Sui SRK App

Name / title of service	Sui App SRK
National society / organization	Swiss Red Cross
Your logo/icon	
Person of contact incl. function	Monia Aebersold, project manager monia.aebersold@redcross.ch
Short description of the digital MHPSS service / practice *(max. 1000 signs)*	The Sui app stands for "Selbsthilfe, Unterstützung, Informationen" (in English: Selfhelp, support, information"). The app is aimed primarily at refugees living in Switzerland. It contains 9 chapters with information about life in Switzerland: asylum procedure, residence status, family reunification, finances, housing, health care system, work / education, social integration and general health. This information is linked to low-threshold psychoeducational content and psychological exercises divided into six chapters: stress, audio exercises, sleep, chronic pain, resources and emotion regulation. The users choose topics relevant to them in their current life situation. In addition, users receive in-app support via chat in their native language from trained and supervised peer guides. The app is publicly available in German and Arabic. Until the end of 2025 it be gradually released in other languages like French, English, Farsi/Dari, Ukrainian and Turkish.
Objectives of the digital MHPSS service / practice	Sui provides digital psychological and psychosocial support. The main objective is an improvement of the wellbeing of refugees with and without mental health diseases, but who are exposed to post-migratory stressors. Further objectives are: - Strengthened health literacy - Improved action competence, coping skills and self-efficacy - Reduced symptom burdens in everyday life through exercises around emotion, problem and stress management - Reduced self-stigmatisation - Lowered barriers on the side of the target group to seeking professional help - Increased sense of control and security in dealing with post-migratory life stressors thanks to relevant information and referrals to existing support services

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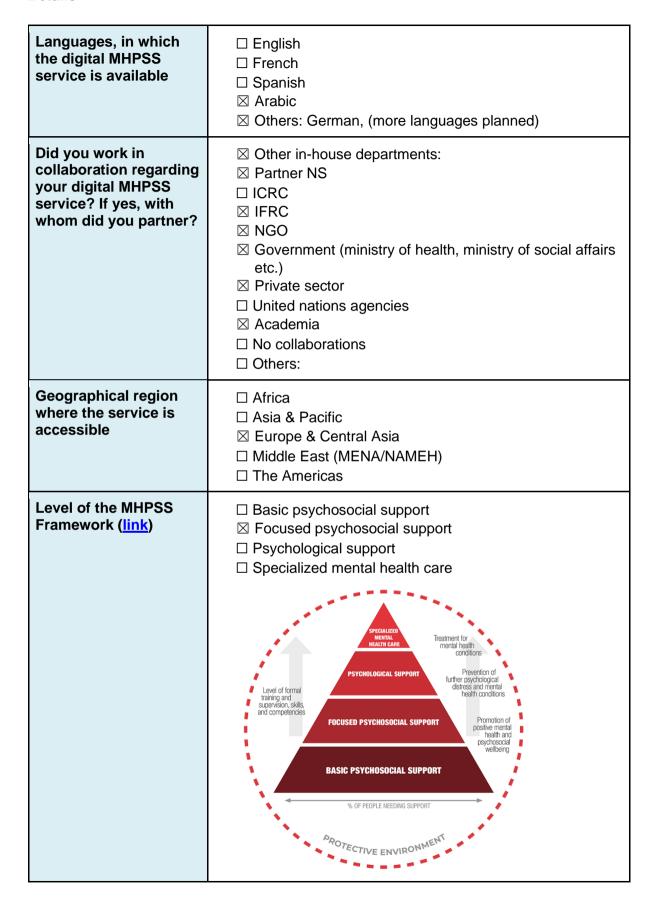|	
Benefits for target group/s (*max. 5 bullets*)	- Low-threshold and anonymous access to psychological support. The app is not recognisable from the outside as a psychological intervention at first glance thanks to the entry via integration-relevant information. - Use of simple, resource-oriented and non-stigmatising language (e.g., using terms such as stress instead of mental health diseases). - Use in native language, for free, offline, any time at any place. - Quality and relevance of the content are ensured thanks to the participatory and multidisciplinary development. - High priority is given to data protection and data security. Access to the app is password protected. Even communication with trained peers is anonymous and secure.
Unique Selling Point What makes your digital MHPSS service special/relevant?	- User-centred design: bottom-up development together with Arabic-speaking target group and local organizations. - Evidence-based: Development in collaboration with the Universities of Bern, Zurich & Freie Universität Berlin. The effectiveness of the app has been tested according to high scientific standards (RCT). - Implementation as self-guided and guided service possible: Users receive on-demand support through trained peers who have themselves a migration background, have integration-specific expertise and speak the same language as the users. - Scalability: Scalable for different target groups and contexts in and outside of Switzerland since content and structure of the platform are separated. - Sustainable open-source software: The app was built on an existing software. It will be available open-source and free of charge in the coming years. Digital MHPSS-Pledge: The SRC has committed to share the innovation, technology (open source) and process development with other National Societies on the same mission.

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Specific barriers along the way (*max. 3 bullets*)	- High time and resource expenditure, feedback loops due to participatory and agile process with target group - Securing of the sustainable operation and financial security of the app - Management of expectations, schedules and understanding of target groups and different stakeholders
Specific facilitators along the way (*max. 3 bullets*)	- MHPSS Resolution 2 from 2019 from the RCRC movement - Strategy 2030 of the Swiss Red Cross, where mental health was set a prority - Participatory approach in development, together with target group and academia
Business model, finances, donors (internal/external) who have financially contributed to the development of the MHPSS service	The development of the service was financed by the Swiss Red Cross Humanitarian Foundation. The operating costs for the years 2024-2025 are secured, but not the long-term operation. For this, various funding applications are being made. In particular, financial participation of the relevant federal agencies is sought. Corresponding discussions are still ongoing.
Experiences, user stories, quotes or feedback from stakeholders (*max. 5 bullets*)	- "In fact, I read a lot and benefited from useful information. Especially from the psychological topics, about housing and health insurance. The app is rich in information that is useful for anyone who wants to learn about the Swiss system. And I was happy with the accompaniment." (participant of the RCT) - It was really nice to notice that someone is there to support you e.g. offer help, give tips. It made you feel much better and made you want to use the app even more." (participant of the RCT) - "Reading the stress chapter helped me and I learnt some exercises from it." (participant of the RCT) - "The thing that I noticed especially, is, that it's very helpful for people who have psychological pressure, have stress. That's what I noticed - lots of tips and information." (participant of the RCT)
Links	https://www.migesplus.ch/publikationen/sui-app

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Details

Languages, in which the digital MHPSS service is available	☐ English ☐ French ☐ Spanish ☒ Arabic ☒ Others: German, (more languages planned)
Did you work in collaboration regarding your digital MHPSS service? If yes, with whom did you partner?	☒ Other in-house departments: ☒ Partner NS ☐ ICRC ☒ IFRC ☒ NGO ☒ Government (ministry of health, ministry of social affairs etc.) ☒ Private sector ☐ United nations agencies ☒ Academia ☐ No collaborations ☐ Others:
Geographical region where the service is accessible	☐ Africa ☐ Asia & Pacific ☒ Europe & Central Asia ☐ Middle East (MENA/NAMEH) ☐ The Americas
Level of the MHPSS Framework (link)	☐ Basic psychosocial support ☒ Focused psychosocial support ☐ Psychological support ☐ Specialized mental health care

Target group of the digital MHPSS service	☐ Children & adolescents ☐ Older persons ☐ Families of missing persons ☐ Family of persons with mental health conditions, including alcohol and substance abuse ☐ Persons with physical health issues ☐ Indigenous persons ☒ Migrants ☒ Refugees & internally displaced persons ☐ Prisoners and/or their families & post-release detainees ☐ People affected by violence ☒ People affected by war and armed conflict ☐ People who are homeless ☐ People who are lonely ☐ LGBTQ ☐ Community helpers ☐ Staff & volunteers ☐ Others:
Format What type of service are you providing? (e.g., peer-to-peer, self-help, hybrid/blended with face-to-face interactions, minimally guided, VR therapy, e-learning)	The Sui app is a native app that can be used as a self-help service on any mobile device. It can also be offered in combination with a virtual conversation via in-app chat. This add-on is called peer support and is provided through Swiss Red Cross trained individuals from target group who are non-specialists.
Evaluation & effectiveness How has the digital MHPSS intervention been, is being or will be evaluated (monitoring, research,…)?	Needs Assessment: Extensive qualitative interviews with psychologists, social workers, local and international organizations and especially the target group. Evaluation in the form of reports and a master thesis in psychology. M&E: Through the lay persons (peers), change requests and feedback can be received and implemented on an ongoing basis. Research: The effectiveness of the app is evaluated through a scientific study according to the highest scientific standards (RCT) carried out in a doctorate at the University of Bern

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Platform Through which channels do you provide your service?	☐ Website ☐ Progressive Web App ☒ Native app (Android/iOS) ☐ VR solution ☐ Teams/Skype/Zoom, other online-communication tools: ☐ WhatsApp, Telegram, other chat-tools: ☐ Other:
How to access your digital MHPSS service	☒ App Stores ☐ Link: ☒ Email to: monia.aebersold@redcross.ch ☐ Phone Number:
Timeline How long has your service existed? How long will it remain? *(max. 500 signs)*	The Sui SRK App was published in June 2024 in Arabic and German.
Remarks:	
Date of completion:	2023/10/23