

## 心理師處理性侵害通報事件之知覺經驗分析

學生：楊書翎 指導教授：吳麗雲

國立臺南大學諮商與輔導學系碩士班

中文摘要

本研究旨在探討心理師處理性侵害通報及與受性侵害個案工作的經驗中，所產生的知覺感受為何。本研究共邀請四位研究參與者，透過半結構式訪談瞭解其經驗，並以現象學取向進行資料分析。

研究結果與發現如下：

一、研究參與者在知悉性侵害事件時會從澄清個案主訴議題時延伸得知，或是通報後個案被轉介進入諮商而得知，接著心理師會進一步探問和澄清性侵害相關模糊訊息，並尊重個案以自己的速度主動揭露性侵害經驗。

二、研究參與者在與性侵害個案工作時會感受到(一)個案對揭露充滿擔心、(二)覺察到個案對相對人的情緒感受複雜、(三)個案對是否揭露性侵害感到衝突與矛盾、(四)個案未深思同意書內容或對法律不熟悉影響個案知情同意、(五)覺察個案信任他人的議題、(六)對如何與性侵害個案諮商感到困惑，最後會覺察到通報如何為個案帶來正面影響。

三、研究參與者處理性侵害通報之經驗分述如下：

(一)研究參與者在決定通報會經驗到：1. 擔心個案再度受到傷害、2. 思考個案自助管道及自保能力、3. 考慮個案身心穩定程度能否承受通報帶來的衝擊、4. 決定過程產生倫理衝突與掙扎、5. 省思通報決定是否是以案主福祉出發。

(二)研究參與者對法定通報的知覺感受為：1. 通報時限使心理師感到壓力而改變對個案的態度、2. 細究通報規範有灰色空間影響通報判定、3. 通報未被受理感到無奈、4. 對誤報風險有不同想法。

(三)研究參與者處理性侵害通報時會感受到來自系統的壓力，包含：1. 擔心違反法令會受到罰責或被長官責備、2. 長官強制通報或要求確認性侵害事件、3. 小環境的「金魚缸」特性使系統對性侵害事件有不同解讀、4. 系統具特殊性而需要熟悉的督導協助。

(四)研究參與者通報後與司法系統互動時感受到：1. 因諮商記錄被調閱感到擔心、2. 覺察司法審理影響個案身心狀態、3. 發覺個案舉證困難使審理不利個案、4. 對司法審理中的迷思感到生氣、5. 對個案反被加害人指控感到生氣。

(五)研究參與者在跨專業合作時經驗到：1. 發現過去培育過程缺乏相關訓練、2. 沒有完整合作機制造成不良的合作經驗。

(六)研究參與者覺察到缺乏專業知能影響其效能，包含：1. 心理師無法採取有助個案的行動、2. 無法與其他專業人員形成團隊共同協助個案。

四、研究參與者處理性侵害通報歷程所採取之行動有(一)降低個案對通報的焦慮、(二)連結家庭成為個案資源、(三)與不同專業人員合作促成有利個案的團

隊工作、(四)提升專業知能及瞭解自我狀態以促進諮商工作。

最後，研究者根據研究結果與發現進一步提出對於實務工作及日後研究的建議以供參考。

關鍵字：心理師，性侵害法定通報，知覺經驗

# An analysis of Counselors' perception of dealing with Sexual assault report

Student : Shu-Ling Yang Advisor : Professor Li-Yun Wu

Master's Program of Counseling and Guidance , National University of Tainan

## ABSTRACT

This study aims to explore the counselors' experience and perception when they deal with sexual assault report and consult with sexual assault victims client. Four counselors participated this study. To realize their experience, this study adopted semi-structured interview, and used phenomenological method to analysis data.

The following are main results of this study.

1. By discussion or referral, counselors would get to know clients' sexual assault experience, and tried to explore more related information as well as to clarify some ambiguous parts. Counselors would respect clients' wish to reveal their sexual assault experience.
2. When consulting with clients who are sexual assault victims, counselor experienced: (1) Clients worried about revealing sexual assault experience. (2) Clients had complicated feeling for offenders. (3) Clients hesitated to reveal sexual assault experience. (4) Since clients didn't consider the letter of consent carefully or weren't familiar with related law, they couldn't be fully informed. (5) Counselors were aware that the clients had difficulty in trusting someone else. (6) Counselors didn't know how to consult with clients who are sexual assault victims. (7) Counselors found that how sexual assault report brought positive influence to clients.
3. Counselors' experience of dealing with sexual assault report were as follows: (1) When counselors decided to report, they experienced: (a) worrying that clients would be hurt again; (b) considering whether the clients have the ability to protect themselves; (c) considering whether the clients could bear the

result after report; (d) confronting ethical conflict; (e) examining if the decision were based on clients' welfare or not. (2) Counselors' experience of legal sexual assault report were: (a) time limitation made counselors feel pressure and change their attitude toward clients; (b) the ambiguous parts of law would influence report established or not; (c) feeling frustrated when report was rejected; (d) having different points of view about false alarm. (3) Counselors experienced pressure from system, such as: (a) worrying about being punished or blamed due to against the law; (b) superior officers forced counselors to report or investigate sexual assault case; (c) the fish-bowl trait of system made practitioners have different perception about sexual assault report; (d) counselors need assistance of supervisors familiar with the system due to its unique characteristic. (4) When counselors interacted with court, they experienced: (a) worrying about the counseling record being read by court; (b) finding that trial influences clients' physical and mental state; (c) clients weren't able to put to the proof that led result to go against them; (d) feeling angry about the myth and false accusation from judge and prosecutor; (e) feeling angry about clients being accused by offenders reversely. (5) Through interdisciplinary cooperation, counselors found that: (a) there was no related training before; (b) there was no cooperation system which led to negative cooperation experience. (6) Counselors were aware that lack of professional knowledge infected their ability, included: (a) couldn't take action which would benefit clients; (b) couldn't build a team with other practitioners.

4. The actions counselors would take to deal with sexual assault report included: (1) reducing clients' anxiety toward report; (2) bringing clients' family with them together; (3) cooperating with different practitioners; (4) enhancing individual's professional knowledge and self-awareness to improve counseling quality.

Finally, this study provided recommendations for practitioners and future researchers.

Key word : counselors , sexual assault report , perception