



RCNI

National Statistics Project

Database User Guide 2009

This User Guide is for RCNI staff members and volunteers, member Rape Crisis Centre staff and volunteers, and other sexual violence services authorised by the RCNI. No other individual, agency or organisation is permitted to view or use this document without prior authorisation from the RCNI.

1: HOME PAGE



Please Login	
Username:	<input type="text"/>
Password:	<input type="password"/>
<input type="text"/>	

Login

Login Issues: call 091 563 676 ex 26

- Use Internet Explorer as your web browser. Ensure your settings allow pop ups.
- Go to either of the links below. You should save these in your Bookmarks/Favorites:
<http://system.rcni.ie/webapp/frmLogin.aspx>
<http://193.178.2.223/webapp/frmLogin.aspx>
- Log into the RCNI National Statistics database with your username and password.
- To enter information you first need to choose if contact has been made *Face to Face*, through the *Helpline*, or through *RCC Accompaniment*.
- To enter information on a new client click *New Client*. **You are responsible for keeping track of which client number belongs to which client. The only way to view or change any individual client record is by entering the client number. The database has no way to keep track of any client names.**
- To edit or view information on an existing *Face to Face* client, *Helpline* contact or *Accompaniment* enter the appropriate *Client ID* number into the box provided and click *Search Client ID*.
- Ensure that you *Save* any information before navigating away from the page you have entered information on.
- You can delete any record by pressing the *Delete* button at the bottom right of the appropriate page.
- Any of the question marks to the right hand side of the categories can be clicked for further information.
- In order to print a report you need Microsoft Excel on your computer.
- Anyone using the face to face, helpline, or accompaniment services is identified as a *client* for the purposes of this document.

2: FACE TO FACE



[Face To Face](#)

[Helpline](#)

[Accompaniment](#)

[Maintenance](#)

[Reports](#)

Logged in as: ttest

29-Apr-2009 [Logout](#)

[New Client](#)

Client ID	<input type="text" value="100004227"/>	<input type="button" value="Save"/>	<input type="button" value="<< Back"/>
Counsellor	Select one	Crisis Centre	office
Client Context			
Anyone Know Attending RCC (At Start)	Yes	Who Knows Attending RCC	<input type="checkbox"/> Friend(s) <input type="checkbox"/> Parent(s) <input type="checkbox"/> Sibling(s) <input type="button" value="?"/>
Referred By	Select one ?	Days in contact	<input type="text"/>
Entry 1	<input type="text"/>	Exit 1	<input type="text"/>
Entry 2	<input type="text"/>	Exit 2	<input type="text"/>
Counselling/Support Ended 1	Select one	Counselling/Support Ended 2	Select one
First Disclosure	No ?	When First Disclosed	Select one ?
Previously Disclosed to	Select one ?	Accompaniment Type	<input type="checkbox"/> Gardai <input type="checkbox"/> Other Forensic <input type="checkbox"/> Other Medical <input type="button" value="?"/>
Ever Accompanied by RCC	Yes		
Personal Details			
Client Type	Select one ?	Nationality	Select one
Gender	Select one ?	Country of Origin	?
Approximate Age	Select one ?	Legal Status	Select one ?
Sexual Orientation	Select one ?	Primary Language	Select one ?
Disability	Select one ?		
Social Information			
Marital Status	Select one ?	Housing Type	Select one ?
Family Status	Select one ?	Formal Education	Select one ?
Religion	Select one ?	First Contact By Helpline	Select one ?
Residence Area	Select one		
Relationship To Survivor	Select one ?		
Notes			
<input type="text"/>			
Abuse <input type="button" value="New"/>			
<input type="text"/>			
Single/Multiple Episodes	Select one ?	Number of Abuse Records:	<input type="text"/>
Appointments <input type="button" value="New"/>			
<input type="text"/>			
Anyone Know Attending RCC (At End)	Yes	Who Knows Attending RCC	<input type="checkbox"/> Friend(s) <input type="checkbox"/> Parent(s) <input type="checkbox"/> Sibling(s) <input type="button" value="?"/>
Referred To	None ?	Info Sent Out	Select one ?
Client Status	Select one ?	Waiting List End	<input type="text"/>
Waiting List Start	<input type="text"/>		
<input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Cancel"/>			

Data Field	Data Required/Definitions
Client ID	Automatically numbered by the database. You are responsible for keeping track of which client number belongs to which client. The only way to view or change any individual client record is by entering the client number. The database has no way to keep track of any client names.
Counsellor	All of the counsellors' and volunteers' usernames for your centre will appear as choices when you click on the arrow to the right of the category.
Crisis Centre	Your own RCC – this will automatically be entered as a code by the database. DO NOT attempt to change this number.
Client Context Anyone know attending RCC (at start)	<i>Yes/No/Unknown.</i>
Who knows attending RCC (at start)	If yes is answered to previous item as many choices as necessary can be made by ticking boxes.
Referred by	Choose person(s) who referred client to RCC from a drop down menu. If self referral choose <i>Self</i> .
Days in contact	The number of days a client has been in contact with RCC is calculated by the database software.
Entry 1	Date of first contact.
Exit 1	Date client finishes. If you have had no contact with a client for more than six months please put in date of last contact with client and enter <i>Client No Show</i> under <i>Counselling Support Ended 1</i> .
Entry 2	If a client returns after <i>Exit 1</i> and it is less than one year after their exit date then they keep the same client record. Fill in this date of contact.
Exit 2	Date client has finished after <i>Entry 2</i> . If a client later begins using services again she/he needs to have a new client record.
Counselling/Support ended 1 & 2	Once <i>Exit 1</i> or <i>Exit 2</i> is completed then a reason for ending counselling/support becomes a forced choice. Choose reason from the dropdown menu.
First disclosure	Is the RCC the first person or agency to whom the survivor has disclosed – <i>Yes/No/Unknown</i> .
Previously Disclosed to	If the RCC IS NOT the first to whom the survivor has disclosed, who was the first – choose from a drop down menu.

When first disclosed	How soon after the violence was the first disclosure made? Choose from dropdown menu.
Ever accompanied by RCC	Was the client ever accompanied by your RCC to an outside agency - <i>Yes/No</i> .
Where accompanied	If yes is answered to previous item as many choices as necessary can be made by ticking boxes.
Personal Details	
Client Type	<i>Survivor or Supporter</i> .
Gender	<i>Male, Female, Transsexual/Transgender</i> . The latter gender category is based on self-identification by the client.
Approximate Age	What age is the client now? There is a choice of ages between 0 and 100 from which you need to make an educated guess.
Sexual Orientation	Choose from dropdown menu.
Disability	Choose from a dropdown menu. A <i>Learning Disability</i> is defined as a substantial restriction in the capacity of the person to carry on a profession, business or occupation, or to participate in social or cultural life by reason of an enduring intellectual impairment.
Nationality	
Country of Origin	Means the country in which a person is born. <i>Irish Traveller</i> means being a member of the community of people who are identified as having a shared history, culture and traditions, including historically a nomadic way of life on the island of Ireland.
Legal Status	Choose from the following list: <i>Irish citizen, EU citizen, Asylum seeker, Refugee, Leave to remain, Study Visa, Work permit/Green card, Other</i> . An <i>Asylum Seeker</i> is a person who has applied to be recognised as a refugee. A <i>Refugee</i> is a person who is granted status as a refugee by the Irish State. Amongst others <i>Leave to remain</i> covers people who do not meet the requirements of the definition of a refugee may be granted leave to remain in Ireland.
Primary Language	Choose from dropdown menu.

Social Information

Marital Status	What is client’s current marital status? For example, a person who has been divorced in the past and is currently in a partnership where they are not married should be recorded as <i>Partnership – not married</i> .																																				
Family status	Means being <i>pregnant</i> , or having responsibility as a parent of <i>Child(ren) under 18 years of age</i> , or as a <i>Resident Primary Carer</i> of a person with a disability of any age who requires continuing care or support. <i>None of the above</i> , and <i>Unknown</i> can also be chosen here.																																				
Religion	Choose client’s religious belief from dropdown menu.																																				
Housing type	Choose housing type client currently occupies from the dropdown menu. A <i>Direct Provision Centre</i> is government nominated accommodation for asylum seekers.																																				
Formal education	Choose clients highest formal educational achievement from dropdown menu.																																				
First contact by Helpline	<i>Yes/No/Unknown</i> .																																				
Residence Area	<p>Choose the number of the county the survivor currently lives in. The names of these counties do not appear in the definition section of the database so that there is nothing on the database to indicate where a client lives.</p> <table border="0"> <tr> <td>01 – Antrim</td> <td>19 – Laois</td> </tr> <tr> <td>02 – Armagh</td> <td>20 – Leitrim</td> </tr> <tr> <td>03 – Carlow</td> <td>21 – Limerick</td> </tr> <tr> <td>04 – Cavan</td> <td>22 – Louth</td> </tr> <tr> <td>05 – Clare</td> <td>23 – Mayo</td> </tr> <tr> <td>06 – Cork</td> <td>24 – Meath</td> </tr> <tr> <td>07 – Derry</td> <td>25 – Monaghan</td> </tr> <tr> <td>08 – Down</td> <td>26 – Offaly</td> </tr> <tr> <td>09 – Donegal</td> <td>27 – Roscommon</td> </tr> <tr> <td>10 – Dublin – City</td> <td>28 – Sligo</td> </tr> <tr> <td>11 – Dublin – DL/Rath</td> <td>29 – Tipperary</td> </tr> <tr> <td>12 – Dublin – Fingal</td> <td>30 – Tyrone</td> </tr> <tr> <td>13 – Dublin – South Co</td> <td>31 – Waterford</td> </tr> <tr> <td>14 – Fermanagh</td> <td>32 – Westmeath</td> </tr> <tr> <td>15 – Galway</td> <td>33 – Wexford</td> </tr> <tr> <td>16 – Kerry</td> <td>34 – Wicklow</td> </tr> <tr> <td>17 – Kildare</td> <td>35 – UNKNOWN</td> </tr> <tr> <td>18 – Kilkenny</td> <td>36 – Longford</td> </tr> </table>	01 – Antrim	19 – Laois	02 – Armagh	20 – Leitrim	03 – Carlow	21 – Limerick	04 – Cavan	22 – Louth	05 – Clare	23 – Mayo	06 – Cork	24 – Meath	07 – Derry	25 – Monaghan	08 – Down	26 – Offaly	09 – Donegal	27 – Roscommon	10 – Dublin – City	28 – Sligo	11 – Dublin – DL/Rath	29 – Tipperary	12 – Dublin – Fingal	30 – Tyrone	13 – Dublin – South Co	31 – Waterford	14 – Fermanagh	32 – Westmeath	15 – Galway	33 – Wexford	16 – Kerry	34 – Wicklow	17 – Kildare	35 – UNKNOWN	18 – Kilkenny	36 – Longford
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Relationship to survivor	Choose from dropdown menu. Choose the primary relationship, for example if the person who knows is a <i>friend</i> and a <i>neighbour</i> , choose <i>friend</i> .
Notes	As brief as possible. Exclude all identification details for client or any other person. NEVER include any details or reference to, the client's personal, or legal affairs, or mental or physical health. This includes both present circumstances and any future prognoses. No other document or potential information source, such as handwritten counselling notes, and/or another person's name, should be referred to.
Abuse	To add a new abuse record, choose <i>New</i> . To edit or view an existing record, double click the abuse record that appears in the white box. A new screen will appear (see Section 3: Abuse).
Single/Multiple abusers	Once one or more abuse records are entered you must choose an option from the dropdown menu here. The term episode refers to an experience of abuse by a single or multiple group of perpetrators.
Number of abuse records	Database software completes this item.
Appointments	To add a new appointment record choose <i>New</i> . To edit or view an existing record double click the appointment record that appears in the white box. A new screen will appear (see Section 4: Appointments).
Anyone know attending RCC (At end)	<i>Yes/No/Unknown</i> . This becomes a forced choice when Client Status is entered as <i>Completed</i> .
Who knows attending RCC (at end)	If yes is answered to previous item as many choices as necessary can be made by ticking boxes.
Referred to	Choose the individual/organisation that the client was referred to by the RCC from dropdown menu if relevant.
Info sent out	Was information sent out to client?
Client status	Is the client still in progress or finished with the RCC? If you have not heard from a client for six months or more after they did not show enter their <i>Client Status</i> as <i>Completed</i> .
Waiting List Start	Input the date on which the client was put on the waiting list.
Waiting List End	Input the date on which the client was taken off the waiting list and assigned a counsellor.

3: ABUSE



[Face To Face](#)

[Helpline](#)

[Accompaniment](#)

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[Reports](#)

Abuse

Survivor Details

Age Abuse Began ?

Age Abuse Ended ?

Abuse Details

Nature of abuse ?

Alcohol/Drugs ?

Institutional ?

Unknown

Pornography Used

No

Unknown

Other Violence Attempts to kill

Harassment/Intimidation

Physical Abuse

Duration of abuse ?

Location of abuse ?

Notes

Abuser Details

Number Of Abusers

Gender of abuser 1 ?

Relationship to Survivor ?

Abuser Approximate Age ?

Abuser ID Number ?

Reported Status

Filed Complaint Gardai

No

Unknown

Gardai Complaint Before/After Time of Complaint

Legal Case status 1 ?

Date 1

Legal Case status 2

Date 2

Legal Case status 3

Date 3

Legal Case status 4

Date 4

Legal Case status 5

Date 5

Data Field	Data Required/Definitions
<p>Survivor Details Age Abuse Began</p>	<p>If you do not know the exact age, use the information the client has given you to make an educated guess. Choose from a list of ages between 0 and 100.</p>
<p>Age Abuse Ended</p>	<p>See above.</p>
<p>Abuse Details Nature of abuse</p>	<p><i>Rape</i> Penetration (however slight) of the mouth, vagina, or anus by the penis or penetration (however slight) of the vagina with an object or the penis without consent.</p> <p><i>Sexual Assault</i> An indecent assault - sexual abuse without any penetration of the mouth, vagina, or anus that DOES NOT involve serious violence.</p> <p><i>Aggravated Sexual Assault</i> Sexual assault that involves serious violence or the threat of serious violence or is such as to cause injury, humiliation or degradation of a grave nature to the person assaulted.</p> <p><i>Sexual Harassment</i> Subjecting a person to an act of physical intimacy, requesting sexual favours, or subjecting to any act or conduct with sexual connotations when the act, request or conduct is unwelcome and could reasonably be regarded as sexually offensive, humiliating or intimidating, or someone is treated differently or could reasonably be expected to be treated differently by reason of her or his rejection or submission to the request or conduct.</p> <p><i>Ritual Abuse</i> Prolonged, extreme, sadistic abuse within a group setting. The group’s ideology is used to justify the abuse and the abuse is used to reinforce the group’s ideology. The activities tend to be kept secret from society at large as they violate many norms and laws.</p>

**Nature of Abuse
(continued)**

Trafficking

The procurement, recruitment, transportation, transfer, harbouring, receipt, and/or delivery of person(s), by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability, or of the giving or receiving of payments or benefits to achieve “consent” for the purpose of sexual and labour exploitation. Trafficking can occur both within States as well as across State borders.

Reckless Endangerment

Wantonly or recklessly engaging in conduct that creates a substantial risk of bodily injury or sexual abuse to a child or wantonly or recklessly fails to take reasonable steps to alleviate such risk where there is a duty to act.

Observing/ Voyeurism

For the purposes of obtaining sexual gratification, observing (or operating or installing equipment to enable any person to observe) someone doing a private act, and knowing that the other person does not consent to being observed. A private act is an act in circumstances which would reasonably be expected to be private, and the person’s genitals, buttocks or breasts are exposed or covered only with underwear, the person is using the lavatory, or the person is doing a sexual act that is not of a kind ordinarily done in public.

Grooming

Deliberate actions taken by an adult to form a trusting relationship with a child, with the intent of having sexual contact.

Alcohol/Drugs	<i>Survivor Did Not Have Alcohol, Survivor Did Have Alcohol</i> at the time, and <i>Unknown</i> are the options. This is not asking how much alcohol or about other drugs.
Institutional	Was the violence committed in a residential institution?
Pornography used	How was pornography used as part of the sexual violence? If <i>No</i> is chosen here than the other options become deactivated. Pornography can be understood as: Material that combines sex and/or exposure of genitals with abuse or degradation in a manner that appears to endorse, condone, or encourage sexually abusive desires or behaviours.

Other Violence	If other violence was used then choose the appropriate type. <i>None</i> and <i>Unknown</i> are also options here.
Duration of abuse	Choose from dropdown menus the length of time in hours, days, weeks, months or years that the abuse lasted.
Location of abuse	Choose from dropdown menu the location where the abuse took place. If multiple locations were used then choose the most common/frequent location.
Notes	See information on <i>Notes</i> on page 6.
Abuser Details	
Number of Abusers	Choose from dropdown menu the number of abusers. Your choice will affect the subsequent categories that become available.
Gender of abuser 1	<i>Male, Female, Transsexual/Transgender</i> . The latter gender category is based on self-identification by the abuser or in this case the identification of the survivor.
Relationship to survivor	How is the abuser known to the survivor? Choose the primary relationship, for example if the abuser is a <i>Work Colleague</i> and a <i>Neighbour</i> , choose <i>Neighbour</i> if the client knows the abuser in a more significant capacity as a <i>Neighbour</i> , than as a <i>Work Colleague</i> , and vice versa.
Abuser approximate age	Choose age from dropdown menu. The client may not know the exact age so use the available information the client has given you to make an educated guess.
Abuser ID number	If there is more than one abuser you need to assign an <i>Abuser ID Number</i> from the drop down menu as a means of differentiating between abusers.
Reported Status	
Filed complaint	Has the survivor filed a complaint with any of the agencies/organisations listed? Your choice here will affect your subsequent options.
Complaint Before/After	Was the complaint filed before or after contact with RCC?
Time of Complaint	How long after the violence was the complaint made?
Legal Case Status 1, 2, 3, 4, 5	If the violence was reported to the Gardaí or PSNI, enter each stage in the legal process, from the dropdown menu.
Date 1,2,3,4,5	Choose the corresponding date to match the legal case developments. If you only know the month and year, enter a date which is at the midpoint of the relevant month.

4: APPOINTMENTS



Face To Face	Helpline	Accompaniment	Maintenance	Reports
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Appointments

Counsellor **Date** **Time**

Notes

Appointment Type

Appointment Priority

Counselling/Support Location

Abuse Type **Status**

Interpreter

Data Field	Data Required/Definitions
Counsellor	All of the counsellors' and volunteers' usernames for your centre will appear as choices when you click on the arrow to the right of the category.
Date	Choose date from pop up calendar.
Time	24 hour clock options on dropdown menu.
Appointment Type	The choices now include: <i>Individual Counselling, Individual Support/Advocacy, Couples Counselling, Group Counselling</i>
Appointment Priority	<i>Crisis</i> is for when someone needs to be seen immediately. <i>Ongoing</i> is for all other clients.
Counselling/Support Location	Your options here will include <i>Main Centre</i> , and any out-reaches that your Centre runs.
Abuse Type	The database software will fill this in automatically from information you have entered in the <i>Abuse Screen</i> .
Status	<i>Scheduled, Fulfilled, Cancelled, No Show</i> . If you enter an appointment as <i>Scheduled</i> , please change this status once the date of the appointment has passed.
Interpreter	Was an interpreter needed for the session? <i>Yes/No</i> .

5: HELPLINE



Logged in as: elainemears

19-May-2009 [Logout](#)

New Helpline

Search Helpline ID

Face To Face

Helpline

Accompaniment

Maintenance

Reports

Helpline ID	200000067	Counsellor	Elaine Mears	Crisis Centre	office	<< Back
Call Details						
Time Of Contact	00 : 00	Date Of Contact	19-May-2009	Nature of Contact	Counselling	?
Incoming/Outgoing Contact	Select one	Contact Method	Select one			
Helpline Nature of Abuse	Select one	Caller Gender	Select one	Repeat Caller	Select one	
Caller Type	Select one	Caller Country of Origin	Unknown	Where Contacting From/To	Unknown	
Caller Age Range	Unknown	Status 1	Select one	Status 2	Select one	
Appointment Requested	Select one	Notes				

Save

Delete

Cancel

The Helpline page is used to track EACH phone/text/email contact on any RCC phone/email by or on behalf of a survivor or supporter. Do not use this to track business calls.

Data Field	Data Required/Definitions
Helpline ID	Automatically numbered by the database. You are responsible for keeping track of which ID number belongs to which contact. The only way to view or change any individual contact is by entering the Helpline ID number. The database has no way track any client names.
Counsellor	All of the counsellors' or volunteers' usernames for your centre will appear as choices in the dropdown menu.
Crisis Centre	Your own RCC – this will automatically be entered as a code by the database. Do NOT attempt to change this number.
Call Details Time of Contact	24 hour clock options on dropdown menu.
Date of Contact	Choose date from pop up calendar.
Nature of Contact	Choose primary <i>Nature of Contact</i> from dropdown menu. For example if someone contacts you with a basic information question, but that is a means for them to begin to disclose then this should be recorded as <i>Counselling</i> .
Incoming/Outgoing Call	Was the contact made to the RCC (<i>Incoming</i>) or from the RCC (<i>Outgoing</i>)? Choose <i>Answering Machine</i> if a message has been left that you are returning.
Contact method	<i>Voice call/Text/Email</i> . Your choice here will affect the next question.
Length of call/ Number of contacts	If you chose <i>Voice Call</i> for the previous question you will be asked to fill in length of call here. If you chose <i>Text/Email</i> you will be asked whether there were single or multiple contacts made. <i>Single</i> means that one email was sent from the RCC and one from the client within 24 hours. <i>Multiple</i> means more than this.
Helpline Nature of Abuse	The categories here are less specific than on the <i>Abuse Screen</i> to facilitate difficulties in determining the exact nature of abuse from helpline callers. Any abuse perpetrated against someone under the age of 18 is <i>Child Sexual Abuse</i> . Both sexual assault and aggravated sexual assault are recorded as <i>Sexual Assault</i> . <i>Suspected Abuse</i> is to be used if someone suspects that they may have been abused. <i>Details Undisclosed</i> is used if the client was abused and does not indicate enough details to be able to enter another choice.

Caller Type	<i>Survivor/Supporter/Other.</i>
Caller gender	<i>Male, Female, Transsexual/Transgender.</i> The latter gender category is based on self-identification of the caller.
Repeat caller	Has the caller been in contact before? Choose from drop-down menu. <i>Unknown</i> is an option here.
Approximate age	Choose from dropdown menu. This may be difficult to determine. If you can, make an educated guess. <i>Unknown</i> is an option here.
Caller country of origin	Means the country where a person was born. <i>Unknown</i> is the default here.
Where contacting from/to	Where is the client contacting the RCC from or what location is the client the RCC contacting in? <i>Unknown</i> is the default here.
Appointment Requested	<i>Yes/No.</i>
Status 1	If <i>Yes</i> is chosen for the previous item then this choice must be made. This category refers to the client's appointment status.
Status 2	This is not a forced choice, but may be completed if you want to use this to track waiting list times.
Notes	See information on <i>Notes</i> on page 6.

6: ACCOMPANIMENT

The screenshot shows a web-based form for entering accompaniment data. At the top, there are navigation links: Face To Face, Helpline, Accompaniment, Maintenance, and Reports. Below these, it shows the user is logged in as 'ttest' on '05-May-2009'. The form itself has a light green background and contains several dropdown menus and text input fields. The 'Accompaniment ID' field is pre-filled with '300000039'. Other fields include 'Accompaniment Type', 'Duration', 'Location', 'Gender', 'Approximate Age', 'Country of Origin', and 'Nature of Abuse'. A 'Notes' section is at the bottom with a text area. Buttons for '<< Back', 'Save', 'Delete', and 'Cancel' are visible.

Data Field	Data Required/Definitions
Accompaniment ID	Automatically numbered by the database. You are responsible for keeping track of which ID number belongs to which accompaniment. The only way to view or change any record is by entering the Accompaniment ID number. The database has no way to track any client names.
Accompaniment Type	Where was the client accompanied to? Choose from drop-down menu.
Accompaniment Duration	Choose the most accurate length of time the client was accompanied for from dropdown menu.
Location	If the accompaniment has been to a location within your Centre’s catchment area then <i>Local</i> should be entered here. If it is to a location outside your catchment area then <i>Other</i> should be chosen.
Accompaniment Details	
Gender	<i>Female, Male, Transsexual/Transgender.</i> The latter gender category is based on self-identification of the survivor.
Approximate Age	It may be difficult to determine, therefore this screen only asks for <i>Approximate Age</i> . Make an educated guess.
Country of Origin	Means the country where the client was born.
Nature of Abuse	Choose the type of abuse the person is reporting. Detailed definitions on pages 9 and 10.
Notes	See information on <i>Notes</i> on page 6. If you are called out to a SATU and the survivor chooses not to speak with you, enter ‘chose not to speak with us’ in Notes.

7: REPORTS

Face to Face Report



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[Helpline](#)

[Accompaniment](#)

[Maintenance](#)

[Reports](#)

Reports

Logged in as: elainemears

18-May-2009

[Logout](#)

[Face to Face Report](#)

[Helpline Report](#)

[Appointment Report](#)

[Accompaniment Report](#)

Face To Face Data Report

Start Date

End Date

Report criteria

First Contact: 1-Jan-2009

31-Dec-2009

Last Contact: 1-Jan-2009

31-Dec-2009

Appointment: 1-Jan-2009

31-Dec-2009

[Export To Excel](#)

Face To Face Summary Report:

Data Field

Data Required/Definitions

Report Criteria

You need to complete all sections on this report screen to ensure that all clients records appear in the final report. If you want a report for all of 2009 then input a start date of 1-Jan-2009 by clicking on the arrow to the right of each of the three boxes in the Start Date column. Then input 31-Dec-2009 in all three boxes in the End Date column.

First Contact

This is completed to track anyone who began using services during the specified times.

Last Contact

This is completed to track anyone who finished using services during the specified times.

Appointment

This is completed to track anyone who had an appointment during the specified times.

Face to Face Summary Report

If you want a report with one line for each client as opposed to one line for each abuse record, tick this box. It is recommended that you print a Summary Report when checking records for accuracy.

Export to Excel

Once you have chosen the appropriate dates click Export to Excel. The data will then be automatically exported to Microsoft Excel. You can choose to open or save the data. Excel will open automatically. Depending on what version of Excel you have, you may also be told that the file is in a different format and asked if you still want to open it. Choose yes.

Helpline Report/Appointment Report/Accompaniment Report



[Face To Face](#)

[Helpline](#)

[Accompaniment](#)

[Maintenance](#)

[Reports](#)

Reports

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13-May-2009

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[Face to Face Report](#)

[Helpline Report](#)

[Appointment Report](#)

[Accompaniment Report](#)

Helpline Data Report

Start Date

End Date

Report criteria

Date of Call:

1-Jan-2009



31-Dec-2009



[Export To Excel](#)

Data Field

Data Required/Definitions

Report Criteria

The Helpline Report, Appointment Report, and Accompaniment Report have the same layout and the instructions are the same for all three.

Date of Call

If you want a report for all of 2009 then input a start date of 1-Jan-2009 by clicking on the arrow to the right of the Start Date column. Then input 31-Dec-2009 in the End Date column.

Export to Excel

Once you have chosen the appropriate dates click Export to Excel. The data will then be automatically exported to Microsoft Excel. You can choose to open or save the data. Excel will open automatically. Depending on what version of Excel you have, you may also be told that the file is in a different format and asked if you still want to open it. Choose yes.