

# Feeling safer at health services

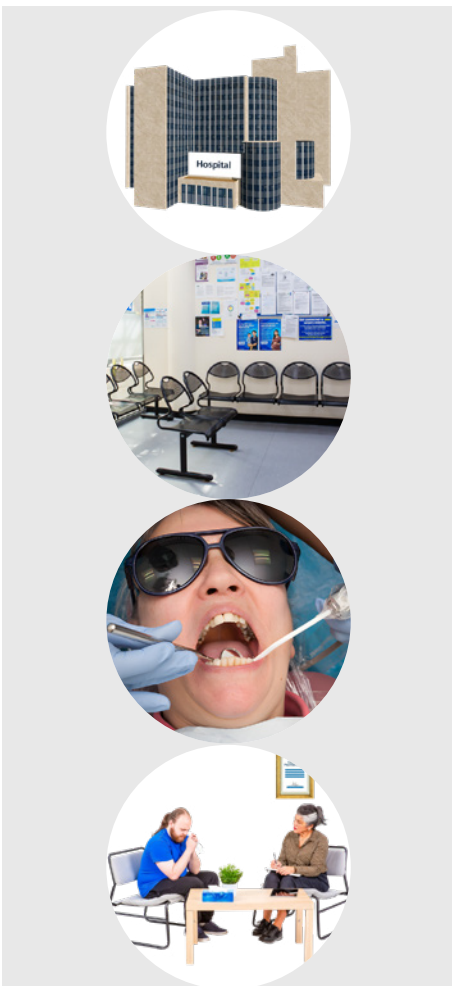


**Easy Read**

# About this information

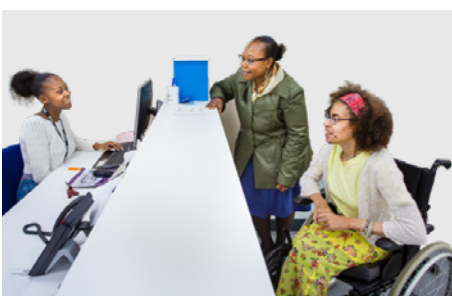


This information is about what health services can do to help you feel safer.



Health services can be places like

- Hospitals
- GP clinics
- Dentists
- Mental health services.



Health services can use the tips to make you feel safer when you get health care.

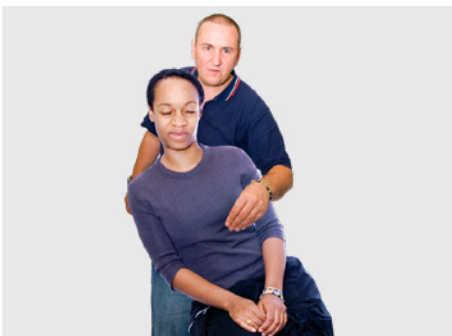


You have the right to feel safe when you get health care.



Safe means you feel ok to talk about things that

- Worry you
- Happened to you.



This might be **sexual abuse**.



**Sexual abuse** is when someone does sexual things to you that you do not want.



You can talk about sexual abuse that happened to you as an adult or as a child.



Adults and children who had sexual abuse happen to them helped us write the tips.

# Making buildings and rooms feel safe



There are things health services can do to make their building and rooms feel safe.



The rooms may be

- The waiting area
- The bathrooms
- The room where you meet with the health care worker.



If buildings and rooms feel safe people feel ok to talk about things that worry them.



Health services should have clear signs with pictures to help people find things like

- The bathroom
- The way out.

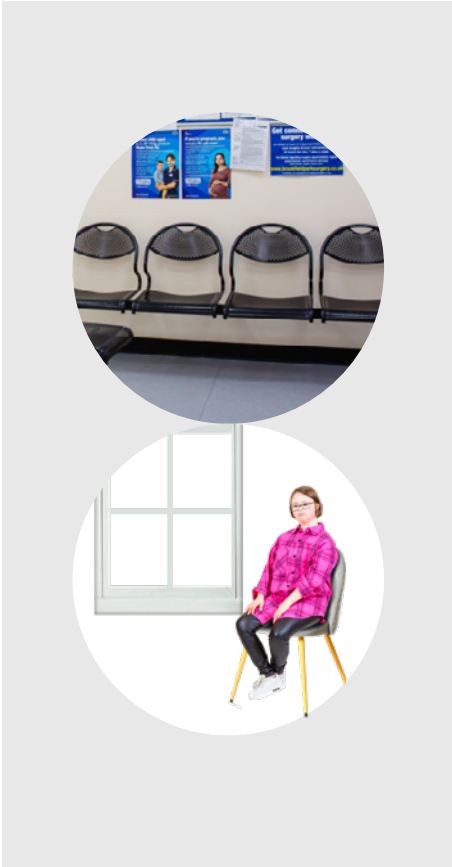


Where you wait for your appointment can look different everywhere you go.



They might have different ways you can sit or stand to wait.





There might be chairs

- Along a wall
- Looking out a window.



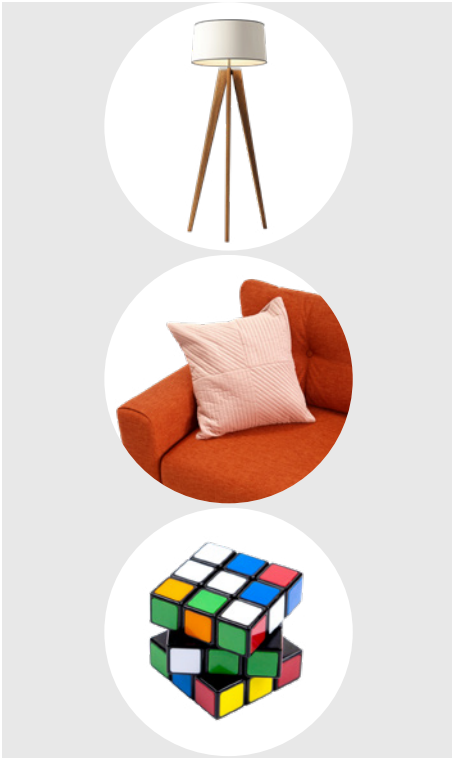
They might have an area outside to wait until someone comes and gets you.



Some health services might have a quiet space you can go to.



There are different things that can help people feel more comfortable when they get health care.



This might be things like

- Warm lights
- Cushions
- Something to touch like toys or craft.



You should not be able to hear through the walls what people are saying in the rooms.



What you talk about with your doctor is private information.





The health service might have things written in different languages to help people understand.



You might see an **Acknowledgement of Country** and other signs or posters.



**Acknowledgement of Country** means to show respect for First Nations people.



These things can show people it is safe for everyone there.



Some people take a support person with them to their health service.



This person helps them listen or talk about things.



If any of these things might help you feel safer you can tell your health care worker.

# Doing things to make people feel safe



Your health care worker might do other things to help you feel safer.

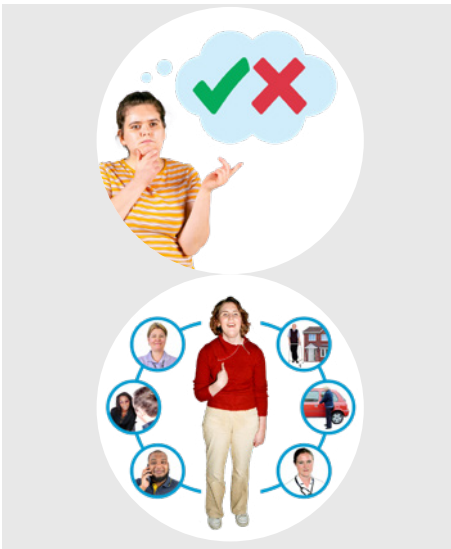


They might

- Be friendly
- Listen to you
- Ask you questions.



They might ask if you have any questions for them.

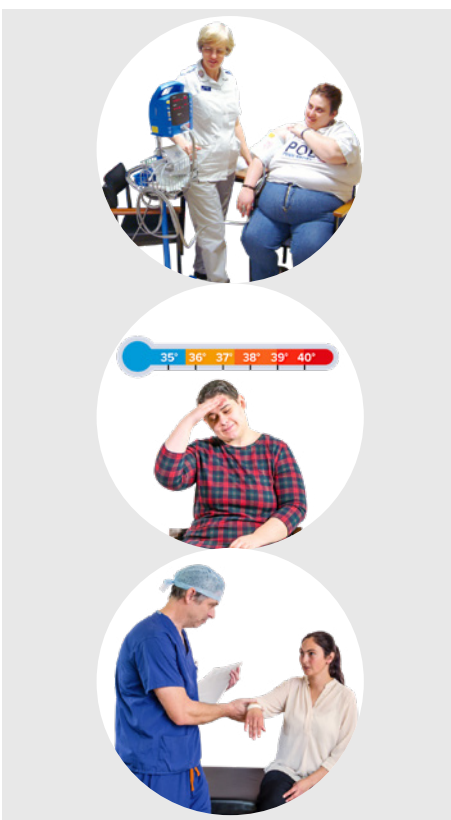


Your health care worker might give you choices about

- What you want to do
- The type of support you can get.



They should also explain to you anything they need to do to check on your health.

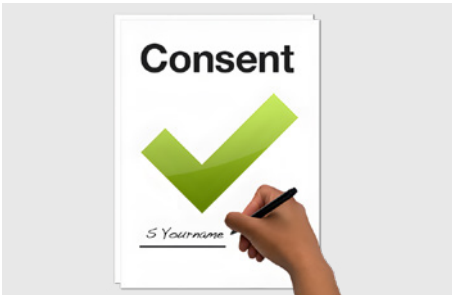


This might be things like

- Listen to your heart
- Check your temperature
- Touch you.



If your health care worker has to touch you they should ask for your **consent**.



**Consent** means you agree with what they want to do.



When a health worker takes notes they are keeping information about you.



All of this information is **confidential**.



**Confidential** means it will be kept safe and only some people can see it.

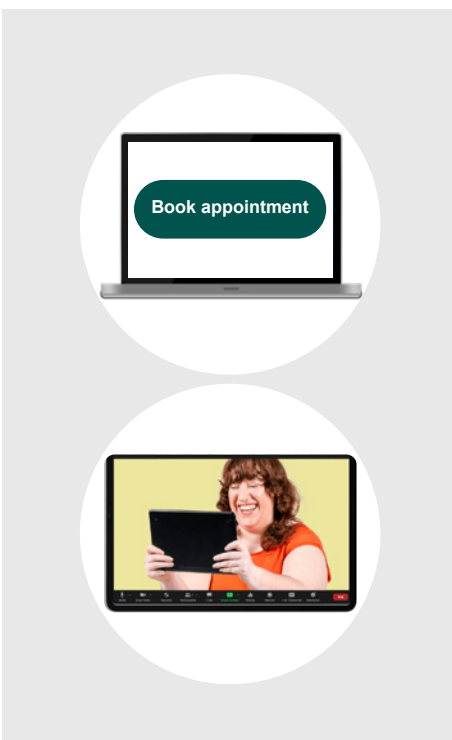
## Make things online easy to use



You might sometimes meet with a health care worker online using your computer or phone.



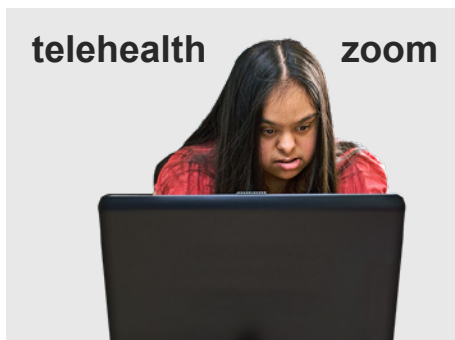
If you do that it is still important you feel safe.



The website of the health service should have clear information about

- How to make a booking to see a health care worker
- What will happen when you get your health care.

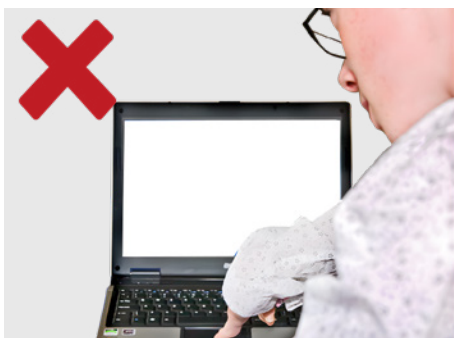




They might use words like **telehealth** or **zoom** for when you have a video call with them.



Sometimes you might talk to your health care worker on the phone.



Not everyone wants to do things online or over the phone.



You can ask your health service to come in person if you like that better.

## What if you still do not feel safe



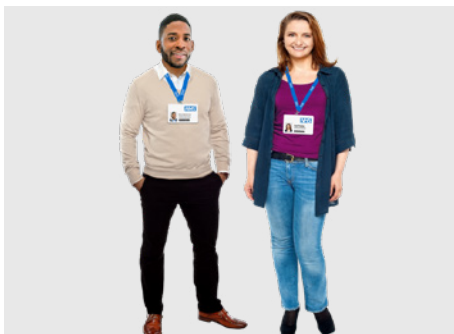
There are some things you can do if you still do not feel safe when you get health care.



You can bring a support person you trust with you.



You can ask to see a different health care worker.



You can go to a different health service.



You can also make a **complaint** about the health service or health care worker.



**Complaint** means you tell the health service what you are not happy with.

Council for Intellectual Disability made this document Easy Read. **CID** for short.  
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