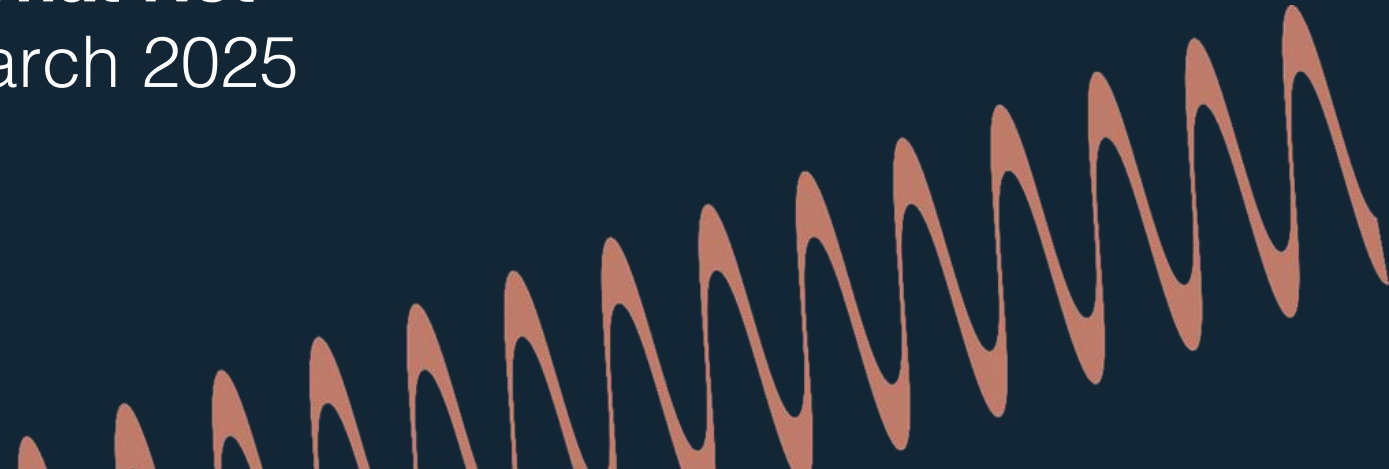




“Chat Net“

March 2025

Eine Initiative der
Caritas
gemeinsam mit
Magenta



Loneliness has many faces

13%¹

of Europeans feel
lonely most or all of the
time

~ 80 Mn²

Europeans live alone
in single adult
households

6%³

of Europeans have no
one to ask for help if
they need it

Research shows that loneliness has harmful repercussions on mental and physical health, and consequences on social cohesion and community trust.

How can we combat loneliness?

Caritas loneliness study (2023)¹ shows:



Phone calls (66%) reduce loneliness²
more than Social Media (**52%**)
or volunteering (**49%**).

Plaudernetz (Chat Net) Vision



Plaudernetz helps to **overcome loneliness and social isolation** and thus reduces health risks by **phone calls**



Plaudernetz enables a **flexible** and **location-independent way of volunteering** for people with limited mobility and time



Plaudernetz connects people from different backgrounds and thereby strengthens **social cohesion**



Plaudernetz is **easy to use** and easily **scalable**

How does it work?



Volunteers register at plaudernetz.at; automated onboarding process; registration with private mobile number



Callers dial **Plaudernetz number** (+43) 05- 1776-100 and are randomly connected to volunteers; no registration necessary



All chats are anonymous; no exchange of telephone numbers; only regular call rates apply

Plaudernetz (Chat Net) in Numbers



58.000+

Calls

since the start in April 2020

**~1.250 calls per month
daily from 10am-10pm**



~26

Minutes

on average per call

**Over 1,500,000 minutes of
conversations**



~4.200

Volunteers

in Austria answering calls

~8.000 callers so far

Contact Information



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