

**FY2023**  
**Annual Report on**  
**Government Measures for**  
**Persons with Disabilities**

**(White Paper on Persons with Disabilities 2024)**

**(Summary)**

**June 2024**  
**Cabinet Office Japan**

The White Paper on Persons with Disabilities is an annual report on the general status of measures taken for persons with disabilities pursuant to the provisions of Article 13 of the Basic Act for Persons with Disabilities (Act No. 84 of 1970).

## About the White Paper on Persons with Disabilities

- The White Paper on Persons with Disabilities is annually submitted to the National Diet pursuant to the Basic Act for Persons with Disabilities. This year's White Paper is the 31st edition. (\*)

Basic Act for Persons with Disabilities (Act No. 84 of 1970)

Article 13: The national government must submit a report to the National Diet every year on the state of the measures taken for persons with disabilities.

(\*) The Basic Act for Countermeasures Concerning Mentally and Physically Disabled Persons established in 1970 was revised as the current Basic Act for Persons with Disabilities in 1993. With this revision, it is obliged to submit a White Paper on Persons with Disabilities as a statutory White Paper to the National Diet (The White Paper on Persons with Disabilities has been issued since the 1994 edition)

- The White Paper describes the status of implementation of measures concerning acquisition and use of information and communication by persons with disabilities based on the Act on the Promotion of Measures Concerning Acquisition and Use of Information and Communication by Persons with Disabilities.

Act on the Promotion of Measures Concerning Acquisition and Use of Information and Communication by Persons with Disabilities (Act No. 50 of 2022)

Article 9, paragraph (2): The national government shall clarify the status of implementation of measures concerning acquisition and use of information and communication by persons with disabilities in the report to be submitted to the National Diet pursuant to the provision of Article 13 of the Basic Act for Persons with Disabilities.

## Key points of the 2024 White Paper on Persons with Disabilities

- Based on the enforcement of the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities, which stipulates the obligation of companies to provide reasonable accommodation, the White Paper provides an explanation of the outline of the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities, an outline of the formulation and reforms of handling directions made by the relevant ministries and local public entities, an outline of the revision of the "Handling Guidelines" made by the relevant ministries and agencies, the establishment by the Cabinet Office of the "Intermediary Desk," which is a pilot consultation point project, initiatives by the national government towards publicity and awareness-raising, and initiatives by the national government and local public entities towards the enforcement of the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities.
- Governmental and private sector initiatives and specific cases are introduced in 30 topics covering education, employment, daily life, town planning, and information accessibility, etc.

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## Chapter 1. Enforcement of the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities

In June 2021, the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities, which stipulates the obligation of companies to provide reasonable accommodation, was promulgated and enforced on April 1, 2024.

In this Chapter, Section 1 provides an explanatory summary of the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities.

Section 2 reports on the following: 1) an outline of the formulation and revision of the “Handling Directions” by the relevant ministries and agencies and local public entities, 2) an outline of the revision of the “Handling Guidelines” by the relevant ministries and agencies, 3) the establishment by the Cabinet Office of the “Intermediary Desk,” which is a pilot consultation point project, and 4) the initiatives, including publicity and awareness-raising by the national government, conducted by the national government and local public entities towards the enforcement of the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities.

### Section 1. Summary of the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities, Etc.

#### 1. Background to and progress of the enactment of the Act for Eliminating Discrimination against Persons with Disabilities

After reviewing the Act for Eliminating Discrimination against Persons with Disabilities three years after its enforcement based its provisions, the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities was promulgated in June 2021, and enforced on April 1, 2024. The Basic Policy revised for the enforcement of the Act (hereinafter referred to as the “Revised Basic Policy”), was decided upon by the Cabinet on March 14, 2023.

#### Progress of the Act for Eliminating Discrimination against Persons with Disabilities

Dec. 2006	The Convention on the Rights of Persons with Disabilities was adopted by the Sixty-first session of the UN General Assembly.
Sep. 2007	The Convention was signed by the Government of Japan.
May 2008	The Convention entered into force.
Jul. 2011	The Act Partially Amending the Basic Act for Persons with Disabilities was established (came into effect on the date of promulgation with the exception of some parts).
Jun. 2013	The Act for Eliminating Discrimination against Persons with Disabilities was established.
Jan. 2014	The instrument of ratification of the Convention was deposited by the Government of Japan.
Feb. 2014	The Convention came into effect in Japan.
Feb. 2015	The Basic Policy for the Act for Eliminating Discrimination against Persons with Disabilities was formulated.
Apr. 2016	The Act for Eliminating Discrimination against Persons with Disabilities was enforced.
Jun. 2016	The initial report was submitted by the national government.
Feb. 2019	Discussions begun on the review of the Act for Eliminating Discrimination against Persons with Disabilities.
Jun. 2020	The written opinion regarding the Act for Eliminating Discrimination against Persons with Disabilities was formulated by the Cabinet Office Commission on Policy for Persons with Disabilities.
May 2021	The Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities was established.
Mar. 2023	The Basic Policy for Act for Eliminating Discrimination against Persons with Disabilities was revised.
Apr. 2024	The Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities was enforced and the Revised Basic Policy was adopted.

#### Summary of the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities

- Article 7 of the Supplementary Provisions of the Act for Eliminating Discrimination against Persons with Disabilities stipulates that the national government is to review the state of reasonable accommodation and other conditions for the implementation of the Act after three years have elapsed since the effective date of this Act (April, 2016) and is to conduct an appropriate review in accordance with the results if necessary. The national government thus conducted a review through the discussions by the Cabinet Office Commission on Policy for Persons with Disabilities and interviews with relevant organizations.
- In order to further promote the elimination of discrimination on the basis of disability, the national government obligates companies to ensure reasonable accommodation to implement the elimination of social barriers, strengthens mutual cooperation of the national government and local public entities, and take measures to strengthen support measures to eliminate discrimination on the basis of disability.

#### 1. Obligation of the provision of reasonable accommodation by companies

**The provision of reasonable accommodation to implement the elimination of social barriers has been changed from best endeavors to a legal obligation as in the current Act.**

- ※ The Act for Eliminating Discrimination against Persons with Disabilities stipulates that, if a person with disabilities requests any kind of accommodation, administrative organs, etc. and companies, in conducting their administrative affairs or business, must provide reasonable accommodation to implement the elimination of the social barrier so long as the burden associated with the relevant implementation is not disproportionate.
- ※ “Social barrier” means items, institutions, practices, ideas, and other things in society that stand as obstacles against persons with disabilities engaging in daily or social life.

#### [Examples of reasonable accommodation]

When there is a difference in level, use a ramp to assist persons with disabilities.



Use picture/photo cards, tablet devices, etc. to communicate with persons with disabilities.



#### 2. Response to the obligation of companies to provide reasonable accommodation

##### (1) Addition of responsibilities for cooperation of the national government and public local entities

The national government and local public entities must establish appropriate division of duties and cooperate with each other in order to promote efficient and effective implementation of measures necessary for promoting elimination of discrimination on the basis of disability.

##### (2) Strengthening of support measures to eliminate discrimination on the basis of disability

- Add basic matters relating to the implementation of support measures to eliminate discrimination on the basis of disability as stipulated in the Basic Policy.
- Clarify the responsibility of the national government and public local entities to develop or secure personnel for consultation on discrimination on the basis of disability.
- Local public entities shall strive to collect, sort and provide information regarding discrimination on the basis of disability and initiatives to resolve it.

Date of enforcement: April 1, 2024

## 2. Summary of the Act for Eliminating Discrimination against Persons with Disabilities, Etc.

### (1) Purport of the Act for Eliminating Discrimination against Persons with Disabilities

The Act prohibits administrative organs etc. and companies from “disparate and unfair discriminatory treatment on the basis of disability,” demands “the provision of reasonable accommodation” and through these measures aims to create a society of coexistence in which persons with disabilities are able to access all sorts of services and opportunities provided by society and participate in society.

### (2) Persons covered by the Act

The persons covered by the Act are persons with physical disabilities, intellectual disabilities, mental disabilities (including developmental and higher brain dysfunction) and other physical and mental function disorders (including disabilities due to intractable diseases), who are in a state of facing substantial limitations in their continuous daily or social lives because of their disabilities or social barriers, based on the so-called “social model” of disability. Therefore, they are not restricted to those in possession of a disability certificate.

### What is the “social model” of disability?

The Act for Eliminating Discrimination against Persons with Disabilities is based on the “social model” of disability. This is a theoretical concept that the various limitations that persons with disabilities suffer in their daily or social life are not caused solely by disabilities affecting the functions of the body or mind, but also by the various barriers that they face in society.

- Stairs are the only way to access the second floor.

▶ “Disability” exists.



- If there is an elevator, it is possible to go up.

▶ “Disability” is eliminated!



### Examples of social barriers

(1) Items in society	Facilities and equipment that are difficult to pass or use, etc.
(2) Institutions	Institutions that are difficult to use, etc.
(3) Practices	Practices, culture, etc. that do not take into account the presence of persons with disabilities
(4) Ideas	Prejudice against persons with disabilities, etc.

### Social model approach

**Nothing has changed for the wheelchair user. What has changed is the surrounding environment.**

Based on the social model approach, the stairs (=barriers) create a “disability” for the wheelchair user.



### (3) Companies and areas covered by the Act

The companies covered are persons engaging in commercial affairs or other business (including businesses managed by local public entities and public enterprise-type local incorporated administrative agencies), in addition to which the self-employed and volunteers receiving no financial consideration and conducting unremunerated businesses, as well as social welfare corporations and corporations engaging in specified non-profit activities are treated as companies covered by the Act in the event that they have the intent to conduct the same type of actions repeatedly and continuously, and furthermore regardless of whether the type services provided are face-to-face or online.

With regard to areas covered, those related to daily life and social life in general are widely covered, but concerning specific measures to eliminate discrimination in the area of employment the stipulations of the Act to Facilitate the Employment of Persons with Disabilities shall apply.

**(4) Prohibition of disparate and unfair discriminatory treatment/Provision of reasonable accommodation**

**(i) Prohibition of disparate and unfair discriminatory treatment**

Disparate and unfair discriminatory treatment is an act that violates the rights or interests of persons with disabilities by refusing, restricting places and times, or making particular conditions to provide goods, services or various opportunities on the basis of disability, without any proper reason. The Revised Basic Policy clearly states that disparate and unfair discriminatory treatment on the basis of the use of means to eliminate social barriers (such as the use of wheelchairs, assistance dogs, or other supportive devices, or the attendance of caregivers) also falls under discrimination on the basis of disability.

**(ii) Provision of reasonable accommodation**

When persons with disabilities, their family members, caregivers, or other persons who support their communication express a desire to request some kind of accommodation, it is required to provide necessary and reasonable accommodation to eliminate social barriers so long as the burden associated with the relevant implementation is not disproportionate.

Subject to the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities, which went into effect on April 1, 2024, “provision of reasonable accommodation” by companies has been changed from “best endeavors” to “a legal obligation.”

- ※ The competent minister, etc. may seek a report or provide advice, guidance, or recommendations to a company when the competent minister, etc. deems it particularly necessary, such as when the company repeatedly violates (i) or (ii) above and it is regarded that there is little hope of voluntary improvements being made.

※ Importance of constructive dialogue

In the provision of reasonable accommodation, it is important for persons with disabilities to engage in a dialogue with administrative organs, etc. and companies about the measures necessary to eliminate social barriers, and to consider solutions together. Such interactions between the two parties are called “constructive dialogue.” The Revised Basic Policy outlines the concept of constructive dialogue, including the importance of both parties making efforts to understand their respective situations.

**(5) Improvement of environment**

The Act for Eliminating Discrimination against Persons with Disabilities stipulates that administrative organs, etc. and companies must make best endeavors to take preliminary improvement measures mainly targeting an unspecified number of persons with disabilities (making facilities barrier-free, human support such as services and caregivers, etc. to assist in communication, improvement of information accessibility, etc.) to accurately provide them with reasonable accommodation. These measures include the provision of training for the relevant staff and the development of related regulations.

It is important that initiatives to eliminate discrimination on the basis of disability be pursued through the improvement of the environment in tandem with the provision of reasonable accommodation.

**Section 2. Initiatives towards the enforcement of the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities**

**1. Outline of revisions to the related ministries and agencies’ Handling Directions for Government Employees, and the state of formulation of Handling Directions for Employees of Local Public Entities**

- In line with Article 9 of the Act for Eliminating Discrimination against Persons with Disabilities, the heads of national government administrative organs, etc.\* are to provide necessary manuals to enable their employees (hereinafter referred to as the “Handling Directions for Government Employees”) to appropriately handle the matters concerning the prohibition of discrimination on the basis of disability. Prior to the enforcement of the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities the national government administrative organs, etc. conducted the revision of the Handling Directions for Government Employees having considered public comments after implementing hearings with organizations representing persons with disabilities and associations of companies, etc.

\*“Etc.” includes incorporated administrative agencies and other organizations.

- Article 10 of the Act for Eliminating Discrimination against Persons with Disabilities stipulates that the organizations of local public entities, etc.\*are to endeavor to provide necessary manuals to enable their employees (hereinafter referred to as the “Handling Directions for Employees of Local Public Entities”) to appropriately handle the matters concerning the prohibition of discrimination on the basis of disability. As of April 1, 2023, all of the prefectures and designated cities had formulated the Handling Directions for Employees of Local Public Entities, while 99% of core cities, 90% of general cities and 66% of towns and villages had also formulated the handling directions, and the percentage of general cities and towns and villages is trending upwards.

\*“Etc.” includes local incorporated administrative agencies (with partial exceptions).

## 2. Outline of the revision of the “Handling Guidelines” at related ministries and agencies

- Article 11, paragraph (1) of the Act for Eliminating Discrimination against Persons with Disabilities stipulates that the competent minister is to provide the necessary guideline to enable companies to appropriately handle the matters concerning the prohibition of disparate and unfair discriminatory treatment on the basis of disability and the provision of reasonable accommodation (hereinafter referred to as the “Handling Guidelines”).
- As is the case with the Handling Directions for Government Employees, prior to the enforcement of the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities, each competent minister conducted the revision of the Handling Guidelines, having considered public comments after implementing hearings with organizations representing persons with disabilities and associations of companies, etc.
- The Handling Guidelines decided upon by each competent minister contain various examples of disparate and unfair discriminatory treatment and provision of reasonable accommodation for each competent minister and project field, based upon the characteristics of each type of disability and project content.

The White Paper on Persons with Disabilities 2024 sorts and introduces selected examples by each type of disability thought to be relevant in conjunction with the “Characteristics of disabilities and main matters for reasonable accommodation.”\*

\*A selection of examples of “intellectual disability” is provided below and it should be noted that these are related to the other types of disability. Furthermore, the “Characteristics of disabilities and main matters for reasonable accommodation” are just examples, and since even when the type of disability is the same their degree of severity and symptoms differ and the requisite accommodation and needs are diverse, flexible rather than uniform responses are required.

### Examples of intellectual disabilities (partial extracts)

#### <Characteristics of disabilities and main matters for reasonable accommodation>

Intellectual disabilities become apparent during the developmental stage of people, and cause a variety of restrictions in daily life.

There is a considerable individual difference in the way that disabilities manifest themselves and it is sometimes difficult to understand the state of intellectual disabilities merely by talking a little. However, many persons with intellectual disabilities are not well attuned to understanding their situations or abstract expressions, and find it hard to cope with unfamiliar experiences or sudden changes in situations. The method of support varies from one person to another.

#### Main matters for reasonable accommodation

- Persons with intellectual disabilities sometimes find it hard to understand complex speech and abstract concepts.
- Persons with intellectual disabilities sometimes find reading and writing of Japanese kanji characters and calculations difficult.

### [Examples considered to relate to intellectual disabilities]

#### <Example considered to amount to unfair and discriminatory treatment due to no good reason>

- Stating upon check-in that a guest had intellectual disabilities and behavioral disorder, they were designated to use the large communal bath late at night (when it is supposed there are fewer users), exerting a big impact upon their bathing and sleeping time (Ministry of Health, Labour and Welfare/public health area (hotel and inn business))

#### <Example of accommodation considered to amount to reasonable accommodation>

- In the event that children with intellectual disabilities make a loud noise or behave in a particular manner at event venues, having first asked their guardians about the characteristics of the children and how to communicate with them they are escorted to a specially prepared room if they show no signs of calming down. (Cabinet Office, National Public Safety Commission, Children and Families Agency, Reconstruction Agency, Ministry of Internal Affairs and Communications, Ministry of Justice, Ministry of Finance, Ministry of Agriculture, Forestry and Fisheries, Ministry of Economy, Trade and Industry, Ministry of the Environment)

#### <Example considered to amount to a violation of the obligation for the provision of reasonable accommodation>

- In the course of explaining important matters a real estate agent was requested by persons with intellectual disabilities and their families to make a supplementary explanation of words that were found difficult to understand. However, the real estate agent made the explanation without any supplementary help. (Ministry of Land, Infrastructure, Transport and Tourism/ real estate business)


#### <Example of the relationship between provision of reasonable accommodation and improvement of environment>

- Aimed at users of social education facilities etc. with intellectual disabilities and reading disorder, improvements to the environment will be made such as preparing easily understood documents and placing sub-titles and pictograms on signs and displays. In response to the state of every user’s disability the staff use easily understood language to explain things and read on their behalf. (provision of reasonable accommodation) (Ministry of Education, Culture, Sports, Science and Technology)

### 3. Preparation of a consultation system

- The Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities obligates companies to provide reasonable accommodation and clarifies that the national government and local public entities must cooperate with each other and take measures to foster and secure human resources to conduct consultation.
- Based on the content of the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities and the Revised Basic Policy the Cabinet Office is conducting the following initiatives.
  - Sorting and listing up national consultation points by sector, and publishing them on the Cabinet Office website, with the cooperation of relevant ministries and agencies.
  - Implementing a pilot consultation point project “Intermediary Desk” that performs the role of explaining laws and connecting inquirers to appropriate consultation points in order to address consultations about discrimination against persons with disabilities from persons with disabilities, companies, prefectures and towns and villages, from October 2023 (refer to the leaflet and the next page).
  - Creating a collection of case studies and a consultation response manual to contribute to the fostering of human resources who will take charge of consultation response at the levels of the national government and local public entities.

#### Intermediary Desk leaflet




A pilot consultation point project regarding discrimination against persons with disabilities

## The "Intermediary Desk" will start from October 16, 2023 (Monday)!

The "Intermediary Desk" will introduce the appropriate consultation organizations to handle consultations regarding the Act for Eliminating Discrimination against Persons with Disabilities.

**■ Consultation points regarding discrimination on the basis of disability ■**

Consulter



1 Municipal, ministry and agency consultation points

You can ask questions and consult directly with the municipality in the area where you live or operate your business, or with ministries and agencies.

\* Consultation from local governments will also be coordinated identically.

➔

2 "Intermediary Desk" (this project)

New!

A pilot consultation point to provide answers to questions about the Act for Eliminating Discrimination against Persons with Disabilities and to connect consultation cases with the appropriate municipal, ministry and agency consultation points will be established.

**1 Municipal, ministry and agency consultation points**

Municipalities in the area where you live or operate your business, ministries and agencies have set up consultation points. The municipal, ministry and agency consultation points provide consultation on discrimination on the basis of disability and coordinate with relevant organizations to close cases.


**2 "Intermediary Desk" (this project)**

A pilot consultation point will be set up from October 2023 to March 2025 to answer questions about the Act for Eliminating Discrimination against Persons with Disabilities and to coordinate and facilitate the smooth connection of consultations regarding discrimination on the basis of disability to appropriate municipal, ministry and agency consultation points.

**■ Recommended for the following people ■**

- People who don't know which consultation point to contact.
- People who were repeatedly referred by the consultant to another consultant in the past, and could not obtain consultation in the end.
- People who have not been able to seek advice before because of school/work during the weekdays, but would like to talk to someone first.
- People who have a disability and would like to ask shops for accommodation or a favor, but don't know what to do.
- People who do not know what to do about the provision of reasonable accommodation for persons with disabilities, etc.

**● Inquiries about the project**



**Section for Policy for Persons with Disabilities**  
Office of the Director General for Policy Planning and Coordination  
Cabinet Office


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1-6-1 Nagatacho, Chiyoda-ku, Tokyo 100-8914

TEL : 03-5253-2111  
FAX: 03-3581-0902  
Website:  
<https://www8.cao.go.jp/shougai/index.html>

**● A pilot consultation point project regarding discrimination on the basis of disability**

- Pilot period: Oct. 16, 2023 – late March 2025
- Contact:  
Via telephone: **0120-262-701**  
**10:00-17:00, seven days a week (excluding national holidays, year-end and new-year holidays)**  
Via e-mail: [info@mail.sabekai-tsunagu.go.jp](mailto:info@mail.sabekai-tsunagu.go.jp)
- Other inquiries and contacts:  
[sabetsu-kaisyos@nttdata-strategy.com](mailto:sabetsu-kaisyos@nttdata-strategy.com)
- Survey contractor: NTT DATA INSTITUTE OF MANAGEMENT CONSULTING, Inc.
- Call center operator: AI Support Holdings Co., Ltd.  
Tel: 03-5253-2111

**Please feel free to contact us!**

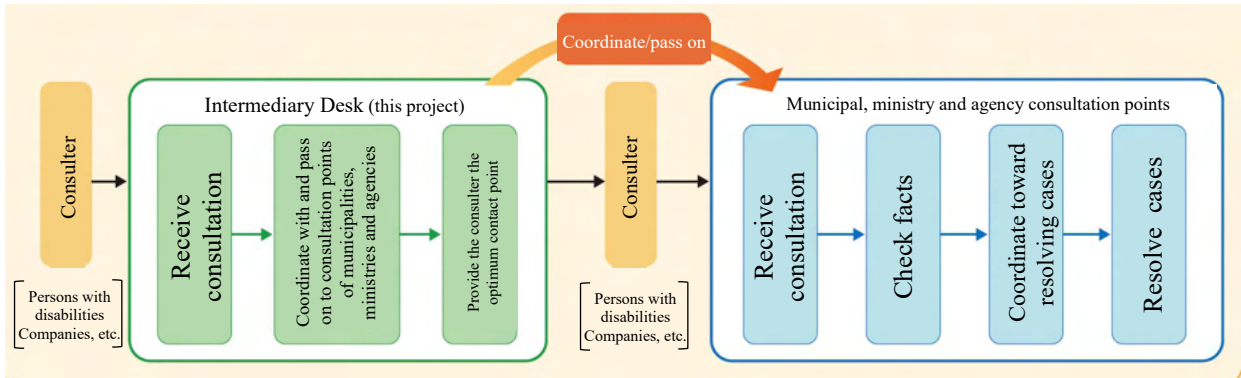




**Regarding the “Intermediary Desk” consultation point project (established in October 2023)**

○ **Basic flow of the “Intermediary Desk” consultation responses**

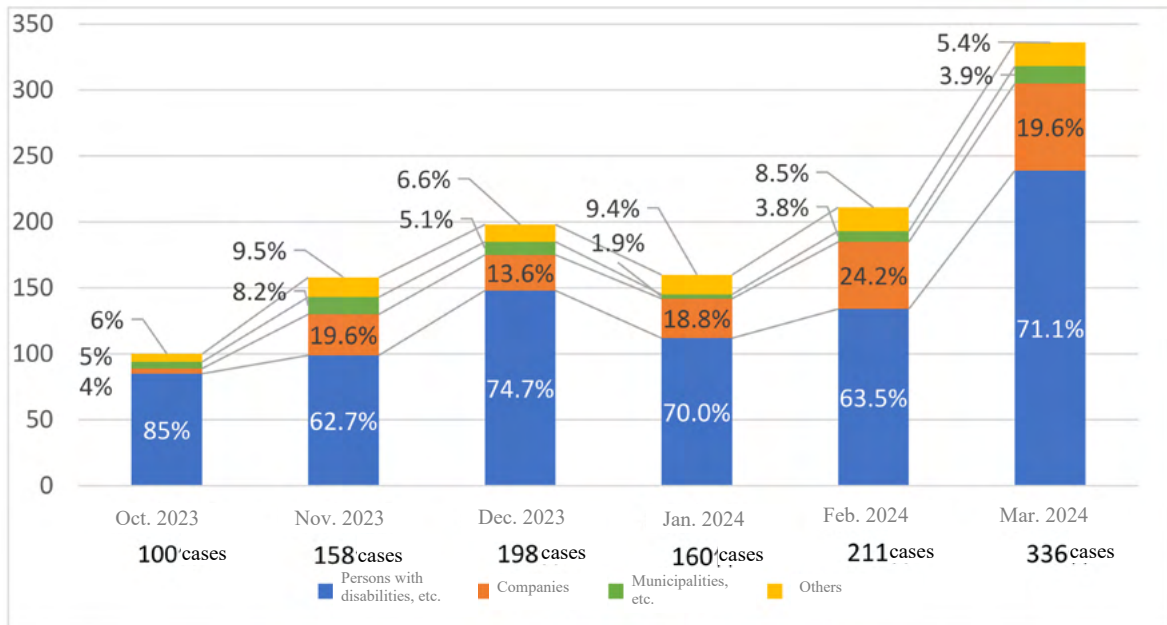
The Intermediary Desk provides explanations regarding the Act for Eliminating Discrimination against Persons with Disabilities, coordinates with the appropriate municipal, ministry and agency consultation points and passes cases on to them, depending on those wishing to consult.



○ **Number of consultations at the Intermediary Desk**

**(1) Consultations dealt with: 1,163 cases (Oct. 16, 2023 to March 31, 2024)**

(Of which 817 were from persons with disabilities or their families, etc., 209 were from companies, 52 were from municipalities, etc., and 85 from others)



**(2) Of which were cases passed on to municipalities among (1) above: 121 (\*)**

(\*) The total number as of March 31, 2024 of cases passed on or to be passed on to the national government or municipalities, etc.

○ **Examples of main consultation content regarding discrimination against persons with disabilities**

Although the content of the consultations received at the Intermediary Desk are varied, those cited below are comparatively frequent.

- Consultation from persons with disabilities
  - Have been treated in a disparately and unfair discriminatory manner by a company and want them to change their treatments and apologize.
  - Requested a company to provide reasonable accommodation, but since they did not, want someone to coordinate with the business so they do so.
- Consultation from companies
  - Have heard that the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities makes it obligatory for companies to provide reasonable accommodation, and would like to know exactly what to do.

## 4. Other initiatives to eliminate discrimination against persons with disabilities

### (1) Raising awareness and education

- The national government is, in order to deepen the concern and understanding of every stratum of society regarding eliminating discrimination against persons with disabilities, and to promote the provision of reasonable accommodation through mutual understanding based on constructive dialog, conducting the requisite publicity and awareness-raising activities. For example, the following attempts in these fields have been made by the Cabinet Office.
  - (i) Implementing online explanatory meetings for companies about the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities.
  - (ii) Implementing explanations about the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities at seminars hosted by associations of companies and organizations representing persons with disabilities.
  - (iii) Implementing “Regional Workshops to Develop and Strengthen the System of the Regional Support Councils for Eliminating Discrimination against Persons with Disabilities” intended for local public entity employees.
  - (iv) Implementing Government Public Relations concerning the Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities (newspaper advertising, internet advertising, and Government Public Relations Online)
  - (v) Compiling a “collection of examples of provision of reasonable accommodation, etc.” and posting it on the Cabinet Office website.
  - (vi) Opening the Portal Site for the Promotion of Understanding toward Eliminating Discrimination against Persons with Disabilities (in 2023 the Database of Examples Regarding the Elimination of Discrimination against Persons with Disabilities was published on this site.)
  - (vii) Producing leaflets and hand-outs regarding The Act Partially Amending the Act for Eliminating Discrimination against Persons with Disabilities and the Intermediary Desk and posting them on the Cabinet Office website.



Internet advertising



Leaflet

### (2) Promotion of the establishment of Regional Support Councils for Eliminating Discrimination against Persons with Disabilities

- Organizations of the national government and local public entities may form a Regional Support Council for Eliminating Discrimination against Persons with Disabilities pursuant to the provision of the Act for Eliminating Discrimination against Persons with Disabilities (hereinafter referred to as the “Regional Support Council”).

As of April 1, 2023 all of the prefectures and designated cities had established Regional Support Councils, while they have also been established by 88% of core cities, 74% of general cities, and 51% of towns and villages, and their establishment by general cities and towns and villages is trending upwards.

## Chapter 2. Building the Foundation for a Deeper Understanding of Persons with Disabilities

### Promotion of Public Relations, Awareness-Raising Activities and Others

#### ○ The Week for Persons with Disabilities (December 3 to December 9 each year)

In line with Article 9 of the Basic Act for Persons with Disabilities the week is implemented with the objectives of attempting to spread the ethos of a “society of coexistence” in which all citizens mutually respect and support each other’s personality and individuality, and to further deepen people’s interest and understanding with regard to disabilities and persons with disabilities.



Poster for the Week for Persons with Disabilities



Week for Persons with Disabilities Award ceremony



Week for Persons with Disabilities workshop

#### ○ Public Relations and awareness-raising activities

During the 75th Human Rights Week, under the theme of “It’s not someone else’s problem” various public relations and awareness-raising activities such as the online distribution of human rights awareness-raising videos and the hosting of lecture meetings were implemented on various human rights problems including those of persons with disabilities.

#### ○ Education and welfare initiatives

In April 2023, within the Developmental Disorders Web Portal\* site, “KOKOMITE” was launched as an information search tool for people with developmental disorders and their families based on the concept of “enabling people with developmental disorders and their families to obtain necessary information and connect with appropriate support.” The site provides information that is highly demanded by users, such as information on medical institutions and social resources, such as associations for persons with developmental disorders and parents.

“KOKOMITE” contains more than 1,800 items of information, which can be searched by content, region or life stage.



Developmental Disorders Web Portal

情報名	情報の概要	提供機関 の住所	情報作成日
発達障害者支援センター「あまろけ」	埼玉県発達障害者支援センター「あまろけ」	埼玉県	2022-10-12
埼玉県発達障害者支援センター「あまろけ」	埼玉県発達障害者支援センター「あまろけ」	埼玉県	-
埼玉県発達障害者支援センター「あまろけ」	埼玉県発達障害者支援センター「あまろけ」	埼玉県	2022-11-08
埼玉県発達障害者支援センター「あまろけ」	埼玉県発達障害者支援センター「あまろけ」	埼玉県	2022-09-01
埼玉県発達障害者支援センター「あまろけ」	埼玉県発達障害者支援センター「あまろけ」	埼玉県	2013-11-01
埼玉県発達障害者支援センター「あまろけ」	埼玉県発達障害者支援センター「あまろけ」	埼玉県	2019-05-04
埼玉県発達障害者支援センター「あまろけ」	埼玉県発達障害者支援センター「あまろけ」	埼玉県	2022-09-14
埼玉県発達障害者支援センター「あまろけ」	埼玉県発達障害者支援センター「あまろけ」	埼玉県	2021-11-17

“KOKOMITE”



75th Human Rights Week poster

\*Jointly operated by the National Institute of Special Needs Education and the National Rehabilitation Center for Persons with Disabilities under the cooperation of the Ministry of Education, Culture, Sports, Science and Technology and the Ministry of Health Labour and Welfare.

## Chapter 3. Building the Foundations for Autonomy in Social Participation

### Section 1. Measures Concerning Education and Fostering of Children with Disabilities

#### ○ **Enhancement of special needs education**

In order to help children with disabilities develop their abilities and potential to the fullest and cultivate the skills necessary for autonomy and social participation, appropriate guidance and support are offered according to the educational needs of each child in various learning settings.

Based on the direction indicated in the report of the Review Meeting on the Forms of Support for Child Students with Disabilities Attending Regular Classes, which was published on March 13, 2023, the 5th Basic Plan for Persons with Disabilities states the creation of an inclusive school management model that integrates the management of special needs education schools with either an elementary, middle and high school, and a related budget has been provided for implementing this as a new project from FY2024.

#### ○ **Promotion of welfare for children with disabilities**

In December 2023, citing the basic ethos of providing seamless support for all children and child-rearing households according to their life stages, the national government decided upon the Children's Future Strategy towards the realization of a society where children can live with a smile, a society in which the young generation can marry as they wish, those who want children can have them, and children can be raised with peace of mind.

With regards to support for children with disabilities the Strategy includes attempting to strengthen community support systems and promote inclusion from the perspective of achieving a society in which the healthy rearing of children with a diversity of needs is supported and "no one is left behind."

### Section 2. Measures to Promote Employment and Vocation of Persons with Disabilities

#### ○ **Expansion of employment opportunities for persons with disabilities**

The number of persons with disabilities employed by private companies in 2023 (companies with over 43.5 personnel and a legal employment rate of 2.3%) was approx. 642,000 people (as of June 1, 2023; the same applies hereafter) (approx. 614,000 people as of the same day last year), a record high for the 20th consecutive year. The percentage of persons with disabilities employed was 2.33% (2.25% the same day last year). The actual employment rate of persons with disabilities exceeded the statutory employment rate for the first time.

Regarding the status at national entities (legal employment rate 2.6% in 2023), the percentage of employees with disabilities and the number of employees with disabilities are 2.92% and 9,940 persons, respectively. The legal employment rate has been achieved at all national entities.

#### ○ **Promotion of comprehensive support measures**

From the perspective of promoting diverse ways of working for persons with disabilities and securing employment opportunities for those for whom commuting is difficult, it is important that telecommuting using ICT is diffused in the employment of persons with disabilities. In order to do so, awareness of precedents and knowhow is being spread through the creation of collections of good practices and hosting of forums. In FY2024 seminars explaining procedures in the introduction of telecommuting employment of persons with disabilities and the implementation of individual consultation are planned for companies that are considering the introduction of telecommuting employment of persons with disabilities.

## Chapter 4. Building a Foundation for Daily Life

### Section 1. Measures for Stability of Life

#### ○ **Development of user-oriented life support system**

The Act on Providing Comprehensive Support for the Daily Life and Life in Society of Persons with Disabilities and the Child Welfare Act stipulate that, from the perspective of developing a systematic service provision system for the future, municipalities and prefectures are to establish a "welfare plan for persons with disabilities" and a "welfare plan for children with disabilities" which describe numerical goals and estimates of the necessary service quantities, etc. in line with the Basic Guidelines for Assuring the Implementation of Welfare Services for Persons with Disabilities and Day Care Support for Children with Disabilities in an Unimpeded Manner (hereinafter referred to as the "Basic Guidelines").

In May 2023, the government revised the basic guidelines for the formulation of "The 7th Welfare Plan for Persons with Disabilities" and "The 3rd Welfare Plan for Children with Disabilities" beginning in FY2024.

○ **Enhancement of home services**

In order for persons with disabilities to live in a local community, receiving support at home is necessary. Therefore, based on the Act on Providing Comprehensive Support for the Daily Life and Life in Society of Persons with Disabilities, municipalities provide various support services according to the degree of disability of the user, including in-home nursing care, visiting care for persons with severe disabilities, companion support, activity support, and comprehensive support for persons with severe disabilities, etc. In 2023, the government launched the “Project for Strengthening Functions of Consultation on Child Development and Family Support in Local Communities” to build a coordination system between local health, childrearing, welfare, and medical institutions for the provision of consultation on child development, and to make referrals to necessary developmental support and family support services, thereby establishing a system that can deal with the support needs of children and families at the appropriate time.

○ **Promotion of sports and cultural and artistic activities**

The “FY2023 Survey Research on the Sport Life of Children/Persons with Disabilities” shows that 32.5% of persons with disabilities (age 20 or over) exercise or play sports at least once a week (the rate for all aged 20 or over was 52.0% (data from the FY2023 Opinion Poll on Sports Implementation Status)) In FY2023, initiatives were conducted that allow persons with and without disabilities to experience walking football and other activities with ease by utilizing parks and open spaces of commercial facilities, etc.

At the 2025 World Exposition in Japan (“EXPO 2025 Osaka, Kansai, Japan”), initiatives related to the creation of new sports values will be disseminated through exhibition/experience booths, video distribution, etc., including initiatives utilizing the latest technology in para-sports and publicizing para-sport experiences.

While giving due consideration to the unique characteristics of the Paralympic sports and the environment surrounding para-athletes, the government is working on integrated support for athletic performance enhancement without making any distinction between the content of support for Olympic and Paralympic sports.

Regarding cultural and artistic activities by persons with disabilities, based on “The Second Basic Plan for the Promotion of Cultural and Artistic Activities by Persons with Disabilities” formulated in March 2023, measures for the promotion of cultural and artistic activities by persons with disabilities are promoted in a comprehensive and systematic manner.



Inclusive Boccia competition for elementary school pupils



Walking football experience in a commercial facility

**Section 2. Measures on Healthcare and Medical Treatment**

○ **Prevention and treatment of diseases, etc. causing disability**

In addition to health checkups for early detection of diseases, etc. and health guidance to prevent diseases, etc. that cause disabilities and to maintain and improve health, initiatives are being made to secure good quality and appropriate medical care for patients with intractable diseases and improve their quality of recuperation life.

○ **Enhancement of appropriate health and medical services for persons with disabilities**

Based on the Act on Providing Comprehensive Support for the Daily Life and Life in Society of Persons with Disabilities, medical care to ameliorate the mental and physical state of persons or children with disabilities (rehabilitation medical care and medical care for fostering physically disabled children) and continuous treatment for mental disorders (mental health care for outpatients) are positioned as independent living medical care, and part or all of the copayment amount are covered by public expenses.

The National Rehabilitation Center for Persons with Disabilities aims for early discharge and social integration by providing functional rehabilitation training as well as medical welfare consultation and psychological support.

In addition, with regard to higher brain dysfunction, the “Program to Promote the Construction of Community Support Networks for Higher Brain Dysfunction and Related Disorders” has been implemented since FY2023, with the aim (1) to secure and clarify cooperating medical institutions and specialized support institutions that diagnose higher brain dysfunction and provide support services according to its characteristics, and (2) to construct community support networks that provide information contributing to the support of the patients and their families, etc.

## Chapter 5. Building the Foundation for Comfortable Living

### Section 1. Measures to Build Towns Comfortable for Persons with Disabilities and Measures for the Safety and Security of Persons with Disabilities

#### ○ **Promotion of barrier-free measures based on the universal design concept**

After repeated discussions by the study group including organizations of persons with disabilities and experts, the barrier-free development goals were finalized and published in November 2020. The goals aim to further promote the barrier-free concept in terms of both tangible and intangible aspects., to visualize the progress of the barrier-free concept related to hearing, intellectual, mental, and developmental disabilities, and to promote a “barrier-free mindset,” while taking into consideration the response to the COVID-19 impact. Then, in April 2021, with the revision of the Basic Policy on Promotion of Smooth Transformation, Etc., the government enforced new five-year barrier-free development goals. The current barrier-free development goals are for the five-year period beginning in FY2021, and studies will begin in FY2024 or later to formulate new goals for FY2026 and beyond.

#### ○ **Promotion of barrier-free development of public transportation and walking space, etc.**

With regard to the promotion of barrier-free development of public transportation and walking spaces, etc. major initiatives implemented in FY2023 were as follows:

- Revision of the guidelines for development of smooth transportation for passenger facilities, vehicles, etc., and services in public transportation
- Revision of the Universal Design Guidelines for Road Transportation
- Holding a symposium as part of the activities of “The Study Group on Walking Space DX for Smooth Human and Robot Transportation”
- Implementation of a demonstration program to verify the barrier-free information that travel agencies require of tourist facilities when developing tourism products, and preparation of a know-how document that contributes to the development of tourism products according to the type of disability, etc.



Symposium speakers



Panel discussion

#### ○ **Promotion of disaster management and crime prevention countermeasures**

Since the Great East Japan Earthquake, the importance of measures for “persons requiring special care” such as persons with disabilities, in disaster management has increased. In light of this, the government is providing support for local governments to develop evacuation centers and routes, etc. that take into account persons requiring special care, and is promoting initiatives to strengthen the disaster management information systems, etc. to enable safe and prompt evacuation of persons requiring special care.

Furthermore, in order to prevent crime and accident victimization of persons with disabilities, various initiatives are being made, including the provision of information necessary to ensure their safety, such as the occurrence of crimes and accidents around them and crime prevention knowhow.

During the 2024 Noto Peninsula Earthquake, the government notified the affected local governments to establish welfare evacuation centers for persons requiring special care such as persons with disabilities as well as to ascertain the needs of general evacuation centers and establish welfare evacuation spaces as necessary.

In particular, in dealing with pupils and students with disabilities, notices such as “Regarding the Continuation of Studies for Pupils and Students in the Disaster-Affected Regions of the 2024 Noto Peninsula Earthquake (Administrative Notice),” were issued to the regions affected by the 2024 Noto Peninsula Earthquake, to notify them to secure educational opportunities for pupils and students, including those with disabilities as well as to inform them of considerations for pupils and students with developmental disabilities in accordance with their disability status, etc., continuation of independent activities, and utilization of individual educational support plans and individual syllabus.

## Section 2. Measures to Enhance Information Accessibility for Persons with Disabilities

### ○ **Improvement of Information Accessibility**

Pursuant to the Article 11-3 of the Act on the Promotion of Measures Concerning Acquisition and Use of Information and Communication by Persons with Disabilities (the Act on the Measures to Promote Information Accessibility and Communication for Persons with Disabilities), related agencies (the Cabinet Office, the Digital Agency, the Ministry of Internal Affairs and Communications, the Ministry of Health, Labour and Welfare, and the Ministry of Economy, Trade and Industry) hold meetings to share information and exchange opinions regarding the development, promotion of widespread use, and quality improvement of equipment, etc. that contribute to the obtainment of information, etc. by persons with disabilities. In FY2023, the national government interviewed companies and organizations related to persons with disabilities regarding their efforts on visual impairment and exchanged opinions.

### ○ **Enhancement of information provision**

Based on the “Basic Plan on the Promotion of the Improvement of the Reading Environment for Persons with Visual Impairment, Etc.” pursuant to the Act on the Promotion of the Improvement of the Reading Environment for Persons with Visual Impairments, Etc. (“Reading Barrier-Free Act”), the government is working on promoting measures to improve the reading environment for these people in a comprehensive and systematic manner. In FY2023, a stakeholder council meeting based on the Act was held to exchange opinions on the status of planning by local public entities and measures, etc. to be taken in FY2023 and beyond.

### ○ **Enhancement of communication support systems**

Communication support projects including dispatch of sign language interpreters, summary transcribers, interpreters/assistants for deaf-blind persons, communication supporters for aphasia persons, etc., and Telecommunications Relay Services are implemented for persons who have difficulty in communicating.

## **Chapter 6. Global Efforts**

### Measures on International Cooperation Appropriate to Japan’s International Position

#### ○ **Promotion of international cooperation**

It is of the uttermost effectiveness and importance that Japan makes good use, in measures for persons with disabilities in developing countries, of all the techniques and experience it has built up in welfare, health/medical care, education, employment and a wide range of areas through Official Development Assistance (ODA) and other measures. Japan is providing ODA loan, grant aid, and technical cooperation, as well as cooperation through international organizations.

With regard to the grant aid, the “Cultural Grant Assistance” and “Grant Assistance for Grass-Roots Human Security Projects,” etc. were implemented as assistance related to persons with disabilities.

In the field of technical cooperation, the government is providing a wide range of cooperation through the Japan International Cooperation Agency (JICA), including the acceptance of participants and the dispatch of experts and JICA Overseas Cooperation Volunteers. Initiatives the government implemented in FY2023 include the “Project for Promoting Employment Support of Persons with Disabilities in Sri Lanka,” which plans and realizes employment support services based on cooperation between labor and welfare administrative organs, and “Capacity Development of Leaders with Disabilities for UNCRPD Implementation,” a knowledge co-creation program for persons with disabilities in developing countries on how to implement the Convention on the Rights of Persons with Disabilities in their countries.



Sri Lankan bakery where persons with disabilities work



"Capacity Development of Leaders with Disabilities for UNCRPD Implementation" knowledge co-creation program

## TOPICS

- (1) A pilot consultation point project: “Intermediary Desk” (established on Oct. 16, 2023)
- (2) Examples of initiatives to resolve discrimination against persons with disabilities (local public entities)
- (3) Operation of a portal site for promoting an understanding of elimination of discrimination against persons with disabilities
- (4) Enhancement of information provision for persons with developmental disorders and their families and supporters through cooperation between educational and welfare sectors
- (5) Promotion of ICT for special needs education
- (6) Formulation of Child-Related Measures and promotion of support for children with disabilities
- (7) A forum where people with and without disabilities can learn and create together: SUPER WELFARE SCHOOL @SHIBUYA.
- (8) Diverse forms of learning of persons with disabilities after school graduation (learning of persons with severe multiple disabilities)
- (9) Revision of the Act for Promotion of Employment of Persons with Disabilities (from the perspective of employment quality)
- (10) Recent trends in the health and welfare measures for persons with disabilities
- (11) Initiatives towards the realization of an inclusive society through sports
- (12) Hosting of “CONNECT 2” in Kyoto
- (13) Development of Assistive Products for Persons with Disabilities Project: Exchange meeting on development assistance and needs and seeds matching
- (14) The Promotion of Basic Principles of an Inclusive Society
- (15) Promotion of research and development contributing to better health and medical care
- (16) Promotion of the “barrier-free mindset” regarding smooth transportation
- (17) Development of guidelines for implementing education and enlightenment programs
- (18) Review on the revision of barrier-free standards for buildings
- (19) Barrier-free railway stations and trains
- (20) Barrier-free measures at railway crossings in response to the January 2024 revision of the Universal Design Guidelines for Road Transportation
- (21) Promotion of appropriate use of parking facilities for wheelchair users, etc.
- (22) The 1st Symposium of the Study Group on Walking Space DX
- (23) Usage of multilingual translation apps in the emergency field
- (24) Texting-based 119-number emergency calls not requiring speech
- (25) 110-App (110-number police calls) system
- (26) Promotion of widespread use of the “Information Accessibility Self-Evaluation Form”
- (27) Promotion of barrier free information
- (28) Promotion of reading environment for persons with visual impairment, etc. (establishment of the Barrier-Free Reading Consortium)
- (29) Holding officials meeting to promote barrier-free access based on the G7 Transport Ministerial Declaration
- (30) Aiming for a society where no one is left behind - Empowerment knowledge co-creation program for leaders with disabilities