

Digital Client Policy

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Provider: Forge Clarity PTY LTD

1. Purpose

This guide establishes the structure and procedures for maintaining the Digital Client Ledger, which is printed monthly (or as needed) and stored in a locked cabinet for compliance with NDIS and Australian law requirements.

2. Ledger Structure

The Digital Client Ledger is divided into three Categories:

2.1 Category A: Billable Services - NDIS Clients

2.2 Category B: Billable Services - Private Clients

2.3 Category C: Free Grief Support Group Attendance

3. Category A: NDIS Client Ledger

3.1 Client Registry Format

For each NDIS client, record:

Client Code:
NDIS Number:
Plan Management:
Plan Manager:
Date Added:
Total Billed: \$
Total Paid: \$
Balance: \$

3.2 Transaction Records Format

For each transaction:

Date:
Client Code:
Description: [e.g., Individual counselling - 1hr]
Support Item: [NDIS support item number and name]
Invoice Number:
Amount: \$
Payment Method: [NDIS-Managed / Plan-Managed / Self-Managed]
GST: No (NDIS services are GST-free)
Status: [Pending / Paid / Rejected]
Claim Ref: [myplace reference if applicable]

4. Category B: Private Client Ledger

4.1 Client Registry Format

For each private client, record:

Client Code:
Funding Type:
Date Added:
Total Billed: \$
Total Paid: \$
Balance: \$

4.2 Transaction Records Format

For each transaction:

Date:
Client Code:
Description: [e.g., Individual counselling - 1hr]
Invoice Number:
Amount: \$
Payment Method: [Bank Transfer / Credit Card / Cash / Other]
GST: Yes (10% included)
Status: [Pending / Paid / Overdue]
Receipt Number:

5. Category C: Grief Support Group Attendance

5.1 Session Record Format

For each group session:

Date:
Time: 7:00 PM - 8:00 PM
Facilitator:

Total Attendees:

5.2 Attendance List Format

For each attendee:

Participant ID/Zoom Nominated Name:

Attendance: Present / Absent / Apology

Notes:

No financial information recorded for this service.

6. Monthly Printing Protocol

6.1 Timing

Print ledger:

- Last business day of each month (minimum)
- More frequently if significant activity
- Before any system updates or changes

6.2 What to Print

Complete Print Package Includes:

1. All Category A records (NDIS clients)
2. All Category B records (Private clients)
3. All Category C records (Grief support group)
4. Monthly summary page (see Category 8)
5. Print date and printed by name on each page

6.3 Print Settings

- Include page numbers on all pages
- Include header: "Forge Clarity - Physical Client Ledger - [Month/Year]"
- Include footer: "Printed: [Date] by Tegan Elza Banks - Page [X] of [Total]"
- Print on standard A4 paper

7. Storage Requirements

7.1 Physical Security

- Store printed ledger in locked filing cabinet immediately after printing
- Cabinet must be located in secure area with restricted access
- Key access limited to authorised personnel only
- Cabinet must be fire-resistant if possible

7.2 Filing Organisation

- File chronologically by month/year
- Use labeled dividers for each month
- Keep current year readily accessible
- Archive previous years in separate secure storage

7.3 Access Log

Maintain log on inside of cabinet door recording:

- Date accessed
- Person accessing
- Reason for access
- Time in and time out

8. Monthly Summary Page

Include at front of each monthly print:

Month: [Month Year]

Print Date: [DD/MM/YYYY]

Printed By: [Name]

Financial Summary

NDIS Services:

Number of Active Clients: [number]

Total Billed This Month: \$[amount]

Total Paid This Month: \$[amount]

Outstanding Balance: \$[amount]

Private Services:

Number of Active Clients: [number]

Total Billed This Month: \$[amount]

Total Paid This Month: \$[amount]

Outstanding Balance: \$[amount]

Combined Billable Services:

Total Sessions Delivered: [number]

Total Revenue This Month: \$[amount]

Total Outstanding: \$[amount]

Grief Support Group:

Sessions Held This Month: [number]

Total Attendees This Month: [number]

Average Attendance Per Session: [number]

Active Participants: [number]

9. Digital File Management

9.1 File Format

- Maintain this Digital Client Ledger

9.2 File Naming

Google Doc/PDF: Digital Client Ledger

9.3 Digital Security

- Password protect digital file
- Store in encrypted folder or cloud storage
- Backup to minimum two additional secure locations
- Never email unencrypted files

9.4 Digital Retention

- Keep digital copies for 7 years minimum
- Backup monthly before printing
- Archive old files in separate secure folder annually

10. De-identification Requirements

10.1 Client Codes Only

The ledger uses ONLY client codes (0001 etc).

Legal names are NEVER recorded in the digital ledger.

10.2 Master List Storage

A separate, Physical Client Ledger links codes to legal names and is stored:

- In separate ledger in a locked cabinet
- Never combined with the digital ledger
- Never printed with monthly ledger
- Accessed only when necessary for client identification

11. Record Retention

11.1 Retention Period

All printed ledgers retained for minimum 7 years from date of last entry.

11.2 What to Retain

- All monthly printed ledgers
- Monthly summary pages
- Access logs
- Any correction sheets or amendments

11.3 Archive Storage

After 2 years:

- Move to secure archive storage
- Maintain in locked containers
- Label clearly with retention expiry date
- Do not dispose before 7-year minimum

12. Corrections and Amendments

12.1 Digital Corrections

Make corrections in digital file with:

- Track changes or comment noting correction
- Date of correction
- Person making correction
- Reason for correction

12.2 Printed Ledger Corrections

If correction affects printed ledger:

- Print corrected page
- Attach to relevant month's printed ledger
- Note on original page: "See correction sheet dated [date]"
- Do not remove or destroy original printed page

13. Disposal Protocol

13.1 When to Dispose

Only after the 7-year retention period has expired.

13.2 Disposal Method

- Cross-cut shred all printed pages
- Document disposal in disposal log
- Dispose of digital files using secure deletion
- Never dispose in regular waste bins

13.3 Disposal Log

Record:

- Month/year of ledger disposed
- Date of disposal
- Method of disposal
- Person responsible for disposal

14. Backup Verification

14.1 Before Each Print

Verify digital backups exist in:

- Primary location (working file)
- Cloud storage backup
- External hard drive backup

14.2 Backup Testing

Quarterly, test that backed up files:

- Can be opened successfully
- Contain complete data
- Are not corrupted
- Are properly encrypted

15. Privacy Compliance

15.1 Legal Requirements

This ledger system complies with:

- NDIS Practice Standards (record keeping)
- Australian Privacy Principles (de-identification and security)
- Australian Consumer Law (financial records)
- ACA professional standards

15.2 Privacy Protection

- Client codes protect identity
- Printed copies secured in locked cabinet
- Access restricted to authorised personnel only
- Disposal method prevents information recovery

16. Emergency Access

16.1 After Hours Access

In case of emergency requiring client information:

- Contact the Director/Lead Therapist immediately - info@forgeclarity.com.au
- Document reason for after-hours access
- Access log must be completed within next business day

16.2 Audit Requirements

If accessed by external auditor or regulator:

- Practice manager must be present
- Document all records accessed
- Provide copies only, never original printed ledgers
- Log audit access with date, person, and purpose

17. Quarterly Review Checklist

Every 3 months, verify:

- ☐ All monthly ledgers printed and filed
- ☐ Access logs completed
- ☐ Digital backups current and tested
- ☐ Cabinet lock functioning properly
- ☐ No unauthorised access occurred
- ☐ All correction sheets attached appropriately
- ☐ Ready for next quarter

18. Annual Compliance Checklist

Every 12 months, complete:

- ☐ Reconcile printed ledgers against digital files
- ☐ Verify all months printed and stored
- ☐ Review access logs for anomalies
- ☐ Test all backup files
- ☐ Review retention dates for archive material
- ☐ Update disposal log if applicable
- ☐ Confirm 7-year retention compliance
- ☐ Check cabinet security and condition

19. Quick Reference: What Goes Where

Digital File:

- All current client records
- Updated in real-time as transactions occur
- Backed up weekly minimum
- Password protected and encrypted

Monthly Print:

- Complete snapshot of all records at month end
- Printed last business day of month
- Filed immediately in locked cabinet
- Never removed except for audit/compliance review

Physical Client Ledger (Separate File):

- Links client codes to legal names
- Never printed with Digital Client Ledger
- Highest security protection

- Accessed only when identity verification needed

20. Contact Information

Forge Clarity PTY LTD
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For queries about ledger management, contact the practice manager.

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