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Sanitation Certificate Service Request

MARS quick reference guide

Biosecurity



Ship Sanitation Certification (SSC) is aimed at controlling the international spread of human diseases by any vectors that could potentially be carried on a vessel.

The department administers SSC requirements on behalf of the Department of Health. Ship Sanitation Certificates are issued in accordance with Article 39 of the *International Health Regulations (2005)* (IHR).

Current Ship Sanitation Certificates are required for all vessels on international voyages that enter Australia.

In Australia, SSC inspections and the issuing or renewal of subsequent certificates can only be done at ports that are declared by the Director of Human Biosecurity on behalf of the Department of Health. You can view a list of declared Australian ports at agriculture.gov.au/biosecurity/avm/vessels/first-point-entry-and-non-first-point-entry/seaport-locations

What must you do

The renewal of an SSC for a commercial vessel may be requested by the vessel master or agent when submitting the Pre-Arrival Report (PAR) prior to arrival, or by completing a **Sanitation Certificate Service Request** post arrival. This guide covers the **Sanitation Certificate Service Request**.

When to submit a Sanitation Certificate Service Request

A **Sanitation Certificate Service Request** must be submitted in MARS if this was not notified on the Pre-Arrival Report (PAR). A service request can only be submitted in MARS 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

Service requests may be submitted through the **Request a Service** menu on the MARS home screen, or by clicking on the **Sanitation Certificate Request** icon. *For detailed steps refer to the **MARS User Guide**.*

- 1 Access the department's online web services at 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 **Sanitation Certificate Request icon** on the MARS home screen.



Sanitation Certificate Request

- 5 Complete all the fields in the **Sanitation Certificate Service Request window**.

- 6 Once all the fields have been completed, click on **Submit**.
- 7 A confirmation message will be displayed if the SSC was submitted successfully.

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

What now?

- 1 The **Sanitation Certificate Service Request** will be assessed by the department.
- 2 You can search for 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 are detailed in the Client Service Charter available at 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.



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