



CLIENT ACCOMMODATION ASSISTANCE INFORMATION SHEET

Centre for Eye Health (CFEH) provides accommodation assistance to its clients who may experience geographical or financial difficulties in accessing the Centre.

Eligibility

To be eligible for CFEH accommodation assistance, you must meet the following criteria:

1. Have been referred to the Centre by an optometrist or ophthalmologist registered with CFEH.
2. A resident of New South Wales or the Australian Capital Territory.
3. Reside more than 100 kilometres from CFEH. Refer to the map opposite for more information.
4. Hold one of the following Government concession cards: Pensioner Concession Card; Veteran's Affairs Card; Student Card; Health Care Card; or Jobseekers Card.

Note: Clients who are facing financial hardship or have experienced a sudden change in circumstance may also be eligible for accommodation assistance. For details, see the Accommodation Assistance Request Form.



Map of Sydney and surrounding area indicating 100km radius from CFEH

Process for Receiving Accommodation Assistance

1. Complete all sections of the Accommodation Assistance Request Form (attached) and return, along with the supporting documentation, to CFEH at least two weeks before your scheduled appointment.
2. CFEH will assess your request and confirm in writing whether your request has been approved.
3. If approved, CFEH will book the accommodation on your behalf and send you the relevant details.

For clients not eligible for accommodation assistance, CFEH has agreements for clients to receive discounted rates with the following accommodation providers located near the Centre: Addison Hotel Serviced Apartments; The Avonmore on the Park Boutique Hotel; and The Royal Hotel.

When booking with these providers, you must mention 'UNSW CFEH' to receive the discounted rate.

Note: Unless a request for accommodation assistance has been approved by CFEH, the Centre is not responsible for making accommodation arrangements for clients.

Terms & Conditions

- Requests for accommodation assistance must be made at least two weeks prior to the client's scheduled appointment.
- Requests for accommodation assistance will only be considered once a completed form and the relevant supporting documentation is provided to CFEH.
- CFEH will only provide **one night's** accommodation on the night of the client's appointment at CFEH.
- Accommodation providers have been advised that only the cost of one night's accommodation will be directly charged to CFEH. All other charges incurred during the clients stay are the sole responsibility of the client.
- Clients must accept the terms and conditions of staying at the relevant accommodation provider.
- CFEH reserves the right to determine final eligibility at its discretion.
- If clients who have received accommodation assistance wish to cancel or re-schedule their appointment, they must provide at least 24 hours notice as cancellation fees apply.

