

2. Arrival and departure procedures

2.1 General

Masters of vessels arriving at, staying in or departing from the port of Hay Point are obliged to make prior notification on a variety of subjects, ranging from health and immigration to dangerous goods.

For a quick reference of what and when to report, please consult the following tables.

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

2.1.1 Arrival checklist

Sequence	Time	Report
1	96 hours before arrival	Australian Border Force (abf.gov.au)
2	Not more than 96 hours or less than 12 hours before arrival	Quarantine (Dept of Agriculture, Fisheries & Forestry)
3	48 hours before arrival	Pre-arrival form to VTS via QSHIPS (3.4 QSHIPS (Queensland Shipping Information Planning System))
4	48 hours before arrival	Dangerous goods report to Regional Harbour Master via VTS and NQBP. (11 Dangerous cargoes)
5	48 hours before arrival	Gas free status for tankers (10.1.6 Gas free status and OBOs)
6	24 and 12 hours before arrival update estimated time of arrival	Arrival information update to Regional Harbour Master via VTS
7	24 hours prior to loading / handling dangerous goods (includes bunkers)	Dangerous goods report to Regional Harbour Master, the Australian Maritime Safety Authority and NQBP (11 Dangerous cargoes)
8	Two hours before arrival pilotage area	Call VTS Hay Point, VHF channel 10 or 16 (3.3 VTS Area)
9	In transit	VTS reporting points (3.1.2 VTS Area)

Table 1 Arrival checklist

2.1.2 Departure checklist

Sequence	Time	Report
1	At least 24 hours before departure	Notify departure information to Regional Harbour Master (via QSHIPS).
2	Three hours before departure	Call VTS 3 hours prior to ETD to confirm readiness to depart with final sailing drafts
3	At least one hour before departure	Pre entry report to Reef VTS (see section 2.8 MASTREP and section 2.9 Reef VTS)
4	In transit	Departure and removal reporting requirements

Table 2 Departure checklist

2.2 Quarantine

Source – Department of Agriculture, Fisheries and Forestry

Quarantine requirements in Australia are managed by the [Department of Agriculture, Fisheries and Forestry](#) who require vessels from overseas to submit their documentation no more than 96 hours and no less than 12 hours prior to arrival.

Contact and address details in Mackay are:

Street Address: Customs House, Mackay Marina Mulherin Drive, Mackay Harbour QLD 4740

Postal Address: GPO Box 1517, Mackay QLD 4740

Phone: 1800 900 090

Website: www.agriculture.gov.au

2.2.1 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:

www.agriculture.gov.au/biosecurity/avm/vessels/ballast/australian-ballast-water-management-requirements

2.3 Customs

Source - Australian Border Force (ABF)

Vessels arriving from overseas must submit 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.

48 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.

2.4 Arrival/departure report

All agents must lodge arrival reports via the QSHIPS programme at least 48 hours prior to the movement as required under [Transport Operations \(Marine Safety\) Regulation 2016](#).

Request for the supply of a pilot, tugs and linesmen must also be made via QSHIPS.

All agents must lodge departure reports via the QSHIPS programme at least 24 hours prior to the movement as required under [Transport Operations \(Marine Safety\) Regulation 2016](#).

Request for the supply of a pilot, tugs and linesmen must also be made via QSHIPS.

The use of the QSHIPS programme is mandatory for notification of the impending arrival and subsequent movements of a vessel.

Owners or masters who are not using an agent are required to complete an [arrival/departure report](#) and lodge it with VTS 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 vtshaypoint@msq.qld.gov.au.

2.5 Dangerous goods

Dangerous goods must not be brought into or handled in the pilotage area until notification has been sent to the Regional Harbour Master and North Queensland Bulk Ports Corporation Limited in the approved form.

The notification of dangerous goods and the dangerous goods manifest must be submitted at least 48 hours prior to arrival in port limits. For further information, refer to section [11 Dangerous cargoes](#).

2.6 MASTREP

Participation in the [Modernised Australian Ship Tracking and Reporting System \(MASTREP\)](#) is designed to contribute to safety of life at sea and is operated by the Australian Maritime Safety Authority (AMSA) through the Rescue Coordination Centre (RCC) Australia in Canberra. Participation in MASTREP is mandatory for certain vessel but others are encouraged to participate.

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

2.7 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 centre at Townsville. 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.
- 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](#).

2.8 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. Refer to [section 13 Security](#) for further information.