

Voice Collective's Discord Peer Support Forum – information for parents

What is Discord?

Discord is an online platform used by young people all over the world to meet and connect with others with similar interests. You can find out more about it [here](#).

Who is Discord?

It is a platform based in USA but is being used globally by charities and others services to support young people to connect. Discord has its own privacy, data protection and terms of service policies which we have to abide by, as we have created a server on their platform. However, the server Voice Collective has created will be also moderated by members of our team and volunteers, who have all received training. You can read about our own guidelines for our Discord Server [here](#).

Where is Discord?

This platform is based on online and is accessible 24 hours a day by users who sign up. As this is a peer support space, it will only be moderated twice a day every day after 9am and before 5pm.



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Why Discord?

We decided to launch this forum after our old platform came to an end in March 2022. We wanted to use a platform that was more user- and young person-friendly, to encourage young people to connect with others who may be hearing voices. Discord has a substantial set of policies to help it feel as safe a platform as possible – you can read about here.

When?

The Voice Collective Discord forum launched in March 2023 after a lot of planning. Young people with lived experience were involved in the planning stages so we could make sure it was a space that young people would find supportive. A pilot week launch was held in March 2023 to test it all out to see if was working as it should. We have a team of volunteers who are experts in dealing with the technical side of Discord as well as a group of moderators who have been part of the Voice Collective project for many years. Whilst we are encouraging a peer support approach on the forum, our moderators have received the appropriate training. They also have experience of facilitating spaces like this, so it can feel as safe a space as possible for those young people that sign up.



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How will the Forum work?

If your child is interested in signing up then you or your child can email us at info@voicecollective.co.uk and ask to receive the joining link. We ask that you don't share this with anyone else but instead ask them to email us if they would like to join. This way we can keep track of how many people are interested and signing up.

Once your child has created a profile, they will need to read our own set of guidelines on our server before they can move on. Once they have done this, they can select their age range and decide on other aspects of their profile including gender, pronouns etc.

We have a designated area for 13-15 year olds and another area for 16-25 and they will only be able to see their designated area. In each section, we have a few different channels where your child can chat. For example – they may want to go straight to the 'peer support' channel and talk to others who might be having similar voice hearing experiences. Or they might just want to let of some steam and talk about their pets in the 'general chat' channel.

As this is a peer support space, the moderators won't be checking every single message and conversation. Instead, users of the server can let moderators know by raising a 'ticket' with us if they feel that anyone is abusing the community guidelines we have set out.

