

(English)

留学生のための
生活ガイドブック

Living Guide for
International Students in Kagoshima



こうえきざいだんほうじんかごしまけんこくさいこうりゅうきょうかい
公益財団法人鹿児島県国際交流協会
Kagoshima International Association

Foreword

Dear international students,

How are you finding life in Kagoshima?

Some of you may have already spent several years in Kagoshima while others may be new to Japan. Students starting a new life in Kagoshima may encounter some difficulties in this unfamiliar land and experience some anxiety.

This guidebook aims to help international students living in Kagoshima make the most out of their lives here. It is published with the assistance of the universities, local authorities and international students who are currently living in Kagoshima.

We hope that this guidebook will be of some help in making your student life in Kagoshima more comfortable, enjoyable, and safe.

April, 2024

Kagoshima International Association

The Fumiko Higashi International Students Activities Support Program

This guidebook is published as part of the abovementioned support program.

Fumiko Higashi, a native of Yoshimatsu-cho (presently Yusui Town), worked tirelessly for 33 years since 1971 to organize activities and programs to support the daily lives of international students in Kagoshima. She was awarded the 32nd MBC Award, the 1st Nishigin (Nishi-nippon Bank) International Foundation Asia Service Award (presently Nishi-Nippon Foundation Asia Contribution Award) and the Foundation for Encouragement of Social Contribution Long Service Award for her long-term and outstanding contributions. Fumiko Higashi passed away in 2004.

This program was established with contributions from the family of the late Fumiko Higashi, to continue and further her ideals for international exchange.

Table of Contents

1. Laws Relevant to International Students

(1) Procedures at port of entry	1
(2) Procedures at the municipal office	1
(3) Procedures at the Regional Immigration Office	1
(4) Special re-entry permit system	1
(5) “My Number” system	1-2

2. Daily Life

(1) Housing	2
(2) Public utilities	3-4
(3) Postal Service and Banks	4-6
(4) Manners and etiquette in daily life	6
(5) Other information for daily life	6-7

3. Scholarships and Living Expenses

(1) Scholarships within Kagoshima and in Japan	7
(2) Loan system to support international students	7-8

4. Part-time Jobs

(1) Application	8
(2) Recruitment information on part-time jobs	8
(3) Duration and types of part-time jobs	8

5. Health, Medical Care, Pension

(1) National Health Insurance	8-9
(2) Medical cost subsidies for international students	9
(3) Campus health services	9
(4) Medical treatment	9-10
(5) National Pension System	10

6. Transportation

(1) City tram	10-11
(2) Bus	11-12
(3) Bicycle rental	12

(4) Student fare	12
(5) Application for a local driver's license/Conversion of your driver's license	12
(6) Getting to Kagoshima Airport	12
(7) Railway	13

7. Emergencies

(1) Sudden illness and accidents	13
(2) Traffic accidents	13
(3) Thefts, burglaries and snatches	13
(4) If you fall victim to a sexual offense	14
(5) Calling an ambulance, the fire brigade or the police	14
(6) Crime prevention tips	14-15

8. Natural Disasters

(1) Typhoons	15
(2) Rainy season (torrential rains)	15
(3) Earthquakes	15
(4) Eruptions and falling ash from Sakurajima	15-16
(5) Evacuation, shelters, how to obtain evacuation information	16

9. Recreational Facilities

(1) Facilities with free Internet access	16-17
(2) Free Wi-Fi Service	17-18
(3) Prefectural and municipal libraries	18-19
(4) Swimming pools and sports facilities	19-20

10. Volunteering

(1) About Volunteering Activities	20
-----------------------------------	----

11. Related Organizations

(1) Organizations for international students	21
(2) International exchange organizations	21-22
(3) Institutes of higher education	22-23
(4) Advisory offices	23-25
(5) Prefectural and municipal offices	25
(6) Police stations	25-26

(7) Doctors Associations (<i>Ishikai</i>) in Kagoshima Prefecture	· · · · · · · · · · · · · · · 26
(8) Bus companies in Kagoshima Prefecture	· · · · · · · · · · · · · · · 26
(9) Airline companies in Kagoshima Prefecture	· · · · · · · · · · · · · · · 26-27
(10) Ferry companies in Kagoshima Prefecture	· · · · · · · · · · · · · · · 27-28

12. Help desk for foreign Residents

(1) About the Help Desk	· · · · · · · · · · · · · · · 28-29
-------------------------	-------------------------------------

13. International Friendship Center Kagoshima

(1) About Kagoshima Prefectural International Friendship Center	· · · · · · · · · · · · · · · 29
(2) About Kagoshima City International Exchange Center	· · · · · · · · · · · · · · · 29
 Location of Kagoshima Branch Office of Fukuoka Regional Immigration Services Bureau	· · · · · · · · · · · · · · · 30
Location of Kagoshima City Night Emergency Medical Center	· · · · · · · · · · · · · · · 31
Location of Kagoshima International Association	· · · · · · · · · · · · · · · 32

■ For more information available in multiple languages, please access the sites below.

1. Multilingual information on daily life in Kagoshima – Kagoshima International Association (KIA)
 - Website: <https://www.kiaweb.or.jp/>
 - Facebook: <https://www.facebook.com/Kiasoudan>
2. Daily life support portal for foreign nationals – Immigration Services Agency of Japan
 - Website: <http://www.moj.go.jp/isa/support/portal/index.html>
3. Multilingual Living Information for a multicultural society – CLAIR (Council of Local Authorities for International Relations)
 - Website: https://www.clair.or.jp/j/multiculture/tool_library/index.html
4. 「KagoTips」 Lifestyle Information Portal App

「KagoTips」 is an app distributed by Kagoshima City, and provides useful multilingual information for daily life such as childcare, medical care, and disasters.

 - Website: <https://www.city.kagoshima.lg.jp/kikakuzaisei/kikaku/seisaku-k/kagotips/standard/download.html>

※ Please be aware that the information in this site is accurate as of 15 Feb 2024.

1. Laws Relevant to Overseas Students

(1) Procedures at Port of Entry

When you have been granted a landing permit at your port of entry, you will be issued with a residence card. Residence cards are issued at the following airports: Narita, Haneda, Chubu, Kansai, New Chitose, Hiroshima and Fukuoka.

If you have been issued a residence card, your address can be issued the same day if you bring your passport and residence card to the city or town office where you live within the first 14 days.

In any other circumstance (i.e. arriving into an airport that does not offer residence cards) you will also have 14 days from the day you arrive to find an address & register said address at the local municipal/city office from which your residence card will be despatched to your home address.

(2) Procedures at the Municipal Office

As stated above, if your residence address is not written on your residence card, you must inform the local municipality of your moving in status.

Likewise, if you move to another city, ward or town you have to go to the municipal office of your original address and make a report in relation to your change of residence. From there, go to the municipal office of your new address and make a report in relation your moving in. (If this sounds too difficult, ask someone who can speak Japanese to come with you to help with the process).

(3) Procedures at the Regional Immigration Office

The following applications and reports must be made.

A new residence card will be issued for ① and ③.

- ① When a change in one's name, date of birth, gender, nationality/region occurs, a report must be made within 14 days.
- ② When a residence card has been lost, stolen or damaged, an application for reissuance must be made within 14 days.
- ③ For people who have a working status, are overseas students or trainees, when the organization they are affiliated to changes; for people whose status is that of spouse, when they are separated from their spouse by either divorce or death, a report must be made within 14 days.

(4) Special Re-entry Permit System

Foreign nationals holding a valid passport and residence card (or an alien registration certificate (card) deemed to be equivalent to a residence card), who will be re-entering Japan within 1 year (prior to the expiry of their period of stay) of their departure to continue their activities in Japan will not be required to apply for a re-entry permit.

*However, it is necessary to present your residence card at departure.

(5) “My Number” System

Japan introduced the My Number system in October 2015. The Individual Number is a unique number issued to all residents and is necessary for most administrative purposes.

For example, in the instance of buying a car or applying for a part time job your residence card will be required.

All foreign students residing in Japan for more than 90 days will receive an envelope to your residence address from the municipal office you are registered with. Enclosed will be the notification of personal number card printed with your individual number.

Your individual number is very important. Please do not tear or throw away the notification card and keep it with you. Also, to prevent fraudulent use of your individual number, please do not provide your Individual Number to anyone unless necessary.

For reference: <https://www.digital.go.jp/policies/mynumber/>

2. Daily Life

(1) Housing

A. Renting Accommodation

(a) Privately rented house (apartment)

When looking to rent a private property, it is customary to hire a real estate agent.

Housing information is also available from real estate magazines. Appointments with the real estate agent and property viewings are free of charge.

If you are unsure about how to start your property search, try approaching the International Student Office on your campus for assistance.

When renting from a private landlord, a guarantor is required and together with the rent, a separate amount (equivalent to several months of rent) is to be paid upfront. This amount comprises of the deposit (*shiki-kin*), the key money (*rei-kin*) and commission for the real estate agent (*chukai-ryo*) and can range drastically in price.

(b) Renting Public Housing

Public housing includes prefectural and municipal housing available for families. A single person is not eligible for public housing.

Note that the waiting list for public housing is rather long, thus be prepared to wait your turn.

For more details about the application for prefectural housing, please contact the Housing Policy Office of the Kagoshima Prefectural Government.

(TEL: 099-286-3735, email: housing@pref.kagoshima.lg.jp)

For enquiries pertaining to municipal housing, please contact the relevant city/town hall.

B. How to rent a privately rented house

If you are unable to find a guarantor when renting a private apartment, you may approach your university to act as a guarantor. For the university to act as a guarantor, certain conditions such as joining the 'Comprehensive Renter's Insurance for Foreign Students Studying in Japan' will apply.

For more information, kindly enquire with the International Student Office at your respective universities.

C. Moving

To move to another accommodation, it is necessary to notify your landlord and the real estate agent in advance.

(2) Public Utilities

A. Water

After renting your accommodation, apply to your local water supplier at the city (or town) with your name, address, and the date you want to start the service. Charges will be billed according to usage and payment is to be made before the stipulated deadline.



Payment can be made in cash at the city/town hall, banks, post offices or convenience stores by presenting your water bill. Alternatively, payment can be made through automatic bank transfers from your bank or postal savings account.

Upon moving out of your rented apartment, you will have to contact your municipal water supplier for the necessary administrative procedures to turn off the water supply in your apartment.

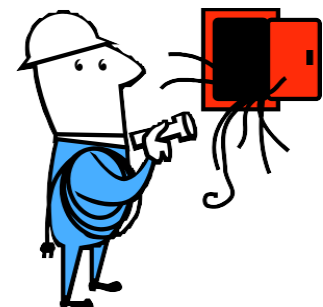
B. Electricity

In Kagoshima Prefecture, Kyushu Electric supplies electricity at a frequency of 60 hertz and voltage of 100 or 200 volts.

After moving into a rented apartment, contact Kyushu Electric for the necessary administrative procedures to turn on the power supply in your apartment. You may either apply through the internet or fill the 'Application for Power Supply' form (found in a plastic bag hung near the breaker box), seal it in the enclosed envelope and send via post.

Payment of the electricity bill can be done in cash at banks, post offices or convenience stores by presenting the bill from the power company. Alternatively, payment can be made through automatic bank transfers from your bank or postal savings account.

Upon moving out, you will have to notify Kyushu Electric. An electrician will arrange to take a reading of your meter on an agreed date which will then aid in the termination procedures.



For more details, please contact the Kagoshima Branch Office, Kyushu Electric on 0120-986-804.

C. Gas



Natural gas is piped in (city gas utility) or available as LPG (liquefied petroleum gas in cylinders), depending on your location. Please confirm with your housing agency the type of gas available when you rent your accommodation.

Note that gas apparatuses differ for different gas types, i.e. the gas apparatus for piped gas cannot be used with LPG cylinders.

The payment procedure is the same as mentioned above for water and electricity.

Before moving out of your rented apartment, you will have to contact your local gas supplier for the necessary administrative procedures to turn off the gas supply in your apartment.

D. Refuse Disposal

Every municipality collects burnable and non-burnable rubbish separately. In addition, collection time alongside the categorisation of rubbish will differ depending on the municipality you live.

For example, the rubbish collection schedule for Kagoshima City is as follows:

- Burnable garbage: twice a week
- Non-burnable garbage: once a month
- Plastic containers: once a week
- Cans, bottles, plastic bottles: 2-3 times a month
- Newspapers, leaflets, cardboard, magazines, etc: once a week
- Clothes: twice every month
- Light bulbs, fluorescent lights, (dry cell) batteries: once a month
- Metals: once a month



Household garbage should be sorted according to the appropriate rules and brought out to the designated garbage collection point by the designated time on the scheduled day. Please ask the city or town hall of your residence or your neighbours on how to sort the garbage, the garbage collection schedule and the collection points.

Please do follow these rules to prevent inconveniences such as your garbage being left uncollected.

For the disposal of oversized garbage, advance application must be made by phone. Please purchase an oversized garbage collection sticker for the amount quoted at the time of application, attach the sticker to the item, and put it out for collection on the designated day.

In addition, there are some items which cannot be disposed of by the municipality. For more information, please contact the municipality where you are living in.

E. Telephones, Mobile Phones, Internet Access

(A) Mobile Phones

Mobile phones can be purchased at telephone companies or electrical stores. The cost of the mobile phone, calling charges and coverage area differ for different companies and their offered calling plans.

To make domestic calls, dial the area code, followed by the telephone number.
When calling numbers within Kagoshima City, dial 099 + telephone number.

To make international calls,
dial 00** (**: telephone company ID code) + 010 + country code + area code + telephone number.

Do note that some companies require pre-application to make international calls from mobile phones.

Call rates differ according to the call duration, the time of the call, the area you are calling and the telephone company.

Mobile phone charges will be billed monthly and payment in cash can be made at banks, post offices or convenience stores. Alternatively, payment can be made through automatic bank transfers from your bank or postal savings account.

(B) Internet Access

There are several internet providers. The charges differ depending on the usage plan and service provider. The method of payment is the same as mentioned above for telephone charges.

(3) Postal Service and Banks

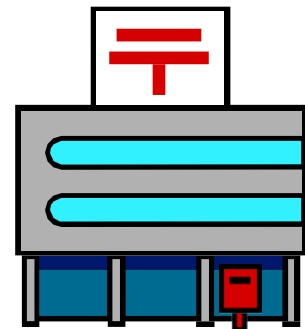
A. Postal Service / Post Office

Post offices in Japan offer postal services, manage saving accounts and provide insurance services.

The red '〒' symbol marks a post office.

Please check the service hours of the post office nearest you as the service hours differ for different branches. Saving accounts transactions and insurance services are available over the counter only on weekdays.

The table below gives the service hours of the Kagoshima Central Post Office near JR Kagoshima Chuo Station.



	Weekdays	Saturdays	Sundays & holidays
Postal services	9:00 – 19:00	9:00 – 17:00	9:00 – 12:30
Counter service	7:00 – 21:00	7:00 – 18:00	7:00 – 18:00

Savings / Insurance	9:00 – 16:00	No service	No service
ATM	7:00 – 23:00	9:00 – 21:00	9:00 – 19:00

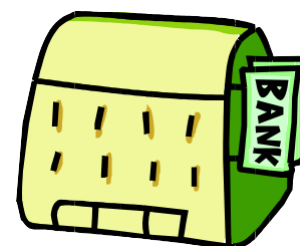
*Please note that most ATMs are unavailable from January 1st to 3rd.

B. Banks and Other Financial Institutions

In Japan, financial institutions such as banks and credit associations provide banking services such as holding cash deposits, facilitating automatic bank transfers for public utility charges as well as credit card charges.

To use these services, it is necessary to open a bank account. You will need your residence card (*zairyu* card), passport and seal (*inkan*) to set up an ordinary account. Once you have set up your bank account, you can arrange for automatic bank transfers by presenting your personal seal (*inkan*), passbook and the payment receipt of last month's bill (this means that the bill for the first month should be paid in cash).

You can apply for an ATM card at the same time you set up an ordinary account. Cash deposit, withdrawal and payments can be made at an ATM with your ATM card and PIN number, therefore do not forget your PIN number. When using an ATM, simply follow the instructions displayed on the screen.



When unsure, approach a bank clerk for help. The usual banking hours are listed below.

However, the availability of ATM services differs for different banks, types of service, days of the week, or time of the day and in certain cases, an additional transaction fee will be imposed. Please research the hours which usage will incur additional transaction fees.

If your residence status is renewed, you will need to present your new residence card at the bank counter and renew the usage period of your bank account.

If you return to your home country without renewing your period of stay, you will need to complete the account contract procedures at a bank counter before returning to your home country.

- Counter service hours (not available on weekends and holidays)
Monday to Friday 9:00 – 15:00
- ATM
Monday to Friday 8:50 – 19:00
Weekends & Bank Holidays: 9:00 – 19:00

© Overseas remittance

Overseas remittance can be made at financial institutions such as post offices and banks. Please confirm if your nearby post office or bank offers overseas remittance services, and the times and days of service.

To remit money overseas, an official ID (residence card, passport) and a personal seal (*inkan*) should be presented at the teller. Although the required identification can vary depending on the bank, it is usually necessary to bring identification documents such as government-issued identification (resident card, my number card), your personal seal, and your bankbook (*tsuuchou*) if you have a bank account.

Overseas remittance will incur bank charges, the amount of which varies according to the objective and amount.

◎ Overseas remittance by online banking, etc.

Overseas remittance can also be made at direct banks that offer services via online banking, ATMs, etc.

(4) Manners and Etiquette in Daily Life

A. Moving into a New Neighbourhood

When renting an accommodation, whether public or private, and starting your new life in Kagoshima, it is very important to establish a good relationship with your neighbours.

When moving into a new neighbourhood, it will be good to visit your neighbours and exchange greetings so that people can get to know you.

*Example of a typical greeting:

‘My name is ○○ and I am from ○○. I am an international student of ○○ University, and I just moved into the apartment (no. ○○) next door. It’s nice to meet you and it would be much appreciated if you could help me when I have something I don’t understand.’

In Japan, loud noises or causing a ruckus early in the morning or at night are generally frowned upon. If you have to conduct activities that will be loud, it would be the polite thing to inform your neighbours in advance. If you live in an apartment, you should also inform the tenants living on the floor directly below your apartment.

B. Etiquette on Public Transport or in Medical Facilities

What is the mobile phone etiquette like in your country?

In Japan, mobile phones are generally not used on public transport such as buses or trams, as well as in medical facilities such as hospitals. Talking loudly on the buses or trams is also generally frowned upon.

(5) Other Information for Daily Life

A. Personal Seal (*inkan*)

In Japan, official documents require a personal seal (*inkan*) with your first or family name engraved instead of a signature. You are advised to make your personal seal at your earliest convenience.

There are 2 types of personal seals: a registered seal and an ordinary one. An ordinary seal is used for paperwork at the city hall, or banks. You can order a custom-made seal from a seal shop.

Please exercise care and caution when using your seal as there have been cases where inattention during the usage of a personal seal had led to people becoming guarantors of debts without their knowledge.

B. Bargain Shops and Second-hand Shops

There are many second-hand shops within Kagoshima Prefecture. You can search for more information on these shops on the internet. Bicycles, furniture, televisions and other household items are available at these shops.

In addition, information on bargain shops can also be obtained from freesheets (free newspapers) or from the tutors at your university.

C. Mass Media

(A) Television

There are five TV broadcasting stations (NHK (General TV, Educational TV), MBC, KTS, KYT and KKB) in Kagoshima.

If you have a television, it is necessary to pay a license fee to NHK. The payment can be made in cash at the banks or post offices. Alternatively, payment can be made through either automatic bank transfers or by credit card.

For more information about NHK license fee, please dial the toll-free number, 0120-151515.

(B) Radio

AM radio stations include those of the MBC and NHK (Radio 1, Radio 2), while FM radio stations include those of the FM Kagoshima, Kagoshima City FM (limited to Kagoshima City and its vicinity), MBC and NHK FM.

(C) Newspapers

The Minami Nippon Shimbun is the major local paper while the national papers include the Yomiuri Shimbun, Asahi Shimbun, Mainichi Shimbun and Nihon Keizai Shimbun.

*English newspapers are available for browsing at the Kagoshima International Association.

3. Scholarships and Living Expenses

(1) Scholarships within Kagoshima and in Japan

There are various scholarships available for international students living in Kagoshima. Application information on scholarship application is usually available on a bulletin board and at the International Students Office. Please enquire at the International Student Office or access their website for more information.

(2) Loan System to Support International Students

This system allows international students to obtain loans from the Kagoshima International Association when a large amount of money is needed at one time for medical treatment, tuition, or living expenses.

Loans will be extended for international students to cover their living expenses, rent, medical fees, tuition fees, traveling expenses for a visit back home, etc. The loan limit for living expenses is 50,000 yen while the loan limit for other expenses, depending on the circumstances, is 100,000 yen.

The abovementioned loans are interest-free.

Please enquire at the International Student Office to obtain the requisite application forms. You can also contact the Kagoshima International Association directly.

4. Part-time Jobs

(1) Application

Currently, it is illegal to find work under a Student Visa. If you do want to work, however, you can work part-time jobs after obtaining the 'permission to engage in activities other than that permitted under your status of residence' (part-time work permit) from the Kagoshima Immigration Office (of the Fukuoka Regional Immigration Bureau).

People who engage in activities not permitted by their visa status such as working part-time without approval will be subject to a fine. Please enquire at the Fukuoka Regional Immigration Services Bureau, Kagoshima Branch Office or the International Student Office on your campus to learn more about the application process.

(2) Recruitment Information on Part-time Jobs

Information about part-time jobs is available from bulletin boards at your university, freesheets dedicated to recruitment advertisements and from friends. You can enquire at the International Student Office on your campus for details.

In addition, the 'International Students Exchange and Support Net' run by the Kagoshima Regional Conference for the Promotion of International Student Exchange is a good source of information. (Besides information about part-time jobs, it also publishes information about events for international students.)

For reference www.city.kagoshima.lg.jp/soumu/shichoshitu/kokusai/en/works/worker.html

(3) Duration and Types of Part-time Jobs

A permit for part-time employment allows students to engage in selected types of work for a total of 28 hours a week during term time, and up to 8 hours a day during longer holidays such as the summer vacation.

You are not allowed to work for entertainment and amusement enterprises including bars, cabarets, pachinko parlours, or game centres. These guidelines must be strictly adhered to.

5. Health, Medical Care, Pension

(1) National Health Insurance

Japanese and non-Japanese residents alike are required to be on a health insurance system such as the National Health Insurance system.

Non-Japanese residents with residence status as an 'international student' are required to be on the National Health Insurance, except those who are non-working dependents of a person insured under another health insurance scheme.

Once you are insured under the National Health Insurance, you are required to pay annual premiums to your municipal authorities. Under this scheme, 70% of your medical bills are covered and you will need only to pay 30% of your medical bills. If you are not insured under any health insurance scheme, you will have to bear all medical costs for any sickness or injury treated at the clinic/hospitals.

Visit the city or town hall of your residence to apply for the National Health Insurance. When your application is completed, a National Health Insurance Card will be issued to you. Please ensure that you do not lose the insurance card as it a very important card.

(2) Medical Cost Subsidies for International Students

Kagoshima International Association (KIA) has a loan assistance program for international students providing loans of up to 100,000 yen for expensive and acute medical needs.

(3) Campus Health Services

Some universities have a student health centre on campus to provide clinical services for health promotion and preventive care. Professional medical staff provides medical treatment for everyday ailments such as the common flu and also provide first-aid treatment for injuries.

The student health centre also offers counselling and help on interpersonal relations, living environment and any other problems you may have. Please feel free to approach the counselling staff with problems you may be uncomfortable sharing with your teachers, peers or seniors. Needless to say, all information will be kept strictly confidential.

(4) Medical Treatment

When visiting a clinic/hospital, you will need to bring along your health insurance card along with cash. Consultation hours vary for different medical institutions, but most places have consultation hours till 17:00 from Mondays to Saturdays. Many hospitals see patients on a first-come-first-served basis and in some cases, you might find yourself waiting hours after registering at the reception.

Please note that very few hospitals receive patients in the evenings (after 18:00), on Sundays and national holidays. If you fall ill or injure yourself at night or on a Sunday/holiday, you will have to search for clinics on standby to provide emergency medical aid (note that emergency duty is rotated).

The names and addresses of clinics on emergency duty are listed on the monthly municipal publication issued by the local authorities. The list is also available on the website of the Kagoshima Prefecture Medical Association.

- The list of clinics on emergency duty on Sundays and national holidays is available at <http://www.kagoshima.med.or.jp/touban/>
- The list of doctors on off-hour duty on weekdays is available at <http://www.kagoshima.med.or.jp/people/touban-hei/index.htm>

In Kagoshima City, the Kagoshima City Night Emergency Medical Centre is available for the development of sudden illnesses or pains that occur at night. Doctors in permanent residency are an internist, paediatrician, and surgeon.

The centre does not have permanent resident doctors in obstetrics and gynaecology, eye or ENT (ear, nose and throat), so please call in advance to check if the nightshift doctor is available in these areas.

- A d d r e s s : 2-22-18 Kamoike, Kagoshima City
(please refer to the last page of this booklet for the location)
- TEL: 099-214-3350

- Opening hours:

【Internal Medicine • Pediatrics (Children) • Surgery】

Weekdays / Saturdays: 7:00pm to 7:00am the next morning

Sundays / Public Holidays / 14-15 Aug / 29 Dec - 3 Jan: 6:00pm to 7:00am the next morning

【Obstetrics and Gynecology (Woman's diseases) • Ophthalmology (Eye Specialist) •

Otorhinolaryngology (Ear, Nose, Throat)*】

Weekdays / Saturdays: 7:00pm to 10:00pm

Sundays / Public Holidays / 14-15 Aug / 29 Dec – 3 Jan: 6:00pm to 10:00pm

*The Obstetrics and Gynecology • Ophthalmology • Otorhinolaryngology Departments do not have doctors on duty, so please contact them in advance.

Note: Please arrive at least 30 minutes before the end of the operating hours, as the treatment may take some time.

(5) National Pension System

The National Pension System is a basic social insurance system that consists of the employee's pension insurance and the national pension, which provides basic pensions to all in the system. All persons residing in Japan between the ages of 20 and 59 including foreigners must enter the National Pension System.

① Entry Procedures

To enter the National Pension System, you should take your residence card and passport to the pension department in your local municipal administrative office. Once entered into the system, you will be required to contribute to the system regularly.

② Old-age Basic Pension

Senior citizen pension benefits are paid to people who have subscribed to the pension system for a minimum of 25 years, typically when they reach the age 65. Other pensions that give pay outs include the Disability Basic Pension and the Survivors' Basic Pension.

③ Lump-sum Withdrawal Payments

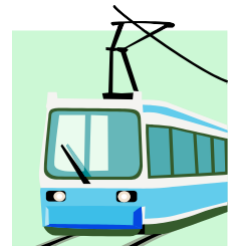
Foreign residents who are not eligible to receive pension pay outs and do not hold a Japanese nationality but have contributed to the national pension for a total of six months or more may claim the Lump-sum Withdrawal Payment upon leaving Japan according to designated procedures. To claim the Lump-sum Withdrawal Payment, please attach the required documents to the application form and send it to the Social Insurance Agency within 2 years of leaving Japan.

The required application forms are available at any social insurance office, branch office of the Social Insurance Bureau, the Pension Consultation Centre, and the various municipal administrative offices.

6. Transportation

(1) City Tram

There is a tram system available in Kagoshima City. There are two routes: Kagoshima-ekimae ~ Kishaba ~ Taniyama; and Kagoshima-ekimae ~ Kagoshima Chuo-ekimae ~ Korimoto



The tram fare is a flat fee of 170 yen for adults and 80 yen for children (elementary school age and below). (As of March, 2024)

(2) Bus

As there are many bus companies operating within Kagoshima Prefecture, please check the route and bus stops in advance because the journey and locations of bus stops may differ for different bus companies and bus routes even if they are headed for the same station.

For example, fares in Kagoshima City are 230 yen for adults and 120 yen for children (elementary school age and younger) on all lines and areas (excluding the service Aibus).

< When traveling by bus >

- ① Pick up a numbered ticket from the ticket machine when you get on.
- ② Push the 'alight' button to inform the driver that you will get off at the next stop.
- ③ Fares are indicated on a display board near the exit. The fare is displayed under the number corresponding to the number on your ticket. Drop both the fare and the ticket into the fare box when you get off.



< Prepaid IC card >

If you travel by buses frequently, a prepaid integrated chip (IC) card will come in handy.

There is the 'Rapica' (a prepaid IC card jointly issued by the Kagoshima City Transportation Bureau, Nangoku Kotsu Co. Ltd and JR Kyushu Bus Company) and the 'Iwasaki IC Card' (issued by Iwasaki Corporation).

Both cards are accepted on all buses.

*How to use a prepaid IC card:

- ① When you get on the bus, tap your IC card on the card reader. The card reader will sound with a 'beep' to indicate that the boarding was recorded. You do not have to pick up a numbered ticket.
- ② When getting off the bus, tap your IC card on the card reader again. The fare is deducted when the card reader sounds with a 'beep'.



(Highway Express Buses)

There are also highway buses operating from Kagoshima city to Fukuoka, Miyazaki, Kumamoto and other areas in Kyushu, as well as to the Kansai region.

◎ **One Day Pass**

The one-day pass issued by the Kagoshima City Transportation Bureau is handy for people who need to move around the city a lot. At 600 yen for adults and 300 yen for children (elementary school age and below), the one-day pass gives you unlimited rides during the day on city buses, the 'Kagoshima City View' bus and the city tram.

The one-day pass is available at the Kagoshima City Transportation Bureau, within city buses and trams, as well as selected convenience and consignment stores. In addition, you can also purchase the pass by using a smartphone application.

For reference: <http://www.kotsu-city-kagoshima.jp/ticket-summary/oneday/>

*Please note that you cannot use this pass for buses operated by Nangoku Kotsu, JR Kyushu Bus Company, Kagoshima Kotsu and Iwasaki Corporation.



(3) **Bicycle Rental**

Users may borrow and return bicycles at any of the 27 bicycle stations as of March 2023 that have been installed around Kagoshima City.

From April 2023 onwards, it would be possible to use Kagorin bicycle rental service via a smartphone app. More information on how to use the service and the fees etc will be available at the Kagorin Support Center and on the Kagorin website.

For reference: Kagorin Support Centre

TEL: 0120-992-599 Website: <http://www.kys-cycle.jp/kagorin/>

(4) Student Fare

If you travel to school by bus, tram or JR train, a student commuter pass offers large savings. Please enquire at the International Student Office or the Office for Student Affairs at your campus.

(5) Application for a Local Driver's License / Conversion of Your Driver's License

To drive a car or ride a motorcycle in Japan, you must hold a Japanese driver's license or an international driver's license issued by a country that had signed the Geneva Convention.

If you hold an international driver's license and drive a car or ride a motorcycle in Japan beyond its validity of one year, you are required to undergo a competency test (depending on the country of your origin, you may be required to sit for a paper and/or driving test) to convert your license to a Japanese driver's license or to apply for a Japanese driver's license.

For further details on the administrative procedure, please contact the Kagoshima Driver's License Centre, Driver's License Test Division (TEL: 099-565-2295) [Japanese Language only].

For reference:

https://www.pref.kagoshima.jp/ja19/police/untan/shiken/menkyoshiken_026.html

Please note that in Japan, when you purchase a new car or a motorcycle with an engine capacity of 251cc or above, you must send it for an automobile safety inspection 3 years after the purchase and once every 2 years thereafter to ensure your vehicle conforms to security standards. For used vehicles, the safety inspection is conducted once every 2 years.

As damages liable for a car or motorcycle accident are usually very high, it is strongly recommended that you buy both mandatory and voluntary insurance plans when you purchase a car or motorcycle.

(6) Getting to the Kagoshima Airport

You can get to the airport by taking the airport shuttle bus or by driving to the airport. Bus stops for the airport shuttle bus are located within Kagoshima City and in several other parts of Kagoshima Prefecture.

As the bus fare varies with the boarding point, please enquire with the bus company in advance. (A single ticket from any bus stop located within Kagoshima City will cost 1,400 yen. You can also use a prepaid IC card to pay the fare.)

For reference: <https://www.koj-ab.co.jp/ground-transportation/public-transportation-bus.html>

(7) Railway

The JR Kyushu and Hisatsu Orange railways operate in Kagoshima Prefecture.

There are many different types of train available, such as the Shinkansen (Bullet train), Kaisoku Ressha (Express train), Futsuu Ressha (Normal train) train, etc. They all have different rates and stop at different stations, so do check before boarding.

Also, depending on the destination, discount tickets might be available. You may contact the railway companies for more information.

For reference:

JR Kyushu Information Centre TEL: 0570-04-1717 Website: www.irkyushu.co.jp/ask.html

Hisatsu Orange Railway TEL: 0996-63-6860 Website: www.hs-orange.com/

7. Emergencies

(1) Sudden Illness and Accidents

A. When calling for an ambulance 「119」

Call emergency services and ask for an ambulance if you are in need of emergency medical treatment at a hospital for an acute illness or serious injury. The number to call is 119, and is the same whether you are calling from a landline or a mobile phone.

- Give the operator your name, address, where you are calling from and the type of illness or injury and then follow the instructions given by the operator.

B. When calling the fire brigade 「119」

If a fire breaks out in your home or you spot a fire elsewhere, call the emergency services promptly and ask for a firefighting team. Similar to the case of calling for an ambulance, dial 119 and give your name, address and information about the place where the fire occurred.

Because fire causes huge losses, stick to the following precautions.

- ① Check carefully potential sources of fire such as the gas valves when you go to bed or leave the house.
- ② Ensure your cigarette has been fully extinguished.
- ③ The air is very dry during winters in Japan and fires can occur very easily. When using heating devices, keep flammable objects away.

(2) Traffic Accidents 「119 + 110」

If you have caused a traffic accident and injured someone, the first thing you should do is dial 119 for an ambulance to treat the victim.

You should then dial 110 to call the police to make a police report. Similar to calling for an ambulance, you can make the call from a mobile phone. Give the operator your name, address, the place of the accident and the circumstances, then follow the instructions given.

(3) Thefts, Burglaries and Snatches 「110」

Burglary refers to your house being broken into and your possessions stolen while theft refers to your possessions such as your bicycles being stolen. A snatch refers to someone snatching your bag/purse while you are on foot or riding on a bicycle.

In any case, dial 110 for the police; give the operator your name, address, the location of the crime and the circumstances.

Do not disturb the crime scene until the police arrive. You are also advised to check out the location of the police post or station near your residence so that you can contact the police promptly.

(4) If You Fall Victim to a Sexual Offense

The following help lines offer counselling services for victims of sexual offenses (groping, rape, stalking, domestic violence, etc). Please gather the courage to call out for help instead of keeping silent – no one deserves to feel unsafe.

① **Police Department Sex Crimes Report Line 110**

TEL: 099-206-7867

Calls are usually taken by female officers.

If a male officer answers, you can tell him that you want to talk to a female officer and the female officers will return your call.

② **Counselling Room, Kagoshima Prefecture Gender Equality Centre**

TEL: 099-221-6630 / 099-221-6631

The counselling room is a private room where you can talk freely without any worries.

(5) Calling an ambulance, the fire brigade or the police 「119 / 110」

Try to speak in Japanese to get the message across effectively. It is also helpful to inform the operator that you are an international student so that they can make appropriate arrangements to facilitate communication.

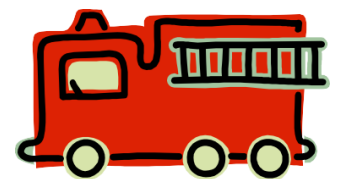
The Kagoshima City Fire Department, Aira City Fire Department, Kirishima Fire Department, and Oshima District Fire Department provide multilingual support via telephone interpretation centers in order to smoothly respond to foreigners who have difficulty communicating in Japanese.

① **Calling from a mobile phone or a landline**

- Simply dial 110 or 119.

② **Calling from a public phone (the call is toll-free)**

- When calling from a green payphone, pick up the receiver, push the emergency button below and dial 110 or 119.
- When calling from a grey payphone, pick up the receiver and dial 110 or 119.



(6) Crime Prevention Tips

A. Preventing theft

Develop a habit of locking the door every time you leave the house, even if it is only for a few minutes to take out the rubbish. Switching on the outdoor lights to increase lighting also acts as an effective theft deterrent.

B. Protecting yourself from sex offenders

Walking alone at night is dangerous. Walk along crowded or well-lit streets. If you encounter a sex offender, call out for help or sound your personal attack alarm to alert people nearby that you are in danger.

C. Preventing theft of your motorcycle or bicycle

Register your motorcycle or bicycle with the police and make sure to always double lock them. It has been shown that registered bicycles have a higher probability of being found than unregistered bicycles. You can process the registration through the store at the time of purchase.

As bicycles and motorcycles parked by the roadside are more likely to get stolen, always try to park them at a parking lot.

D. Preventing confidence crimes such as frauds

It is often very difficult to detect a well-conceived scam. Most often than not, victims do not realize that they have been scammed until sometime later. Do not conclude a contract or transfer money to someone else's account without understanding all the details.

When you are offered a suspicious deal, do not sign the contract or make any decisions. Call the police or relevant authorities for advice.

8. Natural Disasters

(1) Typhoons

Typhoons approach Kagoshima between July and October, with most approaching from late August to September. When a typhoon is approaching, pay close attention to weather forecasts and take the precautions as listed below.

- ① Move items from gardens or balconies to more sheltered places or indoors to prevent them from being blown about by the wind.
- ② Close your storm shutters to prevent your window glass from breaking due to the impact from objects blown about by the wind.
- ③ Electricity, gas, and water supply services may be suspended hence you are advised to prepare an emergency kit with a flashlight, a portable radio, emergency food rations, etc.

(2) Rainy Season (Torrential rain)

There is a rainy season, known as *tsuyu*, from June to mid-July. Torrential rain may cause bus or train services to be suspended, and in worse cases, cause floods or landslides. In times of long continuous rain, please pay attention to the weather forecasts.

(3) Earthquakes

Japan is known for being a country of earthquakes.

It is difficult to predict the occurrence of earthquakes. Therefore, you are advised to take everyday precautions such as securing your furniture and confirming the locations of evacuation shelters in advance.

When an earthquake occurs, please observe and be aware of the following.

- ① Close the gas valve and turn off the stove to prevent fires.
- ② Protect your head with a cushion or a similar item.
- ③ Do not rush outside with bare feet.
Even after the initial large tremor has subsided, aftershocks may follow.

(4) Eruptions and Falling Ash from Sakurajima (active volcano)

Sakurajima is one of the most active volcanoes in Japan. Even now, it occasionally erupts and emits a large amount of volcanic ash.

Should a major eruption of Sakurajima seem likely to occur, it will be notified through TV or radio. You are advised to pay close attention to the updates.

The amount of volcanic ash varies each year and the regions on which volcanic ash will fall depends on the wind direction. The ash falls mostly on Kagoshima City in the summer and on Osumi Peninsula in the winter.

As the pile up of volcanic ash on roads may cause traffic accidents, people in some regions may band together to clean up the roads. If such activities take place, please try to lend a helping hand.

In addition, as ash entering the eyes will cause major irritation for contact lens users, it is important to remove your contact lens beforehand.

(5) Evacuation, Shelters and how to obtain Evacuation-related Information

A. General Evacuation Procedures

- ① During torrential rains or typhoons, pay close attention to the radio or TV to obtain weather and disaster updates.
- ② Follow the guidance of a municipal leader, the police, fire brigade, or the neighborhood association. Do not panic and do encourage each other during evacuation.
- ③ Confirm the shortest route to the nearest refuge point in advance and evacuate as soon as possible.
- ④ Wear sensible clothing that is not too heavy. It is dangerous to go around barefooted. You are advised to put on track shoes with sturdy soles.
- ⑤ Bring only bare necessities to the shelter.
- ⑥ Try to gather your neighbors and evacuate in groups.
- ⑦ Avoid dangerous areas such as slopes or rivers.

Preparations for emergency

Emergency items	Water, canned food, instant noodles, flashlight, radio, first-aid kit, passport, residence card, passport, can opener, candles
Necessary items	10-yen coins (for payphones), extra set of clothes and underwear, cash, passbook, personal seal (<i>inkan</i>), household medicine

B. Ways to Obtain Shelter and Evacuation Information

Contact the Crisis Management and Disaster Prevention Division of the Kagoshima Prefectural Government (TEL:099-286-2256) or the Disaster Prevention Division of your local authorities.

For reference, please refer to the 'Disaster Prevention Handbook for Foreign Residents' (which is available in easy-to-understand Japanese, Vietnamese, English, Korean, and Chinese), or the 'Multilingual Display Sheet/Pointing Board' at the following link:
<https://www.kiaweb.or.jp/2021/12/post-349.html>

Reference: KIA's Useful Information for Disaster Prevention
<https://www.facebook.com/profile.php?id=100094334707482>

9. Recreational Facilities

(1) Facilities with Free Internet Access

A. Kagoshima City

(a) Yoka Centre Kagoshima Information Corner

Address Kagoshima-shi, chuou-cho 10-banchi Canse Building, 7/8 F
O p e n 9:00 – 21:00
C l o s e d Dec. 29 – Jan. 3
N o t e Usage is limited to 1 hr per person, for internet browsing only.
T E L 099-285-0003

(b) Sun Ale Kagoshima Information Hands-on Corner

Address Kagoshima-shi, Arata, 1-chome 4-1
O p e n Tuesday – Saturdays 9:30 – 21:30, Sundays & Holidays 9:30 – 18:00
C l o s e d Monday (If Monday is a holiday, the corner will be closed on the following day instead), Dec. 29 to Jan. 3
N o t e Usage is limited to 1 hr per person
T E L 099-813-0850

www.city.kagoshima.lg.jp/kyoiku/kyoiku/syogaigaku/shisetsu/shogai/001.html
www.qtopianet.com/facility/detail?facility-id=10001

B. Kanoya City

Citizen's Exchange Centre Internet Corner

Address Kanoya-shi, Otemachi, 1-1

O p e n 9:00 – 22:00 daily

C l o s e d The Centre is open all year-round, but may occasionally be closed due to maintenance

F e e Usage is free for the first 30 minutes, then 100 yen is charged for every 30 minutes of use

T E L 099-435-1001

Website <http://www.kanoyashimin.jp/>

(2) Free Wi-Fi Service

① Kagoshima_Free_Wi-Fi

Facility	Usage Location	Usage Timings
Kagoshima Prefectural Office	2F Prefectural Residents Hall	7:00am – 9:00pm (Excluding closed days)
	18F Observatory Lobby	
Kagoshima Regional Promotion Bureau	Prefectural Citizens' Room	8:30am – 5:00pm (Excluding closed days)
Nansatsu Regional Development Bureau		
Hokusatsu Regional Development Bureau		
Aira • Isa Regional Development Bureau		
Osumi Regional Development Bureau		
Oshima Branch Office		
Kumage Branch Office		
Kakuix Exchange Centre (Kagoshima Prefectural Citizens Exchange Center)	1F Lobby	7:00am – 10:00pm (Excluding closed days)

② KagoshimaCityFreeWi-Fi (Lite) Service

Available Locations

1. Tourism Exchange Centre	2. Kagoshima City Museum of Meiji Restoration
3. Sakurajima Ferry Terminal Tourist Information Centre	4. Sakurajima Yunohira Observatory
5. Shiroyama Observatory	6. JR Kagoshima Chuo Station General Information Center
7. Foreign Engineers' Residence (Ijinkan)	8. Historic Road (Drama of Meiji Restoration)
9. Sakurajima Yogan Nagisa Park	10. Kagoshima Port, Ferry Terminal
11. Kagoshima Machiaruki Tourist Information Station	12. Sekiyoshi Sluice Gate of Yoshino Leat
13. Kagoshima City View Bus	14. Kagoshima Chuo Station Ekimae Hiroba Information Center (East Exit)
15. Kagoshima City Tourism Information Center (Tenmonkan)	16. Chuo Park
17. Sakurajima Hinoshima Megumikan Rest Stop	

Usage Timings (Up to 30 min per log-in, 8 log-ins per day)

→ KagoshimaCityFreeWi-Fi

→ KagoshimaCityFreeWi-FiLite

③ Others

There are also other free Wi-fi services that are provided by each municipality, shopping district and public facilities such as Tenmonkan Free WI-FI and Satsumasendai City Free Spot. Please feel free to search and use them.

For reference, please refer to the list of free Wi-Fi areas in Kagoshima (Access Points for Tourist Spots)

<http://kic-update.com/text/5846/> (Japanese only)

(3) Prefectural and Municipal Libraries

A. Kagoshima Prefectural Library

Open Tue–Sat 9:00–21:00, Sun&holidays 9:00–17:00

- Closed
- Every Monday (if a public holiday falls on a Monday, the next normal working day will be closed.)
 - Organization Training Day, 25th of each month (If it falls on Saturdays, Sundays and public holidays, the center will be open)
 - Special Organization Period
 - End of year period, 29 Dec to 3 Jan (partly open)

T E L 099-224-9511

Website <https://www.library.pref.kagoshima.jp/>

B. Kagoshima Municipal Library

(a) Kagoshima City Public Library

Opening Hours: Weekdays 9:30 am - 9:00 pm

Saturdays/Sundays/Public holidays 9:30 am - 6:00 pm

- Closed:
- Every Tuesday (if a public holiday falls on a Tuesday, then the next weekday will be closed)
 - End of year period, 29 Dec to 3 Jan
 - Special Closure days (once a year for within 14 days)

Tel: 099-250-8500

Website: <https://lib.kagoshima-city.jp/>

(b) Kagoshima City Tenmonkan Library

Opening Hours: 10:00 am to 8:00 pm

- Closed:
- Open every day (if the library is closed, there would be a notice on the website)

Tel: 099-295-0001

Website: <https://lib.kagoshima-city.jp/tenmonkan/>

C. Kanoya Municipal Library

Opening Hours: 9:00 am – 5:00 pm

- Closed:
- Monday (if Monday is a holiday, the library will be closed on the following day instead)
 - End of year period

Tel: 099-295-0001
Website: <https://kanovalib.localinfo.jp/>

D. Kirishima City Kokubu Library

Opening Hours: 9:30 am – 9:00 pm

Closed: • 29 Dec to 3 Jan
• Stocktaking (about 10 days in June)

Tel: 0995-64-0918

Website: http://www.lib-kirishima.jp/contents/?page_id=22

E. Satsumasendai City Central Library

Opening Hours: 8:45 am – 9:00 pm

Closed: • The 4th Thursdays of every month, but will be open from 5:00 pm to 9:00 pm
• Stocktaking (less than 15 days in a year)
• New Year's Day (1 Jan)

Tel: 0996-22-3542

Website: <http://www.lib.satsumasendai.jp/>

(4) Swimming Pools and Sports Facilities

Various sports facilities are located within the cities and towns of Kagoshima Prefecture. The following is a list of major swimming pools found in the prefecture.

For information on other types of facilities, please enquire at the appropriate local authorities.

A. Kagoshima City

(a) Kamoike Park Swimming Pool

Opening hours Main 50 m pool 9:00–9:00pm (weekdays, weekends and holidays)
Sub 25 m pool 9:00–9:00pm (open April to September)
*Closed from October to March Diving pool 9:00–6:00pm (open May to September)
*Closed from October to April

Studio 9:00 –9:00pm

Closed Mondays, from Dec. 30 to Jan. 3, 12 days per year for regular inspection
The pool is not open during swimming competitions.

TEL 099-251-1288

Website <https://www.seika-spc.co.jp/kamoike/>

(b) Kenko-no-mori Park Swimming Pool

Opening hours 8:30 –8:00pm

Closed Tuesday (if Tuesday is a holiday, the pool will be closed the following day instead),
Dec. 30 to Jan. 2

TEL 099-238-4650

Website <http://www.k-kouenkousya.jp/kenkou/>

B. Kanoya City

(a) Kanoya Chuo Park Swimming Pool

Open	Summer Holiday Period
Opening hours	10:00 – 4:50pm
Closed	Open daily (the pool may be closed occasionally for maintenance)
TEL	0994-43-7221
Website	http://www.e-kanoya.net/htmbox/sports/pool.html

C. Satsumasendai City

(a) Sendai Swimming Pool

Open	June 20 to September 8
Opening hours	10:00 – 7:00pm
Closed	Monday (Open on Marine Day and closed on the following day)
TEL	0996-23-5545
Website	http://www.satsumasendai.gr.jp/spotlist/1627/

D. Kirishima City

(a) Kokubu General Swimming Pool

Open	Outdoor pool	June to September	Indoor pool	throughout the year
Opening hours	Outdoor pool	10:00 – 7:00pm	Indoor pool	10:00 – 9:00pm
Closed	Monday (except the first Monday of the month), New Year holidays			
TEL	0995-46-9400			
Website	http://www.city-kirishima.jp/hoken-taiiku/kyoiku/sport/chikubetsu/kokubu/pool.html			

10. Volunteering

(1) About Volunteering Activities

If you are interested in volunteering, contact the social welfare council of your city or town.

The Volunteer Centre set up by the Social Welfare Council of Kagoshima City introduces organizations which are involved in volunteering, and those that are looking for volunteers.

A. Volunteer Centre, Kagoshima City Social Welfare Council

TEL 099-221-6070 <http://www.dondon-net.or.jp/place/v-center/>

B. Kanoya City Social Welfare Council

TEL 0994-44-2951 <http://www.kanoyasyakyou.jp/page12.html>

C. Satsumasendai City Social Welfare Council

TEL 0996-22-2355 <http://www.satsumasendai-shakyo.com/service/volunteer>

D. Kirishima City Lifelong Learning Volunteer Bank

TEL 0995-45-5111 <https://www.city-kirishima.jp/hisyokouhou/kyoiku/shogaigakushu/volunteerbank/index.html>

11. Related Organizations

(1) Organizations for International Students

- A. Kagoshima University
Kagoshima University Foreign Student Association (KUFSA)
Facebook <https://www.facebook.com/kufsakagoshima/>

- B. The International University of Kagoshima
International Student Support Office, International University of Kagoshima

- C. Shigakukan University
Shigakukan University International Student Association

- D. Kagoshima Immaculate Heart University
International Exchange Association

(2) International Exchange Organizations

- A. Kagoshima International Association
Address 1st Floor, Kakuix Exchange Centre (Kagoshima Prefectural Citizens' Exchange Centre) 14-50 Yamashita-cho, Kagoshima City

T E L 099-221-6620
F a x 099-221-6643
Website <https://www.kiaweb.or.jp>
E m a i l kia@kiaweb.or.jp
Facebook <https://www.facebook.com/Kagoshima.Intl.Assoc/>

- B. Kagoshima International Exchange Foundation
Address 19-18, Kajiya-cho, Kagoshima City
(Inside International Friendship Center Kagoshima)

T E L 099-226-5931
F a x 099-239-9258
Website <http://www.kiex.jp/>
E m a i l kokusai@kiex.jp
Facebook <https://www.facebook.com/kagoshima.kiex/>

- C. Kanoya International Exchange Association Regional Promotion Division
Address 20-1 Kyoeicho, Kanoya, Kagoshima 893-0005 (Kanoya International Exchange Association (KIEA) Office, within Kanoya City Hall Main Branch)

T E L 0994-31-1147
F a x 0994-31-1172
Website <http://www.kiea.ne.jp/>

- D. Kirishima City International Exchange Association
Address c/o Planning and Policy Division, Kirishima City Hall 3-45-1 Kokubu-Chuo, Kirishima City

T E L 0995-45-5111 Internal line 1531,1532,1533
F a x 0959-46-0566
Website <https://kokusaikoryu.net/index.html>
E m a i l info@kokusaikoryu.net

E. Satsumasendai-shi International Friendship Association

Address 2211-1, Amadatsu-cho, Satsuma Sendai City
T E L 0996-22-7740
F a x 0996-22-7730
Website <https://www.kssb-satsumasendai.com/publics/index/18/>

(3) Institutes of Higher Education

A. Kagoshima University

Address 1-21-24 Korimoto, Kagoshima City
T E L 099-285-7111
Website <https://www.kagoshima-u.ac.jp/>

B. The International University of Kagoshima

Address 8-34-1 Sakanoue, Kagoshima City
T E L 099-261-3211
Website <http://www.iuk.ac.jp/>

C. Kagoshima Immaculate Heart University

Address 2365 Amatatsu-Cho, Satsuma Sendai City
T E L 0996-23-5311
Website <https://www.k-junshin.ac.jp/jundai/>

D. National Institute of Fitness and Sports in Kanoya

Address 1 Shiramizu-cho, Kanoya City
T E L 0994-46-4815
Website <https://www.nifs-k.ac.jp/>

E. Shigakukan University

Address 1-59-1 Murasakibaru, Kagoshima City
T E L 099-812-8501
Website <http://www.shigakukan.ac.jp/>

F. Daiichi Institute of Technology

Address 1-10-2 Kokubu-chuo, Kirishima City
T E L 0995-45-0640
Website <http://www.daiichi-koudai.ac.jp/>

G. Kagoshima Prefectural College

Address 1-52-1 Shimoishiki, Kagoshima City
T E L 099-220-1111
Website <http://www.k-kentan.ac.jp/>

- H. Kagoshima Immaculate Heart College
 Address 4-22-1 Toso, Kagoshima City
 T E L 099-253-2677
 Website <https://www.k-junshin.ac.jp/juntan/>
- I. Kagoshima Women's Junior College
 Address 6-9 Koraicho, Kagoshima City
 T E L 099-254-9191
 Website <http://www.ikaiyo.ac.jp/>
- J. Daiichi Junior College of Infant Education
 Address 1-12-42 Kokubu-chuō, Kirishima City
 T E L 0995-47-2072
 Website <http://www.jc.tsuzuki-edu.ac.jp/>
- K. Kagoshima National College of Technology
 Address 1460-1 Shinko, Hayato-choū, Kirishima City
 T E L 0995-42-9000
 Website <http://www.kagoshima-ct.ac.jp/>

(4) Advisory Offices

A. Wage arrears or discrepancies

Labour consultation offices located within Kagoshima Prefecture

※ A female advisor is stationed at all following offices.

Website: https://jsite.mhlw.go.jp/kagoshima-roudoukyoku/hourei_seido_tetsuzuki/kobetsu_roudou_funsou/seido01.html

Consultation hours: Mondays to Fridays (excluding Saturdays, Sundays, public holidays and end-of-year holidays)

Name	Address	TEL/FAX	Reception Hours
Kagoshima Labour Bureau General Labour Consultation Corner	c/o Planning Office, General Affairs Dept., Kagoshima Labour Bureau 13-21 Yamashita-cho, Kagoshima City, 892-8535	TEL 099-223-8239 FAX 099-223-8235	9:00 – 16:30
Kagoshima General Labour Consultation Corner	c/o Kagoshima Labour Standards Inspection Office 1-6-3 Yakushi, Kagoshima City, 890-8545	TEL 099-803-9640 FAX 099-214-9186	9:00 – 16:30
Kajiki General Labour Consultation Corner	c/o Kajiki Labour Standards Inspection Office 98-6 Shintomi-cho, Kajiki-cho, Aira-city, Kagoshima, 899-5211	TEL 099-563-2035 FAX 099-563-3348	9:00 – 16:00
Sendai General Labour Consultation Corner	c/o Satsuma Labour Standards Inspection Office	TEL 0996-22-3225 FAX: 0996-20-0874	9:00 – 16:00

	4-24 Wakaba-cho, Satsuma Sendai City		
Kanoya General Labour Consultation Corner	c/o Kanoya Labour Standards Inspection Office 4-5-1 Nishihara, Kanoya City 893-0063	TEL 0994-43-3385 FAX 0994-41-7394	9:00 – 16:30

B. Real Estate Transactions

Name	Address	TEL FAX
Architecture Division, Kagoshima Pref. Govt.	10-1-15F Kamoike-shinmachi, Kagoshima City 892-8577	TEL 099-286-3707 FAX 099-286-5635
Kagoshima Pref. Takken (real estate) Association	24-4 Uenosono-cho, Kagoshima City 890-0052	TEL 099-252-7111 FAX 099-257-1452
All Japan Real Estate Association, Kagoshima Head Office	34-8 Masago, Kagoshima City 890-0066	TEL 099-813-0511 FAX 099-813-0510

C. Mental and Physical Public Health Centre List

Opening hours: 8:30 – 17:15 on weekdays

(except for national holidays and New Year holidays)

Name	Address	TEL/FAX	Jurisdiction
Kagoshima City Health Centre	11-1 Kagoshima-shi, Yamashita-cho 892-8677	TEL 099-224-1111 FAX 099-803-7026	Kagoshima City
Chuo Health Centre	25-1-11 Kamoike 2-chome, Kagoshima City 890-0063	TEL 099-258-2364 FAX 099-258-2392	Kagoshima City
Tobu Health Centre	10-5 Yamashita-cho, Kagoshima City 892-8616	TEL 099-216-1310 FAX 099-216-1308	
Seibu Health Centre	21-6 Nagayoshi 2-chome, Kagoshima City 899-0023	TEL 099-252-8522 FAX 099-252-8541	
Nanbu Health Centre	1-3-2 Nishi-Taniyama, Kagoshima City 891-0117	TEL 099-268-2315 FAX 099-268-2928	
Sensatsu Public Health Centre	228-1 Kumanojo-cho, Satsuma Sendai City 895-0041	TEL 0996-23-3165 FAX 0996-20-2127	Satsumasendai City
Aira Public Health Centre	3320-16 Matsunaga, ayato-cho, Kirishima City 899-5112	TEL 0995-44-7951 FAX 0995-44-7969	Kirishima City
Kanoya Public Health Centre	2-16-6 Utsuna, Kanoya City 893-0011	TEL 0994-52-2103 FAX 0994-52-2110	Kanoya City

D. Legal Affairs

Houterasu (Japan Legal Support Centre)

Website: <http://www.houterasu.or.jp/kagoshima/>

Opening hours: 9:00 – 17:00 on weekdays
(except for national holidays and New Year holidays)

Name	Address	TEL
Kagoshima Regional Office (Houterasu Kagoshima)	Urban Square Kagoshima Building 6F 4-10 Kinsei-Cho, Kagoshima City Kagoshima, Japan 892-0828	050-3383-5525
Kanoya Branch Office, Kagoshima Regional Office (Houterasu Kanoya Legal Office)	Nansho Bldg. 1F, 14-22 Otemachi, Kanoya City 893-0009	050-3383-5527

E. Police & General Consultations

(A) Police General Consultation Hotline Rotary

Telephone: 099-254-9110 Touch-tone telephone: #9110

- ※ Dial #9110 when calling from payphones, mobile phones, touch-tone and PHS telephones.
- ※ Calls are accepted 24 hours a day (including weekends and holidays)
- ※ Police stations also offer consultation services. In an emergency, go directly to the nearest police station.

F. Consultation on Unethical Business Practices

Kagoshima Prefectural Consumers Centre TEL: 099-224-0999

(5) Prefectural and Municipal Offices

Name	Address	TEL / URL
Kagoshima Prefectural Government	10-1 Kamoike-shinmachi, Kagoshima City 890-8577	099-286-2111 https://www.pref.kagoshima.jp/
Kagoshima City Hall	11-1 Yamashita-cho, Kagoshima City 892-8677	099-224-1111 http://www.city.kagoshima.lg.jp/
Kanoya City Hall	20-1 Kyoei-cho, Kanoya City 893-8501	0994-43-2111 http://www.e-kanoya.net/
Satsumasendai City Hall	3-22 Kanda-choū, Satsuma Sendai City 895-8650	0996-23-5111 https://www.city.satsumasendai.lg.jp/
Kirishima City Hall	3-45-1 Kokubu-chuo, Kirishima City 899-4394	0995-45-5111 http://www.city-kirishima.jp/

(6) Police Stations

Website: <http://www.pref.kagoshima.jp/ja07/police/soudan/soudan/index.html>

Name	Address	TEL
Kagoshima Chuo Police Station	17-26 Shinyashiki-cho, Kagoshima City 892-0838	099-222-0110
Kagoshima West Police Station	3-8-10 Josei, Kagoshima City 890-0041	099-285-0110
KagoshimaSouthPoliceStation	1-5 Tokai-cho, Kagoshima City 891-0115	099-269-0110
Satsuma Sendai Police Station	1-1 Harada-choū, Satsuma Sendai City 895-0074	099-620-0110
Kirishima Police Station	3-44-22 Kokubu-chuo, Kirishima City 899-4332	099-547-2110
Kanoya Police Station	3-8-30 Kotobuki, Kanoya City 893-0014	099-444-0110

(7) Doctors Associations (*Ishikai*) in Kagoshima Prefecture

Doctors Association	Address	TEL / URL
Kagoshima Pref. Ishikai	8-1 Chuo-cho, Kagoshima City 890-0053	099-254-8121 http://www.kagoshima.med.or.jp/
Kagoshima City Ishikai	3-10 Kajiya-cho, Kagoshima City 892-0846	099-226-3737 https://www.city.kagoshima.med.or.jp/
Sendai City Ishikai	70-26 Oshoji-cho, Satsuma Sendai City 895-0076	0996-23-4612 https://sendai-ishikai.jp/
Kanoya City Ishikai	7-39 Nishihara 3-chome, Kanoya City 893-0064	0994-43-4757 http://www.synapse.ne.jp/kanoyaisikai/main.html
Aira-chiku Ishikai	1 -6-62 Uchiyamada, Hayato-cho, Kirishima City 899-5106	0995-42-1205 http://www.minc.ne.jp/airamed/

(8) Bus Companies in Kagoshima Prefecture

Company	Address	TEL / URL
Iwasaki Corporation	12-12 Kamoike-shinmachi, Kagoshima City 890-0064	099-259-2888 https://www.iwasaki-corp.com/
Nangoku Kotsu	18-1 Chuo-cho, Kagoshima City 890-0053	099-255-2141 https://www.nangoku-kotsu.com/
JR Kyushu Coach Company	Kagoshima-shi, 890-0819 Yanagimachi 8-27	099-247-2057 http://www.jrkbuss.co.jp/

(9) Airline Companies in Kagoshima Prefecture

Company	TEL/URL
All Nippon Airways (ANA)	TEL 0570-029-222
	https://www.ana.co.jp/
Japan Airlines (JAL)	TEL 0570-025-071
	https://www.jal.co.jp/jp/ja/
JapanAirCommuter (JAC)	TEL 0570-025-071
	http://www.jac.co.jp
SkymarkAirlines (SKY)	TEL 0570-039-283
	https://www.skymark.co.jp/ja/
Solaseed Air (SNJ)	TEL 0570-037-283
	https://www.solaseedair.jp/
Peach Aviation (APJ)	TEL 0570-001-292
	https://www.flypeach.com/pc/jp
JetstarJapan (JJP)	TEL 0570-550-538
	https://www.jetstar.com/jp/ja/home
FujiDreamAirlines (FDA)	TEL 0570-55-0489
	https://www.fujidream.co.jp/
Korean Air (KAL)	TEL 06-624-3311
	https://www.koreanair.com/
China Eastern Airlines (CES)	TEL 099-219-8888
	https://jp.ceair.com/ja/
China Airlines (CAL)	TEL 0995-57-9898
	https://www.china-airlines.com/jp/jp
Hong Kong Airlines (CRK)	TEL 050-3852-0709
	http://www.hongkongairlines.com/en_HK/homepage
Hong Kong Express Airways (HKE)	TEL 03-4510-2319
	www.hkexpress.com/ja
IBEX Airlines (IBX)	TEL 0570-057-489
	https://www.ibexair.co.jp

(10) Ferry Companies in Kagoshima Prefecture

Sea Route	Company / URL	TEL
Sakurajima - Kagoshima	Business Management Division, Ferry Department, Kagoshima City Hall	099-293-2525

	http://www.city.kagoshima.lg.jp/sakurajima-ferry/index.html	
Tarumizu - Kagoshima	Tarumizu Ferry Co. Ltd.	Kamoike Office 099-256-1761 Tarumizu Office 0994-32-0001
	http://www.iwasaki-corp.com/marinetc/tarumizuferry/	
Yamagawa - Nejime	Nankyu Sempaku (Yamagawa Branch Office)	0993-34-0012
	http://nankyu-ferry.com/	
Koshikijima - Kushikino	Koshikijima Shosen	0996-32-6458
	http://www.koshikisho.co.jp/	
Yakushima- Tanegashima- Kagoshima	Taneyaku KS Line Co., Ltd	099-226-0128
	http://www.tykousoku.jp/	
Mishima mura - Kagoshima	Mishima mura Town Hall	099-222-3141
	http://www.mishimamura.com/livinginfo/442	
Toshima mura - Kagoshima	Nakagawa Transport Co. Ltd.	099-219-1191
	http://www.nakagawaunyu.jp/	
Kagoshima- Amami- Tokunoshima- Okinoerabujima- Yoronjima- Okinawa	Maru A Ferry	099-226-4141
	https://www.aline-ferry.com/	
	Marix Line	099-225-1551
	https://www.marixline.com/	

12. Help Desk for Foreign Residents

(1) About the Help Desk

The help desk was created to help all foreign residents who live in Kagoshima Prefecture.

Whether in relation to your visa, work, illness, pregnancy, education etc., the help desk can give advice related to your specific concerns. The help desk staff will listen to your concerns and give advice for free or point you in the right direction.

The Help Desk is provided in many different languages!
(See below for details)

A Available Days

Tuesday to Sunday (Closed on Mondays *)

*Please note that if a public holiday falls on Monday, the help desk **will still be open**, but will be closed on the next normal working day after that. (During the end-of-year period, it is closed from 29th December to 3rd January)

The Help Desk is available from 9:00 to 17:00.

B Ways of accessing the service

① Coming directly to the office

Kagoshima International Association Office – (ground floor opposite the passport centre)
Address: 1st Floor, Kakuix Exchange Centre (Kagoshima Prefectural Citizens' Exchange Centre) 14-50 Yamashita-cho, Kagoshima City, 892-0816 Japan
Map: www.kiaweb.or.jp/service.html#access

② By phone

Please call the help desk at **070-7662-4541**
Note: The advice is free, but the call may be charged depending on your service provider.

② By E-mail

E-mail address: kiasoudan@gmail.com

C 23 Languages Available:

Face-to-Face Consultation: English, Japanese, Vietnamese

Using an over-the-phone interpreting service:

Burmese, Chinese, French, German, Indonesian, Italian, Khmer, Korean, Malay, Ukrainian
Mongolian, Nepali, Portuguese, Russian, Spanish, Tagalog, Thai, Sinhala, Hindi, Bengali

13 International Friendship Center Kagoshima

The International Friendship Center Kagoshima is a public facility built by using a donation from Mr. INAMORI Kazuo, founder and Chairman Emeritus of KYOCERA Corporation.

The Center opened in April 2020, and has a dormitory for foreign students and facilities for international exchanges.

Kagoshima Prefectural Government manages the dormitory and Kagoshima City Government manages the facilities for exchanges.

(1) Kagoshima Prefectural International Friendship Center (Dormitory)

Kagoshima Prefectural International Friendship Center provides accommodations to foreign students and researchers, and aims to develop human resources who will contribute to international society and promote mutual understanding through exchanges among foreign students and local people.

The prefectural government commissions management of the center to Kagoshima Prefecture International Exchange Promotion Center.

A. Location: International Friendship Center Kagoshima
Kajiya-cho 19-18 Kagoshima City, Kagoshima 892-0846

B. Open: 365 days

C. Contact: Kagoshima Prefecture International Exchange Promotion Center
(Designated administrator by the Kagoshima Prefectural Government)

TEL: 099-295-6355 (9 am–5 pm) FAX: 099-295-6356

HP <https://ifc.crayonsite.net/p/2/>

(2) Kagoshima City International Exchange Center

Kagoshima City International Exchange Center is a facility to promote international exchanges of Kagoshima City by creating opportunities of international exchanges and promoting mutual understanding.

The city government commissions management of the Center to Kagoshima International Exchange Foundation. (More information on P.24)

Kagoshima Branch Office, Fukuoka Regional Immigration Services Bureau

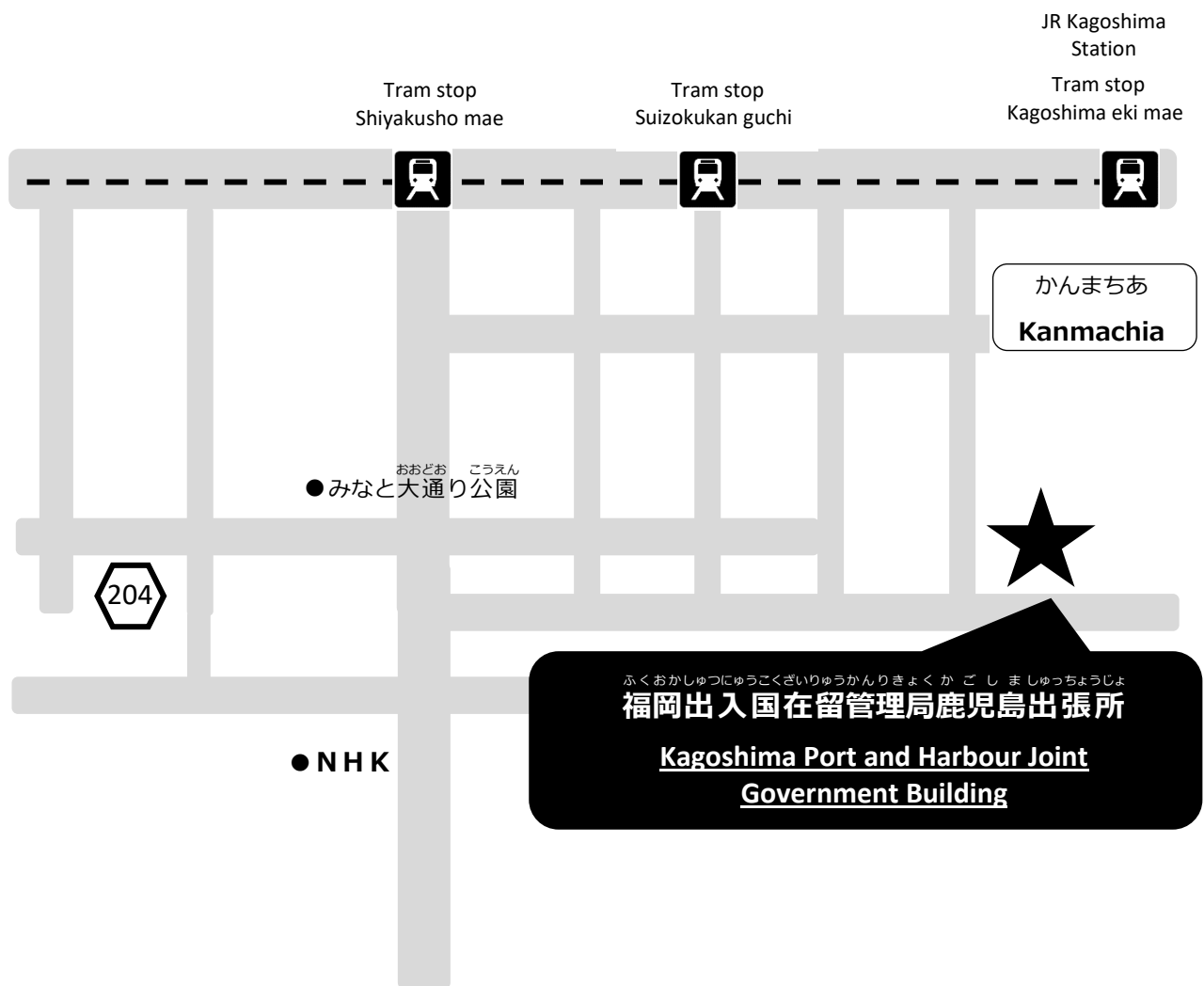
ふくおかしゆつにゆうこくざいりゆうかんりきよく かごしましゆつちようじよ
(福岡出入国在留管理局 鹿児島出張所)

Address: Port and Harbour Joint Government Building, 3F
2-5-1 Hama-machi, Kagoshima City

かごしましはままち かごしまこうわんごうどうちようしゃ
(鹿児島市浜町2-5-1 鹿児島港湾合同庁舎3F)

TEL 099-222-5658

FAX 099-226-3218



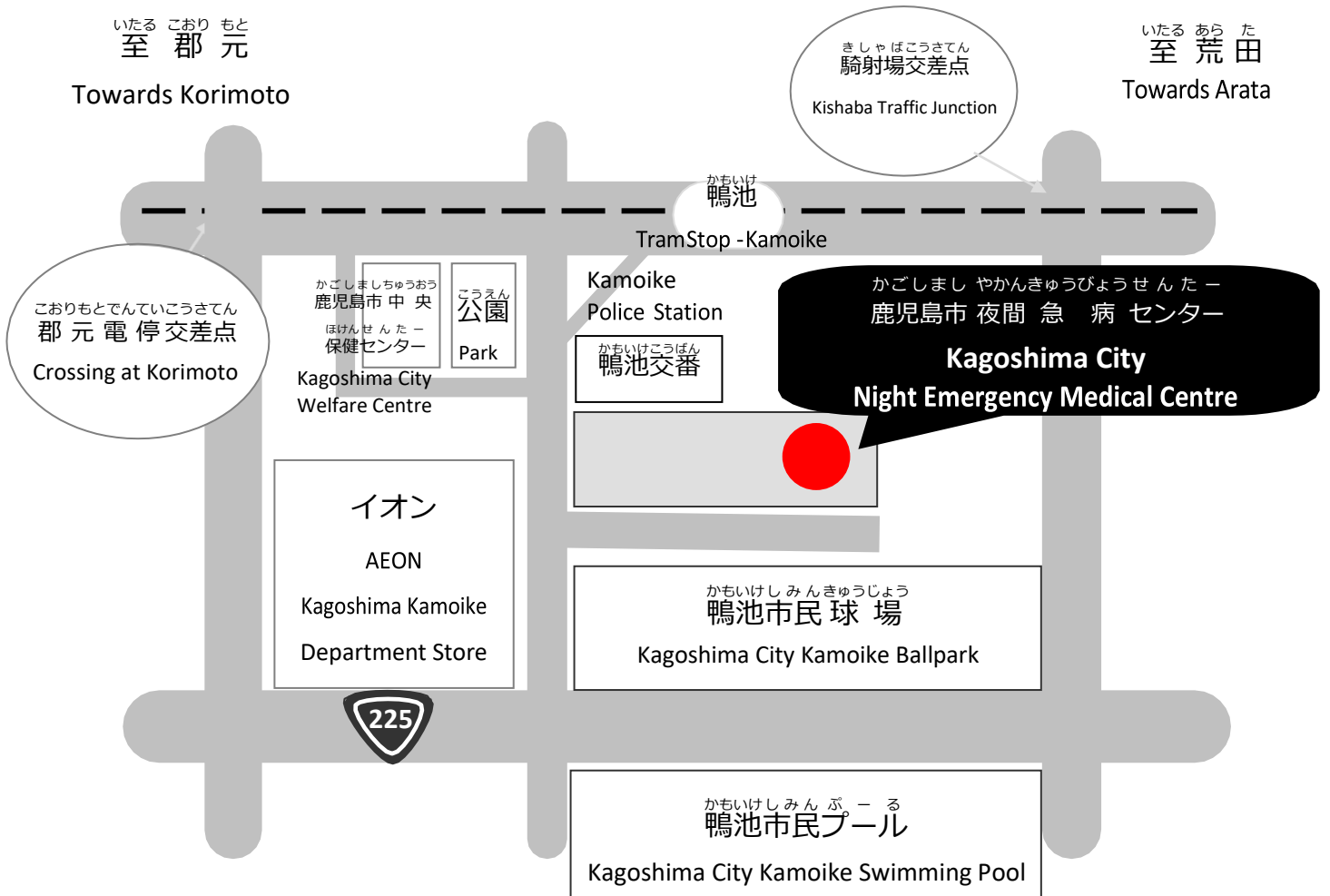
Kagoshima City Night Emergency Medical Centre

かごしましやかん きゅうびょうせんたー
(鹿児島市夜間急病センター)

Address 2-22-18 Kamoike, Kagoshima City

TEL 099-214-3350

FAX 099-206-8561



Kagoshima International Association (KIA)

こうえきざいだんほうじんかごしまけんこくさいこうりゅうきょうかい
(公益財団法人鹿児島県国際交流協会)

Address: c/o 1F Kakuix Exchange Centre (Kagoshima Prefectural Citizens' Exchange Centre) 14-50
Yamashita-cho, Kagoshima City,
892-0816 Japan

TEL 099-221-6620

FAX 099-221-6643

Email kia@po.synapse.ne.jp



Open Tuesday – Sunday, 9:00 – 17:00

Closed Monday (The plaza will be open if a national holiday falls on Monday, and closed on Tuesday instead), December 29 – January 3