

## Road Trauma Support WA: Evaluation of a trauma recovery support service

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### Background

The impact of a road crash can be felt long after the scene is cleared, with the ripple effect influencing people in different ways. To support those impacted by road trauma, Injury Matters provides Road Trauma Support WA (RTSWA), a state-wide service assisting anyone affected by road trauma. The purpose of this presentation is to share evaluation findings of RTSWA to inform service best practice.

### Methods

To assess service impact, an annual survey was implemented with people that engaged in the service through enquiries, workshops, presentations, counselling sessions, and resources. The survey included questions on the following domains; engagement, knowledge, satisfaction, and behaviour change. Results were analysed and reported as frequencies using *jamovi* (Version 0.9) data analysis software. Open-ended responses were reported through themes.

### Results

Findings from 61 individuals who engaged with RTSWA (13% response rate) indicated 83% (n=51) contacted RTSWA following a road incident and 63% reached out within 12-weeks of their road incident. Results pertaining to behaviour change found 78.73% (n=37) incorporated topics discussed in counselling session(s) into everyday life. Qualitative feedback described needs for follow-up consultations, the possibility to target other industries, and appreciation for a safe space to grieve.

### Conclusion

The evaluation of RTSWA has shown areas of success and informed future work, including the need for varying levels of support for clients. Whilst service users have engaged with RTSWA for a specified road incident, the service often identifies complexities and underlying mental health concerns, highlighting further opportunities for injury prevention and improving client wellbeing.

### References

<sup>1</sup> Road Safety Commission WA. 2018 Preliminary summary of fatalities on Western Australian roads [Internet]. East Perth, WA: Road Safety Commission; 2018. Available from: <https://www.rsc.wa.gov.au/RSC/media/Documents/Road%20Data/Statistics/Annual%20crash%20statistics/2018-Preliminary-Summary-of-Fatalities-on-WA-Roads.pdf>