

Child Protection Report
Victorian Ombudsman



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about

- find more information.



About this book



This book is from the Victorian Ombudsman.



This book is about an **investigation** into **assaults** of 5 **children** who lived in **residential care**.

Investigation means we find out what happened.



Assaults are when a person hurts someone or makes them feel unsafe.



Children means young people under the age of 18.



Residential care is

- a house where up to 4 children live together



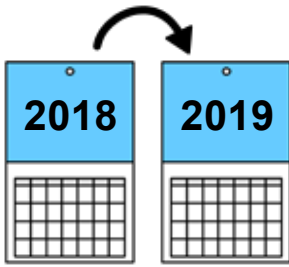
- a place for children to be safe and feel safe

- managed by different services



- paid for by the Victorian government.

Why we investigated



We got **complaints** from 2018 to 2019 about the assaults of 5 children who lived in residential care.



Complaints means people say they are **not** happy about something.



People told us that 5 children felt unsafe or had been hurt

- physically



- sexually.



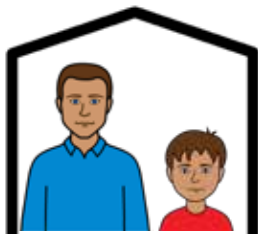
People told us the children had been hurt by

- people in the community



- other children.

What we investigated



We wanted to know

- how safe children were in residential care



- if children were in the right place to get the care they needed



- how services acted



- how the government acted



- how other groups tried to help the children
 - for example, Police, schools and hospitals.

What we found

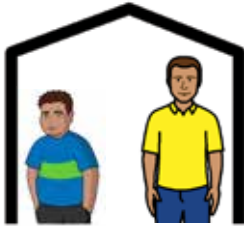


We found

- there are **not** many places for children in residential care



- staff knew that residential care might **not** be a safe place for these children



- it would be safer for some children to live with less people in residential care houses

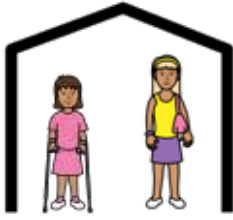


- some staff did **not** make reports or tell Police about the assaults.



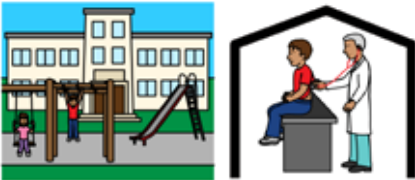
We also found that staff gave some children medicine without understanding what the medicine was for.

What will happen next?



The government will try to

- have only 2 children in each house



- give children more help with school and health services



- get an **advocate** to help make residential care safer for children.

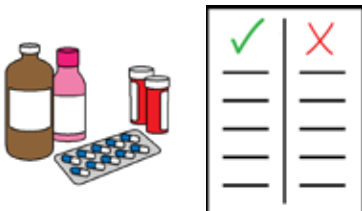


An advocate asks questions and tells the government how to make things better.



The government will

- tell staff to make reports and call Police when they hear about assaults



- make more rules about when children can be given medication



- work with services to keep children safe.



More information

If you want to make a complaint about child protection you can



- ask someone you trust to help



- contact the government

- call 1300 884 706

- for an interpreter call 03 9280 1955



- email central.feedback@dhhs.vic.gov.au

If you are still **not** happy, contact the

Victorian Ombudsman



- Melbourne call 03 9613 6222

- regional call 1800 806 314



- for an interpreter call 131 450

- email enquiries@ombudsman.vic.gov.au



- website ombudsman.vic.gov.au/complaints

**National
Relay
Service**

If you need help to speak or listen

Contact the Victorian Ombudsman through the National Relay Service or NRS.



Call the NRS help desk

1800 555 660



Go to the NRS website

communications.gov.au/accesshub/nrs

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