



## Scouts Victoria CareMonkey Frequently Asked Questions (FAQ's)

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## [Section 1 – General Questions](#)

### [Is the Scouts Victoria CareMonkey System Secure?](#)

The Scouts Victoria 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: Scouts Victoria) 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 Scouts Victoria. 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. As has been the practice with paper-based forms Groups 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.

### Will Adventurous Activity Teams have access to CareMonkey Profiles?

Adventurous Activity Leaders will not generally have access to CareMonkey profiles though this may be arranged for large scale events. Adventurous Activity Teams will request that participants bring a print out of the member's CareMonkey profile as an alternative to the old Personal Information Record (PIR).

### 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.

### Can we still use paper-based Personal Information Records (PIRs)?

PIRs will remain acceptable during the launch of CareMonkey as the primary health records platform for Scouts Victoria and will be phased out in coming months

## Section 2 – Administrator Questions

### Where do I get more information about how to use CareMonkey?

CareMonkey have a number of useful instructional videos on their website ([www.caremonkey.com](http://www.caremonkey.com)) under "Demo's". When you login to CareMonkey there is also a very extensive list of FAQ's under the "Help" tab.

### Why aren't some of the youth members in my Group appearing on CareMonkey?

There are two common reasons why youth members don't appear on CareMonkey. The first is that they're not yet an "active" member of Scouts Victoria as their membership fees have not been processed. Once the fees have been processed then they will be invited to create a CareMonkey profile.

The second reason is that they don't have a primary contact identified in the Extranet, or their primary contact doesn't have an email address recorded in the Extranet. This information can be found in the "Parental Detail(s)" section of the member's Extranet record. For each youth member there must be one parent or carer for whom the "Primary contact" box is ticked and who has an email address recorded.

### How often do CareMonkey and the Extranet share data?

The Extranet and CareMonkey sync each night around midnight. The details of any new or ceasing members are downloaded to CareMonkey at that time and CareMonkey will create or archive the member's profile accordingly. After a CareMonkey profile is created then subsequent changes to a member's name or email address in the Extranet will NOT flow through to CareMonkey. Only changes to a member's Group or Section will continue to be communicated from the Extranet to CareMonkey.

### How do I change an email address in CareMonkey?

To change a member's email address in CareMonkey, click on the 3 small horizontal bars on their profile icon and then click on "Edit Profile Request". Enter the new email address into the "Override email" field and click on "Save". To send a new email request to their new email address, go back into their profile and click on "Send email reminder".

### How do I create or change Carers for my Group?

A Carer is someone who can view the care profiles of the members of a particular Section, such as a Cub pack. To add a Carer for your Group click on "Add" in the bottom right corner of your Group's CareMonkey page and then select "Add a single Staff Carer request". Enter the name and email address of the person you wish to add as a Carer, ensuring that these details exactly match the name and email address used by that person in their own CareMonkey profile. Then tick the box for the Section(s) or Group you wish to give them Carer access to and click on "Save and send invitation". You can change the sections for which they have Carer status at any time.

## Why can't I see the profiles on my mobile phone?

A Group Administrator won't be able to see the Group's care profiles on their mobile phone unless they also set themselves up as a Carer for the whole Group (refer to the above question for instructions on doing this).

## What do the different profile colours mean?

When you look at the profile icons for members of your Group you will see that different profiles have different colours. The meaning of these colours is as follows:

- a blue profile means that the profile has been completed
- a red profile means that the profile has not been completed
- a green profile means that the member has an invalid email address recorded which needs to be changed (refer instructions above) and a new invitation sent out. Note that when you click on a profile it will turn a dark green – this simply means that you have selected that profile and is not an indication that the email address is invalid
- a yellow profile means that the profile is being managed locally and no emails will be sent and no health information collected

## Parents tell me they've completed their child's profile but it's still appearing in red?

Many members will already have a completed CareMonkey profile through their school or sporting club or as a result of having gone directly into CareMonkey and created a profile, rather than using the link in the email request from Scouts. In such cases they should click on the link in the email request from Scouts and login to CareMonkey. They will see an option to "Share" their profile with Scouts, which they should click to complete the process. If they don't see the option to share their profile it will be the result of a mismatch (no matter how minor) between the spelling of either the name or email address in their existing CareMonkey profile and the details in the profile request being used by Scouts. If the email address is incorrect then override their email address in the Scouts profile with the exact address used in their other CareMonkey profile. If the name is incorrect then you can change their name in the Extranet then delete their CareMonkey profile and a new profile will be generated overnight using the updated details in the Extranet.

Administrators can check the status of a red CareMonkey profile by clicking on the 3 small horizontal lines on the profile's icon and then checking the information in the Care Profile Owner section in the bottom left of the Profile Request screen. This will indicate whether a profile owner has not yet created an account, has partially completed a profile or has completed a profile but hasn't shared it with Scouts.

## Why aren't my families receiving reminders to complete their profiles?

Email reminders for your group may be switched off. To check this, go into your Group's CareMonkey page and click on the "Tools" menu in the top right of your screen. The last 2 items in this menu will indicate if reminders are enabled or not (the items will appear in red if reminders are disabled). Click on the menu options to "Enable messaging ..." to start sending automatically generated email reminders to families.

To view all correspondence sent to a profile owner from within CareMonkey click on the "View Audit Trail" menu item in the Profile Request screen. This will show the details and contents of all system generated emails as well as all emails sent at a local level by the Administrator.

## Why do emails I send from within CareMonkey appear to come from someone else?

Any system generated requests for people to complete their profiles will come from the Executive Manager. However you may also use CareMonkey to send emails to families, about an upcoming event for instance or for general communication purposes. For these emails you can set the signature block and reply email address as your own. To do this, go into your Group's CareMonkey page and click on the "Tools" menu (top right of your screen) then "Organisation settings" and then change the "Administrator name", "Administrator title" and "Administrator email" fields to reflect the local contact details.

### Why do my changes disappear overnight?

Any changes you make to the core sub-groups in CareMonkey which appear in the bottom left of your screen (Joey, Cub, Scout, Venturer, Rover, Adult) will be overridden each night when CareMonkey validates these against the information held in the Extranet. You can however create ("Add") other sub-groups (eg. "Cub Leaders", "Gilweroo attendees") in addition to the core sub-groups and any changes or settings in these additional sub-groups will be retained.

### How does CareMonkey manage hosted Rovers and Venturers?

If the hosting arrangements for Rovers or Venturers are properly recorded in the Extranet then these arrangements will flow through to CareMonkey and the profiles of hosted Rovers/Venturers will be available to both the home (primary) and hosting (secondary) Groups. To ensure that a member is assigned to a secondary section, the LIC of the primary Group should record the hosting arrangements in the Extranet by clicking on "Admin", "Youth Admin", "Rover and Venturers Admin" then "Rover and Venturer Crewing".

## Section 3 – Parent Questions

### Who Can See My or My Child's information When I Share This With Scouts Victoria?

Your Group and 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. Your Scout Group will understand 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. Access to CareMonkey profiles mirrors the access permissions in our membership system ensuring that access is available for those who need it to exercise a duty of care eg; District Leaders will have access for District camps and activities

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

When you or your child leaves the 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 will then be sent an invitation to share your child's profile to the new Group.

### 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 Scout Group. Archived profiles will only be accessible by the State 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 Scout 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 Scout 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 Scouts Victoria will provide links both for creation (for new users) and to share (for existing users)