

Ask RUOK?[®] ANY DAY

This content discusses suicide. For support, contact
Lifeline on **13 11 14** or text **0477 13 11 14**.



Meet Kevin

I work for NSW TrainLink in Tamworth, a regional town in New South Wales, as an Area Customer Service Manager across 14 stations. My teams work across stations, customer service operations and frontline environments where traumatic events, emotional pressures and shift work can take a toll.

At home, I'm a dad raising my sons to be open, emotionally aware young men. My leadership style mirrors my parenting: notice and ask, listen, encourage support and check-in. At work, I watch for changes in mood, energy, tone and punctuality in the same way I watch my sons for signs of school stress or emotional overload.

To be there for people, you've got to build trust. My team knows that if they want to talk, I'll listen, and if they need someone else, I'll help them find that support too. For staff who aren't used to talking about how they're feeling, find common ground to show you understand.



**You're not there to fix everything, just to listen.
It's about saying, 'I see you, and I'm here'.
That alone can shift the weight someone's carrying.**



I think showing vulnerability is important to help people open up, and I've shared my own experiences with staff. Several years ago, a close friend survived a suicide attempt. It was a real eye-opener and made me realise that people can put on a front. **They may look fine on the surface while they're struggling underneath.**

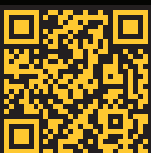
I've used counselling and support services like Beyond Blue myself during challenging times. At a previous job, while juggling workload pressures, long days and family responsibilities, I realised I wasn't at my best. A teammate noticed and quietly asked me, 'Kev, are you OK?'. That moment helped me slow down, reflect and speak openly at work and at home.



It reminded me that we all need someone to notice, and that it's normal to check in and be checked on.

If you notice something, say something gently. You might think it's nothing, but for that person, it could be everything. Try asking, 'How are you? What's happening? Is there anything we can do to support?'. Then listen, offer support, like giving them time off or referring them to Employee Assistance Programs, and check in again. In rail, so much of what we do is about keeping people safe. Emotional safety matters just as much, so ask R U OK? Any Day. It could save someone's life.

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