



Kooljaman

at Cape Leveque

Frequently Asked Questions – or questions that should be asked frequently!

General Statement

Applications that do not address the key competencies will not be considered.

Aboriginal people are strongly encouraged to apply.

Local people are strongly encouraged to apply.

NB if you are not a local applicant:

Due to our remote location, accommodation is limited. Preference will be given to non local applicants that are applying as a couple / travelling companions for multiple roles. Please note your partner/friend or travelling companion's name and the position they are applying for should you be applying as a couple. Please note – if you apply as an individual, you will be sharing a twin room onsite. Kooljaman is an equal opportunity employer and does not discriminate.

Considering applying for work at Kooljaman?

Please consult the FAQ's

Accommodation: Staff accommodation is basic and consists of shared housing with limited privacy. Staff must be prepared to share amenities and communal living areas. Staff are expected to maintain all communal areas, including garden areas, to an acceptable standard and behave in a way that respects all people sharing the accommodation. A small fortnightly rent is charged to assist with the costs of power and transporting of goods required.

Housekeeping provide cleaning products and amenities. Staff should let the housekeeping co-ordinator know when supplies are running low.

The entire camp has a quiet after 9pm policy in place – this includes staff areas. Staff housing is very close to guest areas and as such no noise should be heard outside after 9pm.

A specific area 'CAT 5' is provided for staff where noise is ok after 9pm. There is a BBQ, Pizza oven and fire pit, shelter and seating located in a private area with views

over the western beach. Staff still need to be mindful of guests when using this space – i.e. coming home or weather conditions that mean noise is easily carried to the main camp. This area should be cleaned and rubbish removed after use.

Air-conditioning: All staff housing is air-conditioned, however air-conditioner use should be contained to times when you are utilising your room. Air-conditioners should be turned off at other times.

Alcohol policies: Kooljaman does not hold an alcohol licence. The Community owners allow staff to purchase and bring alcohol onsite for their own consumption – **however this is a privilege not a right and should not be abused.** No takeaway alcohol is available for purchase on the Dampier Peninsula and so must be purchased online or from Broome. The Working With Dignity Policy outlines behavioural expectations and can be requested prior to making an application. All staff members are considered to be part of emergency planning and so strict guidelines on alcohol consumption apply. No person should be unavailable to take part in assisting during an emergency due to intoxication. Kooljaman vehicles may only be driven at 0.00. No person is permitted to attend work whilst affected by alcohol. A breath testing station is in place.

Behaviour and conduct: Kooljaman employees live and work on the property and must at all times behave in a way that reflects positively upon the business. Respect for the Aboriginal Communities, Culture and local employees is expected and any racial abuse will result in immediate dismissal. Kooljaman is an equal opportunity employer and does not tolerate harassment of staff – or guests - in any form. For details of expectations please request a copy of the Dignity at Work Policy prior to making an application.

Breaks: If you are rostered on for more than 5 hours an unpaid 15 – 30 minute break must be taken prior to the commencement of the 5th hour. Lunch breaks are unpaid. All breaks must be recorded on timesheets for accuracy and to ensure people are working safely.

Children: Available accommodation, working hours and lack of available services preclude children from being housed on the property.

Company equipment: All equipment should be replaced in the correct storage area each and every time it is used. No equipment should be used without proper authorisation.

Employment type: All employment of seasonal staff is on a casual basis.

Hours: Generally, most staff housed on the property during the season will be working 35-40 hours per week. We attempt to give regular days off (1-2 per week) and do not encourage excess hours where they can possibly be avoided.

How far is Broome from Cape Leveque? We are 220 km from Broome, accessible by 4wd or light plane.

Is Kooljaman an eligible entity for second year visa? No

Incident Reporting: If you are involved in an accident of any kind, or need to report an incident, an incident report should be filled out as soon as is practicable – but definitely within 24 hours.

Any workplace hazards should be reported immediately, and recorded in the maintenance log – available to all in the back office.

Mail: There is a mail service to and from Kooljaman Monday's, Wednesday's and Friday's.

Medical Support: Kooljaman is located in between the Communities of Djarindjin and Ardyaloon. Both Communities have clinics staffed by experienced remote nurses. To access the clinic you will need to have a Medicare card, or pay a large fee. We also recommend Ambulance cover. The Royal Flying Doctor Service will fly people out under some circumstances – but it should not be assumed you will have ready access to care. Doctors do visit remote Communities regularly but they are very busy looking after local known patients and may not be able to see people not already on their list. If you have any medical needs please make sure you have brought adequate medication and that necessary scripts are in place. The nearest chemist is Broome.

Mobile coverage: We have limited mobile coverage onsite. Make sure you have a blue tick phone and that Telstra is your network provider. Do not rely on having internet TV or the capacity to download movies.

Pay Details: Wages are paid fortnightly. The working week runs Thursday to Wednesday. Pays are processed on Thursdays and credited to your nominated bank account by direct credit.

Bank account details are requested prior to commencement. It will remain your responsibility to advise management of any change to your bank account details. All expenses – such as rent will be deducted from wages. There are no staff accounts or book up, and no advance payments available to staff.

Pay rates: We pay award rates under a variety of awards.

Personal Presentation: Clothes are to be clean at all times. Clothes are to be undamaged. Long hair should be tied back. Piercings should be understated – i.e. small studs or rings are acceptable where they do not pose a health or safety risk.

Pets: No pets are allowed on the property. No exceptions are made.

Police Checks: Staff will be requested to provide a National Police Clearance prior to commencing work. Please note as Kooljaman is a workplace, Police are authorised to enter the property, including accommodation, for random drug searches.

Referees: A minimum of two professional referees should be provided at the time of application. Referee checks are an integral part of the employment process.

Relationships with guests: Guests should not be invited back to staff housing at any time.

Remote – what does this mean? Remote in our case means:

- Solar power with diesel backup – no hairdryers, kettles unnecessary power use.
- Bore Water – be water wise
- 220 km from Broome
- 4wd access only and may be cut off from Broome at times of high fire danger or flood.
- Weekly delivery of supplies during dry season, fortnightly where possible in wet season
- Limited medical assistance available
- Limited entertainment – night life is campfires, stars and the company of fellow staff members.
- Radio stations – 873 ABC AM, on a good day!
- Respectful, collegial relationships – Up to 35 people can be sharing limited space whilst working together during the season. When working and living together staff must be able to refrain from gossip and negative behaviour that could impact upon the cohesiveness of the Kooljaman team. The Dignity at Work Policy provides guidelines to acceptable behaviour including alcohol and drug use and can be requested prior to applications.

Resume – can I send it in to be kept on file? Yes, you are welcome to send your resume to be kept on file.

Rosters: Rosters are prepared and displayed at least a week in advance. We attempt to meet requests and to keep days in a regular pattern – however the rosters

are ultimately designed for the efficient operation of the business and individual requests cannot always be met. For example – couples may not always have the same days off, same shifts on.

If you are unable to work a scheduled shift please advise your manager as soon as possible. If you are aware that you will not be available for certain dates, please advise management as early as possible.

If you are not on duty please do not enter work areas.

Shopping: Staff place orders weekly during the dry season and fortnightly during the wet season. 'Bush orders' are picked and packed by Broome supermarkets for delivery. There is a small charge for this service.

Our transport company Dean Wilson provides staff with credit card facilities to manage payments for alcohol deliveries. All other groceries are covered under Kooljaman's transport arrangements.

Short term work – do I need to stay for the season? No you do not need to stay for the entire season – however we appreciate being informed of your intended work period at the time of application. We appreciate people are often working to fund travel and stay for shorter times. We appreciate a minimum stay of 3 months due to training requirements and familiarisation for most roles.

Staff discounts: Staff receive a 20% discount on accommodation for family and friends, 25% in the restaurant and at the souvenir shop. Staff are entitled to one free coffee or tea whilst on duty. Restaurant evening staff are entitled to one meal during shift. Staff may take one bag of ice per day for personal use. Tips are placed into a communal staff fund for the benefit of all staff.

Staff opportunities: Many of our tour providers welcome staff on tours as part of familiarisation and cultural education. We encourage staff to take part in Community life where possible and learn about the Bardi Jawi Culture during their stay. Staff may choose to utilise their qualifications and education in assisting Community projects and we encourage staff to let us know how they think they may be able to contribute to cultural and knowledge exchange.

Superannuation: Our default fund is Sunsuper, however you may nominate any fund.

Temperatures: We are in the Kimberley – so it's hot. In the dry season it is cooler in the evenings, and in the wet season the daytime heat notches up due to humidity – but it is always hot. Be aware that working areas are either outside or not air-conditioned. Be sunsmart, drink plenty of water and wear appropriate clothing.

Time Sheets: Time sheets must be filled in clearly and accurately with a record of start/finish and break times.

Transport: Once you are here there is a hire car available for hire by staff members at a discounted rate. You must be over 25 with a clean licence to hire the vehicle. To access Broome a variety of options are available during the season ranging from approximately \$60.00 to \$300.00 one way. If you have your own car the time to Broome is approximately 2.5 - 3 hours

Smoking: Smoking is not permitted in front of guests at any time. Smoking is permitted when on break providing it is in a designated area. Butts must be disposed of appropriately as they are toxic litter.

Uniforms: Kooljaman provides uniforms for staff use. These should be returned clean and in reasonable order when departing. Staff may purchase uniforms where they would like to keep as a souvenir or for additional items. Items not provided are:

- Shoes – closed toe in restaurant, housekeeping and boat. Safety shoes required in maintenance. Reception staff may wear open toed shoes/sandles.
- Trousers/shorts/skirts – black in restaurant/reception and of a reasonable length. No short shorts.
- Wide brim hat – own choice
- Sunglasses.

Staff are responsible for the care of uniforms, including the laundering as required.

Vehicle Use: Kooljaman has a variety of vehicles that are utilised for day to day activities. Staff should ensure that vehicles are kept clean, checked before use for fuel, oil and water. It is a health and safety requirement that you wear enclosed shoes and helmets if required to use quad bikes. The speed limit around Kooljaman is 10km ph.

Who stays at Kooljaman? 30% of our clients are from Victoria. The rest are a fairly even mix of people from overseas and other states in Australia. 55% of our clients are aged over 45. Our overseas visitors are mainly from Europe – primarily Germany, Switzerland, France and Great Britain.

Working with Children Check: Staff volunteering in Community may be required to obtain a Working with Children Check

Wilderness Camp – what does this mean? Primarily it means we offer minimum impact accommodation in a wilderness area. We do not cater to caravans, large motor-homes or large camper trailers. We do not provide power to air-conditioning units in campervans.

General Information		
Contact Phone Numbers Kooljaman	Kooljaman Office	08 91924970
	Kooljaman Office Fax	08 91924978
	Manager Home	08 91924807
	Assistant Manager Home	08 91924131
	Head Chef Home	08 91924966
Email	reservations@kooljaman.com.au	
Postal Address	PMB 8, Cape Leveque Road, Via Broome WA 6725	
Board Members	Rosanna Angus	Chair
	Jo Angus	Board Member – Ardyaloon
	Bernadette Angus	Board Member – Ardyaloon
	Bernadette Angus Snr	Board Member - Djarindjin
	Brian Lee	Board Member - Djarindjin
	Vincent Mc Kenzie	Board Member - Djarindjin
Supervisors & Managers	Robert & Erica Menheere	Managers
	Stuart Lloyd & Lily Licina	Assistant Managers
	Joseph Mc Grattan	Head Chef
		Housekeeping Co-ordinator
	Elaine Sutton	Dinka's Co-ordinator
	Sheliah Manado	Guest Liaison Co-ordinator

Should you have further queries please email manager@kooljaman.com.au