

Dispute Resolution Branch

Restorative Justice Training

Background

The Dispute Resolution Branch (DRB) was established by the Queensland Government to provide confidential and impartial mediation services to the community. Since its inception, Dispute Resolution Centres (DRC) have been established throughout the state to provide local mediation and facilitation services.

Training

Restorative justice processes have been conducted by the DRB since 1992 within the Justice Mediation Program. Justice mediation is a face-to-face meeting between a person affected by an incident (complainant), and the person who is responsible for the incident and the offending behaviour (defendant).

One or two trained mediators are present to help both parties talk about the incident, the effect that the incident has had and how the defendant might make amends for causing the harm or the damage. The

DRB offers training in the area of restorative justice. This three-day course addresses the principles of restorative justice as a dispute resolution process within the criminal justice system. The course explores the historical context of this type of mediation process and issues that need to be considered for effective practice.

This course introduces participants to:

- planning and preparing for restorative justice mediation
- step-by-step framework for facilitating restorative justice mediation
- facilitating resolution between parties
- identifying outcomes and recording agreements

- legislative frameworks
- professional and ethical standards
- limitations to restorative justice mediation.

Who can benefit from this course?

This course is designed for any person wishing to learn about the theory and practices of restorative justice and mediation. It is also beneficial for those who wish to update their knowledge and skills in this area.

Training approach

The training course is based on adult learning principles, comprising:

- formal presentations and demonstrations
- group discussion and debriefing
- structured exercises
- simulated role-plays
- coaching and feedback.

Assessment

Participants will be assessed via participation and role-plays. Coaches and/or trainers will observe participants to ensure they meet the criteria outlined in the training manual. Participants who meet all criteria will be issued a certificate of attainment. Participants who do not meet all criteria will be issued a certificate of attendance. (To gain competency, these participants may choose to undertake further training with the DRB at their own expense.)

Dispute Resolution Branch

Partnership with Griffith University (GU)

This course forms part of the subject offerings in GU's Graduate Certificate in Dispute Resolution. Participants who complete this training course successfully may enrol directly into the relevant GU course.

See www.griffith.edu.au/school/law for further information.

Other training packages offered by the Dispute Resolution Branch

The Dispute Resolution Branch offers a range of training courses in conflict resolution for both individuals and organisations. Courses vary in length from one to five days.

Training courses are offered in:

- Mediation skills
- Conflict management
- Facilitating effective groups
- Negotiation skills
- Managing difficult behaviours
- Prevention of workplace bullying
- Workplace conflict resolution.

Training courses can be tailored to your organisation's needs. Contact the Dispute Resolution Branch for further information.

To register for any DRB course

The training course registration forms are available online or by calling or emailing the training section of the DRB.

Phone: 07 3239 6277

Email: trainingdrb@justice.qld.gov.au

Web: <http://www.justice.qld.gov.au/drb>