INFORMATION FOR CARERS

WHAT IS CARINGLIFE?

CaringLife is an online platform and app, created by foster carers, that gives children and young people in alternative care a way to see all the photos, videos and important memories from their time in care.

At the moment, these memories are often given to the kids on a USB or in a scrapbook, which can be damaged or lost.

CaringLife is not a social media network - it's designed to be a completely private way for young people in alternative care be able to see all their memories.

CONNECTING LIVES

It connects children and young people with their carers, and lets both the children and carers upload the content, write captions and see all the memories from their time together.

If the young person moves to a new family, the new carers are connected with the child so that they can continue to upload all the new memories.

The content will be able to be accessed forever - even when the the person leaves care or reaches adulthood.

It's also a great way for you to remember your time with your child – you also have access to all this content forever, free of charge.

WHAT CAN BE UPLOADED?

Everything and anything that is important to the child or teen in care.

It might be photos and videos from their birthday party, funny photos they take at home, a holiday they had with you, school photos, or a cultural event.

It can also be journals and stories, school reports, certificates of participation, birthday cards, artwork etc.

If it's something a young person would like to remember, it can be uploaded.

CREATING AN ACCOUNT

You will receive an email with your username and a temporary password - when you first login, you will be asked to create your own password.

You will be automatically connected to your child's account and you will be able to load content immediately.

FAQS

Who can see content I upload for my child?

Content you upload for your child can be seen only by you, your child and your child's Social Workers.

Content can not be shared from CaringLife – however, your child can download the content at any time and share it to their social media accounts, if they choose. So please ensure that you have a discussion with your child about appropriate use of social media.

Are there any restrictions on how many photos, videos and other content I can load?

Please feel free to upload as much content as you like. We also highly encourage adding captions to all the content, so you can provide context to the memories. This might include adding the names of the people in the photos or videos, where the photos were taken, etc.

What content should I add in "Other Stuff"?

"Other Stuff" is for any documents and files that you think will be important for the children to remember – it might be scans of birth certificates, birthday cards, sporting certificates, school reports, art work etc.

We suggest that you use a scanning app like Scannable to scan the documents as PDFs before uploading them.

This means your child can print them out and have hard copies of them in the future.

What can I add to Journals?

Journals are a fun way to capture stories, everyday adventures, funny moments and special memories. Children and their social workers can view each entry, helping build a richer story of the child's life.

Can my child print photos downloaded from CaringLife?

Yes, the photo size is maintained at high resolution in CaringLife, to ensure that the children are able to download and print photos at any time.

Are there any costs for me to use CaringLife?

No, there are no costs for you to use CaringLife. You have free access at all times.

What if I or my child have forgotten our Username and Password?

You and your child will receive an email or hard copy letter with their Username and Password. If you forget your password, you can re-set it. If you have forgotten your username, you can use your email address instead or please contact your child's Social Worker who can help you.

Can I see the content my child loads on their account?

You can see the content if a child chooses to share the content with you. They can choose to upload the content privately or share it with you. If you have any concerns, please speak to your Social Worker.

What happens if a child leaves my care? Will they be able to keep seeing all the content I've uploaded?

Yes – if your child leaves your care, they will be able to see all the content you've uploaded for them forever. You will also have access to the content forever.

What happens if my child moves to another family? Will they still have a CaringLife account?

If your child moves to another family, the Carer account is transferred to the new family so that they can continue to upload content to the child's account. The new family can't see any content you've uploaded.

FAQS

Where is all the content stored?

Content uploaded to CaringLife is stored on AWS Cloud Servers in the child's country of residence. No data is processed or transferred outside the country of residence.

Can my child delete content?

No, children can't delete content. This is because children may have a moment where they are angry or upset and delete content that they regret later. Instead, they can "hide" content, which goes into a "Hidden Content" folder on their account which they can access at any time in the future if they wish.

Can I delete content?

Yes, you can delete content up to 24 hours after you have uploaded it, if you have changed your mind or if you have added it to the wrong account.

After that time, if you would like to delete any content, please contact your child's Social Worker.

Can my child and I see the content in chronological order?

Yes, you can choose to see the content by Most Recently Added or Chronological order by clicking on the icon at the top of the app.