Sai-no-Kuni
Saitama Prefecture

Working Towards a Society Free of Child Abuse

To all carers

You are responsible for children's wellbeing

Even if you think it's just discipline, if your actions hurt a child mentally or physically, it's child abuse.

Child abuse is a serious violation of human rights

It's important to consider your actions from a child's perspective, not your own.

Saitama Prefectural Government &

Saitama Prefectural Board of Education

This document has been developed in cooperation with Saitama City and Saitama City Board of Education based on the Saitama Prefectural Ordinance on the Prohibition of Child Abuse.

What is child abuse?

Child abuse is any behavior by a parent or carer that causes physical or psychological harm to a child, and has a severe negative impact on a child's growth and personal development.

Physical Abuse
- Violence such as punching or kicking
- Locking children out

Psychological Abuse
- Acting violently or arguing in front of children
- Ignoring or acting dismissive

Negligence & Neglect
- Refusing medical treatment when a child is sick
- Not providing adequate food

Sexual Abuse
- Engaging in sexual acts with a child
- Showing children pornographic materials

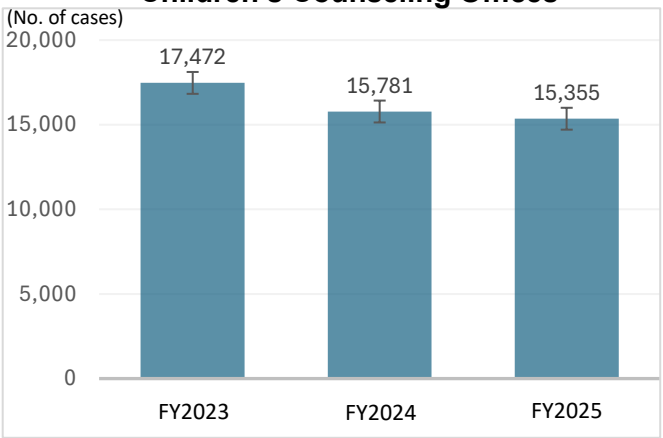
*Even if these actions are based on religious or other personal beliefs, behavior that falls under these categories is still considered child abuse.

What are signs of child abuse?

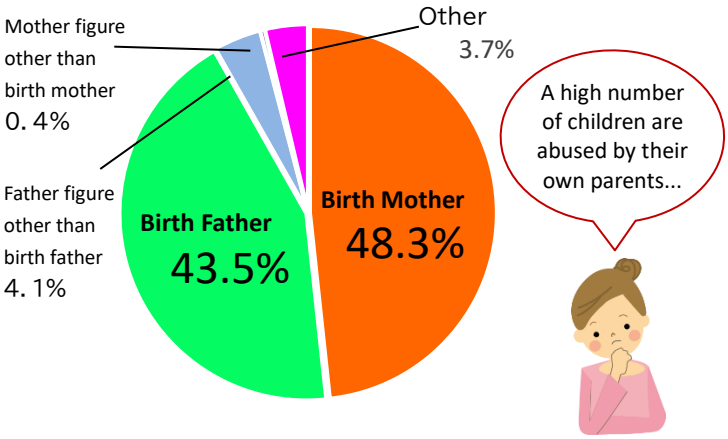
Children who are victims of child abuse have decreased motivation and sense of self-worth.

Child Abuse in Saitama

Number of Child Abuse Cases handled by Children's Counseling Offices



Main Offenders



Source: "Status of Consultations and Responses to Child Abuse Cases at Children's Counseling Offices in Saitama Prefecture, FY2025" (Research by the Child Care and Safety Division, Saitama Prefectural Government)

To Parents and Carers

Children may not always meet your expectations. Worry and uncertainty are a natural part of parenting.

Instead of facing everything alone, why not try to discuss your feelings with others?
There is always someone available to listen to you, over the phone or in person.
Please feel free to contact your local children's counseling office if you have any concerns about raising your child. (See next page for counseling contact information.)

If you are concerned about someone...

If you notice any of the following, please contact a counseling organization (such as a children's counseling office or your local municipal government) or the Child Abuse Hotline by calling 189.

Children SOS Signs

- ◻ Often has unexplained injuries, such as burns or bruises from physical violence
- ◻ Exhibits sexual behavior and speech inappropriate for their age
- ◻ Poor personal care and hygiene
- ◻ Often left unsupervised for long periods of time
- ◻ Often apathetic or unhappy, etc.

Carer SOS Signs

- ◻ Decreased interaction with child or cold attitude when interacting
- ◻ Scolds child in an extreme manner
- ◻ Extreme behavior, such as excessive emotional attachment or complete disinterest in child
- ◻ House is in a messy or unhygienic state,
- ◻ Injuries from domestic violence inflicted by a spouse, etc.

Your vigilance and actions can help protect children from abuse!

If you see a child who you suspect may be a victim of child abuse, or if you or a carer have concerns about parenting...

Please Call

Children's Counseling Office Hotline for Abuse

189 (toll-free)

Saitama Prefecture Abuse Hotline

 # 7 1 7 1

Call 048-762-753 if your call does not go through.

***The Saitama Prefecture Abuse Hotline is a one-stop helpline that handles reports and consultations about child, elder and disability abuse. (Call charges apply.)**

For Saitama City, please see the List of Children's Counseling Offices in Saitama Prefecture below.

Contact Information for Children's Counseling Offices for Municipalities in Saitama Prefecture (as at 1 April, 2026)

Municipality	Division	Phone	Municipality	Division	Phone
Kawagoe City	Children and Families Division	049-224-5821	Hasuda City	Children's Support Division	048-768-3111
Kumagaya City	Child Counseling Division	048-577-8480	Sakado City	Children's Support Division	049-283-1331
Kawaguchi City	Parenting Consultation Division	048-259-9005	Satte City	Children's Support Division	0480-42-8457
Gyoda City	Children and Families Center	048-556-2011	Tsurugashima City	Children and Families Center	049-277-6055
Chichibu City	Parenting Support Division	0494-26-6535	Hidaka City	Children and Families Center	042-989-2111
Tokorozawa City	Children and Families Center	04-2991-1824	Yoshikawa City	Parenting Support Division	048-982-9529
Hanno City	Children's Support Division	042-978-5627	Fujimino City	Children and Families Center	049-262-9034
Kazo City	Sukusuku Child-Care Consultation Office	0480-62-1510	Shiraoka City	Parenting Support Division	0480-31-9162
Honjo City	Children and Families Center	0495-71-4501	Ina Town	Parenting Support Division	048-721-2111
Higashimatsuyama City	Children's Support Division	0493-81-5750	Miyoshi Town	Children's Support Division	049-258-0019
Kasukabe City	Child Affairs Consultation Division	048-796-8902	Moroyama Town	Children and Families Center	049-294-1800
Sayama City	Children's Support Division	04-2941-4047	Ogose Town	Parenting Support Division	049-292-3121
Hanyu City	Children and Families Division	048-561-1121	Namegawa Town	Children and Families Center	0493-59-9985
Konosu City	Parenting Support Division	048-541-1894	Ranzan Town	Welfare Division	0493-62-0716
Fukaya City	Child and Youth Affairs Division	048-571-1408	Ogawa Town	Parenting Support Division	0493-81-6181
Ageo City	Children and Families General Support Center	048-783-4964	Kawajima Town	Parenting Support Division	049-299-1765
Soka City	Children and Families Division	048-941-6814	Yoshimi Town	Parenting Support Division	0493-81-5709
Koshigaya City	Children and Families Division	048-963-9319	Hatoyama Town	Healthcare Center	049-296-2530
Warabi City	Parenting and Child Support Division	048-433-7757	Tokigawa Town	Welfare Division	0493-65-0813
Toda City	Parent and Child Healthcare Office	048-299-2816	Yokoze Town	Healthy Parenting Division	0494-25-0110
Iruma City	Children's Support Division	04-2964-1111	Minano Town	Healthy Children Division	0494-62-1288
Asaka City	Children and Families Division	048-463-0364	Nagatoro Town	Healthy Children Division	0494-66-3111
Shiki City	Children and Families Division	048-456-5362	Ogano Town	Childrens Affairs Division	0494-75-4101
Wako City	Children and Families Support Division	048-424-9124	Higashichichibu Village	Public Welfare Division	0493-82-1226
Niiza City	Children's Safety Division	048-424-9161	Misato Town	Parenting and Child Support Division	0495-76-2277
Okegawa City	Parenting and Child Support Division	048-788-4946	Kamikawa Town	Public Welfare Division	0495-77-2112
Kuki City	Children and Families' Healthcare Division	0480-22-1111	Kamisato Town	Parenting and Lifestyle Division	0495-35-1236
Kitamoto City	Parenting Support Division	048-511-7702	Yorii Town	Parenting Support Division	048-581-2121
Yashio City	Children and Families Support Division	048-996-2111	Miyashiro Town	Parenting Support Division	0480-34-1111
Fujimi City	Parenting and Child Support Center	049-252-3773	Sugito Town	Parenting Support Division	0480-31-9921
Misato City	Children and Families Center	048-930-7780	Matsubushi Town	Healthy Parenting Division	048-991-1876

List of Children's Counseling Offices in Saitama Prefecture

Dedicated hotline for Consultations with the Children's Counseling Offices
0120-189-783

Children's Counseling Office	Phone	Area of Jurisdiction
Chuo Children's Counseling Office	048-775-4152	Konosu City, Ageo City, Okegawa City, Kuki City, Kitamoto City, Hasuda City, Shiraoka City, Ina Town
Minami Children's Counselling Office	048-262-4152	Kawaguchi City, Warabi City, Toda City
Asaka Children's Counselling Office	048-465-4152	Asaka City, Shiki City, Wako City, Niiza City, Fujimi City, Fujimino City, Miyoshi City
Kawagoe Children's Counselling Office	049-223-4152	Kawagoe City, Higashimatsuyama City, Sakado City, Tsurugashima City, Moroyama Town, Ogose Town, Namegawa Town, Ranzan Town, Ogawa Town, Tokigawa Town, Kawajima Town, Yosjhimi Town, Hatoyama Town, Higashi-Chichibu Village
Tokorozawa Children's Counselling Office	04-2992-4152	Tokorozawa City, Hanno City, Sayama City, Iruma City, Hidaka City
Kumagaya Children's Counselling Office	048-521-4152	Kumagaya City, Gyoda City, Chichibu City, Kazo City, Honko City, Hanyu City, Fukaya City, Yokoze Town, Minano Town, Nagatoro Town, Ogano Town, Misato Town, Kamikawa Town, Kamisato Town, Yorii Town
Koshigaya Children's Counselling Office	048-975-4152	Kasukabe City, Koshigaya City, Satte City, Miyashiro City, Satte City, Sugito Town, Matsubushi Town
Soka Children's Counselling Office	048-920-4152	Soka City, Yashio City, Misato City, Yoshikawa City
Saitama City Children's Counselling Office (North region)	048-711-3917	Saitama City (Nishi Ward, Kita Ward, Omiya Ward, Minuma Ward, Iwatsuki Ward)
Saitama City Children's Counselling Office (South region)	048-711-2489	Saitama City (Chuo Ward, Sakura Ward, Urawa Ward, Minami Ward, Midori Ward)

★Saitama Prefecture Phone Counseling Kodomo Smile Net 048-822-7007

Human Rights Education Division, Education Bureau, Saitama Prefectural Government
3-15-1 Takasago, Urawa-ku, Saitama-shi, Saitama-ken TEL: 048(830)6895 FAX: 048(830)4961

Saitama Prefectural Mascots
Kobaton and Saitamatch