

Network Communication

Purpose

To prescribe the rules for spoken and written communication in the Country Regional Network (CRN).

Principle

Communication in the CRN must be:

- clear, brief and unambiguous, and
- relevant to the task at hand, and
- agreed as to its meaning before being acted upon.

Spoken and written Safeworking communication must use:

- the 24-hour clock to give the time of day, and
- the phonetic alphabet and spoken numbers to identify:
 - rail traffic numbers, or
 - signal numbers

Communication equipment used for rail traffic operation or work on track must be tested and checked for its intended operation.

Confirmation of communication

The receiver must confirm the content of a message by repeating the message back to the sender, if the communication is about:

- a Proceed Authority, or
- an instruction not to proceed, or
- a work on track authority, or
- a work on track method, or
- Train Running Information, or
- special working, or
- a Condition Affecting the Network (CAN).

The receiver must not act on the communication until the sender confirms that the message has been repeated correctly.

Relaying communications

If it is not possible for a sender to communicate directly with an intended receiver, a Competent Worker may relay the content. The content of a communication must be relayed exactly as received.

Network Communication

Emergency communication

Emergency communications must be:

- given priority, and
- answered immediately.

If there is an emergency message on an open-channel radio, other users of the channel must stop transmission immediately.

Spoken communication

Open-channel communication must use the standard terms and protocols in this Rule and in Network Procedure CNPR 721 Spoken and written communication.

If not sure whether communication equipment is discrete-channel, Competent Workers must use open-channel communication protocols.

Spoken communication must be promptly acknowledged.



WARNING

Competent Workers must not assume that a receiver has understood a message before the receiver confirms that the message has been understood.

If the meaning of a spoken communication is not understood:

- the receiver must ask that it be repeated, or
- if necessary, the sender and receiver must use the phonetic alphabet and spoken numbers to clarify and confirm the message.

The receiver must try again as soon as practicable, or arrange alternative means to communicate with the sender, if:

- the receiver cannot understand the message, or
- the sender cannot hear or understand the reply.

Recording spoken communications

If spoken communication recording equipment is provided, it must be used to record Network Control communications.

The recordings must be kept for at least 28 days.

Spoken communication protocols

Senders and receivers of communications must start the communication with identification of the receiver first, and the sender second.

Communications from rail traffic must include the sender's rail traffic number.

Network Communication

Spoken communication protocols cont.

Communications from a worksite must include the sender's:

- name, and
- Safeworking designation, and
- location.

Open-channel radio communication

Unless the use of 450.050MHz train radios has been advertised as prohibited at that location, they may be used for shunting in yards.

Competent Workers using open-channel radios must:

- except in an emergency, check that the channel is not already in use before starting a transmission, and
- if a reply is expected, use the term "Over" to end each statement, and
- use the term "Out" to end each transmission.

Written Safeworking communication

Competent Workers compiling Safeworking forms, authorities and records must:

- record numbers in numerals, not words, using for example "12" instead of "twelve", and
- use only authorised abbreviations, and
- unless completing an electronic form:
 - write clearly in ink, and
 - draw a single line through errors and initial the corrections,
 - initial corrections in the margins beside the correction.

If Safeworking forms include items that have a box before them, Competent Workers must:

- tick the box if it applies, and complete the item, or
- place a cross in the box if the item does not apply.

Competent Workers must complete all other items on the form.

Unless otherwise specified, Safeworking forms and records must be kept for at least 90 days.

JHR Network Procedures

CNPR 721 Spoken and written communication

Effective date

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