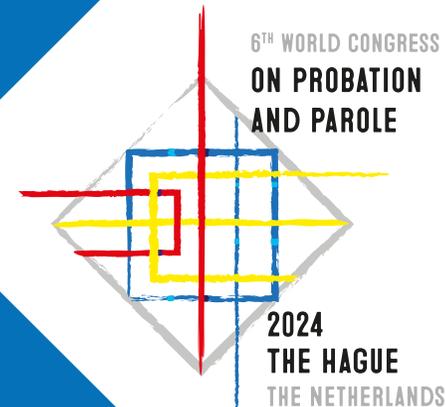


6th World Congress on Probation and Parole

The future of probation and parole
16 – 18 April, The Hague, The Netherlands



It was great to bring together so many perspectives

Interview Johan Bac,
Director-General Dutch Probation Service

Nearly 500 participants from 63 countries attended the sixth edition of the World Congress on Probation and Parole in The Hague, the Netherlands in April. We asked Johan Bac, who was part of the organisation, how he looks back on the congress.

Text: Thessa Lageman



What did you think of the congress?

"It was very energetic. After just five minutes, and with a few hundred people in the room, I felt that we understood each other: what our goal is, why we work with this difficult target group: people everyone despises because they have done something terrible. I was not only a participant, but also the host, so I had to keep an eye on everything. We wanted participants from all around the world, not only from Western countries, as you often see at congresses. Not only did people come from different parts of the world, but also from different positions: probation workers, managers, policy makers, scholars. It was great to bring so many perspectives together. I also liked that we had former clients on stage. One of them was a former criminal from the UK who had made a film about his life. We had lectures, presentations, but also music from our staff: the Enkelband and dinner at a beach club."

What interesting things did you learn or what inspired you?

"I was especially inspired by the sense of togetherness. Despite the many differences and even across cultural borders, it was almost magical how that fell into place. I see the same things happening when I visit one of the projects that our organisation supports in other countries. And even though we are the oldest probation service in the world, and we are

"Now that we have a worldwide community, **we want to take initiatives between conferences.**"

big and well-funded, we can still learn a lot from probation services that have a shorter history. For example, from Clement Okech, the Kenian keynote speaker, who told us how they embed probation in their village communities and neighbourhoods. Some probation services are also much further ahead with digital support for our work, for example in Asia or the USA, so we're very curious about that as well. This is also a relevant theme for the future agenda."

How do you see the future of probation and parole?

"During the congress, you could participate in the Future Track: workshops on the future of our work. Together, participants created a Future Agenda for Probation and Parole (see next page). It's about finding more support for our work, about funding. In some countries, probation elements are not yet embedded in the criminal justice system, so it's important to free up the budget to bring people back into society, to give them a second or third chance. Also on the agenda: it's very important to have a well-trained workforce. We should look at technology to support our work too, for example to write reports and help us calculate risks. But we have to find a balance: probation is still human work. We're not going to use robots to visit people. We want to continue to work on these themes. That's why I handed over the Future Agenda to the Indonesian Ambassador to the Netherlands for the next congress in Indonesia, together with the congress key."

Do you think it's important to meet every two years to discuss the international development of this work?

"Definitely. The number of countries with a probation service and the number of employees are growing worldwide. On the other hand, we still see very crowded prisons. So it's good to get together and keep each other informed about

developments. Our work can be lonely and is often under the microscope. When things go wrong, we get the blame. We can support, inspire and emancipate each other. Also, now that we have a worldwide community, we want to take initiatives between conferences. Create a platform for probation and parole, but also organise regional and digital congresses. In the coming months, we'll be looking at how to make this sustainable."

What motivates you to work in this field?

"Like many of my colleagues, I work in probation for a good reason. I believe in the work we do. Working with the offender, bringing offenders and victims together if possible. Avoiding new victims. After all, probation is about people who hurt each other. How can we move forward in a peaceful way? In autocratic regimes, harsher punishment is seen as the ultimate goal. Yet scientific research shows that punishments other than detention, such as community service, often lead to lower rates of recidivism, sometimes as much as 50 percent lower."



CREATING the NARRATIVE

Be more **VISIBLE!**

Tell the **PROBATION STORY** FROM DIFFERENT ANGLES

SOCIAL MESSAGING

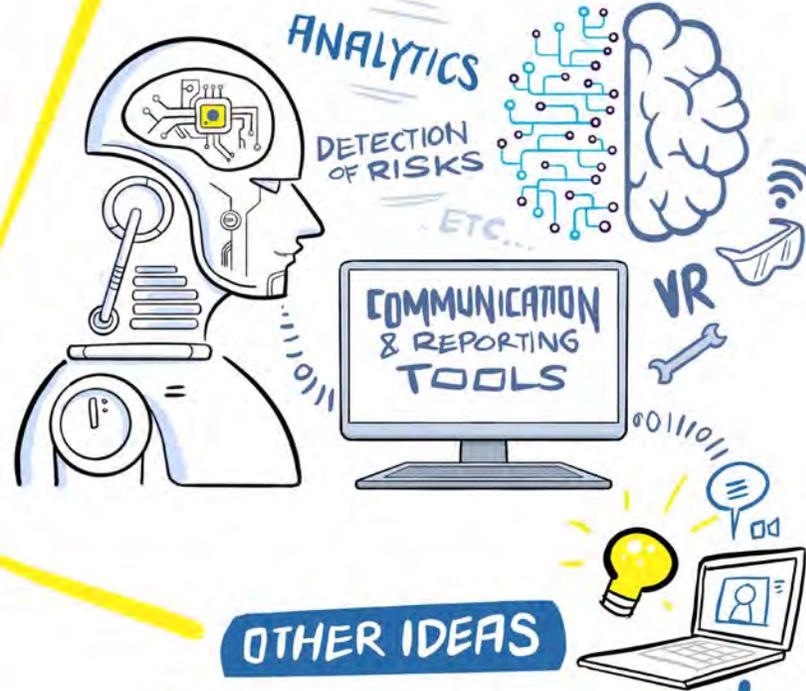
BRANDING
PROBATION & PAROLE

GIVE VOICES TO THE NUMBERS

FIND WAYS TO ELEVATE THE PROFILE OF PROBATION

Future Agenda ON PROBATION & PAROLE

AI & NEW TECHNOLOGIES



COLLABORATION

PROBATION AS A FORM OF **RESISTANCE** MANAGEMENT

PROACTIVE HR
The **CHANGING WORKFORCE**

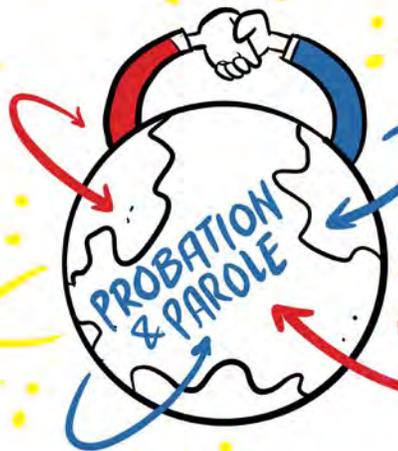
OTHER IDEAS

USE OF TRACKS **HYBRID?**

ORGANISE the 7th CONGRES

FILL THE GAP IN BETWEEN **WOW!**

WHO TO INVITE ... PARTNERS -- VICTIMS -- CLIENTS ETC. THIS COULD BE IN ONE TRACK



MOVING FORWARD



FINDING NEW WAYS

These meetings help us grow as professionals, practitioners, human beings

Interview Daniel Danglades, Deputy Head of European and International Relations Unit, French Ministry of Justice and CEP board member

Nearly 500 participants from 63 countries attended the sixth edition of the World Congress on Probation and Parole in The Hague, the Netherlands in April. We asked Daniel Danglades how he looks back on the congress.

Text: Thessa Lageman

What did you think of the congress?

"I feel incredibly fortunate to be part of this huge global community. This World Congress on Probation and Parole was a blend of cultures and an opportunity to engage, brainstorm and think forward. It was very exciting. The organisation was top-notch. Everything was there, it was fantastic. It was like a feast for the senses with cultural performances, keynote speeches, music, meals, and even a museum visit. Sometimes it's nice to change the setting and atmosphere, as this allows for a more relaxed and engaging environment for learning and growth. We also went to Utrecht to visit an old prison that had been repurposed into an office for creative entrepreneurs due to a decrease in the number of people in custody."

What interesting things did you learn or what inspired you?

"The words of the first keynote speaker, Mpho Tutu van Furth, Desmond Tutu's daughter, were very moving and powerful. She said that the value of probation echoes the way we see an offender. The congress was also

very inclusive and diverse: people came from all over the world and shared the same mission and passion. I talked to participants from Guyana, Japan, Chile. We have different practices and approaches, but we have the same goals. Probation services are not at the same level in terms of development when it comes to funding. Some of them aren't fully supported by the government. But we all believe that we need to convince those who make decisions and provide funding, as well as the community, that probation works."

How do you see the future of probation and parole?

"The future of probation is influenced by many factors, such as societal needs and global trends. Global collaboration is crucial as we need to share best practices and knowledge to strengthen the probation system worldwide and drive innovation. It's important to emphasise the sustainability and accessibility of probation services. Although technology and AI will play a major role in our work, we must not lose sight of the fundamental purpose behind our efforts. During

one of our sessions, we discussed a risk assessment tool, but we need to be cautious and remember that probation is ultimately about providing care and helping individuals to progress. It's also important to conduct more thorough evaluations and assessments of our work. Using evidence-based data to support our discussions with policymakers, politicians and the public is vital. Community involvement is indispensable, as we cannot accomplish our goals alone. Family, friends and the community at large all have a role to play. Moreover, a significant portion of resources is allocated to prisons, despite the fact that half of the people in the criminal justice system are on probation rather than in prison. Achieving a balance in the allocation of resources is key. It's also important to recognise that community services can be more challenging and demanding than commonly perceived. For example, keeping a regular schedule of appointments with a probation officer, wearing an electronic monitoring tag, or adhering to certain activity restrictions can be difficult and very challenging."

Do you think it's important to meet every two years to discuss the international development of this work?

"Certainly, we should continue holding these meetings. They are valuable for establishing global standards and best practices, and for collaborating across borders. We can learn from each other's successes, challenges and failures. Perhaps we should take the time to reflect and meet more often. These meetings offer us the opportunity to grow not only as professionals and practitioners, but also as individuals, as we are exposed to a community of

peers, new ideas, and training methods. While this work can be challenging, it's reassuring to know that we are not alone in dealing with these issues. We have a supportive probation family behind us. We are working not just for ourselves but for society as a whole, aiming to create a more rehabilitative, equitable and effective criminal justice system."

What motivates you to work in this field?

"My journey from engineer to prison officer, and eventually transitioning to probation, has been both challenging and rewarding. Growing up in Martinique, an island in the Caribbean, and later moving to France for my studies, I witnessed first-hand the complexities of the criminal justice system: overcrowded prisons, limited resources and the revolving door of individuals returning after release. These experiences motivated me to make a difference. As a probation officer, I have the unique opportunity to engage with individuals and encourage them to reflect on their lives and choices. Through honest conversations, I can help them make better choices and reintegrate into society. It's not just a job; it's a mission to create safer communities and offer second chances."

"It's not just a job;
it's a mission to create
safer communities and
offer second chances."



It's the role of a healthy society to support those disadvantaged

Interview Natalie Boal, Executive director of International Corrections & Prison Association Australia (ICPA)

Nearly 500 participants from 63 countries attended the sixth edition of the World Congress on Probation and Parole in The Hague, the Netherlands in April. Natalie Boal was among them. We asked her to reflect on the congress.

Text: Thessa Lageman



How did you find the congress?

"This world congress ensured a much-needed balance between academic and practical presentations with hearing from people with lived experience, to ensure we are listening to how real people are impacted by the work of probation and parole services around the world. The congress began powerfully with a mix of voices and a call for attendees to engage from the start. Throughout the conference, the range of presentations enabled deeper conversations. The congress also did a great job of ensuring different parts of the world were represented on the program. I was excited to attend presentations by colleagues from Asia, Latin America, and Africa."

What interesting things did you learn or what inspired you?

"The presentation by the Japanese Ministry of Justice on their volunteer model; Hogoshi, or Volunteer Probation Officers (VPOs) was of special interest to me. Hogoshi

are citizen volunteers who support the rehabilitation of offenders by guiding their 'mentees'. We know that this is an essential time in someone's desistance journey as the post-release period presents significant challenges, which lead someone to reoffend. Strong volunteering programs exist around the world, but I think the Hogoshi model in Japan stands out due to its significant scale, with over 50,000 volunteers, and the belief in the possibility of change. Correctional services are frequently hampered by funding constraints with challenges to government investment due to societal priorities and views of people who have been involved in criminal behaviour. So, it is interesting to look at how things can be done differently through innovative approaches. Indeed, programs like Hogoshi can address two goals, supporting the individual whilst looking to change the narrative within the community. Ultimately, these programs build a concept of forgiveness; how we can be a community that gives people a second chance."

"These programs build a concept of forgiveness; how we can be a community that gives people a second chance."

How do you see the future of probation and parole?

"I see probation and parole continuing to grow globally in terms of the maturity of models and the number of people accessing these alternatives to custody. There's an opportunity for countries that do not have a model at all to start and for the others to expand. One of ICPA's goals is to ensure that the community corrections is on the agenda for correctional agencies across the globe. We know that prison isn't the best option. The evidence shows that individuals' likelihood of reoffending is higher if they are in prison than if they are on a community-based order. Alternatives to custody are something that governments need to continue to engage and invest in. Expansion in probation and parole must be grounded in evidence, corrections agencies around the world have an ultimate obligation to community safety so managing risk, cycles of offending behaviour, and looking to long-term outcomes are critical."

Do you think it's important to meet every two years to discuss the international development of this work?

"It is essential. As a member of the organisational board, and as an organisation that runs similar conferences in the correctional field, we see firsthand the outcomes that in-person meetings have for driving practice improvements. The more I speak to people who attend these conferences, who are members with ICPA, the more I see the importance of learning from one another. We face very similar challenges

around the world. I've had cases where I've talked to people from, for example, the US and Turkey, and they're facing the same issues. There are a lot of questions about how to implement specific programs, like home detention, electronic monitoring, or the practical methods for managing people in the community. Learning from one another, from what did and did not work, is key to future growth. There are local and regional contexts and differences, so each country needs to ensure that a program is designed for the local environment, but I think people can learn from each other and see what works and what doesn't as the foundation for forward activity."

What motivates you to work in this field?

"I've always been very passionate about the broader human services sector and how government can improve the lives of disadvantaged people in their communities. We cannot have a healthy society if we are not supporting those who are disadvantaged. Prior to working with ICPA, I ran the South Australian correction's strategic policy, projects, and research unit, where I saw first-hand the impact that evidence-based interventions can make for people impacted by the criminal justice system. In this field, we work with some of the most vulnerable members of the population. When I speak to people about our work, I see so many challenges, but also so much opportunity for improvement. Ultimately, the majority of people working in corrections are passionate to drive change and this is what motivates me in my work for the ICPA."



We work in different countries, but deal with similar challenges

Interview Hans Dominicus,
Head of the Flemish Probation Service

Nearly 500 participants from 63 countries attended the sixth edition of the World Congress on Probation and Parole in The Hague, the Netherlands in April. Hans Dominicus was among them. We asked him how he looks back on the congress.

Text: Thessa Lageman

How did you find the congress?

"There was a good balance between inspiration, knowledge and the many informal networking opportunities. Besides learning new things during the workshops and the plenaries, it was also interesting to do more informal things like visiting the art museum and listening to music by Enkelband with members of the Dutch Probation Service. This helped to create a good atmosphere. We were also happy to be able to contribute to the congress by giving two workshops. One on how to offer judicial assistance to victims within a probation service and another on a new methodology to place the children we meet at the heart of our work. This what we call 'Child Reflex' encourages our probation workers to have a conversation with their adult clients about the subject of parenting and helps them detect troubling family situations and restore safety as quickly as possible."

What interesting things did you learn or what inspired you?

"Colleagues from all over the world have more or less similar problems or challenges, even though we work in very different contexts. We're all looking for ways to find the most appropriate approach, we have the problem of overpopulation in prisons, increasing numbers of community sanctions and challenges in working together with partners like care providers or prison services. It's very inspiring to hear how others are doing things. It broadens your mind, gives you energy and the oxygen you need to think. The role of innovative technologies was once again a very interesting topic at the conference. We need to find and keep a balance between technology and the human interaction. It was useful to hear how our colleagues from other countries deal with these things."

“It’s very inspiring to hear how others are doing things. It broadens your mind, gives you energy and the oxygen you need to think.”

How do you see the future of probation and parole?

“I think we can continue to build on what we have already built. The search for the best way to deal with criminal behaviour continues – what’s the smartest way to punish? If you want to increase effectiveness and efficiency, incarceration is often not the best choice. I think in this context, the position and size of probation services becomes more and more important in the coming years.”

Why do you think it’s important to meet every two years to discuss the international development of this work?

“I’ve been to most of the previous world congresses, so I meet people I know. I think there is an added value in being able to talk to colleagues from all over the world. You feel like you’re part of a community of like-minded people. We share experiences, get ideas, feel inspired, maybe question our own practice and build on the common base. This helps to strengthen and develop your own organisation. You can also use the contacts you make in between the congresses to follow up on specific themes, for example.”

What motivates you to work in this field?

“I’ve been working in probation for about 25 years. I started by guiding offenders to perform community service. The constant search for the most suitable and tailored punishment has always inspired me. So many people in the field feel this commitment to do something good. This ambition still inspires me and makes this work as attractive and interesting as when I first started.”





The punitive mindset is one of our biggest problems

Interview Nasirudin, Deputy Secretary General Indonesian Probation and Parole Officer Association (IPKEMINDO)

Nearly 500 participants from 63 countries attended the sixth edition of the World Congress on Probation and Parole in The Hague, the Netherlands in April. We asked Nasirudin how he looks back on the congress.

Text: Thessa Lageman



What did you think of the congress?

"I had an enriching and memorable experience. The event was very well organised and brought together a diverse group of professionals from around the globe. I was impressed by the depth and breadth of the knowledge exchange and the strong sense of community. The attendees were eager to share their insights, best practices and, of course, their problems. I was also one of the speakers. I gave a presentation on the Indonesian success story in reducing juvenile detention. We want to implement it in the adult system, so it was very useful for me and my country to hear about other experiences."

What interesting things did you learn or what inspired you?

"So many things, but several key points stood out to me during the congress. Firstly, the emphasis on evidence-based practice in probation and parole. Many speakers highlighted the importance of using data and research

to inform probation policy and client interventions. Also very interesting were the presentations on how we can use technology to help us. For example, for assessment and using the electronic monitoring system, GPS, to track offenders. I was also impressed to hear about other countries' experience with rehabilitation and reintegration programmes and using more parole instead of prison sentences. It's not just about punishment, it's about how to make a better, safer society, including how to reduce recidivism and reoffending."

"Our new criminal law could be **the solution to the overcrowded prisons**"

How do you see the future of probation and parole?

"I think technology and other innovations, including artificial intelligence, will become more important. Technology makes life easier, things are done faster, but we need to find a balance. We still need the human touch, for example, to know about the background of an offender or the situation. My country is

in the process of implementing its new criminal law in 2026. We're still using the old criminal law from the Netherlands, as Indonesia was a colony of the Netherlands. In the new law there will be more parole and probation. We will have the new option to punish through supervision and community service. Right now, this only exists in the juvenile system. It can be the solution to overcrowded prisons."

Do you think it's important to meet every two years to discuss the international development of this work?

"Absolutely. The congress provides a platform for sharing experiences and research. It's very important to keep up to date, because things are changing so fast, and to keep connected. The congress also facilitates networking and collaboration. I made so many new contacts with colleagues from other countries. And as a delegate from IPKEMINDO (Indonesian Probation and Parole Officer Association), I can share everything I learned during the congress about new probation approaches around the world with the members of my association, for example during an event here. The next congress, in two years' time, will be here in Indonesia, in Bali. Great timing, because we'll be able to tell the world about our new criminal law."

What motivates you to work in this field?

"I've been working in probation and parole for 19 years now and think it's important to contribute to the development of the field. After our new criminal law is released, we still have to make a regulation for its implementation. This includes shifting the mindset of society. The punitive mindset is one of our biggest problems. People want to punish offenders, send them to jail. Too many judges use prison and too many public prosecutors request imprisonment. We have to build society's trust: if we use more probation, we can reduce recidivism. I have seen it work in the juvenile justice system, so that is one of my motivations for doing this work."



How to tell the story of rehabilitation in a good way so that society will be more supportive?

Interview Jacqueline Bosker and Vivienne de Vogel

Nearly 500 participants from 63 countries attended the sixth edition of the World Congress on Probation and Parole in The Hague, the Netherlands in April. Jacqueline Bosker and Vivienne de Vogel were among them. We asked them to look back on the congress.

Text: Thessa Lageman

What did you think of the congress?

Jacqueline: "I think the atmosphere was very nice and the energy very positive. We were open to learn from each other. We all work on rehabilitating people who have committed crimes. We do it from a positive angle. And we invite society to be open to that, even though it can be difficult, and we keep an eye on the safety questions involved. Being in the world community of probation and parole was really inspiring for me. There was a clear unanimity on the goals of probation. The idea that we want to do this together and we want to improve."

Vivienne: "What interested me most were the cultural differences. There are huge differences in how things are organised and arranged. In some countries you're almost expected to act like a police officer whereas our Japanese colleagues showed us a cute animation film with a rehabilitation penguin that they use. Despite the differences, we can learn from each other. Our overall goal is the same. The congress was not only interesting, but also pleasant and social. Everything around it was great: the location, the opening in the concert hall, the inspiring keynote by Ms. Mpho Tutu van Furth, the music

performance, the art museum, the food. I think the organisation did a great job and put the Netherlands on the map with this congress."

What interesting things did you learn or what inspired you?

Vivienne: "I was touched by the fact that everyone recognises the importance of the mental resilience of professionals. Some countries pay more attention to this than others. Some have support and coaching for probation workers and in other countries there's hardly anything, even in some European countries. When probation officers have a difficult experience, we sometimes need some extra support or coaching."

Jacqueline: "The fact that in some countries the possibilities for rehabilitation are still so limited. Because there are so few probation workers or so many clients to support. In the United States, for example, risk management is very important, although many people in the probation service would like to focus more on support. But when caseloads are very high there is not enough

room for that. I'm happy with the situation in the Netherlands, but of course, we can also improve things here. In Western-European countries, rehabilitation is very individualistic and client oriented, so we can learn from the approach in some African countries. About how the community can help to ensure that a client's life returns to normal. I also learned from a presentation about a project in Australia that tries to work with the client's network. It doesn't always improve the situation because these people can also have a negative influence."

How do you see the future of probation and parole?

Jacqueline: "I think the unanimity about our mandate and vision during this congress was remarkable, considering all the differences. We very much agree with each other that people need a second chance, but of course not all politicians agree. There's still a lot to be gained. We can support each other and learn from each other on how to have a conversation with policymakers, politicians, and the community. This was also part of some of the sessions: how to tell the story of rehabilitation in a good way so that society will be more supportive?"

Vivienne: "I attended a session by colleagues from the United States about working in a trauma sensitive way. In the US, much less attention is paid to the victim side of the offender who may have experienced trauma. But also in the Netherlands, there's a lot of room for improvement in this respect in the coming years."

Do you think it's important to meet every two years to discuss the international development of this work?

Jacqueline: "For us, it's nice to meet other scholars who work on these topics and hear about practices from around the world. I think it's important that this congress creates a connection between administrators and scholars, so that we can work together, raise our voices together and put probation more strongly on the map. To show how important a well-functioning probation service can be for a country and what it can bring."

Vivienne: "I think these congresses are especially important for meeting people, building a network and keeping in contact. During the COVID time, I attended a few virtual congresses, but those were not as useful. For example, I personally met a few colleagues from Portugal and Spain during this congress who have invited me to give a workshop in Barcelona on gender sensitivity in the autumn."

What motivates you to work in this field?

Vivienne: "It's incredibly fascinating. I work in inpatient forensic mental health care, but also in the resocialisation phase. The mental resilience of professionals and their well-being is very important. So I think we shouldn't just give probation officers the right knowledge, but also support them more in their work."

Jacqueline: "It's very important that people get a second, third, fourth and fifth chance. So that we as a society give people



who have made a mistake at a certain moment the space to take their place again. Second, rehabilitation also means paying attention to the safety of society and potential victims. It means bringing together the perspectives of the offenders and of the victims or society. Also, to find the right approach, we need to combine different disciplines: psychology, sociology, criminology and law. This complexity makes the work interesting."



Collaboration with other partners is becoming more important

Interview with Imants Jurevičius,
Director of the Latvian State Probation Service

Nearly 500 participants from 63 countries attended the sixth edition of the World Congress on Probation and Parole in The Hague, the Netherlands in April. We asked Imants Jurevičius how he looks back on the congress.



What did you think of the congress?

"First of all, it was a very well organised event. Our Dutch colleagues invested a lot of their time and resources in preparing it and trying to make it as diverse as possible. A big challenge for such a large community. Many countries presented various models and approaches to probation, community services and sanctions. There was something for everyone in the workshops and presentations to suit their specific professional interests. The keynote speakers covered the most important topics of today. The event has broadened my view of the probation world."

What interesting things did you learn or what inspired you?

"The idea of having Future Track sessions alongside the official conference programme was very interesting: I was there for all of them. Normally, we get stuck in the problems of today and don't have time to think or dream about the future: where are we going, what is our common vision

for the future? Instead of managing day-to-day issues, we looked two or ten years ahead. I believe that if you know where to want see your organization heading or the probation or penal system in general, you are better equipped to develop your tasks for today. So I really appreciated that organisers felt this need and I hope it will be also part of the next congresses.”

How do you see the future of probation and parole?

“I think it is becoming more and more important for probation officers to communicate and collaborate with other partners, such as police officers, social workers, addiction specialists, people from the non-governmental sector. Getting them more involved, so everyone can do their job at the right time, in the right place, with the right person. We need to see our clients as people with very complex problems that have developed over the course of their lives, and understand that probation alone cannot solve that.

“We’re obliged to work more on prevention.

Pay more attention to the education system.”

We’re also starting to respect our clients more, to see them as people trying to survive in this world. Offenders are not brought here from a different planet. We have created them in our societies. We receive negative information about the client and have to use that information to help that person achieve a better lifestyle. Find the right balance between deprivation of liberty, their human rights to freedom and the rights of other people in our society to safety. Some people who commit crimes need to go straight to prison, but for most people community service is a better idea. The view on this is also changing, not in every country, but in general.

We try to understand the causes of criminal activities and in almost every case something happened in the offender’s childhood. They lacked support, they lacked guidance, they were ignored. We need to work more with children and share our knowledge with other partners. We get them when the crime has already been committed and we’re obliged to work more on prevention. Pay more attention to the education system: are schools able to develop individual approaches to children with mental problems or difficult living conditions, or to give them the necessary support?

Technology will also become more important. Professionals need to have digital skills, but so do clients. They need help to catch up. For example, since COVID, we’ve been using video calls with our clients. Now you don’t have to travel 100 kilometres to meet the probation officer, especially helpful if you have small children or have a disability.”

Do you think it’s important to meet every two years to discuss the international development of this work?

“These events have been part of my job for many years. The whole world is not developing in the same direction or at the same pace. In Latvia, probation was only introduced 20 years ago. But other countries have had probation services for many years. It’s important to know that we’re not creating something completely new, and some things that other countries are doing can be useful for the development of our system.”

What motivates you to work in this field?

“Working in probation quickly becomes a lifestyle. It’s a very interesting job. Very dynamic, especially when you work with clients. Every day is different, every person brings something new. When I started 19 years ago, I had a very limited understanding of the nature of the job. The probation service had just been established in my country. It is also a very challenging and demanding job, not for everyone. I tell new staff that they should respect every client. Even if that client is drunk, hasn’t had a shower for a year or uses swearwords. And even if they have killed several people or children. Don’t judge them. You can’t help a person if you don’t treat them right.”



July 2024

