

	PUFFING BILLY RAILWAY	Document Number PBR M 004
	Schools Risk Management Manual	

1. Purpose

Emerald Tourist Railway Board (ETRB), operators of Puffing Billy Railway (PBR), is a child-safe organisation and are committed to all visitors and workers' health and safety. PBR's staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

This manual outlines the risk management principles relevant to your visit to PBR. You will find the information useful not just in making your preparations before your visit, but also on the day.

2. Scope

This manual applies to all school groups, including those travelling on a PBR train or visiting a PBR location.

3. Definitions

Term	Meaning
AED	Automated External Defibrillator.
ETRB	Emerald Tourist Railway Board.
Main Stations	Refers collectively to Belgrave, Menzies Creek, Lakeside, and Gembrook.
PBR	Puffing Billy Railway.
Worker	Refers to anyone doing work at PBR, including paid employees and volunteers.

4. Responsibilities

4.1. School Groups

- Review the Risk Assessment included in this manual regarding the hazards associated with school groups visiting PBR.
- Seek clarification from PBR regarding any questions they have regarding their visit.
- Confirm the booking, including final numbers, at least seven days before the travel date.
- Report any incident, defect, injury, near miss, or hazard to a PBR worker.

4.2. PBR

- Provide the following documents to prospective school groups:
 - This manual.
 - ETRB PO 020 Child Safe Policy
 - ETRB S 002 Child Safe Code of Conduct
 - ETRB P 007 Child Safe Reporting and Response Procedure
- Upon request, facilitate a school group leader's site inspection before their visit to PBR.
- Review and update this manual as appropriate.
- Confirm the booking, including final numbers, at least seven days before the travel date.
- Report any child-safe event as per the Child Safe Reporting and Response Procedure (ETRB P 007).

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5. Before your visit

5.1. Child Safety

PBRs staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe. As per Victorian Child Safe Standards, our workers have gone through a screening process, which includes undertaking periodical national criminal history checks, and hold a current Working with Children check (WWC). PBR has an appointed Child Safety Ambassador.



5.2. Insurance

PBR is a recognised rolling stock operator and rail infrastructure manager (defined by rail safety national law). As such, PBR maintains full insurance cover for all passengers, other visitors, and workers (including staff and volunteers). Provision of information, including our insurer's name; the level of cover; the expiry date of insurance; and certificate of currency, is available upon request.

5.3. Risk Assessment

PBR has a Risk Assessment on PBR operations relevant to your visit (see Appendix 1 of this document). You may wish to include additional risks as part of your visit to PBR (in Appendix 2).

Every activity we undertake involves some degree of risk. As teachers in charge, PBR understands you have extra responsibility and duties to ensure your students are not exposed to danger while they enjoy their day away from the classroom.

While you may draw from our information, the ultimate responsibility to undertake a risk assessment is yours. You may need to consider additional areas, including your travel arrangements to and from PBR. As a Rail Transport Operator, we accept our responsibilities under rail safety national law. However, some of the activities that you undertake may be off PBR property into places where we have little or no control.

5.4. Site Visit

PBR is happy to meet with you before your visit to familiarise yourself with PBR. During your site visit, you may view our carriages and facilities and make any enquiries regarding your school visit.

5.5. Accessibility

PBR welcomes all passengers who have mobility or other special needs. Our Main Stations have boarding ramps to assist passengers with mobility impairments. Please advise PBR when booking to include a suitable carriage on your train if you require these facilities.

5.6. COVID Safety

PBR has a COVIDSafe plan in place which is included with this document. PBR has an extensive suite of supporting procedures, forms, and guidelines relating to COVID Management. Our carriages are fully cleaned and sanitised between departures. All contact details for passengers are held for 28 days to permit rapid contact tracing if required. When visiting, you must follow all instructions related to COVID Safety as directed by a PBR team member.

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6. On the day

6.1. Child Safety

Your group will be greeted at PBR by a Child Safe Marshall. They are identifiable by a yellow high visibility vest, and will assist your group until the train departs.

6.2. Arriving at PBR

There is a bus drop-off zone at Belgrave, Menzies Creek, and Gembrook stations. Due to ongoing construction works, there is a 10-minute walk from Lakeside station to the nearest bus drop-off zone (within Emerald Lake Park). PBR will provide details of arrangements for vehicles if requested.

6.3. Passenger Supervision

Besides the Locomotive Crew, the “on-train” crew consists of a Guard and at least one Conductor. At our Main Stations, there will often be a Station Master. All crew work with parties of all ages. The Conductor will show you to your carriage/s upon your arrival. If you are unsure about anything during your visit, please ask any of our workers. They are trained to attend to a range of issues that may impact your visit.

6.4. First Aid

All PBR trains have a first aid kit. Our Main Stations have larger first aid kits and Automated External Defibrillators (AEDs), suitable for children and adults. Please ask a PBR worker if you need to use a first aid kit, or if one of your party becomes sick or has an accident.

Many of our workers have first aid qualifications, but we cannot guarantee that there will be a qualified first aid person at each location along the line.

6.5. Toilets

Toilets are available at our Main Stations. Due to our heritage carriages, there are no toilet facilities on board the trains. You are strongly encouraged to arrive at least 30 minutes before the train is due to leave so there is enough time for a Toilet Stop before boarding the train. Toilets for passengers with a disability are available at Belgrave, Lakeside, and Gembrook stations. There are only ambulant toilets at Menzies Creek station. The toilets at your boarding point will be closed to the public for a short period for your group’s exclusive use before departure.

7. After your visit

Please contact us with any feedback you have regarding your visit to PBR. We strive for continuous improvement and appreciate your feedback. The best email address to provide us with feedback is speakup@pbr.org.au. There is also a Speak Up letterbox at Belgrave Station, shown below.



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8. Supporting Documentation

8.1. Internal Sources

- PBR M 001 PBR Safety Management System
- PBR F 011 PBR Risk Register
- PBR P 008 Passenger Supervisor Placement Procedure
- ETRB P 007 Child Safe Reporting and Response Procedure **(included)**
- ETRB PO 020 Child Safe Policy **(included)**
- ETRB S 002 Child Safe Code of Conduct **(included)**
- PBR COVID-Safe Plan **(included)**

9. Document Information, Control, and Review

9.1. Information

Document ID	PBR M 004
Document Title	Schools Risk Management Manual

9.2. Responsibility

Policy Owner	Safety Manager
Policy Author	Safety Officer
Approving Body	Safety Manager

9.3. Version Control and Change

Version Number	Approval Date	Approved by	Amendment
0	01 March 2021	Safety Manager	MoC 89-2021
Post implementation review			
Due date		01 March 2023	

Appendix 2 – School-Identified risks associated with visiting PBR

Hazard	Existing Controls	Likelihood	Consequence	Total Risk	Proposed Controls	Likelihood	Consequence	Total Risk
School Identified Risk 1								
School Identified Risk 2								
School Identified Risk 3								

Hazard	Existing Controls	Likelihood	Consequence	Total Risk	Proposed Controls	Likelihood	Consequence	Total Risk
School Identified Risk 4								
School Identified Risk 5								
School Identified Risk 6								
School Identified Risk 7								