



Safety Alert

Protection Officer RIW log in requirements



Background

In 2023, the Office of the National Rail Safety Regulator (ONRSR) successfully prosecuted and fined a Protection Officer (PO) for non-compliance with a Rail Transport Operator's (RTO's) fatigue management system. Recently during random audits, it was uncovered that on an RTO's rail site that had a potential interface with Sydney Metro, a PO had not logged on and logged off onto the RIW system. This act thereby nullified a critical fatigue management control that is required under the Rail Safety National Law (RSNL).



Actions Required

Immediate Actions Required

Sydney Metro team members are reminded that when PO's are performing work activities in a rail corridor, they must have a Sign On/Off into the Rail Industry Workers (RIW) system such as Metro Trains Australia (MTA) Devices kiosks or tablets. In case of this not being available due to poor connectivity, the allocated PO's must swipe workers into the MTA System using 'Start Team' function via the RIW app.

PO's

PO's must ensure they have the RIW app & scanner loaded onto their mobile device as a contingency to cover the lack of RIW card log on points.

They must scan workers' RIW cards when they arrive on the worksite looking for the following competencies:

- Around the Track Personnel-non-construction or construction
- TfNSW Operator Role
- Relevant competency related to rail safety work being conducted by the worker

Verification of these roles allows the worker to access a Sydney Metro Rail Site.

If verification cannot be obtained then the person must not be permitted into the Rail Corridor.

Additional Information

- Part of the PO's role on the NSW Rail Network is to verify the competence and confirm the identity of ALL workers – this is part of the RIW requirements sanctioned by Australasian Railway Association (ARA).
- The requirement to 'scan in' to the MTA database is to ensure that workers are accounted for, that qualified workers are on site and that fatigue is monitored.
- The RIW program provides a single online competency management system for rail workers, making it easier for workers to move from project to project on the TfNSW Network.
- RIW supports the rail industry by giving participant organisations full visibility of workers moving between projects and employers, maintaining a single electronic record about each worker's health, education and competencies. This ensures work is carried out by qualified people and enhances the overall safety of rail networks across Australia.
- The RIW program also meets regulatory requirements and complies with Rail Safety National Law.
- RIW was developed by the ARA and is operated by our service provider MTA, for a national approach to competency management to make it easier for rail organisations to meet the requirements of national rail safety laws and regulations.

Please refer to the RIW link below that provides a range of training, instructional and support information for using the RIW System (including self-swipes). You can browse the various categories, or type keywords into the search box. If you are new to RIW, please view the *Getting Started* category.

<https://support.rw.net.au/support/solutions/folders/51000254930>

Issued and authorised by the Sydney Metro Acting Executive Director, Health & Safety

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