

Ministry of Justice

Restorative Justice Satisfaction Survey 2025

Prepared for Ministry of Justice by GravitasOPG

May 2025

Restorative Justice - Victim Satisfaction Survey 2025 Results



satisfied with the process overall



attendees satisfied with the meeting



Would recommend restorative justice



Felt better after attending the meeting

83% thought restorative justice was a good way to deal with the offence.

81% were able to name at least one way the conference attendance had benefited them.

53% felt the sentencing should be lighter as a result of participating in the conference.



Treated with respect



Had the opportunity to say what wanted



Felt safe



Happy with facilitator management of meeting



Not feel pressured during the meeting*



Concerns and questions were treated seriously



Not scared to say what really felt*

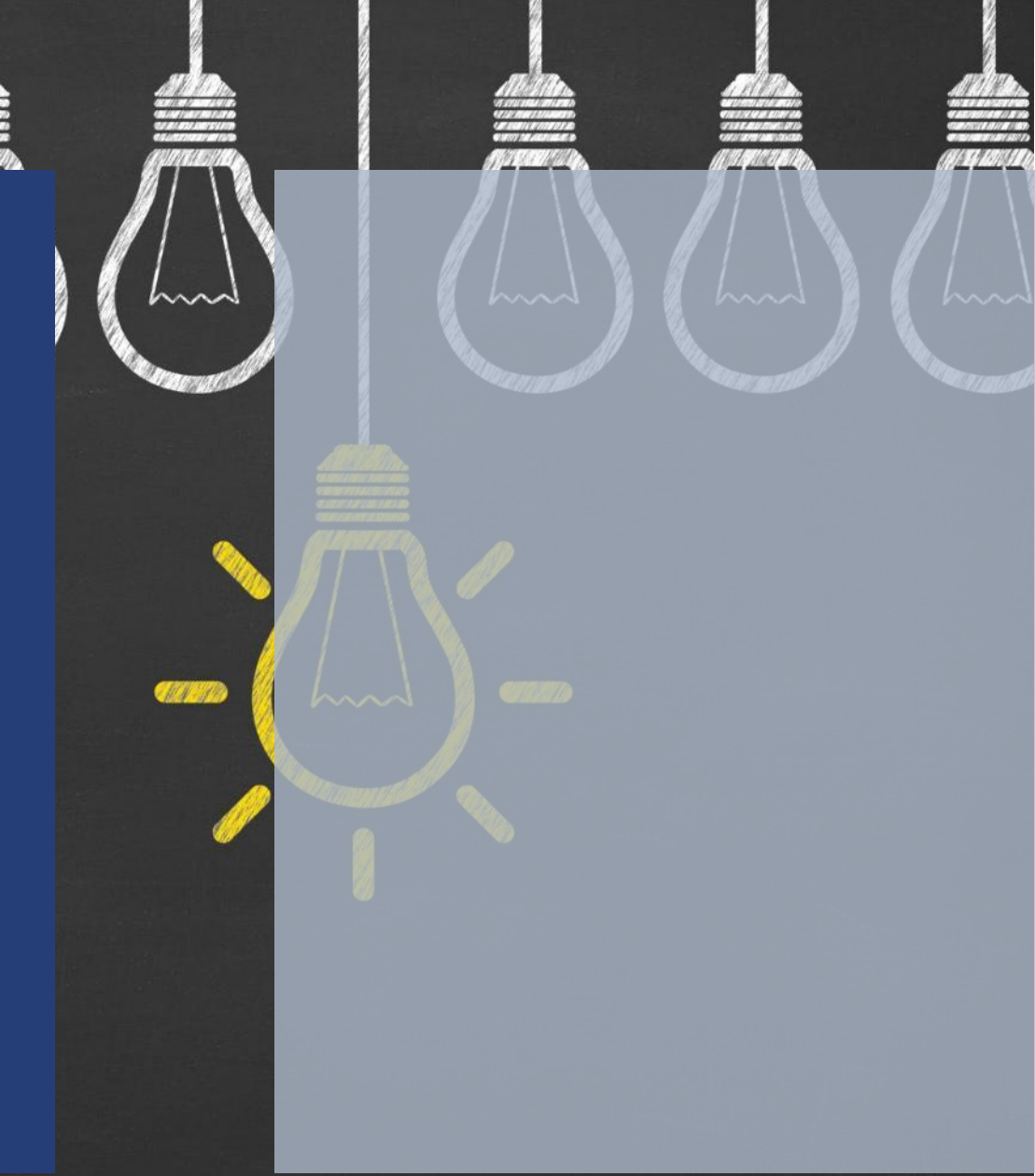


Offender appeared sincere in his/her participation

At The Conference

* Note these statements were asked in the negative, therefore "positive" ratings are the share that disagreed with the statement

Most frequently mentioned benefits - Victim(s) got closure (34%) - Had their say/offender heard my point of view or how it affected me (30%)

A decorative graphic on the left side of the slide. It features a vertical arrangement of light bulbs. At the top, four unlit light bulbs are shown in a row against a black background. Below them, a single light bulb is depicted as being lit, with yellow rays emanating from it. The background of the slide is split into a dark blue/black area on the left and a light blue area on the right.

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 agreement. This report is considered by the judge 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 21 community-based providers to deliver restorative justice services around New Zealand.

The restorative justice survey

In 2016, Ministry of Justice commissioned Gravitass Research and Strategy to collaborate on the development and implementation of a survey, built upon earlier work in 2011, of victims involved in the restorative justice process. In 2018, Gravitass was commissioned to collaborate on the development of a shorter 'pulse' survey and conducted the fieldwork as well. GravitassOPG (formerly Gravitass) was commissioned to conduct the same 'pulse' survey for 2021, 2023 and 2025. The 2025 survey was conducted between 28th February and 13th April 2025 via telephone interviews (and for the small number of those without phone numbers, via an online version of the survey).

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 and 31st December 2024. Respondents in the survey were victims or the support person or representatives who agreed to attend the conference.

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 have influenced the results. In 2023 and 2025, victims of family violence were once again included in the survey, but sexual violence victims remained excluded.

Interview method, length and response rate

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

A self-completed online survey is available to a very small percentage of those not contactable by phone or wished to complete the survey online.

Sample Size



2025: n=334

2023: n=371
2021: n=259
2018: n=365

Fieldwork Dates



**2025:
28th Feb to 13th Apr 2025**

2023: 23rd Feb to 21st Apr 2023
2021: 8th Jun to 13th Aug 2021
2018: 14th May to 27th Jun 2018

Response Rate**

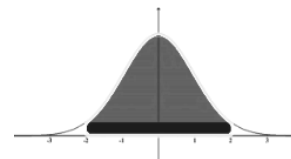


2025: n=68%

2023: 65%
2021: 82%
2018: 61%

Maximum Margin of Error

(at 95% confidence interval)



± 5.4%

Interview Length



2025: n=18 minutes

2023: 18 minutes
2021: 19 minutes
2018: 19 minutes

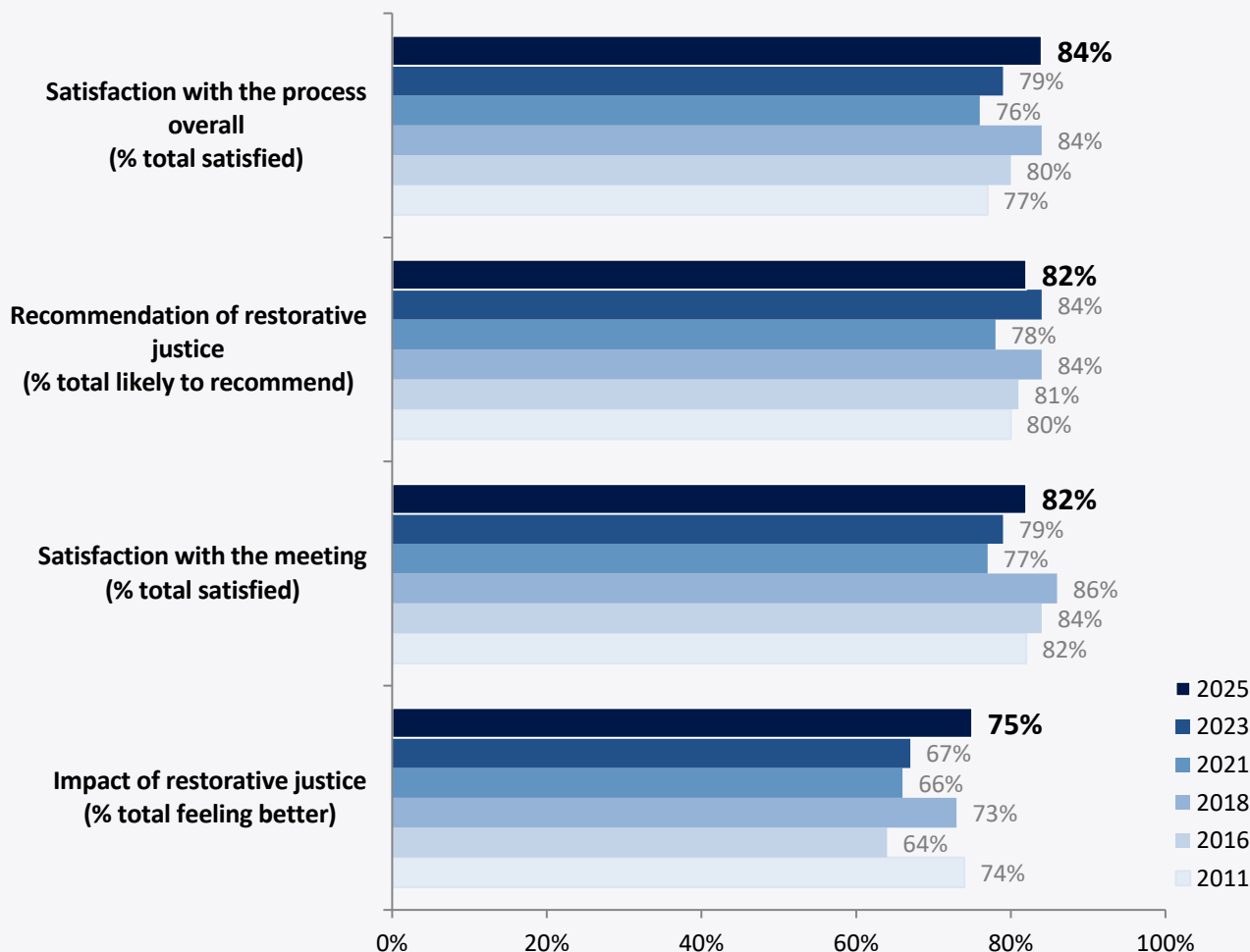
Statistical Testing for True Differences



Several comparisons or trends reported aren't statistically significant at $p < 0.05$. Where differences are statistically significant, they would be explicitly noted in the text or chart.

*** Response rate is calculated by dividing the number of completed interviews by the total number of successfully contacted and invited to interview, where their eligibility was established.*

Key measures over time



Restorative justice has had a positive impact on 75% of participants

Overall, four in five participants surveyed were at least fairly satisfied with their overall experience of restorative justice, including before, during and after the conference (84%) – a notable increase of 5 percentage points from 2023.

As a result of their positive experience, 82% of participants would be likely to recommend restorative justice to others in a similar situation, a similar result to 2023 (84%).

A similar level of high satisfaction was also observed for the restorative justice conference with the offender (82%).

And taking part in a restorative justice conference had a positive impact on three quarters of the respondents, the highest positive rating recorded since the commencement of this survey monitor in 2011.

Note: 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.

Interaction with providers/facilitators prior to the conference

Smaller share had both pre-conference meetings and phone calls; more had meetings only

- 56% both meetings and phone calls (67% in 2023)
- 23% phone calls only (22% in 2023)
- 22% meetings only (12% in 2023)

Note: Meetings could be in person or online

Almost all satisfied with information provided pre-conference

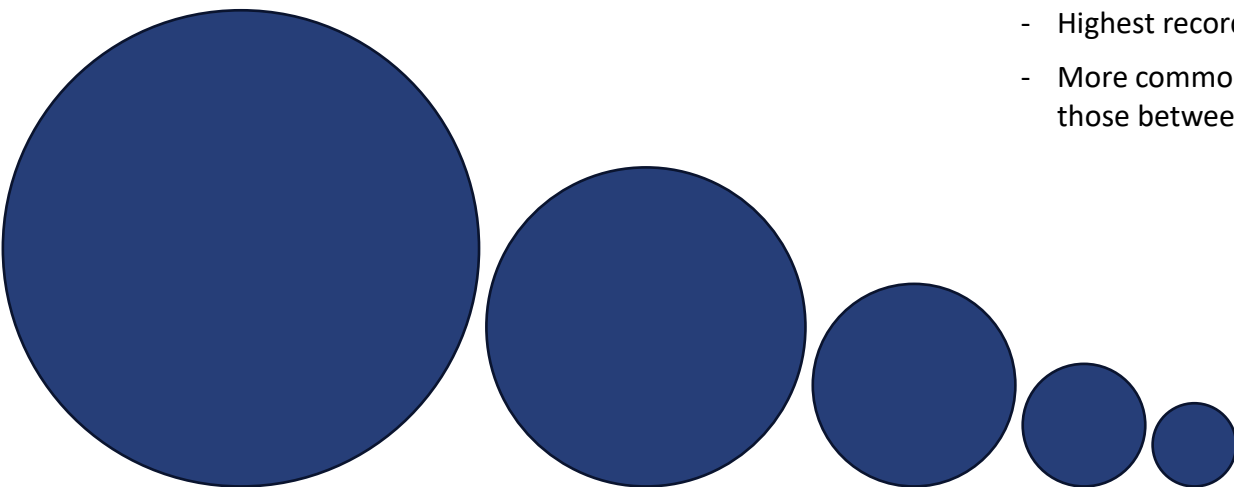
- 92% total satisfied; 6% neither/nor

64% felt nervous before the conference

- Highest recorded over time (59% in 2023)
- More common among females (72%) and those between 20-29 years of age (84%)

Wanting to help the offender is key motivator for participating

- Wanting to help the offender e.g. make them change/learn, reduce their sentence mentioned by 26% as a reason for participating; biggest share recorded since 2018
- Felt a duty to take part; felt it was the right thing to do mentioned by 8%, also highest recorded since 2018



The conference - meeting with offender

Three quarters had an online conference

- 71% online conference (59% reported in 2023)
- 27% face-to-face conference (36% in 2023)
- 2% of conferences did not go ahead (n=8, n=16 in 2023)

Higher positive ratings received for all aspects regarding conference

Positive ratings for key aspects such as being treated with respect, not scared to express how they really felt, have all increased from the last measure in 2023.

Five aspects received the highest positive ratings since 2018.

Almost all satisfied with facilitator's management of the conference

92% total satisfied, including 78% *very satisfied* (stable from 91% in 2023)



Benefits and impacts in the longer term

Four in five consider restorative justice a good way to deal with the offence

- 83% gave a positive rating, up from 79% in 2023
- As age of victim increases, positive ratings also increase (A similar trend is observed with satisfaction with the process overall and likelihood to recommend restorative justice)

After participating in the process, 53% of victims felt a lighter sentence was more appropriate, 10% shifted toward supporting a harsher sentence.



Top 3 benefits remained unchanged over time

Key ways restorative justice was described as beneficial:

- felt they could move on; got closure (34%; 36% in 2023)
- got to have my say; the offender heard my point of view/heard how it affected me (30%; 17% in 2023)
- got to hear the offender's point of view and understand what happened (25%; 15% in 2023)

Recommendations

Support continued use of in-person conferences where possible

In-person meetings are associated with higher satisfaction and stronger perceptions of being prepared and heard. Investment in enabling more face-to-face meetings may further improve outcomes.

Strengthen facilitator training and consistency

Although overall satisfaction with facilitation remains high, concerns about facilitator control and effectiveness have increased.

Enhance victim preparation and follow-up

While most felt well prepared, rising nervousness (particularly among women and younger adults) suggests a need for trauma-informed preparation and reassurance. Clear follow-up protocols could also support closure and satisfaction.

Maintain focus on offender sincerity and meaningful participation

Sincerity of the offender remains a key influence on how beneficial the experience feels. Providers could explore ways to better support meaningful offender engagement and screen out performative participation.

Continue monitoring demographic trends and age-related differences

Positive impacts and willingness to recommend increase with age, while younger participants report higher anxiety and less confidence. Future programme design may benefit from age-sensitive engagement strategies.





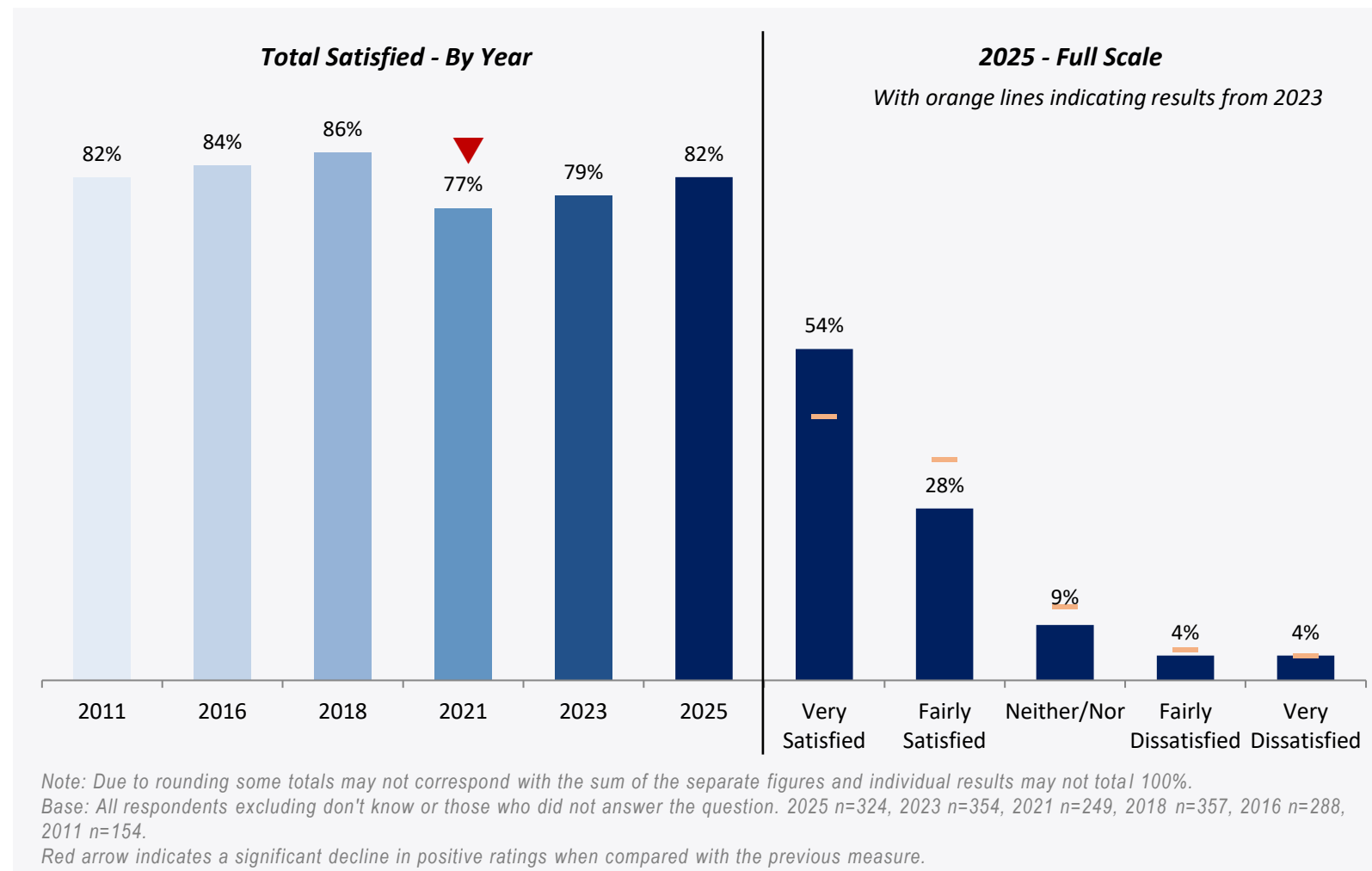
KEY MEASURES

This section reports on four key measures of restorative justice:

- **Victim satisfaction with conference**
- **Victims' overall experience**
- **Recommendation of restorative justice to others**
- **Positive impact of restorative justice on victims.**

Four in five participants were satisfied with the restorative justice meeting. Satisfaction is highest for in-person conferences and family violence cases

3.1 Victim satisfaction with restorative justice meeting



Overall satisfaction with the restorative justice meeting remains high.

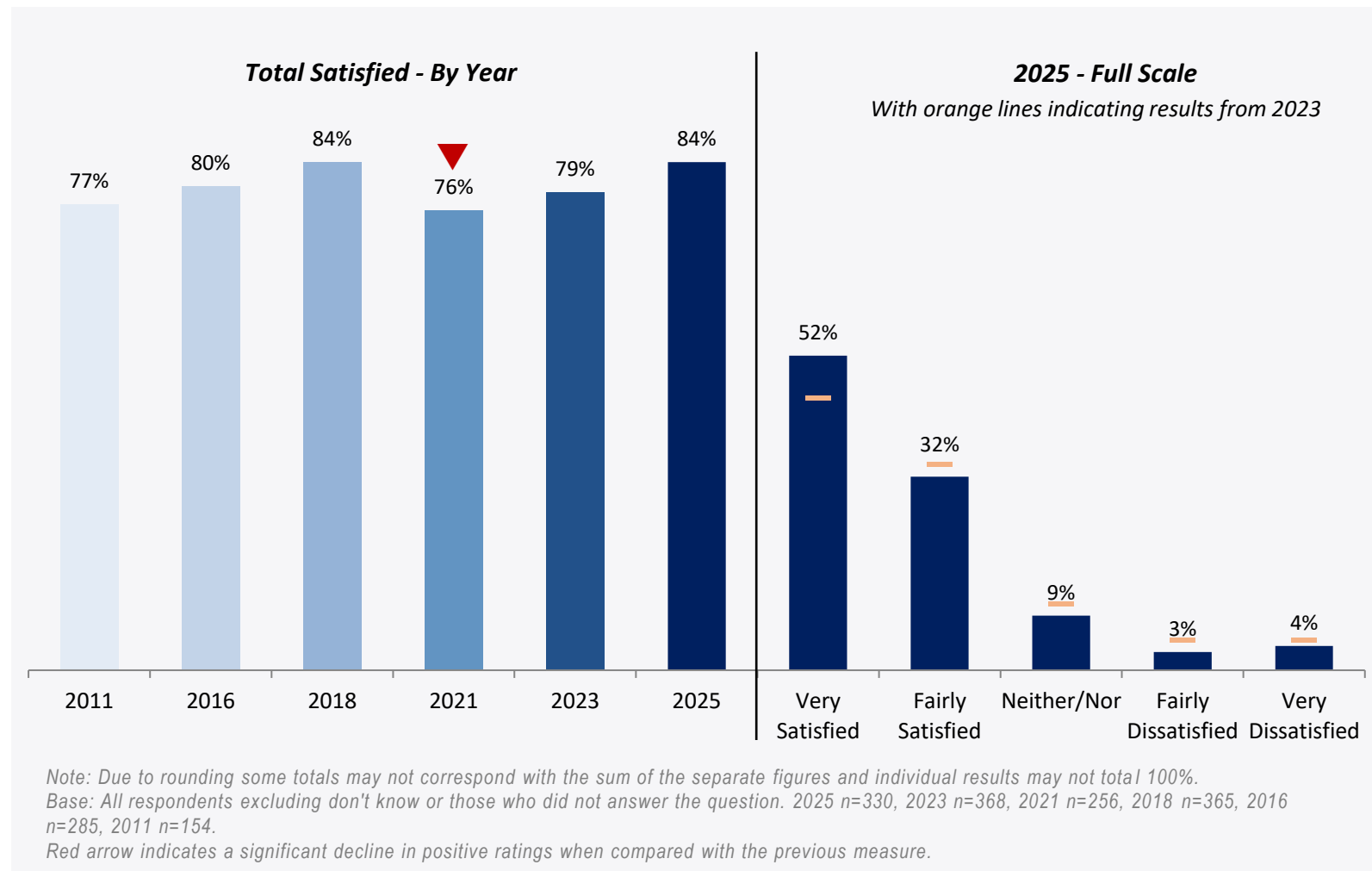
In 2025, 82% of participants said they were satisfied with the meeting they attended, including 54% who were very satisfied — up from 43% in the previous survey.

Just 8% of participants reported being dissatisfied (4% fairly, 4% very).

Satisfaction levels were consistent across demographics. However, participants referred for family violence offences were more likely to be very satisfied (61%) than those referred for standard offences (47%). Those who attended the meeting in person were also more likely to be very satisfied (59%) than those who joined online (39%).

More than four in five participants were satisfied with the restorative justice process overall. Highest satisfaction was among family violence cases and older victims

3.2 Victim satisfaction with restorative justice process overall



Most participants were satisfied with the overall restorative justice process.

In 2025, 84% of participants said they were satisfied with the process as a whole — before, during, and after the meeting. This is up from 79% in 2023 and brings satisfaction levels back to where they were in 2018.

Just 7% said they were dissatisfied, continuing a downward trend from 10% in 2023 and 12% in 2021.

People referred for family violence offences were more likely to be very satisfied (60%) than those referred for standard offences (44%), and also less likely to be very dissatisfied (1% vs 7%).

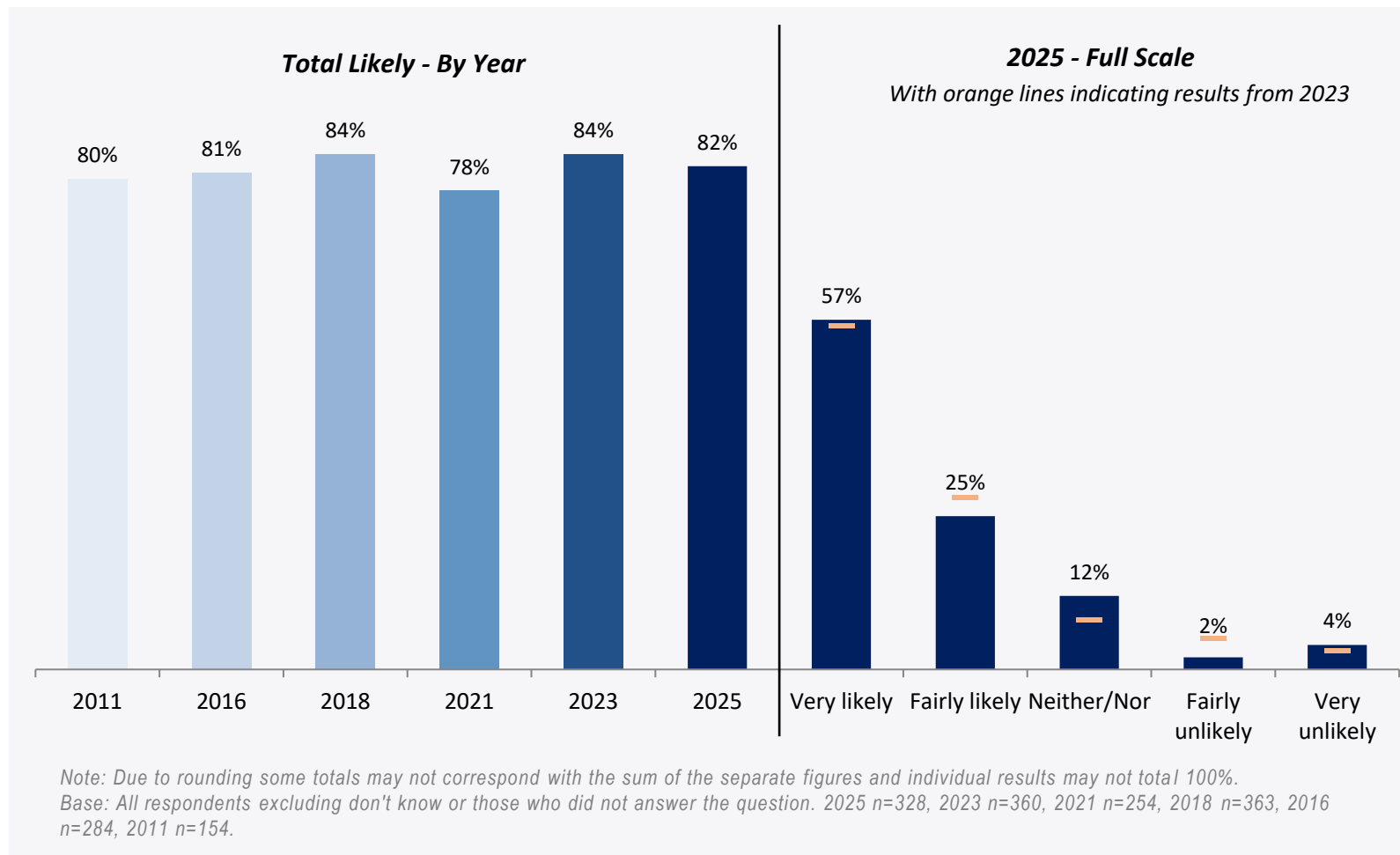
While not statistically significant, the satisfaction level appears to increase with victim age.

Total Consider RJ a Good Way by Age	
Victims aged 15 to 19 (n=5)*	60%
Victims aged 20 to 29 (n=54)	76%
Victims aged 30 to 39 (n=84)	81%
Victims aged 40 to 49 (n=62)	81%
Victims 50 to 59 (n=61)	87%
Victims aged 60 years or over (n=64)	95%

* Result should be interpreted with caution due to the very small base size.

Four in five participants would recommend restorative justice to others. Likelihood of recommending restorative justice increases with victims' age

3.3 Likelihood of recommending restorative justice process to others



Most participants would recommend restorative justice to others.

In 2025, 82% said they would be likely to recommend the service to someone in a similar situation, including 57% who were very likely. This level has remained steady since the survey began.

Only 6% said they were unlikely to recommend restorative justice, continuing a gradual decline from 8% in 2023 and 10% in 2021.

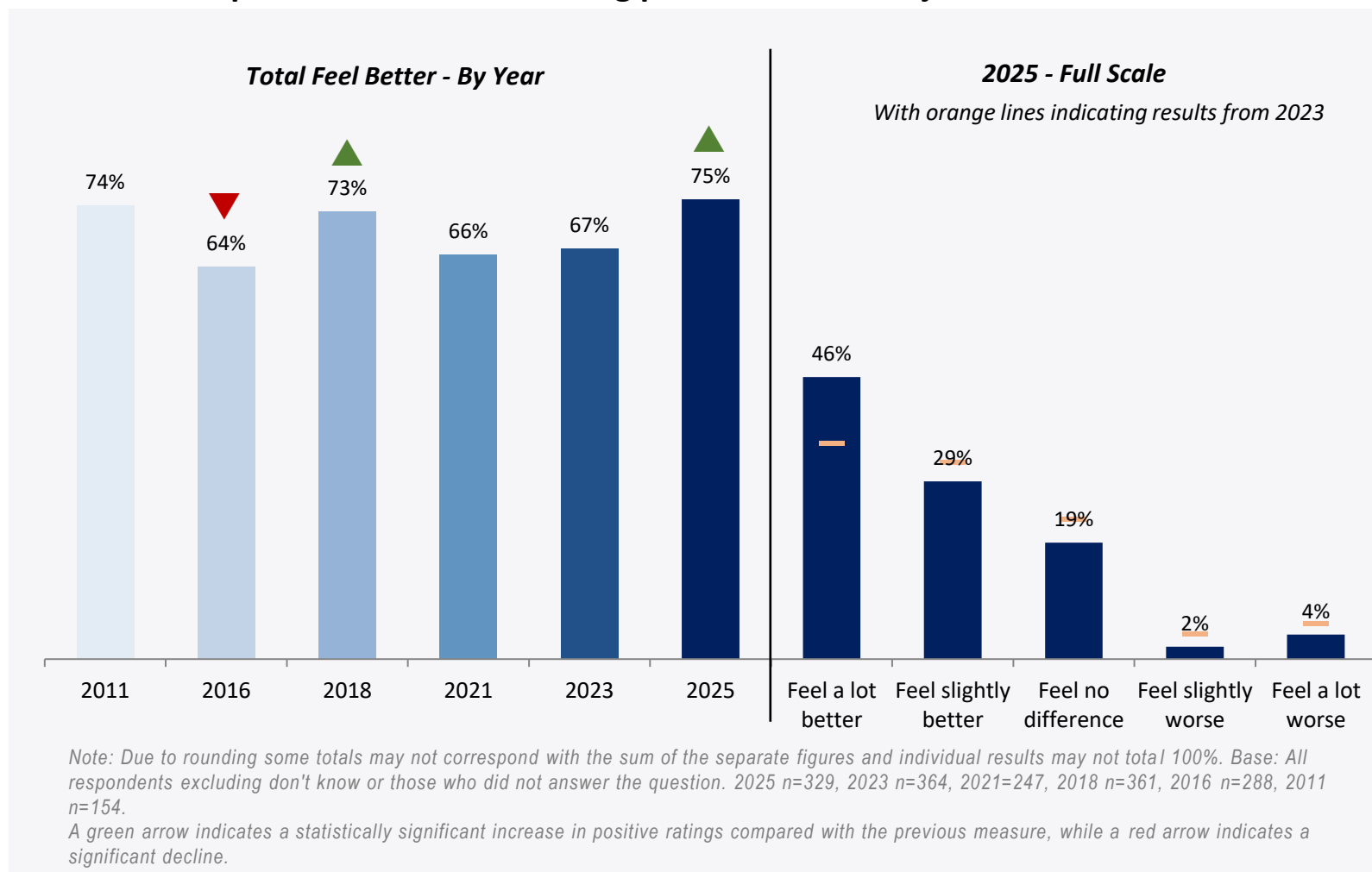
Likelihood to recommend appears to increase with victim age (though not statistically significant).

Total Consider RJ a Good Way by Age	
Victims aged 15 to 19 (n=5)*	60%
Victims aged 20 to 29 (n=54)	72%
Victims aged 30 to 39 (n=83)	81%
Victims aged 40 to 49 (n=62)	82%
Victims aged 50 to 59 (n=61)	85%
Victims aged 60 years or over (n=63)	92%

* Result should be interpreted with caution due to the very small base size.

Three-quarters of participants felt better after restorative justice – a significant improvement from 2023; very few felt worse.

3.4 Impact on victim from taking part in restorative justice



Most participants felt better after taking part in the restorative justice meeting.

In 2025, 75% said the experience made them feel better, the highest result since monitoring began in 2011, and significantly higher than the 67% recorded in 2023.

Only 6% said the process made them feel worse.

These results were consistent across different demographic groups and referral types.

A photograph of a waiting room with several orange chairs and a bulletin board on the wall. The text 'PRIOR TO THE CONFERENCE' is overlaid in large white letters.

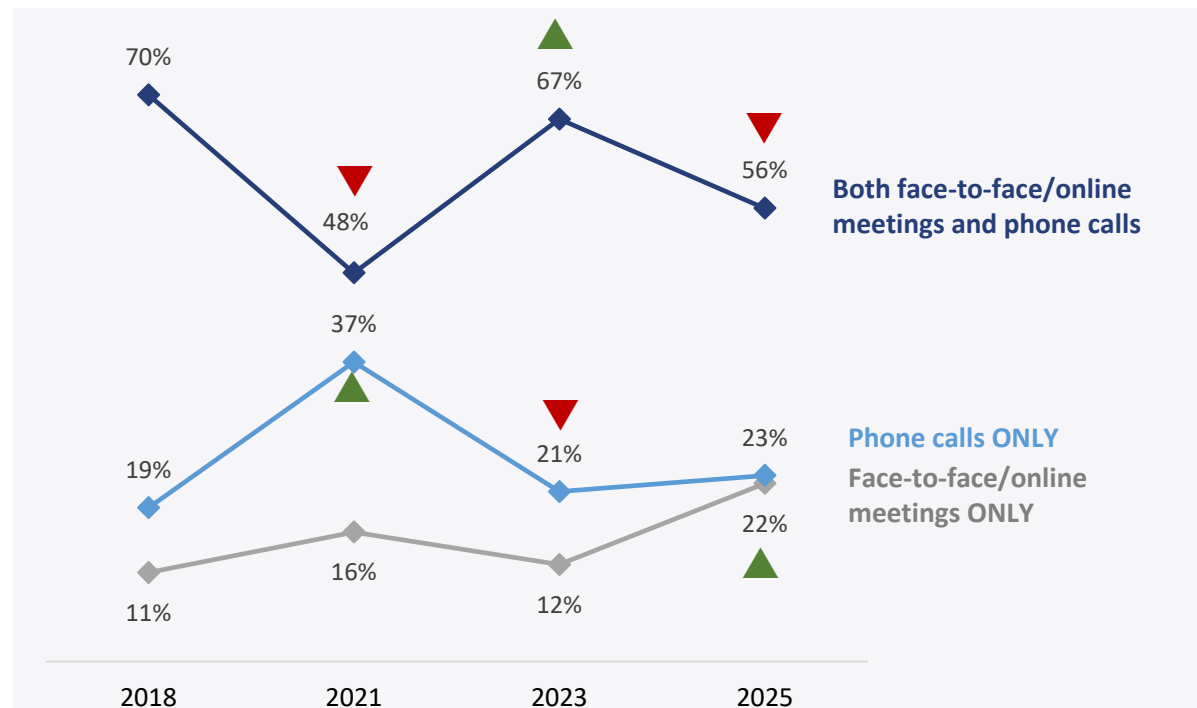
PRIOR TO THE CONFERENCE

This section reports on the experiences of respondents prior to the conference with the offender, in regard to:

- **Information provision**
- **Conference preparation**
- **Reasons for taking part.**

Fewer participants had both meetings and calls with providers in 2024; more had a meeting only

4.1 Types of meeting(s) with providers



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 don't know or those who did not answer the question. 2025 n=334, 2023 n=371, 2021=259, 2018 n=365.

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

The ability to arrange face-to-face meetings in 2021 had been, to some degree, impacted by COVID-19 restrictions. And since 2023 the survey question has been refined to "face-to-face or online meetings".

Pre-meeting contact with providers varied in 2025.

Over half of respondents (56%) said they had both a pre-conference before the meeting with the offender and phone conversations with their provider where the restorative justice process was explained to them, and they could ask questions. This share is statistically significantly lower than that reported in 2023 (67%).

Another 22% said they had a pre-conference meeting only (either in person or online) but no phone conversations. This share is significantly higher than 2023's share of 12% and is the highest recorded since monitoring began in 2018.

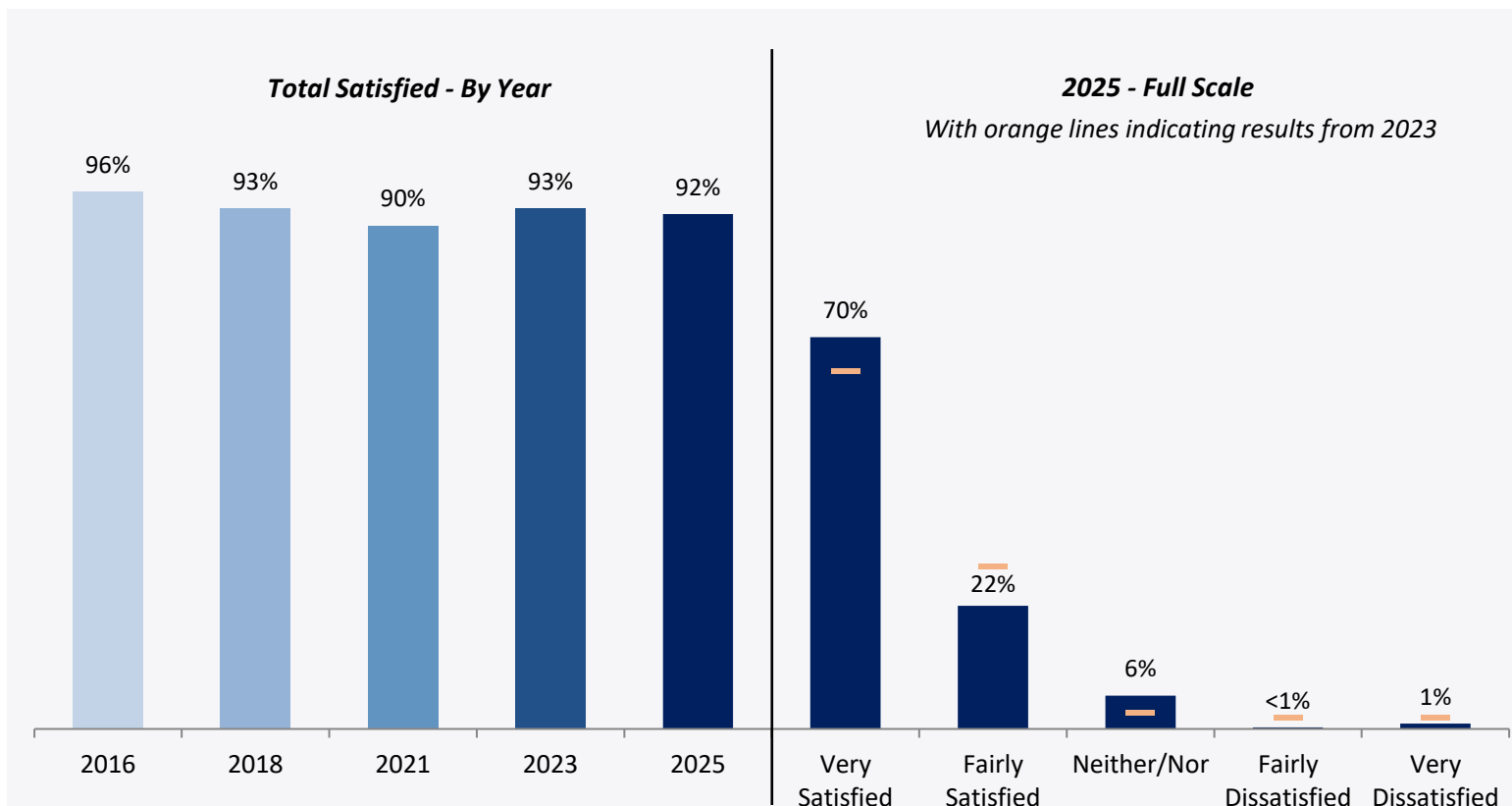
The remaining 23% had phone conversations only with the provider; there was no pre-conference meeting - the share remained stable from 2023.

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 has remained unchanged since 2018.

Results are similar by demographics and referral type.

Almost all participants were satisfied with how well the information provided prepared them for their conference. Perceptions have improved since 2023, especially for in-person meetings

4.3 Satisfaction with how well information provided prepared you for meeting



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 don't know or those who did not answer the question. 2025 n=332, 2023 n=366, 2021 n=256, 2018 n=364, 2016 n=286.

Most participants felt well prepared for the restorative justice meeting.

In 2025, 92% were satisfied with how well the information they received prepared them for the meeting — consistent with 2023 results (93%). The proportion who were very satisfied rose to 70%, up from 64% last year and in line with 2018 (72%). Only 1% were dissatisfied — a significant drop from 4% in 2023.

Those who had an in-person conference were more likely to be very satisfied (74%) than those who met online (60%).

Eight respondents said their conference did not take place (e.g. the offender didn't attend), but all were still satisfied or neutral about the information they were given. Satisfaction with information was consistent across demographics and referral types.

Wanting to help the offender change/learn is significantly more likely to be a motivator for restorative justice participation this year. Wanting an explanation and opportunity to express feelings is also common

4.4 Reasons for deciding to take part in restorative justice

	2018	2021*	2023	2025	Significantly more likely to mention reason in 2025:
Wanting to help the offender (make them change/learn, reduce their sentence)	21%	21%	17%	26%	• Aged 60 years and over (43%)
Wanting to receive an explanation from the offender	29%	30%	26%	25%	• Standard offence (31%)
Wanted to express my feelings/speak directly to the offender	11%	8%	12%	24%	
Hope the meeting would bring closure	36%	19%	24%	21%	
For the benefit of/to help my child(ren)/family/our relationship	18%	<1%	16%	21%	• Family violence (39%) • Māori ethnic (34%)
To let the offender know the impact the offence had on them	28%	24%	18%	18%	• New Zealand European ethnic (23%)
To receive an apology from the offender/for the offender to show remorse	16%	9%	14%	16%	
Wanted to see or meet the offender	15%	20%	10%	13%	
Wanted to have my questions about the offence answered	7%	9%	6%	11%	
You felt a duty to take part /You felt it was the right thing to do	3%	2%	0%	8%	• Aged 60 years and over (20%) • Standard offence (13%)
To feel assured it won't happen again/you'd be safe/preventive measures	0%	0%	0%	5%	
The setting appears safe/comfortable/supportive	9%	0%	6%	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. Family violence incidents were not included in the sample.

Base: 2025 n=321, 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 2025. 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.

4.4 Reasons for deciding to take part in restorative justice

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

A story has two sides. Want to hear why the crime was committed, and how it could have been prevented. Wanted to be part of helping offender joining the community and adding value.

It's about gathering intelligence from the offender to avoid similar offending. Making sure they were aware of the impact they had on retail team members.

I thought it was a part of the process and that I had to.

We live in a small town and all our children go to school together and we were friends. Both the offender and victim were friends and protecting each other's kids. My daughter's feelings about what had occurred were sent across to the offender so that he understood how he made my daughter feel - outlining her feelings and how he impacted her with his actions.

To bring about the positive change and end excessive alcohol intake. A previous family similar behaviour has got me invested that there needs to be a change in the young male drivers.

Just an apology and restoring our relationship. Family was important to me.

I had to know who he is and how he looks like so I can protect my family. Wanted to know if he is capable of paying back for the damages. Did not care about his apology.

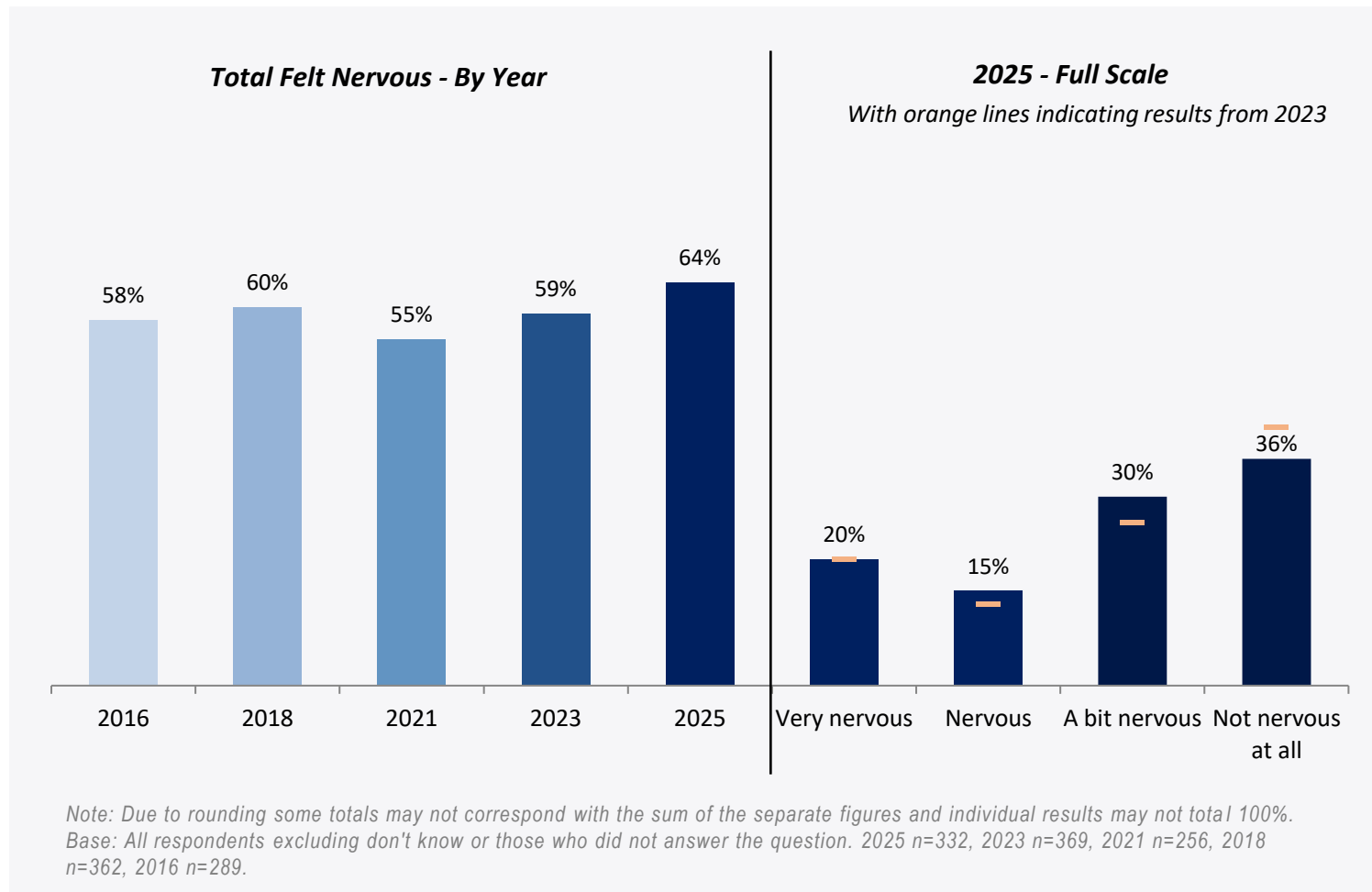
It was a safe environment to explain how I had been affected - the only way I could have done that.

Curiosity. Basically, to participate in ethical reasons I believe in.

I wanted to find out what happened that night and get the truth and because the circumstances around it were confusing to me. I was seeking the truth.

Despite high satisfaction with efforts to prepare participants for conference, victim nervousness was the highest recorded. Nervousness high in family violence cases

4.5 Nervousness of victims before the conference



Feeling nervous before the meeting was common.

In 2025, 64% of participants said they felt at least somewhat nervous before meeting with the offender, the highest level recorded to date. By contrast, 36% said they didn't feel nervous at all.

Nervousness was more common among those involved in family violence cases (69%) compared to standard offences (59%), with 25% of family violence participants saying they were very nervous, versus 14% for standard cases.

Participants aged 20–29 and women were also significantly more likely to report feeling nervous. Notably, 26% of women said they were very nervous, compared to just 8% of men.

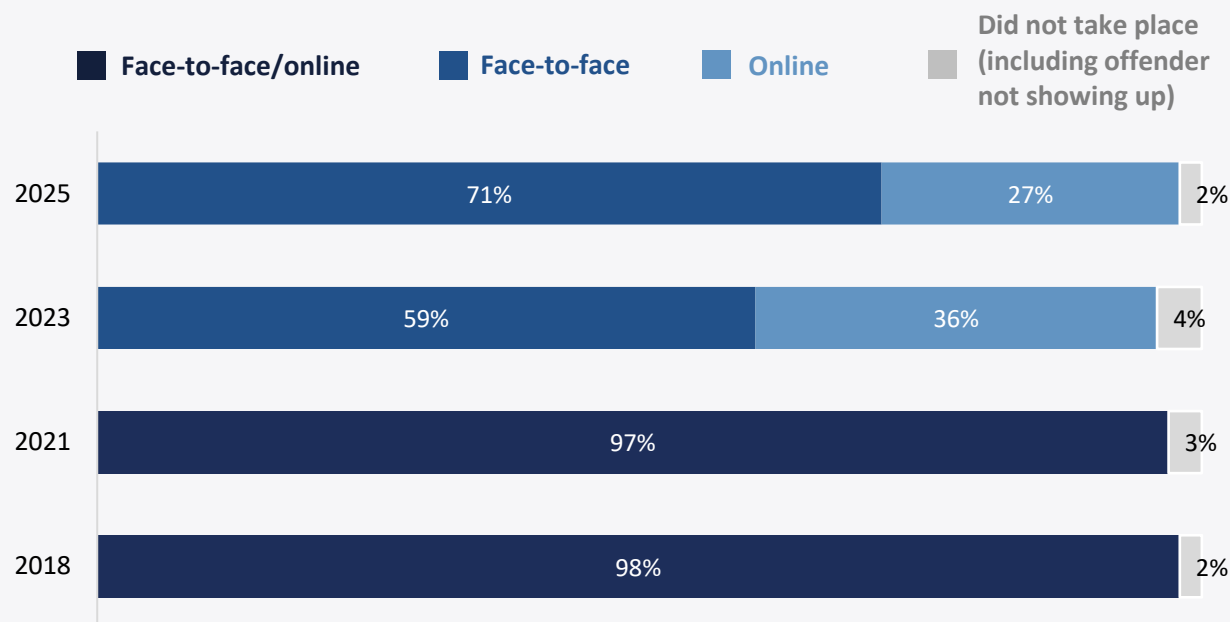


AT THE CONFERENCE

This section reports on the experiences of the respondents who attended a restorative justice conference with the offender.

Proportion of in-person conferences increased from 2023 to three quarters; a quarter took place online

5.1 Conference participation



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 don't know or those who did not answer the question. 2025 n=334, 2023 n=371, 2021=258, 2018 n=365.

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

Question did not distinguish face-to-face and online meeting before the 2023 survey.

Three quarters of participants met the offender face to face.

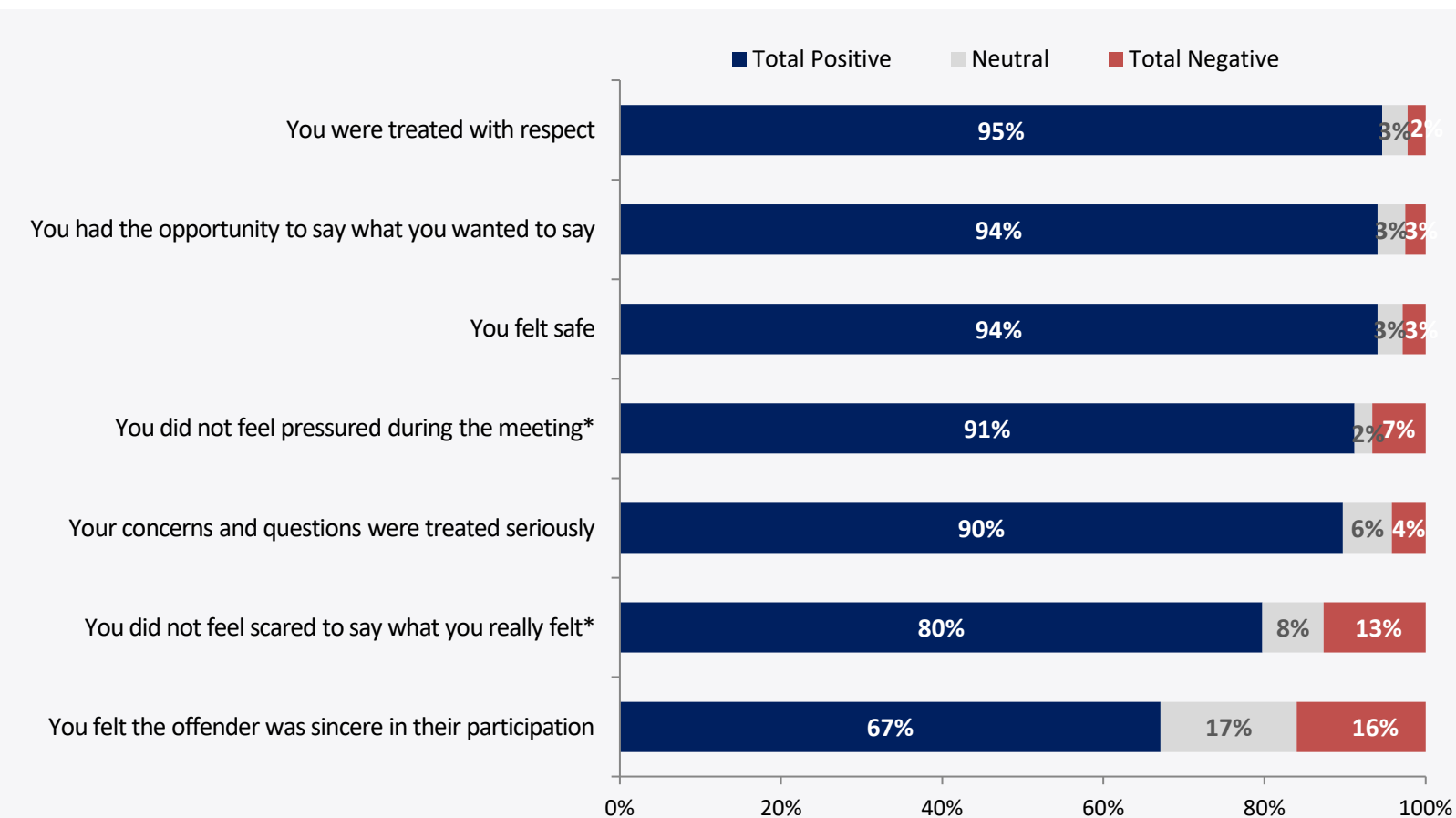
In 2025, 71% of respondents had an in-person restorative justice conference, a significant increase from 59% in 2023.

Meanwhile, 27% took part in the conference online via video link, down from 36% last year.

Just 2% said their meeting never happened, often because the offender did not attend. Fewer meetings were missed in 2025 than in 2023, when 4% respondents said their conference didn't take place

Participants felt respected, safe and heard during the conference; however, some felt scared to say what they really felt, and fewer believed offender was sincere

5.2 Perceptions of the conference



Note: Statements with asterisks were negatively phrased in the question, therefore "positive" ratings are the share that disagreed with the statement. Due to rounding the sum of the individual results may not total 100%.
Base: n=334. All respondents excluding don't know or those who did not answer the question.

Most attendees felt respected, heard, and safe during the conference.

Nearly all participants agreed they were treated with respect (95%), could say what they wanted (94%), and felt safe (94%) during the meeting with the offender.

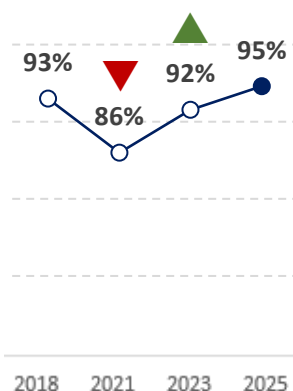
Satisfaction was high across most aspects (90%+), although fewer agreed they weren't afraid to speak freely (80%) or found the offender sincere (67%).

Results were consistent across gender, ethnicity, and referral type. However, those aged 20–29 were significantly less likely to strongly agree they felt unafraid to express themselves (52% vs 77% for other age groups).

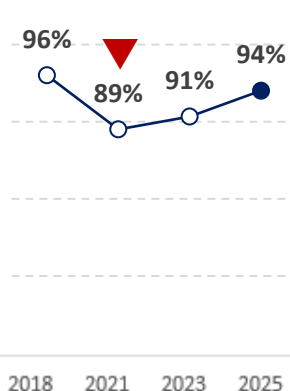
Perceptions of all aspects of the conference have improved since 2023

5.2 Perceptions of the conference

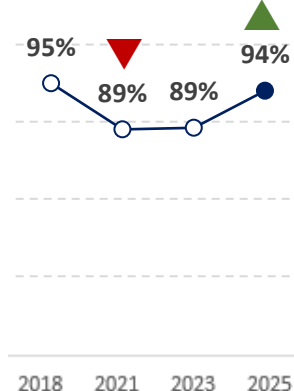
You were treated with respect



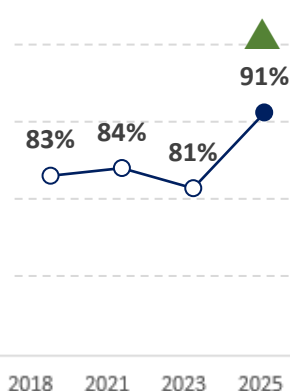
You felt safe



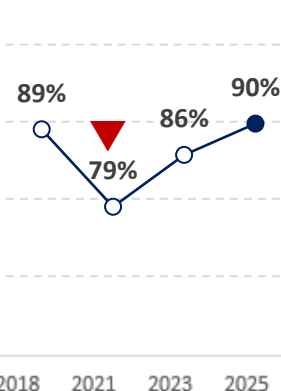
You had the opportunity to say what you wanted to say



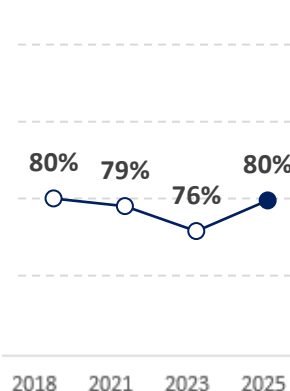
You did not feel pressured during the meeting*



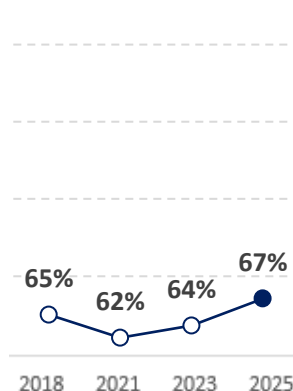
Your concerns and questions were treated seriously



You did not feel scared to say what you really felt*



You felt the offender was sincere in their participation



Note: Due to rounding the sum of the individual results may not total 100%. Base: 2025 n=334, 2023 n=371, 2021 n=259, 2018 n=358. All respondents excluding don't know or those who did not answer the question. Arrows indicate a statistically significant increase or decrease in positive ratings compared with the previous measure.

Positive ratings for all seven statements have increased from the last measure in 2023, with five of them achieving the highest positive ratings since the question was introduced in 2018.

- Treated with respect
- Did not feel pressured during meeting
- Concerns and questions were treated seriously
- Did not feel scared to say what you really felt
- Felt the offender was sincere in their participation

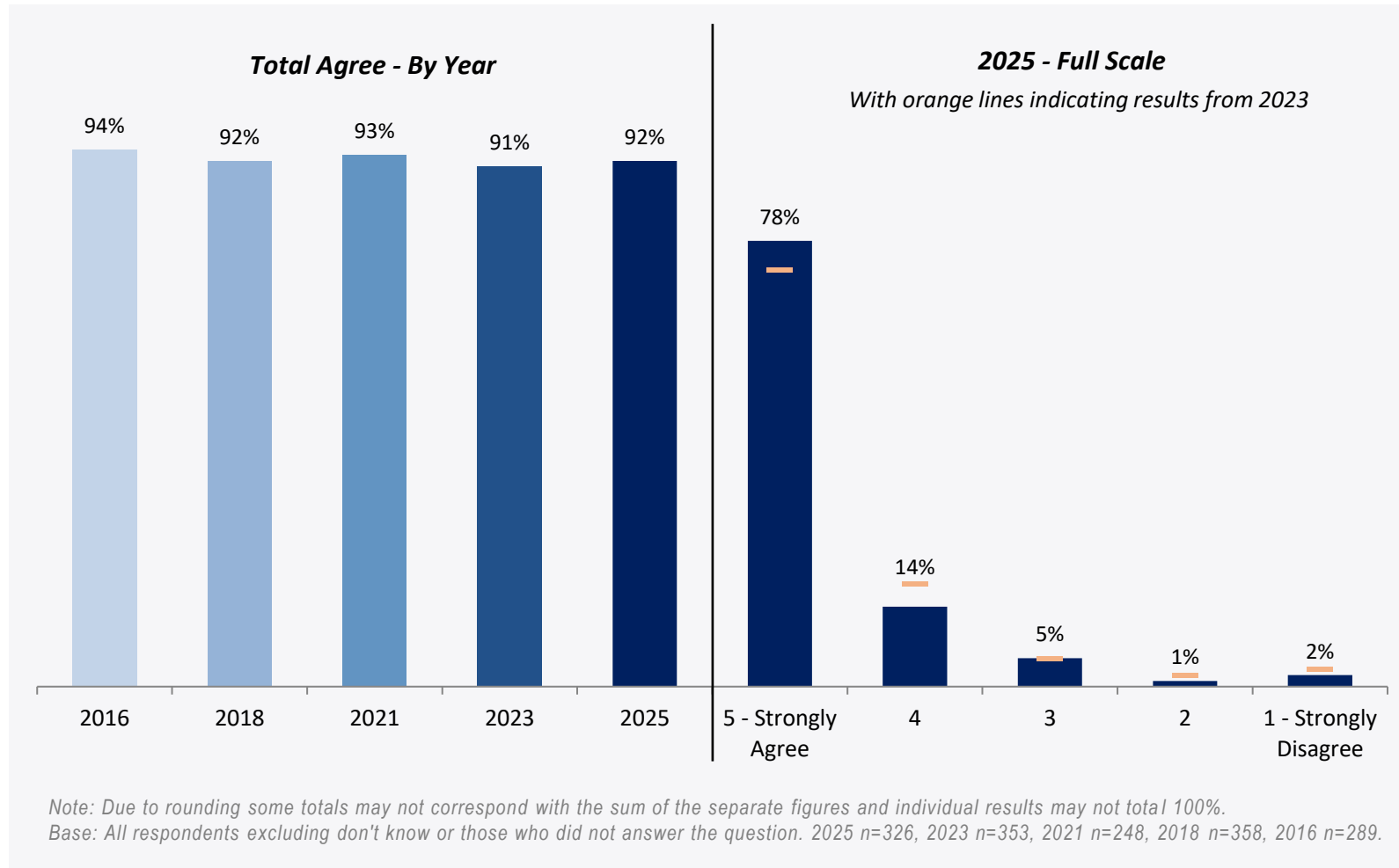
Statistically significant increase in positive ratings from 2023 was observed in two statement:

- You had the opportunity to say what you wanted to say (94%, up from 89%)
- Did not feel pressured during meeting (91%, up from 81%)

* Statements with asterisks were negatively phrased in the question, therefore "positive" ratings are the share that disagreed with the statement.

Almost all participants were happy with how the facilitator managed the conference – continuing strong results from previous years

5.3 Facilitator's management of the meeting overall



Facilitators were rated highly.

In 2025, 92% of participants were happy with how the facilitator managed the meeting, including 78% who strongly agreed.

Just 3% were disagreed.

Satisfaction with facilitation remains high and stable, with no significant differences by demographics or referral type.



BENEFITS AND LONG-TERM IMPACTS

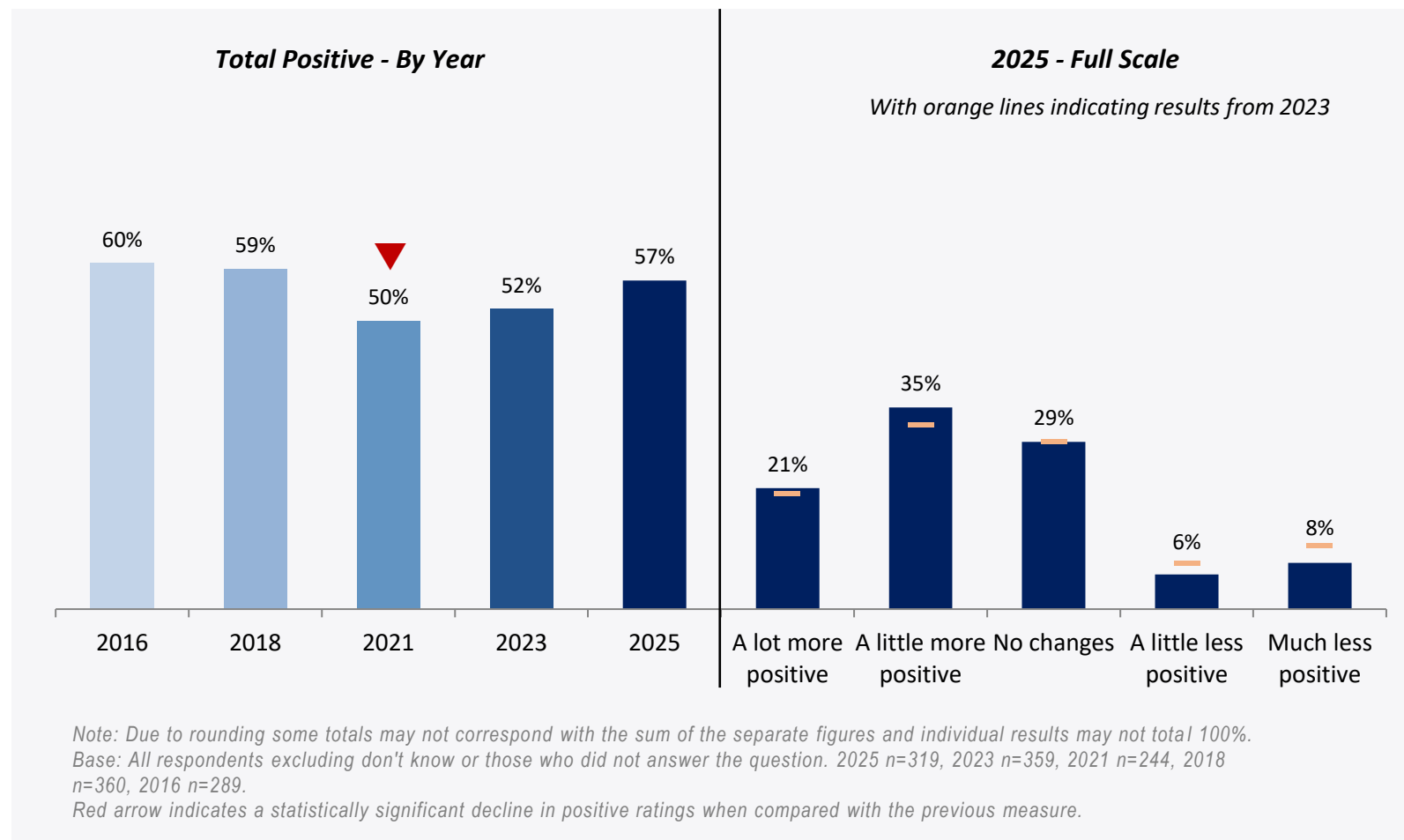
This section reports on the benefits and longer-term impacts the restorative justice had on participants.

The following impacts were assessed:

- **Influence of process on views on the criminal justice system**
- **Views on meeting with offender as a way to deal with offence committed**
- **Benefits of restorative justice meeting.**

More than half participants continue to say the restorative justice process improved their views on the criminal justice system. Asian and Pacific participants were especially positive

6.1 Impact of conference participation on views of the criminal justice system



Restorative justice improved many participants' views of the justice system.

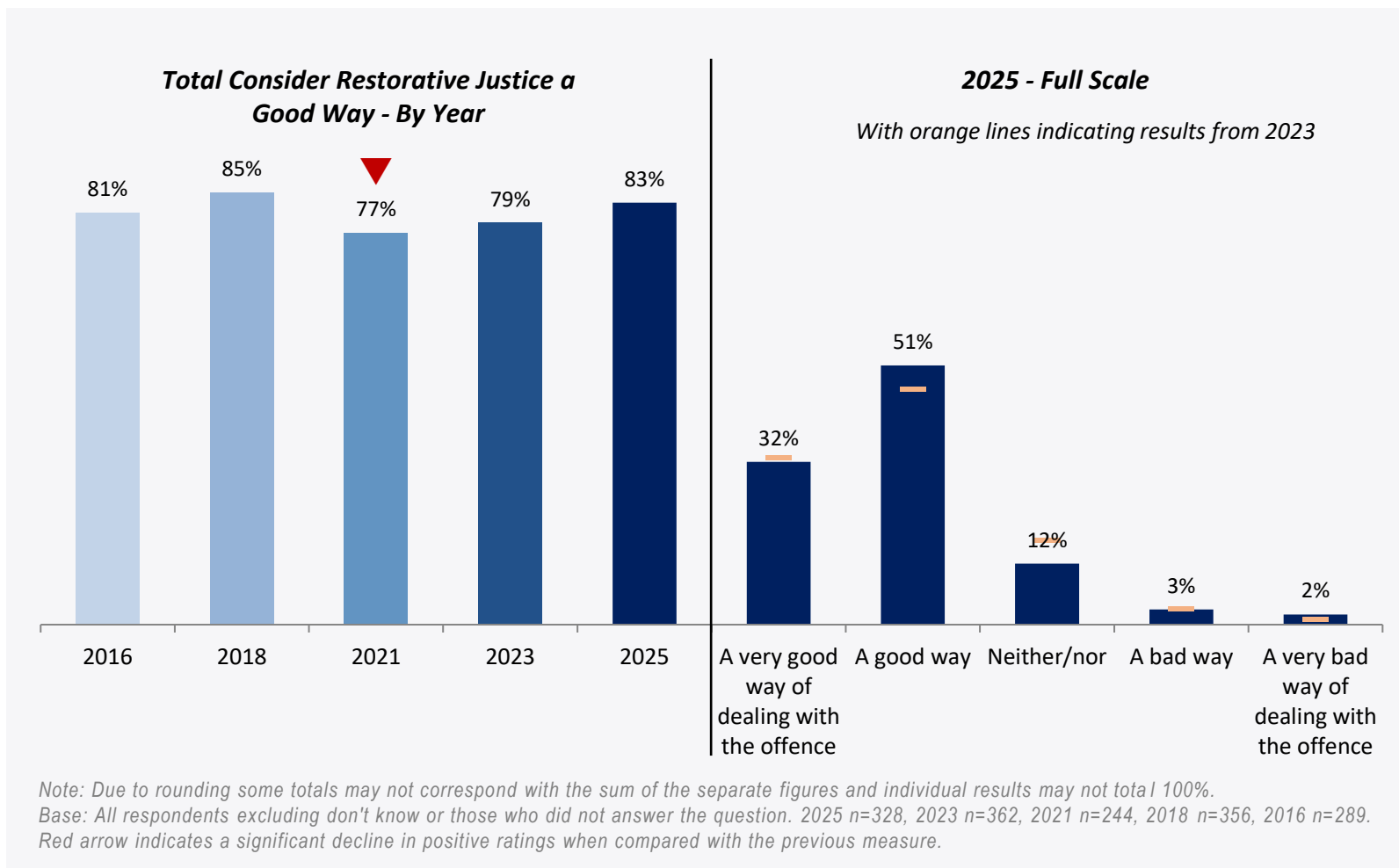
In 2025, 57% said their views of the criminal justice system became more positive after taking part. This is a five-point increase from 2023 and aligns more closely with earlier peaks in 2016 and 2018. One in five (21%) felt a lot more positive.

Only 14% reported a negative shift; 29% said their views were unchanged.

Asian (75%) and Pacific (73%) respondents were more likely to report a positive change in their views on the criminal justice system than New Zealand European (55%), Māori (54%), and Other ethnic groups (54%).

Almost all participants saw restorative justice as a good way to address the offence – up from 2023 - with positivity increasing slightly with age

6.2 Perspectives on restorative justice as a way of dealing with the offence



Most participants saw restorative justice as a good way to deal with the offence.

In 2025, 83% said the meeting was a good way to address the offence, including 32% who thought it was a very good way. This marks a 4-point increase from 2023 and brings results back in line with 2016 and 2018 results.

Only 5% viewed it negatively as a way of dealing with the offence.

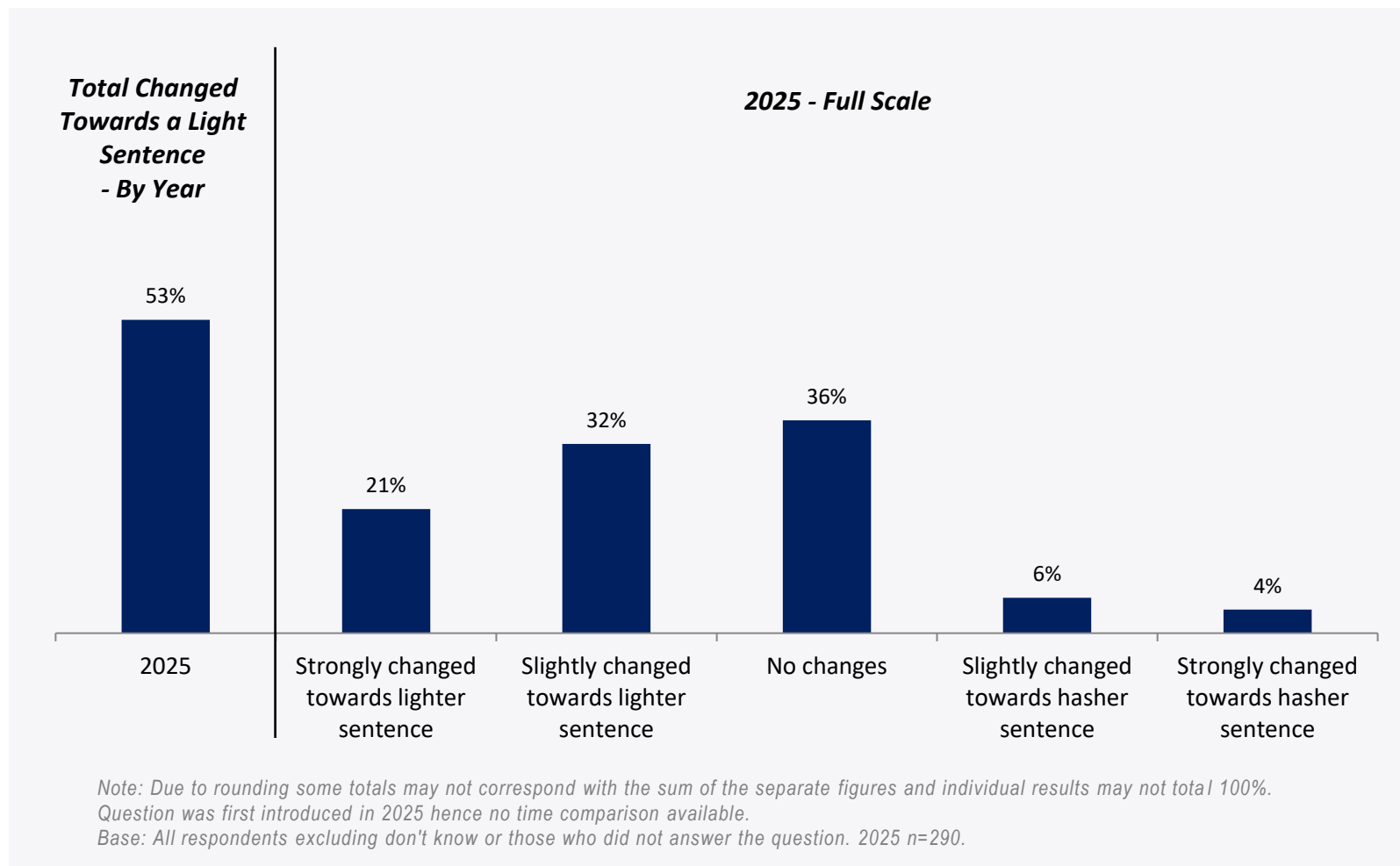
While not statistically significant, positive ratings tended to increase with victim age, with older participants more likely to view the process favourably.

Total Consider RJ a Good Way by Age	
Victims aged 15 to 19 (n=5)*	40%
Victims aged 20 to 29 (n=53)	75%
Victims aged 30 to 39 (n=84)	81%
Victims aged 40 to 49 (n=64)	81%
Victims aged 50 to 59 (n=59)	93%
Victims aged 60 years or over (n=63)	87%

* Result should be interpreted with caution due to the very small base size.

Half of participants say restorative justice shifted their view towards a lighter sentence; shifts strongest for family violence cases

6.3 Impact of restorative justice process on views on sentencing



Restorative justice often led to more lenient views on sentencing.

In 2025, 53% of participants said the process shifted their view toward a lighter sentence for the offender, including 21% who reported having their views strongly switched to greater leniency.

Another 36% reported no change, while 10% said their view shifted toward a harsher sentence.

Respondents in family violence cases were significantly more likely to strongly shift toward a lighter sentence (30%, vs 12% for standard offences).

Almost all participants could cite a benefit of restorative justice process; getting closure is most common. Notable increase in share who feel heard by the offender and heard offender's point of view

6.4 How restorative justice meeting benefited victims

Respondents were also asked how taking part in the restorative justice process had benefited them, if at all. Similar to 2023, most were able to name at least one way that restorative justice had benefited them (84%, up significantly from 82% in 2023), while (16%) said the process had not benefited them at all (18% in 2023).

Key ways that restorative justice was described as beneficial:



These three benefits have also remained as top three most commonly mentioned benefits over time.

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

- better relationship with family members and/or friends (11%, up from 5% in 2023; also statistically significantly higher for family violence respondents at 18%)
- offender was sincere/remorseful/felt bad/ashamed (7%, up from 3% in 2023)
- healed emotionally (5%, stable from 6% in 2023)
- offender wanted to change/has changed (5%, up from 1% in 2023)

All key benefits noted in this slide were similar across demographics. A selection of verbatim comments is included in the next slide, to demonstrate how restorative justice benefited participants.

Base: All respondents excluding don't know or those who did not answer the question. 2025 n=324, 2023 n=371, 2021 n=259, 2018 n=356.

6.4 How restorative justice meeting benefited victims

A selection of verbatim comments are included below to demonstrate how respondents felt they have benefited from the restorative justice meeting:

We live in a dangerous area, and it was reassuring to know it was just an accident.

He was forced to tell the truth. Got validation and confirmation.

Me and my partner have become stronger after this. Made us much stronger. Actually calmed us down as well. We are calmer now in the house and at work.

I have seen change in the offender after the meeting. The Provider ran a programme for women and as part of the restorative justice meeting I felt it was awesome. It helped give me confidence and courage.

Process was coming to an end which we wanted a long time ago. The process leading up to it was not good but restorative justice brought closure to the whole situation. Prior to the meeting we didn't know the facts until we got to the meeting. Having the meeting allowed us to have time information and prepare ourselves.

I felt a sense of relief. My anxiety about having my car on the street, it was a lot less. I feel like it really helped the guy understand how much it affected other people and to see how apologetic he was comforting.

It has given me trust in the justice system and police

It allows me to stop thinking 'he got away with it.

It became a part of my history but not my future, allowed me to talk to my students about the RJ process.

It took a bit of weight off my shoulders. Made me feel heard. Was good to make the offender hear what I felt. My mum (support person) was able to say how she felt about the whole thing. So that was good. Felt at peace. Felt that justice had been served.

We saw a different side of someone we didn't like before. We branded him bad before and could now see positive and not just negative. We enjoyed his company and that is unusual. We could see him as a fellow human being than just as a scumbag. He might have been more scared of meeting us than we of him.

6.4 How the restorative justice meeting benefited victims

A **selection of verbatim comments** are included below to understand those who felt they have **not benefited/not been impacted** from the restorative justice meeting:

Got it out of my system. Very little benefit.

Work in the space and it was more about how it moved him and there were benefits to the offender but not to me but I am happy about that. I didn't have long term harm. I was hoping it was a wakeup call for him rather than me.

We felt that it was a positive move in conveying to the offender how we had been affected by his actions. I still came away from the meeting angry and frustrated that apart from the court sentence, he could walk away, while we had spent months repairing our home and trying recover emotionally from the damage and the disruption that he had caused us.

I am was very angry after the meeting. The offender was pathetic and I felt he put on a show. The two mediators sided with his sob story (single dad, on the benefit). He ruined me financially and I was not compensated (no one told me what would be accepted as a claim or not). I'm still very bitter towards him, he disgusts me. The minimal payments he has been made to pay have dragged on and there have been comms from anyone on timelines. It was good to meet him so I could understand it from his perspective, but at the end of the day he could have killed someone and he got off lightly. I'm disgusted in the outcome.

Showed me that offender is a liar.

Benefits wore off. I found out during the court case that the offender wasn't truly honest. The meeting got a year off his sentence but he lied and withheld information about himself. I felt rather let down by that situation. Didn't use the opportunity to be fully truthful.



FEEDBACK AND SUGGESTIONS

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

While majority continue to state no negative aspects of the process, poor conference facilitation and a perception that the process only serves to make the offender feel better is more likely to be mentioned in 2025

7.1 Negative aspects of restorative justice experience

	2023	2025
None - nothing was poor or needed to be improved	16%	11%
Offender wasn't sincere with apology/only for a lesser sentence/not go to court/was prompted to/intimated to; lack of remorse	8%	11%
Need feedback/updates on what happened to offender after the meeting	12%	8%
Facilitator couldn't get their point across/needed more training/more knowledge/couldn't control meeting	1%	6%
Felt it gave the offender a chance to make themselves feel better not the victim; RJ favours offenders not victims	<1%	6%
Speed up the process; took too long between offence and the first meeting with facilitator	11%	6%
Not happy with the outcome/court outcome/sentence	4%	5%
No comments made (% of total number of respondents)	31%	45%

Few participants raised concerns, but some noted issues with offender sincerity and facilitator performance.

Just over half of respondents (55%) shared feedback. The most common concern (11%) was that the offender didn't seem sincere or was attending for the wrong reasons.

- Compared to 2023, more participants raised concerns about:
- Facilitator performance (6%, up from 1%) — lacking control or training
 - Bias toward the offender (6%, up from <1%) — feeling the process benefited the offender more than the victim

Base: All respondents who have answered the question. 2025 n=187, 2023 n=255. Table lists respondents given by 5% (n=10) or more of respondents. Multiple responses permitted therefore percentages may total more than 100%. Arrows indicate a statistically significant increase or decrease in positive ratings compared with the previous measure.

7.1 Negative aspects of restorative justice experience

A selection of verbatim comments are included below to demonstrate some of the negative aspects of restorative justice experience and improvements:

Instead of phone calls with victim, it would be better to have more face-to-face meetings.

I did not gain anything. He got a lighter sentence. I lost a lot of money, and it made him look good. There was no point in doing this when it did not favour me. I felt like it mostly benefitted the offender. It was only to help him and it did not make me feel better. He just got away with everything.

She kept asking us for a support person. I am private about life, I didn't want to bring my people. she said I was required to bring a support person.

There was a commitment made by both the parties to go ahead with the meeting so the meeting should have gone through. But the offender was too scared to face me, and he walked out. I am an extremely busy person, so I took time for this meeting. They should have made the offender face me. I really want them to get his feedback because I did not receive any opportunity after the meeting.

Good follow up is required for after the plead. It is not relevant to go through the process if the offender is not following the guidelines.

I felt like the offender was not taking full responsibility.

The outcome was extremely distressing and felt like the winner of this case was the offender and not the victim. Disgusted and disappointed with the handling. Disappointed with judge and it felt like a stab in the gut by the govt. Everything has to be improved. The incident took place towards the end of 2023, and we are still talking about it.

Establishing a face-to-face meeting with the offender and victim prior, because that could be quite overwhelming, having a little bit more time than an hour, because an hour is not enough for him to say his piece and for me to say mine. The information was portrayed as if the place for me to voice myself and gain some clarity, but in reality, it was more about how the offender was doing.

They have to be harsher towards the offender and if he is not answering any question, they have to make him answer that.

More communication with the victim. Every region is understaffed. The whole justice system needs more staff.

The only problem I really had was when they jot down what I say. Most of what she wrote was nothing of what she said and it bugged me. It could be better improved by having better listening.

Positive aspects of the process included good facilitators and opportunity for the offender to hear impact most. Provision of feedback, well-structured conference and empowerment of victim mentioned more in 2025

7.2 Positive aspects of restorative justice experience

	2023	2025
Good facilitators (e.g. very polite, easy to talk to, made me feel comfortable, caring, supportive, respectful, professional)	38%	42%
I was able to have my say (the offender to hear the impact on me)	28%	24%
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%	17%
Provided me with closure / could move on / get things off my chest	14%	15%
Meeting took place in a safe/controlled/calm environment	14%	14%
Clear process, information clearly explained/organised	10%	13%
Able to meet with offender, to put a face to the name	12%	12%
Getting feedback/updated/communication before and/or after meeting	2%	9%
Positive outcome/impact, felt it was a positive way to deal with crime	10%	8%
Facilitators were knowledgeable (e.g. had life experiences, gave advice)	4%	6%
The experience gave me courage/confidence, empowered me	2%	5%
Build/restore a relationship, communicate better with offender	3%	5%
Seeing the offender was genuinely sorry/sincere/offender apologised	5%	5%
RJ process was well planned/structured; conference was well run	0%	5%
I felt it was fair, non-judgmental or bias on either side i.e. offender vs. victim or their support/representative person.	5%	4%

Participants highlighted several benefits of the restorative justice process.

The most commonly mentioned positive aspects were consistent with 2023 - skilled facilitators, the chance to speak, receiving answers, gaining closure, and feeling safe.

Three aspects saw a significant increase in mention compared with 2023:

- Better communication before/after the meeting (9%, up from 2%)
- Increased confidence or empowerment (5%, up from 2%)
- A well-planned and well-run process (5%, up from 0%)

There were no notable differences by demographics or referral type.

Base: All respondents who have answered the question. 2025 n=315, 2023 n= 342. Table lists respondents given by 4%/n=10 or more of respondents. Multiple responses permitted therefore percentages may total more than 100%. Arrows indicate a statistically significant increase or decrease in positive ratings compared with the previous measure.

7.2 Positive aspects of restorative justice experience

A **selection of verbatim comments** are included below to demonstrate positive aspects of restorative justice experience and improvements:

The sentence got lightened for her. As for the relationship, the lighter sentence had benefitted both me and her.

The smooth administrators and very open on what could happen, how it could happen. If at any stage I felt uncomfortable, they made me feel in control.

Being able to confront the conversation with my person. Helpful to have a mediator through that conversation. The prep before the conversation, someone there to end the call if need be - all these are helpful. Makes me feel safe. Especially a lot of victims don't want to talk about what happened to them but RJ gives a safe space to do so.

Facilitator - she had the answers for us, she was understanding, if she didn't know something, she said she'd get back to us and she did. If I needed information, she'd help me. Her mannerism was excellent. She just sat and listen; she quoted things exactly as we said. She has the right mannerism for the job. She wasn't just professional and job-like, she was friendly, she took an interest in us.

I didn't hate the offender of the crime. I really apologized hated him before the meeting.

Helped me decide the outcome. Just the opportunity to discuss around the table, like a family court. No one else could have done that for us. Whether I want to continue or end the relationship so gives an indication. If I decided to continue they help in giving us a safe home, guidance, support and counselling.

We got to speak how we feel on behalf of everyone in the family.

Able to understand the MOJ process better.

I learnt to have a voice. It gave me strength to write my victim impact case from the other case, I ended up getting a victim support in the North Island, empowering, the restorative justice created a median between me and my son. Using my church platform to talk about my testimony about my unhealed childhood trauma. I became a speaker for child mental health/suicide prevention. Opened a door for myself sharing my stories. Relationship with my psychologist is so on point now. I go to her weekly and it helps with my therapy and her sessions. She hears about my stories with restorative justice, I feel confidence. The restorative justice process gave me courage to write a book about my life. Given the encouragement. I have hope to become a public speaker. I do recommend restorative justice, but only if there is hope that offenders are 100% into it as well.

No complaints. Takes a lot off pressure off our justice system and gives a lot of closure. There's transparency. I could see that the offender was remorseful and sincere. If not for this opportunity of RJ, I would never have known.



Appendix

- **Sample profile**
- **2025 questionnaire**

2025 Sample Profile

Characteristic	Number	Percentage
Total	371	100%
Gender		
Female	215	64%
Male	119	36%
Ethnicity (Note: multiple ethnicities could be selected)		
New Zealand European	223	67%
Māori	96	29%
Other	42	13%
Pasifika	31	9%
Asian	30	9%
Age		
15 to 19 years	5	1%
20 to 29 years	55	16%
30 to 39 years	84	25%
40 to 49 years	64	19%
50 to 59 years	61	18%
60 years or older	65	19%

Characteristic	Number	Percentage
Total	371	100%
Referral Type		
Family violence offence	166	50%
Standard offence	165	49%
Complex offence*	3	<1%
<i>* Complex offence has been combined under standard offence for reporting purpose.</i>		
Respondent Status		
Victim of the offence	305	91%
Representative of victim (parent/guardian)	18	5%
Representative of victim (family member)	4	1%
Representative of victim (non-family member)	7	2%

2025 Questionnaire

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Ministry of Justice
Restorative Justice Victim Satisfaction 'Pulse' Survey
Questionnaire (20 February 2025)

Introduction

Good afternoon/evening. My name is ... from 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 people's 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 code as "Not eligible - have not been through the RJ process/can't remember". Thank and close.

If the respondent does not recognise the provider/organization/ not heard of provider name say: They may have said they were from Restorative Justice. Or, you might know them as the 'restorative justice facilitator' and/or one of their colleagues.

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 respondent mentions a text message: Yes, this is the research we are calling about.

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Age check if named person is notes as a minor:

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, code as "Not eligible - Other (write reason in comments)"

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 MoJ: 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.

Is now convenient for you to answer some questions please? *If necessary: The survey will take approximately 20 minutes depending on your answers.*

If no, arrange call back.

If refuse, thank and close, code as "Refused - no specific reason".

If they have no recollection of contact with RJ Provider code as "Not Eligible - have not been through the RJ process/ can't remember".

If they know what you are referring to but had no contact with restorative justice facilitators. Code as "Not eligible - have not been through the RJ process/meeting never took place/can't remember".

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. The report will be available for you to view through the Ministry of Justice website once it's complete.
- After the study is complete, your personal details will be deleted from the GravitasOPG and the Ministry of Justice's files so they cannot be used for any other purpose.

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- 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.
- You are able to request from the Ministry of Justice, GravitasOPG and the provider that delivered the restorative justice provider a copy of any personal information they hold on you.

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

Victims of Crime Information Line - 0800 650 654
 Victim Support - 0800 VICTIM (0800 842 846)
 Citizen's Advice Bureau - 0800 FOR CAB (0800 367 222)

Note: If screened out because they did not have a face to face or telephone meeting with the provider (e.g. at Q2.1) please say: "For the survey we are currently undertaking we are just talking to people who went through the entire restorative justice process. However, the Ministry of Justice may be undertaking a survey with people who were only involved in only part of the process in the future. In the meantime, did you have any comments, suggestions or feedback you would like us to pass on to the Ministry about your experience of restorative justice? [type in feedback or note no comments]. Thank you for your time.

1. Conference Respondent

Read:

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 confidentiality and 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.

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Read confidentiality issues to all respondents:

Now I'm going to read out information regarding research confidentiality.

- Whether or not you decide to take part it 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. The report will be available for you to view through the Ministry of Justice website once it's complete.
- After the study is complete, your personal details will be deleted from the GravitasOPG and the Ministry of Justice's 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.
- You are able to request from the Ministry of Justice, GravitasOPG and the provider that delivered the restorative justice conference to provide a copy of any personal information they hold on you.

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.

Q1.1 Which of the following describes you? Are you...

READ OUT. Single response

The victim of the offence	1
The parent/guardian of the victim	2
A family member (other than the parent/guardian of the victim)	3
Someone else/none of these	4
DO NOT READ OUT: Don't know / cannot remember	5
DO NOT READ OUT: Don't want to answer this question	6

If codes 2/3/4 above, ask:

Q1.2 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?

READ OUT IF NEEDED. Single response

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

2. 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.

Q2.1 Firstly, did you have a face to face or online 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

BOTH meetings and phone calls	1	
Phone call(s) only	2	
Face to face or online meeting(s) only	3	
None of these	4	Thank and close Code as ineligible
Don't know / cannot remember	5	Thank and close Code as ineligible
Don't want to answer this question	6	Thank and close Code as ineligible

Q2.2 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

Q2.3 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 Q2.3 (codes 2 or 1) ask:

Q2.4 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.

<i>Specify what verbatim</i>	1
Don't know	2
Do not want to answer	3

3. Reasons for Taking Part

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

Q3.1 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.

<i>Specify what verbatim</i>	1
Don't know	2
Do not want to answer	3

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Q3.2 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

4. At the Conference

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

Q4.1 Did you actually end up having a face to face (or a video link) meeting with the offender? *If needed:* Was it face to face or online?

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

DO NOT READ OUT. Single response

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

If no/Don't know/don't want to answer question (codes 3-5) skip to Q7.1

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Q4.2 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 this question
1	You felt safe	1	2	3	4	5	6	7
2	You had the opportunity to say what you wanted to say	1	2	3	4	5	6	7
3	You were scared to say what you really felt	1	2	3	4	5	6	7
4	Your concerns and questions were treated seriously	1	2	3	4	5	6	7
5	You were treated with respect	1	2	3	4	5	6	7
6	You felt the offender was sincere in his/her participation	1	2	3	4	5	6	7
7	You felt pressured during the meeting	1	2	3	4	5	6	7

5. Conference Facilitator

Q5.1 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 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
Overall, you were happy with how they managed the meeting	1	2	3	4	5	6	7

6. Conference Overall

Q6.1 Thinking about the meeting with the offender overall, how satisfied or dissatisfied were you with the meeting itself? 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

7. Benefits/Longer Term Impacts

Thinking now about longer term impacts.....

Q7.1 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

Q7.2 As a result of participating in the restorative justice meeting, would you say your view on the appropriate sentencing for the offender has ...

READ OUT. Single response

Strongly changed towards a lighter sentence	5
Slightly changed towards a lighter sentence	4
Not changed	3
Slightly changed towards a harsher sentence	2
Strongly changed towards a harsher sentence	1
DO NOT READ OUT: Don't know / cannot remember	6
DO NOT READ OUT: Don't want to answer this question	7

Q7.3 As a result of participating in the restorative justice meeting, would you say your view of the criminal justice system as a whole become...

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

Q7.4 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 <u>or</u> 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

Q7.5 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

8. Satisfaction Overall

Q8.1 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

Q8.2 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 feeling 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

9. 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.

Q8.1 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, 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

Q9.2 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

Q9.3 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

10. 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.

Q10.1 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
Māori	2
Samoan	3
Cook Island Māori	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

Q10.2 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

Q10.3 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

11. 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 MoJ: You can email restorativejustice@justice.govt.nz

Interviewer please record anything you think might be interesting for the Ministry to know about – for example, anything that seemed out of the ordinary, anything concerning, or any funny stories you were told by the respondent. We will ensure that no identifying comments are passed on to the ministry from this information. Record verbatim below – double check spelling

CODE FOR 'NOTHING TO RECORD'