



# **SOCIAL SCRIPT**

## **JOURNEY COMMENCING AT LAKESIDE**





# WELCOME



I am going with my family/friends/guardians to Puffing Billy Railway to ride the train.

It is a place where I can see trains, ride on them, and learn all about their history, mechanics and the people that work with them.

There will be other visitors at the stations and on the train that I need to share the space with.



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!**



# ARRIVAL



We will board Puffing Billy Railway at Lakeside Station in Emerald. The Lakeside Visitor Centre is also located here.

We will walk from the car in the carpark to Lakeside Visitor Centre down a steep ramp. We may also go down some steps.



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# ARRIVAL



My guardian will go up to the Ticket Window to sign in for the day and collect our tickets for our train to Gembrook.

We will also receive a carriage allocation and I may be given a special wristband to wear while we are travelling onboard the train.

There may be trains moving on the train line and sounding their horn. This is to keep them safe from each other. I will be safe too.

There may be other people and schools arriving at the same time, so it is important I stay with my guardians.



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# BEFORE DEPARTURE



Before my train ride I may visit the Lakeside Visitor Centre. I might visit a Museum inside that tells me all about Puffing Billy Railway. I may visit a shop at the Visitors Centre. I must remember not to touch anything unless I am allowed.

I might have lunch at the Lakeside Café in the Visitor Centre. Many other people may be eating lunch too. It might be loud. I must stay with my group during lunch.

There are also areas around the Visitor Centre where I can explore.  
I need to walk on the paths to stay safe around the train.



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# BEFORE DEPARTURE



There may be videos showing on big screens at the Visitor Centre. This video may have loud noises and whistles.

If I feel uncomfortable, I can tell my Guardians with me, and we can leave the room.



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# BEFORE DEPARTURE



There are areas at Lakeside that are big and bright and areas that are dark. This is to keep the trains safe from the outside. It is safe for me too.

If I feel uncomfortable, I can tell my Guardians with me, and we can leave the space.



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# BEFORE DEPARTURE



I may have lunch at Emerald Lake Park. I may even get to play on the playground and explore the park. It is important I stay with my group while outside.

In Emerald Lake Park there are bridges, waterways and pools I need to be careful of. I must listen to my guardians while moving around this park.

We may see some wild birds in the park. I must remember not to chase them or feed them, just watch them quietly.



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# BOARDING



After exploring Lakeside Visitor Centre and Emerald Lake Park it will be time to board Puffing Billy for our journey to Gembrook. We will use the tickets we collected earlier.

We can visit the toilets at Lakeside Station or Lakeside Visitor Centre because there are no toilets on the train.

We might meet a Conductor who will welcome us to Puffing Billy Railway. The Conductor may need to see our tickets, they may even clip a hole in our ticket to show we have boarded the train.

Once on the platform. I might meet a Train Driver and a Train Guard.



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# BOARDING



There are lots of staff and volunteers at Puffing Billy Railway who are there to help me and answer my questions. If I get lost from my group, I can ask them for help. If I feel unsafe, I can also ask them for help.

They may be wearing all different types of clothing, even olden day clothes. They will have a special logo on their clothing. They might have a radio to talk to other people.



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# YOUR JOURNEY



There may be loud and unusual noises around the stations. These are the trains on Puffing Billy Railway. These noises keep people and the trains safe. I will be safe too.

I must stay back from the train tracks and behind the yellow line. I must not touch the Locomotive as it may be hot.

I must not touch the train while it is moving.



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# YOUR JOURNEY



We will board the train at Lakeside Station. On the train I will sit with my guardians, and we will travel for approximately 50 minutes to Gembrook Station.

The train might be loud and bumpy, it cannot hurt me. I will be safe if I stay seated with my family / friends / guardians.

I must keep my arms, legs and body inside the train at all times unless told otherwise.

We cannot stop at each interesting thing we see but can look through the windows of the train.



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# SITTING ON THE CARRIAGE SILLS



When travelling onboard the train, I may be able to sit on the sill of Puffing Billy's open-side carriages with my legs hanging out!

A Puffing Billy volunteer will come into my carriage and talk to passengers about sitting on sills before the train departs.

Sitting on the carriage sills is safe for me. If I don't want to sit on the carriage sills, I can sit on the seats inside the carriage instead. If I feel worried, I can climb back into the carriage at any time.

This experience is only available to me if I am over 4 years of age. I may be given a special wristband that allows me to sit on the carriage sills. It is important that I obtain permission from my parent or guardian before sitting on the carriage sill.

If I am younger than 13 years old, a parent or guardian needs to hold on to me while I am sitting on the sills.

I am not allowed to stand or climb on the carriage sill.



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# YOUR JOURNEY



I might see animals living in the trees, on the ground and around the train.

I might see bridges, creeks and rivers that run along and underneath the train.

While traveling on the train I might see lots of plants, trees and big ferns that are important for the animals and forest.

It is important that I look at these things through the window of the train and stay seated with my Guardians. It is important that I listen to my Guardians' directions and stay with the group.



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# GEMBROOK STOPOVER



Once I reach Gembrook Station, I will get off the train with my Guardians. I must watch my step when getting on and off the train. I can also hold the rail.

I might see some Conductors again at Gembrook Station. I may even hear the Station Master making announcements. It is important I listen to the announcements and my Guardians' directions and stay with the group when at the station.



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# GEMBROOK STOPOVER



We will stay at Gembrook for approximately 2 hours before our return journey on Puffing Billy. During this time, we can explore the railway or the township of Gembrook.

In Gembrook there are many things to see and do, including a playground, retail stores and cafes. There are main roads, cars and public places I must be careful around. It is important that I listen to my Guardians' directions and stay with the group.

If I feel uncomfortable, I can tell my Guardians with me, and we can move to another area.



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# YOUR JOURNEY



After approximately 2 hours exploring Gembrook, we will board the train to return to Lakeside Station. This journey will take approximately 50 minutes. I can use the toilets at Gembrook station before boarding as there are no toilets on the train.

The train might be loud and bumpy, it cannot hurt me. I will be safe if I stay seated with my family / friends / guardians.

I must keep my arms, legs and body inside the train at all times unless told otherwise. We cannot stop at each interesting thing we see but can look through the windows of the train.



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# YOUR JOURNEY



Once I reach Lakeside Station, I will get off the train with my Guardians. I must watch my step when getting on and off the train. I can also hold the rail.

Once off the platform I may once again visit Lakeside Visitor Centre with my guardians. When our visit is complete, we will walk up the steep hill and return to our car for the journey home.



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# YOUR JOURNEY



## IMPORTANT THINGS TO REMEMBER:

- Stay with my guardians and group
- Listen to my guardians
- Walk and not run
- Speak with my quiet voice, even though it may be loud and noisy. There will be whistle sounds at every crossing
- Wait patiently when I must line up
- Only touch and climb on things that my guardian says I am allowed to
- Listen carefully when an adult is talking to me
- Stand back from the train tracks and do not cross them unless an adult is with you
- Keep my hands, arms, legs and body back behind the line on the station, away from the train tracks
- When we are on the train, no legs or arms are to be outside the carriage, unless told otherwise
- There are no windows on the train, so it is very cold. Soot can come in, but I will be safe



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# YOUR JOURNEY



## IMPORTANT THINGS TO REMEMBER:

- We want you to feel safe during your time here, so if something makes you uncomfortable or unsafe, please speak to your guardians or someone in a Puffing Billy uniform
- Your feedback is important to us please tell a staff member or volunteer if you have had an amazing time at the Railway and they may be able to pass it on!



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**I am excited for my trip to Puffing Billy Railway!**



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