



Ministry of Justice - Restorative Justice Survey

Victim Satisfaction Survey 2021

**Report Prepared by GravitasOPG
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gravitasOPG

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1. Executive summary

The Restorative Justice Victim Satisfaction Survey measures victims' experiences of, and satisfaction with, Ministry of Justice-funded restorative justice processes.

COVID-19 and the survey

The Ministry of Justice would like to acknowledge that unlike previous years, the approach used for data collection for the 2021 survey has excluded sources of information for family and sexual violence restorative justice. This was done due to the COVID-19 occurring in New Zealand resulting in some delays and needing to streamline the survey. Family and sexual violence will be covered in the next Restorative Justice Victim Satisfaction survey, which will begin in 2023.

It should also be noted that the share of respondents who said they had at least one face-to-face meeting with their provider prior to the conference has declined significantly when compared with 2018 (down from 81% to 63%). This decline in face-to-face meetings could be due, at least in part, to COVID 19 restrictions. This may also have impacted on the overall results to some extent.

What is restorative justice?

Restorative justice is a community-based approach to responding to crime that aims to hold offenders to account for their offending and, to the extent possible, repair the harm caused to the victims and community. It aims to give victims a voice in the criminal justice system and may enable them to receive answers, apologies and reparation. Participation in restorative justice is voluntary and usually involves a facilitated face-to-face meeting between the victim(s) and offender(s).

Who was surveyed and how?

A survey to gather key satisfaction data was developed and implemented with n=259 victims or their representatives, who had agreed to attend a restorative justice conference with their offender. Similar surveys were conducted in 2016 and 2018¹.

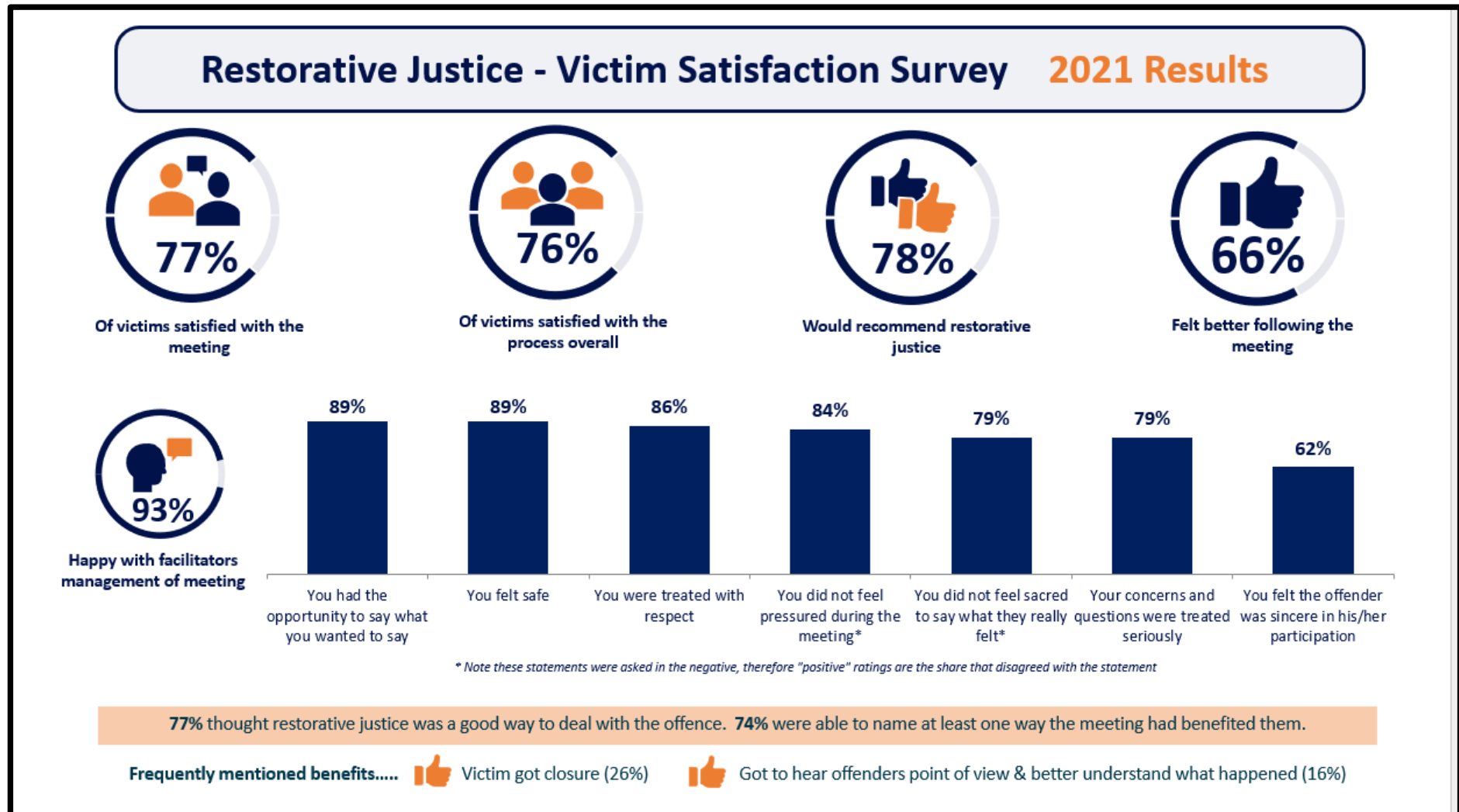
GravitasOPG was commissioned to contact and conduct telephone interviews with victims (or their representatives) who had participated in the restorative justice process with one of the 27 restorative justice providers around New Zealand between July 2019 and June 2020.

Interviews were conducted between June 8 and August 13, 2021 and were 19 minutes long, on average.

Note: Survey findings represent the experience and views of the respondents who were contacted and agreed to take part in the survey. Findings can't be extrapolated to represent the conclusive views of all victims involved with restorative justice.

¹ Note: The 2016 survey also included a sample of respondents who were provided with information about restorative justice but didn't proceed to the conference stage. These cases were excluded from subsequent survey waves in 2018 and 2021.

Summary Figure 1: Summary of Key Results for 2021



Key measure:

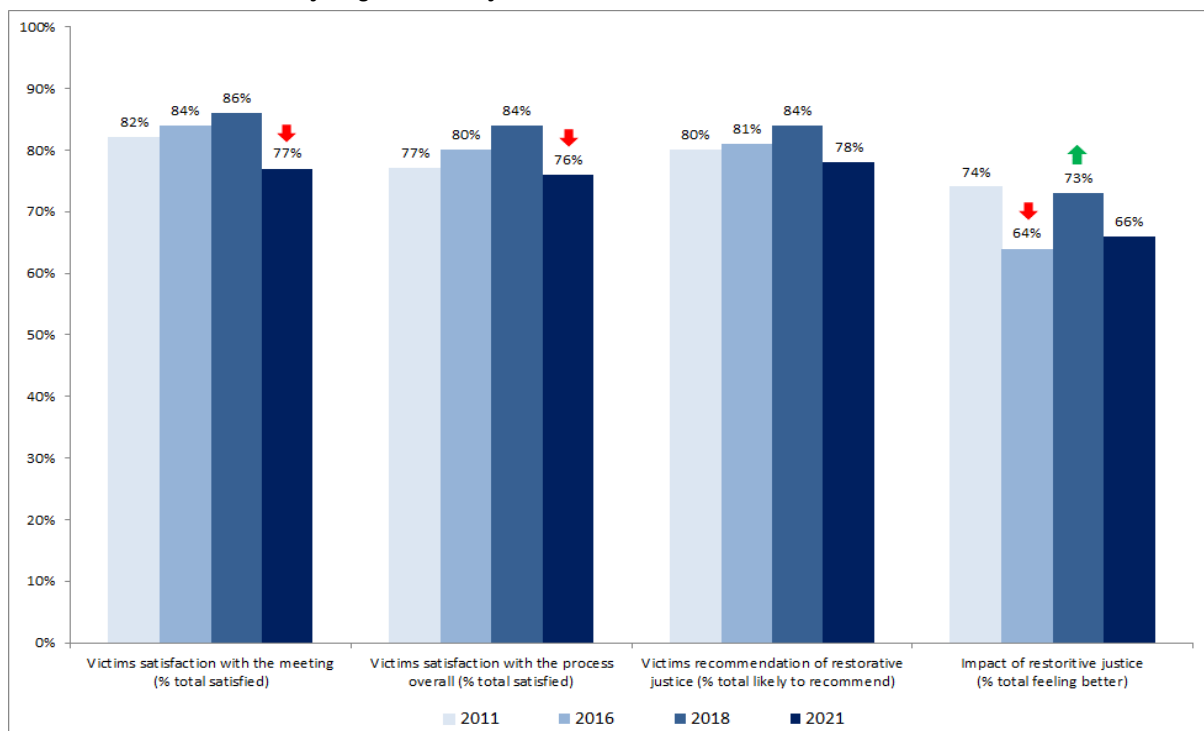
most victims were satisfied and would recommend restorative justice

Just over three quarters of victims were at least fairly satisfied with the restorative justice conference they attended (77%) and with their overall experience of restorative justice, including before, during and after the conference (76%). As a result of their positive experience, 78% said they would be likely to recommend restorative justice to others in a similar situation. Positive ratings for these key measures have declined since 2018, including statistically significant declines for satisfaction with the conference and the overall experience. However, the main shift has been to neutral (*neither/nor*), rather than negative ratings².

Taking part in the restorative justice conference had a positive impact on around two thirds of victims, with 66% reporting they felt *slightly better*, or *a lot better*, including 30% saying they felt *a lot better*. This is a decline when compared with 73% feeling better in 2018, but the movement has been to the proportion of those who are feeling *no different*, while the share of victims feeling worse following the meeting is stable (7%).

Summary Figure 1 shows the results for the four key measures over time.

Summary Figure 2: Key Victim Satisfaction Measures Over time



Base: All respondents excluding those who did not answer the question.

A green arrow indicates a statistically significant increase in positive ratings compared with the previous measure, while a red arrow indicates a significant decline.

² It should be noted that the Ministry of Justice looks for satisfaction levels to sit at, or above, 75%. So, while there has been a decline in some areas, overall, the satisfaction levels remain 'above average'.

Victims generally felt informed and prepared for the conference.

Almost all respondents (99%, unchanged from 2018) said they were clearly told they had a choice around whether they took part in the conference with the offender. Most, (90%, down slightly from 93% in 2018, though this difference isn't statistically significant) were at least fairly satisfied with the provision of information prior to attending the restorative justice conference.

Victims wanted answers, to show the impact of the offending on them, to help the offender and to bring closure.

Victims were asked to express, in their own words, why they decided to take part in the restorative justice conference with the offender. Key reasons are similar to those given in 2018 and included:

- they would receive an explanation (30%)
- they could let the offender know the impact the offence had on them (24%)
- they wanted to help the offender (21%)
- they wanted to see, or meet the offender (20%), and
- they hoped it would bring closure (19%).

Most victims were happy with how the conference was run.

Most attendees were happy with how the facilitator(s) managed the meeting overall (93%, similar to 2018), and ratings were most positive for having the opportunity to say what they wanted (89%, down significantly from 95% in 2018), for feeling safe (89%, down significantly from 96% in 2018) and being treated with respect (86%, down significantly from 93%). Most attendees said that they did not feel pressured during the meeting (84%) or scared to say what they really felt (79%), with both these aspects having similar ratings in 2018. Four in five attendees also agreed that their concerns and questions were treated seriously, however levels of agreement have declined significantly (down from 89% in 2018, to 79%).

In contrast to the higher shares of positive ratings mentioned above, only 62% of attendees agreed that they felt the offender was sincere in his/her participation, with a quarter (25%) disagreeing with this statement (this measure also recorded similar lower results in 2018). Around one in six attendees (16%, up significantly from 7% in 2018) felt their concerns and questions were not treated seriously, while 13% agreed that they were scared to say what they really felt during the meeting (stable from 2018). Since 2018, there have also been significant increases in the shares of respondents disagreeing that during the conference they were treated with respect (up from 3%, to 9%), they felt safe (up from 2%, to 9%) and that they had the opportunity to say what they wanted (up from 2%, to 8%).

Some victims surveyed were dissatisfied with the restorative justice process.

Around one in eight (12%) respondents were dissatisfied with the conference or their experience of the restorative justice process overall and/or said they were unlikely to recommend the process to others. Key reasons given included:

- they felt that information contradicted what actually happened at the meeting, or they were not given enough information
- it was too long between the offence and the first meeting
- they felt the offender wasn't sincere in their apology, or had a poor attitude, and/or
- the lack of follow-up (no feedback on what happened to the offender, the offender not doing what was agreed, and no follow-up with the victims to see if they needed further help or support).

Most victims felt they benefited from the restorative justice process.

More than three quarters of victims thought the restorative justice conference was a good way to deal with the offence (77%, down significantly from 85% in 2018, though the shift has been from positive to neutral, rather than to negative ratings).

When asked how taking part in the restorative justice meeting had benefited them, three quarters (74%) were able to name at least one way. Frequently mentioned benefits were that the victim got closure (26%), and that they got to hear the offender's point of view and better understood what happened (16%). *Note: These were also key benefits mentioned by victims in the 2016 and 2018 surveys and are also key reasons for why victims wanted to take part.*

A selection of verbatim comments is included below to demonstrate the types of positive experiences respondents described:

'It allowed me to heal. It also it took away assumptions and judgement, it gave perspective for everyone. I also identified why it happened and was therefore able to be more empathic. I didn't go in angry; I went in to understand. I was able to help the offender to realise what he had done. Sharing my journey helped him see he was going down the wrong track.'

'I got to see the man, not the offender.'

'Being able to sit across from him and see him helped me. Because we only had a brief encounter in the offence, I had an image that wasn't reality because it was a frightening situation. Seeing him took away the fear.'

'The people communicated and explained everything very well and they were at pains to point out to both parties that it wasn't for a fight, but it was for a discussion in a friendly setting and was not to be accusatory. It was for him to understand what I been through and for him to think about what had happened and hopefully make better decisions in the future.'

2. Introduction and methodology

Background

The Ministry of Justice delivers court and tribunal services including the collection of fines and reparation, provides policy advice, and negotiates Treaty of Waitangi claims on behalf of the Government.

Restorative justice is a community-based response to crime that holds offenders to account for their offending and, as far as possible, repairs the harm they've done to the victim, their whānau, and community.

Restorative justice reduces reoffending, gives victims a voice in the criminal justice system and may enable them to receive answers, apologies and reparation.

Participation in restorative justice is voluntary, and only takes place if the facilitator assesses it is safe at each stage of the process. It involves a facilitated meeting (a conference) between the victim, offender, support people and other approved people, such as community representatives or interpreters.

After the conference, the facilitator provides a report to the judge on the conference and any agreements made for the judge to consider during sentencing.

Although restorative justice processes can operate in a variety of ways in the criminal justice system, the two most common in New Zealand are by referral from the District Court after an offender has pleaded guilty or through the Police Adult Diversion Scheme. The Ministry of Justice contracts 23 community-based providers to deliver restorative justice services around New Zealand.

Restorative justice survey

In 2016, Ministry of Justice commissioned Gravitas Research and Strategy to collaborate on the development of a full survey of victims involved in the restorative justice process and to conduct the survey.³ In 2018, Gravitas was commissioned to collaborate on the development of a shorter 'pulse' survey and conduct the fieldwork. GravitasOPG (formerly Gravitas) was commissioned to conduct the same 'pulse' survey for 2021. The 2021 survey was conducted via telephone interviews between June 8 and August 13, 2021.

Respondents in the survey were victims, or their representatives, who agreed to attend a restorative justice conference with their offender. *Note: the 2016 survey also included a sample of respondents*

³ The 2016 work built on an earlier survey conducted in 2011.

who were provided with information about restorative justice but didn't proceed to conference. Respondents in the 2016 survey who did not proceed to the conference stage aren't included in the 2021-2018-2016 comparisons throughout this report. They were not surveyed in 2018 or 2021 due to the low response rate in 2016.

The overall objective of the research was to measure victims' satisfaction with the restorative justice process and the service they received from the provider. The survey involved speaking to victims whose cases had been referred to a restorative justice provider between July 2019 and June 2020.

The final version of the 2021 Restorative Justice Victims Satisfaction Survey questionnaire is in Appendix 2.

Interview method, length and response rate

Telephone interviews were conducted exclusively from GravitasOPG's in-house survey centre by experienced interviewers using computer-assisted telephone interviewing (CATI). CATI proved a suitable survey approach as interviewers could engage well with respondents and probe for clarification and further information as appropriate.

A total of n=259 interviews were completed during the 2021 survey of victims or their representatives. The margin of error on the final sample size achieved (based on standard calculations for large populations) is $\pm 6.1\%^4$.

The average interview length was **19 minutes**.

The response rate was calculated by dividing the number of completed interviews by the total number of contacts attempted, where eligibility could be established. The final response rate was high at 82% (compared with 61% for the pulse survey in 2018 and 43% for the full conference sample interviews in 2016).

Limitations

Several comparisons or trends reported aren't statistically significant at $p < 0.05$. Where differences are statistically significant, these have been explicitly noted in the text.

⁴ Note the margin of error may be larger for questions asked of a subset of respondents.

3. Key Measures

This section reports on four key measures of restorative justice:

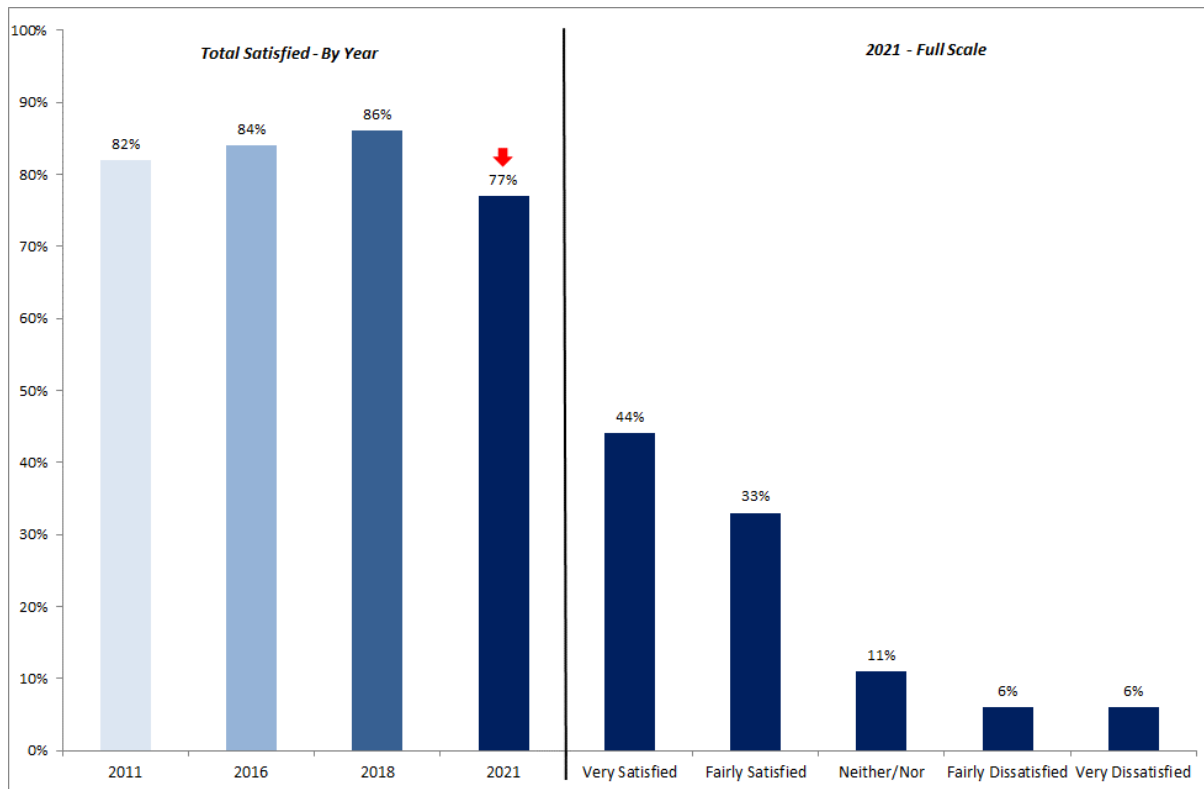
- victim satisfaction with the conference
- victims' overall experience
- whether victims would recommend restorative justice to others, and
- the positive impact of restorative justice on victims

3.1. Victims satisfaction with the restorative justice conference

Q. How satisfied, or dissatisfied, were you with the meeting itself?

Just over three quarters of victims (77%) were satisfied to some extent with the restorative justice conference they attended, including 44% who said they were *very satisfied*. Only 12% were *fairly* (6%) or *very* (6%) dissatisfied with the meeting they attended.

This is a significant decline in positive ratings when compared with 2018 (down from 86%). Although, the significant shifts in individual ratings have been a decline in *very satisfied* ratings (down from 56% in 2018 to 44%) and an increase in *neither/nor ratings* (up from 6%, to 11%), rather than a significant increase in negative ratings (up slightly, but not significantly, from 8% to 12%).

Figure 3.1: Victim Satisfaction with the Restorative Justice Conference

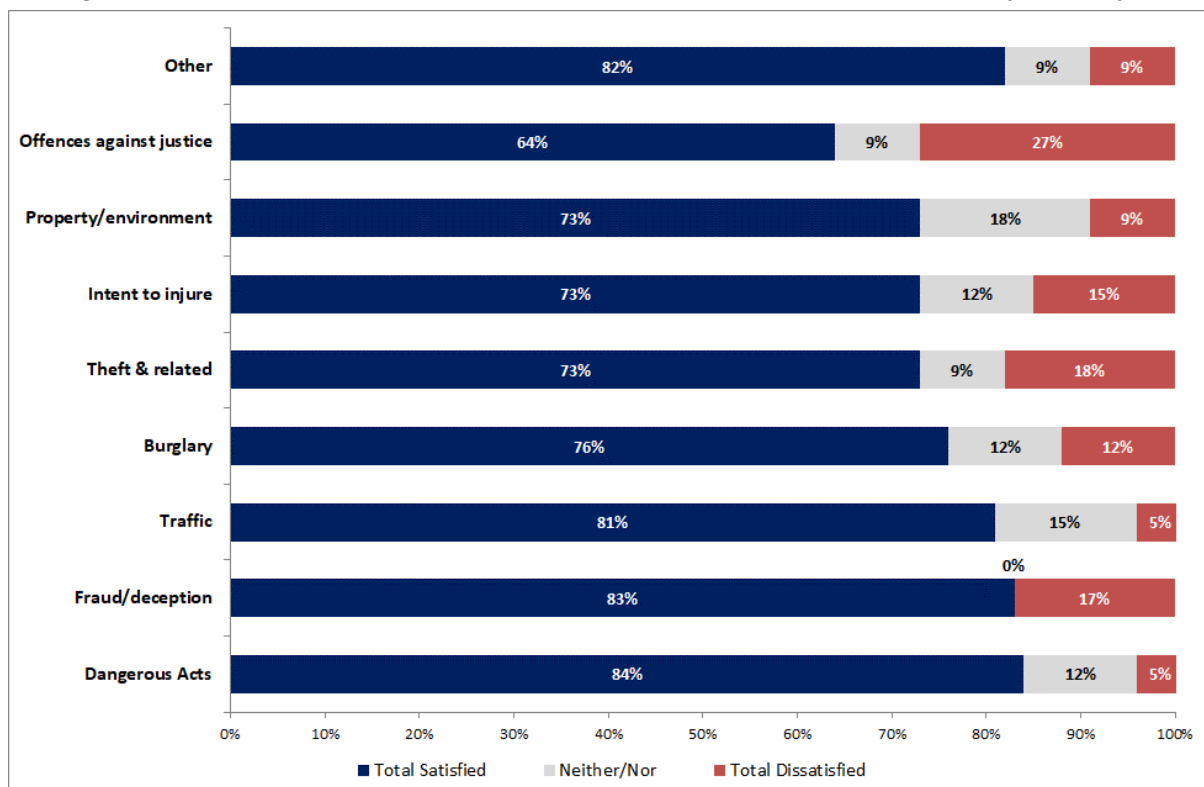
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%. Base: All respondents excluding those who did not answer the question. 2021 n=249, 2018 n=357, 2016 n=288, 2011 n=154. Red arrow indicates a significant decline in positive ratings when compared with the previous measure.

Satisfaction ratings vary by case type, with those most likely to be *satisfied* or *very satisfied* involved in restorative justice cases relating to dangerous acts (84%), fraud or deception (83%) or traffic (81%).

In contrast, satisfaction levels were notably lower among those taking part in conferences about offences against justice (64% satisfied to some extent; 27% *dissatisfied/very dissatisfied*). Also of note is that around one in six respondents taking part in conferences related to theft (18%), fraud or deception (17%), or intent to injure (15%) were dissatisfied to some extent with the conference overall.

Note: As case type analysis was not undertaken in 2018, time series comparisons are not available.

Figure 3.2: Victim Satisfaction with the Restorative Justice Conference – By Case Type



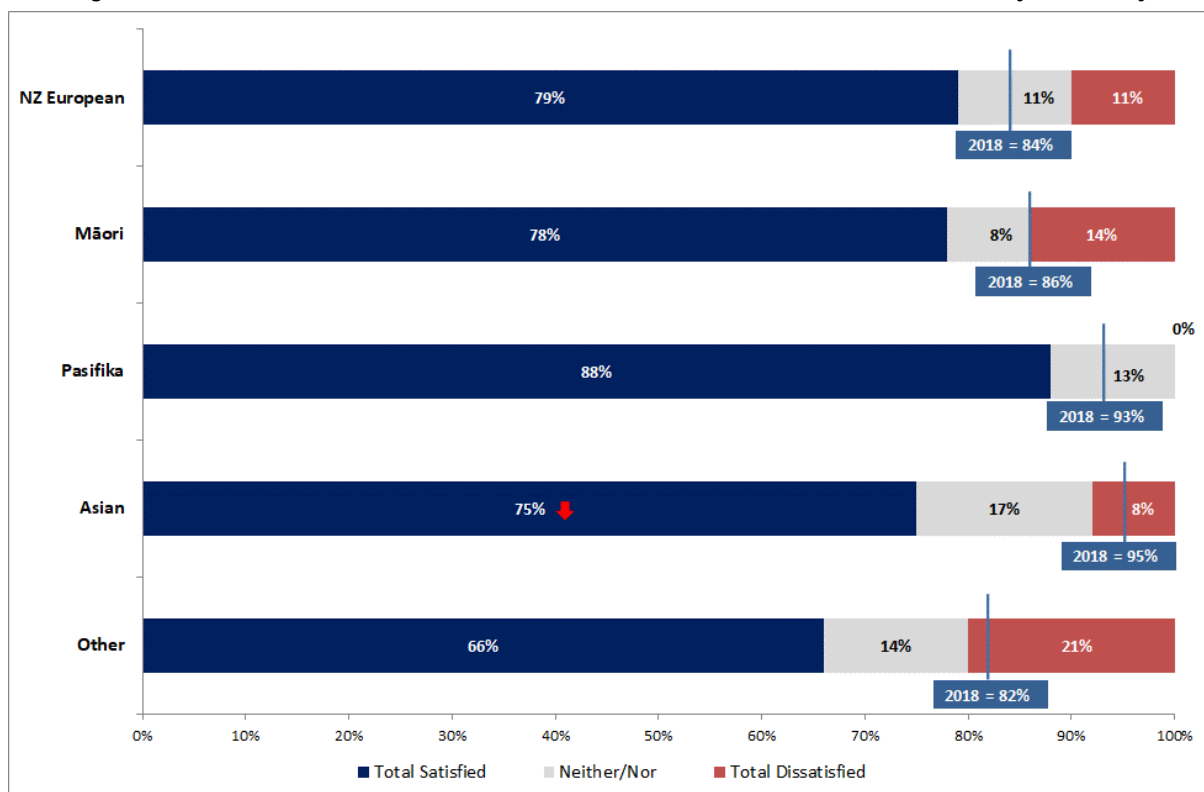
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question or where cases could not be matched back to a case type. 2021 sample sizes - Dangerous acts n=61, Fraud/deception n=12, Traffic n=41, Intent to injure n=33, Burglary n=33, Theft and related n=33, Property/environment n=11, Offences against justice n=11, Other n=11.

Pasifika victims (88%) had the highest levels of satisfaction with their conference, while satisfaction levels were slightly lower among NZ European (79%), Māori (78%), and Asian (75%) victims. While the difference in satisfaction levels is not statistically significant, those of 'other' ethnicities were the least likely to be satisfied to some extent with their restorative justice conference (66% *very satisfied* or *fairly satisfied*), while one in five were dissatisfied (21% *disagreeing/strongly disagreeing*, compared with 12% of victims in total).

When compared with 2018, a significantly lower share of Asian victims was at least satisfied with the meeting (down from 95% satisfaction, to 75%). While the differences aren't statistically significant, it should also be noted that the shares of victims *satisfied* or *very satisfied* with the meeting has also declined when compared with 2018 across all other ethnic groups – the next most notable decline being for those in the 'other' ethnicity category (down from 82% to 66%), as well as slight declines for the other three groups.

Figure 3.3: Victim Satisfaction with the Restorative Justice Conference – By Ethnicity



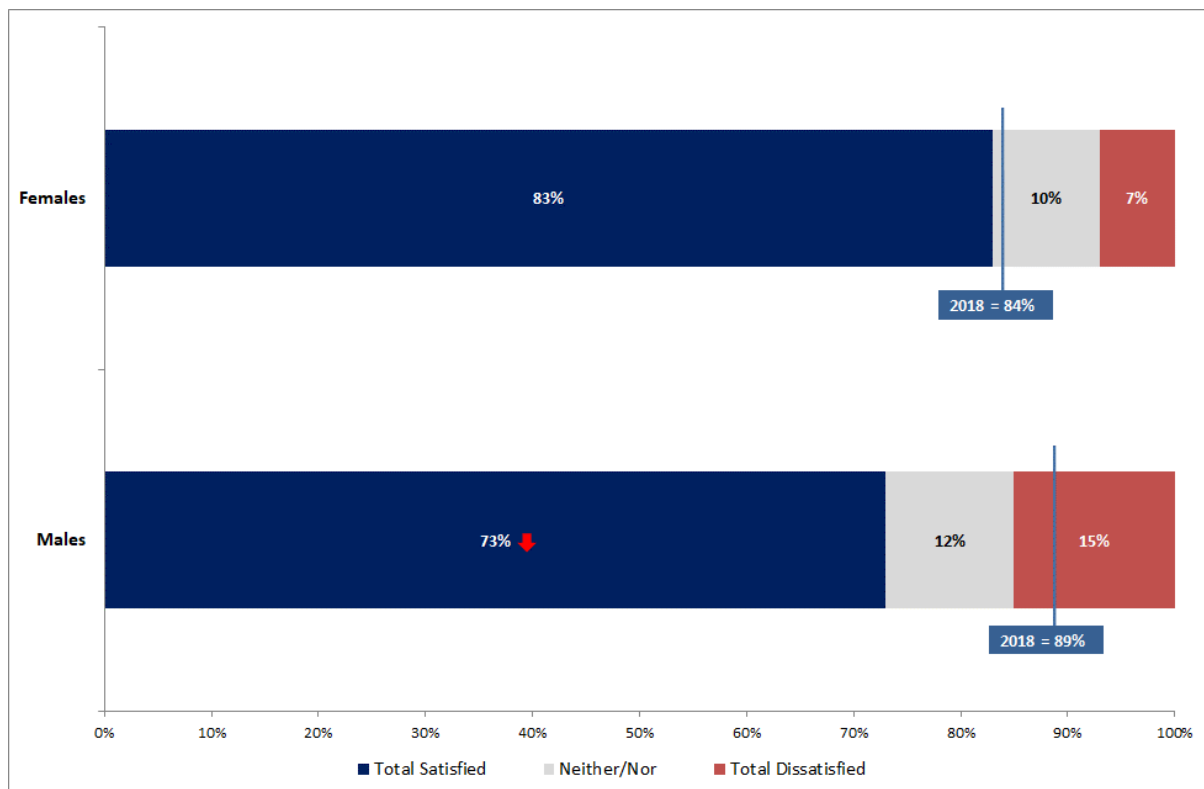
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. NZ European 2018 n=255, 2021 n=186; Māori 2018 n=81, 2021 n=37; Pasifika 2018 n=29, 2021 n=8; Asian 2018 n=38, 2021 n=12; Other 2018 n=51, 2021 n=29. Participants were able to select multiple ethnicities. A red arrow indicates a statistically significant decrease in positive ratings compared with the previous measure.

Female victims (83%) were more likely than male victims (73%) to be satisfied with their restorative justice conference.

A gender difference was also evident in 2018, however at that time males had higher satisfaction ratings overall than females. The change in order is mostly due to a significant decline in the share of satisfaction ratings among males (down from 89% in 2018, to 73%).

Figure 3.4: Victim Satisfaction with the Restorative Justice Conference – By Gender



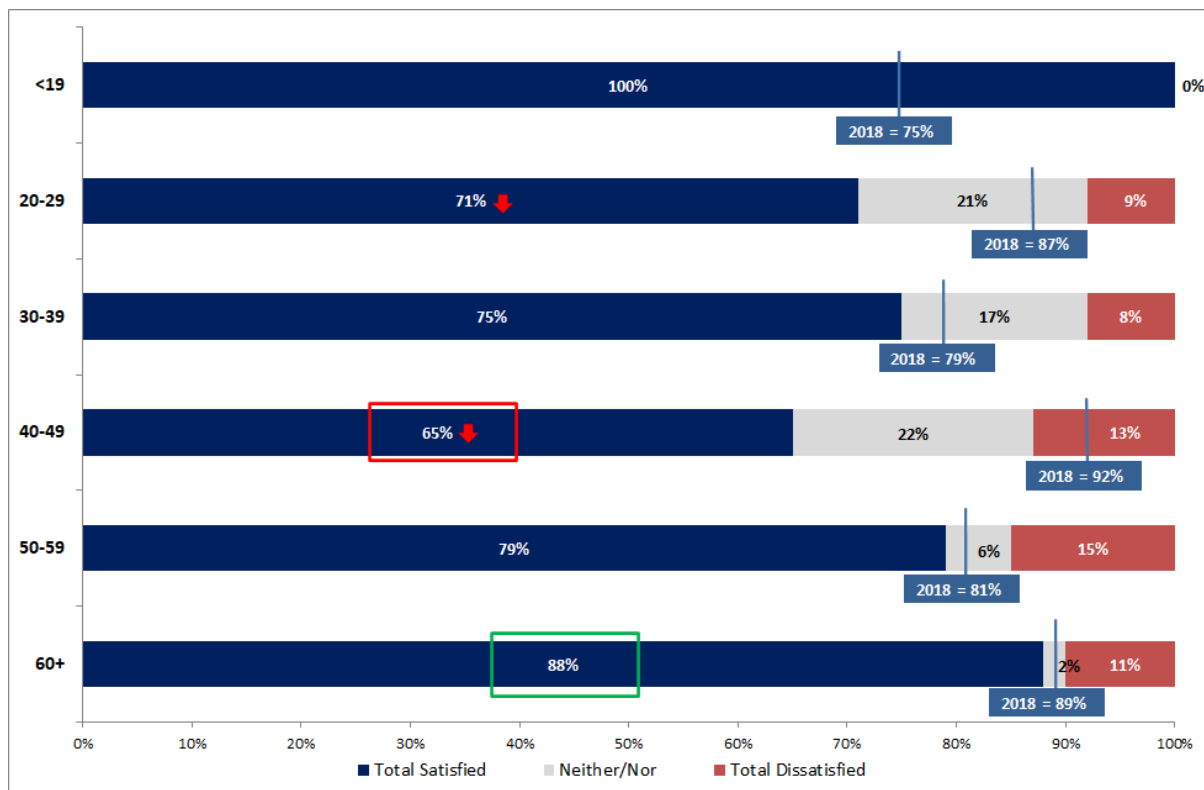
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. Males 2018 n=127, 2021 n=140; Females 2018 n=230, 2021 n=109. A red arrow indicates a statistically significant decrease in positive ratings compared with the previous measure.

As was the case in 2018, there were inconsistent patterns when satisfaction ratings are broken down by age group, and some age group ratings have changed since 2018. The highest satisfaction levels were recorded among those at either end of the age range, including 100% of those aged under 20 years saying they were *satisfied* or *very satisfied* and 88% of 60 years or older (Note: Only the result for the 60+ age group was statistically significantly higher than the total result due to the small base size for those aged under 20 years). In contrast, those aged between 40 and 49 years were significantly less likely to be satisfied (65%, compared with 77% across all age groups).

When compared with 2018, there has been an increase in satisfaction among those under 20 years old (up from 75%, to 100% of victims in this age group satisfied), however this increase is not statistically significant. In contrast, there have been significant declines in levels of satisfaction with the meeting reported among those aged 40 to 49 years (down from the highest rating of 92% satisfaction in 2018, to 65%) and 20 to 29 years (down from 87% to 71%).

Figure 3.5: Victim Satisfaction with the Restorative Justice Conference – By Age



Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. <19 2018 n=12, 2021 n=2; 20-29 2018 n=94, 2021 n=34; 30-39 2018 n=58, 2021 n=36; 40-49 2018 n=66, 2021 n=46; 50-59 2018 n=63, 2021 n=65; 60+ 2018 n=64, 2021 n=66. A green square indicates a result that is statistically significantly different from the total and is 'positive' (higher share of positive ratings or lower share of negative ratings), while a red square is a result that is statistically significantly different and 'negative'. A red arrow indicates a statistically significant decrease in positive ratings compared with the previous measure.

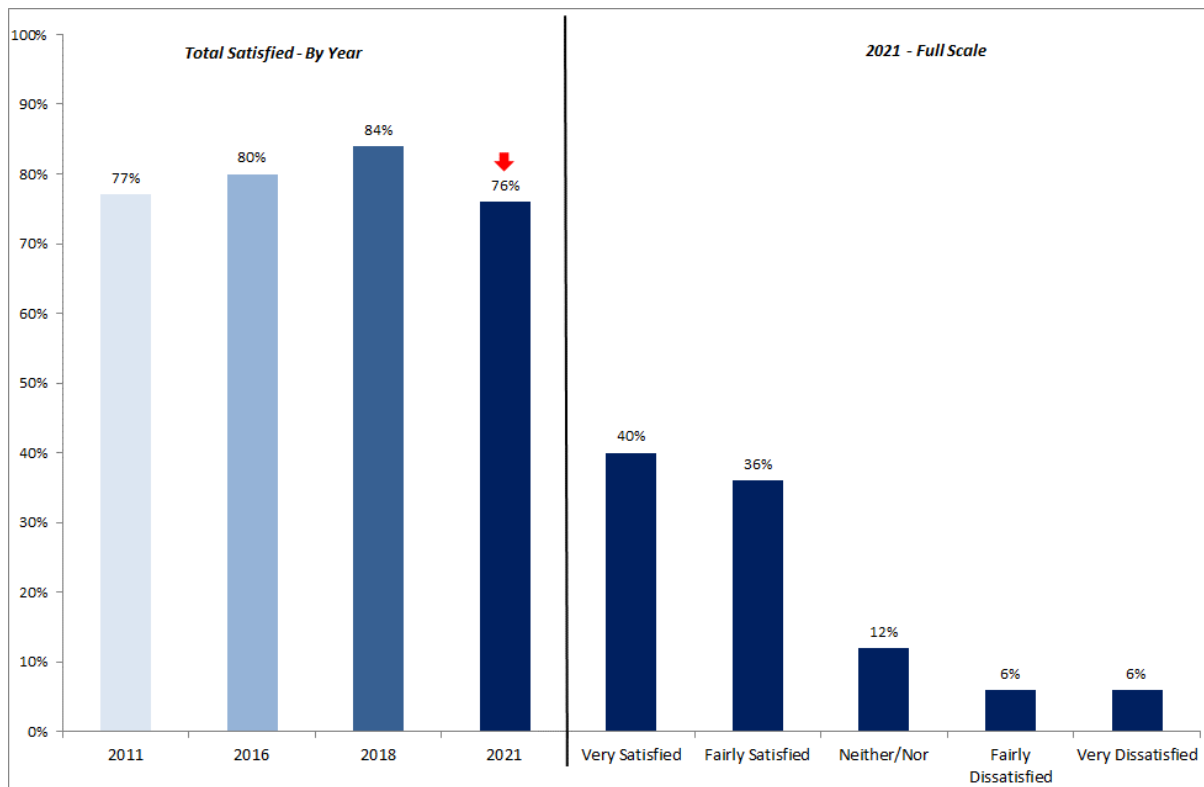
3.2. Victim satisfaction with the overall experience of the restorative justice process

Q. Thinking about the whole restorative justice process, before, during and after the meeting, overall how satisfied or dissatisfied were you?

Around three quarters of victims were satisfied with their experience of the restorative justice process overall - 76% *fairly satisfied/very satisfied* with what occurred before, during and after the meeting. However, just over one in 10 respondents were dissatisfied to some extent with the overall experience (6% *fairly dissatisfied* and 6% *very dissatisfied*).

This also represents a significant decline in positive ratings when compared with 2018 (down from 84%). Again, it should be noted that the significant shifts in individual ratings have been a decline in *very satisfied* ratings (down from 51% in 2018 to 40%) and an increase in *neither/nor* ratings (up from 7% to 12%), rather than a significant increase in negative ratings (up slightly, but not significantly, from 9% to 12%).

Figure 3.6: Victim Satisfaction with Overall Restorative Justice Process



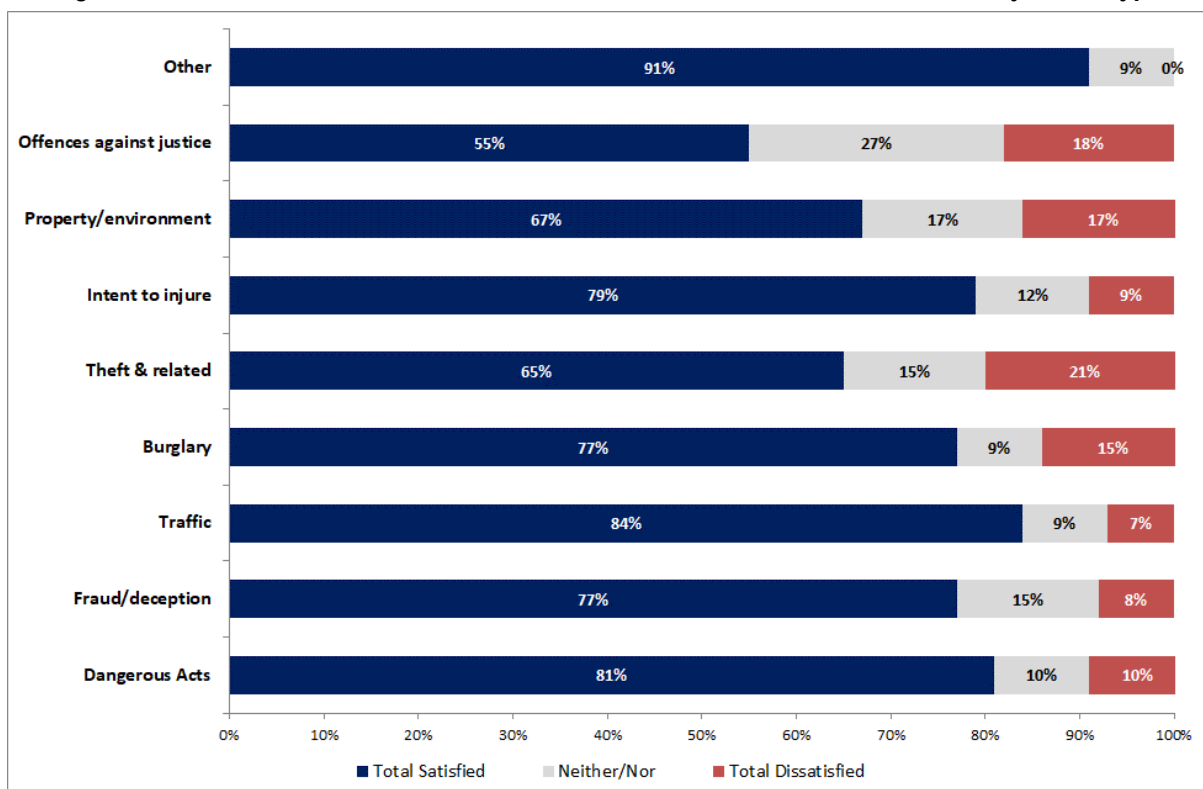
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%. Base: All respondents excluding those who did not answer the question. 2021 n=256, 2018 n=365, 2016 n=285, 2011 n=154. Red arrow indicates a significant decline in positive ratings when compared with the previous measure.

Similar to the conference ratings, satisfaction ratings with the overall process also vary by case type. Victims involved in restorative justice cases relating to traffic incidents (84%) and dangerous acts (81%) were the most likely to be *satisfied* or *very satisfied* with the restorative justice process overall.

In contrast, overall satisfaction levels were less positive among those taking part in conferences related to offences against justice (55% satisfied to some extent; 18% *dissatisfied/very dissatisfied*), theft (65% satisfied; 21% dissatisfied), and property or the environment (67% satisfied; 17% dissatisfied).

Note: As case type analysis was not undertaken in 2018, time series comparisons are not available.

Figure 3.7: Victim Satisfaction with Overall Restorative Justice Process – By Case Type



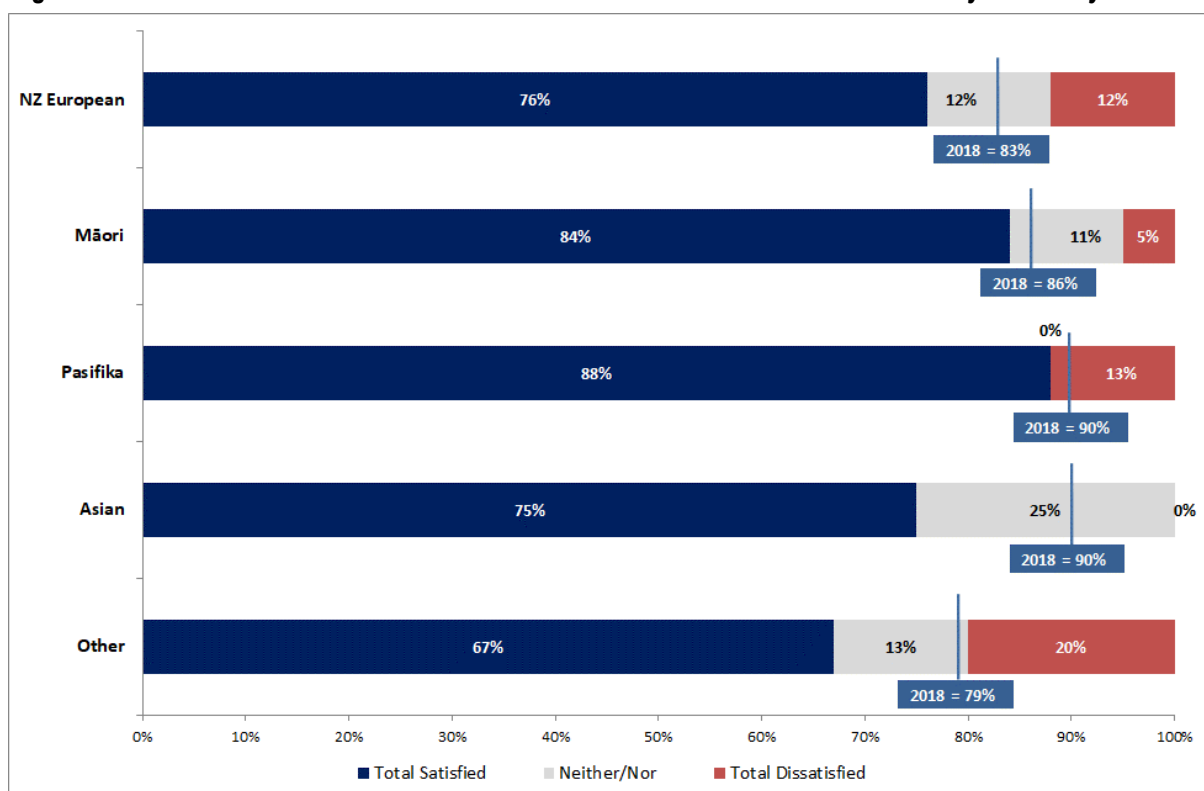
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question or where cases could not be matched back to a case type. 2021 sample sizes - Dangerous acts n=62, Fraud/deception n=13, Traffic n=43, Intent to injure n=33, Burglary n=34, Theft and related n=34, Property/environment n=12, Offences against justice n=11, Other n=11.

As was the case with the conference ratings, Pasifika victims also had the highest levels of satisfaction with the restorative justice process overall (88% stating they were *very satisfied/satisfied*), followed by Māori victims (84%). Satisfaction levels were slightly lower, but still reasonably positive among NZ European (76%) and Asian (75%) victims. Comparatively lower levels of satisfaction were reported among victims of 'other' ethnicities (with 67% at least satisfied with the restorative justice process overall).

While the differences aren't statistically significant, when compared with 2018 there have been declines in the shares victims at least satisfied with the overall process across all ethnic groups, most notably for those of Asian (down from 90% to 75%) and 'other' (down from 79% to 67%) ethnic groups.

Figure 3.8: Victim Satisfaction with Overall Restorative Justice Process – By Ethnicity



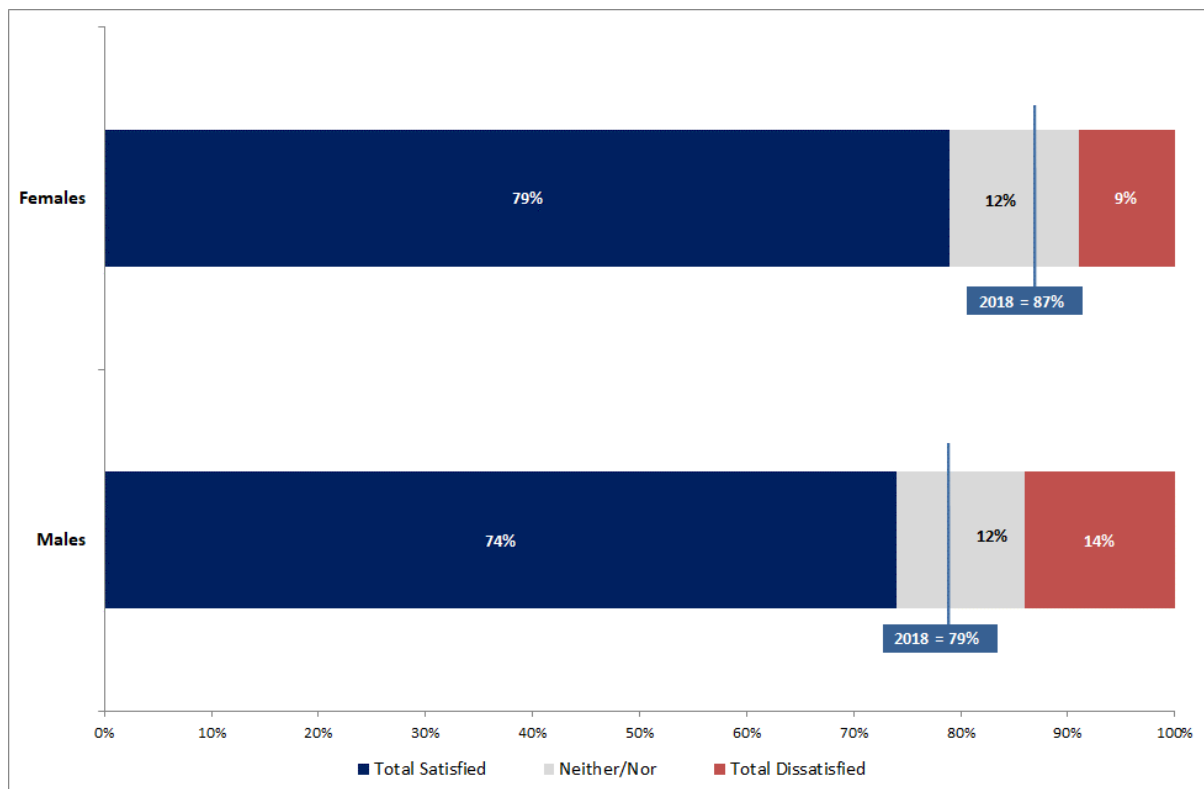
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. NZ European 2018 n=262, 2021 n=192; Māori 2018 n=84, 2021 n=37; Pasifika 2018 n=29, 2021 n=8; Asian 2018 n=38, 2021 n=12; Other 2018 n=52, 2021 n=30. Participants were able to select multiple ethnicities.

Females (79%) were slightly more likely than males (74%) to be satisfied with the restorative justice process overall.

While this gender difference was also evident in 2018, satisfaction ratings have declined more for females (down from 87% in 2018, to 79%) than males (down from 79%, to 74%), bringing ratings by gender in closer alignment.

Figure 3.9: Victim Satisfaction with Overall Restorative Justice Process – By Gender



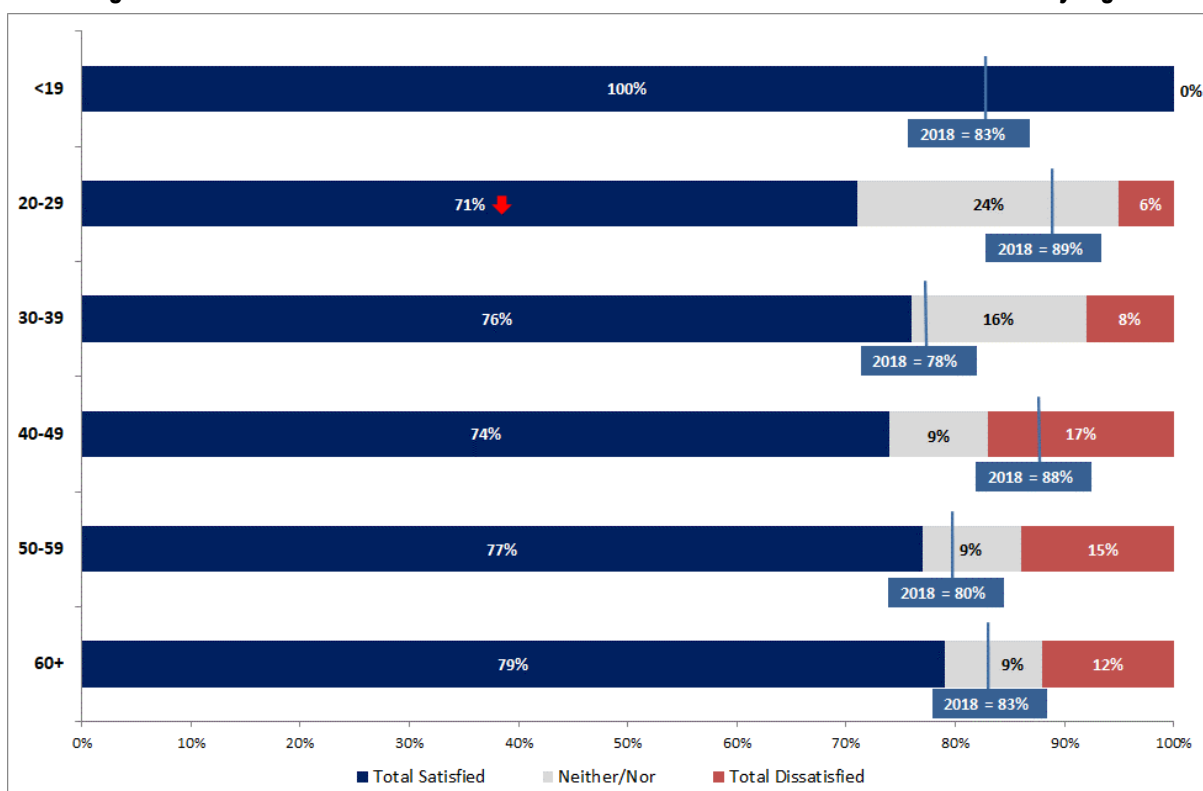
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. Males 2018 n=129, 2021 n=146; Females 2018 n=236, 2021 n=110.

The highest satisfaction levels with the restorative justice process overall were recorded among those aged under 20 years old (100% either satisfied or very satisfied), however this is not a significantly higher level of satisfaction when compared with the total for all age groups due to the small sample size. Levels of satisfaction among all other age groups range from 79% among those 60+, down to 71% of those aged 20 to 29 years.

When compared with 2018, there has been a significant decline in satisfaction levels among those aged between 20 and 29 years (down from 89% at least satisfied, to 71%). While not statistically significant, there have also been declines in the shares satisfied with the process overall for all other age groups with the exception of victims aged 19 years or younger (where there has been an increase).

Figure 3.10: Victim Satisfaction with Overall Restorative Justice Process – By Age



Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. <19 2018 n=12, 2021 n=2; 20-29 2018 n=94, 2021 n=34; 30-39 2018 n=60, 2021 n=38; 40-49 2018 n=68, 2021 n=46; 50-59 2018 n=65, 2021 n=69; 60+ 2018 n=66, 2021 n=67. A red arrow indicates a statistically significant decrease in positive ratings compared with the previous measure.

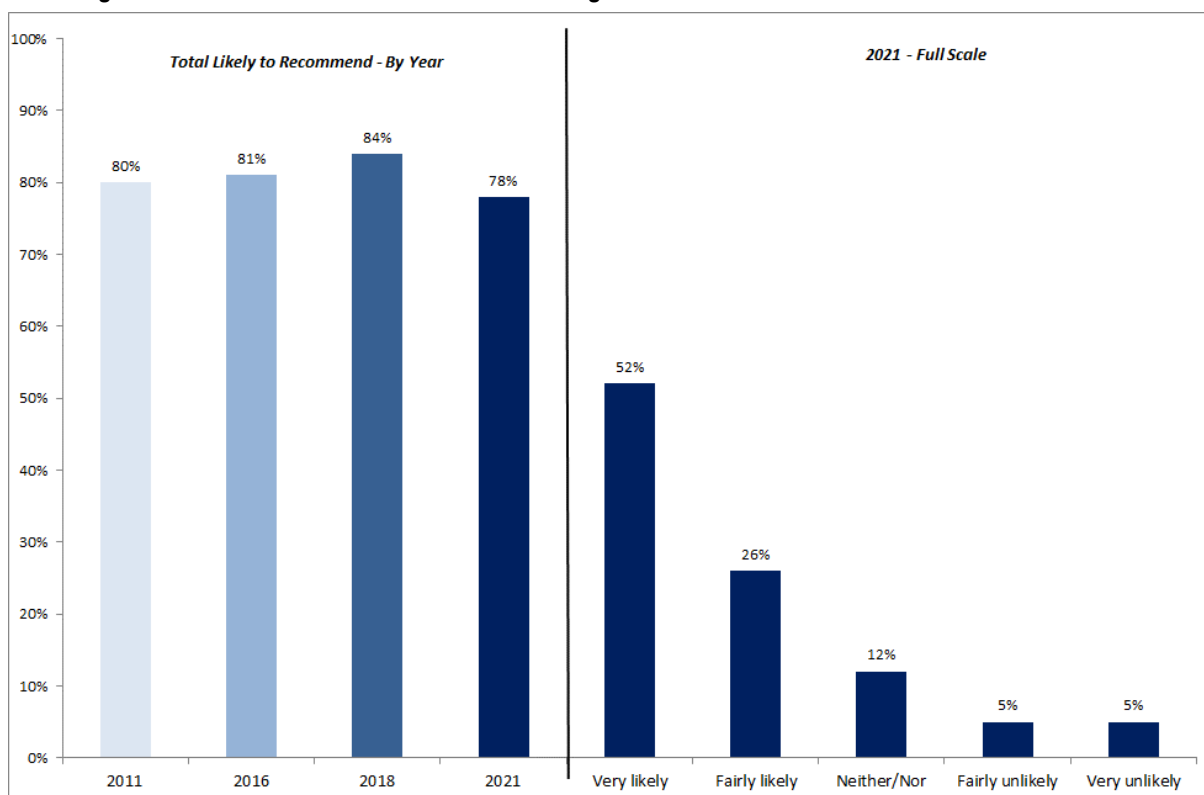
3.3. Likelihood of recommending the restorative justice process to others

Q. How likely or unlikely are you to recommend restorative justice to others in a similar position?

Approximately four in five victims (78%) said they would be likely to recommend the restorative justice process to others, including 52% who said they would be *very likely*. Only 9% said they would be *fairly unlikely/very unlikely* to recommend the process to others.

When compared with 2018, there has been a slight (but not statistically significant) decline in the share likely to recommend restorative justice (down from 84% in 2018 to 78%).

Figure 3.11: Likelihood of Recommending the Restorative Justice Process to Others



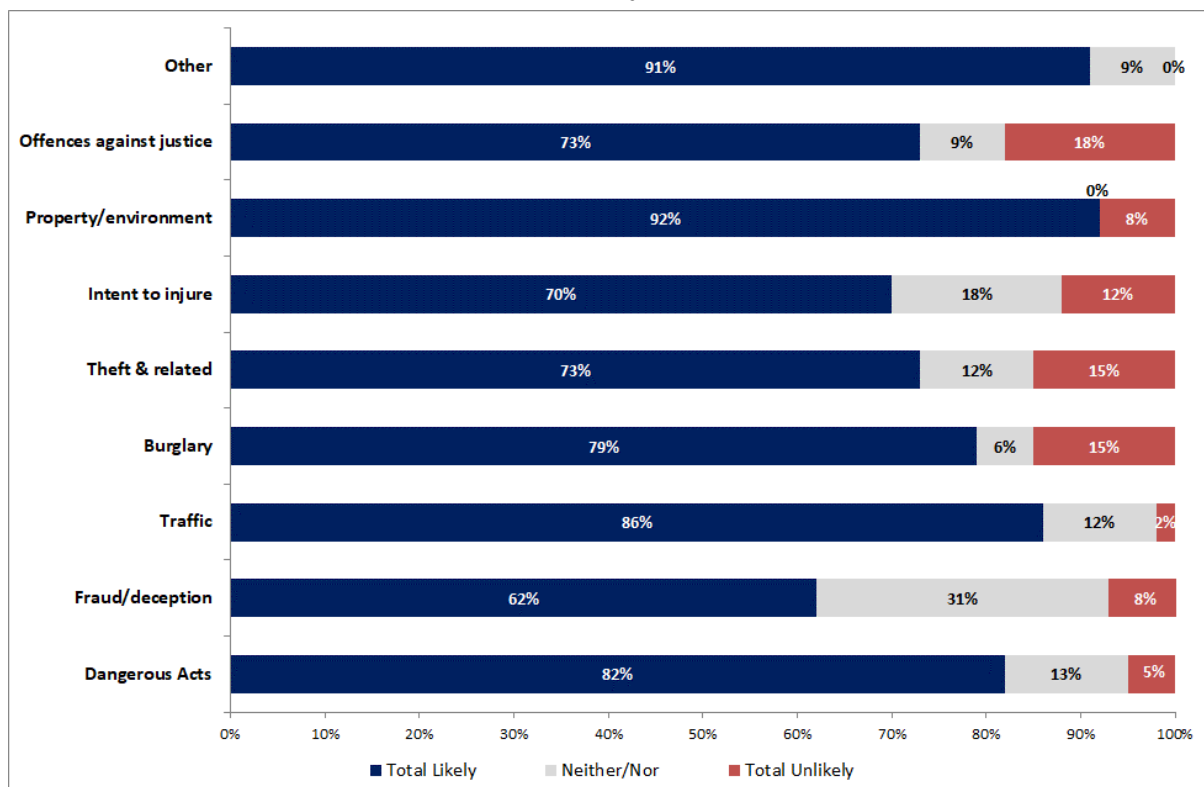
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%. Base: All respondents excluding those who did not answer the question. 2021 n=254, 2018 n=363, 2016 n=284, 2011 n=154.

Recommendation ratings were highest among victims of cases involving property or the environment (92% at least fairly likely to recommend the process), traffic (86%) and dangerous acts (82%).

Comparatively lower recommendation levels were reported among victims of cases regarding fraud or deception (62% were likely to recommend the restorative justice process, 31% were neutral, and 8% unlikely) and intent to injure (70% likely, 18% neutral and 12% unlikely).

Note: As case type analysis was not undertaken in 2018, time series comparisons are not available.

Figure 3.12: Likelihood of Recommending the Restorative Justice Process to Others – By Case Type



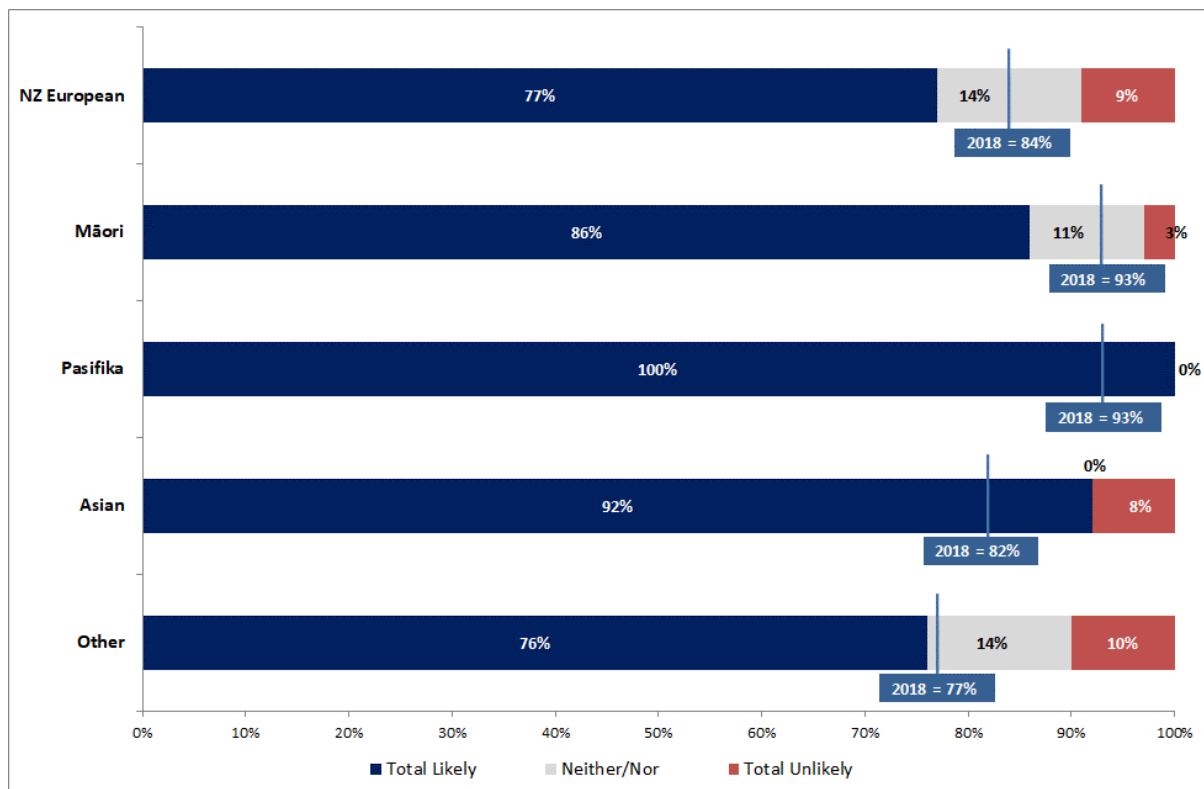
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question or where cases could not be matched back to a case type. 2021 sample sizes - Dangerous acts n=61, Fraud/deception n=13, Traffic n=43, Intent to injure n=33, Burglary n=34, Theft and related n=33, Property/environment n=12, Offences against justice n=11, Other n=11.

Recommendation ratings were highest among Pasifika (100% at least fairly likely to recommend the process), Asian (92%), and Māori (86%) victims. Comparatively lower recommendation levels were reported among NZ Europeans (77% were likely to recommend the restorative justice process) and victims of 'other' ethnicities (76%).

While the differences aren't statistically significant, when compared with 2018, the likelihood of recommending the restorative justice process has increased among Pasifika (up from 93% to 100%) and Asian (up from 82% to 92%) victims. In contrast, the shares of NZ European (down from 84% to 77%) and Māori (down from 93% to 86%) victims likely to recommend the process have declined when compared with 2018 (although again the differences are not statistically significant).

Figure 3.13: Likelihood of Recommending the Restorative Justice Process to Others – By Ethnicity



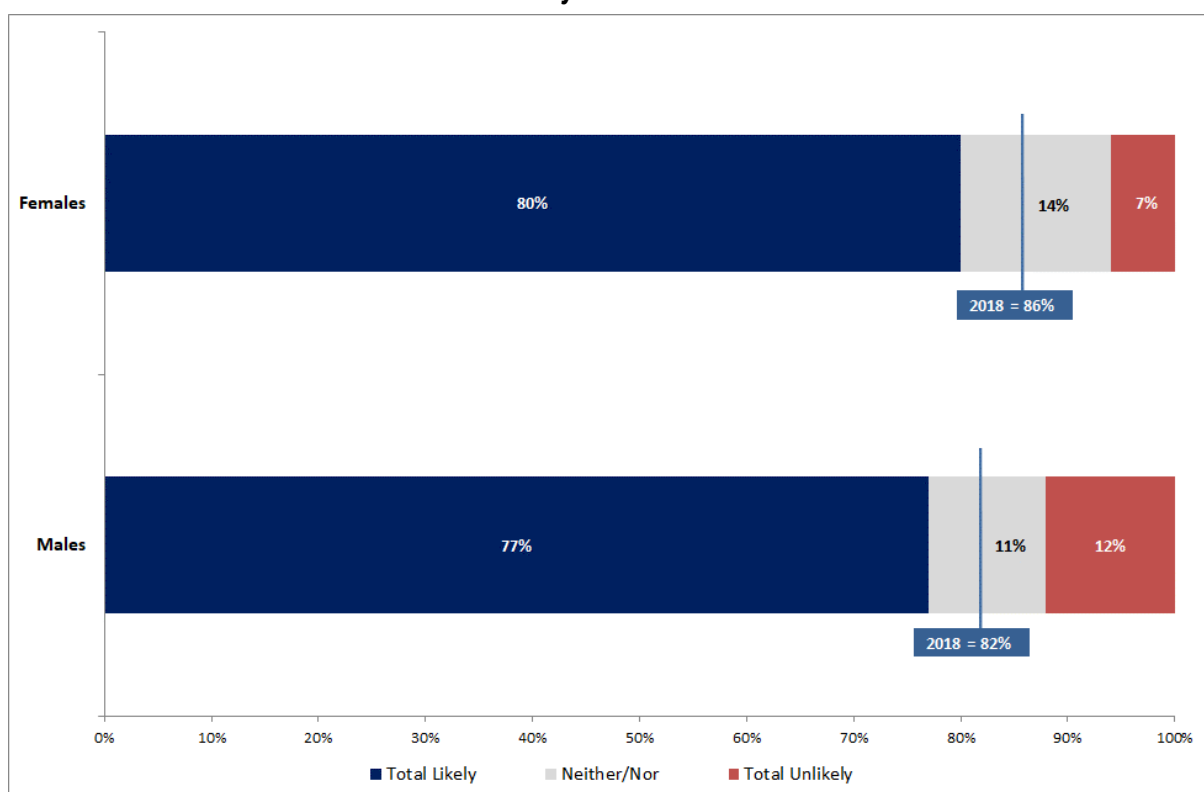
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. NZ European 2018 n=260, 2021 n=191; Māori 2018 n=84, 2021 n=35; Pasifika 2018 n=29, 2021 n=8; Asian 2018 n=38, 2021 n=12; Other 2018 n=52, 2021 n=29. Participants were able to select multiple ethnicities.

Females (80%) were slightly more likely than males (77%) to say they would be at least fairly likely to recommend the restorative justice process to others, however it should be noted that they were significantly more likely to say they were *very likely* to (59% of females, compared with 47% of males). While not statistically significant, males were almost twice as likely than females to say they would be *fairly unlikely/very unlikely* to recommend the process (12%, compared with only 7% of female victims).

While this gender difference was also evident in 2018, the share likely to recommend the process has decreased slightly for both females (down from 86% in 2018 to 80%) and males (down from 82% to 77%).

Figure 3.14: Likelihood of Recommending the Restorative Justice Process to Others – By Gender



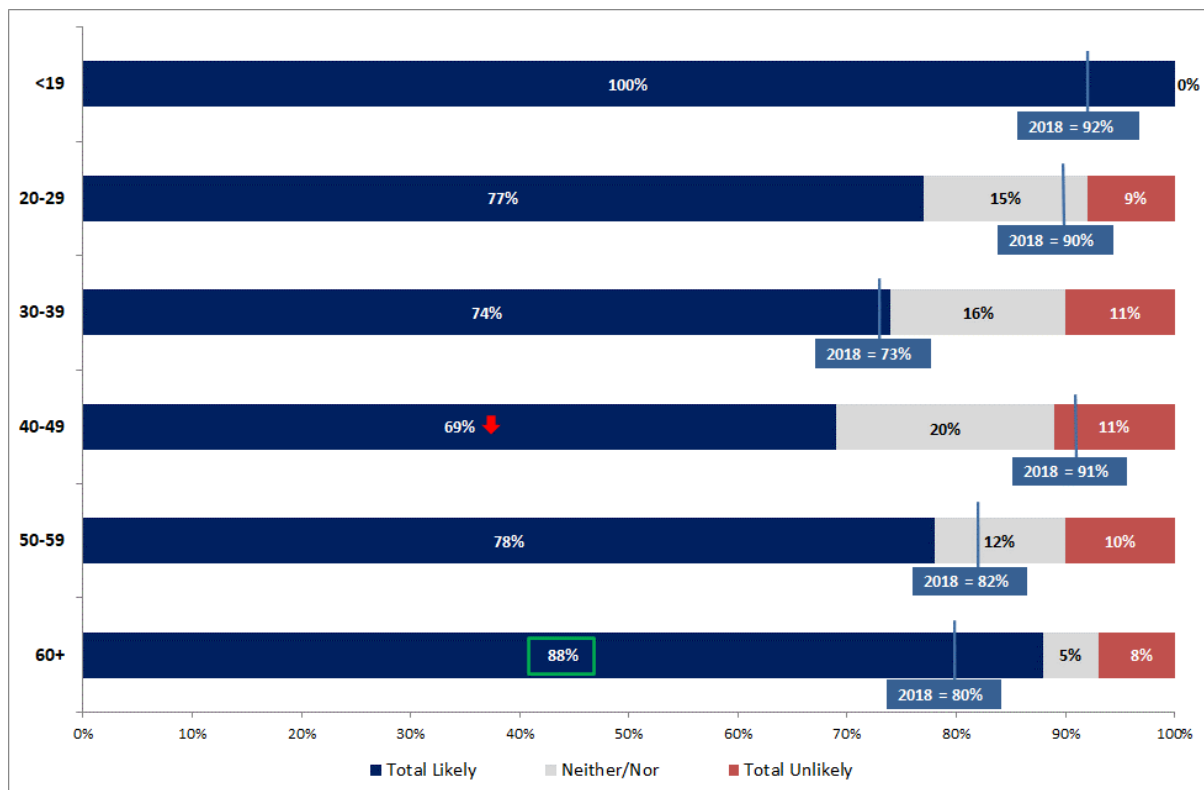
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. Males 2018 n=129, 2021 n=146; Females 2018 n=234, 2021 n=108.

Younger people (those aged 19 years or under) (100%), as well as those aged 60 years or older (88%) were the most likely to recommend the restorative justice process to others in a similar situation (note those 60+ are significantly more likely to recommend compared with all other age groups, the result for younger respondents is not significant due to the small sample size). In contrast, the likelihood of recommending the process is lower among those aged 40-49 years (69% *fairly likely/very likely* to recommend the process, however this is not a statistically significant difference).

While the likelihood of recommending the process shows inconsistent patterns by age group, when compared with 2018, the share likely to recommend has increased slightly among those in the youngest and oldest age brackets (under 20 and 60+) along with those in the 30-39 age bracket. In contrast, there has been a decline in the share of victims saying they would recommend in the other three age brackets, including a significant decline for those in the 40-49 year age bracket (down from 91% to 69%).

Figure 3.15: Likelihood of Recommending the Restorative Justice Process to Others – By Age



Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. <19 2018 n=12, 2021 n=2; 20-29 2018 n=94, 2021 n=34; 30-39 2018 n=60, 2021 n=38; 40-49 2018 n=67, 2021 n=45; 50-59 2018 n=65, 2021 n=68; 60+ 2018 n=65, 2021 n=67. A green square indicates a result that is statistically significantly different from the total and is 'positive' (higher share of positive ratings or lower share of negative ratings). A red arrow indicates a statistically significant decrease in positive ratings compared with the previous measure.

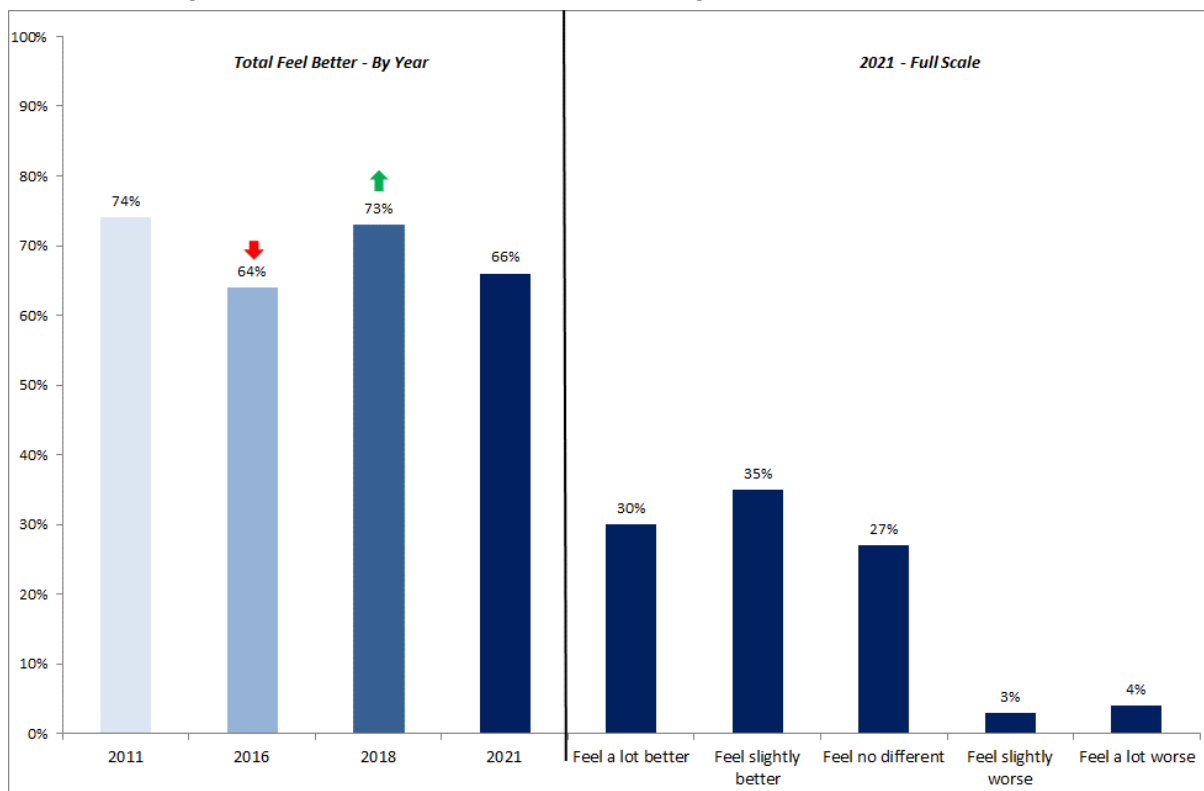
3.4. Impact on victims from taking part in restorative justice

Q. As a result of taking part in the restorative justice meeting, do you feel... ?

Taking part in the restorative justice conference had a positive impact on around two thirds of victims, with 66% reporting they felt slightly better (35%), or a lot better (30%) afterwards. Only 7% said the meeting made them feel *slightly worse/a lot worse*.

After a statistically significant increase in the share of victims stating the conference had a positive impact on them in 2018, positive ratings have decreased for this measure bringing the share of victims feeling better after the meeting back to a similar level to 2016 (ratings declined from 74% in 2011, to 64% in 2016, before increasing to 73% in 2018, then dropping back to 66% in 2021). However, it should be noted that the movement has been to the share who are feeling *no different* (up from 22% in 2018 to 27%), while the share of victims feeling worse following the meeting is stable (7%, compared with 6% in 2018).

Figure 3.16: Impact on Victims from Taking Part in Restorative Justice



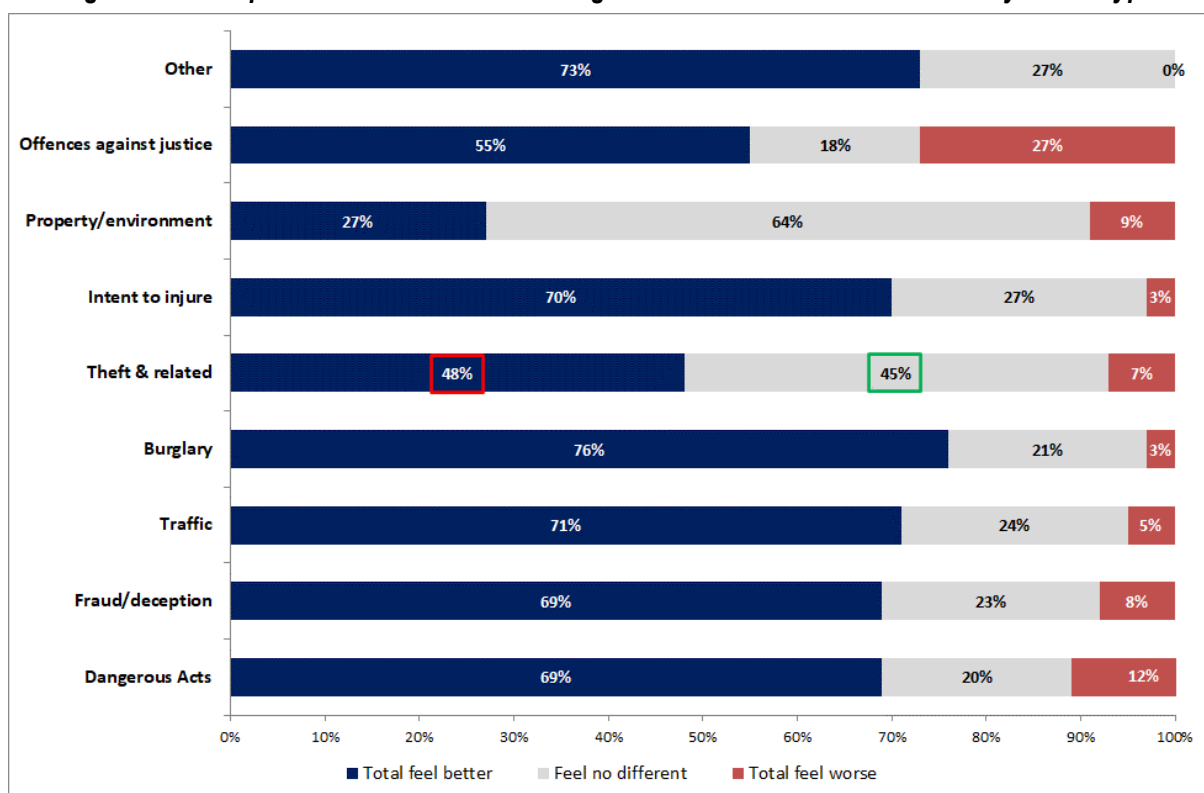
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%. Base: All respondents excluding those who did not answer the question. 2021=247, 2018 n=361, 2016 n=288, 2011 n=154.

A green arrow indicates a statistically significant increase in positive ratings compared with the previous measure, while a red arrow indicates a significant decline.

Burglary victims were the most likely to report feeling better after the restorative justice conference (76% *a lot better/slightly better*), followed by traffic victims (71%), and victims involved in intent to injure cases (70%). This compares with only 27% of victims in cases relating to property or the environment saying the process had a positive impact on how they felt, with 64% feeling no different and 9% feeling worse. More than a quarter of respondents involved in cases to do with offences against justice mentioned that they felt worse after taking part (27% or n=3 feeling *a lot worse*). While the differences for property/environment and offences against justice victims are not statistically significant due to the smaller sample sizes, it should be noted that victims of theft are significantly less likely to report feeling better (48%) and more likely to feel no different (45%).

Note: As case type analysis was not undertaken in 2018, time series comparisons are not available.

Figure 3.17: Impact on Victims from Taking Part in Restorative Justice – By Case Type



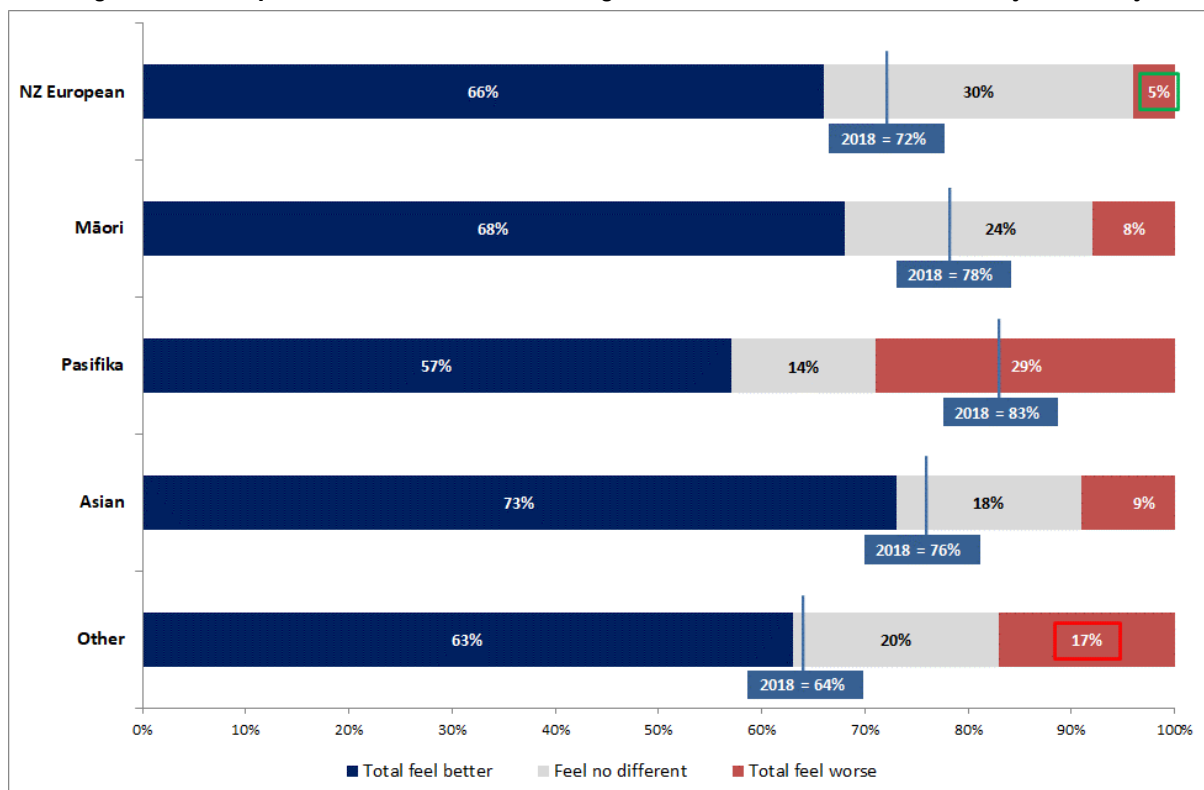
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question or where cases could not be matched back to a case type. 2021 sample sizes - Dangerous acts n=61, Fraud/deception n=13, Traffic n=42, Intent to injure n=33, Burglary n=33, Theft and related n=31, Property/environment n=11, Offences against justice n=11, Other n=11. A green square indicates a result that is statistically significantly different from the total and is 'positive' (higher share of positive ratings or lower share of negative ratings), a red square is a difference that is 'negative' (lower share of positive or higher share of negative ratings).

Asian victims were the most likely to report feeling better after the restorative justice conference (73% *a lot better/slightly better*), followed by Māori victims (68%), NZ European victims (66%), and victims of 'other' ethnicities (63%). This compares with 57% of Pasifika victims saying the process had a positive impact on how they felt, with 14% feeling no different and three in ten (29%) feeling worse. While the differences for Pasifika victims are not statistically significant due to the smaller sample sizes, it should be noted that victims of 'other' ethnicities are significantly more likely to report feeling worse (17%), while NZ European victims are less likely to (5%).

The share of victims stating that the restorative justice process had a positive impact on how they felt has decreased across all ethnic groups when compared with 2018. While none of the declines are statistically significant, the biggest declines have been for Pasifika (down from 83% feeling better, to 57%) and Māori (down from 78% to 68%) victims.

Figure 3.18: Impact on Victims from Taking Part in Restorative Justice – By Ethnicity



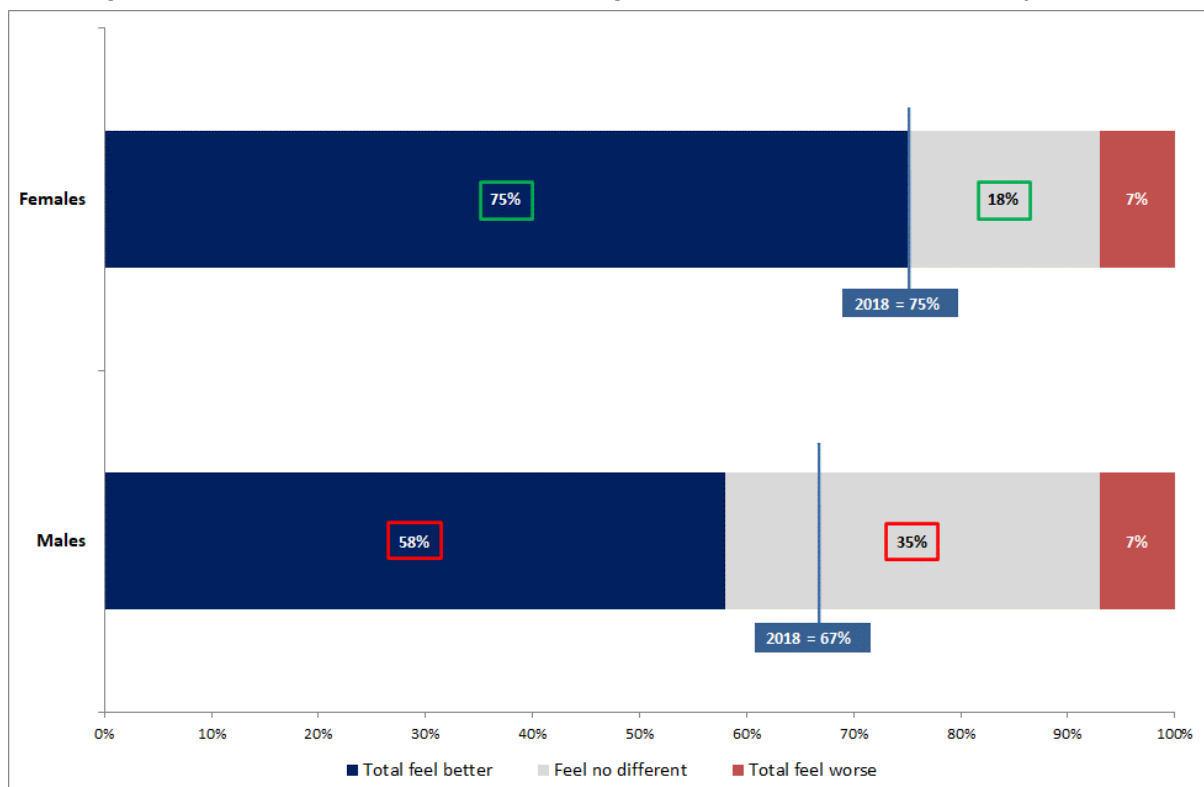
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. NZ European 2018 n=258, 2021 n=186; Māori 2018 n=83, 2021 n=37; Pasifika 2018 n=29, 2021 n=7; Asian 2018 n=38, 2021 n=11; Other 2018 n=52, 2021 n=30. Participants were able to select multiple ethnicities. A green square indicates a result that is statistically significantly different from the total and is 'positive' (higher share of positive ratings or lower share of negative ratings), a red square is a difference that is 'negative' (lower share of positive or higher share of negative ratings).

Females (75%) were significantly more likely than males (58%) to say they felt better after attending the restorative justice conference. In contrast, males were significantly more likely to say they did not feel any different (35%, compared with 18% of females).

While this gender difference was also evident in 2018, it previously was not as evident with the differences between the share of female and male victims stating they felt better following the conference not being statistically significant. However due to a decrease in positive ratings among males (down from 67% in 2018 to 58%), and a stable result for females (unchanged on 75%), the difference in positive ratings in 2021 is now statistically significant.

Figure 3.19: Impact on Victims from Taking Part in Restorative Justice – By Gender



Note: Due to rounding the sum of the individual results may not total 100%.

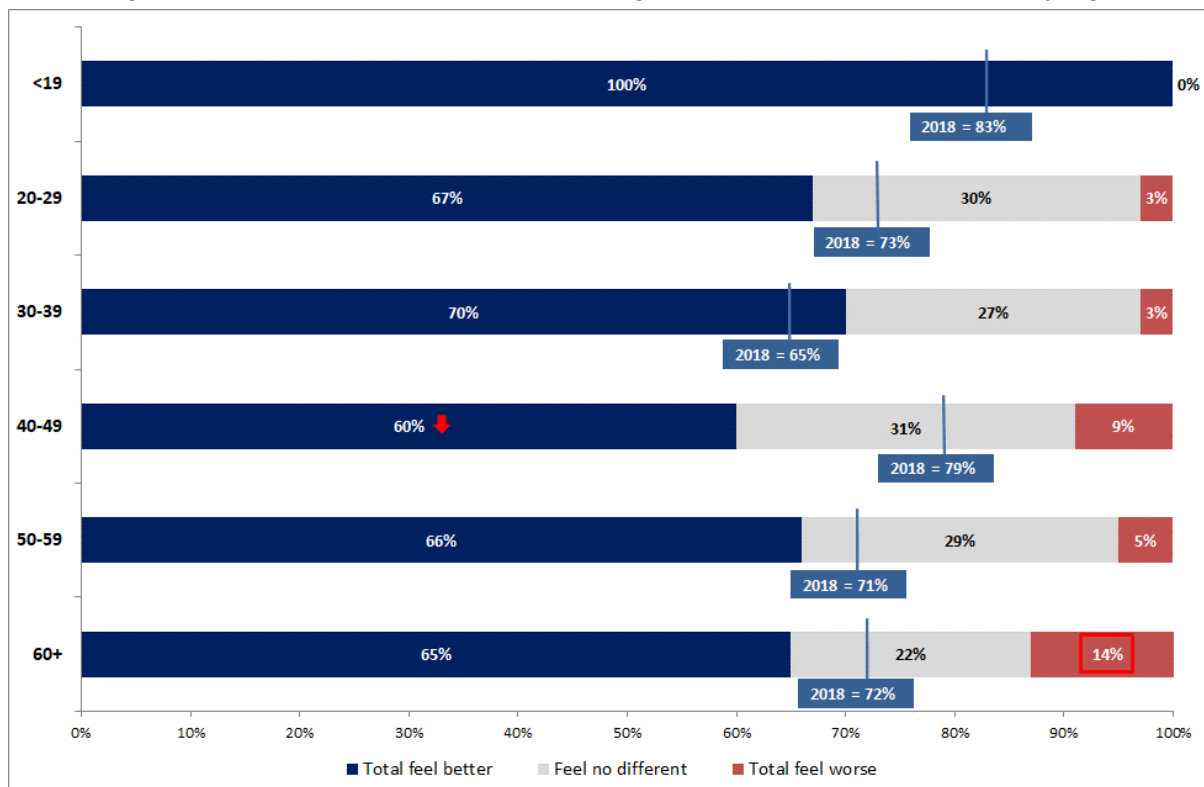
Base: All respondents excluding those who did not answer the question. Males 2018 n=129, 2021 n=139; Females 2018 n=232, 2021 n=108. A green square indicates a result that is statistically significantly different from the total and is 'positive' (higher share of positive ratings or lower share of negative/no change ratings), while a red square is a result that is statistically significantly different and 'negative' (higher share of negative/no change ratings or lower share of positive ratings).

Younger people (those aged 19 years or under) (100%) were the most likely to say that they felt a *lot better* or *slightly better* after the restorative conference, followed by those aged 30-39 (70%). In contrast, those aged 40-49 years* were the least likely to say the process made them feel better (60%). However, it should also be noted that victims aged 60 years or older were significantly more likely to mention that restorative justice made them feel worse (14% feeling *slightly* or *a lot* worse, compared with 7% of all respondents).

*Note: This age group are also the least likely to recommend restorative justice to others.

While the impact on victims shows inconsistent patterns by age group, when compared with 2018, the share of victims stating that restorative justice had a positive impact on how they felt increased slightly for two age groups – those younger than 20 years and those aged 30 to 39 years. In contrast, the remaining four age groups showed a decline in positive impact ratings, including a significant decline for those in the 40-49 age bracket (down from 79% to 60%), taking them from one of the higher rating age brackets in 2018 to the lowest in 2021.

Figure 3.20: Impact on Victims from Taking Part in Restorative Justice – By Age



Note: Due to rounding the sum of the individual results may not total 100%. Base: All respondents excluding those who did not answer the question. <19 2018 n=12, 2021 n=2; 20-29 2018 n=93, 2021 n=33; 30-39 2018 n=60, 2021 n=37; 40-49 2018 n=67, 2021 n=45; 50-59 2018 n=65, 2021 n=65; 60+ 2018 n=64, 2021 n=65. A red square is a result that is statistically significantly different and 'negative' (higher share of negative/no chance ratings or lower share of positive ratings). A red arrow indicates a statistically significant decrease in positive ratings compared with the previous measure.

4. Information provision, conference preparation and reasons for taking part

This section reports on the experiences of respondents prior to the conference with the offender. This includes any contact they had over the phone, or in person, with the provider in which they would have been told about the restorative justice process and asked if they wanted to meet with the offender.

4.1. Types of meeting(s) with providers

Just over three out of five respondents (63%) said they had at least one face-to-face meeting with their provider where the restorative justice process was explained to them, and they could ask questions. This includes 48% of respondents who mentioned they had both a face-to-face meeting(s) and a phone call(s) and 16% who only had face-to-face meetings. The remaining two in five respondents (37%) said they only had contact with the provider via telephone prior to the conference.

However, this is a significant decline in the share who had a face-to-face meeting when compared with 2018, where four out of five respondents (81%) said they had at least one meeting in person.

Note: This decline in face-to-face meetings could be due, at least in part, to COVID 19 restrictions. This may also have impacted on the overall results to some extent.

The split of face-to-face meetings and/or telephone conversations held prior to the conference were similar by gender, age and ethnicity (with no significant differences).

4.2. Choice to attend meeting made clear

Almost all respondents (99%) said they were clearly told they had a choice about whether they took part in the conference with the offender. This is unchanged from the 99% in 2018, and slightly higher than the 97% in 2016, who said the choice was made clear to them. Results are similar by demographics.

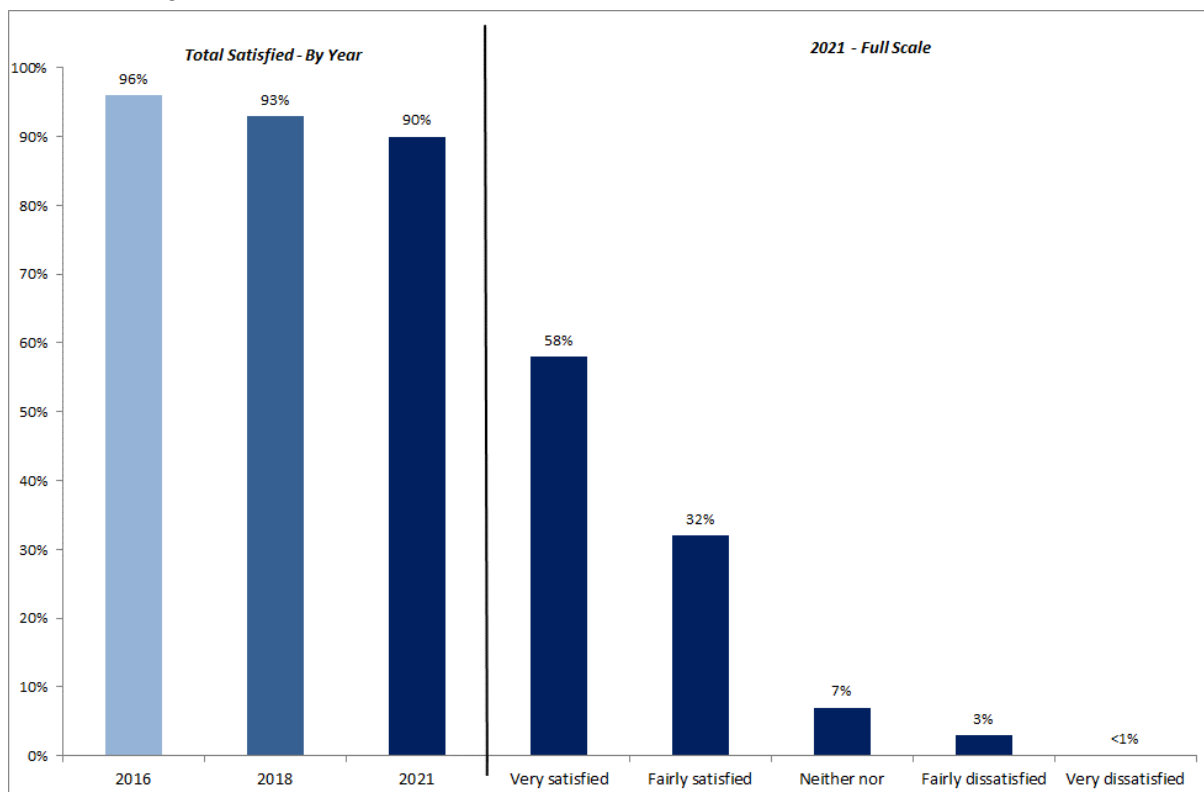
4.3. Satisfaction with information provided about restorative justice

Overall, most respondents (90%) were at least fairly satisfied with the provision of information prior to attending the restorative justice conference, including 58% who said they were *very satisfied*. Only 4% of respondents were dissatisfied to some extent.

Total satisfaction has dropped slightly for the second consecutive measure (down from 96% in 2016 and 93% in 2018, to 90%) and while the difference between 2018 and 2021 is not statistically significant, the decline between 2016 and 2021 is. Also of note is that the share of respondents who were very satisfied with the information provided has declined significantly for this measure (down from 72% in 2018, to 58% in 2021).

The only notable difference in ratings by ethnicity, gender or age is that victims of 'other' ethnicities are significantly more likely to be dissatisfied with the information provided prior to attending the conference (10% dissatisfied, compared with 3% of all other victims).

Figure 4.1: Victim Satisfaction with Information about Restorative Justice



Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. 2021 n=256, 2018 n=364, 2016 n=286.

Reasons for dissatisfaction with information provided

Only 4% (n=9) of respondents were dissatisfied with the information provided before they attended the restorative justice conference. This is in line with the share dissatisfied in 2018 (also 4%).

When asked why, specific reasons for dissatisfaction included:

- that the pre-meeting information was inconsistent with how the meeting actually worked
- that the information given was not clear and/or there was not enough information, and
- that the participant was not told about the offender's attitude (i.e. being aggressive or not showing any remorse) before attending the meeting.

A selection of verbatim comments is included below to demonstrate the reasons respondents were dissatisfied with the information provided:

'They didn't really give us useful information. We just got a time and date and a vague description on what would happen.'

'I felt like the people who were giving [the pre-meeting information] to me had a different idea of how things go [compared] to the lady who actually ran the meeting. It was inconsistent. It would have been better if the ladies who had briefed us had run the meeting instead.'

'I wasn't made aware that the perpetrator wasn't sorry and that he would be aggressive.'

4.4. Reasons for deciding to take part in restorative justice

Respondents were also asked (unprompted) why they had decided to take part in the restorative justice conference with the offender. *Note: In the 2016 survey, respondents were asked to rate the importance of 11 different statements. Therefore a comparison with 2016 is not applicable.*

Table 4.1 shows the most frequently mentioned reasons for deciding to meet with the offender (includes reasons mentioned by 5%/n=12 or more victims).

Wanting to receive an explanation from the offender (30%) and being able to let the offender know the impact the offence had had on them (24%) were the most frequently mentioned reasons for deciding to take part in restorative justice. Wanting to help (21%) and see/meet (20%) the offender, as well as hoping the meeting would bring closure (19%), were also frequently mentioned.

Reasons are similar to those given in 2018, however there has been a significant decline in the shares mentioning that they hoped the meeting would bring closure (down from 36% in 2018, to 19%) and/or specifically mentioning that they wanted to receive an apology or for the offender to show remorse (down from 16% to 9%).

Table 4.1: Reasons for Deciding to Take part in Restorative Justice

Reason	2018	2021
Wanting to receive an explanation from the offender	29%	30%
Wanting to let the offender know the impact the offence had on them	28%	24%
Wanting to help the offender (make them change/learn, reduce their sentence)	21%	21%
Wanted to see or meet the offender	15%	20%
Hope that the meeting would bring closure	36%	19%
To receive an apology from the offender/for the offender to show remorse	16%	9%
Wanted to express my feelings/speak directly to the offender	11%	8%
Wanted the offender to pay reparation to me/my family	7%	5%

Base: 2021 n=241, 2018 n=357 (all respondents excluding those who did not answer the question). Table lists respondents given by 5% or more of respondents. Multiple responses permitted therefore percentages may total more than 100%. Red text indicates a significant decline when compared with the previous measure.

The only statistically significant differences by demographics were that females were significantly more likely to hope that the meeting would bring closure (25%, compared with 15% of males), while those aged 30 to 39 wanted an explanation from the offender (54%, compared with 25% of victims in all other age groups), 40 to 39 year olds wanted the offender to know how the offence had impacted them (38%, compared with 21% of victims in other age groups), and those aged 60 years or older wanted to help the offender (31%, compared with 17% of younger victims). There were no differences by ethnicity.

A selection of verbatim comments is included below to demonstrate the reasons respondents decided to meet with the offender:

'I did it for the offender's sake - to help them learn from their mistakes. Also, just to find out more about the offence.'

'I wanted to hear what they had to say, to hear what was going through their mind when committing the offence. I wanted them to put a face to an organisation and see that I represent them and the community. It was important for me to hear they owned up to the issue and more importantly what could be put in place for us to move on.'

'To put a face to the person who was responsible and because what you don't know is worse than what you do know, and what is unknown. The mind can make things up because you're not in the know about things and it can make things out to be much bigger than what it actually is. So, it was the sense of needing to know and wanting to understand.'

'I just wanted to find out on a personal level why they did what they did and asking her face to face.'

'The offender was young, I wanted to see if they were willing to start again and get back on track.'

'The facilitator who called beforehand actually convinced me to go because I didn't really want to go at first, but then he explained to me what restorative justice was. The drama had been going on for a long time, so I just wanted an explanation on why [the offender] was doing what she was doing. The drama was becoming a nuisance.'

'It was an accident when the offender knocked me off my bike. There was no reason not to meet him. I think it was good to meet and have a conversation, and to let him know I was alright.'

'To settle the matter and to let him know what damages he caused to the other party I was representing.'

'To help them - they were young and Māori and from what I knew they were willing to be a part of the meeting. I thought it would be nice to give them closure especially from someone who grew up in the same way.'

'I just wanted to make sure she understood the damage done and the distress I had gone through. I didn't want her to get away without knowing what happened to me. Because I was back and forth from hospital, we lost our car and money, so it was recommended to go and ask for it, but this wasn't the main reason I went.'

'I wanted to let them know my side of things, and for me to forgive the act and move on with my life. The idea of communication between both sides is important and I received a lot of healing out of it.'

'I was just curious about what happened, why it happened, how it happened.'

'To see the person, find out why they did it, and let them know the effects they had on us. I thought all of this might help them change their ways and discontinue that sort of action.'

'I wanted to be paid back. I wanted him to understand what he did was wrong, and to understand the impact of what he has done.'

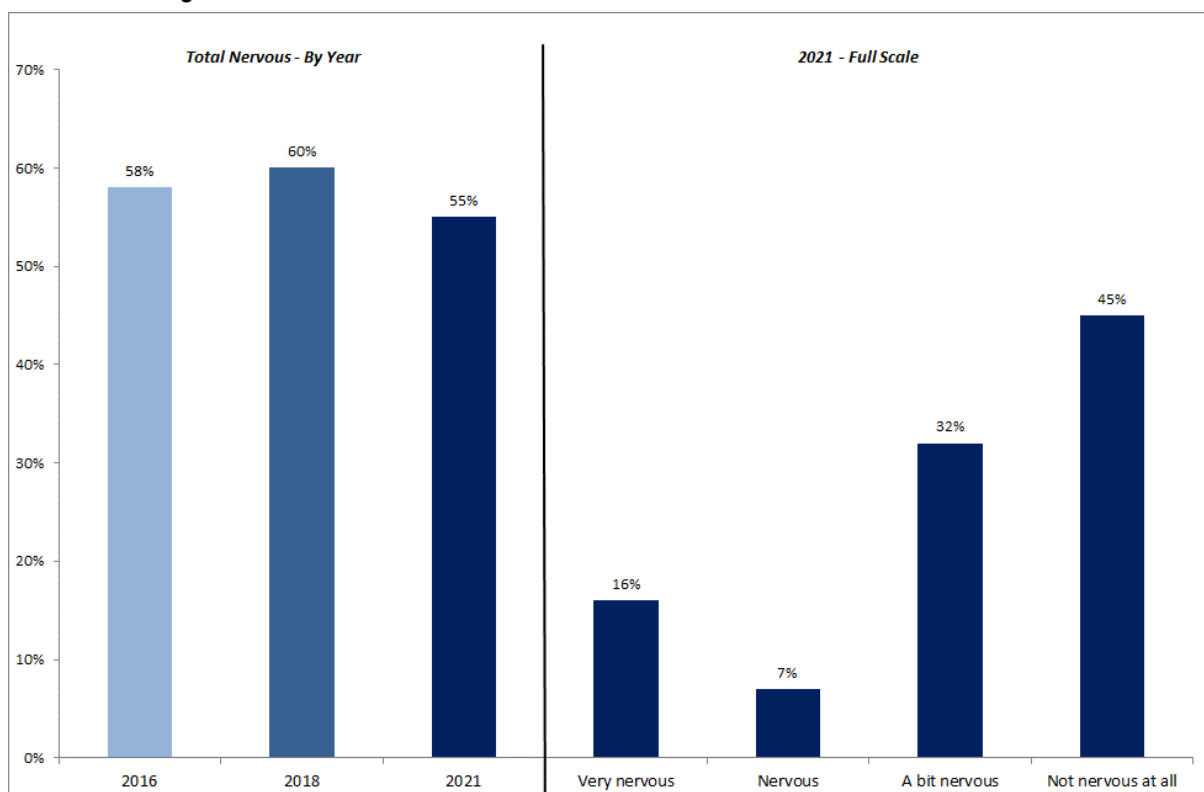
'The main reason was because it was a young lad and we've all made mistakes. I wanted him to know the mistake that he made could have ended up in a death or very bad accident. I actually felt for him and wanted him to understand that I forgave him, and I wanted him to do better in life.'

4.5. How nervous victims felt before the conference

Just over half of all participants (55%) reported some degree of nervousness prior to their conference with the offender, including 16% saying they were *very nervous*. However, 45% said they didn't feel nervous at all. These results are similar to 2018, with slightly fewer participants feeling nervous in 2021 but the difference is not statistically significant.

Females were significantly more likely to feel at least a bit nervous (71%, compared with 43% of males) and *very nervous* (32%, compared with just 4% of males). In contrast, males (57%, compared with 29% of females) and those aged 60 years or older (61%, compared with 39% of younger participants), were significantly more likely to say they did not feel nervous at all.

Figure 4.2: How Victims Felt Before the Restorative Justice Conference



Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. 2021 n=256, 2018 n=362, 2016 n=289.

5. The Conference

This section reports on the experiences of the respondents who attended a restorative justice conference (face-to-face or via a video link) with the offender.

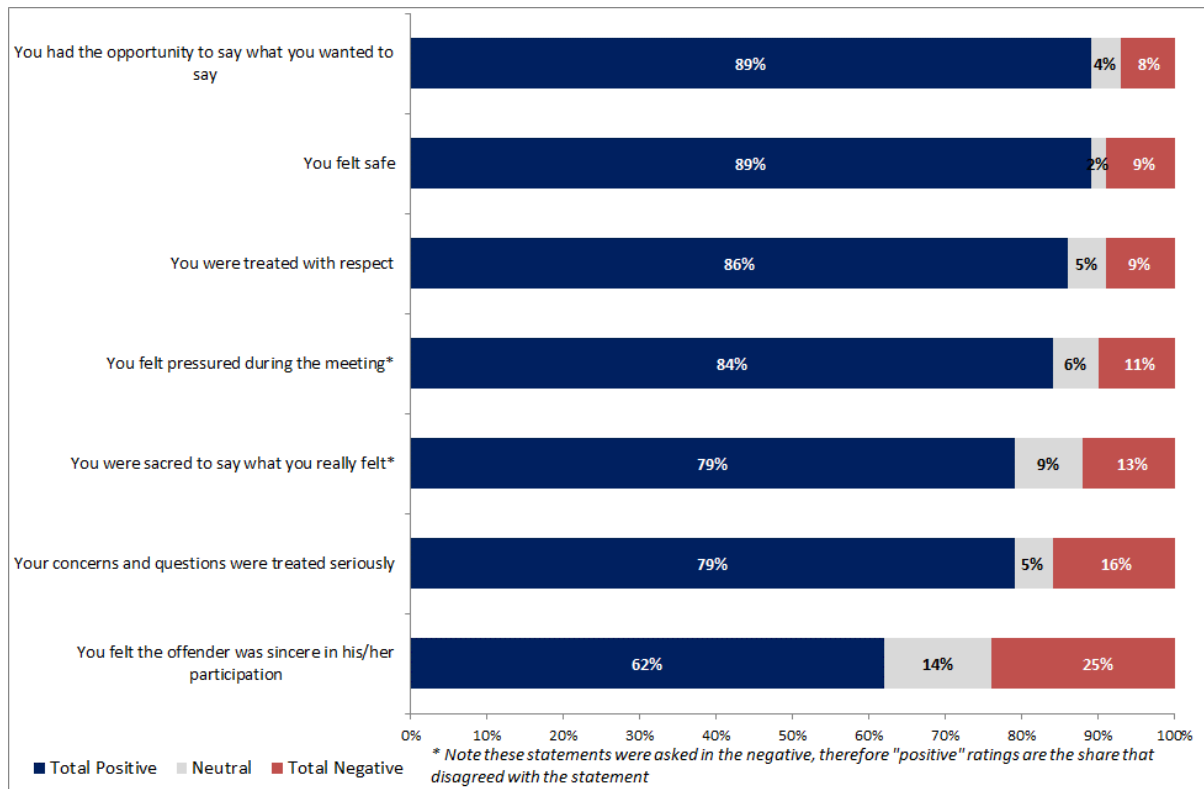
5.1. Statements about the conference

Conference attendees were asked whether they agreed or disagreed with seven statements about how the conference was run and how they felt during the meeting with the offender.

Note: Two of the statements were negatively phrased ('you were scared to say what you really felt' and 'you felt pressured during the meeting') therefore, in the analysis below, their shares of 'positive ratings' are those that disagreed to some extent with the statement.

Attendees were positive about most aspects of the conference with being given the opportunity to say what they wanted (89% agreeing), feelings of safety (89% agreeing they felt safe) and being treated with respect (86%) receiving the highest shares of positive ratings.

At least four out of five attendees were happy with most other aspects of the meeting (either agreeing with positively phrased statements or disagreeing with negative ones). The only exception was that only three out of five attendees (62%) agreed that they felt the offender was sincere in their participation, with a quarter (25%) disagreeing with this statement. Around one in six attendees (16%) felt their concerns and questions were not treated seriously, while 13% agreed that they were scared to say what they really felt during the meeting.

Figure 5.1: Statements about the Conference – Positive Ratings for 2021

Note: Due to rounding the sum of the individual results may not total 100%.

Base: n=259. All respondents excluding those who did not answer the question.

Levels of agreement are also similar by ethnicity, gender and age with only a few statistically significant differences:

- Māori attendees were significantly more likely to *strongly agree* that they had an opportunity to say what they wanted (78%, compared with 61% of attendees in all other ethnic groups) and to *strongly disagree* that they felt scared to say what they really felt (83%, compared with 55%), and/or that they felt pressured during the meeting (84%, compared with 60%).
- Female respondents were significantly more likely to agree that their concerns and questions were taken seriously (88% agreeing to some extent and 62% *strongly agreeing*, compared with 72% and 46% respectively for males), while males were significantly more likely to disagree to some extent (21%, compared with 9% of females). Females were also significantly more likely to *strongly agree* that they were treated with respect (72%, compared with 60% of males), while males were significantly more likely to disagree to some extent (13%, compared with 5% of females).
- Those aged 60 years or older were significantly more likely to disagree that their concerns and questions were taken seriously (24%, compared with 13% of attendees in all other age groups) and that they were treated with respect (15% disagreeing, compared with 7%).

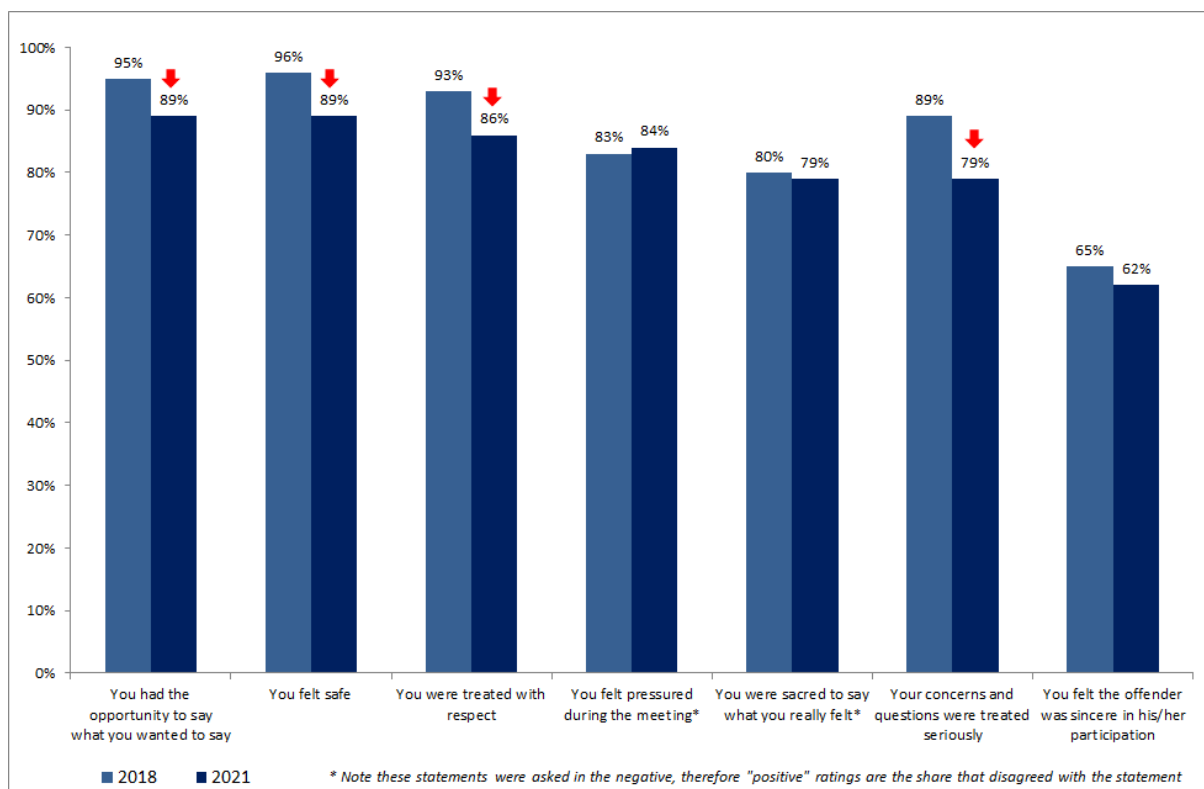
Compared with 2018, there has been a statistically significant decline in the share of attendees agreeing to some extent that they:

- had the opportunity to say what they wanted (down from 95% in 2018, to 89%);
- felt safe (down from 96%, to 89%);
- were treated with respect (down from 93%, to 86%); and
- felt their concerns and questions were taken seriously (down from 89%, to 79%).

Most other measures have shown a slight decline in positive ratings since 2018 (a slight decline in agreement ratings for the positively framed statements, or a slight increase for the negatively framed statements). The only exception is a slight increase for the share of attendees disagreeing that they felt pressured during the meeting.

Since 2018, there have also been significant increases in the shares of respondents disagreeing that their concerns and questions were treated seriously (up from 7%, to 16%), they were treated with respect (up from 3%, to 9%), they felt safe (up from 2%, to 9%) and that they had the opportunity to say what they wanted (up from 2%, to 8%).

Figure 5.2: Share giving Positive Ratings for Statements about the Conference – 2018 versus 2021



Note: Due to rounding the sum of the individual results may not total 100%.

Base: 2021 n=259, 2018 n=358. All respondents excluding those who did not answer the question.

A red arrow indicates a statistically significant decrease in positive ratings compared with the previous measure.

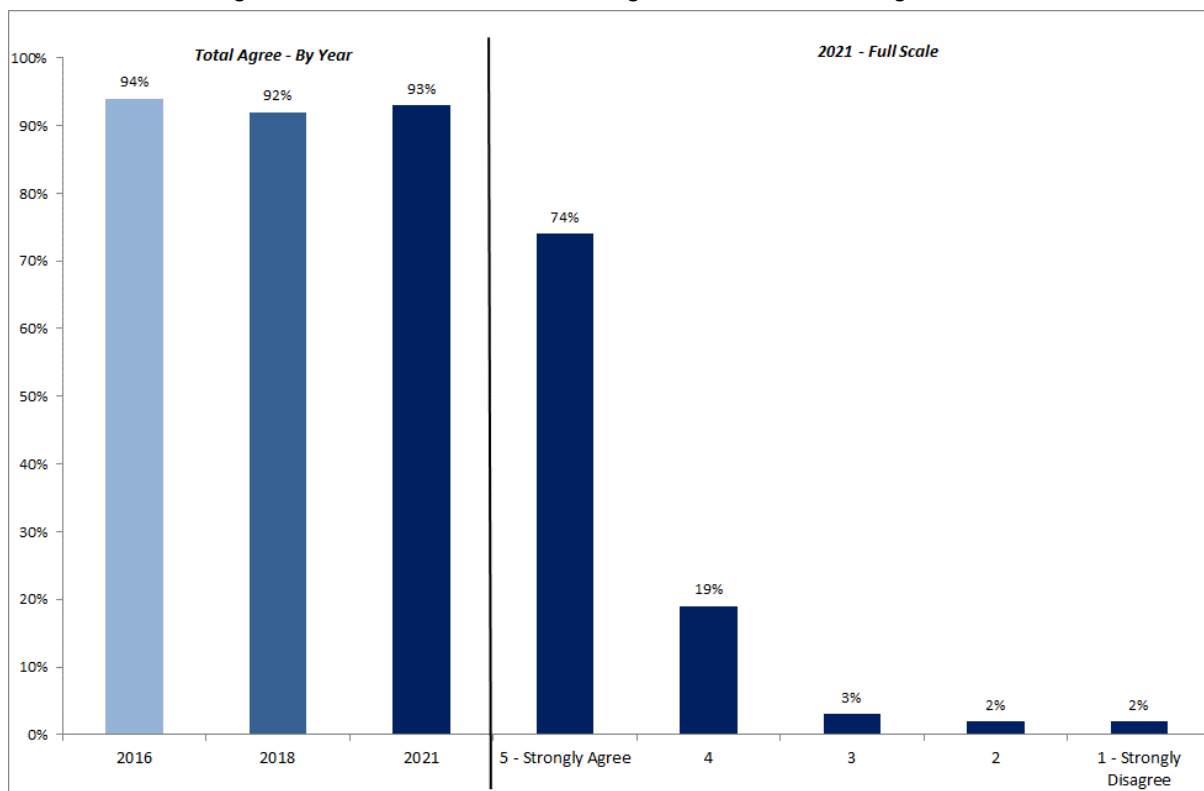
5.2. The facilitator's management of the meeting overall

Most attendees were happy with how the facilitator(s) managed the meeting overall (93%), including 74% who *strongly agreed* with the statement. Only 4% disagreed with the statement to some extent.

The share of respondents happy with how the meeting was managed is in line with the 2018 result (92%).

There are no statistically significant differences in ratings of the facilitation by age, gender or ethnicity.

Figure 5.3: The Facilitators Management of the Meeting Overall



Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. 2021 n=248, 2018 n=358, 2016 n=289.

6. Benefits and longer-term impacts

This section reports on the benefits and longer-term impacts the process has had on victims.

As well as asking respondents if taking part in the restorative justice meeting had a positive impact on them personally (with 66% stating that after the meeting they felt *a lot better/slightly better*, as reported in Section 3.4), victims were also asked:

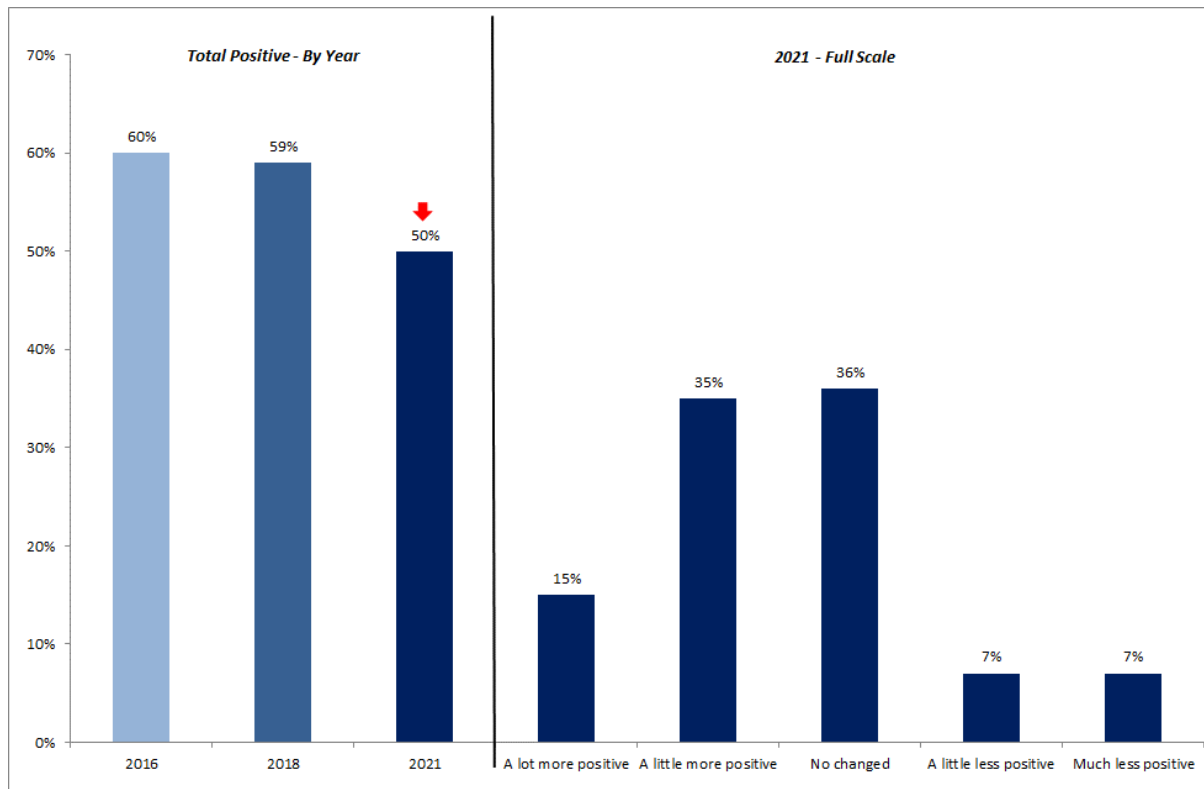
- how the process had influenced their view on the criminal justice system as a whole
- if having a meeting with the offender was a good way to deal with the offence that was committed against them, and
- how taking part in the restorative justice meeting had benefited them.

6.1. Impact on views of the criminal justice system

Half of all victims (50%) said their views of the criminal justice system as a whole had become more positive following their participation in the restorative justice process, including 15% saying that their views were *a lot more positive*. Around one in seven (15%) said being involved in the process influenced their views in a negative way, while 36% said it had no impact.

However, when compared with 2018, there has been a significant decline in the share mentioning their views had become more positive (total positive results down from 59% in 2018 to 50%, including the share saying their views are *a lot more positive* down from 29% to 15%). Although it should be noted that while negative ratings have increased slightly (up from 11% to 15%), the biggest shift has been in the share stating that participating in the restorative justice meeting had not changed their view of the criminal justice system (up from 29% to 36%).

Analysis of results by gender didn't show any significant differences, however Māori victims were significantly more likely to say the process had a positive impact on their views (67%, compared with 47% of victims of all other ethnicities), while those aged between 30 and 39 years were significantly more likely to say their views of the criminal justice system are now *a lot more positive* (27%, compared with 13% of victims in all other age brackets).

Figure 6.1: Impact on Views of the Criminal Justice System

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%. Base: All respondents excluding those who did not answer the question. 2021 n=244, 2018 n=360, 2016 n=289.

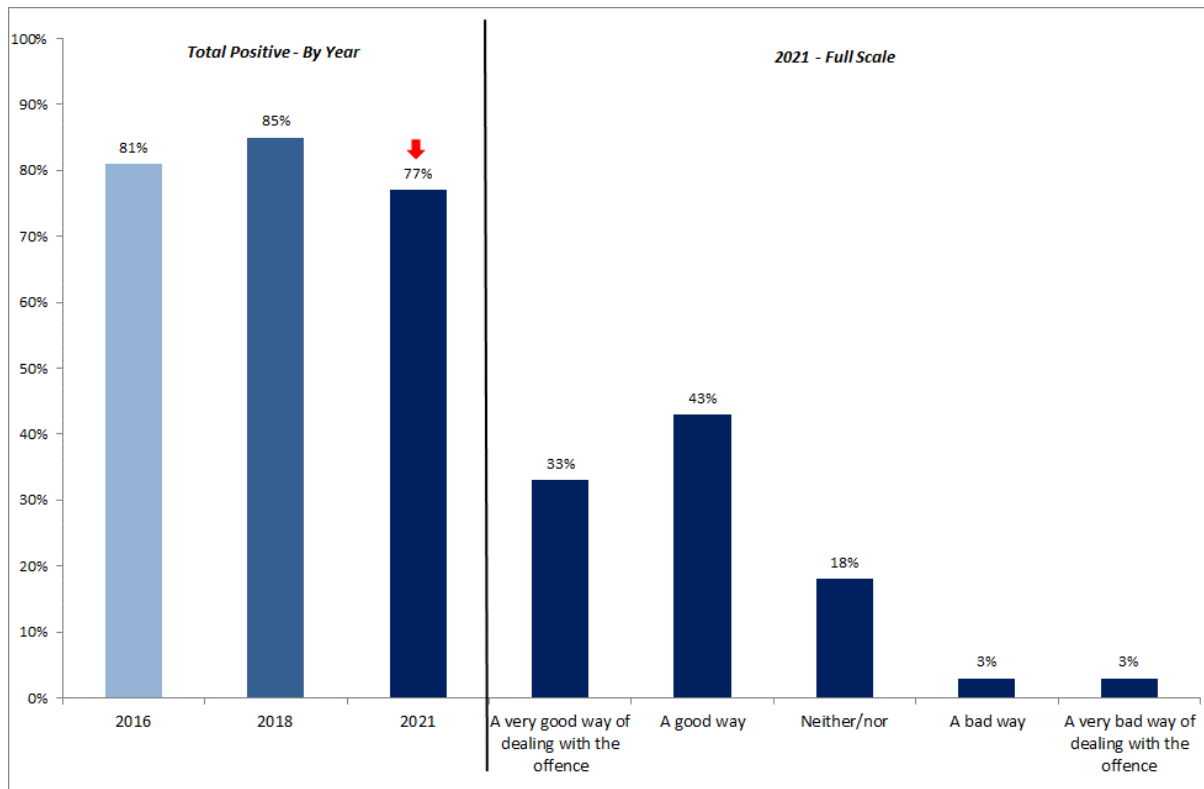
Red arrow indicates a significant decline in positive ratings when compared with the previous measure.

6.2. Restorative justice as a way of dealing with the offence

More than three quarters of victims thought the restorative justice conference was a good way to deal with the offence that had been committed against them (77% saying it was a *good*, or *very good* way of dealing with the offence), including 33% who thought it was a *very good* way of dealing with the offence. Only 6% felt it was a bad way of dealing with the offence.

Results over time are mixed. While the share who thought that restorative justice was an appropriate way of dealing with the offence that was committed against them has decreased significantly since 2018 (down from 85%, to 77%), it should be noted that the shift has been from positive to neutral, with the share saying *neither/nor* increasing significantly in 2021 (up from 11% to 18%). It should also be noted that the share saying restorative justice is a *very good* way of dealing with the offence has increased significantly (up from 20% in 2018, to 33%).

There were no significant differences in views by ethnicity, gender or age.

Figure 6.2: Restorative Justice as a Way of Dealing with the Offence

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. 2021 n=244, 2018 n=356, 2016 n=289. Red arrow indicates a significant decline in positive ratings when compared with the previous measure.

6.3. How the restorative justice meeting benefited victims

Respondents were also asked how taking part in the restorative justice process had benefited them, if at all. Most victims (74%) were able to name at least one way that restorative justice had benefited them, while one in four (26%) said the process had not benefited them at all.

The two key ways that the restorative justice process was beneficial, offered by victims are:

- I feel that I can move on/I got closure (26%), and
- I got to hear the offender's point of view and understand what happened (16%).

These were also two of the key benefits mentioned by victims in both the 2018 and 2016 surveys.

Other commonly mentioned benefits (mentioned by 3% or more of victims) included:

- helped me to heal emotionally (9%)
- I got to have my say – the offender heard my point of view/how it impacted me (9%)
- I learnt about the restorative justice process (4%)
- being able to see the offender face-to-face (4%)
- felt I helped the offender/I did something for the community (4%)

- I'm now less angry (3%) and
- the offender was sincere/ashamed/apologised (3%).

Key benefits are similar by gender age and ethnicity, with the only significant differences being that those aged between 30 and 39 years were more likely to mention that they got closure and can now move on (43%, compared with 23% of victims in all other age brackets), while those aged 50 to 59 years are more likely to say they are now less angry (8%, compared with 2% of all other respondents).

A selection of verbatim comments is included below to demonstrate how restorative justice benefited victims:

'It helped clear up that he was making an honest mistake, and it was not a targeted thing. It gave me peace of mind.'

'I achieved what I wanted to do. I made a connection with the offender and heard his side of the story. And I got to assure him that his apology was accepted.'

'Just understanding how the system works because not many people partake in this part of the system and its good to understand there is a service that is there for both parties.'

'I got closure from the man who nearly killed me.'

'It was good to talk about how I felt. I got the frustration off my chest.'

'I didn't really understand what benefit I would get from it but agreed to go ahead anyway. We were both able to fill in some gaps for each other about what happened, which was really helpful. I also discovered she had been told nothing of the outcome of her actions (including the fact she actually broke my nose which required surgery and left me with permanent damage affecting my health and everyday life). She was mortified, and clearly had no idea. I was able to tell her exactly what her actions cost me, and she was able to tell me what she had already been doing to prevent this kind of thing from happening again. The meeting cleared the air for us both and left me feeling very relieved and unburdened. I believe I benefited from it as much as she did and I'm really glad I did it.'

'I got the chance to make sure he understood the consequences of his actions.'

'I got to know a bit about the offender that helped me understand circumstances that would've made them do what they did.'

'It made me realise it wasn't my fault, nothing we could have done would have changed anything.'

7. Overall feedback and suggestions for improvement

At the conclusion of the survey, respondents were given the opportunity to provide any additional feedback or comments, including:

- any negative comments or improvements
- any positive comments
- any other comments, suggestions or feedback.

7.1. Negative aspects of victims' experience with restorative justice and improvements

Victims were also asked to identify any negative aspects of the restorative justice process or areas that could be improved. More than two in five respondents who answered this question (43%) said they were unable to think of any negatives or areas for improvement. The most frequently mentioned negative aspects or need for improvement (those mentioned by 3%/n=8 or more respondents) are listed in Table 7.1 followed by a selection of verbatim comments.

Table 7.1: Negative Aspects of Victims' Experience with Restorative Justice and Improvements

Comment	2021
None – nothing was poor or needed improvement	43%
Need feedback/updates on what happened to the offender after the conference	12%
Felt the offender was not sincere in their apology (only doing it to avoid court or to get a lesser sentence)	7%
It took too long between the offence and the first meeting with the facilitator	5%
The offender didn't do what was agreed at the conference – should follow this up	3%
The victim should be properly compensated	3%
Was told that the meeting was about me (the victim) but it was more about the offender/benefits the offender more	3%

Base: n=259 (all respondents excluding those who did not answer the question). Table lists respondents given by 3% or more of respondents. Multiple responses permitted therefore percentages may total more than 100%.

A selection of verbatim comments is included below to demonstrate the types of negative experiences and suggestions respondents mentioned in their own words:

'I think the entire experience felt more pro-offender and less pro-victim. It felt like the offender wasn't entirely genuine in some of his responses.'

'It was after the meeting that I didn't hear anything and there was not a lot of information on what was going on or if she was going to court. I found out from police about it and not the restorative justice people and the police officer was surprised that I hadn't been informed yet. There was no info on if I was actually going to get [what was agreed] and how I was gonna get it. It was just the communication after that was lacking.'

'The decisions made at the meeting weren't followed through enough, especially as far as getting the offender back on track.'

'It lacked a bit of follow up regarding the court proceedings, we were left in the dark about what happened and what the verdict was. Need to improve by touching up on the follow-up process.'

'I guess we're not lawyers or judges and for me I guess I felt pressured to believe the offender. After the meeting, I started to think about how I couldn't trust the offender - they could have been lying, I didn't know if they were telling the truth. I felt cheated or lied to. It would have been better if a neutral person made the decision instead of me being the victim thinking let's get it over and done with. Also, the timeframe could have happened a lot quicker - from the incident to when we had the meeting, it had been over a year so it wasn't as fresh in the mind as it was when it happened.'

'No payments received. I think the courts should pay the victim what was agreed and then the offender pay the courts back.'

'The big focus of the whole thing was not the victim; it was the offender. It was slanted so much that way that I would sit on the fence about recommending RJ to others. I'm harmed as a victim, and I would say there has to be a better balance at the meeting.'

'I think the process takes a long time - it took over a year, from the incident to the meeting actually happening. I also think it could have been slightly better if it was just me and the offender face to face instead of the offender having a family member there to support him.'

'The main thing was they were using the process to lighten their sentence and had no sincerity. It was a way of lessening the impact of what was happening, its false and pretend. The people who were facilitating were good, but they can't get honesty from the individual - they are treated too leniently by the whole justice system, so they abuse the system.'

7.2. Positive aspects of victims' experience with restorative justice

Victims were asked to think about any positive aspects of the restorative justice process, the people involved, and any positive impacts or longer-term benefits it may have had on their day-to-day life.

Only 11% of respondents couldn't think of any positive aspects of the process. Common responses (those mentioned by 5% or more of respondents) are listed in Table 7.2 followed by a selection of verbatim comments.

Note: These positive aspects of the restorative justice experience were also commonly mentioned by respondents in the 2018 and 2016 surveys.

Table 7.2: Positive Aspects of Victims' Experience with Restorative Justice

Comment	2021
Good facilitators (including: very polite, easy to talk to, made me feel comfortable, caring, supportive, respectful, professional)	37%
I was able to have my say (the offender to hear the impact on me)	11%
Clear process/information clearly explained/organised	11%
Meeting took place in a safe/controlled/calm environment	9%
Provided me with closure/I could move on	8%
The ability to meet face to face with the offender	8%
The offender gave me an explanation and answered my questions/I could relate to the offender and get a better understanding of their side of the story	7%
Positive outcome/it's a positive way to deal with crime	7%
Seeing that the offender was genuinely sorry (apologised/showed remorse)	7%
I was able to talk openly about the offence	5%
Got feedback and updates – before and/or after the meeting	5%
The offender agreed to change their behaviour/chance for the offender to change their behaviour	5%
None – nothing was good	11%

Base: n= 259 (all respondents excluding those who did not answer the question). Table lists respondents given by 5% or more of respondents. Multiple responses permitted therefore percentages may total more than 100%.

A selection of verbatim comments is included below to demonstrate the types of positive experiences respondents had:

'The facilitator was really good. Before we had spoken, I knew nothing about restorative justice and what it was or how it operated but he was really good and talked me through it which convinced me to come. Even after the conference the facilitator called to check up on me. Another reason why I decided to participate was because the facilitator told me it was also a chance for the offender to get help - and that is what I wanted. It worked and we are all good now, and she hasn't offended again.'

'It helped the family to talk about it in a group setting.'

'It was just the ability to be able to meet with the person that we didn't know and get an understanding of who they were under the guidance of the person from restorative justice who indicated they spoke with the offender and said it would be positive to meet with them. The person from restorative justice that we dealt with at the time was helpful in mediating to our benefit.'

'The facilitators were beautiful people, very gentle and real people. They were very respectful of each person involved and they stayed neutral to support the process.'

'The room was private and an open space. I liked the way the meeting was set up with breaks in between and the chance for both sides to acknowledge feelings. No one sat there trying to vindicate anything which was good, and not the point of the meeting.'

'One good thing was I got to see the offender and talk to them. I hope it prompted them to change their ways.'

'The facilitators were very professional but empathetic. I always felt safe even though the situation was upsetting at times. I think taking part in the process helped me to face up to the fear I had about the accident and my injuries that I was dealing with.'

'The communication on all parts was done very well from start to finish, including good follow-ups. It was organised by a very passionate person, and it showed.'

'They were very thorough about introducing the process and making sure we were aware of what was going to happen and were comfortable with it. It was good organisation of meetings and time frames especially given COVID conditions.'

'It was the first time I felt like he genuinely may have been sorry for what he did. We felt like he had to see us and know the family he had affected, and not just snigger at us in court appearances. I thought the written report was a good way of hearing it back afterwards.'

'The staff that worked with me were wonderful. I was extremely nervous about the whole thing, but they answered all my questions and tried to make me as comfortable with the process as possible. Meeting with the offender helped to clear the air and allowed me to get the closure I needed.'

8. Appendix 1: Sample description

The demographic characteristics of all survey respondents are set out in the table below.

Appendix Table 1: Description and Demographics of Respondents

Characteristic	Number	Percentage
Total	259	100%
Gender		
Male	148	57%
Female	111	43%
Ethnicity (Note: multiple ethnicities could be selected)		
New Zealand European	194	76%
Māori	37	15%
Asian	13	5%
Pasifika	9	4%
Other	30	12%
Age		
15 to 19 years	2	1%
20 to 29 years	34	13%
30 to 39 years	38	15%
40 to 49 years	47	18%
50 to 59 years	69	27%
60 years or older	69	27%
Victim Status		
Victim of the offence	223	86%
Representative of victim (parent/guardian)	10	4%
Representative of victim (other family member)	12	5%
Representative of victim (non-family member)	14	5%

9. Appendix 2: 2021 victims survey questionnaire

The final version of the 2021 Restorative Justice Victims Satisfaction Survey questionnaire can be found below.

Ministry of Justice Restorative Justice Victim Satisfaction 'Pulse' Survey 2021 – Final Live Version

Introduction

Good afternoon/evening. My name is ... from a company called GravitasOPG. Could I speak with ... please?

Interviewer note: If sample is provided, you must only speak to the named person. If this person is not available, you must not reveal the nature of your call. Instead, if asked to explain: "It is just a customer satisfaction survey. I will call back another time."

Arrange call back if necessary.

Re-introduce if necessary

Can I just confirm that you are ... (***name***)?

We are conducting a survey on behalf of the Ministry of Justice about peoples' satisfaction with restorative justice. Restorative justice is where a victim is offered the opportunity to attend a meeting, or conference with the offender.

IF RESPONDENT ASKS WHAT RESTORATIVE JUSTICE IS: It is an arranged meeting between an offender and a victim or community representative, called a restorative justice conference or meeting.

This survey is about the restorative justice meeting with the offender that was organised by [***Provider***]. Some of the questions in the survey are about that meeting and your satisfaction with what happened before and after the meeting.

If respondent states they have had no contact with the provider or did not attend the meeting with the offender code as "no contact/did not attend meeting, thank and close".

Note: If the respondent does not recognise the provider/organization say: They may have said they were from Restorative Justice.

IF RESPONDENT ASKS HOW YOU GOT THEIR NUMBER: Your number has been provided to us on a confidential basis by the Ministry of Justice.

IF THEY HAVE NOT HEARD OF PROVIDER NAME ABOVE: You might know them as the 'restorative justice facilitator' and/or one of their colleagues.

Age check: Can I just check that you are 15 years of age or older?

1. Yes – 15 yrs or older
2. No
3. Refused – Thank and close

If speaking to the named person and they are a minor (under 15 years): Can I please speak with your/ parent or guardian who went through the restorative justice process on your behalf?

If phone answerer advises you that the named person is a minor (under 15 years): Can I please speak with the parent or guardian of [insert named person]? **Once speaking to the parent/guardian reintroduce.**

If respondent wishes to speak directly to someone within Ministry of Justice: You can contact XXXXX , on 04 XXX XXX (during business hours) or you can email restorativejustice@justice.govt.nz

ALL

We are an independent research company and all our work is completely confidential. Your answers will be combined with those of others and there will be nothing in the results that could identify you.

ALL

Is now convenient for you to answer some questions please? ***If necessary:*** The survey will take approximately 15 minutes depending on your answers.

If no, arrange call back.

If refuse, thank and close.

Code for 'Don't know/cannot remember this at all'.

Code for 'I know what you are talking about, but I had no contact with restorative justice facilitators'.

READ TO ALL RESPONDENTS:

Thank you for agreeing to help us with this research. Just to let you know during the course of this interview my supervisor may listen in to check the quality of my interviewing.

FURTHER INFORMATION FOR INTERVIEWERS:**IF ASKED ABOUT CONFIDENTIALITY ISSUES:**

- Whether or not you decide to take part will have no effect on your relationship with the justice system or with the restorative justice facilitator or any of their colleagues.
- All information gathered in this study will be grouped together with the responses from other people so that no individuals can be identified in the survey report.
- After the study is complete, your personal details will be deleted from the GravitasOPG files so they cannot be used for any other purpose.
- If there are any questions in the survey you do not want to answer please let me know and I will move onto the next question.

IF ASKED FOR MORE SUBJECT MATTER DETAIL: We are particularly interested in giving information to the Ministry of Justice that will help improve the service that victims receive through the restorative justice facilitators and their colleagues.

IF ASKED ABOUT HOW THEIR DETAILS WERE SOURCED: You have been chosen at random from a list of victims who have been assigned to restorative justice facilitators by the Ministry of Justice.

IF INTERVIEW BRINGS UP UNRESOLVED FEELINGS AND IT IS APPROPRIATE TO REFER TO A COMMUNITY ORGANISATION YOU CAN REFER THE RESPONDENT TO:

Victims of Crime Information Line - 0800 650 654
 Victim Support - 0800 VICTIM (0800842 846)
 Citizen's Advice Bureau - 0800 FOR CAB (0800 367 222)

Start Survey

Before we begin, are you comfortable with the term "restorative justice" and what it means or would you like me to read a brief description?

If needed read out the restorative justice description, all others move to survey outline

Restorative justice is a process for resolving crime that focuses on redressing the harm experienced by victims, while also holding the offender to account for what they have done.

The process includes the option of the victim and the offender coming face-to-face at a meeting called a restorative justice conference. This conference allows the victim to express how the offending has affected them and allows all the people present to acknowledge the harm that has been caused.

Read survey outline to all respondents:

Just to be clear, I would like to advise you that I don't know why you have been involved with the restorative justice process and you don't have to tell me.

During the survey I will be asking questions about the different parts of the restorative justice process you may have gone through. This includes the initial information you were given, any meetings you may have had with the **[provider name]** and the meeting you may have had with the offender (if you decided to do this). You will also be given a chance to give feedback on anything we have not covered at the end of the survey.

H Which of the following describes you? Are you...

READ OUT. CODE ONE ONLY.

The victim of the offence	1
---------------------------	---

The parent/guardian of the victim	2a
A family member (other than the parent/guardian of the victim)	2b
Someone else/none of these	3
[DON'T READ] Don't know / cannot remember	4
[DON'T READ] Don't want to answer this question	5

If no above (codes 2a/2b/3) ask

Hb Were you representing the victim throughout the process or were you a support person?

If needed (i.e. if victim representative): Did you go to the meetings and make decisions on behalf of the victim?

I was representing the victim	1
I was just a support person/something else	2
Don't know / cannot remember	3
Don't want to answer this question	4

Information provision & Preparing for the conference

Thinking about the contact you had **before** the restorative justice meeting with the offender.

This includes any telephone conversations or face to face meetings you had with **[insert Provider name]** where they would have told you about the restorative justice process and when you would have been asked if you wanted to meet with the offender.

IF THEY HAVE NOT HEARD OF PROVIDER NAME: You might know them as the 'restorative justice facilitator' and/or one of their colleagues. They would have been the person running the meeting you went to.

If respondent uses the provider representative/facilitator's name, then okay to refer to them by this name.

Cx Firstly, did you have a face to face meeting with **[insert Provider name]** before the meeting with the offender?

Code response

And did you have any telephone conversations with **[insert Provider name]** before the meeting with the offender?

Read out. Single response

Phone call(s) only	2
Face to face meeting(s) only	3
None of these	4
Don't know / cannot remember	5
Don't want to answer this question	6

If no/Don't know/don't want to answer question (codes 5-6) thank and close – mark as ineligible

C5a Was it made clear to you that you had a choice around whether you took part in the meeting with the offender or not?

DO NOT READ OUT. Single response

Yes	1
No	2
Don't know / cannot remember	3
Don't want to answer this question	4

NEW/A Thinking about the information you were given and what you were told about restorative justice, the process involved and what would happen during the meeting with the offender.....

Overall, how satisfied or dissatisfied were you with how well this information prepared you for the restorative justice meeting? Were you ...

READ OUT. Single response

Very satisfied	5
Fairly satisfied	4
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	2
Very dissatisfied	1
DO NOT READ OUT: Don't know / cannot remember	6
DO NOT READ OUT: Don't want to answer this question	7

If fairly dissatisfied or very dissatisfied at A (codes 4 or 5) ask:

NEW/B Why were you dissatisfied with the information provided to prepare you for the meeting?

Probe: Why else were you dissatisfied with the information, what other information would have been useful?

DO NOT READ OUT.

Specify what verbatim	1
Don't know	2
Do not want to answer	2

Reasons for taking part

D1 Please think back to when you **made the decision to meet with the offender**.

What were your main reasons for deciding to attend the meeting with the offender?

Probe: Why else did you decide to meet the offender, what was important to you when you decided to meet the offender?

If necessary: Please answer based on what was important to you at the time you decided to meet the offender (regardless of if you thought it would happen, or if it actually did happen).

DO NOT READ OUT.

Specify what verbatim	1
Don't know	2
Do not want to answer	3

C12 Thinking about how you felt before the meeting with the offender, would you say you felt.....

If needed: After you made the decision to meet with the offender, but before the meeting took place.

READ OUT. Single response

Very nervous	1
Nervous	2
A bit nervous	3
Not at all nervous	4
DO NOT READ OUT: Don't know / cannot remember	5
DO NOT READ OUT: Don't want to answer this question	6

At the conference

These next questions are about the actual meeting you attended with the offender.

D Did you actually end up having a face to face (or a video link) meeting with the offender?

DO NOT READ OUT. Single response

Interviewer note: if they only had a telephone call they should be recorded as "no"

Yes	1
No (including the offender did not turn up)	2
Don't know / cannot remember	3
Don't want to answer this question	4

If no/Don't know/don't want to answer question (codes 2-4) skip to QF1

D5 I'd like you to tell me how much you agree or disagree with each of the following statements regarding the meeting with the offender. Please use a scale of 1 to 5 where 1 is strongly disagree and 5 is strongly agree.

IF ASKED LISTENED TO/TREATED WITH RESPECT ETC. BY WHO?: by all of those present at the meeting.

Rotate order. REPEAT SCALE AS REQUIRED.

If necessary part way through the list if you feel the respondent is getting tired: Thank you for your responses to the statements so far, I just have a few more to read out. The next one is.....

		(1) Strongly disagree	2	3	4	5 (strongly agree)	DO NOT READ OUT: Don't know	DO NOT READ OUT: Don't want to answer
1	You felt safe	1	2	3	4	5	6	7
5	You had the opportunity to say what you wanted to say	1	2	3	4	5	6	7
6	You were scared to say what you really felt	1	2	3	4	5	6	7
8	Your concerns and questions were treated seriously	1	2	3	4	5	6	7
9	You were treated with respect	1	2	3	4	5	6	7
10	You felt the offender was sincere in his/her participation	1	2	3	4	5	6	7
11	You felt pressured during the meeting	1	2	3	4	5	6	7

Conference facilitator

E5 Thinking about the 'facilitator' (or facilitators) who ran the meeting and still using the same scale. How strongly do you agree, or disagree that....

If needed: the 'facilitator' will have been the person from [provider]. They would have also been the person who was running the first meeting you went to.

REPEAT SCALE AS REQUIRED. Single response

		Strongly disagree (1)	2	3	4	5 (strongly agree)	DO NOT READ OUT: Don't know	DO NOT READ OUT: Don't want to answer this question
5	Overall, you were happy with how they managed the meeting	1	2	3	4	5	6	7

Conference overall

Thinking about the meeting with the offender overall.....

E17 How satisfied or dissatisfied were you with the meeting itself? Were you..

READ OUT ENTIRE LIST BEFORE ACCEPTING AN ANSWER

Very satisfied	5
Fairly satisfied	4
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	2
Very dissatisfied	1
DO NOT READ OUT: Don't know / cannot remember	6
DO NOT READ OUT: Don't want to answer this question	7

Benefits/ longer term impacts

Thinking now about longer term impacts.....

F1 As a result of taking part in the restorative justice meeting do you feel...

READ OUT. Single response

A lot better	5
Slightly better	4
No different	3
Slightly worse	2
A lot worse	1
DO NOT READ OUT: Don't know / cannot remember	6
DO NOT READ OUT: Don't want to answer this question	7

F1b As a result of participating in the restorative justice meeting, would you say your view of the criminal justice system as a whole became...

If necessary: We mean the criminal justice system overall – so how crimes and offenders are dealt with in general, not just restorative justice. **READ OUT. Single response**

A lot more positive	5
A little more positive	4
Not changed	3
A little less positive	2
Much less positive	1
DO NOT READ OUT: Don't know / cannot remember	6
DO NOT READ OUT: Don't want to answer this question	7

F1c Do you think that having a meeting with the offender is.....

READ OUT. Single response

A very good way to deal with the offence that was committed against you	5
A good way (to deal with the offence)	4
Neither a good way or a bad way	3
A bad way (to deal with the offence)	2
A very bad way to deal with the offence that was committed against you	1
DO NOT READ OUT: Don't know / cannot remember	6
DO NOT READ OUT: Don't want to answer this question	7

F1d How has taking part in the restorative justice meeting benefited you?

If needed: How did you feel after the meeting **Probe:** How else has the restorative justice meeting benefited you? **DON'T READ OUT. Multiple response**

Not benefited me at all	1
I feel that I can move on/got closure	2
Less angry	3
Less scared	4
Healed emotionally	5
Motivated me to seek help/advice/get counselling	6
More likely to report an incident	7
Better relationship with family/friends	8
Other (Specify)	9
Don't know / cannot remember	10
Don't want to answer this question	11

Satisfaction overall

F7 How likely or unlikely are you to recommend restorative justice to others in a similar situation? Would you be...

READ OUT. Single response

Very likely	5
Fairly-likely	4
Neither likely nor unlikely	3
Fairly unlikely	2
Very unlikely	1
DO NOT READ OUT: Don't know / cannot remember	6
DO NOT READ OUT: Don't want to answer this question	7

- F9 Now, thinking about the whole restorative justice process, before, during and after the meeting, overall how satisfied or dissatisfied are you? Are you..

IF NECESSARY (if you feel the respondent is getting tired): please bear with me, this is the last question on the process, and is about your overall view of the process, before during and after the meeting with the offender.

READ OUT. Single response

Very satisfied	5
Fairly satisfied	4
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	2
Very dissatisfied	1
DO NOT READ OUT: Don't know / cannot remember	6
DO NOT READ OUT: Don't want to answer this question	7

Respondent Feedback/comments

I would now like to give you a chance to provide feedback on anything we have discussed already or anything we have not covered.

IF Needed: I'll start by asking you for any negative comments or improvements, followed by positive comments and then comments or feedback you have about restorative justice that has not been covered in the survey.

Thinking about the process itself, the people involved, and/or how taking part in restorative justice has had an impact on your life in general.

F10b What was not so good, or what do you think could be improved based on your experience of restorative justice?

Probe: What else was could be improved?

DON'T READ OUT. Single response

Record verbatim	1
None – nothing was poor or needed to be improved	2
Don't know / cannot remember	3
Don't want to answer this question	4

F10 What were the good things that you experienced from taking part in restorative justice?

Probe - What else was good about your experience?

If necessary: This can include things that were good in terms of the process itself, the people involved and/or how taking part in restorative justice has had a positive impact on your life in general.

DON'T READ OUT. Single response

Record verbatim	1
None – nothing was good	2
Don't know / cannot remember	3
Don't want to answer this question	4

F10c What other comments, suggestions or feedback do you have from your experience of restorative justice that has not been covered in the survey?

DON'T READ OUT. Single response

Record verbatim	1
None – no other comments or feedback	2
Don't know / cannot remember	3
Don't want to answer this question	4

Demographics

Finally, to ensure we have a good mix of people in the survey I just have a couple of questions about you. Your answers will not be used to identify you in the results.

H1 Which ethnic groups do you identify with?

Don't READ OUT. Multiple response. Probe: What other ethnic groups do you identify with?

New Zealand European	1
Maori	2
Samoan	3
Cook Island Maori	4
Tongan	5
Niuean	6
Chinese	7
Indian	8
Another ethnic group (specify)	9
DO NOT READ OUT: Don't know	10
DO NOT READ OUT: Don't want to answer this question	11

H2 **INTERVIEWER RECORD GENDER, ASK ONLY IF NECESSARY. DO NOT READ OUT.**

If needed: Are you

If asked: To ensure accuracy we have been instructed to ask all survey respondents their gender.

Male	1
Female	2
Another gender identity (specify)	3
Don't want to answer this question	4

H3b Which of the following age groups do you belong to?

READ OUT AND CODE FIRST THAT APPLIES

15 to 19 years	1
20 to 24 years	2
25 to 29 years	3
30 to 39 years	4
40 to 49 years	5
50 to 59 years	6
60 years or over	7
DO NOT READ OUT: Don't want to answer this question	8

Future Research

NEWQ The Ministry of Justice may be undertaking some further research about the restorative justice process. Would you be interested in being contacted for further research?

If needed: If it goes ahead you will be contacted and told more about the research. You can then decide whether or not you wish to take part.

Don't read out. Single response.

Yes, I'm interested	1
No thanks	2
Not sure/Maybe/Don't know	3

Thank and Close

Thank you for your time. Those are all the questions I have for you today. In case you missed it my name is If you have any queries regarding this survey, you can call our toll free number, 0508 RESEARCH.

IF NEEDED: The results from this survey, will be available on the Ministry of Justice website later in the year (www.justice.govt.nz) or you can contact the Ministry on 0800 434 637 to find out more.

If respondent wishes to speak directly to someone within Ministry of Justice: You can contact, XXXX XXXXX, on 04 XXXXXX (during business hours).

H5 INTERVIEWER PLEASE RECORD ANYTHING YOU THINK MIGHT BE INTERESTING FOR THE MINISTRY OF JUSTICE TO KNOW ABOUT HERE, FOR EXAMPLE, ANYTHING THAT SEEMED OUT OF THE ORDINARY, ANYTHING CONCERNING, OR ANY FUNNY STORIES YOU WERE TOLD BY THE RESPONDENT.
PLEASE NOTE – WE WILL ENSURE THAT NO IDENTIFYING COMMENTS ARE PASSED ON TO THE MINISTRY OF JUSTICE FROM THIS INFORMATION.
RECORD VERBATIM BELOW – DOUBLE CHECK SPELLING.

CODE FOR 'NOTHING TO RECORD'.