

Toowoomba Hospice Association Inc

# NEWSLETTER

OCTOBER – NOVEMBER 2018

57B O'Quinn Street Toowoomba

PO Box 6463 Clifford Gardens Qld 4350

Ph: 07 46598500 Fax: 07 46598511

[www.toowoombahospice.org.au](http://www.toowoombahospice.org.au)

[info@toowoombahospice.org.au](mailto:info@toowoombahospice.org.au)



**On the 7th September, our Founder's Day, we were very fortunate to have Bishop Bill Morris open the Sr Frances Retreat (please see our Chairman's comment page 2 of this newsletter)**



# IN APPRECIATION

**Graham Barron OAM**  
**Chairman**

Hi! Welcome to our Spring Newsletter. It has been great to see the return of Spring and some warmer weather, along with much needed rain.

Recently we held our Annual General Meeting when members of the Toowoomba Hospice Association Inc received reports on another successful year of delivering very professional palliative care. I wish to sincerely thank everyone for their ongoing support, friendship and commitment. I would also like to welcome two new members to the Management Committee in Ray Pern and Jacqui Lock. Both will bring great knowledge and experience to the Hospice. The following were re-elected and I thank them for their ongoing commitment.

Chairman - Graham Barron, Deputy Chairman/Treasurer - Steve Davis, Secretary - Janice Swannell, Committee Members: - Bob Goldsworthy, Judy Timmins, Cheryl Morrish.

On the 7th September, our Founder's Day, we were very fortunate to have Bishop Bill Morris open the Sr Frances Retreat in the grounds of the Hospice. This area was constructed after input from a consumer forum where families were asked for feedback on the care we provide and ways to complement our already professional care. One thing suggested was that there was a need for a quiet, easy accessible area where families could sit and contemplate in a peaceful setting. This project was possible with funds from the Eternity Tree at Burstows Funeral Home, the support of the Rotary Clubs of Garden City and Toowoomba South and from businesses and the community. I also acknowledge Peter Wenham who was wearing his Burstows' hat as well as his Rotary hat for the coordination of the project. I am sure Sr Frances would be impressed with the facility and our continuation of her ministry.

The past few months have been busy with major fundraising events, with the most recent our annual race day. This day was once again successful both socially and financially with everyone in attendance thoroughly enjoying themselves. A lot of planning and hard work goes into such events and I wish to acknowledge our staff, volunteers and supporters for their contribution ensuring that these events were successful. While our major events are over for the year, it is very important that we continue to raise funds. If you have any suggestions I am sure Mark would appreciate your call.

While fundraising is important, so is the continuation of us delivering very professional palliative care and the Accreditation of our health care facility. Allison, Mark, Eugenie and the team, in conjunction with Lindy Fentiman, prepared well for our Periodic Review which was carried out by ACHS on 9th October. This review is part of the accreditation process where we are assessed on our day-to-day activities. I wish to advise that the surveyors were very impressed with our facility and we are looking forward to the final report confirming the outcome.

In conclusion, sincere thanks for your ongoing support of our health care facility, it is appreciated.

*Regards Graham*

Graham was proud as punch to have his son David and grandsons Hayden and Will at the Toowoomba Hospice Race Day last month. The day was a great success with just over \$12,000 being raised.







# FUNDRAISING

## Mark Munro Administration and Fundraising Manager

Welcome to Spring and hopefully you all have some in your step as you will need it to keep up with the Hospice with the number of events happening between now and Christmas, YES, I said Christmas...only 10 or so weeks away, it's amazing how quickly it has come around...I have put in a HUGE list for Santa AGAIN this year—hopefully he will take note!

There is no doubt to run a fundraising event whether small or large takes time and quite a bit of organising behind the scenes before the actual event (even after the event). I am so proud of the wonderful community groups, clubs, organisations, businesses, families and individuals we have on the Darling Downs and Lockyer Valley who continue to host fundraising events for the Hospice. Please check out the 'Date Claimers' in this Newsletter for what Fundraisers are happening between now and end of the year. Thank you so much to all of you for your continued support in raising funds.... we can't do it without you!

As most of you would have known I was on holidays for 3 weeks and I went to Thailand (Patong Beach in Phuket and Pattaya just outside of Bangkok) and Singapore with 5 friends from Clifton...Whilst I was away I did a cooking class in Pattaya run by the hotel I was staying at. I cooked 3 Thai Dishes – 1) Thai Chicken Coconut Soup 2) Thai Chicken Cashew Stir Fry 3) Thai Pineapple Fried Rice...the Head Chef was my teacher and he was a bit of a character. He didn't speak much English BUT we did have a few good laughs (especially at my cooking skills) I must say it I did enjoy my lunch that day!

I would like to leave you with this quote... 'You make a living by what you get. You make a life by what you give.' - Winston Churchill

Until next time stay happy and keep on Putting the FUN back into FUNDraising!

*Mark*

### ENJOY....

- an Aussie Breakfast
- Fellowship
- Background Jazz Music
- the Train Carriages Tour
- the Hospitality from the DownsSteam Volunteers
- Supporting a great LOCAL Charity!



Only \$30.00 per person

Bookings 46598500  
(tickets are limited)



## Toowoomba Hospice Charity Jazz Breakfast

28th October 2018  
9.00am - 11.00am  
DownsSteam  
(cnr Ball & Cambooya Sts. Drayton)



Celebrating 15 years of service to Toowoomba and the Darling Downs by providing quality care and support in partnership with the community for those with a terminal illness.



Left: A BIG Happy Birthday to our long standing Management Committee Secretary Janice! Thank you for your tireless work you do for the Toowoomba Hospice. It is greatly appreciated.

Right: Management Committee Member Cheryl shows off her selling skills at the Race Day. We truly appreciate your continued support that you offer to our Fundraising...





## Allison Leech Director of Nursing

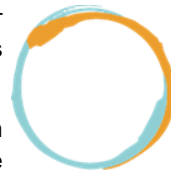
I'm not sure where the last 2 years have gone, as we are once again preparing for our next step in the Accreditation process – the Periodic Review. On 9 October we hosted two surveyors from the Australian Council of Healthcare Standards (the same team who came in 2016), as they assessed the quality of the service that we provide from the Toowoomba Hospice to the clients in our care, their families and carers, and the wider Toowoomba community and surrounding areas.

We are very grateful for the assistance of Lindy Fentiman (tog Consulting), who has been working with us for the last couple of years to help our preparation for our quality assessments.

We took great pleasure in showing the Hospice to our visitors, demonstrating the level of quality care that we provide, showcasing the improvement activities we have undertaken, and highlighting the systems we have in place to support the service.

Hospice can mean different things to different groups, and we at the Toowoomba Hospice are very fortunate to have the wonderful support of our local community to enable us to provide palliative care to those in need.

The second Saturday of October has been set aside every year in the calendar as World Hospice and Palliative Care Day. This year it was Saturday October 13th, 2018.



World hospice &  
palliative care day

World Hospice and Palliative Care Day is a unified day of action to celebrate and support hospice and palliative care around the world. Every 2 years there is also Voices for Hospices - a wave of concerts taking place on World Hospice and Palliative Care Day.

The theme for World Hospice and Palliative Care Day 2018 is: Palliative Care – Because I Matter

The sub-themes of this year's World Hospice and Palliative Care Day are: Because I Matter, What Matters to Me, and Why Does Palliative Care Matter to Me?

2018 also marks the centenary of Dame Cicely Saunders (known as the founder of the modern hospice movement) who said: 'You matter because you are you and you matter until the end of your life'.

Central to palliative care is the goal of optimising quality of life for individuals with serious or life-limiting illnesses. Treatment of pain to allow a life to be well lived is key, but so also is holistic care with attention to physical, psychological, social and spiritual needs – exactly what we provide to the clients and families who come to us at the Hospice.

*Allison*



**Sue Thönnell**

## Pastoral Care Coordinator

Our Founder's Day Celebration on Friday 7th September was a very special occasion as we officially opened our newly constructed Sr. Frances 'Retreat' as a quiet area in the garden for clients and family members to spend time. Bishop Bill Morris addressed the gathering of Management Committee Members, Donors, Family Members, Staff and Volunteers and included the following quote from Archbishop Tutu.

*We live in a world that lives dualistically, that is, either/or, black or white, life or death which denies the seamless whole of creation, where life and death are one and that all creation is an interconnected web of relationship, pointing to the reality that the world we live in is paradoxical .....that is, both/and, not either/or, and our living is to find the balance between good and bad, sickness and health, justice and peace, for better or worse in all our relationships, for the quality of human life on our planet is nothing more than the sum total of our daily interactions with one another. Each time we help, and each time we harm, we have a dramatic impact on our world, and because our world is paradoxical, both/and, as we strive to find the balance between help and harm we start to mend tears in the social fabric and we stop our human community from unravelling.*

*Sue*

# Sharene Gosley

## Volunteer Coordinator



Welcome to another Hospice news.

Wow, where has the year gone!!! It's been a busy time recently here at the Hospice. Another Race Day has been and gone, a successful Travel Expo, where we were the beneficiary, the Flowers and Fairies event held during carnival, huge thanks to all those volunteers who helped make these events a success for the Hospice.

For anyone interested in learning how they can help the Hospice by volunteering at our events or here at the Hospice, our final Volunteer Information Session of the year is being held on the 14th of November from 9.30am until 11.30am in the Hospice Boardroom. Anyone interested in volunteering with us is welcome to attend. Email me on [volunteer@toowoombahospice.org.au](mailto:volunteer@toowoombahospice.org.au) if you would like to know more.

We extend a warm Hospice welcome to the following people who have joined our volunteer team recently. Please say "Hi" if you see them around the hallways Giselle will be helping with flower arranging and sometimes in the kitchen, Ratna has joined the housekeeping team, and Priyenka, Bonnie, Brian and Vanditha will be helping in the kitchen. Welcome to you all. We trust you enjoy your time with us.

Toowoomba's Christmas Wonderland is on again from the 1st till the 24th of December, and we are looking for lots of volunteers to help sell glow products on the stall. If you or someone you know, would like to be involved in this fabulous event, please call the Hospice on 4659 8500 to register your name or put your name down on the roster on display in reception. Volunteers need to be a minimum of 15 years of age to participate.

By the time you all read this, I will be cruising my way around New Zealand. Mark and Jodie will attend to any urgent items during my absence. Jodie has stressed she doesn't want to see any "green leave forms" while I'm away...haha, so please be gentle with her. Mark on the other hand, he can take it, so go hard on him, he needs something to do!! See you all at the end of October.

*Sharene*



Donations of flowers and greenery are always welcome at the Hospice. Drop off on Thursday afternoons or early Friday mornings ready for the volunteers to work their magic!

### *Celebrating Birthdays in...*

**October:** Debra, Dianne, Alison H, Judy Mc, Janice, Loretta, Judy T, Carol, Kayla

**November:** Julie, Louise, Ann, Angeline, Barb C, Wendy, Chrissy, Karin

*Happy Birthday to you all!*



**2018**

# **Upcoming Events not to be missed**

## **Come and join us!**

**October 20th Groovy Grannies Garage Sale in Warwick**

**October 28th The Aces & Eights Show & Shine @ Blue Mountain Hotel**

**October 28th Jazz Breakfast at DownsSteam**

**November 6th Melbourne Cup Lunch - Café Valetta**

**November 17th Hospice Wine Tour**

**November 25th Hospice Carols**

**December 1st - 24th Toowoomba's Christmas Wonderland**

**2019**

**March/April Hang Ya Boss Out To Dry**

**May Mother's Day High Tea - Gips**

**May International Palliative Care Week Breakfast**

**June/July Trivia Night - Toowoomba City Bowls Club**

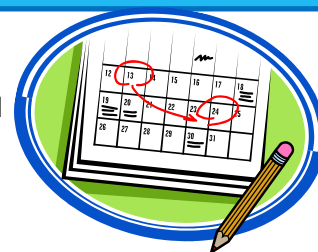
**2019 Municipal Band and Hospice Yearly Concert @ USQ Arts Theatre**

**Until 30th June '15 for 15' <http://www.givenow.com.au/hospice-15for15>**

**All Year - Adopt A Room**

**All Year - Hospice Giving Program**

**For more information on the above please check out our Website  
[www.toowoombahospice.org.au](http://www.toowoombahospice.org.au), Facebook or call 07 46598500**



### **Winery Tour**

**Saturday 17th November 2018**

Enjoy a day out with your friends and help raise funds  
for the Toowoomba Hospice

**Price: \$75 per person**

(includes morning tea, lunch, coach travel and wine tasting)

**Visiting: Rumbalara Estate Wines—Morning Tea**

**Mt Stirling Olives**

**Jam Works—Lunch**

**Castle Glen**

**Granite Belt Christmas Farm**

**Depart: 7:00am Hospice (57b O'Quinn St)**

**Pick up: 7:15 Stenner St (Old Post Office)**

**Also from: East Greenmount Hotel/Clifton High School**

**Return: 6:00pm (approximately)**

**Tickets: Christine Siebuhr**

**07 4633 3014**

**All proceeds will be donated to**

**TOOWOOMBA HOSPICE**



Carmen and Melissa from Toowoomba Business Builders (Networking Group) visited the Hospice and donated money from their club in appreciation of the work we do for our community.



# Spotlight on Staff, Donors and Volunteers



As I am entering a new phase of my life I pause a bit to reflect. We are in the process of moving interstate, which means my time working at the Hospice in Toowoomba has come to an end. I would ask you to come along on this journey with me.

What brought me to the hospice and what kept me there? It's a bit complicated, but here's the story.

A worker friend of my wife had a husband who was dying. As his long term illness became terminal, he was moved to the hospice. At that time I had not met him, nor did I know what a hospice was. Knowing that my wife had a good rapport with his wife I asked them if he would like me to visit with him. Upon confirmation I found myself there in his room and even though I was a stranger, he was very positive to my visit. He died three days later, so that was the only time I had spent with him.

I did learn however what the purpose of a hospice is, for a community and what the people working there could offer to the dying and their loved ones. The most noticeable for me was the enthusiasm and professionalism of the people working there, both paid and volunteer. My interest was aroused and since I was retired, I had time on my hands, so to say. I had no idea what I could contribute, but I went to the orientation session conducted by Janice Swannell, and found what niche I might fit into. Janice informed everyone present what and how things were done at the hospice and what was expected of the staff including individual work position boundaries. I remember her distinctly saying that if people thought differently or could not accept those parameters, then they were free to volunteer at the Surf Life Savers Association, or some other not for profit organisation...I was hooked. This once again, was a job for me, only I wasn't going to get much pay, in fact none at all!

As it turned out, (my strength and joy has always been driving - anything with wheels, including motorcycles), they were in need of a courier for the Friday run. I applied and was accepted. That was three years ago and although I have missed some shifts, I was able to fill in for others. For those not aware, a courier at the hospice, drives and picks up and delivers things. Occasionally I have driven a few staff members to appointments, or on purchasing trips. It surprised me to learn how important the pickups and deliveries were to the smooth operation of the facility. One trip especially remains with me. I was asked to get some fresh fish for the kitchen to cook for lunch for one of the clients; it could have possibly been their last meal.

No journey is complete without mentioning the people that you meet along the way. The buildings and the facilities at the hospice are first class and do contribute to the overall effectiveness, but people, staff and volunteers are the essence and the soul of the hospice. It is generally poor practice to acknowledge individuals because invariably someone not mentioned feels left out, but if I did not mention you it was because I had not met you.

Sharene Gosley and Mark Munro were the two people I had the most contact with and what a great pair they are. Both are very professional, courteous, social and happy people that clearly like their jobs and enjoy associating and consequently, working with others. Jodie quietly sits in her office and very effectively does her work, with never an unkind word; the flower ladies always smiling, and the kitchen staff with their quiet efficiency are always on the job. I suppose as in any well run organisation, it all comes from the top, and Graham Barron leads all with his unassuming style and optimism, and has Janice supporting him all the way. I had little contact with the nursing staff but a hospice could not function without them, and their Director of Nursing Allison and assistant Eugenie are guiding examples of dedicated commitment. Sue Thonell and her team offer compassionate and respectful pastoral care to the dying and their loved ones, while the list of volunteers continues from garden staff to repairs and maintenance, cleaning, administration reception and housekeeping.

The hospice is a place of dying, ones' final hours on earth; and for most the time left to those departing must be very sorrowful, usually painful and filled with fear of the unknown. In spite of this and I suppose because of it, everyone working at the hospice is upbeat, positive and genuinely cheerful and contributes to the best possible atmosphere in what could be a very negative environment.

To everyone associated with the Toowoomba hospice, take a moment and salute yourselves, encourage each other and pat yourself on the back, you deserve it...a job well done with a great positive attitude! I am glad to have worked there with you and it's been a pleasure to have made your acquaintance.

Thank you for travelling with me,

Wilfred





# P PAGE

## Pictures, Profiles and Promotions



Here are a few snap shots from our recent Race Day...thank you to all those who attended.

