

Respectful Communication & Conflict Resolution Resources

Conflict happens in every community, especially when people are passionate and working under pressure. In wildlife rehabilitation, healthy conflict management is crucial – for your wellbeing, for relationships across the sector, and ultimately for the animals. This pack provides a simple step by step guide and links to trusted external resources.

First Steps Flowchart

- 1 Pause & Reflect – take a breath before reacting. Ask: ‘What is the real issue here?’
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- 2 Direct Conversation (if safe) – speak privately, use ‘I’ statements instead of blame.
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- 3 Seek Understanding – listen fully, repeat back what you’ve heard before responding.
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- 4 If Unresolved → Mediation/Support – involve a neutral third party (mentor, senior carer, coordinator).
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- 5 Escalate (last resort) – If ongoing or serious, escalate to Tasmania Police. Document everything. For animal welfare or illegal activity, contact NRE.
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- 6 Self Care – conflict is draining. Reach out for peer, mentor or professional support.

Key Resources

NSW DPE Conflict Management Toolkit (2022)

Comprehensive wildlife specific toolkit with strategies and templates.

<https://www.environment.nsw.gov.au/sites/default/files/wildlife-rehabilitation-sector-conflict-management-toolkit-210639.pdf>

NSW Wildlife Council Conflict Management Guidelines (2008)

Practical guidelines for mediation and preventing disputes in groups.

<https://www.nwc.org.au/docs/policy/nwcpolicy-cmg-feb2008.pdf>

AWRC: Managing Conflict in the Wildlife Sector

Guide based on real experiences of carers, highlighting key causes and solutions.

https://www.awrc.org.au/uploads/5/8/6/6/5866843/44_large_-_managing_conflict_-_final.pdf

Online & Social Media Conflict

Unfortunately, conflict can sometimes spill into online spaces like Facebook. Hurtful or defamatory comments can feel overwhelming, especially when they happen publicly. While WNT cannot regulate individuals outside of our training environment, there are steps you can take:

1. Report harmful content

- Use Facebook's reporting function to flag comments for review under Community Standards.

Report on Facebook: facebook.com/help/263149623790594

2. Preserve evidence

- Take screenshots and note URLs, dates, and times before content is deleted.

3. Seek legal support if needed

- Tasmania Legal Aid: legalaidservices.tas.gov.au
- Community Legal Centres Tasmania: clctas.org.au

4. Report serious online abuse

- eSafety Commissioner: Report abuse: esafety.gov.au/report
- Adult Cyber Abuse: esafety.gov.au/key-topics/adult-cyber-abuse
- Cyberbullying Legal Aid WA resource: resources.legalaidservices.wa.gov.au/project/rulegal/packs/cyberbullying/overview

5. Self-care

- Online conflict can take a toll. Step back when you need to, and seek support from peers or mentors.