



RAIL CARE VOLUNTEER GUIDELINES

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1. Acronyms

ACRONYM	FULL NAME & DEFINITION
DIT	Department for Infrastructure and Transport
PPE	Personal Protective Equipment - Any clothing, equipment or substance (e.g. sunscreen) designed to be worn by a person to protect the person from risks of injury or illness.

SDS	Safety Data Sheet - is a document that contains information on the potential health effects of exposure to chemicals, or other potentially dangerous substances, and on safe working procedures when handling chemical products.
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2. Introduction

The Rail Care Program is a DIT initiative established to improve the amenity of the station precincts, so that passengers and neighbours have a positive experience, community spirit and pride is enhanced around station neighbourhoods and people will be further encouraged to utilise public transport.

The involvement of local people and interested groups in the Rail Care Program provides volunteer groups and participants the opportunity to meet and work with people from within their community and DIT.

3. Guideline Purpose

The Volunteer Guidelines have been created to clarify the requirements, obligations, expectations and support of the volunteer community groups, interested parties and individuals, as well as those of DIT. They outline the safety requirements for volunteers working on DIT property, materials to be used and environmental considerations.

4. Guideline Scope

The Volunteer Guidelines apply to Rail Care volunteers and participants caring for train stations and tram stops and the gardens and public art associated with the Adelaide Metropolitan Railway Corridor.

5. Application for Program

For administrative and safety purposes, prospective Rail Care groups or individuals need to complete a Volunteer Registration Form that requires the following:

- Full name and contact details of the individual and/or group
- Main function of the group
- Contact details of organizers and approximate number of volunteers with associated contact details for each volunteer
- Train station or tram stop name being requested to volunteer at

Agreement forms and further information is available from:

Online: <https://www.adelaidemetro.com.au/about-us/rail-care>

Email: dit.railcare@sa.gov.au

6. Volunteer Listing

Volunteer and volunteer groups are required to advise DIT of any changes to the list of names of volunteers referred to in "Application for Program".

Email: dit.railcare@sa.gov.au

7. Personal Liability

Volunteers are protected from personal liability and other purposes described in:

- Volunteers Protection Act 2001
- Volunteers Protection Regulations 2004.

8. Induction of New Volunteers

All new volunteers will be required to complete a Volunteer Agreement Form and to participate in on-site organised checks by Rail Care representatives. This usually simply means Rail Care attending working bees with new volunteers.

9. General Conditions to Volunteer Applicants

DIT will not use any details on the form, for any other purpose not related to the Rail Care program.

10. Priorities

Rail Care will collaborate, engage and consider providing support to:

- Interest groups and local residents
- School communities
- Projects that integrate with other local neighbourhoods and communities
- Projects that benefit and provide public value to the neighbourhood and community
- Concepts that promote or encourage the use of public transport
- Concepts that promote or aid in biodiversity and conservation
- Creative projects that provide public value

11. Public Art

Rail Care volunteers are encouraged to incorporate art, history or culture in their activities, concepts and ideas.

DIT must approve a concept plan of any artworks, historical or cultural references proposed, prior to installation or implementation by groups or individuals. Criteria considered include cost, durability, suitability, likelihood of vandalism and tagging, artistic merit.

No messages of a sensitive/controversial, religious, political or violent nature are to be included in artwork or display.

Any references to Aboriginal culture or heritage in art and information must be discussed well in advance of any activity, art or work. This will allow time for respectful consultation and the involvement of the Aboriginal community.

12. Advertising / Messages

No advertising of any product or service is permitted on stations unless authorised by DIT.

No distribution of leaflets, the selling of any goods or the promotion of products or services may take place on DIT property.

DIT may remove any unsuitable material from stations and DIT land at its discretion.

13. Guidelines for Volunteer Activities

DIT will conduct a review of each of the Rail Care program's activities and location at its discretion.

On site organised Safety Observation checks by DIT representatives will be conducted on a regular basis and will also include site based safety assessments and activity based assessments.

Volunteers are required to be familiar and adhere to the content, especially the safety elements, as set out in these guidelines.

14. Scope of Work

Work that can be undertaken by volunteers includes:

- Painting of structures and fixtures to cover graffiti tags
- Removal of graffiti tags
- Gardening and landscaping
- Rubbish removal
- General amenity improvement
- Reporting of vandalism

Work that is NOT to be performed by volunteers includes:

- Any works within the defined rail corridor
- Repairs and alterations that involve structural aspects of buildings and fixtures
- Any work that involves track, signals or equipment, level crossing equipment, electrical, or overhead traction equipment
- Work between the white line and the edge of the platform
- Repairs or alterations to lighting or electrical fittings
- Any work such as picking up litter and painting graffiti tags within the pit area (track level) or rail corridor fenced area

15. Graffiti Removal

The extent of painting to be performed by the Rail Care participants is primarily to cover graffiti that occurs on the station shelters, fences and platforms.

Stainless steel assets are not to be painted under any circumstances.

Only graffiti remover supplied by DIT to be used

All graffiti removers must ONLY be applied with a cloth

All PPE associated with the Safety Data Sheet (SDS) for graffiti remover must be worn and will be provided by DIT, including gloves.

Reference to the SDS for graffiti remover is required

16. Painting to Cover Graffiti

The objective of painting to be performed by volunteers is primarily to cover graffiti tags that occur on the station shelters, fences and other minor infrastructure. The following guidelines apply:

- Immediate painting of graffiti tags is the best response to counteract this visual type of pollution
- Blocks of paint in the same colour as the structure should be applied to cover the graffiti tags rather than painting over the actual lines
- Length or reach extensions are not to be applied to paint brushes.
- Ladders are not to be used for painting works
- Only paint supplied by DIT should be used to maintain consistency and the basic colour scheme of the station is not to be changed without written DIT approval
- Ground sheets must be utilised to protect other surfaces from paint spill.
- Paint, graffiti remover and material should be stored off-site. Where this is impractical, DIT will make alternative arrangements

- To minimise the potential for customers accidentally sitting or leaning on wet paint areas, the area just painted MUST be marked “WET PAINT” on the ground below with the date.
- Wet Paint signs must also be prominently displayed near all freshly painted surfaces.

17. Reporting Graffiti

Extensive graffiti should be reported to Police (SAPOL) on 131 444 and obtain a Police Incident Report (PIR). This is the only way to report graffiti for investigation purposes.

Photos to be sent by email, with the relevant Police Incident Report (PIR) number for reference to: SAPOLTransitWatch@police.sa.gov.au

Note: SAPOL keeps the photos on a data base which enables identification of crime series and offenders responsible for multiple offences.

18. Cleaning of Painting Tools

After painting, the excess paint is to be removed by wiping brushes on several sheets of paper. The brushes can then be washed in a bucket of water until clean. (Running water is not available at all sites).

The bucket of water and paint suspension should be allowed to settle. The water can then be disposed of onto the garden or grass area and the paint residue scraped out onto paper and disposed of into a bin.

Under no circumstances are paint brushes or other equipment to be washed under running water and allowed to enter storm water drains or water courses.

19. Gardening and Landscaping Guidelines

When working at site, volunteers must keep walkways and paths clear for commuters and members of the public at all times.

Only remove smaller plants that are dead. Rail Care may assist to arrange removal of larger shrubs and trees that are dead, or dying, or obstructing access. Care should be taken when pruning to ensure safe access is maintained.

Pruning and shaping shrubs, bushes and small trees can take place if plants have branches or foliage obstructing any walkway or presenting a danger to the community.

If needed, fold-up orange ‘witches’ hats’ can be provided to delineate areas where volunteers are working.

DIT can provide native plants for new areas or infill planting, mulch, gardening equipment and gardening advice. Any new landscaping works or plantings must be discussed with Rail Care staff so we can consider the suitability of plants and offer technical and irrigation assistance.

Mulch can be used around plants to conserve water. This can be organised by Rail Care in liaison with volunteers. Larger areas will be professionally mulched. Care should be taken to ensure that mulched areas do not spill over onto platforms or pathways.

Care should be taken to ensure that landscape rocks, holes or furrows are not placed in a position, or covered by vegetation, to cause tripping hazard to anyone.

20. Rubbish Collection and Removal

Volunteers must clear the worksite of all rubbish and debris at the completion of any Rail Care work or contact DIT staff if assistance is required.

Ensure protective gloves are used for the collection of rubbish and vegetation. Pickers can also be provided, if requested.

If syringes with needles visible are found please advise Rail Care staff, who will arrange their removal as soon as practicable.

All rubbish that requires collection by DIT is to be placed at a location convenient for pickup by DIT staff and away from walkways and access points. Larger hard rubbish can be picked up by service provider Rail Maintenance staff. For larger clean-ups, green skip bins can be organized.

21. Repairs and Alterations

Volunteers must not change, alter or undertake repairs to the structure of any station or tram stop. If repairs or structural changes are required, please submit an online request in the first instance or contact the Rail Care Coordinator for consideration.

Online: <https://www.adelaidemetro.com.au/about-us/contact>

Email: dit.railcare@sa.gov.au

Note: DIT repairs and alterations are to be assessed by service provider Rail Maintenance staff according to the level of safety and risk and will be incorporated into programmed maintenance unless deemed urgent.

22. Use of Ladders

VOLUNTEERS ARE NOT TO USE LADDERS ON DIT PROPERTY

23. Obtaining Materials

DIT may provide a specific list of materials that volunteer and interest groups may order to continue their care of stations safely. An order form will be emailed to group leaders on demand. Materials other than that on the approved list need to be put forward as a proposal to DIT, for instance plantings and landscaping work which will need approval before it commences.

Some examples of materials that may be provided are paint, paint brushes, safety vests and gloves.

24. Site Amenities

Toilet facilities are not available at all sites.

Running water is not available at all sites

Note: Any DIT keys provided to access water or other site amenities must be signed for and are not to be duplicated and distributed to other parties or individuals.

25. Roles and Responsibilities - Rail Care Staff

Rail Care staff will:

- Support and facilitate the implementation of this program
- Ensure that the requirements of DIT and Rail Care are communicated to all Rail Care volunteers and interested parties
- Ensure that adequate supply and type of PPE is available for all registered Rail Care volunteers and interested parties
- Ensure that Rail Care volunteers and interested parties are made aware of the site PPE requirements
- Ensure appropriate information, instruction and training is provided to volunteers and interested parties
- Conduct regular Safety Observations and checks with volunteers and interested parties
- Supply Safety Data Sheets (SDS) for all DIT paints, solvents and cleaning products.

26. Roles and Responsibilities - Rail Care Volunteers

Rail Care volunteers are responsible for:

- Following the requirements of this program
- Wearing supplied PPE at all times on DIT rail land
- Using PPE in accordance with manufacturer's recommendations
- Caring for, maintain and report faulty or damaged PPE
- Participating in regular Safety Observations and checks with DIT representatives
- Keeping in good order and have available First Aid kits.

27. Workplace Ethics and Expected Behaviours

DIT's Vision and Core Values also have relevance to volunteers:

Collaboration: We work collaboratively as one team to serve our community

Honesty: We are honest, open and act with integrity

Excellence: We are committed to excellence in everything we do

Enjoyment: We enjoy our work and recognise our success

Respect: We respect, understand and value ourselves and every person in our business

The volunteer workplace will be an environment that is free of discrimination, harassment and/or victimisation in any form.

Rail Care volunteers will not at any time act in a manner that a reasonable person would view as bringing them into disrepute; or that is otherwise improper or disgraceful including swearing and abusive language.

No volunteer or contractor is to be under the influence of recreational drugs, alcohol or smoking while working as a volunteer or contractor on DIT rail property.

Rail Care volunteers will comply with any lawful and reasonable direction given to them by a person with authority.

DIT and Rail Care volunteers will always, treat other persons with respect and courtesy including any interactions with members of the public.

28. Rail Lines in Metropolitan Adelaide



The Rail Commissioner engages service providers to operate rail and tram passenger services within the Adelaide metropolitan area but there are multiple rail lines that run through the metropolitan area, including freight trains and interstate passenger services. These services and associated lines are not under the control of the Rail Commissioner, but the same rules apply regarding access, with volunteer access not permitted in these rail corridors.

BEWARE EXPRESS FREIGHT TRAINS OPERATE AT HIGH SPEED ON THE ADELAIDE-BELAIR AND ADELAIDE-GAWLER LINES

29. Track Direction

Track Direction refers to the direction of travel.

Note: The up and down track directions for trams change at the Adelaide Railway Station tram stop, North Terrace Adelaide (“o” point). This means that trams travelling to the Adelaide Entertainment Centre are in the down direction and trams travelling to Victoria Square from the Adelaide Railway Station tram stop are also in the down direction.

Up movement	Down movement
A train or tram travelling towards Adelaide	A train travelling away from Adelaide
The track on which an up train or tram is travelling is known as the up track. (GOING TO)	The track on which a down train or tram is travelling is known as the down track. (COMING FROM)
	

Bi-directional movement

Bi-directional tracks allow for normal train and tram travel in either direction. Examples include the Grange and Flinders train lines, the Adelaide Entertainment Centre tram and Mosely Square on the Glenelg tram line. This means that extra care should be taken, as trains and trams can travel on the same track from either direction.

BEWARE OF ALL RAIL MOVEMENTS NOT ALL TRAINS AND TRAMS STOP AT ALL STATIONS

Trains may travel up to 90 km/h (for diesels DMU), up to 110 km/h (for Electrics EMU) and Trams up to 60 km/h.

A Rail Commissioner's train may take about 500 metres to STOP IN PERFECT CONDITIONS. Freight trains can take longer to stop.

30. Commitment to Safety

The personal safety of Rail Care volunteers and the safety of commuters and members of the public and staff is extremely important to DIT.

For this reason, Rail Care volunteers are not to interfere with or impede in any way the movement of trains, trams or members of the public.

Rail Care volunteers cannot work inside the corridor fences. This is because three (3) metres is considered 'the Danger Zone'.

(Even DIT staff cannot work within three (3) metres of the nearest rail on any track without special prior approvals in place).

In the example below this would include the square concrete pit and the signal box.



No work is to be undertaken on the vertical edges of platforms adjacent to train tracks or within the white or yellow encroachment line near the edge of a platform.

Jumping from the platform or getting into the station pit for any reason is absolutely prohibited. No volunteer is permitted to work in a station pit (track level) or within the rail corridor, including retrieval of any fallen object from the pit.

Items that have fallen or blown on to the track or into the pit area (area in front of the platform) are not to be retrieved. For the retrieval of valuable items please contact service provider Rail Maintenance.



Station volunteers must use designated pedestrian crossings or pedestrian subways to safely cross train and tram lines.



DIT has a responsibility to conduct formal Safety Observations to address specific behaviours of people on the job and supports a safety culture through increased dialogue and engagement. Random drug and alcohol testing also occurs.

Should any unsafe conditions or situations be identified during the observation, every effort shall be made to control the risk including putting in place temporary control measures.

If it is observed that a volunteer is at imminent risk of harm, the job shall be stopped and a discussion shall be had with the volunteer and Manager or Supervisor of the area. The work must not commence until the risk has been controlled.

At arrival on site all Rail Care volunteers and participants are required to observe, note and report any safety concerns.

Rail Safe practices will ensure all Rail Care volunteers and participants protect themselves, fellow participants and the general public.

The importance for rail safety cannot be over-emphasised in the rail system.

Working in heat – DIT operates under the advice of the Safe Work Australia “ *Managing the risks of working in heat*” guidelines. These guidelines are available from the following link [SWA Guidelines](#)

31. Reporting of Volunteer Incidents

For URGENT medical attention call an ambulance 000.

Rail Care volunteers must report all incidents, near miss or injuries that occur within 24 hours to:

Email: dit.railcare@sa.gov.au



Telephone: Scott Bailey, Rail Care Program Coordinator 0435 074 138





First Aid kits are available from DIT on request, including maintenance and restocking requirements.

32. Personal Protective Equipment (PPE)

The following PPE should be worn at all times while work is undertaken by Rail Care volunteers on DIT rail property.

The level of PPE required depends on the type of work being performed. PPE equipment may be provided by DIT on request.

	<p>Enclosed footwear must be worn.</p> <p>Long sleeves and long pants should be worn while on DIT worksite.</p>
	<p>The minimum requirement will be safety spectacles with side shields or wrap around complying with AS/NZS 1337 Eye Protectors for Industrial Applications. Damaged safety glasses must be replaced immediately</p>

	<p>High Visibility Orange Clothing shall be Class D/N in accordance with AS/NZS 4602</p> <p>High Visibility Safety Garments and AS/NZS 1906.4</p> <p>Orange in colour</p>
	<p>Hand protection shall be worn at all times where an assessment of risk has identified the requirement.</p> <p>Hand protection provided and used will be appropriate to the task and provide specific protection e.g.</p> <ul style="list-style-type: none"> • Cut resistant gloves for sharp vegetation • Chemical resistant gloves as identified from a SDS (Safety Data Sheet) when handling hazardous substances e.g. Weed killers • General purpose glove as identified. <p>Hand protection shall comply with AS/NZS 2161 Occupational Protective Gloves – General Requirements/Selection use and maintenance.</p>
	<p>Sunscreen with SPF 30+ to be used where exposure to UV rays is likely.</p> <p>Wide brimmed hats should be worn when working outdoors.</p>
	<p>Respiratory protection must be worn where it is identified from a Safety Data Sheet (SDS)</p>

33. Security

To protect volunteers from any attack or loss, Rail Care volunteers should adhere to the following:

- Do not leave money or valuables - jewellery, mobiles, or electronic equipment - unattended or on display in cars at car parks around stations
- Please ensure that all vehicles are locked and windows secured
- Do not leave children or pets alone in unattended vehicles or in car parks
- Pets are not allowed on stations and young children are not to be left unattended at or near a Railway Station - Tram Stop
- If suspicious or unsafe circumstances are noted when arriving at a station call the police on 131 444 and remove yourself to a safe area
- Wherever possible arrange work activities so that two or more volunteers are present at any one time

- Unusual or strange packages should be considered dangerous, leave them alone and contact the SA Police on 131 444
- In case of any emergency please contact SA Police on 000

34. Reporting of Problems and Incidents

For URGENT medical attention call an ambulance 000.

Reporting helps build a picture of what happens where across the network and allows solutions to be put in place. This helps to make the stations and network safer for volunteers, passengers and staff. Most non-urgent matters can be dealt with through our everyday response as detailed below, but please note that any maintenance work is programmed according to priorities across Rail Maintenance.

EVERYDAY RESPONSE

For removal of graffiti, management of weeds, trees and vandalism (non-urgent), minor hazards and other rail maintenance or Rail Care matters submit an online request in the first instance or call/email Rail Care:

Online: <https://www.adelaidemetro.com.au/about-us/contact>

Email: dit.railcare@sa.gov.au

Telephone Rail Care staff - Scott Bailey 0435 074 138 during business hours

While we endeavour to answer all calls and enquiries and respond as soon as possible, we may not be contactable out of hours and weekends.

NON-URGENT problems NOT requiring an EMERGENCY RESPONSE please contact:

Adelaide Metro Infoline 1300 311 108 Lines open 7am – 8pm 7 days per week

Further information available at <https://adelaidemetro.com.au/Contact-us>

This is the best way to ensure non-rail maintenance problems are directed to the correct area which may be outside of Rail Maintenance.

EMERGENCY RESPONSE – (HOTLINE) SHIFT MANAGER 8218 2292

This number is NOT to be released to non-volunteers and is ONLY to be used for urgent, dangerous or emergency situations such as:

- large items obstructing the actual tracks or likely to affect train movements such as trees fallen over tracks or onto platforms, shopping trolleys or other large heavy items on tracks
- problems at level crossings with signals or boom gates malfunctioning
- people ON tracks threatening self-harm

For graffiti, weed and vandalism (non-urgent), minor hazards and other rail maintenance matters, please DO NOT PHONE shift managers. Call/email Rail Care or call the Adelaide Metro Infoline on 1300 311 108

POLICE/FIRE/AMBULANCE 000

POLICE REPORTING OR FOR ATTENDANCE 131 444

RAIL CARE – INJURY REPORTS Email: dit.railcare@sa.gov.au

For any injuries requiring medical attention please call Scott Bailey as soon as practicable to advise us of the nature of the injuries.

35. References

- *WHS Act 2012*
- *WHS Regulations 2012*
- *National Rail Safety Law (South Australia) Act 2012 & Regulations*
- *Volunteers Protection Act 2001*
- *Volunteers Protection Regulations 2004*
- AS 2161 Occupational Protective gloves – Selection, Use and Maintenance
- AS 2161 Occupational Protective Gloves – General Requirements
- AS 2210 Occupational Protective Footwear – Guide to Selection, Care and Use
- AS 1336 Recommended Practices for Eye Protection in the Industrial Environment
- AS 1337 Eye Protectors for Industrial Applications
- AS 4602 High Visibility Safety Garments

36. Version control

Version	Date	Amendment
1	17 October 2019	Document Creation
2	13 April 2022	Document Review