

Overview of consultation services for foreigners

Type of consultation	Name	Supported language(s)	Telephone	Details
Everyday life, family and children-related issues, advice, etc., on Japanese customs, culture and social systems	Tokyo Foreigner Consultations	English	03-5320-7744	Mon–Fri, 9:30-12:00 and 13:00-17:00
		Chinese	03-5320-7766	Tue, Fri, 9:30-12:00 and 13:00-17:00
		Korean	03-5320-7700	Wed, 9:30-12:00 and 13:00-17:00
Visa status, other issues that may arise in everyday life	Foreigner Comprehensive Consultation Support Center	English, Chinese, Portuguese, Spanish, Bengali, Indonesian, Vietnamese	03-3202-5535	Mon-Fri, 9:00-16:00 * Closed during year-end and New Year holidays, public holidays, and every 2nd and 4th Wednesday of the month * English, Chinese (Mon–Fri), Portuguese (Tue, Thu), Spanish (Mon, Thu), Bengali (Tue), Indonesian (Tue), Vietnamese (Wed, Fri) * Direct consultation with experts available twice a month (attorney, psychiatrist, certified social insurance labor consultant, administrative scrivener, labor consultant, etc.) (Appointment needed)
Provision of healthcare information	Himawari (Tokyo insurance and healthcare information service)	English, Chinese, Korean, Thai, Spanish	03-5285-8181	Healthcare consultation; every day, 9:00-20:00 * Support only available by phone
	Himawari: Emergency interpreter service	English, Chinese, Korean, Thai, Spanish	03-5285-8185	Geared toward healthcare institutions; weekdays, 17:00-20:00; holidays etc. 9:00–20:00
Labor consultation	Tokyo Metropolitan Labor Consultation Center	English	03-3265-6110	Iidabashi; Mon-Fri, 14:00-16:00
			03-3495-6110	Osaki; Tue, 14:00-16:00
			042-321-6110	Kokubunji; Wed, 14:00-16:00
		Chinese	03-3265-6110	Iidabashi; Tue-Thu, 14:00-16:00
* Interpreter dispatch service available for Spanish, Portuguese, Korean, Thai and Persian (advance application required)				
Trouble-related consultation with police	Metropolitan Police Department’s Foreigner Crisis Consultation	English, Mandarin Chinese, Korean, Tagalog, Spanish, Thai	03-3503-8484	Mon–Fri (excluding holidays); 8:30–17:15; * Support only available by phone
Human rights consultation	Human Rights Counseling Office for Foreigners	Chinese	0570-050-110	Mon–Fri (excluding holidays), 9:00–12:00 and 13:00-16:00
	Human Rights Department, under Tokyo Legal Affairs	English	0570-090-911	Mon–Fri (excluding holidays), 9:00–12:00 and 13:00-16:00
Introduction to Japanese legal system and related organizations	Legal Terrace: Multilingual information provision service	Vietnamese, English, Portuguese, Spanish, Korean, Chinese, Tagalog	0570-078377	Mon–Fri, 9:00–17:00 (Three-way call that incurs a charge) * Excluding year-end, New Year and other holidays

* Tokyo Women's Plaza (TWP) does not have foreign language speakers on staff at all times. Those who wish to speak with someone regarding a domestic violence issue are requested to ask a Japanese speaker to first call TWP for assistance. Services are available for anyone who lives, works, or attends school in Tokyo between 9 a.m. and 9 p.m. daily (excluding year-end and New Year's holidays). Phone: 03-5467-2455