

Hiroshima City & Aki County International Resident Consultation Service

If you're not confident in your Japanese and are facing issues in your day-to-day life, we can help! All consultations are strictly confidential and require no consultation fees.

Where

International Conference Center Hiroshima
1-5 Nakajima-cho, Naka-ku, Hiroshima (inside Peace Memorial Park)

Languages Available

- ◆ English, Chinese, Spanish, Portuguese, Vietnamese, Filipino
- ◆ Please ask us about other languages not listed.

Days

- Monday to Friday from 9 am to 4 pm
- ◆ Filipino-speaking staff are available on Fridays and the 1st and 3rd Wednesday of every month.
 - ◆ We also offer consultations at the Aki Ward Office (in Spanish and Portuguese) and at the Moto-machi Management Office (in Chinese).
 - ◆ Members of staff from the Regional Immigration Bureau also offer consultations at our office about residency status (by appointment only).
 - ◆ Our consultation staff can also provide a simple orientation on life in Hiroshima City for new arrivals (by appointment only).

Inquiries

Tel: 082-241-5010

Email: soudan@pcf.city.hiroshima.jp

For more information, please see our website:

<https://h-ircd.jp/en/guide/consultation-en.html>



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Internationalization Division
Citizens Affairs Bureau
The City of Hiroshima

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Life in Hiroshima: A Guide for International Residents



English



Hello international residents!

Welcome to Hiroshima!



By scanning the QR codes with your smartphone, you'll find lots of useful information for living in Hiroshima City.

If you aren't confident in your Japanese and are having some trouble with your day-to-day life, contact the Hiroshima City & Aki County International Resident Consultation Service.

We hope that this guidebook will help make your life here in Hiroshima City even better!

FAQ

Residency Status

(determines what an international resident can and can't do in Japan, for example, working, going to school, living with family, and more)



I'd like to extend my residency period.

I'd like to change my residency status.

More information on residency.



Learning Japanese



I want to learn Japanese.

Here's a list of Japanese language classes.



Day-to-Day Life

I'm looking for a place to live.

Information about municipal/prefectural housing and more.



Where can I find information about moving in/out of Hiroshima City?

You can find all the necessary procedures for moving here!



What should I do for water, electricity, and gas?

Applying for services and contact information.



What are the rules for garbage disposal?

Information about how to dispose of household garbage and larger items, as well as collection days.



Work

I'm looking for a job.

Where to go to consult about job hunting.



I'm having issues at work.

Where to consult about work-related issues.



Pension

Could you tell me about the Japanese National Pension System?

How to join and where to go to consult about the National Pension System.



Education

I want to study at a Japanese school.

Education in Japan, enrolling in schools, and other education-related information.



Medical Care

Could you tell me about medical insurance in Japan?

Procedures and how to use medical insurance.



What should I do if I need to go to the hospital when they're closed or it's after-hours?

Urgent medical care when hospitals are closed or it's after-hours.



Emergencies (Sudden Illness, Fires, Accidents, and More)

I need an ambulance/fire truck right away! Who should I call?

Call 119
(Emergency Medical/Fire Services).



There's been a traffic accident! Who should I call?

Call 110 (Police).
If there's been a traffic accident or a crime, call 110.



Natural Disasters

(Heavy Rains, Typhoons, Earthquakes, and More)

What can I do to prepare for natural disasters like heavy rains, typhoons, and earthquakes?

There are lots of things you can do to prepare for natural disasters! Scan the QR code for more.



What should I do when natural disasters occur?

Read up on what to do and where to get information when natural disasters occur here!



Other questions

Where can I find things like notices from the City of Hiroshima or event information?

Check out the Hiroshima Peace Culture Foundation's website.



Where can I find other useful information for my day-to-day life?

You can also find that on the Hiroshima Peace Culture Foundation's website!



Life in Hiroshima: A Guide for International Residents is also available for download.

