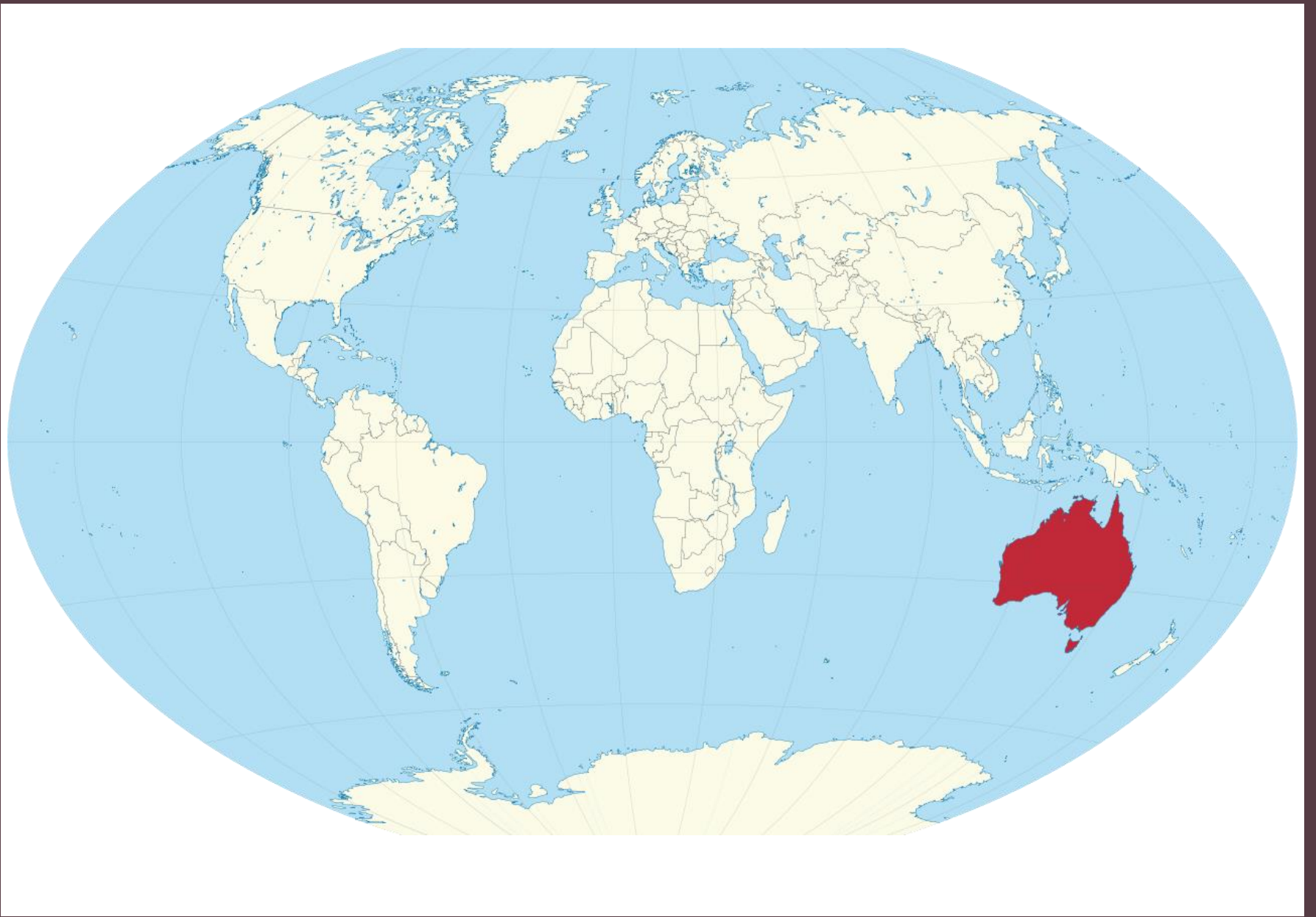


# It ALL Happened When We Learned To Be Explicit...

Kerrie Sellen and Grace Moncrieff



**RESTORATIVE  
WORKS**



# Our Experience



- 25 years in Youth Work and Community Services
- Youth Justice
- Drug and Alcohol
- Mental Health
- Alternative Education
- Residential Care
- Training and Development

# Our Experience



- High staff burn out
- Haphazard practice
- Disgruntled staff
- People treading water
- Uncertainty about the real difference being made

# Working with Good Intentions



Started a new organisation:

- A deliberate focus on practice
- Ongoing critical reflection on practice
- Valuing staff
- Creating the conditions for a different experience

# “Using” Restorative Practice



- Shift from a behavioural to relational approach
- Explicit practice and Fair process
- Focus on engagement
- Building community

# Learning to be Explicit



“Being” Restorative:

- Realisation of doing ‘to’ our young people and families
- Sharing the framework
- Building community for staff
- Restorative leadership



RESTORATIVE**WORKS**

[www.restorativeworks.com.au](http://www.restorativeworks.com.au)

THE **4** PILLARS OF  
RESTORATIVE PRACTICES

**SELF**

**COLLEGIATE**

**CLIENTELE**

**COMMUNITY**



# Pillar #1: Restorative with Self



- Reflection on practice
- Feedback opportunities
- Culture of self awareness and taking responsibility
- Restorative as a way of being

*A good Restorative Practitioner is **self aware, accountable** and **seeks feedback** from others.*

# Pillar #2: Restorative with Colleagues



- Staff meetings
- Supervision
- Policies and Procedures

*Supervision is essential for  
exploring **practice, self care, and  
professional development.***

# Pillar #3: Restorative with Clients



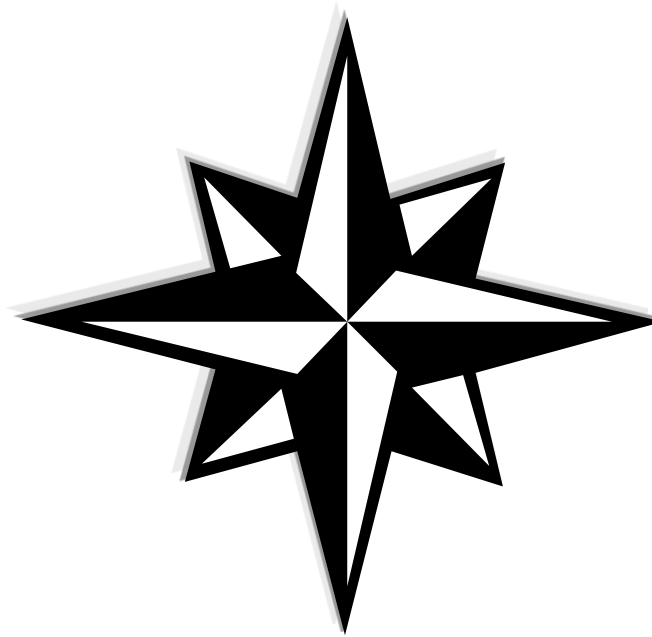
- Restorative interactions focused on cause (relational) rather than symptom (behavioral)
- Teaching the framework to young people and families
- Sharing resources

# Nathanson's Compass of Shame



**WITHDRAWAL**

**ATTACK OTHERS**



**ATTACK SELF**

**AVOIDANCE**

# Pillar #4: Restorative with Community



- Knowing what makes a difference and their role in that
- Articulating practice
- Sharing the framework
- Teaching tools

# Staff & Organisational Outcomes



- Growth of 1 - 80 staff in 8 years
- Reduced sick leave
- High work satisfaction
- Connected and supportive team
- 2.5% staff turnover
- Employer of choice
- Performance management
- Critical incidents

# Staff & Organisational Outcomes

## Dimensions of the Great Place To Work® Trust Index® Model



# Client & Community Outcomes



- Focus on possibilities
- Engagement vs involvement
- Collaboration vs coercion
- Working **WITH**
- Increased engagement and attendance
- Young people/families referring others (600+)



# MY JOURNEY





# Restorative Works

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# Changing the Conversation



One take away from today,  
how can you be more Restorative with:

- Self
- Colleagues
- Clientele
- Community





ANY QUESTIONS?

# THANK YOU



Please feel welcome to contact us for more  
information:

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W: [www.restorativeworks.com.au](http://www.restorativeworks.com.au)

F: [www.facebook.com/RestorativeWorks](https://www.facebook.com/RestorativeWorks)