

Not-for-Profit

Animal Rescue Down Under



WIRES (Wildlife Information Rescue and Education Service) is the largest wildlife rescue service in Australia and relies on an extensive network of volunteers and caregivers around the country to respond to the urgent needs of animals across the country. With xMatters, WIRES has been able to automate communications that were once tedious manual processes to volunteer rescuers and caregivers and respond to injured animals in minutes.

Highlights

- ▶ Over 77,000 rescue calls in one year
- ▶ Up to 400 rescue requests per day during spring and summer months
- ▶ Automated communications significantly reduce response times



When you find a sick, injured, or orphaned native animal in New South Wales, Australia, you call WIRES. The largest wildlife rescue service in the country, WIRES celebrated 35 years of animal rescue in 2020. WIRES receives around 170,000 calls annually and provides rescue advice and assistance for over 100,000 animals per year.

To help as many animals as possible WIRES uses a network of volunteer rescuers and caregivers. In fact, WIRES has around 2,500 volunteers involved in the rescue, rehabilitation and release of animals across NSW. Their team has developed a comprehensive animal database that records information on types of animals, injuries, fates, and locations for rescue and release.

Animal rescue, rehabilitation, and release are more than just a public service for the people at WIRES, it is truly a job born of passion. WIRES' mission is to actively rehabilitate and preserve Australian wildlife and inspire others to do the same. "We are deeply committed to improving outcomes for native animals. To be able to rescue more animals faster is one of many ways that we do this and our team all put their heart and soul into the work. It is truly a labor of love," says Leanne Taylor, CEO of WIRES.



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LEANNE TAYLOR
CEO, WIRES



Challenges

Each time WIRES received a rescue call, a team member had to find an available volunteer based on the location, the animal, and the type of injury or situation. Depending on those details and other variables, the rescuer might need specific training or experience. WIRES has to match the rescue to the volunteer manually, entering the rescue details into the system and then using a spreadsheet to contact appropriate volunteers, calling them one by one until they find a rescuer.

Response times used to vary considerably due to the volume of rescue calls, the location and the availability of volunteers. During the peak spring and summer seasons, WIRES receives up to 400 rescue calls a day and some calls can take hours to resolve. The number of rescue calls has risen sharply recently because of increased urbanization, sprawl, and a reduction in natural habitat — all of which have increased human-animal interaction.



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KYLA SHELLEY
COO, WIRES



Solution

To rescue animals faster by reducing manual work, WIRES implemented xMatters. With volunteers in the xMatters system, the rescue team can now contact available local volunteers in an instant. All rescues escalate automatically if not solved in set timeframes and there is no doubt that more rescues are being solved faster now than before. “Literally the first couple of rescues we sent out using the new system were solved in minutes,” Shelley says.

Benefits

While response times used to vary by time of year and rescue specifics, WIRES now achieves more consistent response times. Since volunteers in the field use the xMatters app, text, and email, they can receive alerts and respond from anywhere. Rescue team members can also include custom messages so volunteers understand the specifics of each rescue situation before accepting.

The situation may require someone who is trained to handle venomous snakes or someone trained and vaccinated to handle flying-foxes. With the set-up of the new system WIRES can contact the right volunteers for all rescues across each species, including reptiles, raptors, macropods, wombats, birds and possums.

Animal rescue is an ongoing priority for WIRES, as is the long-term protection and preservation of native Australian animals. As they gain more passionate volunteers, provide more wildlife training for rescuers and carers, provide more community wildlife education and improve their systems, WIRES can and will help more animals than ever before. For more information about WIRES visit them at <http://www.wires.org.au>.

About the Customer

Wildlife Information, Rescue and Education Service Inc. is the largest wildlife rescue service in Australia and has been rescuing animals since 1985.

About xMatters

xMatters is a service reliability platform that helps DevOps, SREs, and operations teams automate workflows, ensure infrastructure and applications are always working, and rapidly deliver products at scale. Our code-free workflow builder, adaptive approach to incident management, and real-time performance analytics all support a single goal: the happiness of your customers.



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