



FRESC

Main phone number (TEL) **0570-011000** (Navi dial forwarding service) **(+81)3-5363-3013**

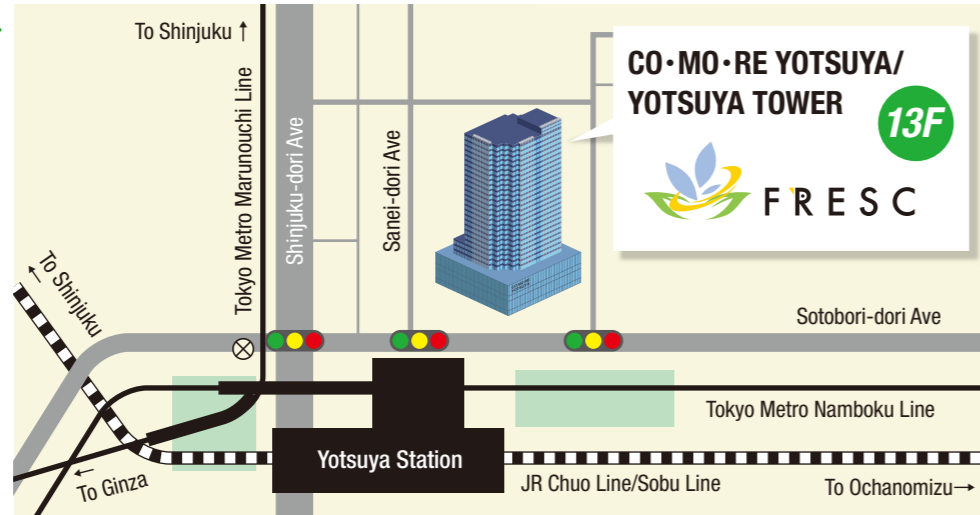
Dial this number when calling from outside Japan and selected IP phones

**Address**  
13F YOTSUYA TOWER, 1-6-1 Yotsuya, Shinjuku-ku, Tokyo 160-0004, Japan


**Opening hours**  
9 a.m. to 5 p.m. \*Closed on Saturdays, Sundays, National holidays and New Year holidays

**Access**


- JR Chuo Line/Sobu Line**  
Yotsuya Station: 1-minute walk
- Tokyo Metro Marunouchi Line**  
Yotsuya Station: 3-minute walk
- Tokyo Metro Namboku Line**  
Yotsuya Station: 1-minute walk




**Immigration Services Agency**  
(Information Disclosure Office)

TEL. 03-5363-3005   
<https://www.moj.go.jp/isa/applications/privacy/index.html>

**Japan External Trade Organization (JETRO)**  
(Consultation concerning highly skilled foreign professionals)

TEL. 03-3582-5203   
<https://www.jetro.go.jp/hrportal/>

**Tokyo Regional Immigration Services Bureau**  
(Resident consultation)

TEL. 03-5363-3025 \*Reservation only   
[https://www.moj.go.jp/isa/support/fresc/fresc\\_2.1.html](https://www.moj.go.jp/isa/support/fresc/fresc_2.1.html)

**Ministry of Foreign Affairs Visa Information**  
(Visa consultation)

TEL. 0570-011000   
<https://www.mofa.go.jp/mofaj/toko/visa/index.html>

**Tokyo Legal Affairs Bureau, Human Rights Department**  
(Human Rights Counseling)

Human rights counseling for such as bullying  
Human Rights Hotline . 0570-003-110  
Foreign-language Human Rights Hotline . 0570-090-911  
 <https://houmukyoku.moj.go.jp/tokyo/>  <https://www.moj.go.jp/ENGLISH/HB/hb.html> (English)


**Tokyo Labour Bureau Consultation and Support Office for Foreigners**  
(Labor problems consultation)

Consultation concerning work  
Navi dial . 0570-011000 (Consultation Office No. 2 Working Conditions 1, Safety and Hygiene 2)  
Free dial . 0120-816703 (Exclusively for Safety and Hygiene)  
 <https://jsite.mhlw.go.jp/tokyo-roudoukyoku/fresc.html>  <https://www.toukiren.or.jp/fresc>

**Japan Legal Support Center (the JLSC, Houterasu)**  
(Provides information and legal consultation)

When you have a legal problem  
TEL.0570-011000 (Japanese) 0570-078377 (Other languages)  
 <https://www.houterasu.or.jp>  <https://www.houterasu.or.jp/en/index.html>

**Tokyo Employment Service Center for Foreigners**  
(Employment consultation)

TEL. 03-5361-8722   
<https://jsite.mhlw.go.jp/tokyo-foreigner/>

# Foreign Residents Support Center



## About the Foreign Residents Support Center

The Foreign Residents Support Center (FRESC) is a government contact point that supports the residence of foreign nationals who are living and have an active role in Japan. It is located in the CO・MO・RE YOTSUYA building, which is in front of JR Yotsuya Station in Shinjuku, and conducts initiatives that include support for counseling requests from foreign nationals, support for companies that want to hire foreign nationals, and support for local governments engaged in supporting foreign nationals.

The Foreign Residents Support Center (FRESC) improves an environment for accepting foreign nationals by cooperating with organizations concerned and implementing various support measures for the residence of foreign nationals.

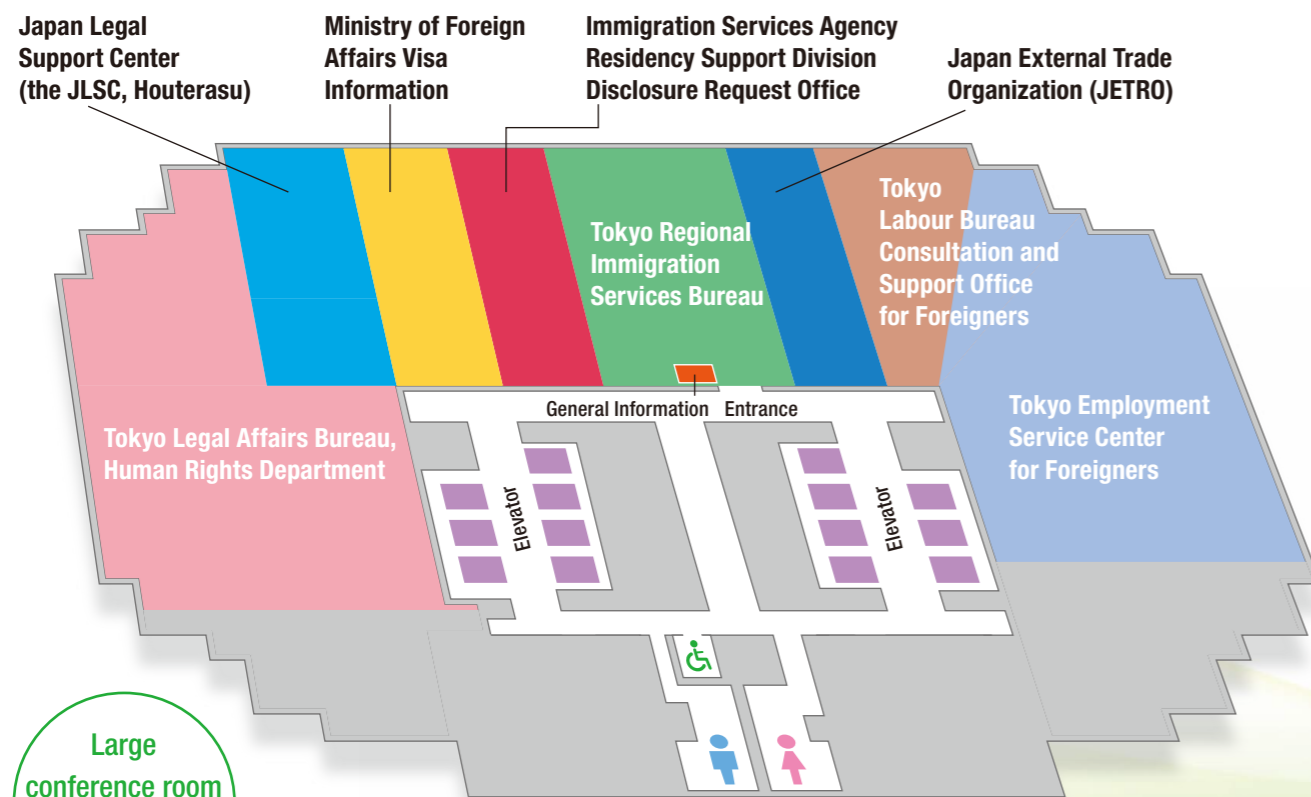


**FRESC**

Trademark Registration No. 6325937

Foreign Residents Support Center

Floor guide



### Immigration Services Agency (Residency Support Division and Disclosure Request Office)

The Residency Support Division of the Immigration Services Agency promotes association and cooperation with local public organizations by supporting the maintenance and operation of a consolidated inquiry counter for foreigners and sharing practical examples. It also provides information to foreigners residing in Japan through "Guidebook on Living and Working" and "A Daily Life Support Portal for Foreign Nationals", and popularizes "Easy Japanese". The Disclosure Request Office accepts requests to disclose immigration records and alien registration records in addition to administrative documents held by the Immigration Services Agency (head office).



### Tokyo Regional Immigration Services Bureau

The Tokyo Regional Immigration Services Bureau provides individual counseling by appointment to foreign nationals living in Japan and business people who want to hire foreign nationals. It also gives advice and provides counseling, etc., to local governments relating to foreign nationals.



### Tokyo Legal Affairs Bureau, Human Rights Department

The Human Rights Department at the Tokyo Legal Affairs Bureau provides counseling on various human rights issues such as bullying, abuse, various types of harassment, and privacy violations through misuse of the Internet, in addition to discriminatory treatment of foreign nationals and people with disabilities. The department also conducts simple, quick and flexible relief activity for these types of human rights violations. It also conducts various human rights awareness-raising activities while coordinating with the Human Rights Volunteers and local governments, etc.



### Japan Legal Support Center (the JLSC, Houterasu)

Houterasu is a public agency that guides you to resolve legal issues. Depending on your situation, without charge, Houterasu provides the information about legal systems and suitable services/agencies that offer legal consultation. For people who reside in Japan and face financial difficulties, Houterasu provides free legal consultation and interest-free loans to cover the fees for lawyers' services (these services are operated in other Houterasu offices, but eligibility check is available also at FRESC).



### Tokyo Labour Bureau Consultation and Support Office for Foreigners

Tokyo Labour Bureau Consultation and Support Office for Foreigners provides consultation and support regarding the labor-related laws such as the Labor Standards Act and labor management, safety and health management consultation for business owners who employ foreign workers. It also provides seminars by experts and sends consultants to companies in relation to personnel management including safety and health issues. Consultations for foreign workers regarding working conditions is also available.



### Tokyo Employment Service Center for Foreigners

The Tokyo Employment Service Center for Foreigners is an institution of the Ministry of Health, Labour and Welfare that provides support for highly skilled foreign professionals (students and specialist/technical expert status of residence holder) who are seeking fulltime employment. It also supports business owners by providing them with information and counseling for hiring foreign nationals in addition to conducting employment counseling and placement, holding job fairs and implementing internships.



### Ministry of Foreign Affairs Visa Information

Ministry of Foreign Affairs Visa Information receives various general counseling inquiries relating to visa application procedures and provides guidance concerning documents required to apply for entry visas for Japan. It also provides easy-to-understand explanations for questions such as "My family wants to visit Japan for sightseeing. How do I apply for a visa?".



### Japan External Trade Organization (JETRO)

JETRO has established a platform for promotion of active participation by highly-skilled foreign professionals while coordinating with relevant government ministries and agencies in order to facilitate the utilization of foreign nationals who have a high-level of knowledge and skill. The organization provides information through seminars and its portal site, and provides support services to companies interested in hiring highly-skilled foreign professionals.

Large  
conference room  
is available  
on 14F