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
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.
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.
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

anna.juusela@encourage.fi
valtteri.tuppurainen@felm.org
michael.kehongoh@sematanzania.org

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

Lähisuhdeväikillä huoleja auttava Aino Chatbot on Vuoden Digipalvelu
Palkinto on meille erittäin arvokas tunnustus ja tärkeää juhlispausta", kiltaa
Ainon perustaja Anna Juusela. Palkinnon myöntävä Ohjelmisto- ja e-
business ry pitää Aino Chatbotin merkitsevän erittäin suurena. "Aino on
määrä osallistua siihen, miten digitaalisuus ja teknologia voivat auttaa vakavia
yhteyksien parannuksen ongelmien ratkaisemisessa", korostaa toimitusjohtaja
Rasmus Roikka.

Aino Juusela (vasenk.) vuonna 2007 palkittuna Aino Chatbotille ideokyrja
ja Ainoan perustajana sekä Ainoa Chatbotin ideokyrja

Kuva: Photopress
Thank you!

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