

Restorative Justice Unit - Feedback Questionnaire



Case Reference No:	Person Harmed:	Justice Unit
Referral Type:		
Convenor:	Participant's Name:	
Conference/Process Date:	Conference/Process:	Choose an item.
Interview's Name	Date of Interview:	

Contact number:

Thank you for speaking with me today. Your feedback about the offence and the Restorative Justice process are very important in helping us to better understand how to improve this process for you and other participants.

There are a number of statements in this questionnaire which I will read out to you and then ask which of the following answers best fits your experience – for example: You like coffee – would you choose the response scales such as: **1= Strongly agree**, **2 = Agree**, **3 = Neither agree nor Disagree** (Neutral), **4 = Disagree and 5 = Strongly disagree**.

There are no right or wrong answers, this is about your experience.

I will start with questions about the Restorative Justice process, including how you felt before, during and after. I will then move on to more general questions about your participation.

1. Firstly, I'd like to ask how you feel the process went?

2. Before the face to face or indirect process, I:

		1. Strongly agree	2. Agree	3. Neutral	4. Disagree	5. Strongly disagree
a.	felt anxious					
b.	felt angry					
C.	felt helpless					
d.	felt prepared					
e.	felt that other people blamed me in some way for what happened					
f.	was worried about my safety					
g.	felt pressured to take part *					

If you feel pressured, can you provide further comment?

	1	2	3	4	5
a. felt the person responsible t responsibility for their actions	ook 🗌				
 b. was able to say what I wanted say * 	d to				
c. felt heard by the other participa	ants 🗌				
 found it useful to hear what of participants had to say 	ther 🗌				
e. felt that I treated fairly*					
f. had enough support through process	the 🗌				
g. was treated with respect *					
h. felt the process respected rights *	my 🗌				
 felt what I said was took into account* 	the 🗌				

Please provide any comments you would like to add about what happened 'DURING the process'.

Comment:

2

4. Do you have any concerns about what happened at the process?

If 'Yes', can you tell me your concerns?

□Yes

5. AT THE END of the face to face or indirect process, I:

	1	2	3	4	5
a. was satisfied with the outcome					

6. AFTER the face to face or indirect process, I:

	1	2	3	4	5
a. remain satisfied with the outcome					

7. Was an agreement reached during the process? (if no, skip to Question 7)

□Yes

□No

	1	2	3	4	5
a. I understand what is in the agreement					
b. I feel the agreement is fair					

8. Because of the face to face or indirect process, I:

		1	2	3	4	5
a. feel less anxious						
b. feel less angry						
c. feel less helpless						
d. am less worried about	my safety					
e. feel more confident that	at other					
people believe me						
f. do not feel like other pe						
blamed me for what ha	appened					
g. feel more confident that	at I can get					
support if I need it						
h. feel more confident that						
move forward from what	at					
happened						

9. Has anything negative happened because of taking part in the process?

□Yes

Comment:

10. Now we'd like to ask you a few general questions:

a) Why did you decide to take part?

Comment:

b) Would you participate again?

□Yes

□No

Comment:

c) Would you recommend it to someone else?

 $\boxtimes \mathsf{Yes}$

□No

Comment:

- 11. The following questions are about your experience as an Aboriginal and/or Torres Strait Islander person.
 - a) Your experience as an Aboriginal and/or Torres Strait Islander person was acknowledged and respected?

1	2	3	4	5

Please provide any comments you would like to add about what made you feel this way?

Comment:

b) Were you given the option of working with an Indigenous Convenor or Indigenous Guidance Partner?

□Yes		□No
i. If 'No', please explain why?		
Comment:		
<i>ii.</i> If 'Yes', did you accept the offer?	□Yes	□No
If 'No', please provide a reason.		
Comment:		

c) Is there anything else you would like us to know?

Comment:

12. To assist us with future process, is there anything that could be improved?

	□Yes		□No
If 'Yes', would you li	ke the convenor con	ntact you to discuss the possi	bilities?
Comment:			
14.Would like Rest	orative Justice to c	contact you about any of yo	our responses?
	□Yes		□No
If 'Yes', would you li	ke the convenor, IGF	P or a supervisor to contact ye	ou to discuss your responses?
	🗆 Indigenc	ous Guidance Partner (IGP)	□ Supervisor
Comment:			
	nen to being conta	cted in the future for resea	rch purposes?
15.Would you be o	ontact doesn't mean ye	cted in the future for resea ou are consenting to future part	icipation)
15.Would you be o (Agreeing to future co	ontact doesn't mean ye ⊡Yes when would you p		
15. Would you be o (Agreeing to future co 16. If Yes, how and (You may choose mo	ontact doesn't mean ye □Yes when would you p ore than one)	ou are consenting to future part	icipation) □No
15. Would you be o (Agreeing to future co 16. If Yes, how and (You may choose mo	ontact doesn't mean ye □Yes when would you p ore than one)	ou are consenting to future part	icipation) □No
 15. Would you be o (Agreeing to future content of the second second	ontact doesn't mean ye □Yes when would you p ore than one)	ou are consenting to future part	icipation) □No
 15.Would you be o (Agreeing to future content of the second second	ontact doesn't mean ye □Yes when would you p ore than one)	ou are consenting to future part	icipation) □No
15.Would you be o (Agreeing to future composition of the second seco	ontact doesn't mean ye □Yes when would you p ore than one) vide your mailing ad	ou are consenting to future part	icipation)
15. Would you be o (Agreeing to future can be deterded by the case of the case of the deterded by the case of the case of the deterded by the deterded by the deterded by the case of the deterded by the deter	ontact doesn't mean ye □Yes when would you pe ore than one) vide your mailing ad ay and time to get in	ou are consenting to future part	icipation)





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Case Reference No:		Person Harmed:	Choose an item.	Justice Uni
Referral Type:	Choose an item.			
Convenor:		Participant's Name:		
Conference/Process Date	:	Conference/Process Type:	Choose an item.	
Interview's Name		Date of Interview:		

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I will start with questions about the Restorative Justice process, including how you felt before, during and after. I will then move on to more general questions about your participation.

1. Firstly, I'd like to ask how you feel the process went?

Comment:

2. BEFORE the face to face or indirect process, I:

		1. Strongly agree	2. Agree	3. Neutral	4. Disagree	5. Strongly disagree
а.	felt anxious					
b.	felt angry					
C.	felt helpless					
d.	felt prepared					
e.	felt that other people blamed me in some way for what happened					
f.	was worried about my safety					
g.	felt pressured to take part *					

If you feel pressured, can you provide further comment?

		1	2	3	4	5
а.	felt the person responsible took responsibility for their actions					
b.	was able to say what I wanted to say *					
C.	felt heard by the other participants					
d.	found it useful to hear what other participants had to say					
e.	felt that I treated fairly*					
f.	had enough support at the process					
g.	was treated with respect *					
h.	felt the process respected my rights *					
i.	felt what I said was took into the account*					

Please provide any comments you would like to add about what happened 'DURING the process'.

Comment:

4. Do you have any concerns about what happened at the process?

□Yes

□No

If 'Yes', can you tell me your concerns?

Comment:

5. AT THE END of the face to face or indirect process, I:

	1	2	3	4	5
a. was satisfied with the outcome					

6. AFTER the face to face or indirect process, I:

	1	2	3	4	5
a. remain satisfied with the outcome					

7. Was an agreement reached during the process? (if no, skip to Question 7)

□Yes

	1	2	3	4	5
a. I understand what is in the agreement					
b. I feel the agreement is fair					

8. Because of the face to face or indirect process, I:

		1	2	3	4	5
a.	feel less anxious					
b.	feel less angry					
C.	feel less helpless					
d.	am less worried about my safety					
e.	feel more confident that other people believe me					
f.	do not feel like other people blamed me for what happened					
g.	feel more confident that I can get support if I need it					
h.	feel more confident that I can move forward from what happened					

□No

8. Has anything negative happened as a result of taking part in the process?

If 'Yes', can you tell me what has happened?

□Yes

Comment:

9. Now we'd like to ask you a few general questions:

a) Why did you decide to take part?

b) Would you participate again?	
□Yes	□No
Comment:	
c) Would you recommend it to someone else?	
□Yes	□No
Comment:	

10. To assist us with future process, is there anything that could be improved?

Comment:			
	e referred to a suppo Everyman, or Catholic (, i i	Relationships Australia,
C	∃Yes		□No
If 'Yes', would you like	the convenor contact yo	ou to discuss the possibili	ties?
Comment:			
12.Would like Restora	ative Justice to contac	t you about any of your	responses?
C	∃Yes		0
If 'Yes', would you like	the convenor or a super	visor to contact you to di	scuss your responses?
C	Convenor	□S	upervisor
Comment:			
		n the future for researcl	
C	∃Yes		□No
14.If Yes, how and wh (You may choose more	nen would you prefer to than one)	o be contacted?	
Letter, <i>please provid</i>	le your mailing address:		
□Email:			
□Phone call:			
□Text message:		<u> </u>	
When's the best day a	nd time to get in touch w	/ith you?	
15.Would you prefer	to be contacted by a m	ale or female researche	ər?
□ Female	□ Male	□It does not n	natter





Case Reference No:		Relationship to Person	
Referral Type:	Choose an item.	Harmed:	
Convenor:		Participant's Name:	
Date of		Conference/Process	Choose an item.
Conference/Process:		Туре:	
Interview's Name		Date of Interview:	
Interview's Name		Date of Interview:	

Thank you for speaking with me today. Your feedback about the offence and the Restorative Justice process are very important in helping us to better understand how to improve this process for you and other participants.

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There are no right or wrong answers, this is about your experience.

I will start with questions about the Restorative Justice process, including how you felt before, during and after. I will then move on to more general questions about your participation.

1. Firstly, I'd like to ask how you feel the process went?

Comment:

2. BEFORE the face to face or indirect process, I:

	1. Strongly agree	2. Agree	3. Neutral	4. Disagree	5. Strongly disagree
a. felt prepared					
b. was worried about my safety					
c. felt pressured to take part *					
d. was given enough information about my role					

If you feel pressured, can you provide further comment?

	1	2	3	4	5
a. felt the person responsible took responsibility for their actions					
b. was able to say what I wanted to say *					
c. felt heard by the other participants					
d. found it is useful to hear what other participants had to say					
e. felt that I treated fairly*					
f. had enough support at the process					
g. was treated with respect *					
h. felt the process respected my rights *					
i. felt what I said was took into the account*					
j. felt safe at all times					

Please provide any comments you would like to add about what happened 'DURING the process'.

Comment:

4. Do you have any concerns about what happened at the process?

□Yes

□No

If 'Yes', can you tell me your concerns?

Comment:

5. AT THE END of the face to face or indirect process, I:

	1	2	3	4	5
a. was satisfied with the outcome					

6. After the face to face or indirect process, I:

	1	2	3	4	5
a. remain satisfied with the outcome					

7. Was an agreement reached during the process? (if no, skip to Question 7)

□Yes	□No				
	1	2	3	4	5
a. I understand what is in the agreement					
b. I feel the agreement is fair					
8. Has anything negative happene	ed as a resu	It of taking	part in the p	rocess?	
□Yes				No	
If 'Yes', can you tell me what has ha	ppened?				
Comment:					
 Now we'd like to ask you a few a) Why did you decide to take 		estions:			
Comment:					
b) Would you participate agai	1?				
□Yes				No	
Comment:					
c) Would you recommend it to	o someone e	lse?			
□Yes				No	
Comment:					
10.To assist us with future proces	s, is there a	nything that	t could be ir	nproved?	
Comment:					

Menslink, DV	CS, Everyman, or Cat	tholic Care?
	□Yes	□No
lf 'Yes', would you	u prefer the convenor c	contact you to discuss the possibilities?
Comment:		
12.Would like Re	storative Justice to c	contact you about any of your responses?
	□Yes	□No
If 'Yes', would you	ı like the convenor or a	a supervisor to contact you to discuss your responses?
	□ Convenor	□Supervisor
Comment:		
13.Would vou be	open to being conta	icted in the future for research purposes?
-		ou are consenting to future participation)
	□Yes	□No
14.If Yes, how w o (You may choose i	ould you prefer to be more than one)	contacted?
□Letter, <i>please p</i>	provide your mailing ad	ldress:
□Email:		
□Phone call:		
□Text message:		
When's the best c	lay and time to get in t	ouch with you?
15.Would you pro	efer to be contacted	by a male or female researcher?
Female	□ Male	e 🗆 It does not matter

11. Would like to be referred to a support service, examples Relationships Australia,





Case Reference No:		Person Responsible:	Choose an item.
Referral Type:	Choose an item.		
Convenor:		Participant's Name:	
Date of Conference/Process:		Conference/Process Type:	Choose an item.
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1. Firstly, I'd like to ask how you feel the process went?

Comment:

2. BEFORE the face to face or indirect process, I:

		1. Strongly agree	2. Agree	3. Neutral	4. Disagree	5. Strongly disagree
a.	felt prepared					
b.	was worried about my safety					
C.	felt pressured to take part *					

If you feel pressured, can you provide further comment?

	1	2	3	4	5
a. took responsibility for my actions					
 b. was able to say what I wanted to say * 					
c. felt heard by the other participants					
d. felt that I treated fairly*					
e. had enough support at the process					
f. was treated with respect *					
g. felt the process respected my rights *					
 h. felt what I said was took into the account* 					

Please provide any comments you would like to add about what happened 'DURING the process'.

Comment:

4. Do you have any concerns about what happened at the process?

□Yes

□No

If 'Yes', can you tell me your concerns?

Comment:

5. AT THE END of the face to face or indirect process, I:

	1	2	3	4	5
a. was satisfied with the outcome					

6. AFTER the face to face or indirect process, I:

	1	2	3	4	5
a. remain satisfied with the outcome					

7. Was an agreement reached during the process? (if no, skip to Question 7)

□Yes

	1	2	3	4	5
a. I understand what is in the agreement					
b. I feel the agreement is fair					

8. Because of the face to face or indirect process, I:

		1	2	3	4	5
а.	understand how my actions affected people					
b.	am committed to not doing it again					
C.	feel like I can move forward and put what happened behind me					

9. Has anything negative happened as a result of taking part in the process?

□Yes	⊠No
If 'Yes', can you tell me what has happened?	
Comment:	
10.Now we'd like to ask you a few general questior	าร:
a) Why did you decide to take part?	
Comment:	
b) Would you participate again?	
□Yes	□No
Comment:	
c) Would you recommend it to someone else?	
□Yes	□No
Comment:	

11. The following questions are about your experience as an Aboriginal and/or Torres Strait Islander person.

a) Your experience as an Aboriginal and/or Torres Strait Islander person was acknowledged and respected?

Please provide a way?	any comments or co	ncerns you would lik	te to add about wha	t made you feel this
Comment:				
b) Were you g Guidance Pa		[™] working with an	Indigenous Conve	nor or Indigenous
	□Yes		□No	
i. If 'No', ple	ease explain why?			
Comment:				
ii. If 'Yes', di	id you accept the of	fer? □Yes		No
If 'No', please provid	de a reason.			
Comment:				
c) Is there any	thing else you wou	IId like us to know	?	
Comment:				
12.To assist us wit	th future process, i	s there anything th	nat could be impro	ved?
Comment:				

13.Would you like to be referred to a support service, examples Relationship Australia, Menslink, DVCS or Everyman?

	□Yes	□No				
If 'Yes', would you like	e the convenor contact you to	o discuss the possik	oilities?			
Comment:						
14.Would like Resto	rative Justice to contact yo	ou about any of yo	ur responses?			
	□Yes		□No			
If 'Yes', would you like	e the convenor, IGP or a supe	ervisor to contact yo	ou to discuss your responses?			
	Indigenous Guidar	nce Partner (IGP)	□ Supervisor			
Comment:						
	en to being contacted in th ntact doesn't mean you are cons					
16.If Yes, how and w (You may choose more	vhen would you prefer to b e than one)	e contacted?				
Letter, <i>please provi</i>	ide your mailing address:					
□Email:						
□Phone call:						
□Text message:	_					
When's the best day	and time to get in touch with	you?				
17. Would you prefe	r to be contacted by a male	e or female researd	cher?			
□ Female	□ Male	□It does not	t matter			





Case Reference No:		Person Responsible:	Choose an item.
Referral Type:	Choose an item.		
Convenor:		Participant's Name:	
Date of		Conference/Process	Choose an item.
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I will start with questions about the Restorative Justice process, including how you felt before, during and after. I will then move on to more general questions about your participation.

1. Firstly, I'd like to ask how you feel the process went?

Comment:

2. BEFORE the face to face or indirect process, I:

		1. Strongly agree	2. Agree	3. Neutral	4. Disagree	5. Strongly disagree
а.	felt prepared					
b.	was worried about my safety					
C.	felt pressured to take part *					

If you feel pressured, can you provide further comment?

	1	2	3	4	5
a. took responsibility for my actions					
b. was able to say what I wanted to say *					
c. felt heard by the other participants					
d. felt that I treated fairly*					
e. had enough support at the process					
f. was treated with respect *					
g. felt the process respected my rights *					
h. felt what I said was took into the account*					

Please provide any comments you would like to add about what happened 'DURING the process'.

Co	mm	ent:

4. Do you have any concerns about what happened at the process?

□Yes

□No

If 'Yes', can you tell me your concerns?

Comment:

5. AT THE END of the face to face or indirect process, I:

	1	2	3	4	5	
a. was satisfied with the outcome						

6. AFTER the face to face or indirect process, I:

	1	2	3	4	5
a. remain satisfied with the outcome					

7. Was an agreement reached during the process? (if no, skip to Question 7)

	1	2	3	4	5
a. I understand what is in the agreement					
b. I feel the agreement is fair					

8. Because of the face to face or indirect process, I:

		1	2	3	4	5
а.	understand how my actions affected people					
b.	am committed to not doing it again					
C.	feel like I can move forward and put what happened behind me					

9. Has anything negative happened as a result of taking part in the process?

□No

If 'Yes', can you tell me what has happened?

Comment:

10. Now we'd like to ask you a few general questions:

a) Why did you decide to take part?

Comment:

b) Would you participate again?

□Yes	□No
Comment:	
c) Would you recommend it to someone else	9?
□Yes	□No
Comment:	

11. To assist us with future process, is there anything that could be improved?

12.Would you like to b Menslink, DVCS or E	-	port service, examples Relationship Australia,
ΠY	es	□No
If 'Yes', would you like the	e convenor contact yo	u to discuss the possibilities?
Comment:		
13.Would like Restorativ	/e Justice to contact	you about any of your responses?
ΠY	es	□No
If 'Yes', would you like the	e convenor or a superv	visor to contact you to discuss your responses?
	Convenor	□Supervisor
Comment:		
	-	the future for research purposes? onsenting to future participation)
$\Box Y$	es	□No
15. If Yes, how and wher (You may choose more that		be contacted?
□Letter, <i>please provide</i> y	our mailing address:	
□Email:		
□Phone call:		
□Text Message:		
When's the best day and	time to get in touch wi	ith you?
16.Would you prefer to	be contacted by a ma	ale or female researcher?
Female	□ Male	\Box It does not matter





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Referral Type:	Choose an item.	Responsible:	
Convenor:		Participant's Name:	
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Interview's Name		Date of Interview:	

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1. Firstly, I'd like to ask how you feel the process went?

Comment:

2. BEFORE the face to face or indirect process, I:

	1. Strongly agree	2. Agree	3. Neutral	4. Disagree	5. Strongly disagree
a. felt prepared					
b. was worried about my safety					
c. felt pressured to take part *					
d. was given enough information about my role					

If you feel pressured, can you provide further comment?

	1	2	3	4	5
a. felt the person responsible took responsibility for their actions					
 b. was able to say what I wanted to say * 					
c. felt heard by the other participants					
 found it useful to hear what other participants had to say 					
e. felt that I treated fairly*					
f. had enough support at the process					
g. was treated with respect *					
 h. felt the process respected my rights * 					
 felt what I said was took into the account* 					

Please provide any comments you would like to add about what happened 'DURING the process'.

Comment:

4. Do you have any concerns about what happened at the process?

□Yes

□No

If 'Yes', can you tell me your concerns?

Comment:

5. AT THE END of the face to face or indirect process, I:

	1	2	3	4	5
a. was satisfied with the outcome					

6. AFTER the face to face or indirect process, I:

	1	2	3	4	5
a. remain satisfied with the outcome					

7. Was an agreement reached during the process? (if no, skip to Question 7)

□Yes				No	
	1	2	3	4	5
a. I understand what is in the agreement					
b. I feel the agreement is fair					

8. SINCE the face to face or indirect process, I feel the person responsible:

		1	2	3	4	5
a.	better understand how they affected people					
b.	is committed to not doing it again					
C.	can move forward and put what happened behind him					

9. Has anything negative happened as a result of taking part in the process?

□Yes	□No
If 'Yes', can you tell me what has happened?	
Comment:	
10.Now we'd like to ask you a few general questio	ns:
a) Why did you decide to take part?	
Comment:	
b) Would you participate again?	
□Yes	□No
Comment:	
c) Would you recommend it to someone else?	•
□Yes	□No
Comment:	
11.To assist us with future process, is there anyth	ing that could be improved?
Comment:	

	□Yes	□No
lf 'Yes', would yo	ou prefer the convenor contact yc	ou to discuss the possibilities?
Comment:		
I3.Would like R	estorative Justice to contact y	ou about any of your responses?
	□Yes	□No
lf 'Yes', would yo	ou like the convenor or a supervis	sor to contact you to discuss your responses?
		□Supervisor
-	e open to being contacted in t e contact doesn't mean you are cor	The future for research purposes? Insenting to future participation)
l4.Would you b		· · ·
I4.Would you be (Agreeing to future I5.If Yes, how a	e contact doesn't mean you are cor □Yes nd when would you prefer to k	asenting to future participation) □No
I4. Would you be (Agreeing to future I5. If Yes, how a (You may choose	e contact doesn't mean you are cor □Yes nd when would you prefer to b more than one)	asenting to future participation) □No
I4. Would you be (Agreeing to future I5. If Yes, how a (You may choose	e contact doesn't mean you are cor □Yes nd when would you prefer to k	asenting to future participation) □No
I4. Would you be (Agreeing to future I5. If Yes, how a (You may choose	e contact doesn't mean you are cor □Yes nd when would you prefer to b more than one)	asenting to future participation) □No
I4. Would you be (Agreeing to future I5. If Yes, how a (You may choose Letter, please p Email:	e contact doesn't mean you are cor □Yes nd when would you prefer to k more than one) provide your mailing address: 	asenting to future participation) □No
I4. Would you be (Agreeing to future I5. If Yes, how a (You may choose Letter, please p Email: Phone call: Text message:	e contact doesn't mean you are cor □Yes nd when would you prefer to b more than one) provide your mailing address: 	nsenting to future participation) □No pe contacted?
I4. Would you be (Agreeing to future I5. If Yes, how a (You may choose Letter, please p Email: Phone call: Text message: When's the best	e contact doesn't mean you are cor □Yes nd when would you prefer to b more than one) provide your mailing address: 	senting to future participation)

12. Would like to be referred to support services examples Relationship Australia, Menslink,