

RAN Collection practice template

<p>Name of the practice</p> <p>Please note that by practice we mean an activity/method/tool that has been used or is in use by professionals and/or community members.</p>	<p>Step Together –Telephone and digital support service for early intervention and prevention of violent extremism</p>
<p>Description (max. 300 words)</p> <p>Short description of the aim and working method of the practice. Please note that in this description, it must be clear that <u>there is an explicit connection to preventing and/or countering radicalisation and/or violent extremism</u>. This means that in the aims and/or the activities/methods/tools of the practice, there is a link to preventing and countering radicalisation and/or violent extremism. Practices without this link cannot be included in the RAN Collection.</p>	<p>Step Together is a helpline and digital support for the early intervention and prevention of violent extremism. The service offers free, confidential counselling via phone or through web chat, as well as education, self-help and referrals to local support via our website.</p> <p>Step Together is for families, friends, and workers - anyone who notices changes in someone they care about. It is not designed for the person of concern. It is for carers, families, workers and supporters since research shows that a strong support network is one of the most powerful things that can prevent someone becoming involved in violent extremism.</p> <p>Step Together is designed to prevent all types of extremism. So this could be Violent Far Right or Islamist extremist interest, but could also include those who don't yet identify with any group.</p> <p>Our service offers professional telephone counselling staffed by qualified counsellors who all have a tertiary degree in a relevant discipline of psychology, social work, social science, welfare studies, or counselling. Counsellors have all had over 450 hours training before they start on the service.</p> <p>Step Together also offers web chat and self-help via blogs and information on our website, as well as our referral database, which can be used by the counsellors or visitors to the website. This database contains nearly 300 community</p>

	<p>organisations who offer social health support – anything from employment organisations and disability services, to youth groups or religious support. Anything to help people access support and engagement within their local community.</p> <p>The service is confidential (unless serious and imminent risk is identified), and operates 7am-9pm, 7 days a week for people living in NSW, Australia.</p> <p>People might access Step Together if they see changes in other people. They may have noticed someone becoming more isolated, looking at certain content online, associating with new groups of people, or blaming problems in society or their own life on a certain group of people, race or religion.</p> <p>However, many signs could also indicate other social health issues, and it's only on rare occasions where they may indicate someone is headed towards an interest in extremism. Helping people figure out what is - or isn't - a concern is a large part of the service.</p>
Peer reviewed	No
Key themes Please <u>choose</u> 2 key themes most corresponding with the practice.	(Early) prevention Community engagement/civil society
Target audience Please <u>choose</u> a minimum of one target audience most corresponding with the practice.	Families General public Local Community Organisations / NGOs
Geographical scope Please indicate where the practice has been/is implemented (countries, regions, cities).	Phone service is for people in NSW, Australia. The website is public and can be accessed worldwide.
Start of the practice Please indicate when (year) the practice was developed and implemented to indicate the maturity of the practice. In case the practice is no longer active, please indicate when it ended.	2017

<p>Deliverables</p> <p>Please indicate if the practice has led to concrete deliverables, such as (links to) handbooks, training modules, videos.</p>	<p>Website, phone line, FB, Twitter accounts, training modules for counsellors (see here: https://steptoegether.com.au/)</p>
<p>Evidence and evaluation</p> <p>Short description on <u>performance measures</u> of the practice, including</p> <ol style="list-style-type: none"> 1. <u>qualitative views and quantitative (statistical) data</u> e.g. measure of the success of your project or intervention. 2. <u>evaluation and feedback</u>, including surveys and/or anecdotal evidence e.g. have you done either an internal or external evaluation, have you encouraged any feedback from your target group? 3. <u>peer review</u> which feedback did the practice receive in the RAN working group and/or study visit where the practice was discussed. <p>Please elaborate on the outcomes of your monitoring and evaluation efforts.</p>	<ol style="list-style-type: none"> 1. Measure of number of calls/web chat contacts to service line, number of hits to website, reach and engagement through social media. 2. Surveys of community engagement participants to shape marketing efforts. 3. Voluntary feedback survey of website users. 4. Official evaluation undertaken by Australian Multicultural Foundation at 12, 17 and 24 months of the programme. This included focus groups with users and non-users of the service (including those who participated in community engagement activities, and also web users), analysis of redacted and de-identified call transcripts, and interviews with the counsellors. 5. Official evaluation at key points meant learnings lead to service iteration and redesign at crucial stages of service development. Ongoing feedback via the web and through community engagement meetings has also meant we have been able to constantly adapt our content and approach to suit the needs of a range of community members.
<p>Sustainability and transferability (maximum of 200 words)</p> <p>Short description on the sustainability and transferability of the practice, including e.g. information on the costs of the practice. <u>Please elaborate on which elements are transferrable and how.</u></p>	<p>Service model is transferable, as are community engagement, marketing, evaluation and digital strategy.</p>
<p>Presented and discussed in RAN meeting</p> <p>Please note that to be included in the Collection, the practice is preferably nominated through one of the RAN meetings. Add name of the RAN Working Group/event, date, place and subject of meeting.</p>	<p>Name: FC&S meeting</p> <p>Date: 15/09/2020</p> <p>Place: Online</p> <p>Subject: Helplines and Hotlines in P/CVE</p>

<p>Linked to other EU initiatives or EU funding (maximum of 100 words)</p> <p>Please indicate how your project was funded, if your practice is linked to other EU initiatives or projects, AND explicitly note if it is (co-) funded by the EU, and if so, by which funds? Such as Erasmus +, Internal Security Funds (ISF), European Social Fund (ESF), Horizon 2020, etc.</p>	<p>The programme is funded by the NSW Government Office of Community Safety and Cohesion, Department of Communities and Justice.</p>
<p>Organisation (enter maximum of 100 words and select organisation type)</p> <p>Please briefly describe the organisation behind the practice including the legal status e.g. NGO, governmental, limited company, charity etc.</p>	<p>The service is funded by the NSW Government Office of Community Safety and Cohesion, Department of Communities and Justice. Since its inception in 2017, the service has been delivered by On The Line, an Australian not for profit social health provider, who operate 21 different counselling support services throughout Australia.</p> <p>Type of Organisation: Governmental institution</p>
<p>Country of origin</p> <p>Country in which the practice is based.</p>	<p>Non-EU country: Australia</p>
<p>Contact details</p> <p>Please provide contact details of who can be contacted within the organisation, with name and email address.</p>	<p>Contact person: Karol Petrovska Email: Karol.Petrovska@justice.nsw.gov.au Website: www.steptogether.com.au</p>
<p>Last update text (year)</p>	<p>2020</p>