



Case Study

NSW Department of Primary Industries and Regional Development

Oyster Movements



i Introduction

With 65% of the state's aquaculture industry centred around oyster production, the NSW Department of Primary Industries and Regional Development (DPIRD) plays a critical role in safeguarding the sector. One of its key responsibilities is to monitor the movement of oysters between estuaries and across state borders - ensuring compliance, minimising disease risk, and supporting the long-term sustainability of the industry.

This monitoring isn't just a regulatory box-tick. It's essential for biosecurity. A single disease outbreak can devastate estuaries, wiping out entire harvests, costing millions, and taking years to recover. That's why DPRID requires the 353 permit holders in the state to report on oyster shipments before they occur. Timely data collection helps prevent the spread of disease and allows for rapid intervention should a risk emerge.

? Challenges

DPIRD's ability to monitor oyster shipments was limited by outdated systems. The legacy IVR platform was unreliable and frequently triggered support calls, while the paper-based alternative meant reports were often submitted after the fact, too late to stop non-compliant movements.

These cumbersome processes led to widespread underreporting. With no accurate shipment history, DPRID struggled to assess risks or respond quickly to potential outbreaks. For an industry worth over \$77.6 million annually, this lack of visibility created unacceptable biosecurity and economic risks.

A modern, user-friendly solution was needed—one that would improve compliance, simplify reporting for farmers, and provide DPRID with timely, accurate data.



✓ Solution

DPIRD partnered with OneBlink to design a digital pre-shipment reporting tool using the platform's no-code capabilities. Business users built a smart form with OneBlink's form builder, allowing oyster farmers to submit reports ahead of time with ease and accuracy.

To handle more complex logic, DPIRD applied utilised the platform's low-code features to validate data and connect with the NSW Department of Customer Service Rules Engine. Each submission is checked for compliance in real-time, with instant user feedback. Approved data is pushed into DPIRD's internal Pivotal system, and customised PDF receipts are emailed automatically.

Developers further extended the solution using OneBlink's developer features - hosting APIs for dynamic lookups from Pivotal including lease and estuary data. Submission events were configured to automate key processes, and rule overrides ensured internal teams retained full control. This layered approach delivered a fast, reliable, and future-ready solution.

😊 Results

Since going live in July 2023, the new solution has seen strong uptake, with over 770 shipments submitted digitally, more than tripling the number previously recorded through IVR and paper-based channels. This early momentum reflects a significant shift in industry engagement and marks a promising step towards improved compliance.

The IVR system was fully decommissioned just three months after launch, and critical enhancements delivered in early 2024 have further streamlined the reporting experience. Farmers now have a more reliable, user-friendly tool, while DPIRD benefits from timely, structured data to support faster decision-making and stronger biosecurity outcomes.

Features at a glance



Secure Login

User data retrieved using Auth0.



Validation

Regex and lookup form validation.



Integration

Into NSW DCS rules engine.



Complex Forms

Multi-page, and dynamic forms.



Data Lookups

Driven from DPI internal systems



Drafts

Auto-save and draft form submissions.



Workflow

PDF generated on submission.



Shipment History

View and edit past shipments.