

EASY READ



Preventing harm to children with disability in Queensland

Report 3: Queensland Health

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 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 a bigger report.

This report is called *Preventing harm to children with disability in Queensland – Report 3: Queensland Health*.



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** Queensland Health.

Investigated means we asked what happened and why.



Queensland Health looks after hospitals and health services in Queensland.



We investigated if Queensland Health has good rules about what **health staff** should do if they think a child is not safe or is being treated badly.



Health staff are people who work in hospitals and health services.

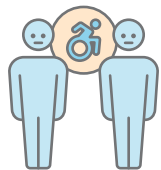
Why we did it



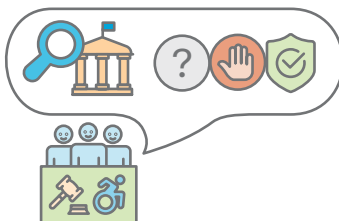
We investigated Queensland Health after a **Royal Commission** looked at how people with disability are treated.

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 children lived with their dad.

He did not always keep them safe.



He did not always take them to hospital and health services when he was meant to.



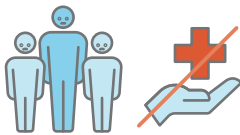
We investigated Queensland Health because we wanted to know if this could happen to other children.

What we found



Queensland Health has some good rules about what health staff should do if they think children are not safe.

But we think there could be better rules.



The children's dad did not always take the children to hospital and health service appointments when he was meant to.



Health staff did not always check why the children did not go.



Queensland Health need better rules for checking on children who do not go to appointments.



Each hospital and health service has a special team of people who can help health staff know what to do if a child is not safe.



All health staff should ask this team for help if they are worried about a child and not sure what to do.

What we think should happen



Health staff should always tell the right people if they think a child is not safe or is being treated badly.



Health staff need clear information about:

- what to do if they think a child is not safe or is being treated badly
- what to do if a child does not go to a health appointment when they should have
- using the special team of people who can help if they are worried a child is not safe.



Health staff need more information about the **human rights** of children.

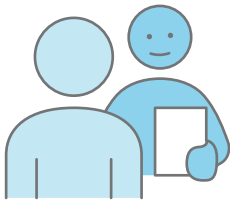
Human rights means you can choose how you live your own life. Human rights explain how other people should treat you.

What happens next



We cannot make changes at Queensland Health.

But our report is about the things that should change.



We gave our report to Queensland Health.

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 *Easy Read Queensland Ombudsman – What we do*.



It is on our website.

[Click here to download](#)

How to contact us



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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.

