

# Voices

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## A Story About a Girl

Ros Holloway, Director

There is sometimes a misconception that we only care for older people at Ipswich Hospice Care. Sadly this is not the case.

The truth is that we often care for patients under 50 years old. Sometimes their short lives seem all the sweeter, and sadder, that they must come to an end.

One such patient was a gorgeous girl called Natalie who sadly passed away at Hospice recently. Natalie was one of life's true characters. She lived life her own way and made an impression on everyone she met. Natalie loved those around her and created laughter wherever she went. Natalie died at Ipswich Hospice in July 2012, aged only 34 years old.

Natalie was diagnosed by her family GP when she was six months old with Congenital Infantile/Juvenile Polycystic Kidney Disease & Hepatic Fibrosis.

Natalie had a childhood filled with medication and daily challenges. During her school years all she wanted was to be like everyone else; not to stand out in the crowd. However she was teased because of her weight gain and bloating from the

medication. According to Mum Kaylene, Natalie really hated this aspect of her disease and being different from her peers.

In 1995 when Natalie was 17 years old, she received a kidney transplant and her quality of life was set to improve. Unfortunately, the transplanted kidney failed and by the year 2000, Natalie needed to commence regular haemodialysis treatments.

Over the following years, Natalie developed complication after complication, which led to many hospital admissions. By June 2012, Natalie's quality of life had significantly diminished as she struggled with numerous side effects from treatment and symptoms of her disease.

After seeking medical advice, Natalie made the very difficult decision to withdraw from having any further treatment or dialysis. No dialysis meant no kidney function, therefore rapid deterioration was expected and Natalie knew that death was imminent.

At this point in time, Natalie was living with her sister and her four year old niece in the Ipswich area. Natalie always put on a brave face and didn't want to be a burden to her family, especially wanting to protect her niece from seeing the harrowing side effects of ceasing her treatment and her eventual death.

The following days for Natalie and her family were very difficult. The Hospice nursing and medical team ensured that Natalie's pain and symptoms were well controlled with a focus on ensuring that emotional and spiritual support was given not only to Natalie, but the whole family.

On the second day of her admission, the nurses reported that Natalie had a 'happy day' spent with her family. At Natalie's request, a hairdresser and makeup artist attended to Natalie at Hospice, as her goal was 'to get dressed up and gorgeous'. Natalie went with her family to Brother's League's Club, with her pain relief infusion in her shoulder bag. Every night during her stay with us, the family members slept in the room with Natalie on fold out sofa beds.

The family couldn't speak highly enough of Hospice during her stay. They were especially appreciative that they could visit Natalie for long periods, any time of the day. Natalie's Mum, Kaylene said this most difficult time was made so much easier by the team at Ipswich Hospice.

On the third day of Natalie's stay with us, Natalie's friends and family came to Ipswich Hospice and held a BBQ gathering on the patio area. Natalie was now getting very weak and unable to leave her bed, so her visitors came to her room individually to say their last goodbyes. Later that night, her condition deteriorated significantly. Four family members stayed that night with Natalie in her private room.

At 7.10am the next morning, Natalie died peacefully with all her close family members present.

It was our honour to care for Natalie and her family through this most difficult of life's journeys, but there was comfort for her friends and family to see Natalie doing it her way.

*Rest In Peace Natalie*



Three days after stopping dialysis, Natalie requested to be admitted to Ipswich Hospice for end of life care.

1. Natalie in her teenage years before her kidney transplant, ready for her school formal. It was important to Natalie to be just like everyone else.
2. Natalie in 2008, eight years after her kidney transplant failed.
3. Natalie in 2012 (front left) with a friend; on her bucket list was going on a balloon ride over the Lockyer Valley.

## Harpist provides harmony to those in need

There are many examples in life of how music has reached out to people who were finding it difficult to express what they were feeling and how it helped lift people's mood. Music is a familiar part of our lives and can be used to express a wide range of emotions.

Research has shown that music provides a range of therapeutic benefits in the areas of psychological, physiological, social, emotional and cognitive function.

The Harp in particular has been recognised through the ages for its soothing and calming influence, and is becoming more widely used in patient care.

At Ipswich Hospice Care, we have recently been fortunate to welcome Volunteer Shelley Newlove to our team, who now offers musical experiences to our patients and families through the use of the Reverie Harp.

Shelley visits Hospice once a week to provide patients and their families time to relax and be soothed by the harmony of the Reverie Harp. Research shows music can help reduce anxiety and pain levels and bring a sense of calm, inner peace and emotional balance to listeners. Patient feedback has been that Shelley's playing has been very soothing and relaxing during their stay with us.

"While having little musical training and only touching on various instruments over my life, I have always felt deeply moved by music and longed to express myself in this way." Said Shelley.

"A couple of years ago I happened upon the Reverie Harp. It is an instrument specifically designed for therapeutic use and one that can be played by either patient or practitioner, or indeed anyone with a desire to create beautiful music. The Reverie Harp has proven to be the instrument for me, something that can be played with minimum training and that supports the intuitive approach – playing from the heart in the moment." Explained Shelley.



Shelley Newlove

.....  
 Research shows music can help reduce anxiety and pain levels and bring a sense of calm, inner peace and emotional balance to listeners.  
 .....

Shelley ends her story, "It is my hope that through my presence at Hospice, with compassion, care and music I can create a space where people can rest a while and perhaps find some solace."

The music therapy offered by Ipswich Hospice is part of the holistic, complimentary therapy service. This service also includes aromatherapy, massage and reflexology.

For more information on the Reverie Harp or Music Thanatology, visit the following websites:

- [www.robertsmusic.net](http://www.robertsmusic.net), [imim.com.au](http://imim.com.au)  
(The Institute of Music in Medicine)
- [www.mtai.org](http://www.mtai.org)  
(Music Thanatology Association International)

### *The Bereaved Mother*

*Do not judge the bereaved mother. She comes in many forms.  
 She is breathing, but she is dying. She may look young,  
 but inside she has become ancient. She smiles, but her heart sobs.  
 She walks, she talks, she cooks, she cleans, she works,  
 she IS but she IS NOT, all at once.  
 She is here but part of her is elsewhere for eternity.*

**Author unknown.**



Sculpture by Martin Hudack of Slovakia



## Bargain Centre offering so much more than you bargained for!

As one of Ipswich Hospice's enterprises, our Op Shop located at 164 Brisbane Street in Ipswich, is an important source of income to support our health care services.

Established in 2006, the Bargain Centre is supported primarily by our 21 volunteers who are very friendly and customer focused. A personalised service is offered by our sales team who always go the extra mile to ensure customers find exactly what they are looking for.

A wide variety of items are for sale, all of which have been donated by the local community. You will find everything from fabric for table cloths, vintage material for making handbags, clothes, shoes, furniture, bric-a-brac, manchester, electrical goods, toys, dress patterns, hand bags, work wear to name a few !

We also offer the Book Worms a vast array of high quality second hand books in our book store next door to the Bargain Centre.

Our delivery truck, personned by our two friendly truck drivers, collect donations and deliver purchased goods. We offer free delivery within local area for purchases over \$50.

If it's furniture you are looking for we have a wide range to choose from. When you are shopping, have think about what a new coat of paint or a

reupholstered chair could look like. Use your imagination! The Bargain Centre is widely recognized as the leading Op Shop for second hand furniture in Ipswich.

The Bargain Centre store is open 8.30am to 4.00pm Monday to Friday and 8.30am to 12.30pm Saturdays.



If you have any clothes, furniture or household items you would like to donate to the Bargain Centre, please call the store on phone 3812 1706.

### Need more reasons why you should shop at the Bargain Centre?

- **It saves you money** - Why buy brand-new clothes for hundreds of dollars when you can buy a whole new wardrobe for the cost of one new outfit? You will find incredible value for money at the Bargain Centre.
- **It supports Ipswich Hospice Care** - All the money you spend in the store goes towards helping other less fortunate in your community.
- **It is environmentally friendly** - Buying second hand goods is great for recycling and keeping goods out of landfill.
- **New stock daily** - The Bargain Centre has a constant turnover of goodies, with bags full of new stock arriving every day, so it pays to regularly visit and check out the most recent bargains to be had.
- **It gives you an alternative to the mainstream** - Find the latest fashions and trends boring or just not your style? The Bargain Centre has a variety of clothes from different eras and seasons and home wares with character and class.
- **Come away from shopping feeling great!** - Compare that experience of buying a brand new item to finding an item near new for a quarter of the price. Finding a bargain on a treasure hunt is great fun - now that is shopper satisfaction.
- **It offers the opportunity to experiment** - Try something new for your wardrobe or the home that you never have before because the price was too dear. Now nothing is stopping you!
- **It offers maximum variety** - What other store offers clothing, books, furniture, jewellery, bric-a-brac all in one place? The Bargain Centre is a one-stop-shop.
- **Get to know the volunteers in the store** - If you are looking for something specific, don't be shy to ask one of our friendly volunteers for help. They do a lot of the sorting of stock when it is donated, so chances are they will know exactly item you are looking for.
- **Be a thrifty bride** - Wedding costs are out of this world, why not check out the Bargain Centre's range of Bridal and formal wear as an alternative?



# Fundraising for Hospice at your workplace

Receiving limited Government funding, we need help in raising funds to ensure the continuation of our quality palliative care for the dying and support for their families and friends. Many employees in the local area donate to Ipswich Hospice through a regular payroll deduction. If you are able to support Ipswich Hospice with a small donation each week as a payroll deduction, you will make a significant difference in the lives of terminally ill people.



Above: Hospice Team Members at work.

## Your payroll donation has tax benefits!

All donations of \$2 and over can be claimed as a tax deduction.

Workplace Giving, particularly when a team of people are involved, can increase morale, improve team building and provide a positive connection to your local community.

For Employers, Workplace Giving can provide a low cost, administratively simple way to create community-business partnerships and build employee morale. Many Ipswich companies feel strongly about supporting the local community and the charitable organisations that need help to continue their important work in our city.

As an indication of Ipswich Hospice Care's employee commitment to this charity, many of our own staff make a fortnightly donation from their wages, providing a small and steady income for Hospice.

Alison Lahey, one of Hospice's employees who donates fortnightly said "I really believe in the work we do here as I see firsthand the patients and families we help and comfort, at some of the

lowest points in their lives. The dignity and quality of end of life care is second to none. Our team members really go the extra distance for each and every patient. Hospice is where I would want my family to be cared for in a similar situation."

For more information about being a part of our Team of Payroll Deduction Donors, please telephone Hospice on 3812 0063.



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.



Like us on Facebook

## 4 ways to donate

mail

37 Chermside Road,  
Eastern Heights QLD 4305

phone

07 3812 0063

fax

07 3812 02032

web

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

# Voices

Proudly supported by...



37 Chermside Road, Eastern Heights Q 4305  
Phone: 07 3812 0063 Fax: 07 3812 0232  
Email: [information@ipswichhospice.org.au](mailto:information@ipswichhospice.org.au)  
Web: [www.ipswichhospice.org.au](http://www.ipswichhospice.org.au)

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