

South Pacific Private's accreditation team: Jill Farrell, CFO, Kerrie Cunningham, Director of Nursing, Claire Barber, General Manager and Steve Stokes, Program Director



Partnering with **consumers**

South Pacific Private gets top marks for consumer participation in a national survey

South Pacific Private, a treatment centre for addictions and mood disorders on Sydney's Northern Beaches, received top marks for its consumer involvement program. The National Safety and Quality Health Service (NSQHS) Standards commended the centre for its partnerships with consumers in its recent national accreditation survey.

The hospital, which received full accreditation across all categories in the survey, was singled out by the surveyors for its work with consumers and received a merit in the category 'partnering with consumers'.

According to surveyors, "There was very strong evidence throughout the service that a central tenet of the organisation is partnering with consumers."

South Pacific Private passed all applicable standards, however the survey singled out several features of the

hospital's consumer involvement program including:

- The weekly consumer community meeting - an open forum for staff and consumers where feedback from consumers is fed back to the monthly management board meetings to help the hospital better plan services to meet clients' needs.
- Ongoing participation of past clients in the Consumers and Carers Advisory Committee and involvement of consumers in engagement, including the development of a Facebook page called Pacific Recovery.
- Many initiatives being introduced at the hospital following feedback from clients, such as the 24/7 phone support line, and the development of aftercare packs.

Executive Director of South Pacific Private Lorraine Wood, who founded the hospital in 1993, said that consumer participation and family participation was

central to the hospital's philosophy of care.

"We are delighted that the surveyors recognise our commitment to involving consumers at every stage in the treatment process," she said. "We look forward to continuing our partnership with consumers to support ongoing improvements in the safety and quality of our care and to ensure that we remain responsive to patient, carer and consumer needs."

The Australian government introduced the National Safety and Quality Health Service (NSQHS) Standards in January 2013 to improve the quality of health service provision in the country. The standards provide a nationally consistent statement of the level of care consumers should be able to expect from health services. [PH](#)

By Claire Barber and Jacquie Grant