

The Fivefold Care 25-point checklist

Five checks for each of the five folds: People, AI, Spend, Security and Data. Written for NDIS providers and childcare centres. Most organisations can run it in an afternoon.

How to use it: tick a box only if the answer is "yes, and I could show evidence today". "We think so" is a no. Then check your score at the end.

Fold 1. People

NDIS: Human Resource Management, Information Management · Childcare: Quality Area 7, Child Safe Standards

- 1 ☐ **Everyone who has left has had every account disabled.**
Compare email, rostering, care or family-app accounts against your current staff list.
- 2 ☐ **Access is removed on a person's last day, by a named person, using a checklist.**
- 3 ☐ **Every staff account needs a second step to log in (multi-factor login).**
- 4 ☐ **Nobody shares a login, and no more than two or three people have full admin rights.**
- 5 ☐ **Staff have had privacy and phishing training in the last 12 months, with attendance recorded.**

Fold 2. AI

Both sectors: Privacy Act 1988, including automated-decision disclosure rules from December 2026

- 6 ☐ **You know which AI tools staff use for work, such as ChatGPT, Copilot or Gemini.**
- 7 ☐ **You have a written AI use policy that staff have read.**
- 8 ☐ **Staff never put names, case notes, children's details or photos into public AI tools.**
- 9 ☐ **You know which AI features are switched on in your email, documents and care or childcare software.**
- 10 ☐ **A person reviews anything AI writes before it goes to a family, participant, funder or regulator.**

Fold 3. Spend

Good governance: money back into care

- 11 ☐ **You have a list of every software subscription, with an owner and a renewal date.**
- 12 ☐ **Licences paid for were compared with licences in use in the last 12 months.**
- 13 ☐ **Former staff no longer hold paid licences.**
- 14 ☐ **You don't pay for two tools that do the same job.**
- 15 ☐ **If you are a not-for-profit, you have checked for not-for-profit software discounts.**

Fold 4. Security

NDIS: Information Management, Risk Management · Childcare: Quality Area 2, National Law rules on service-issued devices (from 27 February 2026) · Both: ACSC Essential Eight

- 16 ☐ **Every laptop is encrypted and installs updates automatically.**
- 17 ☐ **Every phone or tablet that holds participant or child information has a passcode and can be wiped remotely.**
Includes shared house devices and room tablets.
- 18 ☐ **Photos of children or participants are taken and stored only on organisation-issued devices, never on personal phones.**
For childcare services this is a legal requirement from 27 February 2026.
- 19 ☐ **Your email domain has SPF, DKIM and DMARC set up, so criminals can't easily send email as you.**
Fake invoices and payment requests are a common fraud against care providers.
- 20 ☐ **Staff know who to call the same day if a device is lost or stolen.**

Fold 5. Data

NDIS: Information Management, Incident Management, Continuity of Supports · Childcare: Quality Area 7, Privacy Act 1988

- 21 ☐ **No files about participants or children are shared with "anyone with the link".**
- 22 ☐ **Email and files are backed up outside Microsoft or Google, and a restore was tested in the last 12 months.**
- 23 ☐ **Only authorised staff can edit or delete incident records, and changes are logged.**
- 24 ☐ **You have a written data breach response plan naming who decides and who notifies.**
- 25 ☐ **Your privacy policy matches where information is really stored, including custody and medical details.**

21–25 ticks

Strong. Keep the evidence together for your auditor or assessor.

13–20 ticks

Gaps you are likely to be asked about. Fix checks 1, 3, 8 and 21 first.

12 or fewer

Sensitive information is likely exposed now. Start with checks 1 and 3 this week.

Want it checked independently? The Fivefold Care Tech Health Check reviews all five folds in your systems in 5 business days, maps the gaps to your standards and finds the software you can stop paying for. Fixed price, and free if we find neither savings nor a material gap. Call 0434 714 317 or book at 5foldstrategy.com.

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