

2 | Boundaries

There are expectations of behaviour and processes to maintain and review them

This standard is about everyone knowing how they are expected to behave in your service –the spoken and unspoken ways people are expected to act. It's also about rules and boundaries - are they applied consistently and fairly, can everyone have a say in how to develop them, to make your service safe and fair for all. Knowing what is expected helps everyone feel safe, and avoids people finding out once they've made a mistake.

Consider all the new rules you have put in place recently. Is everyone clear what to do, and why; it helps to communicate that you understand the impact the changes will have. When the rules change for everyone, a collective response is helpful; Is it possible to negotiate with people about how the new rules are implemented? Involvement results in greater compliance as people listened to.

