

Ask RUOK?[®] ANY DAY

This content discusses mental health challenges and domestic violence.
For support contact Lifeline. Call **13 11 14** or text **0477 13 11 14**.



Meet Jaime

I've worked for Queensland Rail since 2013, starting in stations before moving into train crew as a Guard and Driver. I'm now drawing on my experience across the rail network to help develop a trauma response framework that advocates for practical support, peer connection and early check-ins at all levels.

Potentially traumatic events in the industry, including violence, aggression and fatalities, do unfortunately happen. We are consulting across business groups about how this creates both direct and indirect trauma and looking at how we can better support our people through workplace culture, recruitment, peer support and post-incident support.

When a traumatic event happens on the railway, it is often sudden and unpredictable. You cannot always prevent it. You can only prepare and have the right processes in place. Coping with trauma often comes back to basics. When something shakes you, simple tools matter: slowing down, checking in with yourself, and talking to someone you trust.



When supporting a colleague, it is about being present, helping them feel safe and heard, and guiding them to seek the right support.

Recently, I witnessed a domestic violence incident on the platform that came out of nowhere. I managed it in the moment, but after leaving the platform and feeling the adrenaline wear off, I started shaking. I knew I was safe, but I found myself over-analysing the situation.



After the incident, I spoke with a Train Operations Inspector about how I was feeling and how it had affected me, because that is what I have been trained to do. Without that understanding, it could have escalated. For me, it was as simple as being asked what I needed and whether I felt OK to continue working.



For leaders, it does not have to be a long or difficult conversation. It might be a quick check-in, followed by another in the days or weeks after. Often the response will be “I’m good”, but it is about recognising when someone might not be OK.

Many people do not know how to respond when someone is not OK. Having the right training and knowing where support is available, including access to specialised crews and mental health services through the Employee Assistance Program (EAP), makes a real difference.

I am a big advocate for asking ‘are you OK?’ any day. In this job, you might only see someone briefly or sit beside them all day. **It is about noticing behaviours and patterns and letting them know you are there.** They might not be ready to talk now, but they will know there is someone who cares.

Rail R U OK? is a collaboration between TrackSAFE and R U OK? that aims to empower rail workers to identify the signs that someone might not be OK and offer guidance on how to support them, any day of the year.



Learn more at ruok.org.au/rail

RAIL R U OK? | TrackSAFE Foundation