



AUSTRALIA ZOO
WILDLIFE
HOSPITAL

Volunteer Information Form

Name: _____

Name to appear on badge: _____

Residential Address: _____

Phone No: _____

Facsimile: _____

Mobile: _____

DOB: _____

Email: _____ (required)

Emergency Contact: _____ **Phone No:** _____

Relationship to Volunteer: _____

Address: _____

Blood Type: _____

Allergies: _____

Is there any medical/health issue or physical limitation that could impact on your safety or you volunteering here at the hospital?

Office Use Only

Date Received: _____

- Resume attached
 Questionnaire attached

- Approved for Interview
 Sent email/contacted re Interview
Interview Date & Time _____

- Approved as Volunteer – Probation Starts _____ & Ends _____
 Agreement Forms sent out

Drivers Licence No: _____ **Other Licences:** _____

Vehicle Make: _____ **Model:** _____

Registration No: _____

Education / Current level of study: _____

Other qualifications or licenses/tickets: _____

Please Provide Referees that may be contacted:

Personal

Name: _____ **Phone:** _____

Email: _____

Address: _____

Business

Name: _____ **Phone:** _____

Email: _____

Address: _____

What is your availability? (Please tick)

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Available full-time for ___ weeks (select for work experience/student)

What is your preferred time commitment? (Please tick)

- | | | | |
|---------------------------|--------------------------|-----------------------------------|--------------------------|
| Morning 8am-1pm | <input type="checkbox"/> | one shift a week | <input type="checkbox"/> |
| Midday 9am-2.30pm | <input type="checkbox"/> | more than one shift a week | <input type="checkbox"/> |
| Afternoon 12pm-5pm | <input type="checkbox"/> | one shift a fortnight | <input type="checkbox"/> |
| Full day 8am-5pm | <input type="checkbox"/> | | |

Available Start Date: _____

What Job Role would you like to apply for:

- | | |
|---|--|
| <input type="checkbox"/> General Volunteer | <input type="checkbox"/> Animal Husbandry Volunteer |
| <input type="checkbox"/> Keeper Volunteer | <input type="checkbox"/> Food Preparation Volunteer |
| <input type="checkbox"/> Gardening Volunteer | <input type="checkbox"/> Vet Nurse Volunteer |
| <input type="checkbox"/> Administration Assistant Volunteer | |
| <input type="checkbox"/> Volunteer Coordinator Assistant Volunteer | |

Please return to

Attn: Volunteer Coordinator
Australia Zoo Wildlife Hospital
PO Box 29
BEERWAH QLD 4519

with a copy of your resume

Volunteer Questionnaire Form

Please Read the following and answer the questions at the bottom

Australia Zoo Wildlife Warriors Worldwide

Who Are We?

Australia Zoo Wildlife Warriors Worldwide (“AZWWW”) is a non-profit organization which was established to raise awareness and to protect and enhance the natural environment.

AZWWW is involved in numerous projects around the world including the conservation and protection of tigers in Sumatra, elephants in Cambodia, cheetahs in Africa and crocodiles in Australia.

For more information on the important conservation work that AZWWW is involved with, check out the Wildlife Warriors website at www.wildlifewarriors.org.au.

One of the largest projects of AZWWW is The Australia Zoo Wildlife Hospital. The Hospital was established by Steve and Terri Irwin in memory of Lyn Irwin, Steve's mum. Lyn was a passionate and dedicated wildlife rehabilitator whose dream was to establish a koala and wildlife hospital. We are pleased that the dream has now been realized.

Terri Irwin is the patron of Australia Zoo Wildlife Warriors Worldwide.

Now more than ever, we are all becoming aware of the need to conserve our precious living heritage. We all need to take the time to consider ways in which we may be contributing to the detriment of the environment and what we can do about it!

Australia Zoo Wildlife Hospital

What do we do?

At the Australia Zoo Wildlife Hospital our aim is to provide the best possible care for our Australian native wildlife. Our primary aim is not to save every life (although we wish we could) but to “relieve suffering”.

At AZWH - the animals come first. Their care and wellbeing must come before anything else.

At the Australia Zoo Wildlife Hospital every type of native Australian species is important to us for they all contribute to what makes our country unique. We have an amazing and diverse mix of wildlife seen nowhere else on this planet and we love and appreciate them all.

The Hospital is accessible seven days a week, 24 hours a day. It consists of 4 full-time and 2 part-time veterinarians, a Hospital Manager, veterinary nurses and numerous administration staff including a receptionist, administrators and volunteer coordinators.

For more information on the Australia Zoo Wildlife Hospital team, visit the Hospital's website at www.wildlifewarriors.org.au.

It is our goal to have the best wildlife facility in the world, a facility that offers the best possible practice in animal care and medicine. This facility will also provide research, rescue and teaching facilities that will be of a global standard.

The AZWH will also include an Emergency Response Unit that will be able to attend to wildlife disasters anywhere in the world.



Our Major Sponsor

The major sponsor of the Australia Zoo Wildlife Hospital is Australia Zoo.

The Hospital is situated on the grounds of Australia Zoo and provides a tremendous amount of support in the general running of the Hospital.

Steve and Terri made a life-time commitment to the Australia Zoo Wildlife Hospital. All administration costs of the Hospital, including wages, are paid for by Australia Zoo. This means that funds raised by AZWWW for the Hospital go directly into helping our wildlife patients.

Everyone at the Australia Zoo Wildlife Hospital is extremely grateful for the ongoing support of Australia Zoo.

For information on Australia Zoo, check out their website at www.australiazoo.com.au.

What can I expect as a Volunteer at the Australia Zoo Wildlife Hospital?

Volunteers make up a vital and important part of the Hospital.

Volunteering is about freedom of choice to work without monetary reward. Volunteers at the Australia Zoo Wildlife Hospital can expect other rewards such as knowing they are contributing to the health and wellbeing of the animals in their care and recognition for the work they do. Besides, where else can you work only inches away from a wild koala?

As a volunteer you will be performing specific jobs and along with that come certain responsibilities. In return, as a volunteer you are entitled to certain rights.

As a volunteer at the Australia Zoo Wildlife Hospital you have certain rights including the right to:

- A job description which clearly states the aim of the job and tasks to be undertaken by the volunteer.
- A suitable assignment taking into account personal preference, temperament, abilities, education, and employment background.
- Be treated as a co-worker and not just free help.
- Know as much as possible about The Australia Zoo Wildlife Hospital, its policies, its people, and its programs.
- Continuing education on the job as a follow up to initial training and providing information about new developments.
- Training for the job fully planned and effectively presented.
- Sound guidance and direction by someone who is experienced and well informed and has the time to invest in giving support and supervision.
- A place to work which is an orderly designated place, conducive to work and worthy of the job to be done.
- Promotion and variety of experience through advancement to greater responsibility or by transfer from one activity to another.
- To be heard and participate in planning.
- To feel free to make suggestions.
- To be shown respect for an honest opinion.

As a volunteer you also have certain responsibilities including the responsibility to:

- Examine your motives and be sure they match the job.
- Understand the purpose and philosophy of The Australia Zoo Wildlife Hospital before committing to it.
- Understand the rules and guidelines of The Australia Zoo Wildlife Hospital.
- Be loyal to The Australia Zoo Wildlife Hospital.
- Be willing to train for the job and take part in ongoing training when offered.
- Accept support and supervision.
- Participate in planning and feedback about the job.
- Be reliable.
- Work as an Australia Zoo Wildlife Hospital team member.
- Keep information confidential.
- To keep our wildlife patients' care and wellbeing a priority at all times.

What type of things will I be doing as a Volunteer?

Some of the tasks that you may be assigned as a *General Volunteer* include:-

- Cleaning enclosures – this can include sweeping, raking and picking up koala poo!
- Watering plants and setting up sprinklers
- Keeping paths and outside areas clean
- Cleaning inside the hospital
- Replacing leaf in the koala enclosures
- Laundry duties
- Environmental enrichment for the patients
- Enclosure maintenance eg digging holes, removing tree branches, planting trees
- If we have enough volunteers on that day you may get to go over and watch a show at the Zoo, spend some time sunning a snake or Koala or watch some surgery on one of our patients.
- Most importantly – having fun!!

Volunteer Job Roles

We have several job roles that you can apply for with no previous on site experience:

- General Volunteer – no experience at all necessary
- Gardening Volunteer - no experience at all necessary
- Food Preparation Volunteer – no experience at all necessary
- Administration Volunteer – basic office and administration skills necessary

The following job roles require you to have completed your probationary 8 visits as a General Volunteer:

- Animal Husbandry Volunteer
- Keeper Volunteer
- Volunteer Coordinator Assistant Volunteer
- Vet Nurse Volunteer – must also have completed the Animal Husbandry Volunteer training.

Please feel free to discuss the job roles above at your interview. We can develop a job role that suits your abilities.

We recommend that all volunteers at the Australia Zoo Wildlife Hospital be up to date with their tetanus shots. Even though manual handling of animals is not permitted by volunteers it is still advisable when working around animals. Please ensure that you check the last time you had one and get updated if required.



A Little Bit About Koalas

As a volunteer at the Australia Zoo Wildlife Hospital, you will be working very closely (and we mean closely...) with wild koalas. As a volunteer you have a very important role in ensuring that our koala's lives are as comfortable and as stress free as possible. As you will be spending a large amount of time in their enclosures with them, we think that it is important that you understand a little about them.

Many of our volunteers become very fond of particular koalas and while we shouldn't really have "favourites" many of our volunteers and staff do! Some are just "extra" special. Many of our volunteers know their favourite koalas well and have gotten to know their likes and dislikes (particularly when it comes to their choice of leaf!) and also their temperament. It is very rewarding for volunteers to be so closely involved with the Hospital patients and see them through their rehabilitation and then be released back to the wild.

Remember, if you notice anything unusual about one of the patients please let your Volunteer Coordinator know.

Why do koalas come into care at the Hospital?

Koalas are mainly admitted due to injury or disease; most commonly road trauma, dog attack and Chlamydia. We also have koalas admitted to the Hospital that have been orphaned or simply displaced from their environment due to development and habitat clearing.

Why are koalas given water and dirt in their enclosures?

It is a myth that koalas never drink water. Often when they are sick or injured, they will require additional hydration so it is important that fresh water is available to them at all times. Dirt is provided in each enclosure as they will often eat the dirt if they require additional gut flora.

Why do all the koalas have names? Who names them?

All of the patients admitted to the Hospital are given a name – whether it is a crow or a koala. Generally animals are named by the person that brings the animal to the Hospital. They are often named after the person that rescued them, where they were found or a particular personality trait.

Why are the koalas housed in different enclosures?

For quarantine reasons, koalas are grouped together depending upon their condition or injury. Koalas with conjunctivitis are housed in the same bank of enclosures whilst those suffering from cystitis are housed in another bank of enclosures. Koalas suffering from traumatic injuries that are otherwise healthy, are housed in yet another bank of enclosures.

How do I know if a koala is in pain?

Koalas can be a very difficult animal to interpret. Koalas are fairly gentle animals – provided that they are treated gently during their rescue and subsequent rehabilitation. A koala that is in pain will often grind their teeth or flick their ears.

Why do we wash the bums of some Koalas?

When a Koala has cystitis the fur around the tail of the Koala becomes wet and stays wet. You will notice that it also turns a dark brown in colour. If the urine is left on the fur it burns the skin of the Koala causing loss of fur and the development of ulcers.

Eucalypt Leaf

To say that koalas are fussy, is an understatement! They are very finicky when it comes to their eucalypt leaf – after all, they don't eat anything else!

It is imperative that you take note of several very important considerations when dealing with the koala's eucalypt leaf:-

- NEVER lay or drag the leaf on the ground. This can cause the leaf to become contaminated and cause health issues for our koalas. Besides – would you eat your roast dinner if it fell on the ground?
- Try NOT to touch the leaf. Hold the leaf by the branches.
- When cleaning the enclosures and leaf pots, ensure that the branches are arranged within easy reach of the koalas. Remember, if they can't reach it – they can't eat it!
- We pay for the leaf – so take very good care of the leaf whenever you are handling it. Ensure that you remember to refill your leaf pots so that they never run out of water.

QUESTIONNAIRE

What is one of Australia Zoo Wildlife Warrior Worldwide's projects?

What is the Australia Zoo Wildlife Hospitals primary aim?

What is the hospitals goal?

Who is the major sponsor of the Australia Zoo Wildlife Hospital?

List 5 types of things you will do as a volunteer:

1.
2.
3.
4.
5.

Do koalas drink water? Yes No

How do you tell if a koala is in pain?

What causes the bums of koalas to go brown?

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What are 2 things that you need to consider in relation to the eucalypt leaf given to our koalas?

1.
2.

What prompted you to apply for volunteer work at the Australia Zoo Wildlife Hospital?

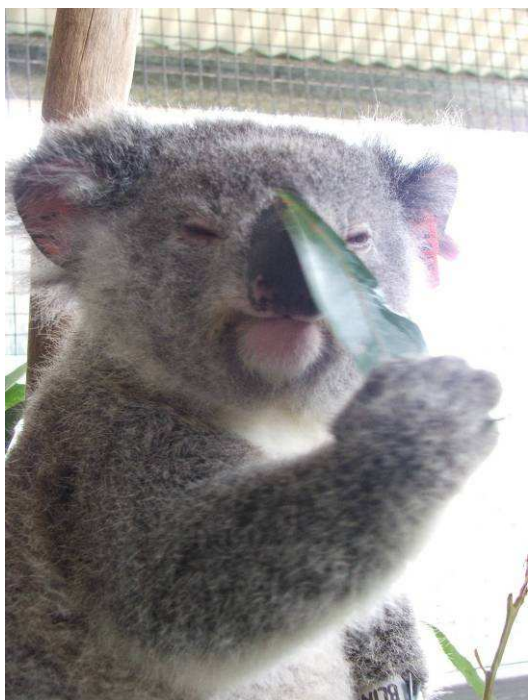
If you could have any job in the world what would it be? Why?

What is your favourite animal and why?

What strengths would you bring to the Australia Zoo Wildlife Hospital?

How did you hear about the Australia Zoo Wildlife Hospital's Volunteer Program?

Please bring this questionnaire with you for your interview. Interviews are held every day. Please email (volunteers@wildlifewarriors.org.au) or call (5436 2097) to arrange a time and day.



What Do You Do Now

1. Complete the Volunteer Information Form.
2. Answer the questions on the Questionnaire.
3. Attach a copy of your Resume.
4. Return all three above to the address below:

**Attn: Volunteer Coordinator
Australia Zoo Wildlife Hospital
PO Box 29
BEERWAH QLD 4519
AUSTRALIA**

Volunteers must be at least 16 years old.

We prefer to communicate via email - our address is volunteers@wildlifewarriors.org.au. We spend most of our day out with the patients and not sitting by the telephone, however, you are most welcome to call us on (07) 5436 2097 and ask to speak with us.

We will contact you once we have received your application form to let you know if your application has been successful. The next stage is an interview at the hospital to give you a better understanding of what your tasks would be as a volunteer. Goodluck!!

PLEASE NOTE: You must include a current resume/CV with your application. Your application **will not** be processed unless you provide a resume. Your resume should include your employment history, skills and any volunteer experience. We use the resume to get an idea of what kind of work you have done and what skills we might be able to utilise. If you are just starting out in the workforce then details about your level of education and where you went to school.

Due to the large volume of applicants, The Australia Zoo Wildlife Hospital reserves the right to select the most suitable individuals for volunteer positions. The hospital strives to provide the best quality service to our visitors and we reserve the right to terminate a volunteer at the end of their probation (or at any time during or after the probation period). **There is no guarantee of employment on completion of your voluntary experience.**

The maximum amount of time you can complete initially is 2 visits for travelling volunteers and 6 visits for local volunteers. After you have completed your initial block there is no guarantee that your volunteer position will be extended. This will depend on your suitability to the program, roster availability and other factors. If you have been invited back after your probation period we will talk to you about long term volunteering positions at the hospital. Travelling volunteers that are invited back can volunteer for the intended length of their stay.