



*turn2me provides a safe, anonymous and confidential space for young people and adults in Ireland seeking support with their mental health and wellbeing 24/7. turn2me breaks down the barriers to access by combining innovative, custom-built technology, superb clinical expertise and a deep understanding of the needs, online behaviours and health outcomes of those who are seeking support. ([www.turn2me.ie](http://www.turn2me.ie))*

## **Our Support Model**

We take a stepped care approach to mental health support - you can engage with any or all three of our services :

### **Counselling Online:**

- We provide up to to six free counselling sessions for adults online via instant chat/messaging, video or email
- Couples can avail of up to eight free counselling sessions online, using our internal video call platform.
- Young people aged 12-17 can also avail of up to eight free counselling sessions online. Parental consent is required and these sessions are conducted using our internal video call platform.

### **Group Support Online:**

- Our service users can attend a weekly anonymous, confidential group support on a wide range of issues using our internal instant messaging service.
- Group support online is facilitated by one of our qualified counsellors through instant chat/messaging to protect everyone's anonymity and confidentiality.
- There is a tailored group for everyone - whether they're experiencing family or relationship issues, bereavement, anxiety, stress or low mood, feeling alone or having suicidal thoughts and feelings.
- We also have a number of parent support groups aimed at parents of differing age ranges - pre school children, 5-12 year olds, and adolescents, as well as a mums group and a dads group.
- Young people (aged 12-17) can sign up to groups covering topics which have been shown to be more prevalent in their age group on our site, such as feeling anxious, and friendships and relationships.
- A number of our groups are especially tailored for people working on the frontline - from hospitals to retail and provide a safe space for people to engage in peer support around topics such as Covid, Burnout, workplace bullying, Stress, work life balance and creating healthier coping mechanisms.
- There is no limit on the number of weeks a person can attend a group.

### **Peer Support Online:**

- **turn2me** provides an online peer to peer support community in which community members can gain support and/or give support to others. Community members can openly discuss mental health and wellbeing issues, share their experiences and connect with their peers in this safe online space.
- Peer support is available 24/7 for adults (18+) and young people (12-17) and is moderated on a full time basis by trained staff, Online Community Moderators.
- Community members can use our Thought Catcher as a daily mood diary. They can select their mood, share their feelings and track their thoughts. They can choose to make their thoughts public or private, it's up to them! Public thoughts can be viewed and responded to by their peers, and they can also show support and respond to the public thoughts of others in the online community.
- At present, we also have over 100 volunteers who offer support through our peer community. These volunteers, known as Community Builders, help support the community by promoting positive engagement and ensuring that everyone who posts on the websites feels listened to and supported.

## Information about the professional standards in our team:

- Our team of counsellors is made up of fully qualified professionals who are accredited with the most prestigious accrediting bodies: IACP, IAHIP, ICP, PSI. We also have a small team of fully qualified counsellors and psychotherapists who are on placement working towards their accreditation.
- In terms of Clinical Governance - our Clinical Manager and General Manager are both qualified and accredited Psychotherapists and Counsellors themselves. All of our mental health team are provided with in-house clinical supervision and attend their own personal supervision.
- In relation to Clinical Training - **turn2me** is the leading provider of training in working therapeutically and ethically online. All of our team undergo thorough online specific training and work under the supervision of our Clinical Manager.
- Our Child and Adolescent team are fully qualified, accredited specialists in Child and Adolescent Counselling and Psychotherapy.
- Our own unique platform was devised with and for clinical work - safety, security, innovation designed to increase engagement with support.
- We have a 24/7 Crisis Escalation Protocol nationwide in partnership with the Gardaí. This ensures that anyone who comes to our service in crisis can receive the emergency response they need when necessary.



**Free, professional, anonymous support online**

For adults young people and families

**Counselling**  
**Instant chat support groups**  
**24/7 Peer support**

Visit:  
[www.turn2me.ie](http://www.turn2me.ie)

**turn2me**  
professional mental health  
support online

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