

ANGE 204

Network Communication

Applicability

NSW

SMS

Publication Requirement

External Only

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2.0	11 October 2015

Purpose

To prescribe the rules for spoken and written communication in the Australian Rail Track Corporation (ARTC) NSW Network.

Principle

Communication in the ARTC NSW Network *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.

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, *Qualified Workers* may relay the content.

The content of a communication must be relayed exactly as received.

Emergency communication

Emergency communications must be:

- given priority, and
- answered immediately.

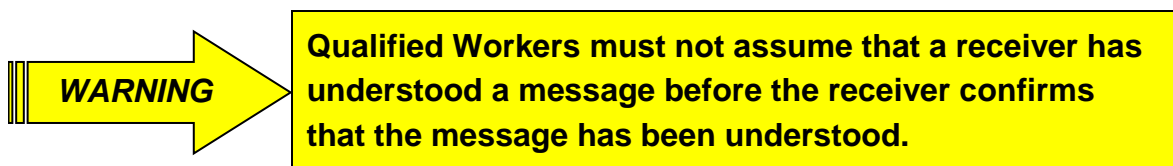
If there is an emergency message on an *open-channel* radio, other users of the channel must stop transmission immediately.

Spoken communication

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

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

Spoken communication must be promptly acknowledged.



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 a *train* or *track vehicle* must include the sender's *train number* or *track vehicle number*.

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*.

Qualified Workers using open-channel radios must:

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

Written Safeworking communication

Qualified Workers compiling Safeworking forms, authorities and records must:

- write clearly in ink, and
- write numbers in numerals, not words, using for example "12" instead of "twelve", and
- draw a single line through errors, and initial the corrections.

If Safeworking forms include items that have a box before them, Qualified 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.

Qualified Workers must complete all other items on the form.

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

Related ARTC Network Procedures

ANPR 721	Spoken and written communication
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Effective Date

11 October 2015