

# Information for Aboriginal victims of crime in South Australia



Government of South Australia  
Victims of Crime SA

If you want to hear about what is happening with your case, you need to tell the police.



## My report details

Please keep this information. It will help you get information about your case.

**Date:**

**Police report number:**

**Name of attending officer:**

**Signed:**

**Rank and no:**

**Station:**

**Contact number:**

**Tell the police if you want to be kept informed about the progress of your case.**

# Acknowledgement of Country

Victims of Crime SA acknowledges the Traditional Owners of the lands and waters across South Australia. We recognise and respect the deep cultural and spiritual connection that Aboriginal and Torres Strait Islander peoples have to Country — a connection that has existed for thousands of years and continues today.

We pay our respects to Elders past and present. We honour the strength, culture and resilience of Aboriginal peoples and are committed to walking together toward healing, justice and a better future.

## Content warning

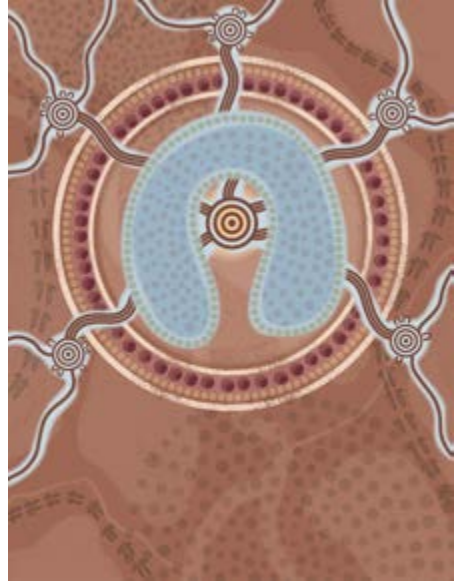
Aboriginal and Torres Strait Islander readers please be aware that this booklet yarns about hard topics like family violence, sexual assault, and car accidents. These stories can bring up strong feelings and memories. Everyone is affected in different ways. If you need support, there are contact numbers for help later in this book.



**Artwork by Kalli-Jade Wall (Arrente, Jingili)**

ARTWORK STORY

After dedicating more than 18 years to Youth Work, supporting vulnerable young people— many of whom were victims of crime—it was a privilege to be asked to create a piece of artwork for Victims of Crime South Australia. Through my experience, I deeply understand how crucial it is for victims to feel safe, supported, and respected when they disclose their experiences, as it is one of the most vulnerable moments in their lives.



This artwork was created with the intention of balancing a sense of calm with a feeling of strength and resilience. At the heart of the piece is a U-shape, a powerful First Nations symbol representing the individual. This central figure is illuminated—bold, brave, and standing in their own power—embarking on a journey that only they can take. Surrounding them are pathways that twist and turn, symbolizing the complexities of their experience. Along the way, they encounter meeting places, represented by small circles, where they connect with support networks and organizations, depicted by smaller U-shapes.

The background of the piece is inspired by the colours of Country, grounding the journey in cultural strength and connection. Woven through it are the tracks of those who have walked this path before, a reminder that no one is alone and that healing is a journey shaped by those who have come before and those who walk alongside.

## Need more information?

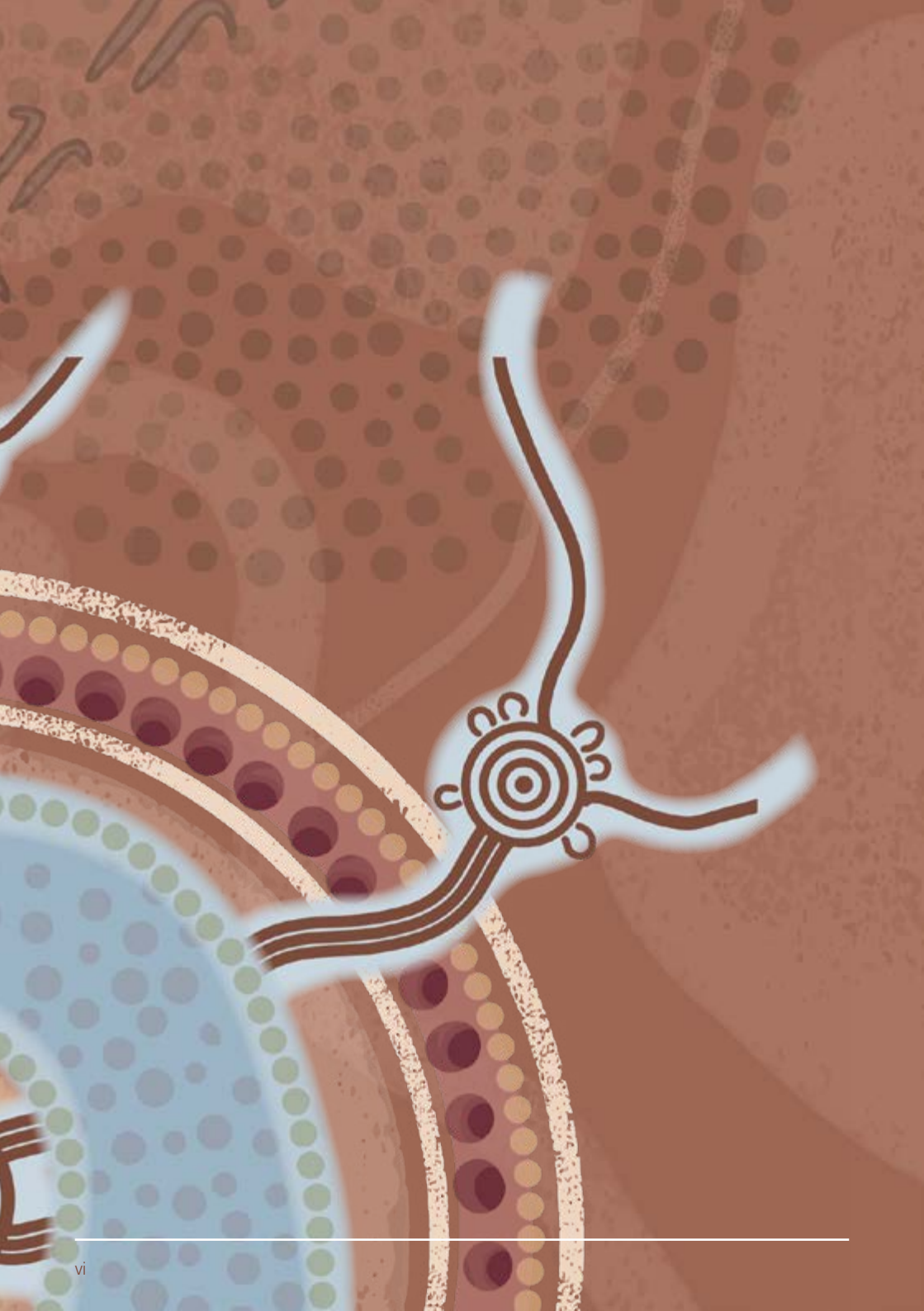
Victims of Crime SA has a dedicated page on their website with information and resources for Aboriginal victims of crime in South Australia. Scan the QR code to link to the [website](#).



## Your rights

Keep an eye out for this symbol throughout this booklet - it highlights your rights as a victim and what you're entitled to.





# Contents

Introduction	1
What are my rights as a victim?	2
Impact of crime	5
Types of crime	10
Court Orders	13
The justice process	16
Going to court	23
After court	29
Victim Registers	31
Submissions to the SA Parole Board	34
Compensation as a Victim of Crime	35
Yarning publicly about the crime	38
Where can I get help?	41
Feedback or lodging complaints	51
Have you been the victim of a crime?	52

# Introduction

*Being a victim of crime can be scary. It is normal to feel worried, confused or unsure what to do next.*

Here is some helpful information to guide you after a crime. You will find information on:

- > What can happen after a crime
- > Going to court
- > Compensation
- > Where you can go for help

## **Anyone can be a victim of crime.**

You are an important part of your community, and your voice matters.

Choosing to report a crime, speak with police or lawyers, or go to court takes strength. It's your choice — and there is support available to help you along the way.

You also have rights that are there to keep you safe, informed, and treated fairly. These rights apply to everyone and include respect for your culture, your story, and your community.

## What do these words mean?

### **Accused**

A person accused with a crime, also called the defendant.

### **Offender**

Someone who has committed a crime.

### **Victim**

A person who has been harmed or hurt by someone else.

### **Custody**

Being kept in jail or prison.

### **Restitution**

Asking the court to make the offender pay for the damage they have caused to the victim or their property.

### **Compensation**

When a serious crime harms a victim either physically or mentally, the victim may be able to get money if the offender is found guilty.

### **Prosecution**

Prosecution is the process of going to court to try to prove that someone broke the law.

### **Parole**

Letting someone leave prison early but with rules they have to follow.

### **Sentence**

What the court decides should happen to someone who broke the law.

# What are my rights as a victim?

*The South Australian Victims of Crime Act 2001 talks about the fair treatment victims should get from South Australian Government agencies, including police, and non-government agencies that provide services to victims of crime.*

This next part talks about your rights as a victim, including the way you should be treated and the information you should be allowed to have.

Victims should make a complaint to the Commissioner for Victims' Rights if they are not treated this way.

If there is something that doesn't make sense to you, you can ask police or the Commissioner for Victims' Rights to help you understand.

## You will:

be treated with kindness, respect and sympathy.

have your needs taken seriously.

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

usually be able to go to court to see what happens. You will be told if you are not allowed.

only be asked to go to court as a witness if it is really needed.

be kept away from the ones accused of the crime and their defence witnesses (while in court).

have your belongings returned as soon as possible (if it was taken for evidence).

be given information about compensation you can ask for.

## You can:

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

tell the court how the crime has affected your life. This is called a Victim Impact Statement and only happens if the person is found guilty.

ask the prosecutor to consider an appeal if you are unhappy with the outcome (for example, you might think the sentence for the guilty person should be longer).

have your say if the offender applies for parole.

make a complaint to the Commissioner for Victims' Rights if you do not think you have been treated well. You can ask for information about how to do this.



If you want any of the information above you must ask for it.

## If you ask, you should be told:

how the police investigation is going. Sometimes there may be things the police can't tell you.

if the person accused of committing the crime against you asks for bail, and if they got it or not.

if there's been a decision to change or drop the charges, and you should be told the reason for the decision.

about how the trial works and what you have to do if you must give evidence as a witness in a trial.

about what happened in court, including details of the sentence. You should also be told about any appeal.

when an offender is due to be released from custody (like jail or remand).

when an offender finishes community service or if an offender obeyed the rules of a bond.

the outcome of a parole application, including any rules to help protect you.

if an offender with mental health issues wants to change or cancel their special permission to be out of prison.

if an offender escapes from custody (like jail or remand). You should also be told when they are back in custody.

For further information on your rights as a victim, visit [www.voc.sa.gov.au](http://www.voc.sa.gov.au)

## Obligations for victims

When interacting with the criminal justice system, victims and witnesses also have a duty to:

- > be honest
- > help police with their investigations
- > meet with prosecution staff when required
- > keep your number up to date with police and other agencies
- > contact police or prosecution staff if there are concerns.

# Impact of crime

*Crime affects people in different ways. The way a person feels can change from day to day. Some days you may cope better than others. Here are some feelings you may experience:*



## Common reactions:



Low energy and tiredness



Changes in sleeping patterns – such as nightmares or unable to sleep



Pain – such as headaches or stomach aches



Heart palpitations – a feeling that your heart is beating fast, skipping a beat, or fluttering



Changes in appetite – eating more or less than normal



Constantly feeling on edge



Very jumpy or scared easily



Outbursts of anger



Hard to focus or remember things



Dodging people or places to do with what happened



Memories about the crime



Wanting to be alone

These feelings are normal. Everyone reacts in their own way after a crime. These feelings usually don't last forever — and with time, support, and care, things can get easier to deal with.

Everyone has their own way of coping.

It is important to look after yourself and get any support and treatment you need.

There are support services that can help you deal with the effects of crime. If you would like information or support, contact Victims of Crime SA or one of the support services in the back of the book.

## Your rights



You should be told about services that can help you and how to contact them.

The police or hospital staff should tell you about special services that help victims of crime. You can have a confidential yarn with the staff at these services — yarning things through can really help you feel stronger.



## Here are some ideas that might help you:

Try to keep a routine every day.

Delay or put off big life decisions.

Know you might have good days and bad days.

Eat healthy food.

Get some physical exercise.

Limit your alcohol and drug use.

Write down how you feel each day.

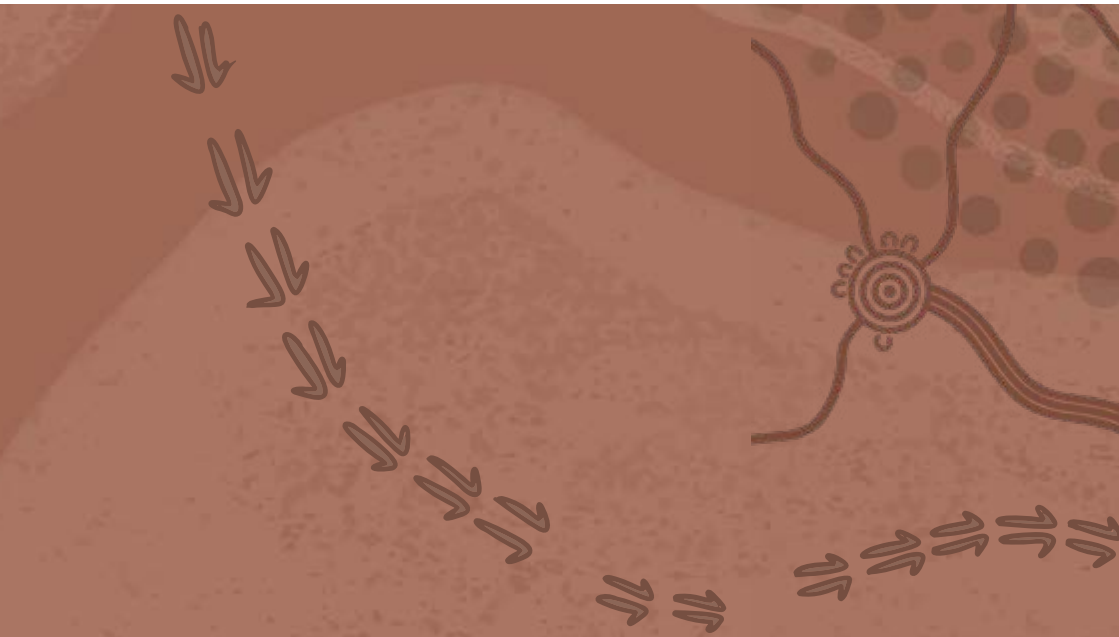
Be kind and gentle with yourself.

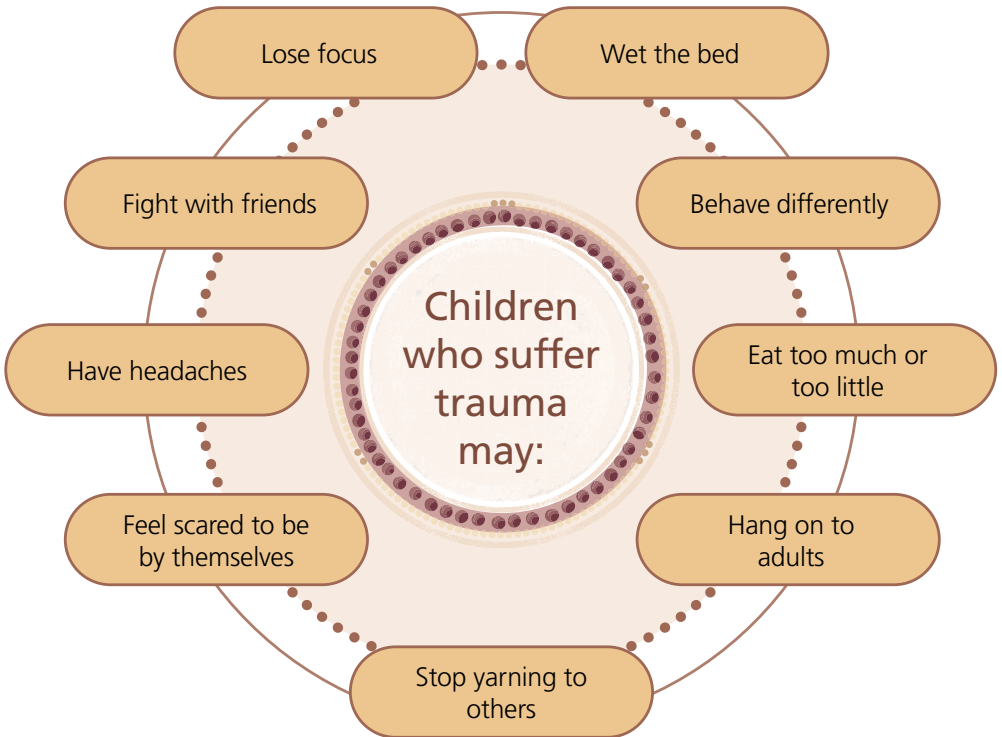
Yarn about how you feel with someone you trust.

## Children as victims of crime

When children are victims of crime, their reactions may be different to adults. They may not have the words to tell you what they are feeling. They may feel a lot of guilt or fear. Some children may be too scared to tell anyone what they have seen or know.

Some children show their feelings by hitting or being aggressive. Some children are very quiet and keep to themselves. They might feel hurt for a long time, and it can affect how they get along with other people.





Sometimes it is hard for family and friends to understand, respond to and provide support to children after a crime.

Professional help is recommended for children to support their recovery.

There are a number of different support services aimed at children.

# Types of crime

*There are many different types of crime. The information in this book is for anyone who is a victim of a criminal offence. This could be something like property damage, fraud, burglary or theft, serious criminal trespass (housebreak), assault, sexual assault, domestic and family violence, or homicide (murder or manslaughter).*

For more information, see our range of booklets on our website:  
[www.voc.sa.gov.au](http://www.voc.sa.gov.au).

## Domestic and family violence

Domestic violence means when someone in your family, relationship, or community is using abusive or controlling behaviour to hurt or scare you. It can happen between husbands and wives, partners, or even family members like uncles, aunties, cousins, siblings, or elders.

Domestic violence is not part of culture, and it is never okay. Everyone has the right to feel safe, respected, and strong—in relationships and in community.

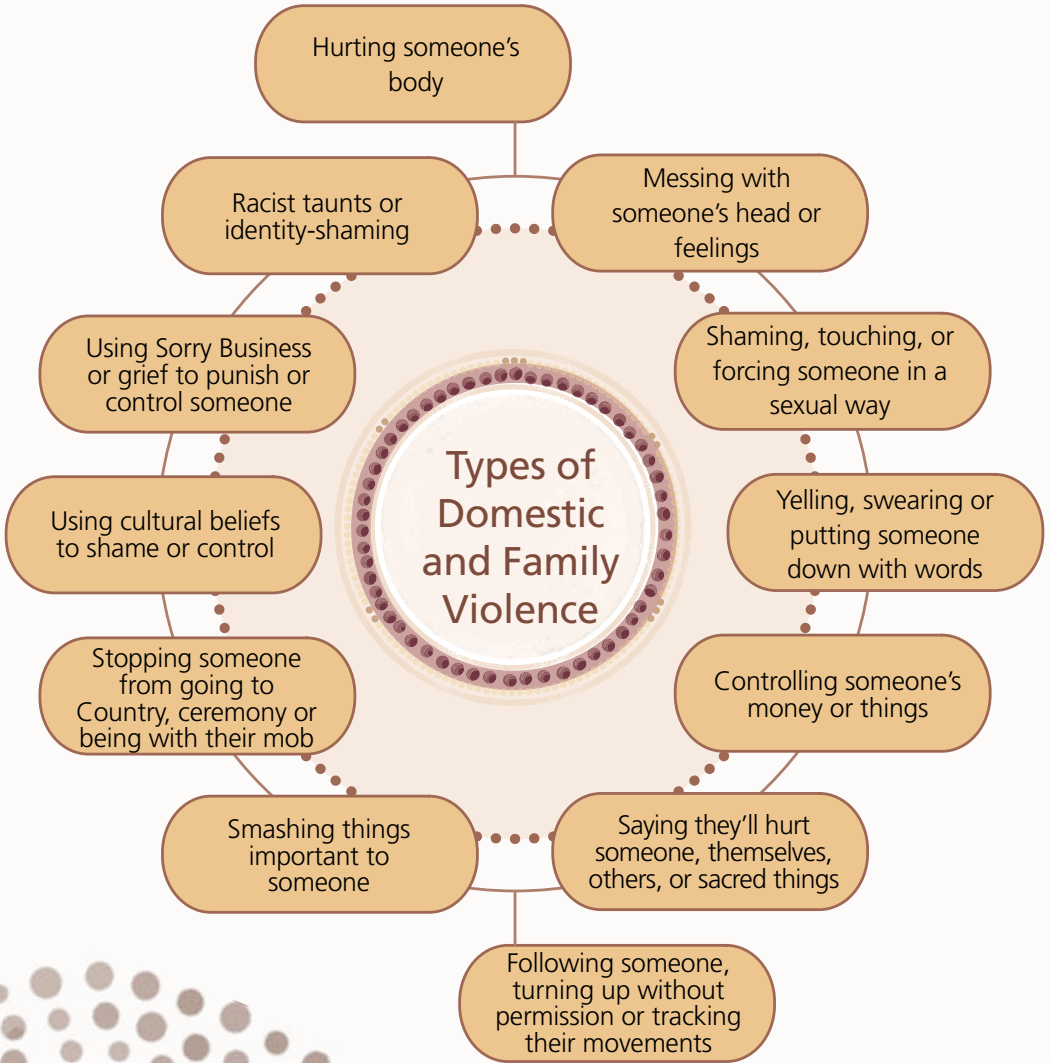
Domestic and family violence can happen in all social, age and cultural groups. All domestic and family violence is wrong – it is harmful to victims, children, family and friends.

South Australia Police help people who are being hurt or controlled by family or partners. Your safety and the safety of your children is the most important thing.

Police will do what they can to protect you and make sure the person doing the violence is held responsible for what they have done.

No one has the right to hurt you, threaten you, or make you feel scared—no matter who they are.

*It is not just always about physical harm. Family and Domestic Violence can include:*



If you would like information about your options, you can contact the South Australia Police Family Violence Investigation Section in your local service area (find these details on page 43 of this book).

If you are a female victim of domestic violence and worried about your safety at home, you can contact the **Safe at Home** program about a home security audit, security upgrade and information about safety planning.

**Phone:** 1800 800 098

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

For information, counselling or emergency accommodation contact:

- > **13Yarn Aboriginal and Torres Strait Islander crisis support line:** 13 92 76 or [enquiries@13yarn.org.au](mailto:enquiries@13yarn.org.au)
- > **Domestic Violence Crisis Line:** 1800 800 098
- > **First Nations Healing:** (08) 8367 6474 or [enquiries@firstnationshealing.com.au](mailto:enquiries@firstnationshealing.com.au)
- > **Homeless Connect SA:** 1800 003 308 (24 hours a day, 7 days a week)
- > **KWY Aboriginal and Torres Strait Islander Family Services:** (08) 8377 7822
- > **National Sexual Assault Family and Domestic Violence Counselling Service:** 1800RESPECT (1800 737 732) or text 0458 737 732 (24 hours a day, 7 days a week)
- > **Nunkuwarrin Yunti Aboriginal and Torres Strait Islander Health Service:** (08) 8406 1600
- > **Women's Safety Services SA:** (08) 8152 9200 or [contact@womenssafetyervices.com.au](mailto:contact@womenssafetyervices.com.au)

# Court Orders

## Intervention Orders

An Intervention Order is an important legal way to help keep you and your family safe. It's made by a court and sets clear rules for someone who is making you feel scared, threatened, or unsafe — this could be a partner, family member, or someone else.

No Contact Orders completely stop any contact to keep a person safe, while Contact Orders allow limited or supervised contact under safe conditions.

You can ask for an Intervention Order if someone is:

- > Hurting you physically or emotionally
- > Threatening you or your children
- > Following you, calling or texting too much
- > Damaging your things or property
- > Controlling your money, where you go, or who you see

You don't need to wait for violence to get worse — the order is about stopping it before it happens again.

The court can make rules (called conditions) that:

- > Stop the person from coming near you, your home, work, or children's school

- > Stop the person from calling, messaging, or contacting you in any way including social media and email
- > Make the person move out of the home
- > Stop them from getting others to contact or harass you
- > Make sure your children are protected too

If the person breaks the rules of the order, police can arrest them. It's a crime to ignore an Intervention Order.

In South Australia, the police can ask for an Intervention Order to protect someone who is in danger. If it is an urgent situation, the police can make a temporary order straight away, and the person does not have to go to court. But if the person applies for the order themselves, if someone disagrees with the order, or if the court needs more information, then they may need to go to court.

For further information on Intervention Orders, speak to a police officer or visit the South Australia Police website:

[www.police.sa.gov.au/your-safety/intervention-orders](http://www.police.sa.gov.au/your-safety/intervention-orders)

## Family Court Orders

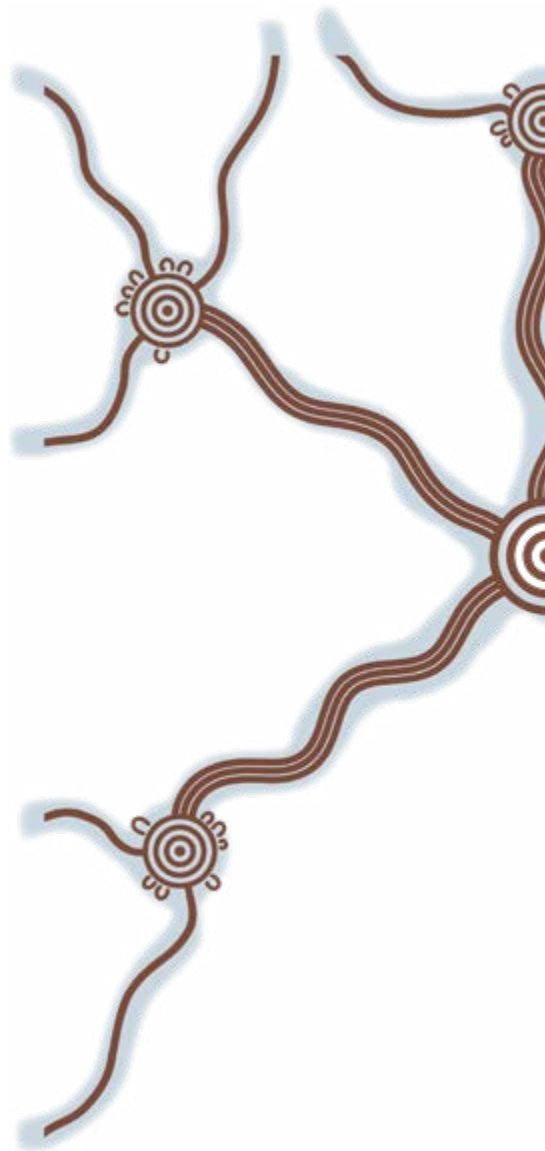
A Family Court Order is a legal decision about who children live with, spend time with, and how they are cared for. These orders focus on keeping children safe and putting their best interests first.

If parents or carers can't agree, the Family Court can make decisions about:

- > Where children live
- > Who they spend time with (like family members)
- > How parents communicate about the children
- > Travel or moving arrangements
- > Safety, especially if there has been family violence.

The court takes any history of violence seriously and may limit or stop contact to keep children and parents safe.

For information and support in family law matters, speak to the Legal Services Commission SA, visit their website [www.lsc.sa.gov.au/cb\\_pages/family\\_law.php](http://www.lsc.sa.gov.au/cb_pages/family_law.php) or see a duty lawyer at the court for information, advice and referrals.





# The justice process

*A victim's journey can be different, depending on what happened and which court the person who hurt them has to go to.*

## Reporting the crime

It is your decision to report a crime, but police always encourage victims to report any crimes committed against them or anyone else.

Here are some reasons you might want to report a crime:

- > to keep you and your family safe
- > to help stop the offender from harming others
- > it allows a 'pattern of behaviour' to be recorded for repeat offenders
- > you believe the offender should be held responsible for their actions
- > you may want to apply for compensation.

It is a good idea to report a crime as soon as possible after it has happened so that no evidence is lost.

## How do I report a crime?

There are a few ways to report a crime.

In an emergency, if you or someone else is in danger call Triple Zero 000.

There are also two free secondary emergency service numbers - **112** and **106**:

- > **112** - the international standard emergency number, which can only be dialled on a digital mobile phone. It does not require a simcard or pin number to make the call, however mobile coverage must be available from at least one carrier for the call to proceed.
- > **106** - the emergency number which connects to the text-based relay service for people who are deaf, or have a hearing or speech impairment, which can be called from a TTY (also known as a teletypewriter or textphone).

If you are not in danger, call the Police Assistance Line on 131 444.

You may prefer to telephone or go to your local police station and speak to a police officer there. You can find the phone number, location and opening times of your local police station using the South Australia Police website [www.police.sa.gov.au](http://www.police.sa.gov.au).

If you want to report a crime anonymously (without giving your name), call Crime Stoppers on 1800 333 000.

There are specially trained officers able to assist child victims, victims of family violence and victims of sexual assault. You can ask for one of these officers.

## Your rights



A victim should be treated with kindness, respect and sympathy, and any extra needs they might have will be taken seriously. You will be told as soon as possible about the different services that can help you.

**Make sure police have your correct phone number as they may need to contact you.**

## Your rights



You can ask the police for information about the investigation. They should answer your questions. There may be things the police cannot tell you. They cannot tell you things that might stop the crime being solved.

If the police find the person who hurt you or your property, you can ask them what the person's name is and what they are in trouble for (this is called the charge).

There will be no court hearing if the police cannot find the person who hurt you or your property. You can still get help from the special services who help victims of crime.

## What happens during the police investigation?

After a crime is reported the police will look at the information and decide if they should start an investigation. A police officer will be given the case to investigate. You can ask for this police officer's name and contact number.

The police will collect evidence. This might include:

- > taking a statement from you – a statement is your story of what happened (if later, you remember something you did not tell the police you should contact the investigating officer as soon as possible)
- > taking statements from any witnesses and collecting physical evidence, such as clothing, property, medical evidence, or electronic evidence – such as CCTV or mobile phone footage, or text messages, etc
- > collecting footage from their body worn cameras.

The police must take it seriously if you have extra needs (like being under 14 or have a disability), so it's important to let police know if you need or would like extra support during an interview.

## Collecting evidence

### Crime scene

Police may need to take photographs of the crime scene or check for fingerprints or DNA. They may ask you not to touch anything until this is done. This might be upsetting, but they may find important evidence by doing this.

### If your property is needed as evidence

Some of your property may be connected to the crime. Police may need to take these items (your property) to use as evidence in court. If this happens, ask police for a receipt for your items.

If you have any questions about your property, you can ask the investigating officer.

### Your rights



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

### Identifying the offender

Police may ask you to look at photographs or attend an identification parade (police lineup) to see if you can identify the offender.

### Medical evidence

If you have been attacked or injured, the police may ask you to see a doctor who will check you and take proof of your injuries. It is your choice whether you do this, but it can provide important evidence for the case.

Sometimes your injuries will be photographed to use as evidence in court. You can have a support person with you during this process.

Sometimes you may be asked to provide a DNA sample as a victim, or as someone who has been at a crime scene. DNA is a tiny part of your body, like saliva or hair, that can help show who someone is.

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



## Recording the effects of the crime

It is important that you record (like writing down or video recording) how the crime has changed your life, this includes any ways you were hurt or anything you lost. This information may help if you want to make a Victim Impact Statement and ask for compensation.

## Finding out the progress of the investigation

You can ask the police investigator for an update on the case.

If the investigator is not available, you can speak with a Victim Contact Officer (See page 42 of this booklet).

## Laying the charge(s)

A 'charge' is when the police say someone has broken the law, like committing a serious crime. It means they believe the person did something wrong, but it hasn't been proven yet.

When the investigation is finished the police will decide whether or not to lay charges. The decision about what crime to charge someone with depends on the proof, the law, and what's best for the community.

You can be told if police have charged

someone, what the charges are, and the name of the alleged offender.

The person accused of committing the crime is sometimes called the 'alleged offender' or the 'accused'. This is because the law in South Australia says people are innocent until proven guilty in court. It isn't because you are not believed.

If it is a serious offence like assault or domestic violence, the police can decide to lay charges even if you don't want them to. They will talk to you about this decision.

## Your rights



If you ask, you should be told if a decision has been made 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 able to have a say before a decision is made.

## Staying informed

As soon as the person believed to have committed the crime has been taken into custody you can register to get updates about the case. There are three different Victim Registers you can apply for depending on the type of crime committed and the offender. For more information see the **Victim Registers** section on page 46 of this booklet.

## Bail

A person who is arrested and charged with a crime can apply for bail. If an alleged offender is given bail it means they are released but they have to follow certain rules (called 'bail conditions').

If these rules are not followed, bail can be taken away.

You should yarn to the police as soon as possible if you're worried the alleged offender may threaten or harm you or your family if they are released on bail.

An alleged offender can apply for bail at any stage. If they don't get bail the first time, they can apply again.

The police investigator should tell you:

- > if the person accused of committing the crime against you is let out on bail
- > any bail conditions that protect you or your family from the accused person.

## Some common rules are:

agreeing to come to court when the case starts.

not contacting you or other witnesses including by phone, text or social media.

living at an approved location.

checking in with police on a regular basis.

not drinking alcohol or taking illegal drugs.

not going to certain places.

not leaving the state.

You should tell the police that you want this information.

## Your rights



If you ask, you should be told if an alleged offender applies for bail and whether it was approved or not.

If you are worried about your safety, you should tell a police officer or prosecutor. They must listen to your worries.

You should be told of any conditions to protect you.

The prosecutor works for the government and is responsible for bringing the case to court. You may need to be a witness for the prosecution to help prove that the accused is guilty. You do not need a lawyer as the prosecutor is a lawyer.

The prosecutor will look at all the evidence and decide if it is strong enough to prove that the accused is guilty. They must show strong proof that the person really did the crime, so the court has no good reason to doubt it.

The prosecutor makes the final decision about going to court.

It's important to remember that investigations and court matters can take a long time – sometimes it can be many years before there is a final decision.

## The decision to prosecute

After a person has been charged with the crime, the case will be given to a prosecutor – this might be a police officer or a lawyer who works for South Australia Police or the Office of the Director of Public Prosecutions (ODPP).

This depends on whether the case is going to the Magistrates Court or the District or Supreme Court. The prosecutor will decide whether to take the case to court. If the accused is a youth, the prosecutor may send the case to a Family Conference instead.

# Going to court

*When the police finish their investigation, the kind of crime and how old the person is will decide which court the case goes to.*

## Types of courts

Criminal matters are dealt with in the Magistrates Court, District Court or Supreme Court.

If the person accused of the crime is under 18 years old, or was under 18 when the crime happened, the case might go to the Youth Court or be handled through a Family Conference instead.

If you are unsure which court your matter will be heard in you can ask the investigating officer.

## **Nunga Courts (Aboriginal Community Courts)**

The Nunga Court is a special type of court in South Australia for Aboriginal and Torres Strait Islander people who have been charged with a crime and have said they are guilty. It is sometimes called the Aboriginal Community Court.

Nunga Courts are made to be more culturally respectful and help make the court process feel safer and fairer for Aboriginal people. Elders or respected

community members take part in the court to help the magistrate understand the person's background, culture, and community.

The court must include members of the Aboriginal and Torres Strait Islander community in the sentencing process.

What happens in a Nunga Court:

- > The person must agree they did the crime.
- > The case is still run by a magistrate, but Aboriginal Elders or respected persons sit with the magistrate and give advice.
- > The Elders may speak directly to the person about their behaviour and the impact on the community.
- > The victim does not have to attend, but their voice is important and may be shared through a Victim Impact Statement.

The Nunga Court operates from the Port Adelaide, Murray Bridge, Port Augusta, Mt Gambier, Pt Lincoln and Ceduna Magistrates Courts.

The Aboriginal Community Court operates through the Adelaide Magistrates Court and Elizabeth Magistrates Court.

If you are a victim of crime and your case is being heard in a Nunga Court:

- > You will still have the right to give a Victim Impact Statement to tell the court how the crime affected you.
- > You can ask for help to understand the process or for support from a victim support worker.
- > The goal is still to make sure the person is held responsible for their actions, while also encouraging healing and change.

For more information about Nunga Courts (Aboriginal Community Court), please visit the Courts Administration Authority website:

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

## Aboriginal Witness Assistance Officers

Aboriginal Witness Assistance Officers support Aboriginal victims of crime and witnesses who are involved in Director of Public Prosecutions (DPP) cases.

They also train DPP staff to better understand Aboriginal cultures and communities, so this can be considered when handling cases.

For more information see **Director of Public Prosecutions** on page 45.

## The court process

You will be sent a letter with the details of your first court date, such as the date, time and location.

You do not need to go to court unless you have been asked to attend, or you've received a subpoena.

A subpoena is a legal document issued by a court that forces a person or entity to either come to court to give evidence or to hand over documents or other things relevant to a legal case

There are some situations where you are not allowed to sit in court. This includes:

- > if you are going to give evidence later in the case
- > if the judge or magistrate has made an order closing the court.

There can be several court hearings before a matter is finalised. Court dates can change suddenly.

At one of these hearings the defendant will plead guilty or not guilty.

- > If the defendant pleads guilty, they might be sentenced that day or a date will be set for when a judge decides the punishment.
- > If the person pleads not guilty, the case will go to trial.

## Your rights



You have the right to be told about the charge, the name of the alleged offender and the court hearing.

You have the right to go to the court but there may be reasons why you shouldn't go.

Always check with the police, prosecutor or the sheriff's officer.

The Victims of Crime SA website has lots of helpful information about the court process and what to expect. Visit [www.voc.sa.gov.au](http://www.voc.sa.gov.au)

## Family Conferences

When a young person admits to the offence, the police or Youth Court may decide to send them to a Family Conference instead of court.

This option is based on Restorative Justice and focuses on dealing with the harm caused by the crime while holding the young person responsible for their actions.

A Family Conference will provide you with a chance to meet with the young person - and sometimes their community - to decide how to fix the harm the crime caused. You will be invited to explain how the young person's behaviour has hurt you and be a part of deciding the outcome of the meeting.

As a victim, you will be asked if you wish to join in, have someone represent you, or just be told the outcome.

## Victims and witnesses in court

The thought of going to court might make you feel nervous. Planning your day can help. You might like to:

- > think about what you will wear – it is best to wear sensible and comfortable clothes. It is also good to take a jumper as it can be cold in some courtrooms

- > plan how you will get to court – like public transport or driving your own car and plan where you will park
- > take something to do while you are waiting – it can be hard to know how long your case might take
- > take something to eat and drink
- > think about whether you would like a support person with you
- > plan to arrive 30 minutes before the case starts.

You must go to court if the police tell you to go.

## Your rights



You will only be asked to attend court if it is really needed. You will be told if you must attend.

You have the right to ask for support if you have to go to court.

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

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

## Giving evidence

Most people will feel anxious about having to give evidence. This is normal and there are supports available to help you.

If you need information or support, tell the police or Victims of Crime SA and they can help you.

If you have a Witness Assistance Officer, you can also ask them about court preparation and support. For information about the Witness Assistance Team, visit [www.dpp.sa.gov.au/witnesses/witness-assistance-service](http://www.dpp.sa.gov.au/witnesses/witness-assistance-service)

At court, the Sheriff's Officers can also help. They can find a safe place for you while you wait.

Sometimes the prosecutor can ask for special conditions to protect you as well. For example, giving evidence by a video link from another location so that you don't have to be in the same room as the offender. You can ask for this if you want as well.

## Your rights



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.

## Victim Impact Statements

## Your rights



You have the right to tell the court how the crime impacted you and how it changed your life. This is called a Victim Impact Statement.

You can ask for help to write your Victim Impact Statement.

A Victim Impact Statement (VIS) is an important document that can help the judge or magistrate understand how the crime has changed your life, especially in a bad way. It's one of the things they think about when deciding what punishment to give the offender.

In your VIS you can talk about how the crime has changed your life.



## This might include:



medical treatment, injuries and how they have changed your life



how the crime has impacted your relationships



your feelings and reactions to the crime



impact on your lifestyle including financial impacts.

## Different ways of presenting a Victim Impact Statement (VIS)

You don't have to make a VIS, it's your choice.

If you choose to give a VIS, you can read this to the court, ask someone to read it out loud for you or ask the Judge or Magistrate to read it to themselves.

If you would like to make a VIS, you should yarn with the investigating officer or prosecutor. If you have a Witness Assistance Officer, you should yarn with them too.

Victims of Crime SA can also help. Visit our website for more information: [www.voc.sa.gov.au](http://www.voc.sa.gov.au).

## Getting updates on the case

**You will not get automatic updates about the case.**

You can get information about your case by contacting the prosecution authority that is dealing with your matter. If you have been given a Witness Assistance Officer, you can speak with them too.

A prosecution authority is a person or group that works to prove in court that someone broke the law.

The Courts Administration Authority can provide information about how courts work, including the progress of a case and the result. You can find their details in the back of this book.

## Your rights



You have the right to be told about the court result, including details of the sentence.

You should also be told about any appeal.



# After court

## Access to court documents

If you are a victim of crime and the offender went to court, you can ask for copies of some court documents but they may not always be allowed to be given to you.

The Commissioner for Victims' Rights can get free copies of some court documents for you or your immediate family. These documents include:

- > information/complaint (this is the document that tells the court what crime someone is being accused of)
- > remarks on verdict (comments about the decision)
- > remarks on penalty or sentence (comments about the punishment).

Remarks on verdict, and remarks on penalty or sentence, are not always available in the Magistrates Court.

All documents are protected by copyright. This means they are for personal use only. Copies can legally be given to a lawyer helping a victim with an application for state-funded compensation.

If you would like help getting copies of court documents, contact Victims of Crime SA.

## Appeals

Both the prosecutor and the offender can ask for an appeal. This means a higher court will look at the case again.

The offender can appeal against being found guilty or against the sentence.

The prosecutor can appeal against the sentence if they think it was not enough or legally correct.

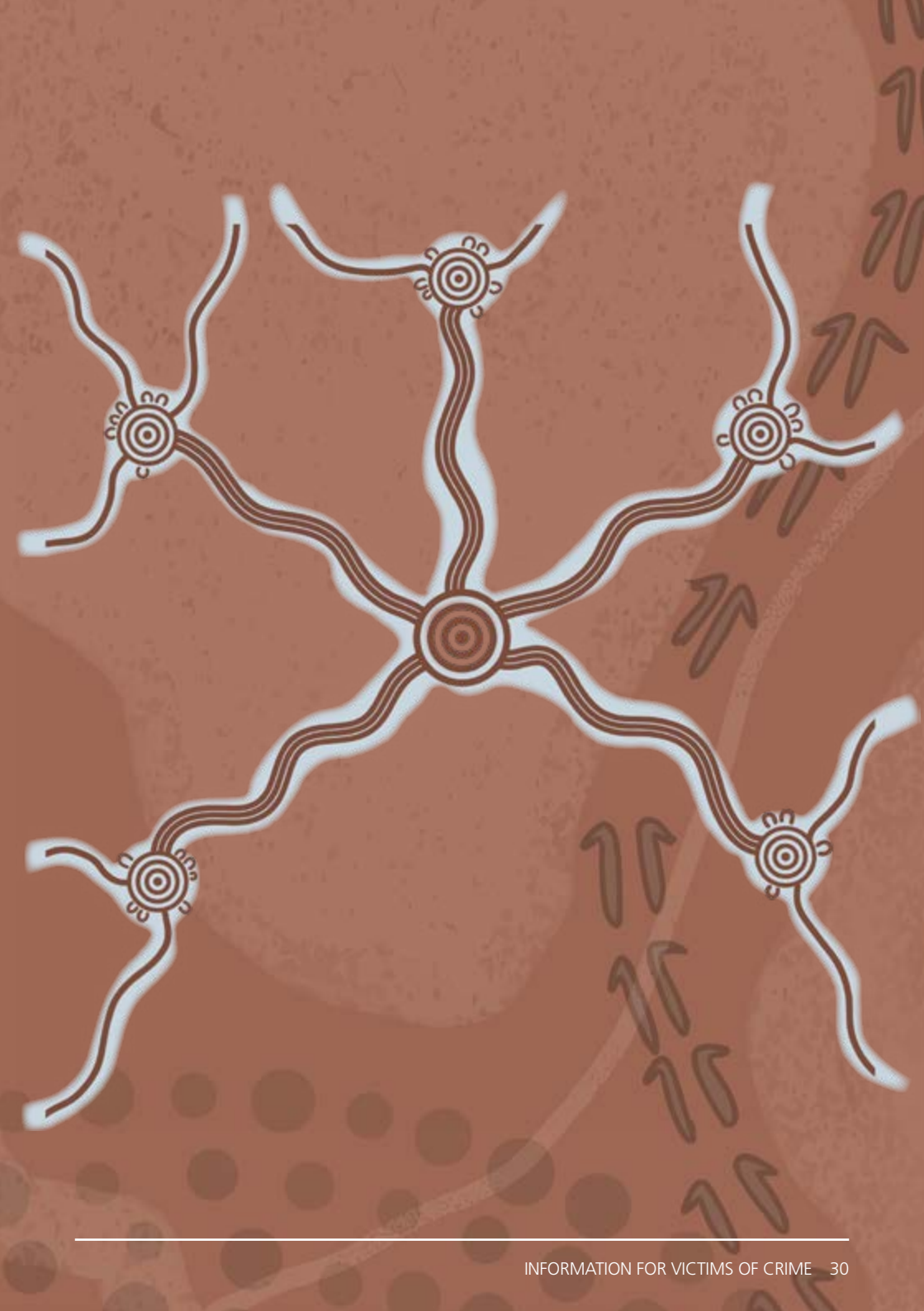
### Your rights



If you are not happy with the sentence you can ask the prosecutor to think about an appeal.

**You must write to the prosecutor within 10 days.**

The Commissioner for Victims' Rights can help you.



# Victim Registers

*As a victim of crime, you can find out information about the offender. To get this information you will need to be registered on a Victim Register.*

Victim Registers are private. They will not provide information about victims to offenders.

To register, the offender must be known, and legal actions started in court.

## Victim Register – Department for Correctional Services

The Department for Correctional Services (DCS) Victim Services Unit is a service that updates victims when the offender is either:

- > in prison
- > under supervision in the community.

This means people who have been released but must follow rules until their trial, and people who are in jail waiting for their case to be decided. Registered victims can find out:

- > the length of the offender's prison sentence
- > release dates
- > home detention
- > if the offender asks for parole
- > if the offender is released on parole

- > the conditions of the offender's parole that could improve your safety
- > if the offender's parole is stopped
- > if the offender is moved to another state of Australia
- > if the offender escapes from prison
- > if the offender dies during their prison sentence.

To register or ask any questions, contact the **DCS Victim Register**:

**Phone:** 1800 370 550

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

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

## Your rights



If you ask, you can be told when an offender is released from prison, when an offender finishes community service, and if an offender followed the rules of their bond.

## Victim Register – Forensic Mental Health

Forensic Mental Health is a special service that helps people who broke the law but have mental health problems. It helps those who couldn't understand what they did or who aren't well enough to go to court. The person in charge of the Forensic Mental Health Victim Register gives important information to victims in these cases.

To register or ask any questions, contact the **Forensic Mental Health Victim Register**:

**Phone:** (08) 7425 6282

**Email:** FMHSvictimnokregister@sa.gov.au

### Your rights



If you ask, you should be told if someone with mental health problems who broke the law wants to change or cancel their special permission to be out.

## Victims Register – Youth Justice

The Department of Human Services (DHS) look after the Youth Justice Victims Register.

The Youth Justice Victims Register keeps the contact details of victims, and the details of any crimes committed against them by a young person between the ages of 10 and 18.

Victims of a crime can ask to be on the register if they are a victim of a crime where a young person is sentenced to any type of detention.

If the victim is not alive or available, a family member of the victim can ask to be on the register. It is important for you to keep your contact details up to date.



Victims that are on the Youth Justice Victims Register can find out:

- > information about the young person's punishment
- > where the young person is in detention
- > if the young person moves from one Youth Justice Centre to a different one
- > the date of release from detention and any rules they need to follow when they are let out
- > if the young person has tried to escape from custody
- > if the young person is put on Home Detention.

Victims on the register can also give information to the Training Centre Review Board about the young person.

To register or ask any questions, contact the **DHS Victims Officer**:

**Phone:** (08) 8463 6488

**Email:** YouthJusticeVictimRegistration@sa.gov.au

**Web:** [www.dhs.sa.gov.au/youth-justice-victims-register](http://www.dhs.sa.gov.au/youth-justice-victims-register)

## Your rights



If you ask, you should be told if an offender escapes from custody.

You should also be told when they are back in custody.

# Submissions to the SA Parole Board

*Parole is when the offender is let go from prison before their sentence ends and does the rest of their sentence in the community.*

You can share your thoughts with the Parole Board. Registered victims will be told when a prisoner is able to ask for parole. You can:

- > tell them about things about any worries for your safety, like maybe you are scared of the prisoner
- > tell them if you are worried that the prisoner will try to speak to you
- > ask for the prisoner to not be allowed at some places or areas or contact you
- > share any other information you think might be important.

Anything you tell the Parole Board will be private, so prisoners will not be able to see what you have said.

If you ask, you should be told what happened with the parole decision, especially if there are any rules to help keep you safe.

The Commissioner for Victims' Rights gives their thoughts to the Parole Board whenever a murderer or life-sentenced prisoner asks for release on parole. The Commissioner will try to speak to any victims of the prisoner's crime whether they are registered or not.

If you want to share your thoughts with the Parole Board, you can write a letter or email to the Secretary of the **Parole Board of South Australia**:

**Phone:** (08) 8224 2555

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

**Address:** 181 Flinders Street,  
Adelaide SA 5000

## Your rights



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

You can tell the Parole Board how you feel about the person leaving jail, and what would make you feel safe.

If you would like help to share your thoughts with the Parole Board, contact Victims of Crime SA.

# Compensation as a Victim of Crime

*If you are a victim of crime, you might be able to get money (compensation) to help with your injuries or things you lost. There are different ways to get compensation.*

## Offender-paid compensation

If the accused person is found guilty of the crime, you may be able to claim compensation from them.

When the offender is sentenced, the court can tell the offender to:

- > pay you for the injuries, pain and suffering that the crime has caused
- > return your stolen property
- > pay you for any lost, damaged or sold property.

If you want to ask for offender-paid compensation you should tell the police officer looking after the case or the prosecutor.

You might have to give the court:

- > any documentation from the doctor or invoices that show you were hurt and got treatment.
- > paperwork that shows how much it will cost to fix or buy new things that were broken or stolen.

- > papers or information that show how much your things were worth.

The court decides whether to make the offender pay you. If the offender does not have enough money, the court is unlikely to make the offender pay you.

The only way to get money for things that were lost or broken is if the person who did the crime is ordered to pay for it (offender-paid compensation).

## Your rights



You should be told about getting money or help to make up for the harm the crime caused you. If you want money to fix or replace things that were lost or broken, you should tell the police or lawyer, and they will let the court know.

## Suing the offender – civil court action

Civil court action is another way to try to get money from the offender. This way is different to the criminal court case.

It is only worth doing this if the offender has the money to pay compensation.

You should get legal advice if you are thinking about a civil court action.

Legal Aid is not available for these types of cases, but you can get free advice from the **Legal Services Commission**:

**Phone:** 1300 366 424

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

## State-funded victim compensation

Some victims may be able to claim compensation from the government. This includes close relatives of a victim who has died because of a crime.

Compensation might be paid for:

- > physical and/or mental injury
- > pain and suffering

- > losing money – like not able to work and get paid
- > cost of treatment – like doctors' bills
- > grief / sorry business (in cases where someone died)
- > cost of funeral (in cases where someone died)

State-funded compensation is not paid for property loss or damage

The amount you can get will depend on:

- > when the crime happened
- > your injuries
- > if you helped the police and the lawyers with the case
- > if you did anything that helped cause the crime or your injury
- > if you tried to stop things from getting worse or costing more.

If you would like to ask for compensation you should speak with a lawyer. A lawyer will give you free advice. If you are successful in getting compensation, the government will pay the lawyer.

The Law Society of South Australia or the Commissioner for Victims' Rights can give you information about lawyers that can help with compensation.

### **Law Society of SA**

**Phone:** (08) 8229 0200

**Email:** [email@lawsocietysa.asn.au](mailto:email@lawsocietysa.asn.au)

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

Your request for state-funded compensation must be made within five (5) years of the crime, including cases where the victim has died. For children, the five-year time limit begins when they turn 18.

For more information on victim compensation visit [www.vocsa.sa.gov.au](http://www.vocsa.sa.gov.au).

## Personal insurance

If you are a victim of a break-in, stealing or property damage you should contact your insurance company as soon as possible.

The insurance company may need details of where and when you reported the crime to police.

## Car accidents

If someone is hurt or dies in a car accident, the insurance companies need to be told as soon as possible.

If you want to yarn about how to make a claim after someone is hurt or killed in a car accident, you can contact the Compulsory Third Party (CTP) Insurance Regulator.

### **CTP Insurance Regulator:**

**Phone:** 1300 303 558 (Monday to Friday, 9am to 5pm)

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

You might also want advice from a lawyer (such as Law Society of SA - Legal Referral Service).

### **Law Society of SA - Legal Referral Service**

**Phone:** (08) 8229 0200

**Email:** [email@lawsocietysa.asn.au](mailto:email@lawsocietysa.asn.au)

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

# Yarning publicly about the crime

## Media and yarning publicly

Sometimes what has happened is talked about in the media on TV, the radio, in newspapers or online. Some people and families may want to share their story. Others may want to keep things private. Both choices are okay.

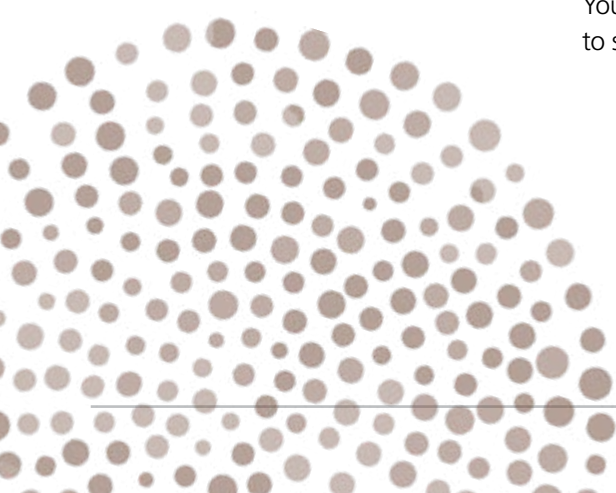
You do not have to talk to the media. It is always your choice. You can say no at any time, even if journalists keep asking.

You may want to yarn with police, an Elder, family member or support worker before deciding.

## If you choose to speak to the media

- > Decide how you want to share your story (interview or written statement).
- > Choose someone you trust to speak for you.
- > Choose the time and place.
- > Do not include children.
- > Speak to one reporter at a time.
- > Ask for a copy of the questions before the interview.
- > Ask if you are being recorded.
- > Ask for incorrect information to be corrected.
- > Ask that upsetting photos or images are not used.
- > Set privacy rules (no name, face covered, voice changed, no photos or video).

You can also ask police what they plan to say before speaking to the media.



## Things to think about:

- > Media reports may be upsetting or different from what you expected.
- > Stories may affect family members, including children.
- > Photos or videos may be used again in the future.
- > Journalists may look at your social media unless accounts are private.
- > You can ask media to leave your home.

## Media reporting

- > An offender's name is not always kept private.
- > Media cannot identify child victims or victims of sexual assault.
- > Police should try to tell you when an offender's name may be released after court.
- > Police will not release the name of someone who has died without family permission, but media may still find out.
- > Courts may protect the names of victims or vulnerable witnesses, but media can still report other details.

## Social media

Think carefully about what you say or post on social media.

- > Journalists may use your posts in stories.
- > The person who committed the crime may see your posts.
- > Posts can be used in court.
- > Nasty posts may be bullying and can be a crime.
- > People may post hurtful comments.
- > Posts can stay online even if deleted.
- > Check privacy and security settings and set accounts to **private**.



# Where can I get help?

## Victims of Crime SA

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

- > give you information, advice and support
- > help you deal with pain, feelings like sadness or fear, and money problems caused by the crime
- > help victims talk to lawyers and government workers about the crime

The Commissioner for Victims' Rights is an independent statutory officer put in place to help victims of crime, speak up on their behalf and make sure their rights are taken seriously.

The Commissioner also checks the laws and how courts treat victims, to make sure they are fair.

**Phone:** (08) 7322 7007

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

## rebuild. Counselling for Victims of Crime

rebuild gives support and counselling to adults and children who have been hurt by crime, helping them as they go through the court process. Their service is for:

- > anyone directly harmed by a crime
- > anyone harmed because of witnessing a crime
- > parents or caregivers who have been harmed because of crime against their child
- > family of a person who has died or been harmed because of a crime.

This is a private 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 available.

**Phone:** 1800 310 310 during business hours (or leave a voicemail)

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

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

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

## 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 (you can remain anonymous)

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

### Victim Contact Officers (VCO)

Metro	
Eastern District	(08) 7322 4917
Northern District	(08) 8207 9471
Southern District	(08) 8392 9013
Western District	(08) 8207 6421
Regional	
Barossa	0411 659 751
Eyre & Western (Pt Lincoln)	(08) 8688 3020 (General Police Station)
Eyre & Western (Whyalla)	(08) 8648 8020 (General Police Station)
Far North (Pt Augusta)	(08) 8648 5020 (General Police Station)
Hills Fleurieu (Mt Barker)	(08) 8398 1700
Limestone Coast (Mt Gambier)	(08) 8735 1041
Murray Mallee (Murray Bridge)	(08) 8535 6023

Yorke Mid North (Pt Pirie)	(08) 8638 4014
----------------------------	----------------

### Specialist branches

Major Crash Investigation (Fatal and serious road crashes)	(08) 8207 6071
Major Crime (Homicide)	(08) 8172 5439

### Police Prosecution units

Adelaide	(08) 7322 3904
Barossa	(08) 8568 6612
Berri	(08) 8595 2004
Christies Beach	(08) 8392 9116
Ceduna	(08) 8626 2020
Elizabeth	(08) 8207 9416
Kadina	(08) 8828 1116
Mount Barker	(08) 8398 1787
Mount Gambier	(08) 8735 1043
Murray Bridge	(08) 8535 6026
Port Adelaide	(08) 7322 4590
Port Augusta	(08) 8648 5051
Port Lincoln	(08) 8688 3033
Port Pirie	(08) 8638 4032
Whyalla	(08) 8648 8012

## Family violence investigation sections

Metro	
Eastern	(08) 7322 4890
Northern	(08) 8207 9381
Western	(08) 8207 6413
Southern	(08) 8392 9172
Regional	
Berri	(08) 8595 2017
Barossa	(08) 8522 0422
Ceduna	(08) 8626 2015
Eyre & Western (Port Lincoln)	(08) 8688 3015
Eyre & Western (Whyalla)	(08) 8648 8003
Far North (APY Lands)	(08) 8954 8250
Far North (Port Augusta)	(08) 8648 5024
Hills Fleurieu (Mount Barker)	(08) 8398 1749
Limestone Coast (Mount Gambier)	(08) 8735 1051
Murray Mallee (Murray Bridge)	(08) 8535 6013
Yorke Mid North (Kadina)	(08) 8828 1100
Yorke Mid North (Port Pirie)	(08) 8638 8250

## Courts

### Courts Administration Authority

The Courts Administration Authority helps run the courts and make sure the law is followed in South Australia.

**Phone:** 1800 571 191

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

### Magistrates Court

The Magistrates Court handles less serious criminal matters, minor civil disputes, and preliminary hearings for more serious offences.

**Phone:** (08) 8204 2444

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

### District Court

The District Court hears serious criminal offences, civil cases involving larger sums of money, and appeals from the Magistrates Court.

**Address:** Lower Ground Floor, Sir Samuel Way Building, 241-259 Tarntanyangga (Victoria Square), Adelaide SA 5000

*Civil enquiries:*

**Phone:** (08) 8204 0289

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

*Criminal enquiries:*

**Phone:** (08) 8204 0289

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

## Supreme Court

The Supreme Court is the highest court in South Australia, dealing with the most serious criminal and civil cases, as well as appeals from lower courts.

**Address:** Lower Ground Floor, Sir Samuel Way Building, 241-259 Tarntanyangga (Victoria Square), Adelaide SA 5000

*Civil Enquiries:*

**Phone:** (08) 8204 0289

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

*Criminal enquiries:*

**Phone:** (08) 8204 0289

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

## Coroner's Court

The Coroner's Court investigates unexpected, unexplained, or unnatural deaths to determine the cause and circumstances surrounding them.

**Address:** 302 King William Street, Adelaide SA 5000

**Phone:** (08) 8204 0600

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

## Youth Court Family Conferencing Unit

The Youth Court Family Conferencing Unit helps young people take responsibility for their actions by bringing them together with victims and families to talk about the impact of the offence

and agree on a way forward.

**Phone:** (08) 8204 0594

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

## Legal Services

### Aboriginal Legal Rights Movement (ALRM)

#### *Civil Law*

ALRM lawyers can help you with non-criminal matters such as compensation claims, including discrimination, police complaints, victims of crime, personal injury and motor vehicle accidents.

#### *Criminal Law*

ALRM helps Aboriginal people who have been spoken to by the police or have to go to court. They give legal advice, help people in prison, and offer support after hours if someone is in custody. ALRM lawyers help anyone who has been charged with a crime, in all types of courts.

#### *Family Law and Child Protection*

ALRM provides advice and representation when it comes to Family Law issues involving children's matters when you separate from your partner. Lawyers also represent parents in care and protection cases when children are removed from families.

## Head office

### Head Office

321-325 King William Street,  
Adelaide SA 5000

**Phone:** (08) 8113 3777 (24-hour  
service for emergencies)

**Free call (SA only):** 1800 643 222

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

## Regional offices

### Ceduna

Shop 8/35 Poynton Street, Ceduna  
SA 5690

**Phone:** (08) 8113 3799

### Port Augusta

12 Church Street, Port Augusta SA  
5700

**Phone:** (08) 8113 3788

## Director of Public Prosecutions (DPP) including Witness Assistance Service (WAS)

The DPP is in charge of taking people to court when they have been charged with serious crimes in South Australia. The Witness Assistance Team helps people all over South Australia by giving information, support, and advice to victims of crime, witnesses, and their close family members in cases handled by the DPP.

Aboriginal Witness Assistance Officers are available to provide specialist services

to Aboriginal witnesses and victims of crime in DPP matters.

**Phone:** (08) 7322 7055

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

## Law Society – Legal Referral Service

The Law Society of South Australia can connect you with a range of South Australian lawyers and law firms able to provide legal advice and assistance.

**Phone:** (08) 8229 0200

**Email:** [email@lawsociety.sa.asn.au](mailto:email@lawsociety.sa.asn.au)

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

## Legal Services Commission

The Legal Services Commission provides advice and access to legal services for those people who cannot afford to pay for private legal representation.

**Phone:** 1300 366 424

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

## Parole Board of South Australia

The Parole Board is an independent statutory body. The role of the board is to assess risk and decide whether to grant, deny, breach or cancel parole, and to set proper conditions for parole release. The board reviews the progress and performance of parolees.

**Address:** 181 Flinders Street,  
Adelaide SA 5000

**Phone:** (08) 8224 2555  
**Email:** [DCSParoleBoard@sa.gov.au](mailto:DCSParoleBoard@sa.gov.au)

## Victim Registers

### Victim Register – Department for Correctional Services

The people in this team can help make sure you get the support and services you need. They can help if the person who hurt you is in prison or being watched in the community. This also includes people who are out on supervised bail or in prison while waiting to be sentenced.

**Phone:** 1800 370 550  
**Email:** [DCSVictimServices@sa.gov.au](mailto:DCSVictimServices@sa.gov.au)  
**Web:** [www.corrections.sa.gov.au](http://www.corrections.sa.gov.au)

### Victim Register – Forensic Mental Health Service

The coordinator gives information to victims when the person who hurt them has a mental illness and isn't well enough to understand what they did or go to court.

**Phone:** (08) 7425 6282  
**Email:** [FMHsvictimnokregister@sa.gov.au](mailto:FMHsvictimnokregister@sa.gov.au)

### Victim Register – Youth Justice

The DHS Victims Officer gives information to registered victims when a young person has been sentenced to stay at home under rules, go to a youth centre, or be sent to prison.

**Phone:** (08) 8463 6488  
**Email:** [YouthJusticeVictimRegistration@sa.gov.au](mailto:YouthJusticeVictimRegistration@sa.gov.au)  
**Web:** [www.dhs.sa.gov.au/youth-justice-victims-register](http://www.dhs.sa.gov.au/youth-justice-victims-register)

## Domestic and family violence support

### Aboriginal Community Controlled Health Organisations

Aboriginal Community Controlled Health Organisations (ACCHO) are health services run by Aboriginal people, for Aboriginal people. They help keep their communities healthy by offering care that respects culture, community, and traditions.

The Aboriginal Health Council of South Australia is the peak body for ACCHOs in South Australia and has a listing of all member services across the state, including their contacts details.

Check out their website to find an ACCHO near you or contact AHCSA on the details below to help you get in contact with your nearest service.

**Phone:** (08) 8273 7200  
**Email:** [ahcsa@ahcsa.org.au](mailto:ahcsa@ahcsa.org.au)  
**Web:** [www.ahcsa.org.au/members/locations](http://www.ahcsa.org.au/members/locations)

### **Aboriginal Family Support Services Inc.**

Aboriginal Family Support Services Inc. (AFSS) together with Aboriginal communities strengthen families to ensure safe and culturally strong futures for children and young people. AFSS has offices in metropolitan Adelaide and regional South Australia, check out their website for a full listing of services.

**Head Office Address:** 134 Waymouth Street, Adelaide SA 5000

**Phone:** (08) 8205 1500

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

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

### **Cedar Health Service - domestic and family violence health care**

The Cedar Health Service is an inclusive domestic and family violence healthcare provider. They provide holistic care and support to people 16 years and older who have been subjected to abusive and unsafe behaviour from a partner or ex-partner.

**Phone:** (08) 8444 0700 (during office hours)

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

### **Domestic Violence Crisis Line**

This service helps anyone in South Australia who has been hurt by violence or abuse in a close relationship. They offer phone counselling, information, safe places to stay, and help to stay safely in your own home.

**Phone:** 1800 800 098 (Available 24 hours, 7 days a week)

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

### **Family Violence Legal Service Aboriginal Corporation**

This is an Aboriginal community-controlled organisation offering assistance to victims/survivors of family violence and sexual assault, and to work with families and communities harmed by violence. They can give free legal advice, referrals, ongoing casework and court representation, and assist in the following areas:

- > Intervention orders
- > Family Law
- > Child Protection
- > Victims of Crime Compensation
- > Other legal problems arising from family violence.

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

## Regional offices

### **Ceduna Office**

Region Serviced Includes: Ceduna Local Government Area.

With Outreach Services to: Koonibba Community, Yalata Community, Scotdesco, Oak Valley.

**Address:** 17 McKenzie Street, Ceduna SA 5690

**Phone:** (08) 8625 3800

**Freecall:** 1800 839 059

**Email:** [ceduna@fvlsac.org.au](mailto:ceduna@fvlsac.org.au)

### **Port Augusta Office**

Region Serviced Includes: Port Augusta Local Government Area, Whyalla, Port Pirie, Scotdesco, Oak Valley.

**Address:** 26 Jervois Street, Port Augusta SA 5700

**Phone:** (08) 8641 2195

**Freecall:** 1800 111 052

**Email:** [portaugusta@fvlsac.org.au](mailto:portaugusta@fvlsac.org.au)

### **Port Lincoln Office**

Region Serviced Includes: Port Lincoln Local Government Area, Coffin Bay, Lower Eyre Peninsula, West Coast Region.

**Address:** 89 Liverpool Street, Port Lincoln SA 5606

**Phone:** (08) 8683 1896

**Freecall:** 1800 309 912

**Email:** [portlincoln@fvlsac.org.au](mailto:portlincoln@fvlsac.org.au)

### **First Nations Healing**

First Nations Healing is an organisation committed to working with people through their healing journey. They work alongside individuals and families in supporting them to strengthen their social and emotional wellbeing so that they can be safe, strong, healthy and self-sustainable.

**Phone:** (08) 8367 6474

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

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

### **National Sexual Assault Family and Domestic Violence counselling service**

A private information, counselling and support service.

**Phone:** 1800RESPECT (1800 737 732) (24 hours, 7 days a week)

**NRS:** 1800 555 677 (13 14 50)

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

**Text:** 0458 737 732 (24 hours, 7 days a week)

### **Nganampa Health Council**

Nganampa Health Council (NHC) is an Aboriginal Community Controlled Health Organisation working on the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands in the far northwest of South Australia. Across this area, NHC

has seven clinics and many other health related programs.

### **Alice Springs Office**

**Phone:** (08) 8952 5300

### **Umuwa Office (APY Lands)**

**Phone:** (08) 8954 9040

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

### **NPY Women's Council (NPYWC)**

The NPYWC Domestic and Family Violence Service gives offers and advocacy for victims of domestic violence.

**Phone:** (08) 8958 2374

**Freecall:** 1800 180 840

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

**Web:** [www.npywc.org.au/what-we-do/  
domestic-and-family-violence-service/](http://www.npywc.org.au/what-we-do/domestic-and-family-violence-service/)

### **Safe at Home (SaH) Program**

SaH helps women and their children who are at risk of homelessness because of family and domestic abuse. They can give free home safety audits and tailored home security packages, including putting in locks, sensor lights and security screens. SaH also helps women and their children with safety planning assistance.

**Phone:** 1800 800 098

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

## Other support groups

### **Carers SA**

Carers SA provides advice, support, respite and counselling to family carers across South Australia.

**Phone:** 1800 422 737

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

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

### **Road Trauma Support Team**

The Road Trauma Support Team of SA (RTST) offers free counselling with a qualified trauma counsellor to anyone affected by road trauma. RTST also holds adult support group meetings facilitated by a trauma counsellor.

**Phone:** 0400 705 066

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

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

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

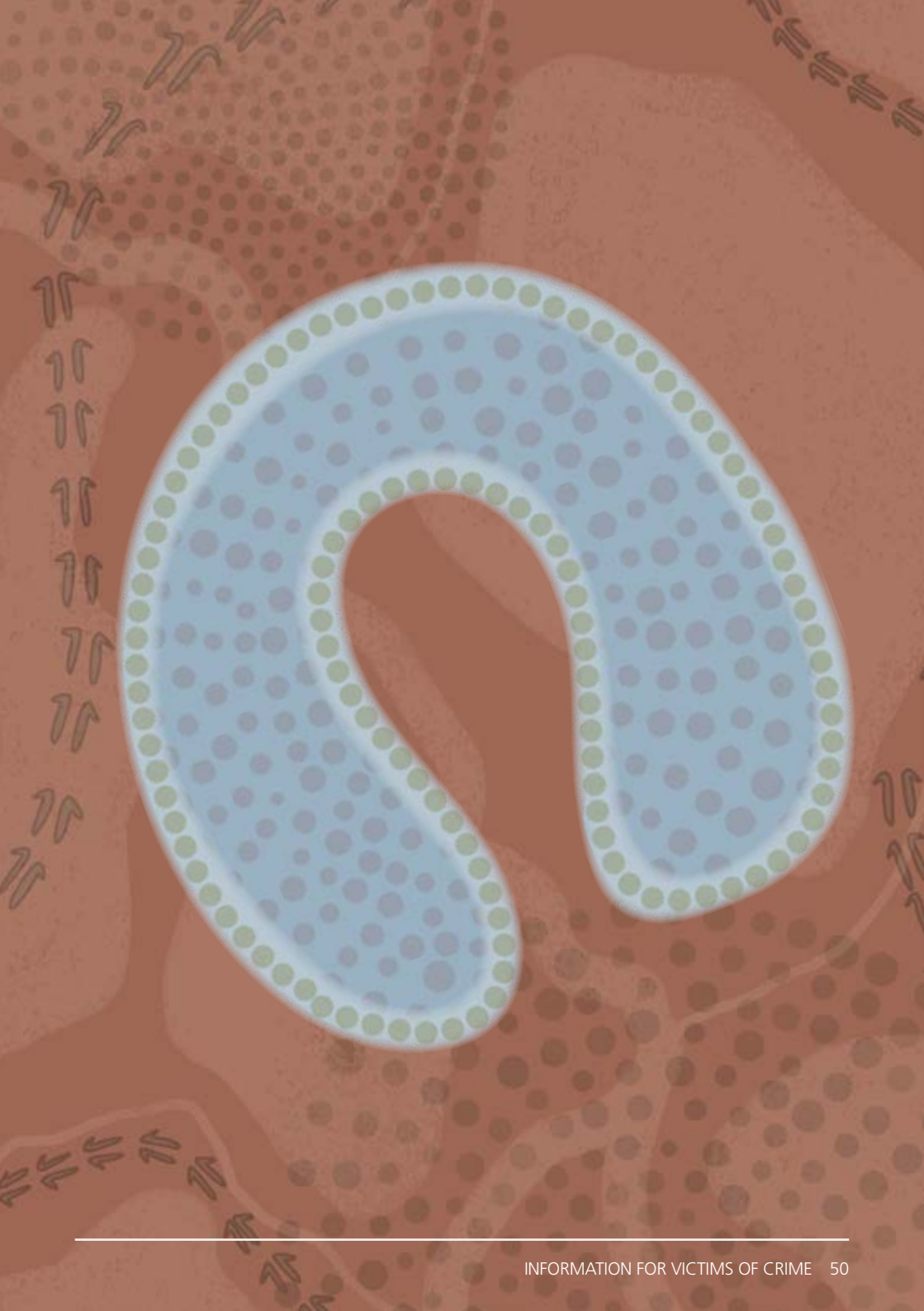
Services for women and men who have experienced a rape or sexual assault at the age of 16 years and above.

**Phone:** 1800 817 421

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

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

**Address:** 64 Pennington Place, North Adelaide SA 5006



# Feedback or lodging complaints

As a victim of a crime, you can make a complaint if you believe you have not been treated well. 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 happy, you can make a complaint to the Commissioner for Victims' Rights.

## 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

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)

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

**Phone:** (08) 8463 5173

**Complaints:** 1300 782 489

## Commissioner for Victims' Rights

The Commissioner 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:** (08) 7322 7007

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

## Your rights



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.

# Have you been the victim of a crime?

Our website has lots of helpful information about the court process, making a Victim Impact Statement, accessing support, and more.

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



Our office embraces diversity and welcomes all people, irrespective of culture, faith, sexual orientation and gender identity





**Government of South Australia**  
Victims of Crime SA