

SOUTH PACIFIC PRIVATE

Australia's Leading Treatment Centre

Admissions Information

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.

CHANGING LIVES
HEALING FAMILIES

About your admission to South Pacific Private

Welcome

We know the decision to seek treatment takes an enormous amount of courage and we affirm you for embracing the opportunity. During your stay, South Pacific Private staff and the community of your peers will support you through every step of your treatment. We are committed to inclusion, equity and diversity, making this service a safe place for you. We look forward to working with you on your journey toward recovery.

This booklet outlines what you need to know about your admission, and requirements for your health and safety.

If you have any questions or concerns prior to your admission, please do not hesitate to contact our Intake team:

1800 063 332
info@southpacificprivate.com.au

Our Intake team will contact you with the date and time of your admission. This may be subject to change depending on availability, but we will endeavour to keep you informed of the first available admission date.

On arrival at South Pacific Private, please introduce yourself to our reception team, who will be expecting you. For after-hours admissions, please press the buzzer at the front door and one of our team will be there shortly to welcome you.



Fleur Wood - CEO

*Changing lives
Healing families*



South Pacific Private is Rainbow Tick Accredited

Admissions Process



Your admission date and time will be confirmed by our Intake team

The admission process can be busy, but with a bit of planning we try to make it as seamless as possible. We take all care to ensure admissions are spread out evenly to ensure your on-boarding process can happen smoothly. Your admission time is coordinated with your appointment with a GP, so we ask that you arrive on time.

Note: If you do not arrive at your confirmed admission time, your admission could be deferred to the following day. We appreciate your cooperation.

On arrival our reception staff or admissions coordinator will go through your admission process including:

- Health insurance cover
- GP/psychiatrist referral form
- Admission forms
- \$200 deposit for pharmaceutical needs during your stay (any unused deposit is refundable)

Nursing staff will then conduct a luggage check and show you to your room or direct you to your GP appointment.

What To Expect

South Pacific Private is Australia's leading treatment centre, with over twenty-seven years' experience treating addiction and mental health disorders. In a safe and nurturing community, clients are guided on a journey of recovery by examining the underlying causes of addiction and co-occurring disorders. This may include facing difficult and painful events, emotional trauma and dealing with issues of grief and loss.

One of the key aims of treatment is for clients to become aware of, and accountable for, their own feelings, thoughts and behaviours and ultimately their own recovery. In order to achieve this, we ask clients to disengage from any distraction so they can shift their focus to self-discovery and begin healing.

The health and safety of all members of the community is paramount, so there are some guidelines and boundaries we ask clients to follow to limit their exposure to triggers. For example, **we don't permit access to TV, mobile phones or the internet, and we have a modest dress code.**

In line with NSW Health we are a smoke-free environment. The South Pacific Private program is abstinence based - we provide a clinically supervised detox and it is the ideal opportunity to support healthy living ideals which extends to a caffeine-free and low sugar diet. Clinically, these guidelines reduce distractions and limit access to what we typically "use" to regulate our emotions. Another key aim of treatment at South Pacific Private is to learn how to self-soothe and better regulate strong emotions and triggers without relying on potentially addictive substances and behaviours.

Client Confidentiality

Confidentiality is essential for the emotional safety of all clients.

South Pacific Private keeps your details strictly confidential. Everyone entering South Pacific Private facility is asked to sign a confidentiality pledge, a pledge which is re-confirmed at every therapy session by both clients and staff.

Staff are not permitted to contact anyone on your behalf or accept in-coming calls from anyone without your written consent. You will be asked to provide contact details for your designated contact/next of kin and medical professional in case of emergency and any friends or family members you wish to connect with or receive messages from.

South Pacific Private In-Patient Accommodation

Accommodation at South Pacific Private is designed for optimum therapeutic benefit. Supervised shared accommodation (single sex) helps alleviate issues of isolation or avoidance and ensures clients engage with the therapeutic community. Private rooms are allocated for clinical reasons. While every effort is made to minimize inconvenience for clients, on occasion, clients may be asked to move rooms during their stay.

Exercise

South Pacific Private is located close to Curl Curl beach and clients with medical clearance are encouraged to enjoy a beach walk and/or have a wade in the ocean pool, twice-a-day. South Pacific Private also provides yoga as part of the program.

Your time with us



Clinical care

You will meet with the GP within 24 hours of admission and your treating Psychiatrist within 72 hours. Your treating Psychiatrist will outline your care plan and monitor your progress throughout your stay. Your Psychiatrist, GP, Nursing staff, Primary Therapist and Case Manager will meet every week to discuss your treatment progress and agree *on your individual program*. This is known as your MDS team.

My Health Record

My Health Record is a safe and secure system, and you are in control of it. You can manage your important information, control who has access to it, and see what has been accessed.

South Pacific Private access

South Pacific Private will upload your discharge summary to your My Health Record. We may also view previous history, such as pathology reports and medications *if* beneficial to your treatment.

You can update your settings at any time by: Visiting www.myhealthrecord.gov.au or calling the help line on 1800 723 471

If you **do not** want South Pacific Private to access your health record to view relevant medical history or upload your discharge summary, then you must **RESTRICT ACCESS** to us or opt out of My Health. This must be actioned **BEFORE** your admission.

Orientation and settling in

Depending on your situation, the first couple of days are usually spent in detox or rest, while you gently get used to your new surroundings. Your Orientation Therapist will explain the program, how it works and provide you with your Client Manual and other information and material you will need.

When you are ready, you will join your primary group and community activities for immersion in the program.

Inpatient Program

Your treatment program is determined by individual needs and is typically 5 weeks and will be a combination of Inpatient and Day Patient. The Inpatient daily routine starts at 6:45am and finishes at 9:30pm. Much of your time will be spent in group therapy with your primary therapist. The rest will be participating in lectures, community activity and, if appropriate, you will be chaperoned to 12-step meetings.

Healthy Eating

We pride ourselves on healthy meals, and mindful eating education is available for those who need it. If you have specific dietary requirements, please let us know in advance.

Family Program

Family Program is the cornerstone of treatment with us, acknowledging the importance of treating the family system as-a-whole. Family Program provides our clients and their loved ones with a safe space to engage in open and honest communication while exploring family relational issues or intergenerational trauma. It's a time of learning, growth, change and forgiveness and ensures that the transition back to family life is successful.

If recommended and after discussion and preparation with your primary therapist, you will be encouraged to invite some family members to join you for the 4-day Onsite Family Program Fri-Mon (8:45am to 4:00pm) or a 3-day Online Family Program* Sat-Mon (8:45am to 4:00pm).

South Pacific Private staff will be in touch with family members and support them through this process. If you have any questions, please call on 1800 063 332.

Family members will be required to complete the one day online **Family Education Day prior to attending the 3-day Online Family Program.*



Transitions

Where our Inpatient Program is largely focused on your past, Transitions is the essential “step-down” day program, which enables you to build your future.

Transitions is a Day Patient Program where you attend South Pacific Private during the day and go home in the evenings - or stay at our supported living house, Beachwood. It's often a difficult time, where risk of relapse is high, so working through individual challenges with a professional therapist and peer group enables you to experience the first days of life in recovery in a fully supported environment.

Beachwood

South Pacific Private's purpose-built supported-living recovery house, Beachwood is available next door to our main facility. With beach views, a relaxed atmosphere and comfortable, private rooms, it offers the advantage of therapeutic support 24/7, with trained support workers on site overnight. Clients at Beachwood attend Transitions or other continuing care Day Programs at South Pacific Private, and also have access to free transport to 12-step meetings if required. Meals and linen service are also included.

Places at Beachwood are limited, so we recommend you select your accommodation for the Transitions Program as early as possible.

What to bring

Things you must bring for admission:

Admission Check List

GP or Psychiatrist Referral Form – signed and complete
Note: no admission will be permitted without this form

Medicare card

Health fund card

Pension or concession card

Credit Card or minimum cash deposit of \$200 for pharmaceuticals. **Note:** *Unused amount is fully refundable*
Credit Card payments are subject to a 1 – 3% merchant fee

Sufficient funds for transport home – airline ticket, taxi fare
Note: *for your welfare, admission is not permitted without this*

Emergency contact details – next of kin, designated carer, emergency contact

Consent to communicate contact details – friends or family who may contact you, or who you may wish to call while at South Pacific Private

Medications as prescribed by your Doctor (if required)

Suggested personal items:

- A watch with an alarm (no smart watches allowed)
- Limited amount of cash for incidentals such as
 - \$1 coins for the washing machines
 - Toiletries
 - Books
 - Gifts
 - Stationery, pen, stamps
- List of phone numbers and addresses of people you wish to be in touch with (you will not have access to your mobile phone)
- A baby picture or youngest picture of you available
- Your own pillow (optional)
- Water bottle
- Photos of loved ones
- Ear plugs
- A warm blanket (if you feel the cold)
- Beach towel (for the wade)
- A teddy bear/soft toy (used for therapeutic processes and to provide comfort during treatment)

Acceptable clothing:

Note: for Health and Safety reasons, footwear must be worn at all times.

Please pack casual, comfortable clothing such as:

- Weatherproof jackets and jumpers
- Jeans, chinos and comfortable pants
- Flat shoes, sand shoes, sandals, thongs or slides
- Shirts, t-shirts and sweatshirts/sloppy joes
- Skirts and dresses must be loose fitting and reach the knee when sitting (or be worn with leggings beneath)
- Shorts must be loose fitting and provide adequate coverage when sitting or standing
- Pyjamas and dressing gown, thongs or slippers
- Loose clothing for beach walks and yoga
- Sunglasses (for outdoor use only)
- Hats, caps and beanies (for outdoor use only)
- Beach towel and moderate swimwear; including board-shorts, full coverage one-piece swimwear and a rash vest (for outdoor use only). **Please note: A rash vest and board-shorts must be worn during the wade**

We ask that the following clothing items NOT be worn:

- Clothing with suggestive messages or imagery, or sporting team specific messages/branding
- Sleeveless tops such as singlets, halter tops, spaghetti straps and thin strapped tank tops that exposes a persons' undergarments or chest
- High heel shoes or bare feet
- Extra tight, revealing or transparent garments
- Clothing with slits or cut-out areas
- Towels are not to be used as clothing to and from the bathroom and to and from beach

Toiletries

- Personal toiletries in original bottles (such as soap, toothbrush and toothpaste)
- Mouthwash must be alcohol-free
- Roll-on deodorant – no aerosols permitted
- Electric or disposable razors
- Nail clippers, emery boards
- Sunscreen

Medication

- List of medications from your Doctor
- Medications as prescribed by your Doctor must be in original, sealed, unopened packaging
- Vitamins and supplements must be sealed and in original packaging
- Nicotine replacement therapy: Lozenges, Patches, and Nicobate strips
- E-cigarettes, NRT spray and gum are NOT permitted

If your medication is deemed suitable by your GP and psychiatrist, it will be administered by nursing at regular medication times.

What not to bring

Therapeutically, we want you to be fully present in the program, so we limit any activity which has the potential for distraction. The safety of every person is paramount and the following items could be harmful, or might interfere with the healing process for you, or other members of the community.

Drugs and Alcohol

- No drugs or alcohol may be brought into or consumed on the premises. Failure to comply may result in immediate discharge
- Cigarettes and vapes are not permitted, and will be disposed of if brought onto the premises
- Perfume, aftershave, mouthwash containing alcohol and other liquids containing alcohol, are not permitted

Sharp or dangerous objects

- Open razor blades, scissors, pins, metal nail files, mirrors, glass objects, weapons and flammable agents (including aerosols)
- Knitting or crochet needles
- Plastic bags (Canvas bags acceptable)

Electrical Equipment

- Radios, MP3 players, laptops, tablets, video games, e-readers, smart watches and fitbits

Reading material

- Newspapers, novels, magazines and other literature (other than books on self-help or spirituality)

Personal grooming

- Personal hair dryers, hair straighteners, curling wands, hair clippers
- Home waxing kits, hair dyes or hot water bottles
- Electric toothbrushes
- Note: hair dryers provided on request

Food and Beverages

- To support your recovery, we are a caffeine and sugar free environment. We request that no food or beverages are brought into the hospital by clients or visitors

Luggage Check

In order to keep all of the South Pacific Private community safe, nursing staff will conduct a luggage check in your presence on admission. This is to ensure any contraband items as outlined above are not available during your stay. Contraband items will be locked away and returned to you on discharge.

Other useful information

Getting To South Pacific Private

Our Address is 24 Beach Street, Curl Curl, NSW 2096.

Car Parking

In the interests of neighbourhood relations, parking on Beach St for South Pacific Private clients and visitors is not permitted. For admission, please drop loved ones and luggage to the front door, and if no spots are available, please find parking on the neighbouring street, Carrington Parade.

There is no provision for car parking for Inpatient clients and we ask that no car is parked on Beach St, or neighbouring streets for the duration of your visit.

Airport Shuttle

There are a range of Northern Beaches based shuttles available to service passengers arriving from Sydney airport:

- **Harry's Northern Beaches Airbus** (<https://hnba.com.au/> or call 0455 800 800)
- **Manly Airport Shuttle Service** (<https://manlyexpress.com.au/>)
- **ASN Transfers** (<https://www.asntransfers.com/> or 02 9997 7767)

Laundry & Housekeeping

\$1 coin-operated washing machines, dryers, soap powder and ironing boards are available for use. Out of respect to your room mates, we ask that you keep your bedroom areas tidy, and make your bed.

Personal Possessions

Please do not bring expensive jewelry or items of value. A safe is available for each client, however South Pacific Private does not take responsibility for your belongings.

Staying In Touch

Phone Calls

In order to ensure you are fully engaged in your treatment, we request that calls to loved ones are kept to a minimum. Parents with young children are permitted a short call daily and calls to a spouse or loved ones are limited to two per week.

Mail

Incoming mail should be marked to your attention and addressed to South Pacific Private, 24 Beach St, Curl Curl, NSW 2096. All parcels are checked by staff in your presence.

Messages

Phone messages and letters received from loved ones for whom you have provided consent will be passed on to you as soon as possible. Email exchange is not permitted.

Visitors

Clients will be offered a Virtual Visit with their loved ones between 2:00pm and 3:00pm on the second Sunday of their admission to South Pacific Private. Clients will be given temporary access to their phones, or may use an SPP device to contact their loved ones via FaceTime, ZOOM, WhatsApp or their preferred video calling platform.

Please note that in-person visits are not permitted at South Pacific Private due to COVID at this point in time.

**If you have any
questions please
contact our
Intake Department**

1800 063 332

www.southpacificprivate.com.au

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