



Consultation services

If you have a problem, please do not hesitate to use public consultation services.

Consultation on parenting issues

Child Raising General Inquiry Counter (Child Raising Generation Integrated Support Center)

If you have any concerns about your pregnancy or parenting, such as the baby's stool color, sleep and development, or if you are exhausted with taking care of the baby, don't suffer alone; please feel free to share your problems.

- Telephone consultation:
Monday – Friday (excluding national holidays and New Year holidays): 8:45 – 17:15
- Face-to-face consultation:
Monday – Friday (excluding national holidays and New Year holidays): 9:00 – 16:30

Chikusa Public Health Center*	757-7033
Higashi Public Health Center	979-3588
Kita Public Health Center	910-6815
Nishi Public Health Center	529-7105
Nakamura Public Health Center*	486-6388
Naka Public Health Center	269-7155
Showa Public Health Center	745-6030
Mizuho Public Health Center	837-3285
Atsuta Public Health Center	679-3086
Nakagawa Public Health Center	364-0065
Minato Public Health Center	655-8745
Minami Public Health Center	619-7086
Moriyama Public Health Center	797-5220
Midori Public Health Center	899-6518
Meito Public Health Center	769-6288
Tempaku Public Health Center	847-5981

*The public health centers marked with an asterisk * will be relocated in January 2023. The new telephone numbers of these centers will be posted on the official website of the Nagoya Municipal Government after January 2023.

Consultation on preschool education

If you have any concerns about your preschool child's education, please use the following consultation service, which is offered by telephone and face-to-face.

*Prior appointment is required. Please contact by telephone and make an appointment for your desired date.

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

- Consultation hours: Monday – Friday: 10:00 – noon
- Location: Private Kindergarten Association of Nagoya City
☎ 957-1396 (for appointment) FAX 308-3319

Nagoya Kids SOS

This consultation is available for parents who have parenting problems, and also for children.

- Consultation hours: 24 hours, 365 days a year
☎ 761-4152

Community Child Consultation Office: Child and Family Support Center SAKURA

Experts offer consultation on general parenting issues, including child abuse and mental care. Prior appointment is required for consultation on mental care, which is provided on Monday and Friday.

- Telephone consultation: Monday – Friday (excluding national holidays and New Year holidays): 9:00 – 17:00
- Location: 4-26-37 Yobitsugi, Minami Ward
Nagoya Orphanage ☎ 821-7867 FAX 821-7869

CAPNA Hotline

Consultation is offered to those with parenting problems including unwanted pregnancy, childbirth and child abuse.

- Telephone consultation: Monday – Saturday (excluding national holidays and New Year holidays): 11:00 – 14:00
☎ 232-0624 (NPO Child Abuse Prevention Network Aichi)

Consultation on child development and disability

Child Guidance Centers

Child Guidance Centers offer consultation on all parenting problems, including physical and mental development and delinquency of children.

- Consultation hours:
Monday – Friday (excluding national holidays and New Year holidays): 8:45 – 17:30
Notification of child abuse and other issues that require urgent action is accepted around the clock.
- Child Guidance Center Abuse Response Dial
☎ 189
- Child Guidance Center Consultation Hotline
☎ 0120-189-783
This number connects you to the nearest Child Guidance Center.
- Locations

Name	Chuo Child Guidance Center (Child Welfare Center)
Wards covered	Chikusa, Higashi, Kita, Naka, Showa, Moriyama, Meito
Address	4-16 Orido-cho, Showa Ward
Telephone No.	757-6111 (Main number) (Call 757-6112 out of office hours.)
Fax No.	757-6122
Name	Seibu Child Guidance Center
Wards covered	Nishi, Nakamura, Atsuta, Nakagawa, Minato
Address	1-1-20 Koshiro-cho, Nakagawa Ward
Telephone No.	365-3231 (Call 365-3252 out of office hours.)
Fax No.	365-3281
Name	Tobu Child Guidance Center
Wards covered	Mizuho, Minami, Midori, Tempaku
Address	48-5 Aza Komori, Narumi-cho, Midori Ward
Telephone No.	899-4630 (Call 899-4631 out of office hours.)
Fax No.	896-4717

District Care Centers for Disabled Children

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

■ Open hours: Monday – Friday (excluding national holidays and New Year holidays): 9:00 – 17:00

■ Locations

Name	Chuo District Care Center for Disabled Children (Child Welfare Center)
Wards covered	Naka, Showa, Mizuho, Atsuta, Tempaku
Address	4-16 Orido-cho, Showa Ward
Telephone No.	757-6126
Fax No.	757-6129
Name	Hokubu District Care Center for Disabled Children
Wards covered	Higashi, Kita, Nishi
Address	2-6-5 Shinpukuji-cho, Nishi Ward
Telephone No.	522-5277
Fax No.	522-5279
Name	Seibu District Care Center for Disabled Children
Wards covered	Nakamura, Nakagawa, Minato
Address	1-20-48, Komoto, Nakagawa Ward
Telephone No.	361-9555
Fax No.	361-9560
Name	Nambu District Care Center for Disabled Children SOYOKAZE
Wards covered	Minami, Midori
Address	6-17, Miyoshi-cho, Minami Ward
Telephone No.	612-3357
Fax No.	612-3411
Name	Tobu District Care Center for Disabled Children POCKET
Wards covered	Chikusa, Moriyama, Meito
Address	1-15, Nekogahora-tori, Chikusa Ward
Telephone No.	782-0770
Fax No.	782-0771

Support Center for Developmental Disorders: Links Nagoya (Child Welfare Center)

Support is offered to families with children with autism and other developmental disorders by giving advice and introducing specialized institutions.

■ Open hours: Monday – Friday (excluding national holidays and New Year holidays): 8:45 – 17:15

■ Address: 4-16 Orido-cho, Showa Ward

 757-6140 FAX 757-6141

STEP SUPPORT: Nagoya City Child Development Support Website

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

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

Community-wide nursery service

For details, please see “Community-wide nursery service” on p.10.

Consultation on issues related to violation of children's rights

Nagoya City Children's Rights Counseling Center: Nagomokka

To protect children's rights, consultation is offered to children and parents on issues related to violation of children's rights.

■ Consultation hours:

○ Monday, Tuesday and Friday: 11:00 – 19:00

○ Thursday: 11:00 – 20:00

○ Saturday: 11:00 – 17:00

(Please apply at least 30 minutes before each closing time. Consultation is not offered on national holidays and New Year holidays.)

■ Telephone No. for adults:  211-8640

Toll-free No. for children:  0120-874-994

Consultation on child education and childcare

Child education consultation service: Heart Friend Nagoya

For details, please see p.26.

Consultation on child and youth issues

Consultation for children and youths with problems (Child and Youth Comprehensive Consultation Center)

For details, please see p.26.


Consultation on pregnancy and female health

NAGOYA Pregnancy SOS

Consultation is offered to women who have worries about pregnancy or childbirth, such as unwanted pregnancy or concerns about raising a child. Your personal information is kept strictly confidential, so please feel at ease to share your problems.

■ Consultation hours: Monday, Wednesday and Friday

(excluding national holidays and New Year holidays from December 29 to January 3): 10:00 – 13:00

■ Telephone No.:  933-0099

■ Consultation by email and LINE: Search for “NAGOYA Pregnancy SOS.”



Consultation by email



Consultation by LINE

Telephone consultation on recurrent miscarriages and infertility

Counselors with specialized knowledge offer consultation to women who suffer recurrent miscarriages or infertility. Please feel at ease to seek a consultation.

■ Consultation hours: Tuesday: Noon – 15:00, Friday: 9:00 – noon (excluding national holidays and New Year holidays)

■ Telephone No.:  851-4874, Mameshiba Dial at Nagoya City University Hospital

Consultation on female health issues in general

Consultation is offered to women who have health problems or some health concerns about pregnancy, childbirth, childcare, birth control, infertility, sexual issues, or other health issues in all life stages from adolescence to menopause. Please feel free to contact.

■ Consultation hours: Monday – Saturday (excluding national holidays, *bon* holidays and New Year holidays): 13:30 – 16:30

■ Telephone No.:  090-1412-1138



General consultation for women

Consultation is offered on various problems faced by women in the family, workplace or community. Please contact by telephone first. A female counselor will address your problem.

■ Consultation hours:

- Monday, Tuesday, Friday, Saturday and Sunday: 10:00 – 16:00
- Wednesday: 10:00 – 13:00 and 18:00 – 20:00

■ Closed on Thursday (and the following Friday if a national holiday falls on Thursday), national holidays and New Year holidays

■ Telephone No.: ☎ 321-2760 , E-Able Nagoya consultation service

For more information about E-Able Nagoya, please see p.25.



Consultation for women

Consultation is offered to women who have concerns about domestic issues. For consultation hours and other details, please inquire at the Public & Child Welfare Section of the Public & Child Welfare Division of the local ward office, or the Assistance & Child Affairs Section of the Residents' Welfare Division of the branch office of the ward.



Telephone consultation for women

Consultation is offered to women who have problems such as marital discord, interpersonal relationships, and violence by husband or partner, but have no one to share such problems with.

■ Consultation hours: Monday – Friday: 9:00 – 21:00, Saturday and Sunday: 9:00 – 16:00 (excluding national holidays and New Year holidays)

■ Telephone No.: ☎ 962-2527 , Aichi Women Consultation Center



Hotline for male domestic violence victims

Consultation is offered to male victims of spousal violence.

■ Consultation hours: Saturday: 13:00 – 16:00 (excluding the fifth Saturday, national holidays and New Year holidays)

■ ☎ 080-1555-3055



Spousal Violence Counseling and Support Center in Nagoya City

Consultation is offered to victims of spousal violence.

■ Consultation hours: Monday – Friday: 10:00 – 17:00 (excluding national holidays and New Year holidays)

■ Telephone No.: ☎ 351-5388



Hotline for domestic violence victims

Telephone consultation is offered on issues related to spousal violence on Saturday, Sunday and national holidays.

■ Consultation hours: Saturday, Sunday and national holidays: 10:00 – 18:00 (excluding New Year holidays)

■ Telephone No.: ☎ 232-2201

16



Aichi Mothers Hellowork

This is a job placement agency run by the national government, where comprehensive support is offered to job-seeking mothers. The availability of a kids' space (staffed with child supporters from 9:00 to 17:00 on weekdays) and separate booths makes it easier for mothers to visit with their children.

■ Open hours: Monday – Friday: 8:30 – 17:15 (excluding national holidays and New Year holidays)

■ Inquiry: Aichi Mothers Hellowork

■ Address: 3F, Yamaichi Bldg., 2-14-25, Nishiki, Naka Ward ☎ 855-3780 FAX 688-5777



Mom Support Desk at the Nagoya Job Support Center

Mom Support Desk offers consultation to mothers on work-related issues in general, e.g., advising them on how to balance parenting and work, giving tips on getting a job, and helping them find employment that meets their individual needs. The Mom Support Desk service is provided in a separate room equipped with a kids' space, which is spacious enough to accommodate a baby buggy and thus makes it easier for mothers to visit with their children. (Prior appointment is required.)

■ Service hours: Monday – Friday and the first Saturday: 9:00 – 17:00 (9:00 – 18:30 on Wednesday) (excluding national holidays, New Year holidays and closed days of the Nagoya Job Support Center during summer)

■ Inquiry: Nagoya Job Support Center

■ Address: 6F, Nagoya Trade & Industry Center, 2-6-3 Fukiage, Chikusa Ward ☎ 733-2111 FAX 733-2115



Public assistance system

This system is intended to guarantee the right to maintain a minimum standard of wholesome and cultured living and support self-sustained livelihood. If you need public assistance, please contact the Assistance Section of the Public & Child Welfare Division of the local ward office or the Assistance & Child Affairs Section of the Residents' Welfare Division of the branch office of the ward.

Nagoya City Work & Living Independence Support Center

Consultation is offered to those who have concerns about work, livelihood, family and various other issues relating to living. (This service is not available for households on welfare under the public assistance system.)

Meieki	Consultation dates	Monday – Friday and the second and third Saturday (excluding national holidays and New Year holidays)
	Consultation hours	9:00 – 17:00 (9:00 – 20:00 on Tuesday)
	Telephone No.	446-7333
	Fax No.	446-7555
	Address	3F, Net Plaza Yanagibashi Bldg., 1-5-17, Meieki-minami, Nakamura Ward
Kanayama	Consultation dates	Monday – Friday and the fourth Saturday (excluding national holidays and New Year holidays)
	Consultation hours	9:00 – 17:00 (9:00 – 20:00 on Friday)
	Telephone No.	684-8131
	Fax No.	684-8132
	Address	4F, Tomiharu Bldg., 2-2-7, Shin-oto, Atsuta Ward
Ozone	Consultation dates	Monday – Friday and the first and fifth Saturday (excluding national holidays and New Year holidays)
	Consultation hours	9:00 – 17:00 (9:00 – 20:00 on Thursday)
	Telephone No.	508-9611
	Fax No.	508-9612
	Address	1F, Itopia Ozone, 4-17-23, Ozone, Kita Ward

Consultation on child support payment

In determining the conditions of child support payment and parent-child access following a divorce, parents should place the highest priority on the benefit of their child/children. Telephone consultation is offered to discuss issues relating to child support payment and parent-child access; if more specialized consultation is deemed necessary as a result of the telephone consultation, a judicial scrivener will offer face-to-face consultation and specialized support, such as preparing necessary documents and accompanying you to the relevant authority.

■ Consultation hours: Monday – Friday: 10:00 – 16:00 (excluding national holidays and New Year holidays)

■ Eligibility: Single parents including those intending to divorce and widows and widowers

■ Telephone No.:  915-8816 , exclusive line for consultation on child support payment (Aichi Single-Parent Family Welfare Center)

General consultation on welfare for single parents

Specialized counselors offer consultation to single parents who have concerns about living, work, and childcare. For consultation hours and other details, please inquire at the Public & Child Welfare Section of the Public & Child Welfare Division of the local ward office or the Assistance & Child Affairs Section of the Residents' Welfare Division of the branch office of the ward.

17

Other consultation services

Child abuse consultation (by email)

Notification of child abuse is accepted by email.

■ Official website of the Nagoya Municipal Government

Please enter “Consultations on child abuse” in the search bar. [URL](https://www.city.nagoya.jp/) <https://www.city.nagoya.jp/>

Nagoya City consultation for men

Male counselors offer consultation to men who have concerns about family, work and interpersonal relationships.

■ Consultation hours: Wednesday: 18:00 – 20:00, Fourth Sunday: 10:00 – noon

■ Exclusive line for consultation:  050-3537-3644

Consultation on long-term care insurance

If you bear the heavy burden of nursing care in addition to childcare or have other concerns relating to nursing care, please contact the Welfare Division of the local ward office, the Residents' Welfare Division of the branch office of the ward, or the Iki-iki Support Center in the local ward.

Nagoya City telephone consultation for sexual minority individuals

Telephone consultation is offered to sexual minority individuals, and their family members and friends by specialized counselors who are of sexual minority themselves.

■ Exclusive line for consultation:  321-5061

■ Consultation hours: Second Friday: 19:00 – 21:00