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Voices

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January 2017

Welcome
to our January edition of Voices

Thank you for your ongoing support of Ipswich Hospice Care. We appreciate it, the families appreciate it and most importantly our guests and clients appreciate it.

Ipswich Hospice Care Appeal

Ipswich Hospice Care Inc.
Voices
CARE APPEAL
Quality of life through care

Can you help renovate our Patient Bathrooms?

Happy 2017! Christmas has been and gone, and we hope that yours was an enjoyable one.

Because of you and other generous donors, you have helped support 276 clients through Hilda's House (Bereavement and Grief Support) and 105 admissions to Hospice during the past year. On behalf of all concerned we would like to express our heartfelt thanks.

You are no doubt still busy at this time of year, but we wish to let you know that we are in the middle of our **Voices Christmas Appeal**. **Thank you to everyone who has already donated to this fund.**

This year we are raising funds to upgrade the bathrooms in each of our Palliative Care Patient Rooms (Guest Wing).

As you can imagine, after 22 years the Guest Wing bathrooms are in need of renovation and a major spruce up. We are hoping to raise \$20,000 through the Christmas Appeal to start the process. Further funds will need to be fundraised during 2017 to get to the total of \$78,000 to complete the project.

If there is still room in your budget we would love for you to consider a donation to Hospice so that we can continue to help people during a very difficult time in their lives and the lives of their families and friends. We are hoping to share our appeal to as many as possible!

For over 22 years, Ipswich Hospice Care has been providing end of life care and bereavement support services to the Ipswich and surrounding communities. We are determined to become 'The Charity of Choice' in Ipswich and the wider region. Our continued community presence has been sustained by your kind thoughts, proven actions, sincere contributions and generous donations. Alas, the phrase; Thank You may not seem enough,

but please accept our **SINCERE THANK YOU** for all you have done for Hospice and the community.

Online donations can be made at www.ipswichhospice.org.au. You can also call Ipswich Hospice Care on 07 3812 0063 or call past in person to Hospice at 37 Chermanside Road, Eastern Heights.

Remember all donations over \$2 are tax deductible.

Every donation we receive helps us to continue to provide specialist services to those who need it most.



Meet our newest Management Committee Members

Welcome Paul Saba & Ray Chandler to the Hospice Management Committee.

At the Ipswich Hospice Annual General Meeting held in September, the Hospice Management Committee farewelled three longstanding members and welcomed two new members.

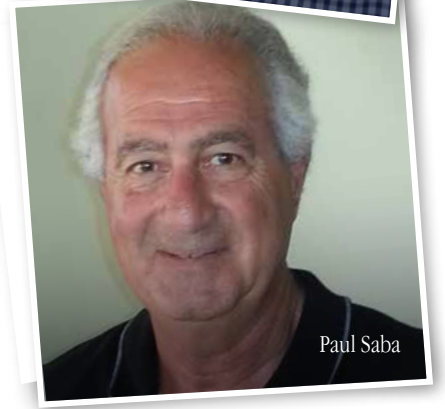
Paul Saba was elected in the role of Treasurer. Paul retired in June 2015 from a career in public accounting that spanned almost 35 years. Commencing as an employee in local and Brisbane based firms before commencing as a sole practitioner in the Ipswich area and then merging his practice with RW Ramsey & Co where he became a practicing partner for approximately 17 years. Paul brings business and accounting knowledge to the management committee together with an ethic of service to the community as demonstrated by his membership of Ipswich North Rotary Club for the past 33 years.

Ray Chandler was elected as a general member and has held executive and senior level corporate services and financial management positions in both the public and private health sectors over much of the past 25 years. Ray is born and bred in Ipswich and has strong community links through active and administrative involvement in local musical theatre and sporting organisations.

Welcome to the Team Paul and Ray we look forward to working under your guidance. While we are happy to welcome Paul and Ray, we are sad to see Jon Patterson, Kerry Drennan and Kate Kunzelmann retire from the committee. The Management Committee, staff, volunteers and supporters thank Jon, Kerry and Kate for their support, energy and professionalism during their time at Hospice and wish them the best of luck for the future.



Ray Chandler



Paul Saba

Hospice Membership - Ipswich Hospice Membership 2016-2017 is still available.

JOIN NOW

As a member you can feel proud knowing that 24 hours a day, 7 days a week, 365 days a year, you are helping terminally ill and bereaved people in the Ipswich community. If you are interested in learning more about becoming a Hospice Member please contact Paul Brew (3812 0063 or members@ipswichhospice.org.au).

Your feedback is precious to us

Ipswich Hospice receives feedback on the services we provide in many ways, a significant one being the responses to our satisfaction survey - used while someone is in the Guest Wing of Hospice, sent to the family of all of the people we care for after the person has died, and on the completion of our bereavement support programs.

Because some of these are anonymous surveys, we are often not able to thank people personally for their feedback, or to inform them of changes we have made in response to their suggestions. So we would like to take this opportunity to let you know that we do have a strong commitment to the continuous improvement of our service. Your feedback is greatly valued and taken very seriously, and particularly if you let us know something we could have done better.

Ipswich Hospice is committed to maintaining processes that involve consumers in the planning, provision, monitoring and evaluation of our services. Consumer participation is built on a framework of informing, listening to, responding to and involving consumers. We support consumer participation as an ethical and individual right.

We want you to know that any comment you share with us is important, and contributes to

making our service better for others who use it. If you have any feedback that you would like to contribute you can contact us (anonymously if you like) on 07 3812 0063, admin@ipswichhospice.org.au or via mail to 37 Chermside Road, Eastern Heights Qld 4305.

Thank you from all the team.

Grieving during Major Events

What can we do to be helpful – for others or ourselves?

Christmas, New Year, Anniversary, and Birthdays can be a time of mixed feelings for those who are missing someone they love. These dates can be exceptionally painful for those who are grieving particularly in the first few years. As we gather with family and friends, the absence of a loved one may be felt even more intensely. Thoughts of celebration are often far from one's mind. One may be left feeling out of step with the jolliness and festivities.

It is especially important at this time to take care of yourself and those around you who are also grieving. While some people keep busy to distract themselves, others prefer to withdraw to their memories and reflections; there is no right or wrong way to act or feel.

It's hard to predict how one will feel, so it's a good idea to put some safeguards into place.

It is also important to be gentle and compassionate with those who are grieving, including yourself. Remember that grief is a lifelong journey, so it's not good to suggest that they need to "pick themselves up by their bootstraps" or to say "he/she would have wanted you to be happy".

The greatest gift we can give the grieving person is to allow them to decide what they do or do not want to do, rather than telling them they "have to come and celebrate so that they won't be alone" or "can't cancel Christmas" or "do something completely different this year".

So what can we do to be helpful – for others or ourselves?

For everyone, the experience will be different, and what will help one to make their way through 'special' but difficult days will vary. It's a good idea to think ahead and to have a plan in place (or maybe even a couple of plans, so that one can go with the option that seems right to them on the day – or maybe it's simply the least wrong option). Planning can give a greater sense of control, which can help to ease some of the anxiety and concern one may be feeling. It's a good idea to make sure friends and family know that it is a difficult time for you. Often they feel unsure how to act around you so let them know that it is okay for them to talk to you about your loved one and if you get upset than that's okay too.

You may also prefer to talk to someone who didn't know the person who died and who can provide support and who is not also grieving their loss.

Or alternatively make plans to be around people who you trust and who understand that you might not be feeling very happy. Let them know that you may actually prefer to be alone and they should not be offended if this is the case.

One may want to continue to celebrate in the way they always have, or do something completely different. They may want to cancel it altogether. Some people wish to stick with traditions they have always had or prefer to create new traditions accordingly.

Finding ways to remember the person who is not with them anymore might be helpful. They may want to light a candle, talk about them, share memories and stories with others who loved them too, set a place at the table, have a drink for them or some other ritual that may allow their importance to be acknowledged. If children are missing the person too, involve them and find out how they would like to remember their loved one. The more naturally we include those who have died in our lives, our story telling and our celebrations, the more naturally we can move back and forth between treasured memories and painful absence.

If it is you who is grieving, remembering that it's okay to have a cry and to be sad is important. Sometimes



though, we also need to give ourselves permission to laugh and enjoy those around us. Let yourself have fun. If you are feeling happy, go with it. Don't be afraid to enjoy yourself if this occurs. Happiness and sadness can coexist and being happy is not disrespectful to the memory of your loved one.

If you need support, find ways to ask for it. You may look to family and friends. You may also prefer to talk to someone who didn't know the person who died and who can provide support and who is not also grieving their loss. Help is available if you need it. Don't be afraid to ask and find out what's available. Try to not suppress your emotions eg if you need to have a good cry, then do so as you will likely feel better afterwards.

Most importantly, ensure that you take care of yourself. Be kind to yourself, don't expect too much of yourself. Give yourself permission to do less. The most important thing is taking care of yourself and those close to you.

“If you are feeling happy, go with it. Don't be afraid to enjoy yourself... Happiness and sadness can coexist and being happy is not disrespectful to the memory of your loved one.”

Hospice Remembrance Trees

A record number of messages were added to this year's tree.



Over 750 messages were written this year. This year also saw the introduction of over the phone and online messages, which were then added to the Remembrance Tree at Hospice.

Christmas is a time when you can feel the loss of a loved one more than perhaps at any other time of the year. Each year in the weeks leading to Christmas, the "Hospice Remembrance Tree" is held at Booval Shopping Fair. Once again this special event was a popular way for the community to remember their loved ones by writing a special message and placing it with a shiny bauble on one of the Christmas Trees.

Over 750 messages were written this year. This year also saw the introduction of over the phone and online messages, which were then added to the Remembrance Tree at Hospice. This also proved very popular and will continue to grow in future years.

A very special thanks must go to the volunteers who donated over 300 hours to man the stall at Booval. Most of the volunteers volunteer at this event each year and love to do so - Thank you to you all, this wouldn't be possible without you.

The messages have now been removed from the trees, but they haven't been forgotten. A ceremony will soon be held where the ashes of the messages will be spread over the Hospice Remembrance Garden to ensure the memory continues.



Where your
money goes

Every dollar from every donation made to Ipswich Hospice Care will go towards fulfilling the goal to provide the highest quality palliative care for terminally ill people and supporting bereaved people in our community.

4 ways to donate

mail

37 Chermside Road,
Eastern Heights QLD 4305

phone

07 3812 0063

fax

07 3812 0232

web

www.ipswichhospice.org.au



Like us on Facebook

Winner

Ipswich Hospice Care Inc was declared the Winner of the 2016 Ipswich Chamber of Commerce & Industry Awards - Community Involvement late last year.

This award is a true validation and appreciation of the amazing work from each and every one of the donors, supporters, staff and volunteers! This award is accepted on your behalf.

Thank you very much for continuing to keep Hospice's profile as a premium service provider in the Ipswich & West Moreton Region and helping us become the 'The Charity of Choice'.



Voices



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