

Nudgeathon 2019

Deloitte Access Economics Team

We have developed a simple, low-cost/low-effort intervention, designed to increase the number of referrals to ARJC. The intervention targets a key referral group: lawyers.

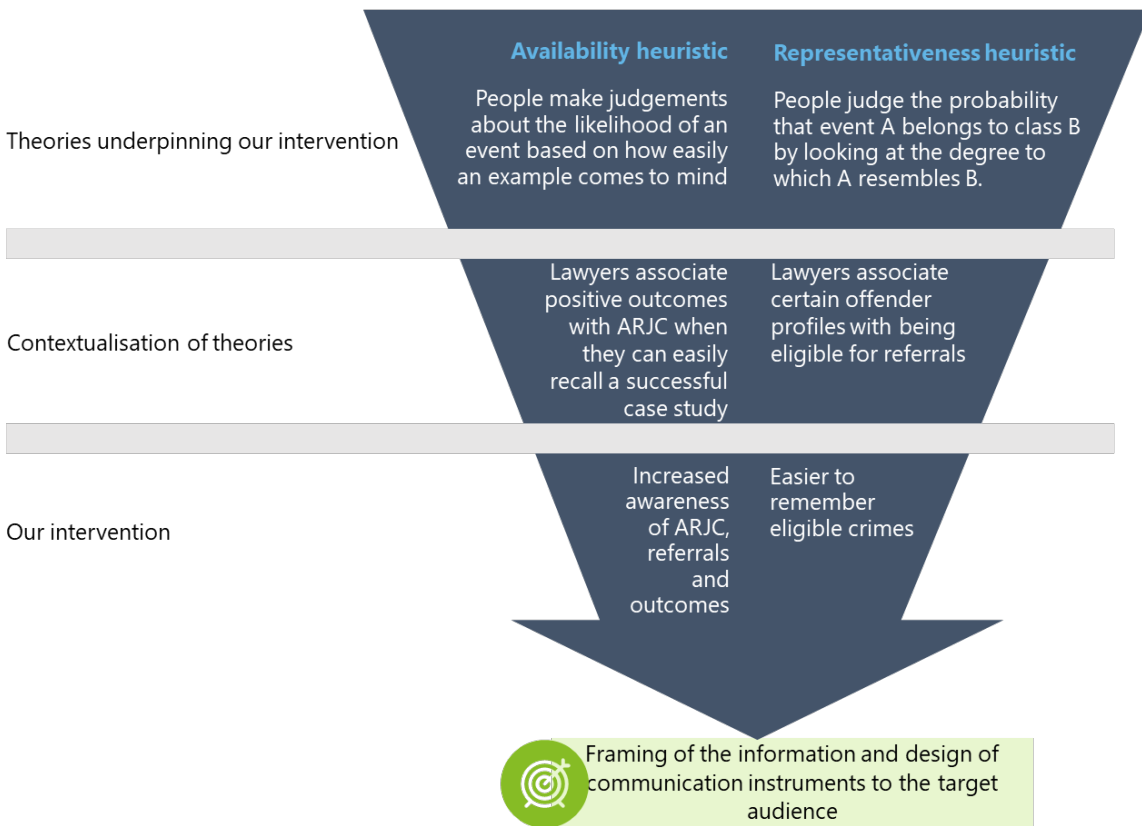
This referral group was chosen as a result of research and anecdotal information gleaned throughout the Nudgeathon. In particular, this stakeholder group was targeted due to:

- their incentive to refer (i.e. to deliver a positive outcome for their client),
- their knowledge of the offender and their offence,
- the importance of their role in the judicial process
- their ability to initiate conversation with the Prosecutor to commence the referral process
- existing distribution channels to leverage for communication

Underpinning our approach is the assessment that the current target referral group, lawyers, are subject to **information gap, zero-risk and choice-supportive bias**.

The figure below summarises our analytical approach to designing our intervention, informed by the **availability and representativeness heuristic**.

Theoretical basis of our nudge



Instruments

Our nudge is based on addressing the highlighted information gap that exists for the key referral group. We have designed a simple poster and informative articles that utilise behavioural insights to present applicable, relevant and tailored ARJC facts.

Instrument 1 – poster displayed in interview rooms in Queensland courts

Have you considered adult restorative justice conferencing (ARJC)?

Is my client eligible?

- ✓ Offence is minor in nature
- ✓ Not subjected to a suspended sentence
- ✓ Not related to domestic and family violence
- ✓ No previous convictions for similar offences

What types of offences?

Stealing | Assault | Fraud | Wilful damage | Unlawful use of vehicle

How do I refer?

Getting help with making a referral | arjc.enquiry@justice.qld.gov.au | (07) 32396256

What are the benefits of ARJC?

- Offender**
Accountability | Influence over outcomes | Apology / forgiveness | Understand the impact of offence
- Victim**
Tell their story | Receive an explanation / apology | Reduce fear of re-victimisation
- Community**
Reduced recidivism | Better understanding of causes and impacts of crime | Increased satisfaction for defendants and victims

92%

satisfaction rate with the RJ process, which was consistent amongst victims and offenders

96%

compliance rate with outcomes agreed to in ARJC

Instrument 2 – articles within Queensland Law Society monthly publication (PROCTOR) and Bar Association email channels

Restorative justice, repairing the harm...

Restorative justice

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Restorative justice around the world

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Restorative justice in QLD

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Where is ARJC available?

Adult restorative justice conferencing (ARJC)

A victim's story

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An offender's story

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Did you know, in 2017-18 Adult Restorative Justice Conferencing in Queensland achieved:

358

Referrals

184

Conferences

92% satisfaction rate with the RJ process, which was consistent amongst victims and offenders

Assessed by:

- Preparedness for the meeting
- Safety
- Fairness
- Being listened to
- Express perspective
- Dealing with the offence.

96% compliance rate with outcomes agreed to in ARJC

Getting help with making a referral | arjc.enquiry@justice.qld.gov.au | (07) 3239 6256

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