

Sargood on Collaroy - information for case managers

What is Sargood on Collaroy?

icare is a partner in a not-for-profit three-way partnership between us, the Sargood Foundation (formed by the local residents of Collaroy) and a private benefactor. This partnership is known as the Sargood Centre with the facility widely known as Sargood on Collaroy.

The facility features 17 self-contained apartments overlooking Collaroy Beach. There's a range of different room types, including studios and family suites. All rooms are fully accessible and include a kitchenette with height-adjustable sink/bench top/stove, discreet hoists and specialised equipment.

Royal Rehab has been engaged by the Sargood Centre to operate the facility. Sargood on Collaroy is promoted as a purpose-built wheelchair-accessible resort. It also offers services and programs that promote independence which are closely aligned with the objectives of the Lifetime Care and Support Scheme and the Workers Care Program.

Many of the businesses and public facilities near Collaroy Beach are wheelchair accessible. The Sargood on Collaroy website has an interactive map that shows you what is accessible. The local community and businesses continue to provide support through fundraising and other involvement.

Case managers are encouraged to find out about the full range of services and facilities offered by Sargood on Collaroy by visiting its website: www.sargoodoncollaroy.com.

Who is Sargood on Collaroy for?

Sargood on Collaroy is for people living with a spinal cord injury and their families. It takes guests of all ages, although people under the age of 18 must be accompanied by an adult.

Sargood on Collaroy provides a unique experience for people with a spinal cord injury to undertake education about spinal cord injury, develop vocational skills, enjoy a break from routine, learn to look after themselves, their health and well-being. It aims to empower people with a spinal cord injury to gain the confidence and skills to have a full and rewarding life.

icare will support participants or workers with a spinal cord injury to attend Sargood on Collaroy. We want them to know about it and to be supported to plan a stay.

Why would a participant or worker want to go?

Sargood on Collaroy and its services are specifically designed to enhance the lives of people living with a spinal cord injury. The staff are skilled in supporting people living with a spinal cord injury to live as independently as possible. A participant or worker may want to go to:

- build their independence
- access their services or
- attend a specific course or event run from Sargood

Programs and courses are also available for day visitors. The range of courses and events through the year will showcase the latest in health, recreation, technology and innovation for people with a spinal cord injury.

Sargood on Collaroy is intended to be used primarily by people wishing to make full use of the programs and facilities available. If a participant or worker is coming to Sydney for an appointment and only needs a 1-2-night stay, another accommodation will likely be considered more appropriate.

Is accommodation at Sargood considered a treatment rehabilitation and care cost?

No, icare's decision to pay for the accommodation stay at Sargood on Collaroy is an additional discretionary cost and is not considered a "treatment, rehabilitation or care cost" under the Lifetime Care and Support (LTCS) Guidelines and Legislation.

Therefore, this accommodation will not be assessed as part of a request for treatment or "respite" and the approval for accommodation will be issued on a letter, instead of a "Notice of Assessment and Certificate". Respite requests are considered separately under the LTCS Guidelines on their own merits, with other more cost-effective facilities or options explored as part of these requests.

Can family/carers come too?

Yes. Some of Sargood on Collaroy's programs have been developed for families and carers, as much as they have been developed for a person with a spinal cord injury. Please note that in most circumstances, icare will only fund the cost for the individual participant/worker to stay at Sargood. Any additional costs for family/carers to stay at Sargood can only be met in certain circumstances. Please refer to the criteria below for what icare can fund in relation to families wishing to attend Sargood with participants/ workers.

Is attendant care provided?

Sargood on Collaroy provides attendant care services to those who need it (information on attendant care package options is available at the end of this information sheet). The participant or worker, their family or case manager need to give at least two weeks' notice to their usual attendant care provider so that they know the participant or worker will be away.

In some circumstances, the person's current support worker may also be able to come. The participant or worker, or their family needs to call their usual icare contact to discuss their individual needs, so consideration can be given to their request prior to contacting Sargood on Collaroy for more information.

Any additional attendant care requested above and beyond what is provided by Sargood as part of the standard accommodation package needs to be considered by icare separately as a treatment, rehabilitation and care request. If approved, a certificate will be issued separately to the general Sargood accommodation approval letter, regardless of whether this is delivered by Sargood or external support workers.

Travel and accommodation for support workers traveling to Sargood on Collaroy is to be managed in the same way as it is for support workers accompanying a participant or worker on a holiday. It is expected that the support worker would stay at a nearby hotel or motel. Support workers would only stay at Sargood on Collaroy if Sargood on Collaroy was unable to provide attendant care staff on site.

How much does it cost?

The cost of staying at Sargood on Collaroy varies according to the room type and the support services required. icare has special package arrangements that include a deluxe room and a range of activities. There is a list of inclusions and exclusions at the end of these FAQs.

What will icare fund?

We will fund a participant or worker's stay at Sargood on Collaroy for a maximum of 28 days in the year. This includes travel costs to and from Sargood on Collaroy from their home. The additional cost of a larger room to accommodate family members will be considered only in some circumstances (see below).

For those requiring interstate travel, icare can fund up to two trips per year to attend Sargood as long as the total stay is no longer than 28 days in the year. However, we are not able to fund overseas travel for a participant and their family to visit Sargood.

Where the participant or worker's needs are not covered by the standard inclusions, the approval will need to reflect this, e.g. additional attendant care hours or the need for a larger room.

Where the participant or worker is seeking something from Sargood on Collaroy that has not been included in an approval provided by icare (e.g. exercise physio, gym membership), the participant or worker should speak with us to determine whether this is something we will fund, or they need to meet the additional cost themselves. Additional services will be assessed against the reasonable and necessary criteria/reasonably necessary as a treatment, rehabilitation, and care need.

Will icare fund families?

It would generally be expected that family members fund their own transportation to and from Sargood. However, payment for the travel of family members can be considered on a case by case basis where there are exceptional circumstances that make it necessary to facilitate the visit. Some examples of exceptional circumstances are:

- The participant or worker needs the support of a family member or care worker to travel (to be assessed based on care need).
- Where the review of daily support routines involving the family member/s is part of the purpose of the visit. This should be supported by written documentation such as a care need assessment report, medical report etc.
- Dependent family members living in the same household as the participant and who cannot be left behind, e.g. young children.
- The participant is a child and dependent on family

Any family members who do not meet the above criteria would be responsible for funding their own travel, accommodation, food and activities during their stay. If participants/workers wish for friends or other family to stay this will be at their own cost.

When approving family members to travel with the participant/worker, this will also be limited to two separate visits per year.

If icare has agreed to fund family member(s) to stay at Sargood with the worker/ participant, and where a larger room is necessary to accommodate the family (for the reasons stated above), icare will meet the

additional cost. The service approval/purchase order and Sargood approval letter will state who is approved to stay with the participant/worker.

Where a participant or worker wants a larger room for reasons that are not approved by icare, they must meet the additional costs themselves. icare cannot offset more expensive rooms by reducing the number of nights approved.

What if the participant or worker is turning 18 in the approval year?

Once a participant/worker turns 18 icare will no longer fund the additional costs associated with family members or carers staying with them for supervision purposes. In order to prepare for this, icare will initiate a conversation with participants and their families 1 year prior to their 18th birthday, so that the participant/worker and their family have time to prepare and consider their options. This may include:

- Being financially prepared to meet the cost of an additional or larger room if required
- Adjusting to attendant care support rather than relying on family members to deliver care whilst at Sargood.

What does the participant or worker need to pay for?

The participant or worker (and their family, if also staying) will need to cover the cost of meals, incidentals and any service, activities, courses, events or room option not covered by an approval from icare. See the list of inclusions and exclusions at the end of these FAQs.

How do participants or workers book?

Participants or workers can ask for the service through their case manager or icare contact. They can also ask for it to be included in their My Plan. Participants or workers need to provide a simple explanation of what they hope to achieve by visiting the facility.

Participants or workers can seek approval for up to 28 days per calendar year in a single request. This can be used for a single stay, or several shorter stays – the choice is theirs, subject to availability and the conditions stipulated above. If a participant or worker is approaching the end of their interim period, a pro-rata number of days can be considered, with the end date being the end of the interim period. Approvals cannot carry over beyond the interim period. icare may approve extra days if necessary, for the stay.

The approval number will be provided on the Sargood approval letter. A service approval/purchase order will also be sent to Sargood.

Participants or workers are to be encouraged to book on the Sargood on Collaroy website themselves, using the approval number that will be provided by icare. We will use the number to track use.

Who liaises with Sargood on Collaroy about handover from usual clinicians?

The Sargood on Collaroy team will discuss the participant or worker's support needs with them when the stay is being organised. The team will also liaise with the participant or worker's case manager, attendant care coordinator or therapists where required to ensure their support needs are met during their stay.

Sargood on Collaroy will consider requests for external clinicians to visit participants or workers during their stay. There is no charge for external clinicians visiting icare participants/workers on behalf of icare. External

clinicians should liaise with the participant or worker's icare contact before attending any appointments at Sargood. The final decision about who accesses the site lies with Sargood on Collaroy.

Can the participant or worker attend just for courses and events?

A participant or worker can attend just for a course or event. However, the nature of some of the courses or programs may require overnight stays. This can be clarified directly with the team at Sargood on Collaroy.

If there is an additional fee for a course or event, this may need to be met by the participant or worker.

Can people with a brain injury stay at Sargood on Collaroy?

Sargood on Collaroy is designed for people with a spinal cord injury. If a participant or worker with a spinal injury has another condition such as a brain injury, they need to speak with the staff at Sargood on Collaroy to determine whether they can meet their needs.

What do case managers need to do to assist participants or workers to access Sargood?

Case managers are encouraged to familiarise themselves with the services and facilities outlined on the Sargood on Collaroy website and the list of inclusions and exclusions at the end of these FAQs. Case managers are also encouraged to support participants or workers to consider if time at Sargood might meet their needs and include it in their My Plan. The details of the approval will be managed by icare. Case managers can encourage participants or workers to seek pre-approval for up to 28 days per calendar year. This can be used flexibly by participants or workers for multiple bookings, subject to the conditions outlined above.

For young participants or workers who will turn 18 within the 12-month approval period, they will no longer be eligible for funding for an extra room for their family from the date they turn 18. Case managers and coordinators should communicate this well in advance of the participant/worker turning 18, so that they have time to adjust the stay.

Once a stay is approved, the participant or worker will be allocated an approval number that they can use when they make their booking on the Sargood on Collaroy website. Participants or workers should be encouraged to make and manage their bookings themselves.


What are the implications of last-minute cancellation of or changes to bookings?

Sargood on Collaroy needs to roster staff in advance to cater for the support needs of guests. Late cancellations or changes can lead to loss both in terms of staff time and the inability to re-sell the room. There is however no penalty where the participant or worker gives more than five clear business days' notice of cancellation of, or changes to, the accommodation booking.

Sargood on Collaroy may require a late cancellation charge equivalent to 100% of the total fee, up to a maximum of five nights and, in the case of a shortened stay or amended dates of bookings, a late change charge equivalent to one night may apply. This will be deducted from the participant or worker's approved number of nights. However, icare may approve additional nights where there are extenuating reasons for the cancellation or change such as an unanticipated medical issue.

Who do I speak with for more information?

For more information about Sargood on Collaroy, you can speak with a helpful member of their team on 02 85970600. For more information on what icare might be able to fund, please contact the participant or worker's icarecontact.



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Sargood on Collaroy inclusions / exclusions – August 2021

The inclusions on this list may change from time to time.

Each time the participant or worker makes a booking, they need to check with the Sargood on Collaroy staff whether their choices and needs are covered by the standard icare package.

Accommodation

- Deluxe room included, maximum of 4 people (includes 2 people in a queen-size fold out bed).
- Cost for more than 4 people, a family suite or an ocean view room are not included. (icare can consider approving the additional cost of a 2-room family suite or an adjacent deluxe studio room under provisions in these FAQs. Additional cost of ocean view room to be funded by participant or worker).

Attendant Care

- Up to 6 hours of attendant care across a 24-hour period is included. (Additional hours can be approved by icare where necessary to meet participant or worker's needs. Sargood on Collaroy has introduced a higher-level support package that provides up to 12 hours care across a 24-hour period. Where necessary, additional attendant care can be approved at the relevant composite rate. The actual amount charged to icare may be less, e.g. where shared care results in fewer hours being required).

Transport during a visit to Sargood

- Transport related to group activities or recreation therapy sessions organised by Sargood on Collaroy is usually included. (icare will pay for travel to and from Sargood on Collaroy in accordance with these FAQs. Approval of other travel requests can be considered in line with existing practice: e.g. travel for medical appointments and hospital visits generally supported, travel for recreational purposes generally not).

Food

- Not included. Participants or workers are responsible for their food, including food prepared in therapy sessions, on-line food orders and purchase and collection of take away food.

Medication

- Not included. Participants or workers need to bring all their usual prescribed medication with them in a blister pack. Sargood can assist a guest with taking this medication under direction of the guest.

Continence products

- Not included. However, guests can pre-order continence supplies to be delivered directly to Sargood and they will make sure they are unpacked for arrival. Sargood hold a limited stock of clinical supplies for sale if guests forget or run out of supplies.

Recreational activities and equipment

- Participation in the Weekly Activity Program is included. This program is seasonal and may include activities such as fishing, cycling, surfing, kayaking, golf, swimming & beach access.
- Tickets and sporting club fees and the hiring of any other equipment or third-party services are not included.

Therapy

- Occupational therapy, recreational therapy, clinical nurse education, clinical nursing and In-Voc (vocational assistance for those looking to return to study or work) included, subject to availability and length of stay.
- Other services available at Sargood are not included, such as: remedial massage, osteopathy, chiropractic, skin and beauty and hair dressing.

Conferences and courses

- If the participant or worker is only attending Sargood for a conference or course, the therapy listed above is not included.
- Additional costs of some courses and events may not be covered within the standard icare package. The participant or worker should check with the Sargood on Collaroy staff when booking or registering for course and events.

Sargood's accommodation cancellation or change policy

- There is no penalty where the participant or worker gives more than five clear business days' notice of cancellation of, or change to, the accommodation booking.
- If the participant or worker gives less than five business days' notice, they may lose up to five days of their approved number of days if they cancel a booking, and one day if they shorten or change the date of their visit. (icare staff have the option of approving additional nights where there are extenuating reasons for the cancellation such as an unanticipated medical issue).

For more information or to obtain copies of information sheets contact us on:

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