

Notice

Name everyday harm

Describe everyday harm

Build trust

Understand how we communicate

Learn about past harm

Acknowledge

Ask if harm has happened

Name and describe the harm

Communicate about harm experienced

Describe what caused the harm

Share feedback about the support we receive

Ask for feedback about the support we give

Respond

Ask how we can work better together

Share ideas about the cause of the harm

Plan together about how to resolve the harm

Identify who can help us resolve the harm

Check if we need help from other people to resolve the harm

Repair

Apologising and by expressing forgiveness

Asking for help from the supporters we trust

Listening and acknowledging

We work together to find a solution that works for everyone

Make things better

Make changes in our relationships to prevent harm from happening again

Make positive changes in our support services to make a good vibe

Create safe spaces so that everyday harm stands out

Practice to prevent harm