

#11

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, September 20, 2017 8:06:33 PM  
**Last Modified:** Wednesday, September 20, 2017 8:37:07 PM  
**Time Spent:** 00:30:33  
**IP Address:** 61.68.87.47

---

Page 2: Ethics consent and how you want your contribution attributed

**Q1** I have read and understood the Participant Information about the Inquiry at Attachment A to the Issues Paper. I have had any questions and concerns about the inquiry addressed to my satisfaction. I understand that there are a number of ways I can participate in the Restorative City Inquiry, including making a submission, having an interview or participating in a group discussion. Completing the questions in this Survey is one way of making a written submission. I wish to participate through making a written submission and answering the questions **YES**

---

**Q2** If the ACT Law Reform Advisory Council decides to refer to my submission in its final report, I agree to be identified in the following way: **By a Pseudonym determined by the Council**

---

Page 3: General Consultation Questions

**Q3** 1. What does restorative justice mean to you? (see page 10 of Issues Paper)

It means the offenders actively do something to right a wrong

---

**Q4** 2. What restorative justice values discussed in the Issues Paper do you think would help make our community more restorative? (see page 10 of Issues Paper)

To right wrongs

---

**Q5** 3. If you have participated in a restorative justice process in the ACT or elsewhere, what was the experience like? Please let us know whether your role in the process was as a victim, an offender, or a support person, along with any good or bad things about the experience.(see page 14 of Issues Paper)

It was a terrible experience. The offender made no effort to get with the programme. CYPs was useless and did not help at all.

---

**Q6 4. (a)** What programs, projects and organisations are you aware of that may contribute to the transition of Canberra to being a more restorative city? (see page 15 of Issues Paper)

Get involve with other cultures and people organizations like Chinese/Indian associations etc

---

**Q7 4. (b)** Are there any barriers to these programs, projects or organisations promoting restorative practices in our city?(see page 15 of Issues Paper)

Lack of understanding our culture, heritage and our motivations as people who are not white.

---

**Q8 4. (c)** What steps or measures would best support these programs, projects or organisations to continue, or grow, their work?(see page 15 of Issues Paper)

Work with various other cultures, heritage and people who have different values.

---

**Q9 5.** If the ACT was to become a more restorative community, what do you think that would look like? (see page 15 of Issues Paper)

Seek to understand, not impose your white people values but use other people values to measure against the success of the programme

---

**Q10 6. (a)** What characteristics or values do you consider are necessary for our community to become more restorative? (see page 16 of Issues Paper)

Be very culturally aware, try to understand what people of other cultures and heritage and language etc when trying to be restorative

---

**Q11 6. (b)** Do these characteristics or values need to be formally established e.g adopted by the Legislative Assembly or introduced in legislation? (see page 16 of Issues Paper)

Yes.

---

**Q12 7.** What changes might be needed to make our City more restorative? (see page 16 of Issues Paper)

Train staff to understand other cultures, values, heritage of non-white people

---

**Q13 8.** What barriers prevent our community from becoming more restorative and how can we overcome these? (see page 16 of Issues Paper)

Lack of understanding other cultures, values, heritage of non-white people, lack of accepting people who are non-white, supporting non-white people with actions and not just words

---

**Q14 9.** (a) Have you felt respected and fairly treated in your interaction with the child protection system? (see page 18 of Issues Paper)

No very disrespected with CYPS. They withheld information and would not provide help even when we formally requested for help

---

**Q15 9.** (b) Have you felt listened to and heard in your interactions with the child protection system? (see page 18 of Issues Paper)

No. was not listened or heard with dealing with CYPS. They did wanted they wanted and would not understand or accept our values, cultures and heritage

---

**Q16 9.** (c) Have you felt fairly treated in the process, in your participation and in your access to information? (see page 18 of Issues Paper)

No. We were unfairly treated. They withheld information and not told us of our rights. They would not provide information even after we asked repeated. They did not let us participate and told us what they felt like.

---

**Q17 9.** (d) Do you think a more restorative approach could improve the system? If so, how? (see page 18 of Issues Paper)

It is possible if they seek to understand our values, culture, heritage and our motivations. They made no attempt to be restorative and just give us the run around

---

**Q18** Optional question 9 (e): If you have answered question 9, relating to the lived experience of someone with the child protection system, please tell us what your situation was in the system - you can tick more than one if relevant.

**Birth parent,**  
**Family member**

---

**Q19 10.** (a) What has been your experience of the child protection system and its approach to participants in the system? (see page 19 of Issues Paper)

They treated us like shit. Would not provide help like mediation. Told us to go solve it. Told us to deal with it ourselves. We had to run around to try to get help for ourselves and our child. Their approach is all about ignoring us, not helping, not providing information, making us come for endless useless meetings, not providing any solution, hope we will go away or the problem with go away. The end was we gave up our child as we could not cope with the situation ourselves. They either did nothing for months or ignore us as much as possible. They are not accountable to us, the people who need the service

---

**Q20 10.** (b) What could be done differently to reduce any trauma associated with the provision of these services? (see page 19 of Issues Paper)

They should have seek to understand us, work with us, and be more forceful in getting the offender to see what he did was wrong. Not ignore what we said, and not give in to whatever the offender wanted.

---

**Q21** 10. (c) If the government is minded to change the way these services are provided, what legislative, procedural or other changes could be made to deliver services in a more restorative manner? (see page 19 of Issues Paper)

whatever legislative, procedural changes be made to fully fund and ensure that CYPS is accountable to us, the people who are trying to us the service

**Q22** Optional question 10 (d): If you have answered question 10, relating to the experience of someone who has worked in or with the child protection system, please tell us what your role was in the system - you can tick more than one if relevant.

Other (please specify):  
service user

Page 5: Focus Area Consultation Questions - Public Housing

**Q23** 11. (a) In relation to your experience with the ACT public housing system, have you felt respected and fairly treated in your interaction with that system? (see page 21 of Issues Paper)

n.a.

**Q24** 11. (b) Have you felt listened to and heard in your interactions with Housing ACT and/or the ACT Civil and Administrative Tribunal? (see page 21 of Issues Paper)

n.a.

**Q25** 11. (c) Have you felt fairly treated in the processes, in your participation and in your access to information about Housing ACT's decisions? (see page 21 of Issues Paper)

n.a.

**Q26** 11. (d) Do you think a more restorative approach could improve the system? If so, how? (see page 21 of Issues Paper)

Respondent skipped this question

**Q27** Optional Question 11 (e): If you have answered question 11, relating to the lived experience of someone in the public housing system system, please tell us what your situation was in the system - you can tick more than one if relevant.

Respondent skipped this question

**Q28** 12. (a) What has been your experience of the public housing system, including your observation of the way housing applicants or tenants are treated by the system? (see page 21 of Issues Paper)

Respondent skipped this question

**Q29** 12. (b) What, if anything, could be done to reduce hardship or trauma to applicants or tenants associated with the provision of public housing services? (see page 21 of Issues Paper)

Respondent skipped this question

---

**Q30** 12. (c) If the government is minded to change the way public housing services are provided, what legislative, procedural or other changes could be made to deliver services in a more restorative manner? (see page 21 of Issues Paper)

Respondent skipped this question

---

**Q31** Optional question 12 (d): If you have answered question 12, relating to the experience of someone who has worked in or with the public housing system, please tell us what your role was in the system - you can tick more than one if relevant.

Respondent skipped this question

---

Page 6: Other questions and matters of concern to you

**Q32** 13. Are there other areas which should be considered as priorities for attention in moving towards a more restorative city? (see page 22 of Issues Paper)

Engage other communities and understand, respect other people's values, culture and heritage. White people do not have the answers to all social problems

---

**Q33** Please feel free to include any other comments or information that you think may be relevant to the Restorative City reference, which has not been covered elsewhere.

CYPS is a organization that does not care, or wish to help. It is all about pushing the problem away, ignoring what people say and value, the users of the service. They are not accountable to the people they serve.

---