

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 icare, 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.

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. 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 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 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 by visiting [Sargood on Collaroy | \(sargoodoncollaroy.com\)](http://Sargood on Collaroy | (sargoodoncollaroy.com)).

Who is Sargood for?

Sargood is for people living with a spinal cord injury and their families. Guests of all ages are welcome, although people under the age of 18 must be accompanied by an adult.

Sargood provides a unique experience for people with a spinal cord injury to undertake education about spinal cord injury, engage in peer-to-peer learning, try numerous adapted activities that lead to confidence and improved physical health, and enjoy a break from routine that is beneficial to their health and well-being. The aim of all the services offered at Sargood are to empower people with a spinal cord injury to gain the confidence and skills to have a full and rewarding life.

Why would a participant or worker want to go?

Sargood 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 Sargood's services
- attend a specific course or event run from Sargood

There are a range of courses and events that are run throughout the year which showcase the latest in health, recreation, technology, and innovation for people with a spinal cord injury.

Sargood 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.

Can family/carers come too?

Yes. Some of Sargood'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 or workers.

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 (information on attendant care package options is available at the end of this information sheet). Under the shared care model, and as the facility is specially designed to meet the needs of people with spinal cord injuries, the amount of care the participant or worker requires may be different from their usual care program. Where there are concerns that the needs of the participant or worker will not be able to be met under the Sargood accommodation packages, please contact Sargood to discuss the participant or worker's individual needs. 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.

How much does it cost?

The cost of staying at Sargood varies according to the room type and the support services required. icare have approved Sargood's published packages. There is a list of inclusions and exclusions at the end of these FAQs.

What will icare fund?

icare will fund a participant or worker's stay at Sargood for up to 28 days in the year. This includes travel costs to and from Sargood 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, icare is not able to fund overseas travel for a participant and their family to visit Sargood.

Where the participant or worker is seeking services from Sargood that are not included in the standard packages and have not been included in an approval provided by icare (e.g., exercise physiology/physiotherapy), the participant or worker should speak with their icare contact to determine whether

this is something icare will fund, or they need to meet the additional cost themselves.

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 members 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, any additional costs for accommodation, food, and activities during their stay. If participants or 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 or worker, this will also be limited to two separate visits per year.

If icare has agreed to fund family members to stay at Sargood with the worker or 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 or 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 or 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 or 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 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.

Participants or workers are to be encouraged to book on the Sargood website themselves, using the approval provided by icare.

Who liaises with Sargood about handover from usual clinicians?

The Sargood 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 will consider requests for external clinicians to visit participants or workers during their stay. There is no charge for external clinicians visiting icare participants or 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.

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

A participant or worker can attend just for a course or event. All courses require overnight stays; however, the length varies from course to course. This can be clarified directly with the team at Sargood.

If there is an additional fee for a course or event that is not covered in one of the packages, this may need to be met by the participant or worker.

Can people with a brain injury stay at Sargood?

Sargood 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 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 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.

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 the icare contact should communicate this well in advance of the participant or worker turning 18 so that they have time to adjust the stay.

Once a stay is approved, the participant or worker will receive an approval letter that they can use when they make their booking on the Sargood 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 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 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 please refer to the details below. For more information on what icare might be able to fund, please contact the participant or worker's icare contact.

Sargood on Collaroy
1 Brissenden Ave, Collaroy NSW 2097
Ph: 02 8597 0600
Email: info@sargoodoncollaroy.com.au
sargoodoncollaroy.com

Sargood inclusions/exclusions – July 2023

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

Sargood offers 3 packages, depending on the participant or worker's needs. Each time the participant or worker makes a booking, they need to check with the Sargood staff whether their choices and needs are covered by these standard packages.

Accommodation

- deluxe room includes a 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

- Sargood has three packages, including options with and without care provision. For the most up to date information, please visit [Funding through icare | \(sargoodoncollaroy.com\)](https://www.sargoodoncollaroy.com).
- please speak with Sargood if you believe that additional care is required to meet the participant or worker's needs. Sargood 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 a visit to Sargood

- transport related to group activities or recreation therapy sessions organised by Sargood is usually included

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. Some courses may include meals

Medication

- not included. Participants or workers need to bring all their usual prescribed medication with them in a blister pack or original packaging. 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 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) 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

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, 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)

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