

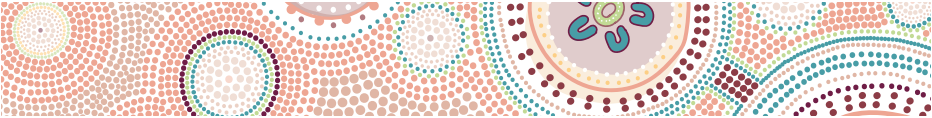


Year in Review

2019/2020

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We respectfully acknowledge all Traditional Custodians of these lands and recognise their cultural heritage and their continuing connection to land and their role in the life of the region. We are inspired by this tradition in our work to share and preserve Australia's cultural memory for future generations. We acknowledge and pay our respects to all Elders past, present and future.



This publication is proudly supported by
snap





A MESSAGE FROM
Raymond Taylor
CHAIRMAN

On behalf of the Toowoomba Hospital Foundation Board, I am proud to present a remarkable 12 months of giving back to our health service through what has been an uncharacteristic year for our community and nation.

I would like to start this report by congratulating Darling Downs Health on the release of plans for the new Toowoomba Hospital. Thank you to the Darling Downs Health Board and Executive Team for their considered inclusion of the Foundation at each stage of their planning and discussions.

The recognition of the important role the Foundation plays in patient experiences and patient-focused care in the hospital is greatly appreciated and we look forward to exploring the opportunities afforded us in the new development.

While we could not have predicted that we, along with the rest of the world, would spend the first half of 2020 responding and adapting to a global health crisis, we are incredibly grateful for the support of our community.

Without you we would not have achieved the incredible results we did in 2019/20, which includes the approval of over \$2.5 million in grants for our hospital and health service. As the largest contribution in our history, it has solidified for the board our need and commitment for the Foundation to be here for patients and staff of the health service when they need it most.

If 2020 has taught us one thing, it is the

vital importance of our health service, across all areas of care, in keeping our communities safe. Now more than ever, we need to stay true to our purpose of helping to improve local health services and facilities by investing in the newest of equipment, patient programs, research, and staff training.

Though COVID-19 may have caught everyone off guard, you can be reassured that the Foundation has been putting measures in place for many years to ensure our resilience and sustainability. It is due to this thoughtful and considered forward-planning, that despite our downturn in revenue for this financial year, we still remain strong in the face of adversity.

We are built on a solid footing of diverse business bases, that now include many commercial activities which sit alongside our fundraising activities. Adding to this diversity, we were pleased to take over the operations of the Toowoomba Hospital café in 2019.

This expansion of our commercial businesses is testament to the hard work of Foundation staff and the need for our organisation to adapt and grow with the changing needs of the health service.

With a change in need comes a change in focus, and as our region's population grows and the demand on our health service grows, we've seen the necessity to make sure our governance is best fit for purpose.

This year our board has taken a more measured approach to our grants approval process, with supporters of the Foundation noticing a slight shift towards for-purpose fundraising for big

ticket projects within the health service.

Not only that, we have been working closely with CEO Alison to update internal policies and procedures to match the growth of the organisation.

Our highly skilled Board, who all volunteer their time, have done a wonderful job in overseeing the governance of the Foundation especially during these unprecedented times. This year we also welcomed Dr Uma Kumar and Julie Stewart as new Board Members. With a wealth of knowledge, experience, philanthropy and connections with our community between them, Uma and Julie bring invaluable acumen to the Foundation Board.

We work in an area that demands a high level of compassion, professionalism and commitment. Doing this day-in and day-out can often be a huge demand, so as always I remain incredibly humbled by our CEO Alison Kennedy and the staff at the Foundation and thank them most sincerely for the valuable contributions they make.

Thank you, our supporters, for your wonderful generosity in 2019/20 we are incredibly appreciative for all you've done in helping our health service.

Stay up to date



With our eNewsletter



A MESSAGE FROM
Alison Kennedy
CHIEF EXECUTIVE OFFICER

I think I speak for our entire team when I say this financial year has been a rollercoaster of emotions. We've celebrated a number of wonderful highs, tackled some new challenges and experienced the incredible strength and resilience of our community during an unprecedented global health crisis.

This year with your help, both great and small, we approved over \$2.5 million in grants for Darling Downs Health - making 2019/20 a record year of giving for the Toowoomba Hospital Foundation.

It marks our largest contribution towards life-saving equipment, medical resources, facility enhancements and staff development in the Foundation's 29-year history.

This year we built on top of the blocks of success we laid in 2018/19 and embraced opportunities to grow with purpose to continue to meet the needs of the hospitals we serve.

One of these opportunities was the lease of the Toowoomba Hospital café. When this came up for renewal the Foundation jumped at the chance to take over operations and on the 1st of July Wellbean Co was launched.

Since opening our first café we've made several new extensions including a coffee cart, a gift shop, a second location at Baillie Henderson Hospital and a catering service - all within the space of a year. It's all part of our mission to be at the heart of every patient, visitor and staff experience within our health service.

This financial year was the year we sunk our teeth into several big projects focused on creating spaces that are modern, new and engaging for patients and staff to enjoy.

In August 2019 we completed a \$165,000 revamp of the tired and under-utilised staff dining room at the Toowoomba Hospital creating a fun and relaxing space for staff to re-energise, away from the hustle and bustle of the busy wards.

We've also kicked off plans for a new \$255,000 purpose-built outdoor rehabilitation space for the Toowoomba Hospital Rehabilitation Unit and our planned refurbishment of the Toowoomba Hospital Paediatric Unit is underway.

It's exciting for our team to be able to do for-purpose fundraising and for our donors to see a different side of what the Foundation and their funds are able to deliver for our community.

Speaking of our team and growth, this year we welcomed two new members into the fold. Dave has come on board as our new Facilities and Projects Officer to assist in the delivery of major projects as well as manage car parking on the Toowoomba campus.

Our relationships with our community are important so that's why Dan our Corporate Partnerships Officer will be out and about talking with local businesses and our mates.

Like many within our community the Toowoomba Hospital Foundation was not immune to the rapid and unexpected challenges that have

surfaced with the current COVID-19 pandemic.

Unfortunately, with the cancellation of many of our signature events, the limitations on hospital visitors and restrictions on cafés we've seen a downturn in revenue for the first half of 2020 and will see the impacts flow into our new financial year figures.

Even though none of us could have predicted the current situation, we still can't help but feel for the hospitals we support. The tightening of our belts means we are being more cautious and considerate of how, where and when we spend funds.

In many ways, knowing that we aren't alone, that many of our sponsors, supporters and mates are tackling the same challenges brings a sense of solidarity as we journey to recovery.

Despite all this, our community has been an incredible beacon of light and we've been blown away by the many people who reached out, donated and offered support to our health service.

We embraced the silver-lining of reinventing how we do business, welcoming the chance to host virtual events, sharpening up internal processes and launching our first ever Tax Appeal.

Describing this past year is beyond words, but I'm incredibly proud of the work our team has accomplished during a time filled with great achievements and adversity.

Thank you to all within our community who've donated, volunteered and given their support and we wait on bated breath with what 2020/21 will gift us.



Our year ahead

Looking to the future

As we take our first steps into the new decade, we remain steadfastly committed to funding research and staff development for our health professionals, supporting patient care and gifting equipment and resources to our health service across the Darling Downs.

With many in our community still feeling the pinch from the current health situation, the Foundation will look to the year ahead as a time for reflection, renewal and refocus as we gradually return to full operations.

The first half of the new financial year has seen us play catch-up on many of our popular fundraising events and it has been truly humbling to see an outpouring of support from our community.

The Foundation continues to proactively seek partnerships with local business and industry who believe in our vision and mission, while also building on their wishes to give back and make a difference.

The impact of their kindness resonates across our community and no doubt inspires many others to add their support and generosity to assisting our health service care for

those struggling with illness and injury.

As a team, the Foundation is always on the look out to find and achieve better ways of working and expanding our talents and resources so that your donations go further and make the greatest impact.

With the past year putting a hold on many of the projects we had planned for patients and staff, we're now focused on getting them back on track and delivered in this financial year.

Projects like the Purpose-built Outdoor Rehabilitation Space which is currently underway and will see under-utilised space at the Baillie Henderson Hospital transformed into a relaxing, revitalising, and therapeutic garden for Rehab patients.

We're also very excited to be providing funding to revamp the Toowoomba Hospital Paediatrics Unit into a colourful, friendly and bright space for sick kids in hospital. With an Australiana theme and plenty of interactivity we absolutely cannot wait to unveil the finished project.

Our commercial businesses are also being refreshed. Over the next year we will be investing in upgrading the current outdated equipment in the Toowoomba Hospital visitor car park. These upgrades are to ensure that patients and staff using this facility have the most up-to-date and efficient technology that will allow full automation in the future.

We will continue to strengthen our ties and alignment with our regional hospitals across the Darling Downs as we find ways to support our smaller communities. A big step we've taken is reaching out to, and connecting, with the Auxiliaries who support the rural hospitals. These incredible volunteers do wonderful work for their hospitals and we just wanted to let them know that we are here for them should they ever need us.

It will be sometime before we're truly through the other side of this pandemic, though we will be tightening our belts and taking a more considered approach to our funding over the next year, rest assured that the Foundation remains strong, agile and, above all, committed to our cause.

Our Region



\$2,533,978.43
DONATED TO THE
HEALTH SERVICE
2019/20



AVERAGE OF
76%
OCCUPANCY RATE
PER MONTH



180,000
CUPS OF COFFEE



Our Board



The Toowoomba Hospital Foundation is governed by a voluntary Board who give their time freely and without remuneration.

Pictured (L-R): Chairman Raymond Taylor (front centre), CEO Alison Kennedy, Julie Stewart, Jacqui Armstong, Dr Uma Kumar, Dr Peter Gillies, Andrew Wielandt, Karen Gordon, Mike Horan AM, Peter Sedl, Brenda Tait, Horst Brosi, Harold Shelton, Megan O’Hara Sullivan, Dr Ros Reilly. Not pictured: Lew Rowling.

Our Mission

The Toowoomba Hospital Foundation supports our community by helping to fund equipment, services and programs for patients as well as staff development, research and scholarships across the Darling Downs Health region.

We are passionate about what we do, and every donation makes a difference to our patients, their families and the staff of our hospitals. That’s why we’re proud to say that 100% of all donations and funds raised go to where it is needed – caring for our community.

Learn more about who we are

Scan the QR code or visit www.toowoombahospitalfoundation.org.au

Our Foundation Team



Pictured L-R (Front): **Zoe Boyd** – Operations and Compliance Officer, **Sarah Raftery** – Visual Communications Officer, **Laura Conroy** – Media and Communications Officer, (Middle): **Erin Kehoe-O’Shea** – Marketing and Events Manager, **Libby Coghlan** – Fundraising and Events Officer, (Back): **Dan Stewart** – Corporate Partnerships Officer, **Emma Manteufel** – Public Relations Officer, **Alison Kennedy** – Chief Executive Officer, **Kisa Levale** – Administration Officer, **Anna-Louise Sauverain** – Business Manager, **David Burrett** – Facilities and Projects Officer.

OUR VALUES

COLLABORATION

We connect with our community, our sponsors, donors and partners to respond to the needs of our hospitals.

EMPATHY

We are compassionate and we inspire compassion in others through the stories of the people in our community and the accomplishments of our hospitals.

ENERGY

We are active, enthusiastic and accountable. We make things happen and take pride in our contribution to the community.

Power of the sun

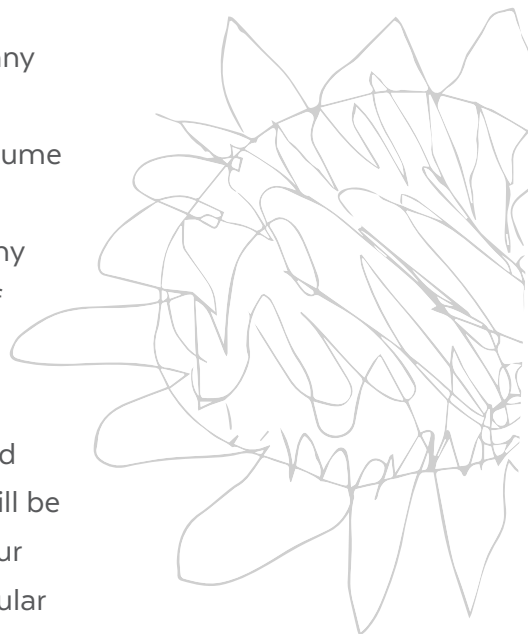
The sunflower lighting up the faces of little patients

At the beginning of 2020, a sweet sunflower joined the THF Team and immediately started spreading sunshine throughout the halls of our health service.

The Foundation had been searching for a mascot for some time and in early 2019, we decided to put the call out to our community for suggestions. We were inundated with drawings and ideas from our little local artists, but it was five-year-old Esther's sketch of a sunflower that won the competition, and our hearts! Sunflowers represent good luck and happiness and with our region also being famous for its Sunflower Trail, the bright yellow flower with a smiling face was the perfect choice.

Over the coming months, Sunny was created through the hard work and talent of a local costume designer Gail of Dawson & Daughter. In March 2019, Sunny began brightening the days of children and parents as they visited the Paediatric ward.

With red rubber gumboots and cheery yellow petals, Sunny will be spreading extra sunshine at our family events and making regular visits to sick children in hospital.



Give to a cause close to your heart

Your impact of giving can make a difference to a cancer patient, a sick child or someone with a life-altering injury and will inspire the future successes of our hospitals and health service staff.

There are many ways that you can support the lifesaving and life-changing care of Darling Downs Health. The most significant of these is leaving a gift in your Will.

By choosing to include our

Foundation in your Will, we can ensure that your memory carries on in the future care of patients. Whether that be through the purchase of vital equipment, enhancing of facilities, the training of staff or research, there are many incredible ways your gift will transform people's lives.

Leaving a gift in your Will is a way of supporting the causes you care about today without having to make an

immediate financial contribution.

Every gift, no matter how great or small, makes a world of difference to our patients and health service and is greatly appreciated.

We strongly recommend seeking legal advice when it comes to organising your Will. A legal professional can guide you through the process and ensure that your wishes are expressed correctly.



SCAN THE CODE
for our FREE
Gifts in Wills
Booklet



Share your appreciation



Give thanks, show your appreciation, or return the kindness of the care you or a loved one received from the staff at the Toowoomba Hospital with our Wall of Gratitude.

Anyone, whether you're a patient, staff, business or simply want to help support the lifesaving work of our health service, is welcome to leave a gift of thanks by purchasing a hexagon and having your name recognised on our Wall.

For only a \$100 donation it's a beautiful and simple gesture of paying tribute to the compassionate care of our staff as well as giving back to the hospital.

Your donations will go towards supporting the purchase of equipment and patient programs for Darling Downs Health.

To purchase a Gratitude Wall tile visit

www.toowoombahospitalfoundation.org.au/gratitude-wall or phone 4616 6166



Breaking free from depression

Darling Downs gets behind mental health support

Across the Darling Downs, depression and anxiety are amongst the most common presentations to our Emergency Department.

Our region has also recorded higher annual standardised rates for self-injury and suicide in comparison to the rest of Queensland. Areas such as Kingaroy, Goondiwindi, Chinchilla and Stanthorpe record up to twice the average rate of the rest of the State. Men die by suicide in our region at a much higher rate than women, and approximately half of all suicides occur in people aged 35 years or under.

These sobering statistics were the driving force behind the Foundation's first ever Tax Appeal, as we raised funds to purchase a Transcranial Magnetic Stimulation (TMS) Machine, valued at \$120,000, for the Mental Health Service.

Transcranial Magnetic Stimulation therapy is a non-invasive treatment which delivers magnetic pulses to stimulate nerve cells in the part of the brain that controls mood. Repeated stimulation of this part of the brain has been proven to produce an antidepressant effect in people suffering from depression. The benefits from TMS therapy to our patients may include a life free from depression and less antidepressant use.

The purchase of a TMS Machine will provide an important alternative to Electroconvulsive Therapy (ECT). Unlike ECT, TMS therapy requires no anaesthetic or sedation and carries no risk of memory loss or confusion.

Most of the patients we see have depression, anxiety or treatment-resistant schizophrenia. TMS therapy treats patients by

delivering magnetic stimulation directly to their brain. The difference between TMS and ECT is that the patient doesn't require any type of anaesthetic or sedation, so having a TMS Machine would mean that our patients could be coming in, having their treatment and returning home in the same day.

-Sarah-Jane Auchter

Specialist Service Clinical Nurse for Mental Health and ECT Co-ordinator at the Toowoomba Hospital.

Currently, the provision of TMS therapy is only available privately in Toowoomba. Through our 2020 Tax Appeal and with the generous support of our community we were able to approve the purchase of this life-saving piece of equipment for the Acute Mental Health Unit.



O' Christmas Tree

Our community decks the hall for those in need

Opening presents, Christmas lunch, eating way too much chocolate and spending time with friends and family is what makes the 25th of December special, but there's many within our community who go without on Christmas Day.

Since 2016, the Foundation has been proudly spreading holiday cheer and bringing the festive spirit to those who are doing it tough at Christmastime with our Neighbourhood Christmas Luncheon. Each year with the generous support of our local community we transform St Joseph's College Hall into a Christmas Wonderland creating a

safe, fun and relaxing place to be on Christmas Day for close to 200 people. In what is undoubtedly our most important event in our Foundation calendar, Neighbourhood Christmas is a chance for us and our community to give back and spread joy during the most magical time of the year. It's all about bringing people who might not otherwise have the opportunity to celebrate Christmas together to enjoy a nice meal and Christmas treats, play a few games and best of all for the kids to receive a present from Santa. For many struggling families and individuals coming to our Luncheon

this is the only chance they'll get to celebrate the festive season. We're proud to be able to offer this great event to our community and we're incredibly grateful for the ongoing support of local businesses who help us deliver this event each year. If you'd like to support our Neighbourhood Christmas Luncheon, please get in touch with us. Or if you're a community group, organisation, service provider or refuge who works with vulnerable and at-risk people within the Toowoomba area we'd love for them to join us on Christmas day.



Registration is a must and is now open on our website
www.toowoombahospitalfoundation.org.au



Looking after your Wellbean

Giving back with a coffee a day

On July 1, 2019 the Foundation officially took over the café at the Toowoomba Hospital and in a flurry of balloons and barista-made coffees, Wellbean Co was born.

Previously owned by a multinational company, the Foundation jumped at the chance to take over the lease of the hospital's existing café. Bringing in a qualified chef and completely overhauling the menu to transform the café into providing quality, fresh and healthy meals for staff and patients.

With such busy schedules, Wellbean Co places a special emphasis on supporting the staff who may not

have time to stop by the café and make sure they're able to get a healthy meal and stay caffeinated on the job. The café has quickly expanded into grab and go breakfasts and lunches, take home meals and even a snack trolley and coffee delivery service direct to the wards. Plus, a coffee cart with snacks and healthy lunches now has permanent residence in the Toowoomba Hospital staff dining room.

In June 2020, the Foundation officially opened our second Wellbean Co café at Baillie Henderson Hospital, delivering the same chef-made meals and delicious

coffees to our North-side staff and patients.

Wellbean Co also has an extensive catering menu which is available to anyone in or outside the hospital. Our qualified chefs can help with team meetings, corporate lunches, training seminars and more.

Wellbean Co joins the Foundation's growing list of commercial businesses alongside the Clive Berghofer Toowoomba Hospital Accommodation, Visitor Car Parking and Vending Machines which help to raise funds to support the life-changing work of Darling Downs Health across the region.



Reno revives tired staff dining room

Reviving the Toowoomba Hospital staff room into a welcoming and relaxing space for staff to take some time for themselves.

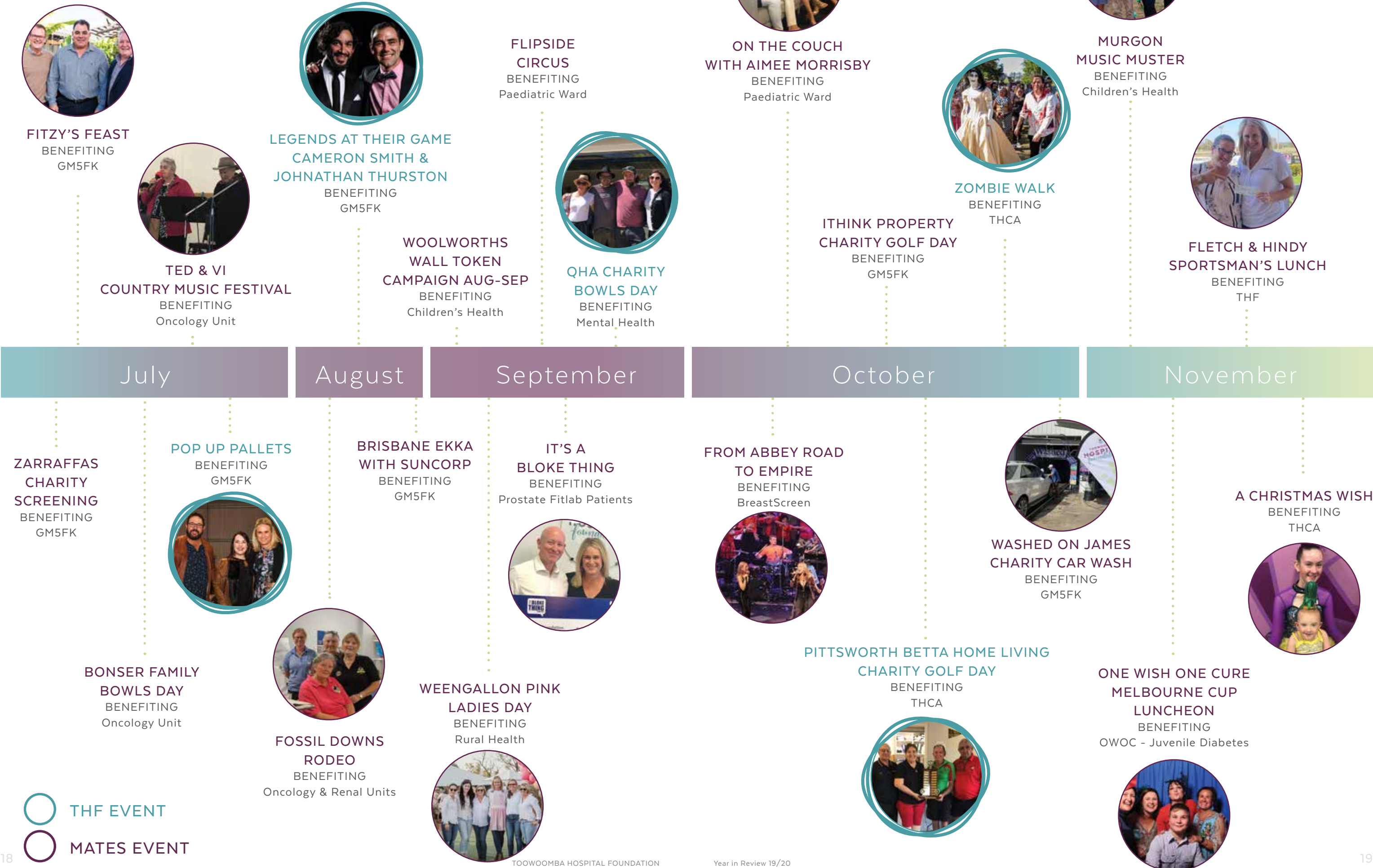
With the help of our friends at Calibre Custom Homes, the Foundation transformed the tired-looking staff dining room at the Toowoomba Hospital into a brand-new space with a brand-new name.

Officially opened in August 2019, "Revive" is open 24/7 for staff to take a moment to relax, recharge and revive themselves during their shifts. Located in the old Kitchen Block, Revive features custom-made booth seating, laptop-friendly workspaces and phone-charging outlets, full kitchenette and even includes its own coffee cart – complete with barista!



2019/2020 Events

A SNAP SHOT OF OUR BUSY YEAR



2019/2020 Events

A SNAP SHOT OF OUR BUSY YEAR

CELEBRITY CHRISTMAS
TELETHON
BENEFITING
THCA



REINDEER RUN
BENEFITING
THCA



GIFT WRAPPING AT
CLIFFORD GARDENS
BENEFITING
THCA



NEIGHBOURHOOD
CHRISTMAS
BENEFITING
Indigenous Health

TED & VI
COUNTRY CAROLS
BENEFITING
Oncology Unit



BROWNS
OFFICE CHOICE
BBQ
BENEFITING
THCA

PGA SPONSORS
DINNER
(PREMIUM RAFFLE)
BENEFITING
GM5FK



DRAG QUEEN
BINGO
BENEFITING
GM5FK



WOMEN OF STRENGTH
WITH JESSICA ROWE
BENEFITING
Emergency Department

ISO-SMART
CHARITY TRIVIA
BENEFITING
Tax Appeal
Mental Health Service

ISO-SMART
CHARITY TRIVIA
BENEFITING
Tax Appeal
Mental Health Service

November

December

January

February

March

April

May

June

TOOWOOMBA'S CHRISTMAS
WONDERLAND
BENEFITING
THF - Colonoscopes
for Endoscopy Team



TSBE RACE DAY
BENEFITING
GM5FK

HOLIDAY
HAM DRIVE
BENEFITING
THCA

CONCEPT TILES ANNUAL
CHARITY GOLF DAY
BENEFITING
THCA



GIFT WRAPPING AT
HARVEY NORMAN
BENEFITING
THCA



TOOWOOMBA
MOTORCYCLE TOY RUN
BENEFITING
THCA



BROWNS
OFFICE CHOICE
BBQ
BENEFITING
THCA

PGA CHAMPIONSHIP
MINI GOLF
CORPORATE CHALLENGE
BENEFITING
GM5FK



RIO'S ISO
MARATHON CHALLENGE
BENEFITING
Emergency Department



WINE APPRECIATION
EVENING
BENEFITING
Tax Appeal
Mental Health Service

THF EVENT
MATES EVENT



SCAN HERE TO VIEW
OUR LATEST EVENTS



Volunteer Spotlight

Featuring Billy Drury

What are your reasons for wanting to volunteer?

Volunteering has always been a part of my life. My mother led by example and brought me up encouraging me to help others. It has become a bigger part of my life in recent years after becoming unwell and not being able to work full-time, volunteering has given me back the sense of purpose I had lost.

I met the team at THF in 2019 when we came together to organise the fundraising event Something About Bella and have been enjoying their great volunteering opportunities ever since then.

In a nutshell - It feels better to give a gift than to receive one.

What do you enjoy the most about volunteering with THF?

Working with a great team of caring friends that can put together amazing events and supports for worthy causes. I must mention I love volunteering in a community that has a lot of generous people making it possible for these events to succeed.

I feel blessed to have met Alison and the team at THF as they offer some of the most worthy and fun opportunities to make a difference in our community.

Has there been any moments that have really stood out during your volunteering with THF?

The standout for me each year is Something About Bella fundraising event, probably because it's my way of celebrating my late daughter's birthday in a way that helps other little ones that need a little extra help.

But honestly there are several



moments that standout. Like presenting the Special Care Nursery with the diaphanoscope purchased with funds raised from Something About Bella; being involved in the Neighbourhood Christmas Luncheon; helping to assemble the remote control Lamborghini and Polaris for hospital staff to ferry the kids to surgery; and it was a real bonus getting to meet Johnathan Thurston and Cameron Smith at last year's Legends at Their Game event.

How does volunteering make you feel?

Great, there is nothing more satisfying than doing selfless acts for random people and worthy causes. It's actually therapy for my psychological well-being. I really do believe we are put here to serve others not ourselves, it's where I find happiness.

Would you recommend volunteering to others?

Definitely. I often tell people about the positive difference making some time to volunteer can make in your life. Helping someone else makes you feel great. It's an environment where you can see real community, where people know each other on a personal level and are asking how can I help rather than what can you do for me.

In our time we live in a 100kmh world, but we are only 5kmh beings. In my opinion that seems to create a lot of issues with people's psychological well-being. I can personally attest that volunteering and doing selfless acts can dramatically improve one's psychological well-being and the bonus, it's free and enjoyable!

Tell us about Something About Bella.



Something About Bella is an annual event created to support the Special Care Nursery at the Toowoomba Hospital by raising funds for medical equipment.

The event is in memory of Bella Sky Drury, my daughter that passed away from SIDS in April of 2017. While Bella was with us, I kept hearing people say, "there is something so special about Bella" and that's how the event name was created.

The event is held on or around the 21st of March each year, Bella's birthday. It is a giant birthday party for the whole community to enjoy. The event has plenty of family fun with things for the

kids like jumping castles, face painting, mascots, activities and races. And for the adults there is live music, a car and motorcycle show, raffles, bbq, and market stalls.

We did have to cancel this year's event due to COVID restrictions but we are onto planning next year's event hoping that things might be different. The great thing about events like Something About Bella and all the other events the Toowoomba Hospital Foundation put on is, all you have to do to assist worthy causes is turn up and enjoy the events and you'll be making a difference in someone's life.

Thanks to the people and businesses that supported last year's event we raised the funds needed to purchase

a diaphanoscope for the Special Care Nursery. It's a great piece of medical equipment that illuminates the blood vessels under the skin of premature or unwell babies so the doctors and staff can insert intravenous lines. As you could imagine blood vessels are very small in premature babies so the diaphanoscope makes inserting intravenous lines easier for the hospital staff and a lot more comfortable for the little patients and their parents.

I am so pleased that Bella's memory lives on in such a positive way through this event and I am very thankful I met the team at the Toowoomba Hospital Foundation who helped turn an idea reality.



Beacon of light

Giving during COVID-19 brings a community together

While presenting our hospital and health services with never before seen challenges, the COVID-19 pandemic also provided us with new opportunities to show our love and appreciation for the incredibly hard-working health heroes among us.

As life changed seemingly overnight, the doctors, nurses, and health staff all had to adjust to our new normal. The Foundation's goal is to support everyone involved in the hospital, from the cleaners to the carers and everyone in between, so we rolled up our sleeves and made it our priority to help make their lives easier.

We organised a take home menu at Wellbean Co, so that staff could order delicious and healthy meals in the morning and pick them up ready to eat after their shift. We also put together bundles of essentials like milk, eggs, bread, and elusive rolls of toilet paper so staff didn't have to brave the grocery store after a long day at work.

Together with the help of our friends at Toowoomba and Surat Basin Enterprise, we stocked a freezer full of healthy meals for the frontline staff in the Emergency Department working overtime and double shifts.

Soon, the rest of the Toowoomba community wanted to jump on board and show their gratitude, and so our Pay-It-Forward campaign was born. We were blown away with the immediate support we received, with over \$9,800 donated to shout staff coffees, meals and virtual hugs through Wellbean Co. Word about



the campaign continued to spread and soon reached our coffee supplier, Grinders Coffee. They generously donated enough bags of coffee beans for us to supply over 1,000 free coffees to staff!

We also began to receive drawings, letters and cards from children at local schools who wanted to thank their health heroes. We placed a noticeboard at Wellbean Co which was soon overflowing with heart-warming messages of appreciation and support.

It was absolutely incredible to witness our community give so generously, especially during these trying times.

A special mention goes to Ryan, the staff and students at Toowoomba Grammar School for raising over \$13,000 as part of the Rio's Legacy ISO Marathon Challenge. Setting out with a goal to raise \$3,000 to assist our health service through the COVID-19 pandemic, Ryan and his generous donors raised four times their original goal!

Despite the curveball this year has thrown, this support has been the shining light that has shown us how strong and resilient our community is. We wouldn't be able to do what we do without you.



Snap Happy Supporters



@aflqdarlingdowns



@jacynta_booth



@geoffmcdonaldtrc



@fitzys_toowoomba



@finding_brie



@the_twigmill



@the_classic_kate



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