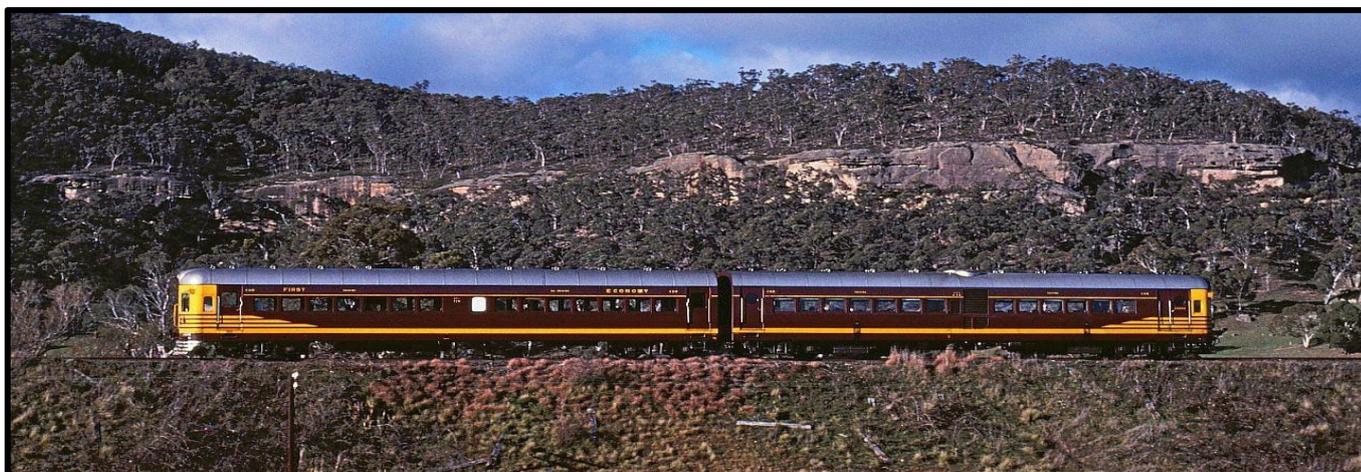


# PASSENGER SERVICES ATTENDANT – HANDBOOK



LSMR OSP 01  
17 September 2021



Reference: LSMR M 001 Chapter 22

References, forms, OSPs and policies available at <http://www.stateminerailway.com.au/login/>

# PASSENGER SERVICES ATTENDANT HANDBOOK

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## 1. Welcome

**1.1 Introduction.** A thank you for taking the time to participate to learn and grow your skill sets while volunteering with the Lithgow State Mine Railway (LSMR). The Passenger Service Attendant course comprises 3 steps:

- 1 - Theory (this booklet)
- 2 - Theory Assessment
- 3 - On Job assessment

**1.2 Basics.** To be a Passenger Service attendant on the Lithgow State Mine Railway (LSMR), you will need to be:

- organised
- healthy
- polite & courteous to others
- willing to cater for the fare paying travelling passengers
- willing to assist with cleaning and preparation of the train
- excited about being a member of the LSMR.

**1.3 Course Objectives.** The purpose of this course is to provide the underpinning knowledge and skills for individuals to fulfill the role of a Passenger Services Attendant in a controlled training environment.

The next step is to apply the knowledge and skills gained in the field under supervision/mentorship of a qualified Passenger Services Attendant, a Passenger Services Supervisor or Train Guard until proficiency can be demonstrated.

Once proficiency has been demonstrated the only then can you work unsupervised as a Passenger Services Attendant on LSMR operated trains.

The role of a Passenger Services Attendant works under the direction and supervision of the Passenger Services Supervisor and ultimately, the Train Guard.

It is the responsibility of the Passenger Services Attendant to ensure their safety and the safety of others as well as not to undertake any task that will put the lives or safety of others at risk. They must be alert for unsafe acts or situations that they may encounter and report any incidents immediately to their supervisor or the Guard.

**1.4 Learning Outcomes.** At the completion of this course participants will be able to:

- understand applicable Legislation and Responsibilities
- understand what LSMR OSPs contain
- explain the role of the Passenger Services Attendant
- explain the reporting line of a Passenger Services Attendant
- describe how each role communicates with each other
- identify the equipment required for a Passenger Services Attendant
- identify how to respond to abnormal, unsafe or emergency situations
- explain how to report abnormal or unsafe situations.

**1.5 Certificate of Competence.** On successful completion of this course you will be issued a Certificate of Competence (CoC) that is valid for 2 years from the date of issue. You will be required to undertake a re-certification on or before the Expiry Date and issue with a new card. This card must be carried by you at all times you are in the rail corridor.

## 2. Regulatory Controls

**2.1 Legislation.** There are several Acts that govern rail operations, related activities and your conduct. They include:

- National Rail Safety Law 2012 and Regulation 2012 which sets out the legislative requirements for any persons operating in the rail network. According to the Act, all workers involved in any rail safety work must hold the appropriate certificate of competency for the task undertaken. The Rail Safety Regulations states (in part) that a Rail Operator (LSMR) must ensure that a person does not carry out rail safety work unless that person is qualified, equipped and authorised.
- Work Health and Safety Act NSW 2011 and Regulation 2011. Even though you are a volunteer in the LSMR you are still required to take reasonable care of yourself and others while working on or around our railway and trains. If you identify any hazard you have a legal responsibility to report it immediately and ensure no further harm can be caused by the hazard. The LSMR also has a responsibility to control any risks that could harm volunteers and public.
- NSW Network Rules and Procedures. All operators in NSW, including Sydney Trains, John Holland Rail, ARTC and other operators follow this set of rules.

Legislation which applies to rail work is to be strictly observed. It is very important that each rule and instruction should be properly and fully enforced. Failure to do so may result in fines or prison time.

Every rule or instruction is based upon an established principle of safeworking and is laid down as the means for avoiding a repetition of some known accident, and if a volunteer wilfully ignores any such instruction, or permits it to be ignored, they risk a recurrence of the conditions that the instruction was designed to prevent.

**2.2 Rail Safety Work.** This term means:

- the design, construction, certification, maintenance, repair, monitoring of rollingstock and rail infrastructure, including signalling operators and systems
- driving and shunting
- the development and management of safeworking systems. A person conducting rail safety work is a Rail Safety Worker (RSW) no matter whether they are employees, volunteers or subcontractors.
- RSW must hold the appropriate certificate of competency for the task you are engaged in and must carry identification on your person at all times
- Rail Operators must ensure that a person does not carry out rail safety work unless that person is competent to do so.

**2.3 LSMR Safety Management System (LSMR M 001).** The LSMR Safety Management System has been developed to enable us to deliver on our safety goals and is being implemented through the LSMR P 001 Safety Management Policy.

At the heart of this approach are eight safety strategies which provide the framework for managing safety within LSMR's Operations; these are:

- establishing and implementing a proactive risk management system
- striving for best practice by ensuring continuous improvement
- embedding the safety frameworks by driving safety ownership
- recognising valuable assets by further establishing safety knowledge management
- identifying and capturing safety skills and competencies within the business
- aspects of the operational and business systems
- enhancing our resilience framework and capability
- monitoring safety performance.

**2.4 Prior to Entering the Rail Environment** to work for LSMR, you must:

- must have zero blood alcohol level
- not be impaired by prescription or over-the-counter medicines, herbal remedies or illegal drugs
- wear appropriate fluorescent safety vests with silver reflective safety stripes
- not wear any yellow, green or red clothing
- wear lace up ankle length safety boots (if carrying out any ground related work)
- wear any other personal protective equipment as needed
- carry your CoC on you when working in the rail corridor
- advise your supervisor or the Guard if at any time you believe or are told that you are medically unfit to carry out rail safety work - this could be caused by medication, illness, trauma or an accident etc.

**2.5 LSMR Operator Specific Procedures and Plans.** LSMR has a series of specific procedures detailing specifics relating to LSMR operations, equipment and emergencies. They include:

**OSP 01 Railcar Operations.** Covers train crewing, rostering and inspections.

**OSP 03 Railcar Door Locking System.** Describes the railcar centralised door locking system.

**OSP 04 Railcar Fire Detection and Suppression System.** Describes the on-train protection system.

**OSP 05 Railcar Preparation.** Describes the railcar start up procedures and brake checking.

**OSP 13 Railcar Evacuation & Detraining Passenger When Not at Stations.** Train evacuations.

**OSP 14 Railcar Crew Dealing with Injured or Incapacitated Passengers.** Train crew actions.

**OSP 15 Responding to an Incapacitated Driver/Guard/Train Manager/PSS.** Actions required.

**OSP 16 Driver Procedures at Stations.** Driver requirements at station platforms.

**OSP 17 Spoken Communications with Passengers.** Covers PA system and PSA routine.

**OSP 18 Passenger Safety.** Loading & Unloading and handling passengers whilst on board.

**OSP 20 Responding to On-train Passenger or Fire Alarms.** Details what to do/who to inform.

**OSP 22 Train Crew Daily Preparation.** Pre-trip, sign-on to departure routines for the day's operation.

**P 004 Incident Emergency Plan.** Covers chains-of-command and required responses to incidents.



**2.6 Pre-start Briefing.** You are not permitted to commence work within the rail corridor, unless you have permission of the relevant rail operator and have attended a Pre-Start Brief. The Pre-Start Brief is important as it identifies critical safety information about your protection you **MUST** know before commencing work on any train that LSMR Operates. Pre-Start Briefs are delivered to each work group being protected by the person in charge and includes:

- signing-on (LSMR F 011)
- train running information
- crewing arrangements
- where the safe place is located
- communications.
- work/tour schedule for the day's tour
- hazards in the work area
- environmental sensitive / restricted areas
- evacuation procedures
- competencies
- reporting unsafe behaviour
- actions on break out of fire, First Aid, emergency or emergency evacuation (LSMR P 004).

**2.7 Drugs and Alcohol.** LSMR is committed to complying with Rail Safety Law in regard to alcohol and other drug controls for rail safety workers to ensure a safe and healthy workplace for all personnel and passengers. LSMR has a Drugs & Alcohol Management Policy (LSMR P 005) and a Drug and Alcohol Management Program (LSMR P 017) (DAMP). In essence a rail safety worker can now be tested for drugs or alcohol when:

- about to carry out rail safety work
- whilst carrying out rail safety work
- within 3 hours of having just completed rail safety work following an incident

It is an offence for rail safety workers to undertake rail safety work while impaired by prescription medicines, over-the-counter medicines, herbal remedies, illegal drugs or alcohol.

As a Rail Safety Worker you should attend work free from the effects of alcohol, drugs or medication. Your blood alcohol concentration is impacted by a variety of factors including your build, body size, illnesses, emotional state and what you have eaten during the day and everyone responds differently to alcohol.

Whilst you might believe you're legally safe to drive a vehicle, ie. by having a blood alcohol level of between 0.00 and 0.05, it is illegal for you work on the LSMR or on any trains with a blood alcohol level greater than 0.00.

It is unlawful to be under the influence of illegal drugs whilst performing rail safety work. Listed below are the five main classes of drugs that are prohibited:

- Cannabis metabolites - cannabis (marihuana and hashish)
- Opiates (heroin, morphine, codeine, pethidine, methadone and opium)
- Sympathomimetic amines - amphetamines (speed)
- Cocaine metabolites (cocaine)
- Benzodiazepines (e.g. 'Vallium')
- Synthetic drugs (Ecstasy, K2, Kronic and GHB).

Some medications can affect you and make you unsafe at work. Whenever you are using medication you must check with the doctor or pharmacist to confirm if it will affect your work. If you're using prescription medications you must inform someone before you start work.

Inform the person responsible for your protection, your team leader or another appropriate supervisor.

This particularly includes:

- prescription painkillers,
- anti-depressant or other psychoactive medications,
- herbal remedies,

- antihistamines, and
- heart or blood pressure medication.

If you are using over the counter medication, this must also be declared. This particularly includes cold and flu medication that might cause drowsiness as well as painkillers.

Always advise your doctor you're a Rail Safety Worker and work in a zero tolerance industry.

Random testing can now occurs for both drugs and alcohol for all Rail Safety Workers.

**2.8 Authorised Testing Officers.** The following personnel are permitted to conduct preliminary breath test for alcohol and preliminary drug impairment assessments:

- an authorised LSMR Testing Officer
- a contractor authorised by LSMR
- National Rail Regulator (ONRSR)
- New South Wales Police.



In both cases, NSW Police are permitted to conduct Full Breath Analysis and Drug Screening, or for volunteers, the latter may occur through an alternative LSMR approved provider.

**2.9 Refusing a Test.** If you're suspected of being under the influence of drugs and/or alcohol and you refuse to undergo either drug and/or alcohol testing, it is an offence under the Rail National Safety Law. You may be escorted from site and depending on whether you're an employee or contractor will determine what course of action you'll be subjected to.

Where the refusal relates to an irregular incident and/or accident you may be escorted to the Police Station for further testing.

Contractors (and sub-contractors) engaged by LSMR must also follow the LSMR policy on drugs and alcohol.



**2.10 Fatigue Management.** Fatigue refers to the mental or physical exhaustion that stops a person from being able to function normally. Fatigue is more than simply feeling tired or drowsy, it is caused by prolonged periods of physical and/or mental exertion without enough rest time to rest and recover.

The symptoms of fatigue can include:

- Chronic tiredness or sleepiness
- Headache
- Dizziness
- Sore or aching muscles
- Muscle weakness
- Slowed reflexes and responses
- Impaired decision-making and judgment
- Moodiness, such as irritability
- Impaired hand-to-eye coordination
- Appetite loss
- Reduced immune system function
- Blurry vision
- Short-term memory problems
- Poor concentration
- Hallucinations
- Reduced ability to pay attention to the situation at hand
- Low motivation.



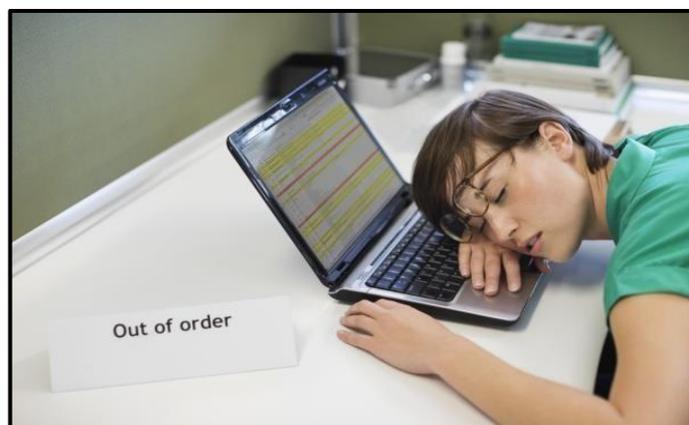
The hazards associated with working while fatigued can be determined directly from the symptoms. In general, the hazards include but are not limited to:

- injury or accident as a result of poor decision making
- injury or accident contributed to general tiredness of muscles etc
- injury or accident associated with reduced ability to pay attention to the environment around you
- injuries or accidents caused by the inability to communicate effectively with personnel.

Fatigue management is a shared responsibility between the LSMR and personnel as it involves factors that occur both in and outside of the workplace. Guards are required to manage their trains and thus ensure their staff are not suffering from fatigue. To limit the possibility of fatigue the following should be considered:

- rotation of tasks
- provide appropriate rest periods
- consider fatigue when assigning tasks.

It is a requirement of the National Rail Safety Law for LSMR to appropriately manage the fatigue of their volunteers.



### 3. Safety

**3.1 Personal Equipment.** The following equipment must be obtained by Passenger Service Attendants before starting duties:

<u>Equipment</u>	<u>Note</u>
Certificate Of competency	this must be carried at all times
Log book and pen	to be completed by PSAs as necessary
Handlamp	a torch to be used in low light
Audible warning device	a whistle to gain attention when required
Watch	to identify correct timings
Two-way radio	where applicable
Ticket punch	if available

**3.2 Uniform.** All passenger service attendants must wear appropriate personal protective equipment relevant to their role. For on-board services staff:

- the LSMR uniform is to be worn so that passengers can clearly identify train staff. Details - tba
- sunscreen, hat and sunglasses (if required)
- high visibility safety vest (for any off-train tasks)
- steel capped safety boots (preferred for off-train tasks).

**3.3 Reporting on Board.** When attending for duty:

- report to the Passenger Services Supervisor (PSS) for the day
- sign on (LSMR F 011)
- attend the safety briefing (conducted by the PSS or Train Guard)
- check your allocated duty area, eg for cleanliness and passenger comfort and rectify as required.



**3.4 Loading Passengers.** On arrival at the platform PSAs should be ready to open their door (when electrically released centrally by the Guard) and standby to:

- greet approaching passengers
- confirm tickets and Car number for the trip
- assist passengers to board
- guide passengers to their seats, as required
- if disabled, give extra care to boarding and seating
- close doors when boarding is complete
- indicate to the PSS or Guard that the passengers are all aboard.

**3.5 After Departure.** During the journey, PSAs should:

- introduce yourself
- outline the events for the journey
- indicate where the conveniences are located
- indicate where the refreshment service is located, or otherwise
- periodically move through the carriage to answer questions
- monitor windows and passengers hanging out of windows (note: bars are fitted)
- attend to any mess or spillages (to avoid trips or slips)
- listen for anything out of the ordinary (smells, wheel squeals or thumping) etc
- report any relevant matters observed to the PSS, or Guard if urgent.

**3.6 Approaching the Destination.** On approaching the destination, PSAs should:

- advise passengers to be ready for arrival and disembarking
- standby the doors ready for opening up centrally once the train has stopped.

**3.7 On Arrival.** On arrival at the platform, PSAs should:

- stand out on the platform to assist passengers off the train
- at the end of the day, farewell passengers
- check for any items left behind
- clean the train as it returns to the stabling facility.



## 4. Abnormal Situations

**4.1 Scenarios.** There is a number of situations that may occur which would be regarded as abnormal. These can include:

- Collision
- Derailment
- Fire on board or along the rail corridor
- Mechanical Failure
- Explosion or Threat of an Explosion
- Unruly passengers
- Fallen electric train overhead wiring
- Injury or medical episode.

**4.2 Incident/Emergency Plan.** The LSMR Incident Emergency Plan (LSMR P 004) covers the action plans for several of these abnormal situations. In all cases the train crew can observe for abnormal situations and report to the Train Guard (and/or the Driver) who will then determine the action plan to be taken for the safety of all crew, passengers and others affected.

**4.3 Unruly passengers** can be politely spoken to in the first instance followed by a warning that their behaviour will be brought to the attention of the Train Guard, who can potentially remove the offending passengers from the train.

**4.4 Reporting.** PSAs should log any:

- incident
- hazard (or potential) they observe
- report the event to the PSS or the Train Guard, if necessary
- record complaints from passengers or train crew for follow-up/remedial action (LSMR F 026).

## 5. Training Progression

**5.1 Progression** for Passenger Services attendant to Passenger Services Supervisor and then later to Train Guard will involve a number of steps such as:

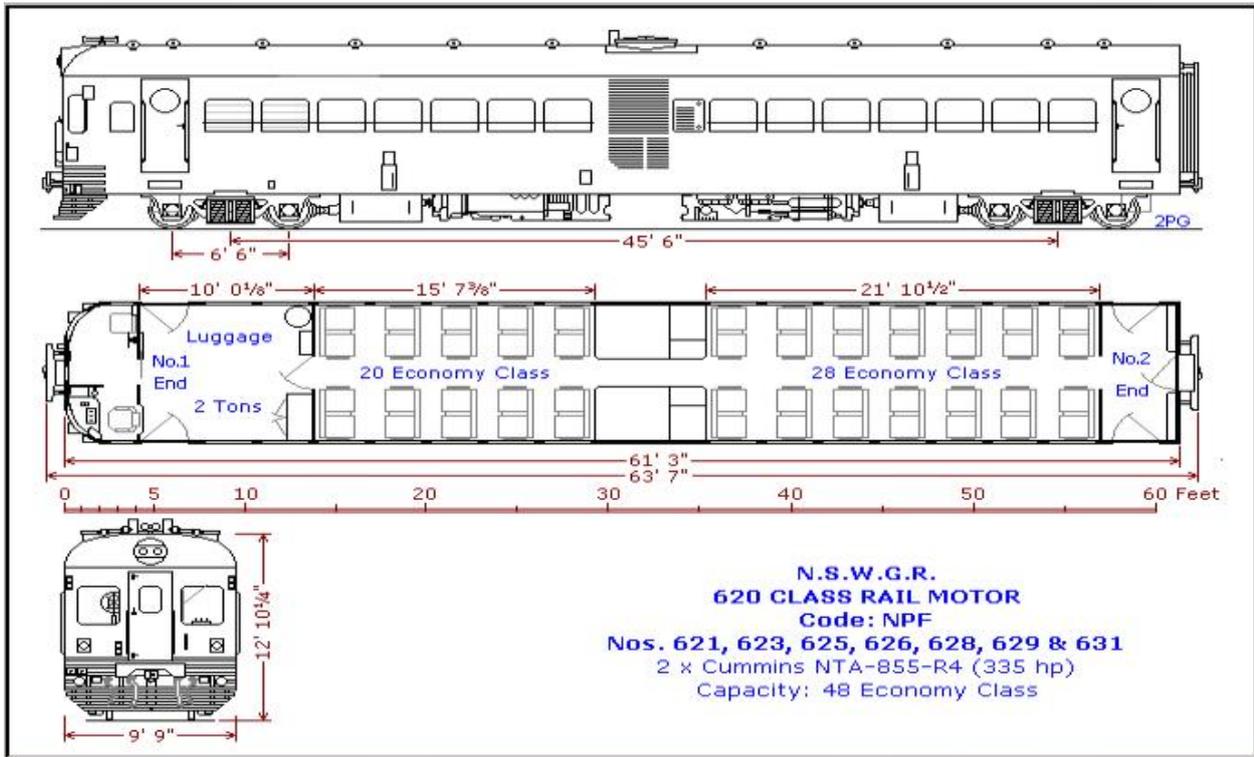
- for PSS: a category 3 medical, acceptable experience as a PSA and mentoring by a PSS
- for Train Guard Trainee: a category 2 medical and mentoring by a qualified Guard
- for Train Guard: a category 1 medical, safeworking course and experience as a trainee Guard.

## 6. Railcar Familiarisation.

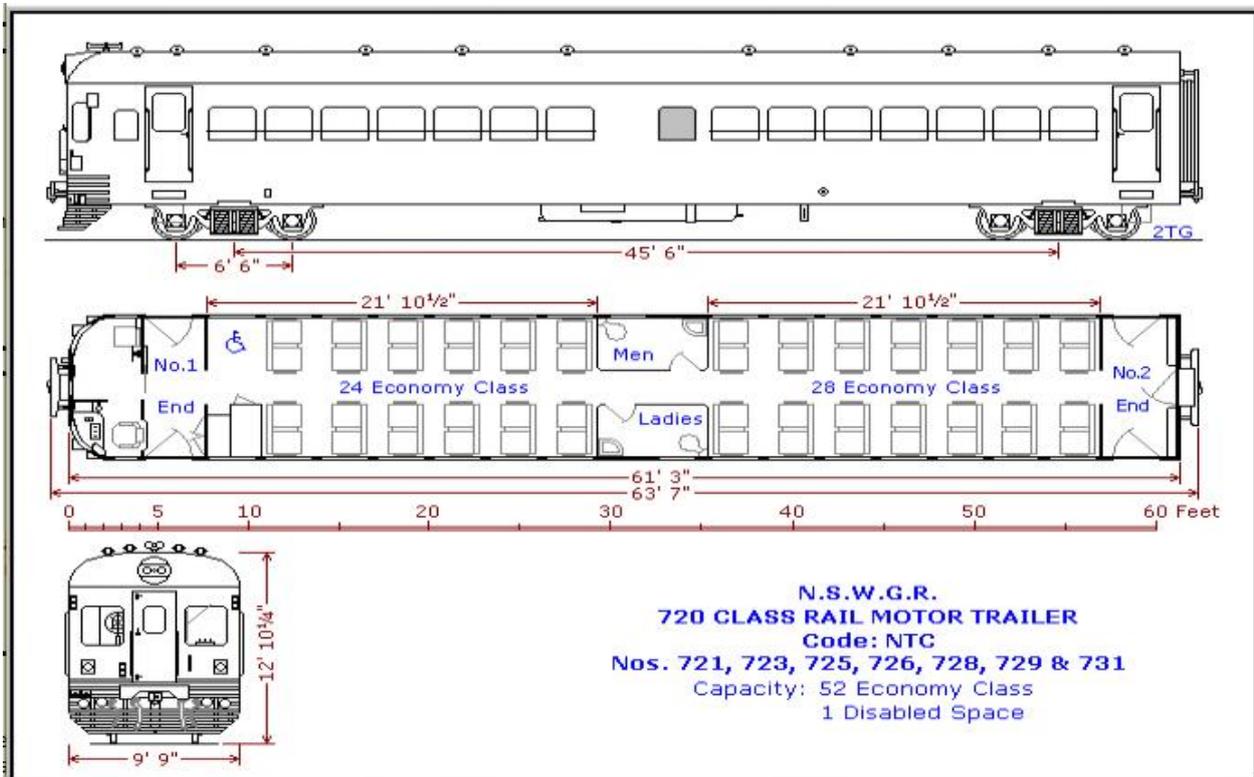
**6.1 Railcar Tour.** PSAs need to be aware of the facilities on board the railcars. A practical tour of the railcars will identify:

- fire fighting apparatus
- smoke detectors and alarms
- gas bottles supporting kiosk facilities or heating
- door release system and overrides (internal and external)
- lighting switches
- First aid equipment (including stretcher)
- emergency evacuation ladder (mounted under the railcar bodies)
- watering facilities
- conveniences and supplies

6.2 Railcar Details



**POWER CAR Weight: 40 tonnes Diesel Fuel capacity: 1025 litres**



**TRAILER CAR Weight: 32 tonnes**