



## **VOLUNTEER CAMP HOSTS FREQUENTLY ASKED QUESTIONS**

### **What do Campground Hosts do?**

Volunteer 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 and ensure that they have a valid booking
- provide guidance if required, to the location of the Shire's booking site (SpacetoCo) and basic assistance on how to book.
- outline Campfire and Campsite Rules, facilities and activities
- control and regulate camping in accordance with the camp rules including designated camping bays booked (as provided in the booking report)
- help manage our No Show Policy by notifying the Tourism Officer if a camper fails to arrive overnight of their booking.
- provide general information and answer basic visitor enquiries
- monitor camp site usage by maintaining the register of campers
- ensure campers have booked the site they are occupying
- 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.
- 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 and ensure that there are no campfires when a Total Fire Ban has been declared.
- assist staff with light maintenance tasks that may include rubbish removal and cleaning of campground facilities
- ensure dogs are kept on leash at all times within the campground and in designated areas (map will be provided)

### **What campgrounds are included in the program?**

The Shire of Ravensthorpe's Volunteer Campground Host Program runs all year round at all three of Shire's campgrounds located at Hamersley Inlet (Fitzgerald River National Park), Mason Bay and Starvation Bay. The priority and focus are placements during the

peak periods which is from October through to May. You can apply for a camp host role at any time throughout the year but there are minimum requirements.

### **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 may be held and if you are successful in being selected for the role, you will then be required to complete an induction that will include basic training around safety (OHS), how to maintain the ablution blocks and general information about the region. You will be required to have or willing to obtain a Working with Children Check (valid for 3 years) 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 a Shire Ranger at an agreed time of arrival.

### **Do I need to pay the costs associated with 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?**

The Shire requires a commitment to host for a minimum period of four (4) weeks but your availability to undertake longer hosting periods will be looked upon favourably.

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 rounds (cleaning of ablutions), possibly around noon (checkout period) and evening checks of the grounds, and additional time if the Rangers request any further checks. The time taken will vary depending on the number of visitors checking in and out of the grounds.

When you are not required to be on hand, it is the perfect time for some rest and relaxation by exploring the region and surrounds. You can find out more about the Fitzgerald Biosphere Coast and what it offers visitors on our tourism website: [www.fitzgeraldcoast.com.au](http://www.fitzgeraldcoast.com.au) .

For longer term Camp Hosts or during off-peak booking periods you may request time to be absent from the campgrounds for a few days which should be discussed with the Tourism Officer before your placement or with a minimum of two week's notice, to enable the Shire to find resources to cover the role. It is not encouraged during peak holiday periods or over public holidays and if camp hosting over the summer school holiday period, you are required to be on site for the Christmas through to New Year period and Australia Day public holiday.

### **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 but no previous experience as a Camp Host, we encourage you to still 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 by calling the Shire office 9839 0000 (during office hours) or the duty ranger's after hours mobile. It is important 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 campers have booked and locate at the correct site, 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 and campfires are not permitted or you may need to ask to see proof of booking. Should you be ignored or the camper fails to heed your directions, 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 with a weekly top up of fresh water up to 600L a week and for longer term camp host's (staying 2 months or more) a 9kg gas bottle will also be provide. You will also be provided with a satellite telephone **for emergency use** during the term of the appointment which must be returned with any unused/empty gas bottle at the end of the stay.

## **Are the camp host position transferable across the 3 campgrounds?**

Not during your placement, unless previously agreed. If you are interested in hosting across the campgrounds you should indicate this at the time of application and we will try and accommodate you depending on availability. You can during your placement indicate an interest to extend your stay in the region by hosting another campground, which would be subject to the position being vacant.

## **Is the water provided for drinking?**

The water is for your normal daily use and can be used for drinking and washing.

## **Is power supplied?**

No. The campgrounds are all unpowered sites located within a bush setting.

## **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.

### **Are pets allowed?**

Yes. Dogs must be kept on a lead within the campgrounds and any designated areas and comply under relevant Acts, Regulations and Bylaws. Dogs may be off lead on the beach (excluding any areas designated by the Shire).

### **When are the BINS collected?**

Collection of the bins vary in frequency throughout the year. During peak summer periods, bins are collected once a week, Thursday's usually in the morning. If the bins are full, encourage patrons to place rubbish within a rubbish bag (we will provide you with black rubbish bags) and neatly place alongside the skip bins. In these instances, you will need to assist the Cleanaway driver to help load the bags into the truck.

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

Visitor information including maps 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 visit the self-service Visitor Information Hub within the Hopetoun Community Centre building (located in town opposite the Police Station) or the Fitzgerald Coast website:

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



[www.fitzgeraldcoast.com.au](http://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 Saturday 10am-4pm  
Ph: (08) 9838-1191

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

Unfortunately, DBCA do not have any brochures or maps for us to hand out on the Fitzgerald River National Map. This information is available on their Explore Parks WA (DBCA) website: [Fitzgerald River | Explore Parks WA | Parks and Wildlife Service \(dpaw.wa.gov.au\)](http://Fitzgerald River | Explore Parks WA | Parks and Wildlife Service (dpaw.wa.gov.au)) or can be download from the Fitzgerald Coast website or from the Tourism Touchscreen in Hopetoun's Visitor Information Hub (open Monday to Friday 9am-4pm) 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).

### **I'm still unsure of a situation, who do I speak to?**

Your first point of contact is the Tourism Officer on 0400 499 267. If the matter relates to non-compliance and needs the assistance of a ranger, please contact the Shire Office 9839 0000 in the first instance and ask to speak to the Ranger (as roster varies).

However, **if the matter is urgent** and you see that a situation is escalating, please contact the Senior Ranger, Michaela Pritchard.