



Overview of Fish Eye Online

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Background

The Fish Eye Project is aimed at streamlining Western Australia’s fisheries management systems to produce ‘better fisheries’ that are more efficient, better managed, and more profitable.

The project will replace our existing independent entitlement, licensing and reporting systems with a single, fully integrated fisheries management system. In addition, it will offer a host of secure online and mobile services to the commercial fishing sector, simplifying existing processes and moving toward a paper-free work environment.

Main Purpose

Collectively known as Fish Eye, the new system will provide faster access to consistent, up-to-date data. This will enable us and the commercial fishing sector to make informed and timely decisions affecting the success of West Australian fisheries and related businesses.

CatchER is a separate application being piloted for use on Apple™ branded mobile devices, which provides a defined subset of functionality relating mainly to recording catch returns, which links to the Catch and Returns system, which is the same records storage area as Fish Eye.

IVR - Changes

You can continue to use your current MFL IVR account and Personal Identification Number (PIN) for the 2013/14 season. The Master's CFL account and PIN also remain in use.

If you have lost your IVR details, including PIN, please contact the Rock Lobster Helpline on 1300 574 071.

Note: The IVR phone system will continue to be available for recording Trip Return records for the foreseeable future. Catch read-back will be phased out but can still be obtained online via Fish Eye.

Public Website - Changes

In the second release of the Fish Eye Online system in 2014 as part of the new online functions available, people who hold a current Commercial Fishing Licence (CFL) will be able to renew their licence online via the Department of Fisheries website:

The process for applying for a new CFL is unchanged.

Relationship to CatchER, IVR and CDR Book

Fish Eye is the main application for recording West Coast Rock Lobster Managed Fishery data for the Western Australian Department of Fisheries. The CatchER App feeds into Fish Eye Online and may prove to be a more convenient method for Masters to complete trip nominations. However, if any of the trip nominations fail to submit via Fish Eye Online or CatchER then the master must complete all nominations required for that particular trip via IVR and also complete the CDR and Hold Over forms required for that trip.

Information recorded via CatchER is device-specific, so for example if an iPad is used to submit a pre-fishing trip return then the pre-landing and post-landing returns must be submitted on the same device.

The IVR phone system will continue to be available for recording Trip Returns. Fish Eye provides an alternative means of recording this information.

The Catch and Disposal Record (CDR) books and the Holding Over book are still valid. CatchER provides an alternative means of recording this information.

Overview of Main Fish Eye Functions

Recording Trip Returns

Fish Eye can be used to record and submit nominations for pre-fishing, pre-landing and post-landing catch returns on an internet connected computer or a mobile device such as an iPad, iPhone or Microsoft surface tablet. Note that the same device should be used for all three stages of each trip return. The CatchER app has been developed specifically for submitting returns via Apple™ devices although it is also possible to use Fish Eye Online on these devices.

Viewing Trip Returns

Fish Eye can be used to view pre-fishing, pre-landing and post-landing catch returns.

Updating Trip Returns

Fish Eye Online can be used to update a trip return record if there is an error or missing information by submitting an electronic Change Request.

Holding Over Records

Holding over records can be completed in Fish Eye Online or CatchER at the same time the trip return is completed and submitted. However, as previously stated, if submission of returns via Fish Eye Online or CatchER fails on a trip then the Hold Over forms for that trip must be completed and submitted.

View Entitlement Reports

Fish Eye Online allows the MFL Holder and the MFL Online Operator to view the current status of the MFL Entitlement, the MFL Monthly Summary and the Fishery Monthly Summary entitlement status. This is with the proviso that there may be transfers of entitlement still being processed and there may be missing or incorrect returns; thus the entitlement status showing may not be accurate and up-to-date.

Submitting Registered Receiver Consignment Forms

Fish Eye Online can be used by a registered receiver to submit consignment forms electronically.

User Guides

User guides for various Fish Eye Online and CatchER procedures, including submitting trip nominations and viewing entitlement reports, are available on the Department of Fisheries [website](#).

Fish Eye Helpline and Support

A dedicated Fish Eye and CatchER Helpline is in operation from 8.30am to 4.30pm, Monday to Friday. The Helpline will answer questions related to Fish Eye.

Email: Fisheye.Support@fish.wa.gov.au

Phone: 1300 550 763

Online Troubleshooting Guide for Fish Eye issues

An online troubleshooting guide is available on the Department of Fisheries [website](#).

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