



Safe Work Instruction	Issue date: 23/02/10
<b>Two-Way Radio Communication in Maintenance Centres</b>	Review date: 07/02/12

Document no. SMS-06-SW-1259	<b>Work description</b> This SWI describes the safe work practices for the use of Two-way Radio Communication devices		
	<b>Scope</b> This SWI applies to Two-Way radio use by all RSD staff within Rollingstock Maintenance Centres This SWI supersedes SIN 2301		
Review date 07/02/12	<b>References</b> <ul style="list-style-type: none"> <li>• OHS Act 2000</li> <li>• OHS Regulation 2001</li> <li>• Rail Safety Act 2008</li> <li>• SMS-06-PR-0173 Plant and Equipment Lock-out Tag-out</li> <li>• <u>SMS-06-PR-0104 WORKPLACE RISK MANAGEMENT</u></li> <li>• <u>SMS-12-OS-0919 Safety Critical Communications</u></li> </ul>		
<b>Responsible supervisor</b>	<b>PPE and precautions</b>	<b>Competencies or qualifications</b>	<b>Licences or permits required</b>
Line Manager	Nil	Competent in the use of Two-Way radios	Nil
<b>Tools and equipment required</b>			
Two Way Radios, fixed and mobile			
IF CONTROL MEASURES ARE NOT SUITABLE AND MAJOR CHANGES ARE NEEDED, CONDUCT A RISK ASSESSMENT AND DEVELOP NEW CONTROLS ACCORDING TO <u>SMS-06-PR-0104 WORKPLACE RISK MANAGEMENT</u> .			
	<b>Warning</b> <ul style="list-style-type: none"> <li>• When using a mobile Two-Way radio, especially whilst moving around, ensure that you are in a safe place, stand still whilst using the Two- Radio and where possible hold onto a structure such as a post or wall. Always ensure that you have a safe escape route, refer to your RISI training</li> <li>• Failure to use the correct frequency will result in your message not being heard by the correct staff and could delay help in the event of an emergency or contribute to an incident.</li> <li>• Staff working under instructions received by two-way radio must also take into account any hand signals given</li> <li>• Never use or return to storage any radio that is faulty, attach an "Out of Service" tag in accordance with <u>SMS-06-PR-0173 Plant and Equipment Lock-out Tag-out</u> and notify your Line Manager as soon as practicable. Failure to do so could contribute to an incident</li> </ul>		
<b>Roles &amp; Responsibilities</b>	<u>All Staff issued with two-way radios must:</u> <ul style="list-style-type: none"> <li>• Test the two-way radios as soon as practicable after being issued to them</li> <li>• Ensure the batteries are charged</li> <li>• Ensure the safekeeping of the two way radios issued to them</li> <li>• Promptly report any faults or failures to the relevant Line Manager</li> </ul> <u>Service Manager, Operations Planner or other nominated Line Manager issuing Two-Ways, must in addition to above:</u> <ul style="list-style-type: none"> <li>• Issue and recover two-way radios</li> <li>• Keep two-ways safe while they are not on issue</li> <li>• Charge and replace batteries, as necessary</li> <li>• Keep a log book of all issues and receipts, including serial numbers</li> <li>• Notify appropriate persons of faults or failures to have two-ways repaired or replaced, as required</li> </ul>		
<b>Using the two-way radio</b>	<b>Process</b> When receiving a message via Two-Way Radio locate to a SAFE PLACE before continuing the conversation, ensure that you are on solid ground and cannot fall or trip into the danger zone.		

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	<p><u>Person receiving instructions</u></p> <ul style="list-style-type: none"> <li>• When you receive a transmission, identify yourself to make sure that you are the person the instructions are intended for. Do not press the transmit button until you hear the word "OVER"</li> <li>• Repeat the instructions transmitted to you, or query them if you are not absolutely clear of the intention and finish each transmission with the word "OVER"</li> <li>• If you need to have a transmission repeated say the words "SAY AGAIN, OVER" and wait for the instruction(s) to be repeated to you</li> <li>• Wait for acknowledgement that you are correct before you take any action</li> </ul> <p>When you are finished using the two-way say the word "OUT" at the end of your last sentence and release the transmission button</p> <p><b>Process</b></p> <p>When sending a message via Two-Way Radio locate to a SAFE PLACE before commencing the message, ensure that you are on solid ground and cannot fall or trip into the danger zone.</p> <p><u>Person sending instructions</u></p> <ul style="list-style-type: none"> <li>• Listen before transmitting instructions. If another station is using the radio system, wait until the system is clear</li> <li>• To start the transmission, press the Transmit button then wait one second before speaking, to make sure that the initial words are transmitted</li> <li>• When you begin the transmission, identify yourself and make sure the correct person (the receiver) is receiving your instructions by saying the word "OVER" when finished, then releasing the transmit button and waiting for an acknowledgement</li> <li>• Issue clear instructions, including the use of phonetic alphabet language in compliance with <u>SMS-12-OS-0919 Safety Critical Communications</u>, to minimise the chance of being misunderstood</li> <li>• Listen to make sure that the receiver repeats the instructions correctly. If there is any uncertainty, repeat the instructions</li> <li>• When the receiver repeats the instructions correctly, acknowledge they are correct</li> </ul> <p>When you are finished using the two-way say the word "OUT" at the end of your last sentence and release the Transmit button</p>
	<p><b>Warning</b></p> <p><i>Failure to confirm that the correct person has received and understood your instructions or acting on unconfirmed instructions could contribute to an incident</i></p>
<b>Return the two-way radio</b>	<p>When returning the Two-Ways to the Service Manager, Operations Planner or other nominated Line Manager</p> <ul style="list-style-type: none"> <li>• Inspect for damage and if any is found or any malfunction was experienced during their use, attach an "Out of Service" tag and inform your Line Manager</li> <li>• Ensure that the two-way radio/s are placed in their correct charging station</li> <li>• If required record their return in the log book</li> </ul>
<p><b>Additional Controls</b></p> <p><i>If you identify additional hazards and / or controls relevant to this SWI, notify your Safety Facilitator or Line Manager as soon as practicable, so they can be noted and used to continuously improve this document</i></p>	