

*“The Bays has always been part of Mornington and it’s been a big part of my life. I remember visiting my mother in the maternity ward here when my brothers and sisters were born. I’ve realised as I’m getting older that helping people is just so important. I love that I can give something back. I feel so thanked and appreciated. It’s very uplifting every time I come in to The Bays.”*

Vanda Hogan was born in The Bays when it was a local bush hospital.



## The benefits of volunteering

Volunteering is a wonderful way to get involved in your community or contribute to a cause you’re passionate about. It can also be a chance to make new friends, learn new skills, gain experience or share your expertise.

Volunteering plays a critical role in empowering individuals, in fostering active citizenship, and in building inclusive and resilient communities. Volunteering has many benefits for the individuals who volunteer, the organisations to which they contribute, and for society as a whole.

## To become a volunteer

All our volunteers are required to:

- complete all forms such as registration, position description and the confidentiality clause
- complete a Police Check (costs covered by us)
- undertake our volunteer orientation program
- participate in the role and site ‘buddy-up’ induction.
- partake in any mandatory learning or education programs related to the role.

To help and support our volunteers in their roles, our volunteer coordinator, staff, and volunteer buddies are available.

*“I was born here in this hospital. My grandmother was a member of the first ladies auxillary, and my father was involved in the construction of the original hospital. Both my parents were on the hospital committee and as kids we were always fundraising for the organisation. It was just a natural progression for me to join as a volunteer.”*

Janice Danaher is a volunteer Pink Lady at the The Bays Aged Care in Hastings.

## How to join us as a volunteer

### The Bays Healthcare Group Inc

Vale Street | PO Box 483  
Mornington VIC 3931

### Volunteer Coordinator

Direct 03 5970 5339  
Phone 03 5970 5308  
Email [volunteer@thebays.com.au](mailto:volunteer@thebays.com.au)

### [www.thebays.com.au](http://www.thebays.com.au)

 [facebook.com/TheBaysHealthcareGroup/](https://facebook.com/TheBaysHealthcareGroup/)  
 [instagram.com/the\\_bays\\_healthcare/](https://instagram.com/the_bays_healthcare/)



## Become a volunteer

Help make a difference today

### The Bays Healthcare Group

Caring for the Peninsula

VALE STREET, MORNINGTON VIC 3931

## About us

The Bays Healthcare is one of the few remaining not for profit healthcare organisations in Australia. We're also a registered charitable organisation. We rely on the generous support of the community to do what we do.

The Bays operates an acute hospital in Mornington and an aged care and dialysis unit in Hastings.

### Our mission

Our mission is to serve the Mornington Peninsula community through the provision of high quality healthcare services.

### Our vision

- The best care, provided efficiently and with compassion.
- A community that is confident in our services and our commitment to the Mornington Peninsula.
- A professional, cohesive, team-based culture that attracts and retains the best people.
- Demonstrated support for our community through investment in buildings, equipment, our people and the development of services.
- A culture that reflects social and environmental awareness and responsibility.

### Our values

Integrity – being honest in our dealings with others.

Compassion – recognising the physical, social and emotional needs of our patients, residents and families as well as our staff.

Accountability – being responsible for and mindful of the consequences of our actions.

Respect – acknowledging the rights and opinions of others as we work together as a team.

Excellence – continually improving quality and efficiency.

If we all embrace an “I CARE” philosophy, we will be successful as individuals, as an organisation and as a community.



## Our volunteers

We are fortunate to have the help and dedication of a wonderful team of volunteers. They give their time and effort to support The Bays' vision, and enrich the experience for our patients and residents.

Our volunteers are from all over the Mornington Peninsula, and of all ages. We currently have over 170 volunteers who contribute over 10,000 hours annually in areas such as: administration, patient liaison, diversional therapies, gift shop management, gardening, flower arrangements, patient transport, trolley services, directing and escorting patients and visitors, and spending one on one time with patients and residents.

Family and community connections; a desire to stay active and engaged; and a willingness to contribute to the health and vitality of the community are what inspire them.

It's the volunteers that make The Bays such a special place. Their service not only helps our staff; it enhances the experience for our patients and residents. We truly appreciate their efforts and welcome their involvement as an important part of our team.

## Volunteer activities

### At Mornington

- Concierge – directing and escorting patients and visitors around the hospital.
- Companionship – spending time with patients in our wards and Day Surgery Unit.
- Cancer care – assisting cancer care nurses and patients, supporting seminars and activities.
- Administration – help with filing and data entry.
- Relievers – covering shifts for volunteers who may be away or unwell.
- Flowers – refreshing flowers in patient rooms.
- Gift shop – sales assistance.
- Knitters – producing donated items such as beanies, jackets and blankets for newborns.
- Newspaper and trolley duties – selling newspapers, magazines and gifts to patients in the wards.
- Gardening – light gardening duties like weeding, pruning, planting and general maintenance.
- Community ambassadors – assisting at major events and promotions.
- Drivers – transport patients to and from The Bays.

### At Hastings

- Gardening – keeping the garden tidy and bright.
- The Pink Ladies – preparing and delivering flowers and fundraising activities.
- Lifestyle – helping with craft, leisure activities, shopping and outings.
- Companionship – spending one on one time with residents.

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*“I get more out of coming to volunteer here than the hospital ever gets out of me.”*

Joy Kohn is a former Director of Nursing and a volunteer at The Bays in Mornington

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