RAIL INDUSTRY WORKER™

AUSTRALASIAN RAILWAY ASSOCIATION

MTA | Metro Trains Australia

FUNCTIONALITY
INSIGHTS

About Us

Rail Industry Worker Program

The Rail Industry Worker Program (RIW) is a national competency and safety management system for workers in the Australasian rail industry.

It provides a single electronic record of their health, education and competencies as they work across projects, move between employers and operate on different state networks.

The Australasian Railway Association (ARA) established the RIW Program in 2012 and has engaged Metro Trains Australia to support its delivery.

With over 8,900 companies now part of the RIW Program, there are more than 90,000 rail workers holding an RIW card.

The RIW System offers companies and cardholders a range of benefits. It provides a simple and effective way to support the safe and efficient operation of networks, projects or sites.

By using the RIW System, employers can access information on an employee or contractor's fitness for duty, education and competencies all in the one place, making it easier to minimise risk and protect the health and safety of their workers.
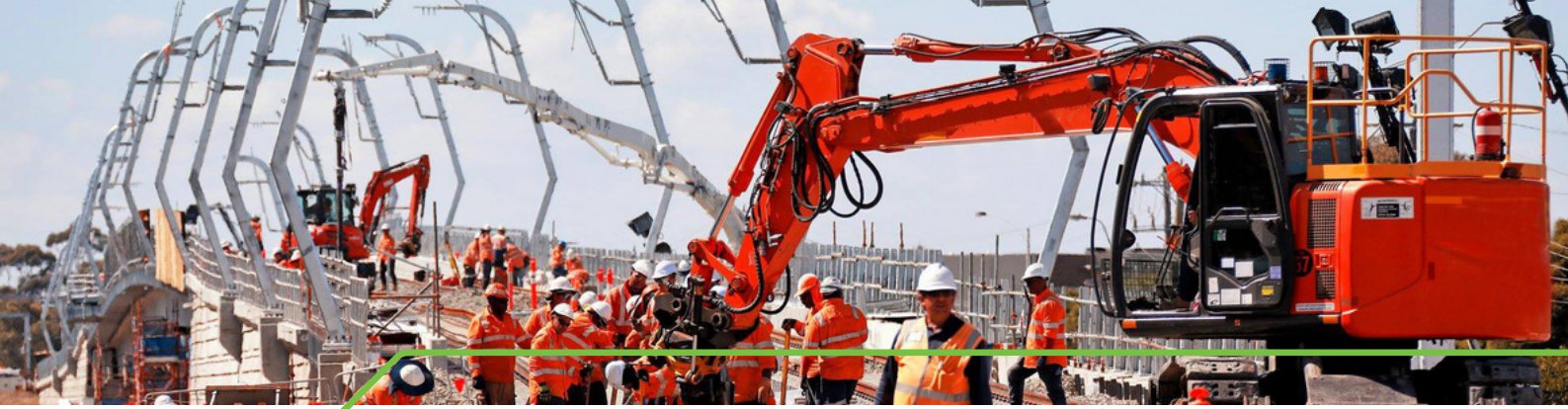
Competency Management

Overview

• The RIW Program helps rail industry organisations meet their fit for duty obligations under the Rail Safety National Law.

• The RIW System provides a single source of truth to confirm the current competency status of employees and contractors.

• RIW participant organisations can manage the competencies of their workforce, whether direct employees or subcontractors.

• RIW participant organisations have visibility of RIW job roles and competencies before work commences.

• The RIW System allows Registered Training Organisations (RTOs) and Authorised Health Professionals (AHPs) to upload competencies direct to a cardholder's profile.

Capability

• Management of Job Role, Competence, Medical and D&A expiries.

• Hierarchical ability for job role and competency requirements to be defined at National, Network, Project, Site, Zone and Employer levels.

• Automated notifications for employers and cardholders to support workforce management.

• Management of E-Learning content via the automated E-Learning platform.

• Portability of qualifications to RIW participating Networks across Australia.

• Job role functionality enables grouping of competency requirements with logic to drive compliance.

Cardholder Benefits

• Access all of your job role, competency and medical information in the one place.

• Use your RIW card across participating Networks around Australia.

• Receive automatic notifications when your competency is due to expire.

• See how your education and competencies meet the prerequisites for working in rail across different Australian networks.

• Have your Authorised Health Professional or Registered Training Organisation load your fitness for duty assessment or qualification directly to your profile.

Rail Business Benefits

• Real-time information of your workforce fitness for duty and job role compliance.

• Have a streamlined approach to competency management.

• Send notifications of upcoming expiries when an employee or contractor's competencies are due to expire.

• Create competencies specific to your organisation to meet individual, project, or site requirements (Premium Functionality Employers package only).

• Knowledge-based articles and business rules to support the application of National and Network competencies.

• Portability of qualifications across participating organisations.

• Manage job roles and competencies underpinned by Business Rules.

Competency Management Benefits

Site Access Control

Overview

RIW makes it easier to manage access to your site. When employees and contractors swipe their RIW card to enter your site, you can confirm they have the authority to work and that they meet the relevant project or site requirements that apply to them. This provides visibility and assurance on whether or not the worker meets site requirements.

• Ensure that all relevant project, site and zone requirements are checked before the cardholder enters the site.

• RIW has the ability for previous shift analysis to be undertaken to support fatigue management plans before entering a site.

• Confirm if your workforce holds any medical work restrictions, i.e. prescription lenses or Network or National blocks.

• Your site access can be managed using a smart device operated by an Access or can be automated using kiosks, tablets and turnstiles.

Capability

Ability for project, site and zone requirements to be defined, and access to site can be controlled against those requirements.

To ensure that relevant project, site and zone requirements are checked before cardholders enter the work site. Companies and Project Managers can set the pre-defined conditions of site entry as follows:

- Site entry rules (assigning competency or job role prerequisites)
- Configure work-hour rules
- Site briefings
- Site inductions.

Automated Physical Access Control (Kiosk, Tablet and Turnstiles)

The site access control is enabled to manage using the integrated self-service physical access hardware for cardholders to swipe in and out of the site.

- Kiosks – a standing kiosk booth placed in high foot traffic areas
- Tablets – a portable stand tablet with an integrated printer that prints ID badges
- Turnstiles – card reader mounting brackets suitable for a site requiring physical barriers for external use, and a static site with high foot traffic.

Cardholder Benefits

• Gain easy access to your project or site by swiping your RIW card.

• Confirm you meet site requirements instantly.

• Gain easy access to your swipe activity records.

• Physical and Virtual card capability.

Rail Business Benefits

• Hardware provides automated site access control.

• Automate site access control using the RIW kiosk option.

• Maintain a single source of truth to record worker activity across your project or site.

• Monitor site access and shift length in real-time.

Site Access Control Benefits

Swipe and Fatigue Management

Overview

Fatigue management is a critical issue that must be managed on rail projects and sites. RIW allows you to monitor shift durations from when a cardholder uses their RIW card to enter the site to support fatigue management processes and procedures.

• Use multiple methods to swipe into site.

• Provide auditable trail of activity of worker swipe activity.

• Ability for lone cardholders to self-swipe without checking in with an Access Controller.

• Ability to pre-define work hour rules to minimise workers' fatigue and ensure appropriate rest periods between shifts.

Swipes

A swipe is a recorded event in the RIW System where a RIW cardholder or visitor presents an RIW card to swipe in or out of an RIW-controlled site on the RIW App, Web Card Reader or Kiosk. The swipe provides a list of swiping activity on projects, sites or zones, enabling the tracking of cardholders swiping in and out of the site.

Self-Swiping for Cardholders

The RIW System is designed to integrate with RIW enabled Kiosks and Tablets for automated self-swiping for cardholders. This functionality benefits cardholders who work alone because it allows them to swipe in and out of a site without having to check in with an Access Controller.

Capability

The RIW System has multiple methods to read and swipe physical or virtual RIW cards, or visitor passes, which include:

• RIW App (Android or iOS) – enables the management of the workforce on site by checking cardholders and visitors into the site, starting teams, viewing job roles and competencies.

• Web Card Reader – runs in the browser that allows Access Controllers and Spot Checkers to login and swipe visitor and cardholder cards, select and award competencies (including pending competencies) and perform spot checks.

• Kiosk or Tablet – the RIW enabled Kiosks and Tablets for automated self-swiping of cardholders (no requirement for an Access Controller to swipe cardholders or visitors onto site physically).

Cardholder Benefits

• The RIW App provides a self-swiping for lone cardholders without needing to check in with an Access Controller.

• Ensure you meet work hour rules for your site.

Rail Business Benefits

• Ability to monitor workforce fatigue with working hour rule requirements.

• Ability to track cardholders' swiping activity through swipe functionality.

• Alerts site managers if a breach occurs so it can be addressed quickly.

• Proactively manage crews and shifts to support safe work practices.

Note! Working hour rules

Working hour rules are defined as the maximum allowable working hours over a certain period; the minimum rest period between shifts and maximum mid-shift breaks at site level are applied to all methods of swipe ins at site.

Swipe and Fatigue Management Benefits

Reporting and Analytics

Overview

Reporting

· Workforce reporting based on user permission in line with data privacy requirements.

· Standard and custom reporting tools to complete workforce reporting to track and manage shifts, fatigue, expiry dates of job roles, competencies or fitness for duty status, medicals, worker subscriptions, cards and ID checks of your workforce.

· Take advantage of advanced Power BI analytics to complete audits and assess trends across your workforce.

· Standard reports developed to meet the needs of Network Operators, Projects and Contractor administrators.

Analytics

· Advanced data analytics to support management reporting, audits and trend analysis across the RIW platform.

Capability

Reporting – is provided through system and custom reports that pull relevant data based on user access.

This includes reports on valid job roles, job role validity reports, key expiry reports for competencies and valid job roles, company contact reports, swiping activity reports, fatigue management reporting, role library and corresponding competency grouping reports and much more.

Analytics – Microsoft Power BI Integration

The RIW System uses Microsoft Power BI for data sets or complex cases. The tool provides modelling and visualisation of RIW cardholder data, enabling you to create a dynamic report to analyse, share, and promote insights throughout the organisation while maintaining data accuracy, consistency, and security.

Reporting features

• Single source of truth Store all your job role, competency and medical information in one place

• Grid-like matrices displaying competencies required by job roles held by cardholders.

• Ability to report on upcoming competency expiry dates for 30/90/120 days allows for better competency management.

• Ability to view cardholder's record and perform actions in the RIW System.

• On site now data (open shifts).

• Fatigue management reporting of sites worker swiped.

• Metrics show screws and projects with the most invalid job roles.

Rail Business Benefits

• Real-time confirmation information on your workforce fitness for duty and Job role compliance

• Employer can provide exportable reports to the worker.

• Track changing patterns across your workforce to inform future planning.

• Extract Important safety information in real time to your workforce compliance or fitness for duty.

• Enables Employers to manage their workforce competencies, medicals and upcoming expiries proactively.

• Business analytics support workforce planning, competency management, fatigue and shift patterns.

Reporting and Analytics Benefits

Messaging and Notifications

Overview

The RIW system allows you to send safety messages directly to cardholders. Send a message straight to their device via the Vircarda App to make sure your workforce is up to date at all times.

Messages can be targeted to cardholders on specific sites or to those with particular job roles or competencies, allowing you to tailor your communications approach based on your requirements.

• Interactive, multimedia-rich safety message delivered directly to a RIW cardholder's mobile device and Vircarda App.

• Detailed analytics of message metrics, including engagement and acknowledgement rates.

• Ability to communicate with cardholders even if they are no longer active on the site.

• Send targeted communications and safety messages to RIW cardholders or those with particular job roles and competencies at specific sites.

Capability

The RIW System automatically sends generated notification messages to cardholders, and notifications are generated in two ways: periodic or triggered.

A periodic notification is sent when an item expires, such as:

- Worker (cardholder) subscription expires - sent at 4 weeks, 1 week and day of expiry
- Competency expires - sent at 12 weeks, 4 weeks, 1 week and day of expiry
- Medical expires - sent at 12 weeks, 4 weeks, 1 week and day of expiry
- Job role leave date - sent on the date the leave date was applied.

A triggered notification is sent when an action performed in the RIW System requires notification, such as:

- RIW System user creation and password reset
- myRIW user creation and password reset
- Employment and association requests,
- and more.

Cardholder Benefits

• Immediate messaging delivered directly to their mobile device.

• Receive important communications that are relevant to you in real time.

Rail Business Benefits

• Ability to add acknowledgement buttons and hyperlinks.

• Detailed metrics to see open/read rate and engagement.

• Communicate important safety information in real-time to your workforce.

Messaging and Notification Benefits