

Connection to more Services



We work closely with local community services to provide a range of care. This includes ongoing help after leaving PANDA.

National and State-wide Services

ADIS

24/7 information, support and referrals for those affected by alcohol and other drug use
1800 250 015

Stimulant Treatment Line

Telephone service providing education, information, referral and support
24 hour support line 1800 101 188

Opioid Treatment Line

Assistance and support to people with questions or concerns about Opioid treatment in NSW
Mon – Fri 9:30 am to 5:00pm 1800 642 428

Family Drug Support

Telephone support, groups and meetings for families in crisis due to drug and alcohol issues
1300 368 186

This Way Up

Accessible online treatment for anxiety disorders and related Mental Health conditions
(02) 8382 1437

Thinking of leaving?

Hospital can often be overwhelming. You can talk to our team if you are struggling. We want to help you feel more comfortable during your time here.

If you are a voluntary patient you may leave at any time. If your stay is involuntary (meaning you are detained under the Mental Health Act) then for your safety a doctor needs to assess you before you leave.

If you are leaving we can give you some items you may need before you leave:

- ◆ Clothes
- ◆ Directions
- ◆ Information on accessing needle packs
- ◆ Take Home Naloxone
- ◆ Toiletries
- ◆ Information on how to get help

Contact

If you need help after leaving hospital please contact your GP/community based supports or go to Emergency for urgent health care needs.

REACH

If you are worried about a change in your condition or that of a loved one while in hospital then speak to your doctor or nurse first. If you are still worried call **REACH on 8382 3666**. A manager will be with you shortly to escalate your care.



Welcome to the PANDA Unit

Psychiatric and Non-prescription
Drug and Alcohol Unit

PANDA is an in-patient service and a short stay (48 hour) unit.



Meet the team

Medical Officers

We will review and discuss any medical needs you may have. They always welcome your advice and feedback.

Peer support worker

Provide support from a place of understanding and lived experience. They will be there to support you in your journey through PANDA if you need them and know what it's like to need to access healthcare services.

Registered Nurses

Our registered nurses are here to help you with anything you might need.

Aboriginal Health Worker

We provide practical, social and wellbeing support to Aboriginal and Torres Strait Islander patients as well as their families and carers. The Aboriginal Health Team works closely with the PANDA team to support Aboriginal and Torres Strait Islander patients with their individual needs.

13 YARN

A National crisis support line for mob, run by mob.

For Indigenous people who are feeling overwhelmed or having difficulty coping. Call 139 276 (13 YARN)



Meet the team

Social Workers

Often your needs aren't just medical. We can assist with housing and financial issues, relationship concerns and making sure when you leave, you are safe and supported to leave hospital.

Nurse Unit Manager

Available Mon-Fri 8am - 4:30pm if you have any concerns while in PANDA.

Clinical Nurse Consultants

We specialise in drug and alcohol concerns. If these affect you we can talk about these when you feel ready.

Pharmacist

Will make sure you get the medications you need during your stay or when you leave.

Housekeeping

Meals

Please tell us if you have any dietary requirements.

Breakfast: Help yourself anytime at the kitchen

Lunch: Delivery around 12:45pm

Dinner: 5pm

Tea, coffee and fresh fruit available at the kitchen 24/7.

Discharge Planning

While we address your needs now, we will also want to talk about what happens when you go home. Have a think about what help you might want after your stay in PANDA. Our team can help you work on your goals and create a safe discharge plan.

Help after you leave hospital:

If you live locally we can refer you to our Alcohol and Drug Outpatient Service (ADSOP). They provide:

- Opioid, Stimulant and Youth Services
- Assessment
- Treatment Planning
- Counselling and relapse prevention

You can also call the Centralised Intake Line on (02) 8382 1080

Patient and Staff Responsibilities

It is important that we provide a safe environment for all patients and staff. A full list of staff and patient responsibilities is located near the kitchenette.

Leave and Visitors

Leave - Voluntary patients can have short periods of leave between 9 am and 7pm. Leave is to address short term needs. You need to tell us if you are leaving and when you plan to return.

Visitors – 1-2 visitors to each patient at a time during hospital visiting hours which are 10am – 1pm and 2pm – 8pm.



This information was developed in consultation with our consumers.
Responsible person: Nurse Unit Manager, PANDA Unit.
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