

SOCIAL MEDIA

Creating awareness about mange, meeting the demand and the long game.

Elena Guarracino – mange team co-ordinator

LAOKO Inc (Looking After Our Kosciuszko Orphans - Snowy Mountains Wildlife Rescue)

LAOKO (Looking After Our Kosciuszko Orphans)

Snowy Mountains Wildlife Rescue is a small wildlife group based in the Snowy Mountains / Monaro region of NSW

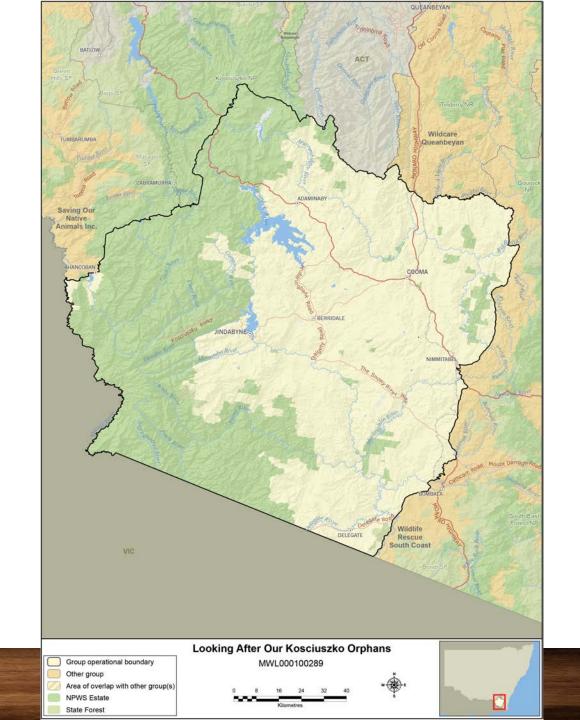
- Large geographical area: 15,162 square km
- Small population: 20,218 / Households: 12,077

BOUNDARIES

- South to north: Williamstown south of Canberra to Thredbo - 181 kilometres
- East to west: Nimmitabel in the east to Adaminaby in the west - 96 km

SMALL WILDLIFE GROUP

- 80 members / 30 active members
- High traffic volume to the ski resorts
- ~ 5,000 vehicle movements a day / ~ 2 million a year high collision rate with wildlife in the area



Australian Bureau of Statistics

2016 Australian Bureau of Statistics Census

Unpaid work People aged 15 years and over	Snowy Monaro Regional (A)	%	New South Wales	%	Australia	%
Did unpaid domestic work (last week)	11,786	70.3	4,127,723	67.7	13,143,914	69.0
Cared for child/children (last two weeks)	4,119	24.6	1,659,250	27.2	5,259,400	27.6
Provided unpaid assistance to a person with a disability (last two weeks)	1,918	11.4	709,415	11.6	2,145,203	11.3
Did voluntary work through an organisation or group (last 12 months)	4,329	25.8	1,103,790	18.1	3,620,726	19.0

In Snowy Monaro Regional (A) (Local Government Areas), of people aged 15 years and over, 70.3% did unpaid domestic work in the week before the Census. During the two weeks before the Census, 24.6% provided care for children and 11.4% assisted family members or others due to a disability, long term illness or problems related to old age. In the year before the Census, 25.8% of people did voluntary work through an organisation or a group.

Change using social media

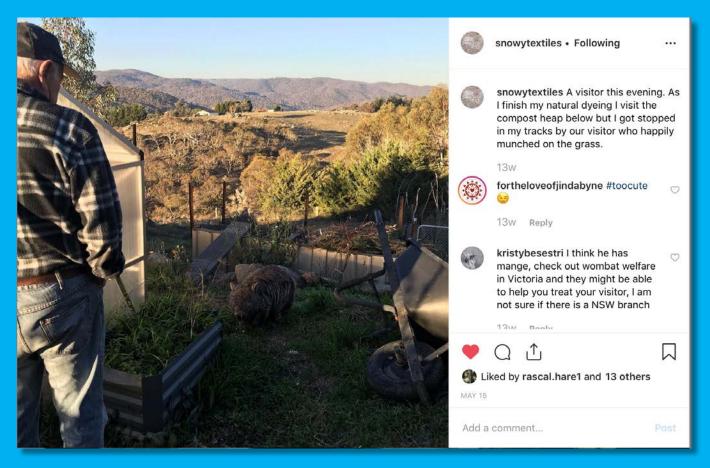


@facebook.com/ snowymountainswildliferescue



@instagram.com/ laokosnowywildliferescue/

Local Facebook community noticeboards: Jindabyne, Thredbo, Berridale, Cooma, Adaminaby, Dalgety, Nimmitabel, Kalkite, Bombala, Goulburn and Canberra.



Social media campaign as a tool for education and action

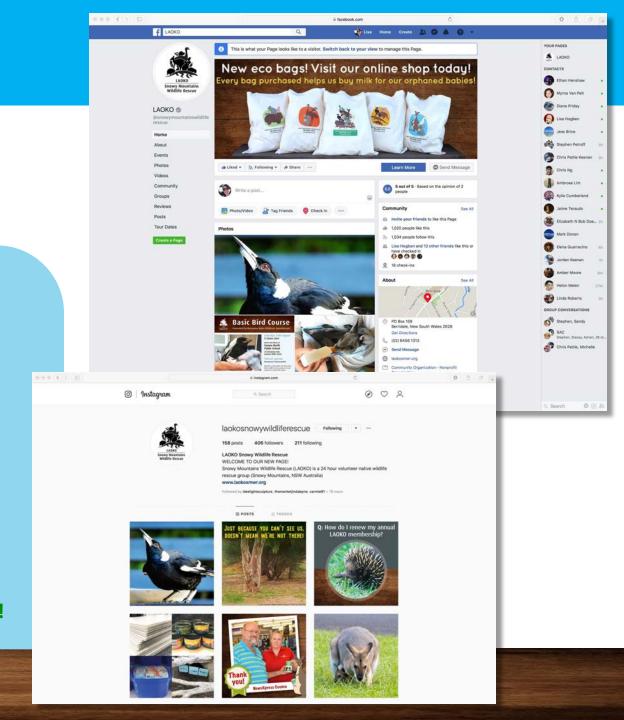
LAOKO Snowy Mountains Wildlife Rescue uses 2 social media platforms – **Facebook** and **Instagram**.

We post to the LAOKO Facebook page, local community Facebook noticeboards in our region plus one Canberra (ACT) and one Goulburn (NSW) Facebook noticeboard. This is how we organically grow our page follower numbers and increase engagement from people who may not follow our page.

Not all mange-related posts received a positive reaction and need to be closely managed and respond with objective, positive replies.

e.g. Antagonistic comments from anti-wildlife sector like "Shoot the bastard - put it out of its misery" etc.

Social media truly is an effective way to get a message out quickly!



Social media administration

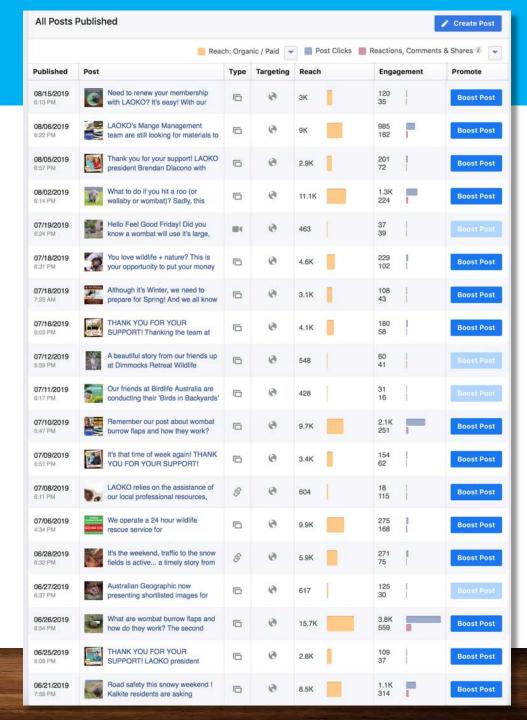
- summary of impact
- provides feedback to LAOKO

TOTAL REACH: measures the number of unique individuals that have seen any content related to the LAOKO Facebook page.

ORGANIC REACH: measures the number of unique individuals who saw a specific post from our page on their News Feeds, tickers, or directly on our page.

ENGAGEMENT: number of engaged individuals who have clicked anywhere on one of our Facebook Page posts. They could have **Liked** a post, **reacted** or **commented** on it, **shared** it, or **engaged** in it in any other way.

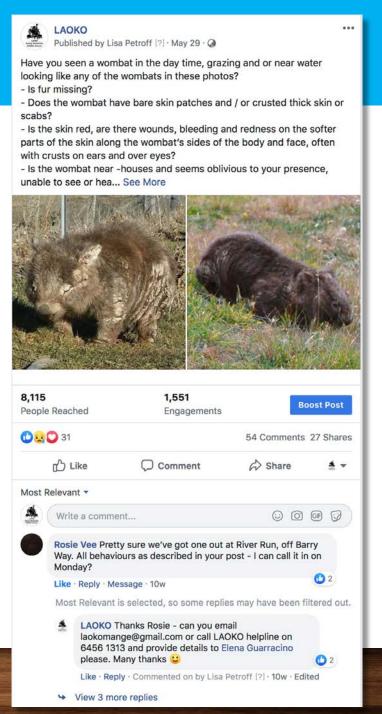
Mange-related posts do consistently well in terms of engagement and initiate conversation relative to the post topic.



1. Education / awareness – what is mange? Encourage people to report it.

Great response from the public – quite a few people had seen similar looking wombats on their property looking just like the photos posted. They didn't know it was mange.

People reached: 8,115 Engagement: 1,551 Shares: 27



2. Mange can be treated

- brief explanation
- direct application technique

This post demonstrated the initial treatment method. It gained a lot of interest from the community, many unaware it could be treated – lot's of discussion regarding mange and its treatment and calls to LAOKO for assistance.

People reached: 11,716 Engagement: 2,219 Shares: 47



How do you initially treat a wombat with mange?

Well, you don't have to touch it to treat it - you just need to get close!

A specific cattle pour-on that treats internal and external parasites, particularly the mange mite is used, and at a higher rate than recommended for cattle. LAOKO will advise on the correct rate for wombats.... See More



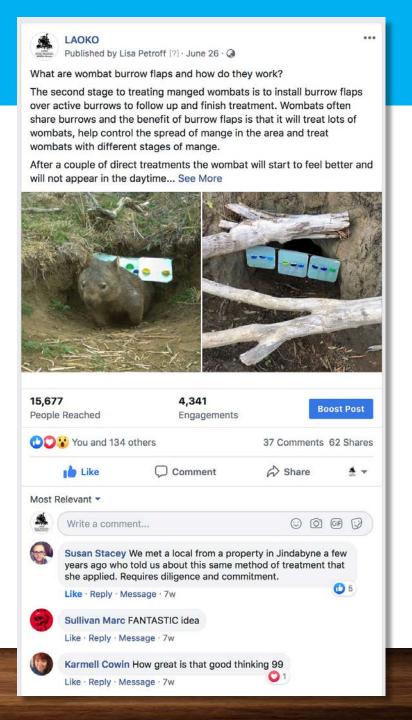
11,716 People Reached	2,219 Engagements	Во	Boost Post		
(1) (2) (3) 64		21 Comments	47 Shares		
☐ Like	Comment Comment	⇔ Share	. ▼		

3. Mange can be treated

burrow flaps

This post demonstrated the follow up treatment method – burrow flaps. A treatment concept which raised a lot of interest and praise from the community for the simplicity and ingenuity of burrow flaps. Community very much on board!

People reached: 15,677 Engagement: 4,341 Shares: 62



4. Reports of particular wombats

- to assure the community that LAOKO is aware of a wombat with mange in a particular location
- to address multiple reports of the same wombat
 eg: Eucumbene Road, Kalkite, Bredbo, Dalgety
 wombats

Encouraging post – Kalkite residents were treating a wombat with mange and asked if a post could be made warning motorists in the area to slow down. Example of community commitment.

People reached: 8,480 Engagement: 1,402 Shares: 41



5. Community alerts to ask for help from people living in a particular location

- to enable a quick response for direct
 application and help with follow up / burrows
- locations are about 60 km from the co-ordinator's house
- Dalgety and Bredbo posts

Perfect example of a community taking responsibility for a wombat with mange in their local area. Wombat is now currently being treated!

People reached: 1,127 Engagement: 291 Shares: 9



LAOKO is with Elena Guarracino.

Published by Lisa Petroff [?] - August 19 at 6:52 AM -

Do you live in Bredbo? Have you spotted this manged wombat in your travels?

It was last seen in a vacant horse paddock on the corner of Clifford and Bransbury Streets.

We welcome reports of sightings so we can locate the wombat and assess it for treatment (and seek assistance from the public for follow up observation) – please call LAOKO on 6456 1313 or email laokomange@gmail.com if you have further information. Many thanks!



Get More Likes, Comments and Shares

This post is performing better than 70% of other posts on your Page. Boost it to get more great results.

1,127 291 Boost Post
People Reached Engagements

Boost Post

Comments 9 Shares







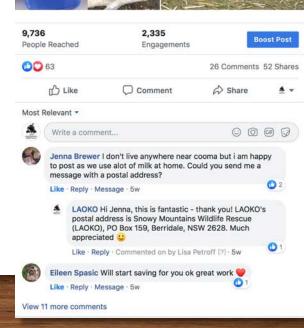


6. Requests for recycled materials to make burrow flaps

Community response to this post was overwhelming! People wanted to help, even if they hadn't had the experience of seeing or treating a wombat with mange. An easy way to help.

People reached: 9,736 Engagement: 2,335 Shares: 52





Cooma Men's Shed helping sick wombats

Snowy Mountains Wildlife Rescue (LAOKO) mange co-ordinator, Elena Guarracino said the Cooma Men's Shed has kindly offered to make the wombat burrow 'flaps' that are used to treat wombats with mange.

fight against mange in wombats.

Cooma Men's Shed president Rick Harris Ms Guarracino said. said members were happy to help.

production line." Mr Harris said.

The Cooma Men's Shed is helping in the can't euthanase them all," he said.

Looking After Our Kosciuszko Orphans, but you can't let them suffer."

Ms Guarracino said LAOKO has been getting a lot of calls about wombats with mange, a cattle pour-on also known as a jars. And corflute, that the tins are fitted mange from members of the community.

"There have been about 60 reports of

"It is wonderful that people are label on wombats. "We'll make a template and set up a concerned about the suffering of these wombats and are asking LAOKO for help one dose is not enough with repeated with the first fleet about 200 years ago "What else are you going to do? You rather than ignore it. Left untreated the

"I know they can be a bit of a nuisance, that can take up to two years of intense itching and suffering."

Ms Guarracino said when treating ideal, or plastic lids from vegemite or honey

"LAOKO has a permit from the Australian wombats with mange since May this year," Pesticides and Veterinary Medicines from the community. The Cooma Pet Shop Authority (APVMA) to use the pour-on, off

> weeks. As cattle farmers would know, it is animals and humans. a very expensive chemical, about \$1,400 are used than the label rate specified for burrow.

"Initially the pour-on is applied directly vector that spreads the mite. onto the wombat, using a long pole and of the wombat.

for the first couple of times to get close to unable to see or hear.

wombat often no longer comes out in the over a period of about two months. daytime, because they feel a lot better, or they can smell the chemical and run off. then follow up treatment is to use chemical Protection Society of Australia. placed in a container in the burrow flap,"

wombat burrow flaps need to be made.

LAOKO has put out calls for materials laokosmwr.org.au to make the burrow flaps on social media - the LAOKO Facebook page and

"We need small tins, about 90 - 100 gram size, pet food tins or tuna tins are

"There has been a really good response and Iona Café in Dalgety have offered to be a drop off point for these items," she said.

"The pour-on kills the mange mite, but Mange was introduced into Australia doses needed over a period of six to eight and affects a lot of native and non-native

However, the wombat is the most for 15 litres. About two litres is needed affected, as the mange mite thrives in the to treat one wombat. Higher dose rates warm humid environment of a wombat

Foxes are considered to be the prime

Mange is caused by a mite (Sarcoptes container, if you can get within two metres scabei) that burrows under the skin of the wombat and lays eggs, causing "The affected wombats often have intense itching which leads to the wombat crusted scabs around their eyes and ears scratching itself until it bleeds, and the and cannot hear or see so it is fairly easy crusting around its eyes and ears make it

Ms Guarracino said this condition is "However, after a couple of times, the completely reversible with correct treatment

> "LAOKO uses the mange treatment program recommended by the Wombat

To report a wombat with mange, call LAOKO on the helpline 6456 1313, or As wombats use many burrows, a lot of email laokomange@gmail.com, or to make a donation for mange treatment go to



 Acknowledgement of Cooma Men's Shed and Nimmitabel Men's Shed to make burrow flaps

Recent local newspaper article in The Monaro Post which will become a Facebook post shortly. An example of how traditional media and social media campaigns can work together.



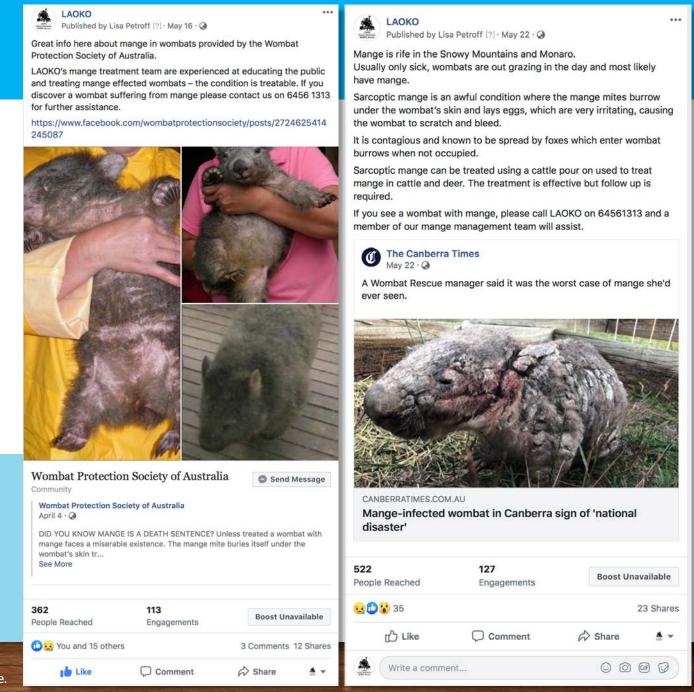
Cooma Men's Shed members, Dave Harkins, Darrell Henderson, LAOKO mange coordinator, Elena Guarracino, Ken Bowman, Hans Pechotsch and Rick Harris, president, with the materials to make burrow flaps to treat wombats with mange.

8. Continuing education about mange

Continue education about mange

- other groups / researchers
- repost Wombat Protection Society
 Australia posts about mange,
 Tasmanian research, relevant
 newspaper stories

Stories about mange on social media from other wildlife groups and news outlets helped to expose the prevalence of mange in wombats, that it isn't just a 'Snowy Mountains issue'.



9. Mange symposium

Recent post made on Wednesday promoting the Mange Symposium by sharing a website print media story.

People reached: 392 Engagement: 64 Shares: 4



LAOKO

community help treat it.

Published by Lisa Petroff [?] · Yesterday at 7:03 AM · ♠

Here is a story about the upcoming Wombat Mange Symposium being held in Queanbeyan this weekend calling for a national approach and funding from government to address the problem. Our mange treatment co-ordinator Elena Guarracino will be presenting at the symposium about how LAOKO is using social media to increase community awareness of mange, report it and recruit

She is also presenting some treatment case studies to the Australian Pesticides and Ve... See More



SOUTHCOASTREGISTER.COM.AU

Good Samaritan saves wombats with household items

A mange epidemic is killing wombats volunteers are fighting back



Get More Likes, Comments and Shares

This post is performing better than 85% of other posts on your Page. Boost this post for \$42 to reach up to 5,500 people.

392 **Boost Post** People Reached Engagements



2 You and 18 others

4 Shares









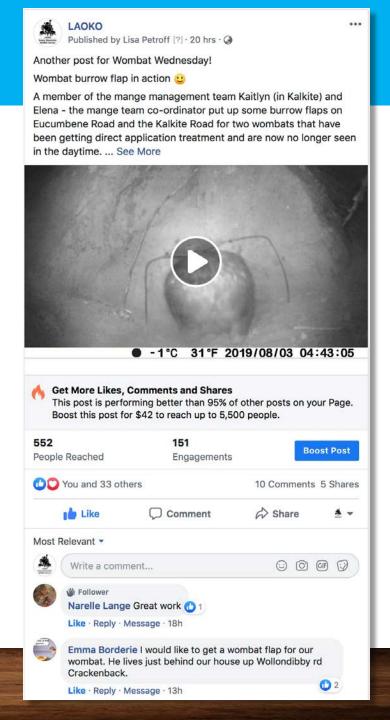


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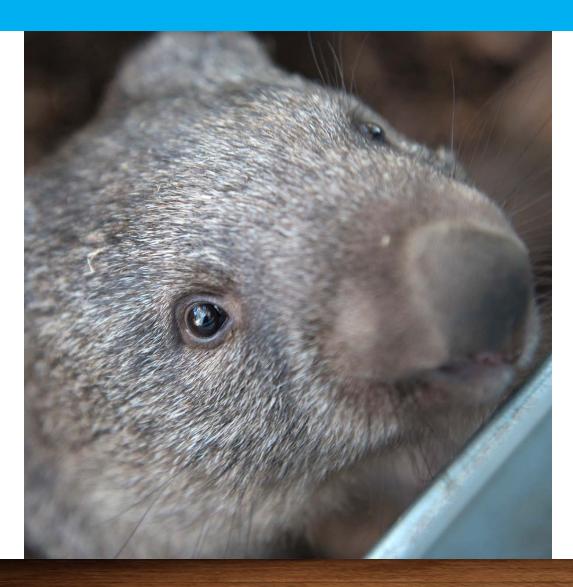
10. Wombat burrow flap action

Another great way to show the public how burrow flaps work!

People reached: 552 Engagement: 151 Shares: 5



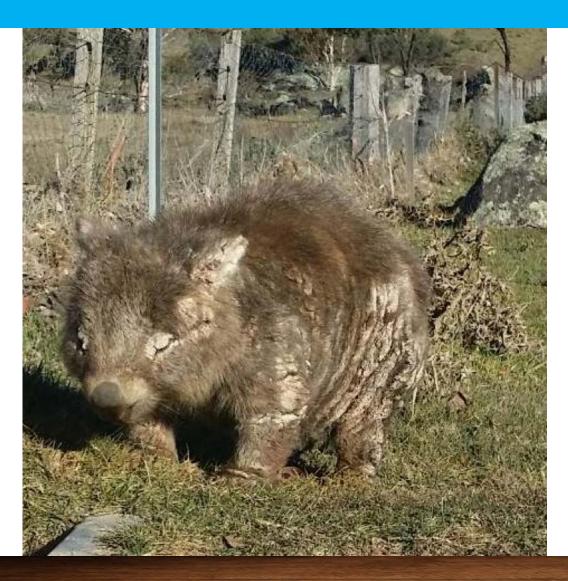
FUTURE SOCIAL MEDIA POSTS



FUNDING

Raise awareness of the cost of mange treatment e.g. Cydectin® chemical, and direct to LAOKO website to donate / ask individuals / organisations to donate / raise funds

FUTURE SOCIAL MEDIA POSTS



NOMINATE MANGE HOTSPOTS

Ask for volunteers' assistance for a burrow flap program.

Invite landholders at those hotspots to be involved.

Landholders already treating wombats will be given first option and contacted privately.

Wombat release sites will be contacted separately also.

FUTURE SOCIAL MEDIA POSTS



- CALL FOR VOLUNTEERS TO HELP WITH BURROW FLAP INSTALLATION AND MONITORING AND MAINTENANCE OVER A 3 MONTH PERIOD FOR 3 YEARS
 - a) Keep the motivation and interest going:

 Continue to post wombats using burrow flaps, show wombats recovering from mange in ongoing treatment
 - b) Thank you / photos of the mange team volunteers– acknowledge their efforts
 - c) Feedback on the mange symposium

Then and now: The mange treatment effort



The mange effort has grown due to:

- social media
- raising awareness
- growing the interest, compassion and commitment
- networking



THEN Pre April 2019

History of mange treatment at LAOKO – how it was done

- Reports of mange made through the emergency helpline
- Patchy, slow, ad hoc response not resourced or co-ordinated, wombat usually euthenased
- Three LAOKO members some training kept a small quantity of Cydectin® which was given out in a small bottle with instructions to give the wombat 5ml
- No follow up

NOV Post April 2019

Number of wombats reported to LAOKO

65

Partnership of two motivated like-minded LAOKO members

- One an enthusiastic and motivated social media person / graphic designer
- New to wildlife groups, not able to care for animals or staff the phone but wanting to help and apply her skills to promote the work of LAOKO and get support from the community

Joined forces with...

- One experienced LAOKO member, former president of LAOKO, representative on NSW Wildlife Council, Wombat Protection Society Australia member, carer, euthanasia, rescue, trained and experienced with mange treatment, journalist, unable to assist with caring or phone roster.
- Mange team established interested LAOKO members / community members

- Dalgety



- Delegation 27 landholders reporting mange have taken responsibility to treat "their wombat" on their property
- 15 locations in the Snowy Mountains region

2 people

- Mange team established / co-ordinator
- Mange team network: 9 locations 18 people who initially reported mange have volunteered to treat wombats that are referred in their locality not just treating wombats on their own property:

- Adaminaby	1 person	- Grosses Plain	3 people
- Bredbo	1 person	- Kalkite	2 people
- Cobbin Creek Estate	3 people	- Snowy River / Ironmungie	2 people
- Cooma	3 people	- Jindabyne	1 person

NOW Post April 2019

Other mange support from the community...

- Cooma Pet Shop
 - Collection point for recyclable materials for burrow flaps
 - Provide mange treatment information brochures
 - Dispense chemical and burrow flaps to people treating wombats
 (authorised by mange co-ordinator chemical log kept)
- Cooma Men's Shed and Nimmitabel Men's shed
 - making burrow flaps
- Local businesses: Blizzard Printing
 - donating recycled corflute for burrow flaps

Long term funding needed costs to date

\$5,935
Chemical Purchase
100L

\$5,500 Fuel / km travelled by mange co-ordinator 10,000 km

\$7,727
TOTAL COSTS

\$1,242

Incidentals - bottles, painter's poles, printing

Observations







- Mange is a slow moving train wreck
- There is time to get on board and turn it around / pull it up
- Unlike a motor vehicle victim where there are only hours to respond or the animal will die
- Community members see it as a welfare issue and want to help
- Community members are fascinated to see a wombat out in the daytime



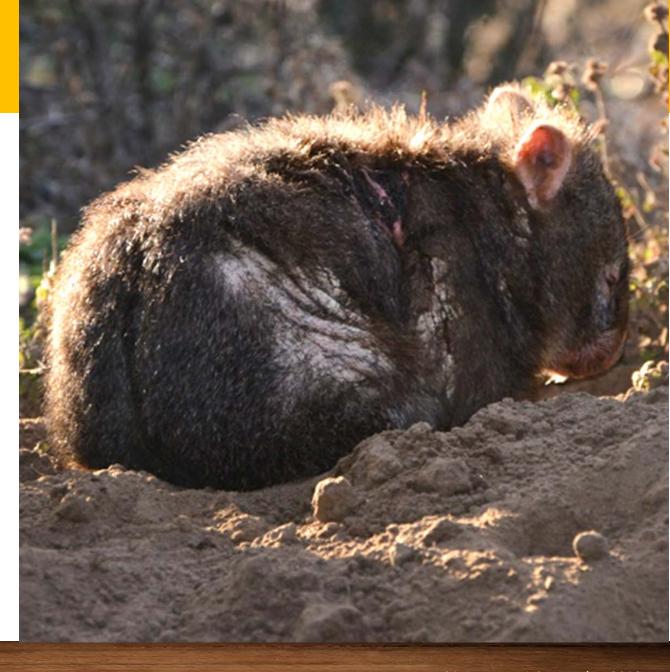
Building capacity - 2 members of the community at Kalkite village joined LAOKO / the mange team to treat this wombat at Kalkite and have gone on to treat other wombats in the area





FUNDING NEEDED – high costs

- Cost to help one wombat with mange about ~ \$180
- Cheaper than raising a joey wombat over 18 months ~ \$1,200



Adult Wombat Case Study by Elena Guarracino using Maximus® (moxidectin 5g/L) 60-80mls weekly for 12 weeks



Mange can be treated

Adult wombat case study

Using Maximus® (moxidectin 5g/L) 60-80mls weekly for 12 weeks

Wombats with mange suffer intense itching, broken skin and open wounds from scratching, dehydration, malnourishment and a slow painful death if not treated.

Mange can be reversed through treatment with an appropriate cattle pour-on that kills the Sarcoptic Mange mite (Sarcoptes scabiei).

Effective treatment requires a weekly application (every 4 days is ideal) of the pour-on either directly with a hand-held pole and/or indirectly through burrow flaps which dispense the pour-on over a 6 week to 12 week period. High dose rates are used – higher than the label rate recommended for cattle.

Burrow dispensers/flaps also treat other wombats in the area, who will probably have mange to some degree.



August 16 (first seen out in the day): with severe mange, unable to see or hear, thick scabs, weeping wounds. Able to get right up to it to directly apply 60ml Maximus® (moxidectin).



September 16 (1 month later): after weekly direct application of the cattle pour-on Maximus® 60-80mls each time. Scabs shedding, healthier skin on sides. Eyes and ears still crusted, some broken/bleeding patches.



October 2 (6 weeks after treatment began): healthy skin and new hair covering the wombat's body. Some dead, crusted skin still being shed, from the ears. Wombat not seen in the day any more. Photo taken at night with a flash.



November 15 (3 months after treatment began): a healthy wombat.

Burrow flaps installed for a further 3 months for prophylactic treatment.

BENEFITS OF TREATING A WOMBAT WITH MANGE

- Stops other wombats getting mange and treats other wombats / prevents mild mange developing into severe mange
- Wombats with mange already have established territory and are more likely to survive to reproduce than hand-reared wombats, who are at a disadvantage and subject to territorial attacks by other wombats with established territory



BENEFITS OF TREATING A WOMBAT WITH MANGE

- Wombat release sites should have an ongoing mange prevention / burrow flap program to reduce the risk of hand reared wombats getting mange
- Networking extends the wildlife community into the general community – reaches out to harness concern and compassion for wombats suffering from mange





Hi lovers of our amazing wildlife....This is part of our wombat MANGE treatment program 💜 💜

This little fella had lost a lot of fur, but slowly but surely, with some continuous treatments, it is starting to look a lot healthier 3

Its eyes & ears were covered with MANGE...horrible parasite, but looks like we are winning this slow battle & its fur is growing back $\[Einstellaok]$

The burrow flap has the treatment in a lid & pours onto the wombat as it enters or exits the burrow...in this case its a drain!!!!

A massive THANKS \downarrow to all helping hands (&eyes), especially Elena, Laura, Malika & Lisa & many more volunteers $\mathfrak{G} \otimes \mathfrak{G}$ — with Elena Guarracino and 2 others.



Swimming against the tide help needed to make headway with mange

- Funding / subsidise chemical pour-on, volunteer expenses
 - Better treatment programs
 - Research for prevention and cure
 - Involvement of government and local communities
- Ongoing education for landholders, residents and wildlife groups through multiple media platforms

Continue to build capacity to act





