

The Agreement / Contract / Follow up plan

Date: _____ Facilitator/s: _____ Venue: _____

Participants names and signatures

Obligations / Actions - who, what and by when? S.M.A.R.T. Contract

Follow up plan who, what and by when?

Next Steps

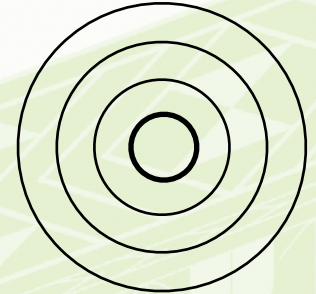
'What ifs' established should the obligations not be met
 Contract/agreement signed copied and distributed
 Communication with School leadership/Boards of Trustees/outside agency support

The Feedback and Reflection

Feedback forms distributed - satisfaction levels of participants gathered
 Data entered into school Student Management System
 Facilitation team feedback and reflect
 Learnings identified and action points created

Start: The Issue

What is the issue? How big an issue is this?
 Has harm been caused and is there a need for repair?



Are all parties aware of the scale of the issue? Ripple of effect explored
 Have those who have caused harm admitted their involvement?
 What are the risks of conferencing / not conferencing?

The People / Stakeholders

Who are the affected parties / stakeholders?

How have they been affected/ impacted?

What are their needs / possible outcomes?

Pre conference interviews
 Hear stories, understand impact / affect / harm
 Clarify expectations / explore possible solutions / what are stakeholders prepared to bring to the conference
 Outline the process to all stakeholders, check for concerns and possible issues

The Format / Structure

What Hui / process best meets the needs of those involved and who should and should not attend?
 What is the best format for the scale of the issue and who is best to facilitate?
 What are the considerations / protocols to ensure Cultural safety?
 What location and environment will allow safe, authentic, respectful participation?

Participation

1. Opening

- Karakia / protocol where appropriate
- Mihi / Introductions
- Name the issue / problem (agreed on prior)
- Establish ground rules / values for the hui
- Outline process
- Check for clarity

To those who have caused harm _____

2. Tell the story

To help us understand what harm has been done and who has been affected, could you start by telling us what happened?

When you did this what were you thinking/feeling?

Looking back at what you did, what are you thinking / feeling now?

How does what you did fit with our values / kawa here?

3. Explore the harm/impact

Who do you think has been affected?

Who else?

How do you think they have been affected / impacted by what you have done?

Was that a fair or unfair / right or wrong thing, to do?

If you were in their shoes how would you be feeling now?

Thanks we'll come back to you again shortly

To those who have been harmed _____

4. Tell the story

To help us understand what this has been like for you can you tell us what happened?

When this happened to you what were you thinking / feeling?

Looking back at what happened, what are you thinking / feeling now?

5. Explore the harm/impact

How have you been affected / impacted by what happened?

How have you felt since this happened?

How have things changed for you since this happened?

What has been the worst of this / the hardest of all of this for you?

For Supporters / others _____

What was it like for you when you heard about this?

How has this affected you?

What are you thinking now?

Thanks we'll come back to you again shortly

To those who have caused harm _____

6. Repair the harm

What are you thinking / feeling now?

What do you need to do to start to put things right?

What do you think people need to hear from you now?

What do you think would make things better for.....?? How will that help?

Apologies may be appropriate at this point before going further (check with those impacted)

7. Move forward

If you could go back to when this happened, what might you do differently next time?

How can we make sure this doesn't happen again?

What are some commitments you are making now / goals you have from here?

How can we support this to happen?

Have you any other last words to say?

Thanks we'll come back to you again shortly

To those who have been harmed _____

8. Move forward

What are you thinking / feeling about this now?

What's important for you now to be able to move forward?

Is there anything else you would like to see included in our plan / agreement?

Is there anything else you need?

How can we best support you from here?

Thanks so much for your support of this meeting today

Notes - suggestions and solutions for the agreement

9. Closing / Summing up

- Thanks / acknowledge participation
- Recap agreement / undertakings / obligations / actions
- Who is doing what and when
- Outline follow up process
- Check in / clarify
- Thank you / Closing karakia / protocol where appropriate

