

Sargood on Collaroy - information for participants and workers

What is Sargood on Collaroy?

Sargood on Collaroy (Sargood) is the most accessible beachside health and wellness resort in Australia, purpose built for people living with a spinal cord injury. Located at the southern end of Collaroy Beach, it takes in the view of the beach, distant headlands, and ocean. It features 17 self-contained suites with height-adjustable kitchenettes, discreet hoists, and specialised equipment. There's a range of rooms, including studios and family suites.

Sargood provides a unique experience with a specialised gym onsite, activities at the resort, access to the local community and all with individual support. Guests will have opportunities for personal growth, to learn new skills, and to gain confidence to have a full and rewarding life.

Who is Sargood for?

You might want to book your stay for several different reasons:

- to explore new adapted activities or recreational opportunities with peers, family, and friends
- receive education about care routines, new equipment, and assistive technology
- build your independence
- attend a course or special event
- for a break from routine

Sargood accommodates guests of all ages, although people under the age of 18 must be accompanied by an adult.

Visit [Sargood on Collaroy | \(sargoodoncollaroy.com\)](https://sargoodoncollaroy.com) to learn more about the facility, and discuss with your family, case manager, icare contact, or the Sargood staff to make sure to get the most from your stay.

When thinking about your stay, also consider the courses and events which may interest you. 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.

The Collaroy area is accessible, including shops, restaurants, and a cinema. [Sargood on Collaroy | \(sargoodoncollaroy.com\)](https://sargoodoncollaroy.com) has an online interactive map that shows accessible attractions.

Is attendant care provided?

Yes. Sargood provides its own attendant care services to those who stay as part of the accommodation packages. These support workers are specifically trained to work with people with spinal cord injury and use a

shared care model. Under this shared care model, and as the facility is specially designed to meet the needs of people with a spinal cord injury, the amount of care you require may be different to your usual care program. There are support workers available at Sargood 24/7 for emergency situations.

Your specific needs will be discussed with the Sargood team when you make your booking. Please remember to give reasonable notice to your usual attendant care provider for the time you are away and when you'll return home. If you have any additional questions or concerns, please call your usual icare contact or Sargood for additional information. You will need to give at least two weeks notice to your usual attendant care provider so that they know you will be away.

Will icare fund my visit to Sargood?

Yes. There are special package arrangements for you which include a deluxe room and access to a range of services. You can ask for approval through your case manager or icare contact or include it in your My Plan. You'll be able to stay for up to 28 days per year.

Please note you'll need to cover the cost of all meals and incidentals. There may be some activities, courses, and events where the cost is not covered by the icare packages. Please see the inclusions and exclusions listed at the end of this information sheet. This list is subject to change.

Each time you make a booking, check with the Sargood staff whether your choices and needs can be met under the standard icare package.

Will icare fund my family to come with me to Sargood?

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. icare may limit the number of occasions this will be supported in an approval period, e.g., up to two visits per year.

If icare has agreed to fund family member/s to attend Sargood with you, and where a larger room is necessary to accommodate the family, icare will meet the additional cost.

Family members who are either not living in your household or not your dependents can accompany you to Sargood, but would need to fund additional costs for travel, accommodation, food, and activities during their stay. Where you want a larger room for reasons that are not approved by icare, you must meet the additional costs yourself. icare cannot offset more expensive rooms by reducing the number of nights approved.

How do I book?

icare will give you an approval letter that you can use when you make your booking on the Sargood website.

Who liaises with Sargood about handover from usual therapists?

The Sargood team will discuss your support needs with you when your stay is being organised. With your approval, and if necessary, the team at Sargood will talk with your case manager, attendant care coordinator or therapists, to make sure your support needs are met during your stay.

Who do I speak with for more information?

For more information about Sargood, you can speak with a helpful member of their team. You can also explore the full range of services and facilities offered by visiting their website. For more information on how to request approval for Sargood, or what icare might be able to fund, please contact your case manager or icare contact.

Sargood on Collaroy contacts

Website: sargoodoncollaroy.com
Phone: 02 8597 0600
Email: info@sargoodoncollaroy.com.au
Address: 1 Brissenden Ave, Collaroy NSW 2097

The Sargood Story

Over the past several years, icare has been a major partner in a not-for-profit three-way partnership between us, the Sargood Foundation (formed by the 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 people living with a spinal cord injury.

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 living with a spinal cord injury.

Royal Rehab has been engaged by the Sargood Centre to operate the facility. They're calling the facility Sargood. Royal Rehab has designed the service based on the feedback from those with lived experience, as well as the clinical knowledge of their spinal specialist team.

Sargood is promoted as a purpose-built wheelchair accessible resort. However, Sargood is much more than a resort. It also offers services and programs that promote independence which are closely aligned with the objectives of icare.

Sargood inclusions/exclusions, July 2023

The inclusions on this list may change from time to time

Sargood offers 3 packages, as described below. Each time you make a booking, check with the Sargood staff whether your choices and needs are covered by these standard icare approved packages.

Accommodation

- deluxe room includes a maximum of 4 people (includes 2 people in a queen-size foldout bed)
- cost for more than 4 people, a family suite or an ocean view room are not included (icare may consider approving the additional cost of a 2-room family suite or an adjacent deluxe studio room in some circumstances; speak with your case manager or coordinator)

Attendant Care

- Sargood has three packages, including options with and without personal care. For the most up to date information please visit the Sargood website [Funding through icare | \(sargoodoncollaroy.com\)](https://www.sargoodoncollaroy.com)
- please speak with Sargood if you believe that additional care is required to meet your needs. They will be able to provide information about what care arrangements are available and will liaise with icare if additional funding may be required to support your stay

Transport during your stay

- transport related to group activities or recreation therapy sessions organised by Sargood is usually included. Discuss this with Sargood when organising your stay. Travel to personal appointments, such as shopping, is not included

Food

- not included. Guests are responsible for the costs of their food, including food prepared in therapy

sessions, online food orders, and purchase and collection of takeaway food

Medication

- not included. You'll need to bring all your usual prescribed medication with you in a blister pack or original packaging. Sargood staff can assist you with taking this medication under your (or your family member's) direction

Continence products

- not included. However, you can pre-order your usual 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 for family members and friends

Therapy

- occupational therapy, recreational activities, clinical nurse education, clinical nursing and In-Voc (vocational assistance for those looking to return to study or work) are included, subject to availability and length of stay

Conferences and courses

- 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 staff when booking or registering for course and events
- if you are attending a course, you may need to be on a package with more hours of personal care than a standard stay. In these instances, no further approvals need to be applied for

Sargood's accommodation cancellation or change policy

- there is no penalty where you give more than five clear business days notice of cancellation or change to your accommodation booking
- if you give less than five business days notice you may lose up to five days of your approved number of days if you cancel a booking, and one day if you shorten or change the date of your visit

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