Online Counselling Options
For Survivors of Sexual Assault

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Aim: The primary aim of this research project is to develop a list of referral options for sexual assault counsellor/advocates. Method: A number of methods were used to collect information and data. Surveys and discussions with counsellor/advocates from SECASA and other sexual assault workers in the field, online surveys administered through the SECASA website, scoping studies, Google Search Engine results, links found on websites, and observations. Results: There are a number of online therapeutic options that counsellor/advocates can refer their clients to, these range from online counselling, websites, online videos, Phone Apps and Podcasts. Discussion: There are many online resources available for sexual assault survivors. The benefits of engaging online are numerous for survivors, secondary survivors and professionals. Key Words: SECASA, survivor, sexual assault, online, referral options, online counselling, new media therapy, domestic, violence, websites, online videos, Phone Apps, Podcasts, International services.

BACKGROUND

South Eastern Centre Against Sexual Assault’s (SECASA) mission statement is to “reduce, and ultimately eliminate, sexual assault and family violence through individual and social change.”

SECASA’s philosophy is to be “Committed to addressing all inequalities within society, which results in the perpetration of sexual violence against women, children and men”

The Sexual Assault Centre was originally set up at the Queen Victoria Medical Centre, Lonsdale Street Melbourne, in 1977. This was the first Centre to provide services to victims/survivors of sexual assault in Melbourne.

Through a feminist lens, SECASA has built a solid foundation on which it practices, providing counselling to sexual assault survivors/victims, running early prevention programs and influencing policy and law reform. Furthermore, SECASA has worked tirelessly alongside government departments and the community to create awareness and eliminate myths surrounding sexual assault. In an effort to provide a model of best practice and keep up with the evolving nature of the field, SECASA regularly evaluates its programs and conducts research.

SECASA provides services to children and adults, female and male, who have experienced sexual assault and family and domestic violence. The Centre works with non-offending family members, partners, caregivers and support workers and children and young people with problematic sexual behaviours and sexually abusive behaviours.¹

SECASA has always been at the forefront of service delivery innovation and online service delivery is no exception.

FEMINIST APPROACH

The feminist approach argues that sexual assault is found in the complex interplay between existing social structures, conventional attitudes and socialisation.

With the emergence of the woman’s movement in the 1960s and 1970s, people began to tell of their experience of sexual assault, before this sexual assault was not widely spoken about.

The feminist approach examines the unequal power relationship between men and women and adults and children. This power imbalance places the responsibility for initiating and/or maintaining sexual assault on the abuser.

This research project was approached through a feminist lens, when looking at online counselling, each one was assessed if the options were accessible for females and males, who they were run by, did they impose their beliefs on survivors, and did they aim to empower the individual to take back control of their lives.
Netiquette is a set of social conventions that facilitate interaction over networks, ranging from discussion boards, chat rooms, to blogs and forums, just to name a few. Netiquette is a list of golden rules or dos and don’ts of online communities. When engaging online people should be aware of netiquette, especially for people who have not interacted online before.

The following rules of netiquette are a starting point for people to know when they are engaging in the online world. They are as follows:

Rule 1: When online you should adhere to the same standards of behaviour that you follow in real life e.g. no discriminatory comments.

Rule 2: Know where you are in cyberspace e.g. language or emoticons that may be acceptable on one board may not be acceptable on another.

Rule 3: Make yourself look good online for example spelling and grammar do count.

Rule 4: Respect other people’s privacy. For example, don’t forward sensitive information to others without their permission, don’t post other people’s photos from a forum onto your Facebook page without asking them first.

Rule 5: Don’t abuse your power. For example, respect others and their opinions and avoid shouting (capital letters, LEAVE!!)

Rule 6: Different online communities have different norms and values and what works or happens in one online community does not necessarily transfer to another community.

SECASA places a child or young person’s best interest, safety, stability and development at the centre of all decision – making processes and service delivery.

By law some professionals are required to report if there is a suspicion of child abuse that is based on reasonable grounds. However not everyone is mandated.
A professional is mandated to report if he or she is one of the following:

- A registered medical practitioner
- A nurse registered under the Health Professionals Registration Act 2005
- A person who is registered as a teacher under the Education and Training Reform Act 2006 or has been granted permission to teach under that Act
- The principal of a Government school or a non-government school within the meaning of the Education and Training Reform Act 2006
- A member of the Police force

In order to report, a mandated worker uses their own observations of the child’s behaviour. It is important that there are policies and procedures in place to address the issue of mandatory reporting within agencies and organisations, this is no exception for workers who are engaging online.

An example of this would be the following extract from the online protocols manual from SECASA, “Any online worker that suspects, on reasonable grounds, that a verified child or young person they are interacting with online has been, or is currently being physically or sexually assaulted, mistreated or neglected, will report the incident to the Manager, a level 3 or their supervisor.”

### DUTY OF CARE

Online workers are expected to exercise a duty of care, that is, to exercise reasonable care, in giving written information or advice online.

A duty of care is a duty for professionals to take reasonable care of a person in their care, for example a patient or client. Staff or volunteers who work for the Department of Human Services or Community Service Organisations (CSOs) owe a duty of care to any person reasonably likely to be affected by its activities, including children, their families, direct carers and colleagues. What constitutes reasonable care depends on each circumstance.

Online workers have a duty to exercise reasonable skill and diligence to ensure that information and advice provided, upon which the recipients are likely to rely, is accurate.

Some online services address mandatory reporting and duty of care issues in their confidentiality and privacy terms and conditions. For example Kids Helpline, under their confidentiality sections outline that the information between the client and counsellor is

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2 Summers, J 2011, *Online protocols (draft)*, SECASA, Melbourne
kept confidential unless the young person told them something that was a “Duty of Care Situation.”\(^3\)

1800 RESPECT and NSW Rape Crisis Centre also addressed limitations to confidentiality, these include if the child/young person is at risk of harm. This includes physical, sexual, emotional, psychological abuse and/or neglect or there is a serious risk of harm to the client and or another adult’s person. They state that they may inform and report their concern to community service, emergency services or mental health services. \(^4\)

**LEGISLATION FOR ONLINE INTERACTIONS**

Online workers should ensure they understand the laws that apply to their work online. The laws that may apply to online work are:

- Copyright
- Fair use
- Intellectual property

The following Legislation might also apply:

**Commonwealth Legislation**

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Age Discrimination Act 2004

**Victorian Legislation**

- Crimes Act 1958 (Section 32-60)
- Children, Youth and Families Act 2005
- Family Violence Protection Act 2008
- Victims of Crime Assistance Act 1996


The following two Acts were recently updated to include online communication;

**Crimes Act 1958 – Section 21A**

In this section it states that a person must not stalk another person. A person (the offender) stalks another person (the victim) if the offender engages in a course of conduct which includes any of the following:

(a) Following the victim or any other person

(b) Contacting the victim or any other person by post, telephone, fax, text message, email or other electronic communication or by any other means whatsoever;

(ba) publishing on the internet or by an email or other electronic communication to any person a statement or other material\(^5\)

**Stalking Intervention Orders Act 2008**

This act explains the meaning of stalking, a person (the first person) stalks another person (the second person) if the first person engages in a course of conduct

(a) With the intention of causing physical or mental harm to the second person or of arousing apprehension or fear in the second person for his or her own safety or that of any other person; and

(b) That includes any of the following –

(ii) contacting the second person or any other person by post, telephone, fax, text message, email or other electronic communication or by any other means whatsoever;

(iii) publishing on the internet or by an email or other electronic communication to any person a statement or other material

(v) tracing the second person’s or any other person’s use of the internet or of email or other electronic communication\(^6\)

\(^5\) Victorian Legislation 2011, *Crimes Act Section 21A*, accessed online

\(^6\) Victorian Legislation 2011, *Stalking Intervention Orders Act 2008*, accessed online
A United Nations study found that worldwide 1 in 3 women are abused before the age of 18, and 1 in 6 males. CASA defines sexual assault as, “any sexual behaviour that makes a person feel uncomfortable, frightened or threatened. It is sexual activity to which a person does not consent to. The use of emotional or physical violence to force another person to engage in sexual activity also constitutes sexual assault.”

Counselling provides individuals who have experienced sexual abuse an opportunity to share their experience and talk about their feelings in a safe and supportive environment. The relationship between the counsellor and the client is vital; it is one of mutual respect, genuineness and empathy.

There has been a growing popularity in the internet and its usage, with over 1.4 billion people who use the internet worldwide. This growing internet popularity provides a unique opportunity for counsellors to deliver online services to the public. The internet offers a valuable service for people who, for various reasons, feel unable to meet a counsellor face to face. This may include people who are uncomfortable talking about their problems face to face, to people suffering from serious mental health conditions such as agoraphobia, social phobias or anxiety disorders.

This may also include those who are in violent relationships and cannot physically leave their house. Online counselling gives these people a chance to speak to someone when traditional counselling is not an option.

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From our own surveys and other discussions that we conducted, there is a demographic that don’t come to face to face counselling and often receive no therapy at all. We’re hoping that some of these survivors might consider using an online therapy option.

Therapy is a useful tool for harm minimisation which reduces problems in later life. The net provides a unique, popular, cost effective method of reaching out to this demographic and also allows flexible options to enhance and extend existing face to face counselling.

Online counselling is the “practice of professional counselling that occurs when client and counsellor are in separate or remote locations and utilise computer-mediated communication to communicate with each other.”11 Online counselling has seen tremendous growth over the last decade, with even more clients turning to online counselling, however online counselling has been the subject of much debate as to whether it is a viable therapeutic option. Researchers have been studying the efficacy of online counselling versus face to face counselling and have found that not only is online counselling efficient, but in many instances it outshines the traditional way of counselling in terms of speed and long term results.5

The online counselling that was assessed came in three forms: email question and response, text based chat programs, for instance ICQ, MSN, and video with audio using the internet and proprietary programs such as Skype.

ADVANTAGES OF ONLINE COUNSELLING

CONVENIENCE

Online counselling is more convenient for individuals who have mobility problems or are housebound, or in a violent relationship, with children, poor or have a disability. Also, people who don’t want to come in may seek help when a more anonymous option is available to them. It allows to them a lot more control over the interaction.

ACCESSIBILITY

Online counselling gives individuals who live in remote areas increased access to therapy. It could offer an expanded range of therapy options eg a speciality therapist, specific counsellors (female/male/Culturally and Linguistically Diverse /gay etc). It allows access for those with travel difficulties or access to services that are free or bulk bill.

WRITTEN COMMUNICATION USED WITH CHAT AND EMAIL COUNSELLING

The act of writing can be seen as a therapeutic process and this often allows for greater levels of self reflection and self-disclosure due to increased disinhibition. When communicating with a counsellor, the client is indicating their emotional state via the means of the written word. In this way they are naming the emotion which is therapeutically powerful.

People also have the ability to save the sessions that they have with the counsellor, this would allow the person to read back and reflect on what was said. This would be a healing process within itself as there is something very powerful about reading conversations and being able to go back and double check what was said in case you have forgotten it. This is different to a face to face session which you can’t rewind and may not remember exactly what was said.

The reader may also be able to identify their own patterns of communication, and see their progress over time, and see how far they have come in their recovery process.

TELEPRESENCE

Using an online communication medium allows for telepresence, which is the “feeling of being in someone’s presence without sharing the immediate space with that person.” Therefore text - only therapy carries clients past the distracting aspects of a person’s life and connects the client more directly to the counsellor. The devices used, the computer and
keyboard, is unimportant as the focus is on the interaction between the client and the counsellor. It doesn’t matter whether they are in the room together or not, it is the conversation that happens between them that is important. Using devices such as a computer and keyboard could be easier for people who do not feel comfortable sitting in a room physically with someone and talking.

**EXPECTATIONS, THE WAY OF THE FUTURE**

Clients expect agencies and organisations to offer online services to them, as Michelle Blanchard writes about in her PhD ‘Digital Disconnect’. There is a role of technology in improving a young persons’ mental health and wellbeing. Her paper discusses how the use of technology leaves a young person with a sense of empowerment and a sense that they are responsible for their own care. It is considered important for young people who are not ready for face to face counselling. Participants felt that reading the stories of other young people experiencing the same things as them helped by reassuring them that they were not alone and that seeking help is both normal and appropriate. Her paper outlines that this is the way for services to engage with young people, and it is the way of the future. This idea of empowerment on the client’s part can be overlapped into other age groups. For someone to take control of their own personal care would give them a sense of power over their own recovery process and journey.\(^\text{12}\)

In her paper Blanchard, states that 75% of Australian households had a computer in 2008 and of those 90% were connected to the internet.\(^\text{12}\) People expect agencies and organisations to have a website and could be expecting that services offer online counselling options as well.

NSW Rape Crisis Centre had 900 online contacts last year; people accessing online resources were ranging from under 15 years of age to over 55 years, and the main age group accessing the service were between 16 – 25 years with 29%.\(^\text{13}\)

Lifeline Crisis Support Chat trail was extended due to the number of people accessing the service, in 3 months it has helped 2,105 people, “we have seen great demand for this online service”\(^\text{12}\).

\(^\text{12}\) Blanchard, M 2011, *Digital Disconnect: Understanding the use of information communication technologies by the youth health workforce to help improve young people’s mental health and wellbeing*, Orygen Youth Health Research Centre, Centre for Youth Mental Health, University of Melbourne.

based service, particularly with the under 35 year old age group, accounting for 83% of all contacts.”  

Kids Helpline has seen counsellors respond to 4,917 online contacts, these are a mixture of web counselling and email counselling, the age group ranged from 5 to 25 years of age. “Online counselling emerged as the preferred medium for young people presenting more serious concerns”  

**DISADVANTAGES OF ONLINE COUNSELLING**

As with any new idea or new service there will always be positives and negatives, since online counselling is such a new option for therapy there needs to be research into the benefits of online counselling compared to those of face to face.

**BODY LANGUAGE**

There is widespread concern about online counselling in professional circles of losing non-verbal cues in text-only therapy and non-verbal communication, since it is an important aspect in the counselling process.

Rehn 2011 states that, body language can also distract from the therapy and challenged the notion of the significance that body language holds in a counselling session, suggesting that it is not the body language that is important it is what is being said and heard that is important. Therefore online counselling can have the ability to be more focused than a discussion between the counsellor and the client in the same room. The distractions are simply not present during online sessions.  

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The issue of non verbal cues is irrelevant when the counselling is done via video based counselling using Skype. This way of counselling enables the counsellor and the client to see each other as if they are in the same room together.

**TIME DELAY**

Another issue is that of time delay in messages between the counsellor and the client. Literature suggests that this alters the nature of the traditional counselling process. This could be due to the speed of the internet connection between worker or client, or with email counselling it could take a while to compose and send an email.

**ETHICAL CONSIDERATIONS**

Another disadvantage is linked to ethical considerations; an example of this is the potential for ‘unqualified’ individuals to take advantage of vulnerable people accessing counselling online.17

For example, Lifeline, the chat service is being delivered by a team of experienced, trained, Lifeline volunteer Online Supporters, they do not hold a degree for example in Social Work. However NSW Rape Crisis Centre and 1800 RESPECT offer online contact with an experienced sexual assault counsellor/advocate.

**PRIVACY, CONFIDENTIALITY AND TECHNOLOGY**

When a client goes to see a counsellor, the counsellor’s office environment will generally ensure privacy and stop interruptions to the session. Clients who access online counselling from home could be subject to interruptions, including those that threaten the privacy of the session, for example someone walking into the room.7

There is also the issue of confidentiality and security. Internet communications are ‘not’ secure, therefore users could be exposed to potential hackers unless the therapist and client

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use additional security measures, such as encryption or secure servers. This is something that people accessing online counselling will have to be informed about before using such services.

1800 RESPECT acknowledge that Electronic communication (including electronic mail) is vulnerable to interception by third parties.\(^{18}\) NSW Rape Crisis Centre (NSW RCC) addresses the issue of confidentiality; NSW RCC does not disclose any information provided by clients to others unless the client has given their consent for this to happen, NSW RCC state that most of the time consent needs to be written and signed by the client. All file notes are kept on a confidential database which is only accessible to staff of the NSW RCC.\(^{19}\)

The researcher addressed issues that the user will have to be aware of but the worker offering online counselling needs to be aware of these issues as well, and take precautions when interacting with clients online, what case notes they keep and where they store the sessions, who has access to their computer and what happens to the material once they have finished working with a client.

There is another issue of unreliable technology, computers and computer networks often fail to deliver an acceptable level of service in areas such as response time, error rate and sometimes they fail completely, all of these would interrupt the flow of the session.

As Rehn 2011 states, it is “important to point out that internet based therapy makes counselling and therapeutic support possible for many people who would not otherwise be prepared to seek help.” \(^{6}\)

### METHOD

The purpose of this project is to find viable online therapeutic options that counsellor/advocates can refer their clients to. By typing ‘counselling’ into Google about

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8,000,000 results from just Australia appear, typing ‘online counselling’ will get 2,520,000 results from Australia.

Method used when finding my resources:

1. Surveys – paper and online
2. Discussions
3. Keywords
4. Filtering techniques
5. Observation

SURVEYS
There were two types of surveys used - paper and online.

Paper – Compiled a list of questions at the start of the research project, to assess face to face counselling (individual and group focused) and to find out counsellor/advocates views of online resources being viable options for sexual assault survivors. Refer to appendix 1 and 2.

The second paper survey was at the end of our research project, which was distributed to workers in a team meeting. The researchers rewrote one survey after having a trial with fellow SECASA workers therefore one group of workers received survey one and the other group of SECASA workers received survey 2. Refer to appendix 3. We administered 11 surveys to group 1 and 20 to group 2.

Online surveys – Created a survey that was put on the SECASA websites. One was put on the home page of the kids website. One was placed in the survivor's section and another in the workers' section of the adult website (Appendix 4). The surveys were to assess what online resources people use, how often they use them and if workers have referred clients to online services.

DISCUSSIONS

Throughout the research project I had a variety of informal discussions with:

- Fellow workers (at SECASA and other organisations that are in the sexual assault field).
- Fellow social work students about the issues surrounding online resources and if they considered them a viable option.
- Friends and family to ask their opinion of online resources and if they have ever used them.
- Other researchers, who were doing research in the area of social media, young people, and online therapy options.
While informal discussion differed one question was asked to everyone, “do you see online therapeutic resources as a viable option for sexual assault survivors?”

**KEYWORDS**

A variety of keywords were used to help search for each resource. Note: whilst researching each resource the researcher refined the search to include pages from Australia, except for the last resource, international services. For some of the resources there was no need to use keywords since the researcher was told about resources from other workers in my informal discussions. Below are the keywords that were used to find my resources.

**Online counselling**
- Online counselling for sexual assault
- Online counselling

**Websites**
- Sexual assault
- Domestic violence
- Legal advice
- Online medical help

**Online videos (YouTube)**
- Sexual assault
- Surviving sexual assault
- Supporters of sexual assault
- Childhood sexual assault
- Relaxation
- Meditation
- Reduce stress
- Reduce anxiety
- Breathing techniques

**Apps/Podcasts**
- Depression
- Anxiety
- Managing stress
- Relaxation
- Breathing techniques
- CBT
- Buddhist techniques
Different filtering techniques were used for each resource, to determine whether or not they could be a viable option for sexual assault survivors.

Online counselling

- When an online counselling service was found it would be assessed by the research and with the help of the template that the researcher put together. Refer to the table in the method for online counselling.

Websites

- The filtering that was used for websites was to read through the material that each website had, was the website updated regularly, was the information relevant and appropriate, was each interactive component tested, and assess if the website was easy to navigate.

Online videos (YouTube)

- Online videos were a hard resource to filter with my existing keywords so I had to modify my technique. In conjunction with keywords the title was assessed as was the brief summary to gauge appropriateness prior to viewing the video. For the sexual assault videos, the researcher would also look at the thumbnail video image. Within a short time the researcher was able to get a good sense of what images lead to inappropriate material. If it did not seem 'quite right' the researcher moved on to the next image.

For the relaxation videos the filtering was different, keywords were used but for these videos each one was clicked and videos that the researcher believed could relax and calm people were chosen if they had that effect on me. Relaxation videos that had ‘bad’ voice overs were discarded.

Apps/Podcasts

- The same filtering technique that was used for the relaxation videos was used again here-keywords then trial and error with each app and podcast.

- There was also the use of informal discussion with a worker, who had already used some of these apps and podcasts with her clients.

**OBSERVATIONS**

For each resource the researcher used their own observation skills to assess whether they were a viable option.

The observations included:
Online counselling – engaging in the process that a sexual assault survivor would go through, the researcher would register for counselling and go through the steps without engaging in the counselling session.

Websites – for websites various elements were evaluated eg the layout of the page, what my initial reactions to the page were, was the website engaging and were the colours appropriate. This assessment helped me decide if the website was a viable option.

Online videos (YouTube) – As above the researcher evaluated the title of the video and image. This usually gave an insight into what the video may be about and if it was appropriate. Also whilst watching the videos the researcher would put themselves in the shoes of a survivor and ask myself, would this be useful, could this be therapeutic for survivors of sexual assault.

Apps/Podcasts – For each application and podcast that was found each one was watched and listened to, and similar to the observations for online videos the researcher would put themselves into the frame of mind and listen to each podcast and app and listen to the relaxation music, or breathing techniques and decide whether it could be a useful tool.

Ended up looking at five resources:

1. Online counselling
2. Websites
3. Online videos (YouTube)
4. Apps/Podcasts
5. International services

**ONLINE COUNSELLING**

Method:

Used Search engine “Google” to search for online counselling, specifically those who counsel people who have been sexually assaulted, and I selected pages from Australia. When ‘online counselling + sexual assault’ was Googled the top results that surfaced were:

- NSW Rape Crisis Centre
- Living Well
- 1800 RESPECT
- Kids Helpline
- Headspace
- Lifeline Crisis Support Chat

The researcher created the assessment tool below, to use as guide to assess each online counselling service. The same criteria was used for each entity to ensure internal validity.

The way that the researcher evaluated each resource was to register as a potential “sexual assault” survivor. To see how easy the online counselling was to navigate, looked at how easy it was for a person to navigate around the site, find the online counselling button, and follow the instructions for registering for online counselling. The researcher then searched the site for all the information needed for my assessment.

With the services which did not have assigned “times” for online counselling the researcher logged on to see how long it would take for a counsellor to see me. The researcher was registering in an attempt to duplicate the experience of a real survivor registering for assistance. Wanted to see what a survivor would see and experience, therefore did not engage in the actual counselling session.

<table>
<thead>
<tr>
<th>Name</th>
<th>URL</th>
<th>Who is it aimed at? E.g. General/rape/sexual assault</th>
<th>What does it offer? E.g. email/chat/Skype</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
<tr>
<td>How long are the sessions for? E.g. single or repeat</td>
<td>Cost?</td>
<td>Waiting times?</td>
<td>Who will you be communicating with? And are they qualified?</td>
</tr>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Technical barriers – easy to navigate, easy to use the medium for counselling, time delay between question and response?</td>
<td>Privacy/confidentiality, does the site address privacy issues, e.g hackers</td>
<td>Is there any feedback or comments from past clients?</td>
<td></td>
</tr>
</tbody>
</table>
Method:

Used search engine (Google) and informal discussions with workers and students, to find websites that had an interactive component to them.

So came up with the following:

Information on:
- Domestic violence
- Legal advice
- Online medical help

Youth oriented websites:
- Reachout
- Headspace
- Somazone
- The Line

Sexual assault specific websites:
- SECASA
- Teddy Talk Tour
- Just Tell

Creative websites:
- Paint online - sketch and paint
ONLINE VIDEOS (YOUTUBE)

Method:

The researcher searched for online videos on sexual assault. The researcher had to search through the results to find useful and appropriate videos. However found one of the videos through luck, a song made for males who have experienced childhood sexual abuse.

Keywords were used to help me search for videos

- Sexual assault
- Surviving sexual assault
- Supporters of sexual assault
- Childhood sexual assault

Each video was watched and the researcher decided if they would be appropriate or useful for sexual assault survivors.

New media therapy options were also assessed, for example: relaxation techniques. The keywords used were:

- Relaxation
- Meditation
- Reduce stress
- Reduce anxiety
- Breathing techniques

There were so many results, each was filtered through and took some out as examples of useful ones that people could use.

PODCASTS AND APPS

Method:

The researcher searched on ITunes for Apps and Podcasts. ITunes has different categories that you can search in, or you can type in specific words. The keywords were used:

- Depression
- Anxiety
- Managing stress
- Relaxation
- Breathing techniques
- CBT
- Buddhist techniques

The researcher only included Apps and Podcasts that were either for free or cheap, for instance 0.99 cents. This enables people to try them and if they do not like them to delete them and try another.

INTERNATIONAL SERVICES

Method:

Since SECASA’s statistics show that people overseas are accessing SECASA’s website, the researcher thought it was necessary to include some international services that people can access.

Not all of them have online counselling options but they have relevant information for that country. For example numbers for people to contact if they need ‘local’ help and relevant legislation surrounding sexual assault.

The international services that were found are outlined in the appendix. (Appendix 7)

RESULTS

Administered 5 surveys in total: 3 online surveys and 2 rounds of paper surveys, the results for the second round of paper surveys showed that sexual assault workers are aware of that there are online support options. Some knew of some places, for example Living Well, 1800 RESPECT, but the majority either said they know of some but could not name them or they just said websites, forum, and chat but didn’t give an actual name.

Out of the 32 surveys, only 6 participants could list the names of online support options available to survivors of sexual assault.

20 participants said that they referred clients to online resources. These resources were mainly websites (SECASA and general information websites), however some stated that they referred them to NSW Rape Crisis Centre, Living Well, Life Line and Kids Help Line.
25 of the 31 participants said that they would consider counselling clients using online tools. Of those 16 said they would consider counselling via email, 21 said they would use email as a tool for counselling and 14 stated that they would consider Video conferencing as an option.

The results from the online surveys (August results) showed the following:

From the kids survey there were 10 participants, 3 of those were boys and 7 girls. They ranged from ages of younger than 12 to over 18 years of age. Out of the 10 participants, 8 used YouTube, 1 used online counselling and 8 used Skype.

From the adults survey there were 27 participants, 8 males and 19 females. The ages ranged from 11 to over 50 years of age, with the majority (12) participants falling in the age group of 20-25 years of age.

Of these 27 participants, 5 used online counselling, 4 used it sometimes and 1 used it weekly. 18 participants used YouTube sometimes whilst 7 used it weekly. For Skype 11 participants used it sometimes and 7 used it weekly.

Out of the 27 participants none of them answered the question of “Would you engage in online counselling if you were unable to attend an appointment?”

Note: for my project the researcher looked at the results from the survey that were relevant for my project.

As the SECASA website outlines we can conceptualise recovery from the trauma of sexual assault as a three stage process. It is not a process we can time line as each person’s experience is unique but this process is useful as a tool for understanding.

The way that the results are presented is by using this three stage process, to outline what is available online.

**THE RECOVERY PROCESS**

Stage one: this first stage represents the **period of crisis** surrounding the assault and the ongoing discovery of assault related impacts. As previously mentioned, this ‘discovery’ may take place over a period of weeks, months or even years.

Stage two: the active **healing stage** is the stage at which the survivor enters counselling or engages in other activities to assist them to recover from the impacts of the assault/s.
Stage three: the final stage is **integration and resolution** stage. At this stage the survivor is able to integrate their experience of assault into a functional and positive view of themselves and the world. This is the stage at which emotional resolution of the impacts of the trauma take place and the survivor can move forward with their life.

**Stage 1: Period of crisis**

<table>
<thead>
<tr>
<th>Name</th>
<th>URL</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life line</td>
<td><a href="http://www.lifeline.org.au/FindHelp/Online-Services/crisis-chat">http://www.lifeline.org.au/FindHelp/Online-Services/crisis-chat</a></td>
<td>Life Line Crisis support chat offer short-term support for people who are overwhelmed and having difficulty coping or staying safe. Life Line uses ‘chat’ technology, real time to communicate one on one with people. It is confidential one to one help with an Lifeline Online Volunteer.</td>
</tr>
<tr>
<td>Domestic violence</td>
<td><a href="http://www.dvrcv.org.au/">http://www.dvrcv.org.au/</a></td>
<td>Phone: (03) 9486 9866, Monday – Friday 9am – 5pm. Some of the things that DVRC provide are: Initial telephone support, information and referral to services to assist people who have experienced family violence. Supportive online information to help people who have experienced family violence. Helpful pamphlets, booklets and websites to assist survivors of family violence</td>
</tr>
<tr>
<td>Legal advice</td>
<td><a href="http://www.legalaid.vic.gov.au/">http://www.legalaid.vic.gov.au/</a></td>
<td>Victoria Legal Aid helps people with their legal problems. They focus on helping and protecting the rights of socially and economically disadvantaged Victorians. They can help in areas of criminal law, family law and some civil law matters.</td>
</tr>
<tr>
<td>Youth Law</td>
<td><a href="http://www.youthlaw.asn.au/">http://www.youthlaw.asn.au/</a></td>
<td>Youthlaw is a specialist state wide community legal centre for young people. They provide free and confidential legal advice to young people up to the age of 25. They offer Skype from home as an option for young people to ask legal questions.</td>
</tr>
</tbody>
</table>
Has general information for people to access online, STI information, sexual health information, and also has online services that you can access from home, these include:

- Check you risk: STI risk quiz
- Health map – HIV
- Let them know – let partners know they may have an STI
- Test me! – aimed at under 25 yr olds, from rural communities, 100km from Melbourne and indigenous people, who can test themselves for STI’s.

**Stage 2: Healing Stage**

<table>
<thead>
<tr>
<th>Name</th>
<th>URL</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online counselling services</td>
<td>Online counselling services</td>
<td>(Refer to the appendix for a detailed description of each online counselling service)</td>
</tr>
</tbody>
</table>
| **NSW Rape Crisis Centre** | http://www.nswrapecrisis.com.au/                           | NSW Rape Crisis Centre provides a state-wide 24/7 telephone and online crisis counselling service to anyone who has been impacted by sexual violence, and trauma counselling for women who were sexually assaulted when they were children.  

The Centre is committed to upholding the rights of women to live in a socially just, equitable and non violent society. |
<p>| <strong>Living Well</strong>       | <a href="http://www.livingwell.org.au/Counsellingandsupport/LivingWellservicesonline/Onlinecounselling.aspx">http://www.livingwell.org.au/Counsellingandsupport/LivingWellservicesonline/Onlinecounselling.aspx</a> | LivingWell is an Australian resource which offers a range of services specifically designed to assist men who have experienced childhood sexual abuse or sexual assault, their partners, friends and family and service providers. |</p>
<table>
<thead>
<tr>
<th>Service</th>
<th>Website</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kinections</td>
<td><a href="http://www.kinections.com.au/">http://www.kinections.com.au/</a></td>
<td>Kinections offers an online counselling services that provides counselling via email and online chat, with the option of utilising voice and video.</td>
</tr>
<tr>
<td>Kids Helpline</td>
<td><a href="http://www.kidshelp.com.au">http://www.kidshelp.com.au</a></td>
<td>Kids Helpline is Australia's only free, private and confidential, telephone and online chat counselling service specifically for young people aged between 5 and 25.</td>
</tr>
<tr>
<td>1800 RESPECT</td>
<td><a href="http://www.1800respect.org.au/">http://www.1800respect.org.au/</a></td>
<td>1800RESPECT Online offers access to chat with qualified and experienced counsellors about any issue in relation to sexual assault, domestic or family violence.</td>
</tr>
<tr>
<td>Headspace</td>
<td><a href="http://www.headspace.org.au/is-it-just-me/getting-help">http://www.headspace.org.au/is-it-just-me/getting-help</a></td>
<td>eheadspace is a confidential, free, anonymous, secure space where young people aged 12 - 25 can chat or email with a qualified youth mental health professional.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Somazone provides an anonymous question and answer (Q &amp; A) service, topical fact sheets, a searchable directory of Australian youth services, and publish personal stories.</td>
</tr>
<tr>
<td>The Line</td>
<td><a href="http://www.theline.gov.au/home">http://www.theline.gov.au/home</a></td>
<td>When it comes to relationships, sometimes there's a fine line between what's ok and what's not. What crosses the line for one person might be perfectly ok for another. Useful information as well as an interactive part, a forum, called ‘Talk the line’ which occurs once a week, a two hour closed online forum to discuss some of the edgier issues to do with relationships.</td>
</tr>
</tbody>
</table>
ReachOut is aimed at young people. It is anonymous, open 24/7 and filled with loads of facts and information, stories, videos, blogs, and forums where you can connect with others who are going through the same stuff as you.

They also have a sms tips section which is a series of free positive messages and/or little challenges around a theme, sent each day to your phone.

Headspace is the national youth mental health foundation. They help young people (under 25) who are going through a tough time. It has a mixture of resources, stories, online counselling options, and information.

They also have a section for parents and carers and for professional who work with young people.

**Note:** Refer to the appendix for the detailed description for each of the online counselling services. (Appendix 5)

### Stage 3: Integration and resolution

<table>
<thead>
<tr>
<th>Name</th>
<th>URL</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Online Support Groups</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NSW Rape Crisis Care</td>
<td><a href="http://www.nswrapecrisis.com.au/">http://www.nswrapecrisis.com.au/</a></td>
<td>The NSW Rape Crisis Centre runs online support groups for adolescents aged 14 to 16 years. This is a 12 week program for adolescents who have experienced sexual violence. Participants must be seeing a sexual assault counsellor who will be the referral point for participation.</td>
</tr>
<tr>
<td>Adolescent group</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Living Well</td>
<td><a href="http://www.livingwell.org.au/">http://www.livingwell.org.au/</a></td>
<td>Living Well offers online counselling and</td>
</tr>
<tr>
<td><strong>Men’s group</strong></td>
<td>has links to online forums.</td>
<td></td>
</tr>
<tr>
<td>----------------</td>
<td>---------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>New Media Therapy Options</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Online Videos (YouTube)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Music videos (song/poem/video clip)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Survival story</strong></td>
<td><a href="http://www.youtube.com/watch?v=zSWUYeNDwX0&amp;feature=result_s_video&amp;playnext=1&amp;list=PL447BE3E9BBED5F8">http://www.youtube.com/watch?v=zSWUYeNDwX0&amp;feature=result_s_video&amp;playnext=1&amp;list=PL447BE3E9BBED5F8</a></td>
<td>This US music video addresses the issue of male sexual assault.</td>
</tr>
</tbody>
</table>
| **Rick Belden, author of Iron Man Family Outing** | [http://www.youtube.com/user/rickbeldenpoet](http://www.youtube.com/user/rickbeldenpoet) | From the author of Iron Man Family Outing: Poems about Transition into a More Conscious Manhood, a book widely used in the United States and internationally by therapists, counsellors, and men's groups as an aid in the exploration of masculine psychology and men's issues, and as a resource for men who grew up in dysfunctional, abusive, or neglectful family systems.
This YouTube channel has a collection of poems spoken by Rick himself, some may be helpful for male survivors. |
<p>| <strong>Video for supporters of survivors – poem and music</strong> | <a href="http://www.youtube.com/watch?v=ztgJHOD5saE&amp;feature=watch_response">http://www.youtube.com/watch?v=ztgJHOD5saE&amp;feature=watch_response</a> | This video is dedicated to all those who support survivors of sexual abuse. |
| <strong>Video for those abused as children – song</strong> | <a href="http://www.youtube.com/watch?v=IHGf-UUnq5g">http://www.youtube.com/watch?v=IHGf-UUnq5g</a> | A video that was put together with a song that was written about child sexual abuse. |
| <strong>Relaxation/meditation/stress/anxiety and music</strong> | |
| <strong>Anxiety meditation</strong> | <a href="http://www.youtube.com/watch?v=x7rq5DmWXcQ&amp;feature=result_s_video&amp;playnext=1&amp;list=PL695A">http://www.youtube.com/watch?v=x7rq5DmWXcQ&amp;feature=result_s_video&amp;playnext=1&amp;list=PL695A</a> | This video contains words, pictures and music. |</p>
<table>
<thead>
<tr>
<th>Reduce stress and anxiety</th>
<th><a href="http://www.youtube.com/watch?v=ftGxkCeO2N8">http://www.youtube.com/watch?v=ftGxkCeO2N8</a></th>
<th>This video contains music and pictures.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breathing Meditation - A Guided Meditation</td>
<td><a href="http://www.youtube.com/watch?v=7wFX9Wn70eM">http://www.youtube.com/watch?v=7wFX9Wn70eM</a></td>
<td>This video contains voice over’s, music and pictures and words throughout to aid in relaxation.</td>
</tr>
<tr>
<td>Relaxation - Reiki - Mind Body and Soul 2</td>
<td><a href="http://www.youtube.com/watch?v=2N-WAhwvx08&amp;feature=related">http://www.youtube.com/watch?v=2N-WAhwvx08&amp;feature=related</a></td>
<td>This video contains pictures and music.</td>
</tr>
<tr>
<td>Breathing Relaxation Exercise</td>
<td><a href="http://www.youtube.com/watch?v=j5Z4E2wh4">http://www.youtube.com/watch?v=j5Z4E2wh4</a></td>
<td>This video has voice over’s, music, pictures and a guided breathing exercise.</td>
</tr>
<tr>
<td>Relaxation music playlist by PositiveChillout (recommend this one)</td>
<td><a href="http://www.youtube.com/watch?v=PPmf3wfMTM&amp;feature=rellist&amp;playnext=1&amp;list=PL8503B14F30632D2A">http://www.youtube.com/watch?v=PPmf3wfMTM&amp;feature=rellist&amp;playnext=1&amp;list=PL8503B14F30632D2A</a></td>
<td>This is a series of relaxing and calming songs (without lyrics), and with pictures.</td>
</tr>
</tbody>
</table>

**Phone Apps/Podcasts**

Can access via ITunes store on the computer or access via your Smartphone


The keywords that I used whilst searching included, depression, anxiety, managing stress, relaxation, breathing techniques, CBT and buddhist techniques. The beauty of ITunes is that you can try podcasts whilst online and see if you like them before downloading them, and with free podcasts and apps if you don’t like them you can delete them once you have downloaded them.

(Refer to appendix for snap shots of apps and podcasts)

**Websites**

SECASA


SECASA has an adult website and kids website (http://www.secaskids.com.au/) there is information on both websites for survivors of sexual assault, for workers, for family and friends. There are sections
filled with information sheets, resources, where to get help and more.

<table>
<thead>
<tr>
<th><strong>Just Tell</strong></th>
<th><a href="http://justtell.org/">http://justtell.org/</a></th>
<th>Was created to educate and empower children and adults about the issue of childhood sexual abuse. It has a kids website and an adults website.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Teddy Talk Tour</strong></td>
<td><a href="http://www.teddytalktour.com/">http://www.teddytalktour.com/</a></td>
<td>The Teddy Talk Tour provides a voice to adult survivors of childhood sexual abuse. Has an ongoing commitment to breaking the silence of childhood sexual abuse and raising community awareness</td>
</tr>
<tr>
<td><strong>Paint online - sketch and paint</strong></td>
<td><a href="http://www.onemotion.com/flash/sketch-paint/">http://www.onemotion.com/flash/sketch-paint/</a></td>
<td>This website allows the user to draw on the screen, and it lets you save or print it when you have finished. It’s a great way to express your creative side. The website had other tools, e.g. Drum machine, DJ turntable and many more.</td>
</tr>
</tbody>
</table>

(Refer to Appendix 6 for snap shots of the Phone Apps and Podcasts.)

Note: The stages may overlap as the survivor may continue to discover or experience impacts of the assault during the active healing stage, either through a change in their life or simply a drop in their defences to the trauma as they focus on assault related issues. Integration also takes place during the active healing stage but this can be for some issues rather than others prior to final resolution of the trauma.

The beauty of the online world is that it’s like a big shopping centre, you can pop in and out of each resource when you need it and you can always go back to one that you found more helpful.

**DISCUSSION**

The researcher predicated that there would be a lack of resources on the internet for those seeking help who have been sexually abused. From the research this has been proved, happily, wrong.

The researcher not only looked at online counselling options and online videos, but extended the therapy options to websites, phone apps and podcasts and even included a list of international
services for overseas people. People heal in different ways; some are creative and want to reflect this while others find soothing music relaxing. The new media therapy is in Stage 3 of the recovery process is about self care and continued support. The resources that were chosen reflect this.

The World Wide Web is so big that when the researcher was looking at one resource they would click onto a link and that would take them to another link, they ended up getting lost in a massive shopping centre filled with huge amounts of useful resources/information for sexual assault survivors. The researcher had to continuously bring themself back to the project title, “online therapy options for sexual assault clients”. This was done many times, if it hadn’t been done then we’d still be out there searching endlessly in the World Wide Web. As my supervisor said, “the net, with its myriad of technologies, is able to offer a far wider variety of options than any real world based centre can”.

Using keywords was integral part of my research; I would not have found the resources I did without the use of keywords. Once I knew what I was looking for, there were many resources, e.g. online videos, apps/podcasts, websites. People have to know that the use of “keywords” are vital when searching for videos/apps/podcasts, even with the use of these keywords there were still lots of results that I had to filter through, to find those that would be of use to sexual assault survivors. At the start of my research I did not know what a video may contain when I clicked on it, I slowly started to realise the indicators that often accompanied a useful video. By the end of my research I could tell from the name of a online video if it was going to be useful or not, for example, I used the key word “sexual abuse” and came up with a list of results, there were legitimate ones like “A True Story Of Child Sex Abuse - For Adults”, and then there were the others that I just wouldn’t click on to watch, “Funniest sexual abuse ad EVER”. After awhile you use your common sense and intuition and you learn to skip and filter out, the ones that don’t sound legitimate and just watch the ones that do.

There’s the traditional type of therapy in the form of online counselling, and then there are the new media therapy options, for example, online videos, websites which are full of useful information, phone apps and podcasts. Originally we’d all though about a substitute for face to face but then realised that people heal in many different ways and forms, and who are we to restrict that term therapy for people.

BOUNDARIES

There were several challenges that were encountered throughout the research.
1. The web is ever changing by nature – the web has new resources and new services popping up every week. That is the beauty of the web and the curse. It’s a beauty since you are never at a loss of useful resources but it’s also a curse in that you need to continuously look and search for any new services that are out there. This will be one of the challenges that SECASA will face when they are trying to maintain the database.

2. There are so many existing options – there were new resources that I was continuously adding to my database. When one group of resources was done there would be an email or I would have a discussion with another worker and would find out about a new resource. For example, I had completed the list of useful websites and then an email was received about a website that allowed you to be creative in a space, it’s called ‘Paint online - sketch and paint’, since there wasn’t an option for a creative space it was I had to create a new section for it.

These two issues will be something that agencies will have to consider if they are to set up their own online therapeutic option. They not only have to think about what is happening right now in terms of the new technological fads, but they have to think about where they want their online services to go in the future.

3. Establishing a cut off point – placement duration was 70 days, so that was the first boundary, a time limit. There came a point when you have to say enough is enough. I could not include all the new resources that people were talking about, if that did happen then this project would not end. If there was more time the researcher would have been able to engage in each in more depth and that could have enabled the researcher to have a greater understanding of what each resource would be like as a potential survivor of sexual assault.

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**ETHICAL CONSIDERATION**

Another challenge was that of ethical consideration. When registering for online counselling the researcher was wary of not logging in to ‘start’ counselling. The researcher would go through the process of registering for counselling, so typing their name/alias and other general information about myself, then would wait to see how long it would take before a counsellor would be ready then would log off.
There were many challenges with the surveys both online and paper, they were the following:

1. Getting participants to complete our surveys (both online and paper) –

   Paper survey - For the first paper survey there were difficulties getting participants for, since it was sent via email it was easy for people to dismiss the email and come back to it later or forget it was there. For the second round of paper surveys, they were distributed at a team meeting, this not only enabled the researchers to explain face to face what the research paper was about but also for us to stop the meeting hand out the survey and wait for the workers to fill it in. This method gave the most feedback.

   Online surveys – these surveys were promoted on our Facebook page and asked people from uni our family and other workers to fill out the survey. Even though feedback was received from the online surveys we could not use the information that we gathered due to the fact that the results would be biased. It is due to this fact that we didn’t include the data gathered from the online surveys.

2. It was through informal discussions that the most information was gained from. These discussions were with fellow workers at SECASA, among university friends and family. We also had interesting conversations around our project when we presented at a CASA Forum Workforce Development workshop entitled 'Engaging with cyberspace'. We gained useful information and ideas from that workshop, we also connected with fellow researchers, in particular Michelle Blanchard. Her PhD helped us in writing our research paper and gave us an insight into young people using online technology as a means for therapy.

3. Data gathering was a challenge for the online surveys for the reasons stated above, also thought that we would be gathering huge amounts of data however this was not the case. We had a challenge when we were collating data from the surveys from the workers. The challenge that surfaced was that if counsellor/advocates of sexual assault survivors don’t know of any online resources that they could refer their clients to, where will their clients gain their information from, and what if they do find an online resource but instead of helping them it hinders their recovery. The challenge that we are faced with is getting the word out about what online options are available for sexual assault survivors and educating workers on these options so if they do refer a client then we know that it will be to a resource that will help them rather than hinder.

Then there was the challenge of compiling and the future maintaining of the database.

At the end of the research it was discovered that there was the future challenge of how the database would be maintained and updated. Who will be assessing the online counselling services and how will they update the videos and add new phone apps and podcasts?
There has to be methods set in place that SECASA would use to search for new resources i.e. keywords I used when searching for videos or apps or podcasts. They would have to use the same techniques to ensure internal validity. There are new resources, websites that come up, new services online that come out every year, SECASA needs to be on top of these otherwise the database will become out of date.

Also there is the issue of promotion of the agencies/organisations online service. As you can see from my results there are many therapeutic options in the online world, so what is going to make your service stand out against the rest, how will you get clients coming to your service over another.

Another consequence is that how things are said in the real world and how we communicate with clients is completely different to how we communicate online, things such as how we write a sentence or use full stops or exclamation marks, could be interpreted in the wrong way. You can interpret the written text in so many ways. This is just another reason why counsellors who are considering online counselling need to be educated in netiquette and in how to communicate online.

The literature review discussed how agencies had the control of whether or not they would offer online therapeutic options to clients. This section will be address how these therapeutic options are giving the control back to the client. Clients are able to decide which option suits them the best, this will enable them to take control of their recovery process and own it.

The database that will be up on the SECASA website allows for the individual to rate each therapeutic option and also allows them to make a comment on how they found each resource and they can also suggest new resources that should be added to the database. This again is giving the control and power back to the individual.

From my research I have complied recommendations, these include, that counsellor/ advocates be aware of what is “out there” in terms of not only sexual assault services that are face to face but also online services and alternative therapeutic options.
That online service’s be included as an alternate therapeutic option to face to face counselling or to be used in conjunction.

Recommend education for workers in the field around the uses of the internet, to break down the barriers of anxiety that some workers feel when they engage online. Educate them on the positives of the internet and not just focus on the negatives. For example: online services be incorporated into the orientation of workers.

**FURTHER RESEARCH:**

Am recommending that the database be revised every six months to make sure that the services are still relevant and appropriate for sexual assault survivors and are still appropriate for counsellor and advocates to refer their clients too. Also recommend that SECASA use the same method as I did to have a consistency in searching for new resources to add to the database thus having internal validity.

**DATABASE:**

Recommend that there is a rating system for each resource on the database so people can let SECASA know what their experience of the resource was and how useful they found it. It may be survivors of sexual assault rating the resource or it could be workers or parents or friends.

Am suggesting that the database has a comment section that allows people to suggest new resources that they believe could be useful for sexual assault survivors. These comments will not only inform SECASA of new resources but it will cut down on the maintenance of the database, if people are suggesting new resources that have come out then SECASA will not have to go searching for new resources.

**CONCLUSION**

I started out thinking that there wouldn’t be any viable options online for sexual assault survivors. However it was the opposite, it was found to be a breadth of resources. The problem was how to ascertain which ones were viable, to do this a variety of selection criteria was used to help.

The major issues that happened were the boundaries around the large amount of resources out there and the time allocated to the project. Also deciding which resources could be beneficial to sexual assault survivors, and allocating each resource to one of the three stages of recovery.
The main issue was trying to disengage from the project, the researcher immersed themselves into the online world, and have opened up our eyes up to the benefits of online therapeutic options that are available out there. The researcher plans to continue their own personal research into online therapeutic options and keep up to date with what is happening online when they leave SECASA.

We hope that the online options that have been outlined here will be of use to you and your clients. True believer that having online resources allows counsellor/advocates to offer clients more options.

The database will allow sexual assault survivors to take control of their recovery process and own it, this will empower them as they it will take control of their own recovery by picking and choosing which resources sit with them the best.

As a practitioner stated in Navigating the Digital Disconnect, “It (online services) will be the way of the future and if we wait too long, we will be left out of the picture and unable to help”. 12

APPENDIX

APPENDIX 1: SURVEY – INDIVIDUAL FOCUSED (ROUND 1)

SECASA

South Eastern Centre Against Sexual Assault

SECASA are currently undertaking a project looking specifically at online resources/services available for those who have been sexually assaulted. The aim of this survey is to gather an understanding of who is more likely to use online resources/services, how beneficial they are to the user, and locate credible online resources/services that can be provided to clients as a viable therapy option.
Please Note: The following survey is for research purposes, no identifying information will used, however your responses may be included in our research paper. Please inform us if you do not wish for your responses to be used.

INDIVIDUAL FOCUSED

1. What is the demographic of your clients? (Tick where appropriate)

   □ Predominantly Female  □ Predominantly Male  □ Mix

   □ 0 – 15 years  □ 16 – 25 years  □ 26 – 35 years

   □ 36 – 45 years  □ 46 – 55 years  □ 56+ years

   Do you know of any other commonalities in this group: for example literacy skills and relationship status

   __________________________________________________________

2. How does your service meet the needs of those with special needs?

   __________________________________________________________

   __________________________________________________________
3. How long do individual counselling sessions run for? (Time frame eg: 12 sessions)

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

4. Are there waiting lists? (Referral to first contact)

☐ YES, how long (approx)? ☐ NO

___________________________________________________________________________

5. What are the goals or desired outcomes for the session?

___________________________________________________________________________
___________________________________________________________________________

6. How important is a clients’ body language and behaviours to the worker-client relationship?

___________________________________________________________________________

7. In your opinion what are the main reasons that clients give when they are unable to attend appointments? Does this occur often?

___________________________________________________________________________

8. Do you think any of the following online resources/services could help clients? (Please tick)

☐ Skype ☐ YouTube ☐ Chat rooms
APPENDIX 2: SURVEY – GROUP FOCUSED (ROUND 1)

SECASA

South Eastern Centre Against Sexual Assault

SECASA are currently undertaking a project looking specifically at online resources/services available for those who have been sexually assaulted. The aim of this survey is to gather an understanding of who is more likely to use online resources/services, how beneficial they are to the user, and locate credible online resources/services that can be provided to clients as a viable therapy option.
Please Note: The following survey is for research purposes, no identifying information will be used, however your responses may be included in our research paper. Please inform us if you do not wish for your responses to be used.

GROUP FOCUSED

1. What Groups do you run? (include demographics)
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

2. How many participants are active in a group at one time? (Please tick)

   □ Less than 5      □ 5 - 10      □ 11 - 15      □ More than 15

3. Do you think the size of the group influence outcomes? (Please Tick)

   □ YES                  □ NO

   Comment:
   ______________________________________________________

4. Do all group members participate in the session? (eg: what happens when a client talks excessively or not at all?)
5. How do the relationships within the group evolve over the duration of the workshop/sessions?

____________________________________________________

____________________________________________________

6. Do you think having online groups would be a viable therapeutic option?

☐ YES  ☐ NO  ☐ NOT SURE

Comment:

____________________________________________________

____________________________________________________

Thank You for your participation.

Please leave your details should we need to contact you.

Name: _____________________________________________________________

Agency:____________________________________________________________

Contact No:________________________________________________________

E.mail:______________________________________________________________

APPENDIX 3: SECOND PAPER SURVEY – TWO SURVEYS (ROUND 2)

Online Support for Survivors of Sexual Assault
Students at SECASA are currently looking at the use of online tools to provide support to survivors of sexual abuse. Your contribution to this research would be much appreciated. Thank You.

Please Note: the following information will be used for research purposes only, and no identifying information will disclosed.

---

**Survey - Workers in the Sexual Assault field**

1. Are you familiar with websites, online counselling support or online peer support available to survivors of sexual assault? (Eg: discussion forums, chat rooms, online groups, chat counselling, e-mail counselling, video conferencing. Please list)

__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

2. Have you referred clients to seek support online? (Please state Y or N)

☐ Information (Websites)

☐ Counselling (e-mail counselling, chat counselling, video conferencing)

☐ Peer Support (discussion boards, chat rooms, online groups)

3. Do you see online peer support as a therapeutic option? YES ☐ NO ☐

Why? ________________________________________________________________
4. Would you consider counselling clients using online tools? (Please state Y or N)

☐ Chat counselling (instant messages)
   Why? _________________________________________________________________

☐ E-mail Counselling
   Why? _________________________________________________________________

☐ Video Conferencing (Skype)
   Why? _________________________________________________________________

5. Other comments:
   ____________________________________________________________________
   ____________________________________________________________________
   ____________________________________________________________________
   ____________________________________________________________________

Online Support for Survivors of Sexual Assault

Students at SECASA are currently looking at the use of online tools to provide support to survivors of sexual abuse. Your contribution to this research would be much appreciated. Thank You.

Please Note: the following information will be used for research purposes only, and no identifying information will be disclosed.
Survey - Workers in the Sexual Assault field

1. Are you familiar with online support options available to survivors of sexual assault? (Forums, chat rooms, online counselling, groups, other - Please list)

__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

2. Do you see online support as a viable option for survivors of sexual assault?

☐ Yes, because__________________________________________________________

☐ No, because__________________________________________________________

3. Have you referred clients to seek support online?

☐ Yes, which ones? ______________________________________________________

☐ No, Why? ____________________________________________________________

4. Would you consider counselling clients using online tools? (Please tick)

☐ Chat counselling (instant message)

☐ E-mail Counselling
5. Personally what are the online tools you use?

- E-mail
- Discussion Forums
- Chat rooms
- Instant Messenger (chat)
- Skype
- YouTube
- Social Networks:
- Podcasts & Phone Apps
- Other:__________

6. Comments ________________________________


APPENDIX 4: ONLINE SURVEYS

Online survey

Three surveys:
- Kids website
- Adult website
- Workers website

Kids – “Quick Survey”
1. Are you a:

Boy  Girl

2. Age groups

Younger than 12
12 – 13
14 - 15
16-17
18 or older

3. How often are you on the internet?

Everyday
Few times a week
Few times a month

4. Have you ever used?

Chat rooms
Forums/discussion boards
YouTube
Online counselling
Skype

Adult - “Quick Survey”
1. Male  
   Female  
2. Age  
   0-10 36-40  
   11-20 41-45  
   20-25 46-50  
   26-30 50+  
   31-35  
3. How competent do you feel interacting online? 1 not competent 5 very competent  
   1 2 3 4 5  
4. How safe do you feel using online communications? (E.g. chat rooms forums online counselling) 1 not safe 5 very safe  
   1 2 3 4 5  
5. Do you interact online with any of the following:  
   | Facebook/twitter | Never | Sometimes | Weekly |  
   | Forums/discussion boards | | | |  
   | Online counselling | | | |  
   | Chat rooms | | | |  
   | YouTube | | | |  
   | Sykpe | | | |  
   | Online therapy groups | | | |  
   | Blogs | | | |  
6. Would you engage in online counselling if you were unable to attend an appointment?
7. Do you know of any useful sites to help those who have been sexually abused?

Workers

1. What industry do you work in?
   - Education
   - Health
   - Hospitality
   - Science and technology
   - Advertising, Arts and Media
   - Trades and services
   - Government department
   - Legal
   - Retail
   - Other - specify

2. How often do you access SECASA’s website?
   - Weekly
   - Monthly
   - Several times a year
   - First time

3. Do you work with people who have experienced sexual abuse?
   - Yes
   - No
4. Do you go online to find resources that could help your clients?
   Yes  No

5. Would you consider referring your clients to an online resource for therapy? (e.g. chat room, forums, discussion boards, email/online counselling)
   Yes  No

6. Have you come across any useful online resources that are specific to sexual abuse?

**APPENDIX 5: ONLINE COUNSELLING SERVICES**

<table>
<thead>
<tr>
<th>Name</th>
<th>URL</th>
<th>Who is it aimed at? E.g. General/rape/sexual assault</th>
<th>What does it offer? E.g. email/chat/Skype</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW Rape Crisis Centre</td>
<td><a href="http://www.nswrapecrisi">http://www.nswrapecrisi</a></td>
<td>Sexual Violence. The service is accessible to anyone who has experienced sexual violence or who is supporting someone who experienced that violence.</td>
<td>Rape Crisis Online - 24/7 NSW Rape Crisis Online offers an alternative way to access initial information and support. Rape Crisis Online is a one to one, in real time ‘chat’ with a Centre counsellor. The service is accessed via this website and is secure and confidential.</td>
</tr>
<tr>
<td></td>
<td>s.com.au/</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How long are the</td>
<td>Cost?</td>
<td>Waiting times?</td>
<td>Who will you be communicating with? And are they qualified?</td>
</tr>
<tr>
<td>sessions for? E.g. single</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>or repeat</td>
<td>Free</td>
<td>Depends on how many people are waiting to be seen by a counsellor, when I check on it didn’t take long at all, couple of minutes.</td>
<td>The Centre’s counselling team are all psychologists, social workers or equivalent. The Centre employs counsellors who are professionally qualified and have extensive experience in the area of sexual assault trauma.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical barriers – easy</td>
<td>Privacy/confidentiality,</td>
<td></td>
<td>Is there any feedback or comments from past clients?</td>
</tr>
<tr>
<td>to navigate, easy to use</td>
<td>does the site address privacy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>the medium for</td>
<td>issues, e.g hackers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>counselling, time delay</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>between question and</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>response?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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**Navigation**
The site is easy to navigate, to find the link for online counselling it is on the home page, all you have to do is click on “Get online help”, then you are directed to a window which will ask you some basic questions before requesting online counselling.

**Technical Issues**
The NSW Rape Crisis Centre is not able to answer any technical IT questions. The NSW Rape Crisis Centre cannot guarantee that the technology used to deliver online counselling will always be available, function as intended or without problems. Where problems are identified the Centre will work to resolve them in the shortest possible time frame.

**Confidentiality**
The NSW Rape Crisis Centre does not disclose any information provided by clients to others unless the client has given their consent for this to happen. Most of the time consent needs to be written and signed by the client. All file notes are kept on a confidential database which is only accessible to staff of the NSW Rape Crisis Centre.

The NSW Rape Crisis Centre will need to disclose information provided when we become aware that:

- there is a child or young person at risk of harm. This includes physical, sexual, emotional, psychological abuse and/or neglect, or
- there is a serious risk of harm to the client or another adult person.

**Privacy Statement**
The NSW Rape Crisis Centre is committed to complying with privacy laws relating to the information clients share with us including computer IP address. The NSW Rape Crisis Centre protects personal information during transmission by encryption. All data is saved on a secure server. However despite these safeguards the internet is not a completely secure or private environment and while unlikely it is possible for online session security to be breached.

---

**Quote from Client**
“The nature of rape, as a crime, silences victims. I am almost 50 and had been silent about events that occurred when I was 17 and 37. Though yours is a phone service, the help and expertise I received from NSWRCC has been the critical springboard in my healing.”

---

<table>
<thead>
<tr>
<th>Name</th>
<th>URL</th>
<th>Who is it aimed at? E.g. General/rape/sexual assault</th>
<th>What does it offer? E.g. email/chat/Skype</th>
</tr>
</thead>
<tbody>
<tr>
<td>Living Well</td>
<td><a href="http://www.livingwell.org.au/Counsellingandsupport/LivingWellServices/OnlineOnlinecounselling.aspx">http://www.livingwell.org.au/Counsellingandsupport/LivingWellServices/OnlineOnlinecounselling.aspx</a></td>
<td>Men who have experienced sexual abuse or assault Partners, family members, friends or supporter of a male survivor.</td>
<td>Chat counselling has three options: 1. Videoconferencing using a webcam where you will talk to your counsellor live and &quot;virtually face-to-face.&quot; 2. Text based chat. There is a text box to type your messages into, and your counsellor will also respond via text.</td>
</tr>
</tbody>
</table>
3. A Whiteboard. This is a space in which you can express yourself creatively, with drawing, or inserting images, clip-art or documents.

<table>
<thead>
<tr>
<th>How long are the sessions for? E.g. single or repeat</th>
<th>Cost?</th>
<th>Waiting times?</th>
<th>Who will you be communicating with? And are they qualified?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counselling sessions last for one hour. Live sessions will take place at the time you arrange to meet with your counsellor. The frequency of counselling sessions is negotiable however weekly sessions are generally recommended at the outset.</td>
<td>Free</td>
<td>Email counselling — within two business days. Live chat counselling: (The time zone is for Brisbane, e.g. add one hour for Sydney/Melbourne, etc). Appointments will be booked with your counsellor via email. Monday and Wednesday 9.30am – 4.30pm. Tuesday 3.00pm – 7.30pm.</td>
<td>Counsellors at LivingWell have to have successfully completed a four year undergraduate degree as a minimum in Psychology, Social Work or related Allied Health Counselling discipline.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Technical barriers – easy to navigate, easy to use the medium for counselling, time delay between question and response?</th>
<th>Privacy/confidentiality, does the site address privacy issues, e.g hackers</th>
<th>Is there any feedback or comments from past clients?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Navigation: easy to use, the website is laid out in a way that is easy to understand and read.</td>
<td>Living Well is committed to ensuring that what is discussed in session, whether in live chat, email, on the phone or in person, is confidential. All services are provided under the protection of the National Privacy Principles as outlined in the Commonwealth Privacy Act 1988. Under the Act The website also goes into detail about how to keep your information private. For example, passwords, browser security, and computer security.</td>
<td>“Very informative site, the information on there is relevant and accurate for men.”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>URL</th>
<th>Who is it aimed at? E.g. General/rape/sexual</th>
<th>What does it offer? E.g. email/chat/Skype</th>
</tr>
</thead>
</table>

53
<table>
<thead>
<tr>
<th>How long are the sessions for? E.g. single or repeat</th>
<th>Cost?</th>
<th>Waiting times?</th>
<th>Who will you be communicating with? And are they qualified?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sessions are for one hour. The frequency of counselling sessions is something you can negotiate with your counsellor, however weekly sessions are generally recommended at the outset. Email counselling: Email counselling is also per &quot;session,&quot; consisting of an emailed response to your query from your counsellor. A session also includes any brief clarifications that you may need made to the response. The details of this can be negotiated with your counsellor. Email messages to your</td>
<td>free</td>
<td>Email counselling – you can expect a reply within two working days Live chat counselling: once you have sent the intake form to your counsellor you will then set up a time for your first counselling session – there are availability times for live chat counselling: Availability: (time zone for Brisbane so add one hour for Sydney/Melbourne etc) Tuesday: 2.30pm – 10.30pm Wednesday: 9am –</td>
<td>We employ only counsellors who have successfully completed a four year undergraduate degree (minimum) and can demonstrate a practical experience in the counselling field. Our Counsellors are psychologists, social workers or members of the Allied Health counselling field. We employ only Educators who have successfully completed an undergraduate degree (minimum) in the field of education and or adult/education and who can demonstrate at least five years of successful education service delivery.</td>
</tr>
</tbody>
</table>
A counsellor should be approximately one A4 page in length, and not exceeding two A4 pages. An exception to this is your initial contact, in which you may choose to give a detailed description of the history of your issue.

<table>
<thead>
<tr>
<th>Technical barriers – easy to navigate, easy to use the medium for counselling, time delay between question and response?</th>
<th>Privacy/confidentiality, does the site address privacy issues, e.g. hackers</th>
<th>Other:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Navigation: The website is easy to navigate, once you click onto the ‘counselling’ tab you select ‘online counselling’ from the list and it goes through each type of counselling and lays out all the information necessary in an easy to read and understand format.</td>
<td>Spiritus Online Counselling is committed to ensuring appropriate privacy in matters relating to the information which you share with us as a client of our service. Spiritus Online Counselling is provided under the protection of the National Privacy Principles as outlined in the Commonwealth Privacy Act 1988, amended by the Privacy Amendment (Private Sector) Act 2000. Limits of confidentiality: it is evident that a crime and/or abuse against a child is being or will be committed; it is evident that harm to self or another is being or will be committed, it is revealed that a criminal act under the Commonwealth or State law has been or is intended to be committed; records are requested by subpoena, Court Order, Search Order; information is requested per condition of original service entry (for example: fee for service); or information is required to attain referral to another service.</td>
<td>Very useful section called ‘Expressing yourself online’. Descriptive text: Simply typing out your emotions, expressions and gestures as you have them can be immensely helpful to the person you are communicating with. This may mean paying a bit more attention to your own experience; you can’t type out that you’re frowning if it is automatic and you haven’t noticed it yet! Be really aware of what is happening for you - your thoughts, feelings and behaviour - as you chat. There are a couple of ways you can communicate your non-verbal cues in text. The use of descriptive immediacy and of emotional bracketing can offset the diminished emotional content of online counselling.</td>
</tr>
</tbody>
</table>

5pm Thursday: 2.30pm – 10.30pm
<table>
<thead>
<tr>
<th>Name</th>
<th>URL</th>
<th>Who is it aimed at? E.g. General/rape/sexual assault</th>
<th>What does it offer? E.g. email/chat/Skype</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Friends Boyfriends or girlfriends</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Problems with parents or siblings.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>School (bullying, homework, teachers)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sex Anything!</td>
<td></td>
</tr>
<tr>
<td><strong>How long are the sessions for? E.g. single or repeat</strong></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td><strong>Cost?</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Waiting times?</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Who will you be communicating with? And are they qualified?</strong></td>
<td></td>
</tr>
<tr>
<td>Web counselling:</td>
<td>Free</td>
<td>Free for web counselling there is usually a waiting time, however when you log on it will tell you how many people are in front of you and it will let you know when you are the next person in line. Web counselling opening times: Monday to Friday QLD, NSW, VIC, TAS, ACT 3pm to 9pm SA and NT 2.30pm to 8.30pm WA 1pm to 7pm Saturday &amp; Sunday QLD, NSW, VIC, TAS, ACT 10am to 8pm SA and NT 9.30am to 7.30pm WA 8am to 6pm Email counselling: As soon as Kids Helpline gets your email they’ll send you a reply to let you know it’s arrived. A counsellor will then write back to you as soon as possible.</td>
<td>Kids Helpline counsellors are professionally qualified and trained to work with young people.</td>
</tr>
<tr>
<td>Sessions can be</td>
<td>Sessions are for one hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>single or repeat</td>
<td>Email counselling:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>and you can</td>
<td>After about four emails,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>communicate with</td>
<td>your counsellor may</td>
<td></td>
<td></td>
</tr>
<tr>
<td>the same counsellor</td>
<td>suggest that you move to</td>
<td></td>
<td></td>
</tr>
<tr>
<td>next time you visit</td>
<td>phone counselling, as it's easier to talk about some issues over the phone.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Technical barriers

Privacy/confidentiality, does the site address privacy issues

Is there any feedback or comments from past clients?

Navigation: to get around the website and to find the online counselling button is easy. It is also easy to use and to read the information that is presented to you.

When you use our Web or Email Counselling services what is written during this time is not shared with any person or organisation outside of Kids Helpline. The only time this would be different is if you told us something that was a "Duty of Care" situation.

There are hackers and viruses out there and it can never be TOTALLY secure or private. We want you to know we have no control over hackers or viruses through this site however we make every effort to ensure the information we store is kept secure.

If you have contacted Kids Helpline before, you can connect with the same counsellor again if you want to.

Ask your counsellor when they are available, or if you haven't visited for a while, ask if your counsellor is still available.

With email counselling Kids Helpline has given several questions as a guide for people to answer so the interaction between the counsellor and the client is quicker and more effective, these questions are listed on the following page:


logged on to the web counselling at 3.10 pm, they already had 5 people waiting in the queue ahead of me, however they display the estimated time for me to see a counsellor as one hour.

<table>
<thead>
<tr>
<th>Name</th>
<th>URL</th>
<th>Who is it aimed at? E.g. General/rape/sexual assault</th>
<th>What does it offer? E.g. email/chat/Skype</th>
</tr>
</thead>
<tbody>
<tr>
<td>Headspace</td>
<td><a href="http://www.headspace.org.au/is-it-just-me/getting-help">http://www.headspace.org.au/is-it-just-me/getting-help</a></td>
<td>General. Headspace is the national youth mental health foundation. They help young people from 12 to 25 years of age who are going through a tough time.</td>
<td>Email counselling and chat counselling</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How long are the sessions for? E.g. single or repeat</th>
<th>Cost?</th>
<th>Waiting times?</th>
<th>Who will you be communicating with? And are</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repeat</td>
<td>Free</td>
<td>eheadspace is available seven days a week or you can email anytime.</td>
<td>Qualified youth mental health professionals</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Technical barriers – easy to navigate, easy to use the medium for counselling, time delay between question and response?</td>
<td>Privacy/confidentiality, does the site address privacy issues, e.g hackers</td>
<td>other</td>
<td>Is there any feedback or comments from past clients?</td>
</tr>
<tr>
<td>Easy to navigate – the drop down menus are easy to navigate and the text is easy to read and understand</td>
<td>Privacy Policy headspace is committed to protecting your privacy. This Privacy Policy sets out how we collect and manage personal information and the steps we take to protect it. This Privacy Policy does not affect our obligation of confidentiality to you if you are our client. Your use of the headspace website indicates that you accept this Privacy Policy and approve the collection, use and disclosure by headspace, of your personal information according to the terms below. We will not disclose your personal information to any third parties without your consent, unless permitted when we exercise our Duty of Care</td>
<td>You have to be aged between 12 to 25 years</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>There are so many useful resources on the headspace website, not only for young people but for their parents and carers and workers as well. Headspace also has videos, music and podcasts They also have stories which young people have written about their experiences and you can access them online and when you register you can comment on them as well. The stories could be seen as a therapeutic resource for some people.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>URL</th>
<th>Who is it aimed at? E.g. General/rape/sexual assault</th>
<th>What does it offer? E.g. email/chat/Skype</th>
</tr>
</thead>
<tbody>
<tr>
<td>1800 RESPECT online</td>
<td><a href="http://www.1800respect.org.au/">http://www.1800respect.org.au/</a></td>
<td>It is the national sexual assault, domestic family violence counselling service</td>
<td>1800RESPECT Online offers access to chat with qualified and experienced counsellors about any issue in relation to sexual assault, domestic or family violence.</td>
</tr>
<tr>
<td>How long are the sessions for? E.g. single or repeat</td>
<td>Cost?</td>
<td>Waiting times?</td>
<td>Who will you be communicating with? And are they qualified?</td>
</tr>
<tr>
<td>Single and repeat</td>
<td>Free</td>
<td>A couple of minutes when I logged on</td>
<td>1800RESPECT Online offers one to one, online contact with a qualified and experienced counsellor. The counsellor can offer: the opportunity to ask questions access to information including referral to services support help about what to do next</td>
</tr>
<tr>
<td>-------------------</td>
<td>--------------------</td>
<td>-------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Technical barriers — east to navigate, easy to use the medium for counselling, time delay between question and response?</td>
<td>Privacy/confidentiality, does the site address privacy issues, e.g hackers</td>
<td>other</td>
<td>Is there any feedback or comments from past clients?</td>
</tr>
<tr>
<td>Simple layout, therefore easy to navigate your way around and find the links for online counselling</td>
<td>Electronic communication (including electronic mail) is vulnerable to interception by third parties and the NSW RCC and Medibank Health Solutions do not guarantee the security or confidentiality of these communications or the security of the Counselling Website. The NSW RCC and Medibank Health Solutions do not provide, and have no control over, communication, networks or services, the internet or other technology used or required to access the Counselling Website and accept no responsibility for any direct or indirect loss in any form associated with them, whether due to congestion, technical malfunction, viruses or otherwise. Any personal information submitted by you to the NSW RCC is subject to and will be handled in accordance with the NSW RCC’s Privacy Policy and the Personal Information Collection Statement for 1800RESPECT Online counselling. The Privacy Policy and Collection Statement form part of these terms of service.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>URL</td>
<td>Who is it aimed at? E.g. General/rape/sexual assault</td>
<td>What does it offer? E.g. email/chat/Skype</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>----------------------------------------------------------</td>
<td>------------------------------------------------------</td>
<td>----------------------------------------</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How long are the sessions for? E.g. single or repeat</th>
<th>Cost?</th>
<th>Waiting times?</th>
<th>Who will you be communicating with? And are they qualified?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single session – crisis help</td>
<td>free</td>
<td>You can only access crisis chat from 7.30pm to 10.30 pm AEST Monday to Thursday There may be waiting times, you go into a waiting room, and wait for the counsellor to see you.</td>
<td>The chat service is being delivered by a team of experienced, trained, Lifeline volunteer Online Supporters and in-shift support supervisors and is provided for residents of Australia only.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Technical barriers – easy to navigate, easy to use the medium for counselling, time delay between question and response?</th>
<th>Privacy/confidentiality, does the site address privacy issues, e.g hackers</th>
<th>Is there any feedback or comments from past clients?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easy to navigate</td>
<td>Addresses privacy and confidentiality.</td>
<td></td>
</tr>
</tbody>
</table>

Lifeline is committed to the privacy of people contacting the Trial. Evaluation of the Trial will inform Lifeline’s future investment and service development decisions around this mode of crisis support delivery. Therefore we will collect some basic information from you before you connect with a Lifeline Online Supporter. We also collect your IP address, your Internet Service Provider and the date and time you access the site.

When you are using the Trial your personal information is kept confidential. We will not share your information with any other organisation without your express permission, except where we are required to do so under law. This may apply in circumstances where we have a "duty of care"; that is when you are at serious risk of harming yourself, harming someone else or there is a child protection concern.
APPENDIX 6: PODCASTS AND PHONE APPS

PODCASTS:

Total Relaxation II - Free
Harry Kendall
Total Relaxation II - Relax...
Released August 2, 2011

No Reviews
1 Total Relaxation II - Free
(august 2, 2011)

Managing Stress; Print...
Jones and Bartlett Publish...
Managing Stress; Principle...
Released May 12, 2009

No Reviews
1 Mountain Lake
May 12, 2009

Progressive Muscle Relax...
May 12, 2009

Antistress
May 12, 2009

The Rainbow Mediation
May 12, 2009

Copyright 2009, Jones and Bartlett Publishers.

Healing depression anxiety...
Alex Welton
Healing depression anxiety...
Released October 1, 2009

No Reviews
1 Healing depression anxiety...
(october 1, 2009)

Anxiety Slayer
PursueShine
Anxiety Slayer tools to hel...
Anxiety Slayer
Released September 2, 2011

1 Review

1 Does anxiety help...
Rated 4 stars by (1)
September 3, 2011

2 Creating a More Peaceful...
August 31, 2211

3 10 Microwaveable Alc... 6.97
August 20, 2211

4 Can anxiety cause numbness...
August 20, 2211

5 Cool, Calm and Collect... 6.77
August 20, 2211

Copyright 2011, PursueShine, LLC.

Relaxation by Inner Health...
Carmel Roadhouse, Inner...
Relaxation by Inner Health...
Released September 2, 2011

1 Review

1 Relaxation to Deal with In...
September 3, 2211

2 Stretch and Relax...
August 20, 2211

3 Protective Light Relaxation...
August 20, 2211

4 Relaxation for Dealing with...
August 20, 2211

5 Sleep Relaxation
August 20, 2211

Copyright 2011, Carmel Roadhouse, LLC.

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PHONE APPS:

Relaxation Meditation
Lila Seye
Relaxation Meditation Pod...
1 Review

1. Springtime Guided Meditations
2. Relaxation Audio!
3. Relaxation Meditations for Sick!
4. New Relaxation Audio!
5. Relaxation Meditations for Sick!

PHONE APPS:

- The "Relaxation Meditation" app by Lila Seye offers guided meditations for relaxation and stress relief.

MENTAL HEALTH APPS:

- "CBT Mood" is an app designed to help individuals dealing with anxiety or depression.

SELF-HELP APPS:

- "Relaxation Audio!" provides guided meditations for relaxation and stress management.

EACH APP IS SUITABLE FOR VARIOUS USES AND CAN BE DOWNLOADED FROM THE APP STORE.
Survivor Manchester

http://www.survivorsmanchester.org.uk/support/online.html

Rainn

http://www.rainn.org/

The Online Hotline provides live, secure, anonymous crisis support for victims of sexual violence, their friends, and families over RAiNN's website. The Online Hotline is free of charge and is available 24 hours per day, 7 days per week!

http://www.youtube.com/watch?v=il4nr-rCoZk&feature=player_embedded

Man Kind

www.mankindcounselling.org.uk

For men (18+) who have experienced childhood sexual abuse and/or adult sexual assault at any time in their lives. Got a question about anything to do with sexual violence towards men? Use our ‘Ask SAM’ service to get your questions answered

Rape crisis network Ireland

http://www.rcni.ie/
Rape Crisis Network Ireland (RCNI) is a specialist information and resource centre on rape and all forms of sexual violence with a proven capacity in strategic leadership. The RCNI role includes the development and coordination of national projects including expert data collection, supporting Rape Crisis Centres to reach best practice standards, using our expertise to influence national policy and social change.

RCNI have developed an Iphone and Android App for smart phones. These high quality apps contain useful information, support, contact details and links and are free to download.

**Rape Prevention education – New Zealand**

http://www.rapecrisis.org.nz/

Rape Prevention Education, Rape Crisis Auckland (RPE) is a non-profit organization serving the community since 1975. RPE works in partnership with Tangata Whenua and community stakeholders to eliminate sexual violence and abuse through the delivery of specialized sexual violence and abuse prevention education and training programs for youth, Whanau, Rangatahi, professionals and communities.

RPE also supports survivors of sexual violence and abuse, their whanau/friends and professionals supporting them through a telephone crisis information and referral line and informative website.

They also have a youth website:

http://www.sexnrespect.co.nz/

**Rape crisis Scotland**

http://www.rapecrisisscotland.org.uk/

Rape Crisis Scotland provides a national rape crisis helpline for anyone affected by sexual violence, no matter when or how it happened. The helpline is open from 6pm to midnight, 7 days a week, and offers free and confidential initial and crisis support and information. The helpline can also put you in touch with local rape crisis centres or other services for ongoing support. The helpline offers a mincom service for deaf or hard of hearing people, and can arrange for language interpreters if your first language is not English.

**Rape crisis England and Wales**

http://www.rapecrisis.org.uk/index.php

Rape Crisis (England and Wales) is a registered charity and the national umbrella organisation for Rape Crisis Centres across the country. We support the work of local centres and aim to develop new centres in areas where there are no or few specialist services. On this website you will find information about rape and sexual violence and details of your nearest Rape Crisis Centre if you need support. There is also information for family, friends, students and professionals.

**Rape crisis network Europe**
http://www.rcne.com/

This website has information on local Rape Crisis Centre contact and service information all over Europe. It also has information about Sexual Assault issues for females, males, and links to helpful websites.

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