

Consultation Windows ※Generally closed on public holidays

▶Legal etc... P.51

Type of Consultation	Service Hours	Reception	Telephone Number
Legal Consultation	Tuesdays and Thursdays between 1:00pm and 5:30pm	※Requires reservation (Up to 9 people; accepted in the order of applications received) Reservations for the week are accepted by telephone at the Community Policy Section (<i>Komyuniti suishin ka</i>) from 8:45am on the Friday of the preceding week (or the day before, in the event of a public holiday)	☎072-924-8521
	Sundays (Once a month) between 1:00pm and 5:30pm	※Requires reservation (Up to 9 people; accepted in the order of applications received) Reservations are accepted by telephone at the Community Policy Section (<i>Komyuniti suishin ka</i>) from 8:45 am on the first day of the month (Saturdays to Sundays; or the next open day in the event of a public holiday)	☎072-924-8521
	Fridays (2 to 3 times a month), community center visit-type consultation Between 1:00pm and 4:00pm	※Requires reservation (up to 6 people; accepted in the order of applications received) Reservations are accepted by telephone at the Community Policy Section (<i>Komyuniti suishin ka</i>) from 8:45 am on the first day of the month (Saturdays to Sundays; or the next open day in the event of a public holiday)	☎072-924-8521
Administrative Consultation	The first Monday and the fourth Monday of the month between 1:00pm and 3:00pm	Community Policy Section (<i>Komyuniti suishin ka</i>)	☎072-924-8521
Consultation for Registration, Surveys, and Demarcation Issues	The third Friday of the month between 2:00pm and 4:00pm	Community Policy Section (<i>Komyuniti suishin ka</i>)	☎072-924-8521
Consultation regarding Housing	The second and fourth Tuesday of the month: Consultation with architects/ lawyers (architects only on the fourth Tuesday of the month) Between 9:00am and noon.	Housing Policy Division (<i>Jūtaku seikaku ka</i>) ※Requires reservation	☎072-924-3783

Tax Consultation	The second Thursday of the month from 9:00am until noon	Accountants association (<i>Kinki zeirishi-kai</i>), Yao branch office ※Requires reservation (Consultation is generally within 30 minutes) Reception between 9:00am and 3:00pm	☎072-991-5000
Consultation by an Administrative Scrivener (<i>Gyōsei shoshi</i>)	Second Friday of the month between 1:00pm-4:00pm (Reception until 3:00pm)	Osaka Prefecture Administrative Consultation Association (<i>Ōsaka-fu gyoseishoshi kai</i>), Higashi-Osaka branch	☎072-988-4686
Free Real Estate Consultation	Third Thursday of the month for odd number months, from 9:30am until noon (Reception until 11:30am)	Osaka Prefecture Real-estate Agents' Association (<i>Ōsaka-fu Takuchi Tatemono Torihikigyō Kyōkai</i>), Higashi-Osaka and Yao branch	☎06-6618-1234
Law Terrace Osaka (<i>Hō terasu ōsaka</i>)	Consultation reservations, introduction to the legal system, related organizations Monday to Friday between 9:00am and 5:00pm	Basement 1F, Osaka Lawyers' Building (<i>Ōsaka bengoshi kaikan</i>), 1-12-5 Nishi-Tenma, Kita-ku, Osaka City	☎050-3383-5425

►Welfare P51-52

Type of Consultation	Service Hours	Reception	Telephone Number
Emotional Counseling for Stress and Concerns	Mondays, and Thursdays between 1:00pm and 4:00pm	Social Welfare Center (<i>Shakai fukushi kaikan</i>) 2F, Consultation Room ※Telephone counseling is also provided on Thursdays.	☎072-991-9871
Physical Disabilities	Fridays between 1:00am and 4:00pm	Social Welfare Center (<i>Shakai fukushi kaikan</i>), Consultation Room for people with physical disabilities	☎072-924-8652
	Monday to Thursday between 10:00am and 4:00pm	Reservations by telephone only	
Hearing impairments	Thursdays between 10:00am and 4:00pm	Social Welfare Center (<i>Shakai fukushi kaikan</i>) Consultation Room for the deaf	FAX072-993-9740

	Mondays, Tuesdays, Wednesdays and Fridays between 10:00am and 4:00pm	Reservations by fax only	FAX 072-997-2730
Visual Impairments	Monday to Friday between 10:00am and 4:00pm	Social Welfare Center (<i>Shakai fukushi kaikan</i>), Consultation Room of the Yao Welfare Association for People with Visual Impairments (<i>Yao shikaku shōgai-sha fukushi kyōkai</i>)	☎072-924-8653
Employment for the Disabled	The second Thursday of the month between 1:00pm and 5:00pm	Yao/Kashiwara Livelihood Support Center for Employment of the Disabled (<i>Yao kashiwara Shōgai-sha shūgyō seikatsu shien sentā</i>) ※Requires reservation	☎072-940-1215
General Consultation for the Elderly	Monday to Friday between 8:45am and 5:15pm	The central elderly wellbeing center (<i>kikan-gata kōreisha anshin sentā</i>) Located within the Elderly Care Section (<i>Kōrei kaigo ka</i>) / Regional Support Center (<i>Chi'iki shien shitsu</i>)	☎072-924-3973 ☎072-924-9306 (Exclusive line for elderly telephone consultation)
	24 hours a day, 7 days a week, 365 days a year	A local elderly wellbeing center (<i>chi'iki-gata kōreisha anshin sentā</i>) There are 15 such centers in Yao City	See page 102
Consultation on Alzheimer's disease	Monday to Friday between 9:00am- 5:00pm	Alzheimer's disease local support officer "Ryokufūen" (the local elderly wellbeing center in the Akegawa-minami Junior High School zone)	☎072-920-6530 (Yao Orange Dial)
Care for the Elderly	Monday, Wednesday and Friday between 10:00am- 4:00pm	Yao Association of Families nursing the elderly (<i>Yao-shi kaigo-sha kazoku no kai</i>) (Social Welfare Center (<i>Shakai fukushi kaikan</i>), Group Activity Room)	☎072-924-8654

▶Health P52

Type of Consultation		Service Hours	Reception	Telephone Number
Health consultation	Your Town Health Consultation (<i>Anata no machi no kenkō sōdan</i>)	Please refer to the city gazette (service hours: 10:00am-11:30am, 1:00pm-3:30pm)	Any city hall branch office, etc. Prior reservation not required	☎072-993-8600
	Health consultation (health, child-rearing, vaccinations, etc.)	Monday-Friday, 8:45am-5:15pm	Yao City Health Center	
Yao City Mind and Life	Telephone consultation	Monday-Friday, 9:00am-5:00pm ※On Fridays, only	※This consultation service is provided by a professional agency	☎072-949-5260

Consultation (<i>Yao-shi kokoro to inochi no sōdan</i>)	Email consultation	telephone consultation is available. Calls will be taken until 9:00am the following morning. Closed on public holidays	contracted by Yao City.	email:yao-inochi@dream.com
	Interview consultation			☎072-949-5260

► **Employment / Living P52**

Type of Consultation	Service Hours	Reception	Telephone Number
Advice on Daily Living	Monday to Friday between 8:45am and 5:15pm	Katsura Human Rights Community Center	☎072-922-1826
		Yasunaka Human Rights Community Center	☎072-922-1491
Employment	Wednesdays between 1:00pm and 4:00pm	Katsura Human Rights Community Center	☎072-922-1826
Workers' Law consultation	Second Wednesdays and the last Saturday of the month Between 1:00pm and 4:00pm	Reservations take priority (Yao City Work Support Center)	☎072-929-0040
District Employment Support	Monday to Friday between 9:00am and 5:00pm	Katsura Human Rights Community Center	☎072-922-1827
		Yasunaka Human Rights Community Center	☎072-922-1892
		Ryuge Community Center	☎072-922-2911
		Yamamoto Community Center	☎072-922-3661
	Monday to Friday between 10:00am and 6:00pm	Yao Work Support Center	☎072-929-0040
Information on job vacancies and job placement.	Monday to Saturday between 10:00am and 6:00pm	Yao City Work Support Center (Yao City District career advice (<i>Yao-shi chi'iki shokugyō sōdanshitsu</i>))	☎072-929-3400
Support for job-search activities (granting unemployment insurance, career counseling, job referrals, career training, various seminars, etc)	Monday to Friday between 8:30am and 5:15pm On Saturdays, only job-search support and job referral services are available.	Hello Work Fuse	☎06-6782-4221

▶Consumer Affairs / Debt problems P52

Type of Consultation	Service Hours	Reception	Telephone Number
Consumer Protection and Problems with Debt.	Monday to Friday between 9:00am and 5:00pm	Reservations take priority (Consumer Affairs Center Policy Section [<i>Shōhi seikatsu sentā</i>] / Industrial Policy Section [<i>Sangyō seisaku-ka</i>])	☎072-924-8531
Consumer Protection	Monday to Friday between 10:00am and 3:00pm Saturdays between 10:00am and 11:30am (Requires reservation)	Life Learning Center (<i>Kurashi gakushū kan</i>)	☎072-922-6185

▶Human Rights and Women's Rights P53

Type of Consultation	Service Hours	Reception	Telephone Number
Human Rights	The first and third Wednesday of the month (or the following Wednesday in the event of a public holiday) between 2:30pm and 4:30pm	Requires reservation (At least one day before. One hour per person), Counseling by a Civil Rights Commissioner	☎072-924-9863
	The fourth Wednesday of the month (or the previous Wednesday in the event of a public holiday) between 1:30pm and 3:30pm	Requires reservation Free legal advice for human rights violations	☎072-924-9863
	Monday to Friday between 8:45am and 5:15pm	Human Rights Policy Section (<i>Jinken seisaku ka</i>)	☎072-924-9863
	Monday to Friday between 8:30am and 5:15pm	Osaka Department of Legal Affairs (<i>Ōsaka hōmu kyoku</i>), Higashi-Osaka Branch Office. Civil Rights Commissioners directly carry out counseling from Tuesday to Thursday. Between 9:00am until noon, and 1:00pm until 4:00pm	☎06-6782-5563

Women's Rights and Gender Equality	The first Wednesday and the fourth Saturday of the month between 1:00pm and 5:00pm; the second and the fourth Tuesday of the month between 10:00am and 1:00pm; the second Saturday and third Thursday of the month between Noon and 4:00pm	By reservation (50 minutes per person) Gender Equality Center "Sumire"	☎072-923-4940
	Monday to Friday between 9:00am-5:00pm	Yao's dedicated helpline service for domestic violence victims	☎072-924-6550
	Between 9:00am and 8:00pm (closed on public holidays)	Osaka Prefecture Women's Advice Center (<i>Ōsaka-fu josei sōdan sentā</i>)	☎06-6946-7890 ☎06-6949-6022
	Times other than the above		☎06-6946-7890 (Domestic violence consultation)
	Monday to Friday between 10:00am and 3:00pm; Saturdays between 10:00am and 11:30am(requires reservation)	Lifelong Learning Center (<i>Kurashi gakushū kan</i>)	☎072-922-6185

List of Consultation Windows ※Generally closed on public holidays

▶Childcare / Youth P53

Type of Consultation	Service Hours	Reception	Telephone Number
Truancy, Bullying, Character, Behavior, Upbringing, Development, Learning	Monday to Friday between 9:00am and 5:00pm	Education Center (<i>Kyōiku sentā</i>) ※Requires reservation	☎072-941-3365
Kindergartens and Schooling for Linguistically or Development Delayed Children	Monday to Friday between 9:00am and 5:00pm	Education Center (<i>Kyōiku sentā</i>) ※Requires reservation	☎072-924-3892
Bullying (telephone consultation)	24 hours	National 24 Hour Children SOS Hotline	☎0120-0-78310
Bullying: (1) Municipal schools /kindergartens (2) Other schools /kindergartens	Monday to Friday between 8:45am and 5:15pm	(1) Human Rights Education Section (<i>Jinken Kyōiku-ka</i>) (2) Human Rights Policy Section (<i>Jinken Seisaku-ka</i>)	①☎072-924-9854 ②☎072-924-3796

Youth (including career choice)	Monday to Friday between 9:00am and 5:00pm	Education Center (<i>Kyōiku sentā</i>)	☎072-941-9974
Family with Children	Monday to Friday between 8:45am and 5:15pm	Comprehensive Support Network Center for Child Rearing (<i>Kosodate sōgō shien nettowāku sentā</i>) “Mirai” Telephone counseling available ※Requires reservation	☎072-924-8655
Childcare	Monday to Friday between 8:45am and 5:15pm	Comprehensive Support Network Center for Child Rearing (<i>Kosodate sōgō shien nettowāku sentā</i>) “Mirai”	☎072-924-7560
	Monday to Friday between 9:00am and 5:00pm	Yao Family Support Center (in the Support Yao)	☎072-924-3657
Child Abuse	Monday to Friday between 8:45am and 5:15pm	Comprehensive Support Network Center for Child Rearing (<i>Kosodate sōgō shien nettowāku sentā</i>) ‘Mirai’	☎072-924-9862
Single-parent Families	Monday to Friday between 8:45am and 5:15pm	Comprehensive Support Network Center for Child Rearing (<i>Kosodate sōgō shien nettowāku sentā</i>) ‘Mirai’ ※Requires reservation	☎072-924-9892
Parenting	Monday to Saturday between 8:45am and 5:15pm	Each municipal nursery	See page 94
Child Abuse	Monday to Friday between 9:00am-5:45pm	Emergency call to report child abuse (Higashi-Osaka Children and family center)	☎06-6721-5336

▶Consultation Regarding Volunteers P53

Type of Consultation	Service Hours	Reception	Telephone Number
Voluntary Work	Monday to Friday between 9:00am 5:00pm	Yao City Social Welfare Association, Volunteer Center (<i>Yao-shi shakai fukushi kyōgi-kai</i>) (Located within “Support Yao”)	☎072-925-1045

▶Advice and Consultation in Foreign Languages P53

Type of Consultation	Service Hours	Reception	Telephone Number
Advice and Consultation in Chinese	Monday to Friday between 9:00am and 5:00pm	Community Policy Section (<i>Komyuniti suishin ka</i>) ※Requires reservation	☎080-2454-7069
	Wednesday between 9:00am and 5:00pm	Katsura Human Rights Community Center Consultation Room ※Requires reservation	☎072-922-3232
Advice and Consultation in Vietnamese	Monday to Friday between 9:00am and 5:00pm	Community Policy Section (<i>Komyuniti suishin ka</i>) ※Requires reservation	☎080-2454-9149
	Monday to Friday (excluding Wednesdays) between 9:00am and 5:00pm	Yasunaka Human Rights Community Center ※Requires reservation	☎072-922-3232
	Second and the fourth Wednesday between 10:00am and 4:00pm	Asia Welfare Education Foundation (Public Interest Incorporated Foundation), Refugee Project Headquarters (<i>Ajia fukushi kyōiku zaidan nanmin jigyo honbu</i>), Kansai Branch ※Requires reservation	☎078-361-1700
Advice and Consultation in Korean/Hangul	Wednesdays between 9:00am and 5:00pm	Katsura Human Rights Community Center Consultation Room ※Requires reservation	☎072-922-3232