

## Networking summary for 2016 with Consumers and Networking in the community.

- **Funeral Directors:**

- a. Following discussions with the CN, McGrath Family Funerals held a Tour and Supper evening at their facility in 2015 and also 14/04/2016 at 6pm, which was attended by both staff and volunteers. At this time a gap was identified that Peter and his colleagues had frequented our facility but had not toured our facility. A tea was held and networking took place by Sue our PCC.
  - b. Bursar's: Liz Bamford did training with the staff and volunteers in 2015 and with volunteers in 2016. A workshop was planned for the staff in 2016 but had to be cancelled due to poor numbers; "Die Wise" author by Stephen Jenkins was hosted for the public and Hospice staff and volunteers by Hospice and organised by the Hospice Pastoral care coordinator and Fundraising manager. A good turnout as per synopsis.
- Hospice hosted the Palliative Care Breakfast at the Angel Café on the 27<sup>th</sup> of May during Palliative care week open to all **consumers- clinicians, public** at which time Dr Tucker was the guest speaker.
  - **Networking with USQ:** in 2015 CN attended preceptor workshop, after which a meeting was held with the RN's and improvements made to support our USQ students.
  - **Networking with Tafe facilitators:** CN coordinated with Tafe facilitators to educate our staff at RN meeting on 08/02/2016 after which one of the facilitators actually referred one of their family members, and became a consumer.
  - **Networking with reps:** Abstral in-service 14/03/2016 RN meeting and recommended training for PCOP and other Hospices, which took place in 2016.
  - **Community Liaison officer:** Rica Lacey Aboriginal /Torres Strait liaison officer at THS, through networking with Pastoral Care at THS: did cultural training with the staff in March. CN invited her to the consumer participation forum and also to give feedback for the survey but had not replied or participated.
  - CN met Tammie Dingle (**RTO trainer**) through networking in taking on an AIN student which in turn led to discussions for our Consumer Participation education for the PCA's on 22/03/2016. Tammie a previous consumer a few years ago. She met with the MCM- Allison will have the date as per MCM minutes. I invited her to the consumer participation forum and since then has also sent feedback on the consumer survey. She has changed RTO's and has had to suspend training with our PCA's but hopes to continue next year with training opportunities.
  - **Barbara Free, our aroma therapist,** I invited to do training in 2015 which was established. She had to suspend training till recently due to personal reasons. And also to participate in the consumer forum, which she attended and did training with the staff on aromatherapy on the first of September. She is also planning workshops for aromatherapy to the public and staff in the future. She was booking times for the board room.
  - **Jan Denyer, a wound specialist** at THS, through networking with CN came and did training with the staff 19/07/2016 on wound care.

## Networking summary for 2016 with Consumers and Networking in the community.

- Currently networking for Manual handling, with Leann Mischke, Senior WH&S Advisor (Ergonomics) at Bailey Henderson (Qld health) to do training in next few weeks in October and November.
- Currently networking with SAH infection control nurse to come and talk to us.

### Other items:

**Whs:** Glenn Bruggemann our WHS officer attended a workshop, after which, we put an emphasis on wellness of the staff and CN collating the Wellness survey results.

Through CN contact with Dr Steve Osborne, a talk was arranged for staff on the 27/04/2016 on "Stress less" who is a chiropractor in town who does education, as a start to improving the health and wellbeing of our staff.

### Debriefing sessions:

PCC held two debriefing sessions this year after discussions with CN: 24/02/2016 during a staff meeting.

Debriefing 02/08/2016 at which time a new RN and a USQ student were able to follow through with the discussion. A copy of this report was done by Sue, and available if required.

After discussions with CN and PCC it was noted that clients transferring to the Hospice have little knowledge of the Hospice, the Pastoral Care Coordinator initiated meetings with all the **Pastoral Care coordinators in Toowoomba** (St Andrew's Hospital, St Vincent's Toowoomba Hospital, which is hosted at the Hospice. From these meetings a number of items have been addressed to improve the transition to the hospice, including education by the volunteers prior to admission, a new transfer form by Pastoral Care staff to be included in discharge summary documentation.

These meeting continue.

Networking with the Buddhists in town, through previous contacts by the Management Committee, Fundraising manager and Pastoral Care Coordinator. Some staff and volunteers attending the community dinner hosted by the **Pure Land learning college**.

PFM continues networking with the Businessmen in Toowoomba known as the **Back Scratchers**.

DON has meetings with the **Leading Ladies**, one of whom prints our bereavement cards.

- Volunteer Coordinator & PFM attended **Volunteer Managers Network** meeting in March 2016. These meetings will become a regular networking group for Volunteer Managers in our region to share ideas, discuss concerns and support each other.
- The VC has also had **students from Clifford Park Special School** (disability school) participate in housekeeping activities, such as window cleaning, as a part of their unit they were learning about on communities and volunteering. They attended the Hospice one day per week for 1.5 hrs over a term.
- **Students from Centenary Heights State High School** played a big part in supporting us with our Camelia Show in 2016, providing lots of volunteer hours over the course of the weekend and have offered to be involved in the Christmas wonderland in December.
- Volunteers under the coordination of the **Shopping centre promotions** coordinator have regular promotional stalls set up in shopping centres which gives them opportunities to talk with people from the community about what we do and how we do it. Flyers are available to hand out to interested persons on how they can help, donate or volunteer.

## Networking summary for 2016 with Consumers and Networking in the community.

- P&FM and VC attended **Drayton Village retirement home** during June for a **Get Nailed promotion**/morning tea. P&FM spoke to the residents about the Hospice and how they can help support us.
- One of the RN's in 2015 made contact with the **Rotary club**, who donated our Sara Stedy ( manual handling equipment) and at the presentation of the cheque the CN and DON, and RN attended and a power point presentation was done by CN to talk about the Hospice and explain what the equipment is used for. After this presentation the Rotary continued, as previously to generously donate money and services.
- DON attended the **Centenary State High School** to talk about the Hospice in 2015, and in 2015 and 2016 the school captains and other pupils have done some volunteering at our facility. They donate money to the Hospice every year. Janice and Prof Peter Swanell are invited annually to attend various formal functions, such as the wards evening in October.
- PFM and VC often attend **various schools in the community** to participate in various fundraising events such as "trash your Hair" and go to talk about what the Hospice does.
- Morning Tea/Talks and Tour of the Hospice with **War widows, Rose Society, Bowls Clubs.....others Mark will know**
- Network with other community groups such as **Rotary, Lions Clubs** etc
- **Volunteers** underwent **training** in **Effective Communication with Burstows** Educator Liz Bamford in July 2016