

Introduction

Jetties within the City of Mandurah waterways may be designated for private or public purposes. Public jetties governed by the City of Mandurah are used by a combination of recreational and commercial vessels at designated locations. Commercial vessels may only berth at the City of Mandurah's commercial jetties where express authorisation to do so has been granted by authorised officers under the *City of Mandurah Jetties, Waterways and Marina Local Law 2010*. Fines of up to \$5,000 may apply to unauthorised use of a public jetty.

The City of Mandurah enters into User Agreements with commercial operators for berthing at jetties designated for commercial use. Each user agreement contains a number of obligations of the commercial operator. This information sheet has been developed to assist commercial operators to meet those obligations.

Safety in Embarkation

Management of the safe embarkation and disembarkation of passengers is the responsibility of the operator.

All passengers must be instructed to wait on land prior to embarkation. Passengers should be escorted onto commercial vessels and consideration must be given to overall jetty capacity, including occupation of each jetty by recreational users.

Simultaneous embarkation and disembarkation shall not occur and each operator shall liaise with other operators of the shared jetty to ensure that tour start and finish times are scheduled accordingly.

Parking

All passengers should be reminded to observe parking signs and time limitations throughout central areas of Mandurah.

Tour buses must not park in areas not designated for that purpose. Please ensure that bus operators are instructed to park in areas designated for coaches and tour buses only.

Vessel Refuse

Commercial operators are responsible for the disposal of waste in an authorised manner. Public bins are not available for this purpose.

Sullage is available but not guaranteed within the City of Mandurah.

Noise

Commercial operators must use best endeavours to minimise the impact of noise upon surrounding residences and businesses. Unreasonable noise emissions, particularly relating to the use of amplified public address systems is subject to compliance with the *Environmental Protection (Noise) Regulations 1997*.

Incident Reporting

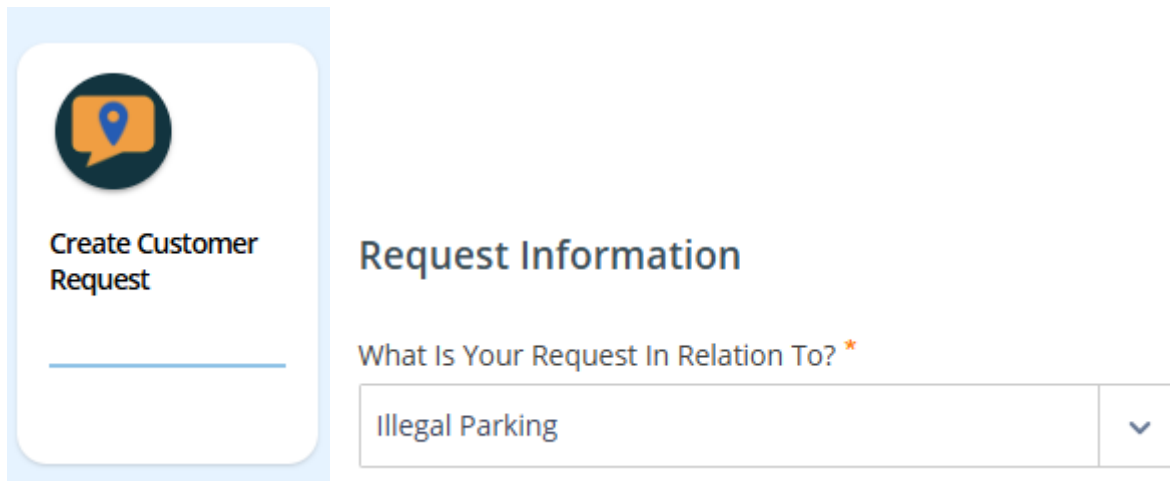
Common incidents reported to the City include unauthorised use of the licenced area and damage caused by the operator or third parties.

Unauthorised use:

The City is erecting signage at each commercial location to notify other users of the fines applicable to unauthorised use.

Where an unauthorised user has berthed at an operators' licenced location, the operator is encouraged to communicate directly and professionally with the person in charge of the vessel to request relocation.

The operator is encouraged to take photographs that identify the vessels registration number and submit a report to the City noting the time of the offence via [City of Mandurah Online](#) and "Create Customer Request" and submit an "Illegal Parking" request with the evidence attached.



The screenshot shows a web interface for creating a customer request. On the left is a button labeled 'Create Customer Request' with a location pin icon. To the right, under the heading 'Request Information', is a dropdown menu titled 'What Is Your Request In Relation To? *'. The dropdown is currently set to 'Illegal Parking' and has a downward arrow on the right side.

Where an unauthorised vessel will not move and is causing disruption to the to the operator, please contact 08 9550 3777. Rangers will respond within their operational capacity.

Jetty damage:

All damage presenting an immediate safety issue to jetty users should be reported immediately to the Manager Marina and Waterways by telephone to 08 9550 3707 during business hours or 08 9550 3777 after hours.

The commercial operator should take photographs of the infrastructure damage for incident reporting purposes. The operator may be required to complete and submit a full Work Health and Safety Incident report.

Any minor or incidental jetty damage should be reported to the Manager Marina and Waterways via email to mandurahoceanmarina@mandurah.wa.gov.au.

Other Relevant Links and Information

Boating or marine incidents:

For additional information on how to report a boating or marine incident please refer to:

<https://www.transport.wa.gov.au/imarine/report-a-boating-or-marine-incident.asp>

Incidents involving private property:

For additional information and reporting incidents to private infrastructure (e.g. private jetties, piles), please report directly to the Australian Maritime Safety Authority:

<https://www.amsa.gov.au/marine-incident-reporting/how-report-incident>

Contact details and Maritime Office locations:

<https://www.transport.wa.gov.au/imarine/contact-maritime.asp>

Peel Water Police:

Contact police on 000 in an emergency. This includes immediate threats to people or property or if a serious crime is in progress.

Contact police on 131 444 or in person at your local police station to report crimes that have happened in the past or when police attendance is required.

Direct Water Police Office Contact Details:

Phone: (08) 9583 9200

Address: 107 Breakwater Parade, Mandurah WA 6210.

| Amendments | | | |
|------------|----------------------------------------|------------|--------|
| Version | Approved by | Published | Ceased |
| 1 | Manager Commercial Services | 22/11/2024 | |
| 2 | Manager Commercial Services | 28/11/2024 | |
| 3 | Executive Manager, Governance Services | 18/12/2024 | |