



You Can Accommodation – Principles and Eligibility

1 January 2024

STATEMENT OF INTENT

The You Can Accommodation Scheme provides free accommodation to 15 – 29 year old cancer patients who live in regional and rural areas in Australia who need to travel to major cities for appropriate cancer treatment services that are not available closer to home.

PRINCIPLES

The scheme is intended to subsidise the unavoidable financial costs of accommodation for adolescent and young adult (AYA) cancer patients and their families from regional and rural Australia that have no option but to travel a long distance to receive essential specialist medical services from an approved medical specialist.

The process is intended to be easy to navigate for the patient, referrer/health services and accommodation provider minimising financial and emotional burden. Sony Foundation's patient eligibility also includes accommodation needs not covered by the government accommodation rebates.

PATIENT ELIGIBILITY CRITERIA

- Cancer diagnosis (confirmed by referrer)
- Age 15 – 29 years at time of diagnosis
- Enrolled for Medicare
- Not be receiving, or eligible for, financial assistance for travel and accommodation from third party insurance or other Australian government services
- Be referred for treatment at their nearest health service
- Receive treatment at an approved health service
- Travel from their residence for treatment at least 100km (one way), or at least 200kms in a week by making multiple trips to and from treatment (except in QLD – 50km and WA 70km)*

Additional Eligibility Clauses that Sony Foundation will cover (not typically covered by government rebate)

- Exceptional circumstances where a patient is within 100km from treating hospital or has financial difficulty
- If patient is on a clinical trial
- If the patient is not from the state/territory where they are receiving treatment
- An escort (Parent, guardian, sibling, carer aged 18 years older) to accompany the patient.
- Accommodation for escort covered while AYA patient is an In-Patient

Accommodation Allowances

- Studio, 1 or 2 Bedroom self-contained apartment
- For stays less than 7 nights with a patient and carer, a 1 bedroom twin share room will be provided. For longer stays, families can apply for 2 bedroom apartments.
- For stays less than 7 nights for 1 person, a studio apartment will be provided.
- Closest Quest property (participating in the program) to treating hospital

- Distances vary according to State Government PTAS criteria.



- Stays will only be approved for a maximum 6 month stay initially. The patient's needs will be reassessed at 5 months. Sony Foundation may request the hospital to enquire with other accommodation services about co-sharing long-stay patient needs
- If family leaves the accommodation to go home for a few days, we ask that you check out and check back in again. 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.
- **Parking** - Some Quest properties provide complimentary parking. For those properties that do not offer complimentary parking and the patient/family are unable to cover the cost of parking, please indicate this and Sony Foundation will also cover the cost of parking. Please note that if it is a long stay, Sony Foundation may request the patient/family stay at a property with complimentary parking. Sony Foundation will only cover up to \$30 per day for parking at Quest. If the cost is greater than \$30, the patient/family will need to cover the gap.
- **Pets** – Quest offers guests at selected properties the option to bring a pet. This may incur an additional cost of per day, or an end of stay cleaning cost that is charged to the family. Sony Foundation's funding is to cover youth cancer patients and doesn't extend to pets, however if a family wishes to bring their pet, they can pay Quest directly for any additional costs.
- **Changes to bookings**

Any changes to bookings must be requested within 24 hours of the stay to ensure Sony Foundation is not charged unnecessarily for the cost of the stay.

- **Extensions** – if a patient needs to extend their booking at Quest, they can fill out an online Booking Extension form as soon as they realise they will need to stay longer. We appreciate this can be last minute, however the sooner this is communicated to Sony Foundation, there is a better chance of staying in your current room/property. The extension will need to be verified by their clinician. A clinician can also fill it out on behalf of the patient.
- **Repeat bookings** – If a patient has previously stayed with You Can Stay, the patient/carer or clinician can submit an online booking form which simply captures the patient name, Quest property, room size/number of guests, dates, clinician referrer details. The stay must be verified by a clinician.
- **Leaving to go home and returning (checking out and back in)** – if a patient leaves the accommodation to go home for a few days, we ask that you check out and check back in again. 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.
- **Checking out early** – we understand treatment plans change. We need as much notice as possible to cancel any future nights of accommodation that will not be used if the patient/family is able to check out early. Cancellations less than 24 hours in advance may incur fees to Sony Foundation which mean less funds for other family's needs.
- **Patient Accommodation & Travel Rebate**
When a patient is accepted on to the You Can Stay program, we ask that they, and their referring clinician assist with completing some forms for Sony Foundation to secure a rebate from the government to offset some of the costs.
- Distances vary according to State Government PTAS criteria.