



## Introducing Consent2Go (C2G) for Scouts ACT Families

Scouts ACT will soon be rolling out [Consent2Go](#), a secure system that helps us manage Scouting activities, risk assessments, consent forms, and the safe storage of medical and personal information for youth and adult members.

### Why are we changing systems?

We previously used Operoo to manage medical information, dietary needs, and activity approvals. Operoo ceased operating outside the USA on 31 January 2026, so Scouts ACT has selected Consent2Go, developed and owned by Australian company MCB Schools, as our new platform for managing these functions.

### What Consent2Go Offers Parents and Guardians

- **A clear and structured health record**

Parents and guardians can easily add or update medical conditions, symptoms, triggers, and medications through a guided process. This helps your child's leaders care for them safely during any activity or event.

- **You stay in control of your child's information**

Parents and guardians can update their child's medical and care details at any time, ensuring that information is always accurate and current.

- **Simple activity permissions and payments**

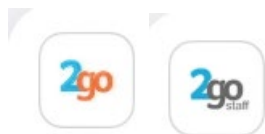
Activity invitations will be sent through Consent2Go. You can give permission and make any required payments directly in the system.

- **Strong privacy and security**

Consent2Go meets industry best-practice standards for protecting your family's personal information.

- **Easy-to-use apps**

There are apps for both Parents/Guardians and Adult Volunteers, available in the Apple App Store and Google Play Store.



- **Australian owned and hosted**

Consent2Go is based in Western Australia, and all data is stored securely on servers located within Australia.

## Getting Started with Consent2Go (What Parents Need to Know)

In the coming week, you will receive a welcome email from [admin@mcbschools.com](mailto:admin@mcbschools.com). This is the email address that Consent2Go uses for all system notifications.

Please keep in mind:

- The first email may land in your junk/spam folder, so please check there.
- The message will contain a Welcome link for you to set up your account and update your details.
- **You must complete your profile in your browser before you are able to use the Consent2Go app.**
- You cannot reply directly to emails from [admin@mcbschools.com](mailto:admin@mcbschools.com) (you'll receive a bounce-back).
- If you need assistance, please contact your Section Leader or Group Leader or email [admin@scoutsact.com.au](mailto:admin@scoutsact.com.au).

## Setting Up Member Profiles

Because Operoo and Consent2Go store information differently, we are not able to transfer any medical or dietary information across. This means:

- You will need to enter your child's medical, dietary and emergency details the first time you log in, as each child's profile starts blank in Consent2Go.
- Parents do not have their own profiles in C2G. Only the contact details you provide are stored so that you can receive emails and provide consent.
- If you would like a second parent or carer to also receive activity communications and consent requests, please give your Group Leader their name and email address. The second parent will then receive an email prompting them to provide their contact details, which will be linked to your child's profile.
- Your child's profile must be completed before they attend any activities.

Once your child's profile is set up, you can download the Consent2Go app to easily update details and provide consent for future activities.

**Please note:** The initial profile setup must be completed in your web browser — the app cannot be used for this first step.

**A note about gender:** Consent2Go only provides two options for gender: Male or Female. This field is not required, so if your child does not identify with either option, or you prefer not to specify, you can simply leave the field blank.

## Using Consent2Go for Activities

Consent2Go replaces all previous paper or electronic permission forms.

When an activity is created, you will receive an email or app notification. Simply:

1. Read the activity details, and
2. Tick the approval box to give permission for your child to attend.

## A note about wording in Consent2Go

Consent2Go was originally created for schools, so some of the terms you see may look a little different. In our Scouting context, they mean:

- Student / Participant = Youth Member
- Staff = Adult Volunteer

Everything still works the same - the wording is just slightly different from what we usually use in Scouts.

## Further information and support

If you need help setting up your child's profile or using the Consent2Go app, please get in touch with your Group Leader, Section Leader, or our office staff. You can reach the Scouts ACT office at [admin@scoutsact.com.au](mailto:admin@scoutsact.com.au) or 02 6282 5211.

Consent2Go also provides [step-by-step guides and videos here](#). For your convenience we have attached a *Parent and Student Profile Overview Guide* and a *Parent App Registration Guide*.

## Thank you

We're very grateful for the time and care our Parents and Guardians give to keeping member information up to date. Your support helps us keep every young person safe and included.