



DOCUMENT NO	DATE	REVISION
PBRB M 004	22/5/2023	2

1 PURPOSE

Emerald Tourist Railway Board (ETRB), operators of Puffing Billy Railway (PBR), is a child-safe organisation and is committed to all visitor's 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 in making your preparations before your visit and 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.
School Groups	Groups of visitors to PBR are organised as part of primary or secondary school excursions.
Worker	Refers to anyone doing work at PBR, including paid employees and volunteers.
Child Safety Marshal	A uniformed PBR crew member who may receive information about a child safety concern or complaint.
Child Safety Ambassador	A uniformed PBR crew member who has received additional training to respond to Child Safety related concerns or complaints.



DOCUMENT NO	DATE	REVISION
PBRB M 004	22/5/2023	2

4. RESPONSIBILITIES

4.1 School Groups

- Review the Risk Management and Safety Information Assessment at the end of 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 with a purchase order at least seven days before the travel date.
- Report any incident, defect, injury, near miss, or hazard to a PBR worker.

4.2 PBR

- This Provide the following documents to prospective school groups:
 - PBRB M 004 Schools Risk Management Manual
 - ETRB PO 020 Child Safety and Wellbeing Policy
 - ETRB S 002 Child Safety and Wellbeing Code of Conduct
 - ETRB P 007 Child Safety and Wellbeing 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.

5. RISK MANAGEMENT AND SAFETY INFORMATION

With many years of experience hosting school group visits to students, Puffing Billy Railway has demonstrated that the best outcomes are achieved at our sites through a common-sense balance approach of following our information and guidelines and your supervision. This needs to be appropriate to age levels and your own school regulations. We recommend you follow your specific school guidelines which prescribe the appropriate ratio of adult to student supervision necessary. This makes for an enjoyable visit for everyone. The information below is provided to help teachers (and other nominated supervising adults) and students prepare and plan for a safe visit whilst experiencing the delights that this famous heritage steam railway has to offer.

This document is devised for schools to assist with the development of your risk assessments for excursions to Puffing Billy railway. It explains some of the risks unique to our Railway.

Puffing Billy Railway also offers one free teacher (or other nominated supervising adults) complimentary travel for every 20 students travelling in self-guided groups.

We encourage you to familiarise yourself with the general layout of Puffing Billy Railway and its facilities in preparation for your visit. In addition, we also advise you to remember to include any of the surrounding locations in your risk assessment that are adjacent to the railway that you may also be included in your visit. This is particularly important if you are planning on exploring Emerald Lakeside Park which is property of the Cardina Shire Council.



DOCUMENT NO	DATE	REVISION
PBRB M 004	22/5/2023	2

6. BEFORE YOUR VISIT

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 trained Child Safety Ambassadors to specifically be able to assist with any child-safety-related concerns or complaints you may have. If you need to speak to them, please ask a uniformed crew member.



6.1 Insurance

PBR is a recognised rolling stock operator and rail infrastructure manager (defined by rail safety national law). As such, PBR maintains full insurance coverage 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.

6.2 Risk Assessment

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.

6.3 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.

6.4 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.



DOCUMENT NO	DATE	REVISION
PBRB M 004	22/5/2023	2

6.5 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 daily. . When visiting, you must follow all instructions related to COVID Safety as directed by a PBR worker, who can also answer any COVID enquiries you may have.

7. ON THE DAY

7.1 Child Safety

Your group will be greeted by a PBR team member, who will assist your group prior to the train departing.

7.2 Arriving at PBR

There is a bus drop-off and pick-up zone at Belgrave, Menzies Creek, Lakeside, and Gembrook stations. PBR will provide details of arrangements for vehicles if requested.

7.3 Checking In

At your boarding station, teachers are asked to check in at the booking office. You will receive your carriage allocation and tickets.

7.4 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 **At all times, teachers/carers are the direct supervision of all students for the extent of their visit to Puffing Billy Railway.**

7.5 Sitting On Sills

All school groups are not permitted to sit on carriage sills.

7.6 Safety

All students and staff are given a briefing on safety in the carriages before departure. Students and teachers are not permitted to sit on the sills of the carriage while with a school group. If you need to speak to a uniformed crew member while you are travelling, please call the Station Master on 9757 0721. The nearest hospital to Puffing Billy Railway is the Angliss Hospital: 39 Albert St, Upper Ferntree Gully. **There are police stations in Belgrave and Emerald.**

7.7 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 parties 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.



DOCUMENT NO	DATE	REVISION
PBRB M 004	22/5/2023	2

7.8 Reporting an Incident

It is the responsibility of teachers to Report any child-safe event as per the Child Safety and Wellbeing Reporting and Response Procedure (ETRB P 0076.8

7.9 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 1 hour 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.

8. School Group Visit Risk Overview Brief

Hazard Location: Puffing Billy Railway	
Hazard: Student Safety on Self-Guided School Visits with Puffing Billy Railway	
Hazard Identification	Risk Reduction Control Measures
<p>Lost students- possibility of students being separated from teacher or nominated adult supervision</p>	<ul style="list-style-type: none"> ● Ensure students are briefed with the school’s policy school on excursions and its procedure for remaining with their nominated adult supervisor or teacher. ● Follow recommended supervision. ● Implement appropriate supervision strategies including: <ul style="list-style-type: none"> ○ Early Childhood/Primary Schools: name badges, mobile phone numbers displayed on students, regular role calls, establishing meeting points and meeting times. ○ Secondary Schools: teacher mobile phone contact, meeting points and times, a location map for each group (printed at school or on own device) ● Gather all students and adults before departing on the day to run through school health and safety requirements and expected behaviour. ● Advise students who become separated from their group to report to any uniformed Puffing Billy Staff member. They can be identified by their Puffing Billy name tag. ● Puffing Billy have systems in place for emergency situations. ● Report any incidents to Puffing Billy Railway



DOCUMENT NO	DATE	REVISION
PBRB M 004	22/5/2023	2

<p>Walking in and around the Railway - possibility of slips, trips and falls</p>	<ul style="list-style-type: none"> ● Ensure students are informed of appropriate sensible footwear. We recommend a shoe that is fully enclosed for safety reasons (i.e., no open toes or sandals) ● Ensure that students are dressed appropriately for the weather conditions. ● Puffing Billy Railway has trained First Aid staff and volunteers but cannot guarantee that there will be one on duty at every location along your visit. ● First Aid kits are located at all stations along with one travelling in the guard's van on the train journey. ● Puffing Billy Railway can assist with all access requirements for students with a disability. Please advise us of any requirements prior to the visit. ● Running or playing is not permitted on platforms. ●
<p>Contact with nature- possibility of sunburn, extreme weather bites and/or allergies</p>	<ul style="list-style-type: none"> ● Puffing Billy recommends that all students are briefed on appropriate clothing and appropriate sun protection, or bad weather clothing as required. ● Students will be travelling on carriages that are open to the elements. ● Please ensure students bring any medication that may be needed in the case an allergic reaction to an insect bite, asthma event or food allergy ● Sheltered areas are located across the railway. ● Puffing Billy Railway will be closed on days declared catastrophic. ● Puffing Billy Railway will assess on days declared extreme and may be closed. ● Puffing Billy Railway will operate with Diesel locomotives of declared TFB days
<p>Car Parks – possibility of an accident with a vehicle upon entry and exit to the Railway.</p>	<ul style="list-style-type: none"> ● A designated bus pick-up and drop-off zone are located at our stations. ● All visitors (including students) must only use designated and/or marked walkways upon arrival and departure and be supervised by a teacher or nominated adult
<p>Trains and Platforms – possibility of student coming into contact with moving objects</p>	<ul style="list-style-type: none"> ● All visitors must follow any directions or instructions given by Puffing Billy Staff at all times. ● All visitors must follow safety signage that is placed around the railway. ● Safety instructions will be given in a verbal briefing for each carriage before the train departs. ● All students must be adequately supervised at all times and not left unattended under any circumstances. ● Stay behind the yellow line at all times except when boarding or alighting.



DOCUMENT NO	DATE	REVISION
PBRB M 004	22/5/2023	2

	<ul style="list-style-type: none"> ● Stay behind protective barriers where applicable. ● Brief student's locomotive may unexpectedly produce load noise. ● Educate students about the dangers of being around trains and tracks before visiting. ● Locomotive surface is hot all students to be made aware. ● Locomotives eject ash from the chimney. ● Do not allow students to operate carriage doors. ● Students are not permitted to sit on the carriage sills. ●
Child Safety	<ul style="list-style-type: none"> ● All Puffing Billy Railway staff and volunteers are compliant with National Police Checks and hold a current Victorian Working with Children clearance. ● Puffing Billy also have nominated Safety Ambassadors available to assist and address any concerns or queries
<p>Role of Puffing Billy Railway All staff and volunteers recognise that they have joint key roles in helping reduce or minimise the effects of emergencies that may occur. Review of existing policies and procedures, in combination with rail safety regulations and statutory practices, ensures all risks possible are addressed to reduce the likelihood of an emergency or incident.</p>	

In case of emergency while at Puffing Billy Railway, please call our Stations Master's Office on (03) 9757 0721 or notify one of our friendly uniformed staff or volunteers.

For more information on Emerald Lake Park please visit www.cardinia.vic.gov.au/elp/

9. 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.

<https://puffingbilly.com.au/contact-puffing-billy/visitor-feedback/>



DOCUMENT NO	DATE	REVISION
PBRB M 004	22/5/2023	2

10 SUPPORTING DOCUMENTATION

10.1 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 Safety and Wellbeing Reporting and Response Procedure
- ETRB PO 020 Child Safety and Wellbeing Policy
- ETRB S 002 Child Safety and Wellbeing Code of Conduct
- PBR COVID-Safe Plan

11 DOCUMENT INFORMATION, CONTROL, AND REVIEW.

11.1 INFORMATION

DOCUMENT ID	DOCUMENT TITLE
PBRB M 004	Schools Risk Management Manual

11.2 RESPONSIBILITY

PROCEDURE OWNER	PROCEDURE AUTHOR	APPROVING BODY
Safety Manager	Safety Manager	GMBS

11.3 VERSION CONTROL AND CHANGE

VERSION NUMBER	APPROVAL DATE	APPROVED BY	AMENDMENT
0	01 March 2021	Safety Manager	MoC 089-2021
1	14 September 2021	Safety Manager	MoC 017-2022
2	22 May 2023	Safety Manager	MOC 017 2023

REVIEW

Due Date	22 May 2025
----------	-------------



Puffing Billy Railway's staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

Our Children, Our Focus, Our Future, Speak Up!