



Buyers Guide

Title:

**Metropolitan Emergency Responder & Health Care Worker
Accommodation**

Number:

FIN20029

Contract Authority:

Department of Finance

Initial Contract Term:

Initial six (6) month contract term

Extension Options (if applicable):

One six (6)-month option available to extend the Term.

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1. INTRODUCTION

1.1 EMERGENCY RESPONSE AND HEALTH CARE WORKER (ERHCW)

ERHCW is defined as any employee (full time, part time, contract or casual) employee that may as the result of their normal work be exposed to, a COVID-19 positive person, from the following organisations:

- Department of Fire & Emergency Service
- Western Australian Police Force
- Department of Health;
- Ambulance service;
- Royal Flying Doctor Service; and
- Perth Transport Authority.

Other frontline public sector agencies workers are able to access this arrangement.

There is no official requirement for ERHCWs to isolate themselves, however they are a high-risk group and may decide to isolate away from at-risk members of their household to enable them to continue working.

1.2 ERHCW ELIGIBILITY FOR ACCOMODATION

For an ERHCWs to be eligible, they must share accommodation with one of the following categories of people:

- immunocompromised;
- elderly (over 65 years old);
- with chronic medical conditions;
- very young children and babies; and
- Living in group residential settings with shared facilities.

1.3 ISOLATION ACCOMODATION

This Contract specifies the requirements of the Western Australian State Government for the purchase of isolation accommodation through a panel of accommodation facilities for Government Departments and approved users on an as required basis.

1.4 OTHER KEY INFORMATION ABOUT THE ERHCW ACCOMMODATION

- The ERHCW accommodation is for frontline workers who voluntarily choose to self-isolate and are unable to safely do so at home.
- Accommodation can only be selected from the list approved providers.
- ERHCWs are able to continue working, however should not have contact with high risk family members (as per self-isolation eligibility criteria above) for the duration of their stay.
- All ERHCWs will be required to source their own catering while staying at ERHCW accommodation.

- If an ERHCW is deemed a close contact, suspect case or subsequently tests positive for COVID-19 while staying in ERHCW accommodation, the ERHCW must notify their parent organisation.

1.5 OUT OF SCOPE SERVICES

This Contract does not incorporate the following requirements:

- **ERHCWs who are COVID-19 positive or close contacts.**

If an ERHCW is deemed a close contact, suspect case or subsequently tests positive for COVID-19 within the accommodation, alternative suitable accommodation will need to be sourced consistent with the general public who are unable to safely quarantine or self-isolate at home. Should this occur please advise SHICC.covidoperations@health.wa.gov.au immediately.

- **Security**

There is no requirement to provide additional security for ERHCW accommodation. Security will be as per the existing accommodation security arrangements.

- **Catering**

ERHCW will be required to source their own catering.

- **Protective Personnel Equipment**

Nil protective personnel equipment required for staff not under isolation precautions.

- **Regional based ERHCWs**

Whilst the scope of services under this contract arrangement does not extend to regionally based ERHCWs including WA Country Health Services, as a separate procurement process may be undertaken for these requirements.

1.6 QUARANTINE ACCOMODATION (NOT IN SCOPE)

If an ERHCW is deemed suspect case or subsequently tests positive for COVID-19 within the accommodation, alternative accommodation will to be sourced consistent with the general public who are unable to safely quarantine or self-isolate at home.

The State via WA Health will continue to maintain Quarantine facilities (i.e. hotels) for this purpose and will facilitate the removal of the ERHCW who subsequently becomes a close contact, suspect case or COVID positive to the quarantine hotels.

ERHCWs that are COVID-19 positive, close contact or have test results pending, and unable to safely isolate at home. This group are eligible to request accommodation in a State Quarantine Facility via their parent organisation through the Quarantine Notification Request Form (Section 12).

Requests for accommodation in State Quarantine Facility are booked by the SHICC and paid for by the ERHCW's parent organisation.

Liaison with SHICC

The ERHCW is required to communicate with the HICC COVID Operations Desk (Watch Desk) on 9222 2017 / shicc.covidoperations@health.wa.gov.au as soon as possible of any emerging issues to ensure a safe transfer from Emergency

Responder Accommodation to one of the State Quarantine facilities. The transfers will be coordinated on an individual basis.

Clinical Guidance

Separate considerations and transfer impacts will be executed based on the status of the ERHCW transferring between sites. These considerations relate to the clearance and/ or identified COVID risk of the ERHCW to the community.

Physical distancing measures, appropriate Personal Protective Equipment (PPE) and hand hygiene practices must be maintained throughout any passenger transfers for all key stakeholders directly involved in the transfer.

Public Health Operations (PHOps)

Public Health Operations are responsible for:

- The confirmation of the individual ERHCW's COVID status (positive, close contact, awaiting test results, cleared).
- Identifying any concerns from a public health perspective regarding the transfer or provide advice/ guidance regarding mobilising the transfer of the ERHCW.
- Providing information and notification updates regarding the COVID status of ERHCWs' COVID-19 testing or Positive Diagnosis.
- PHOps can be contacted on: ncovcontact@health.wa.gov.au / 6373 2222.

Accommodation Duty Manager

The Accommodation Duty Manager is responsible for:

- Providing up to date accommodation information to SHICC Movements Team when contacted, details to include facility name, location, contact details, room number, etc. relating to the ERHCW requiring accommodation transfer
- Finalising accounts for the ERHCW (as required).
- Identify egress point and check out process to facilitate transfer out of the ERHCW.
- Maintain physical distancing and relevant infection prevention and control practices.
- Ensure availability of hand sanitiser for guest and staff use.

2. CONTRACT SUMMARY

Contract Title:	Metropolitan Emergency Responder and Health Care Worker Accommodation
Contract Number:	FIN20029
Contract Term:	Initial: six (6) months Extension Options: six (6) months
Contract Commencement Date:	17 July 2020 (All Suites Perth, Comfort Apartments, Hillary's Harbour Resort) 22 July 2020 (Quest Hotels)
Current Expiry Date (Beyond Term Extension):	31 December 2022 with provisions for one extension option, for a further six-month period. (All Hotels)
Contract File Reference #:	EDRMS #: 2020/03055

3. CONTRACT MANAGER

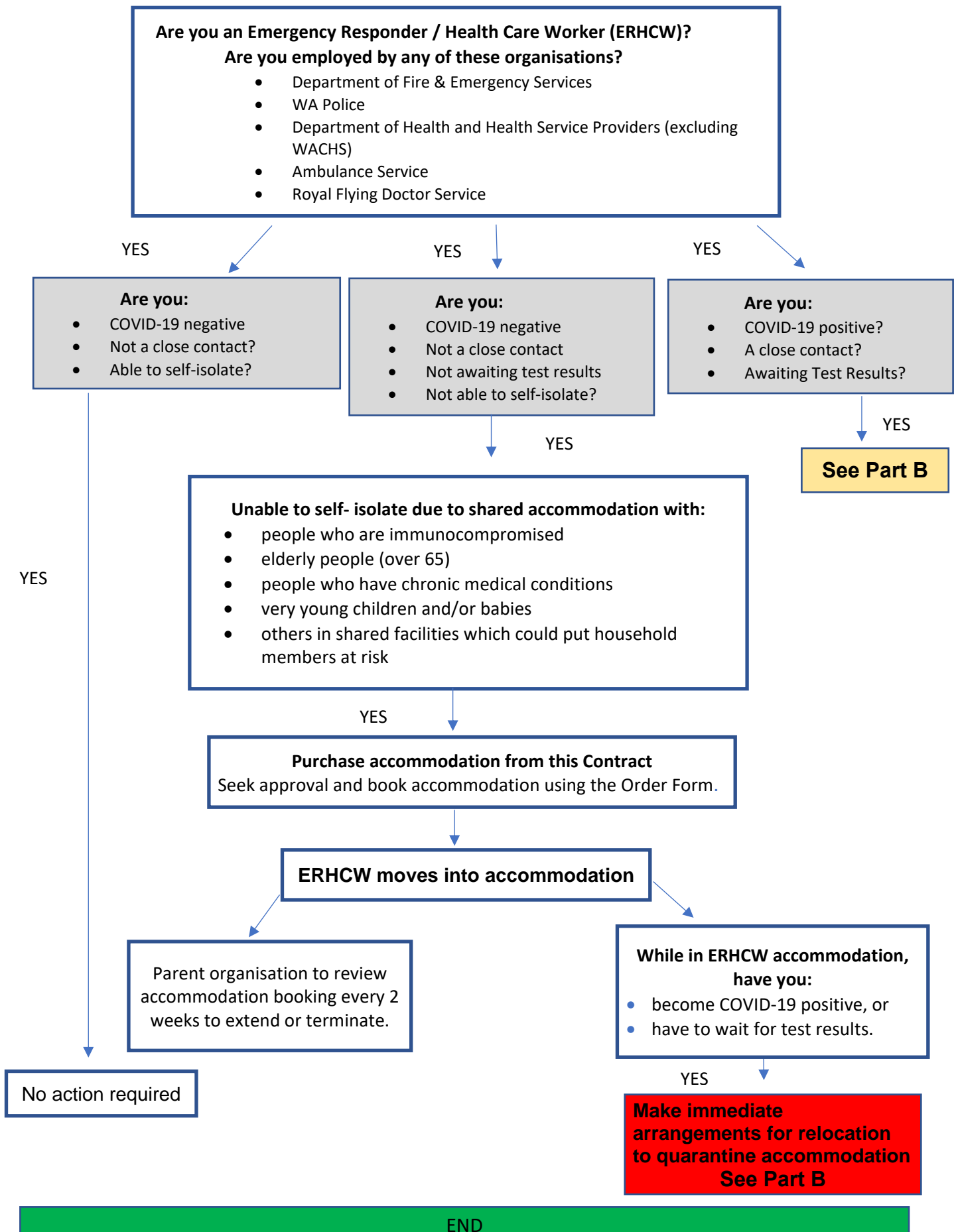
Contract Manager (name):	Humi Fazekas
Title:	Senior Procurement Officer
Telephone Number:	(08) 6551 1338
Email:	Humi.fazekas@finance.wa.gov.au
Address:	16 Parkland Road, Osborne Park WA 6017

4. CONTRACTOR DETAILS

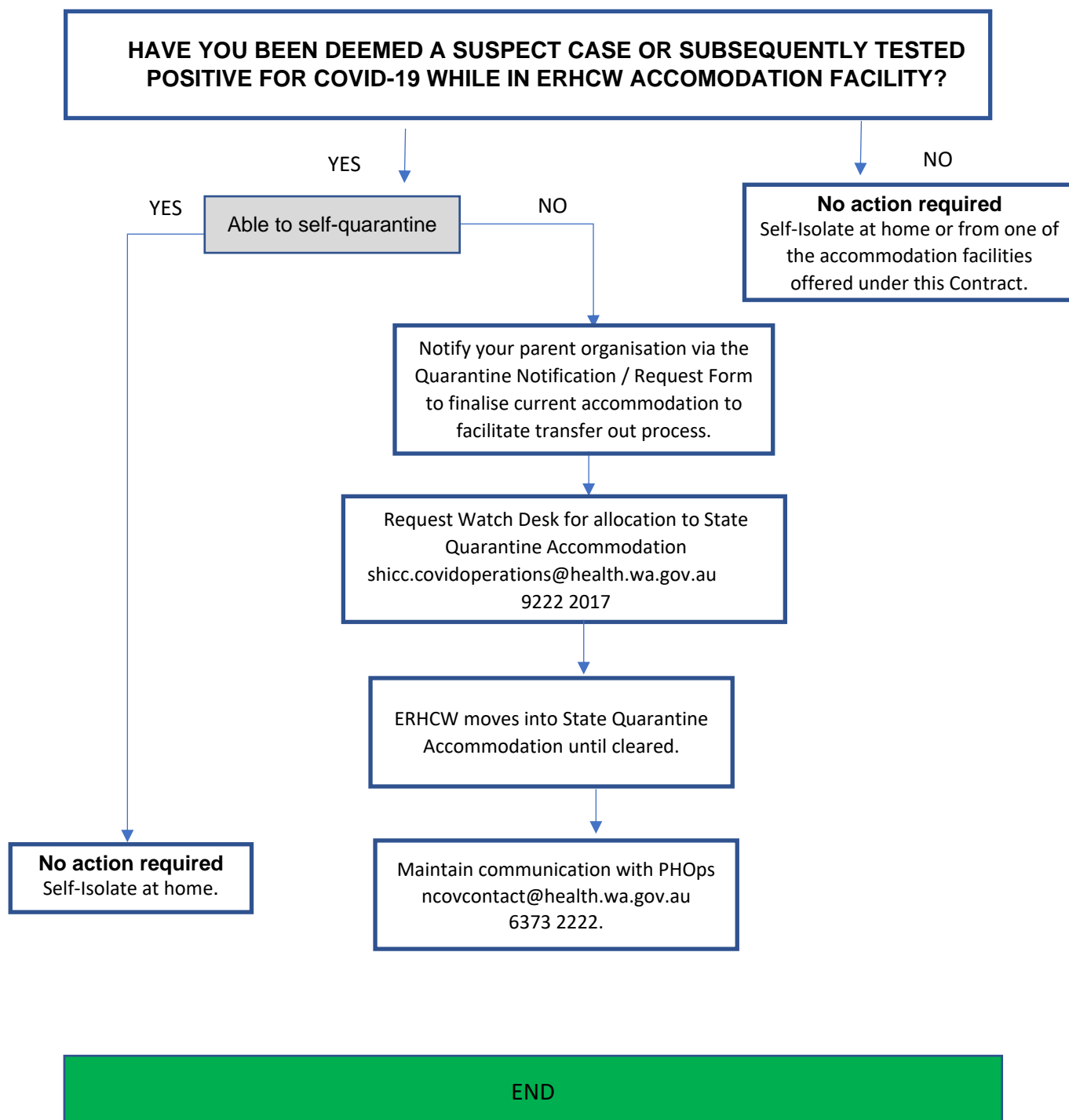
Facility Name	Facility Address	ABN	ACN	Contact Name	Contact phone No.	Email Address
All Suites Perth	12 Victoria Avenue, Perth	75 162 520 916	162 520 916	Tenzin Phuntsho	0450498009	admin@allsuitesperth.com.au
Hillarys Harbour Resort	HILLARYS Harbour Resort, 68 Southside Drive	48 120 081 638	120 081 638	Rolf Chorley	0403 166 707	rolf@hillarysresort.com.au
Quest Apartment Hotels	Level 21, 390 St Kilda Road, Melbourne, VIC, 3004	50 814 451 469		Danni Hudson	0412 992 833	dhudson@questapartments.com.au

5. BUYING OFF THIS CONTRACT

Part A: Emergency Response and Health Care Workers Accommodation process



Part B: Emergency Response and Health Care Workers Hotel Accommodation process– State Quarantine Hotel



6. FACILITY DETAILS

ALL SUITES PERTH

Facility name	All Suites Perth
Facility location	12 Victoria Avenue, Perth WA 6000
Facility Contact Name	Tenzin Phuntsho
Contact phone No.	0894683288
Email address	info@allsuitesperth.com.au
Booking process	https://www.allsuitesperth.com.au
COVID 19 discount code	ASPERHCW20
Room Types	Self-contained Apartments: Studio 1 Bedroom 1 Bedroom Superior 2 Bedroom *As per social distancing requirements, SHICC recommends 1 person per room at all times.
Laundry on site	In each apartment
Basic cleaning supplies available	Yes
Accommodation	
Toilet	YES
Bathroom (shower/bath/sink)	Shower over bath (2x disabled access)
Bed (mattress with cover) (single/double)	Queen bed (2 bedroom 1x Queen & 2x Single)
Kitchen sink	Yes
Entertainment options in room (TV)	Flat screen TV
Tea/Coffee etc making	YES
Small fridge/food storage	Bar fridge
Internet (cable/WiFi)	High Speed Wi-Fi
Air-conditioning Isolation capability (individual/floor/nil isolation)	Individual Air conditioning (NOT SHARED)
Soft furnishings (other than bed)	Chairs and Sofa
Waste Management	
In room bin	YES
Room rubbish removal process	Housekeeping collect. Wheelie bin on basement level. Self-isolation rooms rubbish needs to be put outside the door and is collected.
Site rubbish removal process	Wheelie bins collected every other day
Cleaning services	
Onsite cleaning services	Yes
Onsite clinical Cleaning Services	No

Linen services on site (how often)	No
Linen services offsite (where it goes)	Brightwater linen
Catering	
Catering on site	No
Delivery of food available	Y
Special diet/allergen meal available	N/A
Other	
Onsite Parking availability	YES – included in rate.
Store room for PPE / logistics (approx. size)	Limited storage onsite.

HILLARYS HARBOUR RESORT

Facility name	Hillarys Harbour Resort
Facility location	68 Southside Drive Hillarys WA 6025
Facility Contact Name	Robbie Broomfield
Contact phone No.	08 6262 7888
Email address	reception@hillarysresort.com.au
Booking process	Phone or Email
COVID 19 discount code	FRCOVID-19
Room Types	1 bedroom Apartments 2 bedroom Apartments 3 bedroom Apartments *As per social distancing requirements, SHICC recommends 1 person per room at all times.
Laundry on site	All apartments have a laundry
Basic cleaning supplies available	Yes
Accommodation	
Toilet	Yes
Bathroom (shower/bath/sink)	Yes
Bed (mattress with cover) (single/double)	Yes
Kitchen sink	Yes
Entertainment options in room (TV)	Smart LCD TV's
Tea/Coffee etc making	Yes
Small fridge/food storage	Medium Fridge & large fridge in 3 bedrooms
Internet (cable/WiFi)	Free Fibre WiFi
Air-conditioning Isolation capability (individual/floor/nil isolation)	Yes
Soft furnishings (other than bed)	Fully self-contained
Waste Management	
In room bin	Yes – in kitchen and all bathrooms
Room rubbish removal process	Via housekeeping
Site rubbish removal process	Daily
Cleaning services	
Onsite cleaning services	Full housekeeping services – COVID trained
Onsite clinical Cleaning Services	Yes – twice a day
Linen services on site (how often)	Every third day or weekly
Linen services offsite (where it goes)	Contractor – Brightwater Linen
Catering	
Catering on site	All apartments have a full working kitchen

Delivery of food available	Yes
Special diet/allergen meal available	We have numerous restaurants next door.
Other	
Onsite Parking availability	Yes – Secure Undercover – complementary.
Store room for PPE / logistics	Yes

QUEST APARTMENT HOTELS - EAST PERTH

Facility name	QUEST EAST PERTH
Facility location	176 Adelaide Terrace, East Perth WA 6004
Contact phone No.	08 6210 6005 / (08) 6210 6000
Email address	nationalaccounts@questapartments.com.au
Booking process	https://www.questapartments.com.au/corporate-deals/erhcw
COVID 19 discount code	corporate-deals ERHCW
Room Types	Self-contained apartments: Studio One Bedroom Two Bedroom *As per social distancing requirements, SHICC recommends 1 person per room at all times.
Laundry on site	Yes
Basic cleaning supplies available	Yes
Accommodation	
Toilet	Yes
Bathroom (shower/bath/sink)	Shower & Sink
Bed (mattress with cover) (single/double)	King Double
Kitchen sink	Yes
Power point	Yes
Entertainment options in room (TV)	Smart TVs
Tea/Coffee etc making	Yes
Small fridge/food storage	Yes – full size fridge in all apartments
Internet (cable/WiFi)	Yes – Complimentary
Air-conditioning Isolation capability (individual/floor/nil isolation)	Yes
Soft furnishings (other than bed)	Yes – Desk, Sofa, Dining Table
Waste Management	
In room bin	Yes
Room rubbish removal process	Yes – Daily except for Sunday and Public Holidays
Site rubbish removal process	Yes – weekly removal of all rubbish
Cleaning services	
Onsite cleaning services	Housekeeping can be arranged daily, weekly or periodically depending on the needs of the guest
Onsite clinical Cleaning Services	No
Linen services on site (how often)	No
Linen services offsite (where it goes)	All linen is serviced by Brightwater.

Catering	
Catering on site	Yes – restaurant facilities
Delivery of food available	Yes – Pantry Shop, Deliveroo & Uber Eats
Special diet/allergen meal available	Yes via delivery providers
Other	
Onsite Parking availability	Yes - \$20 per day
Store room for PPE / logistics	Various options available

QUEST APARTMENT HOTELS - FREMANTLE

Facility name	QUEST FREMANTLE
Facility location	8 Pakenham St, Fremantle WA 6160
Contact phone No.	(08) 9433 9400
Email address	nationalaccounts@questapartments.com.au
Booking process	https://www.questapartments.com.au/corporate-deals/erhcw
COVID 19 discount code	corporate-deals ERHCW
Room Types	Self-contained apartments: Studio One Bedroom Two Bedroom *As per social distancing requirements, SHICC recommends 1 person per room at all times.
Laundry on site	Yes
Basic cleaning supplies available	Yes
Accommodation	
Toilet	Yes
Bathroom (shower/bath/sink)	Shower & Sink
Bed (mattress with cover) (single/double)	King Double
Kitchen sink	Yes
Entertainment options in room (TV)	Smart TV
Tea/Coffee etc making	Yes
Small fridge/food storage	Yes – full size fridge in all apartments
Internet (cable/WiFi)	Yes – Complimentary
Air-conditioning Isolation capability (individual/floor/nil isolation)	Yes
Soft furnishings (other than bed)	Yes – Desk, Sofa, Dining Table
Waste Management	
In room bin	Yes
Room rubbish removal process	Yes – Daily except for Sunday and Public Holidays
Site rubbish removal process	Yes – weekly removal of all rubbish
Cleaning services	
Onsite cleaning services	Housekeeping can be arranged daily, weekly or periodically depending on the needs of the guest
Onsite clinical Cleaning Services	No
Linen services on site (how often)	No

Linen services offsite (where it goes)	Super clean
Catering	
Catering on site	No
Delivery of food available	Yes – Pantry Shop, Deliveroo & Uber Eats
Special diet/allergen meal available	Yes via delivery providers
Other	
Onsite Parking availability	Yes onsite \$10 per day
Store room for PPE / logistic	Various options available

QUEST APARTMENT HOTELS - INNALOO

Facility name	QUEST INNALOO
Facility location	1 Sunray Dr, Innaloo WA 6018
Contact phone No.	(08) 6148 2600
Email address	nationalaccounts@questapartments.com.au
Booking process	https://www.questapartments.com.au/corporate-deals/erhcw
COVID 19 discount code	corporate-deals ERHCW
Room Types	Self-contained apartments: Studio One Bedroom Two Bedroom *As per social distancing requirements, SHICC recommends 1 person per room at all times.
Laundry on site	Yes
Basic cleaning supplies available	Yes
Accommodation	
Toilet	Yes
Bathroom (shower/bath/sink)	Shower & Sink
Bed (mattress with cover) (single/double)	King Double
Kitchen sink	Yes
Entertainment options in room (TV)	Smart TV
Tea/Coffee etc making	Yes
Small fridge/food storage	Yes – full size fridge in all apartments
Internet (cable/WiFi)	Yes – Complimentary
Air-conditioning Isolation capability (individual/floor/nil isolation)	Yes
Soft furnishings (other than bed)	Yes – Desk, Sofa, Dining Table
Waste Management	
In room bin	Yes
Room rubbish removal process	Yes – Daily except for Sunday and Public Holidays
Site rubbish removal process	Yes – weekly removal of all rubbish
Cleaning services	
Onsite cleaning services	Housekeeping can be arranged daily, weekly or periodically depending on the needs of the guest
Onsite clinical Cleaning Services	No
Linen services on site (how often)	No

Linen services offsite (where it goes)	Super clean
Catering	
Catering on site	No
Delivery of food available	Yes – Pantry Shop, Deliveroo & Uber Eats
Special diet/allergen meal available	Yes via delivery providers
Other	
Onsite Parking availability	Yes onsite \$10 per day
Store room for PPE / logistics	Various options

QUEST APARTMENT HOTELS - JOONDALUP

Facility name	QUEST JOONDALUP
Facility location	83 Boas Ave, Joondalup WA 6027
Contact phone No.	(08) 6370 3300
Email address	nationalaccounts@questapartments.com.au
Booking process	https://www.questapartments.com.au/corporate-deals/erhcw
COVID 19 discount code	corporate-deals ERHCW
Room Types	Self-contained apartments: Studio One Bedroom Two Bedroom *As per social distancing requirements, SHICC recommends 1 person per room at all times.
Laundry on site	Yes
Basic cleaning supplies available	Yes
Accommodation	
Toilet	Yes
Bathroom (shower/bath/sink)	Shower & Sink
Bed (mattress with cover) (single/double)	King Double
Kitchen sink	Yes
Entertainment options in room (TV)	Smart TV
Tea/Coffee etc making	Yes
Small fridge/food storage	Yes – full size fridge in all apartments
Internet (cable/WiFi)	Yes - Complimentary
Air-conditioning Isolation capability (individual/floor/nil isolation)	Yes
Soft furnishings (other than bed)	Yes – Desk, Sofa, Dining Table
Waste Management	
In room bin	Yes
Room rubbish removal process	Yes – Daily except for Sunday and Public Holidays
Site rubbish removal process	Yes – weekly removal of all rubbish
Cleaning services	
Onsite cleaning services	Housekeeping can be arranged daily, weekly or periodically depending on the needs of the guest
Onsite clinical Cleaning Services	No
Linen services on site (how often)	No
Linen services offsite (where it goes)	Super clean

Catering	
Catering on site	No
Delivery of food available	Yes – Pantry Shop, Deliveroo & Uber Eats
Special diet/allergen meal available	Yes via delivery providers
Other	
Onsite Parking availability	Yes - \$25 per day
Store room for PPE / logistics (approx. size)	Various options available at each location subject to the specific need

QUEST APARTMENT HOTELS - KINGS PARK

Facility name	QUEST KINGS PARK
Facility location	54 Kings Park Rd, West Perth WA 6005
Contact phone No.	(08) 9420 8700
Email address	nationalaccounts@questapartments.com.au
Booking process	https://www.questapartments.com.au/corporate-deals/erhcw
COVID 19 discount code	corporate-deals ERHCW
Room Types	Self-contained apartment. 1 Bedroom Studio Apartment. *As per social distancing requirements, SHICC recommends 1 person per room at all times.
Laundry on site	Yes
Basic cleaning supplies available	Yes
Accommodation	
Toilet	Yes
Bathroom (shower/bath/sink)	Shower & Sink
Bed (mattress with cover) (single/double)	King Double
Kitchen sink	Yes
Entertainment options in room (TV)	Smart TV
Tea/Coffee etc making	Yes
Small fridge/food storage	Yes – full size fridge in all apartments
Internet (cable/WiFi)	Yes – Complimentary
Air-conditioning Isolation capability (individual/floor/nil isolation)	Yes
Soft furnishings (other than bed)	Yes – Desk, Sofa, Dining Table
Carpet	Yes
Telephone in room	Yes
Waste Management	
In room bin	Yes
Room rubbish removal process	Yes – Daily except for Sunday and Public Holidays
Site rubbish removal process	Yes – Twice weekly
Cleaning services	
Onsite cleaning services	Housekeeping can be arranged daily, weekly or periodically depending on the needs of the guest
Onsite clinical Cleaning Services	No

Linen services on site (how often)	No
Linen services offsite (where it goes)	Y – Bright Water Linen services (Twice weekly)
Catering	
Catering on site	No
Delivery of food available	Yes – Pantry Shop, Deliveroo & Uber Eats
Special diet/allergen meal available	Yes via delivery providers
Other	
Onsite Parking availability	No
Store room for PPE / logistics (approx. size)	Various options available at each location subject to the specific need

QUEST APARTMENT HOTELS - MOUNTS BAY ROAD

Facility name	QUEST MOUNTS BAY ROAD
Facility location	130 Mounts Bay Rd, Perth WA 6000
Contact phone No.	(08) 9480 8100
Contact Email address	nationalaccounts@questapartments.com.au
Booking process	https://www.questapartments.com.au/corporate-deals/erhcw
COVID 19 discount code	corporate-deals ERHCW
Room Types	Self-contained apartments: Studio One Bedroom *As per social distancing requirements, SHICC recommends 1 person per room at all times.
Laundry on site	Yes
Basic cleaning supplies available	Yes
Accommodation	
Toilet	Yes
Bathroom (shower/bath/sink)	Shower & Sink
Bed (mattress with cover) (single/double)	King Double
Kitchen sink	Yes
Entertainment options in room (TV)	Smart TV
Tea/Coffee etc making	Yes
Small fridge/food storage	Yes – full size fridge in all apartments
Internet (cable/WiFi)	Yes – Complimentary
Air-conditioning Isolation capability (individual/floor/nil isolation)	Yes
Soft furnishings (other than bed)	Yes – Desk, Sofa, Dining Table
Waste Management	
In room bin	Yes
Room rubbish removal process	Yes - Daily except for Sunday and Public Holidays
Site rubbish removal process	Yes – weekly removal of all rubbish
Cleaning services	
Onsite cleaning services	Housekeeping can be arranged daily, weekly or periodically depending on the needs of the guest
Onsite clinical Cleaning Services	No
Linen services on site (how often)	No
Linen services offsite (where it goes)	Super clean

Catering	
Catering on site	No
Delivery of food available	Yes -Pantry Shop, Deliveroo & Uber Eats
Special diet/allergen meal available	Yes via delivery providers
Other	
Onsite Parking availability	No
Store room for PPE / logistics (approx. size)	Various options available

QUEST APARTMENT HOTELS - RHEOLA

Facility name	QUEST ON RHEOLA
Facility location	18 Rheola Street, West Perth
Contact phone No.	(08) 9365 8999
Contact Email address	nationalaccounts@questapartments.com.au
Booking process	https://www.questapartments.com.au/corporate-deals/erhcw
COVID 19 discount code	corporate-deals ERHCW
Room Types	Self-contained apartments: One Bedroom Two Bedroom *As per social distancing requirements, SHICC recommends 1 person per room at all times.
Laundry on site	In-Room laundry facilities for all apartments
Basic cleaning supplies available	Yes
Accommodation	
Toilet	Yes
Bathroom (shower/bath/sink)	Shower & Sink
Bed (mattress with cover) (single/double)	King Double
Kitchen sink	Yes
Entertainment options in room (TV)	Smart TV
Tea/Coffee etc making	Yes
Small fridge/food storage	Yes – full size fridge in all apartments
Internet (cable/WiFi)	Yes – Complimentary
Air-conditioning Isolation capability (individual/floor/nil isolation)	Yes
Soft furnishings (other than bed)	Yes – Desk, Sofa, Dining Table
Waste Management	
In room bin	Yes
Room rubbish removal process	Yes – Daily except for Sunday and Public Holidays
Site rubbish removal process	Yes – Twice weekly
Cleaning services	
Onsite cleaning services	Housekeeping can be arranged daily, weekly or periodically depending on the needs of the guest
Onsite clinical Cleaning Services	No
Linen services on site (how often)	No
Linen services offsite (where it goes)	Y – Bright Water Linen services (Twice weekly)
Catering	

Catering on site	No
Delivery of food available	Yes – Pantry Shop, Deliveroo & Uber Eats
Special diet/allergen meal available	Yes via delivery providers
Other	
Onsite Parking availability	Yes – included in rate
Store room for PPE / logistics	Various options available

QUEST APARTMENT HOTELS - ROCKINGHAM

Facility name	QUEST ROCKINGHAM
Facility location	22 Flinders Ln, Rockingham WA 6168
Contact phone No.	(08) 9591 0600
Contact Email address	nationalaccounts@questapartments.com.au
Booking process	https://www.questapartments.com.au/corporate-deals/erhcw
COVID 19 discount code	corporate-deals ERHCW
Room Types	Self-contained apartments: Studio One Bedroom *As per social distancing requirements, SHICC recommends 1 person per room at all times.
Laundry on site	Yes
Basic cleaning supplies available	Yes
Accommodation	
Toilet	Yes
Bathroom (shower/bath/sink)	Shower & Sink
Bed (mattress with cover) (single/double)	King Double
Kitchen sink	Yes
Entertainment options in room (TV)	Smart TV
Tea/Coffee etc making	Yes
Small fridge/food storage	Yes – full size fridge in all apartments
Internet (cable/WiFi)	Yes - Complimentary
Air-conditioning Isolation capability (individual/floor/nil isolation)	Yes
Soft furnishings (other than bed)	Yes – Desk, Sofa, Dining Table
Waste Management	
In room bin	Yes
Room rubbish removal process	Yes – Daily except for Sunday and Public Holidays
Site rubbish removal process	Yes – weekly removal of all rubbish
Cleaning services	
Onsite cleaning services	Housekeeping can be arranged daily, weekly or periodically depending on the needs of the guest
Onsite clinical Cleaning Services	No
Linen services on site (how often)	No
Linen services offsite (where it goes)	Super clean
Catering	

Catering on site	No
Delivery of food available	Yes – Pantry Shop, Deliveroo & Uber Eats
Special diet/allergen meal available	Yes via delivery providers
Other	
Onsite Parking availability	Yes – included in rate
Store room for PPE / logistics	Various options available

QUEST APARTMENT HOTELS - SCARBOROUGH

Facility name	QUEST SCARBOROUGH
Facility location	4 Brighton Rd, Scarborough WA 6019
Contact phone No.	(08) 6140 3500
Contact Email address	nationalaccounts@questapartments.com.au
Booking process	https://www.questapartments.com.au/corporate-deals/erhcw
COVID 19 discount code	corporate-deals ERHCW
Room Types	Self-contained apartments: Studio. One Bedroom. *As per social distancing requirements, SHICC recommends 1 person per room at all times.
Laundry on site	In-Room laundry facilities for all apartments
Basic cleaning supplies available	Yes
Accommodation	
Toilet	Yes
Bathroom (shower/bath/sink)	Shower & Sink
Bed (mattress with cover) (single/double)	King Double
Kitchen sink	Yes
Entertainment options in room (TV)	Smart TV
Tea/Coffee etc making	Yes
Small fridge/food storage	Yes – full size fridge in all apartments
Internet (cable/WiFi)	Yes – Complimentary
Air-conditioning Isolation capability (individual/floor/nil isolation)	Yes
Soft furnishings (other than bed)	Yes – Desk, Sofa, Dining Table
Carpet	Yes
Telephone in room	Yes
Waste Management	
In room bin	Yes
Room rubbish removal process	Y – Daily except for Sunday and Public Holidays
Site rubbish removal process	Yes – Twice weekly
Cleaning services	
Onsite cleaning services	Housekeeping can be arranged daily, weekly or periodically depending on the needs of the guest
Onsite clinical Cleaning Services	No
Linen services on site (how often)	No
Linen services offsite (where it goes)	Y – Bright Water Linen services (Twice weekly)

Catering	
Catering on site	No
Delivery of food available	Yes – Pantry Shop, Deliveroo & Uber Eats
Special diet/allergen meal available	Yes via delivery providers
Other	
Onsite Parking availability	Yes - complimentary for Studio and 1 Bedroom apartment. - \$10 a day for 2 Bedroom apartment.
Store room for PPE / logistics	Various options available

QUEST APARTMENT HOTELS - SOUTH PERTH FORESHORE

Facility name	QUEST SOUTH PERTH FORESHORE
Facility location	22 Harper Terrace, South Perth WA 6151
Contact phone No.	(08) 6559 5500
Contact Email address	nationalaccounts@questapartments.com.au
Booking process	https://www.questapartments.com.au/corporate-deals/erhcw
COVID 19 discount code	corporate-deals ERHCW
Room Types	Self-contained apartments: Studio One Bedroom Two Bedroom *As per social distancing requirements, SHICC recommends 1 person per room at all times.
Laundry on site	Yes
Basic cleaning supplies available	Yes
Accommodation	
Toilet	Yes
Bathroom (shower/bath/sink)	Shower & Sink
Bed (mattress with cover) (single/double)	King Double
Kitchen sink	Yes
Power point	Yes
Entertainment options in room (TV)	Smart TV
Tea/Coffee etc making	Yes
Small fridge/food storage	Yes – full size fridge in all apartments
Internet (cable/WiFi)	Yes – Complimentary
Air-conditioning Isolation capability (individual/floor/nil isolation)	Yes
Soft furnishings (other than bed)	Yes – Desk, Sofa, Dining Table
Waste Management	
In room bin	Yes
Room rubbish removal process	Yes – Daily except for Sunday and Public Holidays
Site rubbish removal process	Yes – weekly removal of all rubbish
Cleaning services	
Onsite cleaning services	Housekeeping can be arranged daily, weekly or periodically depending on the needs of the guest

Onsite clinical Cleaning Services	No
Linen services on site (how often)	No
Linen services offsite (where it goes)	Super clean
Catering	
Catering on site	No, but 24/7 Good Food Store connected to hotel
Delivery of food available	Yes – Pantry Shop, Deliveroo & Uber Eats
Special diet/allergen meal available	Yes via delivery providers
Other	
Onsite Parking availability	Yes - \$25 per night
Store room for PPE / logistics	Various options available

QUEST APARTMENT HOTELS - WEST END

Facility name	QUEST WEST END
Facility location	451 Murray Street, Perth
Contact phone No.	(08) 9480 3888
Contact Email address	nationalaccounts@questapartments.com.au
Booking process	https://www.questapartments.com.au/corporate-deals/erhcw
COVID 19 discount code	corporate-deals ERHCW
Room Types	Self-contained apartments: One Bedroom Two Bedroom *As per social distancing requirements, SHICC recommends 1 person per room at all times.
Laundry on site	In-Room laundry facilities for all apartments
Basic cleaning supplies available	Yes
Accommodation	
Toilet	Yes
Bathroom (shower/bath/sink)	Shower & Sink
Bed (mattress with cover) (single/double)	King Double
Kitchen sink	Yes
Entertainment options in room (TV)	Smart TV
Tea/Coffee etc making	Yes
Small fridge/food storage	Yes – full size fridge in all apartments
Internet (cable/WiFi)	Yes – Complimentary
Air-conditioning Isolation capability (individual/floor/nil isolation)	Yes
Soft furnishings (other than bed)	Yes – Desk, Sofa, Dining Table
Waste Management	
In room bin	Yes
Room rubbish removal process	Yes – Daily except for Sunday and Public Holidays
Site rubbish removal process	Yes – Twice weekly
Cleaning services	
Onsite cleaning services	Housekeeping can be arranged daily, weekly or periodically depending on the needs of the guest

Onsite clinical Cleaning Services	No
Linen services on site (how often)	No
Linen services offsite (where it goes)	Y – Bright Water Linen services (Twice weekly)
Catering	
Catering on site	No
Delivery of food available	Yes – Pantry Shop, Deliveroo & Uber Eats
Special diet/allergen meal available	Yes via delivery providers
Other	
Onsite Parking availability	Yes - \$18.00 per night.
Store room for PPE / logistics	Various options available

7. PRICE SCHEDULE

Prices are fixed so buyers can pick and buy from the contractors.

Buyers should view each supplier's prices for the accommodation / room type they require.

Orders should be placed directly with contractors via the [Order Form](#).

FACILITY	STUDIO DAILY RATE (INCL GST)	1-BEDROOM DAILY RATE (INCL GST)	1-BEDROOM SUPERIOR DAILY RATE (INCL GST)	2-BEDROOM DAILY RATE (INCL GST)	3-BEDROOM DAILY RATE (INCL GST)	ONSITE PARKING	COVID 19 DISCOUNT CODE
All Suites Perth	\$133	\$153	\$163	\$213		Complimentary	ASPERHCW20
Hillarys Harbour Resort		\$180		\$280	\$360	Complimentary	FRCOVID-19
Quest East Perth	\$150	\$170		\$240		\$20 per day	
Quest Fremantle	\$155	\$175		\$240		\$10 per day	
Quest Innaloo	\$155	\$175		\$240		\$10 per day	
Quest Joondalup	\$160	\$180		\$240		\$25 per day	
Quest Kings Park	\$130					Street parking	
Quest Mounts Bay Road	\$130					Street Parking	
Quest on Rheola		\$169		\$229		Commentary	
Quest Rockingham	\$155	\$175		\$240		Complimentary	
Quest Scarborough	\$160	\$175		\$240		Complimentary	
Quest South Perth Foreshore	\$160	\$180		\$240		\$25 per day	
Quest West End		\$159		\$219		\$18 per day	

*As per social distancing requirements, SHICC recommends 1 person per room at all times.

8. CUSTOMER BOOKING PROCESS

Please refer to the list of available accommodation facilities that have been deemed suitable for metropolitan ERHCW use.

Step 1: ERHCW completes the Order Form (refer to Section 9) inclusive of accommodation details and issues to a Tier 3 Director or appropriate agency delegate for approval.

Step 2: Tier 3 Director or appropriate agency delegate either;

- a) approves – complete and sign the form; or
- b) declines – returns the form to the ERHCW with a reason.

Step 3: If approved, the Tier 3 Director or appropriate agency delegate submits the approved Order form to the admin officer of the parent organisation who should:

- a) Book appropriate accommodation and provide ERHCWs information to the accommodation provider; and
- b) Forward the confirmation and accommodation information to the ERHCW, the Tier 3 Director or appropriate agency delegate and SHICC.covidoperations@health.wa.gov.au

SHICC Operations is required to monitor the capacity of available ERHCW accommodation and seek opportunities for expansion when the current capacity reaches 75%.

This process will be completed once the ERHCW no longer requires accommodation.

9. ERHCW ACCOMODATION ORDER FORM

Step 1a – ERHCW Employee Details

ERHCW Employee Name					
ERHCW Employee Number				Phone No.	(m) (h)
Home Address					
Emergency Contact Name				Mobile No.	
Customer Details	DFES <input type="checkbox"/> Specify	WAPOL <input type="checkbox"/> Specify	St John Ambulance Service <input type="checkbox"/> Specify	RFDS <input type="checkbox"/> Specify	Other Specify
	DoH <input type="checkbox"/> Specify	EMHS <input type="checkbox"/> Specify	CAHS <input type="checkbox"/> Specify	NMHS <input type="checkbox"/> Specify	SMHS <input type="checkbox"/> Specify
	Other <input type="checkbox"/>	Specify			
Position/role				Level	
Employment location					

Step 1b - Reason for Accommodation Request

Share accommodation with at-risk people who are: <ul style="list-style-type: none"> Immunocompromised. Elderly (over 65yo). Chronic medical conditions. Very young children and babies. 	Y <input type="checkbox"/> N <input type="checkbox"/> Details:
Living in group residential settings with shared facilities	Y <input type="checkbox"/> N <input type="checkbox"/> Details:
Reason why unable to self-isolate	Details:
Special request (e.g. disability)	Details:
Engagement Term (Length of Stay):	From: <input type="text"/> To: <input type="text"/>

Step 1c – Accommodation/Booking Details

Name Of Accommodation Facility			
Accommodation Address			
Daily Rate (Inc GST)		COVID 19 discount code	
Engagement Term (Length of Stay):	From		To
Total Price (Inc GST)			

Step 2 –Tier 3 Approval

Authorising Director Name:			Phone/mobile	
Employee No.			Email	
Position/role			Level (tier 3 and above)	
Approved	Y <input type="checkbox"/>	N <input type="checkbox"/>	Signature	
Reason for refusal				
*If approved, Form to be emailed to your organisation admin officer to complete booking		If request NOT approved form to be returned to employee with reason.		

Step 3 – Confirmation

Processes complete	Approved and Signed by Tier 3 <input type="checkbox"/>	Accommodation booked <input type="checkbox"/>
	Confirmation details emailed to: 1. ERHCW <input type="checkbox"/> 2. Tier 3 Director <input type="checkbox"/> 3. SHICC.covidoperations@health.wa.gov.au <input type="checkbox"/>	
Officer's Name		
Officer's Signature		Date

10. INVOICING/PAYMENT PROCESS

Full-payment for the accommodation including any extension options (as applicable) is payable by invoice. Invoices will be issued upon ERHCW departure to the Customer's Representative noted in the Order Form.

The government Purchasing Card (P-Card) offers a quick and convenient method of payment allowing many goods and services to be efficiently purchased. The use of credit cards/purchasing cards by agencies is actively promoted as a payment method.

Check invoices for accuracy before authorising payment.

11. AFTER I BUY

- i) Manage your contract term – keep an eye on the expiry date.

If an accommodation needs to be extended beyond the original estimated end date, and the estimated duration is the only change required, you only need to complete [Step 1c to Step 3](#) of the Order Form before sending it for internal approvals and to the contractor.

- ii) If you extend, make sure that you obtain and keep a record of any internal approvals required by your agency's HR and/or procurement teams.
- iii) If you encounter an issue and you are unable to resolve it directly with the Contractor, please contact the contract manager.

12. QUARANTINE NOTIFICATION/REQUEST FORM

Part 1 – ERHCW Employee Details					
ERHCW Employee Name					
ERHCW Employee Number				Phone No.	(m) (h)
Home Address					
Emergency Contact Name				Mobile No.	
Customer Details	DFES <input type="checkbox"/> Specify	WAPOL <input type="checkbox"/> Specify	St John Ambulance Service <input type="checkbox"/> Specify	RFDS <input type="checkbox"/> Specify	Other Specify
	DoH <input type="checkbox"/> Specify	EMHS <input type="checkbox"/> Specify	CAHS <input type="checkbox"/> Specify	NMHS <input type="checkbox"/> Specify	SMHS <input type="checkbox"/> Specify
	Other <input type="checkbox"/>	Specify			
Position/role				Level	
Employment location					
Part 2 – COVID-19 Status					
Date of COVID-19 Swab					
Date Confirmed Positive					
Date confirmed Close contact					
Reason for requesting State Quarantine accommodation					
Part 3 – Approver Endorsement					
Name:					
Email:					
Employee No.:			Phone No.		
Position/role:			Endorsement Date:		
Signature					