



**Document Control**

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**1. Purpose**

**1.1** The purpose of this LOP is to provide guideline on the support provided by MR Sydney – State Communications Centre (MRS-SCC) to the Marine Rescue bases located outside of the Sydney region, when those bases are not in operation. Refer also to SOP OP 6 Notifiable Incidents and LOP OP 18 External Inquiry Handling.

**2. MR Sydney - State Communication Centre Supporting Radio and Telephone Calls of Marine Rescue Bases**

**2.1** MRS-SCC will be supporting both radio and telephone calls for any Marine Rescue bases located outside the Sydney region when it is outside their normal operating hours. Formal announcement from MRS-SCC UC to MRS-SCC members will occur prior to commencement.

**2.2 Handover Procedure**

1. MRS-SCC will contact the closing and opening base by phone to conduct handover which includes radio checks - refer Appendix 1 for details of handover times and radio channels to be checked.
2. Handover procedures standard for a watch change is to take place with the base handing over taking responsibility to provide all handover information on the status of any active vessels or any activity to ensure the effective continuation of operations.
3. Radio checks are mandatory where indicated in Appendix1.
4. Remote bases MRS-SCC monitor never close therefore no inference to closure or opening should be made over the radio. Such conversations are to be done on the phone between bases only.
5. Enter all communication with bases with accurate times as a “phone out”. The corresponding radio check should be entered as a comment, not a separate entry.
6. If a base makes a mistake and phones MRS-SCC, then that is a “phone in”.
7. Report all problems with handover procedure or with remote bases to MRS-SCC - UC, preferably by email.

**2.2a Handover Procedure - Morning**

1. Remote base personnel will arrive at the base prior to their designated time, remove their phone divert, and will not use their radios.
2. MRS-SCC will as soon as possible after, or preferably on, the time listed, phone the remote base and hand back the watch.
3. In the event MRS-SCC rings a base in the morning and they do not answer, MRS-SCC will try again after approximately 15 minutes and if unsuccessful, try again in approximately another 15 minutes. Call the local ZDOM if the remote base does not answer after the second attempt. The DO is to put all attempts in the comms log. Bases which are habitually late will be encouraged to be on time – via MRS-SCC UC.
4. MRS-SCC will have a Remote Base Handover scheduled for summer and a separate one for Winter.
5. Summer timetable will commence when NSW school holidays commences in September and will end after term 1 of the NSW school holidays. Changeover date will be announced along with the release of the schedule. During the summer timetable period, one officer from the 0600hrs-1100hrs watch will arrive at 0500hrs to assist the 0100hr-0600hrs DO. For continuity, the 0100hrs DO will be responsible for all remote handovers by telephoning the remote base and carrying out radio checks as per the Remote Base Handover Schedule – Refer Appendix 1.

The 0600hrs officer who arrived at 0500hrs, will assume responsibility for Sydney Region and other radio calls for remote bases if handover has yet to be completed.

6. MRS-SCC 0130hr DO will view the "REMOTES" tab on ALTO and conduct handovers whilst the other officer carries out radio monitoring duties and other duties as per standard operations whilst viewing the "SYDNEY" tab on ALTO. (NOTE: ALTO Tab "STATEWIDE NETWORK" shows all radios).
7. MRS-SCC turns off their radios on Alto and unticks the alarm in their Seahawk profile.
8. Answering radio calls takes priority over handovers at all times.
9. In the event a handover is taking place simultaneous a log on call relating to that remote base is received, it will be at the DO will decide whether MRS-SCC will do the log on or ask the vessel to standby and advise the remote base xyz vessel is standing by to log on and for the remote base to take over. (Note: Decision will be made based on how far progressed the log on is at the time of the handover call).
10. The person arriving at 0500hrs can be relieved of duties an hour earlier. A competent officer must be on the 0600-1100hrs watch at all times.)
11. Due to the possibility of one officer being on duty between 0500hrs-0600hrs during the winter timetable period, handover in accordance to points 5 and 6 above may not be practical. ALTO tab "STATEWIDE NETWORK" maybe more relevant in this scenario.

### **2.2b Handover Procedure - Evening**

1. Prior to calling, MRS-SCC will check the Seahawk entries at the base to be called, in order to ask for any necessary clarification. MRS-SCC on the time listed, phone the remote base but will be on a best endeavours basis. If MRS-SCC is occupied on urgent matters, handovers may be delayed. If the DO predicts delay is likely to be "lengthy", notify the respective remote base's ZDOM as soon as it is practical. Notify the respective ZDOM for the remote base when ready to conduct handover.
2. It is the responsibility of the MRS-SCC Duty Officer (DO) to ensure details provided by the closing MR base is fully understood and properly recorded for active vessel to be monitored prior to accepting handover. Handover call is to be logged as a "comms" on Seahawk and should contain details the MRS-SCC DO considered pertinent.
3. MRS-SCC turns on their radios on Alto, and ticks the alarm in their Seahawk profile.
4. The base transfers its phone to MRS-SCC.
5. MRS-SCC should not accept a handover if the outcome of radio checks indicates any issues in receiving or transmitting. Remote base should refer matter to their UC and/or ZDOM. MRS-SCC will only assume responsibility once ZDOM provides authorisation or when consequent radio checks produce a successful outcome. Non acceptance of handover is to be logged as a "comms" on Seahawk and should contain details the MRS-SCC DO considered as pertinent.
6. If the remote base rings early (by mistake or otherwise), MRS-SCC has the "right" to advise MRS-SCC is not able to conduct handover and MRS-SCC will ring the remote base. Remote bases (or the individual operators of the remote bases) are discouraged to call earlier to avoid the system being taken advantage of. Any changes to handover times are not permitted without approval of their ZDOM or MRS-SCC UC.
7. When MRS-SCC call a remote base and they may have an operation happening and wish (need) to stay open later, the remote base must specify a later time for MRS-SCC to ring again, i.e., in 1 or 2 hours, or at a specified time.
8. Bases that are satellite to the SARCCs (Brunswick; Byron; Evans Head for Ballina for example) will transfer all vessels logged on, and hand over, to the SARCC before MRS-SCC take over. If for whatever reason they are late, they will still hand over to the SARCC but the SARCC will be operated by MRS-SCC

### **3. Radio and Phone call protocols**

1. Irrespective of which of the closed base has an incoming call (by phone or radio), MRS-SCC will receive the call and take management of the call as the remote base.
2. If a phone caller wishes to speak to a particular member of the closed base, establish whether the matter is urgent.
3. Non urgent operational issues for the remote base, email MRS-SCC UC and DUC who has the responsibility to pass on the advice to the appropriate personnel. Do not contact the remote base UC and other remote base members or MRNSW HQ staff without referring to MRS-SCC UC or DUC.
4. For urgent calls, if it is not an issue MRS-SCC can resolve, contact the ZDOM for that region (unless other contact details were given during handover) and relay message. Please note, the latter is only to be done if matter is urgent and cannot be managed under MRS-SCC operating protocols.
5. All such communications are logged on the Seahawk screen of the remote base.

6. Some bases respond to calls to other closed bases in their region. MRS-SCC is operating as the base we have taken over. Example 1: In case of MR Camden Haven, MRS-SCC will monitor MR Crowdy Harrington but will answer as MR Crowdy Harrington and all communications will be entered on MR Crowdy Harrington's log.

**4. Assists involving remote bases and 1300 Rescue Number**

1. MRS-SCC will adhere to SOP OP 6 where all calls taken by MRS-SCC involving an incident must be advised to the relevant Zone Duty Operations Manager (ZDOM). The ZDOM will take responsibility to task the appropriate vessel in their region.
2. Contact the relevant ZDOM by dialling 1300RESCUE (1300 737 283) which is a direct line to the Regional Operations Managers (it will auto direct to ZDOM delegate if ZDOM is not available), If you are using this option to contact the ZDOM, you will need to know the region (refer table below) you are required to select.
3. Regional Operations Manager contact details are also available against each Marine Rescue base on SeaOwl
4. As per SOP OP 6 all notifiable incidents are to be reported to Marine Area Command (MAC) and ZDOM.

**Table – Regions (from North to South)**

<b>Regions</b>	<b>Boundary</b>
<b>Northern Rivers</b>	<b>Point Danger to Wooli</b>
<b>Mid North Coast</b>	<b>Woolgoolga to Foster Tuncurry</b>
<b>Hunter/Central Coast</b>	<b>Port Stephens to Central Coast</b>
<b>Greater Sydney</b>	<b>Hawkesbury – Botany Port Hacking</b>
<b>Illawarra</b>	<b>Port Kembla to Kioloa</b>
<b>Monaro</b>	<b>Batemans Bay to Eden</b>

**5. General information**

Please be aware, some bases monitor other closed bases in their region. MRS-SCC are operating as the base we have taken over. Example 1: In case of MR Evans Head, MRS-SCC will monitor St Helena and Coopers Shoot radios but will answer as MR Evans Head and all communications will be entered on MR Ballina's log.

**Morning and Evening Handover Times with Remote Bases**

Refer below Appendix 1 below.

**Morning and Evening Handover Times with Remote Bases (Winter 2022 Schedule)**  
**Morning Handover time and Radio Check Channels**

Target Time	Marine Rescue Base	Phone	Radio Check VHF
0430	Port Kembla	4260 6300	Not Required
0500	Point Danger	07 5536 9333	Not Required
0530	Coffs Harbour	6650 4903	Not Required
0530	Ballina	5666 4700	Not Required
0530	Forster Tuncurry	5556 1600	Not Required
0530	Ulladulla	4455 9500	Not Required
0545 Fri/Sat/Sun	Iluka Yamba	6603 4000	Not Required
0545	Crowdy Harrington	6538 3700	Not Required
0600	Solander	8071 4838	16
0630	Newcastle	4907 8200	Not Required
0645	Central Coast	4337 9600	Not Required
0645	Batemans Bay	4472 3060	Not Required
0700	Bermagui	6493 4506	Not Required
0700	Eden	6497 2500	Not Required
0705	Narooma	4475 7500	Not Required

**Evening Handover time and Radio Check Channels**

Target Time	Marine Rescue Base	Phone	Radio Check VHF
1630	Narooma	4475 7500	16, 73
1630	Central Coast	4337 9600	16
1645	Batemans Bay	4472 3060	16,73
1645 Thurs/Fri /Sat/Sun	Iluka Yamba	6603 4000	16
1700	Ulladulla	4455 9500	16
1700	Bermagui	6493 4506	16 Dr George
1700	Eden	6497 2500	16
1715	Crowdy Harrington	6538 3700	16
1715	Newcastle	4907 8200	16
1730	Solander	8071 4838	16
1730	Forster Tuncurry	5556 1600	16
1730	Ballina	5666 4700	16
1800	Point Danger	07 5536 9333	16
1830	Coffs Harbour	6650 4903	Not Required
2030	Port Kembla	4260 6300	Not Required

**Handover times are subject to variances. Any authorised variations will be announced to members via the MRS-SCC – UC or delegate. Radio Channels are in accordance with SOP 11**

**\*MR Camden Haven Evening and Morning Handover:** MR Camden Haven will transfer their phones and responsibilities to MR Crowdy Harrington when they close. Morning handover with MR Crowdy Harrington is to include MR Camden Haven.

**MR Coffs Harbour Evening and Morning Handover:** MR Woolli, MR Woolgoolga and MR Trial Bay will handover to MR Coffs Harbour. Upon handover with MR Coffs Harbour MRS-SCC will assume responsibility for these fore mentioned Bases. The following radios are to be turned on upon handover with MR Coffs Harbour: Coffs VHF CC, Woolgoolga VHF CC, Yarrahappini VHF16 and Yarrahappini VHF 71. MR Woolli VHF. No radio checks will be required.

## **MR Port Kembla**

MR Shellharbour, MR Shoalhaven Heads and MR Jervis Bay will handover to MR Port Kembla. Upon handover with MR Port Kembla (if applicable), MRS-SCC will assume responsibility for these fore mentioned Bases. Ensure radios from Port Kembla to Point Perpendicular are turned on. Port Kembla radio club members use call sign "Eagle..." and their call sign ID on Seahawk commences with "ENS"

## **MR Iluka Yamba**

MR Iluka Yamba will handover to MR Ballina when they are not operational. Upon handover with MR Ballina (if applicable), MRS-SCC will assume responsibility for MR Iluka Yamba Bases. Ensure radios for Iluka Yamba and Ballina radios are turned on when MRS-SCC assumes responsibility. Morning handover with MR Ballina is to include MR Iluka Yamba.

## **MR Lord Howe Island (MR LHI)**

MR LHI is monitored by MRS-SCC 24/7/365 hence standard remote Base handover procedures are not relevant.

Radio Checks are to be carried out (***separate instructions to be given to the Watches/DOs concerned***) using call sign "MR Lord Howe 60"; which is the hand held radio of the MR LHI UC, Jim McFayden. The purpose is to check the performance of the local radios and the network comms links.

First check the LHI MTN radio on 16 and 73 and then the LHI Base radio on 16 and 73. Deactivate the radio not in use before doing the check. Record the results in the MRS-SCC's Seahawk Comms log particularly noting any difference in performance between the MTN and Base radios.

The following procedure is to be followed if there is no response on BOTH radios:

- Call 3 times on each attempt (for example, like the practice adopted for calling overdue vessels);
- If still no response, try again in 10 minutes.
- Repeat a total of 3 times at 10 minute intervals.
- If unsuccessful after the third attempt (which would be approximately 30 minutes later) advise the DBM via phone. Seaowl equipment failure message is NOT required.
- Each attempt is to be recorded in the MRS-SCC's Seahawk Comms log.

LHI MTN radio is the primary listening radio. LHI Base radio is to be deactivated when LHI MTN radio is operational.

### **Cannot hear Remote Base during Radio Testing?**

If MRS – SCC is using the correct radio to do radio testing with the remote base but we cannot hear them and matter is not resolved, call remote base back and ask them if they are using their "***redundant VHF radio***". If they are and the conclusion is the radios are not working, do not accept hand over and ask them to contact their ZDOM. MRS – SCC is NOT to accept handover unless radios are working and if they are not working, we have permission directly from the remote base's ZDOM to accept handover.

## Morning and Evening Handover Times with Remote Bases (Summer 2022-23 Schedule)

### Morning Handover time and Radio Check Channels

Target Time	Marine Rescue Base	Phone	Radio Check VHF
0430 Sat/Sun/Public Hols	Coffs Harbour	6650 4903	Not Required
0500 weekdays	Coffs Harbour	6650 4903	Not Required
0430	Port Kembla	4260 6300	Not Required
0500	Point Danger	07 5536 9333	Not Required
0500	Ballina	5666 4700	Not Required
0500	Forster Tuncurry	5556 1600	Not Required
0515	Solander	8071 4838	16
0515 Thurs/Fri/ Sat/ Sun/ Mon	Iluka Yamba	6603 4000	Not Required
0515	Crowdy Harrington	6538 3700	Not Required
0530	Batemans Bay	4472 3060	Not Required
0600	Eden	6497 2500	Not Required
0600	Newcastle	4907 8200	Not Required
0600	Central Coast	4337 9600	Not Required
0600	Narooma	4475 7500	Not Required
0630	Bermagui	6493 4506	Not Required

### Evening Handover time and Radio Check Channels

Target Time	Marine Rescue Base	Phone	Radio Check VHF
1715	Bermagui	6493 4506	16 Dr George
1715 Thurs/Fri/Sat/ Sun	Iluka Yamba	6603 4000	16 Yamba Res
1730	Narooma	4475 7500	16,73
1730	Batemans Bay	4472 3060	16,73
1730	Solander	8071 4838	16
1800	Central Coast	4337 9600	16
1800	Eden	6497 2500	16
1800	Newcastle	4907 8200	16
1800	Ballina	5666 4700	16
1815	Crowdy Harrington	6538 3700	16
1830	Forster Tuncurry	5556 1600	16
1900	Point Danger	07 5536 9333	16
1900	Coffs Harbour	6650 4903	Not Required
2030	Port Kembla	4260 6300	Not Required

**Handover times are subject to variances. Any authorised variations will be announced to members via the MRS-SCC – UC or delegate. Radio Channels are in accordance with SOP 11**

### **MR Coffs Harbour Evening and Morning Handover:**

MR Wooli, MR Woolgoolga and MR Trial Bay will handover to MR Coffs Harbour. Upon handover with MR Coffs Harbour MRS-SCC will assume responsibility for these fore mentioned Bases. The following radios are to be turned on upon handover with MR Coffs Harbour: Coffs VHF CC, Woolgoolga VHF CC, Yarrahappini VHF16 and Yarrahappini VHF 71. MR Wooli VHF.

No radio checks will be required.

## **MR Port Kembla (includes MR Ulladulla)**

MR Ulladulla, MR Shellharbour, MR Shoalhaven Heads and MR Jervis Bay will handover to MR Port Kembla. Upon handover with MR Port Kembla (if applicable) MRS-SCC will assume responsibility for these fore mentioned Bases.

## **MR Iluka Yamba**

MR Iluka Yamba will handover to MR Ballina when they are not operational. Upon handover with MR Ballina (if applicable), MRS-SCC will assume responsibility for MR Iluka Yamba Bases. Ensure radios for Iluka Yamba and Ballina radios are turned on when MRS-SCC assumes responsibility. Morning handover with MR Ballina is to include MR Iluka Yamba.

## **MR Lord Howe Island (MR LHI)**

MR LHI is monitored by MRS-SCC 24/7/365 hence standard remote Base handover procedures are not relevant.

Radio Checks are to be carried out (*separate instructions to be given to the Watches/DOs concerned*) using call sign "MR Lord Howe 60"; which is the hand held radio of the MR LHI UC, Jim McFayden. The purpose is to check the performance of the local radios and the network comms links.

First check the LHI MTN radio on 16 and 73 and then the LHI Base radio on 16 and 73. Deactivate the radio not in use before doing the check. Record the results in the MRS-SCC's Seahawk Comms log particularly noting any difference in performance between the MTN and Base radios.

The following procedure is to be followed if there is no response on BOTH radios:

- Call 3 times on each attempt (for example, like the practice adopted for calling overdue vessels);
- If still no response, try again in 10 minutes.
- Repeat a total of 3 times at 10 minute intervals.
- If unsuccessful after the third attempt (which would be approximately 30 minutes later) advise the DBM via phone. Seaowl equipment failure message is NOT required.
- Each attempt is to be recorded in the MRS-SCC's Seahawk Comms log.

LHI MTN radio is the primary listening radio. LHI Base radio is to be deactivated when LHI MTN radio is operational.

### **Cannot hear Remote Base during Radio Testing?**

If MRS – SCC is using the correct radio to do radio testing with the remote base but we cannot hear them and matter is not resolved, call remote base back and ask them if they are using their "*redundant VHF radio*". If they are and the conclusion is the radios are not working, do not accept hand over and ask them to contact their ZDOM. MRS – SCC is NOT to accept handover unless radios are working and if they are not working, we have permission directly from the remote base's ZDOM to accept handover.