

NPR 721 Spoken and written communication

Description

This document describes the procedure for spoken and written communication.

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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".

For digit	Say	For digit	Say
0	ZEE-roh	5	FI-yiv
1	WUN	6	SIX
2	TOO	7	SEV-en
3	thuh-REE	8	ATE
4	FO-wer	9	NINE-uh

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.

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For	Letter name	Say	For	Letter name	Say
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	keh-BECK
E	ECHO	ECK-oh	R	ROMEO	ROW-me-oh
F	FOXTROT	FOKS-trot	S	SIERRA	see-AIR-rah
G	GOLF	GOLF	T	TANGO	TANG-go
H	HOTEL	hoh-TEL	U	UNIFORM	YOU-nee-form
I	INDIA	IN-dee-ah	V	VICTOR	VIC-tah
J	JULIET	JEW-lee-ETT	W	WHISKY	WISS-key
K	KILO	KEY-loh	X	X-RAY	ECKS-ray
L	LIMA	LEE-mah	Y	YANKEE	YANG-key
M	MIKE	MIKE	Z	ZULU	ZOO-loo

Open-channel communications

Standard terms

Use only these standard terms to convey these meanings:

Term	Meaning
Emergency, emergency, emergency	This is an <i>emergency</i>
Correct	Yes. You are right

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Term	Meaning
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

Open-channel radio protocols**Qualified Worker**

- 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.

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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”.

Emergency open-channel radio protocols

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- 1 Say: “Emergency, emergency, emergency, this is (your identification)”.
- 2 Give brief details about the emergency.

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i Note

Users other than the Sender and Receiver must immediately cease transmission.

- 3 If there is no immediate answer, pause.
- 4 Repeat Step 1, and Step 2 if necessary, until you are answered.
- 5 When a Receiver answers, give your location and the emergency message.
- 6 Exchange necessary information and instructions.

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

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<i>Abbreviation</i>	<i>Meaning</i>
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>
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

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<i>Abbreviation</i>	<i>Meaning</i>
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>