

CONSUMER REPORT – SUMMARY OF PROJECT



➤ What is the project about?

The Project ultimately allowed the Road Trauma Support Team of South Australia to broaden the reach of knowledge and service provision of the Organisation in the South Australian Community as well as increase the number of clients accepted for counselling.

- 1) Increasing people's understanding and knowledge of the service provision provided by the RTST to South Australians was implemented through the bulk printing of updated brochures outlining contact details and services provided by the Organisation. Brochures were distributed to Police Stations, hospitals and relevant locations where people can read and self-refer for counselling.
Production of merchandise to be handed out at RTST Events such as the International Memorial Day for Road Victims and students attending the Expo 'Street Smart' also increased awareness and knowledge of services and provisions offered to the South Australian Community.
- 2) Funding Counsellors in both metropolitan and rural SA allowed the RTST to increase the number of clients the Counsellors contracted by RTST could see for trauma, grief and loss support in South Australia following a fatality, near miss or bearing witness to a road incident in 22/23

➤ What did the team do?

The Road Trauma Support Team selected the most useful and age-appropriate merchandise to be ordered on bulk, together with an updated, modern version of an information brochure and used these items at the 2 key Events run throughout the calendar year to inform and build awareness of the Road Trauma Support Team in South Australia. Students received branded drink bottles and pens and were informed about Road Safety and the impacts road incidents can have on individuals who either witness or experience a loss as a result of a fatal road accident.

The Committee also ensured that remote, rural areas, together with the metropolitan zones of South Australia were equipped with Counsellors who were experienced in attending to the needs of victims of road trauma. New Counsellors were brought onboard, and client intake increased as a result of this.

➤ What did the team find?

The Team has found that with the increase in road fatalities and lives lost on South Australian Roads has impacted a greater number of family, friends and witnesses, hence increasing the number of referrals received for the support of grief and loss counselling provided by our service. Funding Counsellors to provide these life saving services is immeasurable for the victims of road trauma.

The Team also found that the distribution of brochures to Police Stations and Hospitals increased the awareness of service provision and support services available to the public.

➤ How will the results be used?

These results have identified that we need to continue to distribute brochures to increase awareness of the service provision to ensure people receive the help needed following road trauma incidences. The results have also indicated the people are WILLING to receive help if the cost is covered and the professional service provision is free of charge.

As we forward the findings to The Attorney General's Office (Funding Body for the RTST of SA) we hope the importance and necessity of the service provision to continue Counselling as a free service for all South Australians affected by road trauma is highlighted and budgeted for in the 23/24 calendar year and necessary funds are allocated to the Road Trauma Support Team of SA.