

7 Consultation Services

Introducing a counseling line for foreign employees

The Japanese Ministry of Health, Labor and Welfare has established a "Consultation Line for Foreign Employees" to answer questions from foreign employees in the following 13 languages other than English and Chinese. This helpline will assist in explaining laws and regulations as well as making referrals to relevant agencies, etc. on issues related to working conditions. Calls to "Consultation Line for Foreign Employees" will be charged at 8.5 yen/180 seconds if calling by landline (tax included), 10 yen/180 seconds if calling by mobile phone (tax included).

Language	Working day	Working time	Phone number
English	Mon. to Fri.	From 10am to 3pm (Lunch break from 12am to 1pm)	0570-001-701
Chinese			0570-001-702
Portuguese			0570-001-703
Spanish			0570-001-704
Phillipinese			0570-001-705
Vietnamese			0570-001-706
Burmese	Mon.		0570-001-707
Nepali	Tue., Wed., Thu.		0570-001-708
Korean	Thu., Fri.		0570-001-709
Thai	Wednesday		0570-001-712
Indonesian			0570-001-715
Cambodian (Khmer)			0570-001-716
Mongolian	Friday		0570-001-718

Introducing hotline to advise on working conditions

"Working conditions hotline" is a project commissioned by the Japanese Ministry of Health, Labor and Welfare. This is a free line that allows you to make free calls from anywhere in Japan in any form: landline, mobile phone or public phone. In addition to Japanese, English and Chinese, this hotline also offers consultation in 14 languages as below. If you want to receive advice outside of working hours or on holidays from your local Department of Labor or Labor Standards Supervision Department, you can call this line for advice, explanation of law, regulations, as well as referrals to relevant authorities, etc. on issues related to working conditions.

Language	Working day	Working time	Phone number	
Japanese	Mon. to Sun. (every day)	○ Weekday (Mon. to Fri.) From 5 pm to 10 pm	0120-811-610	
English			0120-531-401	
Chinese			0120-531-402	
Portuguese			0120-531-403	
Spanish			Tue., Thu., Fri., Sat.	0120-531-404
Phillipinese			Tue., Wed., Sat.	0120-531-405
Vietnamese	Wed., Fri., Sat.		0120-531-406	
Burmese	Wed., Sun.		0120-531-407	
Nepali			0120-531-408	
Korean	Thu., Sun.		○ Sat., Sun. public holidays From 9 am to 9 pm	0120-613-801
Thai			0120-613-802	
Indonesian			0120-613-803	
Cambodian (Khmer)	Mon., Sat.		0120-613-804	
Mongolian			0120-613-805	