2018 Edition
Annual Health, Labour and Welfare Report
— Achieve a society in which everyone can play an active role while coping with disabilities, illnesses or other hardships —

【Summary】

Ministry of Health, Labour and Welfare

Part 1 (theme*) Achieve a society in which everyone can play an active role while coping with disabilities, illnesses or other hardships

*This annual report focuses on specific themes related to health, labour and welfare, examine current situation of socially vulnerable people and introduces relevant measures taken by the government in order to help people to deepen their understanding of the themes.

- The government is promoting the active engagement of all citizens so everyone, including persons with disabilities and patients with intractable diseases or cancer, can demonstrate their abilities to the fullest in the workplace or community. To achieve that goal, the ministry has collected information on the current support systems for people at risk of social exclusion, examined issues about those systems and conducted surveys on public attitudes toward independent living assistance for such people.
- The ministry has also gathered information on companies and support groups that are making different efforts and compiled the data in this report.
- Besides the approaches above, the ministry has drawn up necessary measures targeting three different groups of people (persons with disabilities, illnesses or other hardships, people who have the said persons in their immediate circle, and others), promoting diversity and inclusion to build a sustainable society.

※ This report includes the fact that many of the government institutions have for decades overstated their employment rates for people with disabilities and failed to reach the statutory hiring rate. It also includes how the government has responded to this incident.

Part 2 (Annual administrative report “Response to current policy agenda”)

- In this annual administrative reports, the Ministry of Health, Labour and Welfare explains how it deals with a wide variety of policy challenges on the agenda

Chapter 1 Create a favorable environment for having and raising children
Chapter 2 Improve the working environment through work-style reforms, etc.
Chapter 3 Expand the participation of women, youths, the elderly, etc. in the labor market to diversify the workforce
Chapter 4 Support independent living and provide a secure living environment
Chapter 5 Create a new pension scheme to provide financial security to all retired persons
Chapter 6 Promote medical innovation
Chapter 7 Provide sustainable health/long-term care
Chapter 8 Ensure a safe and healthy living environment
Chapter 9 Promote support for persons with disabilities
Chapter 10 Contribute to the global society
Chapter 11 Improve administrative systems and promote information policy

※ This report includes the ministry’s publishing of faulty job data.
9.635 million persons are estimated to have some kinds of disabilities in Japan, constituting about 7.6% of the nationwide population. Among those persons with disabilities, 4.36 million are with physical disabilities, 1.082 million are with intellectual disabilities, and 4.193 million are with mental disorders. Most of them are living at home.

In 2018, the number of people with disabilities employed by private sector companies came to 535,000, and the actual hiring rate for persons with disabilities was 2.05%, both figures marking the highest ever recorded. Those with mental disabilities tend to have difficulty staying on the job compared with people with physical or intellectual disabilities.

About 892,000 people hold recipient certificates for specific disease treatment. Some 370,000 (41.5%) of them are aged between 20 and 50.

### Number of persons with disabilities

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Persons living at home or outpatients</th>
<th>Persons accommodated in facilities or Inpatients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons with physical disabilities (including children)</td>
<td>4.360 m</td>
<td>4.287 m (98.3%)</td>
<td>7,300 m (1.7%)</td>
</tr>
<tr>
<td>Persons with intellectual disabilities (including children)</td>
<td>1.082 m</td>
<td>962,000 m (88.9%)</td>
<td>120,000 m (11.1%)</td>
</tr>
<tr>
<td>Persons with mental disorders</td>
<td>4.193 m</td>
<td>3.891 m (92.8%)</td>
<td>302,000 m (7.2%)</td>
</tr>
</tbody>
</table>


The Dept. of Health and Welfare for Persons with Disabilities, Social Welfare and War Victims’ Relief Bureau, of the MHLW has compiled the data on the numbers of persons with mental disorders based on the Patient Survey (2017) carried out by the Health Statistics Office to the Director-General for Statistics, Information Policy and Policy Evaluation of the MHLW.

Number of people with disabilities (thousand)
The Act on the Promotion of the Employment of Disabled Persons requires central government ministries and agencies to report assignment and removal of workers with disabilities to the minister of the Health Labour and Welfare. According to a re-investigation conducted based on the said reports, as of June 1, 2017, many state institutions failed to meet the minimum employment rate for persons with disabilities require by law. Because they included people with mild disabilities who do not carry official certificates in their report, the rate was greater than the actual figure.

Set up advisory bodies such as the Ministers Meeting on the Employment of Disabled People in the Public Sector to discuss the reinforcement of oversight functions and other measures. Set up a verification committee to gather information, identify causes and review facts about the hiring rates for people with disabilities at central government ministries and agencies. Hold a liaison committee meeting to hear opinions from members of support organizations and deliberate government statistics concerning the employment of people with disabilities in a Labor Policy Council subcommittee meeting. Draw up and announce a basic policy on the employment of people with disabilities in the public sector, which includes steps to prevent similar incidents and plans to meet the target hiring rate (October 23, 2018).

The government is working hard to meet legal quotas for disabled employment and increase opportunities for people with disabilities to play an active role in society, let alone taking steps to ensure data accuracy. The ministry submitted a draft proposal to amend the Act on the Promotion of the Employment of Disabled Persons to the 198th Diet. The proposal calls for measures to expand employment opportunities for people with disabilities and ways to obtain accurate information on employment of disabled workers at central and local government agencies. The government devised a plan to enhance measures to support employment of people with disabilities, etc. based on the basic policy at the ministers meeting on March 19th, 2019.

The MHLW is in a position to take a lead in hiring people with disabilities and faces the incident involving employment rates seriously. The ministry takes things pointed out in the report compiled by a verification committee seriously and deeply regrets its response to the incident in the past. As a role model for promoting employment of people with disabilities, the ministry will take further steps based on the basic policy to prevent similar incidents from happening again and support other ministries and agencies taking preventive measures. The goal is to promote employment of persons with disabilities at central government organizations. The MHLW has decided to hire 202 people with disabilities through open recruitment for the fiscal year that ends in March 2020.
Chapter 1 Facts about persons with disabilities or illnesses, etc. and government initiatives

Section 2 Facts about persons with illnesses, etc. and government initiatives

- A wide range of continuous medical care is required for the following five diseases: cancer, cerebral stroke, cardiovascular diseases such as cardiac infarction, diabetes, and mental disorder.  
- More and more people lead independent lives as a member of society while coping with chronic illnesses. This is because advances in medical technology have improved survival rate for patients with diseases which were once considered incurable, leading to a better prognosis for certain diseases.  
- More than half of cancer patients, for instance, continue working. Options for cancer treatment are changing: many of patients opt for receiving treatment as an “outpatient” rather than “inpatient.” And this enables more people with cancer to keep working while receiving treatment.

* stipulated in Article 30-4-2-4 of the Medical Care Act (No.205 of 1948) and Article 30-28 of the Ordinance for Enforcement of the Medical Care Act (Ministerial order No.50 of 1948)

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### Number of patients with the 'five diseases' per 100 people

<table>
<thead>
<tr>
<th>Disease</th>
<th>Number of Patients per 100 People</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malignant neoplasms (cancer)</td>
<td>1.4 people</td>
</tr>
<tr>
<td>Cerebrovascular disease including heart stroke</td>
<td>0.9 people</td>
</tr>
<tr>
<td>Depression and other psychological illnesses</td>
<td>2.6 people</td>
</tr>
<tr>
<td>Diabetes mellitus</td>
<td>1.4 people</td>
</tr>
<tr>
<td>Cardiovascular disease including heart stroke</td>
<td>2.7 people</td>
</tr>
</tbody>
</table>

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### Employment status of cancer patients and cancer survivors

- 30.5% of those with cancer or mental illness are working at 50%.
- 4.1% are on leave from work.
- 8.1% are fired.
- 9.5% are quit.

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### 5-year relative survival rate for cancer patients

- Breast cancer (female only):
  - 1993-1996: 84.4%
  - 1997-1999: 85.5%
  - 2002-2004: 87.7%
  - 2005-2006: 89.1%
  - 2007-2008: 91.1%

- Stomach cancer:
  - 1993-1996: 61.6%
  - 1997-1999: 64.3%
  - 2002-2004: 63.3%
  - 2005-2006: 64.6%
  - 2007-2008: 62.1%

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### Estimated number of cancer patients (inpatient and outpatient)

<table>
<thead>
<tr>
<th>Year</th>
<th>Inpatient</th>
<th>Outpatient</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>119.9</td>
<td>193.5</td>
</tr>
<tr>
<td>2002</td>
<td>139.4</td>
<td>210.7</td>
</tr>
<tr>
<td>2005</td>
<td>140.1</td>
<td></td>
</tr>
<tr>
<td>2008</td>
<td>141.4</td>
<td></td>
</tr>
<tr>
<td>2011</td>
<td>134.8</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>129.4</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>126.1</td>
<td></td>
</tr>
</tbody>
</table>

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### Indicators for insurers focusing on the importance of health promotion and disease prevention (2018~)

- Incentives for insurers focusing on the importance of health promotion and disease prevention (2018~)
  1. Changes to rules for higher/lower aid allowance for persons in the later stage of disability
  2. Penalities: A maximum penalty will be ratcheted up to 10% of the contribution by the fiscal year that ends in March 2023. Deduction – deduction varies ranging from 1% to 10% of the regular contribution
  3. Efforts by insurance subscribers are used as indicators for evaluation.

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### Type of insurer

- Health Insurance Societies - mutual aid association
  - National Health Insurance Association, or Kyokai Kenpo

### Methods

- Regional offices will reflect evaluation results in the insurance premium rates. Efforts by insurance subscribers are used as indicators for evaluation.

### Incentives for insurers

- The government has introduced a system to support efforts by insurers. (70~80 billion yen)
- Approaches taken by each association will be reflected in special subsidies. (10 billion yen)
- The number of people who were advised to consult with a doctor and actually did so, etc.
- Decrease in the number of people in arrears in national health insurance premiums, etc.
- Providing healthcare services that satisfy health conditions of the elderly, etc.
People with disabilities or illness are not the only ones who are at risk of social exclusion. People who face other hardships including social withdrawal are also exposed to such a risk.

An estimated 541,000 people are classified as “socially withdrawn”, or hikikomori in a broad sense. Individuals defined as hikikomori in the broad sense are more likely than those in the general group to have difficulties keeping their daily routines and getting involved in society. Surveys conducted by the KHJ have confirmed that certain numbers of its members over 40 are in a state of hikikomori.

Some members of youth support stations need help improving their daily habits and participating in society. Such individuals include a large number of young unemployed people who do not attend schools, have jobs or receive job training.

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**People who have been withdrawn from society**

1. **Those whose day and night sleep pattern is reversed**

<table>
<thead>
<tr>
<th>Hikikomori in the broad sense</th>
<th>General group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day reversal</td>
<td></td>
</tr>
<tr>
<td>14.3% (9.5%)</td>
<td>3.3% (2.1%)</td>
</tr>
</tbody>
</table>

2. **Those who spend most of their days without talking to anyone**

<table>
<thead>
<tr>
<th>Hikikomori in the broad sense</th>
<th>General group</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td></td>
</tr>
<tr>
<td>0.8% (0.5%)</td>
<td>0.0% (0.0%)</td>
</tr>
</tbody>
</table>

3. **Those who find it bothersome to talk with someone**

<table>
<thead>
<tr>
<th>Hikikomori in the broad sense</th>
<th>General group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-responses</td>
<td></td>
</tr>
<tr>
<td>1.9% (1.2%)</td>
<td>0.1% (0.0%)</td>
</tr>
</tbody>
</table>

4. **People in a state of hikikomori by age group (survey on the members of hikikomori family federations)**

<table>
<thead>
<tr>
<th>Ages</th>
<th>Teens</th>
<th>20s</th>
<th>30s</th>
<th>40s</th>
<th>50s</th>
<th>60 or over</th>
<th>unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.6%</td>
<td>19.4%</td>
<td>41.2%</td>
<td>24.1%</td>
<td>0.3%</td>
<td>11.5%</td>
<td></td>
</tr>
</tbody>
</table>
In order to analyze gaps in attitudes, survey respondents were divided into three groups: those who say they ① have disabilities or illnesses, ② have a friend, family member or co-worker with a disability or illness (hereafter referred to as “people who frequently interact with someone with a disability or illness”), and ③ belong to neither ① nor ②.

Those in the group ② account for the highest percentage of the respondents who said they are willing to or want to help when asked whether they will help people with disabilities or illnesses when they encounter such people in trouble in the workplace or community.

The respondents in all groups cited “they believe people should help each other” as the top reason why they want to help while they cited “helping others seems like too much work for them” as the top reason why they don’t want to offer a helping hand.

Before grouping the respondents, a screening was conducted to ensure they are relevant to a survey and calculate a percentage of individuals categorized into each groups in the total respondents. Those who answered screening questions were aged between 20 and 64, and registered as private research firm monitors. The questions were sent to 300,000 those monitors, and 20,000 responses were accepted. The respondents were asked: (1) about their mental and physical conditions (2) whether there are someone under the age 65 who needs assistance or special attention around them. The result showed: ① those with diseases or illnesses accounted for 13.5% of the qualified respondents, ② those having someone with disabilities or illnesses around made up 22.8%, ③ others accounted for 63.7%. When asked whether they have a friend, family member or co-worker who needs assistance or special attention around them, 10.3% of the respondents said they have such a co-worker while 17.5% said they have a family member in that condition. Those who said they have such a friend or acquaintance was 8.8%, and 68.7% said they don’t have anyone like that.
More than half of the respondents (in every group) say they would like to support employees with disabilities or illnesses in the workplace or help those with disabilities or illnesses in their community, but few of them actually offered assistance to them in the last 12 months.

Those in the group ① (people with disabilities or illnesses) are more willing to work or continue working than those in the group ③.

When asked whether they think integrating treatment and work is tough or working while coping with disabilities is not easy, the respondents in the group ③ are more likely to say “yes” than those in the group ①.

【① Have you helped people in need of assistance in the workplace or community in the last 12 months?】

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>persons with disabilities or illnesses</td>
<td>39.9</td>
<td>60.1</td>
</tr>
<tr>
<td>people who frequently interact with someone with a disability or illness</td>
<td>35.4</td>
<td>64.6</td>
</tr>
<tr>
<td>others</td>
<td>10.9</td>
<td>89.1</td>
</tr>
</tbody>
</table>

【② Reasons why you haven’t】

<table>
<thead>
<tr>
<th>Reason</th>
<th>(％)</th>
</tr>
</thead>
<tbody>
<tr>
<td>I had no opportunity to meet people with disabilities or illnesses</td>
<td></td>
</tr>
<tr>
<td>I didn’t have enough time or couldn’t afford to do so</td>
<td></td>
</tr>
<tr>
<td>I had no idea how to treat them</td>
<td></td>
</tr>
<tr>
<td>I didn’t know what I should do for them</td>
<td></td>
</tr>
<tr>
<td>I thought that they might not want my help</td>
<td></td>
</tr>
<tr>
<td>I thought it would be better to leave it to specialists</td>
<td></td>
</tr>
<tr>
<td>Offering help seems like too much work for me</td>
<td></td>
</tr>
<tr>
<td>other reasons</td>
<td></td>
</tr>
<tr>
<td>I have no particular reason/ don’t know why</td>
<td></td>
</tr>
</tbody>
</table>

【③ Are you willing to find a job or continue working?】

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>persons with disabilities or illnesses</td>
<td>26.3</td>
<td>73.7</td>
</tr>
<tr>
<td>people who regularly interact with someone with a disability or illness</td>
<td>64.2</td>
<td>35.8</td>
</tr>
<tr>
<td>others</td>
<td>49.0</td>
<td>51.0</td>
</tr>
</tbody>
</table>

【④ Do you think it is not easy for someone to integrate treatment and work or to work while coping with disabilities】

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>persons with disabilities or illnesses</td>
<td>66.3</td>
<td>33.7</td>
</tr>
<tr>
<td>people who frequently interact with someone with a disability or illness</td>
<td>72.5</td>
<td>27.5</td>
</tr>
<tr>
<td>others</td>
<td>75.5</td>
<td>24.2</td>
</tr>
</tbody>
</table>
The figure in the chart ① below shows that the share of the respondents who said they want to use services at consultation centers is the highest among people in each group who think that community support services are frequently provided. This suggests that greater community engagement could encourage people to seek advice at local consultation centers.

“Having employees with disabilities and illnesses has given an opportunity to review the work procedures in the workplace “was the most common answer when those having coworkers with disabilities or illnesses were asked about an impact of such coworkers on the workplace.

【① Do you want to visit consultation service centers for advice?】

<table>
<thead>
<tr>
<th>opinion about community support services</th>
<th>0%</th>
<th>10%</th>
<th>20%</th>
<th>30%</th>
<th>40%</th>
<th>50%</th>
<th>60%</th>
<th>70%</th>
<th>80%</th>
<th>90%</th>
<th>100%</th>
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<tbody>
<tr>
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<td></td>
<td>14.3</td>
</tr>
<tr>
<td>Fairly frequently provided</td>
<td>57.8</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>42.2</td>
</tr>
<tr>
<td>Not frequently provided</td>
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<td></td>
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<td></td>
<td>52.4</td>
</tr>
<tr>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>60.5</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>75.7</td>
</tr>
<tr>
<td>people who frequently interact with someone with a disability or illness</td>
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<td></td>
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<tr>
<td>Very frequently provided</td>
<td>52.4</td>
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<td>80.1</td>
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<tr>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>84.4</td>
</tr>
</tbody>
</table>

【② What impact have workers with disabilities and illnesses had on the workplace?】

They have:

- Provided an opportunity to rethink working process and practices
- Helped deepen employees’ understanding of company measures to help workers balance work and treatment (e.g. ...)
- Provided workers with an opportunity to think about their lifestyle and the way they work
- Helped improve work efficiency
- Helped form a much stronger bond between employees
- Helped build a greater trust in the workplace and develop deeper attachment to the company
- Helped improve productivity in the workplace
- Caused inequality between workers
- Increased workload
- Made the workplace less productive
- Had an impact other than the above stated ones
- Had no impact
Chapter 3  Case examples: initiatives to support people with disabilities, illnesses and other hardships
Section 1  Case examples of initiatives (1)

- Businesses and support groups are working on initiatives to help people with disabilities or illnesses as well as socially vulnerable individuals. Such initiatives include support for employers hiring people with disabilities, assistance for persons with disabilities looking for an employment opportunity, support services for treatment-and-work integration and health improvement programs. A list of efforts by businesses and support groups are stated below.

Case examples: companies’ efforts to promote employment of people with disabilities and assistance for persons with disabilities looking for an employment opportunity

- Offer a work-at-home (telework) option for people with mental disabilities and developmental disorders
  (AEON Supercenter Co., Ltd.)

- Provide a work environment that meets individual needs to create a workplace where people with disabilities can give full play to their talent
  (Sony Corporation, TAIYO Co., Ltd.)

- Support people with disabilities who are looking for an employment opportunity through partnerships with companies as well as collaboration with local communities in the fields of agriculture, welfare, commerce and industry
  (Social Welfare Corporation Shinwa Gakuen Renaissance)

- Improve productivity and provide higher wages
  (Social Welfare Corporation Musashino senkawa Fukushikai Challenger)

- Introduce ICT to promote work-from-home jobs for persons with disabilities
  (Social Welfare Corporation Prop Station)

- Provide support to people with severe mental and physical disabilities in the community through various activities
  (Social Welfare Corporation Houmon-no-ie)

Modify the workplace for workers with disabilities
(Sony Corporation, TAIYO Co., Ltd.)

Promote activities rooted in local communities such as recycling aluminum cans
(Social Welfare Corporation Houmon-no-ie)
### Case examples: support programs for treatment-and-work integration and health promotion programs

- Expand the in-house support system and provide consultation services (Taiho Pharmaceutical Co., Ltd.)
- Grant medical leave to workers with cancer and provide information on treatment methods to them (T-PEC Corporation)
- Work together with the in-house human resource center and experts to help employees integrate treatment and work (Matsushita Industry, Co., Ltd.)
- Work together to promote work style reform and health improvement programs (S C S K Corporation / S C S K Health Insurance Union)
- Work together to publish a corporate white paper on health and promote a health mileage system and other health programs (Kao Health Insurance Union / Kao Corporation)
- Carry out various projects that aims to boost healthy life expectancy in collaboration with different agencies and organizations (Oita prefectural government)

### Case examples: support for socially vulnerable people such as those in poverty, socially withdrawn children and young people, and people with dementia

- Help needy people get involved in society and create a vocational rehabilitation opportunity for them (General incorporated association Kushiro Social Business Create Conference)
- Provide employment opportunities and life support services for people with disabilities, so they can live independent lives (Work and life support center Tekito-)
- Provide help to socially withdrawn children and young people (general incorporated association Yorisoi Network Gifu)
- Offer paid volunteering opportunities for people with dementia (NPO Machida Tsunagari-no-kai, Outpatient long-term care center D A Y S B L G !)

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#### Human Resource Center to support employees who want to integrate treatment and work (Matsushita Industry Co., Ltd.)

**One Stop Solution by Human Resource Center**

- **Life-Designing**
  - Hiring
  - Support for employees raising children or caring for aging parents or sick family members
- **Education, training, self-development**
  - Human resource center
  - Technical training
  - Long-distance education programs
  - Support for employees trying to obtain certificates
- **Health management**
  - Life-planning seminar
  - Career guidance
  - 401(k)-style corporate pension system
- **Welfare programs**
  - Job performance evaluation
  - Promotion
  - Bonuses
  - Awards
  - Job relocation
  - Extraordinary promotions
  - Mental health promotion
  - Flu vaccination
- **Others**
  - Work hour management
  - Consultation with industrial physicians
  - Workplace experience for middle-high and high school students
  - Internship programs for college students
  - Initiative to promote nursing-care leave

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#### Create opportunities for “Intermediate employment”

(General incorporated association Kushiro Social Business Create Conference)

Create and provide opportunities for “intermediate employment,” or paid work, to help people having trouble finding jobs prepare for employment and become socially independent.

- **Independent living**
- **Independent social life**
- **Intermediate employment**
- **Independent living through intermediate employment**

Unpaid work 1~99%
Chapter 3  Case examples : initiatives to support people with disabilities, illnesses and other hardships

Section 2  Analysis of initiatives

- The initiatives introduced in the section (1) and (2) focus on understanding of diversity in the workplace and changes to workplace attitudes, improvement in the work environment and reform in work practices, cooperation with other organizations and consultation systems.

1. Win understanding and change workplace attitudes

Those in managerial and leadership positions need to develop a basic policy that clearly indicates that their organizations will take steps to help people with disabilities or illnesses and that they value diversity and inclusion. Those managers should also keep their employees informed about support systems for workers with disabilities or illnesses by holding seminars or publishing newsletters. The goal is to help the employees to deepen their understanding of the inclusion of workers with disabilities or illnesses and embrace diversity in the workplace.

2. Improve the work environment and introduce healthier work practices

It is necessary to: set aside appropriate work assignment for employee with disabilities and make a work environment friendlier to them; clarify rules of work-at-home system, sick-leave policies and ways to improve work-life balance/treatment-and-work integration for employees; introduce an incentive system to encourage employees to improve or maintain their health; design a program for socially vulnerable individuals to be able to step up to the next level.

3. Cooperate with others

Collaboration with support groups is a must for businesses hiring individuals with disabilities. It is also crucial for employers to share information with those workers’ primary doctor or industrial physicians in order to help them integrate treatment and work. To improve employees’ health, the employers need to work together with insurers and take necessary steps. What’s more, it is also vital for those businesses to cooperate with local communities and promote all the said efforts in order to build a community that leaves no one behind.

4. Introduce consultation systems

Employers need to introduce a consultation service system for employees with disabilities so that such employees can seek advice on life and work.
Inclusion and diversity for sustainable society

Employers need to:

- Achieving the active engagement of all citizens will make people feel more secure and help them develop a vision for the future. That will also help boost consumption and investment. What’s more, creating a diverse society and allowing each and every individual to demonstrate their abilities will encourage innovations, enhance productivity and speed up growth.
- Furthermore, the government is promoting work-style reform as the key challenge of achieving the active engagement of all citizens. The reform aims to provide people under different circumstances with more work-style options to choose from.

Japan faces the challenge of maintaining sustainable growth ahead of other countries in the world as its birth rate falls and the population ages. To deal with the issue, the government has drawn up Japan’s Plan for Dynamic Engagement of All Citizens, trying to promote the strategy so everyone, no matter what the circumstances, can contribute their share as productive members of society.

Chapter 4  Inclusion and diversity for sustainable society
Section 1  Create a society to enable active engagement of all citizens

[Steps to implement the Work-Style Reform Action Plan (an extract text from the decision by the Council for the Realization of Work Style Reform on March 28, 2017)]

- Reduce long working hours
  - Create a healthy workplace environment friendly to workers
- Enhance employment opportunities for persons with disabilities and promote efforts that enable workers to integrate work and treatment, child-rearing or care-giving
  - Promote a triangle support system to integrate treatment and work

[Future direction]
- To make a workplace environment healthier for workers, employers need to introduce stricter rules on working hours, encourage workers to develop good relationships with their superiors and colleagues, strengthen functions of occupational health, follow new regulations and beef up supervision and guidance.
- Enhance employment support for people with disabilities and ensure that they will be able to work according to their wishes and capabilities

[Future direction]
- Build a work environment that is friendly to people with illnesses and couples undergoing infertlity treatments so they can balance work and treatment; offer continuing consultations and support; assign treatment-and-work coordinators whose job is to negotiate with patients(workers), employers and physicians and make arrangements for workers with illnesses who wish to balance their treatment and job; establish a “triangle support system” involving patients, doctors and employers and inform workers of the system in order to raise awareness of it; encourage businesses to carry out a drastic reform on corporate culture

Create a society in which all citizens including those who once experienced a failure in their lives and people with disabilities or illnesses can play an active role

Virtuous cycle of growth and distribution

- Focus more on the three allows (bold monetary policy, flexible fiscal policy and growth strategy aimed at encouraging private-sector investment) of Abenomics
- Child-rearing support: improvement in the long-term care system
- Increase in consumption and investment/higher labor participation rates/innovation encouraged by diversity
- Raise the desired birth rate to 1.8
- Enable workers to balance work and care-giving
- Create a society to enable active engagement of all citizens

[Mechanism of virtuous cycle of growth and distribution in Japan’s Plan for Dynamic Engagement of All Citizens (Cabinet decision on Jun. 2, 2016)]

- Achieving the active engagement of all citizens in an inclusive society will make people feel more secure and help them develop a vision for the future. That will also help boost consumption and investment. What’s more, creating a diverse society and allowing each and every individual to demonstrate their abilities will encourage innovations, enhance productivity and speed up growth.
- Furthermore, the government is promoting work-style reform as the key challenge of achieving the active engagement of all citizens. The reform aims to provide people under different circumstances with more work-style options to choose from.

The government is trying to tackle the issues of the declining birthrate and aging population head-on. It also takes further steps to expand child-rearing support and enhance social security, building a new system of economic society as a broader economic policy, which will lead to a more robust economy. This is not just a kind of social policy but can be called as the ultimate growth strategy.

Sources: Government Public Relations Online

Achieving nominal GDP of 600 trillion yen

- Japan faces the challenge of maintaining sustainable growth ahead of other countries in the world as its birth rate falls and the population ages. To deal with the issue, the government has drawn up Japan’s Plan for Dynamic Engagement of All Citizens, trying to promote the strategy so everyone, no matter what the circumstances, can contribute their share as productive members of society.

The government aims to help individuals with disabilities show more of their talents and skills at work, enable workers to balance work and treatment, child-rearing or care-giving, and make sure that all businesses in the country employ people with disabilities. They also should help change a work environment so employees with disabilities feel more fulfilled at work. It is crucial for schools (elementary, junior-high and high schools) and relevant government organizations in charge of welfare, health and labor to cooperate with each other to support children in special needs not just while they are in school, but also before entering school and after graduation.
Chapter 4  Inclusion and diversity for sustainable society
Section 2 Achieve a society in which everyone can play an active role while coping with disabilities and illnesses (1)

- Given the facts in the chapter 1-3, the government is trying to find out what kind of approach is necessary to create a society in which everyone can play an active role by focusing on the viewpoints of the people in the following three groups: (1) people with disabilities or illnesses and socially vulnerable individuals (those struggling with financial, social and employment difficulties), (2) people who have a friend, family member or co-worker classified in group (1) (hereafter referred to as “people who frequently interact with someone at risk of social exclusion”), and (3) people other than those in group (1) and (2) (hereafter referred to as “others”).
- To help people in (1), it is necessary to: ① gather information about the target population and identify their needs before too late ② foster cooperation and collaboration among relevant organizations on employment support services ③ promote treatment-and-work integration ④ provide comprehensive and continuous support through step-by-step approach to independent living.

Initiatives focusing on socially vulnerable individuals and people with disabilities or illnesses

### Current status/needs

1. Some people with disabilities or illnesses and socially vulnerable ones find it difficult to seek assistance on their own, and they are likely to be isolated from society and the community.

2. To help people with disabilities stay on the job, it is necessary to provide assistance from support groups, assign tasks that make the best of their skills, evaluate their performances in an appropriate manner, offer consultation services and care about their health conditions.

Job retention rate by availability of assistance from support groups (workers with all kinds of disabilities) 

<table>
<thead>
<tr>
<th></th>
<th>1 month</th>
<th>2 months</th>
<th>3 months</th>
<th>4 months</th>
<th>5 months</th>
<th>6 months</th>
<th>7 months</th>
<th>8 months</th>
<th>9 months</th>
<th>10 months</th>
<th>11 months</th>
<th>1 year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job retention rate 71.0</td>
<td>90.3</td>
<td>84.2</td>
<td>73.2</td>
<td>52.6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Research on Employment Status of Persons with Disabilities (April 2017) carried out by the National Institute of Vocational Rehabilitation of the Japan Organization for Employment of the Elderly, Persons with Disabilities and Job Seekers

### Future direction of new initiatives

1. Gather information about the target population and identify their needs through outreach

2. Promote cooperation and collaboration among relevant organizations to provide consistent employment support from preparation to job retention; collect information on companies hiring people with disabilities and case examples, analyze and develop the data; create a more flexible work environment and workplace system

#### Hello Work

- Promote transition to employment in cooperation with medical institutions, schools and welfare facilities
- Job training (fulfilling individual’s wish and potential)
- Job consultation, employment placement and information on job vacancy, job fairs, etc.

#### Employment and Daily Life Support Centers for Persons with Disabilities

- Programs and services to help people with disabilities with daily life

#### Local Vocational Centers for Persons with Disabilities

- Job preparation support (stress management training, etc.)
- Hiring support, arrangements for guidance sessions and seminars
- Employment manuals and successful examples

#### Support for a “job coach”

- Teach how to proceed with work and give advice on how to do the job

#### Support for employers

- Daily life support and consultation on workplace problems

#### Job preparation

- Job matching
- Workplace adjustments
- About 5 months after entering the workforce

#### Leaving the job

- Return-to-work support in cooperation with primary physicians of workers with disabilities

### What needs to be improved in the workplace

- METHODS to evaluate and promote the skill levels of workers
- METHODS to support the career development of workers
- METHODS to support the career development of workers in cooperation with career support organizations
- Regular consultations with managers and specialists
- Counseling staff for advice on work and job
- Job assistance and advice
- Flexible sick leave policies
- Flexible work schedules
- Employment arrangements for employees who require special attention
- Equipment and devices to make work easier to do
- Health and safety measures
- Education and training programs

### What needs to be improved in the workplace

- ◎: support measures for people with disabilities
- ○: support measures for employers (including schemes to help both employers and disabled people)

### Future direction of new initiatives

- Trial employment
- Subsidies
- Workplace adjustment guidance

### Notes

- Responses from people with mental disorders (n=552) (up to two answers can be selected)
Chapter 4  Inclusion and diversity for sustainable society
Section 2  Achieve a society in which everyone can play an active role while coping with disabilities and illnesses (2)

【Current status/ needs】
③ A substantial number of people with illnesses or disabilities find it difficult to work while coping with their health conditions due to concerns about their physical strength and the workplace environment.

【People with disabilities and illnesses who are looking for a job or willing to continue working, but find it difficult to do so】

<table>
<thead>
<tr>
<th>Reason for Difficulty</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of physical strength</td>
<td>50.6%</td>
</tr>
<tr>
<td>Need to focus on treatment</td>
<td>33.4%</td>
</tr>
<tr>
<td>Lack of flexible working arrangements</td>
<td>26.6%</td>
</tr>
<tr>
<td>Job descriptions and working conditions do not satisfy my desire</td>
<td>20.7%</td>
</tr>
<tr>
<td>Difficulty in understanding my health conditions from my boss and co-workers</td>
<td>7.4%</td>
</tr>
<tr>
<td>Atmosphere in the workplace</td>
<td>5.0%</td>
</tr>
<tr>
<td>Need to care for elderly family members or under the age 65</td>
<td>4.4%</td>
</tr>
<tr>
<td>Desire to do something that interests me</td>
<td>2.4%</td>
</tr>
<tr>
<td>No particular reason</td>
<td>8.3%</td>
</tr>
</tbody>
</table>

(Note) Responded by persons with disabilities or illnesses (n=542) (multiple answer allowed (up to three answers can be selected))

Source: The 2018 attitude survey on support for self-reliance entrusted by the Counsellor Office for Policy Evaluation to Director-General for General Policy and Evaluation, the MHLW

【Future direction of new initiatives】
③ In order to support people who want to integrate treatment and work and meet their personal needs, it is necessary to build a comprehensive support system to provide consultation services and allow for more flexible work arrangements and various leave policies.

【Treatment-and-work coordinator training】

Treatment-and-work coordinator

Those in charge: human resources personnel and staff engaged in industrial health, healthcare professionals at medical institutions, support organizations, etc.

Purpose: Provide continuous consultation services while offering emotional support

Duty: Support individuals to meet their personal needs, cooperate and coordinate with people involved
- gather information on medical treatment and work assignment after obtaining informed consent from workers who need support,
- compile the information including a list of things that need to be cared about in their workplace and provide it to the employee

People having difficulties interacting with other people and the outside world have different backgrounds, and their symptoms vary. Such people include those suffering from social withdrawal, or hikikomori.

The government promotes comprehensive and sustainable support that meets individual needs, such as assistance for social independence, self-reliant lives and financial independence.
Chapter 4  Inclusion and diversity for sustainable society
Section 2  Achieve a society in which everyone can play an active role while coping with disabilities and illnesses (3)

(2) The government plans to take various steps to support people who frequently interact with someone at risk of social exclusion. Such efforts include: ① collecting, analyzing and sharing information on successful examples of companies and organizations hiring people facing difficulties; encouraging businesses to improve their attitudes towards people at risk of social exclusion and make the workplace friendlier to them; and ② building a comprehensive support system to meet complicated and diversified personal needs.

Initiatives focusing on people who frequently interact with someone at risk of social exclusion

【Current status/ needs】

① People who frequently interact with someone at risk of social exclusion tend to be more aware of the importance of mutual help than those having disabilities or illnesses themselves and “others”. However, some of those people are reluctant to help their co-workers or neighbors with disabilities or illnesses from various reasons. For instance, some say they don’t know how to treat or how to help such individuals with disabilities or illnesses. Others feel it burdensome to offer a helping hand or believe that it would be better to seek specialist assistance. To deepen people’s understanding, more needs to be done.

[Reasons the respondents said they are reluctant to help or don’t want to help when asked: “Are you willing to help when you happen to see people with disabilities or illnesses who need assistance in the workplace or community?”]

<table>
<thead>
<tr>
<th>Reason</th>
<th>(% of respondents)</th>
</tr>
</thead>
<tbody>
<tr>
<td>I don’t know how to treat them</td>
<td>27.6</td>
</tr>
<tr>
<td>I have no idea what I should do for them</td>
<td>18.7</td>
</tr>
<tr>
<td>I guess that they don’t want my help</td>
<td>26.0</td>
</tr>
<tr>
<td>I think it will be better to leave it to specialists</td>
<td>40.7</td>
</tr>
<tr>
<td>I have a feeling that offering help might cause me trouble</td>
<td>43.9</td>
</tr>
<tr>
<td>Other reasons</td>
<td>4.9</td>
</tr>
<tr>
<td>I have no particular reason/ don’t know why</td>
<td>1.6</td>
</tr>
</tbody>
</table>

(Note) 
Responded by those who have a family member, friend or coworker with a disability or illness (n=1225) (multiple answer allowed, up to two answers can be selected)

Source: The 2018 attitude survey on support for self-reliance entrusted by the Counsellor Office for Policy Evaluation to Director-General for General Policy and Evaluation, the MHLW

② As society changes, issues facing individuals and families have become increasingly complicated and diversified. For instance, more and more people with disabilities or illness as well as those suffering from hikikomori are cared for by aging family members who themselves need nursing care.

【Future direction of new initiatives】

① The government needs to collect, analyze and share information on successful examples of companies and organizations hiring people with disabilities or others facing difficulties. The government should also encourage senior managers to take further steps to improve the workplace attitudes toward employees with disabilities, etc. and make the workplace friendlier to them. The aim is to help non-disabled workers deepen their understanding about people with disabilities, etc.

【Efforts by companies】

- **Social welfare corporation helping people with disabilities find work**
  - Arrange automotive parts assembly lines so that workers are able to make the best use of their skills according to their assigned role
  - Increase each worker’s motivation to improve product quality

- **Company hiring more people with disabilities**
  - Corporate philosophy: “Promote innovative businesses through a diverse workforce to develop new products and services”
  - Try to create a diverse workplace where individuals can demonstrate their abilities

- **Company supporting its employees who need to integrate treatment and work**
  - Corporate philosophy: “Employees are valuable assets”
  - Introduce a new in-house system and launch consultation services to enable employees with illnesses to continue to work while receiving treatments

- **Company supporting its employees who need to integrate treatment and work**
  - Company’s motto: “You can work even if you have cancer”
  - Create a framework of support such as medical leave policy for cancer treatment to enable employees to continue working even if they develop cancer

② In response to complicated and diversified individual needs (※), The government is promoting cooperation among different organizations in the municipal level to build a comprehensive consultation system for people who need assistance and advice. The government is also providing support to local authorities making efforts to establish such a system.

(※) households facing complex and diversified issues
- unmarried children in their 50s who are unemployed and live with their parents in their 80s (often referred to as the “8050 problem”)
- families raising children while caring for sick or elderly family members (so-called “double care”)
- disabled persons’ parents who are aging and need nursing care
Chapter 4  Inclusion and diversity for sustainable society
Section 2  Achieve a society in which everyone can play an active role while coping with disabilities and illnesses (4)

- (3) The government is working on ways to get more “others” involved in community support projects to help people facing various difficulties such as disabilities, illnesses and hikikomori. To do so, government officials need to ① promote more inclusive communities and ② inform the “others” about support programs.
- Government organizations and relevant agencies need to provide all people in society with various options so they can continue working or contribute to society even if they become socially withdrawn, ill or disabled. Officials of such organizations and agencies should also promote a mechanism to support people who have chosen different options. That will help local communities become more diverse and inclusive, and encourage residents to help each other.

![Diagrams and tables showing initiatives focusing on the “others” and future direction of new initiatives.]

① Those willing to cooperate with other people tend to think that employees with disabilities or illnesses can have a positive impact on the workplace, while people less willing to do so tend to believe that such workers can have a negative effect on the workplace.

**Impact of workers with disabilities or illnesses on the workplace**

<table>
<thead>
<tr>
<th>Impact on Workplace</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provided an opportunity to rethink working process and</td>
<td>7.8%</td>
</tr>
<tr>
<td>Help deepened employees' understanding of company</td>
<td>6.5%</td>
</tr>
<tr>
<td>Provided workers with an opportunity to consider their lifestyle</td>
<td>10.4%</td>
</tr>
<tr>
<td>Improved worker efficiency</td>
<td>14.2%</td>
</tr>
<tr>
<td>Helped form a stronger bond between employees</td>
<td>14.3%</td>
</tr>
<tr>
<td>Helped gain a greater trust in discrimination between employees</td>
<td>12.2%</td>
</tr>
<tr>
<td>Improved productivity in the workplace</td>
<td>10.2%</td>
</tr>
<tr>
<td>Caused inequality between workers</td>
<td>6.1%</td>
</tr>
<tr>
<td>Increased workload</td>
<td>6.1%</td>
</tr>
<tr>
<td>Reduced productivity in the workplace</td>
<td>6.1%</td>
</tr>
</tbody>
</table>

(Those willing to help (n=190), Those who want to help (n=190), Others (n=190))

(Note) People who have colleagues with disabilities or illnesses (multiple answers allowed)

Source: The 2018 attitude survey on support for self-reliance entrusted by the Counsellor Office for Policy Evaluation to Director-General for General Policy and Evaluation, the MHLW

More than 50% of “others” say that they want to help people with disabilities or illnesses, but don’t actually take action. In fact, only about 10% of them say they have helped such people requiring assistance in the past 12 months. They cite a lack of opportunities as a reason.

② The “others” are more likely to believe that it is not easy for people to work while coping with disabilities or illnesses.

① Further efforts should be made to get residents more involved in their community. The aim is to help the “others” to obtain a better understanding of circumstances people with disabilities or illnesses face, raise the others’ awareness of mutual support and encourage them to participate in community support programs.

**Future direction of new initiatives**

- **Promote active engagement of local residents in sharing and solving community problems**: Support active involvements of residents in sharing and solving community problems.
- **Support active involvements of residents in sharing and solving community problems**: Help residents in sharing and solving community problems.
- **Encourage residents to care about others as they care about themselves**: Help residents in sharing and solving community problems.

**Initiatives focusing on the “others”**

- **Provide an opportunity to rethink working process**: Help deepened employees' understanding of company.
- **Provide an opportunity to consider their lifestyle**: Provided an opportunity to rethink working process and.
- **Improved worker efficiency**: Help deepened employees' understanding of company.
- **Helped form a stronger bond between employees**: Provided an opportunity to rethink working process and.
- **Helped gain a greater trust in discrimination between employees**: Helped form a stronger bond between employees.
- **Improved productivity in the workplace**: Helped gain a greater trust in discrimination between employees.
- **Caused inequality between workers**: Improved productivity in the workplace.
- **Increased workload**: Caused inequality between workers.
- **Reduced productivity in the workplace**: Increased workload.

(6.1%)