

PROCEDURE 17

Wildlife, snake, spider or tick incident

Purpose: Prevent secondary bites, obtain urgent medical or veterinary care and avoid untrained capture or treatment.



SITE CUSTOMISATION REQUIRED. This national baseline must be adapted through a site risk assessment, worker consultation and advice from the relevant state or territory regulator, emergency services, council, insurer and veterinarian. Human life takes priority.

Business and site details

Business legal name		Trading name	
Site / branch		ABN	
Physical address		Emergency entry / cross street	
Site manager		Incident Controller	
Maximum dogs		Maximum people	
Operating hours		Main phone	

Document control

Issue date		Next review date	
Approved by		Position	

Activate this procedure when

- Observed bite/sting, snake or aggressive wildlife in a dog area, sudden collapse outdoors, punctures, swelling, weakness, paralysis or staff exposure.

P Protect people	A Alert and activate	W Welfare and secure dogs	S Sign off accountability
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Step-by-step emergency response

- 1

Stop and isolate. Move people and dogs away without approaching or cornering the animal. Close the area and prevent re-entry.
- 2

For human exposure. Follow current accredited first-aid training and call 000 for suspected snake bite, severe reaction, collapse or breathing difficulty. Use the Australian Bites and Stings app or poison service only as supplementary guidance.
- 3

For dog exposure. Keep the dog as still and calm as practical, call the emergency veterinarian and transport urgently as directed.
- 4

Identify safely. Note location and appearance from a safe distance or photograph only if this causes no delay or risk. Do not catch or kill the animal.
- 5

Use a licensed controller. Contact the appropriate snake catcher, wildlife service or pest professional before reopening the area.

Do not

STOP	Apply human bite/sting first aid to a dog unless it is part of current canine first-aid/veterinary direction.
STOP	Wash, cut, suck or tourniquet a suspected snake bite.
STOP	Handle bats; any bat bite or scratch to a person requires urgent medical assessment because of Australian bat lyssavirus risk.

After the immediate danger

- Inspect grounds, food storage, vegetation, gaps and rodent activity.
- Update seasonal briefings and carry species-appropriate first-aid and communication equipment for remote work.

Assigned emergency roles

Incident Controller	Selects the safe action, liaises with emergency services and authorises recovery.	
People / Area Warden	Protects people, sweeps assigned areas if safe and reports status.	
Dog Movement / Canine FA	Secures, identifies, separates, triages and moves dogs within training.	
Communications / Recorder	Calls services and owners, maintains the time log and preserves records.	



Procedure readiness checklist

- ☐ Inspect grounds, gaps, vegetation, food storage, water, rodent activity and wildlife attractants.
- ☐ Keep dogs away from known wildlife habitat and suspend outdoor activity during elevated risk.
- ☐ Maintain licensed snake catcher, wildlife service and pest professional contacts.
- ☐ Provide staff with current accredited bite-and-sting first-aid training and communication tools.
- ☐ Keep canine emergency transport arrangements available for sudden collapse, paralysis or envenomation.
- ☐ Train staff never to catch, kill, wash or apply a tourniquet to a suspected snake-bite situation.

Site-specific arrangements

Wildlife isolation barrier	
Snake catcher / wildlife contact	
Human first-aid equipment	
Emergency vet / transport route	

Emergency contacts and notifications

Triple Zero for serious human exposure		Emergency veterinarian	
Licensed catcher / wildlife service		Primary / emergency vet	

Recommended drill: Spot a simulated snake, close the dog zone, erect a remote barrier and call the licensed controller.

Drill, review and authorisation record

Last drill date		Participants	
Corrective action owner		Action due date	
Procedure authorised by		Authorisation date	
Gaps identified / corrective actions			

Sources and further guidance

[5] [Triple Zero - Australia's emergency call service](#)
[10] [Queensland Government - Prepare pets for disasters](#)
[20] [Healthdirect - Dog, cat, bat and human bites](#)

Review date: source links and national emergency numbers were checked for the master manual on 31 August 2026. Confirm local numbers, warnings, laws, codes, licences and veterinary arrangements before issue and at every review.

