

EFFECTIVENESS SURVEY

NMAS REVIEW 2020-21

Part 3: Other Factors

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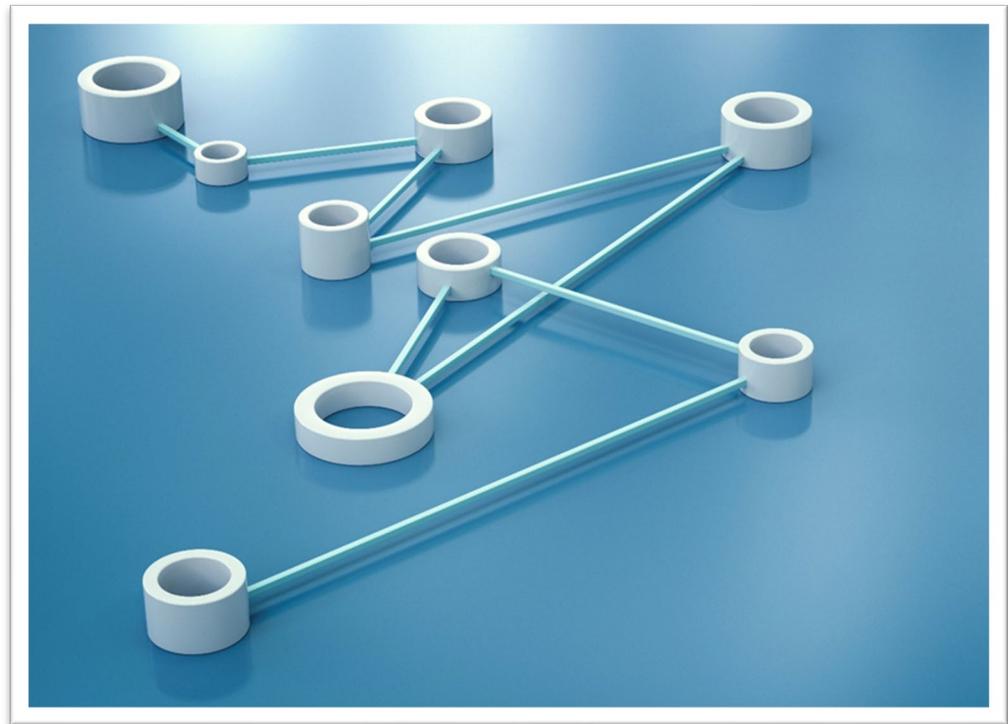
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INTRODUCTION

The Effectiveness Survey was conducted as part of the review of the National Mediation Accreditation System (NMAS). This report is part 3 of a series of findings from the Effectiveness Survey.



BACKGROUND



This Report

- Results and Analysis —
Part 3: Other Factors



Goals

- Perceived Effectiveness of NMAS
- Baseline for variety of practice in Australia



Respondents

- Mediators
- MSB Member Orgs

NMAS EFFECTIVENESS SURVEY

From February 1 to April 1, 2021, a select group of stakeholders was invited to complete the Effectiveness Survey as part of the review of the National Mediator Accreditation System (NMAS). Over 600 people participated in the survey. Once the data was *cleaned* (tidied up to remove duplicates, incomplete submission, etc.), there were 512 survey responses suitable for analysis.

For more information about the review, visit [NMAS Review 2020–21](#).

PURPOSE

The Effectiveness Survey was designed to collect preliminary information to establish a baseline of the perceived effectiveness of the NMAS. For the purpose of the survey, *effectiveness* was defined as the extent to which respondents perceive the NMAS Standards as helpful within a specified context. This report provides the results and analysis of the data collected.

TARGET AUDIENCE

- MSB Member Organisations (MSB Orgs)
 - Recognised Mediator Accreditation Bodies (RMABs)
 - Training Organisations (TOs)
 - RMABs who also offer training (RMAB/TOs)
 - Other types of organisations (Other MSB Orgs)
- Mediators
 - NMAS accredited mediators (currently accredited)
 - NMAS accredited mediators (formerly accredited)
 - NMAS trained mediators who have elected not to pursue NMAS accreditation (never accredited)

WHAT'S NEXT

The data from the Effectiveness Survey is important for many reasons.

Apart from providing a wealth of information on MSB Orgs and mediator perceptions of the NMAS' effectiveness, it will inform the content and structure of several main NMAS Review survey questions.

It will also have an essential role in triangulating the NMAS Survey data. This is particularly important for data that does not lend itself easily to tests for statistical significance, i.e., tests that identify if differences between groups are likely to result from chance or the type of people who participated in the survey (sampling error).

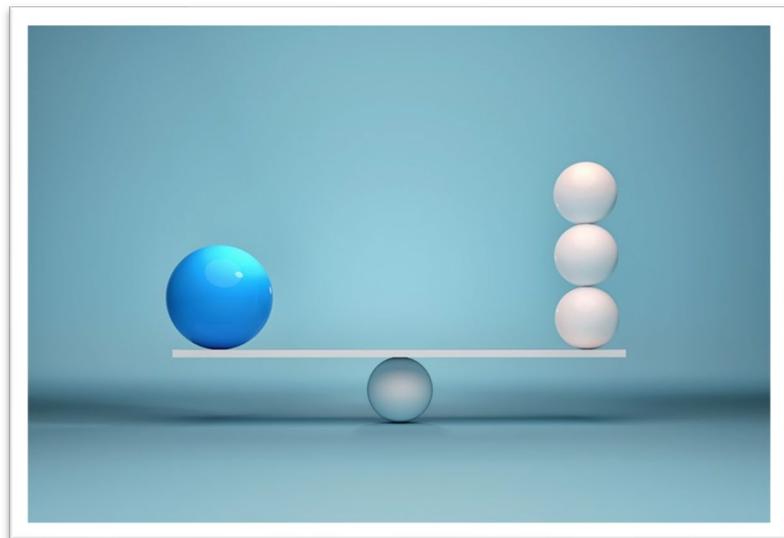
For more information about the NMAS Review, visit the [NMAS Review Hub](#).

Although it is not the primary survey, the Effectiveness Survey is an important part of the NMAS Review



IMPORTANT INFORMATION WHEN READING THE GRAPHS

- Due to rounding, some graphs add up to slightly more or less than 100% or the visual representations may differ slightly from the percentages in the labels or tables.
- Unlike Parts 1 & 2, this report focuses on the cross-tabulation of the perceived effectiveness of the NMAS relative to subgroups of mediator respondents. This means subgroups may vary in size, and any percentage is proportional to the respective subgroup rather than a fixed number of mediator respondents.
- To ensure respondents remain de-identified, subgroups with 10 or fewer respondents may be removed or obscured to prevent re-identification. See **APPENDIX 1 – PART 3** for further information on exclusions from cross-tabulations.
- Tables under the graphs relate to statistical significance. Where a table has not been included, no statistical significance was found.





PART 3: ARE
THERE OTHER
FACTORS THAT
INFLUENCE
PERCEIVED
EFFECTIVENESS?



Commercial mediators, conciliators and civil mediators are more likely than other types of mediators to perceive the NMAS as helpful

SUMMARY OF FINDINGS

[Part 2 of the Effectiveness Survey](#) revealed that the NMAS was perceived as helpful by mediators. However, there were distinct differences in perceptions of helpfulness depending on the context. For example, Table 1 provides the rank order for each of the six contexts in terms of all helpful responses (i.e., combined total for 'very helpful' and 'somewhat helpful' responses). It shows that 82% of mediators said the NMAS was helpful in promoting mediator credibility. In comparison, only 67% of mediators labelled the NMAS as helpful with promoting or developing mediation services.

Rank	NMAS Context	All helpful responses % all mediators
1	Promoting mediator credibility (Survey Q64)	82%
2	Training & accreditation (Survey Q65)	76%
3	Promoting mediation as a profession (Survey Q66)	75%
4	Participating in CPD (Survey Q67)	72%
5	Guiding everyday mediator practice (Survey Q68)	69%
6	Promoting or developing mediation services (Survey Q69)	67%

Table 1: Mediators NMAS perceived effectiveness ranking for all helpful responses (Survey Q64-Q69)

However, a different picture emerges if these responses are analysed according to the mediator's primary area of practice (type), years of experience, age or gender. It now becomes evident that some of these factors may indeed shape mediators' perceptions of the NMAS. For more information on the mediators surveyed, including each of these factors, see [Part 1 of the Effectiveness Survey](#).

For an overarching perspective, **APPENDIX 2 – PART 3** provides a visual summary for mediator type, years of experience, and age, with comparative ranking tables showing response trends across each of the six contexts. Please note that gender is not included in the visual summary as variation was minimal. For quick reference, the summary also highlights the groups with the two highest and lowest response rates. Each factor is discussed below.

MEDIATOR TYPE

Compared to all other types, civil mediators and conciliators typically lead the way, with the largest proportion of respondents saying they perceived the NMAS as helpful in the given contexts. In contrast, lawyer mediators tended to have some of the lowest rates of perceived helpfulness.

Below, Table 2 shows the proportion of mediators within each type who said they perceived the NMAS as helpful. Mediator types above the rates shown for all

mediators (see Table 1) are highlighted pink, those below are highlighted yellow, and those equal to in aqua. Alternatively, an aqua line sits in between those above or below.

For example, in relation to training and accreditation (Q64), conciliators reported the highest rate of helpful responses (89%) and are ranked one (R1). They, along with civil (R2), commercial (R=3) and community (R=3) mediators, are shown in pink, as they all reported higher rates than mediators generally, as shown in Table 1 (76%). On the other hand, lawyer mediators had the lowest rate of respondents labelling the NMAS as helpful in relation to training and accreditation and are ranked eight (R8). They and workplace mediators (R5), mixed practice mediators (R7) and FDRPs (R6) all had lower rates than mediators generally (76%). The aqua line shows that no type had the same rate as mediators generally (76%).

R	Training Q64	Services Q65	Practice Q66	CPD Q67	Credibility Q68	Profession Q69
1	Conciliator (89%)	Commercial (74%)	Workplace (76%)	Conciliator (85%)	Community (90%)	Conciliator (89%)
2	Civil (83%)	Workplace (72%)	Civil Conciliator (75%)	Community (78%)	Civil (86%)	Civil (87%)
3	Commercial Community (82%)	Civil Conciliator (71%)	-	Civil (76%)	Conciliator (85%)	Community (86%)
4	-	-	Commercial (74%)	FDRP (71%)	Commercial (84%)	Commercial Lawyer Mixed (72%)
5	Workplace (75%)	FDRP (64%)	Mixed (69%)	Workplace (70%)	Mixed (82%)	-
6	FDRP (73%)	Lawyer (63%)	FDRP Community (68%)	Commercial (66%)	FDRP (80%)	-
7	Mixed (72%)	Community Mixed (62%)	-	Lawyer (63%)	Lawyer (78%)	FDRP Workplace (71%)
8	Lawyer (71%)	-	Lawyer (58%)	Mixed (62%)	Workplace (76%)	-

Table 2: Mediator type rankings for helpfulness across the six contexts (Survey Q64-Q69)

When looking at the types who tended to perceive the NMAS the most positively, i.e. labelling it 'very helpful', it was commercial mediators who consistently emerged out front. In contrast, the types most likely to perceive the NMAS as 'not helpful' or 'not helpful at all' were usually lawyer mediators and FDRPs. A tabular summary of the comparative ratings for all response options for each type is provided on page 33.

While it may be tempting to attribute FDRP's less positive perceptions to the fact that they are not explicitly captured under the current NMAS, the same cannot be said for their conciliator counterparts who tend to view the NMAS more positively. An alternative explanation may be that, unlike conciliators, FDRPs are also regulated under their own training and accreditation system¹, and the requirement to operate across two systems may negatively impact their perceptions of the

¹ Attorney-General's Department, Australian Government, 'Becoming a family dispute resolution practitioner' (Web Page) <<https://www.ag.gov.au/families-and-marriage/families/family-dispute-resolution/becoming-family-dispute-resolution-practitioner>>.

NMAS. This possibility may require further investigation, particularly in light of the Australian Dispute Resolution Advisory Council's (ADRAC) recent conciliation report², which recognises conciliation as a process distinct from mediation and recommends the industry-based development of national conciliation standards.

The less favourable perceptions of lawyer mediators might typically be explained by the fact that they operate within the shadow of the law. However, this runs counter to positive sentiments expressed by the civil and commercial mediators, whose work is also often linked either directly or indirectly to a court or tribunal.

Within the context of the points above, considering responses in isolation, while tempting, may inadvertently obscure a deeper understanding of what underpins the various needs or wants from the NMAS.

Readers might also note that community mediators, the group often most closely associated with facilitative mediation as described in the NMAS, were not as consistent or as positive as what some may have expected. For example, some may find it surprising that, while the numbers were small (8%), they, like FDRPs, reported the highest proportion of mediators labelling the NMAS as not helpful in connection to training and accreditation.

While some of the variations between these mediator types are limited to those who participated in the survey, some differences are likely to be generalisable more broadly. In particular, statistically significant differences between mediator types were observed in perceptions of the NMAS's helpfulness in guiding everyday practice. This is a particularly important finding within the context of the current review.

MEDIATOR YEARS OF EXPERIENCE

The amount of time in practice or years of experience (YE) played a role in how mediators perceived the NMAS, with a number of statistically significant differences observed between YE groups regarding promoting and developing mediation services, promoting mediator credibility and promoting mediation as a profession.

Notably, many of these differences centred around comparisons to the responses of mediators with 25–28 YE. This group reported the highest proportion of 'very helpful' responses in five of the six contexts (see the tabular summary on page 47). In the remaining category, training and accreditation, the 25–28 YE group ranked equal first in terms of helpfulness generally, i.e., 'very helpful' and 'somewhat helpful' combined. Curiously, these sentiments were often not reflected in the adjacent YE groups, prompting the question, "Was there a major change or event between 1993 and 1996 that may shed light on this group of mediators?"

Indeed, readers may be aware that this period saw quite a surge in ADR-related reforms³, including the establishment in 1995 of the National Alternative Dispute Resolution Advisory Council (NADRAC), an independent non-statutory body that

² ADRAC, 'Conciliation: connecting the dots', *Publications* (Web Page) ADRAC's Conciliation Report <<https://www.adrac.org.au/publications>>.

³ Such as the *Courts Legislation (Mediation and Evaluation) Amendment Act 1994* (NSW); For more information in reforms during this time see Tom Altobelli, 'Mediation in the Nineties: The Promise of the Past' (2000) 4 *Macarthur Law Review* 103.

provided expert policy advice to the Attorney-General on the development of ADR and promoted the use of alternative dispute resolution⁴.

Interestingly, Table 3 below shows that mediators with 17–20 YE had the highest proportion of respondents labelling the NMAS as helpful in developing services, participating in CPD, promoting mediator credibility and promoting mediation as a profession.

Again, the corresponding period between 2001–2004 coincided with the release of several seminal NADRAC papers, including 'A Framework for ADR Standards' (April 2001)⁵. While correlation is not causation, it would seem remiss not to acknowledge the correlation between these pivotal moments in ADR and these statistically significant sentiments, as they are likely to be representative more broadly.

R	Training Q64	Services Q65	Practice Q66	CPD Q67	Credibility Q68	Profession Q69
1	0–4 25–28 (80%)	17–20 (82%)	29–32 (87%)	17–20 (80%)	17–20 21–24 (90%)	17–20 (87%)
2	-	9–12 (73%)	9–12 (74%)	33+ (75%)	-	9–12 (80%)
3	5–8 (78%)	0–4 25–28 29–32 (66%)	17–20 (72%)	29–32 (73%)	9–12 29–32 (84%)	25–28 (78%)
4	9–12 17–20 29–32 (77%)	-	0–4 (71%)	25–28 (72%)	-	29–32 (77%)
5	-	-	5–8 (67%)	0–4 9–12 13–16 (71%)	5–8 13–16 (82%)	0–4 13–16 (73%)
6	-	5–8 13–16 (63%)	25–28 (64%)	-	25–28 (80%)	-
7	13–16 (66%)	-	13–16 (63%)	-	13–16 (79%)	5–8 (71%)
8	21– 24 (59%)	21– 24 (57%)	21– 24 (59%)	5–8 (69%)	0–4 (77%)	21– 24 (70%)
9	33+ (58%)	33+ (50%)	33+ (42%)	21– 24 (59%)	33+ (75%)	33+ (69%)

Table 3: Mediator years of experience rankings for helpfulness across the six contexts (Survey Q64–Q69)

In contrast to those with 17–20 and 25–28 YE, mediators with 21–24 and 33+ YE were the most likely to suggest the NMAS was not helpful. However, due to the small number of responses in these latter groups, it was not possible to establish if these patterns were likely to be generalisable beyond this survey. A tabular

⁴ Attorney-General's Department, Australian Government, 'Alternative Dispute Resolution' (Web Page) <<https://www.ag.gov.au/legal-system/alternative-dispute-resolution>>.

⁵ NADRAC papers including , A Framework for ADR Standards (April 2001), Principles on Technology and ADR (March 2002), Dispute Resolution Terms (September 2003) can be accessed via Trove, a collaborative initiative of the National Library of Australia <<https://webarchive.nla.gov.au/awa/20191107002242/https://www.ag.gov.au/LegalSystem/AlternateDisputeResolution/Pages/Na dracPublicationsByDate.aspx>>

summary of the comparative ratings for all response options for each YE group is provided on page 47.

MEDIATOR AGE

In terms of mediator age, several distinct and consistent themes emerged. Most notably, mediators aged 45–54 routinely expressed the least positivity and the most negativity, with the highest rates of not helpful responses in all six contexts (see the tabular summary on page 61). In contrast, Table 4 shows that mediators aged 35–44 yrs were consistently in the top two groups for overall helpfulness.

Interestingly, mediators aged 65–74 were always one of the top two groups labelling the NMAS as 'very helpful' and, at the same time, often one of the groups with the highest proportion of mediators describing the NMAS as 'not helpful at all'.

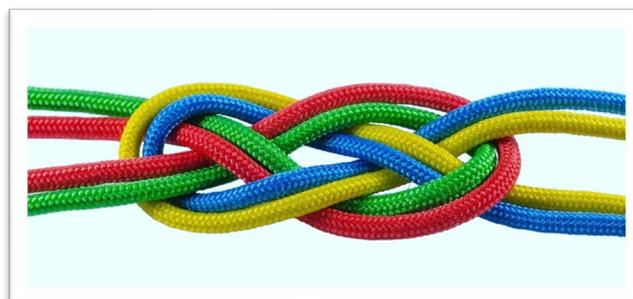
While readers must treat these findings with caution given the small number of differences identified as statistically significant, the consistency with which specific age groups rated the helpfulness of the NMAS is striking and warrants further investigation. A tabular summary of the comparative ratings for all response options for each age group is provided on page 61.

R	Training Q64	Services Q65	Practice Q66		CPD Q67	Credibility Q68
1	25–34 (93%)	35–44 (72%)	35–44 (81%)	25–34 (87%)	35–44 (87%)	35–44 (87%)
2	35–44 (85%)	65–74 (69%)	25–34 (74%)	35–44 (77%)	65–74 (86%)	65–74 (80%)
3	45–54 (78%)	55–64 (67%)	55–64 (71%)	65–74 (75%)	75–84 (82%)	45–54 (76%)
4	65–74 (77%)	45–54 (65%)	65–74 (69%)	75–84 (70%)	55–64 (81%)	25–34 (73%)
5	55–64 (73%)	25–34 (60%)	75–84 (65%)	45–54 (68%) 55–64 (68%)	45–54 (77%)	75–84 (70%)
6	75–84 (59%)	75–84 (58%)	45–54 (62%)	-	25–34 (67%)	55–64 (69%)

Table 4: Mediator age rankings for helpfulness across the six contexts (Survey Q64–Q69)

MEDIATOR GENDER

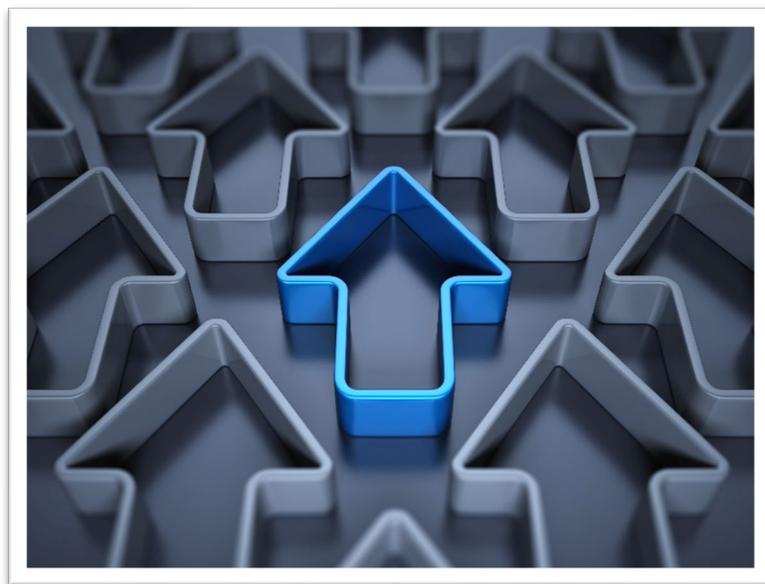
There was minimal variation between genders and no statistically significant findings. This suggests that gender is unlikely to influence whether the NMAS was perceived as helpful across the given contexts. Therefore, no tabular summary was required.



Celebrate the ongoing legacy of NADRAC and its potential role in shaping how many mediators perceive the NMAS today

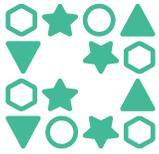
PRELIMINARY RECOMMENDATIONS

1. Identify ways to maximise the NMAS's capacity in guiding everyday practice and promoting/developing mediation services irrespective of mediator type, level of experience or age.
2. Investigate the similarities and differences between mediator types to identify the variables that influence mediator perceptions of the NMAS, including how these variables might intersect or manifest depending on the area of practice.
3. Celebrate the ongoing legacy of NADRAC and its potential role in shaping how many mediators perceive the NMAS today.
4. Learn more about the role of mediator age in the way that mediators perceive the helpfulness of the NMAS, including any relationship to the career stage or the proportion of work as discussed in [Part 2 of the Effectiveness Survey](#).
5. Acknowledge that gender appeared to play almost no role in mediators' perceptions of the NMAS's helpfulness.
6. Promote NMAS review surveys more broadly, including actively targeting underrepresented groups to ensure sample sizes of at least 30 respondents across subgroups, including mediator type, years of experience, age and gender



PART 3: FINDINGS





Mediator Type

- Primary area of mediator practice
- Number of types: Eight (8)



Mediator Experience

- Years of experience (YE) as a mediator
- Range: 0–33+ YE



Mediator Age

- Mediator's current age
- Range 25–84 years
- No respondents under 25



Mediator Gender

- Female
- Male
- Insufficient representation from some gender options for de-identified comparison

OTHER FACTORS

FACTORS

[Part 2 of the Effectiveness Survey](#) provided insight into the differences between the perceptions of MSB organisations and mediators. However, given the broad cross-section of mediators who participated, it is critical to establish whether specific mediator characteristics or factors also play a role in shaping perceptions of the NMAS's effectiveness.⁶⁷

MEDIATOR TYPE

[Part 1 of the Effectiveness Survey](#) identified several primary areas of mediator practice or mediator types. This report considers whether mediator type may have influenced mediator perceptions. The mediator types were as follows:

- Civil mediator
- Commercial mediator
- Community mediator
- Conciliator
- Family dispute resolution practitioner (FDRP)
- Lawyer mediator
- Mixed practice mediator
- Workplace mediator

MEDIATOR EXPERIENCE

[Part 1](#) revealed that the mediators surveyed varied widely in terms of mediation experience. They ranged from those just entering the field to seasoned practitioners with more than three decades under their belt. This report considers whether years of experience (YE) may have influenced mediator perceptions.

MEDIATOR AGE

Although the survey was open to mediators of all ages, [Part 1](#) revealed that only mediators aged 25–84 years participated. This report considers whether age may have influenced mediator perceptions.

MEDIATOR GENDER

Although the survey was open to a range of genders, [Part 1](#) revealed that over 98% identified as either female or male. Unfortunately, this meant that the remaining groups were too small to include in cross-tabulations. This report considers whether gender may have influenced mediator perceptions.

⁶ The sample size for the different MSB Org types was too small for de-identified comparison, so they have not been included for analysis.

⁷ Some mediator types, ages and genders identified in Part 1 were too small to include in the cross-tabulations. More information on exclusions is available in **APPENDIX 1 – PART 3**.

STATISTICAL SIGNIFICANCE

OVERVIEW

To establish whether the differences identified in relation to type, years of experience, age and gender were likely to be generalisable to the broader mediator population, we conducted preliminary tests for statistical significance using [Survey Monkey](#).

STATISTICALLY SIGNIFICANT DIFFERENCES

Statistically significant differences identified across groups within each factor are displayed in **blue** in tables labelled T-Test Differences. Options in **blue** indicate that the differences between these groups have less than a 5% probability of occurring by chance or sampling error alone. This is important because it means the patterns are more likely to be reliable and applicable beyond the group of people who participated in the Effectiveness Survey.

Instances shown in **red** were not identified as statistically significant. Instances in **black** were excluded automatically from [Survey Monkey's calculations](#) because they did not meet the minimum 30-respondent threshold for inclusion. Details on all exclusions are available in **APPENDIX 1 – PART 3**.

Table 5 below shows significant differences between civil mediators, commercial mediators and community mediators in relation to their rates of 'very helpful'. Despite conciliators showing a similar proportion of 'very helpful' responses to commercial mediators, they have not been included in the calculations and are shown in black. There are also significant differences between commercial mediators and community mediators in terms of the proportion of mediators labelling the NMA as 'not helpful at all'.

Legend	Civil	Commercial	Community	Conciliator
Not helpful at all	2%	0%	10%	0%
Not so helpful	8%	6%	10%	4%
Neutral	19%	20%	29%	25%
Somewhat helpful	48%	33%	33%	26%
Very helpful	23%	41%	19%	45%

Table 5: T-Test Differences – example

Where T-Tests revealed no significant differences between subgroups, tables showing percentages are presented as part of the graph.



Mediator Type

- No T-Test
 - Conciliator
 - Mixed practice



Mediator Experience

- No T-Test
 - 21–24 YE
 - 33+ YE



Mediator Age

- No T-Test
 - 25–34 years
 - 75–84 years



Mediator Gender

- No exclusions from T-Test

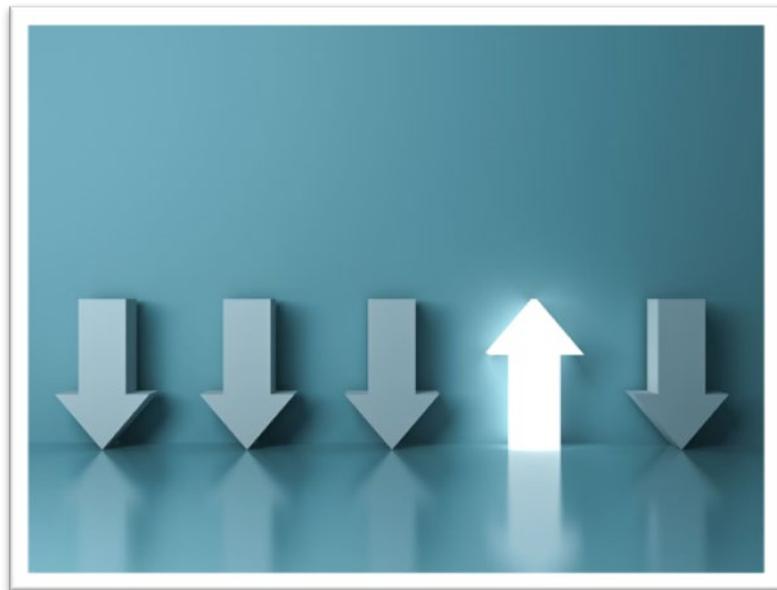
STATISTICALLY SIGNIFICANT RELATIONSHIPS

The relationship between the statistically significant differences is shown in tables labelled T-Test Relationships. Options highlighted pink indicate that the group has a significantly higher (↑) response rate than the group in blue. Options highlighted in yellow have a significantly lower (↓) response rate than the group in blue.

Table 6 below shows that commercial rates of 'very helpful' are higher than those of commercial and community mediators. However, it also indicates that the relationship does not extend to differences between civil mediators and community mediators. This means that there is a significant difference between the response rates of commercial mediators and civil mediators and there is another significant difference between the response rates of commercial mediators and community mediators. In this example, the differences in 'very helpful' responses centre on commercial mediators.

Legend	Civil	Commercial	Community	Conciliator
Not helpful at all		↓Commun	↑Commer	N/A
Not so helpful				N/A
Neutral				N/A
Somewhat helpful				N/A
Very helpful	↓Commer	↑Civil ↑Commer	↓Commer	N/A

Table 6: T-Test Relationships – example



TYPE – TRAINING AND ACCREDITATION

FINDINGS

Irrespective of the primary area of practice, the majority of mediators surveyed perceived the NMAS to be helpful in relation to training, accreditation and reaccreditation to some degree. Notably, almost 90% of conciliators reported that the NMAS was helpful, the highest of all mediator types. In contrast, four mediator types – lawyer (71%), mixed practice (72%), FDRP (73%) and workplace – reported rates of helpfulness at 75% or less. These types were also more neutral (20%–23%) than commercial, civil and community mediators and conciliators. Even so, only 11% across all mediator types suggested the NMAS was 'not helpful at all' re training and accreditation.

As these differences are not statistically significant, they should be treated with some caution. Even so, the lack of obvious differentiating factors (e.g. not all operate in the shadow of the law) prompts the need for further investigation into understanding what influences these perceptions.

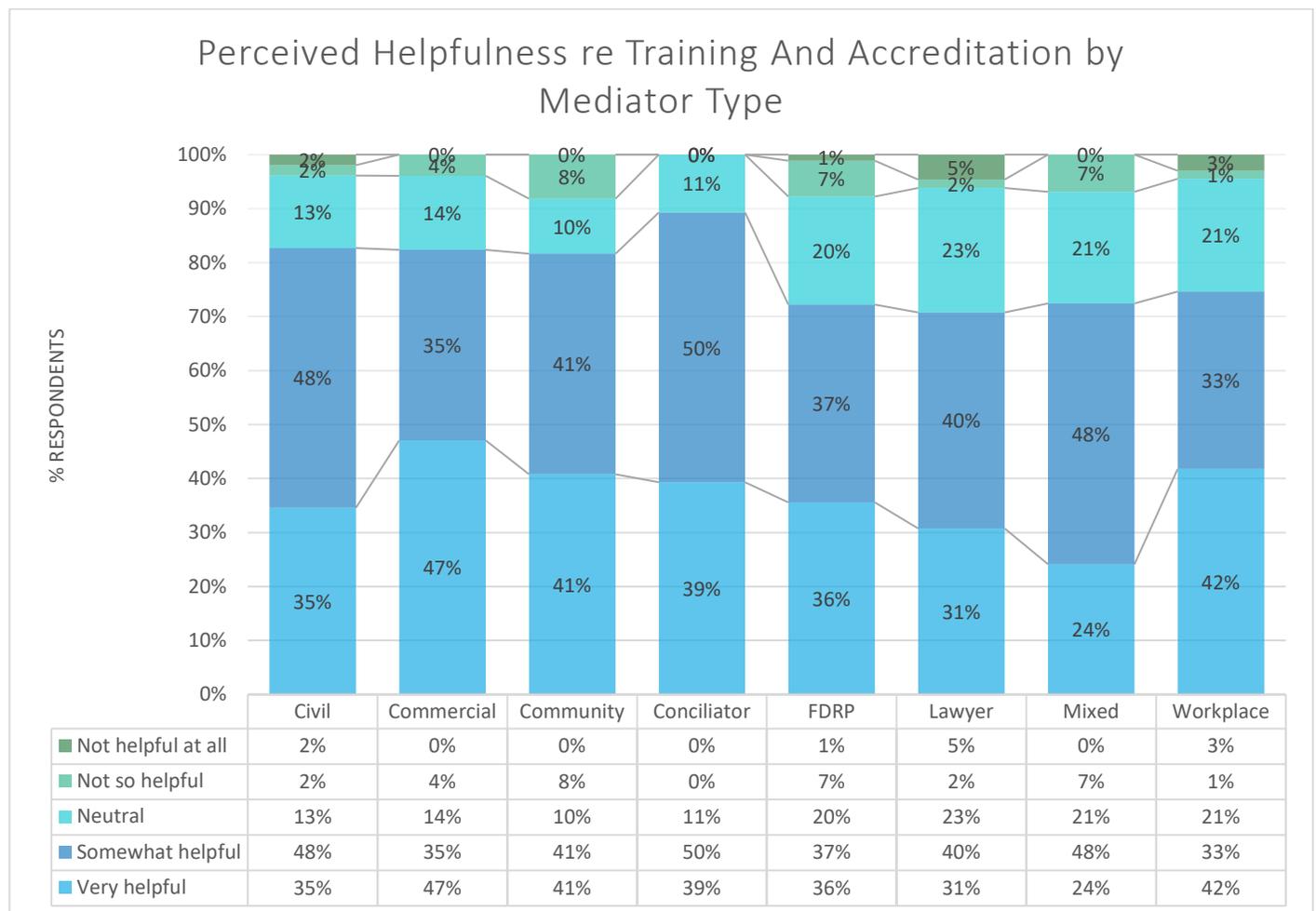
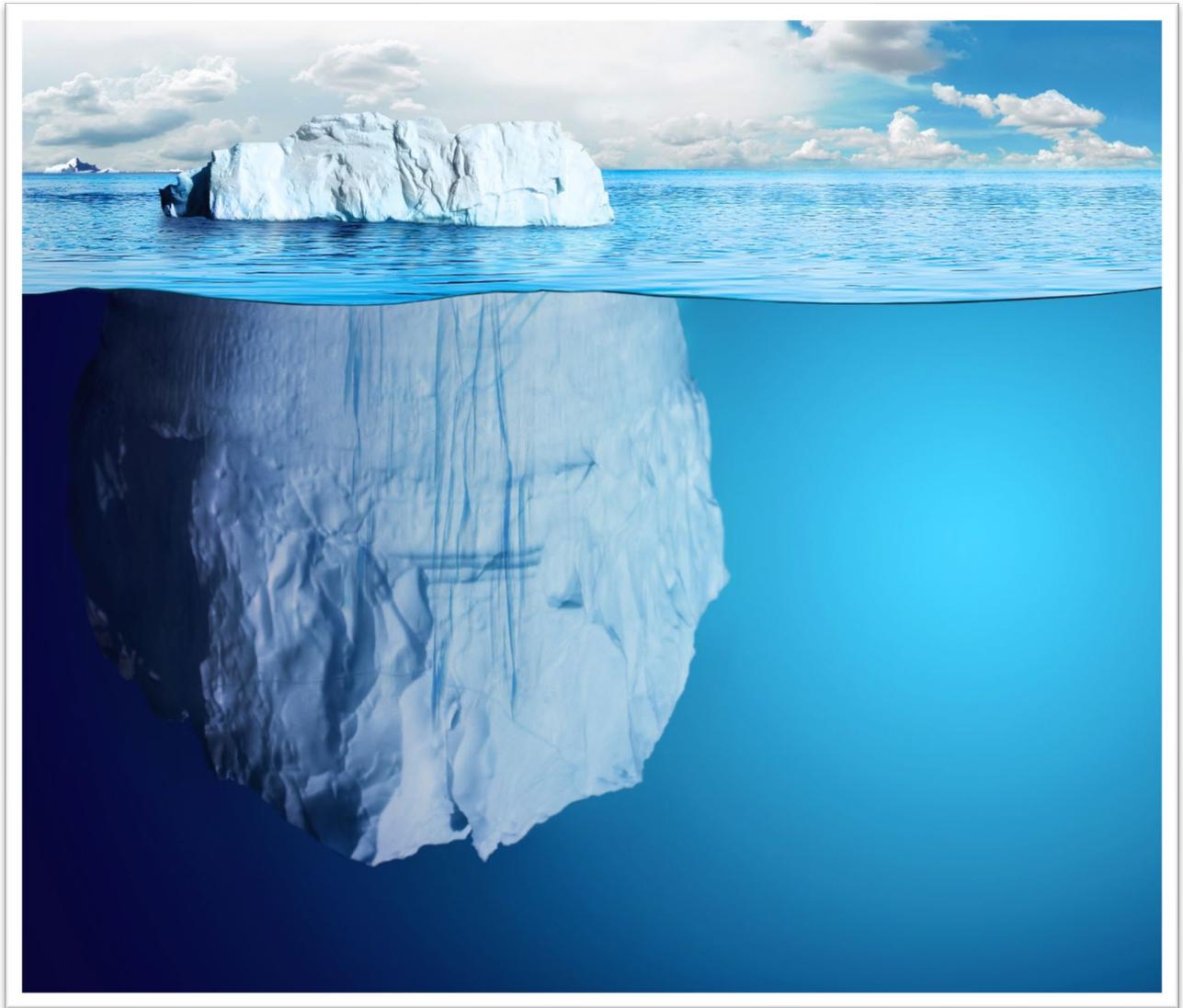


Figure 1: Perceptions of NMAS helpfulness in relation to training, accreditation and reaccreditation by mediator type (Survey Q64 by Q39)

Graph notes: Full descriptions of practice types and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 52: Appendix 1 – Mediator primary area of practice, i.e., 80% or above [Mediator Type] (Survey Q39)



TYPE – DEVELOPING SERVICES

FINDINGS

Conciliators, along with commercial (74%), workplace (72%) and civil mediators (71%), were the most likely to suggest that the NMAS was helpful with promoting or developing mediation services. Further, commercial mediators reported the highest incidence of 'very helpful' compared to all other types, with significance testing suggesting that this more positive assessment is likely to be generalisable, at least when compared with their civil counterparts. On the other hand, in contrast to commercial (0%) and community mediators (0%), 9% of lawyer mediators found the NMAS not helpful at all. Again, significance testing suggests this difference is likely to reflect perceptions of these types beyond those surveyed. However, further research is needed to understand why this may be the case.

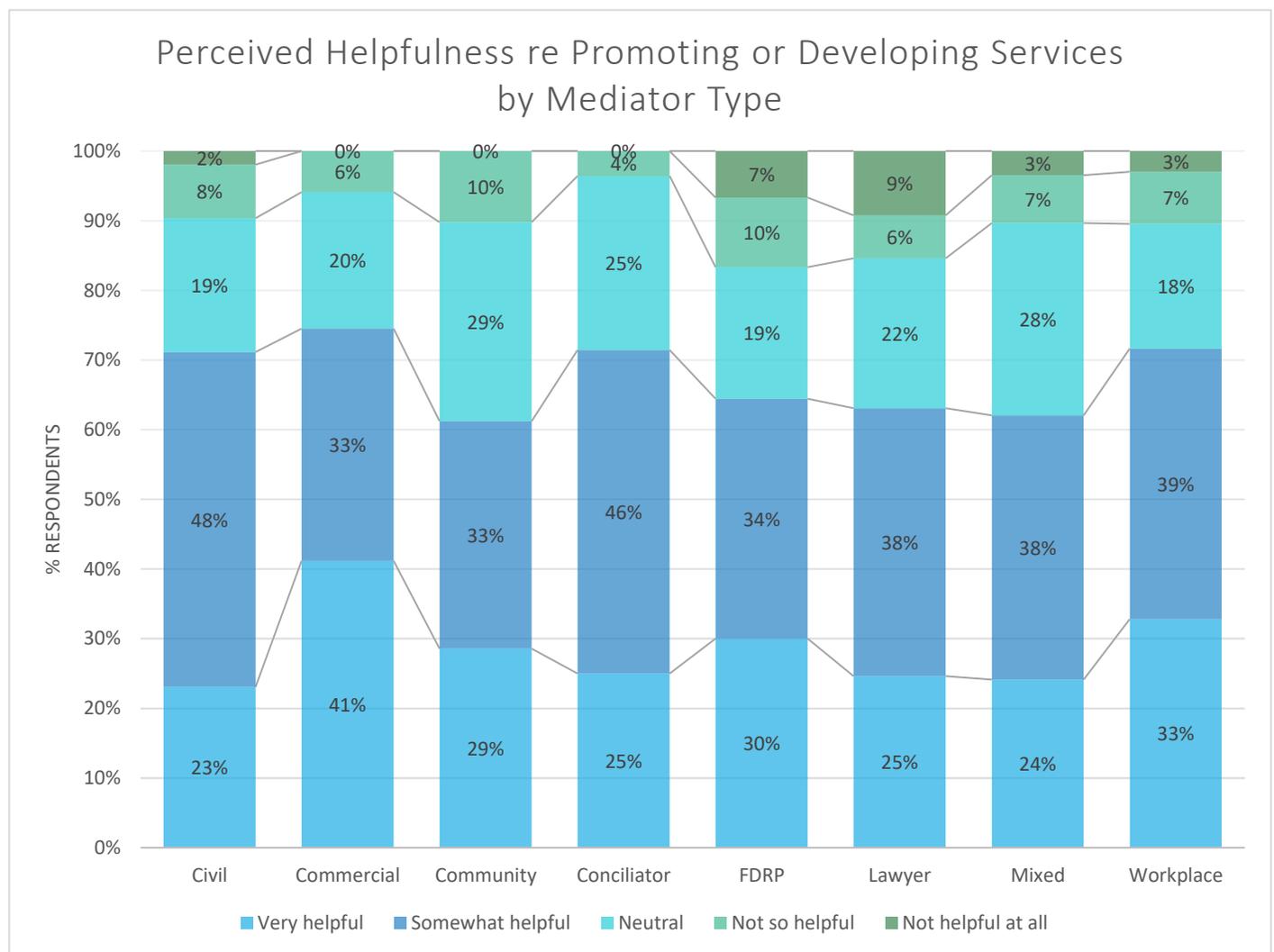
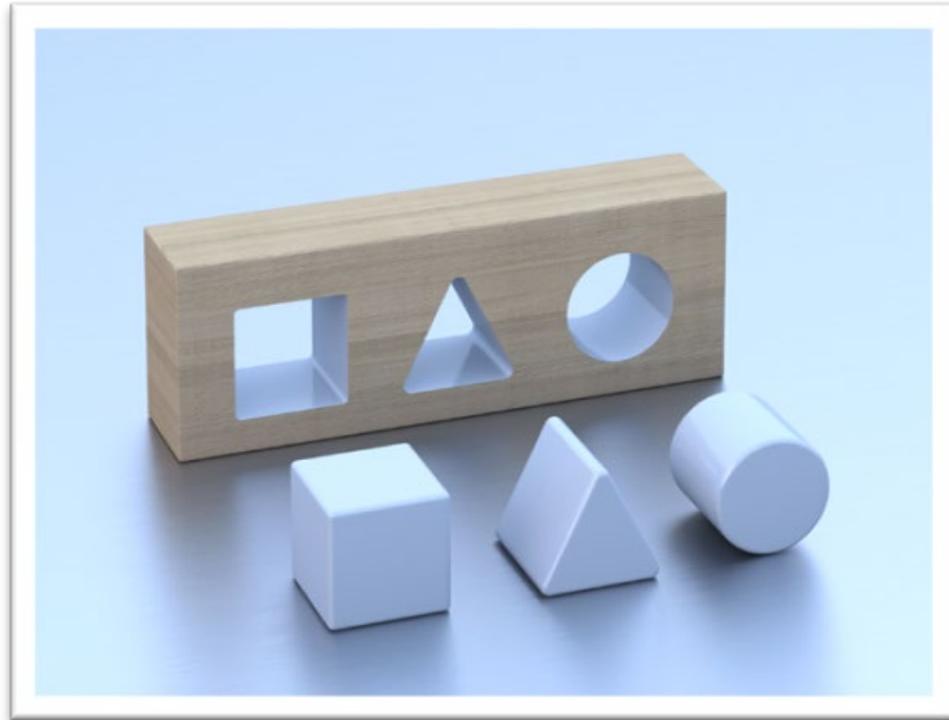


Figure 2: Perceptions of NMAS helpfulness in relation to promoting or developing mediation services by mediator type (Survey Q65 by Q39)

Graph notes: Full descriptions of practice types and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 52: Appendix 1 – Mediator primary area of practice, i.e., 80% or above [Mediator Type] (Survey Q39)



STATISTICALLY SIGNIFICANT DIFFERENCES

Legend	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Not helpful at all	2%	0%	0%	0%	7%	9%	3%	3%
Not so helpful	8%	6%	10%	4%	10%	6%	7%	7%
Neutral	19%	20%	29%	25%	19%	22%	28%	18%
Somewhat helpful	48%	33%	33%	46%	34%	38%	38%	39%
Very helpful	23%	41%	29%	25%	30%	25%	24%	33%

Table 7: T-Test Differences – perceived helpfulness of NMAS in relation to promoting or developing mediation services by mediator type (Survey Q65 by Q39)

STATISTICALLY SIGNIFICANT RELATIONSHIPS

Legend	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Not helpful at all		↓Lawyer	↓Lawyer	N/A		↑Commun ↑Commer		N/A
Not so helpful				N/A				N/A
Neutral				N/A				N/A
Somewhat helpful				N/A				N/A
Very helpful	↓Commer	↑Civil		N/A				N/A

Table 8: T-Test Relationships – perceived helpfulness of NMAS in relation to promoting or developing mediation services by mediator type (Survey Q65 by Q39)

TYPE – GUIDING EVERYDAY PRACTICE

FINDINGS

Workplace and commercial mediators reported the highest rates 'very helpful', with 40% and 37% respectively. In comparison, lawyer and civil mediators opted for 'very helpful' at about half that rate, with just 18% and 19% respectively. Unlike lawyer mediators, 56% of civil mediators said the NMAS was 'somewhat helpful' in guiding everyday practice. Conciliators reported similar patterns of perceived helpfulness to their civil counterparts. In keeping with this, FDRPs (14%) and lawyer (14%), mixed (13%), and workplace (10%) mediators were also more inclined to suggest the NMAS was not helpful in connection to guiding everyday practice.

Given that many of these differences are likely to be generalisable to the broader mediation community, we must learn more about the factors driving these different perceptions. For example, it was interesting to note that both civil and commercial mediators' perceptions tended to be more positive overall than that of community mediators. Further, they were also less negative than other types, such as FDRPs and lawyer mediators, who may also be working in the shadow of the law. It may also surprise many to see that lawyer mediators (58%) are the only type reporting a lower rate of overall perceived helpfulness than community mediators (68%).

It is worth noting that this piece of analysis identified more statistically significant differences than any other in this report. Specifically, it provides evidence that the extent to which a mediator perceives the NMAS as helpful with guiding everyday practice is connected to their primary area of practice, or 'type'. This has important implications for the NMAS Review and the extent to which any modifications or changes might satisfy the various mediator types.

STATISTICALLY SIGNIFICANT DIFFERENCES

Legend	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Not helpful at all	2%	0%	0%	4%	3%	5%	3%	3%
Not so helpful	2%	0%	4%	4%	11%	9%	10%	7%
Neutral	21%	25%	29%	18%	18%	28%	17%	13%
Somewhat helpful	56%	37%	41%	57%	40%	40%	48%	36%
Very helpful	19%	37%	27%	18%	28%	18%	21%	40%

Table 9: T-Test Differences – perceived helpfulness of NMAS to guiding everyday practice by mediator type (Survey Q66 by Q39)

STATISTICALLY SIGNIFICANT RELATIONSHIPS

Legend	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Not helpful at all				N/A			N/A	
Not so helpful	↓FDRP	↓FDRP ↓Lawyer ↓Work		N/A	↑Civil ↑Commer	↑Commer	N/A	↑Commer
Neutral			↑Work	N/A		↑Work	N/A	↓Commun ↓Lawyer
Somewhat helpful	↑Work			N/A			N/A	↓Civil
Very helpful	↓Commer ↓Work	↑Civil ↑Lawyer		N/A		↓Commer ↓Work	N/A	↑Civil ↑Lawyer

Table 10: T-Test Relationships – perceived helpfulness of NMAS to guiding everyday practice by mediator type (Survey Q66 by Q39)

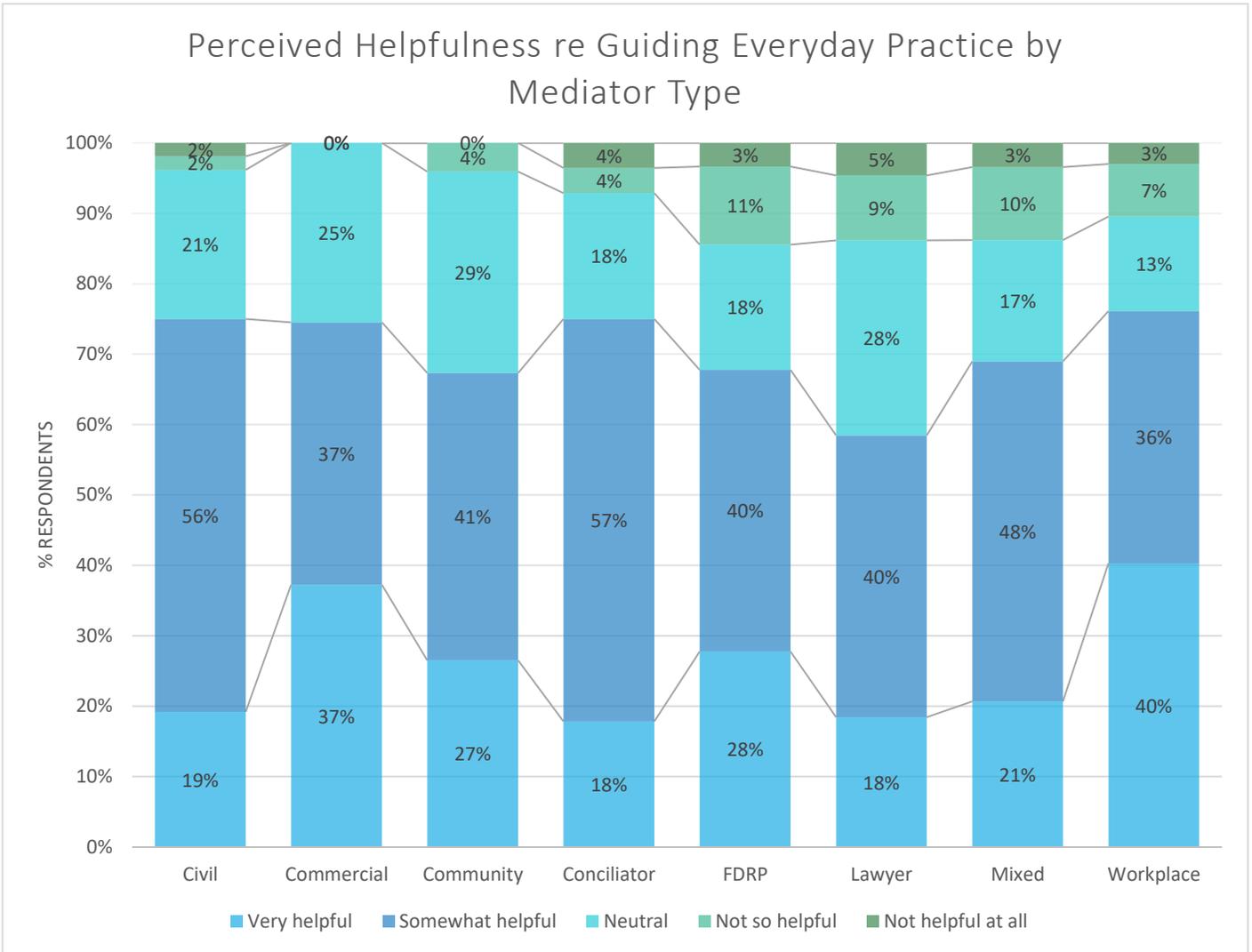
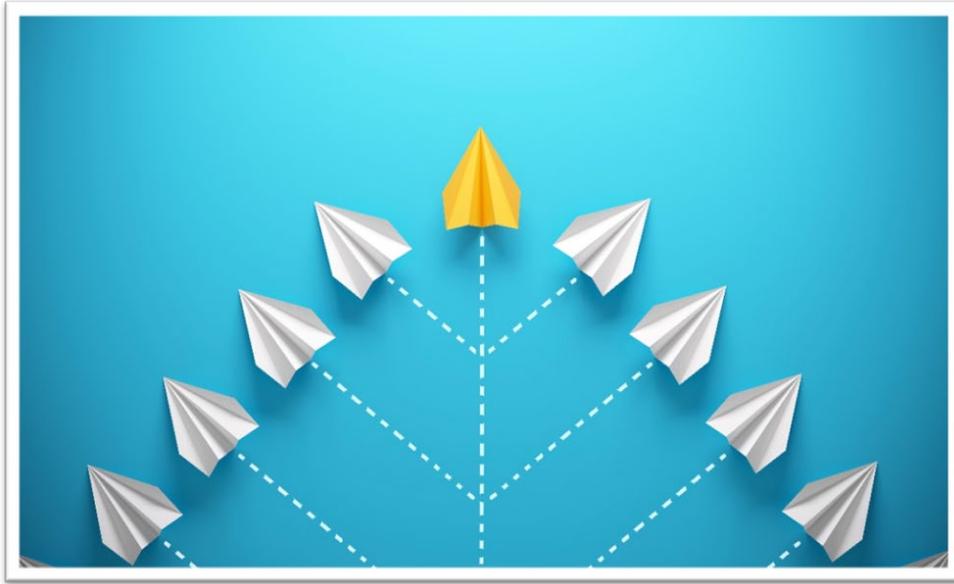


Figure 3: Perceptions of NMAS helpfulness in relation to guiding everyday practice by mediator type (Survey Q66 by Q39)

Graph notes: Full descriptions of practice types and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 52: Appendix 1 – Mediator primary area of practice, i.e., 80% or above [Mediator Type] (Survey Q39)

TYPE – PARTICIPATING IN CPD

FINDINGS

The vast majority of conciliators (85%) indicated the NMAS was helpful in relation to participating in CPD, lending ongoing support for the MSB's decision to consider conciliation within the scope of this review explicitly. Similarly, community (78%), civil (77%), FDRPs (71%) and workplace (70%) mediators also indicated that the NMAS was helpful with participating in CPD; however, there were significant differences in the extent of perceived helpfulness. For example, just over half of civil mediators (56%) reported the NMAS as 'somewhat helpful', as compared to just over a third of commercial (33%) and workplace (34%) who felt this way. Importantly these results are likely to be indicative of a general trend beyond the scope of this survey.

It was also notable that lawyer mediators (18%) were the least likely to rate the NMAS as 'very helpful' in relation to participating in CPD. Significantly, when comparing these rates to community (39%) and workplace (36%) mediators, this pattern is likely to be generally representative. Additionally, when considered alongside responses suggesting that over a third of commercial (34%), mixed practice (38%) and lawyer mediators (37%) rated the NMAS as neutral or not helpful re participating in CPD, it becomes clear that further research into this aspect of the NMAS may be required.

STATISTICALLY SIGNIFICANT DIFFERENCES

Legend	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Not helpful at all	4%	2%	2%	0%	3%	8%	0%	6%
Not so helpful	4%	8%	8%	4%	8%	11%	10%	9%
Neutral	15%	24%	12%	11%	18%	18%	28%	15%
Somewhat helpful	56%	33%	39%	39%	42%	45%	38%	34%
Very helpful	21%	33%	39%	46%	29%	18%	24%	36%

Table 11: T-Test Differences – perceived helpfulness of NMAS in relation to participating in CPD by mediator type (Survey Q67 by Q39)

STATISTICALLY SIGNIFICANT RELATIONSHIPS

Legend	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Not helpful at all				N/A			N/A	
Not so helpful				N/A			N/A	
Neutral				N/A			N/A	
Somewhat helpful	↑Commer ↑Work	↓Civil		N/A			N/A	↓Civil
Very helpful			↑Lawyer	N/A		↓Commun ↓Work	N/A	↑Lawyer

Table 12: T-Test Relationships – perceived helpfulness of NMAS in relation to participating in CPD by mediator type (Survey Q67 by Q39)

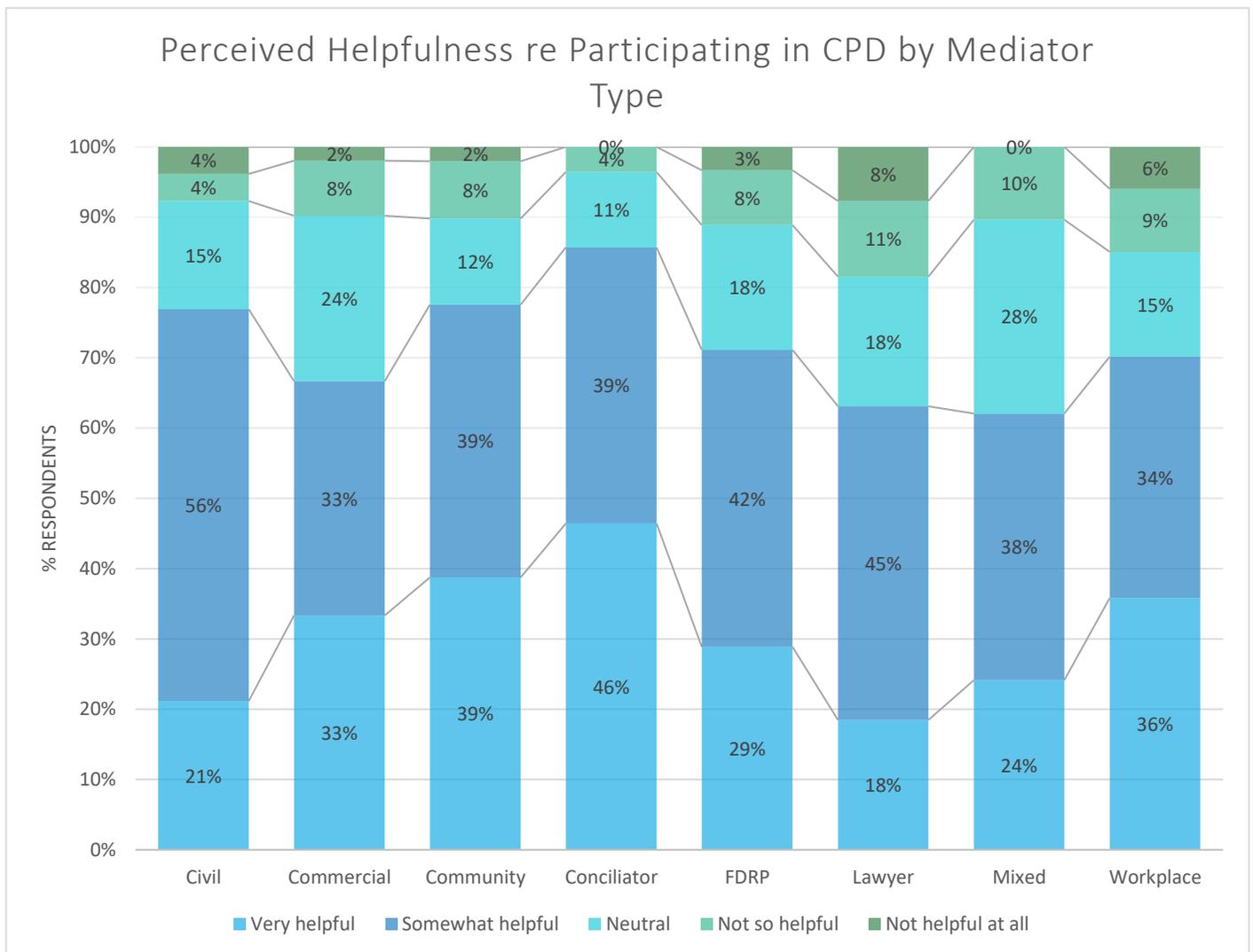
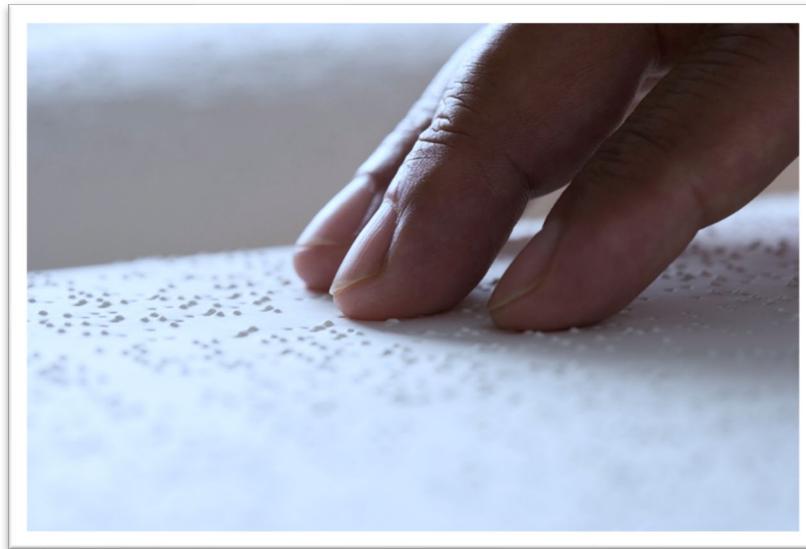


Figure 4: Perceptions of NMAS helpfulness in relation to participating in CPD by mediator type (Survey Q67 by Q39)

Graph notes: Full descriptions of practice types and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 52: Appendix 1 – Mediator primary area of practice, i.e., 80% or above [Mediator Type] (Survey Q39)

TYPE – MEDIATOR CREDIBILITY

FINDINGS

Over 75% of all mediators surveyed perceived the NMAS to be helpful in relation to promoting mediator credibility, with 90% of community mediators reporting it as helpful in this regard. While FDRPs were the largest group to identify the NMAS as not helpful (11%), more than three quarters said it was helpful to some degree in promoting mediator credibility. Interestingly, 64% of conciliators perceived the NMAS as 'very helpful' in terms of mediator credibility.

In contrast, lawyer mediators (78%) followed by workplace mediators (76%) reported the lowest rates of perceived helpfulness. As testing failed to reveal any significant differences between the mediator types and/or the sample size for subgroups like conciliators was insufficient for testing, further research is required to understand the role of the NMAS and mediator credibility across mediator types.

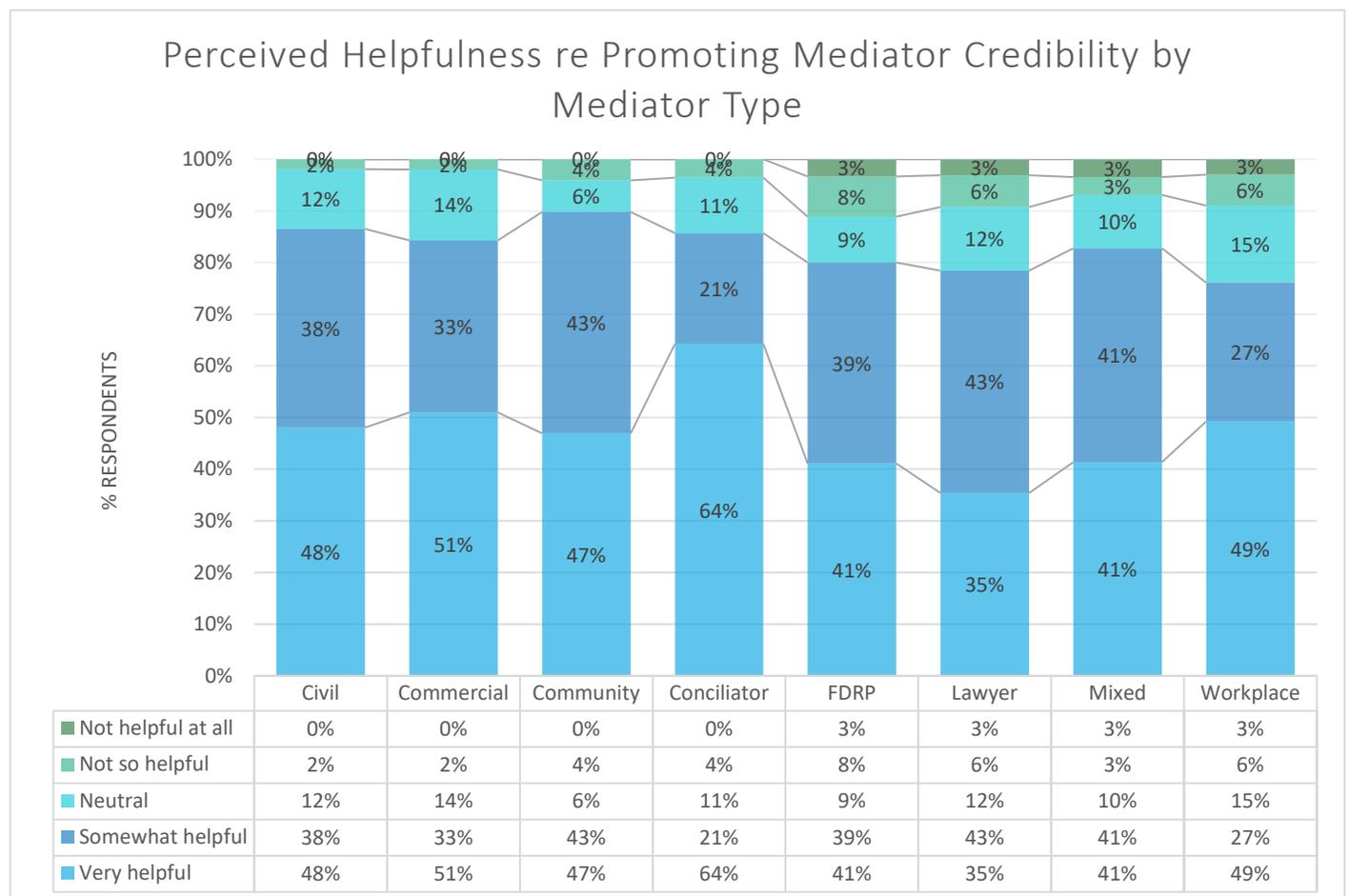


Figure 5: Perceptions of NMAS helpfulness in relation to promoting mediator credibility by mediator type (Survey Q68 by Q39)

Graph notes: Full descriptions of practice types and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 52: Appendix 1 – Mediator primary area of practice, i.e., 80% or above [Mediator Type] (Survey Q39)



TYPE – MEDIATION AS A PROFESSION

FINDINGS

In keeping with previous findings, conciliators expressed the highest levels of perceived helpfulness overall (90%), with almost two-thirds (64%) suggesting the NMAS was 'very helpful' with promoting mediation as a profession. Additionally, none of the conciliators surveyed reported that the NMAS was not helpful in this regard. Community and civil mediators were similarly positive about the NMAS's role in promoting mediation as a profession, with over 85% rating the NMAS as helpful to some degree.

The remaining mediator types were consistent, with just over 70% across each subgroup reporting the NMAS as helpful to some degree in this regard. Further, testing revealed significant differences between the more positive types and several of these remaining types, regarding the proportion of respondents who reported perceiving the NMAS as neutral in promoting mediation as a profession.

Further research is required to establish if the positive views of conciliators are specific to this cohort or indicative of this type of practitioner more broadly. It may also be important to learn more from those mediator types who suggest the NMAS is neutral or not helpful in promoting mediation as a profession, including the broader question of whether mediation constitutes a profession in its own right.

STATISTICALLY SIGNIFICANT DIFFERENCE

Legend	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Not helpful at all	0%	0%	0%	0%	6%	6%	3%	3%
Not so helpful	6%	4%	8%	0%	7%	6%	3%	6%
Neutral	8%	24%	6%	11%	17%	15%	21%	19%
Somewhat helpful	35%	25%	45%	25%	28%	35%	31%	28%
Very helpful	52%	47%	41%	64%	43%	37%	41%	43%

Table 13: T-Test Differences – perceived helpfulness of NMAS in relation to promoting mediation as a profession by mediator type (Survey Q69 by Q39)

STATISTICALLY SIGNIFICANT RELATIONSHIPS

Legend	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Not helpful at all				N/A			N/A	
Not so helpful				N/A			N/A	
Neutral	↓Commer	↑Commun ↑Civil	↓Commer ↓Work	N/A			N/A	↑Commun
Somewhat helpful		↓Commun	↑Commer ↑FDRP	N/A	↓Commun		N/A	
Very helpful				N/A			N/A	

Table 14: T-Test Relationships – perceived helpfulness of NMAS in relation to promoting mediation as a profession by mediator type (Survey Q69 by Q39)



Perceived Helpfulness re Promoting Mediation as a Profession by Mediator Type

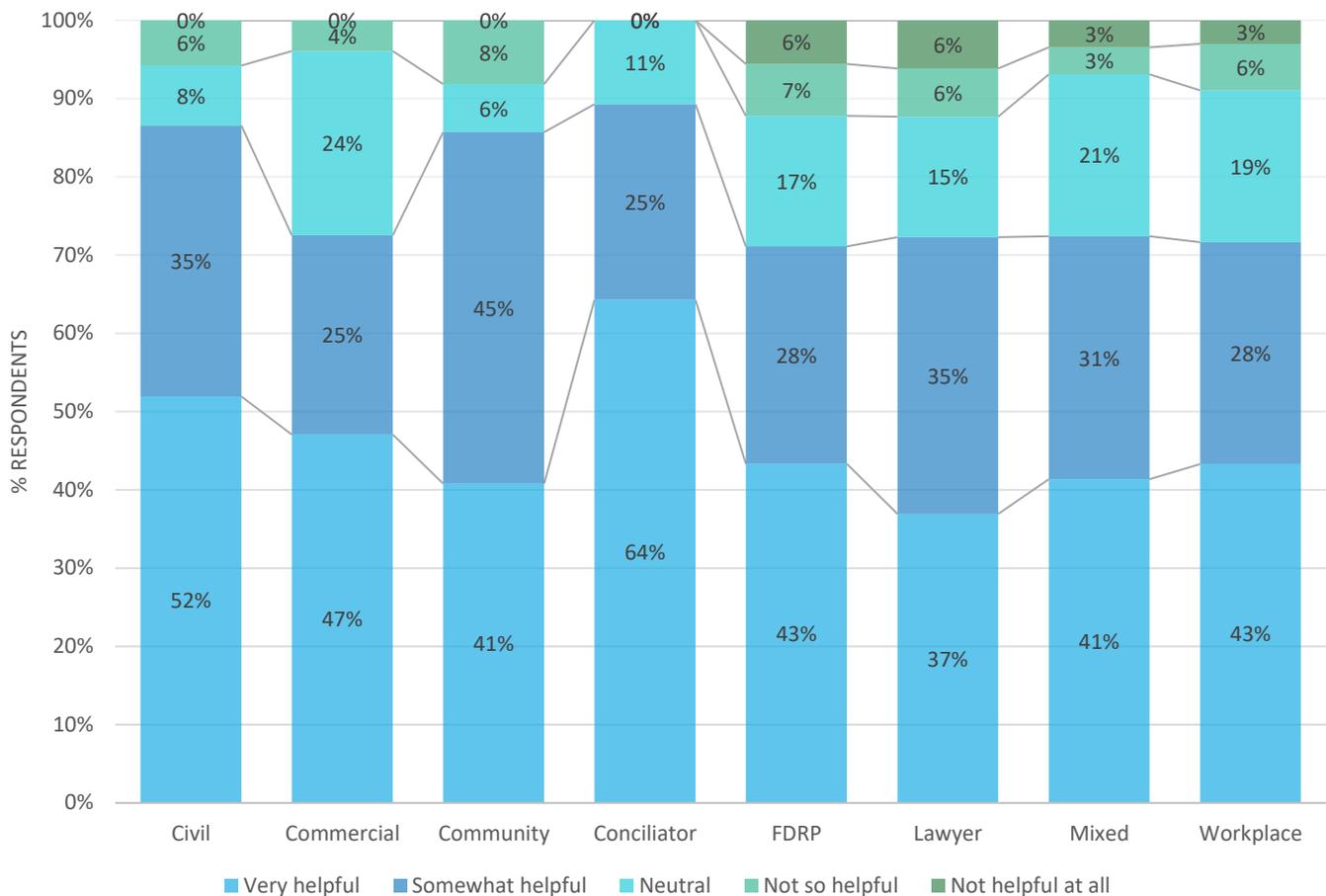


Figure 6: Perceptions of NMAS helpfulness in relation to promoting mediation as a profession by mediator type (Survey Q69 by Q39)

Graph notes: Full descriptions of practice types and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 52: Appendix 1 – Mediator primary area of practice, i.e., 80% or above [Mediator Type] (Survey Q39)

TYPE – TABULAR SUMMARY

COMPARATIVE RANKINGS BY MEDIATOR TYPE

Legend: The two highest comparative response rates (1–8) & the two lowest comparative response rates (1–8)

Table 15: Very helpful responses (Survey Q64–Q69) ranked by mediator type (Survey Q39)

Very helpful	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Q64	6 (35%)	1 (47%)	3 (41%)	4 (39%)	5 (36%)	7 (31%)	8 (24%)	2 (42%)
Q65	8 (23%)	1 (41%)	4 (29%)	=5 (25%)	3 (30%)	=5 (25%)	7 (24%)	2 (33%)
Q66	6 (19%)	2 (37%)	4 (27%)	=7 (18%)	3 (28%)	=7 (18%)	5 (21%)	1 (40%)
Q67	7 (21%)	4 (33%)	2 (39%)	1 (46%)	5 (29%)	8 (18%)	6 (24%)	3 (36%)
Q68	4 (48%)	2 (51%)	5 (47%)	1 (64%)	=6 (41%)	8 (35%)	=6 (41%)	3 (49%)
Q69	2 (52%)	3 (47%)	=6 (41%)	1 (64%)	=4 (43%)	8 (37%)	=6 (41%)	=4 (43%)

Table 16: All helpful responses (Survey Q64–Q69) ranked by mediator type (Survey Q39)

All helpful	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Q64	2 (83%)	=3 (82%)	=3 (82%)	1 (89%)	6 (73%)	8 (71%)	7 (72%)	5 (75%)
Q65	=3 (71%)	1 (74%)	=7 (62%)	=3 (71%)	5 (64%)	6 (63%)	=7 (62%)	2 (74%)
Q66	=2 (75%)	4 (74%)	=6 (68%)	=2 (75%)	=6 (68%)	8 (58%)	5 (69%)	1 (76%)
Q67	3 (76%)	6 (66%)	2 (78%)	1 (85%)	4 (71%)	7 (63%)	8 (62%)	5 (70%)
Q68	2 (86%)	4 (84%)	1 (90%)	3 (85%)	6 (80%)	7 (78%)	5 (82%)	8 (76%)
Q69	2 (87%)	=4 (72%)	3 (86%)	1 (89%)	=7 (71%)	=4 (72%)	=4 (72%)	=7 (71%)

Table 17: Neutral responses (Survey Q64–Q69) ranked by mediator type (Survey Q39)

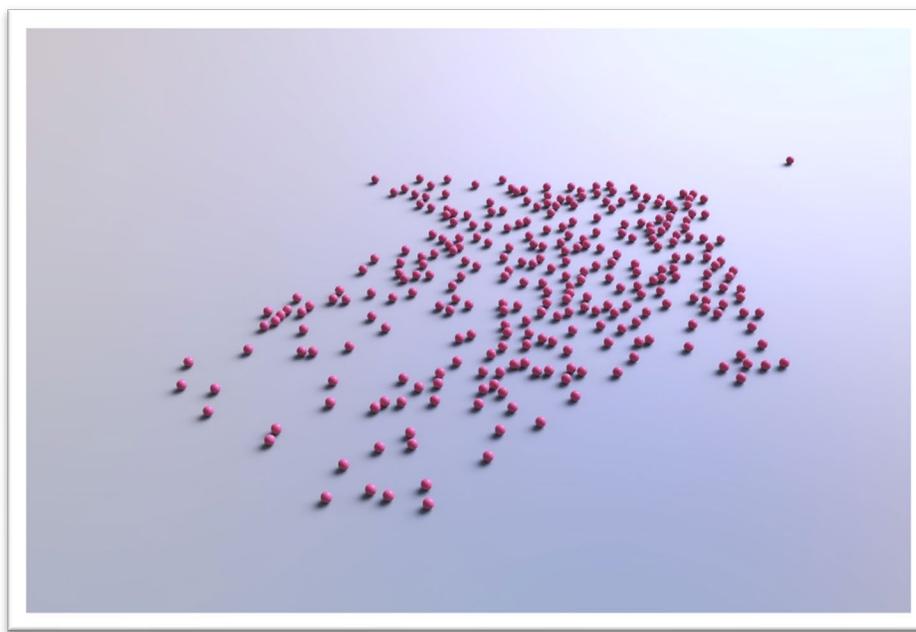
Neutral	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Q64	6 (13%)	5 (14%)	8 (10%)	7 (11%)	4 (20%)	1 (23%)	=2 (21%)	=2 (21%)
Q65	=6 (19%)	5 (20%)	1 (29%)	3 (25%)	=6 (19%)	4 (22%)	2 (28%)	8 (18%)
Q66	4 (21%)	3 (25%)	1 (29%)	=5 (18%)	=5 (18%)	2 (28%)	7 (17%)	8 (13%)
Q67	=5 (15%)	2 (24%)	7 (12%)	8 (11%)	=3 (18%)	=3 (18%)	1 (28%)	=5 (15%)
Q68	=3 (12%)	2 (14%)	8 (6%)	5 (11%)	7 (9%)	=3 (12%)	6 (10%)	1 (15%)
Q69	7 (8%)	1 (24%)	8 (6%)	6 (11%)	4 (17%)	5 (15%)	2 (21%)	3 (19%)

Table 18: All not helpful responses (Survey Q64–Q69) ranked by mediator type (Survey Q39)

All not helpful	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Q64	=5 (4%)	=5 (4%)	=1 (8%)	8 (0%)	=1 (8%)	=3 (7%)	=3 (7%)	=5 (4%)
Q65	=3 (10%)	7 (6%)	=3 (10%)	8 (4%)	1 (17%)	2 (15%)	=3 (10%)	=3 (10%)
Q66	=6 (4%)	8 (0%)	=6 (4%)	5 (8%)	=1 (14%)	=1 (14%)	3 (13%)	4 (10%)
Q67	7 (8%)	=4 (10%)	=4 (10%)	8 (4%)	3 (11%)	1 (19%)	=4 (10%)	2 (15%)
Q68	=7 (2%)	=7 (2%)	=5 (4%)	=5 (4%)	1 (11%)	=2 (9%)	4 (6%)	=2 (9%)
Q69	=5 (6%)	7 (4%)	4 (8%)	8 (0%)	1 (13%)	2 (12%)	=5 (6%)	3 (9%)

Table 19: Not helpful at all responses (Survey Q64–Q69) ranked by mediator type (Survey Q39)

Not helpful at all	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Q64	3 (2%)	=5 (0%)	=5 (0%)	=5 (0%)	4 (1%)	1 (5%)	=5 (0%)	2 (3%)
Q65	5 (2%)	=6 (0%)	=6 (0%)	=6 (0%)	2 (7%)	1 (9%)	=3 (3%)	=3 (3%)
Q66	6 (2%)	=7 (0%)	=7 (0%)	2 (4%)	=3 (3%)	1 (5%)	=3 (3%)	=3 (3%)
Q67	3 (4%)	=5 (2%)	=5 (2%)	=7 (0%)	4 (3%)	1 (8%)	=7 (0%)	2 (6%)
Q68	=5 (0%)	=5 (0%)	=5 (0%)	=5 (0%)	=1 (3%)	=1 (3%)	=1 (3%)	=1 (3%)
Q69	=5 (0%)	=5 (0%)	=5 (0%)	=5 (0%)	=1 (6%)	=1 (6%)	=3 (3%)	=3 (3%)



EXPERIENCE – TRAINING AND ACCREDITATION

FINDINGS

Overall, most mediators across all levels of experience suggested the NMAS was helpful in relation to training, accreditation and/or reaccreditation to some degree. While there was variation between groups (for example, those with 21–24 YE and 33+ YE sat at around 60%, whereas those with 0–4 YE and 25–28 YE were closer to 80%), a distinct pattern attributable to the length of experience did not emerge. Unfortunately, it is not clear whether the lower rates of perceived helpfulness are representative beyond those surveyed, as insufficient sample sizes in the 21–24 YE and 33+ YE groups prevented testing for statistical significance.

In contrast, those who reported that the NMAS was 'not so helpful' showed significant differences between those with 0–4 YE and 5–8 YE, compared to those with 13–16 YE and 29–32 YE. In this case, the analysis suggests that the more experienced mediators are more likely to perceive the NMAS as 'not so helpful' with training and accreditation. Within this context, ongoing research into how mediator perceptions change or evolve with experience may provide vital clues into how the NMAS might meet mediator needs over the short, medium and long term.

STATISTICALLY SIGNIFICANT DIFFERENCES

Legend	0-4yrs	5-8yrs	9-12yrs	13-16yrs	17-20yrs	21-24yrs	25-28yrs	29-32yrs	33+yrs
Not helpful at all	1%	4%	1%	0%	0%	0%	0%	0%	8%
Not so helpful	3%	3%	4%	11%	3%	6%	7%	13%	8%
Neutral	16%	14%	16%	24%	21%	35%	13%	10%	25%
Somewhat helpful	40%	43%	40%	24%	41%	35%	42%	40%	25%
Very helpful	40%	35%	37%	42%	36%	24%	38%	37%	33%

Table 20: T-Test Differences – perceived helpfulness of NMAS in relation to training, accreditation and/or reaccreditation by mediator experience (Survey Q63 by Q35)

STATISTICALLY SIGNIFICANT RELATIONSHIPS

Legend	0-4yrs	5-8yrs	9-12yrs	13-16yrs	17-20yrs	21-24yrs	25-28yrs	29-32yrs	33+yrs
Not helpful at all						N/A			N/A
Not so helpful	↓13-16 ↓29-32	↓29-32		↑0-4y		N/A		↑0-4 ↑5-8	N/A
Neutral						N/A			N/A
Somewhat helpful		↑13-16		↓5-8		N/A			N/A
Very helpful						N/A			N/A

Table 21: T-Test Relationships – perceived helpfulness of NMAS in relation to training, accreditation and/or reaccreditation by mediator experience (Survey Q63 by Q35)

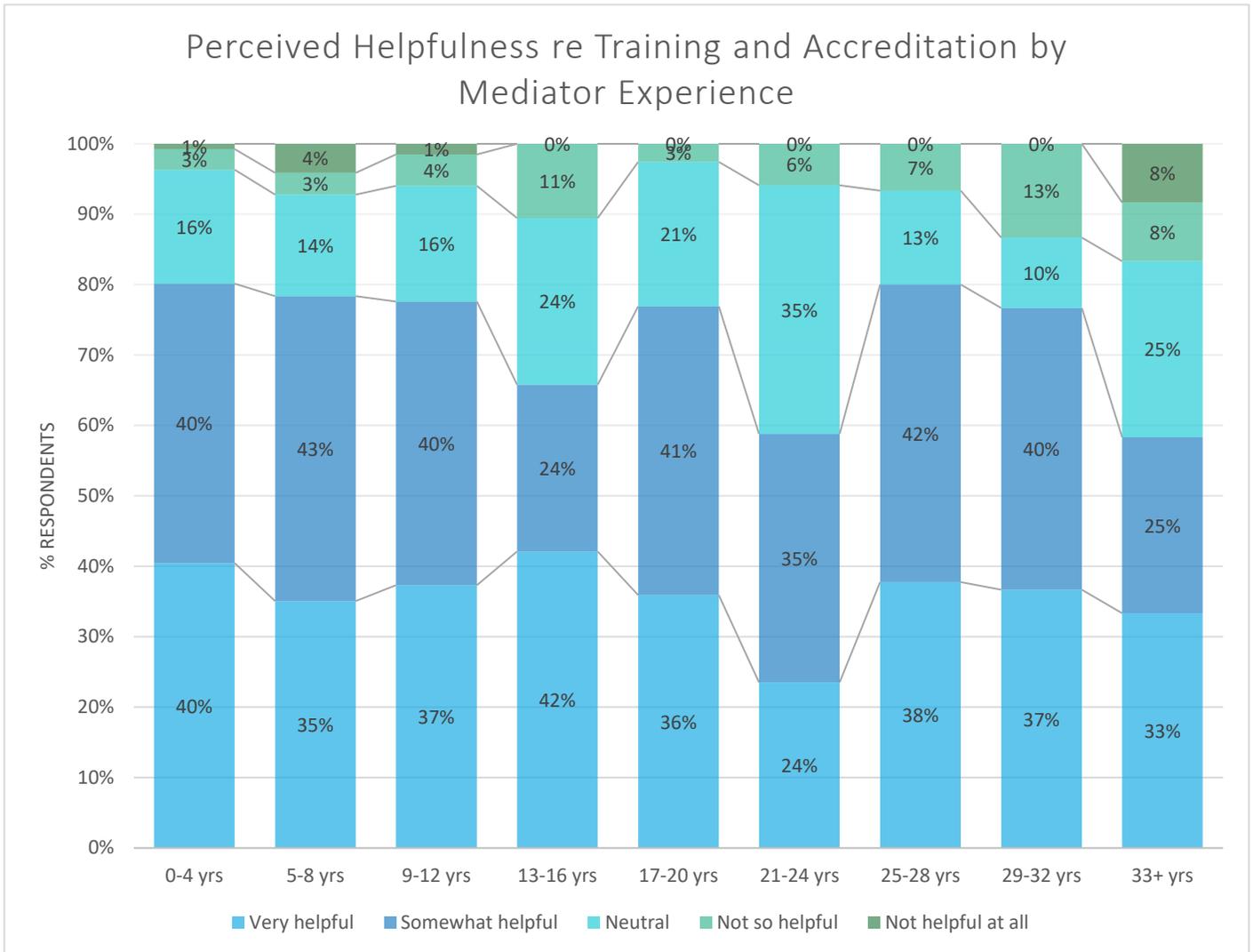


Figure 7: Perceptions of NMAS helpfulness in relation to training, accreditation and/or reaccreditation by mediator experience (Survey Q63 by Q35)

Graph notes: Years of experience grouping and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 53: Appendix 1 – Mediator experience (Survey Q35)

EXPERIENCE – DEVELOPING SERVICES

FINDINGS

Over 80% of mediators with 17–20 YE suggested the NMAS was helpful in promoting or developing mediation services. However, the group with the largest proportion of respondents rating the NMAS as 'very helpful' was mediators with 25–28 YE (42%). In contrast, the 17–20 YE reported 28% as 'very helpful' and 54% as 'somewhat helpful'. Testing suggests that a number of these patterns relating to perceptions about the degree of helpfulness are likely to be generalisable to the broader mediator population.

Statistically significant differences also arose concerning perceptions that the NMAS was 'neutral' in relation to promoting or developing mediation services. In particular, only 8% of the 17–20 YE group rated the NMAS as 'neutral' compared to 0–4 YE (23%), 5–8 YE (24%) and 25–28 YE (24%).

The 33+ YE group reported similar rates of 'neutral' (25%). However, they were much more likely than any other group to label the NMAS as not helpful, with 17% citing 'not so helpful' and 7% 'not helpful at all'. Interestingly, over 80% of the 21–24 YE group were split across 'neutral' (41%) and 'somewhat helpful' (41%). Unfortunately, as the 21–24 YE and 33+ YE groups were underrepresented in this survey, constituting only 4% and 2% of respondents respectively (see [Part 1](#)), it was not possible to establish if these results are generalisable more broadly.

STATISTICALLY SIGNIFICANT DIFFERENCES

Legend	0-4yrs	5-8yrs	9-12yrs	13-16yrs	17-20yrs	21-24yrs	25-28yrs	29-32yrs	33+yrs
Not helpful at all	3%	5%	1%	5%	3%	0%	2%	7%	8%
Not so helpful	8%	8%	7%	8%	8%	0%	9%	10%	17%
Neutral	23%	24%	18%	24%	8%	41%	24%	17%	25%
Somewhat helpful	38%	42%	45%	26%	54%	41%	22%	33%	17%
Very helpful	28%	21%	28%	37%	28%	18%	42%	33%	33%

Table 22: T-Test Differences – perceived helpfulness of NMAS in relation to promoting or developing mediation services by mediator experience (Survey Q65 by Q35)

STATISTICALLY SIGNIFICANT RELATIONSHIPS

Legend	0-4yrs	5-8yrs	9-12yrs	13-16yrs	17-20yrs	21-24yrs	25-28yrs	29-32yrs	33+yrs
Not helpful at all						N/A			N/A
Not so helpful						N/A			N/A
Neutral	↑17-20	↑17-20			↓0-4 ↓5-8 ↓25-28	N/A	↑17-20		N/A
Somewhat helpful	↑25-28	↑25-28	↑25-28	↓17-20	↑13-16 ↑25-28	N/A	↓0-4 ↓5-8 ↓9-12 ↓17-20		N/A
Very helpful		↓25-28				N/A	↑5-8		N/A

Table 23: T-Test Relationships – perceived helpfulness of NMAS in relation to promoting or developing mediation services by mediator experience (Survey Q65 by Q35)



Perceived Helpfulness re Promoting or Developing Mediation Services by Mediator Experience

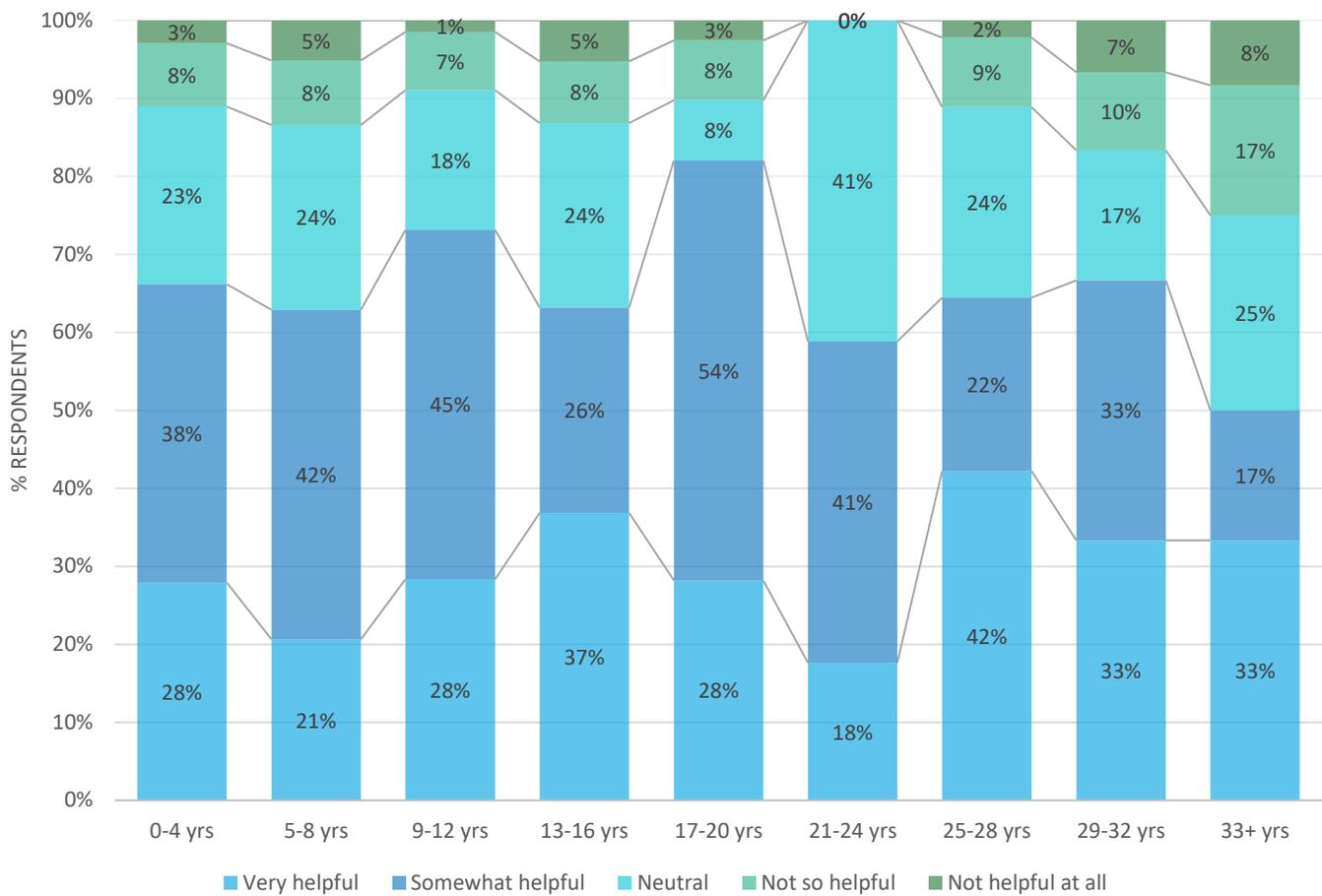


Figure 8: Perceptions of NMAS helpfulness in relation to promoting or developing mediation services by mediator experience (Survey Q65 by Q35)

Graph notes: Years of experience grouping and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 53: Appendix 1 – Mediator experience (Survey Q35)

EXPERIENCE – GUIDING EVERYDAY PRACTICE

FINDINGS

While less than 20% within each group suggested the NMAS was not helpful in guiding everyday practice, the results reveal a contrast between mediators with different years of experience. Only 42% of those with 33+ YE suggested the NMAS helpful in this respect, with another 50% rating it as 'neutral'. Conversely, 87% of mediators with 29–32 YE perceived the NMAS to be helpful to some degree with guiding everyday practice. Statistically significant differences emerged between the 29–32 YE and 25–28 YE groups. In particular, there is a substantial difference in the comparatively lower proportion of respondents in the 29–32 YE group suggesting the NMAS was somewhat helpful. In contrast, this group and the 0–4 YE cited a larger proportion of 'neutral' responses.

While differences between those with more or less experience might be unsurprising, the points at which the variation occurred and the lack of trend among adjacent groups was unexpected (e.g. the variation between those with 29–32 YE compared to those with 25–28 YE or 33+ YE). Further research may be helpful to establish the factors that prompt such differences, including critical events or changes in the field that occurred on or around the commencement or their entry into mediation practice.

STATISTICALLY SIGNIFICANT DIFFERENCES

Legend	0-4yrs	5-8yrs	9-12yrs	13-16yrs	17-20yrs	21-24yrs	25-28yrs	29-32yrs	33+yrs
Not helpful at all	1%	4%	3%	5%	0%	0%	2%	3%	8%
Not so helpful	4%	6%	3%	13%	10%	18%	9%	3%	0%
Neutral	24%	23%	19%	18%	18%	24%	24%	7%	50%
Somewhat helpful	40%	46%	49%	37%	44%	35%	31%	57%	25%
Very helpful	31%	21%	25%	26%	28%	24%	33%	30%	17%

Table 24: T-Test Differences – perceived helpfulness of NMAS in relation to guiding everyday practice by mediator type (Survey Q66 by Q35)

STATISTICALLY SIGNIFICANT RELATIONSHIPS

Legend	0-4yrs	5-8yrs	9-12yrs	13-16yrs	17-20yrs	21-24yrs	25-28yrs	29-32yrs	33+yrs
Not helpful at all						N/A			N/A
Not so helpful	↓13-16		↓13-16	↑0-4 ↑9-12		N/A			N/A
Neutral	↑29-32					N/A	↑29-32	↓0-4 ↓29-32	N/A
Somewhat helpful						N/A	↓29-32	↑25-28	N/A
Very helpful						N/A			N/A

Table 25: T-Test Relationships – perceived helpfulness of NMAS in relation to guiding everyday practice by mediator type (Survey Q66 by Q35)



Perceived Helpfulness re Guiding Everyday Practice by Mediator Experience

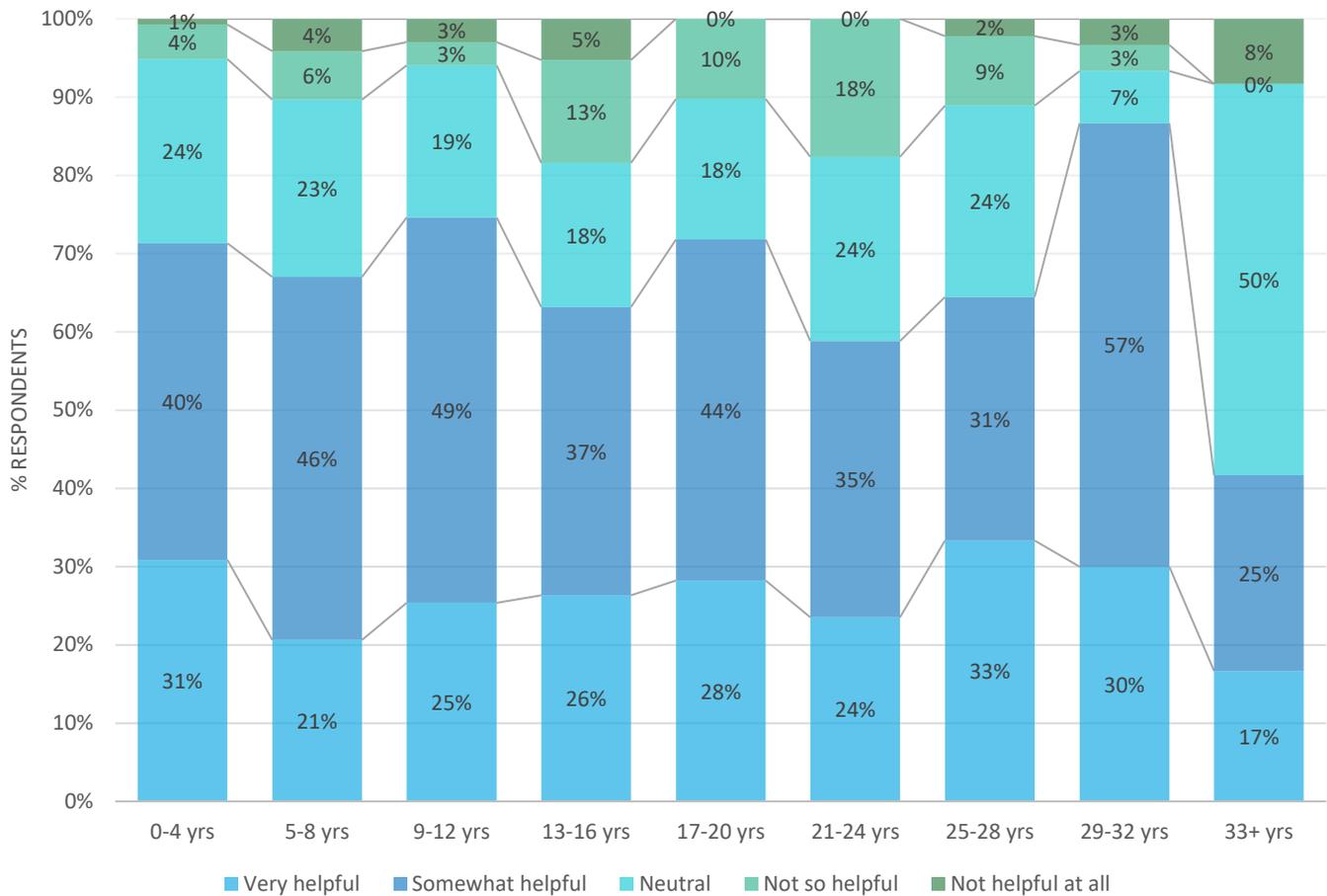


Figure 9: Perceptions of NMA's helpfulness in relation to guiding everyday practice by mediator type (Survey Q66 by Q35)

Graph notes: Years of experience grouping and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 53: Appendix 1 – Mediator experience (Survey Q35)

EXPERIENCE – PARTICIPATING IN CPD

FINDINGS

Mediators with 17–20 YE reported the highest rates of overall helpfulness re participating in CPD (80%), with more than 50% perceiving it as at least 'somewhat helpful'. In contrast, only 59% of those in the next bracket with 21–24 YE perceived it as helpful overall. While interesting, significance testing suggests that this result may not represent the broader population of mediators with similar experience.

On the other hand, almost one-fifth of mediators with 13–16 YE said the NMAS was 'not so helpful' in connection with participating in CPD. This was significantly higher than several other groups and is likely to be representative compared to those with 0–4 YE, 9–12 YE and 17–20 YE.

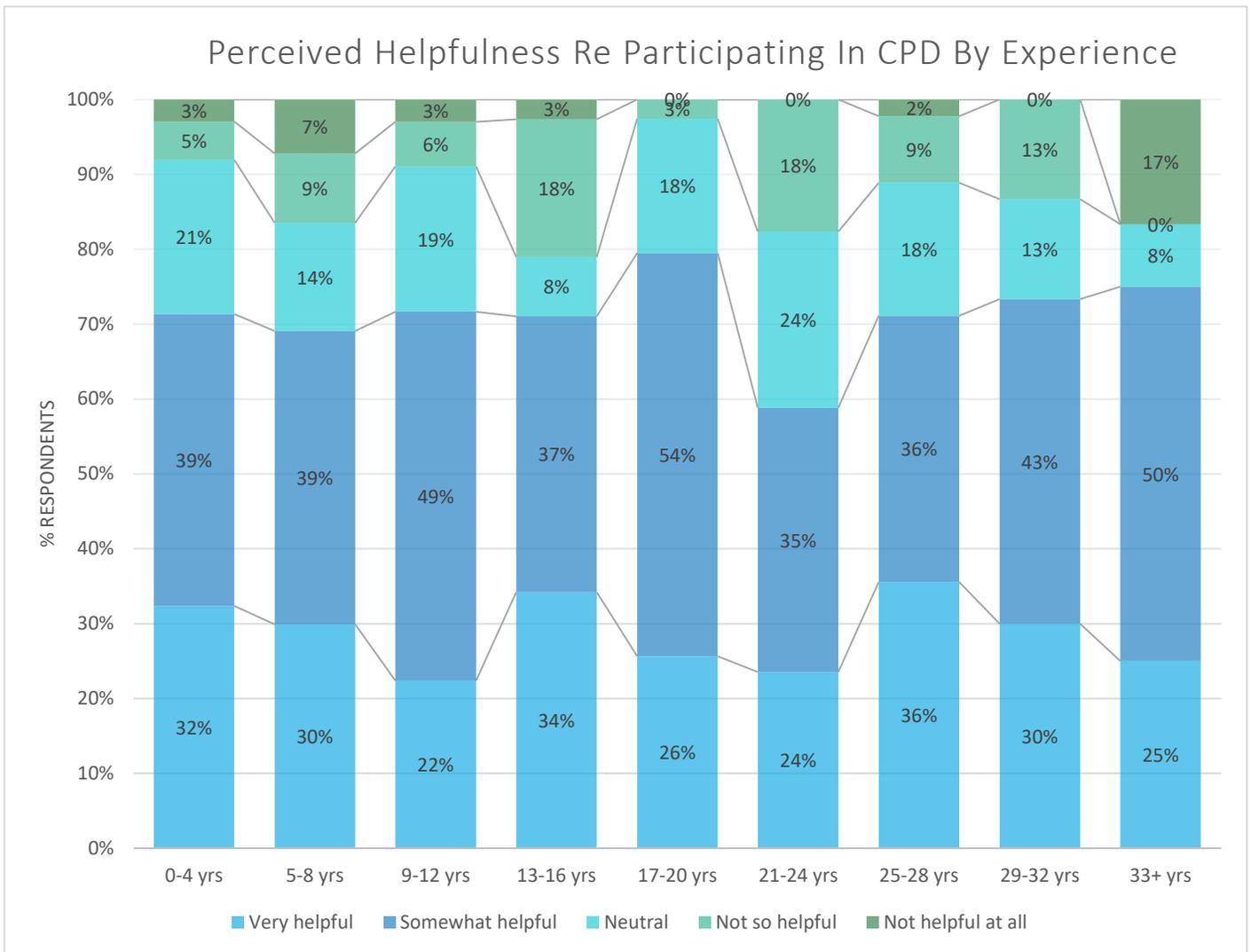


Figure 10: Perceptions of NMAS helpfulness in relation to participating in CPD by mediator experience (Survey Q67 by Q35)

Graph notes: Years of experience grouping and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 53: Appendix 1 – Mediator experience (Survey Q35)



STATISTICALLY SIGNIFICANT DIFFERENCES

Legend	0-4yrs	5-8yrs	9-12yrs	13-16yrs	17-20yrs	21-24yrs	25-28yrs	29-32yrs	33+yrs
Not helpful at all	3%	7%	3%	3%	0%	0%	2%	0%	17%
Not so helpful	5%	9%	6%	18%	3%	18%	9%	13%	0%
Neutral	21%	14%	19%	8%	18%	24%	18%	13%	8%
Somewhat helpful	39%	39%	49%	37%	54%	35%	36%	43%	50%
Very helpful	32%	30%	22%	34%	26%	24%	36%	30%	25%

Table 26: T-Test Differences – perceived helpfulness of NMAS in relation to participating in CPD by mediator experience (Survey Q67 by Q35)

STATISTICALLY SIGNIFICANT RELATIONSHIPS

Legend	0-4yrs	5-8yrs	9-12yrs	13-16yrs	17-20yrs	21-24yrs	25-28yrs	29-32yrs	33+yrs
Not helpful at all						N/A			N/A
Not so helpful	↓ 13-16yrs		↓ 13-16yrs	↑ 0-4yrs ↑ 9-12yrs ↑ 13-16yrs	↓ 13-16yrs	N/A			N/A
Neutral						N/A			N/A
Somewhat helpful						N/A			N/A
Very helpful						N/A			N/A

Table 27: T-Test Relationships – perceived helpfulness of NMAS in relation to participating in CPD by mediator experience (Survey Q67 by Q35)

EXPERIENCE – MEDIATOR CREDIBILITY

FINDINGS

Irrespective of experience, at least three-quarters of respondents suggested the NMAS was helpful in connection with promoting mediator credibility. Despite mediators with 17–20 YE (90%) and those with 21–24 YE (88%) reporting the highest levels of helpfulness overall, it was mediators with 25–28 YE who were the most positive in their perceptions, with almost two-thirds (64%) citing the NMAS as 'very helpful' in promoting mediator credibility. Testing suggests that this difference is likely to be generalisable beyond the scope of this survey.

Unfortunately, it was not possible to ascertain if the two groups with the highest proportion of responses falling within the not helpful categories, 33+ YE and 21–24, are likely to be more broadly representative. Even so, further research may be beneficial to investigate such differences, with particular attention to the factors or critical events that have set those with 25–28 YE apart in terms of their perceptions of the NMAS in promoting mediator credibility.

STATISTICALLY SIGNIFICANT DIFFERENCES

Legend	0-4yrs	5-8yrs	9-12yrs	13-16yrs	17-20yrs	21-24yrs	25-28yrs	29-32yrs	33+yrs
Not helpful at all	1%	4%	0%	0%	5%	0%	0%	0%	8%
Not so helpful	4%	2%	7%	8%	0%	12%	7%	7%	8%
Neutral	17%	11%	9%	13%	5%	0%	13%	10%	8%
Somewhat helpful	38%	39%	39%	34%	36%	47%	16%	37%	17%
Very helpful	39%	43%	45%	45%	54%	41%	64%	47%	58%

Table 28: T-Test Differences – perceived helpfulness of NMAS in relation to promoting mediator credibility by mediator experience (Survey Q68 by Q35)

STATISTICALLY SIGNIFICANT RELATIONSHIPS

Legend	0-4yrs	5-8yrs	9-12yrs	13-16yrs	17-20yrs	21-24yrs	25-28yrs	29-32yrs	33+yrs
Not helpful at all						N/A			N/A
Not so helpful						N/A			N/A
Neutral						N/A			N/A
Somewhat helpful	↑25-28	↑25-28	↑25-28	↑25-28	↑25-28	N/A	↓0-4 ↓5-8 ↓9-12 ↓13-16 ↓17-20 ↓29-32	↑25-28	N/A
Very helpful	↓25-28	↓25-28	↓25-28			N/A	↑0-4 ↑5-8 ↑9-12		N/A

Table 29: T-Test Relationships – perceived helpfulness of NMAS in relation to promoting mediator credibility by mediator experience (Survey Q68 by Q35)

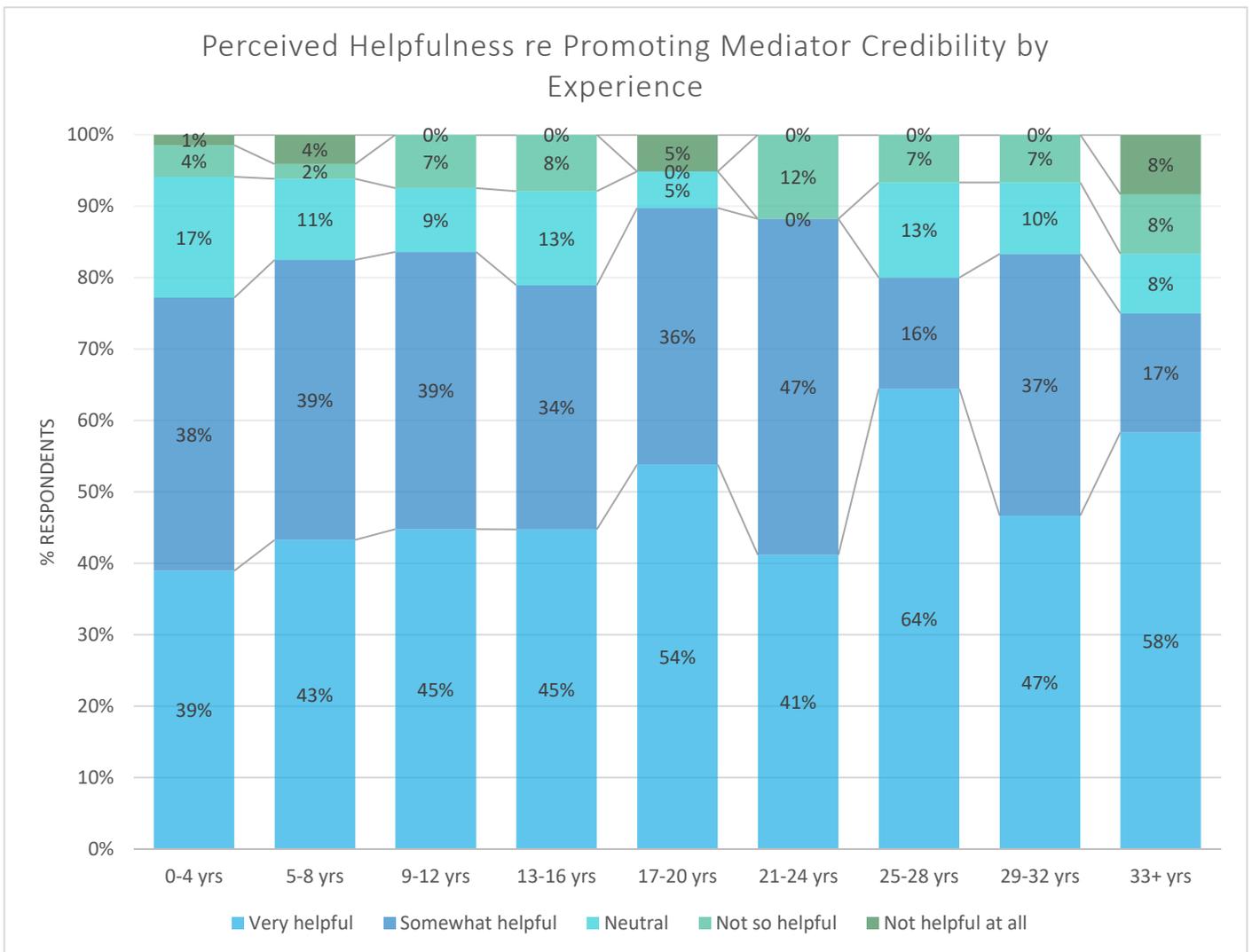


Figure 11: Perceptions of NMA helpfulness in relation to promoting mediator credibility by mediator experience (Survey Q68 by Q35)

Graph notes: Years of experience grouping and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 53: Appendix 1 – Mediator experience (Survey Q35)

EXPERIENCE – MEDIATION AS A PROFESSION

FINDINGS

Overall, more than half of mediators said they perceived the NMAS as generally helpful in relation to promoting mediation as a profession (59%–87%). In keeping with previous findings across years of experience, mediators with 25–28 YE were the most likely to report the NMAS as 'very helpful', with just over two-thirds selecting this category. Again, significance testing indicates that compared with mediators with up to 12 YE, this difference is likely to be generalisable to the broader population of mediators.

Interestingly, there was also a significant difference between mediators with 13–16 YE and those with 9–12 YE. In this case, these adjacent groups differed in their perception that the NMAS was 'not helpful at all' in promoting mediation as a profession. It was the more experienced group who expressed higher levels of negativity in this regard. These YE groups correlate with the introduction of the NMAS, and it may be beneficial to ascertain if this change was a factor. It may also be possible to gain further insight into perceptions that the NMAS was 'not so helpful' reported by the 21–24 YE (18%) and 33+ YE groups (17%).

STATISTICALLY SIGNIFICANT DIFFERENCES

Legend	0-4yrs	5-8yrs	9-12yrs	13-16yrs	17-20yrs	21-24yrs	25-28yrs	29-32yrs	33+yrs
Not helpful at all	3%	4%	0%	8%	3%	0%	0%	3%	0%
Not so helpful	6%	6%	7%	5%	3%	18%	2%	7%	17%
Neutral	18%	19%	12%	13%	8%	12%	20%	13%	25%
Somewhat helpful	35%	30%	37%	26%	36%	41%	11%	27%	17%
Very helpful	38%	41%	43%	47%	51%	29%	67%	50%	42%

Table 30: T-Test Differences – perceived helpfulness of NMAS in relation to promoting mediation as a profession by mediator experience (Survey Q69 by Q35)

STATISTICALLY SIGNIFICANT RELATIONSHIPS

Legend	0-4yrs	5-8yrs	9-12yrs	13-16yrs	17-20yrs	21-24yrs	25-28yrs	29-32yrs	33+yrs
Not helpful at all			↓13-16	↑9-12		N/A			N/A
Not so helpful						N/A			N/A
Neutral						N/A			N/A
Somewhat helpful	↑25-28	↑25-28	↑25-28		↑25-28	N/A	↓0-4 ↓5-8 ↓9-12 ↓17-20		N/A
Very helpful	↓25-28	↓25-28	↓25-28			N/A	↑0-4 ↑5-8 ↑9-12		N/A

Table 31: T-Test Relationships – perceived helpfulness of NMAS in relation to promoting mediation as a profession by mediator experience (Survey Q69 by Q35)

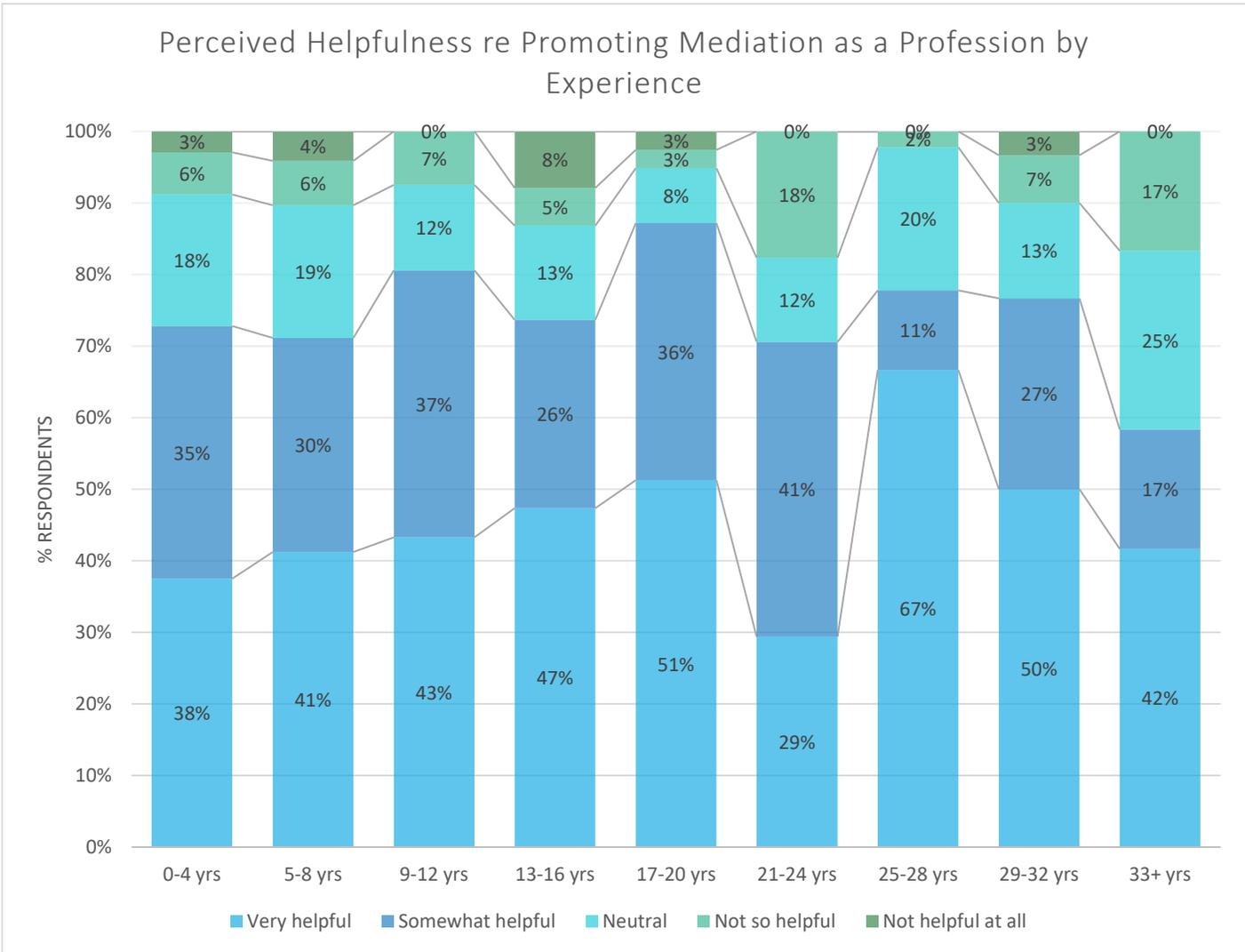
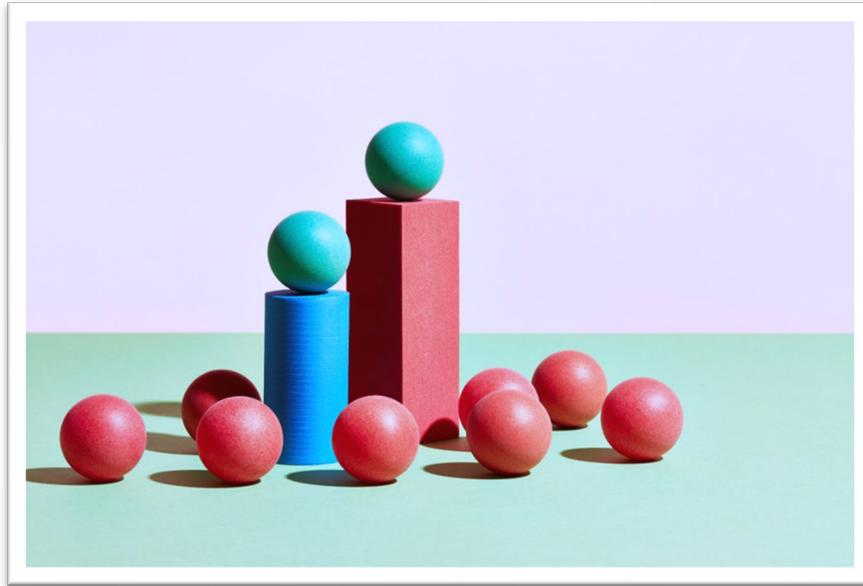


Figure 12: Perceptions of NMAS helpfulness in relation to promoting mediation as a profession by mediator experience (Survey Q69 by Q35)

Graph notes: Years of experience grouping and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 53: Appendix 1 – Mediator experience (Survey Q35)

EXPERIENCE – TABULAR SUMMARY

COMPARATIVE RANKINGS BY MEDIATOR EXPERIENCE

Legend: The two highest comparative response rates (1-9) & the two lowest comparative response rates (1-9)

Table 32: Very helpful responses (Survey Q64–Q69) ranked by mediator experience (Survey Q35)

Very helpful	0-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33+
Q64	2 (40%)	7 (35%)	=4 (37%)	1 (42%)	6 (36%)	9 (24%)	3 (38%)	=4 (37%)	8 (33%)
Q65	=5 (28%)	8 (21%)	=5 (28%)	2 (37%)	=5 (28%)	9 (18%)	1 (42%)	=3 (33%)	=3 (33%)
Q66	2 (31%)	8 (21%)	6 (25%)	5 (26%)	4 (28%)	7 (24%)	1 (33%)	3 (30%)	9 (17%)
Q67	3 (32%)	=4 (30%)	9 (22%)	2 (34%)	6 (26%)	8 (24%)	1 (36%)	=4 (30%)	7 (25%)
Q68	9 (39%)	7 (43%)	=5 (45%)	=5 (45%)	3 (54%)	8 (41%)	1 (64%)	4 (47%)	2 (58%)
Q69	8 (38%)	7 (41%)	5 (43%)	4 (47%)	2 (51%)	9 (29%)	1 (67%)	3 (50%)	6 (42%)

Table 33: All helpful responses (Survey Q64–Q69) ranked by mediator experience (Survey Q35)

All helpful	0-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33+
Q64	=1 (80%)	3 (78%)	=4 (77%)	7 (66%)	=4 (77%)	8 (59%)	=1 (80%)	=4 (77%)	9 (58%)
Q65	=3 (66%)	=6 (63%)	2 (73%)	=6 (63%)	1 (82%)	8 (59%)	5 (64%)	=3 (66%)	9 (50%)
Q66	4 (71%)	5 (67%)	2 (74%)	7 (63%)	3 (72%)	8 (59%)	6 (64%)	1 (87%)	9 (42%)
Q67	=5 (71%)	8 (69%)	=5 (71%)	=5 (71%)	1 (80%)	9 (59%)	4 (72%)	3 (73%)	2 (75%)
Q68	8 (77%)	5 (82%)	=3 (84%)	7 (79%)	1 (90%)	2 (88%)	6 (80%)	=3 (84%)	9 (75%)
Q69	=5 (73%)	7 (71%)	2 (80%)	=5 (73%)	1 (87%)	8 (70%)	3 (78%)	4 (77%)	9 (59%)

Table 34: Neutral responses (Survey Q64–Q69) ranked by mediator experience (Survey Q35)

Neutral	0-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33+
Q64	=5 (16%)	7 (14%)	=5 (16%)	3 (24%)	4 (21%)	1 (35%)	8 (13%)	9 (10%)	2 (25%)
Q65	6 (23%)	=3 (24%)	7 (18%)	=3 (24%)	9 (8%)	1 (41%)	=3 (24%)	8 (17%)	2 (25%)
Q66	=2 (24%)	5 (23%)	6 (19%)	=7 (18%)	=7 (18%)	=2 (24%)	=2 (24%)	9 (7%)	1 (50%)
Q67	2 (21%)	6 (14%)	3 (19%)	=8 (8%)	=4 (18%)	1 (24%)	=4 (18%)	7 (13%)	=8 (8%)
Q68	1 (17%)	4 (11%)	6 (9%)	=2 (13%)	8 (5%)	9 (0%)	=2 (13%)	5 (10%)	7 (8%)
Q69	4 (18%)	3 (19%)	=7 (12%)	=5 (13%)	9 (8%)	=7 (12%)	2 (20%)	=5 (13%)	1 (25%)

Table 35: All not helpful responses (Survey Q64–Q69) ranked by mediator experience (Survey Q35)

All not helpful	0-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33+
Q64	8 (4%)	=4 (7%)	7 (5%)	3 (11%)	9 (3%)	6 (6%)	=4 (7%)	2 (13%)	1 (16%)
Q65	=5 (11%)	=3 (13%)	8 (8%)	=3 (13%)	=5 (11%)	9 (0%)	=5 (11%)	2 (17%)	1 (25%)
Q66	9 (5%)	=4 (10%)	=7 (6%)	=1 (18%)	=4 (10%)	=1 (18%)	3 (11%)	=7 (6%)	6 (8%)
Q67	8 (8%)	4 (16%)	7 (9%)	1 (21%)	9 (3%)	2 (18%)	6 (11%)	5 (13%)	3 (17%)
Q68	=8 (5%)	7 (6%)	=4 (7%)	3 (8%)	=8 (5%)	2 (12%)	=4 (7%)	=4 (7%)	1 (16%)
Q69	6 (9%)	=4 (10%)	7 (7%)	3 (13%)	8 (6%)	1 (18%)	9 (2%)	=4 (10%)	2 (17%)

Table 36: Not helpful at all responses (Survey Q64–Q69) ranked by mediator experience (Survey Q35)

Not helpful at all	0-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33+
Q64	=3 (1%)	2 (4%)	=3 (1%)	=5 (0%)	=5 (0%)	=5 (0%)	=5 (0%)	=5 (0%)	1 (8%)
Q65	=5 (3%)	=3 (5%)	8 (1%)	=3 (5%)	=5 (3%)	9 (0%)	7 (2%)	2 (7%)	1 (8%)
Q66	7 (1%)	3 (4%)	=4 (3%)	2 (5%)	=8 (0%)	=8 (0%)	6 (2%)	=4 (3%)	1 (8%)
Q67	=3 (3%)	2 (7%)	=3 (3%)	=3 (3%)	=7 (0%)	=7 (0%)	6 (2%)	=7 (0%)	1 (17%)
Q68	4 (1%)	3 (4%)	=5 (0%)	=5 (0%)	2 (5%)	=5 (0%)	=5 (0%)	=5 (0%)	1 (8%)
Q69	=3 (3%)	2 (4%)	=6 (0%)	1 (8%)	=3 (3%)	=6 (0%)	=6 (0%)	=3 (3%)	=6 (0%)

AGE – TRAINING AND ACCREDITATION

FINDINGS

Mediators aged between 25 and 44 years reported the highest overall levels of perceived helpfulness, with at least 85% finding the NMAS to be helpful to some degree with training, accreditation and reaccreditation. Even so, mediators aged 55–74 yrs were equally as likely as the 25–24 yrs group, and more likely than the 35–44 yrs group, to rate the NMAS as 'very helpful'. This general downward trend towards lower levels of perceived helpfulness is statistically significant and results from decreasing rates of respondents describing the NMAS as 'somewhat helpful'. The exception to this trend is the 75–84 yrs group, which is more in keeping with the initial downward trajectory for overall perceived helpfulness. Further research is required to understand the role of age in perceptions of helpfulness, including the extent to which age might intersect with other factors such as years of experience.

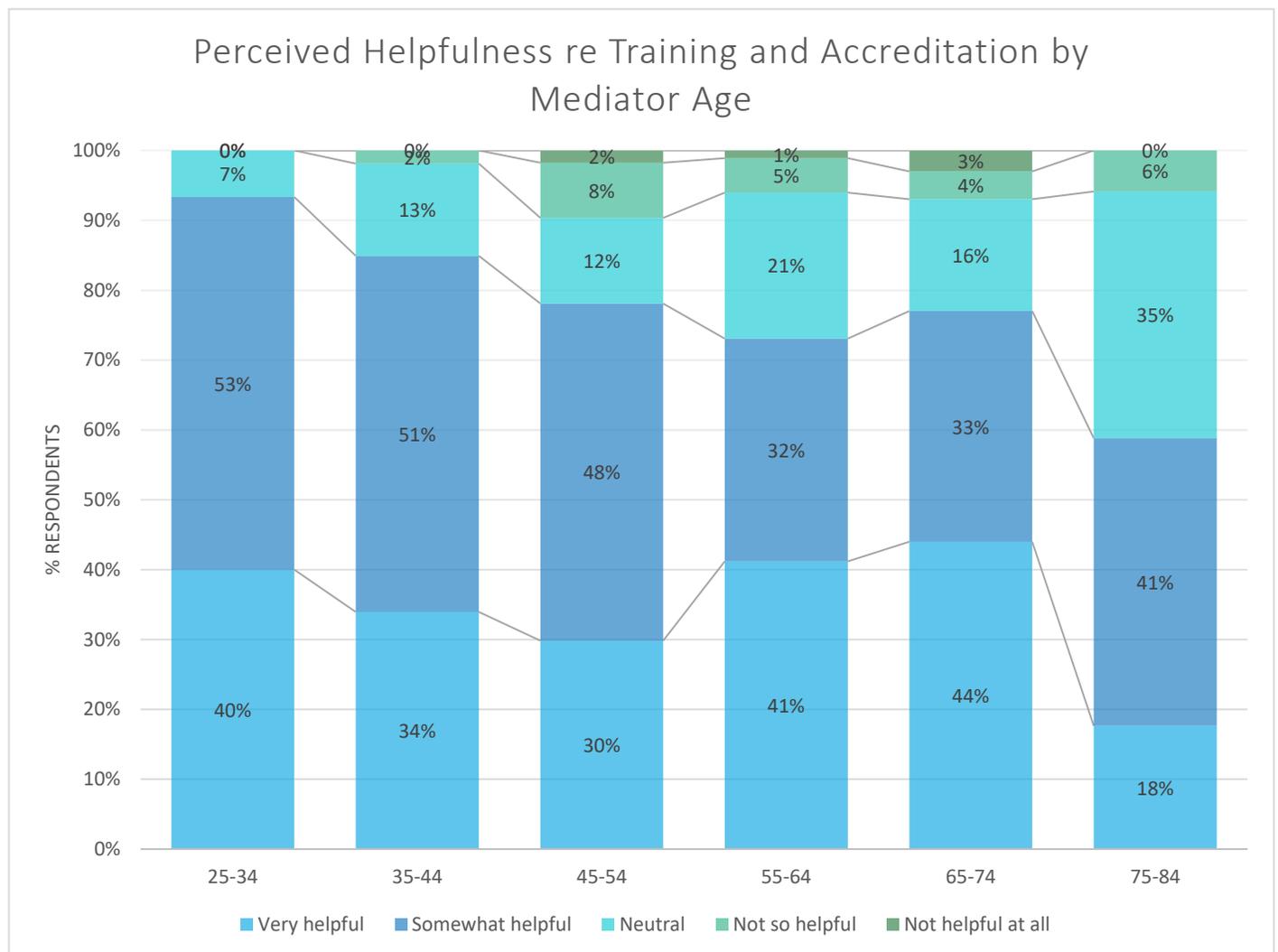


Figure 13: Perceptions of NMAS helpfulness in relation to training, accreditation, and reaccreditation by mediator age (Survey Q64 by Q59)

Graph notes: Years of experience grouping and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 54: Appendix 1 – Mediator Age (Survey Q59)



STATISTICALLY SIGNIFICANT DIFFERENCES

Legend	25-34	35-44	45-54	55-64	65-74	75-84
Not helpful at all	0%	0%	2%	1%	3%	0%
Not so helpful	0%	2%	8%	5%	4%	6%
Neutral	7%	13%	12%	21%	16%	35%
Somewhat helpful	53%	51%	48%	32%	33%	41%
Very helpful	40%	34%	30%	41%	44%	18%

Table 37: T-Test Differences – perceived helpfulness of NMAS in relation to training, accreditation, and reaccreditation by mediator age (Survey Q64 by Q59)

STATISTICALLY SIGNIFICANT RELATIONSHIPS

Legend	25-34	35-44	45-54	55-64	65-74	75-84
Not helpful at all	N/A					N/A
Not so helpful	N/A					N/A
Neutral	N/A					N/A
Somewhat helpful	N/A	↑55-64 ↑65-74	↑55-64 ↑65-74	↓35-44 ↓45-54	↓35-44 ↓45-54	N/A
Very helpful	N/A		↓55-64 ↓65-74	↑45-54	↑45-54	N/A

Table 38: T-Test Relationships – perceived helpfulness of NMAS in relation to training, accreditation, and reaccreditation by mediator age (Survey Q64 by Q59)

AGE – DEVELOPING SERVICES

FINDINGS

Generally speaking, mediators aged 55 or above reported the NMAS as 'very helpful' in relation to promoting or developing mediation services at greater rates (29%–34%) than their younger counterparts (20%–25%).

While no mediators aged 25–34 suggested the NMAS as not helpful in promoting and developing mediation services, the vast majority (80%) were evenly split between 'somewhat helpful' (40%) and 'neutral' (40%). Further investigation into the relationship between these results and the questions raised in [Part 2](#) regarding the viability of mediation as a sustainable early career option may help us learn more about the intersection between age, career stage and expectations around the role of NMAS in promoting and developing mediation services. Curiously, the group at the upper end of the age range (75–84) was also evenly spread. However, this time it was across the first three options with 29% 'very helpful', 29% 'somewhat helpful' and 29% 'neutral'. Further research in this area may also be warranted to understand this pattern of responses.

In terms of significant differences, the 65–74 age group had the highest incidence of respondents citing the NMAS as 'very helpful' with promoting and developing services (34%), compared to the 45–54 age group (22%). While not statistically significant, it is also interesting that the younger group also had the highest proportion of mediators suggesting the NMAS was not helpful to some degree (17%) and the smallest proportion of 'neutral' responses (18%).

STATISTICALLY SIGNIFICANT DIFFERENCES

Legend	25-34	35-44	45-54	55-64	65-74	75-84
Not helpful at all	0%	4%	4%	3%	3%	6%
Not so helpful	0%	6%	13%	7%	8%	6%
Neutral	40%	19%	18%	24%	20%	29%
Somewhat helpful	40%	47%	43%	35%	35%	29%
Very helpful	20%	25%	22%	32%	34%	29%

Table 39: T-Test Differences – perceived helpfulness of NMAS in relation to promoting or developing mediation services by mediator age (Survey Q65 by Q59)

STATISTICALLY SIGNIFICANT RELATIONSHIPS

Legend	25-34	35-44	45-54	55-64	65-74	75-84
Not helpful at all	N/A					N/A
Not so helpful	N/A					N/A
Neutral	N/A					N/A
Somewhat helpful	N/A					N/A
Very helpful	N/A		↓65-74		↑45-54	N/A

Table 40: T-Test Relationships – perceived helpfulness of NMAS in relation to promoting or developing mediation services by mediator age (Survey Q65 by Q59)



Perceived Helpfulness re Promoting Mediation Services by Mediator Age

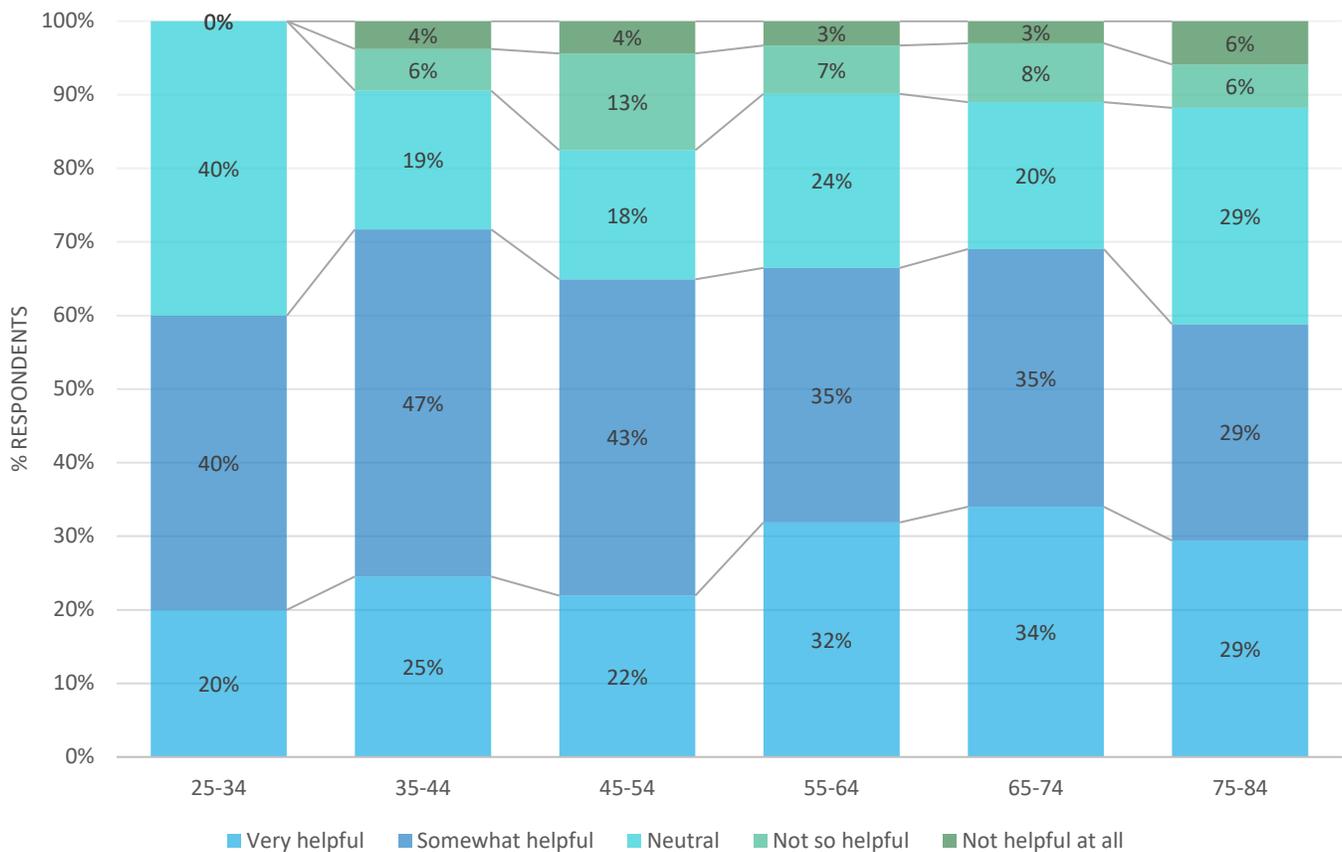


Figure 14: Perceptions of NMAS helpfulness in relation to promoting or developing mediation services by mediator age (Survey Q65 by Q59)

Graph notes: Years of experience grouping and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 54: Appendix 1 – Mediator Age (Survey Q59)

AGE – GUIDING EVERYDAY PRACTICE

PRACTICE

FINDINGS

Just over 80% of mediators aged 35–44 said they perceived the NMAS as helpful with guiding everyday practice, with the majority suggesting it was 'somewhat helpful'. Compared to those aged 45–54, significantly fewer respondents reported perceiving the NMAS as 'neutral' in this regard, and this difference is likely to be indicative of these groups more broadly. As is the case with the previous findings, when comparing these two groups, the rates of overall perceived helpfulness reduce with age. However, in terms of those who perceive the NMAS as 'very helpful' in guiding everyday practice, the 45–54 group represent the low point, with the highest rates occurring among those aged 55–64 and 65–74. Further research is required to identify the factors driving reduced levels of perceived helpfulness among this 45–54 group.

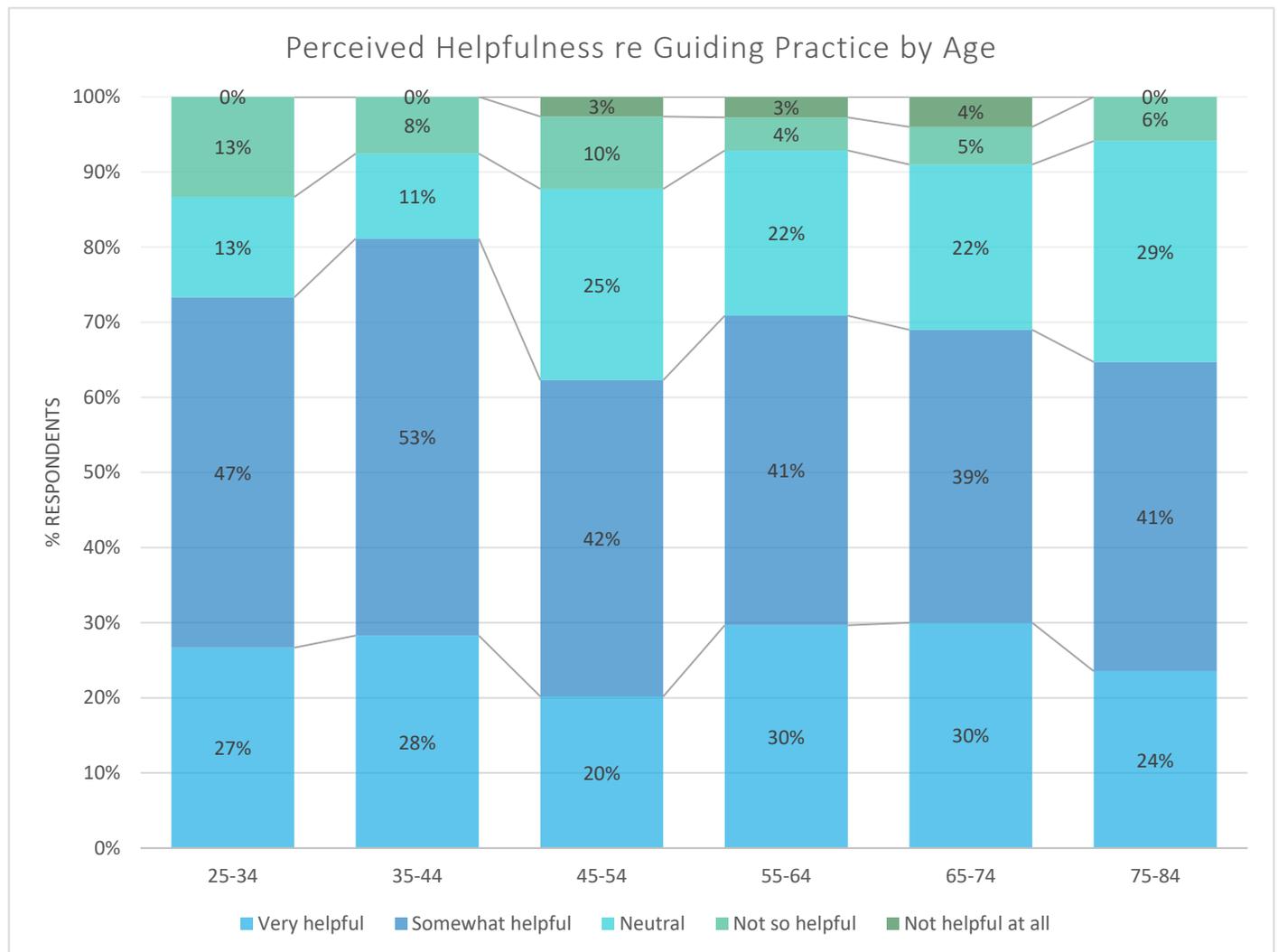


Figure 15: Perceptions of NMAS helpfulness in relation to guiding everyday practice by mediator age (Survey Q66 by Q59)

Graph notes: Years of experience grouping and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 54: Appendix 1 – Mediator Age (Survey Q59)



STATISTICALLY SIGNIFICANT DIFFERENCES

Legend	25-34	35-44	45-54	55-64	65-74	75-84
Not helpful at all	0%	0%	3%	3%	4%	0%
Not so helpful	13%	8%	10%	4%	5%	6%
Neutral	13%	11%	25%	22%	22%	29%
Somewhat helpful	47%	53%	42%	41%	39%	41%
Very helpful	27%	28%	20%	30%	30%	24%

Table 41: T-Test Differences – perceived helpfulness of NMAS in relation to guiding everyday practice by mediator age (Survey Q66 by Q59)

STATISTICALLY SIGNIFICANT RELATIONSHIPS

Legend	25-34	35-44	45-54	55-64	65-74	75-84
Not helpful at all	N/A					N/A
Not so helpful	N/A					N/A
Neutral	N/A	↓45-54	↑35-44			N/A
Somewhat helpful	N/A					N/A
Very helpful	N/A					N/A

Table 42: T-Test Relationships – perceived helpfulness of NMAS in relation to guiding everyday practice by mediator age (Survey Q66 by Q59)

AGE – PARTICIPATING IN CPD

FINDINGS

Just over 85% of mediators aged 25–34 reported the NMAS as either 'very helpful' or 'somewhat helpful' in connection with participating in CPD (87%). However, they were also the only group with no respondents suggesting it was 'neutral' or 'not helpful at all' in this regard. In contrast, around 70% of those aged 45–54, 55–64 and 75–84 responded in this way. As no significant differences were found, these results may not be generalisable beyond this survey.

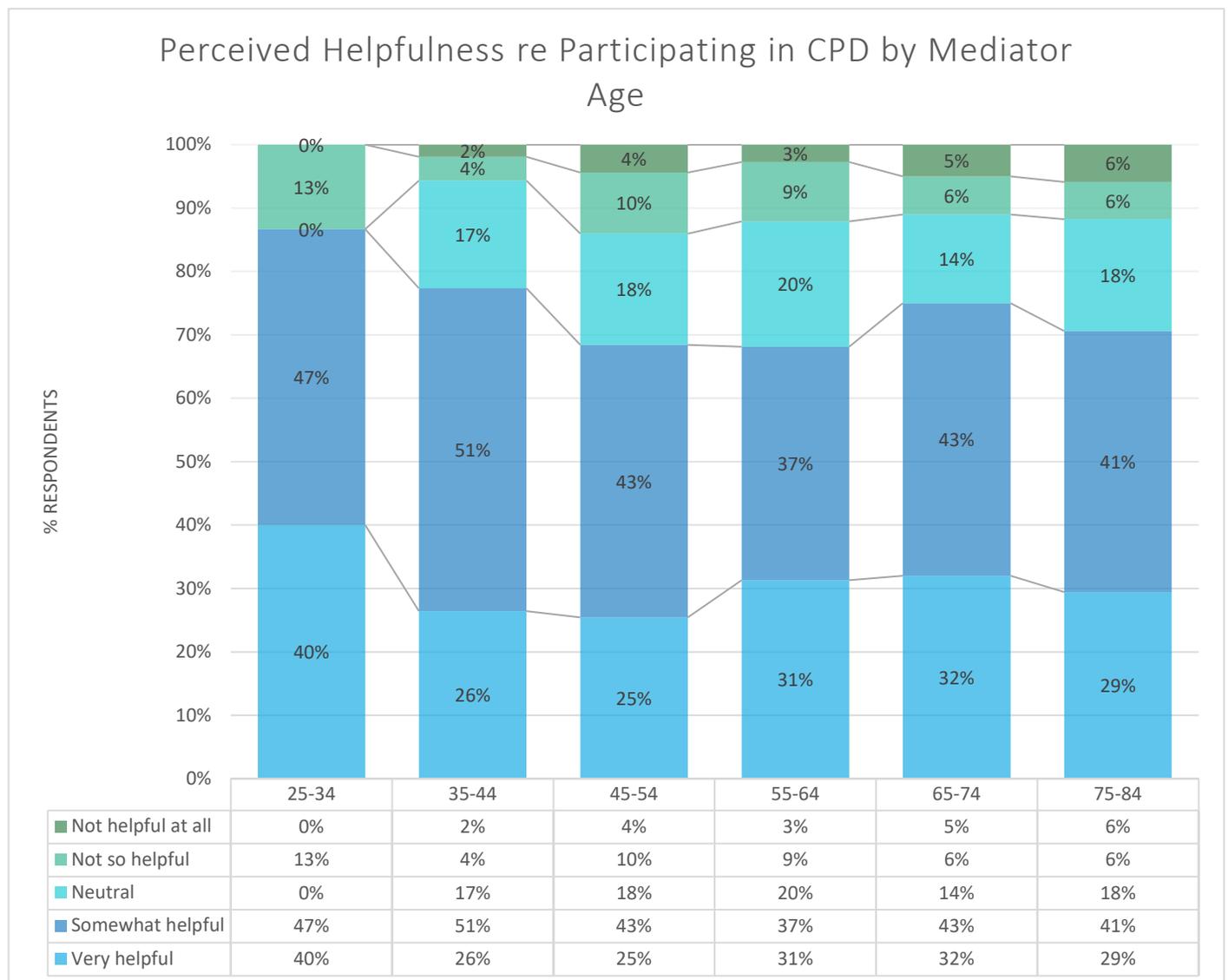


Figure 16: Perceptions of NMAS helpfulness in relation to participating in CPD by mediator age (Survey Q67 by Q59)

Graph notes: Years of experience grouping and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 54: Appendix 1 – Mediator Age (Survey Q59)



AGE – MEDIATOR CREDIBILITY

FINDINGS

Almost 90% of mediators aged 35–44 said the NMAS was helpful to some degree in promoting mediator credibility (88%). They were followed closely by the 65–74 group with 86%. However, the older of the two groups was the most positive, with over half of the respondents suggesting it was 'very helpful'. This positive sentiment is likely to be generalisable beyond this report, at least in reference to those aged 45–54, who reported the lowest rate of 'very helpful' (38%). They also had the highest incidence of 'not so helpful' (9%), which was significant in its difference to those aged 55–64 (3%). Unfortunately, because of the limited number of respondents in the 25–34 group, it was impossible to ascertain if their distinctly higher incidence of 'neutral' responses is likely to reflect a more broadly generalisable difference. Within this context, further investigation is required to understand why some age groups hold such different perceptions of the NMAS concerning its role in helping to promote mediator credibility.

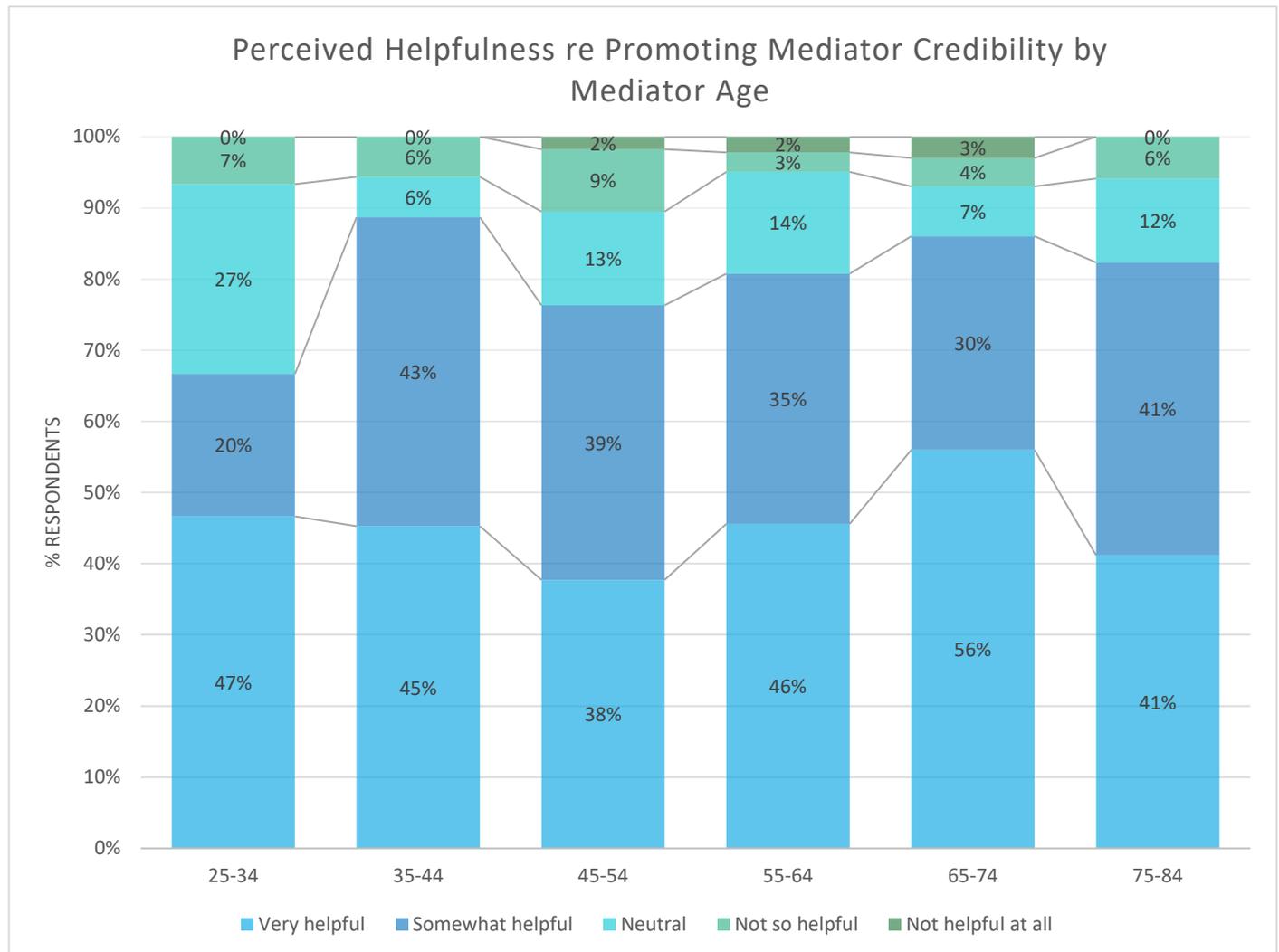
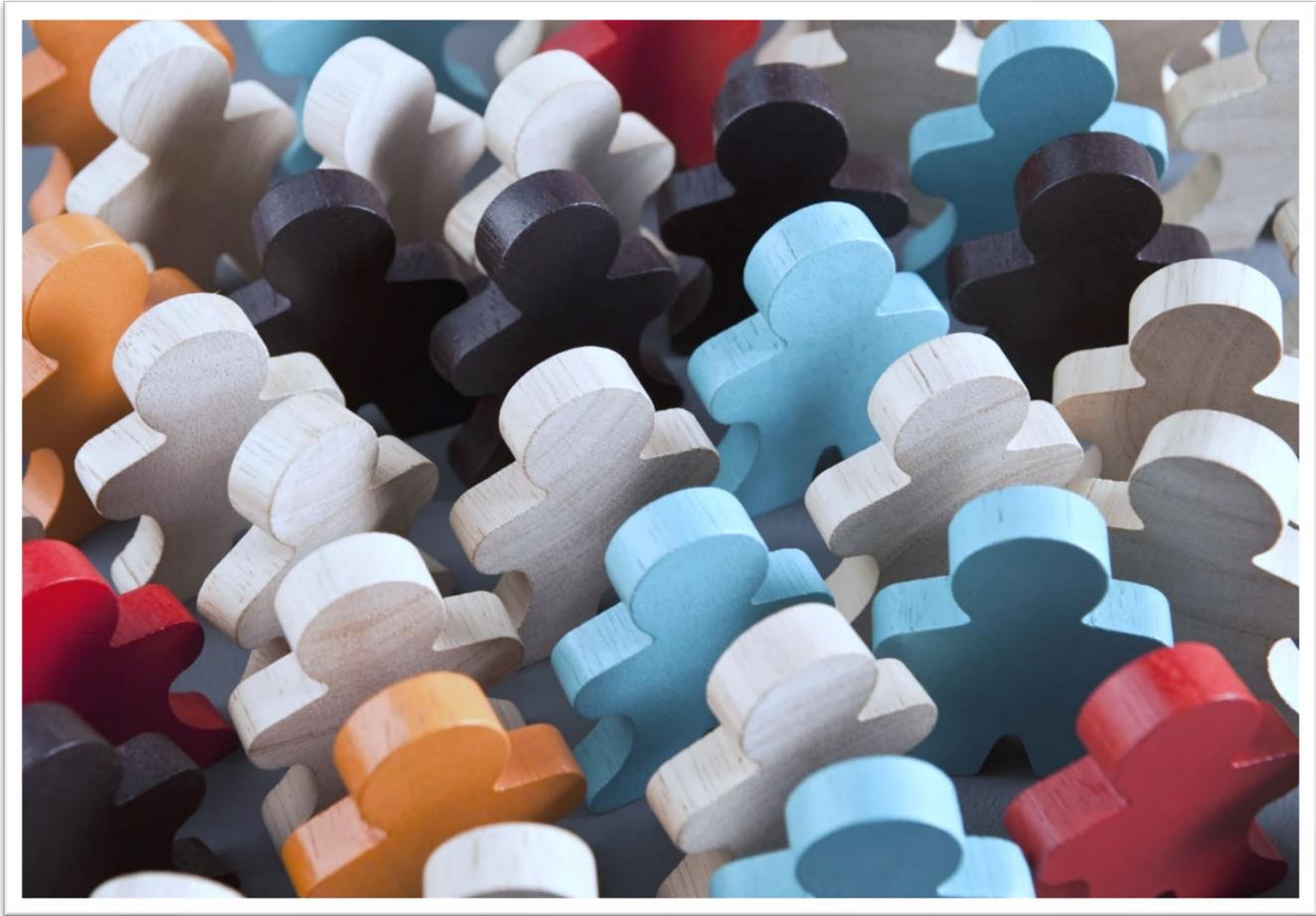


Figure 17: Perceptions of NMAS helpfulness in relation to promoting mediator credibility by mediator age (Survey Q68 by Q59)

Graph notes: Years of experience grouping and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 54: Appendix 1 – Mediator Age (Survey Q59)



STATISTICALLY SIGNIFICANT DIFFERENCES

Legend	25-34	35-44	45-54	55-64	65-74	75-84
Not helpful at all	0%	0%	2%	2%	3%	0%
Not so helpful	7%	6%	9%	3%	4%	6%
Neutral	27%	6%	13%	14%	7%	12%
Somewhat helpful	20%	43%	39%	35%	30%	41%
Very helpful	47%	45%	38%	46%	56%	41%

Table 43: T-Test Differences – perceived helpfulness of NMAS in relation to promoting mediator credibility by mediator age (Survey Q68 by Q59)

STATISTICALLY SIGNIFICANT RELATIONSHIPS

Legend	25-34	35-44	45-54	55-64	65-74	75-84
Not helpful at all	N/A					N/A
Not so helpful	N/A		↑55-64	↓45-54		N/A
Neutral	N/A					N/A
Somewhat helpful	N/A					N/A
Very helpful	N/A		↓65-74		↑45-54	N/A

Table 44: T-Test Relationships – perceived helpfulness of NMAS in relation to promoting mediator credibility by mediator age (Survey Q68 by Q59)

AGE – MEDIATION AS A PROFESSION

FINDINGS

In keeping with previous findings, mediators aged 35–44 led the way in reporting the NMAS as generally helpful, with 87%, while mediators falling within in the 65–74 age group had the largest proportion of respondents, with 51% suggesting it was 'very helpful' in promoting mediation as a profession. Significant differences emerged between those aged 55–64 and their younger colleagues. Compared to mediators aged 35–44, they were more 'neutral' (6% vs 21%). They also had lower levels of 'somewhat helpful' (25%) compared to those aged 45–54 (38%). Irrespective of the age group, very few mediators suggested that the NMAS was 'not helpful at all' in connection with promoting mediation as a profession (2–4%), with both the youngest and oldest age groups rejecting the option entirely.

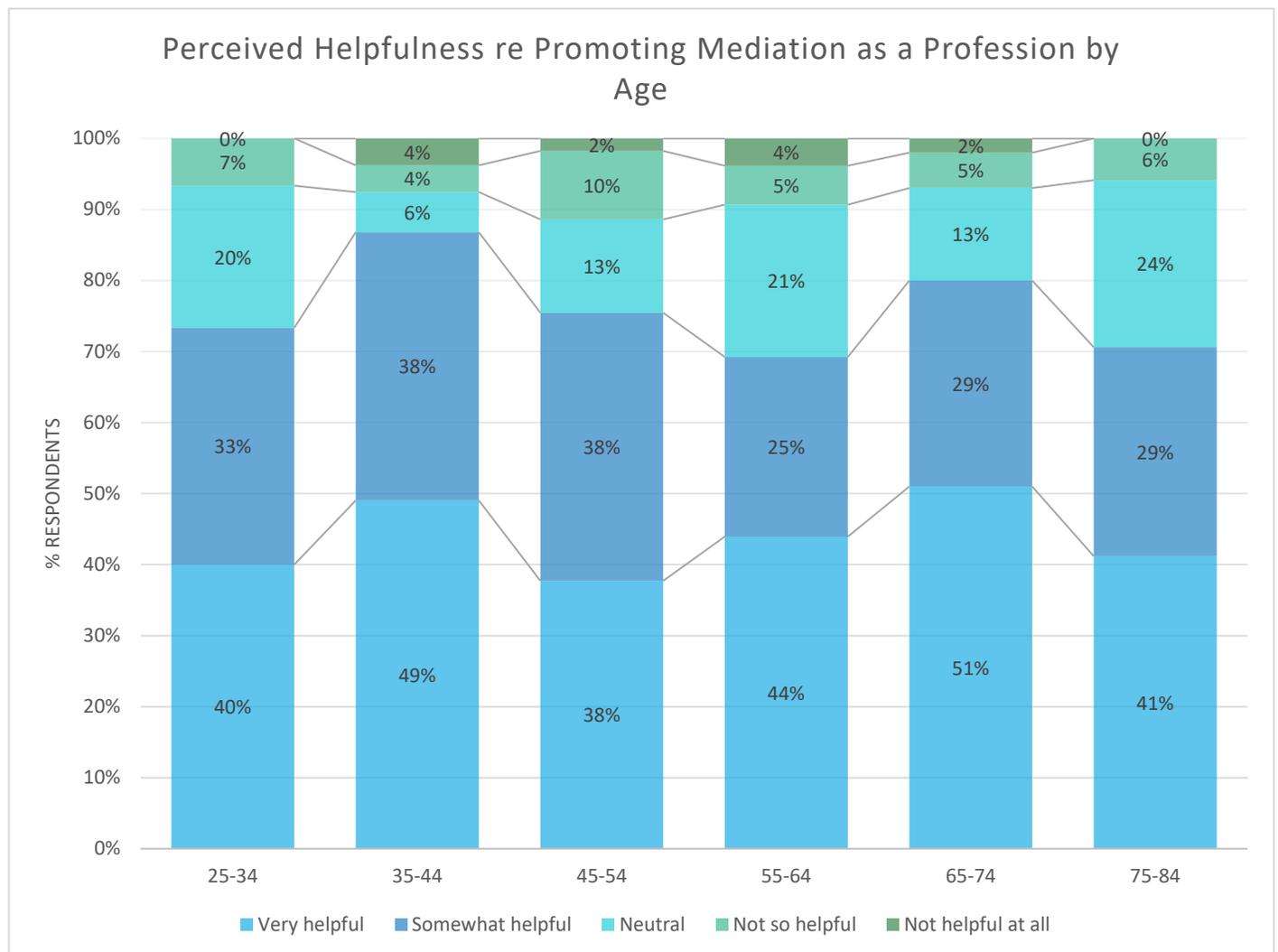


Figure 18: Perceptions of NMAS helpfulness in relation to promoting mediation as a profession by mediator age (Survey Q69 by Q59)

Graph notes: Years of experience grouping and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 54: Appendix 1 – Mediator Age (Survey Q59)



STATISTICALLY SIGNIFICANT DIFFERENCES

Legend	25-34	35-44	45-54	55-64	65-74	75-84
Not helpful at all	0%	4%	2%	4%	2%	0%
Not so helpful	7%	4%	10%	5%	5%	6%
Neutral	20%	6%	13%	21%	13%	24%
Somewhat helpful	33%	38%	38%	25%	29%	29%
Very helpful	40%	49%	38%	44%	51%	41%

Table 45: T-Test Differences – perceived helpfulness of NMAS in relation to promoting mediation as a profession by mediator age (Survey Q69 by Q59)

STATISTICALLY SIGNIFICANT RELATIONSHIPS

Legend	25-34	35-44	45-54	55-64	65-74	75-84
Not helpful at all	N/A					N/A
Not so helpful	N/A					N/A
Neutral	N/A	↓55-64		↑35-44		N/A
Somewhat helpful	N/A		↑55-64	↓45-54		N/A
Very helpful	N/A					N/A

Table 46: T-Test Relationships – perceived helpfulness of NMAS in relation to promoting mediation as a profession by mediator age (Survey Q69 by Q59)

AGE – TABULAR SUMMARY

COMPARATIVE RANKINGS BY MEDIATOR AGE

Legend: The two highest comparative response rates (1-6) & the two lowest comparative response rates (1-6)

Table 47: Very helpful responses (Survey Q64–Q69) ranked by mediator age (Survey Q59)

Very helpful	25-34	35-44	45-54	55-64	65-74	75-84
Q64	3 (40%)	4 (34%)	5 (30%)	2 (41%)	1 (44%)	6 (18%)
Q65	6 (20%)	4 (25%)	5 (22%)	2 (32%)	1 (34%)	3 (29%)
Q66	4 (27%)	3 (28%)	6 (20%)	=1 (30%)	=1 (30%)	5 (24%)
Q67	1 (40%)	5 (26%)	6 (25%)	3 (31%)	2 (32%)	4 (29%)
Q68	2 (47%)	4 (45%)	6 (38%)	3 (46%)	1 (56%)	5 (41%)
Q69	5 (40%)	2 (49%)	6 (38%)	3 (44%)	1 (51%)	4 (41%)

Table 48: All helpful responses (Survey Q64–Q69) ranked by mediator age (Survey Q59)

All helpful	25-34	35-44	45-54	55-64	65-74	75-84
Q64	1 (93%)	2 (85%)	3 (78%)	5 (73%)	4 (77%)	6 (59%)
Q65	5 (60%)	1 (72%)	4 (65%)	3 (67%)	2 (69%)	6 (58%)
Q66	2 (74%)	1 (81%)	6 (62%)	3 (71%)	4 (69%)	5 (65%)
Q67	1 (87%)	2 (77%)	=5 (68%)	=5 (68%)	3 (75%)	4 (70%)
Q68	6 (67%)	1 (88%)	5 (77%)	4 (81%)	2 (86%)	3 (82%)
Q69	4 (73%)	1 (87%)	3 (76%)	6 (69%)	2 (80%)	5 (70%)

Table 49: Neutral responses (Survey Q64–Q69) ranked by mediator age (Survey Q59)

Neutral	25-34	35-44	45-54	55-64	65-74	75-84
Q64	6 (7%)	4 (13%)	5 (12%)	2 (21%)	3 (16%)	1 (35%)
Q65	1 (40%)	5 (19%)	6 (18%)	3 (24%)	4 (20%)	2 (29%)
Q66	5 (13%)	6 (11%)	2 (25%)	=3 (22%)	=3 (22%)	1 (29%)
Q67	6 (0%)	4 (17%)	=2 (18%)	1 (20%)	5 (14%)	=2 (18%)
Q68	1 (27%)	6 (6%)	3 (13%)	2 (14%)	5 (7%)	4 (12%)
Q69	3	6	4(=)	2	4(=)	1

Table 50: All not helpful responses (Survey Q64–Q69) ranked by mediator age (Survey Q59)

All not helpful	25-34	35-44	45-54	55-64	65-74	75-84
Q64	6 (0%)	5 (2%)	1 (10%)	3 (6%)	2 (7%)	4 (6%)
Q65	6 (0%)	=4 (10%)	1 (17%)	=4 (10%)	3 (11%)	2 (12%)
Q66	=1 (13%)	4 (8%)	=1 (13%)	5 (7%)	3 (9%)	6 (6%)
Q67	2 (13%)	6 (6%)	1 (14%)	=3 (12%)	5 (11%)	=3 (12%)
Q68	=2 (7%)	=4 (6%)	1 (11%)	6 (5%)	=2 (7%)	=4 (6%)
Q69	=4 (7%)	3 (8%)	1 (12%)	2 (9%)	=4 (7%)	6 (6%)

Table 51: Not helpful at all responses (Survey Q64–Q69) ranked by mediator age (Survey Q59)

Not helpful at all	25-34	35-44	45-54	55-64	65-74	75-84
Q64	=4 (0%)	=4 (0%)	2 (2%)	3 (1%)	1 (3%)	=4 (0%)
Q65	6 (0%)	=2 (4%)	=2 (4%)	=4 (3%)	=4 (3%)	1 (6%)
Q66	=4 (0%)	=4 (0%)	=2 (3%)	=2 (3%)	1 (4%)	=4 (0%)
Q67	6 (0%)	5 (2%)	3 (4%)	4 (3%)	2 (5%)	1 (6%)
Q68	=4 (0%)	=4 (0%)	=2 (2%)	=2 (2%)	1 (3%)	=4 (0%)
Q69	=5 (0%)	=1 (4%)	=3 (2%)	=1 (4%)	=3 (2%)	=5 (0%)



GENDER – TRAINING AND ACCREDITATION

FINDINGS

Female and male mediators shared very similar perceptions about the extent to which the NMAS is helpful in relation to training and accreditation, with variations limited to differences ranging between 1% and 2%. As no significant differences were found, these results may not be generalisable beyond this survey.

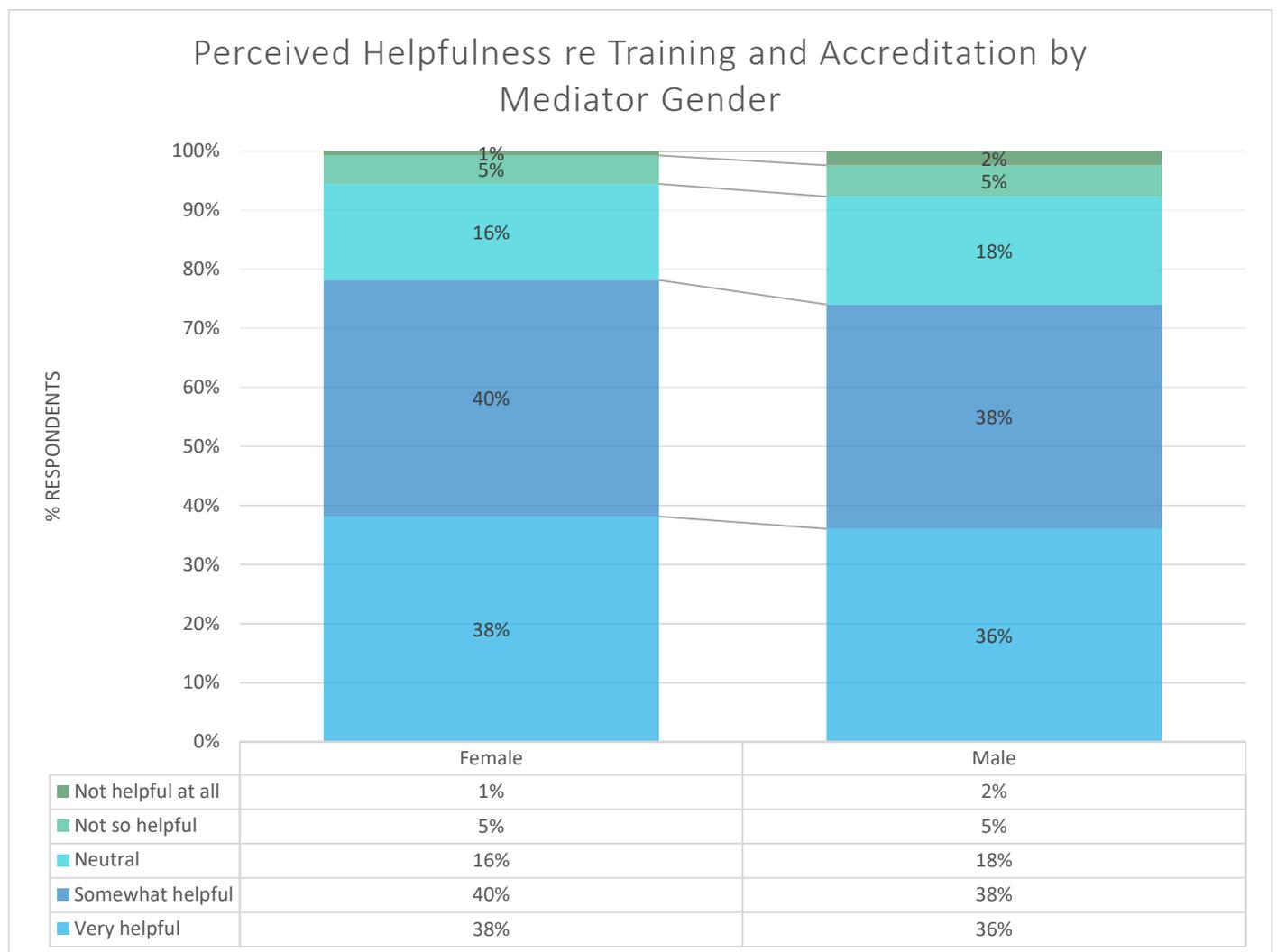


Figure 19: Perceptions of NMAS helpfulness in relation to training, accreditation, and reaccreditation by mediator gender (Survey Q64 by Q58)

Graph notes: Gender response options and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 55: Appendix 1 – Mediator gender (Survey Q58)



GENDER – DEVELOPING SERVICES

FINDINGS

Around one-quarter of male mediators said they perceived the NMAS as 'neutral' in connection with promoting or developing services (24%), slightly more than female mediators (20%). A similar difference occurred in those who indicated that the NMAS was 'not so helpful' in this regard, with female mediators at 10% and male mediators at 6%. As no significant differences were found, these results may not be generalisable beyond this survey.

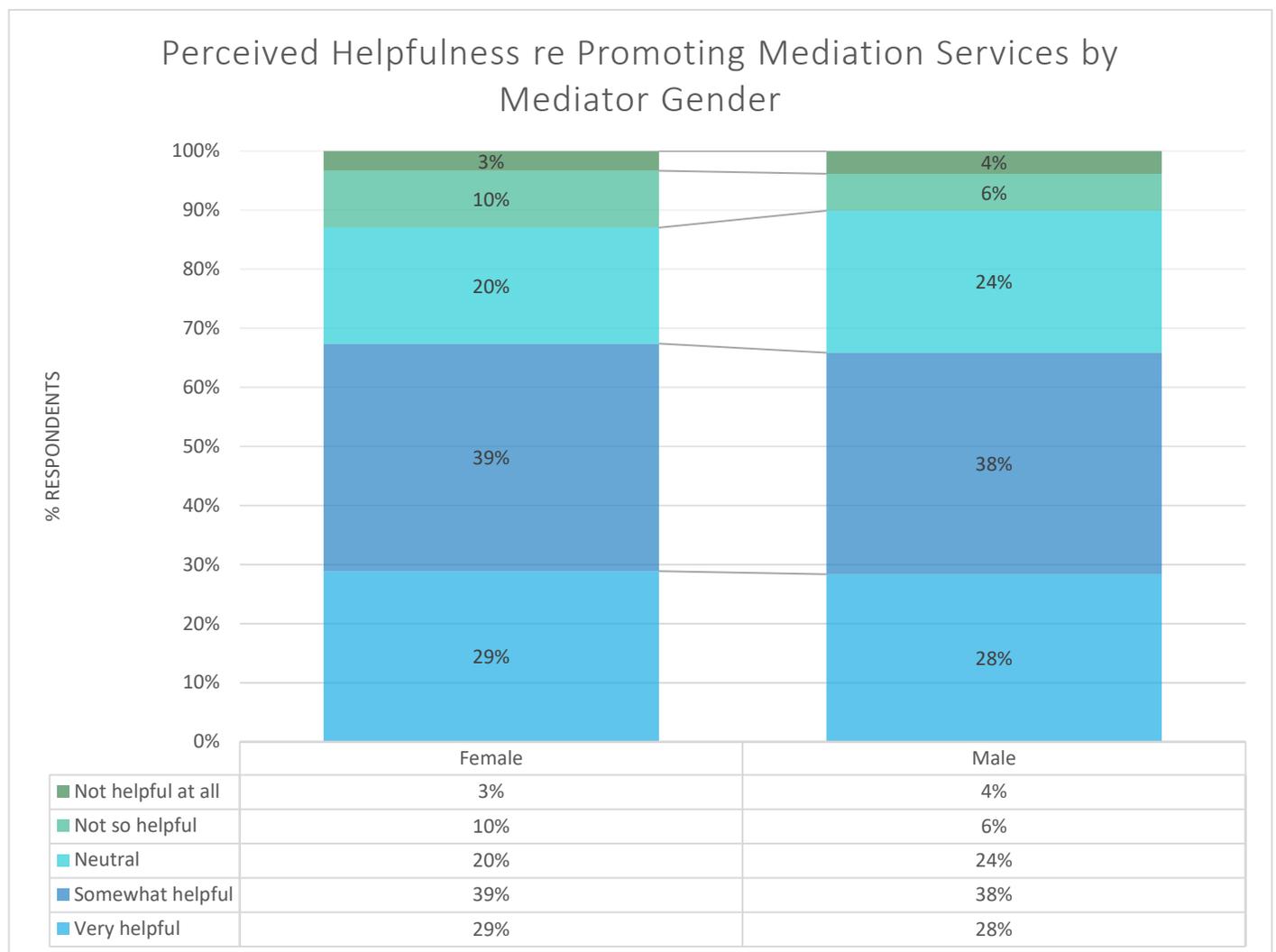
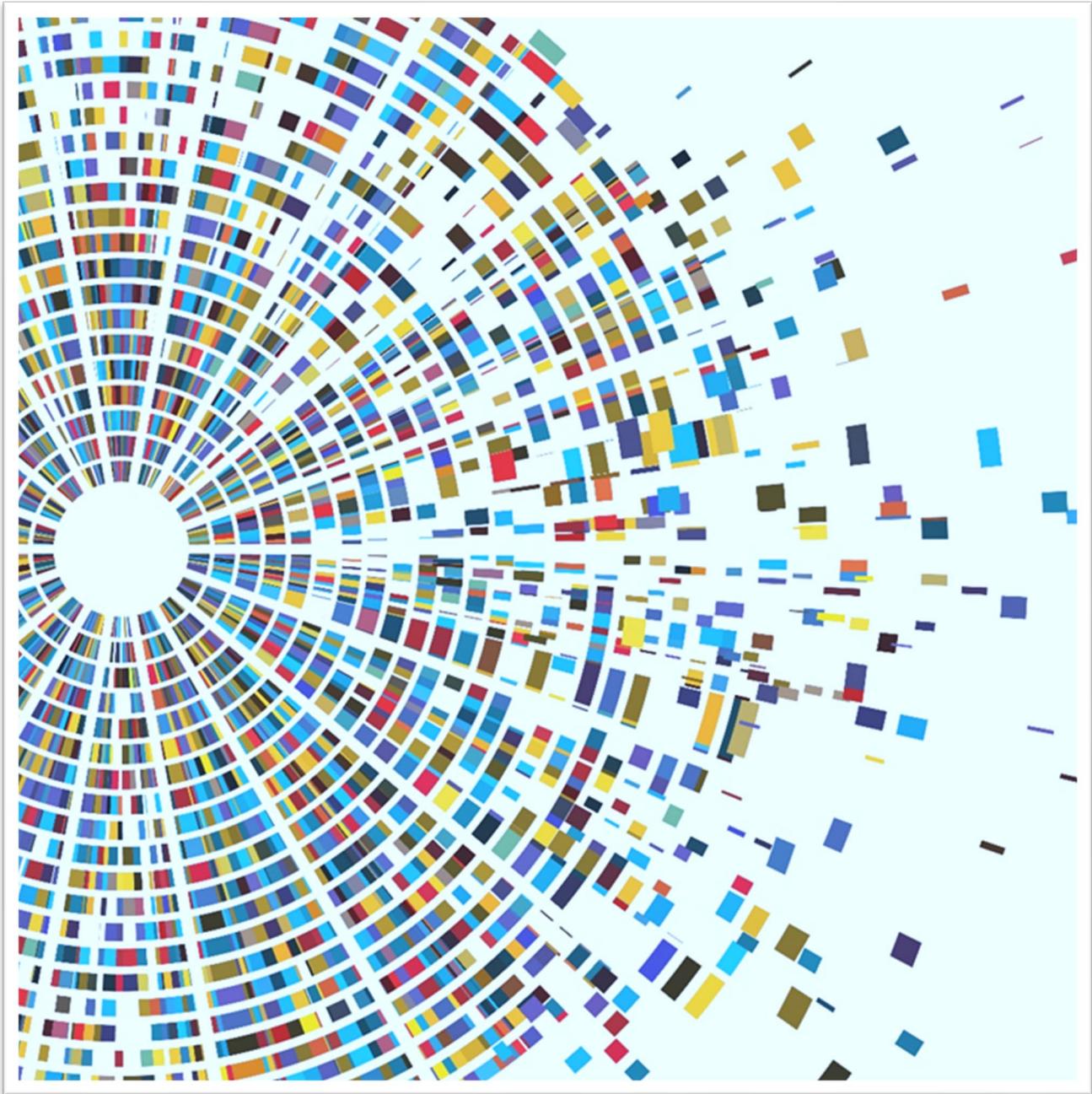


Figure 20: Perceptions of NMAS helpfulness in relation to promoting or developing mediation services by gender (Survey Q65 by Q58)

Graph notes: Gender response options and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 55: Appendix 1 – Mediator gender (Survey Q58)



GENDER – GUIDING EVERYDAY PRACTICE

FINDINGS

Irrespective of gender, around 70% of mediators said the NMAS was helpful to some degree in guiding everyday practice. However, some minor variations between female and male mediators were observed, with more female mediators reporting the NMAS at higher rates of 'very helpful' (29% vs 25%) and 'not so helpful' (8% vs 4%). On the other hand, male mediators reported a higher incidence of 'neutral' responses (24% vs 20%). As no significant differences were found, these results may not be generalisable beyond this survey.

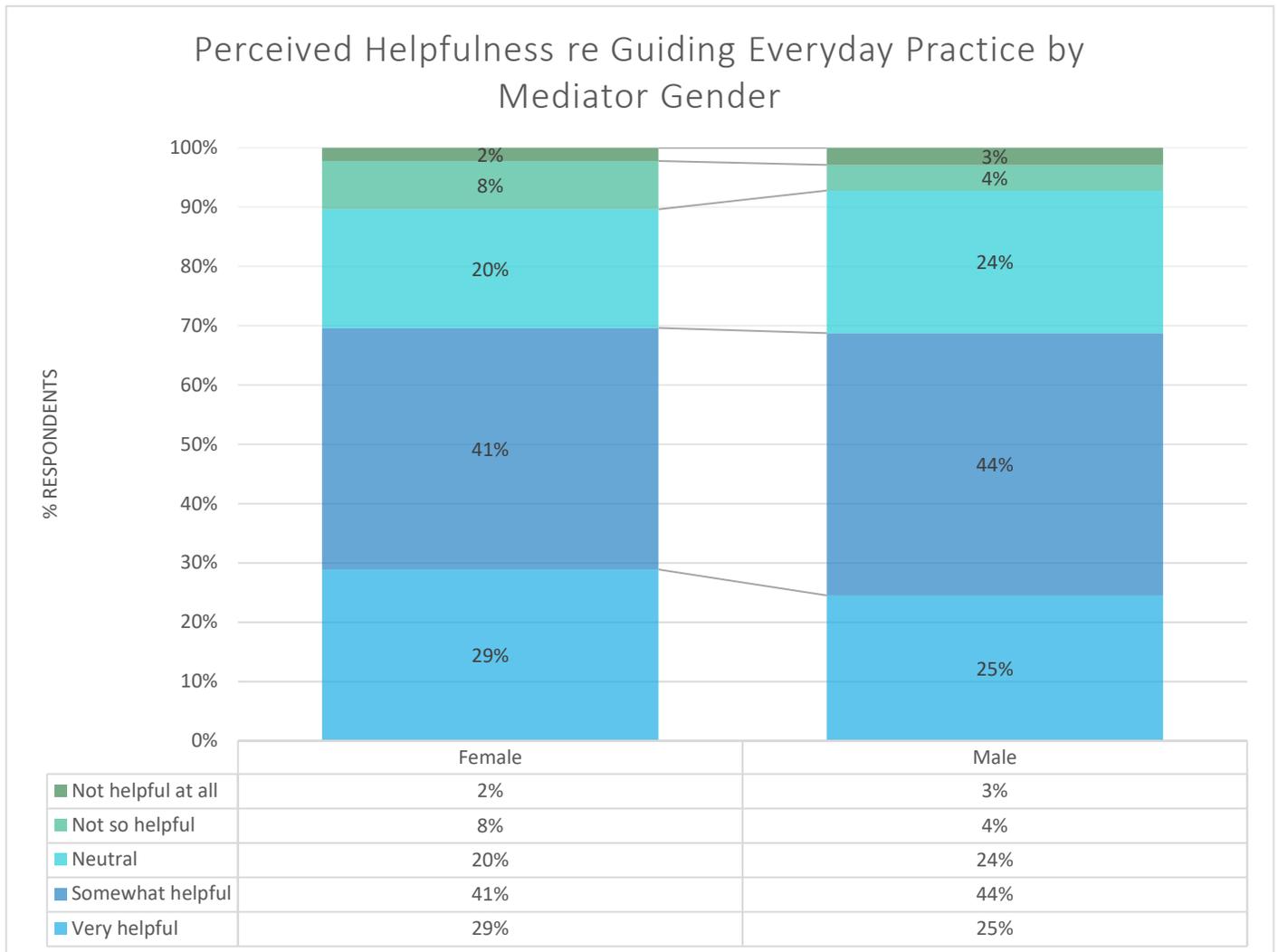
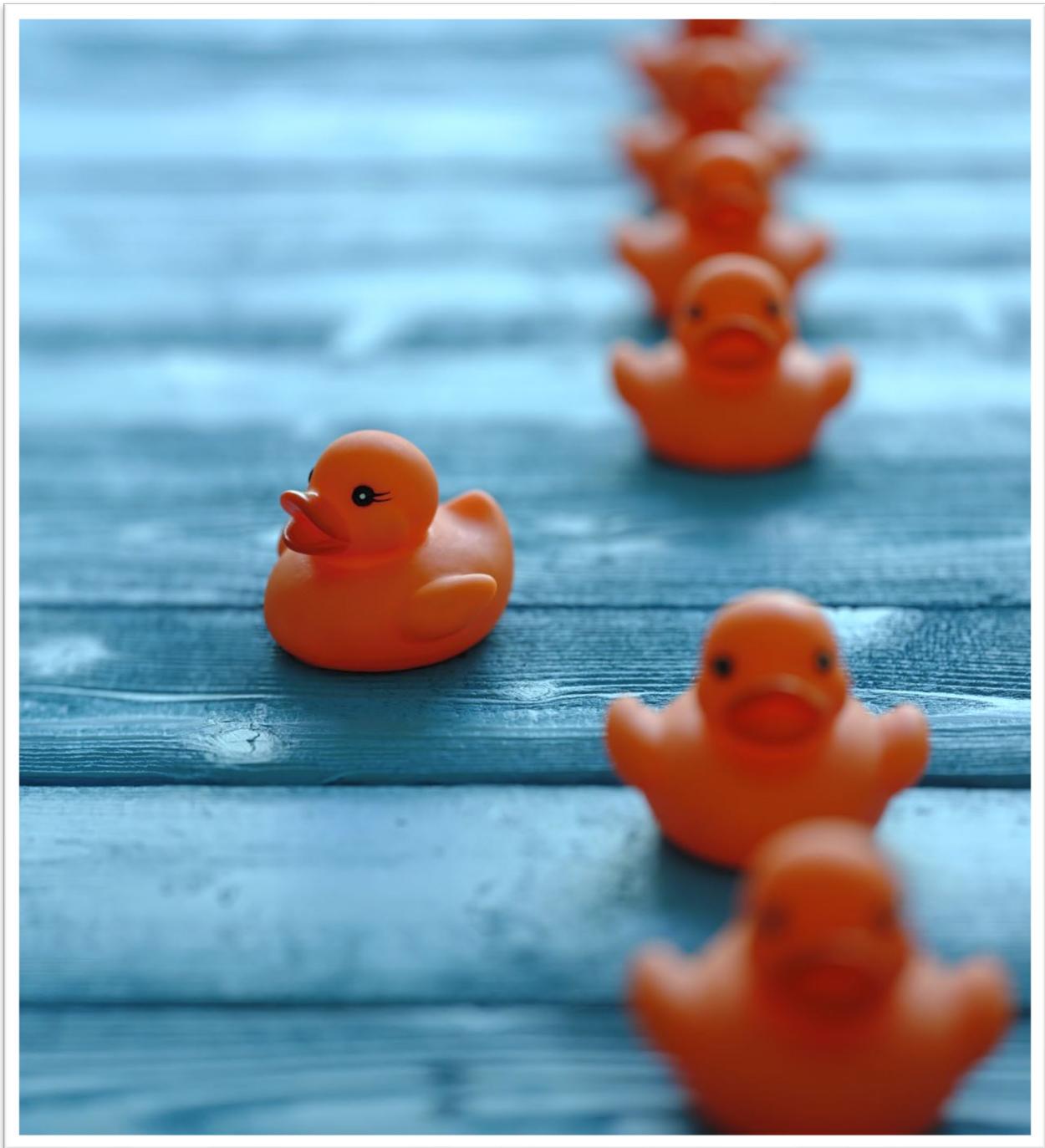


Figure 21: Perceptions of NMAS helpfulness in relation to guiding everyday practice by mediator gender (Survey Q66 by Q58)

Graph notes: Gender response options and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 55: Appendix 1 – Mediator gender (Survey Q58)



GENDER – PARTICIPATING IN CPD

FINDINGS

While female and male mediators reported that they perceived the NMAS as helpful in relation to participating in CPD, female mediators were slightly more positive, with 32% citing 'very helpful' compared to their male counterparts at 26%. As no significant differences were found, these results may not be generalisable beyond this survey.

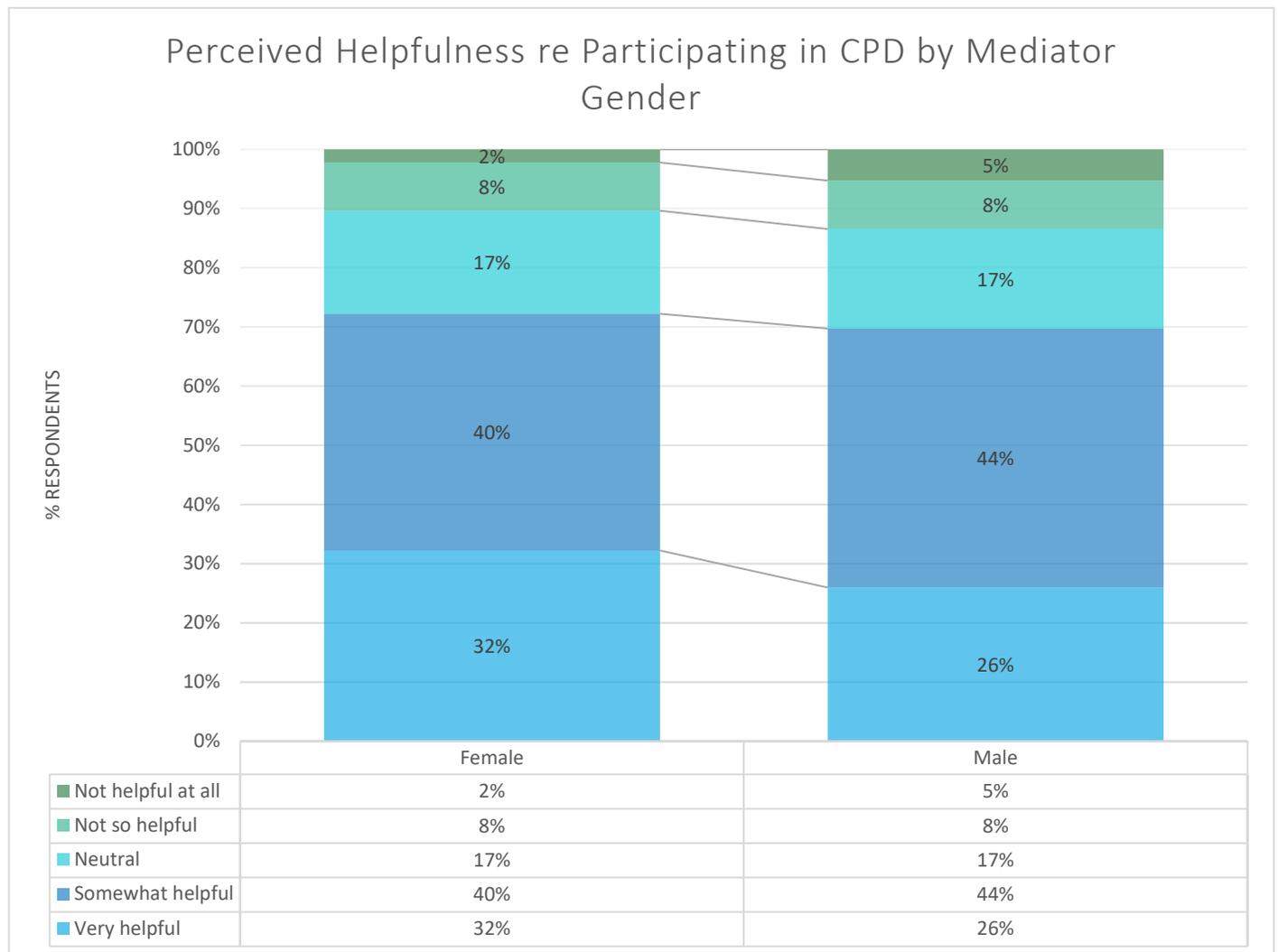
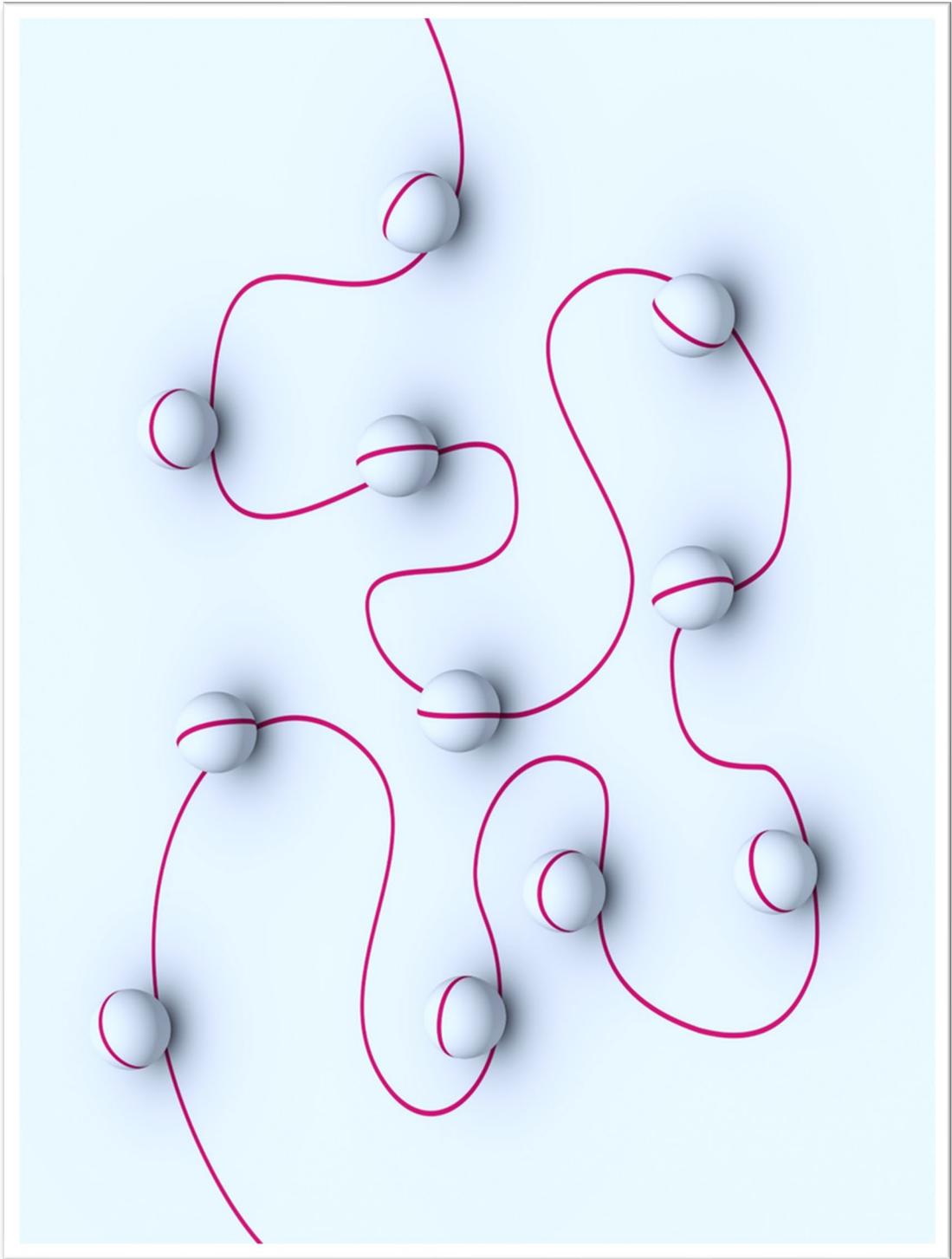


Figure 22: Perceptions of NMAS helpfulness in relation to participating in CPD by mediator gender (Survey Q67 by Q58)

Graph notes: Gender response options and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 55: Appendix 1 – Mediator gender (Survey Q58)



GENDER – MEDIATOR CREDIBILITY

FINDINGS

Over 80% of mediators said they perceived the NMAS as helpful in relation to promoting mediator credibility. Some minor variation was observed in terms of the extent of perceived helpfulness, with male mediators reporting slightly higher rates of 'somewhat helpful' (38%) compared to female mediators (34%). As no significant differences were found, these results may not be generalisable beyond this survey.

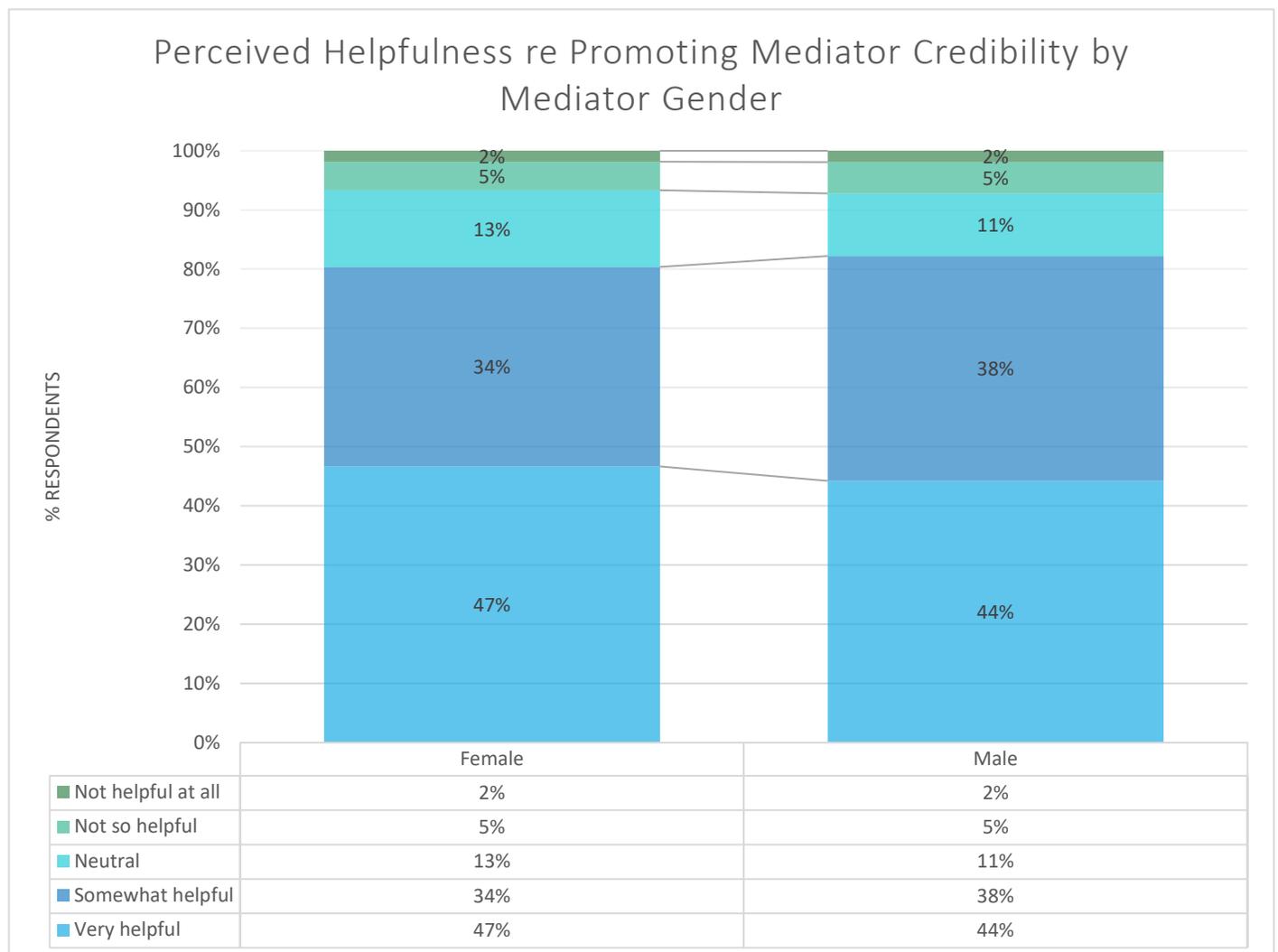
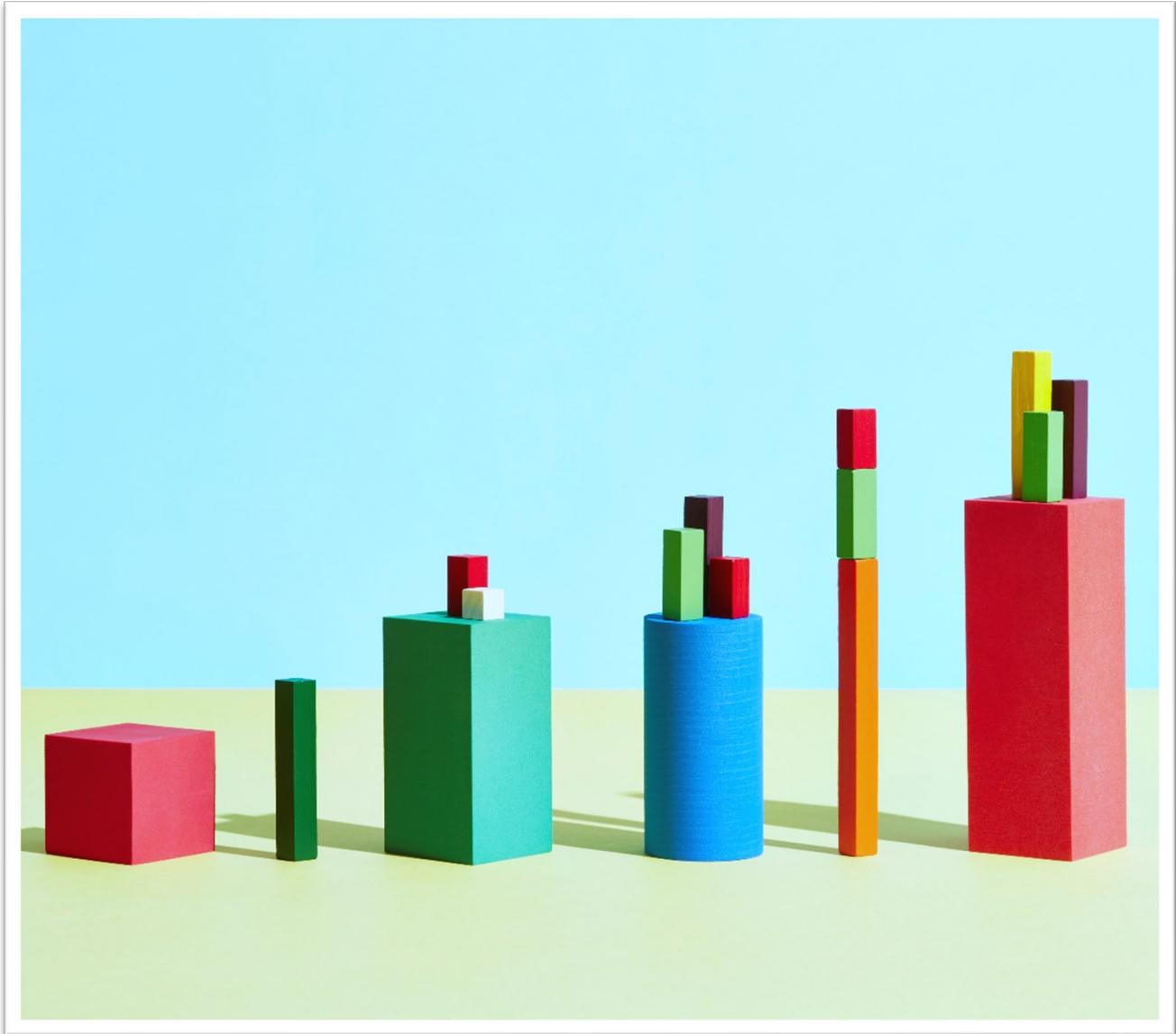


Figure 23: Perceptions of NMAS helpfulness in relation to promoting mediator credibility by mediator gender (Survey Q68 by Q58)

Graph notes: Gender response options and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 55: Appendix 1 – Mediator gender (Survey Q58)



GENDER – MEDIATION AS A PROFESSION

FINDINGS

Three-quarters of mediators suggested the NMAS was helpful in promoting mediation as a profession. However, the biggest variation was observed in the degree of helpfulness. Almost half of the female mediators (48%) said they perceived the NMAS as 'very helpful' in this regard, compared to just under 40% of male mediators. As no significant differences were found, these results may not be generalisable beyond this survey.

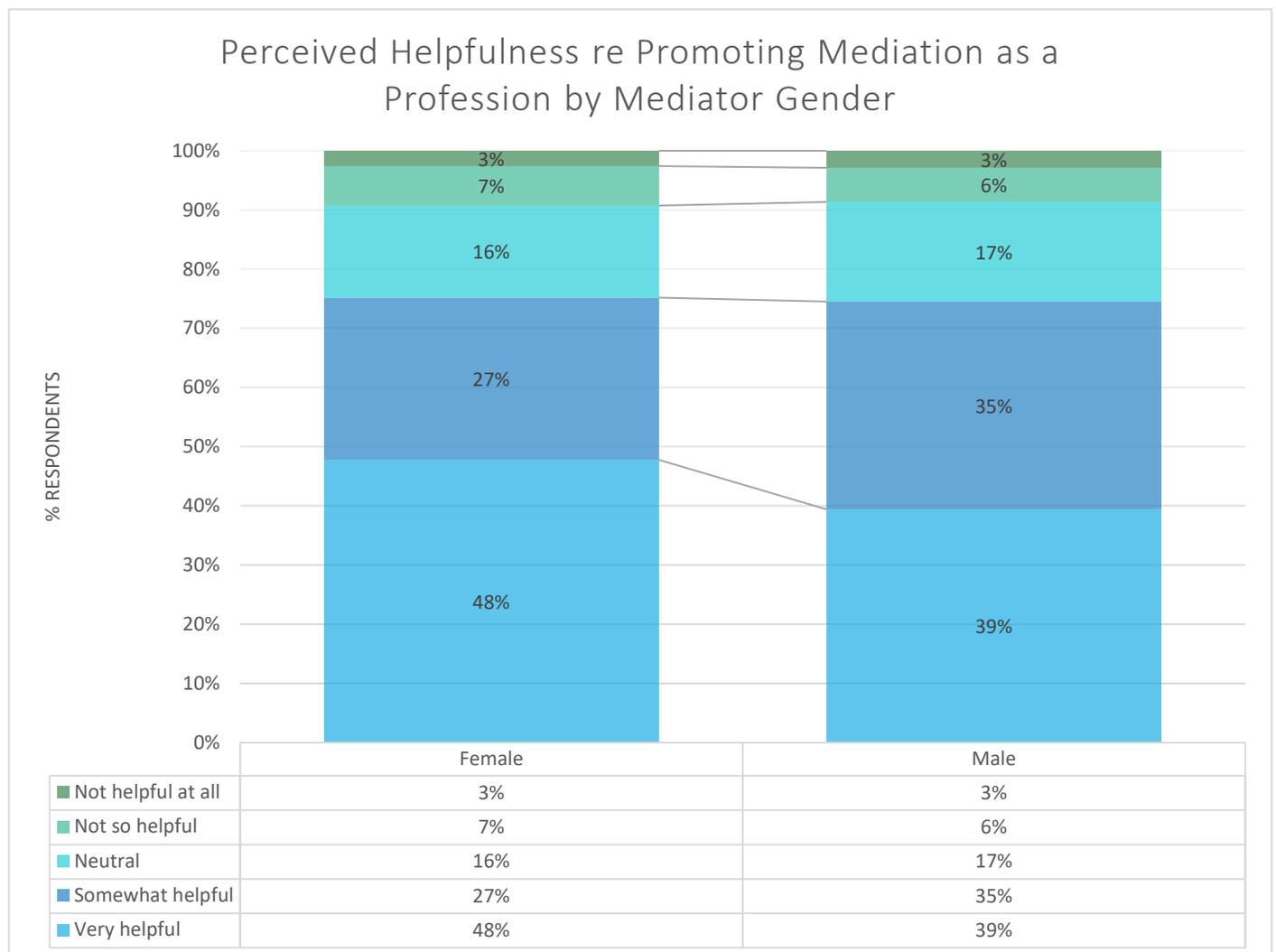


Figure 24: Perceptions of NMAS helpfulness in relation to promoting mediation as a profession by mediator gender (Survey Q69 by Q58)

Graph notes: Gender response options and their inclusion in cross-tabulation or significance testing (T-Test) are available in Table 55: Appendix 1 – Mediator gender (Survey Q58)

UP NEXT

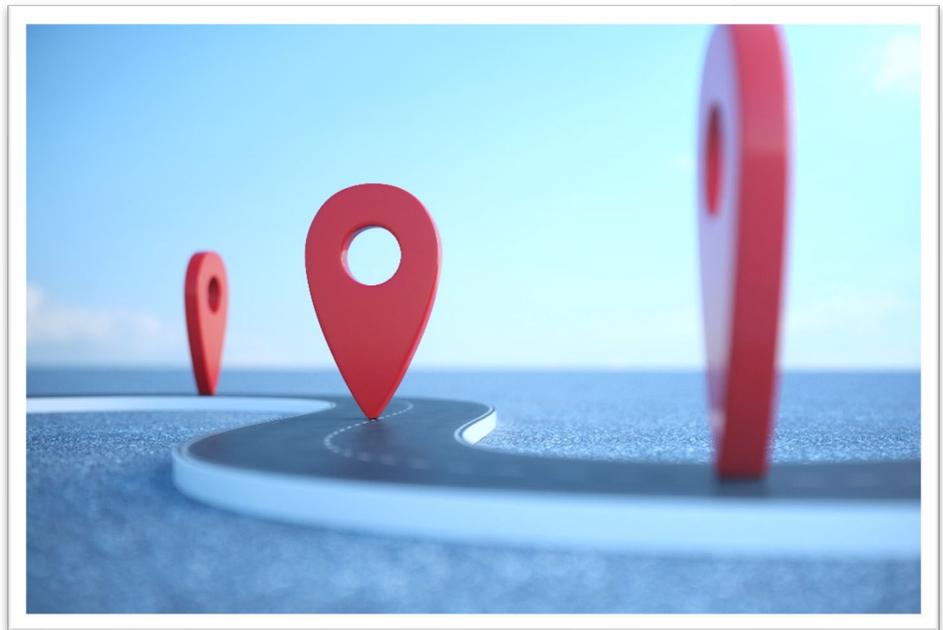
PART 1 – PARTICIPANTS

PART 2 – PERCEIVED
EFFECTIVENESS

PART 3 – OTHER FACTORS

PART 4 – MEDIATOR STYLES

PART 4 looks at how mediator style may impact on perceived effectiveness of the NMAS



APPENDIX 1 – PART 3

AXIS LABELS AND T-TEST TABLE ABBREVIATIONS

Table 52: Appendix 1 – Mediator primary area of practice, i.e., 80% or above [Mediator Type] (Survey Q39)

Response options from Effectiveness Survey – full description	Included in cross-tabs	Vertical Axis Label	Included in T-Test	T-Test Table Entry
Civil (court or tribunal) mediator	YES (>10)	Civil	YES (>30)	Civil
Commercial mediator	YES (>10)	Commercial	YES (>30)	Commer
Community mediator	YES (>10)	Community	YES (>30)	Commun
Conciliator	YES (>10)	Conciliator	NO (<30)	N/A
Family Dispute Resolution practitioner (FDRP)	YES (>10)	FDRP	YES (>30)	FDRP
Judge/Registrar mediator	NO (<10)	N/A		
Hybrid practice (e.g. med-arb)	NO (<10)	N/A		
Lawyer mediator	YES (>10)	Lawyer	YES (>30)	Lawyer
Mixed practice (e.g. 50% FDRP and 50% workplace)	YES (>10)	Mixed	NO (<30)	N/A
Other [please specify]	NO (<10)	N/A		
Workplace mediator	YES (>10)	Workplace	YES (>30)	Work

Table 53: Appendix 1 – Mediator experience (Survey Q35)

Response subgroups derived from Effectiveness Survey	Included in cross-tabs	Vertical Axis Label	Included in T-Test	T-Test Table Entry
0-4 yrs	YES (>10)	no change	YES (>30)	0-4
5-8 yrs	YES (>10)	no change	YES (>30)	5-8
9-12 yrs	YES (>10)	no change	YES (>30)	9-12
13-16 yrs	YES (>10)	no change	YES (>30)	13-16
17-20 yrs	YES (>10)	no change	YES (>30)	17-20
21-24 yrs	YES (>10)	no change	NO (<30)	N/A
25-28 yrs	YES (>10)	no change	YES (>30)	25-28
29-32 yrs	YES (>10)	no change	YES (>30)	29-32
33+ yrs	YES (>10)	no change	NO (<30)	N/A

Table 54: Appendix 1 – Mediator Age (Survey Q59)

Response options from Effectiveness Survey	Included in cross-tabs	Vertical Axis Label	Included in T-Test	T-Test Table Entry
Under 18	NO (<10)	N/A		
18-24	NO (<10)	N/A		
25-34	YES (>10)	no change	NO (<30)	N/A
35-44	YES (>10)	no change	YES (>30)	no change
45-54	YES (>10)	no change	YES (>30)	no change
55-64	YES (>10)	no change	YES (>30)	no change
65-74	YES (>10)	no change	YES (>30)	no change
75-84	YES (>10)	no change	NO (<30)	N/A

Table 55: Appendix 1 – Mediator gender (Survey Q58)

Response options from Effectiveness Survey	Included in cross-tabs	Vertical Axis Label	Included in T-Test	T-Test Table Entry
Female	YES (>10)	no change	YES (>30)	no change
Male	YES (>10)	no change	YES (>30)	no change
Non-binary	NO (<10)	N/A		
Other	NO (<10)	N/A		
Prefer not to disclose	NO (<10)	N/A		



APPENDIX 2 – PART 3

COMPARATIVE RANKINGS BY MEDIATOR TYPE

Legend: The two highest comparative response rates (1–8) & the two lowest comparative response rates (1–8)

Table 56: Appendix 2 – Very helpful responses (Survey Q64–Q69) ranked by mediator type (Survey Q39)

Very helpful	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Q64	6 (35%)	1 (47%)	3 (41%)	4 (39%)	5 (36%)	7 (31%)	8 (24%)	2 (42%)
Q65	8 (23%)	1 (41%)	4 (29%)	=5 (25%)	3 (30%)	=5 (25%)	7 (24%)	2 (33%)
Q66	6 (19%)	2 (37%)	4 (27%)	=7 (18%)	3 (28%)	=7 (18%)	5 (21%)	1 (40%)
Q67	7 (21%)	4 (33%)	2 (39%)	1 (46%)	5 (29%)	8 (18%)	6 (24%)	3 (36%)
Q68	4 (48%)	2 (51%)	5 (47%)	1 (64%)	=6 (41%)	8 (35%)	=6 (41%)	3 (49%)
Q69	2 (52%)	3 (47%)	=6 (41%)	1 (64%)	=4 (43%)	8 (37%)	=6 (41%)	=4 (43%)

Table 57: Appendix 2 – All helpful responses (Survey Q64–Q69) ranked by mediator type (Survey Q39)

All helpful	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Q64	2 (83%)	=3 (82%)	=3 (82%)	1 (89%)	6 (73%)	8 (71%)	7 (72%)	5 (75%)
Q65	=3 (71%)	1 (74%)	=7 (62%)	=3 (71%)	5 (64%)	6 (63%)	=7 (62%)	2 (74%)
Q66	=2 (75%)	4 (74%)	=6 (68%)	=2 (75%)	=6 (68%)	8 (58%)	5 (69%)	1 (76%)
Q67	3 (76%)	6 (66%)	2 (78%)	1 (85%)	4 (71%)	7 (63%)	8 (62%)	5 (70%)
Q68	2 (86%)	4 (84%)	1 (90%)	3 (85%)	6 (80%)	7 (78%)	5 (82%)	8 (76%)
Q69	2 (87%)	=4 (72%)	3 (86%)	1 (89%)	=7 (71%)	=4 (72%)	=4 (72%)	=7 (71%)

Table 58: Appendix 2 – Neutral responses (Survey Q64–Q69) ranked by mediator type (Survey Q39)

Neutral	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Q64	6 (13%)	5 (14%)	8 (10%)	7 (11%)	4 (20%)	1 (23%)	=2 (21%)	=2 (21%)
Q65	=6 (19%)	5 (20%)	1 (29%)	3 (25%)	=6 (19%)	4 (22%)	2 (28%)	8 (18%)
Q66	4 (21%)	3 (25%)	1 (29%)	=5 (18%)	=5 (18%)	2 (28%)	7 (17%)	8 (13%)
Q67	=5 (15%)	2 (24%)	7 (12%)	8 (11%)	=3 (18%)	=3 (18%)	1 (28%)	=5 (15%)
Q68	=3 (12%)	2 (14%)	8 (6%)	5 (11%)	7 (9%)	=3 (12%)	6 (10%)	1 (15%)
Q69	7 (8%)	1 (24%)	8 (6%)	6 (11%)	4 (17%)	5 (15%)	2 (21%)	3 (19%)

Table 59: Appendix 2 – All not helpful responses (Survey Q64–Q69) ranked by mediator type (Survey Q39)

All not helpful	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Q64	=5 (4%)	=5 (4%)	=1 (8%)	8 (0%)	=1 (8%)	=3 (7%)	=3 (7%)	=5 (4%)
Q65	=3 (10%)	7 (6%)	=3 (10%)	8 (4%)	1 (17%)	2 (15%)	=3 (10%)	=3 (10%)
Q66	=6 (4%)	8 (0%)	=6 (4%)	5 (8%)	=1 (14%)	=1 (14%)	3 (13%)	4 (10%)
Q67	7 (8%)	=4 (10%)	=4 (10%)	8 (4%)	3 (11%)	1 (19%)	=4 (10%)	2 (15%)
Q68	=7 (2%)	=7 (2%)	=5 (4%)	=5 (4%)	1 (11%)	=2 (9%)	4 (6%)	=2 (9%)
Q69	=5 (6%)	7 (4%)	4 (8%)	8 (0%)	1 (13%)	2 (12%)	=5 (6%)	3 (9%)

Table 60: Appendix 2 – Not helpful at all responses (Survey Q64–Q69) ranked by mediator type (Survey Q39)

Not helpful at all	Civil	Commercial	Community	Conciliator	FDRP	Lawyer	Mixed	Workplace
Q64	3 (2%)	=5 (0%)	=5 (0%)	=5 (0%)	4 (1%)	1 (5%)	=5 (0%)	2 (3%)
Q65	5 (2%)	=6 (0%)	=6 (0%)	=6 (0%)	2 (7%)	1 (9%)	=3 (3%)	=3 (3%)
Q66	6 (2%)	=7 (0%)	=7 (0%)	2 (4%)	=3 (3%)	1 (5%)	=3 (3%)	=3 (3%)
Q67	3 (4%)	=5 (2%)	=5 (2%)	=7 (0%)	4 (3%)	1 (8%)	=7 (0%)	2 (6%)
Q68	=5 (0%)	=5 (0%)	=5 (0%)	=5 (0%)	=1 (3%)	=1 (3%)	=1 (3%)	=1 (3%)
Q69	=5 (0%)	=5 (0%)	=5 (0%)	=5 (0%)	=1 (6%)	=1 (6%)	=3 (3%)	=3 (3%)

COMPARATIVE RANKINGS BY MEDIATOR EXPERIENCE

Legend: The two highest comparative response rates (1–9) & the two lowest comparative response rates (1–9)

Table 61: Appendix 2 – Very helpful responses (Survey Q64–Q69) ranked by mediator experience (Survey Q35)

Very helpful	0-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33+
Q64	2 (40%)	7 (35%)	=4 (37%)	1 (42%)	6 (36%)	9 (24%)	3 (38%)	=4 (37%)	8 (33%)
Q65	=5 (28%)	8 (21%)	=5 (28%)	2 (37%)	=5 (28%)	9 (18%)	1 (42%)	=3 (33%)	=3 (33%)
Q66	2 (31%)	8 (21%)	6 (25%)	5 (26%)	4 (28%)	7 (24%)	1 (33%)	3 (30%)	9 (17%)
Q67	3 (32%)	=4 (30%)	9 (22%)	2 (34%)	6 (26%)	8 (24%)	1 (36%)	=4 (30%)	7 (25%)
Q68	9 (39%)	7 (43%)	=5 (45%)	=5 (45%)	3 (54%)	8 (41%)	1 (64%)	4 (47%)	2 (58%)
Q69	8 (38%)	7 (41%)	5 (43%)	4 (47%)	2 (51%)	9 (29%)	1 (67%)	3 (50%)	6 (42%)

Table 62: Appendix 2 – All helpful responses (Survey Q64–Q69) ranked by mediator experience (Survey Q35)

All helpful	0-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33+
Q64	=1 (80%)	3 (78%)	=4 (77%)	7 (66%)	=4 (77%)	8 (59%)	=1 (80%)	=4 (77%)	9 (58%)
Q65	=3 (66%)	=6 (63%)	2 (73%)	=6 (63%)	1 (82%)	8 (59%)	5 (64%)	=3 (66%)	9 (50%)
Q66	4 (71%)	5 (67%)	2 (74%)	7 (63%)	3 (72%)	8 (59%)	6 (64%)	1 (87%)	9 (42%)
Q67	=5 (71%)	8 (69%)	=5 (71%)	=5 (71%)	1 (80%)	9 (59%)	4 (72%)	3 (73%)	2 (75%)
Q68	8 (77%)	5 (82%)	=3 (84%)	7 (79%)	1 (90%)	2 (88%)	6 (80%)	=3 (84%)	9 (75%)
Q69	=5 (73%)	7 (71%)	2 (80%)	=5 (73%)	1 (87%)	8 (70%)	3 (78%)	4 (77%)	9 (59%)

Table 63: Appendix 2 – Neutral responses (Survey Q64–Q69) ranked by mediator experience (Survey Q35)

Neutral	0-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33+
Q64	=5 (16%)	7 (14%)	=5 (16%)	3 (24%)	4 (21%)	1 (35%)	8 (13%)	9 (10%)	2 (25%)
Q65	6 (23%)	=3 (24%)	7 (18%)	=3 (24%)	9 (8%)	1 (41%)	=3 (24%)	8 (17%)	2 (25%)
Q66	=2 (24%)	5 (23%)	6 (19%)	=7 (18%)	=7 (18%)	=2 (24%)	=2 (24%)	9 (7%)	1 (50%)
Q67	2 (21%)	6 (14%)	3 (19%)	=8 (8%)	=4 (18%)	1 (24%)	=4 (18%)	7 (13%)	=8 (8%)
Q68	1 (17%)	4 (11%)	6 (9%)	=2 (13%)	8 (5%)	9 (0%)	=2 (13%)	5 (10%)	7 (8%)
Q69	4 (18%)	3 (19%)	=7 (12%)	=5 (13%)	9 (8%)	=7 (12%)	2 (20%)	=5 (13%)	1 (25%)

Table 64: Appendix 2 – All not helpful responses (Survey Q64–Q69) ranked by mediator experience (Survey Q35)

All not helpful	0-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33+
Q64	8 (4%)	=4 (7%)	7 (5%)	3 (11%)	9 (3%)	6 (6%)	=4 (7%)	2 (13%)	1 (16%)
Q65	=5 (11%)	=3 (13%)	8 (8%)	=3 (13%)	=5 (11%)	9 (0%)	=5 (11%)	2 (17%)	1 (25%)
Q66	9 (5%)	=4 (10%)	=7 (6%)	=1 (18%)	=4 (10%)	=1 (18%)	3 (11%)	=7 (6%)	6 (8%)
Q67	8 (8%)	4 (16%)	7 (9%)	1 (21%)	9 (3%)	2 (18%)	6 (11%)	5 (13%)	3 (17%)
Q68	=8 (5%)	7 (6%)	=4 (7%)	3 (8%)	=8 (5%)	2 (12%)	=4 (7%)	=4 (7%)	1 (16%)
Q69	6 (9%)	=4 (10%)	7 (7%)	3 (13%)	8 (6%)	1 (18%)	9 (2%)	=4 (10%)	2 (17%)

Table 65: Appendix 2 – Not helpful at all responses (Survey Q64–Q69) ranked by mediator experience (Survey Q35)

Not helpful at all	0-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33+
Q64	=3 (1%)	2 (4%)	=3 (1%)	=5 (0%)	=5 (0%)	=5 (0%)	=5 (0%)	=5 (0%)	1 (8%)
Q65	=5 (3%)	=3 (5%)	8 (1%)	=3 (5%)	=5 (3%)	9 (0%)	7 (2%)	2 (7%)	1 (8%)
Q66	7 (1%)	3 (4%)	=4 (3%)	2 (5%)	=8 (0%)	=8 (0%)	6 (2%)	=4 (3%)	1 (8%)
Q67	=3 (3%)	2 (7%)	=3 (3%)	=3 (3%)	=7 (0%)	=7 (0%)	6 (2%)	=7 (0%)	1 (17%)
Q68	4 (1%)	3 (4%)	=5 (0%)	=5 (0%)	2 (5%)	=5 (0%)	=5 (0%)	=5 (0%)	1 (8%)
Q69	=3 (3%)	2 (4%)	=6 (0%)	1 (8%)	=3 (3%)	=6 (0%)	=6 (0%)	=3 (3%)	=6 (0%)

COMPARATIVE RANKINGS BY MEDIATOR AGE

Legend: The two highest comparative response rates (1–6) & the two lowest comparative response rates (1–6)

Table 66: Appendix 2 – Very helpful responses (Survey Q64–Q69) ranked by mediator age (Survey Q59)

Very helpful	25-34	35-44	45-54	55-64	65-74	75-84
Q64	3 (40%)	4 (34%)	5 (30%)	2 (41%)	1 (44%)	6 (18%)
Q65	6 (20%)	4 (25%)	5 (22%)	2 (32%)	1 (34%)	3 (29%)
Q66	4 (27%)	3 (28%)	6 (20%)	=1 (30%)	=1 (30%)	5 (24%)
Q67	1 (40%)	5 (26%)	6 (25%)	3 (31%)	2 (32%)	4 (29%)
Q68	2 (47%)	4 (45%)	6 (38%)	3 (46%)	1 (56%)	5 (41%)
Q69	5 (40%)	2 (49%)	6 (38%)	3 (44%)	1 (51%)	4 (41%)

Table 67: Appendix 2 – All helpful responses (Survey Q64–Q69) ranked by mediator age (Survey Q59)

All helpful	25-34	35-44	45-54	55-64	65-74	75-84
Q64	1 (93%)	2 (85%)	3 (78%)	5 (73%)	4 (77%)	6 (59%)
Q65	5 (60%)	1 (72%)	4 (65%)	3 (67%)	2 (69%)	6 (58%)
Q66	2 (74%)	1 (81%)	6 (62%)	3 (71%)	4 (69%)	5 (65%)
Q67	1 (87%)	2 (77%)	=5 (68%)	=5 (68%)	3 (75%)	4 (70%)
Q68	6 (67%)	1 (88%)	5 (77%)	4 (81%)	2 (86%)	3 (82%)
Q69	4 (73%)	1 (87%)	3 (76%)	6 (69%)	2 (80%)	5 (70%)

Table 68: Appendix 2 – Neutral responses (Survey Q64–Q69) ranked by mediator age (Survey Q59)

Neutral	25-34	35-44	45-54	55-64	65-74	75-84
Q64	6 (7%)	4 (13%)	5 (12%)	2 (21%)	3 (16%)	1 (35%)
Q65	1 (40%)	5 (19%)	6 (18%)	3 (24%)	4 (20%)	2 (29%)
Q66	5 (13%)	6 (11%)	2 (25%)	=3 (22%)	=3 (22%)	1 (29%)
Q67	6 (0%)	4 (17%)	=2 (18%)	1 (20%)	5 (14%)	=2 (18%)
Q68	1 (27%)	6 (6%)	3 (13%)	2 (14%)	5 (7%)	4 (12%)
Q69	3	6	4(=)	2	4(=)	1

Table 69: Appendix 2 – All not helpful responses (Survey Q64–Q69) ranked by mediator age (Survey Q59)

All not helpful	25-34	35-44	45-54	55-64	65-74	75-84
Q64	6 (0%)	5 (2%)	1 (10%)	3 (6%)	2 (7%)	4 (6%)
Q65	6 (0%)	=4 (10%)	1 (17%)	=4 (10%)	3 (11%)	2 (12%)
Q66	=1 (13%)	4 (8%)	=1 (13%)	5 (7%)	3 (9%)	6 (6%)
Q67	2 (13%)	6 (6%)	1 (14%)	=3 (12%)	5 (11%)	=3 (12%)
Q68	=2 (7%)	=4 (6%)	1 (11%)	6 (5%)	=2 (7%)	=4 (6%)
Q69	=4 (7%)	3 (8%)	1 (12%)	2 (9%)	=4 (7%)	6 (6%)

Table 70: Appendix 2 – Not helpful at all responses (Survey Q64–Q69) ranked by mediator age (Survey Q59)

Not helpful at all	25-34	35-44	45-54	55-64	65-74	75-84
Q64	=4 (0%)	=4 (0%)	2 (2%)	3 (1%)	1 (3%)	=4 (0%)
Q65	6 (0%)	=2 (4%)	=2 (4%)	=4 (3%)	=4 (3%)	1 (6%)
Q66	=4 (0%)	=4 (0%)	=2 (3%)	=2 (3%)	1 (4%)	=4 (0%)
Q67	6 (0%)	5 (2%)	3 (4%)	4 (3%)	2 (5%)	1 (6%)
Q68	=4 (0%)	=4 (0%)	=2 (2%)	=2 (2%)	1 (3%)	=4 (0%)
Q69	=5 (0%)	=1 (4%)	=3 (2%)	=1 (4%)	=3 (2%)	=5 (0%)

