

LIVING THE FIRSTCHANCE VALUES

Below is a list of key behaviours that people (families, staff & others) will see/notice when we are 'living' the Firstchance organisational values or 'walking the talk'.

Firstchance will show integrity by....

- Being honest and transparent in our communications with families, community members and each other
- Transparently reflecting our time worked and travel claimed
- Handling documents and information with sensitivity and confidentiality
- Being proud of our role and our organisation and reflecting this in our actions
- Committing to a high standard of work practice
- Adhering to professional and ethical guidelines
- Working alongside families to achieve realistic goals for their child

Firstchance will promote inclusion by.....

- Respecting the child and family's right to inclusion
- Promoting and advocating for inclusion at all opportunities
- Modelling support and inclusion using resources which are readily available in a range of environments
- Working collaboratively with and involving school, preschool, cultural communities and other professionals supporting the family
- Building meaningful skill sets for the child and the people involved in their support including their family, siblings and peer group
- Building the capacity of families, services and communities to provide inclusion
- Sharing knowledge, skills and ideas as part of our professional development
- Collaborating with families in goal setting/planning
- Individualising service delivery to meet the needs of the child and family by utilising their resources/routines/skills/beliefs
- Management including all staff in policy and decision making
- Transparency and regular dissemination of information to all staff

Firstchance will show commitment by...

- Working as a team and collaborating to ensure holistic service provision
- Following through with what we say we will do
- Continually improving our skills and knowledge to provide evidence based practice through a family centred and strengths based approach
- Working within Firstchance philosophy and values
- Trying our best to meet the requests, needs and preferences of families by being flexible and creative in our service delivery approach
- Advocating for families
- Upholding our duty of care to keep children safe by following procedures and protocols
- Supporting staff to provide quality, individualised services
- Providing a high quality service based on individual family needs

Firstchance will show respect by....

- Being punctual & timely with appointments, reports and commitments made
- Recognising families as the expert on their child and their primary decision makers
- Acting without judgement
- Maintaining professionalism
- Having awareness and appreciation of families way of life, environmental circumstances, cultural history, religion and parenting choices
- Valuing family's and other staff's knowledge, experience, diversity, input and individual differences
- Sharing information with the family in a way that respects their learning style
- Listening to families and one another
- Valuing privacy, confidentiality, differences and strengths
- Looking after the Firstchance environment