LOP OP

24   **Telstra Desktop Messaging System – Radio Operator & Boat Crew Call Out**

Document Control

Category	Operations
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1. Purpose

1.1 To provide Marine Rescue Sydney – State Communications Centre (MRS- SCC) members with guidelines on the use of the Telstra Desktop Messaging System (TDMS) to call out MRS -SCC Radio Operators when extra help is needed at the MRS -SCC Base or to call all Boat Crew as requested by Regional Operation Manager (ROM) or their delegate.

1.2 This LOP OP should be read with SOP OP36 Telstra Messaging System for SAR Call Outs

1.3 This LOP OP is divided into 2 sections. The first section sets out the guidelines on "**Using TDMS to call out to Radio Operators for a Watch" at MRS – SCC.** The second section provides guidelines on **"Using TDMS to call out Boat Crew"** as requested by the ROM or their delegate.

Section 1 Call out to Radio Operators for a Watch

2. Using TDMS to call out to Radio Operators for a Watch

2.1 In the event "last minute" help is needed on a watch, call out for assistance can be instigated using the TDMS.

2.2 A call out can be made prior to a watch commencing if it is felt extra support is forecasted to be needed OR during a watch given unexpected work flow arising requiring extra support.

2.3 Generally a Duty Officer (DO), Roster Officer or member of the Executive will request a call out.

3.0 Procedure to activate a TDMS call out

1. Log into TDMS for Terrey Hills
2. Selecting from the TDMS Menu Option **Send > Send SMS**
3. Select **Personal Groups**
4. Select one of the following **group call out** options by scrolling down the list:

    "All Members Call Out" – use if you feel an extra member, irrespective of a member's depth of experience, is needed to support "basic routine" your watch.

or

"DO Call Out" - use if you feel the events on your watch (eg high volume of incidents/fast paced/heavy workflow) requires more experienced members

5. Select template > **RO Emergency Operator Availability**
6. Press **Send** (SMS will be sent to all Members on the respective call out list)
7. Await for response – refer to the TDMS **Inbox**
8. Respond to ONLY the member(s) you wish to accept by reply by text OR call their mobile.

3. Responding to a Call Out

3.1 Upon receiving a text message, follow the text instructions **-** especially those who are able to respond with a "Y" (ie "yes" can assist).
3.2 If you are NOT able to assist, response is not necessary.
3.3 After responding with a "Y", if you do not get a response within 10 minutes, you will not be required. The person requesting the call out will *only* respond to the number of Member(s) required.
3.4 Do not phone the Base irrespective of your response.

4.0 Other
1. The reason why a call out was made is because extra support is needed therefore please do not phone the Base even if you responded "Y".
2. **Drive carefully and safely to the Base** – **our Member's safety is priority.**
3. Please do not be offended, upset or be deterred from responding to future call outs if you are not selected as you could be one of a number of amazing Members who have accepted the last minute call out. As circa 50% of our Members live in the local government area it would not be unusual for a Member to be in the vicinity of the Base or perhaps driving pass the Base shortly after the call out.
4. Uniform is standard dress code, however under an emergency call out any Members who have responded and have been accepted to assist and is able to arrive at the Base without uniform will be granted an exception as timeliness of attendance at the Base under an emergency call out is paramount.

Here is the address:
https://onlinesms.telstra.com (note not .au)
Username: terreyhills@mrnsw.com.au
P'word: "Usual one"

Section 2 Call out to Boat Crew

5. Using TDMS to call out to Radio Operators for a Watch

5.1 ROM may call to provide incident details and requests MRS – SCC to task the vessel if on duty or otherwise call out a boat crew for a specific Marine Rescue Boat Base (MRB).

5.2 Page 7 of "**Telstra Desktop Messaging User Guide for all MRNSW Units**" located on OTTER https://otter.marinerescuensw.com.au/file/list) provides high level guidance on sending SMS to "Bulk Numbers" (ie a Group such as a Boat Crew). Refer Screen below on destination of the Guide on Otter:
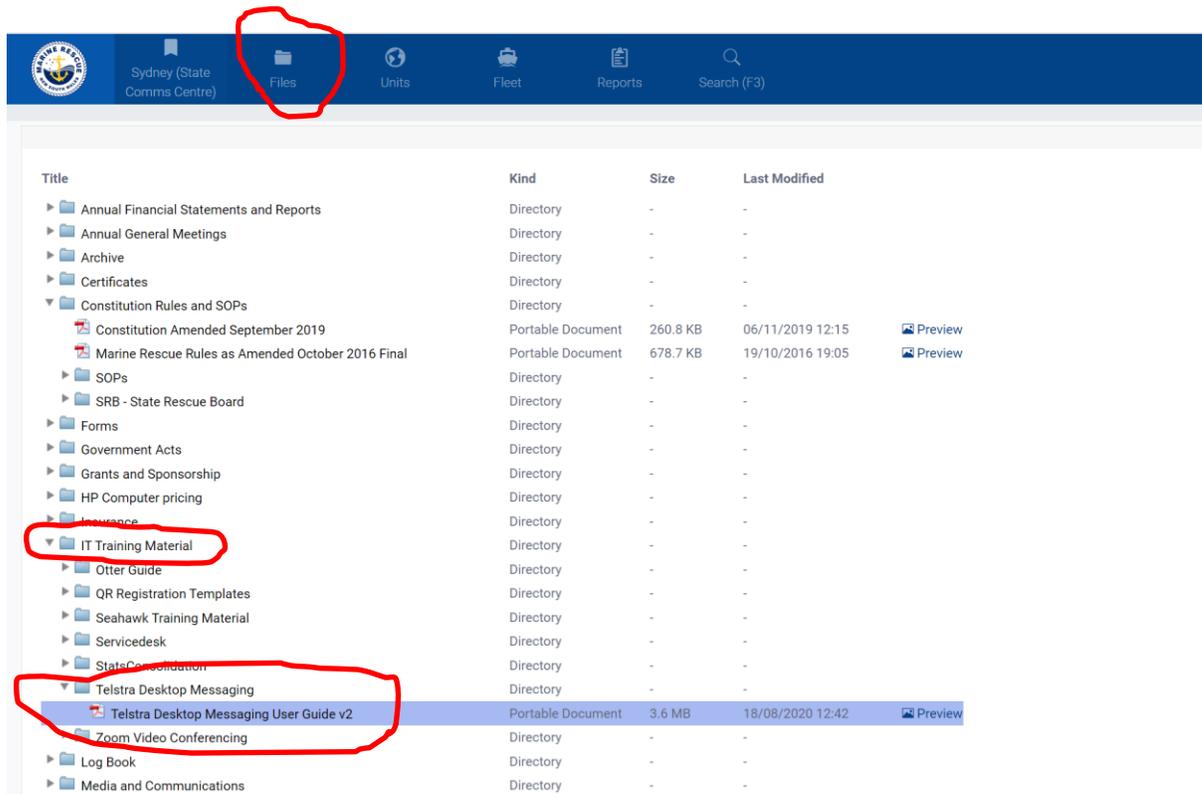
5.3 Please ensure the user guide referred to above is read in conjunction with the following guiding procedure.

1.0 Log on using the username and password for the correct base.

IMPORTANT: The correct Marine Rescue Base is to be logged on to ensure the correct Base's boat crew is called out.

> If the Base's username and password is not located on the respective TDMS fields, please type in the details in the relevant fields then click on log on.
> This list view for Base's may vary between each work station.
> A list of the Username and Password for every MRNSW Base to access TDMS is located in the Watch Officer Reference Folder.

2.0. Select Boat Crew

> The ROM is responsible to provide instructions on which Boat Crew to call out.
> Each MRB has been set up with "SOLAS CALL OUT", select this option if ROM has not specify a specific boat crew.
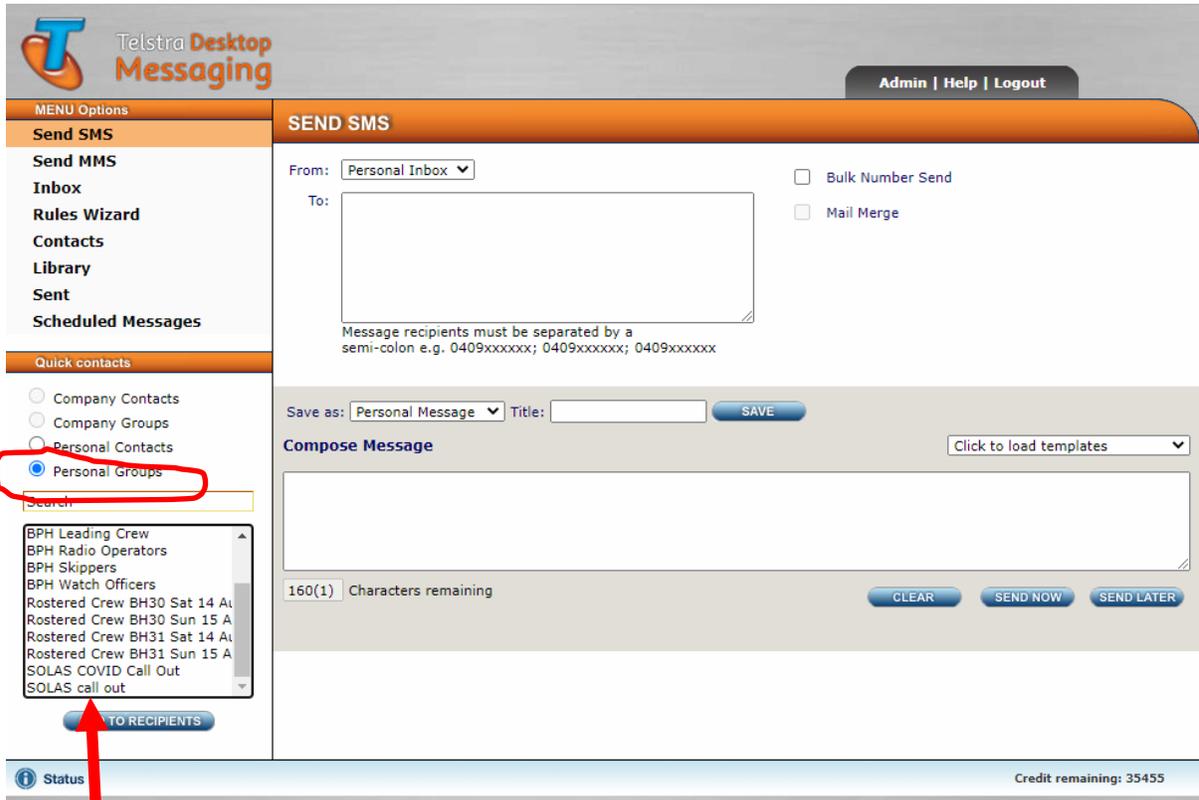
There could be many options to select from and the view may differ from Base to Base. There should always be at least SOLAS Call Out to select.

> ➢ After highlighting the right crew, either click on "Add Recipients" our just double left click on mouse
> ➢ The Group name will appear in the box that says "To" and all members which are listed in the group will be sent the TDMS message. Individual member's name in each group will not be displayed.
> ➢ It is not MRS – SCC's responsibility to maintain the MRB Group call outs.

3.0 Message – select from template

> ➢ Templates are made available in TDMs (Select Template drop down box) and are to be used.
> ➢ Each MRB has available a number of templates and view may differ from Base to Base. The ROM may specify which template MRS – SCC is to use.
> ➢ If no specific instructions are given select either "OFFSHORE ASSIST" or "INSHORE ASSIST".
> ➢ If after calling a Boat Crew and incident has been resolved, a "STAND DOWN" message may need to be sent to the original group selected.
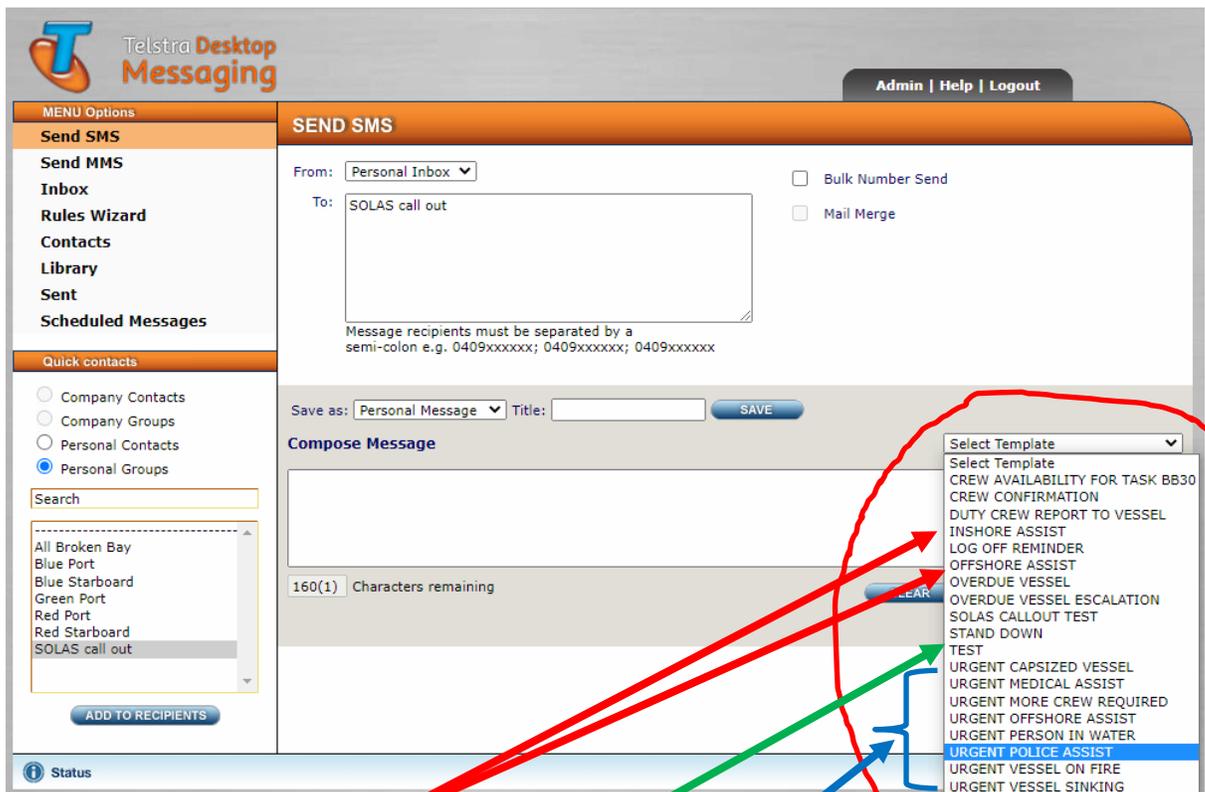
Inshore and Offshore Assists

Stand Down – crew no longer required

Other call out message template options – use only if ROM requests

> ➢ Only one template can be selected for insertion.
> ➢ Whilst there is an ability to free type. On almost all occasions, there **should not** be a need to provide additional information.
> ➢ If ROM instructs or if the Duty Officer felt it is prudent to add information, ensure it is very succinct and precise. (Refer Screen shot below)
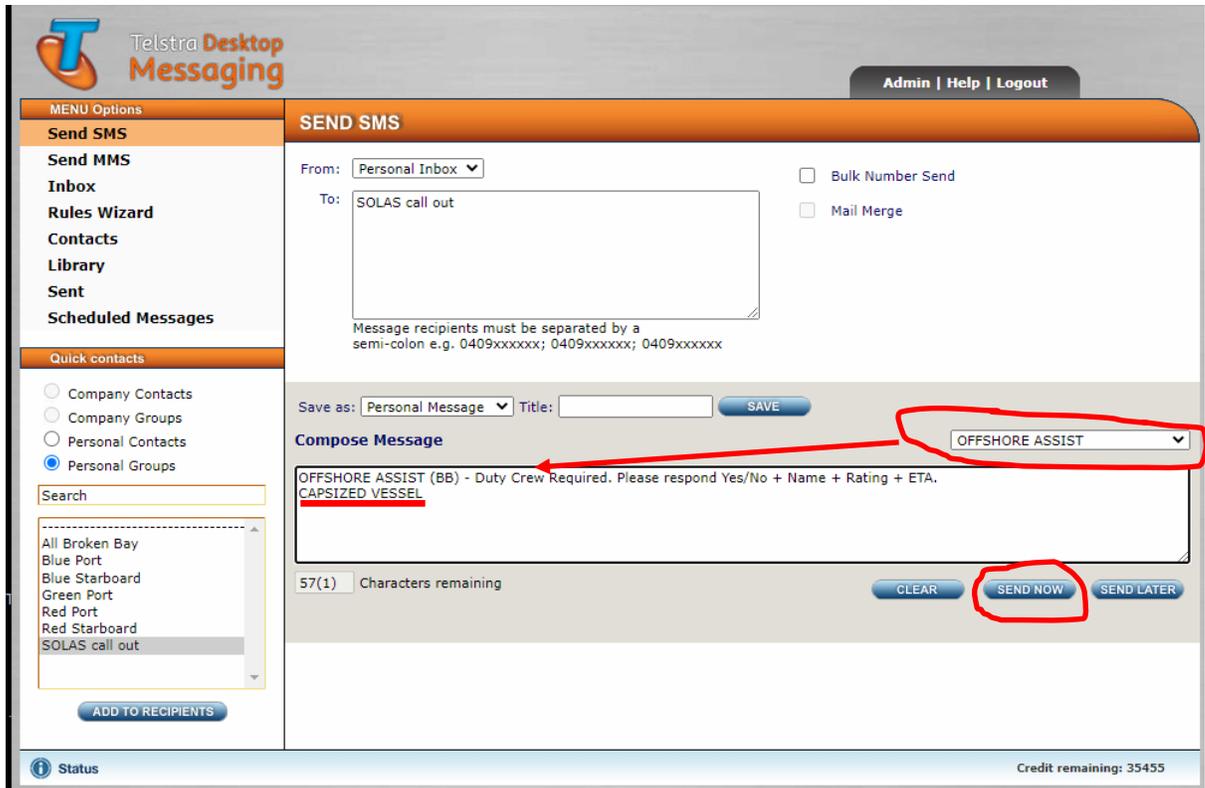
In the above example the words "CAPSIZED VESSEL" was free typed in after inserting a TDMS template "OFFSHORE ASSIST"

4.0 Send, Monitor and Respond

- ➢ To send, click "SEND NOW" (see above)
- ➢ MRS – SCC is to dedicate a RO to monitor for TDMS response(s) in the TDMS *INBOX* after the call out has been sent and to revert to the ROM with details of those who have responded with "Y"/"YES" .
- ➢ To update the TDMS Inbox to see new messages, the RO is required to refresh the screen periodically.
- ➢ The timing to revert to the ROM after the TDMS call out message was sent should be understood at the initial call with the ROM.
- ➢ Irrespective of the volume of responses, MRS – SCC will revert to the ROM *no later* than the time requested by the ROM or no later than 10 minutes if a time was not stipulated by the ROM. The ROM may be called sooner than the agreed time if the DO feels sufficient volume of "yes" responses have been received.
- ➢ MRS – SCC is not to respond to any responses received unless directed to do so by the ROM.

IMPORTANT: After sending the SMS, click on INBOX and monitor responses.

Example: The above shows the inbox. A number of messages are shown including a "crew" member responding with a "YES" + name+Rating+ETA to a call out.

Double click to open message if all details cannot be viewed. Refer screen displayed below will appear.
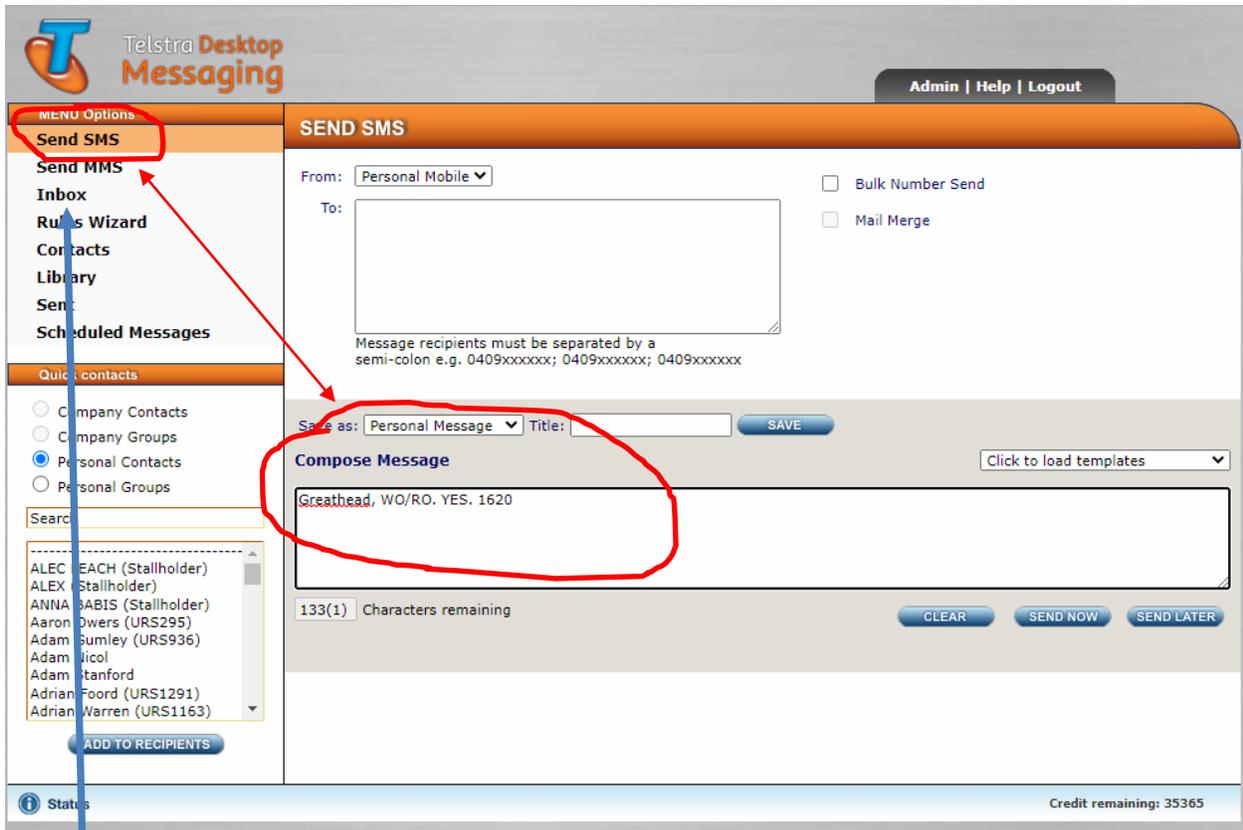
IMPORTANT: Go back to INBOX to review the <u>listing</u> of messages including any NEW responses

IMPORTANT: Refresh screen periodically by clicking on the "refresh screen" icon to get <u>updated messages in INBOX</u>