Supplementary material 12:
Characteristics of digitally mediated support approaches

Name of approach Authors Country	Population served	Approach Referral source	Accessibility Response time	Team members Team training	Onward Referral
Out-of-Hours support service Munro et al. 2017[1] Australia	University students age not specified experiencing any type of crisis including suicidality	Telephone and text support Self-referral	5-9pm WDs, 24/7 WEs & PHs Real time response but up to 30 mins during peak times	NR Team training: NR	Immediate linkage for students to GP medical services and to university help services
Teen Line Boehm and Campbell 1995[2] USA	Adolescents age not specified experiencing any type of crisis including suicidality	Telephone support Self-referral	NR	Adolescents Team training: Yes	Onward referral if needed Counsellors can initiate ES by tracing the phone for those who are suicidal
TXT4Life Nesmith 2018[3] USA	CYP aged 12-24 years experiencing any type of crisis including suicidality	Texting based crisis counselling Self-referral	24/7 Response time: NR	Counsellors Team training: Yes	Onward referral if needed
TextToday Evans et al. 2013[4] USA	CYP age not specified experiencing any type of crisis including suicidality	Texting based crisis service Self-referral	NR	Counsellors Team training: Yes	Onward referral if needed Counsellors can initiate emergency services by tracing the phone for those who are suicidal
Youthline Haxell 2015[5] New Zealand	YP age not specified experiencing any type of crisis	Texting based crisis service Self-referral	24/7	Counsellors Team training: NR	Invited to phone after initial contact made by text
Online mutual-help groups Greidanus and Everall 2010[6] Canada	Adolescents age not specified experiencing any mental health issue including suicidality	OMHGs with peer support Self-referral	Response by trained volunteer within 24 hours	Adolescents Team training: Yes	Suggested resources, but no referrals as such

Key: 24/7: 24 hours a day, seven days a week; CYP: children and young people; ES; emergency services; GP: general practitioner; MH: mental health, NR: not reported, OMHG: Online mutual-help group; WD: weekdays; WE: weekends; YP: young people

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4. Evans WP, Davidson L, Sicafuse L. Someone to listen: Increasing youth help-seeking behavior through a text-based crisis line for youth. *J Community Psychol* 2013; 41: 471–87.
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