

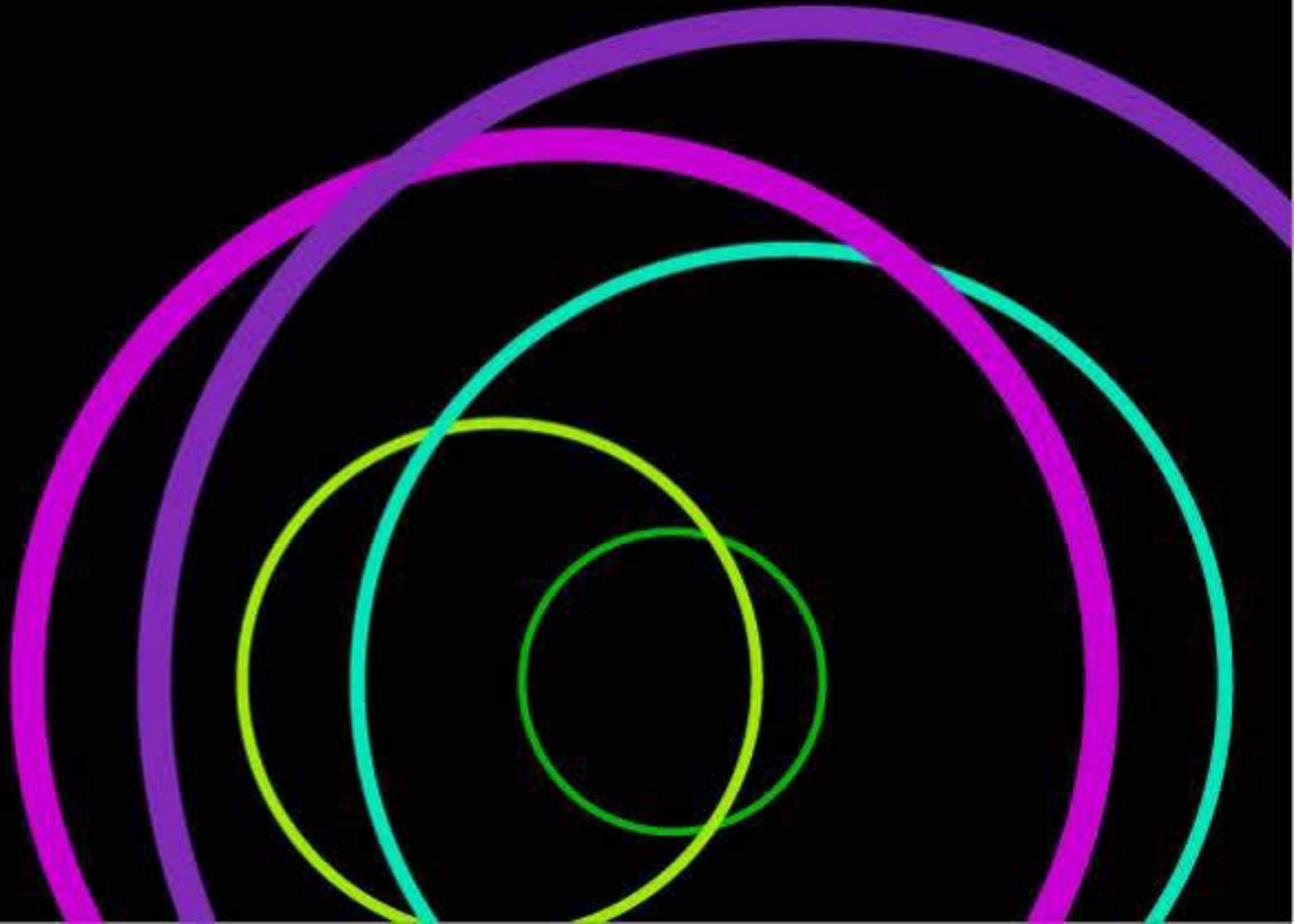
KANTAR PUBLIC

Youth Justice Campaign: **Baseline Community Sentiment Research (Stage 1)**

Quantitative Research Report for
Department of Children, Youth
Justice and Multicultural Affairs
FINAL REPORT

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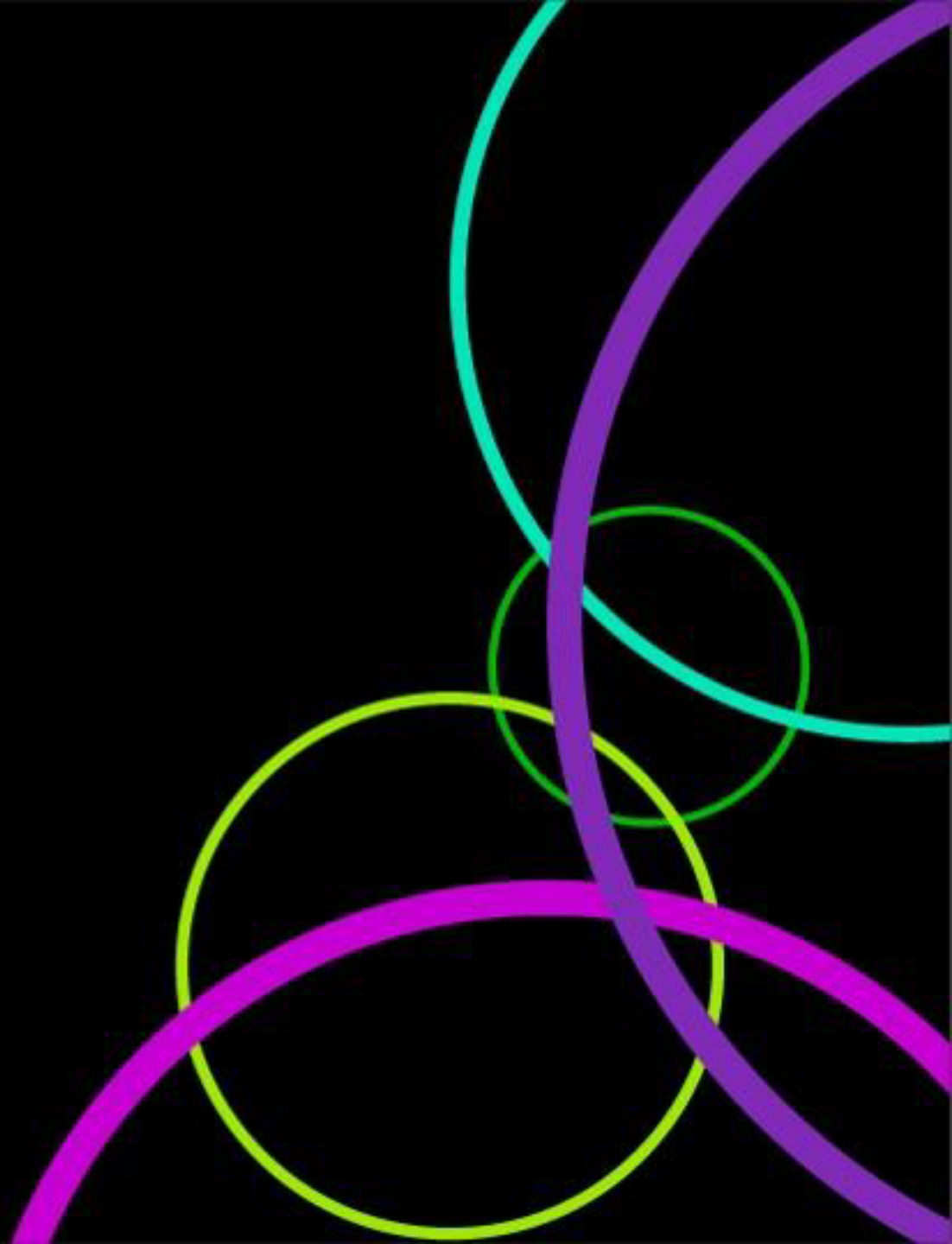
July 2022



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1. Executive summary



EXECUTIVE SUMMARY



The Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) commissioned Kantar Public to undertake a baseline quantitative survey with Townsville residents 18+ years, to measure attitudes towards youth crime, and their views about a series of initiatives to address and break the cycle of youth crime. The baseline survey (July 2022) will inform the development of an initiatives communications campaign to educate the Townsville community about what is being done to address youth crime.

Significance of youth crime as community issue in Townsville

- **Youth crime/juvenile offenders is the most significant issue impacting Townsville** at the present time, with 81% of residents concerned. The next biggest issues are the economy (60%) and housing (57%). One in two (57%) mention crime issues in general being of concern.
- **Six in 10 (61%) Townsville residents have personally been impacted by crime** (in the past five years) and **92% know someone who has** been.
- The most common types of crime experienced is home/property damage (30%) or property stolen (29%). One in four (25%) say their workplace has been damaged, and 23% have experienced damage to their car/vehicle.

Attitudes towards youth crime

- Three in four (72%) Townsville residents think that the Queensland Government is **taking a low level of action** to address youth crime in their community – this compares to 59% (low level of action) for crime in general.
- Attitudes towards youth crime tend to echo those found in the qualitative research undertaken with Townsville residents earlier this year (February 2022), that is:
 - the majority of **residents are somewhat understanding of the social issues** impacting offenders and **point to early intervention** as the key; BUT they generally **don't think the government is doing enough to address the issues**.

EXECUTIVE SUMMARY - Community sentiment

Most of the Townsville community demonstrate a level of understanding about offenders' backgrounds and point to early intervention

Most of the Townsville community think the government is not doing enough to keep their community safe, or what is being done is not working

TOP 5 ATTITUDES TOWARDS YOUTH CRIME (MEAN*)

YOUNG OFFENDERS MAY EXPERIENCE **DRUG AND SUBSTANCE ABUSE**



EARLY INTERVENTIONS TO SUPPORT VULNERABLE FAMILIES TO HELP BREAK THE CYCLE OF YOUTH CRIME ARE IMPORTANT



THERE IS STILL MORE WORK TO BE DONE TO **BREAK THE CYCLE** OF YOUTH CRIME



YOUNG OFFENDERS HAVE OFTEN EXPERIENCED **FAMILY TRAUMA**



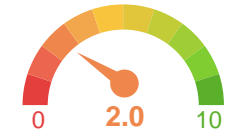
YOUTH CRIME IS A **COMPLEX ISSUE** AND IT WILL **TAKE TIME** TO ADDRESS THE UNDERLYING ISSUE



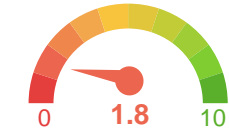
*NOTE: Respondents used a 0-10 agreement scale, where 0=strongly disagree and 10=strongly agree

BOTTOM 5 ATTITUDES TOWARDS YOUTH CRIME (MEAN*)

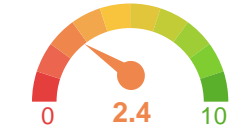
CURRENT INITIATIVES AND SERVICES TO REDUCE YOUTH CRIME IN TOWNSVILLE ARE **EFFECTIVE**



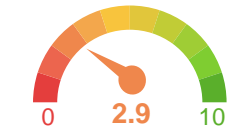
YOUNG OFFENDERS ARE **HELD TO ACCOUNT FOR THEIR ACTIONS** WHEN THEY BREAK THE LAW



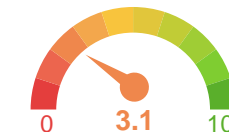
THE **YOUTH JUSTICE SYSTEM** HELPS TO KEEP THE COMMUNITY SAFE



THE **QUEENSLAND GOVERNMENT IS WORKING** WITH YOUNG PEOPLE, FAMILIES AND THE COMMUNITY TO **BREAK THE CYCLE** OF YOUTH CRIME



I AM CONFIDENT THAT THE QUEENSLAND YOUTH JUSTICE SYSTEM, WHILE NOT PERFECT, IS **WORKING HARD AND DOING ITS BEST** TO BREAK THE CYCLE OF YOUTH CRIME



EXECUTIVE SUMMARY – Youth crime initiatives and services

General awareness of youth justice system reform

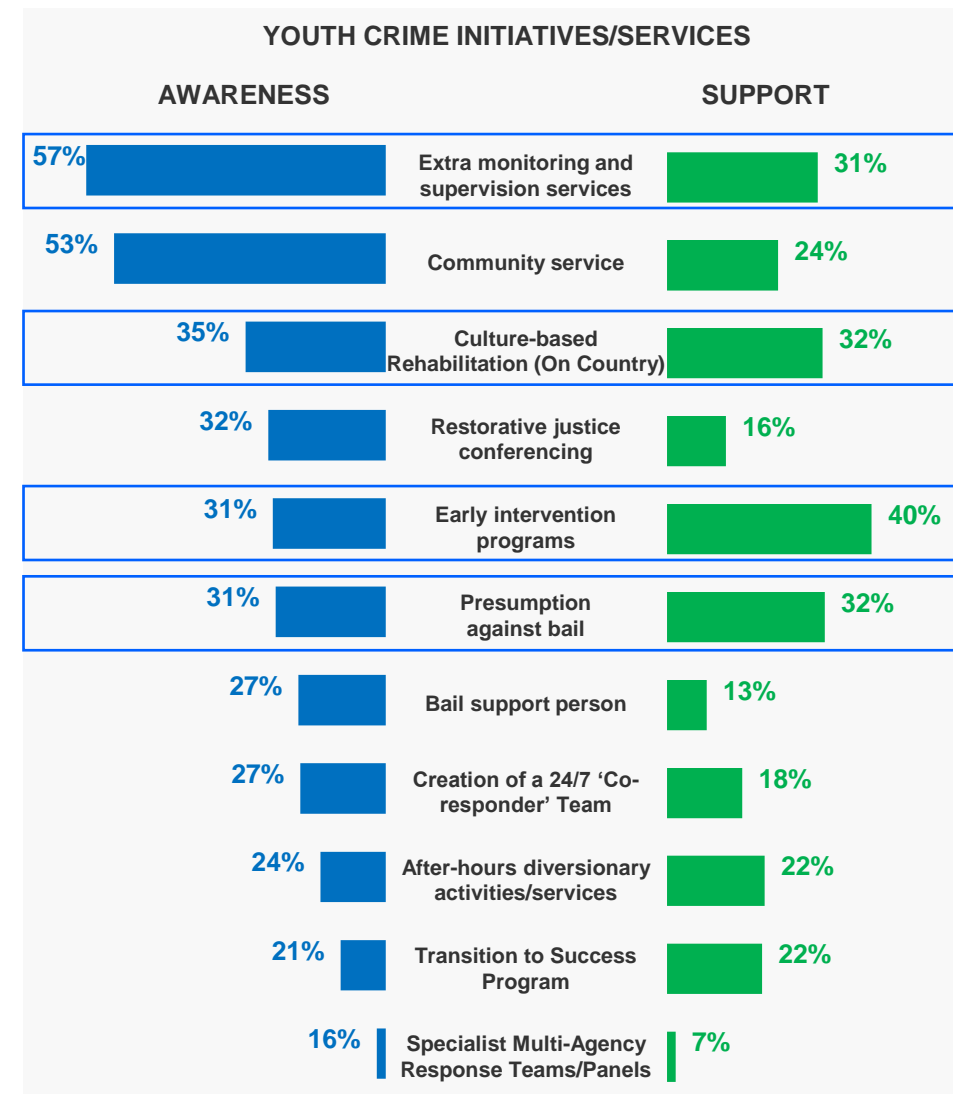
- When asked what initiatives or services they are aware of (to help prevent or deter youth crime), **one in four say they aren't aware of any (23%), a further one in four don't know (24%), and 16% say if there are initiatives, that they aren't working.** There is some very small recall of youth programs (7%), multi-agency support (6%) and more police resources (5%).
- When told that a range of initiatives were being implemented (to reform the youth justice system), only **one in five said they were aware (20%).** Those with some knowledge generally couldn't recall any specifics, although there were some mentions about "ankle bracelet monitoring" and a few examples of interventions.

Perceptions about the 11 initiatives as a collective

- Opinion about the likely effectiveness of the range of initiatives and services, as a collective, is mixed. One in three (**35%**) **think they will be effective, but 45% think they will be ineffective;** 20% say neither/don't know. A positive view for effectiveness is liking the **variety/holistic approach,** and a general belief that **they will work.** Reasons for a negative view include thinking the initiatives **aren't tough enough or haven't worked yet;** some think the offenders won't take the measures seriously/will reoffend.

Specific awareness and perceptions of 11 initiatives

- For specific awareness and support levels refer right.
- Greatest community support** was given to:
 - Early intervention programs** with young people in high-risk families (40% support);
 - Presumption against bail** for a young person charged with a serious offence (32% support);
 - Culture-based rehabilitation (On Country)** for indigenous offenders (32% support);
 - Extra monitoring and supervision services** for high-risk repeat offenders (31%).



BASE: Total sample (n=202)

B6. Before today, were you aware of any of the following youth justice initiatives and services to improve community safety?

B9. Which of the following three youth justice initiatives and services do you support the most? (Select up to three initiatives)

EXECUTIVE SUMMARY – Communications

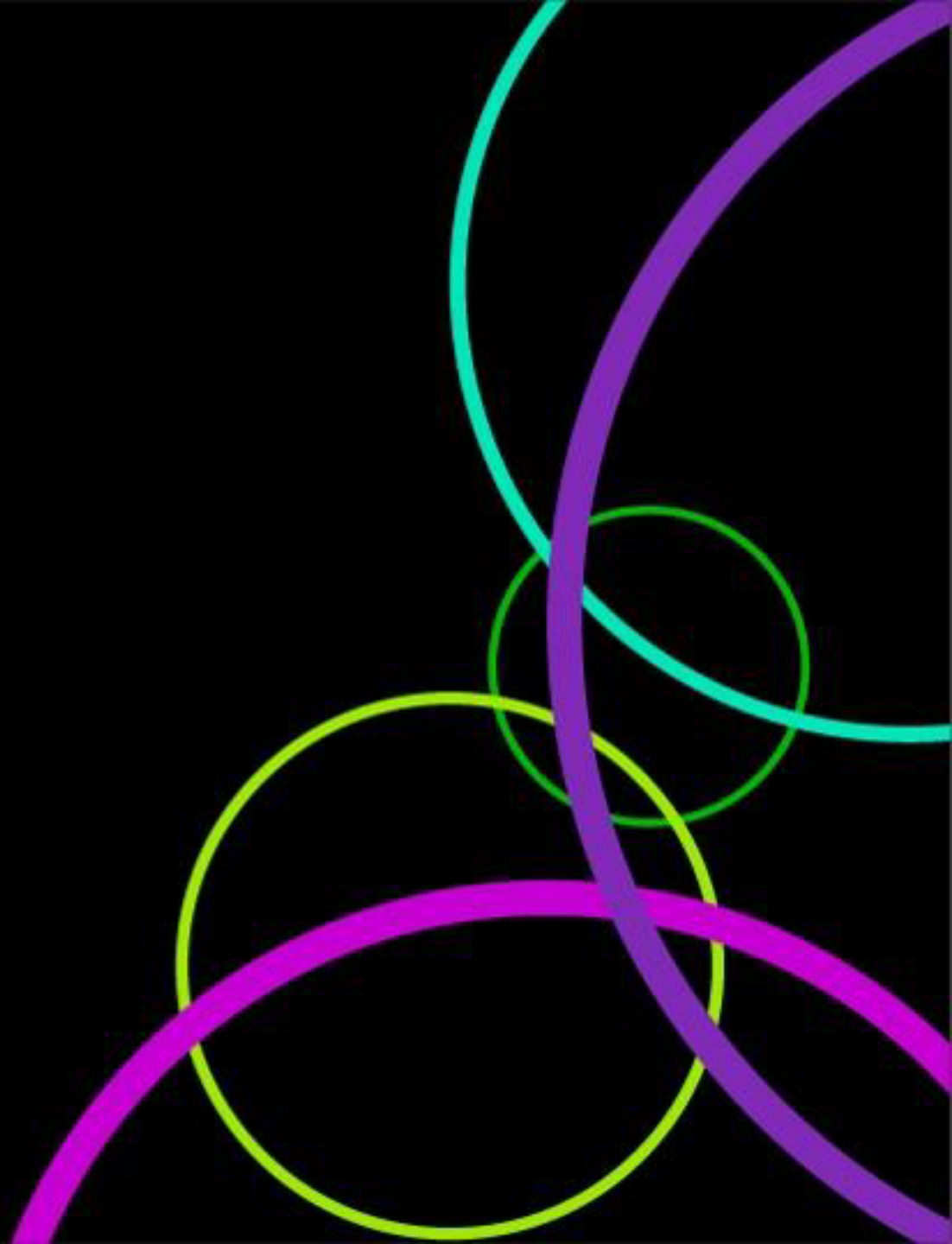
Information needs

- Only **10% of the Townsville community agree to feeling somewhat informed** (9% slightly and 1% very) about the Queensland Government's youth justice reform initiatives and services; most (77%) feel uninformed.
- When residents of Townsville are asked what they want to know:
 - Most are interested in finding out about the **effectiveness of programs/crime rate statistics** (20%);
 - Most interest is shown for the specific initiatives of **Presumption against bail** (12%) and **Early intervention programs** (12%);
 - One in ten (9%) are seeking more information about **all of the initiatives/services**.
 - However, about **one in five may be difficult to influence with more education**;
 - 6% don't support any initiatives (they're not working/waste of time);
 - 14% have no desire for further information.
- In terms of channels for information, **social media is a preferred channel** by 56% of Townsville residents, followed by TV (42%). One in three (31%) like the Townsville Bulletin, and 28% radio. A **Queensland Government generated email or website** are also quite popular with one in five choosing these channels.

Most credible sources of information

- The **Queensland Police** (website, myPolice community news) is considered by Townsville residents as **the most highly credible and accurate source of information about youth crime and juvenile offenders**.
 - The Queensland Government (website, email) is rated next most credible and accurate.
 - Traditional media channels (TV, radio) are viewed inconsistently as somewhat or not always credible/accurate.
 - Interestingly, **only 9% consider the Townsville Bulletin as highly credible/accurate**, with a significant 83% believing it is somewhat or not always credible/accurate in its reporting.
 - Doubt also surrounds the credibility/accuracy of digital and social media sources (Facebook, YouTube).

2. Research context



Background

In June 2018, Mr Bob Atkinson AO, APM delivered a report on youth justice in Queensland. Within the report, 77 recommendations were made to improve the youth justice system, framed around four key pillars:

1. intervene early;
2. keep children out of court;
3. keep children out of custody; and
4. reduce re-offending.

The report also highlighted that community confidence and public safety are fundamental principles that frame or 'bookend' the four pillars. In December 2018, the Queensland Government adopted the policy position and launched the 'Working Together Changing the Story: Youth Justice Strategy 2019-2023' – a strategy that was informed by the report. Over the past five years the Queensland Government has invested more than \$550 million in a new youth detention centre, staffing and extra beds, and early intervention programs to reduce re-offending. As a result, the number of youth offenders statewide has decreased (in 2019-20 there was a 27.3% reduction in unique young offenders compared to the start of the decade).

In addition to the reforms undertaken, it has become clear that positive media/communication campaigns are required to support the initiatives and to raise community awareness of the Government's actions.

As such, the Department is developing a youth justice initiatives campaign to educate the community and raise awareness about some of the Queensland Government's early intervention and rehabilitation initiatives to address and break the cycle of youth crime. The campaign will focus on Townsville and will aim to use data and facts to highlight the effectiveness of the initiatives being undertaken.

This survey is the first stage of a three-stage program of research:

1. Baseline quantitative research;
2. Qualitative concept testing (two sets of focus group testing);
3. Follow-up campaign evaluation research.

Research aims and objectives

This first stage of the research will measure current Townsville community sentiment towards youth crime and associated Queensland Government initiatives to address the issue. It will provide a baseline for measurement prior to campaign implementation.

Objectives for this stage include identifying:

- What are the current attitudes, perceptions and sentiment towards youth crime in Townsville?
- What is driving these attitudes?
- What is the level of awareness of the Queensland Government's initiatives and services to address and break the cycle of youth crime?
- What is the level of knowledge about the initiatives and services?
- What information sources, if any, are the community accessing to find out about youth justice initiatives and services to address youth crime?
- Does the community trust these information sources to provide accurate information?
- What is the level of confidence in the community that youth crime initiatives and services will help to address youth crime over time and break the cycle?
- What are the reasons for support/confidence (or lack of)?
- What level of understanding is there in the community of the backgrounds of the young people who are committing crimes?
- What level of understanding is there about the effectiveness of early intervention and rehabilitation strategies to address youth crime?
- What level of understanding is there that addressing youth crime will take time and does the community have the patience for the government to get it right?

Quantitative research approach



Data collection method

Online using research panels



Survey length

12 minutes



Target respondent

Townsville residents aged 18+ years
Must be living in a Townsville LGA postcode:
4810, 4811, 4812, 4813, 4814, 4815, 4818, 4819



Data collection dates

Tues 5 July-Thurs 14 July



Sample size

n=202 surveys achieved; estimated margin of error is +/-6.9%

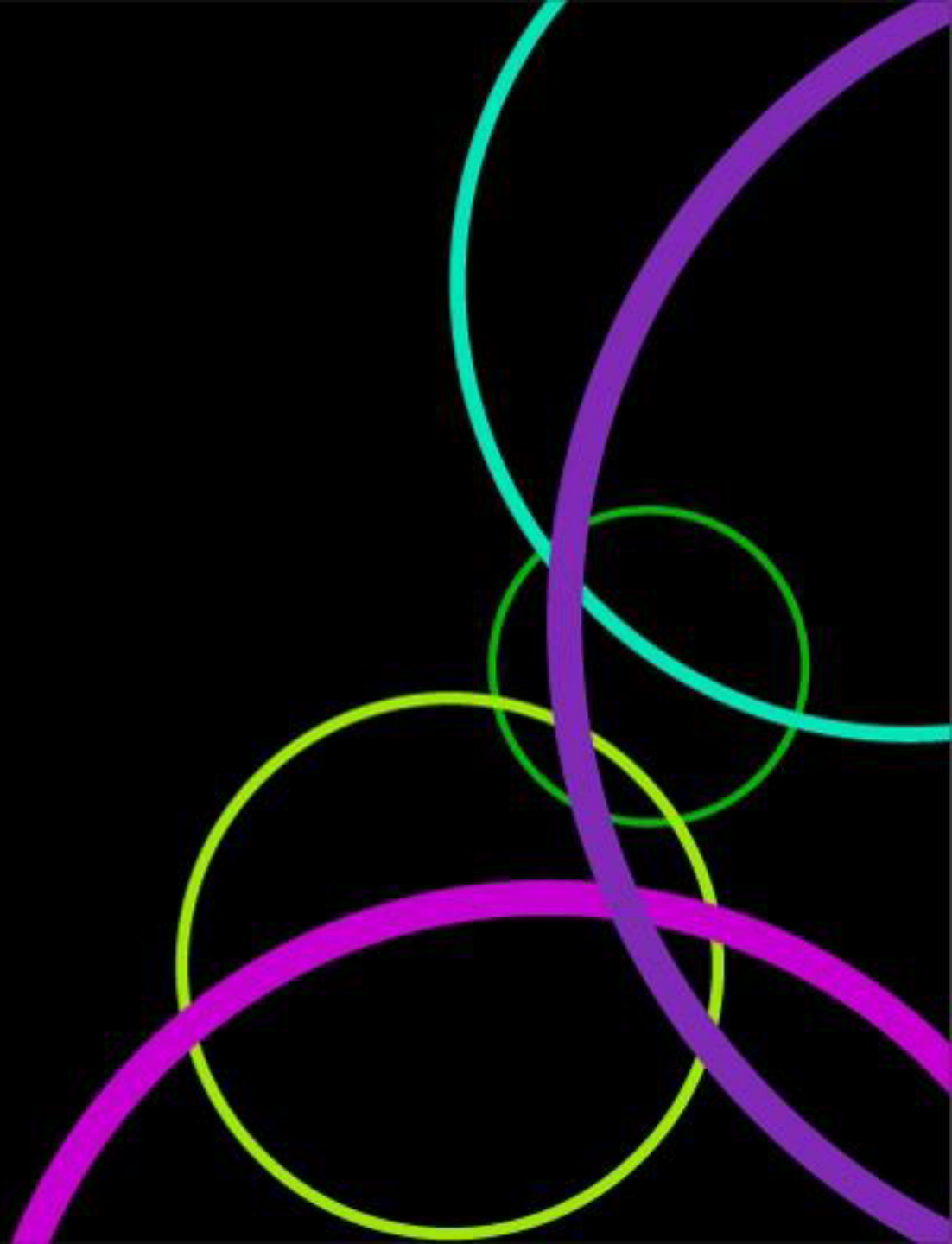
Quotas

Achieved within 60%/40% variation on gender and 18-49 years versus 50+ years.



Data has been post-weighted by age and gender Australian Bureau of Statistics (ABS) population data (for Townsville) to correct for any minor skews in our sample profile versus true population data.

3. Research findings

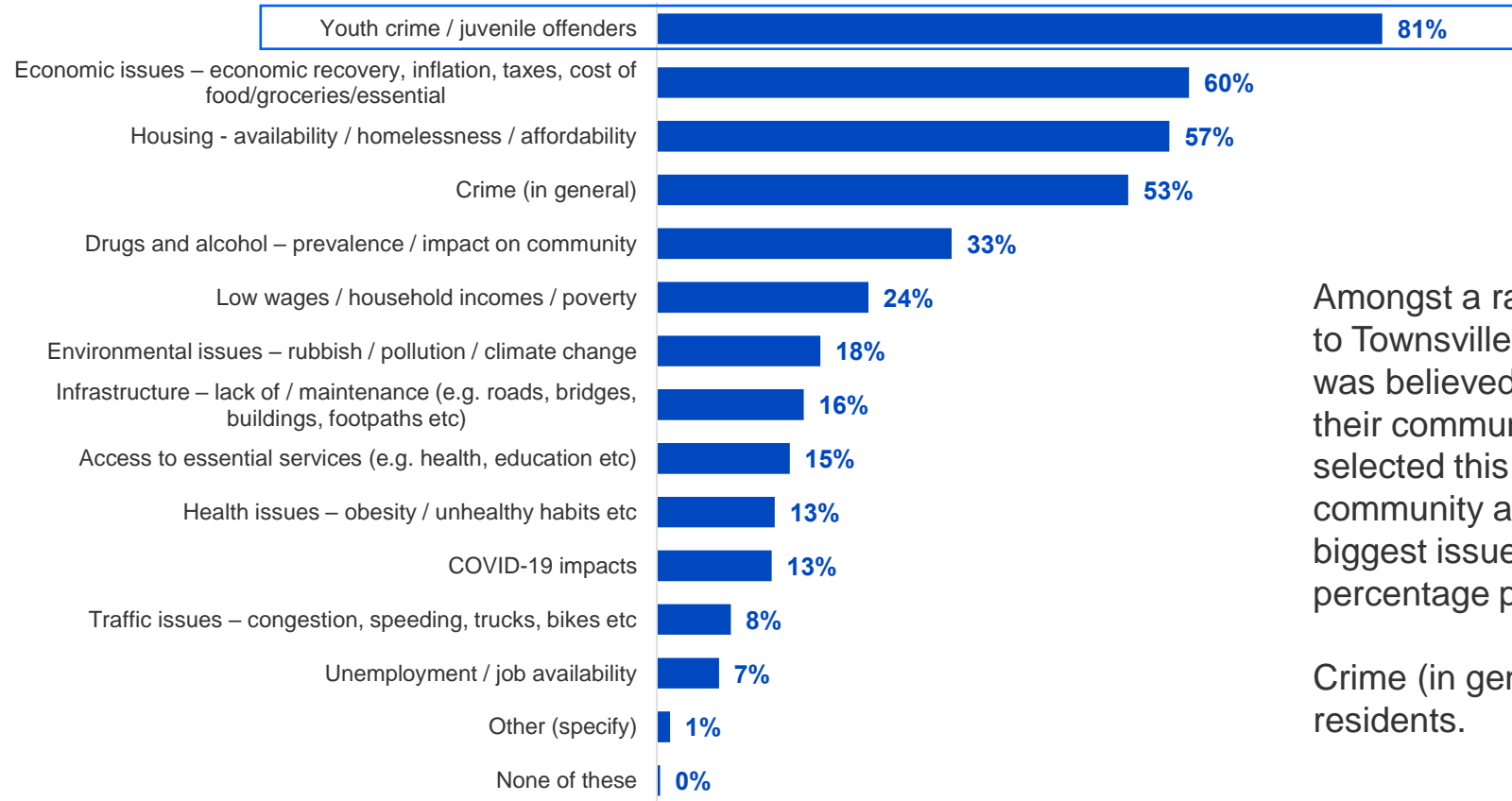


3.1. Attitudes towards youth crime

YOUTH CRIME IN THE CONTEXT OF OTHER NEGATIVE LOCAL ISSUES

Youth crime is perceived to be the **biggest issue** negatively affecting the Townsville community at the present time.

TOP ISSUES AFFECTING LOCAL AREA PRESENTLY

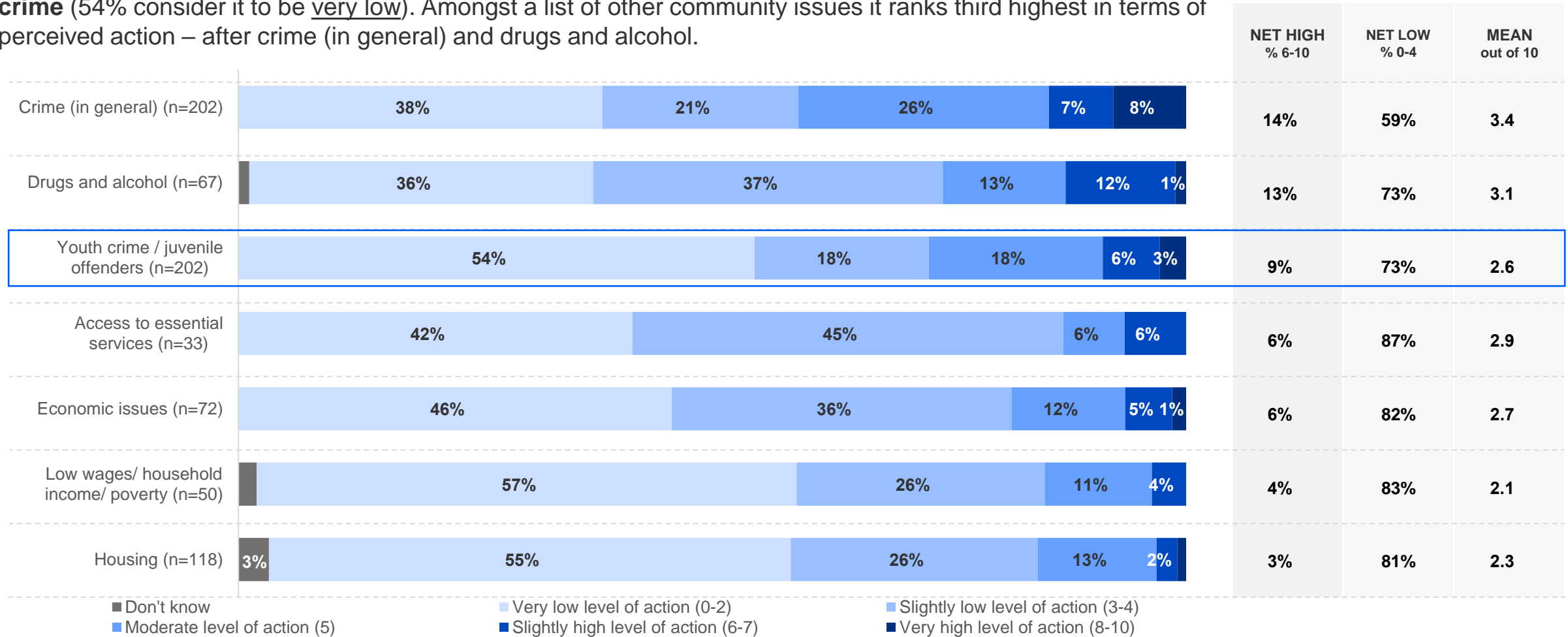


Amongst a range of other community issues presented to Townsville residents, youth crime / juvenile offenders was believed to be the biggest issue negatively affecting their community – 8 in 10 (81%) Townsville residents selected this within their top five issues affecting their community at the present. This exceeded the second biggest issue, economic issues, by more than 20 percentage points.

Crime (in general) was selected by over half (53%) of residents.

PERCEIVED LEVEL OF ACTION QUEENSLAND GOVERNMENT IS TAKING ON YOUTH CRIME VERSUS OTHER NEGATIVE LOCAL ISSUES

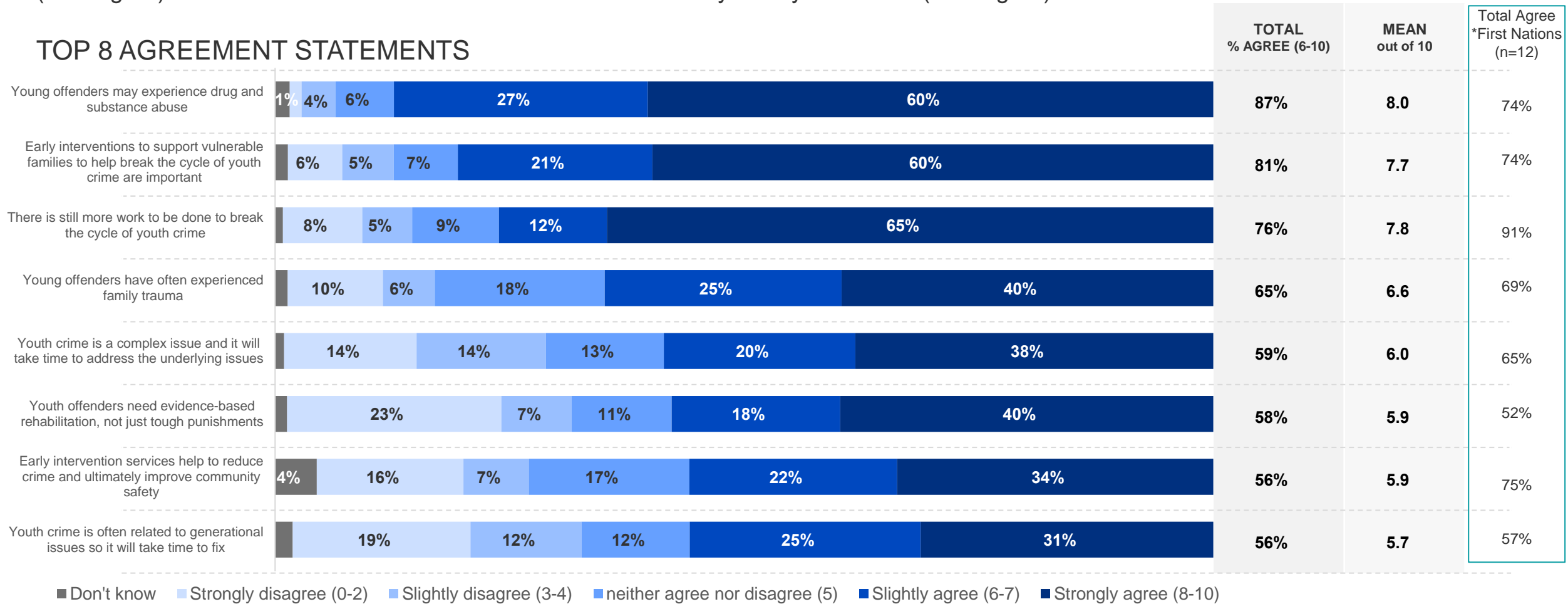
The Queensland Government is perceived to be currently taking a **low level of action in addressing youth crime** (54% consider it to be very low). Amongst a list of other community issues it ranks third highest in terms of perceived action – after crime (in general) and drugs and alcohol.



GENERAL ATTITUDES TOWARDS YOUTH CRIME

There is a **very high level of agreement** that 'youth offenders may experience drug and substance abuse' (87% agree), 'early interventions to support vulnerable families to help break the cycle of youth crime are important' (81% agree) and 'there is still more work to be done to break the cycle of youth crime' (76% agree).

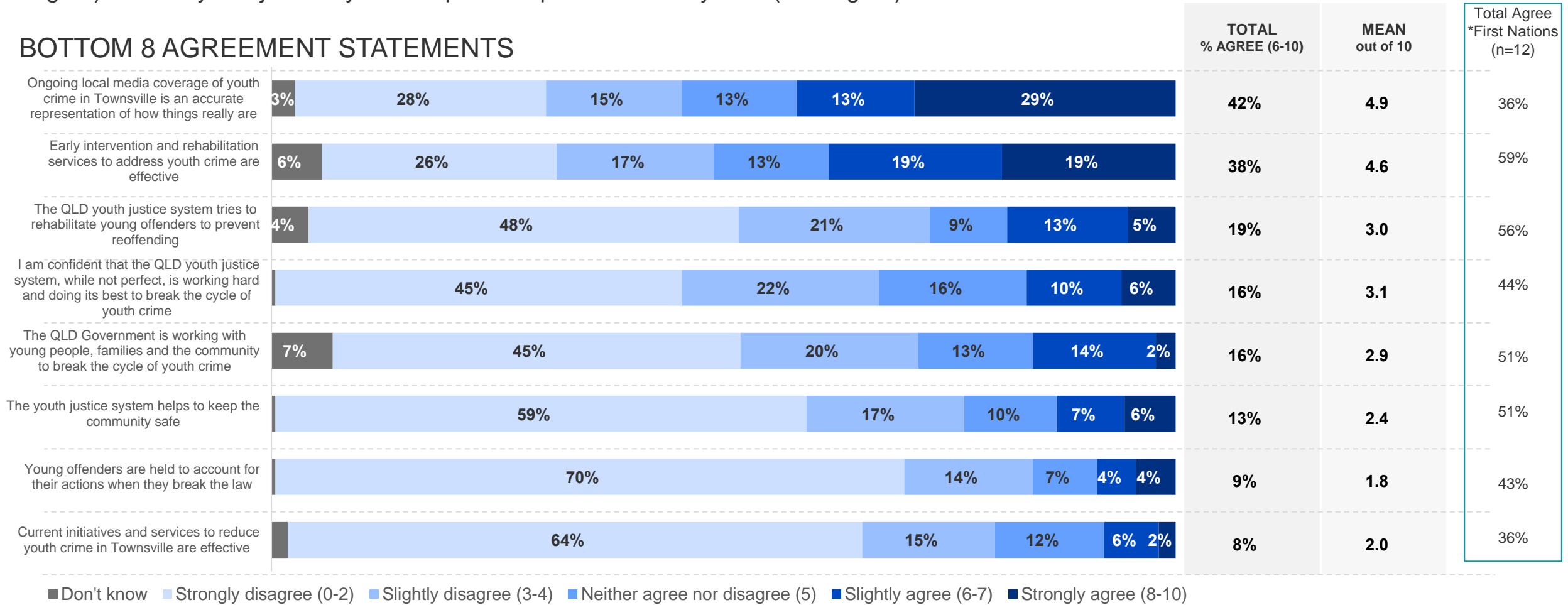
TOP 8 AGREEMENT STATEMENTS



GENERAL ATTITUDES TOWARDS YOUTH CRIME

Agreement is lowest with regards to 'current initiatives and services to reduce youth crime in Townsville are effective' (8% agree), 'young offenders are held to account for their actions when they break the law' (9% agree) and 'the youth justice system helps to keep the community safe' (13% agree).

BOTTOM 8 AGREEMENT STATEMENTS

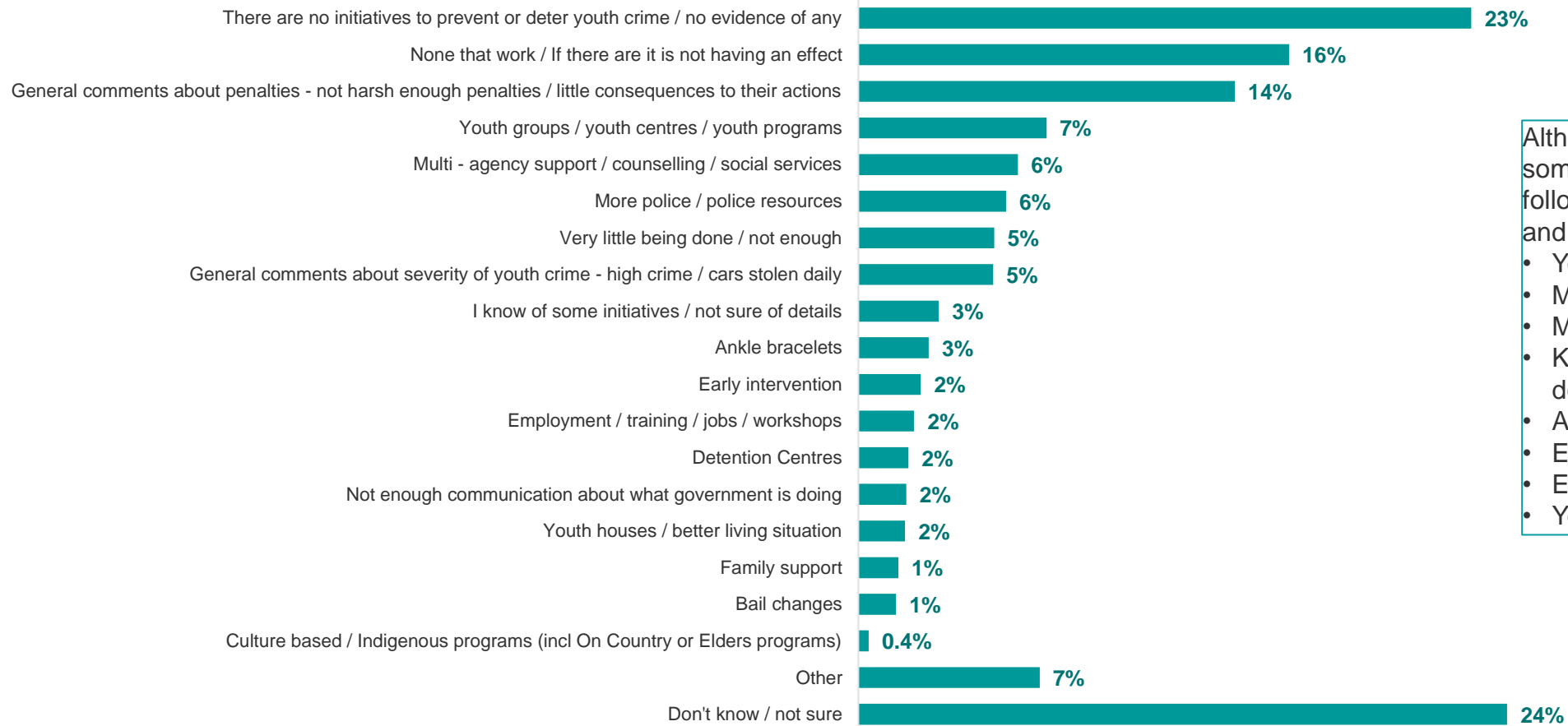


3.2. Perceptions of youth crime services and initiatives

UNPROMPTED AWARENESS OF QUEENSLAND GOVERNMENT REFORMS

Without prompting, when Townsville residents are asked about government initiatives and services, one in four (23%) say there aren't any initiatives/no evidence of any, followed by 16% saying that if there are initiatives, they aren't working. A further 24% say they don't know.

UNPROMPTED RECALL OF YOUTH CRIME SERVICES AND INITIATIVES



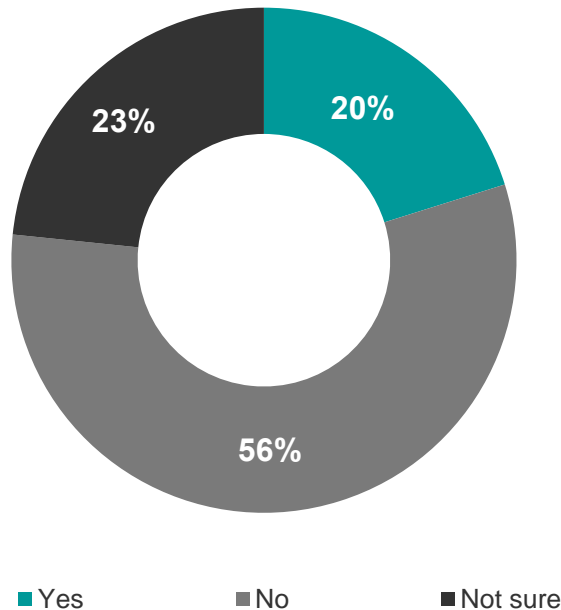
Although relatively very low, there is some awareness evident for the following types of government initiatives and services:

- Youth groups/centres/programs (7%)
- Multi-agency support (6%)
- More police/resources (6%)
- Know of some initiatives but not the details (3%)
- Ankle bracelets (3%)
- Early intervention (2%)
- Employment initiatives (2%)
- Youth housing services (2%).

PROMPTED AWARENESS OF QUEENSLAND GOVERNMENT REFORMS

When told that the youth justice reform process had commenced via the implementation of a range of initiatives and services, one in five (20%) said they were aware of this. The rest of the Townsville community weren't aware or didn't know.

PROMPTED AWARENESS OF QUEENSLAND GOVERNMENT REFORMS



Though not statistically significant due to sample size, prompted awareness of the reforms is **higher** amongst:

- Older residents 40+ years (25%);
- First Nations (60% - noting this is based on a small sample size of n=12).

Also not statistically significant due to sample size, prompted awareness of the reforms is **lower** amongst:

- Younger residents 18-39 years (13%), particularly those aged 18-29 years (9%).

MESSAGE RECALL – WHAT HAS BEEN SEEN/HEARD ABOUT THE REFORMS

Verbatim comments have been summarised into themes qualitatively below. Full verbatims can be seen in the topline report that accompanies this full report.

A number of Townsville residents mentioned they had heard about the reforms but **could not recall any specific details**:

- *“Just that they are going to crackdown, not how they are going to crackdown. We the public hear a lot of about things being done to stop juveniles offending but never any follow up on how they are cracking down.”*

Of all the initiatives and services spontaneously recalled at this question, the **ankle monitoring system was the most commonly recalled**. However, some voiced they believed this hadn't been actioned or effectively rolled out yet:

- *“Ankle bracelet monitoring that never happened.”*
- *“That they brought in an ankle monitoring system at a huge cost but not one has been used.”*

Other common mentions included generic comments around “tougher penalties” or “new punishments” and increased police resources.

Following this were mentions of initiatives and services like **interventions** for at-risk youth, mentoring, counselling, “retreats” or “work farms”.

Others mentioned that while they had heard about the reforms, they had not seen or heard any evidence about them being actioned:

- *“Have seen assistant commissioner of police (Scanlan) talk about inquiries and looking at initiatives but seen no effective action.”*

Others used the opportunity to mention that any reforms implemented so far **had not been effective** in their view.

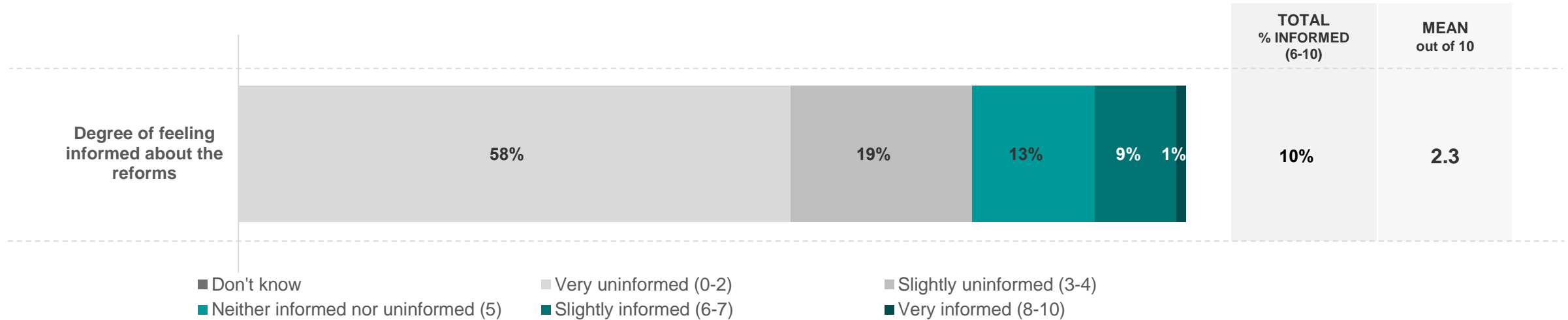
- *“I know there are initiatives, but they seem to be failing or not working.”*
- *“I have seen and heard that they are continuously trying to rehabilitate these kids, but it's not working. At all.”*
- *“Lots of talking at press conferences but no real action.”*
- *“Lots of talk almost no effect.”*

Others voiced their scepticism at this point:

- *“There were a number of strategies announced. We in Townsville only laughed.”*

PERCEIVED DEGREE OF FEELING INFORMED ABOUT QUEENSLAND GOVERNMENT'S INITIATIVES AND SERVICES

Only 10% feel informed about the Queensland Government's initiatives and services to make Townsville safer, address the causes of offending and reduce youth crime – comprising 9% *slightly informed* (gave a rating of 6-7 out of 10) and 1% *very informed* (8-10 out of 10).









PROMPTED AWARENESS OF YOUTH JUSTICE SERVICES AND INITIATIVES

Among Townsville residents, there is highest (prompted) awareness for the **electronic monitoring devices** for those on bail (57%), followed by being sentenced by the courts to do **community service** (53%). One in three residents have heard about **On Country, restorative justice conferencing** and **early intervention programs**.

| Summary description | Detailed description | % AWARE WHEN PROMPTED |
|---|---|-----------------------|
| Extra monitoring and supervision services | <p>Extra monitoring and supervision services are being put in place for high-risk repeat offenders, including the use of electronic monitoring devices for those on bail.</p> <ul style="list-style-type: none"> Townsville is one of five sites trialling the use of electronic monitoring as a condition of bail (in certain circumstances); Devices are fitted to the ankle and monitors their location using GPS; It provides real-time alerts of any unauthorised movements; A 24-hour Monitoring Centre provides immediate notification to police of any detected breaches. | 57% |
| Community service | <p>Community service can be sentenced by the courts. It involves the young person completing a certain number of hours of service, usually with a community organisation. This provides them with a way to:</p> <ul style="list-style-type: none"> give back to the community; make community connections; build some positive self-image for the work they do; gain work experience and potential networks for future employment. | 53% |
| Culture-based rehabilitation for Indigenous offenders (On Country) | <p>On Country is an Aboriginal and Torres Strait Islander designed and led justice program that aims to:</p> <ul style="list-style-type: none"> reduce rates of offending and reoffending; strengthen young people's cultural and spiritual connections to land, sea and sky through the active efforts and participation of local community leaders, Elders and Traditional Owners; strengthen family relationships and connections with the community while promoting positive self-identity; re-engage young people with education, training and employment; refer young people and families to other support services in the local community. <p>Delivered in partnership with Gr8Motive Aboriginal and Torres Strait Islander Corporation.</p> | 35% |
| Restorative justice conferencing | <p>Restorative justice conferencing is a face-to-face meeting between a young person who has committed a crime and the people who were affected.</p> <ul style="list-style-type: none"> It enables them to discuss the impact of the offending and what can be done to start making things right; It gives victims of crime an opportunity to have their say and makes the perpetrator accountable. | 32% |
| Early intervention programs | <p>Early intervention programs with young people in high-risk families, to help prevent them from offending in the first place.</p> <ul style="list-style-type: none"> For example, working closely with young people and their families to identify and obtain the help they need, i.e. accessing medical services such as hearing tests and diagnosing health issues, working with schools to improve school attendance and engagement. | 31% |

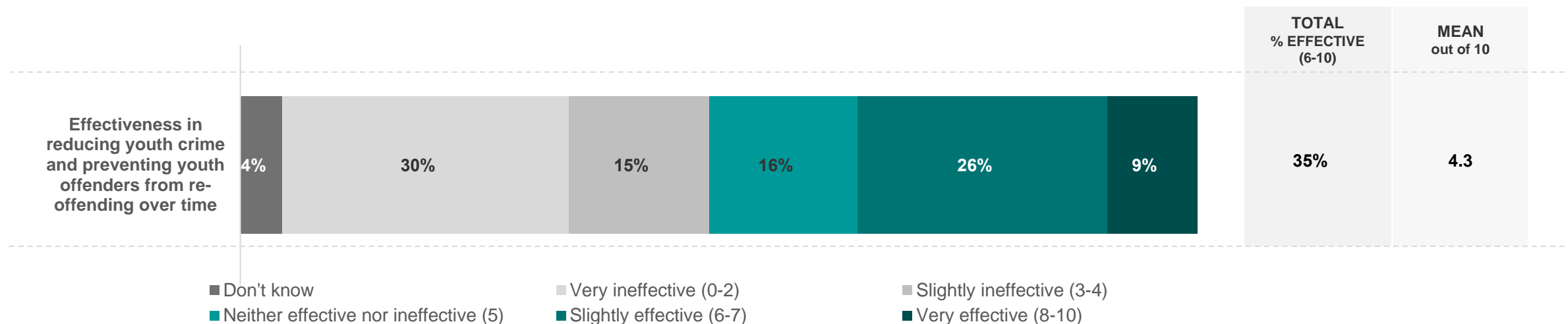
PROMPTED AWARENESS OF YOUTH JUSTICE SERVICES AND INITIATIVES

One in three (31%) residents have also heard about **presumption against bail**. There is least (prompted) awareness for **specialist multi-agency response teams and panels** (16%) and the **Transition to Success program** (21%).

| Summary description | Detailed description | % AWARE WHEN PROMPTED |
|---|--|---|
| Presumption against bail | Presumption <u>against</u> bail for a young person charged with a serious (indictable) offence whilst on release on bail. <ul style="list-style-type: none"> Bail is not a given – offenders must prove they are not a risk to get bail; The small cohort of serious repeat (recidivist) offenders posing a risk to the community will not get bail. |  31% |
| In deciding whether to grant bail (support person) | In deciding whether to grant bail , decision-makers will consider whether there is someone willing to support the young person on bail. A support person (family member, neighbour, employer, child safety officer, staff member or volunteer from a support service) must be willing to do one or more: <ul style="list-style-type: none"> support a young person to comply with conditions of bail; and/or notify youth justice staff or police of a change in the young person's circumstances which may affect their ability to comply with bail; and/or notify youth justice staff or police of a breach of a bail condition. |  27% |
| Creation of a 24/7 'Co-responder' Team | Creation of a 24/7 'Co-responder' Team (Townsville police and local youth justice workers) <ul style="list-style-type: none"> Conducting patrols of areas where young people are known to congregate and may be behaving in anti-social ways; Provide assistance, often diverting young people to support services such as homelessness, substance misuse, mental health, education and domestic and family violence. |  27% |
| After-hours diversionary activities and services | After-hours diversionary activities and services <ul style="list-style-type: none"> such as The Lighthouse provide a safe place for young people who may not feel safe at home and need a place to go, and also offer supervised social and educational activities e.g. healthy relationships programs, sports. |  24% |
| Transition to Success Program | Transition to Success Program providing alternative education and vocational training to prevent at risk young people from entering the youth justice system and reduce reoffending for those already in the system. <ul style="list-style-type: none"> For example, young people complete a Certificate I in Construction with TAFE while also being helped by transition officers to develop independence and other life skills. |  21% |
| Specialist Multi-Agency Response Teams and Panels | Specialist Multi-Agency Response Teams and Multi-Agency Panels <ul style="list-style-type: none"> Specialist staff and case workers provide a coordinated assessment of the underlying factors that contributed to a young person's offence and advise the courts which support programs will best address their behaviours to prevent re-offending. |  16% |

PERCEIVED EFFECTIVENESS OF QUEENSLAND GOVERNMENT REFORMS

After reading more about the full range of initiatives and services, one in three (35%) Townsville residents think the initiatives and services (as a collective) will be effective. Greater support is apparent among younger residents, females, First Nations, lower SES households and among those not personally impacted by crime in the last five years. Opinions on the effectiveness of these reforms are strongly correlated with residents' current beliefs about the level of action the government is currently taking - *those who agree the Queensland Government is currently taking a high level of action are also more likely to believe the reforms are likely to be effective.*



Though not statistically significant due to small sample sizes, the total % who believe they will be effective (6-10) is **higher** amongst:

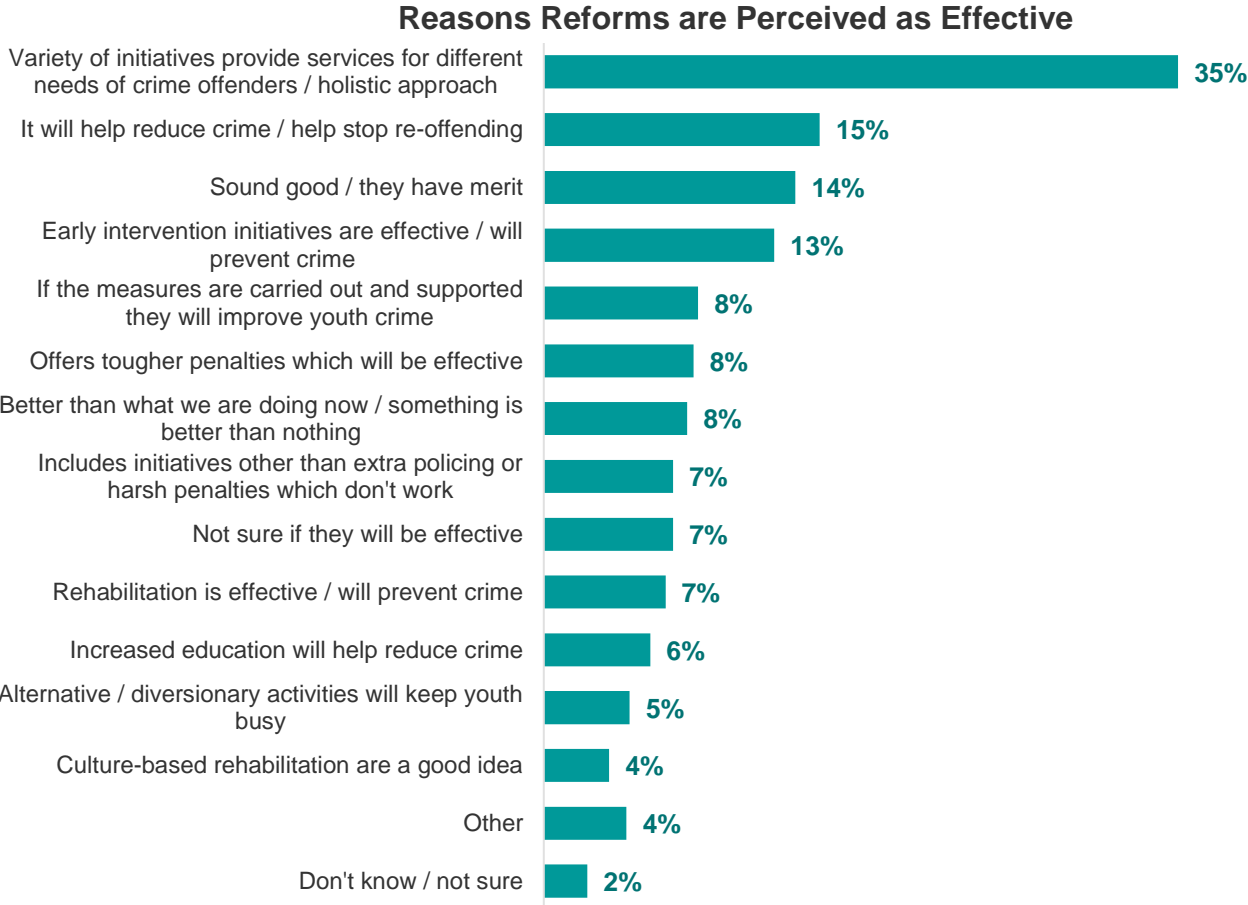
- Younger residents aged 18-39 years (43%), particularly those aged 18-29 years (38%)
- Females (37%)
- Residents who identify as First Nations (44%) – noting that this is a small sample size and caution should be applied when interpreting the results
- Lower income households (<\$78k pa) (42%)
- Those who have not been personally affected by any crime in the last 5 years (44%).

Also not statistically significant due to small sample sizes, the total % who believe the initiatives and services will be effective (6-10) is **lower** amongst:

- Older residents aged 40+ years (30%)
- Males (33%)
- Those who have been personally affected by any crime in the last 5 years (30%).

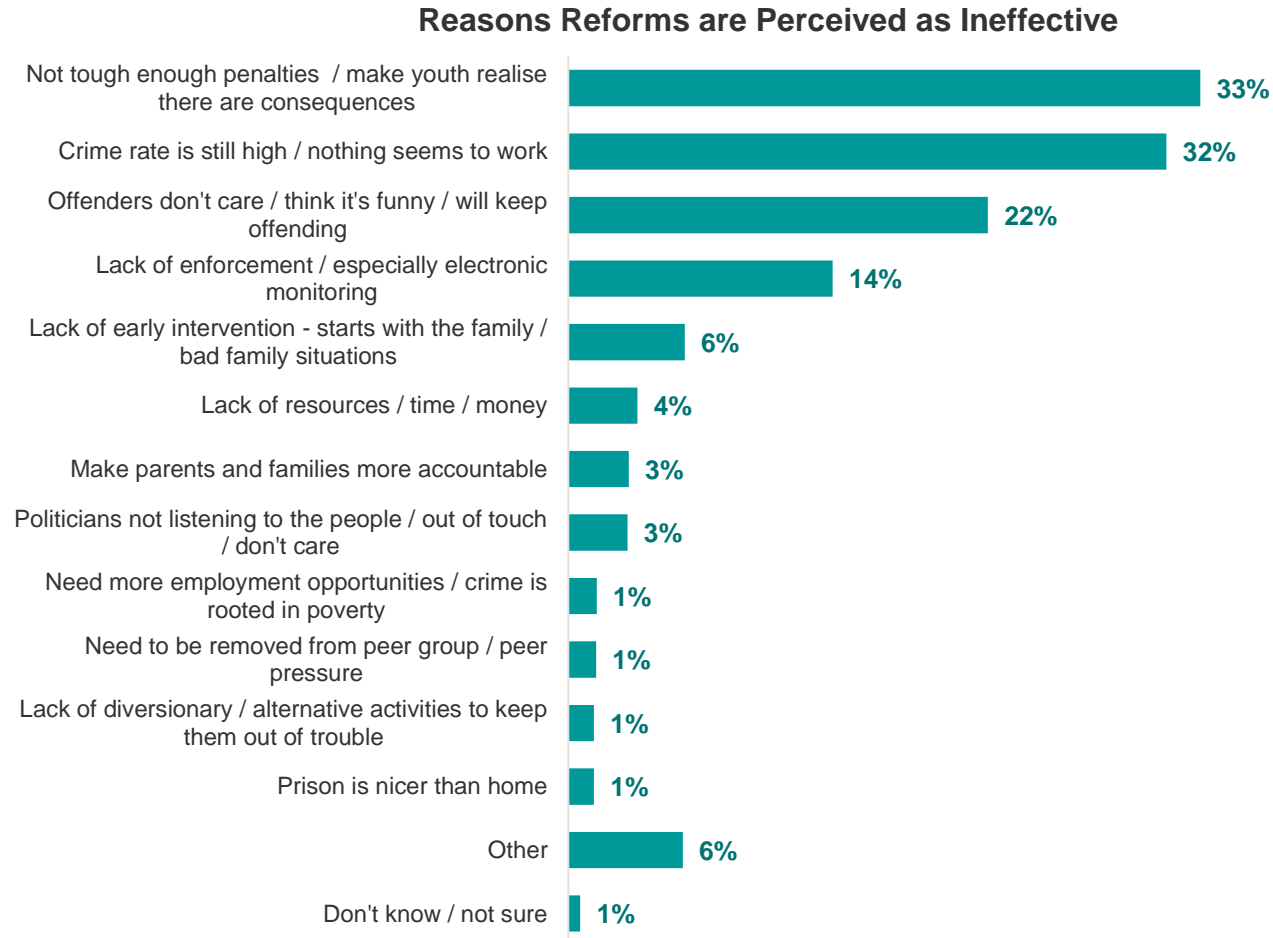
REASONS FOR REFORMS BEING PERCEIVED AS LIKELY EFFECTIVE

The main reason for thinking the **reforms will be effective** is due to the wide range (holistic) of initiatives to meet the differing needs of offenders (35%). Others are positive about the initiatives because they believe they will work/have merit. There were several positive comments about supporting early intervention, rehabilitation and education. Others are pleased that something is being done. Others are pleased that something is being done.



REASONS FOR REFORMS BEING PERCEIVED AS LIKELY INEFFECTIVE

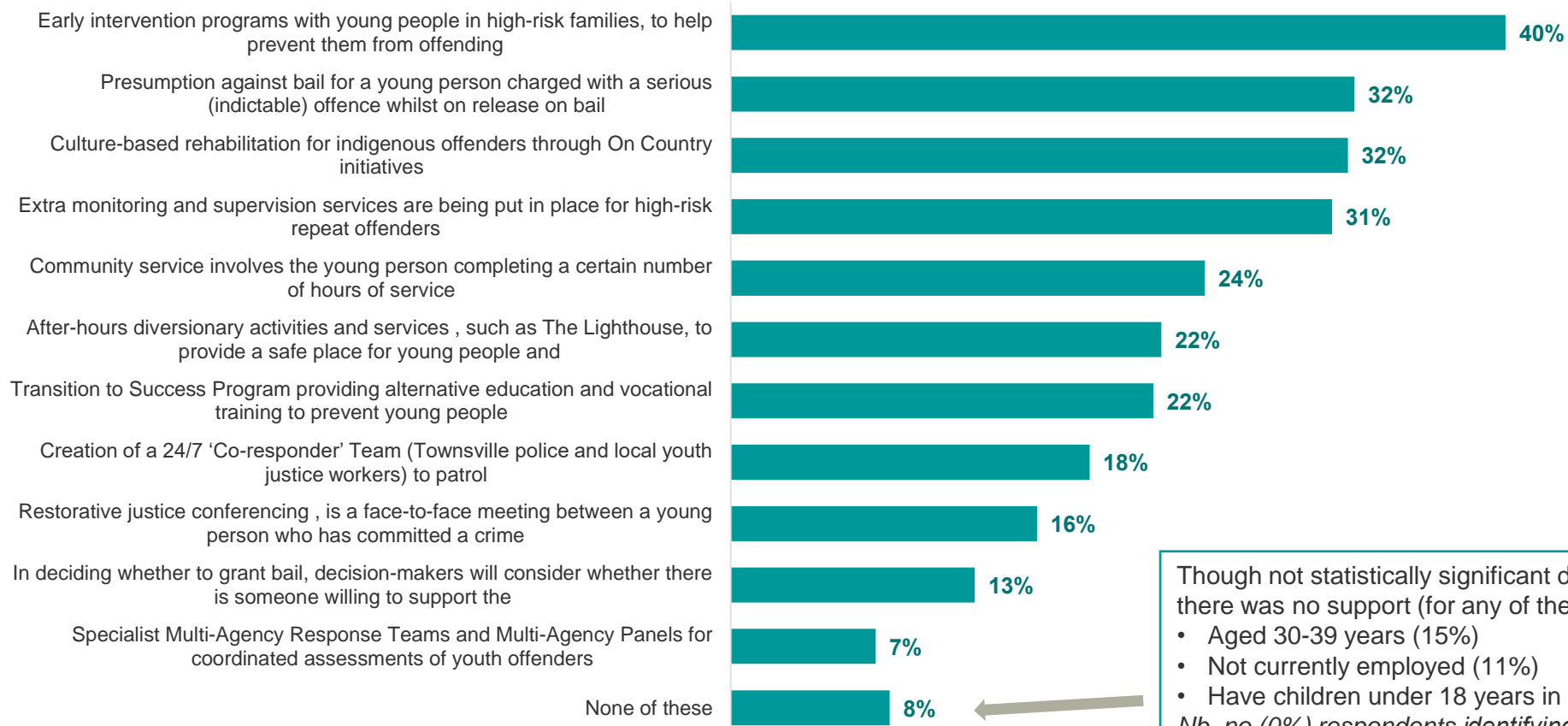
Among those who think the **reforms will be ineffective**, there are two main schools of thought: people who think the reforms are not tough enough/lack consequences (33%) or those who think that crime rates are still high/offenders won't stop because the initiatives haven't worked/not taken seriously by offenders (54%).



YOUTH JUSTICE INITIATIVES / SERVICES WITH THE MOST/LEAST SUPPORT

While 8% of the Townsville community don't support any of the reforms, there are good levels of support for **early intervention programs** (40%), followed by **presumption against bail** (32%), **culture-based rehabilitation (On Country)** (32%), and **extra monitoring and supervising services** (31%). Least support is given to **specialist multi-agency response teams** (7%) and **bail support person** (13%).

LEVEL OF SUPPORT FOR YOUTH CRIME INITIATIVES / SERVICES
(% SELECTED IN TOP 3 INITIATIVES)



Though not statistically significant due to small sample sizes, groups where there was no support (for any of the initiatives) was **higher** among residents:

- Aged 30-39 years (15%)
- Not currently employed (11%)
- Have children under 18 years in the household (12%).

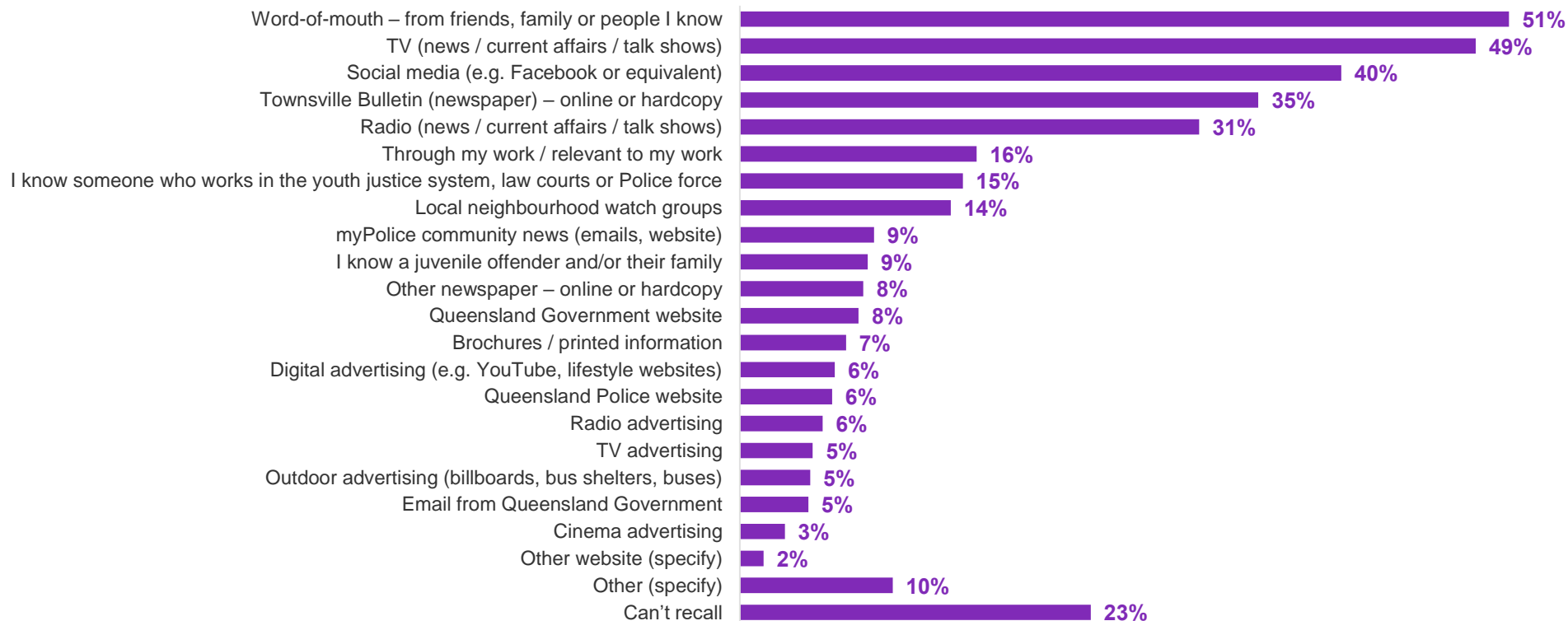
Nb. no (0%) respondents identifying as First Nations said 'none'

3.3. Information sources

SOURCES OF AWARENESS AND YOUTH JUSTICE SERVICES AND INITIATIVES

The word of mouth network in Townsville appears to be active with one in two (51%) residents finding out about reform initiatives from someone they know. TV is another common source of awareness (49%), followed by social media (40%) and the Townsville Bulletin (35%). One in four (23%) can't recall how they found out.

SOURCES OF AWARENESS ABOUT YOUTH JUSTICE SERVICES AND INITIATIVES (ALL INITIATIVES COMBINED)



SOURCES OF AWARENESS AND YOUTH JUSTICE SERVICES AND INITIATIVES

Both the TV and the Townsville Bulletin are common sources of awareness for **extra monitoring and supervision services, On Country and presumption against bail**. TV is credited for making people aware of **early intervention programs**, whereas word of mouth has generated substantial awareness for **community service, On Country, presumption against bail, co-responder teams and the Transition to Success program**. Social media (Facebook) has played an important role in creating awareness for **On Country, restorative justice conferencing, presumption against bail, bail support person and specialist multi-agency teams/panels**.

| | Extra monitoring and supervision services (n=113) | Community service (n=105) | Culture-based rehabilitation for Indigenous offenders (n=70) | Restorative justice conferencing (n=61) | Early intervention programs (n=59) | Presumption against bail (n=61) | In deciding whether to grant bail (support person) (n=54) | Creation of a 24/7 / Co-responder Team (n=55) | After-hours diversionary activities and services (n=50) | Transition to Success Program (n=42) | Specialist Multi-Agency Response Teams/Panels (n=31) |
|--|---|---------------------------|--|---|------------------------------------|---------------------------------|---|---|---|--------------------------------------|--|
| TV (news / current affairs / talk shows) | 48% | 27% | 35% | 23% | 35% | 36% | 29% | 27% | 24% | 18% | 17% |
| Townsville Bulletin (newspaper) – online or hardcopy | 31% | 17% | 30% | 27% | 19% | 34% | 18% | 22% | 25% | 14% | 7% |
| Radio (news / current affairs / talk shows) | 27% | 18% | 24% | 8% | 14% | 19% | 22% | 5% | 24% | 17% | 11% |
| Social media (e.g. Facebook or equivalent) | 27% | 22% | 33% | 30% | 28% | 31% | 30% | 21% | 29% | 27% | 30% |
| Word-of-mouth – from friends, family or people I know | 23% | 32% | 30% | 26% | 26% | 34% | 28% | 32% | 27% | 39% | 29% |
| I know someone who works in the youth justice system, law courts or Police force | 9% | 8% | 7% | 10% | 10% | 11% | 13% | 12% | 14% | 18% | 14% |
| myPolice community news (emails, website) | 8% | 1% | 2% | 3% | 3% | 7% | 4% | 9% | 4% | 6% | 10% |
| Other newspaper – online or hardcopy | 6% | 6% | 7% | 6% | 3% | 3% | 6% | 9% | 6% | 2% | 6% |
| Radio advertising | 5% | 2% | 5% | 0% | 0% | 2% | 6% | 3% | 7% | 4% | 0% |
| Local neighbourhood watch groups | 5% | 7% | 7% | 3% | 5% | 4% | 8% | 12% | 6% | 10% | 14% |
| Through my work / relevant to my work | 4% | 10% | 11% | 10% | 14% | 7% | 16% | 3% | 10% | 19% | 13% |
| TV advertising | 2% | 0% | 0% | 0% | 5% | 0% | 3% | 3% | 2% | 0% | 0% |
| Other website (specify) | 2% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| I know a juvenile offender and/or their family | 2% | 5% | 6% | 6% | 6% | 9% | 14% | 7% | 7% | 6% | 6% |
| Digital advertising (e.g. YouTube, lifestyle websites) | 1% | 3% | 2% | 0% | 4% | 1% | 0% | 3% | 0% | 0% | 0% |
| Cinema advertising | 1% | 0% | 0% | 3% | 3% | 1% | 2% | 0% | 0% | 0% | 0% |
| Brochures / printed information | 1% | 2% | 3% | 3% | 0% | 0% | 0% | 6% | 2% | 2% | 5% |
| Queensland Government website | 1% | 3% | 3% | 0% | 3% | 7% | 5% | 0% | 0% | 4% | 5% |
| Queensland Police website | 1% | 1% | 2% | 3% | 2% | 7% | 5% | 12% | 2% | 2% | 0% |
| Email from Queensland Government | 1% | 0% | 1% | 0% | 3% | 2% | 3% | 0% | 0% | 4% | 0% |
| Outdoor advertising (billboards, bus shelters, buses) | 0% | 1% | 0% | 0% | 0% | 0% | 9% | 1% | 2% | 0% | 5% |
| Other (specify) | 3% | 6% | 3% | 11% | 6% | 5% | 5% | 8% | 2% | 4% | 6% |
| Can't recall | 5% | 13% | 6% | 5% | 8% | 1% | 6% | 6% | 8% | 5% | 16% |

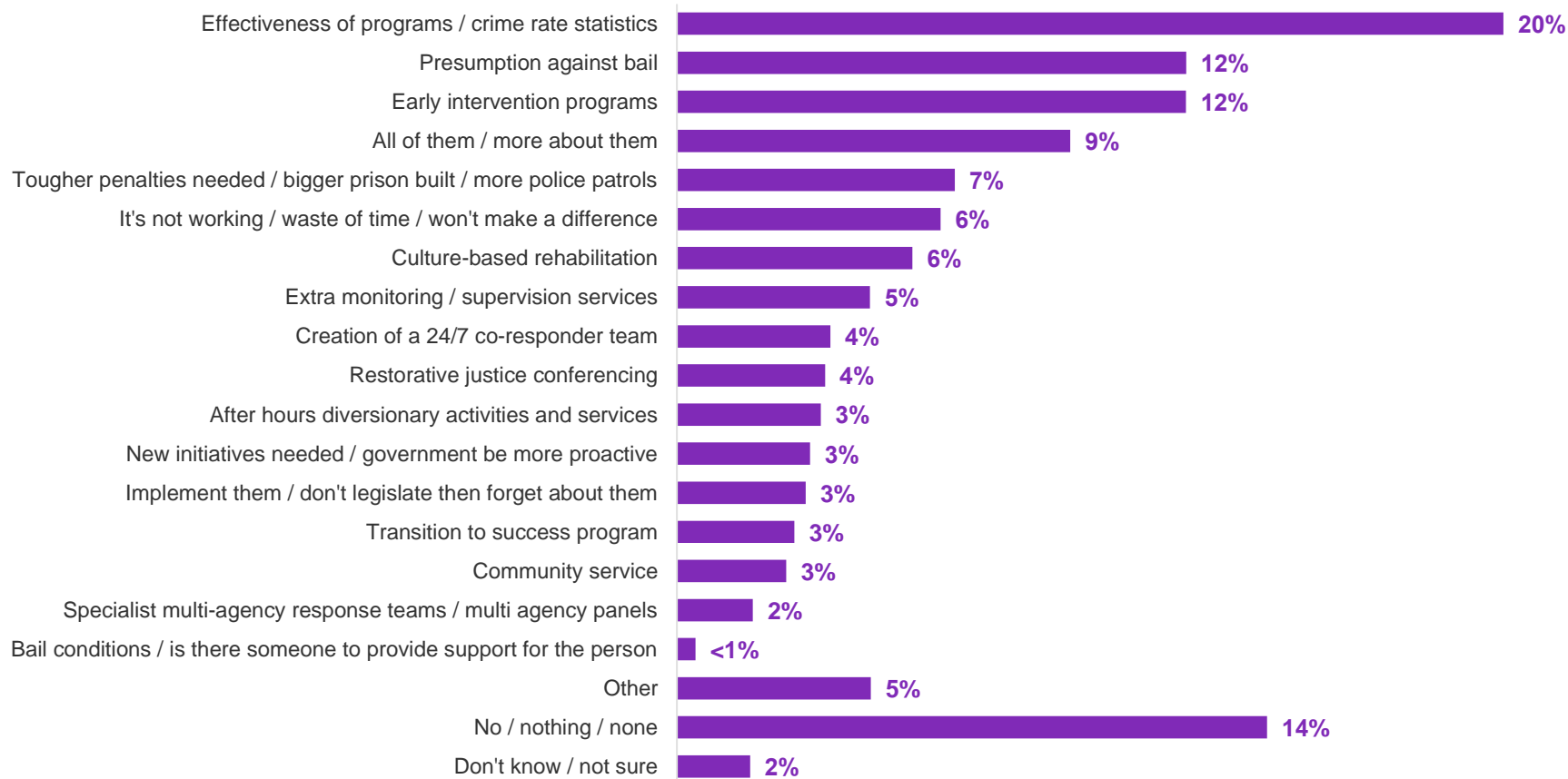
BASE: Indicated they were aware of at least one service or initiative
 B10. You mentioned you were aware of the following youth justice initiatives and services to improve community safety: INSERT SUMMARY DESCRIPTIONS FOR ALL INITIATIVES SELECTED AS CODE 1 AT B6. Where have you seen or heard information about these? What channels?
 (Select as many as apply)

| | % mention |
|--------|-----------|
| Green | 35-50% |
| Yellow | 20-35% |
| Orange | 5-20% |

WHAT THE GENERAL PUBLIC WOULD LIKE TO KNOW MORE ABOUT

Residents of Townsville are most interested in finding out about the **effectiveness of programs/crime rate statistics** (20%). Most interest has been shown for the specific initiatives of **presumption against bail** (12%) and **early intervention programs** (12%). One in ten (9%) are seeking more information about all of the initiatives/services. However, 7% want tougher penalties (bigger prison/more police), 6% don't support any initiatives (they're not working/waste of time) and 14% have no desire for further information.

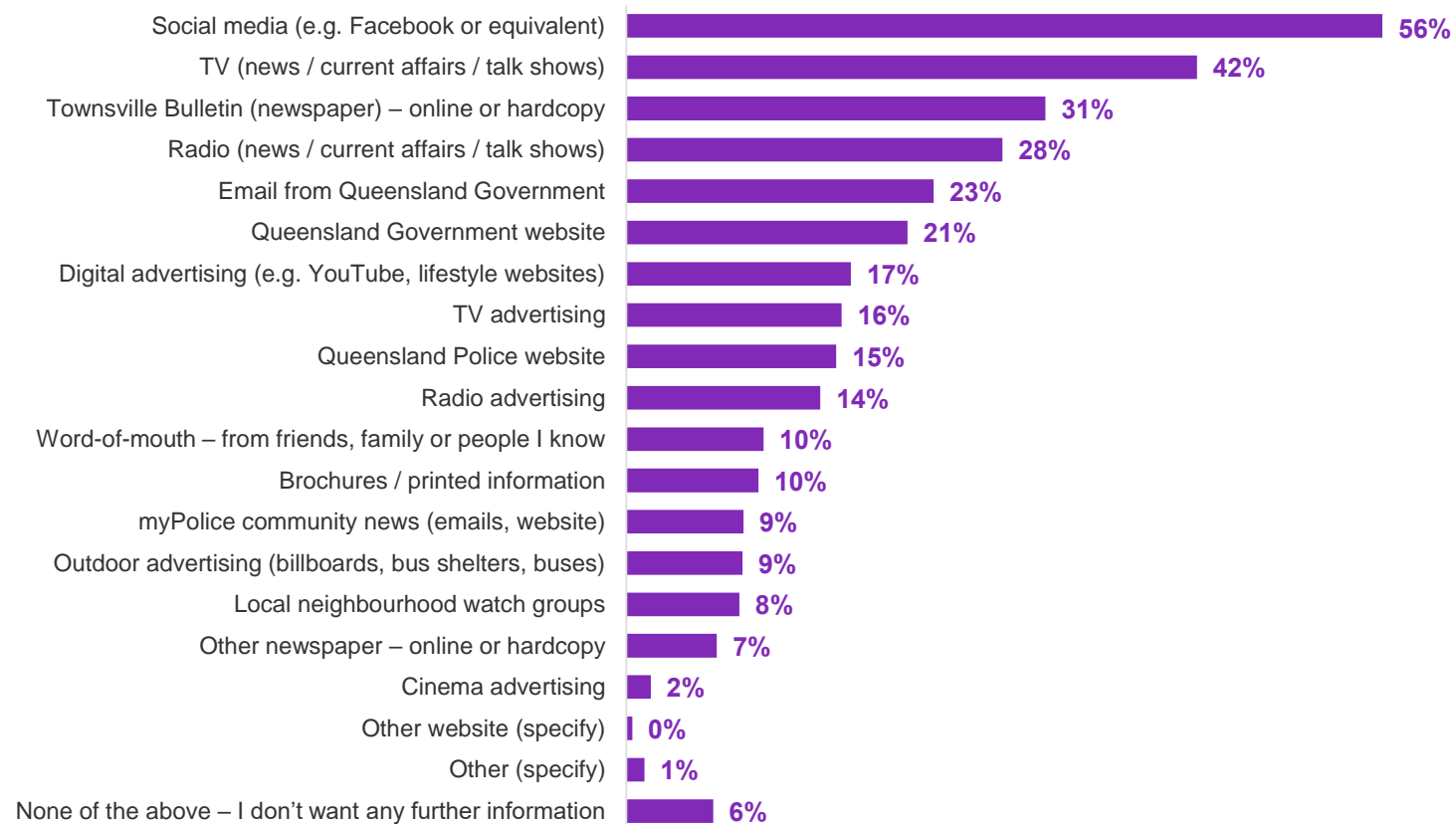
WHAT THE GENERAL PUBLIC WOULD LIKE TO KNOW ABOUT THESE INITIATIVES AND SERVICES



PREFERRED CHANNELS FOR COMMUNICATION

Social media is a preferred channel for information by 56% of Townsville residents, followed by TV (42%). One in three (31%) like the Townsville Bulletin, and 28% radio. A Queensland Government generated email or website are also quite popular with one in five choosing these channels.

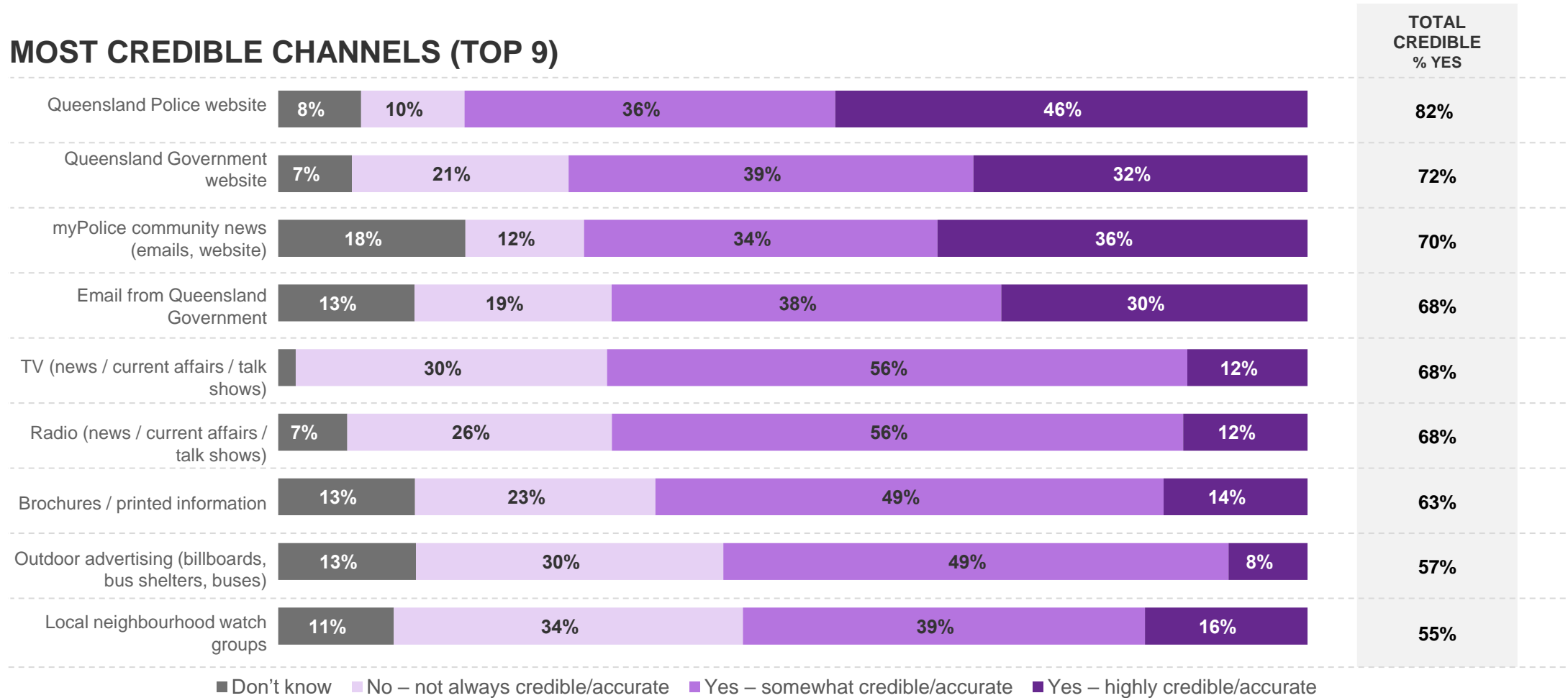
PREFERRED CHANNELS FOR COMMUNICATION



PERCEIVED CREDIBILITY OF CHANNELS FOR COMMUNICATION

The Queensland Police (website, myPolice community news) is considered by Townsville residents as the most highly credible and accurate source of information about youth crime and juvenile offenders. The Queensland Government (website, email) is rated next most credible and accurate. The traditional media narrative via TV and radio is viewed inconsistently as somewhat or not always credible/accurate.

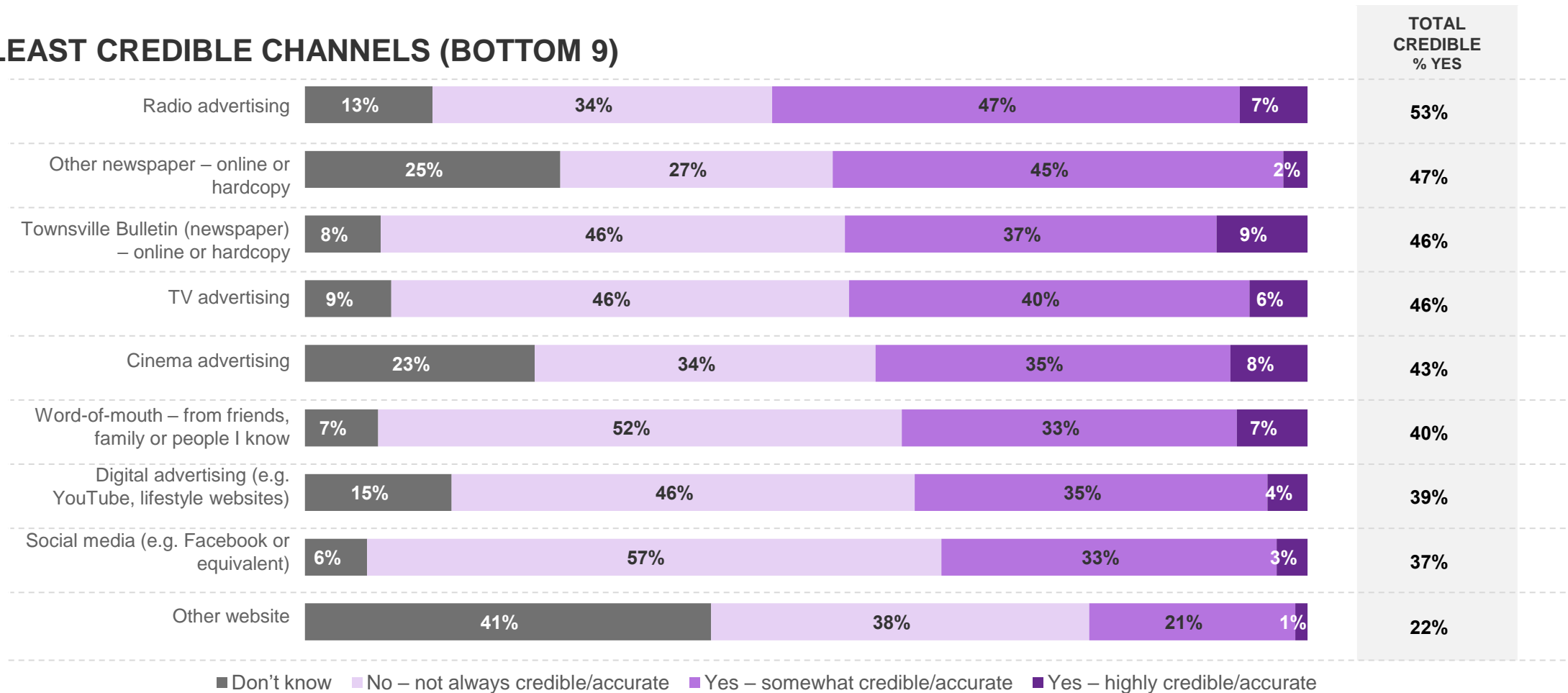
MOST CREDIBLE CHANNELS (TOP 9)



PERCEIVED CREDIBILITY OF CHANNELS FOR COMMUNICATION

Only about half of all Townsville residents rate advertising sources via outdoor, radio, print, TV as credible/accurate, so there is some doubt surrounding these sources of paid communication. Interestingly, only 9% consider the Townsville Bulletin as highly credible/accurate, with a significant 83% believing it is somewhat (37%) or not always (46%) credible/accurate in its reporting. Doubt also surrounds the credibility/accuracy of digital and social media sources such as Facebook, YouTube, with almost no-one considering these sources as highly believable.

LEAST CREDIBLE CHANNELS (BOTTOM 9)

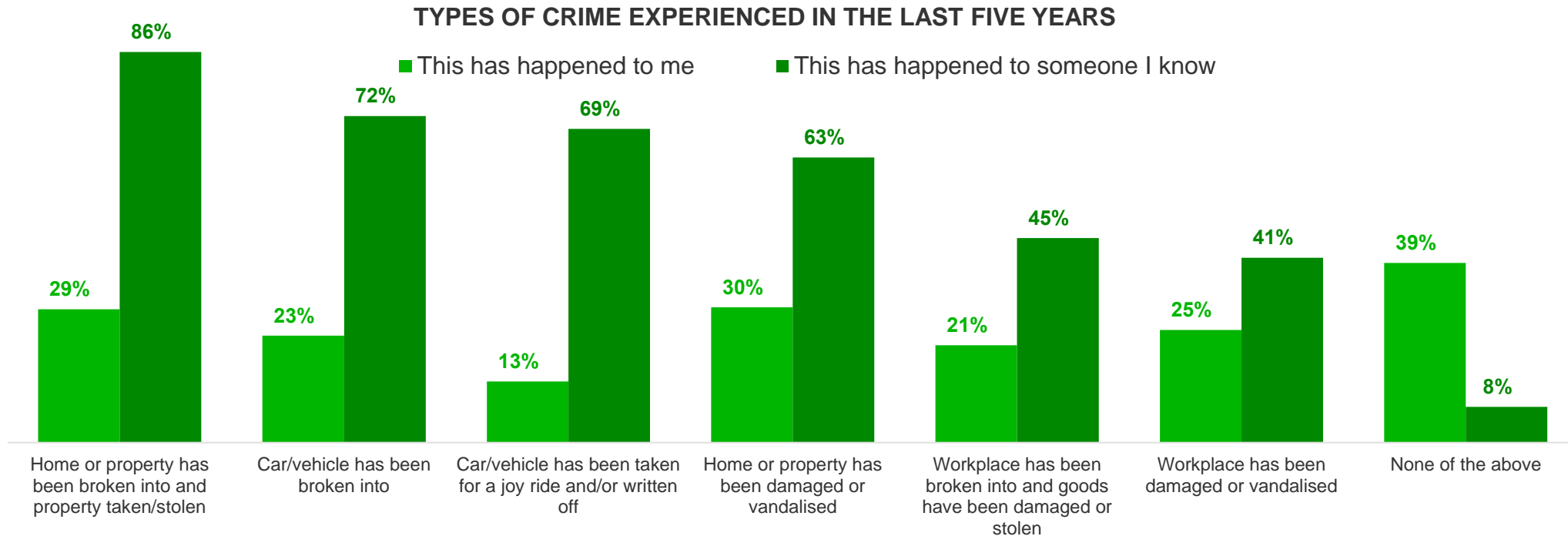


3.4.

Impact of youth crime on
the community

TYPES OF CRIME EXPERIENCED IN THE LAST FIVE YEARS

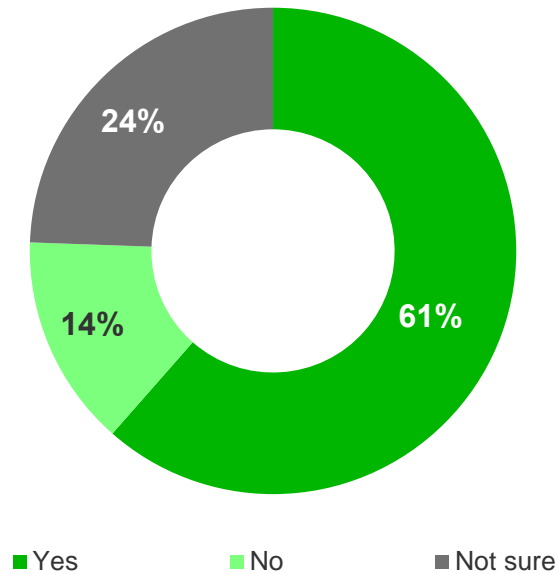
Six in 10 (61%) Townsville residents have personally been impacted by crime and 92% know someone who has been impacted by crime in the past five years. The most common types of crime experienced by residents themselves are home/property damage/vandalised (30%) or home/property broken into and property taken/stolen (29%). 25% say their workplace has been damaged or vandalised, and 23% have experienced damage to their car/vehicle.



PROPORTION OF CRIMES BEING COMMITTED BY A YOUNG PERSON

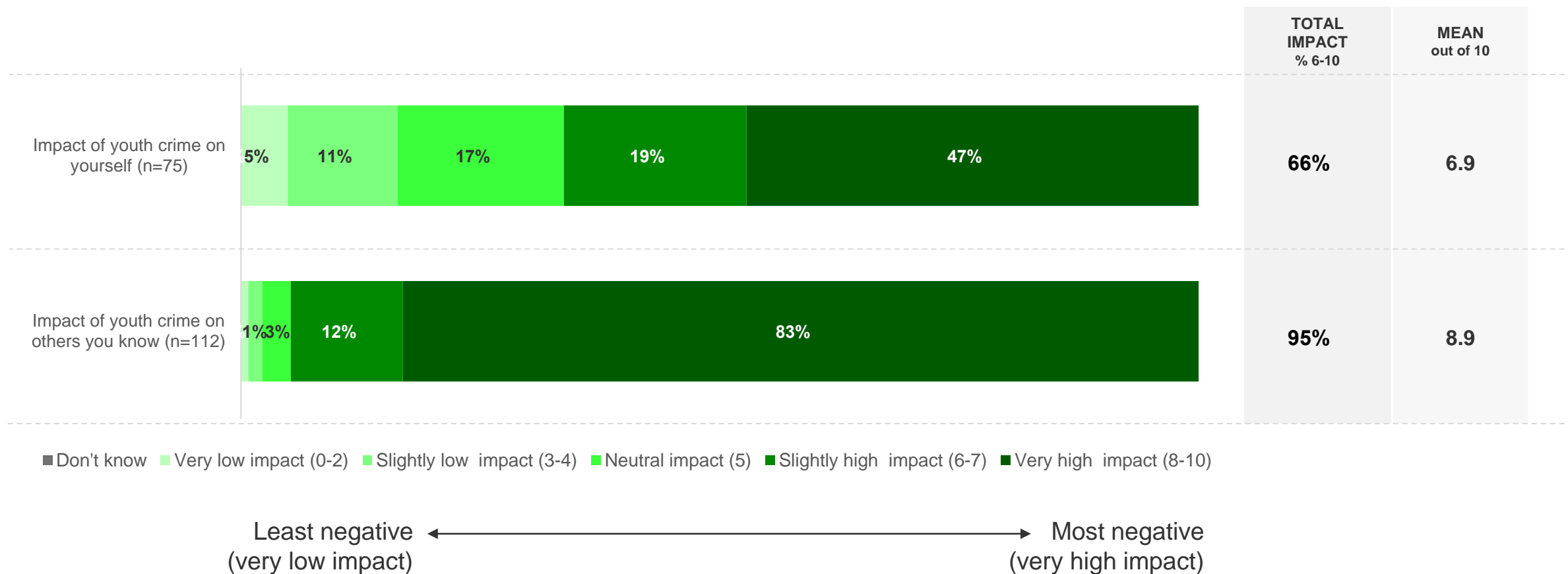
Of all the crimes experienced in the past five years (either personally or by someone the respondent knows well), 61% believe that the crime was committed by a young person (aged 17 years or under), but 24% are unsure.

AWARENESS THAT CRIMES EXPERIENCED WERE COMMITTED BY A YOUNG PERSON <18 YEARS
(Base: Personally experienced crime or know someone well who experienced crime in the last five years;
n=189)



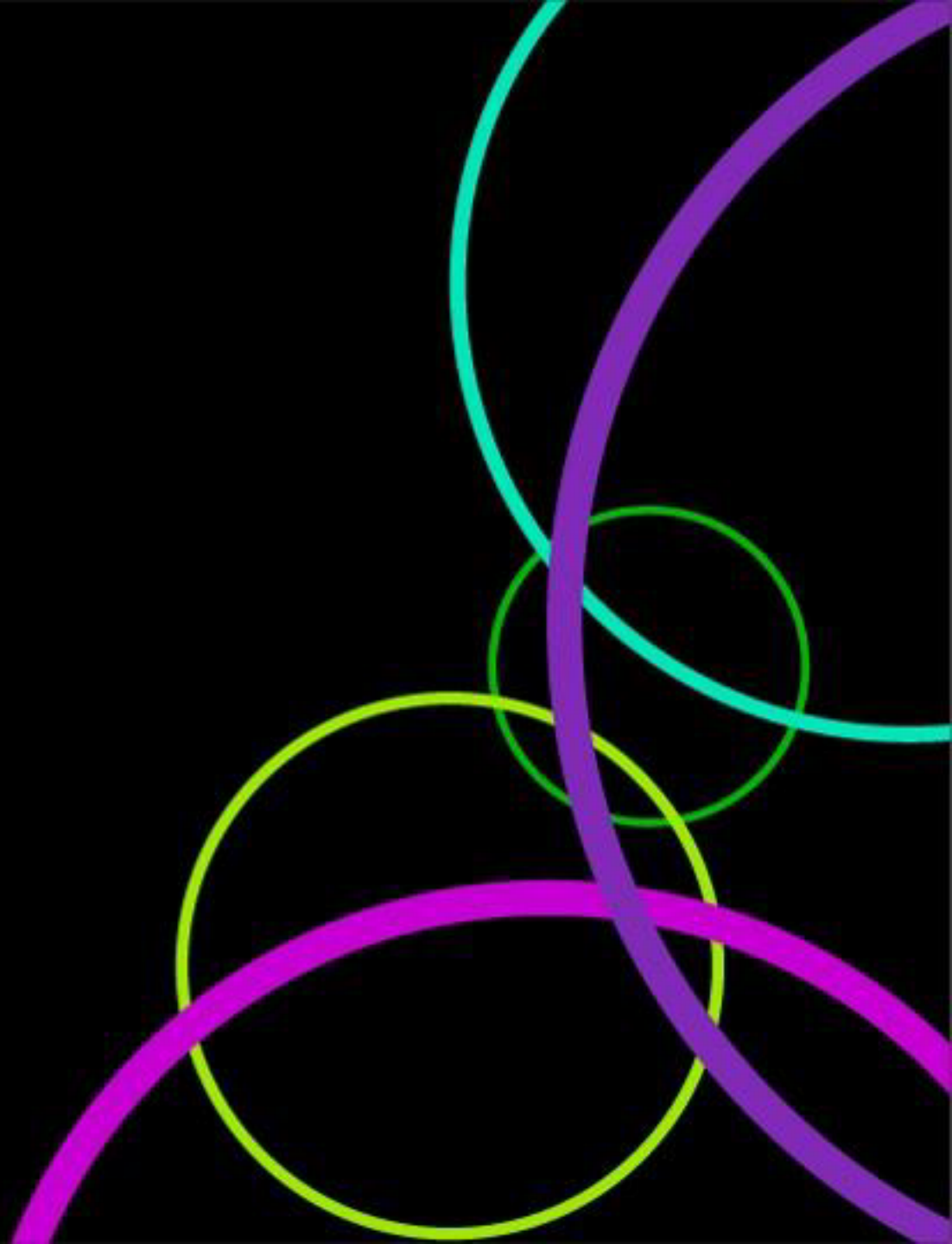
IMPACT OF YOUTH CRIME ON INDIVIDUALS

66% of those personally experiencing youth crime in the past five years, feel negatively impacted to some extent, 17% feel neutral and the rest don't feel particularly impacted. Perceptions about the impact of youth crime on other people (known to the respondent) are rated more strongly with 83% saying the person they know well was *very highly* impacted (negatively) by the crime they experienced.



4.

**Sample profile
(demographics)**

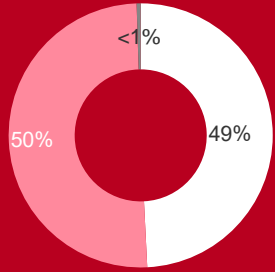


DEMOGRAPHICS

RESPONDENT PROFILE

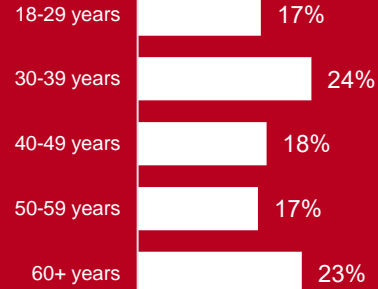


GENDER

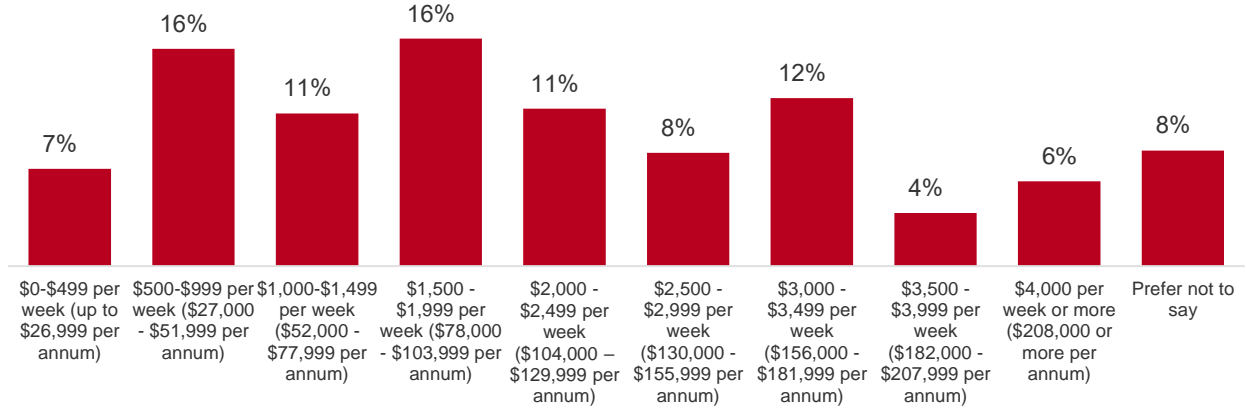


- Male
- Female
- Neither (non-binary)

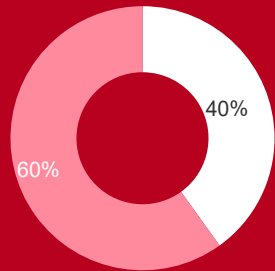
AGE



HOUSEHOLD INCOME



HAS CHILDREN UNDER 18 YEARS IN THE HOUSEHOLD



- Yes
- No

EMPLOYMENT STATUS



11%

identify as living with **disability**

6%

Identify as being **Aboriginal and/or Torres Strait Islander background**

6%

speak a language other than English at home

KANTAR PUBLIC

