

1. PURPOSE

To define the communications protocol, that is the correct procedure, etiquette and precedence applied to safeworking communications either via telephone or train radio.

2. RESPONSIBILITIES

Operations Rules and Qualifications Manager, Train Crew Manager, Train Control Manager, Customer Service Manager, Revenue Protection Manager, Infrastructure Operations Manager, Engineering Services Manager, Rolling Stock Manager

3. PROCEDURE

3.1 SAFEWORING COMMUNICATION

Communications equipment needs to be used correctly to ensure safety. Rail Safety Workers shall:-

- a) give priority to emergency messages, safeworking and other rail voice communications, in that order;
- b) use the correct identification when initiating or acknowledging safeworking;
- c) make voice communication so they may be understood, be brief and related to the task at hand, ensure the recipient repeats back the salient parts to ensure it is clearly understood;
- d) promptly acknowledge voice communications;
- e) do not communicate any false or irrelevant messages or information;
- f) use standard radio terms when operating with radios;
- g) when messages or standard radio term is not clear, use the phonetic alphabet and spoken figures to avoid confusion; and
- h) communicate by speaking in a natural rhythm, using normal tone, dividing message into phases and speaking at a rate slightly slower than used in normal conversation.

3.2 EMERGENCY MESSAGES

The following apply:

- a) Emergency messages shall only be sent when:
 - i. there has been an accident involving injury;
 - ii. the passage of a train is endangered; or
 - iii. a condition exists that is hazardous.
- b) To transmit an emergency message by radio or on an "open system":
 - i. say "Emergency, Emergency, Emergency";
 - ii. state identification and location;
 - iii. state nature of the emergency; then
 - iv. state type of assistance required.
- c) Emergency messages shall:
 - i. be given priority over other transmissions; and
 - ii. be answered immediately.

3.3 TRANSMITTING AND RECEIVING RADIO MESSAGES

- a) When transmitting and receiving radio messages, the following process shall be used:
 - i. listen for a sufficient interval to ensure the facility is not being used;
 - ii. offer the message in the form – “Called party (identification), from calling party (identification), OVER” (e.g. “Driver of 1111 from Signaller Epping, OVER”);
 - iii. make contact – “Called party, receiving calling party, OVER” (e.g. Driver of 1111 receiving Signaller Epping, OVER”);
 - iv. exchange messages – clearly without ambiguity using “OVER” at the end of each transmission;
 - v. sign off – last part to speak ends with the word “OUT”.
- b) When receiving a message the called party shall not delay the acknowledgement unless it interferes with duties related to safety.

3.4 STANDARD RADIO TERMS

When using radios or other equipment provided for operational communications, standard radio terms shall be used as follows:

TERM	MEANING
Receiving -	I (called party) acknowledge your call, proceed with message.
Message received -	I have received your message and I understand it.
Over -	I have finished speaking and I am waiting for your reply.
Out -	My transmission has been completed.
Correct -	You are correct or what you have transmitted is correct.
Negative -	No, or permission is not granted, or there is an error in your read back.
Stand-by -	Wait, I will be back soon.
Read back -	Repeat all, or the specified part, of this message exactly as you received it.
I read back -	I repeat all, or the specified part, of your last transmission.
Say again -	Please repeat your last message.
I say again -	I repeat all, or the specified part of my last transmission.
I spell -	I am about to spell a word using the phonetic alphabet.
Speak slower -	Speak more slowly, it is hard to understand you.
Roger -	All your last message is received and understood.
Loud and clear -	Your signal is strong, every word is understood.
Emergency -	This is an emergency situation.

3.5 PHONETIC ALPHABET

If necessary for clarity, the phonetic alphabet must be used to pronounce any letter to avoid possible confusion. The phonetic alphabet, word used and its pronunciation is as follows:

A	Alpha	Al fah	N	November	No VEM ber
B	Bravo	BRAH VOH	O	Oscar	OSS cah
C	Charlie	CHAR lee	P	Papa	pah PAH
D	Delta	DELL tah	Q	Quebec	key BECK
E	Echo	ECK oh	R	Romeo	ROW me oh
F	Foxtrot	FOX trot	S	Sierra	see AIR RAH
G	Golf	GOLF	T	Tango	TANG go
H	Hotel	hoh TELL	U	Uniform	YOU nee form
I	India	IN dee ah	V	Victor	VIC tah
J	Juliet	JEW lee ETT	W	Whiskey	WISS key
K	Kilo	KEY loh	X	X ray	ECHS RAY
L	Lima	LEE mah	Y	Yankee	YANK key
M	Mike	MIKE	Z	Zulu	ZOO loo

3.6 SPOKEN FIGURES

If necessary for clarity, standard spoken figures must be used to pronounce any figure to avoid possible confusion. Spoken figures and their pronunciation is as follows:

0 – ZERO	5 – FI-YIV
1 – WUN	6 – SIX
2 – TOO	7 – SEVEN
3 – THUH-REE	8 – ATE
4 – FO-WER	9 - NINER

Decimal Point – DAY-SEE-MAL

4. JOB TITLES AND POSITION NAMES

A reference to a position or title refers also to any replacement for that position or title or any person fulfilling substantially the same role.