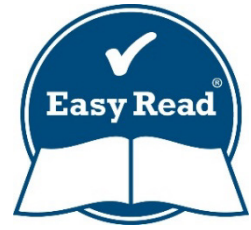




OFFICE OF THE
HEALTH
OMBUDSMAN



Family violence by health care workers

What we think

Easy Read version



How to use this document



The Office of the Health Ombudsman (OHO) wrote this document.

When you read the word 'we', it means OHO.



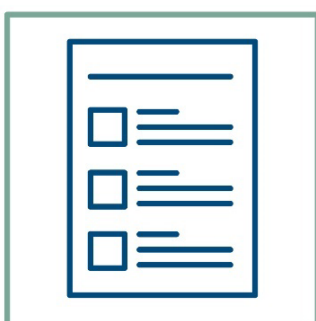
We wrote this document in an easy to read way.

We use pictures to explain some ideas.



We wrote some words in **bold**.

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page [24](#).



This is an Easy Read summary of another document.

This means it only includes the most important ideas.



You can find the other document on our website.

www.oho.qld.gov.au/resources/family-violence

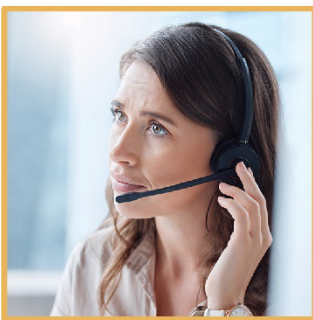


You can ask for help to read this document.

A friend, family member or support person might be able to help you.



In this document, we talk about some things that might upset some people.



We have a list of organisations you can contact for support if you get upset.

You can find this list on page [16](#).

What's in this document?

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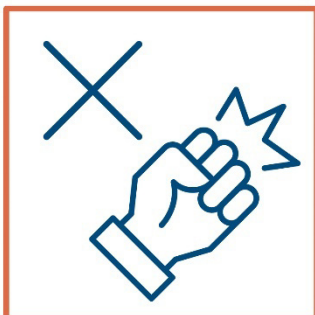
What we think



People in Queensland need to be able to trust health care services.

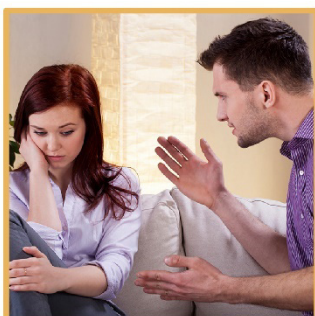


This means health care workers must do the right thing in all parts of their lives.



We believe that health care workers must never use **family violence**.

Family violence is when someone close to you hurts you, such as:



- your partner, like your boyfriend or girlfriend
- a member of your family
- someone who takes care of you
- someone you live with.

Types of family violence



There are many types of family violence.

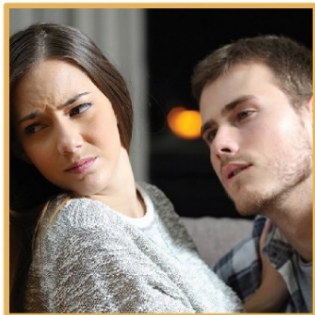
For example, it includes **physical violence**.



Physical violence is when someone:

- hurts your body
- says they will hurt your body
- makes you think they will hurt your body.

It includes **sexual violence**.



Sexual violence is when someone:

- makes you do sexual things you do not want to do
- does something sexual to you that you do not want them to do.



For example, they might make you touch their private body parts when you don't want to.

It includes **financial abuse**.



Financial abuse is when someone:

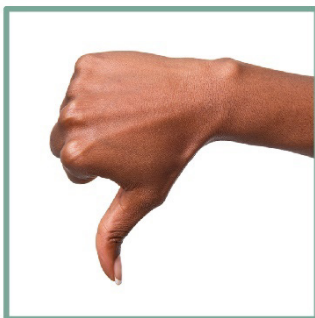
- takes your money when you don't want them to
- stops you choosing how you spend your money
- makes you pay for other people's things.

It also includes **emotional abuse**.



Emotional abuse is when someone:

- says things to make you feel scared or bad about yourself
- makes you feel confused about what has happened to you
- controls what you do.



Family violence is never okay.

How we deal with family violence by health care workers



Our job is to make sure health care services in Queensland:

- are safe
- can be trusted.

We do this by:



- making sure health care workers follow the rules



- managing **complaints** about health care workers.



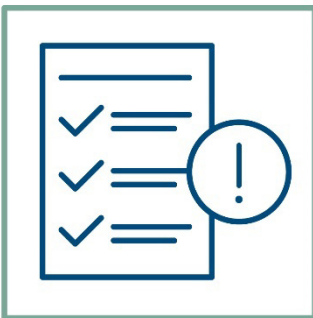
When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

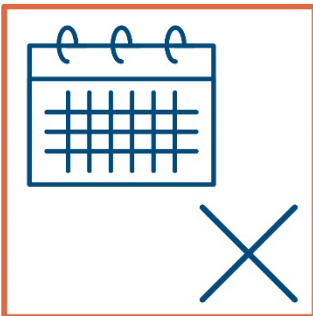


There are things we can do when health care workers use family violence.

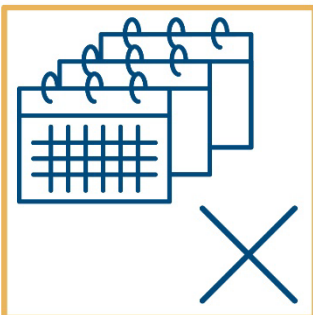
This might mean the worker:



- has to follow extra rules



- isn't allowed to work for a short time



- isn't allowed to be a health care worker for a long time.



We always think about people's **rights** when we make decisions about health care workers.



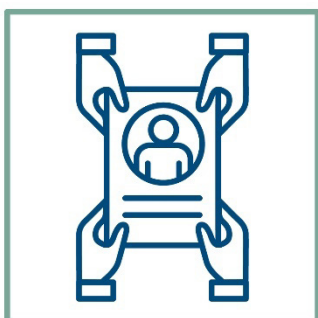
Rights are rules about how everyone should treat you:

- fairly
- equally.

How we work with the Queensland police service

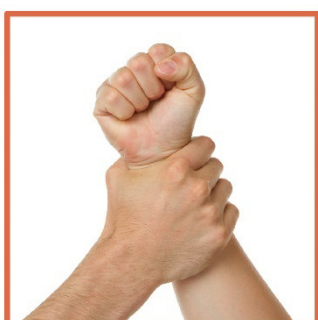


We work with the Queensland police service to find out about health care workers who use family violence.



They can share some information about health care workers with us.

For example, they can tell us when a health care worker:



- might have used family violence

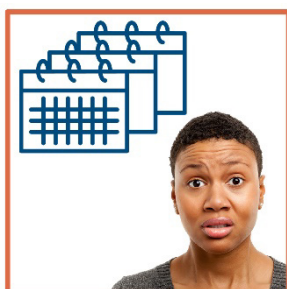


- has used family violence.

How we support people who experienced family violence



We know that people who live through family violence might have **trauma**.



Trauma is the way you feel about something bad that happened to you.

For example, you might feel scared or stressed.

Trauma can affect you for a long time.

When someone makes a complaint, we:



- think about the trauma they might have



- respect what they have gone through



- keep them safe when we manage their complaints.

We also think about how we can:



- make them feel safe



- keep them safe from the person their complaint is about.



We know that health care workers can also live through family violence.



Everyone who has lived through family violence has the right to get support.

How to report family violence



You can make a complaint to us about a health care worker.



You can call us.

133 646



You can make a complaint on our website.

www.oho.qld.gov.au/make-a-complaint

If someone is in danger



If you or someone you know is in danger, call Triple Zero.

000



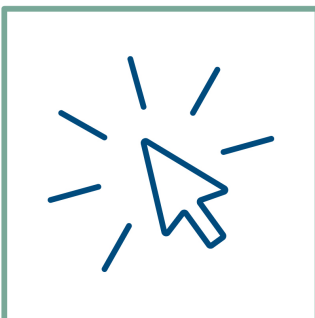
You can contact the Queensland police services if you or someone you know:

- experiences family violence
- is not in danger right now.



You can call them.

131 444



You can visit their website.

www.police.qld.gov.au/domestic-violence

Where you can find support

1800RESPECT



1800RESPECT can provide support for people experiencing family violence.



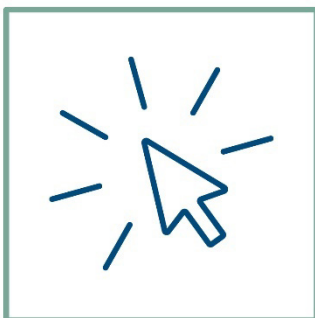
You can call them any time for free.

1800 737 732



You can send them a text message at any time.

0458 737 732



You can visit their website to:

- get information about 1800RESPECT
- get support through their online chat
- get support through a video call.

www.1800respect.org.au

DVConnect Womensline

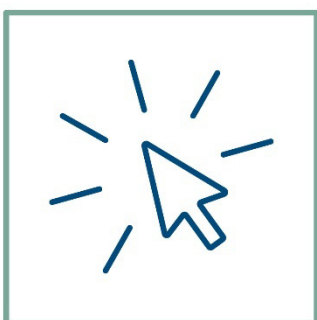


The DVConnect Womensline can provide support for women and children in Queensland experiencing domestic and family violence.



You can call them any time for free.

1800 811 811



You can visit their website.

www.dvconnect.org/womensline

DVConnect Mensline

The DVConnect Mensline can provide support for men in Queensland who:

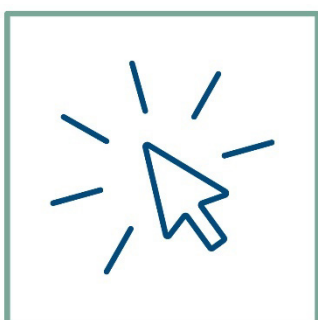


- are using domestic and family violence
- have experienced domestic and family violence.



You can call them from 9 am to 12 am for free.

1800 600 636



You can visit their website.

www.dvconnect.org/mensline

Kids Helpline



Kids Helpline supports children.



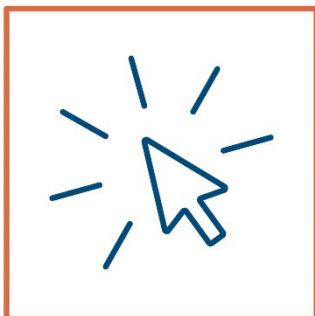
You can call Kids Helpline any time for free.

1800 551 800



You can email Kids Helpline.

counsellor@kidshelpline.com.au



You can visit the Kids Helpline website for more information.

www.kidshelpline.com.au

Elder Abuse Helpline



Elder Abuse Helpline supports older people in Queensland.



You can call the Elder Abuse Helpline any time for free.

1300 651 192



You can email the Elder Abuse Helpline.

eapu@uccommunity.org.au



You can visit the Elder Abuse Helpline website for more information.

www.eapu.com.au

13YARN

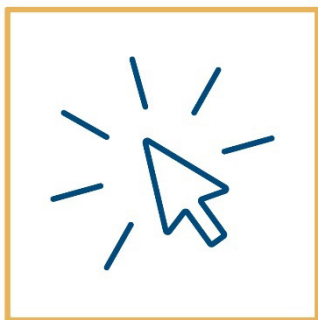


13YARN supports Aboriginal and Torres Strait Islander people.



You can call them any time for free.

13 92 76



You can visit their website.

www.13yarn.org.au

Rainbow Sexual, Domestic and Family Violence Helpline



The Rainbow Sexual, Domestic and Family Violence Helpline supports **LGBTIQA+** people.



The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.



The '+' is for people who are part of the LGBTIQA+ community but don't talk about themselves using a word from this list.



You can call them any time for free.

1800 385 578



You can visit the Full Stop website for more information.

www.fullstop.org.au/get-help/our-services/rainbowviolenceandabusesupport

National Disability Abuse and Neglect Hotline

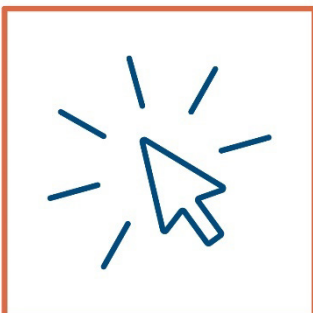


The National Disability Abuse and Neglect Hotline helps people with disability report abuse and neglect.



You can call them from 9 am to 7 pm Sydney time for free.

1800 880 052



You can visit their website.

www.dss.gov.au/disability-and-carers-publications-articles-general/national-disability-abuse-and-neglect-hotline-data

Word list

This list explains what the **bold** words in this document mean.



Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



Emotional abuse

Emotional abuse is when someone:

- says things to make you feel scared or bad about yourself
- makes you feel confused about what has happened to you
- controls what you do.

Family violence



Family violence is when someone close to you hurts you, such as:

- your partner, like your boyfriend or girlfriend
- a member of your family
- someone who takes care of you
- someone you live with.

Financial abuse



Financial abuse is when someone:

- takes your money when you don't want them to
- stops you choosing how you spend your money
- makes you pay for other people's things.

LGBTIQA+



The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.

The '+' is for people who are part of the LGBTIQA+ community but don't talk about themselves using a word from this list.

Physical violence



Physical violence is when someone:

- hurts your body
- says they will hurt your body
- makes you think they will hurt your body.

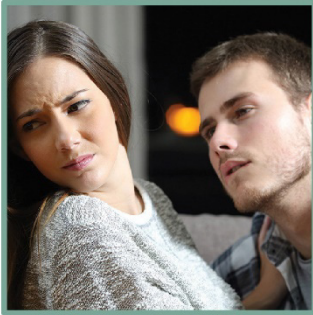
Rights



Rights are rules about how everyone should treat you:

- fairly
- equally.

Sexual violence



Sexual violence is when someone:

- makes you do sexual things you do not want to do
- does something sexual to you that you do not want them to do.

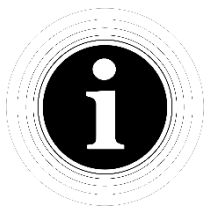
Trauma



Trauma is the way you feel about something bad that happened to you.

For example, you might feel scared or stressed.

Trauma can affect you for a long time.



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