Ch@dvice Reflector

tool for the development or evaluation of chat help on sexual abuse in primary social work

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INTRODUCTION

This 'Ch@dvice Reflector' is a tool for primary welfare organisations who want to think about the development of chat support on sexual abuse or want to optimize their chat support.

This tool is developed in a Daphne III project of the European Commission. In this project – Ch@dvice – the online help tools on sexual abuse of 161 European websites were screened. Further research was conducted on 32 websites with a chat support tool on sexual abuse. In this project, Child Focus – a Belgian center for crisis intervention and referral on sexual abuse – started a chat support service. Based on these three workstreams, a research report (Ch@dvice Inventory)and a Ch@dvice Guide were developed.

This 'Ch@dvice Reflector' is an additional tool next to the Ch@dvice Guide that stimulates the discussion of different aspects of chat support on sexual abuse in your organisation. Offering chat support is more than using the internet as a new communication channel. There are additional opportunities and threats when the chat support has a focus on the topic of sexual abuse. This 'reflector' is not a checklist leading to guaranteed high-quality chat support. It is a reflection tool – a mirror – that stimulates you to think about relevant aspects when you (continue to) develop your chat support.

It is impossible to explain every concept thoroughly in this tool. For a clear description of these concepts we refer to the Ch@dvice Guide and the Ch@dvice Inventory.

In this questionnaire the feedback is includes of the Advisory Board and of two user groups.

This Ch@dvice Reflector focuses on chat support on sexual abuse. Even when 'help on sexual abuse' is not the main topic in your chat service, this tool can inspire you to optimize your service.

Thank you to …

… all members of the Advisory Board* and user groups of the Ch@dvice Project:

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CONTENTS

1. IMPORTANCE OF VISION, POSITION AND DEVELOPMENT OF CHAT SUPPORT ON SEXUAL ABUSE

CHAT SUPPORT IS MORE THAN A NEW MEDIUM

It is too easy to consider chat support as 'traditional help by means of an modern communication tool'.

It is more complicated. For example:
- A part of the target group chooses chat support and will not contact primary social welfare organisations face-to-face or by phone;
- The (professional or volunteer) chat support practitioners will need to develop typical competences on screen reading and screen writing;
- Chat support conversations show a paradoxical speed: screen writing is slower than talking but the chat support user is faster to disclose delicate and personal topics;
- Online promotion, online referrals, … will need be integrated.
- Because you can store the 'full text of the) online conversation, new ethical and legal questions arise.

Developing chat support includes the awareness that it concerns a wilful communication between help seeker and service provider with its own rules. It is not a pale derivative of phone or face-to-face help.

To develop and organise chat support needs a lot of time and energy.

Moreover, to start chat support is one thing. To develop chat support in a professional way needs continuous attention. There are specific opportunities in chat support to develop its quality. For example: chat transcripts can be analysed; it is easy to send questionnaires to chat practitioners and chat support users after a chat session; combinations of chat and other online help tools (forum, e-mail, self tests, …) are possible. These opportunities can be used to evaluate and optimise your chat support.

Sexual abuse often causes complex personal damage. Social work on sexual abuse demands the necessary professionalism. Chat support on sexual abuse by primary social welfare organisations needs to be developed in an careful and way.
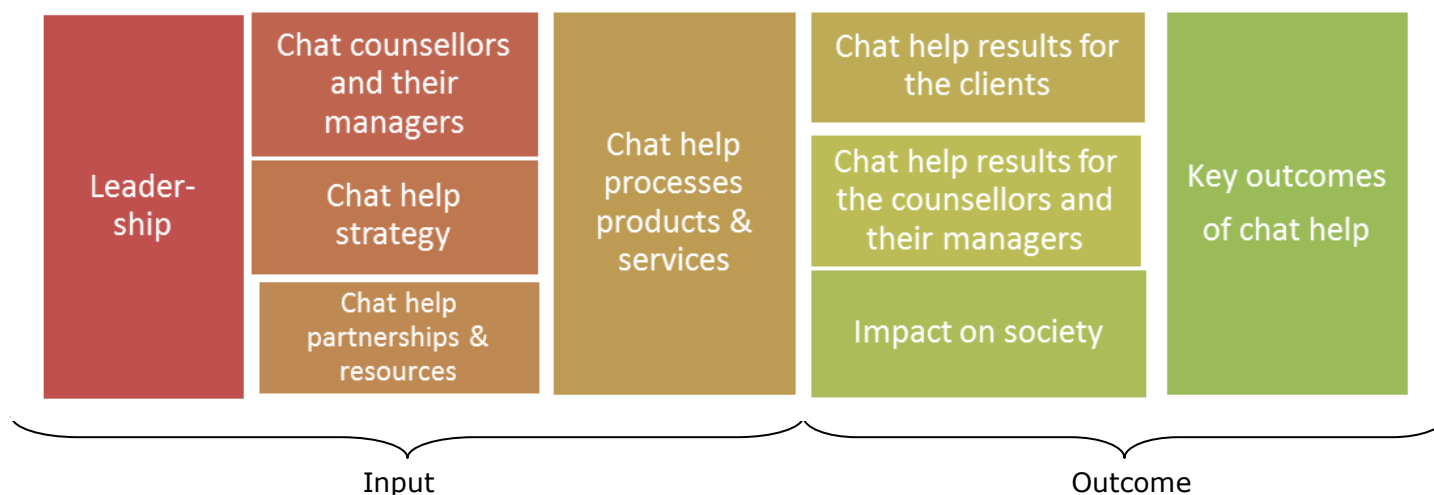
The box of Pandora.
In several countries the problem of sexual abuse became a news topic during the last decade. By opening this box of Pandora, one disclosure of sexual abuse followed another. The fact that sexual abuse is a prominent news topic, has an impact on social work on sexual abuse. It stimulates victims to tell their story, even several years after the abuse. On the other hand, it is not evident for the victims to talk about what happened and to look for help.

Chat support in primary social work organisations offers victims the opportunity to try to tell about their experiences in an anonymous way (because "they can't hear me crying"). Research on chat support in primary social work learns that for 58% of the chat users the greatest goal is to tell their story to a someone who listens and does not condemn them (Vanhove & Vercaigne, 2011). Often chat practitioners learn that chat users are telling their story for the first time: anonymously, in writing and from the safety of their own home…

At the same time, this anonymity and this position of primary social work makes it impossible to really tackle the problems of sexual abuse. The potential pitfall is clear: the chat medium creates the opportunity to talk about the abuse anonymously but a treatment or therapy is not easy by chat. The main goals of chat support in primary social work on sexual abuse are usually limited to giving the opportunity to victims to tell their story, to help to structure the situation, to explore next steps en to refer (in an active way).Moreover, some legal and ethical issues on the tension between professional secrecy and the duty to report life threatening situations need an answer.

Attention to these opportunities and threats when developing or evaluating chat support is essential. The transparent organisation of and communication on the opportunities and limits of chat support are crucial.

A framework to think about chat support on sexual abuse[1]

Leader-ship	Chat counsellors and their managers	Chat help processes products & services	Chat help results for the clients	Key outcomes of chat help
	Chat help strategy		Chat help results for the counsellors and their managers	
	Chat help partnerships & resources		Impact on society	

Input   Outcome

This frame can help to describe several important criteria for organising chat support.

Criteria 1 to 5 are aspects of the 'input': what is the input of organisations to realise their chat support?

- How is the organisation management involved?
- Who are the organisers and counsellors in charge of the organisation of chat support?
- What is the strategy on developing the chat support service?
- What are the partnerships and resources available for organising the chat support service?
- In detail: what are the chat support processes, products and services?

4 other criteria are available to determinate the outcome of the chat support service:
- What results are expected and achieved for the chat support users?
- What results are expected and achieved for the chat support organisers and counsellors?
- What results are expected and achieved for the broader society?
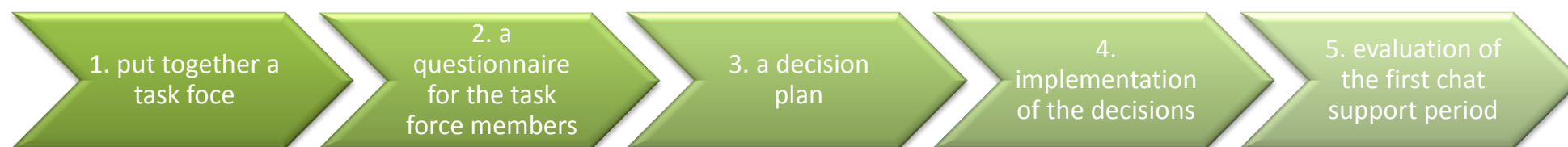- What are the key results of the chat support?

For each of these 9 criteria we offer some questions. The first mission for your organisation is to decide:
- WHO will be partner of the team to achieve this development or evaluation process?
- WHAT are the MAIN QUESTIONS for your organisation at THIS MOMENT?

This Ch@dvice Reflector focuses on chat support on sexual abuse. Even when 'help on sexual abuse' is not the main topic in your chat service, this tool can inspire you to optimize your service

[1] The inspiration of this framework was found in the Quality Excellence model of the European Foundation for Quality Management (EFQM). More information:
EFQM (2012) An overview of the EFQM Excellence Model. Brussels: EFQM, 8p.

2. HOW TO USE THIS CH@DVICE REFLECTOR TO DEVELOP OR OPTIMIZE YOUR CHAT SUPPORT SERVICE ON SEXUAL ABUSE?

1. put together a task foce	2. a questionnaire for the task force members	3. a decision plan	4. implementation of the decisions	5. evaluation of the first chat support period

First step: put together a task force
It's essential to put a task force together that will develop or evaluate the chat support service.
A diversity of knowhow is necessary for a complementary team:
deciders, executors, social workers, ICT experts, …

Read these rules carefully before answering the Ch@dvice Reflector questions

Second step: a questionnaire for the task force members
(It can be useful to answer these questionnaire individually before bringing the results together.)
This questionnaire corresponds to the 9 criteria of the EFQM-framework. You will find several topics in each criterion. Mostly you see two kinds of questions in a topic:

Questions with a white background are relevant for organisations starting or evaluating a chat support service. These questions are relevant for all Ch@dvice Reflector users.
Additional questions with a grey background are relevant for organisations who already have a chat support service. These questions are relevant for organisations who want to evaluate their chat support service.

Read these questions thoroughly.

Every row has 4 columns:

Questions	To answer now	Answer = OK	To answer again

- In the first column you will find the question
- Check the second column if you think those questions have to be answered NOW;
- Check the third column if you think the organisation has already answered those questions (with satisfaction);
- Check the fourth column if you think the organisation has to answer those questions again because the currents answers are not sufficient (any more) when your organisation wants to develop or optimize chat support on sexual abuse.
- The questions without a check mark are not urgent or not important enough to answer at this moment. These questions were ignored in this process.
- When you have other important questions that are not in the questionnaire and which need to be answered, you can complete them in the '…' section

Third step : a decision plan
Some questions are already answered, possibly in organisational documents. Bring these answers together. It forms the start of an integrated script of 'chat support on sexual abuse' in your organisation.
This questionnaire can be the kick-off for the planning process: who in the organisation will prepare an answer on which questions and how will the organisation take a final decision.

Questions to answer	Who prepares a solution?	Where can we find support?	Who decides?	When will the decision be made?

Fourth step: implementation of the decisions
The realisation of the decisions can be implemented by 'retro planning'. Retro planning consists of a schedule that is built up from the last step of the process: the realisation of the (optimized) chat support. Then you plan the activities needed to achieve that deadline.

Fifth step: evaluation of the first chat support period
In the first months of the chat support it is necessary to evaluate the process and results of the chat support regularly. A comparison between the results, the decision plan, the experiences of the organisers and the counsellors and (when possible) a survey of the clients is desirable.

3. ABOUT LEADERSHIP CONCERNING A CHAT SUPPORT SERVICE ON SEXUAL ABUSE

Starting-point: You can organise or optimize a chat support service on sexual abuse in a professional way only when the management of your organisation believes in such a service. The management includes the Board of Directors, the daily responsables and the coordinators of the chat support service.

Questions	To answer now	Answer = OK	To answer again
About the responsibility for the development of chat support on sexual abuse			
☐ Will the chat support service be developed by a multidisciplinary team with an ICT expert, a creative designer, social work and psychological experts with knowhow on counselling and on sexual abuse?			
☐ When the responsibilities are divided: what is the position of the responsible for chat support in relation to the responsible for other communication tools? And in relation to the responsible for the face-to-face help on sexual abuse?			
☐ …			
About the ownership of the chat support service on sexual abuse by the management of your organisation			
☐ Is the management aware of the specificity of 'help on sexual abuse' and of 'chat support'?			
☐ Is the management involved in an active way in organising the chat support on sexual abuse?			
☐ Are the results, strengths and weaknesses of chat support on sexual abuse discussed with the management?			
☐ …			
About the ownership of the development of chat support on sexual abuse by the Board of Governors			
☐ Do the board of governors receive information on the vision, the value en the functionality of chat support in sexual abuse?			
☐ Is chat support on sexual abuse mentioned explicitly in the annual rapport?			
☐ …			

4. ABOUT THE CHAT SUPPORT COUNSELLORS ON SEXUAL ABUSE AND THEIR MANAGERS

Starting point :   Professional chat support on sexual abuse depends on (the organisational policy on involving and supporting) good chat counsellors and on the attention the organisers of the chat support service can give to it.

Questions	To answer now	Answer = OK	To answer again
About the amount of chat support organisers and counsellors			
☐ How many chat counsellors are or will be available for the chat support conversations on sexual abuse with users?			
☐ How many (and which) organisers are responsible for the development of the chat support service (on sexual abuse)?			
☐ What is the position of this number in relation to the number of counsellors who are involved in (organising) other kinds of help in your organisation?			
☐ Is the amount of chat counsellors on sexual abuse or chat support organisers sufficient?			
About the selection of chat support counsellors and organisers			
☐ Will chat counsellors be specifically selected for the chat support on sexual abuse? How?			
☐ Are the chat support counsellors professionals or volunteers?			
☐ Which competences of chat support counsellors on sexual abuse are described?			
☐ Which competences of chat support organisers are described?			
☐ Are the chat counsellors screened on their chat support competences? How?			
☐ Are the chat counsellors screened on their help competences on sexual abuse? How?			
☐ Are the chat counsellors screened on their competences to communicate with the target group? How?			
☐ …			

Questions	To answer now	Answer = OK	To answer again
About the tasks of the chat support counsellors			
☐ Do you have counsellors who have chat support on sexual abuse as their main task?			
☐ Is a clear job description for chat support counsellors available in your organisation? (What are the expectations of the organisation? What support does the organisation offer?)			
☐ Is a clear job description for chat support organiser available in your organisation?			
☐ How are the core tasks of chat support counsellors regularly evaluated, corrected or refined?			
☐ How are the core tasks of chat support organisers regularly evaluated, corrected or refined?			
☐ …			
About the training and education of chat support organisers and counsellors on sexual abuse			
☐ What is the basic education program for chat support counsellors in your organisation?			
☐ What is the education program for chat support organisers?			
☐ What is the support for chat support counsellors in your organisation (such as backup, coaching, creating a 'save environment', possibilities to ventilate, …)?			
☐ How do you use expertise on chat support on sexual abuse of other organisations in the chat support education program?			
☐ Is the education on chat support organised based on the evaluation of the chat support practice?			
☐ What is the education program for your experienced chat support counsellors on sexual abuse?			
☐ How do you organise supervision, peer supervision, performance and evaluation interviews with chat support counsellors on sexual abuse?			
☐ …			

5. ABOUT THE CHAT SUPPORT POLICY AND STRATEGY ON SEXUAL ABUSE

Starting point :   Chat support on sexual abuse can only be professional when the organisation has a clear policy and strategy to develop
the

chat support service. In addition, each kind of social work must pay attention to judicial and ethical questions.

Questions	To answer now	Answer = OK	To answer again
About the 'mission statement' on online communication and chat support			
☐ What is the vision and mission statement of the organisation on the quality of digital communication in relation to face-to-face- or phone communication?			
☐ Are their differences on the vision and mission statement on online communication between the management, the chat support organisers and the chat support counsellors? If yes, how will the organisation will deal this?			
☐ …			
About the policy and strategy on chat support on sexual abuse			
☐ Why do you organise a chat support service on sexual abuse in your organisation?			
☐ (How) does the chat support on sexual abuse contribute to the realisation of the organisation objectives?			
☐ Is 'sexual abuse' the main topic, a mentioned item or one of the possible (and unmentioned) items of your chat support?			
☐ What is the interpretation by your target group of the term 'sexual abuse'?			
☐ Do you focus on a particular target group with your chat support on sexual abuse?			
☐ (How) are all members of your organisation informed about the chat support service on sexual abuse? Or will the information be limited to the members that are involved directly?			
☐ What are the reasons to develop or enlarge the chat support service on sexual abuse? o Expansion of the support, target group or region o Following societal developments o Efficiency or cheaper service o Offering a service with a lower threshold o And/or …			
☐ …			

Questions	To answer now	Answer = OK	To answer again
☐ (How) do you ask feedback on the chat support service on sexual abuse to users and other stakeholders?			
☐ (How) do you create the support basis within the management for the decision to develop (or expand) a chat support service on sexual abuse?			
☐ (How) do you create the support basis of counsellors and co-workers for the decision to develop (or expand) a chat support service on sexual abuse?			
☐ (How) will your policy and strategy on chat support on sexual abuse be influenced by error messages or complaints of users?			
☐ (How) will your policy and strategy on chat support on sexual abuse be influenced by the experiences of chat support counsellors?			
☐ What are the priorities to optimize your chat support on sexual abuse?			
☐ (How) do you have consultations with other primary social work organisations that also have a chat support service on sexual abuse?			
☐ …			
About the optimization of your chat support service on sexual abuse			
☐ Your chat support on sexual abuse, will it be (or stay) an experiment or do you want to create a full-profile service in your organisation?			
☐ When your chat support is a temporary project, do you have the opportunity to implement or continue it on the long term? (it is not evident to create expectations by your target group you are not able to fulfil on the long term)			
☐ How do you promote your chat support service on sexual abuse? o No-profile (as a small experiment without publicity) o Low-profile (a limited experiment for a limited target group) o Full profile (a chat is available as many hours as possible for a very large target group)			
☐ When do you want to start or optimize your chat support service on sexual abuse?			
☐ Do you make an inventory of advantages and disadvantages to start or optimise your chat support service on sexual abuse?			
☐ Do you want to expand your chat support service on sexual abuse or do you want to consolidate the actual service?			
☐ …			

About the position of chat support on sexual abuse in relation to other kinds of help		
☐ Which other kinds of help are available in your organisation?	yes	no
o face-to-face-help		
o phone help		
o ...		

Questions	To answer now	Answer = OK	To answer again
☐ Which aspects of the general vision on help and services in your organisation are also relevant for your chat support?			
☐ Which aspects of the general vision on help and services in your organisation must be adapted because of your chat support?			
☐ Which aspects of the general vision on help and services in your organisation are also relevant for your chat support on sexual abuse?			
☐ Which aspects of the general vision on help and services in your organisation must be adapted because of your chat support on sexual abuse?			
☐ What is the relationship between chat support conversations on sexual abuse to other chat support topics in your organisation? 　o Chat support conversations on sexual abuse are handled in the same way as other chat support. 　o Chat support conversations on sexual abuse need a typical approach, namely: …			
☐ What is the position of chat support on sexual abuse in relation to other kinds of help? 　o Chat support is an autonomous kind of help 　o Chat support is complementary to other kinds of help 　o Chat support is a first step to other kinds of help 　o Chat support is intermediary help (in anticipation of …) 　o Chat support is a part of blended or mixed help			
☐ The main goal of chat support on sexual abuse in our organisation is … 　o … active listening? 　o … counselling? 　o … support? 　o … advise? 　o … crisis intervention? 　o … (active) referral? 　o …			
☐ …			

Questions	To answer now	Answer = OK	To answer again
About legal and ethical questions on chat support on sexual abuse			
☐ Is it possible to chat anonymously on sexual abuse in your organisation?			
☐ What is your definition and application of 'anonymity of the user'?			
☐ How are you dealing with the IP address of the user?			
☐ (How and when) will the anonymity of the user be broken in life threatening situations (the duty or right to report)?			
☐ What is your definition and application of 'security and protection of the user'?			
☐ (How) will a website visitor be informed about the procedure and security of the chat medium (for instance who has the possibility to store data? Who can see it? Who can change or delete it?)			
☐ What is your definition and application of 'shared professional secrecy' in chat support on sexual abuse?			
☐ What is your definition and application of 'common professional secrecy[2]' in chat support on sexual abuse?			
☐ When do you share information of chat support conversations on sexual abuse with other organisations (police, social work organisations, …)?			
☐ What is your definition and application of 'anonymity or integrity of the chat counsellor'?			
☐ How will the limited accessibility (limited chat time, limited chat rooms) be spread in a fair way over all the potential users?			
☐ (How) are the transcripts of the chat support conversations available for the user? Why (not)?			
☐ (How) are the transcripts of the chat support conversations available for other chat counsellors? ○ During the chat support ○ For (peer) supervision Why (not)?			
☐ (How) is the responsibility of the chat counsellors regulated? Is it a personal responsibility of the counsellor or is it the collective responsibility of the organisation?			
☐ (How) does your organisation deal with the confidential handling of documents and registration of chat support?			
☐ …			

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[2] 'Common professional secrec'y refers to shared secrecy of professionals working in the same team. But are chat support counsellors 'a team' when they are working in the same chat support but from different organisations or locations ?

6. ABOUT PARTNERSHIPS AND RESOURCES FOR CHAT SUPPORT ON SEXUAL ABUSE

Starting point :   Organisations can only develop chat support on sexual abuse in a professional way if they tune in to other social welfare organisations and if they have the possibility to invest sufficient time and resources.

ABOUT PARTNERSHIPS FOR CHAT SUPPORT ON SEXUAL ABUSE

Questions	To answer now	Answer = OK	To answer again
☐ What are similar chat support services that focus on the similar target group?			
☐ (How) do you map new relevant social work organisations because of the implementation of chat support? Find out if your working area, target group and (online) referral possibilities will changed.			
☐ (How) do you inform those relevant social work organisations and the government about your chat support on sexual abuse?			
☐ (How) do you fit the availability and opening hours of your chat support service with the (online help) services of other organisations?			
☐ On which websites from other organisations would you like to be mentioned? With which description ?			
☐ (With which organisations) do you have protocols or deals according to referral to or cooperation on chat support on sexual abuse?			
☐ (How) do you follow the evolution of chat support on sexual abuse of other organisations?			
☐ (How) is the strategy of chat support on sexual abuse in your organisation influenced by the services of other organisations?			
☐ …			

Questions	To answer now	Answer = OK	To answer again
About time			
☐ How much time do the chat support organisers get for developing the chat support on sexual abuse?			
☐ How do you monitor the work load of chat counsellors and organisers ?			
☐ Do you take into account the European Council Directive 90/270/EEC of 29 May 1990 on the minimum safety and health requirements for work with display screen equipment?			
☐ How many hours a week is your chat support service on sexual abuse accessible?			
☐ How did you make the choice for these particular hours?			
☐ …			
About software and communication technology			
☐ Does your organisation invest enough money in computers/servers for the chat support service?			
☐ Are specific expectations on the chat applications in chat support on sexual abuse taken into account by the choice of the chat support software?			
☐ (How) are the expectations on (optimizing) the chat support software systematically collected and discussed?			
☐ (How) are the implementation of anonymity, security of the users and the counsellors taken into account by the choice of chat support software (e.g. who can see the IP address)?			
☐ (How) are flawless and technical accessible and fast internet connections taken into account in the organisation of the chat support service?			
☐ (How) is the availability of servers with sufficient capacity taken in to account by organising the chat support service?			
☐ (How) is the overview of (online) social services on sexual abuse available for the chat counsellors?			
☐ (How) are the experiences of other organisations with a chat support service on sexual abuse taken into account by the choice of the software?			
☐ (How) are the technical aspects of the European Council Directive 90/270/EEC of 29 May 1990 on the minimum safety and health requirements for work with display screen equipment taken into account while organizing the chat?			
☐ (How) is the practice of the chat support application regularly evaluated and corrected?			
☐ …			

Questions	To answer now	Answer = OK	To answer again
About the website			
☐ What is the visibility of the chat support service on sexual abuse on the website of your organisation?			
☐ On the website of your organisation, which information tools on help on sexual abuse are available (such as links, frequently asked questions (FAQ), tips and advice, …)?			
☐ Is a possibility to report sexual abuse available on the website of your organisation (without the obligation to have a chat conversation)?			
☐ Is a 'hide page' is available on your website?			
☐ (How) is the chat support tool on your website evaluated and corrected regularly?			
☐ …			
About the financing			
☐ How is the chat support service funded : by regular operating resources or by project financing?			
☐ (How) are the budget, costs and results of (the development of) the chat support service registered and mapped out?			
☐ How big is the (extra) budget that is available each year for the continuing development of the chat support?			
☐ …			
About available work rooms			
☐ Are sufficient adapted rooms available for chat support counsellors ?			
☐ Does the chat support counsellor have the possibility to chat from home?			
☐ …			
About the promotion			
☐ (How) does your organisation promote the chat support service on sexual abuse?			
☐ (How) does your organisation promote the chat support service on sexual abuse online?			
☐ What efforts are made by your organisation to make sure that the target group can find your chat support on sexual abuse?			
☐ (How) are the available data about the hits and visitors on jour website and chat support service analysed (such as Google analytics or piwik.org)?			
☐ …			

7. ABOUT CHAT SUPPORT PROCESSES ON SEXUAL ABUSE

Starting point :   Chat support on sexual abuse is possibly one of several help service in your organisation. It is important that your organisation develops specific chat support processes in a very transparent way

Questions	To answer now	Answer = OK	To answer again
About the intensity of chat support on sexual abuse			
☐ Does the organisation choose for once-only chat support on sexual abuse or for a chat support counselling process with more than 1 chat conversation?			
☐ In case of a chat support counselling process, does the organisation choose for contact with the same counsellor or with changing counsellors?			
☐ How does the organisation deal with users who visit the chat service frequently when the aim of the organisation is a once-only chat support service?			
☐ …			
About the length of a chat support conversation			
☐ How many chat rooms are available at the same moment?			
☐ The time a user can chat, is it limited by the organisation? Why?			
☐ Is the capacity of chat support sufficient or not? How do you know?			
☐ …			
About the modus operandi of chat support on sexual abuse			
☐ Is the modus operandi or systematic work method of your chat support service on sexual abuse written down?			
☐ (How) will this work method fit with the modus operandi of chat support on other topics?			
☐ (How) will this work method fit with other kinds of help in your organisation?			
☐ Are these work methods evaluated and corrected regularly based on new developments in the field and on own experiences?			
☐ …			

Questions	To answer now	Answer = OK	To answer again
About the visibility of the chat support counsellors on sexual abuse			
☐ Does the organisation choose anonymity or visibility of the chat support counsellors on sexual abuse?			
☐ What information of the chat support counsellors is available on the website (profile, knowhow, ...)?			
☐ Is it possible for the user to choose the (profile of) the counsellor he or she wants to chat with about sexual abuse?			
☐ ...			
About the chat support method on sexual abuse			
☐ How do you pay attention to the (improvement of the) different steps in the chat support service?			
☐ How do you pay attention to the (context of) the user in your chat support?			
☐ How do you pay attention to the chat support counsellor as a member of the organisation?			
☐ How do you pay attention to (the improvement of) screen reading and screen writing?			
☐ How do you pay attention to risk management, e.g. in case of a strong increase of problematic users ?			
☐ ...			
About the referral to other organisations in a systematic way in chat support on sexual abuse			
☐ (How) do you systematically refer to other organisations?			
☐ (How) do organise a regular meeting with other organisations you refer to?			
☐ ...			
About registration and collection of information in chat support on sexual abuse			
☐ (How) are chat transcripts and registration information about a chat support talk guarded?			
☐ How does the registration of chat support on sexual abuse relate to the registration of other kinds of help in your organisation?			
☐ (How) do you collect information about frequent users in your organisation?			
☐ (How) are registration data and chat support prints on sexual abuse used in scientific research?			
☐ (How) is registration data discussed within your organisation and/or with other organisations?			
☐ ...			
About the systematic evaluation of chat support on sexual abuse			
☐ (How) is feedback on chat support on sexual abuse systematically collected?			
☐ (How) are complaints on chat support on sexual abuse systematically collected en solved if possible?			
☐ (How) do you research the effectiveness and efficiency of chat support on sexual abuse?			
☐ (How) are users and other stakeholders involved in these evaluations?			
☐ (How) does your organisation think about the possibilities of optimizing the chat support service?			
☐ ...			

8. ABOUT THE RESULTS FOR CLIENTS OF CHAT SUPPORT ON SEXUAL ABUSE

Starting point :   Chat support on sexual abuse is a kind of help to reach (a part of) your target group. It is important to have a good definition of the target group and to screen the possibilities to know the impact of your chat support.

Questions	To answer now	Answer = OK	To answer again
About the target group and the reached group in chat support on sexual abuse			
☐ Which target group(s) does your organisation want to reach (more) with a chat support service on sexual abuse?			
☐ What is the difference between these target groups and the target groups the organisation wants to reach with other kinds of help?			
☐ Do you know the accessibility to, the knowledge of and the experience with the internet of your target group?			
☐ Do you know if the competences of the target group are sufficient to use chat?			
☐ How do you monitor the online search behaviour of your target group?			
☐ (How) do you take into account the different subgroups of your target group for chat support on sexual abuse in the registration ?			
☐ (How) does your organisation compare the target group and the reached user group of chat support on sexual abuse each year?			
☐ ...			
About the (impact for) users of chat support on sexual abuse			
☐ (How) does your organisation systematically explore the impact of the chat support on sexual abuse?			
☐ (How) do the users have the opportunity to systematically give feedback on the chat support on sexual abuse (by questionnaire, interview, …)?			
☐ (How) is the feedback of users systematically analysed?			
☐ Do you ask the target group their expectations on the chat support service?			
☐ (How) are improvements of the chat support as a result of user feedback implemented?			
☐ (How) are the results of the user feedback shared with the chat support counsellors?			
☐ What information is available in your organisation on the chat support users?			
☐ What information about the view of the users on the impact of chat support on sexual abuse is available in your organisation?			
☐ ...			

9. ABOUT THE RESULTS OF CHAT SUPPORT ON SEXUAL ABUSE FOR COUNSELLORS AND THEIR MANAGERS

Starting point :   Chat support on sexual abuse can only be organised in a qualitative way if the chat support organisers and the chat support counsellors can exercise their job with a certain job satisfaction.

Questions	To answer now	Answer = OK	To answer again
About the job satisfaction of organisers and counsellors of chat support on sexual abuse			
☐ (How) can organisers or counsellors give feedback on the chat support on sexual abuse in your organisation?			
☐ (How) do the organisers or counsellors have the opportunity to give feedback on their job satisfaction on the chat support on sexual abuse?			
☐ (How) are improvements of the chat support as a result of the feedback of organisers and counsellors implemented?			
☐ What is the employee turnover in chat support on sexual abuse?			
☐ (How) are the gossip and talk in the corridor on chat support on sexual abuse reaching you?			
☐ (How) are the results of the feedback of organisers and counsellors discussed with them?			
☐ …			

10. ABOUT THE IMPACT ON SOCIETY OF CHAT SUPPORT ON SEXUAL ABUSE

Starting point :   The success of chat support on sexual abuse shall be determined foremost by the societal appreciation of this kind of help. These societal results will be influenced by the attention of the organisation to inform important actors in society about chat support.

Questions	To answer now	Answer = OK	To answer again
About the appreciation of chat support on sexual abuse by the society			
☐ What are the efforts of the organisation to inform the citizens about the chat support on sexual abuse?			
☐ Are the expectations about the chat support on sexual abuse similar in the organisation than in the society?			
☐ What are the efforts of the organisation to reach the press to receive attention on chat support on sexual abuse?			
☐ Is your chat support service on sexual abuse well-known?			
☐ Are educators and researchers interested in your chat support on sexual abuse?			
☐ Do you know if citizens appreciate your chat support on sexual abuse?			
☐ …			
About the appreciation of chat support on sexual abuse by the government			
☐ What are the efforts of the organisation to inform the government about your chat support service on sexual abuse?			
☐ Are the expectations about chat support on sexual abuse similar in the organisation than in the government?			
☐ Do you receive extra or specific subsidies for your chat support on sexual abuse?			
☐ Do you know the expectations and the vision of the government on chat support on sexual abuse?			
☐ …			
About the appreciation of chat support on sexual abuse in social work			
☐ What are the efforts of the organisation to inform social work organisations about the chat support on sexual abuse?			
☐ (How) do welfare organisations know how and when they can refer to your chat support on sexual abuse?			
☐ Do you know which welfare organisations refer users to your chat support on sexual abuse?			
☐ Do you know the expectations of welfare organisations about your chat support on sexual abuse?			
☐ Do you know if social welfare organisations appreciate your chat support on sexual abuse?			
☐ …			

11. ABOUT THE KEY OUTCOMES OF THE CHAT SUPPORT ON SEXUAL ABUSE

Starting point :   An important gauge for chat support on sexual abuse are the results that your organisation wants to accomplish and the results you really achieve.

Questions	To answer now	Answer = OK	To answer again
About the results the organisation wants to accomplish on chat support on sexual abuse *(mostly we collect questions here you found elsewhere)*			
☐ How many hours a week will you offer the chat support on sexual abuse?			
☐ How many counsellors do you want to engage in the chat support service on sexual abuse?			
☐ How many chat rooms do you want to be available simultaneously?			
☐ How many educational programs on chat support on sexual abuse you will organise every year?			
☐ Which governmental / management decisions on chat support on sexual abuse do you want to influence next year?			
☐ When and where do you want to testify about chat support on sexual abuse next year?			
☐ How many publications do you want to realise about chat support on sexual abuse this year?			
☐ …			
About the achieved results			
☐ How many chat support conversations on sexual abuse do you realise each year?			
☐ How many chat users do you reach each year with a chat conversation on sexual abuse?			
☐ How many users receive a referral in a chat support talk on sexual abuse each year?			
☐ Do you reach the target groups in your chat support on sexual abuse?			
☐ What are the non-intended groups you reach with your chat support on sexual abuse?			
☐ How many hours a week is your chat support on sexual abuse available?			
☐ Is the amount of counsellors for the chat support on sexual abuse sufficient?			
☐ How many educational programs for chat support on sexual abuse you realise each year?			
☐ How many chat rooms are available simultaneously?			
☐ How many users have to wait for a chat conversation with the counsellor? And how many hours do they have to wait?			
☐ Which governmental /management decisions on chat support on sexual abuse did you influenced this year?			
☐ How many times (and where) have you testified about chat support on sexual abuse this year?			
☐ How many publications did you realise about chat support on sexual abuse this year?			
☐ How many times was your chat support on sexual abuse mentioned in research rapports this year?			
☐ …			

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