

<div><div>P</div><div>PROFESSIONAL</div><div>FUTURE THINKING</div><div>WE FIND SOLUTIONS WE EMBRACE EXCELLENCE WE THINK BOLD</div></div>	<div>I WILL ENSURE...</div> <div><ul style="list-style-type: none"><li>I understand that Rail Safety Worker Duties are Safety Critical</li><li>It is my responsibility to apply strict communication protocol</li><li>I identify non-compliant communications and do something about it</li><li>I give my full attention to those I am communicating with</li><li>I take a positive approach to people I am communicating with</li><li>I do not put workers and public at risk with bad communications</li></ul></div>
<div><div>A</div><div>ACCURATE</div><div>NO HARM</div><div>WE TAKE CARE WE LOOK OUT FOR EACH OTHER WE FIND SAFE WAYS</div></div>	<div>I WILL ENSURE...</div> <div><ul style="list-style-type: none"><li>I make positive contact with recipients of communications</li><li>I stay focused on the facts</li><li>I actively listen and clarify the message when required</li><li>I do not engage in small talk or conversation off task</li><li>I apply rule book phraseology to ensure clarity</li><li>I use the phonetic alphabet when identifying railway assets</li></ul></div>
<div><div>C</div><div>CLEAR</div><div>ACTIVE ENGAGEMENT</div><div>WE TAKE INITIATIVE WE PAY ATTENTION WE RESPECT ONE ANOTHER</div></div>	<div>I WILL ENSURE...</div> <div><ul style="list-style-type: none"><li>I only speak when I have something relevant to say</li><li>I use standard terms and phraseology to ensure clarity</li><li>I speak at a pace that is clearly understood by the receiver</li><li>I use a clear and direct tone</li><li>I use approved acronyms</li><li>I agree on the meaning before acting upon</li></ul></div>
<div><div>C</div><div>CONCISE</div><div>RESULTS</div><div>WE SET AND MEASURE GOALS WE RECOGNISE PERFORMANCE WE FOCUS ON SUCCESS</div></div>	<div>I WILL ENSURE...</div> <div><ul style="list-style-type: none"><li>Clear, brief and unambiguous communications</li><li>I ask for readback of communications when required</li><li>I do not use jargon or slang terms in my communications</li><li>I do not engage in casual communication</li><li>I teach myself to stop using terms that are non-compliant</li><li>I use active listening during communications</li></ul></div>

PHONETIC ALPHABET & SPOKEN NUMBERS



for	Name	Say	for	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	TAN-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	WHISKEY	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
for	Name	Say	for	Name	Say
0	ZERO	ZEE-roh	5	FIVE	Fl-yiv
1	ONE	WUN	6	SIX	SIX
2	TWO	TOO	7	SEVEN	SEV-en
3	THREE	Thuh-REE	8	EIGHT	ATE
4	FOUR	FO-wer	9	NINE	NINE-uh
.	DECIMAL POINT	Day Cee Mal			

THE STRONGEST LINK IN ENSURING SAFE,  
COMPLIANT COMMUNICATIONS IS YOU

ARTC

Term	Examples of Non-Compliance	What does the message mean?	Example of Good Communications
EMERGENCY, EMERGENCY, EMERGENCY	“STOP” “Are you there” “What’s going on”	This is an emergency	NC – <u>Emergency, Emergency, Emergency</u> . Driver 7, MIKE, CHARLIE, 2, STOP your train immediately and report back to the Network Controller, over
CORRECT.	“Yep” “Yes” “All Right” “Agreed”	You are right	NC – That is at 375.500km Crew – 375.500km NC – <u>Correct</u>
I READ BACK.	“Got that” “Yep” “Sure” “No Worries”	I am going to repeat all, or part, of your statement exactly as I received it	Crew – Protection is placed at 124.000km NC – <u>I read back</u> , protection is placed at the 124.000km Crew – <u>Correct</u>
I SAY AGAIN.	“Did you get that” “Are you sure”	I am going to repeat all, or part, of my last statement	NC – TOA authorised at 1345hrs PO – TOA authorised at 1347hrs NC – Negative, <u>I say again</u> , TOA authorised at 1345hrs
I SPELL.	Non phonetic language used	I spell I am going to use the phonetic alphabet	NC – That is at Nubba Road PO – Say Again and Speak Slower NC – <u>I spell</u> , NOVEMBER, UNIFORM, BRAVO, BRAVO, ALPHA Road
LOUD AND CLEAR.	“Got you there mate”	Your signal is strong, and every word is understood	Crew – 6MB7 to Control, are you receiving, we are having radio issues, over. NC – Control receiving 6, MIKE, BRAVO, 7 <u>loud and clear</u>
NEGATIVE.	“No” “Incorrect” “That’s not right”	Not correct	NC – TOA authorised at 1345hrs PO – TOA authorised at 1347hrs NC – <u>Negative</u> , I say again, TOA authorised at 1345hrs
OUT.	“Cheers” “See you” “Goodbye” “Speak later”	My transmission is complete	PO – Thank you control, I will talk to you prior to 1425hrs NC – Network Control, <u>out</u> .
OVER.	“Are you still there” “Continue”	I have finished speaking, and I am waiting for a reply	NC – You are instructed to wind 51 points to the reverse position, <u>over</u> . Crew – Wind 51 points to the reverse position, over.
RECEIVING.	“G’day mate” “Hello” “How are you”	I acknowledge your call. Proceed with the message	PO – Hello control, this is Protection Officer John Smith at 345.500km NC – <u>Receiving</u>
ROGER.	“Got that” “Yeah” “Yep”	All your last statement is received and understood	PO – Just letting you know we are moving into the corridor to prepare the worksite NC – <u>Roger</u>
SAY AGAIN.	“What was that” “I didn’t get that” “Huh”	Please repeat your last statement	NC – That is at Nubba Road PO – Say Again and Speak Slower NC – I spell, NOVEMBER, UNIFORM, BRAVO, BRAVO, ALPHA Road
SPEAK SLOWER.	“What was that” “I didn’t get that” “Huh”	Repeat what you said, speaking more slowly. It is hard to understand you	NC – That is at Nubba Road PO – Say Again and <u>Speak Slower</u> NC – I spell, NOVEMBER, UNIFORM, BRAVO, BRAVO, ALPHA Road
STAND BY.	“Just hang on their mate” “Give me a sec”	Wait. I will be back soon	PO – Just wanting a TOA in the Junee Harefield Section NC – <u>Stand by</u> (undertakes critical analysis)