



Australian Government

Australian Maritime Safety Authority



SERVICE CHARTER INCIDENT REPORTING

This Service Charter was developed in consultation with AMSA's stakeholders and staff.

It covers the Maritime Operations Division (MOD) regarding incident reporting and sets out:

- ▶ the services provided;
- ▶ the level of service that a stakeholder can expect to receive;
- ▶ the process by which a stakeholder's concerns may be addressed; and
- ▶ Contact details for AMSA offices.

AMSA's Mission Statement

AMSA is committed to continuous improvement in provision of its safety and environment protection services and maintaining constructive relations with our stakeholders in government, industry and the community.

This Service Charter is a sub-set to the AMSA Service Charter which can be found at www.amsa.gov.au/About_AMSA/Service_charter.asp

AMSA's MOD Services

AMSA is Australia's national safety agency with a primary role in maritime safety, protection of the marine environment and aviation and maritime search and rescue and is largely self-funded through levies on the commercial shipping industry.

AMSA's Maritime Operations Division is responsible for ensuring the seaworthiness and safe operation of Australian and foreign ships in Australian waters, the safe handling/storage of certain higher risk cargoes (particularly dangerous goods, grain and livestock), issuing Australian Marine Qualifications and in particular, receiving, monitoring and acting upon maritime incident reports.

AMSA's Incident Response Role

AMSA's role is to enhance safety and marine environment protection through:

- ▶ Participating in the development and implementation of national and international marine safety and environment protection standards through the:
 - *Navigation Act 1912*
 - Protection of the Sea Acts
 - *Occupational Health and Safety (Maritime Industry) Act 1993*;
 - adoption and enforcement of delegated legislation in the form of Marine Orders and OHS Regulations;
 - MoU's with Commonwealth and state jurisdictions, including OHS jurisdictions to facilitate joint response and/or investigations where it is appropriate;
- ▶ Monitoring compliance with operational standards for ships in Australian waters to promote their seaworthiness, safety and pollution prevention;
- ▶ Administering training standards and competency of seafarers and coastal pilots;
- ▶ Providing the national network of marine aids to navigation and navigation systems;
- ▶ Operating Australia's Rescue Coordination Centre to coordinate maritime and aviation search and rescue;
- ▶ Maintaining maritime distress and safety communications services;
- ▶ Providing two ground stations and Mission Control Centre for the Cospas Sarsat distress beacon detection system;
- ▶ Administering the Australian Ship Reporting (AUSREP) system;
- ▶ Managing Australia's National Plan to combat pollution of the sea by oil and other noxious and hazardous substances;
- ▶ Regulating, monitoring and coordinating emergency towage services consistent with the National Maritime Emergency Response Arrangements;

- ▶ Providing information to the Australian Transport Safety Bureau (ATSB) where this is required under the *Transport Safety Investigation Act 2003*; and
- ▶ Responding to, and taking any appropriate action with respect to REPCON - the Confidential Marine Reports Scheme where these are provided to AMSA by the ATSB under REPCON.

Our Stakeholders

- ▶ Shipping industry;
- ▶ Australian Government, State and Territory Governments and their agencies; and
- ▶ Australian community.

AMSA's MOD Client Service Responsibilities

AMSA's clients should expect in their dealings with AMSA:

- ▶ Professional, quality and timely delivery of AMSA's services;
- ▶ Staff members who identify themselves and give courteous and respectful consideration of clients' views;
- ▶ Timely, understandable and accurate advice and information from AMSA;
- ▶ Information about clients' rights, obligations and entitlements;
- ▶ Respect for the clients' privacy and appropriate treatment of their confidential information;
- ▶ Explanation of how decisions have been made and information about their rights to have decisions reviewed, where relevant;
- ▶ Handling of feedback, including complaints, in a professional and fair manner, as outlined in this charter;
- ▶ Advice about other relevant organisations that can assist where AMSA does not provide the service requested, such as in the case of NOPSA, state Maritime and OHS jurisdictions and any agreements in place to support these; and
- ▶ Consultation during AMSA's reviews of functions and performance, as appropriate.

Standards of Service for Incident Reporting

MOD will strive to:

- ▶ Respond to telephone reports within 4 hours;
- ▶ Initiate a response to written and electronic communications within 1 working day and where this is not possible, inform clients of the time needed to respond to their report;
- ▶ Respond to severe personal injury reports, fatality reports and serious incident reports within an appropriate timeframe;
- ▶ Respond to all other reports received from agencies such as State Maritime Authorities within 2 days;
- ▶ Ensure relevant external jurisdiction regulators (ie OHS regulators) are advised or consulted accordingly on cross jurisdictional matters;
- ▶ Where cross jurisdictional matters arise, ensure that a lead agency is determined and advised accordingly;
- ▶ Respond to requests for advice or updates on service delivery under this Service Charter, as appropriate;
- ▶ Use plain language that is clear and easy to understand; and
- ▶ Where appropriate, provide information on the progress of investigations AMSA undertakes.

Client Responsibilities

AMSA seeks the support and cooperation of its clients in achieving its service standards. It is expected that clients will:

- ▶ Provide timely, complete and accurate information;
- ▶ Treat AMSA staff with courtesy and respect;
- ▶ Be honest and fair in their dealings with AMSA; and
- ▶ Provide appropriate feedback on AMSA's service delivery.

General Incident Reporting Requirements

Incidents are to be reported to AMSA, using form 'AMSA 18' and form 'AMSA 19', where these Incidents relate to: accidents, damage to ships, injuries to crew, births, deaths and marriages on board, as well as any marine pollution, or potential marine pollution, from ships.

Form 'AMSA 18' is an incident alert designed to inform the authorities that an incident has occurred, however, this will not include all the information that will eventually be required. This report must be submitted by the master within 4 hours of the incident occurring and may be sent by:

Fax to: +61 2 6230 6868 or 1800 622 153 (free fax within Australia), or Email to: Reports@amsa.gov.au

If additional information is required in respect of the submission of this form the Rescue Coordination Centre (RCC) can be contacted on 1800 021 098 and they will provide advice.

To provide the details of the incident a "detailed report" (form AMSA 19) is to be forwarded to AMSA, Canberra within 72 hours of the incident. The details for faxing or emailing incidents reports (Form AMSA 19) are:

Fax to: +61 2 6279 5058

Email to: Reports@amsa.gov.au

More information regarding these requirements can be found at www.amsa.gov.au/Shipping_Safety/Incident_Reporting/General_Incident_Reporting.asp

Contacts

AMSA's head office is open during normal business hours (8.30 am to 5.00 pm local time) Monday to Friday, except public holidays, and is located at:

82 Northbourne Avenue, Braddon ACT 2612

Postal address: GPO Box 2181, Canberra City ACT 2601

Telephone typewriter (TTY): (02) 6279 5683

Internet site: www.amsa.gov.au

If there are any difficulties making contact or you need a 24 hr contact:

AMSA Rescue Coordination Centre

Ph 1800 641 792

Fax (02) 6230 6868 or 1800 622 153

Email reports@amsa.gov.au

AMSA State Offices:

NSW

Sydney (Head Office)

Ph: (02) 8918 1300

Fax: (02) 8918 1390

Newcastle

Ph: (02) 4961 3277

Fax: (02) 4961 2694

Port Kembla

Ph: (02) 4274 7805

Fax: 02 4274 7806

QLD

Brisbane (Head Office)

Ph: (07) 3001 6800

Fax: (07) 3001 6801

Cairns

Ph: (07) 4035 4487

Fax (07) 4035 4137

Townsville

Ph: (07) 4721 3475

Fax: (07) 4721 3510

Gladstone

Ph: (07) 4972 9045

Fax: (07) 4972 3841

Mackay

Ph: (07) 4957 6644

Fax: (07) 4957 8450

NT

Darwin

Ph: (08) 8941 3250

Fax: (08) 8941 8213

VIC

Melbourne

Ph: (03) 8612 6000

Fax: (03) 8612 6003

SA

Adelaide

Ph: (08) 8440 3800

Fax: (08) 8447 3855

TAS

Devonport

Ph: (03) 6424 1597

Fax: (03) 6424 8009

WA

Fremantle (Head Office)

Ph: (08) 9430 2100

Fax: (08) 9430 2121

Port Hedland

Ph: (08) 9173 2598

Fax (08) 9173 2887

Karratha

Ph: (08) 9143 1446

Fax (08) 9144 2023

More Information about AMSA

More information regarding AMSA's operations can be found at www.amsa.gov.au