

CareMonkey Information

What is CareMonkey? It's an online system where parents complete a profile of their child's medical information which can then be shared with the College. Currently it is being used for families with children from Years 6 to 12. CareMonkey replaces our old "Medical Information Form" which was distributed via paper copies to families.

CareMonkey will be used for: Before/After School Activities requiring parental permission, Camps, Excursions and ACC Athletics or Swimming Carnivals, etc.

Responses to events/camps etc. must be done through CareMonkey (see instructions below). Events/Camps are time specific - so **if your child wishes to attend/participate it is essential you complete the CareMonkey approval by the due date.** *Email responses/approvals to the College will not be accepted.*

How to use the CareMonkey System

1

When you receive an invitation (an email via CareMonkey) please log into CareMonkey (either on your computer or via the CareMonkey app on mobile phones) and view the Notifications and Requests. *NOTE: Please do not reply to CareMonkey generated emails.*

2

Click on the eForm Request you wish to respond to. Here you will be able to view details of the event/camp and also download any letters or itineraries which might be attached.

3

If your child **WILL** be attending – scroll down and answer the questions on the form.
If your child **WILL NOT** be attending – skip to the next step.

4

At the bottom of the form is the Acceptance (which has a red star next to it).

If your child **WILL** be attending the event – please click **ACCEPT**

If your child **WILL NOT** be attending the event – please click **DECLINE**

5

Click "Save Response". The Consent Page will appear - click "Done".

6

You can repeat the process if you have multiple requests to attend to. Events you have responded to will show up in "Upcoming Events" on CareMonkey home page.



Frequently Asked Questions

Is the CareMonkey system secure?

- The CareMonkey system uses sophisticated security measures to keep data safe. Detailed information about security for the system is available on the CareMonkey website [here](#).
- Parents control what information is available and can update the information at any time.
- The details will never be made available to any other party without your permission. Your details will never be used, sold or rented to another organisation for any purpose.
- Also see the CareMonkey Privacy information [here](#) for further details.

Who can see my child's information when I share this with the school?

- The school administrators and teachers on excursions/camps may have access to your child's care profile. All access requires usernames and passwords and all data is encrypted in the database.
- The College understands that the information provided about students is private and sensitive; staff have the same high level of confidentiality with this information as per paper-based records.
- See the College Privacy Policy [here](#) for further information.

Would a parent volunteer on a camp have access to my child's medical information?

- **No** - only teaching staff and "administrators" will be able to access and view student medical information. Teachers may advise parent volunteers verbally regarding medical issues of children on a camp/excursion for duty of care purposes, but parent volunteers will never have direct access to CareMonkey information.

What happens if I ignore emails about events/Camps from CareMonkey ?

- Emails from the CareMonkey system will have a "due date" when responses are due by. The best idea is to respond as soon as you get an invitation (to avoid receiving lots of reminder emails/texts).

What if I respond "No" or "Yes" to an event, then change my mind?

- If you answered **NO** to an event, then circumstances change and your child would now like to attend - please send an email to admin@scc.wa.edu.au with your child's name and the eForm you have declined and ask that the eForm be reset.
- If you answered **YES** to an event, then circumstances change and your child will not be able to attend - please send an email to the staff member in charge of the event (the name on the information letter) advising them of the change. Your child's profile can then be removed from the event in CareMonkey.

What happens when my child leaves the school?

- When your child leaves the school the profile will be archived and not available on mobile devices anymore. Further, any new changes you make to the profile will not be shared with the school.
- This does not delete the care profile from your account.

How often do I need to update the information?

- Once you've completed the care profile for your child it is easy to keep it up to date. You will only need to update data when things change. For example, a new emergency contact, updated mobile phone number, a new medical condition, an updated asthma plan, and so on.
- The College will ask you to log in from time to time (e.g. twice per year) to confirm that details are still up to date.

I'm still not sure how to respond to an eForm. Help!!

- Please visit the College website and view the [How to Respond to CareMonkey Invitations](#) document.

For any further questions: Please contact the Communications Officer, [Fiona Davidson](#)