



CareMonkey

CareMonkey at Saint Ignatius College

As you know we take the health and safety of our students very seriously. As such we are using a health, safety and electronic application named **CareMonkey**.

CareMonkey has an innovative parent/guardian controlled electronic medical form for schools, clubs and other groups with a duty of care. It's an electronic version of the paper based forms you often have to complete for things like excursions, camps and trips. It provides you the opportunity to update medical information promptly and accurately while providing the school with instant access to the emergency information you have provided.

We will be using the **CareMonkey** system in the best interest of your child whilst also reducing the burden on you to complete the same information on multiple forms throughout the year.

You can use a PC, laptop, tablet or smartphone by downloading the **CareMonkey** app in the app store to enter the details including:

- Emergency contacts.
- Medical contacts.
- Medical checklist including asthma, allergies, seizures, diabetes.
- Health and ambulance insurance details.
- Notes and other care instructions.

As a parent/guardian you will receive an invitation to join **CareMonkey** and enter details for your child/children. By following the instructions, you can create your own free **CareMonkey** account and control all data about your child/children. The **CareMonkey** system stores the information on your behalf and you will be able to grant (or deny) access to your data with our school. You are also able to share this data with any other group or individual you choose (e.g. your child's grandparents, their child- minder, their sports club, etc).

From the school's perspective, this information will only be visible by the relevant staff for your child and will be managed in accordance with the Privacy Act.

<https://www.caremonkey.com/privacy-policy/>

You don't need to do anything until you receive the email requesting the information. Please feel free to contact the school if you have any questions. There is also a knowledge base provided by **CareMonkey** on how to use the app and website:

<http://support.caremonkey.com/>

You can also visit the **CareMonkey** website for more information:

www.caremonkey.com



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 your mobile phone) 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**".
6. The Consent Page will appear - click "**Done**".
7. You can repeat the process if you have multiple requests to process. Events you have responded to will now show up in "**Upcoming Events**" on your *CareMonkey* home page.

Parent/Guardian Information and Responsibilities

We take all reasonable steps to ensure the student information we hold, use and disclose is accurate, complete and up to date. These steps include ensuring that the student information is accurate, complete and up to date at the time of collection and when using or disclosing the student information.

On an ongoing basis we maintain and update personal information when we are advised by individuals or when we become aware through other means that their student information has changed.

It is important that the College is immediately notified of any change of address, telephone numbers, email address and emergency contact details. Please update *CareMonkey* with this information.

CareMonkey also recommends that parents and guardians provide 3 emergency contacts for your child.

It is the responsibility of parents/guardians to inform the College of any changes in their child's medical condition and of any hospital admissions. Any changes need to be updated on *CareMonkey*.

If your child requires medication at school (e.g. Panadol), please update *CareMonkey* and provide medication and documentation to the main office.



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.
- Parents/Guardians 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 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 will 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.

Would a parent/guardian 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/guardian volunteers verbally regarding medical issues of children on a camp/excursion for duty of care purposes, but volunteers will never have direct access to **CareMonkey** information.

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 prompt you to log in from time to time (e.g. twice per year) to confirm that details are still up to date.