

Other Useful Information

Accommodation

The majority of the accommodation at SPP is shared. A limited number of private rooms are available for people with special needs.

Accounts

A deposit will be required on admission to cover any incidental costs (such as pharmacy items). You will be refunded any unused money upon discharge. Any gap payments or outstanding fees must be paid prior to admission. (Please note: All payments by Credit Card will be subject to a 1 - 3 % merchant fee)

Cars and Parking

Please do not leave your car parked at SPP or on Beach or Ellen Streets during your inpatient admission, we recommend you find alternative transport to our facility. No responsibility can be accepted by our treatment centre for cars parked on the street. Unfortunately, we do not have car spaces available for clients onsite. The nearest parking is available along Carrington Pde.

Confidentiality

Please advise your family and friends that SPP adheres to strict rules relating to patient confidentiality.

Day Leave

Day leave is only granted in cases of medical or legal appointments, and must be approved by your primary therapist.

Exercise

SPP is located very close to Curl Curl beach. Every day clients with clearance are encouraged to take a walk along the beach and enjoy the surroundings. A staff member supervises beach walks. Weekend alternatives include art therapy, massage (payment required) and yoga. There is no gym facility is available on site and no option for offsite training during your stay.

Laundry and Housekeeping

Coin operated washing machines, dryers, soap powder and ironing boards are all available for use. Clients are asked to keep their bedroom areas tidy and beds made.

Luggage Check

On your arrival Nursing staff will show you to your room. At this point we need to conduct a luggage check. This is to keep you and others safe. We request your presence while we check through your luggage.

Visitors

Visiting hours are each Sunday from 1.30pm to 3.30pm. Please ask all visitors to report to reception on arrival, they are not to bring any confectionary, soft drink or other items 'not-allowed'. Only two visitors per client may visit at any one time.

Airport Shuttle

South Pacific Private recommends using the Northside Shuttle Airport Transfer. The approx. cost of a transfer from the airport to Curl Curl is \$45.00. To book visit: www.northsideshuttle.com or call (02) 9909 6666.

Mail

Incoming mail should be marked for your attention and addressed to South Pacific Private, 24 Beach Street, Curl Curl NSW 2096. All parcels are checked by staff in your presence, again this is to keep everyone safe and to remove the temptation of contraband substances. The sending or receiving of emails is not permitted.

Medication

Nursing staff will keep all medication which you have brought with you on admission. All medication brought in with potential for abuse/dependency will be destroyed, as will unlabelled pills/substances. Nursing staff dispense all medications.

Personal Possessions

Clients are asked not to bring expensive jewellery or items of value. SPP does not take responsibility for clients' belongings.

Telephones

The pay phone is located near the Nursing station and phone cards can be purchased at reception. Please note, the number of outgoing phone calls you can make are limited in number. Please bring a list of phone numbers you require (you will not be able to access your mobile phone during your stay). Phone messages, letters and faxes for you will be passed on as soon as possible. It is against South Pacific Private's policy to pass on emails to clients.

Treatment

Your individualised program will include appointments with a psychiatrist, therapist, medical practitioner, nurses and counsellors. You will be required to participate in lectures, workshops and group therapy where you will be supported and your particular concerns and problems will be addressed.

We look forward to welcoming you into the South Pacific Private community. Should you have any queries about this material, or your time at our treatment centre, please contact our Intake Department on (02) 9905 3667 or email info@southpacificprivate.com.au

Inpatient Admission Information

Prepared for: _____ On: _____

Length of inpatient program: _____

Admission date: _____ Time: _____

Discharge date: _____ Time: _____

Your admission is subject to assessment by:

Psychiatrist appointment: _____

Medical director appointment: _____

Please arrive promptly at your allocated admission time, so we can process your admission and settle you in with as much time and care possible.

Please note: If you do not arrive at your confirmed admission time your admission may be deferred to the next day. Admission times are scheduled with our onsite GP and a limited number are available daily.

We cannot admit you without a GP referral addressed to 'The Psychiatrist at South Pacific Private'.

Please be aware that when South Pacific Private is full, preference for beds is given to existing clients who may need to extend their length of stay. This means your admission date may be changed at short notice. We apologise for any inconvenience this may cause.



Introduction

You have taken a courageous step in making the decision to seek treatment and change your life.

We thank you for choosing South Pacific Private (SPP). In keeping with our philosophy, we will meet your needs through our integrative approach to client care. Our program has been developed to provide structure and support for your wellbeing. It will be strictly reinforced and you will be expected to participate in all aspects of the program during your stay.

Our emphasis on honesty, support, willingness and love creates a safe and nurturing atmosphere for change to occur in your life. It is our belief that you are responsible for your own recovery, and it is our responsibility to provide an environment for change. In this booklet you will find important information about your stay, including a list of items that are appropriate to bring and those that we ask you not to bring.

If you have any questions or concerns prior to your admission, please do not hesitate to contact our Intake Department on (02) 9905 3667 or info@southpacificprivate.com.au. On your arrival, please report to the receptionist. For admission out of business hours or weekends, please press the button at the front reception door to alert staff of your arrival.

Who You Will Meet

Within the first 3 days of arrival, you will meet:

1. An Admissions Coordinator who is there to assist you with:
 - Obtaining information regarding payment and liaising with your private health insurance company
 - Completing all your admission forms
2. The Orientation Representative who will:
 - Explain the different aspects of the program, what to expect, the roles of different staff members, rules, general procedures and daily activities
 - Supply you with relevant handbooks and written information
 - Answer all queries you may have
3. The Medical Officer who will assess your medical needs during treatment at South Pacific Private and arrange for them to be met as necessary
4. A Psychiatrist who oversees your therapeutic and medication issues.
Throughout your stay you will meet with the Psychiatrist once a week to monitor your progress.
5. Nursing staff who are available 24/7 and will assist you in your settling-in period and during your stay by:
 - Observing symptoms of physical and emotional wellbeing
 - Liaising with other departments in regards to your care
6. Your Primary Therapist who will be your main support person and therapist during your entire stay
7. Your assigned buddy—this will be a current client. They will help you to settle into the SPP environment.

Family Program

During your stay the multi-disciplinary team will recommend whether you will benefit from our family program.

You would have the option to invite family members / loved ones to participate in Family Program. This is a wonderful opportunity to learn how to create healthy communication in the family. The Family Program is a paid four day program running from Friday through to Monday. (Please note: All payments by credit card will be subject to a 1 - 3 % merchant fee).

What to Bring With You

The 6 things you must bring to be admitted are:

1. Doctor's referral (**no admission without**)
2. Deposit payment
3. Medicare card
4. Health fund card/book
5. Pension or concession cards
6. Credit card for the \$200 deposit to cover incidental costs (such as pharmacy items or massage). (Please note: All payments by Credit Card will be subject to a 1 - 3 % merchant fee)

Suggested personal items:

- Stationery, pen, stamps
- Address book
- Baby picture or youngest picture available of you
- \$150 cash (for phone cards, laundry, incidentals)
- Credit card/EFTPOS card
- Own bed quilt or pillow (if desired)
- A water bottle
- Photos / pictures of loved ones (of desired)

Acceptable clothing:

- Casual comfortable clothing
- Weatherproof jackets and jumpers
- Jeans, tennis shoes, sandals, smart t-shirts and shirts
- Shorts, skirts, dresses (all no shorter than knee length)
- No leggings (unless accompanied by long length top which reaches to knees)
- No Singlets
- Pyjamas and dressing gown
- Flat shoes / slippers
- Please ensure that all tops / shirts / blouses have sleeves and are not transparent. Capped or sleeveless tops are not in accordance with our dress code.
- Loose clothing for yoga and beach walks.
- No clothing with slits or cutout areas

Toiletries:

- Personal toiletries in original bottles (such as soap, toothbrush and toothpaste, deodorant)
- Electric or disposable razors (no razors sold)
- Emery boards, nail clippers, hair dryer
- Medications prescribed by your doctor
- Sunscreen

Smoke-free

South Pacific Private is a smoke-free facility. We request that no cigarettes, cigars or pipes be brought into the treatment centre and that you refrain from smoking during your stay. South Pacific Private requests that all clients are smoke-free during their inpatient admission. We request that no smoking occurs in, on or near the premises. Please advise your therapist or nursing staff if you require support to remain smoke-free.

Please bring your own nicotine replacement therapy with you. Accepted NRT: Lozenges, Patches and inhalers. Not accepted: e-cigarettes and gum.

Non-Allowed Items

All of the items listed below have been identified as a threat to your welfare and that of other SPP community members, or because they will potentially interfere with your healing process.

Drugs and alcohol

No alcohol or drugs may be brought into or consumed on the premises. Failure to respect this will result in immediate discharge from SPP.

Open razor blades, scissors, pins, metal nail files, mirrors, glass objects, weapons and flammable agents (including aerosol cans). Why? They are potentially harmful.

Alcohol-based aftershave or mouthwash

Why? Potential for alcohol relapse—we wish to ensure that clients detoxing from alcohol are not confronted with any products that contain alcohol.

Electrical equipment (Radios, MP3 players, computers, video games, tablets, laptop, e-readers, kindles) musical instruments, sports equipment, novels*, newspapers, magazines and other literature.

Why? Potential for avoidance—for some clients, certain leisure activities provide a means of avoiding their emotions. To benefit fully from our program these avoidance strategies are removed. (*Except self-help or spirituality books)

Mobile phones, pagers.

Why? Potential for distraction—to maintain the focus on yourself, we attempt to limit non-emergency contact with family, friends and work during your stay.

Perfume, T-shirts with suggestive messages (sex, drugs etc), see-through or revealing clothing (showing midriff or breasts), strapless/shoestring tops, high heels, excessive jewellery/makeup.

Why? To prevent imposing on others' personal space.

Hair straighteners, curling wands, hair clippers, homewaxing kits, hair dyes, or hot water bottles.

Why? If used incorrectly they are potentially harmful for self or others. Hair dryers are acceptable.

Coffee is not used at SPP (unless decaffeinated) and we request that no food or beverages be brought onto grounds by admitting clients or visitors. Only a small amount of sugar is used in the cooking. Why?

Potential for avoidance of feelings—refined sugar and caffeine reduce our ability to feel our emotions. Caffeine has also been shown to heighten symptoms of anxiety.