



# Volunteer Program

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## Volunteer Program Introduction

Welcome to the Lakeside Health and Wellness Resort, where we offer an opportunity for volunteers to support their own health and well-being while contributing to our mission of providing a peaceful and restorative environment for our guests.

As a volunteer, you will have the chance to immerse yourself in nature, connect with like-minded individuals, and gain valuable experience in a hospitality and customer service environment devoted to health and wellness.

In exchange for your time and efforts, we offer a unique opportunity for you to reduce costs and gain access to our multi-award-winning facilities and programs. By volunteering with us, you will have the chance to participate in yoga classes, meditation sessions, and other wellness activities, as well as enjoy healthy meals prepared with locally sourced ingredients while staying on-site in one of our chalets.

We are committed to creating a supportive and inclusive environment where volunteers can learn, grow, and contribute to a shared vision. Whether you are looking to work alongside and observe some of the most respected professionals in the industry, gain new skills, make meaningful connections, or simply take some time for self-care, we invite you to join our Whanau (family/team) of dedicated volunteers and make a positive impact on the lives of our guests and the world around us.

We are grateful for your willingness to volunteer your time and energy with us.

The Lakeside Health and Wellness Resort Team

# Volunteer Program Requirements

This is a brilliant opportunity to gain access to an exceptional team of dedicated, highly-skilled professionals in an environment devoted to health and wellness.

- You may gain exposure to a broad range of departments, including cleaning, office, kitchen, grounds and other activities, working alongside and observing some of the most respected professionals in the industry who are committed to health and wellbeing
- We have a preferred program length of between 6 weeks to 6 months, 30hrs a week. Outside of this guideline, specific arrangements need to be presented to us for consideration.
- Single-room accommodation, on-site, with daily meals and snacks provided
- Access to retreat facilities at specified times
- Two days off per week (not necessarily consecutively)
- Shifts can range from 6.30 am-8 pm, Monday to Sunday
- All volunteers are required to work on our setup days
- A positive, energetic outlook with a commitment to our guest's needs at all times
- Good communication and people skills
- Adherence to the rules of the property (no alcohol, nicotine, or recreational drugs)
- Willing to put in 6 hours a day of varying degrees of work (from menial to challenging)
- Current first aid certificate
- Current clean driver's license
- Must be over 18 years of age
- Must be fit, healthy and able to perform a range of quite demanding physical tasks
- Past guests are not eligible to participate in the Volunteer Program
- The Volunteer Program is unsuitable to participate in during pregnancy

# Volunteer Agreement

In order to ensure a safe and peaceful environment for everyone, we ask that you read and agree to the following volunteer agreement before applying:

This Volunteer Employment Agreement (“Agreement”) is made and entered into by and between Kia Awhina Charitable Trust (“the Organisation”) and \_\_\_\_\_ “Volunteer”) on \_\_\_\_\_ (“Date”).

1. Code of Conduct: We expect all volunteers to follow a code of conduct that promotes respect for the retreat centre's facilities and the well-being of all guests. This includes refraining from any actions that may cause harm or disturbance to others, such as aggressive behaviour, excessive noise, or use of drugs or alcohol.
2. Respect for Nature: We ask that all volunteers respect and preserve the natural surroundings of the retreat centre. Please avoid littering, damaging trees or plants, and harming any wildlife that may inhabit the area.
3. Volunteer Responsibilities: All volunteers are expected to fulfil their assigned tasks to the best of their ability, and to communicate any concerns or questions to retreat centre staff.
4. Safety and Security: The retreat centre is not liable for any injuries, accidents, or lost or stolen items during your stay. Please take appropriate precautions to ensure your own safety, such as wearing appropriate footwear and securing personal belongings.
5. Health and Wellness: Volunteers are responsible for their own physical and mental health during their stay. We encourage you to practice self-care and seek medical attention if needed. Please inform retreat centre staff of any health concerns or needs that may affect your ability to perform volunteer duties.
6. Compliance with Rules and Regulations: All volunteers must comply with the retreat centre's rules and regulations, as well as any local laws or regulations. Failure to comply may result in the termination of volunteer duties without a refund.
7. We may require the volunteer to undergo a non-intrusive drug or alcohol test at random. The testing process followed will be such to ensure a safe and accurate test.
8. Lakeside Health & Wellness Resort, Resolution Retreats and Kia Awhina Charitable Trust and its related entities and staff reserve the right to cancel involvement in the Volunteer Program for any reason that is deemed appropriate, before or during the agreed dates. Excess costs for transfers and airfares will be the responsibility of the applicant in the event of early departure.
9. The Volunteer agrees to provide services to the Organisation in the capacity of a volunteer. The Volunteer acknowledges that he/she is not an employee of the Organisation and is not entitled to any compensation for his/her services. There will be no exchange of money between Lakeside Health & Wellness Resort, Resolution Retreats and Kia Awhina Charitable Trust and volunteer participants.
10. All flights and transfers to and from the retreat are the responsibility of the volunteer applicant.
11. Volunteer applicants will be required to sign a disclaimer and non-disclosure agreement upon arrival

12. Volunteers are required to adhere to the Organisation's privacy policy and are not permitted to disclose any information regarding our guests during or after their stay.
13. Lakeside Health & Wellness Resort, Resolution Retreats and Kia Awhina Charitable Trust require that applicants disclose any pre-existing injuries or illnesses that may affect their involvement in the Volunteer Program.
14. Volunteers will be expected to work 30 hours a week and perform a wide range of jobs, including cleaning, dining, kitchen and activities duties.
15. We expect volunteers to have a high degree of commitment and to be punctual and reliable for all duties.
16. Past guests of any of our retreat programmes are not eligible to participate in the Volunteer Program.
17. Accommodations and meals are provided for volunteers for the duration of their placement. Please note that we cannot cater to any specific dietary requirements beyond what is listed on this form. Food and drink required beyond what is provided will be at the individual's arrangement and cost.
18. Due to the structured rostering of the team of volunteer staff, and to ensure that volunteers are able to be fully present during their stay at the retreat, we ask that applicants ensure they have no other prior commitments during the dates of their placement before committing to the Volunteer Program.

By signing below, I agree to the above specifications and apply for a position in the Volunteer Program. I acknowledge that I have read and agree to the volunteer agreement for the retreat centre. I understand that failure to comply with the terms outlined in this agreement may result in the termination of volunteer duties without refund.

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

# Volunteer Program Application Form

Please complete the application form below and return via email with the following:

- Current copy of your resume
- Passport size photo (Does not have to be an official passport photo)
- Copy of your driver's license
- Current first aid certificate (if you do not have a current first aid certificate this will need to be obtained and a copy sent in prior to commencement in the program if application is successful)

Name	
Name to appear on name tag	
Phone	
Address: (No./ Street)	
Suburb/ State/ Country)	
Email	
Emergency Contact	
Emergency Contact Relationship	
Emergency Contact Phone Number	
Do you have allergies to any foods/insects/medications that result in anaphylaxis? (yes, please provide more details)	

<p>Do you have a current First Aid Certificate? (If no, please note that a current first aid certificate will need to be obtained prior to commencement in the Volunteer Program if your application is successful)</p>	
<p>Do you have any other dietary requirements? If yes, give details (Note - we cannot cater to any specific dietary requirements beyond what you have listed)</p>	
<p>Have you ever stayed with us as a guest?</p>	
<p>Please list any significant past or present illness/injuries/surgeries/medications (If you have any significant medical history, please have your health care practitioner complete and sign the medical form on the last page and submit it with your application. If you have no significant medical history, you do not need to complete the medical history form)</p>	
<p>Do you have a criminal record? If yes, please provide details</p>	
<p>Why do you want to volunteer with us?</p>	
<p>What dates are you available to be part of the program?</p>	
<p>What strengths and attributes would you bring to our team if chosen?</p>	
<p>What do you hope to receive from the experience?</p>	
<p>What are your areas of interest?</p>	

<p>Living with other people for an extended time frame can be challenging. Have you lived in a shared house before? And can you please comment on living in a shared house?</p>	
<p>What are your plans for the next 5 years?</p>	
<p>Some of the volunteer work involves a fair amount of physical labour and therefore requires volunteers have a good level of physical fitness. You will be required to assist in lifting heavy suitcases, being on your feet for long periods at a time, as well as being required to accompany guests on our bushwalks (some of which are quite steep and challenging). Could you be able and willing to perform such jobs? (Please explain why or why not)</p>	
<p>During your time as part of the Volunteer Program, you will be living and breathing the lifestyle that we promote. Please comment on your ability to adapt to an alcohol and sugar-free whole foods diet in a smoke/drug-free environment during your stay at the retreat.</p>	
<p>Are you currently studying, or do you have any qualifications?</p>	
<p>Do you have any conflicts of interest which we should be aware of?</p>	

If you are successful, you will be notified by phone and in writing.

Thank you

The Lakeside Health and Wellness Resort Team

# Volunteer pre-existing injury or illness disclosure

Lakeside Health & Wellness Resort, Resolution Retreats, and Kia Awhina Charitable Trust have an obligation to ensure the health, safety and well-being of all those that work within our property, including our volunteers. In order to fulfil this obligation, we request that you advise us of any pre-existing injury or medical condition of which you are aware, and which could be affected by your proposed duties.

## DISCLOSURE OF PRE-EXISTING INJURY OR MEDICAL CONDITION:

No, I do not have a pre-existing injury or medical condition, of which I am aware, that could impact on my ability to perform my duties safely

Yes, I have a pre-existing injury or medical condition – please provide details in the space below:

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I acknowledge that the information I have provided above is true and correct.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name of applicant: \_\_\_\_\_