

Consultations & Inquiries

When you know what type of consultation you require and it is clear which division is applicable, please directly consult with that division.

If it is unclear where to make a consultation, please call the City's main telephone number (📞 **0564-23-6000**).

◆ Consultations for Citizens

Consultation	Day & Time	Office/Phone +0564 outside Okazaki	Details
Legal consultation (Lawyer)	Monday, Wednesday, and Thursday, 1:00pm-4:00pm		Consultations regarding civil law such as inheritance, divorce, lending & borrowing. (Excluding matters that are already before the courts).
Legal consultation (Judicial scrivener)	1 st and 4 th Tuesday of every month, 1:00pm-4:00pm		Consultations regarding matters such as inheritance, adult guardianship, and debt consolidation.
Administrative procedures consultation (Administrative scrivener)	2 nd Friday of every month, 1:00pm- 4:00pm		Consultations regarding the preparation of documents to be submitted to government & public offices such as inheritance, contracts, conversion of agricultural land, and development permits.
Tax consultation (Tax accountant)	1 st & 3 rd Thursday of every month, 1:00pm-4:00pm	Crime Prevention & Traffic Safety Division (2 nd floor, City Hall East building) 📞 23-6492	Tax consultations including inheritance tax (相続税), and gift tax (贈与税) (excluding consultations regarding tax returns)
Consultation on registration (survey) (Judicial scrivener/land and house inspector)	2 nd Thursday of every month, 1:00pm-4:00pm		Consultations regarding land and building registration procedures, land boundaries, subdivisions, & surveying.
Real estate consultation (Real estate transaction specialist, etc.)	1 st Friday of every month, 1:00pm- 4:00pm	Reservation can be made by phone or at the reception window Monday- Friday, 9:00am- 4:30pm	Regarding real estate deals, including acquisition, disposal, and lease.
Consultation on pension and employment (Licensed social insurance consultant)	4 th Friday of every month, 1:00pm- 4:00pm		Consultations regarding public pension, social insurance, worker's accident insurance, and employment insurance.
Consultation on human rights (Civil rights commissioner)	1 st & 3 rd Tuesday of every month, 1:00pm-4:00pm		Consultations regarding human rights issues including harassment, household violence, physical punishment and bullying, internet slander, and discrimination.
Consultation on administration (Administrative counselor)	2 nd & 4 th Tuesday of every month, 1:00pm-4:00pm		Consultations regarding government work, procedures, and services, including complaints, opinions, and requests.
Foreign Residents Consultation (Portuguese)	Monday-Friday, 8:30am-5:15pm	Diversity Promotion Division (2 nd floor,	Regarding various daily life issues

Foreign Resident Consultation (English)	Monday-Friday, 8:30am-5:15pm	City Hall East building) 📞 23-6480 📠 23-6626	
Foreign Resident Consultation (Chinese)	Monday-Friday, 8:30am-4:15pm		
Foreign Residents Consultation (Filipino)	Monday-Friday, 9:30am-5:15pm		
Consumer Consultation	Monday-Friday, 9:00am-4:00pm	Consumer Affairs Center (3 rd floor, City Hall East building) 📞 23-6459 📠 23-6570	Consultations/inquiries regarding complaints about products, services, and general consumer affairs.

※ No reservation is required for Consumer Consultation.

◆ Welfare Consultations for when you are not sure where to ask

Consultation	Day & Time	Office/Phone/FAX +0564 outside Okazaki	Details
Social Welfare Consultations	Monday-Friday, 8:30am-5:15pm	Welfare Counseling Division (Fukushi Kaikan, 1 st floor) 📞 23-6774 📠 23-7987	Comprehensive consultations regarding old age, disabilities, children, financial hardship, etc.

◆ Consultations on Children's and Youth Issues

Consultation	Day & Time	Office/Phone/FAX +0564 outside Okazaki	Details
Child Consultation	Monday-Friday, 8:45am-5:30pm	Nishi Mikawa Consultation Center for Children and the Disabled (Myōdaiji honmachi) 📞 27-2779	Regarding issues on child care, child abuse, juvenile delinquency, developmental disorders, etc.
Family & Child Consultation		Child & Family Center (Fukushi Kaikan, 3 rd floor) 📞 23-6745	Regarding child care, abuse, etc.
Childcare consultation	Monday-Friday, 8:30am-5:15pm	Child & Family Center (Fukushi Kaikan, 3 rd floor) 📞 23-7683 📠 23-6833	Concerns/worries relating to the health of pregnant women and babies Home visitation, if necessary
Childcare consultation (telephone or in-person)	Telephone consultation (SukuiSuku Telephone) Monday-Friday, 8:30am-5:15pm In-person consultation Monday-Friday, 8:30am-5:15pm	Okazaki City Childcare Support Center (Hatchō Kitamachi) 📞 26-0706 📠 26-6711	Matter relating to pre-elementary school children such as childcare & parenting, and daycare or kindergarten enrollment
Soyokaze Consultation Center (In-person consultation)	Monday-Friday (excluding holidays) 9:00am-4:30pm Saturday (excluding holidays) 9:00am-12:00pm (change of reservation only)	Educational Consultation Center (2 Tatsumi-kita) 📞 71-3201 📠 72-3448	Special needs education, school enrollment, developmental disorders, bullying, and long-term school absenteeism. (By appointment only)
Developmental consultation (Phone/In-person)	Phone consultation Monday-Friday, 1 st & 3 rd Saturday	Child Development Consultation Center (Kakemachi)	Primarily related to preschool child development. (In-person consultation is by appointment only)

	8:30am-5:15pm (Excluding holidays, year-end holidays) In-person consultation Monday-Friday, 1 st & 3 rd Saturday 9:00am-4:00pm (Excluding holidays, year-end holidays. Reservation required)	📞 23-7067 📠 23-7538	
Child/Juvenile consultation	Monday-Friday 8:30am-5:15pm	Okazaki Child & Youth General Consultation Center (WakaSapo) (Fukushi Kaikan, 2 nd floor) 📞 64-6665	Regarding problems faced by children and younger people (0-39 years old) facing difficulty in social life such as school dropout, social withdrawal, NEETs (Not in Education, Employment, or Training), etc., as well as the worries of their families.
Reporting child abuse	At any time	Child Consultation Center Abuse Response Line 📞 189 (3-digit number) Nishi Mikawa Consultation Center for Children and the Disabled (Myōdaiji honmachi) 📞 27-2779	
	Monday-Friday 8:30am-5:15pm	Child & Family Center 📞 23-6745	

◆ Single-Parent Family Consultations

Consultation	Day & Time	Office/Phone +0564 outside Okazaki	Details
Single-Parent Family Consultation	Monday-Friday (excluding holidays) 9:30am-5:00pm (reception is until 4:00pm)	Child Rearing Support Office (City Hall, East Building, 1 st floor) 📞 23-6769 📠 23-7279	Everyday life consultations and explanation of systems for those considering divorce, single-parent families (by appointment preferred)

◆ Consultations for Women/Men

Consultation	Day & Time	Office/Phone +0564 outside Okazaki	Details
Consultation for Women (In-person or by telephone)	Monday-Friday (excluding holidays) 8:30am-5:00pm	Child & Family Center 📞 23-6778	Regarding women's concerns (Appointment required for in-person consultations)
Legal consultation (By appointment only)	2 nd & 4 th Friday of the month 2:00pm-4:00pm	Child & Family Center 📞 23-6778 (Call to make an appointment)	Regarding women's concerns or worries (consultation with an attorney)
Consultation on women's issues (In-person or by telephone)	Monday-Friday, 9:00am-5:00pm	Prefectural Women's Consultation Center Nishi Mikawa Representative (Myōdaiji honmachi) 📞 27-2719	Regarding family conflicts, violence by husbands, etc.
Consultation for Men (telephone)	1 st & 3 rd Wednesday of the month (excluding holidays) 5:00pm-8:00pm	Child & Family Center 📞 080-2639-2111	Regarding worries and anxieties related to men's issues.
LGBT phone consultation	3 rd Thursday of the month 5:00-9:00	Diversity Promotion Division 📞 23-7681	Gender concerns, etc.

◆ Domestic Violence Consultations

Consultation	Day & Time	Office/Phone +0564 outside Okazaki	Details
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DV Consultation (In-person or by telephone)	Monday-Friday (excluding holidays) 8:30am-5:00pm	Child & Family Center 23-6778	Regarding harm caused by domestic violence (violent abuse from a spouse or partner) (Reservation required for in-person consultation)
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◆Consultations on Employment Issues

Consultation	Day & Time	Office/Phone/FAX +0564 outside Okazaki	Details
Employment consultation	Monday-Friday General consultation 8:45am-11:30am, 1:00pm-4:30pm (Computer job search: 8:30am-12:00pm, 1:00pm-5:00pm)	Employment Support Center (City Hall West Building, South Annex, 1 st floor) 23-6927 23-7186	Regarding employment issues and job placement of applicants
Vocational consultation/introduction	Monday-Friday, 8:30am-5:15pm	Hello Work Okazaki (Hane-chō) 52-8609 71-5851	
Consultation on stay-home jobs	Tuesday, 10:00am-12:00pm, 1:00pm-3:00pm	Prefectural Nishi Mikawa Consultation office (Myōdaiji honmachi) 27-0800	Regarding employment issues and job placement for stay-home jobs handled by the Aichi Prefecture Labor Association

◆Consultations for those with Disabilities

Consultation	Day & Time	Office/Phone/FAX +0564 outside Okazaki
Consultation on medical expense subsidies	Monday-Friday, 8:30am-5:15pm	Medical Subsidies Office (City Hall, East Building, 1 st floor) 23-6148 27-1160

◆Consultations about Welfare/Public Assistance

Consultation	Office/Phone/FAX +0564 outside Okazaki
Consultation support by regional social worker/children's social worker	Welfare Policy Division (Fukushi Kaikan, 1 st floor) 23-6864 73-1750
Public assistance	Life & Welfare Division (Fukushi Kaikan, 1 st floor) 23-6158 23-6515
Persons in need	Welfare Counseling Division (Fukushi Kaikan, 1 st floor) 23-6292 23-7987

◆Consultations on Medical Care

Consultation	Office/Phone/FAX +0564 outside Okazaki	Details
Medical safety consultation	Medical Care Safety Consultation Window (Okazaki Genkikan, 2 nd floor) 23-5089 23-5041	Regarding medical institutions in Okazaki

◆Commerce and Industry Consultations

Details	Office/Phone/FAX +0564 outside Okazaki
Financial consultation (Loan facilitation for medium-sized and smaller companies)	Commerce, Industry & Labour Affairs Division (City Hall, West Building, below ground 1 st floor) 23-6214 23-6213
Consultation for medium and small-sized companies, consultation about establishing a business	Okazaki Business Support Center (within Okazaki City Library and Community Plaza) 26-2231 26-2232 (Monday-Friday, 10:00am-12:00pm, 1:00am-4:30)