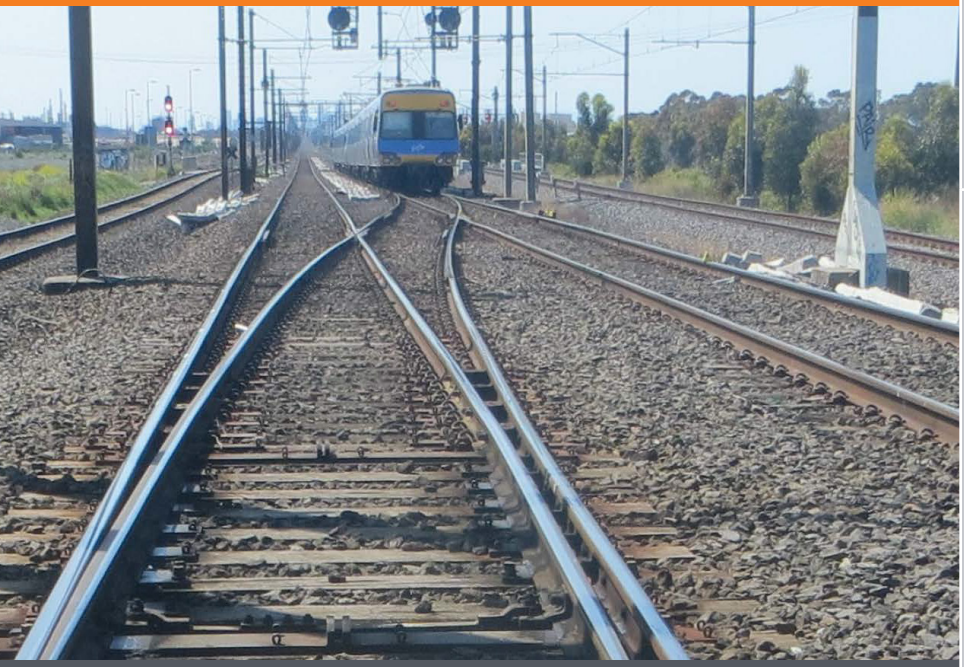
TRACK WORKER STRUCK BY A PASSENGER TRAIN: SHARED LEARNING

LAVERTON INCIDENT TFPC AND WGS ACCOUNTABILITIES

TOOLBOX 4



MetroSafe | METRO

OBJECTIVE

To welcome and clarify the goal of the session.

As we talk about the Track Force Protection Coordinator (TFPC) and Work Group Supervisor (WGS) accountabilities, we will focus on the importance understanding this to ensure that we can reach our goal of Zero Harm.

WELCOME

Today's session is the fourth of ten toolbox talks.

This session will focus on the accountabilities and roles of the TFPC and WGS as well as the importance of effective communication.

Housekeeping rules – phones off, duration of session (approximately 25 minutes).

Link to our goal of Zero Harm. **(What does this mean to the group?)**

WHY WE ARE HERE

Emphasise – Safety starts with us. Everyone is responsible for ensuring that the safest working environment is created and maintained while performing all tasks in the rail environment.

Emphasise – Safety starts with each one of us. Safety is an attitude that should be adapted to all aspects of our lives, not just when we are at work.

Encourage to always 'Speak up for Safety' – recognise and call out unsafe behaviours and situations.

LAVERTON INCIDENT: TFPC AND WGS ACCOUNTABILITY

OBJECTIVE

To clarify and emphasise our Safety Pledge and ensure participant understanding.

READ

I will ensure I understand the roles and accountabilities of the TFPC, the WGS and I at all times.

DISCUSS

Pose questions to group:

1. **From your experience, what is the role of the TFPC?**
    - Rail Safety: ensuring you are safe from the movement of rail traffic while performing work in the rail network.
2. **From you experience, what is the role of the WGS?**
    - Managing the works: ensuring that the job gets done and providing supervision for the workgroup while performing their duties.

Emphasise the importance and difference between these two roles.

INTRODUCTION

The TFPC and WGS are accountable for ensuring the safety of all Rail Safety Workers (RSW's) under their control and the worksite when performing work in the rail network.

This booklet provides clear information about the accountabilities of the TFPC and WGS relating to the Laverton incident.

This is the fourth of ten toolbox talks created to share learnings with industry.

MetroSafe | METRO

OBJECTIVE

To set the tone and introduce the concept and importance of understanding the accountabilities of the TFPC, WGS and yourself when performing work in the rail network.

READ

The TFPC and WGS are accountable for ensuring the safety of all Rail Safety Workers (RSW's) under their control and the worksite when performing work in the rail network.

DISCUSS

Emphasise the difference in meaning between 'responsibility' and 'accountability':

- **Accountability** vs. **Responsibility**. The main **difference between responsibility** and **accountability** is that **responsibility** can be shared, whilst **accountability** cannot. Being **accountable** not only means being **responsible** for something, but ultimately being answerable for your actions.

Link and expand to getting the students to think about their individual accountabilities.

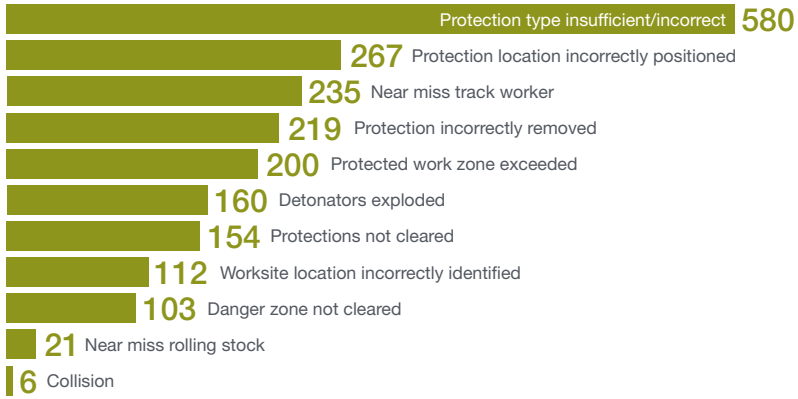
- Ensure they understand **what it means to be accountable**.
- Ensure they begin to understand **their accountabilities**. Ask them to provide examples of things they are accountable for, either in their personal or professional life.
- Ask them to explain what they would do if they felt someone was not taking their accountabilities seriously.

RELATED STATISTICS

More than 400 track work safeworking breaches were reported in the 2014–2015 financial year from which the Office of the National Rail Safety Regulator (ONRSR) identified the recurring themes of rail safety worker competence and safety critical communication.

The Australian Transport Safety Bureau (ATSB) identified **1,779** safe work on track occurrences between July 2009 and July 2014. The distribution of the 1,779 safe work on track occurrences between the 11 categories is shown in the figure below.

COUNTS OF WORK ON TRACK OCCURRENCES BY EVENT/CONDITION CATEGORIES CATEGORY, JUNE 2009 – JUNE 2014



SOURCES: OFFICE OF THE NATIONAL RAIL SAFETY REGULATOR (2017), RAIL SAFETY REPORT 2016-2017, HTTPS://WWW.ONRSR.COM.AU/__DATA/ASSETS/PDF_FILE/0012/20514/RAIL-SAFETY-REPORT-2016-2017-WEB.PDF, P. 34
AUSTRALIAN TRANSPORT SAFETY BUREAU (2017), SAFE WORK ON TRACK ACROSS AUSTRALIA, ANALYSIS OF INCIDENT DATA, 2009 - 2014 HTTPS://WWW.ATSB.GOV.AU/MEDIA/5773636/RI-2014-011_FINAL.PDF, PP 5-6

OBJECTIVE

To discuss incidents and occurrences of safeworking breaches in the rail network.

DISCUSS

- More than 400 track work safeworking breaches were reported in the 2014-2015 financial year by ONRSR – **Emphasise this is more than one a day.**
- Recurring themes identified were rail safety worker competence and safety critical communication.

Discuss importance of communication between TFPC and WGS and ask what effective communication is?

LAVERTON INCIDENT SUMMARY

TRACK WORKER STRUCK BY A PASSENGER TRAIN

On the morning of Friday 2 October 2015, a workgroup was assembling track-side in Laverton, Victoria. They planned to undertake dog spike removal works in preparation for re-sleepering of a section of track on the Altona Loop Line.

At around 0910, the supervisor for the works commenced marking the track to identify those dog spikes to be removed. He was working in a track crossover about 400 meters on the Melbourne side of Laverton Railway Station. A lookout had been placed for his protection.

At about 0916, a Metro Trains Melbourne suburban commuter train arrived at Laverton station, bound for Flinders Street Station in central Melbourne. After its scheduled stop, the train departed Laverton and approached the worksite. The lookout observed the train, warned workers of its approach and signalled to the driver that the track was clear. However, as the train took the crossover, the supervisor was foul of the track, and was struck by the train that was travelling at about 59 km/h. The supervisor suffered serious injuries.

MetroSafe | METRO

OBJECTIVE

To provide the required background knowledge in regards to the Laverton Incident of 2015 and how it links to the importance of understanding the accountabilities of the TFPC and WGS.

READ

On the morning of Friday 2 October 2015, a workgroup was assembling track-side in Laverton, Victoria. They planned to undertake dog spike removal works in preparation for re-sleepering of a section of track on the Altona Loop Line.

At around 0910, the supervisor for the works commenced marking the track to identify those dog spikes to be removed. He was working in a track crossover about 400 meters on the Melbourne side of Laverton Railway Station. A lookout had been placed for his protection.

At about 0916, a Metro Trains Melbourne suburban commuter train arrived at Laverton station, bound for Flinders Street Station in central Melbourne. After its scheduled stop, the train departed Laverton and approached the worksite. The lookout observed the train, warned workers of its approach and signalled to the driver that the track was clear. However, as the train took the crossover, the supervisor was foul of the track, and was struck by the train that was travelling at about 59 km/h. The supervisor suffered serious injuries.

Summarise:

1. In late 2015, a track worker was struck by a passenger train while performing work in the rail network. This occurred due to several safe working and communication errors.

2. The supervisor suffered serious injuries as a result of this incident. One of the factors that contributed to this terrible accident was the confusion surrounding the accountabilities of the TFPC and WGS and the lack of effective communication.

LAVERTON INCIDENT: TFPC AND WGS ACCOUNTABILITIES

SHARED LEARNINGS – TFPC AND WGS ACCOUNTABILITIES

1. The TFPC must complete a Rail Safety Worksite Hazard Assessment (RSWHA) prior to work commencing in the rail corridor.
2. The TFPC must ensure that the Protection Team and the WGS have attended the Rail Safety Pre-Work Brief, have understood all the hazards and controls and are aware of the Position of Safety (POS) and Emergency Evacuation Point.
3. The TFPC must confirm that all members of the Protection Team are carrying all required items of safeworking equipment.
4. The TFPC must ensure that the Rail Safety Pre-Work Brief has been conducted prior to works commencing.
5. The TFPC must not allow work to commence in the rail corridor until approval and an Access Number has been obtained from the Track Access Desk.
6. The WGS must discuss the nature of the work, keep regular updates of work activities and maintain effective communication with the TFPC.
7. The WGS must not allow any work to commence in the danger zone unless it has been authorised by the TFPC.

OBJECTIVE

Introduce the concept of the 7 key learnings surrounding the accountabilities of the TFPC and the WGS.

READ AND CLARIFY

1. **The TFPC must complete a Rail Safety Worksite Hazard Assessment (RSWHA) prior to works commencing in the rail corridor.**

   Refresh what the TFPC is looking for when completing the RSWHA – e.g. hazards and scope of work to determine level of protection etc.

2. **The TFPC must ensure that the Protection Team and the WGS have attended the Rail Safety Pre-Work Brief, have understood all the hazards and controls in place, and are aware of the Position of Safety (POS) and Emergency Evacuation Point.**

   Refresh on the importance of attending the Pre-Work Brief and not just simply signing the brief.

3. **The TFPC must confirm that all members of the Protection Team are carrying all required items of safeworking equipment.**

   The TFPC is accountable for ensuring that the Protection Team has all the required safeworking equipment; and for performing wellness checks to ensure that the Protection Team are able to maintain their position and perform their duties.

4. **The TFPC must ensure that the Rail Safety Pre-Work Brief has been conducted prior to works commencing.**

   The TFPC is accountable for conducting the Rail Safety Pre-Work Brief prior to works commencing.

5. **The TFPC must not allow work to commence in the rail corridor until approval and an Access Number has been obtained from the Track Access Desk.**

   The TFPC is accountable for ensuring that **no RSW's enter until permission** is granted from the Track Access Desk and the required worksite protection has been put in place.

SHARED LEARNINGS – TFPC AND WGS ACCOUNTABILITIES

1. The TFPC must complete a Rail Safety Worksite Hazard Assessment (RSWHA) prior to work commencing in the rail corridor.
2. The TFPC must ensure that the Protection Team and the WGS have attended the Rail Safety Pre-Work Brief, have understood all the hazards and controls and are aware of the Position of Safety (POS) and Emergency Evacuation Point.
3. The TFPC must confirm that all members of the Protection Team are carrying all required items of safeworking equipment.
4. The TFPC must ensure that the Rail Safety Pre-Work Brief has been conducted prior to works commencing.
5. The TFPC must not allow work to commence in the rail corridor until approval and an Access Number has been obtained from the Track Access Desk.
6. The WGS must discuss the nature of the work, keep regular updates of work activities and maintain effective communication with the TFPC.
7. The WGS must not allow any work to commence in the danger zone unless it has been authorised by the TFPC.

READ AND CLARIFY

6. **The WGS must discuss the nature of the work, keep regular updates of work activities and maintain effective communication with the TFPC.**

   The WGS and TFPC are accountable for ensuring effective communication is maintained in regards to the status of works, any changes to conditions and potential impact to safety.

7. **The WGS must not allow any works to commence in the danger zone unless it has been authorised by the TFPC.**

   The WGS is accountable for ensuring the safety of all RSW's and not allowing entry into the rail corridor until confirmation has been received from the TFPC.

WHAT IS THE ROLE OF THE TFPC?

The TFPC's primary accountability is to ensure that all RSW's and the worksite is safe from rail traffic.

The TFPC is accountable for planning and implementing the required level of worksite protection based on their RSWHA prior to works commencing.

During the RSWHA, the TFPC will assess the track environment, taking into consideration all aspects associated with access (to the worksite) and egress (exit from worksite) and the character of the approach of the intended worksite.

Prior to works commencing, the TFPC is accountable for conducting the Rail Safety Pre-Work Brief to the WGS and Protection Team.

After access has been granted from the Track Access Desk, the TFPC is accountable for implementing the planned protection before granting permission to the workgroup to enter the worksite and commence work.

The TFPC must monitor and maintain surveillance throughout the entire worksite at all times to ensure there are no changes in conditions.

At completion of the works, the TFPC must ensure all worksite protection has been removed from the track.

MetroSafe | METRO

OBJECTIVE

To ensure all RSW's understand the role of the TFPC.

READ

The TFPC's primary accountability is to ensure that all RSW's and the worksite is safe from rail traffic.

The TFPC is accountable for planning and implementing the required level of worksite protection based on their RSWHA prior to works commencing.

During the RSWHA, the TFPC will assess the track environment, taking into consideration all aspects associated with access (to the worksite) and egress (exit from worksite) and the character of the approach of the intended worksite.

Prior to works commencing, the TFPC is accountable for conducting the Rail Safety Pre-Work Brief to the WGS and Protection Team.

After access has been granted from the Track Access Desk, the TFPC is accountable for implementing the planned protection before granting permission to the workgroup to enter the worksite and commence works.

The TFPC must monitor and maintain surveillance throughout the entire worksite at all times to ensure there are no changes in conditions.

At completion of the works, the TFPC must ensure all worksite protection has been removed from the track.

QUESTION TO STUDENTS

The TFPC's primary duty is to maintain a safe separation between rail traffic and the workers.

1. **Discuss the importance of waiting until permission has been granted to enter. Emphasise that the TFPC might need to set protection to ensure the safety of all RSW's involved.**
2. **Provide the definition of Position of Safety (POS):**
   - A place where people or equipment cannot be struck by rail traffic.
3. **Discuss the meaning and importance of knowing where the POS is prior to works commencing.**
4. **Discuss what RSW's should do if they do not feel safe in the POS.**

WHAT IS THE ROLE OF THE WGS?

It is the accountability of the WGS to develop the Work Group Supervisor Pre-Work Brief after they have attended the TFPC's Rail Safety Pre-Work Brief. The WGS is then accountable for delivering the Work Group Supervisor Pre-Work Brief to all members of the workgroup and TFPC, ensuring all members understand and sign on to this brief prior to commencing works.

After the completion of the Pre-Work Brief, the WGS must ensure all RSW's performing the work have the current certificates of competency in their possession.

Where track machines/vehicles are involved, the WGS is to ensure all items of the rollingstock are registered in 'PlantGUARD' and operators have the appropriate competencies.

Before the work commences, the WGS is accountable for ensuring all RSW's are wearing the correct Personal Protective Equipment (PPE) and are aware of the POS for the location of the worksite.

During works, the WGS is accountable for ensuring that effective communication is maintained with the TFPC and the workgroup at all times.

The WGS is to provide the TFPC with regular updates in relation to the progress of the work, as well as any potential for the works to delay scheduled services.

All RSW's are not permitted to enter the danger zone until permission has been granted by the TFPC.

OBJECTIVE

To ensure that all RSW's understand the role of the WGS.

READ

It is the accountability of the WGS to develop the Work Group Supervisor Pre-Work Brief after they have attended the TFPC's Rail Safety Pre-Work Brief. The WGS is then accountable for delivering the Work Group Supervisor Pre-Work Brief to all members of the workgroup and TFPC, ensuring all members understand and sign on to this brief prior to commencing works.

After the completion of the Pre-Work Brief, the WGS must ensure all RSW's performing the work have the current certificates of competency in their possession.

Where track machines/vehicles are involved, the WGS is to ensure all items of the rollingstock are registered in 'PlantGUARD' and operators have the appropriate competencies.

Before the work commences, the WGS is accountable for ensuring all RSW's are wearing the correct Personal Protective Equipment (PPE) and are aware of the POS for the location of the worksite.

During works, the WGS is accountable for ensuring that effective communication is maintained with the TFPC and the workgroup at all times.

The WGS is to provide the TFPC with regular updates in relation to the progress of the work, as well as any potential for the works to delay scheduled services.

All RSW's are not permitted to enter the danger zone until permission has been granted by the TFPC.

DISCUSS

The WGS is accountable for ensuring the safety of all RSW's under their direction.

- **Discuss the Work Group Supervisor Pre-Work Brief and provide a copy for all RSW's to look at and ask questions on any aspects they are unclear on.**

Discuss the importance of carrying the Rail Industry Worker (RIW) card.

- Demonstrates the RSW's competencies and fitness for work
- ONRSR fines for individual's without a card are $2500

Discuss the importance of waiting for authority to enter from the TFPC to demonstrate that worksite protection has been set up.

WHAT IS EFFECTIVE COMMUNICATION?

Effective communication is delivered accurately, briefly and clearly. Effective communication is the process of understanding and repeating back the important parts to ensure the message is received and understood before actioning.

It is critical for the TFPC, the WGS and all RSW's to maintain effective communication with each other at all times. This ensures the safety of all RSW's and the notification of changes associated with the worksite.

All RSW's must have a clear understanding of how the communication will be conducted along with the audible warning's implemented to warn of approaching rail traffic.

MetroSafe | METRO

OBJECTIVE

To ensure all RSW's understand the importance of effective communication.

READ

Effective communication is delivered accurately, briefly and clearly. Effective communication is the process of understanding and repeating back the important parts to ensure the message is received and understood before actioning.

It is critical for the TFPC, the WGS and all RSW's to maintain effective communication with each other at all times. This ensures the safety of all RSW's and the notification of changes associated with the worksite.

All RSW's must have a clear understanding of how the communication will be conducted along with the audible warning's implemented to warn of approaching rail traffic.

DISCUSS

1. **Ask: Why is effective critical communication so important?**
    - Discuss that one third (1/3) of all railway incidents are partly caused by communication failures.

Use of communication protocols has been inconsistent

Safety Communication Protocol states that all RSW's will:

- Be **Accurate, Brief and Clear** and speak slower than normal to ensure that the message is received
- **Repeat back** the important parts of the conversation to ensure it is clearly understood
- **Do not communicate any false of irrelevant information**
- Use of **standard terms, phonetic alphabet and spoken figures** to aid clarity
- **Use of the 24 hour clock**

2. **Ask: What audible warnings could be used to alert of the approach of a train?**
    - Whistle, horns, hooters, verbally "train on"
3. **Discuss the process for alerting of hazards and incidents.**
    - Who should they notify? When should they notify?

GLOSSARY

All Right Hand Signal:
The All Right hand signal is one arm held in the horizontal position. By night a white light held steady.

Australian Transport Safety Bureau (ATSB):
The **ATSB** is Australia's national transport safety investigator.

Danger Zone:
Is all space within 3 metres horizontally from the nearest rail and any distance above or below this zone including being on the line, unless a Position of Safety exists or can be created.

Flagman/Handsignaller:
Is a rail safety worker who displays hand signals to the operators of rail traffic movements. A Handsignaller is also referred to as a Flagman.

Metro Trains Melbourne (MTM):
Metro Trains Melbourne, known colloquially as simply Metro, is the franchised operator of the suburban railway network in Melbourne, Australia. Metro Trains Melbourne is a joint venture between MTR Corporation, John Holland Group and UGL Rail.

Office of the National Rail Safety Regulator (ONRSR):
An independent body corporate established under the Rail Safety National Law (South Australia) Act 2012. The primary objectives of the ONRSR are to encourage and enforce safe railway operations and to promote and improve national rail safety.

Protection Officer (PO):
The qualified worker responsible for rail protection (NSW, SA, QLD, WA).

Position of Safety (POS):
Is a place where people or equipment cannot be struck by rail traffic.

Rail Safety Pre-Work Briefing:
Is a formal briefing on the worksite protection arrangements provided by the Track Force Protection Coordinator to all rail safety workers associated with the worksite protection and the Work Group Supervisor.

Rail Safety Worksite Hazard Assessment (RSWHA):
Is an assessment of the rail safety hazards to determine the method/level of protection requirement for a worksite.

Rail Safety Worker (RSW):
Is a person who has carried out, is carrying out or is about to carry out, rail safety work, and includes:

a) a person who is employed or engaged by a rail operator to carry out rail safety work

b) a person engaged by a person (other than by a rail operator) to carry out rail safety work

c) a trainee

d) a volunteer.

Track Access Desk (TAD):
Provides a single approval point for access by internal and external stakeholders requiring track access within the Rail Corridor and Danger Zone.

Track Force Protection Coordinator (TFPC):
Is the person appointed to assess and implement worksite protection arrangements on site.

Track Force Protection:
Track force protection is a method of protecting work on track between rail traffic movements.

Work Group Supervisor (WGS):
Is the individual ultimately responsible for the supervision of the programmed activities within a Work Site.

Work Group Supervisor Pre-Work Briefing:
Is a formal briefing on the task related activities provided by the Work Group Supervisor to the work group and Track Force Protection Coordinator.

FURTHER INFORMATION

If you require any further information, please discuss with your supervisor.

INFORMATION SOURCES

- Australian Transport Safety Bureau (2017), Safe work on track across Australia, Analysis of incident data, 2009 - 2014
- Australian Transport Safety Bureau (ATSB), Rail Occurrence Investigation, RO-2015-019, Final 24 August 2016
- MTM General Operating Procedures
- MTM Planning Worksite Protection in the Rail Corridor
- MTM Rail Safety Worksite Hazard Assessment
- MTM RSWHA Briefing Note
- Office of the National Rail Safety Regulator (2017), Rail Safety Report 2016-2017

MetroSafe | METRO

OBJECTIVE

Commitment to the pledge from all participants.

Advise participants that further information about the incident is available.

READ

Restate the pledge: **I will ensure I understand the roles and accountabilities of the TFPC, the WGS and I at all times**.

DISCUSS

Leader commits to the pledge by providing an example of how they are going to commit to their accountabilities:

Ask each person:

1. What does it mean to you to be accountable?
2. How are you going to demonstrate you can commit to your accountabilities?

Highlight where support or further information can be obtained.