

Spoken and written communication

Introduction

Effective written, radio and telephone communication is essential for safety in the Network.

Spoken numbers

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1. Use the spoken numbers in the following table.
2. Stress the syllables in capital letters.
3. For a decimal point, say "point".

<i>For digit</i>	<i>Say</i>
0	ZEE-roh
1	WUN
2	TOO
3	thuh-REE
4	FO-wer

<i>For digit</i>	<i>Say</i>
5	FI-yiv
6	SIX
7	SEV-en
8	ATE
9	NINE-uh

Spoken and written communication

Phonetic alphabet (spoken letter names)

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1. If it is necessary to spell words, use the spoken letter names in the following table.
2. Stress the syllables in capital letters.

<i>For</i>	<i>Letter name</i>	<i>Say</i>
A	ALPHA	AL-fah
B	BRAVO	BRAH-voh
C	CHARLIE	CHAR-lee
D	DELTA	DELL-tah
E	ECHO	ECK-oh
F	FOXTROT	FOKS-trot
G	GOLF	GOLF
H	HOTEL	hoh-TEL
I	INDIA	IN-dee-ah
J	JULIET	JEW-lee-ETT
K	KILO	KEY-loh
L	LIMA	LEE-mah
M	MIKE	MIKE

<i>For</i>	<i>Letter name</i>	<i>Say</i>
N	NOVEMBER	no-VEM-ber
O	OSCAR	OSS-cah
P	PAPA	pah-PAH
Q	QUEBEC	keh-BECK
R	ROMEO	ROW-me-oh
S	SIERRA	see-AIR-rah
T	TANGO	TANG-go
U	UNIFORM	YOU-nee- form
V	VICTOR	VIC-tah
W	WHISKY	WISS-key
X	X-RAY	ECKS-ray
Y	YANKEE	YANG-key
Z	ZULU	ZOO-loo

Spoken and written communication

Standard terms

Use only these standard terms to convey these meanings:

<i>Term</i>	<i>Meaning</i>
Emergency, emergency, emergency	This is an <i>emergency</i>
Correct	Yes. You are right
I read back	I am going to repeat all, or part, of your statement exactly as I received it
I say again	I am going to repeat all, or part, of my last statement
I spell	I am going to use the phonetic alphabet
Loud and clear	Your signal is strong, and every word is understood
Message received	I clearly received and understand your message
Negative	No. Not correct
Out	My transmission is complete
Over	I have finished speaking, and I am waiting for a reply
Read back	Repeat all, or a specified part, of my message back to me exactly as you received it
Receiving	I acknowledge your call. Proceed with the message
Roger	All your last statement is received and understood
Say again	Please repeat your last statement
Speak slower	Repeat what you said, speaking more slowly. It is hard to understand you
Stand by	Wait. I will be back soon

Spoken and written communication

Open-channel communications

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1. Except in an emergency, make sure that no-one else is speaking before you begin to use an open-channel radio.

Sender

2. Start your message with the Safeworking designation, location, and/or train number or track vehicle number, as appropriate, of the person you are calling.

Say: "(Receiver) this is (Sender), over".

Identify yourself by Safeworking designation, location, and/or train or track vehicle number as appropriate.

Receiver

3. Start your reply with the Safeworking designation, location, and/or train or track vehicle number, as appropriate, of the person calling you.

Say: "(Sender) this is (Receiver), over".

Identify yourself by Safeworking designation, location, and/or train or track vehicle number as appropriate.

Sender

4. Make your statement, ending with "Over".

Receiver

5. Reply, ending with "Over".

Sender and Receiver

6. Use standard terms as required in the communication.

Sender or Receiver

7. At the end of the communication, say "Out".

Spoken and written communication

Emergency radio communications

Use whatever communication method is available.

If an emergency button is fitted:

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1. Press the emergency button.
2. If there is no immediate answer, pause.
3. Repeat Step 1 until you are answered. If you are not answered, follow the steps for 'If an emergency button is not fitted'.
4. When the Receiver answers, give your location and the emergency message.
5. Exchange necessary information and directions.

If an emergency button is not fitted:

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1. Say: "Emergency, emergency, emergency, this is (your identification)".
2. If the radio is open-channel, give brief details about the emergency.
3. If the radio is open-channel, users other than the Sender and Receiver must immediately cease transmission.
4. If there is no immediate answer, pause.
5. Repeat Step 1, and Step 2 if necessary, until you are answered.
6. When a Receiver answers, give your location and the emergency message.
7. Exchange necessary information and directions.

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Written communication abbreviations

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1. Use the standard abbreviations listed below in written Safeworking communications:

<i>Abbreviation</i>	<i>Meaning</i>
BF	<i>blocking facility</i>
CP	<i>clearance post</i>
CAN	<i>Condition Affecting the Network</i>
ASB	<i>Absolute Signal Blocking</i>
X/over	<i>crossover</i>
ESR	Eastern Suburbs Railway
Frame	<i>groundframe</i>
hr	hours (time of day by 24hr clock)
IBA	Infrastructure Booking Authority
Illa	Illawarra
Inst	instrument
Jct	junction
km	kilometre
km/h	kilometres per hour
kP	kilometre post
L/Xing	<i>level crossing</i>
LE	<i>light locomotive</i>
LPA	<i>Local Possession Authority</i>

Spoken and written communication

<i>Abbreviation</i>	<i>Meaning</i>
Loco	<i>locomotive</i>
metro	metropolitan
min	minutes
NIN	<i>Network Incident Notice</i>
NSR	New Southern Railway
Nth	North
No.	number
PSN	<i>Pilot Staff Notice</i>
PSW	<i>pilot staff working</i>
pts	<i>points</i>
Sig	signal
SPA	<i>Special Proceed Authority</i>
Sth	South
STN	<i>Special Train Notice</i>
Subn	Suburban
TOA	<i>Track Occupancy Authority</i>
TOC	<i>Train Operating Conditions manual</i>
TWA	<i>Track Work Authority</i>
WOLO	hot weather speed restriction
YLS	<i>yard limit sign</i>

network
procedures

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Network Procedures

Nil

Effective date

29 April 2017