The Journeys App

What to keep in mind when using the app

The Journeys App: What to keep in mind when using the app

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1. What is the aim of this document?

Welcome to the Journeys Barnahus App! This document will guide you through the onboarding process of the app.

This document will:

(i)   give a basic introduction to the app and the different sections
(ii) address important ethical issues when using the app
(iii) answer frequently asked questions

Once you have read this document, we hope you will have a sufficient understanding of the app to start implementing it in your Barnahus.

1.1. What is the difference between this document and the user guide?

Alongside this document, a user guide has been created. The following table contrasts the documents and describes what document might be helpful for whom:

	This document	User guide
Content	To give a basic understanding of the app: scope and purpose Ethical considerations Q&A	User guide for the app Step-by-step guide in setting up the app, including adding content and designing specific journeys
Target audience	Suitable for all practitioners who want to get a better understanding of the app	Practitioners who will be responsible for setting up the app and creating journeys

1.2. Why use this app? Who is the app for?

This app has been created to assist children in their journey through Barnahus. This app aims to ensure that the child has all the information throughout their Barnahus journey.

The primary target group/user of the app is **children**.

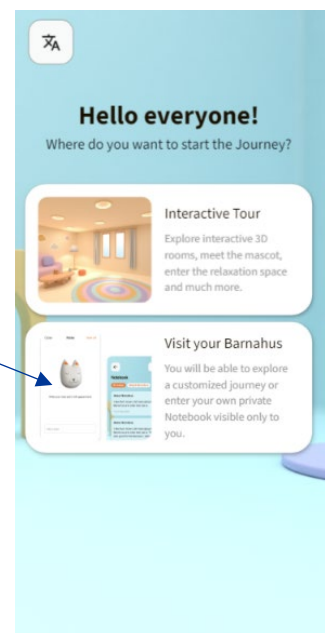There are two secondary target groups:

- **Caregivers** may benefit from the information and functions in the app, and can also play a role in supervising and guiding their child when using the app, if appropriate.

- **Professionals** can use the app to structure information sharing about Barnahus and engage in dialogue with the child. As such, it can serve as a tool for the child liaison in guiding children through their journey in Barnahus.

1.3. Languages

The app is currently available in two languages, English and Swedish, with translation ongoing for other languages.

2. Two parts of the app

There are two parts of the app, one **Interactive Tour** and one section titled **'Visit your Barnahus'**. In the app, it looks like this:

See a video walkthrough of the app here:

https://youtu.be/IC6Ij12PDpU

2. 1. Interactive Tour

Aim

This section helps children feel more comfortable and informed before, during and after the visit to Barnahus. It will help them to access information about what Barnahus is and provide them with simple relaxation tools.

Access

The app is public, and this is an **open section**. This means that, in principle, anyone can access it.

There will be no information about any specific Barnahus in this section, just general information about Barnahus and the rooms.
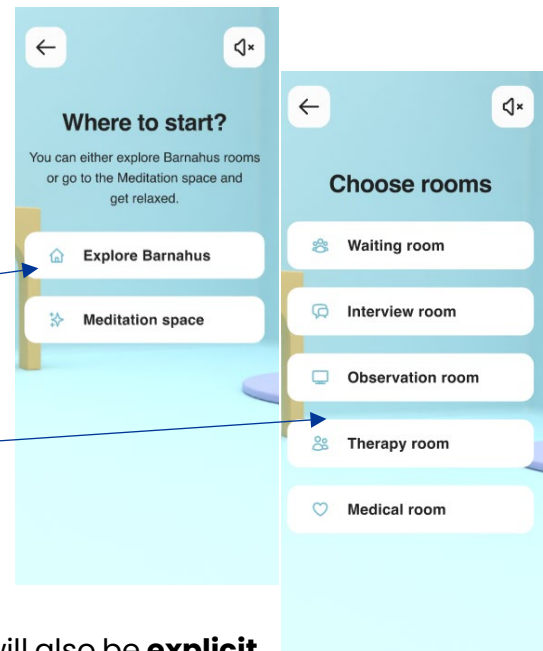
What is this section about?

This section will provide the user with a *generic overview* of Barnahus. This section of the app **will be the same** for all users.

When entering this section you will get two options: Explore Barnahus or go to the meditation space.

In the 'Explore Barnahus' -section, the user can choose between the different rooms in Barnahus (as you can see in the picture).

The rooms are depictions of the different rooms in Barnahus. The interview room, for example, will contain all the typical objects i.e., cameras and microphones. It will also be **explicit** that the rooms are not how any actual Barnahus look like, but generic 3D representations of the rooms.

This section will also contain a meditation space where children can do simple breathing exercises.

2.2 Visit your Barnahus

Aim

This section provides the child with a personalised introduction to the *specific* Barnahus they will visit, including a tour of the Barnahus with photos of the rooms and the staff.
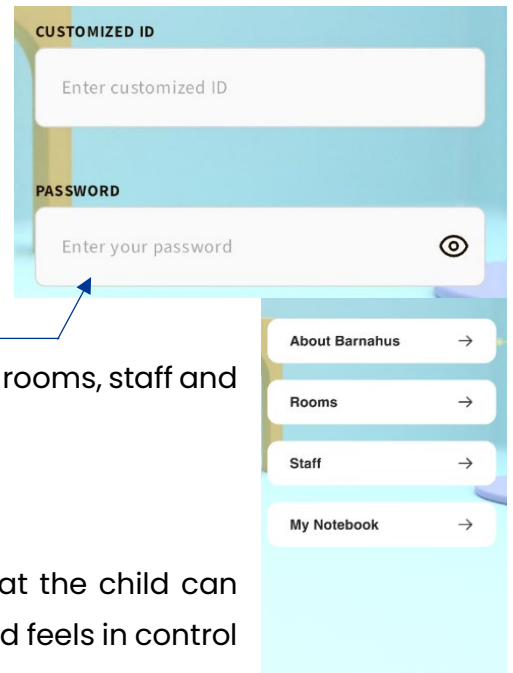
The purpose of this section is to provide a platform for information sharing, exchange, and dialogue between the designated professional (child liaison) and the child. This is to ensure that the child has access to specific information about their visit and onward journey and to help them engage and gain control over their experience.

Access

This is a **restricted** section and each Barnahus **decides** who has access to it.

To get access to the restricted part, you need a valid Custom ID and a Password. The Custom ID and a one-time password are uniquely generated when the practitioner creates a journey.

The practitioner who creates the journey decides which rooms, staff and content the child have access to.

Comment function

This section also contains a comment function, so that the child can comment on their journey. This is to ensure that the child feels in control of their journey, and it can be used both before and during the Barnahus visit. This comment function can be turned off once the child has left the Barnahus. However, the child will still have access to their previous comments.

This is one of the reasons why this section is restricted: so that children can provide their comments knowing that no one else can see them. Once a child has commented, they can go back to see their comments after the journey. However, the practitioner has the possibility of turning off the ability to make new comments whenever they deem it relevant. We will address some important things to consider for this function in Section 3.

3. Considerations for implementing the app

3.1 When will the app be used in the child's journey?

Exactly when the app will be used will be decided by each Barnahus that uses the app. Some Barnahus might decide to share the app with the child before it comes to Barnahus, others might want to wait until they arrive at Barnahus. In this section, we have collected some of the benefits and things to consider depending on the different stages they decide to use the app.

Option 1: The child has no information about the app before the Barnahus visit.

The child can familiarise themselves with the app under the supervision of a Barnahus practitioner. The practitioner can assist the child and answer any questions. However, the child will not have any knowledge about the specific Barnahus they will visit before they arrive.

Option 2: Provide information about section 1 before the child visits Barnahus:

The child can visit the 3D interactive tour to learn about Barnahus and the different rooms, as well as the meditation space. However, the child will not have access to any information about the specific Barnahus they will visit.

This option enables the child liaison, who adapts the journey to the specific child, to sit down with the child and introduce them to the staff they will meet and guide the child through the Barnahus.

Option 3. The child is provided with the Custom ID and the one-time password before the Barnahus visit:

When the child enters Barnahus, they have already seen the rooms and the staff. The child liaison can sit down with the child and go through the questions the child has posed in the note section.

How does this work? The Barnahus sends the invitation code to the child before they arrive at Barnahus so that the child can access the app before the visit.

Comparison of what the child can see on their own before their visit:

	Interactive tour	Info about the specific Barnahus, including what it looks like and its staff
Option 1	No	No
Option 2	Yes	No
Option 3[1]	Yes	Yes

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[1] Please note that the fourth option, sharing information about the restricted without sharing information about the open section, is not possible, since it is impossible to guarantee that the child won't use the open section once they have downloaded the app.

3.2 Language

Each Barnahus needs to populate **Section 2** with content, pictures and text. We **highly recommend** using short, concise, and child-friendly language. There is an option to create multiple versions of the same text to cater for different ages. Consider using a bullet point format, as children we've consulted with recommended. This is not a text-based app, too much text will not be visually appealing or accessible.

Another recommendation is to ask the target group—children—to work with the draft text. They know best what kind of information they would like to have before visiting a Barnahus.

3.3 Staff consent

Ensure informed consent is received from all the practitioners who will be shown in the app.

3.4 Password

For children to access Section 2, they will need a password. A one-time password is generated by the practitioner when creating the Custom Journey (for more info about this, see user guide).

Once the child has logged in for the first time, they are prompted to create a new password, so that access to the second part is solely theirs.

Ensure that your routine regarding sharing passwords is adequate, so the child understands that the code provided is only a one-time sign-in code.

3.5 Comment function

The comment function can be turned off, before, during and/or after the Barnahus visit.

When consulting with practitioners, some expressed concern about the comment function. They were worried that children would write inappropriate things or things that could potentially affect the police investigation. In their national context, the comment function was not appropriate.

Two aspects are therefore crucial:

(i) If you provide the code to the child before the Barnahus visit, highlight the purpose of the comment function.

(ii) Be aware of National Laws! If the comment function is inappropriate in your local context, it should only be enabled during the child's visit to Barnahus. The practitioner can go through the app together with the child and ensure that nothing is inappropriate.

3.6 Specific types of cases

In some cases, it might not be safe to provide the child with access to its journey. It is up to the discretion of the individual practitioner to make this decision.

4. FAQ

1. We would like to create a Journey of our Barnahus that multiple children can use. Can we do that?

Yes, it is possible to create a journey of your Barnahus that multiple children can use. We call these journeys "Generic Journeys".

The main feature of a generic journey:

(i)   Children are not able to comment. Please consult the user guide to see how to do this.

The benefits of a generic journey of the Barnahus are that the practitioner does not have to set up the journey every time they can send the same password to multiple children.

2. How to support children with visual impairments?

It is possible to listen to the text. For section 2, there is even a possibility of uploading audio. This means that the Barnahus staff can record themselves speaking the text and upload the audio.

3. Who will see the pictures and the text?

The interactive tour will be open to everyone, whilst the "Visit your Barnahus"-section will be restricted to those with access. Each Barnahus decides who has access to Section 2.

4. What happens if a practitioner does not want to be part of the journey?

You omit them from the journey. You need informed consent to post pictures of the staff. Consider using an image of a symbol that represents their role, instead of a photo.

5. What if I don't want to include text and/or photos?

If you don't want to include photos of the rooms and the staff that is fine. It is not required to create a tailored journey. However, we strongly recommend that you provide some info about the Barnahus, both in pictures and in text.

JOURNEYS: SAFE AND INFORMED JOURNEYS THROUGH BARNAHUS

Worldwide children are exposed to a number of crimes. As much as half of all children globally experience violence each year. Barnahus offers a multidisciplinary and integrated approach for authorities and services to respond to child victims. There is a need, however, to strengthen individual advocacy to ensure safeguarding of the child's rights and its' access to child-friendly information and participation in the process.

Journeys is contributing to improve access to child-friendly justice, protection and recovery for child victims and their families through the provision of a safe, informed and participatory pathway through Barnahus from initial report to long-term recovery, with a focus on advocacy for the individual child.