




ANNEXURE A: VSCC Four-Part Structure

	Opening	<p>The opening of a safety critical message should contain the following two pieces of information:</p> <p>This is who I am This is where I am</p> <p>Who I am</p> <ul style="list-style-type: none"> • State your role • It may also be necessary to state your name • This is to ensure the person who you are talking to knows exactly who you are <p>Where I am</p> <ul style="list-style-type: none"> • This should be a simple description of where you are • Identify your exact location that is recognisable to both parties, for example access points, level crossing, station, or platform. • If discussing overhead line equipment, you will need to give the structure number found on the stanchion.
	Information	<p>Information should always come before any actions are given. This:</p> <ul style="list-style-type: none"> • provides context • ensures the actions are fresh in everyone's mind • allows the actions to be agreed and then repeated back. <p>The information we provide must be concise and relevant. Where long messages or instructions are being given, it is better to break them down into manageable chunks.</p>
	Actions	<p>Actions are an essential part of the communication contract. Note:</p> <ul style="list-style-type: none"> • They can be passed in both directions. • They should be definitive, for example. "You must..." Definitive language in unambiguous and helps event misunderstanding. • The instruction 'Do nothing until...' is a valid action. People are often tempted to 'jump in' before it is safe to do so. This instruction makes it clear that an action should not take place until a certain condition is met, for example: remain at a stand until a Signaller instructs you to move.
	Confirmation	<p>To confirm that all parties have the same understanding of the communication, the person with Lead Responsibility must ask for a 'repeat back'.</p> <p>This is a crucial step in making sure the arrangements have been fully understood by both parties. It provides the opportunity to identify any misinformation, misunderstandings, or omissions.</p> <p>The process of repeating back a message (saying it out loud and in our own words) also helps us to process the information more deeply. And makes it more likely that we will remember what has been said when the communication has ended.</p> <p>A repeat back means:</p> <ul style="list-style-type: none"> • Repeating back the message we have been given and our understanding of what is required of us, so that any misunderstandings can be corrected.