

Family violence by health care workers

Easy Read version



How to use this document

This document was written by:



- Australian Health Practitioner Regulation Agency (Ahpra)



- Health Care Complaints Commission in New South Wales



- Health Professional Councils Authority in New South Wales



- Office of the Health Ombudsman in Queensland.

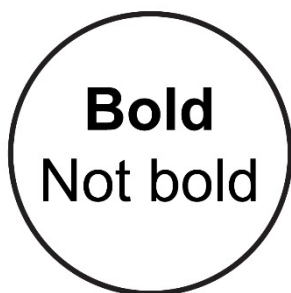


When you read the word 'we', it means all these organisations.



We wrote this document in an easy to read way.

We use pictures to explain some ideas.



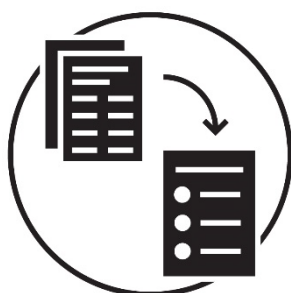
We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 20.



This is an Easy Read summary of another document.

This means it only includes the most important information.



You can talk to someone you trust if you:

- need support to read this document
- don't feel comfortable to read this document on your own.



We have a list of organisations you can use if you need extra support.

You can find this list of organisations on page 16.

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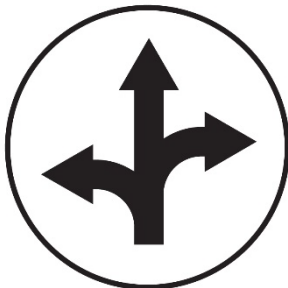
Word list 20

About family violence

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



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



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.

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.



Anyone can experience family violence.



But we know women and children are more likely to experience family violence.



Family violence is never okay.

The role of health care workers



Health care workers play an important role for people who have experienced or are experiencing family violence.



People who experience family violence will often go to a health care worker before anyone else.

For example, a doctor.



Health care workers should know the signs that someone has experienced family violence.



Health care workers can help to stop the person experiencing any more harm.



For example, they can give the person information about family violence support services.



Health care workers must report **abuse** and **neglect** if they see a child experiencing them.



Abuse is when someone:

- hurts you
- scares you
- controls you.



Neglect is when someone is not helping you the way they are supposed to help you.

How we deal with family violence by health care workers



Our jobs are to make sure the community gets safe health care.

Health care workers should provide safe care to the community.

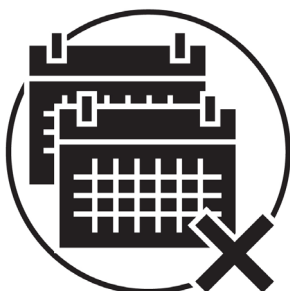


Because people need to trust health care workers, we can take action if health care workers use family violence.

This might mean the health care worker:



- has to follow extra rules



- isn't allowed to work in their usual job for a long time.

How to make a report about a health care worker



If someone knows a health care worker is using family violence, they should report it to us.



This includes if a health care worker finds out someone they work with is using family violence.



If someone experiences family violence from a health care worker and reports it to us, we will:

- treat them with respect
- provide them with support.

If you want to make a report



There are different organisations you can call to make a report about a health care worker using family violence.

Who you call depends on where you are in Australia.

If you are in Queensland

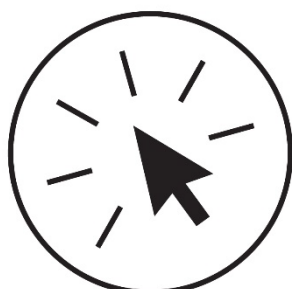


If you are in Queensland, you can contact the Office of the Health Ombudsman.



You can call the Office of the Health Ombudsman.

133 646



You can visit the Office of the Health Ombudsman website.

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

If you are in New South Wales



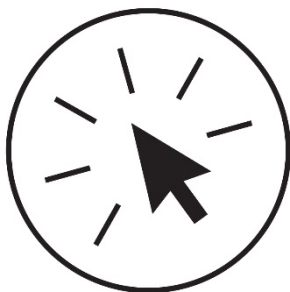
If you are in New South Wales, you can contact the:

- Health Care Complaints Commission
- Health Professional Councils Authority.



You can call the Health Care Complaints Commission.

1800 043 159



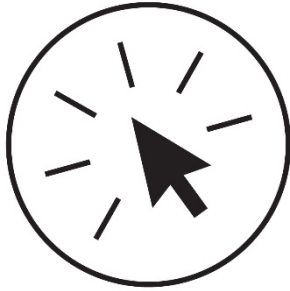
You can visit the Health Care Complaints Commission website.

ecomplaints.hccc.nsw.gov.au



You can also call the Health Professional Councils Authority.

1300 197 177



You can visit the Health Professional Councils Authority website.

www.hpca.nsw.gov.au/online-complaints-form

If you are anywhere else in Australia

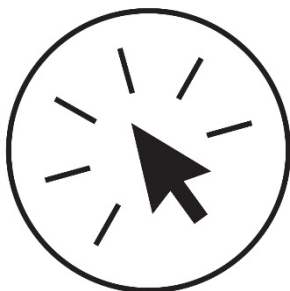


If you are anywhere else in Australia, you can contact the Australian Health Practitioner Regulation Agency.



You can call them.

1300 419 495



You can also visit their website.

www.ahpra.gov.au/Notifications/Concerned-about-a-health-practitioner

Police services



If you or someone you know is in danger,
you should call the police.

000



If you or someone you know is not in danger
right now, you can call the Police Assistance Line.

131 444



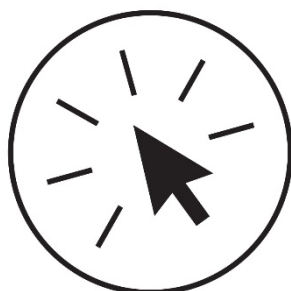
You can contact Crime Stoppers to report
family violence by a health care worker.

You don't have to tell them who you are.



You can call them.

1800 333 000



You can visit their website.

www.crimestoppers.com.au

Support for you

1800RESPECT

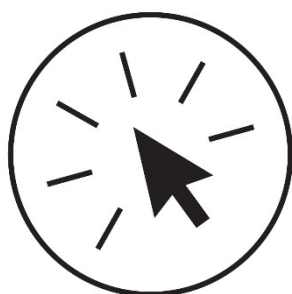


1800RESPECT can provide support for people experiencing family violence.



You can call 1800RESPECT.

1800 737 732



You can visit the 1800RESPECT website for more information.

www.1800respect.org.au

Kids Helpline



Kids Helpline supports children.



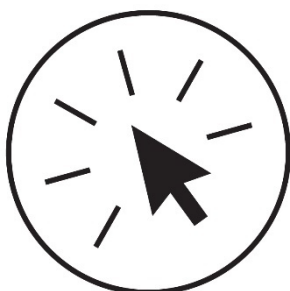
You can call Kids Helpline any time.

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

13YARN

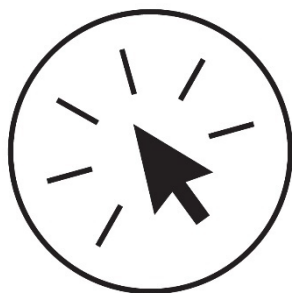


13YARN supports Aboriginal and Torres Strait Islander Peoples.



You can call them.

13 92 76



You can visit the 13YARN website for more information.

www.13yarn.org.au

Rainbow Sexual, Domestic and Family Violence Helpline



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



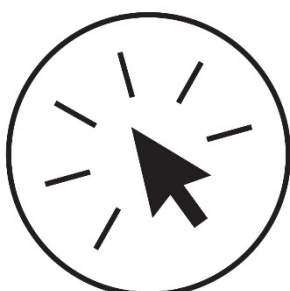
The letters LGBTQ stand for lesbian, gay, bisexual,
transgender and queer or questioning.

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



You can call the Rainbow Sexual, Domestic and
Family Violence Helpline.

1800 497 212



You can visit the Full Stop website for
more information.

**[www.fullstop.org.au/get-help/our-services/
rainbowviolenceandabusesupport](http://www.fullstop.org.au/get-help/our-services/rainbowviolenceandabusesupport)**

Word list

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



Abuse

Abuse is when someone:

- hurts you
- scares you
- controls you.



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 on purpose, such as:



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



LGBTQ+

The letters LGBTQ stand for lesbian, gay, bisexual, transgender and queer or questioning.

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



Neglect

Neglect is when someone is not helping you the way they are supposed to help you.



Physical violence

Physical violence is when someone:

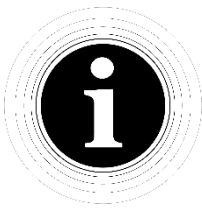
- hurts your body
- says they will hurt your body
- makes you think they will hurt your body.

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.



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