

Guidelines for applying for an Ancillary Service Provider Licence



Disclaimer

This is a proprietary Ports Victoria (PV) document and is not to be relied upon by any person other than PV and its employees, contractors and authorised representatives. PV makes no express or implied guarantees, representations or warranties to any third party as to whether the requirements of this document will be fulfilled by PV, its employees, agents or contractors or anyone else to whom the document relates. PV accepts no liability for any reliance by any third party on the procedures detailed in this document.

Copyright

This document is available for public disclosure and it is a proprietary document and the property of PV. All rights are reserved. No part of this publication may be reproduced in any retrieval system, or transmitted in any form or by means, electronic, graphic, mechanical, photocopying, recorded, or otherwise, beyond its intended use, without the prior express written permission of PV.

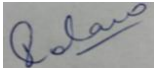
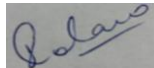
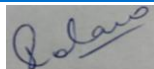
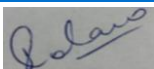
Distribution

Printed and electronic copies of this document are available to the general public.

Revision history

Date	Version	Name	Reason
20/09/2022	1.0	Noelene Kizis	Update process from Cruise Season 2019-20
5/09/2023	2.0	Noelene Kizis	Update process from Cruise Season 2022-23
22/08/2024	2.0	Noelene Kizis	Update process from Cruise Season 2023-24
20/08/2025	3.0	Noelene Kizis	Update process from Cruise Season 2025-26

Approval history

Date	Name and title	Signature
20/09/2022	Glen Colaço – Station Pier Operations Manager	
5/09/2023	Glen Colaço – Station Pier Operations Manager	
22/08/2024	Glen Colaço – Station Pier Operations Manager	
20/08/2025	Glen Colaço – Station Pier Operations Manager	

Contents

1. Document purpose	4
2. What are Ancillary Services?	4
3. Licensing of Ancillary Service Providers.....	4
3.1. Purpose	4
3.2. Requirement	4
4. Details of Ancillary Services	5
4.1. Vessel Mooring and Unmooring.....	5
4.2. Stevedoring.....	5
4.3. Passenger ground handling	5
4.4. Porterage	5
4.5. Ship providedoring and chandlery	5
4.6. Waste services	5
4.7. Ship repair and maintenance services.....	6
4.8. Bunkering services.....	6
5. Exclusions	6
6. Licences for Ancillary Service Providers.....	6
6.1. Licence requirements.....	6
6.2. General performance obligations.....	7
6.3. Specialist performance obligations	7
6.4. Licence application	7
6.5. Licensing process	8
6.6. Licence application time frame.....	8
7. Issue of Licence	9
7.1. Review and determination	9
7.2. Issuing of a Licence	9
7.3. Period of Licence	9
7.4. Licence fee.....	9
7.5. Other fees and charges	9
7.6. Licence renewal.....	9
7.7. Auditing and oversight	9
8. Questions.....	9
9. Definitions.....	10

1. Document purpose

This document provides businesses who seek to provide Ancillary Services at Station Pier during the cruise season with information about why an Ancillary Service Provider Licence is required and the process for making an application.

2. What are Ancillary Services?

Ancillary Services are the range of services and supply of goods and material that are not directly associated or have a direct commercial relationship or contract with PV.

Ancillary Services at Station Pier include the following activities and services:

- Vessel mooring and unmooring
- Stevedoring
- Passenger ground handling
- Porterage
- Tour operators
- Provedoring and chandlery
- Waste services
- Vessel repair and maintenance services
- Bunkering services

3. Licensing of Ancillary Service Providers

3.1. Purpose

For the relevant annual cruise season, Ancillary Service Providers (ASP) must apply for and be granted an ASP Licence by Ports Victoria (PV) as a condition of access to Station Pier to provide Ancillary Services, unless extended by PV in its sole discretion.

The purpose of the ASP Licence is to ensure that ASP and their staff, employees, contractors and sub-contractors are compliant with the PV requirements regarding work site access conditions, occupational health and safety, insurance, maritime security, environment management and the operational performance standards required by PV.

ASP are those firms and organisations that are contracted by vessel operators, their port agents and facility hirers to perform Ancillary Services during periods of berth or facility access at PV common user facilities and berths, primarily at Station Pier.

The licensing of ASP will encompass work site access conditions, insurance, health and safety, security, environment management, safe work method statements and the operational performance standards required by PV.

ASP will normally operate in the PV common user areas of Station Pier in support of berth, terminal and facility hirers.

3.2. Requirement

The PV Standard Terms and Conditions (Clause 18) for Berth and Terminal Hire require hirers to only use licensed ASP.

4. Details of Ancillary Services

4.1. Vessel Mooring and Unmooring

Vessel mooring and unmooring is the securing of vessels alongside a pier, jetty, wharf or quay using ropes, chains or other devices. The appropriate mooring guidelines must be followed.

4.2. Stevedoring

Stevedoring services include:

- the receipt and delivery of bulk and breakbulk stores, containerised stores and baggage including tallying.
- wharf handling, sorting and stacking of bulk and breakbulk stores, containerised stores and baggage such as loading and unloading of cargo and baggage in and out of vehicles and trailers, conveyors and vessel baggage handling cages.
- the operation of material handling equipment for the handling of bulk and breakbulk cargo, containerised cargo and baggage
- the loading and unloading of bulk and breakbulk cargo, containerised cargo and baggage to/from vessels.

4.3. Passenger ground handling

Passenger ground handling services include:

- the reception and farewell of passengers and crew
- checking-in of passengers and crew including reviewing booking and travel documentation
- passenger and crew marshalling onto and off land transport for tours or forwarding
- any other passenger-related activity immediately prior to embarking or immediately after disembarkation from a cruise vessel including tourism services such as coach tours.

4.4. Porterage

Porterage services includes:

- acceptance and collection of baggage at the pier entrance and loading/unloading of vehicles and trailers used for intra-terminal movement or at passenger drop off points
- packing and unpacking of baggage cages used for transfer of bags to/from vessels
- placing of baggage in the passenger collection area
- porter services to cruise ship passengers and crew.

4.5. Ship providedoring and chandlery

Ship providedoring and chandlery services is the provision of victuals for vessels including non-perishables, perishable food stuffs, beverages and ships stores.

4.6. Waste services

Transfer, collection, packing, handling and transport of liquid and solid putrescible and non-putrescible waste including and not limited to quarantine and non-quarantine waste by road tanker or truck.

4.7. Ship repair and maintenance services

Repair and maintenance of vessels with works performed from the wharf. Includes the supply, hire and operation of repair and maintenance plant and equipment including but not limited to:

- cranes
- elevated work platforms
- material handling equipment
- compressors
- generators and steam plants.

4.8. Bunkering services

Supply of fuel, oils and lubricants by road tanker to vessels.

5. Exclusions

The following are not categorised as ASP:

- Vessel Owners
- Ship Agents or vessel owner/operator representatives
- Australian Border Force, Australian Department of Forestry and Fisheries, Australian Maritime Safety Authority, and WorkCover personnel
- City of Port Phillip volunteers
- City of Melbourne volunteers
- Public Transport Victoria employees, contractors or volunteers
- PV employees and contractors
- Taxis or Commercial Passenger Vehicles operating only on the common user roadways
- Visitors to vessels alongside Station Pier

6. Licences for Ancillary Service Providers

All ASP's seeking to operate at Common User Facilities or Common User Terminals in order to provide services to vessels alongside Station Pier are required to obtain an ASP Licence to operate on or within the Station Pier precinct licensed area.

6.1. Licence requirements

An ASP Licence includes provisions that provide for, among other things:

- insurance covers and indemnities
- compliance with the Port Management Regulations and the PV Safety and Environment Management Plan
- occupational health and safety, security and environmental obligations
- quality assurance obligations
- any other documentation reasonably required by PV
- payment of an annual licence fee and or other fees if applicable.

6.2. General performance obligations

An ASP Licence contains performance obligations on both the part of PV and the Licence holder.

The performance obligations are contained in the ASP Licence Terms and Conditions and any service specific performance obligations will be contained in Schedule 1 attached to the ASP Licence. Below are examples of performance obligations that can be included in the ASP Licence.

Information to be provided by the Provider

- When requested by PV from time to time, the Provider is to provide the following information in order to ensure coordination of activity within the Licensed Area:
 - details of the equipment to be brought into the Licensed Area including the time of arrival and departure.
 - details of the volume of victuals, ships stores or other cargo to be handled, picked up, dropped off or marshalled in any way within the Licensed Area including the time of arrival and departure.
 - details of the volume of passengers to be handled, picked up, dropped off or marshalled in any way within the Licensed Area including the time of arrival and departure.
 - details of any specialised communications equipment (equipment that receives or transmits communications) and information technology equipment or apparatus to be used within the Licensed Area (including without limitation mobile phones).

The information is to be provided to PV in the format requested within two Business Days of the request or sooner where it is specified and applies to a planned activity within the Licensed Area.

When requested by PV the Provider is to attend coordination meetings, planning meetings or personnel training sessions that are applicable to the operation, security or safe working of the Licensed Area or access/egress of the Licensed Area.

6.3. Specialist performance obligations

Due to the range of Ancillary Services the ASP Licences may include specific obligations that will apply to the ASP. The specific obligations will be detailed in Schedule 1 of the ASP License and the details of the performance obligations will be based on the advice of the responsible PV Manager and Subject Matter Expert.

6.4. Licence application

An ASP can apply for a licence using the PV application form. An Application Form is available on the PV website.

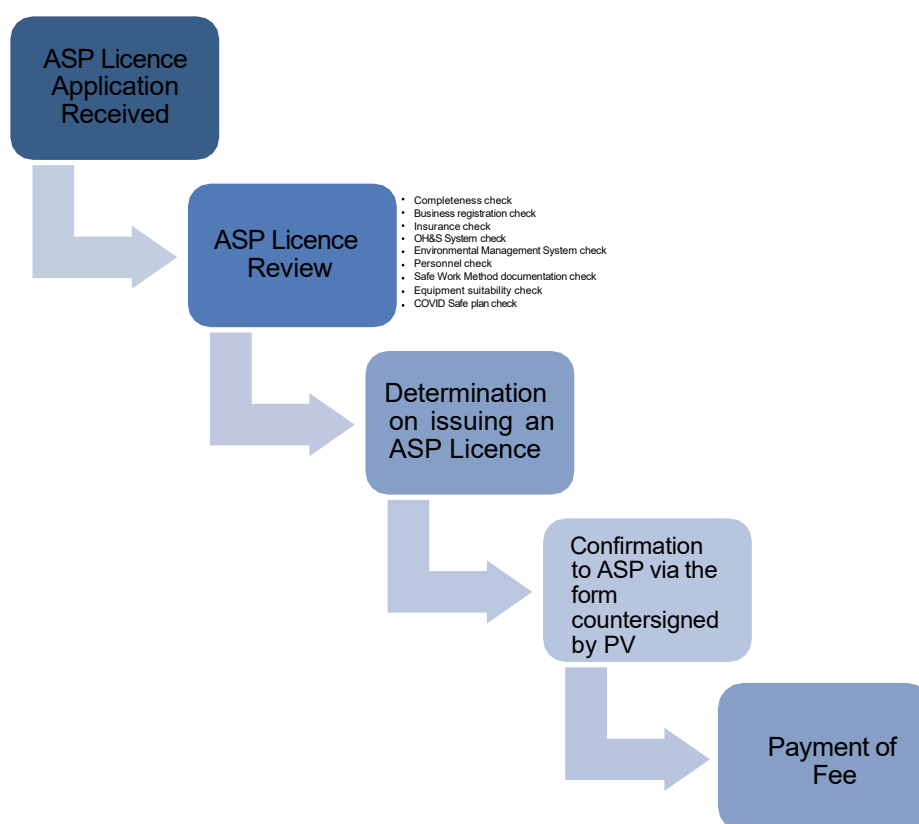
Applications for are to be submitted to PV no later than 14 days prior to performing work on behalf of ship Owner and/ or ship agent at Station Pier. Where there are emergent requirements for an ASP Licence an application can be submitted at any time.

6.5. New ASP applicant licensing process

The licensing process for an ASP Licence is a two-step process.

Step one includes the submission of an application by an ASP, due diligence review of the ASP application by PV and a determination of the completeness of the application. If PV is satisfied with the ASP application, step two involves PV returning the form with the approval in Item 7 & duly authorised in item 8. The process will be coordinated by the PV team and is shown in Figure 1.

Figure 1- PV ASP Licence Process



6.6. Licence application time frame

The process of licensing commences with the submission of a licence application using the PV form by an ASP to PV. The review process will commence on receipt of the application. The time taken for review and issuing of a licence will be based on the complexity of the services provided by the ASP and the completeness of the application and the required documentation.

7. Issue of Licence

7.1. Review and determination

Once the due diligence is completed the ASP application will be reviewed by the Executive and a determination made on the issuing of a licence.

Successful applicants will be advised with the relevant section in the Application form countersigned by PV.

In the event a determination is made that an application is unsuccessful the Application will be returned acknowledged as “rejected” by Ports Victoria.

7.2. Issuing of a Licence

Licences will take effect on receipt by the recipient of the Licence Agreement signed by Ports Victoria.

7.3. Period of Licence

ASP Licences will be in force for the period stated in the Licence unless varied as per procedure in CI 7.6

7.4. Licence fee

The fee for the ASP Licences for the cruise season is \$1 (if demanded).

7.5. Other fees and charges

ASP may be subject to other fees and charges from time to time.

The fees and charges will be either promulgated in the PV Reference Tariff Schedule or included in Schedule 1 of the ASP Licence.

7.6. Licence renewal or extension.

An ASP is able to apply for a new licence the same process as a new application. The review of the ASP documentation will be undertaken by PV in the same way as a new application, unless a variation to the current licence is offered by PV.

At the sole discretion of PV, the ASP licence may be extended by a Variation of Licence for existing ASP License holders subject to the ASP meeting conditions such as submitting updated insurances, safe work method statements, etc. that meet the PV requirements for the impending validity period.

7.7. Auditing and oversight

ASP will be subject to auditing and continual oversight by PV to ensure compliance with the provisions of the ASP Licence.

An audit program for ASP compliance with all licence conditions will be developed and implemented by the Station Pier Operations Manager.

A program of periodical OHS&E desktop and site-based audits will be developed by the General Manager HSE, Emergency Management and Business Continuity and conducted on a risk-based approach.

8. Questions

Any questions regarding an ASP Licence can be sent via email to asp@ports.vic.gov.au

9. Definitions

Term	Definition
Ancillary Service(s)	means stevedoring services, mooring services, ground handling services, portage, tour operators, providedoring and chandlery, waste services, vessel repair and maintenance services, bunkering services.
Ancillary Service Provider	means a business that provides an Ancillary Service.
Ancillary Service Provider Personnel	means: - any officers, employees or agents of the Service Provider - any subcontractors of the Service Provider and their officers, employees o - r agents.
Common user berth	means a berth that is available for short term hire by PV to external parties for berthing of vessels.
Common user facilities	means the facilities which are available for short term hire by PV to external parties for berthing of vessels, cargo operations, passenger embarking and disembarking or other approved use.
Common user terminal	means the facilities which are available for short term hire by PV to external parties for the purpose of transshipping cargo and/or passengers, including sheds and amenities.
Common user wharf	means the wharf area (pier deck area) adjacent to a common user berth that can be used for cargo operations including but not limited to: - receipt and delivery of cargo - wharf handling, sorting and stacking of cargo - provisioning of vessels - refueling of vessels - repair and maintenance of vessels.
Reference Tariff Schedule	means the PV Reference Tariff Schedule (RTS), as amended from time to time and published on the PV website that sets out details for port charges. These charges include, but are not limited to: - wharfage - berth hire - site occupation charges - anchorage charges - security and traffic control - miscellaneous fees and charges.
Ship (s) (ping) Agent	means the Ship (s) (ping) Agent who is authorised by the vessel owner or manager to manage a vessel call at the port of Melbourne on behalf of the vessel owner or vessel manager.
Vessel manager	means the manager of a vessel appointed by the owner.
Vessel Operator	means the operator of a vessel and may include a disponent owner
Vessel owner	means the owner of a vessel.

Ports Victoria

Head office:

East 1E, 13-35 Mackey Street
North Geelong VIC 3215
Australia

GPO Box 1135
GEELONG VIC 3220
Australia

Tel: 61 3 5225 3500

Melbourne office:

Station Pier
Port Melbourne VIC
Australia

GPO Box 261
MELBOURNE VIC 3001
Australia

Tel: +61 3 8347 8300