Annex 1

CRISIS INTERVENTION FOR CHILDREN AND YOUNG PEOPLE:
TRAINING MULTIPLIERS

Project Number: 98/072/C
Title of Project:

**Crisis Intervention for Children and Young People:**
**Training Multipliers**
**The Development of a Curriculum to Reach, Help and Support Victims through Crisis Intervention**

Short Project Description:

The goal of the pilot project: training those who are concerned with helping victims in crisis situations. The first of two one-week seminars was offered to 60 qualified persons, followed by the second seminar 6 weeks later. Seminar leaders were Austrian and international experts. The curriculum of the seminars was developed, in part, together with those experts, who participated as teachers, and was based on the needs of the participants, and the organizations from which they came.

The long-term goal: to develop a European standard curriculum for the training of multipliers in crisis intervention so that more helpers are able to give immediate aid to victims and help combat the abuse of children and young people.

A one-day seminar was held on January 21, 2000 to evaluate the role of the "helpers". (documentation attached)

Publication of the results appear in the Web, and printed documentation is available to the evaluators, participants, interested persons and organizations, other Daphne projects.

**Year Funded:** 1998

**Organisation and address / tel / fax / web site**

k.i.d.s. forum für kinderschutz (k.i.d.s forum for the protection of children)  
co Ausseninstitut  
Universität Wien  
Dr. Karl Lueger Ring 1  
A-1010 Wien

Telephone: +43 1 42 18101  
Fax: +43 1 42 18102  
Email: kids.ausseninstitut@univie.ac.at  
WWW: [http://www.kids-forum.org](http://www.kids-forum.org)

**Contact person:**  
Email: kids.ausseninstitut@univie.ac.at

**Materials available:**  
k.i.d.s. brochure, in German and English  
Documentation: *Ergebnisse einer Ausbildungs-Initiative* – (“Results of a Training Initiative”), in German and English  
Seminar Program  
Documentation of the one-day symposium for helpers,: “Sexus” magazine offprint, attached).
Documentation listed above is available to all participants and interested persons in the public and private sector and to other relevant Daphne projects for the cost of postage.

Documentation of the Project Evaluation of the Working Group in Clinical Psychology of the Psychology Department, University of Vienna. The project evaluation is available to past, present and future Daphne projects for the cost of postage.

Project partners:
Ausseninstitut der Universität Wien (Liaison Office), Austria
Centro de Estudos Para A Intervencao Social (CESIS), Portugal
Lebens-und Sexualberatung Niederstöberrech-Süd

SUMMARY REPORT

Introduction / aims of project

"Crisis Intervention for Children and Young People" was conceived to offer intensive training to professionals who work with those children who are victims of abuse, especially sexual abuse. The goal was to empower young people to speak up when they have been abused, through the help a well-trained person can offer immediately in an emergency. The seminar, in which people from all over Austria participated, gave counselors, teachers, therapists, social workers, doctors, sociologists, kindergarten trainers and other helpers, as well as those who plan in the future to work in this field, the opportunity to increase their skills, as well as, through supervision, to understand their own reactions and help them to be better prepared to deal with their own emotional equilibrium when working with young victims of abuse, violence and exploitation. This was the first basic seminar for professionals in crisis intervention for children held in Austria.

An essential aim of the program was realizing networking among public and private institutions within Austria’s borders, and to make new contacts and networking within Europe.

Plans for developing a curriculum for similar seminars throughout Europe already exist within the Daphne network. The networking through personal contacts and increased use of the Internet has been accomplished.

Methodology / activities

The core program was a pilot seminar project of two parts of one week each, with a 6-week interval between the intensive, 60-hour course that included lectures, seminars, telephone training and excursions. A model curriculum was developed as the seminars were held, taking into account the participants, the institutions from which they came, and their specific training needs and wishes. A faculty of Austrian and international experts talked about their work, and involved the participants in practical as well as theoretical considerations of the problems of sexual abuse and understanding approaches for helping as well as exposing and combating related problems.
In the mornings, presentations were made by Austrian professionals who work in public and private institutions, and by international experts who participate or lead projects and do coordinate research in their home countries. After the lunch breaks, which were arranged so that the participants could meet each other and begin to set up their own networks, there were more presentations, or self-reflection, supervision, and excursions to institutions such as emergency care centers for children, and a hospital that has instituted a project to find out about cases of abuse among the children who need hospitalization. The detailed program is attached.

The partners and international speakers in this project presented their work and experiences in the field. Ana Cardoso, a sociologist who works at the Center for Study and Social Intervention (CESIS) in Lisbon, Portugal, made clear to the Austrian participants what kinds of abuse, and how they are, or not dealt with in a country that has such great problems of poverty. Giving the Austrians an opportunity to see across their own borders and consider other lands and other cultures was extremely valuable. Helena Molander, Children's Ombudsman, Mannerheim League for Child Welfare, Finland, explained how her country was trying to aid children when they require legal assistance, and gave the participants the opportunity to be creative and reflect on what programs would be appropriate to initiate in Austria. David Finkelhor, Professor of Sociology, Director, Crimes Against Children Research Center, and Co-Director of the Family Research Laboratory at the University of New Hampshire, USA, presented the situation of research in the field at present as well as projections of the societal situation in the coming years. The Rector of the University of Vienna, Professor Dr. Wolfgang Greisenegger made meeting space and equipment, office help and scientific support available.

In addition to giving the participants ample opportunity to express their wishes, criticize the program and make suggestions for changes, an evaluation of the project was independently carried out by a Working Group in Clinical Psychology from the Psychology Institute of the University of Vienna. The students participated in much of the program, distributed and evaluated questionnaires, and submitted their findings in a report (attached).

Conclusions / Recomendations

Conclusions:

Seminars in crisis intervention are invaluable for the continuing training of professionals, in order to achieve the goals of immediate help. Public discussion on the implementation of programs to deal with problems of abuse and exploitation must be increased; and trained helpers can make important contributions in making the public aware of the problems, and helping victims to gain the courage to speak up.

Recommendations:

- Mandatory integration of seminars in crisis intervention for children in training programs for social workers and other professional helpers.
- Concrete connecting of helpers in both private and public institutions.
- Increased availability of information in the media, especially the Internet, on combating abuse, including both private and public institutions.
• Broader, open discussions sponsored by public and private institutions to make the problems better known to the general public in order to gain cooperation in combating abuse and exploitation.
• Increased financial support from governments and public institutions for initiatives that aim at combating abuse.
• Increased financial support for dissemination of information about combating abuse and helping victims.

On the longer-term, requests for additional seminars have been made. It has been suggested that the seminar become a university-sponsored course, available to students of psychology, teachers in training and those studying to become social workers. "k.i.d.s." will continue to make the public aware of the work that has to be done in this area, by offering the documentation of the seminar (attached) and publishing information on its WWW site. The question of an emergency telephone number for all of Austria, where professionals are available on a regional basis for emergency help is being considered. One of the results of the seminar is the willingness of participants to contribute to such an effort. In Salzburg, a 24-hour emergency telephone number is already available.

Lessons / Evaluation

A major lesson drawn from our project is the necessity to continue the program. The requests for the kind of training we offered continue to reach us. In thinking about how this might be possible and how it could be financed, we must take into account each of the topics offered, those who led the discussions, and what must be emphasized, streamlined or eliminated.

We have also learned that the planning of such a seminar cannot be 100% settled before we know who will participate. Based on comments by the participants, we realized that it is important to organize the topics and the excursions to meet the needs of those professionals and students who have specific tasks as helpers in the institutions where they work.

We learned that it was of importance to those participating to really get to know one another, so that they could set up individual networking possibilities. Thus, those who worked in private institutions and those whose employers were governments or other public bodies used their free time (lunch breaks) to get to know one another. Arrangements were also made for excursions to the various institutions by the participants themselves. The topics of the seminar, that include sexual abuse, sexual violence and incest, raise intimate, deeply felt anxieties among the participants, even more so than in other courses that deal with other phases of societal problems. In all seminars of this kind, the possibility to deal with these very private fears on a personal level must be included.

Through the participation of Ms. Molander, Finland, Ms. Cardoso, Portugal, and Professor Finkelhor, United States, we learned how varied the legal situations are; the economic bases, government attitudes and the social policies are all over the world. We are making contact with all those interested in a seminar such as we held, and work together with them to support their efforts. We will be able to develop a
program under the aegis of the European Community that would be recommended to all the participating countries.