



Document Control

Category	Operations
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1. Purpose

The purpose of this LOP OP is to provide a guideline on what action to take and/or who needs to be contacted when there is an enquiry made by a member of the public. Refer also to SOP ADM07 Social Media and Consent Form.

2. Phone Answering Protocol

Marine Rescue Sydney (MRS) answers calls on behalf of a number of Marine Rescue bases including Marine Rescue Headquarters. MRS will answer as follows:

“(Greetings), Marine Rescue, (your first name) speaking”.*

*ie Either Good Morning, Good Afternoon or Good Evening

Be aware caller may have dialled another base. Without deterring them, try to determine which base they were calling. Refer Clause 5 below.

3. Types of Enquiries and procedure

Enquiries from a member of the public can be in many forms but the most common ones would be about training courses offered, Marine Rescue Safety Service (MRSS), fund raising, public relations by way of marketing and promotion of Marine Rescue/Marine Rescue Sydney (MRS), Membership to join MRS.

Duty Officers receiving any calls from a member of the public regarding any enquiries are to take the following details down:

Title:

First Name:

Last name:

Best contact number:

Email address:

Enquiry:

Where/how did you hear about “it”?: (eg where did you hear about becoming a volunteer? How did you hear about the course? etc etc)

Please ensure details are confirmed to ensure correct contact details are recorded.

Finish off the call by letting the person know **you** will pass it to the relevant officer or base.

After call email details to the relevant HOD (refer Marine Rescue Terrey Hills Organisation Chart for full details)

NOTE: Do not divulge any personal information including telephone or email contact to any third party (external party).

Guide to Enquiry type, contact point and email address:

Enquiry Type	HOD Referral Point	Email address
Training – LROCP/SROCP*	Training Officer	training.terreyhills@marinerescuensw.com.au
Marine Radio Safety Services MRSS	MRSS Officer	mrss.terreyhills@mrnsw.com.au
Fund Raising eg Bunnings, Boating, Camping Fishing or the like	Fund Raising Officer	dally.p@bigpond.com.au do not advise to public
Public relations, marketing and promotion activities, Soundings	Public Relations Officer	duc.terreyhills@marinerescuensw.com
New membership	Membership officer	membership.terreyhills@mrnsw.com.au

* LROCP: Long Range Operators Certificate of Proficiency; SROCP: Short Range Operators Certificate of Proficiency .

4. Training Enquiry

1. When a request for training on LROCP or SROCP is received a DO has the option to follow the procedure outline in 2 above or pass the following generic email address to caller and ask them to feel free to contact our Training Officer directly using the email: training.terreyhills@marinerescuensw.com.au
2. DO can refer to the notice board where details of forthcoming LROCP and SROCP training are scheduled for an indication of availability for each session. If sessions have not been marked “Full” then there is likely to be vacancies but availability still needs to be confirmed with Training Officer, therefore advise the caller that confirmation will be provided and availability is an **“indication only”**.
3. The price for LROCP and SROCP are also marked on the schedule on the notice board – please note any difference between member and non-member prices.

4. LROCP are usually ran over 3 evenings.
5. SROCP courses are usually half day (approx. 5 hours) commencing in the morning.
6. Further information can be found on marinerescuensw.com.au website and click on the tab marked "Boating Education".

(NB: MR members training Enquiries, members should email/call Training Officer or Assistant Training Officer directly depending on the type of training inquired)

5. Enquiry relating to remote Marine Rescue bases supported by MRS

For closed bases, MRS should take a message and advised the Unit Commander of the respective base by email. If the enquiry is deemed urgent, phone the Unit Commander of the respective base.

Ensure you have the following details:

Title:

First Name:

Last name:

Best contact number:

Email address (if you feel this would be relevant):

Enquiry details:

6. Assists involving remote Marine Rescue bases and 1300 Rescue Number

For calls involving an "assist", refer LOP OP 05.