

AUSTRALIA ZOO

VOLUNTEER INFORMATION PACK FOR TVN ACADEMY STUDENTS



AUSTRALIA ZOO
WILDLIFE
WARRIORS



AUSTRALIA ZOO
WILDLIFE
HOSPITAL

Thank you for your enquiry about volunteering at Australia Zoo. Our unique zoological facility attracts visitors from all around the world. Our Volunteers are an important part of the Zoo and we welcome your involvement and enthusiasm. If you're interested in conservation, enjoy working outdoors and are enthusiastic and dependable, you may be what we are looking for.

As a volunteer at Australia Zoo you dedicate your time to assisting our staff in providing the world's best facilities for our animals and visitors. You will be involved with many different tasks and have the opportunity to work alongside our dedicated team members.

**AUSTRALIA ZOO HOLDS A FIRM COMMITMENT TO
CONSERVATION THROUGH EXCITING EDUCATION**

WHAT TO EXPECT FROM THE AUSTRALIA ZOO VOLUNTEER PROGRAM

A lot of people who decide to participate in the volunteer program are doing it for:

- Work experience for high school or university
- To find out what it is like to be a zoo keeper
- To experience a different field of work from what they're used to
- To gain experience to help them further their careers
- Just for fun!

By completing the volunteer program there is no guarantee of employment at the end of your time. For the animals' safety there is minimal hands-on contact for the volunteers with the animals. The importance of keeping our animals in an environment that is stress free and similar to their natural habitat is a priority. This means no unnecessary contact. If you would like more clarification on this issue please contact the Volunteer Co-ordinator before you apply.

*We want our volunteers to be here **FOR** the animals, rather than to be **WITH** the animals.*

As well as working alongside our keepers and assisting them in their daily duties, all our volunteers assist with customer service and crowd control at our crocodile, snake and free flight bird demonstrations. This is a great opportunity to learn about these animals, develop your people skills and assist with communicating conservation education messages and creating awareness.

Our goal is to provide the best possible service and experience for our visitors. We therefore expect high standards of performance in all aspects of your assigned work and will provide you with support and supervision to assist you in achieving these goals. If these standards are not able to be achieved, we reserve the right to cease your volunteer placement, or re-assign alternative/more suitable work activities.

Please note that Australia Zoo is unable to provide Workers' Compensation or Group Benefits medical insurance to any person when acting as a volunteer. Relevant insurance coverage is provided for activities associated with the volunteer program.

All international applicants must be at least 18 years of age and will be required to provide a copy of their visa. International visitors with holiday or tourist visas may be ineligible to be offered a position in the volunteer program due to Australian Immigration Department regulations.

KEEPING VOLUNTEERS

If you are successful in your application and subsequent interview, we offer new TVN Academy animal keeping volunteers a **probationary block** of volunteer work at Australia Zoo.

Australia Zoo provides volunteer opportunities throughout the year. As a part of our volunteer program for TVN Academy tertiary students, we'll be providing **initial probationary placements ranging from 1-2 weeks** (5 consecutive days or 2 blocks of 5 consecutive days). **Probation blocks usually begin on a Tuesday or Thursday.**

After the completion of the initial one or two week probationary block, additional blocks may be available (up to a further two weeks). On-going weekly volunteer shifts may also be available – this would require a minimum commitment of one day per week.

Please note that all subsequent placements following the initial probationary block will be dependent on the achievement of required performance standards during the probationary block, your suitability to the program, roster availability and some other operational considerations.

WORK HOURS: Your work hours are from 8.00am to 4:45pm each day.

TASKS:

Some of your tasks during the day may include:

- Cleaning enclosures - this can include sweeping, raking and picking up poo
- Watering plants and setting up sprinklers
- Keeping paths and grandstands clean by scrubbing off bird poo
- Helping out with crowd control at Snake and Koala photos with the public, and Croc and Snake demonstrations
- Cleaning windows
- Feeding animals
- Environmental enrichment
- Enclosure maintenance e.g. digging, weeding, removing tree branches, planting trees
- Assisting keepers with demonstrations



ANIMALS

As a probationary volunteer you will have the opportunity to work with some of the following animal departments;

- Native Mammals - kangaroos, wallabies and echidnas
- Koalas
- Kids Zoo - Sheep, goats, piglets
- Birds - Wetlands, rainforest aviary and show birds
- Exotics – Wombats and otters

After you have completed your initial probation block of volunteer work, you may apply to either extend your placement. This will provide you with the opportunity to work towards gaining experience with an even bigger variety of our animals, or assisting at our Australia Zoo Wildlife Hospital.

AUSTRALIA ZOO WILDLIFE HOSPITAL

The Australia Zoo Wildlife hospital is the largest and busiest purpose built facility of its kind in the world, with a team of dedicated vet nurses treating over 8,000 animals a year. Over 65,000 native animals have treated since our wildlife hospital facilities first opened in 2004. The Australia Zoo Wildlife Hospital is the legacy of both Steve and his mum Lyn and symbolizes Australia Zoo's efforts towards the conservation and protection of wild places and all things wild.

Volunteer placement availability at the Australia Zoo Wildlife Hospital will only be considered following the successful completion of the initial probationary block. Due to the nature of the operations, availability of volunteer shifts will be dependent on operational consideration and capacity.

It is important to note that volunteer opportunities at our AZWH involve husbandry based activities only. Unfortunately, due to the operational nature of the facility, we are unable to provide any clinical based volunteer opportunities at this time.



IMPORTANT THINGS TO KNOW

YOUR FIRST DAY: On the first day only, you will start at 8:15am and finish at 4.45pm. All other days of your volunteer period you will start at 8.00am – your finish time of 4.45pm will remain the same.

During your induction you will be given a guided tour of our zoo and will be issued with your Australia Zoo shirt, hat and name tag.

FOOD: While you are volunteering at Australia Zoo you are entitled to staff discount at the Food outlets. You are also welcome to bring your own food each day - fridge, water, toaster and microwave facilities provided.

With consideration of the type of work you will potentially be undertaking in an outdoor environment, we recommend that you bring a water bottle to have with you throughout the day.

DRESS CODE: In accordance with operational requirements, it will be necessary for you to wear an Australia Zoo Volunteer shirt. You will also be provided with an Australia Zoo cap.

A \$50 deposit is required on your first day for the volunteer shirt. ***The shirt is the property of Australia Zoo and must be returned on your last day.*** On return of the shirt the deposit will be refunded to you, so please remember to bring a shirt to change in to on your last day. The hat is yours to keep.

Long pants or shorts need to be of plain, neutral colour – khaki, bone, grey, black etc recommended/preferred. They should be comfortable, durable and **shorts are to at least knee length.** Please account for the fact that you are working outdoors performing a range of different tasks, so your clothing may potentially become soiled.

Board shorts, patterned/multi-coloured fabric, leggings (or jeggings), jeans or any other denim type fabric are not permitted.

Please wear fully enclosed shoes e.g. sandals, work/trekking style boots etc
Please ensure they're comfortable, as you will be on your feet for an extended period of time each day.
Shoes to be of a plain neutral colour.

Please don't forget sunscreen or sunglasses, as you may spend all day outdoors. Sunglasses must be removed when talking to guests and staff and as with other dress standard requirements, should be neutral in colour.

Jumpers/Jackets are also able to worn if required. They also need to be of a plain, neutral colour. Zip up style is preferred, if possible and your name badge is to be clearly visible and worn on the outside of the jumper/jacket.

For workplace health and safety reasons, external/visible jewellery is to be kept to a minimum.
A watch and one pair of earrings (small sleeper or stud style) are permitted. A maximum of 2 rings (work place appropriate) may also be worn, however due to the nature of our work, this is not recommended.

All facial piercings need to be removed.

Tattoos are required to be covered by clothing while participating in the volunteer program.

Please note that participation in the volunteer program may not be possible if these dress standard requirements are not observed.

OTHER INFORMATION:

When you have been accepted into the volunteer program you will be asked to sign documentation on your first day. This will include Confidentiality Deed, Volunteer Guidelines, Safety Rules and Waiver of Accident or Injury form and Appearance Release form.

Please disclosure any information regarding medical conditions, allergies, pre-existing conditions, restrictions that we may need to be aware of. This will not necessarily omit you from volunteering – it is to assist us with the modification of work activities if required and ensuring we're able to provide the most beneficial volunteer experience.

ACCOMMODATION

Volunteers are responsible for their own accommodation. Australia Zoo does not currently have any on site accommodation.

Below is a list of some local facilities, which may be of interest. Australia Zoo makes not recommendation in terms of the quality, standard, suitability of any of these facilities. It is the responsibility of each individual to undertake research to determine suitability.

BEERWAH MOTORLODGE

Glasshouse Mountains Rd, Beerwah QLD 4519

PH: 5494 1911 or <http://www.beerwahmotorlodge.com.au/> - The Beerwah Motor Lodge is approximately 1km north of the zoo (approximately 15 min walk).

LANDSBOROUGH PINES CARAVAN PARK

Glasshouse Mountains Rd, Landsborough QLD 4550

PH: (07) 5494 1207

If camping out suits your budget better, the Landsborough Pines Caravan Park is a 5 minutes drive north of the zoo (approximately 50 min walk).

BEERWAH HOTEL

Beerwah Parade, Beerwah QLD 4519

PH: 1300 BEERWAH or <http://beerwahhotel.com.au/accomodation/> - The Beerwah Hotel is approximately a 20 minute walk from the Zoo

TRANSPORTATION

Volunteers are responsible for organising transport to and from Australia Zoo which ensures they are able to meet volunteer start and finish times (8am to 4.30/4.45pm daily).

Due to the rural location, public transport options may be limited.

The following are some options that you may like to research to determine suitability for your individual circumstances.

Please do some research and ensure you have appropriate transportation organised for the required volunteer start and finish times (8am to 4:30/4:45pm)

TRANSLINK - OLD PUBLIC TRANSPORT INFORMATION

PH: 13 12 30

WEBSITE: www.translink.com.au

This site gives you the most direct routes from one destination to another. E.g. Brisbane Airport to Beerwah Train Station (the Beerwah Train Station is about a 20 minute walk from the zoo).

SUNSHINE COAST TAXI CABS

PH: 131 008

Taxi service for the Sunshine Coast hinterland.

HELPFUL WEBSITES IF NOT STAYING WITHIN WALKING DISTANCE:

www.tourismsunshinecoast.com.au or www.caloundratourism.com.au

CHECKLIST FOR THE APPLICATION PROCESS:

- Complete the TVN Academy volunteer application form, including a head shot photo (security purposes in the event of program commencement) and up to date resume.
- You will be required to participate in an interview process –this is a standard requirement of the volunteer program selection process. You will be emailed interview dates and times to select from.
- If you are accepted into the program you will be emailed induction/start dates to select from.
- You will be required to organise your own accommodation/transport prior to starting on the program.
- One week prior to your confirmed start date, please email Australia Zoo Volunteers to confirm that you are still committed to your dates.
- If you arrive earlier than your start date, or you live locally, we recommend that you come in for a day visit prior to starting. Please contact the Volunteer Coordinator to organise your one day complimentary entry. You will be required to provide a minimum of 3 working day notice. Please note that the complimentary entry is for you only and does not apply to any other individuals. All complimentary entry is at the discretion of the business.

IMPORTANT CONTACT DETAILS

Volunteer Co-Ordinator:	Mitchell New
Phone:	(07) 5436 2038
Email:	volunteers@australiazoo.com.au
Fax:	(07) 5439 9629
Address:	1638 Steve Irwin Way, Beerwah, Qld, AUSTRALIA, 4519

EMAIL IS OUR PREFERRED METHOD OF CONTACT.