

## *Frequently asked questions*

### ***What do Campground Hosts (CGH) do?***

CGH's are the link between Department for Environment and Water (DEW) rangers and campers. They are the 'public face' of national park camping in SA and are often the first point of contact for visitors to the park. The activities that hosts undertake can differ from park to park, but in general, hosts carry out some or all of the following activities:

- welcome campers
- outline camp site rules, facilities and activities
- provide general information and answer visitor enquiries
- monitor camp site usage
- provide information about local flora, fauna and natural attractions
- liaise with rangers/park staff regarding site conditions, facilities and visitor management
- check on campground facilities – toilets, bbq's, and ensure the campground is kept tidy
- and may assist staff with light maintenance tasks that may include rubbish removal and cleaning of campground facilities

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

In SA, the parks participating in the Campground Host Program can change depending on the requirements of each park and resources available.

#### **Participating parks may include:**

- Deep Creek Conservation Park
- Flinders Chase National Park
- Murray River National Park
- Naracoorte Caves National Park
- Lincoln National Park
- Coffin Bay National Park
- Ikara-Flinders Ranges National Park
- Witjira National Park
- Innes National Park
- Mount Remarkable National Park

### ***Can I host at any of the participating parks?***

The parks that you can host at will depend on your availability, your skills and experience, your level of self-sufficiency and park requirements during peak times.

### ***How do I become a campground host?***

You will need to fill out the online application form first and then read through any further information provided to you. You can then contact the program coordinator to arrange an interview time.

If you are successful in being selected for the program, you will then be required to complete some basic online training around induction and WHS, any other training requirements such as First Aid, a Working With Children Check, and a National Police Check.

You will then be provided with a uniform and host kit and are ready for your first hosting placement!

At each placement, you will be given a local site induction and task briefing from the supervising park staff at an agreed time of arrival.

***Do I need to pay the training costs?***

If you do not have a current First Aid certificate, you will be required to complete accredited First Aid training before commencing duties at your cost (*Provide Frist Aid* or higher).

Any further training from this point will be at no cost to you, DEW will cover it.

***Do I need to pay for a Working With Children Check?***

No. The screenings are through Dept. Human Services (DHS) and are free for volunteers.

***Am I expected to perform first aid if required as part of my duties?***

No. Hosts are required to complete accredited first aid training before commencing hosting duties, but hosts are not expected to render first aid as part of their duties and responsibilities.

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

The extent of a host's commitment to the program is negotiated between hosts and the CGH Program Coordinator. Generally a commitment of at least 2-3 years with at least two hosting placements each year is appreciated, however we understand that circumstances can change.

During a placement, you are not expected to be on duty 24 hours a day. The hours of duty will vary from site to site, but generally the hours will reflect the 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 park and surrounds.

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

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, a reasonable level of self-reliance, a willingness to adhere to DEW policies, and well-developed interpersonal skills in order to provide information to visitors and work through issues if they arise.

***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 host supervisor (park 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 park ranger. The host's role is someone who can offer assistance where needed, give friendly information and advice to visitors.

***What does DEW provide and what do I provide?***

You will need to bring your own caravan, camper trailer or tent 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, the provided uniform and other appropriate clothes, and a good sense of humour!

DEW will provide you with all training and induction requirements (after coming on board with a First Aid certificate), all equipment and personal protective equipment needed to undertake duties safely, and a CGH kit (includes first aid kit, notebook, gloves etc). You will also be provided with a suitable camp site.

DEW **may** also contribute to the cost of fuel for travelling to and from your hosting site and any travel required in your own vehicles while performing hosting duties. You can ask the CGH Program Coordinator for further details regarding reimbursements.

If you ever resign from the Campground Host program, you will need to return all uniform 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 site induction.