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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  **Road Trauma Support Team, SA** |
|  | My name’s Kylee Simpson, and I’m the Chairperson of the Road Trauma Support Team. |
| Words on screen | **Tell us about what you do** |
|  | The Road Trauma Support Team was established in 2004, and it’s a support service that offers free counselling and support to anyone affected by road trauma.  We also offer accommodation for people who may need to attend Adelaide for a court case or if they have a loved one in the hospital. We also can offer some support groups or some group counselling. We can also offer counselling to companies or schools.  We have a whole range of services – it’s all free and we offer support to anybody. So it doesn’t have to be a fatal crash, it can be any crash at all – anyone who’s affected at all can contact us for some help. |
| Words on screen | **What is road trauma?** |
|  | It’s something that no one ever expects to experience. You go to work one day and then you come home and your life can be completely different.  We all get behind the wheel of the car and think we’re going to make it safely to the destination, but it’s just one of those traumas that you just don’t expect, and it can happen to anyone. |
| Words on screen | **How do victims access your service?** |
|  | So generally, they’ll be referred to us, whether it be by Major Crash Investigation Unit or another service.  What normally would happen is someone would ring the Road Trauma Support Team, we have a committee member who answers the phone and establishes what the person needs.  So whether it’s a family of 10 that might want to have a group counselling session, whether it’s a person that wants to have a one-on-one, we tailor everything to everybody’s needs.  We also offer help to first responders, people that may have come across the crash or are in some way impacted. It doesn’t have to be the direct victims, but it can also be other people that are affected by the crash.  Obviously sometimes emergency services, the SES etc, in country locations often know the person so we also offer services to them as well. |
| Words on screen | **When do you usually meet victims?** |
|  | Road Trauma Support Team meet victims at all different times. So some people might want help a day or two after the crash, some people it might be a week, two weeks or even a year later but it’s one of those things where everybody’s affected differently, and some people want the help straight away, some might want help closer to court.  Everyone’s different, it’s very unique. Some people just need help in taking the next step forward really. |
| Words on screen | **How do you support victims?** |
|  | I think everyone’s different, but when people do call Road Trauma Support Team they’re definitely at their weakest, they just want someone to talk to and then we get information from them and find out what service might help them.  Nine times out of ten it’s counselling. You know, a lot of people think they don’t need counselling, and then they call and speak to us and realise that that’s something that may help them down the track.  Some people might seek out a counsellor once, then decide I’m okay and then 6 months later get followed up again. |
| Words on screen | **Why is this helpful for victims?** |
|  | The Road Trauma Support Team is very unique in the services that it offers because road trauma doesn’t discriminate, so anyone can be affected by road trauma at any time of the day, and it’s a service where it’s specific to road trauma.  So, all our counsellors understand the effects of road trauma and our committee are actually victims of road trauma, so they definitely know what the person on the phone is going through.  Our counsellors are all very experienced in road trauma, and we do actually have a couple of victims who have gone on to become counsellors, who are now offering their services which is really good. |
|  | **What’s your advice to victims of crime?** |
|  | I think if you’ve seen a crash and it does affect you and it affects things like your appetite or your thought process or you’re just not feeling happy, then it might be affecting you and you probably need to give us a call.  And sometimes it’s not one particular crash that can affect you, it’s three or four and then there’s a trigger, you get triggered and you might think you’re ok.  But I just think if you’re not feeling right, just give Road Trauma Support Team a call. |
| Closing card | **Have you been the victim of a crime?**  **You have rights** |
|  | **Find out more at**  **Victims of Crime SA** [**www.sa.gov.au**](http://www.sa.gov.au) |