

Campground Host Policy & Procedures



Objective

Volunteering as a Campground Host is a fantastic way to see our magnificent camping grounds while at the same time providing a valuable service to other campers and the City of Albany.

Campground Hosts get to enjoy working in some of Albany's most amazing wilderness areas, learning about the local environment and helping others to experience all that our camp grounds have to offer.

Policy Statements

- A. All volunteers will receive training and ongoing support from City of Albany staff.
- B. Volunteer Campground Hosts:
 - Provide a friendly contact point for both City of Albany staff and the public at popular campgrounds.
 - Provide orientation to new arrivals and general information on the area and its attractions to campers
 - Provide information to campground visitors and day visitors as well as ensuring that the campground is a safe place for all.
 - Provide assistance towards the day to day management of our campgrounds.
 - Record information of visitors to the campgrounds.
 - Assist our Reserve Officers with education and interpretive activities where required.
 - Alert the Reserves Officers during normal business hours or the Call Centre after hours to disturbances or breaches of campground regulations and keep records of serious issues.

- Alert the police or other emergency services regarding serious issues.
- Must be self-motivated, have a good level of fitness as some of the campgrounds are in remote locations, have excellent communication skills and experience in camping. Applicants must be 18 years or over to apply.

- C. Volunteer Campground Hosts are to be provided with access to free camping, high visibility vest(s) and support whilst in the campground as well as information and training to ensure that they are safe and understand the requirements of becoming a Campground Host volunteer. For more detailed information, please refer to the position description below.

Scope

This policy and procedure applies to the administration of Campground Hosts.

Legislative and Strategic Context

The City must implement, policies in relation to volunteer work and to provide volunteers with adequate training and supervision.

This policy and procedure aligns with the *City of Albany Nature Based Camping Strategy & Action Plan (2018-2022)*.

Review Position and Date

This policy and procedure must be reviewed every three years.

Associated Documents

Related strategies, procedures, references, guidelines or other documents that have a bearing on this policy and that may be useful reference material for users of this policy:

- Annex A – Volunteer Role Description: Campground Host
- Annex B – Campground Host Enquiry Form
- Annex C – Rights and Responsibilities of Volunteers
- Annex D – Induction Training
- Annex E – Emergency Phone Numbers
- Annex F – City of Albany Volunteer Application Form (Generic) – Distributed Separately

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Annex A - Volunteer Role Description: Campground Host

Introduction

Campground Host volunteers offer a friendly point of contact for visitors to some of Albany's most popular camping destinations.

Volunteers assist City's Reserves staff by providing campground orientation, up to date information, minor campground maintenance and a direct link between visitors and City staff. Becoming a Campground Host provides you with a unique holidaying experience in some of Australia's most beautiful landscapes, engaging with diverse visitors from all backgrounds.

The City of Albany's approach to campground management underpins the **Campground Host Program** promoting an opportunity to connect volunteers with nature to improve management of the campgrounds, visitors and wider community.

Tasks and responsibilities

Campground Host Volunteers:

- Provide a friendly contact point for visitors at popular campgrounds areas.
- Provide orientation when campers arrive, assisting in campsite allocation, check in and recording numbers of campers.
- Provide campground information and interpretation to the visitors.
- Provide information on surrounding areas and attractions.
- Ensure that the campground is a safe place for all.
- Alert the Reserves Officer during normal business hours or the Call Centre after hours to disturbances or breaches of campground regulations and keep records of serious issues.
- Alert the police or other emergency services as directed/required.

- Ensuring the professional presentation of the City of Albany through wearing the allocated Campground Host vest whilst on duty
- Other duties as required with the appropriate permission from the City of Albany Reserves staff

Campground Host Volunteers do not:

- Enforce any camp site Regulations
- Collect camp fees
- Handle or distribute cash for bookings, wood, ice, activities etc.
- Enter into a dangerous or confrontational situation with campers, visitors or staff
- Undertake repair of assets or other park infrastructure without prior approval from the allocated City Reserves Officer

Key skills/abilities

The Campground Host Volunteer must:

- Have a positive and friendly attitude
- Have strong communication and interpersonal skills
- Hold a valid driver's licence
- Have their own lockable and secure accommodation (eg. Caravan or camper-trailer; no tents)
- Demonstrate ability to solve minor problems or refer them on
- Be self-motivated and work with minimal supervision
- Have demonstrated experience camping and be able to camp at designated campgrounds for a period of 6-8 weeks' minimum
- Have an interest in connecting with nature
- Enjoy liaising with people from all backgrounds
- First Aid Certificate is highly desirable
- Be 18 years and over (children under 18 can accompany adults however they cannot volunteer as a Host)

Training and Induction

All Campground Host volunteers will be inducted by City of Albany Reserves staff upon arrival. This ensures that volunteers have the knowledge and skills to provide information to campers and visitors in a professional manner.

Note: Returning inducted Campground Hosts may only be required to have an induction update.

Supervision

Campground Host Volunteers will meet relevant City of Albany staff before they start in their role.

Depending on the location, supervision will vary, however volunteers will be provided with appropriate support as required to undertake the role effectively. Outside of business hour issues are to be reported to the Call Centre. NB: matters of criminal activities are to be reported directly to the Western Australian Police (WAPOL).

Location

Campground Hosts are placed at campgrounds that have been identified by City of Albany staff as popular sites. The City of Albany cannot assist with transport to locations so a driver's licence and vehicle is a mandatory requirement.

Commitment

Volunteers are required to spend a defined amount of time (usually 4hrs in the morning and 2hrs in the evening) per day at the designated campground. Peak times for volunteer activities are usually in the mornings and early evenings therefore you will have the opportunity to explore the site you are camping in as well as the surrounds.

Uniform

The City of Albany will supply a Campground Host a high visibility vest and hat that must be worn while undertaking the role. This can be worn over the top of your everyday clothing, however, sunscreen should also be applied even on days when it is cloudy to avoid sun burn.

Health

A good level of fitness and health is expected.

Companions

Campground Host volunteers have the option to have family or friends camp with them (depending on size of site). If applying alone, the City will likely allocate a second volunteer to the campground for safety.

Dogs are permitted at all of the campgrounds (with the exception of Cape Riche), however must be kept under control at all times. No other domestic pets, such as cats or birds, are allowed.

NB Camp hosts can only have family/friends camping with them on their allocated site. Additional sites cannot be reserved for visiting family or friends.

Camping Equipment/Food/Transport

The City of Albany does not supply any form of camping gear or equipment needed to undertake the role; or other personal items required when camping. Transport must be of own accord to and from locations. A set allowance will be provided for food and fuel as required.

Volunteer liability and insurance

Generally speaking, the City of Albany will be liable for anything a volunteer does in good faith when doing work organised by the City.

The City of Albany (the City) will generally not be liable for acts of volunteers where the volunteer:

- acts outside the scope of the work organised by the City;
- acts contrary to instructions given by the City; or
- is unable to do their work in a proper manner because his or her actions were significantly impaired by alcohol or non-therapeutic drugs.

The potential liability highlights why the City implements policies in relation to volunteer work and to provide volunteers with adequate training and supervision.

The City can instruct the Camp Hosts to vacate at any time for breaches of this position description.

Personal Insurance

Campground Hosts are responsible for ensuring their vehicle, camping accommodation and property are fully insured.

The City takes no responsibility for damage to vehicles, camping accommodation or property.

Note: The City will not be liable for damage incurred to host vehicles exploring surrounding areas.

Annex B - Campground Host Enquiry form

The first step to becoming a Campground Host is to let us know a bit about your skills and experience and select your preferred dates and locations. Once we've received your details someone from the City of Albany will contact you.

You will then complete a more detailed application and once accepted you will attend training in Albany.

Questions marked with an asterisk require a response*

Name*:

Postal address*:

Contact number*:

Contact number (2):

Email*:

Preferred location:

Preferred dates:

What skills, experience and interest can you bring as a Campground Host volunteer?
(Minimum 100 words) *:

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Have you volunteered before? If so, please describe.

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Annex C – Rights and Responsibilities of Volunteers

Source: www.commerce.wa.gov.au

Volunteering Western Australia has developed a list of volunteer rights and responsibilities which include:

Volunteers have a right to:

- choose the types of activity in which they wish to be involved;
- be adequately covered by insurance;
- receive orientation, training and ongoing support;
- receive reimbursement of authorised out-of-pocket expenses; and
- say 'no' when they cannot commit to a task.

Volunteers have a responsibility to:

- work in accordance with health and safety laws;
- work in accordance with instructions and rules (of the association);
- notify the association if they are unable to attend work;
- be willing to undertake training and supervision;
- maintain confidentiality and be non-judgemental; and
- say 'no' when they cannot commit to a task.

Annex D – Induction Training

An induction will be held onsite to ensure you are familiar with the role and duties of the position including Workplace Health and Safety policy and procedures.

A site specific induction package will be provided to Camp Hosts at each site as part of the onsite induction.

Annex E – Emergency Phone Numbers

EMERGENCY TELEPHONE NUMBERS	
Fire / Police / Ambulance	000
Albany Police (24 hours)	9892 9300
Hospital	9892 2222
SES (Duty Officer)	0417 946 879
Dept. of Emergency Service (Regional Headquarters)	9845 5000
Dept. of Minerals & Energy	9222 3333
Explosives Dangerous Goods	9222 3380
Poisons Information Centre	13 11 26
Depot After Hours	6820 3940
Duty Ranger	6820 3999
Natural Reserves Supervisor	0437 613 230

Annex F – City of Albany Volunteer Application Form (Generic)

Distributed Separately