



Australian Government
Australian Institute of Criminology

Practices, policies and procedures that influence juror satisfaction in Australia

Appendixes

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Appendix A: Stakeholder interview structured questionnaire

Briefly introduce the project to the participant. Explain that it is funded by the Criminology Research Council, is happening in NSW, Victoria and SA, and that researchers from five universities are collaborating. Provide the Participant Information Sheet and Consent Form (which needs an independent witness, e.g. secretary). Explain that although their responses may be quoted in the final report, all identifying information will be removed. There is no way that they will be able to be linked to quotes in the report.

INTERVIEW FOR JUDGES, LAWYERS AND JURY ADMINISTRATORS

1. How satisfied are you with the current jury management system?
 - a. What aspects are working well? What aspects are working less well?
2. Are you satisfied with the current orientation given to jurors?
 - a. How can it be enhanced?
3. Should the court follow up on citizens who do not respond to the summons?
 - a. If so, how?
4. Should grounds for exemption from jury duty be changed? If so, how?
5. Do jurors have sufficient opportunity to raise reasons for excusal in a non-intimidating environment?
 - a. If not, how can this be provided?
6. Are juries representative of our community?
 - a. If no, is this a problem?
 - b. Do peremptory challenges change the representativeness of juries?
7. Should more members of the community be encouraged to serve as jurors?
 - a. How can this be accomplished? Would “one day one trial” system help? (SA only)
8. Is the confidentiality of deliberations (in terms of discussing the case with partners, etc.) explained to jurors appropriately?
9. Is appropriate support available for jurors?
This question refers to the availability of counsellors, accessibility of resources if jurors have questions
10. Are jurors paid adequately for their time? If not, how should pay be adjusted?
11. Do you take any steps to enhance jurors’ experience on jury duty?
If queried, provide examples such as use of charts, special verdict forms, instructions to put jurors at ease, etc.
12. Can you recommend any steps that judges, the court, or legal personnel can take to enhance juror satisfaction and confidence in the justice system?
13. What aspects of the court system are particularly enjoyable/challenging/frustrating for jurors? (Break down as needed.)
14. If you were a victim, would you prefer a trial by jury or judge alone?
15. If you were a defendant, would you prefer a trial by jury or judge alone?

16. On a rating scale of 1 – 5, where 1 is “not at all confident” and 5 is “very confident” how confident are you in:

- | | | | | | |
|---|---|---|---|---|---|
| a. The capacity of juries to do their job: | 1 | 2 | 3 | 4 | 5 |
| b. The capacity of judges to do their job: | 1 | 2 | 3 | 4 | 5 |
| c. The ability of defence lawyers to represent their client: | 1 | 2 | 3 | 4 | 5 |
| d. The ability of prosecution lawyers to do their job: | 1 | 2 | 3 | 4 | 5 |
| e. The efficiency of the criminal justice process in jury trials: | 1 | 2 | 3 | 4 | 5 |
| f. The fairness of the criminal justice process in jury trials: | 1 | 2 | 3 | 4 | 5 |
| g. The fairness in how victims are treated in jury trials: | 1 | 2 | 3 | 4 | 5 |
| h. The fairness in defendants are treated in jury trials: | 1 | 2 | 3 | 4 | 5 |

17. Is there any aspect of the jury trial process that you would like to see changed?

a. What, if any, legislative requirements would you like to have changed?

18. On a scale of 1 to 5, where 5 is most confident, how confident are you in the NSW/Vic/SA jury system?

Appendix B: Facilities observation checklist

	Yes	No	Comments
Courthouse			
Disabled access			
Separate entrance for jurors			
Parking			
Public transport			
Childcare facilities provided			
Lockers available			
Colour (visual interest, psychological associations with colour)	Comments:		
Jury Assembly area			
Clearly signposted			
Disabled access			
Comfortable chairs, e.g. lounge chairs			
Privacy			
Natural light			
Comfortable temperature			
Fresh air			
TV			
Reading materials – magazines/newspapers			
Games/puzzles			
Smoking area			
Laptop portals			
Power-points			
Phone available			
Fax/photocopier/printer			
Internet access			
Writing/computer carrels			
Availability of snacks, e.g. vending machines			
Colour (visual interest, psychological associations with colour)	Comments:		
Jury deliberation room			
Perception of space (e.g. height)			
Chairs (comment re: comfort)			
Natural light			
Comfortable temperature			

Jurors able to control temperature			
Fresh air			
Windows			
Jurors able to control windows			
Jurors able to control lighting			
Water available			
Tea/coffee making facilities			
Biscuits			
Whiteboard (comment re: size, pens)			
Technology (e.g. ability to re-examine visual aides etc.)			
Breakout space (space away from other jurors, room to dissent)			
Smoking area			
Access to outside areas – exercise			
Look out, look in (light/glass, others can't look in)			
Room located so it can be used in other ways			
Noise level (especially from toilet)			
Access to private toilets			
Separate male/female toilets			
Colour (visual interest, psychological associations with colour)	Comments:		
Meals			
Provided (comment re: hot/cold, vegetarian option? Healthy? Variety?)			
Fridge available			
Microwave available			
Cafeteria			
Access to shops			
Courtroom			
Water available			
Space (cramped? Spacious?)			
Unobstructed view of courtroom			

Unobstructed view of visual aides			
Acoustic quality			
Comfortable seats			
Pens/paper			
Direct access to jury deliberation room			
Technology	Comments:		
Colour (visual interest, psychological associations with colour)	Comments:		

Appendix C: Community survey

Screening Questions:

1. Are you over 18? → NO: screen out
2. Are you enrolled to vote? → NO: screen out
→ Yes to both: continue to survey

1. Have you ever been previously involved in a criminal case?	Yes ☐	No ☐
<i>If the participant selects 'yes', the following options should appear:</i>		
If yes, was this as (select all that apply):		
A victim	☐	☐
A defendant	☐	☐
A witness	☐	☐
An observer	☐	☐
A lawyer	☐	☐
An employee of a lawyer or a court	☐	☐
Associated with a court in another way	☐	☐
Have you ever been previously involved in a civil case?	Yes ☐	No ☐
<i>Same as above</i>		
If yes, was this as (select all that apply):		
A victim	☐	☐
A defendant	☐	☐
A witness	☐	☐
An observer	☐	☐
A lawyer	☐	☐
An employee of a lawyer or a court	☐	☐
Associated with a court in another way	☐	☐

2. How many times have you been inside court buildings?				
☐ Never	☐ Once	☐ 2-5 times	☐ 6-10 times	☐ 11+ times

3. When was the last time you were in a court building?					
☐ Never	☐ This year	☐ 1-2 years ago	☐ 3-5 years ago	☐ 6-10 years ago	☐ 11+ years ago

<i>Not at all confident</i> 1	2	3	4	<i>Very confident</i> 5
4. How confident are you in the:				
Efficiency of jury trials	☐	☐	☐	☐
Fairness of jury trials	☐	☐	☐	☐
Efficiency of the criminal justice process	☐	☐	☐	☐
Fairness of the criminal justice process	☐	☐	☐	☐
Fairness in how victims are treated in jury trials	☐	☐	☐	☐
Fairness in how defendants are treated in jury trials	☐	☐	☐	☐
Ability of prosecution lawyers to do their job	☐	☐	☐	☐

Ability of defence lawyers to represent their client	☐	☐	☐	☐	☐
Capacity of judges to do their job	☐	☐	☐	☐	☐
Capacity of juries to do their job	☐	☐	☐	☐	☐

<i>Strongly disagree</i> 1	2	3	4	<i>Strongly agree</i> 5	
5. How strongly do you agree or disagree:	1	2	3	4	5
Jury service is an important civic duty	☐	☐	☐	☐	☐
Juries help keep the judges in touch with community thinking	☐	☐	☐	☐	☐
Juries in my state are not representative of the community	☐	☐	☐	☐	☐
Juries help ensure the justice system is accountable to all citizens	☐	☐	☐	☐	☐
Most jurors are not fair and impartial	☐	☐	☐	☐	☐
Jury service is educational	☐	☐	☐	☐	☐
People from all walks of life should participate in the administration of justice	☐	☐	☐	☐	☐
Courts overestimate people’s knowledge of the criminal justice process	☐	☐	☐	☐	☐
Serving on a jury is interesting	☐	☐	☐	☐	☐
Jurors are paid adequately for their time	☐	☐	☐	☐	☐
There should be exemptions from jury service for:					
People who live more than 50km from court	☐	☐	☐	☐	☐
People with children under 12 years of age	☐	☐	☐	☐	☐
People with children aged 12-18 years	☐	☐	☐	☐	☐
Students	☐	☐	☐	☐	☐
People with financial hardship	☐	☐	☐	☐	☐
People who have holiday plans	☐	☐	☐	☐	☐
People with important jobs (e.g., doctors, lawyers, teachers)	☐	☐	☐	☐	☐

6. How long, on average, do you think jury service usually lasts?					
☐ 1-2 days	☐ 2-5 days	☐ 2 weeks	☐ 3 weeks	☐ 1 month	☐ More than 1 month
Does your state offer a "one-day, one-trial" system?					
☐ YES	☐ NO	☐ DON'T KNOW			
Does your state allow citizens to postpone their jury service?					
☐ YES	☐ NO	☐ DON'T KNOW			

7. Your thoughts on jury duty:		Yes	No
Have you ever been called for jury duty?		☐	☐
Would you like to serve as a juror?		☐	☐
Will you try to avoid jury duty due to financial hardship?		☐	☐
Will you try to avoid jury duty due to personal hardship?		☐	☐
How keen are you to serve as juror?			
Not at all keen			Very keen
☐ 1	☐ 2	☐ 3	☐ 4
			☐ 5

8. Have you ever received notice of inclusion on a jury roll?		
☐ Yes	☐ No → Go to Q10	
The last time you received this notice, did you:	Yes	No
Tell the sheriff's office you were disqualified from jury duty?	☐	☐
Tell the sheriff's office you were ineligible for jury duty?	☐	☐
Claim an exemption?	☐	☐
The last time you were summoned for jury duty, did you:		
Ignore the summons?	☐	☐
If yes, what was the result:	☐	☐
.....		
Apply for a postponement?	☐	☐
Was your service postponed?	☐	☐
Choose to pay a fine instead?	☐	☐

9. If you applied for an exemption or deferral, indicate why. Check all that apply Use Y/N?	
Care of dependants	☐
Work commitments	☐
Study commitments	☐
Holiday plans	☐
Concerns about loss of income	☐
Physical or mental condition	☐
Conscientious objection	☐
Other (please specify)	☐

10. To the best of your knowledge:			
Does your employer pay you while you are on jury duty?			
☐ Yes	☐ Partially	☐ No	☐ Don't know
Do you have to use your vacation days from work to serve on a jury?			
☐ Yes	☐ Partially	☐ No	☐ Don't know
Do you think your job will be threatened by jury duty?			
☐ Yes	☐ Partially	☐ No	☐ Don't know

11. Please answer the following questions:	Jury	Judge	Either
If you were a defendant, would you prefer a trial by jury or judge alone?	☐	☐	☐
If you were a victim, would you prefer a trial by jury or judge alone?	☐	☐	☐

12. And finally a few details about yourself...				
Age group:	☐ 18 – 29	☐ 30 – 49	☐ 50 – 69	☐ 70 +
Gender:	☐ Male		☐ Female	
In what country were you born?:				
☐ Australia ☐ Other (please specify)				
What is your postcode:				

Are you of Aboriginal or Torres Strait Islander descent?		☐ Yes	☐ No
Do you come from a Non-English speaking background?		☐ Yes	☐ No
What is the highest qualification you have completed?			
☐ Less than high school	☐ Completed high school	☐ Diploma or equivalent	☐ Trade cert. or equivalent
☐ University degree			
What is your occupation? (present as drop-down menu)			
☐ Professional	☐ Trade	☐ Admin/ Clerical	☐ Labourers & related workers
☐ Student	☐ Retiree/ Pensioner	☐ Home duties	☐ Unemployed
☐ Self-employed			
☐ Casual Employee			
☐ Other			

Thank you for your time.

Appendix D: Non-empanelled juror survey



Mark boxes like this: ☐
Not like this: ☒

Please mark the box that best represents your view about your recent experience as a juror:

Not applicable N/A	Not at all satisfied 1	2	3	4	Very satisfied 5	
How satisfied were you with the...	N/A	1	2	3	4	5
Amount of notice before you went to court	☐	☐	☐	☐	☐	☐
Information provided with the summons	☐	☐	☐	☐	☐	☐
Explanation of who is allowed to be a juror	☐	☐	☐	☐	☐	☐
Helpfulness of jury office staff before you arrived	☐	☐	☐	☐	☐	☐
Treatment you received on arrival	☐	☐	☐	☐	☐	☐
Information about your role as a juror	☐	☐	☐	☐	☐	☐
Video about jury service	☐	☐	☐	☐	☐	☐
Comfort of the waiting area	☐	☐	☐	☐	☐	☐
Natural light in the waiting area	☐	☐	☐	☐	☐	☐
Privacy of the waiting area	☐	☐	☐	☐	☐	☐
Facilities for you to work while waiting	☐	☐	☐	☐	☐	☐
Explanations for waiting in the assembly area	☐	☐	☐	☐	☐	☐
Opportunity to raise reasons for excusal	☐	☐	☐	☐	☐	☐
Opportunity to raise reasons for postponement	☐	☐	☐	☐	☐	☐
Facilities for you to self-cater	☐	☐	☐	☐	☐	☐
Food and beverages provided	☐	☐	☐	☐	☐	☐
Opportunity to exercise at lunchtime	☐	☐	☐	☐	☐	☐
Access to private toilet facilities for jurors	☐	☐	☐	☐	☐	☐
Amount of reimbursement for jury duty	☐	☐	☐	☐	☐	☐
Travel allowance	☐	☐	☐	☐	☐	☐
Accommodation for jurors' individual circumstances	☐	☐	☐	☐	☐	☐
Overall experience of jury service	☐	☐	☐	☐	☐	☐
Did you apply for: An exemption? ☐ Yes ☐ No A deferral? ☐ Yes ☐ No If yes, please indicate why (you may choose more than one): ☐ Care of dependants ☐ Holiday plans ☐ Conscientious objection ☐ Work commitments ☐ Physical or mental condition ☐ Other (please specify): ☐ Study commitments ☐ Concerns about loss of income						
Did you attend a jury panel where you were challenged? ☐ Yes ☐ No						
Not at all confident 1	2	3	4	Very confident 5		
How confident are you in the:	1	2	3	4	5	
Efficiency of jury trials	☐	☐	☐	☐	☐	
Fairness of the jury selection process	☐	☐	☐	☐	☐	
Fairness of jury trials	☐	☐	☐	☐	☐	
Efficiency of the criminal justice process	☐	☐	☐	☐	☐	
Fairness of the criminal justice process	☐	☐	☐	☐	☐	
Fairness in how victims are treated in jury trials	☐	☐	☐	☐	☐	
Fairness in how defendants are treated in jury trials	☐	☐	☐	☐	☐	
Ability of prosecution lawyers to do their job	☐	☐	☐	☐	☐	
Ability of defence lawyers to represent their client	☐	☐	☐	☐	☐	
Capacity of judges to do their job	☐	☐	☐	☐	☐	
Capacity of juries to do their job	☐	☐	☐	☐	☐	

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Please mark the box that best represents your view about your recent experience as a juror:

Not applicable N/A	Not at all satisfied 1	2	3	4	Very satisfied 5	
How satisfied were you with the...	N/A	1	2	3	4	5
Amount of notice before you went to court	☐	☐	☐	☐	☐	☐
Information provided with the summons	☐	☐	☐	☐	☐	☐
Explanation of who is allowed to be a juror	☐	☐	☐	☐	☐	☐
Helpfulness of jury office staff before you arrived	☐	☐	☐	☐	☐	☐
Treatment you received on arrival	☐	☐	☐	☐	☐	☐
Information about your role as a juror	☐	☐	☐	☐	☐	☐
Video about jury service	☐	☐	☐	☐	☐	☐
Comfort of the waiting area	☐	☐	☐	☐	☐	☐
Natural light in the waiting area	☐	☐	☐	☐	☐	☐
Privacy of the waiting area	☐	☐	☐	☐	☐	☐
Facilities for you to work while waiting	☐	☐	☐	☐	☐	☐
Explanations for waiting in the assembly area	☐	☐	☐	☐	☐	☐
Opportunity to raise reasons for excusal	☐	☐	☐	☐	☐	☐
Opportunity to raise reasons for postponement	☐	☐	☐	☐	☐	☐
Facilities for you to self-cater	☐	☐	☐	☐	☐	☐
Food and beverages provided	☐	☐	☐	☐	☐	☐
Opportunity to exercise at lunchtime	☐	☐	☐	☐	☐	☐
Access to private toilet facilities for jurors	☐	☐	☐	☐	☐	☐
Amount of reimbursement for jury duty	☐	☐	☐	☐	☐	☐
Travel allowance	☐	☐	☐	☐	☐	☐
Accommodation for jurors' individual circumstances	☐	☐	☐	☐	☐	☐
Overall experience of jury service	☐	☐	☐	☐	☐	☐
Did you apply for: An exemption? ☐ Yes ☐ No A deferral? ☐ Yes ☐ No If yes, please indicate why (you may choose more than one): ☐ Care of dependants ☐ Holiday plans ☐ Conscientious objection ☐ Work commitments ☐ Physical or mental condition ☐ Other (please specify): ☐ Study commitments ☐ Concerns about loss of income						
Did you attend a jury panel where you were challenged? ☐ Yes ☐ No						
Not at all confident 1	2	3	4	5	Very confident	
How confident are you in the:	1	2	3	4	5	
Efficiency of jury trials	☐	☐	☐	☐	☐	
Fairness of the jury selection process	☐	☐	☐	☐	☐	
Fairness of jury trials	☐	☐	☐	☐	☐	
Efficiency of the criminal justice process	☐	☐	☐	☐	☐	
Fairness of the criminal justice process	☐	☐	☐	☐	☐	
Fairness in how victims are treated in jury trials	☐	☐	☐	☐	☐	
Fairness in how defendants are treated in jury trials	☐	☐	☐	☐	☐	
Ability of prosecution lawyers to do their job	☐	☐	☐	☐	☐	
Ability of defence lawyers to represent their client	☐	☐	☐	☐	☐	
Capacity of judges to do their job	☐	☐	☐	☐	☐	
Capacity of juries to do their job	☐	☐	☐	☐	☐	

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<i>Not applicable</i>	<i>Not at all satisfied</i>		<i>Very satisfied</i>					
<i>N/A</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>			
How satisfied were you with the...			N/A	1	2	3	4	5
Amount of notice before you went to court			☐	☐	☐	☐	☐	☐
Information provided with the summons			☐	☐	☐	☐	☐	☐
Explanation of who is allowed to be a juror			☐	☐	☐	☐	☐	☐
Helpfulness of jury office staff before you arrived			☐	☐	☐	☐	☐	☐
Treatment you received on arrival			☐	☐	☐	☐	☐	☐
Information about your role as a juror			☐	☐	☐	☐	☐	☐
Video about jury service			☐	☐	☐	☐	☐	☐
Comfort of the waiting area			☐	☐	☐	☐	☐	☐
Natural light in the waiting area			☐	☐	☐	☐	☐	☐
Privacy of the waiting area			☐	☐	☐	☐	☐	☐
Facilities for you to work while waiting			☐	☐	☐	☐	☐	☐
Explanations for waiting in the assembly area			☐	☐	☐	☐	☐	☐
Time to settle in/get organized before the start of trial			☐	☐	☐	☐	☐	☐
Information about your right to be excused if you knew people involved in a case			☐	☐	☐	☐	☐	☐
Opportunity to raise reasons for excusal			☐	☐	☐	☐	☐	☐
Opportunity to raise reasons for postponement			☐	☐	☐	☐	☐	☐
Opportunity to make an affirmation rather than an oath			☐	☐	☐	☐	☐	☐
Comfort of the courtroom			☐	☐	☐	☐	☐	☐
Availability of water for jurors in the courtroom			☐	☐	☐	☐	☐	☐
Information about reasons for interruptions to proceedings			☐	☐	☐	☐	☐	☐
Natural light in the jury room			☐	☐	☐	☐	☐	☐
Comfort of jury room			☐	☐	☐	☐	☐	☐
Facilities for you to self-cater			☐	☐	☐	☐	☐	☐
Food and beverages provided			☐	☐	☐	☐	☐	☐
Opportunity to exercise at lunchtime			☐	☐	☐	☐	☐	☐
Access to private toilet facilities for jurors			☐	☐	☐	☐	☐	☐
Amount of reimbursement for jury duty			☐	☐	☐	☐	☐	☐
Travel allowance			☐	☐	☐	☐	☐	☐
Accommodation for jurors' individual circumstances			☐	☐	☐	☐	☐	☐
Advice on support following jury service			☐	☐	☐	☐	☐	☐
Overall experience of jury service			☐	☐	☐	☐	☐	☐
Did you apply for:			An exemption? ☐ Yes ☐ No			A deferral ? ☐ Yes ☐ No		
If yes, please indicate why (you may choose more than one):								
☐ Care of dependants			☐ Holiday plans			☐ Conscientious objection		
☐ Work commitments			☐ Physical or mental condition			☐ Other (please specify):		
☐ Study commitments			☐ Concerns about loss of income					
Did your employer pay you in full or in part while on jury duty?			☐ Yes			☐ No ☐ N/A		
Did you feel your employment was at risk by being required to serve?			☐ Yes			☐ No ☐ N/A		
Were juror support services available?			☐ Yes			☐ No ☐ Don't know		
If yes, did you consider using these services?			☐ Yes			☐ No		
If you used this service, was it helpful?			☐ Yes			☐ No ☐ Not used		

In the most recent trial on which you served did jurors:	Yes, we did	No, we didn't think we could	No, we didn't need to	Not sure	
Submit questions to ask witnesses	☐	☐	☐	☐	
Submit questions for the judge (e.g., on legal matters)	☐	☐	☐	☐	
Take notes	☐	☐	☐	☐	
Receive transcripts of trial evidence in the jury room	☐	☐	☐	☐	
Have legal terminology explained adequately	☐	☐	☐	☐	
See charts, diagrams or other visual aids	☐	☐	☐	☐	
Receive copies of exhibits in the jury room	☐	☐	☐	☐	
Receive written directions to use in reaching a verdict	☐	☐	☐	☐	
<i>Not Applicable</i>	<i>Not at all clear</i>			<i>Very clear</i>	
<i>N/A</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	
During the trial, how clear were the following:	N/A	1	2	3	4
Opening address by the prosecutor	☐	☐	☐	☐	☐
Opening address by the defence	☐	☐	☐	☐	☐
Judge's opening remarks after the jury was empanelled	☐	☐	☐	☐	☐
Spoken testimony by witnesses (average for all)	☐	☐	☐	☐	☐
Visual evidence (e.g., charts, diagrams, videos)	☐	☐	☐	☐	☐
Closing address by the prosecutor	☐	☐	☐	☐	☐
Closing address by the defence	☐	☐	☐	☐	☐
Judge's explanations, after the addresses, of:					
the facts of the case	☐	☐	☐	☐	☐
the legal principles to be applied	☐	☐	☐	☐	☐
issues to be decided by the jury	☐	☐	☐	☐	☐
Judge's explanation of who had the obligation of proving guilt	☐	☐	☐	☐	☐
Judge's explanation of reasonable doubt	☐	☐	☐	☐	☐
Judge's explanation of the available verdicts	☐	☐	☐	☐	☐
<i>For the next question please ensure that you only mark the box. Do not add any further information that would disclose specific details of deliberations in the trial on which you served.</i>					
<i>Strongly disagree</i>					<i>Strongly agree</i>
<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	
How strongly do you agree or disagree that:	1	2	3	4	5
The late start and early finish each day were inefficient	☐	☐	☐	☐	☐
We were asked to choose the foreperson too soon	☐	☐	☐	☐	☐
We needed more information on:					
choosing a foreperson	☐	☐	☐	☐	☐
the foreperson's role	☐	☐	☐	☐	☐
how to deliberate	☐	☐	☐	☐	☐
We were confused about:					
what we were allowed to discuss with non-jurors	☐	☐	☐	☐	☐
what we were allowed to discuss with each other	☐	☐	☐	☐	☐
before the trial ended	☐	☐	☐	☐	☐
what it means to draw inferences from evidence	☐	☐	☐	☐	☐
Everyone on the jury:					
understood the judge's instructions	☐	☐	☐	☐	☐
was conscientious	☐	☐	☐	☐	☐
was compatible	☐	☐	☐	☐	☐

Please indicate the offence you tried: (mark principal offence only) ☐ Homicide (e.g. murder, manslaughter, culpable driving) ☐ Assault (e.g., wounding offences) ☐ Sexual offence (e.g., rape, indecent assault) ☐ Armed robbery ☐ Burglary (break, enter and steal) ☐ Drug offences ☐ Theft/fraud (not tax/corporate crime) ☐ Tax/corporate crime ☐ Terrorist offences ☐ Other (please specify).....					
How many days did the trial last? (time in court only not including weekends)		☐ 1 or less ☐ 2-4 ☐ 5-8 ☐ 9-11 ☐ 12-14 ☐ 15+			
Were you discharged before deliberations? ☐ Yes ☐ No If yes, were you discharged due to: ☐ Case settled ☐ Knowledge of persons involved in the trial ☐ Mistrial ☐ You were a supplementary juror ☐ Problems with employment if continuing to serve ☐ Illness ☐ Other (please specify).....					
Did you deliberate with the jury? ☐ Yes ☐ No If yes, was the jury unable to reach a verdict? (hung jury) ☐ Yes ☐ No ☐ Don't know Was the jury sequestered? ☐ Yes ☐ No ☐ Don't know How long did you deliberate: Days Hours					
<i>Not at all confident</i> 1		2		3	
				4	
				<i>Very confident</i> 5	
How confident are you in the:		1	2	3	4
Efficiency of jury trials		☐	☐	☐	☐
Fairness of the jury selection process		☐	☐	☐	☐
Fairness of jury trials		☐	☐	☐	☐
Efficiency of the criminal justice process		☐	☐	☐	☐
Fairness of the criminal justice process		☐	☐	☐	☐
Fairness in how victims are treated in jury trials		☐	☐	☐	☐
Fairness in how defendants are treated in jury trials		☐	☐	☐	☐
Ability of prosecution lawyers to do their job		☐	☐	☐	☐
Ability of defence lawyers to represent their client		☐	☐	☐	☐
Capacity of judges to do their job		☐	☐	☐	☐
Capacity of juries to do their job		☐	☐	☐	☐
Compared to how I felt before jury duty this time, my confidence in the criminal justice system has: ☐ Increased ☐ Decreased ☐ Stayed the same					

<i>Strongly disagree</i>					<i>Strongly agree</i>
1	2	3	4	5	
How strongly do you agree with the following:					1 2 3 4 5
Uncertainty of the day-to-day schedule is frustrating	☐	☐	☐	☐	☐
Jury service is an important civic duty	☐	☐	☐	☐	☐
Juries help keep the judges in touch with community thinking	☐	☐	☐	☐	☐
Juries in my state are not representative of the community	☐	☐	☐	☐	☐
Juries helps ensure the justice system is accountable to all citizens	☐	☐	☐	☐	☐
Most jurors are not fair and impartial	☐	☐	☐	☐	☐
I felt intimidated in the court building	☐	☐	☐	☐	☐
Jury service is educational	☐	☐	☐	☐	☐
People from all walks of life should participate in the administration of justice	☐	☐	☐	☐	☐
Courts overestimate people's knowledge of the criminal justice process	☐	☐	☐	☐	☐
Serving on a jury is interesting	☐	☐	☐	☐	☐
The court can make better use of jurors' time	☐	☐	☐	☐	☐
Jurors need more compensation for expenses	☐	☐	☐	☐	☐
Jurors are paid adequately for their time	☐	☐	☐	☐	☐
Jurors should be compensated for child care costs	☐	☐	☐	☐	☐
There should be exemptions from jury service for:					
People who live more than 50km from court	☐	☐	☐	☐	☐
People with children under 12 years of age	☐	☐	☐	☐	☐
People with children aged 12-18 years	☐	☐	☐	☐	☐
Students	☐	☐	☐	☐	☐
People with financial hardship	☐	☐	☐	☐	☐
People who have holiday plans	☐	☐	☐	☐	☐
People with important jobs (e.g., doctors, lawyers, teachers)	☐	☐	☐	☐	☐

Have you served as a juror on a criminal case before?		☐ Yes	☐ No
If yes, how many times (before this one)?	☐ 1	☐ 2	☐ 3+
If yes, how many years ago was your last jury service?			
☐ Less than one year	☐ 1 - 2 years	☐ 3 - 4 years	☐ 5 years or more
If you were a victim, would you prefer a trial by jury or judge alone?		☐ Jury	☐ Judge ☐ Either
If you were a defendant, would you prefer a trial by jury or judge alone?		☐ Jury	☐ Judge ☐ Either
Your age:	☐ 18-29	☐ 30-39	☐ 40-49 ☐ 50-59 ☐ 60-69 ☐ 70+
Your gender:	☐ Male	☐ Female	
Country of birth: ☐ Australia ☐ Other (specify):		Your postcode:	
☐ I am of Aboriginal or Torres Strait Islander descent ☐ I come from a Non-English speaking background			
What is the highest qualification you have completed? ☐ Less than high school ☐ High school			
☐ Diploma or equivalent ☐ Trade certificate or equivalent ☐ University degree			
What is your occupation?		☐ Professional	☐ Trade ☐ Admin/Clerical ☐ Labourer / worker
☐ Self-employed ☐ Student ☐ Retiree/Pensioner ☐ Home duties		☐ Unemployed	☐ Casual employee

Office use only	☐ NSW	☐ VIC	☐ SA	☐ MET	☐ REG	☐ SUP	☐ DIST	JR:
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Appendix F: NSW Attorney General approval letter



ATTORNEY GENERAL

A/Professor Goodman-Delahunty
School of Psychology
University of New South Wales
SYDNEY NSW 2052

15 DEC 2006

Dear A/Professor Goodman-Delahunty

In accordance with sections 68 and 68A of the Jury Act 1977, I authorise you and your research team (including Professor Neil Brewer, Dr Jonathan Cough, Dr Jacqueline Horan, Professor James Ogloff and Dr David Tait) to conduct a research project into matters relating to juries or jury service, subject to the comments below.

The research project will involve a survey of jurors regarding their satisfaction about and impressions of jury service.

I understand that you have had discussions with my Department and the NSW Law Reform Commission in relation to the survey questions. I would be grateful if you could work with my Department and the LRC to ensure that the survey is tailored appropriately for NSW juries, and, to the extent possible, explores issues relevant to the LRC's current reference on jury directions.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'Bob Debus'.

BOB DEBUS

Level 36, Governor Macquarie Tower
1 Farrer Place, Sydney NSW 2000
Telephone: (02) 9228 3071

Postal: PO Box A290, Sydney South NSW 1232
Facsimile: (02) 9228 3166

Appendix G: Vic Attorney-General approval letter



Attorney-General

121 Exhibition Street
Melbourne, Victoria 3000
GPO Box 4356
Melbourne, Victoria 3001
Telephone: (03) 8684 1100
Facsimile: (03) 8684 1122
DX 210077

17 JAN 2007

Our Ref: CD/06/118232

Associate Professor Jane Goodman-Delahunty
Department of Psychology
University of New South Wales
SYDNEY NSW 2052

Dear A/Prof Goodman-Delahunty,

RE: APPROVAL TO CONDUCT RESEARCH WITH VICTORIAN JURORS

Thank you for your letter dated the 6th of October requesting permission to conduct the research project *Practices, Policies and Procedures that Affect Juror Satisfaction in Australia*. I understand that the purpose of this study is to gain an understanding of the issues affecting people called up for jury duty and the factors that influence their satisfaction with this experience.

I have received advice from the Department of Justice Human Research Ethics Committee and the Performance Analysis Unit that the proposed research is sound in theory and method and that all the relevant ethical and privacy obligations have been taken into account. I have also been informed that appropriate procedures have been put in place to ensure that jurors are aware of the requirement that they are not to disclose or comment on any aspect of their confidential case deliberations.

Based on these assurances, pursuant to s 78 of the *Juries Act 2000*, I grant approval for the research team led by yourself to undertake the investigation *Practices, Policies and Procedures that Affect Juror Satisfaction in Australia* as detailed in the attached application. If there are any changes to the research design, unforeseen eventualities or adverse events resulting from this research you are required to contact the Department of Justice within 24 hours. In the unlikely event that a juror discloses information regarding confidential case deliberations all work on the project is to cease and you or a member of the research team are required to notify the Department of Justice immediately. The Performance Analysis Unit will correspond with you separately to confirm these procedures.

I look forward to receiving a copy of the findings when the research is completed.

Yours sincerely

ROB HULLS MP
Attorney-General



Appendix H: SA Attorney-General approval letter

The Hon Michael Atkinson MP

AG0013406
06AG03808

21 November, 2006

A/Pref. Jane Goodman-Delahunty
School of Psychology
University of New South Wales
SYDNEY N.S.W. 2052



Government
of South Australia

Attorney-General

Minister for Justice

Minister for
Multicultural Affairs

11th Floor
45 Rie Street
Adelaide SA 5000

GPO Box 404
Adelaide SA 5001
DX 135

Tel: 08 8207 1723
Fax: 08 8207 1745

attorney-general@sa.gov.au

Dear Ms Goodman-Delahunty

Juror Satisfaction Project

I refer to your letter dated 6 October, 2006 outlining the proposed juror satisfaction project.

Based on what you have provided, and subject to the support of the Chief Justice and Chief Judge, I have no objection to the project's proceeding. As you would be aware, the protection of the confidentiality of jury deliberations is an essential part of the jury system and must be carefully guarded. I note your intention to remind jurors that they are not to discuss aspects of the trial on which they served.

I am prepared to grant an authorisation for you to conduct the project provided that the research is consistent with the proposal submitted and the process adopted by the researchers in obtaining and dealing with the information is approved by the Chief Justice or his delegate.

This authorisation should not be seen as an indication of my support for the funding of the project or its recommendations.

Thank you for bringing the project to my attention. I request that you provide me with a copy of your report and recommendations upon completion.

Yours sincerely

A handwritten signature in blue ink, appearing to read "M. J. Atkinson".

Michael Atkinson
Attorney-General

Appendix I: NSW Chief Justice approval letter



*The Chief Judge
District Court of NSW*

A/Prof J Goodman-Delahunty
The University of New South Wales
School of Psychology
UNSW SYDNEY NSW 2052

14 November, 2006

Dear Acting Professor,

I refer to your letter of 26 October and advise that my own view is that jurors have been surveyed enough in recent years. If you are to conduct a survey, you will need to obtain the approval of the Attorney General. If you obtain that approval, then this Court will co-operate with your survey.

Yours faithfully,

A handwritten signature in blue ink, appearing to be 'R O Blinck'.

The Hon Justice R O Blinck
CHIEF JUDGE

John Maddison Tower, 86-90 Goulburn Street, Sydney 2000
• PO Box K1026, Haymarket 1240 • DX 11518 Sydney Downtown • Tel: (02) 9377 5821 • Fax: (02) 9377 5035

Appendix J: NSW Chief Judge approval letter



*The Chief Judge
District Court of NSW*

A/Prof J Goodman-Delahunty
The University of New South Wales
School of Psychology
UNSW SYDNEY NSW 2052

14 November, 2006

Dear Acting Professor,

I refer to your letter of 26 October and advise that my own view is that jurors have been surveyed enough in recent years. If you are to conduct a survey, you will need to obtain the approval of the Attorney General. If you obtain that approval, then this Court will co-operate with your survey.

Yours faithfully,

A handwritten signature in blue ink, appearing to be 'R O Blanch'.

The Hon Justice R O Blanch
CHIEF JUDGE

John Maddison Tower, 86-90 Goulburn Street, Sydney 2000
• PO Box K1026, Haymarket 1240 • DX 11518 Sydney Downtown • Tel: (02) 9377 5821 • Fax: (02) 9377 5035

Appendix K: Vic Chief Justice approval letter

Lab - Jane Goodman-Delahunt

From: Jane Goodman-Delahunt
Sent: Monday, November 13, 2006 11:20 AM
To: Lab - Jane Goodman-Delahunt
Subject: FW: Juror Satisfaction Project

-----Original Message-----

From: Viv.Macgillivray@justice.vic.gov.au [mailto:Viv.Macgillivray@justice.vic.gov.au]
Sent: Mon 11/13/2006 11:14 AM
To: Jane Goodman-Delahunt
Subject: Juror Satisfaction Project

Dear Ms Goodman- Delahunt,

On behalf of the Chief Justice I refer to your letter of 6 October 2006 concerning the jury research project funded by the Criminology Research Council. The matter has been referred to the Juries Commissioner to manage and conduct at the request of the Chief Justice.

Yours sincerely,

Vivienne Macgillivray
Executive Associate to the Chief Justice Supreme Court of Victoria
Ph: (03) 9603 7184
Mobile: 0411 139 474

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The content of this e-mail and any attachments may be private and confidential, intended only for use of the individual or entity named. If you are not the intended recipient of this message you must not read, forward, print, copy, disclose, use or store in any way the information this e-mail or any attachment contains.

If you are not the intended recipient, please notify the sender immediately and delete or destroy all copies of this e-mail and any attachments.

Our organisation respects the privacy of individuals. For a copy of our privacy policy please go to our website or contact us.

Appendix L: Vic Chief Judge approval letter

PHONE: (03) 8636 6290
FAX: (03) 9640 0119
EMAIL: mr@countycourt.vic.gov.au



CHIEF JUDGE'S CHAMBERS
COUNTY COURT
250 WILLIAM STREET
MELBOURNE VIC 3000

November 8, 2006

Associate Professor Jane Goodman-Delahunty
School of Psychology
Faculty of Science
University of New South Wales
Sydney NSW 2052

Dear Ms Goodman-Delahunty,

Re: Juror Satisfaction Project

I refer to your letter dated October 27, 2006 seeking the support of the County Court of Victoria in this project.

I circulated your letter and the draft survey documents to the Executive Committee of Judges for discussion at our meeting today. The members of the Committee made the following suggestions regarding the survey documents:

1. Page 1, Item 1
There should be included a topic such as "Facilities for you in the courtroom", which is different from the comfort of the courtroom
2. Page 2, Item 4
There should be a topic included "Judge's opening remarks"
3. Page 3, Item 9
The word "peremptory" should be replaced with a word or phrase that is readily understood

On the basis that there is no legal impediment to jurors being approached to complete the survey form, the Court gives its support to the research project.

I look forward to receiving a copy of the final report in due course.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Michael Rozenes', written over a horizontal line.

Michael Rozenes
Chief Judge

Appendix M: SA Chief Justice approval letter

Telephone: (08) 8204 0390
Facsimile: (08) 8204 0442
PO Box 438
GPO Box 1068 ADELAIDE 5001

Email: john.doyle@courts.sa.gov.au

CHIEF JUSTICE'S CHAMBERS
SUPREME COURT
1 GOUGER STREET
ADELAIDE SOUTH AUSTRALIA 5000

1 November 2008

A/Professor J Goodman-Delahunty
The University of New South Wales
School of Psychology
UNSW
SYDNEY NSW 2052

Dear Professor Goodman-Delahunty

Juror Satisfaction Project

I refer to your letter of 6 October 2008.

I understand from the Sheriff that he is aware of the proposed survey, supports it, and will be involved in carrying it out. On that basis I have no objection to the proposed survey.

If you have not checked with the Chief Judge of the District Court, I suggest that you do so. While I have no reason to think that he would take a different approach, I have no authority in relation to jurors involved in trials in his court.

I am enclosing a letter that can be used when the survey is distributed.

Yours sincerely



The Hon John Doyle AC
Chief Justice of South Australia

Appendix N: SA Chief Judge approval letter



DISTRICT COURT OF SOUTH AUSTRALIA

CHAMBERS OF THE CHIEF JUDGE

2 November 2006

A/Prof Jane Goodman-Delahunty
School of Psychology
The University of New South Wales
SYDNEY NSW 2052

Dear Professor,

Re: **Juror Satisfaction Project**

Thank you for your letter of 27 October 2006 about the proposed survey of jurors in the Supreme and District Courts of NSW, Vic and South Australia. As I understand it you will be working in conjunction with the Sheriff, and on that basis I have no objection to the survey of jurors in this jurisdiction.

On the whole, I have no difficulty with the questionnaires but I raise a few matters for your consideration. I am assuming that respondents will answer the questionnaire by themselves and without any help.

SURVEY FOR EMPANELLED JURORS

Item 7: Statement: "We understood the decision rule for jury verdict"
It is not clear to me what that means. Is it referring to the unanimous/majority requirements? Perhaps it could be rephrased.

Item 9: Statement: "Peremptory challenges made me uncomfortable".
Jurors come from a wide cross-section of society and not all of them may understand what that is referring to. Might it be better to refer to challenges without having to give a reason?

VICTORIA SQUARE ADELAIDE 5000
GPO Box 2465 Adelaide 5001 DX 458
Telephone: (08) 8204 0208 Facsimile: (08) 8204 0009

SURVEY FOR THOSE NOT EMPANELLED

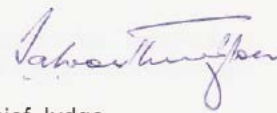
Item 3 asks a series of questions about juries, judges, lawyers and the general process that takes place during a trial. My concern is that a juror who has not been empanelled would have no basis for answering those questions because, unless they have previously done jury service, they would not have experienced a trial.

Item 4 canvasses a number of topics. Some could be answered without actual jury service but for the answers to others to have any value, the respondent would need to have had experience as a juror in a trial rather than simply have been called up for jury service.

Item 6 asks about preferences for trial by jury or trial by judge alone. Once again, although the person surveyed may have some views about that, it would not be based on experience in a trial as a juror. I therefore question the worth of the answers in this context.

I hope you find these comments of some help.

Yours sincerely,



Chief Judge

Cc: The Chief Justice
The Sheriff

Appendix O: SA quarterly survey cover letter and survey



OFFICE OF THE SHERIFF OF SOUTH AUSTRALIA

Courts Administration Authority

Sir Samuel Way Building, Victoria Square, Adelaide SA 5000
GPO Box 798, Adelaide SA 5001

Juror survey

Telephone (08)82040149
Fax No: (08) 82040162

(insert month & date) 2007

Dear Juror

Juror Survey

On behalf of the entire legal community, I would like to take this opportunity to thank you for your service as a juror. I sincerely hope that your time with us was both interesting and rewarding. Without your contribution to jury service through *(insert month)*, the fundamental right to trial by jury in our community would be compromised.

The purpose of this letter is to once again ask for a little of your time. Enclosed you will find a survey asking for details of your thoughts and feelings about your time as a juror. Participation is, of course, completely voluntary and please be assured of the absolute confidentiality of your responses. The responses you give will assist us to determine what changes or improvements could be made to the way we manage juries.

Please take a few moments to complete the survey and then simply place it in the reply paid envelope enclosed. If you have any further comments or question, please feel free to contact me on (08) 82040149.

Again, thank you for your contribution.

Yours sincerely

Mark Stokes
SHERIFF

26 July 2007

**Courts Administration Authority – Office of the Sheriff
Client Satisfaction Survey – (insert month) 2007 Jurors**

1. How many times during the month did your section go for empanelment (jury selection in the court room)? []

2. On how many juries did you actually serve? []

3. How would you describe the usefulness of the information you received with your summons (prior to attendance)?

Not At All Helpful 1 2 3 4 5 Extremely Helpful

What additional information could be included?

4. Did you have any contact with the Sheriff's Office prior to the first day of jury service? [YES/NO] If Yes, what was it in relation to? _____

Please rate your satisfaction with the staff's dealing of your enquiry.

Dissatisfied 1 2 3 4 5 Very Satisfied

5. How would you rate the helpfulness of the information booklet you received on your first day of attendance (induction day)?

Not At All Helpful 1 2 3 4 5 Extremely Helpful

What additional information could be included? _____

6. Please rate the helpfulness of your initial induction.

The address by the Jury Manager

Not At All Helpful 1 2 3 4 5 Extremely Helpful

The video

Not At All Helpful 1 2 3 4 5 Extremely Helpful

How could these have been improved?

7. How would you rate the helpfulness of the Sheriff's Officers during your time as a juror?

Not At All Helpful 1 2 3 4 5 Extremely Helpful

Any other comments _____

8. How would you rate the facilities available to you in the jury lounge/pool room?

Unacceptable 1 2 3 4 5 Very Comfortable

9. How would you rate the facilities available to you in the courtroom and adjacent jury room?

Unacceptable 1 2 3 4 5 Very Comfortable

What additional resources or facilities would have helped make Jury service more rewarding or comfortable? _____

10. Are you

☐	Employed in Private sector	☐	Centrelink recipient
☐	Employed in Public sector	☐	Self funded retiree
☐	Self employed	☐	Student
☐	Home duties		

11. Did you suffer any financial loss as a result of jury service? [YES / NO]

If so, why? _____

How much? _____

12. If NO, did your employer cover the shortfall from what was paid by my Office?

[YES/NO] If YES, how much was paid? \$.....

13. Were you satisfied with the timeliness of payments to you? [YES / NO]

14. What method of payment would you prefer? [Cheque/ Electronic Funds Transfer]

15. If EFT was available, what would be your preferred method of receiving your remittance advice [email, fax, post].

16. Are the Financial Claim Forms easy enough to understand [YES/NO]

If NO, how could they be improved? _____

17. We are currently trialling the use of SMS (mobile phone texting) to notify jurors of when they are required. Did you use this service? [YES / NO]

a) If so, did you find it useful? [YES/NO] & Did you receive notification in a timely manner? [YES/ NO]

b) If the jury notification of requirement message could be emailed either to your work or home address would you consider this option? [YES/NO]

18. By serving as a juror, did you feel that you performed a valuable service to your community? [YES / NO]

If NO, could you please elaborate? _____

19. If you were on trial, would you prefer a jury to decide your case or by Judge alone? [Jury/Judge]

Why? _____

20. Do you feel that your confidence in the Justice system was enhanced by your experience as a Juror? [YES/NO]

Please elaborate _____

Are there any other comments you would like to make? _____

Thank you for your time and feedback. Please return this questionnaire in the envelope provided.

Mark Stokes
SHERIFF

Appendix P: NSW survey responses

Community survey responses

Note: Percentages in tables may not total 100 due to rounding

Jury-eligible citizens' prior experience with civil or criminal cases (percentage)

	Yes	No
Have you ever had any experience with criminal cases?	33.9	66.1
If so, was this as:		
a victim	5.6	94.4
a defendant	4.3	95.7
a witness	11.4	88.6
an observer	17.7	82.3
a lawyer	0.4	99.6
an employee of a lawyer or a court	2.1	97.9
associated with the court in another way	4.7	95.3
Have you ever had any experience with civil cases?	30.2	69.8
If so, was this as:		
a plaintiff	6.0	94.0
a defendant or respondent	5.1	94.9
a witness	8.0	92.0
an observer	13.4	86.6
a lawyer	0.4	99.6
an employee of a lawyer or a court	2.2	97.8
associated with the court in another way	2.3	97.7
How many times have you been inside a court building?		
Never	15.5	
Once	19.8	
2–5 times	42.3	
6–10 times	11.0	
11 or more times	11.4	
When was the last time you were in a court building?		
Never	15.6	
In the last 12 months	17.2	
1–2 years ago	14.2	
2–5 years ago	17.7	
6–10 years ago	16.9	
11 or more years ago	18.4	
<i>Number of respondents (1,567)</i>		

Jury-eligible citizens' previous contact with the jury system (percentage)

	Yes	No	Don't know
Have you ever received a notice of inclusion on a jury roll?	33.4	54.1	12.5
The last time you received this notice, did you:			
tell the sheriff's office you were disqualified from jury duty?	4.6	95.4	
tell the sheriff's office you were ineligible for jury duty?	10.1	89.9	
claim an exemption from jury service?	32.4	67.6	
The last time you were summoned for jury duty, did you:			
ignore the summons	0.4	99.6	
apply for a postponement	15.6	84.4	
choose to pay a fine instead	0.3	99.7	
Was your claim for exemption successful?	95.3	4.7	
Was your service postponed?	90.2	9.8	
If you applied for an exemption or postponement, indicate why:			
Care of dependants	4.5	95.5	
Work commitments	5.2	94.8	
Study commitments	0.9	99.1	
Holiday plans	0.8	99.2	
Physical or mental condition	2.3	97.7	
Concerns about loss of income	1.1	98.9	
Conscientious objection	0.1	99.9	
Other reasons	3.8	96.2	

Jury-eligible citizens' willingness to serve (percentage)

	Yes	No
Have you ever been called for jury duty?	38.5	61.5
Would you like to serve as a juror?	64.8	35.2
Will you try to avoid jury service due to:		
financial hardship	14.3	85.7
personal hardship	21.0	79.0
How keen are you to serve as a juror?		
Not at all keen	19.7	
Not keen	10.4	
Neither keen/not keen	30.2	
Keen	21.4	
Very keen	18.3	

Jury-eligible citizens' knowledge about jury service (percentage)

	Yes	No	Don't know	Partially	n.a.
Does your employer pay you when on jury service?	19.7	15.6	34.3	6.1	24.4
Do you have to use your vacation days from work to serve on a jury?	4.8	53.1	41.4	0.8	0.0
Do you think your job will be threatened by jury duty?	6.3	69.5	16.6	7.7	0.0
Does your state offer a 'one-day/one-trial' system?	2.9	2.1	95.0		
Does your state allow citizens to postpone their jury service?	15.0	7.8	77.2		
How long, on average, do you think jury service lasts?					
Less than one day	4.5				
1–2 days	27.7				
3–5 days	42.8				
2 weeks	16.6				
3 weeks	4.2				
One month	3.2				
More than one month	1.1				

Note: n.a. = not answered

Confidence in the criminal justice system (percentage)

	Very confident	Confident	Neither confident/not confident	Not confident	Not at all confident
Efficiency of jury trials	5.4	25.0	45.4	18.6	5.6
Fairness of the jury selection process	9.3	32.5	40.8	13.1	4.3
Fairness of jury trials	7.4	30.6	44.5	13.0	4.5
Efficiency of the criminal justice system	3.4	16.7	35.5	30.0	14.4
Fairness of the criminal justice process	3.8	19.3	35.4	27.5	14.0
Fairness in how victims are treated in jury trials	3.3	17.8	37.0	25.8	16.1
Fairness in how defendants are treated in jury trials	5.3	25.8	47.0	16.5	5.4
Ability of prosecution lawyers to do their job	7.4	39.7	40.1	10.6	2.2
Ability of defence lawyers to do their job	7.8	39.7	39.4	10.6	2.4
Capacity of judges to do their job	9.7	31.8	32.6	17.5	8.3
Capacity of juries to do their job	8.1	39.1	39.3	10.7	2.7

Perceptions of the criminal justice and jury system (percentage)

	Strongly agree	Agree	Neither agree/disagree	Disagree	Strongly disagree
Jury service is an important civic duty	32.7	35.7	23.5	5.1	2.9
Juries help to keep judges in touch with community thinking	11.1	29.8	35.2	17.2	6.6
Juries help to ensure that the justice system is accountable to all citizens	13.8	38.9	34.9	10.1	2.3
Juries in my state are not representative of the community	3.6	10.3	56.6	21.8	7.8
Jurors are paid adequately for their time	4.1	10.1	39.9	24.9	20.9
Jury service is educational	18.0	37.7	32.3	9.5	2.6
Most jurors are not fair and impartial	4.1	15.4	42.1	29.5	8.9
People from all walks of life should be able to participate in the administration of justice	32.4	34.0	21.1	8.1	3.2
Serving on a jury is interesting	18.5	34.0	37.3	8.8	2.1
Courts overestimate people's knowledge of the criminal justice process	17.7	34.0	37.3	8.8	2.1
There should be exemptions from jury service for:					
people who live more than 50 km from court	25.6	29.4	20.7	13.8	10.5
people with children under 12 years of age	31.7	27.1	18.4	13.3	9.6
people with children aged 12–18 years	10.7	13.6	25.8	27.6	22.3
students	23.2	19.7	23.9	18.1	15.3
people with financial hardship	22.2	20.8	23.6	18.6	14.7
people who have holiday plans	26.5	24.1	23.2	12.7	13.5
people with important jobs	17.2	15.8	17.4	22.0	27.6

Preference for jury or judge trial (percentage)

	Jury	Judge	Either
If you were a victim in a case, would you prefer a trial by jury alone or judge alone?	49.1	14.8	36.1
If you were a defendant in a case, would you prefer a trial by jury alone or judge alone?	46.4	18.3	35.3

Non-empanelled juror survey responses

Juror satisfaction with information, orientation, physical environment and jury management procedures (percentage)

Juror satisfaction	Very satisfied	Satisfied	Neither satisfied/ dissatisfied	Dissatisfied	Very dissatisfied	n.a.
Information and orientation						
Amount of notice before you went to court	35.5	23.5	22.1	8.5	8.8	1.6
Information provided with the summons	28.6	29.3	23.7	10.9	7.2	0.3
Information about eligibility	28.0	24.7	25.7	12.7	7.0	2.0
Helpfulness of jury office staff before arrival	45.1	25.3	14.5	3.9	3.3	7.9
Treatment on arrival	50.2	32.8	12.1	3.3	1.6	0.0
Information about role as a juror	40.9	29.2	15.4	7.7	4.0	2.7
Orientation video	28.5	22.1	11.7	7.4	4.4	25.8
Juror assembly room						
Comfort of jury assembly area	13.2	22.0	23.7	23.7	14.1	3.3
Natural light in assembly area	19.7	22.7	18.1	15.1	14.4	10.0
Privacy of assembly area	14.9	21.2	28.1	15.2	13.6	7.0
Facilities to work while waiting	14.9	18.3	10.8	19.0	22.0	14.9
Explanations for waiting in assembly area	20.5	27.4	27.1	13.2	6.6	5.3
Facilities to self-cater	9.0	15.3	19.3	14.3	15.3	26.7
Food and beverages provided	12.3	15.3	18.0	10.0	17.0	27.3
Opportunity to exercise at lunchtime	9.5	13.2	16.6	7.8	3.1	49.8
Access to private toilet facilities for jurors	28.2	23.8	16.7	6.1	4.8	20.4
Jury management procedures						
Opportunity to raise reasons for excusal	36.8	34.2	16.1	7.6	3.0	2.3
Opportunity to raise reasons for deferral	26.1	25.8	13.7	9.4	7.4	17.7
Amount of reimbursement for jury duty	9.5	9.7	11.9	10.5	16.5	42.5
Amount of travel allowance	9.6	11.0	15.2	11.0	13.8	39.4
Extent to which jurors' individual circumstances were accommodated	5.8	7.7	13.1	5.5	4.4	63.5
Overall experience of jury service	16.4	20.6	32.5	9.8	6.6	14.0

Note: n.a. = not applicable

Juror working conditions (percentage)

	Yes	No	n.a.
Employer paid juror while on jury duty	21.8	43.1	35.1
Felt employment was at risk by jury duty	55.7	18.0	26.3

Note: n.a. = not applicable

Application for exemption or deferral? (percentage)

	Yes	No
Did you attend a jury where you were challenged?	13.3	86.7
Did you apply for an exemption	65.1	34.9
Did you apply for a deferral	93.1	6.9
Reasons for application of exemption or deferral:		
Care of dependants	4.8	
Work commitments	41.0	
Study commitments	5.7	
Holiday plans	10.5	
Physical or mental condition	11.4	
Concerns about loss of income	11.4	
Conscientious objection	1.9	
Other reasons	13.3	

Confidence in the criminal justice and jury system (percentage)

	Very confident	Confident	Neither confident/not confident	Not confident	Not at all confident
Efficiency of jury trials	13.4	32.1	37.0	9.9	7.6
Fairness of the jury selection process	23.4	34.3	28.3	6.4	7.5
Fairness of jury trials	22.7	37.9	27.0	8.2	4.3
Efficiency of the criminal justice system	12.5	28.4	37.4	12.8	8.9
Fairness of the criminal justice system	17.5	32.3	35.8	8.6	5.8
Fairness in how victims are treated in jury trials	16.5	28.0	37.4	8.6	9.5
Fairness in how defendants are treated in jury trials	17.1	32.7	38.8	4.9	6.5
Ability of prosecution lawyers to do their job	16.3	33.5	36.4	6.3	7.5
Ability of defence lawyers to do their job	18.0	35.5	33.9	6.1	6.5
Capacity of judges to do their job	18.9	40.7	28.4	5.8	6.2
Capacity of juries to do their job	17.0	43.6	30.7	3.7	5.0

Change in confidence	Increased	Decreased	Stayed the same
Confidence in the criminal justice system, compared to before jury service	25.2	5.0	69.7

Preference for jury or judge trial (percentage)

	Jury	Judge	Either
If you were a victim in a case, would you prefer a trial by jury alone or judge alone?	56.5	13.0	30.4
If you were a defendant in a case, would you prefer a trial by jury alone or judge alone?	53.5	15.8	30.7

Perceptions of the criminal justice and jury system (percentage)

	Strongly agree	Agree	Neither agree/disagree	Disagree	Strongly disagree
Uncertainty of the day-to-day schedule is frustrating	39.6	22.4	25.2	6.8	6.0
Jury service is an important civic duty	53.3	24.9	14.4	4.3	3.1
Juries help to keep judges in touch with community thinking	34.3	26.8	26.4	8.7	3.9
Juries in my state are not representative of the community	8.7	10.8	34.0	25.7	20.7
Juries help to ensure that the justice system is accountable to all citizens	34.4	34.4	24.0	4.0	3.2
Most jurors are not fair and impartial	4.5	10.2	33.2	24.6	27.5
I felt intimidated in the court building	6.5	12.1	21.0	17.7	42.7
Jury service is educational	35.3	30.5	22.1	5.2	6.8
People from all walks of life should be able to participate in the administration of justice	46.2	25.7	21.3	1.6	5.2
Courts overestimate people's knowledge of the criminal justice process	19.3	22.9	41.0	12.9	4.0
Serving on a jury is interesting	33.6	30.7	23.4	6.1	6.1
That court can make better use of jurors' time	25.5	21.9	36.8	9.7	6.1
Jurors need more compensation for expenses	33.1	22.2	29.8	9.7	5.2
Jurors are paid adequately for their time	11.4	13.5	30.2	22.0	22.9
Jurors should be compensated for child care costs	45.5	23.0	20.0	6.8	4.7

There should be exemptions from jury service for:

people who live more than 50 km from court	33.9	24.6	17.7	10.9	12.9
people with children under 12 years of age	40.1	21.9	18.6	9.7	9.7
people with children aged 12–18 years	19.6	9.0	25.7	21.6	24.1
students	24.4	15.1	23.9	17.2	19.3
people with financial hardship	34.6	17.1	21.5	14.2	12.6
people who have holiday plans	47.2	19.4	18.5	6.5	8.5
people with important jobs	31.4	16.7	18.4	11.8	21.6

Empanelled juror survey responses

Juror satisfaction with information, orientation, physical environment and jury management procedures (percentage)

	Very satisfied	Satisfied	Neither satisfied/ dissatisfied	Dissatisfied	Very Dissatisfied	n.a.
Information and orientation						
Amount of notice before you went to court	30.3	23.0	23.0	7.9	14.5	1.3
Information provided with the summons	20.5	31.8	29.8	12.6	4.6	0.7
Information about eligibility	28.2	31.5	24.8	10.1	4.0	1.3
Helpfulness of jury office staff before arrival	38.8	28.3	15.8	2.0	3.9	11.2
Treatment on arrival	41.8	30.1	19.0	6.5	2.0	0.7
Information about role as a juror	39.5	30.9	16.4	6.6	5.3	1.3
Orientation video	26.8	22.9	20.3	4.6	3.9	21.6
Assembly room, courtroom and jury room						
Comfort of jury assembly area	14.7	23.3	24.7	18.7	15.3	3.3
Natural light in assembly area	22.4	20.4	19.1	11.8	21.1	5.3
Privacy of assembly area	13.3	19.3	25.3	19.3	18.0	4.7
Facilities to work while waiting	9.9	16.4	19.1	16.4	27.6	10.5
Explanations for waiting in assembly area	15.8	23.7	30.3	19.1	10.5	0.7
Comfort of courtroom	17.0	33.3	25.9	16.3	7.5	0.0
Availability of water in the courtroom	15.1	12.32	11.6	12.3	33.6	15.1
Explanations for interruptions to proceedings	24.2	28.2	22.8	10.7	10.7	3.4
Natural light in jury room	21.3	20.0	22.7	10.0	14.7	11.3
Comfort of jury room	16.2	24.7	24.7	20.1	11.7	2.6
Facilities to self-cater	18.1	22.8	29.5	14.8	10.7	4.0
Food and beverages provided	27.3	24.7	30.7	10.7	5.3	1.3
Opportunity to exercise at lunchtime	10.8	8.8	18.9	13.5	37.2	10.8

Access to private toilet facilities for jurors	43.6	24.2	14.8	10.1	7.4	0.0
Jury management procedures						
Time to settle in and get organised before the start of trial	20.8	27.5	26.8	12.8	11.4	0.7
Information about excusal if knew people in the case	37.8	31.8	20.3	4.7	4.1	1.4
Opportunity to raise reasons for excusal	27.5	30.2	24.8	7.4	6.7	3.4
Opportunity to raise reasons for deferral	23.5	21.5	25.5	11.4	8.7	9.4
Opportunity to make an affirmation rather than an oath	44.0	30.0	10.0	4.0	7.3	4.7
Amount of reimbursement for jury duty	14.1	15.4	22.1	16.1	23.5	8.7
Amount of travel allowance	15.6	15.6	28.6	12.9	22.4	4.8
Extent to which jurors' individual circumstances were accommodated	11.3	12.8	21.3	7.1	6.4	41.1
Advice about jury support services	19.4	27.1	29.9	6.3	5.6	11.8
Overall experience of jury service	21.7	40.6	26.6	6.3	1.4	3.5

Note: n.a. = not applicable

Applied for an exemption or deferral? (percentage)

	Yes	No
Did you apply for an exemption	14.4	85.6
Did you apply for a deferral	5.9	94.1
Reasons for application of exemption or deferral:		
Care of dependants	29.2	
Work commitments	54.2	
Study commitments	4.2	
Holiday plans	4.2	
Physical or mental condition	8.3	
Concerns about loss of income	12.5	
Conscientious objection	4.2	
Other reasons	8.3	

Juror working conditions (percentage)

	Yes	No	n.a.
Employer paid juror while on jury duty	51.4	17.1	31.4
Felt employment was at risk by jury duty	14.1	67.4	18.5

Note: n.a. = not applicable

	Yes	No	Don't know
Juror support services available	47.1	7.2	45.7
Did you use these services?	21.4	78.6	0.0

Assistance in understanding the trial (percentage)

During the trial, did jurors:	No, we didn't		No, we didn't need to	Unsure
	Yes, we did	think we could		
Submit questions to ask witnesses	22.1	33.8	41.2	2.9
Submit questions for the judge	57.4	0.7	38.2	3.7
Take notes	93.9	0.0	6.1	0.0
Receive transcripts of trial evidence in the jury room	58.8	6.9	32.1	2.3
Have legal terminology explained adequately	87.0	0.8	8.4	3.8
See charts, diagrams or other visual aids	80.9	1.5	16.8	0.8
Receive copies of exhibits in the jury room	88.1	1.5	9.0	1.5
Receive written directions to use in reaching a verdict	56.2	7.4	33.1	3.3

Clarity of trial information and procedures (percentage)

	Very clear	Clear	Neither clear/unclear	Unclear	Not at all clear	n.a.
Opening address by the prosecutor	42.8	34.8	10.1	6.5	4.3	1.4
Opening address by the defence	36.0	38.8	13.7	2.2	1.4	7.9
Judges' opening remarks after the jury was empanelled	59.6	30.9	5.1	2.2	0.7	1.5
Spoken testimony by witnesses (average of all)	11.8	35.3	39.0	5.1	1.5	7.4
Visual evidence	27.4	31.9	22.2	5.9	2.2	10.4
Closing address by the prosecutor	34.6	24.8	16.5	3.0	2.3	18.8
Closing address by the defence	32.1	31.3	13.0	2.3	1.5	19.8
Judges' explanations after the addresses of:						
the facts of the case	56.0	26.1	10.4	0.0	0.7	6.7
the legal principles to be applied	60.3	24.4	6.1	1.5	1.5	6.1
issues to be decided by the jury	58.8	25.0	8.3	0.8	0.8	6.8
Judges' explanation of who had the obligation of proving guilt	60.7	20.7	8.1	0.7	0.7	8.9
Judges' explanation of reasonable doubt	54.8	23.0	10.4	0.7	1.5	9.6
Judges' explanation of the available verdicts	60.5	20.2	7.8	1.6	0.0	10.1

Note: n.a. = not applicable

Clarity of trial information and procedures (percentage)

	Strongly agree	Agree	Neither agree/disagree	Disagree	Strongly disagree
The late start and early finish each day were inefficient	12.9	15.8	32.4	17.3	21.6
Asked to choose the foreperson too soon	16.2	11.0	19.9	20.6	32.4
Required more information on:					
choosing a foreperson	9.2	10.7	17.6	18.3	44.3
the foreperson's role	8.3	14.4	14.4	19.7	43.2
how to deliberate	11.4	16.3	18.7	21.1	32.5
We were confused about:					
what we were allowed to discuss with non-jurors	8.6	7.9	14.3	21.4	47.9
what we were allowed to discuss with jurors before the trial ended	9.6	7.4	14.0	22.1	47.1
what it means to draw inferences from evidence	10.7	13.0	26.0	21.4	29.0
Everyone on the jury:					
understood the judge's instructions	48.2	27.0	13.9	4.4	6.6
was conscientious	44.9	30.4	11.6	7.2	5.8
was compatible	39.7	30.5	16.0	7.6	6.1

Information about the trial that jurors served on (percentage)**Type of offence tried**

Homicide	20.9
Sexual offence	15.8
Burglary	7.2
Theft/fraud	5.8
Assault	6.5
Drug offences	24.5
Tax offences	10.8
Other	8.6

How many days did the trial last

1 day or less	2.9
2–4 days	31.2
5–8 days	26.8
9–11 days	23.9
12–14 days	6.5
15+ days	8.7

	Yes	No
Did you deliberate with the jury?	82.4	17.6
Were you discharged before deliberation?	21.3	78.7
If yes, were you discharged due to:		
Case settled	16.2	
Mistrial	5.4	
Knew people involved in the trial	21.6	
Supplementary juror	0.0	
Other	56.8	

	Yes	No	Don't know
Deliberations concluded due to a hung jury?	18.1	77.7	4.3
Was the jury sequestered?	5.4	78.5	16.1
Average hours spent deliberating?	7.5		

Confidence in the criminal justice and jury system (percentage)

	Very confident	Confident	Neither confident/not confident	Not confident	Not at all confident
Efficiency of jury trials	17.6	37.5	30.9	8.8	5.1
Fairness of the jury selection process	32.6	37.0	22.2	5.9	2.2
Fairness of jury trials	30.1	42.6	20.6	2.2	4.4
Efficiency of the criminal justice system	17.0	40.7	23.7	11.9	6.7
Fairness of the criminal justice system	20.9	46.3	24.6	6.0	2.2
Fairness in how victims are treated in jury trials	31.9	39.3	23.0	5.2	0.7
Fairness in how defendants are treated in jury trials	31.1	42.4	22.7	3.0	0.8
Ability of prosecution lawyers to do their job	27.6	38.8	23.1	3.7	6.7
Ability of defence lawyers to do their job	34.1	46.7	14.8	3.7	0.7
Capacity of judges to do their job	56.0	35.1	8.2	0.6	0.0
Capacity of juries to do their job	31.3	48.5	11.9	4.5	3.7

Change in confidence	Increased	Decreased	Stayed the same
Confidence in the criminal justice system, compared to before jury service	36.7	8.6	54.7

Preference for jury or judge trial (percentage)

	Jury	Judge	Either
If you were a victim in a case, would you prefer a trial by jury alone or judge alone?	55.6	15.6	28.9
If you were a defendant in a case, would you prefer a trial by jury alone or judge alone?	64.2	9.2	26.7

Perceptions of the criminal justice and jury system (percentage)

	Strongly agree	Agree	Neither agree/ disagree	Disagree	Strongly disagree
Uncertainty of the day-to-day schedule is frustrating	19.3	16.4	35.7	12.1	16.4
Jury service is an important civic duty	61.3	22.5	12.0	2.1	2.1
Juries help to keep judges in touch with community thinking	35.5	34.0	22.7	3.5	4.3
Juries in my state are not representative of the community	10.7	15.7	15.0	25.7	32.9
Juries help to ensure that the justice system is accountable to all citizens	39.6	37.4	14.4	4.3	4.3
Most jurors are not fair and impartial	3.6	8.6	20.1	25.2	42.4
I felt intimidated in the court building	5.1	7.2	17.4	18.8	51.4
Jury service is educational	47.1	34.3	12.9	2.1	3.6
People from all walks of life should be able to participate in the administration of justice	51.8	33.1	9.4	2.2	3.6
Courts overestimate people's knowledge of the criminal justice process	13.6	24.3	31.4	18.6	12.1
Serving on a jury is interesting	50.7	28.2	16.2	2.1	2.8
That court can make better use of jurors' time	18.6	22.1	25.7	17.1	16.4
Jurors need more compensation for expenses	37.6	24.8	23.4	5.0	9.2
Jurors are paid adequately for their time	9.9	12.8	27.7	21.3	28.4
Jurors should be compensated for child care costs	47.7	26.9	13.8	4.6	6.9
There should be exemptions from jury service for:					
people who live more than 50 km from court	35.5	21.0	20.3	10.1	13.0
people with children under 12 years of age	38.4	18.1	18.1	12.3	13.0
people with children aged 12–18 years	15.0	15.7	19.3	17.9	32.1
students	22.1	10.4	24.6	13.4	29.1
people with financial hardship	27.0	10.6	31.9	9.2	21.3
people who have holiday plans	45.5	18.9	18.9	5.6	11.2
people with important jobs	34.8	9.2	19.9	11.3	24.8

Appendix Q: Vic survey responses

Community survey responses

Note: Percentages in tables may not total 100 due to rounding

Jury-eligible citizens' prior experience with civil or criminal cases (percentage)

	Yes	No
Have you ever had any experience with criminal cases?	34.2	65.8
If so, was this as:		
a victim	5.7	94.3
a defendant	3.6	96.4
a witness	9.6	90.4
an observer	19.0	81.0
a lawyer	0.4	99.6
an employee of a lawyer or a court	1.4	98.6
associated with the court in another way	5.2	94.8
Have you ever had any experience with civil cases?	31.8	68.2
If so, was this as:		
a plaintiff	6.9	93.1
a defendant or respondent	4.5	95.5
a witness	7.9	92.1
an observer	14.8	85.2
a lawyer	0.5	99.5
an employee of a lawyer or a court	1.6	98.4
associated with the court in another way	2.6	98.4
How many times have you been inside a court building?		
Never	18.0	
Once	23.0	
2–5 times	40.3	
6–10 times	9.2	
11 or more times	9.5	
When was the last time you were in a court building?		
Never	17.9	
In the last 12 months	12.6	
1–2 years ago	12.6	
2–5 years ago	19.3	
6–10 years ago	15.2	
11 or more years ago	22.4	

Jury-eligible citizens' previous contact with the jury system (percentage)

	Yes	No	Don't know
Have you ever received a notice of inclusion on a jury roll?	21.1	63.9	15.0
The last time you received this notice, did you:			
tell the sheriff's office you were disqualified from jury duty?	7.3	92.7	
tell the sheriff's office you were ineligible for jury duty?	12.7	87.3	
claim an exemption from jury service?	37.5	62.5	
The last time you were summoned for jury duty, did you:			
ignore the summons	1.2	98.8	
apply for a postponement	23.6	76.4	
choose to pay a fine instead	0.5	99.5	
Was your claim for exemption successful?	99.6	0.4	
Was your service postponed?	94.4	5.6	
If you applied for a exemption or postponement, indicate why:			
Care of dependants	3.0	97.0	
Work commitments	4.9	95.1	
Study commitments	0.9	99.1	
Holiday plans	0.7	99.3	
Physical or mental condition	1.8	98.2	
Concerns about loss of income	0.9	99.1	
Conscientious objection	0.3	99.7	
Other reasons	4.2	95.8	

Jury-eligible citizens' willingness to serve (percentage)

	Yes	No
Have you ever been called for jury duty?	35.2	64.8
Would you like to serve as a juror?	64.8	35.2
Will you try to avoid jury service due to:		
financial hardship	14.5	85.5
personal hardship	20.2	79.8
How keen are you to serve as a juror?		
Not at all keen	19.8	
Not keen	10.5	
Neither keen/not keen	28.5	
Keen	22.0	
Very keen	19.3	

Jury-eligible citizens' knowledge about jury service (percentage)

	Yes	No	Don't know	Partially	n.a.
Does your employer pay you when on jury service?	18.6	14.8	35.5	7.9	23.2
Do you have to use your vacation days from work to serve on a jury?	4.5	50.3	43.8	1.4	0.0
Do you think your job will be threatened by jury duty?	6.0	69.4	17.5	7.1	0.0
Does your state offer a 'one-day/one-trial' system?	2.5	2.0	95.5		
Does your state allow citizens to postpone their jury service?	24.4	3.8	71.8		
How long, on average, do you think jury service lasts?					
Less than one day	4.6				
1–2 days	27.9				
3–5 days	49.8				
2 weeks	11.7				
3 weeks	3.3				
One month	1.8				
More than one month	1.0				

Note: n.a. = not answered

Confidence in the criminal justice system (percentage)

	Very confident	Confident	Neither confident/not confident	Not confident	Not at all confident
Efficiency of jury trials	5.4	29.5	42.1	17.7	5.3
Fairness of the jury selection process	10.1	37.0	38.3	11.1	3.5
Fairness of jury trials	7.5	35.2	40.8	12.1	4.3
Efficiency of the criminal justice system	2.9	19.9	36.3	27.4	13.6
Fairness of the criminal justice process	3.1	21.7	36.5	23.9	14.7
Fairness in how victims are treated in jury trials	3.2	19.6	36.4	24.6	16.1
Fairness in how defendants are treated in jury trials	5.2	28.5	45.7	13.9	6.8
Ability of prosecution lawyers to do their job	8.1	41.8	39.3	8.0	2.7
Ability of defence lawyers to do their job	8.2	39.8	40.5	8.6	2.9
Capacity of judges to do their job	12.9	36.0	27.9	15.7	7.6
Capacity of juries to do their job	10.1	39.6	39.9	7.4	3.0

Perceptions of the criminal justice and jury system (percentage)

	Strongly agree	Agree	Neither agree/disagree	Disagree	Strongly disagree
Jury service is an important civic duty	32.4	35.8	22.2	6.2	3.5
Juries help to keep judges in touch with community thinking	10.7	31.7	33.5	16.4	7.8
Juries help to ensure that the justice system is accountable to all citizens	13.6	38.2	34.9	10.2	3.1
Juries in my state are not representative of the community	3.2	10.5	53.7	23.4	9.2
Jurors are paid adequately for their time	3.8	10.1	37.1	25.6	23.3
Jury service is educational	21.2	36.1	30.6	8.8	3.3
Most jurors are not fair and impartial	4.2	12.9	42.7	30.4	9.8
People from all walks of life should be able to participate in the administration of justice	34.0	34.7	20.3	7.5	3.5
Serving on a jury is interesting	21.5	31.9	34.5	7.9	4.2
Courts overestimate people's knowledge of the criminal justice process	15.2	35.6	37.6	9.5	2.0
There should be exemptions from jury service for:					
people who live more than 50 km from court	23.6	27.2	22.9	15.4	11.0
people with children under 12 years of age	29.2	24.4	19.3	14.7	12.4
people with children aged 12–18 years	11.5	9.6	26.5	27.3	25.1
students	19.7	18.6	22.3	21.8	17.6
people with financial hardship	21.7	21.1	25.7	17.1	14.4
people who have holiday plans	23.9	23.9	22.0	14.4	15.9
people with important jobs	13.0	15.2	17.6	23.2	31.0

Preference for jury or judge trial (percentage)

	Jury	Judge	Either
If you were a victim in a case, would you prefer a trial by jury alone or judge alone?	47.1	15.7	37.2
If you were a defendant in a case, would you prefer a trial by jury alone or judge alone?	44.1	18.8	37.1

Non-empanelled juror survey responses

Juror satisfaction with information, orientation, physical environment and jury management procedures (percentage)

Juror satisfaction	Very satisfied	Satisfied	Neither satisfied/ dissatisfied	Dissatisfied	Very Dissatisfied	n.a.
Information and orientation						
Amount of notice before you went to court	51.1	27.2	15.7	4.5	1.3	0.2
Information provided with the summons	51.9	32.6	11.7	3.0	0.9	0.0
Information about eligibility	57.4	30.7	8.9	2.6	0.2	0.2
Helpfulness of jury office staff before arrival	52.8	24.8	10.1	1.7	0.2	10.3
Treatment on arrival	59.2	29.3	7.7	2.8	0.9	0.2
Information about role as a juror	60.2	29.7	7.1	1.7	0.6	0.6
Orientation video	52.6	30.3	10.0	1.7	2.4	3.0
Juror assembly room						
Comfort of jury assembly area	28.8	30.3	23.3	10.3	6.2	1.1
Natural light in assembly area	38.3	27.9	19.0	7.4	6.9	0.4
Privacy of assembly area	30.4	28.6	23.9	8.9	6.7	1.5
Facilities to work while waiting	25.9	22.2	11.2	14.9	9.1	16.8
Explanations for waiting in assembly area	40.7	33.1	15.6	6.7	2.4	1.5
Facilities to self-cater	24.4	26.9	20.9	9.7	7.5	10.6
Food and beverages provided	20.9	21.1	23.3	14.5	9.5	10.8
Opportunity to exercise at lunchtime	29.1	23.0	9.9	2.9	3.2	32.0
Access to private toilet facilities for jurors	45.0	28.7	10.9	2.9	2.7	9.8
Jury management procedures						
Opportunity to raise reasons for excusal	50.5	30.8	11.7	2.2	1.1	3.7
Opportunity to raise reasons for deferral	42.2	27.7	15.4	3.7	2.0	9.0
Amount of reimbursement for jury duty	17.9	18.3	22.8	13.6	18.6	8.7
Amount of travel allowance	11.2	10.3	12.8	10.0	14.6	41.2
Extent to which jurors' individual circumstances were accommodated	13.3	10.3	8.6	3.3	1.6	62.9
Overall experience of jury service	29.0	32.6	25.2	5.6	2.5	5.1

Note: n.a. = not applicable

Juror working conditions (percentage)

	Yes	No	n.a.
Employer paid juror while on jury duty	50.7	6.4	42.8
Felt employment was at risk by jury duty	5.3	66.5	28.3

Note: n.a. = not applicable

Application for exemption or deferral? (percentage)

	Yes	No
Did you attend a jury where you were challenged?	18.4	81.6
Did you apply for an exemption	7.9	92.1
Did you apply for a deferral	21.5	78.5
Reasons for application of exemption or deferral:		
Care of dependants	8.7	
Work commitments	44.3	
Study commitments	0.9	
Holiday plans	29.6	
Physical or mental condition	1.7	
Concerns about loss of income	1.7	
Conscientious objection	3.5	
Other reasons	9.6	

Confidence in the criminal justice and jury system (percentage)

	Very confident	Confident	Neither confident/not confident	Not confident	Not at all confident
Efficiency of jury trials	21.1	43.3	24.5	6.5	4.6
Fairness of the jury selection process	44.9	35.7	12.8	3.7	3.0
Fairness of jury trials	32.7	43.3	17.9	2.8	3.3
Efficiency of the criminal justice system	21.6	39.3	26.1	7.2	5.8
Fairness of the criminal justice system	25.5	41.4	23.6	6.0	3.6
Fairness in how victims are treated in jury trials	21.4	40.1	25.5	6.1	6.8
Fairness in how defendants are treated in jury trials	23.6	42.9	24.6	3.6	5.3
Ability of prosecution lawyers to do their job	23.7	46.5	22.0	2.9	4.9
Ability of defence lawyers to do their job	25.5	46.8	19.6	3.2	4.9
Capacity of judges to do their job	34.5	42.1	16.1	2.2	5.1
Capacity of juries to do their job	29.1	43.3	19.2	3.0	5.4

Change in confidence	Increased	Decreased	Stayed the same
Confidence in the criminal justice system, compared to before jury service	31.4	4.0	64.6

Preference for jury or judge trial (percentage)

	Jury	Judge	Either
If you were a victim in a case, would you prefer a trial by jury alone or judge alone?	51.1	11.0	37.8
If you were a defendant in a case, would you prefer a trial by jury alone or judge alone?	54.8	6.5	38.7

Perceptions of the criminal justice and jury system (percentage)

	Strongly agree	Agree	Neither agree/disagree	Disagree	Strongly disagree
Uncertainty of the day-to-day schedule is frustrating	31.8	24.3	30.1	6.5	7.2
Jury service is an important civic duty	65.0	22.3	10.2	0.7	1.9
Juries help to keep judges in touch with community thinking	38.5	31.9	21.7	3.5	4.3
Juries in my state are not representative of the community	11.3	13.0	23.1	18.4	34.2
Juries help to ensure that the justice system is accountable to all citizens	42.5	31.5	18.8	4.5	2.8
Most jurors are not fair and impartial	5.0	10.8	21.2	27.4	35.6
I felt intimidated in the court building	6.6	9.4	20.4	23.2	40.0
Jury service is educational	43.6	31.4	16.0	5.9	3.1
People from all walks of life should be able to participate in the administration of justice	57.3	25.2	11.9	3.3	2.3
Courts overestimate people's knowledge of the criminal justice process	12.0	17.2	37.0	23.1	10.6
Serving on a jury is interesting	42.9	31.4	19.0	3.6	3.1
That court can make better use of jurors' time	18.2	20.6	31.1	17.9	12.2
Jurors need more compensation for expenses	28.0	21.6	30.9	11.4	8.1
Jurors are paid adequately for their time	10.0	13.5	25.7	22.6	28.3
Jurors should be compensated for child care costs	39.4	26.0	20.3	5.4	8.9
There should be exemptions from jury service for:					
people who live more than 50 km from court	32.4	20.1	17.3	12.8	17.5
people with children under 12 years of age	30.4	22.2	20.0	13.5	14.0
people with children aged 12–18 years	11.5	9.6	24.5	23.7	30.7
students	19.8	11.4	22.2	20.5	26.2
people with financial hardship	25.8	18.4	21.7	14.3	19.8
people who have holiday plans	33.4	22.7	20.9	7.1	15.9
people with important jobs	20.3	13.7	17.3	15.4	33.3

Empanelled juror survey responses

Juror satisfaction with information, orientation, physical environment and jury management procedures (percentage)

	Very satisfied	Satisfied	Neither satisfied/ dissatisfied	Dissatisfied	Very Dissatisfied	n.a.
Information and orientation						
Amount of notice before you went to court	40.4	30.0	19.6	7.3	2.8	0.0
Information provided with the summons	41.1	39.9	14.2	3.2	1.6	0.0
Information about eligibility	48.6	35.9	11.4	1.9	2.2	0.0
Helpfulness of jury office staff before arrival	57.0	25.6	8.2	0.3	0.6	8.2
Treatment on arrival	58.6	32.5	8.0	0.6	0.3	0.0
Information about role as a juror	50.3	40.1	7.7	1.6	0.3	0.0
Orientation video	42.2	37.1	16.3	1.9	1.3	1.3
Assembly room, courtroom and jury room						
Comfort of jury assembly area	28.3	40.4	21.3	6.7	2.5	0.6
Natural light in assembly area	28.2	38.1	21.5	6.7	3.2	2.2
Privacy of assembly area	25.0	32.1	22.8	14.1	3.8	2.2
Facilities to work while waiting	21.3	31.9	23.5	8.1	5.5	9.7
Explanations for waiting in assembly area	32.6	68.4	20.5	4.6	2.3	1.6
Comfort of courtroom	34.3	37.2	13.8	7.4	6.7	0.6
Availability of water in the courtroom	22.3	19.0	16.5	11.6	21.3	9.4
Explanations for interruptions to proceedings	33.4	28.9	19.0	10.3	7.7	0.6
Natural light in jury room	28.8	26.9	12.9	9.1	16.2	6.1
Comfort of jury room	33.9	35.5	15.8	8.7	5.2	1.0
Facilities to self-cater	28.0	30.5	22.5	11.3	6.1	1.6
Food and beverages provided	25.3	29.5	23.7	12.7	6.8	1.9
Opportunity to exercise at lunchtime	40.1	32.0	16.8	8.1	1.3	1.6
Access to private toilet facilities for jurors	55.2	34.3	7.2	2.3	1.0	0.0
Jury management procedures						
Time to settle in and get organised before the start of trial	30.4	32.7	22.5	9.2	4.6	0.7
Information about excusal if knew people in the case	53.0	32.6	9.9	2.9	1.3	0.3
Opportunity to raise reasons for excusal	45.8	34.3	12.2	4.5	2.6	0.6
Opportunity to raise reasons for deferral	46.0	33.3	13.0	4.0	1.3	2.3

Opportunity to make an affirmation rather than an oath	56.6	28.9	9.0	1.9	2.3	1.3
Amount of reimbursement for jury duty	11.8	13.8	22.0	17.7	28.2	6.6
Amount of travel allowance	7.4	6.7	9.7	8.7	22.4	45.2
Extent to which jurors' individual circumstances were accommodated	12.0	15.8	15.4	10.6	3.8	42.5
Advice about jury support services	23.4	28.1	21.7	8.7	7.0	11.0
Overall experience of jury service	35.8	38.1	16.9	6.5	2.6	0.0

Note: n.a. = not applicable

Applied for an exemption or deferral? (percentage)

	Yes	No
Did you apply for an exemption	6.0	94.0
Did you apply for a deferral	25.6	74.4
Reasons for application of exemption or deferral:		
Care of dependants	13.0	
Work commitments	37.7	
Study commitments	5.2	
Holiday plans	41.6	
Physical or mental condition	3.9	
Concerns about loss of income	2.6	
Conscientious objection	1.3	
Other reasons	9.1	

Juror working conditions (percentage)

	Yes	No	n.a.
Employer paid juror while on jury duty	56.7	10.4	32.9
Felt employment was at risk by jury duty	9.3	70.7	20.0

Note: n.a. = not answered

	Yes	No	Don't know
Juror support services available	47.3	4.1	48.6
Did you use these services?	22.0	78.0	

Assistance in understanding the trial (percentage)

During the trial, did jurors:	Yes, we did	No, we didn't think we could	No, we didn't need to	Unsure
Submit questions to ask witnesses	17.2	28.5	52.8	1.6
Submit questions for the judge	43.7	3.2	52.1	1.0
Take notes	93.8	0.7	4.8	0.7
Receive transcripts of trial evidence in the jury room	52.6	13.4	29.4	4.6
Have legal terminology explained adequately	88.9	2.6	7.2	1.3
See charts, diagrams or other visual aids	74.3	1.6	23.1	1.0
Receive copies of exhibits in the jury room	80.8	1.3	15.3	2.6
Receive written directions to use in reaching a verdict	28.7	15.5	48.5	7.3

Clarity of trial information and procedures (percentage)

	Very clear	Clear	Neither clear/unclear	Unclear	Not at all clear	n.a.
Opening address by the prosecutor	35.9	36.2	16.8	5.5	5.2	0.3
Opening address by the defence	34.3	38.9	15.4	4.6	3.9	2.9
Judges' opening remarks after the jury was empanelled	57.9	32.0	7.1	1.9	1.0	0.3
Spoken testimony by witnesses (average of all)	16.5	28.7	30.4	15.8	7.6	1.0
Visual evidence	18.5	30.4	21.1	11.6	5.3	13.2
Closing address by the prosecutor	29.5	28.9	17.4	4.9	3.6	15.7
Closing address by the defence	27.2	32.1	13.9	3.3	3.0	20.5
Judges' explanations after the addresses of:						
the facts of the case	56.0	28.7	7.8	2.3	1.3	3.9
the legal principles to be applied	56.6	25.7	10.5	1.6	0.7	4.9
issues to be decided by the jury	58.8	25.2	7.6	1.7	0.7	6.0
Judges' explanation of who had the obligation of proving guilt	64.5	23.7	6.6	1.6	0.7	3.0
Judges' explanation of reasonable doubt	60.1	25.2	6.2	2.6	1.3	4.6
Judges' explanation of the available verdicts	60.4	23.4	7.6	2.0	1.0	5.6

Note: n.a. = not applicable

Clarity of trial information and procedures (percentage)

	Strongly agree	Agree	Neither agree/ disagree	Disagree	Strongly disagree
The late start and early finish each day were inefficient	12.8	16.8	23.4	23.4	23.7
Asked to choose the foreperson too soon	8.6	9.6	17.8	30.7	33.3
Required more information on:					
choosing a foreperson	7.9	8.2	16.8	24.7	42.4
the foreperson's role	9.9	9.5	14.8	27.0	38.8
how to deliberate	8.9	13.9	17.8	25.7	33.7
We were confused about:					
what we were allowed to discuss with non-jurors	8.1	8.4	12.7	23.1	47.7
what we were allowed to discuss with jurors before the trial ended	9.5	8.5	14.8	20.0	47.2
what it means to draw inferences from evidence	7.9	10.6	18.8	26.4	36.3
Everyone on the jury:					
understood the judge's instructions	42.6	30.5	13.8	7.9	5.2
was conscientious	48.2	24.9	13.4	5.2	8.2
was compatible	43.7	28.3	14.3	6.0	7.7

Information about the trial that jurors served on (percentage)

Type of offence tried	
Homicide	11.3
Sexual offence	48.3
Burglary	2.6
Theft/Fraud	6.3
Assault	21.2
Armed robbery	3.3
Tax offences	0.3
Other	6.6

How many days did the trial last	
1 day or less	4.2
2–4 days	42.9
5–8 days	26.1
9–11 days	14.8
12–14 days	5.8
15+ days	6.1

	Yes	No
Did you deliberate with the jury?	78.5	21.5
Were you discharged before deliberation?	17.2	82.8
If yes, were you discharge due to:		
Case settled	31.5	
Mistrial	18.5	
Knew people involved in the trial	3.7	
Supplementary juror	7.4	
Other	38.9	

	Yes	No	Don't know
Deliberations concluded due to a hung jury?	25.2	71.0	3.8
Was the jury sequestered?	9.2	76.1	14.7
Average hours spent deliberating?	6.1		

Confidence in the criminal justice and jury system (percentage)

	Very confident	Confident	Neither confident/ not confident	Not confident	Not at all confident
Efficiency of jury trials	26.1	36.8	24.1	8.1	4.9
Fairness of the jury selection process	44.2	37.0	14.0	3.6	1.3
Fairness of jury trials	36.4	41.2	16.9	3.9	1.6
Efficiency of the criminal justice system	22.8	34.5	27.4	8.5	6.8
Fairness of the criminal justice system	28.8	43.5	20.9	4.2	2.6
Fairness in how victims are treated in jury trials	32.1	39.0	23.0	3.9	2.0
Fairness in how defendants are treated in jury trials	33.2	38.6	22.8	3.4	2.0
Ability of prosecution lawyers to do their job	24.8	36.2	23.1	11.1	4.9
Ability of defence lawyers to do their job	30.5	39.7	20.5	5.0	4.3
Capacity of judges to do their job	60.1	29.5	8.8	1.0	0.6
Capacity of juries to do their job	40.5	39.5	16.0	2.9	1.0

Change in confidence	Increased	Decreased	Stayed the same
Confidence in the criminal justice system, compared to before jury service	49.2	8.8	42.1

Preference for jury or judge trial (percentage)

	Jury	Judge	Either
If you were a victim in a case, would you prefer a trial by jury alone or judge alone?	54.6	15.7	29.7
If you were a defendant in a case, would you prefer a trial by jury alone or judge alone?	55.7	13.3	31.0

Perceptions of the criminal justice and jury system (percentage)

	Strongly agree	Agree	Neither agree/ disagree	Disagree	Strongly disagree
Uncertainty of the day-to-day schedule is frustrating	20.3	20.9	29.1	17.3	12.4
Jury service is an important civic duty	64.4	24.2	8.2	1.3	2.0
Juries help to keep judges in touch with community thinking	35.5	30.3	23.1	6.2	4.9
Juries in my state are not representative of the community	9.6	14.2	16.2	21.2	38.7
Juries help to ensure that the justice system is accountable to all citizens	41.6	34.7	16.2	3.0	4.6
Most jurors are not fair and impartial	6.2	10.5	11.1	24.5	47.7
I felt intimidated in the court building	7.8	10.5	14.1	23.5	44.1
Jury service is educational	51.8	32.5	11.8	1.0	3.0
People from all walks of life should be able to participate in the administration of justice	55.2	27.5	10.1	2.9	4.2
Courts overestimate people's knowledge of the criminal justice process	13.0	22.1	35.2	17.6	12.1
Serving on a jury is interesting	54.1	30.9	9.1	1.6	4.2
That court can make better use of jurors' time	15.4	20.9	31.7	19.9	12.1
Jurors need more compensation for expenses	40.5	26.1	22.5	5.6	5.2
Jurors are paid adequately for their time	8.5	6.9	22.6	22.6	39.3
Jurors should be compensated for child care costs	40.1	24.0	20.5	6.2	9.2
There should be exemptions from jury service for:					
people who live more than 50 km from court	34.1	17.9	19.9	10.3	17.9
people with children under 12 years of age	27.3	17.2	22.6	14.8	18.2
people with children aged 12–18 years	10.7	9.3	26.0	23.0	31.0
students	20.6	13.5	20.6	19.6	25.7
people with financial hardship	30.8	13.2	23.8	15.2	16.9
people who have holiday plans	39.3	17.8	18.2	9.6	15.2
people with important jobs	20.1	10.9	19.4	17.8	31.9

Appendix R: SA survey responses

Community survey responses

Note: Percentages in tables may not total 100 due to rounding

Jury-eligible citizens' prior experience with civil or criminal cases (percentage)

	Yes	No
Have you ever had any experience with criminal cases?	31.8	68.2
If so, was this as:		
a victim	6.7	93.3
a defendant	3.9	96.1
a witness	8.6	91.4
an observer	16.5	83.5
a lawyer	0.3	99.7
an employee of a lawyer or a court	2.2	97.8
associated with the court in another way	4.3	95.7
Have you ever had any experience with civil cases?	28.8	71.2
If so, was this as:		
a plaintiff	7.1	92.9
a defendant or respondent	4.9	95.1
a witness	5.7	94.3
an observer	13.2	86.8
a lawyer	0.2	99.8
an employee of a lawyer or a court	1.7	98.3
associated with the court in another way	2.7	97.3
How many times have you been inside a court building?		
Never	19.0	
Once	22.8	
2–5 times	38.9	
6–10 times	9.0	
11 or more times	10.3	
When was the last time you were in a court building?		
Never	19.0	
In the last 12 months	15.9	
1–2 years ago	12.1	
2–5 years ago	15.7	
6–10 years ago	16.2	
11 or more years ago	21.1	
<i>Number of respondents (1,680)</i>		

Jury-eligible citizens' previous contact with the jury system (percentage)

	Yes	No	Don't know
Have you ever received a notice of inclusion on a jury roll?	3.6	89.4	7.0
The last time you received this notice, did you:			
tell the sheriff's office you were disqualified from jury duty?	4.3	95.7	
tell the sheriff's office you were ineligible for jury duty?	7.5	92.5	
claim an exemption from jury service?	26.7	73.3	
The last time you were summoned for jury duty, did you:			
ignore the summons	0.6	99.4	
apply for a postponement	9.3	90.7	
choose to pay a fine instead	0.6	99.4	
Was your claim for exemption successful?	97.7	2.3	
Was your service postponed?	93.3	6.7	
If you applied for a exemption or postponement, indicate why:			
Care of dependants	0.5	99.5	
Work commitments	1.0	99.0	
Study commitments	0.1	99.9	
Holiday plans	0.0	100.0	
Physical or mental condition	0.3	99.7	
Concerns about loss of income	0.2	99.8	
Conscientious objection	0.0	100.0	
Other reasons	1.2	98.8	

Jury-eligible citizens' willingness to serve (percentage)

	Yes	No
Have you ever been called for jury duty?	5.9	94.1
Would you like to serve as a juror?	66.5	33.5
Will you try to avoid jury service due to:		
financial hardship	12.8	87.2
personal hardship	16.8	83.2
How keen are you to serve as a juror?		
Not at all keen	19.7	
Not keen	9.9	
Neither keen/not keen	28.6	
Keen	20.9	
Very keen	20.9	

Jury-eligible citizens' knowledge about jury service (percentage)

	Yes	No	Don't know		
Does your state offer a 'one-day/ one-trial' system?	0.8	2.5	96.7		
Does your state allow citizens to postpone their jury service?	19.0	2.0	79.0		
	Yes	Partially	No	Don't know	n.a.
Does your employer pay you when on jury service?	15.0	2.8	12.7	43.1	26.4
Do you have to use your vacation days from work to serve on a jury?	3.6	0.9	44.4	51.2	
Do you think your job will be threatened by jury duty?	4.9	8.5	66.3	20.3	
How long, on average, do you think jury service lasts?					
Less than one day	1.6				
1–2 days	13.2				
3–5 days	35.2				
2 weeks	24.1				
3 weeks	6.9				
One month	14.7				
More than one month	4.2				

Note: n.a. = not answered

Preference for jury or judge trial (percentage)

	Jury	Judge	Either
If you were a victim in a case, would you prefer a trial by jury alone or judge alone?	42.8	16.5	40.8
If you were a defendant in a case, would you prefer a trial by jury alone or judge alone?	41.0	19.8	39.1

Confidence in the criminal justice system (percentage)

	Very confident	Confident	Neither confident/not confident	Not confident	Not at all confident
Efficiency of jury trials	4.9	24.8	47.2	16.2	6.9
Fairness of the jury selection process	10.5	32.9	43.1	9.7	3.6
Fairness of jury trials	6.3	31.0	45.6	12.8	4.4
Efficiency of the criminal justice system	2.2	14.1	34.0	31.0	18.7
Fairness of the criminal justice process	2.6	16.1	36.1	27.8	17.5
Fairness in how victims are treated in jury trials	2.8	14.8	37.9	27.9	16.5
Fairness in how defendants are treated in jury trials	4.5	25.4	48.0	15.7	6.4
Ability of prosecution lawyers to do their job	7.0	37.5	40.0	11.8	3.7
Ability of defence lawyers to do their job	7.8	40.5	39.1	9.9	2.6
Capacity of judges to do their job	10.6	32.9	31.6	16.7	8.1
Capacity of juries to do their job	9.4	37.9	41.3	8.6	2.9

Perceptions of the criminal justice and jury system (percentage)

	Strongly agree	Agree	Neither agree/disagree	Disagree	Strongly disagree
Jury service is an important civic duty	32.7	35.6	22.7	6.6	2.4
Juries help to keep judges in touch with community thinking	9.5	31.6	34.5	16.4	7.7
Juries help to ensure that the justice system is accountable to all citizens	13.4	38.1	35.4	10.2	2.8
Juries in my state are not representative of the community	3.1	8.0	59.6	20.9	21.8
Jurors are paid adequately for their time	3.4	9.2	44.7	20.9	21.8
Jury service is educational	20.4	36.8	31.6	8.6	2.8
Most jurors are not fair and impartial	3.3	12.2	43.9	31.1	9.6
People from all walks of life should be able to participate in the administration of justice	33.9	34.7	21.0	6.1	4.0
Serving on a jury is interesting	21.3	33.1	34.7	7.1	3.7
Courts overestimate people's knowledge of the criminal justice process	16.1	35.7	36.9	9.2	2.1

There should be exemptions from jury service for:

people who live more than 50 km from court	19.2	26.4	25.5	15.3	13.5
people with children under 12 years of age	24.4	22.8	22.1	15.3	15.5
people with children aged 12–18 years	9.0	10.2	25.8	28.5	26.5
students	21.0	17.0	25.2	19.2	17.5
people with financial hardship	16.0	18.5	26.9	20.5	18.1
people who have holiday plans	21.9	23.3	21.8	14.0	19.1
people with important jobs	10.8	12.3	18.6	24.8	33.5

Non-empanelled juror responses

Juror satisfaction with information, orientation, physical environment and jury management procedures (percentage)

Juror satisfaction	Very satisfied	Satisfied	Neither satisfied/ dissatisfied	Dissatisfied	Very Dissatisfied	n.a.
Information and orientation						
Amount of notice before you went to court	42.2	35.1	15.1	3.2	3.2	1.2
Information provided with the summons	39.6	37.1	16.7	4.1	2.0	0.4
Information about eligibility	42.1	38.5	11.5	3.6	4.0	0.4
Helpfulness of jury office staff before arrival	50.4	27.9	9.0	2.0	0.8	9.8
Treatment on arrival	50.6	33.7	10.7	3.3	1.2	0.4
Information about role as a juror	48.2	39.4	9.2	2.4	0.8	0.0
Orientation video	35.2	30.4	23.5	8.1	2.8	0.0
Juror assembly room						
Comfort of jury assembly area	16.4	28.0	28.4	19.6	7.6	0.0
Natural light in assembly area	17.9	26.7	24.6	16.3	11.7	2.9
Privacy of assembly area	23.5	34.3	25.5	11.6	4.4	0.8
Facilities to work while waiting	16.2	21.3	17.4	17.9	13.2	14.0
Explanations for waiting in assembly area	22.5	35.7	25.7	10.0	3.2	2.8
Facilities to self-cater	16.3	30.5	25.6	14.6	6.5	6.5
Food and beverages provided	11.5	19.3	20.9	16.8	19.3	12.3
Opportunity to exercise at lunchtime	15.8	27.9	19.2	7.9	4.2	25.0
Access to private toilet facilities for jurors	30.7	34.9	19.5	7.9	3.7	3.3
Jury management procedures						
Opportunity to raise reasons for excusal	39.3	36.0	17.0	3.6	1.6	2.4
Opportunity to raise reasons for deferral	36.5	41.0	13.5	2.9	2.5	3.7
Amount of reimbursement for jury duty	4.5	6.5	10.2	12.6	56.5	9.8
Amount of travel allowance	2.5	4.9	11.5	10.3	61.3	9.5
Extent to which jurors' individual circumstances were accommodated	8.0	12.4	19.0	5.8	8.4	46.5
Overall experience of jury service	13.8	33.2	26.7	9.5	3.9	12.9

Note: n.a. = not applicable

Juror working conditions (percentage)

	Yes	No	n.a.
Employer paid juror while on jury duty	55.9	17.7	26.4
Felt employment was at risk by jury duty	18.0	60.8	21.2

Note: n.a. = not applicable

Application for exemption or deferral? (percentage)

	Yes	No
Did you attend a jury where you were challenged?	11.1	88.9
Did you apply for an exemption	4.4	95.6
Did you apply for a deferral	33.0	67.0
Reasons for application of exemption or deferral:		
Care of dependants	20.2	
Work commitments	40.5	
Study commitments	0.0	
Holiday plans	27.4	
Physical or mental condition	3.6	
Concerns about loss of income	4.8	
Conscientious objection	0.0	
Other reasons	3.6	

Confidence in the criminal justice and jury system (percentage)

	Very confident	Confident	Neither confident/not confident	Not confident	Not at all confident
Efficiency of jury trials	12.3	50.2	30.0	5.7	1.8
Fairness of the jury selection process	32.2	46.6	15.7	3.8	1.7
Fairness of jury trials	22.5	51.5	19.5	3.9	2.6
Efficiency of the criminal justice system	12.7	40.6	36.2	7.0	3.5
Fairness of the criminal justice system	17.0	50.0	25.9	4.9	2.2
Fairness in how victims are treated in jury trials	13.1	41.6	34.1	7.5	3.7
Fairness in how defendants are treated in jury trials	14.7	48.8	29.0	3.7	3.7
Ability of prosecution lawyers to do their job	17.8	45.5	29.6	3.8	3.3
Ability of defence lawyers to do their job	18.6	47.0	28.4	3.3	2.8
Capacity of judges to do their job	28.2	48.6	17.6	3.2	2.3
Capacity of juries to do their job	24.5	46.7	23.6	2.8	2.4

Change in confidence	Increased	Decreased	Stayed the same
Confidence in the criminal justice system, compared to before jury service	29.5	3.4	67.1

Preference for jury or judge trial (percentage)

	Jury	Judge	Either
If you were a victim in a case, would you prefer a trial by jury alone or judge alone?	45.1	13.8	41.1
If you were a defendant in a case, would you prefer a trial by jury alone or judge alone?	50.9	10.7	38.3

Perceptions of the criminal justice and jury system (percentage)

	Strongly agree	Agree	Neither agree/disagree	Disagree	Strongly disagree
Uncertainty of the day-to-day schedule is frustrating	44.9	23.1	20.5	7.3	4.3
Jury service is an important civic duty	63.9	20.6	10.9	20.5	2.1
Juries help to keep judges in touch with community thinking	29.8	36.8	22.8	7.0	3.5
Juries in my state are not representative of the community	9.3	12.0	18.5	28.7	31.5
Juries help to ensure that the justice system is accountable to all citizens	42.8	31.9	19.7	3.9	1.7
Most jurors are not fair and impartial	1.8	13.2	20.1	27.4	37.4
I felt intimidated in the court building	4.1	10.8	19.8	24.8	40.5
Jury service is educational	42.2	37.5	14.2	2.2	3.9
People from all walks of life should be able to participate in the administration of justice	50.9	29.9	12.4	3.4	3.4
Courts overestimate people's knowledge of the criminal justice process	10.8	23.8	46.3	12.1	6.9
Serving on a jury is interesting	39.5	35.5	18.0	3.1	3.9
That court can make better use of jurors' time	21.4	23.7	33.0	15.6	6.3
Jurors need more compensation for expenses	73.3	12.3	8.1	3.0	3.4
Jurors are paid adequately for their time	11.3	2.6	9.1	14.7	62.3
Jurors should be compensated for child care costs	66.5	13.1	11.2	4.4	4.9
There should be exemptions from jury service for:					
people who live more than 50 km from court	35.4	18.3	19.2	13.5	13.5
people with children under 12 years of age	32.8	14.0	23.1	13.5	16.6
people with children aged 12–18 years	13.8	9.8	23.6	20.0	32.9
students	21.4	13.2	21.4	18.2	25.9
people with financial hardship	32.3	17.2	21.6	12.9	15.9
people who have holiday plans	39.0	21.6	17.3	11.3	10.8
people with important jobs	26.2	7.9	17.5	17.9	30.6

Empanelled juror survey responses

Juror satisfaction with information, orientation, physical environment and jury management procedures (percentage)

	Very satisfied	Satisfied	Neither satisfied/ dissatisfied	Dissatisfied	Very Dissatisfied	n.a.
Information and orientation						
Amount of notice before you went to court	35.7	33.1	19.5	7.8	3.9	0.0
Information provided with the summons	33.8	43.7	15.9	4.6	1.3	0.7
Information about eligibility	38.6	38.6	16.3	5.2	1.3	0.0
Helpfulness of jury office staff before arrival	51.6	31.4	8.5	1.3	0.7	6.5
Treatment on arrival	51.0	33.3	14.4	1.3	0.0	0.0
Information about role as a juror	48.0	32.9	16.4	2.0	0.7	0.0
Orientation video	25.8	29.8	25.2	12.6	6.0	0.7
Assembly room, courtroom and jury room						
Comfort of jury assembly area	23.5	23.5	31.4	15.0	5.9	0.7
Natural light in assembly area	20.1	21.4	29.2	14.3	11.7	3.2
Privacy of assembly area	21.3	28.0	28.7	16.0	6.0	0.0
Facilities to work while waiting	20.1	25.3	24.0	14.9	12.3	3.2
Explanations for waiting in assembly area	23.3	34.0	26.7	12.7	3.3	0.0
Comfort of courtroom	27.5	34.0	22.2	9.8	6.5	0.0
Availability of water in the courtroom	28.1	20.3	14.4	17.0	13.1	7.2
Explanations for interruptions to proceedings	29.0	32.9	16.8	12.3	5.2	3.9
Natural light in jury room	25.5	34.6	13.7	6.5	13.7	5.9
Comfort of jury room	29.4	29.4	25.5	9.2	6.5	0.0
Facilities to self-cater	29.9	31.8	22.1	12.3	3.2	0.6
Food and beverages provided	27.8	31.8	23.2	9.9	6.0	1.3
Opportunity to exercise at lunchtime	30.7	34.0	17.3	8.0	6.7	3.3
Access to private toilet facilities for jurors	47.4	33.6	13.8	3.3	2.0	0.0

Jury management procedures

Time to settle in and get organised before the start of trial	28.2	30.9	24.8	11.4	4.7	0.0
Information about excusal if knew people in the case	46.4	33.1	15.9	4.6	0.0	0.0
Opportunity to raise reasons for excusal	40.1	36.8	14.5	4.6	3.9	0.0
Opportunity to raise reasons for deferral	35.5	33.6	19.1	5.9	2.0	3.9
Opportunity to make an affirmation rather than an oath	51.0	32.0	11.8	3.3	2.0	0.0
Amount of reimbursement for jury duty	5.9	7.8	7.8	11.9	54.2	13.1
Amount of travel allowance	6.6	6.0	5.3	11.3	53.6	17.2
Extent to which jurors' individual circumstances were accommodated	15.2	13.1	19.3	14.5	5.5	32.4
Overall experience of jury service	30.7	35.3	24.0	7.3	2.0	0.7

Note: n.a. = not applicable

Applied for an exemption or deferral? (percentage)

	Yes	No
Did you apply for an exemption	4.8	95.2
Did you apply for a deferral	35.2	64.2
Reasons for application of exemption or deferral:		
Care of dependants	15.7	
Work commitments	51.0	
Study commitments	0.0	
Holiday plans	29.4	
Physical or mental condition	7.8	
Concerns about loss of income	3.9	
Conscientious objection	0.0	
Other reasons	9.8	

Juror working conditions (percentage)

	Yes	No	n.a.
Employer paid juror while on jury duty	57.9	20.7	21.4
Felt employment was at risk by jury duty	18.2	59.8	22.0
Juror support services available	45.3	5.8	48.9
Did you use these services?	9.0	91.0	

Note: n.a. = not applicable

During the trial, did jurors:	Yes, we did	No, we didn't think we could	No, we didn't need to	Unsure
Submit questions to ask witnesses	8.1	33.8	55.4	2.7
Submit questions for the judge	39.7	2.7	54.8	2.7
Take notes	89.2	0.7	7.2	2.9
Receive transcripts of trial evidence in the jury room	35.9	13.4	45.1	5.6
Have legal terminology explained adequately	76.0	2.1	17.8	4.1
See charts, diagrams or other visual aids	66.7	2.0	27.2	4.1
Receive copies of exhibits in the jury room	81.5	2.7	12.3	3.4
Receive written directions to use in reaching a verdict	54.1	8.1	29.1	8.8

	Very clear	Clear	Neither clear/unclear	Unclear	Not at all clear	n.a.
Opening address by the prosecutor	43.4	36.2	11.8	0.7	2.0	5.9
Opening address by the defence	38.1	38.1	12.9	0.7	2.0	8.2
Judges' opening remarks after the jury was empanelled	53.0	30.2	8.7	2.7	2.0	3.4
Spoken testimony by witnesses (average of all)	16.6	26.5	32.5	12.6	5.3	6.6
Visual evidence	19.9	29.1	19.9	5.3	2.0	23.8
Closing address by the prosecutor	44.7	31.3	14.0	3.3	0.7	6.0
Closing address by the defence	41.6	34.9	13.4	3.4	0.7	6.0
Judges' explanations after the addresses of:						
the facts of the case	58.1	26.4	6.8	2.0	0.7	6.1
the legal principles to be applied	57.6	27.2	6.0	2.6	0.7	6.0
issues to be decided by the jury	59.9	24.5	6.8	2.7	0.7	5.4
Judges' explanation of who had the obligation of proving guilt	60.9	22.5	9.3	0.7	1.3	5.3
Judges' explanation of reasonable doubt	59.9	25.0	7.2	1.3	1.3	5.3
Judges' explanation of the available verdicts	55.1	30.6	5.4	1.4	1.4	6.1

Note: n.a. = not applicable

Clarity of trial information and procedures (percentage)

	Strongly agree	Agree	Neither agree/ disagree	Disagree	Strongly disagree
The late start and early finish each day were inefficient	18.0	22.0	38.0	10.7	11.3
Asked to choose the foreperson too soon	3.4	4.1	13.5	22.3	56.8
Required more information on:					
choosing a foreperson	3.5	8.3	18.1	20.8	49.3
the foreperson's role	3.5	7.1	18.4	22.7	48.2
how to deliberate	7.1	12.1	22.7	19.9	38.3
We were confused about:					
what we were allowed to discuss with non-jurors	4.1	5.4	23.6	27.0	39.9
what we were allowed to discuss with jurors before the trial ended	6.1	6.1	13.6	29.9	44.2
what it means to draw inferences from evidence	5.0	7.9	24.3	26.4	36.4
Everyone on the jury:					
understood the judge's instructions	42.0	30.0	14.7	6.0	7.3
was conscientious	47.3	29.5	13.0	2.1	8.2
was compatible	44.8	29.4	14.7	3.5	7.7

Information about the trial that jurors served on (percentage)

Type of offence tried	
Homicide	17.8
Sexual offence	34.2
Burglary	1.4
Theft/fraud	2.7
Assault	17.1
Drug offences	8.9
Armed robbery	14.4
Other	3.4

How many days did the trial last	
1 day or less	2.0
2–4 days	49.7
5–8 days	41.1
9–11 days	6.6
12–14 days	0.7
15+ days	0.0

	Yes	No	
Did you deliberate with the jury?	88.3	11.7	
Were you discharged before deliberation?	14.5	85.5	
If yes, were you discharge due to:			
Case settled	23.1		
Mistrial	15.4		
Knew people involved in the trial	0.0		
Supplementary juror	7.7		
Other	53.8		
	Yes	No	Don't know
Deliberations concluded due to a hung jury?	24.1	74.1	1.7
Was the jury sequestered?	7.1	64.6	28.3
Average hours spent deliberating?	3.9		

Confidence in the criminal justice and jury system (percentage)

	Very confident	Confident	Neither confident/not confident	Not confident	Not at all confident
Efficiency of jury trials	19.7	40.8	30.3	5.3	3.9
Fairness of the jury selection process	37.3	39.3	19.3	0.0	4.0
Fairness of jury trials	29.5	40.3	26.2	2.0	2.0
Efficiency of the criminal justice system	19.3	34.7	31.1	10.7	4.0
Fairness of the criminal justice system	24.1	36.6	27.6	8.3	3.4
Fairness in how victims are treated in jury trials	24.0	37.7	27.4	8.2	2.7
Fairness in how defendants are treated in jury trials	30.4	37.2	25.0	4.1	3.4
Ability of prosecution lawyers to do their job	24.3	31.8	36.5	4.7	2.7
Ability of defence lawyers to do their job	32.9	37.6	24.2	2.7	2.7
Capacity of judges to do their job	50.7	29.1	18.2	0.7	1.4
Capacity of juries to do their job	38.1	32.74	25.2	2.0	2.0

Change in confidence	Increased	Decreased	Stayed the same
Confidence in the criminal justice system, compared to before jury service	49.3	4.1	46.6

Preference for jury or judge trial (percentage)

	Jury	Judge	Either
If you were a victim in a case, would you prefer a trial by jury alone or judge alone?	49.6	13.5	36.9
If you were a defendant in a case, would you prefer a trial by jury alone or judge alone?	51.9	9.2	38.9

Perceptions of the criminal justice and jury system (percentage)

	Strongly agree	Agree	Neither agree/ disagree	Disagree	Strongly disagree
Uncertainty of the day-to-day schedule is frustrating	41.1	27.8	17.2	7.9	6.0
Jury service is an important civic duty	48.3	30.5	15.2	2.6	3.3
Juries help to keep judges in touch with community thinking	24.0	32.7	30.0	9.3	4.0
Juries in my state are not representative of the community	9.6	11.6	22.6	24.7	31.5
Juries help to ensure that the justice system is accountable to all citizens	32.9	37.7	25.3	3.4	0.7
Most jurors are not fair and impartial	5.4	8.8	19.7	17.7	48.3
I felt intimidated in the court building	8.6	8.6	18.5	20.5	43.7
Jury service is educational	38.3	36.2	16.1	3.4	6.0
People from all walks of life should be able to participate in the administration of justice	40.1	31.3	19.0	5.4	4.1
Courts overestimate people's knowledge of the criminal justice process	6.5	25.3	41.1	19.2	8.2
Serving on a jury is interesting	42.7	32.0	17.3	2.0	6.0
That court can make better use of jurors' time	24.2	29.5	28.2	10.1	8.1
Jurors need more compensation for expenses	72.2	11.9	5.3	2.0	8.6
Jurors are paid adequately for their time	10.1	4.0	5.4	8.1	72.5
Jurors should be compensated for child care costs	59.6	15.6	9.9	6.4	8.5
There should be exemptions from jury service for:					
people who live more than 50 km from court	39.9	21.6	17.6	8.8	12.2
people with children under 12 years of age	30.7	16.4	23.6	13.6	15.7
people with children aged 12–18 years	14.0	9.8	25.9	22.4	28.0
students	28.9	16.9	21.8	13.4	19.0
people with financial hardship	36.8	14.6	23.6	10.4	14.6
people who have holiday plans	42.2	21.1	19.0	9.85	8.2
people with important jobs	27.7	13.5	16.2	14.2	28.4