

The Toowoomba Hospice



INFORMATION BOOK

Basic information on our work and help for
clients, families and carers.





CHAIRMAN Graham Barron OAM

Since its inception, the Hospice has provided professional palliative and respite care to residents of Toowoomba and the surrounding districts. During my day-to-day activities, I receive many accolades for the Toowoomba Hospice which I am very proud to accept as a reflection on the efficient procedures that we have in place and the team of professional and dedicated staff and volunteers working at the Hospice.

It is heartening to see the continued support from service clubs, community groups, businesses, schools, churches and individuals who assist with raising much needed funds. I wish to thank everyone for their support and friendship over the years and we look forward to many more successful years.



FOUNDER Sister Frances Flint csb OAM

Sister Frances Flint csb OAM was a Brigidine nun who worked as a teacher, lecturer and, in Toowoomba, as a media officer in the Catholic Media Office. In the midst of the nationwide debate about euthanasia, Sr. Frances, who strongly opposed it, became concerned that Toowoomba had no hospice.

From 1996 onwards, she worked with the community and the Toowoomba Hospice Association and in July 2003 she proudly watched as the Hospice opened its doors.

Welcome to the Toowoomba Hospice

This booklet is designed to explain to the general public what the Toowoomba Hospice does; how we help our clients and their families and carers; and to explain what we do, how we do it and why. If, after you have read this booklet, you would like more information, the staff and volunteers are always available to help out and answer questions, but we hope this small booklet will be a useful introduction.

Please keep it if you find it useful.



Vision Statement

The Toowoomba Hospice provides palliative and respite care based on mutual respect, trust and individual needs.

Mission Statement

To provide quality care in partnership with the community for those with a terminal illness.

Core Values

1. To offer quality palliative and respite care.
2. To deliver multidisciplinary, holistic care.
3. To engage and foster the services of all staff and volunteers.
4. To acknowledge and enhance community support.
5. To provide a centre of excellence in palliative care.
6. To facilitate education in palliative care for those who seek it.
7. To offer bereavement support to clients, families and friends.
8. To ensure service excellence through the development and implementation of effective policies and procedures.
9. To provide a safe environment for staff, volunteers, clients, families and carers.

What is the Toowoomba Hospice?

The Toowoomba Hospice is a purpose-built accredited private healthcare facility, providing specialist palliative healthcare for individuals and their families and friends who are experiencing a terminal illness. Palliative care means looking after every aspect of the mind, body and soul, in an environment that provides dignity and support.

The Hospice is an independent, non-denominational community facility, able to adapt to the individual needs of clients and provide a comfortable atmosphere.



The Hospice is a six-bed facility where clients can spend quality time in their own room with their families and friends — and still continue to receive expert medical care. The service offered is short-to-medium term dependent on individual needs for any adult (18 years and over) who needs palliative care and support.

The Hospice routine is flexible. Every client's specific needs are met and expert medical care is given. Doctors attend their own patients whenever possible.

Families and visitors may visit at any time that suits them and it is possible for them to stay the night. They may also help with the care if they wish.

How the Hospice Operates

Admission

Admission to the Hospice is by referral and assessment of need. If you have discussed your care needs with your doctor or community nurse, you may want to know more about the care the Hospice provides. You may wish to contact the Hospice and speak to our Director of Nursing who will assist you further and liaise with your current health providers as necessary. You may also call the Hospice and arrange a visit to see the facilities.

Medical and Nursing Care

Medical Care is undertaken by your General Practitioner or palliative care specialist. All Medical Practitioners are able to obtain visiting rights from the Toowoomba Hospice Medical Advisory and Credentials and Clinical Privileges Committee.

The Nursing Staff, led by the Director of Nursing and the Clinical Nurse, are on duty at all times, including night shifts. Each shift is supervised by a Registered Nurse (RN) assisted by a Personal Care Assistant (PCA).

Services and Facilities

Characteristics of the services and facilities we offer include:

- Privacy and confidentiality are assured.
- Visiting hours are unrestricted.
- Families are also encouraged to visit or stay overnight. Check with the RN for availability of facilities.
- Children are also encouraged to visit. Some toys and books are available.
- Visitors are asked to consider the needs of all our clients in terms of noise levels.

Services and Facilities (continued)

- Laundry. If families are unable to attend to the client's personal laundry, the Hospice will wash personal clothing for the client, provided it is clearly marked. The PCA will be happy to assist with this.
- All meals are provided for clients. Families and visitors can access facilities in a small kitchenette near the clients' rooms.
- If requested, grief counselling and ongoing bereavement support can be arranged by the Pastoral Care team.
- Short-term respite care may be available — discuss with the Director of Nursing and your medical practitioner.
- Air conditioning, TV, fridges and bedside telephones are in all rooms.
- Complementary therapies by trained practitioners, such as aromatherapy, hair care, podiatry needs, etc. can be arranged. The RN can provide further information.
- A quiet room is available for reflection or prayer.
- A BBQ is available for family use and the gardens provide a private area for families.
- Pets are welcome, but as a courtesy to other clients, they must be controlled within the client's room. They can be taken into the garden (again under control) and, if asked, the staff will provide water bowls and plastic bags for waste.
- Smoking is not permitted anywhere on the premises.
- Clients may leave the Hospice during the day after approval has been given by their Medical Practitioner. Arrangements should be made with the nursing staff.

Pastoral care

Pastoral care involves spiritual and emotional support, and can be guidance to those who need or ask for such assistance. At the Hospice, such spiritual and emotional support is given according to the beliefs of the client or the family and friends. The aim is to help our clients to gain peace and personal spiritual and emotional wellbeing according to their own beliefs.

All our Pastoral Care volunteers are suitably qualified, having completed accredited training courses, and have practical experience. They are directed by the Pastoral Care Coordinator.

The Pastoral Care volunteers are people of compassion, common sense, empathy, integrity, and respect. They are comfortable with the death and dying process.

It is Hospice policy that clients are supported spiritually and emotionally according to their own beliefs. The Pastoral Care volunteers will act ecumenically and contact the client's own pastor or priest if requested. They will also support family members if required.

The Pastoral Care team arranges several Remembrance Services each year to provide an avenue for families and friends of past clients of the Hospice to grieve and reflect on the lives of loved ones.

Families are regularly contacted by the Pastoral Care staff for up to twelve months after the death of their relative to provide support and ascertain care needs.

Staff and Volunteers

The Toowoomba Hospice is privately owned by the Toowoomba Hospice Association, which elects a Chairman and Management Committee every year. Its aim is to maintain the Hospice in the way the Founder, Sr. Frances Flint, a Brigidine nun, described as “*a tremendous joy to be able to support families at a most emotionally challenging time of loss and bereavement.*”

Nursing Staff

“... palliative care is about enabling people to live the best quality of life for as long as they possibly can. Palliative care is also about honouring, cherishing, loving and respecting each human being for who they are and that even in illness their life is honoured and given the best possible quality.”

Rev Dr Daniel Nuzum, co-chair of the Spirituality Interest Group, Irish Association for Palliative Care

The nursing staff at the Toowoomba Hospice is led by a Director of Nursing and a Clinical Nurse who work as the leaders of the clinical team. This team provides a loving, caring and supportive environment to clients and their families and encourages a home-like, family atmosphere where all are welcomed during their stay. It is a very great privilege to work at the Toowoomba Hospice, as part of a dedicated team, making a difference for many people in our community.

The Administrative and Fundraising Staff

The Toowoomba Hospice offers a high standard of care to all our clients. To maintain this standard we need an efficient and hardworking administration team. This team is comprised of the Administration Manager, the Volunteer Coordinator and the Administration Assistant, all working closely with the nursing staff.

The Administration Manager is also responsible for the very important task of fundraising! Hospice fundraisers need to collect a large amount of money to maintain the required standards.

The Hospice is a free service. Queensland Health provides some funding, but the rest of the funding comes from the community via fundraising, donations, bequests, funeral donations and special events.

Further help is available from the Department of Veterans' Affairs and various private health funds.

Volunteers

Every day we are supported by volunteers who freely give their time to undertake the many household and support tasks available. There are more than 100 volunteers who give a few hours every week to the non-clinical work in the Hospice, such as cooking, cleaning, gardening, reception and other tasks necessary for an efficient establishment. The Volunteer Coordinator trains, organises and helps these volunteers in all aspects of their work.

Without this great support from our community, volunteers and staff, the Hospice would not be able to provide the care and support necessary to our clients, their families and carers.

We thank them all!

Client Rights and Responsibilities

The Toowoomba Hospice respects the rights and responsibilities of the clients. We believe that all clients are entitled:

- *To equal concern and attention, whatever their gender, race, class, culture, religious belief, age, sexuality or life style;*
- *To be considered with respect and dignity, and to have their physical, emotional, spiritual and psychological needs taken seriously;*
- *To be informed about their illness and to have questions answered honestly and sensitively in terms they can understand;*
- *To have access to their medical records, and to share in decisions about their treatment and care in honest and informative discussions with specialists and other health professionals;*
- *To be informed fully about treatment options and the benefits, side-effects and risks of any treatment;*
- *To select other options, such as refusing treatment, or using complementary therapies, with continued medical support;*
- *To receive support and information to help them understand and come to terms with their illness;*
- *To express feelings and emotions in their own way;*
- *To receive support for their family and friends for as long as needed;*
- *To know that their personal details will remain totally confidential;*
- *To have special financial needs acknowledged and have help in obtaining benefits;*
- *To be accompanied by a relative or friend at any consultation or discussion about their illness or treatment;*
- *To make suggestions or complaints about the services to the Director of Nursing;*
- *To know that their privacy, personal feelings and dignity will be respected by all other users, staff and visitors to the Hospice.*

Costs

At the Hospice we are often asked how much we charge for our service. We are happy to reply that the Hospice is a **free service**. Queensland Health provides some funding, but the rest of our funding comes from the community via fundraising, donations, bequests, funeral donations and special events.

If the client has private health funding, that will cover the costs, BUT this is not a major criterion for selection.

Clients and their families are asked to cover pharmaceutical costs during their stay. The Hospice has a contract with Scott Street Pharmacy for a 24 hour supply of medication. Use of other pharmacies is not currently available. Please see the RN on duty to complete an account application.

Funeral Directors in the Toowoomba Region

Australian Heritage Funerals
314 James Street
TOOWOOMBA Qld 4350

Phone: 4634 9946
Freecall: 1800 118 188

Burstows Funeral Care
1020 Ruthven Street
TOOWOOMBA Qld 4350

Phone: 4636 9600
Freecall: 1800 803 196

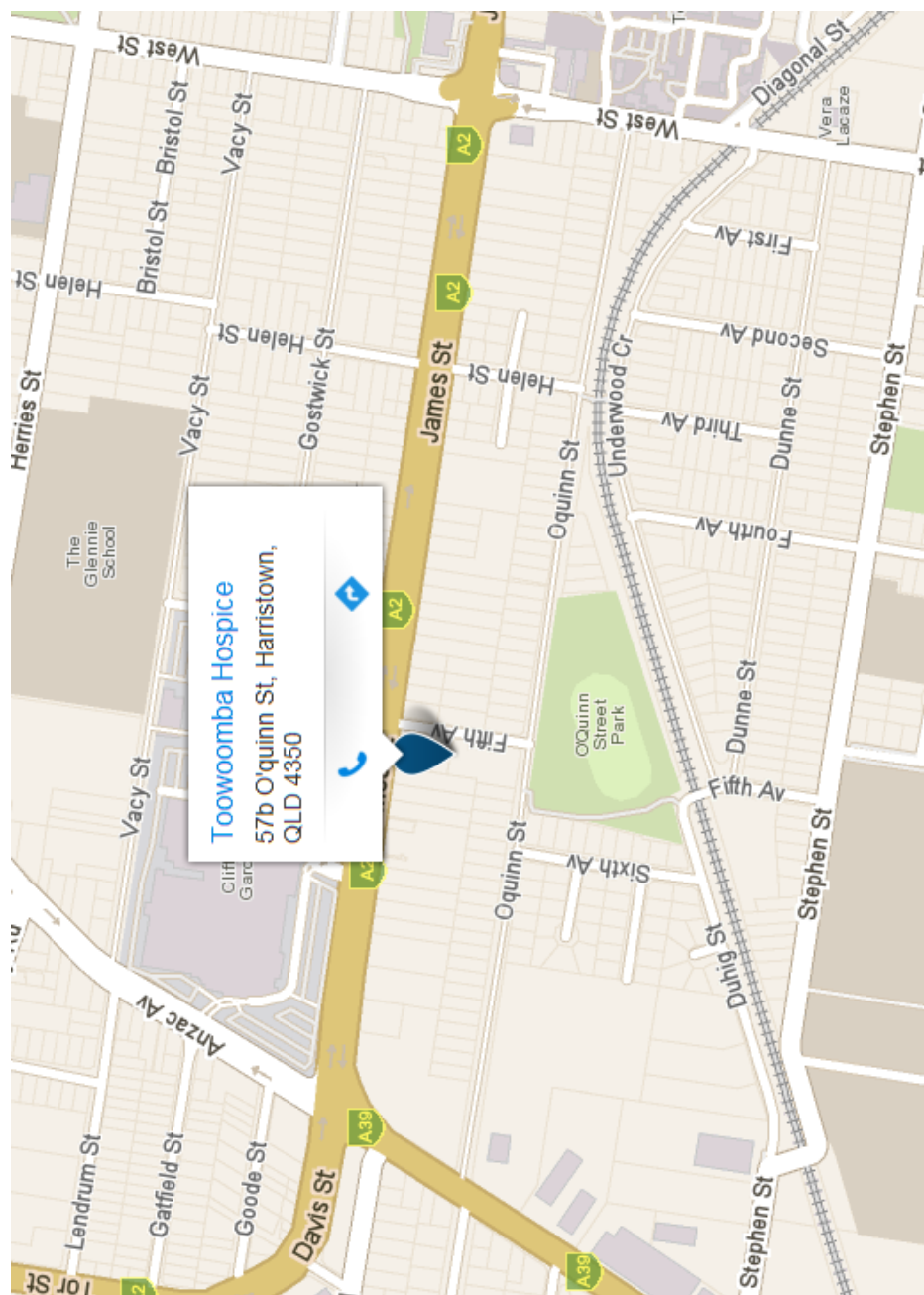
Hiram Philp Funerals
52 Herries Street
TOOWOOMBA Qld 4350

Phone: 4632 4211
Freecall: 1800 558 509

McGrath Funerals
5 Mylne Street
TOOWOOMBA Qld 4350

Phone: 4636 9690
Freecall: 1800 221 022

Where to find the Toowoomba Hospice





Street address

57b O'Quinn Street, Toowoomba Qld 4350

Postal address (for all correspondence)

P O Box 6463, Clifford Gardens Qld 4350

Telephone: 4659 8500 / **Fax:** 4659 8511

Website: www.toowoombahospice.org.au

Follow us on **Facebook:**

<https://www.facebook.com/ToowoombaHospice>

Client Information and Enquiries:

director@toowoombahospice.org.au

Administration Email:

admin@toowoombahospice.org.au