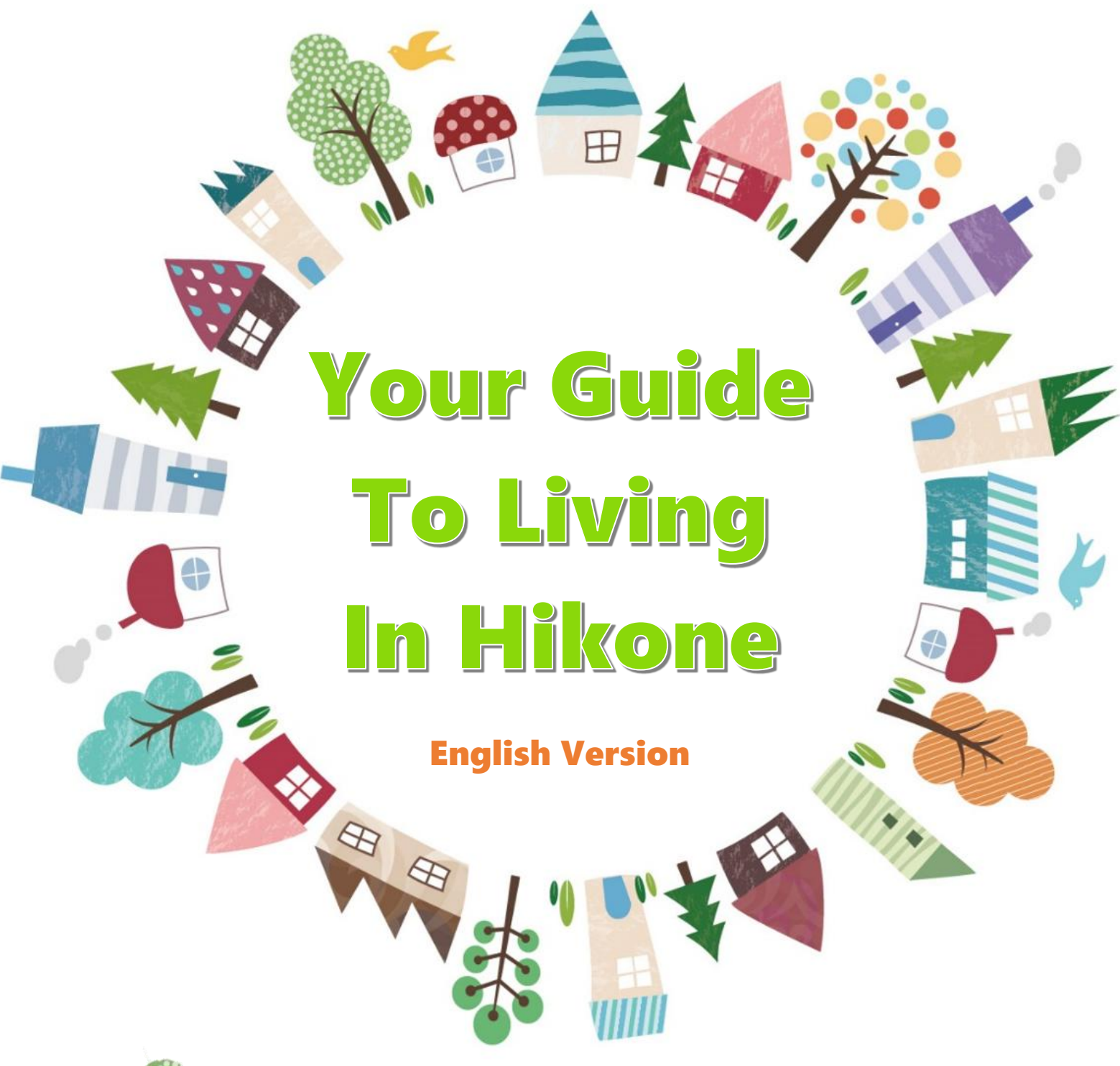




Your Guide To Living In Hikone

English Version



2026 Edition

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Living In Japan For The First Time

[Japan Immigration Services Agency]

The Immigration Services Agency was established to ensure smooth and proper immigration examinations, manage foreign residents, promote a harmonious society with foreign nationals, and oversee other immigration procedures. The agency has a branch office in Otsu City, located at: **Shiga, Otsu City, Kyo-machi 3-1-1, Otsu Biwako Godo Chosha, 6F.**

1. Daily Life Support Portal For Foreign Nationals

This portal was launched to provide foreign residents in Japan with important and helpful information.

<https://www.moj.go.jp/isa/support/portal/index.html>



2. Guidebook on Living and Working (Published by the Immigration Services Agency of Japan)

Japanese

<http://www.moj.go.jp/isa/content/930004713.pdf>



Portuguese

<http://www.moj.go.jp/isa/content/930005841.pdf>



English

<http://www.moj.go.jp/content/001297615.pdf>



Chinese

<http://www.moj.go.jp/isa/content/930005833.pdf>



Vietnamese

<https://www.moj.go.jp/isa/content/930005834.pdf>



3. Japan Immigration Email News Service

This email service regularly sends updates and information on immigration procedures and support for foreign

residents to all registered email addresses.

<http://www.moj.go.jp/isa/about/pr/mail-service.html>



Public Services For Foreign Residents Of Hikone City

[Consultation Services for Foreign Residents]

1. Hikone Foreign Residents Support Center

Tel: 0749-30-6113

If you are struggling or have questions or concerns in your daily life, you can seek advice or assistance from a consultant at this center. Consultation services are free of charge, and your personal information, as well as any details discussed or recorded, will be kept strictly confidential. You can also speak with an interpreter in Portuguese, English, Chinese, or Vietnamese by phone.

[Topics You Can Consult About]

Administrative procedures at the city hall, immigration procedures, employment, healthcare, welfare, education, and more.

[Opening Hours]

Monday to Friday, 9:00 AM to 4:45 PM (except weekends, national holidays, year-end/New Year period)

[Location]

Hikone Human Rights Division (3F, Hikone City Hall)

[Availability Of Onsite Interpreters]

English and Portuguese: Mon – Fri, Chinese: Tue and Fri, Vietnamese: Tue, Thu and Fri

*If an interpreter is unavailable, or if you speak a language not covered by Hikone's in-person interpreting service, a tablet-based interpreting service is available.



Available Languages Provided through the Tablet-Based Interpreting Service:

English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portuguese, Spanish, Russian, and

2. Hikone Kokusai Koryu SALON/ Hikone Foreign Residents Support Center

Tel: 0749-22-5931

[Opening Hours]

Monday to Friday, 9:00 AM to 4:45 PM (except weekends, national holidays, year-end/New Year period)

[Location]

Hikone, Chuo-cho, 2-26, 1F, Chuo-cho Building

Information on Japanese language classes, international exchange, Japanese culture, and multicultural coexistence is available. Books for Japanese language learning are also available for loan, and cultural experience events are held periodically.

Available Languages Provided through the Tablet-Based Interpreting Service:

English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portuguese, Spanish, Russian, and

[Obtaining Information In Foreign Languages]

1. Hikone Foreign-Language Facebook

You can find a wide range of helpful information for your daily life, such as events in Hikone, emergencies, public services, and more, on our official Facebook page. Please follow us on Facebook!

Japanese

<https://www.facebook.com/hikonetabunka/>



English

<https://www.facebook.com/hikoneenglish/>



Vietnamese

<https://www.facebook.com/hikonevietnamese/>



Portuguese

<https://www.facebook.com/hikoneportuguese/>



Chinese

<https://www.facebook.com/hikonechinese/>



2. Hikone Community Newsletter (Published in English, Portuguese, Chinese, and Vietnamese)

Hikone City publishes a monthly community newsletter that provides important information for all residents, regardless of nationality. Each issue is translated into four foreign languages: English, Portuguese, Vietnamese, and Chinese. Printed copies of the latest foreign-language editions are available on the first floor of Hikone City Hall and at other locations, such as grocery stores. Hard copies of the translated Hikone Community Newsletters are distributed to children with foreign roots attending public schools in Hikone. Both the latest and past issues can also be viewed and downloaded from the official Hikone City website.

Japanese

<https://www.city.hikone.lg.jp/shisei/kocho/1/index.html>



English

https://www.city.hikone.lg.jp/kakuka/kikakushinko/4_1/2/2/1957.html



Vietnamese

https://www.city.hikone.lg.jp/kakuka/kikakushinko/4_1/2/Viet/19332.html



Portuguese

https://www.city.hikone.lg.jp/kakuka/kikakushinko/4_1/2/3/1960.html



Chinese

https://www.city.hikone.lg.jp/kakuka/kikakushinko/4_1/2/6/3434.html



3. Hikone City's Website in Foreign Languages (Available in English, Portuguese, Chinese, and Vietnamese)

The official website of Hikone City provides information on public services offered by the city. It is available in simple Japanese, as well as in Portuguese, English, Chinese, and Vietnamese.

Japanese

<https://www.city.hikone.lg.jp/ja/index.html>



English

<https://www.city.hikone.lg.jp/eng/index.html>



Vietnamese

<https://www.city.hikone.lg.jp/viet/index.html>



Portuguese

<https://www.city.hikone.lg.jp/po/index.html>



Chinese

<https://www.city.hikone.lg.jp/ch/index.html>



4. Hikone Email Emergency Information System

By simply registering your email address, you can receive up-to-date disaster alerts and other important information that could save your life, delivered in real-time in your preferred foreign language. Registration is free and easy. Please scan the QR code to use this service!

*Please note that you will be responsible for any mobile data charges incurred while registering for the service and receiving emails.

Japanese

<https://www.city.hikone.lg.jp/kurashi/bosai/3/6/5722.html>



Portuguese

https://www.city.hikone.lg.jp/kakuka/kikakushinko/4_1/2/5/31/16932.html



English

https://www.city.hikone.lg.jp/kakuka/kikakushinko/4_1/2/5/31/16933.html



Chinese

https://www.city.hikone.lg.jp/kakuka/kikakushinko/4_1/2/5/31/16934.html



Vietnamese

https://www.city.hikone.lg.jp/kakuka/kikakushinko/4_1/2/5/31/16936.html



Korean

https://www.city.hikone.lg.jp/kakuka/kikakushinko/4_1/2/5/31/16935.html



5. Learning the Japanese Language, Culture, and Traditions



• Japanese Language Classes *Please contact the organizer before you attend.

Day	Time	Location	Organization Name	Fee
Saturday	2:00 PM to 4:00 PM	Naka-chiku Community Center (Oyabu-cho, 2610)	Hikone Kokusai Kouryu-kai VOICE, Katsurada-San Tel: 090-5156-6916	Free
Monday to Friday *Except holidays.	• 9:30 AM to 10:50 AM • 11:00 AM to 12:20 PM • 1:30 PM to 2:50 PM • 3:00 PM to 4:20 PM • Online Classes	Innovation Office Nayashichi (Shiro-machi, 1-7-16)	Weekday Japanese Class Mizuno-San Tel: 070-5661-7345	200 yen per lesson
1 st , 3 rd , 4 th Saturday	10:00 AM to 11:30 AM	Higashi-chiku Community Center (Daito-cho, 1-26)	Japanese Language Class "JUMP" Japanese Language Educational Support for Children Learning Japanese as a Foreign Language Tel: 090-2384-9760	200 yen per lesson

• Mother Lake Japanese Language Academy

This language academy is designed to help first-time Japanese language learners. Please call the academy at 0749-47-3447 for more details.

Location: Ohmi Furusato Hall

• Japan International Cooperation Center (JICE)

This organization can provide assistance and Japanese language learning seminars for those searching for and securing employment in Japan. (<https://www.jice.org/tabunka/ej/>)



• This platform, designed for self-study, was created by the Japanese government to help you learn the Japanese language. Link: <https://tsunagarujp.mext.go.jp/>

Japanese

<https://tsunagarujp.mext.go.jp/>



Portuguese

https://tsunagarujp.mext.go.jp/?lang_id=PT



English

https://tsunagarujp.mext.go.jp/?lang_id=EN



Chineses

https://tsunagarujp.mext.go.jp/?lang_id=ZH



Vietnamese

https://tsunagarujp.mext.go.jp/?lang_id=VI



Places To Turn To For Help When Difficulties Arise

[Consultation Services For Everyday Concerns]

1. About Residence Cards And Statuses Of Residence

Organization Name	Opening Hours	Contact Information
Immigration Information Center	8:30 AM – 5:15 PM (Closed on Weekends and Holidays)	Tel: 0570-013904 [Available Languages] Japanese, English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Nepali, Thai, Burmese, Sinhala
Osaka Regional Immigration Bureau	9:00 AM – 4:00 PM (Closed on Weekends and Holidays)	Tel: 0570-064-259
Osaka Regional Immigration Bureau, Otsu Branch Office	9:00 AM – 12:00 PM, 1:00 PM – 4:00 PM (Closed on Weekends and Holidays)	Tel: 077-511-4231
Osaka Regional Immigration Bureau, Kyoto Branch Office	9:00 AM – 12:00 PM, 1:00 PM – 4:00 PM (Closed on Weekends and Holidays)	Tel: 075-752-5997

2. About General Concerns

Organization Name	What You Can Talk About	Available Languages	Opening Hours	Contact Information
SHIPS Multicultural Symbiosis Support Center [Kusatsu, 1-Chome, 13-12]	Daily Struggles, Residence Card	Portuguese, Spanish	Everyday 9:00 AM – 4:00 PM	Tel: 077-561-5110 * Please make an appointment by phone first.
Shiga Foreign Residents Information Center [Otsu, Nionohama, 1-1-20, Piazza Omi, 2F, Inside the Shiga Association for International Relations]	A Wide Range Of Issues	Japanese, Portuguese, Spanish, English, Tagalog, Chinese, Vietnamese, Korean, Nepali, Indonesian, Thai, and other languages. (20 languages)	Mon – Fri 10:00 AM – 5:00 PM	Tel: 077-523-5646 E-mail: mimitaro@s-i-a.or.jp

3. About Labor

Organization Name	What You Can Talk About	Available Languages	Opening Hours	Contact Information
Hello Work Hikone [Hikone, Nishiima-cho, 58-3, Chihou Goudou Chosha 1F]	Job Search	Japanese, Portuguese	Mon – Fri 8:30 AM – 5:15 PM *Portuguese is available on Thursdays. Please call ahead.	Tel: 0749-22-2500
Hikone Labor Standards Inspection Office [Hikone, Nishiima-cho, 58-3, Chihou Goudou Chosha 3F]	Labor Laws And Working Conditions	Japanese, Portuguese	Mon – Fri 8:30 AM – 5:15 PM Portuguese is available on Tuesdays and Wednesdays. Please call ahead.	Tel: 0749-44-8013
Shiga Labor Bureau Consultation Desk [Otsu City, Uchidenohama, 14-15, 4F, Shiga Labor General Office]	Labor Issues (including harassment)	Japanese	Mon – Fri 9:00 AM – Noon 1:00 PM – 4:30 PM *Closed on national holidays.	•For Workplace Bullying and Layoff Tel: 077-522-6648 •For Harassment Tel: 077-523-1190
Hikone General Labor Consultation Desk [Hikone, Nishiima-cho, 58-3, Chihou Goudou Chosha 3F]	Labor Issues (including harassment)	Japanese	Mon – Fri 9:00 AM – Noon 1:00 PM – 4:30 PM *Closed on national holidays.	Tel: 0749-44-8021

4. Specialized Consultations

Organization Name	What You Can Talk About	Available Languages	Opening Hours	Contact Information
Shiga Prefecture Police Headquarters [Otsu City]	Reporting Crimes, etc.	Japanese	Mon – Fri 8:30 AM – 4:30 PM	Dial: #9110
Shiga Hikone Kodomo Katei Soudan Center [Hikone, Koizumi-cho, 932-1]	Child Abuse, Consultation Service for Women, Domestic Violence, etc.	Japanese	Mon – Fri 8:30 AM – 5:15 PM *Consultations for domestic violence, etc. start from 9:15 to 4:00.	Tel: 0749-24-3741
Hikone Children and Families Center Hikomaru [Hikone, Hirata-cho, 670]	Childrearing, Domestic Violence, Adolescents in Distress	Japanese	Mon – Fri 9:00 AM – 4:45 PM	Tel: 0749-26-0994
Otsu District Legal Affairs Bureau	Human Rights	Chinese, Korean, English, Filipino, Spanish, Portuguese, Vietnamese, Nepali, Indonesian, Thai	Mon – Fri 9:00 AM – 5:00 PM	Tel: 0570-090911
Hikone Tax Office [Tachibana-cho 5-20]	Tax Return, National Taxes, Sole Proprietorship Registration	Japanese	Mon – Fri 8:30 AM – 5:00 PM	Tel: 0749-22-7640
1. Courthouse of Otsu District Court, Hikone Branch 2. Hikone Summary Courthouse [Eki Higashi-Cho 1-13]	Civil Procedures Guidance on procedures for resolving disputes between individuals or companies. Main Procedures: 1. Lawsuits, protection orders, enforcement, bankruptcy 2. Mediation, payment demands, and small claims lawsuits	Japanese	Mon – Fri *Closed on national holidays. 8:30 AM – 5:00 PM	Tel: 0749-44-8010 *Civil Procedures Tel: 0749-44-8011 *Civil Procedures Particularly for Bankruptcy and Enforcement
3. Otsu Family Court Hikone Branch [Eki Higashi-Cho 1-13]	Family Procedures Guidance on legal procedures for divorce, inheritance, and family disputes, including those between spouses and between parents and children. Main Procedures: Adjudication, Mediation, Lawsuits			Tel: 0749-44-8012 *Family Procedures
Houterasu (Japan Legal Support Center)	The center provides legal advice from lawyers and other experts. For details, please call the phone number.	English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Tagalog, Nepali, Thai, Indonesian	Mon – Fri 9:00 AM – 5:00 PM *Closed on national holidays.	Tel: 0570-078377
Shiga National Consumer Affairs Center [Hikone Moto-machi 4-1]	Consultations regarding consumer affairs, such as sales methods and contract terms when purchasing products or using services.	Japanese	Mon – Fri 9:15 AM – 4:00 PM *Closed on national holidays.	Tel: 0749-23-0999
Living Environment Division [2F, Hikone City Hall]	Consumer Affairs Consultation	Japanese, English, Portuguese, Chinese (Tue and Fri), Vietnamese (Tue, Thu and Fri)	Mon - Fri •9:00 AM – Noon •1:00 PM – 4:45 PM	Tel: 0749-30-6144
City Development Promotion Division [1F, Hikone City Hall]	Referrals to lawyers and consultation services for inheritance, financial matters, and procedures after a family member passes away.	Japanese, English, Portuguese, Chinese (Tue and Fri), Vietnamese (Tue, Thu and Fri)	Mon – Fri 9:00 AM – 4:45 PM	Tel: 0749-30-6117

[Emergency Services (Police, Ambulance, And Fire Department)]

To Call the Police: 110 (Traffic Accidents, Crimes, Scams, Assault and Injury, etc.)

The emergency service numbers 110 (police) and 119 (ambulance and fire) are toll-free. When calling an emergency number, please stay calm and speak as clearly as possible to the emergency dispatcher.

You can call the police, an ambulance, or a fire brigade 24 hours a day, 7 days a week, year-round. Telephone interpretation is available in English, Chinese, Portuguese, Korean, and Vietnamese.



[Essential Information for a Dispatcher]

- What has happened.
- The location where emergency services are required (e.g., a landmark, a store, etc.).
- Your name and other relevant personal information.



To Call an Ambulance or Fire Brigade (Injuries, Fires, Medical Emergencies)

The emergency service numbers 110 (police) and 119 (ambulance and fire) are toll-free.

When calling an emergency number, please stay calm and speak as clearly as possible to the dispatcher.

You can call the police, an ambulance, or a fire brigade 24 hours a day, 7 days a week, year-round.

If you are unsure of calling an ambulance, you can get advice by calling #7119.

[Essential Information for a Dispatcher]

- Calling for a fire or medical emergency.
- The location where emergency services are required (e.g., a landmark, a store, etc.).
- What has happened.
- Your name and other relevant personal information.



You can speak to an emergency dispatcher through a telephone translation service when calling from Hikone City or the Inukami-gun area. For more details on how to use the telephone translation service, please scan the QR code below to visit the Hikone City website in your preferred language.

Japanese

<https://www.city.hikone.lg.jp/ja/category/kinkyu/index.html>



Portuguese

<https://www.city.hikone.lg.jp/po/category/kinkyu/index.html>



English

<https://www.city.hikone.lg.jp/eng/Categories/Emergencies/index.html>



Chinese

<https://www.city.hikone.lg.jp/ch/category/kinkyu/index.html>



Vietnamese

<https://www.city.hikone.lg.jp/viet/2/v1/index.html>



[Healthcare Information]

1. Hikone Urgent Care Office (*Offered only by reservation): Tel. 0749-22-1119

[Location] 1F, Hikone Kusunoki Center (Hikone, Hassakacho, 1900-4)

*Located on the same premises as Hikone Municipal Hospital

[Available Departments] Internal Medicine and Pediatrics

[Opening Hours] 10:00 AM – 4:30 PM *The reception time starts at 9:00 AM.

[Opening Days] Sundays, National Holidays, Dec 29 – Jan 3

*The urgent care office schedule is subject to change. Please visit the Hikone's website or contact the city hall.

*Please be sure to bring your My Number card if integrated with your health insurance plan.

If not, you will need to bring proof of your health insurance.

2. Medical Questionnaires in Foreign Languages

Before visiting a health facility without foreign language support, it is advisable to download a medical questionnaire that matches your health condition in your preferred language from the link below and fill it out in advance.

Medical Questionnaire in Foreign Languages: <https://kifjp.org/medical/>

(© NPO International Community Hearty Konandai / Kanagawa International Foundation)

3. NPO Corporation AMDA International Information Center

[Available Hours] Monday – Friday, 10:00 – 16:00 (except national holidays)

[Contact Number] 03-6233-9266 (Tokyo Office)

[Available Languages] English, Portuguese (Fridays only), Chinese (Tuesdays and Thursdays only), Vietnamese (Please check in advance.), Filipino (Mondays only), Thai (Tuesdays only), Spanish (Wednesdays only)

[Service Details] •The center can help you find a clinic/hospital based on your condition.

•Telephone interpreting is available between you and the health care provider.

•Please schedule an appointment for the interpreting service in advance.

•Interpreting services are available until 3:00 PM.

AMDA International Information Center: <https://www.amdamedicalcenter.com/>

4. Health Facilities And Dental Clinics In Hikone *Please scan the QR code in your preferred language.

[Health Facilities]

Japanese

<https://www.city.hikone.lg.jp/ja/category/iry/ou/byouinnniikutoki/9699.html>



Portuguese

<https://www.city.hikone.lg.jp/po/category/iry/ou/byouinnniikutoki/9984.html>



English

<https://www.city.hikone.lg.jp/eng/Categories/iry/ou/byouinnniikutoki/9805.html>



Chinese

<https://www.city.hikone.lg.jp/ch/category/iry/ou/byouinnniikutoki/10130.html>



Vietnamese

<https://www.city.hikone.lg.jp/viet/2/2/byouinnniikutoki/26041.html>



[Dental Clinics]

Japanese

<https://www.city.hikone.lg.jp/ja/category/iry/ou/byouinnniikutoki/9701.html>



Portuguese

<https://www.city.hikone.lg.jp/po/category/iry/ou/byouinnniikutoki/9986.html>



English

<https://www.city.hikone.lg.jp/eng/Categories/iry/ou/byouinnniikutoki/9807.html>



Chinese

<https://www.city.hikone.lg.jp/ch/category/iry/ou/byouinnniikutoki/10132.html>



Vietnamese

<https://www.city.hikone.lg.jp/viet/2/2/byouinnniikutoki/26042.html>



[Disasters (Earthquakes, Typhoons, Floods)]

1. Natural Disasters That Could Affect Hikone City And Surrounding Areas

Earthquake: Japan lies on multiple fault lines, and a major earthquake could strike at any time.

Typhoon: Typhoon season in Japan typically runs from July to October.

A powerful typhoon could make landfall in Hikone during this period.

Flooding: Several rivers in Hikone flow into Lake Biwa. In the event of a torrential downpour or similar conditions, these rivers could overflow and cause flooding.

Heavy Snow: Heavy snow can hamper traffic, damage houses, and trigger other types of disasters.

When extreme winter weather is forecast, please stay alert to potential risks.

Be sure to stock up on food and basic necessities in case of utility outages or infrastructure damage.



2. Four Easy Ways To Access Emergency Information

Knowing how to gather accurate information in the aftermath of an emergency is a life-saving skill, and it's best to learn it before a disaster occurs.

•FM Hikone Radio (78.2 MHz)

•NHK

You can change the language setting from Japanese to English or other available foreign languages.

•NHK World Japan: Multilingual Portal: Japan LIFE & BOSAI

Disaster information is provided in real time in 21 foreign languages.

English

https://www3.nhk.or.jp/nhkworld/en/multilingual_links/



•Free Mobile App "Safety tips"

In the event of a disaster, this free app provides alerts and life-saving information in multiple foreign languages.

Please scan the QR code to download the app.



Available Languages: English, Korean, Chinese, Vietnamese, Spanish, Burmese, Mongolian, Portuguese, Thai, Indonesian, Tagalog, Nepali, Khmer and Japanese



FOR ios

<https://apps.apple.com/eg/app/safety-tips/id858357174>



FOR Android

<https://play.google.com/store/apps/details?id=jp.co.rcsc.safetyTips.android&hl=en>



•Hikone Email Emergency Information System

This free service automatically sends important information about disasters, traffic accidents, fires, and more to your registered email address. To register, please scan the QR code below.

Japanese

<https://www.city.hikone.lg.jp/kurashi/bosai/3/6/5722.html>



Portugues

https://www.city.hikone.lg.jp/kakuka/kikakushinko/4_1/2/5/31/16932.html



English

https://www.city.hikone.lg.jp/kakuka/kikakushinko/4_1/2/5/31/16933.html



Chinese

https://www.city.hikone.lg.jp/kakuka/kikakushinko/4_1/2/5/31/16934.html



Vienamese

https://www.city.hikone.lg.jp/kakuka/kikakushinko/4_1/2/5/31/16936.html



Korean

https://www.city.hikone.lg.jp/kakuka/kikakushinko/4_1/2/5/31/16935.html



3. Disaster Preparedness

The Hikone Disaster Prevention Manual contains information about evacuation shelters, areas at high risk of earthquakes and flooding in Hikone, and more. The manual is available in English, Portuguese, Chinese, and Vietnamese, in addition to Japanese.



Japanese

<https://www.city.hikone.lg.jp/kurashi/bosai/3/17/11361.html>



Portuguese

<https://www.city.hikone.lg.jp/po/kinkyu/3418.html>



English

<https://www.city.hikone.lg.jp/eng/Emergencies/3417.html>



Chinese

<https://www.city.hikone.lg.jp/ch/kinkyu/3421.html>



Vietnamese

<https://www.city.hikone.lg.jp/viet/2/v1/24721.html>



•NTT Disaster Emergency Message 171

NTT Disaster Emergency Message Dial 171 is a service that allows people to leave and check voice messages when regular phone communication is disrupted during a large-scale disaster. The 171 service can be accessed from landlines, public phones, and certain other types of phones, but it cannot be used from overseas. Decide in advance how you will contact your family and friends.

•How To Prepare A Go Bag (a bag packed with emergency supplies)

Pack essential items in a backpack in preparation for the unexpected. Make sure to store your go-bag in a place at home where you can grab it quickly in case of a sudden evacuation.

A list of recommended items to pack can be found in the disaster prevention manual.

Japanese

<https://www.city.hikone.lg.jp/ja/category/saigai/9785.html>



Portuguese

<https://www.city.hikone.lg.jp/po/category/saigai/10083.html>



English

<https://www.city.hikone.lg.jp/eng/Categories/saigai/9902.html>



Chinese

<https://www.city.hikone.lg.jp/ch/category/saigai/10229.html>



Vienamese

<https://www.city.hikone.lg.jp/viet/2/saigai/26048.html>



Necessary Information for Everyday Life

[Hikone City Hall]

*On-site interpreters are available at Hikone City Hall.

*Available languages are English, Portuguese, Vietnamese (Tue, Thu, and Fri), and Chinese (Tue and Fri).

*If you speak a language not covered by the city's on-site interpreters, a tablet-based interpreting service is also available.

Available Languages Provided through the Tablet-Based Interpreting Service:

English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portuguese, Spanish, Russian, and

[Branch Offices of Hikone City Hall]

*Some basic administrative procedures can be handled at the following branch offices.

*Basic administrative procedures include issuing certificates, changing addresses, paying taxes, etc.

Branch Name	Address (Hikone)	Tel
Inae Branch Office	Tahara-cho 13-1	0749-43-2225
Toriimoto Branch Office	Toriimoto-cho 1491-6	0749-22-2204
Kawase Branch Office	Morido-cho 131	0749-28-1001
Kameyama Branch Office	Katayama-cho 278-2	0749-28-0022
Takamiya Branch Office	Takamiya-cho 2311	0749-22-3210

[My Number Card Center (1F, Hikone Welfare Center)]

*Address: Hikone, Hirata-cho 670, Tel:0749-30-9241

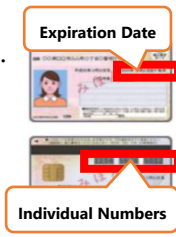
*You can apply for certain government-issued certificates (available until September 2026) and complete My Number procedures here.

*Please note that you cannot complete moving-in or moving-out procedures, change your address, handle family registry procedures, or apply for a temporary license plate at the My Number Card Center.

[Hikone City Hall]

1. Life Service Division (1F) Tel: 0749-30-6111

Residence Card	A residence card is issued at a Japanese airport to foreign nationals who are authorized to stay in Japan for more than three months under the Immigration Control Act. It serves as an official form of identification for foreign residents in Japan and must be carried by those aged 16 and over. To complete administrative procedures at government offices throughout Japan, foreign residents are required to present their residence cards. If your situation changes, such as a job change, marriage, or divorce, you must notify the Immigration Services Agency of Japan as soon as possible. [Contact Information] Immigration Information Center Tel: 0570-013-904
• Resident Registration • Moving-In Procedure • Moving-Out Procedure • Leaving Japan	You must register as a resident at a municipality within 14 days of arriving in Japan. Please bring your residence card and passport. If you are registering your family members, you must also provide documents proving your relationship to them, such as a marriage or birth certificate. After completing your resident registration, you will be able to access various public services. *Please write your name in Japan in the same order as it appears on your residence card. *You may also register your name in Katakana at Hikone City Hall. • If You Want to: 1. Move into Hikone from another municipality Please complete your moving-in procedure at the city hall within two weeks after officially settling in Hikone. If you received a moving-out certificate from your previous municipality, please submit it to Hikone City Hall. If you use your valid My Number card to complete the moving-out procedure, be sure to bring the card with you when completing your moving-in procedure. *Your My Number card contains an IC chip that stores your moving-out information. Therefore, you will not receive a moving-out certificate. 2. Move out of Hikone Please complete your moving-out procedure at Hikone City Hall and receive a moving out certificate. However, if you use your My Number card to complete the moving-out procedure, you will not receive a moving-out certificate, as explained above*. For your information, you can also complete your moving-out procedure online using your My Number card. Be sure to complete your moving-in procedure at your new municipal government office within 14 days. 3. Move to a different address within Hikone Please register your new address at Hikone City Hall within 14 days after you moved to your new place. 4. Leave Japan for another country You are required to notify the city of your departure in advance, as it affects your taxes, pension, health insurance, and other administrative records.

Residence Certificate	You can request a certificate of residence at Hikone City Hall. Request forms are available in English, Portuguese, Vietnamese, and Chinese.
Legal Alias	Registered foreign nationals may adopt an alias, also known as a second legal name. To register an alias, you must provide documents showing that it is already used in public, such as mail, bills, or similar documents issued under that name. Please note that once an alias is registered, it is very difficult to change.
Katakana Name Registration	Once you successfully register your name in Katakana, it will appear in the remarks section of your resident certificate.
Inkan (personal seal) Registration	Hikone residents aged 15 and older can register their Inkan. However, each person can register only one Inkan. Once the Inkan registration process is completed at city hall, an Inkan registration card will be issued. This card is required whenever you request an Inkan registration certificate from the city. An Inkan registration certificate is generally required for transactions such as purchasing a house or a car. If you have registered an alias or Katakana name, you may register an Inkan using that alias or Katakana name.
My Number (Individual Numbers)	•My Number Card A 12-digit My Number is assigned to all residents of Japan, regardless of nationality. The My Number Card is a plastic ID card that displays your name, address, date of birth, sex, and 12-digit My Number. It can also be used as a photo ID. Once your card is ready, a notification will be mailed to you. For more information, please contact Hikone City Hall. 
	*The expiration date of your My Number Card is usually the same as the expiration date of your residency status. Once your residency status is renewed, be sure to update your My Number card as soon as possible. *If you intend to use your My Number Card while residing abroad, please notify the local government office before leaving Japan.
	•Issuance of Government-Issued Certificates at Convenience Stores You can obtain the following certificates at participating convenience stores using your My Number Card. This service is more convenient and costs less than applying at City Hall or a branch office. Residence Certificate, Inkan Registration Certificate, Tax Certificate, Income Tax Certificate
Birth Registration	You must complete a birth registration within 14 days after your baby is born. These procedures can be completed even outside the regular hours of Hikone City Hall. *If you need to register the birth with the Immigration Services Agency, you are required to submit a photocopy of the birth registration form and complete the necessary procedures within 30 days after the baby is born.
Death Registration	Within 7 days of receiving a death notification signed by a doctor, please report the person's death to your local government office. These procedures can be completed even outside the regular hours of Hikone City Hall.
Marriage Registration	Please note that requirements and procedures may differ depending on the nationality. Therefore, you are advised to contact the Hikone Life Service Division well in advance.
Divorce Registration	Please note that requirements and procedures may differ depending on the nationality. Therefore, you are advised to contact the Hikone Life Service Division well in advance.
Certificate of Family Registry (Koseki)	Under Japan's revised Family Registry System, you can apply for a family registry certificate at your local government office, regardless of where your family registry is registered. Please note the following: •Traditional handwritten family registries and removed family registries that are not connected to the network cannot be issued. •Ichibu Jiko Certificates and Kojin Jiko Certificates cannot be issued under this system. •Applications by mail or through a proxy with a letter of attorney are not accepted. •It may take several days or longer to issue a family registry certificate. For more information, please contact the Hikone Life Service Division.
Temporary License Plate	When having your car and/or motorbike inspected, you may need a temporary license plate. These can be rented from the Life Service Division. (Please note: branch offices of Hikone City Hall do not provide temporary license plate services.)

2. Insurance And Pension Division (1F)

Tel: 0749-30-6112 (Insurance) Tel: 0749-30-6136 (Pension) Tel: 0749-30-6145 (Calculation/Imposition)

Within 14 days of leaving your job, you are required to enroll in the National Health Insurance System.

[Requirements]

Proof of Employment Separation (e.g., a certificate of unemployment, certificate of resignation, etc.), Name Seal (*necessary if submitting a letter of attorney), Photo Identification (e.g., a residence card, a My Number Card, etc.), Bankbook and Name Seal for Bank Procedures (*required for NHI premium payments by direct debit).

National Health Insurance	It is mandatory for all residents of Japan, with a few exceptions, to be enrolled in a health insurance plan. Foreign nationals who are permitted to stay in Japan for more than three months are generally required to enroll. However, you do not need to enroll in the National Health Insurance (NHI) system if any of the following apply: • You are enrolled in the Health Insurance System for Seniors. • You are enrolled in an employer-sponsored health insurance plan. • You are receiving benefits under the Seikatsu Hogo (Public Assistance) Program. If you obtain employer-sponsored health insurance (Shakai Hoken) or another health insurance plan, you must complete the necessary procedures at City Hall to withdraw from the National Health Insurance (NHI) system. If you later wish to re-enroll in NHI, you must apply at City Hall and submit proof that you have left your previous employer. After enrolling in NHI, you will receive either a paper health insurance card or, if you use your My Number Card as your health insurance card, an NHI Eligibility Verification Letter. Please bring your health insurance card or My Number Card whenever you visit a medical institution. Under Japan's universal health care system, insured individuals generally pay 30% of their medical expenses (terms and conditions apply). NHI members are also eligible for annual health checkups at little or no cost. [Contact Information] • National Health Insurance Procedures – Hikone Health Insurance Division • NHI Premiums Calculation – Hikone Health Insurance Division • To Discuss a Payment Plan for NHI Premiums – Hikone Credit Management Division
Health Insurance System for Seniors (Kouki Koureisha Iryou Seido)	"Kouki Koureisha Iryou Hoken" is the health insurance system for people aged 75 and older. There is no need to apply or complete any paperwork to join this system. City Hall will mail a Kouki Koureisha Iryou card to your registered address when you or someone in your household turns 75 years old. Please note that if your health insurance is integrated with your My Number Card, you will instead receive a Kouki Koureisha Iryou eligibility verification notice. Please present the eligibility verification notice or your My Number Card when visiting a medical facility. Insured individuals pay 10% to 30% of their medical expenses, depending on their annual income (terms and conditions apply). This health insurance system requires each insured person to pay monthly health insurance premiums. For more information, please contact the Hikone Insurance and Pension Division.
High-cost Medical Care Expenses (Kougaku Ryouyouhi)	Kougaku Ryouyouhi is a reimbursement available for high medical expenses covered by health insurance. If you know in advance that you will need expensive medical treatment, please contact your health insurance provider to apply for a "Gendogaku Tekiyo Ninteisho" (Copayment Amount Cap Approval Certificate). This certificate allows your out-of-pocket medical expenses to be capped at the medical institution. [Contact Information] NHI or Kouki Koureisha Iryou Seido ⇒ Hikone Insurance and Pension Division Shakai Hoken ⇒ Your Employer

Medical Expenses Incurred Outside Japan	You may be able to claim reimbursement for expenses related to medical treatment received while traveling abroad or temporarily staying in your home country. Whether you can claim reimbursement for medical expenses incurred outside Japan is determined on a case-by-case basis (e.g., emergency medical treatment may be accepted). To submit a claim for reimbursement, please contact the city hall or your employer, depending on the type of health insurance coverage you have. Please note that if the purpose of traveling abroad is solely to receive medical treatment, this reimbursement system will not apply under any circumstances. [Contact Information] National Health Insurance or Kouki Koureisha Iryou Seido: Hikone Insurance and Pension Division Shakai Hoken: Your employer
Long-Term Care Insurance	Long-Term Care Insurance is a mandatory insurance program for people aged 40 and older. The system provides long-term care benefits to eligible individuals who require care services. The program is divided into two insurance groups: Group 1: Individuals aged 65 and older Group 2: Individuals aged 40 to 64 [Contact Information] Long-Term Care Insurance premium calculation: Hikone Health Insurance and Pension Division To make a payment plan due to financial struggles: Hikone Credit Management Division
Marufuku (Medical Welfare Subsidy Program)	The Medical Welfare Subsidy System, commonly known as “Marufuku” in Japanese, provides free or reduced-cost healthcare to eligible individuals. Those who qualify for this system include: 1. Children aged 0 to 18 2. Individuals with severe mental or physical disabilities 3. Single parents and their children aged under 18 4. Individuals aged 65 to 74 who are low-income earners or have disabilities
Lump-Sum Benefit for Childbirth	The Lump-Sum Childbirth Benefit is provided to help cover childbirth-related expenses. You may be eligible to receive this benefit in the event of a miscarriage or stillbirth (after 85 days of pregnancy). In most cases, your medical institution will apply for and receive the Childbirth Lump-Sum Benefit directly from your medical insurance provider on your behalf. Alternatively, you can submit the necessary paperwork yourself to claim the benefit within two years of childbirth. • NHI Holders: Hikone Insurance and Pension Division • Company-sponsored (Shakai Hoken) Insurance: Your Employer
Funeral Expenses	In the event of the death of an insured person, funeral expenses will be paid to the bereaved family. Applications for this financial support must be submitted within two years from the date of the funeral. • NHI Holders: Hikone Insurance and Pension Division • Company-sponsored (Shakai Hoken) Insurance: Your Employer
Child Allowance	The Child Allowance is provided to legal guardians of children up to 18 years old (until the first March 31 after their 18th birthday). To receive the Child Allowance, you must complete the required procedures at City Hall. For more information, please contact the Hikone Insurance and Pension Division.

Japanese Pension System	The Japanese National Pension is a mandatory pension system for all registered residents of Japan aged 20 to 59, regardless of nationality. Monthly contributions vary depending on your type of work. Keep your pension notice, which includes your pension number, in a safe place. To avoid dual social security coverage, Japan has totalization agreements with the following countries: Germany, the United States, Belgium, France, Canada, Australia, the Netherlands, the Czech Republic, Spain, Ireland, Brazil, Switzerland, Hungary, India, Luxembourg, the Philippines, Slovakia, Finland, Sweden, and Austria. [Contact Information] Pension Office (Hikone, Soto-machi, 169-6), Tel: 0749-23-1112 (Press 2, then 2)
Disability Pension	Disability pension payments are paid to individuals who have been officially diagnosed by a doctor with a severe mental, intellectual or physical disability. For more information, please contact the Hikone pension office (Tel: 0749-23-1112) if you are enrolled in the Japan pension system. If you are enrolled in a mutual aid pension system, please contact your employer or mutual aid association.
Lump-Sum Withdrawal	If you wish to claim a Lump-Sum Withdrawal Payment, please note that one of the eligibility requirements is that you must have paid into the Japanese pension system for at least six consecutive months without any unpaid contributions. You must apply within two years after leaving Japan, and you can claim up to five years of contributions retrospectively. For more information about the application process, please contact the Hikone Pension Office. Hikone Tax Office (Hikone, Tomachi, 169 – 6) Tel: 0749-23-1112 (Press 1, then 2) • Official web pages in multiple languages detailing the process, and more. Japanese https://www.nenkin.go.jp/service/jukyu/tetsu-duki/sonota-kyufu/20140710.html  English https://www.nenkin.go.jp/international/english/japanese-system/benefit/payment.files/A.pdf  Portuguese https://www.nenkin.go.jp/international/english/japanese-system/benefit/payment.files/D.pdf  Chinese https://www.nenkin.go.jp/international/english/japanese-system/benefit/payment.files/B.pdf  Vietnamese https://www.nenkin.go.jp/international/english/japanese-system/benefit/payment.files/I.pdf 

3. Living Environment Division (2F) *The following services can be completed at branch offices.

Tel. 0749-30-6116 Dog Registration, Rabies Vaccine	• Dog Registration Once you own a dog, you are required to register it with the Living Environment Division at City Hall. The registration fee is 3,000 yen per dog. After registration, you will receive a pet license tag (see image). Please notify the city if your dog dies, if you move, or if ownership changes. • Rabies Vaccine (3,500 yen per dog) Under Japanese law, all dog owners are required to have their dogs vaccinated against rabies once a year. For more details, please contact the Hikone Living Environment Division.
Garbage Disposal, Recycling	The Hikone Garbage Collection Calendar is available in English, Portuguese, Chinese, and Vietnamese. You can request the translated version at the Hikone Sanitation Center, branch offices of the Hikone City Hall, or the Hikone Living Environment Division. For more information on trash disposal in Hikone, please refer to the "How To Dispose of Trash" section in this guidebook.
Night Soil Treatment	If you would like to request the city's night soil collection service, please contact the Living Environment Division to schedule a collection date. Please make your request well in advance.



4. Tax Division (1F)

Tel. 0749-30-6140 (Resident Tax), Tel. 0749-30-6138 (Property Tax)
Tel. 0749-30-6108 (Taxation)

Resident Tax	Municipal and prefectural inhabitant taxes (hereinafter referred to as "resident tax") are based on your income from the previous year. The tax is levied by the municipality where you were registered as a resident of Japan on January 1 of the current year.
Property Tax	Property tax is levied by the municipality on the owner of fixed assets, such as land, houses, and depreciable assets, as of January 1 of the current year. The tax amount is usually notified in May. For newly built houses, the property tax is assessed based on a property tax inspection conducted in accordance with the law. For more information, please contact the Hikone Tax Division.
Kei Car Tax (Light Automobile)	Kei car tax bills are mailed to all owners by Hikone City Hall in May. If you do not pay your Kei car tax on time, you will not be able to have your car, scooter, or motorbike inspected, as required by law. A Kei car tax reduction is available for eligible people with disabilities. For more information, please contact the Hikone Tax Division. *If you purchase, transfer ownership of, or dispose of a car, motorbike, or scooter, please contact the Hikone Tax Division or the Inae Branch Office. You must also complete all required procedures before leaving Japan. *You usually do not need to present your Kei car tax payment certificate when having your vehicle inspected. However, if the inspection takes place shortly after you pay the tax, you may be asked to provide proof of payment.

5. Credit Management Division (1F)

Tel. 0749-30-6109

All residents of Japan, regardless of nationality, are required to pay taxes such as income tax, resident tax, and property tax. If you are enrolled in the National Health Insurance and/or Long-Term Care Insurance system, you must also pay your insurance premiums by the due date. If you do not pay your taxes or insurance premiums by the due date, late fees may apply. Continued non-payment may result in the city taking legal action to seize your income, property, or other assets. If you are having difficulty making payments, please contact the Credit Management Division as soon as possible to discuss a payment plan.

6. Housing Division (2F)

Tel. 0749-30-6123

City-Run Apartments (Affordable Housing)	Residents of Hikone who wish to rent a city-run apartment must submit an application. Applications for vacant apartments are usually accepted three times a year: January, June, and October. Information on how to apply and the eligibility requirements is available in Hikone's monthly community newsletter. Please note that the application schedule is subject to change, and all applicants must meet the eligibility requirements. For the latest information, please contact the Hikone Housing Division in advance.
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7. Hikone City Water And Sewer Customer Service Center (1F)
Tel. 0749-27-2802

Starting or Stopping Water Service	Visit the Hikone Water and Sewer Customer Service Center to start or cancel water service. The center also reads water meters, calculates water charges, collects payments, and provides other customer services. If you are having difficulty paying your water bills, please visit the center to discuss a payment plan as soon as possible. [Opening Hours] Weekdays: 8:30 AM – 7:00 PM Weekends, holidays, and Dec. 29–31: 9:00 AM – 5:00 PM Closed: Jan. 1–3
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8. Mother and Child Welfare Division (2F, Kusunoki Center), Hassaka-cho 1900-4
Tel. 0749-24-3931

• Boshi Techo (Maternal And Child Health Handbook) • Tickets For Free Prenatal Check-ups	After your pregnancy has been confirmed by a doctor, please bring your pregnancy confirmation certificate to the Mother and Child Welfare Division. You will receive a Mother and Child Health Handbook (Boshi Techo) and vouchers for free prenatal check-ups. The Mother and Child Health Handbook is available in several languages. If you have recently moved to Hikone from another municipality, please visit the Health Promotion Division to exchange your prenatal check-up vouchers for Hikone City vouchers.
Newborn Home Visiting Program	A public nurse from the Health Promotion Division of Hikone City will visit your baby and family to check the baby's weight, speak with parents, offer tips on healthy childrearing, and provide other assistance. Please note that you must apply for this program, which is essential for monitoring your baby's health and well-being.
Health Check-Ups For Infants, Toddlers, and Preschoolers	Children aged 1 month, 4 months, 10 months, 1½ years, 2½ years, and 3½ years old are need to be checked by a pediatrician. For more details, please refer to the information on the Hikone Suku Suku App below.
Hikone Suku Suku App (Boshi Mo) 	You are required to make an appointment in advance via the mobile app 母子モ (Boshi Mo) for health check-ups, consultations, and more. The app also provides helpful information for raising children.

*For further details regarding childhood immunization, please read the Hikone City Child-Rearing Guidebook.

Japanese

https://www.city.hikone.lg.jp/kakuka/kodomo_mirai/3/tiiki_kosodate_shien/jyouhou/3102.html



Portuguese

<https://www.city.hikone.lg.jp/po/category/kosodate/17029.html>



English

<https://www.city.hikone.lg.jp/eng/Categories/ChildrearingPregnancyChildbirthEarlyChildhood/17028.html>



Chinese

<https://www.city.hikone.lg.jp/ch/category/kosodate/22217.html>



Vietnamese

<https://www.city.hikone.lg.jp/viet/2/kosodate/20144.html>



9. Health Promotion Division (2F, Kusunoki Center), Hassaka-cho 1900-4

Tel. 0749-24-0816

• Childhood Immunization

Before your baby is two months old, you will receive a vaccination guide and medical questionnaire forms by mail. These are available in English, Portuguese, Vietnamese, and Chinese. Please contact the Health Promotion Division if you would like a translated version. To have your baby or young child vaccinated, please make an appointment with a medical facility in advance. Under Japan's routine childhood immunization program, recommended vaccines are provided free of charge. However, if your child misses the recommended vaccination period, you may have to pay for the vaccinations yourself.

• Cancer Screening

Regular cancer screenings are crucial for detecting signs of cancer as early as possible.

The table below provides details of the cancer screening tests offered by the city:

Type	Eligibility	Frequency	Screening Method
Stomach Cancer	Hikone residents over 40 who did not have an endoscopy last fiscal year.	Every year (*)	Barium Swallow
	Hikone residents over 50 whose age is an even number and did not have an endoscopy last fiscal year.	Once every two years (*)	Endoscopy
Colorectal Cancer	Hikone residents over 40	Every year	Fecal Occult Blood Test
Lung Cancer	Hikone residents over 40	Every year	Chest X-ray
Cervical Cancer	Hikone residents over 20 who did not get screened for cervical cancer last fiscal year.	Once every two years	Cervical Cytology (pap smear)
Breast Cancer	Hikone residents over 40 who did not get screened for breast cancer last fiscal year.	Once every two years	Mammography

*Those who have had an endoscopy are not eligible for another endoscopy or barium swallow the following fiscal year.

• Health Check-up

What is included in a health check-up?

A health check-up includes body measurements (height, weight, and BMI), chest circumference measurement for individuals under 74 years old, blood pressure measurement, urinalysis, an internal medicine examination, blood tests, and other tests.

• Echocardiography and ophthalmoscopy (a test to examine the back of the eye) are available for individuals aged 40 to 74 under certain conditions.

• Anemia testing is available only for individuals who have been advised by a physician to undergo the test.

• Hepatitis screening is available only for individuals over 40 who have not previously undergone hepatitis screening.

For more information, please contact the Hikone Health Promotion Division.

[Health Check-ups Ages 19–39]

- If your school or workplace offers a health check-up: → Take it there.
- If not: → Take a Hikone City health check-up. *Fees apply.

[Ages 40–74]

- Hikone National Health Insurance members: → Take Hikone City's Specific Health Check-up. *Free.
- Other health insurance members: → Ask your insurance provider.
- Seikatsu Hogo recipients: → Take a Hikone City health check-up. *Free.

[Ages 75 and Older]

→ Take the Health Check-up for Older Seniors. *Free. A check-up ticket will be mailed to eligible people.

Health check-up and cancer screening fees will be waived for individuals who meet any of the following conditions.

• Tax-exempt households

Please apply to the Health Promotion Division at least one week before your check-up date, or apply online at least two weeks before your check-up date.

• Those receiving assistance under the Seikatsu Hogo (Public Assistance) Program

Please notify your caseworker at least one week before your check-up date.

• Those aged 65 or older with certain disabilities who possess a card or eligibility certificate for the health care system for older seniors

• Those who have received a free health check-up ticket or a free hepatitis virus test ticket

• Those who are aged 75 or older on the day of their health check-up

10. Social Welfare Division (2F, Hikone Welfare Center, Hirata-cho, 670)
Tel. 0749-23-9590

Consultation Services	If you are having financial difficulties due to sudden illness or other unexpected circumstances, you can consult with a social worker for advice and support.
Livelihood Protection Program	The Livelihood Protection Program provides financial assistance and other support to people who are having difficulty with daily living expenses. The program helps people in difficult financial situations become more stable. Eligibility requirements and rules apply.

11. Welfare Promotion Division For Seniors (1F, Hikone Welfare Center, Hirata-cho, 670)
Tel. 0749-23-9660



Long-Term Care Insurance	The Long-Term Care Insurance System covers the cost of long-term care services for people who need them. All residents of Japan aged 40 and older, regardless of nationality, are required to enroll in this system. After approval by the Senior Welfare Promotion Division, you can use these services. You can choose the services you need and use them by paying the required fees.
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If you want to ask questions and/or share concerns related to long-term care, the following facilities are available for you.

Name	Address	Tel.
Hikone <i>Houkatsu Shien</i> Center Subaru Area: Toriimoto	Hikone Toriimoto-cho 670 (Day Service Center Suzuno Ne)	0749-21-5412
Hikone <i>Houkatsu Shien</i> Center Subaru Area: Joto, Sawayama	Hikone Gosanjo-cho 350-3 (Suzuki Health Care Service Center)	0749-24-0494
Hikone <i>Houkatsu Shien</i> Center Happiness Area: Josei, Johoku	Hikone Banba-cho 1-chome 5-5 (Hikone Kita Rojin Fukushi Center)	0749-27-6702
Hikone <i>Houkatsu Shien</i> Center Furusato Area: Kinjo	Hikone Kaideima-cho 13513 (Ohmi Furusato Hall)	0749-47-3993
Hikone <i>Houkatsu Shien</i> Center Yujin Area: Jonan, Takamiya, Asahinomori	Hikone Takegahana-cho 80 (Aro Fente Hikone)	0749-21-3341
Hikone <i>Houkatsu Shien</i> Center Kirara Area: Joyo, Wakaba, Kawase, Kameyama	Hikone Kawasebaba-cho 1015-1 (Hikone Daycare Center Kirara)	0749-28-9323
Hikone <i>Houkatsu Shien</i> Center Inae Area: Inae Higashi, Inae Kita, Inae Nishi	Hikone Shimo Okabe-cho 632 (JA Higashi Biwako, Imamura Branch)	0749-47-3320

12. Welfare Division for People with Disabilities (1F, Hikone Welfare Center, Hirata-cho, 670)
Tel. 0749-27-9981

Consultation services are provided by this division to individuals with disabilities and their caregivers. This division is also responsible for issuing disability handbooks, which are divided into three types as described below.

Physical Disability Handbook	The Physical Disability Handbook is categorized into six grades, each representing a different level of disability severity.
Special Education Handbook	This handbook is typically issued to children with special needs and is categorized into four grades: A1, A2, B1, and B2, ranging from severe to mild.
Mental Disability Handbook	The Mental Disability Handbook is categorized into three grades. Having this handbook confirms that the holder has mental disability and grants access to certain services.

13. Children and Youth Support Division (2F, Hikone Welfare Center, Hirata-cho, 670)

Consultation services, financial aid programs, and other forms of support are available for single parents and their children.

Jido Fuyo Teate (Financial Help for Single Parents) Tel. 0749-49-2251	Single parents may receive financial assistance, known in Japanese as Jido Fuyo Teate, until the first March 31 after their child's 18th birthday. If the child has a severe disability, eligibility may be extended until age 19. Terms and conditions apply.
Consultation Services for Childrearing, Troubled Youth, and Women Tel: 0749-26-0994	You can contact this division for support with difficult childrearing situations, child abuse, youth-related concerns, domestic violence, and other related issues. [How to Schedule a Consultation] Please contact this division in person or by phone. [Opening Hours] 9:00 a.m. – 4:45 p.m. (Monday–Friday) Closed on weekends and public holidays. All consultations are free of charge, and all information shared will be kept strictly confidential.

[Places for Children to Play and Child-Rearing Consultation Services]

*All the following services are provided free of charge.

Program Name		Opening Schedule	Target Persons	Location	Tel
Regional Child-Rearing Support Center	Cha Cha Cha Hiroba	Sun – Thu, 9:30 – 3:30 *Closed on New Year's, Obon, and AL Plaza holidays.	•Parents and their children under 6 years old (pre-school age) •Pregnant women and their family members	AL Plaza Hikone (Daitocho 2-28)	070-9441-9898
	Manm aru Hiroba	Mon – Fri, 10:00 – 16:00 *Closed on holidays and Viva City holidays.		Viva City Hikone (Takegahana-cho 43-1)	0749-27-5555
	Kira Kira Hiroba	Tue - Sat, 9:00 – 17:00 *Closed on holidays *If a Monday is a national holiday, the following Tuesday will also be closed.		Kodomo Center (Hinatsu-cho 4769)	0749-28-3645
	San San Hiroba	Mon – Fri, 9:30 – 15:30 *Closed on holidays		Kodomo-en Hikarinomori (Mitsuya-cho 462-1)	0749-47-5511
Sakura Hiroba		Wed, 3 rd and 4 th Tue, 10:00 – 11:30 *Closed on holidays	Young children who are not enrolled in any childcare facility and their parents.	Hikone Welfare Center, Annex, 2F, Multiple-Purpose Room (Hirata-cho 670)	0749-49-2251 (Child and Youth Affairs Section)
Himawari Hiroba		1 st Tue, 10:00 – 11:30 *Closed on holidays	Young children aged 2 to 3 who are not enrolled in any childcare facility and their parents.		
Sakuranbo Salon		2 nd Tue, 10:00 – 11:30 *Closed on holidays	Parents of twins, triplets, quadruplets, etc. and women who are pregnant with multiple babies. *All of the above must be residents of Hikone.		

Kodomo 110-Ban No le	"Kodomo 110-Ban no le" refers to homes and businesses that have registered with the city to provide a safe place for children to seek help in an emergency, such as an accident or crime. The sign (shown on the right) is displayed near the entrance of participating homes and facilities.	
Baby Station	If you see the sign shown on the left at a public facility, it means you can change your baby's diaper, feed your baby, and more. You can find Baby Stations in Hikone by visiting the link below. https://www2.wagmap.jp/hikone/ThemeSearch?mid=3&mcl=15,22,22,22	
Family Support Center	The Family Support Center has a list of people who can provide childcare or pick up and drop off children up to elementary school age. For more details, please scan the QR code or contact the Family Support Center at 0749-24-3920. [Membership Eligibility] Residents of, or those who work in, Hikone, Aisho, Toyosato, Kora, or Taga. [Important Points] You must register as a member before using this service. [Opening Hours] Mon, Tue, Thu, and Fri: 9:00 – 4:45, Sat: 9:00 – 12:00 (Closed on New Year's and national holidays) [Address] Hikone, Hirata-cho, 105-7	

14. Early Childhood Division (2F, Hikone Welfare Center, Hirata-cho, 670)

Tel. 0749-23-9597

All the necessary procedures related to kindergartens and nursery schools can be completed at this division.

[Nursery School]

Nursery schools typically offer longer hours of childcare than kindergartens. They provide care for children from infancy through preschool age. While nursery school fees are generally free for children aged 3 to 5, parents are still responsible for some additional miscellaneous expenses.

Japanese

<https://www.city.hikone.lg.jp/ja/category/kosodate/umaretekara/9730.html>



Portuguese

<https://www.city.hikone.lg.jp/po/category/kosodate/umaretekara/10021.html>



English

<https://www.city.hikone.lg.jp/eng/Categories/ChildrearingPregnancyChildbirthEarlyChildhood/umaretekara/9842.htm>



Chinese

<https://www.city.hikone.lg.jp/ch/category/kosodate/umaretekara/10167.html>



Vietnamese

<https://www.city.hikone.lg.jp/viet/2/kosodate/umaretekara/26054.html>



[Kindergarten]

Kindergartens care for children aged 3 to 5 only.

Japanese

<https://www.city.hikone.lg.jp/ja/category/kosodate/umaretekara/9731.html>



Portuguese

<https://www.city.hikone.lg.jp/po/category/kosodate/umaretekara/10022.html>



English

<https://www.city.hikone.lg.jp/eng/Categories/ChildrearingPregnancyChildbirthEarlyChildhood/umaretekara/9843.html>



Chinese

<https://www.city.hikone.lg.jp/ch/category/kosodate/umaretekara/10168.html>



Vietnamese

<https://www.city.hikone.lg.jp/viet/2/kosodate/umaretekara/26055.html>



15. Child Development Support Center (Hikone, Hirata-cho, 597-1)

Tel: 0749-47-3445

At the Child Development Support Center, consultations are available for concerns related to developmental delays and disabilities. The center works with other relevant organizations, and all residents of Hikone can access this support.

- All consultations are kept strictly confidential.
- Questions and concerns about child development.
- Language development (up to elementary school age).
- Developmental disabilities (all ages).

*Consultations regarding child development for children under 4 years old are provided by the Hikone Mother and Child Welfare Division (0749-24-3931).

【Operating Hours】8:30 – 17:15 (Mon – Fri) *Closed on holidays and during the New Year holiday period.

【How to Schedule a Consultation】 Please make an appointment in advance. Consultations are free of charge.

Classes for Special Needs Children	• Asunaro Provides support for children with developmental disabilities and their families. • Tsuomi Offers activities for children with developmental disabilities and their families to enjoy together, helping to foster healthy relationships. • Mebae Helps families of children with developmental disabilities access welfare services provided under the Child Welfare Act.
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【Public Elementary and Junior-High School】

1. Hikone Board of Education (3F)

Tel. 0749-24-7973 (School Education Division)



Elementary School	Elementary school covers grades 1 through 6, and junior high school covers grades 7 through 9. School-age children attend schools based on their school district. Japan's school year begins in April. 【When moving to Hikone】 After completing your resident registration at the Hikone Life Service Division, please visit the School Education Division of the Hikone Board of Education to complete your child's school transfer procedures. You will need to submit a certificate of school enrollment and a list of the textbooks issued by your child's previous school or board of education to the new school.
Junior-High School	【When moving out of Hikone】 Notify your child's school well in advance of your move. The school will prepare the necessary documents for the transfer. Please submit these documents to the school or board of education in your new city. 【When moving within Hikone】 If you move to a different school district, inform the School Education Division of the Hikone Board of Education after registering your new address at the Hikone Life Service Division. If you are unsure which school district your current or new address belongs to, please ask your child's current school in advance.
Financial Aid For School Education	Children attending public schools in Hikone may be eligible for financial assistance to help cover some school expenses if their parents are experiencing financial hardship. Terms and conditions apply, so please contact your child's school to find out if your family qualifies.

2. School Support, Human Rights And Anti-Bullying Measures Division (3F, Hikone City Hall)

Tel: 0749-24-7978

[Consultation Services]

This division is responsible for ensuring that school environments are safe and supportive. It also promotes human rights and works to prevent bullying in schools. There are a couple of Portuguese translators and a Tagalog translator working in the division.

3. Life-Long Learning Division (3F, Hikone City Hall)

Tel: 0749-24-7974

Afterschool Children's Club	For parents or guardians who are unable to care for their elementary school-aged children at home after school due to work or other valid reasons, the Board of Education offers the Afterschool Children's Club program for a fee. To apply, please contact the Lifelong Learning Division.
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Japanese

<https://www.city.hikone.lg.jp/ja/category/kyouiku/10453.html>



Portuguese

<https://www.city.hikone.lg.jp/po/category/kyouiku/10097.html>



English

<https://www.city.hikone.lg.jp/eng/Categories/EducationElementaryJuniorHighSchools/10452.html>



Chinese

<https://www.city.hikone.lg.jp/ch/category/kyouiku/10451.html>



Vietnamese

<https://www.city.hikone.lg.jp/viet/2/6/26056.html>



4. YouTube Channel "Mextchannel"

You can learn what ordinary school life is like in Japan by watching YouTube videos - "Nice to Meet You! Let's Be Friends!" and "Tell Me About Elementary School in Japan!" - available in multiple languages.

•Video - Nice to Meet You! Let's Be Friends!

Japanese

<https://youtu.be/dO0rqWQo2Ok>



Portuguese

<https://youtu.be/dgQqmwVkgmc>



English

<https://youtu.be/-RM6TYVhoRw>



Chinese

<https://youtu.be/2t0txMiU3gg>



Vietnamese

<https://www.youtube.com/watch?v=Wf7vfrFTx6A>



Spanish

<https://youtu.be/t9yHKpj46tY>



Filipino

<https://youtu.be/Cpx5Vk6DmaQ>



•Video- Tell Me About Elementary School in Japan!

(Introductory Video on Elementary Schools in Japan)

Using picture cards, this movie introduces school events, school rules and things to bring to school every day.

Japanese

<https://youtu.be/ROPBDykUHDw>



Portuguese

<https://youtu.be/f8uEBywM3SU>



English

<https://youtu.be/fX77C8bze4Y>



Chinese

<https://youtu.be/ol4plQIZ9Kc>



Vietnamese

<https://youtu.be/etMaWjYV8wl>



Spanish

https://youtu.be/p0dvoW_ngfg



Filipino

<https://youtu.be/oEKkgnmO0fU>



[Other Public Facilities in Hikone]

1. Local Community Halls

A community hall is a public facility where local residents can gather for community activities. Each community hall has its own rules and conditions for use, so please contact the community hall in your district for details.

Name	Address (Hikone)	Tel
Inae District Community Hall	Honjo-cho 60	0749-43-4041
Nishi District Community Hall	Hon-machi Icchome 9-1	0749-24-2957
Higashi District Community Hall	Daito-cho 1-26	0749-24-4951
Asahinomori District Community Hall	Shohouji-cho 642-1	0749-26-0675
Kawase District Community Hall	Morido-cho 131	0749-28-1000
Naka District Community Hall	Oyabu-cho 2610	0749-24-0801
Toriimoto District Community Hall	Toriimoto-cho 1491-6	0749-26-1922
Minami District Community Hall	Kanro-cho 1321-1	0749-25-5177

2. Hikone City Library (Hikone, Osue-cho 8-1)

Tel: 0749-22-0649

To borrow books from the library, you must first obtain a library card. Please apply at the service desk of the City Library and present identification showing that you reside in Hikone. If you do not live in Hikone but attend school or work in the city, please present your student ID or employee ID.

The City Library also has a small collection of books in foreign languages. If you need assistance or would like more information, please feel free to ask a librarian.



3. Neighborhood Association

A Jichikai or Chokai is a neighborhood association made up of residents living in the same area, neighborhood, or housing complex. These associations organize community activities that encourage interaction and help build connections among local residents.

In addition to hosting community events, neighborhood associations are responsible for activities such as neighborhood clean-ups, disaster preparedness drills, and other initiatives that help keep the community safe and welcoming.

Joining a neighborhood association is a great way to become more familiar with your community and get to know your neighbors. Membership typically involves a modest monthly fee, which is used to help maintain the neighborhood, support community events and activities, and promote a safe and clean living environment.

Japanese

<https://www.city.hikone.lg.jp/ja/category/seikatsu/9780.html>



English

<https://www.city.hikone.lg.jp/eng/Categories/seikatsu/9896.html>



Tiếng Việt

<https://www.city.hikone.lg.jp/viet/2/seikatsu/30717.html>



Português

<https://www.city.hikone.lg.jp/po/category/seikatsu/10077.html>



Chinese

<https://www.city.hikone.lg.jp/ch/category/seikatsu/10223.html>



4. Other Public Places in Hikone *The following buildings are not necessary run by Hikone City.

[Hikone Police Department]

Address: Hikone, Frusawa-cho, 660-3

Opening Hours: Mon to Fri

8:30 AM to 4:30 PM

Tel: 0749-27-0110



[Hikone Tax Office]

Address: Hikone, Tachibana-cho, 5-20

Opening Hours: Mon to Fri

8:30 AM to 5:00 PM

Tel: 0749-22-7640



[Hello Work Hikone]

Address: Hikone, Nishiimacho, 58-3

1F, Regional Joint Government
Complex

Opening Hours: Mon to Fri

8:30 AM to 5:15 PM

Tel: 0749-22-2500



*Portuguese interpreting is available on Thursdays
from 9:00 AM to 5:00 PM. Please note that availability may change.

[Hikone Labor Standards Inspection Office]

Address: Hikone, Nishiimacho, 58-3
3F, Regional Joint Government Complex

Opening Hours: Mon to Fri
8:30 AM to 5:15 PM

Tel: 0749-44-8013

*Portuguese interpretation is available on Tuesdays
and Wednesdays. (9:15 AM to 4:45 PM)
Please note that availability may change.



[Hikone Pension Office]

Address: Hikone, Tomachi, 169-6

Opening Hours: Mon to Fri
8:30 AM to 5:15 PM

Tel: 0749-23-1112 (Automated voice guidance)

- To ask questions about employees' pension insurance, push 3, then 2.
- To discuss payment plans, push 4.
- To ask questions about submission of forms, push 2, then 2.
- To ask questions about the national pension system, push 1, then 2.

*Foreign language interpreting services are at your disposal.

Available languages are English, Chinese, Korean, Portuguese,
Spanish, Tagalog, Vietnamese, Indonesian, Thai, Nepali, and Burmese.



[Hikone Public Health Center]

Address: Hikone, Wada-cho, 41

Opening Hours: Mon to Fri
9:00 AM to 5:00 PM

Tel: 0749-22-1770

- *The center administers medical expense subsidy programs for designated intractable diseases and hepatitis.
- *The center provides free, anonymous testing for HIV, syphilis, and hepatitis by appointment.
Please make an appointment by telephone in advance.
- *The center is responsible for infectious disease prevention and control, as well as responses to food poisoning incidents.



[Otsu District Court, Hikone Branch, Otsu Family Court, Hikone Branch, Hikone Summary Court]

Address: Hikone, Ekihigashi-cho 1-13

Opening Hours: Mon to Fri,
8:30 AM to 5:00 PM

Tel: •0749-44-8010: Civil procedures

(*excluding enforcement and bankruptcy)

- 0749-44-8011: Enforcement and bankruptcy procedures
- 0749-44-8012: Family court procedures



[Housing, Postal Services, etc.]

1. Affordable City-Run Public Housing

If you wish to rent a city-run apartment, please contact the Hikone Housing Division at 0749-30-6123 to obtain further information and complete the necessary paperwork. *Eligibility criteria differ on a case-by-case basis.

2. Safety Net Jutaku (Housing) in Shiga

This is a registration system administered by Shiga Prefecture and other local governments.

Registered properties do not refuse tenants simply because they are foreigners, older adults, or other people who may have difficulty finding housing. You can search for registered properties online through the Safety Net Housing Information System.

3. Helpful Website And Guidebook For Finding A Place To Live

To rent housing other than affordable public housing, you need to contact a real estate agency. Each agency has a variety of properties to suit your needs.

- A List of Real Estate Agencies Offering Foreign-Language Services



- Apartment Search Guidebook (Ministry of Land, Infrastructure, Transport and Tourism)

This guidebook includes information on how to find an apartment, sign a rental agreement, and other useful information. It is available in 14 languages.



4. Basic Procedures At A Bank or Japan Post Office

- To open a bank account, please visit the bank of your choice with a valid photo ID and your personal seal (Hanko), if required. You may also be asked to present your My Number Card. Since the required documents and procedures vary by bank, please contact the bank in advance to confirm what you will need.



Once your account has been opened, you will receive a bankbook on the same day and your bank card at a later date.

- Before you move to a new place, make sure to request the relocation/forwarding service at a Japan Post office. This service is called "Tenkyo Tensou Service" in Japanese. Under this service, postal items sent to the former address will be redirected to the new address free of charge for up to one year after your moving date.



- You can pay electricity, water, gas, resident tax, and National Health Insurance premium bills, as well as make deposits, withdrawals, and money transfers, using over-the-counter services or an ATM.



•Postal Money Order Called “Teigaku Kogawase”

When applying for a government-issued certificate or other document by mail, you are usually required to pay the application fee using a Teigaku Kogawase (fixed-amount money order). You can purchase one at any Japan Post office. Since it is commonly used in Japan for various transactions, it is helpful to know where to obtain one.

What to Do If You Need a Certificate from Another Municipality (Outside Hikone)

If you need to obtain a government-issued certificate, such as a tax certificate, from a municipality where you previously lived, you can usually apply by mail.

General Steps:

1. Visit the official website of your previous municipality and download the application form.
2. Complete the application form. Then prepare a return envelope with your current address and sufficient postage, make a photocopy of your identification, and purchase a Teigaku Kogawase (fixed-amount postal money order) for the application fee.
3. Place the completed application form, the return envelope, a photocopy of your identification, and the Teigaku Kogawase in an envelope, and mail it at a Japan Post office.

Please note that it may take a week or longer for your previous municipality to process your application and mail the certificate to your current address. If you are unsure about the procedure, please contact your previous municipality for further information.

[Helpful Information on Garbage Disposal]

1. Hikone Seiso Center (Garbage Incineration/Recycling Plant)

Address: Hikone, Nose-cho, 279-1

Tel: 0749-22-2734

Opening Hours: 9:00 – 12:00, 1:00 – 4:15

You can bring certain types of garbage directly to this incineration and recycling facility.

However, there are strict rules regarding garbage disposal. Please contact the facility in advance for details or refer to the garbage disposal guidebook titled “How to Properly Dispose of Garbage.”

2. Garbage Collection Calendar

The garbage collection schedule varies depending on your school district in Hikone.

Please check your district’s garbage collection calendar and follow the schedule when taking out your garbage. The calendar is available in Portuguese, Chinese, English, Vietnamese, and Japanese. You can pick up a copy at the Seisou Center, Hikone City Hall, and its branch offices of the city hall. You can also download it by scanning the QR code below.



Japanese

<https://www.city.hikone.lg.jp/ja/category/gomi/9758.html>



Portuguese

<https://www.city.hikone.lg.jp/po/category/gomi/GarbageCollectionCalendar/index.html>



English

<https://www.city.hikone.lg.jp/eng/Categories/GarbageRecycling/GarbageCollectionCalendar/index.html>



Chinese

<https://www.city.hikone.lg.jp/ch/category/gomi/GarbageCollectionCalendar/index.html>



Vietnamese

<https://www.city.hikone.lg.jp/viet/2/gomi/GarbageCollectionCalendar/index.html>



3. Garbage Disposal Information Guidebook – How To Properly Dispose Of Garbage

You can find a wide range of information about garbage disposal regulations in this guidebook, including the city’s disposal rules, how and where to take out the trash, and the different categories of garbage.

Japanese

<https://www.city.hikone.lg.jp/kakuka/seiso/gomibunbetu/3458.html>



Portuguese

<https://www.city.hikone.lg.jp/po/category/gomi/15613.html>



English

<https://www.city.hikone.lg.jp/eng/Categories/GarbageRecycling/9874.html>



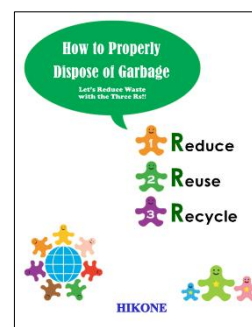
Chinese

https://www.city.hikone.lg.jp/kakuka/kikakushinko/4_1/2/6/4/3441.html

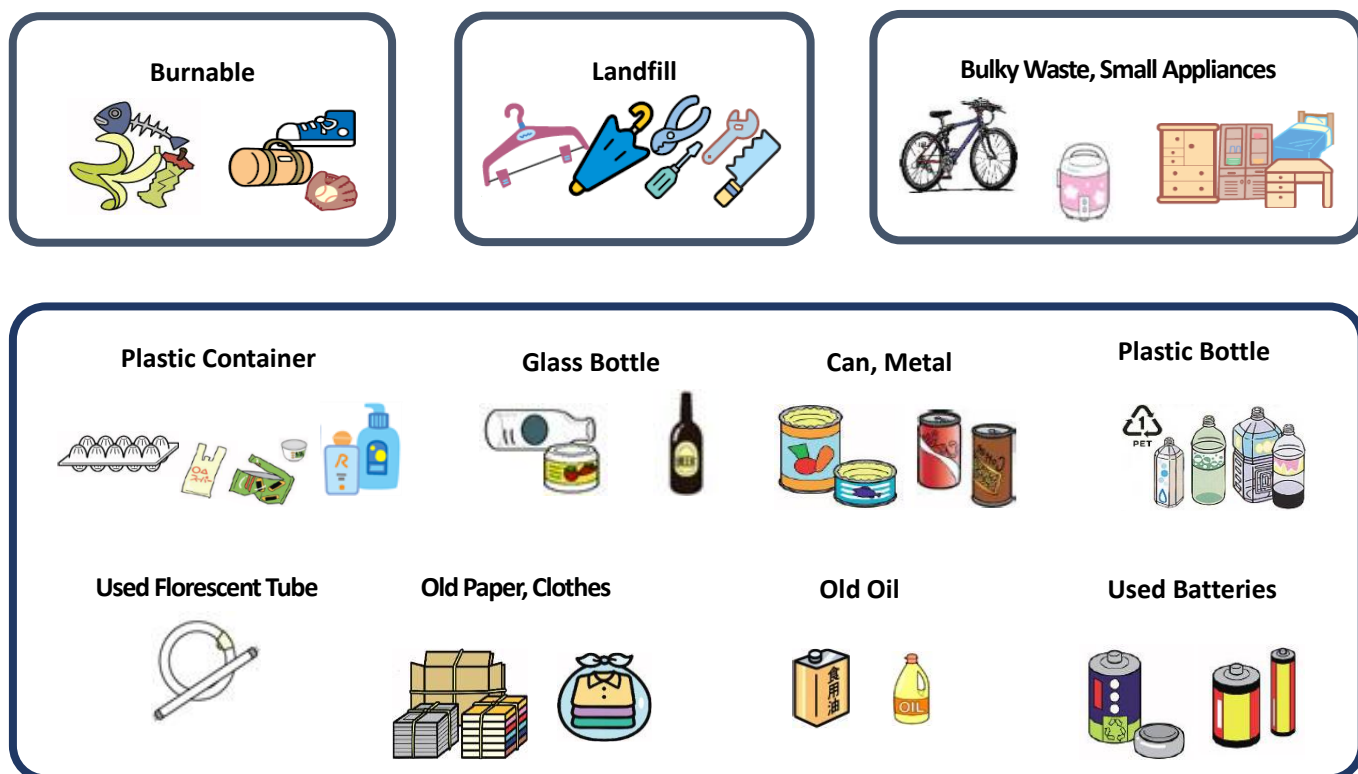


Vietnamese

<https://www.city.hikone.lg.jp/viet/2/gomi/19411.html>



4. Trash Categories Designated By The City



5. Garbage Bags For Each Type Of Waste

Hikone City requires the use of designated garbage bags for each type of waste. These designated garbage bags are available for purchase at grocery stores, home improvement stores, convenience stores, and other retail locations throughout the city.



*You can find more information in the How To Properly Dispose Of Trash Guidebook.

6. When You Want To Discard Bulky Waste And/Or Small Appliances

Bulky waste, such as large furniture, blankets, bicycles, and household appliances exceeding one meter in height, width, and length, can be disposed of at the Seiso Center for a fee.

There are three methods for disposing of bulky waste, as described below: A, B, and C.

A Bringing Bulky Waste Directly to the Seiso Center

In this case, please drive slowly to the entrance gate of the center, stop, and speak with the center staff there. The bulky waste you have brought will be weighed using the vehicle scale at the gate.

Based on the total weight, you will be informed of the disposal fee, which must be paid before leaving the center.

B. Pre-Paid Collection Service *Available for Hikone residents only.

1. Measure the large items (e.g., tables, closets, futon mattresses) you want to dispose of in all dimensions.
2. Call the Seiso center at 0749-22-2734, and request the bulky waste collection service.

You will need to provide at least the following information:

- The location where you would like the center staff to pick up the bulky waste.
- Your telephone number.
- The type of waste you want to dispose of and the size of each item.

3. You will be informed of the date and time when the center staff will collect your bulky waste, as well as the number of prepaid stickers (shown at the bottom of this page) that you need to purchase in advance.

*The available pick-up day differs depending on the district of Hikone where you live.

4. Purchase the required number of prepaid stickers, called "Sodai Gomi Shori Ken" in Japanese, at the Hikone Living Environment Division, each branch office, or authorized supermarkets and drugstores.
5. Attach a prepaid sticker to each bulky waste item, and leave them at the designated pick-up location no later than 8:30 AM on the scheduled day.

C. Bulky Waste Collection Request via LINE

In addition to requesting the city's bulky waste collection service by phone, you can also make a request anytime, year-round, through the mobile messaging app "LINE." The images below show which icons to select in the app.



[Important Notes]

- Please schedule your landfill waste collection request at least a few weeks in advance.
- The maximum number of items you can dispose of as landfill is five each time.
If you want to throw away more than five items, please do so on separate days.
- Once tickets for the landfill waste pick-up are purchased, they cannot be refunded.

