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# Crew Change Service Request

## MARS quick reference guide

Biosecurity



The department is responsible for the biosecurity clearance of international crew members disembarking a vessel in Australia. Crew members may be carrying items of biosecurity concern that pose a risk of introducing an exotic pest or disease into Australia.

### What must you do

The vessel master or agent may report crew change notifications on the Pre-Arrival Report (PAR) or submit a **Crew Change Service Request** post arrival. Crew changes should not proceed until the vessel has been granted pratique or in specific cases, where permission has been granted from the department for a person to leave the vessel prior to the granting of pratique. This guide covers the **Crew Change Service Request**.

### When to do it

Upon arrival a **Crew Change Service Request** must be submitted for all crew changes that were not originally notified on the PAR. A service request can only be submitted if a port visit exists for that voyage. A port visit is created when a PAR or Non-First Point of Entry (NFP) application is submitted.

### How to do it

**Crew Change Service Requests** may be submitted through the **Request a Service** menu or by clicking on the **Crew Change Request** icon. *For detailed steps refer to the MARS User Guide.*

- 1 Access the department's online web services at <https://online.agriculture.gov.au/selfservice/>
- 2 Sign in with the User ID and Password. The MARS Terms of Use must be accepted to complete the sign in.
- 3 Click on the MARS icon.
- 4 Click on the **Crew Change Request** icon on the MARS home screen.



Crew Change Request

- 5 Type in the vessel name or IMO number (you can also use Call Sign, Registration/Official Number of the vessel).
- 6 Select the vessel.
- 7 Select the voyage number.
- 8 Select the port and arrival date.

- 9 Enter or verify the Crew Agency.
- 10 Add the Crew Change Details;
  - a Add the disembark date/time
  - b Add the number of crew leaving
  - c Add the biosecurity items to declare (or skip this step if there is nothing to declare)  
**Note:** Refer to the department's website for more information on what to declare.
  - d If applicable, enter the item details.

- 11 Click **Submit**.
- 12 A confirmation message will be displayed if the **Crew Change Service Request** was submitted successfully.

**Any changes in circumstances must be reported to the department as soon as practicable.**

### What now?

- 1 The **Crew Change Service Request** will be assessed by the arrival port. The arrival port will notify the master and/or the agent whether a crew change inspection will be conducted, or alternatively give written permission for the crew to disembark the vessel without any further intervention.
- 2 You can search and check the status of the service request in MARS through the **Application/Service Request** function.



Application/  
Service Request

- 3 For urgent issues, you can follow up on the service request by phoning the Maritime National Coordination Centre (MNCC).
- 4 The department's service responsibilities and standard of service commitment is detailed in the Client Service Charter available at [agriculture.gov.au/about/commitment/client-service-charter](http://agriculture.gov.au/about/commitment/client-service-charter)

NOTE: Screenshots provided in these guides are accurate at the time of printing and may look different in MARS.



Contact 1300 004 605  
(free call in Australia and is in English)

Outside Australia +61 8 8201 6185



[agriculture.gov.au/biosecurity/avm/vessels](http://agriculture.gov.au/biosecurity/avm/vessels)  
[maritimncc@agriculture.gov.au](mailto:maritimncc@agriculture.gov.au)

Facebook: Australian biosecurity  
Twitter: @DeptAgNews