



Community Involvement Unit newsletter



Penguin Island

May 2014

As we review, reflect, improve and enjoy our work my message last edition on “agreeing to differ” came home to roost recently. This week I had to pull out my “complaints department” hat, refrain from hasty judgement and have lengthy discussions with all concerned. Unfortunately, it’s impossible to keep everyone happy all of the time!

In resolving the complaint from a member of the public I was able to reflect on many years of experience. The common factor with many issues is misunderstanding and / or deafness (selective or otherwise) leading to a breakdown in effective communication.

In stressful situations men in particular become focussed on the immediate mission directly in front of them. All this may lead to confusion, embarrassment, frustration and eventually anger.

As a paid public servant and as volunteers in similar roles, albeit unpaid, we are in a privileged position. We are expected to be calm and polite at all times, as we are essentially representatives of the government.

This is sometimes difficult, if not impossible, to maintain.

Complainants are NOT always right and are sometimes difficult and unpleasant. Our immediate reaction is to take this behaviour personally, when we should remain detached and objective.

It is not acceptable to endure this behaviour which, if it prevails, may be described as bullying or harassment. If this happens to you, please remove yourself from the danger as soon as possible and seek support from a colleague.

If you need support or assistance in dealing with difficult situations, contact the nearest Parks and Wildlife member of staff, including the duty wildlife officer if it is a wildlife issue. **Get paid staff to deal with difficult members of the public.**

On a positive note, I can report that we are still improving and enjoying our work and revelling in the cooler weather, when we can get out in the bush to enjoy our various activities. I’m heading for Ninghan Station for a few days and planning a longer trip during May and June – practice for eventual retirement!!

Everyone will be aware of the very successful Campground Host volunteer role – as mentioned in a previous issue, we have now formalised the roles of Volunteer Park Host and our latest development has created the role of Volunteer Homestead Host.

All this demonstrates the ability to respond to volunteer and departmental needs and ensure we action those things arising from reviewing, reflecting, revising, improving and enjoying.

“Think safe, Be safe, Enjoy”

Hugh

Community Involvement Coordinator

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Parks and Wildlife online shop

We are pleased to announce that the department's online shop at shop.dpaw.wa.gov.au has been upgraded and the new and improved site went 'live' in February.

The new online shop features a cleaner look, better usability and a streamlined and secure purchasing experience.

Social media connectivity allows users to register with the site using their existing social media accounts such as Facebook and Google.

National Park passes, *WA Naturally* publications including *LANDSCOPE* magazine subscriptions, recreation guides, Bush Books, children's books and a range of other titles as well as Bibbulmun Track and Munda Biddi Trail maps, are available online.



Registered volunteers who have volunteered enough hours to receive 20% or \$30 discount vouchers can now redeem them online for discounts on *WA Naturally* publications. The one-off codes will be listed on your voucher(s), if you receive them at the end of each quarter.

Animal Control Agents (ACA) – the WHO, the WHAT, the WHERE and the WHEN?

In acknowledgement of the life and work of **GLEN GOUDIE**, who passed away suddenly during a medical procedure on 12 February. Some leaders are selected or appointed.

Leaders who emerge are the rare individuals who step up when required often without being asked, who intuitively command respect and loyalty, demonstrate fairness, honesty, and extremely high standards and have the humility and dignity to be able to work with everyone, whether they are in high public office, top sports performers or a new apprentice just starting out on life's journey.

They command respect. Glen was one of those special leaders who we are privileged to encounter only a few times in a lifetime. Our thoughts and support are extended to Glen's wife Leslie and family and all of the ACA group.

“Consider the Animal” Glen Goudie, 19 April 2013

The primary role of an ACA volunteer is to relieve the suffering of critically injured native fauna through humane euthanasia. Any viable offspring or other injured fauna are passed on to vets or registered wildlife rehabilitators for assessment. They undergo a stricter-than-normal application process compared to other department volunteers, which allows them to perform their critical role for the helpline efficiently, discreetly but most of all safely.

Individual ACAs are called upon to assist through the Wildcare Helpline and the ACA coordinator. The group was established by Glen and department Wildlife Officers over 10 years ago and now number over 90, attending callouts across WA.



Hugh Maclean, April 2014

Volunteer project website update

The results from the recent volunteer survey have been interesting and extremely useful in guiding us to improve our service to you in the future – we had a fantastic response so a big THANK YOU to all those who took the time to complete it.

One issue that stood out is that many of you would be willing to do even more volunteering if you had information on other projects available.

With this in mind, we have added a list of volunteer projects across the state as a downloadable file on the Parks and Wildlife website:

www.dpaw.wa.gov.au/get-involved/volunteering-opportunities

It is not a comprehensive list but it will be updated and added to as regularly as is necessary – please note that volunteer placements are not always guaranteed, and some projects are seasonal - contact the relevant coordinator on the list for more information on availability.

Hopefully there will be projects of interest and you can expand your volunteering experiences into other areas. Let us know of any feedback you may have on any successes or problems with listings.

Expressions of interest for volunteer caretaker role



Would you like to live in spectacular bush settings, but still close to the city?

A unique opportunity is offered at Kanyana's internationally renowned

Wildlife Rehabilitation Centre in the Perth Hills.

Enjoy a tranquil environment, wake up to the birds' calls and watch native fauna move about their natural habitat, make a contribution to Kanyana's Rehabilitation Centre and get up close and personal with their unique wildlife.

You get:

- Very moderate rental fee for fully furnished house in bushland setting
- 6 months' contract with option to extend
- Opportunity to participate in our wildlife rehab organisation such as hospital, administrative tasks, gardening.

You bring:

- Your commitment to look after our property and be onsite most evenings/weekends
- Willingness to participate in some of Kanyana's activities
- Handyman abilities
- Pleasant personality and ability to communicate with our staff and 220 volunteers
- Your own vehicle

This is an ideal commitment for a couple. You can still pursue your working career while fitting in your commitments towards Kanyana.

If this appeals to you, please send your CV to:

info@kanyanawildlife.org.au

A full job description is available on request.

WILDCARE helpline

FOR SICK, INJURED OR ORPHANED NATIVE WILDLIFE



(08) 9474 9055

Smartphone and tablet apps

The Marri app

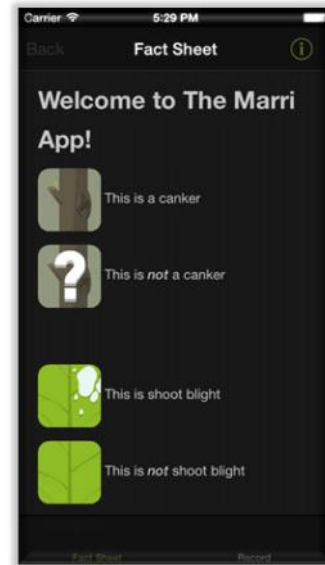


This mobile app has been developed to allow members of the community to contribute to the monitoring, research and preservation of marri trees.

These trees are native to Western Australia and are widely distributed in the South West region. However, they are declining in health due to an increase in the prevalence of 'marri canker', a destructive form of tree disease caused by the *Quambalaria* fungus, and an introduced leaf and flower blight pathogen.

The app has been designed to be used by members of the public, local government agencies, foresters and scientists to capture GPS location, incidence and severity of marri canker shoot blight on trees and to lodge photographs and other site information to a central server.

It can provide a valuable addition to the current knowledge on the incidence of these diseases.



Your data will help scientists to understand the decline process and find treatments – an invaluable tool in developing sustainable management solutions.

Available for free on [iTunes](#)

and [Google Play for Android](#)

Beachcomber's Field Guide app

Do you enjoy combing the beach for shells or interesting items that have washed up from the ocean? Now you can instantly identify your treasures with the Beachcombers app.

It is an easy to use identification app that describes some of the more common items you may find while beachcombing along the coast of Western Australia's temperate (cooler) waters.

The app features:

- a Table of Contents page with large pictures for quick reference
- four simple categories;
 - Chordates (animals with backbones);
 - Invertebrates (animals without backbones);
 - Seagrasses and algae; and
 - Unusual finds.
- Large colour photographs to assist identification;
- Many interesting facts about the items you are likely to find;
- Helpful hints to make your beachcombing experience safe and enjoyable.

The app is available for free on [Google Play for Android](#) and [iTunes](#)

You can also download a full copy of the original [Beachcombers Field Guide](#) at the Department of Fisheries' website - www.fish.wa.gov.au



Kangaroos shot with arrows – call for public assistance

The Department of Parks and Wildlife is asking for public information to help identify the people responsible for shooting two kangaroos with arrows in separate Perth incidents last week.

An adult kangaroo died at Yanchep National Park after being shot with a bow and arrow and then run over with a motorcycle. In another incident, an adult male kangaroo shot in the ankle at Melville Glades Golf Club was tranquillised by wildlife officers and taken to Perth Zoo to have the arrow surgically removed.

Senior wildlife officer Rick Dawson said community members with information about the shootings were urged to call the department's Wildcare Helpline.

"Firing arrows into defenceless native animals is cruel and unacceptable behaviour," Mr Dawson said.

"The department is investigating both incidents and we are asking for the public's assistance to identify those responsible."

Mr Dawson said the kangaroo shot near Yanchep Inn, at Yanchep National Park, was discovered on Friday 11 April by a ranger, several days after death.

"There were two bloodied arrows found near the body and tyre tracks indicating that a motorbike had run over its neck," he said.

"The Leeming kangaroo was lucky that the arrow had not damaged a bone, although it had gone all the way through the ankle flesh.

"After being successfully treated by Perth Zoo vets on Sunday 13 April, this animal was able to be released back into the resident kangaroo population at the golf club."

Members of the public can report cruelty or injuries to native animals by calling the department's Wildcare Helpline on 9474 9055.

Right: The roo waking up after treatment



Above: The arrow through the roo's leg



WILDCARE helpline web page updates

As part of the ongoing updates and improvements to public information resources, the Wildcare helpline area of the Parks and Wildlife website has expanded:

www.dpaw.wa.gov.au/about-us/contact-us/wildcare-helpline

Now includes sections on:

- Basic First Aid for Wildlife - what to do if you come across sick, injured or orphaned wildlife as well as a list of alternative contacts,
- Helping baby birds - advice on identifying when a bird may or may not need help, and what to do if it does,
- Helping wildlife in your neighbourhood - how to encourage native wildlife into your garden, including advice on plants, pets and nest boxes, and
- How to get involved in volunteering for the helpline - we are always looking for new volunteers to help answer the 10,000+ calls each year and enter the information into our database.

This is an ongoing project - if you have any ideas about what you would like to see on the WILDCARE pages, let us know.



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www.flickr.com/groups/decparks/



<http://instagram.com/exploreparkswa>

#exploreparkswa

The CIU provides community members in WA with opportunities to support, be involved in, and contribute to, the work of the Department of Parks and Wildlife..

The CIU supports volunteers as an integral component of the Western Australian community. Volunteering enriches the community through the delivery of environmental, social, economic and health benefits to individuals, local groups and communities, the state and the nation.

If you have an event or story you would like to feature in future editions of the newsletter, or have any comments or suggestions, please contact us via:

Community.involvement@dpaw.wa.gov.au

For information on volunteering for DPaW, visit:

www.dpaw.wa.gov.au/get-involved/volunteering-opportunities

Special Topic talk

The next Special Topic talk, hosted by the Community Involvement Unit, will be "Parasites and Diseases of Native Wildlife".

In this presentation Lindy Brice will share some of her extensive knowledge about the parasites and diseases that can infect Western Australia's unique and wonderful native wildlife.

Looking down a microscope at Kanyana over many years, Lindy, a scientist specialising in virology, has learnt a lot about parasites and diseases.

Date: Thursday 26 June, 2014
Time: 6pm – 8pm
Cost: \$25

[Keiran McNamara Conservation Science Centre](#)

17 Dick Perry Avenue, Kensington

Basic Course in Wildlife rehab

There are three Metro courses remaining in 2014:

- June 14, 15 (Sat/Sun)
- August 5, 6 (Tues/Wed)
- September 13, 14 (Sat/Sun)

The course caters for those interested in volunteering at an established wildlife rehabilitation centre and is a prerequisite for those volunteers who would like to become a registered DPaW wildlife rehabilitator.

The course format does not provide for the handling of native wildlife.

Please call the Community Involvement Unit on 9334 0251 for information on wildlife rehabilitation centres or visit the volunteering opportunities pages via www.dpaw.wa.gov.au.

Booking for both courses is essential - for more information and booking forms visit:

<http://www.dpaw.wa.gov.au/get-involved/wildlife-rehabilitation-and-courses/159-wildcare-courses>