

Court Users Survey 2021

FINAL REPORT

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Date: 27 July 2021

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Executive Summary

The Ministry of Justice's 2021 Court User Survey measured New Zealanders' experience of, and satisfaction with, frontline services and facilities provided by the Ministry at nine courts. 2,009 face-to-face interviews were conducted with members of the general public aged 16+ who visited one of fifteen courts from 10 May to 9 June 2021. Key findings are presented below.

Overall satisfaction

Widespread satisfaction with court services and facilities has been maintained over time.

- 80% are satisfied with the services and facilities provided, down from 82% in 2019. However, this remains a very strong satisfaction score.
 - Higher satisfaction exists among those visiting for administrative matters, as a spectator, for jury service, or for those visiting the Palmerston North and Christchurch Courts. Asian New Zealanders, less frequent court users, older users, and those in paid employment are also more satisfied than average.
 - Lower satisfaction is evident for those visiting Wellington District, Hamilton, and Auckland District Courts, those who are unemployed, have a lower household income, are Māori, are younger, or are more frequent court users.

Drivers of overall satisfaction

Analysis was conducted to determine how important each aspect of the court user experience is in terms of driving overall satisfaction, and this was compared to how well each aspect is currently performing.

Aspects that are highly important drivers of overall satisfaction, but relatively low performing, are the priority for improvement.

The priorities for improvement include:

- waiting area/area outside court room
- availability of easily identifiable staff
- times that hearings start and finish
- ease of obtaining information about services
- individual circumstances being taken into account.

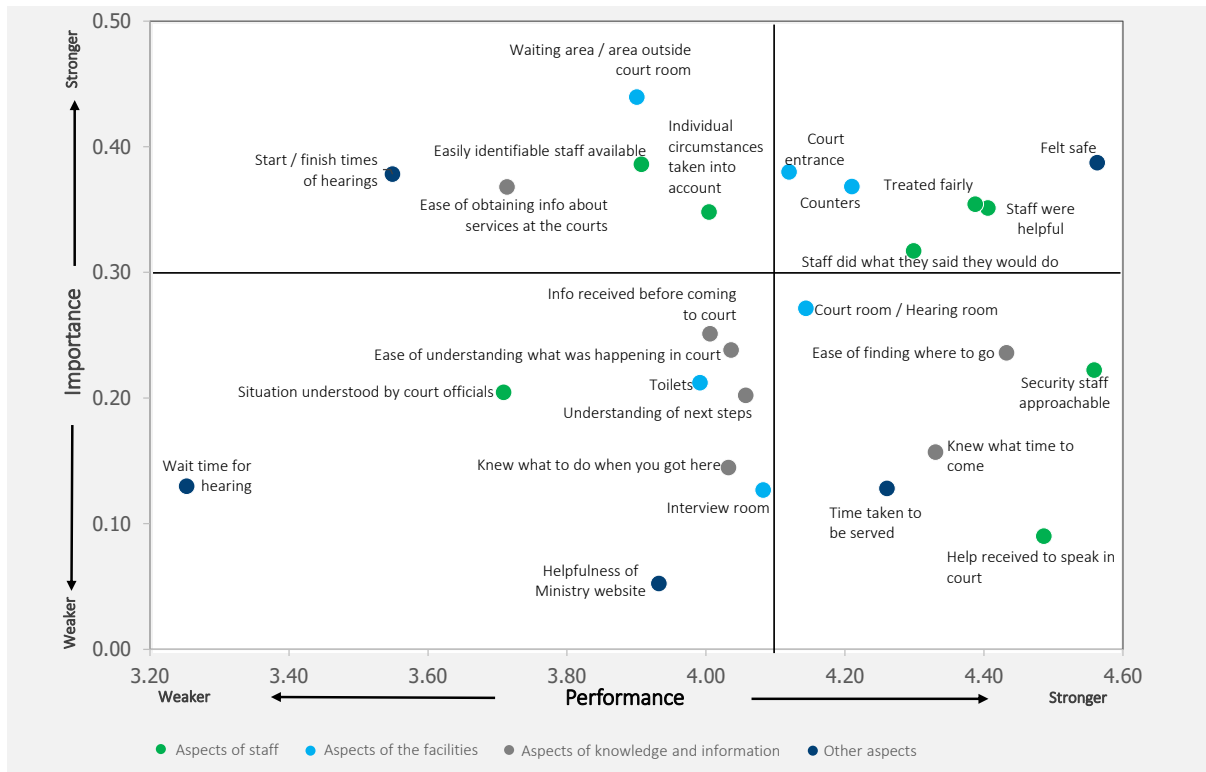
Aspects that are highly important drivers of overall satisfaction and high performing should be maintained. This will help prevent any further drop in satisfaction, and any efforts to further improve performance in these areas could help increase overall satisfaction.

The aspects to be maintained include:

- feelings of safety
- staff being helpful
- being treated fairly
- staff doing what they said they would do
- court entrance
- counters.

The relative importance and performance of all aspects of the court user experience included in the survey are shown in a chart on the following page (see Figure 1). This is followed by more detailed findings in relation to specific aspects of the experience.

Figure 1: Drivers of satisfaction plotted by relative performance rating



Staff

Court users increasingly have contact with court staff in 2021, and staff continue to be rated highly. Ensuring staff are easily identifiable remains a key area for improvement.

- 69% have contact with court staff during their visit, a higher proportion than 2019 (59%).
- 81% are satisfied with the overall quality of service from staff.
- As in 2019, most users who have had contact with staff agree they:
- are helpful (91%)
- treat them fairly (91%)
- do what they say they would (85%).
- However, fewer court users feel staff take their individual circumstances into account (69%, down from 81% in 2019). This important driver of overall satisfaction is now a priority for improvement.
- 74% are satisfied that easily identifiable staff are available to deal with their queries, similar to 2019. This important driver of overall satisfaction remains a priority for improvement.

Safety and security

Feelings of safety at court remain high, and security staff are more visible.

- 91% feel safe at court, a consistent result over time.
- Court users at Palmerston North Court are more likely to feel safe, while those at Manukau Court are less likely to feel safe.
- Reasons for not feeling safe remain the kinds of people that are there (43%) and being near the accused (15%).
- Almost all court users see security staff at court (99%), in line with 2019 (100%). Visibility in all areas is in line with 2019, with the exception of the court entrance (95% saw security staff here, down from 97% in 2019). 88% find them approachable, in line with 2019. This result has been trending upwards year-on-year since 2014.

Facilities

Perceptions of the waiting areas have improved, but they remain a priority for improvement. Perceptions of the court entrances have declined.

- Perceptions of the waiting areas have improved from 2019 (69% compared to 65%). However, the waiting areas are now the single most important driver of satisfaction and so remain a priority for further improvement.
- Fewer people who use the court entrances rate them highly (75%, compared to 80% in 2019).
- The overall rating of facilities is 75%, in line with 2019 (76%).

At court

Most users are able to understand what is happening inside the court rooms, but fewer feel their situation is taken into account, or understand their next steps.

- 71% of those who go into a court room find it easy to understand what is happening.
- Just over half (51%) feel that court officials understand their situation. Those who speak in court are more likely to feel this way than those who do not (74% compared to 45%).
- 35% of users who have been inside a court room are given the opportunity to speak, and 45% of these users receive help from court officials to do so.
- Those who receive help are highly satisfied with the help they receive (91%).
- 67% understand what the next steps are in their case.

Wait time at counters is stable, and while wait time before hearings commence has decreased it remains the lowest performing aspect of the court user experience. Second lowest is the timing of hearings.

- 45% of court users visit a counter, in line with 2019 (43%). The majority that do so get served immediately (61%), similar to 2019.
- 86% of those taking part in a case or hearing are made to wait before it begins. 29% wait over an hour, in line with 2019 (32%). Those who wait more than an hour have a lower overall satisfaction level, so it is important to keep wait times as short as possible.
- Just 58% are satisfied with the time court hearings start and finish, in line with 2019.
- Only 43% consider hearings held from 5pm to 8pm convenient, the same as in 2019. Court users visiting Dunedin or Whanganui Courts are more likely to find evening hearings convenient.

Few have difficulty finding their way around the courthouse, or getting information or assistance.

- 89% consider it easy to find where to go in the courthouse, in line with 2019.
- Only 9% experience difficulty getting information or assistance at court, the same as in 2019. Their main aim is to find out where to go, or who to see.
- 63% consider it easy to get information about the services at the courts (while at the courthouse or before visiting), consistent with 2019.

Knowledge and information before coming to court

Most court users feel well informed before their arrival.

- 81% recall receiving information from the court before their arrival, a lower proportion than in 2019 (86%). The main communications being a letter (32%), or a court summons (20%).
- User preference for receiving communication via email continues to increase (42%). User preference for receiving telephone calls continues to trend down (23%).
- Most say the information they receive before their visit is easy to understand (nine in 10 for most types of information).
- 76% are satisfied with the information the courts send, in line with 2019.

More users seek additional information than in 2019. Speaking to someone continues to be the most helpful source of information.

- 44% seek additional information about what they need to do, or what will happen at court, a higher proportion than in 2019 (35%). These people are less likely to have received information from the court pre-visit, or more likely to have found the information they did receive difficult to understand.
- Their main source for further information is a professional such as a lawyer (42%), followed by the Ministry of Justice website (17%), or calling the Ministry of Justice 0800 number (14%).
- Increasingly higher proportions of court users find sources that involve personal contact helpful, such as speaking with family and friends, a professional, or someone at the Citizen's Advice Bureau or a Community Law Centre.

Impact of COVID-19

Only a minority of those impacted by changes in COVID-19 Alert-Levels received information about the changes, but those that did were satisfied with what they received.

- Just 6% of court users in the survey were impacted by changes in the COVID-19 Alert Levels¹. Those visiting Auckland District and Manukau Courts are more likely to have been affected.
- 36% of those impacted received information from the Ministry on how their visit would be affected.
- 87% of those who received information were satisfied with what they received.

¹ Fieldwork took place from 10 May to 9 June 2021, when New Zealand was in Alert Level 1. The most recent Alert Level change before this was when Auckland moved into Alert Level 3 on 28 February, and eventually went back into Alert Level 1 on 12 March.

Introduction

Objectives

The Ministry of Justice (the Ministry) commissioned Kantar Public (formerly Colmar Brunton) to undertake the 2021 Court User Survey. The survey measures user experience of, and satisfaction with, frontline services and facilities provided by the Ministry across a range of court sites. This is the sixth time the survey has been carried out.

Methodology

Interview method and sample

2,009 face-to-face interviews were conducted with members of the public aged 16 years or older who visited one of fifteen courts during 10 May to 9 June 2021. Quotas were set to ensure a minimum number of interviews were completed per court location. Final numbers achieved are shown in the table below.

Table 1 – Sample sizes at each court location

Court location	Sample size	Court location	Sample size
Auckland District Court	272	Palmerston North	101
Auckland High Court	100	Wellington District Court	157
Manukau	281	Wellington High Court	79
Hamilton	111	Nelson	100
Tauranga	100	Christchurch	281
Gisborne	70	Dunedin	62
Hastings	100	Invercargill	94
Whanganui	101	Total sample	2,009

The average interview length was 15 minutes, and the response rate to the survey was 33% (compared to 30% in 2019).

Interviewers completed the surveys using Computer Assisted Personalised Interviewing (CAPI). Interviewers approached people waiting for their hearing or case to take place or when the user exited the court building. They interviewed members of the public attending court in relation to cases or seeking information from the court, and the people supporting them.

Further detail about the research method can be found in Appendix A, including desired targets relating to key case and court user types. Detailed profile information about the 2021 survey respondents is provided in the section of the report called 'Profile of survey respondents'.

As there is no population profile of court users in New Zealand, it's not possible to compare the profile of survey respondents with the total court user population. In addition, the survey only interviewed a sample of court users at a specific point in time, and at specific locations. The findings from the survey are therefore based on 'court user survey respondents' rather than 'all court users'.

Analysis and reporting

Comparisons of 2017, 2019, and 2021 surveys

Weighting

2017 survey results were unweighted because six fewer locations were included than in previous surveys and the difference in profiles between the surveys was considered minimal.

2019 survey results were weighted so the profile of 2019 respondents matches the profile of 2017 survey respondents by main reason for being at court.

2021 survey results were weighted so the profile of 2021 respondents matches the profile of 2019 survey respondents by main reason for being at court.

The use of symbols to indicate significant differences in this report

All differences reported are statistically significant at the 95% confidence level.

Differences between the 2017 and 2019 survey results, and between the 2019 and 2021 survey results, are shown in the figures as follows:

- A ↑ symbol indicates a statistically significant increase
- A ↓ symbol indicates a statistically significant decrease.

Account for the difference in the court profile when testing for statistical significance between 2019 and 2021

Six additional courts were surveyed in 2021, which were not surveyed in 2019. The remaining nine courts were surveyed in both 2019 and 2021. Any statistically significant differences take account of this change in profile. To help streamline the findings, the decision was made to only show differences that are statistically significant both when comparing the total 2019 and 2021 results **and** when comparing results for the courts surveyed in both the 2019 and 2021 surveys. This means that any differences noted in this report can be considered ‘true’ shifts, as opposed to being different due to changes in the courts surveyed.

When comparing results for the courts surveyed in both the 2019 and 2021 surveys, 2021 data was additionally weighted by court location to ensure that the profile matched that of the 2019 data.

This table displays the sample profiles in the 2017, 2019, and 2021 surveys.

Table 2 – Sample profile comparisons 2017, 2019 and 2021 surveys

	%	%	%
	2017 sample profile	2019 weighted sample profile	2021 weighted sample profile
	(n=2,044)	(n=2,055)	(n=2,009)
Male	55	56	53
Female	45	44	47
Under 30	40	37	32
30-49	40	39	39
Aged 50+	20	25	28
NZ-European	50	53	54
Māori	32	33	36
Pacific	13	13	13
Asian	9	10	9
Other	12	7	8
Attend a hearing/supporter/other	71	71	71
Bring/get paper relating to a case/fines	16	16	16
Jury service/spectator/general admin	13	13	13
Civil jurisdiction	15	12	16
Criminal jurisdiction	62	59	53
Family Court	17	11	15
Fine or reparation	5	4	4
Other	16	14	15

Subgroup analysis

Additional analyses have been conducted to determine whether the survey results differ by frequency of attendance at the court, role at the court (e.g., attending a hearing, attending as a support person, dealing with administrative matters, etc.), jurisdiction (e.g., criminal, civil, Family Court, etc.), court location, and key demographic characteristics (such as age, gender, income and ethnicity). All differences between subgroups mentioned in this report are statistically significant at the 95% confidence level.

Other notes on reading figures within the report

Please note that:

- Because only whole percentages are reported for survey findings, this means that due to rounding some single-coded questions do not always add up to exactly 100%.
- Where a result is greater than zero but less than one (e.g., 0.4%) it is recorded as ‘*’ in tables. A proportion of 0% is recorded as ‘-’ in tables.
- Figures which contain rating statements have ‘nett’ scores on the far-right side of the chart for each rating statement. These nett scores combine the top two ratings within a scale. Sometimes when netts are created from two categories, such as merging ‘very satisfied’ and ‘fairly satisfied’ into ‘overall satisfied’ (a nett score), the percentages of the two individual categories may not add up to the percentage of the nett. This is because of rounding.

Aspects of court user experience

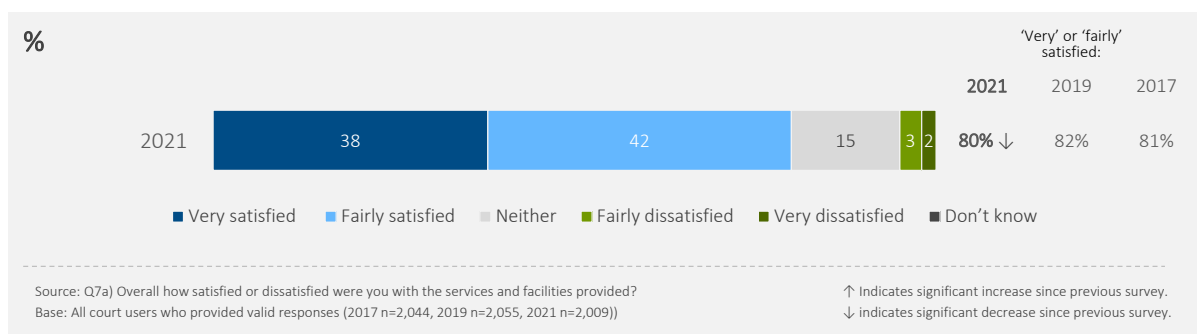
Overall satisfaction and drivers of satisfaction

Overall satisfaction with the services and facilities

All respondents were asked for their overall satisfaction with the services and facilities provided. Results are displayed in the Figure below.

80% are either 'very' or 'fairly' satisfied, lower than previous measures. The proportion 'very' satisfied has also declined since 2019 (38% compared to 40%).

Figure 2 – Overall satisfaction with the services and facilities



Groups more likely than average to be satisfied than average include those:

- visiting for administrative matters not related to a case (95%), as a spectator (90%), or jury service (89%)
- visiting Palmerston North (89%), or Christchurch Courts (86%)
- who identify as Asian (87%)
- who have visited a court building never, or only once before (86%)
- aged 50 years or over (84%)
- in paid employment (82%).

Groups less likely to be satisfied than average include those:

- visiting Wellington District (70%), Hamilton (71%), or Auckland District Courts (73%)
- who have visited a court building more than twelve times before (73%)
- who are unemployed (74%)
- with an annual household income up to \$30,000 (76%)
- who identify as Māori (76%)
- aged under 30 (76%)
- visiting to take part in a case (76%).

The proportion of court users at each court location who are 'very' or 'fairly' satisfied is shown in the table on the following page. Results from the 2021, 2019, and 2017 surveys are shown per location.

Overall satisfaction has decreased for Hamilton and Dunedin Court since 2019. The declines are not due to increased dissatisfaction, but rather fewer being ‘very satisfied’ and more court users feeling neither satisfied nor dissatisfied. The decreases in satisfaction for these courts appears to largely be driven by the types of users surveyed in 2021. At both courts, we surveyed a higher proportion of court users visiting to take part in a case in 2021 than in 2019 (e.g., in Dunedin, 63% of respondents were visiting to take part in a case, compared to 27% in 2019). Nationally this user group is less satisfied than average, and there increased representation in the sample has negatively impacted satisfaction for the courts.

For Wellington District Court, satisfaction has regained some of the ground it lost in 2019, albeit the shift between 2019 and 2021 is not significant.

Table 3 – Overall satisfaction by court location

	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Tauranga	Gisborne	Hastings	Whanganui	Palmerston North	Wellington District Court	Wellington High Court	Nelson	Christchurch	Dunedin	Invercargill
Base size 2021	(n=2,009)	(n=272)	(n=100)	(n=281)	(n=111)	(n=100)	(n=70)	(n=100)	(n=101)	(n=101)	(n=157)	(n=79)	(n=100)	(n=281)	(n=62)	(n=94)
Proportion who were either ‘very satisfied’ or ‘fairly satisfied’	80	73	86	79	71↓	78	80	83	86	89	70	87	85	86	74↓	76
Base size 2019	(n=2,055)	(n=426)	(n=51)	(n=375)	(n=200)	-	-	(n=151)	-	-	(n=197)	-	(n=102)	(n=402)	(n=151)	-
Proportion who were either ‘very satisfied’ or ‘fairly satisfied’	82	76↓	88	81	85↑	-	-	90	-	-	65↓	-	93	88	89	-
Base size 2017	(n=2,044)	(n=304)	-	(n=291)	(n=283)	-	-	-	-	-	(n=228)	-	-	(n=250)	(n=202)	-
Proportion who were either ‘very satisfied’ or ‘fairly satisfied’	81	84↑	-	76	77↑	-	-	-	-	-	82	-	-	87↑	81	-

Red percentages are significantly lower than the average (for that particular year), blue percentages are significantly higher than average (for that particular year). ↑↓ indicates a significant increase or decrease in overall satisfaction in that location since the previous period.

The proportion of court users who are 'very' or 'fairly' satisfied by type of case is presented in the table below.

Court users attending for a criminal (youth or traffic) case are less likely than average to be satisfied. Results are similar to 2019.

Table 4 – Overall satisfaction by type of case

	%	%	%	%	%	%	%	%	%
	All respondents	All those taking part in a hearing or case on day of interview	A criminal or traffic case	A Family Court case	A Tenancy or Disputes Tribunal	A civil case	A Youth Court case	Environment or Employment court	Another type of Tribunal case
Base size 2021	(n=2,009)	(n=1,495)	(n=888)	(n=262)	(n=92)	(n=145)	(n=40)	(n=13*)	(n=6*)
'Very satisfied' or 'fairly satisfied'	80	77	76	81	77	84	67	79	100
Base size 2019	(n=2,055)	(n=1,599)	(n=1,048)	(n=210)	(n=122)	(n=106)	(n=64)	(n=5*)	(n=23*)
'Very satisfied' or 'fairly satisfied'	82	81	79	84	88	83	85	-	86
Base size 2017	(n=2,044)	(n=1,605)	(n=990)	(n=279)	(n=137)	(n=96)	(n=54)	(n=6*)	(n=21*)
'Very satisfied' or 'fairly satisfied'	81	79	76	84	85	78	93	-	81

Red percentages are significantly lower than the average (for that particular year), blue percentages are significantly higher than average (for that particular year). ↑↓ indicates a significant increase or decrease in overall satisfaction in that particular group since the previous period.

*Caution: low base number, results are indicative only

The table below shows satisfaction by main reason for visiting court.

Those groups more satisfied than average include court users attending for jury service, an administrative reason not related to a case, and spectators are more satisfied than average. In contrast, those visiting court to take part in a case or hearing are less satisfied than average. Satisfaction among spectators has increased notably from 2019, however this is not significant due to base sizes. All other results are in line with 2019.

Table 5 – Overall satisfaction by main reason for visit

	%	%	%	%	%	%	%	%	%
	All respondents	Take part in a case	Support person	Get info about a case	Bring info about a case	Fine or reparation	Jury service	Admin not related to a case	Spectator
Base size 2021	(n=2,009)	(n=753)	(n=586)	(n=79)	(n=79)	(n=61)	(n=109)	(n=248)	(n=77)
Very satisfied' or 'fairly satisfied'	80	76	79	75	82	82	89	95	90
Base size 2019	(n=2,055)	(n=888)	(n=621)	(n=63)	(n=54)	(n=42)	(n=143)	(n=150)	(n=55)
Very satisfied' or 'fairly satisfied'	82	79	82	84	87	83	94	95	78
Base size 2017	(n=2,044)	(n=802)	(n=609)	(n=138)	(n=82)	(n=111)	(n=79)	(n=147)	(n=36)
'Very satisfied' or 'fairly satisfied'	81	77	80	80	87	88	86↓	93	83

Red percentages are significantly lower than the average (for that particular year), blue percentages are significantly higher than average (for that particular year). ↑↓ indicates a significant increase or decrease in overall satisfaction in that particular group since the previous period.

The following table presents satisfaction by ethnicity Asian New Zealanders are more satisfied than average, while Māori are less satisfied than average. No change is evident since 2019.

Table 6 – Satisfaction by ethnicity

	%	%	%	%	%	%
	All respondents	NZ European	Māori	Pacific	Asian	Other
Base size 2021	(n=2,009)	(n=1,089)	(n=685)	(n=243)	(n=200)	(n=153)
'Very satisfied' or 'fairly satisfied'	80	81	76	81	87	80
Base size 2019	(n=2,055)	(n=1,074)	(n=670)	(n=275)	(n=204)	(n=136)
'Very satisfied' or 'fairly satisfied'	82	83	81	79	85	86
Base size 2017	(n=2,044)	(n=1,026)	(n=663)	(n=263)	(n=209)	(n=236)
'Very satisfied' or 'fairly satisfied'	81	82↑	78	77	84	83

Red percentages are significantly lower than the average (for that particular year), blue percentages are significantly higher than average (for that particular year). ↑↓ indicates a significant increase or decrease in overall satisfaction in that particular group since the previous period.

Drivers of overall satisfaction with services and facilities

Further analysis of the data identifies aspects of service that explain and predict overall levels of satisfaction with the services and facilities. Known as ‘driver analysis’ it identifies aspects of service that are strongly associated with overall satisfaction (i.e., if they’re rated more positively, then overall satisfaction is also rated more positively, and if they’re rated less positively then overall satisfaction is also rated less positively). These are highly important factors, as any change in their performance will have the biggest impact on overall satisfaction.

The driver analysis includes all² of the variables with 1 (very negative) to 5 (very positive) response scales (waiting time was also recalibrated as a response scale). Variables were entered into a statistical model to determine their influence on overall satisfaction. All aspects of service drive satisfaction to some degree, but some are stronger than others. The top 15 drivers of overall satisfaction are listed in the table below.

Table 7 – Top 15 drivers of overall satisfaction with the services and facilities

Ranking of importance	Service factor	Importance score ³
1	Waiting area / area outside court room	0.44
2	Felt safe	0.39
3	Easily identifiable staff available	0.39
4	Court entrance	0.38
5	Start / finish times of hearings	0.38
6	Counters	0.37
7	Ease of obtaining info about services at the courts	0.37
8	Treated fairly	0.35
9	Staff were helpful	0.35
10	Individual circumstances taken into account	0.35
11	Staff did what they said they would do	0.32
12	Court room / Hearing room	0.27
13	Information received before coming to court	0.25
14	Ease of understanding what was happening in court	0.24
15	Ease of finding where to go	0.24

The top drivers of satisfaction include the availability of the waiting areas, court users feeling safe, and the availability of easily identifiable staff. These are the same top drivers as in 2019, albeit the order has changed. Many other aspects of court staff are highly important which reinforces the crucial role that staff have in the overall court user experience. The full range of drivers are plotted in a chart on the next page.

² We removed two variables which strongly overlap with overall satisfaction, ‘overall satisfaction with the facilities’ and ‘overall satisfaction with the service provided by staff. This is because they can be considered ‘co-linear’ variables (that is they measure the same thing as ‘overall satisfaction with the services and facilities’ and are therefore not considered as drivers).

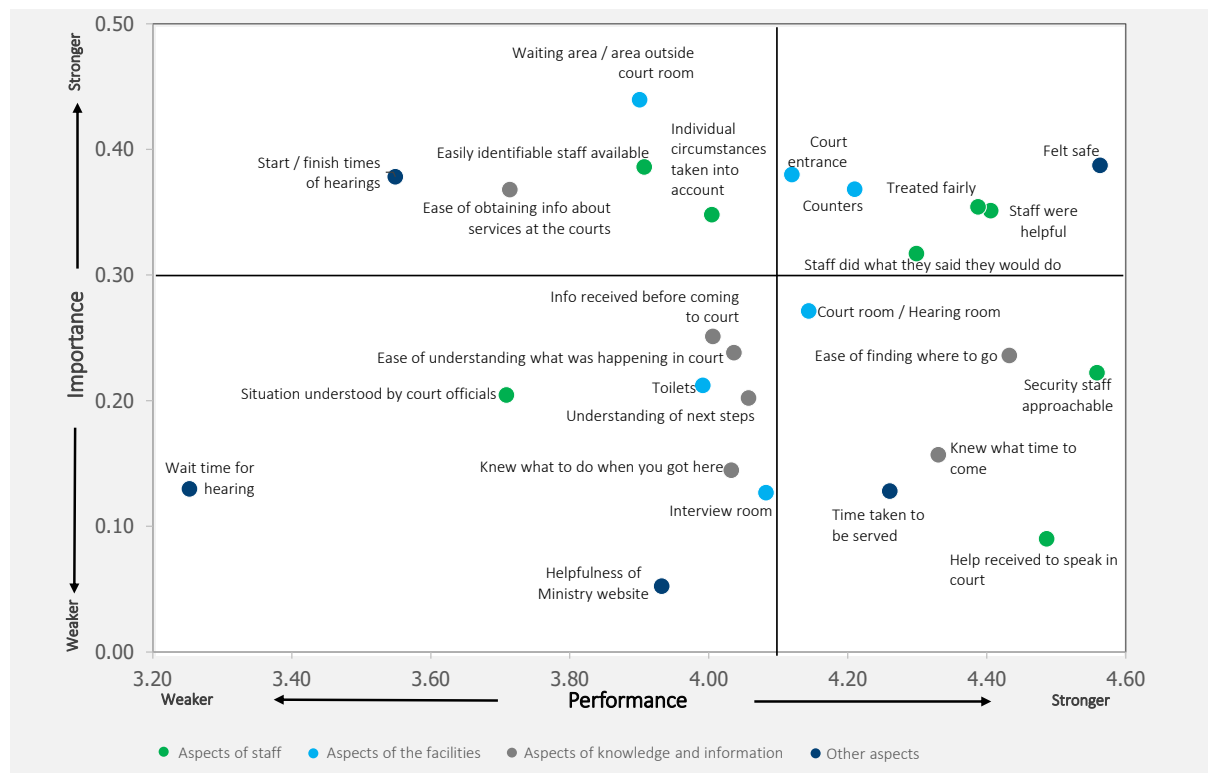
Some additional variables have been excluded from this analysis due to low base sizes (for example, less than 50 users provided a rating on the jury deliberation rooms, and as such this facility is unable to be included in this analysis).

³ Variables with high importance scores are strongly associated with overall satisfaction and change in these variables will have a higher impact on the satisfaction score. The importance score is calculated by multiplying the correlation coefficient and the regression coefficient for the variable. The correlation is the strength of relationship with overall satisfaction. A strong correlation means that, in general, higher scores on one variable tend to be paired with higher scores on the other and lower scores on the variable tend to be paired with lower scores on the other. A strong regression score is associated with a strong scaling impact of the predictor variable on overall satisfaction. When a variable has a strong regression relative to others, a change in that variable will result in a larger change in overall satisfaction (relative to other variables). In our analysis, data cells with missing values (because people were filtered out of the question because it was not relevant to them – for example, most respondents were not asked to rate the jury deliberation room) have been replaced with the mean answer for that variable. This was to ensure the analysis represents the views of the whole population, regardless of whether or not they used a particular facility or service.

Examining importance alongside performance

The Figure below plots each aspect of court user experience on two key dimensions: how positively respondents rate each aspect of service (horizontal axis) and the relative importance of each aspect in driving overall satisfaction (vertical axis). The reason for plotting both importance and performance is to use the analysis for decision making about service improvements. The highest priorities for improvement are those in the top left area of the figure, as these are highly important aspects but relatively low performing.

Figure 3 – Drivers of satisfaction plotted by relative performance rating



Identifying potential service improvement priorities: commentary on the relative positions of service aspects within the Performance-Importance chart

Decisions about what areas to focus upon should not be made by this analysis alone but should be based upon a wider service improvement strategy. The role of this analysis is to contribute towards decision making, because aspects of service that are both important, and also have a lower performance rating, are considered potential 'service improvement priorities'. Improvements in these specific areas should lead to notable increases in overall satisfaction.

Potential service improvement priorities (aspects that are both important and have a relatively lower level of performance):

These include:

- waiting area/area outside court room
- availability of easily identifiable staff
- times that hearings start and finish
- ease of obtaining information about services
- individual circumstances being taken into account.

Although respondents rate the above aspects less positively than other aspects of the court experience, most respondents still rate them positively (the exact proportions are indicated later in the report). For these aspects of service there is most room for improvement, and they are strong drivers of overall satisfaction.

Maintenance priorities (aspects that are important but already have a high performance):

Aspects in the top-right corner of the Figure are also important drivers of overall satisfaction but are also service aspects which respondents already view positively (particularly if they are on the far-right side). For these areas, there is less room for improvement, but maintaining quality of service in these areas will be important for maintaining overall satisfaction levels.

Aspects of service to maintain include:

- feelings of safety
- staff being helpful
- being treated fairly
- staff doing what they said they would do
- court entrance
- counters.

Secondary priorities (aspects that are relatively less important and have a relatively lower level of performance):

Aspects in the bottom-left corner of the Figure can be considered secondary priorities, as they have relatively low performance and importance. Improving these measures is likely to increase overall satisfaction, but at a lower rate (compared with improving measures located towards the top-left corner of the Figure).

Secondary priorities include:

- waiting times for hearings
- having situations be understood by court officials
- the helpfulness of the Ministry website
- toilets
- information received before coming to court
- ease of understanding what was happening in court
- knowing what to do upon arrival at court
- understanding their next steps
- interview rooms.

Tertiary priorities (aspects that are relatively less important and have a high performance):

Aspects in the bottom-right corner of the Figure are tertiary priorities. They are rated positively by most (relative to other service aspects), however their impact on overall satisfaction is relatively small compared with other aspects.

Tertiary priorities include:

- court / hearing room
- ease of navigation around the courthouse
- waiting time at counters
- respondents knowing what time to come to court
- security staff being approachable
- the help received when speaking in court.

Staff contact

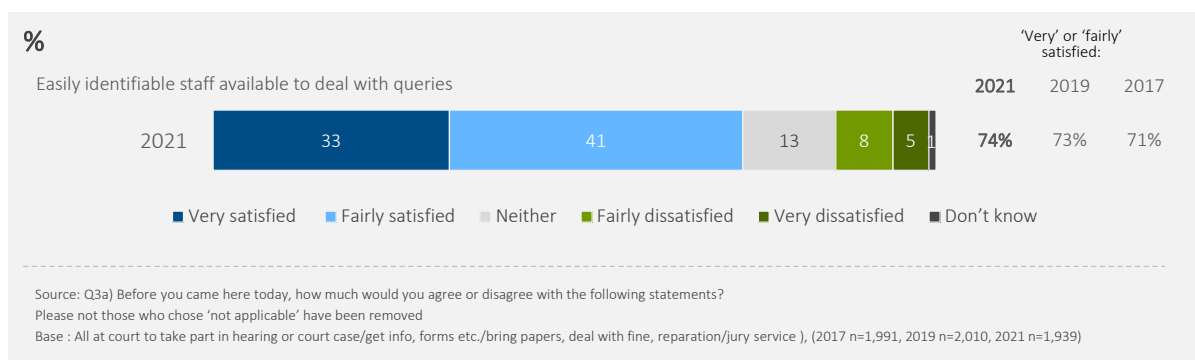
As mentioned in the previous section, the availability of easily identifiable staff is one of the most important drivers of court user satisfaction and is a top priority for improvement. Many other aspects of staff are also highly important drivers of satisfaction. This section explores court users' experience with staff in more detail.

Availability of easily identifiable staff

Respondents were asked how satisfied they were that easily identifiable staff were available to deal with their queries. Results (excluding those who indicated it wasn't applicable to them) are presented in the Figure below.

74% are 'very' or 'fairly' satisfied that easily identifiable staff are available to deal with their queries. This result has trended upwards since 2017.

Figure 4 – Satisfaction there are easily identifiable staff available to help with queries



Groups more likely than average to be satisfied include those:

- visiting Palmerston North (93%), Whanganui (90%), or Christchurch Courts (79%)
- visiting for administrative reasons not related to a case (90%)
- visiting to deal with a fine or reparation (86%)
- who had never visited a court building before (79%)
- who identify as NZ European (77%).

Groups less likely than average to be satisfied include those:

- whose visit was impacted by COVID-19 (56%)
- visiting Auckland District (62%) or Manukau Courts (66%)
- who identify as Pasifika (66%)
- who have visited a court building more than twelve times before (69%)
- visiting to take part in a case (70%)
- visiting for a criminal, traffic, or youth case (71%).

Whether court users have contact with staff

Almost seven in ten have contact with court staff during their visit (69%). This is a higher proportion than in 2019 (59%) but is more in line with 2017 (67%).

Groups more likely than average to have contact with court staff include those:

- visiting Whanganui (98%), Invercargill (93%), Palmerston North (91%), Nelson (88%), Wellington High (87%), or Christchurch Courts (87%)
- visiting in relation to a fine or reparation (95%)
- visiting for administrative reasons not related to a case (95%)
- visiting to bring information about a case (90%)
- visiting to get information about a case (86%)
- aged 50 years and above (76%)
- who identify as NZ European (75%).

Groups less likely than average to have contact with court staff include those:

- visiting Hamilton (27%), Tauranga (47%), Manukau (48%), Auckland High (59%), or Wellington District Courts (61%)
- Pacific peoples (53%)
- visiting as a support person (56%)
- aged under 30 years (66%)
- who identify as Māori (66%)
- visiting to take part in a case (66%).

Rating of staff contact

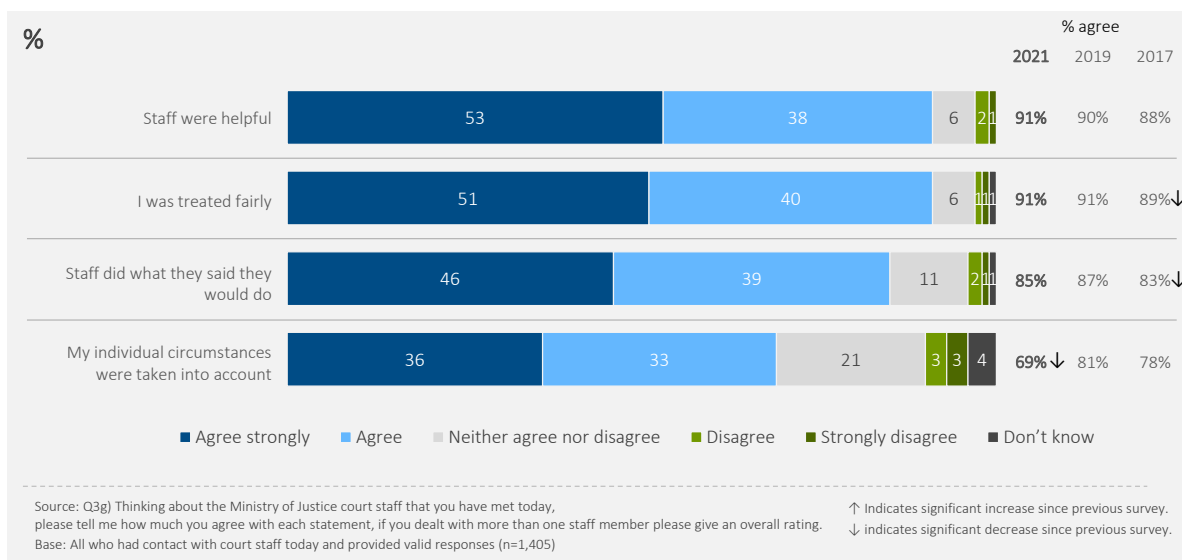
Respondents who have contact with staff were asked to agree or disagree with a number of statements about them. Results (excluding those who felt a particular statement was not applicable to them) are illustrated in the Figure on the following page.

Most court users agree / strongly agree that staff:

- treat them fairly (91%)
- are helpful (91%)
- do what they say they would (85%)
- take their individual circumstances into account (69%).

The proportion who feel that their individual circumstances are taken into account has declined from 81% in 2019 to 69% in 2021.

Figure 5 – Ratings of court staff



Staff ratings by court location are presented in the table below. Staff at Manukau and Wellington District Courts are rated less positively than average, while staff at Palmerston North Court are rated more positively than average. Less than half of all respondents in Wellington High and Invercargill Courts feel that staff took their individual circumstances into account.

Table 8 – Ratings of court staff by court location

	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Tauranga	Gisborne	Hastings	Whanganui	Palmerston North	Wellington District Court	Wellington High Court	Nelson	Christchurch	Dunedin	Invercargill
Base size	(up to n=1,405)	(up to n=178)	(up to n=59)	(up to n=134)	(up to n=32)	(up to n=47)	(up to n=48)	(up to n=81)	(up to n=99)	(up to n=93)	(up to n=99)	(up to n=68)	(up to n=89)	(up to n=243)	(up to n=48)	(up to n=87)
Agree that staff were helpful	91	93	94	84	86	90	96	86	90	97	87	97	94	94	87	90
Agree that they were treated fairly	91	91	98	87	86	96	96	93	88	97	82	91	86	92	83	96
Agree that staff did what they said they would	85	80	75	76	90	89	89	87	90	96	79	90	80	87	85	89
Agree that individual circumstances were taken into account	69	72	72	68	72	77	77	74	72	83	58	48	69	71	70	49

* Base sizes per cell are sometimes slightly smaller than this due to some respondents saying each individual question is not relevant to them. Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

The table below shows the same results but tabulated against the main reason for visiting. Those visiting in relation to administrative tasks (not related to a case) rate court staff more positively than average.

Table 9 – Ratings of court staff main reason for visiting court

	%	%	%	%	%	%	%	%	%	%
	All respondents*	Take part in a case	Support person	Get info about a case	Bring info about a case	Fine or reparation	Jury service	Admin not related to a case	Spectator	Other***
Base size*	(up to n=1,405)	(up to n=499)	(up to n=329)	(up to n=68)	(up to n=71)	(up to n=58)	(up to n=79)	(up to n=235)	(up to n=51)	(up to n=14**)
Agree that staff were helpful	91	92	90	88	87	86	96	97	96	93
Agree that they were treated fairly	91	90	90	85	93	95	97	95	86	79
Agree that staff did what they said they would	85	83	84	81	87	84	91	94	80	93
Agree that individual circumstances were taken into account	69	69	63	71	69	74	68	84	55	71

*Base sizes per cell are sometimes slightly smaller than this due to some respondents saying each individual question is not relevant to them. Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

**Caution: low base number, results are indicative only

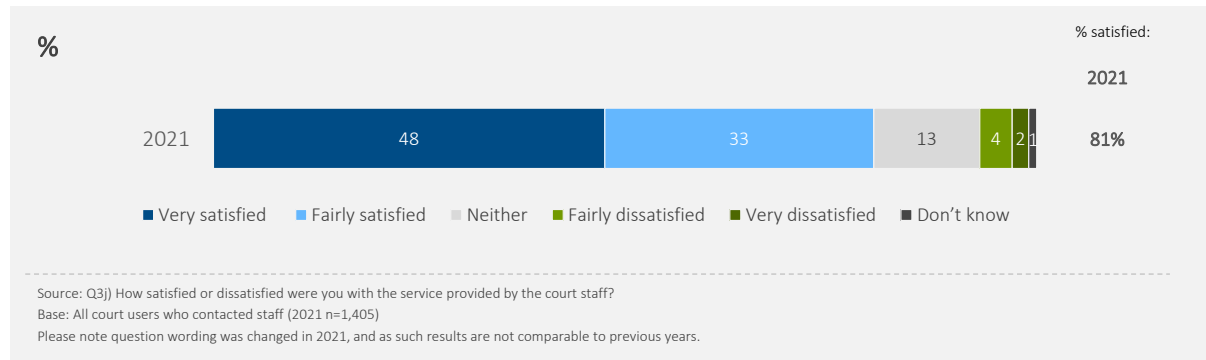
***Other includes a range of reasons, but most commonly includes meeting with a lawyer or other justice sector worker.

Overall satisfaction with quality of service from staff

All respondents who have contact with staff were asked to rate the overall quality of service delivery. Results are shown in the Figure below⁴.

81% of court users are either 'satisfied' or 'very satisfied' with the overall quality of the service they received from staff.

Figure 6 – Quality of service from staff



Groups more likely than average to be satisfied include those:

- visiting for administrative reasons not related to a case (96%)
- visiting Palmerston North Court (93%)
- who identify as Asian (89%)
- with an annual household income between \$30,001 and \$100,000 (84%).

Groups less likely than average to be satisfied include those:

- visiting Dunedin Court (66%)
- who are accused of an offence (73%)
- visiting to take part in a case or hearing (75%)
- unemployed (75%)
- who identify as Māori (76%)
- who have visited a courthouse more than twelve times before (76%).

⁴ Question wording was changed in 2021 from "how satisfied were you with the overall quality of service delivery?" to "how satisfied or dissatisfied were you with the service provided by the court staff?". This means that the results are not directly comparable to the previous surveys.

Some comments from court users about court staff

“Having a friendly looking female security officer helped me feel at ease coming into the courthouse.”

Administrative matters not related to a case, Hastings court

“The court staff are always exceptionally helpful and nice.”

Criminal case-accused, Auckland High Court

“Staff very impatient at jury service. My English is limited, and staff were rude and not listening when I was trying to explain. I felt they were prejudiced.”

Criminal case-jury service, Manukau Court

“Need a bigger presence of Customer Services to be available to help people who are new and confused by the Court system, even more explanations on the website. It seems like everyone is overworked here.”

Administrative matters not related to a case, Manukau Court

Some comments from court users about duty solicitors

As identified in previous surveys, court users don't necessarily distinguish between Ministry staff and non-Ministry staff when given the opportunity to provide further feedback via an open-ended question. Their comments about their overall court experience sometimes refer to duty solicitors, for example that there aren't enough of them, and that some are unapproachable.

“Lack of information about where to get information. How do I identify who are the duty solicitors?”

Civil-participant, Manukau Court

“A restructure of the duty solicitors' system is needed. As a visitor we have no idea who is a duty solicitor, and they are running around all over the courthouse to find their respective clientele.”

Dealing with a fine or reparation, Christchurch Court

“Make it easier to know where lawyers, duty solicitors and other staff are. They should make a rule to visit the prisoners downstairs.”

Criminal case-other, Auckland District Court

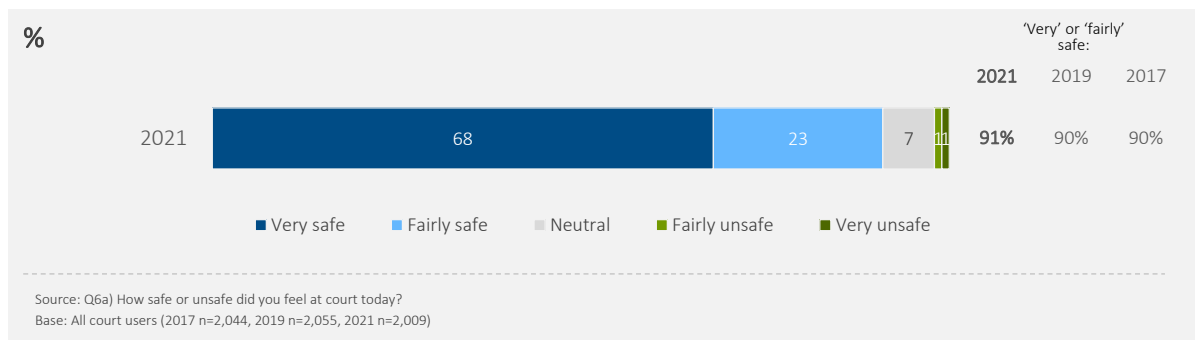
Safety

Overall feelings of safety

A sense of safety continues to be a key driver of court user satisfaction. This is also one of the highest performing aspects of the court user experience, so is important to maintain. All respondents were asked how safe or unsafe they felt at court. Results are illustrated in the Figure below.

91% feel 'very' or 'fairly' safe at court. This proportion is virtually unchanged across all surveys. However, the proportion of court users who feel 'very' safe has increased from 63% in 2019 to 68% in 2021.

Figure 7 – Feelings of safety



Groups more likely than average to feel safe include those:

- visiting Palmerston North Court (99%)
- visiting for administrative reasons not related to a case (96%)
- aged 50 years or over (95%)
- who identify as NZ European (94%)
- with an annual household income between \$30,001 and \$100,000
- in paid employment (92%).

Groups less likely than average to feel safe include those:

- visiting Manukau Court (84%)
- who are unemployed (86%)
- with an annual household income up to \$30,000 (87%)
- who are accused of an offence (87%)
- visiting for a case that falls under the criminal (youth or traffic) jurisdiction (88%)
- aged under 30 years (88%)
- who identify as Māori (88%).

The proportion of court users at each court location who feel ‘very’ or ‘fairly’ safe is presented in the table below. Court users across most sites are equally likely to feel safe, the only exceptions are Manukau Court where court users are less likely to feel safe, and Palmerston North Court, where users are more likely to feel safe.

Table 10 – Feelings of safety by court location

	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Tauranga	Gisborne	Hastings	Whanganui	Palmerston North	Wellington District Court	Wellington High Court	Nelson	Christchurch	Dunedin	Invercargill
Base size	(n=2,009)	(n=272)	(n=100)	(n=281)	(n=111)	(n=100)	(n=70)	(n=100)	(n=101)	(n=101)	(n=157)	(n=79)	(n=100)	(n=281)	(n=62)	(n=94)
1 - Very unsafe	1	*	-	1	1	1	-	1	2	-	-	-	3	1	-	1
2 - Fairly unsafe	1	1	3	2	1	1	1	-	4	-	1	-	2	1	-	-
3 - Neutral – neither safe nor unsafe	7	10	2	13	4	8	7	8	5	1	6	4	5	6	15	6
4 - Fairly safe	23	25	23	30	11	29	27	20	8	21	20	14	17	29	32	9
5 - Very safe	68	64	71	54	83	60	64	71	82	78	73	82	73	63	51	85
Don't know	*	*	-	-	-	-	-	-	-	-	1	-	-	-	2	-
NETT SAFE	91	89	94	84	94	90	91	91	90	99	93	96	91	92	83	93

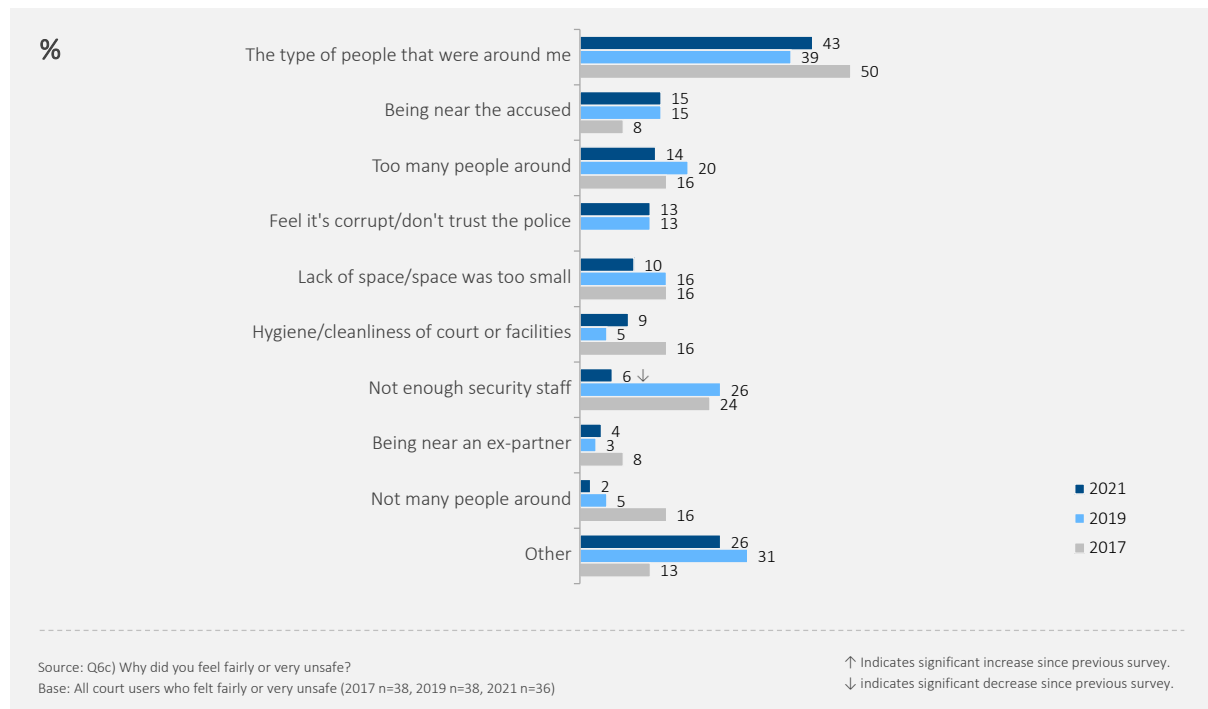
Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

Reasons for feeling unsafe

The 36 respondents who felt unsafe at court were asked why they felt that way. Their reasons are displayed in the Figure below.

Their main reasons for feeling unsafe include the kinds of people they were surrounded by (43%) and being near the accused (15%) These results align with 2019. The proportion who feel unsafe due to a lack of security staff has declined from 26% in 2019 to 6% in 2021.

Figure 8 – Reasons for feeling unsafe

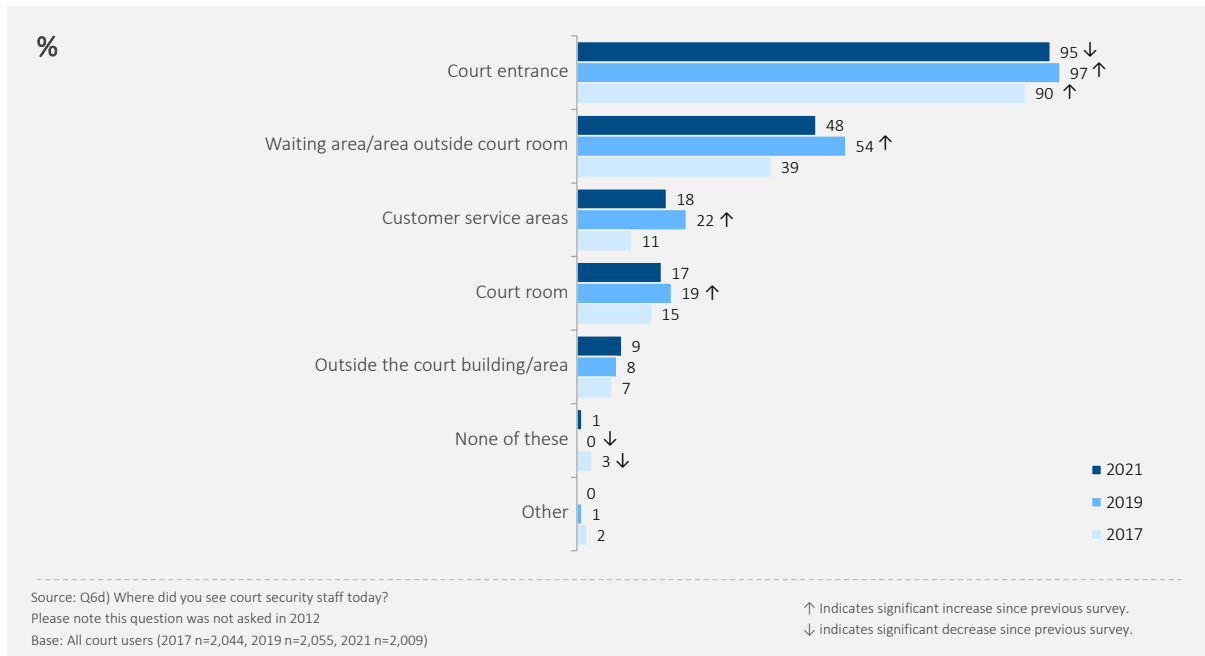


Areas where security staff are visible

Respondents were asked where they saw court security staff. Results are shown in the following Figure.

Almost all court users notice security staff. This is in line with 2019. The most common places court users see security staff continue to be the court entrance (95%), and the waiting area (48%).

Figure 9 – Where respondents saw court security staff



Some variation by court location can be seen in the table below. There appears to be a stronger security presence in certain areas of Christchurch and Manukau Courts, and lower than average presence in the waiting areas of multiple courts.

Table 11 – Respondents observing security staff by court location

	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Tauranga	Gisborne	Hastings	Whanganui	Palmerston North	Wellington District Court	Wellington High Court	Nelson	Christchurch	Dunedin	Invercargill
Base size	(n=2,009)	(n=272)	(n=100)	(n=281)	(n=111)	(n=100)	(n=70)	(n=100)	(n=101)	(n=101)	(n=157)	(n=79)	(n=100)	(n=281)	(n=62)	(n=94)
Court room	17	17	16	30	17	8	25	12	17	17	17	15	5	13	27	11
Waiting area/area outside court room	48	53	11	78	70	9	40	22	25	23	36	19	26	80	64	25
Customer service areas	18	10	1	26	11	2	15	6	14	9	4	5	8	52	35	2
Court entrance	95	97	99	96	95	93	96	99	100	99	96	96	100	99	70	72
Outside the court building/area	9	6	1	31	4	4	12	4	5	3	6	7	2	9	5	6
Other	*	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-
None of these (i.e., did not see security staff)	1	*	-	1	-	-	-	-	-	-	-	-	-	*	-	22

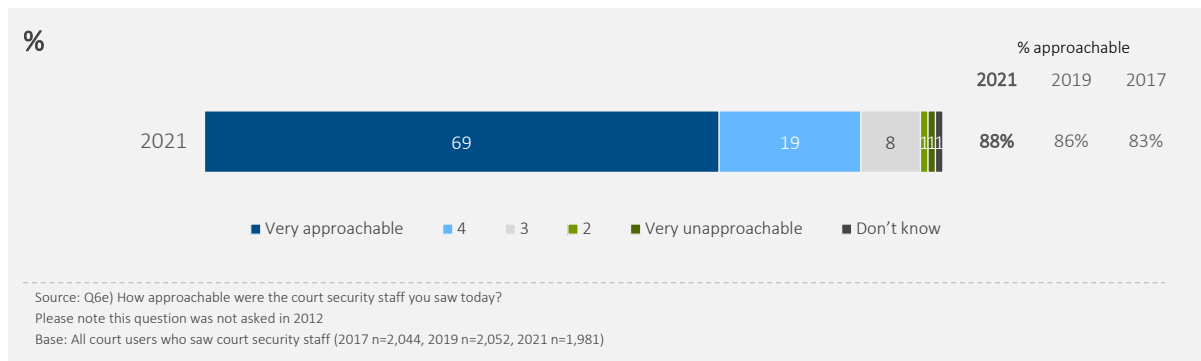
Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

Security staff approachability

Those who saw court security staff during their visit were asked how approachable or unapproachable they seem. Respondents answered using a five-point scale where 1 was very unapproachable and 5 was very approachable (or respondents could say 'don't know'). Results are displayed in the Figure below.

88% feel court security staff are approachable (4 or 5 out of 5 ratings), in line with 2019. This result has been trending upwards since 2014 (79%).

Figure 10 – Approachability of security staff



Groups more likely than average to rate staff as approachable include those:

- visiting Wellington High Court (98%)
- visiting as a spectator (96%)
- visiting for administrative reasons not related to a case (95%).

Groups less likely than average to rate staff as approachable include those:

- who identify as Pasifika (81%)
- visiting Auckland District (82%) or Christchurch Courts (83%)
- who are accused of an offence (85%)
- visiting for a case which falls under the criminal (traffic and youth) jurisdiction (85%)
- visiting as a support person (86%).

Some comments from court users about safety and court security staff

“Everything is nice clean and tidy, with a safe environment.”
Criminal case-other, Manukau Court

“Well lit, good security for Nelson.”
Criminal case-other, Nelson Court

“Public security outside can be a problem. Otherwise, all good.”
Administrative reasons not related to a case, Hastings Court

“They can be pretty poor at times, there is not a lot of guidance. I have also had some pretty awkward experiences going through security.”
Administrative reasons not related to a case, Christchurch Court

“I felt very welcomed, it could have been intimidating with the security in the entrance but they offered me a mask.”
[Other court case, Auckland High Court]

The proportion rating court security staff as ‘approachable’ appears to vary by court location as can be seen in the table below. Court users in Wellington High Court are more likely to consider the security staff approachable, whereas those in Auckland District or Christchurch Court are less likely to.

Table 12 – Approachability of security staff by court location

	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Tauranga	Gisborne	Hastings	Whanganui	Palmerston North	Wellington District Court	Wellington High Court	Nelson	Christchurch	Dunedin	Invercargill
Base size	(n=1,981)	(n=271)	(n=99)	(n=279)	(n=111)	(n=100)	(n=70)	(n=100)	(n=101)	(n=101)	(n=157)	(n=79)	(n=100)	(n=280)	(n=61)	(n=72)
Proportion rating security staff as ‘approachable’ (either 4 or 5 on a 5-point scale)	88	82	89	86	90	93	94	95	93	94	85	98	91	83	90	92

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

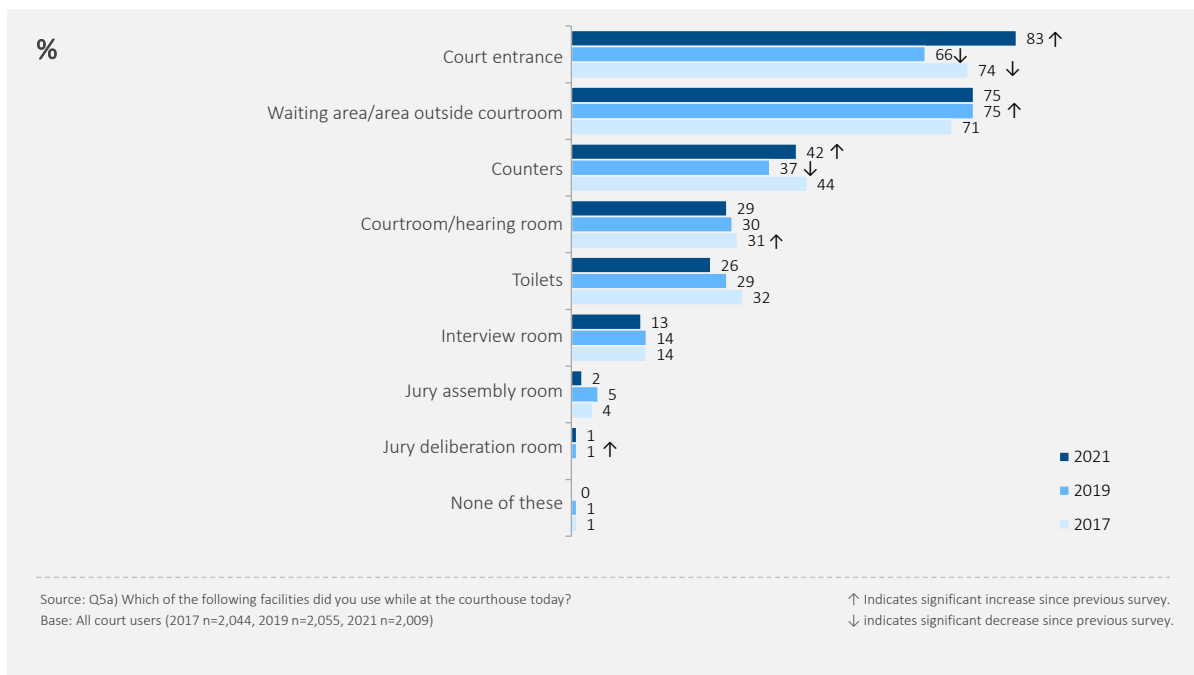
Facilities at court

As outlined previously, court waiting areas are the most important driver of satisfaction and are a priority for improvement. There is also room to improve other facilities. Details are provided in this section.

Facilities used

Respondents were asked what facilities they used at court. The results are presented in the Figure below. Court users are more likely to use the court entrance, and the counters than in 2019.

Figure 11 – Facilities used at court



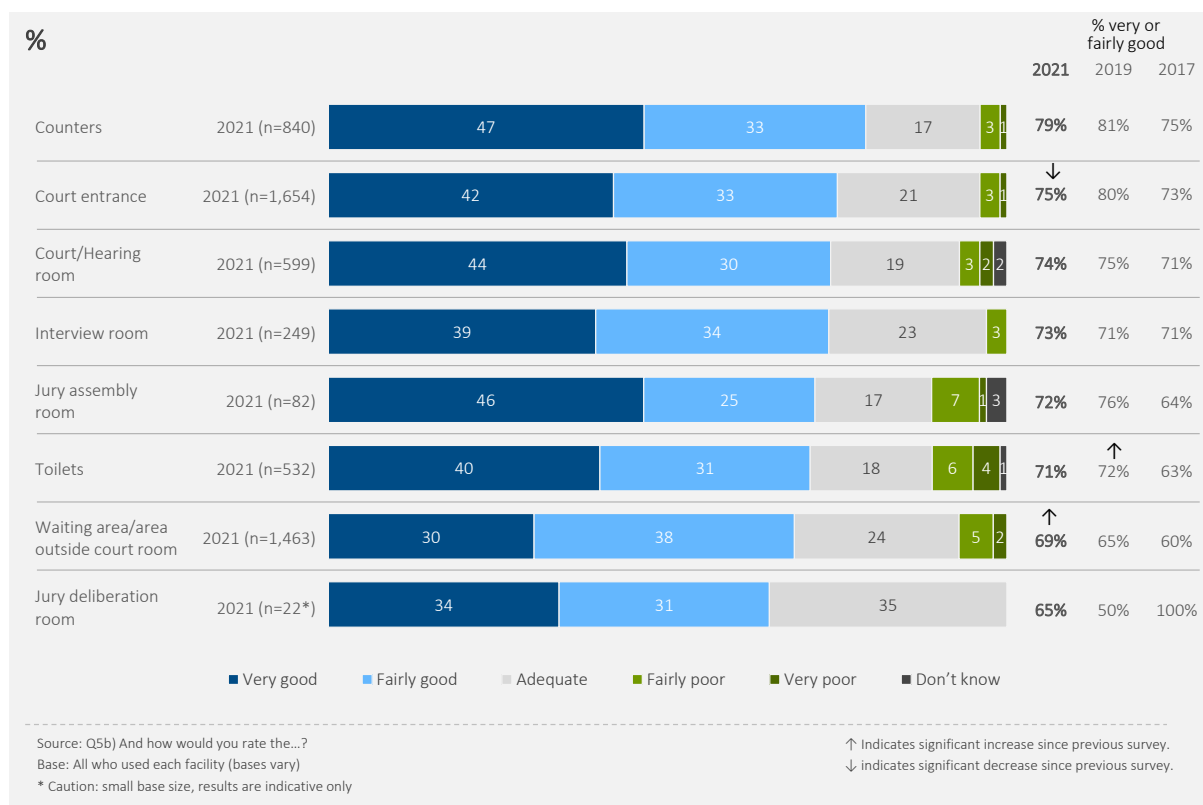
Rating of individual facilities

Respondents who used each facility were then asked to rate them from 'very good' to 'very poor'. Full results are presented in the Figure below.

The facilities most likely to be rated favourably (i.e., very or fairly good) continue to be the counters (79%), and the court entrance (75%). However, favourable ratings for the court entrance have declined from 80% in 2019.

There has been an increase in favourable ratings for the waiting area / area outside the court room – indeed, this has trended upwards since 2017, and has now reached the highest level to date (69%). Despite this, it remains a key priority for continued improvement, as it is the single most important factor in terms of influencing overall satisfaction with a court visit.

Figure 12 – Rating of court facilities



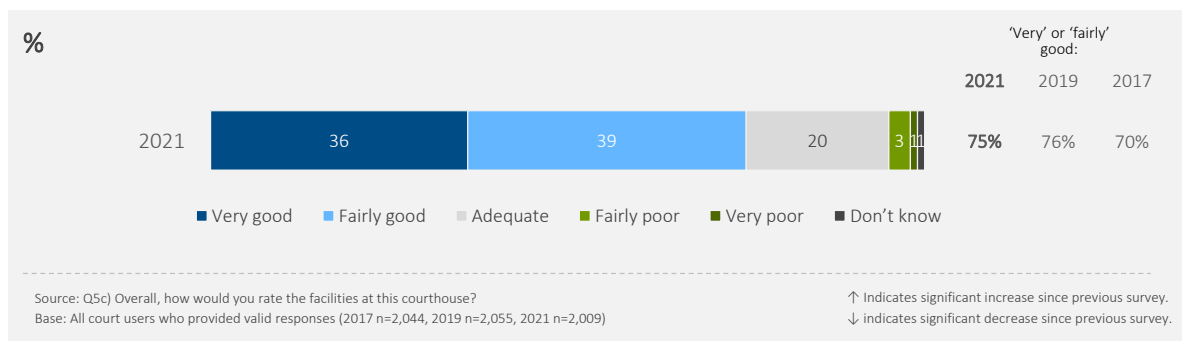
Please refer to a Table 13 for ratings by court location.

Overall rating of facilities

All respondents were asked to give the facilities at the courthouse an overall rating. Results are presented in the Figure below.

75% say the facilities are either 'very' or 'fairly' good overall. This is consistent with 2019.

Figure 13 – Overall rating of facilities



Groups more likely than average to give the facilities a good rating include those:

- visiting Auckland High (91%), Christchurch (87%), Palmerston North (87%), or Nelson Courts (84%).
- who identify as Asian (88%)
- visiting for jury service (86%)
- who have visited a court building just once before (85%)
- visiting for administrative reasons not related to a case (85%)
- aged 50 years and over (81%)
- who have never visited a court building before (81%).

Groups less likely to give the facilities a good rating include those:

- visiting Wellington District (56%), Hamilton (62%), Invercargill (65%), or Auckland District Courts (65%)
- who have visited a courthouse more than twelve times (66%)
- visiting as a support person (70%)
- who are unemployed (71%)
- who are accused of an offence (71%)
- visiting for a case that falls under the criminal (traffic and youth) jurisdiction (71%)
- who identify as Māori (72%)
- aged 30-49 years (73%).

Ratings of facilities (individual facilities and overall rating) by location

The proportions rating each facility as 'very' or 'fairly' good at each court location can be found in the table on the following page. Due to small numbers using some of the facilities by location (for example, the jury deliberation room) we have put an 'x' in cells with fewer than ten respondents.

Some comments from court users about facilities

"Whole courthouse needs renovating - worn and stained carpets, graffiti carved into windows, sticky surfaces, etc."

Administrative reasons not related to a case, Wellington District Court

"...as well as updated physical facilities which are well out of date. The elevator creaks and the cleanliness of the place is questionable."

Tenancy or Disputes Tribunal Case, Auckland District Court

"Make the space family friendly. Need some colour on paintings."

Criminal case-other, Auckland District Court

"Reception needs to be in view and there needs to be more parking. And the toilet needs a urinal."

Tenancy or Disputes Tribunal Case, Nelson Court

"This new courthouse is a great improvement on the old one."

[Dealing with a fine, Hastings Court]

Individual facilities are generally rated higher at Auckland High, Palmerston North, and Christchurch Courts, and lower at Auckland District and Hamilton Courts

Table 13 – Rating of facilities by court location

	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Proportion rating 'very' or 'fairly' good	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Tauranga	Gisborne	Hastings	Whanganui	Palmerston North	Wellington District Court	Wellington High Court	Nelson	Christchurch	Dunedin	Invercargill
Base size	(up to n=599)	(up to n=90)	(up to n=57)	(up to n=93)	(up to n=27)	(up to n=21)	(up to n=25)	(up to n=20)	(up to n=24)	(up to n=27)	(up to n=43)	(up to n=46)	(up to n=18)	(up to n=44)	(up to n=39)	(up to n=25)
Courtroom/ hearing room	74	72	83	82	56	81	58	69	88	75	57	83	67	84	73	52
Waiting areas outside courtroom	69	60	88	69	58	65	66	75	78	61	60	78	78	78	73	52
Jury assembly room	72	74	69	x	73	x	x	x	x	x	x	x	x	x	x	x
Jury deliberation room	65	x	50	x	x	x	x	x	x	x	x	x	x	x	x	x
Interview rooms	73	76	69	95	x	50	x	81	x	x	x	x	69	68	x	x
Counters	79	72	90	75	47	87	83	86	76	95	72	88	71	85	83	71
Court entrance	75	62	81	84	56	66	74	84	81	88	51	86	79	86	84	60
Toilets	71	52	88	64	54	69	100	70	x	x	69	84	81	87	90	71
Base size	2,009	272	100	281	111	100	70	100	101	101	157	79	100	281	62	94
Overall rating of facilities	75	65	91	77	62	72	73	81	82	87	56	85	84	87	74	65

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

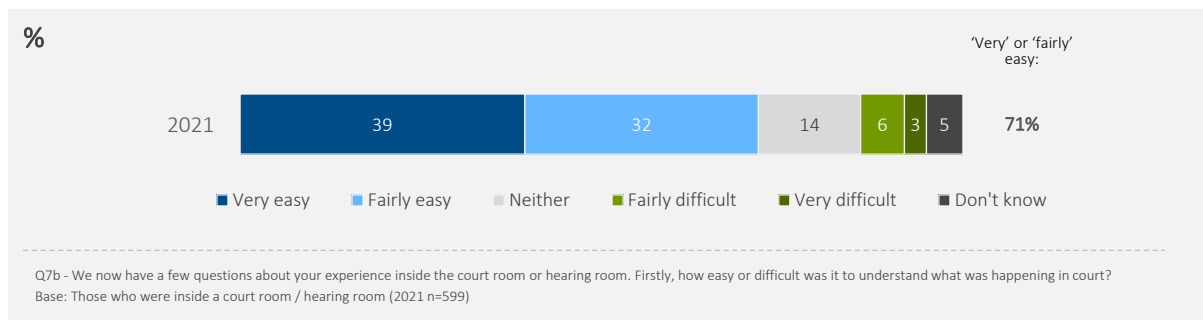
Experience inside the court room / hearing room

New questions were asked in the 2021 survey in order to gain insight into court users' experiences inside court rooms / hearing rooms. These findings are detailed below.

Ease of understanding what was happening inside the court room

One-third (30%) of respondents go inside a court room / hearing room. Those who go inside a court room / hearing room were asked how easy it is to understand what was happening. Seven in ten (71%) find it easy to understand, as shown in the Figure below.

Figure 14: Ease of understanding what was happening inside the court room



Groups more likely than average to find it easy to understand what is happening in court include those:

- visiting for jury service (88%)
- who spoke in court (83%)
- who are in paid employment (76%).

Groups less likely than average to find it easy to understand what is happening in court include those:

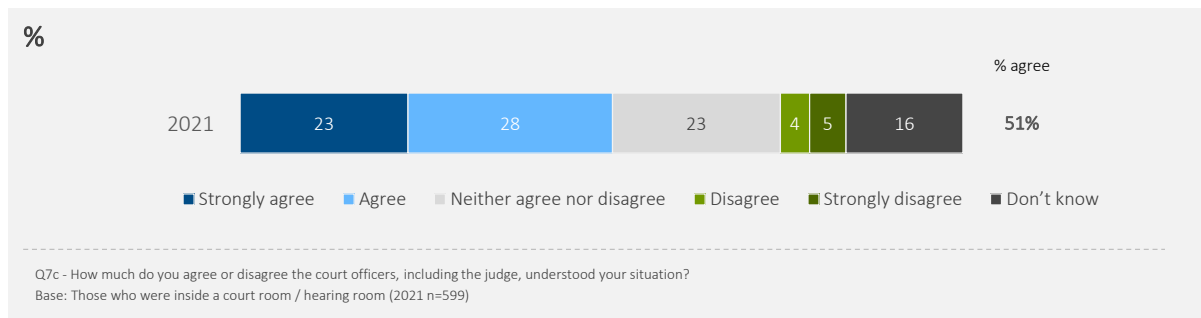
- visiting as a support person (65%).

Court officials' understanding of individual situations

Respondents who go inside a court room were asked to what extent they agree that their individual circumstances are understood by court officials (including the judge). The findings are presented in the Figure below.

Half of users who go inside a court room (51%) agree that court officials understood their situation. Only 9% disagree, with a high proportion remaining either neutral or not expressing an opinion. This may well indicate a lack of interaction with court officials for these individuals.

Figure 15: Agreement that court officials understood users' situations



Groups more likely than average to 'agree' or 'strongly agree' that court officials understood their situation include those:

- who spoke in court (74%)
- visiting to take part in a case (56%)
- who are in paid employment (56%).

Groups less likely than average to 'agree' or 'strongly agree' that court officials understood their situation include those:

- visiting Wellington High Court (25%)
- who are students (33%)
- who did not speak in court (45%).

Speaking in court

One third (35%) of respondents who go inside a court room / hearing room are given the opportunity to speak in court. Half (53%) are not given the opportunity to do so, while 12% 'don't know.' The findings are presented in the Figure on the following page.

Groups more likely than average to get the opportunity to speak in court include those:

- visiting for a case that falls under the civil jurisdiction (56%)
- visiting Christchurch Court (51%)
- visiting to take part in a case (49%).

Groups less likely than average to get the opportunity to speak in court include those:

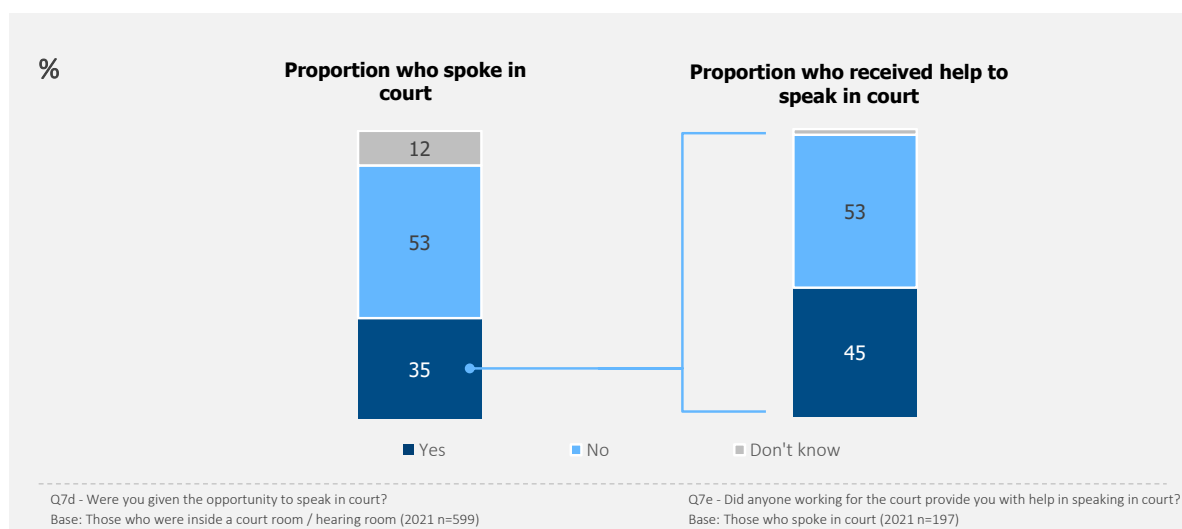
- visiting Wellington High Court (15%)
- who are retired (18%)
- visiting as a support person (18%)
- visiting for jury service (19%).

Help received to speak in court

Those with the opportunity to speak in court were asked if they received help to do so from any court staff. The findings are presented in the Figure below.

Just under half (45%) of these respondents receive help from court staff, while 53% do not.

Figure 16: Proportion of court users who spoke in court, and received help to do so



Groups more likely than average to receive help with speaking in court include those:

- with an annual household income up to \$30,000 (59%)
- who are accused of an offence (57%)
- who are aged 30-49 years (56%)
- visiting for a case which falls under the criminal (traffic and youth) jurisdiction (55%).

Groups less likely than average to receive help with speaking in court include those:

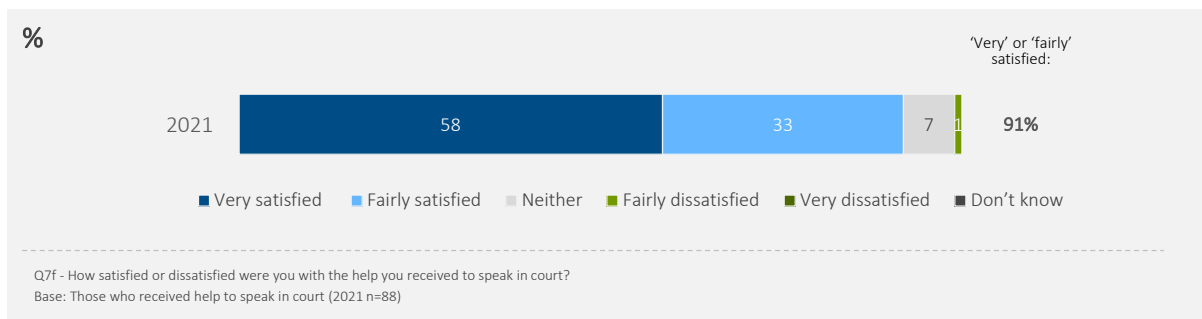
- who are aged 50 years and above (21%)
- visiting for a case which falls under the civil jurisdiction (26%)
- with an annual household income over \$100,000 (28%).

Satisfaction with the help received to speak in court

Respondents who receive help with speaking in court were asked how satisfied they were with this help. The results are presented in the Figure below.

The majority of users who receive help are happy with it – 91% said they were either ‘satisfied’ or ‘very satisfied.’

Figure 17 – Satisfaction with help received to speak in court



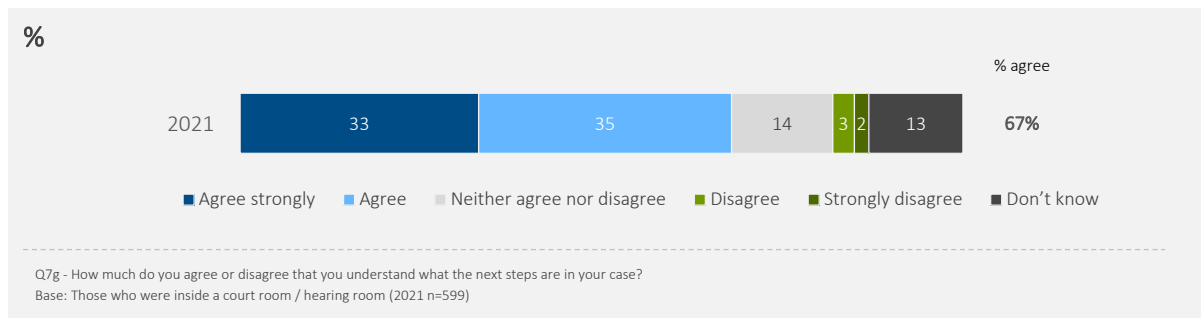
All demographic groups are broadly very positive (however many of these are on small base sizes).

Understanding of next steps

Respondents that go inside a court room / hearing room were asked to what extent they agree that they understand the next steps in their case. The findings are presented in the Figure below.

Two-thirds (67%) say they either 'agree' or 'strongly agree' that they understand what the next steps in their case are.

Figure 18: Understanding of next steps



Groups more likely than average to agree that they understand what the next steps are include those:

- who spoke in court (86%)
- who are accused of an offence (78%)
- visiting to take part in a case (77%)
- who identify as Māori (75%)
- with an annual household income between \$30,001 and \$100,000 (75%)
- visiting for a case which falls under the criminal (youth and traffic) jurisdiction (72%).

Groups less likely than average to agree that they understand what the next steps are include those:

- who are students (31%)
- visiting Wellington High (32%) or Auckland High Courts (50%)
- who are retired (49%).

Receiving information on next steps

Respondents that go inside a court room / hearing room were then asked whether they had received any information on what the next steps in their case were.

Half (52%) receive information on their next steps, while 38% do not. Ten percent 'don't know.'

Groups more likely than average to receive information on next steps include those:

- who spoke in court (70%)
- who are unemployed (62%)
- who are accused of an offence (61%)
- visiting to take part in a case (61%)
- visiting for a case which falls under the criminal (traffic and youth) jurisdiction (57%).

Groups less likely than average to receive information on next steps include those:

- visiting Wellington High Court (15%)
- who are students (27%)
- visiting as a support person (45%).

Referral to other support services

Respondents that go inside a court room / hearing room were also asked whether anyone had referred them to other services that could provide them with support. One quarter (24%) receive a referral, while 65% do not. Eleven percent 'don't know.'

Groups more likely than average to receive a referral include those:

- who are unemployed (36%)
- who spoke in court (34%)
- with an annual household income up to \$30,000 (33%)
- who are accused of an offence (32%)
- who are aged 30-49 years (32%)
- who identify as Māori (30%)
- visiting for a case which falls under the criminal (traffic and youth) jurisdiction (29%).

Groups less likely than average to receive a referral include those:

- visiting Wellington High (3%) or Auckland High Courts (9%)
- who are students (8%)
- visiting for a case which falls under the civil jurisdiction (10%)
- who are aged 50 years and over (15%).

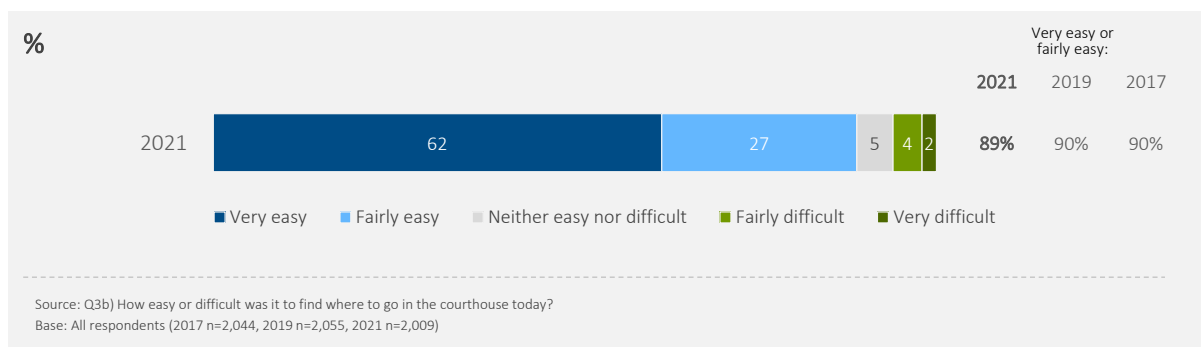
Navigating around the court building and accessibility

Ease of navigating around the court building

All respondents were asked how easy or difficult it was to find where they needed to go in the courthouse. Results are displayed in the Figure below.

89% find it either 'very' or 'fairly' easy to find where to go, in line with 2019.

Figure 19 – Ease of navigating through the courthouse



Groups more likely than average to find it easy to find their way around the courthouse include those:

- visiting Palmerston North Court (98%).

Groups less likely than average to find the courthouse easy to navigate include those:

- visiting Auckland District Court (81%)
- involved in home duties (81%)
- who are students (82%)
- with an annual household income over \$100,000 (85%).

Some comments from court users about navigation around the court building

"It's really hard to know where everything is because of the layout of the courts here."
Criminal case-other, Invercargill Court

"Staff were great. The building is outdated and set out a but weird. Needs updating and clearer signage."
Tenancy or Disputes Tribunal cases, Wellington District Court

"More signs please e.g., family court room is not sign posted. Security guards need more knowledge of the building."
Administrative matters not related to a case, Auckland District Court

"There is no signage for jurors on their first visit. Very obvious signs or an usher would be helpful. The layout of the jury deliberation room is very awkward (socially awkward), and the chairs are pretty uncomfortable for anyone not an average size."
Criminal case-jury service, Auckland High Court

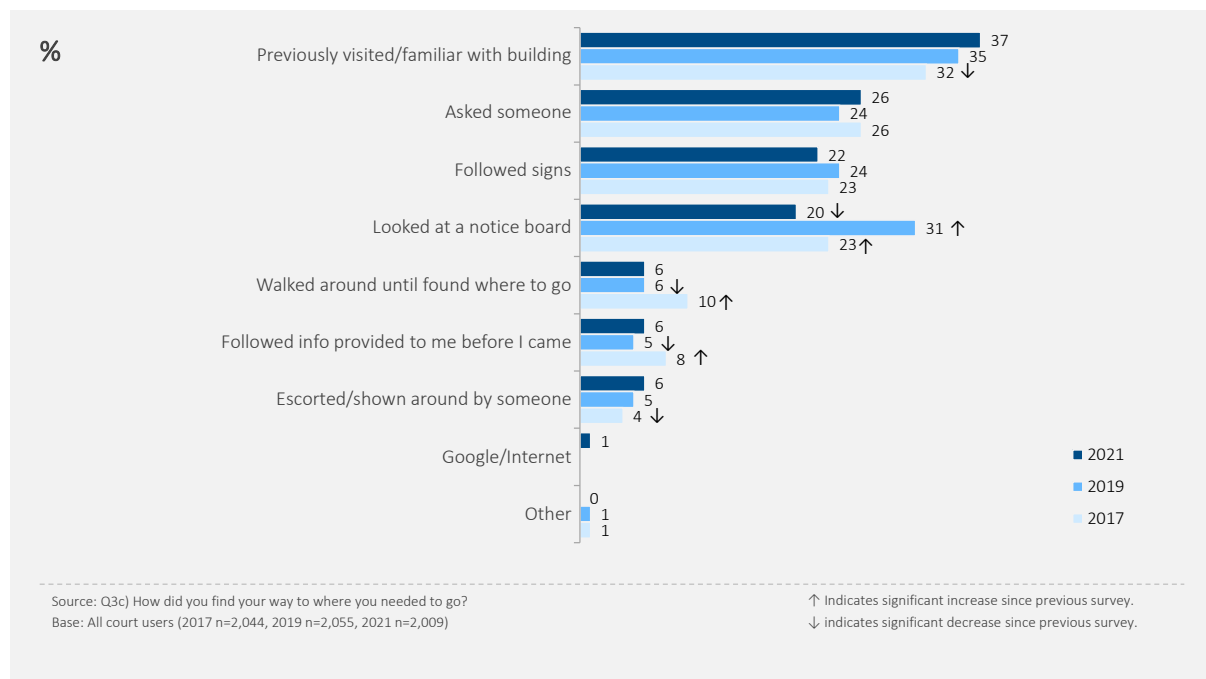
How court users find out where they need to go

All respondents were asked how they found out where they needed to go within the court building. Results are presented in the following Figure.

The main way in which court users navigate the courts is by drawing upon their own experience in the building (37%). This has trended upwards since 2017. Other sources court users rely upon to navigate their way include asking someone (26%) or following signs (22%).

Compared to 2019, a lower proportion discover where to go by looking at a notice board (20% compared to 31%).

Figure 20 – How visitors find out where to go



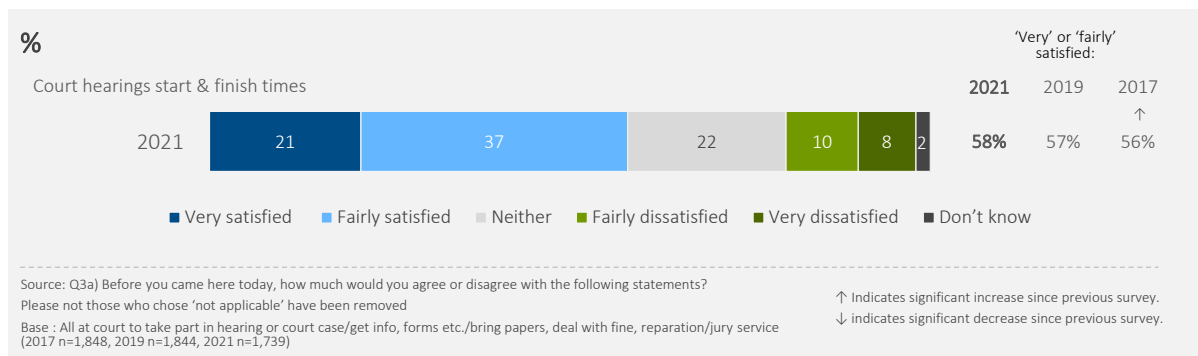
Convenience of court hearing times

As seen in Figure 2, court hearing times is the second worst performing aspect of the court user experience and is also highly important in terms of driving overall satisfaction. It is therefore one of the priorities for improvement.

Respondents were asked to rate how satisfied they were with the time court hearings start and finish. Results (excluding those for whom this was not applicable) are shown in the Figure below.

58% are either 'very' or 'fairly' satisfied with the timing of court hearings, this is similar to 2019. The figure has also trended upwards since 2014 (50%) and is now at the highest level to date.

Figure 21 – Satisfaction with the convenience of sitting times



Groups more likely than average to be satisfied with the timing include those:

- visiting Wellington High (85%), Whanganui (81%), or Auckland High Courts (79%)
- visiting as a spectator (80%)
- visiting for a civil jurisdiction matter (71%)
- aged 50 years and over (67%)
- with an annual household income over \$100,000 (65%).

Groups less likely than average to be satisfied with the timing of court hearings include those:

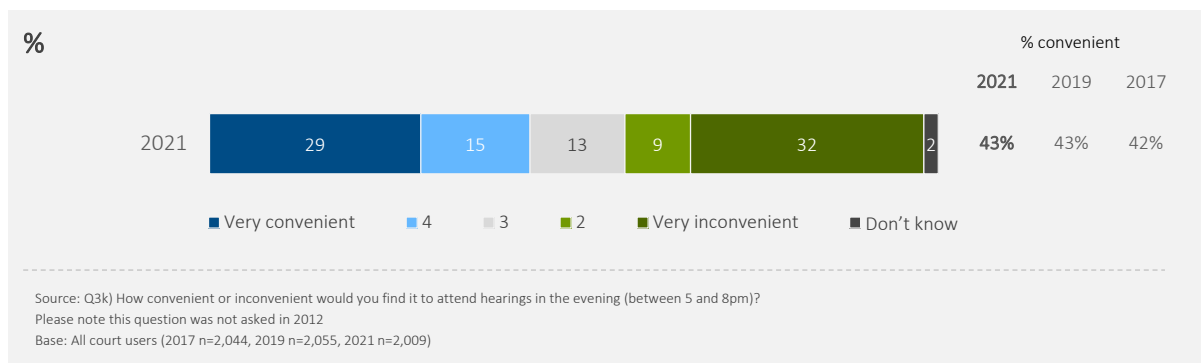
- whose visit was impacted by COVID-19 (47%)
- visiting Auckland District Court (48%)
- who identify as Pasifika (52%)
- who are accused of an offence (53%)
- visiting as a support person (54%)
- aged under 30 years (54%)
- visiting for a case which falls under the criminal (traffic and youth) jurisdiction (55%)
- with an annual household income between \$30,001 and \$100,000 (55%).

Convenience of evening hearings

Respondents were asked how convenient or inconvenient they would find it to attend hearings in the evening (between 5 and 8pm). They answered using a five-point scale where 1 was very inconvenient and 5 was very convenient (or they could say 'don't know'). Results are displayed in the Figure below.

Court users have mixed views, 43% find evening hearings convenient (giving a 4 or 5 out of 5 rating) and 41% consider them inconvenient (giving a 1 or 2 out of 5 rating). This aligns with the 2019 survey.

Figure 22 – Convenience of evening hearings



Groups more likely than average to consider evening hearings convenient include those:

- visiting Dunedin (61%) or Whanganui Courts (55%)
- who identify as NZ European (46%).

Groups less likely than average to find them convenient include those:

- visiting for jury service (29%)
- visiting Auckland High (30%) or Manukau Courts (36%).

Some comments from court users about the convenience of hearing times

"I had to take the day off to support someone. The system is terrible for gauging times once here. It would be great for times for appearance times to be more accurate. Or some time schedule or system that better reflects court appearance times."

Criminal case-other, Invercargill Court

"More accurate appointment times needed."

Criminal case-accused, Tauranga Court

"I think there needs to be appointment times so you can plan your day and so I can be back at work when I say I'm back at work. It can potentially be very disruptive."

Criminal case-other, Invercargill Court

Waiting times

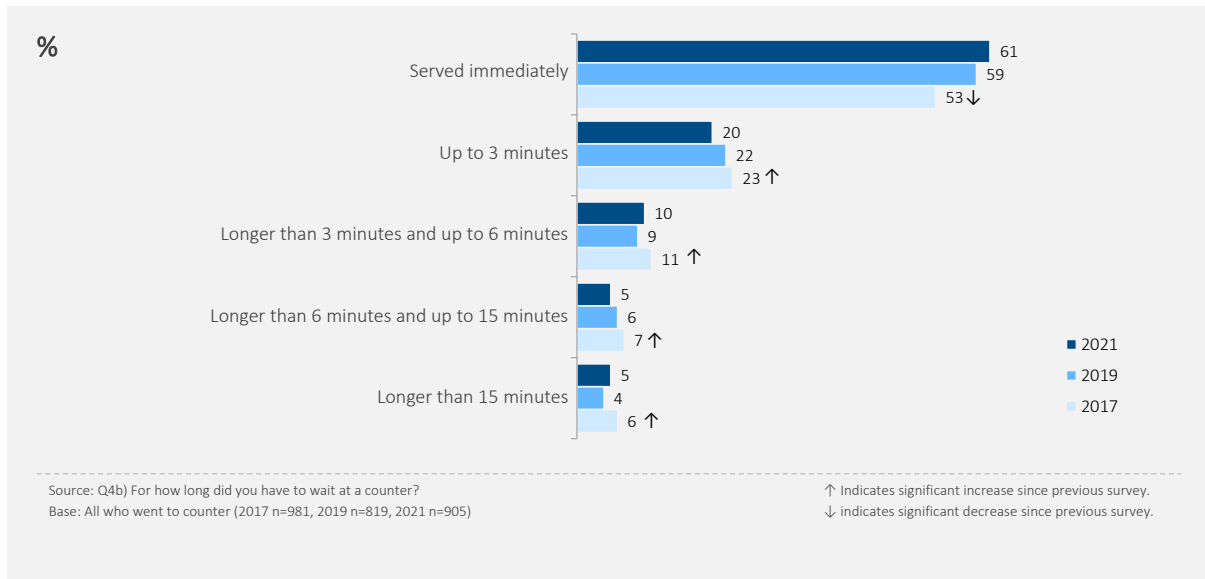
Waiting at a counter

Forty-five percent of court users go to a counter, and this is in line with 2019.

These respondents were asked how long they had to wait before being served. Results are presented in the Figure below.

The majority are served immediately (61%), in line with 2019.

Figure 23 – Length of wait at a counter



A relationship exists between wait time and overall satisfaction. The 5% that waited more than 15 minutes to be served have a below average overall satisfaction level (59% are satisfied with the services and facilities vs. 80% of all court users). While this group is a small proportion of all court users, every effort to speed up service will help contribute (even if in a small way) to the improvement of overall satisfaction.

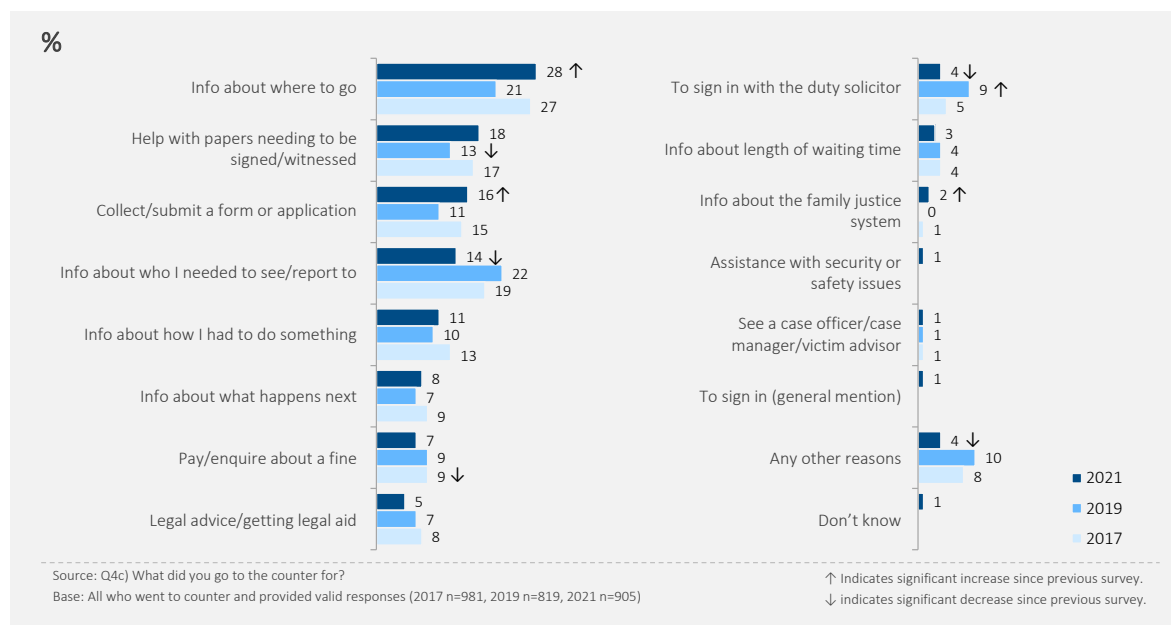
Reasons for visiting counter

The Figure below outlines the range of reasons why court users go to a counter.

The most common reason for using the counter is to find out where to go in court (28%). Further consideration should be given to how digital displays and signage can support this and so reduce the numbers using the counter. The second most common reason is to get help with papers needing to be signed / witnessed (18%).

The proportions visiting the counter to find out where to go, to collect / submit a form or application, and to get information about the family justice system have all increased since 2019. The proportions seeking information about who to see, or to sign in with the duty solicitor, have decreased since 2019.

Figure 24 – Reason for going to counter



Waiting times for a hearing or case

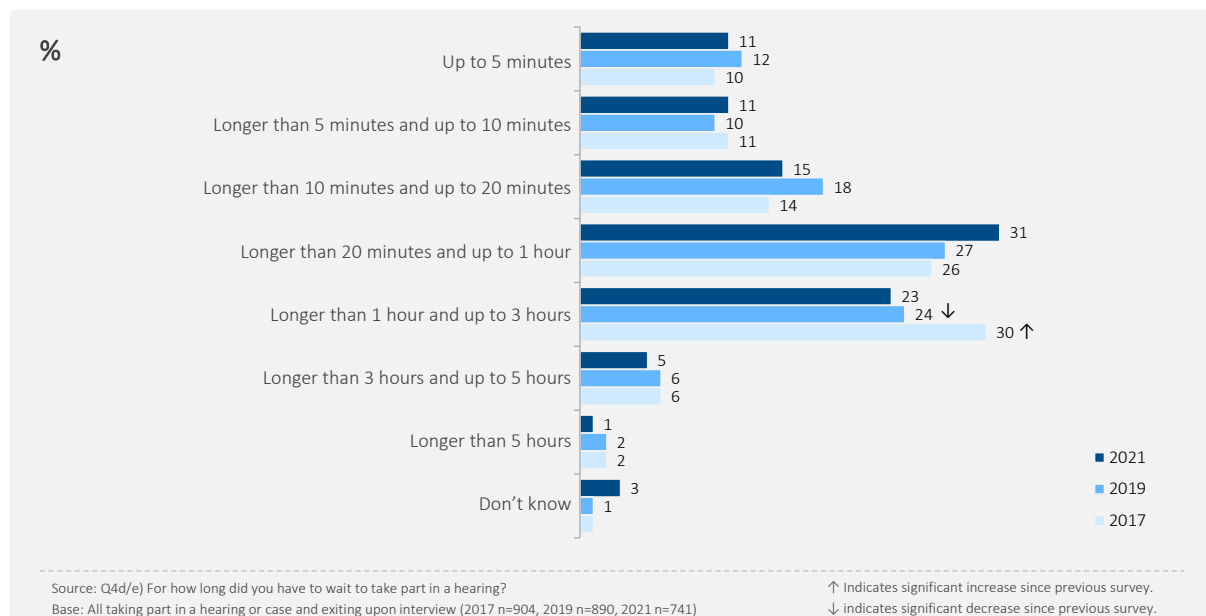
As seen in Figure 2, wait times for a hearing or case is the lowest performing aspect of the court user experience. As this aspect has a low level of importance in terms of driving overall satisfaction it is only considered a secondary priority for improvement.

Those attending court to take part in a case or hearing were asked how long they waited to take part (four in 10 were still waiting at the time). Results are illustrated in the Figure below.

The vast majority wait more than 5 minutes (86%), similar to 2019 (87%). Three in ten (29%) wait longer than an hour (in line with 2019 (32%)). The average wait time (for respondents not still waiting at the time of being surveyed) is 61.5 minutes. This has been trending downwards since 2017 (the average wait time was 64.5 minutes in 2019, and 72.3 minutes in 2017).

As in previous years, longer wait times are associated with lower overall satisfaction. Those waiting more than one hour are less likely to be satisfied with the court's services and facilities (69% vs. 80% of all court users). Therefore, it is helpful to continue that wait times are trending downwards and efforts should be made to reduce them as far as possible.

Figure 25 – Length of wait for hearing or case



Some comments from court users about wait times

"I could have been at work an hour ago. But instead, I am waiting to go into Court."

Criminal case-accused, Invercargill Court

"Waiting time for the counters is too long."

Civil – participant, Manukau Court

"Today was a disaster. For a 2.15pm call we have waited for two hours and still haven't got called. I am busy and can't afford this theft of time plus I will likely have an expensive parking ticket along with 5pm traffic on the way home. Today this has been extremely frustrating."

Criminal case-other, Wellington District Court

"The wait time is long, and the notice board is inaccurate. Suggest smaller time brackets so families can plan around it."

[Criminal case – other, Manukau Court]

Information before coming to court

Respondents who were at court to take part in a hearing, get information for a case, bring information for a case, deal with a fine or reparation, or for jury service were asked a series of questions about court information.

Some visits to court are not directly initiated by the courts. Examples include spectators, attending court to support someone else, or attending for administrative matters not relating to a case, such as searching court records, or getting a document witnessed. Respondents who were visiting for these reasons were not asked questions about court information.

Information received prior to court visit

Type of information received

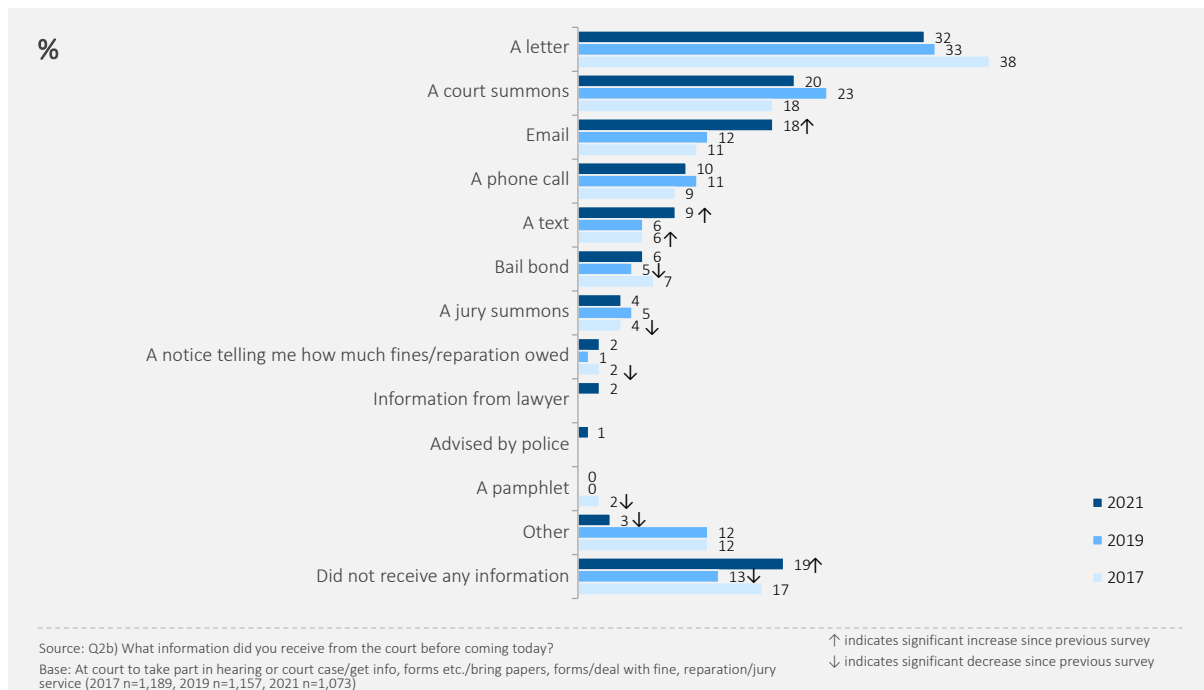
Respondents were asked what information they received from the court before their arrival. As the question is focused on information received before coming to court, sources of information primarily obtained at court (i.e., pamphlets) don't feature strongly in the survey results. The results are provided in the Figure below.

81% of court users recall receiving information from the court before they got there, a lower proportion than in 2019 (86%).

As in previous surveys, the most common types of communication court users receive is a letter (32%), or a court summons (20%).

Compared to 2019, there has been an increase in the proportion of court users who received an email (18% compared to 12%) or a text (9%, compared to 6%).

Figure 26 – Information received from court before visit



Low proportions of court users receive information from court in their ideal way, however there is some evidence that this is improving. For example, before coming to court only:

- 45% of those who prefer to receive a letter recall getting a letter from court (in line with 48% in 2019).
- 28% of those who prefer email recall receiving an email from court (in line with 23% in 2019).
- 19% of those who prefer a telephone call recall receiving a phone call from court (in line with 16% in 2019).
- 17% of those who prefer text messages recall getting a text message from court (up from 8% in 2019).

Further details about court users’ ideal forms of communication are provided later in the report.

Information received by main reason for visiting court

Information received varies by the main reason for visiting court, as shown in the table below.

Those taking part in a case or hearing are more likely to receive information from a wide range of communication channels.

Table 14 – Information received before coming to court by main reason for visiting court

	%	%	%	%	%	%
	All respondents	To take part in a case	Get info about a case	Bring info about a case	Fine or reparation	Jury service
Base size	(n=1,073)	(n=747)	(n=79)	(n=77)	(n=61)	(n=109)
A letter	32	34	20	16	41	53
A court summons	20	26	10	5	16	6
An email	18	19	10	23	8	20
A phone call	10	12	10	4	7	3
A text	9	11	9	1	5	11
A jury summons	4	*	-	-	-	68
Bail bond	6	8	3	1	-	-
A notice telling me how much fines or reparation I owe	2	*	-	1	16	-
Other	3	3	4	4	5	1
I did not receive any information	19	12	41	57	16	1

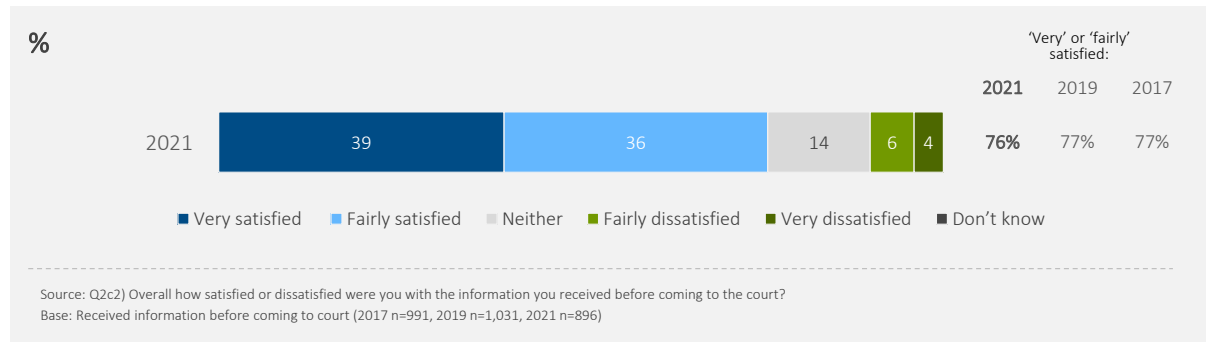
Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

Satisfaction with information received before coming to court

Respondents who received information from the court before their arrival were asked for their overall satisfaction with the information. Results are displayed in the Figure below.

76% of those who receive information from court prior to their visit are either 'very' or 'fairly' satisfied with it. This is consistent with 2019.

Figure 27 – Satisfaction with information received before coming to court



Groups more likely than average to be satisfied with the information they receive include those:

- visiting for jury service (87%)
- aged 50 years and over (82%)
- who are in paid employment (78%).

Groups less likely than average to be satisfied with the information they receive include those:

- visiting to get information about a case (60%)
- who are unemployed (69%)
- who have been accused of an offence (70%)
- who have visited a court building more than twelve times before (70%)
- visiting for a criminal (youth or traffic) jurisdiction matter (73%).

Ease of understanding information received

How easy or difficult it was for court users to understand the information they were given by the court is presented in the Figure below.

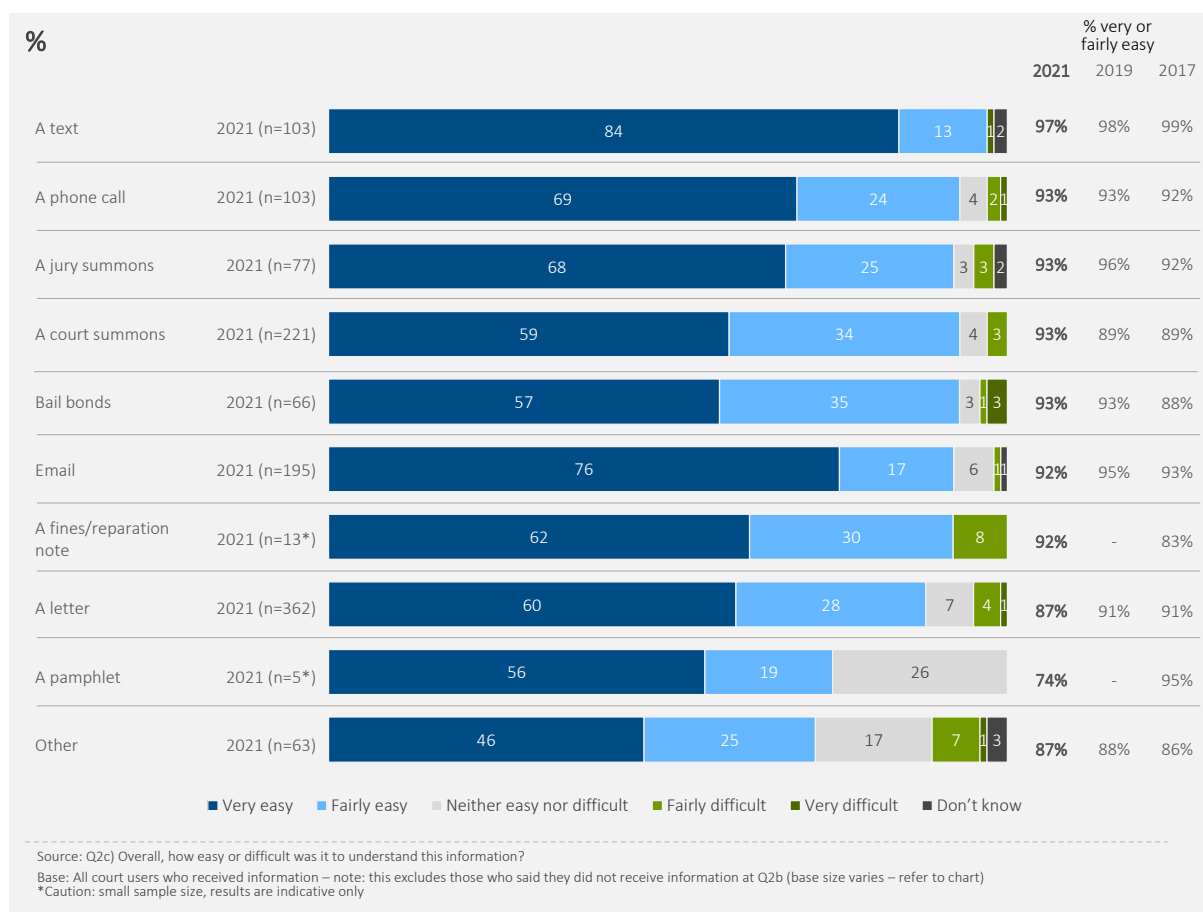
The vast majority find the information they receive from court easy to understand.

Communications most likely to be 'very' or 'fairly' easy to understand include:

- texts (97%)
- phone calls (93%)
- jury summons (93%)
- court summons (93%)
- bail bonds (93%).

These results are in line with previous surveys.

Figure 28 – Ease of understanding information received



Some comments from court users about information received

“The lack of information from the court. They have all my contact details, but I had to ask my lawyer what was happening. If they could communicate directly, it would prevent the confusion for me about what was happening.”

Civil-participant, Invercargill Court

“Lack of information about where to get information. How do I identify who are the duty solicitors? As well as where parking is?”

Civil-participant, Manukau Court

“More information is needed on how long we are needed for in the jury selection process.”

Criminal case-Jury service, Auckland District Court

“I was given advice from the judge to get an application of some sort. But I didn’t because I had no idea what that is and did not know how to find out. So, I am a bit nervous because I did not understand what the judge suggested, and this may put me at a disadvantage. I did not receive any advice on where to go to ask. I think this is unfair.”

Criminal case-accused, Invercargill Court

“I think that when they give the summons, they should also give info about the legal help to get. Also, what to expect. I did not know how to go about getting information.”

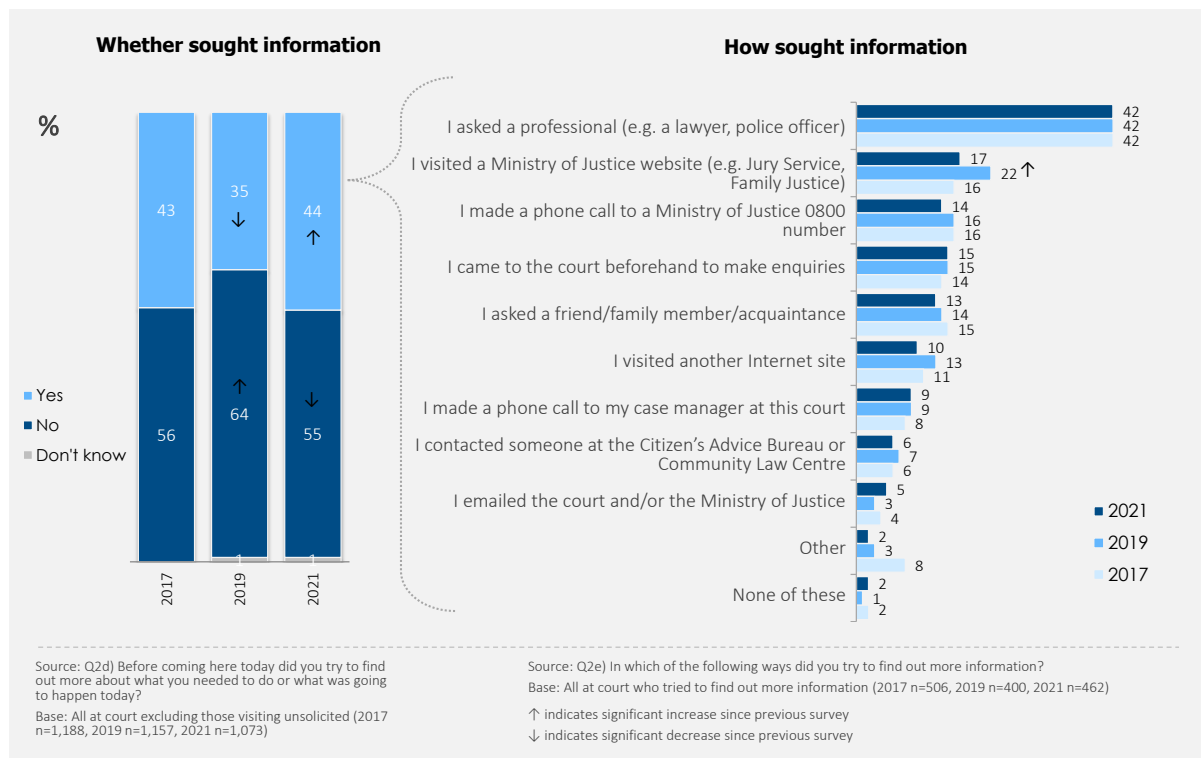
Criminal case-accused, Invercargill Court

Information sought prior to visit

Respondents, including those who were or were not sent information before coming to court, were asked whether they tried to find out more about what they needed to do, or what was going to happen at court, and if so where they sought information from. Findings are shown in the Figure below.

44% of court users seek information themselves. This is a higher proportion than 2019 and is likely to reflect a decline in court users receiving information in the first place (or at least noticing it), as noted earlier. It could also be that the information they did receive did not answer their questions fully.

Figure 29 – Whether sought information before coming to court, and how information was sought



Groups more likely than average to seek additional information include those:

- visiting to get more information about a case (62%)
- whose court visit was impacted by COVID-19 (58%)
- aged 30-49 years (48%).

Groups less likely than average to seek additional information include those:

- who have visited a courthouse more than twelve times before (35%)
- visiting to take part in a case (41%).

The main places court users go for further information are a professional such as a lawyer, police officer, probation staff, or someone else in the legal profession (42%), or the Ministry of Justice website (17%).

Helpfulness of information sought

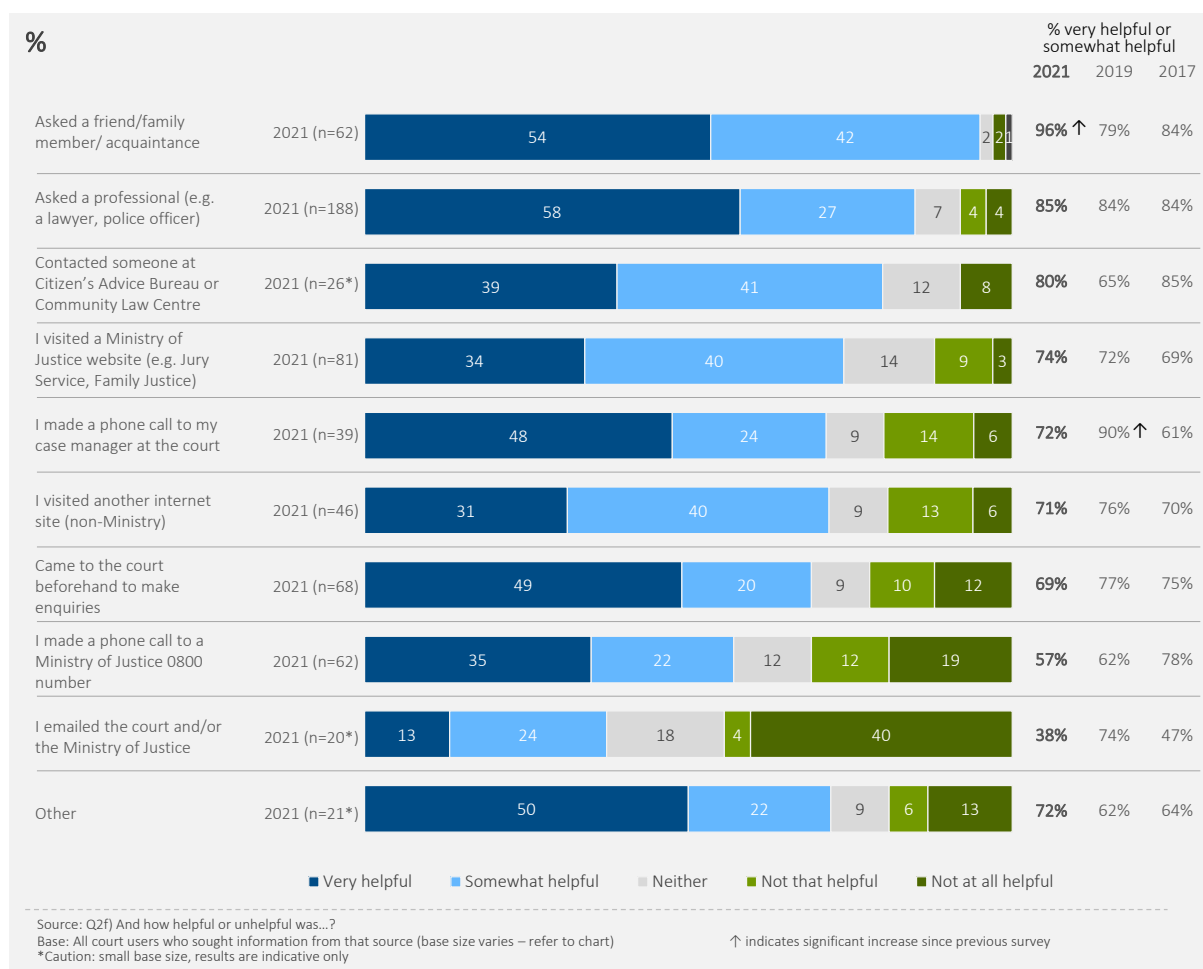
Respondents who sought information were asked to rate the helpfulness of each source they used. Findings are presented in the Figure below.

As in 2019, court users are most likely to consider channels that include personal contact to be ‘very’ or ‘somewhat’ helpful, these include:

- a friend, family member, or acquaintance (96%)
- a professional (85%)
- contacting someone at Citizen’s Advice Bureau or a Community Law Centre (80%).

Court users are more likely to find asking a friend / family member / acquaintance helpful than they did in 2019. Results for other channels align with 2019.

Figure 30 – Helpfulness of information sought (by type of information sought)



Preparedness for visit to court

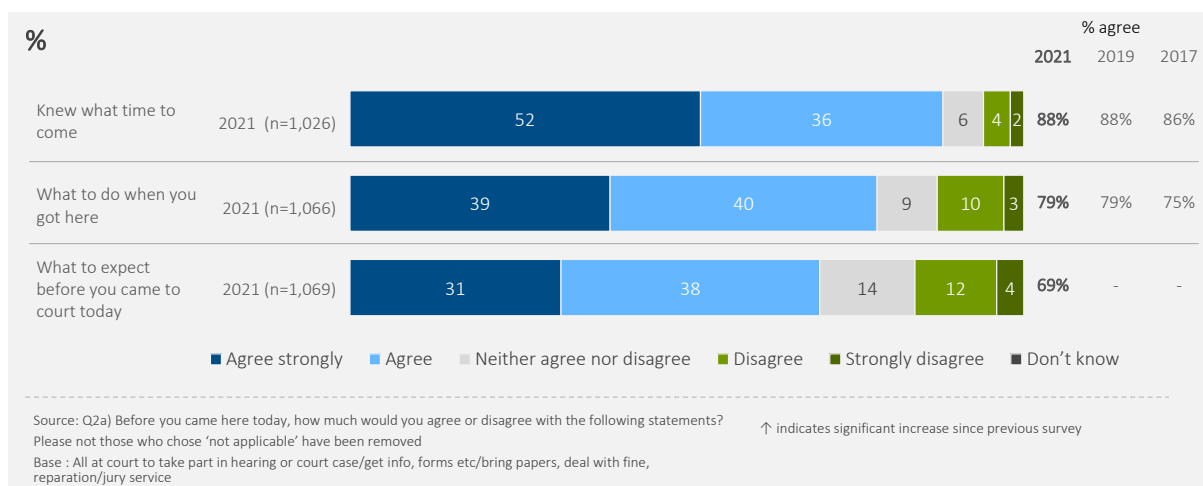
Respondents were instructed to think back to before they arrived at court that day and asked about their knowledge of what was going to happen at court. Results (excluding those for whom it was not applicable) are displayed in the following Figure.

Most court users say they knew what time to come (88%, as in 2019). However, the proportion of court users who 'strongly' agree they knew what time to arrive has decreased significantly since 2019 (52% compared to 63%).

Most say they knew what to do once they got there (79%, again in line with 2019). Once again, the proportion of court users who 'strongly' agree they knew what to do once they got there has decreased significantly since 2019 (39% compared to 47%).

Seven in ten (69%) say that they knew what to expect before coming into court. This statement was added to the survey in 2021.

Figure 31 – Knowledge of what was going to happen before coming to court

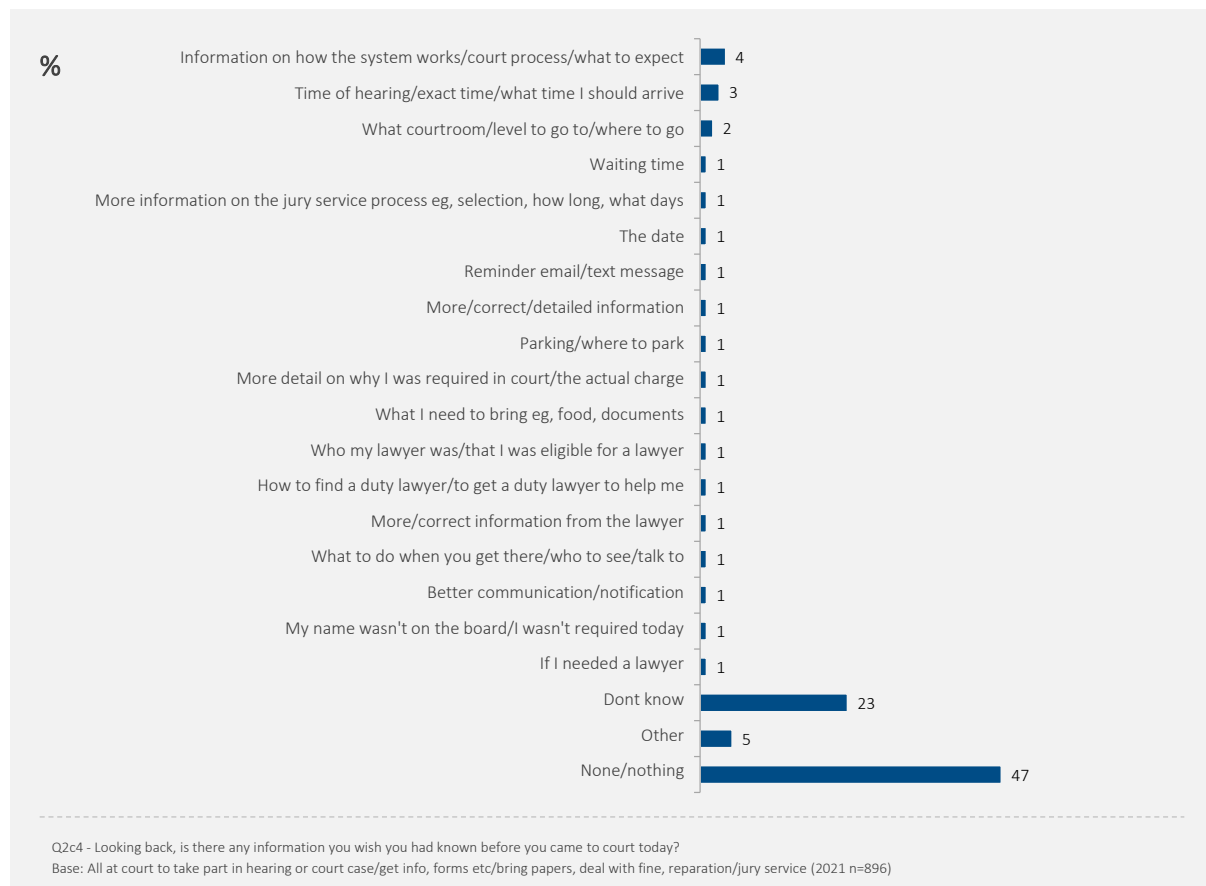


Information court users wished to know before arriving at court

Respondents were asked to think back and consider if there was any information that they wished they would have known prior to coming to court. The findings are presented in the Figure below.

Just under half (47%) of respondents say that there was no additional information they wish they had known, while a further 23% are unable to name anything. The most common pieces of missing information that respondents mention include how the system works and what to expect (4%), timings on hearings and when to arrive (3%), and instructions on where to go (2%).

Figure 32: Information court users wished to know before arriving at court



Information received about the impact of COVID-19

All respondents were asked whether their visit to court was impacted by the COVID-19 Alert Levels. Impacted users were then asked a series of questions about the information they received (if any) about how the changes would impact their visit to court.

Impact of COVID-19 Alert Levels

The vast majority of respondents' visits to court are not impacted by changes in the COVID-19 Alert Levels⁵. Just 6% say that this was the case, while 93% are unaffected. These findings are presented in the Figure on the following page.

Groups more likely than average to be impacted by the COVID-19 Alert Levels include those:

- visiting Auckland District (13%) or Manukau Courts (12%)
- who identify as Pasifika (10%)
- visiting to take part in a case (7%).

Groups less likely than average to be impacted by the COVID-19 Alert Levels include those:

- visiting for administrative reasons not related to a case (1%)
- who have been to court two to three times before (3%)
- who identify as NZ European (4%)
- visiting as a support person (4%).

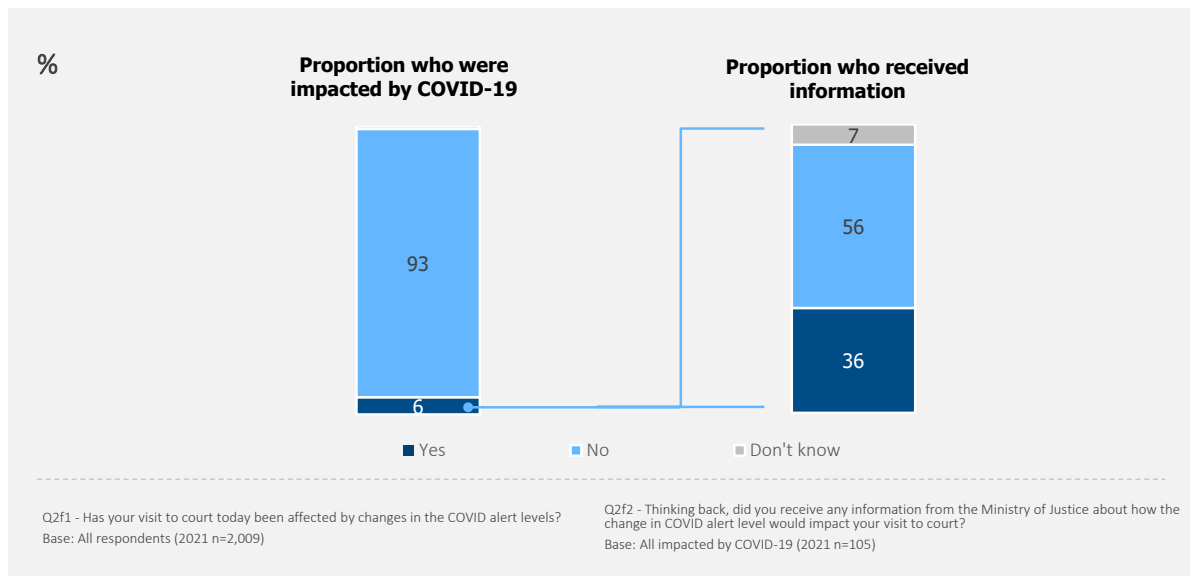
⁵ Fieldwork took place from 10 May to 9 June 2021, when New Zealand was in Alert Level 1. The most recent Alert Level change before this was when Auckland moved into Alert Level 3 on 28 February, and eventually went back into Alert Level 1 on 12 March.

Information received about the change in Alert Levels

Those respondents whose visit was impacted by the COVID-19 Alert Levels were asked if they received any information from the Ministry about how the change would impact their visit to court. The findings are presented in the Figure below.

One-third (36%) of these respondents receive such information from the Ministry, while 56% do not.

Figure 33: Proportion of court users impacted by COVID-19, and proportion of those who received information about this from the Ministry



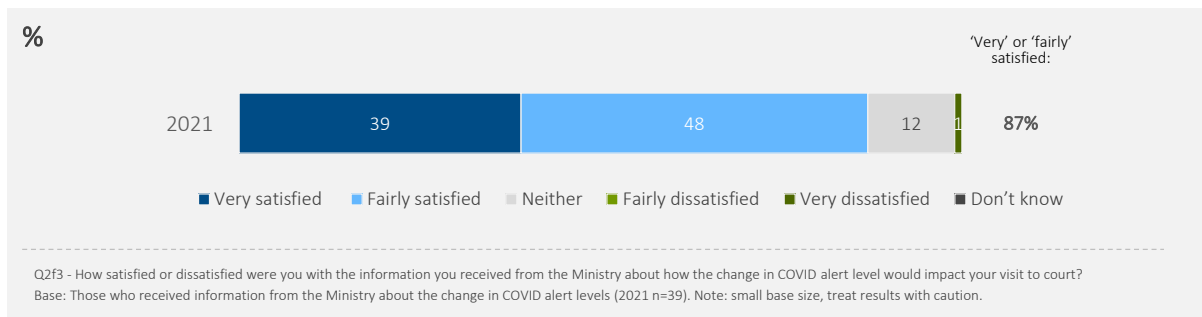
Due to smaller base sizes, sub-group analysis is not possible.

Satisfaction with information received about the Alert Levels

Respondents who received information from the Ministry about how the changes in COVID-19 Alert Levels would impact their court visit were asked how satisfied they were with this information. The findings are presented in the Figure below. Please note this is only based on 39 respondents and so the results should be treated with caution.

Almost nine in ten (87%) are either 'fairly' or 'very' satisfied with the information they received from the Ministry. Additionally, only 1% are dissatisfied.

Figure 34 – Satisfaction with information received about the Alert Levels



Due to the small sample size, sub-group analysis is not possible.

Difficulties with information at court

Difficulties getting information or assistance at court

All respondents were asked whether they had any difficulties getting information or assistance at court. Only 9% say they had difficulty (this excludes those for whom the question was not relevant). This is in line with 2019 (9%).

Groups more likely than average to say they had difficulties include those:

- who are students (17%)
- visiting Manukau District Court (14%)
- who are unemployed (13%)
- with an annual household income up to \$30,000 (13%)
- who identify as Māori (12%)
- who have been to a court more than twelve times before (12%).

Groups less likely than average to say they had difficulties include those:

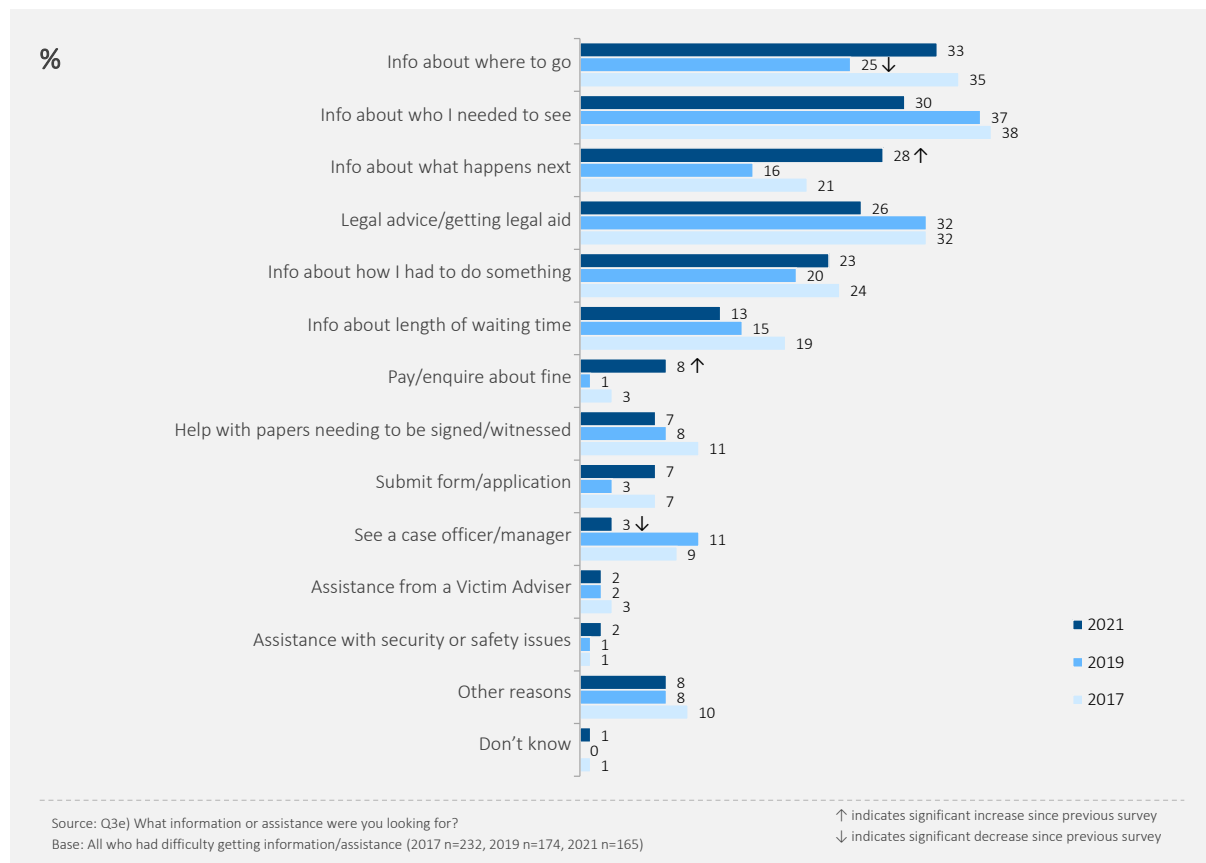
- visiting Wellington High (2%), Tauranga (2%) or Christchurch Courts (6%)
- visiting for administrative reason not related to a case (3%)
- who identify as NZ European (8%)
- who are in paid employment (8%).

Type of information or assistance sought when difficulties were encountered

Those who encountered difficulties were asked what type of information or assistance they were seeking at the time. Results are displayed in the Figure below.

The most common things these court users seek are information about where they need to go (33%), who they need to see (30%), or what happens next (28%). They are more likely to be searching for information about what happens next, or to pay / enquire about a fine, than in 2019. They are less likely to be seeing a case officer / manager than in 2019.

Figure 35 – Information or assistance sought when respondent encountered difficulties



Some comments from court users about difficulties encountered

"I was inquiring at the counters and with the court staff for case times but was just referred to four other places and still didn't get answers. I came in at 10am and still waiting until now at 11:20am. There should be aid for illiterate people, like an information desk at the entrance especially to quickly direct you where to go. Also, for the forms and documents, even help to write something out."

Family Court-supporter, Manukau Court

"Make it easier to know where lawyers, duty solicitors and other staff are. They should make a rule to visit the prisoners downstairs."

Criminal case-other, Auckland District Court

"Need a bigger presence of Customer Services to be available to help people who are new and confused by the Court system, even more explanations on the website. It seems like everyone is overworked here. Free parking is needed."

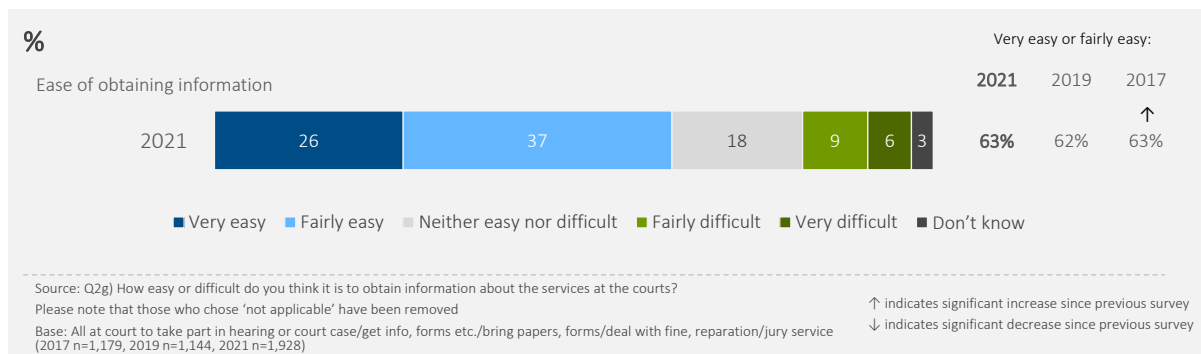
Administrative reasons not related to a case, Manukau Court

Overall perception of accessibility of information

Respondents were asked to rate how easy or difficult they thought it was to obtain information about the services and facilities of the court. Results are displayed in the Figure below.

63% said it was either 'very' or 'fairly' easy, in line with 2019.

Figure 36 – Perceptions of accessibility of court information



Groups more likely than average to find it easy to obtain information about the services or facilities include those:

- visiting for administrative reasons not related to case (81%).

Groups less likely than average to find it easy to obtain information include those:

- visiting Invercargill Court (50%)
- taking part in a case (60%).

Some comments from court users

"I had to wait 45 minutes to phone for information about jury service. A separate line would be appropriate."

Criminal case-jury service, Hamilton Court

"Communication with all departments need to be better, information needs to be correct and checked properly before given."

Criminal case-accused, Manukau Court

"It was be nice if there was an information desk so we could ask someone where to go rather than just the notice board. Human interaction is calming."

Criminal case-accused, Manukau Court

"More help and education for different options for hearings. For the inexperienced more information and options available. The Tenancy tribunal website is lacking, needs to be made more user friendly, more like an information and options."

Tenancy and Disputes Tribunal case, Christchurch Court

"Information centre at the entrance to be able to help and guide you. The same centre could provide forms and guides. Court should be more welcoming and supportive to alleviate anxiety and stress."

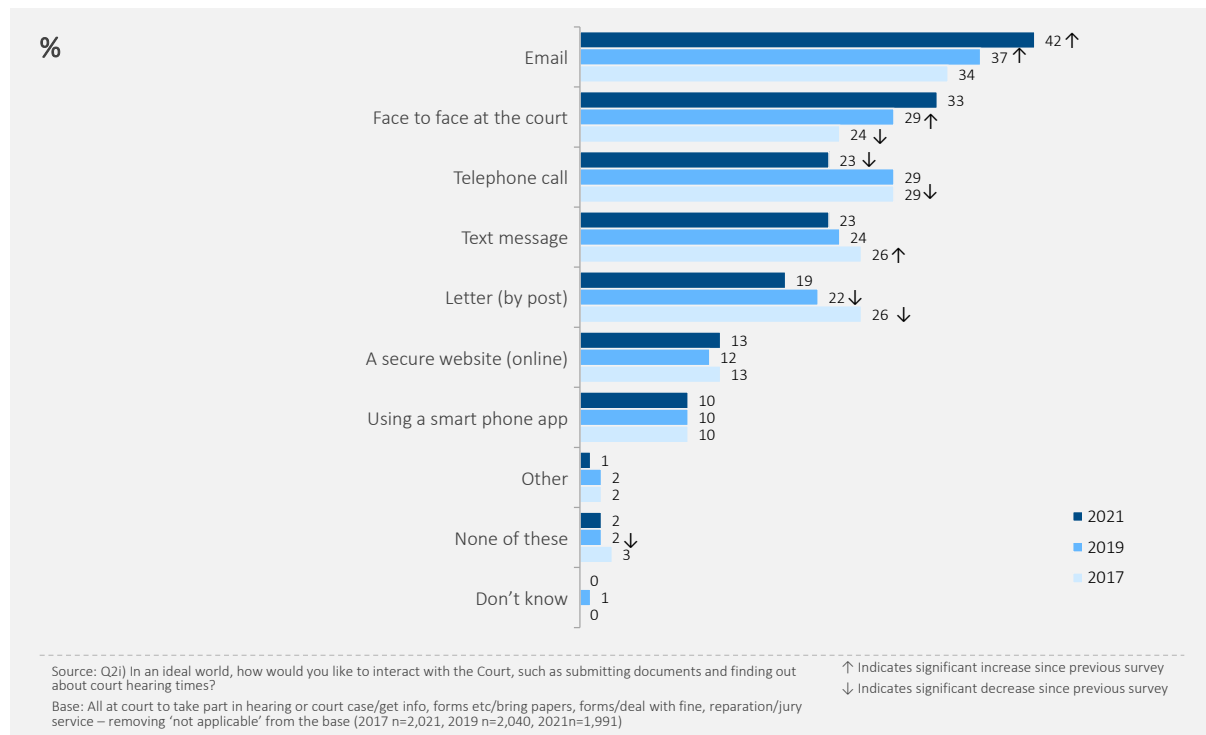
Civil-participant, Auckland High Court

Preferred communication channel

Respondents were asked for their preferred communication channel for court interactions (such as submitting documents and finding out about court hearing times). Results are shown in the Figure below.

Court users increasingly prefer to receive communications via email (42%). This has increased significantly from 2019 and has been trending upwards since 2017.

Figure 37 – Preferred communication channels



Younger users continue to have greater interest in receiving digital communications – 28% of those aged under 30 years would like to receive a text message, compared to 16% of those aged 50 years and over. Additionally, 13% of those aged under 30 years would like to receive communications using a smartphone app, compared to 5% of those aged 50 years and over.

Channel preference varies by access to ICT (Information and Communication Technology). The following table shows communication channel preference by the types of ICT the respondent has 'easy access' to for personal use.

Those with access to 'none' of the ICT types are less likely than average to prefer emails.

Generally, those with access to any form of ICT types (bar non-smartphones) are more likely than average to prefer receiving communications via email or a secure website message. Those with smartphones or broadband internet are also less likely than average to prefer communications via the post.

Table 15 – Channel preference by access to ICT

	%	%	%	%	%	%	%	%	%	%
	All respondents	Telephone (land line)	iPhone/Other smart phone	Other type of cell phone (normal)	Computer with broadband internet	Computer with dial up internet	Computer printer	Computer scanner	iPad/Other computer tablet	None of these
Base size	(n=1,991)	(n=398)	(n=1,594)	(n=305)	(n=1,044)	(n=46)	(n=525)	(n=426)	(n=513)	(n=47)
Letter (by post)	19	21	17	25	17	24	15	15	19	31
Face to face at the court	33	37	32	32	29	51	29	30	31	42
Telephone call	23	33	22	25	22	31	21	22	22	22
Text message	23	21	23	25	22	28	19	19	23	22
Email	42	45	46	36	54	45	58	58	52	12
A secure website (online)	13	16	14	12	19	20	20	22	17	9
Using a smart phone app	10	10	11	10	12	21	12	12	13	5

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

Channel preference also varies by court location as illustrated in the table below.

Respondents visiting the Auckland District, Auckland High, Wellington District, and Wellington High Courts have a greater preference for digital communication. Meanwhile, respondents visiting some of the smaller courts (such as Hastings, Whanganui, and Palmerston North Courts) have a greater preference for face-to-face contact.

Table 16 – Channel preference by court location

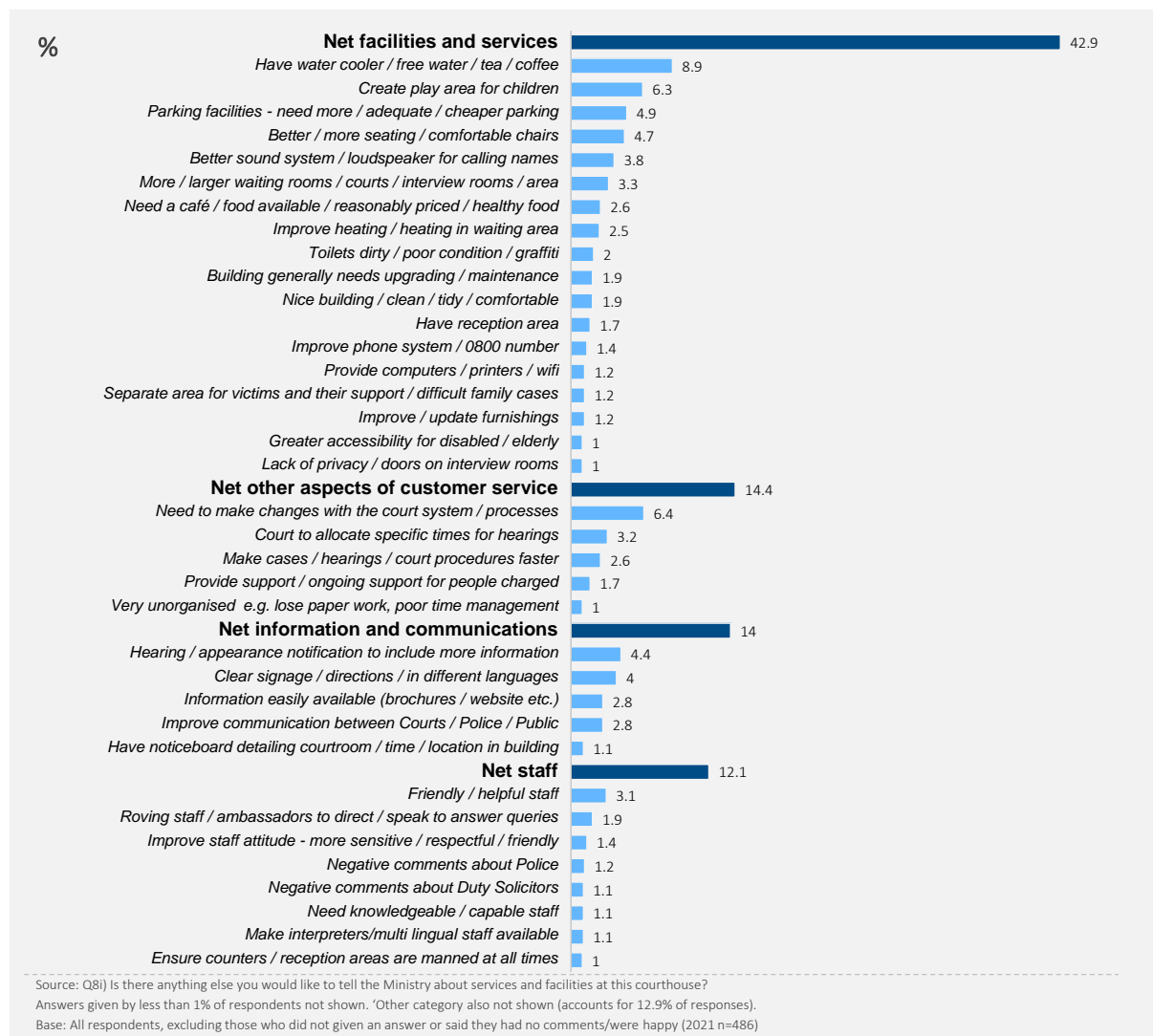
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Tauranga	Gisborne	Hastings	Whanganui	Palmerston North	Wellington District Court	Wellington High Court	Nelson	Christchurch	Dunedin	Invercargill
Base size	(n=1991)	(n=271)	(n=99)	(n=281)	(n=109)	(n=98)	(n=68)	(n=100)	(n=100)	(n=98)	(n=155)	(n=79)	(n=99)	(n=279)	(n=61)	(n=94)
Letter (by post)	19	19	14	22	14	11	16	22	31	8	22	10	26	22	8	14
Face to face at the court	33	28	15	29	31	30	34	58	62	47	17	27	40	29	31	38
Telephone call	23	26	17	30	12	20	18	35	30	13	18	15	27	22	15	30
Text message	23	26	14	32	15	16	16	25	15	9	22	10	37	28	17	17
Email	42	54	63	39	20	39	16	34	30	26	52	60	55	48	28	34
A secure website (online)	13	18	24	14	6	11	9	9	14	15	9	32	14	11	8	6
Using a smart phone app	10	15	6	10	5	13	9	9	3	7	13	14	11	11	18	7

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

Other comments given by respondents

All respondents were asked if there is anything else they would like to tell the Ministry of Justice about services and facilities at the courthouse. Seven in ten did not give an answer. An additional 2% made general positive comments. The results for the remainder are presented in the Figure below. The percentages are shown to once decimal place in order to differentiate between the large number of varied responses given by respondents.

Figure 38 – Final comments to the Ministry about the services and facilities



Summary of significant changes between 2019 and 2021 surveys

This section summarises the significant increases and decreases detailed earlier in the report. The analysis below shows only the differences that are significant at **both** the total level and based on the nine courts in common between the 2019 and 2021 surveys.

Table 17: Significant changes between 2019 and 2021

Topic	Measure	2019 (%)	2021 (%)	Change
Overall satisfaction	Overall satisfaction (very / fairly satisfied)	82	80	Down 2 points
Contact with court staff	Court user had contact with court staff on the day (% yes)	59%	69%	Up 10 points
Helpfulness of court staff	Court user felt their individual circumstances were taken into account (% agree)	81%	69%	Down 12 points
Areas observed court security staff	Court entrance	97%	95%	Down 2 points
	Facilities used			
	Court entrance	66%	83%	Up 17 points
	Counters	37%	42%	Up 5 points
Rating of facilities	Waiting area/area outside the court room (overall % good)	65%	69%	Up 4 points
	Court entrance (overall % good)	80%	75%	Down 5 points
How court user found out where to go	Looked at a notice board	31%	20%	Down 11 points
Reason for visiting counter	Information about where to go in court	21%	28%	Up 7 points
	To collect/submit a form or application	11%	16%	Up 5 points
	Information about who to see/report to	22%	14%	Down 8 points
	To sign in with the duty solicitor	9%	4%	Down 5 points
	To get information about the family justice system	*	2%	Up 2 points
	Any other reasons	10%	4%	Down 6 points
Information received from the court	An email	12%	18%	Up 6 points
	A text	6%	9%	Up 3 points
	Other	12%	3%	Down 9 points

Seeking additional information	Court user tried to find out more about what they needed to do / what was going to happen (% yes)	35%	44%	Up 9 points
Information or assistance looked for	Find information about what happens next	16%	28%	Up 12 points
	To see a case officer/case manager	11%	3%	Down 8 points
	Paying or enquiring about a fine	1%	8%	Up 7 points
Helpfulness of source used for additional information	Friend/family member/acquaintance (% helpful)	79%	96%	Up 17 points
Preferred communication channels	Telephone call	29%	23%	Down 6 points
	Email	37%	42%	Up 5 points
Things done today	Court user took part in a Family Court case	11%	18%	Up 6 points
Number of visits to court before	First visit	23%	18%	Down 5 points
	Been once before	11%	8%	Down 3 points
	Been more than twelve times before	19%	26%	Up 7 points
Personal technology access	Telephone (landline)	24%	20%	Down 4 points
	iPhone/other smart phone	71%	79%	Up 8 points
	Other type of cell phone (normal cell phone)	25%	16%	Down 9 points
	None of the options provided	4%	3%	Down 1 point

Profile of survey respondents

This section of the report describes the profile of court users surveyed. A number of the variables included in this section – such as reason for visit, frequency of visit, age, gender, and ethnicity – are used throughout the report to analyse the main findings.

It should be noted that this section profiles survey ‘respondents’. This survey only represents a sample of court users (adjusted by interview targets that ensured minimum numbers of particular types of court users – see Appendix A), conducted at particular courts during the fieldwork period. We cannot verify whether the profile achieved is representative of all users at New Zealand courts and this should be borne in mind when interpreting the findings.

Reason for using court

Figure 39 – Main reason for being at courthouse today

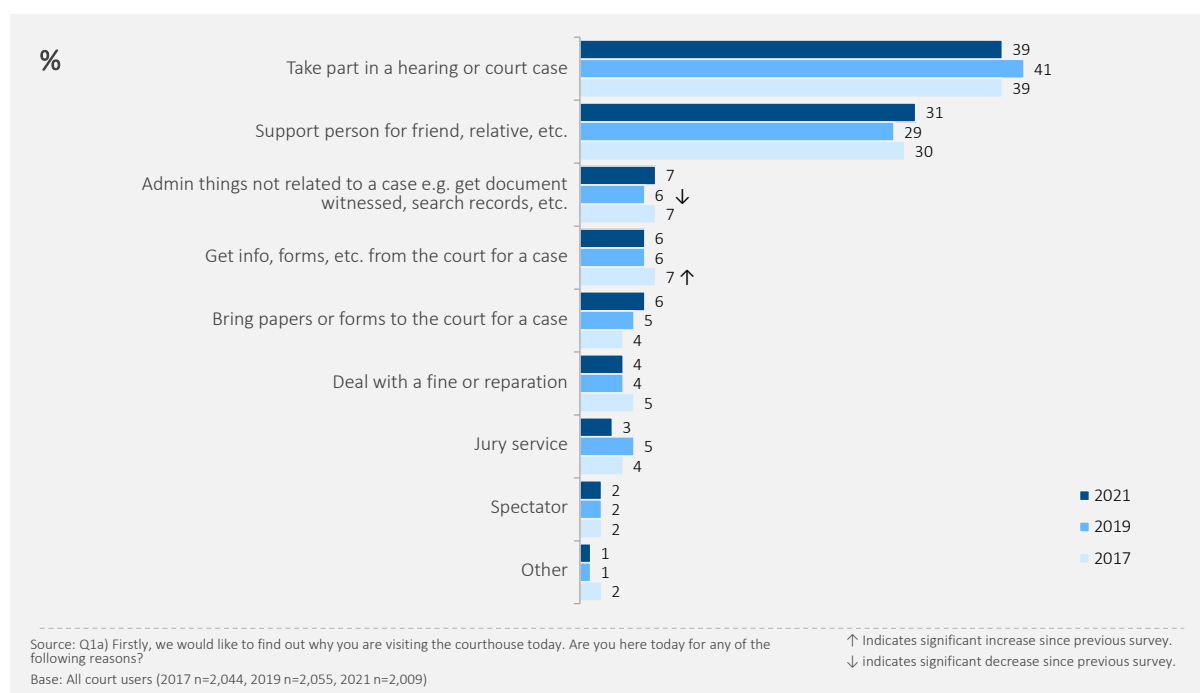


Table 18 – Main reason for being at court today by court location

	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Tauranga	Gisborne	Hastings	Whanganui	Palmerston North	Wellington District Court	Wellington High Court	Nelson	Christchurch	Dunedin	Invercargill
Base size	(n=2,009)	(n=272)	(n=100)	(n=281)	(n=111)	(n=100)	(n=70)	(n=100)	(n=101)	(n=101)	(n=157)	(n=79)	(n=100)	(n=281)	(n=62)	(n=94)
Take part in hearing / court case	39	44	26	41	38	53	41	29	25	21	33	18	54	48	63	31
Support person for a friend, relative, etc.	31	28	18	40	52	40	55	19	15	11	40	8	19	30	27	32
To get info / forms from court for case	6	6	5	7	-	1	2	12	10	11	4	6	6	6	4	2
Bring papers / forms to the court for a case	6	6	7	4	1	1	-	5	2	26	3	19	3	6	-	8
To deal with a fine or reparation	4	4	-	4	1	-	-	11	12	9	1	-	6	5	2	14
Jury service	3	6	27	2	8	-	-	1	2	3	1	-	-	2	-	1
Admin not related to a case	7	5	4	1	-	2	-	22	33	19	13	10	12	2	1	11
Spectator	2	*	10	1	-	2	2	-	-	-	5	26	1	1	1	1
Other	1	*	3	-	-	-	-	-	1	-	1	12	-	-	2	1

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

Type of court case

All respondents who were at court for a case or hearing were asked what type of case they were involved with. Those who were present for jury service have been amalgamated with those who said they were at court for a criminal or traffic case in the Figure which follows (it is not possible to separate out criminal and traffic cases as these were one response code in the questionnaire).

Figure 40 – Type of case or hearing

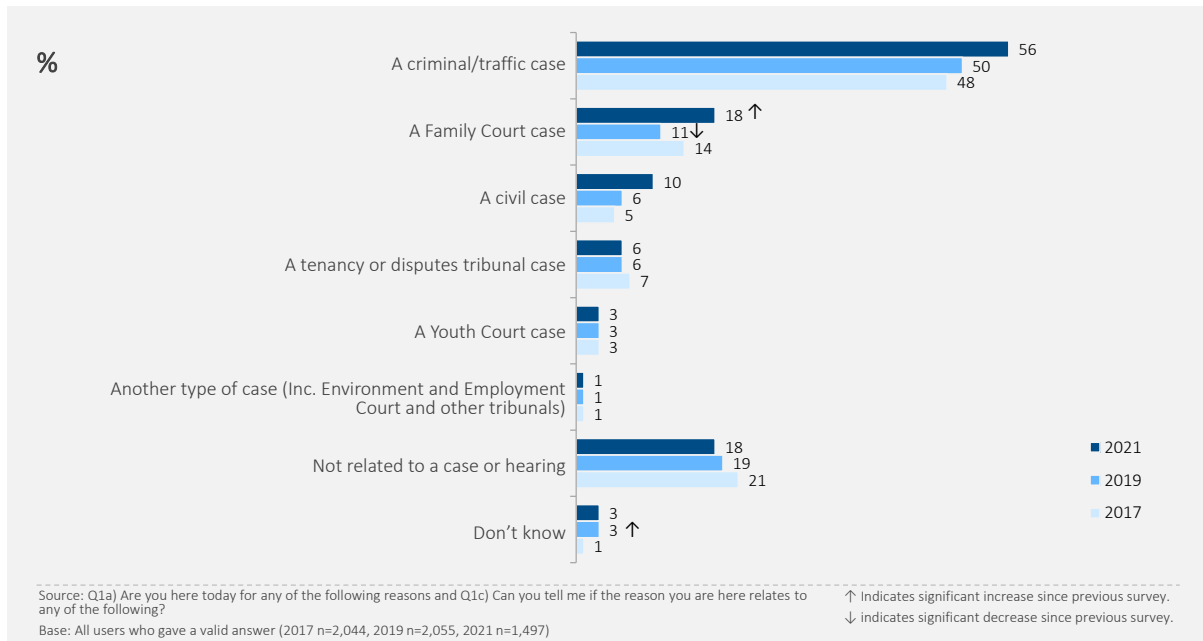


Table 19 – Type of case or hearing by court location

	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Tauranga	Gisborne	Hastings	Whanganui	Palmerston North	Wellington District Court	Wellington High Court	Nelson	Christchurch	Dunedin	Invercargill
Base size	(n=2,009)	(n=272)	(n=100)	(n=281)	(n=111)	(n=93)	(n=70)	(n=100)	(n=101)	(n=101)	(n=157)	(n=79)	(n=100)	(n=281)	(n=62)	(n=94)
Criminal/traffic case	48	42	21	57	61	75	38	40	31	27	64	6	43	51	81	27
A Family Court case	15	22	3	18	8	11	32	11	10	27	8	3	13	18	5	27
A Tenancy or Disputes Tribunal	5	10	-	3	6	3	1	3	5	4	3	-	15	8	-	4
A civil case	8	8	22	6	8	5	16	7	1	10	2	33	7	8	2	10
A Youth Court case	2	1	-	5	8	1	1	2	1	-	1	-	-	2	2	-
Another type of case (e.g., Environment and Employment Court and other Tribunals)	1	1	7	-	-	-	-	-	-	-	-	-	1	-	-	-
Not case related	18	15	44	8	-	9	2	35	48	31	20	49	19	10	6	28

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

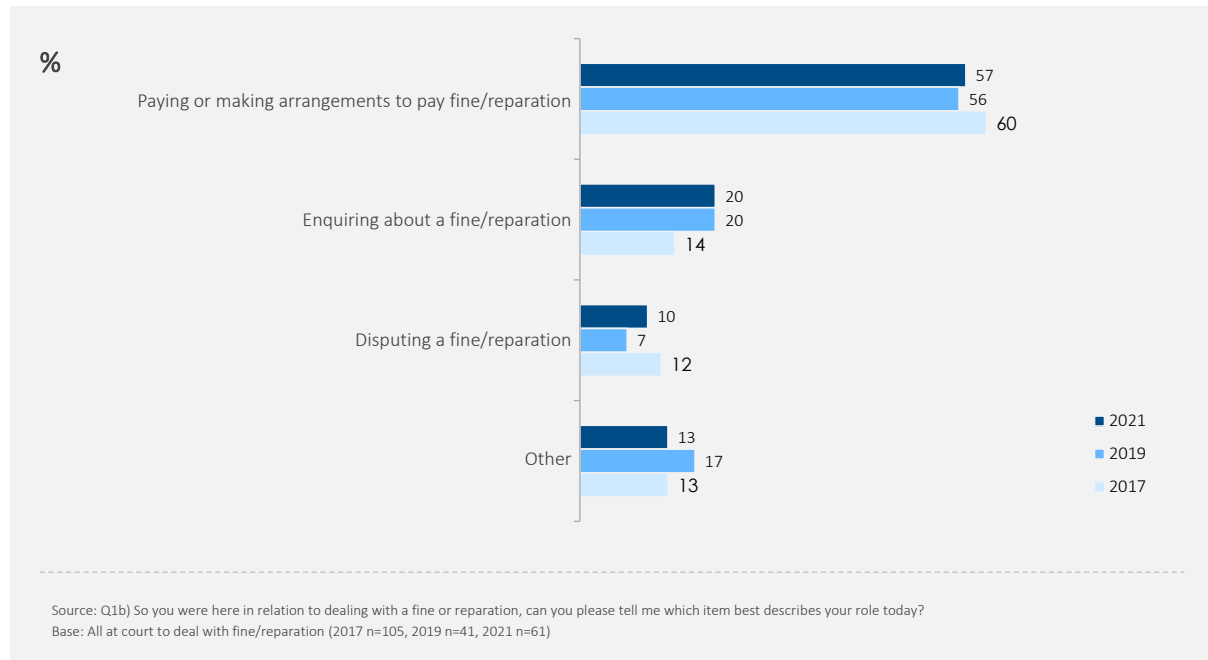
More detail on reason for visit

Those who were visiting to pay a fine or reparation and those visiting for a criminal, traffic or youth case were asked for more detail about their visit.

Visiting for a fine or reparation

Those visiting because of a fine or reparation were asked to describe their role (on the day of interview). Results are illustrated in the Figure below.

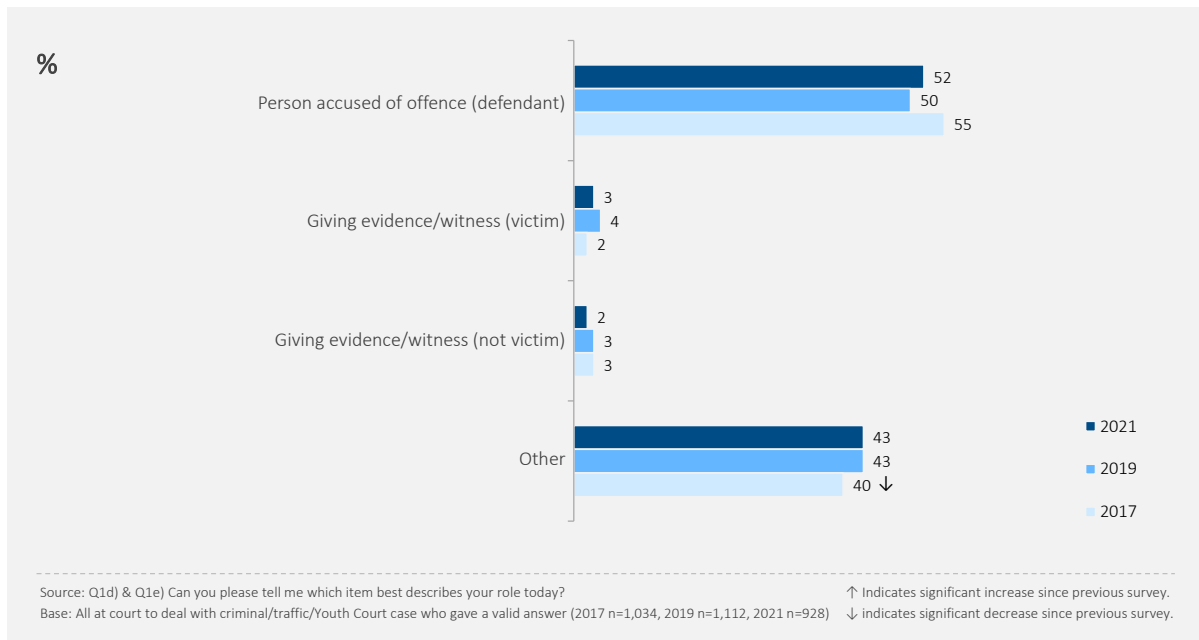
Figure 41 – Details of the fine or reparation activity



Accused or giving evidence for criminal or traffic cases

Those who were in court for a criminal, youth or traffic case were asked for more detail about their reason for visiting. Due to small base sizes for Youth Court users these respondents have been merged with those involved in criminal or traffic cases for the analysis. Results are displayed in the Figure below.

Figure 42 – Whether defendant or giving evidence (for criminal, traffic or Youth Court cases only)



Detailed reason for visit

At the analysis stage a new variable was created which combined three questions asking about the respondent's reason for visiting court⁶. This variable provides a number of categories which give detailed information about the reasons respondents were visiting court. Some categories, such as Youth Court, cannot be broken down further because of small base sizes. The proportion of court users in each category is presented in the table below.

Table 20 – Detailed reason for visit

Detailed reason for visit	2017 %	2019 %	2021 %
Total sample	(n=2,044)	(n=2,055)	(n=2,007)
Criminal case – accused	28↑	26	25
Criminal case – witness – victim	1	2	1
Criminal case – witness – not victim	1	1	1
Criminal case – other – includes bringing papers or forms to the court for a case	18	21	20
Criminal case – jury service	4	5	3↓
Youth Court case	3↑	3	2
Family Court – participant	5	5	6
Family Court – supporter	5	4	5
Family Court – other – includes bringing papers or forms to the court for a case	3↑	2	4↑
Civil – participant	2↓	3	3
Civil – supporter	1↓	1	3↑
Civil – other – includes bringing papers or forms to the court for a case	1↓	2	2
Tenancy or Disputes Tribunal case	7	6	5
Another type of Court, Tribunal	2	2	1
Fines – to deal with a fine or reparation	5↓	4	4
Administrative things not related to a case	6↓	6	7↑
Spectator	2	2	2
Other	5	4	4

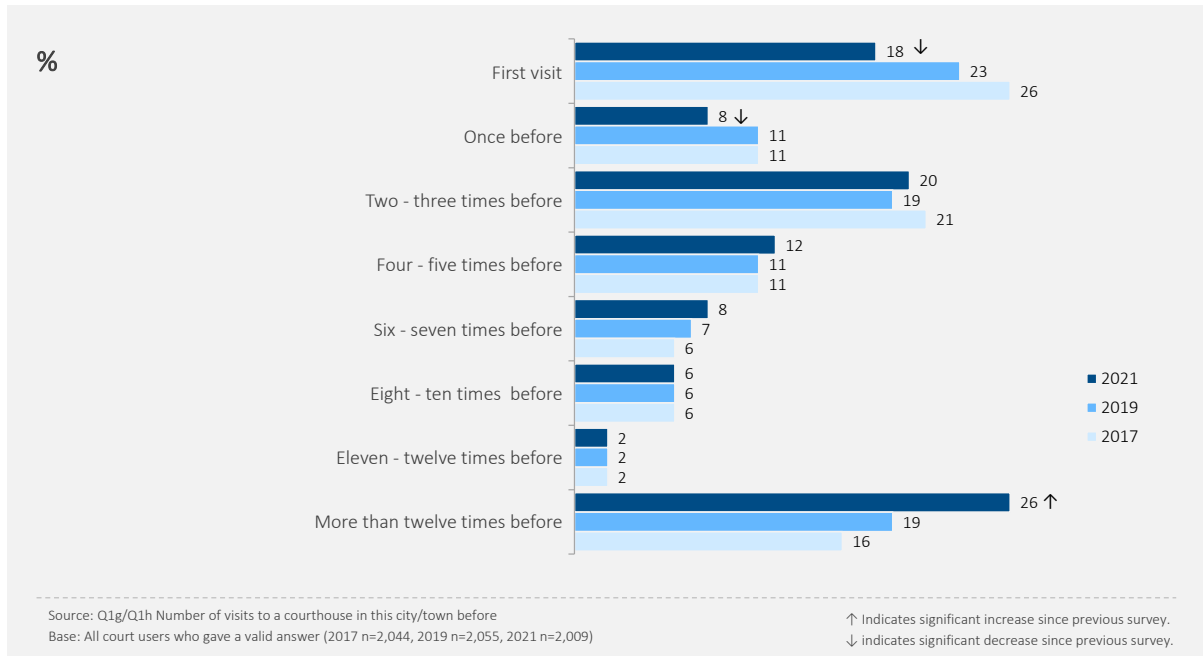
↑ or ↓ indicates whether there was an increase or decrease between that year and the previous.

⁶ Q1a, Q1c, and Q1d were combined to create this variable.

Frequency of visit

Respondents were asked how many times they had visited a courthouse in the city/town they were interviewed in. Results are shown in the following Figure.

Figure 43 – Number of visits to a courthouse in same city/town before today



Classification information about court users

Respondents were asked a series of classification questions at the end of the survey. The results for all court users are outlined below.

Gender and age

As shown in the table below, a wide range of ages was surveyed.

Table 21 – Age group (by gender) 2021 survey only

Age and gender	% All respondents (n=2,009)	% Male (n=1,041)	% Female (n=968)
16 to 17 years old	1	1	1
18 to 19 years old	3	3	4
20 to 24 years old	13	15	12
25 to 29 years old	15	16	15
30 to 34 years old	13	13	14
35 to 39 years old	10	9	10
40 to 44 years old	9	10	8
45 to 49 years old	7	6	8
50 to 54 years old	6	6	7
55 to 59 years old	7	7	8
60 to 64 years old	6	6	6
65 years and over	9	9	8

Ethnicity

The ethnicity profile of court users surveyed is depicted in the table below. Please note that court users could choose more than one ethnicity which is why the column in the table adds up to more than 100%.

Table 22 – Ethnicity

Ethnicity	2017 % (n=2,044)	2019 % (n=2,055)	2021 % (n=2,009)
New Zealand European	50↓	52	53
Māori	32↓	33	36
Samoan	6	6	6
Cook Island Māori	4	3	3
Tongan	2	3	3
Niuean	1	1	1
Fijian Indian	1	1	7
Other Pacific Islands	1	*	9
Chinese	4↑	3	2
Indian	5↑	4	3
Other Asian	3↑	3	26
Other European	3	4	26
South African	-	*	3
Middle Eastern	*	*	4
Other	3	3	11

↑ or ↓ indicates whether there was an increase or decrease between that year and the previous

Table 23 – Ethnic group by court location

	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Tauranga	Gisborne	Hastings	Whanganui	Palmerston North	Wellington District Court	Wellington High Court	Nelson	Christchurch	Dunedin	Invercargill
Base size	(n=2,009)	(n=272)	(n=100)	(n=281)	(n=111)	(n=100)	(n=70)	(n=100)	(n=101)	(n=101)	(n=157)	(n=79)	(n=100)	(n=281)	(n=62)	(n=94)
NZ European	1089	11	4	6	5	6	2	4	6	6	8	5	7	19	5	6
Māori	685	10	2	19	8	6	8	7	5	5	8	1	3	11	2	4
Pacific	243	25	5	34	4	1	3	2	1	2	8	1	*	8	2	2
Asian	200	26	12	21	2	1	1	1	1	5	6	3	4	14	2	3
Other	153	21	5	10	3	3	1	5	3	6	9	7	6	17	2	2

Red percentages are significantly lower than average, blue percentages are significantly higher than average.

Assistance in court

1% of respondents said they required an interpreter, and 1% said they needed assistance from language line. Fewer than 1% required induction or hearing loops, Braille or assistance getting around the courthouse (e.g., wheelchair, opening doors etc).

Employment status

All respondents were asked about their employment status (they could only choose one category which best represented their employment status). The results are provided in the table below.

Table 24 – Employment status

Employment status	2017 % (n=2,044)	2019 % (n=2,055)	2021 % (n=2,009)
Currently in paid employment or self-employment	55	53	55
Retired	4	6	7
Home duties	5	4	4
Unemployed, receiving unemployment benefit	16↑	20	19
Unemployed, not receiving unemployment benefit	5	4	3
Receiving Supported Living Payment	1	1	2
Receiving other benefit	3	3	3
Student	9	8	6
Other	1	1	-
Refused	1	1	*

↑ or ↓ indicates whether there was an increase or decrease between that year and the previous year

Employment status varies by court location as shown in the next table.

Table 25 – Employment status by court location

	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Tauranga	Gisborne	Hastings	Whanganui	Palmerston North	Wellington District Court	Wellington High Court	Nelson	Christchurch	Dunedin	Invercargill
Base size	(n=2,009)	(n=272)	(n=100)	(n=281)	(n=111)	(n=100)	(n=70)	(n=100)	(n=101)	(n=101)	(n=157)	(n=79)	(n=100)	(n=281)	(n=62)	(n=94)
Currently in paid employment	55	59	60	49	47	59	56	50	47	51	56	71	52	58	47	63
Retired	7	6	16	2	9	11	6	8	13	10	3	10	13	5	6	6
Home duties	4	3	4	7	5	5	1	4	3	9	1	-	3	4	5	2
Unemployed, receiving unemployment benefit	19	17	6	23	27	17	19	17	24	14	27	2	18	17	22	15
Unemployed, not receiving unemployment benefit	3	3	4	5	-	3	3	6	2	3	4	2	3	3	3	2
Receiving Supported Living Payment	2	-	-	3	5	1	-	5	4	3	1	-	1	2	4	4
Receiving other benefit	3	-	-	6	2	2	6	7	2	1	3	-	5	4	-	4
Student	6	7	10	4	4	3	9	3	3	8	5	15	3	6	11	3
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	*	1	1	*	-	-	-	-	1	-	-	-	1	1	-	1

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

Household income

Respondents were asked their annual household income before tax. All earnings including employment, money from the government, and income from other sources were included. The results are shown below.

Table 26 – Household income (before tax)

Household income	2017 % (n=2,044)	2019 % (n=2,055)	2021 % (n=2,009)
None/Loss	3↑	2↓	1
\$1 - \$5,000	3	3	2
\$5,001 - \$10,000	3	2↓	2
\$10,001 - \$15,000	6	6	4
\$15,001 - \$20,000	7	6	5
\$20,001 - \$25,000	4↓	4	4
\$25,001 - \$30,000	5	4	5
\$30,001 - \$35,000	3	3	3
\$35,001 - \$40,000	5	4	5
\$40,001 - \$50,000	9↑	6↓	7
\$50,001 - \$60,000	7	6	7
\$60,001 - \$70,000	5	5	5
\$70,001 - \$100,000	8	9	9
\$100,001 - \$150,000	5↓	8↑	7
More than \$150,000	5	6	7
Refused	5↑	4	6↑
Don't know*	19	22↑	19

↑ or ↓ indicates whether there was an increase or decrease between that year and the previous year

Cognitive interviewing that Kantar Public has conducted in the past suggests that some people do not know their household income for a number of reasons including not being on a fixed salary (for example, receiving income from temporary employment and/or other non-fixed salary income sources), receiving benefits as the main source of income but being unaware of the annual household income received from benefit, and living with parents or other carers. Around one in five were unable to give their household income in each of the surveys. Therefore, analysis by income only includes those who were able to estimate their household income and does not include 22% of respondents. This should be noted when interpreting results involving analysis by household income.

Household income was combined into a smaller number of groupings for the purpose of analysis throughout the report. Household income groupings vary by court location as can be seen in the table below.

Table 27 – Household income groupings by court location

	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Tauranga	Gisborne	Hastings	Whanganui	Palmerston North	Wellington District Court	Wellington High Court	Nelson	Christchurch	Dunedin	Invercargill
Base size	(n=2,009)	(n=272)	(n=100)	(n=281)	(n=111)	(n=100)	(n=70)	(n=100)	(n=101)	(n=101)	(n=157)	(n=79)	(n=100)	(n=281)	(n=62)	(n=94)
Up to \$20,000	14	14	3	16	16	10	10	18	10	16	17	6	15	16	14	9
Over \$20,000 to \$30,000	9	12	3	12	16	8	4	13	7	12	12	6	6	6	10	7
Over \$30,000 to \$50,000	15	17	13	15	11	20	16	22	14	23	13	4	9	14	26	16
Over \$50,000 to \$100,000	21	24	20	19	14	22	18	15	19	19	23	29	14	25	15	29
More than \$100,000	15	19	39	11	3	8	6	11	11	6	23	31	14	18	2	12
Refused	6	4	5	4	37	9	4	2	2	5	2	8	6	5	2	3
Don't know	19	10	16	23	3	22	41	19	37	20	10	17	38	14	33	24

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

Access to Information and Communication Technology (ICT)

Respondents were asked whether they had easy access to Information and Communication Technologies for their own personal use. The results are presented below.

Table 28 – Easy access to Information and Communication Technology (ICT)

Access to Information and Communication Technology in the home	2017 % (n=2,044)	2019 % (n=2,055)	2021 % (n=2,009)
Telephone (landline)	30↓	24↓	20↓
iPhone/other smart phone	67↑	71↑	79↑
Other cell phone	24↓	25	16↓
Computer with broadband Internet access	44↓	53↑	50
Computer with dial-up Internet access	2↓	2	2
Printer	20↓	25↑	25
Scanner	17↓	19↑	20
iPad/other computer tablet	20↓	25↑	25
None of these	5↑	4	3↓

↑ ↓ indicates there was an increase or decrease between that year and the previous year.

The decline in telephone (landline) access continues, as does the increase in access to smartphones.

The table below shows differences in access to ICT by reason for being at court.

Table 29 – Information and Communication Technology (ICT) by main reason for being at court

	% All respondents (n=2,009)	% Take part in a case (n=753)	% Support person (n=586)	% Get info on a case (n=79)	% Bring info about a case (n=79)	% Fine or reparation (n=61)	% Jury service (n=109)	% Admin not related to a case (n=248)	% Spectator (n=77)
Telephone (landline)	20	18	22	13	20	15	19	22	27
iPhone/other smart phone	79	78	75	84	91	74	83	90	90
Other cell phone	16	15	19	13	16	18	15	10	6
Broadband Internet	50	45	45	49	67	39	75	76	71
Dial-up Internet	2	2	2	-	5	11	-	3	-
Printer	25	19	24	22	42	20	33	44	44
Scanner	20	18	17	16	34	15	23	38	30
iPad/other tablet	25	21	26	22	23	25	33	35	32
None of these	3	4	2	3	-	5	-	1	-

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

ICT access varies by court location as shown in the table below.

Table 30 – Information and Communication Technology (ICT) by court location

	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Tauranga	Gisborne	Hastings	Whanganui	Palmerston North	Wellington District Court	Wellington High Court	Nelson	Christchurch	Dunedin	Invercargill
Base size	(n=2,009)	(n=272)	(n=100)	(n=281)	(n=111)	(n=100)	(n=70)	(n=100)	(n=101)	(n=101)	(n=157)	(n=79)	(n=100)	(n=281)	(n=62)	(n=94)
Telephone (landline)	20	15	27	15	15	21	28	23	28	12	15	32	30	21	19	19
iPhone/other smart phone	79	89	80	77	57	74	68	65	81	83	70	92	81	91	60	88
Other cell phone	16	8	15	15	39	17	20	34	8	15	22	14	15	8	24	12
Broadband Internet	50	58	64	27	47	32	46	44	64	49	62	83	53	59	27	57
Dial-up Internet	2	3	-	3	-	-	3	3	6	-	4	2	2	4	-	2
Printer	25	22	44	11	23	11	25	19	40	26	28	52	29	36	6	20
Scanner	20	17	32	7	21	10	21	18	28	24	19	47	27	29	6	17
iPad/other tablet	25	34	40	15	26	14	16	25	35	7	19	33	35	32	7	23
None of these	3	2	1	5	2	4	3	3	6	-	2	-	6	*	2	1

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

International comparisons

This section compares results from the New Zealand 2021 Court User Survey with the equivalent survey in Scotland – *the Scottish Courts and Tribunals Service Court User Satisfaction Survey 2019*. The survey in Scotland includes professionals such as solicitors and police, but these have been excluded from the data presented in this section. As far as Kantar Public can identify, there has not been a more recent court user survey conducted in England and Wales.

Although there are minor variations in how the questions were asked overseas, although we think it is possible to make broad comparisons on the following three survey measures:

- Overall satisfaction
- Ease of navigations through the courthouse
- Helpfulness of court staff.

Results are illustrated in the following three Figures. Survey results are more favourable in Scotland than New Zealand for all three measures, in particular in terms of the depth of feeling.

Figure 44 – Overall satisfaction – international comparison

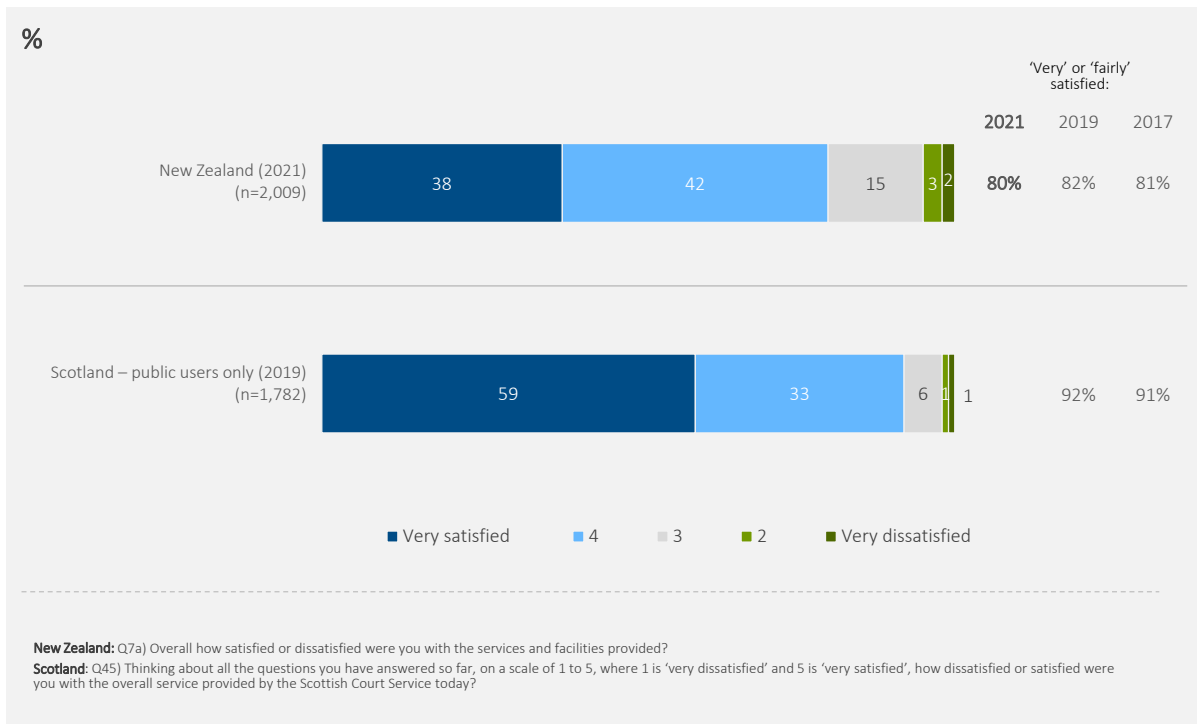


Figure 45 – Ease of finding way around – international comparison

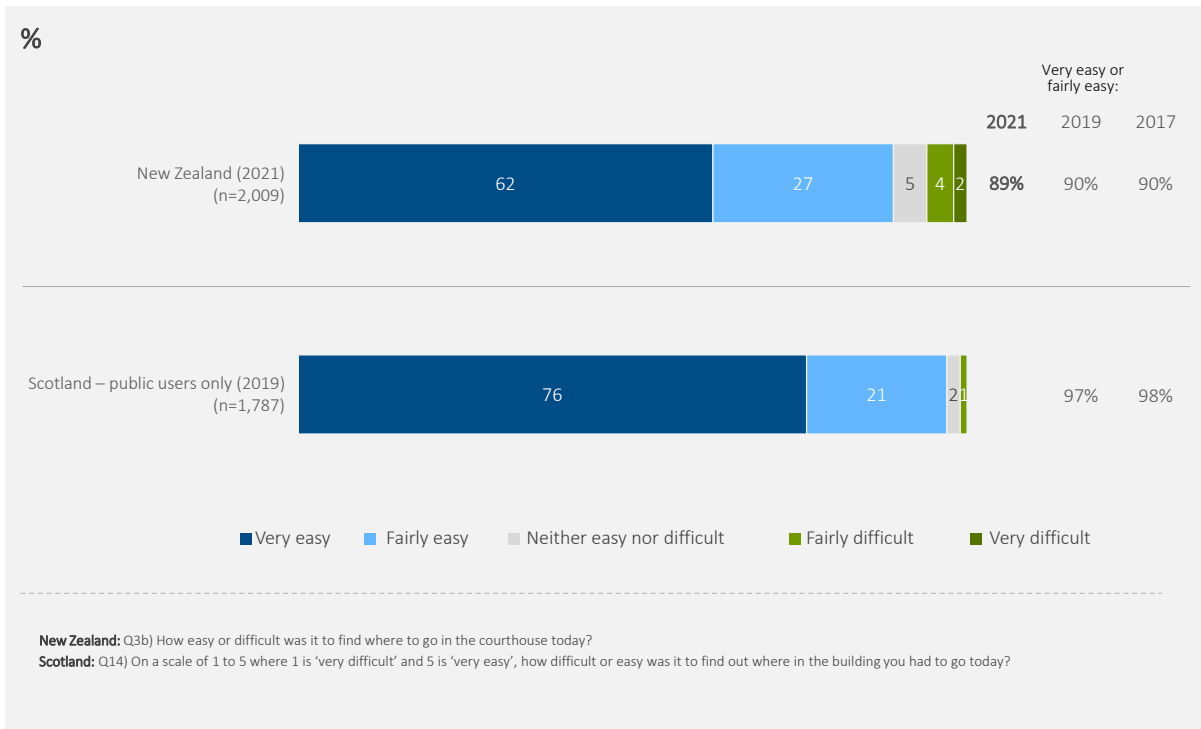
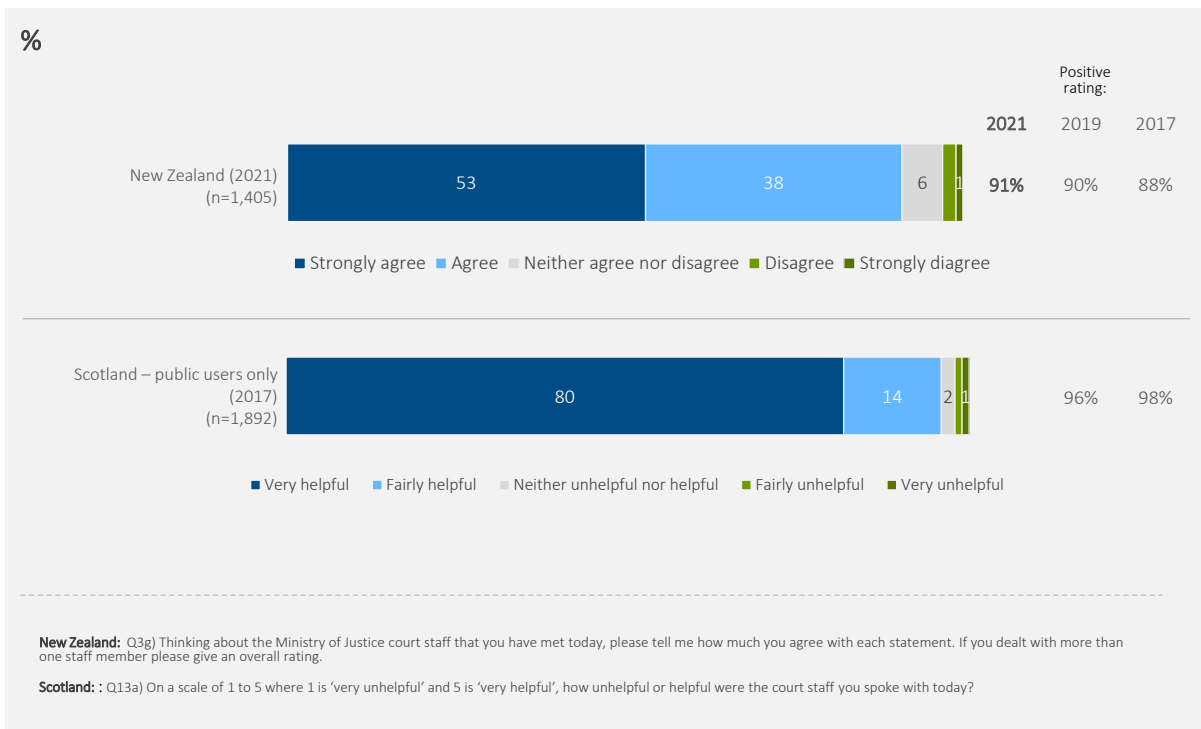


Figure 46 – Staff helpfulness – international comparison



Appendix A: Detailed Methodology

Sample

All members of the public aged 16 years or older who visited one of the selected courts during the dates fieldwork was conducted were eligible for the survey. This included members of the public attending court in relation to cases or seeking information from the court, and the people supporting them. Judges, lawyers, court staff, probation officers, Police and the media were excluded from the survey. Those from non-government organisations who provide services to court users (for example, the Salvation Army) were also excluded from the survey.

All interviews were conducted face-to-face. During fieldwork for this survey interviewers approached people waiting for their hearing or case to take place or when the user exited the court building.

It should be noted that there is no population profile of court users in New Zealand which means there is no way to compare the profile of survey respondents with the total court user population. Additionally, the survey only interviewed a sample of court users at a particular point in time, and at particular locations. As a result the reader should keep in mind that findings from the survey are based on 'court user survey respondents' rather than 'all court users'.

The research aimed for a minimum of 2,000 interviews. To ensure a minimum number of respondents in each court location, quotas were set to make sure we achieved a certain number of interviews in each location. These majority of these quotas were met or exceeded, although a few courts had lower levels of foot traffic, and so targets were unable to be met.

Overall, we achieved 2,009 interviews (exceeding the target by nine interviews). Please note that some respondents did not answer every question, for this reason the base size for some questions asked to all respondents is less than 2,009.

The table below shows the number of interviews aimed for at each court location, compared to the actual number of interviews achieved.

Table 31 – Target versus achieved sample sizes at each court location

Court location	Target sample size	Achieved sample size
<i>Total sample</i>	2,000	2,009
Auckland District Court	250	272
Auckland High Court	100	100
Manukau	250	281
Hamilton	100	111
Tauranga	100	100
Gisborne	100	70
Hastings	100	100
Whanganui	100	101
Palmerston North	100	101
Wellington District Court	150	157
Wellington High Court	100	79
Nelson	100	100
Christchurch	250	281
Dunedin	100	62
Invercargill	100	94

Because the survey was conducted in a manner that ensured minimum numbers of interviews per location, the spread of the sample may not directly reflect the number of users passing through each court.

Desired targets were also set for key case and court user types: jury service attendees, Family Court attendees, Civil Court users, people visiting for a fine or reparation, Tenancy and Disputes Tribunal users, Youth Court cases, and victims. Numbers fell short of a number of these desired targets as it became challenging to find enough respondents in these groups⁷.

The response rate (calculated by dividing the number of interviews by the number of court users approached) was 33%. This is a conservative estimate of the response rate as it assumes that all those who refused to take part in the survey would have been eligible to participate in the research. It is possible that the response rate would be higher than this if we could determine the eligibility of the people who refused to take part.

⁷ 109 interviews were achieved out of a desired target of 100 jury service attendees, 263 interviews were achieved out of a desired minimum target of 200 Family Court users, 153 interviews were achieved out of a desired 200 Civil Court users, 102 interviews were achieved out of a desired 200 Tenancy and Tribunal Court users, 40 interviews were achieved out of a desired minimum target of 50 Youth Court users, and 28 victims were interviewed out of a desired target of 50.

Questionnaire

The Ministry and Kantar Public designed a questionnaire consisting largely of pre-coded response questions (i.e., the respondent chose their answer from a list). The questionnaire focused on various elements of the court user experience including reasons for attending, court user information provided and sought, navigation around the court building, and staff contact, waiting time, court facilities, safety, overall satisfaction, and demographics. The full questionnaire, which took 15 minutes to administer, can be found at Appendix B.

The 2021 questionnaire was largely the same as the 2019 questionnaire, with the following changes:

- A new statement was added at Q2a to measure how much people knew what to expect before coming to court
- Q2c3 (on how much information people received before coming back to court, compared to what they expected to receive) was replaced with an open-ended question about any information users wish they had known before coming to court (Q2c4).
- A series of questions was added to see if users' visits had been impacted by changes in COVID-19 Alert Levels, and the information that they had received from the Ministry about this (if any) (Q2f1 to Q2f3).
- Two statements were removed from Q3g ('staff were competent' and 'it's an example of good value for tax dollars spent'). The question was also amended to differ the scale from the Common Measurement Tool questions, as these can no longer be used due to licensing.
- Two questions were removed about expectations of service, and how actual service compared to this (Q3h and Q3i).
- Q3j was rephrased to differ from the Common Measurement Tool question.
- A new section of questions was added to gauge experience within the court room / hearing room (Q7b to Q7i).

Analysis and reporting

Treatment of open-ended data

Answers to 'other-specify' questions were coded upon completion of fieldwork. This process led to the creation of some new response codes which did not exist on the original questionnaire.

A final open-ended question was also included: 'is there anything else you would like to tell the Ministry of Justice about the services and facilities at this courthouse?'. The results to this question were coded (and can be found in the section on 'other comments given by respondents'). Some illustrative comments from the responses have been included in relevant places throughout the report. Where possible these comments are used to provide further context to the survey results. Please note that because the spontaneous open-ended question was asked at the end of the survey (rather than being tied to a specific question topic), it is not possible to obtain relevant comments for each section of the report (because there are no comments available for many subject matters). All comments have been checked to ensure they do not reveal the identity of respondents. Where information that can identify an individual was included in the original quote, this was edited to remove the identifying information (a fictitious example of this is replacing "Bill Smith at Queenstown court did a great job" with "[Court staff member] at Queenstown court did a great job". In this example, the person's name has been removed, but the location remains because it does not identify an individual).

Subgroup analysis

Key analyses of the survey focus on frequency of attendance at the court, role at the court (e.g., attending a hearing, attending as a support person, dealing with administrative matters, etc.), jurisdiction (e.g., criminal, civil, Family Court, etc.), court location, and key demographic characteristics (such as age, gender, income and ethnicity).

The term 'jurisdiction' is used in some analysis. The following groupings were included in each jurisdiction category (criminal jurisdiction = court users attending for a criminal, traffic, or Youth Court case, or attending for jury service; civil jurisdiction = court users attending for a civil case or a Tenancy or Disputes Tribunal case; Family Court case = those visiting for a Family Court case; to deal with a fine or reparation = those visiting for a fine or reparation; Other = all those not attending for a case, or attending for an unusual type of case including Environment Court, Employment Court, the Coroner's office, or another type of Tribunal case or Authority case).

All differences between subgroups mentioned in this report are statistically significant at the 95% confidence level.

Appendix B: Questionnaire

INTRODUCTION

Good morning/afternoon. My name is from Colmar Brunton⁸, an independent market research company.

We are doing some important research for the Ministry of Justice today. We want to find out what people think about the services and facilities here at the courthouse.

The survey will only take about 15 minutes or so depending on your answers and is conducted in complete confidence.

IF ASKED WHY WE ARE DOING THE SURVEY: Your answers will help the Ministry improve the experience that people have when they visit a courthouse.

IF NEEDS REASSURANCE: We have an official letter from the Ministry of Justice you can look at which explains the research and the fact that we have been commissioned by the Ministry (**RESPONDENT CAN KEEP COPY OF LETTER IF THEY WISH**).

IF SOMEONE WHO IS VISITING IN A PROFESSIONAL CAPACITY WANTS TO TAKE PART: We just want to talk to people who are not at court in a professional capacity.

IF SOMEONE ASKS WHAT 'CONFIDENTIAL' MEANS: This means your answers will be anonymous and will be combined with others for analysis, so your individual responses will not be identifiable.

IF RESPONDENT IS CONCERNED ABOUT THE PRIVACY OF THEIR ANSWERS, READ: As this is market research, it is carried out in compliance with the Privacy Act. The information you provide will be used for research purposes only.

IF RESPONDENT REQUESTS A COPY OF THEIR ANSWERS, READ: Under the Privacy Act, you have the right to request access to the information you have provided. If you have any questions, please feel free to call Daniel Brownie on 04 913 3057.

⁸ Please note at the time of interviewing Kantar Public New Zealand was branded as Colmar Brunton.

S1. First, can I check which of these age groups you are in?

SHOWCARD S1

Under 16	01	CLOSE
16 to 17 years	02	
18 to 19 years	03	
20 to 24 years	04	
25 to 29 years	05	
30 to 34 years	06	
35 to 39 years	07	
40 to 44 years	08	
45 to 49 years	09	
50 to 54 years	10	
55 to 59 years	11	
60 to 64 years	12	
65 years and over	13	

ASK THOSE WHO ARE INTERVIEWED IN CHRISTCHURCH, DUNEDIN, GISBORNE, HAMILTON, NELSON, TAURANGA OR WHANGANUI (CODES 3, 4, 5, 8, 10, 13 OR 15 @ COURT WHERE INTERVIEWED). OTHERWISE GO TO Q1a

S2. Are you visiting the District or High Court today?

District Court	01
High Court	02
Don't know <i>[DO NOT READ OUT]</i>	03

SECTION 1: REASON FOR ATTENDING

I'd like to find out why you are visiting the courthouse today.

Q1a Are you here today for any of the following reasons?

INTERVIEWER: SELECT ONE ANSWER ONLY.

IF RESPONDENT SAYS 'MORE THAN 1 REASON': What is your main reason?

SHOWCARD Q1a

To take part in a hearing or court case – for example, if you are on the stand today	01	SKIP TO Q1c
As a support person for a friend, relative etc – if you are not going to be called into the trial itself today but supporting someone else	02	SKIP TO Q1c
To get information, forms etc from the court <u>for a case</u>	03	SKIP TO Q1c
To bring papers or forms to the court <u>for a case</u>	04	SKIP TO Q1c
To deal with a fine or reparation	05	ASK Q1b
Jury service	06	SKIP TO Q1g
Administrative things <u>not related to a case</u> – for example getting a document witnessed, to search court records, collect or pick-up forms/papers etc	07	SKIP TO Q1g
Spectator	08	SKIP TO Q1g
Other (please tell us)	09	SKIP TO Q1g
Don't know [DO NOT READ OUT]	99	SKIP TO Q1g

ONLY ASK IF Q1a = TO DEAL WITH A FINE OR REPARATION (CODE 5).

Q1b So you were here in relation to dealing with a fine or reparation, can you please tell me which item best describes your role today.

INTERVIEWER: SELECT ONE ANSWER ONLY.

READ OUT IF NECESSARY: And which item best fits your main reason?

SHOWCARD Q1b

Paying or making arrangements to pay a fine or reparation	1
Enquiring about a fine or reparation	2
Disputing a fine or reparation	3
Other	4

ONLY ASK IF Q1a = CODE 1 – 4. OTHERWISE SKIP TO Q1g

Q1c Can you tell me if the reason you are here relates to any of the following?

INTERVIEWER: SELECT ONE ANSWER ONLY. IF THEY ARE SUPPORT PEOPLE WHAT TYPE OF CASE IS THE PERSON THEY ARE SUPPORTING HERE FOR?

READ OUT IF NECESSARY: And what is your main reason?

SHOWCARD Q1c

A criminal or traffic case	01	ASK Q1d
A Family Court case	02	SKIP TO Q1g
A tenancy or disputes tribunal case	03	SKIP TO Q1g
A civil case	04	SKIP TO Q1g
A Youth Court case	05	SKIP TO Q1e
An Environment Court case	06	SKIP TO Q1g
An Employment Court case	07	SKIP TO Q1g
The Coroner's office	08	SKIP TO Q1g
Another type of Tribunal case or Authority case (please tell us)	09	SKIP TO Q1g
Don't know <i>[DO NOT READ OUT]</i>	99	SKIP TO Q1g

ASK IF Q1c = CRIMINAL OR TRAFFIC CASE (CODE 1). OTHERWISE SKIP TO Q1e

Q1d So you were here in relation to a criminal or traffic case, can you please tell me which item best describes your role today.

INTERVIEWER: SELECT ONE ANSWER ONLY.

READ OUT IF NECESSARY: And which item best fits your main reason?

SHOWCARD Q1d

A person accused of an offence (a defendant)	1	SKIP TO Q1g
Giving evidence / a witness: victim of the offence	2	SKIP TO Q1g
Giving evidence / a witness: not victim of the offence	3	SKIP TO Q1g
Other	4	SKIP TO Q1g

ASK IF Q1c = YOUTH COURT CASE (CODE 5). OTHERWISE SKIP TO Q1g

Q1e So you were here in relation to a youth court case, can you please tell me which item best describes your role today.

INTERVIEWER: SELECT ONE ANSWER ONLY.

READ OUT IF NECESSARY: And which item best fits your main reason?

SHOWCARD Q1e

A person accused of an offence (a defendant)	1	SKIP TO Q1g
Giving evidence / a witness: victim of the offence	2	SKIP TO Q1g
Giving evidence / a witness: not victim of the offence	3	SKIP TO Q1g
Other	4	SKIP TO Q1g

Q1g Have you been in a courthouse before?

READ OUT

Yes, or	1	ASK Q1h
No - this is your first time	2	SKIP TO Q2a
Don't know <i>[DO NOT READ OUT]</i>	3	SKIP TO Q2a

Q1h Not including today, how many times have you been in a courthouse before?

IF NECESSARY: This is how many times you have EVER been in a courthouse.

SHOWCARD Q1h

Once	1
Two – Three times	2
Four – Five times	3
Six – Seven times	4
Eight – Ten times	5
Eleven – Twelve times	6
More than twelve times	7
Don't know <i>[DO NOT READ OUT]</i>	8
Refused <i>[DO NOT READ OUT]</i>	9

SECTION 2: INFORMATION

ASK IF Q1a = 'TO TAKE PART IN A HEARING OR COURT CASE' (1), OR 'TO GET INFORMATION, FORMS ETC' (3), OR 'TO BRING PAPERS OR FORMS' (4), OR 'TO DEAL WITH A FINE OR REPARATION' (5), OR 'JURY SERVICE' (6). OTHERWISE SKIP TO Q2i

Next we would like to find out about the information relating to this court visit.

Q2a Before you came here today, how much would you agree or disagree with the following statements?

SHOWCARD Q2a

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know <i>[Do Not Read Out]</i>	N/A <i>[Do Not Read Out]</i>
1	You knew what time to come	5	4	3	2	1	6	7
2	You knew what to do when you got here	5	4	3	2	1	6	7

3	You knew what to expect before you came to court today	5	4	3	2	1	6	7
---	--	---	---	---	---	---	---	---

Q2b What information did you receive from the court before coming?

READ OUT LIST CHECKING FOR AN ANSWER AT EACH ROW – SELECT ALL MENTIONS

INTERVIEWER: IF 'I DID NOT RECEIVE ANY INFORMATION' OR 'I CANNOT REMEMBER' CODE AND SKIP TO Q2d

SHOWCARD Q2b

Q2c And how easy or difficult was it to understand the [...INTERVIEWER: ASK FOR EACH COMMUNICATION MENTIONED AT Q2b...]?

INTERVIEWER: IS THAT VERY OR FAIRLY?

INTERVIEWER: CODE RESPONSE FOR EACH MENTION AT Q2b

SHOWCARD Q2c

	Q2B: RECEIVED	Q2c					
		Very easy to understand	Fairly easy to understand	Neither easy nor difficult	Fairly difficult to understand	Very difficult to understand	Don't know [Do Not Read Out]
A letter	1	5	4	3	2	1	6
An email	11	5	4	3	2	1	6
A pamphlet	2	5	4	3	2	1	6
A phone call	3	5	4	3	2	1	6
A text	12	5	4	3	2	1	6
A court summons	4	5	4	3	2	1	6
A jury summons	5	5	4	3	2	1	6
Bail bond	6	5	4	3	2	1	6
A notice telling me how much fines or reparation I owe	7	5	4	3	2	1	6
Other (please tell us)	8	5	4	3	2	1	6
I did not receive any information	9	SKIP TO Q2d					
Can't remember <i>[DO NOT READ OUT]</i>	10	SKIP TO Q2d					

Q2c2 Overall how satisfied or dissatisfied were you with the information you received before coming to the court?

SHOWCARD Q2c2

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know [Do Not Read Out]
5	4	3	2	1	6

Q2c4 Looking back, is there any information you wish you had known before you came to court today?

PLEASE TYPE IN

Don't know

Q2d Before coming today did you try to find out more about what you needed to do or what was going to happen today?

Yes	1	ASK Q2e
No	2	SKIP TO Q2f1
Don't know	3	SKIP TO Q2f1

ASK IF Q2d = YES (CODE 1). OTHERWISE SKIP TO Q2f1

Q2e In which of the following ways did you try to find out more information?

INTERVIEWER: CODE 'NONE OF THESE' IF NOT RELEVANT AND SKIP TO Q2f1

SHOWCARD Q2e

Q2f And how helpful or unhelpful was [...INTERVIEWER: ASK FOR EACH SOURCE OF INFORMATION...]?

INTERVIEWER: CODE RESPONSE FOR EACH MENTION AT Q2e

SHOWCARD Q2f

		Q2e	Q2f				
			Very helpful	Some-what helpful	Neither helpful nor unhelpful	Not that helpful	Not at all helpful
1	I came to the court beforehand to make enquiries	01	5	4	3	2	1

2	I made a phone call to my case manager at this court	02	5	4	3	2	1
10	I used a Ministry of Justice website e.g. Jury Service, Family Justice, or Ministry of Justice	10	5	4	3	2	1
3	I used another internet site	03	5	4	3	2	1
4	I made a phone call to a Ministry of Justice 0800 number	04	5	4	3	2	1
11	I emailed the court and/or the Ministry of Justice	11	5	4	3	2	1
5	I contacted someone at the Citizen's Advice Bureau or Community Law Centre	05	5	4	3	2	1
6	I asked a professional (eg, a lawyer, police officer, probation staff, someone else in the legal profession)	06	5	4	3	2	1
7	I asked a friend/family member/acquaintance	07	5	4	3	2	1
8	Other (please tell us)	08	5	4	3	2	1
9	NONE OF THESE	09	SKIP TO Q2f1				

ASK ALL

Q2f1 Has your visit to court today been affected by changes in the COVID alert levels?

For example, a change in alert levels could have prevented you from visiting the court or resulted in a delay in a case being held.

Yes	1	ASK Q2f2
No	2	SKIP TO Q2g
Don't know	3	SKIP TO Q2g

ASK ALL AFFECTED BY COVID ALERT LEVEL CHANGE

Q2f2 Thinking back, did you receive any information from the Ministry of Justice about how the change in COVID alert level would impact your visit to court?

Yes	1	ASK Q2f3
No	2	SKIP TO Q2g
Don't know	3	SKIP TO Q2g

ASK ALL AFFECTED BY COVID ALERT LEVEL CHANGE

Q2f3 How satisfied or dissatisfied were you with the information you received from the Ministry about how the change in COVID alert level would impact your visit to court?

SHOWCARD Q2f3

INTERVIEWER NOTE: PLEASE NOTE WE ARE ONLY INTERESTED IN INFORMATION THEY RECEIVED FROM THE MINISTRY OF JUSTICE.

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know <i>[Do Not Read Out]</i>
5	4	3	2	1	6

ASK ALL

Now we have a couple of questions about court information in general. This includes information you can get before coming to the courthouse, or at the courthouse itself.

Q2g How easy or difficult do you think it is to obtain information about the services at the courts?

SHOWCARD Q2g

INTERVIEWER: IS THAT VERY OR FAIRLY?

Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Don't know <i>[Do Not Read Out]</i>	Not applicable <i>[Do Not Read Out]</i>
5	4	3	2	1	6	7

Q2i In an ideal world, how would you like to interact with the Court, such as submitting documents and finding out about court hearing times?

INTERVIEWER: CODE ALL MENTIONS

USE SHOWCARD Q2i

Letter (by post)	01
Face to face at the court	02
Telephone call	03
Text message	04
Email	05
A secure website (online)	06
Using a smart phone app	07
Other (please tell us)	08
None of these <i>[DO NOT READ OUT]</i>	09
Don't know <i>[DO NOT READ OUT]</i>	99

SECTION 3: WAY FINDING AND STAFF CONTACT

Q3a Overall, how satisfied or dissatisfied are you with each of the following aspects of accessibility?

SHOWCARD Q3a

INTERVIEWER: IS THAT VERY OR FAIRLY?

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know <i>[Do Not Read Out]</i>	Not applicable <i>[Do Not Read Out]</i>
2	The time the court hearings start and finish	5	4	3	2	1	6	7
3	Easily identifiable staff available to deal with queries.	5	4	3	2	1	6	7

Q3k How convenient or inconvenient would you find it to attend hearings in the **evening** (between 5 and 8pm)? Please answer using a scale of 1 to 5 where 1 is very inconvenient and 5 is very convenient.

SHOWCARD Q3k

Very convenient = 5	4	3	2	Very inconvenient = 1	Don't know <i>[Do Not Read Out]</i>
5	4	3	2	1	6

Q3b How easy or difficult was it to find where to go in the courthouse today?

SHOWCARD Q3b

Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Don't know <i>[Do Not Read Out]</i>
5	4	3	2	1	6

Q3c How did you find your way to where you needed to go?

INTERVIEWER: CODE ALL MENTIONS

SHOWCARD Q3c

Asked someone	01
Looked at a notice board	02
Followed signs	03
Walked around until I found where I needed to go	04
Previously visited/familiar with the building	05
Followed information provided to me before I came	06
Escorted/shown around by someone (including staff, or a friend or family member)	07
Other (please tell us)	08
Don't know / can't remember <i>[DO NOT READ OUT]</i>	99

Q3d Did you have difficulty getting information or assistance when you were in the courthouse today?

Yes	1	ASK Q3e
No	2	SKIP TO Q3f
Don't know/can't remember <i>[DO NOT READ OUT]</i>	3	SKIP TO Q3f
Not applicable <i>[DO NOT READ OUT]</i>	4	SKIP TO Q3f

ASK IF Q3d = YES (CODE 1). OTHERWISE SKIP TO Q3f

Q3e What information or assistance were you looking for?

INTERVIEWER: CODE ALL MENTIONS

SHOWCARD Q3e

Information about where to go in court	01
Information about who I needed to see / report to	02
Information about the length of time I would have to wait	03
Information about how I had to do something	04
Legal advice / getting legal aid	05
Pay a fine or enquire about a fine	06
To submit a form or application	07
Help with papers that needed to be filed or signed / witnessed	08
Assistance from a Victim Adviser	09
Assistance with security or safety issues	10
To see a case officer / a case manager	11
Information about what happens next	12
Any other reasons (please tell us)	13
Don't know [DO NOT READ OUT]	99
Refused [DO NOT READ OUT]	98

ASK ALL

Q3f Did you have any contact with court staff today?

Yes	1	ASK Q3g
No	2	SKIP TO Q4a
Don't know/can't remember [DO NOT READ OUT]	3	SKIP TO Q4a

ASK IF Q3f = YES (CODE 1). OTHERWISE SKIP TO Q4a

Q3g Thinking about the Ministry of Justice court staff that you have met today, please tell me how much you agree or disagree with each statement? If you dealt with more than one staff member please give an overall rating.

IF NECESSARY: not including duty solicitors

INTERVIEWER: SELECT ONE ANSWER PER STATEMENT ONLY.

INTERVIEWER: REMIND RESPONDENT DURING Q3g ‘Remember these questions are just about court staff not people like lawyers or judges’.

SHOWCARD Q3g

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know [Do Not Read Out]	N/A [Do Not Read Out]
2	Staff were helpful	5	4	3	2	1	6	7
3	Staff did what they said they would do	5	4	3	2	1	6	7
4	I was treated fairly	5	4	3	2	1	6	7
5	My individual circumstances were taken into account	5	4	3	2	1	6	7

Q3j How satisfied or dissatisfied were you with the service provided by the court staff?

SHOWCARD Q3j

Very satisfied = 5	Fairly satisfied	Neither satisfied nor dis-satisfied	Fairly dis-satisfied	Very dis-satisfied	Don't know [Do Not Read Out]
5	4	3	2	1	6

SECTION 4: WAIT TIME

ASK ALL

Q4a Did you do any of these today?

INTERVIEWER: CODE ONE ONLY

IF NECESSARY: 'An information desk or booth is the same as a counter'.

SHOWCARD Q4a

Went to a counter	1	ASK Q4b
Took part in a hearing / going to take part in a hearing	2	SKIP TO Q4d
Both – went to a counter AND took part in a hearing	3	ASK Q4b
None of these	4	SKIP TO Q5a
Don't know <i>[DO NOT READ OUT]</i>	5	SKIP TO Q5a

ASK IF Q4a = WENT TO A COUNTER OR BOTH (CODE 1 OR 3). OTHERWISE SKIP TO Q4d

Q4b For how long did you have to wait at a counter?

SHOWCARD Q4b

I was served immediately	1
Up to 3 minutes	2
Longer than 3 minutes and up to 6 minutes	3
Longer than 6 minutes and up to 15 minutes	4
Longer than 15 minutes	5
Don't know <i>[DO NOT READ OUT]</i>	6

Q4c What did you go to the counter for?

INTERVIEWER: CODE ALL MENTIONS

SHOWCARD Q4c

Information about where to go in court	01
Information about who I needed to see/report to	02
Information about the length of time I would have to wait	03

Information about how I had to do something	04
Legal advice/getting legal aid	05
Pay a fine or enquire about a fine	06
To collect/submit a form or application	07
Help with papers that needed to be filed or signed/witnessed	08
To get information about the family justice system	15
Assistance with security or safety issues	10
To see a case officer / case manager / victim advisor	11
To sign in with the duty solicitor	12
Information about what happens next	13
Any other reasons (please tell us)	14
Don't know [DO NOT READ OUT]	99
Refused [DO NOT READ OUT]	98

ASK IF Q4a = **TOOK PART IN A HEARING OR WENT TO A COUNTER AND TOOK PART IN A HEARING (CODE 2 OR 3)**.
OTHERWISE SKIP TO Q5a

Q4d For how long did you have to wait to take part in a hearing?

SHOWCARD Q4d

No wait, or a wait up to 5 minutes	1	SKIP TO Q5a
Longer than 5 minutes and up to 10 minutes	2	SKIP TO Q5a
Longer than 10 minutes and up to 20 minutes	3	SKIP TO Q5a
Longer than 20 minutes and up to 1 hour	4	SKIP TO Q5a
Longer than 1 hour and up to 3 hours	5	SKIP TO Q5a
Longer than 3 hours and up to 5 hours	6	SKIP TO Q5a
Longer than 5 hours	7	SKIP TO Q5a
I have not yet taken part in the hearing or case I am here for	8	ASK Q4e

Don't know <i>[DO NOT READ OUT]</i>	9	SKIP TO Q5a
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Q4e How long have you been waiting so far?

SHOWCARD Q4e

Up to 5 minutes	1
Longer than 5 minutes and up to 10 minutes	2
Longer than 10 minutes and up to 20 minutes	3
Longer than 20 minutes and up to 1 hour	4
Longer than 1 hour and up to 3 hours	5
Longer than 3 hours and up to 5 hours	6
Longer than 5 hours	7
Don't know <i>[DO NOT READ OUT]</i>	9

SECTION 5: FACILITIES

ASK ALL

Q5a Which of the following facilities did you use while at the courthouse today?

READ OUT LIST CHECKING FOR AN ANSWER AT EACH ROW

INTERVIEWER: IF 'NONE OF THESE' CODE AND SKIP TO Q5c

SHOWCARD Q5a

Q5b And how would you rate the [...INTERVIEWER: ASK FOR EACH FACILITY MENTIONED AT Q5a...]?

IF NECESSARY: This is about the physical facilities, e.g. comfort and cleanliness

INTERVIEWER: CODE RESPONSE FOR EACH MENTION AT Q5a

SHOWCARD Q5b

		Q5a: USED	Q5b					Don't know <i>[Do Not Read Out]</i>
			Very good	Fairly good	Adequate	Fairly poor	Very poor	
1	Court room / Hearing room	1	5	4	3	2	1	6
2	Waiting area/area outside court room	2	5	4	3	2	1	6
3	Jury assembly room	3	5	4	3	2	1	6
4	Jury deliberation room	4	5	4	3	2	1	6
5	Interview room	5	5	4	3	2	1	6
6	Counters	6	5	4	3	2	1	6
7	Court entrance	7	5	4	3	2	1	6
8	Toilets	8	5	4	3	2	1	6
9	NONE OF THESE	9	SKIP TO Q5c					

ASK ALL

Q5c Overall, how would you rate the **facilities** at this courthouse?

SHOWCARD Q5c

Very good	Fairly good	Adequate	Fairly poor	Very poor	Don't know <i>[Do Not Read Out]</i>
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5	4	3	2	1	6
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SECTION 6: SAFETY

Q6a Overall how safe or unsafe did you feel throughout your time in the courthouse today?

SHOWCARD Q6a

Very safe	5
Fairly safe	4
Neutral – neither safe nor unsafe	3
Fairly unsafe	2
Very unsafe	1
Don't know <i>[DO NOT READ OUT]</i>	6

ASK Q6C IF FAIRLY UNSAFE OR VERY UNSAFE AT Q6A

Q6c Why did you feel fairly or very unsafe?

INTERVIEWER: CODE ALL MENTIONS

SHOWCARD Q6c

Not enough security staff	01
Not many people around	02
Too many people around	03
The type of people that were around me	04
Lack of space/space was too small	05
Being near an ex-partner	06
Being near the accused	07
Hygiene/cleanliness of court or facilities	08
Other (please tell us)	09
Don't Know <i>[DO NOT READ OUT]</i>	99

Q6d Where did you see court security staff today?

INTERVIEWER: CODE ALL MENTIONS

SHOWCARD Q6d

Court room	01
Waiting area/area outside court room	02
Customer service areas	03

Court entrance	04	
Outside the court building/area	05	
Other (please tell us)	06	
None of these	07	GOTO Q7A
Don't know <i>[DO NOT READ OUT]</i>	09	GOTO Q7A

ASK IF CODES 1-6 AT Q6d

Q6e How approachable were the court security staff you saw today? Please answer using a scale of 1 to 5 where 1 is very unapproachable and 5 is very approachable.

SHOWCARD Q6e

Very approachable = 5	4	3	2	Very unapproachable = 1	Don't know <i>[Do Not Read Out]</i>
5	4	3	2	1	6

SECTION 7: EXPERIENCE OF COURT

ASK ALL THOSE WHO HAVE BEEN INSIDE THE COURT ROOM / HEARING ROOM (CODE 1 @ Q5A). OTHERWISE GO TO Q7A.

Q7b We now have a few questions about your experience inside the court room or hearing room.

Firstly, how easy or difficult was it understand what was happening in court?

SHOWCARD Q7b

Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Don't know [<i>Do Not Read Out</i>]
5	4	3	2	1	6

Q7c How much do you agree or disagree the court officers, including the judge, understood your situation?

SHOWCARD Q7c

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know [Do Not Read Out]
5	4	3	2	1	6

Q7d Were you given the opportunity to speak in court?

Yes	1	ASK Q7e
No	2	SKIP TO Q7g
Don't know/can't remember [<i>DO NOT READ OUT</i>]	3	SKIP TO Q7g

ASK IF GIVEN THE OPPORTUNITY TO SPEAK (CODE 1 @ Q7D). OTHERWISE GO TO Q7G

Q7e Did anyone working for the court provide you with help in speaking in court?

This could include someone who explained to you what was going on, or who translated what was going on.

Yes	1	ASK Q7f
No	2	SKIP TO Q7g
Don't know/can't remember <i>[DO NOT READ OUT]</i>	3	SKIP TO Q7g

ASK IF RECEIVED ASSISTANCE TO SPEAK (CODE 1 Q7E). OTHERWISE GO TO Q7G

Q7f How satisfied or dissatisfied were you with the help you received to speak in court?

SHOWCARD Q7f

Very satisfied = 5	Fairly satisfied	Neither satisfied nor dis-satisfied	Fairly dis-satisfied	Very dis-satisfied	Don't know <i>[Do Not Read Out]</i>
5	4	3	2	1	6

ASK ALL THOSE WHO HAVE BEEN INSIDE THE COURT ROOM / HEARING ROOM (CODE 1 @ Q5A). OTHERWISE GO TO Q7A.

Q7g How much do you agree or disagree that you understand what the next steps are in your case?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know <i>[Do Not Read Out]</i>
5	4	3	2	1	6

ASK ALL THOSE WHO HAVE BEEN INSIDE THE COURT ROOM / HEARING ROOM (CODE 1 @ Q5A). OTHERWISE GO TO Q7A.

Q7h Have you received any information on what the next steps in your case are?

Yes	1	
No	2	

Don't know/can't remember <i>[DO NOT READ OUT]</i>	3	
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ASK ALL THOSE WHO HAVE BEEN INSIDE THE COURT ROOM / HEARING ROOM (CODE 1 @ Q5A). OTHERWISE GO TO Q7A.

Q7i Following your visit to the courtroom / hearing room has anyone referred to you to other services that could provide you with support?

Yes	1	
No	2	
Don't know/can't remember <i>[DO NOT READ OUT]</i>	3	

SECTION 7A: OVERALL SATISFACTION

ASK ALL

Q7a Please now think about your **entire** visit to the [INSERT COURT] today.

Overall how satisfied or dissatisfied were you with the **services and facilities** provided?

SHOWCARD Q7a

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know <i>[Do Not Read Out]</i>
5	4	3	2	1	6

SECTION 8: DEMOGRAPHICS

ASK ALL

Q8a What is your gender?

SHOWCARD Q8a

Male	1
Female	2
Another gender (please tell us)	3

Q8b Which of the following do you have easy access to for your personal use?

INTERVIEWER: CODE ALL MENTIONS

SHOWCARD Q8b

Telephone (land line)	1
iPhone / other smart phone	2
Other type of cell phone (normal cell phone)	3
Computer with broadband internet	4
Computer with dial up internet	5
Computer printer	6
Computer scanner	7
iPad / other computer tablet	8
None of these	9

Q8c Which ethnic group do you belong to? You can choose more than one group.

INTERVIEWER: CODE ALL MENTIONS

SHOWCARD Q8c

New Zealand European	01	
Maori	02	
Samoan	03	
Cook Island Maori	04	
Tongan	05	
Niuean	06	
Chinese	07	
Indian	08	
Other ethnic group	09	ASK Q8d
Don't know <i>[DO NOT READ OUT]</i>	99	
Refused <i>[DO NOT READ OUT]</i>	98	

ASK Q8d IF Q8c = OTHER ETHNIC GROUP (CODE 9). OTHERWISE SKIP TO Q8f

Q8d **INTERVIEWER: DON'T ASK THIS QUESTION, ONLY RECORD ANSWER HERE IF VOLUNTEERED BY RESPONDENT AT Q8c – MULTICODING ALLOWED**

Korean	01
Fijian Indian	02
Other Asian	03
Other European	04
Other group (please tell us)	05
Don't know <i>[DO NOT READ OUT]</i>	99
Refused <i>[DO NOT READ OUT]</i>	98

Q8f Do you require any of the following services?

INTERVIEWER: CODE ALL MENTIONS

SHOWCARD Q8f

An interpreter	1
Induction loops or hearing loops (relay service)	2

Braille	3
Assistance to get around the courthouse (e.g., wheelchair, opening doors, etc)	4
Language line	6
I don't require any of these services	5

Q8g Which of the options on the showcard best describes your current employment status?

CODE ONE ANSWER ONLY

IF NECESSARY: Which takes up most of your time?

SHOWCARD Q8g

Currently in paid employment or self-employed	01
Retired	02
Home duties	03
Unemployed, receiving benefit	04
Unemployed, not receiving benefit	05
Receiving Supported Living Payment	06
Receiving other benefit	07
Student	08
Other (please tell us)	09
Don't know <i>[DO NOT READ OUT]</i>	99
Refused <i>[DO NOT READ OUT]</i>	98

Q8h Which of these groups does your annual household income fall into? Please include all earnings including employment, money from the government, and income from other sources. Please tell us the rough figure before tax.

IF NECESSARY: 'Before tax is gross'

SHOWCARD Q8h

\$0 / none / loss	01
\$1 - \$5,000	02
\$5,001 - \$10,000	03

\$10,001 - \$15,000	04
\$15,001 - \$20,000	05
\$20,001 - \$25,000	06
\$25,001 - \$30,000	07
\$30,001 - \$35,000	08
\$35,001 - \$40,000	09
\$40,001 - \$50,000	10
\$50,001 - \$60,000	11
\$60,001 - \$70,000	12
\$70,001 - \$100,000	13
\$100,001 - \$150,000	14
More than \$150,000	15
Don't know <i>[DO NOT READ OUT]</i>	99
Refused <i>[DO NOT READ OUT]</i>	98

Q8i Is there anything else you would like to tell the Ministry of Justice about the services and facilities at this court house?

PLEASE TYPE IN

Don't know <i>[DO NOT READ OUT]</i>	99	
Refused <i>[DO NOT READ OUT]</i>	98	
NO COMMENTS BOX HERE		

That is the end of the survey. As part of our quality control a percentage of our work is checked, so may I please have your name and phone number (a first name will do) for audit purposes?

Name: _____

Number: _____

CLOSE: Thanks very much for your time.

My name is ... from Colmar Brunton. If you have any questions at all about this research please feel free to contact the research team at Colmar Brunton on 04 913 3057.