

# 13. Customer service & further information

## **Service SA customer service centres**

**For most marine enquiries, including registration, licensing and special permits contact:**

**Telephone: 13 10 84**

[www.service.sa.gov.au](http://www.service.sa.gov.au)

[www.sa.gov.au/ezyreg](http://www.sa.gov.au/ezyreg)

## **Marine operations**

**For safety enquiries, reporting accidents, incidents and navigational advice contact:**

Telephone: 1300 183 046  
9 am—5 pm, Monday to Friday.

[DIT.marinesafety.sa.gov.au](mailto:DIT.marinesafety.sa.gov.au)

[www.marinesafety.sa.gov.au](http://www.marinesafety.sa.gov.au)

## Aquatic reserves and marine parks

(refer to FISHWATCH)

## Australian Builders Plate

South Australian Government website:  
[www.sa.gov.au/topics/boating-and-marine/owning-a-boat](http://www.sa.gov.au/topics/boating-and-marine/owning-a-boat)

## Australian Communications and Media Authority (ACMA)

For radio frequency enquiries  
Telephone: 1300 850 115  
[www.acma.gov.au](http://www.acma.gov.au)

## Australian Maritime College (AMC)

For the Marine radio operator's handbook and Marine Radio Operator's Certificate of Proficiency, contact the Office of Marine Communications at AMC  
Telephone: 1300 365 262  
[www.amc.edu.au/omc](http://www.amc.edu.au/omc)

## Australian Maritime Safety Authority (AMSA)

General enquiries: (02) 6279 5000 (during EST business hours)  
[www.amsa.gov.au](http://www.amsa.gov.au)

Register a 406 MHz beacon or maritime mobile service identity (MMSI)  
[www.beacons.amsa.gov.au](http://www.beacons.amsa.gov.au)

## Bridges – Port River

### *General enquiries*

Telephone: 1800 018 313  
Radio: VHF Channel 68 using call sign either 'Birkenhead Bridge' or 'Prexy Bridge'.

## Boat Code

For a list of South Australian Boat Code agents  
[www.sa.gov.au/topics/boating-and-marine/boat-registration/find-a-boat-code-agent](http://www.sa.gov.au/topics/boating-and-marine/boat-registration/find-a-boat-code-agent)

Telephone: 13 10 84  
(Service SA customer service centre)

## Border Watch

Telephone: 1800 009 623 (24 hours a day)  
[www.border.gov.au](http://www.border.gov.au)

## Bureau of Meteorology (BOM)

Reports for South Australian coastal waters are available at all times  
[www.bom.gov.au/marine](http://www.bom.gov.au/marine)

Telephone recorded forecast service for all areas of South Australia 1900 955 365 (charges apply)

## Department for Environment and Water (DEW)

### *General enquiries*

Telephone: (08) 8204 1910  
[www.environment.sa.gov.au](http://www.environment.sa.gov.au)

- Report a stranded or injured marine mammal
- Animal welfare
- Coast & Marine conservation
- Historic shipwrecks
- Marine parks

### *Water Connect*

[www.waterconnect.sa.gov.au](http://www.waterconnect.sa.gov.au)

### *Riverbank collapse hotline*

If you need to report signs of riverbank instability please contact your local Council.

Department for Infrastructure and Transport (DIT)

### *General boating safety and Boat Code enquiries*

Telephone: 1300 183 046  
[www.marinesafety.sa.gov.au](http://www.marinesafety.sa.gov.au)

### *Boat Registration and Licensing enquiries*

Telephone: 13 10 84  
[www.service.sa.gov.au](http://www.service.sa.gov.au)

### *Traffic Management Centre*

Telephone: 1800 018 313  
 For enquiries relating to the ferry (River Murray), general marine issues, marinas, boat ramps, marine works program, jetty damage, navigation beacons faults and emergencies

### *Marine Safety Officers*

Telephone: 1300 183 046

### *Disposing of unwanted EPIRBs*

- All Battery World stores across Australia have collection bins for unwanted EPIRBs – charges may apply. Visit to [www.batteryworld.com.au](http://www.batteryworld.com.au) for locations.
- Volunteer marine rescue groups may also accept unwanted EPIRBs (please contact before drop-off. Beacons must not be left at an unattended squadron):
  - SA Sea Rescue Squadron Radio Room
  - Australian Volunteer Coast Guard
  - Whyalla Sea Rescue

For details of other squadrons, go to the South Australian State Emergency Service website [www.ses.sa.gov.au](http://www.ses.sa.gov.au)

DIT - Ceduna transaction centre

### *Ceduna (limited transaction service)*

c/- Ceduna District Council  
 44 O'Loughlin Terrace  
 Ceduna SA 5690  
 Telephone: (08) 8625 3407

Environment Protection Authority

Telephone: (08) 8204 2004  
[www.epa.sa.gov.au](http://www.epa.sa.gov.au)  
 Illegal Dumping

Flinders Ports Pty Ltd

### *General enquiries*

Telephone: (08) 8447 0611  
[www.flindersports.com.au](http://www.flindersports.com.au)

### *Flinders Ports emergency number*

Telephone: (08) 8447 0600

### *Hydro Survey*

Telephone: 1800 060 450  
[www.hydrosurvey.com.au](http://www.hydrosurvey.com.au)

### *Report oil spills*

Telephone: (08) 8248 3505 or call VHF Radio Channel 12 (24 hours a day)

Harbors and Navigation Act 1993 & Regulations 2009

Refer to [www.legislation.sa.gov.au](http://www.legislation.sa.gov.au) click 'Act' or 'Regulations and rules', and select from the alphabetical list.

Locks

Refer SA Water at [www.sawater.com.au](http://www.sawater.com.au)

## LPG

Information regarding gas installations or incident reporting

### *Office of the Technical Regulator*

Telephone: (08) 8226 5500  
[www.sa.gov.au](http://www.sa.gov.au)

## Marine mammals and shark sightings

If you find a stranded or injured marine mammal (refer to the [Department for Environment and Water](#))

If you see a dead marine mammal or a marine mammal being harassed (refer to the [Department for Environment and Water](#))

If you see a shark near swimmers or where it could harm humans, report the location, description, distance to shore, and your contact details to:

### *FISHWATCH*

Telephone: 1800 065 522

### *SA Police Water Operations Unit*

Telephone: (08) 8242 3466

## Marine parks

### *General enquiries*

Telephone: (08) 8204 1910  
[www.marineparks.sa.gov.au](http://www.marineparks.sa.gov.au)

## Murray Watch

Telephone: 1300 183 046

## National and interstate maritime authorities

Australian Maritime Safety Authority  
[www.amsa.gov.au](http://www.amsa.gov.au)

New South Wales  
[www.rms.nsw.gov.au](http://www.rms.nsw.gov.au)

Northern Territory  
[www.nt.gov.au/marine](http://www.nt.gov.au/marine)

Queensland  
[www.msq.qld.gov.au](http://www.msq.qld.gov.au)

Tasmania  
[www.mast.tas.gov.au](http://www.mast.tas.gov.au)

Victoria  
[www.transportsafety.vic.gov.au/maritime-safety](http://www.transportsafety.vic.gov.au/maritime-safety)

Western Australia  
[www.transport.wa.gov.au](http://www.transport.wa.gov.au)

## Notices to mariners

[www.dit.sa.gov.au/latest\\_news/notice\\_to\\_mariners](http://www.dit.sa.gov.au/latest_news/notice_to_mariners)

## Office of the Technical Regulator

Electrical, plumbing and gas compliance

Telephone: (08) 8226 5500  
[www.sa.gov.au](http://www.sa.gov.au)

## Oil spills and marine pollution

Telephone: (08) 8248 3505  
or call VHF Radio Channel 12 (24 hours)

## Outer Harbour Vessel Traffic Services (formerly Signal Station)

Telephone: (08) 8248 3505  
or VHF Radio Channel 12 (24 hours)

## Paringa Bridge

The bridge opening hours are 7 days a week at 9.30 am or 2.30 pm. You must telephone: 0408 955 322 at least two hours before the bridge is opened to book in.

## Primary Industries and Regions SA

### *General enquiries*

Telephone: (08) 8204 1380  
[www.pir.sa.gov.au/fishing](http://www.pir.sa.gov.au/fishing)

### *FISHWATCH*

Telephone: 1800 065 522 (24-hour hotline)

Rescue Coordination Centre (RCC-Australia)

### *General enquiries*

Telephone: (02) 6230 6811 (EST office hours)  
[www.amsa.gov.au/search-and-rescue](http://www.amsa.gov.au/search-and-rescue)

### *Maritime search and rescue*

Telephone: 1800 641 792  
 (24-hour emergency number)

## RSPCA

Telephone: 1300 4 RSPCA  
 (1300 477 722)

## SA Police

### *For life-threatening emergencies*

Telephone: 000

### *SA Police Water Operations Unit*

Telephone: (08) 8242 3466

### *Police attendance*

Telephone: 13 14 44

### *Crime Stoppers*

Telephone: 1800 333 000

## Service SA Customer Service Centres

Telephone: 13 10 84  
[www.service.sa.gov.au](http://www.service.sa.gov.au)

## Shipwreck sites

(refer to the Department for Environment and Water)

## South Australian Museum

Telephone: (08) 8207 7500

## State Emergency Services

### *Storm or flood emergency*

Telephone: 13 25 00

### *Life-threatening emergencies*

Telephone: 000  
[www.ses.sa.gov.au](http://www.ses.sa.gov.au)

## SA Water

[www.sawater.com.au](http://www.sawater.com.au)

### Adelaide

Telephone: 1300 650 950

### Berri

Telephone: (08) 8595 2222

## Volunteer Marine Rescue

Contact via Marine Radio as follows.

- VHF channel 16
- MF/HF channels 4125, 6215, or 8291 kHz
- 27 MHz channel 27.88

## Waste oil stations

Restricted to commercial fishing operators only  
 Telephone 1800 018 313

## Waste water (Grey water and Black water)

Telephone: (08) 8204 2004

The Code of Practice for vessel and facility management (marine and inland waters) is available at (all hours)

[www.epa.sa.gov.au](http://www.epa.sa.gov.au)

## Publications:

For information regarding available publications refer to

[www.marinesafety.sa.gov.au](http://www.marinesafety.sa.gov.au)

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## Answers to self-check questions

Chapter 1: **1. B 2. A 3. B 4. A**

Chapter 2: **1. C 2. D 3. D**

Chapter 3: **1. B 2. D 3. B 4. C**

Chapter 4: **1. A 2. D 3. C**

Chapter 5: **1. A 2. D**

Chapter 6: **1. A 2. C 3. B 4. A 5. D 6. B 7. B**

Chapter 7: **1. B 2. A 3. B 4. A 5. C 6. A**

Chapter 8: **1. C 2. D 3. D**

Chapter 9: **1. B 2. D 3. E**

Chapter 10: **1. A 2. B 3. A 4. C**

Chapter 11: **1. C 2. B 3. A 4. B 5. B**

Chapter 12: **1. C 2. A 3. C**