

Chapter 6 Daily Lives

The Hiroshima Prefectural Government has established information provision and consultation systems so that foreign residents can easily access a variety of information necessary for their daily lives, aiming to create an environment in which they can live with ease and live active lives.

1 Various consultation services

(1) Consultation Services for Foreign Residents

Foreign resident consultation services concerning daily lives are provided in all municipalities in Hiroshima Prefecture, to enable foreign residents to live their daily lives comfortably.

Other foreign resident consultation services are also provided to offer expert advice concerning status of residence, labor problems, and social insurance.

For more information, please refer to the Consultation Services for Foreign Residents (P.1 to P.4).

(2) Human Rights Consultation Services for Foreign Residents

The Hiroshima Legal Affairs Bureau provides human rights consultation services to foreign residents who are not fluent in Japanese, including providing interpreters.

Name	Location	Content
Human Rights Counseling Offices for Foreigners * Appointment required	Hiroshima Legal Affairs Bureau 6-30 Kami-Hatchobori, Naka-ku, Hiroshima-shi Tel: 082-228-5792 For phone consultations: Tel: 0570-090911	○ Available languages English, Chinese, Korean, Vietnamese, Tagalog, Portuguese, Nepali, Spanish, Indonesian and Thai ○ Reception dates and times Mon. to Fri. every week (excluding year-end and New Year holidays) 9:00-17:00

(3) Child-rearing Support

Consultation services concerning child rearing are provided at the Child and Family Consultation Office and a Maternal and Child Health Center in individual municipalities. Municipal governments have established local child-rearing support centers as one of the child-rearing support measures aimed at promoting interactions among parents rearing young children. At the centers, childcare consultation is also offered by experts who have knowledge of child rearing or have experienced child rearing.

Moreover, certified children’s nurseries, kindergartens and day care centers provide temporary childcare services for babies and young children who cannot be cared for at home temporarily (temporary childcare project).

For more information, please contact the municipal government office of your residence.



If you have any problems, please use the following telephone services to receive consultation.

① Hiroshima Prefecture Telephone Counseling for Emergency Medical Care for Children (only in Japanese)

19:00–8:00 the following morning (every day)

Phone	Type of a phone line
#8000 with no prefix	Fixed-line phone (touch-tone line), cell phone
(082) 505-1399	Dial phone, IP phone, HIKARI phone (NTT), fixed-line phone in Otake City

If your child is suddenly taken ill at night, you can receive advice on the necessity of seeing a doctor and first-aid treatment that can be provided at home.

* When you make a phone call, you will hear an automated voice. Then you will be connected to a counseling center, where you can receive counseling from a nurse or a pediatrician as needed.

② Child-rearing Household Support Center

Don’t worry all alone! Please feel free to call us to receive advice on any concerns or troubles you have regarding child rearing etc.

Name	Service hours (excluding year-end, New Year and national holidays)	Contact information	Address
Child-rearing Household Support Center Ashitaba	Mon.-Fri.9:00~17:00	0823-27-5371	Kure City, Kaguracho 3-5
Child-rearing Household Support Center Magokoro	Mon.-Sat. 9:00~18:00	0848-24-0556	Onomichi City, Kuriharacho 1268-1
Child-rearing Household Support Center Cosmos	Mon.-Sat. 9:00~17:00	0829-54-2112	Hatsulkaichi, Maruishi 1-1-12

- (4) Consultation Concerning Child Abuse, etc. (Hiroshima Prefecture Child Consultation Center (children's welfare center))

Consultation is provided on child abuse, difficulty with nurturing, juvenile delinquency, and other child-related problems for cases involving children until they reach 18 years of age.

Contact

Tel: 189 (Children Consultation Center Abuse Call Line)
(You will be connected to a children's welfare center of your residence.)

- (5) Consultation Concerning Domestic Violence (Violence from a Spouse or Partner)

Domestic violence (DV) is a grave violation of human rights, and constitutes a criminal act. Instead of suffering alone, please consult with us.

DV Consultation + (Plus)

<https://soudanplus.jp>

- (6) Consultation Concerning Sexual Violence

Please consult with us if you are being/have been tormented by sexual violence, sexual harassment, sex crimes, stalking etc.



○Sexual Violence One-stop Support Center Hiroshima

Japanese <https://www.pref.hiroshima.lg.jp/site/onestop/>

English <https://www.pref.hiroshima.lg.jp/site/english/eonestop.html>

▷Phone consultations (24/7, 365 days/year, standard language: Japanese)

Tel: 082-298-7878

▷ If needed, interpretation is available for in-person consultations (Possible to reserve online)

Japanese <https://www.pref.hiroshima.lg.jp/site/onestop/contact.html>

English <https://onestop-h.org/contact/prefE-form.html>

- (7) Consultation for Consumers

You may encounter various consumer-related troubles, concerning such matters as making a contract for an optical network or a smartphone, receiving the return of a deposit for a rental apartment room, and or taking out a loan.

If you have any problems, please feel free to consult a prefectural or municipal consumer affairs consultation center.

Contact

- Hiroshima Prefecture Consumer Affairs Center

Tel: 082-223-6111

- Consumer Affairs Center in each municipality

Tel: each municipal government office

- Consumer Hotline Tel: 188

(You will be connected to a consumer affairs consultation center near your home.)

You can receive consultation via email through the Hiroshima Prefecture website “Consumer Damage Prevention for Young People.”

<http://nackynailly.com/>

