



Musical Gully Wings & Wildlife Sanctuary Inc

Policy & Procedures Manual

Formal Header: Musical Gully Wings & Wildlife Sanctuary Inc

Registration No: A0128519P | ABN: 97 906 563 752

This manual brings together the sanctuary's detailed governance, safeguarding, animal welfare, safety and operational policies in one formal document.

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1. WORKING WITH ANIMALS POLICY

1. Purpose

The purpose of this policy is to establish safe, ethical and consistent procedures for all persons working with animals at Musical Gully Wings & Wildlife Sanctuary Inc. This policy aims to ensure the highest level of animal welfare while protecting staff, volunteers and visitors from harm.

2. Scope

This policy applies to:

- Committee members
- Staff
- Volunteers
- Students and work placement participants
- Contractors
- Visitors entering animal areas

3. Legislative Framework

This policy is guided by:

- Prevention of Cruelty to Animals Act 1986 (Vic)
- Wildlife Act 1975 (Vic)
- Wildlife Regulations 2013 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Code of Practice for the Welfare of Animals (Victoria)
- Animal Welfare Victoria Guidelines
- DEECA Wildlife Rehabilitation Guidelines
- WorkSafe Victoria guidance material

4. Policy Statement

Musical Gully Wings & Wildlife Sanctuary Inc is committed to:

- Ensuring humane treatment of all animals
- Minimising stress and fear
- Maintaining safe handling procedures
- Providing appropriate environments
- Preventing injury to animals and people
- Supporting wildlife rehabilitation best practice

Animal welfare must always take priority over convenience or public interaction.

5. Responsibilities

Committee

- Ensuring policies are implemented
- Providing safe infrastructure
- Supporting compliance with legislation

Sanctuary Manager

- Supervising animal care
- Training volunteers
- Managing incidents
- Monitoring welfare standards

Volunteers

- Follow this policy
- Follow instructions
- Work within training level

- Report concerns immediately

6. General Conduct Around Animals

All persons must:

- Move calmly and quietly
- Avoid sudden movements
- Respect animal space
- Follow supervisor instructions
- Avoid overcrowding animals
- Never chase or provoke animals
- Never enter enclosures without permission

Animals must never be handled in a way that causes distress.

7. Animal Handling

Only trained or authorised individuals may handle animals.

Handling must:

- Be appropriate to species
- Be minimised where possible
- Support animal properly
- Avoid excessive restraint
- Consider stress levels

Wildlife undergoing rehabilitation must have minimal human interaction to prevent imprinting.

Young, injured, and stressed animals require additional supervision.

8. Feeding Animals

Volunteers must:

- Follow feeding instructions
- Provide species appropriate diets
- Ensure clean water is available
- Not introduce outside food
- Monitor feeding behaviour
- Report animals not eating

Feeding must occur in a calm environment.

9. Enclosure Safety

When working around enclosures:

- Gates must be secured
- Fencing must be checked
- Escape risks must be minimised
- Public access must be controlled
- Animals must not be overcrowded

Damaged enclosures must be reported immediately.

10. Biosecurity Requirements

To prevent disease transmission:

- Wash hands between animals
- Use disinfectant where provided

- Do not share equipment without cleaning
- Follow quarantine procedures
- Avoid cross contamination

These measures align with Animal Welfare Victoria biosecurity recommendations.

11. Health & Safety Risks

Working with animals involves risks including:

- Bites
- Scratches
- Kicks
- Crushing injuries
- Zoonotic disease
- Manual handling injuries

Controls include:

- Enclosed footwear
- PPE where required
- Training
- Supervision
- Safe handling procedures

These requirements align with WorkSafe Victoria guidelines.

12. Restricted Areas

Restricted areas include:

- Quarantine enclosures
- Nursery areas
- Wildlife rehabilitation areas
- Soft release enclosures
- Feed preparation areas
- Feed storage areas

Access only permitted with authorisation.

13. Training Requirements

All volunteers must:

- Complete induction
- Receive animal handling guidance
- Be supervised where required
- Work within competency level

Volunteers must not handle animals they are not trained to handle.

14. Reporting Concerns

The following must be reported immediately:

- Injured animals
- Sick animals
- Aggressive behaviour
- Escaped animals
- Unsafe enclosures
- Injuries to persons

Reports must be made to the Sanctuary Manager.

15. Breach of Policy

Failure to follow this policy may result in:

- Removal from animal handling duties
- Suspension of volunteer role
- Termination of placement
- Further action where required

16. Related Policies

This policy should be read with:

- Animal Welfare Policy
- Biosecurity Policy
- Volunteer Safety Policy
- Incident Reporting Policy
- Protection of Vulnerable Persons Policy
- Child Safety Policy

17. Governing Bodies

This policy aligns with guidance from:

- Animal Welfare Victoria
- Department of Energy, Environment and Climate Action (DEECA)
- WorkSafe Victoria
- Wildlife Victoria (best practice guidance)
- Consumer Affairs Victoria (governance guidance)

Document Control

Policy Name: Working With Animals Policy

Version: 1.0

Approved By: Committee

Review Date: Annual

Policy Owner: Sanctuary Manager

2. ANIMAL WELFARE POLICY

1. Purpose

This policy outlines the commitment of Musical Gully Wings & Wildlife Sanctuary Inc to ensure the highest standards of animal welfare for all animals in care. The sanctuary is committed to providing humane, compassionate and appropriate care that supports both physical and psychological wellbeing.

2. Scope

This policy applies to:

- Committee members
- Staff
- Volunteers
- Students and work placement participants
- Contractors
- Visitors involved in animal care

This policy applies to:

- Wildlife undergoing rehabilitation
- Domestic animals in sanctuary care
- Orphaned animals
- Long-term sanctuary residents

3. Legislative Framework

This policy is guided by:

- Prevention of Cruelty to Animals Act 1986 (Vic)
- Wildlife Act 1975 (Vic)
- Wildlife Regulations 2013 (Vic)
- Code of Practice for the Welfare of Animals (Victoria)
- Animal Welfare Victoria Guidelines
- DEECA Wildlife Rehabilitation Guidelines
- Australian Animal Welfare Standards and Guidelines
- Occupational Health and Safety Act 2004 (Vic)

4. Policy Statement

Musical Gully Wings & Wildlife Sanctuary Inc is committed to:

- Providing humane and ethical care
- Preventing unnecessary suffering
- Supporting natural behaviours
- Minimising stress
- Providing appropriate nutrition
- Ensuring safe housing
- Monitoring animal wellbeing
- Providing appropriate medical care when required

Animal welfare must always take priority over convenience, cost, or public interaction.

5. Animal Welfare Principles

The sanctuary follows the Five Domains of Animal Welfare.

Nutrition

- Access to appropriate food
- Species specific diets
- Clean drinking water
- Monitoring for appetite changes

Environment

- Appropriate shelter
- Protection from weather
- Sufficient space
- Safe enclosure design
- Access to shade

Health

- Monitoring for illness
- Monitoring for injury
- Appropriate care
- Separation if required

Behaviour

- Ability to express natural behaviours
- Enrichment where appropriate
- Not overcrowded
- Compatible groupings where suitable

Mental Wellbeing

- Minimal stress
- Protection from excessive noise
- Minimal handling
- Protection from harassment

6. Housing Requirements

All animals must be provided:

- Appropriate enclosure size
- Weather protection
- Clean bedding where required
- Safe fencing
- Secure gates
- Suitable flooring
- Shade and shelter

Enclosures must be inspected regularly.

7. Nutrition & Feeding

Animals must:

- Receive species appropriate diets
- Be fed at appropriate intervals
- Have access to clean water
- Be monitored for feeding behaviour
- Not be overfed

Changes in appetite must be reported immediately.

8. Monitoring Animal Welfare

Animals must be regularly checked for:

- Injury
- Illness
- Weight loss
- Behaviour changes

- Reduced appetite
- Stress indicators
- Lethargy

Concerns must be reported immediately.

9. Handling & Stress Reduction

Handling must:

- Be minimised
- Be calm and controlled
- Avoid overcrowding
- Avoid loud noise
- Avoid unnecessary restraint

Wildlife must have minimal human contact to reduce imprinting.

10. Sick or Injured Animals

If an animal is injured or unwell:

- Notify Sanctuary Manager
- Minimise handling
- Provide safe enclosure
- Monitor closely
- Follow care instructions

Animals requiring separation may be moved to a quiet area.

11. Enrichment

Where appropriate animals should receive:

- Natural habitat features
- Perches or shelter
- Space for movement
- Appropriate companions

Enrichment must not increase risk.

12. Euthanasia Considerations

Where an animal is suffering and recovery is unlikely:

- Humane options may be considered
- Decisions made responsibly
- Welfare prioritised
- Stress minimised

This aligns with Animal Welfare Victoria guidance.

13. Reporting Concerns

The following must be reported:

- Injured animals
- Sick animals
- Behaviour changes
- Unsafe enclosures
- Lack of food or water
- Aggressive behaviour

14. Breach of Policy

Failure to follow this policy may result in:

- Removal from animal care duties
- Suspension of volunteer role
- Termination of placement
- Further action where required

15. Related Policies

- Working With Animals Policy
- Biosecurity Policy
- Incident Reporting Policy
- Volunteer Safety Policy
- Wildlife Rehabilitation Policy

16. Governing Bodies

This policy aligns with:

- Animal Welfare Victoria
- Department of Energy, Environment and Climate Action (DEECA)
- Wildlife Victoria guidance
- Australian Animal Welfare Standards
- Consumer Affairs Victoria

Document Control

Policy Name: Animal Welfare Policy

Version: 1.0

Approved By: Committee

Review Date: Annual

Policy Owner: Sanctuary Manager

3. BIOSECURITY POLICY

1. Purpose

The purpose of this policy is to prevent the introduction and spread of disease between animals, people, and environments at Musical Gully Wings & Wildlife Sanctuary Inc. This policy outlines hygiene, quarantine, and handling procedures to protect animal health and welfare.

2. Scope

This policy applies to:

- Committee members
- Staff
- Volunteers
- Students and work placement participants
- Contractors
- Visitors entering animal areas

This policy applies to:

- Wildlife undergoing rehabilitation
- Sanctuary animals
- New animal intakes
- Equipment and enclosures
- Feed preparation areas

3. Legislative Framework

This policy is guided by:

- Prevention of Cruelty to Animals Act 1986 (Vic)
- Wildlife Act 1975 (Vic)
- Wildlife Regulations 2013 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Animal Welfare Victoria Biosecurity Guidance
- DEECA Wildlife Rehabilitation Guidelines
- WorkSafe Victoria Infection Control Guidance

4. Policy Statement

Musical Gully Wings & Wildlife Sanctuary Inc is committed to:

- Preventing disease transmission
- Protecting animal health
- Minimising cross contamination
- Maintaining hygienic animal environments
- Implementing quarantine procedures
- Protecting wildlife undergoing rehabilitation

5. Biosecurity Principles

Biosecurity procedures aim to:

- Prevent introduction of disease
- Prevent spread between animals
- Protect vulnerable animals
- Protect wildlife rehabilitation outcomes
- Protect volunteers from zoonotic disease

6. Hygiene Requirements

All persons must:

- Wash hands before and after handling animals
- Wash hands between enclosures

- Use disinfectant where available
- Avoid touching face after animal contact
- Wear appropriate footwear
- Clean equipment after use

These procedures align with Animal Welfare Victoria biosecurity recommendations.

7. Movement Between Enclosures

To prevent cross contamination:

- Move from healthy animals to higher risk animals last
- Wash hands between animals
- Disinfect footwear where required
- Avoid unnecessary movement between enclosures
- Use separate equipment where possible

8. Quarantine Procedures

New animals may be placed in quarantine to:

- Monitor for illness
- Prevent disease spread
- Protect existing animals

Quarantine areas may include:

- Isolation enclosures
- Separate cages
- Nursery areas
- Wildlife rehabilitation areas

Access to quarantine areas is restricted.

9. Equipment Biosecurity

Equipment must:

- Be cleaned after use
- Not be shared between enclosures without cleaning
- Be stored appropriately
- Be disinfected if used with sick animals

Examples include:

- Food bowls
- Water containers
- Nets
- Towels
- Cleaning equipment

10. Feed Preparation Biosecurity

Feed preparation areas must:

- Be kept clean
- Be separate from animal enclosures
- Have clean surfaces
- Avoid cross contamination
- Store feed securely

Spoiled feed must be discarded.

11. Sick Animals

If an animal appears sick:

- Notify Sanctuary Manager
- Minimise handling
- Use dedicated equipment
- Avoid contact with other animals
- Follow quarantine procedures

Only authorised persons may handle sick animals.

12. Personal Protective Equipment

Where required:

- Gloves may be used
- Masks may be used
- Protective clothing may be used
- Hand hygiene must be maintained

PPE requirements align with WorkSafe Victoria guidance.

13. Zoonotic Disease Risk

Risks include:

- Bacterial infection
- Parasites
- Viral disease
- Fungal infections

Controls include:

- Hand washing
- Hygiene procedures
- PPE where required
- Avoiding contact with bodily fluids

14. Reporting Concerns

The following must be reported:

- Multiple sick animals
- Suspected contagious illness
- Sudden deaths
- Diarrhoea outbreaks
- Respiratory symptoms
- Parasite infestations

15. Breach of Policy

Failure to follow this policy may result in:

- Removal from animal duties
- Suspension of volunteer role
- Termination of placement
- Further action where required

16. Related Policies

- Working With Animals Policy
- Animal Welfare Policy
- Animal Intake Policy
- Wildlife Rehabilitation Policy
- Incident Reporting Policy

17. Governing Bodies

This policy aligns with:

- Animal Welfare Victoria
- Department of Energy, Environment and Climate Action (DEECA)
- WorkSafe Victoria
- Wildlife Victoria guidance
- Consumer Affairs Victoria

Document Control

Policy Name: Biosecurity Policy

Version: 1.0

Approved By: Committee

Review Date: Annual

Policy Owner: Sanctuary Manager

4. PROTECTION OF VULNERABLE PERSONS POLICY

1. Purpose

Musical Gully Wings & Wildlife Sanctuary Inc is committed to providing a safe, inclusive and respectful environment for all vulnerable persons participating in sanctuary activities. This policy outlines procedures to protect vulnerable persons from harm, abuse, neglect and exploitation.

2. Scope

This policy applies to:

- Committee members
- Staff
- Volunteers
- Students and work placement participants
- Contractors
- Visitors involved in sanctuary activities

This policy applies to vulnerable persons including:

- Children and young people under 18
- Individuals with disabilities
- Elderly persons
- Individuals requiring supervision or support
- Students participating in placements
- Members of the public attending visits

3. Legislative Framework

This policy is guided by:

- Child Wellbeing and Safety Act 2005 (Vic)
- Child Safe Standards Victoria
- Working With Children Act 2005 (Vic)
- Equal Opportunity Act 2010 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Privacy Act 1988 (Cth)
- Victorian Commission for Children and Young People guidance

4. Policy Statement

Musical Gully Wings & Wildlife Sanctuary Inc has zero tolerance for:

- Abuse
- Neglect
- Exploitation
- Harassment
- Bullying
- Discrimination
- Inappropriate conduct

All vulnerable persons have the right to:

- Feel safe
- Be treated with respect
- Participate safely
- Be supervised appropriately
- Be protected from harm

5. Responsibilities

Committee

- Ensuring safeguarding policies are implemented

- Supporting safe practices
- Ensuring compliance with legislation

Sanctuary Manager

- Supervising volunteers
- Managing safeguarding concerns
- Ensuring safe activities
- Responding to incidents

Volunteers

- Follow safeguarding procedures
- Maintain professional boundaries
- Report concerns immediately
- Treat vulnerable persons respectfully

6. Expected Behaviour

All persons must:

- Treat vulnerable persons with dignity
- Maintain professional boundaries
- Use respectful language
- Follow supervision requirements
- Respect privacy
- Follow instructions

Activities must occur in open, visible areas.

7. Prohibited Behaviour

The following behaviour is not permitted:

- Physical abuse
- Emotional abuse
- Verbal abuse
- Bullying
- Harassment
- Inappropriate physical contact
- Being alone in isolated areas
- Sharing personal contact details
- Taking photos without consent
- Discriminatory behaviour

8. Supervision Requirements

Vulnerable persons must:

- Be supervised at all times
- Not enter restricted areas
- Not handle animals unless permitted
- Participate in safe environments

At least one responsible adult must be present.

9. Working With Children Requirements

Where applicable:

- Volunteers may require Working With Children Check
- Children must be supervised
- Activities must be risk assessed

- No unsupervised interaction with animals

This aligns with Child Safe Standards Victoria.

10. Privacy & Confidentiality

Personal information must:

- Be kept confidential
- Not be shared without permission
- Be stored securely
- Only used for operational purposes

11. Reporting Concerns

Concerns must be reported immediately if:

- Suspected abuse
- Unsafe supervision
- Inappropriate behaviour
- Boundary concerns
- Complaints

Reports must be made to Sanctuary Manager.

12. Responding to Concerns

When a concern is raised:

- Take concerns seriously
- Ensure immediate safety
- Notify Sanctuary Manager
- Document incident
- Follow appropriate procedures

13. Breach of Policy

Failure to follow this policy may result in:

- Removal from duties
- Suspension of volunteer role
- Termination of involvement
- Reporting to authorities if required

14. Related Policies

- Child Safety Policy
- Volunteer Code of Conduct
- Working With Animals Policy
- Incident Reporting Policy
- Visitor Safety Policy

15. Governing Bodies

This policy aligns with:

- Victorian Commission for Children and Young People
- Department of Families, Fairness and Housing (Vic)
- Child Safe Standards Victoria
- Consumer Affairs Victoria
- WorkSafe Victoria

Document Control

Policy Name: Protection of Vulnerable Persons Policy
Version: 1.0
Approved By: Committee
Review Date: Annual
Policy Owner: Sanctuary Manager

5. CHILD SAFETY POLICY

1. Purpose

Musical Gully Wings & Wildlife Sanctuary Inc is committed to providing a safe and supportive environment for children participating in sanctuary activities. This policy outlines procedures to protect children from harm and ensure their safety while on site.

2. Scope

This policy applies to:

- Committee members
- Staff
- Volunteers
- Students
- Contractors
- Visitors

This policy applies to:

- Children attending visits
- Students participating in placements
- Children accompanying volunteers
- School groups
- Community groups

3. Legislative Framework

This policy is guided by:

- Child Wellbeing and Safety Act 2005 (Vic)
- Child Safe Standards Victoria
- Working With Children Act 2005 (Vic)
- Equal Opportunity Act 2010 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Victorian Commission for Children and Young People guidance

4. Policy Statement

Musical Gully Wings & Wildlife Sanctuary Inc has zero tolerance for child abuse. The safety of children is a priority in all sanctuary activities.

Children have the right to:

- Feel safe
- Be supervised
- Be treated with respect
- Participate safely
- Be protected from harm

5. Responsibilities

Committee

- Implementing child safe policies
- Ensuring compliance with legislation
- Supporting safe practices

Sanctuary Manager

- Supervising activities involving children
- Managing concerns
- Ensuring appropriate supervision

Volunteers

- Follow child safety requirements
- Maintain professional boundaries
- Report concerns immediately
- Ensure safe behaviour

6. Supervision Requirements

Children must:

- Be supervised at all times
- Remain with responsible adult
- Not enter restricted areas
- Not handle animals unless permitted

No child is to be left unattended.

7. Appropriate Behaviour

Adults must:

- Maintain professional boundaries
- Use appropriate language
- Avoid being alone with a child
- Ensure activities occur in visible areas
- Respect personal space

8. Prohibited Behaviour

Not permitted:

- Inappropriate physical contact
- Bullying or intimidation
- Harassment
- Discriminatory behaviour
- Being alone in isolated areas
- Taking photos without consent
- Sharing personal contact details

9. Animal Interaction

Children must:

- Not enter enclosures
- Not feed animals without permission
- Be supervised when near animals
- Follow instructions

This reduces risk to children and animals.

10. Risk Management

Risks include:

- Animal injury
- Slips and falls
- Enclosure hazards
- Weather exposure

Controls include:

- Supervision
- Restricted areas
- Safety briefings

- Clear instructions

11. Reporting Concerns

Concerns must be reported if:

- Unsafe behaviour observed
- Child injured
- Boundary concerns
- Inappropriate conduct
- Complaints

Reports must be made immediately.

12. Responding to Concerns

When a concern is raised:

- Ensure child safety
- Notify Sanctuary Manager
- Document incident
- Follow procedures

13. Breach of Policy

Failure to follow this policy may result in:

- Removal from duties
- Suspension of volunteer role
- Termination of involvement
- Further action where required

14. Related Policies

- Protection of Vulnerable Persons Policy
- Volunteer Safety Policy
- Working With Animals Policy
- Visitor Safety Policy
- Incident Reporting Policy

15. Governing Bodies

This policy aligns with:

- Victorian Commission for Children and Young People
- Child Safe Standards Victoria
- Department of Families, Fairness and Housing (Vic)
- WorkSafe Victoria
- Consumer Affairs Victoria

Document Control

Policy Name: Child Safety Policy

Version: 1.0

Approved By: Committee

Review Date: Annual

Policy Owner: Sanctuary Manager

6. VOLUNTEER SAFETY POLICY

1. Purpose

The purpose of this policy is to ensure the health and safety of volunteers working at Musical Gully Wings & Wildlife Sanctuary Inc. This policy outlines procedures to minimise risks and provide a safe working environment.

2. Scope

This policy applies to:

- Volunteers
- Students
- Work placement participants
- Contractors assisting with sanctuary work

3. Legislative Framework

This policy is guided by:

- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2017 (Vic)
- WorkSafe Victoria guidance material
- Prevention of Cruelty to Animals Act 1986 (Vic)
- Animal Welfare Victoria guidelines

4. Policy Statement

Musical Gully Wings & Wildlife Sanctuary Inc is committed to:

- Providing a safe environment
- Minimising risks
- Providing training and supervision
- Maintaining safe equipment
- Ensuring safe animal handling
- Preventing injuries

Volunteer safety is a shared responsibility.

5. Responsibilities

Committee

- Providing safe infrastructure
- Supporting safety systems
- Ensuring compliance

Sanctuary Manager

- Providing safety instructions
- Supervising volunteers
- Managing incidents
- Monitoring risks

Volunteers

- Follow safety instructions
- Work within training level
- Report hazards
- Use equipment safely
- Wear appropriate clothing

6. General Safety Requirements

Volunteers must:

- Wear enclosed footwear

- Wear appropriate clothing
- Follow instructions
- Avoid unsafe behaviour
- Work within assigned duties
- Ask for help when required

7. Animal Handling Risks

Risks include:

- Bites
- Scratches
- Kicks
- Crushing injuries

Controls include:

- Training
- Supervision
- Calm handling
- PPE where required

8. Manual Handling

Volunteers must:

- Use safe lifting techniques
- Avoid heavy lifting
- Ask for assistance
- Use mechanical aids where available

This aligns with WorkSafe Victoria manual handling guidance.

9. Environmental Hazards

Risks include:

- Uneven ground
- Mud
- Wet surfaces
- Weather exposure
- Fencing hazards

Controls include:

- Appropriate footwear
- Awareness of surroundings
- Safe work practices

10. Equipment Safety

Volunteers must:

- Use equipment correctly
- Report damaged equipment
- Not use unfamiliar equipment
- Follow instructions

11. Personal Protective Equipment

Where required:

- Gloves
- Boots
- Protective clothing

- Masks

PPE must be used as directed.

12. Incident Reporting

The following must be reported:

- Injuries
- Near misses
- Unsafe equipment
- Animal incidents
- Hazards

Reports must be made immediately.

13. Emergency Procedures

In an emergency:

- Notify Sanctuary Manager
- Ensure personal safety
- Follow instructions
- Move to safe area

14. Breach of Policy

Failure to follow this policy may result in:

- Removal from duties
- Suspension of volunteer role
- Termination of placement

15. Related Policies

- Working With Animals Policy
- Animal Welfare Policy
- Incident Reporting Policy
- Visitor Safety Policy
- Biosecurity Policy

16. Governing Bodies

This policy aligns with:

- WorkSafe Victoria
- Animal Welfare Victoria
- Department of Energy, Environment and Climate Action
- Consumer Affairs Victoria

Document Control

Policy Name: Volunteer Safety Policy

Version: 1.0

Approved By: Committee

Review Date: Annual

Policy Owner: Sanctuary Manager

7. VISITOR SAFETY POLICY

1. Purpose

This policy outlines procedures to ensure the safety of visitors attending Musical Gully Wings & Wildlife Sanctuary Inc. The sanctuary aims to provide a safe environment while protecting animals from disturbance.

2. Scope

This policy applies to:

- Visitors
- Guests
- Community groups
- School groups
- Contractors
- Members of the public

3. Legislative Framework

This policy is guided by:

- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2017 (Vic)
- Prevention of Cruelty to Animals Act 1986 (Vic)
- Wildlife Act 1975 (Vic)
- Animal Welfare Victoria guidelines
- WorkSafe Victoria guidance

4. Policy Statement

Musical Gully Wings & Wildlife Sanctuary Inc is committed to:

- Providing a safe environment for visitors
- Minimising risk of injury
- Protecting animals from disturbance
- Maintaining controlled visitor access

5. Visitor Requirements

Visitors must:

- Remain in approved areas
- Follow signage
- Follow instructions from staff or volunteers
- Supervise children at all times
- Respect animals
- Wear appropriate footwear

6. Restricted Areas

Visitors must not enter:

- Quarantine areas
- Nursery areas
- Wildlife rehabilitation areas
- Animal enclosures
- Feed preparation areas
- Equipment storage areas

These areas may contain hazards.

7. Animal Interaction

Visitors must not:

- Handle animals
- Feed animals without permission
- Enter enclosures
- Chase animals
- Touch wildlife

This protects both animals and visitors.

8. Supervision

Visitors must:

- Be supervised where required
- Remain with group leader
- Follow safety briefing

Children must be supervised at all times.

9. Environmental Hazards

Risks include:

- Uneven ground
- Mud
- Fencing
- Gates
- Weather conditions
- Animal movement

Visitors must take care when moving around the property.

10. Emergency Procedures

In an emergency:

- Follow instructions
- Move to safe area
- Remain calm
- Wait for directions

11. Reporting Incidents

Visitors must report:

- Injuries
- Unsafe areas
- Aggressive animals
- Hazards

Reports must be made immediately.

12. Breach of Policy

Failure to follow this policy may result in:

- Removal from property
- Restricted access
- Termination of visit

13. Related Policies

- Working With Animals Policy
- Volunteer Safety Policy
- Child Safety Policy

- Protection of Vulnerable Persons Policy
- Incident Reporting Policy

14. Governing Bodies

This policy aligns with:

- WorkSafe Victoria
- Animal Welfare Victoria
- Department of Energy, Environment and Climate Action
- Consumer Affairs Victoria

Document Control

Policy Name: Visitor Safety Policy

Version: 1.0

Approved By: Committee

Review Date: Annual

Policy Owner: Sanctuary Manager

8. INCIDENT REPORTING POLICY

1. Purpose

The purpose of this policy is to ensure that incidents occurring at Musical Gully Wings & Wildlife Sanctuary Inc are reported, documented and managed appropriately. This policy supports safe operations and continuous improvement.

2. Scope

This policy applies to:

- Committee members
- Staff
- Volunteers
- Students
- Contractors
- Visitors

This policy applies to incidents involving:

- Animals
- People
- Property
- Equipment
- Environmental hazards

3. Legislative Framework

This policy is guided by:

- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2017 (Vic)
- Prevention of Cruelty to Animals Act 1986 (Vic)
- Wildlife Act 1975 (Vic)
- WorkSafe Victoria reporting guidance
- Animal Welfare Victoria guidance

4. Policy Statement

Musical Gully Wings & Wildlife Sanctuary Inc is committed to:

- Reporting incidents promptly
- Documenting incidents accurately
- Investigating incidents
- Preventing recurrence
- Maintaining safe operations

All incidents must be reported.

5. Reportable Incidents

Animal Incidents

- Injured animal
- Sick animal
- Animal escape
- Animal aggression
- Animal death

Human Incidents

- Injury to volunteer
- Injury to visitor
- Near miss

- Bite or scratch
- Fall

Property Incidents

- Fence damage
- Enclosure damage
- Equipment failure
- Gate failure

Environmental Incidents

- Hazardous conditions
- Weather damage
- Flooding
- Fire risk

6. Incident Reporting Procedure

When an incident occurs:

1. Ensure immediate safety
2. Notify Sanctuary Manager
3. Provide assistance if required
4. Record details
5. Follow instructions

7. Information to Record

The following should be recorded:

- Date
- Time
- Location
- Person involved
- Animal involved (if applicable)
- Description of incident
- Action taken
- Witnesses
- Follow up required

8. Incident Investigation

Where required:

- Incident reviewed
- Causes identified
- Risk controls implemented
- Procedures updated

9. Serious Incidents

Serious incidents may include:

- Serious injury
- Animal escape
- Dangerous animal behaviour
- Structural failure
- Fire

These must be reported immediately.

10. Responsibilities

Sanctuary Manager

- Receiving reports
- Managing response
- Investigating incidents
- Implementing controls

Volunteers

- Report incidents
- Provide information
- Follow instructions

11. Follow Up Actions

Follow up may include:

- Repairing infrastructure
- Updating procedures
- Additional training
- Risk assessments

12. Breach of Policy

Failure to report incidents may result in:

- Removal from duties
- Suspension of volunteer role
- Further action where required

13. Related Policies

- Volunteer Safety Policy
- Working With Animals Policy
- Animal Welfare Policy
- Biosecurity Policy
- Visitor Safety Policy

14. Governing Bodies

This policy aligns with:

- WorkSafe Victoria
- Animal Welfare Victoria
- Department of Energy, Environment and Climate Action
- Consumer Affairs Victoria

Document Control

Policy Name: Incident Reporting Policy

Version: 1.0

Approved By: Committee

Review Date: Annual

Policy Owner: Sanctuary Manager

9. ANIMAL INTAKE POLICY

1. Purpose

This policy outlines procedures for accepting animals into care at Musical Gully Wings & Wildlife Sanctuary Inc. The purpose is to ensure safe intake, appropriate assessment, and protection of animal welfare and biosecurity.

2. Scope

This policy applies to:

- Wildlife entering rehabilitation
- Domestic animals entering sanctuary care
- Orphaned animals
- Injured animals
- Surrendered animals (where applicable)

This policy applies to all staff and volunteers involved in animal intake.

3. Legislative Framework

This policy is guided by:

- Prevention of Cruelty to Animals Act 1986 (Vic)
- Wildlife Act 1975 (Vic)
- Wildlife Regulations 2013 (Vic)
- Animal Welfare Victoria guidelines
- DEECA Wildlife Rehabilitation Guidelines
- Biosecurity guidance (Animal Welfare Victoria)

4. Policy Statement

Musical Gully Wings & Wildlife Sanctuary Inc is committed to:

- Ensuring humane intake procedures
- Minimising stress to animals
- Preventing disease transmission
- Providing appropriate housing
- Maintaining accurate records

5. Intake Assessment

Animals must be assessed for:

- Species
- Approximate age
- Condition
- Behaviour
- Injury or illness
- Mobility
- Stress level

Assessment must minimise handling.

6. Intake Procedure

When an animal arrives:

1. Ensure safe handling
2. Minimise noise and stress
3. Provide quiet environment
4. Record intake details
5. Provide water if appropriate
6. Place in suitable enclosure
7. Monitor behaviour

7. Quarantine Requirements

New animals may be placed in quarantine to:

- Monitor health
- Prevent disease transmission
- Protect existing animals

Quarantine areas may include:

- Isolation cages
- Nursery areas
- Rehabilitation enclosures

Access to quarantine areas is restricted.

8. Handling During Intake

Handling must:

- Be minimised
- Be calm and controlled
- Use appropriate support
- Avoid overcrowding
- Avoid excessive restraint

Wildlife must have minimal human contact.

9. Housing During Intake

Animals must be placed in:

- Safe enclosure
- Quiet environment
- Weather protection
- Appropriate space

Housing must be species appropriate.

10. Record Keeping

The following must be recorded:

- Intake date
- Species
- Location found
- Condition
- Behaviour
- Care provided
- Quarantine required
- Outcome

Accurate records support welfare and compliance.

11. Sick or Injured Animals

If an animal is injured:

- Minimise handling
- Provide quiet environment
- Notify Sanctuary Manager
- Monitor condition
- Follow care instructions

12. Biosecurity

To prevent disease:

- Wash hands after handling
- Use separate equipment
- Follow quarantine procedures
- Avoid cross contamination

13. Reporting Concerns

The following must be reported:

- Severe injury
- Suspected contagious illness
- Aggressive behaviour
- Death

14. Breach of Policy

Failure to follow this policy may result in:

- Removal from intake duties
- Suspension of volunteer role
- Further action where required

15. Related Policies

- Animal Welfare Policy
- Biosecurity Policy
- Working With Animals Policy
- Wildlife Rehabilitation Policy
- Incident Reporting Policy

16. Governing Bodies

This policy aligns with:

- Animal Welfare Victoria
- Department of Energy, Environment and Climate Action (DEECA)
- Wildlife Victoria guidance
- Consumer Affairs Victoria

Document Control

Policy Name: Animal Intake Policy

Version: 1.0

Approved By: Committee

Review Date: Annual

Policy Owner: Sanctuary Manager

10. WILDLIFE REHABILITATION POLICY

1. Purpose

This policy outlines procedures for the care and rehabilitation of wildlife at Musical Gully Wings & Wildlife Sanctuary Inc. The aim is to provide appropriate care while preparing animals for successful release into the wild.

2. Scope

This policy applies to:

- Orphaned wildlife
- Injured wildlife
- Sick wildlife
- Wildlife undergoing rehabilitation
- Wildlife preparing for release

This policy applies to staff and volunteers involved in wildlife care.

3. Legislative Framework

This policy is guided by:

- Wildlife Act 1975 (Vic)
- Wildlife Regulations 2013 (Vic)
- Prevention of Cruelty to Animals Act 1986 (Vic)
- DEECA Wildlife Rehabilitation Guidelines
- Animal Welfare Victoria guidance
- Code of Practice for the Welfare of Animals (Victoria)

4. Policy Statement

Musical Gully Wings & Wildlife Sanctuary Inc is committed to:

- Providing appropriate care for wildlife
- Minimising stress and human interaction
- Supporting natural behaviour
- Preparing animals for release
- Ensuring humane treatment

5. Rehabilitation Principles

Wildlife rehabilitation must:

- Minimise human contact
- Provide species appropriate care
- Support natural behaviours
- Provide appropriate housing
- Reduce stress
- Prepare for release

6. Handling Wildlife

Wildlife must:

- Be handled minimally
- Be handled calmly
- Avoid excessive restraint
- Avoid unnecessary contact
- Be returned to enclosure promptly

Handling must be limited to necessary care.

7. Housing Requirements

Wildlife must be housed in:

- Quiet environment
- Species appropriate enclosure
- Safe and secure fencing
- Weather protection
- Appropriate space

Animals preparing for release should have larger enclosures where possible.

8. Feeding

Wildlife must:

- Receive species appropriate diets
- Be fed according to age
- Have access to clean water
- Be monitored for feeding behaviour

Feeding must support natural behaviour.

9. Minimising Human Imprinting

To reduce imprinting:

- Limit handling
- Avoid unnecessary interaction
- Reduce noise
- Provide natural environment
- Avoid human dependency

This supports successful release.

10. Monitoring

Wildlife must be monitored for:

- Health
- Behaviour
- Mobility
- Feeding
- Stress

Changes must be reported immediately.

11. Release Considerations

Release may be considered when:

- Animal is healthy
- Animal is mobile
- Animal feeds independently
- Behaviour is appropriate
- Weather conditions suitable

Release decisions must prioritise welfare.

12. Soft Release

Where appropriate:

- Use soft release enclosures
- Gradually reduce support
- Monitor behaviour
- Ensure safety

13. Reporting Concerns

The following must be reported:

- Injured wildlife
- Sick wildlife
- Behaviour changes
- Failure to thrive
- Escape

14. Breach of Policy

Failure to follow this policy may result in:

- Removal from wildlife care duties
- Suspension of volunteer role
- Further action where required

15. Related Policies

- Animal Welfare Policy
- Working With Animals Policy
- Animal Intake Policy
- Biosecurity Policy
- Incident Reporting Policy

16. Governing Bodies

This policy aligns with:

- Department of Energy, Environment and Climate Action (DEECA)
- Animal Welfare Victoria
- Wildlife Victoria guidance
- Consumer Affairs Victoria

Document Control

Policy Name: Wildlife Rehabilitation Policy

Version: 1.0

Approved By: Committee

Review Date: Annual

Policy Owner: Sanctuary Manager

11. FEEDING & NUTRITION POLICY

1. Purpose

This policy outlines procedures for providing appropriate nutrition and hydration for animals at Musical Gully Wings & Wildlife Sanctuary Inc. The aim is to ensure animals receive suitable diets that support health, rehabilitation and welfare.

2. Scope

This policy applies to:

- Wildlife undergoing rehabilitation
- Domestic animals in sanctuary care
- Orphaned animals
- Long term residents
- Animals in quarantine

This policy applies to all persons responsible for feeding animals.

3. Legislative Framework

This policy is guided by:

- Prevention of Cruelty to Animals Act 1986 (Vic)
- Wildlife Act 1975 (Vic)
- Code of Practice for the Welfare of Animals (Victoria)
- Animal Welfare Victoria guidelines
- DEECA Wildlife Rehabilitation Guidelines

4. Policy Statement

Musical Gully Wings & Wildlife Sanctuary Inc is committed to:

- Providing species appropriate diets
- Ensuring access to clean water
- Monitoring feeding behaviour
- Preventing malnutrition
- Maintaining hygiene in feeding areas

5. Feeding Principles

Animals must:

- Receive appropriate diet
- Be fed appropriate quantities
- Be fed at appropriate intervals
- Have access to fresh water
- Be monitored for appetite

6. Feeding Procedures

Volunteers must:

- Follow feeding instructions
- Provide correct food type
- Provide correct quantities
- Clean feeding containers
- Remove spoiled food
- Report feeding concerns

7. Water Requirements

Animals must:

- Have access to clean water

- Have water refreshed regularly
- Have containers cleaned
- Be monitored for water intake

8. Hygiene

Feeding areas must:

- Be kept clean
- Avoid cross contamination
- Use clean containers
- Store food safely
- Remove spoiled food

9. Monitoring Nutrition

Animals must be monitored for:

- Reduced appetite
- Weight loss
- Dehydration
- Behaviour changes
- Weakness

Concerns must be reported immediately.

10. Food Storage

Feed must:

- Be stored securely
- Be protected from pests
- Be kept dry
- Be stored appropriately
- Be labelled where required

11. Special Feeding

Some animals may require:

- Hand feeding
- Frequent feeding
- Soft food
- Modified diet

These must follow instructions.

12. Wildlife Feeding

Wildlife feeding must:

- Support natural diet
- Avoid human dependency
- Be appropriate to species
- Encourage natural behaviour

13. Reporting Concerns

The following must be reported:

- Animals not eating
- Sudden appetite change
- Dehydration
- Spoiled food
- Feeding errors

14. Breach of Policy

Failure to follow this policy may result in:

- Removal from feeding duties
- Suspension of volunteer role
- Further action where required

15. Related Policies

- Animal Welfare Policy
- Working With Animals Policy
- Wildlife Rehabilitation Policy
- Biosecurity Policy
- Animal Intake Policy

16. Governing Bodies

This policy aligns with:

- Animal Welfare Victoria
- Department of Energy, Environment and Climate Action (DEECA)
- Wildlife Victoria guidance
- Consumer Affairs Victoria

Document Control

Policy Name: Feeding & Nutrition Policy

Version: 1.0

Approved By: Committee

Review Date: Annual

Policy Owner: Sanctuary Manager

12. EMERGENCY & EVACUATION POLICY

1. Purpose

The purpose of this policy is to provide procedures for responding to emergencies at Musical Gully Wings & Wildlife Sanctuary Inc. This policy aims to protect people, animals and property during emergency situations.

2. Scope

This policy applies to:

- Committee members
- Staff
- Volunteers
- Students
- Visitors
- Contractors

This policy applies to emergencies involving:

- Fire
- Flood
- Severe weather
- Animal escape
- Injury
- Structural damage
- Environmental hazards

3. Legislative Framework

This policy is guided by:

- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2017 (Vic)
- Emergency Management Act 2013 (Vic)
- WorkSafe Victoria guidance
- Animal Welfare Victoria guidelines

4. Policy Statement

Musical Gully Wings & Wildlife Sanctuary Inc is committed to:

- Ensuring safety of people
- Minimising harm to animals
- Providing clear emergency procedures
- Maintaining safe evacuation practices
- Responding quickly to emergencies

Human safety must always take priority.

5. Types of Emergencies

Emergencies may include:

- Fire or bushfire
- Flooding
- Severe weather
- Animal escape
- Injury to person
- Dangerous animal behaviour
- Structural damage
- Equipment failure

6. Emergency Response

In an emergency:

1. Ensure personal safety
2. Notify Sanctuary Manager
3. Follow instructions
4. Move to safe area
5. Avoid panic
6. Account for persons

7. Evacuation Procedures

If evacuation required:

- Move calmly to safe area
- Follow instructions
- Assist others where safe
- Avoid entering restricted areas
- Do not run

Assembly points may be designated.

8. Animal Safety

Where safe:

- Secure enclosure gates
- Avoid releasing animals
- Minimise disturbance
- Follow instructions

Human safety remains priority.

9. Fire Response

In case of fire:

- Notify Sanctuary Manager
- Move away from fire
- Warn others
- Follow evacuation procedures
- Do not attempt to fight fire unless safe

10. Injury Response

If injury occurs:

- Ensure safety
- Notify Sanctuary Manager
- Provide assistance
- Record incident
- Follow instructions

11. Animal Escape

If animal escapes:

- Do not chase
- Notify Sanctuary Manager
- Keep distance
- Follow instructions

12. Severe Weather

During severe weather:

- Move to safe area
- Avoid open areas

- Follow instructions
- Secure loose items if safe

13. Responsibilities

Sanctuary Manager

- Coordinating response
- Providing instructions
- Managing evacuation
- Recording incident

Volunteers

- Follow instructions
- Remain calm
- Assist where safe
- Report hazards

14. Reporting

All emergencies must be reported including:

- Fire
- Injury
- Animal escape
- Damage
- Near misses

15. Breach of Policy

Failure to follow this policy may result in:

- Removal from duties
- Suspension of volunteer role
- Further action where required

16. Related Policies

- Volunteer Safety Policy
- Incident Reporting Policy
- Working With Animals Policy
- Visitor Safety Policy
- Animal Welfare Policy

17. Governing Bodies

This policy aligns with:

- WorkSafe Victoria
- Emergency Management Victoria
- Animal Welfare Victoria
- Department of Energy, Environment and Climate Action
- Consumer Affairs Victoria

Document Control

Policy Name: Emergency & Evacuation Policy

Version: 1.0

Approved By: Committee

Review Date: Annual

Policy Owner: Sanctuary Manager