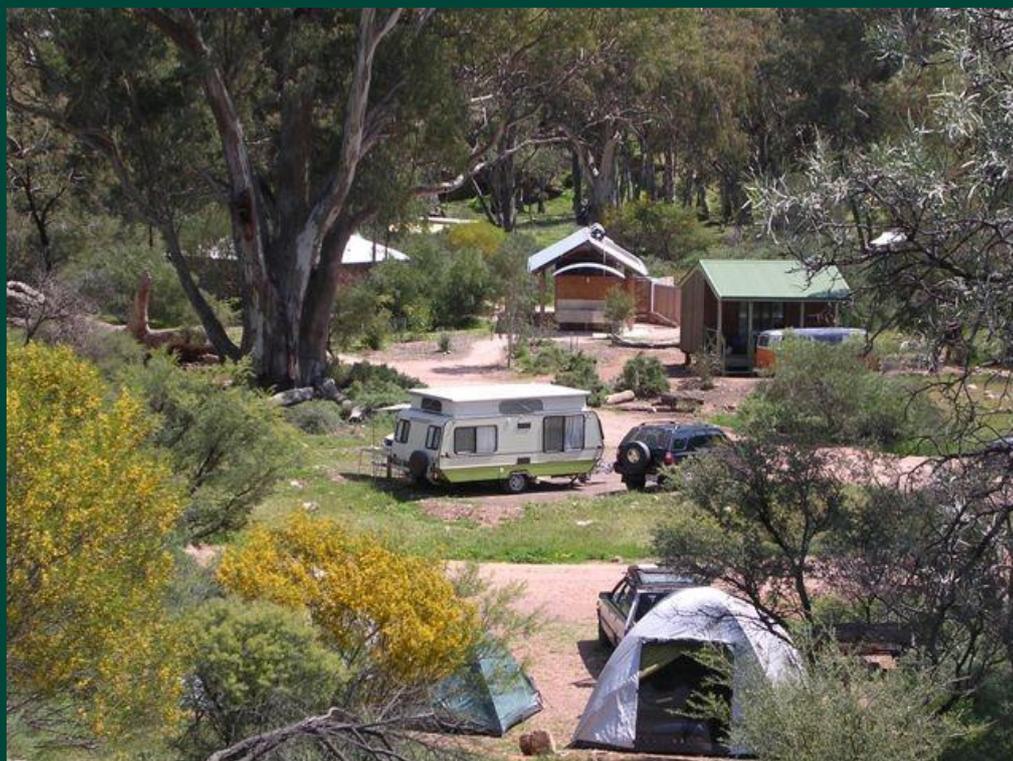




Campground Host Program

Volunteer Handbook

July 2022



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Background

The Department for Environment and Water (DEW) is responsible for establishing and managing parks and reserves in South Australia.

This protected area system includes all reserves proclaimed under the **National Parks and Wildlife Act 1972** (the NPW Act), the **Wilderness Protection Act 1992** (the WP Act) and conservation reserves dedicated to the Minister under the **Crown Land Management Act 2009**. In total there are 360 gazetted crown land parks and reserves across the State.

National Parks and Wildlife Service South Australia is a Division within DEW and is responsible for the management and preservation of national parks natural and cultural assets.

The Campground Host Program plays a valuable role in helping manage and promote our parks and conserving the parks biodiversity.

The program aims to:

1. Inform the general public about SA National Parks, encourage visitation, and improve visitor experience.
2. Support National Parks staff in providing excellent customer service to our guests.
3. Support National parks staff in maintaining the State's parks and reserves.

The 'Campground Host Program Handbook' is designed to provide DEW volunteers with an easy to use reference guide for their involvement with the program.

“Volunteering is time willingly given for the common good and without financial gain.” - 2015,
Volunteering Australia's Definition of Volunteering

The Campground Host Program

Campground hosting began in South Australia in 1985, modelled on a scheme that had been successfully operating for five years in California's Joshua Tree National Park. The benefits were clear - visitors were made welcome, their stay was enriched, and Rangers were able to devote time to other park management duties.

Since then, Western Australia, Northern Territory, Victoria, New South Wales and Queensland have also developed their own programs.

The South Australian Campground Host Program offers volunteers the opportunity to share their love of the outdoors and camping with like-minded adventurers. Campground Hosts (CGH) welcome travellers in iconic parks across the state, from Witjira National Park in the far north to Deep Creek National Park on the Fleurieu Peninsula, to Naracoorte Caves in the south east. With friendly smiles, practical tips, and a wealth of information about the flora, fauna and natural attractions around the area, hosts are highly regarded by park visitors and park staff are always pleased to have them on site.

In South Australia, the parks participating in the Campground Host Program can change depending on the requirements of each park, resources available and priorities at the time.

Participating parks may include:

- Deep Creek National Park
- Murray River National Park
- Naracoorte Caves National Park
- Coorong National Park
- Lincoln National Park
- Coffin Bay National Park
- Ikara-Flinders Ranges National Park
- Witjira National Park
- Dhillba Guuranda -Innes National Park
- Mount Remarkable National Park
- Lashmar Conservation Park.

Types of hosting

There are a few different types of hosting opportunities:

- **Standard hosts** - stay in park campgrounds for a few days to a few weeks during peak visitation periods i.e. school holidays and long weekends. These parks are easily accessible and well serviced. Most hosting opportunities fall into this category.
- **Remote area hosts** - stay in park campgrounds for a few weeks to a few months at a time in remote areas of the state. Opportunities in this role are limited and very dependent on a volunteer's skills and experience.
- **Caretaker hosts** - have the opportunity to provide longer term assistance beyond campgrounds, and support staff to achieve positive outcomes in the maintenance of parks or areas with limited resources and possibly heritage assets. Opportunities in this role are very limited and dependant on a volunteer's skills and experience.

Who are campground hosts?

CGH are volunteers who love the natural environment, are interested in its conservation, and have a passion for sharing this with other people. They volunteer their time to train with DEW in order to carry out a variety of tasks associated with DEW parks and campgrounds throughout South Australia.

Hosts are people with a sense of adventure who enjoy the outdoors; they are resourceful and reasonably self-reliant and capable of working through issues as they arise. The role requires friendly people with well-developed inter-personal skills, who get on well with people from all walks of life. Hosts generally have good levels of health and fitness. The program is ideal for people of all ages, including retirees, grey nomads, families, couples, friends or individuals who love the South Australian bush.

Hosts bring their own caravan, camper trailer or tent to set up in the park for an agreed length of time. The role of host is significant as they are often the first and sometimes the only contact between the park visitors and DEW.

Good hosts generally share a few attributes:

- good communication skills
- calm disposition
- ability to relate to and appreciate people
- a willingness to learn about the local environment
- a liking for National Parks and Reserves
- a willingness to talk to and provide information to visitors
- prepared to work with minimum supervision
- a commitment to stay with the program for at least 2-3 years

A good sense of humour can also prove useful particularly when everything seems to go 'pear shaped'.



Some of our sites are a considerable distance from populated areas. Consequently, hosts who take placements in remote areas must be able to cope with isolation and demanding climatic extremes for extended periods; and need to be reasonably self-sufficient when it comes to maintaining and repairing equipment.

Becoming a campground host

Initially people who are interested in becoming a host fill out an expression of interest form via the Parks SA website <https://www.parks.sa.gov.au/volunteer/campground-hosts-program/becoming-a-campground-host>. You can also access the expression of interest form [through Better Impact](#) or contact the program coordinator via the contact details below, who will provide you with the link. After completing the form and reading through all the information, prospective volunteers who wish to progress their application should contact the program coordinator to arrange an interview time by emailing DEWCampgroundhosts@sa.gov.au or by phoning the Campground Host Program Support Officer on 8124 4841.

Before a prospective host can commence with the program they need to **complete the following actions**:

- Register as a DEW volunteer via the expression of interest form on [MyImpactPage](#) (which includes agreeing to follow the 'Conditions of Participation' as a DEW Volunteer').
- Undergo an informal interview with the program coordinator (to determine your suitability to the program), this could be in person or via a video call.
- Provide a current copy of National Police Certificate (NPC) for sighting.
- Provide a current 'not-prohibited' Working With Children Check (WWCC).
- Complete CGH online training modules. Complete basic first aid training and provide a copy of the certificate to the program coordinator (HLTAID011 Provide First Aid formerly HLTAID003 or higher). Where possible attend additional training opportunities provided by DEW such as Aboriginal cultural awareness, radio and satellite phone use.
- Return any requested documentation to the Volunteer and Visitor programs unit.
- Provide uniform sizes to the program coordinator.

Volunteers that do not have a current first aid certificate will be required to complete accredited first aid training at their own cost. Any further training required from this point will be covered by the CGH program.

Once these actions are completed volunteers will be accepted into the program and notified of upcoming hosting placements (including locations and dates).

Volunteers who wish to complete hosting placements at remote locations will be required to complete additional training and approvals, including remote area first aid and 4WD accreditation. This will be at the discretion of the Campground Host Program Support officer. Before being approved for hosting at remote locations, volunteers also need to initially host at more accessible and well serviced locations in order to develop skills, knowledge and experience.

Determining Placements

Hosts will send their availability and site preferences to the Campground Host Program Support officer for consideration, who will then forward this information to the relevant parkstaff. Park staff will contact the hosts to discuss their requirements and assess the host's suitability for the duties and location. Park staff will then contact the Campground Host Program support officer to advise of their decision on whether to accept the placement offer. The Campground Host Program Support officer will notify the hosts to confirm the placement and provide additional information to help them prepare for their upcoming trip.

Appeals Process

Applicants who have been declined from entering the Campground Host Program may appeal in writing to the Manager, Volunteer and Visitor Programs unit outlining their reasons for due consideration.

Clearance Checks

DEW has a duty of care to do all that is reasonable to avoid harm to clients, volunteers and the organisation. Failure to do so can result in liability for any ensuing harm. Clearance checks will identify the potential risk for abuse of vulnerable clients, arson, theft, and other major crimes. Prospective volunteers are required to undertake a Working with Children Check (WWCC) and National Police Clearance (NPC) before commencing duties. Individuals who refuse to comply with the request will not be accepted as a volunteer into the program.

Results of the WWCC and NPC are used only by DEW for the purposes of the Campground Host Program, and are treated as confidential.

Working With Children Checks (WWCC)

WWCC's are done through the Department of Human Services (DHS), and are free for volunteers. You can apply for a WWCC directly through the DHS website:

<https://screening.sa.gov.au/applications/application-information-for-individuals>

Once you have received the outcome email from DHS, you will need to forward a copy to the CGH Coordinator.

The information below is what you will need when applying:

Brief description of the role: *Campground Host Volunteer*

Screening required: *Working With Children Check*

Applicant type: *Volunteer*

Who will pay: *N/A*

WWCC's obtained prior to 1st July 2019 (known as child-related employment screening) are valid for 3 years; and after 1st July 2019 are valid up to 5 years. Only volunteers who can provide a 'not prohibited' WWCC will be accepted into the CGH Program.

National Police Check (NPC)

To apply for a National Police Check (NPC), please visit the South Australian Police website:

<http://www.police.sa.gov.au/services-and-events/apply-for-a-police-record-check>

Campground Hosts are a member group of *Friends of Parks Inc*, which enables volunteers to have their NPC done for free. After completing your application and having your 100 point ID check (by a Police Officer or Justice of the Peace), forward the application to the Volunteer and Visitor Programs Unit who will add the Volunteer Organisation Authorisation Number (VOAN) and send it off to SAPOL. The response from SAPOL goes to the individual applicant, who will then need to provide the response to the program coordinator for sighting.

The NPC lists the disclosable criminal history information that is available on the day it is issued. There is no period of validity imposed on the NPC and agencies have discretion to determine how current the certificate is required to be. **DEW requires the certificate to be less than 3 years old**, however the agency retains the right to request a new certificate at any time.

Convictions that are unspent will be highlighted by an NPC and are generally referred to as disclosable outcomes. Volunteers are encouraged to discuss disclosable convictions identified by an NPC with the CGH coordinator, as the conviction may not be relevant to the hosting role. All information will be confidentially managed.

If at any time a volunteer is involved in court proceedings or has charges laid against them, the Campground Host Program Support officer must be notified immediately. The volunteer will be required to go 'inactive' until the matter is resolved and/or Campground Host Program Support officer or Manager, Volunteer and Visitor Programs Unit agree to the volunteer continuing duties. Failure to do so may result in the volunteer being dismissed from the Campground Host Program.

Any campground host found to be knowingly involved in any parks and wildlife related offences (regardless of court conviction) will be asked to leave CGH program.

What do campground hosts do?

It is the volunteers that are the key to the success of the Campground Host Program; playing an important public facing role, they are the link between National Parks and Wildlife Rangers and, park visitors and campers.

Hosts are the '**public face**' of national park camping in South Australia and are often the first point of contact for visitors to the park. Hosts endeavour to make sure that the park experience is as enjoyable as possible for all campers by providing a professional and friendly service.

Campground Hosts support the day to day management of our national parks and reserves within the campsite they stay. Activities that can differ from park to park, tasks may include;

- Engaging with park visitors, welcoming them to the park and providing any advice or information that assist visitors to enjoy their stay.
- Provide visitors and campers with information on walks and activities in the parks and highlight the park's flora, fauna and any other features of interest.
- Supporting visitor safety and communicating with parks staff and visitors, identifying any hazards/risks and following the appropriate WHS procedures and policies.
- Undertaking basic maintenance and supporting the presentation of park facilities and assets for park visitors. Such as ensuring the campground is kept tidy e.g. rubbish removal, cleaning of campground facilities such as BBQ's, toilets, gardening, trail maintenance, tree planting etc.
- Notifying Rangers of disturbances or breaches of park regulations, and taking a note of the date, time and location (if safe to do so). i.e. broken xx or sighting dogs.
- Support pest plant control works to enhance and protect the parks conservation values.

General Responsibilities

The role of the Campground Host within one campsite

	Campground hosts can	Campground hosts do not
Campsite	<ul style="list-style-type: none"> ✓ Welcome campers to campground ✓ Help campers find their campsite ✓ Check bookings manifests to greet campers ✓ Direct campers on how to pay fees online ✓ Notify on duty parks staff of an offence or issue i.e. let them know of Dog on Park or someone using a drone? ✓ Revegetation ✓ Hand weeding ✓ Advise campers of Total Fire ban days the following day 	<ul style="list-style-type: none"> ✗ Collect park or camping fees – <i>all bookings are made online</i> Impound pets ✗ Enter into any confrontational situation related to potentially unlawful activities ✗ Undertake chemical weed control without suitable training
Cleaning and minor maintenance	<ul style="list-style-type: none"> ✓ Pick up litter ✓ Empty bins (<i>where provided</i>) ✓ Tidy campsites ✓ Minor maintenance approved by host supervisor ✓ Assist with cleaning of campground facilities (discuss cleaning requirements with host supervisor before accepting placement) 	<ul style="list-style-type: none"> ✗ Replace the need for contract cleaners and maintenance teams ✗ Remove heavy rubbish

Toilets and showers	<ul style="list-style-type: none"> ✓ Pick up litter/ dispose of rubbish ✓ Report excessive mess and hazards ✓ Replenish toilet paper ✓ Empty bins ✓ Sweep floors <p><i>Some parks may request assistance with cleaning toilets – discuss cleaning requirements with local staff beforehand</i></p>	<ul style="list-style-type: none"> ✗ Replace the need for contract cleaners maintenance teams ✗ Remove heavy/ large scale rubbish
Issues	<ul style="list-style-type: none"> ✓ Notify on-duty ranger of a possible offence or issue or if after hours the on call duty officer ✓ Record details of a possible offence for Duty ranger outside of hours ✓ If it's an emergency situation call 000 ✓ Ensure your own safety 	<ul style="list-style-type: none"> ✗ Enter into any confrontational situation related to potentially unlawful activities ✗ Issue expiations to visitors ✗ Issue demands or directions to park visitors e.g. evict park visitors, impound pets ✗ Do not take photos of offences or potential offences including taking photos of car regos. ✗ Do not investigate issues, i.e. if a park visitor has reported a dog on park to you, pass as much information onto the rangers do not go and verify the report. <p><i>The above are all considered compliance related task. This is not the role of the Host and this is putting yourself at risk</i></p>
Campfires	<ul style="list-style-type: none"> ✓ Remind visitors of campfire safety ✓ Extinguish unattended fires and notify Rangers ✓ Notify on-duty ranger of potential fire hazards or relevant fire authority if emergency situation ✓ Remind visitors of total fire ban day regulations 	<ul style="list-style-type: none"> ✗ Enter into confrontational situations regarding campfires or collection of vegetation. <p><i>Hosts can remind campers of fire regulations and should not be engaging with campers in any more discussion about the park fire requirements.</i></p> <p><i>Hosts should always contact the on-duty ranger if you feel uncomfortable in any situation</i></p>
Interpretation and information	<ul style="list-style-type: none"> ✓ Provide park information and key messages ✓ Suggest walks / activities with parks ✓ Provide information on other local attractions ✓ Regularly update information boards 	<ul style="list-style-type: none"> ✗ Do not conduct unauthorised or unsupervised interpretation activities, such as lead guided walks without permission from local Parks staff and Host coordinator ✗ Provide personal/political views to the public

Vehicle and machinery	<ul style="list-style-type: none"> ✓ Drive DEW vehicles upon completion and approval of relevant form (<i>licence will be sighted during host induction</i>) ✓ Drive DEW 4WD vehicles with proof of competency and accreditation ✓ Use small plant and equipment (with relevant course accreditation and if requested by local ranger) 	<ul style="list-style-type: none"> ✗ Do not drive 4WD vehicles unless current accreditation is sighted by CGH support officer/ or authorised host supervisor <i>An approval form must be signed and approved by the Manager of the Volunteer and Visitor programs unit before a host can drive a DEW vehicle.</i> Use any type of machinery regardless of current licences ✗ <i>unless a risk management plan and training has been provided by an authorised host supervisor</i>
Other	<ul style="list-style-type: none"> ✓ Assist in visitor information centres or local park office ✓ Accompany on duty rangers on activities (if invited) 	<ul style="list-style-type: none"> ✗ Undertake any activities that have not been authorised by the host supervisor ✗ Replace the need for visitor service staff ✗ Undertake chemical weeding without suitable training ✗ Undertake any activities that have not been authorised by the local staff

In no circumstances do hosts get involved in campground disturbances or carry out law enforcement or compliance duties, as 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. We want the public to have a positive experience with hosts.

If you are asked to do something outside of the CGH role description that you are not comfortable with – you can say no. If you feel the duties expected of you are outside the skills that you are comfortable with, or outside the perceived role of a campground host, advise your host supervisor. You always have a choice.

Host preparation

It is important that hosts prepare for their stay so that they can get the most from the experience.

Before arriving at the park

The park host supervisor should contact the host following confirmation of the placement. If the host is concerned that they haven't been contacted they can call the Campground Host Program Support Officer or contact the host supervisor directly (supervisor contact details will be provided at the time of placement confirmation). **It is important that the following information is communicated to the host before they set off for their placement:**

- Check what camping facilities are provided for hosts in the park (and if an appropriate campsite has been booked by staff for the host).
- Check on how to get there and road conditions.
- Check what hosts will need to take.

- Check what duties are expected hosts (can differ from park to park and at different times of the year).
- Confirm arrival time and location to meet the host supervisor for a local induction.
- Check what brochures and information sheets are available to help become familiar with common plants and animals, key features of the park and its walking tracks, venues for popular activities, any hazards such as swimming holes, waterfalls etc.
- Look at maps and start to get orientated.

Arrival at the park

When arriving at the park campground, contact the host supervisor for a site induction to:

- Confirm what site has been booked for hosting
- Clarify the specific duties that hosts are requested to do
- Establish the regular times to contact the host supervisor and the way you will contact them - radio, mobile, telephone, park office
- Go through hazard / risk assessment with the host supervisor that describes the potential hazards, risks and corrective actions for the duties hosts will be engaged in
- Clarify the regular starting and finishing times for host duties
- Find out the contact details for key people in the park (including who to contact when host supervisors are not available) and emergency numbers
- Find out the emergency procedure for the park – map of the assembly area in an emergency
- Obtain any other park notes or information about the park and the local area including a plan of the camp sites, number of sites, and number of people per site if relevant
- Receive a campground booking manifest to greet and welcome campers.

Taking time to get to know the site helps hosts to provide quality visitor information.

Key tasks to do in the first days

- Become familiar with the campground layout
- Learn about the popular visitor sites, walks etc., so you can advise visitors about them. Use park information leaflets and if possible, visit the popular sites and walks
- Talk to staff or use field guides to become familiar with key plants or animals around the campground
- Ask staff about commonly asked questions
- Find out about key visitor information near the park and local facilities such as petrol stations, doctors, grocery supplies and post offices
- Investigate specific safety and park protection advice in relation to referring visitors to popular recreational activities and sites at your park (e.g. safe swimming areas, where to fish)
- Examine the park's regulations, especially about dogs and firewood, and where appropriate, relevant fishing and shellfish regulations

Hosts should ensure they are familiar with local hazards, local emergency procedures and have appropriate contact numbers. These will be explained in detail during the site induction.

What will be provided for hosts

All equipment and personal protective equipment will be supplied to the hosts to enable them to undertake duties effectively and safely, including communication equipment and CGH signage.

The CGH kit includes:

- Fully stocked remote area first aid kit (usually kept at hosting location).
- Satellite phone (if other forms of communication are not available).

- Notebook/vehicle logbook.
- Gloves, rubbish bags and other sundry items.

What hosts need to bring

- CGH kit provided by the Volunteer and Visitor Programs Unit (including car magnets which should only be used while 'on-duty').
- Uniform items and appropriate clothes and footwear for outdoor activities and all-weather conditions.
- Caravan, tent, or campervan.
- Sleeping bag/sheets/blankets.
- Crockery, cutlery, pots and pans, and cooking gear.
- Food and drinks, water bottle.
- Towels, soap, and personal items (please note not all parks host will have access to showers).
- A big smile and a good sense of humour.

Hosts may need to bring:

- Portable gas cooker and gas bottle.
- Water supplies.
- Firewood.

Dealing with difficult people

Part of the hosts' role is to provide information and support for park visitors; and occasionally hosts may receive complaints. If it is a complaint, don't enter into discussion or debate but you can take note of the complaint and let them know you will pass the information on to parks staff. If a conflict situation occurs, hosts should contact their host supervisor immediately; as it is not the hosts' responsibility to deal with aggressive behaviour or breaches under the legislation. If faced with a serious conflict outside of their training or authorisation, hosts are encouraged to:

- Ensure their own safety first, then if safe to do so, attempt to ensure public safety;
- Notify the host supervisor and follow their instructions;
- Note what they see/time/details if possible, without further risk.

Hosts role in emergencies and incidents

Hosts should discuss emergency response with their host supervisor on the park to ensure they understand their role in the case of an emergency.

- ***Site specific procedures***
 - Site specific emergency and incident procedures will be discussed during site induction.
- ***Bushfire / wildfire***
 - Hosts should become familiar with the emergency evacuation procedure for the park so that they are confident and calm if an emergency does occur.
 - Hosts will be provided with an evacuation plan at induction.
 - Check with the host supervisor as to what their role is likely to be - some parks may ask volunteers to leave the park.
 - Hosts should follow the instructions given by park staff during an emergency and assist in a calm manner.
 - Hosts may need to take a role in securing the safety of other campers, but always remember Hosts are not expected to put their life at risk.

- ***Injury or missing person***
 - If a camper or park visitor reports an injured or missing person, the host should reassure the visitor that they will go directly and notify the host supervisor/duty officer; and that help will be on the way soon. When alerting the host supervisor/duty officer, the host should provide a **detailed description of the location, any injuries and person/s affected** and wait with the visitor for support to arrive.
 - **Hosts should not go off on their own** to try to find an injured or missing person - once the host supervisor or support people arrive, they will determine the appropriate action to take.

- ***Total Fire ban days***
 - Parks staff may ask you to assist notifying campers that the following day will be a Total Fire Ban or TFB and not gas cookers can be used.

- ***Park Closure***
 - In the event of a Catastrophic CFS fire rating the park will close. Parks staff may ask you to assist the afternoon/evening before.

What volunteer hosts can expect of DEW?

The Volunteer and Visitor Programs Unit manages the Campground Host Program and provides training and support for hosts. Regional DEW staff provide site inductions, support and supervision for hosts when on site.

The Department places a high value on the contribution volunteers make to our organisation. CGH volunteers have the right to:

- Be provided with an orientation to the Department
- Be treated as a co-worker by staff and included as a member of the local DEW team
- Have an identified supervisor and know how to contact them
- Regular and agreed contact with DEW staff
- Work in a healthy and safe environment
- Be treated with respect by other volunteers, staff and people accessing DEW services
- Protection, safety and insurance when carrying out assigned tasks
- Be given access to relevant training and policies and procedures to make volunteering fair, rewarding and safe
- Be given feedback
- Have authorised out-of-pocket expenses reimbursed
- Have confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988
- Have complaints and concerns heard and have access to a grievance procedure
- Be kept informed of any developments relating to their work
- Be recognised for contributing their time, experience, ideas and skills
- Say no to tasks or activities outside the scope of the CGH role or if unqualified for the task assigned
- Access appropriate equipment and materials
- A suitable site to carry out campground host duties.

Appreciation and respect

DEW appreciates the help freely given by hosts and will view seriously any disregard or demeaning treatment by paid staff or others.

Openness and honesty

Hosts and DEW staff generally enjoy good relations and communicate freely. However, there may be occasions where the relationship between individual hosts and DEW staff can experience strain. Both parties should be honest with each other about problems that arise. If either party feels unable or not comfortable to do this, advice and support is available from the Campground Host Support Officer, telephone **8124 4841** or email **dewcampgroundhosts@sa.gov.au**

From time to time host supervisors or other park staff may receive a visitor complaint in relation to a host's actions or behaviour. Should this occur, the host supervisor will contact the person who is the subject of the complaint to inform them of any concerns raised, without passing judgement on the accuracy or otherwise of the concerns, seeking any comment or response. If the complaint is substantiated the host will be asked to address the identified issue and modify their behaviour.

Supervision and consultation

A regional staff member tasked with supervising a Host placement will welcome hosts on site at the agreed time of arrival and provide a comprehensive local induction to the campsite, the area and expectations. **It is the role of the host supervisor or other allocated National Parks and Wildlife service staff member to supervise hosts and ensure that they are comfortable in their role.**

At the site induction the host supervisor will brief the hosts in all tasks that they are requested to undertake during their placement. Hosts should advise their host supervisor, or other appropriate staff, if they are unable to undertake any requested duties. Similarly, if there are other duties that hosts would like to do, please discuss them with the supervisor.

The Volunteer and Visitor programs unit, program support officer and local parks staff will endeavour to keep hosts updated with relevant information about park conditions or events as it comes to hand, so that they are up to date with their roles at all times. Hosts are encouraged to contact the host supervisor, CGH support officer or any other appropriate National Parks and Wildlife Service staff member at any time during their hosting for information or answers to questions that may arise after the initial briefing.

Training and induction

Basic training for hosts

Online training and induction to DEW is compulsory for volunteers who have successfully completed the host application and selection process.

The online training and induction modules are:

- Introduction to DEW.
- Work, Health and Safety.
- Host Induction.
- Introduction to Disability Awareness.

The CGH support officer will email the links to hosts that need to complete the online training modules. Hosts will need the *MyImpactPage* username and login they created when initially applying for the program and will need to complete the modules in the order that they appear. To complete the modules; read the information, answer the questions and watch the videos. From time to time other training and learning opportunities may become available to hosts, including:

- Cultural awareness,
- Communication skills and conflict resolution,
- Chemical handling,
- Bush care methods and techniques,
- Snake awareness, and
- Presentations from DEW regional staff involved with campground hosts.

First aid training

Hosts are required to complete accredited first aid training before commencing hosting duties. If hosts do not have a current first aid certificate (HLTAID011 Provide First Aid (formerly HLTAID003) or higher), they will need to complete the training at their cost. The CGH support officer will coordinate any subsequent refresher courses at no cost to hosts. Before commencing any remote area hosting placements, the Host coordinator will organise the hosts to complete (HLTAID013 Provide First Aid in a remote or isolated site (formerly HLTAID005), which is a 3-day course.

Hosts are not expected to render first aid as part of their duties and responsibilities.

Four-wheel drive and/or UTV (side by side) training

In some parks, 4WD vehicles are essential for hosts to travel to and around a park. There are some instances where hosts may be asked to drive a DEW 4WD vehicle. It is a DEW requirement that staff and volunteers have successfully completed an accredited 4WD driving course before operating DEW 4WD vehicles in 4WD mode.

Some hosts may already have suitable accreditation (certificate to be sighted by CGH support officer). If a host has a park placement that requires use of a host's own 4WD or DEW 4WD vehicles will be provided with 4WD training.

Some parks require hosts to use a utility terrain vehicle (UTV), also called a side-by-side. Hosts rostered for parks that require the use of DEW UTV's will be provided with the relevant training.

Hosts are encouraged to discuss any training requirements with the CGH support officer.

Regional induction and orientation

Local induction takes place each time a host takes up a placement as conditions in parks change over time, as does the organisation of the CGH program itself. The host supervisor or other DEW supervising staff will provide this induction. It is not sufficient for an outgoing campground host to brief the incoming host.

The local host supervisor or DEW staff member is responsible for the following:

- Local regional induction and information about local conditions and requirements,
- Remaining in regular contact with, and supervising hosts,
- Management of campground maintenance – cleaning, visitor contact, information, surveillance, law enforcement and patrolling, and
- Identifying duties that hosts are requested to do and undertaking risk and hazard identification and management for each duty.

Regional staff may also conduct additional induction/orientation on indigenous awareness specific to the area where hosts are stationed.

Uniform

Volunteers will be provided with a free uniform so that the public can easily identify National Parks and Wildlife service SA volunteers- it will include:

- 2 x long sleeved shirts
- 1 x polar fleece jacket
- 1 x long trousers
- 1 x hi-vis vest
- 1 x Wide brimmed hat
- 1x Name badge

Relevant personal protective equipment (PPE) and tools required for any additional tasks will be provided by the park staff dependent upon agreed duties to be undertaken.

Volunteers are required to provide sturdy, enclosed footwear which must be worn during DEW volunteer activities.

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Volunteers must always wear this uniform when conducting volunteering activities representing DEW (i.e. while 'on-duty' within a park). **This uniform must not be worn by the volunteer at any other times.**

Uniforms cannot be lent to any other person not actively involved in the Campground Host Program. Volunteers should immediately notify the Campground Host Program Support Officer of any loss of uniform.

Uniforms must be returned to DEW when a volunteer ceases to be actively involved in the Campground Host Program or when otherwise directed by the Campground Host Program support officer.

Scheduled hours of duty

Hosts are not expected to be on duty 24 hours a day. During the initial phone call between hosts and park staff, the expected hours of duty should be discussed. When hosts arrive at the park for induction, the host supervisor will confirm the hours the hosts are expected to be available for duty. These will vary from site to site. Generally, the hours will reflect the time when park visitors are seeking assistance or information to plan their day. For example, busy times may be identified as mornings between 7:00 am and 10:00 am and afternoon between 4:00 pm and 6:00 pm. Days and times off-duty during a hosting period can be negotiated with the local host supervisor.

Keeping to the agreed hours at inductions, not working late or away from the campground as well as checking in at the agreed times is for your own safety. This is in line with DEW's working alone and isolated procedure for staff and volunteers.

Rest and recreation

The role should not always require hosts to be on hand during the day. This is the perfect time to explore the park and surrounds and experience what is on offer. Each park is unique. By taking time to get to know the park hosts will have 'hands-on' knowledge that they can pass on to campers. There may be an opportunity to accompany DEW staff (*where time and resources are available*) to participate in on-ground activities and gain an understanding of day-to-day park management.

When living and working in a campsite, park visitors will associate hosts with their volunteering role, even when off-duty. You should always carefully consider your actions, knowing that at all times the public is associating you with DEW. Simple things can help signal to people that hosts are off duty:

- Changing out of uniforms.
- A message on the notice board to let the public know when hosts will be available.
- Get away from the campground or out of the park.
- Remove CGH magnets from your vehicle.

CGH volunteers are welcome to invite friends or family to stay during their volunteer period. However normal maximum people/fees per campsite rules apply (*check with the host supervisor prior to making any arrangements*).

Entitlements and reimbursements

Volunteers will not be paid or otherwise remunerated for their activities, however, are entitled to seek reimbursement for some out of pocket expenses, such as subsidised fuel.

DEW recognises that hosts can cover considerable distances travelling to and from their hosting site, which can equate to a considerable cost. To offset this expense DEW will contribute \$0.35 per kilometre up to a \$400 cap (round trip, based on distance from their home, or the Adelaide GPO for interstate hosts, to the park, unless otherwise negotiated with the Volunteer and Visitor Programs Unit).

In some parks, hosts may be required to use their own vehicles (and fuel) to undertake hosting duties. In these instances, hosts should keep a log of the distance they travel. Where possible, the park will provide the host with fuel to replace what has been used. If the park can't cover this expense (i.e. no

fuel bowser on park), park staff should verify the host's log of distance travelled in the park so the Volunteer and Visitor Programs unit can reimburse the hosts directly (as per the \$0.35 per kilometre subsidy).

Hosts travelling to Kangaroo Island for placement will receive complimentary ferry travel for their vehicle and caravan.

The fuel subsidy does not extend to travel to and from training or networking events.

Volunteers can apply for a fuel subsidy on completion of the hosting placement. Details we may need (i.e. mileage) to process the claim must be provided when logging volunteer dates and hours on *MyImpactPage*. These details will then be confirmed with the supervising regional staff before payment is processed. There is other documentation required from the volunteer to process a fuel subsidy, such as a *Vendor Creation* form (required once or if bank details change) or an *Australian Tax Office Statement by a Supplier* form (required every 12 months).

Accommodation

DEW provides hosts with a suitable site for their caravan, tent or camper trailer. Facilities will vary between parks, some providing basic kitchen facilities, shower and toilet, while others have no or very limited facilities available. More information about campsite facilities can be found on the [Parks SA website](#) prior to accepting placement.

Insurance

DEW have a 'duty of care' to provide a safe working environment for volunteers, and ensure volunteers are aware of their responsibilities to work safely and follow the DEW Volunteer Code of Conduct whilst involved in the Campground Host Program. All DEW volunteers are automatically covered under the State Government's SAICORP insurance, whilst conducting approved volunteer activities.

Volunteers are only covered for personal accident and civil liability claims made against them whilst conducting approved volunteer activities. Benefits are only paid, once all other entitlements have been exhausted e.g. Medicare, private health insurances, sick/annual leave etc.

This insurance does not cover journeys to and from the volunteering activity site or individuals under the influence of drugs or alcohol.

If a volunteer wishes to make a claim, a letter fully detailing the claim being made will need to be provided to the DEW SAICORP insurance representative for reimbursement consideration.

For further information, see insurance cover documents on [MyImpactPage](#).

Recognition of Service

DEW values the contribution of volunteers to the Campground Host Program. 'Active' campground hosts will be awarded with a Unique Code Number, which entitles volunteers to:

- Free entry to all parks in the State where vehicle entry fees apply (*excluding the Munga-Thirri-Simpson Desert and other parks under the Desert Parks Pass*).
- 25% concession on the Desert Parks Pass. (You must buy your own booklet with the pass.)
- 25% concession on the cost of personal access and guided tours in parks, state-wide, where such tours are operated by the Department for Environment and Water.
- 25% concession on the use of facilities in parks, state-wide.
- Free camping for up to five nights in any one location, state-wide.

An 'active' campground host is generally someone who has hosted on more than two occasions and has completed at least one of those hosting placements in the last 12-month period (at the discretion of the CGH Program support officer).

Volunteer and Visitor Programs Unit - ongoing support

The Campground Host Program is administered by DEW Volunteer and Visitor Programs Unit. Advice and support is available from the CGH program support officer during office hours: email dewcampgroundhosts@sa.gov.au or telephone **8124 4841**.

What DEW expects of volunteers?

DEW has some basic expectations of hosts to help ensure a smooth-running program:

- Conscientious work performance, punctuality and reliability
- Enthusiasm and belief in the work of the department
- Willingness to work in accordance with health and safety regulations and in accordance with the agency's policies, procedures, instructions and rules
- Willingness to undertake relevant orientation, training, support and supervision.
- willingness to follow directions given by supervisors
- Clear and open communication, including ideas and suggestions, positive feedback, concerns or constructive criticism
- A team player who supports staff and other volunteers
- Be accountable and to accept constructive criticism
- Respect for the rights, privacy and dignity of clients and colleagues
- Understand that DEW has the right to terminate a campground host placement.

Code of Conduct

The DEW Volunteer Code of Conduct is an important document which guides the conduct expected of all DEW volunteers. It reflects the organisation's values, standards and expected ethical conduct. A copy of the DEW Volunteer Code of Conduct can be found on [MyImpactPage](#).

The South Australian Government's *Guideline of the Commissioner for Public Sector Employment – Volunteers* informs this Code of Conduct through its 8 principles of service; professionalism, trust, respect, collaboration and engagement, honesty and integrity, courage and tenacity, and sustainability. Please refer to [Attachment B: Principles of Conduct for South Australian Public Sector Volunteers](#) for further information.

Confidentiality

Volunteers involved in the CGH Program may be exposed to official information which may be confidential (e.g. be informed of trail closures prior to this information being released to the public). Volunteers must not share confidential information with third parties prior to official release (unless prior approval is obtained). The disclosure or misuse of important official information (especially that of a confidential nature) is taken seriously and could result in the volunteer being asked to leave the program.

Media Protocols

Only authorised DEW staff may provide information or agree to a media interview. All other DEW staff, contractors and volunteers must seek prior approval from their manager (in this case, the Campground Host Program support officer) and authorised DEW media contact person.

Volunteers using social media (even in a personal capacity) are expected to conduct themselves in a manner that will not bring 'them, the agency in which they volunteer, or the public sector or Government into disrepute'. When in doubt, ask the Campground Host Program support officer.

Commitment

The extent of a host's commitment to the program is negotiated between host and the CGH Program support officer, however generally a commitment of at least two placements per year for 2-3 years is appreciated. Campground hosts are requested to notify the Campground host program support officer if circumstances change and need to vary commitment i.e. travelling for a few months, ill health or other personal commitments, or even withdraw as a volunteer. Hosts leaving the program are required to return supplied equipment and uniforms to the Volunteer and Visitor Program Unit.

MyImpactPage (Better Impact) and reporting

Better Impact is DEW's online volunteer management system. On application to the program, volunteers create a profile (MyImpactPage). Once accepted into the program, volunteers are expected to keep their personal details up to date, log their volunteer hours, and access a document library when required. They can also keep up to date with current news pertaining to the program and current hosting opportunities through their MyImpactPage.

Volunteers must log their volunteer hours on MyImpactPage at the end of each placement. The Campground Host Program Support Officer will provide you with instructions on how to do this (a 'How to' Guide). When logging hours, hosts are also given the opportunity to provide feedback on their placement. Hosts and host supervisors are encouraged to provide feedback. Evaluations will help us to identify gaps in training or communication and provides information that will guide the continual improvement of the Campground Host Program.

Transport

Hosts are required to provide their own transport to the hosting location. Some parks are only suitable for 4WD vehicles. Hosts are encouraged to contact their insurance company, as there may be a requirement to notify insurers if using private vehicles in a volunteer role.

Responsibility for personal safety

To ensure the hosting experience is safe and enjoyable it is important that **hosts only undertake duties as directed by the host supervisor that are specific to their role.**

Hosts are encouraged to ensure they are familiar with local emergency procedures and have necessary contact numbers. This will be explained in more detail during local induction.

No situation, regardless of how significant, is worth risking personal safety.

Excellence in customer service

DEW staff and volunteers are always expected to provide quality information and customer service and to professionally represent DEW. DEW places great importance on positive visitor experiences, which build greater appreciation and understanding of the environment and park management goals. The following guidelines are provided to hosts to help ensure an excellent service.

- always be polite and courteous
- be helpful, use common sense and look for solutions
- always wear name badge and, where appropriate, make introductions
- be well groomed and wear appropriate clothing
- keep the host site and campground area neat and tidy
- avoid shouting, whistling or waving to get people's attention
- ask for help if you need it - if in doubt always get assistance from an on duty ranger or other park staff
- allow campers the privacy and space that they value - visitors often come to parks to be free of their usual commitments.

Adherence to DEW policies

DEW's corporate policies relating to CGH are outlined below and relevant documents are included in the *MyImpactPage* file library. Conduct of CGH is covered in the DEW Volunteer Code of Conduct, also included in the *MyImpactPage* file library. This includes:

- refraining from smoking. Hosts are requested to refrain from smoking when wearing CGH identification.
- social consumption of alcohol in the workplace should only occur once hosts are off duty and no longer wearing the supplied uniform and name badge. The camping public will sometimes invite hosts to join their social circles and it is recommended to judge each invite on its merits. DEW wants hosts to enjoy themselves while camping but be mindful that their actions may be seen as a reflection on DEW.
- refrain from using illegal drugs
- refrain from imposing religious or political opinions on campers
- allow campers privacy by not camping too close, or bothering visitors with frequent site visits
- avoid entering into sensitive situations or creating conflict with campers.

Hosts are expected to adhere to DEW signs and notices in national parks. For example, areas with no access.

DEW Policies and Procedures

Working with volunteers

DEW is committed to working with volunteers through providing safe, effective, sustainable, diverse and productive volunteer programs across the Department. This will be achieved by ensuring that:

- Volunteers are managed within a defined system(s) and by capable personnel with authority and resources to achieve policy and business objectives
- There are clear procedures in place throughout the Department that are consistent with non-discriminatory practice and guidelines
- WHS is integrated into all aspects of DEW volunteer practices and that volunteers' place of work is conducive to their general health and wellbeing
- There is effective planning, control and review of all volunteer activities and volunteer management systems across the Department
- The documentation and any confidential personnel records that relate to the management of volunteers are kept securely
- Volunteers have the knowledge and skills needed to effectively carry out their responsibilities
- Appropriate processes and procedures are established and followed for the effective planning, control and review of all activities relating to the delivery of services by volunteers
- Volunteers obtain the feedback on work and the recognition needed to effectively carry out their responsibilities
- There is consistent communication between volunteers and the Department, which facilitates effective and collaborative partnership arrangements.

Work, Health and Safety: Volunteer Responsibilities

Volunteers and DEW staff have the same responsibility and accountability under the Work Health and Safety Act. DEW has a duty of care and is responsible to provide volunteers with a safe working environment. It also means that volunteers have a responsibility to work safely and observe any safety measures or policies that are in place within DEW.

There are several important safety processes to follow, with the guidance of the host supervisor, including:

- Risk assessments for any activities that hosts undertake. This is as simple as identifying any potential risks (i.e. what could possibly go wrong) and putting things in place to help prevent or minimise these risks i.e. providing hosts with a satellite phone in locations where there is no mobile coverage.
- Some volunteer activities require basic instruction or formal training before they can be undertaken, for example, using specialised equipment or mixing chemicals. Whilst many activities don't require formal training, if a host is unfamiliar with an activity, they will need to be shown by a DEW staff member. If hosts have any concerns relating to health and safety, they should raise these in the first instance with their host supervisor or Volunteer and Visitor Programs Unit staff. Hosts are reminded that their safety and comfort is of utmost importance.

Government Vehicles

DEW leases their vehicles from Fleet SA and some campground host volunteers will have access to these vehicles. Use of these vehicles will be arranged by supervising staff on an as needs basis.

Government vehicles can only be driven by authorised volunteers who:

- have completed a certified 4WD driving course (where required, when hosts need to drive in 4WD conditions)
- have signed a 'Non-Public Sector Driver Vehicle Use Agreement' form (organised by the Campground Host program support officer)
- have provided a copy of their current driver's licence
- are using the vehicle for approved Campground Host Program purposes only.

Government vehicles can't be driven by:

- unlicensed drivers
- volunteers holding a Learner's permit
- drivers holding provisional licences, unless agreed upon by the Campground Host Program Coordinator and correct 'P' plates are displayed.

Civilian passengers are not permitted to travel in government vehicles at any time.

When using a government vehicle, it is the driver's responsibility to ensure that:

- the vehicle is in good condition i.e. check fuel, tyres, oil and water
- a zero-blood alcohol and illicit drug reading applies to all drivers
- the driver and all passengers are wearing seatbelts
- they are well rested and not too fatigued to drive; that driving schedules are planned realistically incorporating frequent stops (as required)
- they do not drive alone (unless permission is granted by local DEW staff or the Campground Host Program Coordinator)
- there is no smoking in the vehicle
- any accidents or near misses are reported (see Reporting of incidents and accidents)
- they obey all SA Road and Traffic Act Rules and Regulations to comply with the *Road Traffic Act (1961)* and *Motor Vehicles Act (1959)*. Any fines incurred will be the responsibility of the driver at the time of the offence
- vehicle log sheets are completed and filled out accurately at the end of each trip.

The vehicle must be refuelled and returned in the same condition it was found after each use, unless local staff supervisors are notified. Any faults must be immediately reported to the relevant staff member.

Fuel cards

Fuel cards issued to Fleet SA vehicles may only be used to purchase oil, regular unleaded fuel, diesel or LPG, as specified by the manufacturer. Fuel cards must not be used for batteries, fuel additives, car washes or personal items. There may be a PIN number allocated to the fuel card (local staff will advise) and an accurate odometer reading of the vehicle must be provided when purchasing fuel.

Lost cards are to be reported to the local supervising staff who will contact the relevant fuel company and Fleet SA immediately.

Remote and / or isolated work

DEW will provide all volunteers working in remote or isolated circumstances with appropriate systems and supervision in order to eliminate or minimise risks to their health, safety and welfare.

DEW volunteers are not expected to place themselves at risk when working in remote or isolated circumstances and must remove themselves from any situation of real or perceived risk and report this to their host supervisor. It is acknowledged that a 'one size fits all' approach to remote and/or isolated work may not always be practical or relevant given the vast number of locations and possible scenarios.

Working in extreme climatic conditions

Fieldwork conducted throughout South Australia has the potential to expose volunteers working in the field to a range of extreme climatic such as heat combined with high UV exposure, or cold and wet conditions.

To manage these risks, volunteers will undertake a variety of measures:

- Drink plenty of water to keep hydrated
- Wear appropriate PPE, clothing, and sunscreen to protect from weather conditions
- Minimise exposure by keeping in the shade or in sheltered areas
- Modify tasks to suit weather conditions
- Monitor the weather and stop work if conditions become dangerous; in consultation with local supervising staff.

On days of heightened fire risk or predicted extreme weather events, volunteer activities may be cancelled. In these circumstances, volunteers will be notified by either the Campground Host Program Coordinator or local DEW staff.

Accidents and Incidents

If an accident occurs, whether major or minor, the first step is to attend to any urgent first aid and call 000 if urgent medical or other emergency response is required.

The incident/near miss should be reported as soon as possible to the host supervisor or other staff member who is responsible for supervising the hosts. The host supervisor will offer any further support needed and arrange to submit an incident report to the Department on behalf of the host within 24 hours. Further investigations may take place if the incident requires medical attention. Hosts are requested to report any accident, injury or near miss. ***It may help prevent the same or worse things happening to someone else in the future.***

Equal Opportunity

In line with the *Equal Opportunity Act 1984*, DEW believes that everyone should have the opportunity to make a positive contribution through volunteering. The Act applies equally to volunteers as it does to DEW staff.

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The purpose of the *Equal Opportunity Act 1984* (SA) is to promote equality of opportunity for all South Australians. It aims to prevent discrimination against people and to give them a fair chance to take part in economic and community life. In South Australia, it is unlawful to discriminate because of:

- age
- association with a child
- caring responsibilities
- chosen gender
- disability
- marital or domestic partnership status
- pregnancy
- race
- religious appearance or dress
- sex
- sexuality
- spouse or partner's identity

If you encounter any behaviour that is perceived to be discriminatory, please report it immediately to the Campground Host Program Support Officer or DEW staff member.

Ethical Behaviour

All volunteers are responsible for developing sound working relationships with team members and creating an environment which is free of harassment and discrimination. Volunteers contribute to Work Health and Safety (WHS) through being aware and adhering to DEW's policies in relation to:

- WHS
- Discrimination
- Bullying and harassment.

All employees are entitled to a safe and respectful work environment and all managers and employees (including volunteers) have a responsibility to maintain a workplace free from inappropriate conduct.

Inappropriate workplace conduct includes workplace bullying, harassment, discrimination and victimisation.

DEW is committed to ensuring the all volunteers are safe from injury and risks to health and wellbeing whilst volunteering. The *Inappropriate Workplace Conduct Procedure and Guideline* ensures that DEW has a safe, healthy and respectful workplace by providing:

- Information to all employees and volunteers about their responsibilities to prevent and manage inappropriate workplace conduct
- A timely and fair complaint handling process to resolve complaints from employees or other persons working for DEW about inappropriate workplace conduct.

Workplace Bullying and Harassment

Bullying

Workplace bullying is defined as *repeated and unreasonable behaviour* directed towards a worker or a group of workers that *creates a risk to health and safety*.

- *Repeated behaviour* refers to the persistent nature of the behaviour and can involve a range of behaviours over time
- *Unreasonable behaviour* means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

A single incident of unreasonable behaviour is not considered to be workplace bullying; however, it may amount to inappropriate workplace conduct and have the potential to escalate. Such incidents should not be ignored.

Not all behaviour that makes a person feel upset or undervalued at work is classified as workplace bullying.

If workplace bullying behaviour involves violence, for example physical assault or the threat of physical assault, it should be reported to the police as well as to the Campground Host Program Support Officer or appropriate DEW staff member.

Unreasonable behaviour may involve **discrimination** or **harassment**, which in isolation is not considered to be bullying.

Harassment

Harassment means any form of unwelcome behaviour, either explicit or implicit, that offends, humiliates or intimidates including where the behaviour is aimed at or is because of a person's age, sex or chosen gender, race, disability, sexuality, marital or domestic partnership status, pregnancy, association with a child, identity of a spouse, religious dress or caring responsibilities.

Discrimination

Discrimination occurs when someone is treated less favourably than others because they have a particular characteristic or belong to a particular group of people. For example, it would be discriminatory not to hire or promote a woman because she is pregnant or may become pregnant.

To be unlawful it must also be unreasonable. Discrimination can be *direct* or *indirect*. Indirect discrimination appears to be equal treatment but is unfair on certain people because of a particular personal characteristic. Even if it is unintentional, it can still be against the law.

Sexual Harassment

Sexual harassment is associated with unwelcome sexual advances, requests for sexual favours or other unwelcome conduct of a sexual nature. Sexual harassment can be:

- unwelcome touching or kissing
- commenting on a person's appearance
- comments, jokes or name-calling
- leering or staring
- sexual pictures, objects, emails, text messages or literature
- direct or implied propositions, or requests for dates
- asking about a person's sexual history or sexual activities.

Discrimination and sexual harassment in employment is unlawful under anti-discrimination, equal employment opportunity, workplace relations and human rights laws. The WHS Act includes specific protections against discriminatory conduct for people who raise health and safety concerns or who are performing legitimate safety-related functions. It is possible for a person to be bullied, harassed and discriminated against at the same time.

Reporting an Issue

If a volunteer feels either they or someone else have been subjected to inappropriate workplace conduct; it may be helpful to seek advice to help you determine whether or not the behaviours are inappropriate and the most appropriate action to take. Volunteers can do this by contacting the Campground Host Program Support Officer or other appropriate DEW staff.

DEW manages complaints of inappropriate conduct (i.e. discrimination, harassment, bullying etc.) using both informal and/or formal processes through DEW's *Complaints Handling Process* procedures.

If the complaint is of a serious nature (for example, assault or threats to a person's safety) the complainant should report the matter to the police, as well as to the Campground Host Program Support Officer or appropriate DEW staff member.

Grievances and Disputes

DEW provides hosting opportunities to the community in good faith and with a supportive structure in place. However, from time to time issues arise and will need attention. This could include interpersonal conflict, or problems with services. Problems could be about conditions, DEW support, recognition, park facilities and infrastructure, out of pocket expenses or other matters. If a volunteer has any concern related to unfair or inequitable treatment in their duties it is considered a grievance.

A person has a **grievance** when they have been subject to an administrative decision or direction by their supervisor/manager which they believe is unfair, unreasonable, improper or unlawful.

Campground Hosts and staff are encouraged to communicate issues or problems as soon as they arise. The first point of contact is the local DEW staff or the Campground Host Program Support Officer.

If the matter is not resolved through this informal process, the volunteer may request that the matter be referred to the Manager, Volunteer and Visitor Programs unit; or a formal DEW *Complaints Handling Process* is available to all parties.

Unsatisfactory performance

If the performance of a host is deemed to be unsatisfactory, a DEW staff member will be in touch to discuss the issue. As with paid staff, this will be treated with confidentiality. In the event of such a situation arising, the standards expected of hosts will be reiterated and the consequences of failure to improve made clear. Cases of continued misconduct or unsatisfactory performance may result in the volunteer's placement being terminated. All equipment and uniforms supplied to the host must be returned to the Volunteer and Visitor Programs Unit.

General information for SA park visitors

National parks code

The National Parks Code provides a standard set of guidelines to reinforce appropriate and responsible behaviours for park visitors. Help us to protect your parks by following these guidelines:

- leave your pets at home
- take your rubbish home with you
- observe fire restrictions usually from 1 November to 30 April. Check the CFS Hotline on 1300 362 361 or visit the website www.cfs.sa.gov.au
- conserve native habitat by using liquid fuel or gas stoves
- camp only in designated areas
- respect geological, cultural, and heritage sites
- keep our wildlife wild - do not feed or disturb animals, or remove native plants
- keep to defined vehicle tracks and walking trails
- be considerate of other park users

Frequently asked questions

Do South Australian parks have an entry fee?

Many of South Australia's parks and reserves are free to enter on foot or by bicycle.

A small number of parks collect an entry fee per person or per vehicle to contribute to the conservation, management and improvement of the parks' visitor facilities. Using the Online Booking System, you can 'Book Before You Go'. parks.sa.gov.au

What about camping fees?

Camping fees apply in South Australia's parks and reserves. These fees are usually per vehicle per night, with charges reflecting the park's maintenance costs and level of facilities. You must book campsites online at parks.sa.gov.au before you set up camp.

If I camp in a park, do I need to pay a park entry fee every day as well?

If you camp in a park that has entry fees, you need only pay an entry fee on the first day of your extended visit, along with your nightly camping fees. Your entry fee will then give you access into the park for up to five consecutive nights. Daily entry fees apply for day visitors.

Camp fires

Not all national parks permit camp fires. In national parks where fires are permitted, gas and liquid fuel stoves are preferred. Visitors must bring their own firewood to help conserve trees and vegetation litter which are home to precious wildlife and protect the beauty of the park. If a camp fire is important to you, the following safety rules apply:

- ✧ Check if camp fires are permitted and observe all fire bans and restrictions.
- ✧ Always use existing fireplaces.
- ✧ Make only small camp fires, adequate for warmth/cooking.
- ✧ Never leave a fire unattended.
- ✧ Extinguish the fire with adequate water and dirt before you leave and make absolutely sure the fire is out. Even a small amount of glowing embers can start a devastating bushfire.

For more information about camp fires and where you can have them, check on the parks website, <http://www.environment.sa.gov.au/parks/Home> or phone the relevant regional office.

Please note fines apply for the removal, disturbance and damage of native plants in South Australian parks, which includes the collection of living or dead wood.

What time do I have to leave my camp site?

Please pack up and leave your campsite by 11 am on your day of departure.

Can I take my pet into a park?

Pets are not allowed in most parks and reserves. The reason for this is that dog and cat scent can frighten wildlife away, some pets may kill wildlife, or disrupt other park users. Pets can also catch diseases or parasites from native animals, or consume poison baits which could be fatal. However, dogs are allowed in some recreation parks, with the exception of Granite Island which is home to a colony of Little Penguins. Please be aware that your dog must be restrained on a lead (no longer than three metres) at all times.

Dogs that are used for a special purpose, such as assistance dogs, can be taken into any park. Before taking your assistance dog into a park or reserve, it is highly recommended that you contact park staff so we they provide you with the latest information on any potential hazards within specific parks that may affect your dog. Cats are not permitted in any park under any circumstances. If you're already travelling with your pet and would like to visit a park, call the nearest Visitor Information Centre for advice on local dog boarding kennels and privately run pet-friendly campgrounds.

Dog-friendly parks in metropolitan Adelaide

- ✧ Belair National Park
- ✧ Black Hill Conservation Park (recreation zone near park office)
- ✧ Mount George Conservation Park (recreation zone only)
- ✧ Morialta Conservation Park (recreation zone only)
- ✧ Onkaparinga River Recreation Park
- ✧ Para Wirra Recreation Park
- ✧ Marino Conservation Park (on specially marked dog walking trails only).

Dog-friendly parks in regional areas

- ✧ Chowilla Game Reserve
- ✧ Innamincka Regional Reserve
- ✧ Murray River National Park (Lyrup Flats section only)
- ✧ Loch Luna Game Reserve (in the Kaiser Strip area).

Where can I take my four-wheel drive?

Some of the most exciting and challenging four-wheel drive tracks in the outback include the Anne Beadell Highway through Tallaringa Conservation Park and Mamungari Conservation Park. On the Eyre Peninsula, Googs Track passes through Yellabinna Regional Reserve and Yumberra Conservation Park. At Ngarkat Conservation Park, in the Murraylands, four-wheel drive enthusiasts can choose from several day trips and overnight stays, featuring peaceful and remote places. However, for the ultimate four-wheel drive experience, visit Simpson Desert Conservation Park, Simpson Desert Recreation Park or Witjira National Park.

Phytophthora (Root-rot fungus)

Phytophthora (pronounced fy-TOFF-thora) species are water moulds, fungus-like organisms, carried in soil and water that cause disease and death to a wide variety of native plant species, fruits, vegetables and garden plants. Phytophthora attacks the roots and stems of susceptible plants and causes them to rot. The plants are no longer able to take up sufficient water and nutrients and die. The first visual symptoms of infection are discoloration (usually yellow or red) of the leaves followed by dieback of the entire plant.

The disease can spread very quickly with human disturbance, including by vehicles, bushwalkers and bike riders transferring infested soil on their boots and tyres. There is no cure for Phytophthora, nor is there a way of stopping its spread once it has infested an area. The best way to control Phytophthora is to prevent the transfer of infested soil or plant material.

- ✧ Avoid driving, riding or walking in areas when soils are wet and sticky.
- ✧ Stay on designated roads and tracks.
- ✧ Brush soil off vehicles, bikes, boots and camping gear before entering an un-infested area and after leaving an infested area. Do not take them home to clean.
- ✧ Obey road signs. Roads and tracks may be closed, sometimes permanently, to help stop the spread of Phytophthora.
- ✧ Use wash down or hygiene stations when provided.

Safety in parks – guidelines for visitors

Please remember, your safety is our concern, but your own responsibility.

Be self-sufficient with drinking water

Please be aware that drinking water is not available in most South Australia's parks and reserves.

Although some parks may have rainwater tanks or creeks, this water cannot be relied upon due to the sporadic nature of rainfall. To be safe you should always carry sufficient drinking water when walking or touring and know how to make untreated water safe for drinking.

When is water safe to drink?

Drinking untreated water from creeks and rainwater tanks can lead to illness such as gastroenteritis (vomiting and diarrhoea). To make water safe for drinking, boil it for 10 minutes at a steady boil, or use water purification tablets or a water filter instead.

Drink plenty of water

Water is your body's fuel. You could survive up to 30 days without food, but generally no more than three days without water. When visiting parks, it is essential that you avoid dehydration. Symptoms can include fatigue, headaches, nausea and fainting. It can also be fatal.

Ensure you are well-hydrated before beginning an activity by drinking 300–500ml of fluid. You should then aim to drink 150–250 ml every 15 minutes thereafter (1 litre of water for every hour of exercise). Avoid walking during the hottest part of the day and don't rely on tanks or creeks in the park for water.

Be sun smart

Sun protection is a serious matter in Australia. To avoid sunburn, remember to apply a broad-spectrum sunscreen of at least SPF 30, wear a hat, sunglasses and suitable sun protective clothing.

Fire bans

In most parks, the fire ban season extends from 1 November to 30 April, depending on seasonal conditions. No wood fires are permitted in parks during this time. All open fires, liquid fuel and gas stoves are banned in all parks on days of extreme fire danger as declared by the Country Fire Service (CFS) and broadcast on ABC radio 891 on the AM frequency. Parks may be closed to visitors on Total Fire Ban days. Contact the CFS Hotline on 1300 362 361 or visit the CFS website www.cfs.org.au for more information.

Watch out for wildlife

Native wildlife often becomes more active at dusk and dawn. This makes animals more vulnerable to injury caused by oncoming traffic. If you must drive at these times, please reduce your speed and keep watch for wildlife.

Road conditions

Many roads leading to and within parks are sealed. However, some roads are unsealed, but suitable for a conventional 2WD vehicle. Road conditions in the Far North and Outback can change dramatically depending on the weather. For an update on road conditions for the Far North and Outback, please contact Transport SA on 1300 361 033 or the Port Augusta DEW office on (08) 8648 5300.

Your vehicle

Remember, when you travel you are dependent on your vehicle. It's also worth remembering that many of South Australia's parks are located in remote areas. If you're planning to visit one of these parks, be sure to take appropriate precautions. Check that your vehicle is in good condition, has been serviced recently and carry sufficient spare parts to cover most contingencies. Even in relatively settled areas, service and parts can be difficult to obtain and may be expensive. Being prepared can save you time, stress and inconvenience.

Leave no trace – advice for visitors

Our parks protect an array of amazing landscapes, rare native wildlife and cultural heritage sites. We encourage you to enjoy these recreational areas, while conserving the very values that make them special by following the 'Leave No Trace' international code of ethics. Adopted by park agencies and people around the world, 'Leave No Trace' encourages us to responsibly enjoy and actively care for our precious environment. You too can help keep our parks just as wild and welcoming for those who follow by practicing the seven 'Leave No Trace' principles listed below.

1. Plan ahead and prepare

- Find out the regulations and special concerns of the parks you plan to visit.
- Schedule your trip to avoid times of high use.
- Prepare for extreme weather conditions, carry the correct equipment and know what to do if things go wrong.

2. Travel and camp on durable surfaces

- Keep to defined vehicle tracks and walking trails.
- Camp in designated areas to avoid damage to fragile vegetation.

3. Dispose of waste properly

- Take rubbish home with you – if you carry it in, carry it out.
- Always use toilets where provided. If there are no facilities, walk 100 metres from watercourses, camp sites or tracks and dig a hole around 15 cm deep to bury toilet waste including toilet paper.
- Wash 50 metres from water supplies and creek beds and use only a small amount of soap if needed.

- Clean your dishes with biodegradable detergent in a container or try a scourer, hot water and gritty sand instead.
- 4. Leave what you find**
 - Leave rocks, plants and other natural objects as you find them – pass the gift of discovery on to those who follow.
 - Preserve the past – look but do not touch cultural artefacts and historic sites.
 - 5. Minimise camp fire impacts**
 - Observe fire bans and park fire regulations.
 - Use a liquid fuel or gas stove to conserve native habitat and reduce the risk of wildfire and burn injuries.
 - 6. Respect wildlife**
 - Do not disturb or feed wildlife. Feeding animals can harm their health and cause sickness and disease. It can also make them aggressive towards people to obtain food and alter their natural behaviours. Help keep wildlife wild by storing rubbish and food securely.
 - 7. Be considerate of other visitors**
 - Let nature's sound prevail. Avoid loud voices and noise from the use of radios, electronic games, mobile phones and other intrusive electronic devices.
 - 8. Minimal impact visits to Aboriginal sites**
 - Ensure site visit is permitted
 - Show respect at the site by keeping noise to a minimum
 - Do not touch, or walk on, sites such as rock engravings and cave art
 - Do not damage grooves by demonstrating e.g. rubbing stones or sticks on grooves
 - Do not draw on, outline, or mark with chalk or any other substance
 - Do not scatter sand or water to define a shape to enhance photographs for viewing
 - Do not disturb or remove artefacts, vegetation or rocks

This information is provided as a guideline for campers/visitors to the park when camping, bush walking or visiting an Aboriginal Site.

Key Contacts

Emergency Contact Information

For all matters requiring **emergency/urgent** after-hours support, please contact the relevant local supervising DEW staff for further information.

Organisation	Phone number
Fire / Police / Ambulance	000
Police Assistance – non urgent	13 1444
CFS	000
Poisons Information Centre	13 11 26
State Emergency Service	1300 300 177
Native Animal Network of SA	8388 6944
Fauna Rescue – 24 hour wildlife helpline	8289 0896
Campground Host Program Coordinator	8124 4841
Volunteer Programs Unit	8124 4784
DEW Information line	8204 1910
Online Bookings/ Desert Park Pass	1800 816 078

Park staff will provide additional regional contact numbers during your onsite induction

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