



Department of Fisheries
Government of Western Australia



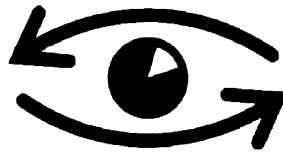
Fish for the future

FISHERIES

OCCASIONAL PAPER

DEPARTMENT OF FISHERIES STAKEHOLDER SURVEY 2004

by **Tara Baharthah**



**C U S T O M E R
F O C U S**
WESTERN AUSTRALIA

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Stakeholder Survey 2004
by Tara Baharthah

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ABSTRACT

A telephone survey of Department of Fisheries' stakeholders was conducted in August 2004 in order to evaluate their perception of the Department's management of commercial and recreational fishing, pearling and aquaculture, and fish and fish habitat protection. The survey also assessed satisfaction with the level of service provided to stakeholders and their involvement in decision making processes.

The results of this survey were compared to a similar survey conducted during 2002 and a survey of the general public conducted during 2004.

The sample comprised of 145 interviews - 41 representing the commercial fishing sector, 40 representing the recreational fishing sector, 38 representing fish and fish habitat protection, and 26 representing aquaculture and pearling.

In general, the stakeholders gave positive responses regarding the Department of Fisheries' management of the four sectors.

The majority of stakeholders were satisfied or very satisfied with the level of service they received from the Department of Fisheries.

Most stakeholders were satisfied or very satisfied with the ease to which they can access information from the Department of Fisheries.

The majority of stakeholders were satisfied or very satisfied with the level of involvement of their stakeholder group in the Department's decision making processes. However, a number of improvements were suggested.

1.0 INTRODUCTION

A telephone survey of Department of Fisheries' stakeholders was conducted in August 2004, in order to evaluate their perception of the Department's management of commercial and recreational fishing, pearling and aquaculture, and fish and fish habitat protection. The survey also assessed satisfaction with the level of service provided by the Department to stakeholders and the latter's involvement in the Department's decision making processes.

The specific objectives of the research were to:

- Assess satisfaction with the level of involvement of the stakeholder groups;
- Assess the success of the Department of Fisheries management strategies across all programs (Recreational Fisheries, Commercial Fisheries, Fish and Fish Habitat Protection, and Pearling and Aquaculture);
- Assess the satisfaction of the level of service provided by the Department of Fisheries; and
- Compare these results with a similar survey conducted in 2002 and a survey of the general public conducted in 2004.

2.0 METHOD

2.1 Survey Design

The survey was conducted by telephone and the Research Division of the Department of Fisheries carried out the fieldwork. Telephone numbers were selected randomly from management and industry stakeholder groups. The sample used in the survey comprised:

- 41 commercial stakeholder interviews;
- 40 recreational stakeholder interviews;
- 38 fish and fish habitat protection stakeholder interviews;
- 26 pearling and aquaculture stakeholder interviews.

The same questionnaire and answer form was used for all stakeholders interviewed (see Appendix A & B).

All data obtained was entered into a Microsoft Access database, analysis performed using Microsoft Excel and graphs were produced using SigmaPlot.

2.2 Statistical Analysis

Some of the questions asked in this survey were the same as those asked in previous surveys. For each of these questions, the results were compared statistically using a chi-squared test at a 0.05 level of significance.

In instances where a significant difference was found between the results, the 'neither' and 'can't say' responses were ignored and a further chi-squared test was performed on the opinionated responses.

2.3 Disclaimer

Comparisons between this survey and previous surveys assume that the same methods were used and that the results from the previous surveys have been accurately reported.

The author has confidence in the results from the 2004 Community Survey and the 2002 Stakeholder Survey, but any comparisons between this survey and the 1996 Stakeholder Survey should be interpreted with caution.

3.0 RESULTS

3.1 Response Rate

The survey response rate was 84 per cent. This includes completed interviews, refusals, and non-contacts. Incorrect telephone numbers and disconnected numbers were not included in the response rate.

3.2 Commercial Fisheries

Question 1

In question 1, all respondents were asked: “How would you rate the Department of Fisheries in their management of commercial fisheries?”

Most respondents (81 per cent) gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their management of commercial fisheries (Table 1). The responses from commercial stakeholders concerning the management of commercial fisheries were not significantly different (0.05 level of significance) to the responses from the other stakeholders.

Table 1: Management of commercial fisheries

	Count	Per Cent Responses	Per Cent Opinionated Responses
Very Poor	7	4.8	5.2
Poor	11	7.6	8.1
Good	81	55.9	60.0
Very Good	36	24.8	26.7
Neither	5	3.4	
Can't Say	5	3.4	
Total	145	100	100

The same question was asked in a Department of Fisheries Community Survey conducted earlier this year (Baharthah, T., 2004). The general community had a significantly higher number of ‘neither’ and ‘can’t say’ responses (0.05 level of significance).

If the numbers of ‘neither’ and ‘can’t say’ responses were ignored, there was no significant difference (0.05 level of significance) between the opinions of the general community and those of the Department of Fisheries’ stakeholders (Figure 1).

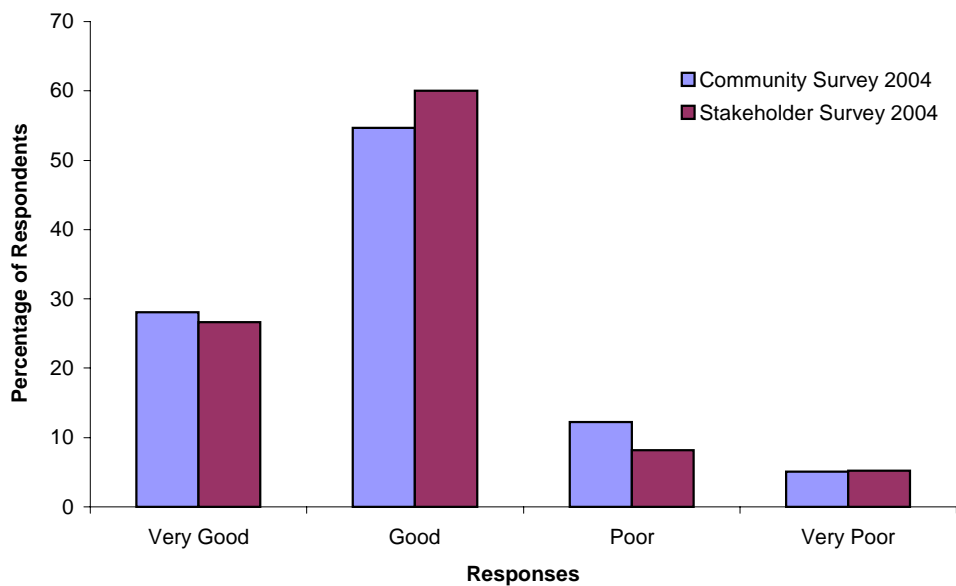


Figure 1: Opinions on the management of commercial fisheries from the 2004 Community Survey and the 2004 Stakeholder Survey

There was no significant difference (0.05 level of significance) between the responses of the stakeholders interviewed in 2004 to those interviewed in 2002 concerning the management of commercial fisheries (Figure 2).

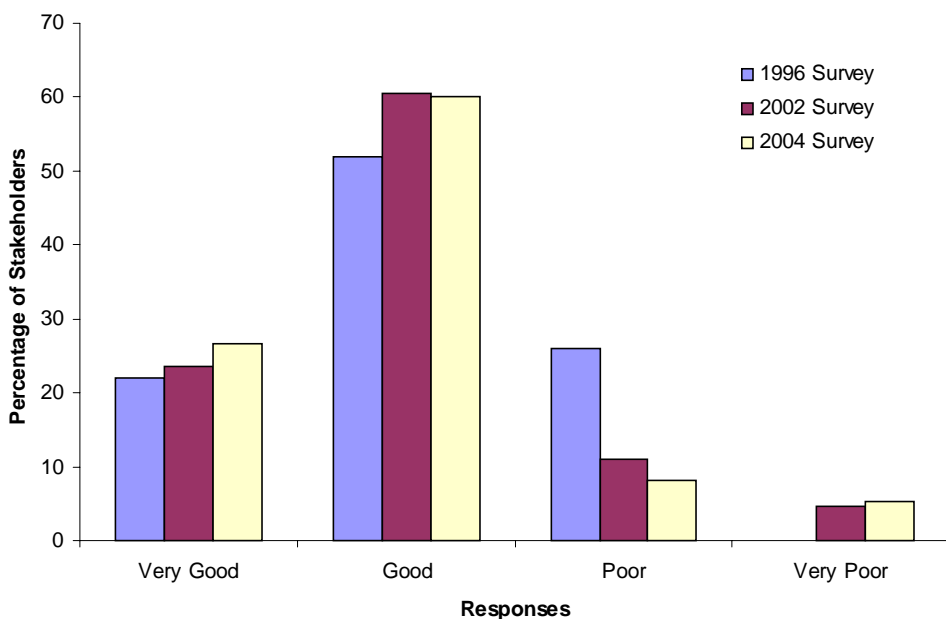


Figure 2: Opinions on the management of commercial fisheries from the 1996, 2002 and 2004 Stakeholder Surveys

3.3 Recreational Fisheries

Question 2a

In question 2a, all respondents were asked: “How would you rate the Department of Fisheries in their management of recreational fisheries?”

Most respondents (59 per cent) gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their management of recreational fisheries while 28 per cent gave a ‘poor’ or ‘very poor’ rating (Table 2). The responses from recreational stakeholders concerning the management of recreational fisheries were not significantly different (0.05 level of significance) to the responses from the other stakeholders.

Table 2: Management of recreational fisheries

	Count	Per Cent Responses	Per Cent Opinionated Responses
Very Poor	6	4.1	4.7
Poor	35	24.1	27.6
Good	74	51.0	58.3
Very Good	12	8.3	9.4
Neither	3	2.1	
Can't Say	15	10.3	
Total	145	100	100

The same question was asked in a community survey conducted earlier this year (Baharthah, T., 2004). There was a significant difference (0.05 level of significance) between the responses of the general community and the responses of Department of Fisheries’ stakeholders.

If the numbers of ‘neither’ and ‘can’t say’ responses were ignored, there was still a significant difference (0.05 level of significance) between the opinionated responses of the community and the stakeholders. The proportion of community respondents with a ‘very good’ opinion was greater than that of stakeholders (Figure 3).

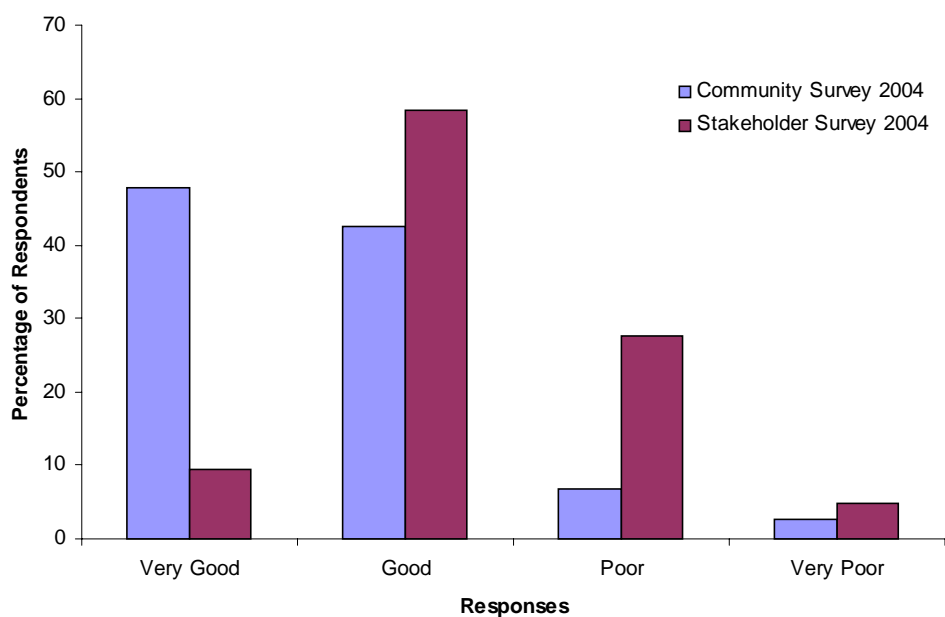


Figure 3: Opinions on the management of recreational fisheries from the 2004 Community Survey and the 2004 Stakeholder Survey

There was no significant difference (0.05 level of significance) between the responses of the stakeholders interviewed in 2004 to those interviewed in 2002 concerning the management of recreational fisheries (Figure 4).

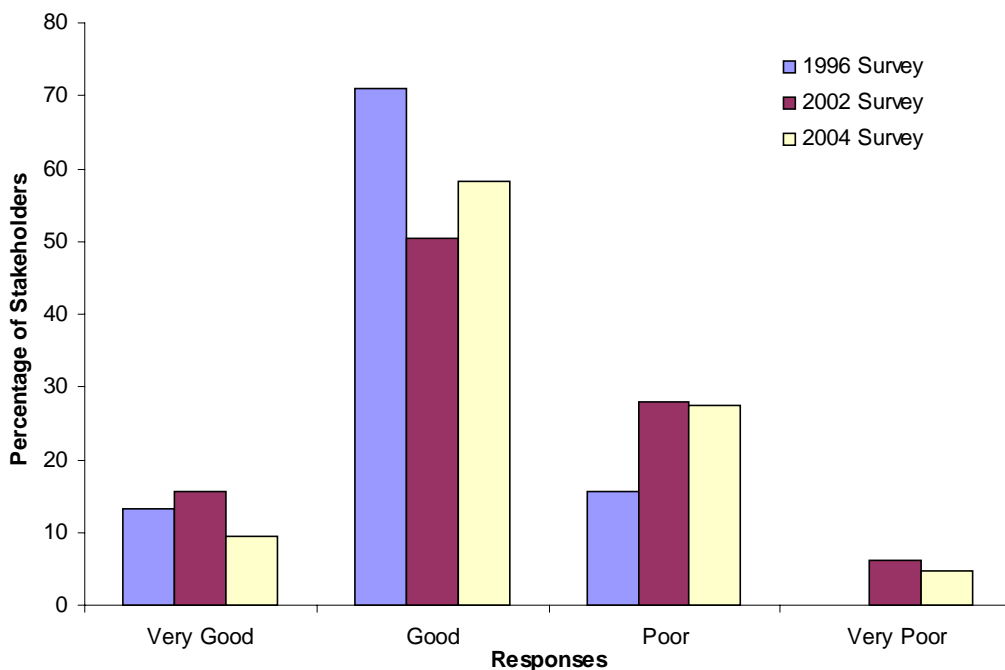


Figure 4: Opinions on the management of recreational fisheries from the 1996, 2002 and 2004 Stakeholder Surveys

3.4 Fish and Fish Habitat Protection

Question 3a

In question 3a, all respondents were asked: “How would you rate the Department of Fisheries in their conservation and protection of the fish habitat?”

Most respondents (77 per cent) gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their conservation and protection of fish habitat, while 16 per cent gave a ‘poor’ or ‘very poor’ rating (Table 3). The responses from fish habitat stakeholders concerning the conservation and protection of fish and fish habitats were not significantly different (0.05 level of significance) to the responses from the other stakeholders.

Table 3: Conservation and protection of fish habitat

	Count	Per Cent Responses	Per Cent Opinionated Responses
Very Poor	4	2.8	3.0
Poor	19	13.1	14.1
Good	88	60.7	65.7
Very Good	23	15.9	17.2
Neither	2	1.4	
Can't Say	9	6.2	
Total	145	100	100

The same question was asked in a Department of Fisheries Community Survey conducted earlier this year (Baharthah, T., 2004). The general community had a significantly higher number of ‘can’t say’ responses (0.05 level of significance).

If the numbers of ‘neither’ and ‘can’t say’ responses were ignored, there was no significant difference (0.05 level of significance) between the opinions of the general community and those of the Department of Fisheries’ stakeholders (Figure 5).

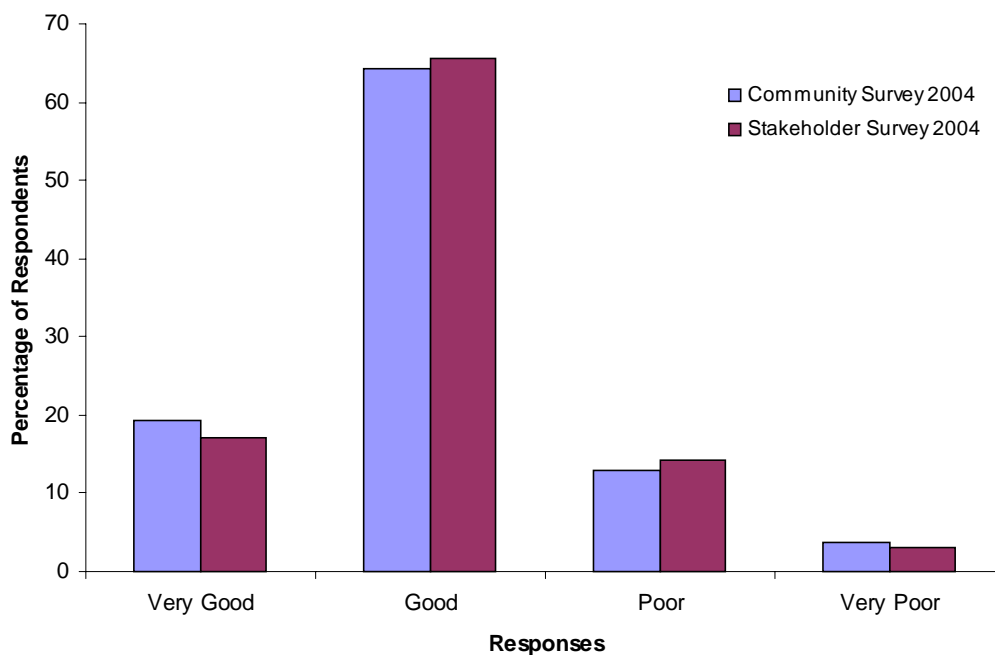


Figure 5: Opinions on the management and protection of fish habitat from the 2004 Community Survey and the 2004 Stakeholder Survey

A chi-squared test (0.05 level of significance) has shown a significant difference between the responses of the stakeholders interviewed in 2004 to those interviewed in 2002 (Baharthah, T. & Sumner N. R., 2003) concerning the conservation and protection of fish habitat.

If the numbers of 'neither' and 'can't say' responses were ignored there was still a significant difference (0.05 level of significance) between the opinionated responses in 2002 and in 2004.

The proportion of stakeholders that gave the Department of Fisheries a 'good' rating has increased, accompanied by a corresponding decrease in the proportion of stakeholders that gave the Department a 'poor' rating (Figure 6).

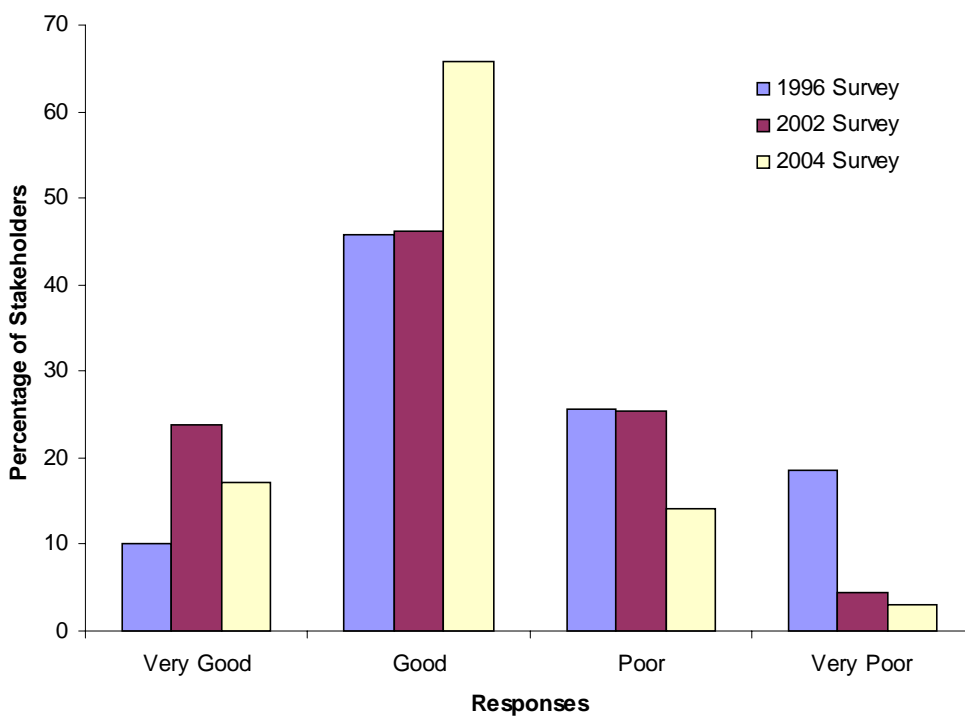


Figure 6: Opinions on the management and protection of fish habitat from the 1996, 2002 and 2004 Stakeholder Surveys

3.5 Aquaculture and Pearling

Question 4a

In question 4a, all respondents were asked: “How would you rate the Department of Fisheries in their management and development of aquaculture?”

About 53 per cent of respondents gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their management and development of aquaculture, while about 25 per cent gave a ‘poor’ or ‘very poor’ rating (Table 4). The responses from aquaculture stakeholders concerning the management and development of aquaculture were not significantly different (0.05 level of significance) to the responses from the other stakeholders.

Table 4: Aquaculture

	Count	Per Cent Responses	Per Cent Opinionated Responses
Very Poor	6	4.1	5.3
Poor	30	20.7	26.5
Good	69	47.6	61.1
Very Good	8	5.5	7.1
Neither	3	2.1	
Can't Say	29	20.0	
Total	145	100	100

Question 4b

In question 4a, all respondents were asked: “How would you rate the Department of Fisheries in their management and development of pearling?”

About 52 per cent of respondents gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their management and development of pearling, while about 10 per cent gave a ‘poor’ or ‘very poor’ rating (Table 5). The responses from pearling stakeholders concerning the management and development of pearling were not significantly different (0.05 level of significance) to the responses from the other stakeholders.

Table 5: Pearling

	Count	Per Cent Responses	Per Cent Opinionated Responses
Very Poor	1	0.7	1.1
Poor	14	9.7	15.6
Good	48	33.1	53.3
Very Good	27	18.6	30.0
Neither	0	0	
Can't Say	55	37.9	
Total	145	100	100

A chi-squared test (0.05 level of significance) has shown a significant difference between the responses of stakeholders to the management and development of aquaculture and the responses regarding the management and development of pearling. The proportion of stakeholders that gave the Department of Fisheries a ‘very good’ rating for pearling was higher than for aquaculture, accompanied by aquaculture receiving a greater proportion of ‘poor’ responses.

Combined Pearling and Aquaculture

The ratings for pearling and aquaculture were combined for comparisons with previous surveys.

A similar question was asked in a community survey conducted earlier this year (Baharthah, T., 2004). There was a significant difference between the responses of the general community and the responses of Department of Fisheries’ stakeholders.

If the numbers of ‘neither’ and ‘can’t say’ responses were ignored, there was no significant difference (0.05 level of significance) between the opinionated responses of the community and the stakeholders (Figure 7).

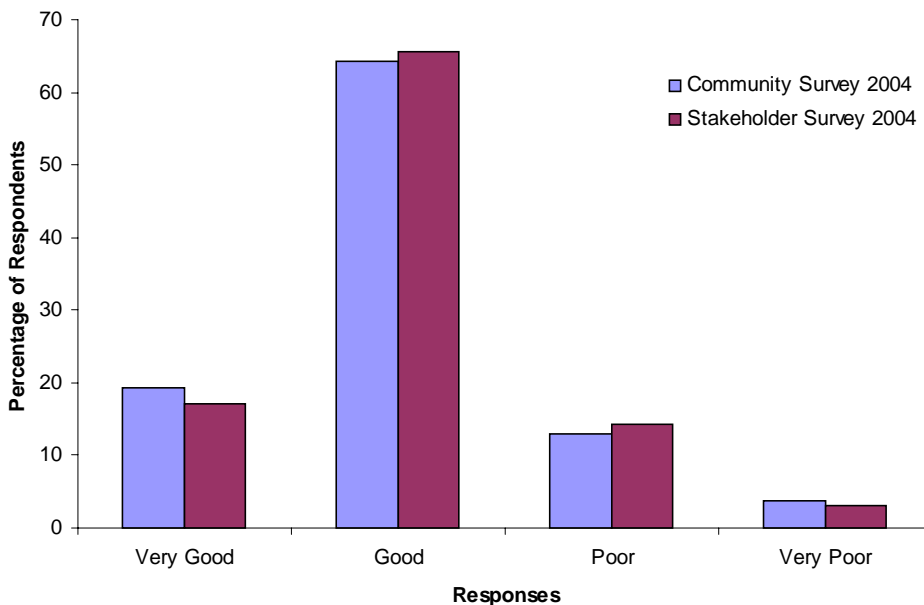


Figure 7: Opinions on the management of aquaculture and pearling from the 2004 Community Survey and the 2004 Stakeholder Survey

There was no significant difference (0.05 level of significance) between the responses of the stakeholders interviewed in 2004 to those interviewed in 2002 concerning the management and development of aquaculture and pearling (Figure 8).

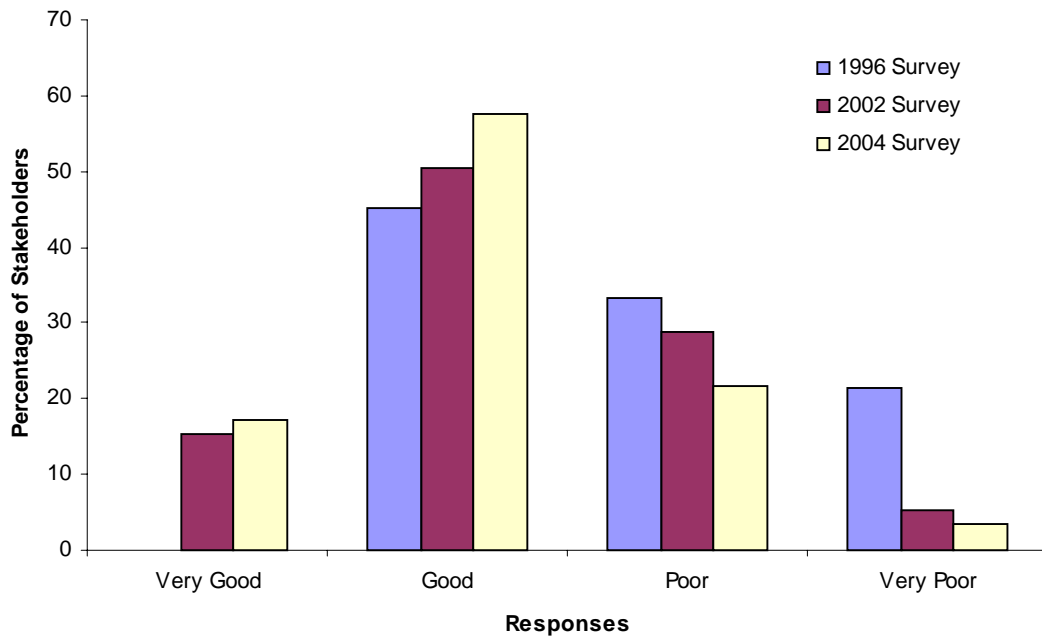


Figure 8: Opinions on the management of aquaculture and pearling from the 1996, 2002 and 2004 Stakeholder Surveys

3.6 Comparison of Responses for the Commercial, Recreational, Aquaculture and Pearling, and Fish and Fish Habitat Protection Sectors

Commercial fisheries had a significantly lower proportion of ‘poor’ responses and a higher proportion of ‘very good’ responses than the recreational sector. The commercial sector also had a lower proportion of ‘neither’ responses and a higher proportion of ‘very good’ responses than the aquaculture and pearling sector.

Recreational fisheries had a significantly higher proportion of ‘poor’ responses and significantly lower proportion of ‘very good’ responses than fish and fish habitat protection. Recreational fisheries also had a significantly lower proportion of ‘neither’ responses and more ‘poor’ responses than aquaculture and pearling.

The proportion of ‘neither’ responses was significantly higher for aquaculture and pearling when compared to the responses for fish and fish habitat protection (Figure 9).

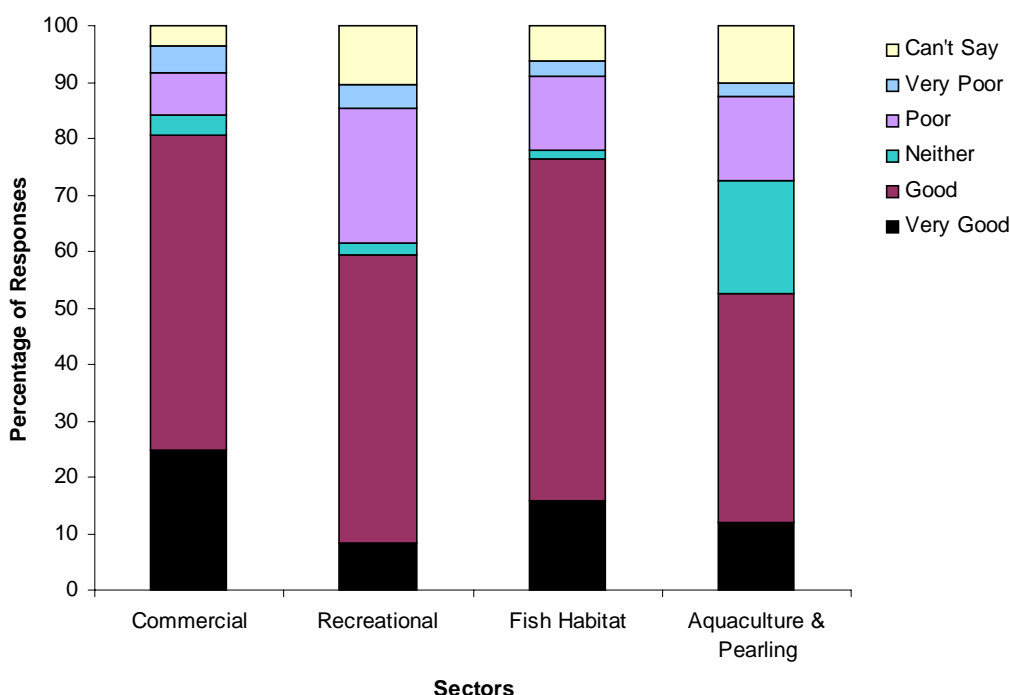


Figure 9: Comparison of responses for the four sectors

3.7 Allocation of Resources

Question 5

Question 5 was preceded by the statement: “The Department of Fisheries is responsible for recreational fishing, commercial fishing, aquaculture and protecting the fish habitat.” Respondents were then asked: “In your opinion, do you think the Department of Fisheries manages the share of fish resources fairly between these sectors?”

Half the respondents (49 per cent) thought that the Department of Fisheries allocates resources fairly between its sectors (Table 6). Around 37 per cent of respondents thought that the Department of Fisheries does not allocate resources fairly.

Table 6: Opinion on allocation of resources

	Count	Per Cent
Yes	71	49.0
No	54	37.2
Can't Say	20	13.8
Total	145	100

The same question was asked in a community survey conducted earlier this year (Baharthah, T., 2004). There was a significant difference between the responses of the general community and the responses of Department of Fisheries’ stakeholders.

If the numbers of ‘can’t say’ responses were ignored, there was still a significant difference (0.05 level of significance) between the responses of the community and the stakeholders. The proportion of stakeholders with a ‘no’ response was significantly higher than the proportion of community responses (Figure 10).

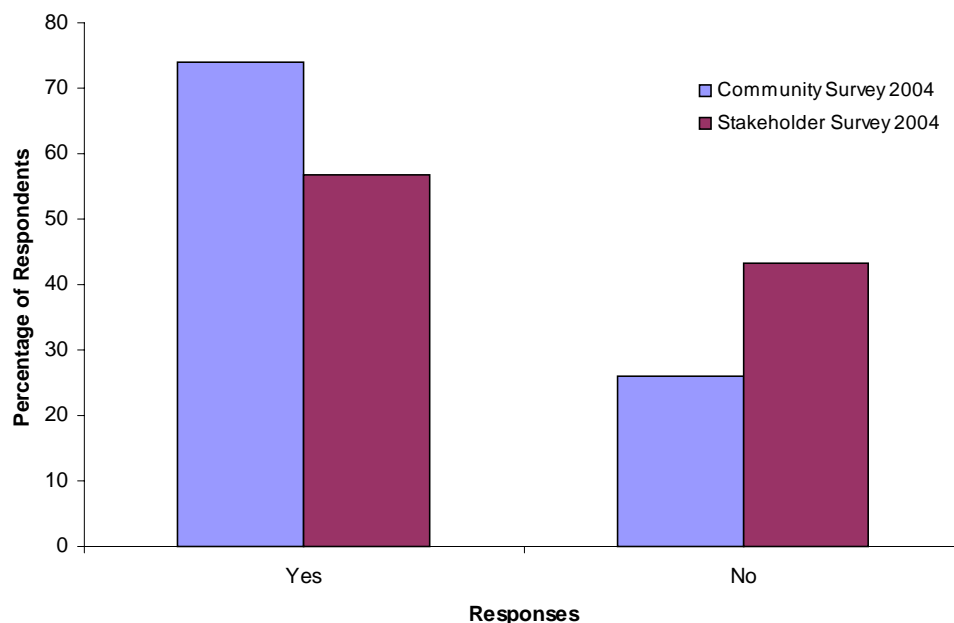


Figure 10: Opinions on the allocation of resources from the 2004 Community Survey and the 2004 Stakeholder Survey

There was no significant difference (0.05 level of significance) between the responses of the stakeholders interviewed in 2004 to those interviewed in 2002 regarding allocation of resources (Figure 11).

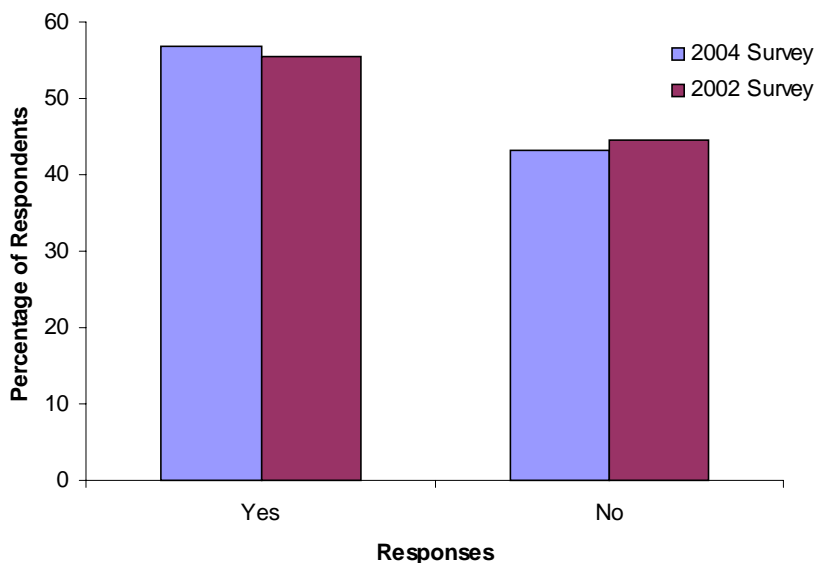


Figure 11: Opinions on the allocation of resources from the 2002 and 2004 Stakeholder Surveys

There was a significant difference (0.05 level of significance) between the responses of fish habitat stakeholders to the rest of the stakeholders. In general, commercial and aquaculture stakeholders were more likely to say that there is a fair allocation of resources (Figure 12). Fish habitat stakeholders had a significantly higher number of 'can't say' responses.

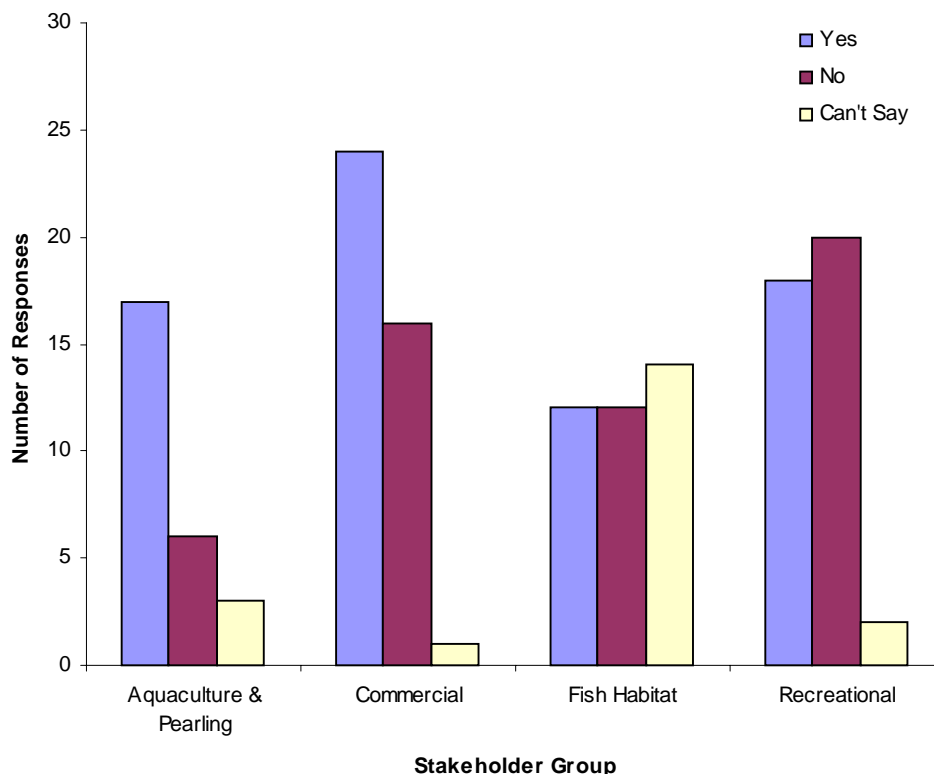


Figure 12: Opinion on the allocation of resources by stakeholder group

3.8 Contact with the Department of Fisheries

Question 6a

In question 6a, all respondents were asked: “How many times have you contacted the Department of Fisheries over the last 12 months?”

Around 97 per cent of respondents had contacted the Department of Fisheries over the last 12 months as a stakeholder (this did not include private contacts).

Around half of the respondents contacted the Department of Fisheries between one and twenty times over the last year (Figure 13). The median number of contacts made by stakeholders was twenty.

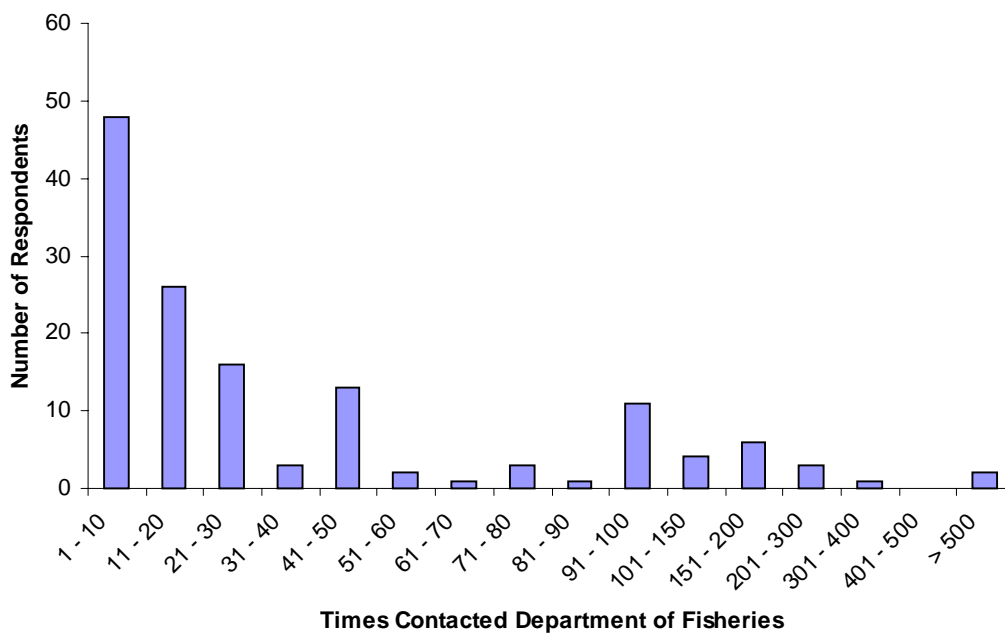


Figure 13: Contact with Department of Fisheries

Question 6b

In question 6b, respondents who had contacted the Department of Fisheries were asked: “If you consider the professionalism of staff, timeliness of response and the accuracy of the information, how satisfied were you with the level of service you received?”

The majority of respondents (82 per cent) that had contacted the Department of Fisheries were satisfied or very satisfied with the level of service they received (Table 7).

Table 7: Satisfaction with level of service

	Count	Per Cent
Very Satisfied	42	30.0
Satisfied	73	52.1
Dissatisfied	12	8.6
Very Dissatisfied	7	5.0
Neither	2	1.4
Can't Say	4	2.9
Total	140	100

A similar question was asked of the general community in the Department of Fisheries Community Survey 2004, conducted earlier this year (Baharthah, T., 2004).

There was a significant difference (0.05 level of significance) between the satisfaction of the stakeholders and the general community concerning the level of service they received from the Department of Fisheries (Figure 14). The proportion of the community with a ‘very satisfied’ response was significantly higher than the proportion of stakeholder responses.

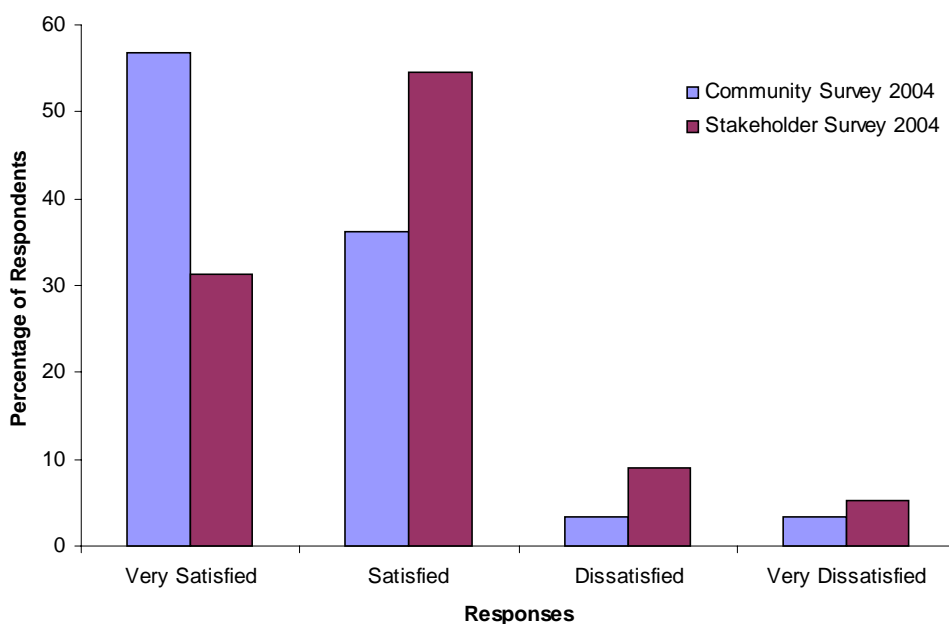


Figure 14: Opinions on the level of service from the 2004 Community Survey and the 2004 Stakeholder Survey

There was no significant difference (0.05 level of significance) between the responses of the stakeholders interviewed in 2004 to those interviewed in 2002 concerning the level of service received (Figure 15).

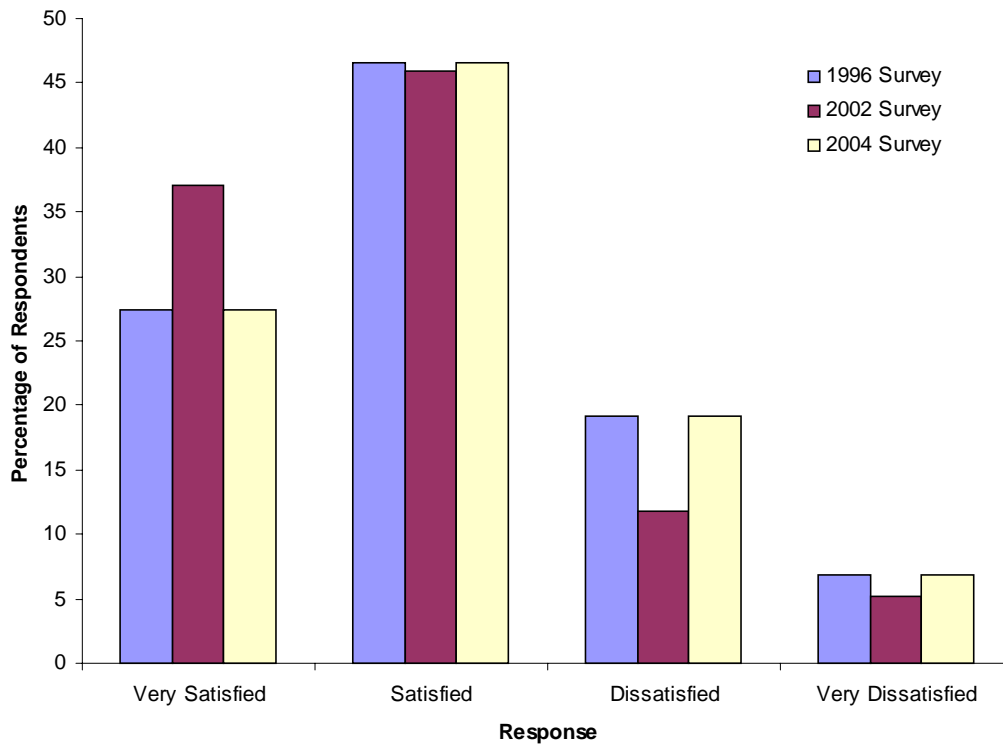


Figure 15: Opinions on the level of service from the 1996, 2002 and 2004 stakeholder surveys

3.9 Access to information

Question 7a

In question 7a, all respondents were asked: “How would you rate the ease to which you can access information from the Department of Fisheries?”

Around 79 per cent of respondents were satisfied or very satisfied with the ease of access to information (Table 8).

Table 8: Satisfaction with access to information

	Count	Per Cent
Very Satisfied	40	27.6
Satisfied	74	51.0
Dissatisfied	20	13.8
Very Dissatisfied	5	3.4
Neither	1	0.7
Can't Say	5	3.4
Total	145	100

3.10 Level of Involvement

Question 8a

In question 8a, all respondents were asked: “How satisfied are you with the level of involvement of your stakeholder group in decision making processes?”

Around 68 per cent of respondents were satisfied or very satisfied with the level of involvement of their stakeholder group in decision making processes (Table 9).

Table 9: Satisfaction with level of involvement

	Count	Per Cent
Very Satisfied	21	14.5
Satisfied	77	53.0
Dissatisfied	31	21.4
Very Dissatisfied	9	6.2
Neither	2	1.4
Can't Say	5	3.4
Total	145	100

There was no significant difference (0.05 level of significance) between the responses of the stakeholders interviewed in 2004 to those interviewed in 2002 regarding their involvement in decision making processes (Figure 16).

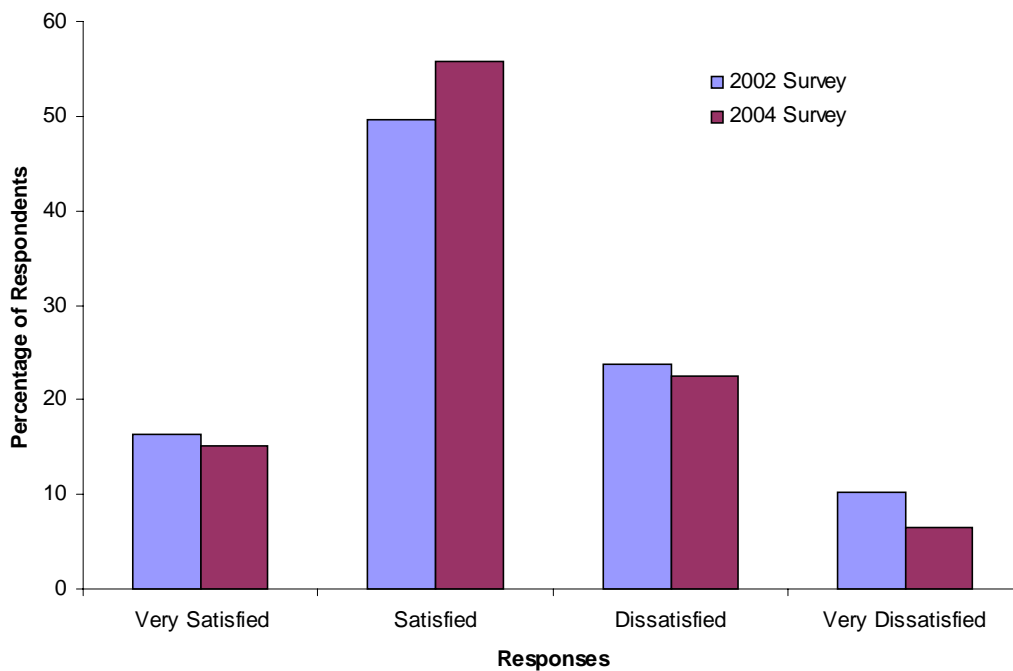


Figure 16: Opinion on the level of involvement from 2002 and 2004 stakeholder surveys

4.0 REFERENCES

Reark Research. 1996. Community Attitudes Survey. Consultants report for the Department of Fisheries.

Baharthah, T. and Sumner, N. R. 2002. Department of Fisheries Community Survey 2002.

Baharthah, T. and Sumner, N. R. 2003. Department of Fisheries Stakeholder Survey 2002.

Baharthah, T. 2004. Department of Fisheries Community Survey 2004.

5.0 ACKNOWLEDGEMENTS

The author thanks the survey interviewers: Susanne Baharthah and Helen Murray; and Suzanne Doble for the data entry and report assistance.

6.0 APPENDICES

Appendix A: Survey Questionnaire Form

Department of Fisheries Stakeholder Satisfaction Survey August 2004

Good (.....) my name is (.....) from the Department of Fisheries, Research Division.

As a member of _____ I would like to ask you a few questions.

Q1 How would you rate the Department of Fisheries in their management of **commercial fisheries**?

- Very Poor 1
 - Poor 2
 - Good 3
 - Very Good 4
 - NEITHER 5
 - CAN'T SAY 9
-

Q2 How would you rate the Department of Fisheries in their management of **recreational fisheries**?

- Very Poor 1
 - Poor 2
 - Good 3
 - Very Good 4
 - NEITHER 5
 - CAN'T SAY 9
-

Q3 How would you rate the Department of Fisheries in their conservation and protection of the **fish habitat**?

- Very Poor 1
 - Poor 2
 - Good 3
 - Very Good 4
 - NEITHER 5
 - CAN'T SAY 9
-

Q4a How would you rate the Department of Fisheries in their management and development of **aquaculture**?

- Very Poor 1
 - Poor 2
 - Good 3
 - Very Good 4
 - NEITHER 5
 - CAN'T SAY 9
-

Q4b How would you rate the Department of Fisheries in their management and development of **pearling**?

- Very Poor 1
- Poor 2
- Good 3
- Very Good 4
- NEITHER 5
- CAN'T SAY 9

Q5 The Department of Fisheries is responsible for recreational fishing, commercial fishing, aquaculture and protecting the fish habitat. In your opinion, do you think the Department of Fisheries manages the **share of fish resources** fairly between these sectors?

- YES 1
- NO 2
- CAN'T SAY 9

Q6a How many times have you contacted the Department of Fisheries over the last 12 months?

[SKIP Q6b IF 6a IS ZERO]

Q6b If you consider the professionalism of staff, timeliness of response and the accuracy of the information, how satisfied were you with the level of service you received?

- Very Satisfied 1
- Satisfied 2
- Dissatisfied 3
- Very Dissatisfied 4
- NEITHER 5
- CAN'T SAY 9

Q7a How would you rate the ease to which you can access information from the Department of Fisheries?

- Very Poor 1
- Poor 2
- Good 3
- Very Good 4
- NEITHER 5
- CAN'T SAY 9

Q7b Why do you say that?

Q8a How satisfied are you with the level of involvement of your stakeholder group in decision making processes?

[THIS INCLUDES – THE CONSULTATION PROCESS, HAVING YOUR SUGGESTIONS/OPINIONS HEARD AND CONSIDERED, FORMAL (THROUGH ADVISORY COMMITTEES) AND INFORMAL (TELEPHONE CALLS, LETTERS) COMMUNICATIONS]

- Very Satisfied 1
- Satisfied 2
- Dissatisfied 3
- Very Dissatisfied 4
- NEITHER 5
- CAN'T SAY 9

Q8b What suggestions would you give to the Department of Fisheries to improve the level of your involvement?

[THIS COULD INCLUDE – MORE INFORMATION FROM FISHERIES, MORE MEETINGS, FASTER RESPONSES TO LETTERS]

Thank you for your time!

Appendix B: Survey Answer Form

Department of Fisheries

Stakeholder Survey

August 2004

Sample No

--	--	--	--	--

Day/ Mth	Time	Result	Appointments / Other	Response Report	
/				Fully Responded	1
/				Full Refusal	2
/				Part Refusal	3
/				Full non-contact	4
/				Part non-contact	5
/				Number disconnected	6
/				Business number	7
/				OTHER _ _ _ _ _	

Q1 Commercial 1 — 2 — 3 — 4 — 5 — 9

Q2 Recreational 1 — 2 — 3 — 4 — 5 — 9

Q3 Fish & Fish Habitat 1 — 2 — 3 — 4 — 5 — 9

Q4a Aquaculture 1 — 2 — 3 — 4 — 5 — 9

Q4b Pearling 1 — 2 — 3 — 4 — 5 — 9

Q5 Share of Resources 1 — 2 — 9

Q6a Contact []

Q6b Level of service 1 — 2 — 3 — 4 — 5 — 9

Q7a Access to information 1 — 2 — 3 — 4 — 5 — 9

Q7b _____

Q8a Decision Making 1 — 2 — 3 — 4 — 5 — 9

Q8b _____

FISHERIES OCCASIONAL PUBLICATIONS

- No. 1** Field Identification Guide to Sharks and Shark-like Rays
R. McAuley, D. Newbound, R. Ashworth (2002)
- No. 2** Scientific Workshop on the Margaret River Marron
Edited by B. Molony (2002)
- No. 3** Site suitability assessment for land-based temperate Marine Aquaculture from Shark Bay to South Australian Border (Makaria Pty Ltd) (2002) Available as publication on website only.
- No. 4** Research Project Assessment – Decision Framework, version 1.3, November 2002.
- No. 5** Australian Society for Fish Biology Workshop Proceedings. *Towards Sustainability of Data-Limited Multi-Sector Fisheries*, Bunbury, WA 23-24 September 2001. Newman, S. J., Gaughan, D.J., Jackson, G., Mackie, M. C., Molony, B., St. John, J. and Kailola, P. (2003)
- No. 6** Anglers guide to assessing reproductive stage in fish (in press)
- No. 7** Marron Farming Workshop and Field Day, April 5, 2003. Compiled by Greg Maguire (2003)
- No. 8** Department of Fisheries Stakeholder Survey 2002 by Tara Baharthah and Neil R. Sumner (July 2003)
- No. 9** Draft Report of the Statutory Management Authority Advisory Committee (November 2003)
- No.10** Marron Farming Workshop, Field Day and Trade Show, March 13, 2004. Compiled by Greg Maguire (2004)
- No.11** Broadscale Survey of Coral Condition on the Reefs of the Easter Group of the Houtman Abrolhos Islands, by Elizabeth Dinsdale James Cook University and Luke Smith Australian Institute of Marine Science. (*in press*)
- No. 12** Aquaculture Checklist. (*in press*)
- No. 13** Identification and Evaluation of Sites for the Development of Large Scale, Land Based Marine Aquaculture in Western Australia. Prepared by Dr. Sagiv Kolkovski and Dan Machin On behalf of The Aquaculture Development Council (*in press*)
- No. 14** Department Of Fisheries Stakeholder Survey 2004 By Tara Baharthah (December 2004)