

FAQs for Clients and Families

I don't have access to a computer or laptop, can I still access all my paperwork and work with Royal Far West?

Yes, you can open Connect forms on your phone or tablet if you have an Apple or Android device. If you don't have an appropriate other device our team is happy to assist you and can arrange to go through the paperwork with you or send you a paper version. Please call us on 1800 500 061 to arrange.

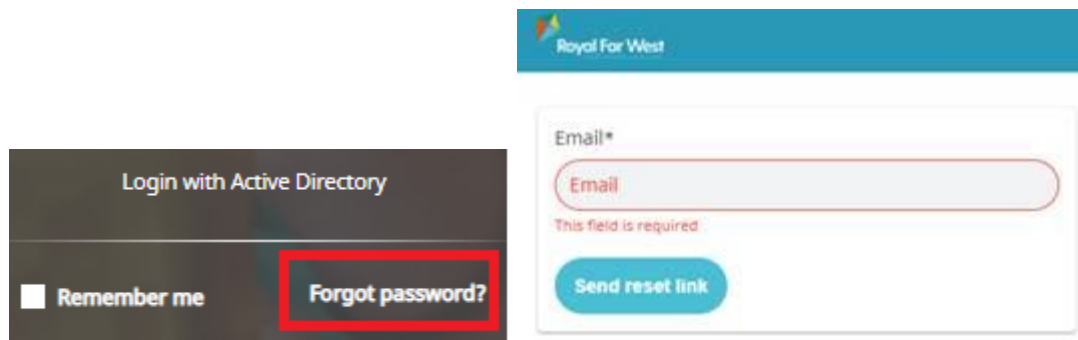
I don't have an email address; how will I receive the links to forms?

If you don't have an email address our Intake Officer or a member of our team will be in touch to talk through options for completing the forms. RFW staff are here to assist families and can arrange to go through paperwork with you or send you a paper version.

I have forgotten my username or password?

Use [this link](#) to go to the login screen.

Click 'Forgot password', enter your email address and a link to reset the password will be sent to you.



Do I have to enter my username and password each time I login?

If you are on a trusted/recognised device, you can select the "Remember me" box on the Login screen and then your details (email and password) will be remembered on that website.

I need to update my NDIS plan management type? (e.g., Self, Plan, NDIA Managed)

Log into Connect, look for "personal information" section and click on the pen icon. Halfway down the page look for the boxes labelled Self, Plan, NDIA. Unselect the old plan management type and select the new plan management type, click 'Save'. You will receive an email asking you to accept or reject the change. Once you have accepted the change your details will be updated and you will receive an email confirming the change.

I need to update my NDIS plan manager details?

Log into Connect, look for “personal information” section and click on the pen icon. Halfway down the page under “patient provider” section, click “NDIS” and update information. Halfway down the page under ‘Plan Management Info’ enter the updated details and click ‘save’. You will receive an email asking you to accept or reject the change. Once you have accepted the change your details will be updated and you will receive an email confirming the change.

I need to update my NDIS plan dates?

Log into Connect, look for “personal information” section and click on the pen icon. Halfway down the page in the “patient provider” section, click the pen icon next to “NDIS” and update information.

I can't sign my service agreement on my phone/device, what do I do?

Try using a different device or web browser. If unsuccessful, please contact our Windmill program team: windmill@royalfarwest.org.au

I have not received any email communications; despite being told I would get things sent to me?

Check your junk folder in your inbox for any emails sent from connect@royalfarwest.org.au If you cannot find anything, please contact one of our team:

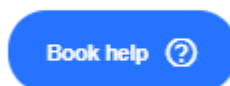
- Windmill program - windmill@royalfarwest.org.au
- Telecare program - telecare@royalfarwest.org.au
- PDP program - bookings@royalfarwest.org.au

I need to change the time of my technology test or service planning call time?

If you can find your confirmation email for the original appointment you will see a link that offers to reschedule the appointment. Click on the link and select one of the available times that works for you, a new confirmation email will be sent. If you are trying to reschedule at short notice, then you will be directed to call a member of our team to assist you.

I'm having trouble filling out my form what do I do?

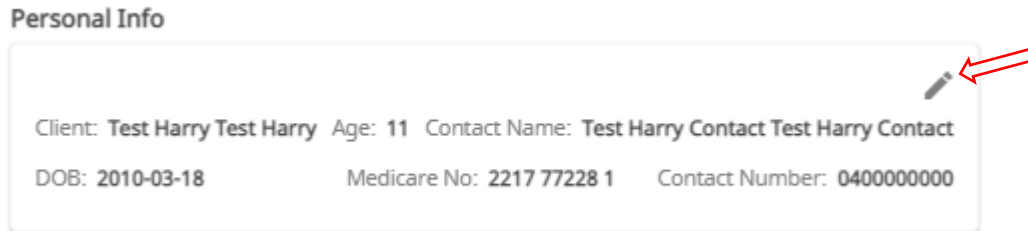
When you are in the system there is a blue button on the top right of the screen that says, “Book Help”.



Click this button and you will be asked for your phone number, please enter your best contact number for business hours and a member of our team will call and assist you during business hours. Alternately you can call us on [1800 500 061](tel:1800500061)

I need to update personal details; how can I do this?

Log into Connect, look for “Personal Info” section on the left of screen. Click on the small pen icon which will open your client details and allow you to edit.



Where are all my documents and agreements stored, how can access these?

All relevant documents and agreements are stored in your Digital viewer, this is like your digital folder of information. To access this information, click on the icon of a manilla folder at the top right of your screen in Connect.



You can download documents directly from the digital viewer to your home computer or phone by clicking on the required document and then the download document icon (icon shown below)



I have multiple children at RFW, how do I see my other children’s information?

If you have multiple children attending RFW all of your children’s paperwork and information is linked in your Connect page. At the top right of the Connect portal, in the blue header bar, click on your name and a drop-down menu will show a list of your other children’s files. Click on the name of the child to bring up their file.

Can I give RFW feedback through Connect about my experience or services?

Yes, we always love to learn how we can improve or areas of our service that you have enjoyed. There is a button at the bottom right of the Connect portal screen marked ‘Feedback’. If you click this button a screen will open asking you to give us some feedback. Once you have completed the information press submit.

You can also email us at feedback@royalfarwest.org.au

You have the option to provide feedback anonymously if you would like, but in these instances RFW is unable to respond directly to your feedback so please keep that in mind.

Where can I access my list of appointments?

Login to Connect and click “Assessment/Therapy”. This will bring you to a page with all your scheduled appointments. Press the printer icon to download your list of appointments.

If you are attending our onsite PDP program your list of appointments will be sent to you before your assessment or review week by email. If your appointments are in Manly, you will also be provided with a printed appointment schedule when you arrive.

I'm still confused, how can I get more help?

Always feel free to reach out to a member of our team. We're happy to help with any and all of your Connect-related queries. You are welcome to contact us by phone or email on the details below.

Phone

1800 500 061

Email

- Windmill program - windmill@royalfarwest.org.au
- Telecare program - telecare@royalfarwest.org.au
- PDP program - bookings@royalfarwest.org.au