



Your Guide To Living In Hikone

English Version



Fiscal 2025

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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 the city of Otsu, located at: **Shiga, Otsu City, Kyo-machi 3-1-1, Otsu Biwako Kyodo 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>

Japanese

https://mail.isa.go.jp/m/ja_entry



Simple Japanese

https://mail.isa.go.jp/m/plja_entry



English

https://mail.isa.go.jp/m/en_entry



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 treated as 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 interpreters, 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 Hindi

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 provided, along with the rental of books for Japanese learning. Japanese cultural experience events are also held from time to time.

Available Languages Provided through the Tablet-Based Interpreting Service:

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

[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. 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/koho/1/3/24037.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/pt/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/kakuka/shicho_chokkatsu/3/6/2701.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 Japanese Language

• 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	100 yen per lesson
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)	SMILE 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)	Hikone UNESCO Association – Japanese Language Class “JUMP”: Japanese Language Educational Support for Children Learning Japanese as a Foreign Language Tel: 090-2384-9760	Free

• 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	Monday – Friday 8:30 AM – 5:15 PM	Tel: 0570-013904 [Available Languages] Japanese, English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Pilipino, Nepali, Indonesian, Thai, Khmer, Burmese, Mongolia, French, Sinhala, Urdu
Osaka Regional Immigration Bureau	Monday – Friday 9:00 AM – 4:00 PM	Tel: 0570-064-259
Osaka Regional Immigration Bureau Otsu Branch Office	Monday – Friday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM	Tel: 077-511-4231
Osaka Regional Immigration Bureau Kyoto Brach Office	Monday – Friday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM	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, I-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.
Hikone Gender Equality Center “WITH” [Hikone, Hirata-cho 670]	• Family • Relationship • Domestic Violence	Japanese	Wed, Thu, Fri 1:00 PM – 3:30 PM	Tel: 0749-21-5757
Shiga Foreign Residents Information Center [Otsu, Nionohama, 1-1-20, Piazza Omi, 2F]	A Wide Range Of Issues	Japanese, Portuguese, Spanish, English, Tagalog, Chinese, Vietnamese, Korean, Nepali, Indonesian, Thai, and more	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]	Employment Search	Japanese, Portuguese	Mon – Fri 8:30 AM – 5:15 PM *Portuguese is available on Thursdays, so please call the office first to confirm availability.	Tel: 0749-22-2500
Hikone Labor Standards Inspection Office [Hikone, Nishiima-cho, 58-3, Chihou Goudou Chosha 3F]	Labor Laws And Workplace Environments	Japanese, Portuguese	Mon – Fri 8:30 AM – 5:15 PM *Portuguese is available on Tuesdays and Wednesdays so please call the office first to confirm availability.	Tel: 0749-22-0654
Shiga Labor Bureau Consultation Desk [Otsu City, Uchidenohama, 14-15, 4F, Shiga Labor General Office]	Labor Issues (Harassment, etc.)	Japanese	Mon – Fri 9:00 AM – Noon 1:00 PM – 4:30 PM *Closed on national holidays.	• For Workplace Bullying and Lay Off Tel: 077-522-6648 • For Harassment Tel: 077-523-1190

4. Specialized Consultations

Organization Name	What You Can Talk About	Available Languages	Opening Hours	Contact Information
Shiga Prefecture Police Headquarters	Reporting Crimes, etc.	Japanese	Mon – Fri 8:30 AM – 4:30 PM	Speed Dial #9110
Shiga Hikone Kodomo Katei Soudan Center [Hikone, Koizumi-cho, 932-1]	Child Abuse, Domestic Violence	Japanese	Mon – Fri 8:30 AM – 5:15 PM *Consultations for domestic violence are from 9:15 to 4:00.	Tel: 0749-24-3741
Children and Youth Support Division [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 between companies. Main Procedures: 1. Related to lawsuits, protection orders, enforcement, bankruptcy 2. Related to mediation, payment demands, lawsuits including small claims lawsuits	Japanese	Mon – Fri *Except for 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 procedures for resolving disputes related to divorce, inheritance, and family relationships, such as those between spouses or 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 experts on Japanese law. For more details, please call the phone number.	English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Tagalog, Nepali, Thai, Indonesian	Mon – Fri 9:00 AM – 5:00 PM *Except for holidays	Tel: 0570-078377
Shiga National Consumer Affairs Center [Hikone Moto-machi 4-1]	Consumer Affairs Consultation	Japanese	Mon – Fri 9:15 AM – 4:00 PM *Except for 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]	Legal Consultation Services	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, Thefts, Violence, 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.

[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 health insurance card, photo ID, and/or My Number card.

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)

Tel: 03-6233-9266 (Tokyo Office)

Available Languages: English, Portuguese (Fridays only), Chinese (Tuesdays and Thursdays only),
Vietnamese (Wednesdays and Fridays only), 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.

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/iryou/byouinnniikutoki/9699.html>



Portuguese

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



English

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



Chinese

<https://www.city.hikone.lg.jp/ch/category/iryou/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/iryou/byouinnniikutoki/9701.html>



Portuguese

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



English

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



Chinese

<https://www.city.hikone.lg.jp/ch/category/iryou/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 Satellite Radio 2nd Channel**

If a tsunami advisory or warning is issued, emergency updates will be provided in English, Korean, Chinese, Portuguese, and Vietnamese.

• **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 20 foreign languages.

English

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



• **Free Mobile App “Safety tips”**

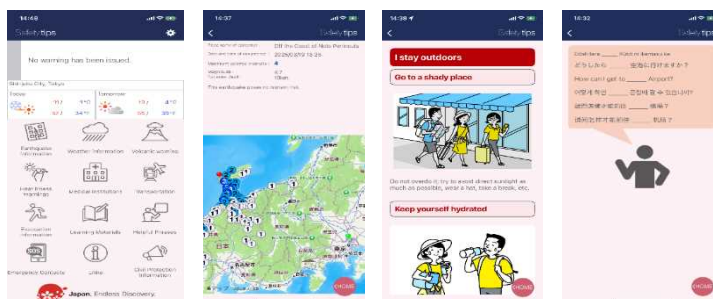
In the event of a disaster, this free app provides alerts and life-saving information in multiple foreign languages.

Please scan the QR code to download the app.



Safety tips

Available Languages: English, Korean, Chinese, Vietnamese, Spanish, Portuguese, Thai, Indonesian, Tagalog, Nepali, 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 system automatically sends emails containing important information about disasters, traffic accidents, fires, and more to all registered email addresses. Registration for this service is free of charge. Please scan the QR code below for how to register your email address.

Japanese

https://www.city.hikone.lg.jp/kakuka/shicho_chokkatsu/3/6/2701.html



English

<https://www.city.hikone.lg.jp/kakuka/kikakushinko/4.1/2/5/31/16933.html>



Vietnamese

<https://www.city.hikone.lg.jp/kakuka/kikakushinko/4.1/2/5/31/16936.html>



Portugues

<https://www.city.hikone.lg.jp/kakuka/kikakushinko/4.1/2/5/31/16932.html>



Chinese

<https://www.city.hikone.lg.jp/kakuka/kikakushinko/4.1/2/5/31/16934.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/kakuka/shicho_chokkatsu/3/12/2702.html



Portuguese

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



English

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



Chinese

<https://www.city.hikone.lg.jp/ch/kin/kyu/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.

•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>



English

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



Vietnamese

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



Portuguese

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



Chinese

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



Necessary Information for Everyday Life

[Administrative Procedures At The City Hall, Welfare Center, And Branch Offices.]

[Branch Offices of the 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

[Shomeisho Hakkou (Certificate-Issuing) Office (1F, Hikone Welfare Center)]

*Address: Hikone, Hirata-cho 670

*Tel: 0749-30-9241

*You can apply for certain government-issued certificates and complete My Number procedures here.

*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 Shomeisho Hakkou Office.

[Hikone City Hall]

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

Residence Card	<p>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.</p> <p>To complete administrative procedures at government offices throughout Japan, foreign residents are required to present their residence cards.</p> <p>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.</p> <p>[Contact Information] Immigration Information Center Tel: 0570-013-904</p>
<ul style="list-style-type: none"> • Resident Registration • Moving-In Procedure • Moving-Out Procedure • Leaving Japan 	<p>You are required to register as a resident in a municipality within 14 days of your arrival in Japan. Be sure to bring your residence card and passport for the registration procedure. If you also need to register your family, you will be required to verify your relationship with them by presenting proof of relationship, such as a marriage contract or a birth certificate, just to name a couple. Upon completion of your resident registration, a wide range of public services will become available to you.</p> <p>*Write your name in Japan in the same order as it appears on your residence card.</p> <p>*You can register your name in Katakana at Hikone City Hall.</p> <p>• If You Want to:</p> <ol style="list-style-type: none"> 1. Move into Hikone from a different 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. *A My Number card contains an IC chip that stores your moving-in and moving-out information. Therefore, you will not receive a moving-out certificate. 2. Move out of Hikone. Please complete your moving-out procedure at the 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 with your My Number card. Be sure to complete your moving-in procedure at your next municipal government office within 14 days. 3. Move to a different place within Hikone. Please register your new address at the city hall within 14 days after you moved to your new place. 4. Leave Japan to go abroad. You are required to notify the city of your departure beforehand, as it affects your tax, pension, insurance, and other status.

Residence Certificate	You can request a certificate of residence at Hikone City Hall. A request form is available in English, Portuguese, Vietnamese and Chinese.
Legal Alias	Registered foreign nationals are allowed to adopt an alias, also known as a second legal name. To register your legal alias, you must prove that the alias is already in use in public contexts by providing documents such as mail, bills, and similar items sent under that alias. Please note that once an alias is formally registered, it will be very difficult to make any changes.
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, only one Inkan can be registered per person. Upon completion of the Inkan registration at the city hall, an Inkan registration card will be issued. This card is required each time 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 can register an Inkan under that alias or Katakana name.
My Number (Individual Numbers)	<p>• My Number Card A 12-digit ID number is issued to all residents of Japan regardless of nationality. A plastic My Number Card shows your name, home address, date of birth, sex, and your 12-digit My Number. You can also use your My Number card as your photo ID. Once your My Number card is ready to be issued, a notice will be mailed to you. For further details, please contact Hikone City Hall.</p> <p>*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.</p> <p>*If you intend to use your My Number Card while residing abroad, please notify the local government office before leaving Japan.</p> <p>• Issuance Services of Government-Issued Certificates at a Convenience Store You can obtain the following certificates at a convenience store using your My Number Card. This service is more convenient and cheaper than applying at a local government office. Residence Certificate, Inkan Registration Certificate, Tax Certificate, Income Tax Certificate</p>
Birth Registration	You must complete a birth registration within 14 days after your baby is born. *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. If the city hall is closed, you can still complete the death registration at the security guard's office.
Marriage Registration	Please note that requirements and procedures may differ depending on the nationality. Therefore, you are strongly 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 strongly advised to contact the Hikone Life Service Division well in advance.
Certificate of Family Registry (Koseki)	Under the revised Family Registry System in Japan, you can now apply for a certificate of family registry at your current local government office, regardless of the municipality where the family registry is registered. However, please note that certain terms and conditions apply to this system: *Traditional handwritten family registries and removals from registries 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 more to issue a certificate of family registry. 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 (IF)

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 premiums payments by direct debit).

National Health Insurance	<p>It is compulsory for all residents of Japan to be covered by health insurance, with a few exceptions. As for foreign nationals, those who have legal status to reside in Japan for more than 3 months under the Immigration Control Act are required to enroll in a health insurance plan.</p> <p>Please note that you must complete the necessary procedures at the city hall to withdraw from the National Health Insurance (NHI) system once you obtain employer-sponsored health insurance (Shakai Hoken) or another type of health insurance. If you want to switch back to the National Health Insurance system, you will also need to complete the necessary procedures at the city hall and submit proof of employment separation.</p> <p>After enrolling in Japan's National Health Insurance system, you will receive a paper National Health Insurance card, or, if you have integrated your NHI with your My Number Card, you will receive an NHI eligibility verification letter. Be sure to carry your health insurance card with you whenever you visit a doctor. Japan's universal health care system allows all insured individuals to pay a portion (generally 30%) of the total medical expense each time (terms and conditions apply). Those covered by the NHI can also undergo an annual mass health check-up, etc., at little or no cost.</p> <p>[Contact Information]</p> <ul style="list-style-type: none"> • 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 Care for Older Seniors (Kouki Koureisha Iryou Seido)	<p>“Kouki Koureisha Iryou Hoken” is the health care system for people aged 75 and older. There is no need to apply or complete any paperwork to join this system. The municipal office will mail a Kouki Koureisha Iryou card to your registered address when you or someone in your household turns 75 years old. If your health insurance coverage is integrated with the My Number Card, you will receive a Kouki Koureisha Iryou eligibility verification letter, instead.</p> <p>Insured individuals pay 10% to 30% (determined based on each insured person's annual income) of the total medical expense each time (terms and conditions apply). This healthcare system for those aged 75 and older requires each insured person to pay monthly health insurance premiums.</p> <p>Should you need further clarification regarding this insurance system, please contact the Hikone Insurance and Pension Division.</p>
High-cost Medical Care Expenses (Kougaku Ryouyouhi)	<p>Kougaku Ryouyouhi is a refund you can claim after paying high-cost medical expenses charged by a medical facility. To set a cap on the amount you will pay in advance, you must submit a “Gendogaku Tekiyo Ninteisho” form to the medical facility where you will receive the high-cost medical procedures.</p> <p>[Should you need further clarification, please contact:]</p> <p>NHI or Kouki Koureisha Iryou Seido ⇒ Hikone Insurance and Pension Division Shakai Hoken ⇒ Your Employer</p>

Medical Expenses Incurred Outside Japan	<p>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.</p> <p>[Contact Information]</p> <ul style="list-style-type: none"> • National Health Insurance or Kouki Koureisha Iryou Seido: Hikone Insurance and Pension Division • Shakai Hoken: Your employer
Long-Term Care Insurance	<p>Long-Term Care Insurance is a mandatory health care program for people aged 40 and older. The system provides benefits to those who need long-term care services. This system is divided into two insurance types:</p> <ul style="list-style-type: none"> • Group 1: Individuals aged between 40 and 65 • Group 2: Individuals aged 65 and older <p>[Should you need clarification on any of the following, please contact the Hikone Insurance and Pension Division or the Credit Management Division:]</p> <p>How the amount of long-term care insurance premiums is calculated</p> <p>What to do if you are facing financial difficulty in paying long-term care insurance premiums</p>
Marufuku (Medical Welfare Subsidy Program)	<p>The Medical Welfare Subsidy System, commonly known as “Marufuku” in Japanese, provides free or reduced-cost healthcare to eligible individuals.</p> <p>Those who qualify for this system include:</p> <ol style="list-style-type: none"> 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	<p>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.</p> <ul style="list-style-type: none"> • NHI Holders: Hikone Insurance and Pension Division • Company-sponsored (Shakai Hoken) Insurance: Your Employer
Funeral Expenses	<p>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.</p> <ul style="list-style-type: none"> • NHI Holders: Hikone Insurance and Pension Division • Company-sponsored (Shakai Hoken) Insurance: Your Employer
Child Allowance	<p>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 required procedures at the city hall. For more details, please refer to the Hikone Childrearing Guidebook.</p>
Japanese Pension System	<p>The Japanese National Pension is a mandatory system for all registered residents of Japan aged 20 to 60, regardless of nationality. The monthly contribution amount varies depending on your type of work and other factors. Be sure to keep your pension notice, which includes your pension number, in a safe place at home.</p> <p>To avoid dual social security coverage, the Japanese government has established totalization agreements with the following countries:</p> <p>Germany, the U.K., South Korea, the U.S., Belgium, France, Canada, Australia, the Netherlands, Czech Republic, Spain, Ireland, Brazil, Switzerland, Hungary, India, Luxembourg, the Philippines, Slovakia, and China.</p> <ul style="list-style-type: none"> • Hikone Pension Office (Hikone, Soto-machi, 169-69), Tel: 0749-23-1112
Disability Pension	<p>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.</p>

Lump-Sum Withdrawal	<p>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.</p> <p>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.</p> <p>Hikone Tax Office (Hikone, Tomachi, 169 – 6) Tel: 0749-23-1112</p> <p>• Official web pages in multiple languages detailing the process, and more.</p> <div> <div>Japanese</div> <div>https://www.nenkin.go.jp/service/jukyu/te-tsuduki/sonota-kyufu/20140710.html</div> <div></div> </div> <div> <div>English</div> <div>https://www.nenkin.go.jp/international/japanese-system/withdrawalpayment/payment.files/A.pdf</div> <div></div> </div> <div> <div>Portuguese</div> <div>https://www.nenkin.go.jp/international/japanese-system/withdrawalpayment/payment.files/D.pdf</div> <div></div> </div> <div> <div>Chinese</div> <div>https://www.nenkin.go.jp/international/japanese-system/withdrawalpayment/payment.files/B.pdf</div> <div></div> </div> <div> <div>Vietnamese</div> <div>https://www.nenkin.go.jp/international/japanese-system/withdrawalpayment/payment.files/I.pdf</div> <div></div> </div>
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3. Living Environment Division (2F) *The following services can be completed at branch offices.
Tel. 0749-30-6116

Dog Registration, Rabies Vaccine	<p>• Dog Registration</p> <p>Once you own a dog, you are required to register it at the Living Environment Division of the city hall. The registration fee is 3,000 yen per dog. Upon completion of registration, you will receive a pet license tag (see the image). Please make sure to notify the city if your dog passes away, if you move, or if ownership changes.</p> <div data-bbox="1150 1317 1374 1464">  </div> <p>• Rabies Vaccine (3,500 yen per dog)</p> <p>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.</p>
Garbage Disposal, Recycling	<p>The Hikone Garbage Collection Calendar is available in English, Portuguese, Chinese, and Vietnamese.</p> <p>You can request the translated version at the Hikone Sanitation Center, branch offices of the Hikone City Hall, or the Hikone Living Environment Division.</p> <p>For more information on trash disposal in Hikone, please refer to the “How To Dispose of Trash” section in this guidebook.</p>
Night Soil Treatment	<p>If you want to request the city to collect night soil, you must contact the Living Environment Division to schedule a collection date. Be sure to allow plenty of time when making your request.</p>

4. Tax Division (1F)

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

Tel. 0749-30-6108 (Taxation), Tel. 0749-30-6109 (Credit Management)

Resident Tax	Municipal and prefectural inhabitant taxes (hereinafter referred to as "resident tax") is levied on a taxpayer's income from the previous year by the municipality where the taxpayer was a resident of Japan as of January 1 of the current year.
Property Tax	Property tax is calculated and 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 typically notified in May. For newly built houses, the property tax is estimated based on a property tax inspection conducted in accordance with the law. For further information, please contact the Hikone Tax Division.
Kei Car Tax (Light Automobile)	A Kei car tax bill and statement are mailed to all owners by Hikone City Hall in May. If you fail to pay your Kei car tax on time, you will not be permitted to have your car, scooter, or motorbike inspected, which is mandatory. A Kei car tax deduction is available for people with disabilities. For further details, please contact the Hikone Tax Division. *If you have recently purchased a car, motorbike, or scooter; or need to change ownership or dispose of one, contact the Hikone Tax Division or the Inae Branch Office. Additionally, you are required to complete all necessary paperwork for your vehicle before leaving Japan. *When having your vehicle inspected, you usually do not need your car tax payment certificate. However, if your vehicle inspection is scheduled immediately after paying your car 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 obligated to pay taxes such as income tax, resident tax, and property tax, to name a few. In addition to taxes, if you are enrolled in the National Health Insurance system and/or the Japanese Long-Term Care Insurance system, be sure to pay your insurance premiums on time. Please be aware that if you fail to pay your taxes or insurance premiums on time and leave them unpaid, you will be charged late fees and handling fees. In the worst-case scenario, the city may take legal action to seize your assets, including your income, property, or other valuables. If you are having difficulty paying your tax or insurance bills, contact the Credit Management Division as soon as possible to arrange a payment plan.
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6. Housing Division (2F)

Tel. 0749-30-6123


City-Run Apartments (Affordable Housing)	Residents of Hikone who wish to rent a city-run apartment are required to submit an application. Applications for vacant city-run apartments usually become open three times a year: in January, June, and October. Details on where and how to apply, as well as the eligibility requirements, can be found in Hikone's monthly community newsletter. Please note that the application schedule is subject to change, and all applicants must meet the qualification criteria before applying. Be sure to contact the Hikone Housing Division in advance for the most up-to-date information.
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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 the city's water service. This center is also responsible for reading the water meter to determine charges, collecting payments, and more. If you are experiencing financial difficulty in paying your water bills, please visit the customer service center to discuss payment plans. Opening Hours: 8:30 AM until 7:00 PM on the Weekdays 9:00 AM until 5:00 PM on the Weekends, Holidays and Dec 28 to 31. *Closed between January 1 to 3.
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8. Mother and Child Welfare Division (2F, Kusunoki Center), Hassaka-cho 1900-4
Tel. 0749-24-3931

<ul style="list-style-type: none"> • Boshi Techo (Maternal And Child Health Handbook) • Tickets For Free Prenatal Check-ups 	<p>After you receive a pregnancy confirmation certificate signed by a doctor, please submit the certificate to the Mother and Child Welfare Division to receive a Boshi Techo and tickets that allow pregnant women to receive prenatal care for free. This Boshi Techo has been translated into some foreign languages.</p> <p>If you have recently moved to Hikone from another municipality, be sure to drop by at the Health Promotion Division to replace your tickets for free prenatal check-ups with Hikone City's ones.</p>
Newborn Home Visiting Program	<p>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.</p> <p>Please note that you must apply for this program, which is essential for monitoring your baby's health and well-being.</p>
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) 	<p>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.</p>

*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/jyohou/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 turns two months old, a set of documents regarding childhood immunizations and medical questionnaires for each vaccination will be mailed to you. These documents and questionnaires are available in English, Portuguese, Vietnamese, and Chinese. Please contact the Health Promotion Division to receive the translated version. To have your baby or young child vaccinated, you must first schedule an appointment with a health facility. Under the Japanese Childhood Immunization Act, all recommended vaccines are provided free of charge. However, if the vaccinations are not administered on time, parents will be required to cover the cost of each vaccine.

• 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 (*1)	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 (*1)	Endoscopy
Colorectal Cancer	Hikone residents over 40	Every year	Fecal Occult Blood Test
Lung Cancer	Hikone residents over 40	Every year	Chest X-ray
			Sputum Test (*2)
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

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

*2: A sputum test is available only for individuals aged 50 and older with a smoking index of 600 or higher.

• Health Check-up

What is included in a health check-up?
Body measurements (height, weight, BMI), chest circumference for people aged under 74, blood pressure for people aged under 74, urinalysis, internal medicine, blood tests, and so on.
* <i>Echocardiography and Ophthalmoscopy</i> (a test to view the inside of the back of the eye) are available for individuals aged 40 to 74, under certain conditions.
* <i>Anemia testing</i> is available only for individuals under 74 who have been advised by a physician to undergo testing.
* <i>Hepatitis screening</i> is available only for individuals under 40 who have not yet undergone hepatitis screening.
For more information, please contact the Hikone Health Promotion Division.

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

• Tax-Exempt Households

*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 living under the Seikatsu Hogo Welfare Program.

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

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

• Those who received tickets for the health check-up at no cost or tickets for the free hepatitis virus test.

• Those aged 70 and 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 experiencing financial difficulty due to sudden illness or other unexpected events, you can consult with a social worker for help and advice.
Livelihood Protection Program	The Livelihood Protection Program provides financial assistance and other forms of support to individuals struggling to make ends meet. The goal of this program is to help people in financially difficult situations regain stability. There are eligibility criteria and various rules associated with this welfare program.

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 those who need them. It is compulsory for anyone aged 40 and older, regardless of nationality, to enroll in this system.
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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 Baba-cho 1-chome 5-5 (Hikone Kita Day Service Center)	0749-27-6702
Hikone <i>Houkatsu Shien</i> Center Furusato Area: Kinjo	Hikone Kaidema-cho 1352-3 (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 defined 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 challenges, granting 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 from this division for single parents, parents concerned about their children's development, and others in need.

Jido Fuyo Teate (Child Rearing Allowance) Tel. 0749-49-2251	Single parents may receive financial assistance, known in Japanese as Jido Fuyo Teate, until the first March 31 following their child's 18th birthday. If the child has a disability, eligibility may be extended to age 19. *Terms and conditions apply to this financial aid program.
Consultation Services for Childrearing, Troubled Youth, and Women Tel: 0749-49-2251	You can contact this division for support with difficult childrearing situations, child abuse, troubled youth, domestic violence, and other related issues. [How to Schedule a Consultation] Please contact the relevant division in person or by phone. [Operating Hours] 9:00 AM – 4:45 PM (Monday – Friday) *Closed on weekends and holidays. *Each consultation is offered free of charge, and the details will be kept strictly confidential.

[A List Of Places Where Children Can Play And Child-Rearing Consultations Are Available]

*All of the following places and services are free of charge.

Program Name		Opening Schedule	Target Persons	Location	Tel
Regional Child-Rearing Support Center	Cha Cha Cha Hiroba	Mon – Fri, 9:00 - 17:00 *Closed on holidays	<ul style="list-style-type: none"> • Parents and their children under 6 years old (pre-school age) • Pregnant women and their family members 	Higashiyama Jido Kan (Satone-cho 163-6)	0749-23-3582
	Manmaru Hiroba	Mon – Fri, 10:00 - 16:00 *Closed on holidays and when Viva City is closed.		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		Wednesday, 2 nd and 3 rd Tuesday, 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 Tuesday, 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 Tuesday, 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.		

<p>Kodomo IIO-Ban No le</p>	<p>“Kodomo IIO-Ban no le” is a child protection program. Homes and business offices that have registered for this program provide a safe place for children to go in case of an emergency—such as an accident, a crime, or other trouble. These participating locations can be recognized by the sign (shown on the right) displayed at the entrance.</p>	
<p>Baby Station</p>	<p>If you see the sign shown on the left, for example, at a public place, it means that you can change your baby's diaper, feed your baby, and so on. You can see where to find Baby Station in Hikone by visiting the link below. https://www2.wagmap.jp/hikone/ThemeSearch?mid=3&mcl=15,22,22,22</p>	

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 done at this division.

[Nursery School]

Nursery schools typically offer longer hours of childcare than kindergartens. They care for children from infancy to preschool age. While the cost of nursery school is generally free for children aged 3 to 5, parents are still responsible for covering 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.html>



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 has a cooperative network with other relevant organizations, and all residents of Hikone can access this support when needed.

- Details of consultations will be kept strictly confidential
- Questions and concerns regarding child development
- Language development (for children from 0 to preschool age)
- Developmental disabilities (from 0 years old to adults)

*Consultations regarding child development for children under 4 years old are also available through the Health Promotion Division (Tel. 0749-24-0816)

【Operating Hours】9:00 – 16:45 (Mon – Fri) *Closed on holidays and during the New Year holiday period.

【How to Schedule a Consultation】 Please make an appointment first. A consultation itself is offered free of charge.

Classes for Special Needs Children	<ul style="list-style-type: none"> • Asunaro This class provides support for children with developmental disabilities and their families. • Suomi This class offers activities that allow children with developmental disabilities and their families to engage together, with the goal of fostering healthy relationships. • Mebae This class helps families with children who have developmental disabilities access welfare programs 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)

Tel. 0749-24-7978 (School Support, Human Rights, Anti-Bullying Strategies Division)



Elementary School Junior-High School	<p>Elementary school covers grade 1 through 6, and junior-high school covers grade 7 through 9. School-age children attend different schools depending on their school district. Japan's new school year starts every April.</p> <ul style="list-style-type: none"> • When moving in 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 document listing the textbooks issued by your child's previous school or board of education to the new school. • When moving out of Hikone: Be sure to notify your child's school in Hikone well in advance of your plan to move out of the city. The school will prepare the necessary documentation to ensure a smooth school transfer. Make sure to provide this documentation to the school or board of education in your new city. • When moving within Hikone: If your family moves to a different school district, inform the School Education Division of the Hikone Board of Education as soon as you register your new address at the Hikone Life Service Division. If you're unsure which school district your current and new addresses fall under, please consult your child's current school in advance.
Financial Aid For School Education	<p>Children attending public schools in Hikone may be eligible for financial assistance to help cover some school expenses if their parents are experiencing financial difficulty. Terms and conditions apply, so be sure to inquire at the school(s) where your child/children are enrolled to determine if your family qualifies.</p>

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 look after their elementary school-aged children at home due to work or other legitimate reasons, the Board of Education offers the Afterschool Children's Club program. 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>



Português

<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/etMaWjYV8wI>



Spanish

https://youtu.be/p0dvoW_ngfg



Filipino

<https://youtu.be/oEKkgnmO0fU>



[Public Facilities in Hikone]

I. Regional Community Centers

A community center is a public place where people can gather to host community activities. Each community center has its own rules and conditions for use, so be sure to contact the community center in your district for details.

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

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

Tel: 0749-22-0649

To check out library books, you'll first need to obtain a library card. Please go to the help desk at the city library to apply and present your ID to prove that you live in Hikone. If you don't live in Hikone but are a student or employee in the city, show your student ID or employee ID, respectively. The city library also has a small selection of books written in foreign languages for you to explore. Feel free to ask the librarian for assistance or additional information if needed.



3. Neighborhood Association

Jichikai or Chokai is a neighborhood association made up of residents living in the same area, town, or housing complex. These associations organize community activities that help people interact and build connections within their local area. In addition to hosting events, each neighborhood association is responsible for tasks such as neighborhood clean-ups, emergency drills, and other initiatives aimed at keeping the area safe and welcoming. Joining a neighborhood association offers an opportunity to become more familiar with your surroundings and get to know your neighbors. Membership typically involves a modest monthly fee, which is used to maintain neighborhood safety and cleanliness and to support events and activities for local residents.

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

[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
IF, 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;
however, availability is subject to change.



[Hikone Labor Standards Inspection Office]

Address: Hikone, Nishiimacho, 58-3
3F, Regional Joint Government Complex
Opening Hours: Mon to Fri
9:15 AM to 4:45 PM

Tel: 0749-22-0654

*Portuguese interpreting is available
on Tuesdays and Wednesdays; however,
availability is subject to 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.
- To discuss payment plans, push 4.
- To ask questions about submission of forms, push 2.
- To ask questions about the national pension system, push 1.

*Foreign language interpreting services are at your disposal.
Available languages are English, Chinese, Korean, Portuguese,
Spanish, Tagalog, Vietnamese, Indonesia, Thai, Nepali



[Hikone 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 is responsible for disease prevention and control.
*The center also handles free and anonymous HIV testing.
*The center addresses other matters related to public health.



[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 For civil procedures

(*excluding enforcement and bankruptcy)

•0749-44-8011 For enforcement and bankruptcy procedures

•0749-44-8012 For family court procedures



[Housing, Postal Services, etc.]

1. Affordable City-Run Public Housing

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

2. Shiga Anshin (Worry-free) Chintai Jutaku (Real Estate)

Registered apartments can be rented to virtually anyone regardless of disability, age, nationality, and so on. You can find a list of registered apartments on the official website of Shiga Prefecture.

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

To rent accommodation 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 details on how to find an apartment, how to sign a rental agreement, and more – available in 14 languages.



4. Basic Procedures At A Bank And Japan Post Office

- To open a bank account, you need to visit a bank with your photo ID and personal name seal. You may also be asked to present your My Number card during the account opening process.



You will receive a bankbook and a cash card at the end of the procedure.

- 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 one year after your moving date.



- Postal Money Order Called “Teigaku Kogawase”

When you apply for a government-issued certificate, etc. by post, you are usually required to pay using a Teigaku Kogawase. A Teigaku Kogawase is a fixed-amount money order, and you can purchase it at a Japan Post office. It is commonly used in Japan for transactions, so it is helpful to know where to purchase one.

[What To Do When You Need A Certificate From Another Municipality (Other Than Hikone)]

If you need to obtain a government-issued certificate, such as a tax certificate, from your previous municipality, you can apply for various types of certificates by mail.

[General Steps:]

1. Visit the official website of your previous municipal government and download the application form.
2. Fill out the form, prepare a return envelope with your current address and the proper postage, make a photocopy of your identification, and purchase a Teigaku Kogawase (fixed-amount postal money order) for payment.
3. Enclose the completed application form, return envelope, photocopy of identification, and the Teigaku Kogawase in an envelope, and mail it from a Japan Post office.

Please note that it takes a week or more for your previous municipality to check your application and mail the certificate to your current address. If you are unsure about the procedure, make sure to contact your previous municipal government for more details.

[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 drop off certain types of garbage at this incineration and recycling plant. However, there are strict rules regarding garbage disposal, so please contact the plant in advance for details, or refer to the garbage disposal guidebook titled “How to Properly Dispose of Garbage.”

2. Garbage Collection Calendar

The trash collection schedule varies by school district in Hikone.

Please check your district's garbage collection calendar, and follow it when taking out your trash. 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/10056.html>



English

<https://www.city.hikone.lg.jp/eng/Categories/GarbageRecycling/9875.html>



Chinese

<https://www.city.hikone.lg.jp/ch/category/gomi/10202.html>



Vietnamese

<https://www.city.hikone.lg.jp/viet/2/gomi/28595.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.

Japan

<https://www.city.hikone.lg.jp/ja/category/gomi/9757.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

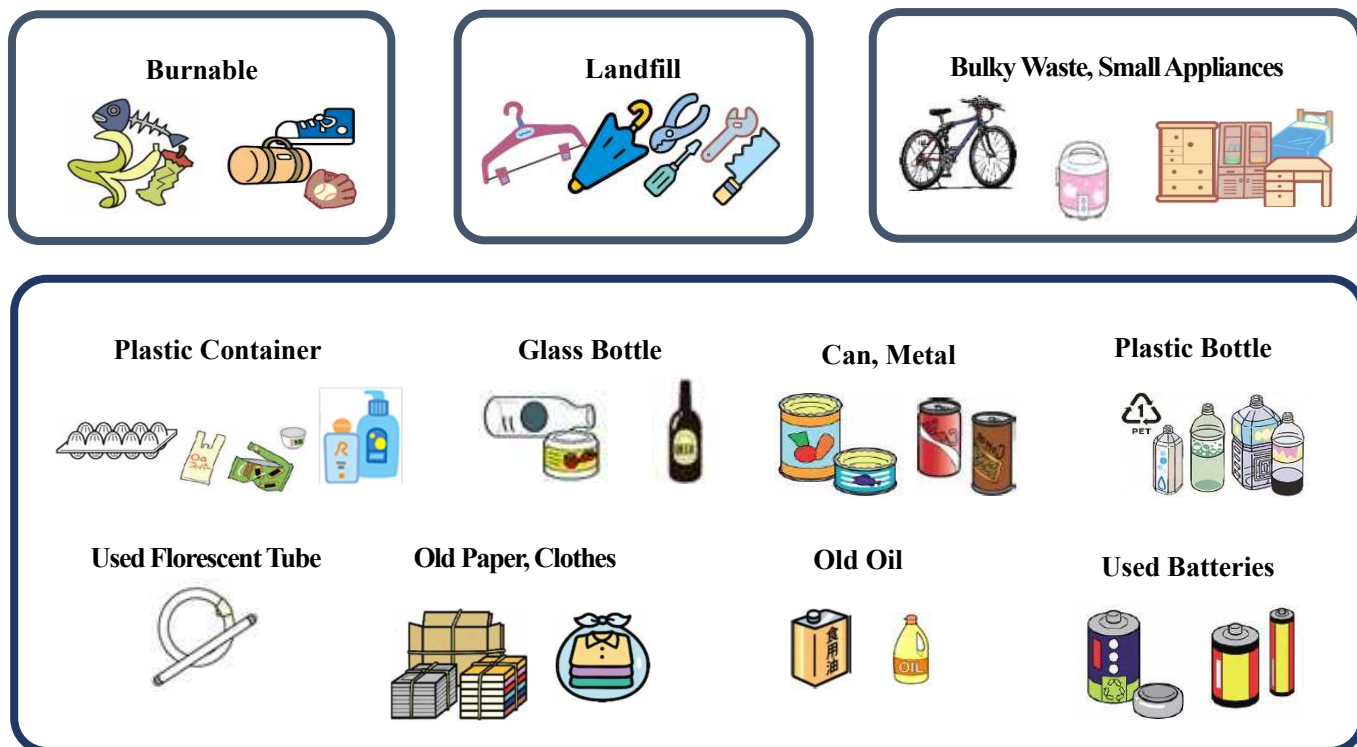


Vietnamese

<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 Trash Designated By The City

Hikone City designates specific garbage bags for each type of trash. These designated garbage bags are available for purchase at grocery stores, DIY stores, convenience stores, and other retail locations throughout the city.

Burnable	Landfill	Plastic

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

4. 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. Generally, there are three methods for disposing of bulky waste as defined below: A, B and C.

A Bringing Bulky Waste Directly to the Seiso Center

In this case, please drive slowly to the gate of the center, stop, and speak to the worker there.

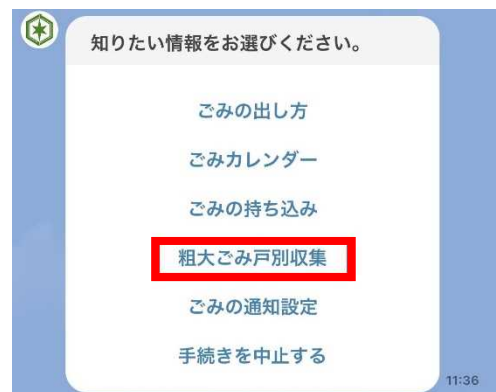
The worker will weigh the bulky waste you have brought on the car scale at the gate. Based on the total weight, you will be informed of the disposal fee, which must be paid before exiting the center.

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

- ① Measure large garbage (e.g., tables, closets, futon mattresses) you want to dispose of.
- ② Call the Seiso center at 0749-22-2734, and request the bulky waste pick-up service.
You need to provide at least the following information:
 - Where you want center workers to pick up the bulky waste.
 - Your telephone number.
 - What type of waste you want to dispose of and the size of each bulky waste.
- ③ You will be informed of the day and time the center workers will pick up your bulky waste, and the amount of prepaid stickers (shown at the bottom of this page) you need to buy in advance.
*Depending on which district of Hikone you live in, the available pick-up day differs.
- ④ Purchase the required amount of prepaid stickers, called “Sodai Gomi Shori Ken” in Japanese, at the Hikone Living Environment Division, each branch office, or at authorized supermarkets and drugstores.
- ⑤ Attach all pre-paid stickers to each bulky waste item, and leave them at the appointed pick-up spot no later than 8:00 AM on the scheduled day.

C. Landfill Waste Pick-up Request Via LINE

In addition to requesting the city’s landfill waste pick-up service by phone, you can also make a request anytime, year-round through the mobile messaging app “LINE.” The images below show which icon 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.

