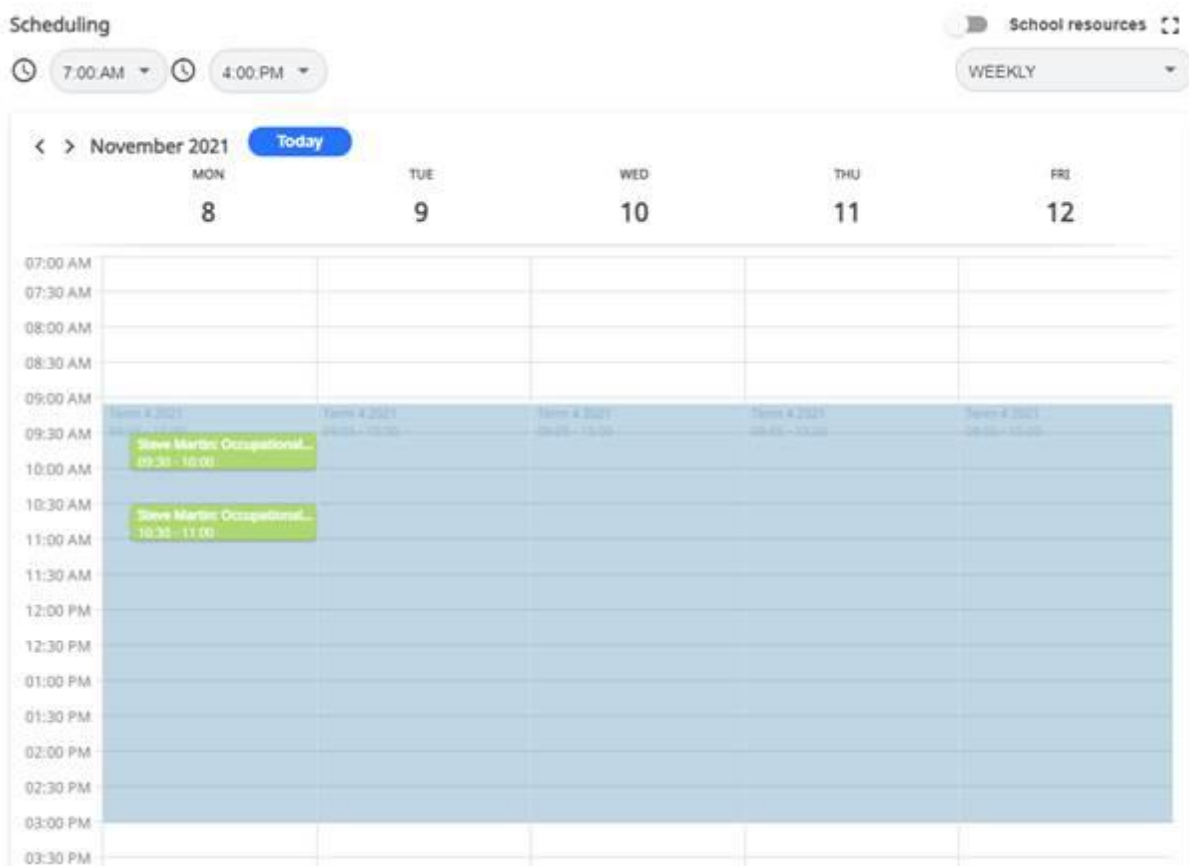


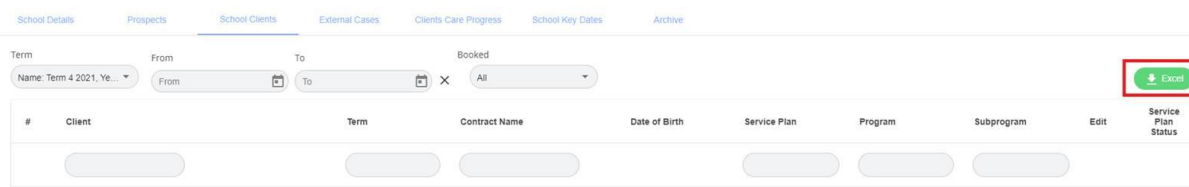
## FAQs for Schools

### How do I access an updated version of the school's Telecare schedule?

Log into the School Portal in Connect. On the right-hand side of the School Details section, there is a visual calendar of your Telecare schedule. This is a great, quick way to see what sessions are booked for that day/week.



If you would like an updated downloadable/printable version of the Telecare schedule, click the School Clients tab and on the right, you'll see an excel button. This will download a Microsoft Excel version of the schedule, which you can print or distribute however you like.



The screenshot shows the 'School Clients' tab in the School Portal. The interface includes a search bar with filters for Term, From, To, and Booked. A table with columns for #, Client, Term, Contract Name, Date of Birth, Service Plan, Program, Subprogram, Edit, and Service Plan Status is visible. A red box highlights the 'Export' button in the top right corner.

### **Can I change the school Primary Contact?**

Yes, you can. The Primary Contact will receive all email correspondence from Connect so it's important that this is up to date. You can change the Primary Contact by clicking the drop-down box in the School Details section. Any of the School Resources added under your school can be added as a Primary Contact. Once you have selected the new Primary Contact person, make sure you click Save for the changes to come into effect.

### **Who is going to send the referral form (PCQ) to families?**

The PCQ is emailed from Connect directly to carers for them to fill out online. The Telecare team can assist you with the process of sending the PCQ link to families so feel free to contact them at any time. There is no longer the need to email forms back to RFW!

### **What info/forms are families going to receive from RFW and how is my interaction with families going to change?**

Rather than you providing paper referral forms for them to complete, each family will receive the PCQ directly from Connect. They will also receive homework and end of term reports via email immediately after the clinician uploads the documents to the child's portal. The email will mention there is a new document available in the Digital Viewer and will contain a link directly to these documents.

### **Do families need a computer to complete the PCQ?**

No, the PCQ can be completed on any Apple or Android device so parents/carers may use a smart phone or tablet if they choose.

### **How can I help a family complete their referral form (PCQ)?**

You can assist families complete their form online. To do this, you will need either the parent/carer or RFW to forward the email with the PCQ link to you. Once you have this email, you can then open the PCQ and work through the form with the family.

### **What if a family doesn't have internet access or limited technical knowledge?**

There are a variety of ways we can assist families with internet access issues or limited technical knowledge, for example:

- Parents/carers can use the Book Help function, which will send a request for Support to a RFW staff member.
- A teacher at school can sit down with the parent/carer at school to complete the PCQ together (see instructions above).
- The Telecare team can complete the PCQ over the phone with the parent/carer, provided the parent/carer gives verbal consent for us to do so.
- RFW staff are here to assist families who are unable to access the internet or struggle to navigate technology.

### **How do I send the child's school questionnaire to the child's teacher?**

The school Primary Contact will receive an email from Connect with a link to the child's SQ. Please forward this on to the child's teacher to complete online. There is no longer the need to email forms back to RFW.

### **Who do I contact to help me navigating the school portal / How do I get help when I'm in Connect?**

The Telecare Coordinator working with your school will be on hand if you need any assistance in navigating the School Portal. Please feel free to contact the Telecare team at any time at [telecare@royalfarwest.org.au](mailto:telecare@royalfarwest.org.au)

### **How can my Therapy Aide log in to connect?**

Please contact the Telecare team at [telecare@royalfarwest.org.au](mailto:telecare@royalfarwest.org.au) if you would like additional log ins for your staff.

### **A member of my staff has left the school, how do I remove their access to our school portal?**

Please contact the Telecare team at [telecare@royalfarwest.org.au](mailto:telecare@royalfarwest.org.au) and we can de-activate their account.