



## Frequently Asked Questions

### Booking Process

- **I have lodged the online referral form, when will I hear from someone in regards 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.

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

No, bookings cannot be made directly with the Quest you wish to stay at. The You Can Stay program is managed at Quest Head Office.

If you are concerned about a booking, please contact Quest directly;

**Margaux Johnston**

**Email:** [mjohnston@questapartments.com.au](mailto:mjohnston@questapartments.com.au)

**Mob:** +61 447 930 490

Or

[YouCanStay@questapartments.com.au](mailto:YouCanStay@questapartments.com.au)

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

There is currently no limit on the length of stay, however we will revisit the need and ongoing accommodation plan with the Clinical Team fortnightly.

- **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. Please provide as much information as you can in terms of the minimum length of stay. 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. We advise as soon as you know that a change needs to be made to arrival dates or locations to please contact Quest directly;

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### 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.



- **Does the apartment include cleaning?**  
Yes, Quest services the apartments on a regular basis and there is no charge for this.
- Do I need to manage the government accommodation rebate process?
- No, Quest will manage this process. However, you may be asked to complete some forms that the government requires to confirm the patient's treatment. We ask that all patients and carers assist Quest with this before you check out.

### **Locations**

- **Is there a Quest located close to the treating hospital?**  
Quest is in 170 locations across Australia and conveniently located near major treating hospitals where a You Can Centre is. For a full list of locations, please visit - <https://www.questapartments.com.au/>
- 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?  
Our partnership is exclusively with Quest. They are contributing substantially to the program so that we can support as many regional youth cancer patients as possible. Unfortunately, Sony Foundation cannot pay for accommodation with any other hotel/apartment providers.

### **Escorts/Carers**

- **The patient will be travelling with a carer, is it possible to have 2 bedrooms?**  
Yes, if the preferred Quest location offers 2 bedroom apartments. Some locations are limited to 1 bedroom, but there is an option for a rollaway bed and a fold out couch.
- **How many people are allowed to stay at the apartment?**  
Generally the accommodation is for the patient (if an out-patient) and a carer. We understand that everyone's situation is different so where we can accommodate for additional family members in the same apartment we will.
- **Can we book multiple apartments if we have extra family and friends?**  
At this stage, we are limiting the booking per patient to 1 apartment. Quest may be able to offer you a competitive rate for any extra apartments booked at the same location.

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

### **Key Contacts:**



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