

Automated Interactive Voice Response (AIVR) reporting requirements

Frequently asked questions

NOTE: Please refer to the *Fisheries Act 1994*, Fisheries (General) Regulation 2019, Fisheries (Commercial Fisheries) Regulation 2019, Fisheries Declaration 2019 and Fisheries Quota Declaration 2019 for full reporting requirements and definitions.

Authentication – licences and personal identification numbers (PINs)

How has AIVR authentication changed since 1 September 2021?

Commercial fishers operating in quota fisheries (e.g., reef line, Spanish mackerel etc.) prior to 1 September 2021 will notice the Automated Interactive Voice Response (AIVR) authentication step has changed.

Previously, you were only required to enter the primary commercial fishing licence number followed by the primary commercial fishing licence PIN.

In the new AIVR system, you are now required to enter your **commercial fisher licence number** followed by your **commercial fisher licence PIN**. You will then be prompted to enter your **primary commercial fishing licence number** followed by the **primary commercial fishing licence PIN**.

What is a commercial fisher licence?

A commercial fisher licence is issued to an individual person (a company, business or joint authority cannot hold one). It has replaced the master fisherman's licence. You need this licence number to use the AIVR system. To access your licence details, sign in to your [FishNet Secure](#) individual client account or call 13 25 23.

Where can I find my commercial fisher licence PIN?

Sign in to the [FishNet Secure](#) account for your commercial fisher licence (your PIN won't be in an account that is registered as a company, business or joint authority). You can view and reset your PIN by clicking the 'My PINs' button. If you are unable to access your PIN on [FishNet Secure](#), call 13 25 23.

What is a primary commercial fishing licence?

A primary commercial fishing licence is linked to the boat mark. It has replaced the commercial fishing boat licence and commercial harvest fishery licence. The licence number is on your licence card.

I'm the skipper but not the primary commercial fishing licence holder. How can I access the primary commercial fishing licence PIN?

You will need to contact the authority holder of the licence. We can't provide these details to anyone other than the authority holder.

The authority holder of a primary commercial fishing licence can access the PIN in their [FishNet Secure](#) account.

Giving notices using the AIVR system

What is the difference between a pre-trip notice and a prior notice?

You must give a **pre-trip notice** for the primary commercial fishing licence you operate under before you commence a fishing operation. You must nominate the:

- fisher in charge of the operation
- type of fishing operation (commercial, recreational or charter)
- landing place (if fishing operation is commercial).

You must give a **prior notice** before your boat lands to report accurate numbers of fish or containers of fish caught that have individual transferrable quota or competitive total allowable commercial catch limits.

When do I have to give a pre-trip notice?

For each primary commercial fishing licence, a pre-trip notice is given before the start of a fishing operation. If the pre-trip notice details do not change for subsequent fishing operations, another pre-trip notice is not required.

You only need to give a new pre-trip notice or a limited pre-trip notice if any of the details change (e.g., the fisher in charge, type of fishing operation or landing place). Otherwise, the existing pre-trip notice automatically applies to future fishing operations.

You must ensure your pre-trip notice details are accurate before commencing your fishing operation as you cannot change the details during an operation (Except the landing place – see below).

What if my landing place changes while I am at sea?

Call the AIVR system and give an **amending pre-trip notice** to update the landing place at least one hour before landing. After landing, the details will automatically revert to the original landing place on your most recent pre-trip notice.

Where can I obtain a list of public landing place codes to give the pre-trip notice?

The list of public landing place codes can be found on the [Business Queensland website](#).

My landing place is not on the list. How do I request a landing code?

Complete the [application form](#) and email to vesseltracking@daf.qld.gov.au.

I don't have a GPS to give me the coordinates to report my landing place?

Your smart phone's map application (IOS Maps or android Google Maps) has the ability to provide coordinates (in decimal degrees). This function is available without phone or internet reception.

Do I have to give a prior notice if I haven't caught any quota fish?

No. A prior notice is only required when you have caught quota species. The same applies to a weight notice.

Prior to 1 September 2021, I had been operating in quota fishery (e.g., reef line, Spanish mackerel etc.). I was required to give prior notices 1, 3 or 6 hours before landing. Does this still apply?

A prior notice still needs to be given before landing but the 1, 3 or 6 hourly requirements have been removed.

How do I know if my AIVR call was successful and if my notice has been submitted?

After you have completed a notice via the AIVR system you will be provided with a transaction number. The transaction number guarantees that the information that you provided was successfully recorded. If you don't receive a transaction number, your notice has **not** been submitted.

The AIVR gives me options to report the number of individuals and number of containers for certain species (e.g., yellowfin bream, sea mullet, sand whiting and tailor) in my prior notice. Do I need to report both amounts?

No. You only need to report the number of individuals **OR** the number of containers for those species.

The AIVR system reads out species that I don't catch. Can I remove quota catch questions that aren't relevant to my operation?

Yes. The AIVR call flow can be customised for each primary commercial fishing licence. The primary commercial fishing licence holder needs to sign in to their [FishNet Secure](#) account and click on the 'My Favourite Species' button. Select the relevant primary commercial fishing licence and turn off the quota species and fish forms not needed.

Can I skip quota catch questions?

Yes. Listen to, and follow, the AIVR prompts carefully. Once you have reported all your catch, press 6 to skip all remaining catch questions (instead of 1 to continue or 2 to change the entry). You can then report for other fisheries. If you don't have fish to report for other fisheries, press 6 again and your transaction number will be issued.

When do I provide accurate weights?

Accurate weights (i.e., kilograms to one decimal place) must be provided in the weight notice you give via the AIVR system and recorded in your catch disposal record book.

How do I provide the fish weight to one decimal place in the AIVR system?

To report your weight notice in kilograms, you need to include the first decimal place (e.g., 45.3 kg is entered as 453# and 150.0 kg entered as 1500#). If you have no weight to report, enter 0#.

Can I transfer quota using the AIVR system?

No. The AIVR system can only be used to check quota balances and report notices. To temporarily transfer quota, register in [FishNet Secure](#) or complete an [application form](#). To permanently transfer quota, complete an [application form](#).

I operate in remote areas with no mobile telecommunication network. How do I comply with the reporting requirements via the AIVR system?

Please contact Fisheries Queensland to discuss how to comply with the reporting requirements. There is a four-month transitional period from 1 September to 31 December 2021 to allow commercial fishers time to source the requisite equipment (e.g., satellite phones) that will enable them to comply with the new reporting requirements from 1 January 2022.

I have a suggestion to improve the AIVR call flow. How can I submit my feedback?

We welcome any feedback and suggestions to improve the AIVR system – email us at vesseltracking@daf.qld.gov.au or call 13 25 23 during business hours.