 8 * Follow the audio guidance and press 2 to be connected to the multilingual support line. Please check the schedule for each language from the URL on the right.			https://www.since2011.net/yorisoi/en/ 
		Facebook Messenger https://www.facebook.com/yorisoi2foreign * For Korean, Thai, Spanish and Portuguese, an appointment is required. Please send a message in your preferred language first.	English	Thursdays, Fridays and Sundays 4 p.m. to 10 p.m.	
			Nepali	Fridays and Sundays 4 p.m. to 10 p.m.	
			Vietnamese	Fridays 4 p.m. to 10 p.m.	
			Tagalog	Sundays 4 p.m. to 10 p.m.	
			Chinese	Fridays, 2nd and 4th Sundays 4 p.m. to 10 p.m.	
Yokohama Telephone of Life Foreign Language Consultation	If you're struggling with life, feeling emotionally distressed, or need someone to talk to, this helpline offers mental health support. (Supported languages: Portuguese, Spanish)	Portuguese	Phone 0120-66-2488 045-336-2488	Wednesdays 4 p.m. to 9 p.m. Fridays 7 p.m. to 9 p.m. Saturdays 12 p.m. to 9 p.m.	https://www.yind.jp/consult.html 
		Spanish	Phone 0120-66-2477 045-336-2477		

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Hamamatsu Telephone of Life Portuguese Consultation	If you're struggling with life, feeling emotionally distressed, or need someone to talk to, this helpline offers mental health support. (Supported language: Portuguese)	Phone 0120-428-333	Fridays 7:30 p.m. to 9:30 p.m.	https://www.jona.or.jp/~wbs60252/ 
Tokyo Telephone of Life English Consultation	If you're struggling with life, feeling emotionally distressed, or need someone to talk to, this helpline offers mental health support. (Supported language: English)	Phone 0800-300-8355 03-5774-0992	Tuesdays to Thursdays 9 a.m. to 11 p.m. Fridays 9 a.m. to Saturdays 2 a.m. Saturdays 9 a.m. to Mondays 11 p.m.	https://telljp.com/lifeline/ 