



# Country Network Standard 005

## Network Communication

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## 1 Purpose

This standard mandates the requirements for communications in John Holland's Country Regional Network (CRN).

## 2 Scope

This standard applies to organisations whose workers undertake communications in the CRN.

## 3 General

All communications in the CRN must:

- be in English
- be clear, brief, and unambiguous
- spoken communication must use the phonetic alphabet and spoken numbers
- be relevant to the task at hand
- not include slang or jargon
- use standard terms, phrases, and abbreviations where appropriate
- be directed to the relevant person who can act upon the communication
- represent the good practice communication behaviours identified in this standard.

## 4 Responsibilities

Organisations are responsible for:

- identifying activities that involve communications which affect the safe and efficient operation of the railway
- developing and implementing procedures and instructions to enable competent workers to comply with the protocols and requirements of this standard
- ensuring that workers undertaking safety-critical communications are competent to do so
- monitoring communications to make sure that they meet the requirements of this standard
- taking action to manage non-compliance with communication protocols.

## 5 Safety-critical communication

Safety critical communications are any communications, spoken or written, that may result in a safety incident occurring if:

- not delivered, or
- incorrectly delivered, or
- not delivered promptly.

Safety-critical communication includes, but is not limited to, communication for:

- work in the rail corridor
- rail traffic movements
- conditions affecting the safe operation of the network.

## 6 Spoken communications

Spoken communications include, but are not limited to, communications conducted:

- by landline telephone
- by mobile phone
- by two-way radio
- by signal-post telephone
- by in-cab train radios
- face-to-face.

### 6.1 Spoken communication protocols

The content of spoken safety critical communications must be confirmed by repeating the message back to the sender. The sender and receiver must use phonetic alphabet and spoken numbers to clarify and confirm the message.

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

Organisations must make sure that workers undertaking spoken communications in the CRN adhere to the requirements and protocols contained in the CRN Network Rules and Procedures:

- CNGE 204 Network Communications
- CNGE 230 Communication Equipment
- CNPR 721 Spoken and written communication

### 6.2 Relaying communications

If it is not possible for a sender to communicate directly with an intended receiver, competent workers may relay the content.

The content of the communication must be relayed exactly as received and using the protocols in CNGE 204 Network communication.

### 6.3 Lead communicator

During spoken communications, one person shall take responsibility to lead the communication.

The lead communicator has the responsibility to control the exchange of information to make sure all parties:

- clearly understand the information exchanged
- do not act on the information until confirmed that it is clearly understood
- comply with communication protocols and apply good practice communication behaviours (See 7.3)
- communicate in a calm and respectful manner.

The lead communicator on the CRN will be the:

- the Network Control Officer (NCO)

In all other instances, the lead communicator will be the person who initiates the communication.

## 6.4 Recording spoken communications

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

The recordings must be kept for at least one year.

## 7 Written communications

Written communications are made using paper or electronic media. These include but are not limited to:

- Network forms and authorities
- forms for the maintenance, commissioning or withdrawal of rollingstock or infrastructure
- written work instructions or directions
- transmitted text messages.

JH CRN and other organisations must have instructions or procedures in place to make sure that workers undertaking written communications in the CRN adhere to the requirements in the following Network rules and procedures:

- CNGE 204 Network communication
- CNPR 721 Spoken and written communication

Unless otherwise specified, records of written communications must be kept for at least 90 days.

### 7.1 Monitoring communications

Organisations whose workers undertake communications in the CRN must have a documented process in place to monitor and review communications, in particular those identified as safety critical.

The monitoring and review process must ensure that:

- the monitoring of communications is risk-based, with a focus on communications identified as safety critical
- conducted at time intervals relevant to the risks associated with the client's or organisation's activities
- that the sample sizes of monitored communications are statistically representative
- a structured monitoring tool is used to monitor the communications using the behavioural standards in this document
- if deficiencies in performance are found, improvement measures and action plans are put in place
- feedback processes are in place to highlight good communications
- results are made available to the appropriate areas within the CRN upon request, for the purposes of performance assessment or incident investigation.

## 7.2 Risk-based monitoring

The process for monitoring communications must be focused on communications that have been identified as safety critical.

It should target activities associated with those hazards rated as having the highest level of direct risk in the CRN Principle Risk Register, or the equivalent register for other organisations whose workers undertake communications on the CRN.

Examples of activities needing communications monitoring, based on their level of risk:

Hazard	Activities/Communications	Participants
<b>Worker in path of train</b>	Planning and implementing: Work on track authorities Work on track methods	Protection officer Possession protection officer Network Control Officer
<b>Derailment</b>	Shunting Passing signals at STOP	Rail Traffic Crews Shunters Network Control Officers
<b>Collision between rail traffic</b>	Shunting Passing signals at STOP Special working: Special proceed authority (SPA) Pilot staff working Manual block working Work trains and track vehicles: In a local possession authority (LPA), or In a track occupancy authority (TOA)	Rail Traffic Crews Network Control Officers Shunters Protection Officers
<b>Road/rail vehicle collision</b>	Condition affecting the network (CAN) warnings Special working	Rail Traffic Crews Network Control Officer Handsignaller

### 7.3 Communications behavioural standards

Workers who undertake communications in the CRN must exercise good practice communications behaviours to meet the performance expectations of this standard.

The following table contains good and poor practice behaviours arranged by key communication element.

They are intended to support the identification of desirable communication behaviours and provide a model by which communication behaviours can be consistently monitored.

Key communication element	Good practice	Poor practice
<b>Opening a conversation</b>	Identifies themselves, their role, and location (as required), and confirms who they are talking to.	Does not identify themselves or confirm who they are talking to.
	Identifies the purpose of the conversation early on.	Does not clearly establish the purpose of the conversation.
<b>Structuring communications</b>	Provides key information in a planned and logical order.	Does not give information in the right order or overloads receiver.
	Repeats back critical information.	Does not repeat back critical information.
	Leads and refocuses the conversation if it goes off topic.	Gets distracted and allows the conversation to go off topic.
	Asks relevant questions to confirm a shared understanding has been reached.	Assumes shared understanding without confirming or questioning.
	Restarts a communication from the beginning if it is interrupted.	Continues after an interruption, assuming the earlier part was correctly understood.
<b>Speaking professionally</b>	Controls tempo using short, simple sentences.	Uses inappropriate tempo, speaking too quickly or too slowly.
	Uses clear descriptors and standard spoken terms, including the phonetic alphabet and spoken numbers.	Speaks casually or uses slang when giving or receiving information.
	Speaks confidently, calmly, and treats others with respect.	Is offensive, aggressive, or obstructive.
	Confirms accurate read back and repeats a message if there are errors.	Does not correct inaccurate read back.
<b>Ending conversation</b>	Makes sure that other parties have no further questions before ending the communication.	Ends the conversation abruptly without clearly summarising and clarifying the communication.