

Help for Injured Wildlife Online Tool

Information for registered contacts



Help for Injured Wildlife is an online tool that provides the public with contact details and information to help when they encounter sick, injured or orphaned wildlife in Victoria.

Eligible contacts can register on the *Help for Injured Wildlife* tool so that their contact details appear in relevant searches made by the public. Contacts must set up an account on the tool to manage their listing and ensure their details are up to date.

The more eligible contacts that register, the more useful the tool will be for the public.

Eligibility and contact types

Groups eligible to register as contacts are:

- Wildlife shelters and foster carers who hold a valid authorisation issued by the Department of Environment, Land, Water and Planning (DELWP),
- Registered veterinarians
- Rehabilitation and rescue organisations that can demonstrate:
 - They are registered with the Australian Charities and Not-for-profits Commission, or

- They are an organisation that is not-for-profit, involved in wildlife rescue and/or rehabilitation and is not promoting unlawful activities.

Registration

To register as a contact, visit <https://www.wildlife.vic.gov.au/injured-native-wildlife/help-for-injured-wildlife> to submit a completed registration form. Your registration will be reviewed and verified in about five business days and you will be notified of the outcome of your application via email.

Username and password

The email address you use during registration is your username, and you'll need to create a password.

If you forget your password or want to update it, you can reset it via the forgotten password link on the account login screen.

Required information

Your name, phone number, physical address (specified premises that the relevant wildlife activity relates to), contact type and verification details are required to register on the tool.

You also need to specify the wildlife types you care for, your coverage area (by suburb) and hours of operation.

Optional information

You can choose whether you want your full address displayed to the public or just your suburb.

If you are registering on behalf of your organisation, you may also enter your organisation's name. Providing your website details is also optional.

Logging into your account and editing your details

Once you receive email notification that your account has been approved, use the link provided above to log in to your account with your username (email address) and password. From there, you can edit your contact details and other information, and view how your information will appear to the public. Updates to your account can take up to 24 hours to be processed.

You are responsible for making sure your details are kept up to date.

If you are taking holidays or would not like to be contacted for a period of time, you can update your hours of operation to reflect these changes. This allows you to remain in control of when your contact listing appears in a search. Don't forget to update these details when you return.

Deleting your account

You need to be logged in to delete your account. After you delete your account, your information will no longer appear on the tool or return in a search result.

If you want to sign up again after deleting your account, you will need to re-register on the tool as deleted details cannot be retrieved.

How your listing will appear to the public

Based on the information you enter, your contact listing will appear on the public tool where users search to find help for injured wildlife.

The public will search by entering the wildlife type and location, whether or not the animal is alive, and by selecting the scenario in which the animal has been found. The user will be presented with up to ten randomised registered contacts. To be included in search results, registered contacts will need to meet the

following criteria;

- Operate in the suburb where the wildlife is located
- Be open at the time of the search, and
- Care for the type of wildlife requiring help.

The tool will become publicly accessible once a sufficient pool of eligible contacts register.

All registered contacts will be notified when the tool is publicly launched.

I'm eligible for multiple registration types, which one should I choose?

Please choose one of the three registration types that is most relevant to you. Signing up to the tool with multiple accounts and user types is discouraged if the contact details (phone number and person answering the phone) are the same. This is so that the public are provided with a concise list of contacts and to minimise duplication of available help and services.

If you are a member of an organisation and prefer to get calls through the main phone number of that organisation and that organisation is registered already on the tool, then it is not necessary to register your individual shelter. However, if you are not affiliated with a wildlife rescue or rehabilitation organisation, you can register yourself individually as a shelter or foster carer (provided you have a valid licence with DELWP).

All registration types have equal chance of being displayed in a search result.

Help with the tool

If you experience issues accessing the registration form, editing your details or have any general enquiries, please contact the Customer Contact Centre on 136 186 or email biodiversity.regulation@delwp.vic.gov.au.

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