

Annual Report on PIRSA's Service Delivery on the Cost Recovery Agreement for the Miscellaneous Fishery

2022-23

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Summary of Outcomes for 2022-23

Policy and Management Program

	Deliverables	Due date
1.	Participate in inter- and intra-departmental meetings and workshops on issues relevant to fisheries management.	Ongoing
2.	Liaise within the Fisheries and Aquaculture Division, with SARDI Aquatic Sciences, other parts of PIRSA and other State and Commonwealth agencies on matters relevant to fisheries management if required.	Ongoing
3.	Liaise within PIRSA, with other government agencies and with industry representatives in implementing decisions relevant to fisheries management.	Ongoing
4.	Conduct regular assessment or review of existing management arrangements for fisheries management, including fisheries performance and interactions with threatened, endangered and protected species.	August 2022
5.	Participate in industry liaison where practicable to strengthen fishery management knowledge and understanding and develop rapport with licence holders.	Ongoing
6.	Participate in industry development initiatives related to fisheries management.	Ongoing
7.	Attending to general correspondence and enquiries relevant to fisheries.	Ongoing
8.	Provide advice to the Minister in relation to the management of fisheries and Ministerial correspondence.	Ongoing
9.	Communicate on fisheries management issues to key stakeholder groups and the broader community.	Ongoing

Leasing and Licensing Program

	Deliverables
	Services to directly support the fishery
1.	<ul style="list-style-type: none"> • Issued and maintained fishery licences. • Administered application process for 12 licences holder to apply for new grant of licence. • Designed and posted out application forms for new licence. • Followed up with licence holders to ensure forms returned prior to licence expiry. • Collated and submitted applications to Executive Director for approval. • Extended term of licence in PIIMS and printed updated licence and entitlements extracts for 12 licenses. • Regular filing and archiving of licensing and quota documentation.
2.	<ul style="list-style-type: none"> • Database management for licences and licence holder information. • Entered new rates into the Primary Industries Information Management System (PIIMS). • System maintenance including auditing user access and system testing after any system update.
3.	<ul style="list-style-type: none"> • Collected licence fees and associated payments. • Issued annual fee invoicing packs to 12 licence holders. • Issued invoices and SMS reminders each quarter.
4.	<ul style="list-style-type: none"> • Composed and sent quarterly instalment notices.
5.	<ul style="list-style-type: none"> • Recorded and tracked unpaid invoices. • Generated and audited invoices to ensure correct annual fee amount was raised. • Generated 12 monthly debtor's reports to reconcile annual fee payments.
6.	<ul style="list-style-type: none"> • Composed and sent late payment instalment notices for unpaid quarterly instalments.
7.	<ul style="list-style-type: none"> • Drafted and issued Notices to Fishers. • Prepared Notice to Fishers for annual fee invoicing pack.
8.	<ul style="list-style-type: none"> • Processed requests for information from fishers who make such inquiries over the counter, through the call centre, via facsimile or e-mail. For example, helping fishers to process information relevant to licensing, boat changes, gear enquiries and fishing regulations.

9.	<ul style="list-style-type: none"> Regularly updated information about licence holders.
10.	<ul style="list-style-type: none"> Researched and prepared documents for public record.
11.	<ul style="list-style-type: none"> Liaised with government stakeholders to verify the credentials of fishers. Processed 2 licence transfer applications which included liaising with government stakeholders to verify the credentials of fishers.
12.	<ul style="list-style-type: none"> Liaised with PIRSA Fisheries & Aquaculture, SARDI Aquatic Sciences, Crown Solicitors and other state and local agencies on matters relevant to the fishery. Reported licence and quota unit information for cost recovery to assist in calculating new financial year annual fees. Generated reports on licensing information for compliance or fishery management purposes as requested.
13.	<ul style="list-style-type: none"> Drafted and updated licence conditions over the duration of the licensing year as determined by the Executive Director, Fisheries and Aquaculture.
14.	<ul style="list-style-type: none"> Provided information to licence holders relating to the requirements pursuant to licence administration.
15.	<ul style="list-style-type: none"> Managed calls from fishers regarding late payment notices, fees and general enquiries about their licences. Provided support via phone or email to any requests from licence holders.
16.	<ul style="list-style-type: none"> Provided support regarding last minute administrative enquiries from fishers e.g. master changes, boat variations, licence transfers as well as provide advice and support to fishers on licence information, to complete the required forms.
	Services to support fisheries management
1.	<ul style="list-style-type: none"> Participated in inter- and intra-departmental meetings and workshops on issues relevant to the fishing industry.
2.	<ul style="list-style-type: none"> Liaised with relevant staff within PIRSA Aquaculture and Fisheries in implementing decisions relevant to the fishery.
3.	<ul style="list-style-type: none"> Interrogated the PIIMS database to extract information for other stakeholders to use in preparing reports.
4.	<ul style="list-style-type: none"> Prepared reports requested by internal and external customers including maintenance of a public register of licence holders.
5.	<ul style="list-style-type: none"> Liaised with information technology providers to maintain PIIMS and administer licensing requests.

Directorate Program

	Deliverables
1.	Coordinated and facilitated the cost recovery processes and program agreements, including liaising with program providers, managers and financial services as required.
2.	Provided licence holders communication/documentation on matters relating to the cost recovery process, licence setting and related policy issues.
3.	Developed and reviewed cost recovery policy, processes, program agreements.
4.	Managed SARDI contractual agreements for TEPS scopes.
5.	Consulted with the Chief Executive, Executive Director, Fisheries and Aquaculture, Director Operations, PIRSA fisheries managers, and the Office of the Minister and other parties as needed.
6.	Ongoing review, development and documentation of the cost recovery model, framework, processes and roles.
7.	Met agreed timeframes on management and administration of external contractual services.
8.	Appropriate management of industry funds and services.
9.	Provided an Annual Report on PIRSA's service delivery of the Cost Recovery agreement to all licence holders.
10.	Provided administrative support to the Independent Cost Recovery Review Panel, e.g. mail outs to all licence/lease holders, meeting coordination, travel bookings and other adhoc administration support during the review.

Compliance Program

Deliverables

The coordination of compliance outputs is guided by a fishery specific compliance plan which was initially developed in consultation with the Marine Scale Fishers Association (who represented Miscellaneous Fishery licence holders) and is reviewed annually.

The plan ensures compliance effort is intelligence driven, efficient, cost effective and outcome focused. The plan comprises three core outputs (Education and Awareness, Effective Deterrence and Enforcement) and is optimised towards increasing voluntary compliance and maximising effective deterrence.

Analysis of intelligence and information holdings is regularly conducted to identify the major Compliance risks to the sustainability of the Fishery. The combination of strategies, actions, and initiatives are critical to focus the primary compliance effort to manage the risks and achieve targeted outcomes.