



FREQUENTLY ASKED QUESTIONS

What do Campground Hosts do?

Campground Hosts play a very important role in the visitor experience of the Fitzgerald Biosphere Coast region as you are the link between Shire of Ravensthorpe rangers and campers. The role is seen as the 'public face' of the Shire to campers and are often the first point of contact for visitors to the area.

The activities that hosts undertake can differ from day to day, but in general, hosts carry out some or all of the following activities:

- welcome campers
- outline camp site rules, facilities and activities
- control and regulate camping in accordance with the number of designated camping bays available.
- provide general information and answer visitor enquiries
- monitor camp site usage by maintain a register of campers
- ensure camping fees are paid
- provide basic information about local attractions directing visitors to the visitor information services in Hopetoun and Ravensthorpe (Monday-Friday)
- liaise with Shire Rangers and some staff regarding site conditions, facilities and visitor management, campground site availability
- check on campground facilities – ablution blocks, BBQ's (where applicable), and ensure the campground is kept tidy
- cleaning and restocking of ablution blocks
- Notify campers when a total fire ban has been declared.
- and may assist staff with light maintenance tasks that may include rubbish removal and cleaning of campground facilities

What Campgrounds are included in the program?

The Shire of Ravensthorpe's Campground Host Program currently runs during our peak periods which is from October through to May for Masons Bay and Starvation Bay campgrounds and for a shorter period at the Hamersley Inlet Campground. If the program is successful extending the program outside of this period will be reviewed and considered.

How do I become a campground host?

You will need to fill out an application form first and then read through any further information provided to you. A brief telephone interview will be held and if you are successful in being selected for the position, you will then be required to complete an induction that will include basic training around OHS and information about the region.

You will be required to have or willing to obtain a Working with Children Check and a National Police Check prior to commencement. Although not compulsory, it would be advantageous if you have completed some First Aid training.

You will then be provided with a Camp Host kit in readiness for your placement. In addition, you will be given a local site induction and task briefing from the Shire Ranger at an agreed time of arrival.

The Shire requires a commitment of a minimum of four (4) weeks.

Do I need to pay the costs associated obtaining a Working with Children Check and Police Clearance?

Yes, this is your responsibility. It is important to note that costs associated with these checks are much lower for volunteers.

How much time do I need to commit to hosting and what are the hours of duty?

During a placement, you are not expected to be on duty 24 hours a day. The hours of duty will vary from day to day, but generally the hours will reflect: Morning and Evening checks of the grounds, ablutions and additional time if the Rangers request any further checks. The time taken will vary depending on how busy the grounds are. It is preferable to allow time when park visitors are seeking assistance or information to plan their day. When you are not required to be on hand, it is the perfect time for some rest and relaxation by exploring the Fitzgerald Biosphere Coast and surrounds. You can find out more about the region and what it offers on www.fitzgeraldcoast.com.au

What skills do I need to become a campground host volunteer?

Camp Hosts are generally people who love the outdoors and have a passion for sharing this with other people. The role requires a calm and friendly disposition, good levels of health and fitness, reasonable level of self-reliance, a willingness to adhere to Shire policies and well-developed interpersonal skills in order to provide information to visitors and work through issues if they arise. If you have all of these personal traits and no previous experience as a Camp Host, we encourage you to apply.

What happens if I encounter difficult people that do not want to follow the campsite rules?

Occasionally hosts may come across difficult people or may receive complaints. If a situation occurs which causes a problem, hosts should contact the Shire Ranger for instructions. You need to ensure your own safety first in all situations.

Hosts **DO NOT CARRY OUT COMPLIANCE OR LAW ENFORCEMENT ACTIVITIES** – this is the role of the Shire Ranger. The host's role is someone who can offer assistance where needed, ensure payment of camp fees, give friendly information and general advice to visitors. At times, the Camp Hosts may need to notify campers that a Total Fire Ban is in place or that it is noted that fees have not been paid. Should you be ignored, this is then escalated to the Rangers.

What does the Shire of Ravensthorpe provide and what do I provide?

You will need to bring your own caravan or camper trailer and your own transport to the hosting location. You will also need to bring your own personal items, food and drinks, cooking and sleeping gear, and a good sense of humour!

The Shire of Ravensthorpe will provide you with some training through an induction and cleaning equipment and supplies needed to undertake your duties safely (eg notebook, gloves, etc). You will also be provided with a suitable camp site.

The Shire of Ravensthorpe will contribute by supplying campground hosts for Masons Bay, Starvation Bay and Hamersley Inlet Campgrounds with a weekly top up of fresh water up to 600L a week and a gas bottle replacement once a fortnight. There is also shared access to a satellite telephone for emergency use during the term of the appointment which must be returned at the end of the stay.

What if I cannot continue in my role as Camp Host?

If you are resigning from the campground host role, you **must provide five days' notice in writing and will need to return all items and equipment** that was provided to you.

What happens if there is an emergency at the campground?

Site specific emergency and incident procedures will be discussed during your site induction.

Where can I refer visitors to if they are seeking tourism information?

Visitor information about the Fitzgerald Biosphere Coast region and surrounds can be obtained from various local businesses in Hopetoun, but visitors should be directed (Monday-Friday) to the Fitzgerald Coast website or to visit the self-service Visitor Information section available in the Hopetoun Community Centre building:

Hopetoun Community Centre foyer
46 Veal Street, Hopetoun
Monday to Friday 9am – 4pm
Ph: 0400 499 267 (Tourism Officer) / (08) 9838-3062
(Hopetoun CRC)

www.fitzgeraldcoast.com.au / @fitzgeraldbiospherecoast (Facebook and Instagram)



In addition there is a visitor centre in Ravensthorpe (only available Monday-Friday)

Ravensthorpe Visitor Centre and Museum
Morgans Street, Ravensthorpe
Monday to Friday 10am-4pm
Ph: (08) 9838-1191

Where can I find information about the Fitzgerald River National Park?

Information is available on DBCA's website: [Fitzgerald River | Explore Parks WA | Parks and Wildlife Service \(dpaw.wa.gov.au\)](http://www.dpaw.wa.gov.au) or via the Fitzgerald Coast website where the latest road condition report is also available [Road Closures » Fitzgerald Coast](#) (changes to this information is also notified via the Fitzgerald Biosphere Coast Facebook site).