



Darling Downs Historical Rail Society Ltd
trading as DownsSteam

General guidelines for the operation of DownsSteam

DS-P-010 [2.0]

**DS-P-010
GENERAL GUIDELINES
FOR THE OPERATION OF DOWNSSTEAM**

DOCUMENT CONTROL SHEET
(Form DS-F-001)

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AMENDMENTS						
2.0	Second issue		19-02-2019	T. Redwood	Review committee / P. Young	19-02-2019

Procedure for amending documents –

- Current amendment shall be shown in **blue text**; at any subsequent amendment, the former amendment shall revert to black text.
- All warning and cautions shall be shown in **red text**.
- All text copied from other documents and still to be altered to suit the context of this document shall be shown in **green text**.

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1 ADMINISTRATION

1.1 THE DOWNSSTEAM VISION

DownsSteam’s vision is –

“to provide an exciting experience in heritage rail tourism”

achieved through a rail-related historical museum, regular tourist passenger services and other rail-related activities across the Darling Downs and south-western regions of Queensland, thereby celebrating the rich local, rural, rail and literary heritage unique to those regions.

1.2 THE COMPANY

Darling Downs Historical Rail Society Limited (DDHRS) is a company limited by guarantee, trading as “DownsSteam” (DS).

DDHRS has full responsibility for all activities undertaken by DS and any reference to DS applies to DDHRS as one entity.

The Board of Directors elected annually is responsible for the management of DS under its constitution.

1.3 DOWNSSTEAM AT DRAYTON PRECINCT

Over many years, DS has established an award-winning precinct at Drayton.

During this time, local government and businesses in both local and regional areas have actively supported DS.

The Drayton Precinct represents Stage One of DS’s rail operations.

2 COMPLIANCE

DS will comply with all relevant acts, regulations, standards and its Safety Management System (SMS) “*so far as is reasonably practical*”, as defined by Safe Work Australia.

DS and its SMS is working in compliance with *Rail Safety National Law (Queensland) Act 2017 (RSNL)*.

Copies of the RSNL and SMS documents are kept in the administrative office at the Drayton Precinct and are also available on-line.

3 OUR CULTURE – SAFETY FIRST!!

3.1 SAFETY TRAINING

It is the responsibility of all workers to continue building and strengthening a culture of SAFETY FIRST.

It is our FOREMOST PRIORITY!

All workers are given appropriate safety training and will receive a safety induction card upon successful completion of the DS Safety Induction course.

All workers are encouraged to participate in continual training to acquire and maintain the competencies necessary for the successful operation of the “DownsSteam Vision”.

Persons who are not Board Directors, staff or workers will be given a task-specific safety induction when performing work relating to any event associated with the operation of DS.

3.2 PERSONAL PROTECTIVE EQUIPMENT

When working within a defined working environment, all workers must always wear and use the appropriate personal protective equipment (PPE) for the task being undertaken.

DS is subject to random safety checks and failure to comply may not only compromise *your* safety, but may also result in specific vital accreditation being withdrawn.

3.3 SIGN-IN & SIGN-OUT

All workers must sign-in when entering the Drayton Precinct, sign-out when leaving and be familiar with the location of emergency assembly points.

3.4 BLUE CARD ACCREDITATION

All Board Directions, staff, volunteers and workers who may in any way interact with minors must have “blue card” accreditation indicating their suitability for this task.

A register of those holding this accreditation will be kept in accordance with *DS-P-005 Privacy confidentiality policy* and *DS-P-013 Document and data control*.

Application forms may be obtained on-line at www.bluecard.qld.gov.au.

3.5 SAFE WORK PRACTICES

All workers who become aware of any unsafe practice or observes any potential hazards must warn other workers immediately and report all such incidents to the Operations Manager on duty.

3.6 SPECIALIST QUALIFICATIONS

Should any worker hold specialist qualifications in First Aid, CPR or any aspect of Work Health Safety (WHS), they are requested to make this expertise known to DS administration staff.

3.7 NO SMOKING POLICY

The Drayton Precinct is a designated NO SMOKING area in accordance with State Government policy.

As the Drayton Precinct is leased by DS, this is a requirement of the lessor (Queensland Rail).

There is no designated smoking area on site.

3.8 CONTACT DETAILS & PERSONAL INFORMATION

DS is required to hold contact details of all Board Directors, staff, volunteers and workers in case of emergency.

In the interests of safety, if a medical condition exists that may endanger a worker or any other person, information on that medical condition must be provided to DS administration staff.

Details will be kept in accordance with *DS-P-005 Privacy confidentiality policy* and *DS-P-013 Document and data control*.

4 DOCUMENTATION

Hard copies of documents relating to the administration and operation of DS will be kept in the administrative office at the Drayton Precinct.

Master copies of these documents will also be available electronically (off-site) and on-line, in accordance with *DS-P-013 Document and data control*.

5 CODE OF CONDUCT

5.1 OBJECTIVE

The primary objective in developing this Code of Conduct is to promote discussion about the issues raised and to provide a realistic set of guidelines around what constitutes acceptable and unacceptable behaviours.

5.2 TOPICS

These guidelines work within a framework of legal requirements and professional standards but may be more detailed in specific areas where reflecting the requirements of DS.

Topics include –

- Professional conduct,
- Use and security of personal information,
- Use of DS resources, *and*
- Gifts and benefits.

5.2.1 Professional conduct

It is expected that all Board Directors, staff, volunteers and workers at DS will –

- Be responsive and impartial,
- Be accountable,
- Be actively working to resolve disagreements,
- Be courteous and helpful,
- Ensure equity of access to all facets of DS activities, subject to individual capacity, expertise and training, *and*
- Strive to maintain a high level of current rail operational practice.

5.2.2 Use and security of personal information

DS's document *DS-P-005 Privacy confidentiality policy* details the requirements for storage and distribution of personal information.

This personal information will only be distributed in accordance with this policy and the individual's consent to this policy, after becoming a member of DS.

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Personal or sensitive information will be kept to a minimum and be on a “need-to-know” basis. This information shall never be revealed without the knowledge or preferably (where reasonably obtainable) the permission of the individual concerned.

Should any sensitive matter arise, it is essential that workers expect the standard rules of common courtesy prevail.

5.2.3 Use of DS resources

Workers will take all proper care when using DS equipment and report any operational issues to the Operations Manager on duty.

5.2.4 Gifts and benefits

Minuted consultation with the relevant parties must be undertaken and permission granted from the Board where the acceptance of a gift or benefit would give rise to a conflict of interest or the appearance of a conflict of interest.

Any sponsorship regarded by a worker as controversial must be thoroughly debated at Board level.

No gift or benefit will be permitted if it merely advantages an individual worker financially.

6 ANTI-DISCRIMINATION & HARASSMENT

6.1 ANTI-DISCRIMINATION

“Anti-discrimination” will not be tolerated and is defined as –

“any form of anti-discrimination as defined in the Anti-Discrimination Act 1991”

DS-P-008 Anti-discrimination and freedom from harassment policy refers.

6.2 HARASSMENT

6.2.1 Emotional bullying

The emotional bullying of any worker at DS, designed to hurt or offend, such as the spreading of malicious gossip, or any form of character assassination will not be tolerated.

6.2.2 Verbal harassment

Under normal circumstances, any vocal tone or wording that carries threat, slander, prejudice or obscenity will be considered unacceptable.

6.2.3 Physical harassment

Any form of physical abuse administered or threatened is unacceptable and will not be tolerated.

6.2.4 Sexual harassment

Sexual harassment, as laid down and defined in State and Federal guidelines and legislation, will not be tolerated in any form.

6.2.5 Economic and financial harassment

All DS workers will be made aware of financial and economic restraints and will not cause unreasonable financial or commercial demands.

Such demands and the ability or inability to meet them will be reviewed from time to time in line with changing circumstances.

Where duties incur financial hardship, strategies to alleviate such hardship will be considered.

7 DISPUTE RESOLUTION

Disputes will be resolved in accordance with *DS-P-006 Grievance dispute settling policy*.

7.1 BOARD

The Board shall make fair and equitable decision regarding all matters concerning the running of DS, including –

- Acting according to business regulations and the law,
- Establishing all of the facts,
- Properly exercising power,
- Being prompt,
- Being fair, and
- Administering equitably.

The Board is expected to –

- Not take improper advantage of confidential information,
- Manage grievances,
- Support and enhance the aims and profile of DS,
- Not take advantage of an official position, and
- Not try to unreasonably or unjustly and without proper cause influence others to the detriment of any individual.

7.2 DS WORKER

DS workers will assist the Board in making fair and equitable decisions by –

- Helping establish the facts,
- Avoiding malice, and
- Explaining the reasons for their point of view.

DS workers are expected to –

- Not take improper advantage of confidential information,
- Support and enhance the reputation of DS,
- Not take advantage of an official position, and
- Not try to unreasonably or unjustly and without proper cause influence others to the detriment of any individual.

8 CONFLICT OF INTEREST

It shall be the responsibility of all persons engaged in activities for or on behalf of DS to declare any conflict of interest or the potential for any conflict of interest.

9 PROFESSIONAL IMAGE & CULTURE

Public confidence in the credibility of DS is dependent on the appearance and behavior of every member of the organisation, particularly when interacting with the public.

Care with personal grooming and hygiene as well as a courteous and friendly manner are vital for DS to gain public trust and approval.

The wearing of corporate DS shirts, caps, hats, name badges and hi-visibility clothing assist to create a culture of pride and professionalism to show the public that DS is a **safe** and **professional** organisation of the highest standard.

10 NON-COMPLIANCE

All DS workers are required to comply with relevant DS policies and procedures governing its operation, all Commonwealth, State and Local Government acts and regulations concerning a rail transport operator.

Failure to do so by an individual can lead to –

- Suspension or termination of membership with DS, in accordance with paragraph 12.2 of the DDHRS Constitution, or
- Termination of employment with DS,

whichever is applicable.

11 TAKE TIME

Volunteer organisations fulfil a critical social need.

One of the strengths of DS is that it brings together a diversity of people with a wealth of experience and expertise.

All DS workers are encouraged to take the time to find out a little about the people within the organisation.

If DS workers have skills they can share, they are encouraged to do so.

One of the most positive contributions our more senior Board members, staff, volunteers and workers can make is to mentor and support the younger members.

12 SHARE THE VISION

DS welcomes all members to be part of the team and help to build the “DS Vision”.

As an inclusive organisation, all the efforts of DS workers are valued and individuals are encouraged to participate as fully as they can within their capabilities.

The success of DS is dependent on the teamwork of all workers.