



# So what happens now?

Information for victims of  
road trauma in South Australia

**CTP** INSURANCE  
REGULATOR

# Introduction: Commissioner for Victims' Rights

**Clearly, road crashes are not unique to our State; or our country. Road crash injuries are the leading cause of death by injury worldwide and the tenth leading cause of all deaths. Despite the marked decline in the number of people killed on our roads, the number remains too high.**

Road crashes traumatise many people. I deliberately say traumatise because trauma literally means “a powerful shock that may have long-lasting effects”. There is no escaping the obvious that road crashes resulting in sudden death or unexpected injury are certainly powerful events. It would be unusual for a person to have the opportunity to emotionally and psychologically prepare for what follows a road crash.

Families bereaved through road crash deaths can suffer a dramatic decline in their quality of life and standard of living. These people have many and varied needs. Many of them need considerable emotional, practical and legal support and some need assistance to cope with long-lasting psychological harm. These needs, however, are not always met.

The impact of road crashes and the resultant trauma can be enormous, with far-reaching implications. The impact can also be compounded by deficiencies in our responses to these victims.

If you are reading this booklet, it is likely that someone you know is the victim of road trauma. People like you expect family, friends, acquaintances, medical staff and insurance staff, and the Police to help them – however, these people do not always do so.

This booklet has useful information to help you cope, to help you assist others, and to assist you in dealings with those people and services

that you might come into contact with should you require assistance. It is common for people affected by road trauma to want actual and factual information about the crash; financial assistance; guidance on court procedure if a prosecution happens; and emotional support. Being helped to help yourself is important; as is help by family. Government and non-government services are available should you need assistance. This booklet contains much of the information that you might need. For example, it has information about possible payments under our compulsory third party insurance scheme as well as information about support organisations, and it outlines your rights as a victim if there is an investigation into the crash and a criminal prosecution.

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# How you feel

**The loss of a loved one in a road crash is likely to be one of the most difficult experiences you will go through. Road trauma affects different people in different ways; you may even feel differently from day to day. Some days you may cope, others you may not be able to get on with your day-to-day activities. A memory, sight, sound, smell or event may trigger grief and other emotions. It is important to remember that you are reacting normally to an abnormal situation.**

Initially you may feel total shock and think ‘this isn’t real’ or ‘it can’t be true’. This is a common initial reaction to a traumatic event. You may feel that what happened is remote and nothing to do with you. You may or may not feel the impact immediately, or later (for example on an anniversary or other special days).

Over time you may suffer physical symptoms such as: lack of appetite, high blood pressure, fatigue and problems sleeping.

Depending on your situation, you may also experience a mix of emotions. Some will go away and come back later. These emotions could include:

- Emptiness or numbness
- Fear or anxiety
- Grief
- Sadness or depression
- Guilt
- Anger or irritability
- Loss of privacy and control
- Panic and confusion
- Feeling helpless and deserted
- Feeling that no-one understands what you are going through.

These symptoms or feelings usually lessen in time, but it is important to remember that there are no timeframes for grief and no right or wrong way to grieve. For some people the feelings and symptoms persist for an extended period of time. In these cases a person’s ongoing health or relationships may be affected. Either way it is important to look after yourself, and to get any support and treatment that you need.

# Children

**Like anyone else, children are affected by traumatic events such as road crashes. Like adults, they have both physical and emotional reactions.**

Children cannot always express these in words in the way that many adults can. Young children who suffer trauma may:

- Have nightmares or problems sleeping
- Wet the bed
- Behave badly
- Be easily upset
- Eat too much or too little
- Cling to adults
- Become withdrawn or fear being alone
- Suffer headaches or stomach aches
- Fight with friends
- Lose concentration
- Start doing badly in school.

Children experience the same feelings as adults, but it often comes in bursts. It is not unusual to explain a death to a child and find that they do not seem affected by it, or they want to go out to play. This does not mean they do not feel the pain of the loss. Younger children especially may ask the same questions many times.

You may have to tell the story over and over again. As children get older they may grieve again.

The loss will mean different things to them at different stages.

## What do we tell children?

One of the most difficult situations adults face is telling children that someone they love has died. Adults often worry that children will not understand and it is natural to want to protect children from the pain of losing a loved one. However, children should be told as soon as possible that a person they care about has died, preferably by a parent/guardian or someone close to them. They need to be told the truth and given opportunities to grieve. Children may be more hurt, frightened, confused and resentful if they are excluded.

## Things you can do to help your child

- Be honest with your children. Give clear and truthful information to children in a way that they can understand. Explanations such as 'he's gone to sleep' can confuse children as they take things very literally. A child may even start to fear going to sleep.
- Express your feelings in front of your child/children.
- Allow children time to talk and ask questions.
- Let them know they don't "have to be brave".
- Let them know it is ok to talk about someone who has died.
- Accept their feelings and share your own. Sharing feelings can help people feel connected to others.
- Explain to your child/children that they do not have to feel sad all the time.
- Maintain routines and expectations such as homework and bedtime, as this gives children a sense of consistency and security.
- Consider letting your child's teacher know there has been a loss in your child's life. Teachers and friends at school can help support your child.

For more information refer to Parenting SA, Parent Easy Guide No. 6 Grief and Loss. Available at [www.parenting.sa.gov.au](http://www.parenting.sa.gov.au)

# How to cope emotionally

**There is no single, easy way of dealing with such a loss, but the tips below may be helpful during the early days following your loved one's death.**

- Choose someone to help with the practical matters, such as arranging the funeral, and dealing with other immediate issues such as finances, contacting friends and family, liaising with police etc.
- Be around as many good friends and family as possible. Keeping your support network close by is crucial at this time.
- Get as much sleep as you can. Although this may be difficult, having adequate rest will help you cope emotionally.
- Although you may not feel like eating, it is important to continue regularly eating nutritious food.
- Friends and relatives may ask if they can do anything to help. Although you may feel concerned about imposing on them, taking up an offer of a cooked meal, child minding or help with the housework may give you extra time to make arrangements.
- For major decisions it may be useful to consult a family member or trusted person. Grief can affect concentration, memory and emotion and you may not be in the best state to make important decisions.
- Relatives and friends may offer advice about how you should be grieving. Although some advice may be valuable, remember that everyone's experience of grief is different. Try to take on advice that is of use to you and leave behind the advice that is well-meaning but unhelpful.
- Talk about your feelings. It can be surprising how useful a helpful listener or a little information can be. Family members and friends can offer some support, but may also need to deal with their own grief as well as other issues in their lives. Sometimes they are not able to provide the help or support you need when you need it. Sometimes it can be helpful to talk to a person who has not been affected by the crash.

# Who can help me?

## Road Trauma Support Team

The Road Trauma Support Team of SA (RTST) conducts adult support group meetings with a qualified psychologist present. The meetings are held in a confidential, informal and non-judgmental setting. RTST also offers individuals affected by vehicle trauma referral to a social worker for free private counselling.

**Phone:** 1800 069 528

**Mobile:** 0400 705 066

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

## Anglicare SA Loss and Grief Service

The Loss and Grief Service is a program of Anglicare SA, established in response to the diverse and ongoing needs of people who have experienced bereavement or other losses. The service provides individual or family counselling, information and resources, referrals, support groups, individual counselling and other programs for children.

**Phone:** (08) 8131 3400

**Email:** [admin@anglicare-sa.org.au](mailto:admin@anglicare-sa.org.au)

**Web:** [www.anglicare-sa.org.au](http://www.anglicare-sa.org.au)

## Solace

Support for older widowed people. Solace provides one-to-one support for people whose loss is recent, new members and those who are dealing with special anniversaries. Solace also conducts meetings where group discussion is encouraged. These sessions are lead by support workers and topics discussed are relevant to grief and loss and learning to live alone.

**Phone:** (08) 8272 4334

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



## Child and Youth Health

The Child and Youth Health website provides useful information for children, young people and parents/guardians about grief and loss.

**Parent Helpline Phone:** 1300 364 100

**Youth Helpline Phone:** 1300 13 17 19

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

## Crisis Care

Crisis Care is the after hours service provided by qualified Families SA social workers. It operates from 4 pm to 9 am on weekdays and 24 hours on weekends and public holidays.

Crisis Care may assist people in crisis, including people who are experiencing personal trauma.

**Phone:** 131 611

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



## Compassionate Friends

Compassionate Friends is a service for bereaved parents.

When a son or daughter dies, no matter what their age or the cause of death, grief lasts for longer than society in general recognises. The death of your child is an unacceptable tragedy and it can take a long time before you regain any sense of normality in your life.

“We Need Not Walk Alone.”

The Compassionate Friends (SA) Inc. (TCF) is part of a world-wide organisation offering friendship and understanding to families following the death of a son or daughter, brother or sister. TCF offers support in the grief and trauma which follows the death of a child at any age and from any cause. Services includes 24 hour grief telephone support and support group meetings.

**Phone:** 0456 820 133

**Email:** [tcfsainc@outlook.com](mailto:tcfsainc@outlook.com)

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

## Kids Helpline

Kids Helpline is a free 24 hour counselling service for Australian children and young people aged 5-25 years. You can get help over the phone, email or web. If you are 5-25 years old and need someone to talk to, you can call anytime – 24 hours a day, 7 days a week.

The trained counsellors will:

- Listen to you
- Believe you
- Help you with your problems
- Help you to sort things out in your own way
- Talk to you about who else might be able to help.

**Phone:** 1800 55 1800

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

# Do I have to do anything?

**There are certain processes that you will need to go through after a crash-related injury or death.**

If you were the owner, person in charge or driver of a vehicle involved in a road crash in which someone was injured or died you need to report the crash in accordance with South Australia's Compulsory Third Party insurance requirements in the *Motor Vehicles Act 1959*.

## What is Compulsory Third Party (CTP) insurance?

Compulsory Third Party (CTP) Insurance is paid at the same time as you pay your motor vehicle registration. Just as registration of your vehicle is compulsory, so is CTP Insurance.

Importantly, CTP Insurance provides compensation in respect of death or bodily injury caused by or arising out of the use of a motor vehicle where the driver or owner of a South Australian registered vehicle is at fault.

By paying your CTP premium you are protecting yourself from potentially being liable for damages if you cause injury or death to other road users.

Serious injuries can cost many hundreds of thousands in rehabilitation and medical costs so it is important that you as a driver or owner are protected from having to personally cover these expenses.

The scheme does not:

- Provide full compensation to persons who contribute to their injuries, for example, by not wearing a seatbelt.
- Compensate the injured driver who is entirely at fault.
- Cover damage to vehicles.

## **What happens if a person is killed as a result of a road crash?**

When a person dies as a result of a road crash, a positive identification must be made. A family member or friend may accompany the person performing identification. If you have any questions about this process you should speak with the investigating police officer.

Due to the nature of some deaths, a visual identification is not always possible. In these situations, other methods of identification may be used.

All fatal road crashes in South Australia are investigated by the South Australia Police on behalf of the State Coroner.

## **How do I find out about the investigation?**

A police officer will be assigned to be in charge of this investigation. The investigating officer is there to keep you informed about the investigation and any subsequent prosecution that may happen.

You should be given this police officer's name and contact phone number. You may wish to record these details in the back of this booklet. If you do not wish to personally deal with the investigators then you can nominate another person to liaise on your behalf.

Victim Contact Officers may also assist victims and their families. They are police officers and are available during office hours from Monday to Friday. The phone number for the South Australia Police, Major Crash Victim Contact Office is (08) 8207 6525.

At the conclusion of the investigation, police prepare a report that includes statements from witnesses along with technical and forensic information. The report may take some months to complete.

You may wish to obtain copies of the vehicle collision report or the full investigation report. You should speak to the investigating officer or the victim contact officer if you wish to do so. There may be a fee involved.

A copy of the vehicle collision report can be applied for at any police station. A fee will apply. A copy of the full report can be obtained by making a Freedom of Information application at any police station.

The full report will not be available until the police investigation is finalised. A fee will also apply.

## **How do I get a copy of my statement?**

You are entitled to a copy of your statement if you ask immediately after you have given it to the police. If you want a copy on another occasion, you should talk with the investigating officer; however, it is likely that you will have to apply to the Information Release Section, South Australia.

A person(s) may be charged as a result of the investigation. A range of charges, from minor traffic related charges to more serious criminal offences, may be laid depending upon the circumstances. Sometimes no charges will be laid.

## **Where will the deceased person be taken?**

Generally a person's body will be taken to Forensic Science SA if they died in Adelaide or, dependent on the circumstances and location, to a regional hospital or funeral home. From there the person may be transported to the city in the coming days.

## **What happens to the deceased's personal property?**

When a person dies in a crash, police usually remove their valuables and lodge them at a police station for safekeeping. If a death occurs in a hospital, then the valuables are stored there. The next of kin, the executor of the estate, or any person authorised by them may collect the valuables at any time as long as they produce proper identification.

## Clothing

If the deceased is taken to Forensic Science SA, the clothing is generally given to the funeral director. If a death occurs in a hospital, the clothing is held there. In some cases the clothing may be destroyed because it is unsuitable to return.

## Motor vehicle

If the collision occurs in a rural area, the vehicle is usually stored at a police station or crash repairer. If you wish to view the vehicle or to remove any belongings, contact the Police Investigating Officer to make an appointment.

## What happens to the deceased's estate?

The answer depends on whether there is a will or not. The Legal Services Commission provides useful information in its Law Handbook online, see [www.lsc.sa.gov.au](http://www.lsc.sa.gov.au).



# Coroner's Court

**In the event of a death, police complete their investigation and then pass the file on to the Coroner. From this time on, the file is called the Coroner's file.**

## Why is the Coroner involved?

The Coroner's Court is supported by lawyers, investigators, counsellors and other professionals with skills in legal matters, counselling and administration. These people are required to investigate and document each death that is reported to the Coroner. In country areas, these investigations are carried out by local police officers. The Coroner conducts inquiries into a variety of deaths including those resulting from fatal crashes. The Coroner is required to determine the cause and circumstances of a death and the identity of the deceased. A final report is then handed to the State Coroner who decides whether a formal inquest is necessary.

## What is a post-mortem?

A post-mortem examination is also called an autopsy. It is a step-by-step medical examination of the body conducted by a pathologist. The examination is carried out at the direction of the State Coroner in order to establish the cause of death. Sometimes organs are removed for examination and may be kept for further analysis to establish the cause of death. If you require more information in relation to the post-mortem examination, please contact the social worker at the Coroner's Court on (08) 8204 0600.

## **Am I entitled to a copy of the post-mortem report?**

If you are the senior next of kin and wish to receive a copy of the report, write to the Manager, Coroner's Court, 302 King William Street, Adelaide SA 5000.

The letter should state your name and address, the deceased person's full name and date of death, and should say what relation you are to the deceased. Include the name and business address of the doctor to whom you would like the report sent.

## **What is a coronial inquest?**

An inquest is a court hearing in which the Coroner's Court gathers information to assist in determining the cause and circumstances of death and, if appropriate, to make recommendations that may prevent similar deaths in the future.

The Coroner's Court is less formal and technical than other courts. However, witnesses are still called and evidence is taken down. The hearing is open to the public and can be reported in the media. An inquest is not a trial. Nobody is accused of anything.

The Coroner's findings will not go into whether any crime or civil wrong has been committed but will be findings of fact about how the death occurred. There may be a prosecution in another court if police believe there is evidence of a crime. If a criminal prosecution has already started, the inquest may be delayed until the prosecution is finished. The Coroner will not necessarily give his or her findings immediately at the end of the inquest. More likely, he or she will publish them some time later. In certain circumstances, the Coroner may exclude individuals or the public generally, and prohibit the publication of evidence.



## **When is a coronial inquest held?**

Not all road deaths lead to inquests. An inquest is not necessary if the situation is sufficiently clear from the post-mortem and police investigations.

If an inquest is to be held, the Coroner will send a letter to the next of kin detailing the time and place of the hearing. Certain witnesses will be summonsed to attend the hearing.

The Coroner will also send details of the hearing to anyone who has given written notice of their intention to appear or be represented at the inquest. If a Coroner decides not to hold an inquest, the next of kin will be notified.

## **Can I request that a coronial inquest be held?**

Relatives or other sufficiently interested parties can send a letter stating their reasons for the request to the State Coroner asking for an inquest to be held. The State Coroner will consider those reasons when deciding whether or not to hold an inquest.

## **Do I need to be represented by a solicitor at the inquest?**

Any person that the Coroner decides has sufficient interest in the inquest can apply for permission to appear or to be legally represented. They, or their legal representative, seek leave to appear, and may cross-examine any witness on matters relevant to the Inquest.

## **Counselling and support service at the Coroner's Court**

The counselling and support service is provided by an experienced social worker and is available free of charge to family members and friends. This service is available during office hours, either by telephoning (08) 8204 0600 or attending in person. You can also visit the website: [www.courts.sa.gov.au/courts/coroner](http://www.courts.sa.gov.au/courts/coroner)

It includes:

- Support if needed, especially during the time immediately after a death.
- Information about the coronial system.
- Help in preparing for inquests.
- Information about, and contact with, bereavement support groups.
- Information on helping children to understand death.
- Referral to longer term counselling.

## **How do I obtain a copy of the Death Certificate?**

Copies of the Registration of Death (Death Certificate) can be obtained from the Principal Registrar at the Births, Deaths and Marriages Registration Office. An interim Death Certificate is available prior to a cause of death being reported by the Coroner. The certificate may be used in some instances to assist in finalising matters of the deceased person's estate such as access to bank accounts by a spouse, and for social security purposes.

Once the Coroner has confirmed the cause of death, it is added to the Registrations and a further fee schedule is required to obtain the complete Death Certificate. Before making an application to receive the Death Certificate from the Births, Deaths and Marriages Office, check with your funeral director to ensure that they have not already made an application on your behalf.

# Arranging the funeral

## **Arranging a funeral can mean making many decisions at a very difficult and emotional time.**

You should contact a funeral director as soon as possible. The funeral director will liaise with the Coroner's Court regarding the release of the deceased, which cannot happen until the post-mortem is complete and the body has been formally identified. There may be a delay in certain circumstances but this is usually no longer than 72 hours.

Although arrangements for a funeral may be made, a burial or cremation cannot be carried out until the Coroner has issued the appropriate release of the body order. The Executor of the estate is responsible for making funeral arrangements. In the absence of an Executor, the next of kin or other relatives are responsible.

Funeral directors are there to offer help and guidance during one of life's most difficult times.

When making arrangements:

- Select a funeral director that is licensed and has a good reputation in the community. The Australian Funeral Directors Association (AFDA) has a list of funeral directors with AFDA membership ([www.afda.org.au](http://www.afda.org.au)).
- Discuss with the funeral director or minister of religion their role in the service to ensure you understand what you need to arrange.
- Do not be reluctant to ask any questions.
- Be sure to discuss all the available financial options before making a decision.
- The funeral director may ask for a deposit to be paid before the funeral, and for the balance to be paid by an agreed date. Ensure you check the terms and conditions for payment of the funeral before you commit to them.
- Consult the will of the deceased person for any unique funeral arrangements to be made.

Returned service personnel may be entitled to an official war grave. If you think this may be the case, contact the Commonwealth Department of Veterans' Affairs on 133 254 or visit [www.dva.gov.au](http://www.dva.gov.au)

## **Paying for the funeral**

Some people make a provision in their will for the payment of funeral costs. If you are suffering financial hardship, you may be eligible for the Department for Communities and Social Inclusion's (DCSI) Funeral Assistance Program, which provides financial assistance for a basic funeral. You can contact DCSI on 1300 762 577, or visit [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions).

In certain circumstances, you may be able to claim funeral expenses under the Compulsory Third Party (CTP) insurance scheme. For more information, contact the CTP Insurance Support Helpline on 1300 303 558.



# Dealing with media

**This can be a difficult issue. Some people want to tell their story and welcome the publicity. Others prefer to maintain their privacy.**

Police release general information to the media relating to the time, place and location of a crash.

Media outlets are entitled to report these facts; however, police will never divulge personal details such as names of deceased people without the consent of relatives.

If you are thinking of giving any information to the media about what has happened, you should consider the following:

- You should not speak to the media about the case if someone has been arrested or if there are any legal proceedings in progress. It could affect the case.
- If police are still investigating, media publicity could affect their enquiries and you should discuss this with police before speaking to the media.
- If in doubt about the legal position, check first before giving any information to the media.
- The media report may be different from what you expect. The media will gather information from many sources. Your case may be presented in a way you do not agree with, and this can be upsetting.
- Once the matter becomes public through the media, you or your family may encounter unwanted attention.
- Remember that you do not have to speak to the media, even if they are persistent. Your first contact with the media might occur while you are feeling confused and disoriented.

- You should not feel pressured or obligated to provide photos to the media. Once you have provided a photo to the media you do not have control over its use. Before providing a photo you may wish to consider how you might feel if/when the photo is used in 2, 5 or 10 years time and the impact this may have on you and your family, especially children.
- If you choose to speak with the media, consider whether you wish to give an interview, read out a statement or simply release a written statement.
- Consider whether you wish to deal with the media yourself, or use someone else, perhaps someone experienced in dealing with the media.

You are entitled to:

- Say “no” to an interview.
- Require anyone who visits your home uninvited to leave, and call the police if they refuse to do so.
- Refuse an interview with a specific reporter even though you may have granted interviews to other reporters.
- Say “no” to an interview even though you have previously granted interviews.
- Choose the time and place for interviews.
- Exclude children from interviews.
- Not answer any question you do not wish to answer.
- Speak with one reporter at a time.
- Request a correction if a report is inaccurate.
- Ask that offensive photographs or visuals not be used.
- Set conditions to protect your privacy or safety. For instance, you could give an interview on condition that your face be obscured, your name not used or your voice altered, or you could stipulate no photographs in a newspaper interview.

# Giving feedback or lodging complaints

The Declaration of Principles Governing the Treatment of Victims of Crime applies to all South Australian public agencies and officials.

If you feel that you have been treated inappropriately or wish to make suggestions on how to improve the way victims are treated, or complain your comments are welcome. Please direct your comments or suggestions as explained below.

As a victim of crime, you are entitled to complain if you believe that your rights have not been met and/or that you have been treated inappropriately. If you feel that your rights have not been recognised or have been given inadequate recognition there are a number of things you can do. These are explained below.

You should contact the Victim Contact Officer or a supervising officer at your local police station. Telephone your local police station (see the White Pages).

If you are not satisfied with the response that you receive or you have more than a minor grievance you should contact either:

## **The Commissioner of Police**

GPO Box 1539 Adelaide SA 5001

**Email:**

[sapol.enquiries@police.sa.gov.au](mailto:sapol.enquiries@police.sa.gov.au)

## **Director of Public Prosecutions**

GPO Box 464 Adelaide SA 5001

## **Office of the Police Ombudsman**

**Street address:**

Level 5, East Wing,  
50 Grenfell St Adelaide SA 5000

**Postal Address:**

GPO Box 464 Adelaide SA 5001

**Phone:** 8226 8677

**Email:**

[policeombudsman@agd.sa.gov.au](mailto:policeombudsman@agd.sa.gov.au)

**Web:**

[www.policeombudsman.sa.gov.au](http://www.policeombudsman.sa.gov.au)

## Supreme Court of South Australia

Honourable Chief Justice  
301 King William Street  
Adelaide SA 5000

## District Court of South Australia

His Honour the Chief Judge  
GPO Box 2465 Adelaide SA 5001

## Magistrates Courts in South Australia

Chief Magistrate  
PO Box 6115 Halifax Street  
Adelaide SA 5000

## Office for the Commissioner for Victims' Rights

If you are unsure of your rights, you  
can also contact the Commissioner for  
Victims' Rights:

GPO Box 464 Adelaide SA 5001

**Phone:** 8204 9635

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

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

## CTP Insurance Regulator

**Phone:** 1300 303 558

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





# Service list

## **AAMI**

**Phone:** 13 22 44

**Web:**

[www.aami.com.au/ctp-insurance/sa.html](http://www.aami.com.au/ctp-insurance/sa.html)

## **Allianz Australia Ltd**

**Phone:** 1300 686 725

**Web:**

[www.allianz.com.au/ctp-insurance/sa/](http://www.allianz.com.au/ctp-insurance/sa/)

## **QBE Insurance (Australia) Limited**

**Phone:** 1300 429 528

**Web:** [www.qbe.com.au/sa-ctp](http://www.qbe.com.au/sa-ctp)

## **SGIC**

**Phone:** 1800 633 176

**Web:**

[www.sgic.com.au/claims/ctp-insurance](http://www.sgic.com.au/claims/ctp-insurance)

## **Anglicare SA Loss and Grief Service**

**Phone:** (08) 8131 3400

**Email:** [admin@anglicare-sa.org.au](mailto:admin@anglicare-sa.org.au)

**Web:** [www.anglicare-sa.org.au](http://www.anglicare-sa.org.au)

## **The Australian Funeral Directors Association (AFDA)**

**Phone:** (03) 9859 9966

**Toll Free:** 1300 888 188

**Email:** [info@afda.org.au](mailto:info@afda.org.au)

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

## **Births, Deaths and Marriages**

2nd Floor, Chesser House

91 Grenfell Street

Adelaide SA 5000

**Phone:** (08) 8204 9599

## **Child and Youth Health**

**Parent Helpline Phone:**

1300 364 100

**Youth Helpline Phone:**

1300 13 17 19

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

## **Commonwealth Department of Veterans' Affairs**

**Phone:** 133 254

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

## **Compassionate Friends**

**Phone:** (08) 8351 0344

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

**Web:**

[www.compassionatefriends.org.au](http://www.compassionatefriends.org.au)

## **Commissioner for Victims' Rights**

GPO Box 464 Adelaide SA 5001

**Phone:** (08) 8204 9635

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

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

## **Coroner's Court**

302 King William Street

Adelaide SA 5000

Counselling Service

**Phone:** (08) 8204 0600

## **Crisis Care**

**Phone:** 131 611

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

## **Families SA Funeral Assistance Program**

**Phone:** 1300 762 577

## **Kids Helpline**

**Phone:** 1800 55 1800

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

## **Law Society of South Australia**

GPO Box 2066 Adelaide SA 5001

**Phone:** (08) 8229 0222

## **Legal Services Commission of South Australia**

**Phone:** (08) 8463 3555

**Legal Helpline:** 1300 366 424

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

## **Major Crash Victim Contact Office**

South Australia Police

**Phone:** (08) 8207 6525

## **Online Funeral Directory**

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

## **Parole Board of South Australia**

181 Flinders Street Adelaide SA 5000

## **Police Complaints Authority**

GPO Box 464 Adelaide SA 5001

**Phone:** (08) 8226 8677

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

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

## **Road Trauma Support Team**

**Phone:**

(08) 8152 0600

1800 069 528

**Mobile:** 0400 705 066

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

## Sheriff's Office

GPO Box 798 Adelaide SA 5001

**Phone:** (08) 8204 0149

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

## South Australia Police Major Crash Victim Investigation Unit

**Phone:** (08) 8207 6559

## The Commissioner of Police

GPO Box 1539 Adelaide SA 5001

**Email:** [sapol.enquiries@police.sa.gov.au](mailto:sapol.enquiries@police.sa.gov.au)

## Solace

**Phone:** (08) 8272 4334

9am-11pm 7 days

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

## Witness Assistance Service

**Phone:** (08) 8207 1529

## Victim Register

Victim Services Unit in the Department  
for Correctional Services

**Phone:** (08) 8226 9067

## Victim Support Service

**Phone:** (08) 8231 5626

Metropolitan callers during office hours.

Country callers please phone the closest  
office from the list below:

**Mt Gambier:** (08) 8723 2968

**Murray Bridge:** (08) 8531 3987

**Port Augusta:** (08) 8641 1115

**Port Lincoln:** (08) 8683 0111

**Port Pirie:** (08) 8633 4888

**Riverland:** (08) 8582 2801

**Whyalla:** (08) 8649 2522

Otherwise ring 1800 182 368 during  
office hours. A message can be left on  
the answering machine after hours.

**1300 303 558**  
**[ctp.sa.gov.au](http://ctp.sa.gov.au)**