



Sanctuary Volunteer Program

Thank you for your interest in Lone Pine's Sanctuary Volunteer Program! Sanctuary Volunteers are an integral part of creating a welcoming and engaging environment for all Lone Pine Koala Sanctuary visitors. Every time you represent the Sanctuary within your volunteering role, you are working with the team towards achieving our mission: To protect, respect and conserve our environment and wildlife, by educating and connecting people with nature.

Position Description

As one of Lone Pine Koala Sanctuary's Sanctuary Volunteer team you will be amazing at:

- Not being afraid to “beat the greet” – be the friendly face that says “G'day” and shares Lone Pine's warm and welcoming attitude!
- Being a “go-to” person for guest questions – asking for directions, about events happening within the sanctuary that day, where to find certain animals
- Assisting with the connection between guest and wildlife – creating greater understanding of what Lone Pine is and why conservation is so important for our beautiful native species!
- Escalating questions to the Sanctuary Volunteer Coordinator or Wildlife Staff when answers are unknown to create a culture of constant learning and accurate information sharing

When representing Lone Pine in your Volunteering role it is imperative that you:

- Present yourself professionally and politely to visitors at all times
- Greet visitors warmly, creating a comfortable and welcoming environment for people from all walks of life
- Exercise caution with your language, avoiding offensive or inappropriate expressions
- Refrain from using your phone for music or non-emergency purposes whilst on duty



In order to keep up to date on Sanctuary happenings, rostering and feedback, it is important to:

- Have regular access to email
- Follow the standard procedures around signing in and out for shifts

Position Requirements

In order to be accepted into the Sanctuary Volunteering Program you must:

- Be 18 years of age or older.
- Be able to work well independently and with others.
- Be responsible and reliable.
- Be kind and patient.
- Have a good level of English comprehension (both written and verbal).
- Be prepared to work outdoors, in any kind of weather, including heat, high humidity and rain.
- Be able to safely navigate various terrain, including hills and uneven ground.
- Already hold, or be willing to obtain, a Volunteer Blue Card (V)

Sanctuary Volunteer Availability

- The Sanctuary Volunteer Program runs every day of the week, and volunteers may apply for a day and time that suits their schedule.
- Volunteers can apply to complete either a morning (8.30am – 12.30pm) or afternoon (12.30 pm– 4.30 pm) shift. Each shift includes a 20 minute break in the middle of the shift.
- We ask for a minimum commitment of one shift per week for four months. This allows you to fully benefit from our training program and, ideally, develop into a long-term volunteer who can make an even greater impact.
- Places are strictly limited, so days and times are subject to availability.



Volunteer Benefits

In return for your valuable time and dedication, volunteers receive a range of benefits including behind-the-scenes access, ongoing support/training, and appreciation for your contributions through recognition and celebration. You will also receive:

- Unlimited free entry into the sanctuary
- Entry discount for immediate family members
- Discount on food and beverages
- Discount on Wildlife Experiences
- Discount in Lone Pine Koala Sanctuary retail outlets (excluding sale items)

Frequently Asked Questions

Can I volunteer as a Sanctuary Volunteer short-term?

This role requires a minimum commitment of four months, with at least one shift each week, so would most likely suit applicants best who live locally and are interested in committing to a long-term volunteering opportunity.

Will I be handling the animals?

No. Volunteers cannot be trained in any animal handling and this role is a guest experience focussed volunteer position. Lone Pine does have a Wildlife Volunteer Program for those interested in volunteering in animal care, details of which can be found on the Wildlife Volunteer webpage.

Do I need any experience?

No prior experience is necessary, however for this position a high level of English comprehension (written and verbal) is essential. Proficiency in languages other than English would be highly regarded, to assist with welcoming guests from all over the globe. Experience in areas such as customer service, teaching, conservation and wildlife education will be useful in this role, but again, are not necessary, however passion around these fields will be highly regarded.



Does Lone Pine provide accommodation or transport?

No. Regarding transport, Lone Pine has free car parking onsite. You can also catch one of the Brisbane City Council buses which stops at the Lone Pine bus stop onsite. If catching public transport, please check your journey ahead of time to ensure you can arrive in time for your shifts. For more information, please visit: www.translink.com.au.

Are there lockers?

Yes. Lockers are available for use at no cost. Please bring your own padlock with you each day to store and secure any personal items throughout the day.

Is there any cost involved?

No. Uniforms are provided for Sanctuary Volunteers at the start of the program at no cost. However, the uniform issued is the property of Lone Pine Koala Sanctuary and shall always remain the property of the Company. Certain uniform items must be returned upon completion of the program

What should I wear?

- You will be provided with a Sanctuary Volunteer uniform shirt at the start of the program.
- Wear your Sanctuary Volunteer uniform with something that is comfortable for you to work in such as jeans, long pants, leggings or shorts. Please note shorts must be workplace appropriate – no shorter than mid-thigh; pants, jeans, leggings must not have rips, mesh or tears which expose undergarments; must not be “low rise” i.e. sit too low on your hips.
- Fully enclosed shoes are compulsory – sneakers (runners/joggers), hiking/work boots.
- Raincoat for wet weather
- We do have sunscreen and insect repellent available for you to use, but if you have a particular type which you prefer, please feel free to bring it with you.



Is there training involved?

Upon being welcomed to the program you will be provided with training as well as educational resources to ensure you have the appropriate knowledge and skills to be able to assist guests within the Sanctuary.

Is there free WiFi?

Yes. There is free WiFi throughout the sanctuary, however use of personal mobile phones is not permitted during shifts, except in the case of emergencies and during your break.

Can I volunteer within the Sanctuary Volunteering program whilst visiting Australia on a Visa?

As the Sanctuary Volunteer Program is designed for volunteers seeking to make a long-term commitment, we are unable to accommodate those traveling on a visa. However, our Wildlife and Student volunteer programs are set up to accommodate visa holders, so please feel free to explore these programs if you're visiting and would like to support Lone Pine through volunteering!

How to Apply

Thank you for your interest in the Sanctuary Volunteering Program!

To apply simply complete the [Sanctuary Volunteer EOI Form](#). Your application will be reviewed by our team, and you'll be notified of the outcome via email. Please note that follow-up emails or phone calls are not required, our Volunteer Coordinator will respond to all applications as soon as possible.

Contact Details

If you have any questions about the program, you can contact:

Eloise Ayre

Sanctuary Volunteer Coordinator

✉ volunteers@koala.net

📍 Lone Pine Koala Sanctuary

708 Jesmond Road, Fig Tree Pocket QLD 4069, Australia

We look forward to welcoming you to the team!



I've sent in my Sanctuary Volunteer application, what happens next?

Volunteer application received! Thank you for registering your interest.

Sanctuary Volunteer Coordinator will contact you to organise a phone interview

Phone interview occurs. This is an opportunity for us to chat about the role and any questions you may have

You're invited to orientation! During orientation you will learn more about your role within the program and Lone Pine

After completing the orientation, your first shift will be rostered! How exciting!

Your first shift! Have a great day :)

Your first 4 shifts are your probation period. This is the opportunity for you to try out your new role and see how you fit in with the team

After 4 shifts your probation period will be complete. If you are successful you will be invited to become a permanent Sanctuary Volunteer!

We hope you enjoy representing Lone Pine's Sanctuary Volunteer program!