



## Albany Creek Scout Group CareMonkey Frequently Asked Questions (FAQ's)

### Is the CareMonkey System Secure?

The CareMonkey system uses sophisticated security measures to keep data safe. All personal health information managed by CareMonkey for Asia Pacific customers is stored in Australia (Sydney) and will never be stored outside of Australia. Full details of CareMonkey's security can be found at <https://www.caremonkey.com/security-2/>

You control what information is available and can update the information and remove access at any time. The details will never be made available to any other party (party: Albany Creek Scout Group) without your permission and your details will never be used, sold or rented to another organization for any purpose.

### Do You Keep Track of Who is Looking at the Care Profiles?

Yes, the CareMonkey system audits all users of the system at the Scout Group. It automatically tracks every occasion a care profile is viewed and by which user and when.

### What Happens When There Is No Internet Access?

CareMonkey has a downloadable app on iPhone, iPad, Android phones and Android tablets. These mobile versions store a secure encrypted copy of the care profiles on the device. This means the information can be accessed by the Group or Leaders without internet access.

The CareMonkey system also allows parents and leaders to print a paper report for each profile.

Leaders without a smart phone or tablet can access CareMonkey profiles via a PC or laptop prior to leaving for the camp or activity.

### How Much Does It Cost?

The cost for CareMonkey is covered by Albany Creek Scout Group. If you want to use it for other family members it is free. Families can also download the free app for CareMonkey for iPhone, iPad, Android phones and Android tablets. 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.

### Will youth members leading activities have access to CareMonkey profiles?

Youth members leading activities, such as Patrol Leaders and Venturers, will not be given access to electronic records. The Group and Parents may print a copy of the CareMonkey profile and seal it in an envelope for the activity leader to access in case of an emergency.

### Do I need a paper copy if an ambulance is called or for presentation at hospital?

Paramedics do not require a permission form to treat an injured or serious ill patient in an emergency. Useful information available on the CareMonkey profile can be relayed to paramedics during treatment.

Hospitals have their own requirements for treatment and admittance of patients which, in non-life threatening situations, may require contact with the parent or guardian.

### Who Can See My or My Child's information When I Share This with Albany Creek Scout Group?

Section Leaders and administrators responsible for your data may have access to your care profile. Access requires usernames and passwords and all data is encrypted in the database in line with best practices for health information. Albany Creek Scout Group understands the information provided by you is private and sensitive. The Leaders have the same high level of confidentiality with this information as they do with paper-based records.



## Who Else Can See My or My Child's Information?

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

## What Happens if I or My Child Moves Scout Groups?

When you or your child leaves our Scout Group, the profile will be archived and not available on mobile devices anymore. This does not delete the care profile from your account. You still control the care profile and you may be sent an invitation to share your child's profile to the new Group if they use CareMonkey.

## What Happens When I or My Child Leaves Scouts?

When you or your child leaves Scouts, the profile will be archived and not available on mobile devices anymore. Furthermore, any new changes you make to the profile will not be shared with the Group. Archived profiles will only be accessible by the administrator to facilitate compliance with legislation.

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 group yourself after you or your child has left Scouts.

## How Often Do I Need To Update The Information?

Once you've completed the care profile for yourself or 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 Group may ask you to log in from time to time e.g. to confirm that the 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 Group relies on this information to care for you or your child so it is important that it is current. As such, you may be asked to verify that it is up to date.

## Can I Use This For Other Family Members and Share With Other People?

Yes, once you have entered details for yourself or 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 and babysitters. If another group (such as your school) uses CareMonkey you can share the same profile with that group.

## My Child's School Is Using CareMonkey. Do I Need To Enter The Details Twice?

No. The care profile you have created for yourself or your child can be shared multiple times. This means you only need to update one care profile and the group, club, school 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. The invitation to create or share a profile with Albany Creek Scout Group will provide links both for creation (for new users) and to share (for existing users)