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Voices

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May 2015

Welcome
to our Autumn edition of Voices

Ipswich Hospice Care Appeal

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

Every year hundreds of local families are supported by Ipswich Hospice Care – because of the donations we receive. Your support makes a real difference to people in their time of need.

The annual Ipswich Hospice **Care Appeal** is now on, and we hope that you are able to help. As a registered charity, all donations to Ipswich Hospice Care are tax deductible, and are used to support valuable work within your own community. Ipswich Hospice Care continues to provide the highest standard of care for terminally ill people, their families and bereaved people in Ipswich and the surrounding West Moreton region.

Donations to Ipswich Hospice Care are supported by State and Commonwealth Government funding, which provides nearly half our overall requirements. Last month our local member for Ipswich, Jennifer Howard MP made the welcome announcement that State Government funding of \$3.1 million had been secured over the next three years, providing the funding certainty needed to continue in the delivery and improvement of our services. Your support is needed to help raise the remaining 50% of required funds.

We are asking for your help and importantly your donation. **Your donation, or as we like to call it – your gift!** will help us ensure that the hundreds of families accessing our services each year at Hospice and at Hilda's House continue to receive the best care and support possible.

Whether you are able to make a one off gift, or a regular monthly gift, whether your gift is big or small, we will ensure that it is used to provide the



best possible care for our Guests and Clients. Your gift might go towards maintaining our Remembrance Rose Garden, it may supply meals to our guests, it could allow for additional one-on-one counselling session for a child who has lost a parent, or maybe it will go towards new equipment to support and make the guests more comfortable. Whatever your gift, it will help the people who need it the most at Hospice, and we hope, bring them and their families some peace and comfort.

To make a donation please complete the enclosed donation form and return to Ipswich Hospice Care: 37 Chermiside Road Eastern Heights Qld 4305; fax to 3812 0232, email to info@ipswichhospice.org.au or donate online at www.ipswichhospice.org.au.

All donations \$2 and over are tax deductible – make sure you donate by 30th June.

Remember YOUR GIFT WILL MAKE A DIFFERENCE!

Whatever your gift, it will help the people who need it the most at Hospice, and we hope, bring them and their families some peace and comfort.

Volunteer training

Hospice will be hosting Orientation Training for new Volunteers in July. Volunteers are a very valued part of Ipswich Hospice and the services that we provide. The training is completed over two days and covers subjects around palliative care, loss and grief, manual handling and safe work practices.

Feedback from previous training has been extremely positive. Participants have found the course enjoyable as well as benefitting personally from the experience.

“Very rewarding and helpful” and “Excellent presenters, please thank them all, the personal experiences were appreciated.”

In addition they have gained a greater understanding of and confidence in their role as a volunteer at Ipswich Hospice.

“Made me more aware of the emotional side of the environment at Hospice.”

If you are interested in becoming a volunteer at Hospice in the kitchen, garden, fundraising, admin, guest wing, or Hilda's House please contact HR Support Coordinator Donna Smith on 3812 0063 for further information.

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Email Newsletter?

Would you like to receive this newsletter electronically? It would help us save postage and paper. Contact Jessica Freiberg on 3812 0063 or email jessica@ipswichhospice.org.au with VOICES EMAIL REQUEST in the subject line.

Comings and goings of Hospice

Ipswich Hospice has welcomed a number of new staff recently, including new Director of Hospice Services, Ms Wendy Bryce who commenced in April.

Wendy lives locally, and comes from the Aged Care Sector as former Executive Director at St Nicholas Nursing Home, a Greek aged care facility at Highgate Hill. In her former positions Wendy has “lived and breathed” continuous quality improvement, overseen quality individualised care and aimed to be an inspirational leader and visionary within the aged care and palliative care industries.

“Ipswich Hospice is a great community and I look forward to upholding the excellences that it is known for, while building new relationships and partnerships. I look forward to working with the

wonderful staff, volunteers, guests, clients and all who are involved with Ipswich Hospice,” Ms Bryce said.

The Management Committee of Hospice believes Wendy has the ideal skill set and experience for the role and takes pleasure in welcoming her as the newly appointed Director of Hospice Services.

Another new face is Margaret Neeson, who has commenced as Manager Bereavement Services at Hilda’s House. Read more in the Update from Hilda’s House.

Our new Marketing, Events and Fundraising Coordinator started with us in January. Jessica



Freiberg is an Ipswich local who comes from the tertiary education sector and is focused on continuing and improving the great work that has already been established at Ipswich Hospice. If you would like to be involved in any of the fundraising activities please email Jessica at jessica@ipswichhospice.org.au.

While we are excited to welcome our new team members, we have also had to say goodbye to a number of our friends and we wish them luck in their future endeavours.

“Ipswich Hospice is a great community and I look forward to upholding the excellences that it is known for, while building new relationships and partnerships. I look forward to working with the wonderful staff, volunteers, guests, clients and all who are involved with Ipswich Hospice.”

Hospice Membership

Ipswich Hospice Membership 2015-2016 will be available from June. 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. New membership levels and benefits will soon be announced. Current members will receive their renewal notice in the mail. If you are interested in learning more about becoming a Hospice Member please contact our Members Coordinator Jessica Freiberg (3812 0063 or members@ipswichhospice.org.au).

Sometimes the sounds of cries can be happy



It is not often that you hear the sounds of a new born baby’s cry at Hospice. But that is just what was heard recently when five generations of the Moore family came together. Aleeyah was just 2-days old, when proud dad Cody introduced the newest addition to the family – a Great Great Granddaughter for Audrey Moore, a guest at Hospice.

Standing: Gavin Moore, Leon Moore

Sitting: Cody Moore, Audrey Moore and Aleeyah Moore

Place a donation box

An important source of our funding is through Donation Boxes (pictured) in shops and other locations. These are emptied regularly and provide an easy means for people to make donations to support Ipswich Hospice. We are looking for additional locations for donation boxes. Contact Jessica Freiberg (3812 0063 or jessica@ipswichhospice.org.au) if you can help or can suggest places for us to approach.



Ipswich Hospice Week

The annual Hospice Week is here again. From 25th-31st May Ipswich Hospice will be showcasing the services that are available to the Ipswich Community. Make sure you show your support and get behind Ipswich Hospice this week.

DAY	TIME	EVENT
Tuesday 26th May	3:30pm – 5:30pm	Hilda's House Open House
	6:00pm – 8:00pm	For your information... free information session
Wednesday 27th May	All day	Wear Purple for Hospice Day
Thursday 28th May	9:00am – 5:00pm	Orion Springfield Central Shopping Centre Information Booth
Saturday 30th May	9:00am – 5:00pm	Riverlink Shopping Centre Information Booth
Sunday 31st May	10:00am – 2:00pm	Ipswich Hospice Open Day



Wear Purple for Hospice Day

Simply by wearing something purple and making a gold coin donation you will be showing your support. We are asking all primary schools and businesses to come on board and wear purple for the day. For further information or to nominate your school or business please contact Jessica on 3812 0063 or jessica@ipswichhospice.org.au.

Ipswich Hospice Open Day

Have you always wanted to see inside Hospice but haven't been able to? Now you can! Ipswich Hospice is hosting an Open Day on Sunday 31st May. Come by and see our Rose Garden, visit Hilda's House and see where our Bereavement Services take place or see the kitchen where guest's meals are prepared. Learn about Hospice and what we offer, and see where your donations go and how they help us help our guests and clients. A garden fete will also be on, stalls will include Craft, Plants, Sweets, Books, Merchandise, Information and a Sausage Sizzle. Ipswich Hospice – Open to the public 10:00am-2:00pm Sunday 31st May.

Orion and Riverlink Shopping Centre Information Booths

Our volunteers will be attending Orion Springfield Central Shopping Centre on Thursday 28th May (lower ground entry) and Riverlink Shopping Centre on Saturday 30th May (outside Kmart) to promote Ipswich Hospice Week and provide information. Please stop by and say hello, purchase some Hospice merchandise or make a donation.

Hilda's House Open House



This is an opportunity for people with relevant skills and experience to meet us, hear about our bereavement support services and consider joining Hilda's House team. Contact Marg or Steph on 3812 1163 for more information.

For your information...

For your information... is a free information session open to the public to hear and learn about important end-of-life matters. You don't need to be or have someone who is currently at Hospice or in Hospital to attend, the information provided will be helpfully to everyone. Subjects covered will include Advanced Care Planning; Wills and Estate Planning; Protecting your nest egg; Centrelink Assistance; Bereavement Services; and Hospice Services. Hear from the experts and gain an understanding about these matters. The free session will be held at Hospice from 6:00pm. Please RSVP for catering purposes by Monday 25th May to reception@ipswichhospice.org.au or on 3812 0063.



Hilda's House UPDATE

Hilda's House - an old Queenslander situated next to the Hospice – is a place of grief support and hope, named after Dr Hilda Des Arts who, after experiencing the untimely death of her daughter, became a leader in the research and development of models of care to support people facing the inevitable challenges and uncertainty related to death. Hilda's expertise, compassion and advocacy for holistic care have formed the basis for our commitment to quality service delivery.

Over the past twelve years, experienced practitioners have provided bereavement services for many hundreds of families and individuals in Ipswich and surrounding districts. In addition to palliative care counselling and individual support, our services include group work with children, young people, parents, carers and adults. The majority of our service delivery is made possible by the generous donation of time and skill of our practitioners. Groups include:

- **adult grief group** – a 7 week program, held 4 times/year which provides opportunities for 'normalising' grief, understanding feelings and sharing responses with others in similar situations
- **drop-in group** – held twice per month with an informal format allowing bereaved adults to share as little or as much as they want about their grief, hopes and fears with others going through similar experiences
- **kids' group** – delivered over a 7 week period 3-4 times/year and aims to minimise children's sense of aloneness by enhancing understanding of grief responses, sharing feelings with others and having them validated, while providing a safe and trusting environment
- **parent/carer support group** – runs concurrently with the kid's grief group and provides an opportunity to share experiences, understand children's responses to grief, and changes in family relationships

Marg Neeson, Manager Bereavement Services, is a recent addition to the Hilda's House team. Marg is a Social Worker who has worked in government and community service organisations throughout Queensland. Marg says she is delighted to have been given the opportunity to work at Hospice. "I am impressed by the quality of service delivery, commitment and skill of my colleagues," said Ms Neeson.

One person at Hilda's House who needs no introduction, is Steph Shannon who, after 10 years here, is planning retirement and the next phase of life's enjoyments. Steph developed and led the delivery a nationally and internationally recognised grief support program for children which is soundly researched, evidence based, widely respected in the community and much loved by the 250 children who have participated over the past eight years. In 2013 the program was published under the title of Listen to the Children - a Resource for those Working with Grieving Children - Steph Shannon OAM.

In preparation for Steph's departure later this year, we've commenced transition planning (and funding applications) to enable us to maintain the quality standard of the Kids Grief Group and preserve as much as we can of Steph's expertise in communication and engagement with children, child development, grief responses within the context of family relationships, and group leadership.

If you would like to make an appointment, receive further information about Hilda's House services or volunteer your time and skill, the team at Hilda's House would love to hear from you – 3812 1163.



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

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Eastern Heights QLD 4305

phone

07 3812 0063

fax

07 3812 0232

web

www.ipswichhospice.org.au



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Voices



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