

Digital Supporters (デジタルサポーター) – Japan’s National Community Network for Smartphone Training of Digitally Excluded Citizens

Digital Inclusion · Good practice · Japan

Quality score: 72/100

Evidence strength: Observational / pre–post

Summary

Japan's Digital Agency coordinates 26,000+ digital supporters providing in-person smartphone training to elderly and digitally excluded citizens, embedded in pharmacies, railway stations and community centres across all 47 prefectures.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-06-21

Digital Agency of Japan (デジタル庁) — accessed 2026-06-21

Digital Agency of Japan – Digital Supporters (official programme page) — accessed 2026-06-21

DIHAC – Digitally Inclusive Healthy Aging Communities: Cross-Cultural Study in Japan, Korea, Singapore and Thailand (PMC/NIH, 2022) — accessed 2026-06-21

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