

Consultation Services

(Current as of February 2024)

Type of Consultation	Contact Details	Hours & Language Support	Notes
General Everyday Matters	Niigata City International Exchange Foundation TEL: 025-225-2727 Crosspal 2F 3-2086 Ishizuecho-dori, Chuo-ku, Niigata City Email: kyokai@nief.or.jp URL: https://www.nief.or.jp	Mon–Sat 9:00–16:00 (Except holidays and New Year holidays) Japanese: Mon–Sat English & Chinese: Mon – Fri Korean: Tue & Fri French: Mon & Thu Russian: Thu Multi-language support can be provided using translation devices for other languages and when interpreters are not available.	Appointment required if you need assistance in languages other than Japanese and English.
	Niigata Help Association TEL: 025-228-2212 / 080-6596-0168	Vietnamese, Spanish, English, Korean, Chinese, Thai, Portuguese, Bengali, Tagalog, Russian	Appointment Required
	Helpline for Foreigners TEL: 0120-279-338 (Press 2 after the Japanese message ; you will be transferred to the multilingual line) URL: https://www.since2011.net/yorisoi/	Call the 24 hour toll-free number (10:00–22:00 for foreign language support) English, Chinese, Korean, North Korean, Thai, Spanish, Tagalog, Vietnamese, Nepali, Portuguese, Indonesian	
	Niigata City Personal Support Center TEL: 025-385-6851 Labor Welfare Hall 1F 6-2 Shinko-cho, Chuo-ku, Niigata City	Mon–Fri 9:30–16:30 (Except holidays and New Year holidays)	Appointment Required. You must arrange for an interpreter if needed.
Foreign Resident Consultation Center (General Consultations and Information)	Niigata International Association TEL: 025-241-1881 Bandaijima Bldg. 2F 5-1 Bandaijima, Chuo-ku, Niigata City Email: nia10@niigata-ia.or.jp URL: https://www.niigata-ia.or.jp/	Hours: 10:00-17:00 (Last entry at 16:30) (Except weekends, holidays and New Year holidays) Japanese & Russian: Mon–Fri Chinese: Wed English: Mon & Fri /Thu (until 14:00) Thai & Vietnamese: Tue Filipino: Mon Spanish & Portuguese: Thu (until 14:00) *Translation software will be used for other languages	Appointment required for online consultations
Foreign Resident Consultation Center (Specialist Consultation)	Education Consultation Phone consultation regarding education for children with ties to foreign countries. TEL: 025-241-1881	Every Tuesday 13:00-17:00 Japanese, English, Chinese, Thai, Vietnamese, and Russian	Appointment required
	Legal Consultation TEL: 025-241-1881	3 rd Thu of every odd month 13:00–17:00 Japanese, English, Spanish, Portuguese, Russian	Availability may vary

Foreign Resident Consultation Center (Specialist Consultation)	“Houterasu” Legal Consultation TEL: 025-241-1881	3 rd Mon of every even month 13:00–17:00 Japanese, English, Filipino	Appointment required Availability may vary		
	Administrative Scrivener (gyosei-shoshi) Consultation TEL: 025-241-1881	4th Wednesday of every month 10:00-17:00 Japanese, Chinese, Russian			
	Immigration Procedures Consultation TEL: 025-241-1881	2nd Tuesday of every month 13:00–17:00 Japanese, Thai, Vietnamese, Russian			
Women’s Counseling	Ward Office Public Health and Welfare Divisions	Mon–Fri 9:00–16:00 (Except weekends, holidays, and New Year holidays)	You must arrange for an interpreter		
	Chuo Ward Office TEL: 025-223-7236 Higashi Ward Office TEL: 025-250-2415 Kita Ward Office TEL: 025-387-1316 Konan Ward Office TEL: 025-382-4313 Akiha Ward Office TEL: 0250-25-5660 Minami Ward Office TEL: 025-372-6371 Nishi Ward Office TEL: 025-264-7343 Nishikan Ward Office TEL: 0256-72-8369				
	Alza Niigata TEL: 025-245-0545 Bandai Citizens’ Hall 3F 9-1 Higashibandai-cho, Chuo-ku, Niigata City			Wed & Sun: 10:00 – 15:30 Fri: 14:00 – 19:30 (Except holidays and New Year holidays)	Appointment required. You must arrange for an interpreter.
	Spousal Violence Consultation and Support Center TEL: 025-226-1065			Mon & Wed: 9:00 – 17:00 Tue, Thu, Fri: 9:00 – 20:00 (Except holidays and New Year holidays)	You must arrange for an interpreter
Education (Truancy, Bullying, etc.)	Ward Office Education Consultation Centers	Mon-Fri 9:10 – 17:00 (Except holidays and New Year holidays)	Appointment required. You must arrange for an interpreter. 50 min per session.		
	Chuo Ward Office TEL: 025-222-8600 Kita Ward Office TEL: 025-387-3709 Konan Ward Office TEL: 025-382-1156 Akiha Ward Office TEL: 0250-23-0101 Minami Ward Office TEL: 025-373-4895 Nishikan Ward Office TEL: 0256-82-1800				
School Procedures	Ward Office Education Support Centers	Mon–Fri 8:30-17:30 (Except holidays and New Year holidays)	For enrollment and transfers		
	Chuo Ward Office TEL: 025-223-7026 Higashi Ward Office TEL: 025-250-2180 Konan Ward Office TEL: 025-382-4903 Minami Ward Office TEL: 025-372-6635 Nishi Ward Office TEL: 025-264-7530 Kita Ward Office TEL: 025-387-1525 Nishikan Ward Office TEL: 0256-72-8560 Akiha Ward Office TEL: 0250-25-5500				
Job Searching & Labor	Hello Work Niigata, Foreign National Advisory Service (Employment agency) TEL: 025-280-8609 Niigata Misaki Godo Chosha Bldg. No.2 1F & 2F 1-2-1 Misaki-cho, Chuo-ku, Niigata City	1 st –4 th Wed 13:30–16:00 English & Chinese	Call to confirm foreign language service is available		

Job Searching & Labor	Niigata Work & Labor Advisory Center TEL: 025-378-2163 / 0120-540-217 NEXT 21 12F, 6-866 Nishibori-dori Chuo-ku, Niigata City Email: info@niigata-elcc.jp	Mon–Fri 9:00–18:30 (Except holidays and New Year holidays) English, Chinese, Korean	Appointment required
Job Searching & Labor	Niigata Labor Bureau Foreign Worker Consultation Corner TEL: 025-288-3503 Niigata Misaki Godo Chosha Bldg. No.2 3F 1-2-1 Misaki-cho, Chuo-ku, Niigata City	Fri (Except holidays and New Year holidays) 9:00–12:00 & 13:00–16:30 Vietnamese only	
	Niigata Labor Standards Inspection Office TEL: 025-288-3572 Niigata Misaki Godo Chosha Bldg. No.2 2F 1-2-1 Misaki-cho, Chuo-ku, Niigata City	Mon-Fri 8:30–17:15 (Excluding holidays and New Year holidays)	You must arrange for an interpreter
Legal Matters	Niigata City Legal Advisory Services	(Except holidays)	Appointment required Visitors must provide their own interpreter 30 min consultation per person
	Public Opinion and Consultation Division Citizen Consultations Office TEL: 025-226-1025	1 st -4 th Mon; 13:15-16:15 1 st & 3 rd Wed 1 st & 3 rd Fri 9:00-12:00	
	Kita Ward Office TEL: 025-387-1295	1 st & 3 rd Tue 13:15-16:15	
	Higashi Ward Office TEL: 025-250-2235	2 nd & 4 th Tue 13:15-16:15	
	Konan Ward Office TEL: 025-382-4203	1 st & 3 rd Thu 13:15-16:15	
	Akiha Ward Office TEL: 0250-25-5674	2 nd & 4 th Fri 13:15-16:15	
	Minami Ward Office TEL: 025-372-6105	2 nd & 4 th Wed 13:15-16:15	
	Nishi Ward Office TEL: 025-264-7211	2 nd & 4 th Thu 13:15-16:15	
	Nishikan Ward Office TEL: 0256-72-8317	3 rd Wed 13:15-16:15	
Niigata Prefectural Bar TEL: 025-222-5533 1-1 Gakkocho-dori, Chuo-ku, Niigata City URL: https://www.niigata-bengo.or.jp/	Mon–Fri 9:00–17:00 (Except holidays and New Year holidays)	Appointment required. You must arrange for an interpreter. ¥5,500 /30 min	
Japan Legal Support Center “Houterasu” Niigata Office TEL: 0570-078328 TEL (VoIP): 050-3383-5420 Niigata Higashinaka-dori Bldg. 2F 1-86-51 Higashinaka-dori, Chuo-ku, Niigata City	Mon–Fri 9:00–17:00 (Except holidays and New Year holidays)	Appointment required. You must arrange for an interpreter.	
“Houterasu” Multilingual Information Service TEL: 0570-078377 TEL (VoIP): 050-3754-5430	Mon–Fri 9:00–17:00 Simple Japanese, English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Tagalog, Thai, Nepali, Indonesian		
Immigration & Residential Matters	Niigata Prefecture Administrative Scrivener Association (gyosei-shoshi) TEL: 025-255-5225 3-4-8 Sasaguchi, Chuo-ku, Niigata City URL: https://www.niigata-gyousei.or.jp/	Mon–Fri 8:30–17:00 (Except holidays and New Year holidays)	You must arrange for an interpreter
	Tokyo Immigration Office Niigata Branch TEL: 025-275-4735 Niigata Airport Terminal Building 3710 Matsuhama-cho, Higashi-ku, Niigata City	Mon–Fri 9:00–16:00 (Except holidays)	

Medical Information	Niigata Medical Care Information Network URL: https://qq.niigata-iyaku.jp/	English, Chinese, Korean	
	Niigata Medical Interpretation Center Email: niigatamic.enter@gmail.com	English, Chinese	Not free
	Multinational Clinic Search App “mikke” URL: https://mikke-niigata.com/		
Driver’s License	Driver’s License Center 7-1-1 Higashiko, Seiro-machi, Kitakanbara-gun TEL: 025-256-1212	Mon–Fri 9:00–16:00 (Except holidays and New Year holidays)	Appointment required. You must arrange for an interpreter.
	JAF (Japan Automobile Federation) TEL: 025-284-7664 (Niigata) TEL: 0570-00-2811 URL: https://www.jaf.or.jp/	Mon-Fri 10:00–17:00 (Except holidays and New Year holidays)	Foreign driver’s license translation service