



Fauna Rescue of SA Inc
ABN 20 601 494 364

PO Box 241
Modbury North SA 5092

Wildlife Volunteer Help Line: 8289 0896

Internet: www.faunarescue.org.au
E-mail : info@faunarescue.org.au

PHONE COORDINATOR/OPERATOR POLICY page 1

POLICY STATEMENT

Fauna Rescue of South Australia Incorporated provides a 24 hour Wildlife Volunteer Help Line which is run by a Phone Coordinator, an Assistant Phone Coordinator and Phone Operators. All Coordinators and Phone Operators must sign and return both the Database Confidentiality Agreement Policy and the Phone Co-Ordinators and Operators Policy.

Role of Phone Coordinator

1. The role of the Phone Coordinator is to manage the Phone Operators, prepare the phone roster and arrange training for the Phone Operators.

Programming of the Members Database

2. The Committee is responsible for appointing a Programmer to rewrite, alter or change the Database.

Role of Assistant Phone Coordinator

3. The role of the Assistant Phone Coordinator is to assist the Phone Coordinator and to act as Phone Coordinator when required.

Role of Phone Operator

4. The role of Phone Operator is to answer telephone calls received on the Fauna Rescue Wildlife Help Line and then refer rescues to the appropriate Fauna Rescue member, or if necessary to another organisation such as RSPCA, Department of Environment, Water & Natural Resources etc.
5. The Phone Operators are to also refer queries received to the appropriate persons/officers, such as membership inquiries and changes to members' status to the Membership Officer, monetary donations to the Assistant Treasurer etc.
6. The Phone Operators report to the Phone Coordinator.
7. Phone Coordinators/Operators must at all times have a courteous manner on the phone.
8. When taking in-coming calls the phone numbers of the nearest members who have the expertise to handle that species should be given to the caller.
9. A list of all incoming and outgoing calls should be kept including date, time, species, area found and to whom animals were referred. The list must be kept for a minimum of 3 months as details of a call may be requested by a committee member or species coordinator.
10. New Phone Operators will be put on a 3 month trial period on the phones. At anytime during that period, if the Phone Coordinator or Committee have concerns that the new Operator is not coping or applying themselves in the best interest of the organisation they can, following an enquiry, be removed from being a phone Operator.
11. Phone Coordinators/Operators must not organise animals to be networked to them from some distance away when there are available members closer that are capable of taking in that animal.
12. Animals are to be referred to carers using sound judgement that the animal has been referred on the basis of what is in the best interests for that particular animal. The quickest help possible must be found for any wildlife. When receiving calls from vet clinics requesting collection of fauna, the phone operator should organise the collection or ensure the Species Co-Ordinator is arranging it.



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PHONE COORDINATOR/OPERATOR POLICY page 2

13. If a phone Coordinator/Operator becomes aware of information or a situation in relation to animal cruelty or neglect, concerns of a members' animal care, or concerns in relation to an action by a member or the public they should refer the concern to either a Species Coordinator, or the Chairperson to investigate. They should contact the relevant Officer by a telephone call, email or in writing, depending on the urgency. They are to keep the Phone Coordinator informed at all times.
14. If an Operator is unable to take a rostered shift, they must arrange with another Operator to swap or take over their duty. If another Operator is not available the Phone Coordinator must be told as early as possible.
15. If an emergency arises during a shift and the Operator is unable to continue the shift they can swap with another Operator or the phone may be switched to the Fauna Rescue answering machine.
16. Some of our Operators have signed an agreement with Centrelink to perform an approved number of hours on the Fauna Rescue Wildlife Help Line. These volunteers must ensure they fulfil all their obligations, and if for any reason they are unable to take their shift they must make up those hours within two weeks. Fauna Rescue is accountable to Centrelink for this system and is obligated to report any deviation causing less hours being performed.
17. Occasionally Operators may experience callers who are abusive or unco-operative. The caller should be told politely that they need to calm down and be reasonable so they can be assisted. If they remain unreasonable then they should be warned the phone call will be discontinued if they cannot talk in a calm and constructive manner. Abusive/controversial calls must be documented. The incident must then be reported to the Phone Coordinator.
18. Rescues after dark are to be referred only to members who have specified that they are willing to do evening rescues.
19. Details of phone calls taken are only to be discussed with others on a "need to know" basis, otherwise details should remain confidential, they must not be shared on social media for any reason.
20. All phone Coordinators and Operators are entitled to claim their phone costs in relation to Fauna Rescue calls. A second phone number dedicated to Fauna Rescue calls can be installed if the Coordinator/Operator wishes, for which Fauna Rescue pays all charges. Phone Operators are offered Complimentary Membership when performing regular phone duty. When they receive their yearly Renewal Reminder Form it should be completed and sent to the Membership Officer marked Phone Operator, then email the Phone Coordinator that their subscription is due. Confirmation will then be sent to the Membership Officer to waive the fee.
21. Experienced Phone Operators may be requested to help with the training of new Operators, if they feel confident with this.

REVIEW OF POLICY

This policy will be reviewed yearly. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate or valid in its current form, the policy shall be reviewed immediately and amended accordingly.

Reviewed, authorised and endorsed at a Committee meeting held on 10th January 2017 Item number 18.



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PHONE COORDINATOR/OPERATOR POLICY page 3 – AGREEMENT Dated January 2017

Please sign this page and return to the Secretary
P.O. Box 241, Modbury North, S.A. 5092

PLEASE KEEP THE POLICY DOCUMENT FOR YOUR FUTURE REFERENCE

Name (PLEASE USE CAPITAL LETTERS) _____

I have read, understood and agree to abide by the Fauna Rescue of SA Inc. Phone Coordinator/Operator Policy dated Jan. 2017 to the best of my ability.

Signed: _____

Date _____



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