

Get started!

Become a Volunteer Hotline Operator

What is a Hotline Operator?

- Hotline operators are responsible for manning the Wildcare 24/7 emergency hotline which responds to calls for sick, injured and orphaned wildlife. They provide advice on a wide variety of wildlife-related queries as well as organise the rescue and transport of injured wildlife.
- Calls are received from the general public, vet clinics, local Councils, other animal welfare organisations and wildlife hospitals. The Hotline works closely with other wildlife rescue groups to ensure wildlife in need are responded to as quickly as possible.
- Hotline operators coordinate the rescue and/or transport of wildlife when needed. This may involve liaising with Wildcare Rescuers/Transporters, wildlife carers and other wildlife rescue group. A full list of resources is provided at training.
- Sick, injured and orphaned wildlife require appropriate care and treatment as soon as possible to ensure they have the best possible chance of survival – **hotline operators are the essential first step in this process.**

What do you need?

- A reliable phone and internet.
- A commitment of 2-4 hours per week or fortnight. Hotline shifts are generally 2 to 2.5 hours with additional time sometimes required at the end of the shift to finalise calls. Shifts can be the same day or time each week or fortnight, or flexible to accommodate other commitments.
- Operators need to be resilient and able to cope with pressure. Call volumes vary depending on the time of year but can be very busy during spring and summer. Good problem-solving skills as well as the ability to remain calm are important attributes for this role.

How do I get started?

- **Become a Wildcare member** – join online at <https://wildcare.org.au/help-us/join/>
- **Register for and attend an Orientation / Rescue and First Aid for Wildlife workshop** (all training workshops are free for Wildcare members) – current Education Calendar is available at <https://wildcare.org.au/education-training/>. Attending this introductory workshop is compulsory to ensure you have a good understanding of how Wildcare operates.
- **Contact the Hotline Coordinator** to organise one-on-one training. Training takes ~3 hours and is organised with the Hotline Coordinator directly.
- **Join** the Wildcare members-only Facebook groups: [Wildcare Wildlife Transport Facebook group](#)
[Wildcare Community Facebook group](#)
- All Hotline operators receive ongoing mentoring and support. Regular Zoom training sessions are conducted for continuing education. You are encouraged to attend other Wildcare workshops to increase your knowledge base.

Interested or have further questions

- Please contact the Wildcare Hotline Coordinator via email to hotline@wildcare.org.au.