



RIW ALERT

Rail Industry Worker (RIW) System Release Outage Notification

Background

The RIW Program is committed to continuous improvement, ensuring the RIW System is at the forefront of safety by providing a fit for purpose system to help industry manage their workforce.

On Thursday 09 November 2023 the RIW System will undergo a software release with some exciting new features and enhancements.

START	Thursday 09 November 2023, 10:00hrs AEDT
END	Thursday 09 November 2023, 22:00hrs AEDT

What services will be affected?

The following services will be **unavailable** during the outage window:

- RIW System
- myRIW System
- RIW Mobile App (accessible in [offline mode](#)).
- Web Card Reader
- Veritas ID Check Platform
- RIW E-Learning Platform
- Kiosks, Tablets & Turnstiles
- Fast track competency verifications (RIW System)
- Fast track medical assessment (Service Request)

During the interruption, the RIW Service Desk will be **unavailable** for calls. Queries and service requests can still be sent through to the RIW Service Desk on info@riw.net.au and will be addressed once system functionality is returned.

Action Required for Thursday 09 November 2023:

- Prior to commencing work (and as is currently required), the TFPC and WGS must check that all rail safety workers have R.I.W / Virtual cards in their possession.
- You may need to provide a paper copy/screenshot of your RIW job roles as requested by the TFPC/WGS onsite.
- Where a TFPC or WGS is not satisfied that an adequate level of supervision is available on site, the TFPC or WGS must increase the level of supervision.
- A copy of the 'Job Role Validity Report' will be provided electronically to the Hire Desk, Resource Planners and Track Access Desk for cross-referencing purposes.





RIW ALERT



Action

Ensure all relevant Managers and Supervisors who manage contracted rail Safety Workers are advised of the above information for enactment.

Relevant Documents:

Please visit <https://www.riw.net.au/system-updates/> for more information.

Authorised by

Simone Vitkov

RIW Coordinator



RIW ALERT

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 checked="" 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 checked="" type="checkbox"/>	OPS	Operations
<input type="checkbox"/>	TSD	Train Service Delivery
<input 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 checked="" 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 checked="" type="checkbox"/>	Placed on Noticeboards
<input type="checkbox"/>	Placed in staff pigeon holes / letterboxes
<input checked="" 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):