

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 3F
(inside the City Diversity & Inclusion Division)
1-5 Nakajima-cho, Naka-ku, Hiroshima
(inside Peace Memorial Park)

★ Languages Available

Spanish, Chinese, Vietnamese, Portuguese, English, 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>



Want to learn more about living in Hiroshima City?

See the comprehensive version of Life in Hiroshima:
A Guide for International Residents



Internationalization Division
Citizens Affairs Bureau
The City of Hiroshima

Tel: 082-247-0127

Fax: 082-504-2986

Email: kokusai@city.hiroshima.lg.jp

English

Life in Hiroshima: A Guide for International Residents



Hello international residents!

Welcome to Hiroshima City!

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

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



FAQ



Residency Procedures



I'd like to extend my residency period/
I'd like to change my residency status.



Scan the QR code for information on residency procedures▶



Learning Japanese



I want to learn Japanese.



You can find a list of Japanese language classes in Hiroshima City here▶



The City of Hiroshima

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Day-to-Day Life

Q

I'm looking for a place to live.

A

Information for those looking for housing (municipal and prefectural housing, apartments, etc.) can be found here▶



Q

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

A

You can find all the necessary procedures for moving here▶



Q

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

A

Applying for services and contact information▶



Q

What are the rules for garbage disposal?

A

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



Q

Where can I find information about the local community where I live?

A

By joining your local neighborhood association, you can get information about events and more being held in your community. You can also rely on them in times of natural disasters.



Work

Q

I'm looking for a job.

A

Here is information on where you can go to get help finding a job▶



Q

I'm having issues at work.

A

Where to consult about work-related issues▶



Pension

Q

Could you tell me about the pension system?

A

Scan the QR code for pension information including the types of pension and how to enroll▶



Taxes

Q

What about taxes in Japan?

A

Scan the QR code for tax information including the types of taxes and how to pay▶



Medical Care

Q

Could you tell me about medical insurance in Japan?

A

Procedures and how to use medical insurance▶



Q

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

A

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



Sudden Illness, Fires, Accidents, and More

Q

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

A

Call 119
(Emergency Medical/Fire Services)



Q

I've been in a traffic accident. Who should I call?

A

Call 110 (Police)
To report traffic accidents or crime, call 110.



Education

Q

I want to study at a Japanese school.

A

Scan the QR code for information on Japanese education, including enrollment procedures▶



Natural Disasters: Heavy Rains, Typhoons, Earthquakes, and More

Q

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

A

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



Q

What should I do when natural disasters occur?

A

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



Other questions

Q

Where can I find things like notices from the City of Hiroshima, useful information for daily life, or event information?

A

You can find it on the Hiroshima Peace Culture Foundation City Diversity & Inclusion Division's website▶

