

Global City Ota Cooperation Association (GOCA) Multilingual Consultation Desk

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Address: 2nd floor, 4-16-8 Kamata, Ota City (In the Ota International Exchange Center “Minto Ota”)



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	—	10:00 - 17:00	—	—
Vietnamese	—	—	—	10:00 - 17:00	—

* Closed on Saturdays, Sundays, public holidays, year-end and New Year holidays (from December 29 to January 3)

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 of each month, 13:00 - 17:00

Translation service

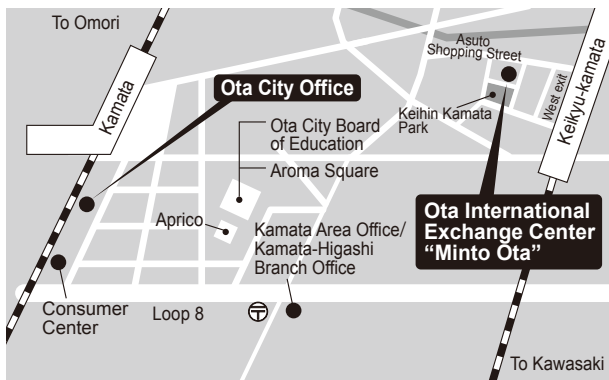
The consultation desk provides translations of documents required for applying to the Ota City Office.

- **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.

Access Map

2 min. walk from the west exit of Keikyū Kamata Station
 8 min. walk from the east exit of JR Kamata Station








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Other Consultation Services



General consultations (daily life in general)				
Name of service	Consultation topic	Available languages	Hours of operation	Phone number
Foreign Residents' Advisory Center, Tokyo Metropolitan Government	Daily life issues, provision of information on daily life, etc.	English	Mon – Fri (except public holidays, year-end and New Year holidays) 9:30 – 12:00 13:00 – 17:00	03-5320-7744
		Chinese	Tue & Fri (except public holidays, year-end and New Year holidays) 9:30 – 12:00 13:00 – 17:00	03-5320-7766
		Korean	Wed (except public holidays, year-end and New Year holidays) 9:30 – 12:00 13:00 – 17:00	03-5320-7700






<p>Tokyo Multilingual Consultation Navi (TMC Navi)</p> 	<p>Daily life issues, legal consultations, etc.</p> <p>*Please check their website for other available languages.</p>	<p>English, Easy Japanese, Chinese, Korean, Tagalog, Nepalese, Vietnamese, etc.</p>	<p>Mon – Fri (except public holidays, year-end and New Year holidays) 10:00 – 16:00</p>	<p>Please check their website for details.</p>
<p>Tokyo English Lifeline</p> 	<p>Daily life issues, mental health struggles, etc.</p>	<p>English</p>	<p>9:00 – 23:00 Daily</p>	<p>03-5774-0992</p>
<p>Foreign Residents Support Center (FRESC)</p> 	<p>Status of residence, human rights consultations, labor consultations, legal consultations, etc.</p>	<p>English</p>	<p>Mon – Fri (except public holidays, year-end and New Year holidays) 9:00 – 17:00</p>	<p>0570-011000 (Navi Dial) *Use the following number when calling from some IP phones or from outside of Japan: 03-5363-3013</p>


Consultations on immigration and residency procedures				
Name of service	Consultation topic	Available languages	Hours of operation	Phone number
<p>Consultation Support Center for Foreign Residents, Immigration Services Agency</p> 	<p>Status of residence, daily life in general, etc.</p>	<p>English Chinese</p>	<p>Mon – Fri (except the 2nd & 4th Weds of each month) 9:00 – 16:00</p>	<p>03-3202-5535 03-5155-4039</p>
		<p>Portuguese Spanish</p>	<p>Mon, Tue & Wed (except the 2nd & 4th Weds of each month) 9:00 – 16:00</p>	
		<p>Indonesian</p>	<p>Tue 9:00 – 16:00</p>	
		<p>Vietnamese</p>	<p>Mon & Wed (except the 2nd & 4th Weds of each month) 9:00 – 16:00</p>	
		<p>Tagalog</p>	<p>Fri 9:00 – 16:00</p>	
<p>Immigration Information Center, Immigration Services Agency</p> 	<p>Immigration and status of residence</p> <p>*Please check their website for other available languages.</p>	<p>English, Chinese, Korean, Vietnamese, Nepalese</p>	<p>Mon – Fri 8:30 – 17:15</p>	<p>0570-013904 *Use the following number when calling from an IP phone, PHS, etc.: 03-5796-7112</p>






Tax and pension-related consultations				
Name of service	Consultation topic	Available languages	Hours of operation	Phone number
Tokyo Regional Taxation Bureau 	Taxes	English	Mon – Fri (except public holidays) 9:00 – 17:00	03-3821-9070
Japan Pension Service Branch Office 	Pension *Please check their website for other available languages.	English, Chinese, Korean, Tagalog, Nepalese, Vietnamese, etc.	Mon – Fri (except public holidays, year-end and New Year holidays) 8:30 – 17:15	Multilingual services are only available in-person at the counter.

Medical consultations				
Name of service	Consultation topic	Available languages	Hours of operation	Phone number
Tokyo Metropolitan Health and Medical Information Center “Himawari” 	Medical institutions, healthcare information, interpretation service for medical emergencies, etc.	English, Chinese, Korean, Thai, Spanish	9:00 – 20:00 Daily	03-5285-8181
AMDA Medical Information Center 	Medical institutions, healthcare information, medical interpretation service, etc.	English Easy Japanese	Mon – Fri 10:00 – 16:00	03-6233-9266 050-3405-0397
		Chinese	Tue & Thu 10:00 – 16:00	
		Korean	Mon 10:00 – 16:00	
		Thai	Tue 10:00 – 16:00	
		Spanish	Wed 10:00 – 16:00	
		Portuguese	Fri 10:00 – 16:00	
		Filipino	Mon 10:00 – 16:00	
		Vietnamese	Wed & Fri 10:00 – 16:00	

Job consultations				
Name of service	Consultation topic	Available languages	Hours of operation	Phone number
Tokyo Employment Service Center for Foreigners, Ministry of Health, Labour and Welfare 	Job placement, employment, labor consultations, etc.	English	Mon – Fri (except public holidays, year-end and New Year holidays) 9:00 – 17:00	0570-011000 (Navi Dial)
		English, Chinese *Please call in advance if you need an interpreter	Mon – Fri (except public holiday, year-end and New Year holidays) 9:00 – 17:00	03-5361-8722
Tokyo Metropolitan Labor Consultation Center 	Labor consultations, etc. *Please check their website for other available languages.	Japanese	Mon – Fri (except public holidays, year-end and New Year holidays) 9:00 – 20:00 Sat 9:00 – 17:00	0570-00-6110
		English	Mon – Fri 14:00 – 16:00	03-3265-6110
		Chinese	Tue, Wed & Thu 14:00 – 16:00	
Consultation Dial for Foreign Workers, Tokyo Labour Bureau 	Labor consultations, etc. *Please check their website for other available languages.	English	Mon – Fri (except public holidays, year-end and New Year holidays) 10:00 – 12:00 13:00 – 15:00	0570-001701
		Chinese		0570-001702
		Tagalog		0570-001705
		Vietnamese		0570-001706
		Nepalese	Mon – Thu (except public holidays, year-end and New Year holidays) 10:00 – 12:00 13:00 – 15:00	0570-001708

Education-related consultations				
Name of service	Consultation topic	Available languages	Hours of operation	Phone number
Tokyo Metropolitan Education Consultation Center 	School system, admission and enrollment, school life, etc.	English, Chinese, Korean	Fri 13:00 – 17:00	Toddler to High School 0120-53-8288
		Japanese	Available 24 hours	High School and Up 03-3360-4175

Human rights consultations				
Name of service	Consultation topic	Available languages	Hours of operation	Phone number
Foreign-language Human Rights Hotline, Tokyo Legal Affairs Bureau 	Human rights violations, etc. *Please check their website for other available languages.	English, Chinese, Korean, Vietnamese, Nepalese, Spanish, etc.	Mon – Fri (except public holidays, year-end and New Year holidays) 9:00 – 17:00	0570-090911

Other consultations				
Name of service	Consultation topic	Available languages	Hours of operation	Phone number
Tokyo Metropolitan Police Department Consultation Service for Foreigners 	Daily security for foreign residents *Please check their website for other available languages.	English, Chinese, Korean, Spanish, Tagalog, Vietnamese, etc.	Mon – Fri (except public holidays, year- end and New Year holidays) 8:30 – 17:15	03-3503-8484
TEPCO Customer Center 	Electricity	Japanese	Mon – Sat (except public holidays, year- end and New Year holidays) 9:00 – 17:00	0120-995-001
Tokyo Gas Customer Center 	Gas	Japanese	Mon – Sat 9:00 – 19:00 Sun & public holidays 9:00 – 17:00	0570-002211 *Use the following number when calling from an IP phone, PHS, etc.: 03-3344-9100
Customer Service Center, Bureau of Waterworks, Tokyo Metropolitan Government 	Water supply	English, Chinese, Korean, Portuguese, Spanish	Mon – Sat (except public holidays) 8:30 – 20:00	0570-091-100 * Use the following number when calling from an IP phone, PHS, etc. 03-5326-1101
Japan Post Customer Service Center 	Postal services	Japanese	Daily 8:00 – 21:00	0120-5931-55
		English		*Use the following number when calling from a mobile phone: 0570-046-666 0570-046-111