

Sargood on Collaroy - Information for Case Managers

What is Sargood on Collaroy?

Over the past several years, icare has been the major 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. icare acquired an old hospital site at Collaroy beach and the partnership grew out of the local community's desire to see the site used for something meaningful to them. This partnership is known as the Sargood Centre. The Sargood Centre has built a short-stay facility at Collaroy with every element of design specifically considered for people with a spinal cord injury.

The facility features 17 self-contained apartments overlooking Collaroy Beach. There's a range of different room types, including studios and family suites. Some of the rooms have sweeping ocean views. 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. They're calling it Sargood on Collaroy. Royal Rehab has carried out extensive planning, as well as market research with people living with a spinal cord injury. Sargood on Collaroy is promoted as a purpose-built wheelchair-accessible resort. However, Sargood on Collaroy is much more than a 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. Providing the opportunity for education about spinal cord injury, development of vocational skills, and building capacity to manage 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?

It shouldn't be hard to find a reason to stay as the reasons to visit are diverse and we are assured that a stay will become a great life experience.

Sargood on Collaroy has luxury accommodation overlooking Collaroy Beach. The facility 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
- for a specific course or event
- for respite
- for a short period of interim accommodation whilst awaiting home modifications.

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 option may be more appropriate.

Can family/carers come too?

Yes. 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. The focus on adjustment includes supporting the important role of families.

Is attendant care provided?

Sargood on Collaroy provides attendant care services to those who need it. 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.

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 and only stay at Sargood on Collaroy if it was considered reasonable and necessary for them to do so.

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. This includes travel costs to and from Sargood on Collaroy and the additional cost of a larger room where needed to accommodate family members (see below).

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, 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.

Will icare fund families?

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 are:

- The participant or worker needs the support of family to travel.
- Where the review of daily support routines involving the family member/s is part of the purpose of the visit.
- Dependent family members who cannot be left behind, e.g. young children.

When approving family members to travel with the participant/worker, it may be necessary to limit the number of occasions this will be supported in an approval period, e.g. up to two visits per year.

Where a larger room is necessary to accommodate the family, icare will meet the additional cost. The service approval/purchase order will state who is approved to stay with the participant/worker.

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 coordinator. 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. 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 purpose of the stay.

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 therapists?

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. 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 whether time at there might meet their needs and include it in their My Plan. The details of the cost 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.

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 bookings?

Sargood on Collaroy needs to roster staff in advance to cater for the support needs of guests. Late cancellations can lead to loss both in terms of staff time and the inability to re-sell the room.

Sargood on Collaroy may require a late cancellation charge equivalent to one or more nights' stay. 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 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 8597 0600. For more information on what icare might be able to fund, please contact the participant or worker's coordinator.

Sargood on Collaroy contacts:

Ph: 02 8597 0600

Address: 1 Brissenden Ave, Collaroy NSW 2097

www.sargoodoncollaroy.com

For more information or to obtain copies of information sheets or the Lifetime Care and Support Guidelines, contact icare

Email: enquiries.lifetimecare@icare.nsw.gov.au

Ph: 1300 738 586

Fax: 1300 738 583

Address: GPO Box 4052, Sydney NSW 2001

www.icare.nsw.gov.au

Sargood on Collaroy inclusions/exclusions, March 2019

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.

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, exercise physiology, 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 policy

- There is no penalty where the participant or worker gives more than 48 hours' notice of cancellation of the accommodation booking.
- If the participant or worker gives less than 48 hours, they will lose one day of their approved number of days. (icare staff have the option of approving additional nights where there are extenuating reasons for the cancellation such as an unanticipated medical issue).

icare
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