

## 5. When You Have Issues or Concerns

### Kumamoto Consultation and Support Plaza for Foreign Residents [Kumamoto City International Center 2<sup>nd</sup> Floor]

#### ●What Is the Kumamoto Consultation and Support Plaza for Foreign Residents?

The Kumamoto Consultation and Support Plaza for Foreign Residents was established to promote the realization of a multicultural society where everyone can live together comfortably by recognizing differences in languages, cultures and customs. Professional coordinators who can speak Japanese and English and counselors who can speak Chinese, Vietnamese, Tagalog and other languages provide life support in many languages.

Please feel free to talk to us about your questions and troubles if you are a foreign resident.

#### ●Consultation Methods

##### (1) In-Person Consultation at the Plaza

Please come to the Kumamoto Consultation and Support Plaza for Foreign Residents. We will consult with you at the counter or in a consultation room. We have foreign language-speaking counselors available. You can also consult with us via a foreign language interpreter over video chat.

##### (2) Consultation over the Telephone

You can consult with us via a foreign language interpreter.

##### (3) Consultation by E-mail or Fax

You can consult with us in simple Japanese, English, Chinese, Vietnamese, Korean, Tagalog or Spanish.

##### Languages Available (As of April 1, 2020)

Easy Japanese, English, Chinese, Korean, Thai, Russian, Portuguese, Spanish, Vietnamese, Indonesian, Nepali, French, German, Italian, Tagalog, Malay, Burmese, Khmer, Mongolian, Hindi, Bengali and Sinhalese

#### ●What You Can Consult with Us About

- ◆ Procedures for documents at the counters of municipal and ward offices etc.
- ◆ Local rules (e.g., garbage disposal and community announcements)
- ◆ Residential matters (e.g., apartments and moving)
- ◆ Legal and institutional matters (e.g., international marriage, divorce and status of residence)
- ◆ Health and welfare matters (e.g., hospitals and health insurance)
- ◆ Children's matters (e.g., schools, education and bullying)
- ◆ Japanese language matters (e.g., Japanese language classroom information)
- ◆ Work matters

Please also feel free to consult with us if you have other concerns about mental issues, language and differences in culture/customs. We will protect your personal information (privacy). Consultations are free.

## ●Contact Information

### **Kumamoto Consultation and Support Plaza for Foreign Residents**

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