

# Respond using restorative approaches

A restorative response focuses on accountability and obligation to repair the harm and meet the needs of those involved rather than on guilt, blame and punishment.

Restorative processes are sometimes perceived as soft approaches. Tapping into the teachable potential of unwanted events, prioritising obligations for repairing harm and building a community of care makes our responses stronger and sustainable, not weaker.

It is a layered approach to understanding what is shaping behaviour and involves collaborative sense-making.

Simple focus questions include:

- What happened?
- Who was affected and how?
- What obligations do the parties have?

For more information around planning conversations and meetings, see the [Restore suggestion](#) in the Respond in challenging situations strategy of this guide

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