

EASY READ



Preventing harm to children with disability in Queensland

Report 2: Department of Housing
and Public Works

SUMMARY



QUEENSLAND
OMBUDSMAN

How to use this document



The Queensland Ombudsman wrote this document.

When you see the word 'we', it means the Queensland Ombudsman.

EASY READ



This report is easy to read.

It is a summary of a bigger report.

It uses pictures to explain the words.

Bold word in text
Bold word meaning

We have written some words in **bold**.

We explain what these words mean.



This Easy Read document is a summary of another document.



You can find the other document on our website.



You can ask for help to read this document.

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

What we did



We **investigated** the Department of Housing and Public Works.

Investigated means we asked what happened and why.



We investigated if the department has good rules about what **housing officers** should do if they think a child is not safe at home.

Housing officers are people who work for the department.



We wrote a report about the department.

This is a summary of the report.

Why we did it



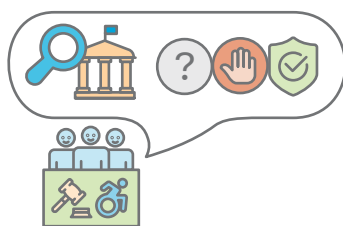
We investigated the department after a **Royal Commission** looked at how people with disability are treated.

A **Royal Commission** is a special investigation started by the government.

The Royal Commission was called The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.



The Royal Commission looked at what happened to 2 children with disability.



The Royal Commission **recommended** the Queensland Government look at services that had contact with the 2 children and their dad to see what:

- works well
- needs to be better.



Recommend means to give ideas to make things better.



The 2 children lived with their dad.

He did not always keep them safe.



The 2 children and their dad lived in a house owned by the department.



Housing officers saw that the house was not clean or safe for the children.

But the housing officers did not tell the right people.



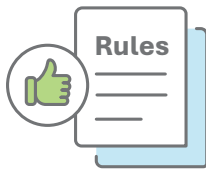
We investigated the department because we wanted to know if this could happen to other children.

What we found



The department **inspects** its houses every year.

Inspects means they check if the houses are clean and safe. They check if anything needs to be fixed.



The department has some good rules about what housing officers should do if they think a house is not safe for children.



But we think there could be better rules.



The department has a special team of people who can help housing officers know what to do if a child is not safe at home.

What we think should happen



Housing officers should always tell the right people if they think a child is not safe at home.



Housing officers need clear information about what to do if:

- they think a child is not safe at home
- a house has problems that need to be fixed.



Housing officers need more training about what to do if they think a child is not safe at home.



Housing officers need more information about the special team of people who can help if a child is not safe at home.

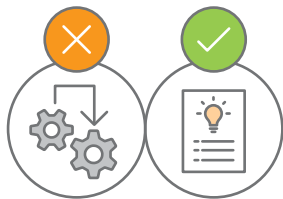
The special team need more information, so they know how to help children.



Housing officers need more information about the **human rights** of children.

Human rights mean you can choose how you live your own life. **Human rights** explain how other people should treat you.

What happens next



We cannot make changes at the department.

But our report is about the things that should change.



We gave our report to the department.

They will use our report to decide what to change.

We also gave our report to the Queensland Parliament.



We put the report on our website.



You can ask for a copy of the report.

About us



We are the Queensland Ombudsman.

We can investigate complaints about Queensland Government actions and decisions.



We can investigate:

- state government departments
- local councils
- public authorities
- businesses that deliver services for the Queensland Government.



You can read more about us.

Ask for a copy of our document,
Easy Read Queensland Ombudsman
– *What we do*.



It is on our website.

[Click here to download](#)

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We acknowledge the Traditional Owners of the land throughout Queensland and their continuing connection to land, culture and community. We pay our respects to Elders past, present and emerging.

This document is an Easy Read version of the full report, *Preventing harm to children with disability in Queensland – Report 2: Department of Housing and Public Works*.

Our website tells you more.

