

BELONGING	
1	The nature and quality of relationships are of primary importance
1.1	Recipients and Providers actively support newcomers to interact with others
1.2	There are opportunities for Recipients and Providers to get to know each other
1.3	There are ways to mark people leaving
1.4	The organisation supports everyone to build good relationships

BOUNDARIES	
2	There are expectations of behaviour and processes to maintain and review them
2.1	Everyone can describe the expectations and how they are maintained
2.2	There is a consistent approach to implementing these expectations
2.3	There is a process to review expectations which includes Recipients and Providers

COMMUNICATION	
3	Everyone is supported to communicate in ways that enable them to be listened to and heard
3.1	Everyone is supported to communicate effectively
3.2	There are opportunities for Recipients and Providers to discuss why people behave in different ways
3.3	Cultural and personal differences in communication are recognised and valued

DEVELOPMENT	
4	There are opportunities and support for self-development and growth
4.1	There is opportunity and management support for spontaneity
4.2	Everyone can try new things
4.3	Everyone is supported to understand the opportunities and challenges of taking risks
4.4	Recipients and Providers are involved in contributing to the development of others

INVOLVEMENT	
5	Everyone shares responsibility for the environment
5.1	Recipients and Providers take a variety of roles and responsibilities to support the environment
5.2	Recipients and Providers are involved in planning their own development
5.3	There are clear management structures which support meaningful involvement from Recipients and Providers.

SAFETY	
6	There is support in place to help everyone feel emotionally safe
6.1	It is acceptable for anyone to feel vulnerable and emotional support is easily accessible
6.2	Everyone feels listened to and understood by others around them
6.3	Everyone has a regular space in which to reflect on how the environment affects them
6.4	Peer-support is recognised, valued and encouraged

STRUCTURE	
7	Engagement and purposeful activity is actively encouraged
7.1	Recipients and Providers have a constructive daily routine.
7.2	There is a consistent structure which is regularly reviewed
7.3	Recipients and Providers have an opportunity to engage in meaningful activity

EMPOWERMENT	
8	Everyone is encouraged to develop their personal authority
8.1	Recipients and Providers are able to challenge decisions and ask questions
8.2	Power and authority are open to discussion
8.3	Recipients and Providers are able to have their ideas implemented
8.4	Recipients and Providers understand how and why decisions are made

LEADERSHIP	
9	Leadership takes responsibility for developing and maintaining an enabling culture
9.1	Senior leadership makes an explicit commitment to promoting a culture of well-being
9.2	The leadership of the environment has an understanding of how to develop and support an enabling culture
9.3	Recipients and Providers feel supported by their leadership team
9.4	Those in a leadership role are approachable and accessible
9.5	Change is managed in a way that recognises the impact on Recipients and Providers

OPENNESS	
10 The environment is outward-looking and open to learning	
10.1	The environment is welcoming to visitors
10.2	Everyone is supported to participate in relationships and activities outside the environment
10.3	Everyone is encouraged to be open and responsive to evaluation and learning