

# Automated interactive voice response (AIVR) system

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The Automated Interactive Voice Response (AIVR) system has been upgraded to meet the new reporting requirements that will apply to commercial fisheries in Queensland from **1 September 2021**.

AIVR is an automated phone system that allows commercial fishers to report and access information via a voice response and touch-tone keypad selection system. To comply with the new reporting requirements, you will be able to 'give notice' through the AIVR system, including:

- pre-trip notice
- amending notice (pre-trip)
- prior notice
- emergency notice
- transshipment notice
- weight notice
- retained fish notice.

You can also use the AIVR system to:

- check quota balances
- check the status of the 1.2 tonnes mud crab entitlement.

The department acknowledges that the new reporting requirements involve a significant change to commercial fishers. During the initial phase of implementation, the Queensland Boating and Fisheries Patrol officers will not be undertaking compliance action if you have not complied with the new reporting requirements. In the first instance, the focus will be on education and awareness. This would be followed over time by the appropriate enforcement action for non-compliance.

To find out the reporting requirements for your fisheries, refer to the '[Reporting requirements fact sheet](#)'.



13 25 23



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## AIVR phone numbers

The phone numbers for accessing the AIVR system from the 1 September 2021, are listed below.

<b>Fishery</b>	<b>AIVR number</b>
<b>East coast inshore and shark</b>	<b>(07) 3017 0025</b>
<b>Aquarium fish</b>	<b>(07) 3017 0025</b>
<b>Rocky reef</b>	<b>(07) 3017 0000</b>
<b>Reef line and Spanish mackerel</b>	<b>(07) 3017 0000</b>
<b>Tropical rock lobster</b>	<b>(07) 3017 0005</b>
<b>Crab – east coast and Gulf of Carpentaria</b>	<b>(07) 3017 0010</b>
<b>Coral</b>	<b>(07) 3017 0020</b>
<b>Sea cucumber</b>	<b>(07) 3017 0030</b>
<b>Trawl</b>	<b>(07) 3017 0045</b>
<b>Trochus</b>	<b>(07) 3017 0030</b>
<b>Gulf of Carpentaria black jewfish</b>	<b>(07) 3017 0035</b>
<b>Gulf of Carpentaria shark</b>	<b>(07) 3017 0015</b>
<b>Gulf of Carpentaria fin fish trawl</b>	<b>(07) 3087 8865</b>
<b>Shell grit</b>	<b>(07) 3017 0050</b>

**Note** - The commercial fisher in control of the fishing operation **must** be the person who calls the AIVR to give a notice.

## AIVR authentication

### All east coast fisheries and the Gulf of Carpentaria crab fishery

The AIVR system includes a **new authentication process** to make the reporting process easier for commercial fishers. After your first call to the new AIVR phone number and completing the initial setup, the AIVR system will 'remember' your details for subsequent calls.

**You will need these details on hand for your first call to the new AIVR number:**

- **Commercial fisher licence number (CFL number)**  
This is the licence number of the commercial fisher in control of the fishing operation.
- **Commercial fisher licence PIN (CFL PIN)**  
This is the PIN that is linked to the CFL.
- **Primary commercial fishing licence number (PCFL number)**  
This is the licence number on your licence card that is associated with the boat mark.
- **Primary commercial fishing licence PIN (PCFL PIN)**  
This is the PIN that is linked to the primary commercial fishing licence.

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The AIVR system has been designed to 'remember' your details from your first call. **Subsequent calls** to the AIVR system will ask you to enter your CFL number, CFL PIN, and confirm the relevant boat mark.

If your PCFL PIN or PCFL details have changed, you will be prompted to enter the updated PCFL number and PCFL PIN.

You can view and reset your CFL PIN and PCFL PIN on 'FishNet Secure' under the *My PINs* tab.

If the commercial fisher in control of the fishing operation is not the PCFL authority holder, they will need to contact the authority holder to obtain the PCFL PIN.

## **Gulf of Carpentaria black jewfish, Gulf of Carpentaria shark, and shell grit fisheries**

The authentication process remains unchanged for the Gulf of Carpentaria black jewfish, Gulf of Carpentaria shark, and shell grit fisheries. These fisheries will continue to use the PCFL number and PCFL PIN.

## **Streamline your AIVR reporting**

### **Favourite species**

For reporting catch through the AIVR, the system will read through all applicable species that you can report. To save time, we recommend that PCFL holders customise their species and fish forms on 'FishNet Secure' under the *My Favourite Species* tab. Once this is set-up, your favourite species and fish forms will be read out first by the AIVR system.

### **Landing codes**

When giving a pre-trip notice, amending notice or emergency notice, you will be required to provide the details of your landing place.

For a list of the current landing codes, refer to '[Landing place & transport vessel codes](#)'. To request a new landing code, see '[Landing places fact sheet](#)' and '[Application to request a landing place code](#)', or alternatively contact the Quota Monitoring Unit on 13 25 23 or email us at [vesseltracking@daf.qld.gov.au](mailto:vesseltracking@daf.qld.gov.au).

### **Transport vessel codes**

For reef line, Spanish mackerel, trawl (T1), coral or tropical rock lobster fisheries, you will be required to provide a transport vessel code when giving a transshipment notice.

**Note:** Coral and tropical rock lobster fishers are permitted to tranship to a PCFL held by the same authority holder. In this case the PCFL number must be entered instead of a transport vessel code.

For a list of the current transport vessel codes, refer to '[Landing place & transport vessel codes](#)'. To request a new transport vessel code contact the Quota Monitoring Unit on 13 25 23 or email us at [vesseltracking@daf.qld.gov.au](mailto:vesseltracking@daf.qld.gov.au).

## **Quick guide**

The new [AIVR quick guide](#) (September 2021) outlines how to use the new AIVR system and provides helpful tips to assist you in reporting each type of notice.

## **More information**

For more information about the AIVR system, email [vesseltracking@daf.qld.gov.au](mailto:vesseltracking@daf.qld.gov.au) or call 13 25 23.