



BURWOOD EAST WORK EXPERIENCE INFORMATION FOR STUDENTS



About the RSPCA

The RSPCA is an independent, non-government, community-based animal welfare charity that has helped millions of animals since 1871. It has fought relentlessly against animal cruelty giving protection, shelter and food to many needy creatures. Without the communities' support, the RSPCA would not function and the welfare of animals would be in jeopardy).

Objectives:

The RSPCA's objectives to prevent cruelty to animals are as follows:

- Educating the Victorian community and increasing public awareness.
- Enforcing the existing laws to prevent cruelty to animals.
- Influencing the amendment or development of animal welfare legislation and standards.
- Encouraging and providing animal welfare services across the state.
- Providing relief programs to assist people within the community who are experiencing adverse circumstances.

The Five Freedoms:

The RSPCA believes that an animal's welfare should be considered in terms of five freedoms:

1. **Freedom from hunger and thirst;**
by ready access to fresh water and a diet to maintain full health and vigour.
2. **Freedom from discomfort;**
by providing an appropriate environment including shelter and a comfortable resting area.
3. **Freedom from pain, injury and disease;**
by prevention through rapid diagnosis and treatment.
4. **Freedom to express normal behaviour;**
by providing sufficient space, proper facilities and company of the animal's own kind.
5. **Freedom from fear and distress;**
by ensuring conditions and treatment which avoid mental suffering.

To obtain a copy of our Annual General Report or Policy and Position Papers please visit our website at www.rspcavic.org.



RSPCA Work Experience Program

Program Aims

The purpose of the RSPCA Work Experience Program is to give secondary and tertiary students an understanding of the role of Animal Welfare. The program development includes consideration of the needs of both the students and the organisation and attempts to achieve the highest standard of delivery and content in accordance with the Department of Education and Training guidelines. The aim is to develop students' participation and communication skills through involvement in a variety of activities.

The program will usually run for five days, however, we can organise a ten-day program if the school curriculum requires it. The supervisor allocates the students to a particular area, where they are required to complete various tasks.

Four Key Learning Competencies for Students

1. Dealing with Animal Husbandry

- This includes the ability to apply the practical hands-on skills necessary to be able to perform routine animal care.
- This includes demonstrating the ability to capture, handle and care for animals.

2. Working with Others

- The student needs to show the ability to interact with staff effectively both in-group situations and on a one-to-one basis.
- Demonstrate the ability to understand and follow instructions effectively and efficiently and complete various tasks as requested by supervisors.

3. Safe Work Practices

- Students should have the knowledge of, and be aware of risks in the workplace.
- Students should demonstrate the ability to follow safe work practices as instructed and communicate information relevant to their responsibilities with O H & S.

4. Communicating and Sharing Ideas and Information

- Students should be able to communicate effectively with others, including staff and volunteers.
- They should show initiative by expressing concerns or queries and sharing new ideas.



Standards of Behaviour

The student will receive a copy of the *RSPCA Standards of Behaviour*, which they are required to read and observe. These standards communicate the organisation's professional expectations on customer service, animal welfare and staff relations. In addition, the below eight general responsibilities are to be understood and adhered to by students at all times.

- There will be no smoking under any circumstances.
- Leaving the property during working hours is prohibited unless approved by the supervisor.
- Students must follow the instructions given to them by their supervisor. **If students find any of the instructions unclear, they are encouraged to raise their concerns or queries with their supervisor.**
- Respect workplace diversity.
- Duties need to be completed to a reasonable standard.
- If a policy is breached, the school will be notified and the student's Work Experience week will be terminated.
- Punctuality is essential.
- Mobile phones to be turned off during work hours.



Student Induction

On the first day, all students undertake an induction and briefing session so that they understand the RSPCA's policies and processes related to their work. This includes relevant information on facilities, O H & S practices and responsibilities, *Standards of Behaviour* and the set tasks he or she will be working on. On arrival, students will also be tested on their knowledge and understanding of the Animal Handling Manual. Students will be encouraged to answer further questions so he or she clearly understands the work activities during his or her time at the RSPCA.

Where Can I Work?

There are two areas from which students can choose, however students can only work in the one area for the whole week.

Veterinary Clinic: Assisting nurses in the daily care of animals and any other duties as required.

Animal Welfare Shelter: Rotating between kennels, cattery, rabbits/guinea pigs, barn and storeroom.

We will endeavour to place you in your first preference; however, sometimes this is not possible. We also consider your responses in your application when considering where you would be suitable to work.

Please see further description of areas:

Animal Welfare Shelter

The Animal Welfare Shelter is responsible for the daily operations of the kennels, cattery, puppies, wildlife and adoption. It is a daily requirement that the animals in the Shelter are clean, fed and as comfortable as can be expected. The Shelter also runs an ambulance service where the driver collects a variety of injured animals. These animals are usually too sick to be treated and the majority are humanely euthanased working in the Animal Welfare Shelter is highly emotional and challenging. Whilst many animals are adopted, many are unfortunately euthanased.

Daily Tasks:

Mornings - Guinea Pigs/Rabbits

Lunch - 12pm - 1pm

Afternoons - Cattery, Kennels, Barn, Storeroom, Admissions (rotation)

Cattery tasks can include:

- Assist with cleaning the cat adoption area as requested
- Wash and dry dirty litter trays and food bowls
- Feed the cats in adoption
- Wash and dry dirty dishes
- Prepare empty cages for new cats and kittens to arrive
- Ensure every cat and kitten has food and water
- Check in adoption and ensure all cats have food and water and that litter trays are clean.
- Observe animal behaviour as instructed by the Supervisor
- Socialising and grooming cats and kittens
- Re-stocking of bedding and food supplies
- Removal of rubbish and moving of donations
- Change toys in adoptions
- Stock up toys from Storeroom for kittens
- Make up new kitten toys
- Open doors on cat adoption sheds
- Put out clean trays and reline litter trays
- Remove rubbish
- Sweep path down to lost cats gate
- Restock blankets and newspapers
- Any other duties suitable for work experience students

Kennels tasks can include:

- Walk temperament tested dogs as required
- Pooper scoop dirty kennels and walking track
- Assist with disinfecting the vacant kennels as required
- Check all water bowls are full
- Observe animal behaviour as instructed by the Supervisor
- Socialising and grooming dogs and puppies
- Re-stocking of bedding and food supplies
- Removal of rubbish and moving of donations
- Sweep/clean/tidy empty outdoor kennels
- Ensure empty kennels have bed/water bowl/food bowl
- Restock kennel blanket bins
- Clean kennels kitchens (upstairs and food prep)
- Change toys in adoptions

- Tidy/sweep shipping containers
- Restock cardboard adoption boxes
- Remove rubbish
- Sweep blue concrete area near adoption
- Pick up/empty dirty plates, bowls and litter trays (adoption mornings)
- Stack dirty trays and dishes in kitchen (adoption mornings)
- Any other duties suitable for work experience students

Barn tasks can include:

- Cleaning of barn and paddock
- Feeding of animals
- Collect sticks from paddocks
- Removing manure from paddocks
- Mucking out stables and livestock pens
- Moving hay bales/cleaning hayshed
- Transporting rubbish to the dumpster
- Any other duties suitable for work experience students

Guinea Pigs and Rabbits tasks can include:

- Cleaning out cages and relining with newspaper
- Socialising rabbits
- Collect grass for rabbits
- Assisting in the preparation of animals and barn for education purposes
- Make up salads for rabbits
- Make up toys (manual in adoption)
- Refill container of rabbit/guinea pig mix

Admissions tasks can include:

- Restock cardboard adoption boxes

Storeroom tasks can include:

- Sort donations in Storeroom
- Cut up blankets
- Sort food donations (bins upstairs in AWC foyer), check for fussy food.
- Move donations downstairs
- Check storeroom/donations/recycling for material that could be used for kitten toys (socks, boxes, craft material, plastic bottles etc)
- Take blankets to kennels

Animal Welfare Clinic

The Veterinary Clinic is responsible for all surgical procedures performed on the animals. Not only does the clinic de-sex and rectify many health problems on shelter animals, it also practises as a private clinic for the community to bring in their own pets. The Veterinary Clinic is also responsible for making the decision on whether an animal is suitable for re-housing.

Clinic tasks can include:

- Cleaning of animals in hospital cages and maintaining wards.
- Feeding of animals.
- Sweep and mop floors in wards.
- Wash and dry food bowls.
- Wash and prepare litter trays.
- Maintain washing and drying of towels and surgery linen.
- Removal of rubbish.
- Wash surgery instruments from the mornings surgery.
- Assisting with grooming of animals when required.
- Clean prep tables and observe (optional) some non-sterile surgery.
- Pack dog biscuits or milk powder or prepare syringes for consulting Veterinarians.
- Final checks on cages in wards and clean as required.
- Walk hospital patients as instructed by the hospital nurse before end of the day.
- Observe operations (optional) and animal behaviour as instructed by the Supervisor.
- Folding vaccination reminders.
- Making up samples of pet food.
- Stock food shelves in reception area.
- Stock food shelves with food from donation bins.
- Any other duties suitable for work experience students.



General Information

What are the Work Experience hours?

Working hours are Monday 9.00 am to 3.00pm and Tuesday - Friday 8.00am - 3.00pm. You will report to the Administration Building at 9.00 on your first day where you will meet the Work Experience Co-ordinator and receive your first briefing. You will then be shown to the department you will be working in for the week.

Students have a morning tea break of 15 minutes and a lunch break of 1 hour. All students are required to stay on the property during these breaks unless you need to purchase lunch in which case, you must receive permission from your supervisor to leave the property. Tea and coffee making facilities and a microwave are available. There is a strict **no smoking** policy for Work Experience students.

We hope that all students find their time here interesting and enjoyable. The more students put in, the more rewarding their experience will be. Students are encouraged to ask as many questions as they wish and we look forward to receiving feedback on their experience here.

What Do I Wear?

If you are working with animals, you are required to wear jeans or neat track pants. Work boots are recommended, however any rubber sole closed shoe is suitable. You will not be able to begin your placement if you arrive in shorts, a skirt, a singlet top or opened toe shoes. There is a high possibility that clothes will become soiled when working with the animals, so you must be prepared. Do not wear your best pants or top. Name tags will be provided.

How will I be evaluated?

The RSPCA has a workplace evaluation sheet that is completed by a staff member in the area of placement. Your school may also provide a feedback form. You will receive a copy of this form at the end of the week.

What happens when the week is over?

At the completion of the week, you will meet with the Volunteer Resources Co-ordinator in the Administration Building at 2.30pm to review and evaluate your time at the RSPCA. You will receive career advice regarding working in animal-related fields and be given a certificate confirming your time with us. You can also register your interest in becoming an ongoing volunteer. Any feedback regarding the program or questions are welcomed at this meeting.

When can my teacher or work experience coordinator visit me?

Your teacher or work experience coordinator is welcome to visit you at a time pre-arranged by you and him/her. We recommend meeting during your lunch break between 12pm - 1pm in the Animal Welfare Centre foyer. Please note due to time restraints, our supervisors cannot speak to your teachers individually but will provide evaluation via the feedback form.

Application Details

If you have read and understood all the information contained in this manual and would like to apply, please check the available dates for 2011 on our website, then do the following:

- Download the "*Burwood East Work Experience Application Form*" from our website.
- Complete the Student Section, pages 1-5.
- Give the Application Form to your teacher/coordinator and ask if they could complete the Teacher/Coordinator section on the back, page 6, and send the entire completed form to:

RSPCA Vic
Att: Work Experience Coordinator
3 Burwood Highway
BURWOOD EAST VIC 3151

Please note - Tertiary students are exempt from having to obtain a reference

- If your Application Form is approved and we have availability in our program, you will receive a call to conduct a phone interview.
- If your phone interview is successful, you will receive a confirmation email.
- Your next step is to speak to your Teacher/Coordinator at your school to organise your "*Work Experience Arrangement Form*".
- Please complete the "Student Details" and "Student Agreement" sections and ask a parent or guardian to complete the "Parent/Guardians Consent" section (if you are under 18) and send to the above address. I will complete the "Employer Details" and Employer Acknowledgement" sections and send back to your school for your principal to sign the "Principal Agreement" section.
- If your application is unsuccessful, you will be advised via email.
- If you have any queries, please contact Di Smith, RSPCA Work Experience Coordinator on 9224 2501.
- GOOD LUCK!

For any further information regarding Work Experience, please refer to the web site:

www.education.vic.gov.au

Please Note: Due to the amendment of the Education (Workplace Learning) Act 2003, we cannot arrange a work placement for any pupil under the age of 15 years

