

# Frequently Asked Questions

It's never easy when someone you know and love is hospitalised due to a mental health concern or an addiction. On this page we provide answers to some of the most common questions we are asked about admissions and treatment.

## TREATMENT RELATED QUESTIONS

### **Does the facility have a detox program?**

South Pacific Private provides a safe, medically supervised detox. Clients are closely monitored during their detox by our multidisciplinary team.

### **Can I smoke cigarettes while in treatment?**

South Pacific Private is a smoke-free facility and clients are not permitted to smoke on or near the hospital grounds. We have been smoke-free since 2008 due to research that evidences a link between remaining smoke-free and abstinence in recovery. In addition, smoking is a health concern and South Pacific Private wishes to support all clients with a holistic approach to their mental and physical health. You can purchase nicotine replacement therapy (NRT) whilst in treatment and we encourage you to bring NRT with you for your admission. If you are a smoker we also encourage you to consider beginning NRT before admission.

### **Will I have a roommate?**

Generally, you will be required to share a room.

### **Can I leave the facility and come back if needed?**

All clients are to remain onsite unless granted special permission by the multidisciplinary team. Clients may be given permission to leave the facility for specialist medical appointments if it is considered safe by the team for the client to do so.

### **Can my family visit?**

Yes. Visiting hours are on Sunday from 1.30pm -3.30pm. Visits take place once during treatment (usually during the second weekend) and are arranged in conjunction with our clinical team. It is recommended that visitors park on Carrington Parade or Wyndora Street. We ask that visitors avoid parking on Beach or Ellen Streets to ensure minimal disruption to local residents. Click on this link to view [parking suggestions for South Pacific Private](#).

### **What is a typical day in treatment like?**

Please [read this page](#) which shares information about a 'typical' day in treatment.

### **Can I have contact with family and friends once I am admitted?**

You are permitted to use the hospital public phone to contact family and friends. We support you to limit this contact and focus on attending all aspects of the program. You are not permitted to use your mobile phone (or iPad) as this will be stored in a locked cupboard and returned to you post treatment. In special circumstances e.g. to contact young children, you will have more frequent phone access.

### **Can I continue taking my medications (for pain, to help me sleep, for depression, for anxiety, etc.)?**

This is discussed and reviewed with our GP in consultation with your treating Psychiatrist. On admission nursing staff will request your

medications and they will be stored in our medication room. Medications may not be kept by clients but will be stored and dispensed by the nursing team. All medications brought to the hospital must be in a sealed container and in their original packaging.

### How long is the program?

The program is tailored to individual needs and circumstances. Following a comprehensive pre-assessment an initial treatment plan will be developed in collaboration with you. [Read about our treatment options here.](#)

### Is the therapy individual or group-based at South Pacific Private?

All therapy sessions at South Pacific Private are in a group setting. Your treatment plan is tailored to your individual needs and will encompass group therapy and psycho-educational lectures.

### What is the total number of clients who can be in the inpatient program at any one time?

We currently have a maximum capacity for 54 inpatients. The community is divided into smaller groups for group therapy sessions.

### How can I find out more about Beachwood Recovery House?

As part of our phased care treatment planning you may be recommended a stay at Beachwood to complete the post-inpatient transitions program. Please call the Client Care team on 1800 063 332 or email [beachwood@southpacificprivate.com.au](mailto:beachwood@southpacificprivate.com.au). You can also visit [www.beachwoodrecovery.house.com.au](http://www.beachwoodrecovery.house.com.au) to find out more.

### How can I find out more about the day programs available at South Pacific Private?

Clients will be assessed on an individual basis and our multidisciplinary team may recommend one or more day programs to clients who have completed the inpatient program. Clients who have completed their treatment at South Pacific Private as well as clients who have experienced treatment elsewhere can also apply to join these day programs. To better understand the nature of these programs please call the Client Care team on 1800 063 332 or email [info@southpacificprivate.com.au](mailto:info@southpacificprivate.com.au)



## ADMISSION QUESTIONS

### Are there any age restrictions?

South Pacific Private's treatment program is designed for adults. We do not usually admit patients under the age of 18 for treatment. However, please call our Client Care department on 1800 063 332 to enquire regarding ages and admission.



### What can I bring with me?

**The 7 things you must bring to be admitted are:**

1. Medical Referral Form 2017 (from a GP or Psychiatrist)
2. Deposit payment
3. Medicare card
4. Health fund card/book
5. Pension or concession card
6. Credit card or \$300 deposit to cover incidental costs (such as pharmacy items)
7. Money for a return fare / travel post treatment

## Suggested personal items to bring:

- Stationery, pen, stamps
- Address book
- Baby picture or youngest picture of you available
- Limited amounts of cash (for phone cards, laundry)
- Credit card/EFTPOS card
- Own bed quilt or pillow (if desired)
- A water bottle for drinking
- Nicotine replacement therapy
- Sunscreen
- Comfortable loose clothing for beach walks and yoga

Please note: Do not bring expensive jewellery or items of value.

## Can I bring my cell phone, laptop, iPad, tablet etc.?

We support and encourage all clients to focus on attending the program and limit their distractions from it. Cell phones, iPad's and laptops will be stored in our contraband cupboard and returned to you upon your discharge. You won't be able to access these things. Staff will take messages from your family and friends and pass these on to you. Clients are able to purchase an MP3 player from reception that has pre-programmed meditations and relaxation music.



## How soon can I come in?

We guarantee fast-tracked admission for clients where necessary and appropriate. Admission to our programs is dependent on the outcome of an assessment conducted by one of our Client Care Case Managers. Clinical treatment recommendations will determine when you can be admitted and whether our treatment programs are appropriate.

## What demographic do you serve?

Generally, our clients are aged between 18-80 years of age! Clients come from all over Australia (locally and interstate) and worldwide.

## Do you have financial assistance?

South Pacific Private has contracts with most major health funds and so, depending on your insurer and your level of cover, most of your costs may be covered. We will liaise with your health fund prior to your admission and inform you of all costs. We are a private facility and therefore are not entitled to any Medicare rebate for our program costs. [See a list of health funds South Pacific Private is contracted to here.](#)

## Admission information:

Please note that it is important that you are on time as doctor appointments are scheduled. If you miss this appointment your admission may be deferred to the next day.

## Can I view your Privacy Statement?

Our Privacy Policy can be viewed here.

## What are the parking options?

It is recommended that visitors park on Carrington Parade or Wyndora Street. We ask that visitors avoid parking on Beach or Ellen Streets to ensure minimal disruption to local residents. [To view recommended parking options click here.](#)

# FAMILY & CARER QUESTIONS

## Can family visit?

Visiting hours are on Sunday from 1:30pm – 3:30pm. Visits take place once during treatment (usually during the second weekend) and are arranged in conjunction with our clinical team. We recommend that visitors park on Carrington Parade (instead of Beach or Ellen Streets which can get congested as they are residential streets). [To view recommended parking options click here.](#)

## Can I have contact with my loved one whilst they are in treatment?

Inpatient clients are permitted to use the hospital public phone to contact family and friends. In special circumstances e.g. to contact young children, the hospital will support more frequent access.

## What can I do if I have concerns for the mental health of a family member either during or post treatment?

Please call reception on 02 9905 3667 and our team will connect you with the most relevant member of staff to address your concerns. [To view our carer feedback pathway click here.](#)

## Is there preferred accommodation available for family members who are engaged in your family programs?

Please see South Pacific Private's alternative accommodation recommendations [here](#). You can also search locally for Air BNB options or Stayz options. Your loved one can also contact their Client Care Case Manager directly if there are any further questions regarding accommodation.



## Can I get a family member involuntarily admitted for treatment?

At South Pacific Private we only treat voluntary clients. If you are seeking support for yourself, or more information on how to help your loved one, we would recommend attending our family focused programs. [Please read here to better understand what happens when your loved one admits for treatment.](#)

## Where can I find out more information about addictions or mood disorders?

You might find the information pages available on this website useful. Please click to find out more about [addictions](#) or to find out more about [mental health](#) concerns.

## How do I get to South Pacific Private?

South Pacific Private is located at 24 Beach Street Curl Curl NSW 2096. Tel (02) 9905 3667 | Fax (02) 9905 9696 | [info@southpacificprivate.com.au](mailto:info@southpacificprivate.com.au)

Public transport options include the 136 bus from Chatswood to Curl Curl, the 139 from Manly to South Curl Curl or a direct airport transfer bus if you are coming interstate.

We recommend that clients do not drive themselves to treatment. It is a condition that patients do not operate any motorised vehicle during their admission as medications and mood state may adversely affect your ability at this time. Onsite parking is not available for inpatients. As an alternative to public transport please arrange for a family member, friend or taxi to drop you off on admission.

It is recommended that visitors park on Carrington Parade or Wyndora Street. We ask that visitors avoid parking on Beach or Ellen Streets to ensure minimal disruption to local residents. [To view the recommended parking options please click here.](#)

## What happens in the Family Program?

Family Program runs for four days (Friday – Monday) every week. Family members will be contacted to discuss their attendance. If you would like to enquire about the program, please contact 1800 063 332 and ask for our Family Liaison Officer. More details about our family programs is available [here](#).



## What can I do if I need support for myself or my family member?

Please call Reception on 1800 063 332 and our team will connect you with the most relevant member of staff to address your concerns. You can also email our Client Care team at any time on [info@southpacificprivate.com.au](mailto:info@southpacificprivate.com.au) For calls out of hours please press 3 (on the automated voice message) in order to be connected directly with our nursing team.



## How can I find out more about Beachwood Recovery House?

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## CONTACT US

Contact us to discuss how our treatment programs could help you or a loved one. Our dedicated team is available 24/7. Call us today on 1800 063 332 24/7 (including weekends) for support.

If you are a healthcare professional and wish to refer a patient to South Pacific Private, please ask for the Client Care Department at the point of enquiry or email as below to request a follow-up call.

### GET IN TOUCH:

**P:** 1800 063 332

**F:** 02 9466 6470

**E:** [info@southpacificprivate.com.au](mailto:info@southpacificprivate.com.au)

**A:** 24 Beach Street, Curl Curl NSW 2096

**[www.southpacificprivate.com.au](http://www.southpacificprivate.com.au)**



**SOUTH PACIFIC PRIVATE**  
Australia's Leading Treatment Centre