



CUSTOMER USER GUIDE

Version 11 | 2026



A practical guide to shipping with Sea Swift

Keeping Northern Australia Connected Since 1987

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1 Welcome & History

Welcome aboard! We are excited you are reading our Customer User Guide and considering shipping your freight with Sea Swift. Please feel free to contact us if you have any questions or require assistance after reading this guide.

Sea Swift is the largest shipping company in Northern Australia. Founded in 1987, the company has extensive experience in the marine transport and logistics industry, servicing communities, businesses and projects throughout Northern Australia.

Sea Swift provides general cargo and sea freight, project logistics, engineering, fuel, and defence industry services across the region. Through a fleet of purpose-designed vessels and a team of logistics and marine professionals, Sea Swift delivers essential supplies to remote and coastal communities throughout Northern Australia. Equipment and resources can also be deployed in support of major projects throughout Northern Australia, Papua New Guinea, Southeast Asia and the Western Pacific.

Sea Swift is ideally positioned to support individuals, businesses, government agencies, remote communities and major national and international corporations with customised freight and logistics solutions.

One of the largest employers in the region, Sea Swift has circa 520 staff and continues to grow, strengthening existing and emerging markets. More than 10% of Sea Swift's workforce identify as First Nations, reflecting the company's commitment to local employment opportunities and workforce development.

Sea Swift prides itself on supporting the communities it serves through freight assistance, sponsorships and local initiatives. Particular focus is given to initiatives that support First Nations and Island communities, including cultural events, remote health programs, environmental projects and local industry development.

Our vision is to be Australia's most trusted and valued shipping partner. Guided by our **STARS** values of **Safety, Teamwork, Accountability, Respect and Service**, we are committed to providing safe, reliable and customer-focused freight and logistics solutions.

This guide provides information and requirements to assist customers in preparing and shipping freight through the Sea Swift network.

2 Services and Requirements

2.1 Collection and Delivery Locations

Sea Swift provides a wharf-to-wharf service operating between Sea Swift depots and collection locations throughout Northern Australia.

Freight is generally received at a Sea Swift depot and upon arrival at its destination, is made available for collection from the applicable location.

Depending on the destination, freight may be available for collection, at different times, from:

- a Sea Swift depot;
- a barge ramp; or
- a designated laydown area.

Sea Swift's network supports both outbound freight to remote communities and inbound freight. Customers are encouraged to confirm local collection arrangements prior to shipment to ensure a smooth and efficient freight experience.



2.2 Collection and Delivery Services

In addition to standard collection arrangements, Sea Swift may provide optional delivery services at selected locations for an additional fee.

Delivery service availability will vary depending on the destination, freight type and local operational requirements and capacity.

Pricing and service availability can be discussed with your Account Manager or our Customer Service team. Customers are encouraged to confirm delivery options and charges prior to shipment to ensure the most suitable service is arranged.

2.3 Site Access Requirements for agreed Delivery Service

Safe and clear access is required for all delivery locations.

Forklift and vehicle access must not be impeded by overhead power lines, poor road conditions, unstable ground conditions or other hazards affecting the safe delivery of freight.

Sea Swift will not deliver freight where access is unsafe or where delivery may reasonably be expected to damage equipment or property.

In these circumstances, Sea Swift may return the freight to the nearest depot, barge ramp or designated collection location and notify the customer accordingly.

2.4 Special Freight Requirements

Some freight may require specialised equipment, handling arrangements or additional planning due to its size, weight, dimensions or handling requirements.

Where specialised equipment, additional labour or extended delivery time is required, delivery may take longer than standard timeframes and additional charges may apply. Customers will be advised of any known additional requirements and charges at the time of quotation wherever possible.

Examples of freight that require prior notice include, but are not limited to:

- Lengths greater than 6 metres – communities.
- Weights greater than 2 tonnes – communities.
- Lengths greater than 6 metres – depots and communities.
- Weights greater than 10 tonnes – depots and communities.
- Freight with non-standard forklift or crane lifting points – depots and communities.

Additional handling and delivery charges associated with specialised freight requirements will be discussed with customers prior to shipment.

To assist with operational planning and space allocation, large and oversized items should be booked at least four (4) weeks in advance wherever possible.

For further information regarding oversized freight and project cargo, please refer to Section 11 – Over Dimensional and Freight Projects.

3 Freight Schedules

Sea Swift's regular schedules are subject to change due to factors including safety, operational and/or environmental considerations as well as public holidays, tidal conditions, weather events and other operational requirements.



Current schedules for Queensland and Northern Territory services are available on the Sea Swift website [Vessel Schedules](#)

When viewing schedules online, customers should refresh the webpage to ensure the latest information is displayed. Freight receipt cut off times vary depending on destination and service requirements. Customers should confirm the applicable receipt cut-off time prior to lodging freight.

Customers are encouraged to check schedules and receipt times before arranging freight deliveries to Sea Swift depots, as changes may occur as set out above.

4 Essential Cargo: priority over General Cargo

To ensure the continuity of critical services and supplies, essential cargo including food, fuel, and medical supplies, will be prioritised over general cargo, such as vehicles, machinery, and construction materials.

Essential Cargo	General Cargo
Food	Personal effects / White goods
Fuel	Vehicles / Boats
Medical supplies	Machinery / Construction material

5 General Cargo

Our regular scheduled services to remote and regional communities across Northern Australia are essential to supporting local businesses, residents and community needs.

Each community's needs are unique; hence Sea Swift provides customised freight solutions for each locale. The General Cargo service is made up of many aspects and encompasses many variables depending on community needs.

Some of the services Sea Swift offers are:

- **Regular scheduled service** - on the map below, communities with a **black** place marker are our depots, in **yellow** are communities with regular service schedules, and in **blue** communities that are by booking only.
- **Additional services** – Sea Swift provides additional services in communities with Sea Swift depots. This includes remote fuelling (bunkering by barge and bulk fuel delivered or at a depot), fleet hire (truck, forklift, vehicles, side loader), labour hire, maintenance capability, and on-site deliveries and pickups. Sea Swift can assist with all Northern Australian transport and logistics needs.



6 Inbound Back Freight

Freight returning from our scheduled delivery points can be arranged by submitting a Pick-Up Request Form via our website: [Forms & Key Documents](#)

Alternatively, please contact our customer service team on 1800 424 422, or email prefilled e-consignments to customerservice@seaswift.com.au

Charges apply for back freight.

7 Standard Units of Measure for freight

Sea Swift's standard units of measure are kilograms (kg) and centimetres (cm).

Freight charges are calculated based on either cubic metre (m³) or tonne (t), whichever is greater. Where freight is presented on a pallet or skid, the dimensions used for charging purposes will include the pallet or skid as part of the total consignment measurement.

All freight within our standard slot dimensions (20ft container size - 6mL x 2.4mW x 2.4mH), or weighing up to 10 tonnes, will be charged at standard commodity rates or standard freight rates. Any cargo exceeding these dimensions or weight limitations will be charged at non-standard rates and be subject to additional charges / specialised handling requirements.

Customers are encouraged to obtain a quotation for such freight before shipping by calling 1800 424 422 or emailing customerservice@seaswift.com.au.

8 Packaging Requirements

It is your responsibility to ensure your freight is packaged correctly and is fit for sea transport. The way you package and present your freight for shipment may affect handling requirements and applicable freight charges.

For packing requirements and 'fit to travel' guidelines, please refer to the **Sea Swift Freight Preparation and Packaging Guide** which can be found [here](#). The guide outlines packaging requirements for all types of freight, including general cargo, vehicles, construction materials, food and perishables and dangerous goods.

When preparing your cargo for shipment, **you must ensure it is packaged appropriately, taking into consideration:**

- The remoteness of the destinations.
- Multiple handling and transshipment requirements.
- Sea freight conditions and waterproof protection.
- Rough transport and weather conditions.

Please note that Sea Swift reserves the right to reject any cargo that is not packaged to a satisfactory standard. Where possible, repackaging options may be discussed with you by the freight assessor at the point of lodgement. However, freight may still be refused if it is deemed unsuitable for transport.

If you insist insufficiently packed cargo must travel and Sea Swift agrees, you will be required to sign a waiver.

Remember: we want your cargo to arrive safely, on time, and in the same condition in which it was received. Appropriate and robust packaging is essential to achieving this outcome.

9 Pallets

Sea Swift does not hold a CHEP or Loscom account. Customers are therefore responsible for the disposal, collection, or return of any pallet/s used for their freight. Please be aware that each laydown area has limited storage capacity and must remain clear at all times to facilitate efficient operations and handling of freight.

Should you require Sea Swift to arrange the return of pallets, this service can be provided; however, it is not included in your original freight booking and there will be a separate cost.

A new Consignment Note will need to be raised, and a Biosecurity Form completed, before any pallet return can be arranged. Any costs associated with the return or movement of pallets will be charged accordingly.

10 Temperature Controlled Facilities

Our temperature-controlled facilities enable chilled or frozen products to be maintained at the required temperature throughout transit and until delivery.

Please note the following requirements for temperature-controlled freight:

- Correct and secure packaging is the responsibility of the sender
- Egg and bread cartons must only be used for transporting eggs or bread, respectively, to ensure appropriate stowage and handling
- Refrigerated cargo that is inadequately packaged may be refused for transport to ensure compliance with health, safety, and biosecurity requirements

In addition, all refrigerated meat and seafood products must be properly wrapped and sealed in plastic before being placed inside a carton or Styrofoam container. This is necessary to prevent the leakage of blood, meat juices, liquids, or odours during transport and storage.

Sea Swift reserves the right to reject any refrigerated or frozen freight that is not packaged to an acceptable standard.

Remember: Proper packaging helps maintain product quality, protects other cargo, and ensures compliance with food safety regulations throughout the supply chain.

11 Over Dimensional and Project Cargo

Cargo will be considered Over Dimensional and Out of Gauge (OOG) if it exceeds any of the following:

Line haul vessels to major ports:

- Length greater than 6 metres.
- Width greater than 2.4 metres.
- Height greater than 2.4 metres.
- Weight greater than 10 tonnes.

For landing craft vessels to remote communities:

- Length greater than 6 metres.
- Width greater than 2.4 metres.
- Height greater than 2.4 metres.
- Gross weight greater than 2 tonnes.
- Containers larger than 8 feet in length or exceeding 2 tonnes gross weight.
- Roofing materials or long lengths exceeding 6 metres.

- Large trucks, machinery, equipment, and Roll-on Roll-off (RoRo) cargo, excluding vehicles and boats measuring up to 6 metres.
- Single consignments exceeding six pallets, excluding food products and fuel. Due to deck space limitations, these consignments may be separated during transport.

Any cargo falling outside these guidelines must be referred to an Account Manager, for assessment and discussion with the operations department for approval prior to acceptance. This ensures the freight can be handled safely and efficiently, arriving at its destination within expected timeframes.

To enquire or book over dimensional freight or project cargo, please contact your Account manager or email sales@seaswift.com.au at least four weeks prior to delivering the freight to Sea Swift.

The following information must be provided:

- Overall Dimensions – Length, Width and Height.
- Freight weight – Kilograms.
- Specification documents.
- Photographs.
- Packaging and handling details.
- Imperative to know how the freight will be received. This will determine if the freight is to be craned, forklifted or Roll-on-Roll off (RoRo) for sea freight.

It is important to map out delivery for oversized freight if it is required. How cargo will travel from the vessel to destination must be ascertained prior to vessel departure. This enables Sea Swift to have appropriate equipment at the destination to undertake the delivery safely.

Once oversized freight is collated, it is submitted to the Marine and Operations departments for review and approval. Once approved, an indicative price will be submitted, listing any requirements and equipment needs. Upon receipt of approval from the customer of the indicative price, consignment notes and freight labels are sent to the customer as confirmation the freight is ready to be received. Sea Swift are then notified of the intending freight receipt time and scheduled voyage allocation.

12 Dangerous Goods

Dangerous goods constitute substances or articles with hazardous properties which may, if handled or transported incorrectly, may:

- | | |
|--------------------------------------|--|
| • Explode or make explosive mixtures | • Eat metal or skin |
| • Asphyxiate | • Poison/pollute the environment |
| • Burn | • Become unstable if mixed with other products |

Improper handling of dangerous goods can endanger people, property and the environment.

To prevent this occurring, regulations are in place for the safe handling and transportation of dangerous goods. These laws set out rules, procedures and guidelines relating to the safe transport of dangerous goods. They include rules for everyone involved in the transport of these goods, plus penalties for those who do not follow the rules.

In Australia, the International Maritime Dangerous Goods Code (Code) applies. This Code was designed to support safe travel and the prevention of negative effects or pollution on the environment. The Code was given mandatory status in 2004 and Sea Swift staff in Queensland

and the Northern Territory are regularly trained in code application and safe management of dangerous goods.

You can read more about the Code [here](#).

Dangerous Goods Class

Each dangerous goods class is identified by a distinctive and specific class label in the shape of a diamond:



- Explosives – gelignite, fireworks, ammunition, marine flares.
- Flammable gas – LPG, acetylene.
- Non-flammable – carbon dioxide, refrigerant gas, non-toxic gas.
- Toxic gas – chlorine (gas), ammonia.
- Flammable liquids – paint thinners, kerosene, petrol.
- Flammable solids, matches, sulphur.
- Spontaneously white phosphorus activated carbon combustible.
- Dangerous when wet – calcium carbide, sodium metal.
- Oxidizing substances – sodium peroxide, calcium hypochlorite (pool chlorine), ammonium nitrate.
- Organic peroxides, methyl ethyl ketone peroxide (MEKP).
- Toxic substances – sodium cyanide.
- Infectious substances – clinical or medical waste
- 7 Radioactive substances – uranium.
- Corrosives – sodium hydroxide (caustic soda).
- Miscellaneous – asbestos, dry ice, newspaper.

Customers intending to ship dangerous goods should ensure all goods are correctly classified, packaged, labelled, and accompanied by the required documentation prior to shipment.

Electric Vehicles, Hybrid Vehicles and Lithium Batteries

Electric Vehicles (EVs) are not currently accepted for transport by Sea Swift. Hybrid vehicles may be accepted on a case-by-case basis and are subject to approval prior to booking. Approved hybrid vehicle shipments will attract a 25% dangerous goods surcharge.

Lithium batteries and lithium-powered devices may also be subject to additional restrictions, documentation requirements and approval processes. Customers should contact our Customer Service team before booking any hybrid vehicle shipment to confirm current acceptance requirements.

13 Shipping your Vehicle, Boat on Trailer, Trailer & ATV (together described as a vehicle)

Because your vehicle is important to you, it is important to us too.

Given the nature of sea freight, it can take up to 4 weeks for your vehicle to reach its destination.

Essential cargo such as food, fuel, and medical supplies, are prioritised ahead of general cargo items such as cars, boats, trailers, caravans, camper trailers, motorbikes, and ATVs (as set out above).

What should you do

- Contact customerservice@seaswift.com.au to discuss the time frame booking a vehicle to travel – **bookings are required.**
- The vehicle will be required at the relevant depot one week prior to departure. Customer service will phone to arrange delivery/payment.
- Do not put any essential or perishable items in your car that you must have on arrival at your destination. Goods in and outside of your vehicle travel at your own risk.
- Additional costs will be applied if the vehicle exceeds standard measurements (6m x 2.4m x 1.8m).
- Due to Work Health and Safety standards, goods inside your vehicle must not impair the driver's visibility. Driver's seat should be accessible for movement and not be obstructed in any way.
- Make sure the vehicle is serviceable so it can be moved, with minimal fuel in the tank.
- The battery of the vehicle is to be isolated and secured.
- A vehicle condition report, waiver and Bio Security form to be completed upon receipt.
- Make sure your vehicle is insured and covered whilst in transit.

14 Shipping your Freight**Important**

Customers are responsible for ensuring freight is suitably insured where required. Refer to Section 19 – Insurance: Your Obligations.

Non-Account Customer Shipping Freight

Customers are welcome to use Sea Swift 's services without opening a Credit Account.

To obtain a freight quote, contact our Customer Service team on 07 4035 1234, email customerservice@seaswift.com.au or visit the Sea Swift website to make a booking.

When delivering freight to a depot, our warehouse team will create a consignment and provide an Indicative Freight Estimate (IFE). Payment is then made at the Point-of-Sale desk, where cash and EFTPOS facilities are available.

If your freight is being delivered by a supplier on your behalf, Sea Swift can issue a Pre-Consignment (PC) Number. A PC number allows freight to be lodged and linked to an approved payment method prior to receipt.

To arrange a PC Number, please contact Sea Swift Customer Service and provide the following information before the freight is delivered:

- Sender and receiver name and contact phone number.
- Origin and destination of the freight.
- Brief description of the freight.
- Payment details.

It is important that your supplier includes the allocated Pre-Consignment (PC) Number with the freight upon delivery to ensure it can be correctly identified and processed.

Please note that payment is generally not processed until the freight has been received at the depot, unless otherwise advised by the Customer Service team. To avoid delays, customers should ensure arrangements are established before freight is delivered to Sea Swift, as freight will not be accepted where payment cannot be processed.



Useful links: www.seaswift.com.au

Depot Locations: www.seaswift.com.au/capabilities_cat/depots/

Vessel Schedules: <https://www.seaswift.com.au/schedules/>

Opening an Account

We've made it easy to open a Sea Swift account for both personal and business use. Business customers are encouraged to contact our Customer Service team to discuss account requirements before submitting an application. Click [here](#) to open an account online.

If you do not wish to open an account, you can still access our services by contacting our Customer Service team or visiting one of our depots to obtain a PC (Pre-Consignment) Number. This option is designed for customers making a one-off shipment to one of our serviced locations. A one-off PC number can be linked to a credit card for payment, ensuring freight charges are processed correctly without the need for an ongoing account.

15 How to Consign Freight

Consigning freight does not guarantee shipment on a specific date. Lodging your freight allows Sea Swift to plan and coordinate services as efficiently as possible. Customers are responsible for confirming that their freight has arrived before travelling to collect it. Shipment status can be confirmed by contacting Customer Service team and quoting your Sea Swift consignment note number (e.g. EC03245510).

When consigning freight, please ensure you have the following information available:

- Payment method: A Sea Swift account number or Pre-consignment (PC) number.
- The required destination.
- Sender and Receiver contact name and phone numbers.
- A completed pick-up form for freight travelling from remote depots to major depots like Cairns and Darwin. (available on our website under Forms & Key Documents): <https://www.seaswift.com.au/forms-key-documents/>
- Your IFE (estimate) number.

Additionally:

- Remote depots and Island Communities in Queensland require biosecurity preclearance.
- Groote Eylandt is Cane Toad free - check your load.
- All plant material into Groote Eylandt is restricted.
- All vehicles must be drivable. Non drivable will attract additional charges.

For advice on planning freight movements to and from remote areas, please contact our Customer Service department on **1800 424 422** or email customerservice@seaswift.com.au

16 Completing your Consignment Note and Labelling Requirements

The completion of a Consignment Note (Con Note) is the responsibility of the sender, whether that is the customer or the customer's authorised agent.

As the Consignment Note is a legally binding contract, it is important that all information provided is accurate and complete. Incorrect or misleading information may result in your shipment being rejected, misdirected, delayed, or incorrectly charged.



seaswift.com.au
1800 424 422

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Please ensure the following requirements are met:

- Suppliers delivering on behalf of customers must complete a consignment note for the shipment- Please provide full and accurate details to your supplier and refer to the Con Note instructions where required.
- Attach a shipping label to the outside of every package, clearly displaying the receiver's name, delivery address, and contact number to facilitate correct delivery.
- Clearly mark any fragile freight as "Fragile".
- A freight waiver form must be completed and signed prior to shipment of any sensitive freight, including but not limited to glass products, live plants and other fragile items.
- Remove all old labels, stickers or markings that do not relate to this shipment.

Following these requirements will help ensure your freight is processed efficiently and delivered to the correct destination.

17 Register for the Portal

If you are an account holder or a supplier, please register via the Sea Swift website to access live online consignments information. The online portal also allows you to create consignments before delivery, saving time at the depot.

As a supplier, you will be required to provide at least one Sea Swift Account number upon delivery. If you are acting on behalf of a third-party, they must authorise you to raise consignments and ship goods on their behalf. To register for a portal access, [click here](#).

Please complete all required registration details. As a supplier, you need to provide a Sea Swift Customer Account Number, receiver name and contact details. Once your registration has been submitted, our customer service team will issue a Supplier Welcome Letter, containing your login credentials and a short user guide. On-site training may also be available upon request.

18 Biosecurity and Quarantine Requirements

Sea Swift supports Australia's biosecurity efforts by helping protect remote communities and environmentally sensitive regions from the introduction of pests, weeds, diseases, and invasive species.

Customers are responsible for ensuring all freight complies with relevant biosecurity and quarantine requirements before cargo is delivered to a Sea Swift depot.

Northern Territory

Groote Eylandt is Cane Toad free. Customers must check shipments thoroughly for toads prior to delivery to all Northern Territory based depots.

All plant materials into Groote Eylandt are also prohibited without prior approval by the ALC – more information can be found [here](#).

Biosecurity protects the NT from damage by introduced pests, disease and weeds. All plant or agricultural material must be presented in an 'as new' condition to be accepted for travel.

More information on biosecurity in the NT can be found [here](#).

The Northern Australia Biosecurity Strategy 2030 can be found [here](#).



Tiwi Islands

The Tiwi Islands are free from both Cane Toad and African Big-Headed Ants. Customers must check shipments thoroughly for these pests prior to delivery to all Northern Territory based depots.

Do not take plants or animals to the Tiwi Islands unless authorised by the Tiwi Land Council. Please check your clothes, shoes and packages for weeds, seeds and soil before travelling or sending items.

The introduction of feral animals, weeds and other pests would place the biodiversity of the Tiwi Islands at great risk, compromising the economic outlook.

More information on Tiwi Island Quarantine can be found [here](#).

Queensland

Freight travelling from the Torres Strait to mainland Queensland must obtain a Department of Agriculture preclearance before it can be accepted for transport. Please contact the Department of Agriculture on (07) 4069 1310 or at their offices located at the Horn Island Airport to arrange a Biosecurity Inspection. Or create a BAN notice using the following link: <https://mgmt.permits.cp1.agriculture.gov.au/ban/new>

Northbound Biosecurity requires all vehicles, containers to be clean and free of invasive pests and weeds found in parts of Queensland that have not spread to the Torres Strait. This includes Electric Ants, Yellow Crazy Ants, Mikania Vine or Siam Weed.

This also covers the Cane Toad, which is found in Cape York and some islands, but are generally absent from the rest of the Torres Strait.

Bio Security forms will need to be filled out on delivery of freight.

Carriage of Alcohol

If you are not licensed under the Liquor Act 1992 (Qld), Sea Swift cannot carry any alcohol on your behalf to restricted communities, including the Northern Peninsula Area, Seisia, Aurukun and Lockhart River.

There are some Torres Strait Island communities that monitor movement of alcohol via a permit system, please check local council requirements prior to shipment.

You must ensure all relevant laws are complied with at the time of consignment contents declaration.

19 Insurance: Your Obligations

Please note that you must, at your cost, fully insure all of your freight against loss, destruction and damage by fire, water, tempest, storm, accident, marine perils, malicious damage, vandalism, pilfering, act of God and other risks or hazards of transit and storage.

Please ensure that you read the terms carefully (the link to the Terms and Conditions of Carriage is set out in Section 24) to understand what our obligations and your obligations are. The terms also explain the process should something happen to your goods e.g. loss or damage.



It is important to note that the terms provide that your goods shall at all times be at your sole risk. That means that the cost of any loss or damage will be your responsibility.

The terms also set out when Sea Swift may be liable to you.

We highly recommend that you take out insurance for what you are sending so that it is covered in the event that something happens to it.

Sea Swift will of course always take reasonable steps to carry your goods safely to the destination.

20 Fees & Charges

Sea Swift is a wharf-to-wharf service which also offers a range of optional services to support the movement, delivery, collection and handling of freight, within locations serviced by a Sea Swift depot.

All fees and charges are subject to change. Customers should contact Sea Swift for current pricing, availability and service requirements.

20.1 Additional Delivery and Pick Up Services

Local Deliveries and Collections

Where freight requires the use of forklifts, trucks, trailers or other equipment, delivery and collection charges are calculated using the applicable Depot Hire Rates as the basis for determining the service charge.

Local pallet deliveries and collections are charged at the applicable equipment rate, subject to a minimum charge of one (1) hour.

Non-Local Deliveries and Collections

Freight deliveries and collections outside standard areas, or requiring significant travel, vessels, specialised equipment or additional operational resources, are quoted on a case-by-case basis.

Customers should contact Sea Swift to discuss delivery requirements and obtain a quotation where applicable.

20.2 Depot Hire Rates for Plant & Equipment

Where a customer engages Sea Swift to provide dedicated equipment, vehicles and operators for a specific activity, the following wet hire rates apply:

Plant & Equipment	Hourly Rate
Prime Mover	\$280.66
Prime Mover with Drop Deck	\$463.41
Prime Mover and Trailer	\$463.41
Prime Mover with Side Lifter	\$518.36
Body Truck	\$280.66
Tilt Tray	\$287.98
Curtain Side (12 pallets)	\$287.98
Forklift 37t or 42t	\$498.65
Forklift 16 t	\$390.08

Plant & Equipment	Hourly Rate
Forklift up to 5 t	\$163.17
Container Wheel Hire	\$340.86

Please note:

- Hire rates are hourly.
- Hire rates are a minimum of 4 hours.
- Dry hire is not available. All prices include a qualified operator.
- Charges apply on a depot-to-depot basis.
- Weekend work incurs an additional cost of \$94.25 p/hr.
- Equipment hire is subject to availability. Advance bookings are required.
- Rates listed are valid for the duration of this User Guide – Edition 11.
- General Hand / Supervisor hourly charge out rate \$155.33.
- All fees and charges are subject to the applicable Fuel Surcharge.
- Dangerous Goods charges apply where applicable.
- Rates are exclusive of GST.
- Additional charges may apply where specialised equipment, labour or services are required.

20.3 Storage Fees

A fee for all uncollected goods will apply after five (5) days from when the goods should have been collected. This will be charged at the rate of one hundred dollars (\$100.00) per day, per metric tonne or per cubic metre, whichever is greater.

Sea Swift is not liable for any spoilage, deterioration or damage to freight held in storage and accepts no responsibility for the delivery, transport, removal or disposal of stored goods.

Where equipment and machinery are required to facilitate freight movements, Depot Hire Rates for Plant & Equipment may apply.

20.4 Shrink and bag wrapping

Freight should be packaged and protected appropriately for sea transport. Customers are responsible for ensuring freight is presented in a suitable condition for carriage.

Shrink wrapping and bagging services are available upon request. Sea Swift may also apply shrink wrapping or bagging where freight is considered insufficiently protected for transport, storage or handling.

This is particularly important where freight may be exposed to weather, salt spray, dust, handling activities or transportation on open deck vessels.

Shrink Bag & Wrapping: \$14.18 excl GST**Please Note:**

- Charges apply per item wrapped or bagged.
- Additional charges may apply where exceptional materials, labour or handling are required.
- Customers remain responsible for ensuring freight is appropriately packaged prior to delivery to Sea Swift.

21 Customer Feedback, Complaints and Dispute Resolution

Sea Swift values customer feedback and recognises that feedback and complaints provide important opportunities to improve our services and customer experience.

Customer Feedback

Customers are encouraged to provide feedback regarding:

- service quality;
- customer service experiences;
- freight handling;
- delivery services;
- communication;
- operational performance; and
- opportunities for improvement.

Feedback may be provided through your Customer Relationship Manager, our Customer Service team or via our website.

Complaints

Where a customer is dissatisfied with a Sea Swift service, decision, outcome or customer experience, they are encouraged to raise their concerns as soon as reasonably practicable.

Examples include:

- service delays;
- customer service concerns;
- communication issues;
- invoicing concerns;
- service delivery issues; or
- concerns regarding the handling of a previous complaint.

Sea Swift is committed to managing complaints fairly, respectfully and in a timely manner. Complaints will be acknowledged within three (3) business days.

Freight Discrepancies and Damage Reporting

Customers should inspect freight as soon as reasonably practicable following collection or delivery.

Any freight discrepancy, shortage, loss or damage should be reported to Sea Swift as soon as possible and no later than thirty (30) days after receipt of the freight.

Where damage is identified, customers are encouraged to take photographs immediately and retain any supporting information to assist with assessment of the matter.

Escalation

Where a customer is dissatisfied with the outcome of a complaint, they may request that the matter be reviewed by a more senior Sea Swift representative.

Access and Undertaking Related Matters

Customers using services subject to regulatory access arrangements or undertakings may raise concerns regarding access, pricing or service administration through the Sea Swift complaints process in the first instance.

22 Contact Us

Sea Swift has strategically located depots across regional, remote coastal and island northern Australia. Our head office is based in Cairns (the major distribution depot for Queensland), with other depots in Horn Island, Thursday Island, Seisia/Bamaga and Weipa.

Darwin is the major distribution depot for the Northern Territory with other depots in Gove and Groote Eylandt. Each depot has on-site staff and specialised equipment to allow Sea Swift to carry out any and all operational requirements for the communities they service.

Cairns	41-45 Tingira Street, Cairns QLD 4870 Po Box 6755, Cairns QLD 4870 07 4035 1234 sales@seaswift.com.au
Horn Island	2 Airport Road, Horn Island QLD 4875 C/- Post Office, Horn Island QLD 4875 07 4069 2009 hi.depot@seaswift.com.au
Thursday Island	1 Jetty Street, Main Wharf, Thursday Island QLD 4875 C/- Post Office, Thursday Island QLD 4875 07 4069 1085 ti.depot@seaswift.com.au
Seisia	Seisia Wharf, Koraba Road, Seisia QLD 4876 C/- Post Office, Seisia QLD 4876 07 4069 3933 seisia.depot@seaswift.com.au
Weipa	5 Iraci Crescent, Weipa QLD 4874 C/- Post Office, Weipa QLD 4874 07 4069 9110 weipa.depot@seaswift.com.au
Badu	Badu Island Barge Ramp N/A (Refer to Cairns) 0456 855 575 N/A (Refer to sales@seaswift.com.au)
Darwin	Frances Bay Drive, Darwin NT 0800 PO Box 3367, Darwin NT 0801 08 8935 2400 nt.sales@seaswift.com.au
Gove	2 Melville Bay Rd, Nhulunbuy, Gove 0881 PO Box 1670, Nhulunbuy NT 0880 08 8935 2453 nt.sales@seaswift.com.au
Groote Eylandt	1 Yarradelia Rd, Milner Bay, Alyangula NT 0885 GPO Box 3367, Darwin NT 0800 08 8935 2430 groote@seaswift.com.au

23 Forms

All forms mentioned in this user guide are available on the website. To navigate through, please visit our website at www.seaswift.com.au and go to About > Forms and view the downloads, or alternatively you can click [Forms & Key Documents](#) or request any of these forms from our customer service team by calling 1800 424 422.

24 Terms and Conditions of Carriage

Sea Swift's Terms and Conditions of Carriage apply to the transportation of your freight unless an alternative agreement is in place.

The Terms and Conditions of Carriage can be found here: [Forms & Key Documents](#)

