

Volunteer Program Requirements

CLOTHING REQUIREMENTS

- Wear comfortable, casual clothing that is easy to work in.
- Wear a T-Shirt, shirt, jeans, long pants or shorts. NO sleeveless shirts, singlets, skirts or crop tops.
- Fully enclosed shoes are essential.
- Please bring a hat and sunscreen, and a rain jacket in wet weather.
- If you prefer to use gloves when washing dishes, please bring a pair of your own.

SAFETY REQUIREMENTS

- Please Read through the workplace safety manual for volunteers.
- Always use equipment needed for different tasks correctly.
- Always wear protective clothing when necessary.
- If injured while you are at Lone Pine, please inform a staff member immediately.
- We have staff members who are fully qualified in First Aid on site at all times.
- Ensure that you do not lift anything that is beyond your capabilities. If you need to move a heavy object, trolleys are available, or share lift objects with a partner.
- REMEMBER to always bend your knees and keep your back straight when lifting objects. Use the strength of your legs, not your back.
- No drugs or alcohol are tolerated before or during working hours.
- Smoking is prohibited during working hours and is only allowed in open areas of the sanctuary. Smoking is not permitted in areas where flammable substances are stored. A smoking area has been set up for staff and volunteers behind the feed shed.
- Volunteers must ensure their assigned keeper knows where they are at all times during the day. You should not wander away from your assigned section unless you have received permission from your assigned keeper.

ANIMAL SAFETY REQUIREMENTS

- The animals at Lone Pine are kept as wild animals, and not like we would keep a house pet.
- We aim to maintain the animals in ways that resemble their natural habitats and enrich their lives therefore those animals that would not normally respond well to human attention or interaction are not forced to change.
- Some of our animals are not always friendly with people. However, many of our animals respond well to people and can be easily approached, if done correctly, and in certain circumstances animals can be touched, and played with.

Unless Lone Pine staff tell you to touch an animal, we ask that you do not touch the animals

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- There are some animals that you will not have any contact with at all, as these are considered dangerous animals.
- These animals are the:
 - * Tasmanian Devil
 - * Southern Cassowary
 - * Flying Foxes
 - * Wombats
 - * Venomous reptiles
- Specially trained and authorised staff are the only people to have contact with them.
- Other animals like the Koalas are very friendly looking and appear cuddly, but they can give a nasty bite or scratch to protect themselves. So for this reason, a staff member will always be present when you are in these enclosures.

ENCLOSURE SECURITY

- Always enter and exit enclosures quickly and quietly.
- Do not leave doors or gates open when you are inside enclosures.
- Before entering and exiting enclosures always check where the animals are located, so you can see if they are still there afterwards.
- If an animal escapes while you are working with them, tell a staff member immediately. If we can go to the area where the animal escaped to as soon as possible, we have the best chance of capturing the escapee.
- Ensure that gates and doors are always locked when you leave the enclosure.
- Volunteers are never to enter any of the reptile buildings unless accompanied by a staff member.
- Never open any of the reptile or amphibian boxes unless you have specific instructions from the keeper in charge.
- No animal enclosure may be entered without the express permission of a keeper. Volunteers are not permitted to enter any enclosure for personal photographs unless they are accompanied by a keeper. Any volunteer found to be breaching this rule will be asked to leave the volunteer program.

CUSTOMER SERVICE

- Be aware of visitors to the sanctuary at all times.
- People visit Lone Pine to experience Australian native animals in quiet, natural surroundings.
- Please make sure that when you are working near people you don't disturb their visit by loud talking, laughing, noises or movements that may startle them.
- Be polite to all visitors.
- Smile and say 'Hello!' to visitors.