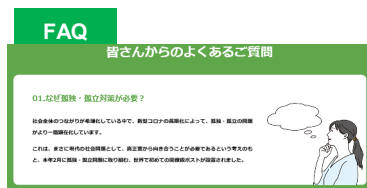# Initiatives for Measures to Address Loneliness and Isolation (i)
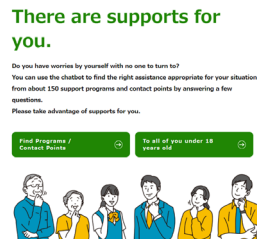## Development of an environment in which it is easy for people to ask for support and consult

- It is important in measures to address loneliness and isolation that the stigma surrounding relying on other people and systems – the perception that it is not good, the embarrassment or excessive sense of troubling other people - is removed, and the concerned parties are enabled to receive support such as consultation.
- Aiming for "a society where not a single person suffering from loneliness and isolation is left behind," initiatives will be pursued in order to deliver the requisite support to people struggling with loneliness and isolation.

○ **Concentrated publicity during Loneliness and Isolation Prevention Month (May)**
○ **Education through website notifications**

FAQ
皆さんからのよくあるご質問
Q1.なぜ孤独・孤立対策が必要？
社会全体のつながりが希薄化している中で、新型コロナの拡大によって、孤独・孤立の問題がより一層深刻化しています。
これは、まさに現代的な社会問題として、政府が真剣に向き合うことが必要であるという考えのもと、令和2年2月に孤独・孤立対策の担当大臣が設置され、世界で初めての孤独担当ポストが設置されました。

Expert hints
まずは相談してみましょう
全国のさまざまな相談窓口にいる社会福祉士の目線から、相談窓口を活用することのメリットと活用するためのポイントを教えていただきました。
ヒントを読んで、ぜひ相談窓口を上手に活用してみてください。

○ **Multilingual responses**

There are supports for you.
Do you have worries by yourself with no one to turn to?
You can use the chatbot to find the right assistance appropriate for your situation from about 150 support programs and contact points by answering a few questions.
Please take advantage of supports for you.

| Find Programs / Contact Points | To all of you under 18 years old |

○ **Initiatives to lower the psychological hurdles of consulting（making online anonymous consulting possible, making people aware that using systems is their right)**

親子のための 相談LINE
匿名可能
秘密厳守

○ **Development of 24-hour support making the most of phone and SNS characteristics, and multi-level consultation support systems**
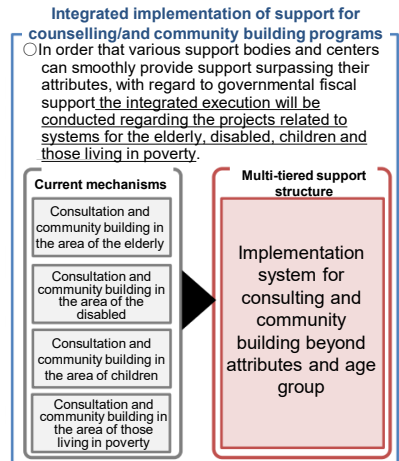
あなたの声を聴かせてください
もし、あなたが悩みを抱えていたら、相談してみませんか？
電話で話したい　SNSで話したい

○ **One-stop consultation point system, etc. and other integrated consultation support structures**

孤独・孤立 相談ダイヤル（通話料無料）
～悩みをひとりで抱えている方へ～ 内閣官房
世にも隠れず、ひとりで悩み事をかかえていませんか つらいときは気軽に「#9999」にかけて相談してみてください
12月15日（金）午前9時～1月4日（木）午前9時
#9999

○ **Making applications to use system easier and introduction of Mynaportal coordination and introduction of automatic tools etc.**

あなたのための支援があります

○ **Development of comprehensive consultation support through coordination between various support systems and equal coordination among various consultation organizations**

Integrated implementation of support for counselling/and community building programs
○ In order that various support bodies and centers can smoothly provide support surpassing their attributes, with regard to governmental fiscal support the integrated execution will be conducted regarding the projects related to systems for the elderly, disabled, children and those living in poverty.

Current mechanisms	Multi-tiered support structure
Consultation and community building in the area of the elderly	Implementation system for consulting and community building beyond attributes and age group
Consultation and community building in the area of the disabled	
Consultation and community building in the area of children	
Consultation and community building in the area of those living in poverty	

"Perhaps it's my own fault I feel lonely."
I don't want others to know I'm isolated.

Maybe I don't have to go as far as consulting or gaining support.
I don't know who to consult anyway. Consultation procedures are a nuisance.

Any person can potentially be in a state of Loneliness and isolation at any point in life
Creating a social awareness that this is an immediate issue
Development of environment in which it is easy for people to ask for support and be approached

Development and publicizing of consultation support structures
Development of an environment in which it is easy to consult

Initiatives for Measures to Address Loneliness and Isolation (ii)
Promotion of cross-sectoral coordination to improve the synergistic effect of policies to generate bonds between people
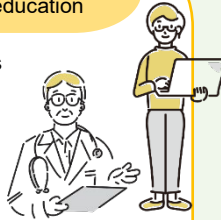
- In promoting measures to address loneliness and isolation, which can occur to any person at any point in life, it is a prerequisite that the various policies to create bonds between people developed by relevant ministries and agencies be implemented in a coordinated manner.
- While recognizing that measures to address loneliness and isolation can serve as a catalyst or nodal point for coordinating policies in each region, and that a synergetic effect of policies through measures to address loneliness and isolation is possible, an environment will be developed where policies to create social connections between people in the region will be smoothly delivered to concerned parties who need them.

Local residents

Bridges towards bonds（examples）

Specialists including those in healthcare, medical care, welfare and education

・Local physicians, link workers (medical care)
・Community General Support Centers/life support coordinators (home care)
・Community coexistence managers (welfare)
・School social workers (education)
・Probation offices(rehabilitation)

Citizens and private businesses etc.

・Commissioned welfare volunteers/ commissioned child welfare volunteers (welfare)
・Volunteer probation officers (rehabilitation)
・Administrative counselors (consultation acceptance
・Tsunagari supporters (loneliness & isolation measures)

Awareness-building through cross-sectoral publicity/consultation points

・Prevention of consumer damage
・Administrative consultation

Synergetic effect

Mitigation and prevention of loneliness and isolation
Encouragement of use of various policies
Revitalization of community activities

Creation of bonds between people（examples）

Using parks as bond-making places (environment)

Community volunteer circles, sports/culture/ arts/hobby groups etc. (town planning, welfare)

Community bonds using museums/public halls/libraries (culture)

"Ibasho"（places where one feels comfortable, safe and accepted) for children such as child cafeterias, places for interaction between multiple age groups (children/food education)

Protection through housing support corporations, consumer protection workers/cooperating bodies/the community (housing, consumer protection, environment)

Utilization of the local Public-Private Coordination Platforms for Loneliness and Isolation Measures, sharing of various policy information, <u>encouragement of cross-sectoral coordination</u> to generate bonds between people

Initiatives for Measures to Address Loneliness and Isolation (iii)
Development of a public-private coordination platform

- In response to the fact that there are circumstances in which it is difficult for loneliness and isolation problems to be dealt with only by the government and support organizations working on their own, there is a need to strengthen coordination among private-sector initiatives as well as among initiatives among public, private and NPO sectors. In order to do so, in addition to the nationwide platform activities the establishment of public-private coordination platforms to serve as places for encouraging coordination and collaboration among public, private and NPO stakeholders will be encouraged at local governments, too.
- Since it is essential to achieve a situation in which voluntary cooperative relationships are built among the various organizations as forums for tackling social issues regardless of whether they are public or private, a "horizontal coordination" will be aimed for in which all parties are on an equal footing.

Sharing community resources information

Developing social resources

Creating visible relationships

Providing information to residents Diffusion and awareness-raising activities

Sharing within the community of the loneliness and isolation problem

Horizontal coordination aimed at mutual learning and empowerment of each other

Public/private expansion of range

Diversification of citizen subjects

Local governments (planning/ general affairs/ economic revitalization/ children/ education/ general welfare/ environment/ town planning/ engineering/ disaster prevention etc.)

NPO

Citizen activity groups

Neighborhood associations/local people

Specialist healthcare/ medical care/ welfare institutions

Social welfare councils

Community businesses, shopping districts, chambers of commerce

Co-ops/JA/fishery cooperatives/unions

Volunteers

commissioned welfare volunteers/ commissioned child welfare volunteers/ volunteer probation officers/ administrative counselors

Social education facilities (art museums, museums, libraries etc.)

The local Public-Private Coordination Platforms for Loneliness and Isolation Measures