



For sick and injured native
wildlife in Western Australia

OPPORTUNITY TO DELIVER AND MANAGE THE WILDCARE HELPLINE TELEPHONE REFERRAL SERVICE

Closing date 5:00pm (WST) 8 December 2021

For submission and more information

please email pwsvolunteers@dbca.wa.gov.au



Department of Biodiversity,
Conservation and Attractions



PROVISION OF THE WILDCARE HELPLINE TELEPHONE REFERRAL SERVICE

AIM

The Department of Biodiversity, Conservation and Attractions (DBCA) is seeking expressions of interest from suitably qualified not-for-profit wildlife rehabilitation organisations based in Western Australia (Organisation) to deliver and manage the Wildcare Helpline Service.

BACKGROUND

DBCA's Parks and Wildlife Service is the State Government agency that has lead responsibility for conserving the State's unique flora and fauna, and world-class network of terrestrial and marine parks and reserves on behalf of the people of Western Australia. For information, please visit dbca.wa.gov.au.

The Wildcare Helpline is a volunteer-run telephone referral service for the public who find sick, injured or displaced native wildlife in Western Australia. Since 2000, the service has been managed by DBCA's Parks and Wildlife Service and its predecessors.

The Wildcare Helpline -

- Offers advice and support for sick, injured, or displaced native wildlife.
- Offers advice and education on wildlife behaviour.
- Refers callers to a wider network of experts for assistance, such as wildlife rehabilitators and veterinarians.

The Wildcare Helpline is an important community service and currently operates from 6am to 10pm seven days a week, and 24 hours a day when required and volunteers are available e.g., during emergency periods such as fires.

In 2020-21, the Wildcare Helpline fielded more than 10,000 calls, with around 30 helpline advisers volunteering 6744 hours, equivalent to approximately 3.7 full time employees¹. The demand for the service has been steadily growing over the past 20 years due to community recognition and increasing population and urban growth. It is expected that this growth in demand will continue and will require dedicated and specialised management to ensure its continued success.

PROVISION OF SERVICE

The Organisation will provide the Wildcare Helpline service on behalf of DBCA by way of a Grant Agreement for an initial period of three years (contingent on meeting key performance indicators), with the option for a further three years on agreement by both parties.

¹ Prior to the COVID-19 pandemic, figures in 2018-19 were higher with around 12,000 calls received and 40 helpline advisers volunteering 8249 hours.

ROLES

The roles and expectations of the Organisation and DBCA are outlined below.

ORGANISATION

1. **Coordinate and deliver the Wildcare Helpline**

- The Organisation will answer calls from the public regarding sick, injured or displaced wildlife and provide advice or education, or refer the caller to DBCA approved external parties.
- The Wildcare Helpline service will be provided no less than 6am to 10pm seven days a week (current hours).
- The name “Wildcare Helpline”, logo (stylised echidna) and telephone number (08 9474 9055), are trademarked by DBCA and will remain unchanged.
- The service is to be undertaken on the successful applicants’ premises and / or offsite as required, such as volunteers working from home.
- The current model of referring calls to licensed wildlife rehabilitators and animal control agents is to be continued (i.e. closest to injured animal/s, most qualified to assist). This is to ensure the Wildcare Helpline remains fair and unbiased.
- Where advice or education alone cannot solve the callers’ issues, the successful applicant will have access to the following support networks –
 - DBCA’s Wildlife Protection Branch through a DBCA point of contact
 - Licensed wildlife rehabilitation volunteers (individuals and organisations)
 - Animal Control Agent (ACA) volunteers, for the euthanasia of injured large wildlife, as necessary.

2. **Manage volunteers**

- The Organisation will recruit, train, retain and manage volunteers for the effective delivery of the Wildcare Helpline.
- All Wildcare Helpline volunteer advisers must be registered with DBCA, via the Organisation. This ensures volunteer advisers can adhere to the Departmental Code of Conduct and can access DBCA volunteer rewards and Personal Accident insurance.
- Existing Wildcare Helpline volunteer advisers will have the option to continue volunteering for the Organisation.
- Management of Wildcare Helpline volunteer advisers will be the responsibility of the Organisation.

3. **Market and promote the Wildcare Helpline**

- The Organisation will maintain or increase the Wildcare Helpline’s positive reputation for effectively assisting sick, injured or displaced wildlife.
- If the Organisation does not have a website, the DBCA webpage will include the logo of the wildlife rehabilitation organisation on its Wildcare Helpline page which will continue to provide basic information.
- If the Organisation has a website, a Wildcare Helpline specific webpage or section of existing webpage will be built by them with a link to the DBCA webpage.

4. Seek and maintain appropriate sponsorship and/or grants for the ongoing operation of the Wildcare Helpline

- Funding will be provided by DBCA for a period of up to two (2) years after which the Organisation will be responsible for seeking and obtaining funding for the ongoing operation of the Wildcare Helpline, or ensuring the Wildcare Helpline is self-sustaining through an alternative mechanism.

5. Reporting and communicating with DBCA

- The Organisation will record call information in a system supplied by DBCA.
- Administrative reports will be provided to DBCA based on key performance indicators at three, six and 12 months, and every six months thereafter and regular communication with a DBCA point of contact will be required as necessary.
- Complaints about the management of the Wildcare Helpline will be referred to the DBCA complaints management procedure on the DBCA website.
http://www.dbca.wa.gov.au/dbca_complaint_management
- The Organisation will complete an acquittal at the end of the Grant Agreement term.

DEPARTMENT OF BIODIVERSITY, CONSERVATION AND ATTRACTIONS

1. Provide funding for the employment of a Wildcare Helpline coordinator, telephone system and other associated costs for up to two years.
2. Provide up to date lists of registered volunteers and support network including licensed wildlife rehabilitators and approved ACAs to refer callers to.
3. Assist with wildlife information that requires legislative advice, confirmation or updates, and assistance outside of the Organisation's ability or scope.
4. Approve the method by which calls are recorded.
5. Maintain the Wildcare Helpline App.
6. Maintain the existing DBCA Wildcare Helpline webpage and add Organisation's logo and a link to the Organisation's website, if applicable.
7. Provide a principal point of contact for queries and reporting.
8. Evaluate and monitor the Grant Agreement.

SELECTION CRITERIA

Applications will be assessed in a competitive process based on the responses to the selection criteria listed below. Essential criteria must be addressed for the application to be considered. Only not-for-profit organisations will be considered.

Please provide no more than half a page on each criterion.

Essential

1. Experience in offering advice for sick and injured wildlife.
2. Experience in volunteer management including ability to ensure the Wildcare Helpline is suitably staffed (essential).
3. Demonstrated sound governance and financial management.
4. Outline proposed cost / funding required from DBCA to operate service prior to obtaining sponsorship or another self-sustaining funding mechanism (up to 2 years).
5. Evidence of positive relationships (previous or current) with other WA wildlife rehabilitation organisations and DBCA.
6. Evidence of not-for-profit status.
7. Agreement to accept all roles and expectations as outlined above.

Desirable

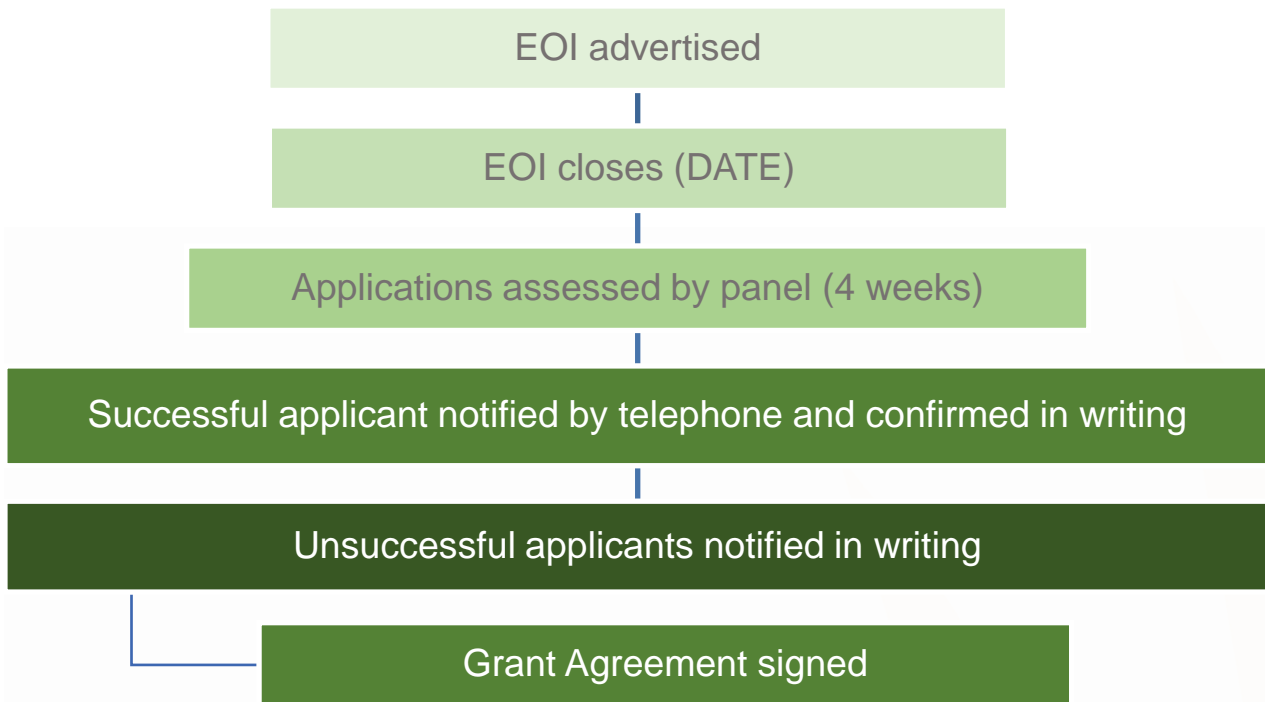
8. Experience in and access to channels for marketing and promotion.
9. Evidence of successfully obtained sponsorships and grants.
10. Capacity to meet stated reporting requirements.

EOI PROCESS AND ASSESSMENT

Applications will be assessed by a panel of DBCA staff who have knowledge of the Wildcare Helpline and/or other relevant experience. Applications will be assessed on the extent to which selection criteria are addressed. Therefore, applicants should strive to obtain the best assessment possible for their related capabilities, rather than settling for meeting the minimum acceptable requirements of the EOI. Criteria will be assessed as exceeds, soundly meets, meets at a minimum level, or does not meet. DBCA may seek further information from applicants during the assessment process.

All proposals will be given due consideration and information provided will be treated in the strictest confidence. Each proposal will be considered on its merits and if no proposals are acceptable, then none will be accepted.

The assessment panel has established the procedure outlined below for the assessment of applications. Dates and timeframes are indicative only. These may be revised or altered subject to the requirements of the process.



SUBMISSION

Please email your EOI application to PWSVolunteers@dbca.wa.gov.au by 5pm WST on 8 December 2021. You will be notified when your application is received.

Important note: Late applications or applications delivered contrary to application requirements

DBCA may, at its discretion, elect to accept a late application or applications delivered contrary to application requirements where DBCA considers it appropriate in the circumstances and DBCA is satisfied that no applicant has been materially advantaged or disadvantaged.