

Health & Safety Standard

TfNSW Safer Together Safety Management System



Rail Industry Worker (RIW) Administration Standard

1. Introduction

Purpose	The purpose of this Standard is to establish requirements for the use of the Rail Industry Worker (RIW) system, provides a consistent approach to RIW administration at TfNSW and improve efficiency with other operating agencies, industry participants and rail jurisdictions. The Standard provides guidance to: • employees who are required to obtain an RIW Card • managers who are required to assess the need for their staff for an RIW Card • RIW system administration • RSW job roles administration • RIW breach management.
Scope	This Standard applies to permanent, temporary and casual staff, staff seconded from another organisation, and contingent workers including labour hire, professional services contractors and consultants. This standard is aligned with the Network Rules and Procedure Certification Standard. The Network Rules and Procedure Certification Standard describes the requirements for RIW, Rail Safety Worker (RSW) and Rail Industry Safety Induction (RISI) authorisations, withdrawing and reinstating RIW/RSW authorisations following an incident, alleged safeworking breach, Signals Passed at Danger (SPAD), breach of the Drug and Alcohol policy, and other RIW system breaches. Where TfNSW employees are engaged to work on third-party sites they shall adhere to the third-parties' RIW processes, please refer to the below documents for more information: Sydney Trains: • Network Standard Rail Industry Safety Induction RISI • Network Rules and Network Procedures Certification Standard NSW TrainLink • NSW TrainLink – Safety and Environment Management System Sydney Metro • Sydney Metro - Health and Safety Management System

2. Standards

2.1 Legal and governance requirements

Criteria	
Requirement	Under the Rail Safety National Law (NSW) 2012 (RSNL), a Rail Transport Operator must ensure so far as is reasonably practicable that each rail safety worker who is to perform rail safety work: • is of sufficient good health and fitness to carry out that work safely • is competent to undertake that work • does not carry out that work and is not on duty when impaired by alcohol or a drug • does not carry out that work when impaired by fatigue or if they may become impaired by fatigue (in the course of the work) • has a form of identification that is sufficient to enable the type of competence and training of the worker to be checked by an (Office of the National Rail Safety Regulator (ONRSR)) Rail Safety Officer.
Requirement	Both the RSNL and the Work Health and Safety Act 2011 (WHS Act) require the provision of any information, training, instruction or supervision that is necessary to protect workers and others from risks to their health and safety arising from work carried out. Under both RSNL and WHS Act while at work, workers must (among other things): • Take reasonable care for their own health and safety and that their acts or omissions do not adversely affect the health and safety of other persons. • Comply so far as the worker is reasonably able, with any reasonable instruction that is given by the Rail Transport Operator (RTO)/ Person Conducting Business or Undertaking (PCBU) that is given to enable the RTO/PCBU to comply with the law.
Requirement	The WHS Act includes a further explicit requirement that workers must cooperate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to workers. TfNSW uses the RIW System as a tool in managing compliance with the various legislative obligations, including for recording the competency of staff, managing fitness for work and controlling access to sites or projects in compliance with relevant policies and procedures. All workers, including Rail Safety Workers who are carrying out rail safety work, must produce their Rail Industry Worker identification card when requested to do so in accordance with the requirements for the worksite under the Safety Management System or by an ONRSR Rail Safety Officer or SafeWork NSW Inspector.

2.2 Privacy protocols

Criteria	
Privacy protocols	Public Sector Agencies in NSW must collect and handle personal and health information in accordance with the principles set out in the <i>Privacy and Personal Information Protection Act 1998</i> (PPIP Act) and <i>Health Records and Information Privacy Act 2002</i> (HRIP Act). Personal and health information must only be collected for a lawful purpose, namely the administration of the RIW system. All information should be collected directly from the employee unless otherwise authorised. Reasonable steps must be taken to make employees aware of the purposes of collection. This may be by means of a privacy statement.

Criteria	
	Any personal or health information held by the agency must be kept for no longer than is necessary, noting the agency must fulfil its record management responsibilities in the State Records Act 1998. The information must be protected, by taking security safeguards against loss, unauthorised access, use, modification or disclosure and against all other misuse. The information collected must only be used for the purpose of administering the RIW system unless, the employee has consented to another use, or if that other use is directly related to the purpose for which the information was collected. Personal information may also be used to prevent or lessen a serious and imminent threat to the life or health of the employee to whom the information relates or of another person. The personal information held must not be disclosed to any party unless: - the disclosure is directly related to the purpose for which the information was collected, and the agency disclosing the information has no reason to believe that the employee concerned would object to the disclosure; or - the employee concerned is reasonably likely to have been aware, or has been made aware, that information of this kind is usually disclosed; or - the agency believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the employee to whom the information relates or of another person - the disclosure is connected with proceedings for an offence or for law enforcement purposes, or is authorised by subpoena, search warrant or other statutory instrument. Learning and Development (L&D) with appropriate user rights can access and use the personal information collected and held by the agency for the purpose for which it was collected, the administration of the RIW system. Any user who handles personal information must comply with the TfNSW Code of Conduct, the Transport Privacy Policy, the PPIP Act and the HRIP Act. The TfNSW Code of Conduct notes that staff must only discuss personal and health information with other staff who have a specified need to know or who are appropriately authorised to have access to that information.

2.3 Rail industry worker system administration

The RIW system utilises smart card technology to provide real time verification of competencies, and supports employee and contractor movements between agencies more effectively and efficiently.

Criteria	
User rights access	Users are people who are allocated the right to log into the RIW system website. The permissions associated with what each user can access and do within the system is outlined in the RIW User Role Permission Matrix on the RIW system website. All users must undergo privacy training prior to being given user right access. Contact Learning@transport.nsw.gov.au to obtain information to gain appropriate user right access and information about the training. User rights access will be automatically withdrawn when a person is no longer employed by TfNSW or no longer associated with a TfNSW site. Access may also be withdrawn for any reason deemed necessary by TfNSW with the user notified in writing.

Criteria	
Permission access agreement (PAA)	The Permission Access Agreement (PAA) serves a number of purposes, including informing Rail Industry Workers and other system users entering and accessing personal information in the system about: - the purpose of the RIW program and why information is collected - the type of information collected - the way personal information is stored, used, managed and deleted; and - who may access the information and the circumstances when they can do so The PAA provides assurance to RIW workers that their personal information is used, stored, handled and disclosed for the RIW Program in a controlled manner. Acceptance of the terms of the PAA ensures: - that users enter complete, accurate and up to date information into the system - users provide consent for the access and use of their information recorded in the system - compliance with the relevant Privacy Policy and other applicable employer policies; and - responsible use of RIW cards.
Determining who needs to be on the RIW system	Not all employees or contractors will be required to obtain an RIW card. RIW cards are needed by employees and contractors who are required to access the rail corridor, a Transport project site, or a site controlled by a Principal Contractor using the RIW card system. Employees and contractors who only require access to the rail corridor or projects sites less than once per 12 month period can be managed via the waiver process Request-for-rail-industry-safety-induction-risi-waiver-form-SMS-F-078 (nsw.gov.au).
Adding an employee onto the RIW system	When it is determined that a Transport employee needs to hold an RIW card, the following criteria need to be satisfied: - The employee has successfully completed the required competency that is contained within the RIW system Network Operators Matrices. - The employee has obtained the required evidence for the competency or role. - The employee has successfully undergone the appropriate category Rail Safety Worker Health Assessment. - The employee has provided a current and valid photo. - The employee's manager has approved the application and emailed all relevant documents to Learning@transport.nsw.gov.au. - The employee's details are uploaded onto the RIW system. - The employee has set up their profile in myRIW. The finalisation process to confirm the employee's details within the system cannot commence until the cardholder has accepted the employment request (via their myRIW) and key information has been added to the cardholder's profile. - An employee must be associated with TfNSW in the RIW system for them to be allowed on a Transport site. Once the documentation is authenticated, the RIW card is posted directly to the applicant's nominated address.

Criteria	
Adding a competency to an employee's profile in the RIW system	When a competency needs to be added to a TfNSW employee's profile on the RIW system, the following requirements need to be satisfied: 1. The employee is assessed as having a competency that is contained within the RIW system Network Operators Matrices. 2. The employee obtains a statement of attainment or copy of their RIW card for the competency. 3. The employee emails the statement of attainment for the competency to Learning@transport.nsw.gov.au with their name, TfNSW employee number and RIW card number. 4. The RIW system authenticates the competency assessment and approves the addition of the competency to the employee's profile. The system provider issues an email confirmation for the addition of the competence to the employee's profile to L&D, who advises the employee and their manager. TfNSW – Operator Competency (with TLIF2080 and medical) TLIF2080 (Safely access the rail corridor) is a nationally recognised unit of competency that introduces employees to the key generic hazards of an operating rail environment, including electrical safety awareness. Employees who may need to access the rail corridor under supervision and/or are in a role determined to be a Rail Safety Worker need to successfully obtain the TLIF2080 unit of competency. Training for this competency can be obtained through the Learning and Development branch of TfNSW or an approved training provider listed on the RIW website.
RIW card renewal	The RIW system monitors the expiry dates of competencies, RIW cards, allocated items, company subscriptions, cardholder subscriptions and ID checks. TfNSW L&D team monitor the RIW system for the Transport 'employee' medicals and manages and renews the above as required.
TfNSW employees who change employers	TfNSW employees who are already in the RIW system under a different employer to TfNSW must complete the RIW Card Application Form and then provide it to Learning@transport.nsw.gov.au to create the appropriate association in the RIW system.
Notification of TfNSW RIW issues	Staff should contact Learning@transport.nsw.gov.au to notify RIW issues. The issue will then be validated to determine if it should be referred to the RIW system or is 'in-house' to TfNSW. All issues are to be recorded and monitored for resolution. If it is referred to RIW system, then the issue is recorded and tracked for follow-up resolution from the system. If it is determined that an 'in-house' resolution is required, then the issue is to be recorded and referred on to the relevant recipient accordingly.

3. RIW breach management

3.1 Breach management

If an incident or alleged safeworking breach occurs, the Authorised Person responding to the incident or breach must establish its severity. An incident may include:

- incident or safeworking breach
- breach of the TfNSW Drug and Alcohol Policies
- breach the Fatigue Risk Management Procedure
- breach of the Transport Code of Conduct such as fighting, bribery or bullying
- fraudulent activities
- contravention of Transport agencies' standards, network rules or procedures.

Criteria	
Categorisation of an incident or a safeworking breach severity	If an incident or alleged safeworking breach occurs, the Authorised Person responding to the incident or breach must establish its severity in accordance with the categories defined in the Network Rules and Network Procedures Certification Standard.
Authorised person	Only specific persons are authorised to suspend and reinstate a TfNSW RSW role, place and lift blocks on RIW cards and resolve issues related to appeal of decisions. Details of the Authorised Persons positions, responsibilities and authorities will be published by each individual TfNSW Cluster agency. The agencies list of Authorised Persons should be communicated to L&D Learning Support team at Learning@transport.nsw.gov.au. Each agency is responsible for the update of the list and providing the current information to L&D as soon as reasonable.
Responding to an incident or breach	The response to incidents or specific breaches in relation to RIW certification are defined in the Network Rules and Network Procedures Certification Standard. Record of the details of the incident or breach, decisions and the actions taken must be kept accordingly.
Suspensions and blocks	Where an employee has been identified as contributory to an incident, has returned a non-negative alcohol or drug test, is found in breach of the fatigue risk management procedure or has been involved in a safeworking breach, etc. may result in a suspension or block of the employee from carrying out rail safety work. If a TfNSW role is suspended, the Authorised Person must immediately update the employee's information on the RIW System and contact L&D at Learning@transport.nsw.gov.au in order to place a block on the employee's TfNSW RIW card at the TfNSW Network level, if necessary. Suspension of a TfNSW RSW job role Suspension of a TfNSW role in response to a safety incident or alleged safeworking breach means the employee's authority to perform specific safeworking duties or other activities have been revoked. If a decision is made to suspend a Transport role, the employee's role/s on the RIW System must be suspended by an Authorised Person and L&D notified via Learning@transport.nsw.gov.au. An employee may have multiple TfNSW roles under their job role authorisation and a safeworking breach may result in one or more of their TfNSW job roles being suspended. This would allow them to continue to work on a TfNSW site under another of their TfNSW job role. National Block When a block is placed on an individual at the RIW Program level, this will exclude them from working on all Network Operator rail networks. Examples of why a national block might be placed include fraud or where a serious safety incident occurs, and the Network Operator believes it should be escalated to the National Rail Industry Worker Governance Committee (NRIWGC) for consideration. These types of incidents would be categorised under the Rail Safety National Law as a Category A – Notifiable Occurrence. Network Block Network Operators reserve the right to remove and block any cardholder from their Network as a result of any type of breach, incident or accident, in accordance with their rules and procedures.

Criteria	
	This could impact a cardholder's ability to work in other Network Operator jurisdictions, depending on the severity of the breach, and/or the number of times a cardholder has been found to have been in breach. When a block is placed by the Network Operator, the block only prevents the cardholder from working on the Network where the block was placed. Other Networks are responsible for assessing the risks of working with blocked cardholders and may refuse the blocked cardholder entry to their Network/site until they can determine why the cardholder was previously blocked at the different network location. A Network Block may be placed on a cardholder's profile in the following situations: • failure to comply with the Network Operator's Drug and Alcohol Management Program; or • serious/Critical Safety Breach; or • other valid reason as listed in section 7 or as determined by the Network Operator. Note While the system automatically places a national block on a cardholder for a failed D&A result, or a site block on a cardholder for a failed Blood Alcohol Concentration (BAC) Breathalyser reading, these are both system generated blocks which are different than the National or Network blocks listed above. Site Block Where a site has a Blood Alcohol Concentration (BAC) Breathalyser Unit connected to the RIW System, a site block will be placed on the cardholder where the initial breath test identifies a non-negative result which will prevent cardholder from being swiped onto site. Immediately after the RIW system records the site block, an email is sent to the designated site contact informing them that a non-negative result has been recorded against the cardholder. The email serves as a trigger for the designated site contact to initiate a second confirmatory test, as per local requirements. If the confirmatory test returns a negative result, the site block is removed from the cardholders profile and allows the cardholder to be swiped onto site. If the confirmatory test comes back as confirmed positive, the designated site contact must notify the relevant Network Operator, and a Network block is placed on the cardholder. The Authorised Person must immediately update the employee's details on the RIW System at the site level and contact L&D Learning Support team at Learning@transport.nsw.gov.au for blocking the employee's TfNSW RIW card at the TfNSW Network level.
Reinstating a TfNSW job role or removing a block	If a TfNSW job role has been withdrawn or a block has been placed, the appropriate Authorised Person in the following list must approve reinstating the TfNSW job role: • TfNSW Executive Director, Work Health and Safety or nominated delegate • Sydney Trains Executive Director Safety, Environment, Quality & Risk (SEQR) • NSW Trains Director Safety • Sydney Metro Director Health and Safety (Projects) This notification should detail: • the modification that is required to be made to the details in the RIW system • the date of the incident causing a suspension or block • justification for the reinstatement of the TfNSW RSW role • any remedial actions that have been taken, and • for incidents categories A to C an investigation report must be submitted.

Criteria	
	When making a decision regarding the reinstatement of a withdrawn TfNSW authorisation in relation to a breach of the Drug or Alcohol Policy, the Authorised Person must obtain evidence regarding the successful completion of any rehabilitation or return to work program, 'fitness to continue work' medical assessment, and (if applicable) targeted testing following the resumption of rail safety work. Once satisfactory justification has been provided, the Authorised Person must notify L&D at Learning@transport.nsw.gov.au to have the appropriate TfNSW authorisations reinstated electronically in the RIW system.
Cardholders disputing a block or suspension on their RIW profile	Where a cardholder has a block and/or suspension on their RIW profile and believes this is incorrect, the following dispute resolution process can be followed. Step 1 Draft an email with the subject "Block / Suspension Review Request", and in the body of your email outline your situation. Step 2 - For National blocks and / or National job role and competency suspensions, email the Australasian Railway Association on ara.net.au. - For Network blocks and / or Network job role and competency suspensions, email the relevant Network Operator who placed the block or suspension. You can find a list of Network Operator emails on the Network Operator Contact Page on the RIW system. - For Employer job role and competency suspensions, contact the employer who placed the block or suspension. The outcome of any dispute review is final.

4. Contacts for RIW system

Person, business unit or organisation	Reason/s for contacting	Contact details
L&D People and Culture, TfNSW	Adding a new staff member Getting an RIW card Allocating user rights	Learning@transport.nsw.gov.au
Safety, Policy, Environment and Regulation, TfNSW	Management of Drug and Alcohol breaches, including the review of blocks	riwenquiry@transport.nsw.gov.au
NSW Trains	Renewal of subscription Updating user's RIW profile Exiting employees	Learning@transport.nsw.gov.au
Sydney Metro	Renewal of subscription Updating user's RIW profile RIW Program site issues	sydneymetro.safety@transport.nsw.gov.au

Person, business unit or organisation	Reason/s for contacting	Contact details
Sydney Trains	Renewal of subscription Updating user's RIW profile Exiting employees Mobile app enquiries	Learning@transport.nsw.gov.au

5. Definitions

Term	Definition
TfNSW SMS	The TfNSW Safety Management System (SMS) contains the policy, standards, procedures, guides and forms required to manage risk and improve health, safety and business performance.

6. Accountabilities

Accountability	
Executive Director, Health & Health & Safety Branch	- Establishing and endorsing TfNSW safety standards. - Communicating TfNSW safety standards. - Supporting TfNSW management with the implementation of safety management system procedures and processes to achieve TfNSW safety standards. - Monitoring and reviewing performance and industry practices to drive continuous improvement in standards.
Learning and Development	- Support leaders in coordination, identification, and scheduling of training. - Provision of performance reporting on training against established training plans.
Leaders	- Implementing safety management system procedures and processes to meet TfNSW safety standards. - Communicating Transport for NSW safety standards and procedures and associated expectations to their workforce. - Ensure competency requirements are identified for the work being undertaken. - Implementing and reviewing a training needs analysis. - Contributing to the continuous improvement of TfNSW safety standards through the provision of feedback to the Work, Health & Safety Business Unit. - Ensure appropriate resources, rosters and time is allocated to the attendance and delivery of training, and the ongoing maintenance of competence. - Ensure the accurate and detailed keeping of training and competence records. - Ensure work is not assigned to workers that is outside their level of competence, unless the work is supervised.
Workers	- Contributing to the achievement of safety standards through following direction and instruction provided by Management. - Contribute to the continuous improvement of TfNSW safety standards through the provision of feedback to the Work, Health & Safety Business Unit.

Accountability	
	• Undertake training to maintain knowledge and skills to perform tasks. • Not to perform work that is outside their level of competence.

Related documents

Associated documents	
Drug and Alcohol Policy (CP22001) Drug and Alcohol Procedure (CPr22004) Rail Safety Worker Health Assessment Standard (SMS-S-024)	Health Monitoring Procedure (SMS-P-032) Fatigue Risk Management Procedure (SMS-P-045)
Legislation references	
<i>Work Health and Safety Act</i> <i>Rail Safety National Law</i> - Work Health and Safety Regulation - Rail Safety National Law National Regulation Privacy and Personal Information Protection Act 1998 (PPIP Act) Health Records and Information Privacy Act 2002 (HRIP Act). Network Standard Rail Industry Safety Induction RISI Network Rules and Network Procedures Certification Standard NSW TrainLink – Safety Management System Sydney Metro - Health and Safety Management System RIW website Network Operator Contact Page Australasian Railway Association site	
Tools and templates	
Request for Rail Industry Safety Induction (RISI) Waiver (SMS-F-078)	

7. Document control

Document owner	Executive Director Health & Safety
Approved by	Executive Director Health & Safety
Document number	SMS-S-023
Division	Safety, Environment and Regulation
Approval date	November, 2023
Review date	November, 2026
Superseded documents	There are no superseded documents as a result of this standard.

8. Versions

Version	Approval date	Amendment notes
1.0	November, 2023	New document
1.1	June, 2025	Minor update to include which role can, within Sydney Metro, provide approval to reinstate a TfNSW job role or removing a block.

9. Feedback and help

For advice on interpreting or applying this document, or should you have any questions on this standard, please contact Safety at whsms@transport.nsw.gov.au