



# Information for victims of sexual assault

Understanding your choices, accessing support and  
the legal process



Government of South Australia  
Victims of Crime SA

**Victims of Crime SA acknowledges and respects Aboriginal peoples as the state's First Peoples and nations, and recognises Aboriginal peoples as Traditional Owners and occupants of lands and waters in South Australia.**

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### Need more information?

Visit our website to find more about:

- > what to expect after a crime
- > what compensation you might be entitled to
- > where you can go for help



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This booklet has been put together with the help of those who have lived experiences of sexual assault. We are grateful for their contribution and willingness to share their experiences to help others.



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# Introduction

*This is a guide for people who have been sexually assaulted.*

*Sexual assault is when someone gets you to do sexual things that you do not want to do or does sexual things to you that you do not want them to do.*

You may be feeling very frightened and confused about what happened to you. You may not know what to do next.

This booklet has information about some of the decisions you can make.

Some of the information will be useful now. Other information may be more important later.

Anyone can be a victim of sexual assault, regardless of their gender. It is a myth that all victims of sexual assault are female and all sexual offenders are male.

## A note about language

Throughout this booklet we've used gender neutral language. This is because anyone can be a victim of sexual assault, regardless of their gender.

The term 'sexual assault' is used to cover any sexual crime including rape, unlawful sexual intercourse and indecent assault.

As this booklet is primarily about the criminal justice process, we've used the term 'victim' throughout. However, many people who have experienced sexual assault prefer to use the term 'survivor'. They feel this better reflects resilience, creative ways of coping and the ability to take back control of their own lives. It's ultimately about personal choice.

## What do these words mean?

<b>Accused</b>	A person charged with a crime, also called the defendant.
<b>Consent</b>	You freely agree to sexual activity.
<b>Offender</b>	A person who has harmed/hurt someone else.
<b>Victim</b>	A person who has been hurt by someone else.

# What is sexual assault?

*Sexual assault is when someone gets you to do sexual things that you do not want to do or does sexual things to you that you do not want them to do.*

Sexual assault includes a range of unwanted sexual behaviours including:

- > unwanted touching and kissing
- > sexual harassment
- > coerced sexual activity
- > rape.

It may or may not include physical violence and threats.

Sexual assault also includes image-based abuse, sometimes called 'revenge porn'. Image-based abuse happens when an intimate image or video of a person is shared without their consent.

It is a sexual assault if

- > you did not agree to the sexual activity
- > and/or you are under the age of 17 years.

17 is the legal age of consent for sexual intercourse in South Australia. The age of consent becomes 18 if the other person is in a position of authority.

If you are unsure about something that has happened to you, you can talk with police or Yarrow Place Rape and Sexual Assault Service.

See from page 25 for contact details.

## What is consent?

Consent means you freely agree to sexual activity.

Sexual activity is **not** consensual if you:

- > were forced or threatened
- > were asleep or unconscious
- > were intoxicated
- > didn't understand what was happening
- > were mistaken about the identity of the person you consented to having sex with
- > were forced to stay or couldn't leave
- > agreed to sexual activity but then changed your mind.

It is **still** sexual assault even if:

- > you had sex with the person before
- > you love the person who assaulted you
- > you agreed to some things such as touching but did not agree to other things
- > the person who assaulted you is your partner.

It is up to the police and Director of Public Prosecutions to decide what criminal charges (if any) are appropriate.

MYTH	FACT
All sexual offenders are strangers.	Most offenders are known to the victim.
Sexual assaults are not planned.	Sexual assaults are often planned.
All sexual assaults occur at night, on a dark street or in a park.	Many sexual assaults occur during the day, in the victim's home or in the offender's home.
A person can have sex with their partner whenever they want.	Forcing a person to have sex when they don't want to is never okay.
Women cause sexual assault by the way they dress or behave.	This is just an excuse that offenders use.
Men cannot be sexually assaulted.	Sexual assault can happen to anyone, including men.
If the victim didn't scream or fight, it's not sexual assault.	<p>Many victims are not able to scream as they have been threatened.</p> <p>Others experience a state of temporary paralysis, sometimes called the 'freeze' response. They feel unable to move or speak during a sexual assault.</p>

# MYTHS VS FACTS

Remember there are no excuses for sexual assault

MYTH	FACT
People who are drunk or intoxicated are asking to be sexually assaulted.	A person who is drunk or intoxicated is unable to give consent - it does not give someone the right to sexually assault them.
If someone agrees to go on a date they're agreeing to have sex afterwards.	Agreeing to go on a date does not mean agreeing to sex.
Anyone can prevent sexual assault if they really want to.	People can be forced into sex.
In some cultures sexual assault is acceptable.	In Australia, sexual assault is not acceptable and it is against the law.
Sexual offenders are sick or perverts.	Most offenders look and behave like ordinary people and lead ordinary lives.
Men who sexually assault other men are gay.	Men who sexually assault other men may be gay or straight - sexual assault is about power and control, not about sexuality.
Sex workers always consent to sex.	Sex workers can deny or withdraw their consent at any time.

There are many myths and misconceptions about sexual assault. These myths usually blame the victim or make excuses for the offender's behaviour.

# Surviving a sexual assault

*A sexual assault is traumatic, scary and confusing.*

There is no right or wrong way to feel or react. You may experience a wide range of physical and emotional effects from the sexual assault.

You should talk to your doctor if you are worried.

## Physical reactions might include:

- > Headaches
- > Muscle tension
- > Stomach upsets
- > Changes in your appetite
- > Physical pain as a result of the sexual assault.



## How long will I feel this way?

No one can say how long you will feel this way. It is different for each person.

It is important to give yourself time to recover and ask for help from people you trust.

Talking to someone may help you understand and cope with these feelings. You may choose to ask your family members, friends or someone you trust for help and support.

It is also important to look after yourself. Some people prefer to ask a professional for support or counselling.

Some days you might feel okay. Other days you might not feel so good – this is normal.

## How will my family and friends react?

People can react in different ways. Some reactions are helpful but others are not.

Sometimes people want to help but don't know how. It is okay to tell them what you need or do not need.

## It can be unhelpful when other people:

- > don't believe you
- > feel upset or confused
- > tell you what to do
- > want you to tell them exactly what happened
- > blame you or themselves
- > encourage you to forget about it
- > feel powerless, angry or guilty
- > avoid the subject.

## It is helpful when other people:

- > believe you
- > do not blame you
- > listen to you
- > help to make you feel safe
- > do not judge you
- > help you to make your own decisions
- > give you time and space to talk at your own pace
- > encourage you but don't pressure you to talk about feelings
- > support you.

## How will I cope?

You may already have ways of coping with stress that work for you.

Here are some suggestions that may also help:

- > talk to someone you trust (a friend, counsellor, family member)
- > get support from people who are important to you
- > do not spend too much time alone
- > do something you enjoy
- > get lots of rest, even if you find it difficult to sleep
- > take time to relax
- > exercise (try walking, cycling or swimming)
- > try to eat regular and healthy meals
- > avoid using alcohol and non-prescribed drugs
- > take time out from your usual activities if you need to.

## Why was I sexually assaulted?

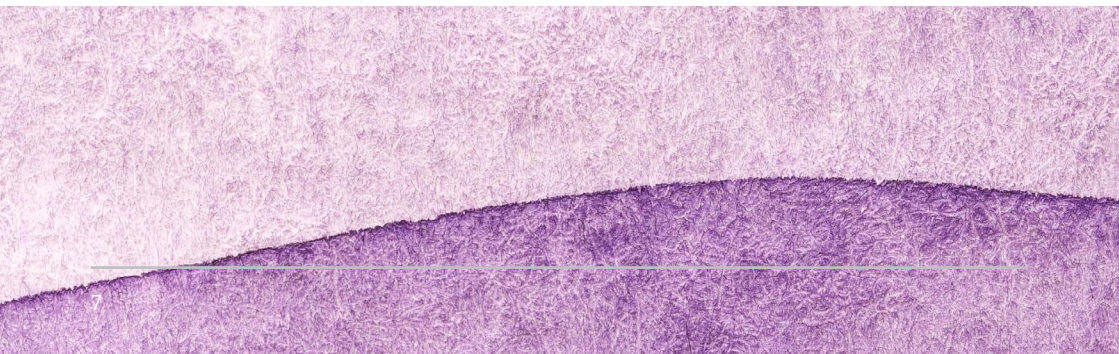
It is common to ask yourself 'why did this happen?' You may think about what happened and go over this in your head.

You may think about what you did or did not do.

You might think about whether you could have done something to stop it happening.

Even though you may feel this way, you are not to blame. Sexual assault is never your fault.

**The offender is always responsible for the sexual assault.**



# What should I do?

*If you believe you are unsafe right now you should call the police on 000.*

After being sexually assaulted you may be faced with some decisions. You may need to think about the following:

- > Do I need to see a doctor?
- > Should I tell the police?
- > Will I need counselling?

There are people that can help you understand your choices.

Yarrow Place provides a variety of services for people who have experienced a rape or sexual assault at the age of 16 or above.

See page 27 for more details.

You may need to make some decisions sooner than others.

Remember you can:

- > ask questions
- > get information to help you make decisions
- > decide what happens to you
- > choose what is best for you – no one will force you to do anything you do not want to do.

# What medical care do I need?

*After a sexual assault, it's important to think about your health and whether you need to see a doctor.*

## Health check

You might like to talk with a doctor and ask them to check that you are okay.

You can ask the doctor about:

- > injuries
- > pregnancy
- > sexually transmitted infections
- > mental health problems
- > other health concerns.

## Injuries

Most people who are sexually assaulted will not be seriously injured. You may have a few bruises or scratches or some soreness in your vagina or anus (bottom). Most of these injuries will heal quickly without any problems. It is a good idea to have them checked so you know everything is okay.

Some people will have more serious injuries, such as an injury to the head, a possible broken bone or an injury from being kicked in the stomach area.

Some people are strangled when they are assaulted. It is very important that these injuries are checked by a doctor.

If you are strangled by your partner or ex-partner, you are in danger of being seriously injured or killed in the future by this person. It is really important you are checked by a doctor and ask for help to be safe.

## Pregnancy

If you are worried about pregnancy from the sexual assault, emergency contraception is important to take as soon after the sexual assault as possible, but can be taken up to 5 days following unprotected sex.

You can also get the emergency contraception pill (ECP) from the chemist and do not need to see a doctor.

## Sexually transmitted infections

In South Australia the chance of getting a sexually transmitted infection from a sexual assault is very low and medications can be taken to prevent some infections, such as chlamydia and HIV. Medication to prevent HIV needs to be taken within 3 days of the sexual assault.

## Mental health problems

Many people are worried about how they will manage after being assaulted. If you already have mental health issues this can make things worse. There is a lot of help available to you so please talk to your doctor about your concerns.

## Seeing the doctor

You can see a doctor or nurse at Yarrow Place (in the metropolitan area) or a trained sexual assault doctor or nurse in country areas. This is a free and confidential service. You can ask for a male or female doctor or nurse. You can also ask your own doctor for a health check if this makes you feel more comfortable.

You can also talk to the doctor or nurse about other things such as:

- > sleeping difficulties
- > headaches
- > eating problems
- > feeling sick
- > aches and pains
- > difficulties going to the toilet.

You can ask the doctor for a medical certificate if you think you will need to take some time off work, school or university.

You can have a health check whether you want the police to investigate the assault or not.

If you do want the police to investigate you may also need to have a Forensic Medical Examination.

## Mandatory reporting

If you are under 18 years old, some people such as doctors, police, teachers, social workers and youth workers legally have to report information about sexual assault to the Child Abuse Report Line (CARL).

A social worker or police officer might talk to you if this happens.

## Forensic medical examination

If you are thinking about asking the police to investigate the assault it can be helpful to have a forensic medical examination to collect evidence. A health check will be done at the same time.

This examination is most useful within 72 hours of the rape or sexual assault, but it can take place up to a week afterwards.

These forensic medical examinations (FMEs) are done by doctors or forensic nurses who have been specially trained.

A FME should take place as soon as possible after the assault.

The doctor or nurse will:

- > collect evidence that may help the police with the investigation
- > ask you about the assault to know what kind of evidence may be present
- > ask you about any pain or injuries you may have
- > take samples of saliva and body fluids that may be on your body from the sexual assault, such as semen and blood.

You can ask the doctor or nurse to stop at any time if you feel uncomfortable.

For more information, see our 'Forensic Procedures' brochure on our website: [www.voc.sa.gov.au](http://www.voc.sa.gov.au).



### **I'm not sure if I want to report**

If you are unsure about making a report to the police you can have a 'Just in Case' forensic medical examination. This is where the doctor will collect evidence and it will be stored for up to a year while you decide if you want the police to investigate. The evidence is held but not tested until the sexual assault is reported to police.

### **Follow up medical care**

Follow up medical care is important.

The first follow up appointment is usually 2 to 3 weeks after the assault to see how you are and to do follow up tests for pregnancy and sexually transmitted infections.

The second follow up appointment is usually about 3 months after the assault for the types of infection that can take time to show up in tests, such as HIV.

If you are worried you can talk to your own doctor at any time.

### **Counselling**

Sexual assault can be traumatic. It can be useful to have someone to talk to about your feelings, fears and concerns.

You can talk to a professional counsellor who can give you information and talk about your feelings, fears and choices in a safe and confidential way.

See the 'Where Can I Get Help?' section on page 25.

# Deciding to make a report

*Police always encourage victims of crime to report the crime to police. You can expect to be treated with respect, understanding and sensitivity.*

## **It is your choice to report the sexual assault to police or not.**

You may:

- > feel embarrassed
- > be scared you won't be believed
- > think what happened was not serious
- > be scared of the offender
- > not want to get the offender into trouble
- > be scared of the legal process.

If you feel this way it may help to speak to someone about your concerns.

## **Why do people choose to report a sexual assault?**

- > to feel safe
- > to stop the offender hurting anyone else
- > they want the offender to be punished
- > family or friends want them to tell the police.

## **When should I report?**

You can take some time to decide if you want to tell the police.

It does not matter when the sexual assault happened. You can tell the police at any time.

It is helpful to the police if you can report as soon as possible after the sexual assault happened.

### **Gay and Lesbian Liaison Officers**

South Australia Police has a Gay & Lesbian Liaison Officer Network. These officers have undergone special training in gay, lesbian, bisexual and transgender issues and can provide non-judgemental guidance and support to report crimes.

This is to ensure South Australia Police provides a fair and equitable policing service to members of our community who are lesbian, gay, transgender, transsexual, intersex or queer.

Gay & Lesbian Liaison Officers will not usually investigate the crime, but can offer support, talk about the incident and help.

## I am thinking about reporting sexual assault, what are my options?

There are a few different things you can do when it comes to reporting a sexual assault.

If the sexual assault happened in another state, territory or country you will need to make a report to the police there. This is because your report will be investigated and prosecuted by that particular police service. South Australia Police may still be able to help you contact the relevant police service.

### **Ask the police for more information**

You can ask the police for more information without giving your name. The police can still take details of the sexual assault even if you do not want to be identified. This information might help police solve other cases.

### **Make a report and ask for no further action**

You can talk to the police, make a report and then sign a form saying that you do not want there to be an investigation.

### **Ask for an intervention order**

An intervention order instructs a person to stop harassing, threatening, abusing or being violent to you.

Police might issue an intervention order without consulting you, but you can also request one yourself.

You may be able to apply for an intervention order if:

- > You were sexually assaulted by a family member or someone close to you
- > Someone is stalking you.

See page 16 for more information about intervention orders.

## **Provide information anonymously without contacting the police yourself**

If you are worried or unsure about involving police you should make contact with Yarrow Place, Rape and Sexual Assault Service.

You will be given information about your choices and about medical and counselling services. You can have forensic evidence collected and stored while you decide what you would like to do.

Yarrow Place is not part of the police, and will not give them any information about what happened unless you want them to.

## **Make a formal report**

You can make a report and provide a statement. This is where you tell the police about what happened. Police may use your statement to try to arrest and charge the person. Your statement then becomes part of the investigation and any court case.

Remember you are a victim of crime whether you report the sexual assault to police or not.

## **What can I expect when I make a report?**

- > Police will take a statement about what happened.
- > No-one will rush you and you can take a break when you need.
- > You can ask to speak to either a male or female police officer.
- > The police officer will tell you what will happen next.

## **Can I have someone with me?**

You can ask a support person to go with you to the police station when you make a report or to Yarrow Place.

## **Support for people with complex communication needs**

People with complex communication needs can be supported by a communication partner during police interviews and court proceedings.

Communication partners can help victims provide an accurate account of their experiences.

If you would like the support of a communication partner you can speak to:

- > a police officer
- > the person interviewing you
- > the prosecutor
- > the court.

## What happens next?

A police officer will be assigned to investigate the assault.

Police can contact anyone who might be able to help with the investigation. You can tell police who may be able to help. If you are worried about the police talking to someone, you should tell them.

The police will tell you what they can. They won't tell you anything that might affect the investigation. The investigating officer will tell you if the offender has been arrested or reported.

If you have any questions, you should ask the investigating officer or the Victim Contact Officer.

Some investigations take a long time. A prosecution can still happen even if it takes a long time. If you are worried about how long the investigation is taking you should speak with the police.

It is up to the prosecutor to decide if the matter goes to court.

It's important to remember that not all reports result in a prosecution. This does not mean that you are not believed.

## What if I change my mind?

You can change your mind about an investigation but you need to tell the police.

You will have to complete a form asking them to stop the investigation.

If you ask the police to stop an investigation, you may not be able to get compensation. You can get free legal advice about compensation for victims of crime. See page 20 for more information.

## Intervention orders

An intervention order requires a person to stop harassing, threatening, abusing, or being violent towards you.

The police might suggest you take out an intervention order. Police can also issue intervention orders without consulting you first.

You can also request an intervention order.

You may be able to apply for an intervention order if:

- > you were sexually assaulted by a family member or someone close to you
- > someone is stalking you.

You can ask for an order instead of reporting the sexual assault to police or you can make a report as well as asking for an intervention order.

## What does an intervention order do?

A person may be ordered not to:

- > come to your home or where you work
- > go to your children's school
- > follow or watch you
- > phone you or send messages to you.

The person may also be ordered to do certain things, such as move out of the house they may share with you.

If you want an intervention order you should talk to the police.

# Going to court

*A prosecutor is a specially trained person who knows about the law and how the court works. The prosecutor will tell the magistrate or the judge about what happened to you.*

A date will be set for the offender to go to court. This person will then be called the 'accused'.

You might meet the prosecutor a few times before the court case starts. They may ask you some questions when they are getting ready for court.

## How will I know if I need to go to court?

If you need to go to court the police or prosecutor will tell you. You may also get a letter called a summons or a subpoena. If you get a summons or a subpoena you must go to court.

## What happens in court?

The judge will ask the accused if they sexually assaulted you.

- > If the accused says "yes" they are pleading guilty. If this happens there will not be a trial, which means you will not need to go to court as a witness.
- > If the accused says "no" they are pleading not guilty - this means there will be a trial at court and you may have to give evidence.

## Media reporting

A defendant's identity is not automatically suppressed. This means the media can report details about a defendant after their first court appearance.

The media is not allowed to report any details that might reveal your identity as a victim of a sexual assault.

The police must make all reasonable efforts to inform you that a defendant's name can be published after the first court appearance.

If you have any concerns about this you should talk to the investigating officer.

## Going to trial

The purpose of a trial is to put all relevant and admissible evidence before the court.

Witnesses for both the prosecution and defence are called to give evidence before the court. The accused person may choose not to give evidence.

The witnesses must tell the court what happened. They do this by answering questions from both the prosecutor and defence lawyer.

Then the jury (or judge in a 'Judge Alone' trial) will decide whether the accused is guilty.

At the end of the trial a verdict will be given. It could be:

- > **guilty** to some or all of the charges
- > **not guilty** to some or all of the charges
- > a hung jury (where the jury is not able to agree on a verdict).

Where an accused person pleads guilty or is found guilty they will need to be sentenced by the court.

If not, the accused person will be found not guilty and will be free to go.

## Vulnerable witness provisions

To help you feel more comfortable giving evidence there are some things the court can do to help. These are called vulnerable witness provisions and include:

- > having a court support person (someone who is not involved in the case) in court with you while you give evidence
- > placing a one way screen between you and the accused - this screen will block your view of the accused
- > closing the court while you give your evidence - this means members of the public and others will not be allowed in the court room
- > using closed circuit television (CCTV) so you are not in the same room as the accused person. You will give your evidence in another room where you will be able to see the prosecutor, defence lawyer and judge. The television in the court room will show you, the court companion and the Sheriff's Officer.

If you want to use any of these you should speak to the prosecutor. The prosecutor will ask the judge to allow you to use these.

## Victim impact statements

A Victim Impact Statement (VIS) is a way for you to tell the court about how the sexual assault has affected you.

A VIS is given to the judge or magistrate after a guilty plea is entered by the accused, or after the accused has been found guilty.

You can contact these people if you need help writing a VIS.

- > Witness Assistance Officer at the Office of the Director of Public Prosecutions (ODPP)
- > Investigating Police Officer
- > Solicitor or Prosecutor
- > Victims of Crime SA

For contact details, see the back of this booklet.

# After court

## The Victims Register

The Victim Service Unit, Department for Correctional Services maintains a Victim Register.

If you are on this register you can have information about the offender if they are in prison or on a bond or Community Service Order. To get this information, you will need to apply to be put on the Victims Register.

The person who hurt you cannot get hold of your details.

### **Victim Services Unit, Department for Correctional Services**

**Phone:** 1800 380 550

### **Forensic Mental Health Service**

**Phone:** 7425 6282

### **Victim Register, Youth Court**

**Phone:** 8463 6488

## Victim of crime compensation

Sometimes a victim of crime can claim money from the government to help compensate for injury.

Injury can include mental illness, shock, sexually transmitted infection or pregnancy if they are a result of the crime.

Injury does not include property loss or damage.

You will need a lawyer if you want to make a claim for compensation.

If your claim is accepted, the lawyer's fee will be paid by the government in addition to the compensation paid to you.

For more information about compensation see Victims of Crime SA on page 26.

# Other things to think about

## Family Safety Referrals

If the sexual assault happened at home and the person is likely to do it again, your case might be referred to the Family Safety Framework.

The Family Safety Framework is where different government agencies come together to talk about your case and how they can help keep you safe. They can help you access other support services.

No information will be shared with the person who hurt you.

## Sexual harassment

If you have been sexually harassed or discriminated against, you might be able to lodge a complaint with Equal Opportunity SA.

Sexual harassment is a type of bullying and can include:

- > unwanted touching
- > making comments or jokes that are sexual
- > showing or sending pornographic pictures
- > emails, texts or other messages with sexual content
- > constant requests for dates.

It doesn't matter whether it was meant as a joke or as a compliment.

It's against the law to sexually harass people. If you're unsure, you can contact Equal Opportunity SA to talk to someone.

**Phone:** 7322 7070

**Email:** [equal@sa.gov.au](mailto:equal@sa.gov.au)

**Web:** [www.equalopportunity.sa.gov.au](http://www.equalopportunity.sa.gov.au)

## Social media

You may want to tell other people, such as your friends, about what happened but you should not post anything about what happened on social media.

People may not respond in the way you want. They may post hurtful comments.

Information you post can stay on the web even if you think it has been removed.

You can also be asked questions in court about things you post on social media.

If you post anything that is threatening or abusive to a person, it may be bullying. It may also be a criminal offence.

# What are my rights?

*The Declaration in the Victims of Crime Act 2001 describes the treatment victims can expect from South Australian Government agencies and non-government agencies that provide services to victims of crime.*

Victims have the right to make a complaint if they are not treated this way.

If there is something you do not understand you can ask police or the Victims of Crime SA.

## **1. Kindness, respect and sympathy**

You will be treated with kindness, respect and sympathy taking into account your needs.

## **2. Information about services**

You will be told as soon as possible about the different services that can help you.

## **3. Information about the investigation of the crime**

If you ask, you will be told about how the police investigation is going. Sometimes there may be things the police can't tell you.

## **4. Information about bail**

If you ask, you should be told if an alleged offender applies for bail and the outcome.

If you are concerned about your safety you should tell a police officer or prosecutor. They must listen to your concerns.

You should be told of any conditions to protect you.

## **5. Information about the prosecution of accused**

If you ask, you should be told of any decision to change or drop the charges. You should be told the reason for the decision.

If you are a victim of a serious offence you should be consulted before a decision is made.

## **6. Choose to attend court**

You have a right to go to court in most cases.

## **7. Told to attend court**

You should only be asked to attend court if it is genuinely necessary. You will be told if you must attend.

## **8. Information about the trial process and role as a witness**

If you have to give evidence as a witness in a trial you will be told about how the trial works and what you have to do.

## **9. Protection from the accused**

While your case is in court you should be protected from contact with the accused and defence witnesses.

## **10. Protection of victims' privacy**

You can keep your address and phone numbers private unless the courts says otherwise.

## **11. Return of property held by the State**

If any of your property was taken for evidence you have the right to get it back as soon as possible.

## **12. Victim Impact Statement at sentencing**

If a person is found guilty you can tell the court how the crime has affected you. This is called a victim impact statement. You can ask for help to do this.

## **13. Information about compensation or restitution**

You should be given information about restitution and compensation for harm suffered as a result of the crime.

If you want restitution for property loss or property damage you should tell the investigating officer or prosecutor. The prosecutor can tell the court about your request for restitution.

## **14. Information about court outcomes**

If you ask, you should be told about the court outcome including details of the sentence. You should also be told about any appeal.

## **15. Request a review**

If you are unhappy with an outcome like the sentence you can ask the prosecutor to consider an appeal.

You must ask within 10 days of the outcome or sentence.

## **16. Release of an offender**

If you ask, you can be told when an offender is to be released from custody.

You can ask to be told when an offender completes community service.

You can ask to be told if an offender complied with the conditions of a bond.

### **17. Submissions to the Parole Board**

You can have a say if your offender applies for parole.

### **18. Outcome of Parole Hearings**

If you ask, you should be told the outcome of parole proceedings especially any conditions to protect you.

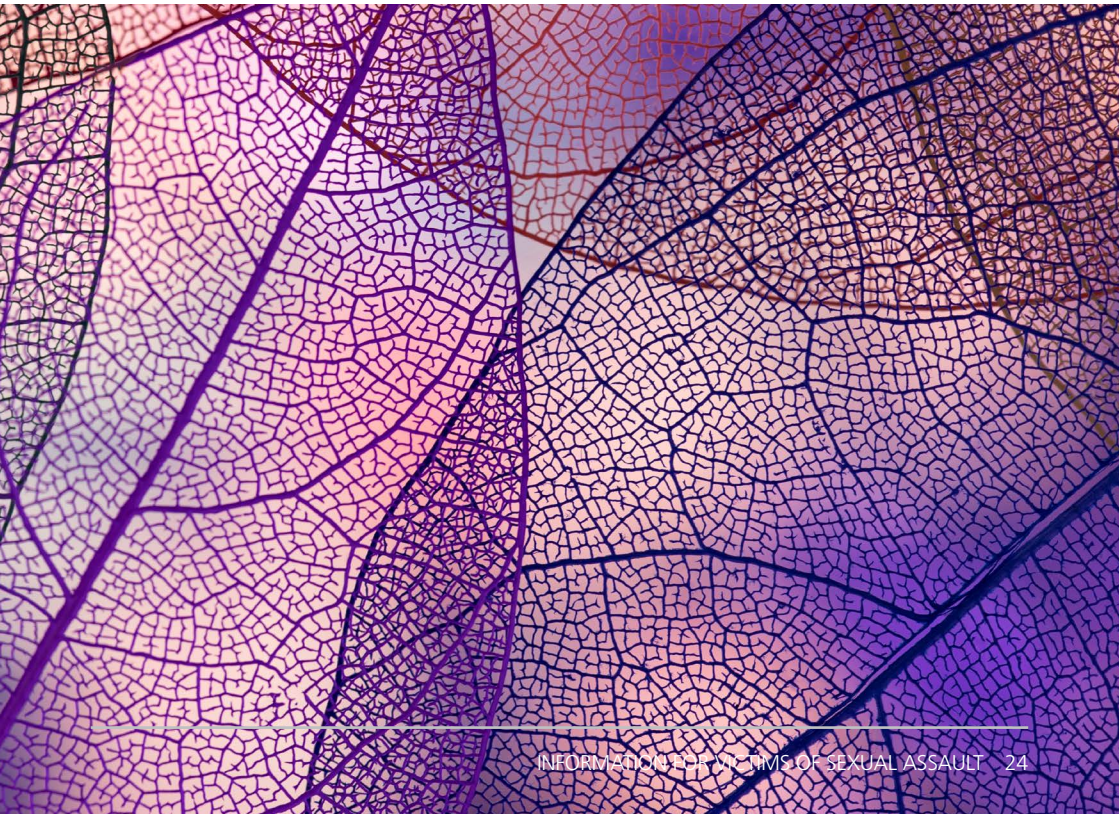
If you ask, you should be told if a mentally incompetent offender applies to vary or revoke a licence.

### **19. Escape from custody**

If you ask, you should be told if an offender escapes from custody. You should also be told when they are back in custody.

### **20. Right to make a complaint**

You can make a complaint if you do not think you have been treated properly. You can ask for information about how to do this.



# Where can I get help?

## South Australia Police

**000** Police, Fire, Ambulance in an emergency

**131 444** Police Assistance Line for non-urgent police assistance

**1800 333 000** Crime Stoppers report crime anonymously

**Web:** [www.police.sa.gov.au](http://www.police.sa.gov.au)

### Victim contact officers

Metro	
Eastern District	7322 4917
Northern District	8207 9471
Southern District	8392 9013
Western District	8207 6421
Regional	
Barossa	0411 659 751
Eyre & Western (Pt Lincoln)	8688 3020 (General Police Station)
Eyre & Western (Whyalla)	8648 8020 (General Police Station)
Far North (Pt Augusta)	8648 5020 (General Police Station)
Hills Fleurieu (Mt Barker)	8398 1700
Limestone Coast (Mt Gambier)	8735 1041

Murray Mallee (Murray Bridge)	8535 6023
Yorke Mid North (Pt Pirie)	8638 4014

## Victim support

### Domestic Violence Crisis Line

This service can help by:

- > developing safety management strategies that suit your unique situation
- > linking you with tools that promote safety and technology security
- > facilitating access for you and your children to safe accommodation
- > providing domestic and family violence counselling over the phone
- > providing information and referrals to accommodation, police, legal, housing, specialised counselling and financial supports available
- > Supporting you to remain safe at home.

**Phone:** 1800 800 098\* (Free call 24 hours a day, 7 days a week)

**Email:** [contact@womenssafety.com.au](mailto:contact@womenssafety.com.au)

**Web:** [www.womenssafety.com.au](http://www.womenssafety.com.au)

\*Due to the volume of calls received it is important to leave a message rather than stay on hold.

A specialist counsellor will return your call at a safe time nominated by you.

### **Lifeline**

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.

**Phone:** 13 11 14

**Web:** [www.lifeline.org.au](http://www.lifeline.org.au)

**Lifeline Text** – if you find it hard to talk, text 0477 13 11 14. Lifeline Text is available 24 hours a day, 7 days a week.

You can also access support via online chat 24 hours a day, 7 days a week.

### **Mental Health Triage Service (24 hours)**

The SA Health Mental Health Triage Service operates 24 hours a day, 7 days a week. This service:

- > is the main point of access into mental health services
- > can provide advice and information in a mental health emergency or crisis situation
- > is staffed by mental health clinicians

- > will assess and refer to response teams where appropriate.

**Phone:** 13 14 65

### **Victims of Crime SA**

Victims of Crime SA is led by the Commissioner for Victims' Rights and supports South Australian victims of crime. Our office can:

- > provide information, advice and support
- > help to deal with the physical, emotional and financial impact of crime
- > help victims in their dealings with prosecution authorities and government agencies.

The Commissioner for Victims' Rights is an independent statutory officer appointed to help victims of crime, advocate on their behalf and ensure their rights are upheld. The Commissioner also monitors and reviews laws and court practices on victims.

**Phone:** 7322 7007

**Web:** [www.voc.sa.gov.au](http://www.voc.sa.gov.au)

For young people under the age of 16 years who have experienced sexual assault, contact the Child Protection Services of either the Women's and Children's Hospital, Flinders Medical Centre or Lyell McEwin Hospital.

### **Yarrow Place - Rape and Sexual Assault Service**

Yarrow Place is an inclusive service and welcomes anyone who has been sexually assaulted. Yarrow Place provides a variety of services for people who have experienced a rape or sexual assault at the age of 16 years and above.

These services include:

- > 24 hour crisis response service for recent rape or sexual assault. This can include medical care, forensic medical examinations, counselling and advocacy
- > follow up medical care
- > ongoing counselling for recent and past assaults
- > support for partners, families and friends
- > Group Work Programs for survivors.

**Phone:** 1800 817 421 (Toll free in SA)

**Email:** [info@yarrowplace.sa.gov.au](mailto:info@yarrowplace.sa.gov.au)

**Address:** 64 Pennington Terrace, North Adelaide

### **Sexual Assault Services / Counselling / Health Care**

#### **Adelaide Sexual Health Centre**

Offers a walk-in, free and confidential testing, diagnosis and treatment of sexually transmitted infections (STIs), including HIV. You don't need an appointment.

**Phone:** 7117 2800

**Web:** [www.calhn.sa.gov.au/adelaide-sexual-health-centre](http://www.calhn.sa.gov.au/adelaide-sexual-health-centre)

**Address:** 260 Currie Street, Adelaide SA 5000

#### **Cedar Health Service: Inclusive Domestic and Family Violence Healthcare**

Cedar Health Service provides free specialised healthcare to address the health impacts of Domestic and Family Violence for people aged 16 and over who have been subjected to abusive and unsafe behavior from a partner or ex-partner.

Available services include:

- > health checks and assessment
- > health planning and referral
- > counselling
- > culturally safe healthcare.

Cedar Health Service has Aboriginal clinical healthcare workers, doctors, nurses and social workers and is supported by an administration team.

Cedar Health Service can be contacted between 9.00am - 5.00pm, Monday to Friday.

**Phone:** 8444 0700

**Web:** [www.wchn.sa.gov.au/our-network/cedar-health-service](http://www.wchn.sa.gov.au/our-network/cedar-health-service)

### **1800RESPECT - National Sexual Assault, Domestic Violence Counselling Service**

A National counselling helpline, information and support to anyone whose life has been impacted by sexual assault, domestic or family violence.

The service is available 24 hours a day, 7 days a week.

**Phone:** 1800 737 732

**NRS:** 1800 555 677

**Text:** 0458 737 732

**Web:** [www.1800respect.org.au](http://www.1800respect.org.au)

Online chat and video calls are available through their website.

### **Pregnancy Advisory Centre**

Provides women in South Australia with information about pregnancy and a safe abortion service. Counsellors are trained social workers and abortions are provided by qualified, non-judgmental medical staff. Counselling and abortion services are free, provided at no cost to clients. Contraception is provided at minimal cost for women accessing an abortion.

The centre is open Monday to Friday 9.00am - 4.00pm.

**Phone:** 7117 8999

**Email:** [HealthPAC@sa.gov.au](mailto:HealthPAC@sa.gov.au)

**Web:** [www.calhn.sa.gov.au/pregnancy-advisory-centre](http://www.calhn.sa.gov.au/pregnancy-advisory-centre)

**Address:** 707 Port Road, Woodville Park

## **rebuild.**

### **Counselling for Victims of Crime**

rebuild provides trauma-based counselling and peer support to adult and child victims of crime as they move through the criminal justice process.

The service is for:

- > anyone directly harmed by a crime
- > anyone harmed as a result of witnessing a crime
- > parents or caregivers who have been harmed as a result of a crime against their child
- > relatives of a person who has died or suffered harm as a result of a crime.

This is a confidential and free service available state-wide. Counselling and support is available face to face, by telephone or online video appointment. Phone counselling via TTY and TIS is also provided.

**Hours:** 9.00am – 5.00pm, Monday to Friday

**Phone:** 1800 310 310 during business hours to make an appointment or to leave a voicemail and they will return your call.

**Email:** [rebuild@rasa.org.au](mailto:rebuild@rasa.org.au)

**Web:** [www.rasa.org.au/rebuild-counselling-for-victims-of-crime](http://www.rasa.org.au/rebuild-counselling-for-victims-of-crime)

## **Shine SA Sexual Healthline**

A confidential service where you can talk to someone about your sexual health.

Available Monday to Friday, from 9.00am – 12.30pm.

**Phone:** 1300 883 793 or 1800 188 171 (toll free, country callers only)

**Web:** [www.shinesa.org.au](http://www.shinesa.org.au)

They also provide clinical and counselling services. To make an appointment phone 8300 5300.

## **Uniting Communities sexual abuse or sexual assault counselling**

This program provides counselling to children, young people who have experienced sexual abuse and/or sexual assault, and adults who have experienced childhood sexual abuse.

**Phone:** 8202 5060

**Email:** [uconnect@unitingcommunities.org](mailto:uconnect@unitingcommunities.org)

**Web:** [www.unitingcommunities.org](http://www.unitingcommunities.org)

## Services for children and young people

### Child Abuse Report Line (CARL) 24 hour service

The Child Abuse Report Line is where all child protection concerns must be reported.

**Phone:** 13 14 78

**Web:** [www.childprotection.sa.gov.au](http://www.childprotection.sa.gov.au)

### Child and Adolescent Mental Health Service (CAMHS)

CAMHS provides a wide range of activities and services including counselling services to children and adolescents (up to 18 years of age) and their families.

For your nearest CAMHS service location call reception on 8161 7198.

Virtual care online: [www.wchn.sa.gov.au/our-network/camhs](http://www.wchn.sa.gov.au/our-network/camhs)

### Child Protection Services

#### > Women's and Children's Hospital

**Phone:** 8161 7346

After hours (08) 8161 7000  
(switchboard)

#### > Flinders Medical Centre

**Phone:** 8204 5485

After hours 8204 5511  
(switchboard)

#### > Lyell McEwin Hospital

**Phone:** 8282 2566

### Metropolitan Youth Health

Metropolitan Youth Health (MYH) provides free, confidential services for young people aged 12–25 years, with a focus on young people under 18 years, across metropolitan Adelaide.

MYH has sites based at Elizabeth, Christies Beach and Angle Park. They also offer outreach services from a number of community and school locations.

The service operates Monday to Friday, 9.00am – 5.00pm.

To make an appointment -

**Phone:** 1800 716 881

**Email:** [Health](mailto:Health).

[MYHAdminCoordinators@sa.gov.au](mailto:MYHAdminCoordinators@sa.gov.au)

**Web:** [www.wchn.sa.gov.au/our-network/metropolitan-youth-health/myh-home](http://www.wchn.sa.gov.au/our-network/metropolitan-youth-health/myh-home)

## Disability / Mental Health Services

### Disability Advocacy and Complaints Services of SA Inc (DACSSA)

DACSSA provides support, information and advocacy for all people with disability, their families, friends and carers.

**Phone:** 7122 6030

**Email:** [admin@dacssa.org.au](mailto:admin@dacssa.org.au) (not for advocacy requests, use the online form for advocacy requests)

**Web:** [www.dacssa.org.au](http://www.dacssa.org.au)

**Address:** Level 7, 70 Pirie Street  
Adelaide, SA 5000

### National Disability Abuse and Neglect Hotline

The National Disability Abuse and Neglect Hotline is an Australia-wide telephone hotline for reporting abuse and neglect of people with disability. The Hotline works with callers to find appropriate ways of dealing with these reports.

To make a report:

- > Call **1800 880 052** and speak with an experienced Hotline staff member 9.00am - 7.00pm, Monday to Friday
- > Callers who are deaf or have a hearing or speech impairment can contact the [National Relay Service \(NRS\)](#) by calling **1800 555 677** then asking for **1800 880 052**
- > Callers from a non-English speaking background can use the [Translating and Interpreting Service \(TIS\)](#) by calling **13 14 50**
- > **Email:** [hotline@workfocus.com](mailto:hotline@workfocus.com).
- > **Web:** [www.jobaccess.gov.au/complaints-or-report-abuse/make-complaint-report-abuse](http://www.jobaccess.gov.au/complaints-or-report-abuse/make-complaint-report-abuse)

## Aboriginal and Torres Strait Islander Services

### Aboriginal Family Support Services Inc.

Aboriginal Family Support Services Inc. together with Aboriginal communities strengthen families to ensure safe and culturally strong futures for children and young people.

Adelaide	8205 1500
Berri	8582 3192
Ceduna	8625 3466
Cooper Pedy	8672 3066
Murray Bridge	8532 1790
Port Augusta	8641 0907
Port Lincoln	8683 1909
Kilkenny	8297 5708
Noarlunga Centre	8186 4000
Mount Gambier	8723 6110
Paralowie	8281 5440
Port Pirie	8632 2227
Salisbury	8182 6567
Wingfield	8281 3440
Whyalla	8644 0116

**Email:** [afss@afss.com.au](mailto:afss@afss.com.au)

**Web:** [www.afss.com.au](http://www.afss.com.au)

### Nganampa Health Council

Nganampa Health Council has seven clinics, 6 large clinics and a smaller clinic. The clinics are staffed by Aboriginal Health Workers, Nurses and Medical Officers. and assorted health related programs including sexual health, women's health and mental health.

#### Alice Springs Office

**Phone:** 8952 5300

#### Umuwa Office

**Phone:** 8954 9040

**Web:** [www.nganampahealth.com.au](http://www.nganampahealth.com.au)

### NPY Women's Council (NPYWC)

The NPYWC Domestic and Family Violence Service provides help and advocacy for individual victims of domestic violence.

**Phone:** 8958 2374

**Email:** [enquiries@npywc.org.au](mailto:enquiries@npywc.org.au)

**Web:** [www.npywc.org.au](http://www.npywc.org.au)

## Pika Wiya Health Service Aboriginal Corporation

Pika Wiya Health Services Aboriginal Corporation provides medical service to the Aboriginal population in Port Augusta, Davenport, Copley and Nepabunna communities.

The service is available 9.00am - 5.00pm, Monday to Friday.

**Phone:** 8642 9991

**Email:** [generalenquiries@pikawiyahealth.org.au](mailto:generalenquiries@pikawiyahealth.org.au)

**Web:** [www.pikawiyahealth.org.au](http://www.pikawiyahealth.org.au)

**Address:** 40-46 Dartmouth St, Port Augusta, SA 5700

## Services for culturally and linguistically diverse communities

### Australian Migrant Resource Centre (AMRC)

The AMRC helps people from refugee and migrant backgrounds, especially those who are new arrivals to South Australia.

**Phone:** 8217 9500

**Email:** [admin@amrc.org.au](mailto:admin@amrc.org.au)

**Web:** [www.amrc.org.au](http://www.amrc.org.au)

## Refugee Health Service

The Refugee Health Service provides medical care for newly arrived refugees, allied health assessment and support for those with complex needs, and health information. They also have nurse-led clinics and counselling.

The service is available 9.00am - 5.00pm, Monday to Friday, with a Saturday morning service coming soon.

**Phone:** 7133 9996

**Email:** [health.CALHNICRHSNurses@sa.gov.au](mailto:health.CALHNICRHSNurses@sa.gov.au)

**Web:** [www.calhn.sa.gov.au/refugee-health-service](http://www.calhn.sa.gov.au/refugee-health-service)

**Address:** 21 Market St, Adelaide, SA 5000 Australia

## Legal services

### Law Society of South Australia Legal Referral Service

The Legal Referral Service connects you with lawyers who can help you. The free community service provides referrals to law firms based on areas of law, your location, foreign language speaking solicitors and, if necessary, home or hospital visits by solicitors.

The helpline and online service are available 9.00am - 5.00pm, Monday to Friday.

**Phone:** 8229 0200

**Web:** [www.lawsocietysa.asn.au](http://www.lawsocietysa.asn.au)

## Legal Services Commission - Legal Helpline

The Legal Services Commission provides free and confidential legal advice by phone and in-person. There are offices in Adelaide, Elizabeth, Port Adelaide, Noarlunga, Port Augusta and Whyalla.

The helpline and online chat service are available 9.00am - 4.30pm, Monday to Friday.

**Phone:** 1300 366 424

**Web:** [www.lsc.sa.gov.au](http://www.lsc.sa.gov.au)

Callers who are deaf or have a hearing or speech impairment can contact the [National Relay Service \(NRS\)](#) by calling **1800 555 677** then asking for **1300 366 424**.

Callers from a non-English speaking background can use the [Translating and Interpreting Service \(TIS\)](#) by calling **13 14 50**.

## Witness Assistance Team, Office of the Director of Public Prosecutions

The Witness Assistance Officers help victims of crime, their immediate family members and witnesses for the prosecution throughout their experience with the Criminal Justice System.

**Phone:** 7322 7055

**Email:** [dpp@sa.gov.au](mailto:dpp@sa.gov.au)

**Web:** [www.dpp.sa.gov.au](http://www.dpp.sa.gov.au)

## Women's Domestic Violence Court Assistance Service

The Women's Domestic Violence Court Assistance Service is a specialist legal service providing support to women affected by domestic and family violence. Operated by the Legal Services Commission, WDV CAS provides a range of services primarily relating to helping women apply for intervention orders and ending tenancy agreements.

The phone service is available 9.00am - 5.00pm, Monday to Friday. There is also an online form available on their website.

**Phone:** 1800 246 642

**Email:** [WDVCAS@lsc.sa.gov.au](mailto:WDVCAS@lsc.sa.gov.au)

**Web:** [www.wdvcas.lsc.sa.gov.au](http://www.wdvcas.lsc.sa.gov.au)

## Women's Legal Service

The Women's Legal Service provides a free and confidential legal service to women in South Australia.

The Advice Line operates 10.00am - 4.00pm, Monday to Friday (excluding Wednesdays).

**Phone:** 8231 8929 or 1800 816 349 (toll free)

**Email:** [admin@wlssa.org.au](mailto:admin@wlssa.org.au)

**Web:** [www.wlssa.org.au](http://www.wlssa.org.au)

**Address:** Level 7, 45 Grenfell Street, Adelaide SA 5000

# Making a complaint

As a victim of a crime, you can make a complaint if you believe you have not been treated properly.

You can:

- > Speak to the person you are dealing with about the problem – most complaints can be sorted out easily
- > If that doesn't work, follow the agency's complaint process
- > If you are still not satisfied, you can make a complaint to Victims of Crime SA.

## Police officers

You should first contact the Victim Contact Officer at your local police station.

If this doesn't help, you can write to:

### Commissioner of Police

GPO Box 1539  
Adelaide SA 5001

### Office for Public Integrity

You can also make a complaint to the Office for Public Integrity.

You can fill out an online form at:  
[www.publicintegrity.sa.gov.au](http://www.publicintegrity.sa.gov.au)

The Office for Public Integrity is open 9.30am - 4.00pm, Monday to Friday.

GPO Box is 85880

**Phone:** 1300 782 489

**Web:** [www.publicintegrity.sa.gov.au](http://www.publicintegrity.sa.gov.au)

**Address:** GPO Box 464, Adelaide SA 5001

## Victims of Crime SA

Victims of Crime SA can help you if you feel like you haven't been treated properly. They can talk to public agencies on your behalf and ask them to write you an apology if they have not treated you properly.

The Commissioner can't:

- > change a decision made by a judge, magistrate or tribunal member
- > investigate a complaint that is already being investigated by another organisation
- > investigate a complaint that is not covered by the *Victims of Crime Act 2001*.

**Phone:** 7322 7007

**Web:** [www.voc.sa.gov.au](http://www.voc.sa.gov.au)

## To track the status of your crime report online:

- > Download South Australia Police's portal app from Google Play Store or Apple App Store by searching for SAPOL. Once installed, select the Track My Crime icon, or
- > Go to SAPOL's website [www.police.sa.gov.au](http://www.police.sa.gov.au) and search for Track My Crime.
- > Enter your police report number and report date to see the status of your crime.



**Government of South Australia**

Victims of Crime SA