

RESTORE **A Restorative, Just, and Learning Incident Response**



When galvanising a workforce around bold goals for reducing suicide, it is essential to provide a culture of safety and healing to support impacted parties if a suicide loss does occur (Turner et al. 2020). Root Cause analyses and critical incident responses can help identify problems with personnel and processes. However, these approaches to adverse incidents often fail to address the human impacts and can compound harm. By contrast, a Restorative Just Culture (Dekker, 2016) approach to suicide-related incidents (Turner et al, 2020; Turner et al, 2022) engages the people most impacted to identify human hurts and needs, while providing a path towards healing and growth.

What is Restore?

‘Restore’ is a learning community and resource library for leaders designed by SafeSide Prevention and Metro North Mental Health and Specialised Services, Queensland Health. Restore brings together the expertise of leading safety science experts, service leaders, and people with a lived or living experience. It will empower and resource leaders to change or strengthen their approach to critical incidents by embedding the principles of a Restorative, Just, and Learning Culture (RJLC), while moving away from traditional linear approaches to safety.

Many organisations we work with are already focused on how to embed a Restorative, Just, and Learning Culture. Some are just starting this journey, while others seek to share their journey with and learn from others. Restore offers a collection of resources to enable services to adopt proactive, forward-looking, inclusive conversations that aim to facilitate healing, learning, and improvement by changing the fundamental questions of the review process.

Rather than ask “What went wrong?” and “Who is to blame?”, a Restorative, Just, and Learning Culture explores questions like “Who has been hurt?”, “What do they need?”, and “Whose responsibility is it to meet those needs?”

Why is it important to implement a Restorative, Just, and Learning Culture?

What does the evidence tell us about why a Restorative, Just, and Learning Culture is important? It tells us that implementing this can:

- Improve just culture and professional/personal experiences of staff, patients and carers
- Highlight a much larger range of incidents and near misses
- Deepen understanding of what is going well in an organisation
- Improve engagement in quality improvement from interested parties
- Increase the number, strength, and quality of recommendations following an incident

So, how can you get started? *This is where our Restore community and resources come in.*

Restore resources available to you:

Knowledge, skills, and a framework to lead. Shifting to a restorative and just incident response process requires knowledge of conceptual, historical, and practical aspects of RJLC. Leaders will have access to live, interactive education, written materials and tools, and engaging self-paced modules to get the background they need to feel confident leading their organisation forward into practice change.

Tools to prepare. Effective communication and collaborative conversations are critical for preparing an organisation to shift to an incident response approach aligned with the principles of a RJLC. Members of the Restore community will have access to a curated and continually updated communication package, including a library of PowerPoint slides, introductory modules they can share to help get the team up to speed, videos, and resources to present RJLC "up and across" the organisation.

Templates to adapt. Every system has unique needs, but you don't have to start from scratch. Instead, access and adapt document and process templates that help walk through the restorative, just incident review process aligned with the organisation's unique requirements and mission.

A community to progress. Shifting to an incident review process consistent with a restorative just, and learning culture is a journey, not a destination. When implementing an incident response process aligned with a restorative, just, and learning culture, the impact can often extend far beyond the response process. Participants share their current status, next steps, wins, and challenges and receive support and feedback from like-minded leaders through networking events or by engaging in our asynchronous Community of Practice.

What you do matters. How you do it matters more.