



VICTORIA • COUNSELLING, SUPPORTING & EDUCATING

Road Trauma Support Services Victoria (RTSSV) is a not-for-profit organisation contributing to the safety and wellbeing of Victorian road users. We provide counselling and support to people affected by road trauma, and address attitudes and behaviours of road users through education.

As the only organisation of its kind in Victoria, we provide the following services across the state:

- Free, professional face-to-face and telephone counselling
- Support and training
- Education programs

For more information about what we do, please call us or visit our website.

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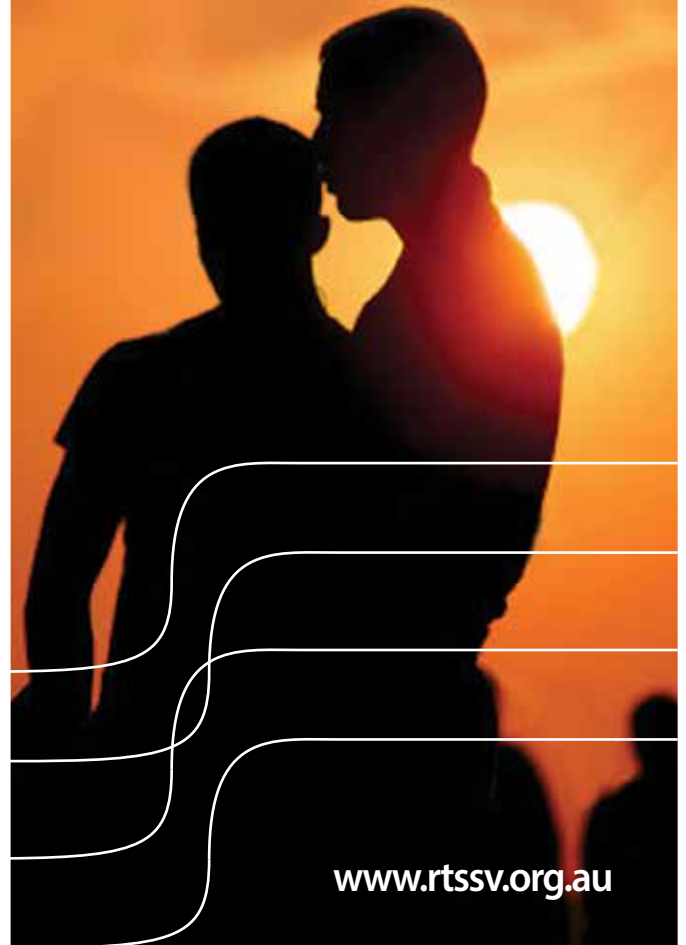
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Family and friends can help



www.rtssv.org.au

Helping people in trauma

People who have experienced trauma often suffer from a wide range of feelings and reactions that are foreign to them. As a family member or friend, there are things you can do to assist this person during this very difficult time.

Here is a list of how you can offer support

- Spend time with the person when you can and just listen
- Don't push the person to talk about the incidence – just make yourself available to them
- Offer to do practical tasks such as cooking and minding children
- Do not tell them that what they are feeling is 'wrong' or they are 'over reacting' or they 'will get over it' as these statements are not helpful
- Reassure them that they are safe
- Ask them how they would like you to support them
- Offer assistance and a listening ear even if they have not asked for help
- Don't take their anger or other feelings personally
- Don't tell them that they are 'lucky it wasn't worse' – traumatised people are not consoled by these types of statements. Instead tell them that you are sorry such an event has occurred and you want to understand and assist them

If the symptoms described above are severe or if they last longer than six weeks, the traumatised person may need professional counselling.

RTSSV is a not-for-profit organisation offering support to anyone in Victoria affected by road trauma – bereaved family members, witnesses, drivers, passengers, pedestrians and extended family and friends.

Counselling and support are provided face to face or by telephone and is free of charge.

To make an appointment call 1300 367 797