

## ONRSR T&H OPERATOR FORUM

**Saturday 15 November 2025**

TOPIC	DESCRIPTION	PRESENTER	TIME
Registration			8.30am-9.00am
Opening address	Welcome and insights from a national perspective.	Peter Doggett, ONRSR Chief Operating Officer	9.00am-9.15am
ONRSR priorities for T&H sector	Each year, ONRSR uses data from occurrences, trends in non-conformances and other sources of regulatory intelligence to set priority safety themes. This session looks at ONRSR's 2025-26 priority safety themes for the tourist and heritage sector, and the key findings and successes achieved from activities to date in NSW.	Dane Newton, ONRSR General Manager, Sydney	9.15am-9.45am
Governance	Good governance and a strong safety culture are critical in volunteer-led organisations, ensuring clear accountability, informed decision-making, and consistent adherence to safety standards. A positive culture promotes open communication, hazard reporting, and continuous improvement, all of which are essential for preventing incidents, while effective leadership and governance frameworks foster a shared commitment to railway goals and safety.	Grant Windsham, ONRSR Manager, Operations	9.45am-10.15am
Contractor management	Many heritage operators engage a contractor when they don't have the skills or knowledge themselves to do the work, but effective contractor oversight and safety assurance is still essential for maintaining asset standards, and operators are still responsible for ensuring work is completed appropriately. How can heritage operators manage this conflict?	Jennifer Edmonds, ONRSR Senior Rail Safety Officer	10.15am-10.45am
Morning tea (provided)			10.45am-11.15am
Competence case study	An Office of Transport Safety Investigations (OTSI) investigation from 2022 identified shortcomings in the delivery of training, and how competence is assessed and evidenced. Heritage operators often have no choice but to train in-house, due to volunteer capacity, cost and their unique equipment and systems.	Garth Schwartz, ONRSR Senior Rail Safety Officer, Accreditation	11.15am-12.00pm

TOPIC	DESCRIPTION	PRESENTER	TIME
	<p>UGL Rail Services (UGLRS), contracted to maintain rolling stock for multiple rail transport operators including Transport for NSW, has developed a structured training and assessment model at its Kangy Angy Maintenance Facility (KAMF), which trains staff in maintenance activities based on the original manufacturer documentation and minimum operating standards. ONRSR will present an overview of this scalable, practical framework that heritage operators could adapt to strengthen their own training and competency systems, supporting compliance with expectations and enhancing operational safety.</p> <p>(Please note that this session was originally to be presented by UGL's subject matter expert, but due to unforeseen circumstances, ONRSR staff who have familiarity with the model will present instead.)</p>		
Human factors 101	<p>Element 17 Human Factors is a concept that continues to be challenging for railway operators to include in their business and operational systems, despite it being a discipline that reaches into every aspect of life. Considered properly, it underpins good design, leading to efficiencies and safer workplaces; ignored, it can lead to mistakes, degraded standards, injuries and worse.</p> <p>In this session, ONRSR's Human Factors specialists present an introduction to human factors that includes what human factors means, why they are important and how they might be considered in a heritage environment where changes to the equipment are not always an acceptable solution.</p>	Alison Gembarovski and Joy Mitchell ONRSR Human Factors Specialists	12.00pm-12.45pm
Closing remarks		Peter Doggett	12.45pm-1.00pm
Lunch			1.00pm-1.45pm