

# What are children's rights?

Every child is unique and special. Therefore, each and every child **has the right**, from birth, to be respected and valued.

No matter how young they are, all children have their own feelings. Through the experiences of their feelings being respected, they can grow up into adults with a **sense of security** and confidence. Children, who are growing up into adulthood, have "children's rights" as such.

Children have different kinds of rights, including the following four categories of rights, among others:

- 1 The rights to live safely and with a sense of security;
- 2 The rights for each and every child to be respected and valued;
- 3 The rights to thrive in free and enriched ways; and,
- 4 The rights to participate on their own will.

(Nagoya Ordinance on Children's Rights)

# What is "Nagomokka"?

"Nagomokka" is the name of an advisory center for the protection and promotion of children's rights.

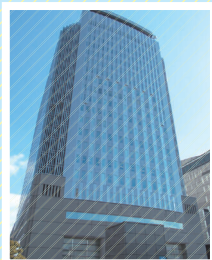
Investigative counselors and the ombudspersons for children are working in Nagomokka. The ombudspersons for children **protect and promote children's rights**.

Nagomokka always stands by children and is considering **the best interests of each child** (what is best for a particular child).

In an atmosphere in which you can easily express your views, Nagomokka thinks with you and seeks to resolve your problems, **respecting and valuing your feelings**.



Entrance to Nagomokka (on the 6th floor)



NHK Nagoya Broadcasting Center Building



Nagoya Ordinance on Children's Rights Mascot Nagocchi

## How to access the advisory service

We will listen to you.



Investigative counselors will address your concerns.



Toll-free number for children only

0120-874-994

By phone

Phone number for adults 052-211-8640

\* Adults can also use the advisory service as long as their concerns are related to children's rights.

By fax



052-211-8072



NHK Nagoya Broadcasting Center Building, 6th floor, 1-13-3 Higashisakura, Higashi-ku, Nagoya 461-0005

By meeting in person or sending letters

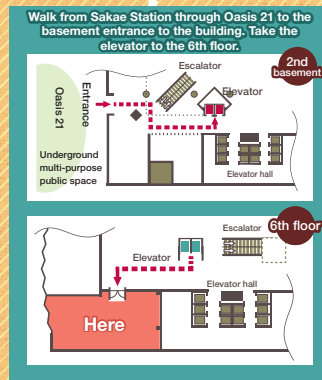
(About 3 minutes' walk from Sakae Station through Oasis 21)

\* If you wish to have a consultation in a language other than Japanese, please contact us in advance.

## Available days of the week and the hours

- Monday** 11:00 a.m. to 7:00 p.m. (The reception desk closes at 6:30 p.m.)
- Tuesday, Thursday and Friday** 11:00 a.m. to 9:00 p.m. (The reception desk closes at 8:30 p.m.)
- Saturday** 11:00 a.m. to 5:00 p.m. (The reception desk closes at 4:30 p.m.)

\* Except public holidays and the year-end and New Year holidays  
\* Contact us in advance if you wish to speak with us after 8:00 p.m. on Tuesday, Thursday and Friday.



# Nagoya City Advisory Center on Children's Rights



# Nagomokka

Don't suffer alone. Just talk to us.



Advisory Center on Children's Rights Nagomokka Mascot Nagomon

Nagomokka is an advisory center for the protection and promotion of children's rights.

Toll-free number for children only

0120-874-994



"Nagomokka" official X @NagomokkaNagoya

Nagomokka

Search by entering the term "Nagomokka"



\* QR Code is the registered trademark of DENSO WAVE Incorporated.

# What does Nagomokka do?



## Contact Nagomokka,

for example, when you feel ...

There's something I can't talk to anyone else about.



I don't want to go to school.

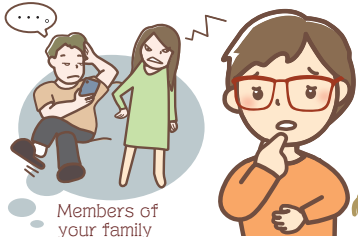


I am excluded.



I think this rule is not fair.

Sometimes I'm not given food.



Members of your family or household

I'm concerned about bullying.



I can't talk to anyone.



I've said bad things to my friend.



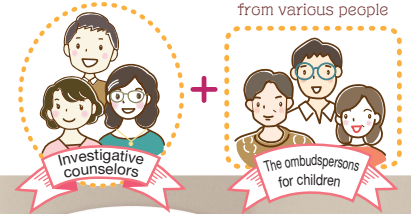
I never have time for myself at home.

You can talk about any other problems and concerns you may have.

Whenever you feel "I'm having a hard time", "I'm distressed", "I'm having trouble" or "I need help", don't hesitate to contact Nagomokka.

**Investigative counselors** will listen to you. Based on what you told them, **the ombudspersons for children** will investigate what is happening and engage with various people to **resolve your problems**.

Those who will listen to you + Those who will think with you and seek for cooperation from various people



### Nagomokka will keep your secret.



Nagomokka will not disclose what you have told us to anyone other than the staff of Nagomokka, including your parents or school, unless you say it's OK to tell.

### Seeking for advice

Phone Fax In person Letter



\* Adults can also use the advisory service as long as their concerns are related to children's rights.

### Think with you

We will carefully hear how you feel and what you think.



### Investigate and cooperate

Investigation and coordination

The ombudspersons for children talk with the persons concerned and seek their cooperation.

The ombudspersons for children can tell them how you feel and think on your behalf.



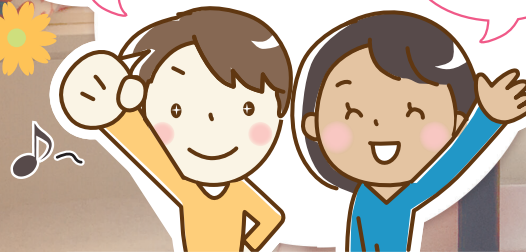
### Resolution

Recovery of your rights

Now I know what to do.

I feel relieved.

Now I've got better.



If you have any problems again, please feel free to contact Nagomokka.

### Recommendations and requests

To make the situation better, Nagomokka can ask other bodies to take action or improve the systems.