EURECO
2021
SIEGEN

Criteria and standards for professional online-based counselling and support

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2.12.2021

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PRIVATUNIVERSITÄT FÜR
GESUNDHEITSWISSENSCHAFTEN

1

a (very) short history …

… of online-counselling services in the German speaking countries from 1995 to 2021.

2

Institutionalisation

Initalisation

Habitualisation (Pionierphase) 1995-2002

Objectification (Objektivierungsphase) 2003–2012

Sedimentation – are we there yet?
(vollständige Institutionalisierung)

3

Habitualisation (1995-2002)

1995 telefonseelsorge.de

1996 sextra.de

1998 sexbox.at / paarberatung.ch

1999 kids-hotline.de

2001 foren.wienxtra.at / das beratungsnetz.de

2002 First conference "F1" in Vienna (AT)

„learning by doing"

first publications

beginning of research

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Objectification (2003-2012)

2003 Competence Profile of Psychological Online-Counsellors (CH)
2004 First training course for Online-Counselling (AT)
2005 Internetguidelines for Psychotherapists (AT)
2005 e-beratungsjournal.net – First Open Access Journal
2005 German Association for Online Counselling (D)
2006 Qualitystandards by different organisations (D/AT/CH)
2008 1. Fachforum Onlineberatung (D)
2009 Handbuch Onlineberatung
2012 Institute for E-Counselling Nürnberg (D)

Stefan Kühne / Gerhard Hintenberger (Hg.)

**Handbuch
Online-Beratung**
Psychosoziale Beratung im Internet

Vandenhoeck & Ruprecht

more systematic approach

reflection on good and best practice

standards an criteria / training courses

training courses

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Sedimentation
(are we there yet?)

- broad research / interdisciplinary
- (mandatory) criteria and standards for Online-Counselling and Online-Therapy
- legal framework for psychologists/psychotherapists
- training courses and certificates, Bachelor- / Masterstudies

- Are we there yet?
- No.

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Criteria and Standards I

Quality in Online-Counselling

Structural level
- Resources (personal, technical, financial …)

Process level
- Methods, counseling process

Outcome level
- How to measure the outcome?

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Criteria and Standards II

Standardized Curriculum for Training of Online-Counsellors

- Competencies in Online-Communication
- Competencies in Online-Counseling/Online-Therapy
- Technical Frameworks for Online-Counseling
- Legal Frameworks for Online-Counseling
- Organisational Frameworks for Online-Counseling

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opentalk.at
Jugendliche für Jugendliche
online | kostenlos | anonym

Example: OPENtalk – peer-to-peer

- Peer-to-peer online-counselling by volunteers
- For young people (starting age 14)
- Support and encouragement network
- web-based / messenger-based
- back up from professional supervisors
- Start: December 1st 2021 ☺

Quality aspects

➢ Sustainable project infrastructure
➢ Secure and up-to-date technical solution
➢ Training for Peers provided
➢ Research funded

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