

LOP OP

05A

Call Handling for Closed Marine Rescue Bases – Sydney Region



Document Control

Category	Operations
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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 (MR Sydney – SCC) to the Marine Rescue Bases located in the Greater Sydney region. Refer separate LOP OP 5 for operating procedures for other areas.
- 1.2 This LOP is to be read in conjunction with SOP OP 14. SOP OP 35 and LOP OP 5, LOP OP 6 and LOP OP 18

2. MR Sydney - SCC supporting radio and telephone calls of Marine Rescue Bases

- 2.1 In addition to the arrangement with selected NSW Marine Rescue Bases, MR Sydney – SCC is supporting both radio and telephone calls for Marine Rescue Bases located in the Greater Sydney region when it is outside their normal operating hours.
- 2.2 MR Solander is to be treated on the same basis as other NSW Marine Rescue Bases outside of the Greater Sydney Region - refer LOP OP 5 with the exception, MR Sydney - SCC – SCC will keep selected radios “belonging” to MR Solander active. After reasonable time, should MR Solander not respond to radio transmissions heard by MR Sydney - SCC on MR Solander radios, MR Sydney - SCC will respond. Refer “Statewide Frequentis Radio Allocation” table available separately.

2.3 Radio and Phone call protocols

1. The closing base is to contact MR Sydney - SCC by phone or DCN and advise MR Sydney - SCC of their closure and call MR Sydney - SCC when re-opening. Handover procedures standard for a watch change is to take place with the closing base taking responsibility to fully brief MR Sydney - SCC on the status of any active vessels or any activity to ensure the effective continuation of operations.
2. It is the responsibility of the MR Sydney - SCC Duty Officer (DO) to ensure details provided by the closing MR base is fully understood and properly recorded with active vessel details fully visible and monitored. Handover calls are to be logged as a “comms” on Seahawk and the Asset Status Board updated by MR Sydney - SCC.
3. Irrespective of which of the closed bases have an incoming call (by phone or radio), MR Sydney - SCC will receive the call and take management of the call. In all calls taken we shall announce ourselves as “Marine Rescue”.
4. If the caller wishes to speak to a particular member of the closed base, establish whether the matter is urgent.
5. Non urgent messages can be taken and an email sent to the respective Bases' UC.

6. For urgent calls ONLY, if it is not an issue that MRS can resolve, make contact with the respective base's UC or DUC or their ROM as deemed appropriate.
7. All communications are logged on Seahawk and will not be treated differently to existing communication entries for MR Sydney - SCC ie calls taken on behalf of the closed base, will be logged without distinction from communications relating to MR Sydney - SCC. All calls and log on relating to MR Solander will be logged in Seahawk under MR Solander.
8. Ensure Asset Monitor Board is updated with the correct status for each Marine Rescue Base or the Bases' Rescue Vessel.
9. Operators should be mindful that they may be answering the phone to someone who thinks they are calling another Sydney base.