

## Frequently asked questions (FAQs)

### [How long will client visits to Royal Far West's Centre for Country Kids in Manly be postponed?](#)

At this stage, all client visits will be postponed for a minimum of three months. We are monitoring the situation closely and should we need to extend this period we will communicate directly with our client families as well as via social media.

### [What is Telecare and how does it work?](#)

Our Telecare service is an award-winning program that brings our service to you by connecting your child to our specialist assessment and therapy via video conferencing technology into either the school or home. Royal Far West already delivers paediatrics, psychiatry, psychology, speech therapy and occupational therapy in this way and is able to adapt the approach for social work and other consultations. Sessions normally run for 30 minutes up to an hour and are conducted by our specialist clinicians.

### [Can all appointments be done via Telecare?](#)

We will try to accommodate as many appointments as possible via telecare. In some cases, it may not be possible for us to deliver a service via telecare or phone. In this case, we will work with you to reschedule your booking in Manly as soon as it is safe to do so.

### [What if I don't want Telecare? Will I lose my place in the waitlist?](#)

Royal Far West is offering Telecare as a supplementary service during this period and is a great way to ensure we can support your child and would encourage families to trial this approach. However, it is entirely your choice. If you choose not to have appointments in this way, we will work with you to reschedule your booking in Manly as soon as it is safe to do so. However, we ask you to be patient as there is likely to be an extended waiting time for bookings.

### [What do I need to access Telecare?](#)

All you need is:

- Access to a reliable internet connection.
- An email address.
- A suitable device with camera, microphone and speakers, preferably a computer or laptop. Telecare is best to be completed from a computer or laptop, however we can provide services to tablets device of phone if

required. The bookings team will discuss these options with you at the time of booking.

- A private comfortable area.

#### [What happens if my appointment isn't able to occur using Telecare?](#)

In some cases, it may not be possible for us to deliver a service via telecare, if it is possible to complete your appointment via phone we will do this. In the case, we are unable to complete your appointment via telecare or phone, we will work with you to reschedule your booking in Manly as soon as it is safe to do so.

#### [If I am unable to use Telecare or wish to wait until appointments are safe in Manly, how long until I can reschedule to come back to the Centre for Country Kids in Manly?](#)

We are not able to advise on waiting times at this stage; however, we can expect there will be an extended wait due to high demand. We will be in contact to re-book your visit to Manly as soon as it is safe to do so

#### [What will happen to my windmill camp booking?](#)

We are looking at innovative ways to deliver some of the camp activities and group sessions online. We will send further details as soon as these options are available. In the meantime, please get in touch if you would like to access individual online therapy or find out more about our services.

#### [What happens if I have booked travel already?](#)

Please contact us if you have booked any travel already.