



Frequently Asked Questions

What is Our Pact?	It is an agreement that helps everyone understand how services that support children in Northern Ireland should work.
What does a “pact” mean?	A pact is an agreement we make together so everyone knows what to expect. It is written down so it is easy to find, read and understand.
Who is it for?	It is for children, young people, families and all the adults who support us.
Children’s Rights	Our Pact is based on children’s rights - to be listened to, treated fairly and shown respect.

Our Pact Model

The Our Pact Model is built on the principle that children, young people, and families have the right to be listened to and taken seriously (UNCRC Article 12). They must be given a voice to help inform decisions about their lives, families should be given the opportunity to be involved, and there is an expectation that services will act with fairness and respect. The Model is structured around four core principles:



Key Principles of Our Pact

1. Standards

Respect, Fairness and Honesty: guides values and behaviour in every interaction and ensures children, young people and families are treated with respect.

2. Support

Accessing the Right Help at the Right Time: focuses on helping families access the right people, services, and information when needed while supporting meaningful participation.

3. Share

Working Together to Make Shared Decisions: promotes the involvement of children and families in decisions, keeping them informed and encouraging collaboration across services and teams.

4. Speak Up

Respecting Rights and Supporting a Fair Way to Raise Concerns: supports families to understand their rights and safely raise concerns.

Why Does Our Pact Matter?

Young people told us that Our Pact matters because:

- It matters because I get to be heard and people take me seriously.
- Our Pact helps me know what my choices are and who I can ask for help.
- It makes things clear so I understand what's happening and why.
- I feel safe and respected when adults listen.

Where do I get more information? Check out the Department of Health's website for further information on Our Pact.