13. Contact details & further information

Service SA customer service centres

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

Telephone: 13 10 84


Credit card payments for registration renewals

(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.


Marine operations

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

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

dpti.recreationalboatingunit@sa.gov.au

www.sa.gov.au/boatingmarine
Aquatic reserves and marine parks
(refer to FISHWATCH)

Australian Builders Plate
South Australian Government website:
www.sa.gov.au/boatingmarine

Australian Communications and Media Authority (ACMA)
For radio frequency enquiries
Telephone: 1300 850 115
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

Australian Maritime Safety Authority (AMSA)
General enquiries: (02) 6279 5000 (during EST business hours)
www.amsa.gov.au
Register a 406 MHz beacon or maritime mobile service identity (MMSI)
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/boatingmarine
Telephone: 13 10 84
(Service SA customer service centre)

Border Watch
Telephone: 1800 009 623 (24 hours a day)
www.border.gov.au

Bureau of Meteorology (BOM)
Reports for South Australian coastal waters are available at all times
Telephone recorded forecast service for all areas of South Australia 1900 955 365 (charges apply)

Department of Environment and Water (DEW)
General enquiries
Telephone: (08) 8204 1910
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

Riverbank collapse hotline
Telephone: 1800 751 970 (24 hours)
Department of Planning, Transport and Infrastructure (DPTI)

**General boating safety and Boat Code enquiries**
Telephone: 1300 183 046  
www.sa.gov.au/boatingmarine

**Boat Registration and Licensing enquiries**
Telephone: 13 10 84  

**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: (08) 8260 0554  
(ask for the office near your area)

**Offices:**
- Adelaide
- Port Lincoln
- Goolwa
- Renmark
- Murray Bridge

**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 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

DPTI - 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

**Illegal Dumping**

**Flinders Ports Pty Ltd**

**General enquiries**
Telephone: (08) 8447 0611  
www.flindersports.com.au

**Flinders Ports emergency number**
Telephone: (08) 8447 0600

**Hydro Survey**
Telephone: 1800 060 450  
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**

**Locks**
Refer SA Water at 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

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

Murray Watch
Telephone: (08) 8531 0710
www.murraywatch.org.au

National and interstate maritime authorities
Australian Maritime Safety Authority
www.amsa.gov.au
New South Wales
www.rms.nsw.gov.au
Northern Territory
www.nt.gov.au
Queensland
www.msq.qld.gov.au
Tasmania
www.mast.tas.gov.au
Victoria
www.transportsafety.vic.gov.au
Western Australia
www.transport.wa.gov.au

Notices to mariners
www.sa.gov.au

Office of the Technical Regulator
Electrical, plumbing and gas compliance
Telephone: (08) 8226 5500
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 Monday to Friday between 9.30 am and 2.30 pm.
Telephone: 0408 955 322 at least two hours before the bridge needs to be opened.
Primary Industries and Regions SA

**Customer service & further information**

**Primary Industries and Regions SA**

**General enquiries**

Telephone: (08) 8204 1380

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)


**Maritime search and rescue**

Telephone: 1800 641 792

(24-hour emergency number)

**River levels/riverbank slumping or collapse**

Riverbank collapse hotline
Telephone: 1800 751 970 (24 hours)

**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


**Shipwreck sites**

(refer to the Department of 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

**SA Water**

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

Publications:
For information regarding available publications
refer to
www.sa.gov.au/boatingmarine

Answers to self-check
questions
Chapter 4: 1. A 2. D 3. C
Chapter 5: 1. A 2. D

Acknowledgements:
DPTI gratefully acknowledges the support and
assistance of both state and interstate marine
agencies; Surf Life Saving SA, St John South
Australia and Fire and Safety Australia.