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| Offshore Racing – Incident Management Guide - \*SAMPLE\* Please edit for your club! |

This Incident Management Guide has been developed for use by radio room operators and race management officials for any offshore race that is categorised under the Australian Sailing Special Regulations as an event category 3 or above.

**Emergency Situations**

Under Commonwealth/State arrangements, Water Police at North Fremantle (Tel: 08 9442 8600) are vested with the local responsibility of coordinating, in conjunction with the Joint Rescue Coordination Centre in Canberra, an effective response to any emergency that occurs at sea and up to 1OOnm off the Western Australian coast.

The Organising Authority should, where possible and required, provide assistance in non-emergency situations. In emergency situations, the Organising Authority shall be directed by the authorities as outlined above.

The role of the Organising Authority in communications for offshore racing is to monitor the progress and safety of competing yachts and race committee vessels that are on duty from the start of the race until all yachts have finished or returned to safe harbour after retiring from the race.

**THIS RACE**

**Race Communications:**

VHF Channel: **XXXXXXXX**

Location of primary radio operations: **XXXXXXXX**

Phone number for radio operations room: **XXXXXXXX**

Other (radio vessels, sat phone, HF radio): **XXXXXXXX**

**Details of the race:**

Name of race: **XXXXXXXX**

Date of race start: **XXXXXXXX**

Race area: **XXXXXXXX**

Distance in nautical miles: **XXXXXXXX**

**Persons of authority:**

Race Officer: **XXXXXXXX**

Deputy Race Officer: **XXXXXXXX**

**GUIDELINE FOR ASSESMENT OF AN EMERGENCY SITUATION**

Level 3

* When a distress signal has been activated.
* When a mayday has been received.
* When there is a belief that human life may be at risk.

3

Level 2

* Call for assistance from vessel that is not yet in distress but when the situation requires close monitoring.
* Information received that requires further communication to determine whether a person or vessel is in distress.

2

Level 1

* Call from a vessel asking for medical or other advice.
* Vessel retiring from race with no serious issues.

1

**Take direction from WA Water Police and AMSA (Joint Rescue Coordination Centre) when they are involved.**

**Log all radio communications and use the recorder at busy times and in an emergency situation.**

**Continue to monitor the safety of the fleet at all times.**

**Race Officer (RO) is the authority or the Deputy Race Officer (DRO) when the RO is not present.**

**RO or DRO to engage the crisis management protocol depending on the severity of the situation.**

**EMERGENCY RESPONSE GUIDE**

**Race Officer / Deputy Race Officer**

* Go to Club Radio Room and take control of situation.
* Direct radio operators who will continue with communications and logs.
* Remove non-essential persons from the room and close the main door. Aubrey Sherwood Room is used for operations.
* Assess the risk.

**DISTRESS**

**EMERGENCY SITUATION DECLARED**

* Radio call from competing vessel in distress.
* Notification by authorities of beacon activated.
* Radio communications by authorities heard and understanding that situation involves competing vessel.
* Notification by other means of competitor in distress.

**Race Officer / Deputy Race Officer**

* Alert Offshore Administrator.
* Advise that CMT is required.

**Club Radio Room**

* Notified.
* Respond – Record – Log.
* Request assistance from the officer on duty.

**Level 3**

**Offshore Administrator**

* Engage Crisis Management Team.
* Provide all race documentation and information.
* Be a point of contact between RO/DRO and CMT.
* Assist RO/DRO and take direction.
* Take direction from CEO and CMT and assist where required.

**Level 2**

**Level 1**

**Race Officer / Deputy Race Officer**

* Alert Offshore Administrator.
* Advise of situation.

**Offshore Administrator**

* Inform CEO and YOM.
* Monitor situation.
* Take direction from RO/DRO.

**Race Officer / Deputy Race Officer**

* Advise radio operators to assist vessel.
* Communicate with authorities if required.
* Inform Offshore Administrator.
* Ensure situation is correctly logged.
* Monitor until threat has gone.

**INCIDENT MANAGEMENT TEAM**

* The Incident Management Team is required to act and manage a situation when life is at risk. It is to take over and manage the incident until conclusion. It works to a set of guidelines but should be familiar with the practical nature of how to respond in the event of a major incident.
* It works with the radio operators in the Club Radio Room.
* It is the point of contact for authorities and the Team Shore Contact for each competing yacht.
* The Crisis Management Team (CMT) is put into action by the Incident Management Team (IMT).
* The Incident Management Team is to ensure that all incidents are logged and recorded appropriately.
* It must review and revise race procedures following the event and report to the General Committee as advised by the CMT.

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| **ROLE** | **NAME** | **MOBILE PHONE** | **BACKUP PERSON NAME** | **BACKUP PERSON PHONE** |
| Race Officer (RO):   * In control of the race. * Makes decisions about the race including whether to start or continue. * Is a point of contact for authorities on safety matters. * Works on a rotational roster of duty with the Deputy Race Officer. * Advises the radio communications team on communications with competitors. * Evaluates risk and decides when to engage authorities and CMT. |  |  |  |  |
| Deputy Race Officer   * Takes role of the RO when on duty. * Assists RO. |  |  |  |  |
| Offshore Administrator   * Club contact. * Race administration and provider of all race documentation. * Club contact for RO / DRO. * Communications link between team shore contact persons. * Communications link between RO/DRO and CEO when engaging the CMT. * Ensure log is being kept. |  |  |  |  |
| CEO   * Communications link between the IMT and CMT. * Phone Team Shore Contact person to inform of an incident involving their yacht unless CMT is being put in to action (Level 3). |  |  |  |  |

**CRISIS MANAGEMENT TEAM**

* The Crisis Management Team is engaged by the Incident Management Team in the event of a serious emergency.
* It is responsible for managing Club communications with the media, public and primary stakeholders.
* CMT assess a developing situation and determines the appropriate communication response by the Club.
* It manages and monitors all social media and general media communication.

|  |  |  |
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| **ROLE** | **NAME** | **MOBILE PHONE** |
| CMT Leader   * Media spokesperson. * Lead on decisions of financial or reputational significance for the club. * Approve all external Club communications. * Spokesperson for the Club on matters involving the Police. * Phone call to Team Shore Contact to provide information and request that they contact the Family Liaison Officer when requested by the Police. * Involve Vice Patrons and members of General Committee for support as needed. * Stands down the CMT after the event. |  |  |
| CMT Operational Support   * Activates the CMT after contact with the IMT. * Communications link between the IMT and CMT. * Assist the CMT Leader. * Monitor the situation and brief the CMT on developments. * Ensure all relevant Club and race documentation is made available. * Engage other members of staff to assist on operational matters as required. * Monitor access to Club grounds for outside parties such as media. * Decide on appropriate actions for other Club activities and liaise with Yachting Operations Manager and Catering Managers. |  |  |
| CMT Operational Support Assistant   * Assist Offshore Administrator with communications to competitors. * Prepare a club room for the CMT. * Ensure a log is kept of situation. * Monitor situation of other Club activities. |  |  |
| Club Communications   * Assist with telephone communications for Club main phone line. * Log and record incoming telephone calls. * Monitor all Club social media channels and advise CMT Operational Support person. * Take direction from and assist CMT Operational Support person. * Send Club communications on request by CMT Leader. * Arrange a roster for the Club Communications role with another staff person if on duty for a long period of time. |  |  |
| Legal advisor   * Monitor situation and provide legal advice to CMT Leader. * Review external Club communications prior to distribution and advise on legal matters. |  |  |
| Counsellor and Psychotherapist   * On call counselling and support for those in need. |  |  |
| Public Relations Consultant   * Advise CMT Leader on matters of communication to media channels. * Advise CMT Leader on social media matters. * Prepare CMT Leader for media briefings. * Briefed by CMT Operational Support person. * Strategic advice to Club on matters of reputational significance. |  |  |

**GENERAL INFORMATION**

**COMMUNICATION RESPONSE GUIDE**

**AND OPERATION MANUAL**

**FOR RADIO ROOM OPERATORS**

Offshore Racing – Radio Room Guide - \*SAMPLE\* Please edit for your club!

**Thank you for volunteering. Radio Room operators are responsible for communications with all yachts racing and report to the Race Officer on duty. Please direct any general enquiries to the Offshore Administrator.**

**Please ensure you are familiar with this document and the location of the contact list for the race. Copies are provided in the Radio Room.**

**Commencement of Shift / Handover**

The Radio Room is located: **XXXXXXX**

Please arrive on time for your roster and meet with the previous team. Allow at least 15 minutes for a handover period and include:

* Sign in on the sheet attached to the Radio Room noticeboard.
* Note the name of the officer on duty for your shift.
* Familiarisation with the location of the fleet on the YB Tracking programme.
* Notes from log or any items worth noting from previous sked (such as poor communications or missed skeds).
* Any incidents or situations occurred that required contact with the Race Officer.
* Confirm location of race documents, radio log, telephone log, voice recorder and any other items being used.
* Advice of current weather situation from the previous team.

When on duty in the Radio Room, the operators must be stationed within ear shot of the radio handset and telephone at all times.

The Race Officer or Deputy Race Officer will also be on-site and can assist if a person needs to be absent from the room for any reason.

**Officer on Duty**

Either the Race Officer or Deputy Race Officer will be on duty for the duration of the race. They are noted on the Radio Room roster.

The Officer on duty has the delegated authority and responsibility to make all decisions required for the proper and safe conduct of the race from the period two hours prior to the start until two hours after the last yacht finished or returned to safe harbour after retiring from the race. They are the first point of contact for the Radio Room operators.

The RO or Deputy on duty must be within easy reach of the radio room. For example, the person could be in a vehicle parked nearby the room or in another room of the Clubhouse. Being on a boat in the club marina is too far away. Please ensure that all persons on duty are aware of the location of the others on duty.

Please keep your mobile telephone with you if leaving the Radio Room station.

**Radio**

**RACE CHANNEL – VHF CH XXXXXXXX STATION NAME – Offshore Race Control**

The Club Radio Room will conduct all race communications including pre-race checks, scheduled position reports and the call from the yacht on approach to the finish. The station will monitor the fleet for the duration of the race until all yachts have finished. Take advice from the Race Officer or Deputy Race Officer about the duration of the roster.

Log all position reports and finish times on the sheets provided. The tracker is set to auto finish, there is no need to collect finish times. The Offshore Administrator will confirm the finishing times of the fleet for the purpose of finalising race results. The placings shown using the tracking system are not the confirmed race results, this will be calculated after the race using results software and the official results will be published separately.

VHF RADIO:

* Run a dual watch on the race VHF CH and CH 16 unless conducting skeds or pre-race checks with the fleet.
* HF radio is not being used for race communications only switch it on at the request of a competing yacht or the officer on duty and monitor HF 4146 kHz.

OTHER STATIONS FOR THE RACE:

Mark Boat name **XXXXXXX** – This station is the turning boat in **XXXXXXX** and will acknowledge a call from competitors approximately 10 minutes prior to their rounding on VHF CH 82(R). Log the call in the radio log. Response from Mark Boat **XXXXXXX** may or may not be heard by the Club Radio Room depending on the capability of that vessel’s communications equipment. She is a **XXXXXXX**. If the competing yacht continues to call with no response, you respond. Club Mark Boat can be contactable by mobile phone, use the race contact list.

There is no finish team. The tracking system will auto finish the boats in the race, yacht will radio in to confirm that they have finished, please record the information received.

**Computer**

The Radio Room computer is used for gathering weather information and to display the yacht tracker. There are shortcut links to these websites on the desktop for ease of use. The computer has access to email and printer. The Offshore Administrator can advise and assist with email and printing capabilities. Race Officer has access to the Club office when the Offshore Administrator is not onsite.

The computer email address is **XXXXXXX**

**Telephone**

The landline is being used, please use the desk phone on the radio operations desk. If another phone is required, please use the desk phone at the other work station in the radio room office. If a quiet space is required, please ask the Race Officer for access to the Club office.

**PHONE NUMBER - for the radio room is XXXXXXX.**

**BACKUP PHONE NUMBER – If another land line is required for incoming calls at busy times, desk phone at other work station is XXXXXXX.**

**LOG ALL CALLS IN THE TELEPHONE LOG**

**Refer to the race contact list for a list of handy telephone numbers.**

**Weather**

Our race weather partner is the Bureau of Meteorology. There is a shortcut on the home screen of the radio room computer to [www.bom.gov.au/marine](http://www.bom.gov.au/marine) for weather forecasting and <http://www.bom.gov.au/australia/meteye/> for detailed weather information and predictions.

At around 45 minutes before the scheduled position report, compile the weather report for the yachts to cover the area of the fleet. Use the clickable state map to select the appropriate area:

* Perth Coast Forecast
* Bunbury Geographe Coast Forecast
* Perth Local Waters Forecast

Print out the current forecast which is to be announced just prior to the sked. If there are any potential weather events contact the Race Officer to alert of the predicted forecast.

Please paste the printed weather forecast into the radio log.

**GUIDE TO COMMUNICATING WITH COMPETITORS**

**COLLECT:**

1. Yacht name
2. Quality of transmission.
3. Number of POB and cross check on reference sheet.

**PROVIDE:**

1. Reference number

**Attention to the Sailing Instructions in the ORWA Handbook.**

**PRE-RACE CHECKS – USE THE PRE-RACE CHECK LOG**

Offshore Race Control is on station for pre-race radio checks from 0730 on Saturday 11 February.

All yachts must check in by radio on VHF CH **XXXXXXX**.

They are given a reference number to confirm that they checked in.

Use the sheet for Pre-Race Checks and complete the POB, cross check the number, confirm quality of transmission and provide reference number.

CONDUCTING THE CHECK

* Listen for yachts to call

“*Offshore Race Control* (x3) this is *XXXXX* (x3) for a pre-race check, we have 8 POB”

* Response:

“*XXXXX* this is *Offshore Race Control* reading you ………by……….

confirming you have 8 POB

your reference number for today is Echo 55, repeat Echo 55 over”

* Confirmation from yacht:

“*Offshore Race Control* this is *XXXXX* confirming reference number Echo 55 over”

* Response:

“*XXXXX* this is *Offshore Race Control*, enjoy the race

*Offshore Race Control* standing by”

OTHER:

* If yachts do not provide the POB you need to request the information.
* If the number of POB is different, alert the competitor and ask them to contact the radio room by telephone.
* Crew changes after **XXXXXXX** must be provided by email to the Offshore Administrator and the final cut off time is two hours prior to the race, otherwise we cannot edit the data with AMSA and race management. After this is at the discretion of the Race Committee. You may only request that they provide the information to you and cannot indicate whether it is ok. After the pre-race checks are complete, please email any changes to **XXXXXXX** and inform the officer on duty as soon as possible.

**Phonetic Alphabet**

|  |  |  |  |
| --- | --- | --- | --- |
| **A** | Alpha | **N** | November |
| **B** | Bravo | **O** | Oscar |
| **C** | Charlie | **P** | Papa |
| **D** | Delta | **Q** | Quebec |
| **E** | Echo | **R** | Romeo |
| **F** | Foxtrot | **S** | Sierra |
| **G** | Golf | **T** | Tango |
| **H** | Hotel | **U** | Uniform |
| **I** | India | **V** | Victor |
| **J** | Juliett | **W** | Whiskey |
| **K** | Kilo | **X** | X-Ray |
| **L** | Lima | **Y** | Yankee |
| **M** | Mike | **Z** | Zulu |

**SCHEDULED POSITION REPORTS – USE THE SKED LOG**

**Conducted at XXXXXXX.**

**Use a new Sked Log sheet for each scheduled position report.**

**STEP ONE – WEATHER INFORMATION**

* Just prior to the sked, broadcast the weather forecast on VHF CH **XXXXXXX**.
* Read it slowly and clearly to enable those listening to write it down, sometimes in noisy and difficult conditions.

If there are no weather warnings, announce the forecast just prior to the sked. For example:

“All yachts, All yachts, All yachts in the XXXXXX,

This is Offshore Race Control with the weather report,

Issued by the Bureau of Meteorology at …………….…(time/date)……………..…. for ……………….(area)…………….…….

Forecast for ……………..…..(day)……………….……until……………..…… (time)

Winds………………….Seas…………….Swell……………Weather

Offshore Race Control Standing by“

Alert yachts to any potential weather events. For example, when the weather prediction is for gale force or stronger or severe sea states (>6m) this should be issued as a Securite broadcast.

“Securite Securite Securite - All yachts in the **XXXXXXX** - This is Offshore Race Control – Weather Warning – Wind gusts greater than 35 knots are forecast for the Perth Coast until midnight on Sunday 16 February OUT.”

Repeat the communication.

**STEP TWO – SKED**

* Following the weather announcement and at sked time, make the following announcement:

““All yachts, All yachts, All yachts in the **XXXXXXX**,

This is Offshore Race Control calling for position reports”

* Call yachts in alphabetical order:

“Albatross, Albatross, Albatross your position please”

* Listen
* Write down response
* Then repeat back:

“Albatross your position is ……………………….”

* and so on through the fleet. If no reply is heard from a yacht, say ….”**Albatross…..nothing heard**” and move straight on to the next boat.
* When you have reached the end of the list go back to the boats that have not reported in and call them again.

**NO RESPONSE:**

If the second call is also unsuccessful, wait to hear if another yacht relays the message.

If nothing heard, you may call a yacht that you have successfully communicated with and that is likely to be within radio range of the one that has failed to report and request their assistance to obtain and relay the position. You can decide this by looking at the race tracker.

If you have been unable to obtain a position on VHF from a yacht, record the yachts latest position from the YB Tracker in the radio log and inform the Race Officer immediately after the sked.

**EMERGENCY CALL HEARD OVER THE RADIO**

**Listen and Log:**

1. If you hear a MAYDAY or PAN PAN call you should log the message and wait for a coast radio station to respond.

VESSEL – POSITION – PROBLEM – OTHER INFORMATION (POB, EPRIB ACTIVATED)

**COMMUNICATION RESPONSE GUIDE FOR RADIO ROOM OPERATOR**

1. Wait briefly to listen for a response to the call from authorities.
2. Contact the Race Officer immediately once the call is acknowledged by the authorities.

**If no authority station acknowledges the call:**

1. If no authority station responds, you respond to the vessel

MAYDAY

(Distressed vessel name x 3)

THIS IS OFFSHORE RACE CONTROL / OFFSHORE RACE CONTROL / OFFSHORE RACE CONTROL

RECEIVED MAYDAY

1. On VHF CH 16, relay the MAYDAY message “MAYDAY RELAY – Position, problem, Other Information”

MAYDAY RELAY / MAYDAY RELAY / MAYDAY RELAY

THIS IS OFFSHORE RACE CONTROL VJ6RF / OFFSHORE RACE CONTROL VJ6RF / OFFSHORE RACE CONTROL VJ6RF

MAYDAY (Distressed vessel name and call sign if provided)

(Position, problem, Other Information)

OVER”

1. Continue until acknowledged by the authorities, they will conduct search and rescue operations as required.
2. Continue to log the messages.

* **Race Officer will take control of the situation.**
* **Radio Room – remove non-essential parties, request radio room manager who is on call for the roster to be present.**
* **Do not make unnecessary communications, act as requested by the Race Officer.**

Radio Operator

Radio Operator Assisting

Race Officer / Deputy RO

**RESPONSE GUIDE FOR RADIO ROOM PERSONNEL**

Start voice recorder

ADVISE RO/DRO ON DUTY OF ACTION TAKEN CONTINUE TO MONITOR OWN FLEET ON RACE CHANNEL AND TRACKER

**LOG DETAILS** ON EMERGENCY CALL SHEET AND WAIT FOR AUTHORITY TO RESPOND

COMPETING YACHT?

NO

YES

LOG DETAILS ON EMERGENCY CALL SHEET AND WAIT FOR AUTHORITY TO RESPOND

ADVISE RO/DRO ON DUTY IMMEDIATELY AND REQUEST ATTENDANCE TO RACE CONTROL ROOM

IN UNLIKELY EVENT THAT **NO AUTHORITY RESPONDS**, YOU RESPOND, (GAIN VESSEL NAME, POSITION, PROBLEM, OTHER INFO) AND THEN MAYDAY RELAY (VHF CH 16)

CONTINUE TO LOG AND COMMUNICATE ON ADVICE OF RO/DRO.

CONTINUE TO MONITOR SAFETY OF FLEET

IN UNLIKELY EVENT THAT NO AUTHORITY RESPONDS, YOU RESPOND, (GAIN VESSEL NAME, POSITION, PROBLEM, OTHER INFO) AND THEN MAYDAY RELAY (VHF CH 16)

ACT USING EMERGENCY RESPONSE GUIDE

ASSESS THE LEVEL OF RISK

**REQUEST FOR MEDICAL ADVICE FROM A COMPETING YACHT**

**Listen and Log – use the MEDICAL ASSISTANCE log sheet**

*Invoke SEELONCE MAYDAY if appropriate (repeated three times imposes radio silence by controlling station).*

As a minimum, collect the following information.

**COMMUNICATION RESPONSE GUIDE FOR RADIO ROOM OPERATOR**

* + Name of vessel:
  + Position of vessel:
  + Name of sick or injured person:
  + Nature of problem:

(Refer 'Where does it hurt?" on back of Medical Assistance log sheet)

* + Ask whether a health professional or a first-aider is on board.
  + Kind of assistance desired.

Advise RO/DRO.

RO/DRO ONLY calls the on-call doctor/hospital.

RO/DRO ONLY calls Water Police.

**Contact List for Support Staff**

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| **RADIO**  **ROOM** | **CLUB RADIO ROOM – OFFSHORE RACE CONTROL** |  |
| **OFFICIALS** |  |  |
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| **EMERGENCY**  **CONTACTS**  **AUTHORITIES** | **WATER POLICE COORDINATION CENTRE – NORTH FREMANTLE**  **Marine Radio VHF 16 & 67** | **9442 8600**  **000 (marine emergencies)**  **131 444 (general assistance)** |
| Joint Rescue Coordination Centre (AMSA SAR Maritime helpline) | 1800 641 792 |
| SEA RESCUE FREMANTLE VN6DI – 24/7 (VHF Ch 73) | 9335 1332 |
| COCKBURN SEA RESCUE VH6CL – 24/7 (VHF Ch 73) (on water assistance) | 0409 103 029 |
| ROCKINGHAM VOLUNTEER SEA RESCUE GROUP– 24/7 VN6KC (VHF Ch 73 and 81 & 82)) (emergency number) | 9528 2222 |
| MANDURAH VOLUNTEER MARINE RESCUE VMR611 (VHF CH 82(R) & 73) | 0409 081 801  (0600-1800) |
| BUNBURY SEA RESCUE VMR 634 (VHF CH 73) | 0418 926 442 (no monitoring) |

**75th Bunbury and Return Ocean Race – Contact List for Support Staff**

|  |  |  |
| --- | --- | --- |
| **DOCTOR**  **ON CALL** |  |  |
| **AMBULANCE** | **AMBULANCE** | **000 (LANDLINE)**  **112 (MOBILES)** |
| **HOSPITALS** | SIR CHARLES GAIRDNER HOSPITAL  17 Monash Avenue, Nedlands  17.2kms from Fremantle | 9346 3333 |
| Fiona Stanley Hospital General Enquiries  11 Robin Warren Drive, Murdoch  10.8kms from Fremantle | 6152 2222 |
| Mandurah Peel Health Campus  110 Lakes Road, Mandurah | 9531 8000 |
| South West Health Campus – Bunbury Hospital  Bussell Highway (cnr Robertson Drive), Bunbury | 9722 1000 |