

Lodging Digital Oyster Shipment Notifications via the NSW DPI Shellfish App

User Guide

26 June 2023



Oyster lease on Clyde River. Image by Ben Sefton, NSW DPI © State of New South Wales

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Protecting the NSW oyster industry

Movement controls are currently in place under NSW biosecurity regulation to manage biosecurity risks posed by shipping cultivated oysters and related infrastructure between NSW estuaries. As part of these controls, all oyster aquaculture permit holders must notify NSW DPI of any planned shipments of oyster and oyster infrastructure (cultivation and catching equipment, vessels etc.) between estuaries and record the movement in an approved form of the oyster shipment logbook. An online oyster shipment form is now available through the NSW Biosecurity and Food Safety Portal to meet this requirement.

The NSW DPI Shellfish App Oyster Shipment form allows farmers to check if their shipments comply with movement controls prior to submission. Compliant movements are recorded in the NSW DPI Shellfish App with a unique shipment number, and a copy of the form and shipment number is sent to the submitting aquaculture permit holder via email. NSW DPI are notified of the intended shipment on submission and may arrange an inspection of the shipment if deemed necessary.

Traceability is an important part of managing animal diseases. Identifying where stock and equipment has come from (trace back) and where it has gone to (trace forward) can lessen the impact on industry and the NSW community to expedite appropriate management controls and response if and when a new threat emerges. Reporting all inter-estuary movements is an important tool in oyster traceability and helps industry and government respond in the event of a biosecurity outbreak. Reports must be completed for all oyster stock and equipment movements out of NSW estuaries except those being moved within the one estuary or those being harvested directly for human consumption.



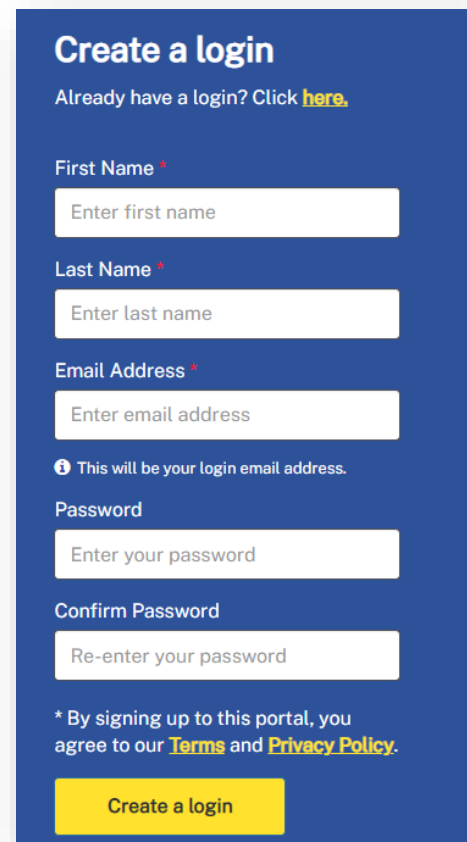
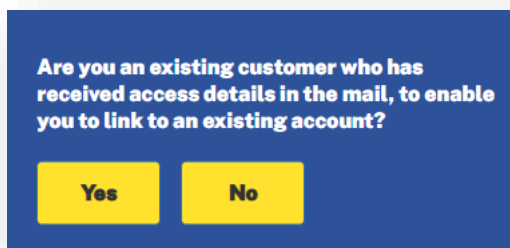
Inspecting oyster racks in Berowra Creek, Image NSW DPI © State of New South Wales

Logging into the NSW DPI Shellfish App

Getting access to the App for the first time

To access the NSW DPI Shellfish App, you will need to sign up via the portal. To register:

1. Navigate to app-shellfish.bfs.dpi.nsw.gov.au on your computer, tablet or smart phone.
2. Click “Log in” button
3. Click “Create a login” button
4. Enter your name and email in the relevant fields.
5. Enter a secure password.
6. Click “Create a login” button.
7. You will be asked if you have been sent access details to link to an existing account. Click Yes.



Create a login

Already have a login? Click [here](#).

First Name *

Enter first name

Last Name *

Enter last name

Email Address *

Enter email address

! This will be your login email address.

Password

Enter your password

Confirm Password

Re-enter your password

* By signing up to this portal, you agree to our [Terms](#) and [Privacy Policy](#).

Create a login


8. Enter the Authority number and Access code sent to you by NSW DPI via letter to link your log in to your permit details.
9. Open your email to verify your account set up (please allow 2-5 minutes for email and check your junk folder if not showing in your inbox).
10. The email will ask you to verify your email, click this link.
11. Once verified, select click the button to return to the Portal.
12. Once completed the NSW DPI Shellfish App dashboard should show for your log in.

Enrolling your mobile device


To add the NSW DPI Shellfish app to your mobile device you will need to navigate to the web-based portal and add to your home screen.

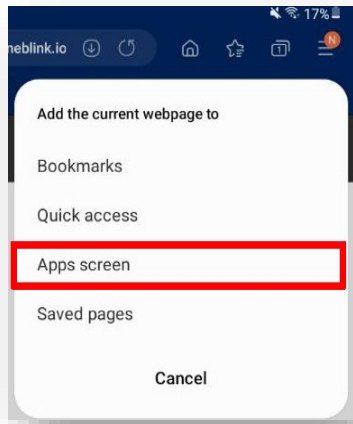
1. Navigate to app-shellfish.bfs.dpi.nsw.gov.au in your device browser.
2. If not logged in, you will need to click the button to log in.
3. On the log in screen, enter your registered email address and password and click “Log in”. Once logged in you will return to the NSW DPI Shellfish App dashboard.
4. For iOS Devices, follow instructions A below. For Android Devices skip to instructions B to complete set up.

A. For iOS Devices

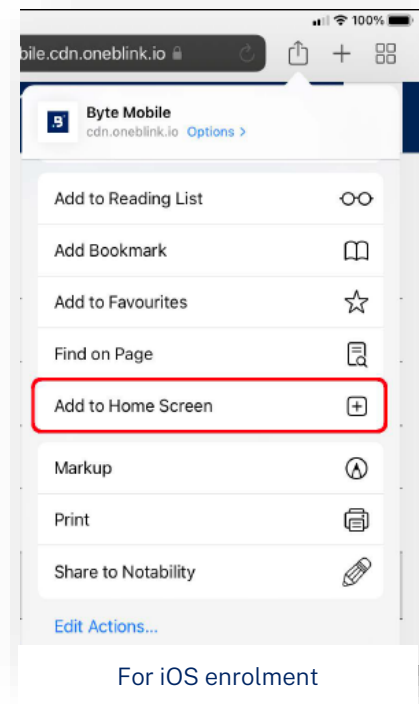
5. Click the 
6. Select Add to Home Screen
7. To open the application simply click the Shellfish icon from your home screen.

For Android Devices

4. Click the 
5. Select Apps Screen and install to apps home screen.



For Android enrolment




6. To open the application simply click the Shellfish icon from your home screen.



Bookmarking the NSW DPI Shellfish App in your PC browser

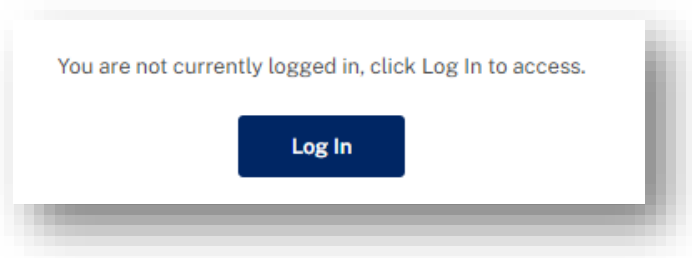
Once you have logged into the NSW DPI Shellfish App you will be able to lodge shipments for your associated permits. Save this link to your browser bookmarks or favourites for easy navigation.

1. Navigate to app-shellfish.bfs.dpi.nsw.gov.au in your browser.
2. To save a bookmark/favourite in:
 - a. **Google Chrome, Mozilla Firefox and Microsoft Edge:** click on the star icon in the top right of the address bar. Give the bookmark a name and select a location where you would like the bookmark saved. Click Done.
 - b. **Safari:** click on the share icon  at the top of the screen. Click on Add Bookmark. Click Add in the pop-up window that appears.
 - c. **Internet Explorer:** click on the star icon in the top right corner of the screen. Select Add to Favourites. Give the bookmark a name and select a location where you would like the bookmark saved. Click Add.
3. To open the NSW DPI Shellfish App simply click the link added to your bookmarks/favourites in the location you have chosen in Step 2 above.

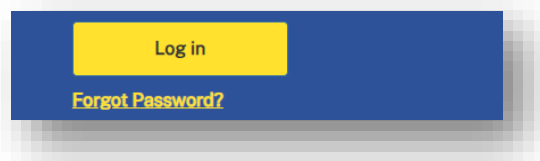
Forgotten your password

Once set up in the NSW DPI Shellfish App your password can be reset via the log in screen.

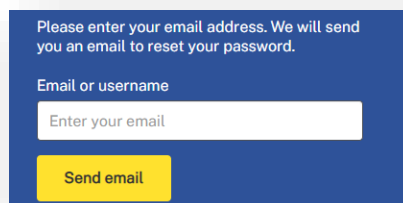
1. Open the NSW DPI Shellfish App on your computer, tablet or smart phone or click the “Log in” button on the NSW DPI Shellfish App page.



2. Click the “Forgot Password” link under the yellow “Log in” button.



3. Enter your registered email address and click Send email.

A screenshot of a password reset form. The form has a blue background. At the top, it says "Please enter your email address. We will send you an email to reset your password." Below this is a label "Email or username" and a text input field with the placeholder "Enter your email". At the bottom of the form is a yellow button labeled "Send email".

4. Instructions for resetting your password will be sent to your registered email address.

Submitting an Oyster Shipment Notification

When to submit

All movements of oysters, oyster cultivation equipment and vessels out of a NSW estuary other than those destined for direct sale for human consumption are required to complete an Oyster Shipment Log Book and notification of movement through to NSW DPI.

Oyster farmers can submit details of their intended shipments up to 2 weeks prior to shipping through the Oyster Shipment online form in the NSW DPI Shellfish App.

Internet must be available, and you must be online to submit your shipment form.

Records must also meet the minimum time frame requirements dependent on estuary risk: not less than 2 hours before shipment for any source estuary with no known risks, and not less than 48 hours before shipment for those source estuaries with a known biosecurity risk.

How to notify of a proposed shipment

1. Click Add New Shipment from the dashboard.



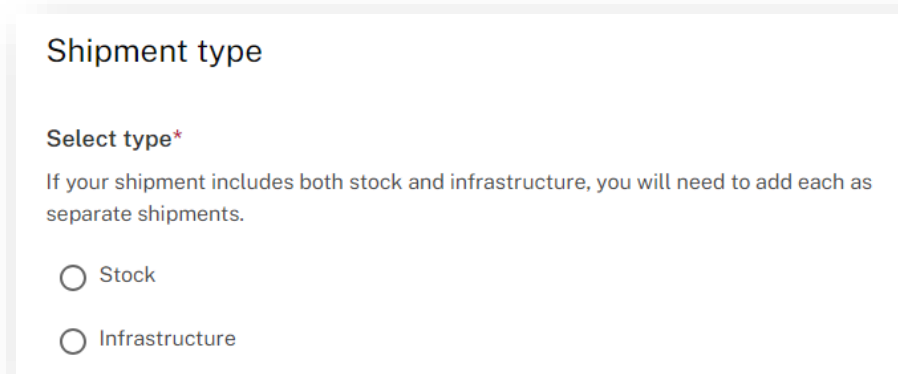
2. Select Stock or Infrastructure and complete the questions in relation to your proposed shipment. You will need:

- Originating lease number or estuary
- Receivers permit number and name
- Destination lease number or estuary
- Description of shipment including for stock:
 - species
 - spat or size
 - stock quantity
 - details of any stock culling.

or for infrastructure:

- details of any cleaning and treatment.
- Date and time of intended shipment

Note if you are shipping both stock and infrastructure you will need to lodge 2 separate shipments as the rules around moving between estuaries differ between stock and infrastructure.

A screenshot of a form titled "Shipment type". It contains a section "Select type*" with a note: "If your shipment includes both stock and infrastructure, you will need to add each as separate shipments." Below this are two radio button options: "Stock" and "Infrastructure".

Shipment type

Select type*

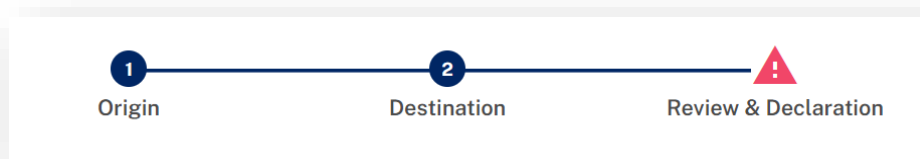
If your shipment includes both stock and infrastructure, you will need to add each as separate shipments.

☐ Stock

☐ Infrastructure

- Once you have completed all questions, the screen will provide a summary of your responses. If any mandatory questions have not been answered an error will appear stating “Please fix validation errors” will show when you try to submit.

- To fix errors, view the top page menu and look for an exclamation mark which will appear against the page with missing data. Navigate to the flagged page to complete the mandatory information.



- Review your answers and read and tick declarations to be able to submit.

Additional declaration needed

- ☐ I confirm that all oyster cultivation equipment in the consignment has been cleaned in accordance with NSW biosecurity requirements for QX and POMS risk or will be prior to movement.
- ☐ I confirm that all cultivation materials in the consignment have been cleaned in accordance with NSW biosecurity requirements for Pacific Oyster risk, or will be prior to movement, and that no catching materials will be moved. Requirements vary depending on the risk profiles of your origin and destination estuaries.

Biosecurity requirements

Note: Requirements vary depending on the risk profiles of origin and destination estuaries for the consignment, see below for a summary of the biosecurity requirements.

For QX risk: Before movement between high risk and medium risk areas, you must air dry all oyster cultivation equipment in the consignment for 30 days under section 98(2), [Part 3 of the Biosecurity Order \(Permitted Activities\) 2019](#).

For POMS risk: Before moving oyster cultivation equipment outside the POMS biosecurity zone, you must thoroughly clean the equipment of all oysters and organic material and decontaminate it using moist heat treatment or with an approved disinfectant under section 99(2), [Part 3 of the Biosecurity Order \(Permitted Activities\) 2019](#).

For Pacific oyster risk: Before moving any cultivation materials (including equipment and materials used for the purpose of cultivating oysters) you must remove and kill overcatch (including wild oysters and other aquatic fouling organisms such as barnacles). You must not move catching material (equipment and materials placed in an estuary on which oyster larvae settle from natural spawning events, including sticks or slats) under [Part 2 Division 3 of the Fisheries Management \(Aquaculture\) Regulation 2017](#).



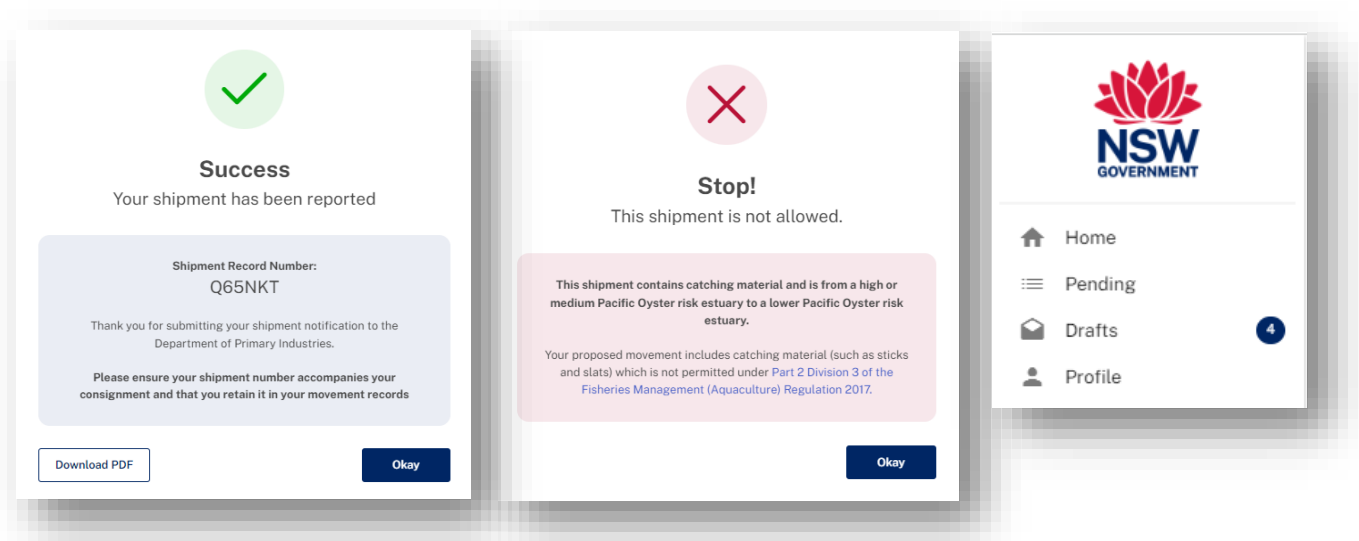
You must confirm you are following the biosecurity rules, before you can submit this shipment.

- Infrastructure movements may require an additional declaration depending on the biosecurity risk profile of the origin and destination estuaries. Ensure you read the declarations and the supporting information and understand what is required to make your shipment a safe and legal movement between NSW estuaries.
- The form data will be submitted to a rules engine which will check the biosecurity risk classifications of your origin and destination estuaries and the details you provide against the legislated oyster movement rules.
- The result will be returned advising whether your proposed shipment is compliant with NSW legislation and advise you if successful or if there is

an issue with your proposed shipment. Any failed shipment notifications will be provided a feedback message outlining what is non-compliant about the shipment.

9. All successful shipment notifications will be issued a shipment number and you will be able to download a PDF of the shipment record for printing, filing and/or emailing.
10. If you save a shipment form instead of submitting, it will be available in Drafts from the main menu. You will be required to give the draft a name when saving which will show in the draft list.

Note that shipment date will be tested against the submission date and time when sent to the rules engine and will fail unless meets minimum reporting requirements.



Frequently Asked Questions

What is changing?

A digital Oyster Shipment form will be rolled out by NSW DPI as an approved form of the Oyster Shipment Logbook to enable oyster farms to meet the legislated notification requirements for moving oyster stock and equipment between estuaries. The form will be accessible within the NSW DPI Shellfish App which will continue to be developed to include other Biosecurity and Food Safety forms for a range of other existing requirements to simplify and streamline processes for shellfish farmers.

This service will replace the current IVR telephone system with a short cross over period whilst the system is rolled out. Longer-term plans include to phase out the paper logbook as industry adopts the digital solution.

Who is impacted by the change?

The NSW DPI Shellfish App is for all industry members who move oysters or infrastructure (cultivation equipment and/or vessels) between NSW estuaries and therefore need to notify NSW DPI of intended shipments.

Oyster stock intended for human consumption or movements within the same estuary do not need to be reported via this form.

Why do I need to report oyster movements?

It is a legislative requirement of your oyster aquaculture permit.

Reporting of all oyster stock and infrastructure (vessels and equipment) movements between estuaries is an important tool in biosecurity risk management.

The Oyster Shipment records are an important tool to facilitate tracing and minimise spread in the event that an aquatic pest or disease is detected in a waterway. Farmers entering their shipment data will be provided with real time feedback on the legality (indication of whether it is allowed or not under current regulation) of the movement they are planning and help farmers stay compliant with biosecurity controls in place to protect the industry.

What will I need to do differently?

Industry members who are currently notifying of movements via the IVR system or paper log book will need to sign up in the new NSW DPI Shellfish App.

A letter has been sent to all permit holders with an Authority Number and Access Code to link their existing Aquaculture Permit Holder record on sign up.

To create your account, go to <https://app-shellfish.bfs.dpi.nsw.gov.au/> and click log in and fill in the online registration to create an account. On account creation the system will ask you if you have an existing Authority Number and Access Code. Click yes and enter the details as per the top right-hand corner of your letter.

Completing your logbook online instead of in the paper form will alleviate the need to send paper copies to NSW DPI, retain the paper version for the 2-year period mandated in the legislation and to separately notify your local Fisheries Office ahead of the proposed shipment.

What consultation and engagement has there been?

NSW DPI has partnered with the Department of Customer Service to design and create this new digital service. This project was completed using a Human Centred Design approach that put the customer at the centre of the design. Interviews with industry were conducted at the various phases of the project including the during:

- The discovery phase that investigated industry pain points that should be addressed in the design,
- the alpha phase which tested prototypes with users to understand how navigation issues and to ensure the flow and questioning made sense from an industry point of view, and
- end to end service testing in the final stages of production to ensure that the system produced worked from log in to completion.

This initial digital form is the starting point for redesigning how movement data is collected from the oyster industry and will be expanded to capture other shellfish related movement requirements, for example – for interstate translocation records of movement - through future phases of development. A feedback function has been enabled so that industry can provide real time feedback on how the system is working for them following roll out.

How will the system be introduced?

The system will be made live by 10 July 2023 and instructions will be sent to all registered oyster aquaculture permit holders to enable them to register and access the NSW DPI Shellfish App.

Further information will be available via the NSW DPI website at: <https://www.dpi.nsw.gov.au/oyster-shipment>.

What is the NSW DPI Shellfish App?

The NSW DPI Shellfish App is the name given to the system accessed through BYTE (BFS Portal) which will house the Oyster Shipment form and future digital NSW DPI Biosecurity and Food Safety shellfish forms.

Why are we moving to a new system?

We are moving from an outdated and cumbersome IVR telephone system and paper-based form to a digital form for recording and reporting oyster and equipment movements to NSW DPI. This brings a number of benefits, including:

- We will have a single access point for the oyster industry to interact with NSW DPI Biosecurity and Food Safety through the customer facing portal. This portal is the intended location for the NSW Food Authority Product Harvest Record and a Shellfish Stock Movement Diary once they are available as digital forms.
- Up to date data in the event of a biosecurity emergency response to assist in tracing efforts.
- Less labour intensive for industry and staff recording movements.

What type of movements will be managed in the system?

The system allows industry to notify the Department and maintain records of oyster stock and equipment shipments as required under the Fisheries Management (Aquaculture) Regulation 2017, the Biosecurity Regulation 2017 and the Biosecurity Order (Permitted Activities) 2019. These movement rules support the management of known biosecurity risks including QX disease, Pacific Oyster Mortality Syndrome (POMS) and the spread of the exotic Pacific Oyster into estuaries without populations.

The online form allows for notification of both stock and infrastructure and passes the data through a rules engine to test if the shipment is compliant with legislation making it easier for industry to validate a movement is legal and giving confidence that you are acting in accordance with the rules.

Where do I find information on current movement restrictions?

Current movement restrictions are outlined on the DPI website
<https://www.dpi.nsw.gov.au/fishing/aquatic-biosecurity/aquaculture/aquaculture/oyster-health-and-disease/biosecurity-requirements>.

For more information

Biosecurity requirements

More information is available on the DPI website on the Oyster Shipment Logbook, current biosecurity requirements for moving oysters between NSW estuaries, reporting oyster mortality and other oyster health and disease information for industry. Go to <https://www.dpi.nsw.gov.au/fishing/aquatic-biosecurity/aquaculture/aquaculture/oyster-health-and-disease>.

System support

For help navigating the new system please contact the NSW DPI Aquatic Biosecurity team who will be able to assist or escalate any issues needing attention to the BFS Systems team.

Phone: 02 4916 3900

Email: aquatic.biosecurity@dpi.nsw.gov.au