

Feedback and Complaints Register

| No. | Date | Name | Contact details | Nature of feedback/complaint | Action taken |
|-----|------------|------------------|-----------------|---|--|
| 1 | 21/03/2021 | Member of Public | Retained by SCM | <p>Objection to the proximity of the Blue Revolution vessel mooring located close to houses adjacent to Woollamia wharf.</p> <p>Objection to an unpleasant smell coming from the boat during the preceding weekend.</p> <p>Objection to the noise of early morning operations.</p> | <p>SCM is in discussions with NSW RMS regarding relocation of vessel mooring.</p> <p>The reported smell was due to an extreme and isolated incident where spat on board could not be deployed due to an adverse weather event and had to be held on board over 48 hours. If this were to recur in future, the spat would be taken to the SCM processing facility in Huskisson and placed into cold storage.</p> <p>Hours of operation do not deviate from the SSI-5657 consent conditions and are within daylight hours beginning no earlier than 6am during summer and 7am during winter.</p> |
| 2 | 20/05/2021 | Member of Public | Retained by SCM | <p>SCM was notified by DPI Department of Fisheries that a local boat owner has lodged concerns regarding mussel spatfall in Currumbene Creek.</p> <p>The complainant has noticed more biofouling, particularly mussels on their boat under the water line since the commercial SCM boat has been operating.</p> | <p>SCM spoke with the DPI Department of Fisheries on 7/6/21 regarding this complaint.</p> <p>The Department of Fisheries confirmed that there are recorded mussel beds around Jervis Bay with sporadic spatfall occurring. A natural population of Blue Mussels in Currumbene Creek has been recorded historically and has</p> |

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| | | | | <p>The complainant has concerns regarding the increase in the amount of growth of this marine life in Currumbene creek. The concern is regarding the impact on the marine life growing in this area.</p> <p>The complainant is concerned about mussel roe spilling from the SCM vessel as it traverses the creek environment. They believe that it could cause irreparable damage to property and the existing marine life found in the area.</p> <p>The complainant also provided photos of a friend's boat, showing a prolific growth of mussels on the hull.</p> | <p>been confirmed through verbal discussions with the local Jerrinja community.</p> <p>This is well documented going back to the 1970's by Professor MacIntyre Uni NSW and DPI's Steve McOrrie.</p> <p>SCM also spoke with The Nature Conservancy. They are interested in studying the impact of shellfish farms on the environment and whether they may actually have a beneficial impact. SCM has suggested that they also look at the effects of mussel fouling on boats etc. versus the net benefit of mussels to the marine environment.</p> <p>SCM wrote an extensive reply to the complainant agreeing with how quickly fouling occurs on work vessels and moorings both in Currumbene Creek and around Jervis Bay itself and noting that this exceptional growth is a great sign of the health of the waterways and marine and intertidal areas of Jervis Bay.</p> <p>SCM noted that prior to beginning the marine farm operations, a lot of research was completed including looking at the local history of Blue Mussels. The research shows that mussels have been present in the Creek and Bay for hundreds of years.</p> <p>https://www.dpi.nsw.gov.au/fishing/marine-protected-areas/marine-parks/jervis-bay-marine-park/history-</p> |
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| | | | | | <p>The local Indigenous People used the Blue Mussel (<i>Mytilus galloprovincialis</i>) as a food source with midens containing mussel shells being found at many locations around the Bay.</p> <p>There has also been in the past, previous Mussel Farming Operations in Jervis Bay.</p> <p>SCM had spoken with a previous Mussel Farmer and also local mooring contractors to find out what time of the year they would see mussel spat settle on moorings, cardinal marks, wharf piles, vessel hulls etc. They all reported sporadic settlement of mussel spat in varying quantities from year to year.</p> <p>Apparently the mussels that settle on moorings in the creek have been targeted for many years by recreational divers who enjoy a feed.</p> <p>SCM have also been approached by an elderly gentleman who says years ago he used to regularly dive at the rock wall halfway down the creek where he found a good patch of mussels in a little hole at the South end of the rock wall.</p> <p>SCM provided the complaint with some documents from local mooring contractors that were consulted prior to SCM commencing our operations and after receiving the complainants email - with their observations on this issue.</p> |
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| | | | | | <p>SCM then spoke directly with the complainant to discuss the concern and look at what actions may be taken to determine whether this is a genuine issue.</p> <p>The complainant was appreciative of the call. Their main concern is that the creek may become clogged with mussels. SCM has agreed to support any environmental monitoring or research by The Nature Conservancy or DPI Fisheries that may arise in conjunction with this issue.</p> |
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