



Department of
**Primary Industries and
Regional Development**

West Coast Rock Lobster Managed Fishery

FREQUENTLY ASKED QUESTIONS

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1. Allocation

1a. How many kilograms per unit will I be able to catch?

- Please refer to the Entitlement information on your Licence to determine kg to units.

1b. What weight is deducted from my allocated entitlement?

- The higher of the Master's or Registered Receiver's net weight for each individual consignment.

1c. What if I weigh my catch and realise I'm just over my catch limit?

- Contact the Rock Lobster Helpline on **1300 574 071** and advise of the issue.
- If the overrun is not more than 30 kg, a defence to prosecution is available under the *West Coast Rock Lobster Managed Fishery Management Plan 2012*. To claim the defence you should notify the Department as soon as the over-run is detected and pay an amount of money equal to the product of the number of kilograms of the overrun at the prescribed value (per unit of weight), for the rock lobster to the Fisheries Research and Development Fund within 21 days.
- Where the MFL holder or master have not exercised their right to use the over quota defence, or the over-run is greater than 30 kg, the Chief Executive Officer (CEO) may issue a notice to either the MFL holder or master requesting payment for the over-run. The amount to be paid is determined by the market value of the excess lobster paid by the receiver at the time of the over-run. Payment is to be made to the Fisheries Research and Development Account (FRDA) within 14 days.
- No fishing is to be carried out under the licence at any time a notice has been issued by the CEO, unless the notice has been withdrawn or the amount specified in the notice has been paid.
- All entitlement over-runs are subject to prosecution if compliance officers believe the offence was either reckless or intentional.

1d. What if I do not reach my allocated catch? Can I use it the next year?

- No. Any uncaught catch cannot be carried forward to subsequent seasons.

1e. How will I know how much I've caught or when I'm near the end of my allocated entitlement?

- You must keep your own records, including finding out what net weight the Registered Receiver has recorded for your consignments.
- For your reference, it is recommended that you retain a record of your catch somewhere for your information.
- Fish Eye Online Services will provide a total net weight and will provide a catch total up to the last completed CDR (where the CDRs or Fish Eye submissions from both the Master and Registered Receiver have been received by the Department) based on the higher of the two weights described in question 1b.
- Ultimately, it is the Master's responsibility to ensure that the catch limit is not exceeded.

2. Weighing of Catch

2a. Can the factory weigh my rock lobster for me?

- No. The Master is responsible for weighing the catch and ensuring that the weights recorded on the CDR and entered into the IVR system, or Fish Eye are accurate.
- The onus is on the Master to ensure that the scales used are accurate.
- The Master must ensure that the rock lobsters are weighed immediately upon being brought into an approved landing area. Also see question 2e regarding depots.

2b. If I catch southern or tropical rock lobster do they come off my allocated entitlement?

- Yes. Southern and tropical rock lobster must be included as a part of your catch and weighed as part of your consignment.

For IVR/CDR:

- You must record details of any southern or tropical rock lobster catch in Part 1B of your CDR (listed as retained species).

For Fish Eye:

- You must record any southern or tropical rock lobster caught during your pre-landing nomination under retained species in the session details.

2c. Can Masters weigh in the back of an enclosed truck?

- Yes. The scales and weight indicated must be visible from outside the truck.

2d. Can I protect my scales from the wind and weather?

- Yes. It is permissible to use screens or shelters to assist you in determining the accurate weight of lobster.

2e. Can I determine my gross and net weight of lobster inside a depot?

- Yes, provided that there is a landing point specified for the particular depot, e.g. Mandurah, Two Rocks Marina, Seabird, Ledge Point, Lancelin, Wedge Island and Jurien Marina and the weighing process can be clearly observed by a Fisheries Officer.

2f. As a Master, it is my last landing for the entitlement period and I complete a pre-landing IVR call or nomination in Fish Eye. When weighed, what happens if I find that I am up to 30kg over my allocated entitlement?

- You should advise the Department immediately by contacting your local Fisheries Office or ringing the Rock Lobster Helpline on **1300 574 071** if you are unable to contact local officers.

2g. If I have a nil catch, what do I do?

For IVR/CDR:

- If you have pulled pots, you must complete your IVR pre-landing and post-landing calls, indicating 0 containers and 0 catch. You need to complete your CDR indicating a 0 catch. You are still required to complete Part 1B. You must send the white copy of the CDR to the Department of Fisheries. (See 9c for when to cancel a trip.)

For Fish Eye:

- If you have pulled pots, you must complete your pre-landing and post-landing nominations indicating 0 containers and 0 catch.

3. Containers, Tags and Transport

3a. What is a sealed container?

- A sealed container has at least one and not more than four landing tags attached, where the tag is secured through the tag's locking device in such a way that no lobster can be removed or added to that container without breaking the tags.

3b. What if a tag on a container gets broken before I consign my catch?

- You must immediately replace the broken tag with another tag on the container and retain the broken one.

For IVR/CDR:

- Record the replacement tag number in Part 1D of the CDR.
- Record the broken tag number/s in Part 1D after the record of landing tag numbers if possible. Otherwise record it in the comments section on the CDR (Part 1E) or on the back of the original copy of the CDR.
- Send the broken tag to the Department along with the white copy of the CDR.

For Fish Eye:

- Record the replacement tag number by adding a new tag number in the 'landing tag' field.
- Record the broken tag number(s) in the comments field when submitting your trip details.
- Send the broken tag to the Department along with a letter/note with your MFL number, the date and consignment number for the relevant trip.

3c. Do I have to use the tags in sequence?

- No. You are not required to use landing tags in sequence. However, for ease of reporting, it is advisable to use them sequentially within a consignment.

3d. If the Master is transporting their own lobster, what do they do with white copy of the CDR?

- After landing and weighing the catch and completing the CDR, the white copy should immediately be removed from the CDR Book and placed in a sealed envelope. It is not to be kept in the CDR Book while transporting the lobsters. The green copy **must** be given to the carrier boat master and may be given to the Receiver along with the consignment. The Receivers have their own Consignment Books and must complete a consignment form immediately on receiving the consignment.
- The Master must ensure the Receiver records the MFL and CDR/consignment number accurately.
- A person must not be in possession of a CDR Book in a Registered Receiver's premises where containers of rock lobster are permitted to be opened.

3e. After landing and weighing, if my consignment is being transported to the Receiver by someone other than the Receiver or myself, do they complete the green copy of the CDR?

- No. The green copy is no longer required to be completed by anyone other than the Master. It is designed for use exclusively by the Master to give to a Carrier Boat Operator, the consignment must not be transported by anyone other than a carrier boat, the Master or person acting for the Master or a Registered Receiver.

3f. What is the Registered Receiver/processors responsibility in respect to broken tags?

- The Registered Receiver/processor should forward the broken tag(s) to the Department along with the white copy of the Registered Receiver Consignment Form.
- If possible, record the broken tag number(s) on either the front or back of the Registered Receiver's Consignment Form.


3g. How are additional CDR Books, tags, Holding Over Books or Receiver's Consignment Books obtained?

- These items can only be issued to the MFL Holder, or a person acting on the authority of the MFL Holder. The MFL Holder, or person with the authority, will need to make arrangements to collect the items from their nearest Fisheries Office.
- For Receiver Consignment Books, contact the Receiver's main office and/or the nearest Fisheries Office.

3h. As personal consumption consignments must be weighed first, can that consignment be held on the boat after the white copy of the CDR is completed?

- Yes. After landing and weighing the catch and completing the CDR, the white copy is to immediately be removed from the CDR Book and placed and sealed in the reply paid envelope.
- There is no requirement from 2013 for any additional forms to be carried to the residence or sent to the Department of Fisheries relating to Personal Consumption.

3i. From remote sites or for Zone A, are Courier Agents or Carrier Boats required to complete any records on taking possession of the consignment to deliver to the Registered Receiver.

- No. When a Courier Agent or Carrier Boat is acting on behalf of the Master; the Courier Agent or the Master of the Carrier Boat will take the green *West Coast Rock Lobster Carrier Boat Consignment Form* (which accompanies the consignment) which will be given to the Receiver.
- Yes. If the courier agent is acting for or on behalf of the Registered Receiver, they must complete a Registered Receiver Consignment Form immediately on receiving the rock lobster.
For Fish Eye:
- If using Fish Eye, all fields marked with  must be completed on the CDR and the green copy passed to the operator of the Carrier Boat to accompany the consignment and be given to the Registered Receiver.

3j. What happens if I run out of containers to put my rock lobsters into?

For IVR/CDR:

- Record the total number of lobster on board in Part 1C of the CDR and make your pre-landing IVR call.

For Fish Eye:

- Record the total number of lobsters on board within sessions in the pre-landing nomination.
- Once you are in the landing area, you can get extra containers provided that the containers are immediately available.
- Once all of the rock lobsters are put into containers they can be sealed and removed from the boat.
- No lobsters can be removed from the boat until all lobsters are in sealed, secured and tagged containers.

3k. What do I do if I bring my lobsters into a beach at a remote landing area and I cannot carry all of the containers in on one dinghy load?

- No lobster can be removed from the boat until all lobsters are in tagged and sealed containers.
- You can make multiple trips to land your lobsters in the sealed containers.
- Once landed, the lobster must be weighed and the post-landing nomination made. If using IVR, the CDR must also be completed.

3l. Can I make multiple trips to move my lobsters from the beach to the weighing point at a remote landing area?

- Yes. If using IVR, the CDR must accompany the last trip.
- The rock lobster must be weighed once the entire catch has been delivered to the weighing point.
- After all crates are weighed they may then be transported from the weighing area.

3m. When do I record “Yes” to the question ‘Are you transporting your own catch?’?

- When you are transporting the containers to the Receiver’s premises, where they will be opened and unpacked.
- When you are using a Carrier Boat to deliver your consignment to the Receiver.
- Consigning for personal consumption.

4. Catch and Disposal Records (CDRs)

4a. Can I fish if I don’t have a CDR Book or Landing Tags?

- No. You are not permitted to operate in the Fishery until you have these items.
- Please contact your local Department of Fisheries Office if you are not in possession of these items to arrange an appointment.

4b. Can I use another Master’s CDR Book or Tags?

- No. All CDR Books, Holding Over Books, Landing Tags and Holding Tags will be allocated against a specific Managed Fishery Licence when they are issued.

4c. What if I make an error on a CDR?

- You can correct the error provided the CDR remains legible. The incorrect information should be crossed out with one line through it (not scribbled out) and then the correct information should be written next to it and initialled by the Master. Use a black or blue ballpoint pen; correction fluid or tape must not be used.
- If the CDR is illegible, you must write ‘cancelled’ across the incorrect CDR. Then you must fill out a new CDR and send both originals (white copies) to the Department.
- If you realise you have made an error after lobsters have been consigned, or after you have sent the CDR, you must immediately advise the Rock Lobster Helpline on **1300 574 071**. If there is no answer, please leave a message including your MFL number and details of the error made.

4d. If I cannot go to sea, can I send the crew out to pull the pots and fill in the CDR?

- No. The CDR can only be completed by the nominated Master.
- The MFL Holder can nominate a new Master by calling the IVR system. Once the Master has been changed, the crew log sheet in the front of the CDR Book will also need to be updated.
- When the usual Master is ready to return to work, the MFL Holder will have to call the IVR system to re-nominate the Master.

4e. Can I nominate two people as Masters on my boat?

- No. There can only be one Master for each MFL and authorised boat at any given time.

4f. What if I break a tag on a sealed container?

- See 3b and 3f.

4g. Where do I get more tags or CDR Books from?

- Contact your local Department of Fisheries office to arrange to collect an additional CDR Book or Tags.
- Please ensure you do this well before you are likely to run out, as you will not be permitted to continue fishing without either of these items.

4h. Can my deckies fill the CDR out for me and I just sign it?

- Yes, noting that it is the Master's responsibility to ensure the information recorded on the CDR is accurate.
- Only the Master can, and must, sign the CDR stating it is a true and accurate record.

4i. What is the definition of "immediate" in respect to landing and consigning the lobsters on entering a landing area.

- "Immediate" in effect means at the first available opportunity. It does not include waiting until a time that is convenient to you or the person who will be receiving the rock lobster.
- Masters that record the 'number of lobsters' on board in Part 1C of the CDR during the pre-landing stage, must immediately on entering the landing area crate up the catch into sealed tagged containers prior to landing.

4k. Can Masters or Registered Receivers use a stamp to fill out parts of the CDR? i.e. name

- Yes, but not for any signatures.

4l. If the Master completes Part 1D of the CDR illegibly and posts it and cannot remember the exact net weight, what weight will come off his catch limit?

- The matter would be investigated as an illegible CDR is not considered to have been completed correctly and constitutes an offence.
- The weight deducted would depend on the outcome of any investigation.

4m. Do slipper lobsters come off the quota?

- No. Only *Jasus sp.* (includes southern) and *Panulirus sp.* (includes western and tropical).
- Slipper lobsters and bugs belong to a different genus and if retained are to be recorded as by-catch in Part 1B.

5. Holding Lobsters

5a. Can I hold lobsters at sea?

- At the Abrolhos Islands you can retain your lobsters on your boat or in a Designated Holding Area (DHA).
- **If holding in a DHA you must complete the *Nominate, Vary or Cancel Abrolhos Designated Holding Area* form located in the front on the Holding Over Book and have it checked and signed off by a Fisheries Officer. (You are only allowed a maximum of 2 DHAs.)

- Outside of the Abrolhos Islands Area you must not retain lobster anywhere other than on an authorised boat.
- The Master must complete a Holding Over Form regardless of whether lobsters are being held on board the boat or in a DHA. If using CatchER, the completion of a Holding Over Form is not required as this information is recorded in the Application.
- If you are consigning lobster, all lobster being held must be consigned.

5b. Can I hold rock lobster on a boat in an Approved Landing Area?

- Yes, but **do not** select “Holding Over” in IVR! Lobsters may be held on or attached to a boat in an approved landing area provided that all of the lobsters have been weighed and the Master must have completed all of the nomination, tagging, weighing and CDR reporting (including nominating the Registered Receiver to whom the lobsters will be consigned) and IVR requirements that are required to be completed, as if the lobsters were to be consigned to a Registered Receiver. This includes posting of the completed white copy of the CDR to the Department at the address shown on the bottom of the form.
- Note that after the lobsters have been held they will still need to be consigned to the Registered Receiver nominated on the white copy of the CDR.
- No information needs to be included in the Holding Over Book.
- If you go fishing with lobsters on board that have been accounted for on a previous days CDR, **do not** include these lobsters on the CDR or in the IVR calls for your current fishing trip.

5c. Can I hold lobsters in holding crates?

- No, other than in a DHA at the Abrolhos Islands. See 5a and 5b.

5d. Can I “T Bag” crates of lobster outside a landing area if my vessel cannot carry the quantity of lobster caught then recover them and land them under one CDR later in the day?

- No. All lobster must be landed from the vessel and weighed on the one occasion.

6. Transfers and Boat Replacements

6a. Can units be transferred during the season?

- Yes. All outstanding CDRs and trip nominations in Fish Eye must have been received by the Department before a transfer will be processed.
- Transfers from a licence will not be permitted unless there is sufficient catch entitlement remaining on the licence for that season.

6b. Can I buy and/ or sell units (including allocated catch) during the season?

- Yes.

6c. Can I buy units (including allocated catch) from other zones and use it in my fishing area, e.g. if I buy C-Zone allocated catch can I use it in the B-Zone?

- No. You cannot transfer allocated catch between zones

6d. If I break down can I get someone else to pull my pots?

- Yes, the existing boat breakdown policy will remain in place.
- Only one replacement boat can be used at any time.
- The CDR Book and tags relating to the licence attached to the disabled boat must be on board the replacement boat. You cannot use the CDR Book and tags of the replacement boat.

- The Master or a crew member from the disabled boat must be on board the replacement boat and act in the capacity of the Master to fulfil the requirements of the *Management Plan*. The assisting boat must be a WCRL licence holder.
- Details of the replacement boat (boat name and LFB number) should be recorded on the CDR/ Fisheye for the period of use approved.
- If the Master changes as a result of the breakdown agreement, the Master must be changed using the IVR system. **Note that a person cannot be the Master of two boats at one time.**
- All catch from the replacement boat must be landed before the pots from the disabled boat are pulled.

6e. What is the situation with temporary boat replacements?

- You will be permitted to apply for temporary boat replacements.
- You will need to make a separate application through the Department’s licensing section for each boat replacement.
- Please note that you will not be permitted to fish two MFLs from one authorised boat at the same time (other than under a breakdown agreement).

6f. What happens to the catch allocated to ‘one unit’ MFLs (i.e. those on the shelf)?

- The one unit of catch allocation can be temporarily transferred off the licence.
- A permanent transfer would result in the cancellation of the licence.

7. Registered Receivers

7a. Who can I sell lobsters to?

- You can only sell/consign lobsters to a Registered Rock Lobster Receiver.

7b. Who can become a Registered Rock Lobster Receiver?

- All fish Processor Licence Holders authorised to process rock lobster will automatically be Registered Receivers.
- Restaurants or others wishing to purchase lobsters directly from operators in the Fishery will be able to apply to the Department to become Registered Receivers (application forms are available from Department of Fisheries offices or on the Department’s website. Search for “Commercial Licence Forms”).

7c. Can a CFL holder become a Registered Receiver?

- No.

7d. Can I transport another Master’s rock lobster to the Receiver?

- On land –yes, if you are a courier/agent for the person you are transporting lobsters on behalf of, or
- On a boat –yes, if you have a Carrier Boat Licence.

7e. Can I consign lobster to a processor, buy them back and sell them retail to the public?

- Yes, but you must retain records of your transactions. If you intend to sell wholesale, you may require a Processing Licence.

7f. Am I allowed to sell lobster direct to the public?

- No. You may only sell to a Registered Receiver.

7g. What do I do if I have engine trouble and the processor's truck has already left?

- You can hold the lobsters in an approved landing area under certain conditions. [See 5b.](#)

7h. I donate lobsters once a year to a charity or not for profit club. How do I continue to do this?

- The charity or club would need to become a Registered Receiver, or receive the lobster from a Registered Receiver.
- Your donation will come off your individual catch limit.

7i. Does being a Registered Receiver mean you must be a business?

- No. A Registered Receiver can be in a business or an individual's name.
- A person intending to apply for a Registered Receiver Certificate should check with the local council to verify that it is permitted under local by-laws.

7j. If the Master of an authorised boat consigns lobster to a restaurant, do they have to hold the lobster for 10 minutes at the restaurant?

- The 10 minutes applies from when the Receiver determines the gross weight of the lobster.

7k. If I am a Registered Receiver, what processing can I do?

- You can only sell lobsters retail to the public or process the lobsters at a place where they are served as meals to the public. You cannot engage in any processing for wholesale or other commercial purposes.

8. Abrolhos Islands

8a. Where can I hold lobsters?

- [See section 5.](#)

8b. If I am a coastal based fisherman, fishing in A-Zone, do I have to weigh my catch at the islands before returning to town?

- No, providing you are not acting as a Carrier Boat. You must weigh lobsters when consigning, whether this is at the islands or on the mainland.

8c. When do I have to put my lobsters into containers that are sealed and secured with landing tags?

- Prior to delivering lobster to a Carrier Boat.
- Prior to removing the lobster from the boat in any other case.

8d. Can a Zone A Master use his holding crates set in the water to 'ranch' lobster indefinitely?

- It depends on the circumstances. A Master can hold lobster in a DHA for as long as they wish but as soon as they remove and consign one lobster, every other lobster in the DHA must be consigned.

8e. Can a crate in a DHA have a holding and a landing tag on it?

- Yes, but holding tags can only be used for sealing containers when they are being held and landing tags are used when the lobster are to be landed.
- There is no need to break the holding tags, landing tags can be added straight onto the container.

- Landing tags can also be used in lieu of holding tags providing that they are not removed. The crates must remain sealed.

8f. What are the rules around soaking pots at the Abrolhos Islands?

- You may not soak pots at the Abrolhos Islands as these provisions are no longer supported.

8g. After I have consigned my lobsters to the carrier boat, can I return to my camp to make the post-landing IVR call?

- Yes. Record the post-landing number on your yellow copy.

8h. Can I take lobsters out of my Designated Holding Area for personal consumption without consigning all the other lobsters I am holding?

- No.

9. Interactive Voice Response System

*****(IVR Guide is available on the Fisheries website. Search for IVR Guide)***

9a. Can I nominate two people as Masters on my boat?

- No. There can only be one Master for each authorised boat at any given time.

9b. What happens when I go fishing and the weather turns really bad or my boat breaks down and I decide to come home?

- The IVR system allows you to vary your pre-fishing nominations; however,
 - If you have pulled pots or have lobsters on board, you must either land the lobsters, or hold them over in accordance with the holding over rules.
 - You should cancel a pre-fishing nomination if you did not pull your pots. [Also see 2g \(nil catch\).](#)
- If you have pulled pots but have no catch you must complete pre-landing and post-landing IVR calls and record zero as the weights on the CDR. [See 2g \(nil catch\).](#)

9c. If I can't go fishing, can I send the crew out to pull the pots and fill in the CDR?

- Yes, but if the Master is unable to fish, the MFL holder will need to appoint a new Master through the IVR system.
- Once the original Master is fit to return to work, the MFL holder will need to phone the IVR system to reappoint them.
- You cannot change a Master during a fishing trip. The post-landing nomination must be complete before a new Master can be nominated.

9d. What do I do if a Master becomes ill or for some other reason cannot complete an existing fishing trip and there are outstanding IVR calls to be made?

- Please ring the Helpline or contact your local Fisheries Office.
- If only the pre-fishing call has been made then a variation to cancel a pre-fishing nomination should be made. The master may then be changed by the MFL holder and a pre-fishing call re-made by the replacement master.

9e. What if I can't get through to the IVR system? (ie, no reception, busy signal, don't want to wait or can't due to sea state)

- You should call IVR again, if the IVR system is not operational and your call is not diverted to a Helpline operator, please contact the Rock Lobster Helpline directly on **1300 574 071**. If there is no answer, please leave a message including your MFL and the details of the problem.

- In the unlikely event that the IVR line is busy, you should make further attempts to get through.

9f. Why do I have to make three phone calls to the IVR system?

- For greater integrity in the catch monitoring system.

9g. How will I be able to access the IVR system?

- The MFL Holder/Authorised representative will be allocated a PIN.
- The MFL Holder/Authorised representative will be able to nominate a Master when they log in to IVR in 'MFL Mode'. After following the prompts to nominate a Master they will be provided with a temporary PIN which will be given to the nominated Master so that they can access the IVR system in 'Master Mode'.

9h. If I am the MFL holder and also the Master, do I still need to set up a Master IVR Account?

- Yes. You will need both an MFL holder IVR account and PIN (used to nominate a master etc.) as well as a Master IVR Account and PIN (used for fishing etc.).

9i. What do I do if I forget my PIN/get locked out of my account?

- If you are the MFL holder, contact the Rock Lobster Helpline on **1300 574 071** for assistance.
- If you are the Master and you do not have an open trip, contact the MFL holder and they will be able to reset the account by re-nominating your CFL as Master. If you have an open trip in IVR contact the Rock Lobster Helpline on **1300 574 071** for assistance.

9j. What happens if the IVR system breaks down?

- Contact the Rock Lobster Helpline on **1300 574 071** and advise of the issue.
- If the Department determines that the IVR system is not operating you will be sent an SMS to the Master's mobile phone. You will be able to continue to fish as usual but you must call the Rock Lobster Helpline to provide the nomination details for each call so that this can be recorded in the MFL diary.
- If you are calling outside of the Helpline operating hours (8:30 – 16:30) you will need to leave a message with you name, MFL number and the details of your nomination which should include all the information you would usually record in IVR.
- You will still need to make all the required IVR calls when the system is operational again.
- The fact that you may not get through on the first call or that a call 'drops out' is not grounds to assume IVR is not operating. You should make further attempts to call IVR before contacting the Helpline.

9k. What should I do if I forget to make a required IVR nomination?

- You should make the required IVR nomination as soon as possible and then contact the Rock Lobster Helpline to notify the Department. IVR does not prevent late calls, but you do need to make any missing calls in the correct sequence. For example, if you forgot to make a pre-fishing call and went fishing then you will need to make the pre-fishing call before you can make the pre-landing and post-landing call.
- You should also advise the Rock Lobster Helpline that you failed to make the nomination on time.

9l. How do I know that I have made a valid call to the IVR system?

- A call to the IVR system is only valid when you have confirmed to IVR that you have received your confirmation number for that particular nomination. A call is confirmed by pressing '0' at the end of a nomination call.

9m. What happens if my telephone service is unreliable and I cannot meet all the requirements of IVR?

- The reporting requirements for IVR are mandatory and you should not commence fishing until you have a reliable communication system.

9n. Can I make my pre-fishing call for the following day after I have made my post-landing call for today?

- Yes. If you are fishing the following day this may save you a call. Hold the line after confirming you have written your post-landing confirmation number on your CDR and you will be returned to the main menu and be able to select 'pre-fishing nomination'.

9o. Why does IVR prompt me for a post-landing catch declaration when I call IVR to make a pre-fishing nomination?

- IVR is expecting the post-landing information from your last trip. You must confirm that you have recorded the post-landing confirmation number on your CDR by pressing '0' when prompted. If you do not do this, IVR will not store your post-landing information and you will have to resubmit it. IVR will issue you with a new confirmation number for this call which you should write on the yellow copy in your CDR. Contact the Rock Lobster Helpline to explain why the number is different to the number on your white copy.

9p. Why can't I log into IVR?

- Ensure you are using the correct account number and PIN. If you are both the Master and the MFL Holder/Authorised representative, you will have two IVR accounts and two IVR PINs. Only the Master account and Master PIN will allow you to make IVR fishing nominations. The MFL account and MFL PIN will only allow you to check who the current nominated Master or nominate a new master to fish the MFL.
- You may not be the current nominated master for that MFL. The MFL holder will be able to confirm this.
- If you have forgotten your account number and/or PIN, contact the MFL holder (if you are a Master), or the Helpline (if you are an MFL holder).
- If you are sure you are using the right account number and PIN you should try again. If you still cannot log on, call the Rock Lobster Helpline.

9q. What if I lose my Pre Fishing , Pre Landing or Post Landing nomination numbers?

- All confirmation numbers must be recorded on your CDR, and are critical to the data recording process, please call the Rock Lobster Helpline on **1300 574 071**.

10. Fish Eye

**** (Fish Eye User Guides for Online Services and CatchER are available on the Fisheries website. Search for Fish Eye Guides)**

10a. What happens if Fish Eye isn't working?

- Contact Fish Eye Support on **1300 550 763** for assistance. If the issue cannot be resolved you will need to revert to using IVR and complete a CDR for the trip.

- A separate document for Fish Eye FAQ's for Industry is also available on the Fisheries website.

11. Input Controls

11a. What input controls are going to change for the commercial fishery, now we are on allocated catch?

- The pot allocation is 0.5 pots per unit for the entire season.
- Weekend, Christmas and New Year's Day closures no longer apply.
- The season for all zones now extends from 15 January to 14 January.

11b. Can I use modified and extra pots to catch my allocated catch?

- No. The same regulations apply to the use of pots, the pot per unit usage has been set at 0.5.

12. Personal Consumption

12a. Do lobster I take home for personal consumption come off my allocated catch?

- Yes

12b. How many lobster can I take for personal consumption?

- An individual possession limit of 24 rock lobsters applies.

12c. How do I tail clip lobster for personal consumption as distinct from recreational tail clipping?

- By removing at least half of the lobster's second and fourth tail fan; or
- By punching a hole not less than 10mm in diameter in the centre of the second and fourth tail fan.

13. Miscellaneous

13a. Who can I call for help if I'm not sure about something?

- Please contact your local Department of Fisheries office.
- For time critical issues where you are unable to deal with a situation without breaking the rules, call the Helpline on **1300 574 071** for advice.
- For issues related to Fish Eye, please contact Fish Eye Support:
E: Fisheye.Support@fish.wa.gov.au
T: **1300 550 763**

13b. Will VMS be introduced for the fishery?

- Not for this season.

13c. Can I set pots and catch lobster in approved landing areas?

- No.

13d. Will a copy of the approved landing areas be made available to Masters?

- Yes, they are available from your local Department of Fisheries Office or on the Department's website.
- The defined landing areas are contained in Schedule 9 of the *Management Plan*.

13e. Is there a restriction on how long a pot can be left without being pulled?

- Generally no, however there are restrictions in place during Whale Migration periods. Please refer to notifications during this period, or contact your local Fisheries Office.

13f. Do I need to remove my pots from the fishery once I have finished my quota?

- Yes.

14. Pots – Loading, Transporting and Setting

14a. When can I load my pots on board my boat?

- Pots can be loaded onto boats (and baited) from 8 January.

14b. Can I transport my pots on board to an anchorage prior to the start of the season?

- You can transport your pots from 8 January.

14c. When can I set my baited pots for the first time?

- If the previous season quota is exhausted, on 15 January.
- If the previous season quota is not exhausted, can remain set or be reset at any time before the 15th January.

14d. When can I pull my pots for the first time?

- Pots can be pulled from one minute after midnight on 15 January.

15. Sea Lion Exclusion Devices (SLEDs)

15a. Where do I have to use SLEDs?

- Information on SLEDs can be found in the SLED brochure, available from Department of Fisheries offices and at www.fish.wa.gov.au
- Sleds are now compulsory in the relevant Abrolhos Island areas.

16. Big Bank

- Big Bank is currently not open.

17. Abrolhos Islands – Zone A

18a. Can I soak my unbaited pots at the Abrolhos?

- Only in designated Rock Lobster pot storage areas.
- The coordinates for soaking areas are available from the Department's Geraldton District Office.

18b. When can I take my unbaited pots to the Abrolhos?

- You can only take your pots into Zone A from 8 January.

18c. Can I soak my unbaited pots in the Abrolhos zone while still fishing in zone B?

- No. You can't fish in one zone and have pots in another zone at the same time.

18d. Do I need to complete an off-season notification form during the soaking period?

- Yes. Contact the Department's Geraldton District Office for further information.

18e. When can I bait my pots at the Abrolhos?

- If the previous season quota is exhausted, on 15 January.

18f. When can I set baited pots?

- If the previous season quota is exhausted, on 15 January.

18g. After I have consigned my lobsters to the carrier boat, can I return to my camp to make the post-landing IVR call?

- Yes

18h. Will A zone boats who are fishing in B zone be able to pull their pots (and retain the catch), then enter A Zone and set those same pots (baited), and then either holdover or return to a Landing area in B Zone and consign their catch?

- No. A Master cannot have pots in the water in more than one zone of the fishery at any one time.
- All pots will have to be pulled in B zone first and you must complete either a hold over or pre-landing nomination; only then may you enter zone A to set pots. You must then holdover or return to Approved Landing Area and consign.
- You must complete a post-landing nomination for zone B, and a pre-fishing nomination for zone A immediately as this notifies the Department that you have moved zones.

18i. Can I take lobsters out of my Designated Holding Area for personal consumption without consigning all the other lobsters I am holding.

- No.

19. Pulling Time Change

19a. Between what times can I pull my pots?

- From 15 January until the end of the season, pots can be pulled 00:01AM and 11:59PM each day.

19b. What if I am fishing in water deeper than 20 fathoms (36.6 metres)?

- There are no restrictions.