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| **Graphics** | **Script** |
| Acknowledgement | The following video has been filmed on Kaurna Land.  We acknowledge this is the traditional country of the Kaurna people of the Adelaide Plains and pay respect to Elders past and present.  We recognise their cultural heritage, beliefs and relationship with the land and respect that they are of continuing importance to the Kaurna people living today. |
| Words on screen | Right to services and support  **rebuild**.  **Relationships Australia, South Australia** |
| Sophie McEvoy | So my name's Sophie McEvoy and I’m the team leader of rebuild which is the counselling service for victims of crime at Relationships Australia South Australia. |
| Words on screen | **Tell us about what you do** |
| Filmed interview | So Relationships Australia South Australia has approximately like 55 different services so we're quite big and we've been doing trauma-informed counselling for about 70 years so we're quite a established service and we do a lot of work with victims of domestic violence in a number of our other services as well as children families adults. We run both metropolitan and regionally so we run through seven offices in the metro region and we run in mount gambier port augusta and berry as well and we provide yeah a suite of counselling services and that's kind of one of the really great things about coming to relationships australia is you might come in for counselling specifically because you've been a victim of crime but then alongside that you might want a service that we can offer through one of our other services or your child might need counselling and we can offer that elsewhere as well. |
| Words on screen | **How do you support victims?** |
| Filmed interview | So rebuild sits within the suite of trauma services at relationships australia and we are the specific counseling service for victims of crime so it's victims of any crime whether that's violent or non-violent and we can support you in a number of different ways whether that's pure counselling we might work towards um kind of rebuilding sense of safety sense of trust confidence um basically trying to get back to living the life you want to live and alongside that we might refer you to other services that are going to help you along the way whether that's kind of safety services or victims of crime the commissioner's office whoever that might be and we can also support in helping people understand the criminal justice system and how that works and helping them feel more comfortable to approach that. |
| Words on screen | **Who do you typically help?** |
| Filmed interview | So basically if you're an adult or a child who's experienced a crime and whether that's recent or historic you can give us a call and you will be able to access our service in one way or another also if you're a family member of someone who's experienced a crime or a partner a child you know in some way connected and it's impacting upon you and you feel like some counselling is going to help you there give us a call and we'll be able to work with you witnesses as well so people who've witnessed a crime but weren't necessarily involved they can also access counselling through our service and we can work with you individually and but we can also work with you in that family context you know if there was a crime that's impacted many members of your family we can bring people together and work in that way as well or work individually with children or do some child parent work there's lots of different ways we can work with people. |
| Words on screen | What does trauma informed mean? |
| Filmed interview | What we mean when we talk about trauma informed is we're trying to provide people with that sense of safety and stability when they come into our service so we're working at their pace some people might come to us and be really open and up for counselling straight away and want to tell their story whereas others might need a slower approach or they might need a little bit more kind of practical support along the way so we're meeting people where they're at and no one approach is right for anyone so it's kind of about having that myriad of approaches available and having really skilled experienced counsellors for people to work with. |
| Words on screen | When do you usually meet victims? |
| Filmed interview | It really varies um often we will have referrals come through from SAPOL they're one of our biggest referrers um and that can be kind of at the beginning of people's journey so and when they've just recently been a victim of crime they might be referred to us but really we get people who are about to hit the court system and there can be some kind of anxiety coming up around what's going to happen there they might be referred to us then or at the parole stage you know we might get someone who has had some counselling before and now he's just looking for a little bit further support down the line they haven't been engaged with the criminal justice system for a long time but they're just needing a little bit of extra support and we can step in there too. |
| Words on screen | Why is this helpful for victims? |
| Filmed interview | I think a lot of the time people really want to be heard and you know often they're kind of caught up in a system perhaps and it's feeling like a little bit out of their hands and they want someone to sit with them in that and understand that and guide them a little bit but also just acknowledge their experience and we get a lot of clients who are really ready to move forwards as well and who want some help just taking those next few steps to get back to living that life they want to live. |
| Words on screen | What is your advice to victims of crime? |
| Filmed interview | I think i'd say i get it to people who are reluctant to kind of take that next step and there's no right way to kind of move forward from being the victim of a crime and if you feel like you're traveling okay and you don't need support right now then that's probably fine and you can always contact us later but if you're reluctant because you know you're not sure who we are or what we're going to do or what this whole counselling thing is about i'd say give us a call because once we're on the phone with you we can really talk you through it we can see well okay this is the stage you're at and here's what we can offer because of that or you had a bad experience over here and you didn't enjoy that but maybe we can do something different. |
| Closing card | Have you been the victim of a crime?  You have rights.  Find out more at Victims of Crime SA  www.voc.sa.gov.au |