



PUFFING BILLY RAILWAY

SOCIAL SCRIPT

DAY OUT WITH THOMAS™



YOUR DAY AT A GLANCE



I am going with my family/friends/guardians to Day Out with Thomas™ 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 Day Out with Thomas™ I may visit Sodor, see Thomas the Tank and his buddies Diesel and James, Sir Topham Hatt, Driver Dan and Shunter Charlie.

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



At Day Out With Thomas™ we will board our train from 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 Booking Office window to sign in for the day. We will receive a carriage allocation, activity booklet, wristbands and our tickets.

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 arriving at the same time, so it is important I stay with my guardians.



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SAFETY



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 Visitor Centre because there are no toilets on the train.



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STAFF AND VOLUNTEER INFORMATION



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.

I might meet a Train Driver and a Train Guard. I may see Sir Topham Hat and other Thomas Characters such as Bulgy Bus.

We might meet a Conductor or Station Master 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.



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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 20 minutes to Cockatoo Station, have a short stopover and travel for 20 minutes back to Lakeside Station. Total journey time is 50 minutes.

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



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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RETURN TO LAKESIDE



Once we return to Lakeside Station, we will get off the train. We must watch our step when getting on and off the train. We can also hold the door handle.

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



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LAKESIDE VISITOR CENTRE



I might visit a Museum inside the Lakeside Visitor Centre 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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LAKESIDE HALL MUSEUM



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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PHOTO OPPORTUNITY WITH THOMAS AND FRIENDS



I may get an opportunity to have a photo with Thomas the Tank Engine, James the Red Engine and/or Sir Topham Hat. I may need to line up for my photo. I must be patient and wait in line with the other visitors.

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



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BUBBLE ZONE



We may visit the Bubble Zone outside the Lakeside Visitor Centre to take part in bubble themed arts and crafts activities.

This space may also include Might Mac's Mosaic wall, Thomas and Friends Soft Play Zone, and Coal in the Hole. I can take part in these activities if I want to. I must remember to listen to my guardians and staff members instructions when using the equipment.

Other visitors might also be using these spaces so I must remember to share the activities and mindful of others. If I feel uncomfortable, I can tell my Guardians with me, and we can leave the space.



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STORY TELLING



I might get to attend story time with Lady Hatt. This room may be dark. There are beanbags in this room. I must remember to sit quietly and listen to the story.

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



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FACE PAINTING AND AIRBRUSH TATTOOS



I may get my face painted or an airbrush tattoo of a Thomas character inside the Lakeside Visitor Centre. There may be a staff member in this room. I must listen to the staff members instructions and remember to share the art and craft equipment.

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



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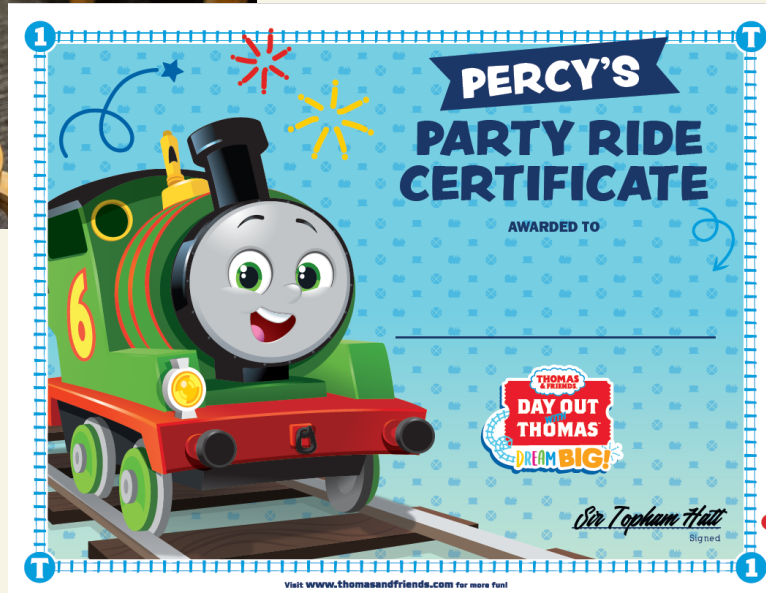
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JUNIOR ENGINEER CERTIFICATE



In the same room as the face painting and airbrush tattoos, I can collect my Junior Engineers Certificate and fill in my name to take home.



Once I receive the certificate I can continue to explore with my guardian.



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EMERALD LAKE PARK



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 chase them or feed them, just watch them quietly.



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OUTSIDE AREAS



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.

After I have finished exploring with my Guardians, we will walk up the steep hill and return to the car for the journey home.



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YOUR JOURNEY



IMPORTANT THINGS TO REMEMBER:

- Stay with my guardians and group and listen to the instructions of PBR staff and volunteers
- 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
- Stand back from the train tracks and do not cross them unless an adult is there
- 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
- The carriages are open sided so it can be 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 Day Out With Thomas™ at Puffing Billy Railway!



BOOKING ENQUIRIES

03 9757 0700

INFO@PBR.ORG.AU

FEEDBACK

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



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