



ASSOCIATION OF TOURIST & HERITAGE RAIL AUSTRALIA

ABN 19 755 744 868

MINUTES OF ATHRA MEETING HELD FRIDAY 20 AND SATURDAY 21 MARCH 2009 AT THE YMCA CONFERENCE ROOM QUEENSLIFF VICTORIA AT 1400 HOURS.

1. Welcome:

The President Peter Silva opened the meeting at 1420 hours and welcomed all delegates, visitors and guests present.

Present: P.Silva ARTV (President), P.Rollason ATRQ, (Vice President), J.Glastonbury RHA NSW (Delegate), C. Martin TAT Rail (Delegate), L.Watson ARPG WA (Treasurer), B.Busch CHRTSA (Secretary), E.Seddon PBR, D.Eaton PBR, R.Bravington Mornington, M.Swaine Mornington, I.Seymour CHRTSA and St.Kilda Tram Museum, M.Lee Cairns Karunda Railway, P.Hyde, Brisbane Tramway Museum A.Bridger Bellarine Railway, A.Gardner RISSB. J.Manga PTSV, W.Doubleday ATRV, S.Tyler SteamRail, Moritz The Workshop Rail Museum, C.LeMarshall ARA, B.Ballinger Bellarine Railway, M.Forbes, Zig Zag, P.Berriman NSWRTM, Alan Rees, Portland Cable Car, Jeff Smith Downs Steam Tourist Railway, P.Forrester QPSR, G.Everett Bellarine Railway, J.Parnell Sun Steam Inc, J.Frost, ATR, J.Kerley Associate member, A.Ponton DoT, M.Davidson ARHS Vic (as per attendance sheet)

2. Apologies

Apologies were received from M.Roberts ARHS ATC, B.Blain ARHS ACT, P.Dillicot FRONZ, B.Hancock NSW, and J.Newell Qld **Accepted**

The Chairman, P.Silva then introduced D.Eaton Marketing Manger Puffing Billy Railway.

David spoke on the topic "Why and How I got involved in Tourism along with Trends and Issues."

There is a need to understand tourism and work with your State Tourism Organisation. Develop relationships with other tourist attractions in your area and develop packaged itineraries including maps, distances and times to make it easier for tourism operations and or coach operators to utilize your product. Work closely with your local Tourism Association and your Regional Tourism Association

Why get involved with Tourism - recognise that our visitors are tourists and not just rail fans who in reality represent a very small percentage of our customers. Increase revenue Increased satisfaction for staff and volunteers and better utilisation of assets

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Tourism Trends Visitors have a much smaller choice now Shopping is a major activity. 70% of the financial growth over the next 10 years will be from International markets. The domestic market expected to increase 0.5% annually to 2017. Greater number of Fly Drive, Self Drive including grey nomads Look at running more events and special exhibits

Tourism Issues – tourism is a people business, there is a growth in Melbourne as a destination, current economic climate, packaging touring routes, websites, on line bookings (Puffing Billy is now doing it for special events), more interactive displays and interpretations needed, rising costs – insurance, discounting needs to be considered and a greater range of experience needs to be offered.

Eamon Seddon then presented the following on behalf of Puffing Billy

Yield Management versus discounting. Need to consider how the vacant seats may be filled but not at the expense of a full fare. Puffing Billy has a lot of single rides to Menzies Creek only. Can others be attracted onto the train at a discount which in fact gives greater overall yield ?

Visitors must be provided with quality experiences and products. Staff need to be friendly and co-operative and able to answer the many questions Triangle showing how this works was explained – most groups are at the infrastructure stage with some into the service level

At the base – “The Place” in the case of Puffing Billy the Dandenong, Infrastructure – connection via the railway third level Service warmth, friendliness etc and top level the brand.

The Brand – it transports you back in time on a relaxed and leisurely journey through the stunning vistas of the Dandenong Ranges. Leaving you with a feeling of joy, togetherness and sharing.

The experience is what the visitor wants and is a reverse triangle.

At the top Engagement – interpretation, second level is personalised service and at the third level quality – the infrastructure track carriages loco etc and connection – the place

The Chair, .Silva thanked both David and Eamon on behalf of the meeting for their presentation Carried with acclamation.

Emma Everett Marketing Manager for Bellarine Railway then spoke of her experiences and what she learnt from a trip to the UK. An initial approach was made to the local tourism group for funding for her to go to the UK and see what and how they operated. Support was available from the community as a whole.

Bellarine has been successful with marketing the Blues Train with the railway providing the rollingstock and a promoter providing the music and food. Coupled with this has been overnight accommodation in the town.

In the UK she found various events being undertaken Paddington the Bear, Ivor the Engine, Wizard Trains. Vintage Reality Week and Thomas. With Thomas a lot of costs involved with royalties hence the change in many cases to other events.

Important to have and develop products. Promotions using web sites including the use of e-mail to send out promotional material – reduces overall costs as no mail out charges and postal delays

Despite 20% cost Bellarine have picked up Thomas with a 150% growth in numbers. 20,000 people to a single event. Need to get these people through the shop using a marquee as an entrance into the platform so that they have to walk through the sales area

The Chairman P.Silva thanked Emma for her presentation which was moved with acclamation.

The Chairman then introduced Malcolm Davidson President of ARHS Victoria. Malcolm spoke about the issues with the current Williamstown Railway Museum. All exhibits are stored in the open and are almost impossible to maintain despite considerable volunteer effort. The ravages of the weather and location are not helping.

Several attempts have been made to relocate to the Newport Workshops east block where the exhibits could be displayed under cover. Victoria is the only State where the exhibits are stored in the open. Despite some initial undertakings applications have now been remade however there are pressures from outside for the commercial use of the workshops site.

John Kirk spoke of his work in preparing and submitting the submission for the changes and issues which have arisen.

A number of questions followed.

The Chairman P.Silva then thanked Malcolm and John which was moved with acclamation.

Afternoon tea 1603 to 1633.

The Chairman then introduced Allan Osborne Director Public Transport Safety Victoria. Allan addressed the issue of where rail safety is at in Victoria with all groups having to re-apply for accreditation; This period closes in three months. He made mention of his rail experience overseas prior to coming to Australia and in particular the Grand Canyon Railway.

His position is one of independence and not being able to be directed by Government. With the model Bill the work that has been carried out to date in Victoria which was addressed in detail by Adrian Ponton at a later presentation. Victoria is the only State to embrace re-accreditation

He then introduced Jay Manga, one of his officers who spoke of what is happening in Victoria in some detail and her personal experiences with the T&H sector She indicated that the majority of the groups are progressing well although at this stage none have been re-accredited, .

A number of questions were asked Chris Martin spoke in particular about medicals. Allan advised that the NTC had put a review on the back burner He indicated that the issue of medicals is one which had come from the NTC in the first place.

Single Regulator Allen indicated that the NTC has taken on board all of the submissions made and the review period was to have been compiled by March however this is more likely to be June before the document is available. He indicated that the Ministers are now likely to delay the introduction of a single regulator for some time.

The Chairman P.Silva then thanked Allan and Manga for their presentation which was with acclamation.

Adrian Ponton from the Victorian Department of Transport was then introduced to the meeting. Adrian spoke of the efforts of the DoT in assisting the T&H sector through the re-accreditation phase and in particular the involvement of “Safety Actions” Some initial opposition from some groups but now generally embraced.

A series of workshops were undertaken then one on one visits to work through particular issues,

The Rail Safety Act and other Acts have exposed a number of issues for T&H which are currently being addressed Insurance and PLI is but one. Issues of tenure and interfaces. Process in place to Legislate to pick up all of these issues

A number of questions from the floor were answered.

The Chairman P.Silva thanked Adrian for his present which was moved with acclamation.

3. Minutes of the last meeting

The mis-spelling of two names and the organisation to which M.Forbes belongs was incorrectly stated – these were correct and it was then

Moved L.Watson Seconded C.Martin that the minutes of the meeting held at Cairns on 5th and 6th September be accepted.

4. Business Arising

Carbon Trading – deferred to General Business

Single Rail Regulator – discussed by Allan Osborne as part of his presentation

Strategic Plan Very little has been done in this issue since the last meeting. The outcomes of the meeting in Cairns were to be distributed to members this had not been done. P.Rollason felt that each organisation should have presented their own views rather than consider what was discussed at Cairns.

L.Watson reported that there was nothing from WA.

C.Martin reported that there was nothing from TaT Rail.

P.Silva reported that limited numbers at ATR meetings had meant discussion had not taken place.

B.Busch reported that CHRTSA had been informed of the Cairns meeting but had given priority to reviewing their own objectives which had resulted in an amended Constitution and name change,

P.Rollason advised that Queensland had considered the issues.

It was suggested from the floor that the way forward was to progress this issue is the formation of a small group to develop and draft a submission to all groups for consideration.

The Chairman P;Silva advised that further work is needed

Lesson plans – subject of a separate agenda item

ATHRA Awards.

It was **Moved** L.Watson **Seconded** C.Martin that the 2009 Awards remain the same as for 2008 with a closing date of 31 July and for each applicant to also include a 30 to 60 second slide show as part of the presentation **Carried**

Medicals C.Martin reported that he was still awaiting a response from Victoria. He has had feed back from 10 groups

5. Reports

Written reports were received from Queensland, NSW, Western Australia and South Australia and from the Secretary.

B.Busch advised that he had forwarded a supplementary report for events which had occurred after the closing date for reports. At the AGM a decision had been taken to accept changes to the Constitution including a name change to Heritage Rail SA to better reflect the nature of the organisation. This change will occur as soon as the amendments are accepted by the Corporate Affairs Dept. The major issue which had arisen was advice from YP Rail at the CHRTSA AGM that they had ceased operations due to track and rollingstock issues and that they had only 7 volunteers. Advice has since been received that they have met and made a decision to cease operations and sell their assets.

John Frost asked for details of the groups remaining. B.Busch responded that operational rail were SteamRanger, Pichi Richi, Cobdogla Steam and the National Rail Museum, Operational Tram – St. Kilda and Museum only Steam Town Peterborough, Milang , and Murray Bridge

Paul Rollason spoke to his report He advised of issues with PLI Disposal of equipment by QR without consultation. They have been successful in having the Government issue a directive to QR. The Rail Safety Bill has been in and out of parliament and now delayed due to the election. They have commented on the T&H guidelines and continue their Chuff Awards.

John Glastonbury spoke to the Newsletter as submitted RHA NSW currently consists of 2 groups operating on the main line, 5 operating in their own right on closed railways, 5 groups operating trolleys and 16 Museums with no operations

There is a need to ensure that ATHRA provides a “value added” for the members

L.Watson spoke to his report A recent allocation of funds by the WA Treasurer to the Busselton Jetty project of \$25m is seen as significant – the jetty is in his electorate and has a railway on it.

Hotham Valley is not a member of the WA group but is an associate of ATHRA and as far as he knows will recommence operation at the start of the steam season Great Railway Journeys has currently a display in WA and the ARHS WA Division is celebrating their 50th anniversary this year, prior to that members belonged to the SA Division

Chris Martin reported that Tasmania has been struggling to get enthusiasm Two weeks ago the premier announced a commitment for the reintroduction of T&H into the main line following major track upgrade. The ATHRA Award for AD1 was presented by Chris to the Don River Railway in front of the Tasmanian Premier. K1 tis celebrating its 100th anniversary operating on the Welsh Highland Railways

P.Silva reported that ATR Victoria is currently in uncertain times. The disastrous bush fires have caused a massive drop in patronage for February 2009, probably the worst ever. Daylesford lost 1 Km of track in the fires and are truncated to the first 1 Km of track at present. Yarra Valley lost bridges but not on the operating sector of their line however they came close to loosing considerable assets had the fire hit the town

Most groups are working towards re-accreditation at this stage.

B.Busch reported that the Secretary's report had been distributed and that it be taken as read.

Meeting adjourned at 1835 hours

Saturday 21 March 2009.

Meeting resumed at 0835 hours

Present: P.Silva ARTV (President), P.Rollason ATRQ, (Vice President), J.Glastonbuty RHA NSW (Delegate), C. Martin TAT Rail (Delegate), L.Watson ARPG WA (Treasurer), B.Busch CHRTSA (Secretary), R.Bravington Mornington, M.Swaine Mornington, I.Seymour CHRTSA and St.Kilda Tram museum, M.Lee Cairns Karunda Railway, P.Hyde, Brisbane Tramway Museum A.Bridger Bellarine Railway, A.Gardner RISSB.,A. Moritz The Workshop Rail Museum, C.LeMarshall ARA, B.Ballinger Bellarine Railway, M.Forbes, Zig Zag, P.Berriman NSWRTM, Alan Rees, Portland Cable Car, S.Tyler SteamRail, Jeff Smith Downs Steam Tourist Railway, P.Forrester QPSR, G.Everett Bellarine Railway, J.Parnell Sun Steam Inc, J.Frost, ATR, J.Kerley Associate member, W.Doubleday , B.Hancock NSW As per attendance sheet)

Apologies: Apologies were received from M.Roberts ARHS ATC, B.Blain ARHS ACT, P.Dillicot FRONZ, J.Newell Qld Accepted

At the Cairns AGM the financial report for the previous twelve months was not available, This has since been distributed with the Agenda papers.

Moved L.Watson **Seconded** P.Rollason that the report as distributed be accepted.
Carried

P.Rollason reported that as per previous decision the fees should be adjusted by CPI this year. He also spoke of the need to have a lower fee for non accredited groups

Moved P.Rollason **Seconded** J.Glastonbury That the fees for this year be \$65.00 for each accredited body and \$30.00 for each Museum only group **Carried**

Moved P.Rollason **Seconded** L.Watson that the fee for Associate Group Members be \$110.00 and for Associate Individual be 50% of this. **Carried**

W.Doubleday then spoke to his Rail Safety Report as distributed.

He summarised where each of the States are with their legislation. NSW commenced its Act, Tasmania sometime in 2009, WA sometime in 2009, Queensland – delayed due to the current election, SA – in place with implementation. An amendment to the Act is necessary to pick up the interface parties eg road at level crossings and this is due before June, Victoria – in place and 3 months to when all have to be re-accredited,

NTC was to have new medicals planned for 2009 but now on hold

Single Regulator Is opposed by WA and Victoria but NTC pushing ahead but timelines are not clear,.

Issues with T&H versus main line which operates 365 days per year where some T&H run perhaps 12 times per year but the same level of requirements are in place,.
There is to be a review of the T&H SMS document with feed back being required,

Rail Safety Statistics should T&H have separate stats – mainly slips trips and falls (Secretary note – in the case of one SA group near misses at level crossings are 40% of all reports with no slip trips or falls)

Australian Rule book currently about to issue work on track. T&H will in the longer term be required to follow this book.

When documents are issued and there is no comment it is taken that they are accepted.

John Glastonbury expressed a view that there are needs for ATHRA alerts so that members are aware that documents are out for comment.

Work currently being undertaken on emergency response plans – will be more substantial than current plans

Warren also spoke about level crossings and visibility at level crossings . Do the public recognise a steam engine whistle? :lack of reporting is a concern. Should ATHRA have its own records?

Following discussion it was agreed that ATHRA should have a level crossing Committee. Mike Lee offered the use of his data base to collect level crossing incident reports. B.Busch advised that in SA near misses are a notifiable occurrence and as such are reported.

Moved B.Busch **Seconded** P.Rollason That AHRA have a level crossing committee and that Mike Lee offer of using his data base be accepted. The Committee to comprise of Bruce Bellingham, Michael Lee, Percy Forrester, Stewart hylar, Andrew Bridger, Chris Martin and Peter Berrimen **Accepted**

M.Lee advised that all reports should be sent to admin@cairnssteam.com.au

Morning tea 1030 to 1100

The Chairman, P.Silva then introduced David Rumsay who spoke on the development of the lesson plans. He handed the Chairman a completed set of documents which need to be distributed amongst ATHRA for comment.

David gave a brief history of his engagement and the fact that the work had gone on longer than anticipated but had now been compelled to first draft.

There is a need for feedback in writing on all of the documents.

Seven lesson plans have been developed Steam Loco Driver, diesel loco Driver, Fireman, Second Person, Train Guard, Station Master and Tram driver,

These plans are able to be used as a guide with some organisations needing to add more content. He spoke of the portions for their use

Option 1 – use document as is

Option 2 – modify document add organisations name

Option 3 – add logo and own content

Option 4 – Use ATHRA material to upgrade existing documents

These documents can be used without the need for an RTO Discussion took place about the need for Cat 4 trainers.

Considerable discussion took place about the way forward including the need for additional documents such as Rollingstock.

Comment was made of the need to have a “Champion” to collect all comments from all groups. The need for a training committee to assist

At 1230 hours the meeting was adjourned for attendees to ride behind T 251 which had just completed a major overhaul and painting and was being given a test run prior to final adjustments for re-issue to traffic at Easter. The meeting adjourned to Queenscliff station and rode the train back to the conference centre at which time a lunch break was taken.

Lunch 1300 to 1400

The Chair P.Silva then introduced Norm Winn from Fire Protection who advised the meeting on Wild Fire – managing the risk,

Norm presented details of fire issues and what causes a fire storm and the affects of such. He spoke about T&H not operating steam on total fire ban days and on extreme days many not running at all.

He then spoke about what organisations should do if they were running on a non fire ban day and a fire did occur. Do organisations have measures in place to detail who makes the decisions – can trains push back etc and most importantly what do you do about the passengers on the train

The recent events of black Saturday in Victoria have brought home the need for groups to review their fire plans and emergency response plans. There is a need for training and for volunteers to understand how a fire travels. Graphic details were given on this aspect including photos of destruction etc.

There is a need for table top exercises to include the T&H workers.

A considerable number of questions were asked from the floor.

The Chair P.Silva thanked Norm for a very informative presentation which was carried by acclamation.

Afternoon tea 1530 to 1550.

The Chair P.Silva then introduced Hugo T. Armstrong the owner of the Blues Train concept who spoke of his involvement with the railway and what they provide whilst what he provides – the meal and the entertainment with the town also being a part of the concept with overnight accommodation. The Blues Train has been running for 14 years and is currently booked out to the end of the season. They do not run May to October due to the weather.

He spoke of the dedication of the railway workers in ensuring that things such as power supply etc was available for his musicians. The controls he has in place for the handling of alcohol and if persons do get out of hand – use of security staff.

The Blues Train is an international trade byname

The Chairman P.Silva thanked Hugo for his presentation which was moved with acclamation

Alan Gardner then presented a summary of the Boiler Code which has been developed and which is about to go out for public comment. Alan pointed out that the final document will have a number of additional diagrams and photographs added but to do so now would make the document too large to send out. He sought from those present diagrams and photographs.

It was **Moved** P.Rollason **Seconded** C.Martin ATHRA endorse the circulation of the draft to industry for comment and the meeting formally thank the Development Group members for their assistance and efforts in producing the final product.
Carried

Moved C.Martin **Seconded** L.Watson This meeting formally thank RISSB and Alan for the efforts in producing the document **Carried** with acclamation

Discussion then continued on the Lesson Plans including the question of Quality control of the documents including the need for the comments to go out for comment.

P.Silva indicated that groups also need to consider the discussion which he had handed out the previous evening and comment on that as well.

NTC are pressuring for information with ATHRA policy to not require the use of RTO's. John Glastonbury spoke of the need to use Cat 4 trainers who may have a qualified person present to conduct the assessment

The issue of the appointment of a Champion and a Sub group was not resolved.

Next Meetings

A.Moritz reported that the International conference is to now be held at the Workshops Museum Ipswich 15th to 17th October 2009 inclusive with the ATHRA AGM and meeting to be held on Sunday 18th October 2009. Andrew advised that details of the conference and costs should be available on the Workshop Web site shortly and asked all those intending to attend to Register as soon as possible.

March 2010 C.Martin advised that the Sheffield Steamfest weekend is scheduled for 6th to 8th march 2010 and suggested that the ATHRA meeting be held the following Friday and Saturday 12 and 13 March. He will develop a package for discussion at the next meeting

Meeting closed at 1735 hours

Agenda items not discussed:

The following items were submitted for discussion or were business arising from the last meeting and were not discussed due to time constraints.

Carbon Trading, Protection of Moveable Cultural heritage, and a national Register of same, Climate change, National Rail Safety Week ARA paper, Relevance of Drafting in an accreditation environment

Minutes confirmed: Chairman

..... Signed Date