

# Recovery after Trauma

A Guide for the **Transport, Warehousing and Logistics Industries** 







After someone has been through or witnessed a potentially traumatic event, they may experience a range of reactions. Potentially traumatic events are situations that are either life threatening or have the potential for serious injury, such as motor vehicle accidents or near misses, workplace accidents, physical assaults and disasters. Workers can be affected by these events and their aftermath, especially when they are exposed to these events repeatedly over time.

## Helping yourself after a traumatic event

After a traumatic event, it is normal to experience strong feelings of fear, sadness, guilt, anger, or grief. Generally, these feelings will resolve on their own, and with the support of family, friends and peers you will recover.

Even if you don't feel like it, try to do some of the things suggested below. They might help you to come to terms with the traumatic event you experienced and reduce some of the distress associated with it.

Recognise that you have been through an extremely stressful event and having an emotional reaction to it is normal.

Give yourself permission to feel rotten, but also **remember your strengths** - even though it's tough, you can deal with it.

Look after yourself by getting plenty of rest (even if you can't sleep), by eating regular, well-balanced meals, and by making time for exercise (even if it's a 10-minute walk on your break). Physical and mental health are closely linked, so taking care of one will help the other.

Spend time with people you care about, even if you don't want to talk about your experience. Sometimes you will want to be alone, and that's OK too, but try not to become too isolated.

**Cut back** on tea, coffee, sugar, soft drink, and cigarettes. Your body is already "hyped up" enough, and these substances will only add to this. Try to avoid using drugs or alcohol to cope, as they can lead to more problems in the long term.

Make time for relaxation - whether it's listening to music, going for a walk - whatever works for you. It might be helpful to learn a relaxation technique like meditation, yoga, progressive muscle relaxation, or breathing exercises such as those in the Healthy Heads App.



www.healthyheads.org.au



Know when to ask for help. If you feel you are not coping or you continue to feel affected by the trauma after two weeks, ask for help. It is not a sign of weakness and it's best to get help early.

Start by talking to your GP or Employee Assistance Program (EAP). There is also free help available through the expert organisations listed on the support page of the Healthy Heads App and later in this booklet, including some services that you can reach out to via text or online message.

Structure your days as much as possible, especially if you have taken leave from work. Try making a timetable for each day away from work, including something enjoyable, some exercise, some tasks from your 'to do' list, and some relaxation. When back at work, plan ahead to include these activities around your work schedule.

**Resume your normal routine** as soon as possible, but take it easy. Don't throw yourself into activities or work in an attempt to avoid painful thoughts or memories about the trauma. Tackle the things that need to be done a bit at a time and count each success.

**Try not to bottle up your feelings** or block them out. Recurring thoughts, dreams, and flashbacks are unpleasant, but they will decrease with time.

Avoid making major life decisions like moving house or changing jobs in the days and weeks after the event. On the other hand, make as many smaller, daily decisions as possible, such as what you will eat or what film you'd like to see. This can help you to feel more in control of your life.

**Talk about your feelings** to other people who will understand, if you feel able to do so. Talking things through is part of the natural healing process and will help you to accept what has happened.

Write about your feelings if you feel unable to talk to others about them.

**Keep informed** of the facts through media and other information sources, but don't overdo it. Try to avoid repeated viewing of disaster or trauma scenes.

**Give yourself time** to re-evaluate. A traumatic event can affect the way you see the world, your life, your goals, and your relationships.

Some people experience many potentially traumatic events over time. Even if you coped well with similar events in the past, this doesn't mean that you won't be affected by this or future events.

# Potential mental health impacts of a traumatic event

Potentially traumatic events affect everyone differently. Generally, the impacts will resolve by drawing on simple coping strategies and the support of family and friends. For some people, however, the impacts may continue beyond the initial weeks, and can develop into mental health conditions, including posttraumatic stress disorder (PTSD), depression, anxiety or problematic alcohol and drug use, or medically unexplained physical symptoms.

## What is posttraumatic stress disorder?

A person with PTSD can experience a range of problems:

**Re-living the traumatic event** through unwanted memories, vivid nightmares, flashbacks, or intense reactions such as heart palpitations or panic when reminded of the event.

**Feeling wound up**, for example, having trouble sleeping or concentrating, feeling angry or irritable, taking risks, being easily startled or constantly on the lookout for danger.

**Avoiding reminders of the event** such as activities, places, people, thoughts or feelings that bring back memories of the trauma.

**Negative thoughts and feelings** such as fear, anger, guilt, or feeling flat or numb a lot of the time; or loss of interest in day-to-day activities and feeling cut off from friends and family.





### What is depression?

Everyone feels sad from time to time but if these feelings persist for two weeks or more, and get in the way of your day-to-day life, you may be suffering with depression.

#### Signs to get help:

- Feeling sad, empty, hopeless or worthless
- Not being interested in usual activities
- Loss of energy
- Sleeping too much or too little
- Having trouble concentrating or making decisions
- · Having thoughts of suicide

## What is anxiety?

It's normal to feel anxious when you're stressed or facing a particular threat, but if the anxiety doesn't go away when the stress passes or becomes so severe that it interferes with normal life, you may need help.

#### Signs to get help:

- Excessive fear or worry
- Physical symptoms such as racing heartbeat, sweating, trembling
- Breathlessness, dizziness or nausea
- Feeling of loss of control or impending doom
- Avoidance of feared objects, places or situations

## When do alcohol or drugs become a problem?

Some people have a drink or use drugs and medication to relax after a tough day at work, to get to sleep or deal with pain. Where do you draw the line and decide it has become a problem?

#### Signs to get help:

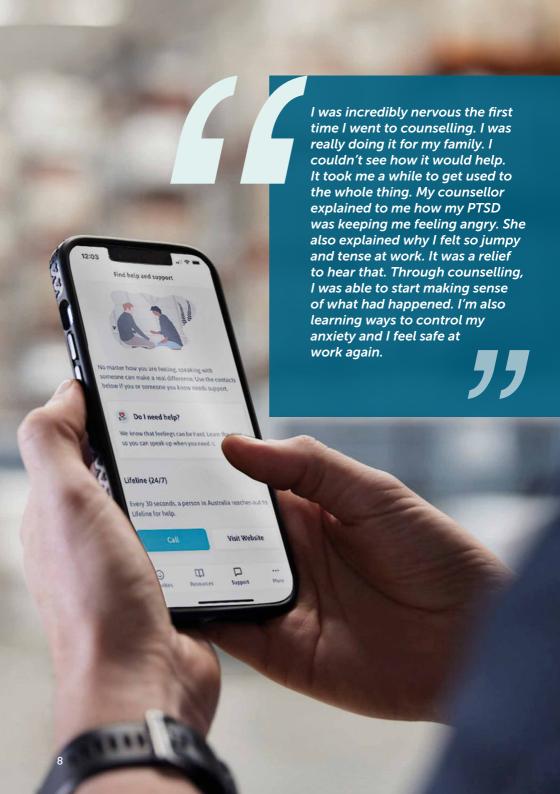
- Binge drinking to get drunk
- Feeling the need for a drink (or 2 or 3) or wanting to use drugs every day
- Drinking or using drugs to cope with problems or unpleasant feelings
- Drinking or using drugs is causing problems in your life.

### **Unexplained physical symptoms**

The body can be affected by stress. Some people experience physical symptoms after trauma, such as frequent headaches, dizziness, chest or back pain and digestive problems.

> If you've been experiencing any of these mental health problems speak to your GP or mental health professional for help.

You don't need to keep feeling like this. Effective treatments for these problems are available, and you can get better.



# Getting help for mental health concerns

For people who go onto develop a mental health concern after a traumatic event, there are effective treatments available. Treatment can involve counselling, medication, or a combination of both.

There can be enormous benefits to you and your loved ones by seeking the right help to reduce the frequency and severity of your symptoms, improve the quality of your day-to-day life and improve your relationships.

The good news is that there are effective treatments available for PTSD, depression, anxiety and other common problems that might arise after a traumatic event. It is never too late to seek help and support for your recovery.

You can talk to your GP or a mental health professional such as a psychologist, social worker or psychiatrist to find out about the available treatments.

If you are seeking help, consider asking the questions over the following pages so that you can ensure that you are getting the best treatment for you.

### **Support at Work**

Your workplace can help with your recovery. You can access your EAP for counselling or referral to a specialist. You can also talk to your Human Resources or Wellbeing team to get support at work.

For those who work independently, you can access support through TIACS which specialises in supporting blue collar workers. They can provide up to eight free sessions with a counsellor.

## What can I ask my counsellor?

There are evidence-based treatments available for the common mental health concerns, such as PTSD, depression and anxiety, that can follow a traumatic event.

## Here are some questions that you can ask to help you get the information you need about your treatment:

- What is the best evidence-based treatment for me? Why/Why not?
- Can you tell me how this type of treatment works?
- Does this treatment have any negative effects?
- Can you tell me what training and experience you have in this type of treatment?
- How long will treatment last?
- What can I expect to happen during treatment?
- Can you tell me what I will need to do during treatment or in my day-to-day life to help me get better?
- What kind of improvements can I expect?
- What support will I need while I am having treatment?



What can I ask my doctor about medication?



- · How does this medication work?
- What can I expect to feel like if it works?
- Does it have any side effects and how long will they last for?
- If there are side effects, will they impact my ability to work, driving or operating heavy machinery, or fulfil other commitments?
- How long will it take before I start to feel better?
- How long will I have to take it?
- What do I do if I forget to take my tablets?
- When it's time, how do I go about stopping the medication?
- What will happen when I stop taking it?

## **Treatments for PTSD**

The following section is for those who have PTSD, and provides information on evidence-based counselling approaches and medications for treating PTSD.

## What are the evidence-based treatments for PTSD?

Recommended counselling approaches for PTSD include trauma-focused cognitive behavioural therapy (TF-CBT) and eye movement desensitisation and reprocessing (EMDR).

When you seek help, consider one of these counselling approaches, as they are most likely to help you recover.

Medication may also be helpful for some people. The medications that are usually used to treat PTSD are antidepressants: sertraline, paroxetine or fluoxetine (selective serotonin reuptake inhibitors or SSRIs) and venlafaxine (a serotonin noradrenaline reuptake inhibitor or SNRI).

For more information about PTSD and its treatment, see the Australian Guidelines for the Prevention and Treatment of Acute Stress Disorder, Posttraumatic Stress Disorder and Complex Posttraumatic Stress Disorder at www.phoenixaustralia.org.

## What will happen during counselling for PTSD?

The most important thing when getting help for PTSD is to face, and deal with, the memory of traumatic events rather than pushing them to the back of your mind. The counselling approaches recommended in this booklet will help you do this in a safe and controlled manner.

Because the memory of traumatic events can cause strong emotions like fear and shame, people often want to escape or avoid anything associated with the trauma. Although avoiding reminders of the trauma provides temporary relief, it is one of the main reasons why some people don't recover. When people rely on avoidance to cope, they don't have the opportunity to come to terms with what happened to them or to develop skills that will help them feel safe when thinking about traumatic events. The anxiety and avoidance can then affect other areas of their lives.

During treatment for PTSD, you will learn ways to talk about traumatic memories and face situations that you have avoided since the trauma, so you no longer feel so distressed by them. Your counsellor will take things slowly, help you gain control of your fears step by step, and teach you skills to manage any distress you might experience so you do not become overwhelmed by your feelings.

You will be encouraged to examine how your thoughts about the trauma may be making the memory of it more painful. Many people blame themselves for what happened, or start seeing the world as a dangerous place after a traumatic event, and need help to deal with these thoughts.



### What about medication for PTSD?

The medications typically used to treat PTSD are antidepressants. Even if you don't have depression, antidepressants can help make feelings associated with trauma more manageable. There are different kinds of antidepressants, but research has shown that some selective serotonin reuptake inhibitors (SSRIs) and a serotonin noradrenaline reuptake inhibitor (SNRI) are most likely to help.

Before you start taking antidepressant medication, you should be given information about possible side effects. As these are prescription medications this information should be provided by the prescribing doctor or the dispensing pharmacist. It is also important to understand what you might experience if you stop taking medication suddenly, forget to take a tablet, or reduce the amount you are taking.

Remember that antidepressants take a few weeks to reach their full effect, so do not expect immediate results. If antidepressants are working, it is recommended that you take them for at least 12 months. After this period of time, you can stop by gradually reducing the dose, generally over a four-week period. This should only be done after discussion with your doctor and should be carefully monitored.

Remember, not all medication works in the same way for everybody. If a particular type or dose of medication is not working for you, your doctor may ask you to try another type, increase the dose, or suggest you try counselling.

#### Your job and medication

The impact of medications on your ability to drive and/ or operate heavy machinery can vary from person to person, and depend on the specific medication you take. It is important that you discuss the role you perform at work with your prescribing doctor so that they can provide you with the most suitable treatment option for your individual circumstances.

# What can I do as a family member, partner or mate?

As a family member, partner or mate, there are things you can do to help support someone with mental health concerns after a traumatic event, while looking after your own wellbeing.

The mental health impacts of a traumatic events can affects the person's whole family and their close support network. If you are finding the situation distressing, you may also need to seek help for yourself.

## Mental health and relationships

It can be difficult to watch someone you care about struggle with the distress caused by trauma. You might find yourself worrying about their wellbeing and feel uncertain when faced with their emotional reactions.

People who have experienced mental health difficulties after trauma can often seem disinterested or distant, and you may feel shut out. They may stop participating in family or social life, ignore your offers of help, or become irritable.

It is important to remember that these behaviours are symptoms of PTSD and other common problems; they are not about you. Your loved one or mate probably needs your support but doesn't know what they need or how to ask for help.

As a family member, partner or mate, it can be beneficial to be involved in your loved one's treatment wherever possible, and it is important that your needs and perspective are taken into account throughout treatment.



## There are many ways you can help...

### Listen and show that you care

You can encourage them to share their thoughts and feelings about what is happening to them. Remember that you are not their therapist and don't have to find solutions for them. If you feel you cannot bear to hear all the details of the trauma, you need to let the person know, while at the same time reassuring them that you care.

Remember that providing support doesn't have to be complicated. It often involves small things like spending time together, having a cup of tea, or giving them a hug. Some people find it helpful to have time to themselves after a traumatic experience. If this is the case for the person you are supporting, try to give them some space and time alone when they ask for it. Encourage a balance between time spent alone and time spent with others.

## Encourage them to seek help and stay focussed on getting better

The person who has experienced the trauma may not realise that they need help, or may find it hard to admit that they do. They might feel vulnerable and worried about having to talk about what happened. Getting professional help can be difficult as it often means facing painful memories. Also, getting better is rarely a straightforward path. They may experience ups and downs as they work through their memories and may become discouraged at times.

You can provide support by acknowledging that getting better can be difficult, and by commenting on positive changes and the small steps they are making, to help them remain hopeful.

### Look after yourself

This may be the most important thing you can do to help their recovery. Supporting someone who has been through trauma can take a toll on you, sometimes so much so that your own health can be affected and you can no longer help them effectively. It is crucial that you take time out and reach out to friends and other supportive people in your community. You can also enlist the help of a counsellor or a support group. Your GP or a mental health professional can provide you with information and the names of people and organisations who can help.

If you are concerned about your or another person's safety, contact the police on **000**.

You can also call **1800 RESPECT** (1800 737 732) the national family violence and sexual assault counselling service – to speak with a professional counsellor any time, any day. This service is free and confidential.



# Supporting trauma recovery in the workplace

As a business owner, leader, manager or supervisor you can make a positive impact on a person's mental health and recovery after trauma. Providing them with support as soon as possible, and following up regularly can be beneficial to their recovery.

When someone experiences a potentially traumatic event, their reactions can sometimes seem unusual or unpredictable, and reactions vary from person to person. They might withdraw, become irritable, or have difficulty concentrating. These responses, while they may seem concerning, are often normal and part of the person's natural way of coping with stress. People in this industry can experience multiple traumatic events over the course of their career.

In your role as a leader or manager, understanding these varied and potential impacts of trauma can help you avoid misinterpreting their behaviour and allow you to offer support with empathy and patience.

The following do's and don'ts provide guidance for offering meaningful support.

#### Do's:

 Provide practical assistance: Helping them with organising their work schedule, prioritising or reassigning their work tasks or assisting with alternative transport home can reduce their feelings of being overwhelmed, so they can focus on recovery.

- Be empathetic: Show understanding and validate their feelings. Hearing "It's okay to feel this way" reassures people that their reactions are normal. This is especially valuable when coming from colleagues who have had similar experiences.
- Offer choices: Listen without judgement and let them decide what type of support they're comfortable with, whether that be from you or another person or service, and whether it be in person, online or via text.

It is not always the 'big events' that are the most impactful. Sometimes it can be the seemingly smaller events that can build and then be the 'straw that broke the camel's back', or the event might carry personal significance for them, such as the person injured or killed reminding them of a loved one or a previous traumatic event.



- Encourage connection with others:
  Connecting with others reminds them they are not alone. This can be very important when traumatic experiences occur in the workplace. Your support reminds them their experiences are acknowledged and understood.
- Follow up and monitor: If appropriate to your role, regularly check in to show ongoing care and monitor for signs that they need more help.
- Link with other supports: Remind them of the workplace and other supports and resources available, such as those listed on the Healthy Heads App Support page. Encourage them to seek help through their GP, EAP or TIACS if you're worried about them.
- Provide them with reliable information: Provide them with reliable and accurate information about how they can look after themselves, and when and how to seek help. Trusted evidence-based resources and services are listed later in this booklet, and you can also provide them with the brief Glove Box Guide on Recovery after Trauma, and other resources from the Healthy Heads website.

#### Don'ts:

- Don't minimise their experience: Avoid phrases like, "It's not a big deal."
- Don't pressure them to talk:
  Let them share when they're ready,
  and consider the timing of any required
  operational debriefing with them.
- Don't overstep boundaries:
   Respect their privacy and avoid probing for unnecessary details. You aren't expected to take on the role of their counsellor.

The impact of trauma can be influenced by other workplace stressors, so identifying, minimising and managing psychosocial hazards is an important part of supporting workplace mental health.

You can also refer to RU OK? In Trucks and Sheds Conversation guide on the Healthy Heads website for more tips on how to approach this conversation.

www.healthyheads.org.au/ruok

# Frequently asked questions

## What if the event I experienced is so distressing that I can't bear to think about it?

Treatment will help you to come to terms with the traumatic experience at your own pace. Your counsellor will teach you skills so that you won't feel overwhelmed when recalling the traumatic event.

## At what point should I start treatment and how long will it last?

If you are still experiencing problems two weeks after a traumatic event, it might be worth talking to your GP or a mental health professional about starting treatment. The types of counselling recommended in this booklet usually involve 8 to 12 sessions, although in some cases it might take longer.

## I have experienced more than one trauma during my career. How do I know what's impacting on me?

Your counsellor will help you understand which experiences have had the most impact on you and which ones are important to talk about in order to get better.

## What if I've been having problems for a long time?

Even if your traumatic experience was a long time ago, treatment can still work. The counselling approaches recommended in this booklet and antidepressants have been shown to help recovery for long-term sufferers of PTSD. There are treatments available that can also help with the other common problems mentioned in this booklet, even if you've been experiencing them for a long time.

## What about other counselling approaches for PTSD?

Other treatments for PTSD have not been mentioned in this booklet, either because they have not yet been properly tested, or because they have been found to be less effective than the recommended treatments. Treatments that do not focus on traumatic memories, such as learning to manage anxiety, are very useful when provided alongside treatments recommended in this booklet, but are less effective when offered on their own.

## What if I don't feel better when I expect to?

Some people who have been impacted by a traumatic event improve quickly, while others take more time to get better.

Sometimes the impacts from a trauma can also feel more manageable for a while, but worsen at times of stress or when a particularly strong reminder of the trauma triggers a reaction.

## Can I continue working if treatment includes medication?

In most cases, yes. Many of the commonly prescribed medications for PTSD and other common mental health conditions don't cause side effects that will affect your work. With some

medications it might be good to take some time to understand how they affect you and get used to taking the medication before undertaking certain activities such as driving and completing particularly complicated tasks. This is something you should discuss with your doctor or pharmacist before your return to work.

## Sometimes things that happen during treatment can get in the way of your recovery, such as:

- Not receiving enough information about what to expect.
- Not feeling comfortable with your GP or counsellor. It takes time to develop trust in someone, but if you continue to feel uncomfortable, discuss it with the person you are seeing or look for the right person to provide you with help.
- Feeling overwhelmed by emotions during treatment sessions. Let the person treating you know how you feel and talk with them about slowing down the process.

## If you're not sure treatment is helping you, ask your practitioner some of the following questions:

- My sleep, nightmares, mood, ... aren't improving. What else can we do?
- I had expected to feel better. Can we talk about my progress?
- Can we talk about other treatments? What else is available?
- Can you give me strategies to help me better manage my sleep, panic attacks...





## Main things to remember

The experience of a potentially traumatic event is common. Most people will recover with the support of family and friends.

Strong feelings of fear, sadness, guilt, anger, or grief are common soon after a traumatic event. Counselling can help.

If these feelings last for more than a couple of weeks, or are overwhelming, speak to your GP or mental health professional.

Some people go onto develop posttraumatic stress disorder (PTSD). PTSD involves four main types of problems:

- · Re-living the traumatic event
- · Feeling wound up
- · Avoiding reminders of the event
- Having a lot of negative thoughts or feelings

People with PTSD often experience other problems like depression or anxiety, or use drugs or alcohol to try and cope. Physical symptoms like frequent headaches, digestive problems or pain can also be a sign you need help.

Effective treatment for PTSD involves talking about and making sense of the memory of the trauma as well as associated thoughts and beliefs. Medication is not the first choice of treatment but can be useful in many cases. Medication will not necessarily prevent you from working. This should be discussed with your GP.

It's never too late to get help for PTSD or other mental health problems after a traumatic event.

It's your treatment, and it's OK to ask questions.

If something is not working, tell your GP or counsellor and, if necessary, ask them to make some changes.

Your local GP or work support service is a good place to start if you need help.



## Where can I find more information?

## Where can I find more information and start getting help?

Your GP is a good starting point when seeking help. He or she can help confirm what is going wrong and refer you to the right organisations and practitioners.

For immediate assistance call Lifeline on 13 11 14 for confidential 24-hour counselling and referrals.

Your work support service, employee assistance program (EAP).

TIACS, a free professional counselling service for blue collar workers, can also provide support at www.tiacs.org or text 0488 846 988.

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## Useful information and resources are also available through the following organisations.

## Trauma and posttraumatic mental health

Phoenix Australia - Centre for Posttraumatic Mental Health provides information and useful resources about posttraumatic mental health, for practitioners and people directly affected, at www.phoenixaustralia.org.

### Depression and anxiety

Several organisations offer access to information, resources and services (via phone, text and online), including:

- Beyondblue www.beyondblue.org.au
- SANE Australia www.sane.org
- Black Dog Institute www.blackdoginstitute.org.au
- Clinical Research Unit for Anxiety and Depression www.crufad.org

### Alcohol and other drugs

The Alcohol and Drug Foundation gives comprehensive information and a list of resources available across Australia at www.adf.org.au

## **Psychologists**

The Australian Psychological Society has a register of psychologists and lists their specialty at www.psychology.org.au or call 1800 333 497. The Australian Clinical Psychology Association has a clinical psychologist directory at www.acpa.org.au

## Healthy Heads Trucks & Sheds

There are free resources and training available to support the mental health and physical wellbeing of people working in the transport, warehousing and logistics sector at www.healthyheads.org.au.

### Safety and wellbeing at work

There are resources available on workplace bullying, harassment (including sexual and gender-based harassment), violence, and aggression at www.safeworkaustralia.gov.au/

#### **TIACS**

TIACS is a free professional text and telehealth mental health counselling service for tradies, truckies, farmers and blue collar workers, available at www.tiacs.org or call or text 0488 846 988 (Mon-Fri 8am-10pm AEST)

#### **Families and carers**

Relationships Australia provides counselling and information on healthy relationships at www.relationships.org.au or call 1300 364 277

Carers Australia offers information, resources and access to support groups at www.carersaustralia.com.au or call 1800 422 737

If children are affected by their parent's trauma, you can access Parentline for telephone counselling at www.parentline.com.au or call 1300 30 1300

Headspace provides information on how to talk to children and teenagers about their problems and where to find help, at www.headspace.org.au



# My plan for recovery and managing trauma

### **BEWARE**

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Are there signs that I need help?

Have the people who care about me told me that they are worried about me?

FREFARE
Things I need to do to help myself.
Things I need to do more of (e.g. go for walks, talk to my friends)
Things I need to do less of (e.g. drink, staying away from people)
REPAIR
Who do I need to ask help from?
Family & friends:
Work:
Health professionals:
Crisis contacts

For more information about PTSD and its treatment, see the Australian Guidelines for the Prevention and Treatment of Acute Stress Disorder, Posttraumatic Stress Disorder and Complex Posttraumatic Stress Disorder. Available online at www.phoenixaustralia.org

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Healthy Heads in Trucks & Sheds is a registered not-for-profit foundation that provides a national approach to improving mental health and physical wellbeing for people working in road transport, warehousing and logistics. Those working in the sector face unique challenges that can impact their mental health, including exposure to potentially traumatic events. In response to this critical need, Healthy Heads has developed targeted solutions including this resource. Their approach includes educational programs, support resources, and industry-specific wellness initiatives. By providing these tailored tools and fostering a community of support,

they aim to transform the sector into a healthier workplace for all, in which individuals can thrive.

National Truck Accident Research Centre (NTARC) has generously supported the development of this resource. Established over two decades ago by Australia's leading transport and logistics insurance provider, NTI, the NTARC is now presented through a groundbreaking partnership with the National Road Safety Partnership Program (NRSPP), a collaborative network which builds and implements effective road safety strategies in the workplace, and the Monash University Accident Research Centre (MUARC), Australia's largest and most respected accident and injury prevention research organisation. By working together on analysing claims data, alongside a range of other data sources, NTARC aims to provide a greater understanding of key hazards for transport professionals, which will feed into developing new interventions, informing policy, and inspiring future research projects.















## Promoting recovery after trauma

For more information, trauma resources and getting help **www.phoenixaustralia.org** 

