

Herron Point Camp Host Frequently Asked Questions



What do Camp Hosts do?

Camp Hosts play a pivotal role in the visitor experience of the Shire of Murray and the Peel Region as you are the link between Shire of Murray 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 Camp Hosts undertake can differ from day to day, but in general, Camp Hosts carry out some or all of the following activities:

- welcome campground patrons;
- provide information to campground patrons about campground conditions of stay, facilities, local attractions, events and providing visitors on the location of visitor information services, as required;
- monitor camping and camping sites to ensure the compliance with campground conditions of stay and in accordance with the number of designated camping bays available;
- provide general information and answer enquiries from campground patrons;
- if required, monitor camp site occupancy and ensure camping fees are paid by routinely checking online booking system;
- liaise with relevant Shire staff regarding any issues, site conditions, facilities and patron and visitor management, and campground site availability;
- check on campground facilities – ablution blocks, BBQ's (where applicable), and routinely and when required, clean and restock ablution blocks and ensure the campground are kept clean and tidy;
- assist with light maintenance tasks that may include rubbish collection, watering of plants, weeding;
- Ensure campground patrons do not light fires except for fully encapsulated gas appliances used for cooking.

What Campgrounds are included in the program?

The Shire of Murray's Camp Host Program is only currently available for Herron Point Campground all year around, however the Shire may look at extending the program into other Shire managed campgrounds in the future.

How do I become a Camp Host?

You will need to read through any additional information provided to you and if you consider that you can fulfill the Camp Host Role and Responsibilities each Camp Host is to then complete the Expression of Interest form and submit it to the Shire. A brief interview will be arranged with you and if you are successful in being selected as a Camp Host, you will then be required to complete an induction that will include some basic training about the Shire of Murray, Work Health and Safety, information about the position and the region.

You will be required to have or be willing to obtain a Working with Children Check and a National Police Check prior to commencement. Although not compulsory, it would be seen as an advantage if you have completed First Aid training. You will also be given a local site induction and task briefing from Shire staff at an agreed time.

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

No, the Shire will arrange for you to complete the WWCC and National Police Clearance forms and will pay and undertake the obtaining of the WWCC and National Police Clearance Check for you.

You will not be permitted to commence in your Camp Host role until all necessary checks have been completed and when contacted by the Shire to arrange a commencement date.

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: Available at campground patron arrival time (10am) and departure time (2pm), morning and evening checks of the grounds, ablutions and any additional times if Shire staff request any further checks. The campground is normally very busy during weekends, public holiday weekends, school holidays, Easter and Christmas/New Year. The time required will vary depending on how busy the campground is. 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 Herron Point and surrounds. You can find out more about the region and what it offers via the following links –

[Pinjarra - Accommodation and Things To Do - Destination Murray](#)
[Herron Point - Visit Pinjarra \(destinationmurray.com.au\)](#)

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 campground patrons and visitors and work through issues if they arise. If you have all of these personal traits we encourage you to apply.

What happens if I encounter difficult people that do not want to follow the Campground Rules?

Occasionally Camp Hosts may come across difficult people or may receive complaints. If a situation occurs which causes a problem, Camp Hosts should contact the Shire staff on the emergency phone numbers provided to seek further instructions. You need to ensure your own safety first in all situations.

Camp Hosts Do Not Carry Out Compliance or Law Enforcement Activities – this is the role of Shire staff or the Police. The role of Camp Host's is to offer assistance where needed, if required, confirm payment of camp fees, give friendly information and general advice to campground patrons and visitors.

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

Camp Hosts are expected to be fully self-sufficient. You will need to bring your own caravan or camper trailer and your own transport to the Herron Point Campground. You will also need to bring your own personal items, food and refreshments, cooking and sleeping gear.

The Shire will provide training through the Shire's formal induction process, site induction at the campground, the equipment and supplies needed to undertake your responsibilities safely. You will also be provided with a suitable unpowered camp site. The Shire will also provide a tablet for checking campsite bookings and a mobile telephone for business use and for any emergencies. These items will need to be returned to the Shire in good order at the end of the agreed Camp Host period.

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

If you are resigning from the Camp Host role, you **must provide a minimum of 14 days' notice in writing and will need to return all items and equipment** that were provided to you.

What happens if there is an emergency at the campground?

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

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

For Visitor information about the Shire of Murray and the Peel Region and surrounds can be obtained from [Pinjarra - Accommodation and Things To Do - Destination Murray](#) or [Visit Dwellingup - Where Trails Meet in Western Australia \(destinationmurray.com.au\)](#).

Details for the Dwellingup Trails & Visitor Centre if visitors wish to obtain additional information:

DWELLINGUP TRAILS & VISITOR CENTRE

Marinup Street
Dwellingup WA 6213
Phone: +61 8 9538 1108
Email: dtvc@murray.wa.gov.au

Open Daily 9am-4pm
Closed Christmas Day