

About the Rail Industry Worker card

Most people working in the rail system are familiar with the Rail Industry Worker (RIW) card system. Also known as the 'Pegasus card', RIW requires that if you work in or on the rail network you hold evidence of competence for the roles you undertake.

It's your responsibility to maintain your competence and to provide evidence of that competence.

Rail operators provide complex matrices describing the competency requirements for various job roles. For people who aren't used to reading and understanding competency standards, identifying what's required for your job role and confirming the currency of what you hold can be confusing. If you don't get it right, you may experience delays with your RIW registration.

Registering for an RIW card

To register for an RIW card, rail workers must be employed with a company or with an employer engaged in legitimate activities in a state/national rail system. The entity needs to have an ABN and must be registered with the Rail Industry Worker system.

To be able to register your details with RIW you need:

- either your own ABN and the capacity to maintain your card details yourself (or perhaps pay someone to do it for you) or
- to register under the umbrella of a company already registered on the RIW system; if you are a sub-contractor working permanently with a company or contractor, this may be the way your RIW details have been maintained.

Registering and maintaining your RIW details can be time-consuming and challenging if you're not employed by a company in rail construction or rail infrastructure and have to maintain card details yourself.

If you're a private individual with no ABN you will not be able to register on the RIW system. If you have no legitimate business in rail, you may also find it difficult to register on the system.

If you want to know more about RIW registration and the card purchase process, visit railindustryworker.com.au/.

Registration options

HRD Integrated Services offers a service to rail workers (and potential employees) who are not currently engaged with an employer and/or for workers with an ABN but who don't want the administrative hassle of maintaining RIW compliance.

Contractors who employ staff but who don't have the administrative capability to manage their own and/or their employees' RIW card data can contact HRD to discuss your needs.

HRD offers two options for RIW card registration:

- **Option 1** Registration for workers in transition
- **Option 2** Ongoing registration of your RIW details under HRD's RIW registration.
Option 2 explains what to do if you're new to rail and need to buy an RIW card.

These options are explained on the following pages.

Option 1 Registration for workers in transition

Temporary parking of your RIW details under HRD’s RIW registration.

If you already have RIW registration HRD will host you for up to 3 months while you are seeking employment in rail construction or in rail infrastructure.

This arrangement assumes that your competencies are already held on RIW, are current and don’t require addition or updating.

If you do wish to amend or update your RIW details or upload additional competencies during this time, additional charges will apply. Also, if your card is due for renewal or if any competencies expire, an additional charge will apply (if HRD is required to update card details).

HRD will provide you with the information required to transfer your details and charge you a set fee to ‘park’ your competencies.

If you’re still parked with HRD at the end of 3 months, you’ll need to discuss your situation and employment intentions with HRD. A more permanent arrangement may be required.

Option 1 summary

Service	Existing card	Cost \$ (ex GST)
Initiate and provide transfer document. Max. 2 hour HRD consultation to select basic application.*	✓	
Check RIW details on transfer	✓	
3 months ‘parking’ fee (exclusive of any additions or uploads)	✓	\$75.00
Additional document uploads 1-4 documents#	✓	\$65.00
Additional document uploads 5-9 documents#	✓	\$65.00
EXTRA Service Costs		
*Additional hour per consultation to complete initial set up. Only required where application information is incomplete or problematic; eg. application/upload requires troubleshooting or calls to Pegasus to resolve.	✓	\$65.00/hr (or parts thereof)
#Rejected uploads: consultation to request ONE replacement document. #Also includes any additional document uploads requested by the applicant/card holder after uploading has been completed. Fee is per document	✓	\$25.00

Existing RIW card temporarily hosted by HRD

MINIIMUM COST (add 10% GST)

Option 2 Registration of your RIW details under HRD's RIW status

HRD will host you for an indefinite period and manage your RIW details.

1. If you have an existing RIW card registration HRD can:

- monitor and manage your RIW registration
- help you transfer your details.

MINIMUM COST
(add 10% GST)
\$110

2. If you are registering for the first time, HRD will:

- purchase your RIW card (we require up-front payment for this)
- guide you through the 100 point check process (you book the appointment with Australia Post, cost included in up-front fee)
- gather your evidence of competence from you
- upload your details (up-front payment required).

MINIMUM UP-FRONT COST
(add 10% GST)
\$295 plus
Document upload

3. Monitoring and maintaining your details attracts an additional charge for:

- changes to personal details
- additional document uploads
- notify expiry of a medical certificate or competency and upload a replacement document.

Option 2 summary

Service	Existing card	Cost \$ (ex GST)	New card	Cost \$ (ex GST)
100 point check	N/A	N/A	✓	\$100.00
Collect evidence of competence.	N/A	N/A	✓	
Upload your details to HRD RIW. Allow 2 hour consultation and application review.*	✓	\$65.00	✓	\$150.00
RIW role status monitoring (one-off fee) Covers periodic RIW activity (AND annual renewal administration) on your behalf.	✓	\$45.00	✓	\$45.00
Change to personal details	✓	\$15.00	N/A	N/A
Initial document uploads (4 documents)	✓	\$65.00	✓	\$65.00
Additional document uploads 1-4 documents [#]	✓	\$65.00	✓	\$65.00
Additional document uploads 5-9 documents [#]	✓	\$65.00	✓	\$65.00
Notifying of expiry of a medical certificate or competency and uploading ONE replacement document	✓	\$50.00	N/A	N/A
Fee for card renewal Paid to RIW/Pegasus	✓	Actual Cost + 10%	N/A	N/A
EXTRA Service				
*Additional hour per consultation to complete initial set up. Only required where application information is incomplete or problematic; eg. application/upload requires troubleshooting or calls to Pegasus to resolve.	✓	\$65.00/hr	✓	\$65.00/hr (or parts thereof)
[#] Rejected uploads: consultation to request ONE replacement document. [#] Also includes any additional document uploads requested by the applicant/card holder after uploading has been completed. Fee is per document	✓	\$25.00	✓	\$25.00

Document requirements and privacy

To ensure the authenticity and integrity of documents and document uploads, HRD prefers that you present original documents or authenticated copies for our staff to scan.

If you intend providing electronic copy of a certified copy of an original, first discuss the requirements with HRD. Documents must be clear and fully legible PDF files; a maximum 400kb file size is preferred size. Note that PDF files are preferred for RIW system upload. Files that are unsuitable for uploading may cause delays and incur additional charges.

For privacy and security reasons, only HRD staff can have access to the RIW, so you'll need to contact HRD to make any updates to your details.

HRD will maintain full privacy and confidentiality of your details according to the HRD Privacy statement.

For your part, you (the RIW card holder or applicant) assume all responsibility for the accuracy of the information you provide. HRD won't be held responsible for false documents or inaccurate information.

It's critical that the name details on the documents you present are exactly the same as the details you provide for the 100 point check. If there is doubt or discrepancy, the RIW process may reject the document.

Payment

HRD requires up-front payment before initiating the RIW application and/or before uploading any additional documents. (Administration costs are incurred in providing pre-application support to you and application costs are incurred immediately upon submission.)

Payment may be made by:

- credit card via the HRD website (incurs an additional 3% PayPal surcharge)
- direct deposit into the HRD bank account (details will be supplied to you).

Obtain a transaction receipt and HRD will be able to complete RIW card purchase immediately; otherwise there is a 24 hour delay to confirm the transaction.

Cancellation and refund

By engaging HRD Integrated Services to apply for an RIW card on your behalf, you are accepting the Terms and conditions associated with an RIW card purchase. The RIW terms and conditions are available from Onsite Track Easy, manager of the RIW system, on the Rail Industry Worker portal, <http://railindustryworker.com.au/>

Cancellation before submission

If you cancel your RIW card request before it is submitted, HRD will refund the fees you have paid, less \$50 to cover administration costs.

Cancellation after submission

If an application is completed and submitted by HRD via the RIW system, cancellation **MUST** be confirmed **in writing** to Rail Industry Worker and HRD at least 24 hours prior to the 100 Point check.

Refund for a cancellation after submission will be less \$75 from the application fee paid.

If a 100 Point check appointment is made, it is your responsibility to cancel.

Once the 100 Point check appointment has passed, no refund is available.