



TRAIN OF LIGHTS SOCIAL SCRIPT



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!

YOUR JOURNEY



I am going with my family/friends/guardians to Train of Lights at Puffing Billy Railway.

At Puffing Billy Railway I can see trains, ride on them, and learn all about their history, mechanics and the people that work with them.

At Train of Lights I am going on a railway adventure at night in the Dandenong Ranges. There will be a light show and projections.

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



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YOUR JOURNEY



At Train of Lights we will board our train from Lakeside Station. We will arrive around sunset for our night adventure.

We will walk from the car to Lakeside Visitors Centre and my guardian will go up to the Booking Office window to sign in for the day. We will receive a carriage allocation, wristbands and our train tickets.



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YOUR JOURNEY



On our visit to the Railway there may be trains moving on the train line and sounding their whistle. This is to keep them safe from each other. I will be safe too.

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



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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.

We will visit the toilets at Lakeside Visitors Centre because there are no toilets on the train.



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YOUR JOURNEY



We may visit a shop at the Lakeside Visitors Centre. I must remember not to touch anything unless I am allowed.



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YOUR JOURNEY



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

There are also areas around the Visitor Centre where I can explore.

I need to walk on the paths to stay safe around the Visitor Centre and the train.



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YOUR JOURNEY



I might visit a Museum inside the Lakeside Visitor Centre that tells me all about Puffing Billy Railway.

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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YOUR JOURNEY



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



I might meet a Train Driver and a Train Guard. They may speak to me.

I might meet a Conductor and Station Master who will welcome us to Puffing Billy Railway.

One of the Conductors may wish to see my ticket and wrist band.

There may be lots of coloured, flashing, bright and shiny lights. I must not touch the lights.



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YOUR JOURNEY



I 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, here we will have a 45 minute stopover to enjoy live music, lights, food and fire pits, before returning to Lakeside Station.

It will be dark outside the train and it may feel very cold. I will be wearing warm clothes and can tell my guardians if I am cold.



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YOUR JOURNEY



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 and enjoy the lights and projections.



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YOUR JOURNEY



Gembrook is a special station on the Railway line. When I arrive I must listen to the conductors and my guardians instructions and make my way into the station. I must try to stay off the Railway tracks.

At the station there may be some outdoor fire pits. These will be hot. I must not touch them. I must be safe around fire.

I may see someone singing and playing music. I must not call out during these performances.



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YOUR JOURNEY



I may get a hot drink and/or food at Gembrook Station. I may have to line up. I will wait for my turn and be patient while others get their food and drinks.

I may receive a complementary marshmallow from Puffing Billy Railway staff. It is my choice to take the marshmallow. I must remember to put my rubbish in the bin once I am done.



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YOUR JOURNEY



On the Train of Lights at night I may see some 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. I may see some people waving at the train. I can wave back.

While traveling on the train I might see lots of plants, trees and big ferns that are important for the animals and forest. I will see lots of light projections and pictures in the forest. If these are too bright I can close my eyes.

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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THE JOURNEY



Once we return to Lakeside Station we will get off the train. 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 Lakeside Station. It is important that I listen to the announcements and my Guardians' directions, and stay with my group when at the station.

We will depart Lakeside Station, walk up the hill and return to our car to head home.



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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 have to 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
- Even though it is night, the train is safe. If it is too bright I can close my eyes



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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 Train of Lights at Puffing Billy Railway!



CUSTOMER SERVICE
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