



Volunteer Orientation

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Welcome!

Thank you for coming to Kawai Purapura. Our volunteers are the lifeblood of our community and we trust your time at Kawai Purapura will be an enjoyable and rewarding experience.

Vision Statement

It is important to us that all our visitors are aware of and behave in accord with our value statement, as follows:

“To create a sacred place where we transform the way we relate with the land, each other and the planet, so that future generations will live in a healthier, harmonious, socially responsible, spiritually aware, regenerative world.”

Living in a community

Living in a community requires give and take. Please **be respectful of each other** and mindful of the space you are in. This means keeping noise levels down with no noise **after 10pm**, cleaning up after yourself, washing and putting away all dishes and cooking materials as well as helping to keep the lounge tidy for everyone to enjoy.

Please respect all of Kawai Purapura’s property. As an environmentally conscious community, we try our best to reduce our rubbish production by recycling and composting appropriately.

Check in and volunteer bond

When you check in at reception you are provided with a key, locker and a box containing a duvet, pillow, set of sheets and towel. The box functions as your food box. A bond of \$30 applies. Please note that the bond will not be refunded if you:

- don’t clean your room, fridge shelf and food box
- don’t return the box the way you received it (with duvet, pillow, linen set and towel). You need to wash and dry the sheets and towel
- leave earlier than our minimum stay
- give us a notice (that you are leaving) **shorter than 72 hours** prior to your new departure date
- don’t check out on time (12pm=midday)

You will need to confirm what date you are expecting to depart. Closer to the time, we are happy to negotiate a further period of stay (we welcome volunteers to stay as long as possible); but you may be required to change rooms beyond the initial departure date.

If you would like to stay on longer you need to discuss this with the volunteer coordinator as there may be people due to move in to your space.

Reception Hours

Monday-Friday	8:30am-8:00pm
Saturday	7:00am-7:00pm
Sunday	8:00am-5:00pm

Roster

We require volunteers to contribute 18 hours of work each week (this covers your accommodation). If you have not already booked a specific role in advance of your arrival, you will be assigned work each day, usually based on a 3 hour per day/6 day per week work schedule.

The work roster is created one day in advance for Tuesday-Friday. The Saturday, Sunday and Monday rosters are made on Friday. If you have a specific requirement, you must advise the volunteer coordinator before 1:00pm each day (for Tues-Friday rosters) and before 1:00pm on Friday (for Sat, Sun and Mon rosters). The roster is posted in the Volunteer Lounge by 4:00pm each day.

The day you work, you will also be assigned a specific task for the volunteer lounge clean-up. This changes from day to day, so make sure you check the daily roster. The clean-up takes place 9:00am-9:15am & 1.45pm-2.00pm every day. Bring everything with you that you will need for the shift, such as warm clothing, sunscreen, etc. Your shift does not finish until the end of the scheduled time.

The team leader will meet you at the Volunteer Lounge at the beginning of your shift. For café & kitchen shift, please go to Prema kitchen directly. Go to reception if you have not been met 15min after the beginning of your shift or if you cannot find your team leader during your shift and you have finished your current task.

Note that during your shift you may not have a team leader working alongside you. Hence, please take the responsibility to return your tools at the end of the shift and leave at the allotted time (do not wait for team leader to dismiss you). At the end of your shift you must return any allocated tools or equipment to the tool shed or cupboard from which they were taken and all keys to reception.

No-shows:

If you do not participate in the daily volunteer lounge clean-ups, you will be scheduled for extra 15min next day.

If you have more than 2 no-shows for the daily cleaning of the Volunteer Lounge, you will be rostered for an extra 3-hour shift.

If you miss a 3-hour shift already scheduled for any reason, you will be rostered for an extra 3hour shift.

If you fail to show up to your shift more than 3 times, you will have to end your volunteer position and you will be asked to leave the community the next day.

Rooms

Please leave curtains pulled back, and windows open during the day to ventilate rooms. When you are away from your room, please lock doors and windows to avoid theft.

Please note you are responsible for your own valuables.

Please pay attention to security such as laptops, cell phones and passports.

We recommend you keep your passport with you at all times. Kensington locks are recommended to secure laptops. Please use the locker provided.

All rooms are provided with heaters, if required. Do not drape anything (clothes, towels) over these heaters.

Do not light incense or candles in your room as these triggers the smoke alarm.

Do not remove beds, curtains, decorations or furniture from your room.

Kitchen & Food

The kitchen is vegetarian, which means that you can't cook meat or fish within.

The kitchen is not to be used between 09:00am-09:15am and 1:45pm-2:00pm. At these times, the volunteer kitchen and lounge clean-up is performed by all people who are working that day at 09:15am or 2:00pm. If you have a day off, you are not required to do this clean up.

Simply clean up after yourself, that would save a world of hassle. Wash, dry and put away what you use, clean benches when you are done.

Keep all your food only in the space provided to you. Please dispose of your rubbish in a responsible manner. Place your food scraps in the compost bin and your recyclables in the designated bins.

The communal shelf, spice rack and free fridge are for all to use. If you are leaving food behind when you check out, please place it on the communal shelf or in the free fridge.

The freezers are communal, please mark your frozen food clearly when placing it in the freezer to avoid confusion.

Pack n Save is generally the cheapest supermarket. See the map in the Volunteer Lounge.

If you are staying in a caravan, there are rubbish bins and recycling bins located just outside the green orchard cottage, which is halfway up the drive. If you are staying in one of the cabins there are also some outside Kahikatea laundry.

The organic food shop named Naturally Organic is located on the other side of the mall, up the hill.

Toilets and Showers

These are shared. There are two ablution blocks on the top level for your use (Great Heart and Lotus). Another two toilets are located in the swimming pool area.

Property Access

You are most welcome to explore all areas of the property however, please be mindful that as a retreat complex, there are often areas booked by retreatants and yoga practitioners.

The Prema Lounge and deck area are out of bounds for Volunteers as this space is reserved for retreat guests and casual accommodation residents.

Please respect our trees and keep to the trails when walking on bush tracks.

Checking Out

On your day of leaving, your room needs to be empty and clean by 12pm=midday.

Please check the "Volunteer Check-out Checklist" at the end of this document.

Your bond will be returned after an inspection of your room and when the key and box have been returned.

Feedback Form

You will find a feedback form at the reverse page of the “Volunteer Check-out Checklist”. We welcome constructive feedback on how we can make your stay here a great one. Please give the fulfilled document to the Volunteer Coordinator before leaving.

Community Class Schedule

A schedule of casual classes (yoga, meditation, etc.) may be found on the notice board at reception. The 7:00am yoga class is free for volunteers to attend. Otherwise, a discounted rate of \$5 applies to all other classes. Please pay the teachers directly.

Fire Evacuation Procedure

If you are first to notice a fire, please phone the fire department immediately on 111.

In case of fire, an alarm will sound. In this case, please make your way to the Fire Evacuation area on the parking area next to Lotus/Marquee. To familiarise yourself with this procedure, please read the fire evacuation document enclosed.

Injuries/sickness

If a work injury occurs during your shift, you are responsible for reporting this right away, no later than at the end of your shift. Otherwise, this will not be treated as work related injury. Please see reception if any kind of treatment is needed. If you due to sickness are not able to work your shift, you need to inform the Volunteer Coordinator before your shift starts. This can be done in person, by calling reception (09 415 9468) or by email: volunteer@kawaiapurapura.co.nz. **You will need to make up your hours later.**

Guests

Should you need a guest to stay, please note there is a charge of \$30 per night per person. Your guest must check in at reception and, like all casual guests, have his or her ID copied when payment is taken.

Mail/Couriers

Mail and courier deliveries can be collected from reception. If you receive a parcel a note will be placed in the lounge and you can come and collect the parcel from reception.

Parking

There is no parking available on site for volunteers. Should you have a vehicle, council car parking is available at the bottom of the driveway. It is quite safe to park your vehicle there.

Pastoral Care

Your welfare and enjoyment is our priority during your stay at Kawai Purapura. Should you have any concerns or would just like a chat, feel free to talk to any of us in the office or specifically.

Resident Guests

Volunteers are not permitted to become guests of residents without written permission from management prior to commencement of volunteering.

Smoking-Drugs-Alcohol

At Kawai Purapura we enjoy a smoke, drug and alcohol-free environment. Our expectation is that all guests will kindly comply with this kaupapa (policy).

Swimming Pool, Sauna & Spa

The 25 metre, non-chlorinated swimming pool is available for volunteer use during its open season. It is treated with Copper Sulphate, which may turn blond or bleached hair slightly green. Rinse your hair after swimming to avoid this. The code is C3568X. There is no lifesaver on duty so pool use is at your own discretion.

Pool hours are 07:00am to 10:00pm. Please make sure the door is closed properly when you leave the pool. Place hand on top and pull the cover down.

The spa or sauna costs \$15/hour. Combined the price is \$20/hour. Please book and pay at reception.

The spa and sauna are free for volunteers and residents Sunday night 6:00pm-9:00pm. Booking still has to be made at reception.

Spa may be closed for cleaning Tuesday–Thursday as non-toxic chemicals are used which require a weekly full replacement.

Volunteer Meeting

A weekly volunteer meeting is scheduled every Wednesday at 1:00pm in the Volunteer Lounge (or the Pool area if weather is good), where we discuss volunteer related matters, light refreshments are provided.

Community Dinner

A weekly community dinner is scheduled every Monday at 6:30pm in Prema. We share and enjoy the meal with all the community of Kawai Purapura. The price is \$7 for the volunteers.

WiFi Details

We have three WiFi networks you can use:

KawaiPurapuraFreeWifi and WellparkFreeWiFi which requires no password, and KawaiPurapuraW1F1 with the password purapura

Taxis/Shuttles

Auckland Taxis ph 300 3000

- **From the CITY:**

Northern Express from Auckland City (Britomart) to Albany departs every 10 minutes.

The journey is around 25 minutes and costs \$7 per adult (\$4.80 - AT HOP Card).

Albany Bus Station is a 10 minutes walk away from Kawai Purapura.

- **From the AIRPORT:**

North Harbour Express from Auckland Airport to Albany Westfield departs every 30 minutes (4am to 10pm)

The journey is around 50 minutes and costs NZ\$24 one way, \$44 return.

Albany Westfield is a 10 minutes walk away from Kawai Purapura.

The Skybus and Northern Express operate regularly between Auckland Airport and Albany Bus Depot.

Keep in mind that there is one transfer at Auckland City (Britomart).

You can purchase tickets at the International Terminal Bus Stop or from the driver.

Useful Contacts

Emergency Phone Number

For fire, police and ambulance emergencies, the number to call in New Zealand is 111.

Medical Centre 24/7 Urgent Care

Shorecare 24/7 Urgent Care Clinic,

Ground Floor, Sovereign House, Smales Farm, Takapuna

Shorecare Smales Farm is found just off the Northcote exit of State Highway 1. Please follow the signs into Smales Farm. Shorecare Smales Farm is open 24/7 365 days of the year and no appointment is necessary.

Doctor

Albany Family Medical Centre

368 Albany Hwy, 0632, New Zealand

thedoctors.co.nz

Ph 09 415 8959

Pharmacy

Unichem Albany Village Pharmacy

1/287 Oteha Valley Rd, Albany, Auckland 0632

Ph 09 415 9676

Hours: 8:30am-6:00pm

Our volunteers have a private Facebook group managed by the volunteers. You can find it here:

KawaiPurapura Woofpack: <https://www.facebook.com/groups/965395070218892/>

You also can like the Kawai Purapura Facebook page:

<https://www.facebook.com/profile.php?id=100014480130214&pnref=friends.search>

Volunteer Check-Out Checklist

On your day of leaving, your room needs to be empty and clean **by 12AM=midday**.
Your bond will be returned after an inspection of your room and when the key has been returned.

Please follow the checkout requirements below and have your space and items ready for the next booking. Failure to satisfy the check-out requirements may result in a reduction of your bond refund.

Task	Description	Completed √
Box	Wash your food box	
Linen	Wash, dry, fold and place your linen pack back in your box with duvet and pillow (do the washing first and manage your time wisely)	
Locker	Clean and dry your locker	
Floor	Vacuum and/or mop the floor or carpet of your accommodation	
Surfaces	Clean and dry all surfaces	
Windows	Clean and dry all the windows of your accommodation	
Personal Items	Remove all personal items. If you wish to donate something, please bring it to reception	
Rubbish	Dispose of all rubbish and recyclables	
Fridge	Remove all food, clean and dry your shelf and take off your name	
Food	Place any food you wish to leave in the communal shelf/free fridge	
Keys	Return all keys to reception	
Please report any maintenance issues in the space below		
Volunteer Name		Checkout Date
Staff Name		Staff Signature

Thank you again for volunteering for Kawai Purapura, we hope you've enjoyed you experience!



Volunteer Feedback

Dear Volunteer,

Thank you so much for all your help, commitment and support volunteering at Kawai Purapura. We've thoroughly enjoyed having you as part of our community and we're most grateful for your assistance.

We hope you've had an enjoyable experience and benefitted from your time here. We'd love to hear your views and get some feedback, as there's always room for improvement and growth.

Please tell us,

a). What you liked about Kawai PuraPura and your experience:

b). What you think could be improved:

c). Any further comments or suggestions:

Please rate your experience on a scale of 1-10 (1 = poor, 10 = excellent). Circle below:

1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10

Thank you for taking the time to provide us with your feedback.

We wish you love and blessings on your journey after Kawai PuraPura