

MEDICAL INFORMATION

The Outdoor Education Group (OEG) takes our duty of care towards our participants very seriously. In line with our duty of care and our privacy and security policy, we collect medical information to better care for our participants on program. Our preferred method is to collect medical information via Operoo. However, some schools use paper forms and other online medical platforms. Please confirm with the camp program organiser at your school regarding the preferred method of collection.

MEDICAL ADVISORY PLAN

To help The Outdoor Education Group manage your child's needs while on our programs we may require that a Medical Advisory Plan (MAP) is completed and returned. This is applicable for participants who require additional information to effectively manage pre-existing conditions, or where management of a condition is of a non-standard nature. If you require a MAP and are using paper forms, a Program Coordinator will be in contact with you to request its completion. If you are using Operoo your answers may automatically prompt you to complete one.

MEDICATION ON PROGRAM

To assist with the management of medications in the field, we request that all medications (except asthma inhalers and EpiPens) are handed to your school representatives on day one. If your child is prescribed an EpiPen or an inhaler, you are required to send two doses. All other medications should be kept in original packaging with a pharmacist's label and placed with any further administration instructions in a zip-lock bag with the child's name clearly marked on it.

USING OPEROO

For new users, Operoo is an innovative parent-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 always have to fill in for excursions, camps, enrolments, etc. It provides parents with the opportunity to update medical information promptly and accurately while providing The Outdoor Education Group with instant access to the emergency information provided by you. We will be using Operoo in the best interest of students whilst also reducing the burden on parents to fill out the same information on multiple forms throughout the year.

As a parent, we will send you an email from Operoo, inviting you to enter the details for your child in an electronic medical form. From The Outdoor Education Group's perspective, this

information will only be accessible by the relevant staff for your child. However, if you choose, you will also be able to share this information with anyone else you trust with your child's care – their grandparents, their child-minder, their sports club, etc.

For parents, caregivers or staff who have used Operoo previously with The Outdoor Education Group or another organisation, you will need to update and once again share your student's profile information with us for this year's camp.

You don't need to do anything until you receive the email requesting the information. Please feel free to contact The Outdoor Education Group via medicals@oeg.edu.au if you have any questions. You can also visit the Operoo website for more information: www.operoo.com.

FREQUENTLY ASKED OPEROO QUESTIONS

I HAVE COMPLETED MY PROFILE. WHY CAN'T YOU SEE IT?

You may have completed your profile but not shared it with The Outdoor Education Group. You will need to log in to Operoo and click "share" on the main care central page.

I HAVE FILLED IN THE PROFILE, BUT IT STILL SAYS I HAVE UNFINISHED STEPS. WHAT DO I DO?

Click the button that says you have unfinished steps. This will give you a list of the steps you still need to complete.

HOW DO I SHARE THIS WITH THE OUTDOOR EDUCATION GROUP?

You will need to log in to Operoo, ensure your own or your student's details have not changed. Within the profile there will be a blue share button in the Sharing section of their profile, please select this.

WHY DO I HAVE TO ANSWER MORE QUESTIONS?

We ask you to complete these extra questions to ensure that we have enough information to meet our risk management criteria across the range of venues that we work in.

WHAT DO I DO IF I HAVE NOT RECEIVED AN EMAIL FROM OPEROO?

First, please check your junk mail to ensure the email has not accidentally been filtered there. If you still can't find it, please contact your school coordinator or The Outdoor Education Group via medicals@oeg.edu.au with your students details. They will make sure the email address in the Operoo is correct.

WHAT DO I DO IF I AM ONLY RECEIVING EMAILS SAYING I DON'T NEED TO DO ANYTHING, BUT I AM THE PRIMARY CONTACT?

Please contact your school coordinator or The Outdoor Education Group via medicals@oeg.edu.au with your current email address. They will make sure the email address in the Operoo system is correct.

THE OUTDOOR EDUCATION GROUP IS A FOR-PURPOSE ORGANISATION

I HAVE FORGOTTEN MY PASSWORD AND CAN'T ACCESS THE SYSTEM.

Please use the 'forgotten password' function on Operoo to retrieve your password.

I AM NOT COMFORTABLE SHARING MY OWN OR MY CHILD'S INFORMATION OVER THE INTERNET

Comprehensive privacy and security policies are key to The Outdoor Education Group's ongoing relationship with Operoo. You can view more information about their policies at www.operoo.com. If you are still not comfortable with sharing your information, please contact your school coordinator or The Outdoor Education Group Client Relationship Manager who can offer you alternative options.

IN THE PAST I'VE USED CAREMONKEY, WHY HAS THIS CHANGED?

CareMonkey rebranded to Operoo on Monday 10th August 2020, in name only. All functionality of the platform is the same, including your account details i.e. your log in details. Taken from Operoo website: *The 'Oper' part of Operoo is simply short for 'operations'. The 'roo' is a reminder of our Australian origins.*