



# Fees and Charges Review: Frequently Asked Questions

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## **Q: What services does Gippsland Ports provide?**

**A:** Gippsland Ports is responsible for a wide range of services across seven local ports and waterways in Gippsland, including: Port operations, regulation and compliance; Boating safety and information; Port safety and environmental management; Incident management and emergency response; Marine pollution response; Maritime security; Navigation aids; Hydrographic surveying; Dredging and channel maintenance; wharves, piers, jetties, berths, pens and swing moorings; Vessel lifting and slipway services; Vessel maintenance and repair; Port and related infrastructure planning and development.

These services fall into three broad categories:

1. Statutory obligations – things we are required to do by legislation (e.g. waterway safety, marine pollution response);
2. Community service obligations – things we do for the community benefit (e.g. destination jetties, boardwalks, boating information);
3. Commercial operations – things we do on a commercially competitive basis (e.g. vessel repairs).

## **Q: Why are fees and charges applied and under what authority?**

**A:** Gippsland Ports does not receive sufficient recurrent operational funding to maintain its current level of service to meet its statutory obligations and community service obligations. Fees and charges contribute approximately 30% of Gippsland Ports' annual operating funds.

Fees and charges are able to be applied for port and waterway management in accordance with legislation and the Department of Treasury and Finance's Cost Recovery Guidelines.

## **Q: Why were the fees and charges reviewed?**

**A:** Fee structures have developed over time in an ad hoc manner, and did not bear a direct relationship with costs.

The structure and rationale for fees and charges has not been reviewed in more than 15 years and there were many inconsistencies in pricing of services.

In setting fees and charges, we have sought to provide a logical, transparent and fair system for cost-recovery, to enable Gippsland Ports to maintain facilities and services for the community, customers, the boating public, and commercial maritime interests.

## **Q: Why aren't these costs covered in part by the Gippsland Ports operating budget?**

**A:** Gippsland Ports must allocate funds for its core services required under legislation, in maritime safety and security, waterway management, marine pollution response, aids to navigation, channel maintenance and dredging, as well as substantial community service obligations.

Construction and maintenance of new infrastructure is also funded through capital grants and operating funds.

Services that provide a direct benefit to private users must be funded on a user-pays basis.

Commercial services must be funded on a commercially competitive basis.

## **Q: How were the increases calculated?**

**A:** In all cases we have calculated the actual cost of providing the service, including an evaluation of the extent to which the service meets private or public interests, and apportioned these costs to users of the service.

Berthing fees were calculated on a nominal per metre basis for jetties and wharves, based on the cost of providing, maintaining and administering the berthing facilities.

All fees and charges are in line with the Department of Treasury and Finance's Cost Recovery Guidelines.

## **Q: Who is affected?**

**A:** All direct customers of Gippsland Ports are affected. This includes: berth and mooring holders, commercial shipping operators and cargo services, commercial fishers, boatyard and slipway users, contractors and event managers.

## **Q: What are the changes?**

**A:** The changes affect almost all fees and charges, including berths and moorings, navigation channel, wharfage and cargo charges for commercial shipping, event fees, hydrographic services, boat yard and slipway vessel lifting and storage, boatyard labour and environmental charges.

## **Q: What are the changes to berth and mooring fees?**

**A:** Some berth and mooring fees have increased and others have decreased, depending on the location type and size of the berth.

This is because we have applied a new method of calculation that applies the costs more fairly, in accordance with the actual calculated cost of providing the facility or service.

Annual berth and mooring administration fees have increased and a new waiting list administration fee introduced.

Existing swing mooring fees have all increased and an establishment fee introduced for new swing moorings.

A late application renewal fee has also been introduced.

Optional payment terms will be introduced for annual berth and mooring fees, with an administration fee of 2%.

These new berth and mooring fees are generally on par with other providers.

All specific details of the changes to berth and mooring fees and charges are available for viewing on the Gippsland ports website: [www.gippslandports.vic.gov.au](http://www.gippslandports.vic.gov.au)

### **Q. Will a pensioner discount apply?**

**A:** No. Gippsland Ports announced some time ago that it would phase out pensioner discounts on berth and mooring fees. Unlike other agencies that provide pensioner discounts for essential services, Gippsland Ports is not reimbursed by the State Government for pensioner discounts.

### **Q. Are payment terms allowed?**

**A:** Berth and mooring fees can be paid in instalments, with a 2% administration charge. Direct Debt can be made from credit card or bank account by Gippsland Ports if not paying in full by 30 September 2016.

### **Q: When do the changes take effect?**

**A:** The changes take effect on 1 July 2016, with some fee increases being phased in over three years.

### **Q: How do I find out more?**

**A:** Detailed information about the fees and charges review is available on the Gippsland Ports website:

[www.gippslandports.vic.gov.au](http://www.gippslandports.vic.gov.au)

Information and feedback sessions are being held:

- **Paynesville - Tuesday 26th April, 7.00pm, Gippsland Lakes Yacht Club**
- **Port Albert – Wednesday 27th April, 7.00pm, Port Albert Hall**
- **Lakes Entrance – Wednesday 4th May, 7.00pm, Bellevue on the Lakes**

If you wish to attend, please RSVP to: [fees@gippslandports.vic.gov.au](mailto:fees@gippslandports.vic.gov.au) or telephone 5150 0500.

## **Q: How do I make comment on the changes?**

**A:** Comments should be made in writing so that we can ensure that all feedback is collected and considered.

A survey and feedback form is available at [www.gippslandports.vic.gov.au](http://www.gippslandports.vic.gov.au) and will be provided at the information sessions.

Comments can also be made by email to: [fees@gippslandports.vic.gov.au](mailto:fees@gippslandports.vic.gov.au)

## **Q: Will the fees and charges be reconsidered?**

**A:** Gippsland Ports welcomes any feedback regarding the fees and charges review.

If you consider the outcomes of the review to be unfair or unreasonable, we encourage you to tell us why.

Gippsland Ports will consider changes to the revised fees and charges, provided they meet the principles of equity, transparency and cost-recovery to enable us to maintain the same levels of service.