



Best Practices Social Work Mental health

KELLIMNI PROJECT

Malta



Visit website



Framework

The *Kellimni* project is a helpline for all individuals set up in 2011 by SOS Malta. The platform followed the guidance of Child Helpline International, an organization gathering 178 members from 146 countries. In the initial phases of the project, the primary target audience of *Kellimni* was young people, but nowadays, the helpline is available to people of all ages who need support. This project is the country's first mental health support system, including a telephone and online chat. In addition, it is the only support system that works 24 hours a day and 365 days per year, which makes it very accessible for people seeking support. This Helpline ensures a secure way for any person to communicate and express their feelings or preoccupations and situations they might be suffering from. In other words, this helpline is for anyone looking for psychological and emotional support. The helpline *Kellimni* bases all its work on the following principles:

Promoting the United Nations Convention on the Rights of the Child; Individuality and service-user-centredness; Dignity; Non-judgment and discrimination; Choice; Privacy, Anonymity and Confidentiality; Transparency and Accountability.



Target-group

→ All those seeking support. Mental health is one of the most discussed issues by beneficiaries (66%). This includes discussions about 'feelings of sadness', 'fear and anxiety', 'depression', and 'loneliness', followed by 'peer and family relations' (28%) and 'sexuality' (6%).



Coordination and funding

Funded by the Ministry for the Family, Children's Rights, and Social Solidarity and led by SOS Malta (Solidarity Overseas Service).



Outcomes

Kellimni is cost-effective and transferable. Its online nature means that costs can be kept low and that the system can be adapted, developed, and shared with other stakeholders. The Violet software could be shared with online platforms operating in different countries. Critical conditions for a successful transfer to another context would be public financial support, all partners' commitment to providing online support services, and the availability of volunteers and therapists to be involved in the initiative. The project is working on further developing its online services to better support specific audiences, such as LGBTQI individuals. *Kellimni.com* is also trying to diversify its services by developing an online video-counselling service and online group sessions, which could enable it to reach a wider audience.

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