



Reporting requirements for commercial fishers

Queensland's commercial fishers and seafood exporters are required by law to report information based on their fishing activities.

If you are a commercial fisher or harvester - from a trawler operator to beachworm collector - you must contribute data about your day's catch, the location fished and the time spent fishing. You are legally obliged to record this information in a daily logbook.

If you work in quota-based fisheries, you must also report your catch through Fisheries Queensland's automated interactive voice response (AIVR) system.

When exporting fish to some overseas countries, you may need to complete catch certificates and have them validated by Fisheries Queensland.

This guide explains the reporting requirements for commercial fishers and seafood exporters.

Commercial fishing logbooks

If you are a commercial fisher or charter fisher operating in Queensland's state-managed fisheries, you are required by law to complete daily logbooks. You can now provide this information by completing a paper based logbook or, for some fisheries, through electronic logbooks.

Recording information in commercial fishery logbooks

Commercial fishing logbooks are used to record:

- retained catch
- time spent fishing
- location where catch was taken
- fishing equipment used.

There are different logbooks and reporting requirements for the various fisheries managed by Fisheries Queensland to accommodate the unique characteristics of each fishery.

You can download examples of the information recorded in logbooks for each fishery from the list of fishing logbooks below. Make sure you record information as accurately as possible. Fisheries Queensland uses this information to ensure Queensland's fisheries remain sustainable. Commercial fishers who require a logbook should contact Fisheries Queensland on (07) 3087 8817. It is important that all the information in your logbook returns is correct.

Use our species identification [<http://www.daf.qld.gov.au/fisheries/species-identification>] guide to accurately identify and report species. The guide includes:

- the deepwater fish field guide (PDF, 548KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0018/71802/DeepwaterFishFieldGuide.pdf] (for use with the Queensland reef line multi-hook fin fish fishery logbook for commercial fishers operating in the L8 fishery)
- the reef fish guide [<http://www.daf.qld.gov.au/fisheries/species-identification/reef-fish>]

- the shark identification guide [<http://www.daf.qld.gov.au/fisheries/species-identification/shark-identification-guide>].

Species of conservation interest logbook

Since 2005, you have also been required to complete a species of conservation interest (SOCI) logbook, in which you record interactions with SOCI.

The *Commonwealth Environment Protection and Biodiversity Conservation Act 1999* (the EPBC Act) requires fishers to report all interactions with protected species to the Department of the Environment and Energy. You will meet this requirement when you report all interactions in your SOCI logbook. We provide a summary of SOCI interaction by fishery to the Department of the Environment and Energy.

Fisheries Queensland has produced a series of videos on safe handling of SOCI caught as bycatch to reduce injury to animals and fishers. The animals featured include sharks, rays, sea turtles, freshwater turtles and sea snakes.

Watch videos [<http://www.youtube.com/user/fisheriesqld/feed>] on handling SOCI bycatch.

Using logbook data

The information that you provide in your logbook returns is used for fisheries management and research purposes. It is therefore important that you provide accurate information on species, catch and fishing effort distribution in your logbook returns.

A comprehensive and continuous series of catch and effort data from commercial fishers' logbooks provides the basis for:

- scientific stock analysis when used in conjunction with other biological data (e.g. recruitment studies or effects of closures)
- certain economic analysis
- descriptions of current fishing activity
- short and long-term trends in the spatial and temporal distributions of fishing activity
- responsible management and administration.

Data request procedure

Fisheries Queensland uses your logbook data, and also receives a large number of data requests from industry, researchers and other agencies. To safeguard the integrity of data and protect the confidentiality of clients, all requests are forwarded through a data coordinator.

In most cases, data is provided at a resolution of 30 n mile or 6 n mile grids and will only include aggregated information for more than 5 boats. Catch information for several key species is provided on QFish [<http://qfish.fisheries.qld.gov.au/>]

Buyer's logbooks

- Beche-de-mer buyers (PDF, 16KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0007/62278/Beche-de-merBuyers-Logbook.pdf]

Catch Disposal Record

- Catch Disposal Record (PDF, 32KB) [<https://www.business.qld.gov.au/all-redirects/redirect-library/state-government/queensland/daff/daff-publication-portal/daf-catch-disposal-record>]

Charter fishery

- Commercial fishing tours (PDF, 43KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0016/54016/CharterFishery-Logbook.pdf]

Harvest and collection fisheries

- East coast beche-de-mer fishery (PDF, 57KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0019/60832/Bech-de-merAndTrochus-Fisheries-Logbook.pdf]
- Aquarium fish fishery (PDF, 92KB) [https://www.daf.qld.gov.au/__data/assets/pdf_file/0008/65492/AQ05-logbook-template.pdf]
- Marine shell collection (PDF, 170KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0003/76521/MarineShellCollection-Logbook.pdf]
- Coral, shell grit and star sand collection (PDF, 33KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0006/73689/Coral-ShellGrit-And-StarSand-FisheriesLogbook.pdf]
- Tropical rock lobster fishery (PDF, 17KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0003/56613/RockLobster-Fishery-Logbook.pdf]
- Beachworm, bloodworm and yabby fishery (PDF, 22KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0008/59975/Beachwood-Bloodworm-Yabby-Fisheries-Logbook.pdf]
- Juvenile eel fishery (PDF, 39KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0010/51769/JuvenileEel-FisheryLogbook.pdf]
- Adult eel fishery (PDF, 26KB) [https://www.daf.qld.gov.au/__data/assets/pdf_file/0004/62698/EF04-Logbook-Template.pdf]
- Broodstock and culture stock collection fishery (PDF, 55KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0004/51970/Broodstock-and-Culture-Logbook.pdf]

Line fisheries

- Gulf of Carpentaria line fishery (PDF, 55KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0015/54015/GulfofCarpentaria-LineFishery-Logbook.pdf]
- East coast line fisheries (reef line, rocky reef, Spanish mackerel) (PDF, 29KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0017/53315/EastCoastLine-FinFishFisheries-Logbook.pdf]
- Reef line multi-hook fin fish fishery (PDF, 75KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0005/70736/ReefLine-MultiHook-FinFishFishery-Logbook.pdf]

Net and crab fisheries

- East coast net and crab fishery (PDF, 36KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0015/50910/Net-CrabFisheries-Logbook.pdf]
- Gulf of Carpentaria inshore net and crab fishery (PDF, 31KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0004/61753/GulfofCarpentaria-Inshore-NetAndCrab-FisheryLogbook.pdf]
- Gulf of Carpentaria offshore net N9 fishery (PDF, 31KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0016/63214/NetFishery-GulfofCarpentaria-No2-Logbook.pdf]

- Spanner crab fishery (PDF, 62KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0016/52504/SC06-Template.pdf]

Shark and ray fisheries

- Shark and ray (S symbol) logbook (PDF, 57KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0007/50569/SR01-Logbook-template.pdf]

Species of conservation interest (SOCI)

- Species of conservation interest (PDF, 17KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0003/61446/SOCI02-Template.pdf]

Trawl fisheries

- East coast trawl fishery (PDF, 130KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0011/64469/EastCoastTrawl-Fishery-Logbook.pdf]
- Gulf of Carpentaria fin fish trawl (PDF, 24KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0020/64604/GulfOfCarpentaria-FinFishTrawl-Fisheries-Logbook.pdf]
- Stout whiting trawl fishery (PDF, 48KB) [http://www.daf.qld.gov.au/__data/assets/pdf_file/0017/55142/StoutWhiting-TrawlFishery-Logbook.pdf]

Also consider...

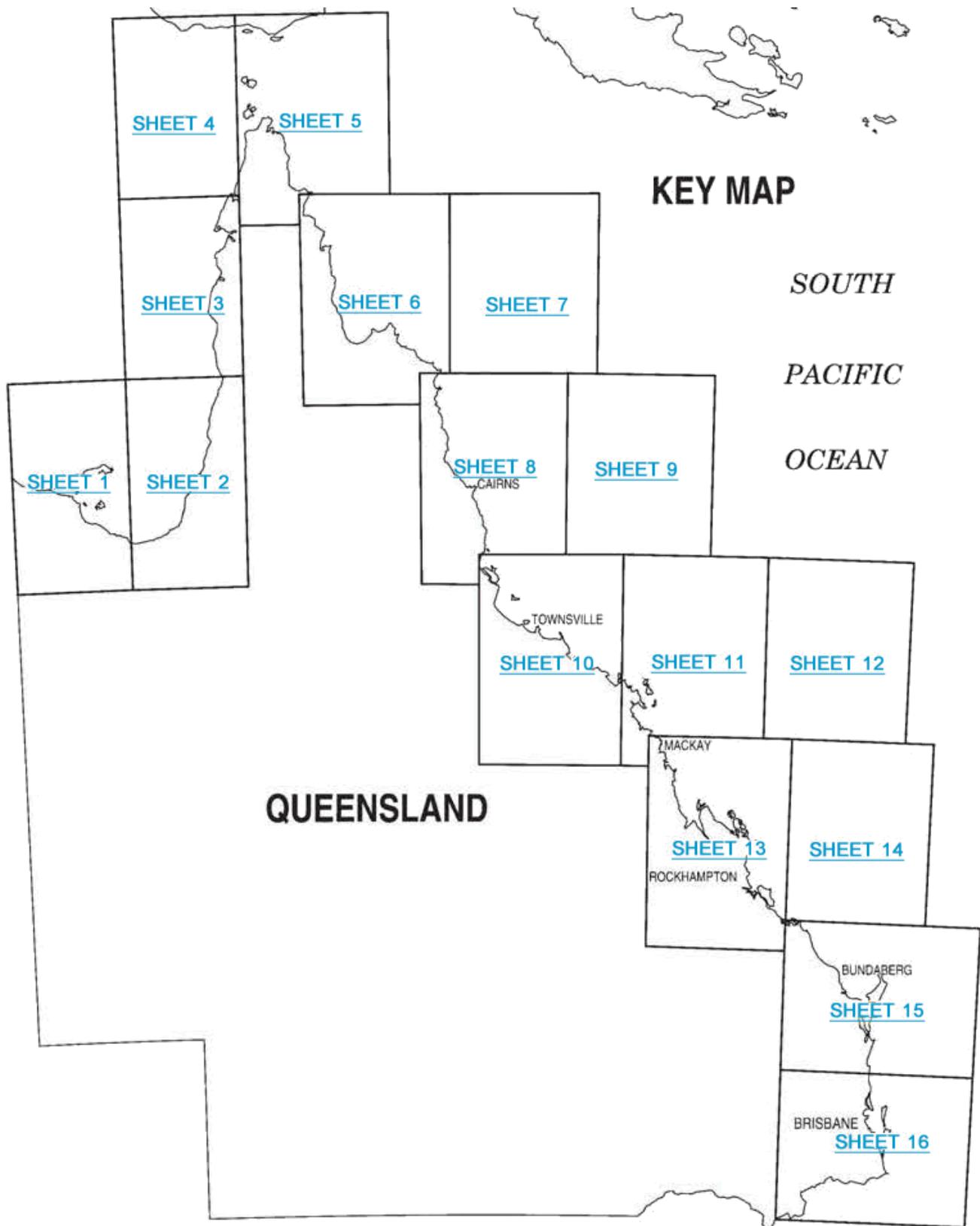
- Search QFish [<http://qfish.fisheries.qld.gov.au/>] to access commercial and recreational fishing catch data for free.
- To request a copy of logbook pages you've previously submitted to Fisheries Queensland, complete an application for logbook history search (PDF, 45KB) [https://www.daf.qld.gov.au/__data/assets/pdf_file/0005/55157/Application-ForLogbookHistory-Search.pdf]
- To request a summary of logbook data that you've previously submitted to Fisheries Queensland, complete an application for copies of logbook pages (PDF, 45KB) [https://www.daf.qld.gov.au/__data/assets/pdf_file/0009/63693/Application-for-copies-of-logbook-pages.pdf].
- You can also look at a summary of your logbook data by assessing your FishNet Secure account [<https://fishnet.fisheries.qld.gov.au/Content/Secure/SignIn.aspx?ReturnUrl=%2fcontent%2fsecure%2fdefault.aspx>].

Commercial fishing logbook maps of Queensland

The map below shows 16 commercial fishing areas in Queensland.

You can click on any of the 16 sheets to display more detailed maps. Commercial fishers can use the grids in these detailed maps to accurately report where their commercial catch and effort occurs. You can use this information to help fill out your logbook.

Click on each sheet below to view a close-up map and grid of the area.



Using electronic logbooks (eLogs)

If you are a commercial fisher, you can now use electronic logbooks (eLogs) to:

- submit catch and effort information
- record logbook information for species of conservation interest (SOCI02)
- submit quota information (prior notice, unload notice and catch disposal records) for quota fisheries.

In addition, the eLogs software can collect information that can help you to better understand your fishing activity and business. This may include operating costs (fuel, wages, etc.) and prices of products sold, as well as finer scale catch and effort information.

Logbook types that can be submitted online

You can now submit eLogs for the Queensland east coast trawl fishery logbook. Once accredited software is available, you'll also be able to submit eLogs for the other fishery logbooks listed in the table below.

| Logbook | Logbook version | Accredited software | Quota |
|---|-----------------|---|-------|
| Queensland east coast trawl fishery logbook | OT10 | CatchLog Queensland (Version 1.0.0.50 or a later version) | No |
| East coast line fin fish fishery logbook | LF06 | Software not yet available | Yes |
| Spanner crab fishery logbook | SC06 | Software not yet available | Yes |
| Queensland beche-de-mer and trochus fisheries logbook | BD04 | Software not yet available | Yes |

We will add the capability of receiving new logbooks to meet industry's expectations.

How to submit eLogs

You need to complete the following steps when submitting eLogs:

1. Register with Fisheries Queensland to use eLogs.
2. Buy, install and maintain accredited eLogs software.
3. Record and submit eLogs data.

1. Register with Fisheries Queensland to use eLogs

You must register with Fisheries Queensland through FishNet Secure [<https://fishnet.fisheries.qld.gov.au/Content/Secure/SignIn.aspx?ReturnUrl=%2fcontent%2fsecure%2fdefault.aspx>] before you can use eLogs. FishNet Secure will provide a security token that you'll need to add to the software once the software is installed on your computer. The token is unique to the commercial fisher in control of the fishing operation and to either the commercial fishing boat licence or the commercial harvest licence that is identified in FishNet.

When you submit information to Fisheries Queensland with this token, it is the same as signing the logbook submission.

Complete the following steps to get a secure token for eLogs:

1. Login to your secure FishNet account [<https://fishnet.fisheries.qld.gov.au/Content/Secure/SignIn.aspx?ReturnUrl=%2fcontent%2fsecure%2fdefault.aspx>] as the owner of the commercial fishing boat licence or commercial harvest fishery licence. If you do not have a FishNet account, you'll need to apply for a FishNet account [<https://publications.qld.gov.au/dataset/fishnet-client-registration-and-password-request>].
2. Once in FishNet, click on the eLogs tab
3. Enter the licence number of the commercial fisher in charge of the fishing operation in the open field. Click on create token.

2. Buy, install and maintain accredited eLogs software

Your eLogs software must be accredited by Fisheries Queensland. It is your responsibility to maintain the software and to ensure it remains up to date. If our accreditation of the software expires, you have to replace or upgrade the software with accredited eLogs software or use an appropriate paper-based logbook. We'll notify you of any changes to accreditation expiry dates. You'll need to install the security token before you'll be able to submit your information electronically. Note: If the fisher in charge of the fishing operation changes, you need to obtain a new security token from FishNet Secure [<https://fishnet.fisheries.qld.gov.au/Content/Secure/SignIn.aspx?ReturnUrl=%2fcontent%2fsecure%2fdefault.aspx>].

3. Record and submit eLogs data

You have to record all catch and effort data in the electronic logbook daily. You also have to record details for the last day of the trip, before the boat docks at the end of each trip. We will only receive the logbook information when you submit your eLogs to the logbook section. The person in control of the vessel, and who entered the catch and effort data, must be the person registered against the security token. Once the electronic logbook has been submitted, it is taken that the commercial fisher registered against the security token has declared that the recorded information is a true and accurate description of the fishing activities during the period to which the information relates. An eLogs return is considered lodged when it has been successfully processed at Fisheries Queensland.

Directions for completing eLogs for approved fishing methods

Find detailed instructions on how to meet the requirement to keep and give eLogs for the Queensland east coast trawl fishery (OT10) [<https://publications.qld.gov.au/dataset/requirement-to-keep-and-give-logs-returns>], including a list of SOCI and guides for species identification.

Approved software providers

eLogs software accredited by Fisheries Queensland is available from:

CatchLog Trading Pty. Ltd.
109 Tills Street, Westcourt
CAIRNS QLD 4870

Email: admin@catchlog.com [<mailto:admin@catchlog.com>]
Website: www.catchlog.com [<http://www.catchlog.com/>]
Phone: (07) 4033 1322
Fax: (07) 4033 1612

Catch reporting requirements for quota fisheries

Certain fisheries have controls on total allowable catch and effort units. These are collectively referred to as 'quotas'.

Total allowable catch

Some quota fisheries in Queensland have a total allowable catch limit, which is set annually. Examples include the Spanish mackerel, Coral Reef and spanner crab fisheries.

Effort units

Trawl effort units convert to a fishing day based on the hull size of the boat being used. This type of quota applies to the east coast trawl fishery and the concessional trawl fishery.

Monitoring quota fisheries

Quota fisheries are monitored by a combination of:

- Vessel Monitoring System (VMS) [<https://www.business.qld.gov.au/industries/farms-fishing-forestry/fisheries/monitoring-reporting/vms>]
- Automated Integrated Voice Response (AIVR)
- logbook data [<https://www.business.qld.gov.au/industries/farms-fishing-forestry/fisheries/monitoring-reporting/requirements/logbooks>]
- compliance checks by Queensland Boating and Fisheries Patrol (QBFP) [<http://www.daf.qld.gov.au/fisheries/services/queensland-boating-and-fisheries-patrol>].

Transferring your quota

Quota are transferable between the holders of licences with the appropriate fishery symbols. Quotas described in the conditions of an authority can generally be transferred by 2 holders applying to amend their licences: 1 party applies to decrease the quantity of quota by an agreed amount, and the other party applies to increase the quantity of quota by the same amount.

Transfers of quota not described in conditions can be either:

- **temporary** - provides the transferee with use of the quota until the end of the season in which the transfer occurs
- or
- **permanent** - the transferee becomes the owner of the quota.

Paper-based transfers of temporary and permanent quota require the transferor (owner) and transferee (purchaser/lessee) to complete sections of the form, and their signatures must be witnessed. You can use these transfer and amendment forms:

- Transfer quota application [<https://publications.qld.gov.au/dataset/commercial-fishing-forms/resource/c22845a8-d1ea-43e5-92a6-6d3cec35a58f>]
- Temporary transfer quota application [<https://publications.qld.gov.au/dataset/commercial-fishing-forms/resource/f9995676-d9d7-4340-bf80-314e3b15992b>]
- Amend authority application [<https://publications.qld.gov.au/dataset/authority-amendment-request>].

Temporary transfers of quota can be processed online by the transferor (owner), using FishNet Secure. To do this, the transferor must be a registered FishNet Secure user, and must know the boat mark under which the quota will be used.

Register for FishNet Secure [<http://www.daf.qld.gov.au/fisheries/services/fishnet>].

Automated interactive voice response (AIVR) system

If you are a commercial fisher working in catch-based quota fisheries listed below, you must report your catch via Fisheries Queensland's AIVR system.

The following guides have details about reporting procedures for specific fisheries:

- coral reef fin fish fishery (RQ) and Spanish mackerel fishery (SM) (DOCX, 195KB) [<https://publications.qld.gov.au/dataset/fisheries-queensland-vms-forms-and-quick-guides/resource/a950595c-8692-4c11-97b5-d1fdf5f6e89b>]
- spanner crab fishery (C2) (DOCX, 190KB) [<https://publications.qld.gov.au/dataset/fisheries-queensland-vms-forms-and-quick-guides/resource/4ab5b440-8cfe-4ae2-bcc6-3e2fa0980927>]
- tropical rock lobster fishery (R) (DOCX, 193KB) [<https://publications.qld.gov.au/dataset/fisheries-queensland-vms-forms-and-quick-guides/resource/b8deca91-abc4-4e67-a02a-47358f1204c4>]
- coral fishery (DOCX, 208KB) [<https://publications.qld.gov.au/dataset/fisheries-queensland-vms-forms-and-quick-guides/resource/d5af6e5e-f5be-45e2-a86d-ca4b5caa44>]
- beche-de-mer fishery (B1) (DOCX, 195KB) [<https://publications.qld.gov.au/dataset/fisheries-queensland-vms-forms-and-quick-guides/resource/7be0ec99-5e61-4916-b34c-e34994d19932>]
- trochus fishery (J1) [<https://publications.qld.gov.au/dataset/trochus-quick-guide-for-reporting>]

Fisheries Queensland uses notices given through the AIVR to monitor quota usage, and uses a chain of auditable records to detect the possible development of a black market for illegally caught fish.

Landing and transport codes

You need to provide landing location or transport vessel details whenever you report your catch through the AIVR system. You can enter landing location details as either:

- the latitude and longitude for a place
- a landing code.

Transport vessel details can only be entered as a vessel transport code.

Landing codes

You can use a landing code [<https://www.business.qld.gov.au/industries/farms-fishing-forestry/fisheries/monitoring-reporting/requirements/landing-vessel-codes>] rather than entering the latitude and longitude for a landing location. Landing codes are created by the Fisheries Queensland Quota Monitoring Unit and can be set up for any landing place within Queensland where a fisher regularly lands.

Vessel transport codes

If you are a commercial reef fish, Spanish mackerel and tropical rock lobster fisher, you must use a vessel transport code [<https://www.business.qld.gov.au/industries/farms-fishing-forestry/fisheries/monitoring-reporting/requirements/landing-vessel-codes>] for when giving a transshipment notice. Vessel transport codes are created by the Quota Monitoring Unit and can be set up for any approved transport vessel.

Aeroplane transport codes

If you are a commercial tropical rock lobster fisher, you must use an aeroplane transport code [<https://www.business.qld.gov.au/industries/farms-fishing-forestry/fisheries/monitoring-reporting/requirements/landing-vessel-codes>] when giving a transshipment notice. Aeroplane transport codes are created by the Quota Monitoring Unit and can be set up for any approved aeroplane transport vessel.

Record requirements

The following documents set out the requirements to give telephone notices and keep records:

- the Fisheries (East Coast Trawl) Management Plan 2010 [<https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2010-0357>]
- for Spanish mackerel - Fisheries Regulation 2008 [<https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2008-0083>]
- for tropical rock lobster - in the conditions attached to a commercial fishing boat licence [<https://www.business.qld.gov.au/industries/farms-fishing-forestry/fisheries/licences/boat-licence>]
- for harvest fisheries (coral, beche-de-mer or trochus) - in the conditions attached to a commercial harvest fishery licence [<https://www.business.qld.gov.au/industries/farms-fishing-forestry/fisheries/licences/harvest-fishery-licence>].

Landing and vessel codes for giving prior notices and transshipment notices

Landing codes

View the list of landing codes [<https://www.business.qld.gov.au/industries/farms-fishing-forestry/fisheries/monitoring-reporting/requirements/landing-vessel-codes/landing-codes>] (including latitudes and longitudes) for places that quota catch is commonly landed.

You can use a code rather than entering the latitude and longitude for a landing location or for a transshipment notice where you have transferred your fish to a transport vessel. In the legislation, the code is called the 'prescribed numerical code for a place'.

If you regularly land at a location that is not listed here, or if the details of the place (especially the latitude and longitude) are incomplete or incorrect, please contact the Quota Monitoring Unit on (07) 3087 8802 immediately. If you wish to unload at a private residence, you must contact Fisheries Queensland's Licensing Unit on (07) 3087 8811 for approval.

Please note:

- landing facilities may carry restrictions for commercial fishing vessels under the Transport Infrastructure (Public Marine Facilities) Regulation 2011 (PDF, 655KB) [<https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2011-0161>]. Please make sure you are familiar with this regulation before landing commercial fishing vessels in Queensland.
- you should contact the manager of the facility to see if approval is required before using the facility to unload product.

Transport vessel codes for reef fish, Spanish mackerel and tropical rock lobster fisheries

Below is a list of codes for transport vessels.

You must use a code when giving a transshipment notice so that you do not have to enter the details of the vessel. In the legislation, the code is called the 'identification code for a transport vessel'.

If you use a transport vessel that is not listed here, or if the details of the vessel are incorrect, please contact the Quota Monitoring Unit on (07) 3087 8802 immediately.

| Code | Name of boat | Registration | Name of company |
|------|-------------------|--------------|----------------------------------|
| 900 | Emu Bay | 3140QB | Sea Swift |
| 901 | Kestral Bay | 21098QB | Sea Swift |
| 902 | Pacific Endeavour | 7484QB | Perrott Salvage and Construction |
| 903 | Malu Warrior | 20213QB | Sea Swift |
| 904 | Trinity Bay | 20440QB | Sea Swift |

Aeroplane transport providers (for tropical rock lobster only)

Below is a list of codes for aeroplane transport providers. In the legislation, the code is called the 'numerical code that references the company name'.

If you use an aeroplane transport provider that is not listed here, or if the details of the company are incorrect, please contact the Quota Monitoring Unit on (07) 3087 8802 immediately.

| Code | Name of company |
|------|-----------------------|
| 1000 | Kestrel Air |
| 1001 | Reef Watch |
| 1002 | Barrier Aviation |
| 1003 | Aero Tropics |
| 1004 | Barramundi Air |
| 1005 | Sky Trans |
| 1006 | West Wing Air, Cairns |

Reporting requirements for seafood exporters

If you export or process fish or fish products, you must ensure you are aware of, and comply with, current importing country requirements and market access conditions.

The Australian Government's Department of Agriculture and Water Resources website has market access advice notices [<http://www.agriculture.gov.au/export/controlled-goods/fish/fish-notices>] that have information on changes to the export trade conditions for fish and fish products.

Catch certificates

The European Commission requires that any wild-caught fish and fishery products can be imported into a member country of the European Union only when accompanied by an appropriate catch certificate.

Catch certificates demonstrate that the fish and fisheries products have been obtained by complying with established conservation and management measures.

How to validate catch certificates

To validate catch certificates, forward completed certificates to:

Fisheries Queensland
GPO Box 2764
Brisbane Qld 4001

For more information, contact Fisheries Queensland [<https://www.daf.qld.gov.au/about-us/contact-us>] on 13 25 23.

Also consider...

- Download the handbook on the practical application of council regulation (EC) no. 1005/2008 (PDF, 260KB) [http://ec.europa.eu/fisheries/cfp/illegal_fishing/info/handbook_original_en.pdf] for more information about illegal, unreported and unregulated fishing.
- Read the frequently asked questions about exporting fish and fish products [<http://www.agriculture.gov.au/export/controlled-goods/fish>].

Contact: General enquiries 13 QGOV (13 74 68)

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