



## **MARS Quick Reference Guide 10** Version 2, November 2023

# Disembarking crew from commercial vessels (previously known as crew change)

The department is responsible for the biosecurity management of international crew members permanently disembarking vessels while in Australian territory.

Crew must not disembark until the vessel has been granted pratique or in specific cases, where permission has been granted from the department for individuals to leave the vessel prior to the granting of pratique.

### **What you must do**

The vessel master or nominated shipping agent must report disembarking crew notifications (*previously been known as crew change*) on the Pre-Arrival Report (PAR) or submit a Disembarking Crew Service Request using [MARS](#).



### **Biosecurity risk items**

Goods and activities of biosecurity concern include:

- meat, poultry, fish, seafood, eggs, dairy, fruit, vegetables.
- grains, seeds, bulbs, straw, nuts, plants, parts of plants, traditional medicines or herbs, wooden articles.
- animals, parts of animals, animal products including equipment, pet food, eggs, biologicals, specimens, birds, fish, insects, shells, bee products.
- soil, items with soil attached or used in freshwater areas e.g. sports/recreational equipment, footwear.
- recent travel that involved contact with farms, farm animals, wilderness areas, or freshwater streams and lakes in the last 30 days.

### **When to do it**

On arrival at an Australian port, a Disembarking Crew Service Request must be submitted for all crew changes that were not originally notified on the PAR or where any information has changed.

There are two ways (pre-arrival and post arrival) that a vessel master or agent can notify the department of a crew change:

- **Pre-arrival (96-12 hours)** – By reporting crew change on the Pre-Arrival Report (PAR), i.e. this is done in the Biosecurity tab section:
  - *Question:* “Will the crew sign off while the vessel is at berth or anchorage in Australian waters?” A “Yes” response will generate further details to be supplied including whether there are biosecurity items to declare.

or

- **Post Arrival** – Using MARS to submit a Disembarking Crew Service Request as soon as the operator is aware that crew will be disembarking, and if not originally notified on the PAR, or where crew disembarkation details (crew number or dates) have changed.


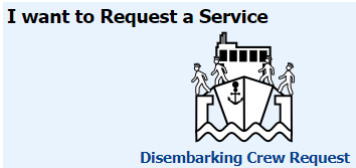
### How to do it post arrival

Disembarking Crew Service Requests may be submitted using MARS through the Request a Service menu or by selecting the Disembarking Crew Service Request icon.

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.

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 by the vessel operator or nominated shipping agency.

### Look for these icons

3. Select the MARS Maritime icon   
MARS Maritime
4. Select the Disembarking Crew icon on the MARS home screen 
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 correct voyage number
8. Select the port and arrival date
9. Enter or verify the name of the nominated Crew Agency, who will manage the crew disembarkation and accept the biosecurity directions and the associated biosecurity fees and charges.
10. Add the crew disembarkation details:
  - a. Disembarkation date
  - b. Number of crew disembarking
11. For each crew member disembarking, answer Yes or No to the 6 questions about biosecurity items that the crew may be planning to take with them when disembarking in Australian ports.
12. Select Submit
13. A confirmation message will be displayed if the Disembarking Crew Service Request was successfully submitted.

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

### What next?

14. The Disembarking Crew Service Request will be assessed by biosecurity officers at the nominated arrival port and they will notify the vessel operator and/or the agent whether:
  - a. a crew disembarkation inspection will be conducted

or

- b. provide written permission for the crew to disembark the vessel without a biosecurity inspection.
15. The vessel operators and the nominated agency will receive an email from a biosecurity officer with biosecurity directions.
  16. Vessel operators and the agency nominated for the voyage can search and check the status of the service request in MARS through the Search - Application/ Service Request function. Search by Application Type then Voyage number and review the Voyage Details Applications Received tab.



**I want to Search for Information**

## Vessel reporting requirements and the *Biosecurity Act 2015*

Vessel operators and shipping agents are reminded:

- to read and understand the Biosecurity Status Document directions and conditions
- keep a copy of the current document on board the vessel for the duration of the voyage in Australia
- that any changes in circumstances during the voyage in Australian waters, particularly changes to the health of people on board, must be submitted via MARS or reported to the National Maritime Centre as soon as practical
- that a failure to report accurately or comply with a requirement under the *Biosecurity Act 2015* may result in penalties, including infringement notices, civil penalties, or criminal prosecutions.

### More information

For urgent issues, follow up on the report by contacting the National Maritime Centre. Email [maritimenc@aff.gov.au](mailto:maritimenc@aff.gov.au)

Phone within Australia: 1300 004 605. Phone outside of Australia: +61 8 8201 6185

Learn about commercial vessel biosecurity requirements [www.agriculture.gov.au/biosecurity-trade/aircraft-vessels-military/vessels](http://www.agriculture.gov.au/biosecurity-trade/aircraft-vessels-military/vessels)

For more details on using MARS, refer to the [MARS Vessel Master or MARS Vessel Agent User Guides](#).

### Acknowledgement of Country

We acknowledge the Traditional Custodians of Australia and their continuing connection to land and sea, waters, environment and community. We pay our respects to the Traditional Custodians of the lands we live and work on, their culture, and their Elders past and present.

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