



# Service Guarantee

**All children, families and carers are empowered to achieve and maintain their best possible mental health and wellbeing regardless of who they are or where they are from**

**You can easily access the care you need**



All children, families and carers have flexible access to public services which feel welcoming, and receive the right service at the right time without barriers.

**You are at the centre of the care that you receive**



All children, families and carers receive care that is tailored to their needs and preferences, where they are informed and have choice about their care.

**You have a voice in your care**



All children, families and carers can actively contribute to the design and delivery of the services they might receive, and feel that their care is responsive to their needs.

**Your family and carers are partners in your care**



Families and carers are empowered and involved in their child's care in a way that is safe, appropriate and collaborative, while respecting the child's wishes.

**Your care wraps around you**



All children, their families and carers experience care that is effectively coordinated in an integrated service system, resulting in harmonious supports.

**Care improves your wellbeing**



All children, their families and carers receive care that is meaningful to their goals and supports their recovery in line with their definition of wellbeing.

**You have lasting support and care**



All children, families and carers are supported through their care journey to access or transition between services based on their needs.

**You receive care from resourced and capable services**



Care is provided by services that are fully resourced, with the capacity, capability and infrastructure necessary to provide tailored care.