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Introducing CareMonkey to Scouts Australia (NT Branch) - Frequently Asked Questions

Is the Scouts Australia (NT Branch) CareMonkey system secure?

The Scouts Australia (NT Branch) CareMonkey system uses sophisticated security measures to keep data safe.

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 without your permission. Your details will never be used, sold or rented to another organization for any purpose.

Who can see my or my child's information When I share this with Scouts Australia (NT Branch) CareMonkey?

The Scouts Australia (NT Branch) Group 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. Your group will understand the information provided by you is private and sensitive; group or officials 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.

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

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

What happens when I or my child leaves the group?

When you or your child leaves the group, 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.

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. You can also manually delete access to the group yourself after you or your child has left the group.

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. A group may ask you to log in from time to time e.g. 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 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.

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 group or club officials without internet access.

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

How much does it cost?

The cost for CareMonkey is covered by Scouts Australia (NT Branch). 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.

Where is my information stored and how do I know it is secure?

- For Australian customers the CareMonkey system is located in a highly secure environment in Sydney, and for our Australian Customers, the CareMonkey data will always reside in Australia.
- It uses sophisticated security measures to keep data safe and it is backed up every hour.
- There is an automatic audit trail.

I don't like having my information online - anyone can get it once it's out there?

- The data can only be viewed via an authorised Scouts Australia (NT Branch) group official (e.g. an approved volunteer, group admin & leader, first aid personnel etc) **with their unique login and password making data more secure than paper forms.**
- The data in CareMonkey will never be shared with any other person or group **without your consent.**
- Members control the data that is available and can remove access at any time.

- You can update the data at any time and ensure your details are correct. This should be done whenever there is a change in information (such as a new emergency contact number or a new medical condition).
- It is important to ensure these details are up to date before any excursion or outdoor activity to ensure carers are well prepared to look after Scouts Australia (NT Branch) members

Who can access the information?

- CareMonkey allows authorised Scouts Australia (NT Branch) Group Leaders and administrators to access member's emergency details on mobile and tablet devices while they are responsible for them. This saves time and reduces medical errors in emergency situations.
- Data is more secure than paper forms. If a mobile device with CareMonkey data is lost or stolen the data cannot be viewed as it is in encrypted (scrambled) format.
- Once you have shared the care profile with your group or club, you can share it with other people who you entrust such as family, friends, school etc. You can also create care profiles for other family members.
- You and others can download the free CareMonkey app for iPhone and Android smartphones and iPad and Android tablets and have access to your family care profiles on these mobile devices.
- If your child's school uses CareMonkey you will be able to share the same care profile with your Scouts Australia (NT Branch) group or club. You only need to maintain one 'care profile' for your child and it can be shared with grandparents, family, friends, babysitters...anyone you trust...and they are all instantly updated when you update the data.

**For further information please do not hesitate to contact us on
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