

Consent2Go

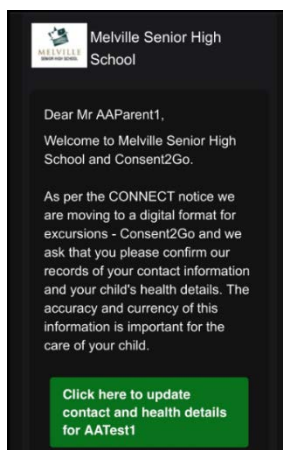
Getting started

All current parents/guardians should have received a personalised email with a link to commence the process of inviting you to complete a profile update for your child/children. We request that **both** parents/guardians follow the instructions in the email to update their contact information and their child/children's information to ensure we have accurate information to support us in the care of your child.

You will be required to validate information relating to:

- Parent information/Emergency contacts
- Care details
- Medical information
- Confirmation

While some of this information may be similar to what you have previously provided, it is important that we have the most up to date information for your child. Once you have completed this initial process, the ease and convenience of this solution will begin to provide real advantages and time savings for parents/guardians. Ongoing medical updates, and the provision of consent to attend camps and excursions, will be user-friendly and efficient.



If you haven't received an email please contact the school administration team via email melville.shs@education.wa.edu.au

Tips to assist with easily completing the process

There are a few things that will assist in easy completion of the form:

- Have your Medicare card details available
- Know your current doctor's practice name, address and phone number
- Know your Private Health insurer, policy type and number
- Have a copy of your child's medical condition action plan ready to upload (if applicable)
- Have a copy of your child's vaccination records ready to upload

Should you have trouble completing information in the system and require assistance, please check the attached FAQ's or click the '**Need Help**' button to contact the Consent2Go support team.

Thank you for helping us ensure we have all the information required to support your child's wellbeing.



Q: How do I use Consent2Go?

A: After clicking on the link in the email you have received, you will automatically be connected to Consent2Go.

Q: I received an email advising me that I would soon be receiving a link to Consent2Go, but I am yet to receive it, what should I do?

A: Check the Junk/Spam folder in your email to see if the email has been directed to there. If this has happened, you can identify it as 'Not Junk' or add admin@mcbschools.com to your Safe Senders list to prevent this from happening in the future.

Q: Where do I download the app?

A: There is no Smartphone app required to use Consent2Go. The platform can be accessed via any web browser.


Q: Where are the data servers located? How is this information stored?

A: For Australian schools, data is stored within Australia in a Tier 1 secure environment. All handling of the information complies with the Australian Privacy Act 1988 and has been checked for compliance with our schools Privacy Policy.

Q: Is Consent2Go owned by Melville Senior High School or a private company?

A: Consent2Go is a private company and is the School's agent for collecting your child's health information.

Q: I'm trying to update my child's information but I am unable to proceed to the next screen

A: Please look for any red icons  with a cross displayed. This will indicate a compulsory field that must be answered before you can proceed to the next screen.



Q: Can the school still provide me with a paper copy of the form as I do not wish for my child's health records to be maintained online?

A: To ensure your child's health records are current, Melville Senior High School will regularly require parents/guardians to update their child's health details on Consent2Go. To minimise risk, we do not maintain health records in any other format.

Q: What if I change my email address?

A: You are able to change the email address via Consent2Go by using our additional verification measures. You will be guided through this in the system. Alternatively, please contact the School and provide your new email address.

Q: How much do I pay to use Consent2Go?

A: Consent2Go is a service offered by the school and there is no cost for you.

Q: Why do both parents/guardians need to complete the initial Profile Update?

A: We encourage both parents/guardians to complete the initial Profile Update to ensure that we have correct set-up of your child's profile moving forward and the correct parent/guardian access.