



RIW BULLETIN

Guide to Spot Checking via the RIW App

Background

The purpose of this bulletin is to remind Work Group Supervisors (WGS) and Track Force Protection Coordinators (TFPC) of their responsibilities to perform spot checking of RIW cardholders via the RIW mobile App.

RIW App

The RIW app allows an authorised person nominated by their organisation to scan a Rail Industry Worker Card (physical or virtual) to:

- Check in and verify workers to ensure they have appropriate, current and valid competencies to undertake roles before entering a worksite.
- View work restrictions, blocks or suspensions associated with a rail industry worker and deny access to site.
- View job roles associated with a rail industry worker.
- Award site based competencies and view pending competencies.
- Change site locations for teams or individual rail industry workers.
- View shift history of a rail industry worker to support fitness for duty.

If using an iPhone, download the RIW App from the Apple iTunes Store [here](#).

If using an Android phone, download the RIW App from the Google Play Store [here](#).

Vircarda App

The RIW System offers workers both physical and virtual cards. The virtual card, stored in the Vircarda app on a smart device, functions like the physical one. It allows Access Controllers and Spot Checkers to verify roles and competencies. Virtual cards must be issued by your Primary Employer. If not yet done, request it from your Primary Employer RIW Administrator. The Vircarda app can be downloaded from [here](#).

On site Checking of RIW Cards

The TFPC and the WGS are assigned either Access Controller or Spot Checker permissions and are responsible for checking RIW cards on site via the RIW mobile app and ensuring the Rail Safety Worker (RSW) holds valid job roles for the works they are undertaking. The act of checking RIW cards using the mobile app must be conducted from positions of safety where the risk of being struck (e.g., by plant, train, vehicle, and equipment) is minimal.

RIW App for Access Controllers

An Access Controller (e.g., TFPC) is an individual responsible for swiping cardholders in and out of a work site. They can also verify job roles and competencies to ensure site compliance, view work restrictions, and deny access to the site. Upon scanning, Access Controllers are also tasked with selecting the job role and employer of the RSW actively performing that day.





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RIW App for Spot Checkers

A Spot Checker (e.g., WGS) is an individual authorised to “check cards” of other cardholders, as well as view their job roles, competencies, and any work restrictions. Upon scanning, Spot Checkers are also responsible for selecting the job role of the RSW they are actively performing that day.

Track Force Protection Coordinator (TFPC)

The TFPC ensures that **all worksite protection personnel** possess valid RIW cards with appropriate job roles, accepting both virtual and physical cards. They also verify approved MTM extension/exemption letters for individuals without an RIW card.

Work Group Supervisor (WGS)

The WGS ensures that **all RSWs performing the work** have current RIW cards with relevant job roles and check for approved MTM extension/exemption letters if needed.

The MTM Responsible person is responsible for verifying the RIW cards of both the TFPC and the WGS.

Selecting Job Role & Employer via a Spot Check

As a Spot Checker, your responsibility is to select the job role of the RSW (Rail Safety Worker). It is crucial to select the role they are actively performing that day, such as MTM - Handsignaller. Access Controllers should select both the RSW's job role and employer.

The screenshot shows the RIW app interface. At the top, there are tabs for 'CARD', 'CURRENT BLOCKS', 'JOB ROLES', and 'NATIC'. Below these are two buttons: 'Confirm Swipe' and 'Deny Swipe'. The main area displays a card scan interface with a QR code and the text 'RIW NO. [redacted] ISSUE NO. 1'. Below the QR code is a 'DO NOT SCAN' warning. At the bottom, there are logos for 'RAIL INDUSTRY WORKER' and 'AUSTRALASIAN RAILWAY ASSOCIATION'. Below the scan area, it says 'Checked with RIW Database: 28 Apr 2022 at 7:59 am'. A red box highlights the data entry form below, which contains the following information:

Employer:	Metro Trains Melbourne Pty. Ltd.
Job Role:	MTM - Track Force Protection Coordinator - 3.3 -...

Authorised by

Competencies Team





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The Responsible Manager is to determine the following:

Which areas in MTM are to be notified of this alert?

Check	Code	Division/Department
<input type="checkbox"/>	MTM	Entire MTM Network
<input type="checkbox"/>	CHE	Engineering / Chief Engineer
<input type="checkbox"/>	HMR	People & Performance
<input checked="" type="checkbox"/>	INF	Infrastructure Delivery
<input type="checkbox"/>	ELN	Electrical Networks
<input type="checkbox"/>	OCS	Operational Control Systems
<input type="checkbox"/>	SIG	Signals & OCS
<input type="checkbox"/>	STF	Structures & Facilities
<input type="checkbox"/>	TRK	Track Delivery
<input type="checkbox"/>	OPS	Operations
<input type="checkbox"/>	TSD	Train Service Delivery
<input checked="" type="checkbox"/>	SWS	Safeworking / Signalling
<input type="checkbox"/>	NOS	Network Operations
<input type="checkbox"/>	SER	Metrol
<input type="checkbox"/>		Customer Experience
<input type="checkbox"/>	STO	Stations Customer Experience
<input type="checkbox"/>	AOS	Authorised Officers
<input checked="" type="checkbox"/>	PRJ	Projects & Planning
<input checked="" type="checkbox"/>	ROS	Rolling Stock
<input type="checkbox"/>	SQE	Safety, Environment & Risk
<input type="checkbox"/>		Other (e.g. Other Divisions/Departments or people not listed):

Which contractors should be notified of this alert?

Note: This is undertaken by MetroSafe through the Avetta portal. All contractors/third parties have previously been tagged into their relevant MTM areas.

Check	Division/Department
<input checked="" type="checkbox"/>	All MTM Contractors and Third Parties
<input type="checkbox"/>	Corporate
<input type="checkbox"/>	Infrastructure
<input type="checkbox"/>	Projects
<input type="checkbox"/>	Rolling Stock
<input type="checkbox"/>	Operations

How should this alert be distributed and/or acknowledged?

Note: This section may be amended by the Division dependent on best method of distribution

Check	Division/Department
<input checked="" type="checkbox"/>	Issued via email
<input type="checkbox"/>	Placed on Noticeboards
<input type="checkbox"/>	Placed in staff pigeon holes / letterboxes
<input type="checkbox"/>	Delivered during toolbox discussions
<input type="checkbox"/>	Employees to acknowledge receipt
<input type="checkbox"/>	L4-SQE-FOR-070 Alert Register
<input type="checkbox"/>	Toolbox Attendance Records
<input type="checkbox"/>	Weekly Operational Notice (WON)
<input type="checkbox"/>	Other (specify):