



You Can Stay Accommodation Program

Frequently Asked Questions

1. Booking Process

- **How do I make a booking?**

- A clinician/hospital can make a referral on behalf of a patient.
- Please use the online referral form for new patients:
<https://www.sonyfoundation.org/patient-referral-form>

- **How do I extend a booking?**

- A clinician/hospital can make a referral on behalf of a patient.
- Please use the online referral form for Booking Extensions:
<https://www.sonyfoundation.org/you-can-stay-extension-form>

- **How do I make a new booking for a patient that has previously stayed?**

- A clinician/hospital can make a referral on behalf of a patient.
- Please use the online referral form for Repeat Bookings:
<https://www.sonyfoundation.org/you-can-stay-repeat-booking/>

- **I have lodged the online referral form, when will I hear from someone in regard to the booking?**

- We aim to action all referrals within 24-48 hours lodged Monday – Friday. Someone from Sony Foundation will confirm with the clinician who completed the referral as to the approval of the patient's eligibility. Then a Quest representative will contact the patient or carer to coordinate the accommodation. Once the booking has been made, confirmation will be sent to the carer and referrer via email.

- **Can I call a Quest property directly to make a booking?**

- No, bookings cannot be made directly with the Quest property you wish to stay at. The You Can Stay program is managed at Quest Head Office.
- A clinician can refer a patient to the program for accommodation. Please complete the Online Patient Referral Form -
<https://www.sonyfoundation.org/patient-referral-form>
- If you are concerned about a booking, please contact Quest:
YouCanStay@questapartments.com.au

- **How long can we stay for?**

- Stays will only be approved for a maximum of three - six months initially. The patient's needs will be reassessed at the appropriate time in partnership with the hospital and family. Sony Foundation may require the hospital to enquire



- **We don't know how long we are going to be staying for, it depends on how the patient responds to treatment. What should we advise Quest?**
 - We understand. Referrers must indicate on the online referral form the estimated length of stay. This is to help manage Quest availability and forecast costs. We appreciate this is an estimate and flexibility is needed. Quest will check in with the Clinical Representative that referred the patient every 2 weeks to understand the patient's needs on going.

 - **What if my circumstance changes and I need to change my booking?**
 - We understand that treatment plans can change. Please advise as soon as you know that a change needs to be made to arrival dates or locations by contacting Quest You Can Stay directly. Please do not arrange directly with the Quest property.
 - ***If you are requiring an Extension to your booking***, the sooner this is communicated to the You Can Stay team at Quest HQ, there is a better chance of staying in your current room/property.
 - Please ask your hospital to complete the ***Booking Extension Form*** - <https://www.sonyfoundation.org/you-can-stay-extension-form>

 - **The patient has stayed in You Can Stay before, do I need to fill out an online form again?**
 - If a patient has previously stayed with You Can Stay, the patient/carer or clinician can submit a Repeat Booking Form (<https://www.sonyfoundation.org/you-can-stay-repeat-booking/>).
 - Once approved by Sony Foundation, Quest will be in touch to finalise the booking with the family.

 - **We are going to go home for a long weekend, do we need to check out and check back in again?**
 - If you leave the accommodation to go home for a few days, we ask that you inform Quest via the You Can Stay email so that the room can be vacated, and Sony Foundation is not charged while no one is staying. This is because our charity funding pays Quest per night. If the accommodation is not being used, we would appreciate these funds being saved to put towards other patient stays. You will need to check out and check back in again.
- 2. Costs/Rebate**
- **What will the patient/family need to pay upfront when they check-in to Quest?**
 - The patient/family will not need to outlay any money for their stay. This will be managed by Sony Foundation. Some properties charge for parking, please ask if you are unsure if there are any charges for your parking.

 - **Does the apartment include cleaning?**
 - Yes, Quest services the apartments once per week and there is no charge for this.



- **Do I need to manage the government accommodation rebate process?**
 - o Quest is assisting Sony Foundation with coordinating and lodging accommodation rebate forms. Sony Foundation asks that the referrer assist the family to complete some forms to confirm the patient's treatment. A patient's stay is conditional on their support with the rebate process. You will be advised over email about forms that need to be completed.

- **The patient is not eligible for a Government Travel/Accommodation rebate, can they still access the accommodation?**
 - o If the patient is not eligible for a rebate, a reason must be submitted at the time of referral for Sony Foundation to submit the stay under special considerations for funding approval. Considerations to include: family under financial difficulty, on a clinical trial, only just fall under the distance to qualify, etc.

 - o If the patient is approved, the stay will only be granted for a maximum of six weeks, unless exceptional circumstances. During this time alternative accommodation needs to be arranged.

3. Locations

- **Is there a Quest located close to the treating hospital?**
 - o Certain Quest properties are partnered with the Sony Foundation You Can Stay program. These are close to major metro hospitals. We will do our best to find you an apartment closest to your hospital, however there may not be availability at your preferred Quest at the time of booking.

- **There isn't a Quest located close enough to my treating hospital, can I book at another hotel and will Sony Foundation cover the cost?**
 - o Our partnership is with Quest. Unfortunately, Sony Foundation cannot pay for accommodation with any other hotel/apartment providers.

4. Apartment Sizes/Escorts

- **The patient will be travelling with a carer, is it possible to have 2 bedrooms?**
 - o Yes, where possible, and if the preferred Quest location offers 2 bedroom apartments. Some locations are limited to 1 bedroom.

- **How many people are allowed to stay at the apartment?**
 - o Generally, the accommodation is for the patient (if an out-patient) and a carer/escort. We understand that everyone's situation is different so where we can accommodate for additional family members in the same apartment we will try.

 - o Sony Foundation funding will cover studio, 1 and 2 bedroom apartments. There will be no funding for 3 bedroom apartments or additional apartments. The maximum number of people in a 2 bedroom apartment is 4 people. A rollaway bed can be added in various circumstances.

 - o Details will need to be shared with Sony Foundation at the time of booking on who is staying in the apartment and any special needs (e.g. Wheelchair access)



- **Can we book multiple apartments if we have extra family and friends?**
 - Bookings are limited to 1 apartment per patient covered by Sony Foundation. Quest may be able to offer you a competitive rate for any extra apartments booked at the same location.

- **Can we bring our dog/cat to stay with us?**
 - Some Quest properties are pet friendly! Please check with Quest before arriving. Some properties charge a fee to have a pet stay which covers cleaning costs. These costs will not be covered by Sony Foundation, but can be covered by the family.

5. Travel/Transport

- **Can I park my car at Quest?**
 - Each Quest location is different, please ask when booking if you require parking and discuss options. Some properties provide complimentary parking. If parking is essential and the patient/family are unable to cover their own parking costs, please indicate this and Sony Foundation will also cover the cost. Please note that if there is a need for long stay accommodation, we may request the patient/family stay at a Quest location with free parking. Sony Foundation will cover a maximum of \$30 per day for parking. If the Quest rate exceeds this, the family will need to cover the gap.

- **Are there vouchers for Uber/Taxi/public transport from Quest to the hospital?**
 - Sony Foundation's You Can Stay program only covers accommodation expenses. We advise you to visit your State Health Department website and research the travel rebate process for any costs incurred for travel – generally called the "Patient Travel and Accommodation Subsidy".

Key Contacts:

Quest Apartment Hotels

- Email: YouCanStay@questapartments.com.au

Sony Foundation

- Email: info@sonyfoundation.org.au | Ph: (02) 9383 6230