


time4friends

Name / title of service	time4friends
National society / organization	Austrian Youth Red Cross
Your logo/icon	
Person of contact incl. function	Judith Hinteregger coordination time4friends & summercamps judith.hinteregger@roteskreuz.at
Short description of the digital MHPSS service / practice <i>(max. 1000 signs)</i>	<p>time4friends is a peer-to-peer chat counselling tool, which provides psychosocial support from young people to young people via WhatsApp. The service is completely anonymous, secure, and provides counselling seven days a week from 18:00 to 22:00.</p> <p>For educating young people to participate in the project as peers, there is an annually basic training with a duration of five days, where youths between the ages 15 and 19 learn all the necessary skills to provide high quality support through the chat interaction. Furthermore there is a continued training for gathering more advanced knowledge and skills once a year. Beyond the annual trainings, the peers receive guidance by a trained psychologist and take part in supervision sessions four times a year to reflect on their counselling and to talk about specific challenges during the chat conversations.</p>
Objectives of the digital MHPSS service / practice	<p>Since it is known that young people often seek for help in others of the same age, the main objective of time4friends is to provide high quality peer-to-peer support for the everyday struggles of children and youth. Our trained peers are gaining knowledge in psychosocial support and are strengthened in their voluntary engagement, as well as in their humanitarian values.</p>



Benefits for target group/s <i>(max. 5 bullets)</i>	<ul style="list-style-type: none"> - peer-to-peer interaction - low threshold, as it is a chat service rather than a phone service - support in everyday struggles, as well as people to talk to when feeling lonely
Unique Selling Point What makes your digital MHPSS service special/relevant?	<ul style="list-style-type: none"> - chat counselling with peers - 20 years of experience in providing peer-to-peer counselling from young people for young people
Specific barriers along the way <i>(max. 3 bullets)</i>	<ul style="list-style-type: none"> - time4friends started as a phone consultation, which lost users over the time since smartphones became more relevant. It therefore changed it's services to chat consultation and regained users.
Specific facilitators along the way <i>(max. 3 bullets)</i>	<ul style="list-style-type: none"> - peers are supported all along the way by adult volunteers who once have been peers themselves
Business model, finances, donors (internal/external) who have financially contributed to the development of the MHPSS service	<p>time4friends is supported by two external business partners, namely Raiffeisen Bank and Lidl.</p>
Experiences, user stories, quotes or feedback from stakeholders <i>(max. 5 bullets)</i>	<ul style="list-style-type: none"> - "I have learned a lot during the basic training, not only for the project time4friends, but for my own life as well. Also I have gained new friendships during the five days." - "As a peer, I support other young people and I listen to them. A lot of our users are lonely and have no one to talk to, so I chat with them via WhatsApp und I support them. I am happy that I completed the training to be a peer because helping others is a good feeling." - "This year's basic training has shown again how important those events are for young people. The group is bonding and their motivation for the project is rising."
Links	<p>https://www.jugendrotkreuz.at/freizeit-jugendarbeit/time4friends</p>



Details

<p>Languages, in which the digital MHPSS service is available</p>	<p> <input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Spanish <input type="checkbox"/> Arabic <input checked="" type="checkbox"/> Others: German </p>
<p>Did you work in collaboration regarding your digital MHPSS service? If yes, with whom did you partner?</p>	<p> <input type="checkbox"/> Other in-house departments: <input type="checkbox"/> Partner NS <input type="checkbox"/> ICRC <input type="checkbox"/> IFRC <input type="checkbox"/> NGO <input type="checkbox"/> Government (ministry of health, ministry of social affairs etc.) <input type="checkbox"/> Private sector <input type="checkbox"/> United nations agencies <input type="checkbox"/> Academia <input checked="" type="checkbox"/> No collaborations <input type="checkbox"/> Others: </p>
<p>Geographical region where the service is accessible</p>	<p> <input type="checkbox"/> Africa <input type="checkbox"/> Asia & Pacific <input checked="" type="checkbox"/> Europe & Central Asia <input type="checkbox"/> Middle East (MENA/NAMEH) <input type="checkbox"/> The Americas </p>
<p>Level of the MHPSS Framework (link)</p>	<p> <input type="checkbox"/> Basic psychosocial support <input checked="" type="checkbox"/> Focused psychosocial support <input type="checkbox"/> Psychological support <input type="checkbox"/> Specialized mental health care </p> <div data-bbox="619 1361 1187 1921" data-label="Diagram"> </div>



Target group of the digital MHPSS service	<input checked="" type="checkbox"/> Children & adolescents <input type="checkbox"/> Older persons <input type="checkbox"/> Families of missing persons <input type="checkbox"/> Family of persons with mental health conditions, including alcohol and substance abuse <input type="checkbox"/> Persons with physical health issues <input type="checkbox"/> Indigenous persons <input type="checkbox"/> Migrants <input type="checkbox"/> Refugees & internally displaced persons <input type="checkbox"/> Prisoners and/or their families & post-release detainees <input type="checkbox"/> People affected by violence <input type="checkbox"/> People affected by war and armed conflict <input type="checkbox"/> People who are homeless <input type="checkbox"/> People who are lonely <input type="checkbox"/> LGBTQ <input type="checkbox"/> Community helpers <input type="checkbox"/> Staff & volunteers <input type="checkbox"/> 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)	time4friends is a peer-to-peer chat hotline via WhatsApp for children and youth.
Evaluation & effectiveness How has the digital MHPSS intervention been, is being or will be evaluated (monitoring, research,...)?	time4friends has been evaluated by a master student for a master's thesis, with frequent of topics and usage over the time.
Platform Through which channels do you provide your service?	<input type="checkbox"/> Website <input type="checkbox"/> Progressive Web App <input type="checkbox"/> Native app (Android/iOS) <input type="checkbox"/> VR solution <input type="checkbox"/> Teams/Skype/Zoom, other online-communication tools: <input checked="" type="checkbox"/> WhatsApp, Telegram, other chat-tools: <input type="checkbox"/> Other:
How to access your digital MHPSS service	<input type="checkbox"/> App Stores



	<input type="checkbox"/> Link: <input type="checkbox"/> Email to: <input checked="" type="checkbox"/> Phone Number: +43 664 1070 144 for chatting via WhatsApp
Timeline How long has your service existed? How long will it remain? <i>(max. 500 signs)</i>	The service has existed for over 20 years and started as a phone hotline. Over the years it evolved to a chat-counselling tool via WhatsApp and to the current date time4friends is used frequently, reflecting the persistent need for the service in the long run.
Remarks:	None
Date of completion:	2023/11/15

