

Feedback and Complaints Register

No.	Date	Name	Contact details	Nature of feedback/complaint	Action taken
1	21/03/2021	Carolyn Carol	<p>Carolyn Carroll Director/ Office Manager</p> <p>CENTURY 21 Signature Realty</p> <p>M: 0405 127 200 P: (02) 4413 2166</p> <p>carol.carroll@century21.com.au</p> <p>C21.com.au/nowra 114A Kinghorne Street Nowra NSW 2541</p>	<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>Carolyn also raised the issue with Dave at the Woollamai Precinct Advisory Committee and included Greg Pullens' name in her email with regard to the issue of relocating the mooring.</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	Ian Wall	<p>Ian Wall</p> <p>0411066623</p> <p>ian0712@bigpond.net.au</p>	<p>"Dear Sir/Madam I own a catamaran moored in Currumben Creek at Huskisson. I have noticed more growth and in particular mussels on our boat under the water line, and on our mooring tackle, since the commercial mussel boat has been operating in the area. I have grave concerns regarding the increase in the amount of growth of</p>	<p><i>Complaint came to Ian Lyall at DPI. Ian responded to Mr Wall as follows:</i></p> <p>"Thank you Mr Wall for your inquiry regarding mussel growth in Currumbene Creek. Your email has been passed to me to assist with advice. I shall ensure the mussel farming proponent (South Coast Mariculture) is made aware of your concern and will request that the matter is logged and responded to. I shall also make inquiries within DPI Fisheries.</p>

				<p>this marine life in the creek. And the eventual result that these mussells, if not checked soon, on the marine life growing in this area. Please investigate this as soon as possible. It would appear the roe from the mussells is spilling from the boat as it traverses the creek environment. I believe it could cause irreparable damage to property and the existing marine life found in this area.”</p>	<p>I shall get back to you shortly cheers Ian”</p> <p><i>On 7/6/21 Sam Gordon responded to Ian Lyall:</i></p> <p>“Hello Ian,</p> <p>Thank you for forwarding this complaint to me, we will make sure that it is logged.</p> <p>My understanding from talking to Jerrinja was that historically there were big communities of mussells naturally occurring in Jervis Bay.</p> <p>It would be good to have a better understanding if this was the case?</p> <p>Heid Alleway (who used to work with Sean in SA) from The Nature Conservancy is planning to visit our operation at JB - they are interested in studying the impact of shellfish farms on the environment and whether they may actually have a beneficial impact.</p> <p>Cheers Sam”</p> <p><i>On 7/6/21 Ian Lyall responded to Sam:</i></p> <p>“Yes There are recorded mussel beds around the bay with sporadic spatfall occurring</p>
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I think this is well documented going back to the 1970's when Professor MacIntyre Uni NSW and our Steve McOrrie first put out a raft.
I'll have a chat with Wayne
cheers Ian Lyall"

On 18/06/21 Hika Rountree wrote to Ian Wall

On 27/09/21 Ian Wall wrote:

"Hi

Further to my report of more mussel growth on my boat in the creek at Huskisson below.

A friend recently took their boat from the water at Wollamia. I had an extensive reply from you saying the mussell growth in the creek here is not a problem.

I have attached the photos of their boat for you. You can see the prolific growth of mussels which has not occurred on this boat before. This boat is usually moored in the creek near the mussel farming boat.

I ask you to revisit this issue as I believe it will become a real big problem for the creek and its environment.

Best regards Ian Wall"

Ian was contacted by Sam Gordon on 11/10/21 who relayed:

"Thanks Graeme,

I have just spoken to the complainant Ian Wall.

The Nature Conservancy is looking to include SCM in a global study investigating the environmental benefits of Shellfish Farming. I have suggested that we include the

					<p>effects on mussel fouling on boats etc versus the net benefit of mussels to the marine environment in this study.</p> <p>Ian was appreciative of my call, his main concern is that the creek may become clogged up with mussels and he was uncomfortable eating mussels harvested from the creek.</p> <p>Cheers</p> <p>Sam”</p>
3	05/04/2023	Christine Pearce	<p>Christine Pearce</p> <p>0413286155</p> <p>cpearce3@optusnet.com.au</p>	<p>Query sent by Chirstine Pearce-</p> <p>“A query. Has the mussel farm expanded recently. I have noticed from the beach it seems to have expanded towards the south. Thanks for the info”</p>	<p><i>Initial response shared by Sam Gordon on 06/04/2023 alongwith a Map of Jervis Bay Lease locations-</i></p> <p>“Hello Christine,</p> <p>I tried to call your mobile to provide an explanation to your inquiry.</p> <p>We have 2 x 20ha lease and 1 x 10ha lease approved for the culture of shellfish in Jervis Bay.</p> <p>The 2 x 20ha lease are both in front of Callala Beach and the 10ha lease is near Vincentia. See on Map. The location of all three leases had been discussed at previous representations to the Callala Beach Progress Association, there has been no expansion of the lease area from the original approval.</p> <p>To date we had only developed lease AL15/001, we are now developing lease AL15/002 as per our approval with NSW Department of Planning, Industry and Environment. Developing the lease means installing the culture lines that the mussels grow on.</p>

					<p>I would be more than happy to discuss further over the phone or meet in person if more information is required.</p> <p>Kind Regards</p> <p>Sam”</p> <p><i>Followed by Christine’s response on 06/04/2023-</i> “Thanks Sam for that information. I know that there were two leases in front of Callala, just did not know that you had started developing the second one. Be great if you could let us know in advance. Not to invite criticism, just to inform the community what’s happening out there. Once again thanks for your feedback Cheers Chris Pearce”</p> <p><i>On same day, Sam Gordon closed the query as-</i> “Hello Christine, Point taken re: informing the community. Have a great Easter. Cheers Sam”</p>
4	02/07/2023	Rachel Lea	Rachel Lea 0417493703 rachlea69@gmail.com	Complaint sent by Rachel - “Good morning. The residents of Coulon street are being woken at 6.30am. Over the last couple of months The boat is STARTing at 6.30am. Now including the weekend and Sundays. It is impossible to	<p><i>Initial response shared by Hika Rountree on 04/07/2023</i> “Good Morning Rachel</p> <p>Thank you for reaching out to let us know that our vessel is disrupting your Sunday mornings.</p>

				<p>sleep once the boat starts. Please can we atleast have the opportunity to have a sleep in on a Sunday. Rachel Lea8 coulou st woollamia and the residents. Thankyou”</p>	<p>Unfortunately we have had to work 4 Sunday mornings over the last 3 months.</p> <p>We need to work around the weather seeding our baby mussels and if we get a rough day during the week and the weekends present a good weather day we need to take advantage of the good weather opportunity.</p> <p>We received feedback from some Coulou St residents when we first started working out of Woolamai about our starting time of 0530-0600.</p> <p>We took their feedback seriously and reorganised our working hours to 0630 start times weekdays.</p> <p>We will now take on board your feedback and reorganise any future weekend work to start at 0700 and no earlier.</p> <p>I'd also like to point out that there is vehicle and vessel noise starting at the Woollamia boat ramp from as early as 0430 on weekdays & weekends from other commercial operators and recreational users whenever the weather and fishing is good.</p> <p>Please feel free to contact us in future if you feel we haven't addressed your concerns adequately or if any further concerns arise.</p> <p>The team here at Jervis Bay Mussels are part of the community and we take pride in what we do and the beautiful seafood we produce.</p> <p>Regards Hika”</p>
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					<p><i>Followed by Rachel's response on 15/07/2023</i></p> <p>"Good afternoon Hika</p> <p>Thank you for addressing our concerns and consideration of our weekends. Both Carol and I were at that meeting along with some other residents and I believe that Carol, my partner, spoke with you too.</p> <p>I would like to let you know that we have been living here for 10 years and have never been disrupted by other crafts, recreational or commercial from the boat ramp. This may be due to the size of your engines, thrusts and closeness of the mooring to the homes. However, I would like to mention that the noise and vibration to our home has decreased a bit since the boat was moved to the mooring on the other side of the creek.</p> <p>We do appreciate that you have been respectable, approachable and considerate. Thank you, it is nice to deal with good people and thank you for your understanding, Hika.</p> <p>Lastly, Carol and I enjoy your seafood regularly and support your business."</p>
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