



# Victoria Government Gazette

No. S 97 Wednesday 12 March 2025  
By Authority of Victorian Government Printer

**Port Management Act 1995**  
**TOWAGE SERVICES DETERMINATION**  
Port of Portland

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## TOWAGE SERVICES DETERMINATION

12 March 2025

**1. Introduction**

- 1.1 Ports Victoria makes this towage services determination (Determination) pursuant to section 73B of the **Port Management Act 1995** (PMA).
- 1.2 The Determination is limited to the provision of Towage Services by Licensed Towage Service Providers in the commercial trading port specified in Schedule 1.
- 1.3 A Licensed Towage Service Provider must comply with the conditions of the Towage Service Licence it holds.
- 1.4 Safety of life always remains the overarching priority.

**1.1. Definitions**

The Determination uses terms with defined meanings.

**ADMP** has the meaning given in Appendix 7 – Alcohol and Drug Management.

**AMSA** means the Australian Maritime Safety Authority.

**Audit Date** has the meaning given in Appendix 1 – Risk Management Framework and Due Diligence.

**Audit Reports** has the meaning given in Appendix 1 – Risk Management Framework and Due Diligence.

**Best Industry Practice** means the practices, methods and acts which are equal to or better than those practices, methods and acts which reasonably would be expected, engaged in or observed by competent, experienced and reputable operators who perform maritime towage under conditions comparable to those applicable for purposes of this Determination.

**Business Day** means a day other than:

- (a) a Saturday or Sunday; or
- (b) a day appointed under the **Public Holidays Act 1993** as a public holiday or public half-holiday throughout the whole of Victoria.

**Designated Person** has the meaning given in Appendix 2 – Towage Safety Management System.

**Emergency Command Officer** means the person nominated by the relevant fire or other emergency authority to manage or coordinate the response to an emergency.

**Emergency Response Plan** has the meaning given in Appendix 1 – Risk Management Framework and Due Diligence.

**Environment** includes the physical factors of the surroundings of human beings including the land, waters, atmosphere, climate, sound, odours, tastes, the biological factors of animals and plants and the social factor of aesthetics.

**Environmental Incident** means any event that gives rise to an environmental hazard or situation that is potentially hazardous to the Environment at or near the Port.

**Environment Plan** has the meaning given in Appendix 1 – Risk Management Framework and Due Diligence.

**Equipment** means any equipment required to perform a Towage Service.

**Fire and Emergency Services** has the meaning given in Schedule 1.

**FRMS** has the meaning given in Appendix 6 – Fatigue Management.

**Harbour Master** means:

- (a) a person who is the holder of a harbour master licence granted under section 224 of the MSA, or
- (b) any person authorised under section 229 of the MSA to exercise any of the functions of the harbour master if the person so authorised is acting in accordance with the authorisation.

**Licence Period** means the period for which a Towage Service Licence is valid.

**Licensed Towage Service Provider** means a person who holds a licence issued under section 73H of the PMA.

**Management Representative** has the meaning given in Schedule 1.

**Marine Incident** means:

- (a) a death of, or injury to, a person onboard a vessel caused by the operation or navigation of a vessel; or
- (b) the loss or presumed loss of a vessel; or
- (c) a collision of vessels; or
- (d) a collision by a vessel with an object; or
- (e) the grounding, sinking, flooding, or capsizing of a vessel; or
- (f) a fire onboard a vessel; or
- (g) a loss of stability of a vessel that affects the safety of the vessel; or
- (h) the structural failure of a vessel; or
- (i) a close quarters situation; or
- (j) an event that results in – (i) the death of, or injury to, a person onboard a vessel; or (ii) the loss of a person from a vessel; or (iii) a vessel becoming disabled and requiring assistance; or
- (k) the fouling or damaging by a vessel of (i) any pipeline or submarine cable; or (ii) any aid to navigation within the meaning of the **Navigation Act 2012** (Cth).

**Master**, in relation to a vessel, means a person having command or charge of the vessel.

**MSA** means the **Marine Safety Act 2010**.

**MSR** means the Marine Safety Regulations 2023.

**Marine Safety Worker** means a person who has carried out, is carrying out or is about to carry out marine safety work as defined by the **Marine Safety Act 2010** and does not include a volunteer.

**PMA** means the **Port Management Act 1995**.

**Port** means the commercial trading port to which this Determination applies and includes any of the following waters, or any part of those waters:

- (a) an approach, anchorage, harbour, or haven, whether natural or artificial.
- (b) any estuary, channel, river, creek, or roadstead; and
- (c) any navigable water.

**Port Customer** means a person who is required to or intends to obtain Towage Services in the Port at any time.

**Port Standards and Procedures** means all obligations, port notices, directions, orders, standards, rules, guidance, powers, practices, and procedures relating to operations, environmental protection, traffic, security, emergencies, health, safety, welfare or other matters concerning the Port, including those put in place by Ports Victoria.

**Quality Assurance Program** has the meaning given in Appendix 13 – Quality Assurance Program.

**Qualified Personnel** means personnel who are physically, mentally, and medically fit, and properly qualified and suitably experienced to be able to undertake and carry out the work to be performed.

**Risk Event** means an incident which exceeds the planned safety margin, increasing the risk of an accident. It is an incident which does not involve actual damage or stakeholder complaint. A risk event includes hazardous occurrences, increased risk, or the potential for an accident, but which did not constitute a Marine Incident.

**PPE Plan** has the meaning given in Appendix 5.

**Safe Transport Victoria** means the transport safety regulator for Victoria.

**Specification** means the minimum requirements set out at Schedule 1.

**Sundry Services** has the meaning given in Schedule 1.

**Towage Delivery Deadline** means:

- (a) the specific time booked by a Port Customer in circumstances where the Port Customer requires a specific time for the commencement of Towage Services and has given the Licensed Towage Service Provider more than two (2) hours' notice of its requirements; or
- (b) in the absence of a Port Customer requirement for a specific time for the commencement of Towage Services, two (2) hours after the Port Customer has advised the Licensed Towage Service Provider of its requirements provided the Licensed Towage Service Provider has been given at least two (2) hours' notice by the Port Customer.

**Towage Service** means the service of supplying one or more towage vessels to assist in the navigation of other vessels by towing or pushing those vessels into, within or out of port waters.

**Towage Vessel** means a vessel designed or intended to be used to assist another vessel's navigation by towing or pushing that vessel.

**Towage Service Licence** means a licence issued under section 73H of the PMA.

**Towing** means any operation in connection with the holding, pushing, moving, escorting, or guiding of a vessel and the expressions 'to tow', 'being towed' and 'towage' shall have a corresponding meaning.

**TSMS** has the meaning given in Appendix 2 – Towage Safety Management System.

**Vessel** means any kind of vessel that is used, or capable of being used, in navigation by water, however propelled or moved, and includes:

- (a) a barge, lighter, floating restaurant, or other floating vessel; and
- (b) an air-cushion vehicle, or other similar craft, that is used in navigation by water; and
- (c) any aeroplane that is designed for and capable of being waterborne, for so long as that aeroplane is waterborne; and
- (d) a lifeboat; and
- (e) a thing being towed by a vessel; and
- (ea) a thing prescribed to be a vessel under the MSA; and
- (f) an off-shore industry mobile unit within the meaning of the Commonwealth Navigation Act –

but does not include a facility within the meaning of Schedule 3 to the **Offshore Petroleum and Greenhouse Gas Storage Act 2010**.

**VTS** means Vessel Traffic Service.

## 1.2. Interpretation

1.2.1. When interpreting this Determination:

- 1.2.1.1. a reference to a legislative provision or legislation (including subordinate legislation) is to that provision or legislation as amended, re-enacted, or replaced, and includes any subordinate legislation issued under it.
- 1.2.1.2. any reference to in writing includes correspondence by letter or email.
- 1.2.1.3. headings are for convenience only, and do not affect interpretation.
- 1.2.1.4. a singular word includes the plural, and vice versa.
- 1.2.1.5. if a word or phrase is defined, any other grammatical form of that word or phrase has a corresponding meaning; and
- 1.2.1.6. if an example is given of anything (including a right, obligation, or concept), such as by saying it includes something else, the example does not limit the scope of that thing.

### **1.3. Application of this Determination**

1.3.1. The Determination applies to the provision of Towage Services within the commercial trading port specified in Schedule 1.

## **2. Licensed Towage Service Providers – General Safety Duties**

### **2.1. General Safety Duties**

2.1.1. In addition to any requirements established in the Determination, the provision of Towage Services is defined as ‘marine safety work’ and subject to the general safety duty provisions of the MSA.

2.1.2. The requirements established in the TSD Licensed Towage Service Providers must comply with all legislative requirements ensuring that they and their employees fulfil their safety duties under the MSA.

### **2.2. Towage as a Primary Control of Risk**

2.2.1. Towage is a primary control measure applied by the State to support the management of the risks of navigating vessels within the Port. In these waters, the potential hazards to human life, the Environment and infrastructure are now more significant and serious than at any time in the past, due to increasing size and capacity of vessels and their cargo. To continue to reflect the outcomes expected under the PMA and MSA, appropriate risk management measures will be required.

2.2.2. Licensed Towage Service Providers must assess the fitness and competence of all persons appointed to positions with responsibility for the provision of Towage Services.

2.2.3. To provide safe and effective Towage Services, Licensed Towage Service Providers must apply a due diligence and ‘so far as is reasonably practicable’ principle approach to risk management.

2.2.4. These requirements will also foster a culture of continuous improvement to actively manage evolving risks in Towage in Victoria.

## **3. Conservancy and Sustainability**

3.2.1. Wherever practicable, Licensed Towage Service Providers must take all reasonable precautions to protect the Port’s marine Environment, including:

3.2.1.1. transitioning to clean energy in land and waterborne assets to support the Victorian Government’s goal to reach 40 per cent renewable energy generation by 2025; and

3.2.1.2. undertake investment decisions that support Australia’s drive to achieve net zero emissions by 2050.

3.2.2. Within the Quality Assurance Program, Licensed Towage Service Providers should demonstrate how their organisation is addressing these requirements and sustainability in general.

## **4. Miscellaneous**

### **4.1. Costs**

4.1.1. All costs associated with complying with this Determination, including obtaining and maintaining the required certifications and in connection with any audits required by this Determination, must be borne by the Licensed Towage Service Provider.

## **5. Communication**

### **5.1. Contacting Ports Victoria**

5.1.1. All communications to Ports Victoria in connection with this Determination (including all notifications and reports) should be made using the following contact details: email: [marine.licences@ports.vic.gov.au](mailto:marine.licences@ports.vic.gov.au)

5.1.2. These details may be amended from time to time. Any such amendment will be provided by Ports Victoria to Licensed Towage Service Providers in writing.

**5.2. Contacting Licensed Towage Service Providers**

5.2.1. Ports Victoria will communicate with Licensed Towage Service Providers by email or by letter.

5.2.2. A notice or communication sent to a Licensed Towage Service Provider by Ports Victoria is effectively given and received:

- (a) if it is sent by letter, three Business Days after it is posted; or
- (b) if it is sent in electronic form:
  - i. if it is transmitted by 5.00 pm (Melbourne time) on a Business Day – on that Business Day; or
  - ii. if it is transmitted after 5.00 pm (Melbourne time) on the Business Day, or on a day that is not a Business Day – on the next Business Day.

**Schedule 1 Towage Service Determination – Performance Standards****Commercial trading port**

The port of Portland.

**Specifications****Minimum Requirements**

The minimum performance and efficiency requirements for the provision of towage services in the port of Portland are established by the port operator, Port of Portland Pty Ltd (PoPL).

The minimum requirements, including but not limited to those identified below, are set out in the port of Portland's Marine Safety Management System as published from time to time, and made available by contacting the port of Portland Harbour Master.

- Number of Towage Vessels
- Length of Towage Vessels
- Type of Towage Vessels
- Minimum Towage Vessel Specifications (Bollard Pull)
- Availability (Minimum Requirements)
- Emergency Response and Sundry Services in Port Waters

**Performance Standards****Service to be Offered to all Port Customers and Service Delivery**

Licensed Towage Service Providers must ensure that the Towage Services are made available to all Port Customers on fair and reasonable terms based on the United Kingdom Standard Conditions for Towage and other Services (as revised from time to time) or where the United Kingdom Standard Conditions for Towage and other Services ceases to be published, such other conditions approved by Ports Victoria.

In providing the Towage Services, Licensed Towage Service Providers must ensure that:

- only Qualified Personnel are used;
- Towage Services are at all times carried out with the highest degree of skill, competence, professionalism, diligence, and timeliness and in accordance with Best Industry Practice, prevailing standards of the maritime industry, all applicable laws and the service standards set out in this Determination;
- it always has an appropriate number of Qualified Personnel available and ready to perform the Towage Services to ensure the Towage Services are carried out in a safe and efficient manner; and
- Towage Services are always commenced or are ready to commence at the direction of the Vessel's pilot or Master (as the case may be) on or before the expiry of each Towage Delivery Deadline.

**Continuous Availability**

Licensed Towage Service Providers must ensure that Towage Services are available when required by Port Customers on 24 hours a day, every day of the year basis and in accordance with Schedule One of the TSD and any notices, directions, instructions, and requests from the Harbour Master.

**Delay in Services Delivery**

If a Licensed Towage Service Provider has reason to believe that it is or may be unable to provide Towage Services in a timely manner for any reason, then the Licensed Towage Service Provider must:

- (a) immediately inform and liaise with the Harbour Master, the relevant Port Customers and any other person who may be affected;
- (b) do all that it reasonably can to restore the ability to provide the Towage Services as quickly as possible; and
- (c) keep all affected and potentially affected parties informed and up to date as to the Licensed Towage Service Provider's progress in restoring its ability to provide the Towage Services.

## Emergency and Sundry Services

A Licensed Towage Service Provider must:

- ensure that its nominated Towage Vessel/s has the capability (as applicable and detailed in the Specification) to provide firefighting support in case of a Port emergency; and
- provide firefighting support services, including the use of the Towage Vessel's firefighting capability, transportation of emergency services personnel, emergency Towage and the use of the Towage Vessel as a command-and-control platform when required by the Harbour Master or any government authority (Fire and Emergency Services).

Licensed Towage Service Providers must ensure that a range of support services (other than Towage Services) are provided to Vessels in Port waters (Sundry Services), in the case of any Vessel:

- (a) being immobilised and adrift due to engine or other equipment failure or for any other reason;
- (b) requiring relocation in emergency situations or for urgent safety reasons; or
- (c) being aground.

Licensed Towage Service Providers must provide Fire and Emergency Services and Sundry Services in response to requests or directions given by the Harbour Master or at the request of any Vessel owner, Vessel charterer, Vessel Master, or shipping agent.

Licensed Towage Service Providers must:

- (a) provide prompt and responsive action in all cases; and
- (b) not, during or prior to the commencement of any Fire and Emergency Services and Sundry Services, seek indemnities, assurances, waivers, securities, or approvals of any kind from anyone in control of or connected with the Vessel requiring the Fire and Emergency Services and Sundry Services that could delay the services being provided or accepted promptly.

Licensed Towage Service Providers must ensure that:

- (a) all Fire and Emergency Services and Sundry Services are at all times carried out with the highest degree of skill, competence, and professionalism; and
- (b) it uses all reasonable endeavours in the circumstances to achieve the best possible outcome for any Vessel, its crew, the Port, Port Customers, the public and the Environment.

For the avoidance of doubt, nothing in this Determination is intended to affect the ability of a Licensed Towage Service Provider to undertake salvage services.

## Customer Service Undertakings

Licensed Towage Service Providers must:

- (a) place the highest priority on the satisfaction of Port Customers;
- (b) monitor and improve the quality of its customer service;
- (c) ensure that it responds quickly and effectively to any concerns raised by Ports Victoria or any Port Customers in relation to the reliability, timeliness, or quality of the Towage Services delivered by the Licensed Towage Service Provider; and
- (d) work with Ports Victoria to ensure that the objectives set out in this clause are met.

## Equipment

A Licensed Towage Service Provider must ensure that:

- (a) it always has, or can obtain, all the equipment (including Towage Vessels) it needs to carry out the Towage Services;
- (b) all Equipment is always in a good, clean, and safe condition other than during periods of scheduled or emergency maintenance, repairs, or shutdowns;
- (c) all Equipment is properly and professionally maintained and serviced at regular intervals in accordance with Best Industry Practice;



- (d) all Equipment is always:
  - i) AMSA compliant, kept in appropriate survey, and maintained to survey standard;
  - ii) in proper working order except during periods of scheduled or emergency maintenance or repairs; and
  - iii) with appropriate on-board radio communications systems.
- (e) any issues or defects that might affect operational capability are reported to Ports Victoria and the Harbour Master as soon as practicable; and
- (f) no Equipment with a defect that might adversely impact upon operational capability is operated.

A Licensed Towage Service Provider must seek written approval from Ports Victoria in relation to any proposed change in the Licensed Towage Service Provider's Equipment that will have a significant impact on the Towage Services provided by the Licensed Towage Service Provider. This includes an increase, decrease, or change in the composition of the Towage Vessel fleet.

Where any such change to Equipment is requested, the Licensed Towage Service Provider must prepare a transition plan, which sets out:

- (a) the proposed Equipment change;
- (b) the proposed timing for the change; and
- (c) any anticipated operational effects to the Towage Service.

The Licensed Towage Service Provider must submit the transition plan to Ports Victoria and the relevant Harbour Master for approval.

Any replacement Towage Vessel/s must be of a size, specification and quality that is at least equivalent to the Towage Vessel/s being replaced.

#### **Towage Vessels per Vessel Movement**

The final decision as to how many Towage Vessels, which Towage Vessels and the way in which Towage Vessel/s are to be deployed with respect to any Vessel movement in the Port, rests with the Harbour Master.

Responsibility for the safety of the Towage Vessel, whilst engaged in a Vessel movement under the direction of the Vessel's pilot or Master, rests with the Master in charge of the Towage Vessel.

#### **Management Representatives**

Licensed Towage Service Providers must:

- (a) appoint one or more persons to be its representative (Management Representative) with the authority to act for and on behalf of the Licensed Towage Service Provider;
- (b) keep Ports Victoria informed of the identity of the Management Representative; and
- (c) ensure that the Management Representative is always contactable.

#### **No Interference with Other Users**

A Licensed Towage Service Provider must not obstruct or cause any interference to Ports Victoria or anyone else lawfully using the Port.

#### **Directions**

A Licensed Towage Service Provider must comply with:

- (a) the Port Standards and Procedures;
- (b) all directions given by the Harbour Master; and
- (c) all lawful directions, regulations and notices made or given by any authorised Port authority.

**APPENDIX 1 Risk Management Framework and Due Diligence**

Licensed Towage Service Providers must apply a risk management framework and due diligence principles to all Towage Services. In meeting the duties prescribed in Chapter 2 of the MSA, Licensed Towage Service Providers must include the following elements as part of the ongoing process of risk management:

- (a) establishing all credible critical hazards;
- (b) identification of all practicable precautions for each hazard;
- (c) determination of the reasonableness of the practicable precautions; and
- (d) implementation of a safety Quality Assurance system to ensure precautions are sustained into the future. This Quality Assurance system must be the basis of certification for other integrated standards within a management system. The accreditation is to meet at a minimum ISO 9001:2015 Quality Management System (or equivalent as determined by Ports Victoria).

**Processes**

Licensed Towage Service Providers must ensure the process of risk management identification, controls and determination of practicable precautions is carried out in consultation with internal stakeholders, including those directly involved in the delivery of Towage Services:

- (a) Towage Vessel crews;
- (b) other Marine Safety Workers;
- (c) managers of crews and Marine Safety Workers;
- (d) the Designated Person;
- (e) work health and safety representatives;
- (f) asset managers; and
- (g) procurement representatives.

In addition, Licensed Towage Service Providers must ensure all relevant external stakeholders are engaged, including as a minimum:

- (a) Harbour Masters;
- (b) pilot services providers representatives;
- (c) lines handler representatives;
- (d) berth operators; and
- (e) Vessel owner representatives.

**Investigations**

Marine Incidents and Risk Events are to be systematically captured, reviewed, and used to regularly reassess the risk and the effectiveness of designated controls to treat risks.

**Records**

Licensed Towage Service Providers must ensure records are maintained and retained on all aspects of the risk management framework and due diligence activities. These records are to be presented for any audit activity and other occasions when requested by Ports Victoria or Safe Transport Victoria.

**Plans**

Licensed Towage Service Provider must prepare and provide to Ports Victoria prior to commencing operation:

- (a) a detailed emergency response plan (Emergency Response Plan) that sets out:
  - i) a detailed outline of the risks associated with the Licensed Towage Service Provider's activities in the Port; and
  - ii) the Licensed Towage Service Provider's response plans in relation to any risks associated with any of the Licensed Towage Service Provider's activities in the Port.

- (b) a detailed environmental management plan (Environment Plan) that sets out:
- i) a detailed outline of the risks associated with the Licensed Towage Service Provider's activities in the Port, including the potential consequences of any Environmental Incidents;
  - ii) the systems, practices, and procedures that the Licensed Towage Service Provider will apply to govern:
    - all the Licensed Towage Service Provider's activities in the Port; and
    - the compliance monitoring and reporting protocols for the Licensed Towage Service Provider's environmental systems, practices, and procedures in relation to the Licensed Towage Service Provider's activities in the Port; and
- (c) any other plans which the Harbour Master or Ports Victoria deems required for the Towage Services or otherwise in connection with this Determination,

and the Licensed Towage Service Provider must without delay incorporate any changes, additions, or variations required by Ports Victoria (acting reasonably). If revisions or alterations are made to a plan, the Licensed Towage Service Provider must provide the revised copy to Ports Victoria within five Business Days of the revision being made.

#### **Implementation Review and Audit of Plans**

Licensed Towage Service Providers must conduct an annual review of each required plan by 30 June in each year.

Licensed Towage Service Providers must use its reasonable endeavours to revise and improve each required plan and keep each required plan up to date in accordance with Best Industry Practice.

#### **Practices**

Licensed Towage Service Providers must (at its own cost) conduct a thorough annual internal audit of each required plan and prepare audit reports by 30 June in each year (Audit Date) outlining in detail the levels of compliance and compliance failures under each plan over the previous year (Audit Reports). The Licensed Towage Service Provider must provide Ports Victoria with copies of the Audit Reports for consideration within 10 Business Days following the completion of each financial year as part of the Annual Performance Report required by Appendix 12.

**APPENDIX 2 Towage Safety Management System**

Licensed Towage Service Providers must establish a Towage Safety Management System (TSMS) at least in accordance with the performance standards set out in this Appendix 2.

The TSMS must be compliant with AMSA (Marine Order 504) requirements and will encompass the entire business including on board Towage Vessel operations. It must describe how:

- (a) The Licensed Towage Service Provider's work practices are conducted safely;
- (b) the Licensed Towage Service Provider complies with the applicable FRMS and ADMP;
- (c) risks associated with all operations of the Licensed Towage Service Provider are identified, eliminated, or minimised using a hierarchy of controls;
- (d) the Licensed Towage Service Provider complies with requirements of the MSA for providers of Towage Services;
- (e) the Licensed Towage Service Provider ensures that all Towage Vessel crew are trained to comply with the requirements of the MSA and MSR; and
- (f) the Licensed Towage Service Provider ensures compliance with requirements of operational safety for conducting Towage Services.

The TSMS must include:

- (a) The standard operating procedures of the Licensed Towage Service Provider;
- (b) how the standard operating procedures integrate, align, and remain current with Port Standards and Procedures and Harbour Master's directions;
- (c) requirements for internal audits;
- (d) how the system is revised and kept up to date;
- (e) a statement of the procedures for carrying out corrective actions;
- (f) incident reporting and investigation methods;
- (g) handling procedures for complaints regarding safety from internal and external sources;
- (h) a drug and alcohol policy for staff of the Licensed Towage Service Provider and people employed or contracted by the Licensed Towage Service Provider;
- (i) procedures for the licensing, training, induction, and familiarisation of Towage Vessel crew during their initial training and ongoing professional development; and after extended period of absence from work; and integration with Port emergency or contingency training; and
- (j) procedures for maintaining fitness for duty for all Marine Safety Workers, including after extended period of times away from operational roles due to illness, injury, or other reason.

Licensed Towage Service Providers must identify a Designated Person who is to provide independent assurance to the Chief Executive of the Licensed Towage Service Provider (or equivalent position holder in the organisation) that the TSMS is working effectively.

Licensed Towage Service Providers must ensure the TSMS includes procedures for record keeping of all TSMS requirements and that the procedures are properly carried out so that the Designated Person can be satisfied the TSMS is working effectively. Licensed Towage Service Providers must ensure the Designated Person is made available to assist with activities during audits.

### **APPENDIX 3 Training and Continuous Professional Development**

In addition to any local knowledge training required by Safe Transport Victoria, to ensure Towage Services are of the highest standard, Licensed Towage Service Providers must carry out and maintain a relevant training and continuous professional development program for Towage Vessel Masters and other key positions, at least in accordance with the performance standards set out in this Appendix 3.

#### **Induction**

Licensed Towage Service Providers must ensure that its personnel attend (at its own cost) any relevant induction courses if required by the operating Port.

#### **Masters and Crew**

Licensed Towage Service Providers:

- (a) must ensure that all Masters and crew engaged in the provision of Towage Services are at all times fit for work and are always suitably qualified as required by AMSA (Marine Order 505) and experienced for the work they are allocated;
- (b) must have a fatigue management plan in accordance with the requirements of Appendix 6;
- (c) must ensure that all Masters engaged in the provision of Towage Services always hold all required certificates and approvals;
- (d) must ensure that all crew are appropriately trained and maintain skill sets in over stern towing given the potential need to provide Fire and Emergency Services in exposed Port waters; and
- (e) must implement an internal induction course and ensure an ongoing training program exists which includes:
  - i) the use of simulation centres for emergency scenario drills and continuous professional development;
  - ii) formal training in the execution of indirect towage techniques. Training to include augmentation/use of pilots familiar with local Port operations;
  - iii) involving local pilot services providers to ensure there is a clear understanding of the collective skill sets;
  - iv) the use of an internationally recognised third party (or equivalent) to quality check the competence of each Master annually;
  - v) Ports Victoria simulator training; and
  - vi) Ports, Towage and VTS conferences or workshop attendance.

All persons involved in the management of Licensed Towage Service Provider functions must have undertaken relevant training for their positions. These persons are to hold both the technical and managerial qualifications and skill sets identified for their positions prior to appointment. The ongoing training required and its frequency, for each Marine Safety Worker and management position, must be managed and documented by a person dedicated by the Licensed Towage Service Provider.

#### **Records**

Licensed Towage Service Providers must ensure the regime includes procedures to maintain and retain detailed records of all training and continuous professional development activities undertaken.

Licensed Towage Service Providers must provide to Ports Victoria the schedule and register for all Towage Vessel crew training, drills, and exercises on a quarterly basis.

**APPENDIX 4 Workplace Health and Safety**

Licensed Towage Service Providers must have measures in place to:

- (a) protect, so far as is reasonably practicable, the health, safety, and welfare of Marine Safety Workers; and
- (b) eliminate, so far as is reasonably practicable, risks to the health, safety, and welfare of Marine Safety Workers.

in accordance with this Appendix 4.

**Workplace Health and Safety**

Licensed Towage Service Providers must be able to demonstrate compliance with all occupational health and safety obligations under Victorian law, including those imposed by the **Occupational Health and Safety Act 2004**.

Licensed Towage Service Providers must take all reasonably practicable measures to ensure health and safety at their workplaces, including:

- (a) Licensed Towage Service Providers and their employees must exchange information and ideas about risks to health and safety and discuss proactive measures that can be taken to eliminate or reduce those risks. This exchange must be undertaken on a regular basis;
- (b) When carrying out workplace risk identification or making decisions regarding measures taken to control workplace risks, Licensed Towage Service Providers must so far as is reasonably practicable, consult with employees;
- (c) Licensed Towage Service Providers must provide such information, instruction, training, or supervision to employees to enable those persons to perform their work in a way that is safe and without risks to health;
- (d) Licensed Towage Service Providers must employ or engage persons who are suitably qualified in relation to occupational health and safety to provide advice to the Licensed Towage Service Provider concerning the health and safety of employees;
- (e) Licensed Towage Service Providers must maintain an ongoing monitoring program for the health of all employees, and keep information and records relating to the health and safety of individual employees; and
- (f) Licensed Towage Service Providers must implement policies, procedures, and training for managing workplace bullying, harassment, and discrimination.

**Records**

Licensed Towage Service Providers must ensure all evidence of the required information exchange, consultation, training, monitoring programs and policies is kept up to date and made available to enable confirmation of activities and results during audits.

Any evidence containing private health information must, if needed, also be recorded in a manner that will not compromise privacy in a version available for review by auditors.

**APPENDIX 5 Personal Protective Equipment**

Licensed Towage Service Providers must have in place a Personal Protective Equipment (PPE) plan, at least in accordance with the performance standards set out in this Appendix 5.

PPE of Marine Safety Workers must be managed within a PPE plan (PPE Plan). The Plan must:

- (a) identify all items of PPE required for every activity carried out by Marine Safety Workers;
- (b) ensure that all Marine Safety Workers are provided with fit for purpose PPE for each aspect of the Towage Service operation;
- (c) itemise equipment required by Marine Safety Workers in the event of emergency or other contingency, and ensure these PPE items are accessible to each Marine Safety Worker; and
- (d) itemise PPE required by Marine Safety Workers when carrying out high risk operations or personnel transfer or accessing a Vessel on a wharf through a terminal and ensure these PPE items are carried by each Marine Safety Worker.

A written record must be made of any occasion when a Marine Safety Worker has not met the requirements of the PPE Plan, the reason that the requirements were not met, and any action taken by the Licensed Towage Service Provider as a result.

A written record must be made of any failure of any item of PPE during its use, the reason for the failure as far as possible, and any action taken by the Licensed Towage Service Provider as a result.

Licensed Towage Service Providers must ensure the PPE Plan and any attached records are kept up to date and are made available to enable confirmation of activities and results during audits.

## APPENDIX 6 Fatigue Management

Licensed Towage Service Providers must have in place a Fatigue Risk Management System (FRMS), at least in accordance with the performance standards set out in this Appendix 6.

A Licensed Towage Service Provider must ensure it meets the requirements relating to fatigue management under the **Occupational Health and Safety Act 2004** and AMSA Marine Order 504: *Certificates of operation and operation requirements – national law*.

The FRMS must:

- (a) control any risks to safety associated with the fatigue of all Towage Vessel Masters and other Marine Safety Workers carrying out marine safety work for and on behalf of the Licensed Towage Service Provider;
- (b) be based on fatigue science; and
- (c) include validated bio-mathematical models, operational experience, and other fatigue risk management processes to quantify and predict the effect of sleep disruption on reaction time and cognitive effectiveness, both at individual fatigue and group fatigue levels.

The FRMS must include the following components:

- (a) policy and documentation;
- (b) fatigue risk assessment;
- (c) independent quality assurance, in addition to the quality assurance of the Determination;
- (d) education and promotion (including training, awareness, and information); and
- (e) Marine Safety Worker compliance with FRMS.

Licensed Towage Service Providers must ensure that each Towage Vessel Master and other Marine Safety Workers:

- (a) comply with the FRMS, and
- (b) maintain a working knowledge of the system,

so that no Towage Vessel crew member agrees to undertake a Towage movement unless that crew member is fully confident in their own ability to operate at a satisfactory level of performance and safety under all circumstances. This extends to all other Marine Safety Workers engaged in the operation of Towage.

This working knowledge includes the understanding of the shared responsibility that exists between individuals and organisations to manage fatigue. Licensed Towage Service Providers must ensure documented systems exist to record this understanding of responsibility to enable confirmation during audits.

### Reporting

A Fatigue Management Report must be submitted to Ports Victoria each quarter, in a format approved by Ports Victoria. This report will include, as a minimum:

- (a) safety performance indicator measurements;
- (b) copies of fatigue reports submitted each month for each Marine Safety Worker, categorising their role;
- (c) fatigue risk trend analysis;
- (d) any fatigue hazards or incidents;
- (e) any actions taken to remedy or control fatigue hazards or incidents; and
- (f) details of any fatigue training undertaken.

Fatigue metrics and safety performance indicators must be collated and submitted to Ports Victoria on an annual basis.

Any sensitive personal information must be redacted in a version that is made available to auditors.



**APPENDIX 7 Alcohol and Drug Management**

Licensed Towage Service Providers must have in place an Alcohol and Drug Management Plan (ADMP), at least in accordance with the performance standards set out in this Appendix 7.

Licensed Towage Service Providers must:

- (a) develop and implement strategies to ensure Marine Safety Workers do not carry out marine safety work while having equal to or more than the prescribed concentration of alcohol or prescribed concentration of drugs as defined in section 3 of the **Road Safety Act 1986**; and
- (b) includes adequate consultation.

Licensed Towage Service Providers must also meet the requirements set out in the **Marine (Drug, Alcohol and Pollution Control) Act 1988** and **Occupational Health and Safety Act 2004**.

The alcohol and drug management strategies must be managed within ADMP.

The ADMP must:

- (a) help manage the risks of alcohol and other drugs in the workplace;
- (b) outline the Licensed Towage Service Provider's policy on the use of drugs and alcohol; and
- (c) provide evidence on how all legislative requirements are being met.

The ADMP must include an:

- (a) education program;
- (b) testing regime;
- (c) response program; and
- (d) supporting programs and regimes.

Licensed Towage Service Providers must ensure documented systems exist to cover the programs and regimes to enable confirmation of the activities and results during audits.

**APPENDIX 8 Communication**

Licensed Towage Service Providers must have in place a communication policy at least in accordance with the performance standards set out in this Appendix 8.

Licensed Towage Service Providers must establish and always maintain effective office and communication systems that enable Port Customers to communicate requests as required and other information to the Licensed Towage Service Provider.

Licensed Towage Service Providers must ensure that Port Customers can always order, reschedule, and cancel Towage Services with the Licensed Towage Service Provider's traffic officers during business hours and the Licensed Towage Service Provider's duty officer after hours. Licensed Towage Service Providers must ensure that their traffic officers or duty officer are available 24 hours per day every day of the year.

Licensed Towage Service Providers must take all reasonably practicable measures to ensure a healthy culture of communication exists in the workplace. The level of this health must be measured by survey or other means that, so far as is reasonably practicable, captures the input of all Marine Safety Workers at intervals not exceeding every two years.

Licensed Towage Service Providers must develop a communications procedure that, among other things:

- (a) requires Towage Vessel crews to share with VTS any safety information that could be relevant to any other Vessel operating in the area; and
- (b) details of when, where and under what circumstances use of mobile phones by Towage Vessel Masters may be appropriate.

Licensed Towage Service Providers must also develop, implement, and maintain a distraction policy for Towage Vessel Masters. The policy is to include a requirement that Tug Masters, while undertaking Towage duties, only engage in communication relevant to the Towage being undertaken.

**APPENDIX 9 Contingency Planning****Changes to Towage Services**

If a Towage Vessel becomes unavailable or is likely to become unavailable for the provision of Towage Services for any reason for a period of more than 24 hours or there are any other issues or potential issues affecting service delivery, then the relevant Licensed Towage Service Provider must immediately notify Ports Victoria in writing:

- (a) of the circumstances giving rise to the unavailability or issue;
- (b) the steps being taken to make the Towage Vessel/s available again for Towage Services or otherwise rectify the issue; and
- (c) the estimated time that the Towage Vessel/s will be unavailable, or the issue will otherwise be rectified.

The Licensed Towage Service Provider will need to provide for a replacement Towage Vessel until the unavailable Towage Vessel becomes available.

The Harbour Master may direct a mandatory cross hire for a specified period between operators on occasions where there is a risk to Towage Vessel service delivery in the Port due to unforeseen Towage Vessel outages. In these circumstances the fee payable between both parties will remain a commercial matter for the involved parties based on the previously established mandatory cross-hire arrangements.

Each Towage Vessel Master must participate in whole of Port contingency training in a simulated environment at intervals of not more than three years. Licensed Towage Service Providers must ensure that all such planning and training is recorded.

## APPENDIX 10 Marine Incident and Risk Event Reporting and Investigation

Enhanced collaboration and report sharing between Licensed Towing Service Providers and relevant Harbour Masters must take place on an ad hoc, routine, and regular basis in accordance with the requirements of this Appendix 10.

### Notice of Accidents, Incidents and Damage

Licensed Towing Service Providers must comply with all statutory and regulatory requirements to give prompt notice of any events required to be notified, including the following events, as soon as it become aware of their occurrence:

- (a) any Marine Incident;
- (b) any Environmental Incident; or
- (c) any suspected security breach or security threat.

In addition to any reporting requirements established in the PMA or MSA, reports must be made to Ports Victoria no later than within the time indicated in the tables in this section.

The Licensed Towing Service Provider must notify Ports Victoria, before the due period expires, if any report cannot be provided by the required time, including the reasons for the delay and details of when the report will be provided.

| Incident or Risk Event  | Report Due                                 |
|---|--|
| Marine Incident resulting in fatality, serious injury requiring hospitalisation, major damage to infrastructure or vessel | Immediately                                |
| Risk Event that could have resulted in the outcomes listed above  | Within 24 hours of the incident            |
| Incident resulting in minor damage  | Within 72 hours of the incident            |
| Marine pollution incident   | As required by Harbour Master's Directions |

### Reporting and Investigation Policy

Licensed Towing Service Providers must develop and implement policies and procedures for requirements of reporting and investigating incidents and/or risk events. The policies and procedures must conform to applicable laws and any relevant Harbour Master's Directions.

Licensed Towing Service Providers must develop and implement policies and procedures to facilitate necessary training for all personnel involved in reporting and investigation of incidents and risk events.

These policies and procedures include the immediate actions required of Towing Vessel crews involved in a Marine Incident or Risk Event that triggers internal investigation. These actions must include the mandatory requirements to:

- (a) stand down from further work until the incident or risk event is reviewed and/or investigated;
- (b) undertake drug and alcohol testing;
- (c) provide a fatigue report;
- (d) complete reporting requirements;
- (e) store recorded data correctly;
- (f) be offered a support person to assist; and
- (g) undertake initial debrief with an appropriate manager from the Licence Towing Service Provider and/or the Harbour Master.

Licensed Towing Service Providers, and their employees, must assist as required in any incident or Risk Event investigation carried out by AMSA, Safe Transport Victoria, or Ports Victoria.

**Reporting and Information Sharing**

The Licensed Towage Service Provider must have measures in place to ensure that:

- (a) When a Towage Vessel is involved in a Marine Incident, the Master immediately reports the incident to the relevant Harbour Master via VTS and provides full particulars in writing as soon as possible;
- (b) all Risk Events are reported to the relevant Harbour Master; and
- (c) in addition to any Safe Transport Victoria requirements, the relevant Harbour Master is provided with a completed internal review or investigation report for each Marine Incident or serious Risk Event.

Licensed Towage Service Providers must ensure there is a process for:

- (a) monitoring and auditing the thoroughness of incident investigation processes and the validity of the investigation conclusions;
- (b) monitoring the application of lessons learnt from individual and industry experience and incident investigation;
- (c) assessing and auditing the validity and effectiveness of indicators used to measure performance against the requirements of this Determination; and
- (d) assessing the validity and effectiveness of consultation processes used to include all appropriate stakeholders.

Licensed Towage Service Providers must provide to Ports Victoria a quarterly update of analysis and trends of Marine Incidents and Risk Events along with lead and lag indicators, in such a way that sensitive information is de-identified.

**Recording Devices and Evidence Capture and Retention**

Licensed Towage Service Providers are to ensure, and be able to demonstrate to Ports Victoria, that all necessary policies and procedures are developed, and training is provided for the appropriate deployment of any recording device used during investigations.

These policies, procedures and training must ensure that all evidence and data that may be relevant to an investigation is:

- (a) collected as soon as possible following a Marine Incident or Risk Event; and
- (b) collected, stored, and released in accordance with the requirements of applicable law.

These requirements apply to all evidence and data that is collected by a Licensed Towage Service Provider or an individual crew member, including where the evidence and data has been provided by third parties.

**APPENDIX 11 Continuous Improvement**

Licensed Towage Service Providers must have in place, and demonstrate adherence to, an appropriate policy of continuous improvement with at least the following elements:

- (a) capturing information concerning local, national, and international towage related incidents to share lessons learned, and where applicable, amending the Licensed Towage Service Provider's policies, procedures, standards, or training requirements;
- (b) capturing lessons learnt from all components of operational and administrative activities, including capture of relevant lessons learnt from external organisations and sharing these lessons widely within the Licensed Towage Service Provider;
- (c) considering and providing the Licensed Towage Service Provider's own recommendations arising from such information to the Navigational Safety Committee and participate as appropriate in that Committee;
- (d) recording Navigational Safety Committee outputs and sharing these with all relevant members of the Licensed Towage Service Provider;
- (e) sharing the findings from audits of the Licensed Towage Service Provider's compliance with this Determination and of any other documents managed by the Licensed Towage Service Provider, with key operational staff; and
- (f) review and appropriate dissemination of relevant Harbour Master's Directions.

**APPENDIX 12 Reporting**

Licensed Towage Service Providers must comply with the reporting requirements set out in this Appendix 12.

**Annual Performance Report**

Licensed Towage Service Providers must submit an Annual Performance Report in the form approved by Ports Victoria within 10 Business Days following the completion of each financial year. The Annual Performance Report must include:

- (a) an assessment of the Licensed Towage Service Provider's compliance with the requirements of the Determination in the preceding year as required by Appendix 13;
- (b) the results of the external audit of the Licensed Towage Service Provider's operational and safety performance as required by Appendix 13;
- (c) the results of the internal audit of the Licensed Towage Service Provider's compliance with the requirements of the Emergency Response Plan and Environment Plan as required by Appendix 1; and
- (d) fatigue metrics and safety performance indicators as required by Appendix 6.

**Quarterly Performance Report**

Licensed Towage Service Providers must submit a Quarterly Performance Report in the form approved by Ports Victoria within 10 Business Days following the completion of each quarter.

The Quarterly Performance Report must include the following information:

- (a) the attainment or otherwise of the key performance indicators (if any) specified in the Towage Service Licence held by the Licensed Towage Service Provider;
- (b) the Fatigue Management Report as required by Appendix 6;
- (c) details of all Towage Vessel crew training, drills and exercises held during the preceding quarter as required by Appendix 3; and
- (d) analysis and trends of Marine Incidents and Risk Events as required by Appendix 10.

**APPENDIX 13 Quality Assurance Program**

Licensed Towage Service Providers must have in place a quality assurance program at least in accordance with the performance standards set out in this Appendix 13 (Quality Assurance Program).

The program must include certification, external auditing, and any internal audit regime established by the Licensed Towage Service Provider.

The Quality Assurance Program and any audits required by this Determination are in addition to any audits required by Safe Transport Victoria, including any audits of duties required under the MSA.

**Certification and Audit**

Licensed Towage Service Providers must obtain and maintain quality assurance certification for the performance measures set out in this Determination. The quality assurance certification must:

- (a) be certified by an organisation which is a member of the Joint Accreditation System of Australia and New Zealand, or a comparable organisation approved by Ports Victoria;
- (b) incorporate the performance standards set out in this Determination; and
- (c) provide for annual audits.

In addition to quality assurance audits scheduled by the Licensed Towage Service Provider on an annual basis:

- (a) the Licensed Towage Service Provider may arrange for an audit at any time for any reason; and
- (b) Ports Victoria may require that an audit takes place at any time for any reason, including a Risk Event or Marine Incident (to be undertaken at the Licensed Towage Service Provider's cost).

These audits may incorporate all or some of the requirements of this Determination and may be undertaken by internal staff, their representatives, or an auditor nominated by Ports Victoria.

Both the Licensed Towage Service Provider and Ports Victoria, as appropriate, must provide the other party with at least 28 days prior notification of any audit arranged.

Ports Victoria may send an observer to any audit.

Copies of all audit reports issued by the auditor, or internal staff, must be provided to Ports Victoria or the Licensed Towage Service Provider, as appropriate, within 10 Business Days of completion of the audit.

**Performance Report**

The Licensed Towage Service Provider must submit in writing to the Chief Executive Officer of Ports Victoria an annual report of its performance in respect of this Determination.

The report must be signed by the Chief Executive of the Licensed Towage Service Provider or the person in an equivalent role within the organisation, or the person acting in that role.



**APPENDIX 14 Record Keeping**

Licensed Towage Service Providers must maintain proper records and auditable systems in respect of each performance standard in this Determination.

The records and systems must capture the information required for routine reports to be made to Ports Victoria as outlined in the Determination.

The records and systems must also store information in a form that is readily retrievable and accessible, such information to be provided promptly to Ports Victoria if requested.

The records and systems used by a Licensed Towage Service Provider must comply with all requirements under privacy law.

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