

October
2016

TOOWOOMBA HOSPICE
ASSOCIATION INC.



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The people born under the sign Libra are kind, gentle and lovers of beauty, harmony and peace. However, in their effort to keep everyone happy, they find it difficult to say 'NO' to anyone, and as a result, they end up getting stressed. They have a lot of positive traits, but some negative ones, too.

- * Can't make a decision!
- * Self pity!
- * Holds a grudge!

I wonder who I can be talking about?

Contributors:

- Graham Barron OAM
Chairman
- Allison Leech, Director of
Nursing
- Sharene Gosley, Volunteer
Coordinator
- Mark Munro, Promotions and
Fundraising Manager
- Sue Thönnell, Pastoral Care
Coordinator

Editor Janice Swannell

Toowoomba Hospice



Hospice News

Chairman - Graham Barron

Hi, and welcome to October as we prepare for the lead-up to Christmas.

At our recent AGM, Association members were presented with detailed reports on the financial and clinical successes of the Toowoomba Hospice for 2015/16. I am very pleased to say that the care provided continues to be of a very high standard.

Also, our accounting and financial practices are very effective with the Auditor's annual report commending us on the very high standard of procedures we have in place. I acknowledge the entire team for their commitment. I also make mention of my fellow Management Committee members for the commitment and professionalism that they bring to the table. I can assure you that we will continue to provide good, sound governance.

All our subcommittees play a very important role with the functioning of the Hospice, and one in particular (the Accreditation subcommittee) has been very active in recent months. Items of discussion such as policies, procedures and overall governance of the Toowoomba Hospice have been debated at length.

All of the above will be evaluated by surveyors from ACHS who will conduct the Organisational Wide Survey (OWS) on the 11th and 12th of October. I thank the entire team for their support in this area.

While at times the process is very full-on, we are hoping to receive positive outcomes enabling us to keep the delivery of palliative care services at a very high standard.

Mark Munro and his team are very busy at the moment finalising our regular social and fundraising events, details of which are included in Mark's report on Page 2 of this newsletter. I ask you to please join in the fun of these events if you are available.

In conclusion, it is business as usual, with many things happening!

Until next time



As Graham has mentioned, the Hospice is about to welcome two surveyors from The Australian Council on Healthcare Standard (ACHS) for two days this week. They are Ben Skerman and Helen Vaz.

We hope that Ben and Helen enjoy their time here and that we achieve a positive outcome!

Volunteer Coordinator

Sharene Gosley



Hello everyone and welcome to October.

Things are gearing up as we head into the last part of the year, with many events still to come.

With our Jazz breakfast, Melbourne Cup Luncheon, Clifton Flying School open day, Wine Trip, Carols Night, Oaktree Village musical concert, Toowoomba's Christmas Wonderland and, of course, our Staff and Volunteers Christmas Party - there is definitely something for everyone!

Two of our wonderful volunteers have kindly offered to coordinate the Carols Night Craft Stall this year. Thank you to Cheryl and Ann who have already begun to put together items to sell. If you are able to help out by making something "Christmassy" for our stall, please let me know. We hope to have some nice gifts all wrapped up and ready for the giving.

For our Hospice volunteers who have not yet done their training updates for 2016. Please make the effort to catch up with me as the packages for fire safety and safe manual handling, and safe food hygiene (for kitchen volunteers) are now due. If you are a weekend or evening volunteer, please see the Registered nurse on duty who will be able to take you through the hand wash and manual handling audit. It will only take a few minutes. If you need assistance in filling out the training packages, please let me know as I am happy to set aside some time to go through the training with you.

And last but definitely not least, we have recently welcomed a new volunteer to our housekeeping team, please welcome Helen if you see her around. We trust you will enjoy your time with us, and we thank you for being a part of our team.

Until next time, thank you all for the wonderful work that you do.

Sharene

Pastoral Care

Sue Thönell



A very special thank-you to those who gave of their time to attend the launch of our initial Consumer Participation Forum. It was a constructive time of identifying the key contributors and key areas to use when summarising all the feedback we receive.

I want to commend the Management Committee for recognising the need for such a forum to meet accreditation standards and also for appreciating the value of consumer feedback. It gives us all the opportunity to improve our services as well as affirming what we are doing well and what we can do better.

As businesses and individuals, if we don't constantly assess what we do and embrace feedback we become redundant. If any of our readers would like to give us comments regarding their experience of the Hospice, particularly areas that they consider need some attention or could be done differently, please do not hesitate to phone in or email your feedback with suggestions to pcare.toowoombahospice@bigpond.com

Sue





PUTTING THE FUN IN FUNDRAISING

Coming Events

October 8th Lone Eagle Flying School open day with proceeds going to the Hospice

October 30th Jazz Breakfast

November 1st Melbourne Cup Lunch

November 12th Musical Morning Tea at Oak Tree Retirement Village in Baker St.

November 19th Wine Tour

November 27th Hospice Carols

December 3rd - 24th Toowoomba's Christmas Wonderland

More details and later events can be found on the Hospice website or by contacting us...(07) 4659 8500

NB If you would like to host a fundraiser for the Hospice please let us know so we can try to help promote it



Promotions and Fundraising

Mark Munro

Welcome to Spring and hopefully you all will have some in your step!

We have a few events happening this month with the Lone Eagle Flying School having an open day in Clifton on Saturday 8th October with proceeds coming to the Hospice.

The annual Charity Jazz Breakfast is on Sunday 30th October 2016, 9am, at our very own DownsSteam Museum Railway on the corner of Ball and Cambooya Streets in Drayton. Tickets are now on sale.....Ticket price is \$30 per person which includes breakfast and entertainment by the Allison Bryant Duo!

Our Melbourne Cup Lunch is on the 1st November from 11.30am at Café Valetta. Tickets are now on sale.....Ticket price is \$60 per person. This includes a complimentary glass of champagne and nibbles upon arrival, a delicious two course lunch, prizes for the best dressed female, male, hat, raffles and sweeps! Phone Café Valetta on 07 4632 0332 to book your tickets before they 'Gallop' away! Hahaha

On the 13th November, Trevor Hohn is organising a musical concert with some great talent lined up at the Oak Tree Retirement Village, 134 Baker Street, from 10am – 12 Noon in their community centre. For more information, or if you can help, please call Trevor Hohn on 0400 436 498.

To run a fundraising event whether small or large takes time and quite a bit of organising behind the scenes before the actual event. I am so proud of the wonderful community we have here! I certainly would not be able to raise the money we do without the support from the community, Hospice staff and volunteers. Thank you so much to all of you for your continued support in raising funds.

Ps Don't forget our annual Wine Tour 19th November

Cheers... BF (Big Fella)



Newly elected Member for Toowoomba South, David Janetzki, was welcomed to the Hospice by Allison, Graham, Janice and Steve soon after his election.

And that's one of the magnolia trees that Allison mentions!

Director of Nursing

Allison Leech

Winter is finally leaving, and we are preparing for our next step in the Accreditation process – the Organisation Wide Survey on 11 – 12 October. We will be hosting two surveyors from the Australian Council of Healthcare Standards for the two days, as they assess 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), and her able helper, Robyn Boxsall, in working with us in the preparation and lead-up to this survey.

Previous accreditation exercises have focused on a small number of Standards. However, this review requires us to demonstrate our quality service across nine National Safety and Quality Health Service standards and five EQiP (Evaluation and Quality Improvement Program) Standards, in order to maintain our Accreditation status.

We are looking forward to showing the Hospice to our visitors, and demonstrating the level of quality care that we provide, and the systems we have in place to support that service.

Spring seems to have arrived early to the Hospice, with the freshening up of the internal paintwork, and the external painting completed. Thanks to the teams of painters, who managed to complete their activities with minimal disruption to the clients and their families.

The gardens are also looking wonderful in preparation for spring – there are a couple of magnificent magnolias delighting the families who visit at the moment.

While this flurry of activity is happening, the work of the Hospice continues, through the dedication and commitment of our staff and volunteers, without whom we would not be the wonderful quality service that we are.

Allison

Our gardeners are getting a special mention this month. If you have time, wander round the garden and marvel at the colourful display!

