



SOUTH PACIFIC PRIVATE

Australia's Leading Treatment Centre

Family Program

Guidelines & Information

WWW.SOUTHPACIFICPRIVATE.COM.AU

1800 063 332

CHANGING LIVES
HEALING FAMILIES

Family Program Introduction

This is an introduction to what you can expect during your Family Program and will also provide you with an understanding of South Pacific Private's approach to treatment.

Past Family Program Attendee Testimonials:*

"We would like to thank you for this amazing program. Your generosity of spirit and ability to foster a safe environment, created a space for us to re-evaluate our individual selves and help us break down some walls to look at our own needs. Thank you for being so present in the moment and listening to our stories with warmth and compassion and openness. Your love shines through and is an inspiration to continue our growth. You are for us the right teacher at the right time and we thank the universe for the opportunity to receive this gift."

"It has been a roller coaster week and I wouldn't have missed being here. You have all helped to save our family. Words are not enough to say thank you. However, I do thank you all from the bottom of my heart. We now know you are here and know we can call you."

South Pacific Private's Family Program is offered onsite over 4 days Friday-Monday inclusive or online over 3 days Tuesday-Thursday inclusive. It is a wonderful opportunity for families to gain support for themselves, to share and receive information about their loved one's recovery needs and to learn how to create healthy communication in the family.

Your participation in our Family Program will play an important role in your loved one's treatment process.

You may be wondering why you are invited to participate in a therapeutic process when you are not the one in treatment? The answer is simple: **addictions and/or mood disorders do not exist in isolation of relationships.**

Addictions and/or mood disorders affect entire families and may be carried from generation to generation until the patterns are identified and resolved.

During Family Program, attendees participate in exercises that teach listening, communication and conflict resolution skills in a safe environment. It is a structured, unfolding process that requires attendance over the whole program to be fully beneficial.

Family Program can help you to explore difficult and challenging concerns which may not have been addressed within the family system. Together with other Family Program participants, you will gain support and education from our dedicated Family Therapist.

We believe it is essential for family members to take an active role in their loved ones' recovery, as well as taking care of their own needs.

Thank you for your support. We look forward to your participation in this caring and healing process.

Family Program Guidelines

What happens in Family Program?

Your Family Program will combine a number of techniques and practices to ensure that both you and your family are supported and guided effectively through the program in a safe and confidential environment.

This includes:

- A series of psycho-educational lectures
- Structured relational communication exercises
- Guided discussions
- Group learning about family relational dynamics
- Effective communication in families
- Conflict resolution skills

Your Family Program will be facilitated by a senior therapist experienced in helping families explore the difficult and challenging concerns that may not have been addressed effectively within the family in the past.

Family Program is facilitated either Onsite:

Friday – Monday: 9:00am – 4:30pm

or Online:

Tuesday - Thursday: 9:00am – 4:30pm

Preparation

To assist us in working with your family, it is helpful to have some information about how you perceive some of the concerns your family has been experiencing. Please fill out the Family Program Participant Questionnaire when it is emailed to you, and return it to the Family Coordinator by email asap.

Cost / Fees

The Family Program is subsidised by South Pacific Private to support family participation, as we believe this program really makes a difference in people's lives.

The all-inclusive cost to attend Family Program onsite is \$600 per family member. The cost to attend online is \$450 per family member. Payment is due within 7 days of dates being offered. Places are not secured until payment is received.

Any Family Program date changes or cancellations will need to be finalised at least fourteen days prior to your intended program to allow us the opportunity to offer the service to another family in need. If for any reason you need to reschedule your program, please let us know with a minimum of fourteen days' notice. **Payments cannot be transferred or refunded if you wish to reschedule your program within those fourteen days.**

Preferred payment options

Credit card over the phone.

Please contact the Family Coordinator at the email address below for more information, to process payment, and/or to confirm your attendance.

family@southpacificprivate.com.au

Family Program Information

Welcome to your Family Program

Over the next few pages we have outlined the specifics of what happens upon your arrival at our Family Program. We have also included important information regarding catering, parking, our dress code and more.

If you have any questions in advance please contact our Family Coordinator and we would be happy to assist - family@southpacificprivate.com.au

On Arrival: (if you are attending onsite)

When you arrive, please wait in reception until greeted by the Family Therapist. You will be asked to sign a confidentiality pledge, enabling us to create a safe environment for all clients and family members who wish to remain anonymous.

You will be provided with a name tag - it is requested that you wear this throughout the program (see below). Please respect our rules and do not bring any non-allowed items (see list on the next page).

Our receptionist will be expecting you and will invite you to:

- A. Sign an attendance sheet daily**
(this is a Health Department requirement)
- B. Wear a name badge daily**
(this is a Health Department requirement)
- C. Sign a confidentiality pledge**

Confidentiality

At South Pacific Private, we maintain the strictest confidentiality. When entering our treatment centre you will be asked to pledge that you will not reveal the names or any information gained about another client or their family.

Upon each visit to our treatment centre, you will be required to sign in and re-familiarise yourself with our confidentiality pledge. The pledge is to be respected at all times, even after your loved one discharges from our care.

***"Who you see here, what is said here,
When you leave here, let it stay here."***

Cameras, Phones, iPads (or similar) and Laptops

Cameras are not allowed on the premises, to protect the confidentiality of our clients. iPads (or similar) and laptops are also not to be used on the premises.

When you are making plans for your time with us, please be aware that mobile phones should only be used for urgent calls and outside of the hospital building. Please also be aware that there is weak mobile phone coverage in this area.

Inpatient clients are not permitted to have or access mobile phones, ipads (or similar) at any time.

Family Program Information

Communication with your Family Member

We encourage you to greet your family member but keep conversation brief and light.

There will be opportunities for communicating about important concerns during the program. If you have any concerns or queries speak to the Family Therapist or to reception.

Parking

South Pacific Private is in a residential street and we try to respect the parking limitations as much as possible. If arriving by car we would greatly appreciate your parking in nearby streets, rather than on Beach or Ellen Streets.

Appropriate Dress

Given the diversity of treatment we deliver at SPP, we ask that you please be mindful of our clients and other Family Program participants by ensuring you wear clothes that are both modest and appropriate.

The following are considered inappropriate:

- Bathers or towels
- Halter-tops, spaghetti straps, tank tops
- Bare feet or slippers
- Items with suggestive messages
- Skirts, shorts or dresses above the knee
- Clothing with slits or cut out areas
- Tight fitting clothes
- Revealing or see-through clothing
- High heels / stilettos

*Tights / Leggings and skinny jeans are OK only if they are worn with a long top that reaches mid-thigh

Contraband

South Pacific Private maintains a therapeutic community environment that is caffeine and sugar reduced, providing healthy eating options. Food and drinks cannot be brought onto the premises for clients.

Non-Allowed Items

The following items are not allowed within the treatment centre:

- Sharp or dangerous items (e.g. knives, open razor blades, scissors, pins, metal nail files)
- Mouthwash containing alcohol
- Perfume / aftershave
- Alcohol or illicit drugs
- All non-prescribed medications including vitamins and herbal remedies
- Mirrors and glass objects
- Flammable agents (e.g. lighter fuel, kerosene, etc)
- Cigarettes, cigars and pipes

Meals & Refreshments

(if you are attending onsite)

Morning tea and a healthy lunch are provided during the program.

We also suggest that during program breaks, you limit contact with your family member, as you are all likely to need time to process the thoughts and feelings that commonly arise due to the sensitive nature of family concerns.

Please advise any dietary requirements or allergies in advance.

Family Program Information

South Pacific Private's Rules

These apply to Family Program participants and clients alike:

- No alcohol or drug use
- No sexual contact
- No physical or verbal abuse
- No breaking of confidentiality of other clients
- No stealing

Drugs and Alcohol

The Family Program is not suitable for people under the influence of drugs or alcohol. If a participant (client or family member) attends onsite under the influence they will be assessed at the nurse's station before being asked to leave the facility.

If a participant (client or family member) attends online under the influence, the Family Therapist may request they discontinue their participation in the program.

Smoking (if you are attending onsite)

South Pacific Private addresses nicotine addiction and is a non-smoking facility. If you choose to smoke during the program we ask that you respect our policy by leaving the premises and do not smoke on Beach Street.

Restrictions

Family Program participants are not allowed in the clients' bedrooms and must refrain from alcohol and drug use during their time with us. Please be aware that we restrict contact with family members outside of the program structure. This is to help participants to focus on the program without distraction.

Self-Care

It is very important to focus on self-care during this program.

We also suggest:

- Healthy nutritional meals to sustain you
- Early nights so that you are rested for the day ahead
- Some gentle exercise such as a walk to enable you to reflect
- Journalling to enable you to express your thoughts and feelings as well as your accomplishments as a family
- Practicing healthy boundaries
- Meditation and mindfulness are also useful

We look forward to supporting you & your family through this healing process.