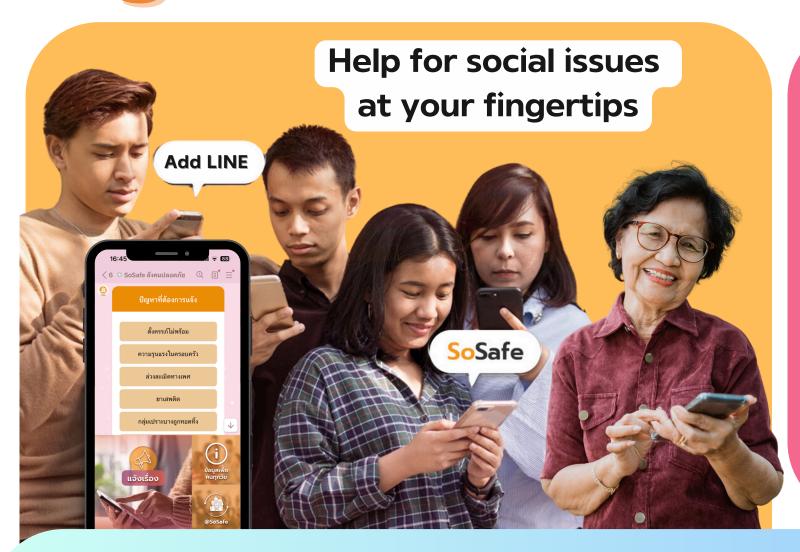
# SoSafe: Life-Cycle Digital Platform



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### Introduction

Launched in 2024, SoSafe utilizes the Line application to offer a user-friendly, confidential, and effective alternative digital means for citizens to report and seek assistance for major social issues. This pilot innovation facilitates cross-ministry coordination and support for each case, ensuring comprehensive assistance for citizens.

These include: unintended pregnancies, sexual harassment, domestic violence, mental health concerns, older persons issues, substance abuse issues, issues pertaining to LGBTQ+ persons, ethnic and religious minorities, and others.

SoSafe allows users to connect with government officials directly by Line. Users can share their location, explain the problem they are facing, get information on what to do next, be directed to the nearest place to recieve help, all while staying anonymous.



# **Objectives**

- Address Thailand's complex social challenges: ageing population, teenage pregnancy, genderbased violence, mental health issues, and support for vulnerable population groups
- Reduce costs and increase government efficiency: streamline support from government and local authorities.
- Digital means for citizens to access information: provide knowledge on major social issues and action plan for difficult situations.

## Methodology

Based on the **Traffy Fondue**, a municipality complaint reporting and management system, SoSafe facilitates seamless transfer of social issue cases from the users to the agencies, along with ensuring efficient interministerial and inter-agency collaboration.



### Lessons Learned

- Effective Localization: Developing local staff's capacity to operate the system independently is more sustainable than relying on central technical support.
- Integrated Approach: The combination of topdown and bottom-up approaches helps build consensus and test innovative prototypes.
- Empowering Rights-Holders: Public awareness and citizen participation are key to the system's sustainability.



### Results





- 1,136 government agencies united together
- Serving 14 Thai provinces
- Trained 3,831 officials and community **leaders** to use SoSafe in their work

### **Policy Recommendations**

- Continue the development of digital platforms and services to address population development needs
- Utilize digitally collected data and statistics to enhance the platform precision and impact





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