



Ministry of Justice - Restorative Justice Survey

Victim Satisfaction Survey 2023

**Report Prepared for Ministry of Justice
By GravitassOPG
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1. Executive summary

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

What is restorative justice?

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

Who was surveyed and how?

A survey to gather key satisfaction data was developed and implemented with n=371 victims or their representatives, who had agreed to attend a restorative justice conference with their offender. Similar surveys were conducted in 2016, 2018 and 2021¹.

GravitasOPG was commissioned to contact and conduct telephone interviews with victims (or their representatives), who had participated in the restorative justice process with one of the 23 restorative justice providers around New Zealand in the year 2022.

Interviews were conducted between 23rd February and 21st April 2023 and were 18 minutes long, on average.

COVID-19 and the survey

Due to the impact of COVID-19, data collection for the 2021 survey was conducted with a slightly different approach, where sources of information for family and sexual violence restorative justice were excluded. In 2023, both standard and family violence restorative justice participants have been included. This may have influenced results to some extent.

As the COVID-19 Protection Framework was in effect until September 2022, the 2023 survey has been updated to capture how the restorative justice conference took place – whether it was face-to-face or online.

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

¹ Note: The 2016 survey also included a sample of respondents who were provided with information about restorative justice but didn't proceed to the conference stage. These cases were excluded from subsequent survey waves in 2018, 2021 and 2023.

Summary Figure 1: Summary of Key Results for 2023



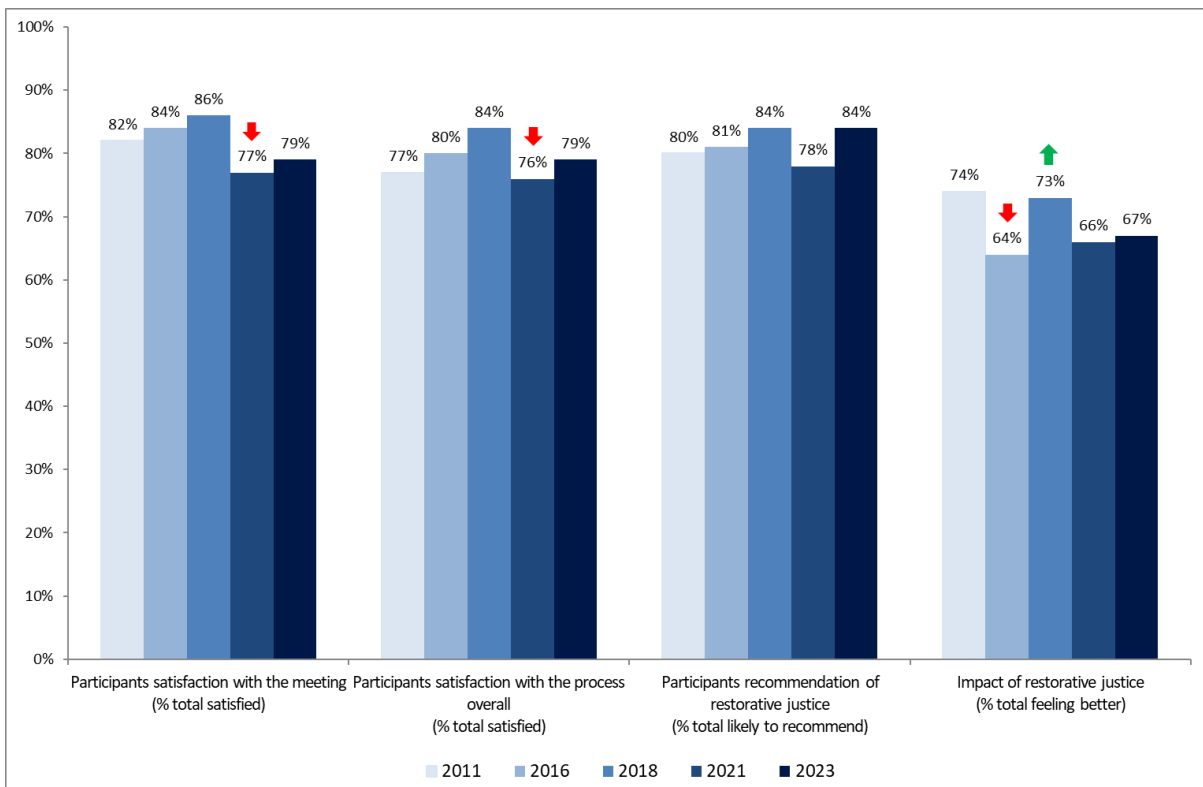
Key measure: most participants surveyed are satisfied and would recommend restorative justice to others

Four in five participants surveyed were at least fairly satisfied with the restorative justice conference they attended (79%) and the same proportion with their overall experience of restorative justice, including before, during and after the conference (79%). As a result of their positive experience, 84% said they would be likely to recommend restorative justice to others in a similar situation. Positive ratings for all these key measures have increased since 2021, with the likelihood to recommend back to the highest level previously recorded in 2018 (84%).

Overall, taking part in the restorative justice conference had a positive impact on two thirds of the respondents, with 67% reporting they felt *slightly better*, or *a lot better*, including 35% saying they felt *a lot better*. This is consistent with the previous measure in 2021.

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

Summary Figure 2: Key Satisfaction Measures Over time



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

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

Participants surveyed felt informed and prepared for the conference.

Almost all respondents (99%, unchanged from previous results) said they were clearly told they had a choice around whether they took part in the conference with the offender. Most, (93%, up from 90% in 2021 and aligned with 2018's result of 93%) were at least fairly satisfied with the provision of information prior to attending the restorative justice conference.

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

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

- they would receive an explanation from the offender (26%)
- they hoped it would bring closure (24%)
- they could let the offender know the impact the offence had on them (18%)
- they wanted to help the offender (17%); and
- they wanted to help their child(ren)/family or to improve the relationship (16%).

Most victims were happy with how the conference was run.

Most attendees were happy with how the facilitator(s) managed the meeting overall (91%, compared to 93% in 2021). Ratings were most positive for being treated with respect (92%, increased statistically significantly from 86% in 2021 and aligned with the measure in 2018 which was 93%), and feeling safe at the conference (91%, similar to 89% in 2021). The share of conference participants feeling unsafe has declined statistically significantly (from 9% in 2021 to 5% in 2023). Most attendees said they had the opportunity to say what they wanted to say (89%, unchanged from 2021) and their concerns and questions were treated seriously (86%, up statistically significantly from 79% in 2021 and back to a similar level to 2018, 89%).

In contrast to the higher shares of positive ratings mentioned above, only 64% of attendees agreed that they felt the offender was sincere in his/her participation, with a quarter (24%) disagreeing with this statement. This measure also recorded similar lower results in previous surveys – 62% agreeing in 2021 and 65% in 2018).

While most respondents did not feel pressured during the conference (81%), nor scared to say what they really felt (76%), these ratings had been slightly higher in the past (84% and 79% respectively in 2021; 83% and 80% respectively 2018). About one in seven (15%) agreed that they were scared to say what they really felt during the meeting (at a similar level to 13% from 2021 and 16% from 2018).

Some victims surveyed were dissatisfied with the restorative justice process.

Around one in ten respondents were dissatisfied with the actual conference (9%), or with their experience of the entire restorative justice process (10%). Overall, only 8% said they were unlikely to recommend the process to others. Key reasons given included:

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

Majority of participating victims felt they benefited from the restorative justice process.

About four in five respondents (79%) thought being able to have a meeting with the offender was a good way to deal with the offence, similar to the measure being 77% in 2021.

When asked how taking part in the restorative justice meeting had benefited them, most were able to name at least one (82%). Frequently mentioned benefits were:

- the victim got closure (36%, up statistically significantly from 26% in 2021), and
- the opportunity to have their say or let the offender hear my side of the story (17%, also a statistically significant increase from 2021's result of 9%).

While there appears to be statistically significant increases, it should be noted results from 2021 were statistically significantly lower than 2018, where getting closure was 29% and having their say was 25%). This may be due to the exclusion of family and sexual violence restorative justice in data

collection in 2021. *Note: Getting closure and having a say are also key reasons for why victims wanted to take part, so alignment of benefits with motivations is strong.*

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

'The conversation we had is now a better memory than that of when the offender committed the crime, which up until the meeting, I often had flashbacks that made me angry and upset. Seeing the offenders face and knowing about him helped.'

'I was pleased to see that her family helped her out so that she wasn't too disadvantaged.'

'I felt appreciative of the opportunity to place the offence in a context and was able to encourage the offender to take responsibility for dealing with his anger management problems by enrolling in programs to help him.'

2. Introduction and methodology

Background

The Ministry of Justice administers the court system, the legal aid system and the Public Defence Service. The Ministry also collects and enforces fines and civil debts.

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

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

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

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

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

Restorative justice survey

In 2016, Ministry of Justice commissioned Gravitas Research and Strategy to collaborate on the development of a survey of victims involved in the restorative justice process and to conduct the survey.² In 2018, Gravitas was commissioned to collaborate on the development of a shorter 'pulse' survey and conduct the fieldwork. GravitasOPG (formerly Gravitas) was commissioned to conduct the same 'pulse' survey for 2021 and 2023. The 2023 survey was conducted via telephone interviews between 23rd February and 21st April 2023.

Respondents in the survey were victims, or their support person or representatives, who agreed to attend a restorative justice conference with their offender.

² The 2016 work built on an earlier survey conducted in 2011.

Note on sample differences: The 2021 survey did not include family and sexual violence victims that participated in restorative justice (these groups had previously been included) and fieldwork was conducted in the midst of the COVID-19 pandemic which may influenced the results. In 2023, victims of family violence were once again included in the survey, but sexual violence victims remained excluded.

The overall objective of the research was to measure restorative justice participants' satisfaction with the restorative justice process and the service received from their provider. The survey involved speaking to people who have attended a restorative justice conference facilitated by their provider between 1st January 2022 and 31st December 2022.

The final version of the 2023 Restorative Justice Victims Satisfaction Survey questionnaire is in Appendix 2.

Interview method, length and response rate

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

A total of n=371 interviews were completed during the 2023 survey of victims or their representatives. The margin of error on the final sample size achieved (based on standard calculations for large populations) is $\pm 5.1\%$ ³.

The average interview length was 18 minutes.

Response rate is calculated by dividing the number of completed interviews by the total number of victims successfully contacted and invited to interview, where their eligibility was established. The final response rate is 65% (compared with 82% in 2021, 61% for the first pulse survey in 2018 and 43% for the full conference sample interviews in 2016).

Limitations

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

³ Note the margin of error may be larger for questions asked of a subset of respondents.

3. Key Measures

This section reports on four key measures of restorative justice:

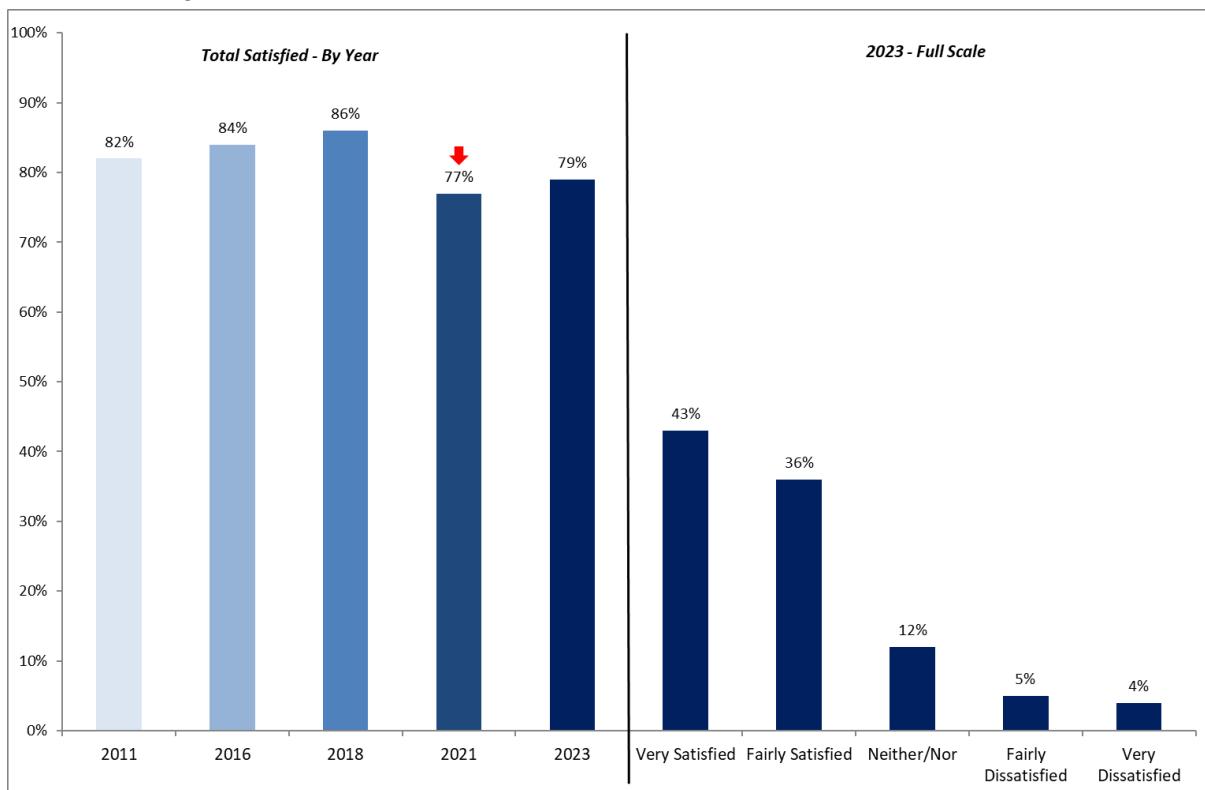
- victim satisfaction with the conference;
- victims’ overall experience;
- whether victims would recommend restorative justice to others; and
- the positive impact of restorative justice on victims.

3.1. Victim satisfaction with the restorative justice conference

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

Over three-quarters (79%) of those surveyed who attended the restorative justice conference in the year of 2022 were satisfied to some extent with the restorative justice conference, including 43% who said they were *very satisfied*. This is consistent with the ratings from 2021. Only 9% were *fairly* (5%) or *very* (4%) dissatisfied with the meeting they attended, compared with 2021’s result of 12%.

Figure 3.1: Victim Satisfaction with the Restorative Justice Conference

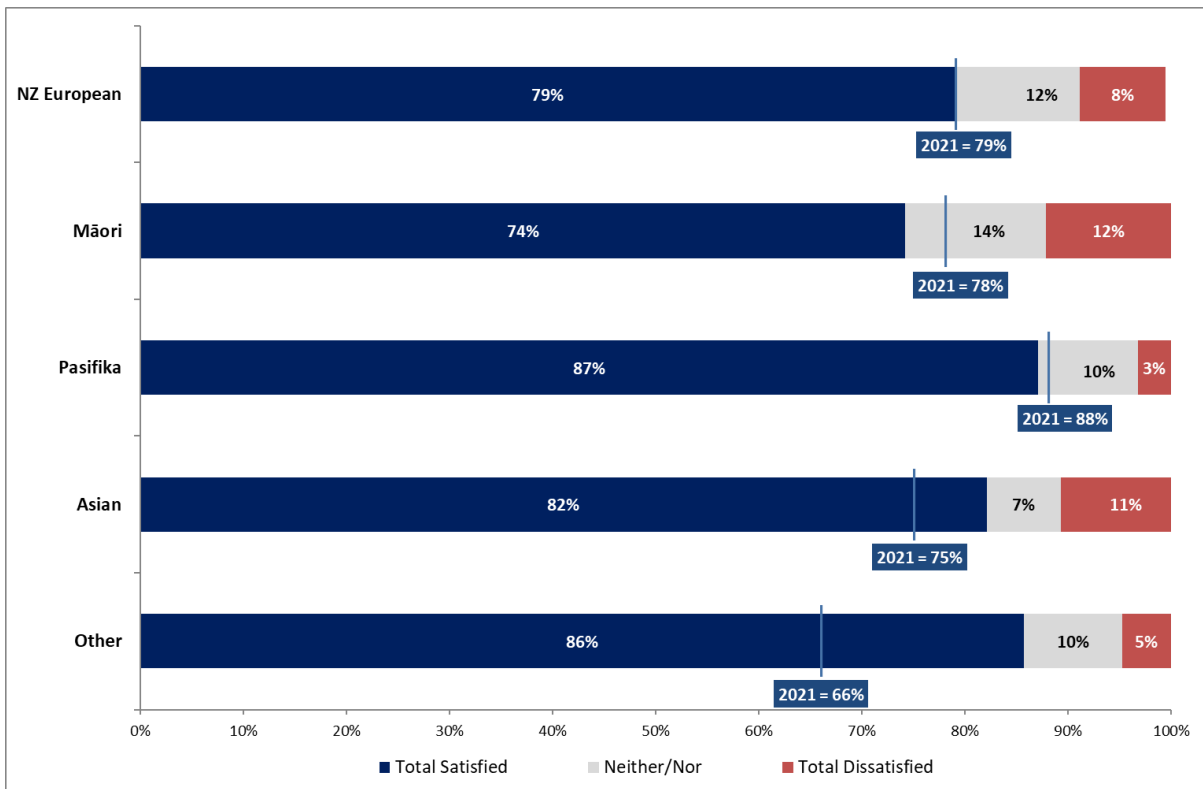


Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%. Base: All respondents excluding those who did not answer the question. 2023 n=354, 2021 n=249, 2018 n=357, 2016 n=288, 2011 n=154. Red arrow indicates a significant decline in positive ratings when compared with the previous measure.

Similar to 2021, Pasifika respondents (87%) had the highest levels of satisfaction with their conference, followed by those of ‘other’ ethnicities (86%), or Asian (82%). Satisfaction levels were slightly lower among NZ European (79%) and Māori (74%). While the difference is not statistically significant, those of ‘other’ ethnicities experienced the biggest increase in satisfaction levels, from 66% in 2021 to 86% in 2023. This increase in percentage points come from the decrease in percentage points in the share of *dissatisfied/very dissatisfied* (from 21% in 2021, to 5% in 2023).

While total satisfaction levels are similar across the different ethnic groups, Asian respondents were statistically significantly less likely to give a rating of *very satisfied* (14%, compared with 43% overall.) While the difference is not statistically significant, Asian respondents’ share of *neither satisfied/nor dissatisfied* has decreased by ten percentage points when compared with 2021, and the share of *dissatisfied/very dissatisfied* has increased by three percentage points.

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



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

Base: All respondents excluding those who did not answer the question. NZ European 2021 n=186, 2023 n=239; Māori 2021 n=37, 2023 n=66; Pasifika 2021 n=8, 2023 n=31; Asian 2021 n=12, 2023 n=28; Other 2021 n=29, 2023 n=21. Respondents were able to select multiple ethnicities.

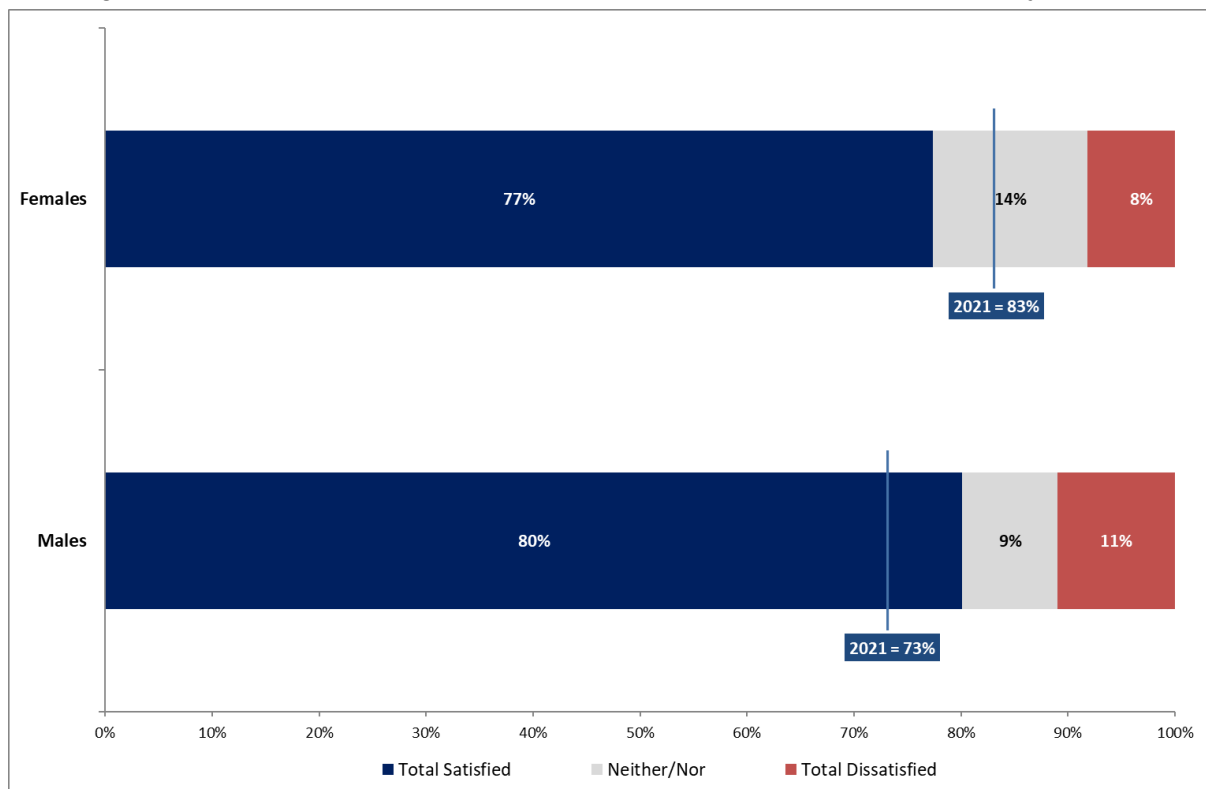
Overall satisfaction levels with restorative justice conference were similar between female (77%) and male attendees (80%). While the rating was slightly higher, but not statistically significant for males, it should be noted that males also had a slightly higher proportion of dissatisfaction (11%, compared with 8% for females).

While the differences were not statistically significant, analysis by referral type shows both female and male attendees in general were less satisfied with family violence related conferences than standard offence conferences (male – 78% for family violence compared to standard offence 81%; female - 74% for family violence compared to standard offence 83%).

Note gender distribution of the sample shows that within the family violence referral type, female respondents (n=132) are four times the size of male (n=28), hence overall female satisfaction level (77%) has been more influenced by the 74% mentioned in the paragraph above.

When compared with the 2021 results, male respondents had an increase in satisfaction ratings of seven percentage points (from 73% to 80%). In contrast, female respondents had a decrease in their satisfaction ratings by six percentage points (from 83% to 77%).

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



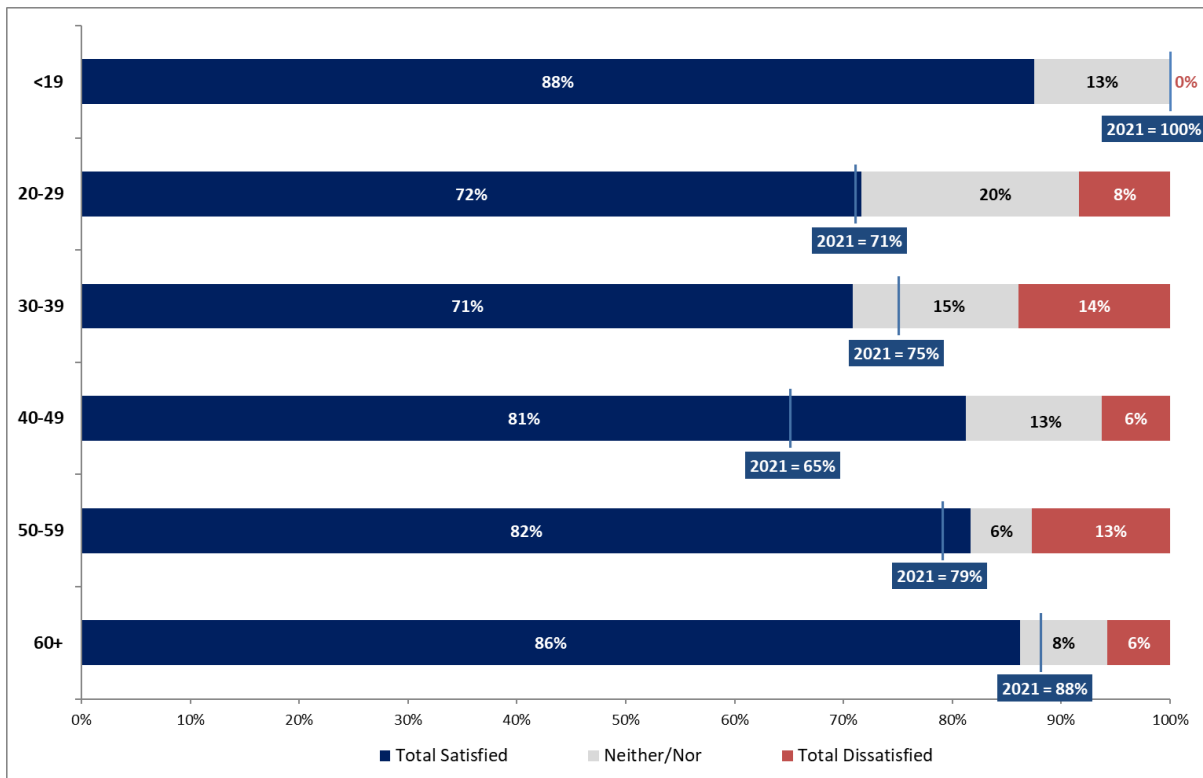
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. Males 2021 n=140, 2023 n=146; Females 2021 n=109, 2023 n=208.

Satisfaction with the conference broadly increases with age, with results of 86% overall satisfaction for those age 60 plus. Those aged between 20 and 39 years were less satisfied with their conference (71% for those aged between 30 to 39 years; 72% for 20 to 29). *Note, results for those 19 years or under are shown below but are based on very small sample sizes (n=8 in 2023, n=2 in 2021) and should be used as indicative only.*

Compared with 2021, there has been an increase in satisfaction among those aged 40 to 49 years. (up from 65%, to 81% of respondents in this age group), however the increase is not statistically significant.

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



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

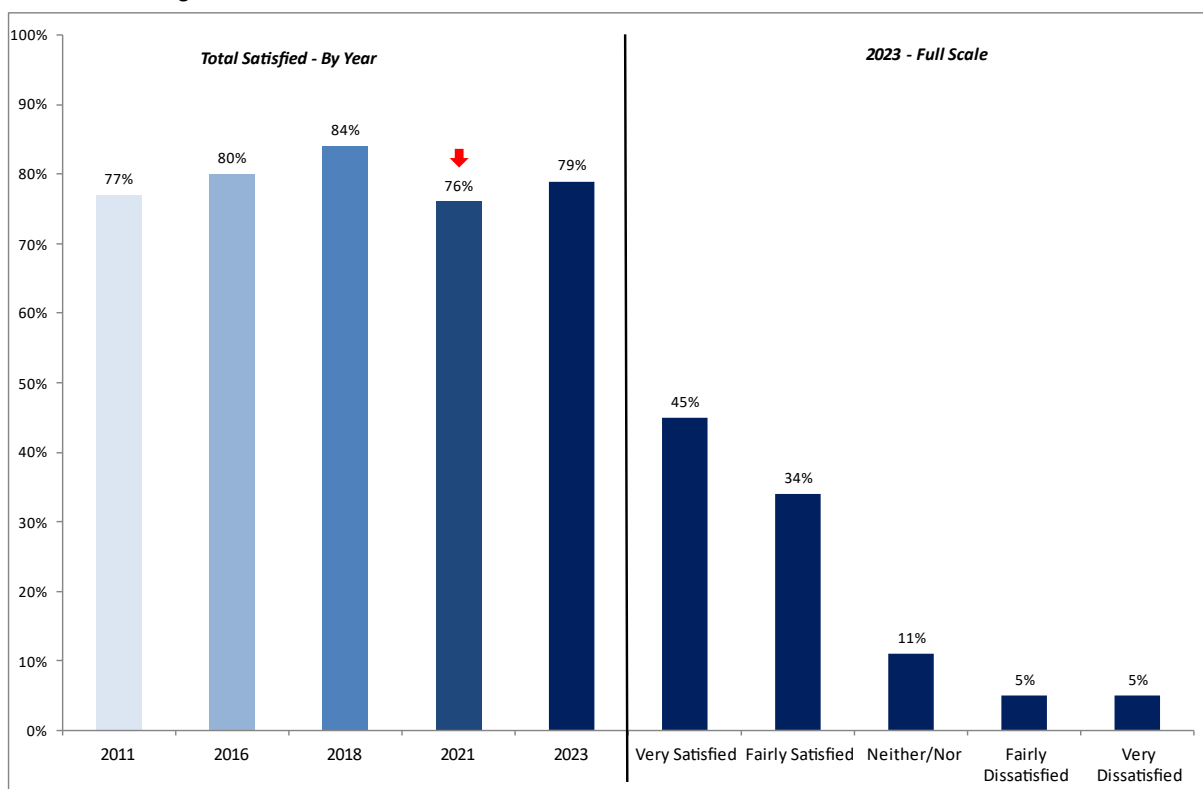
Base: All respondents excluding those who did not answer the question. <19 2021 n=2, 2023 n=8; 20-29, 2021 n=34, 2023 n=60; 30-39 2021 n=36, 2023 n=79; 40-49 2021 n=46, 2023 n=48; 50-59 2021 n=65, 2023 n=71; 60+ 2021 n=66, 2023 n=87.

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

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

In this latest survey, over three-quarters of respondents were satisfied with their experience of the restorative justice process overall - 79% being *fairly satisfied/very satisfied* with what occurred before, during and after the meeting, compared to 76% in 2021 – this increase is not statistically significant. One in ten (10%) of respondents were dissatisfied to some extent with the overall experience (5% *fairly dissatisfied* and 5% *very dissatisfied*), compared to a 12% dissatisfaction level in 2021.

Figure 3.6: Victim Satisfaction with Overall Restorative Justice Process



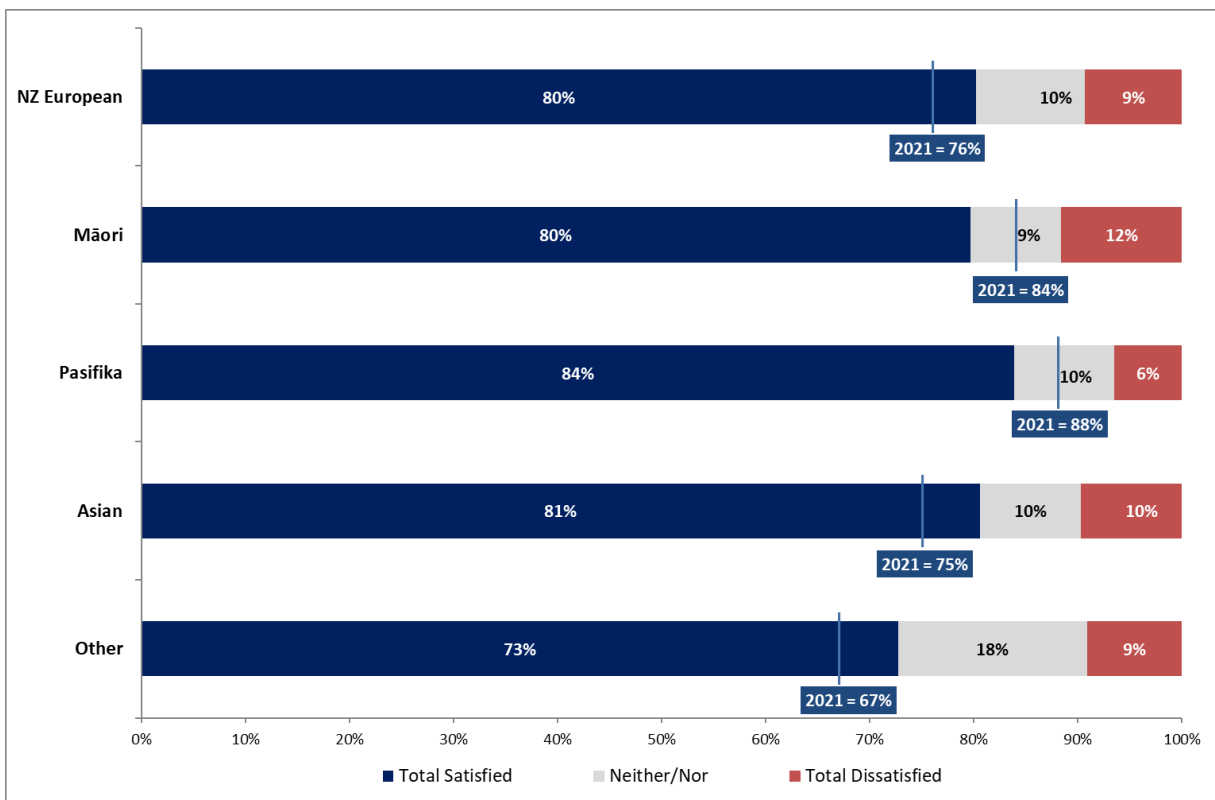
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%. Base: All respondents excluding those who did not answer the question. 2023 n=368, 2021 n=256, 2018 n=365, 2016 n=285, 2011 n=154. Red arrow indicates a significant decline in positive ratings when compared with the previous measure.

While not shown in the graph above, analysis by attendance shows those whose conference actually took place were statistically significantly less dissatisfied about the overall process (9%), than those who reported the conference never took place (25%), including when offender did not show up. Note: result should be interpreted with caution due to the small base size for conference not taken place (n=16).

As was the case with the conference ratings, Pasifika respondents also had the highest levels of satisfaction with the restorative justice process overall (84% stating they were *very satisfied/satisfied*), followed by those of Asian ethnicity (81%), Māori (80%) or NZ European (80%). Comparatively lower levels of satisfaction were reported among victims of ‘other’ ethnicities (73%).

While the differences aren’t statistically significant, when compared with 2021 there have been slight declines in the shares at least satisfied with the overall process amongst Pasifika respondents (from 88% to 84%) or Māori respondents (from 84% to 80%). All other ethnic groups however, experienced a slight increase in the positive ratings - up from 67% to 73% for ‘other’, 75% to 81% for Asian, as well as 76% to 80% for NZ European.

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



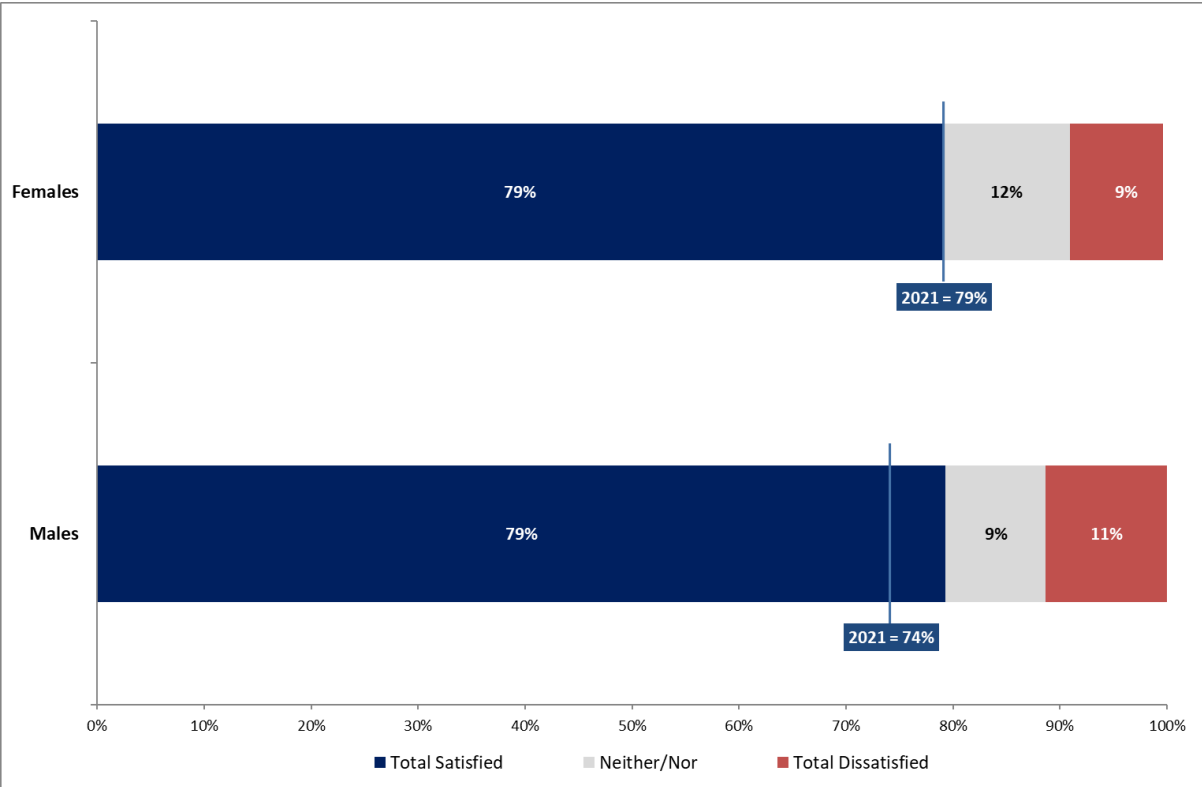
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. NZ European 2021 n=192, 2023 n=248; Māori 2021 n=37, 2023 n=69; Pasifika 2021 n=8, 2023 n=31; Asian 2021 n=12, 2023 n=31; Other 2021 n=30, 2023 n=22. Respondents were able to select multiple ethnicities.

There is no gender difference observed in 2023 for satisfaction with the overall restorative justice process (79% for both female and male respondents).

The rating distribution has been the same for females when compared against the 2021 results, with 79% *satisfied/very satisfied*, 12% *neither/nor* and 9% *dissatisfied/very dissatisfied*. There has been a slight increase for male respondents (not statistically significant), in the share of *satisfied/very satisfied* (up from 74% in 2021 to 78% in 2023), and declines in both the share of *neither/nor* (down from 12% to 9%) and the share of *dissatisfied/very dissatisfied* (from 14% to 9%).

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

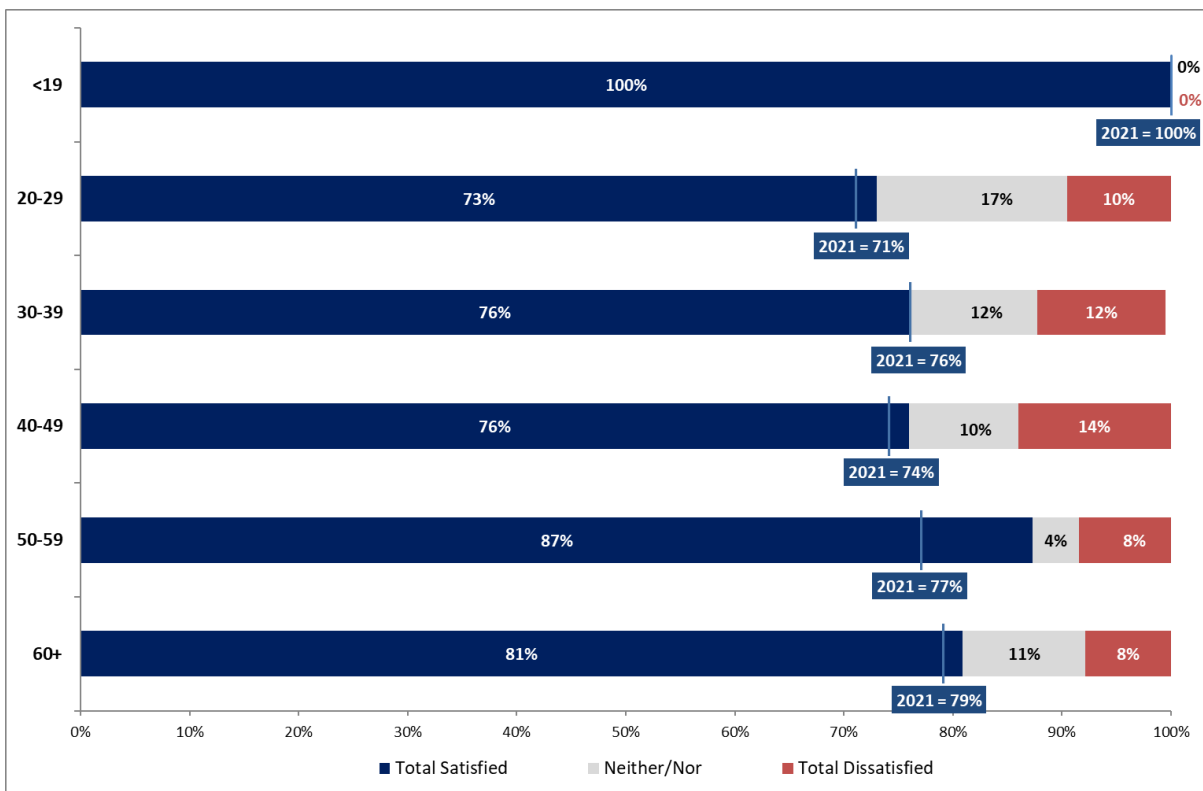


Note: Due to rounding the sum of the individual results may not total 100%.
Base: All respondents excluding those who did not answer the question. Males 2021 n=146, 2023 n=150; Females 2021 n=110, 2023 n=218.

Levels of satisfaction appear to be relatively lower among those that fall within the age range between 20 to 49 years, comparing with those aged 50 year or above. Similarly, the level of dissatisfaction is higher for the former and lower for the latter. *Note, results for those 19 years or under are shown below but are based on very small sample sizes (n=8 in 2023, n=2 in 2021) and should be used as indicative only.*

Across the age groups, all positive ratings have either remained at the same level or have increased from the 2021 results. Those aged between 50 and 59 years show the largest increase, up ten percentage points from 77% to 87%. The share dissatisfied from this age range has also declined from 15% in 2021 to 8%, and the share of *neither/nor* is down from 9% to 4%.

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



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

Base: All respondents excluding those who did not answer the question. <19 2021 n=2, 2023 n=9; 20-29 2021 n=34, 2023 n=63; 30-39 2021 n=38, 2023 n=85; 40-49 2021 n=46, 2023 n=50; 50-59 2021 n=69, 2023 n=71; 60+ 2021 n=67, 2023 n=89.

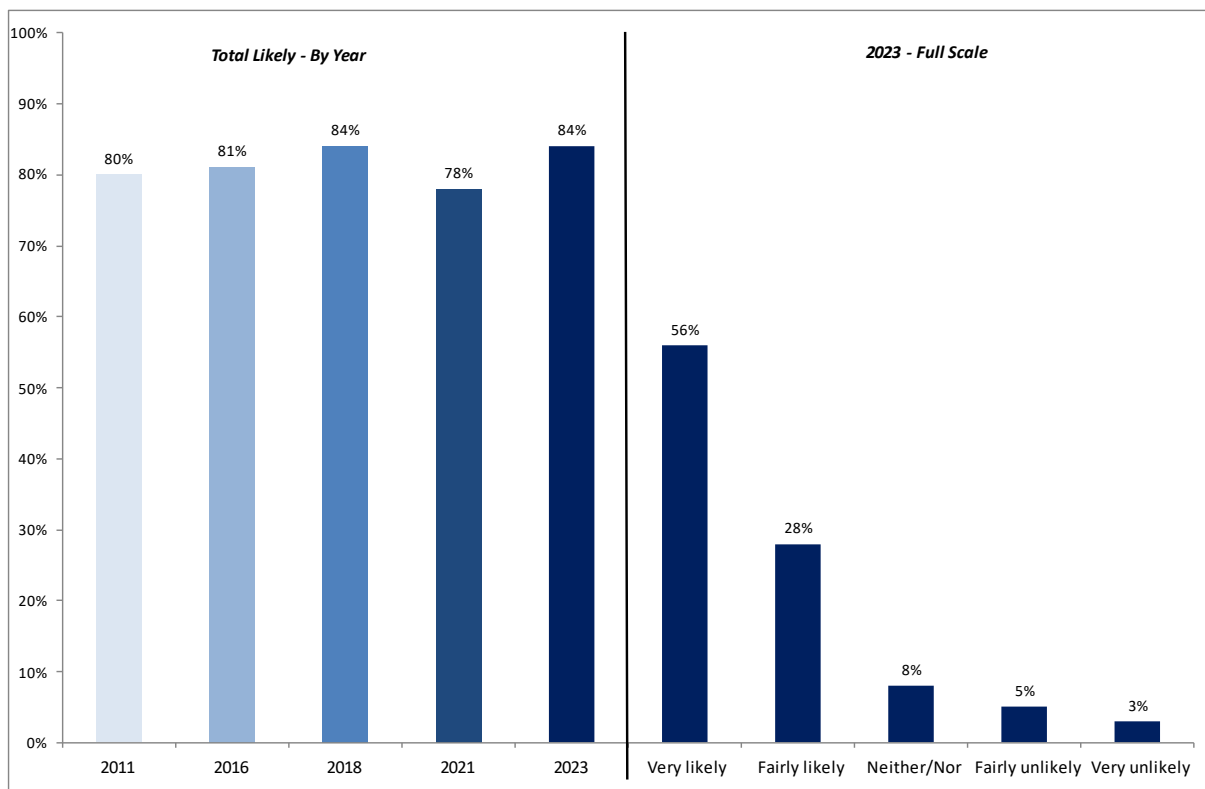
3.3. Likelihood of recommending the restorative justice process to others

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

When asked about recommending the restorative justice service to others in a similar position, four in five respondents (84%) said they would be likely to recommend it, including 56% who said they would be *very likely*. Just 8% would be *fairly unlikely/very unlikely* to recommend restorative justice to others.

When compared with 2021, there has been an increase (but not statistically significant) in the share likely to recommend restorative justice, up from 78% to 84% a similar level was recorded in 2018 (84%).

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



Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%. Base: All respondents excluding those who did not answer the question. 2023 n=360, 2021 n=254, 2018 n=363, 2016 n=284, 2011 n=154.

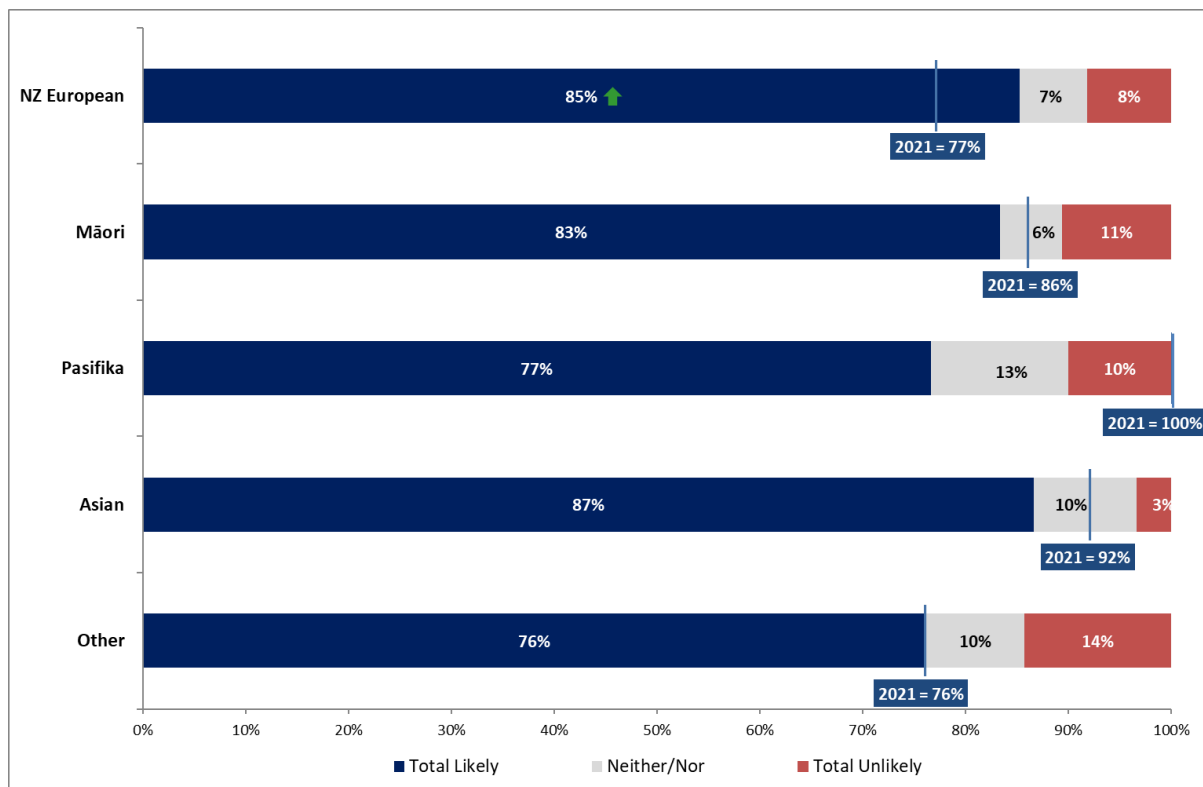
While not shown in the graph above, analysis by attendance shows those whose conference actually took place were statistically significantly less unlikely to recommend the restorative justice process to others in a similar situation (8%), than those who reported the conference never took place (25%), including when offender did not show up. *Note: result should be interpreted with caution due to the small base size for conference not taken place (n=16).*

Recommendation ratings were highest among Asian respondents at 87%, followed by NZ European (85%) or Māori (83%) respondents. Comparatively lower recommendation levels were reported among Pasifika (77%) or ‘other’ ethnicities (76%).

Compared with 2021, the likelihood of recommending restorative justice to others has increased statistically significantly for those who are NZ European, up from 77% to 85%. This increase is as a result of the share of *neither/nor* declining by seven percentage points rather than a decline in the share unlikely to recommend, which was similar in 2021 (9%) and 2023 (8%).

In contrast, while this difference is not significant due to the small sample size, Pasifika respondents’ likelihood to recommend has declined by 23 percentage points, down from 100% in 2021 to 77% in 2023.

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



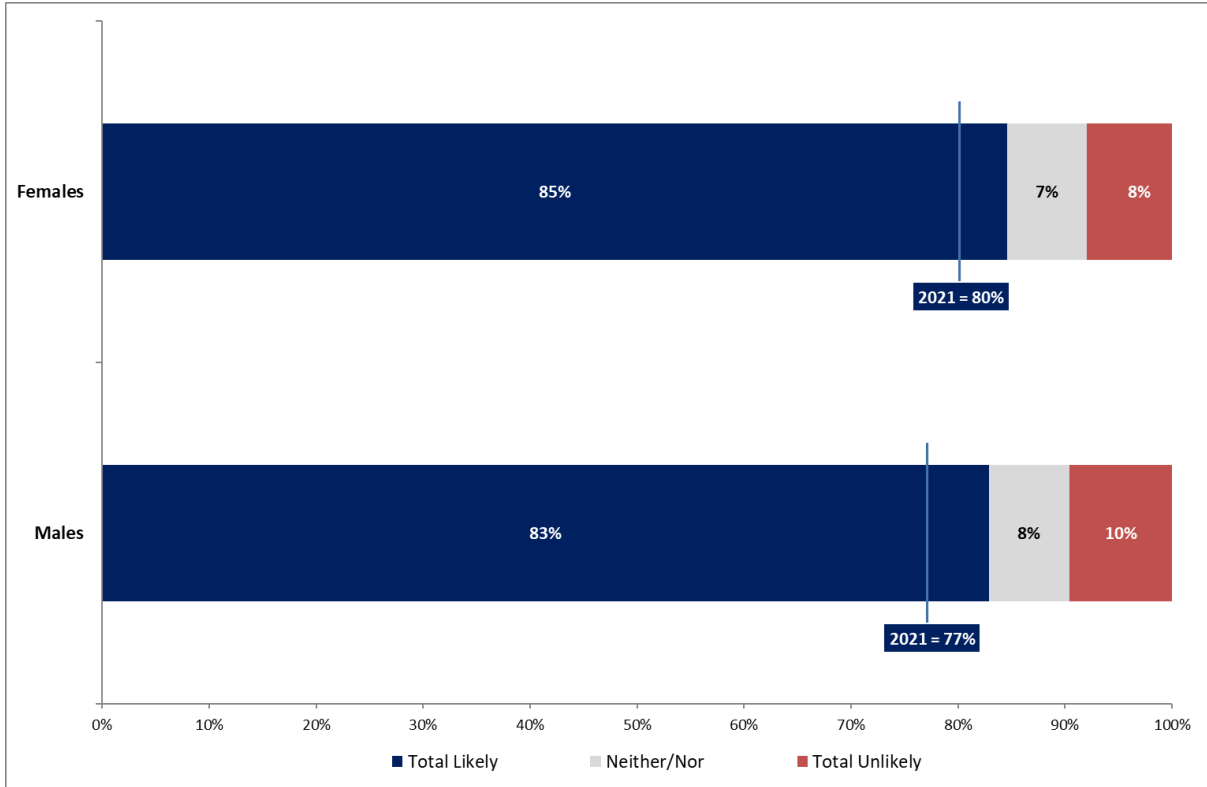
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. NZ European 2021 n=191, 2023 n=245; Māori 2021 n=35, 2023 n=66; Pasifika 2021 n=8, 2023 n=30; Asian 2021 n=12, 2023 n=30; Other 2021 n=29, 2023 n=21. Respondents were able to select multiple ethnicities.

Females (85%) were slightly more likely than males (83%) to say they would be at least fairly likely to recommend the restorative justice process to others.

This slight gender difference was also evident in 2021 and 2018, the share likely to recommend has increased for both females (up from 80% in 2021 to 85%) and males (from 77% to 83%) in 2023.

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



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

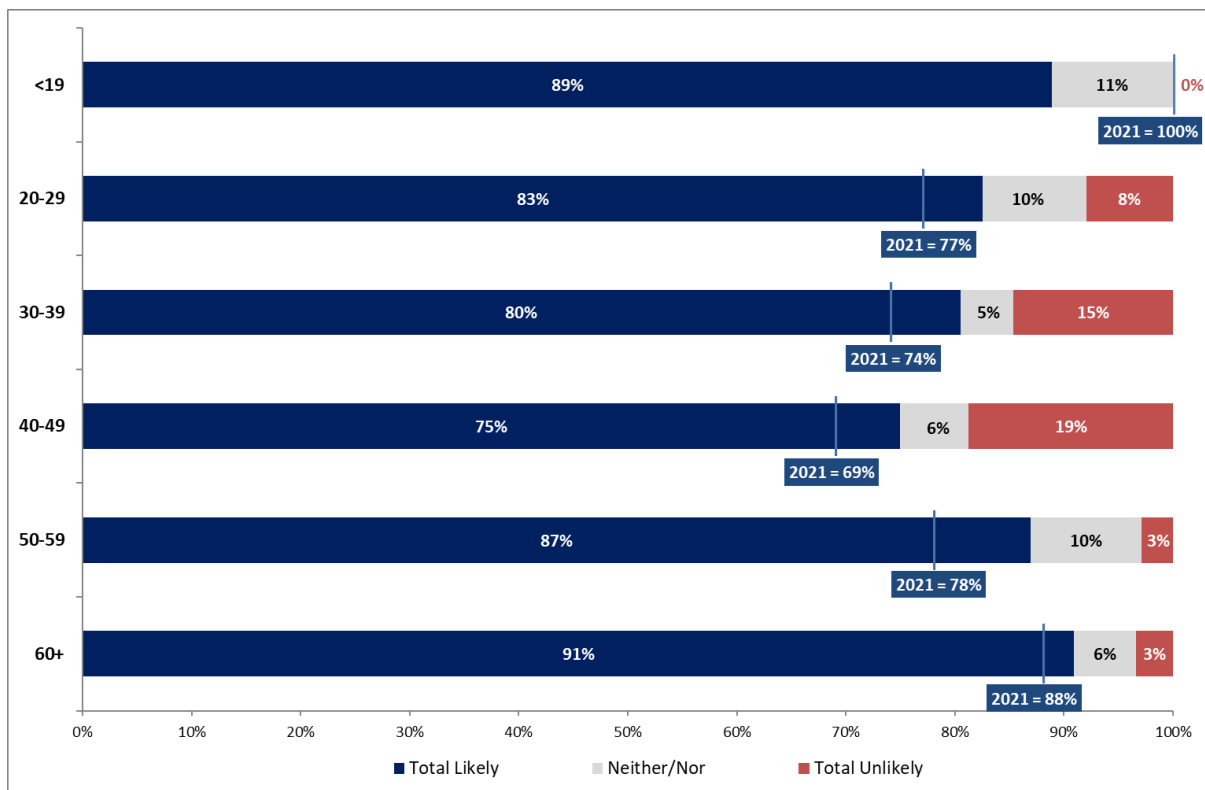
Base: All respondents excluding those who did not answer the question. Males 2021 n=146, 2023 n=146; Females 2021 n=108, 2023 n=214.

Likelihood to recommend restorative justice appears to be relatively lower among respondents that fall within the age range between 20 to 49 years (40 to 49 years being the lowest at 75%), comparing with those aged 50 year or above (with 60 years or older being the highest at 91%). Similarly, those between 20 to 49 years are much less likely to recommend compared to those 50 years of age or above. This pattern has also been observed in Section 3.2 about satisfaction with the overall restorative justice experience, suggesting an alignment of these two key aspects by age. *Note, results for those 19 years or under are shown below but are based on very small sample sizes (n=9 in 2023, n=2 in 2021) and should be used as indicative only.*

While not shown in the graph below, there are statistically significant differences observed in the likelihood to recommend for those aged 50 and above against those under the age of 50 years.

The range of recommendation ratings across the age groups has reduced compared to 2021 (the highest then was 100% and the lowest being 69%). While the differences are not statistically significant, all age groups show an increase in the likelihood to recommend, and a decline in the share of not likely to recommend.

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



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

Base: All respondents excluding those who did not answer the question. <19 2021 n=2, 2023 n=9; 20-29 2021 n=34, 2023 n=63; 30-39 2021 n=38, 2023 n=82; 40-49 2021 n=45, 2023 n=48; 50-59 2021 n=68, 2023 n=69; 60+ 2021 n=67, 2023 n=88.

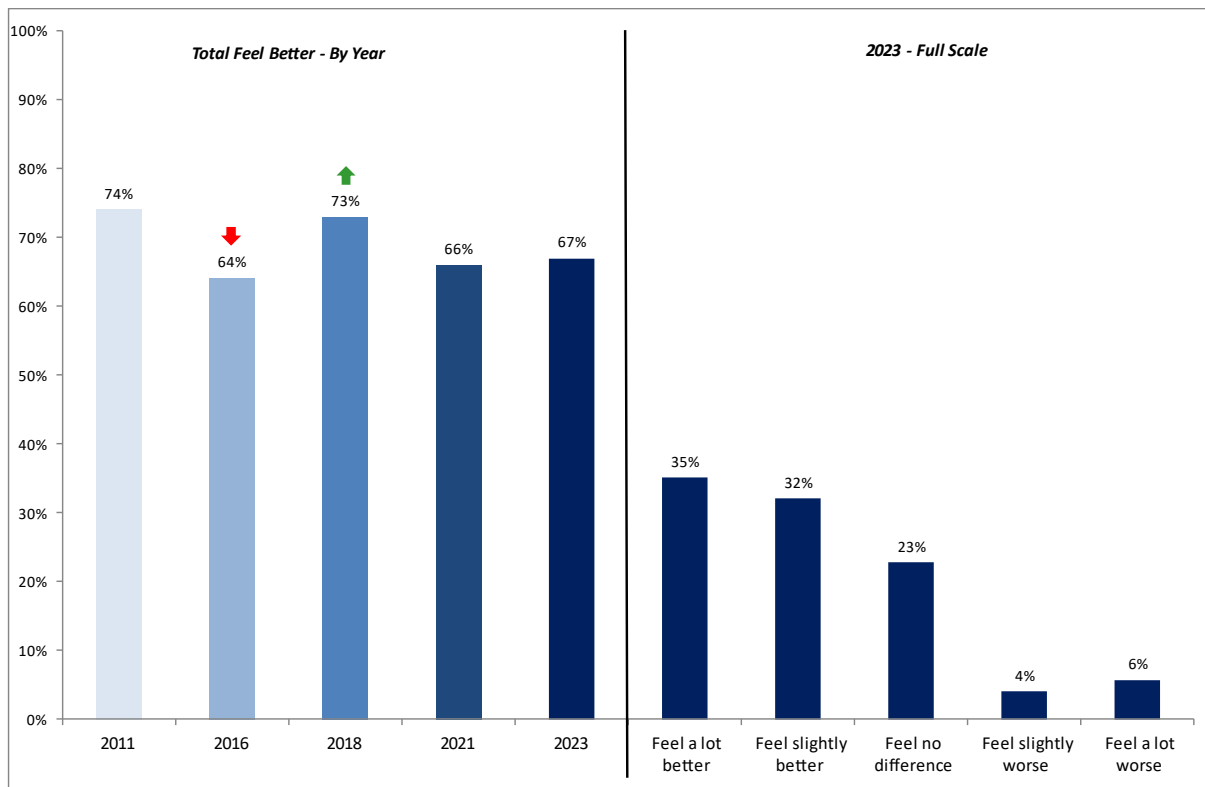
3.4. Impact on victims from taking part in restorative justice

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

Taking part in the restorative justice conference had a positive impact on around two thirds of victims, with 67% reporting they felt *slightly better* (32%), or *a lot better* (35%) afterwards. One in ten (10%), said the meeting made them feel *slightly worse/a lot worse*.

While the total share who felt better is at a similar level as 2021, the share of feeling *a lot better* has increased by five percentage points from 30% to 35% in 2023. There were also slight movements in the share of respondents who are feeling *no different* (down from 27% in 2021 to 23%), and the share feeling worse (up from 7% in 2021 to 10%).

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



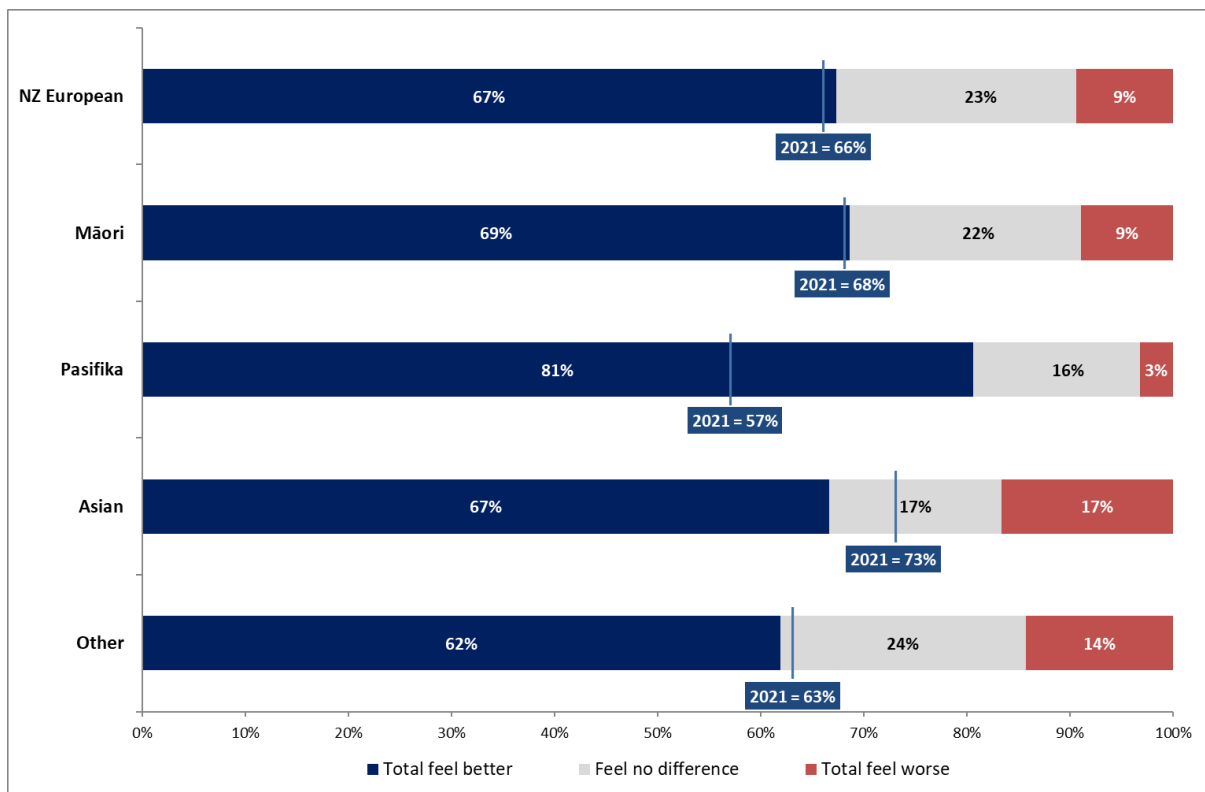
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%. Base: All respondents excluding those who did not answer the question. 2023 n=364, 2021=247, 2018 n=361, 2016 n=288, 2011 n=154.

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

Pasifika respondents were the most likely to report feeling better after the restorative justice conference (81% a lot better/slightly better). All other ethnic groups reported relatively lower ratings on this aspect, ranging from Māori respondents' share of 69% feeling a lot better/slightly better, to those of 'other' ethnicities' 62%. While not statistically significantly different, Asian and 'other' ethnicities had a slightly bigger proportion of respondents reporting feeling worse (17% for those of Asian ethnicity, 14% for 'other'). In contrast, only 3% of Pasifika respondents reported feeling worse, the lowest (although not statistically different) amongst all ethnic groups.

When compared with 2021, the share of victims stating that the restorative justice process had a positive impact on how they felt are similar for NZ European, Māori or those of 'other' ethnicities. While none of these movements are statistically significant, the biggest changes in the positive impact were recorded by Pasifika (up from 57% total feeling better, to 81%) and for Asian (down from 73% to 67%).

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



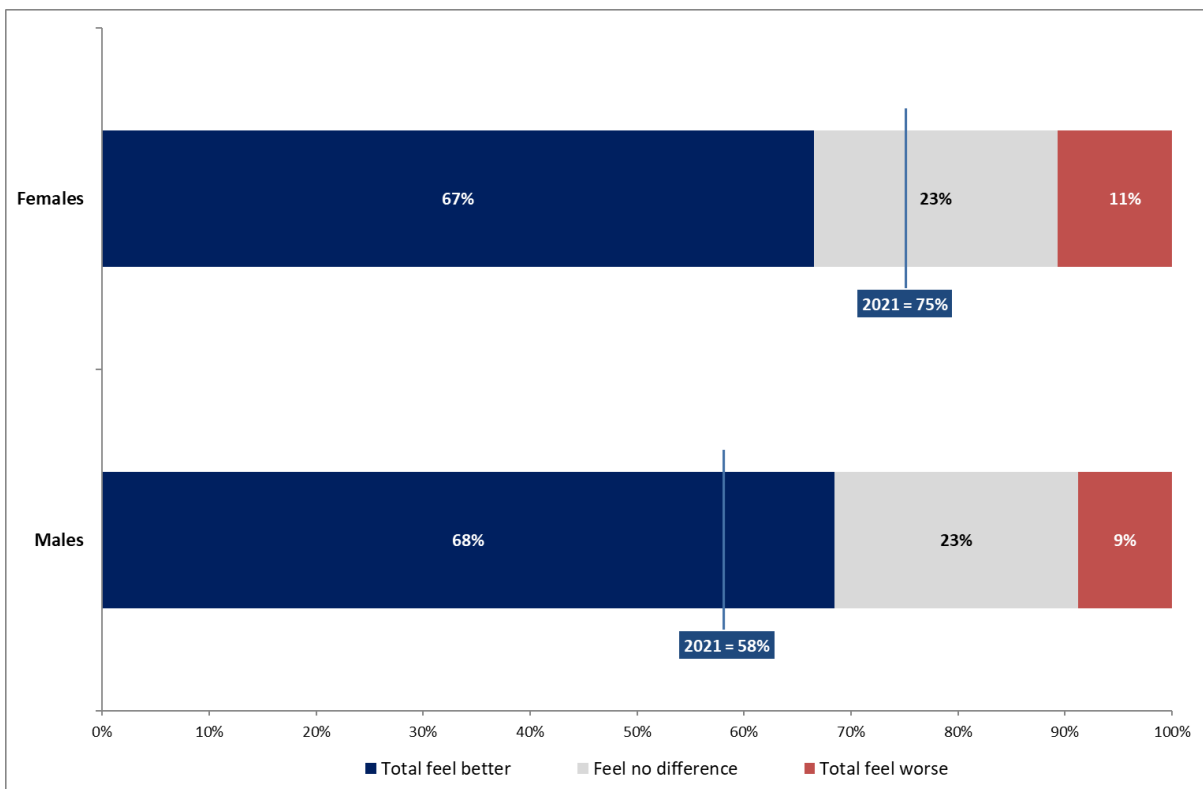
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. NZ European 2021 n=186, 2023 n=245; Māori 2021 n=37, 2023 n=67; Pasifika 2021 n=7, 2023 n=31; Asian 2021 n=11, 2023 n=30; Other 2021 n=30, 2023 n=21. Respondents were able to select multiple ethnicities.

Two thirds of female (67%) and male (68%) respondents reported feeling better after attending the restorative justice conference.

After a notable gender difference in ratings in 2021, the rating distributions have become almost the same in 2023. For female respondents, increase in the share of *feel no difference* (from 18% in 2021 to 23%) has resulted in a decrease in the share of *feeling a lot better/slightly better* (from 75% down to 67%). While for male respondents the rating has moved in the opposite direction, with the share *feeling a lot better/slightly better* increased by ten percentage points (from 58% in 2021 to 68%) due to a smaller share of *feel no difference* (this is a statistically significant decline from 35% in 2021 to 23%).

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



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

Base: All respondents excluding those who did not answer the question. Males 2021 n=139, 2023 n=149; Females 2021 n=108, 2023 n=215.

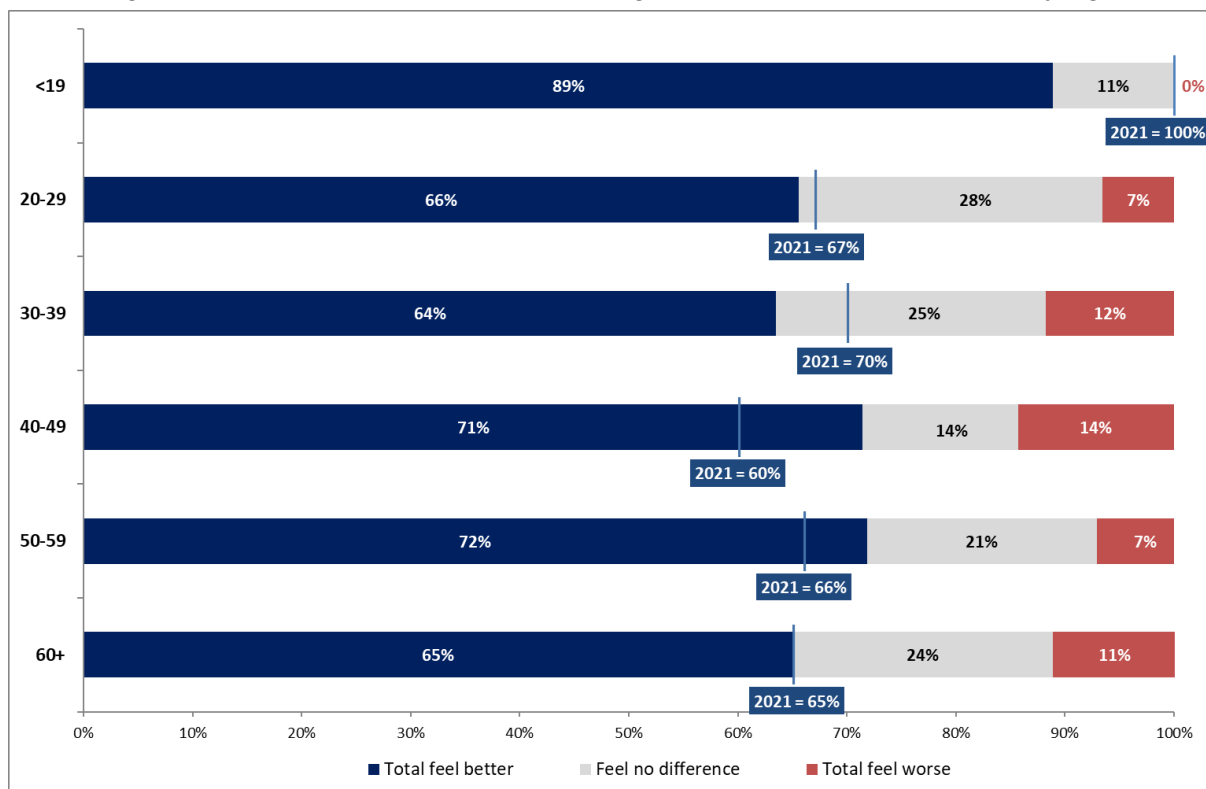
Those aged 40 to 59 years gave higher ratings on the impact of attending a restorative justice conference (average of 72% total feeling better after attendance). *Note: base size those aged 19 or under are very small (n=9 in 2023, n=2 in 2021) hence their results are indicative only.*

Respondents within the age of 40 to 49 years has the biggest share of total feeling worse after taking part in restorative justice (14%), while they rank the second highest in the positive ratings (71%).

The impact on restorative justice participants surveyed shows inconsistent patterns by age group when compared with 2021. The share stating that restorative justice had a positive impact on how they felt, has increased (not significantly) for more mature age groups – those aged between 40 to 49 years (up from 60% in 2021 to 71%) and those aged 50 to 59 years (up from 66% to 72%). Looking at 40 to 49 years in particular, their increase of 11 percentage points in positive impacts is due to the statistically significant decrease in the share of feeling no impact (*feel no difference* was 31% in 2021, compared to 14% in 2023). The share of this group rating *a lot worse/slightly worse* went up a little from 9% to 14%, although it is not statistically different.

In contrast, those under 40 showed some declines in their positive impact ratings.

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



Note: Due to rounding the sum of the individual results may not total 100%. Base: All respondents excluding those who did not answer the question. <19 2021 n=2, 2023 n=9; 20-29 2021 n=33, 2023 n=61; 30-39 2021 n=37, 2023 n=85; 40-49 2021 n=45, 2023 n=49; 50-59 2021 n=65, 2023 n=71; 60+ 2021 n=65, 2023 n=88.

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

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

4.1. Types of meeting(s) with providers

Two thirds (67%) of the respondents in 2023 said they had both face-to-face meeting(s) and phone call(s) with their provider where the restorative justice process was explained to them, and they could ask questions. This is statistically significantly higher than the result from 2021, where around half (48%) reported doing so. Another 21% said they just met with their provider on the phone, which is statistically significantly lower than in 2021 (37%). The remaining 12% just met with their provider in person.

Note: The ability to arrange face-to-face meetings in 2021 had been, to some degree, impacted by COVID-19 restrictions.

There are no significant differences in the split of pre-conference meeting types by gender and ethnicity. Respondents aged between 50 to 59 years were statistically significantly more likely to have had both face-to-face meetings and phone conversations with their provider (89%, compared with 67% overall). Correspondingly, this age group was significantly less likely to have had phone conversations only (7%, compared with 21%) overall.

Analysis by referral type shows those related to family violence were statistically significantly more likely to only have had either face-to-face or online meetings only with no phone calls (16%, overall result being 12% and standard offences being 8%), while standard offence referral types were statistically significantly more likely to have had both meetings and phone conversations with their restorative justice providers (73%, compared to 67% overall and 61% family violence). The share of having telephone only pre-conference meetings were similar for both referral types (23% family violence, 19% standard offence).

4.2. Choice to attend meeting made clear

Almost all respondents (99%) said they were clearly told they had a choice about whether to take part in the conference with the offender. This is unchanged from the 99% in 2021 and in 2018. Results are similar by demographics.

It should be noted that there is a slightly smaller share of family violence related respondents saying it was clear whether they had a choice on meeting with the offender or not (97%, statistically significantly lower than 100% of standard offence related respondents).

4.3. Satisfaction with information provided about restorative justice

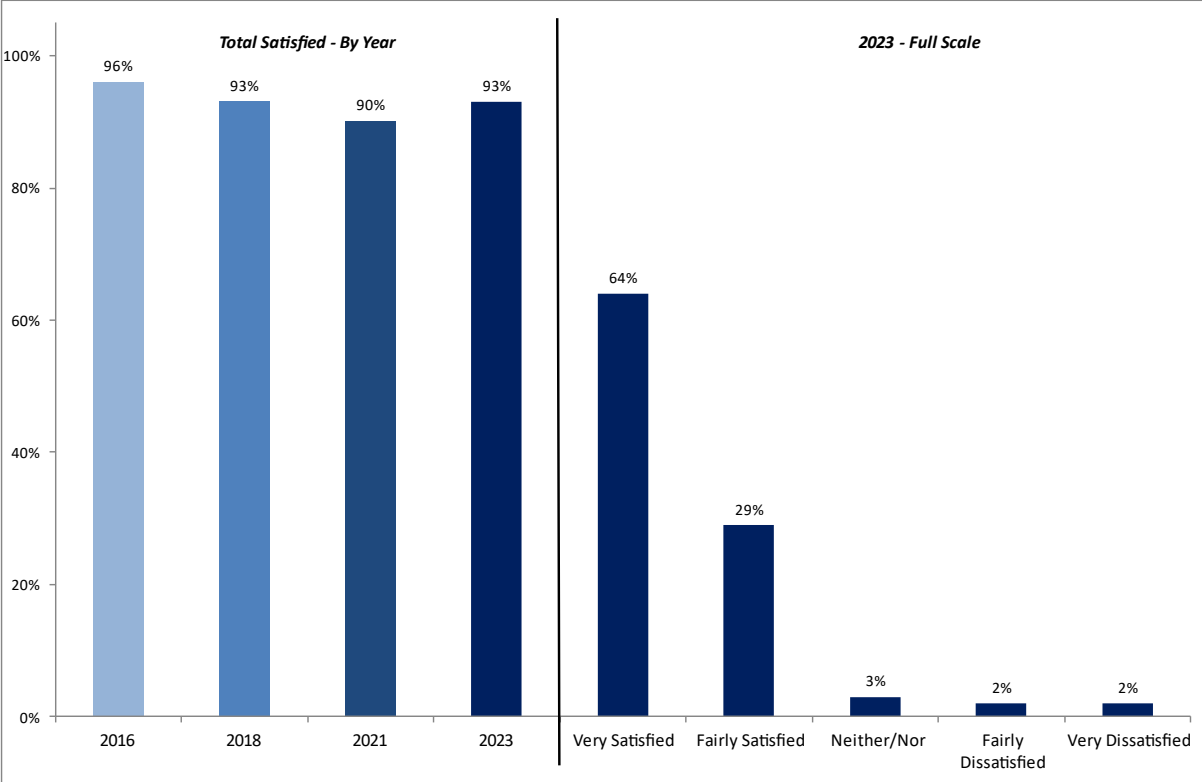
Overall, most respondents (93%) were satisfied to some extent with the provision of information prior to attending the restorative justice conference, including 64% who said they were *very satisfied*. Only 4% of respondents were somewhat dissatisfied.

Total satisfaction with the information provided has increased slightly from 90% in 2021 to the level it was in 2018 (93%). Note that the share of *very satisfied* respondents has increased by six percentage points from 58% in 2021 to 64% in 2023, but still statistically significantly lower compared to 2018 (72%).

It should be noted that those who reported the conference did not take place, including offender not turned up, were statistically significantly more likely to be satisfied with information provision (67%, compared to 95% for those who have had their conference). They were also statistically significantly more likely to be dissatisfied (27%, compared to 3% for those who have had their conference). *Note: base size for conference not taken place is small (n=16), result should be interpreted with caution.*

The only notable difference in ratings for 2023 by ethnicity, gender or age is that respondents aged 20 to 29 years are statistically significantly more likely to rate the information provided neither satisfied nor dissatisfied. (10%, compared with 3% overall). This age group also reported no dissatisfaction of in 2023 (0% *fairly dissatisfied/very dissatisfied*). *Note: no dissatisfaction has been found amongst those aged 19 years or under as well but their base size is very small (n=9) so result should be interpreted with caution.*

Figure 4.1: Victim Satisfaction with Information about Restorative Justice



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

Base: All respondents excluding those who did not answer the question. 2023 n=366, 2021 n=256, 2018 n=364, 2016 n=286.

Reasons for dissatisfaction with information provided

Only 4% (n=13) of respondents were dissatisfied with the information provided before they attended the restorative justice conference. This is in line with the share dissatisfied in previous years (4% in 2021 and in 2018).

When asked why, specific reasons for dissatisfaction included:

- received incorrect/inconsistent information
- there was not enough information to prepare for the conference
- taking part in restorative justice has an impact on offenders' sentence (whether it is in a positive or a negative way)

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

'I was told this meeting had to happen asap so the judge could use the report from it for sentencing. I feel I was pressured into the conference. And it turned out the sentencing didn't take place until months later.'

'I was led to believe that everything would be truthful and above the board.'

'Not enough information was given on how to set up the video call. If the meeting was face to face it would have been better.'

'It was incorrect. I asked them several times, does it reduce the offender's sentence? They said no it doesn't. He had 6 months off from the judge.'

4.4. Reasons for deciding to take part in restorative justice

Respondents were also asked (unprompted) why they had decided to take part in the restorative justice conference with the offender. *Note: In the 2016 survey respondents were not asked this question.*

Table 4.1 shows the most frequently mentioned reasons for deciding to meet with the offender (includes reasons mentioned by 5% (n=18) or more of victims).

Wanting to receive an explanation from the offender (26%) continues to be the biggest reason for decision making around restorative justice participation. This is followed by seeking closure (24%), or wanting to let the offender know the impact the offence had had on them (18%).

Comparing with past survey results, the frequently mentioned reasons appear to be more similar to those given in 2018, where some reasons that were mentioned by a small share of respondents in 2021 have become more common again in 2023⁴. The share saying they decided to take part in restorative justice for the benefit of their family was mentioned by 18% of respondents in 2018, then dropped to below 1% in 2021 (when family violence incidents were not included), and increased to 16% in 2023 (these have been statistically significant differences). This pattern is also observed with the share saying they were informed the setting would be safe, comfortable or supportive (9% in 2018, down statistically significantly to 0% in 2021, then increased statistically significantly 6% in 2023).

Wanting to see or meet with the offender, was given as a reason less commonly in 2023 (10%), and had declined from 15% in the 2018 survey and 20% in 2021 (a statistically significant drop).

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

Reason	2018	2021	2023
Wanting to receive an explanation from the offender	29%	30%	26%
Hope that the meeting would bring closure	36%	19%	24%
Wanting to let the offender know the impact the offence had on them	28%	24%	18%
Wanting to help the offender (make them change/learn, reduce their sentence)	21%	21%	17%
For the benefit of/to help my child(ren)/family/our relationship	18%	<1%	16%
To receive an apology from the offender/for the offender to show remorse	16%	9%	14%

⁴ In 2021, the data collection approach had been slightly different due to the impact of COVID-19. Refer to “COVID-19 and the survey” in Section 1.

Wanted to express my feelings/speak directly to the offender	11%	8%	12%
Wanted to see or meet the offender	15%	20%	10%
The setting appears safe/comfortable/supportive	9%	0%	6%
Wanted to have my questions about the offence answered	7%	9%	6%

Base: 2023 n=356, 2021 n=241, 2018 n=357 (all respondents excluding those who did not answer the question). Table lists respondents given by 5% or more of respondents in 2023. Multiple responses permitted therefore percentages may total more than 100%. Red text indicates a statistically significant decline when compared with the previous measure, while green text indicates a significant increase.

While the overall result is too small to be included in the table of reasons above (2%, n=6), it should be noted Asian respondents were statistically significantly more likely to give to avoid going to court as a reason (10%).

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

'It was our only chance to speak with him (the offender) and get some closure. We were hoping to get our money back from it.'

'For me it was just to move on, if I had seen this fella on the street, it would have been over. So yeah, it was just for my soul really.'

'Out of interest, to see how the process worked.'

'Wanted it on paper for the court, didn't actually want to attend the meeting. Just wanted to show the judge I had tried different things first to try and solve it.'

'I had seen him at the scene of the accident; I felt empathy for him, I didn't want his life to be ruined, I wanted him to move on with his life. For me, it was not to feel anger and to work through emotions. I wanted to be able to move on and not have any questions in our minds for why this had happened to us.'

'To seek justice and so it doesn't happen to anybody else.'

'He is the father of my child, try and keep the relationship as good as it could be, wanted to give him a chance to say sorry.'

'The restorative justice opened my eyes. I needed to dig myself out of the hole. The restorative justice gave me strength to do it. I wanted to tell them my story.'

'It was partly because of the way they explained it - I was, shall we say somewhat reluctant originally to meet with the offender. Once they explained I thought this might help in the future for this particular offender.'

'To put a face to the name, to see the level of intent behind the crime. Or whether the offender was a lost cause.'

'The victim was so traumatised by the home invasion that he couldn't attend so I felt that someone should speak on his behalf.'

4.5. Nervousness of victims before the conference

Over half of all respondents (59%) reported some degree of nervousness prior to meeting with the offender, including 20% saying they were *very nervous*. In contrast, 41% said they didn't feel nervous at all. There were more people feeling *nervous* (13%, statistically significantly up from 7% in 2021) or *very nervous* (20%, compared to 16% in 2021 and not statistically significant). Fewer people feeling *a bit nervous* (26%) compared to 2021 (32%, but not statistically significant).

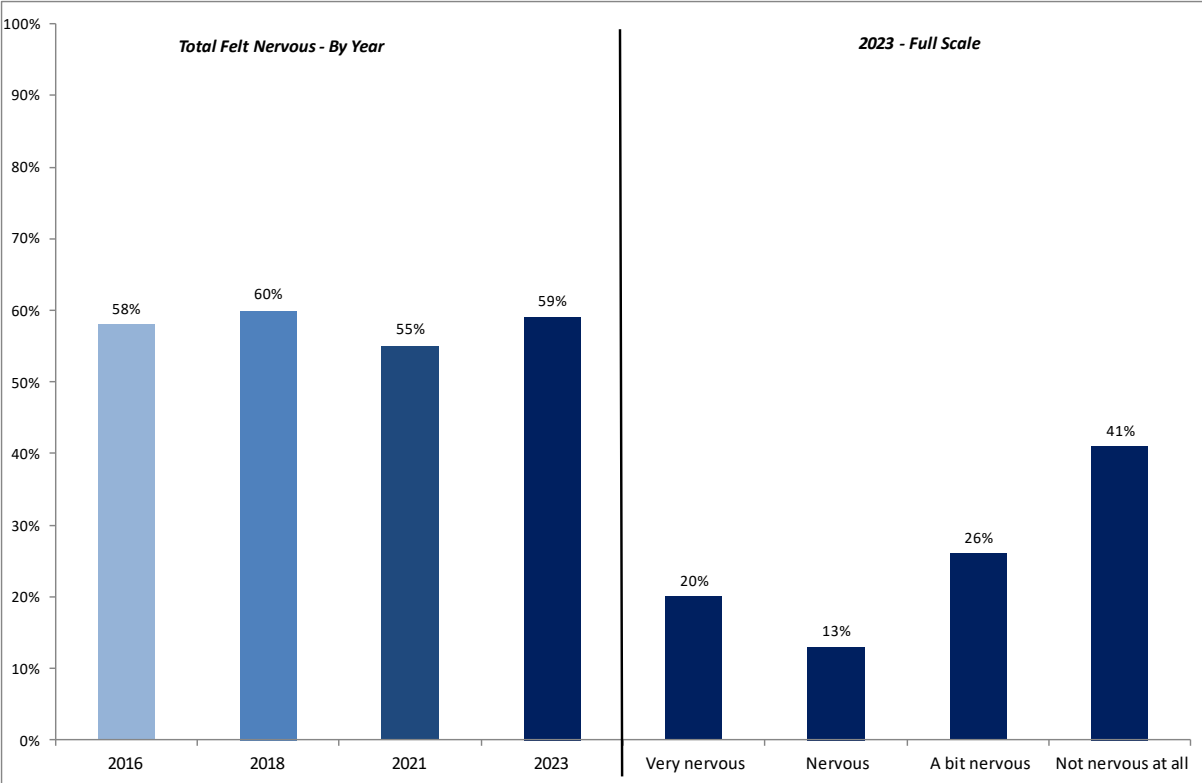
Participants in family violence related conferences were significantly more likely to have some degree of nervousness prior to the meeting (68%, 59% overall). This trend was also observed in 2018 when family violence referral types were included in the sample⁵.

Similar to in 2021, females were statistically significantly more likely to feel at least a bit nervous (70%, compared with 43% of males) and *very nervous* (27%, compared with 9% of males). When broken down by age, those between the age of 30 to 39 years were also statistically significantly more likely to feel nervous (77%, compared with 59% overall). In contrast, respondents who are 60 years or over were statistically significantly less likely to indicate nervousness (38%).

There are no statistically significant differences in the results by ethnicity.

Figure 4.2: Feelings Before the Restorative Justice Conference

⁵ In 2021, the data collection approach had been slightly different due to the impact of COVID-19. Refer to "COVID-19 and the survey" in Section 1.



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

Base: All respondents excluding those who did not answer the question. 2023 n=369, 2021 n=256, 2018 n=362, 2016 n=289.

5. The Conference

This section reports on the experiences of the respondents who attended a restorative justice conference (face-to-face or online via a video link) with the offender. *Note: the 2023 survey has included a new question to distinguish between face-to-face or online meetings (refer to Section 5.1), as well as questions about conference venue (Section 5.4) and timing (Section 5.5).*

5.1. Type of conference

Around three in five restorative justice participants surveyed had their conference in person and met the offender face to face (59%), while 36% said their conference took place online via a video link. Sixteen respondents (4%) said their conference never took place, including the situation where the offender did not turn up. Results are consistent across demographics.

5.2. Statements about the conference

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

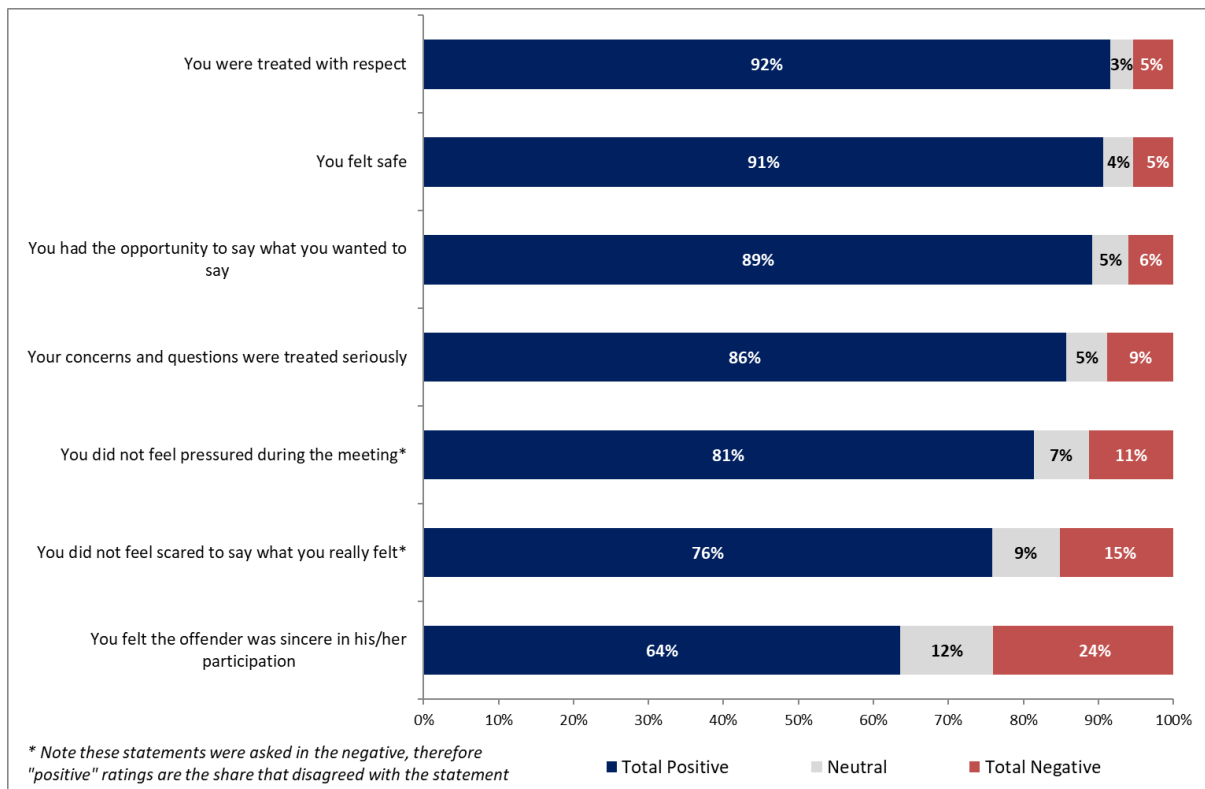
Note: Two of the statements were negatively phrased ('you were scared to say what you really felt' and 'you felt pressured during the meeting') therefore, in the analysis below, their shares of 'positive ratings' are those that disagreed to some extent with the statement.

Attendees were most positive about being treated with respect (92% agreeing) and feeling safe at the conference (91%).

At least four out of five were happy with most other aspects of the meeting (either agreeing with positively phrased statements or disagreeing with negative ones). The exception was that only just over three out of five attendees (64%) agreed that they felt the offender was sincere in their participation, with around one quarter (24%) disagreeing with this statement. Around one in seven (15%) of respondents reported being scared to say what they really felt during the meeting, and 11% felt pressured during the meeting.

Measures are similar across demographics with no statistically significant differences for all seven statements.

Figure 5.1: Statements about the Conference – Positive Ratings for 2023



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

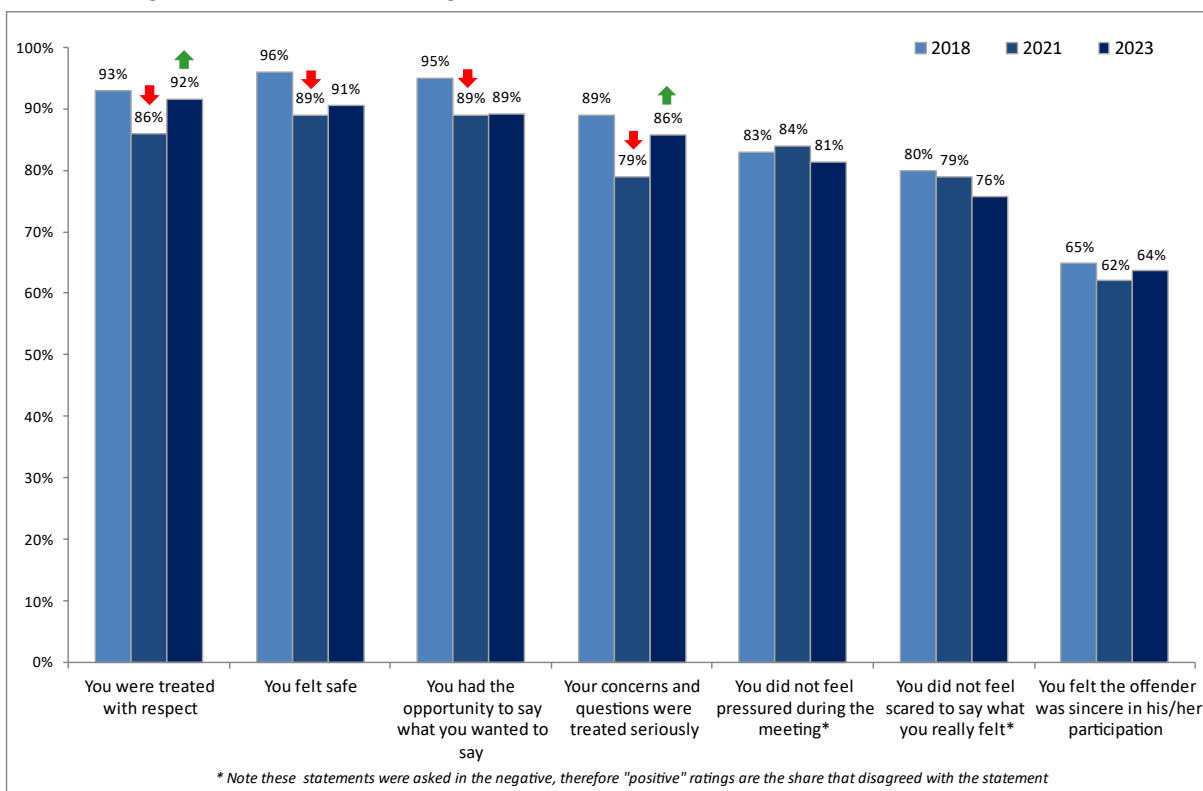
Base: n=371. All respondents excluding those who did not answer the question.

Compared with 2021, there has been a statistically significant increase in the share of attendees agreeing to some extent that they:

- were treated with respect (up from 86% to 92%, note 92% aligns with the result of 93% in 2018); and
- felt their concerns and questions were taken seriously (up from 79% to 86%).

Other measures have remained consistent with their positive ratings since 2021 (a slight decline in agreement ratings for the positively framed statements, or a slight increase for the negatively framed statements). Ratings continue to be the least positive about respondents felt the offender was sincere in his/her participation of the restorative justice process.

Figure 5.2: Positive Ratings for Statements about the Conference Over Time



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

Base: 2023 n=371, 2021 n=259, 2018 n=358. All respondents excluding those who did not answer the question.

Arrows indicate a statistically significant increase or decrease in positive ratings compared with the previous measure.

5.3. The facilitator’s management of the meeting overall

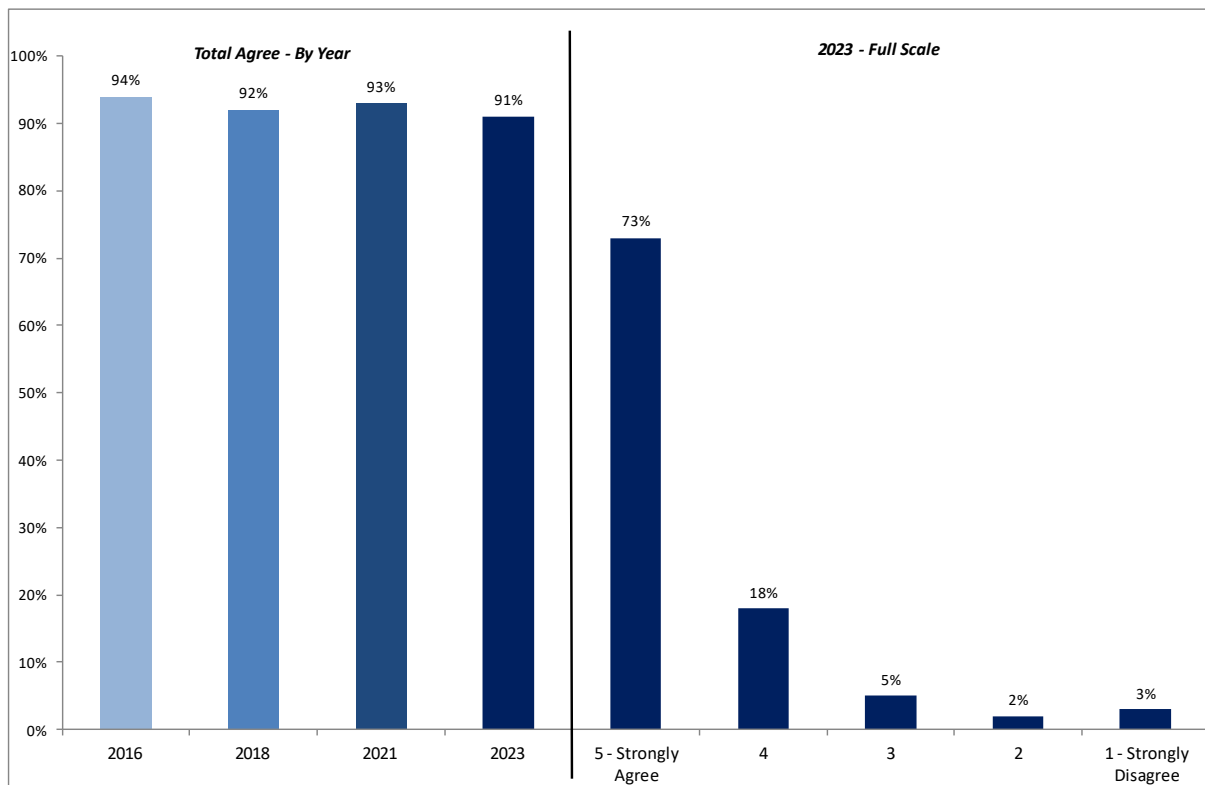
The great majority of the conference attendees surveyed were happy with how the facilitator(s) managed the meeting overall (91%), including 73% who *strongly agreed* with the statement. Only 5% disagreed with the statement to some extent and a further 5% gave a neutral rating (neither satisfied nor dissatisfied).

The share of respondents satisfied with how the meeting was managed is in line with results in previous years.

Those of Pasifika ethnicity were statistically significantly more likely to give a rating of neither satisfied, nor dissatisfied (19%, compared with 5% overall) for the facilitation. (Note: that as shown earlier, Pasifika respondents had the highest levels of satisfaction with their conference (87% compared to 79% for total sample), but showed somewhat lower levels of likelihood to recommend to others (77% compared to 84% for total sample – though this may reflect cultural differences in relation to recommendation).

There were no statistically significant differences in ratings by age or gender.

Figure 5.3: The Facilitators Management of the Meeting Overall



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

Base: All respondents excluding those who did not answer the question. 2023 n=353, 2021 n=248, 2018 n=358, 2016 n=289.

5.4. Face-to-face conference – suitability of venue and improvements

Those who had a face-to-face conference, were asked whether they were given the option as to where the meeting would take place. Just under a third (30%), said they were given the option, while 58% said they were not and the remaining 12% were not sure, or couldn't recall if they were given the option.

Most attendees (88%) agreed the arranged venue was suitable for holding the meeting, including two thirds (66%) strongly agreeing. Only 4% disagreed on this aspect to some extent. Results were similar by demographics.

5.5. Timing of conference in relation to the offence as a whole

In relation to when the meeting with the offender took place, two thirds of the respondents (66%) think it had happened at the right time. However, just over one in five (22%), said they would have received better outcomes had the meeting taken place at a different time (6% thinking it should have happened at a later date and 16% thinking it should have happened earlier). The remaining 11% didn't have an opinion about the timing, or gave an answer of *don't know*.

Respondents of Asian ethnicity were statistically significantly more likely to think the conference should have happened earlier (42%, compared with 16% overall). In contrast, family violence referral types were statistically significantly more likely to feel they would receive a better outcome should the meeting be held later, such as after sentencing (11%, compared with 6% overall). Results are consistent by age and gender.

Those who thought the meeting should have taken place at a different time, were also asked for their opinion on when it should have been. Over half of those who wanted the meeting earlier (56%) said it should be within 12 weeks after the incident or offence, while another one third of respondents just said earlier in general (29%). For opinions on having the meeting taken place at a later time, 50% said it should have been after sentencing. *Note: sample size for meeting to happen at a later time is small (n=24).*

6. Benefits and longer-term impacts

This section reports on the benefits and longer-term impacts the restorative justice had on participants.

As well as asking respondents if taking part in the restorative justice meeting had a positive impact on them personally (with 67% stating that after the meeting they felt *a lot better/slightly better*, as reported in Section 3.4), the following impacts were also assessed with participants surveyed:

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

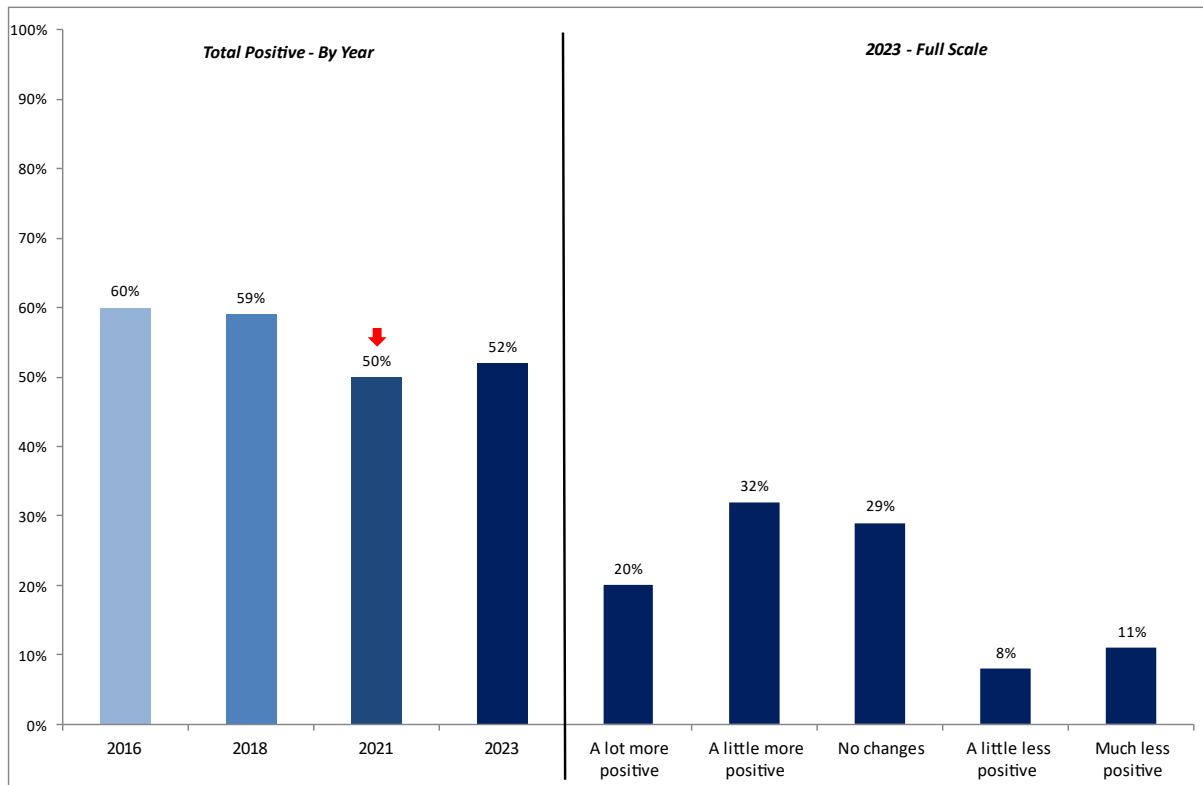
6.1. Impact on views of the criminal justice system

Over half of all victims (52%) said their views of the criminal justice system as a whole had become more positive following their participation in restorative justice, including 20% saying that their views were *a lot more positive*. A similar proportion (19%) said being involved in the process influenced their views in a negative way, while another 29% said it had no impact.

While there are no statistically significant differences when compared with the 2021 result, the biggest shift has been in the share stating that participating in the restorative justice meeting had not changed their view of the criminal justice system (down from 36% to 29%). The shift aligns with the result from 2018 (share of *no change* was also 29% then). The positive rating however, has not got back to the level it was in 2018 (59% had more positive views of the justice system to some extent, compared with 52% in 2023 and 51% in 2021).

The total share feeling less positive about the criminal justice system shows an increasing pattern (although changes are not statistically significant) for the second consecutive measure – 11% in 2018, 15% in 2021 and 19% in 2023.

Figure 6.1: Impact on Views of the Criminal Justice System



Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%. Base: All respondents excluding those who did not answer the question. 2023 n=359, 2021 n=244, 2018 n=360, 2016 n=289.

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

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

About four in five attendees (79%) thought the restorative justice conference was a good way to deal with the offence that had been committed against them, including 33% who thought it was a *very good way of dealing with the offence*. Only 4% felt it was a bad way of dealing with the offence.

While there is no gender difference on this aspect, respondents who are 60 years or over were statistically significantly more likely to say meeting with the offender had been a good way to some extent in dealing with the incident (a share of 92% saying it's a *good/a very good way of dealing with the offence*, compared to 79% overall); however those between 30 to 39 years were statistically significantly less likely to feel this way (66%, compared to 79% overall).

Statistically significant results have also been observed for these categories:

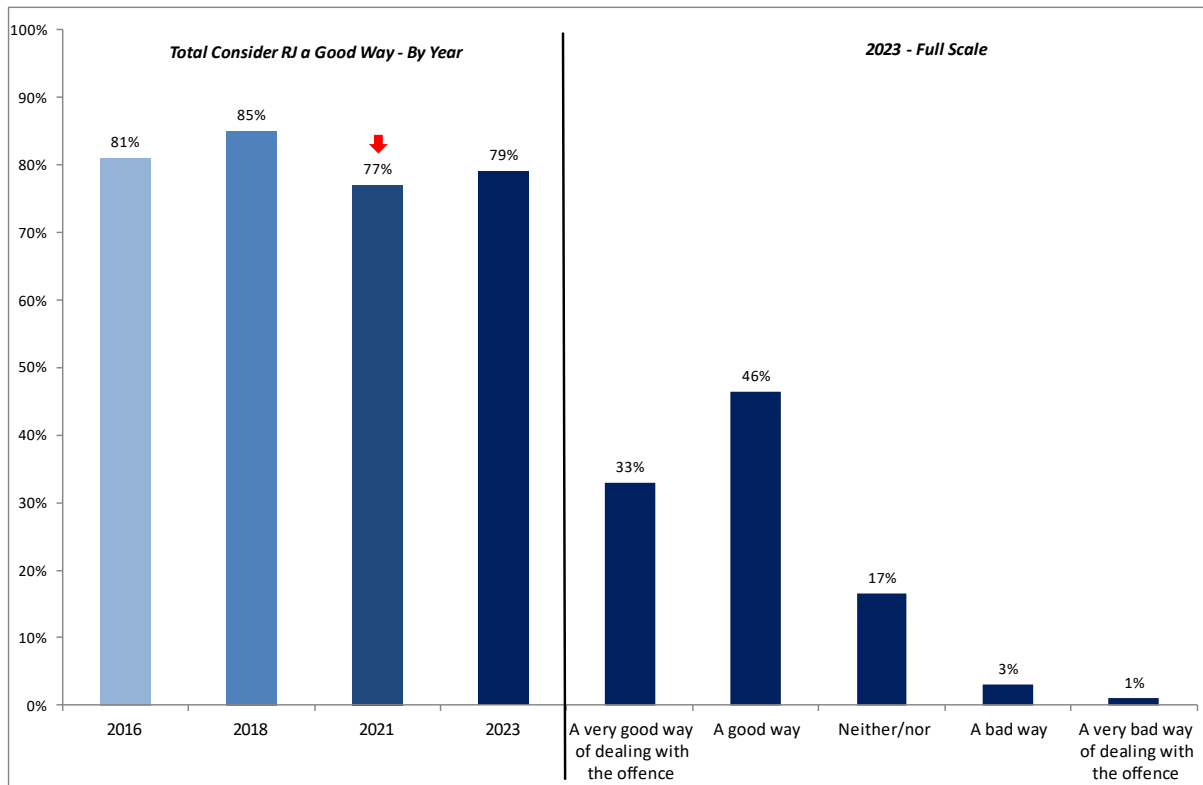
- The share of those saying it's a *very good way of dealing with the offence* (33%) is significantly lower for those who are of Asian ethnicity (6%), aged between 20 to 29 years (16%) or between 30 to 39 years (18%).

- Reflecting their positivity, a significantly lower proportion of respondents 60 years or indicated that the restorative justice conference was *neither a good way, nor a bad way of dealing with the offence committed against them* (4% for this age group, 17% overall across all ages). In contrast, those aged between 30 to 39 years were significantly more likely to say it's *neither a good way, nor a bad way* (31%, comparing with 17% overall).
- While overall result shows only 4% of respondents not considering restorative justice conference a good way to deal with the offence committed against them, it is statistically significantly more likely to be the case for those of 'other' ethnicities (9% saying it's *a bad/a very bad way of dealing with the offence*).
- Those who reported not having had their conference, including when offender did not turn up, were statistically significantly less likely to say restorative justice as somewhat a good way of dealing with the offence (50%, compared with 81% for those who have had their conference). Statistical significant differences were also present on restorative justice being somewhat a bad way of dealing with the offence – 3% for those who had the conference, 19% for those who didn't. *Note: result should be interpreted with caution due to the small base size for conference not taken place (n=16).*
- Analysis by referral type shows standard offence related respondents were statistically significantly more likely to consider restorative justice as somewhat a good way of dealing with the offence (84%, compared with 73% for family violence).

The share considering restorative justice as somewhat a good way of dealing with the offence is consistent with 2021 (77%), increasing slightly by two percentage points in 2023 (79%). However, this was again statistically significantly lower than the result of 85% reported in 2018 (not showing in the graph below as only comparisons between consecutive measures are displayed). A similar pattern has been observed with the rating on the views of the justice system being positively influenced by participating in restorative justice, where the 2023 rating has increased by two percentage points from 2021 but is still relatively lower than in 2018.

Although not statistically significant, the share of those saying restorative justice is a bad/very bad way to deal with the offence committed against them had declined slightly by two percentage points, from 6% in 2021 to 4% 2023.

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



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

Base: All respondents excluding those who did not answer the question. 2023 n=362, 2021 n=244, 2018 n=356, 2016 n=289.

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

6.3. How the restorative justice meeting benefited victims

Respondents were also asked how taking part in the restorative justice process had benefited them, if at all. Most were able to name at least one way that restorative justice had benefited them (82%, up significantly from 74% in 2021), while (18%) said the process had not benefited them at all (26% in 2021).

The three key ways that restorative justice was described as beneficial are:

- I feel that I can move on / I got closure (36%, increased statistically significantly from 26% in 2021)
- I got to have my say / the offender heard my point of view / heard how it affected me (17%, also a statistically significant increase from 2021's result of 9%); and
- I got to hear the offender's point of view and understand what happened (15%, stable from 16% in 2021).

Consistent with previous surveys, these continue to be the most frequently mentioned benefits.

Other commonly mentioned benefits (mentioned by 5% or more of those who provided an answer) include:

- healed emotionally (6%)
- improved relationship with family members and/or friends (5%)
- improved relationship or communication with the offender now (in the situation where the offender was their partner, friend, or neighbour etc.) (5%)

Key benefits noted were similar across demographics. While there was a very small share of respondents (3%, n=9) who said participating in restorative justice had made them feel less scared, Pasifika respondents were found to be statistically significantly more likely to say so (13%).

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

'It was great to talk about things and to have the two facilitators there.'

'Our kids go to the same school. It makes pick up and drop off a bit easier. It gives reassurance that our kids aren't going to bring it up and fight about it.'

'I now know what's involved with restorative justice.'

'I was able to express my feelings and got to ask questions I would normally be too scared to ask.'

'Gave my family a lot more about what happened and gave closure.'

'Not from New Zealand, allowed me to experience New Zealand laws and deal with the situation because of situation like this before. I felt supported through the whole thing.'

'Gave the ability for the perpetrator to face the offence that he had committed and the effect of it. I thought it was a good way for them to hear a third party and a mediator to give them an understanding instead of it coming from me only.'

'I have my relationship back with my son and he has turned his entire life around because he was able to see how much it hurt us and affected us.'

'Getting his apology on what happened and feeling a bit more safer in the same town as him.'

'It's made me a bit stronger.'

7. Overall feedback and suggestions for improvement

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

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

7.1. Negative aspects of the restorative justice experience and improvements

Restorative justice participants surveyed were asked to identify any negative aspects of the restorative justice process or areas that could be improved. About a third of the respondents (31%) made no comments and for those who did, 16% said they were unable to think of any negatives or areas for improvement. The most frequently mentioned negative aspects or need for improvement (those mentioned by 4%/n=10 or more respondents) are listed in Table 7.1 followed by a selection of verbatim comments.

Table 7.1: Negative Aspects of the Restorative Justice Experience and Improvements

Comment	2023
None – nothing was poor or needed improvement	16%
Need feedback/updates on what happened to the offender after the conference	12%
It took too long between the offence and the first meeting with the facilitator	11%
Felt the offender was not sincere in their apology (only doing it to avoid court or to get a lesser sentence)	8%
The process needs to be explained better; information provided was not comprehensive enough / hard to follow	5%
The offender kept offending / offender didn't change	4%
Not happy with the outcome / court outcome/ sentence	4%

Base: n=255 (all respondents excluding those who did not answer the question). Table lists respondents given by 4%/n=10 or more of respondents. Multiple responses permitted therefore percentages may total more than 100%.

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

'NEEDS TO BE EARLIER. Communications was pretty poor at first, I struggled to find out what was going on BEFORE the restorative justice started. I was left alone during that time. Restorative justice only happened when the judge mentioned it in the first hearing, otherwise it would not have happened.'

'Whoever makes the decisions, should be more selective about who is applicable for it (restorative justice).'

'More cultural understanding, less on the in-depth detail of events, less pressure from the facilitators.'

'Due to COVID, the scheduling at the prison had double booked so we had to move ours to another date. The communication between the courts, prison and restorative justice could have been clearer. (An improvement:) Better communication between the authorities.'

'I should have agreed to do a face to face, which they did suggest strongly but I refused. I was scared, so I agreed for a video call. I think it would be better if it was done face to face.'

'Someone who can speak the language, many can't speak English, the facilitator was telling the person (the offender) to hurry up as he was slow.'

'The restorative justice is a very good process. I think where I was disappointed was when I got transcript from the meeting, I believe the person taking the notes didn't put a true and accurate record of what said. They played a part in outcome of answers. I was quite strong, prepared, but when I read the transcript that was sent to me and my wife, they got it wrong, watered-down statements, I was disappointed. I know they can't do word for word, but the whole statement was softened. I know judges read it, if the judge read that it wouldn't been a true reflection.'

'Doing it online was an absolutely horrible experience. I think in-person might be better. I did not feel safe in the online conference as I knew he had someone listening in who wasn't supposed to be there. And what's to stop the offender recording the conference? Having to do this, then read the draft report, and read the final report before it was sent to the judge was very traumatising. Each time. It felt like this process was not for my benefit at all. I felt extremely vulnerable during and after the conference. The fact that the sentencing didn't happen until months later actually made me feel really upset too.'

'The only comment I have was just the room that we were in - that was it. It was just too small. On that day it was quite warm.'

'I think there wasn't enough time for me as the victim to have my say. The whole meeting was very directed and also we (the offender and I) were left on the zoom call alone for quite some time. No

facilitator was in his room and no facilitator was in my room. The facilitators might not have closed the meeting properly. (An improvement:) I guess with the video call, to make sure the prisoners' side is turned off before they sign out of the meeting.'

'It took a long time from when it happened to the meeting, or even the possibility of the person to say sorry. It took so long, I didn't want to take my 6 year old to live the whole experience again. In things involved with little children it should happen much faster.'

'I found it weird how we could bring a support person, and that the offenders support person was giving feedback, as in this matter I think they don't have an opinion. It's more just between offender, victim and facilitator, not feedback from support person. Support people are to be there to support not trying to give feedback, and trying to get the facilitator to think that the offender is in the right.'

'It was a bit confusing. I didn't know what (I) was there for, had to give my side of view. I didn't know when was sentenced, it was confusing.'

7.2. Positive aspects of participants’ experience with restorative justice

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

Only 8% of the respondents had no comments to make. Common responses (those mentioned by 5%/n=10 or more of respondents) are listed in Table 7.2 followed by a selection of verbatim comments.

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

Table 7.2: Positive Aspects of Participants’ Experience with Restorative Justice

Comment	2023
Good facilitators (including: very polite, easy to talk to, made me feel comfortable, caring, supportive, respectful, professional)	38%
I was able to have my say (the offender to hear the impact on me)	28%
Meeting took place in a safe/controlled/calm environment	14%
The offender gave me an explanation and answered my questions / I could relate to the offender and get a better understanding of their side of the story	14%
Provided me with closure / I could move on	14%
The ability to meet face to face with the offender	12%
Positive outcome / it’s a positive way to deal with crime	10%
Clear process / information clearly explained/organised	10%
I was able to talk openly about the offence	10%
Seeing that the offender was genuinely sorry (apologised / showed remorse)	5%
The offender agreed to change their behaviour/chance for the offender to change their behaviour	5%
I felt it was fair / neutral / non-judgmental or bias on either side i.e. the offender vs. the victim or their support/representative person.	5%

Base: n= 342 (all respondents excluding those who did not answer the question). Table lists respondents given by 5%/n=10 or more of respondents. Multiple responses permitted therefore percentages may total more than 100%.

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

'Totally informed consent, having a total choice about whether I engaged or not. Everyone had to listen to the other person.'

'Something that I would suggest to people.'

'Just having the opportunity to be face to face to face with them - I don't like the word victim, just finding out why they had the right to do that to me.'

'Facilitators - they were lovely kind of guys. They had a psychiatric criminal background, so had been working with mental illness criminals over time and had the knowledge and experience needed.'

'It gave us a chance to account for our actions and both own our parts in what happened and explain to each other why we acted the way we acted. We both managed to work out where we went wrong and we've addressed that both having worked on ourselves, and we're happily living together now.'

'I was strong enough to walk away.'

'The facilitators were professional. They provided a whiteboard which was helpful as I was able to draw how I felt and what had happened. The room was set up in a way where if the offender became violent again there were two tables separating us.'

'The cultural aspect of dignity.'

'I was reassured that all was fine, I was safe, I could leave at any time. I felt comfortable and able to express myself.'

'I did like knowing I could say I could take a support person. I could pick who he couldn't bring. I liked the fact that there was a male and female facilitator.'

'The good thing was that his father was sitting beside him in the meeting and being supportive and loving towards his son.'

'I guess for me just knowing that they were very sorry.'

'Recognising that there's avenues that can be used through the justice system.'

8. Appendix 1: Sample description

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

Appendix Table 1: Description and Demographics of Respondents

Characteristic	Number	Percentage
Total	371	100%
Gender		
Male	151	41%
Female	220	59%
Ethnicity (Note: multiple ethnicities could be selected)		
New Zealand European	250	67%
Māori	69	19%
Asian	31	8%
Pasifika	32	9%
Other	22	6%
Age		
15 to 19 years	9	2%
20 to 29 years	63	17%
30 to 39 years	86	23%
40 to 49 years	51	14%
50 to 59 years	72	19%
60 years or older	89	24%
Victim Status		
Victim of the offence	347	94%
Representative of victim (parent/guardian)	8	2%
Representative of victim (other family member)	7	2%
Representative of victim (non-family member)	9	2%

9. Appendix 2: 2023 questionnaire

The final version of the 2023 Restorative Justice Satisfaction Survey questionnaire can be found below.

Ministry of Justice
Restorative Justice Victim Satisfaction ‘Pulse’ Survey
 2023 – Final Live Version

Introduction

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

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

Arrange call back if necessary.

Re-introduce if necessary

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

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

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

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

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

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

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

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

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

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

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

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

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

ALL

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

ALL

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

If no, arrange call back.

If refuse, thank and close.

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

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

READ TO ALL RESPONDENTS:

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

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

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

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

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

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

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

Start Survey

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

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

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

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

Read survey outline to all respondents:

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

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

H Which of the following describes you? Are you...
READ OUT. CODE ONE ONLY.

The victim of the offence	1
The parent/guardian of the victim	2a
A family member (other than the parent/guardian of the victim)	2b
Someone else/none of these	3
[DON'T READ] Don't know / cannot remember	4
[DON'T READ] Don't want to answer this question	5

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

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

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

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

Information provision & Preparing for the conference

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

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

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

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

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

Code response

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

Read out. Single response

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

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

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

DO NOT READ OUT. Single response

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

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

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

READ OUT. Single response

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

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

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

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

DO NOT READ OUT.

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

Reasons for taking part

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

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

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

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

DO NOT READ OUT.

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

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

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

READ OUT. Single response

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

At the conference

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

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

DO NOT READ OUT. Single response

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

Yes, we had a face to face meeting	1
Yes, we had an online meeting	2
No (including the offender did not turn up)	3
Don't know / cannot remember	4
Don't want to answer this question	5

If no/Don't know/don't want to answer question (codes 3-5) skip to QF1

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

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

Rotate order. REPEAT SCALE AS REQUIRED.

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

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

Conference facilitator

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

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

REPEAT SCALE AS REQUIRED. Single response

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

Conference Venue

This section is only asked if it was a face to face conference

E6 Still using the same scale, thinking about the place where the meeting was held, including the room and the set-up inside, how strongly do you agree, or disagree that....

If needed: For example, think about access to the venue, the spaciousness of the room, furniture arrangements, the windows and doors etc.

REPEAT SCALE IF NECESSARY. Single response

		Strongly disagree (1)	2	3	4	5 (strongly agree)	DO NOT READ OUT: Don't know	DO NOT READ OUT: Don't want to answer this question
	The venue was suitable for the meeting	1	2	3	4	5	6	7

If code is 1 or 2 in E6, ask

E6b What could have been better about the venue and/or room?

Probe: What could have made it more suitable for the meeting?

DO NOT READ OUT. Single response

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

E7 Before the meeting were you given options for where the meeting would take place?

DO NOT READ OUT. Single response

Yes	1
No	2
DO NOT READ OUT: Don't know / cannot remember	3
DO NOT READ OUT: Don't want to answer this question	4

Conference overall

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

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

READ OUT ENTIRE LIST BEFORE ACCEPTING AN ANSWER

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

Benefits/ longer term impacts

Thinking now about longer term impacts.....

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

READ OUT. Single response

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

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

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

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

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

READ OUT. Single response

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

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

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

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

Timing of the Conference

- F2 Thinking about when the meeting with the offender took place, do you think you would have received better outcomes had the meeting taken place at a different time?

READ OUT. Single response

It would have better if the meeting had taken place earlier.	3
It happened at the right time	2
It would have been better if the meeting happened at a later date, for example after the offender was sentenced.	1
DO NOT READ OUT: Don't know / No opinion	4
DO NOT READ OUT: Don't want to answer this question	5

If code 1 or 3 in F2, ask

- F2b When do you think would be a suitable time for the meeting?

DON'T READ OUT. Single response

Record verbatim	1
Don't know / not sure	2
Don't want to answer this question	3

Satisfaction overall

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

READ OUT. Single response

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

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

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

READ OUT. Single response

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

Respondent Feedback/comments

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

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

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

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

Probe: What else was could be improved?

DON'T READ OUT. Single response

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

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

Probe - What else was good about your experience?

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

DON'T READ OUT. Single response

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

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

DON'T READ OUT. Single response

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

Demographics

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

- H1 Which ethnic groups do you identify with?
Don't READ OUT. Multiple response. Probe: What other ethnic groups do you identify with?

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

- H2 **INTERVIEWER RECORD GENDER, ASK ONLY IF NECESSARY. DO NOT READ OUT.**
 If needed: Are you

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

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

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

READ OUT AND CODE FIRST THAT APPLIES

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

Future Research

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

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

Don't read out. Single response.

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

Thank and Close

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

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

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

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

CODE FOR 'NOTHING TO RECORD'.