

SoSafe: Life-Cycle Digital Platform



Scan QR Code to Add SoSafe as LINE Friend



Help for social issues at your fingertips



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 receive help, all while staying anonymous.

Objectives

- **Address Thailand's complex social challenges:** ageing population, teenage pregnancy, gender-based 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 inter-ministerial 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 top-down 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

Since November 2023

- **987** people helped
- **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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