

# Supporting others using the RUOK? model

## Before you begin

Consider referring to **Factsheet N14 Assessing your capacity to support workers wellbeing**.

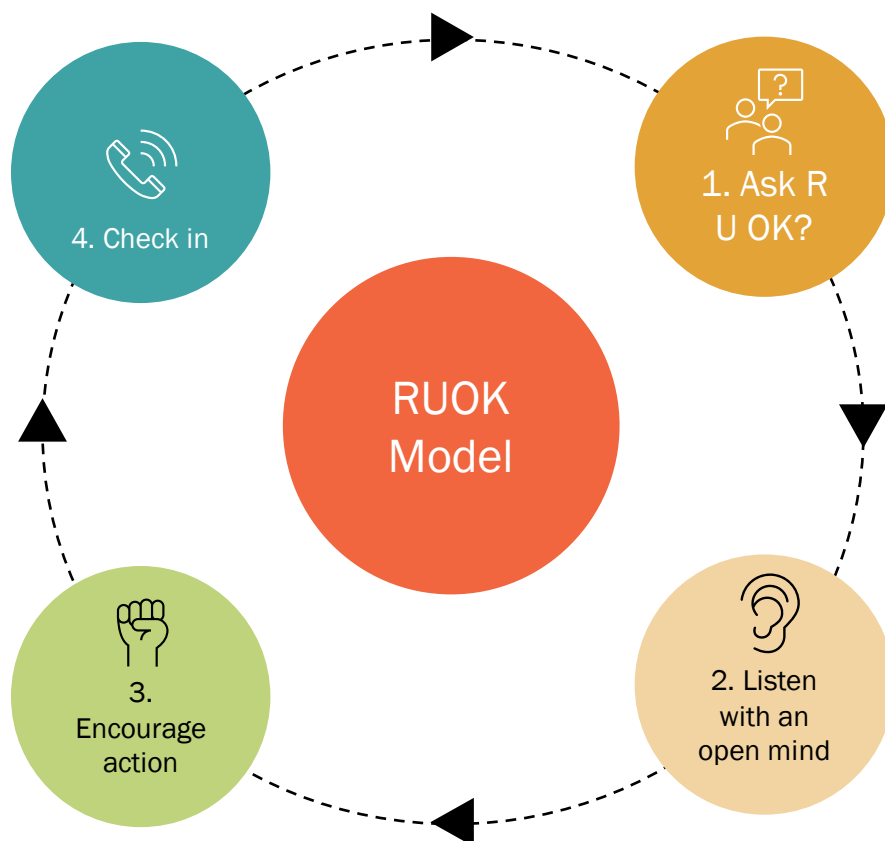
You may also want to refer to the RUOK website for more resources: <https://www.ruok.org.au/>

## Ready to support others

Once you know you are in the right space to provide support to someone else, it is important to think about how you approach the process of asking them how they are.

## The RUOK? model

The model has a 4 stepped approach:



## Ask - Are you OK?

- Try using open ended questions that help them to talk about how they are feeling. Examples include: “How are you going/feeling?”, or “what’s been happening?”
- You might want to pose the questions whilst incorporating specific things about their behaviour or actions that you have noticed that you are concerned about e.g. “You don’t seem your usual self – how are you going?”

## Listen with an open mind

- Be prepared to listen without judgement and take what they say seriously. Be aware that your body language and nonverbal communication will convey your understanding and acceptance of what they are telling you.
- Try to let them finish speaking, rather than interrupting them.
- Let them take as long as they need, to tell you what is concerning them/happening for them, rather than rushing the conversation.
- You may need to patiently sit with the silence if they need time to gather their thoughts
- When appropriate, convey your understanding of that they have told you by repeating back to them in your own words what you’ve heard.

## Encourage action

- Help them to identify actions that might assist them to overcome/address their current feelings/response. This may include looking at things that have helped them in the past/similar situations.
- Encourage them to commit to at least one action that may help them.
- Be open to continuing to support the person on their terms - ask them how (in what capacity and how often) they would you to continue to support them.
- Consider connecting the person with additional support services or recommending connection with their GP or another health professional if they have been feeling down for more than 2 weeks.

## Check in

- Make time to catch up and ask how they’re going, even after they have returned to work.
- Remember that not everyone will take action, or the action they take may not be what you think is best.
- If you are still concerned make the time to cycle back to the 1<sup>st</sup> step in the RUOK Model and ask if they are ok.

You may wish to read more in the following:

⇒ [RUOK? website](#)

⇒ **Assessing your capacity to support workers wellbeing factsheet**

⇒ **Psychological first aid factsheet**

⇒ **Support services factsheet**

⇒ **Employee Assistance Program factsheet**

⇒ **Recognising workers wellbeing factsheet**

ACT Health acknowledges the Traditional Custodians of the land, the Ngunnawal people. ACT Health respects their continuing culture and connections to the land and the unique contributions they make to the life of this area. ACT Health also acknowledges and welcomes Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

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