



Department of
**Primary Industries and
Regional Development**

West Coast Rock Lobster Managed Fishery

FREQUENTLY ASKED QUESTIONS

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1. Allocation/Seasons

1a. What are the revised season arrangements?

- There have been changes made to the season dates as a part of the management response to the COVID-19 pandemic, to minimise the economic impact on fishers. The season dates have been set as follows:
- 15 January 2020 to 30 June 2021;
- 1 July 2021 to 14 January 2022;
- 15 January 2022 to 14 January 2023.

Note that the dates for the future seasons may be subject to further industry consultation.

1b. How many Kilograms per unit will I be able to catch?

- Please refer to the entitlement information on your licence to determine the kilograms per unit, for further information regarding licences please contact the DPIRD licensing team.
- Following the Plan amendment in September 2020, there will be a mid-season change to the kilograms of lobster you are permitted to catch. You will be sent a re-issued licence for the season that commenced 15 January 2020, which will show revised (increased) kilograms of lobster and revised licence expiry date.

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

- For consignments sent to a Registered Receiver, the higher of the Master's or Registered Receiver's net weight for each individual consignment is deducted from the entitlement held on the licence.
- The weight of 'back of boat' consignments, as reported by the Master, is deducted from the entitlement held on the licence.

1d. 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 60 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 overrun is greater than 60 kg, the Chief Executive Officer (CEO) may issue a notice to either the MFL Holder or Master requesting payment for the overrun. The amount to be paid is determined by the market value of the excess rock lobster paid by the receiver at the time of the overrun. 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 overruns are subject to prosecution if compliance officers believe the offence was either reckless or intentional.

1e. What if I do not catch all of my allocated entitlement? Can I use it in the next season?

- No, uncaught entitlement cannot be carried forward to subsequent seasons.

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

- It is the Master's responsibility to ensure that the catch limit is not exceeded.
- 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 consignments somewhere for your information.
- Fish Eye Online Services will provide a total net weight for each consignment and will provide an entitlement taken total up to the last received CDR/Fish Eye Consignment based on the higher of the two net weights described in [1c](#). NOTE: You should always check the report to make sure the weights are correct and that all Registered Receiver Consignment Forms have been received, if any are missing you need to factor that in when reading the entitlement taken/remaining total.

2. Pots – Loading, Transporting, Setting and Pulling

2a. What is my permitted maximum pot usage?

- For the permitted maximum pot usage please refer to the [West Coast Rock Lobster Managed Fishery Management Plan 2012](#), Clause 68.

2b. When can I load pots on board my boat?

- Pots can be loaded onto boats (and baited) 7 days prior to the start of the season (e.g. if the season begins on 15 January, then it will be from 8 January).

2c. Can I transport my pots on board to an anchorage prior to the start of the season?

- You can transport your pots 7 days prior to the start of the season (e.g. if the season begins on 15 January, then it will be from 8 January).

2d. When can I set my pots for the first time?

- If the previous season quota is exhausted, pots can be in the water for 7 days following the exhaustion of the entitlement of the licence, or can be set 7 days prior to the new season.
- If the previous season quota is not exhausted, pots can remain set or be reset at any time before the start of the new season.

2e. When can I pull my pots for the first time?

- Pots can be pulled from one minute after midnight on the first day of the season.

2f. Can I set pots and catch lobster in Approved Landing Areas?

- No.

2g. Will a copy of the Approved Landing Areas be made available to Masters?

- Yes, they are available from your local DPIRD Office or on the Department's website.
- There is also a copy of the list in the CDR book.
- The defined Landing Areas are contained in Schedule 9 of the [Management Plan](#).
- NOTE: There are now three new Approved Landing Areas as of September 2020 – Big Pidgeon Island, Mangles Bay and Augusta Marina.

2h. Is there a restriction on how long a pot can be left without being pulled?

- There are no restrictions in the period 1 November to 31 March.
- In the period 1 April to 31 October all pots must be pulled at least once every 7 days, regardless of the depth of water in which they are set. Refer to section [14](#) for further information.

2i. Do I need to remove my pots from the fishery once I have finished my quota?

- Yes, pots should be removed within 7 days of finishing quota.

3. Containers, Landing Tags Usage and Transport

3a. What is a secured container?

- A secured container has at least one and not more than four WCRL landing tags (issued by the Department to the nominated MFL) attached, where the tags are secured through the tags locking device in such a way that no rock 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 (white) 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.
 - Contact the Rock Lobster Helpline on **1300 574 071** to advise.
 - 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 the 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 to be sent to the Department's Entitlement Management Unit. It is not to be kept in the CDR Book while transporting lobsters. 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. Who can transport my consignment to the Receiver's premises?

- The consignment must be transported by the Master, Receiver or a licenced Carrier Boat or person acting on behalf of the Master or Receiver. The consignment must be weighed by the Master prior to transport even if the Master is transporting their own consignment.

3f. If the consignment is being transported via Carrier Boat, what information do I need to provide to the Carrier Boat to accompany the consignment?

- The Master should provide the Carrier Boat with the MFL Number and the Consignment/CDR Number. The Master will need to make their own arrangements in regards to providing this information to the Carrier Boat as the previously used green copy of the CDR (Carrier Boat Consignment Form) has been discontinued as of the 12th September 2020.

3g. What should a Registered Receiver do if they receive a container that has a broken tag on it?

- The Registered Receiver/Processor should forward the broken tag(s) to the Department's Entitlement Management Unit along with the white copy of the Registered Receiver Consignment Form or where the details have been provided by Fish Eye, with a note showing the MFL Number and Consignment Number.
- If possible, record the broken tag number(s) on either the front or the back of the Registered Receiver Consignment Form.

3h. How are additional CDR Books, Landing Tags, Holding Over Books or Receiver 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 DPIRD Office.
- For Registered Receiver Consignment Books, contact the nearest DPIRD Office.

3i. From remote sites or for Zone A, is a person or Carrier Boats required to complete any records on taking possession of the consignment to deliver to the Registered Receiver?

- No. When a person or Carrier Boat is acting on behalf of the Master; the person or the Master of the Carrier Boat must take the details provided by the Masters mentioned in [3f](#).
- Yes. If the person is acting for or on behalf of the Registered Receiver, they must complete Part A and B of the Registered Receiver Consignment Form immediately on receiving the rock lobster.

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 the Pre-Landing Nomination.
- Once you are in the Approved Landing Area, you can get extra containers provided that the containers are approved for use as per the Management Plan and immediately available.
- Once all of the rock lobsters are put into containers they can be secured with no more than four WCRL Landing Tags attached.
- No lobsters can be removed from the boat until all lobsters are in secured containers with no more than four WCRL Landing Tags attached.
- NOTE: All 'back of boat' lobsters MUST be in secured containers with no more than four Landing Tags attached **before entering** the Approved Landing Area.

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 lobsters can be removed from the boat until all lobsters are in secured containers with no more than four WCRL Landing Tags attached.
- You can make multiple trips to land your lobsters in the secured containers.
- Once landed, the lobsters must be weighed and the Post-Landing Nomination completed. If using IVR the CDR must also be completed.
- NOTE: Any 'back of boat' lobsters must be weighed as the first consignment.

3l. As 'back of boat' sales consignments must be weighed first, can that consignment be held on the boat after the Post-Landing Nomination has been completed on Fish Eye?

- Yes, after landing and weighing all of the catch and completing the Post-landing Nomination on Fish Eye the 'back of boat' lobsters can then go back on board the boat, however the container must remain secured with no more than four WCRL Landing Tags for 10 minutes after weighing.

3m. 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 containers are weighed they may then be transported from the weighing area.
- Any 'back of boat' lobsters must be weighed as the first consignment.

3n. When do I record 'Yes' to the question 'Are you transporting your own'?

- When you, or someone acting on your behalf, 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.
- When you are transporting 'back of boat' lobsters.

3o. Can I fish in two Zones on the same trip?

- A Master cannot have pots set in more than one Zone of the Fishery at any one time; and you cannot pull pots in more than one Zone on any trip.
- If you wish to change Zones all pots will have to be removed from the first Zone and you must complete your Pre-Landing nomination; only then may you enter a different Zone to set pots (NOTE: you cannot pull pots at this time). You must then return to an Approved Landing Area, complete a Post-Landing nomination and consign your catch from the first Zone.
- After you complete your trip for the first Zone, immediately make your Pre-Fishing nomination for the next Zone as this notifies the Department that you have changed Zones.

4. Weighing of Catch

4a. Can the factory weigh my lobster for me?

- No. The Master is responsible for weighing their catch and ensuring that the weights recorded on the CDR and entered into the IVR System or Fish Eye System 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. See section [4e](#) regarding weighing at a depot.

4b. 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 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.

4c. Can Masters weigh in the back of an enclosed truck?

- Yes, however the scales and weight read out must be visible from outside of the truck.

4d. 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.

4e. Can I determine my gross and net weight of consignments for registered receivers inside a depot?

- Yes, provided that there is a weighing point specified for the particular depot, e.g. Mandurah Ocean Marina, Two Rock Marina, Seabird, Ledge Point, Hamelin, Augusta Marina, Wedge Island and Jurien Bay Marina and the weighing process (scale and weight read out) can be clearly observed by a Fisheries and Marine Officer from outside. See Schedule 13 of the [West Coast Rock Lobster Managed Fishery Management Plan 2012](#).

4f. Can I use the Registered Receiver's scales to determine the weight of my back of boat lobsters?

- Yes, so long as the master remains in control of the containers and they are not consigned to the registered receiver, and the scales are located outside of the Registered Receiver's premises.

4g. As a Master, it is my last landing for the entitlement period and I complete a Pre-Landing Nomination in IVR or Fish Eye/CatchER. When weighed, what happens if I find out that I am over my allocated entitlement?

- You should advise the Department immediately by contacting your local DPIRD Office or ringing the Rock Lobster Helpline on **1300 574 071**.

4h. 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 immediately. See section [10d](#) 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.

5. Catch and Disposal Records (CDRs) and Landing Tags

5a. 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, even if you intend to use the Fish Eye System as the CDR Book will have to be used if the Fish Eye System is unavailable.
- Please contact your local DPIRD Office if you are not in possession of these items to arrange an appointment.
- NOTE: Only the MFL Holder or someone with the authority from the MFL Holder may collect the above.

5b. Can I use another Master's CDR Book and Landing Tags?

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

5c. 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's Entitlement Management Unit.

- If you realised you have made an error after the 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.

5d. If I cannot go to sea, can I send the crew to pull the pots and fill in the CDR?

- No. The Master must be on board the vessel and the CDR can only be signed by the nominated Master.
- The MFL Holder can nominate a new Master by calling the IVR system **1300 340 135** and entering the MFL account and pin number. Once the Master has been changed, the Crew List – 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.

5e. 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.

5f. What if I break a tag on a secure container?

- See [3b](#) and [3g](#).

5g. Where do I get more tags or CDR Books from?

- Contact your local DPIRD Office. See [3h](#).

5h. Can the Crew fill out the CDR form for the Master and the Master sign?

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

5i. What is the definition of 'immediate' in respect to landing and consigning the lobsters on entering an Approved 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.

5j. When do I have to put my lobsters into secured containers with no more than four WCRL Landing Tags attached?

- Prior to entering an Approved Landing Area (unless option has been chosen to count the number of lobster for Registered Receivers on board (rather than number of containers));
- In the case of 'back of boat' lobsters, prior to entering the Approved Landing Area.
- Prior to delivering lobster to a Carrier Boat (Zone A).
- Prior to removing the lobster from the boat in any other case.

5k. 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 need to be investigated as the CDR is not considered to have been completed correctly and constitutes as an offence.
- The weight deducted would depend on the outcome of the investigation.

5l. 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.

6. Holding Lobsters

6a. Can I use Holding Tags?

- No. This provision was removed from the Management Plan in September 2020.
- You must use Landing Tags (which cannot be removed from a container unless the container is at a Registered Receiver's premises and has been consigned to the Registered Receiver; or the container contains 'back of boat' lobsters and the weight of the consignment has been reported via Fish Eye more than 10 minutes prior).
- See [6f](#) and [5j](#) for more information regarding when a Landing Tag needs to be secured to a container.

6b. Can I hold lobsters at sea?

- At the Abrolhos Islands you can hold 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 of the Holding Over Book and have it checked and signed off by a Fisheries Officer. (You are only allowed a maximum of 2 DHA's).
- Outside of the Abrolhos Islands Area you must not hold 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 CatchER App.
- If you are consigning lobster, all lobster being held must be consigned.

6c. 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 nominations, tagging, weighing and CDR/IVR/Fish Eye reporting (including nominating the Registered Receiver to whom the lobsters will be consigned) that is required to be completed, as if the lobsters were consigned to a Registered Receiver straight away. This includes posting of the completed white copy of the CDR to the Department's Entitlement Management Unit 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/in the Fish Eye nominations.
- 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 day's CDR/Fish Eye Trip, do not include these lobsters on the CDR/Fish Eye nominations or in the IVR calls for your current fishing trip.

6d. Can I hold lobsters in Holding Containers?

- No. Lobsters must be held in secured containers with no more than four WCRL Landing Tags attached.

6e. Can I remove my lobsters from my secure containers to re-sort before consigning?

- No. Once lobsters are in a secure container with no more than four WCRL Landing Tags attached, even if you are holding over, you cannot open the secure containers until the lobsters have been consigned.
- For 'back of boat' lobsters, the container must remain secure until 10 minutes after being weighed.

6f. When do I need to affix my Landing Tags to my containers when holding over?

- If you are holding over on board your boat you must ensure the containers have been secured with no more than four WCRL Landing Tags prior to removing the lobster from the boat or if you are not staying on board.
- For the Abrolhos Islands see [9c](#).

6g. Can I 'T-Bag' containers of lobster outside an Approved Landing Area if my vessel cannot carry the quantity of lobster caught, then recover them and land them under one CDR/Fish Eye Consignment later in the day?

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

7. Transfers and Boat Replacements

7a. Can units be transferred during the season? (This includes the current extended season from January 15 2020 to June 30 2021).

- 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 entitlement remaining on the licence for that season.
- It is the responsibility of the MFL Holder not to transfer more units than are available.

7b. What impact does the extended season have on temporary transfers of entitlement which I've entered into for the season which commenced on 15 January 2020?

- Any temporary transfers will continue until the expiry of the extended season (i.e. 30 June 2021). You can still however undertake any additional temporary transfers of unfished entitlement if you wish.

7c. Can I buy and/or sell units during the season?

- Yes, however entitlement must be unfished in order for it to be permanently transferred.

7d. Can I buy units from other zones and use it in my fishing area, e.g. if I buy C-Zone allocated entitlement can I use it in the B-Zone?

- No. You cannot transfer units between zones.

7e. If my boat breaks down and I cannot pull my pots, what do I do?

- You will need to follow the Boat Breakdown Policy and request a Breakdown Agreement by contacting your local DPIRD Office.

7f. 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 Landing Tags relating to the licence attached to the disabled boat must be on board the replacement boat. You cannot use the CDR Book and Landing 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/Fish Eye nominations 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.**
- If using Fish Eye the master must be authorised in Fish Eye to fish on the MFL.
- All catch from the replacement boat must be landed before the pots from the disabled boat are pulled.

7g. What happens to the entitlement allocated to 'one unit' MFLs (i.e. those on the shelf)?

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

8. Registered Receivers

8a. Who can I sell lobsters to?

- You can sell/consign lobsters to a Registered Rock Lobster Receiver.
- You can sell/consign lobsters to someone other than a Registered Receiver through 'back of boat' sales. See section [13](#).

8b. 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 (other than 'back of boat' lobsters) may apply to the Department to become Registered Receivers (application forms are available from DPIRD Offices or on the Departments website. Search for 'Commercial Licence' forms).
- Registered Receivers must comply with relevant requirements outlined in the Catch Monitoring System Guide for Registered Receivers, including completing the West Coast Rock Lobster Registered Receiver Consignment Form (i.e. must report weight of

consignments received). Alternatively Registered Receivers can submit consignment details using Fish Eye Online Services.

8c. Can a CFL holder become a Registered Receiver?

- No.

8d. Can I transport another Master's rock lobster to the Receiver?

- On land – yes, if you are a person acting on behalf of the Master or Registered Receiver.
- On a boat – yes, if you have a Carrier Boat Licence.

8e. Can I consign lobster to a Registered Receiver, buy them back and sell them retail to the public?

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

8f. Am I allowed to sell lobster direct to the public?

- Yes, you can sell up to 100 lobster per landing. See section [13](#).

8g. What do I do if I have engine trouble and the Registered Receiver's truck has already left?

- You can hold lobsters in an Approved Landing Area under certain conditions. See section [6c](#).

8h. Does being a Registered Receiver mean you must be a business?

- No. A Registered Receiver Certificate can be a business or in 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.

8i. 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.

8j. Can a Registered Receiver buy any 'back of boat' lobsters?

- No.

8k. Can I stop being a Registered Receiver?

- Yes. If you wish to no longer be a Registered Receiver and instead wish to purchase 'back of boat' lobsters, you need to advise the Department in writing of your intention to relinquish your Registered Receiver's Certificate.

9. Abrolhos Islands – A Zone

9a. Where can I hold Lobsters?

- At the Abrolhos Islands you can hold 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 of the Holding Over Book and have it checked and signed off by a Fisheries Officer. (You are only allowed a maximum of 2 DHA's).
- 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 CatchER App.
- If you are consigning any lobster, all lobster being held must be consigned.

9b. 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.

9c. When do I have to put my lobsters into secured containers with no more than four WCRL Landing Tags attached when holding over?

- Lobsters may be held on the boat in an Abrolhos Island Designated Holding Area, if all daily nominations have been completed, and they must be in secured containers at any time that the Master is not on board the boat
- In addition, tags must be affixed in the following scenarios;
- Prior to entering an Approved Landing Area (unless option has been chosen to count the number of lobster for registered receivers on board (rather than number of containers));
- In the case of 'back of boat' lobsters, prior to entering the Approved Landing Area.
- Prior to delivering lobster to a Carrier Boat.
- Prior to removing the lobster from the boat in any other case.

9d. Can an A Zone Master use his secured containers 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/container, every other lobster/container in the DHA must be consigned.
- Lobsters need to be in secured containers with no more than four WCRL Landing Tags attached once they leave the boat and the landing tag cannot be removed. Therefore, lobsters cannot be high-graded or dead lobster removed once in a secure container.

9e. What are the rules around soaking pots at the Abrolhos Islands?

- You may not soak/store pots at the Abrolhos Islands as these provisions are no longer supported.
- Pot Storage Areas were removed from the Management Plan in September 2020. However, pots can still be in the water 7 days after entitlement is exhausted, or 7 days prior to the start of a new season. See section [2](#) for more information regarding setting pots.

9f. After I have consigned my lobsters to the Carrier Boat, can I return to my camp to make the Post-Landing IVR Call / Fish Eye / CatchER Post-Landing Nomination?

- Yes, as long as the Post-Landing Nomination has been submitted within 30 minutes of consigning. For IVR, the Post-Landing confirmation number will need to be recorded on your yellow copy of the CDR.

9g. When can I take my baited/unbaited pots to the Abrolhos?

- You can only take your pots into A Zone 7 days prior to the start of the new season (e.g. if the season begins 15 January, then it will be from 8 January).

9h. Can I soak my unbaited pots in the Abrolhos A Zone while still fishing in B Zone?

- No, you can no longer soak pots at the Abrolhos Islands, these provisions were removed from the Management Plan in September 2020.
- You cannot fish in one zone and have pots in another zone at the same time.

9i. When can I set my pots for the first time?

- If the previous season quota is exhausted, pots can remain in the water for 7 days following the exhaustion of the entitlement of the licence or may be set 7 days prior to the start of the new season.
- If the previous season quota is **not** exhausted, pots can remain set or be set at any time before the start of the new season. (other than between 1 April to 31 Oct when pots may be set for a maximum of 7 days between pulls)

9j. Can I fish in two Zones on the same trip?

- A Master cannot have pots set in more than one Zone of the Fishery at any one time; and you cannot pull pots in more than one Zone on any trip.
- If you wish to change Zones all pots will have to be removed from the first Zone and you must complete your Pre-Landing nomination; only then may you enter a different Zone to set pots (NOTE: you cannot pull pots at this time). You must then return to an Approved Landing Area, complete a Post-Landing nomination and consign your catch from the first Zone.
- After you complete your trip for the first Zone, immediately make your Pre-Fishing nomination for the next Zone as this notifies the Department that you have changed Zones.

10. Interactive Voice Response System (IVR)

The IVR Guide is available on the Department's website.

<http://www.fish.wa.gov.au/Fishing-and-Aquaculture/Commercial-Fishing/Commercial-Fishing-Management/Pages/West-Coast-Rock-Lobster-Fishery.aspx>

10a. 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.

10b. What happens when I go fishing and the weather turns really bad or my boat breaks down and I decide to go home?

- The IVR System allows you to vary your Pre-Fishing Nomination; 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 your Pre-Fishing Nomination if you did not pull your pots.
 - If you have pulled pots but have not retained any lobster you must complete the Pre-Landing and Post-Landing IVR calls and record zero as the weights on the CDR.

Note that once a lobster has been retained on board the boat for more than 5 minutes it must be held, landed and consigned. See section [4g](#) (nil catch).

10c. 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 renominate them.
- You cannot change a Master during a fishing trip. The Post-Landing nomination must be completed before a new Master can be nominated.

10d. 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 contact the Rock Lobster Helpline **1300 574 071** or contact your local DPIRD Office.
- If only the Pre-Fishing call has been made then a variation to cancel a Pre-Fishing nomination should be made by the previous master. The Master may then be changed by the MFL Holder and a Pre-Fishing call made by the replacement Master.

10e. What if I can't get through to the IVR System? (i.e. 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 number and the details of the problem.
- In the unlikely event that the IVR line is busy, you should make further attempts to get through.

10f. Why do I have to make three phone calls to the IVR system?

- For greater integrity in the Catch Monitoring System and to comply with the nomination requirement specified in the Management Plan.

10g. 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 into IVR in 'MFL Mode' using the MFL Account and PIN. 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'.

10h. 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) as well as a Master IVR Account and PIN (used for fishing).

10i. 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 **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 you as a Master.

- If you have an open trip in IVR contact the Rock Lobster Helpline **1300 574 071** for assistance.

10j. 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 an SMS will be sent out to all Masters' mobile numbers. 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 (Monday to Friday 8:30 – 16:30) you will need to leave a message with your 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.

10k. 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 immediately contact the Rock Lobster Helpline **1300 574 071** to notify the Department of the error.
- 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.

10l. 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. If you ring the IVR line you should get the next stage of the call sequence if the previous call was successful.

10m. 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.

10n. 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'.

10o. 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 your yellow copy of the CDR. Contact the Rock Lobster Helpline on **1300 574 071** to explain why the number is different to the number on your white copy.

10p. 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 is or nominate a new Master to the fish.
- 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. If you are an MFL Holder contact the Rock Lobster Helpline on **1300 574 071**.
- If you are sure you are using the right account number and PIN you should try again. If you still cannot log on, contact the Rock Lobster Helpline on **1300 574 071**.

10q. 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 contact the Rock Lobster Helpline on **1300 574 071**.

11. Fish Eye

Fish Eye user guides for Online Services and CatchER are available on the Department's website.

<http://www.fish.wa.gov.au/Fishing-and-Aquaculture/Commercial-Fishing/Fish-Eye/Pages/Help.aspx>

11a. 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 is available on the Department's website.

12. Personal Consumption

12a. Can I still take lobster for personal consumption.

- The specific '*personal consumption*' arrangements have been removed from the Management Plan. Fishers may retain '*back of boat*' lobsters for their own use, if they wish. Please refer to section [13](#) for '*back of boat*' information.

13. Back of Boat Sales

13a. What are 'Back of Boat' sales?

- 'Back of boat' sales allow fishers using Fish Eye/CatchER to undertake their own direct sales of lobster to businesses or people who are **not** Registered Receivers.
- Fishers must be registered for and use Fish Eye/CatchER for their trip nominations to participate.

13b. How many lobsters can be consigned for 'back of boat' sales per landing?

- Fishers are permitted to land up to 100 'back of boat' lobsters per trip.
- There is no possession limit for 'back of boat' lobsters.

13c. How do I report the lobster landed under the 'back of boat' sales mechanism?

- The number of lobsters and number of containers being landed under this mechanism needs to be indicated in the Pre-Landing nomination made via Fish Eye/CatchER.
- Lobsters are to be landed in secured containers with no more than four WCRL Landing Tags attached and weighed by the fisher upon entering an Approved Landing Area.
- For A Zone (Abrolhos Islands) the consignment must be weighed when removing the lobsters from a Designated Holding Area or delivering lobsters to a Carrier Boat.
- Fishers are required to report the weight of the 'Back of boat' lobsters as a separate consignment.
- 'Back of boat' sales need to be weighed as the first consignment.

13d. Will the total weight of the lobsters caught (up to 100 per trip) under the 'back of boat' sales mechanism come off my entitlement?

- Yes, the weight reported by the master in the Post-Landing nomination will be deducted from the entitlement held on the licence.

13e. Who can I sell 'back of boat' lobsters to?

- Under the 'back of boat' sales mechanism, you can sell 'back of boat' lobsters to people or businesses who are not Registered Receivers; for example a fisher can sell on a retail basis to a member of the public; or on a wholesale basis to a restaurant or fish shop.

13f. If organised the day before and the buyer does not arrive to collect their order, what mechanism is there to keep your lobster?

- Lobsters can be taken home or to another location for storage by the Master, or may be held on board the boat. See section [6b](#) and [6c](#).

13g. Can I sell 'back of boat' lobsters to more than one person?

- Yes, the Master must also issue receipts see section [13q](#).

13h. How do fishermen know if a person buying Back of Boat lobsters is a Registered Receiver, or not?

- A fisher should ask the person, if they suspect they might be a Registered Receiver.

13i. Can I retain 'back of boat' lobsters for my own use?

- Yes, fishers can retain these lobsters for their own use; if not sold.

13j. Are there requirements for how personally retained 'back of boat' lobsters have to be kept (i.e. frozen)?

- No, there are no requirements.

13k. Do I have to put the ‘back of boat’ sales lobsters into secured containers?

- Yes, lobsters are to be held in secured containers with no more than four WCRL tags attached prior to entering and Approved Landing Area. The containers must remain secured with tags until 10 minutes after the weight is reported.

13l. Will the tags be the same tag for a Registered Receiver, or a separate lot of tags for ‘back of boat’ lobsters?

- Masters should use their normal Landing Tags on containers with ‘back of boat’ lobsters.
- NOTE: Different labelling requirements for ‘back of boat’ containers are under consideration and further advice will be provided.

13m. Can I take lobsters out of my Designated Holding Area for ‘back of boat’ sales without consigning all the other lobsters I am holding?

- No. All lobsters must be landed from the DHA/boat and weighed on the one occasion.

13n. Do ‘back of boat’ lobsters need to be held in secured containers if being transported after weighing?

- No. Tags can be removed 10 minutes after the weight is reported and then ‘back of boat’ lobsters don’t need to be held or transported in secured containers, except on a Carrier Boat.

13o. Can I use Registered Receiver scales to weigh ‘back of boat’ lobsters?

- Yes, fishers are permitted to use scales owned by Registered Receivers to weigh the ‘back of boat’ lobsters consignment; so long as the scales are located outside of the building, the Master remains in control of the containers and they are not consigned to the Registered Receiver.

13p. Can ‘back of boat’ lobsters be transported by someone else?

- Yes, a person transporting ‘back of boat’ lobster must have a receipt, transport docket or other documentation regarding the rock lobster in the person’s actual possession.
- The documentation must show the weight or number of rock lobster being transported; and that the rock lobster being transported were lawfully purchased or obtained.
- ‘Back of boat’ lobsters can be transported in any number.
- ‘Back of boat’ lobsters can be transported on a Carrier Boat in a secured container with no more than four WCRL Landing Tags attached.

13q. Do I need to provide a receipt to the buyer of the ‘back of boat’ lobsters?

- Yes, Master’s must issue receipts to the purchaser. The receipt needs to include all the elements of a ‘tax invoice’ (including the quantity of lobsters); as well as the Managed Fishery Licence Number (WCLL).

13r. Do I need to provide any paperwork to someone who I gift ‘back of boat’ lobsters?

- Yes, you need to provide paperwork which includes the Managed Fishery Licence Number (WCLL) and the weight of the lobster which has been gifted.

13s. What are the Abrolhos Islands (A Zone) specific arrangements for ‘back of boat’ sales?

- Fishers may either bring the ‘back of boat’ lobsters ashore for their own use, and/or a consignment of these lobsters may be transported to the mainland by Carrier Boat in secured containers with no more than four WCRL Landing Tags attached.

13t. Do I need to tail clip ‘back of boat’ lobsters?

- No.

13u. What if I cannot submit my trip nominations via Fish Eye/CatchER for my ‘back of boat’ sales lobsters? (i.e. If Fish Eye/CatchER System is unavailable)

- If you are in the middle of a trip with ‘back of boat’ lobsters and Fish Eye/CatchER becomes unavailable you must revert to IVR/CDR to complete the trip.
- When you make the IVR Post-Landing call for ‘back of boat’ lobsters you will need to select the same Registered Receiver Number that you would have selected on your first consignment. (This number will not be recorded on the CDR).
- You will need to record the ‘back of boat’ lobsters as a separate consignment on a separate CDR. You must indicate that this is ‘back of boat’ lobsters by recording BoB in the Registered Receiver Number in Part 1D of the CDR Form.
- You must also record that the consignment is for ‘back of boat’ lobsters in the comments section on Part 1E of the CDR Form along with a count of those lobster.

13v. If I’m selling ‘back of boat’ lobsters wholesale (i.e. to a restaurant or fish retailer); can I process the lobsters before selling them?

- Should a Master wish to process the lobsters (i.e. cooking, freezing, tailing etc.) prior to selling wholesale they may need a Fish Processor’s Licence and should contact the Department.

14. Whale Mitigation

14a. What are the revised Whale Mitigation arrangements?

- Maximum pot usage of 200 pots per licence from 12 September 2020 through to 31 October 2020, and from 1 April 2021 to 30 June 2021.
- The period in which modified whale gear is required has been extended to include April – modified gear is now required from 1 April to 31 October.
- Additional new requirements during this extended period will now include;
 - The line must have a weight attached, or weighted rope must be used (when longer than 32.9m); and
 - All pots must be pulled at least once every 7 days regardless of depth of water in which they are set.
- There is a new requirement for fishers to provide information regarding the number of pots left in the water at the end of a trip (this applies year round) and can be recorded in Part 1D ‘Total pots left in the water’ on the CDR; or in the Pre-Landing nomination for Fish Eye/CatchER.

14b. How many pots can I use?

- The number of pots each licence may use is calculated based on the current number of units held on the licence per zone. The formula to determine the number of pots is in Clause 68 of the [West Coast Rock Lobster Managed Fishery Management Plan](#), and is dependent on the time of year.
- In the period 1 November – 30 April (i.e. ‘summer’; outside of whale mitigation), the maximum number of pots that may be used is 1 pot per 10 units (this is sometimes referred to as 100% pot usage).
- In the period April – 31 October (i.e. ‘winter’; during the whale mitigation), the maximum number of pots that may be used is 1 pot per 20 units (this is sometimes referred to as 50% pot usage).
- Note that regardless of unit holdings, a fisher may not use more than 200 pots in the period 12 September 2020 through to 31 October 2020, and from 1 April 2021 to 30 June 2021.
- In addition, if a licence holder has units of entitlement in both A Zone and B Zone, they may use additional pots in B Zone, calculated based on the number of A Zone units held. See Clause 68 of the [Management Plan](#) for more details.

15. Big Bank

15a. Big Bank

- As of September 2020, the Big Bank area is open to normal commercial fishing by licence holders in B Zone; aside from a small closed research area (see Schedule 4 of the [Management Plan](#) for coordinates).
- Fishers no longer need to provide prior notification to the Department before they enter Big Bank, and there is no requirement to provide additional research information.

16. Sea Lion Exclusion Devices (SLEDs)

16a. Where do I have to use SLEDs?

- Information on SLEDs can be found in the [SLED](#) brochure. Available from DPIRD Offices and on the Departments website www.fish.wa.gov.au
- SLEDs are now compulsory in the relevant Abrolhos Islands Area.

17. Miscellaneous

17a. Who can I call for help if I am not sure about something?

- Please contact the Rock Lobster Helpline or your local DPIRD Office.
- For time critical issues where you are unable to deal with a situation without breaking the rules, call the Rock Lobster Helpline on 1300 574 071 for advice. If after hours, contact a

Fisheries Officer at your local DPIRD Office or leave a details message on the Helpline voicemail.

- For issues related to Fish Eye, please contact Fish Eye Support:
 - E: Fisheye.Support@dpird.wa.gov.au
 - T: **1300 550 763**

17b. Will VMS be introduced for the Fishery?

- Not for this season.

17c. Important Disclaimer

- This document remains the property of the Department of Primary Industries and Regional Development and if printed is uncontrolled. Refer to the Departments website www.fish.wa.gov.au for the latest version of this document.
- This guide is to be used in conjunction with the [**West Coast Rock Lobster Managed Fishery Management Plan 2012.**](#)
- The Chief Executive Officer of the Department of Primary Industries and Regional Development and the State of Western Australia accepts no liability whatsoever by reason of negligence or otherwise arising from the use or release of this information or any part of it.