



# Consultation Services

Parenting issues

Violation of children's rights

Child development and disabilities

Daily life matters

## Child-Raising General Inquiry Counter

<b>Inquiries</b> Chikusa Public Health Center ☎ 757-7033	Showa Public Health Center ☎ 745-6030	Moriyama Public Health Center ☎ 797-5220
Higashi Public Health Center ☎ 979-3588	Mizuho Public Health Center ☎ 837-3285	Midori Public Health Center ☎ 899-6518
Kita Public Health Center ☎ 910-6815	Atsuta Public Health Center ☎ 679-3086	Meito Public Health Center ☎ 769-6288
Nishi Public Health Center ☎ 529-7105	Nakagawa Public Health Center ☎ 364-0065	Tempaku Public Health Center ☎ 847-5981
Nakamura Public Health Center ☎ 483-6811	Minato Public Health Center ☎ 655-8745	
Naka Public Health Center ☎ 269-7155	Minami Public Health Center ☎ 619-7086	

We provide consultations on a wide range of topics—from pregnancy to parenting—such as “I’m pregnant but feeling anxious,” “Is my baby’s poop a normal color?,” “My baby won’t sleep,” “I’m worried about my child’s development,” or “I’m exhausted from parenting.” Please don’t worry alone. Feel free to contact the consultation desk.

**Telephone consultation** 8:45 a.m.–5:15 p.m., Mon–Fri (excluding national holidays and year-end/New Year holidays)

**In-person consultation** 9 a.m.–4:30 p.m., Mon–Fri (excluding national holidays and year-end/New Year holidays)

## Nagoya childrearing consultation via LINE

You can consult the “Parenting Concierge” at the Nagoya Child and Childcare Support Center (758 Kids Station) via LINE. Chat from your smartphone! Feel free to reach out for a consultation.

**Date & time** 10:30 a.m.–5:30 p.m., daily (last reception at 5 p.m.): excluding national holidays and year-end/New Year holidays



## Consultation on preschool education

**Inquiries** Nagoya City Private Kindergarten Association (Public Corporation)  
☎ 052-957-1396 (Reception) FAX: 052-308-3319

If you have any concerns about your preschool child’s education, please use this consultation service, available by phone or in person.

\*A reservation is required. Please call to make an appointment for your preferred date and time.

\*In principle, this service is for parents whose children attend or plan to attend a private kindergarten in Nagoya City.

**Date & time** Mon–Fri, 10 a.m.–12 noon

## Support program for families with multiples – Telephone consultation

**Inquiries** ☎ 052-778-7338

You can consult with experienced parents of multiples about concerns regarding your child’s development or parenting.

**Date & time** Mon, Wed, and Fri, 10 a.m.–1 p.m.

## Nagoya Kids SOS

**Inquiries** ☎ 052-761-4152

This service provides support for parents with parenting concerns and for children seeking help.

**Date & time** 24 hours a day, 365 days a year

## Parent-Child Consultation LINE

This service provides consultations for children (under 18 years old) and their parents or guardians who have concerns about parenting or the parent-child relationship.

**Date & time** 24 hours a day, 365 days a year



## Community child consultation office: Child and Family Support Center SAKURA

**Inquiries** ☎ 052-821-7867 FAX: 052-821-7869

Specialized staff are available to provide consultation on a wide range of issues, from general parenting concerns to child abuse and mental health care. A reservation is required for psychological consultations (Tuesday through Friday).

**Location** 4-26-37 Yobitsugi, Minami Ward, Located within the Nagoya Orphanage

## CAPNA Hotline

**Inquiries** NPO CAPNA (Child Abuse Prevention Network Aichi)  
☎ 052-232-0624

Consultations are available for those who feel unable to care for their child during or after pregnancy, who are struggling with parenting, or who worry they might harm their child.

**Telephone consultation** 11 a.m.–2 p.m., Mon–Sat (excluding national holidays and year-end/New Year holidays)

## Community-wide nursery service

For details, please see p. 14, “Community-wide nursery service.”

## Child Guidance Centers

**Inquiries** Child Guidance Center Abuse Response Dial **189**

Child Guidance Center Consultation Hotline ☎ **0120-189-783** (Your call will be connected to the nearest Child Guidance Center.)

Child Guidance Centers provide consultation on a wide range of issues, from parenting concerns to children's physical and mental development and delinquent behavior.

**Date & time** 8:45 a.m.–5:30 p.m., Mon–Fri (excluding national holidays and year-end/New Year holidays)

Reports of child abuse and emergency calls are accepted 24 hours a day.

### Location

Applicable wards	Chuo Child Guidance Center (located within the Child Welfare Center)	
Chikusa, Higashi, Kita, Naka, Showa, Moriyama, Meito	Address	4-16 Orido-cho, Showa Ward
	TEL	052-757-6111 (main line) (After hours: 052-757-6112)
	FAX	052-757-6122
Applicable wards	Seibu Child Guidance Center	
Nishi, Nakamura, Atsuta, Nakagawa, Minato	Address	1-1-20 Koshiro-cho, Nakagawa Ward
	TEL	052-365-3231 (After hours: 052-365-3252)
	FAX	052-365-3281

Applicable wards	Tobu Child Guidance Center	
Mizuho, Minami, Midori, Tempaku	Address	48-5 Komori, Narumi-cho, Midori Ward
	TEL	052-899-4630 (After hours: 052-899-4631)
	FAX	052-896-4717

## District Care Centers for Disabled Children

Experts in child development provide specialized support tailored to the needs of each child and family, including developmental consultation, medical care, rehabilitation, and developmental support.

**Date & time** Mon–Fri (excluding national holidays and year-end/New Year holidays)

Chuo, Seibu, and Hokubu Districts: 8:45 a.m.–5:15 p.m.

Nambu and Tobu Districts: 9 a.m.–5 p.m.

### Location

Applicable wards	Chuo District Care Center for Disabled Children (located within the Child Welfare Center)	
Naka, Showa, Mizuho, Atsuta, Tempaku	Address	4-16 Orido-cho, Showa Ward
	TEL	052-757-6126
	FAX	052-757-6129
Applicable wards	Seibu District Care Center for Disabled Children	
Nakamura, Nakagawa, Minato	Address	1-20-48 Omoto-cho, Nakagawa Ward
	TEL	052-361-9555
	FAX	052-361-9560
Applicable wards	Hokubu District Care Center for Disabled Children, YOTSUBA	
Higashi, Kita, Nishi	Address	2-6-5 Shinpukuji-cho, Nishi Ward
	TEL	052-522-5277
	FAX	052-522-5279

Applicable wards	Nambu District Care Center for Disabled Children, SOYOKAZE	
Minami, Midori	Address	6-17 Miyoshi-cho, Minami Ward
	TEL	052-612-3357
	FAX	052-612-3411
Applicable wards	Tobu District Care Center for Disabled Children, POCKET	
Chikusa, Moriyama, Meito	Address	1-15 Nekogahora-tori, Chikusa Ward
	TEL	052-782-0770
	FAX	052-782-0771

## Support center for developmental disorders, Links Nagoya

**Inquiries** ☎ **052-757-6140** FAX: 052-757-6141

Consultations on autism and other developmental disorders are provided to support families through advice and referrals to specialized institutions.

**Date & time** 8:45 a.m.–5:15 p.m., Mon–Fri (excluding national holidays and year-end/New Year holidays)

**Location** 4-16 Orido-cho, Showa Ward (located within the Child Welfare Center)

## Nagoya City child development support website, STEP SUPPORT

This website provides information on policies and measures designed to support children with developmental problems.

**URL** <https://stepsupport.city.nagoya.jp>

## Nagoya City children's rights counseling center, Nagomokka

**Inquiries** For adults ☎052-211-8640 Toll-free number for children ☎0120-874-994

To ensure the protection of children's rights, the center provides consultations for children, parents, and other guardians regarding violations of children's rights.

**Date & time** Mon: 11 a.m.–7 p.m. / Tue, Thu & Fri: 11 a.m.–9 p.m. / Sat: 11 a.m.–5 p.m.  
(Reception closes 30 minutes before each day's closing time. Consultation is not available on national holidays or year-end/New Year holidays. If you wish to have a consultation after 8 p.m., please contact the center in advance.)

## Child education consultation service, Heart Friend Nagoya

For details, please see p. 31.

## Consultation for children and youth facing difficulties (Child and Youth Comprehensive Consultation Center)

For details, please see p. 31.

## NAGOYA Pregnancy SOS

**Inquiries** ☎052-933-0099

Consultations are available for those who feel anxious or uncertain about pregnancy or childbirth, including unexpected pregnancies. If your period is late and you think you might be pregnant, if you are unsure whether to continue a pregnancy, or if you are worried about raising a child, please don't struggle alone. Your privacy will be strictly protected, so feel free to reach out for support.

**Date & time** 10 a.m.–1 p.m., Mon, Wed & Fri (excluding national holidays and from Dec. 29 to Jan. 3)

**Email consultation/LINE consultation** Please search for "NAGOYA Pregnancy SOS."



Email consultation



LINE consultation

## Telephone consultation on recurrent miscarriages and infertility

**Inquiries** Mameshiba Dial at Nagoya City University Hospital ☎052-851-4874

Counselors with specialized knowledge provide telephone consultations for those who experience repeated miscarriages or stillbirths, as well as for those struggling with infertility. Please feel free to seek a consultation.

**Date & time** 12 noon–3 p.m., Tue; 9 a.m.–12 noon, Fri (excluding national holidays and year-end/New Year holidays)

## General consultation for women

**Inquiries** E-Able Nagoya Counseling Room ☎052-321-2760

Professional counselors are available to discuss and help address various issues that women may face in their families, workplaces, or communities.

**Date & time** **Telephone consultation** Mon, Tue, Fri, Sat & Sun: 10 a.m.–4 p.m.  
Wed: 10 a.m.–1 p.m., 6 p.m.–8 p.m.

**LINE consultation** Mon: 1 p.m.–4 p.m. Wed: 5 p.m.–8 p.m.

LINE ID: @154huepp

\*Closed on national holidays, on the following Friday when Thursday is a national holiday, and year-end/New Year holidays.

For more information, please see p. 30, "E-Able Nagoya."



LINE consultation

## Consultation for women

**Inquiries** Ward Office: Civil Affairs and Children's Division; Branch Office: Resident Welfare Division

Consultations are available for women who have concerns about domestic issues or other personal difficulties. For consultation hours and other details, please contact the Civil Affairs and Children's Division at your local ward office, or the Resident Welfare Division at your local branch office.

## Telephone consultation for women

**Inquiries** Aichi Women's Consultation Center ☎052-962-2527

The center provides support and counseling for women facing various personal difficulties, such as family problems, relationship issues, or violence from an intimate partner.

**Date & time** 9 a.m.–9 p.m., Mon–Fri

9 a.m.–4 p.m., Sat & Sun (excluding national holidays, year-end/New Year holidays, and other designated holidays)

## Nagoya City counseling services for men

**Inquiries** Consultation hotline ☎ **052-321-1628**

This hotline is for men who are facing issues such as family or relationship problems, work or life concerns, and experiences of violence.

**Consultation hours** Wed: 6 p.m.–8 p.m. / 4th Sun: 10 a.m.–12 noon

## Hotline for male domestic violence victims

**Inquiries** ☎ **080-1555-3055**

This hotline is for men who are experiencing domestic violence from their spouses or partners.

**Date & time** 1 p.m.–4 p.m., Sat (excluding the fifth Saturday, national holidays, and year-end/New Year holidays)

## Nagoya City Spousal Violence Counseling and Support Center

**Inquiries** ☎ **052-351-5388**

The center provides consultations for victims of domestic violence.

**Date & time** 10 a.m.–5 p.m., Mon–Fri (excluding national holidays and year-end/New Year holidays)

## Hotline for domestic violence victims

**Inquiries** ☎ **052-232-2201**

Telephone consultations on spousal or domestic violence are available on Saturdays, Sundays, and national holidays.

**Date & time** 10 a.m.–6 p.m., Sat, Sun & national holidays (excluding year-end/New Year holidays)

## Consultation for domestic violence victims via social media

Consultations are available via social media for those experiencing domestic violence from their spouses or partners.

**Date & time** 5 p.m.–10 p.m., Wed; 12 noon–5 p.m., Sat (excluding year-end/New Year holidays)



## Nagoya Young Carer Connect, “Pocket”

You can share your family or personal concerns with us on LINE. As consultations are available via text message, you can easily seek advice. In addition to consultations via LINE, in-person and online consultations are also available.

**Date & time** Mon–Sat: 5:30 p.m.–9:30 p.m.

**Eligibility** Young carers (up to age 39) living, studying, or working in Nagoya, and their families



## Nagoya City Rainbow Consultation

**Inquiries** Consultation hotline ☎ **052-321-5061**

Specialized counselors provide support and consultation for LGBTQ+ individuals, their families, and friends regarding any concerns they may have.

**Consultation hours** **Telephone consultation** 2nd Fri of every month: 7 p.m.–9 p.m.

**LINE consultation** 2nd Mon, 3rd Wed & 4th Sat of every month: 7 p.m.–10 p.m.

LINE ID: @667molvl



LINE consultation

## Aichi Mothers Hello Work

**Inquiries** Aichi Mothers Hello Work ☎ **052-855-3780**

This is a national public employment service that provides free job placement and career support, especially for those who wish to find employment while raising children. To make it easier for mothers to visit, the facility includes a kids' area with a play mat and safety support staff. Online and telephone consultations are also available. For more details, please see the official website of Aichi Mothers Hello Work.

**Date & time** 8:30 a.m.–5:15 p.m., Mon–Fri (excluding national holidays and year-end/New Year holidays)

**Location** 3F, Yamaichi Bldg., 2-14-25 Nishiki, Naka Ward



Website



## Nagoya Job Support Center

**Inquiries** Nagoya Job Support Center ☎ 052-733-2111 FAX: 052-733-2115

This center offers consultations and support on employment-related matters for job seekers of all ages, including those raising children. The consultation room, equipped with a kids' space, is a spacious private room accessible with a stroller, allowing parents to take their time consulting with the staff (reservation required). For more details, please visit the center's official website.



Website

**Date & time** 9 a.m.–5 p.m., Mon–Fri and the 2nd Sat of each month (excluding national holidays, the year-end/New Year holidays, and designated summer closure days). Open until 6:30 p.m. on Wednesdays only.  
\*If the 2nd Saturday falls on a national holiday, the center is open on the 3rd Saturday instead.

**Location** 6F, Nagoya Trade & Industry Center, 2-6-3 Fukiage, Chikusa Ward



## Public assistance system

This system guarantees individuals a minimum standard of living that ensures a healthy and culturally fulfilling life, while also providing support to help them lead independent lives. If you are in need of support for daily living, please consult with the Civil Affairs and Children's Division of your local ward office or the Resident Welfare Division of your local branch office.



## Nagoya City work and living independence support center

This center provides consultations for people who have various concerns in their daily lives, such as work, household finances, or family matters. (Available to those who are not receiving public assistance)

	Consultation date	TEL/FAX
	Hours	Location
Meieki	Mon–Fri and the 2nd and 3rd Sat of each month (excluding national holidays and year-end/New Year holidays)	TEL: 052-446-7333 FAX: 052-446-7555
	9 a.m.–5 p.m. (open until 8 p.m. on Tuesdays)	3F, Net Plaza Yanagibashi Bldg., 1-5-17 Meieki-minami, Nakamura Ward
Kanayama	Mon–Fri and the 4th Sat of each month (excluding national holidays and year-end/New Year holidays)	TEL: 052-684-8131 FAX: 052-684-8132
	9 a.m.–5 p.m. (open until 8 p.m. on Fridays)	4F, Tomiharu Bldg., 2-2-7 Shin-oto, Atsuta Ward
Ozone	Mon–Fri and the 1st & 5th Sat of each month (excluding national holidays and year-end/New Year holidays)	TEL: 052-508-9611 FAX: 052-508-9612
	9 a.m.–5 p.m. (open until 8 p.m. on Thursdays)	1F, Itopia Ozone, 4-17-23 Ozone, Kita Ward



## Consultation on child support payment

**Inquiries** Child support consultation hotline (located within the Aichi Single-Parent Family Welfare Center) ☎ 052-915-8816

When addressing child support and visitation after divorce, it is important for parents to make arrangements that prioritize the best interests of the child. A telephone consultation service is available for inquiries regarding child support and visitation. If it is determined during the telephone consultation that more specialized support is needed, arrangements will be made for in-person consultations with judicial scriveners, assistance with document preparation, and accompaniment support.

**Date & time** 10 a.m.–4 p.m., Mon–Fri (excluding national holidays and year-end/New Year holidays)

**Eligibility** Single mothers and fathers, as well as widows (including those who are in the process of divorce)



## General consultation on welfare for single parents

**Inquiries** Ward Office: Civil Affairs and Children's Division; Branch Office: Resident Welfare Division

Specialized counselors are available to provide consultation on all aspects of life for single-parent families, including daily living, work, and child rearing. For consultation hours and other details, please contact the Civil Affairs and Children's Division at your local ward office, or the Resident Welfare Division at your local branch office.



## Child abuse consultation (by email)

Reports of child abuse are accepted by email.

Please visit the Nagoya City official website at <https://www.city.nagoya.jp/> and search for



## Consultation on long-term care insurance

**Inquiries** Welfare Division at ward office, Resident Welfare Division at branch office, Community Support Center in each ward

If you are facing difficulties with caregiving, such as when you have to take care of an elderly family member while raising children, please consult the Welfare Division at your ward office, the Resident Welfare Division at your local branch office, or the Community Support Center in your ward.