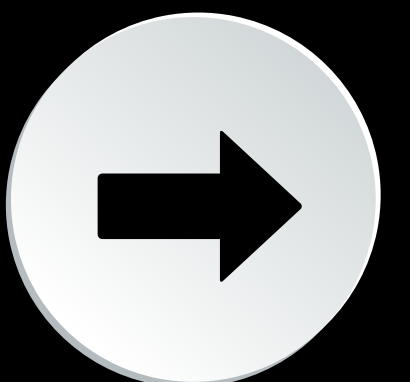




RAIL R U  OK?™

**Your *interactive* guide to supporting Rail R U OK?
in your workplace**

*Click here to
get started* →





Your *interactive*
guide to supporting
RAIL R U OK?
in your workplace



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any time to return to
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Share the
R U OK? message
in your workplace.



About
TrackSAFE and
Rail R U OK?



Make every day
R U OK?Day



Make it
meaningful



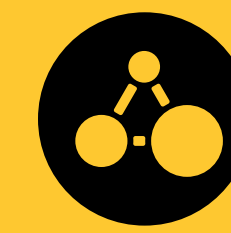
Plan an event



Community
Ambassadors



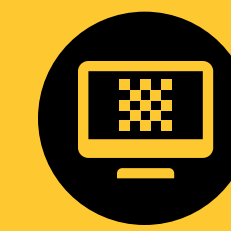
Merchandise



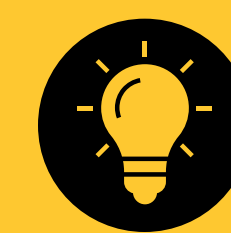
Sharing the
message



Suggested
posts for
social media



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content ideas



Resources
available



Rail R U OK?
Champions



Safety first



Useful contacts
for someone
who's not OK

*Click to go directly
to a specific section*

*Use the arrows to
flick through the
guide in order*





Your *interactive*
guide to supporting
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in your workplace



About
TrackSafe and
Rail R U OK?



Make every day
R U OK?Day

About TrackSAFE and Rail R U OK?

It is an undisputed fact that regular, meaningful conversations can make a difference in our industry and help our workmates. This is why harm prevention charities – the TrackSAFE Foundation and R U OK? – teamed up to create the annual initiative Rail R U OK?, to encourage conversations between rail staff. TrackSAFE strives to reduce suicide, trespass, and level crossing incidents on the rail network while offering best practice trauma support to rail employees. R U OK? is a national not-for-profit organisation dedicated to empowering everyone to meaningfully connect, ask ‘are you OK?’ and lend support to the people around them.

Since the first Rail R U OK? in 2015, participation has grown to over 100,000 participants each year. Rail staff from across Australia have joined the conversation movement and are helping to transform workplaces into strong and resilient communities. The action of checking in on others is becoming the norm, resulting in an increasing number of rail staff feeling connected and genuinely supported at work.



The interactive toolkit is just one of the many resources offered to participating rail organisations to support you in sharing the Rail R U OK? message.





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How You Can Make a Difference

Life serves up challenges that can sometimes make us feel overwhelmed, unsure, or unsettled. When that happens, it's comforting to know there is someone we can talk to who can share the load and help us through.

The people in your world won't always tell you if something's troubling them, so it's important for you to consider what's going on in their lives and be on the lookout for any changes in the way they behave.

- Are they having relationship difficulties?
- Are they experiencing increased levels of stress or constant stress?
- Are they in financial trouble?
- Have there been major changes at work or home?
- Have they experienced the loss of someone or something they care about?
- Do they have health concerns?

These are tough circumstances for anyone to manage on their own but by asking, 'are you OK?' and having a meaningful conversation you can help those you care about through life's ups and downs.



About
TrackSAFE and
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**Make every day
R U OK?Day**



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Make it meaningful

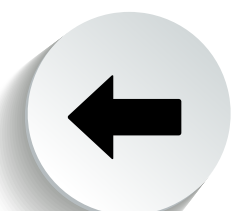
Rail R U OK? activities are an opportunity to show workmates that they can make a real difference to someone who's having a tough time by having a meaningful conversation. We encourage you to be creative and think of ways you can bring people together and encourage them to meaningfully ask 'are you OK?'



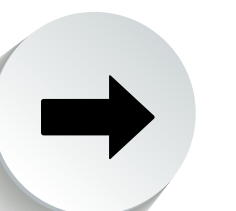
Why is this important?

Rail staff may need extra support when they're exposed to trauma or experiencing other pressures and stressors, like grief, a relationship breakdown or financial strain. At these times the support of our workmates can make a difference. To encourage greater peer-to-peer support in your workplace, consider the following when planning your Rail R U OK? activities:

- 1 Champions:** Recruit and involve people in your workplace who believe in the power of a conversation to help you organise and deliver your Rail R U OK? activities. These individuals can help champion the R U OK? message all year round.
- 2 Educate and inspire:** By sharing stories that show how conversations can change lives, combined with the 4 steps of an R U OK? conversation, you can show your colleagues they've got what it takes to support a workmate who might be struggling.
- 3 Get organised:** Whether it's a morning tea, an online catch up, a sausage sizzle or a team picnic, a well organised activity can have a positive impact on those attending.
- 4 Get connected:** Plan activities that give workmates opportunities (and encouragement) to talk to one another, whether in person or online. They may not talk about life's big issues, but they might get to know each other a little better, which will help to break down barriers for future conversations.



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**Make it
meaningful**



Plan an event



Community
Ambassadors



Merchandise



Your *interactive*
guide to supporting
RAIL R U OK?
in your workplace

-  Make it meaningful
-  **Plan an event**
-  Community Ambassadors
-  Merchandise



Plan an event

Every day is a great day to share the Rail R U OK? message and hosting an event is a great way to bring people together throughout the year.

We encourage you to organise an event for your workplace. It might be a catch up over breakfast, a morning or afternoon tea, or a BBQ lunch. It might be a toolbox talk, team meeting, wear yellow day, or conversation panel – whatever you choose, it’s important to make it meaningful. Think about how your activity can encourage everyone to ask, ‘are you OK?’ whenever they spot the signs that someone they care about might be struggling with life.

Pre-event checklist

- ☐ What would you like your event to be?
- ☐ What connection activities will you include?
- ☐ Who will be invited / involved?
- ☐ Is it a face-to-face or virtual event?
- ☐ Do you need to book space or a venue?
- ☐ Do you need any permits or permission?
- ☐ Have you considered catering, amenities, accessibility etc.?
- ☐ Have you created an environment where attendees will feel safe and supported?
- ☐ Have you registered your event?
- ☐ Have you invited someone to speak at your event?
- ☐ Have you organised decorations or posters to display?
- ☐ Have you ordered merchandise?
- ☐ Download our [FREE R U OK? event resources](#)



 **Register your event**



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Ideas to keep the conversation on track every day of the year

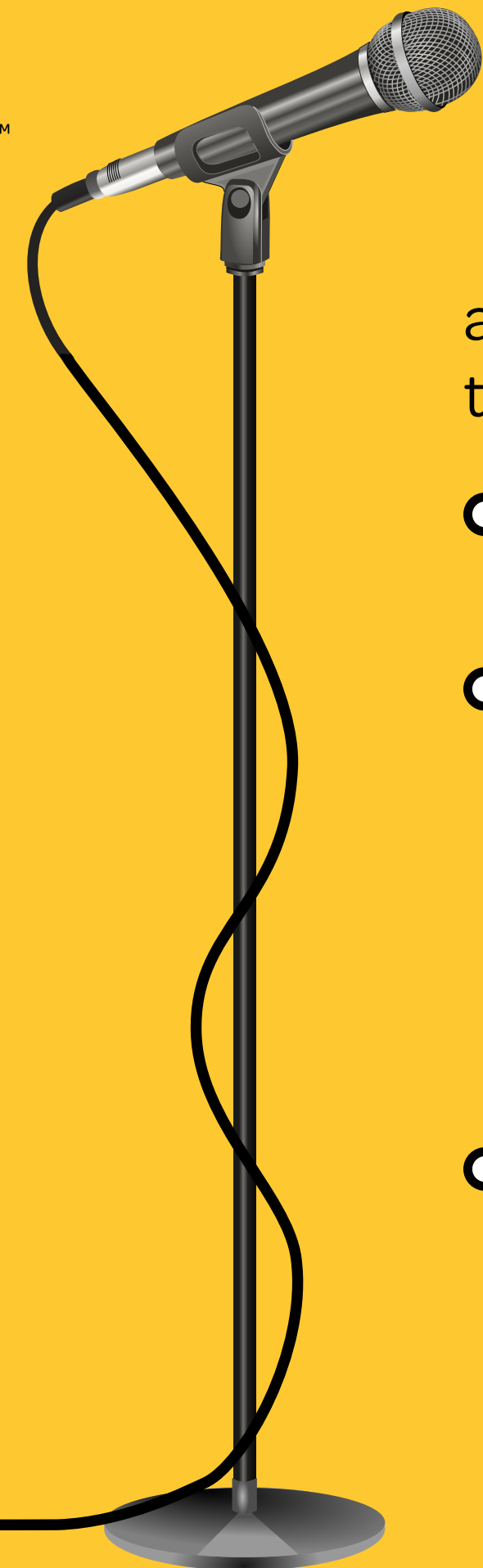
- Remind staff to check in with a mate through your regular safety or toolbox talks.
- Keep posters visible in your key areas all year round – in offices, common rooms or communal areas.
- Plan a connection activity once a quarter to help keep your staff connected.
- Allocate time to check-in on a workmate.
- Continue to highlight any stories of impact and connection with your staff through your regular safety toolbox talks.
- Add a reminder to check-in with a workmate on payslips, daily reporting forms or safety checklists.
- Celebrate R U OK?Day in September – This is the national day of action for R U OK?





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Community Ambassadors

R U OK? Community Ambassadors are volunteers who are trained to safely share their story of mental ill-health and/or suicide. They can also provide practical tools and tips about when and how to have a meaningful R U OK? conversation. A presentation is typically 30-45 minutes to one hour in duration.

- Please allow a minimum of 4 weeks notice of your request for a Community Ambassador.
- As we have a small cohort of Ambassadors, we unfortunately will not be able to fulfil every request. In the event we cannot fulfil your request, there are resources available including a PowerPoint presentation template which can be used to share the Rail R U OK? message.
- We do not charge a fee for a Community Ambassador to deliver a standard presentation, however we do ask that any out-of-pocket expenses (e.g., parking, travel, meals etc.) are covered by event organisers.



Learn more about the R U OK?
Community Ambassador
program or request a speaker for
Rail R U OK?Day via the [online
event form](#) by 8 March 2024.



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It's important to acknowledge that the nature of the R U OK? mission and the personal reflections of people with lived experience of suicide can sometimes raise difficult emotions. To help keep your staff and the visiting Ambassador emotionally and psychologically safe, we ask that you will be able to implement the following before submitting your request:

- Provide your staff with ways to access support services at and following the event. E.g. onsite counsellor, Employee Assistance Program or sharing of helpline phone numbers.
- Communicate with staff ahead of time about the nature of the discussion and give them the opportunity to opt out at any time.
- Create a safe and supportive environment for the Ambassador when they are sharing their personal story. E.g. remove distractions such as food being served, music or other people talking.



-  Make it meaningful
-  Plan an event
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Proceeds from the sale
of merchandise support
our work to start more
life-changing conversations.

Orders must be made by 5th April 2024 to allow time for delivery. Code can be used once per customer.





Your *interactive*
guide to supporting
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Sharing the message



Suggested posts for social media



Email templates



Creative content ideas



Resources available



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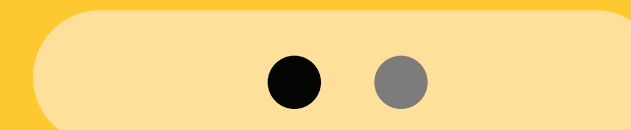
Support
and FAQs

Sharing the message

Some suggested key messages to help explain Rail R U OK?

- Rail R U OK? Day on **Thursday 18 April 2024** is a joint initiative of national harm prevention charities – the TrackSAFE Foundation and R U OK?
- Rail R U OK? is our industry National Day of Action and a reminder that every day is a great day to ask ‘are you OK?’
- This year, R U OK? is calling on rail workers to let the people they care about know they’re here, to really hear them.
- **‘R U OK?, I’m here, to hear’** comes in response to research that found more than four in five people who engaged in a meaningful conversation felt better about managing their situation having talked it through and felt supported, heard, and safe during the conversation.
- While Rail R U OK?Day falls in April, we want to inspire and empower the rail sector to create a safe, supportive R U OK? Culture and encourage workmates to look out for one another every day of the year.
- Life’s ups and downs happen to all of us. So, chances are someone you know might be struggling. When we genuinely ask, ‘are you OK?’ and are prepared to talk to them about how they’re feeling and what’s going on in their life we can help someone feel connected and supported, long before they’re in crisis.

Source: Fiftyfive5 (2023). R U OK?Day campaign research. Australia.








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-  **Sharing the message**
-  Suggested posts for social media
-  Email templates
-  Creative content ideas
-  Resources available

For employees

- Life's ups and downs happens to all of us, so chances are someone you know might be struggling.
- We all have the opportunity to play an active role in suicide prevention.
- Because you see your workmates often, you're in a great position to notice any changes in them.
- If you've noticed a change, keep the conversation on track, check in with your co-worker and ask 'are you OK?' You've got what it takes to have an R U OK? conversation. Follow these steps: Ask R U OK?, Listen, Encourage action and Check in.
- Your genuine support can make a difference whatever they are facing, big or small.
- So, don't wait until someone's visibly distressed or in crisis. Make a moment meaningful and ask them how they're really going.








For management

- Research shows that a strong sense of community and trust between colleagues is a protective factor against suicide. We have a responsibility to help our people feel safe and supported at work.
- We want to promote an R U OK? Culture and encourage workmates to look out for one another, especially if we think someone might be struggling.
- As an industry affected too often by suicide, we need to fearlessly and courageously embrace early intervention strategies.
- We want to give our staff the confidence and capacity to talk about life's ups and downs and connect someone to appropriate support long before they're in crisis.





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Suggested posts for social media

We encourage you to share social media content that demonstrates why your organisation is getting behind Rail R U OK?, why you believe conversations can change lives and how such conversations help create stronger, more resilient and safer workplaces.

Use **#ruok** and **#railruok** when sharing posts year-round. Don't forget to tag R U OK? (@ruokday) and the TrackSAFE Foundation (@TrackSAFE) in your posts.



You can download imagery and social media tiles at:
www.tracksafefoundation.com.au/event/rail-r-u-ok

1




Rail R U OK? Day is Thursday 18 April 2024, our industry National Day of Action and a reminder that every day is a great day to ask 'are you OK?'
#railRUOK

2

Let the people in your world know you're here, to really hear them, because a conversation could change a life. Asking R U OK? is the first step, but we need to genuinely listen to what comes next.
#railRUOK

3

Life's ups and downs happen to all of us. Don't wait until someone's visibly distressed or in crisis to ask them how they're really going. Keep the conversation on track and ask 'are you OK?'. A conversation could change a life **#railRUOK**





Email templates

Save the DateThank You

New Message

ToCcBcc

Subject**Rail R U OK?Day – Save the Date**

Dear <First name>

On Thursday 18 April 2024, <insert business name> is taking part in the 10th Rail R U OK?Day. The aim of the day is to emphasise the importance of helping workmates who seem to be doing it tough by asking ‘are you OK?’ This year’s theme is ‘I’m here to hear’.

Supporting Rail R U OK? is a crucial - because we believe if we take the time to have an R U OK? conversation with a colleague we’re worried about – not only on the day itself, but any day of the year – we can help create a stronger, more resilient and safer workplace.

We need your support to make Rail R U OK? a success! You’ll find a Rail R U OK? interactive guide with all the information you need to get involved at <https://tracksafefoundation.com.au/event/rail-r-u-ok/>

You can also get tips on how to start a conversation and find national helplines if someone needs extra support at www.ruok.org.au. Staff doing it tough at work can also contact <insert Employee Assistance Provider details, if available>. And remember; this service is confidential.



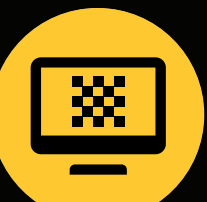


Together, let’s keep the conversation on track and help those who may be struggling with life.

<Signature>

Send



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- Resources available



Email templates

Save the DateThank You

New Message

ToCcBcc

Subject**Thank you for supporting Rail R U OK?**

Thank you for getting involved and making our Rail R U OK? activities a meaningful success.

We know conversations can change lives and we want to make sure we keep looking out for and lending support to the people in our world who might need it. If we all continue to have these important conversations whenever we think someone might be struggling with life's ups and downs, we can help people feel connected and supported long before they're in crisis.

If you need tips on how to talk to anyone who might be struggling, visit ruok.org.au






Let's continue to be part of the conversation movement. Let's stay connected and make asking, 'are you OK?' part of our everyday, because a conversation could change a life.

<Your name>

Send



Your *interactive*
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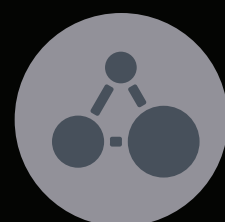
Creative content ideas

Whether you are a Rail R U OK? champion or someone at your workplace who's passionate about the R U OK? message, there are a number of ways you can get involved with Rail R U OK?, including:

- Reflect on the role we can all play to help someone navigate life's ups and downs, big and small.
- Share a story that shows how asking R U OK? can make a difference.
- Reflect on the everyday moments when we can find the time to meaningfully ask, 'are you OK?'
- Discuss why they think it's important that we know how to keep the conversation going when someone says, 'No, I'm not OK.'
- Share conversation tips and information on what to say when someone's not OK.
- Discuss how they think R U OK? is making a difference.
- Thank the people in their life who knew they weren't really OK and supported them through a tough time.



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Sharing the
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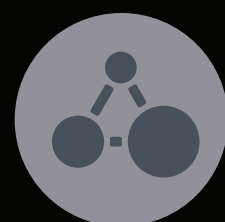
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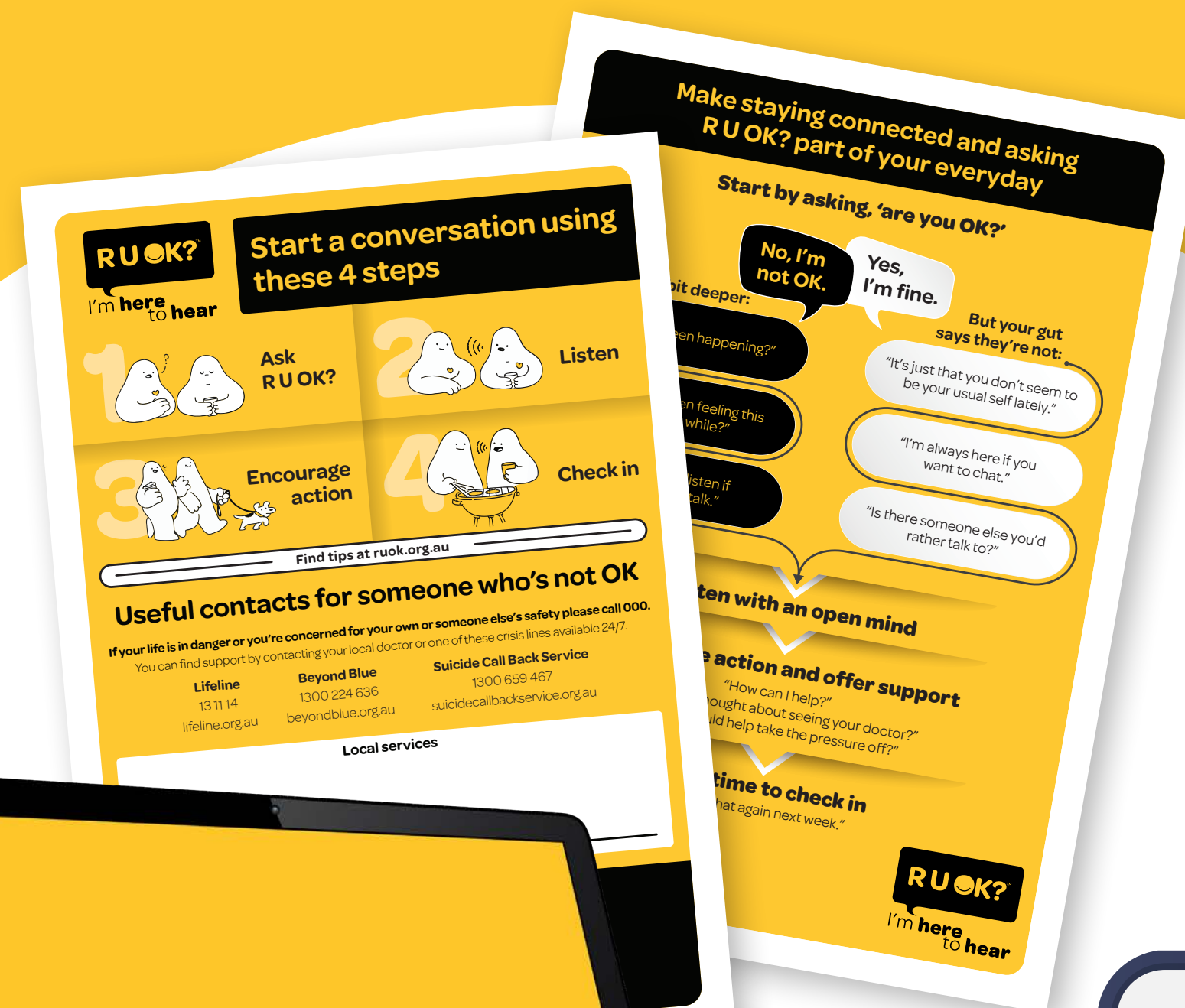
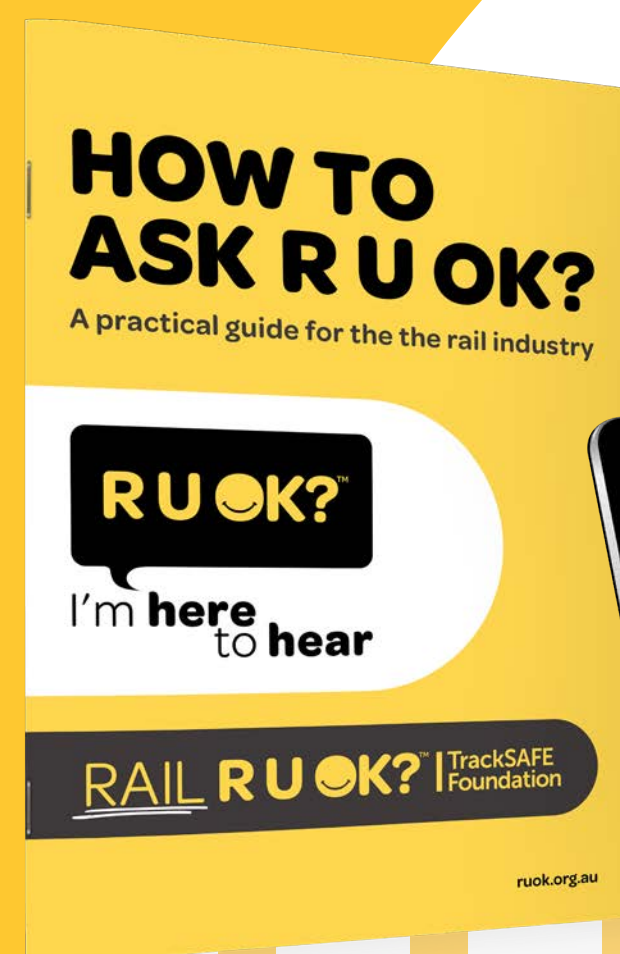
Email
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available**

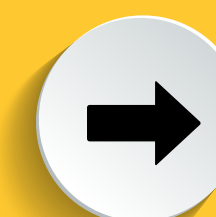


Including:

- Conversation Guide
- Social Media & Digital Assets
- Posters
- Presentation Template
- Save the Date
- Workplace Activities
- Industry Stories & Case Studies



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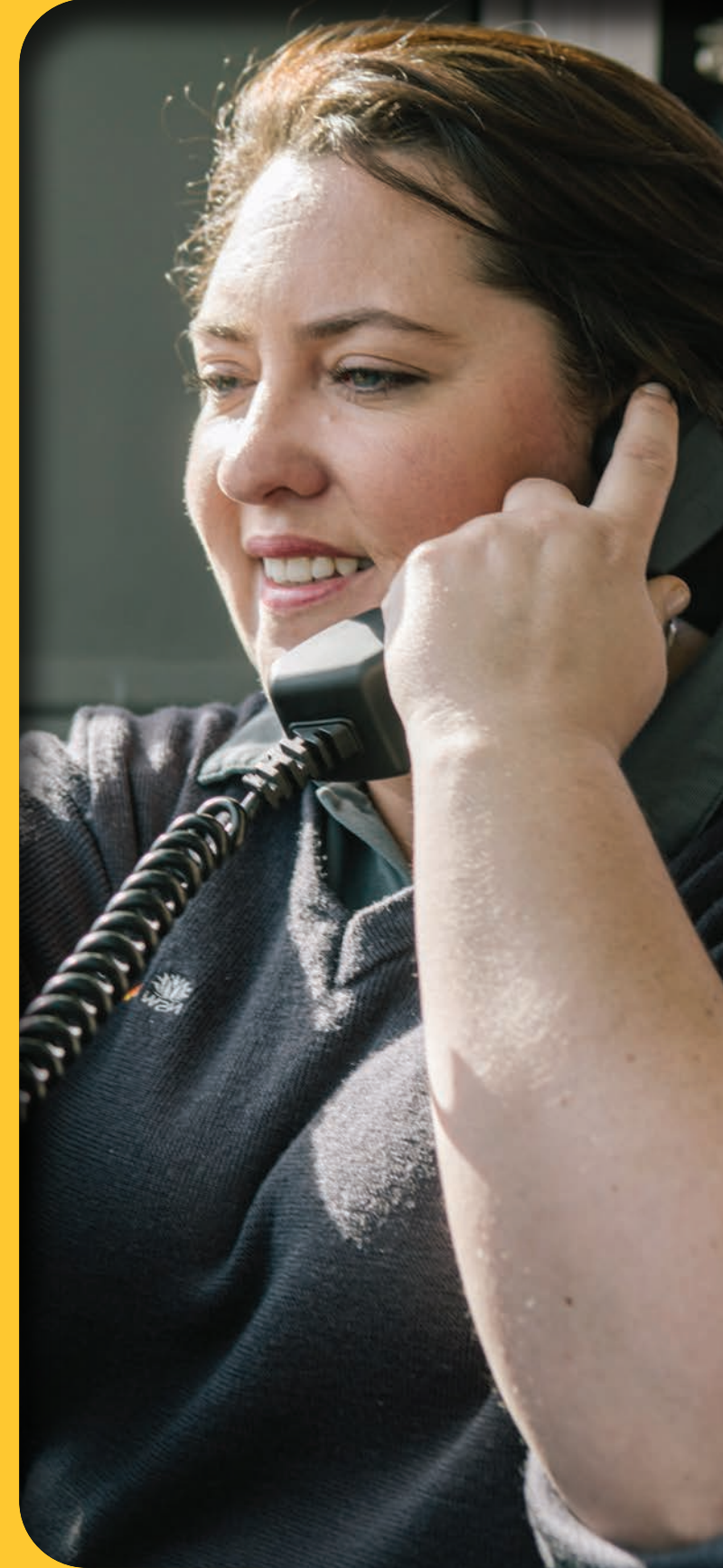
Rail R U OK? Champions

A Rail R U OK? Workplace Champion takes a lead role in encouraging and enabling peer-to-peer support and regular meaningful conversations in your workplace. Champions have a key role in normalising R U OK? conversations. By encouraging everyone to talk about life's ups and downs, you'll have a positive impact on your workplace culture and help create a workplace where everyone feels safe, encouraged and supported.

What is a supportive workplace culture?

This is where people's wellbeing is supported and all staff are encouraged (and feel safe) to talk about any worries or concerns they may be experiencing, knowing they will not be judged but rather supported as they work through those challenges.

Psychologically safe teams are not only more productive, they can also help you fulfil your legal occupational health and safety (WHS) obligations. Australia's states and territories have WHS laws that generally mean an employer must, so far as is reasonably practicable, provide and maintain a working environment that is safe and without risks to health. This includes providing work that is free from risks to people's mental health and wellbeing. There are many ways to build a supportive workplace culture. As a leader, you can actively manage circumstances that can cause stress for team members, such as long working hours or excessive job demands. You can also encourage your team to look out for one another, especially if you think someone might be struggling.



**Rail R U OK?
Champions**



Safety first



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Rail R U OK?
Champions

**Safety first**

Safety first

R U OK? is not a counselling service or service provider. Rather we work to provide all Australians with the resources and confidence they need to navigate a conversation with someone who might be struggling and guidance on how to connect them to appropriate support if they need it.

If you're hosting an activity on Rail R U OK?, we strongly encourage you to have appropriate support available and/or provide information about what support is available for people in your workplace.

If you're presenting or speaking about the R U OK? message, it's important to acknowledge that some people in the audience might not be OK and encourage them to access appropriate support. You could say, "If today's talk brings up tough emotions for you it's OK to excuse yourself. If you need some extra support, I strongly encourage you to open up to someone you trust, connect with your doctor or access a service like Lifeline which is available 24/7 on 13 11 14."

On the next page you'll find some tips on how to create a physical and social environment that will help participants feel safe and supported. You can find other services and support organisations on the R U OK? website.

"If today's talk brings up tough emotions for you it's OK to excuse yourself..."

Mindframe has developed a suite of resources to support, encourage and build the capacity for key speakers with lived experience. For more information visit www.mindframe.org.au.

You can find other services and support organisations on the R U OK? website at www.ruok.org.au/findhelp.



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Rail R U OK?
Champions

Safety first

Creating a safe environment

When organising and introducing your event please carefully consider the physical and social environment to help all participants feel safe and supported. When planning an R U OK? event we recommend you:

- Inform participants and presenters of the nature of the event.
- Those presenting may wish to bring a support person.
- Ensure safe language is used throughout the event – please refer to the Mindframe guidelines at www.mindframe.org.au
- Have staff/volunteers to greet people at the entry point.
- Ensure staff/volunteers know the location of bathroom facilities, emergency exits and any designated private/safe space.
- Ensure opening comments indicate the nature of the content (if appropriate).
- Make a private place available for anyone who wishes to take a break during the event, and identify that place during the opening comments.
- We strongly encourage you to have appropriate support available on the day and/or provide information about what support is available for people in your workplace.
- Make trained staff available to debrief with presenters after the event.
- Have water/refreshments available and schedule breaks.





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Rail R U OK?
Champions

Safety first



Worried about their immediate safety?

If you believe a workmate's life is in immediate danger call **000** in Australia and **111** in New Zealand.

If you think they may be having thoughts of suicide, don't be afraid to ask them if they are – asking the question does not lead to suicide.


Crisis helplines are there for you too. If you are finding the conversation difficult, call **Lifeline on 13 11 14** or **Suicide Call Back Service on 1300 659 467** who will provide immediate support and advice.

Getting them to professional help can start with any of these options:

- Call a crisis support line together.
- Go with them to an Emergency Department.
- Take them somewhere that feels safe to them but where they won't be alone.



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**Useful contacts
for someone
who's not OK**

Useful contacts for someone who's not OK

If a life is in danger or you're concerned for your own or someone else's safety, please call 000. Family and friends can also call the services below for advice and assistance on how to support someone who is struggling with life.

Lifeline (Australia) (24/7)
13 11 14 | lifeline.org.au | Text support: 0477 13 11 14
Call 24/7 for crisis support and suicide prevention services.
Text support is also available.

Beyond Blue (24/7)
1300 224 636 | beyondblue.org.au
Call 24/7 for advice, referral and support from a trained mental health professional.

Mensline
1300 78 99 78 | mensline.org.au
Call 24/7 for telephone and online support for men with emotional health and relationship concerns.

**View contacts for national helplines and services
at ruok.org.au/findhelp**


Lifeline (New Zealand) (24/7)
0800 543 354 | lifeline.org.nz
Call 24/7 for crisis support and suicide prevention services.

Suicide Call Back Service (24/7)
1300 659 467 | suicidecallbackservice.org.au
24/7 free counselling and support for people at risk of suicide, carers and those who are grieving.

SANE Australia
1800 187 263 | sane.org
Offers connection and community to people with complex mental health issues including trauma.



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Useful contacts
for someone
who's not OK

Useful contacts for someone who's not OK

If a life is in danger or you're concerned for your own or someone else's safety, please call 000. Family and friends can also call the services below for advice and assistance on how to support someone who is struggling with life.

Record your Employee
Assistance Program here:

Record local health service
numbers here:

Record your HR
contact here:

View contacts for national helplines and services
at ruok.org.au/findhelp