



NATIVE ANIMAL RESCUE

VOLUNTEER CODE OF CONDUCT

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Signed		

Introduction

This Volunteer Code of Conduct provides Native Animal Rescue (NAR) volunteers with guidelines for acceptable professional conduct and responsible animal care. The code addresses ethical responsibility and encourages greater transparency and accountability. All volunteers are required to read and sign this code of conduct.

Background

Native Animal Rescue (NAR) is a not for profit organisation established to care for sick injured, orphaned and displaced wildlife. The Chief Executive Officer (CEO) is responsible for the day to day management of NAR and the Volunteer Manager manages the volunteers.

NAR operates under the auspices of the Department of Biodiversity, Conservation and Attractions (DBCA), which has legal responsibility for the management of all native wildlife in Western Australia. As such, NAR is licenced to receive wildlife from the public and other agencies, to assess the condition of the animals with the support of professional veterinarians and to take appropriate action to either euthanize or rehabilitate the animals.

Rights and Responsibilities of Volunteers

As a volunteer at NAR, you are required to comply at all times with the policies and procedures determined by NAR through the Board and CEO. These are available to volunteers, as they are developed, changed and implemented.

Volunteers who consistently fail to comply with the requirements of this Code of Conduct, demonstrate threatening behaviour, either in person or any other method of communication, or commit an unlawful action will be asked to leave NAR premises. If so requested, a volunteer is to cease work immediately, collect any personal effects and leave the premises. If you are a foster carer, the animal/s in your care and any associated NAR property must be returned to NAR immediately.

Dress code

Long pants, sleeved top and enclosed shoes must be worn at all times whilst on site.

Centre Hours

Front gate opens at 8.30am. NAR has a duty of care and occupational health and safety obligations to all volunteers. Volunteers are not allowed on site before 8.30am.

Shift Times

9am to 1pm – AM shift – Morning break 11am (15 mins)

1pm to 5pm – PM shift – Afternoon break 3pm (15 mins)

9am to 5pm – Morning break 11am (15 mins), Afternoon break 3pm (15 min), Lunch 1pm to 1.30pm (30 minutes).

Tea, coffee and cold water is provided for volunteers in the Administration building. Volunteers are responsible for ensuring that this room and kitchen is kept clean and tidy at all times.

There is an air conditioner in the break room, temperature control on this is not to be touched. The last person to leave the room must turn the air conditioner off.

At the beginning of each shift there will be a briefing on what has happened at the centre and you will be placed in your role for your shift.

We strive to make your volunteer experience as positive and enriching as possible. You can help us in doing so by showing commitment towards your shift. Please let the Volunteer Manager know when you can't make your shift by emailing admin@nativeanimalrescue.org.au This allows the Volunteer Manager to ensure there are enough volunteers on each shift to care for our wildlife.

Animal Care

Standard of care

All volunteers must carry out their responsibilities at NAR with care and diligence, and with regard to the welfare of the animals. Volunteers must follow the instructions of their shift supervisor or Management. This is particularly important to ensure that the animals are given the best care they require in the circumstances. All care instructions provided by Management, including food and medicine to be given to the animals, must be followed carefully. Volunteers must not change any aspect of the animal's care (including food or medicine) without the prior approval of Management.

All animals delivered to NAR come under the authority of NAR and are not to be removed from the premises without the prior approval of Management.

Volunteers who work at NAR must recognise and accept that it may not be appropriate to keep some animals alive and animals that:

- do not have the capacity to be restored to a good quality of life;
- are going to suffer with extended periods of pain;
- have injuries that records of previous admissions indicate result in an unacceptably low probability of rehabilitation;
- carry a incurable disease that will eventually be debilitating or painful to the animal;

- carry an incurable disease that is transmissible to other animals, either in captivity or the wild; or
- a introduced or exotic species that impact on the health and conservation of native species;

may well be euthanized in the best interests of the animal and/or protection of native fauna.

Caring for animals at home

Sometimes animals brought to NAR require regular care that cannot be provided within the shift times alone. Some volunteers may be needed to care of such animals at home. Volunteers must be authorized by Management, before any animals are taken home, and will be required to demonstrate their capacity and ability to undertake such care. NAR continues to be responsible for all animals taken into such care. The animals remain at all times under the authority of NAR and volunteers must continue to care for them under the direction of Management at NAR and in accordance with any instructions given by Management. Volunteers shall return such animals to NAR, when so directed by Management.

NAR may consider some animals, which are not able to be rehabilitated back into the wild, appropriate for educational purposes and may enlist the support of volunteers to undertake care of such animals, to familiarise them with human contact and to prepare them for educational activities. If granted such care of an animal, a volunteer accepts that these animals remains under the authority of NAR and are to be made available to NAR when requested. These animals must continue to be cared for in accordance with any instructions given by Management.

At times, an animal may be assessed as not being suitable for release or not required for educational programs undertaken by NAR, but suitable for permanent care in captivity. In such cases, a volunteer may be permitted to keep the animal under permanent care at home. NAR has the right to determine the suitability of a volunteer to undertake such care. When such animals are transferred to the permanent care of a volunteer, the control of the animal may be transferred, in writing, to the respective volunteer, subject to requirements of DBCA. The volunteer must apply to the DBCA for licenses required to house the wildlife.

NAR will take no further responsibilities for the ongoing costs for housing/feeding or medical costs under DBCA license/authorisation to house the animal at the volunteer's home.

All animals delivered to NAR come under the authority of NAR and are not to be removed from the premises without the approval of Management.

Respect for People, Animals and Property

Volunteers must at all times respect each other, the animals, the property of other volunteers, visitors and the property of NAR.

Animals arrive at NAR usually because they are ill, injured, orphaned or misplaced and the intent is to rehabilitate them and return them to the wild. This requires that human contact with animals is to be kept to a minimum to reduce stress and ensure they do not imprint on humans (a process where a very young animal establishes a behaviour pattern of recognition and attraction towards humans and no longer

associates with its own species). Any behaviour that contravenes this process will not be tolerated.

Theft, deliberate, damage or destruction of property or sustained careless use of NAR property and materials will result in dismissal of a volunteer. Accidental damage or loss of equipment must be reported to the Shift Supervisor or Management.

Removal of NAR property and animal feed from NAR, without the express permission of a person in authority, is theft and will be dealt with as such.

Derogatory comments and offensive language, including sexist and racist comments, are not acceptable practices and all volunteers are expected to demonstrate respect for others in this regard.

Volunteers at NAR are not to engage in public gossip. If you have an issue to raise do this by first approaching your shift supervisor. They will try to resolve the issue or take it to the Volunteer Manager for resolution. It is the responsibility of all volunteers to work as a team unit whilst on shift and to keep their supervisors up to date with their activities. Persistent negative gossip or bullying that results in disruption to NAR's activities will result in dismissal.

Public Comment

Volunteers shall not, at any time, make representations about the activities of NAR or speak on behalf of NAR in public forums or to the media. This includes social media accounts. Any requests from the public or the media about NAR's operations should be directed to the CEO.

Photography

No volunteer shall take photographs of animals at NAR. No photographs of animals at NAR shall be published on websites or electronic social pages of any kind.

Solo Rescues

Volunteers will not undertake the rescue of an animal on their own, where that rescue requires the attendance at a residential house or private property or requires the volunteer to operate in a potentially dangerous environment. This includes such situations as entering lakes, rivers and waterways to rescue an animal, removal of animals from busy roadways, capture and removal of potentially dangerous animals such as snakes. If you become aware that such a rescue is required, please contact Management at NAR immediately.

Risk Taking

No volunteer shall place themselves in a position of risk for the sake of rescuing an animal. In such cases, Management at NAR shall be contacted for guidance. If the risk is assessed as to be unacceptable, the animal shall not be rescued. By way of example, this includes entry into any situations where there is risk of exposure to electric shock, harm from chemicals and exposure to flames.

Emergency Muster Points

Please familiarize yourself with the two muster points in case of an emergency at NAR. (A) Front Gate, (B) To RSPCA Boundary Gate.

I have read and will abide by this Code of Conduct.

Name:.....

Signature:.....

Shift AM/PM & Day.....

Date:.....