



ANIMAL CENTRE HELPER INFORMATION SHEET

Thank you for your interest in Volunteering at the Taupo SPCA. Sometimes it's not possible to make a financial contribution, but you can still help the animals by becoming an SPCA Volunteer and donating your time toward feeding, cleaning and caring for the animals at our Animal Centre. It is rewarding work, knowing you are improving the lives of those who cannot help themselves.

We are a volunteer run organisation and provide help to animals and people 24 hours a day, 7 days a week. We promote life-long adoptions, responsible pet ownership and aim to educate the Taupo public on animal welfare issues. Taupo SPCA handles over 700 animals per annum.

Despite the fact that we serve an important role in the community, we receive neither government funding nor National Body funding, and are entirely dependent on our own fundraising abilities and the generosity of the Taupo public.

Animal Centre Helpers

This is a vital role and our Animal Centre cannot look after the many animals that come into our care without people like you.

The first step in becoming an Animal Centre Helper is to fill out a Volunteer Application form (the PDF downloadable version is available on this website). These forms are also available from the Animal Centre located at 2/131 Centennial Drive, Taupo (Open 11am – 2pm Tues, Wed, Thurs & Sat). Tel 378 4396.

As an OSH Requirement, all volunteers must be 16 years of age & over.

Once we have received your Volunteer Application, our Roster Manager Suzan Parkinson will then contact you to discuss what shifts are currently available and are suitable to you.

Animal Centre Helpers come once a week, on a set day - either mornings or afternoons.

Shift times are:

AM between 8.00 a.m. and 10.00 a.m.

PM between 4.00 p.m. and 6.00 p.m.

It is important to adhere to these feeding times as much as possible for the animals' sake and that you are committed to coming in on your set shift. If you do not, many cats & kittens, dogs & puppies will go hungry – they rely on you.

If for some reason you cannot complete your shift, you will need to let the Roster Manager know with as much notice as possible.

Each shift is responsible for feeding and cleaning the cages of either the cats or dogs. This involves giving the cats / dogs breakfast or dinner, refreshing their water and cleaning out their litter trays and cages. Full training is provided and the Animal Centre Helper Job Description you will be given will provide you with all the relevant information you require to complete your set tasks. Please note that even though your work is as a volunteer, the relationship between the Branch and volunteers is legally similar to that of an employer – employee relationship. Upon completion of your training we will ask you to sign a Volunteer Agreement Form in relation to our organisation's OSH requirements.

We also require Animal Centre Reliever Volunteers who are able to 'fill in' when one of our helpers is away or sick. During the puppy / kitten season, we also need extra helpers who are able to come in to give our little ones a lunchtime feed and assist our Animal Centre Managers. Again, we provide full training to all volunteers.

About our Animal Centre

We have a team of five Centre Managers who are Volunteers – two of whom are Auxiliary Officers to the Branch. Our General Manager of the Animal Centre is also the Branch Inspector. This team of Managers look after the Centre during Public Open Hours and are responsible for all dealings with the public – adoptions, surrenders, property checks, as well as investigating complaints of neglect or cruelty.

We advise our Animal Centre Helpers that all enquiries regarding animals must be directed to the Centre Managers during the Animal Centre Open Hours - Tuesday, Wednesday, Thursday & Saturday, 11am – 2pm.

Prospective owners have to meet certain requirements and there is a legislative process to be followed before an animal is home-placed. Often victims of cruelty, neglect and/or abandonment etc, SPCA animals depend on our prudence for their protection. It is SPCA Policy that all animals are de-sexed before being adopted.

Unfortunately not every surrendered pet can be re-homed successfully and sadly some have to be humanely euthanased. Two or more Centre Managers make such decisions.

Because of the nature of our business we must at all times maintain a high level of confidentiality. Information regarding anything seen or heard at the SPCA must be kept in the strictest confidence.

Please also keep in mind that we are also always in need of people to help at our many fundraising events. These events are fun and aimed at encouraging participation, as well as earning much needed funds for our Branch.

Again, thank you for your interest in becoming an SPCA Volunteer. If you have any queries, please contact our Animal Centre on 07 378 4396.