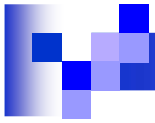


# **Service Delivery in Japan**

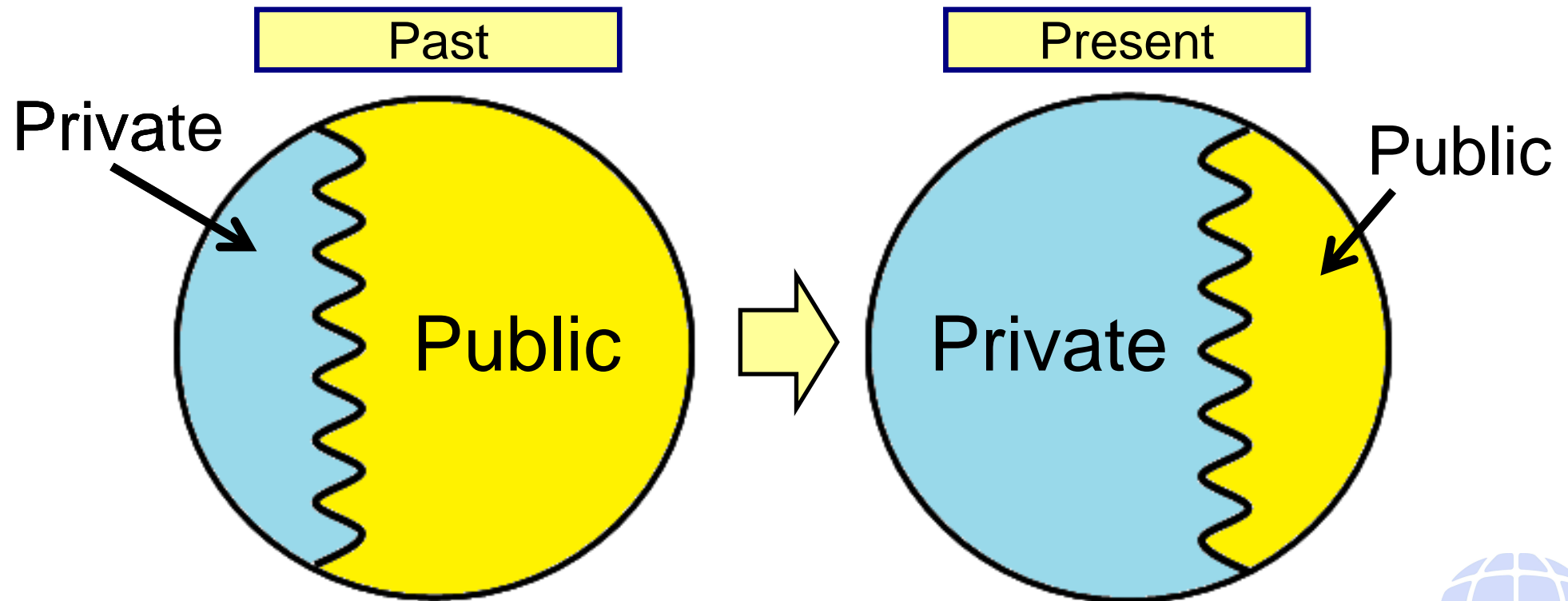
**Yasuhiko Tanabe**

**Director, CLAIR SYDNEY**



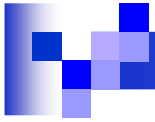
# Principle 1

- Whenever possible, service delivery should first go to the private sector.



e.g. Japan Railway, Telephone Service, Postal Service

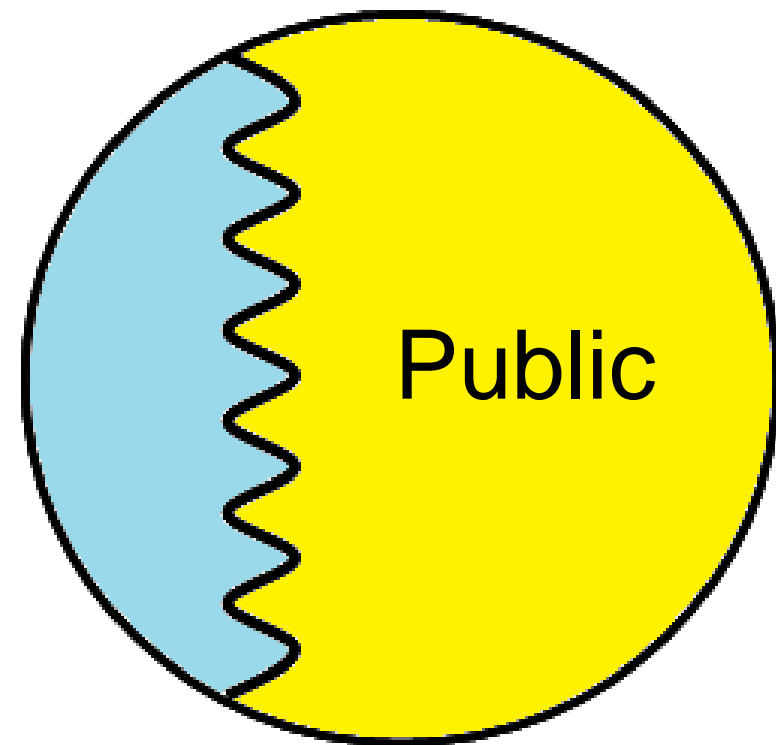
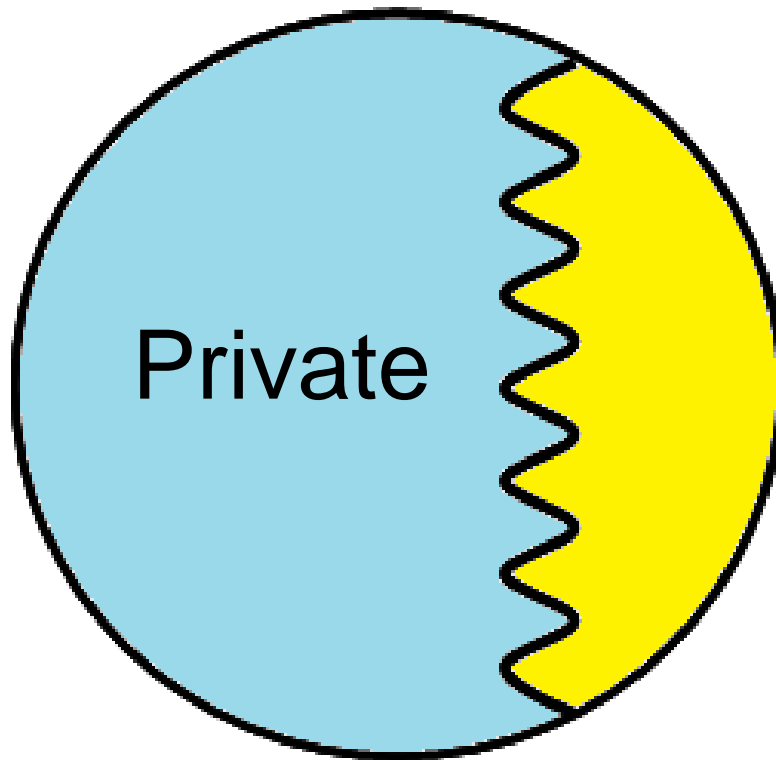




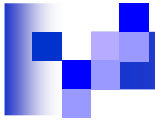
# The difference in area

Metropolitan area

Rural area

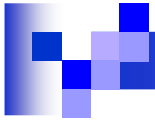


e.g. Transportation, Hospital



# Outsourcing

- Library
- Museum
- Administration
- Daycare service



# Tiers of Government

**(JAPAN)**

**Central  
Government**

**Local Government**

**Prefectural  
Government**

**Municipal  
Government**  
(City, Town & Village)

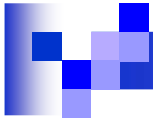
**(AUSTRALIA)**

**Commonwealth**

**State  
Government**

**Local  
Government**  
(Council, Shire..)





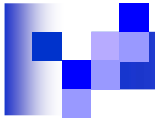
## **Prefectures (47)**

- **Populations range from 590,000 to 13 million**
- **Incorporate wide areas covering between 15 to 179 municipalities**

## **Municipalities (1,742)**

- **Cities (787), Tokyo's special wards (23), Towns (748) & Villages (184)**
- **Populations range from 170 to 3.7 million**
- **Different responsibilities based on population**

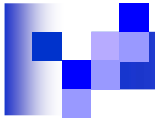




## Principle 2

- Local Autonomy Law and other Laws decide which services are delivered in each local government area.
- Local government is responsible for actual operation of services.





## Principle 3

- Whenever possible, service delivery should first go to the **municipalities**, then to the **prefectures**, and only when their governments cannot handle a task should it go to the **Central Government**.





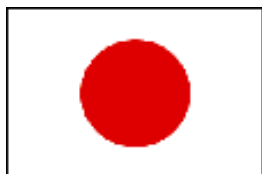


# Local Public Finance – Expenditure

2008/09



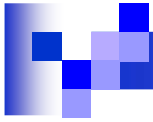
446.1 billion  
Dollars



150 trillion 306.2  
billion Yen

- Commonwealth/Central Govt
- State Govt/Prefectures
- Local Govt/Municipalities





# Municipality

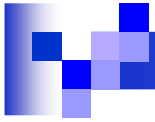
- **Provides basic services and infrastructure to community**

e.g.) • resident registration

- welfare & health services
- compulsory education (yrs 1-9)
- rubbish collection and disposal, recycling, environment protection
- fire & ambulance service
- community roads, water supply, sewage, cultural & recreational facilities
- city planning

**\*Major cities also administer some roles and responsibilities of prefectures**





## Principle 4

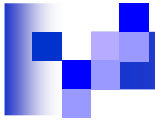
- Services should be more efficiently and effectively delivered.

→ *Regional Cooperative*

(organisation established by two or more municipalities)

e.g. Garbage disposal, Sewerage, Fire Services,  
Personal training



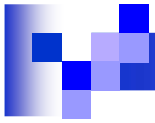


# Changing Background

- Ageing Society
- Financial Difficulties
- Isolation of Rural Areas

Services should be delivered  
not from a “This *and* That” model  
but a “This *or* That” model





# A new model: Regional Alliance

**Core City** ↔ **Surrounding Municipalities**

