

Embassy of Switzerland in Tanzania
Ubalizi wa Uswisi Tanzania



AinoAid™ in Tanzania – Using AI chatbot to increase access to helpline and referral to services

Focus groups, Felm supported projects:

- Right to Live with Albinism
- Women Power
 - pastoralist girls and other groups incl. women exploited in sex work



Handwritten notes on lined paper, likely from a focus group or interview. The text is partially legible and appears to be a list of questions or observations related to the project topics.



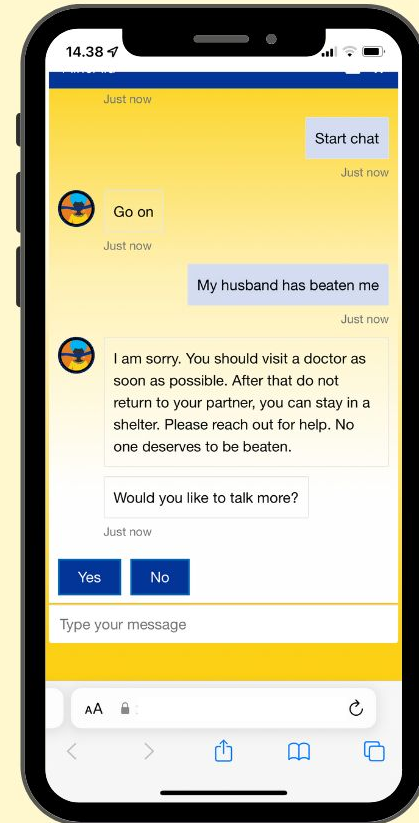
The collage includes several key elements:

- Flowchart:** A large, colorful flowchart or organizational chart with various nodes and connecting lines, set against a white background.
- Zoom Meeting:** A screenshot of a Zoom meeting interface showing three participants in a grid view. The bottom of the screen shows the Zoom control bar with the text "ANO chatbot interview with users".
- WhatsApp Messages:** Several screenshots of WhatsApp conversations. One message from "Pastoralist Girls" discusses feedback on a chatbot interface, mentioning options for choosing contacts and navigating the interface. Another message from "Ane AD Sashiki Group" is also visible.



1 Psychosocial support

AinoAid is developed and trained in collaboration with DV therapists and psychologists, which makes it possible to create a conversational ability that mimics the therapists' ways of interacting with their clients. Another important factor in our work is the collaboration with violence survivors.

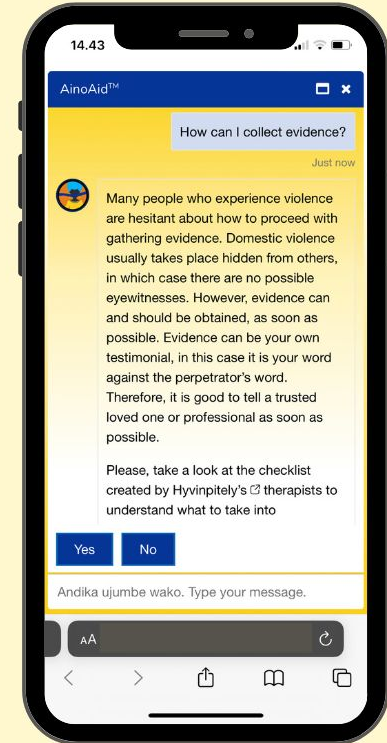
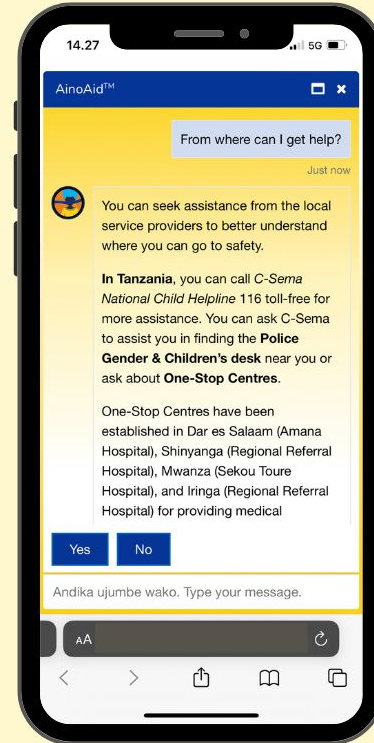


2 Guidance

Based on the user's input, AinoAid can give suggestions, recommendations and guidance about the available services and support.

It can, for example, suggest a therapy service provider or an association that could provide help to the situation.

The tool can guide to safety shelters, how to make a police report, contact a lawyer, how to preserve evidence etc.



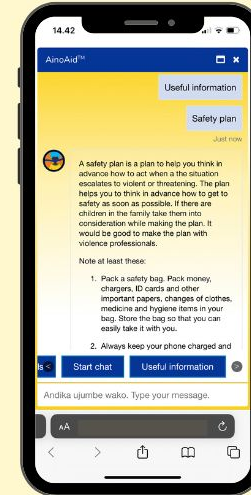
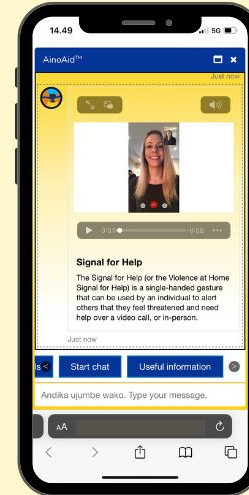
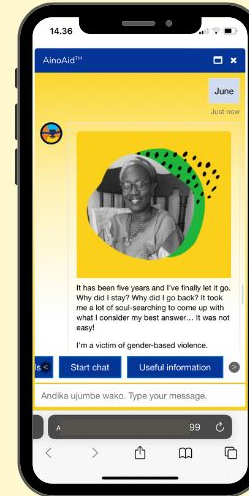
3

Information bank

Basically, there is no limit how much and what kind of information can be added to AinoAid. It can be **survivor stories** to create hope, materials that support the decision to leave, what to do and what to consider, and how to make a **safety plan**. There can be risk assessments, quizzes, etc.

AinoAid can explain how the criminal report process works, it can explain how the court case proceeds. It can inform about the different forms of violence. It can provide information about why and how to collect evidence. There can be links to further reading, videos, images etc.

These needs are determined by the users and professionals.



4 Human touch

AinoAid complements the Tanzania National Child Helpline's services. Together we can ensure that the victims of violence receive the best support.

- 1) Helpline staff serves clients referred via AinoAid.
- 2) Helpline identifies and links clients to immediately available services.
- 3) Follow up with the client on whether services were received/delivered.

C-Sema receives up to 2 million calls per year





What do we want to achieve as a consortium?

- Linking relevant right-holders to the national Child Helpline:
 - in Tanzania very often victims seek help from faith-leaders
- Co-creation
- Joint grant applications for project funding

AinoAid™ Digital Service of the Year 2021

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Schweizerische Eidgenossenschaft
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KIWOHEDE
Kiota Women Health and
Development Organization



Felm¹⁸⁵⁹



Sema



"Annamme äänen vaiennetuille" – Aino Chatbot on Vuoden Digipalvelu, joka auttaa lähisuhdeväkivallan uhreja Suomessa ja Tansaniassa

9.12.2021 14:31:58 EET | [Ohjelmisto- ja e-business ry](https://ohjelmisto-ja-e-business.fi)

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Lähisuhdeväkivallan uhreja auttava Aino Chatbot on Vuoden Digipalvelu 2021. "Tarjoamme väkivallan uhreille helpon tavan päästä apuun kiinni. Palkinto on meille erittäin arvokas tunnustus ja tärkeää julkisuutta", kiittää Aino perustaja Anna Juusela. Palkinnon myöntävä Ohjelmisto- ja e-business ry pitää Aino Chatbotin merkitystä erittäin suurena. "Aino on mainio osoitus siitä, miten digitaalisuus ja tekoäly voivat auttaa vakavien yhteiskunnallisten ongelmien ratkaisemisessa", korostaa toimitusjohtaja Rasmus Roiha.



Anna Juusela (keskellä) vastaanotti Vuoden Digipalvelu 2021 -palkinnon Aino Chatbotin ideoijana ja Ainoa pyrittävän We Encourage -yhtiön toimitusjohtajana. Vasemmalla Ohjelmisto- ja e-business ry:n toimitusjohtaja Rasmus Roiha ja oikealla hallituksen puheenjohtaja Pekka Walkama. Kuva: Photomikkie





Thank you!

Our consortium wants to recognize the financial and technical support of the Embassy of Switzerland in Tanzania, as well as other partners who have supported us: Fingo Powerbank, UNFPA and Ministry for Foreign Affairs of Finland.