

2. Arrival and departure procedures

2.1 General

For a quick reference of what and when to report please consult the under mentioned tables:
Masters of vessels arriving at, staying in or departing from the port are obliged to make previous notification on a variety of subjects, ranging from health to immigration to dangerous goods.

This section lists all the requirements for notifying the port authorities.

2.2 Arrival check list

Sequence	Time	Report
1	48 hours before arrival	Arrival information to Regional Harbour Master via QSHIPS (see 3.4 - QSHIPS)
2	48 hours before arrival	Dangerous goods report to VTS and Gladstone Ports Corporation (see 11 - Dangerous Cargo)
3	48 hours before arrival	Gas Free status for tankers (see Example – Gas-Free Status Declaration)
4	96 hours before arrival	Customs (see 2.5 – Customs)
5	48 hours before arrival	Arrival / Departure Report to Port Control (see 2.7 – Arrival/Departure Report)
6	Not more than 96 hours or less than 12 hours before arrival	Quarantine (see 2.4 – Quarantine)
7	24 and 12 hours before arrival update ETA if necessary.	Arrival information update to Regional Harbour Master through QSHIPS
8	24 hours prior to loading / handling dangerous goods (includes bunkers)	Dangerous goods report to Port Control, AMSA and Gladstone Ports Corporation (see 11 - Dangerous Cargo)
9	Not less than 12 hours before arrival	Advice to agent regarding Pilot Ladder Checklist (see section 16.19)
10	2 hours before arrival pilotage area	Call 'Gladstone VTS' VHF 16 (See 3.12.1 Arrival reporting requirements)
11	In transit	VTS reporting points 16 (See 3.12.1 Arrival reporting requirements)

Table 1 – Arrival check list

2.3 Departure check list

Sequence	Time	Report
1	24 hours before departure	Confirm departure information to Regional Harbour Master via QSHIPS)
2	3 hours before departure	Dangerous goods report to Gladstone VTS and Gladstone Ports Corporation (see 11.1.1 – Notification)
3	2 hours departure	Pre-entry report to Reef VTS (see 2.9 Reef VTS)
4	In transit	Port Control reporting points (see 3.12.1 Departure and removal reporting requirements)

Table 2 – Departure check list

2.4 Quarantine

The [Department of Agriculture, Fisheries and Forestry](#) require vessels from overseas to submit their documentation no more than 96 hours and no less than 12 hours prior to arrival. Contact details for Australian Quarantine Inspection Service at Gladstone:

Phone: +61 1800 900 090

2.4.1 Ballast water information

Ships with ballast water from ports that are considered a high risk for introduced marine species and that have not exchanged water ballast in mid ocean are now forbidden to discharge this ballast into Australian waters. Vessels that do not need to discharge ballast in Australian waters are exempt from these requirements.

The Department of Agriculture (Biosecurity) provides a Ballast Water Management summary sheet for use by Masters/Agents which can be found at the following link:

<http://www.agriculture.gov.au/biosecurity/avm/vessels/ballast/australian-ballast-water-management-requirements>

2.5 Customs (Border Force)

Vessels arriving from overseas must submit their [documentation](#) 96 hours prior to the nominated date of arrival. If the voyage from the last port is likely to take less than 96 hours, the following timeframes will apply –

72 hours or more but less than 96 hours – submit documentation 72 hours prior

24 hours or more but less than 72 hours – submit documentation 48 hours prior

24 hours or more but less than 48 hours – submit documentation 24 hours prior

All Australian Customs and Border Protection Force forms may be accessed on at the following link: <http://www.homeaffairs.gov.au/>

2.6 AMSA

The Australian Maritime Safety Authority (AMSA) is a statutory authority established under the Australian Maritime Safety Authority Act 1990 (the AMSA Act).

All Australian Maritime Safety Authority forms may be accessed on their website www.amsa.gov.au/forms

2.7 Arrival/departure report

If a visit cannot be booked into QSHIPS, all Shipping Agents, owners or masters are required to complete the [Arrival/Departure Report Form 3452](#)) and lodge it with the Regional Harbour Master's office 48 hours before a vessel's arrival. The report is the base document for the raising of conservancy and pilotage fees. The report is to be emailed to the Regional Harbour Master (Gladstone) RHMGladstone@msq.qld.gov.au

2.8 Dangerous goods

Dangerous goods must not be brought into or handled in the pilotage area until notification has been sent to the harbour master and the Gladstone Ports Corporation in the approved form.

The [Dangerous Cargo Report Form 3217](#) must be submitted at least 48 hours prior to arrival in port limits. For further information, [see 11 - Dangerous Cargo](#))

2.9 MASTREP

[Marine Order 63](#) issued by AMSA makes the provision of Position Reports mandatory for:

- Foreign vessels from the arrival at its first port in Australia until its departure from its final port in Australia; and
- All regulated Australian vessels whilst in the MASTREP area.

Domestic commercial vessels fitted with Global Maritime Distress and Safety System (GMDSS) and AIS technology are also encouraged to participate in the system as MASTREP assists AMSA in carrying out SAR activities.

To assist Master /Agents, the MASTREP and Australian Mandatory Reporting Guide can be found on the [AMSA website](#).

2.10 Reef VTS

[Reef VTS](#) is a coastal vessel traffic service (VTS) dedicated to the Great Barrier Reef and Torres Strait mandatory ship reporting system (SRS) operated under joint federal and state arrangements between Maritime Safety Queensland and the Australian Maritime Safety Authority (AMSA) from the Reef VTS Centers at Townsville and Gladstone. The purpose of Reef VTS is to enhance navigational safety in the Torres Strait and the inner route of the Great Barrier Reef which encompasses the Whitsunday region.

Under section 6(2) of [Marine Order 63](#) the following vessels are required to report to Reef VTS:

- All vessels of 50 metres or more in overall length;
- All oil tankers, liquefied gas carriers and, chemical tankers or ships coming within the INF Code regardless of length; and
- Ships engaged in towing or pushing where it or the ship being pushed or towed is from one of the above categories or where the length of the tow is 150 metres or more.

The SRS applies to all ships in the above categories irrespective of whether they are on overseas, interstate or intrastate voyages. This regulation does not apply to any warship, naval auxiliary or government vessel but they and all other vessels not mentioned above are encouraged to report.

To assist Master /Agents, the reporting requirements for REEFREP can be found on the [MSQ website](#) in the [Reef VTS User Guide](#).

2.11 Security

All commercial vessels with a gross tonnage of 500 tonnes or more and passenger ships are required to report their security information to the port authority in accordance with the International Ship and Port Facility Security Code (ISPS).

2.12 Steel Wire Mooring Lines

As a rule, the use of Steel Wire Mooring Ropes will be prohibited from 01 Jul 2025 for Gladstone, Port Alma and Bundaberg.

There will be situations where this is not possible to be achieved in the time frame. Exemptions will be approved on a case-by-case basis using the following guidelines.

Guidelines for Vessel entry to the ports:

- Any new build which has had the keel laid in 2024 will be required to have man-made fibre lines, for trading in the Ports on a regular basis.
- Any vessel scheduled to dry dock before 01 July 2027 will be required to have man-made fibre lines at the conclusion of the docking period, for trading in the Ports.
- The owners must put in place a management of change and complete due diligence; to satisfy that man-made fibre lines are suitable for the vessels mooring equipment.

Guidance for Exemptions:

- If the Terminal is willing to accept a vessel with wire mooring lines, up until 01 July 2027 a request for an exemption will be looked on favourably.
- Exemption approvals would continue to apply after the 01 July 2027 cut-off date for spot-chartered vessels, or irregular callers at the ports.
- In contrast, regular callers at the port would be expected to comply with the timelines listed, with exemptions applying until a docking cycle had been completed or until 01 July 2027 at the latest.
- Exemption requests shall be emailed to the Regional Harbour Masters office and shall address the above guidance