



# **PORT HANDBOOK**

## **PORT OF HAY POINT**

**Revised January 2011**

*This document is a port directory describing the general characteristics and facilities at the Port of Hay Point. The information contained in this document is produced in good faith and according to the knowledge available to North Queensland Bulk Ports Corporation Limited (NQBPC) at the time of publication. No warranty is given as to its accuracy.*

*Any relevant service provider either included or not included in this Directory is welcome to email NQBPC at [info@nqbp.com.au](mailto:info@nqbp.com.au) for correction or consideration of inclusion of its details in the next edition.*

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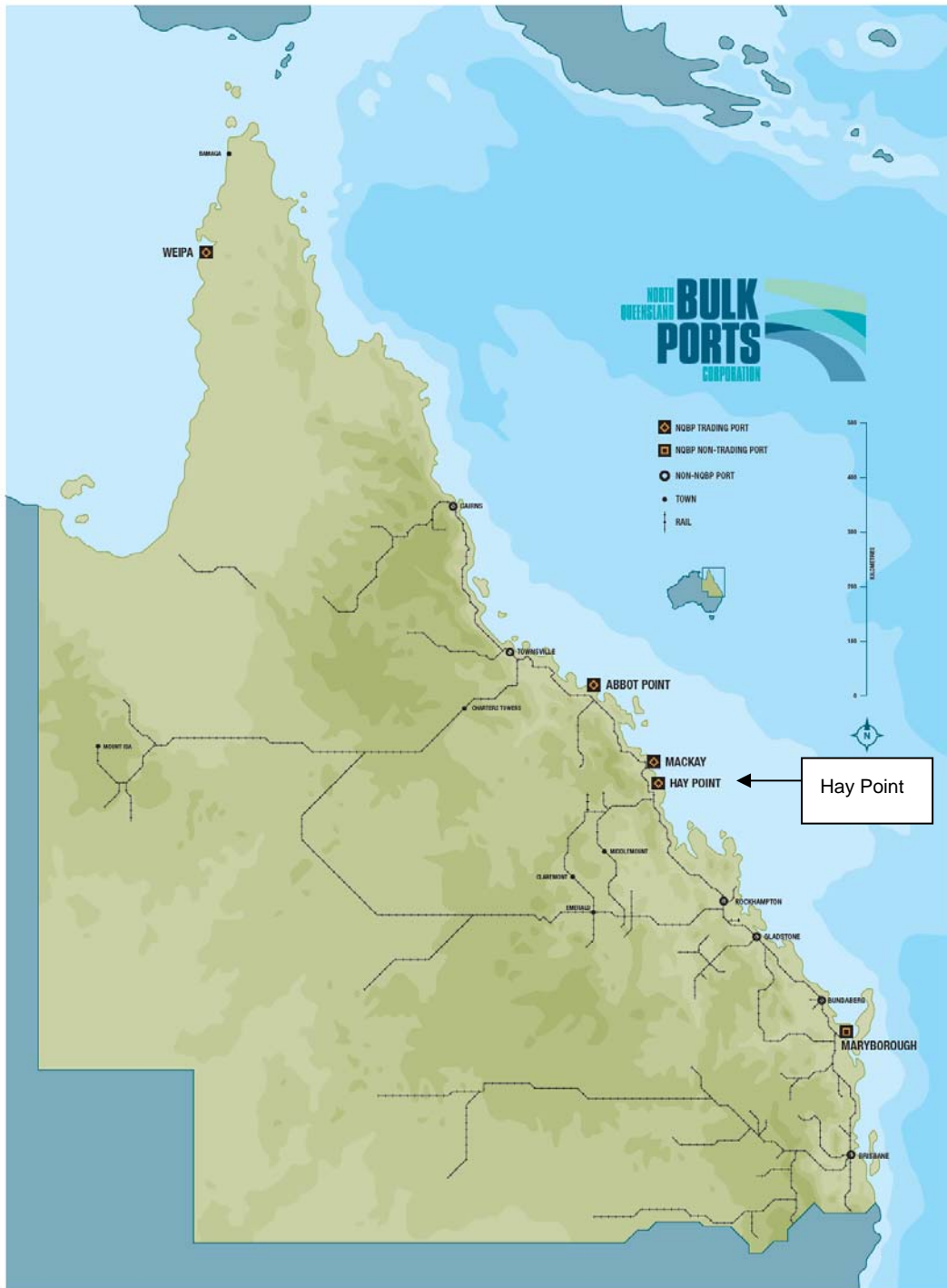
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**1.0 OVERVIEW NORTH QUEENSLAND BULK PORTS CORPORATION LIMITED**

North Queensland Bulk Ports Corporation Limited (NQBP) is the port authority for the Port of Hay Point and four other ports throughout the state. In 2009-10, NQBP ports collectively handled approximately 140 million tonnes throughput, making a vital contribution to the export performance of Queensland and Australia.

NQBP trading ports handle bulk shipments of coal, bauxite, grain, petroleum, sugar/sugar products and molasses, as well as live cattle and general cargo.



**Figure 1 NQBP Ports with Hay Point highlighted**

## **2.0 THE PORT OF HAY POINT**

### **2.1 Description**

The Port of Hay Point is the largest coal export port in the world, and is situated about 40 km south of Mackay. The port comprises two separate coal export terminals, Dalrymple Bay Coal Terminal (DBCT), leased from the State Government by Prime Infrastructure Trust (PIT) and the Hay Point Coal Terminal (HPCT), owned by BHP Billiton Mitsubishi Alliance (BMA) and operated by Hay Point Services for BMA. Together the two terminals service mines in the Central Bowen Basin region of Queensland.

The mines are linked to the port terminals through an integrated rail port network. QR owns the below rail component (track, signalling and overhead wiring) of the rail network which provides access to above rail service providers (rolling stock and locomotives). The above rail service provider is QR Network.

In June 2009 DBCT completed its 7X expansion project, bringing the terminal's nameplate capacity to 85 mtpa. BMA's proposed HPX3 expansion is about to enter the construction phase. When complete (likely to be in 2012-13), its capacity will be rated at 55 mtpa. BMA is investigating further expansions in the longer term to a possible 75 mtpa.

### **2.2 Facilities**

Infrastructure at the port consists of purpose-built rail inloading facilities, onshore stock yards and offshore jetties leading to wharves. The offshore wharves are serviced by conveyor systems which run the coal from the stockyard to the wharves situated about 4 km out to sea and allow loading in deep water.

DBCT consists of four berths, serviced by three manually operated shiploaders with a loading capacity of 7,200 tph.

The HPCT wharf is 2.2 km offshore. It has two berths and is owned and operated by the BHP Billiton Mitsubishi Alliance. Berth #1 is serviced by a luffing boom gantry with telescopic chute with an average loading capacity of 4,000 tph with a maximum of 6,000 tph. Berth #2 is serviced by a rail mounted shuttle boom with telescopic chute and an average loading capacity of 4,000 tph with a maximum of 6,000 tph.

Maritime Safety Queensland (MSQ) provides marine pilotage services for the terminals, with most transfers to and from ships via helicopter with pilot launch utilised for all other occasions. Each terminal has its own towage arrangements in place.

### **2.3 Trade**

In 2009-10, total throughput for the port was 99,465,091 tonnes, comprising 63,130,205 tonnes through DBCT and 36,334,886 tonnes through HPCT. The continued growth in Central Queensland coal production ensured that the port retained its status as one of the largest coal export ports in the world.

A total of 1121 bulk carriers visited the port during the period 2009-10.

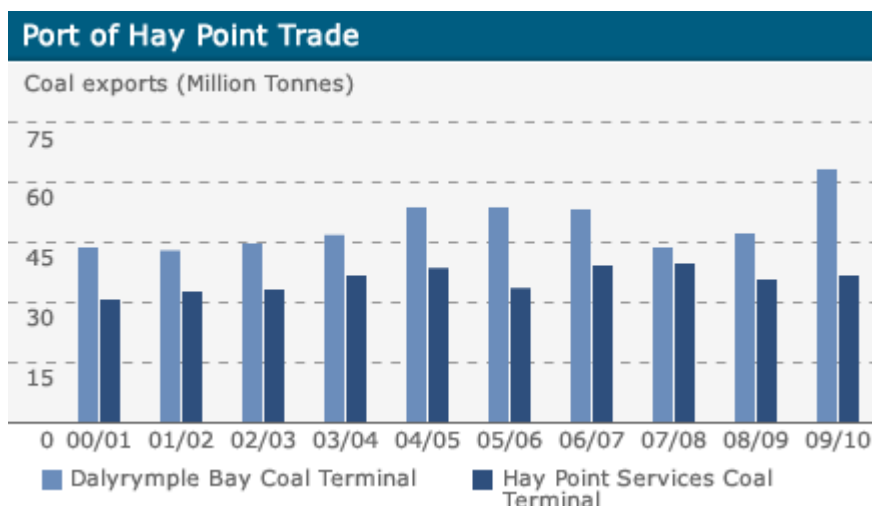


Figure 2 Port of Hay Point trade figures 2000-10

## 2.4 Transport Links

The nearest city is Mackay, which is about 40 km north of the port. Mackay is one of Queensland’s fastest growing cities with a population of approximately 85,000 (Australian Bureau Statistics 2010). Transport to Mackay can be arranged by private bus. Please contact the ship’s agent to organise this.

### 2.4.1 Airport

Mackay has a large regional airport which offers domestic services and connecting international services from Brisbane and Cairns.

Hire cars are available at the airport and must be pre-booked from the hire car companies directly.

### 2.4.2 Bus

Greyhound Coaches has a daily coach service into Mackay, connecting with services throughout Australia. The service will pick up from the Hay Point turn off. Note that bookings cannot be made online and that Greyhound Coaches require 48 hours notice<sup>1</sup>.

## 3.0 PORT AUTHORITY ROLE AT HAY POINT

As the port authority for Hay Point, NQBP’s roles include:

- facilitating appropriate levels of port security and safety with terminal operators;
- co-ordinating emergency response;
- protecting the environment by minimising impact of development; and
- being committed to and having regard for the interests of the community.

Maintaining navigable port depths is a NQBP responsibility, while pilotage and port navigation is controlled by Maritime Safety Queensland (MSQ).

<sup>1</sup> Information correct as at November 2010

### **3.1 Key NQBP Contacts**

General Manager Commercial	Martin Norman Phone: +61-7-3224 8098 Mobile: 0408 772 375 Email: mnorman@nqbp.com.au
Port Supervisor (Hay Point)	Brenda Kemp Phone: +61-7-4956 3111 Mobile: 0409 279 376 Email: bkemp@nqbp.com.au
Manager Safety and Security	Grahame Marwood Phone: +61-7-4955 8174 Mobile: 0429 064 402 Email: gmarwood@nqbp.com.au
Emergency Response 24 hours – 7 days	NQBP Duty Officer Phone: +61-7-4955 5107

### **4.0 TERMINAL OPERATOR ROLE AT HAY POINT**

The terminals at Hay Point are two of Australia's largest coal export facilities.

Operation at both DBCT and HPCT can be broken into the following key components:

- receipt of coal from rail services;
- stockyard storage;
- yard machines to stack and reclaim coal to and from the stockpiles;
- blending of different coal types to meet customer requirements;
- out loading to off-shore berths; and
- shiploading.

All enquiries regarding the terminal operation, arrival notices and loading coal should be directed to Prime Infrastructure Trust (PIT) (the terminal lessee), Dalrymple Bay Coal Terminal Pty Ltd (the DBCT terminal operator) or HPCT.

#### **4.1 Key DBCT Contacts**

Prime Infrastructure  
(DBCT Port Operator)

Level 15 Waterfront Place  
1 Eagle Street  
Brisbane Qld 4000  
Phone: +61-7-3002 3111  
Fax: +61-7-3002 3101

Anthony Timbrell  
Chief Operating Officer Transport  
Phone: +61-2-9238 4380

DBCT

Phone +61-7-4943 8444  
Fax: +61-7-4956 3353  
Web: [www.dbct.com.au](http://www.dbct.com.au)

Port Facility Security Officer

Phone: +61-7-4943 8352  
Mobile: 0429 990 546

#### **4.2 Key HPCT Contacts**

Hay Point Services

Phone: +61-7-4943 5222  
Fax: +61-7-4956 3421

Terminal Manager

Russell Grech  
Phone: +61-7-4943 5201  
Mobile: 0407 496 585  
Email: [Russell.c.grech@bmacoal.com](mailto:Russell.c.grech@bmacoal.com)

Port Facility Security Officer

Daniel Windle  
Phone: +61-7-4943 5243  
Mobile: 0417 848 954  
Email: [Daniel.windle@bmacoal.com](mailto:Daniel.windle@bmacoal.com)

#### **5.0 REGIONAL HARBOUR MASTER ROLE AT HAY POINT**

Shipping legislation in Queensland is controlled by the State Government agency, Maritime Safety Queensland (MSQ). It is MSQ's charter to protect Queensland's waterways and the people who use them. MSQ has six regions within Queensland, each of which is controlled by a Regional Harbour Master.

Regional Harbour Masters are responsible for:

- port navigation (including the maintenance of buoys, lights and navigation aids);
- pilotage regulation (including pilots, boat crews and boats, helicopter contracts);
- provision of a suitable vessel traffic management service;
- monitoring and auditing standards for commercial ships;
- investigating and manage marine incidents;
- pollution and marine emergency response;
- commercial licensing examinations and safety programs; and
- declaring port depths.

For the most current information on these areas, it is recommended that contact be made with the closest office.

## **5.1 Regional Harbour Master Contact**

The Regional Harbour Master for Hay Point is based in Mount Pleasant, a suburb of Mackay. Details are as follows:

Captain Zainol Ahmad

Phone: +61-7-4944 3700  
Facsimile: +61-7-4944 3790  
Email: zainol.r.ahmad@msq.qld.gov.au  
After Hours Emergency: +61-7-4956 3489

## **6.0 PORT CONTROL ROLE AT HAY POINT – VESSEL TRAFFIC SERVICE**

Operating within the Port Control Centre, the role of the Vessel Traffic Service (VTS) at Hay Point is to coordinate the scheduling of shipping, facilitate the safe and efficient movement of shipping within the pilotage area and coordinate initial emergency response to shipping incidents.

Provided by MSQ, Hay Point VTS provides a 24 hour, seven days a week marine operations service to the port community. For ship traffic scheduling, approval of shipping evolutions, response to pollution incidents and reporting of defective navigation aids, please direct initial enquiries to the port control centre call sign "HAY POINT VTS".

In the event of an emergency, the port control centre is the key notification and communications facility that will activate the appropriate response agencies.

### **6.1 Vessel Traffic Service Contact**

VHF Radio: Channels 14 and 16  
Phone: +61-7-4956 3489  
Fax: +61-7-4956 3367  
Email: VTSHaypoint@msq.qld.gov.au

## **7.0 SERVICES – NAVIGATION**

### **7.1 Location**

The Port of Hay Point is located in the area surrounding Latitude 21° 15' south and Longitude 149° 19' east.

### **7.2 Port Limits**

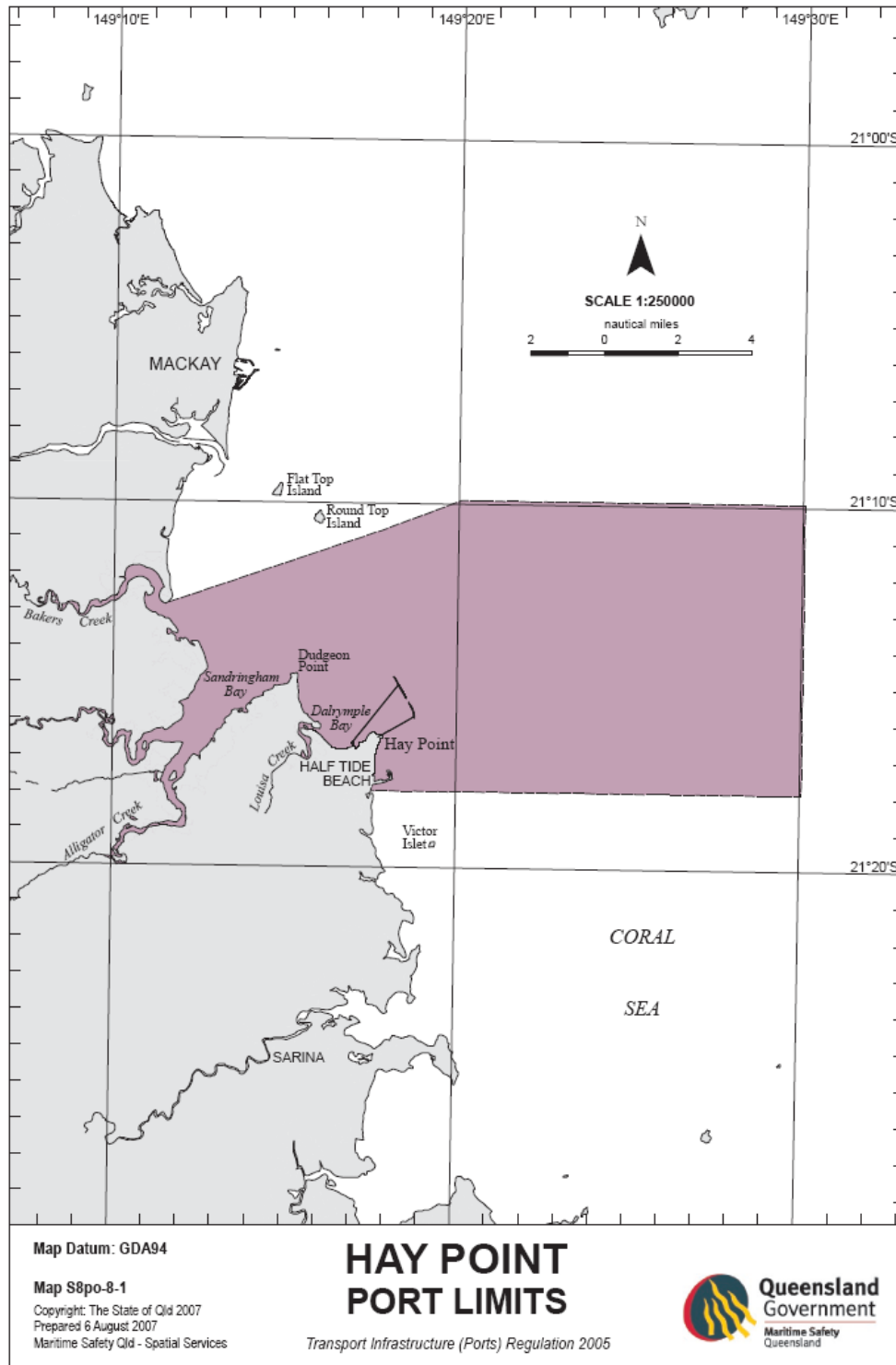
The port limits, which are defined in the regulations of the *Transport Infrastructure Act 1994*, are highlighted on the map below and include the waters within the following boundaries:

- starting at the high water mark at the southern extremity of the north head of Bakers Creek entrance
- then generally north-easterly along the geodesic to latitude 21°10.76'S, longitude 149°17.73'E
- then generally north-easterly along the geodesic to latitude 21°09.91'S, longitude 149°20.06'E
- then east along the parallel to latitude 21°09.91'S, longitude 149°30.06'E
- then south along the meridian to latitude 21°17.91' south, longitude 149°30.06' east

## NORTH QUEENSLAND BULK PORTS CORPORATION LIMITED

- then west along the parallel to the intersection of the high water mark on the mainland at latitude 21°17.91'S
- then generally northerly along the high water mark on the mainland to the starting point (Transport and Main Roads 2010).

The port limits also include all navigable waters of rivers and creeks flowing directly or indirectly into the waters as described above.



**Figure 3 Hay Point port limits**  
(Source: Transport and Main Roads 2010)

### 7.3 Anchorages

Vessels arriving off the Port of Hay Point will be assigned a designated anchorage position by VTS, while awaiting berthing instructions. These anchorages are shown on chart AUS 249 and are identified by either a northern or southern prefix or a number. An offshore anchorage controlled by the Regional Harbour Master exists to handle overflow from the two inshore anchorage areas.

Anchoring is prohibited in the restricted areas shown on chart AUS 249.

For current anchorage information, check 'Notice to Mariners' at <http://www.msq.qld.gov.au/Notices-to-Mariners.aspx> or contact the VTS Office by telephone on +61-7-4956 3489 or VHF Radio channels 14 and 16.

### 7.4 Berth Facilities

There are six berths at the port and details for each berth are shown in the tables below.

#### DBCT

Wharf Details	Berth 1	Berth 2	Berth 3	Berth 4
Design Vessel Minimum	20,000 tonnes			
Design Vessel Maximum	220,000 tonnes			
Top of front (seaward) rail	+17.98 m LAT			
Number of berthing dolphins	18		17	
Number of mooring dolphins	4		3 plus 1 shared with B1 & B2	
Distance between extreme berthing dolphins	662 metres		676 metres	
Distance between extreme mooring dolphins	843 metres		843 metres	
Maximum allowable speed of approach	230 mm/sec			
Minimum depth at berth	18.0 m LAT	18.1 m LAT	18.7 m LAT	18.6 m LAT
Channel depth	Minimum 14.7 m LAT			
Non channel manoeuvring depth	Minimum 12.80 m LAT			
Maximum predicted spring tide	7.14 m			
Water density range	1.016 to 1.025			

Note: This information was correct as at 24 November 2010 (Source: DBCT 2010).

#### HPCT

Berth	Depth	Berth Length	Berth Pocket (L X W)	Max Dwt	Max Air Draft At Lat
HPCT #1	16.5 m	203.6 m	342.9 x 60.96 x 16.6 m	180,000 tonnes	24.3 m (minus tide height)
HPCT #2	16.7 m	188.7 m	365.7 x 60.9 x 16.7 m	200,000 tonnes	27.8 m (minus tide height)

Note: These figures were correct as at December 2009.  
(Source: Transport and Main Roads 2009)

## 7.5 Ship Operating Limits

- The ballast condition should have the propeller fully immersed with maximum trim 2.5 m by the stern. Trim by the head is unacceptable.
- There are no restrictions on time. Berthing and departure times are managed by the VTS centre on behalf of the Regional Harbour Master. All berthings/departures remain at the discretion of the Harbour Master with regards to weather conditions.
- Engines must not be immobilised whilst alongside except under special circumstances and with the approval of the Regional Harbour Master.
- Unberthing is subject to the state of tide and draft complying with the Regional Harbour Master's business rules.
- Minimum under keel clearance of 1.5 m of draught to be maintained while berthed (Transport and Main Roads 2009).

## 7.6 Departure Channel

A departure channel has been established with a design depth of 14.7 m at lowest astronomical tide (LAT) (Transport and Main Roads 2009), with some further work still remaining to achieve the targeted depth of 14.9 m. This information can be confirmed by checking the Notices to Mariners: <http://www.msq.qld.gov.au/Notices-to-Mariners.aspx> for most current depth information.

## 7.7 Depths of Water

See tables on previous page for information on depths of water. Please check the latest Notice to Mariners for the Port of Hay Point at <http://www.msq.qld.gov.au/Notices-to-Mariners.aspx> for the most current depth information.

## 7.8 Pilotage

The *Transport Operations (Marine Safety) Act 1994* specifies that, unless a current Pilotage Exemption Certificate (PEC) is held by the Master of a ship, pilotage is compulsory for:

- a ship that is 50 m or more;
- a vessel towing another vessel where the combined length of the vessels is 50 m or more;
- a ship whose owner or Master asks for the services of a pilot; or
- a ship whose Master is directed by the Harbour Master to use the services of a pilot (Transport and Main Roads 2009).

There are no pilotage exemptions issued for Hay Point.

Pilotage is available 24 hours a day, seven days per week, dependant on tidal and weather conditions. Pilotage transfers are carried out by pilot helicopter in the first instance with a pilot launch being available as required.

Should a pilot be required, the following periods of notice apply:

Arrivals \_\_\_\_\_ 48 hours

Removals \_\_\_\_\_ 24 hours

Departures \_\_\_\_\_ 24 hours

Prior notice confirming ETA 48 hours before arrival is to be given through the ship's agent. Pilot transfer instructions will be provided by Hay Point VTS. For current information on pilotage, contact Hay Point VTS on VHF Radio - Channels 14 and 16, by telephone +61-7-4956 3489 or at [VTSHaypoint@msq.qld.gov.au](mailto:VTSHaypoint@msq.qld.gov.au).

## **7.9 Tides**

The mean spring tide range is 4.9 m and the mean neap tide range is 2.3 m (Transport and Main Roads 2009). Tides are affected by prevailing winds and currents are very strong at times.

## **7.10 Tugs**

Usually ship movements will require a minimum of two tugs. Each terminal coordinates tug movements and tug requisitions are generally made by the ship's agents.

DBCT (terminal operator) owns and operates Daltug Pty Ltd which provides tug and line launch services. HPCT utilises Teekay Shipping to provide tugs and line services to vessels at the terminal. Contact details for these companies are in the shipping contact section of this handbook.

## **8.0 SERVICES — OPERATION**

### **8.1 Application to Berth**

An 'Application to Berth' form must be received by Hay Point VTS and either DBCT or HPCT no later than 48 hours before the vessel's estimated pilot boarding time. The ship's agent will send a blank 'Application to Berth' form to the vessel seven to ten days before their arrival. This ensures up-to-date documents are always used.

Contact your ship's agent for latest information on berthing applications at either DBCT or HPCT.

### **8.2 Bunkering**

There are no bunkering services available.

### **8.3 Cargo Completion**

Vessels must vacate the berth subject to tidal conditions. Call on VHF Channel 16 and work on VHF Channel 6.

### **8.4 Communications**

Pilot vessel and tugs call on VHF Channel 16 and work on VHF Channel 13.

### **8.5 Cyclone Procedures**

Detailed cyclone procedures are provided in the NQBP Emergency Response Plan and are consistent with the Maritime Cyclone Contingency Plan for the Port of Hay Point, which is issued by MSQ. Alert phases in the port provide a guide for action as a cyclone or severe heavy weather approaches an area. All cyclone-related responses are managed and communicated by the Regional Harbour Master. All messages/ instructions to shipping will be announced by the Regional Harbour Master over VHF Channel 16.

### **8.6 Electrical Power**

There is no shore power connection available.

## **8.7 Emergency Services**

NQBP has developed an Emergency Response Plan that covers situations such as cyclones, marine incidents, bomb threats, fire, explosion or fatalities. Copies of the Response Plan are held at NQBP's office in the port, by the Regional Harbour Master in Mackay and by a number of port users and other key agency contacts.

Where a non-marine incident is caused through the activities of a port user on port land, the initial response is the responsibility of the port user. NQBP and Hay Point VTS can be contacted on VHF 16 and they will coordinate the required response based on procedures detailed in the NQBP Emergency Response Plan for the Port of Hay Point. For local emergency services telephone '000' and specify if fire, ambulance or police are required.

## **8.8 Estimated Time of Arrival (ETA) Notice**

All agents, owners or masters are required to complete arrival and departure information direct into QShips.

## **8.9 Final Quantity**

For the latest information on final quantity, contact the ship's agent.

## **8.10 Fresh Water**

There is no fresh water available from the wharf as there are no facilities.

## **8.11 Fuel**

Facilities for fuel are not available at Hay Point.

## **8.12 Gangway/Deck Watchmen**

The ship's gangway is used and the ship's crew is used as watchmen.

## **8.13 Garbage Disposal**

Garbage disposal is available through JJ Richards who provide a service for the collection of garbage, sewage and quarantine waste. JJ Richards can be contacted on telephone number +61-7-4952 3555 (Transport and Main Roads 2009).

## 8.14 Ship Loader

### DBCT

Shiploader Details	Berth 1	Berth 2	Berth 3	Berth 4
Loading Rate	7200 tph 8650 tph			
Maximum operating wind speed	72 kph			
Maximum reach of chute from front rail	41.5 metres		43.0 metres	
Fender face from front rail	7.5 metres			
Maximum reach of chute from fender face	34.0 metres		35.5 metres	
Shuttle travel	21.7 metres		23.2 metres	
Shiploader longitudinal travel	580 metres		630 metres	
Highest boom working position	+12 degrees			
Lowest boom working position	-4 degrees		-6 degrees	
* Loading clearance	30.3 metres less height of tide			
^ Initial Shiploader lowering clearance	22.7 metres less height of tide			
Cyclone Security	Tie down to strongpoint			

Note: This information is correct as at 24 November 2010 (Source: DBCT 2010).

### HPCT

#### Hay Point Coal Terminal Ship Loader 1

Type	Travelling gantry with luffing boom
Design rate maximum capacity	6,000 tonnes/ph
Length of travel	189 m
Boom operating range	+ 16° to 0°
Maximum outreach from fender line	26.5 m
Height above datum (+ 120)(airdraft)	23 m
Travel speed	variable from 3 m/min to 30 m/min

Note: This information is correct as at 2 March 2010 (Source: BMA Coal 2010).

Hay Point Coal Terminal Ship Loader 2

Type	Ship Loader with Rail Mounted Shuttles
Design rate maximum capacity	6,000 tonnes/ph
Average loading capacity	4,000 tonnes/ph
Length of travel	191 m
Boom operating range	N/A – Rail Mounted Shuttles extend horizontally
Maximum outreach from fender line	29 m
Height above datum (+ 120) (airdraft)	24 m
Travel speed	variable from 3 m/min to 30 m/min

Note: This information is correct as at 13 April 2010 (Source: BMA Coal 2010).

### 8.15 Rail

Trains have a coal-carrying capacity of up to 10,000 tonnes, which is delivered to the terminals via bottom dump train receival systems. Once the coal leaves the rail wagons, it is conveyed into the stockyard where rail-mounted stacker/reclaimers stack the coal into either dedicated stockpiles or cargo assembly stockpiles, depending on the terminal.

### 8.16 Loaded Tonnage

Loaded tonnage is calculated on draft survey. For specific information on loaded tonnage at DBCT or HPCT, contact the ship's agent.

### 8.17 Line Boats

There are line boats available at Hay Point for berthing operations.

### 8.18 Port Notices/Port Rules and Charges

Port notices regulate the business operations of the port. This reference document contains instructions for the orderly conduct of business and public safety in the port of Abbot Point. Copies are displayed at the Hay Point Administration Building on Horyu Maru Drive, Hay Point and are also available for downloading from <http://www.nqbp.com.au/publications/PortofHayPointPortCharges.pdf>.

In addition, this document outlines the process for handling dangerous goods. A person in charge of dangerous goods who proposes to store, handle, carry, use, transport or otherwise deal with any dangerous goods within the port must notify in a form approved by NQBP's Chief Executive Officer at least two working days before the date on which it is anticipated the dangerous goods will enter the port.

Contact NQBP Hay Point office by telephone on +61-7-4956 3111 or email [bkemp@nqbp.com.au](mailto:bkemp@nqbp.com.au) for the latest information on port rules and notices for Hay Point.

### 8.19 Stowage Factor

For the latest information on stowage factor at either Dalrymple Bay Coal Terminal or Hay Point Coal Terminal, contact the ship's agent.

## **8.20 Pratique/Health Regulations**

Hay Point is a First Port of Entry and notification of quarantine inspection is required. Radio Pratique is available. Send message to the "Quarantine Officer" through the ship's agent, not more than 24 hours before arrival (this stipulation is not enforced). The agent will keep the vessel advised. The message is in accordance with the advised procedure in the Sailing Directories for Entry to First Australian Port.

## **8.21 Oil Spill Procedures**

MSQ has the responsibility to provide an effective oil spill response across the state. To assist MSQ in local oil spill response, NQBP has entered into an agreement to provide a first strike response in the port under the direction of the Regional Harbour Master. Ships must ensure all measures are taken to prevent the release of hydrocarbons into the environment. MSQ will provide resources from Mackay and other centres for larger spills.

In the event of an oil spill, immediately notify the Regional Harbour Master:

Telephone: +61-7-4944 3700 or if after hours, call +61-7-4956 3489.

Also contact NQBP's Hay Point Office:

Telephone: +61-7-4956 3111 or 0409 279 376 and if after hours call NQBP's 24 hour number +61-7-4955 5107.

## **8.22 Repatriation**

Repatriation can be arranged through contact with the ship's agent.

## **8.23 Restrictions**

Access to the wharf and loading plant is restricted. Persons requiring access, crew members or visitors, must wear safety hard hats, safety shoes, adequate eye protection and comply with all safety regulations.

Pedestrian access along the wharf approach is not permitted. Special authorisation is required for private vehicles and visitors within the port for wharf access. Access to the remainder of the port site is strictly forbidden.

## **8.24 Seaman's Club**

The Stella Maris Seafarers Centre is located at 43 Brisbane Street, Mackay. The Centre can be contacted via telephone +61-7-4953 4038 or mobile 0417 619 015.

## **8.25 Ship's Chandler**

The chandler will attend the vessel if necessary. Bonded stores are also available. See port service providers for contact details.

## **8.26 Shore Leave**

The crew is permitted to go ashore after receiving Immigration and Customs clearance. The agent can arrange a minibus service to Mackay and return.

## **8.27 Time Zone**

Time is Eastern Standard Time and equates to G.M.T + 10 hours. All ETA and other messages should be made in local time.

## **8.28 Waste**

Waste facilities are available onshore. However, collection of tank washing slops, oily bilge water, and oily mixtures containing chemicals and oil sludge cannot be arranged. JJ Richards can be contacted on +61-7-4952 3555 to arrange for the collection of garbage, sewage and quarantine waste:

## **9.0 PORT SECURITY**

As Hay Point is a security regulated port under the *Maritime Transport and Offshore Facilities Security Act 2003*, NQBP has an approved whole of port Maritime Security Plan. Each terminal has responsibility to maintain and manage their own facility security plan. All plans are officially approved by the Office of Transport Security and audited on a regular basis.

Under IMO legislation there is a procedure ships must follow when entering the port. Before entering the Port of Hay Point, the ship's Master must report the following information directly to NQBP or via their ship's agent:

- International Ship and Port Facility Security Code (ISPS) compliance number;
- current ship security level or any change to the ship security level while in port;
- Ship Security Officer contact details;
- list of expected visitors/contractors;
- nominated providore;
- crew list and identification; and
- any security incident (as defined under the ISPS code or Maritime Transport Security Legislation) while in port.

For more information on security requirements at Hay Point, click on the following link:  
<http://www.nqbp.com.au/userfiles/file/PortSecurity-HayPoint.pdf>.

## **9.1 Contacts**

### **NQBP**

Port Supervisor  
(Hay Point)

Brenda Kemp  
Phone: +61-7-4956 3111  
Mobile: 0409 279 376  
Email: bkemp@nqbp.com.au

Manager Safety and Security

Grahame Marwood  
Phone: +61-7-4955 8174  
Mobile: 0429 064 402  
Email: gmarwood@nqbp.com.au

Emergency Response  
24 hours – 7 days

NQBP Duty Officer  
Phone: +61-7-4955 5107

### **DBCT**

Port Facility Security Officer (PSO)

Craig Vaughan  
Phone: +61-7-4943 8352  
Mobile: 0429 990 546  
Email: craig.vaughan@dbct.com.au

Deputy PFSO

Sean McLean  
Phone: +61-7-4948 8433  
Mobile: 0409 590 925  
Email: Sean.McLean@dbct.com.au

**HPCT**

Port Facility Security Officer (PSO)

Danny Windle

Phone: +61-7-4943 5243

Mobile: 0417 848 954

Email: [daniel.windle@bmacoal.com.au](mailto:daniel.windle@bmacoal.com.au)

**10.0 SHIPPING CONTACTS**

**10.1 Shipping Agents**

**Hetherington Kingsbury Shipping (Mackay) –  
McArthur Shipping and Agency Co Pty Ltd**

Level C  
120 Wood Street  
Mackay Qld 4740

PO Box 39  
Mackay Qld 4740

Phone: +61-7-4957 5246  
Fax: +61-7-4957 5276  
Email: [mackay@hksa.com.au](mailto:mackay@hksa.com.au)

**Inchcape Shipping Services**

Unit 2  
105 Alfred Street  
Mackay Qld 4740

PO Box 54  
Mackay Qld 4740

Phone: +61-7-4953 3155  
Fax: +61-7-4953 3120  
Email: [Mackay@ISS-Shipping.com.au](mailto:Mackay@ISS-Shipping.com.au)

**LBH Australia**

Suite F, Courts Corner  
142 Nebo Road  
Mackay Qld 4740

PO Box 6276  
Mackay Mail Centre Qld 4741

Phone: +61-7-4944 0566  
Fax: +61-7-4944 1252  
Email: [mackay@lbhaustralia.com](mailto:mackay@lbhaustralia.com)

**McArthur Shipping and Agency Co Pty Ltd**

Level C  
120 Wood St  
Mackay Qld 4740

Phone: +61-7-4951 3877  
Fax: +61-7-4957 5276  
Email: [mackay@mcaship.com.au](mailto:mackay@mcaship.com.au)

**Monson Agencies Australia Pty Ltd**

Suite 303  
45 Victoria Street  
Mackay Qld 4740

PO Box 156  
Mackay Qld 4740

Phone: +61-7-4957 3860  
Fax: +61-7-4957 6824  
Telex: 94076323 MONS G  
Email: mackay@monson.com.au  
Web: www.monson.com.au

**Wilhelmsen Ships Service**

Port Control Building  
Horyu Maru Drive  
Hay Point via Mackay Qld 4740

M.S. 283  
Hay Point via Mackay 4740

Phone: +61-7-4956 3666  
Fax: +61-7-4956 3555  
Email: wss.mackay@wilhelmsen.com

**10.2 Marine Pilots**

**Maritime Safety Queensland (MSQ)**

Pilotage Services  
Suite 16 Mount Pleasant Plaza  
73 Phillips Street  
Mount Pleasant Qld 4740

PO Box 8018  
Mount Pleasant Qld 4740  
Phone: +61-7-4965 6400  
Fax: +61-7-4965 6465

**10.3 Towage Operators**

**Daltug Pty Ltd**

(services DBCT)  
Phone: +61-7-4956 3411  
Fax: +61-7-4956 3242  
Email: daltug@daltug.com.au

**Teekay Shipping**

(services HPCT)  
Phone: +61-7-4956 3355  
Fax: +61-7-4956 3365  
Email: \_officehaypoint@teekay.com

#### **10.4 Providores**

##### **Southern Cross Marine Supplies NQ**

Lot 17  
38 Enterprise Street  
Mackay Qld 4740

Phone: +61-7-4952 5377  
Fax: +61-7-4952 5416  
Mobile: 0412 839 008  
Email: mackay@scms.com.au

#### **10.5 Commercial Diving**

##### **Pacific Marine Group**

30 Seventh Avenue  
South Townsville Qld 4810

PO Box 1155  
Townsville Qld 4810

Phone: +61-7-4724 2200  
Fax: +61-7-4724 2208  
Email: info@pacificmarinegroup.com.au  
Web: www.pacificmarinegroup.com.au

#### **10.6 Electronic, Communication and Navigation Repairs**

##### **Seabourne Electronics Pty Ltd**

1/125 Boundary St  
Townsville Qld 4810

Phone: +61-7-4771 4210  
Mobile: 0418 885 489  
Email: paul.service@seabourne.com.au

#### **10.7 Ship Repairs**

##### **Pacific Marine Group**

60 Perkins Street  
Townsville Qld 4810  
PO Box 1155  
Townsville Qld 4810

Phone: +61-7-4724 2200  
Fax: +61-7-4724 2208  
Email: info@pacificmarinegroup.com.au  
Web: www.pacificmarinegroup.com.au

NOTE: Any vessel requiring repairs must advise their agent well before arrival at Hay Point.

## **10.8 Stevedores**

Integrated Stevedoring Services  
266 Ramsay School Road  
Cambooya Qld 4350  
Contact: Mike Purcell  
Phone: 0428 871 922

Patricks Stevedoring  
PO Box 5494  
Townsville Qld 4810  
Phone: +61-7-4721 3230  
Email: nqadmin@patrick.com.au

## **11.0 NQBP CONTACTS**

General Manager Commercial

Martin Norman  
Phone: +61-7-3224 8098  
Mobile: 0408 772 375  
Email: mnorman@nqbp.com.au

Port Supervisor  
(Hay Point)

Brenda Kemp  
Phone: +61-7-4956 3111  
Mobile: 0409 279 376  
Email: bkemp@nqbp.com.au

Manager Safety and Security

Grahame Marwood  
Phone: +61-7-4955 8174  
Mobile: 0429 064 402  
Email: gmarwood@nqbp.com.au

Emergency Response  
24 hours – 7 days

NQBP Duty Officer  
Phone: +61-7-4955 5107

## **12.0 TERMINAL OPERATOR CONTACTS**

### **12.1 Key DBCT Contacts**

Prime Infrastructure  
(DBCT Port Operator)

Level 15 Waterfront Place  
1 Eagle Street  
Brisbane Qld 4000  
Phone: +61-7-3002 3180

Anthony Timbrell  
Chief Operating Officer Transport  
Phone: +61-7-3002 3111  
Fax: +61-7-3002 3101

DBCT

Phone: +61-7-4943 8444 or +61-7-4956 3505  
Fax: +61-7-4956 3353  
Web: [www.dbct.com.au](http://www.dbct.com.au)

Port Facility Security Officer

Phone: +61-7-4943 8352  
Mobile: 0429 990 546

## **12.2 Key HPCT Contacts**

Hay Point Services	Phone: +61-7-4943 5222 Fax: +61-7-4956 3421
Terminal Manager	Russell Grech Phone: +61-7-4943 5201 Mobile: 0407 496 585 Email: Russell.c.grech@bmacoal.com
Port Facility Security Officer	Daniel Windle Phone: +61-7-4943 5243 Mobile: 0417 848 954 Email: Daniel.windle@bmacoal.com

## **13.0 REGIONAL HARBOUR MASTER CONTACT**

PO Box 10085  
Mt Pleasant Qld 4740  
Telephone: +61-7-4944 3700  
Facsimile: +61-7-4944 3790  
Email: zainol.r.ahmad@msq.qld.gov.au  
After Hours Emergency: +61-7-4956 3489

## **14.0 GOVERNMENT AND AGENCY CONTACTS**

### **Australian Maritime Safety Authority (AMSA)**

82 Northbourne Avenue  
Braddon ACT 2612

GPO Box 2181  
Canberra ACT 2601

Internet: [www.amsa.gov.au](http://www.amsa.gov.au)

### *Shipping Emergencies or Major Oil Pollution*

Phone: +61-2-6230 6811 (24 hours)  
1800 641 792

### *Ship Reporting (AUSREP – 24hrs)*

Phone: +61-2-6279 5713

### **Australian Quarantine and Inspection Service (AQIS)**

North East Region  
Customs House, Mackay  
Marina Mulherin Drive  
Mackay Harbour Qld 4740  
PO Box 1517  
Mackay Qld 4740

Phone: 1800 020 504 or +61-7-4955-9600  
Fax: +61-7-4955-9699

**Department of Infrastructure and Transport**

GPO Box 594  
Canberra ACT 2601

*General Enquiries:*

Phone: +61-2-6274 7111  
Fax: +61-2-6257 2505  
Internet: <http://www.infrastructure.gov.au/transport>

*Reporting of security incidents:*

Phone: 1300 307 288

**Maritime Safety Queensland (MSQ)**

14 Discovery Lane  
Mt Pleasant Qld 4740

PO Box 10085  
Mt Pleasant Qld 4740

Phone: +61-7-4944 3700  
Fax: +61-7-4944 3790

*Marine Incidents/Marine Pollution (after Hours)*

Phone: +61-7-4956 3489