

Knowing **where to go** and who to **trust** in such times can be challenging for young people – particularly if they are uncomfortable to share their experiences with their existing networks.



2nd.Friend is a platform that automatically provides a secure, anonymous, and confidential channel of communication between a young person and a trusted person from a relevant organisation.

This multi-channel tool can act as an umbrella and single access point for a variety of help and support organisations. This harnesses the potential of the grassroots level in order to allow organisations to compound their reach and impact while enabling young people to connect with the best possible organisations for their circumstance. Young people can access 2nd.Friend via several entry points: a browser plugin (currently Google Chrome, will be ported to Firefox) a mobile-friendly website (native Android / iOS apps are planned) an SMS gateway that guarantees anonymity.

Originally conceived at Hack4Kids in Brussels in June 2012, 2nd.Friend has since been identified as highly relevant to a variety of vulnerable groups – including young migrants – and capable of filling a gap in services currently available.

