

Counseling Information for Foreign Nationals

外国人のための相談窓口(英語)

Please use the following information as a guide for foreign language counseling within Tochigi and the Kanto region. (Updated April, 2022)

< International Affairs Division of Tochigi Prefecture・Tochigi International Association >

*Due to the spread of the COVID-19 infection, the reception hours may be revised.

*This list is translated based on the "Outline of Tochigi's Internationalization" published by Tochigi prefecture and partly revised.

○ General Information Consultation

*Abbreviations: E=English, C=Chinese, P=Portuguese, S=Spanish, V=Vietnamese, T=Thai, K=Korean, F= Filipino, I= Indonesian, B= Bengali, TL=Tagalog, N=Nepalese, S=Sinhalese, TA=Tamil, J=Japanese, Bu=Burmese, Kh=Khmer, Mo=Mongolian
TIA=Tochigi International Association

Organization	Phone	Days and Times Available		Languages Spoken
Tochigi Consultation and Support Center (Tochigi International Association) For details, https://tia21.or.jp/hello.html	028-627-3399	Tues.-Sat.	9:00-16:00	P-S-V
		Tues., Thurs., Sat	9:00-16:00	V
		Once a week	10:00-13:00	E-C-TL-N-T-S-TA-I
Utsunomiya International Plaza (Consultation Counter for Foreign People) Utsunomiya City Hall, 2 nd floor *consultations accepted 30 minutes before closing	028-632-2834	Thurs.	9:00-12:00 14:00-17:00	P-S P-S
		1st Thurs.	9:00-12:00 14:00-17:00	E T
		2nd Thurs.	9:00-12:00 14:00-17:00	C V
		3rd Thurs.	14:00-17:00	E
Utsunomiya International Plaza (Consultation Counter for Foreign People) Omotesando Square, 5th Floor *consultations accepted 30 minutes before closing	028-616-1564	Mon.	15:00-18:00	P-S
		1st.,3rd., Mon.		V
		Tues.		C
		Wed.		T
		Fri.		E
		4th Sun. (appointment necessary)		E-C-P-S-T-V
NPO Dek Thai Group (Daily life, government procedures, education)	090-77207575	Mon.-Fri. Evenings	18:00-22:00	T
	LINE @ https://dekthaigroupnpo.jimdoo.com	Every day	24 hours	T-J
Group "Nakama" consultations for foreign people (Daily life)	0282-86-7910 090-1853-6063	Tues.s., Wed., Fri.	9:00-17:00	P
Ashikaga City Resident Division (Daily life, government paperwork, interpreting at City Hall service counter, etc.)	0284-20-2102	Mon.-Fri.	8:30-17:00	E-S-P
Ashikaga International Association (Daily Life)	0284-43-2412	Mon.-Fri.	9:00-16:00	C-K
Tochigi City International Exchange Association Consultation Counter for Foreign People (Daily life, General Information)	0282-25-3792	Mon., Tues., Wed., Fri.	8:30-15:30	E
		Mon., Wed., Thurs., Fri.	8:30-17:00	S
		Tues.	8:30-17:00	S (Civil life divisions in Tochigi City Hall)
		Mon.-Fri.	8:30~17:15	72 languages(Translation Device)
Sano City hall, Civil life division, Community Safety Section (Daily life, consumer problems, government procedures)	0283-20-3014	Mon.-Fri.	8:30-17:00	J Make an appointment 10 days in advance at Civil life division for foreign languages

Kanuma City International Association (Daily life, government paperwork, interpreting at City Hall service counter)	0289-60-5931	Mon.-Fri.	9:00-17:00	P-S-E-V-J
Nikko Community Services Division Foreign Residents Service Counter (Daily life)	0288-21-5111	Mon.-Fri.	8:30-17:15	E
Oyama City Intercultural Cohesion Support Center (Government procedures etc.)	Priority language: S,P 0285-22-9439 Priority language: E 0285-22-9678	Mon.-Fri.	9:00~17:00	P-S-E Other languages are available on a video call.
Moka International Association, Community Safety Division (Daily life, interpreting; at city hall service counter)	0285-83-8719	Mon.-Fri. Mon.	8:30-17:00 9:00-16:00	P-S E-TL
Nasu-Shiobara City Foreign Residents Service Counter	0287-62-7019 (Citizen Collaboration Promotion Division)	Fri.	9:00-16:00	P-E-S
Oyama City Local Support Center (<i>Gaikokujin Fureai Kosodate Salon</i>) (Child raising)	0285-23-1042	Mon.-Fri.	9:00-17:00	P-S
Tochigi-Indonesia Friendship Society	028-658-4080	Mon.-Fri.	9:00-17:00	I
Global Group (daily life, education)	080-6702-2441	Every day	9:00-21:00	E-S
Otawara Int'l. Association. (Daily life)	0287-22-5353	Wed.	10:00-16:00	J
Kurobane International Association (Daily life)	0287-54-1105 (Hotel Kagetsu)	Every day		E-K
ICCLA Inter-Cultural Community Life Association (Child-rearing consultation for mothers married with foreign nationals)	028-634-5409			J

○ **Specialized Counseling** (専門分野に関する相談)

【Legal】 (法律)

Organization	Phone	Day and Times Available	Languages Spoken
Tochigi Support Center for Foreign Residents (Tochigi International Association) (Legal advice)	028-627-3399	1st Tues. (Appointment necessary) (3rd Tues. if the 1st Tues. falls on a holiday)	10:00-12:00 E-C-P-S-V-TL-N-T-S-TA- I Please contact for other languages

【Health/Medical Care】 (健康・医療)

Organization	Phone	Day and Times Available	Languages Spoken
Tochigi Support Center for Foreign Residents (Tochigi International Association) (Mental health)	028-627-3399	Once a month (Appointment necessary)	E-C-P-S-V-TL-N-T-S-TA- I Please contact for other languages
Fukuda Memorial Hospital	0285-84-1171	Mon.-Sat.	8:30~11:30 14:00~17:30 (Until 11:30 on Sat.) P-S
AMDA International Medical Information Center	03-6233-9266	Mon.-Fri. Mon. Tues., Thurs. Tues. Wed. 2nd, 4th Wed. Fri.	10:00-16:00 E-Easy Japanese K-F C T S V P

[Resident Status] (在留資格)

Organization	Phone	Day and Times Available		Languages Spoken
Tochigi Support Center for Foreign Residents (Tochigi International Association) (Visa, Resident Status)	028-627-3399	2nd Wed. (Appointment necessary) (4th Wed. if the 2nd Wed. falls on a holiday)	10:00-12:00	E-C-P-S-V-TL-N-T-S-TA-I Please contact for other languages
Ashikaga International Association Resident Status Consultation	0284-43-2412	2nd Wed.	13:00-16:00	C-K
Kanuma City International Association (nationality, residential status)	0289-60-5931	3rd Wed.	10:00-12:00	P-S-E-V-J Appointment necessary over the phone
Nasushiobara Cityhall Nishi-Nasuno branch Free administrative scrivener consultation (In person only) Labor consultation is also available.	0287-62-7019 (Citizen Collaboration Promotion Division)	4th Fri.	9:00-12:00	E-S-P
Tokyo Immigration Bureau One-Stop Information Center (Consultation Support Center for Foreign Residents)	Tel:03-3202-5535 Fax: 03-5155-4039	Mon.-Fri. (Except 2nd, 4th Wed.)	9:00-16:00	E-C
		Mon., Tues., Thurs.		P
		Mon., Tues., Wed.		S
		Tues.		I
		Mon., Wed.		V
		Fri.		TL
Tokyo Immigration Bureau One-Stop Information Center (Saitama Information & Support Center for Foreign Residents)	Tel:048-833-3296 Fax: 048-833-3600	Mon.-Fri.	9:00-16:00	E-C-K-P-S-T-V-TL-I-N-Rossian-Ukrainian

[Human Rights Counseling] (人権相談)

Organization	Phone	Day and Times Available		Languages Spoken
Main offices of the Legal Affairs Bureaus and District Legal Affairs Bureaus Human Rights Counseling for Foreign Nationals	0570-003-110 (Utsunomiya Legal Affairs Bureau)	Weekdays (Closed on public holidays and December 29th through January 3rd)	9:00-17:00	E-C-K-F-P-V-N-S-I-T
Ministry of Justice Foreign-language Human Rights Hotline	0570-090-911	Weekdays (Closed on public holidays and December 29th through January 3rd)	9:00-17:00	E-C-K-F-P-V-N-S-I-T

【Labor Conditions】 (労働条件)

Organization	Phone	Day and Times Available		Languages Spoken
Tochigi Labor Standards Office	0282-24-7766	Wed.	8:30~16:00	C
Tochigi Labor Bureau Inspection Division	028-634-9115	Mon.- Fri.	9:00~16:30	P-S-E
Ministry of Health, Labour and Welfare Telepone Consultation Service for Foreign Workers	0570-001701	Mon.-Fri.	10:00~12:00 13:00~15:00	E
	0570-001702			C
	0570-001703			P
	0570-001704			S
	0570-001705			TL
	0570-001706	V		
	0570-001707	Mon		Bu
	0570-001708	Tues.-Thurs.		N
	0570-001709	Thurs., Fri.		K
	0570-001712	Wed.		T
	0570-001715		I	
0570-001716	Kh			
0570-001718	Fri.		Mo	

【Employment】 (就職)

Organization	Phone	Day and Times Available		Languages Spoken
Utsunomiya Public Employment Security Office ("Hello Work Eki-Mae Plaza") Foreign Residents Service Counter	028-623-8609	Mon.-Fri.	11:30-18:00	S-P
		Tues.	11:00-17:30	E
		Thurs.	11:00-17:30	C
Moka Public Employment Security Office ("Moka Hello Work") Foreign Residents Service Counter	0285-82-8655	Tues., Wed.	9:00-12:00 13:00-16:00	P-S
		Fri.	9:00-12:00 13:00-15:00	
Oyama Public Employment Security Office ("Oyama Hello Work") Foreign Residents Service Counter	0285-22-1524	Mon.	9:00-16:00	P-S
		Tues.-Fri.	9:00-14:00	

【Tourism】 (観光)

Organization	Phone	Day and Times Available		Languages Spoken
Nikko Kyodo Center (Nikko Tourism Association, Nikko Branch)	0288-54-2496	All Year	9:00-17:00	E
JR Nikko Station Tourist Information Center		All Year	9:00-17:30	E
Tobu-Nikko Station Tourist Information Center	0288-53-4511	All Year	8:30-17:00	E
Tobu Railways Nikko Concierge		All Year	8:20-17:00	E