FAQs

Q: Are there any games I can't stream?

A: Please don't stream any games that depict suicide while fundraising for Samaritans. We cannot guarantee any representations of suicide in games are done so in a respectful and helpful way and they may go against our best practice media guidelines. Also, depictions of suicide can be incredibly triggering for your viewers.

Other than that, feel free to play whatever it is that you enjoy!

Q: My stream is 18+ / I swear on stream – is it still okay if I fundraise for you?

A: As long as your stream is properly tagged and listed and you're following your platforms terms of service then you're entitled to stream however you see fit.

We do not condone content that includes hate-watching, bullying, harassment, etc. as this goes against the ethos of Samaritans. Remember that while we're not responsible for your content you're still representing a charity to your viewers and we'd ask that you try to represent our values.

Q: Am I only allowed to stream for 4 hours as part of The Night Shift Before Christmas?

A: No, you can stream for however long you would like. We recommend 4 hours as an idea if you're not sure what to do because that's the same length as one of our volunteer Listening Shifts.

Please just be mindful of your own wellbeing. Take breaks regularly, stay hydrated and remember it's okay to stop a stream early if needed.

Q. How do I send donations to Samaritans?

A: The easiest way is to set up a donation page on Tiltify or Just Giving and ask your community donate directly at that link. That way you don't have to do any admin and the donations come directly to us. Plus, you can set up a chat command (e.g. !charity) so chat can find the link themselves when they want to donate.

Q: What should I set my goal as / I don't think I can raise very much, can I still take part?

A: Absolutely! Whatever you raise you'll be making a difference to people struggling to cope and you'll be raising awareness of Samaritans services which is equally as important as fundraising.

Your goal can always be increased if you smash it, so start with something you feel comfortable with and you can always raise it later.

Q: Can someone come on my stream to talk about Samaritans?

A: We'd love to be on everyone's stream but unfortunately we just don't have enough people to be able to do this. Team Samaritans Support Squad is small but mighty! You can always ask but please don't be disappointed if we have to say no.

We will try and pop by your stream, say hi to chat and watch for a while but again, we can't always guarantee this can happen. But we'll always try our best to be there so do let us know when you plan to go live.