



13. Customer service & further information

Service SA customer service centres

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

www.sa.gov.au/customerservice

Telephone: 13 10 84

Credit card payments for registration renewals

www.sa.gov.au/ezyreg

(24 hours a day; change of address can also be performed online through EzyReg).

Telephone: 1300 363 805
8 am—6 pm, Monday to Friday.

Service SA customer service centres

A list of customer service centres follows.

Office hours:

9 am—5 pm, Monday to Friday.

For information about licensing, registration, Evidence of Identity (EOI) or proof of age, or to download any boat registration and licensing forms visit:

www.sa.gov.au/boatingmarine

Examinations for the boat operator's licence and special permit are held between 9 am and approximately 4.15 pm, Monday to Friday.

No appointment is necessary at Service SA customer service centres.

Metropolitan centres

Adelaide

EDS Centre
108 North Terrace
Adelaide 5000
PO Box 8045
Station Arcade
Adelaide SA 5000

Christies Beach

111 Beach Road
(PO Box 111)
Christies Beach SA 5165

Elizabeth

Shop 42, North Mall
Elizabeth Shopping Centre
50 Elizabeth Way
(PO Box 71)
Elizabeth SA 5112

Marion

493 Morphett Road
(PO Box 480)
Oaklands Park SA 5046

Mitcham

17 Princes Road
Torrens Park 5062
PO Box 756
Mitcham Shopping Centre SA 5062

Modbury

116 Reservoir Road
(PO Box 936)
Modbury SA 5092

Port Adelaide

64 Dale Street
(PO Box 3080)
Port Adelaide SA 5015

Prospect

Northpark Shopping Centre
264 Main North Road
Prospect 5082
PO Box 560
Prospect East SA 5062

Regency Park

18 Kateena Street
(PO Box 2262)
Regency Park SA 5010

Tranmere*

172 Glynburn Road
Tranmere 5073
PO Box 1117
Firle SA 5070

* Note: Closed for redevelopment from Monday 27 December 2010

Country centres

Berri

29 Vaughan Terrace
(Locked Bag 233)
Berri SA 5343

Gawler

Northern Market Shopping Centre
Cnr Murray and Cowan Streets
(Locked Bag 1811)
Gawler SA 5118

Kadina

10 Digby Street
(PO Box 480)
Kadina SA 5554

Mount Gambier

11 Helen Street
(Private Mail Bag 124)
Mount Gambier SA 5290

Murray Bridge

19 Seventh Street
(Locked Bag 100)
Murray Bridge SA 5253

Naracoorte

10 Butler Terrace
Naracoorte SA 5271

Port Augusta

9 Mackay Street
(PO Box 2077)
Port Augusta SA 5700

Port Lincoln

73-75 Tasman Terrace
(Locked Bag 1)
Port Lincoln SA 5606

Port Pirie

Shop 7-8, 72-80 Ellen Street
(Locked Bag 1)
Port Pirie SA 5540

Whyalla

171 Nicolson Avenue
(PO Box 2196)
Whyalla Norrie SA 5608

Service SA rural agents (restricted service only)

Check with your nearest rural agent regarding available services.

An appointment may be required.

General enquires:

Telephone: 13 23 24

Website:

www.sa.gov.au/customerservice

Other country transaction centres

Ceduna (limited transaction service)

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

Victor Harbor (limited transaction service)*

DTEI
Telephone: 8552 2069 (by appointment)

Kingscote (limited transaction service)*

DTEI
Telephone: 8553 2064 (by appointment)

*DTEI offices at Victor Harbor and Kingscote may be unstaffed at times, and it is advisable to call ahead first.

For other enquiries:

Note: unless otherwise stated, all telephone numbers are Area Code (08).

Aquatic reserves

(refer to FISHWATCH)

Australian Builders Plate

South Australian Government website:

www.sa.gov.au/boatingmarine

National Marine Safety Committee website:

www.nmsc.gov.au

Australian Communications and Media Authority (ACMA)

For radio frequency enquiries

Telephone: 1300 850 115

www.acma.gov.au

Australian Dolphin Research Foundation

Telephone: 8390 3554

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.amcom.edu.au/omc

Australian Maritime Safety Authority (AMSA)

Telephone: 1800 406 406
(during EST business hours)

www.amsa.gov.au

Register a 406 MHz beacon

www.beacons.amsa.gov.au

Register a maritime mobile service identity (MMSI)

Telephone: 1800 406 406

(during EST business hours)

www.amsa.gov.au

Birkenhead Bridge

General enquiries

(refer to the Department for Transport, Energy and Infrastructure - Traffic Management Centre)

For openings of the bridge

Telephone: 1800 018 313

Radio: VHF Channel 68 using call sign 'Birkenhead Bridge'

Boat Code

For a list of South Australian Boat Code agents

www.sa.gov.au/boatingmarine

Telephone: 13 10 84

(Service SA customer service centre)

Bureau of Meteorology (BOM)

Reports for South Australian coastal waters are available at all times

www.bom.gov.au/marine

Adelaide Telephone: 8366 2600

Ceduna Telephone: 8625 2048

Mount Gambier Telephone: 8725 5533

Woomera Telephone: 8673 7271

Cancer Council of SA

Cancer Council Helpline

Telephone: 13 11 20

Cancer Council SA

Telephone: 8291 4111

Customs

Australian Customs Hotline

Telephone: 1800 06 1800 (24 hours a day)

www.customs.gov.au

Department of Environment and Natural Resources (DENR)

General enquiries

Telephone: 8204 1910

www.environment.sa.gov.au

Report a stranded or injured marine mammal

Telephone: 0417 801 084 or 0400 939 443 or 0400 998 656

Animal welfare

Telephone: 8124 4800

Coast & Marine conservation

Telephone: 8124 4900

Historic shipwrecks

Telephone: 8124 4960

Marine parks

Telephone: 1800 006 120

Department for Transport, Energy and Infrastructure (DTEI)

General enquiries

Telephone: 8343 2222

www.dtei.sa.gov.au

Marine facilities, marinas, boat ramps

Telephone: 8343 2382

www.sa.gov.au/boatingmarine

Navigation beacons – faults and emergencies

Telephone: 1800 018 313

Office of the Technical Regulator

Telephone: 8226 5500

Traffic Management Centre

Telephone: 1800 018 313 (24 hours a day)

Transport Safety Compliance Officers – Marine

Telephone: 8343 2222

(ask for the office near your area)

Offices:

Adelaide

Berri

Goolwa

Kadina

Murray Bridge

Port Lincoln

Kangaroo Island

Victor Harbor

Department for Water

General enquiries

Telephone: 8463 6800

www.waterforgood.sa.gov.au

Riverbank collapse hotline

Telephone: 1800 751 970 (24 hours a day)

Disposing of unwanted EPIRBs

- All Battery World stores across Australia have collection bins for unwanted EPIRBs. Refer to 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
Barcoo Road, West Beach
7 am to 6 pm daily
 - Australian Volunteer Coast Guard
Southern Myth Drive, North Haven
7 am to 6 pm weekends and public holidays
 - Whyalla Sea Rescue
Foreshore, Whyalla
8 am to 4 pm daily

For details of other squadrons, go to the South Australian State Emergency Service.

Environment Protection Authority

Telephone: 8204 2004 (all hours)

Ferry queries (River Murray)

DTEI Eastern Regional Office

Telephone: 8532 8111

Email: dtei.eastern@sa.gov.au

Fishing offences

(refer to Primary Industries and Resources SA)

Flinders Ports Pty Ltd

General enquiries

Telephone: 8447 0611

www.flindersports.com.au

Flinders Ports emergency number

Telephone: 8447 0600

Hydro Survey

Telephone: 1800 060 450

www.hydrosurvey.com.au

Report oil spills

Telephone: 8248 3505 or

call VHF Radio Channel 12 (24 hours a day)

Harbors and Navigation Act 1993 and associated regulations

Refer to www.legislation.sa.gov.au, click 'Act' or 'Regulations and rules', and select from the alphabetical list.

Locks

(refer to SA Water)

LPG

Information regarding gas installations or incident reporting:

Office of the Technical Regulator

Telephone: 8226 5500

www.technicalregulator.sa.gov.au

Marine mammals

If you find a stranded or injured marine mammal: (refer to the Department of Environment and Natural Resources)

If you see a dead marine mammal: (refer to FISHWATCH)

If you see a marine mammal being harassed: (refer to the Department of Environment and Natural Resources)

Marine parks

(refer to the Department of Environment and Natural Resources)

Murray Watch

Telephone: 8531 0710

www.murraywatch.org.au

National and interstate maritime authorities

Australian Maritime Safety Authority

www.amsa.gov.au

New South Wales: NSW Maritime

www.maritime.nsw.gov.au

Northern Territory: Transport Group (Department of Planning and Infrastructure)

www.maritime.nt.gov.au

Queensland: Maritime Safety Queensland

www.msq.qld.gov.au

Tasmania: Marine and Safety Tasmania

www.mast.tas.gov.au

Victoria: Transport Safety Victoria

www.transportsafety.vic.gov.au

Western Australia: Department of Transport

www.transport.wa.gov.au

National Marine Safety Committee (NMSC)

www.nmsc.gov.au

National Parks and Wildlife (Whales and Dolphins) Regulations 2000

Refer www.legislation.sa.gov.au, click 'Regulations and rules', and select from the alphabetical list.

Notices to mariners

www.sa.gov.au/notices2mariners

Office of the Technical Regulator

(refer to the Department for Transport, Energy and Infrastructure)

Oil spills

(refer to Flinders Ports Pty Ltd)

Outer Harbour Signal Station

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

Paringa Bridge

Telephone: 8532 8111 (office hours)

Outside standard times:

DTEI Eastern Region

Telephone: 0408 955 322 at least two hours before the bridge needs to be opened.

Email: dtei.eastern@sa.gov.au

Police

(refer to SA Police)

Pollution

Reporting incidents of pollution:

- **Marine pollution**
(refer to the Outer Harbour Signal Station)
- **Illegal Dumping**
(refer to the Environment Protection Authority)

Port River Expressway (PREXY) Bridges

Request an opening of the bridges

Telephone: 1800 0118 313

Radio: VHF Channel 68 using call sign 'PREXY Bridge'.

Primary Industries and Resources SA – Fisheries and Aquaculture

General enquiries

Telephone: 8204 1380

www.pir.sa.gov.au/fisheries

FISHWATCH

Telephone: 1800 065 522 (24-hour hotline)

Protect Dolphin Safe

Telephone: 8262 5452

Rescue Coordination Centre (RCC-Australia)

General enquiries

Telephone: (02) 6230 6811 (EST office hours)

www.amsa.gov.au/search_and_rescue

24-hour emergency numbers:

- **Maritime search and rescue**
Telephone: 1800 641 792
- **Aviation search and rescue**
Telephone: 1800 815 257

River levels/riverbank slumping or collapse

(refer to the Department for Water)

River Murray bridges

(refer to ferry queries)

RSPCA

Telephone: 1300 4 RSPCA (1300 477 722)

SA Police

For life-threatening emergencies

Telephone: 000

SA Police can assist with any marine emergency or general enquiry:

- **SA Police Water Operations Unit**
Telephone: 8242 3466

- **Police attendance**
Telephone: 131 444
- **Crime Stoppers**
Telephone: 1800 333 000

Shark sightings

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**
Telephone: 131 444

Shipwreck sites

(refer to the Department for Environment and Natural Resources)

South Australian Museum

Telephone: 8207 7500 (10 am to 5 pm, 7 days)
After hours: 0412 708 012

State Emergency Services

www.ses.sa.gov.au

For storm of flood emergency
Telephone: 13 2 500

For life-threatening emergencies
Telephone: 000

SA Water

www.sawater.com.au

Adelaide
Telephone: 1300 650 950 (general enquiries)

Berri
Telephone: 8595 2222

Transport Safety Compliance Officers—Marine

(refer to the Department for Transport, Emergency and Infrastructure)

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

The Department for Transport, Energy and Infrastructure maintains waste oil stations at Port MacDonnell, Beachport, Kingscote, North Arm Port Adelaide, Port Lincoln Marina (2), Coffin Bay, Warooka and Wallaroo.

Other waste oil facilities are in place at Robe, Cape Jaffa, Carpenter Rocks, Southend, Blackfellow's Caves, Streaky Bay, Venus Bay and Thevenard (2).

Waste water

(Grey water and Black water)

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

www.epa.sa.gov.au

Publications:

HF marine radio available from Service SA customer service centres, or online at:

www.sa.gov.au/boatingmarine

H2.05 What you need to know about alcohol on the water available from Service SA customer service centre, or online at:

www.sa.gov.au/boatingmarine

Marine radio operator's handbook (refer Australian Maritime College (AMC), this chapter).

On Deck online publication is accessible from the SA Government website.

www.sa.gov.au/boatingmarine

Port user guide published by Flinders Ports, available online at www.flindersports.com.au, or telephone: 8447 0611

Special Permit to operate a recreational vessel available from Service SA customer service centres, or online at:

www.sa.gov.au/boatingmarine

Tide tables for South Australian ports for sale at Service SA customer service centres, most marine dealers, as well as some tackle shops and newsagents.

You and your boat trailer available online at:

www.sa.gov.au/boatingmarine

Acknowledgements:

Thank you to the following organisations for the use of their photography.

NSW Maritime - page 24

Primary Industries and Resources SA - page 96

Tourism SA - page 88 and 112

Answers to self-check questions

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

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

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

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

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

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