

Multilingual Consultation Services

1

Global City Ota Cooperation Association (GOCA) Multilingual Consultation Desk

[Contact Info] ☎ 03-6424-8822 Fax: 03-5710-6330

E-mail: info@ota-goca.or.jp

Address: 5-13-26 Kamata, Ota City, Consumer Center 1st Floor
(Planned to be relocated to the following address in April 2022: 4-16 Minami-Kamata, Ota City, 2-minute walk from Keikyu Kamata Station)

<https://www.ota-goca.or.jp.e.ahr.hp.transer.com/consultation/>



The GOCA Multilingual Consultation Desk offers consultation services in English and other languages to help foreign residents in Ota City with their daily lives. Please feel free to contact the Multilingual Consultation Desk if you have questions or concerns about daily life.

- **Scope of consultation services:** Language barriers, childcare, jobs, etc.
- **Supported languages:** English, Chinese, Tagalog, Nepali, and Vietnamese
- * **Consultation services may be available in other languages. For more information, please contact the Multilingual Consultation Desk.**
- **Consultation fee:** Free of charge

Multilingual Consultation Desk Opening Hours

General consultation

Language	Mon	Tue	Wed	Thu	Fri
English	10:00 - 17:00	10:00 - 17:00	10:00 - 17:00	—	10:00 - 17:00
Chinese	10:00 - 17:00	10:00 - 17:00	—	10:00 - 17:00	10:00 - 17:00
Tagalog	10:00 - 17:00	—	—	—	10:00 - 17:00
Nepali	—	—	10:00 - 17:00	—	—
Vietnamese	—	—	—	10:00 - 17:00	—

* Closed on Saturdays, Sundays, holidays, year-end and new year holidays (from December 29 to January 3) and during the Daily Life Exhibition at Consumer Center

Specialized consultation (Prior appointment required)

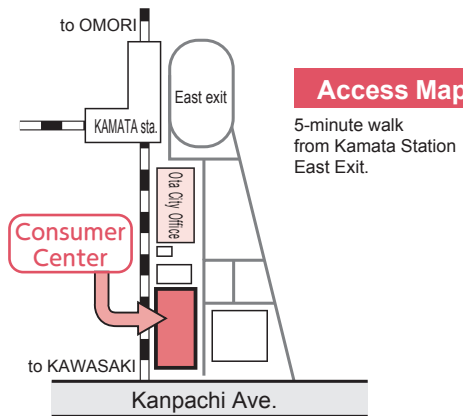
The desk offers legal consultations with attorneys. A prior appointment is required for this service.

Opening hours: 1st & 3rd Sun 13:00 - 17:00

Translation service

The consultation desk provides translations of documents required for applying to the Ota City Office.

- **Supported languages:** English, Chinese, Tagalog, Nepali, and Vietnamese
 * **If there is a need for translation in other languages, please contact the Multilingual Consultation Desk.**
- **How to access this service:** Please bring the documents to be translated to the Multilingual Consultation Desk.
- **Translation fee:** 500 yen per document
 * Payment is accepted in cash at the Multilingual Consultation Desk. Please pay upon consultation.
 * If the document is written in multiple languages, the fee will be calculated by multiplying 500 yen by the number of languages to be translated.



2 Other Multilanguage Consultation Services

Foreign Residents' Advisory Center, Tokyo Metropolitan Government <Daily life issues>

English ☎03-5320-7744 Mon - Fri (except holidays)
 Chinese ☎03-5320-7766 Tue & Fri (except holidays)
 Korean ☎03-5320-7700 Wed (except holidays)
 Opening hours: 9:30 - 12:00 & 13:00 - 17:00

Tokyo English Lifeline <Daily life issues>

<https://www.telljp.com/> (English)

☎03-5774-0992

● English: 9:00 - 23:00 Daily



Foreign Residents Support Center (FRESC)

<Consultations on the status of residence, human rights, labor and legal issues, etc.>

<http://www.moj.go.jp/isa/support/fresc/fresc01.html>




English ☎0570-011000

Mon - Fri (except holidays and year-end and new year holidays)

Use the following number when calling from an IP phone or outside of Japan:

☎03-5363-3013



Consultation Support Center for Foreign Residents, Immigration Services Agency of Japan <Consultations on the status of residence and daily life issues>	
☎03-3202-5535 9:00 - 12:00 & 13:00 - 16:00 ●English & Chinese: Mon - Fri ●Portuguese & Spanish: Mon, Tue & Wed ●Indonesian: Tue ●Vietnamese: Mon & Wed ●Tagalog: Fri	
Immigration Information Center, Immigration Services Agency of Japan <Procedures for entry and stay in Japan>	
☎0570-013904 * Use the following number when calling from an IP phone or PHS: ☎03-5796-7112 ●English, Chinese, Korean, Spanish, etc. ●Mon - Fri 8:30 - 17:15	
Tokyo Metropolitan Health and Medical Information Center “Himawari” <Hospital search, medical information, and interpretation services for emergency medical services>	
https://www.himawari.metro.tokyo.jp/qq13/qqport/tomintop/ (Japanese) * The website is translated into English, Chinese, and Korean.	
☎03-5285-8181 (Hospital search & medical information) 9:00 - 20:00 Daily ●English, Chinese, Korean, Thai, and Spanish	
AMDA International Medical Information Center <Hospital search, medical information, and interpretation for medical services>	
https://www.amdamedicalcenter.com/ (Japanese) * The website is translated into English, Chinese, Korean, Tagalog, Thai, Vietnamese, Spanish, Portuguese, and easy Japanese.	
☎03-6233-9266 Weekdays 10:00 - 16:00 English and Easy Japanese: Mon - Fri; Chinese: Tues & Thu; Korean: Mon; Thai: Tue; Spanish: Wed Portuguese: Fri; Tagalog: Mon; Vietnamese: 2nd & 4th Weds	
Tokyo Regional Taxation Bureau <Tax consultations>	
https://www.nta.go.jp/index.htm (Japanese)	
☎03-3821-9070 ●English: Mon - Fri 9:00 - 12:00 & 13:00 - 17:00 (except holidays)	
Tokyo Employment Service Center for Foreigners, Ministry of Health, Labour and Welfare <Job replacement and employment>	
☎0570-011000 (Navi-Dial) ●English: Mon - Fri 9:00 - 17:00	



Tokyo Metropolitan Labor Consultation Center <Labor consultations>

☎0570-00-6110

Japanese: Mon - Fri 9:00 - 17:00,

Sat 9:00 - 17:00

English: Mon - Fri 14:00 - 16:00

Chinese: Tue, Wed, & Thu 14:00 - 16:00

Consultation Dial for Foreign Workers, Tokyo Labour Bureau <Labor consultations>

☎0570-00-1701 (English: Mon - Fri)

☎0570-00-1702 (Chinese: Mon - Fri)

☎0570-00-1703 (Portuguese: Mon - Fri)

☎0570-00-1704 (Spanish: Mon - Fri)

☎0570-00-1705 (Tagalog: Mon - Fri)

☎0570-00-1706 (Vietnamese: Mon - Fri)

☎0570-00-1707 (Burmese: Mon)

☎0570-00-1708 (Nepali: Tue - Thu)

☎0570-00-1709 (Korean: Thu & Fri)

☎0570-00-1712 (Thai: Wed)

☎0570-00-1715 (Indonesian: Wed)

☎0570-00-1716 (Cambodian (Khmer): Wed)

☎0570-00-1718 (Mongolian: Wed)

10:00 - 15:00 *Except from 12:00 - 13:00

* Except holidays and from December 28 to January 3

Tokyo Metropolitan Education Consultation Center
<School systems, school entry and enrollment, daily school lives, etc.><https://e-sodan.metro.tokyo.lg.jp/tel/foreign/index.html>

☎0120-53-8288

English, Chinese, and Korean: Fri 13:00 - 16:00

Japanese: Mon - Fri 9:00 - 21:00

Sat, Sun, and Holidays: 9:00 - 17:00 (except closed days and year-end and new year holidays)

Foreign-language Human Rights Hotline, Tokyo Legal Affairs Bureau <Human rights violations>

<http://www.moj.go.jp/JINKEN/jinken21.html>

☎0570-090911

English, Chinese, Korean, Tagalog, Portuguese, Vietnamese, Nepali, Spanish, Indonesian, and Thai

Mon - Fri 9:00 - 17:00 (except holidays and year-end and new year holidays)

Tokyo Metropolitan Police Department Counseling Service for Foreigners
<Daily security for foreign residents>

☎03-3503-8484

English, Chinese, etc.

Mon - Fri 8:30 - 17:15 (except holidays)

Japan Post Customer Service Center <Mail services>

<https://www.post.japanpost.jp/> (Japanese)

☎0120-23-28-86 ☎0570-046-666 (when calling from a mobile phone) Japanese

☎0570-046-111 English

Mon - Fri 8:00 - 21:00; Sat, Sun, and Holidays 9:00 - 21:00

Tokyo Metropolitan Police Department Driver's License Telephone Service <Driver's license>

☎03-3450-5000 Japanese (24 hours)

☎03-5463-6000 English (24 hours)