

PLEASE COPY AND PASTE INTO YOUR OWN DOCUMENT

Is the CareMonkey system secure?

We use CareMonkey because your data is more secure in the CareMonkey system than paper forms or emails. Paper can be lost, stolen or read by anyone. Emails are not secure and shouldn't be used to send sensitive information. Data in CareMonkey can only be read by authorised users and when they do it is logged in an audit trail.

The CareMonkey system uses sophisticated security measures to keep data safe. Detailed information about security and privacy for the system is available on the CareMonkey website here: <https://www.caremonkey.com/security-2/>.

Unlike static data, you control what information is available and can update the information at any time. So you always know what is in the medical profile about you or your family member.

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.

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

The school administrators, school nurse and teachers on excursions and camps may have access to your child's information. All access requires usernames and passwords and all data is encrypted in the database. Your school will understand the information provided by you is private and sensitive; staff have the same high level of confidentiality with this information as per paper-based records.

Who else can see my child's information?

Only groups or people you specifically give access to can view the information about your child.

Do you keep track of who is looking at the profiles?

Yes, the CareMonkey system audits all users of the system at the school. It automatically tracks every occasion data is viewed and by which user and when.

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. You still control the care profile and can continue to use it and share it with other trusted individuals or groups. You can also manually delete access to the school yourself after your child has left the school.

How often do I need to update the information?

Once you've completed the care profile/medical details 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. A school may ask you to log in from time to time (eg. once per term) to confirm that details are still up to date.

The care profile is completed...Why am I getting email reminders?

You will receive email (or text) reminders from time to time asking you to confirm that the details are still correct. The school relies on this information to care for your child so it is important that it is current so you may be asked to verify that it is up to date.

Can I use this for other family members?

Yes, once you have entered details for your child you can optionally create care profiles for other family members. You can share these care profiles with people you trust to care for your loved ones; such as family, friends, babysitters and sports coaches.

Can I share this information with anyone else?

Yes, once you have completed the care profile for your child it can be shared with other trusted individuals or groups. You can share the care profile with people you trust to care for your loved ones; such as family, friends, babysitters and sports coaches. If another group (such as a sporting club) uses CareMonkey you can share the same profile with that group.

My child's sport club is using CareMonkey. Do I need to enter the details twice?

No. The care profile you have created for your child can be shared multiple times. This means you only need to update one care profile and all schools, clubs and individuals you share it with have access to the same details. When you make an update all carers who can access the data have the latest information.

What happens when there is no internet access?

The CareMonkey system allows the school to print a paper report for each profile.

There is also an app for CareMonkey on iPhone, iPad, Android phones, Android tablets, Windows phones, tablets and PC's. These mobile versions store secure encrypted data of the students each teacher is responsible for on the device. This means the information can be accessed by teachers on an excursion or camp even without internet access, giving them access to the details you have provided to care for your child.

If a mobile device with CareMonkey data is lost or stolen the data cannot be viewed as it is in encrypted (scrambled) format.

How much does it cost?

CareMonkey is free for all parents. Parents can also download the free app. These mobile versions store a secure encrypted copy of the care profiles on the device. This means the information can be accessed by you even without internet access; it's very useful as a family health database when travelling.