

DATE	LOCATION	START TIME	END TIME
24/10/2024	Lakeside Visitor Centre	5:30pm	6:48pm

TITLE OF MEETING	Puffing Billy Railway Stakeholder Consultative Committee #4		
CHAIR	Dianne Smith (Deputy Chair & PBRB Director)		
MINUTE TAKER	Bernice James (PBR Board Administrator)		
PBR ATTENDEES	Bart Clingin (PBRB Director)	Jacqui de Kievit (PBRB Director)	
	Angela Jamieson (PBRB Director)	Stefanie Straub (PBR Acting CEO)	
	Trevor Budge AM (PBRB Director)	Nicoleta Giurgiu (PBR GM – Visitor Experience)	
	Vikki Ducrow (PBR Safety Manager)	Sarah Stickland (PBR Finance Manager)	
REPRESENTATIVE ATTENDEES	John Shaw	Rotary Club of Emerald & District	
	Sheila Hampson	Friends of Emerald Lake Park	
	Julia Bell	Emerald Museum & Nobelius Heritage Park	
	Anne MacLeish	PB Preservation Society Committee	
	Peter Shearman	PB Preservation Society Committee	
	Joan Pepi	Gembrook Community Group	
	Catherine Gardner	Connecting Cockatoo Communities Inc	
	Peter Maloney	Emerald Village Association (EVA)	
	John Wall	Eastern Dandenong Ranges Association	
	Blythe Osborne	Menzies Creek Community	
	Amanda May	Yarra Ranges Council (Disability Inclusion Officer)	
	Emma Clark	Emerald Primary School	
	Tiana Clayworth	Emerald Secondary College	
	Brendan Fitzpatrick	Gembrook Primary School	
	Kerri-Lin Drew	Gembrook Primary School	
	INVITEES	Adrian Browne (DJSIR)	Danny Teo (DJSIR)
	APOLOGIES	Fiona Sewell (Keynote Speaker) Emerald & Cockatoo Emergency Support Teams (ECEST) and the Emerald & Surrounds Emergency Planning Group (ESEPG)	Kerri-Lin Drew (Gembrook Primary School)
	Tim North OAM KC (PBRB Chair)	Gabrielle Lim (PBRB Director)	
	James Carter (All Aboard Network)	Tom Sargant (PRBR Director)	
	Cr Johanna Skelton (Yarra Ranges Council)	Andrew Richards (PBR Volunteer Representative Group)	
	Cr Jeff Springfield (Cardinia Shire Council)	Janine McMahon (<i>currently on leave</i>) Emerald Secondary College	
	Ian Purdon (Gembrook Community Group)	Jeremy Angerson (Belgrave Traders)	

STANDING AGENDA ITEMS

1. Meeting Opening

1.1. Acknowledgement of Country	<ul style="list-style-type: none"> The Chair opened the meeting and provided a recap of the importance of the Stakeholder Consultative Committee and relevance to the Puffing Billy Railway (PBR) as noted in our legislation. An Acknowledgement of Country was given. Attendees were welcomed and apologies acknowledged.
1.2. Volunteer Recognition	<ul style="list-style-type: none"> We acknowledge the volunteers and staff that saved, preserved, and continue to support Puffing Billy Railway to be enjoyed by future guests as well as the members of this Committee.
1.3. Conflicts of Interest	<p>All members of the Stakeholder Consultative Committee present confirmed that:</p> <ul style="list-style-type: none"> The extent of the Stakeholder Consultative Committee members previous notifications of conflicts or potential conflicts have changed with the following conflict of interest declared: <ul style="list-style-type: none"> Trevor Budge AM, was appointed to the position of Director, PBR Board in September 2024, and will no longer hold the position of representative for the Emerald Village Association. Attendees have no conflicts of interest in the subject matter of the proposed resolutions.
1.4. Welcome and introduction to the meeting	<ul style="list-style-type: none"> The Chair acknowledged the guest invitees from the Department of, Job Skills, Industry and Regions (DJSIR).

2. Around the Room Introductions

2.1. Group Members	<ul style="list-style-type: none"> A round table introduction round took place where all attendees stated their names and the association or organisation they represent.
2.2. Fiona Sewell – Keynote Speaker	<p>The keynote speaker provided a presentation on Community Led Emergency Management Initiatives of the Emerald and Surrounds Emergency Planning Group (ESEPG) covering the following:</p> <ul style="list-style-type: none"> An explanation of what the group does, its approach, and why it works as well as it does. The history of the group's formation after Ash Wednesday in 1983. Detail was provided on the group's membership structure, based on primary, secondary and auxiliary members. Organisations and associations which make up ESEPG's primary members were explained. It was explained the Emerald & Cockatoo Emergency Support Teams (ECEST) are activated where there is an event the affects residents in the local area, such as storm or fire events, and their points of difference compared to other agencies. Measures of success were provided in detail which saw a 12 day activation across two (2) relief centres recently. <p>Further discussion included:</p> <ul style="list-style-type: none"> It was noted PBR has benefitted from previous meetings with Fiona Sewell concerning emergency management, what would be done in the event of an emergency including the importance of looking in detail to long-term recovery.

	<ul style="list-style-type: none"> • It was acknowledged that as members of the community, everyone is personally impacted in various ways. Balancing personal impact and fulfilling a role within an emergency support group can present challenges. • Clarification was provided regarding the interface between the Council-run Fire Prevention Coordination Committee and the ESEPG. It was explained that representatives are in attendance at ESEPG. • It was reported ECEST has recently been awarded a grant, which will assist with planned work over the coming 12-months. • The EVA Resilience Committee has also been awarded a grant through Ausnet to work with the local community on resilience in emergencies. • The question was raised concerning how PBR can assist during emergency management times, with clarification provided that firstly, thought would have to be put into what is best for volunteers and staff and then what can be done to assist the community after. • Working with the ESEPG PBR discussed when the right time was to reopen from a community perspective as visitors bring money into the local economy. • It was explained there is evidence around the trauma process within an impacted community and when it is the best time to open up and get back to normality. • Work has been done with regard to the reopening of PBR after emergency events which other tourism adventures may be able to draw upon.
3. Minutes of Previous Meeting (15/4/24)	
3.1.	<p>Subject to the update of a minor typographical error, the presented minutes were approved as a true account of the meeting.</p> <ul style="list-style-type: none"> • It was reported by a number of attendees from outside of PBR, the agenda and previous minutes were not received via email. • Feedback was provided by some attendees advising the document had been found in junk-mail. • Settings at the sender end cannot prevent emails arriving in the recipients' junk mail, so advice will be provided to check for future agendas and minutes in junk mail. • Additionally, saving the sender email into contracts may prevent this. • The Chair advised minutes are also posted on the PBR website under the Stakeholder Consultative Committee.
4. PBR Update	
	<ul style="list-style-type: none"> • An introduction was made by the Acting CEO who provided background on her role within PBR and her family connection to the local area. • The Committee was updated on the stepping down of Peter Abbott, former CEO of PBR, with formal recognition for the contributions and significant milestones achieved during his time recognised. • The Committee was reminded of the upcoming PBR Running Festival and the reasoning behind the reschedule of dates during the closure of the Emerald Lake Park during the recent storms. • The remaining PBR updates were presented by the Group Manger, Visitor Experience who also provided background on her previous roles within the tourism sector and length of service with PBR.
4.1. Update on new timetable	<ul style="list-style-type: none"> • A brief update was provided on the Running Festival where it was reported 1000 people will participate on the Saturday for the kids run and 3000 people on Sunday.

	<ul style="list-style-type: none"> Commencing 22 December 2024 until 29 June 2025 a new timetable will be launched with three (3) services mid-week and four (4) services on the weekend with a fifth service to Menzies Creek including a Gembrook service Friday to Sunday. PBR is proposing to have four (4) steam locomotives by the end of the year with a diesel as backup to ensure service reliability. It was reported PBR is in high demand and has become the most popular tourism attraction in Victoria with outstanding social media presence.
4.2. Youth Reference Group	<ul style="list-style-type: none"> The group provides PBR with an opportunity to engage with local youth and get their feedback on decision making from their perspective. It was noted new members of the group are needed with Committee members invited to check with local contacts for young people who may be interested in becoming part of the group. Terms of Reference for the group will be provided as an attachment to the minutes and is also published on the PBR website along with an expression of interest to attend. The group is open to people aged 18 – 25 and meets every second month, attendance may either in-person or online. <p>Action:</p> <ul style="list-style-type: none"> <i>SCC members invited to check with local contacts for young people who may be interested in becoming part of the group.</i>
4.3. Emerald Lake Park Run	<ul style="list-style-type: none"> Working in partnership with the Council and local community, this event will be launched on 9 November and will take place Saturday mornings. People of all abilities and families are welcome to participate in this Saturday morning event, which will help to elevate the profile of the Lakeside Visitor Centre as a destination.
4.4. Lakeside Market	<ul style="list-style-type: none"> Currently in planning and discussion with the Cardinia Shire Council, this proposed new market could potentially include arts and crafts or some other point of difference to other markets run in the area. In terms of the Lost Woods market, it was clarified this market is not associated with PBR except they have permission to hold the market on PBR land.
4.5. Carols in the Park	<ul style="list-style-type: none"> In conjunction with Cardinia Shire Council, PBR is supporting this event by running a train service for members of the local community to attend the event. Carriages will be allocated to collect passengers from Emerald, which will be a trial for a future option of having passengers ‘hop on and off’ at Emerald, as was done in the past.
4.6. Rotary Kids Fun Run	<ul style="list-style-type: none"> The fun run, which has been supported by PBR for decades, will occur on 26 November. Last year’s fundraising contributed approximately \$50,000 for the Monash Children’s Hospital.
4.7. Train of Lights, community events	<ul style="list-style-type: none"> The Train of Lights was run for an extended period of 24 nights this year. Following feedback from the community, PBR promoted food packages and partnered with local groups such as Gembrook Pony Club and Rotary as part of their own fundraising efforts. Positive feedback from the community was received post-event in terms of involving local business as part of the event more than previous years. A Government grant has been applied for to assist in the enhancement of the visitor experience for non-train passengers at Gembrook during the Train of Lights.
4.8. Consumer Research	<ul style="list-style-type: none"> Members of the Committee were recently invited to participate in a survey relating to PBR’s contribution to the local community.

	<ul style="list-style-type: none"> Plans are now in development to address the feedback some of which included; a 'hop on hop off' experience at Emerald, working with community groups to host and support community events, supporting more local businesses and discounts for locals. Based on feedback, the local pass will be reintroduced and extend beyond the 10Km radius of the previous pass however, this will now be known as an annual pass providing unlimited rail travel for the price of two (2) tickets and include discounts to PBR gift shops and cafes and key events. It was noted, any community groups due to hold events are encouraged to reach out to discuss this and how PBR may be involved.
5. Community	
5.1.	<ul style="list-style-type: none"> No additional agenda items were added. Additional requested agenda items were considered and will be raised directly with the PBR Board at a future meeting between the PBR Board and PBPS Committee.
6. Other Business	
6.1.	<p>The following off-agenda discussions took place:</p> <p>PBR Anniversary</p> <ul style="list-style-type: none"> The 125th anniversary of PBR will be celebrated in December 2025. Planning for the event will include consultation with stakeholders and community members 2025 will mark the 200th anniversary of the first railway in the world. For planning purposes for both events, the option of a working group will be investigated. The celebration will not encompass the entire railway corridor. It was suggested the festivities include Ferntree Gully to Gembrook as this was where the line originally commenced. <p>Train of Lights</p> <ul style="list-style-type: none"> It was acknowledged PBR had taken on previous feedback and involved more community groups at the Train of Lights event. <p>Short notice timetable changes & cancellations</p> <ul style="list-style-type: none"> It was reported some of the local businesses would appreciate more notification and advice regarding PBR timetable changes and service cancellations. A better way of communication will be explored. <p>Photographic Memorabilia</p> <ul style="list-style-type: none"> The question was raised whether PBR have an adequate collection of photographs of the PBR buildings and other assets in the event of the loss of those through an emergency event. This matter will be considered further by PBR to ensure there is an adequate collection in case of emergency. <p>Community Engagement</p> <ul style="list-style-type: none"> A follow up on the consumer research survey was requested however as the response plan to the consumer research is yet to be approved at PBR Subcommittee and Board level, this cannot yet be released publicly. This will be included at a future meeting. <p>Terms of Reference (ToR)</p> <ul style="list-style-type: none"> The Chair advised the ToR may be recirculated and reiterated the Committee was run by the PBR Board with the purpose of the Committee at this stage of its maturity being focussed on information sharing by the PBR Board and discussion.

	<ul style="list-style-type: none"> • It was reported a review of the ToR is planned, with the ToR circulated to the Committee once complete. • The matter of consultation and what that may look like going forward was raised as many of the representatives in attendance can contribute with their knowledge and experience from their work and everyday lives. <p>The Chair invited members to discuss any further topics in an open forum for the remainder of the meeting with the following raised:</p> <p>Menzies Creek Telephone Tower</p> <ul style="list-style-type: none"> • It was updated by the Acting CEO that she had attended a meeting with Menzies Creek representatives to discuss their concerns around the proposed site for installation of a telecommunications tower. • All feedback was shared with Amplitel (Telstra), including consultation feedback from the wider community. • Feedback was assessed by PBR Management, and a recommendation was made to the Board the proposal was not appropriate. Based on the recommendation, the Board withdraw their support for the proposal. • It was acknowledged the area of Menzies Creek has been identified as a communication black spot and further detail was provided to the Committee as to why certain PBR sites had been earmarked as proposed installation sites. • It was noted, upon further inspection by PBR, Amplitel and community representatives there were not any suitable sites along their entire rail corridor. • Amplitel are now investigating sites managed by local water authorities. <p>Consumer Research Survey</p> <ul style="list-style-type: none"> • It was noted, better communication to provide context and what the information would be used for is required when conducting surveys within the community, and this was noted by PBR management and will be conveyed to the research company.
7. Meeting Close	
7.1.	<p>Meeting closed at 6.48pm</p> <p>Proposed 2025 Meeting dates:</p> <p>Wednesday 23/4/2025 at 5.30pm Wednesday 8/10/25 at 5.30pm</p>