

**SAJJ Research on Conferencing
Briefing-Observation Protocol**

SAJJ Number
YJC Number
SAJJ-R Number

Pre-conference briefing with the YJC

YP and YP's parent/guardian

1. Any information concerning contact with the YP and the YP's parent/guardian that would assist a SAJJ researcher in making arrangements for an interview? Note information for all YP's in the conference.

.....
.....
.....

2. If multiple YP's at the conference, who should be designated "primary" for purposes of the research?

.....

Victim(s)

3. Is/are the victim(s) attending the conference? yes no

If no, why?

.....

4. Any information concerning contact with the victim(s) that would assist a SAJJ researcher in making arrangements for an interview?

.....
.....

5. If multiple victims are at the conference, who should be designated "primary" for purposes of the research?

.....

The case

6. Any information about the case that the YJC finds important to bring to SAJJ attention?

.....
.....

Pre-conference activity (just before the conference began)

7. Comments on pre-conference activity. *Note:* If people who are supposed to be there do not show up and the conference is not held, here is where to describe what happened.

.....
.....
.....

This is the conference I have ever observed (include all conferences ever observed).
Sketch the conference participants and where they are sitting (use last page)

Conference Phase I: introduction and opening

1. Conference date Conference venue
- Time the conference began (when YJC opened)
- Time conference ended (after the agreement is explained and signed)
- The conference lasted minutes, during which time there was/were a break that lasted for
 minutes

Note: Sometimes a conference does not proceed past Phase I. Record all the things that did happen and then why the conference ended.

Roles and process

(Imagine you are attending a conference for the first time.)

1. Do you understand what the YJC's role is ? **yes** **no**
 2. Do you understand what the PYO's role is? **yes** **no**
 3. Do you understand what is supposed to happen in
 a conference? **yes** **no**

(Observe the YP's reaction to the YJC)

4. Is the YP paying attention to the opening about **yes** **no**
 roles and process?

Legal advice/rights

(Imagine you are attending a conference for the first time.)

5. Did the YJC say that
 (a) the YP had a right to end the conference at any time? **yes** **no**
 (b) the YP had a right to seek legal advice at any time? **yes** **no**
6. Did you understand the consequences of the YP and PYO **yes** **no**
 not reaching agreement on the outcome?
7. Is the YP paying attention to the information about **yes** **no**
 legal advice and rights?

8. Does the YP seem to understand the information being conveyed? (tick one)

- displays little interest
- displays interest, agrees quickly, but may not understand
- displays interest, may (or may not) seek clarification, understands

9. Overall, to what extent did the YJC give a clear explanation of the legal context of the conference and the legal options of the YP?

not at all **somewhat** **mostly** **fully**
1 **2** **3** **4**

10. Overall, to what extent did the YP appear to understand their legal position and options?

not at all **somewhat** **mostly** **fully**
1 **2** **3** **4**

11. Overall, to what degree were you were satisfied with the way in which the YJC introduced people and explained the conference process?

not at all **somewhat** **mostly** **fully**
1 **2** **3** **4**

12. Any additional comments on Conference Phase I.

.....

Conference Phase II: offence and its impact

See background notes.

Q's 13-17 are relevant to conference Phase II, whereas shifts in YP-victim relations can occur in Phases II and III. All ask for your *overall judgment and impressions* of what happened. Use the right-hand side to comment further.

A. The YP

13. To what extent did the YP give a clear story for what happened?

not at all **somewhat** **mostly** **fully**
1 **2** **3** **4**

14. To what extent did the YP accept responsibility for the offence?

not at all **somewhat** **mostly** **fully**
1 **2** **3** **4**

15. To what extent was the YP remorseful for their actions?

not at all **somewhat** **mostly** **fully**
1 **2** **3** **4**

16. To what extent was the YP defiant (ie., cocky, bold, brashly confident)?

not at all **somewhat** **mostly** **fully**
1 **2** **3** **4**

17. To what extent was the YP actively involved in the conference (includes non-verbal behaviour such as active listening or other indicators of attentiveness)?

not at all **somewhat** **mostly** **fully**
1 **2** **3** **4**

18. To what extent did the YP apologise spontaneously to the victim?
 (Or, if the victim was not present, offer spontaneously to make an apology?)

not at all **had to be**
(no apology) **drawn out** **mostly** **fully**
1 **2** **3** **4**

B. Victim-YP relations

Note: Your judgment of the character and quality of victim-YP relations should reflect *what occurred for the entire conference, not just during Phase II*. If the victim is not present at the conference, use "no victim or rep present." But if the YP speaks as if the victim is there, note that on the line by the item.

19. To what degree did you empathise with the victim or with the YP?

more with YP than victim	more with victim than YP	felt the same toward both	
		little/no empathy	some/good deal of empathy	
1	2	3	4	

Note: For Qs 20-26, "the victim" includes the victim or the victim's representative.

20. How effective was the victim in describing the offence and its impact?

not at all	somewhat	mostly	highly	no victim or rep present
1	2	3	4	8	

21. Why was the victim effective or not effective?

.....

.....

22. To what extent did the YP assure the victim that the behaviour would not happen again?

nothing said by the YP	somewhat	mostly	fully	no victim or rep present
1	2	3	4	8	

23. To what extent did the YP understand the impact of their crime on the victim (saying, for example, "I can see why you are angry" or in other ways, demonstrating concern or empathy for the victim)?

not at all	somewhat	mostly	fully	no victim or rep present
1	2	3	4	8	

24. To what extent did the victim understand the YP's situation (saying, for example, "I know where you're coming from" or "When I was your age, I did something similar" or in other ways, demonstrating concern or empathy for the YP)?

not at all	somewhat	mostly	fully	no victim or rep present
1	2	3	4	8	

25. To what extent was there positive movement (or mutual understanding) between the victim and YP, *which was expressed in words*?

not at all	somewhat	mostly	fully	no victim or rep present
1	2	3	4	8	

26. To what extent was there positive movement (or mutual understanding) between the victim and YP, *which was expressed non-verbally or in symbolic form*?

not at all	somewhat	mostly	fully	no victim or rep present
1	2	3	4	8	

27. To what extent did the victim's supporter(s) play an effective role in the conference?

not at all	somewhat	mostly	fully	none present
1	2	3	4	8	

28. To what extent was there positive movement (or mutual understanding) between the YP's supporters and the victim (or the victim's supporters), *which was expressed in words?*

not at all	somewhat	mostly	fully	no victim or rep present
1	2	3	4	8	

Characterise the nature of the connection, eg., "mother-to-mother" or "father-to-father" or "parent-to-parent" (mixed M/F)?

.....

29. To what extent was there positive movement (or mutual understanding) between the YP's supporters and the victim (or the victim's supporters), *which was expressed non-verbally or in symbolic form?*

not at all	somewhat	mostly	fully	no victim or rep present
1	2	3	4	8	

30. To what extent did the YP's supporters offer a balanced view of the YP as an individual?

<u>unbalanced</u>		<u>balanced</u>	not unbalanced or balanced: showed no interest in the YP
too harsh on the YP	too excusing of the YP	3	4
1	2		

31. Overall, what were your impressions of the YP during Phases I and II?

.....

.....

.....

.....

32. Some conferences can be highly charged and emotional; others are rather business-like and without much emotion. We need to characterise the general emotional content of a conference. Emotional expressions typically come out during Phase II of the Conference, but they may also come out during the discussion of the outcome. *Note* gender of participants and emotions.

..... angry/aggressive remarks aimed at YP by victim
 YP's supporters
 PYO

..... arguing between

.....

..... crying by YP

..... YP's supporters

..... victim(s)

..... victim supporter(s)

..... others

33. From your perspective as an observer, were you moved by exchanges that occurred in the conference (eg., ways that participants described the offence and its impact or how participants moved toward making a connection with others)?

(a) during Conference Phase II

not at all	to some degree	to a fair degree	to a high degree
1	2	3	4

.....

.....

(b) during Conference Phase III

not at all	to some degree	to a fair degree	to a high degree
1	2	3	4

.....

.....

Conference Phase III: outcome discussion

See background notes

34. How would you rate the YJC's summary of the options for the outcome?

poor	fair	good	excellent
1	2	3	4

.....

35. In some conferences, YJC's suggest that participants take a break to discuss the outcome. In other conferences, this does not occur. What happened in this conference and with what result?

..... took a break to discuss the outcome did not take a break

Impact of break:

definitely moved things along		probably made no difference		definitely made things worse
1	2	3	4	5

.....

36. With the percent adding to 100, show who *proposed ideas* for the outcome and who *participated in working it out*?
 Note: For proposed ideas, tick each person who offered an idea. For working it out, use participation and airtime in estimating percentages.

proposed ideas

participated in working it out

- | | |
|----------------------------------|----------------------------------|
| YJC | YJC |
| PYO | PYO |
| YP | YP |
| YP's supporters | YP's supporters |
| victim or their supporters | victim or their supporters |
| other professionals | other professionals |
| 100% | 100% |

Clarify the percentages, if necessary

.....

37. How would you characterise the outcome decision (tick one)? (*Focus on the YP and PYO relationship.*)

- genuine consensus (general enthusiasm by all participants toward the outcome, which the PYO ratified)
- YP acceptance and agreement (YP agreed to the outcome, as modified by the PYO, saying "I don't have a problem with it" or "that's OK")
- YP acceptance with reluctance (YP agreed to the outcome, as modified by the PYO, but there may have been some pressure to accept it)

Describe the source(s) of pressure, if any, for the YP to accept the outcome (eg., from the PYO, parents, the YJC, mixes of members of these groups). If you wish, clarify or explain what happened.

.....

.....

38. To what degree did the PYO press their position for the outcome?

- | | | | | |
|-------------------|-----------------------|-------------------------|-------------------------|-------|
| not at all | to some degree | to a fair degree | to a high degree | |
| 1 | 2 | 3 | 4 | |

39. To what degree did the PYO and YJC work cooperatively in the outcome discussion?

- | | | | |
|--------------------------------------|------------------------------------|-----------------------------------|-------------------------------------|
| antagonistic to a high degree | antagonistic to some degree | cooperative to some degree | cooperative to a high degree |
| 1 | 2 | 3 | 4 |

Characterise the nature of the PYO-YJC relationship in the outcome discussion.

.....

.....

40. To what degree did the PYO work cooperatively with other conference participants in the outcome discussion?

- | | | | |
|--------------------------------------|------------------------------------|-----------------------------------|-------------------------------------|
| antagonistic to a high degree | antagonistic to some degree | cooperative to some degree | cooperative to a high degree |
| 1 | 2 | 3 | 4 |

.....

41. To what degree did the YP's parent(s)/guardian(s) press their position for the outcome?

- | | | | | |
|-------------------|-----------------------|-------------------------|-------------------------|-------|
| not at all | to some degree | to a fair degree | to a high degree | |
| 1 | 2 | 3 | 4 | |

42. To what degree did the YJC step back and let the conference participants, *other than the PYO or VSS representative*, arrive at the conference outcome?

- | | | | | |
|-------------------|-----------------------|-------------------------|-------------------------|-------|
| not at all | to some degree | to a fair degree | to a high degree | |
| 1 | 2 | 3 | 4 | |

43. To what degree did the PYO step back and let the conference participants, *other than the YJC or VSS representative*, arrive at the conference outcome?

- | | | | | |
|-------------------|-----------------------|-------------------------|-------------------------|-------|
| not at all | to some degree | to a fair degree | to a high degree | |
| 1 | 2 | 3 | 4 | |

44. In your view, was the outcome too lenient, too harsh, or about right?

too lenient **about right** **too harsh**
1 **2** **3** **4** **5**

Why do you think so?

Your opinions, impressions, and reflections

Here are some statements about conference processes and participants. Show your opinions or impressions for this conference. Put N/A if some questions are not applicable (eg., there was no victim present). Comment on the right-hand side of the page if you want to say more about an item.

	strongly agree	agree	disagree	strongly disagree	don't know or unsure
45. The PYO appeared to be prepared for the conference (ie., knew the offence details)	1	2	3	4	7
46. The PYO explained the implications of the YP's future offending to the YP in a helpful manner.	1	2	3	4	7
47. The PYO lectured the YP inappropriately.	1	2	3	4	7
48. The PYO talked to or treated the YP in a respectful manner.	1	2	3	4	7
49. The PYO talked to or treated the YP's parent(s) in a respectful manner.	1	2	3	4	7
50. The YP talked to or treated the PYO in a respectful manner.	1	2	3	4	7
51. The YP's parent(s) talked to or treated the PYO in a respectful manner.	1	2	3	4	7
52. The YJC appeared to be prepared for the conference.	1	2	3	4	7
53. The YJC managed the movement through the conference stages well.	1	2	3	4	7
54. The YJC permitted all the key conference participants, including the PYO, to have their say in the conference.	1	2	3	4	7
55. The YJC seemed to be "impartial," that is, not aligned with the YP, PYO, the parent(s), or the victim.	1	2	3	4	7
56. The YP's parent(s), who were present at the conference, seemed to have the YP's best interests at heart.	1	2	3	4	7
57. The YP's parent(s), who were present at the conference, seemed unable to control the YP.	1	2	3	4	7

	strongly agree	agree	disagree	strongly disagree	don't know or unsure
58. The victim(s) was distraught or upset by what the YP or their supporters said to them, even by the end of the conference. Comment further on the nature of what might be termed the "revictimisation" of the victim.	1	2	3	4	7

59. The YP understood the relationship between their offence and the outcome.	1	2	3	4	7
---	---	---	---	---	---

60. The conference ended on a "high" – a positive note of repair and future goodwill.	1	2	3	4	7
---	---	---	---	---	---

61. The PYO tried to take over the YJC's role as conference chair.	1	2	3	4	7
--	---	---	---	---	---

62. The process of deciding the outcome was fair.	1	2	3	4	7
---	---	---	---	---	---

63. The conference was largely a waste of time.	1	2	3	4	7
---	---	---	---	---	---

64. The PYO had a set opinion for the outcome.	1	2	3	4	7
--	---	---	---	---	---

65. The YJC negotiated the outcome well.	1	2	3	4	7
--	---	---	---	---	---

66. Do you think it likely or unlikely that the YP will be involved in a serious offence in the future, one that comes to the attention of the police?	very likely 1	likely 2	unlikely 3	very unlikely 4	do not know or unsure 8
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Why do you think so?

67. Reflecting on the conferences you have observed, how would you rate this conference overall?
See background notes.

poor 1	fair 2	good 3	excellent 4	truly exceptional 5
------------------	------------------	------------------	-----------------------	-----------------------------------	-------

.....

Racial-Ethnic, Gender, Age, and Class Dynamics in the Conference
See background notes for definitions and rationale for the items.

68. Were remarks of a stereotypical or derogatory nature made while the conference was in progress?
..... no yes
If yes, toward what group? What was said?
.....
.....

.....

69. By their words or actions, did any conference participant(s) try to intimidate another (or several) member(s) of the conference? (By *conference participant*, the reference is to YP's, victims, their supporters, and others attending the conference; it excludes the YJC and the PYO. But for *conference member*, the YJC and PYO are included.)

. no yes

If yes, what happened?

.....

70. To what degree did the conference have the appearance of a "powerless youth in a roomful of adults"?

	to some	to a fair	to a high	
not at all	degree	degree	degree	
1	2	3	4

71. Did this conference have any non-white participants (defined here to include Aboriginals, Torres Strait and Pacific Islanders, Maori, Indo-Chinese, and Filipinos; defined here to exclude white ethnics such as Greeks, Italians, and Maltese)?

..... no (go to Q 75) yes (answer Qs 72-74)

72. What group(s)?

73. To what degree did the white participants have the last word, the upper hand, or generally seem to be controlling or dominating the conference?

	to some	to a fair	to a high	
not at all	degree	degree	degree	
1	2	3	4

74. Were there other racial-ethnic dynamics (eg, Aboriginal and Vietnamese relations) which made the conference more complicated than a simple "white/non-white" racial analysis?

..... no yes If yes, please explain or clarify.

.....

75. To what degree did the male participants have the last word, the upper hand, or generally seem to be controlling or dominating the conference?

	to some	to a fair	to a high	
not at all	degree	degree	degree	
1	2	3	4

76. To what degree did middle-class participants have the last word, the upper hand, or generally seem to be controlling or dominating the conference?

	to some	to a fair	to a high	
not at all	degree	degree	degree	
1	2	3	4

77. Was there an incident, remark, exchange, or other event that should be followed up in the interviews with the YJC's and PYO's at the end of the research period concerning racial-ethnic and gender dynamics in this conference?

..... no yes

Briefly describe what happened.

.....

78. What notable "power inversions" occurred in the conference, if any? Please clarify or explain.

.....

.....

.....

.....

79. Any other comments about this conference?

Note here what struck you as significant, important, unusual, surprising, or otherwise not captured in the previous questions, but which should be noted about this conference.

.....

.....

.....

.....

80. Any post-conference observations of note?

.....

.....

.....

.....

Date survey completed

Please go over the protocol to make sure that all the questions are answered and are legible.

Diagram of conference participants (show where you were sitting as observer).

SAJJ Research on Conferencing

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Police Youth Officer Survey

This survey seeks your judgments and reflections on a conference in the SAJJ sample. Please complete the survey within two days after the conference has ended, when your memories are fresh.

We recognise that conferences are complex events, but it is possible to come away from one with an idea of how it went. Conference participants -- the coordinator, the police officer, the young person, the victim, their supporters, and others -- may have different views on the matter. The more reflective and thoughtful your responses are to the survey, the more balanced and complete picture of youth justice conferences we will have.

Many survey items ask for your judgments about conference participants, dynamics, and outcomes, using a numerical (Likert) scale. Please circle only one response. We recognise that it can be difficult to give one answer – for example, “agree” or “disagree” – to complex and changing developments in a conference. Answer the Likert scale questions with your overall impression or judgment. If you want to say more about any item, write your comments to the right side of the question.

There are other survey items that ask for your opinions and explanations in your own words (“open-ended questions”). Feel free to write as much as you wish in replying to these items. Remember that your responses are confidential. All data will be gathered, stored, and analysed using SAJJ-generated id numbers, not names of respondents.

These abbreviations are used throughout the survey:

YP = Young Person (or offender)
YJC = Youth Justice Coordinator
PYO = Police Youth Officer

Please return your completed survey in the stamped, SAJJ-addressed envelope. If you have any questions about the survey or the project, call the SAJJ office at 8204-0570.

Note to other users of this instrument: If you use items from this instrument, a citation would be appreciated.

Daly, Kathleen, Michele Venables, Mary McKenna, and Liz Mumford (1998) *SAJJ Research on Conferencing: Research Instruments and Background Notes*. SAJJ Technical Document No. 1, School of Justice Administration, Griffith University, Queensland, Australia.

**SAJJ Research on Conferencing
Police Youth Officer Survey**

SAJJ Number
PYO Number

Pre-conference: What went through your mind before the conference began?

1. Were there aspects of the case (eg., what you learned from the apprehending officer, victim, or others) that you hoped to bring out or that you hoped would be brought out in the conference?

.....
.....
.....

2. Did the case seem a routine example of this offence? If not, how did it differ?

.....
.....

3. What outcomes were you hoping to achieve in this conference?

.....
.....

Conference Phase I: Introduction and opening

4. To what extent did the YJC give a clear explanation of the legal context of the conference and the legal options of the YP?

not at all somewhat mostly fully
1 2 3 4

5. To what extent did the YP appear to understand their legal position and options?

not at all somewhat mostly fully
1 2 3 4

Conference Phase II: offence and its impact

Note: Remember that we are interested in *your overall judgment and impressions* of what happened during this phase of the conference. Use the right hand side to comment further. .

A. The YP

6. To what extent did the YP give a clear story for what happened?

not at all somewhat mostly fully
1 2 3 4

7. To what extent did the YP accept responsibility for the offence?

not at all somewhat mostly fully

..... took a break to discuss the outcome did not take a break

Did the break help to move things along, make things worse, or make no difference?

definitely moved things along		probably made no difference		definitely made things worse
1	2	3	4	5

.....

24. With the percent adding to 100, show who *proposed ideas* for the outcome and who *participated in working it out*?

<i>proposed ideas</i>	<i>participated in working it out</i>
..... YJC YJC
..... PYO (yourself) PYO (yourself)
..... YP YP
..... YP's supporters YP's supporters
..... victim or their supporters victim or their supporters
..... other professional other professionals
100%	100%

If you wish, please clarify or explain the percentages you put in.....

.....

25. How would you characterise the outcome decision? (*Focus on your relationship as PYO to the YP.*)

- genuine consensus (general enthusiasm by all participants toward the outcome, which you as PYO ratified)
- YP acceptance and agreement (YP agreed to the outcome, as modified by you as PYO, saying "I don't have a problem with it" or "that's OK")
- YP acceptance with reluctance (YP agreed to the outcome, as modified by you as PYO, but accepts it with reluctance)

If you wish, please clarify or explain what happened.

.....

26. To what degree did you feel you needed to press your position for the outcome?

not at all	to some degree	to a fair degree	to a high degree
1	2	3	4

27. To what degree was the YJC attentive to the police perspective in the outcome discussion?

not at all	to some	to a fair	to a high	
1	degree	degree	degree
	2	3	4	

28. To what degree were you able to step back and let the conference participants (*other than professionals such as a VSS representative*) arrive at the conference outcome?

little or		fairly	very	
no	some	good	high
1	2	3	4	

29. In your view, was the outcome too lenient, too harsh, or about right?

too		about		too
lenient		right		harsh
1	2	3	4	5

Why do you think so?

.....

Your opinions, impressions, and reflections

Here are some statements about conference processes and participants. Show your opinions or impressions *for this conference*. Put N/A if some questions are not applicable (eg., there was no victim present). Comment on this page or additional pages if there is any item you want to say more about.

- | | | | | |
|--|-----------------|--------------|-----------------|-------------------|
| | strongly | | strongly | don't know |
| | agree | agree | disagree | disagree |
| | 1 | 2 | 3 | 4 |
| | | | | 7 |
30. The YJC managed the movement through the conference stages well.
31. The YJC asked for your input about the outcome at the right stage in the conference.
32. By your actions and words, you tried to convey to the YP that you were a fair person.
33. By your actions and words, you tried to convey to the YP that they needed to change their attitude (not just toward the offence but in general).
34. The YP's parent(s), who were present at the conference, seemed to have the YP's best interests at heart.
35. There were racial dynamics in the conference which were uncomfortable to you.

- | | | | | |
|--|-----------------|--------------|-----------------|-------------------|
| | strongly | | strongly | don't know |
| | agree | agree | disagree | disagree |
| | 1 | 2 | 3 | 4 |
| | | | | 7 |
36. There were gender dynamics in the conference which were uncomfortable to you.

- 37. There were questions thrown up at you about initial police action (for example, during arrest or apprehension) which were uncomfortable to you. **1 2 3 4 7**
- 38. The victim(s) was distraught or upset by what the YP or their supporters said to them, even by the end of the conference. **1 2 3 4 7**
- 39. The YP understood the relationship between their offence and the outcome. **1 2 3 4 7**
- 40. The conference ended on a “high” – a positive note of repair and future goodwill. **1 2 3 4 7**
- 41. You felt you needed to take the role of conference chair. **1 2 3 4 7**
- 42. The process of deciding the outcome was fair. **1 2 3 4 7**
- 43. The conference was largely a waste of time. **1 2 3 4 7**
- 44. The YJC negotiated the outcome well. **1 2 3 4 7**

45. Do you think it likely or unlikely that the YP will be involved in a serious offence in the future, one that comes to the attention of the police?

very likely	likely	unlikely	very unlikely	do not know or unsure
1	2	3	4	8

Why do you think so?

.....

46. Based on your reading of the file, when you went into the conference, you may have formed an impression of the YP. Did that initial impression change (or not)? (For example, the paperwork may have suggested YP attitudes that were or were not present in the conference.) Please comment.

.....

.....

.....

47. From the following list, tick the three aims that were most important to you for this conference, in light of the circumstances in this particular matter. Note: We know what the Act says, but we are interested to learn what aims were important to you in this conference. Please read the list of all the items before you tick the three that were most important to you. Do not tick more than three, but you can tick just one or two, if that is applicable.

..... for the YP to be punished appropriately

- for the YP to take full responsibility for their actions
- for the victim to receive compensation or restitution
- for the participants, not the professionals, to decide the outcome
- for the YP to be "scared straight"
- to repair the damage the offence has caused the participants
- for the victim to be reassured that the offence won't happen again
- for the outcome to deter the YP from future offending behaviour
- to use informal social controls (like family or community ties) rather than formal controls (like court) to keep the YP out of trouble
- that the YP shows remorse (eg., offers an apology) and the victim extends forgiveness (eg., accepts apology)

If you wish, please clarify or explain why you chose the three items in Q 47.

.....
.....

48. Reflecting on the conferences you have been involved with in the past year, how would you rate this conference overall?

- | | | | | | |
|--|-------------|-------------|-------------|------------------|------------------------------|
| | poor | fair | good | excellent | truly
exceptional |
| | 1 | 2 | 3 | 4 | 5 |

Why do you think that?
.....

49. Reflecting back on your answer to Q 3, were these desired outcomes achieved?

- yes no *If no*, which of the following applies:
- My thinking on what would be an appropriate outcome changed during the conference.
 - The final outcome, while acceptable to me, differed from what I had hoped to see.
 - Other

50. Other comments about this conference.

.....
.....

Thanks! Please take several moments to go over the survey to see that all the questions are answered and legible. Please post the survey in the stamped, SAJJ-addressed envelope provided.

Date survey completed

SAJJ Research on Conferencing

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Victim Phone Interview (did not attend the conference)

FCREG Number

Hi, I'm calling from the SAJJ Research on Conferencing Project.
The SAJJ Research Group is conducting a major study on people's experiences when they attend family conferences. We'd also like to find out why some people -- especially crime victims -- do not attend.

You've received the letter we sent you about the project?

Only if the victim is a juvenile (under 18)

[Interviewer should speak to the juvenile's parent or guardian about permission to conduct a phone interview.]

..... Verbal consent of parent/guardian obtained.

Is it OK for me to interview you now? Or would another time be more convenient?
Also, I'd like to remind you that all the answers you give us are confidential and your participation is voluntary, If you don't want to answer a question, then just tell me that.

Letter was sent on

Log of phone calls

	date		date		date
attempt #1	attempt #5	attempt #9
attempt #2	attempt #6	attempt #10
attempt #3	attempt #7	attempt #11
attempt #4	attempt #8	attempt #12

Agreed to be interviewed on (date) (time)

Note to other users of this instrument: If you use items from this instrument, a citation would be appreciated.

Daly, Kathleen, Michele Venables, Mary McKenna, and Liz Mumford (1998) *SAJJ Research on Conferencing: Research Instruments and Background Notes*. SAJJ Technical Document No. 1, School of Justice Administration, Griffith University, Queensland, Australia.

SAJJ Research on Conferencing

Victim Interview (did not attend)

Phone interview

SAJJ Number

Vic Number

SAJJ-R Number

[Interview to determine the following before the start of the interview.]

Is the victim a juvenile (under 18) or not?

..... juvenile -----> make sure verbal consent of a parent is secured

..... non-juvenile

What is the kind of victim in this offence?

..... personal victim of crime

..... organisational victim -----> *What type of organisation?*

..... other (specify):

Was there a victim representative present at the conference?

..... yes ----- > Make sure to ask the boxed question about VSS.

..... no

Time interview began:

Section 1

The first section asks about yourself, your family, and your school and work situation.

1-1. Code sex of respondent male female

1-2. You are how many years of age?

1-3. Were you born in Australia? yes

..... no ----- > *Where were you born?*

1-4. How long have you lived in Adelaide? all my life years

1-5. What is the highest grade or year of school (primary or secondary) you have completed?

[Interviewer to code from no formal schooling to year 12.]

.....

For juveniles only

1-6. Are you currently in school (primary or secondary)?

..... yes ----- > *What year?* -----> **Skip to Q 1-8**

..... no

1-17. Do you consider yourself of Aboriginal or Torres Strait Islander heritage?

..... yes

..... no ----- > Do you consider yourself a member of another culture or ethnicity? yes (*what?*)
 no

1-18. What language is spoken in your home? English

..... other (*what?*)

1-19. Was this the first conference you've ever been invited to? [includes any form of participation]

..... yes, my first conference

..... no ----- > *How many have you attended?*
 [Interviewer to determine in what capacity, as YP, V, other]:

[If respondent was a YP or V in a previous conference, ask]
How fairly were you treated in that (those) conference(s)?

very				very
unfairly	unfairly	fairly	fairly	
1	2	3	4	

Now, I'd like to find out if you've been a victim of a criminal incident before this incident that led to the conference. I'm not interested in the details, just a *general idea* and *only for the 6 months* before the incident that led to this conference. So that would be from (month) to (month) in 199 .

1-20. During that time, were you a victim of crime? (including any incidents *not* reported to the police)

..... no ----- > **SKIP to Section 2**

..... yes [complete "previous victimisation" questions below]

Previous victimisation							
Was this one incident or more than one? incident(s)							
[Interviewer to ask the set of questions for each incident if there is more than one]							
Was the offence (or the first offence) against you or your property?							
..... personal: [get type] inc #1.....inc #2.....							
..... property: [get type] inc #1.....inc #2.....							
----- > Did you report the incident to the police?	<table border="0"> <tr> <td>#1</td> <td>#2</td> </tr> <tr> <td>..... no</td> <td>..... no ---> Skip to Section 2</td> </tr> <tr> <td>..... yes</td> <td>..... yes</td> </tr> </table>	#1	#2 no no ---> Skip to Section 2 yes yes
#1	#2						
..... no no ---> Skip to Section 2						
..... yes yes						
----- > Ultimately (after several months or so), were you satisfied with the way your case was handled by the justice system?	<table border="0"> <tr> <td>..... no</td> <td>..... no</td> </tr> <tr> <td>..... yes</td> <td>..... yes</td> </tr> </table> no no yes yes		
..... no no						
..... yes yes						

Section 2

Now, I'd like to ask you some questions about the losses and harm you (or your organisation) experienced as a result of the offence that led to this conference.

2-1. Let me verify something. In my notes, it says that before the incident occurred,

..... you didn't know the offender

..... you knew the offender, but only by sight or from school or the area

..... you knew the offender (describe the relationship)

Is that right? yes

..... no ----- > *clarify*

For property offences only

2.2. As a result of the offence, were the financial costs to you (or to your organisation) significant?

not at all	some, but not much	of some significance	of great significance
1	2	3	4

2-3. What do you estimate the financial costs were to you (or to your organisation) as a result of this offence, *before* any insurance claim? [Interview to get total amount. Probe so that all the categories are considered in the total.]

damage to property \$

loss of wages \$.....

medical costs \$.....

legal costs \$

repairs \$

improved security \$

other (specify) \$

Total:

[Depending on what the respondent says, interviewer to determine amounts recovered through insurance.]
Have (or will) any of these costs be recovered by insurance?

2-4. So, all tolled, it seems that you were "out of pocket" about \$ as a result of this offence. Is that about right?

2-5. Were goods stolen from you? yes ----- > *Were they recovered?* yes partly no

..... no

For violent offences only

2-6. Would you say that the personal (physical) injury to you was significant?

not at all	some, but not much	of some significance	of great significance
1	2	3	4

2-7. What kind of medical attention, if any, did you require?

..... some (**go to Q 2-8**) none ----- > **SKIP to Q 2-9**

violent offence (continued)

2-8. Did you require the attention of a doctor? yes no
 hospital emergency-casualty assistance yes no
 admission to hospital yes no

2-9. What do you estimate were the financial costs to you (or to your organisation) as a result of this offence, *before* any insurance claim? [Interview to get total amount. Probe so that all the categories are considered in the total.]

 damage to property \$

 loss of wages \$.....

 medical costs \$.....

 legal costs \$

 repairs \$

 improved security \$

 other (specify) \$

 Total:

[Depending on what the respondent says, interviewer to determine amounts recovered through insurance.]
Have (or will) any of these costs be recovered by insurance?

2-10. So, all tolled, it seems that you were "out of pocket" about \$ as a result of this offence. Is that right?

2-11. Some crime victims may suffer other kinds of harm as a result of an incident, for example, fear of being alone, sleeplessness, general health problems, concern about security of their property, loss of confidence, or other kinds of difficulties. To what degree did you experience any of these problems as a result of the incident?

not at all	a little, but not much	to some degree	to a high degree (alot)
1	2	3	4

These next questions are about how you felt *after the incident occurred*.

2-12. After the incident, how *angry* did you feel toward the offender?

not at all angry	a little angry	somewhat angry	very angry
1	2	3	4

2-13. How *frightened* were you of the offender?

not at all frightened	a little frightened	somewhat frightened	very frightened
1	2	3	4

2-14. How *sorry* did you feel for the offender?

not at all sorry	a little sorry	somewhat sorry	very sorry
1	2	3	4

2-15. How *curious* were you to find out what the offender was like?

not at all curious	a little curious	somewhat curious	very curious
1	2	3	4

2-16. How *curious* were you to find out why the offender victimised you (or your organisation)?

not at all curious	a little curious	somewhat curious	very curious
1	2	3	4

These next questions are about the information you were given, if any, about the conference (or most recent conference) you were invited to.

2-17. Were you given information on what would happen at the conference?

none	not much	some	a lot
1	2	3	4

2-18. Were you given information on what was expected of you at the conference?

none	not much	some	a lot
1	2	3	4

2-19. Were you given information on possible outcomes of the conference?

none	not much	some	a lot
1	2	3	4

2-20. Would you say that you had a "fairly good" or "no" idea of what might happen at the conference?

..... had no idea what would happen

..... had a fairly good idea ----- > *What did you think would happen?*

..... had a bit of an idea (or "in between") ----- >

.....

Section 3

People have different opinions about what's important at conferences, and I'm going to read a list of things that can be important. Had you gone to the conference, *how important* would each of the following things have been to you? If you have no opinion or don't know, just tell me.

Would it have been important	not at all important	a little important	important	very important
------------------------------------	---------------------------------	-------------------------------	------------------	---------------------------

3-1. To hear the offender's account of what happened.

1	2	3	4
----------	----------	----------	----------

3-2. To receive compensation from the offender.

1	2	3	4
----------	----------	----------	----------

3-3. To tell the offender how the offence affected you.

1	2	3	4
----------	----------	----------	----------

3-4. To get answers to questions you wanted to ask the offender (eg., why me? and why did you do it?).

1	2	3	4
----------	----------	----------	----------

3-5. To have the offender apologise for what they did.

1	2	3	4
----------	----------	----------	----------

3-6. To be reassured by the offender that the behaviour won't happen again.

1	2	3	4
----------	----------	----------	----------

3-7. Was there something else that would have been important to you?

..... no

..... yes ----- > *That was?*

3-8. We interested to learn why you chose not to attend or you were unable to attend the conference. I'll write down what you say. So, can you tell me why you chose not to attend or you were unable to attend?
 [Interviewer to elicit response and code] [Follow-up] *Anything else?*

- reluctance/fear to confront the YP
- it's the responsibility of the justice system to handle
- nothing would have been accomplished
- too busy to attend
- work commitments
- other

3-9. While you didn't attend the conference, it's important that we learn what *you would have liked to have seen happen* for this particular case. For each statement, let me know how important it was to you.

For this case, how important was it to you

	not at all important	a little important	important	very important
	1	2	3	4
that the offender be <i>punished</i> ?	1	2	3	4
that you be <i>compensated</i> ?	1	2	3	4
that the offender <i>get counseling</i> or other type of help?	1	2	3	4
that the offender <i>apologise</i> to you?	1	2	3	4
that the offender be <i>deterred</i> (stopped) from committing offences in the future	1	2	3	4

3-10. By now you've probably received a copy of the conference outcome. Have you?

- no (or haven't read it) ----- > **Skip to Q 3-12 (next page)**
- yes

3-11. Do you think that the agreement was too easy or too harsh on the offender or was it about right?

too easy		about right		too harsh
1	2	3	4	5

Why do you think so?

.....

3-12. Can you tell me what your feelings are *now* toward the offender, that is, do you feel positive or negative or neither?

negative	a bit negative	neither pos/neg	a bit positive	positive
1	2	3	4	5

Only if someone from VSS represented the victim at the conference

3-13. My notes show that someone from VSS -- the Victim Support Service -- represented you at the conference. Is that right?

..... no, didn't know that a VSS rep was there ---- **Skip to Q 3-15**

..... yes, knew that a VSS rep was there

3-14. Was the VSS representative helpful to you?

not at all	a little, but		very
helpful	not much	helpful	helpful
1	2	3	4

Why do you think so?

.....

3-15. Overall, then, how *satisfied* were you with how your case was handled?

not at all	a little,		very
satisfied	not much	satisfied	satisfied
1	2	3	4

3-16. If you were invited to a conference again, would you go?

..... yes *Why do you say that?*

..... no

..... unsure/dnk

3-17. Would you recommend that the government keep family conferencing in the justice system?

..... yes *Why do you say that?*

..... no

..... unsure/dnk

Section 4

4-1. I've asked you quite a few questions about your experiences with crime and the justice system. But, is there anything you think I've missed or something you think I should know?

.....
.....
.....
.....
.....

Thank you.

Interviewer to complete the following:

Date of interview: / /

Time interview ended: Total time of interview (mins)

How cooperative was the respondent?

- very cooperative 1
- fairly cooperative 2
- not very cooperative 3

How interested was the respondent in the interview?

- very interested 1
- fairly interested 2
- not very interested 3

How accurate do you think the information given to you was?

- very accurate 1
- fairly accurate 2
- not very accurate 3

Did the respondent have difficulty comprehending the questions (vocabulary or meaning, not language problems)

- yes, most of the time 1
- yes, part of the time 2
- yes, every so often 3
- no, not at all 4

How good was the respondent's English?

- very good 1
- fairly good 2
- not very good 3

Any other comments about the context and conduct of this interview?

.....

.....

.....

SAJJ Research on Conferencing

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Victim Interview

Let me start by saying that the most important thing you can do in this interview is say what you honestly feel about things. Don't say what you think I might want to hear or anything like that. Also, if at any point in the interview, you don't want to answer a question, then tell me you don't want to answer it.

I'll start by working our way through this consent form. What this form is about is my obligations to you as an ethical researcher:

- to let you tell you about this research and what the interview is about
- to promise to you that everything you say is confidential

We also need to have your parent sign the form if you are under 18 years. [Note to interviewer: typically the parent is with the youth when the consent form is presented and discussed.]

The first paragraph describes the research. In this project, we are observing 100 conferences and interviewing the participants at the conferences -- the young people and the victims -- and we're asking the police and coordinators to complete a survey. I would like to interview you today and also next year as a followup. Today, I will ask you questions about your experiences when you attended a family conference, what you were feeling before the conference, and how you feel now that the conference is over.

The second paragraph describes the confidentiality obligations. The main point is that everything you say to me is confidential -- in the same way that the family conference was confidential. I will never use your real name in any publication, and I will be grouping your responses with those of other people we interview in the research.

In the last paragraph, it says that your participation is voluntary and you can end this interview at any time -- without any penalty of course.

One thing I would like to add, which is not on the printed form, is your consent to have this interview taped. I am doing this for two reasons: (1) I'd like to use this tape to make sure that we are asking questions in the same way to all the people we are interviewing, and (2) there are places in the interview where I ask you to say things in your own words. I'll be writing down what you say, but it would be great to have the tape as a backup if I miss anything. Also, if you want me to turn off the recorder at any point, I'll do that.

Note to other users of this instrument: This coversheet gives an interview introduction and interview consent "script," from which interviews drew and adapted. If you use items from this instrument, a citation would be appreciated.

Daly, Kathleen, Michele Venables, Mary McKenna, and Liz Mumford (1998) *SAJJ Research on Conferencing: Research Instruments and Background Notes*. SAJJ Technical Document No. 1, School of Justice Administration, Griffith University, Queensland, Australia.

SAJJ Research on Conferencing
Victim Interview

SAJJ Number
 Vic Number
 SAJJ-R Number

Is the victim a juvenile (under 18) or not?

- juvenile -----> make sure consent of a parent is secured
- non-juvenile

What is the kind of victim in this offence?

- personal victim of crime
- organisational victim *What type of organisation?*
- other (specify):

Time interview began:

Section 1

The first section asks about yourself, your family, and your school and work situation.

- 1-1. Code sex of respondent male female
- 1-2. You are how many years of age?
- 1-3. Were you born in Australia? yes
 no ----- > *Where were you born?*
- 1-4. How long have you lived in Adelaide? all my life years
- 1-5. What is the highest grade or year of school (primary or secondary) you have completed?
 [Interviewer to code from no formal schooling to year 12.]

For juveniles only

- 1-6. Are you currently in school (primary or secondary)?
 yes ----- > *What year?* -----> **Skip to Q 1-8**
 no

1-7. Since leaving school (primary/secondary), have you completed more years of schooling or obtained another qualification?

- no
- yes: *What is your highest qualification (completed)?*

1-17. Do you consider yourself of Aboriginal or Torres Strait Islander heritage?

..... yes

..... no ----- > Do you consider yourself a member of another culture or ethnicity? yes (*what?*)
 no

1-18. What language is spoken at your home? English

..... other (*what?*)

1-19. Was this your first conference? [includes any form of participation]

..... yes, my first conference

..... no ----- > *How many have you been to?*
 [Interviewer to determine in what capacity, as YP, V, other]:

[If respondent was a YP or V in a previous conference, ask]
How fairly were you treated in that (those) conference(s)?

very				very
unfairly	unfairly	fairly	fairly	
1	2	3	4	



I'd like to find out if you've been a victim of a criminal incident before. I'm not interested in details, just a *general idea* and *only for the 6 months* before the incident that led to this conference. So that would be from (month) to (month) in 199 .

1-20. During that time, were you a victim of crime? (including any incidents *not* reported to the police)

..... no ----- > **SKIP to Section 2 (next page)**

..... yes [complete "previous victimisation" questions below]

Previous victimisation

Was this one incident or more than one? incident(s)

[Interviewer to ask the set of questions for each incident if there is more than one]

Was the offence (or the first offence) against you or your property?

..... personal: [get type] inc #1.....inc #2.....

..... property: [get type] inc #1.....inc #2.....

		#1	#2	
----- > Did you report the incident to the police? no no no	---> Skip to Section 2

 yes yes
--	-----------	-----------

----- > Ultimately (after several months or so), were you satisfied with the way your case was handled by the justice system? no no [Follow-up] ----- >
---	----------	------------------------------

..... yes yes
-----------	-----------

[If the answer is no: interviewer to find out why]: *What happened?*

.....

Section 2

Now, I'd like to ask you some questions about the losses and harm you (or your organisation) experienced as a result of the offence that led to this conference.

2-1. Let me verify something. In my notes, it says that before this incident occurred,

- you didn't know the offender
- you knew the offender, but only by sight or from school or the area
- you knew the offender (describe the relationship)

Is that right? yes
 no ----- > *clarify*

For property offences only

2.2. As a result of the offence, were the financial costs to you (or to your organisation) significant?

not at all	some, but not much	of some significance	of great significance
1	2	3	4

2-3. What do you estimate the financial costs were to you (or to your organisation) as a result of this offence, *before* any insurance claim? [Interview to get total amount. Probe so that all the categories are considered in the total.]

- damage to property \$
- loss of wages \$.....
- medical costs \$.....
- legal costs \$
- repairs \$
- improved security \$
- other (specify) \$

Total:

[Depending on what the respondent says, interviewer to determine amounts recovered through insurance.]
Have (or will) any of these costs be recovered by insurance?

2-4. So, all tolled, it seems that you were "out of pocket" about \$ as a result of this offence. Is that about right?

2-5. Were goods stolen from you? yes ----- > *Were they recovered?* yes partly no
 no

For violent offences only

2-6. Would you say that the personal (physical) injury to you was significant?

- | | | | |
|-----------------------|-------------------------------|---------------------------------|----------------------------------|
| not at
all | some, but
not much | of some
significance | of great
significance |
| 1 | 2 | 3 | 4 |

[Follow-up if 3 or 4]: *What made it significant?*

.....

2-7. What kind of medical attention, if any, did you require?

..... none ----- > **SKIP to Q 2-9**

2-8. Did you require

- | | | |
|--|-----|----|
| the attention of a doctor? | yes | no |
| hospital emergency-casualty assistance | yes | no |
| admission to hospital | yes | no |

2-9. What do you estimate were the financial costs to you (or to your organisation) as a result of this offence, *before* any insurance claim? [Interviewer to get total amount. Probe so that all the categories are considered in the total.]

- damage to property \$
- loss of wages \$.....
- medical costs \$.....
- legal costs \$
- repairs \$
- improved security \$
- other (specify) \$

Total:

[Depending on what the respondent says, interviewer to determine amounts recovered through insurance.]
Have (or will) any of these costs be recovered by insurance?

2-10. So, all tolled, it seems that you were "out of pocket" about \$ as a result of this offence. Is that right?

Now, I'd like to ask you about any psychological or non-material harm that you may have experienced as a result of the offence. [**Key to period *after* the incident but *before* the conference.**]

2-11. During that time, did you suffer from any of the following as a result of the offence?

- | | | |
|--|-----|----|
| fear of being alone | yes | no |
| sleeplessness/nightmares | yes | no |
| general health problems (headaches, physical pain, trouble breathing or walking) | yes | no |
| worry about the security of your property | yes | no |
| general increase in suspicion or distrust | yes | no |

sensitivity to particular sounds or noises	yes	no
loss of confidence	yes	no
loss of self-esteem	yes	no
other problems (specify)	yes	no

.....

Again, before the conference ... I'm interested to know what information you had.

2-12. Were you given information on what would happen at the conference?

none	not much	some	a lot
1	2	3	4

2-13. Were you given information on what was expected of you at the conference?

none	not much	some	a lot
1	2	3	4

2-14. Were you given information on possible outcomes of the conference?

none	not much	some	a lot
1	2	3	4

2-15. What did you think would happen at the conference?

.....

Again, thinking of the period of time before the conference . . .

2-16. Before the conference, how *angry* did you feel toward the offender?

not at all	a little	somewhat	very
angry	angry	angry	angry
1	2	3	4

2-17. How *frightened* were you of the offender?

not at all	a little	somewhat	very
frightened	frightened	frightened	frightened
1	2	3	4

2-18. How *sorry* did you feel for the offender?

not at all	a little	somewhat	very
sorry	sorry	sorry	sorry
1	2	3	4

2-19. How *curious* were you to find out what the offender was like?

not at all	a little	somewhat	very
curious	curious	curious	curious
1	2	3	4

2-20. How *curious* were you to find out why the offender victimised you (or your organisation)?

not at all	a little	somewhat	very
curious	curious	curious	curious
1	2	3	4

2-21. Did you think about what you *wanted to say* to the offender?

no, not	a little,	yes,	yes,
at all	not much	somewhat	a lot
1	2	3	4

What did you want to say? [follow-up with] *Anything else?*.....

Again, thinking about the time before the conference . . .

2-22. What were you hoping *wouldn't* happen in the conference?

- (1)
- (2)
- (3)

2-23. What were you hoping *would* happen in the conference?

- (1)
- (2)
- (3)

Section 3

Now I want to ask you about what happened at the conference. Here's a sketch of the people who were there. Let me go around the room and try to name them. I'm interested in what you thought of some of them.

This person *is* (the conference coordinator) [Interviewer points to the YJC.]

3-1. What's his/her job (role) at the conference?

[Follow-up] *Anything else?*.....

3-2. How fairly were you treated by (the YJC)?

- | | | | | |
|-----------------|-----------------|---------------|---------------|-------------|
| very | | | | very |
| unfairly | unfairly | fairly | fairly | |
| 1 | 2 | 3 | 4 | |

[Interviewer to follow-up if respondent said "unfairly" ...] *What makes you say that?*

.....

This person *is* (the police officer). [Interviewer points to the PYO.]

3-3. What's his/her job/role at the conference?

.....

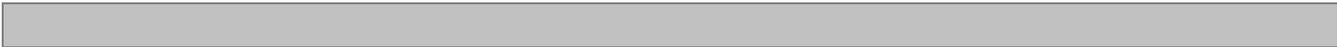
3-4. How fairly were you treated by (the PYO)?

- | | | | |
|-----------------|-----------------|---------------|---------------|
| very | | | very |
| unfairly | unfairly | fairly | fairly |
| 1 | 2 | 3 | 4 |

[Interviewer to follow-up if respondent said "unfairly" ...] *What makes you say that?*

.....

Of the two people, who had more power to decide what was in the agreement?.....



3-5. In listening to the offender's account of the offence and its consequences, how much of an effect did it have on you (if any)?

not at all	a little, but not much	somewhat	a lot
1	2	3	4

Why?

.....

3-6. Did the offender say anything that surprised you?

..... no

..... yes ---- > *What did they say?*

(YP's life/circumstance)

.....

(offence/harm)

.....



People have different opinions about what's important at conferences. Can you tell me *how important* these things were for you? If you have no opinion or don't know, just tell me.

Was it important	not at all important	a little important	important	very important
3-7. To hear the offender's account of what happened.	1	2	3	4
3-8. To receive compensation from the offender.	1	2	3	4
3-9. To tell the offender how the offence affected you.	1	2	3	4
3-10. To get answers to questions you wanted to ask the offender (eg., why me? and why did you do it?).	1	2	3	4
3-11. To have the offender apologise for what they did.	1	2	3	4
3-12. To be reassured by the offender that the behaviour won't happen again.	1	2	3	4

3-13. Was there something else that was important to you?

..... no

..... yes ----- > *That was?*

.....

Follow-up: *Which of these things was the most important to you?*

3-14. In general, at the conference, was it more important for you to connect at some sort of personal level with the offender *or* to make sure that you got what you wanted?

..... connect with offender

..... get what you wanted

..... both [Interviewer to probe to make sure that both were equally important before using this category]

..... neither: *What makes you say that?*



Let's turn to the part of the conference where people were discussing the agreement. You remember that?

3-15. How fair was *the way* the agreement was decided?

very				very
unfair	unfair	fair	fair	
1	2	3	4	

3-16. So, who was involved in deciding what would be in the final agreement? [Interviewer to determine which people the victim thought were involved in deciding. If they victim gives just one name, ask} *Anyone else?*

- YJC
- PYO
- YP YP supporters
- me (V or supporters)
- other professionals
- other

3-17. Do you think that the agreement was too easy or too harsh on the offender or was it about right?

too		about		too
easy		right		harsh
1	2	3	4	5

Why do you think so?

.....

Section 4

Now, I'd like to hear your opinions about the overall fairness of your conference and how things went for you. Remember, there are no right or wrong answers. The best answer is how you honestly feel. Please think about each of these questions carefully.

4-1. How *fair* was *the way* the conference was run?

- | | | | |
|------------------------|---------------|-------------|----------------------|
| very
unfair | unfair | fair | very
fair |
| 1 | 2 | 3 | 4 |

4-2. How *fairly* were you treated by the other conference participants?

- | | | | |
|--------------------------|-----------------|---------------|------------------------|
| very
unfairly | unfairly | fairly | very
fairly |
| 1 | 2 | 3 | 4 |

4-3. How much of *a say* did you have in what was in the final agreement?

- | | | | |
|------------------------|-----------------------------------|-------------|--------------|
| none
at all | a little, but
not much | some | a lot |
| 1 | 2 | 3 | 4 |

4-4. How much *control* did you have in what was in the final agreement?

- | | | | |
|------------------------|-----------------------------------|-------------|--------------|
| none
at all | a little, but
not much | some | a lot |
| 1 | 2 | 3 | 4 |

4-5. How *fair* was the conference agreement to you?

- | | | | |
|------------------------|---------------|-------------|----------------------|
| very
unfair | unfair | fair | very
fair |
| 1 | 2 | 3 | 4 |

4-6. Was the agreement *better* or *worse* for the offender than what you expected?

- | | | | | | |
|------------------------|--------------|----------------------------|---------------|-------------------------|------------------------|
| a lot
worse | worse | what I
expected | better | a lot
better | unsure/
dnk |
| 1 | 2 | 3 | 4 | 5 | 7 |

Why do you think so?

.....

4-7. Do you think you were disadvantaged in the conference because of your sex, race or ethnicity, or some other reason? yes no

[If the respondent said yes, ask] Why do you think so?

.....

.....

4-8. Overall, then, how *satisfied* were you with how your case was handled?

- | | | | |
|---------------------------------|-------------------------------|------------------|---------------------------|
| not at all
satisfied | a little,
not much | satisfied | very
satisfied |
| 1 | 2 | 3 | 4 |

Section 5

Now, I'll read out some statements. Can you tell me whether you agree with them. If you have no opinion or don't know, just tell me.

	strongly agree 1	agree 2	disagree 3	strongly disagree 4	unsure 7
5-1 The <i>coordinator</i> was fair to everyone, not just some people.					
5-2. At your conference, all the important things were discussed.	1	2	3	4	7
5-3. In general, other people's ideas were favoured over yours at the conference	1	2	3	4	7
5-4. In general, people at the conference tried hard to be fair to you.	1	2	3	4	7
5-6. In general, people at the conference listened to you.	1	2	3	4	7
5-7. You were treated in a respectful manner at the conference.	1	2	3	4	7
5-8. In general, people at the conference were looking out for your best interests.	1	2	3	4	7
5-9. Your views were given careful consideration by people at the conference.	1	2	3	4	7
5-10. As a result of the conference, you have a better understanding of why the YP committed the offending behaviour.	1	2	3	4	7
5-11. The conference was largely a waste of time.	1	2	3	4	7
5-12. The conference just made you angry.	1	2	3	4	7
5-13. During the conference you felt pushed into things you didn't agree to.	1	2	3	4	7
5-14. If this case went to court, the offender probably would have been punished worse.	1	2	3	4	7

5-15. Did you leave the conference upset by what the offender or their supporters said? yes no

[If the respondent said yes, ask]: *What happened?*

.....

5-16. As a result of the conference, has your respect for the legal system (law in action; decisions)	gone down a lot 1	gone down a little 2	not changed 3	gone up a little 4	gone up a lot 5
5-17. As a result of the conference, has your respect for the police	1	2	3	4	5

	gone down a lot	gone down a little	not changed	gone up a little	gone up a lot
5-18. As a result of the conference, has your respect for the law (rules)	1	2	3	4	5

[Follow-up] *Why has your respect gone up (gone down)?*

.....

Section 6

Crime victims can have different reactions to meeting youthful offenders (and their families). In the next series of questions, we are interested to learn whether you experienced a "shift" (or change) in your attitude toward the offender during the conference or after it, and if you did experience a "shift," why it happened.

6-1. *Before the conference*, did you feel positive or negative toward the offender? (or neither positive nor negative)?

	negative	a bit negative	neither pos/neg	a bit positive	positive
	1	2	3	4	5

6-2. *Before the conference*, how important was it to you

	not at all important	a little important	important	very important
that the offender be <i>punished</i> ?	1	2	3	4
that you be <i>compensated</i> ?	1	2	3	4
that the offender <i>get counseling</i> or other type of help?	1	2	3	4
that the offender <i>apologise</i> to you?	1	2	3	4
that the offender be <i>deterred</i> (stopped) from committing offences in the future	1	2	3	4

Now, think about how you felt by the end of the conference.

6-3. *By the end of the conference*, did you feel positive or negative toward the offender (or neither)

	negative	a bit negative	neither pos/neg	a bit positive	positive
	1	2	3	4	5

Again, by the end of the conference, I'm wondering how important those things we just discussed were to you.

6-4. *By the end of the conference*, how important was it to you

	not at all important	a little important	important	very important
that the offender be <i>punished</i>	1	2	3	4
that you be <i>compensated</i> ?	1	2	3	4
that the offender <i>get counseling</i> or other type of help?	1	2	3	4
that the offender <i>apologise</i> to you?	1	2	3	4
that the offender be <i>deterred</i> (stopped) from committing offences in the future	1	2	3	4

6-5. As a result of the conference,
did your attitude toward the offender *change*?

.... (1) not at all ----- > *Why do you say this?*

.....
.....

.... (2) a bit, but not much ---- > *How has your attitude changed?*

.... (3) some ----- >

..... more positive/sympathetic -----> **TO pos box**

.... (4) alot ----- >

.... more negative/less sympathetic -----> **TO neg box**

If more positive

6-6. Why did your attitude change? Was it

- | | | |
|--|-----|----|
| a) the conference process ? | yes | no |
| b) the offender's willingness to make things right ? | yes | no |
| c) seeing the offender punished ? | yes | no |
| d) the conference agreement? | yes | no |
| e) telling the offender how you felt? | yes | no |
| f) the offender showing remorse for what they did? | yes | no |
| g) meeting the offender's parents or supporters? | yes | no |

Was there anything else that helped change your attitude? yes no

[If yes] *What was that?*

6-7. Which two items were most important to you? [Interviewer to asterisk the items and record letters below].

.....

If more negative

6-8. Why did your attitude change? Was it

- | | | |
|---|-----|----|
| a) the conference process? | yes | no |
| b) the offender not wanting to make things right? | yes | no |
| c) believing the offender was not punished enough? | yes | no |
| d) the conference agreement | yes | no |
| e) the offender dismissing the harm you suffered? | yes | no |
| f) the offender not taking full responsibility for what they did? | yes | no |
| g) the offender not showing remorse for what they did? | yes | no |
| h) meeting the offender's parents or supporters | yes | no |

6-9. Which two items were most important to you? [Interviewer to asterisk the items and record letters below].

.....

I'm wondering how you'd rate your feelings about the offender *now*.

6-10. How *angry* are you toward the offender now?

- not at all
angry
1**
- a little
angry
2**
- somewhat
angry
3**
- very
angry
4**

6-11. How *frightened* are you now?

- not at all
frightened
1**
- a little
frightened
2**
- somewhat
frightened
3**
- very
frightened
4**

6-12. How *sorry* are you feeling for the offender now?

- not at all
sorry
1**
- a little
sorry
2**
- somewhat
sorry
3**
- very
sorry
4**

Let me refer back to your answers on the non-material harms you may have suffered just after the incident. [Interviewer to refer to pp. 5-6 to see replies. If there were no non-material harms, the question is NA.]

6-13. Was the conference helpful in overcoming any of those difficulties?

- not at
all helpful
1**
- a little,
not much
2**
- helpful
3**
- very
helpful
4**

6-14. When you look back at the conference and your feelings about what happened, can you tell me which was more important to you -- that you be treated fairly *or* that you find some common ground with the offender?

..... be treated fairly

..... find some common ground

..... both [Interviewer to probe that both were equally important before using this category]

..... neither *What makes you say that?*

6-15. Do you think it likely or unlikely that the offender will be involved in a serious offence in the future?

- very
likely
1**
- likely
2**
- unlikely
3**
- very
unlikely
4**
- do not know
or unsure
8**

What makes you say that?

.....

.....

6-16. If you had it to do over again, would you go to a family conference?

..... yes *Why do you say that?*

..... no

..... unsure/dnk

Interviewer to complete the following:

Date of interview: / /

Time interview ended: Total time of interview (mins)

Did you take a break in the interview? [If yes, show estimated amount of time]

How cooperative was the respondent?

- very cooperative 1
- fairly cooperative 2
- not very cooperative 3

How interested was the respondent in the interview?

- very interested 1
- fairly interested 2
- not very interested 3

How accurate do you think the information given to you was?

- very accurate 1
- fairly accurate 2
- not very accurate 3

Did the respondent have difficulty comprehending the questions (vocabulary or meaning, not language problems)

- yes, most of the time 1
- yes, part of the time 2
- yes, every so often 3
- no, not at all 4

How good was the respondent's English?

- very good 1
- fairly good 2
- not very good 3

Any other comments about the context and conduct of this interview?

.....

.....

.....

.....

.....

.....

.....

SAJJ Research on Conferencing

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Youth Justice Coordinator Survey

Part A: Pre-Conference

This survey seeks your judgments and reflections on a conference in the SAJJ sample. It has two parts. Part A asks about your *pre-conference* preparation and impressions. It should be completed before the conference begins and before your briefing with a SAJJ researcher. *Please give Part A to the SAJJ researcher at the pre-conference briefing.*

We recognise that conferences are complex events, but it is possible to come away from one with an idea of how it went. Conference participants -- the coordinator, the police officer, the young person, the victim, their supporters, and others -- may have different views on the matter. The more reflective and thoughtful your responses are to the survey, the more balanced and complete picture of youth justice conferences we will have.

Many survey items ask for your judgments about conference participants, dynamics, and outcomes, using a numerical (Likert) scale. Please circle only one response. We recognise that it can be difficult to give one answer – for example, “agree” or “disagree” – to complex and changing developments in a conference. Answer the Likert scale questions with your overall impression or judgment. If you want to say more about any item, write your comments to the right side of the question.

There are other survey items that ask for your opinions and explanations in your own words (“open-ended questions”). Feel free to write as much as you wish in replying to these items, continuing to additional pages, if necessary. Remember that your responses are confidential. All data will be gathered, stored, and analysed using SAJJ-generated id numbers, not names of respondents.

These abbreviations are used throughout the survey:

YP = Young Person (or offender)

YJC = Youth Justice Coordinator

PYO = Police Youth Officer

If you have any questions about the survey or the project, call the SAJJ office at 8204-0570.

Note to other users of this instrument: If you use items from this instrument, a citation would be appreciated.

Daly, Kathleen, Michele Venables, Mary McKenna, and Liz Mumford (1998) *SAJJ Research on Conferencing: Research Instruments and Background Notes*. SAJJ Technical Document No. 1, School of Justice Administration, Griffith University, Queensland, Australia.

SAJJ Research on Conferencing

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Youth Justice Coordinator Survey

Part B: Conference

Part B asks about your *conference* impressions and experiences. Please complete Part B within two days after the conference has ended, when your memories are fresh. *Please place your completed survey in the file when you return it to the conference team admin staff.*

We recognise that conferences are complex events, but it is possible to come away from one with an idea of how it went. Conference participants -- the coordinator, the police officer, the young person, the victim, their supporters, and others -- may have different views on the matter. The more reflective and thoughtful your responses are to the survey, the more balanced and complete picture of youth justice conferences we will have.

Many survey items ask for your judgments about conference participants, dynamics, and outcomes, using a numerical (Likert) scale. Please circle only one response. We recognise that it can be difficult to give one answer – for example, “agree” or “disagree” – to complex and changing developments in a conference. Answer the Likert scale questions with your overall impression or judgment. If you want to say more about any item, write your comments to the right side of the question.

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- YP = Young Person (or offender)
- YJC = Youth Justice Coordinator
- PYO = Police Youth Officer

If you have any questions about the survey or the project, call the SAJJ office at 8204-0570.

Note to other users of this instrument: If you use items from this instrument, a citation would be appreciated.

Daly, Kathleen, Michele Venables, Mary McKenna, and Liz Mumford (1998) *SAJJ Research on Conferencing: Research Instruments and Background Notes*. SAJJ Technical Document No. 1, School of Justice Administration, Griffith University, Queensland, Australia.

**SAJJ Research on Conferencing
Youth Justice Coordinator Survey
Part A: Pre-Conference**

[Numbers to be filled in by SAJJ]

SAJJ Number

YJC Number

Pre-conference indicators and YJC preparation

When you are setting up the conference, there can be indicators of how it may go. For example, some participants may give greater priority to attending the conference than others. Also during this time, you become aware of participants' emotions and their orientations to the case. Part A taps these pre-conference elements and how they may affect your preparation of the conference.

1. To what extent did the victim(s) give priority to this case (that is, 'too busy' or willing to attend any time)?

little or none	some	good to high	very high
1	2	3	4	

2. To what extent did the YP give priority to this case (that is, "too busy" or willing to attend any time)?

little or none	some	good to high	very high	had no contact with YP
1	2	3	4	8	

3. To what extent did the YP's parent(s) or guardian give priority to this case (that is, "too busy" or willing to attend any time)?

little or none	some	good to high	very high
1	2	3	4	

4. To what extent was the PYO cooperative with you in the scheduling of the conference (that is, their degree of flexibility in attending the conference around a time you were planning)?

highly inflexible	somewhat inflexible	flexible	highly flexible
1	2	3	4	

5. Additional comments on conference participant priorities and PYO flexibility in the pre-conference time period.

.....
.....

6. Relationships between the YP and victim(s) can be important in understanding conference dynamics.

(a) What was the YP's relationship to the victim in this case?

.....

(b) How, if at all, did that relationship affect your preparation of this conference?

.....
.....

7. What degree of anger did the victim(s) express toward the YP in your pre-conference conversations?

little or no anger	some anger	good deal of anger	very intense anger
1	2	3	4	

8. What degree of fear did the victim(s) express toward the YP in your pre-conference conversations?

- | | | | | |
|------------------------------|----------------------|------------------------------|------------------------------|-------|
| little or
no fear | some
fear | good deal
of fear | very intense
fear | |
| 1 | 2 | 3 | 4 | |

9. What degree of altruism did the victim(s) express toward the YP in your pre-conference conversations?

- | | | | | |
|-------------------------------|--------------------------|----------------------------------|---|-------|
| little/no
altruism | some
altruism | good deal
of altruism | very high degree
of altruism | |
| 1 | 2 | 3 | 4 | |

10. How would you characterise the YP's orientation to the conference in the pre-conference period? (tick one)

- **sees him/herself to be more of a victim than an offender (negative or somewhat negative orientation)**
 - **is neutral toward the idea of a conference**
 - **sees the conference as an opportunity to resolve the conflict (positive orientation)**
 - **had no contact with the YP and thus cannot make a determination**
-
-

11. Is there anything else that is important to know about victim-YP emotions and conference orientations during the pre-conference period?

.....

.....

12. Were there other pre-conference conversations you had with conference participants or professionals that affected your preparation for this conference? Please comment.

.....

.....

13. What special measures, if any, did you take in preparing for this conference (eg., venue, security, time spent in persuading some participants to attend)?

.....

.....

.....

**SAJJ Research on Conferencing
Youth Justice Coordinator Survey
Part B : Conference**

[Numbers to be filled in by SAJJ]

SAJJ Number
YJC Number

The day of or just before the conference began

Were there any last minute developments or problems you faced on the day of or just before the conference began?

.....
.....

Conference Phase I: Introduction and opening

1. To what extent did you feel confident that the conference would go well when it began?

not at all somewhat mostly fully
1 2 3 4

2. To what extent were you satisfied with the way you introduced people and explained the conference process?

not at all somewhat mostly fully
1 2 3 4

Conference Phase II: offence and its impact

Note: Remember that we are interested in *your overall judgment and impressions* of what happened during this phase of the conference. Use the right-hand side to comment further.

A. The YP

3. To what extent did the YP give a clear story for what happened?

not at all somewhat mostly fully
1 2 3 4

4. To what extent did the YP accept responsibility for the offence?

not at all somewhat mostly fully
1 2 3 4

5. To what extent was the YP remorseful for their actions?

not at all somewhat mostly fully
1 2 3 4

6. To what extent was the YP defiant (ie., cocky, bold, brashly confident)?

not at all somewhat mostly fully
1 2 3 4

7. To what extent was the YP actively involved in the conference (includes non-verbal behaviour such as active listening or other indicators of attentiveness)?

not at all somewhat mostly fully
1 2 3 4

8. To what extent did the YP apologise spontaneously to the victim?

(Or, if the victim was not present, offer spontaneously to make an apology?)

not at all had to be
(no apology) drawn out mostly fully
1 2 3 4

B. Victim-YP relations

Note: Your judgment of the character and quality of victim-YP relations should reflect *what occurred for the entire conference, not just during Phase II.*

9. To what degree did you empathise with the victim or with the YP?

more with YP than victim	more with victim than YP	<u>felt the same toward both</u> little/no empathy	some/good deal of empathy
1	2	3	4	

Note: For Qs 10-16, "the victim" includes the victim or victim representative.

10. How effective was the victim in describing the offence and its impact?

not at all	somewhat	mostly	highly	no victim or rep present
1	2	3	4	8	

11. Why was the victim effective or not effective?

.....

.....

12. To what extent did the YP assure the victim that the behaviour would not happen again?

nothing said by the YP	somewhat	mostly	fully	no victim or rep present
1	2	3	4	8	

13. To what extent did the YP understand the impact of their crime on the victim (saying, for example, "I can see why you are angry" or in other ways, demonstrating concern or empathy for the victim)?

not at all	somewhat	mostly	fully	no victim or rep present
1	2	3	4	8	

14. To what extent did the victim understand the YP's situation (saying, for example, "I know where you're coming from" or "When I was your age, I did something similar" or in other ways, demonstrating concern or empathy for the YP)?

not at all	somewhat	mostly	fully	no victim or rep present
1	2	3	4	8	

15. To what extent was there positive movement (or mutual understanding) between the victim and YP, *which was expressed in words?*

not at all	somewhat	mostly	fully	no victim or rep present
1	2	3	4	8	

16. To what extent was there positive movement (or mutual understanding) between the victim and YP, *which was expressed non-verbally or in symbolic form?*

not at all	somewhat	mostly	fully	no victim or rep present
1	2	3	4	8	

17. To what extent did the victim's supporter(s) play an effective role in the conference?

not at all	somewhat	mostly	fully	none present
1	2	3	4	8	

18. To what extent did the YP’s supporters offer a balanced view of the YP as an individual?

<u>unbalanced</u>			<u>not unbalanced or</u>
too harsh	too excusing		balanced: showed
on the YP	of the YP	<u>balanced</u>	no interest in the YP
1	2	3	4

.....

.....

19. Overall, what were your impressions of the YP during Conference Phases I and II?

.....

.....

.....

Conference Phase III: outcome discussion

20. In some conferences, YJC’s suggest that participants take a break to discuss the outcome. In other conferences, this does not occur. What happened in this conference and with what result?

..... took a break to discuss the outcome did not take a break

(a) Why did you suggest a break (or not)?

.....

(b) Did the break help to move things along, make things worse, or make no difference?

definitely		probably		definitely
moved		made no		made things
things along		difference		worse
1	2	3	4	5

.....

21. With the percent adding to 100, show who *proposed ideas* for the outcome and who *participated in working it out*?

<i>proposed ideas</i>	<i>participated in working it out</i>
..... YJC (yourself) YJC (yourself)
..... PYO PYO
..... YP YP
..... YP’s supporters YP’s supporters
..... victim or their supporters victim or their supporters
..... other professional other professionals
100%	100%

If you wish, please clarify or explain the percentages you put in.

.....

.....

22. How would you characterise the outcome decision? (*Focus on the YP and PYO relationship.*)

- genuine consensus (general enthusiasm by all participants toward the outcome, which the PYO ratified)
- YP acceptance and agreement (YP agreed to the outcome, as modified by the PYO, saying "I don't have a problem with it" or "that's OK")
- YP acceptance with reluctance (YP agreed to the outcome, as modified by the PYO, but accepts it with reluctance)

If you wish, please clarify or explain what happened.

23. To what degree did the PYO work cooperatively with conference participants (including the YJC) in discussing the outcome?

- | | | | |
|--|--|---------------------------------------|---|
| antagonistic
to a high degree | antagonistic
to some degree | cooperative
to some degree | cooperative
to a high degree |
| 1 | 2 | 3 | 4 |

.....

24. To what degree were you able to step back and let the conference participants, *other than the PYO or VSS representative*, arrive at the conference outcome?

- | | | | | |
|-------------------------|-------------|------------------------|----------------------|-------|
| little or
no | some | fairly
good | very
high | |
| 1 | 2 | 3 | 4 | |

25. In your view, was the outcome too lenient, too harsh, or about right?

- | | | | | |
|------------------------|---|------------------------|---|----------------------|
| too
lenient | | about
right | | too
harsh |
| 1 | 2 | 3 | 4 | 5 |

Why do you think so?

Your opinions, impressions, and reflections

Here are some statements about conference processes and participants. Show your opinions or impressions *for this conference*. Put N/A if some questions are not applicable (eg., there was no victim present). Comment on this page or additional pages if there is any item you want to say more about.

- | | strongly
agree | agree | disagree | strongly
disagree | don't know
or unsure |
|--|---------------------------|--------------|-----------------|------------------------------|---------------------------------|
| 26. The PYO lectured the YP inappropriately. | 1 | 2 | 3 | 4 | 7 |
| 27. By your actions and words, you tried to convey to the YP that you were a fair person. | 1 | 2 | 3 | 4 | 7 |
| 28. By your actions and words, you tried to convey to the YP that they needed to change their attitude (not just toward the offence but in general). | 1 | 2 | 3 | 4 | 7 |
| 29. The YP's parent(s), who were present at the conference, seemed to have the YP's best interests at heart. | 1 | 2 | 3 | 4 | 7 |

	strongly agree	agree	disagree	strongly disagree	don't know or unsure
30. There were racial dynamics in the conference which were uncomfortable to you.	1	2	3	4	7
31. There were gender dynamics in the conference which were uncomfortable to you.	1	2	3	4	7
32. The victim(s) was distraught or upset by what the YP or their supporters said to them, even by the end of the conference.	1	2	3	4	7
33. The YP understood the relationship between their offence and the outcome.	1	2	3	4	7
34. The conference ended on a "high" – a positive note of repair and future goodwill.	1	2	3	4	7
35. The PYO tried to take over your role as conference chair.	1	2	3	4	7
36. The process of deciding the outcome was fair.	1	2	3	4	7
37. The conference was largely a waste of time.	1	2	3	4	7
38. The PYO had a set opinion for the outcome.	1	2	3	4	7
39. Do you think it likely or unlikely that the YP will be involved in a serious offence in the future, one that comes to the attention of the police?	very likely	likely	unlikely	very unlikely	do not know or unsure
	1	2	3	4	8

Why do you think so?

.....

40. From the following list, tick the three aims that were most important to you *for this conference*, in light of the circumstances *in this particular matter*. *Note: We know what the Act says, but we are interested to learn what aims were important to you in this conference. Please read the list of all the items before you tick the three that were most important to you. Do not tick more than three, but you can tick just one or two, if that is applicable.*

- for the YP to be punished appropriately
- for the YP to take full responsibility for their actions
- for the victim to receive compensation or restitution
- for the participants, not the professionals, to decide the outcome
- for the YP to be "scared straight"
- to repair the damage the offence has caused the participants
- for the victim to be reassured that the offence won't happen again
- for the outcome to deter the YP from future offending behaviour
- to use informal social controls (like family or community ties) rather than formal controls (like court) to keep the YP out of trouble.
- that the YP shows remorse (eg., offers an apology) and the victim extends forgiveness (eg., accepts apology)

If you wish, please clarify or explain why you chose the three items in Q 40.

.....
.....

41. Reflecting on the conferences you have coordinated in the past year, how would you rate this conference overall?

- | | | | | |
|-------------|-------------|-------------|------------------|--------------------|
| | | | | truly |
| poor | fair | good | excellent | exceptional |
| 1 | 2 | 3 | 4 | 5 |

Why do you think that?

.....

42. Reflecting on your pre-conference impressions, did the conference go as you expected? Were there some surprises?

.....
.....

43. Reflecting on special measures you took, if any, for this conference, did they turn out to have a bearing on its success?

.....
.....

44. Any other comments about this conference?

.....
.....

Date survey completed

Thanks! Please take several moments to go over the survey to see that all the questions are answered and legible. Please place your completed survey in the file when you return it to the conference team admin staff.

SAJJ Research on Conferencing

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Young Person Interview

Let me start by saying that the most important thing you can do in this interview is say what you honestly feel about things. Don't say what you think I might want to hear or anything like that. Also, if at any point in the interview, you don't want to answer a question, then tell me you don't want to answer it.

I'll start by working our way through this consent form. What this form is about is my obligations to you as an ethical researcher:

- to tell you about this research and what the interview is about
- to promise to you that everything you say is confidential

We also need to have your parent sign the form if you are under 18 years. [Note to interviewer: typically the parent is with the youth when the consent form is presented and discussed.]

The first paragraph describes the research. In this project, we are observing 100 conferences and interviewing the participants at the conferences -- the young people and the victims -- and we're asking the police and coordinators to complete a survey. I would like to interview you today and also next year as a followup. Today, I will ask you questions about your experiences when you attended a family conference, what you were feeling before the conference, and how you feel now that the conference is over.

The second paragraph describes the confidentiality obligations. The main point is that everything you say to me is confidential -- in the same way that the family conference was confidential. I will never use your real name in any publication, and I will be grouping your responses with those of other people we interview in the research.

In the last paragraph, it says that your participation is voluntary and you can end this interview at any time -- without any penalty of course.

One thing I would like to add, which is not on the printed form, is your consent to have this interview taped. I am doing this for two reasons:

first -- I'd like to use this tape to make sure that we are asking questions in the same way to all the people we are interviewing.

second -- there are places in the interview where I ask you to say things in your own words. I'll be writing down what you say, but it would be great to have the tape as a backup if I miss anything.

Also -- if you want me to turn off the recorder at any point, I'll do that.

Section 2

Now, I'd like you to think about the time just *before* the conference. (or this most recent conference).

Let's talk about the police who caught you. (or who caught you this time) [Interviewer to make sure that if more than one set of police was involved, which set should be noted.]

2-1. When you were caught by the police, how fairly were you treated?

very unfairly 1	unfairly 2	fairly 3	very fairly 4
--------------------------------	-----------------------	---------------------	------------------------------

2-2. Were the police polite to you?

yes	no	dnk	n/a
1	2	7	8

2-3. Did they try to find out what really
 happened?

1	2	7	8
---	---	---	---

2-4. Did they listen when you tried to
 answer their questions?

1	2	7	8
---	---	---	---

2-5. Did they do anything you thought was
 wrong?

1	2	7	8
---	---	---	---

2-6. Was being in the conference your own choice?

..... yes

..... yes, but under pressure ----> *What was the pressure?*

..... no ---> *Can you tell me why you say that?*

Again, thinking about the time before the conference . . .

2-7. Were you given information on what would happen at the conference?

none 1	not much 2	some 3	a lot 4
-------------------	-----------------------	-------------------	--------------------

2-8. Were you given information on what was expected of you at the conference?

none 1	not much 2	some 3	a lot 4
-------------------	-----------------------	-------------------	--------------------

2-9. Were you given information on possible outcomes of the conference?

none 1	not much 2	some 3	a lot 4
-------------------	-----------------------	-------------------	--------------------

2-10. What did you *think* would happen at the conference?

.....

Again, thinking about the time before the conference . . .

2-11. What were you hoping *wouldn't* happen in the conference?

(1)

(2)

(3)

2-12. What were you hoping *would* happen in the conference?

- (1)
- (2)
- (3)

People feel very differently *before going* to a conference. I'd like you to tell me how did you feel?

	yes	no	dnk	n/a
2-13. Were you <i>sorry</i> for what you'd done?	1	2	7	8
2-14. Was the conference <i>important</i> to you?	1	2	7	8
2-15. Did you <i>feel scared</i> about what would happen?	1	2	7	8

For the next questions, I am calling the person (or place -- like a school) that you offended against "the victim." That may not be the best name, but I'm using it for purposes of this interview, OK?

2-16. In my notes it says that before the incident happened,

- you didn't know the victim
 - you knew the victim, but only by sight or from school or the area
 - you knew the victim (describe the relationship)
- Is that right?
- yes
 - no ----- > *clarify*

I am interested to know how you felt about the victim -- that is [Interviewer to name the person] --- *before the conference*.

2-17. Before the conference, how <i>angry</i> did you feel about the victim?	not at all angry 1	a little angry 2	somewhat angry 3	very angry 4
2-18. How <i>frightened</i> were you of the victim?	not at all frightened 1	a little frightened 2	somewhat frightened 3	very frightened 4
2-19. How <i>sorry</i> did you feel for the victim?	not at all sorry 1	a little sorry 2	somewhat sorry 3	very sorry 4

2-20. Before the conference, did you think about what you *wanted to do or to say* to the victim?

no, not at all	a little, not much	yes, somewhat	yes, a lot
1	2	3	4

What was it you wanted to do for the victim or to say? [follow-up with] *Anything else?*.....

.....

Section 3

Now I want to ask you about what happened at the conference. Here's a sketch of the people who were there. Let me go around the room and try to name them. I'm interested in what you thought of some of them.

This person *is* (the conference coordinator) [Interviewer points to the YJC.]

3-1 What's his/her job at the conference?

[Follow-up] *Anything else?*.....

3-2. How fairly were you treated by (the YJC)?

very unfairly	unfairly	fairly	very fairly
1	2	3	4

[Interviewer to follow-up if respondent said "unfairly" ...] *What makes you say that?*

.....

This person *is* (the police officer). [Interviewer points to the PYO.]

3-3. What's his/her job at the conference?

.....

3-4. How fairly were you treated by (the PYO)?

very unfairly	unfairly	fairly	very fairly
1	2	3	4

[Interviewer to follow-up if respondent said "unfairly" ...] *What makes you say that?*

.....

3-5. How do you think the police officer's job is different from the (YJC's) job?

- have no idea; cannot determine. *What did you think at the time?*
[Interviewer to ask a second time before accepting "have no idea."]
 - have some idea or think I know: [Write in what they say.]
-
-

Of the two people, who had more power to decide what was in the agreement?.....

3-6. Did the police officer at the conference treat you differently than the police who caught you?
 [Interviewer to elicit response and code.]

- *no differences*: both were unfair
- *no differences*: both were fair
- the PYO was more fair than the one who caught me
- the police who caught me was more fair than the PYO
- dnk or cannot recall

Only if a victim or victim rep was present

This person is (the victim or name of the victim) [Interviewer points to the primary victim or victim rep.]

3-7. How fairly were you treated by
 (the victim)?

- | | | | |
|--------------------------|-----------------|---------------|------------------------|
| very
unfairly | unfairly | fairly | very
fairly |
| 1 | 2 | 3 | 4 |

[Follow-up if respondent said "unfairly" ..] *What makes you say that?*

.....

These next questions are about things that could happen at conferences.

3-8. If you decided not to finish the conference, did you understand what would happen?
 [Interviewer to elicit response and code.]

- yes, I understood ----- >
 >What would happen?
- somewhat unsure, but >
 think I understood ----- >
- don't know/have no idea what would have happened
- didn't know I could end the conference

3-9. Did you understand that you and the police officer had to agree on what was in the final agreement?

- yes
- no

3-10. Did you understand what would happen if you and the police officer could not agree on what was in the final agreement?

- yes, I understood -----> *What would happen?* [If they say "it would go to court," pursue it further by asking, What would happen then?]
- somewhat unsure, but >
- think I understood ----->
-
-
- don't know/have no idea what would have happened

[SKIP to next break if there is no victim or victim's rep present]

3-11. After you listened to the victim's/victim rep's story about the impact of the offence, did it have an effect on you?

not at all	a little, but not much	somewhat	a lot
1	2	3	4

Why?

.....

.....

3-12. Did the victim/victim rep say anything that surprised you?

..... no

..... yes ---- > *What did they say?*

..... (V's life/circumstance)

.....

..... (offence/harm)

.....



People have different opinions about what's important at conferences. Can you tell me *how important* these things were for you? If you have no opinion or don't know, just tell me.

Was it important	not at all important	a little important	important	very important
3-13. To have the chance to tell people what happened.	1	2	3	4
3-14. To make up for what you did by doing some work or paying money.	1	2	3	4
3-15. To have people listen to <i>your</i> side of the story.	1	2	3	4
3-16. To let people know that you can be trusted.	1	2	3	4
3-17. To have the chance to apologise for what you did.	1	2	3	4
3-18. To let people know that the behaviour won't happen again.	1	2	3	4
3-19. To let people know that you usually don't do things like this.	1	2	3	4

3-20. Was there something else that was important to you?

..... no

..... yes ----- > *That was?*

.....

[Follow-up]: *Which of these things was the most important to you?*

3-21. In general, at the conference, was it more important for you to do or to say something to make the *victim* feel better OR to make sure that *you* got what you wanted?

..... make victim feel better

..... make sure I got what I wanted

..... both [Interviewer to probe to make sure that both were equally important before using this category]

..... neither: *What makes you say that?*



Let's turn to the part of the conference where people were discussing the agreement. You remember that?

3-22. How fair was *the way* the agreement was decided?

very				very
unfair	unfair	fair	fair	
1	2	3	4	

3-23. So, who was involved in deciding what would be in the agreement? [Interviewer to determine which people the YP thought were involved in deciding. If the YP gives just one name, ask] *Anyone else?*

- YJC
- PYO
- me YP supporters
- victim (or supporters)
- other professionals
- other

3-24. Do you think that the agreement was too easy or too harsh on you or was it about right?

too		about		too
easy		right		harsh
1	2	3	4	5

Why do you think so?

.....

Section 4

Now, I'd like to hear your opinions about the overall fairness of your conference and how things went for you. Remember, there are no right or wrong answers. The best answer is how you honestly feel. Please think about each of these questions carefully.

4-1. How *fair* was *the way* the conference was run?

- | | | | |
|------------------------|---------------|-------------|----------------------|
| very
unfair | unfair | fair | very
fair |
| 1 | 2 | 3 | 4 |

4-2. How *fairly* were you treated by the other conference participants?

- | | | | |
|--------------------------|-----------------|---------------|------------------------|
| very
unfairly | unfairly | fairly | very
fairly |
| 1 | 2 | 3 | 4 |

4-3. How much of *a say* did you have in what was in the final agreement?

- | | | | |
|------------------------|-----------------------------------|-------------|--------------|
| none
at all | a little, but
not much | some | a lot |
| 1 | 2 | 3 | 4 |

4-4. How much *control* did you have in what was in the final agreement?

- | | | | |
|------------------------|-----------------------------------|-------------|--------------|
| none
at all | a little, but
not much | some | a lot |
| 1 | 2 | 3 | 4 |

4-5. How *fair* was the conference agreement to you?

- | | | | |
|------------------------|---------------|-------------|----------------------|
| very
unfair | unfair | fair | very
fair |
| 1 | 2 | 3 | 4 |

4-6. Was the agreement *better* or *worse* than you expected?

- | | | | | | |
|------------------------|--------------|----------------------------|---------------|-------------------------|------------------------|
| a lot
worse | worse | what I
expected | better | a lot
better | unsure/
dnk |
| 1 | 2 | 3 | 4 | 5 | 7 |

Why do you think so?

.....

4-7. Do you think you were disadvantaged in the conference because of your sex, race or ethnicity, or some other reason? yes no

[If the respondent said yes, ask] Why do you think so?

.....

.....

4-8. Overall, then, how *satisfied* were you with how your case was handled?

- | | | | |
|---------------------------------|-------------------------------|------------------|---------------------------|
| not at all
satisfied | a little,
not much | satisfied | very
satisfied |
| 1 | 2 | 3 | 4 |

Section 5

Now, I'll read out some statements. Can you tell me whether you agree with them. If you have no opinion or don't know, just tell me.

	strongly agree 1	agree 2	disagree 3	strongly disagree 4	unsure 7
5-1 The <i>coordinator</i> was fair to everyone, not just some people.	1	2	3	4	7
5-2. At your conference, all the important things were discussed.	1	2	3	4	7
5-3. In general, other people's ideas were favoured over yours at the conference.	1	2	3	4	7
5-4. In general, people at the conference tried hard to be fair to you.	1	2	3	4	7
5-5. The coordinator lectured you too much.	1	2	3	4	7
5-6. In general, people at the conference listened to you.	1	2	3	4	7
5-7. You were treated in a respectful manner at the conference.	1	2	3	4	7
5-8. The police officer lectured you too much.	1	2	3	4	7
5-9. In general, people at the conference were looking out for your best interests.	1	2	3	4	7
5-10. Your views were given careful consideration by people at the conference.	1	2	3	4	7
5-11. As a result of the conference, you have a better understanding of how your behaviour affected the victim.	1	2	3	4	7
5-12. The conference was largely a waste of time.	1	2	3	4	7
5-13. What happened in the conference will encourage you to obey the law.	1	2	3	4	7
5-14. The conference just made you angry.	1	2	3	4	7
5-15. During the conference you felt pushed into things you didn't agree to.	1	2	3	4	7
5-16. If this case went to court, you probably would have been punished worse.	1	2	3	4	7

5-17. Thinking about the people at the conference, who could rely on for support? [Interviewer to probe and elicit responses.]

..... mother no one

..... father

..... others:

[Follow-up] Which person could you **most** rely on ?

5-18. As a result of the conference, has your respect for the legal system (law in action; decisions)

gone down a lot	gone down a little	not changed	gone up a little	gone up a lot
1	2	3	4	5

5-19. As a result of the conference, has your respect for the police.....

1	2	3	4	5
----------	----------	----------	----------	----------

5-20. As a result of the conference, has your respect for the law (rules)

1	2	3	4	5
----------	----------	----------	----------	----------

[Follow-up] Why has your respect gone up (gone down)?

Section 6

We are almost done: this is last section! I'm interested to know about your feelings now that the conference is over.

I'd like you to tell me how you would rate your feelings about the victim now (after the conference).

6-1. How *angry* are you now?

not at all angry	a little angry	somewhat angry	very angry
1	2	3	4

6-2. How *frightened* are you now?

not at all frightened	a little frightened	somewhat frightened	very frightened
1	2	3	4

6-3. How *sorry* are you feeling for the victim(s) now?

not at all sorry	a little sorry	somewhat sorry	very sorry
1	2	3	4

[Follow-up: Check the responses on the bottom of p. 4. and ask]
So was there a change in your feelings about the victim?

.....
.....

6-4. When you look back at the conference and your feelings about what happened, can you tell me which was more important to you -- that you *be treated fairly* OR that you were *able to do something for the victim*?
[Interviewer note: By "doing something" is included an apology or helping the victim in some way.]

- be treated fairly
- do something for the victim
- both [Interviewer to probe that both were equally important before using this category]
- neither *What makes you say that?*

6-5. Do you think it likely or unlikely that you will be involved in a serious offence in the future?

very			very	do not know
likely	likely	unlikely	unlikely	or unsure
1	2	3	4	8

[If the answer is 1 or 2, ask: *So, did the conference not have an impact on you?*]

.....
.....

[If the answer is 3 or 4, ask: *Why do you think so?*]

.....
.....

6-6. If you had it to do over again, would you go to a family conference?

- yes *Why do you say that?*
- no
- unsure/dnk

6-7. Would you recommend family conferencing to friends who might get in trouble?

- yes *Why do you say that?*
- no
- unsure/dnk

6-8. Would you recommend that the government keep family conferencing in the justice system?

- yes *Why do you say that?*
- no
- unsure/dnk

6-9. I've asked you a lot of questions about conferences and your experiences. Is there anything you think I've missed or something you think I should know?

.....

So, we are done with the questions about the conference. But I'd like to find out

6-10. Do you think you might move house sometime during this year -- just your best guess?

- probably will not move house
- may move
- definitely will move

6-11. We would like to get in touch with you again in a year or so. If that is OK, could you please give us the address of a relative or friend who will know your new address in case you have moved by then?

Person to be contacted:

Relationship to respondent

Address (street)

(suburb/postcode)

Phone
 (home) (work)

Interviewer to complete the following:

Date of interview: / /

Time interview ended: Total time of interview (mins)

Did you take a break in the interview? [If yes, show estimated amount of time]

How cooperative was the respondent?

- very cooperative 1
- fairly cooperative 2
- not very cooperative 3

How interested was the respondent in the interview?

- very interested 1
- fairly interested 2
- not very interested 3

How accurate do you think the information given to you was?

- very accurate 1
- fairly accurate 2
- not very accurate 3

Did the respondent have difficulty comprehending the questions (vocabulary or meaning, not language problems)

- yes, most of the time 1
- yes, part of the time 2
- yes, every so often 3
- no, not at all 4

How good was the respondent's English?

- very good 1
- fairly good 2
- not very good 3

Any other comments about the context and conduct of this interview?

.....

.....

.....

.....

.....

.....