



Document Control

Category	Operations
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1. Purpose

The purpose of this LOP is to provide a guideline on vessels needing towing assistance. This LOP should be read in conjunction with MR NSW SOP OP 05, SOP OP 17, SOP OP 18 and also with appropriate reference to SOP OP 19, SOP OP 20 and SOP OP 21.

2. Procedure

- 2.1** Marine Rescue Sydney (MRS) priority is to follow MR NSW SOP OPS hence contact the relevant Marine Rescue Base and/or MAC when a vessel has requested assistance which requires a vessel to attend. Procedure for Handling Incidents and the requirements associated with Notifiable Incidents and Non Notifiable Incidents (Refer SOP OP 17) are to be followed.
- 2.2** Where the incident involves the security of persons or vessels, and a Marine Rescue vessel *is* available, task the nearest vessel and if a Marine Rescue vessel is *not* available, notify MAC and Regional Operations Manager (ROM). MAC may request ROM to make a Marine Rescue vessel available.
- 2.3** If a vessel requests assistance directly from us, under no circumstances are we to suggest they use a private service. The ROM will decide whether to contact a Marine Rescue base to ask them to mobilise a vessel or provide instructions for MRS to contact other alternatives.
- 2.4** Alternatives to assist can be an option where incident does not involve the security of persons or vessels (eg free floating dinghy found or incidents where MR or MAC would not normally assist) and any Marine Rescue vessel available has been asked if they wish to attend and have declined to do so or there are no Marine Rescue vessels available. In such situations the relevant RMS BSO (Boat Service Officer) may be contacted to assist (refer SeaOwl for relevant BSO contact numbers)
- 2.5** Alternatives may also include towing services independent of Marine Rescue and MAC. The independent towing services may be funded by its member subscriptions/premium. MRS is to decline taking any details of vessels needing assistance if the call is *directly made by their insurer or service provider, or indeed by*

any independent towing service companies. Instead we are to ask them to ask the vessel to make contact with us directly.

- 2.6** We will assist vessels who call us directly – this is to avoid any misunderstanding by the vessel needing assist that we are compensated by the respective independent towing company when Marine Rescue is clearly not compensated.
- 2.7** Two known independent tow companies are Boat Assist24 (phone contact refer SeaOwl) which is available to public and non members, and Club Marine Assist (Insurance company and service provided exclusively to its members only).
- 2.8** If the vessel skipper requests MRS assistance to contact a private service on their behalf, we may do so.