



# NSW Volunteer Wildlife Rehabilitation Sector Strategy

3-year report (2020 to 2023)

Department of Climate Change,  
Energy, the Environment and Water



# Foreword



**The Hon  
Penny Sharpe MLC**  
Minister for the  
Environment

The NSW Volunteer Wildlife Rehabilitation Sector Strategy 2020 to 2023 formalised the NSW Government's appreciation and commitment to more than 8,600 volunteers who dedicate their time and resources each year to rescuing tens of thousands of injured, sick and orphaned native animals.

On commencement in late 2020, this strategy was the first of its kind in Australia to recognise and support the important service of volunteers and veterinary professionals to our native animals, particularly during times of wildlife emergency. In combination with the NSW Koala Strategy and the NSW Environmental Trust through the Foundation for National Parks and Wildlife this \$6.52 million strategy represents a significant milestone in support of wildlife rehabilitation.

This 3-year report celebrates the successes of the Volunteer Wildlife Rehabilitation Sector Strategy. Significant support for volunteers and improvements to wildlife rehabilitation have been achieved through implementation of its actions.

We have equipped wildlife rehabilitation organisations with the skills and tools needed to effectively manage a growing number of volunteers involved in the sector. The diverse governance training offered to leaders and the development of the conflict resolution toolkit and caring for carers resources will help retain volunteers in the sector and provide them with a more positive experience.

On average about 110,000 native animals across 500 different species are rescued by volunteers each year. We have developed over 50 new technical resources to ensure these animals receive the humane treatment they need and maximise their chances of a successful release back to the wild. Professional development webinars on a wide range of wildlife rehabilitation topics have been well attended.

We have made the data volunteers provide to us available to other government departments and the broader community for environmental planning, species management, education and research purposes. The importance of wildlife rehabilitation data is becoming increasingly valued.

The introduction of quality assurance standards for wildlife rehabilitation organisations will improve volunteer management, animal care and service delivery outcomes. All eligible organisations that have completed this process now have their licence duration extended from one to 3 years.

Improved wildlife emergency response was a key priority following the devastating 2019–20 fires. We have been busy implementing recommendation 53 of the final report of the NSW Bushfire Inquiry. More than \$500,000 in emergency grants were provided to wildlife rehabilitation organisations. Training and capacity building for all organisations who participate in wildlife emergency response work has and will continue to be provided.

In addition, we are making significant improvements to our wildlife incident emergency response systems to ensure we are ready to respond when the need arises.

I intend to extend the strategy to 30 June 2025 to complete work already commenced. This ongoing work will be completed by a review of the sector to help inform and guide future support for the wildlife rehabilitation and veterinary sectors. I expect the review to be completed early in 2025 to ensure the next steps are informed by the views of those undertaking this valuable work.



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# NSW Volunteer Wildlife Rehabilitation Sector Strategy 2020 to 2023 actions at a glance



## Volunteer support and culture

- Improve standards of governance
- Help new leaders adjust to their role
- Attract younger participants to the sector
- Facilitate a unified peak body and new strategic agenda
- Improve the sector's access to funding and resources
- Enhance capacity to respond to fire emergencies



## Standards of care and training

- Standard induction and specialised species training for volunteers
- Enhance mentor and species coordinator support
- Wildlife care training for vets and vet nurses
- Update assessment and treatment protocols
- Create service provider access to standard compliance assessment tools and continue random audits



## Knowledge and information access

- Streamline reporting and improve access to data
- Connect volunteers to other professional networks
- Conduct post-release monitoring of rehabilitated animals



## Community awareness and recognition

- Guide community education about wildlife
- Promote awareness about volunteer participation in wildlife rehabilitation



## Government support and regulation

- Introduce a system of accreditation for volunteer wildlife rehabilitation organisations
- Implement a more flexible policy framework
- Provide ongoing strategic support services

# Purpose of this report

The NSW Volunteer Wildlife Rehabilitation Sector Strategy 2020 to 2023 is a 3-year plan intended to support volunteers and improve wildlife rehabilitation services in New South Wales.

The strategy encompassed a diverse range of actions and was based on extensive consultation with volunteers, their member organisations, veterinary professionals, and a review of services across the sector. Actions were delivered over 3 years across 5 focus areas:

- volunteer support and culture
- standards of care and training
- knowledge and information access
- community awareness and recognition
- government support and regulation.

This is a report on the implementation of the strategy over the last 3 years. It details the achievements of the strategy and includes work undertaken in partnership with the Foundation for National Parks and Wildlife 'Wildlife Heroes' program, an initiative of the strategy, funded through the NSW Environmental Trust. Some actions were also completed through funding from the NSW Koala Strategy 2018–21.

Many of the resources developed from the strategy were only made possible by the passion and commitment of volunteers and veterinary professionals who gave their time to participate in workshops and meetings. Together we have strengthened the ability of the sector to support its volunteers and deliver best practice on-ground services into the future.

For further information about the strategy see the [NSW Volunteer Wildlife Rehabilitation Sector Strategy webpage](#).





## Focus Area 1: Volunteer support and culture



Wildlife rehabilitation in New South Wales is reliant on the participation of volunteers and their member organisations. The strategy delivered extensive training and resources to the sector in a variety of subjects related to the governance of their organisations and the management of their volunteers. We collaborated with WIRES to provide free web-based training in governance skills. A comprehensive new conflict management toolkit was also developed and training provided to guide its implementation.

Wildlife rehabilitation volunteers are first responders to native animal emergencies and their health and safety is a priority. Funding was allocated to volunteers for vaccinations against wildlife diseases and personal protective equipment (PPE) was provided to Wildlife Emergency Response Team (WERT) members. A health and safety brochure and pocket guide were created for volunteers, to help them stay safe with wildlife in the field and at home. The successful *Wildlife Heroes: Caring for carers* podcast series told stories of the passion, dedication and resilience of volunteers.

Small grants were provided to wildlife rehabilitation organisations to maintain and improve their rescue equipment and enclosures to ensure they meet our codes of practice. This is additional to funding provided to date under the NSW Koala Strategy.

As a result of the 2019–20 Bushfire Inquiry the NSW Government put \$1 million towards bushfire relief for wildlife rehabilitators. Half of the funding went directly to rehabilitators to purchase equipment to help respond to the wildlife emergency and the remainder to replace assets damaged by fire and improve future response efforts.





**Figure 1** New wildlife rehabilitation enclosures. These enclosures were built from grant funding received by wildlife rehabilitation providers – a pre-release enclosure for fur seals and a new pre-release flying-fox enclosure. Photos: Antigone Cross/ Dolphin Marine Conservation Park, Paula Paananen/Wildlife ARC

## Focus Area 1 highlights

- We held 16 governance training seminars covering a diverse range of skills with 405 people attending from 23 groups. The membership of these groups represents 99.8% of the volunteers in the sector.
- National Parks and Wildlife Service (NPWS) released a new video for organisations to use in their volunteer induction training. The video welcomes new volunteers and explains the challenges and responsibilities of being a wildlife rehabilitator.
- Together with Justice Connect’s Not-for-profit Law program we developed a comprehensive Conflict Management Toolkit for wildlife rehabilitation organisations to avoid and manage internal conflict. The toolkit includes a new Bullying, Sexual Harassment and Discrimination policy and Conflict of Interest policy.
- The *Let’s make it zero for our Wildlife Heroes* health and safety brochure and pocket guide will raise the awareness of volunteers when managing the hazards that come with wildlife rescue and rehabilitation.
- We provided \$102,518 for Q fever and lyssavirus vaccinations and first aid training. This funding benefited 243 volunteers.
- Our new volunteer recruitment resources will encourage more participation in the sector from a more diverse demographic.
- In 2022, we provided \$163,379 in small grants to wildlife rehabilitation organisations to improve, replace and build equipment and enclosures to make them compliant with our standards. The NSW Koala Strategy has provided an additional \$453,211 for rescue equipment, enclosures and other wildlife rehabilitation resources. In 2022, \$56,245 was also distributed to 7 flood-affected wildlife rehabilitation organisations.
- The 5-episode *Wildlife Heroes: Caring for carers* podcast has had 1,663 downloads.
- Implementing recommendation 53 of the final report of the NSW Bushfire Inquiry to develop a policy on injured wildlife response, rescue and rehabilitation.



## Wildlife emergency response

We have made significant improvements to how the NSW Government responds to wildlife emergency events. We have done this by reviewing wildlife response policy and procedures and by providing training and resources to volunteers, veterinary professionals and incident managers. Some highlights of our work are described below.

Following the 2019–20 bushfire emergency, the NSW Government through the NSW Environmental Trust and Foundation for National Parks and Wildlife allocated \$500,000 in emergency grants to the wildlife rehabilitation sector. This funding helped groups meet their immediate animal rescue needs and replace or purchase new durable assets to prepare for future events. A total of 23 wildlife rehabilitation groups benefited from this funding.

Through the Bushfire Inquiry and NSW Koala Strategy NPWS has also purchased and distributed more than \$100,000 of fireground PPE to vets, vet nurses and rehabilitation group members who are trained and keen to be involved as WERT members. For increased efficiency, wildlife rescue equipment including koala cages, transport carriers, vehicle rescue kits and koala rescue bags will be distributed through NPWS operational branches.

Training and capacity building have been integral to our wildlife emergency response work. NPWS in partnership with Taronga Conservation Society and subject-matter experts has developed a new 2-hour online training course on wildlife first response for NSW firefighters. The online course is complemented by an interactive handbook that firefighters can take with them on the fireground. The handbook is available for download for use on electronic devices. By May 2023 more than 1,200 people had completed the course. About 2000 hard copies of this handbook have also been produced and will be distributed to NSW firefighting appliances for use by firefighters.

About 186 vets, vet nurses and volunteer wildlife rehabilitators have completed Basic Wildlife Awareness and another 110 have completed the Australasian Inter-Service Incident Management System (AIIMS) course (the nationally recognised system of incident management for the nation's fire and emergency service agencies). Also, we held bushfire wildlife workshops for WERT members and NPWS fire-trained staff to run through mock injured-wildlife response at Class 1 and 2 bushfires and hazard reduction burns.

NPWS has developed guidelines for wildlife emergency response outlining a policy for responding to injured wildlife at bushfire incidents, including the identification of roles within the incident management structure.



The next steps to complete many of these initiatives include:

- endorsing the NPWS wildlife response during emergencies guidelines (forthcoming publication)
- working with other emergency response agencies to further develop incident roles to be incorporated into incident management teams
- continuing to implement roles focusing on response to injured wildlife in both hazard reduction and wildfire incidents
- implementing triage centres at incidents and utilising 'televet' services so firefighters responding to injured wildlife can receive remote advice from vets
- developing and running practical wildlife handling training for NSW firefighters.





## Focus Area 2: Standards of care and training

Wildlife rehabilitators require specialised skills to ensure injured, sick and orphaned animals are treated humanely and where possible successfully returned to the wild.

We created a diverse range of comprehensive resources to guide the training of volunteers and ensure their standards of care are informed by best practice. These resources include new and revised codes of practice, training standards, initial care and treatment guidelines and practical demonstration videos. Professional development refresher training was provided to volunteers in the form of face-to-face species training and free wildlife rehabilitation webinars.

The NSW Government also partnered with Taronga Conservation Society to develop and deliver professional development training for vets and vet nurses in wildlife rehabilitation.

Species coordinators and mentors were given new skills and compliance assessment tools to have positive conversations with volunteers about their standards of care. The tools can also be used to inform future training and guide grant applications for replacement enclosures or other assets that are not code compliant.

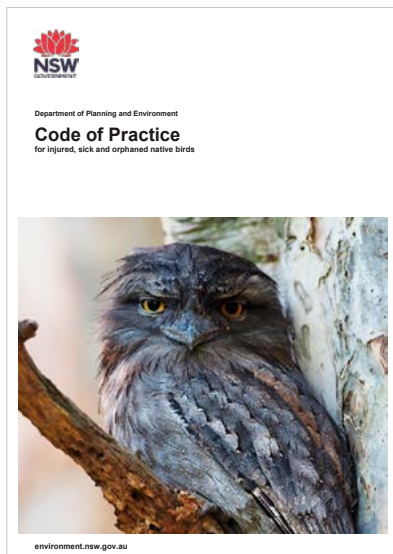






## Focus Area 2 highlights

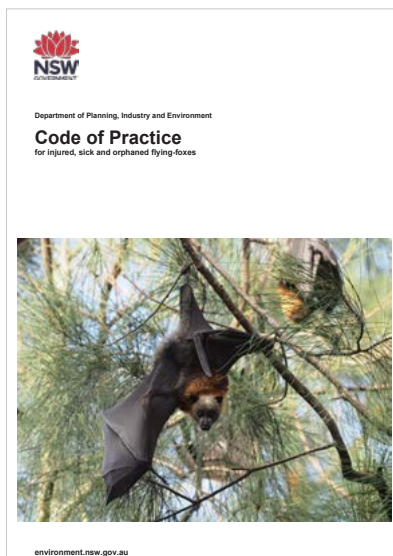
- We developed 4 new codes of practice and reviewed and updated 3 existing codes. The codes establish minimum requirements for the rescue, rehabilitation and release of animals in care. They now cover nearly all species rescued by volunteers.
- Trainers now have access to 9 new training standard documents and 9 trainer guides. These resources will ensure the training of volunteers is consistent across the sector and aligned with the codes of practice.
- Our 11 new initial treatment and care guidelines provide detailed guidance on the care and management of animals in that critical period following their rescue and before presentation to a vet.
- There are 29 new videos on the latest practical techniques in wildlife rehabilitation for koalas, sea turtles and sea snakes, and mange-affected wombats available for trainers to use. More will be developed in the coming months.
- We held 4 train-the-trainer courses, with 75 people attending. These courses help existing trainers improve their presentation skills.
- We developed new compliance assessment templates covering 8 codes of practice.
- We sponsored 2 mentoring workshops for 29 people across 14 different organisations. Attendees learnt effective mentoring skills including tips to recognise volunteer strengths, give feedback and, identify volunteer problems, ways to assist volunteers to correct them and the behaviours and practices of an effective mentor.
- 1,806 vets and vet nurses have been trained in wildlife care. This was funded from the NSW Koala Strategy



## NSW codes of practice – developing standards with volunteers

NPWS is responsible for providing consistent standards for wildlife rehabilitation across New South Wales. Codes of practice establish minimum requirements for the rescue, rehabilitation and release of animals and compliance with the standards in the codes is a condition of the biodiversity conservation licence issued to wildlife rehabilitation providers.

The codes are not static documents and are continually evolving. We have developed 4 new codes for a range of species and reviewed 3 previous codes. Two new codes are also near completion. Every code that has been reviewed has had substantial changes. In most cases guidelines evolve into standards as the sector moves to implement best practice.



The process to develop or review a code of practice is highly collaborative and is achieved by first forming a group of experienced rehabilitators from the sector. All aspects of rehabilitation for that species are then explored from point of rescue to release or euthanasia, as well as reporting and training. Over 115 different wildlife rehabilitators from 29 different groups have been involved.

We focus on finding consensus where possible, encouraging discussion and ensuring all viewpoints are heard and recorded. Group members have lots of opportunities to express their views and comment both within the group meetings and the subsequent draft updates. Opinion is then sought from experienced wildlife vets and scientific specialists to ensure the codes represent current and best practice.



With each of the new or revised codes, training standards are also developed in consultation with the sector. They describe the skills and knowledge that training programs must include to ensure volunteers can competently apply the standards in each code. Each training standard is accompanied by a comprehensive trainer's guide to help design and assess volunteer species training programs.

**Figure 2** Wildlife rehabilitation standards of care





## Focus Area 3: Knowledge and information access

Wildlife rehabilitation data can guide land management and species conservation decision-making. To facilitate this outcome, rescue records collected by volunteers have been uploaded to NSW BioNet for environmental planning, development assessment and research purposes.

To better appreciate and communicate the data collected by volunteers we created a NSW wildlife rehabilitation data dashboard and made it available on our website. It lets the community see the number of rescues undertaken across New South Wales, the species affected and the reasons why they came into care.

Publishing wildlife rehabilitation trends in peer-reviewed scientific journals has contributed to our understanding of anthropogenic threats to our native animals and the contribution of the sector to species conservation, particularly for threatened species such as flying foxes and koalas.

Through the NSW Koala Strategy 3 koala post-release monitoring projects were funded. The outcomes of this work helped inform improvements to wildlife care practices and veterinary triage and treatment protocols for this species.

Our wildlife webinar series has given volunteers the opportunity to connect with ecologists, veterinary professionals and other peers in the sector and learn more about the species they interact with.

### Focus Area 3 highlights

- More than half a million records covering over 500 species have been uploaded to BioNet, the NSW repository for biodiversity data.
- Release of the NSW wildlife rehabilitation data dashboard.
- Our NPWS wildlife webinar series has hosted over 20 different topics covering biology and wildlife rehabilitation issues for a broad range of species.
- Ten years of wildlife rehabilitation data will soon be incorporated into SEED, the NSW Government's central resource for Sharing and Enabling Environmental Data.
- Three scientific papers on post-release monitoring outcomes for koalas have been published. Two additional papers on trends in wildlife rehabilitation rescues have also been published. There are more to come.



## NSW wildlife rehabilitation data dashboard

Volunteers collect important information about the animals they rescue. This interactive dashboard enables the community to explore trends in more than 765,000 rescues conducted by wildlife rehabilitation providers across New South Wales since 2013. It includes data on 740 species including 146 threatened species.

The dashboard allows users to filter records by birds, mammals, reptiles and amphibians and drill further down to individual species. You can also sort by year and explore seasonal variations in rescues.

A feature of the dashboard is the ability to also sort records by reason for rescue. There are 16 broad categories that can be refined to an additional 38 subcategories. The fate of animals impacted is also given, most importantly those released back to the wild.

Various graphics on the dashboard display the species rescued, the number of animals rescued and most common reasons for rescue for a given year. A map of NSW rescue locations by local government area (LGA) allows users to select a segment to view the number of rescues made in that LGA. LGA-specific charts also appear giving the species rescued, reason for rescue and fate of animals rescued.

The information displayed provides an insight into the huge scale of work undertaken by volunteers and will provide their member organisations with a resource for their community education programs and future grant applications. Most importantly, it provides insights into the threats impacting species to help prioritise actions to minimise those threats.

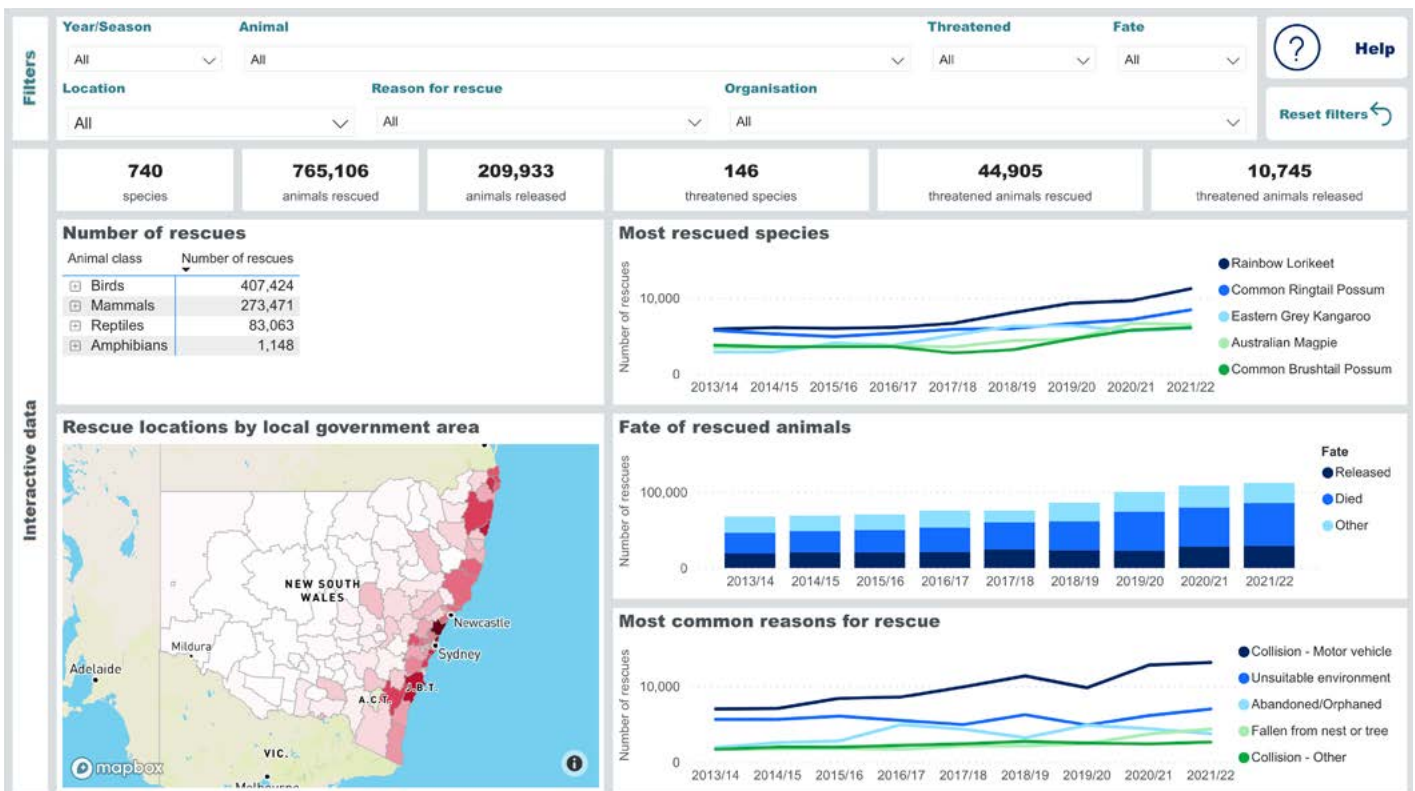


Figure 3 NSW wildlife rehabilitation data dashboard





## Focus Area 4: Community awareness and recognition



Volunteers dedicate many hours of work and financial and emotional resources to injured, sick and orphaned wildlife. They also provide the community with useful information about how to prevent wildlife being impacted by human-caused threats.

We wanted to raise awareness and appreciation of the people involved in wildlife rehabilitation and provide them with more support. In partnership with the Foundation for National Parks and Wildlife and the NSW Environmental Trust, we established the Wildlife Heroes program. Many of the resources developed for the strategy have come through Wildlife Heroes.

Our popular series of annual reports combine stories about volunteers with trends in wildlife rescue and release. The community can now read more about the trials and tribulations of wildlife care on the Wildlife Heroes website or listen to the successful *Caring for carers* and *One animal at a time* podcasts.



### Focus Area 4 highlights

- Establishment of the Foundation for National Parks & Wildlife Wildlife Heroes program.
- Our 5 annual reports highlighting volunteer stories and trends in wildlife rehabilitation and volunteer numbers.
- The release of the Wildlife Heroes 5-episode *One animal at a time* podcast (1,183 downloads)



**Figure 4** Promoting wildlife rehabilitation providers. *NSW wildlife rehabilitation annual report 2021-22* highlighted volunteer wildlife rehabilitators: Top: Anna Dicker, centre: Enid Latham, bottom: John Marshall. Photos: Australian Seabird and Turtle Rescue, Wildlife Carers Network Central West



**Figure 5** Wildlife Heroes resources to help the volunteer wildlife rehabilitation sector attract new members and create health and safety awareness.

## Wildlife Heroes

The Wildlife Heroes program was established in 2019 to work alongside NPWS in support of the volunteers who rehabilitate sick and injured wildlife. The program’s main objectives are to deliver activities and resources that alleviate stressors to rehabilitators, as well as to find novel ways to improve public understanding of wildlife and the role of rehabilitation volunteers.

The multi-pronged approach Wildlife Heroes takes includes grants, training, provision of resources and community cultivation and engagement. In this way the program has expanded the network of rehabilitation facilities; worked to ensure volunteers are well equipped and trained; formed a community of over 100 NSW wildlife veterinary professionals; offered resources to support the mental and emotional wellbeing of volunteers; developed a website and private Facebook group for those active in wildlife rehabilitation; and developed a second website, e-newsletter and social media platforms focused on public outreach and education.

Over the last 4 years Wildlife Heroes has distributed over a million dollars in grants within New South Wales alone. Funding has been used to improve the capacity and capability of volunteers through provision of assets ranging from simple enclosures to major rehabilitation structures such as flying fox creches. Wildlife Heroes has responded with funding at critical times during flood and fire disasters and supported volunteers to build resilience in emergencies. Grants for protective equipment and vaccinations against zoonotic diseases have improved volunteer safety. Wildlife Heroes has also supported wildlife-friendly vets with small asset grants for wildlife-specific equipment.

A unique strongpoint of Wildlife Heroes has been the Caring for carers campaign. The catastrophic bushfires of 2019–20 and devastating floods of 2022 stressed the need to support mental and emotional health in wildlife rehabilitators. *Caring for carers* podcasts, links and other resources are on the Wildlife Heroes webpage. This site directs volunteers to crucial helplines and links them to a suite of resources to enable them to work through challenges at their own pace. Supporting rehabilitators’ physical wellbeing through things like first-aid training, health and safety resources and PPE is another way to reassure individuals they are supported and appreciated in their work, which in turn bolsters mental health.

The partnership with NPWS is an excellent working example of inter-agency collaboration that enables a broader scope of activities and greater reach, while achieving common goals. Wildlife Heroes has accomplished a great deal in a brief time and has become an important aspect of support for wildlife rehabilitators.





## Focus Area 5: Government support and regulation

The NSW Government's role in the wildlife rehabilitation sector is to set consistent standards of operation and establish a regulatory framework for the delivery of services.

A new Rehabilitation of Protected Animals Policy was made operational. The policy introduced a process of quality assurance to the sector. All eligible service providers were assessed against 6 quality assurance standards with successful applicants issued with a new 3-year biodiversity conservation licence. Four new service providers have also been issued with a licence to operate in New South Wales.

### Focus Area 5 highlights

- NPWS implemented a new Rehabilitation of Protected Animals Policy. The policy guides the activity of wildlife rehabilitation in New South Wales. There are currently 40 licensed service providers in New South Wales with over 8,620 volunteers.
- All eligible wildlife rehabilitation providers were assessed against 6 new quality assurance standards.
- We issued 4 new wildlife rehabilitation providers with licences.
- We extended licence terms for all eligible wildlife rehabilitation service providers from one to 3 years. Other red-tape reduction measures were implemented for the sector to ease the burden of regulation on service providers.
- The NSW Government continues to contribute \$25,000 each year to volunteer insurance coverage requirements for members of the NSW Wildlife Council (the peak body for the sector).



Grey-headed flying fox (*Pteropus poliocephalus*) in care. Photo: Janine Davies/Sydney Metropolitan Wildlife Service





**Figure 6** Koala pre-release enclosure with sheltered area and a range of furniture to encourage natural koala climbing behaviours. Koala in the enclosure under the shelter (Gunyah). Photo: Sue Brookhouse

## Introducing quality assurance to the wildlife rehabilitation sector

The NSW Government introduced quality assurance to ensure the services delivered to the community by 40 different wildlife rehabilitation providers and more than 8,600 volunteers are consistent, reliable and accord with established standards.

Quality assurance is a formal process for evaluating whether a service provider is suitable to hold a biodiversity conservation licence. There are 6 standards and up to 38 criteria incorporating assessment categories that include governance, training, standards of care, service capacity, reporting and veterinary engagement.

Each eligible wildlife rehabilitation provider was asked to complete a licence application form and answer all relevant quality assurance criteria. We held interviews with each provider and discussed their answers. The process was also an opportunity for us to hear from the sector about their challenges and how we can improve our support for them.

Managing a volunteer wildlife rehabilitation group is not easy. Attracting and retaining people to the sector is getting more difficult. Ensuring people are trained and have the appropriate equipment and facilities involves a lot of work and can be challenging, particularly in remote areas. We are grateful to the sector for working to comply with these standards.







## Next steps

We intend to extend work on the strategy to 30 June 2025. This includes completing several projects we've already started such as further developing our wildlife emergency response work, codes of practice and other wildlife rehabilitation standards. We will also keep running our successful wildlife webinar series and collate and make available to the community the valuable data collected by volunteers.

Moving forward, the NSW Government intends to conduct a review of the wildlife rehabilitation sector to identify opportunities to further improve support for both the sector and associated veterinary sector. The terms of reference of the review will examine and report on:

- challenges for the sector including future trajectories and risks
- connections within the sector
- service gaps and duplication
- involvement of wildlife rehabilitation providers in emergency response or significant wildlife events
- administrative and legislative provisions relating to wildlife rescue and rehabilitation
- future resourcing for the wildlife rehabilitation sector, including opportunities for wildlife hospitals and veterinary practices that treat injured wildlife.

The results of this review will inform the next steps to support the important work of wildlife rehabilitation in New South Wales

## Acknowledgements

NPWS, as part of the Department of Climate Change, Energy, the Environment and Water, is grateful to the wildlife rehabilitation sector for all the important work they do rehabilitating sick and injured wildlife.

For further information contact the NPWS Wildlife Programs and Regulation Unit at [npws.bwt@environment.nsw.gov.au](mailto:npws.bwt@environment.nsw.gov.au)



# More information

## Webpages

- [Charter of engagement with veterinary professionals](#)
- [Helping wildlife in emergencies](#)
- [How to get involved in wildlife rehabilitation](#)
- [NSW Koala Strategy](#)
- [NSW Wildlife Heroes grants](#)
- [NSW wildlife rehabilitation data dashboard](#)
- [Podcasts \*Caring for carers\* and \*One animal at a time\*](#)
- [Volunteer Wildlife Rehabilitation Sector Strategy](#)
- [Wildlife first response training for NSW firefighters](#)
- [Wildlife friendly vets](#)
- [Wildlife Heroes homepage](#)
- [Wildlife Heroes resources](#)
- [Wildlife rehabilitation standards of care](#)

## Publications

- [Conflict management toolkit for the wildlife rehabilitation sector in NSW](#)
- [Conflict of Interest Policy: A resource for the NSW wildlife rehabilitation sector](#)
- [NSW wildlife rehabilitation annual report 2021-22](#)
- [Rehabilitation of protected animals policy \[PDF 1,967KB\]](#)
- [Volunteer wildlife rehabilitation sector strategy \[PDF 5.7MB\]](#)
- [Wildlife first response for NSW firefighters handbook \[PDF 3.3MB\]](#)





## Scientific papers

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