PROMPT WORKS STUDIO

Chaos to calm, built to be yours.

Kestrel Street Kids Club

Workflow Audit

Prepared for Renee Hollister, Owner

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> **A made-up example.** Kestrel Street Kids Club and its people aren't real. The software, prices, rules and pay rates in it are, as read on the dates shown.

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About me and this Audit

Who I am. I'm Chad, and I help small businesses work out where AI fits. I run my own business on Claude, so I've learned firsthand what it does well and where it needs someone checking.

What this Audit is for. To show you, job by job, what AI can take off your plate, what it can do with a person checking, and what should stay with your people. It's information for you to decide with.

How I work.

- You deal with me, start to finish.
- Privacy's part of every job. Families' details only go into tools you've approved.
- A person in your service checks everything AI does before it goes out.
- I'll tell you when the answer is not yet, or not AI at all.
- I'll show you the options I find, including ones that aren't mine. You choose.
- I only take on a Build that pays for itself within 12 months, counted job by job, with your time costed at the award minimum so the saving isn't overstated.
- When I report on the AI tools your people use, I name the tools and the jobs. I don't say who uses what.
- The report is yours. Take it to anyone you like.
- It's drafted with AI, and checked and signed off by me.

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Summary

What I did. A full day with you on Wednesday 14 October: the morning in the office with you, the afternoon session with Josh (coordinator) and Tash (assistant coordinator), and 15 minutes with two of the educators. I looked at the four jobs on the admin side that take the most time.

Children's information and who checks. Nothing in this report puts a child's name, photos, health or family details into an AI tool. That follows ACECQA's guidance on AI. Every piece of AI work is checked by a named person at the service before it's used, and the check is recorded.

What I found.

- **About 16 hours a week go on the four jobs I looked at:** Child Care Subsidy (CCS) enrolments and weekly reports (6), rosters (4), incident records and messages to families (4.5), and policies (1.5).
- **AI is already in use, and not in a way you'd want a family to see.** Incident notes, with children's first names in them, are being tidied up in a free chatbot on a personal phone.
- **Your digital technologies policy doesn't mention AI,** and ACECQA says it should. Your privacy policy doesn't either.
- **Anything about child safety stays with your people.** Deciding what goes to the regulator or Child Safety, and anything about an allegation of abuse, never goes near AI.
- **Your mail and accounts have 3 gaps** (the page before section 10).

Fix now (section 7). Stop children's details going into the free chatbot. Add AI to your digital technologies policy. Add a line on AI to your privacy policy.

Your options without me (section 8). Checklists and templates cost about $350 of your time to set up, give back 2.5 to 4 hours a week, and save $336 to $547 a month. The paid products I found (Deputy for rosters, The Desktop for policies) save no more than the free fixes at your hours.

What I can do for you (section 10). Jobs 1 and 2 built in Claude pay for themselves within 12 months at the better end of my estimates (10.6 and 10.7 months, $4,200 each). With setting Claude up and the free fixes for jobs 3 and 4, that's $11,073 to start, saving $705 to $979 a month, and it overtakes the free fixes alone after about two years. Jobs 3 and 4 don't pass yet, so I wouldn't take those on. The choice is yours.

1. The service today

People	9: Renee (owner and approved provider), Josh (coordinator and nominated supervisor), Tash (assistant coordinator and educational leader), and 6 educators, part-time and casual
Families	About 140 enrolled. Before school care about 30 children, after school care about 65, vacation care about 40 a day. Many casual bookings
Where	Before and after school care at a state primary school in Toowoomba, under the service's agreement with the school, and vacation care there in the holidays
Software	Xplor (Office, Playground and the Home app, on the OSHC Package), Xero for payroll and accounts, rosters in a spreadsheet, email and a shared drive
Busy times	The start of each term (new enrolments) and the fortnight before each vacation care program

Renee's goal for the Audit, in her words: "Get me out of the Master Roll on a Sunday night."

2. AI already in use

Renee agreed I could talk to each staff member on their own. As agreed, this section names tools and jobs. It doesn't say who uses what.

Tool	Paid for by the service?	Used for	Children's details going in?
ChatGPT, free version, on a personal phone	No	Tidying up the wording of incident notes before they're typed into Xplor	Yes: children's first names and what happened
Xplor	Yes	Bookings, the Master Roll, CCS, incident records, messages to families	Yes, inside Xplor. On Xplor's own pages I found no AI feature you can use today

Nobody was doing anything they thought was wrong. The aim was a note that reads well for the family. But the free version is a public AI tool, and ACECQA and the privacy regulator both say to keep children's information out of those. The service doesn't know what's been put into it. And in a centre-based service, OSHC included, staff can no longer use or even carry a personal phone while working directly with children, except in limited cases (section 3).

3. What the guidance says, and what I saw

This section sets out what the regulators and national bodies have published, next to what I saw on the day. **It isn't legal advice.** For what it means for your service, talk to your own adviser.

Guidance	What it asks for, in short	What I saw
ACECQA, The use of Artificial Intelligence (AI) in education and care services, 28 September 2025, and the NQF Online Safety Guide, chapter 6	Set ground rules for when AI can and can't be used, and talk them through with staff and families. Put any use of AI in your policy on the safe use of digital technologies and online environments. Check AI content before it's used. De-identify private information: no personal information about children in AI tools.	No ground rules. The digital technologies policy doesn't mention AI. Children's first names going into a free tool.
ACECQA, Safe use of devices, and its guideline on the safe use of digital technologies and online environments, September 2026, and the Queensland regulator's child safety reforms	Since 27 February 2026 the law limits personal devices at the service, and how images of children are taken, stored and sent. In centre-based services, personal devices can't be used or carried by staff while working directly with children, except in limited cases. Since 1 July 2026 Queensland services are under the Reportable Conduct Scheme.	AI used on a personal phone at the service. That's a device problem as well as a privacy one.
Queensland Early Childhood Regulatory Authority, policies and procedures, updated 29 September 2026	Policies current with the law, tailored to your service, available to all staff and families, translated where educators speak English as an additional language, and reviewed after incidents and complaints. Nothing on AI.	Policies reviewed when there's time, with no register of review dates.

Guidance	What it asks for, in short	What I saw
Family Assistance law (A New Tax System (Family Assistance) (Administration) Act 1999)	Enrolment notices within 7 days after the end of the week of enrolment. Each week's session report within 14 days after the week ends, accurate and complete. CCS records kept for 7 years.	Reports go on time, often finished late on a Sunday. Fixes after sending are common.
OAIC (privacy regulator), small business page, and guidance on commercially available AI products, 21 October 2024, updated 17 January 2025	Lists child care centres among health service providers, which the Privacy Act covers whatever their size. Keep personal and sensitive information out of public AI tools. Say in your privacy policy how you use AI.	Privacy policy doesn't mention AI.
OAIC, automated decisions in privacy policies, from 10 December 2026	A business under the Privacy Act that uses personal information in automated decisions that could significantly affect someone's rights or interests must say so in its privacy policy.	Nothing in this report feeds a decision about a child or family. Worth knowing before any option that would.
National AI Centre, Guidance for AI adoption: foundations, first published October 2025 (current version 5 May 2026)	Someone senior accountable for AI. An AI policy. A register of the AI you use, including AI built into other software. Human review matched to the stakes.	No one named. No register.

The good news: none of this is hard to put right. Section 7 lists what to do.

4. The jobs and hours now

Hours are a typical school-term week. Renee checked and signed off these figures on the day.

Job	Hours a week	Who does it	How I timed it
1. CCS enrolments and weekly reports	6	Renee	Watched on the day, and Xplor's own record of when reports went
2. Rosters that meet ratios	4	Josh	Your estimate
3. Incident records and messages to families	4.5	Educators, Josh	Watched (two records), and your estimate for the rest
4. Keeping policies up to date	1.5	Renee	Your estimate, averaged over the year
Total	**16**		

Signed: Renee Hollister, 14 October 2026

5. The map

Each step of each job goes one of three ways:

- **Hand to AI:** AI does it or drafts it. A person reads it before it goes anywhere.
- **Hand over with a check:** AI does the work, and a named person checks it against the source every time. The checking time is shown, and it's already taken off the hours back in sections 8 and 10.
- **Keep human:** a person does it. AI doesn't touch it.

Job and step	Where it goes	Why
1. CCS: agreeing the enrolment with the family and setting it up in Xplor	**Keep human**	It's the family's details and their agreement. Children's information stays out of AI (ACECQA).
1. CCS: finding the week's gaps (booked children who didn't arrive, missing sign-in or sign-out times, absences not marked)	Hand over with a check, about 30 minutes a week	Works on a roll with names taken out. Renee checks each one in Xplor. The report must be accurate and complete (Family Assistance law).
1. CCS: reminders to families who haven't confirmed their enrolment	Hand to AI	A template. The family's name is added in Xplor, not in AI.
1. CCS: sending the session reports	**Keep human**	See section 6.
2. Rosters: a draft roster from booked numbers and staff availability	Hand over with a check, about 30 minutes a week	Numbers only, no children's names. Josh checks ratios and qualifications for every session.
2. Rosters: signing off the roster, and changes on the day	**Keep human**	See section 6.
3. Incidents: first aid, and telling the family	**Keep human**	See section 6.
3. Incidents: clear wording for a minor incident record from the educator's account	Hand over with a check, about 45 minutes a week	Written with nothing that identifies the child, and never for anything touching an allegation. Josh checks every record against what happened before it's saved in Xplor (ACECQA).
3. Incidents: whether anything goes to the regulator, the Queensland Family and Child Commission or Child Safety	**Keep human**	See section 6.
3. Messages: notices of changes, vacation care programs, reminders	Hand to AI	Drafting. Renee or Josh reads each before it goes.
4. Policies: a draft change from a new rule or an incident review, and a plain-English summary	Hand over with a check, about 20 minutes a week	No personal information in policies. Renee checks every change before it's adopted (Queensland regulator).
4. Policies: a translated version for educators	Hand over with a check, included above	Only where someone at the service reads that language and checks it.

6. What stays human, and why

- **Anything about an allegation of abuse.** It never goes into an AI tool, not even with the name taken out.
- **Deciding whether something is notified.** Serious incidents and abuse allegations go to the regulator within 24 hours, other risks within 7 days, some matters to the Queensland Family

and Child Commission, and every educator aged 18 or over is a mandatory reporter to Child Safety. People make those calls.

- **Supervision, and the final say on the roster.** Failing to supervise children adequately is one of the most commonly breached parts of the law, and good supervision depends partly on rostering decisions. Josh signs off every roster.
- **Sending the session report.** It has to be accurate and complete, and that's on the approved provider. Renee sends it.
- **Children's personal, health and family information, and photos of children.** ACECQA says to keep children's personal information out of AI tools, and the law limits how photos are taken, stored and sent.
- **First aid, and the conversation with the family.** AI can help with the wording of the record. Caring for the child, and the call or the talk at pickup, stay with your educators.

These stay human for good. If ACECQA's guidance or your software changes, I'd look at the line again at your 12-month review.

7. Fix now

These are risks, so they don't wait for a choice between options. Each one comes from the guidance in section 3. None of them needs anything from me.

What to do	Why	Guidance
Stop children's details going into the free chatbot, and keep personal phones off the floor	It's a public AI tool, and staff can't use or carry personal devices while working directly with children	ACECQA, OAIC
Add AI to your policy on the safe use of digital technologies: when it can and can't be used, and what never goes in	ACECQA says that's where it belongs, and yours doesn't cover AI yet	ACECQA, National AI Centre
Tell staff and families the ground rules	ACECQA asks you to talk them through	ACECQA
Add a line on AI to your privacy policy	It doesn't mention AI	OAIC
Name who's accountable for AI, and keep a list of the AI you use	No one's named and there's no list	National AI Centre

8. Your options

For each job I've set out the options I found that don't involve me. What I'd do is in section 10, kept apart so you can weigh these on their own.

How I worked out the figures. I didn't ask what anyone's paid. I cost the time at the award minimum for the role, under the Children's Services Award 2010, from 1 July 2026. Josh is a School Age Care Co-ordinator, which the award puts at Level 7 (Assistant Director), $40.00 an hour. Level 8 is for an employee who runs the whole service, and at Kestrel Street the owner does that. Renee has no award level as the owner, so her time is costed at the lowest award rate on your staff: an educator in their first year, Level 1, $28.81. The educators' time is costed at $28.81 too, though some of them are paid at Level 3. I haven't added the casual loading. So these are the least the time is worth.

Check any figure yourself, or any quote you get. Months to pay back = cost to start ÷ (hours back a week × the hourly rate × 4.33 weeks, less any cost a month).

Hours back are my estimates from what I saw, after checking time is taken off. Your real figures go in your records. "Hours still spent" is what the job still takes each week with that option in place.

These are the options I found. There may be others. I looked at what Xplor already does, the makers' own price pages, and products built for childcare. Prices are from each maker's own page on 31 October 2026.

Job 1. CCS enrolments and weekly reports (6 hours a week, Renee)

Each new family agrees the enrolment in writing, a Complying Written Arrangement setting out the days, times and fees, and Renee sets them up in Xplor. The enrolment notice has to go within 7 days after the end of the week it's agreed, and Renee sends it from Xplor. The family then confirms it in their Centrelink online account, and no CCS is paid until they do, so Renee chases the ones who haven't. Through the term, families book casual sessions and mark absences in the Home app. Every week Renee goes through the Master Roll: every session needs its sign-in and sign-out times, every absence needs to be marked (each child has 42 allowable absence days a financial year, no reason needed), and nothing can overlap school hours. Then the session reports go, within 14 days after the week ends, and fixes are easiest within 28 days of the start of that week, after which each needs a reason. Records are kept for 7 years. Most of the 6 hours is the hunting through the roll.

	Fix without AI: close-of-session roll check	**What you already have: Xplor's Home app and cut-offs**
What it does	The educator closing each session checks every child is signed out and every absence is marked before they leave, from a one-page checklist. A weekly checklist before reports go	Families mark absences and book casual sessions themselves in the Home app, and they flow into the Master Roll. Booking cut-off times stop late changes
What's left for your staff	Renee still reads the whole roll each week, but finds far fewer gaps	Renee still reads the whole roll and chases families who don't use the app
Setting it up (my estimate)	About 2 hours: write the checklists and show the team	About 2 hours: set the cut-off times and ask every family to switch on the app
Where children's details are kept	In Xplor, as now	In Xplor, as now
Who checks	The closing educator, then Renee	Renee, as now
Limits	Depends on every closing educator doing it every time	Only as good as the number of families using the app
Cost to start	$58 (2 hours of Renee's time)	$58 (2 hours of Renee's time)
Cost a month	Nothing	Nothing (in your OSHC Package, $402 a month before GST)
Hours back a week (my estimate)	1 to 1.5	0.5 to 1
Hours still spent a week	4.5 to 5	5 to 5.5
Saves a month, after costs	$125 to $187	$62 to $125
Pays back in	Under a month	Under a month

OWNA and Kidsoft also send CCS reports and are sold for OSHC, but either would replace Xplor, so I haven't put them in the table. I found no product that checks an Xplor roll for you.

What I'd take from this: the free fix does most of what's on offer without me, so start there this week.

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Job 2. Rosters that meet ratios (4 hours a week, Josh)

Each week Josh looks at next week's bookings for every session, before school, after school and each vacation care day, and works out how many educators that takes: at least one for every 15 children, more for children who need extra support and for excursions, and the qualified educators the rules require on each session. Then he matches that against who's available, which in OSHC means split shifts, uni timetables and term-time contracts, builds the roster in the spreadsheet, and checks it. During the week, casual bookings and absences change the numbers, and he changes shifts or calls in a casual. Vacation care weeks take the most time.

	Fix without AI: roster template	What you already have: Xplor's cut-offs	Deputy, Core plan
What it does	A spreadsheet that takes booked numbers for each session and shows the educators needed at 1 to 15, with a column for each educator's qualifications	Room cut-off times lock the numbers in before Josh rosters, so fewer changes in the week	Rostering software with Deputy AI to build rosters faster (free for now, though Deputy says its price and availability may change), shift swaps, and staff clocking on in an app
What's left for your staff	Matching people to shifts, and every change in the week	Building the roster, and checking it	Typing in the booked numbers from Xplor, checking ratios and qualifications, and the changes in the week
Setting it up (my estimate)	About 3 hours	About 1 hour	About 6 hours: staff, availability and shift templates
Where children's details are kept	No children's details: numbers only	In Xplor, as now	No children's details. Staff details on Deputy's servers (where, isn't stated on its price page)
Who checks	Josh, as now	Josh, as now	Josh, every roster
Limits	Doesn't know who's available	I found no rostering on Xplor's pages	I found no link to Xplor's bookings, and no ratio check, on Deputy's pricing page, so the numbers get typed in twice
Cost to start	$120 (3 hours of Josh's time)	$40 (1 hour of Josh's time)	$240 (6 hours of Josh's time)
Cost a month	Nothing	Nothing (in your OSHC Package)	$97 with GST ($9.75 a user a month before GST, billed monthly, for 9 people)
Hours back a week (my estimate)	0.5 to 1	0.25 to 0.5	1 to 1.5
Hours still spent a week	3 to 3.5	3.5 to 3.75	2.5 to 3
Saves a month, after costs	$87 to $173	$43 to $87	$77 to $163
Pays back in	About a month	Under a month	1.5 to 3 months

OWNA AI, for OWNA's Premium and Enterprise customers, has a roster builder that works from ratios, ECT and Diploma thresholds and each educator's contracted hours, inside the childcare system itself. OWNA's pricing page doesn't list the AI features (Premium is from $149 a month billed monthly, GST not stated). It would mean leaving Xplor, so it's not in the table.

What I'd take from this: at your hours the template saves a little more than Deputy, and costs nothing to run.

Job 3. Incident records and messages to families (4.5 hours a week, educators and Josh)

When a child is hurt or unwell, the educator gives first aid and cares for the child, then writes the incident, injury, trauma or illness record in Xplor as soon as possible and within 24 hours, setting out what happened and what was done. Josh reads it. The family is told as soon as practicable and no later than 24 hours, at pickup or by phone, and the record is shared through the Home app. If it's a serious incident, or an allegation, Josh and Renee decide on the notice to the regulator within 24 hours, and whether anything goes to the Queensland Family and Child Commission or Child Safety. Records are kept until the child is 25. On top of that go the messages: vacation care programs, reminders, and at least 14 days' notice to families before a change to a policy that affects fees or significantly affects how care is given. Most of the time goes on writing and rewriting the records so they're clear and factual.

	Fix without AI: a writing guide and templates	**What you already have: Xplor's records and Comms Center**
What it does	A one-page guide to writing a record (facts, times, what was done, no opinions), and templates for the six messages you send most	Incident records in Xplor shared to families through Home, and Comms Center for messages, with your repeat notices kept ready to paste in
What's left for your staff	Writing every record and message, with less rewriting	Writing every record, and adapting each message
Setting it up (my estimate)	About 3 hours	About 1 hour: write the repeat notices once
Where children's details are kept	In Xplor, as now	In Xplor, as now
Who checks	Josh reads every record, as now	Josh, as now
Limits	Doesn't write anything for you	Nothing helps with the wording
Cost to start	$86 (3 hours, at the Level 1 rate)	$29 (1 hour)
Cost a month	Nothing	Nothing (in your OSHC Package)
Hours back a week (my estimate)	0.75 to 1	0.25 to 0.5
Hours still spent a week	3.5 to 3.75	4 to 4.25
Saves a month, after costs	$94 to $125	$31 to $62
Pays back in	Under a month	Under a month

OWNA AI has rewrite tools for documentation and learning stories inside its own system, but not for incident records, and it would mean leaving Xplor.

What I'd take from this: the guide and templates are the cheapest win here, and they keep the record in the educator's own words.

Job 4. Keeping policies up to date (1.5 hours a week, Renee)

The regulations set the policies every service must have, including, since the child safety changes, one on the safe use of digital technologies and online environments. Each one should keep up with the law, suit your service, and be there for every staff member and family, translated where educators speak English as an additional language. Renee watches for changes from ACECQA and the regulator, reviews a policy after an incident or complaint, rewrites it, tells families at least 14 days ahead when a change significantly affects fees or care, and makes sure every staff member, relief included, is shown it. The child safety changes of 2025 and 2026 meant a lot of rewriting, and more changes are expected in 2027.

	Fix without AI: a policy register	The Desktop, PolicyDesk
What it does	A list of every policy with its last review date and next one, and a monthly check of ACECQA's and the regulator's news	A library of childcare policies kept up to date by its compliance team, with a weekly alert when something changes. Covers OSHC. Its AI compares your version with the current one and explains what a change means
What's left for your staff	All the rewriting	Tailoring each policy to your service, and adopting it
Setting it up (my estimate)	About 3 hours	About 6 hours: bring your policies across
Where children's details are kept	No children's details in policies	No children's details. The Desktop says never to put personal information into an AI tool
Who checks	Renee	Renee, before each change is adopted
Limits	Doesn't write anything	Generic until you tailor it, which the regulator says you should
Cost to start	$86 (3 hours of Renee's time)	$173 (6 hours of Renee's time)
Cost a month	Nothing	$64 ($770 a year with GST, for a service approved for 60 or more places)
Hours back a week (my estimate)	0.25 to 0.5	0.75 to 1
Hours still spent a week	1 to 1.25	0.5 to 0.75
Saves a month, after costs	$31 to $62	$29 to $61
Pays back in	1 to 3 months	3 to 6 months

What I'd take from this: both save about the same, but The Desktop is the one that keeps you up with the law without you watching for it.

All four jobs, without me

If you took the option that saves you the most each month for each job, this is the total. That's the fix without AI every time, as the products save no more at your hours.

	1. CCS	2. Rosters	3. Incidents	4. Policies	Total
Option	Roll check	Roster template	Guide and templates	Policy register	
Cost to start	$58	$120	$86	$86	**$350**
Cost a month	Nothing	Nothing	Nothing	Nothing	**Nothing**
Hours back a week (my estimate)	1 to 1.5	0.5 to 1	0.75 to 1	0.25 to 0.5	**2.5 to 4**
Hours still spent a week	4.5 to 5	3 to 3.5	3.5 to 3.75	1 to 1.25	**12 to 13.5**
Saves a month, after costs	$125 to $187	$87 to $173	$94 to $125	$31 to $62	**$336 to $547**

The four jobs take 16 hours a week now. Without me, 12 to 13.5 of those hours are still spent each week.

9. Policy and staff

AI goes in your policy on the safe use of digital technologies (section 7). ACECQA says that's where it belongs. It should cover:

- when AI can and can't be used at the service, and by whom
- what never goes in: children's names, health and family details, photos, and anything about an allegation
- which tools the service has approved
- who checks AI work before it's used, and how that's recorded
- who's accountable (usually the approved provider)

Staff and families. Everyone I spoke to was keen, and nobody had been shown how to use AI safely. A short session once the policy's in place would cover what's allowed, how to take names out, and how to check AI work. ACECQA also asks you to share the ground rules with families, which a line in your next newsletter would do.

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Your mail and accounts

Your email, your domain name and who can get into them sit under everything else in this report, so they get a page of their own. There's no admin screen on a free account, so on the day the coordinator opened each account's own settings and we went through them together. I didn't log in or take a password, nothing was changed, and no family's mail or files were opened.

What I looked at	What I found	Where it stands
Your domain name	You don't use one for email. Your website's domain is in your name, and you can log in	OK
Where your mail goes	To three free Gmail accounts, one for the service and two for the coordinators	Your call
Proof your mail is really from you	Mail comes from a gmail.com address, so families can't tell it from anyone else's by the address alone	Your call
Other things that send as you	We didn't find anything else sending with your address on the day	OK
Who looks after it	Nobody really. Each account is its own, so there's no one place to see them all	Your call
One login a person	Four of you share the service account's password. There's no way to tell who did what	Gap 1
Two-step sign-in	On for one account, off for the other two	Gap 2
Getting back in	The service account's recovery phone is a past coordinator's	Gap 3
Mail forwarded out	Nothing's set to forward, on any of the three	OK
People who've left	The service account's password hasn't changed since the last coordinator left. The steps for when someone leaves aren't written down	Gap 1
Backup	Nothing keeps a copy of your mail outside Google	Your call

What this means for your security. Your mail carries children's and families' details, on accounts with no business behind them. Someone with that shared password could get into the service's mail, and that old phone may be a way in too. Moving to a business plan would give you one place to run it all. Whether to do that is your call. Keeping a copy of your mail is your call. I haven't picked a backup product, so I don't recommend one.

What I didn't look at. Your computers, phones, network, antivirus, firewall, files and folders. This isn't a security audit, and a clean row doesn't mean nothing can go wrong.

What I can't do. I don't work on a domain or account someone else holds, or on the things I didn't look at. If you think someone's already got into your accounts, you need an IT security firm. I'm not one.

What it costs to close these: with a real report, a separate quote comes with it. You don't need me for any of them. This page is yours, so you can take it to anyone you like, including an IT provider.

10. What I can do for you

This is what doing it with me would look like: the jobs built in your own Claude account, as one Build. A Build is my service that sets up each job in Claude and trains your team on it. Each job is priced by its Tier. The Tier comes from the kind of work: drafting, summarising or pulling details out is Tier 1, and review or analysis is Tier 2. It goes up one if you rely on a figure it produces, and one if it sits next to a legal duty, up to Tier 3. Children's information gets its own safeguards on every Tier. All prices include GST.

The short version. On my 12-month rule I'd take on jobs 1 and 2: $8,400 for the two Builds, paying back in 10.6 months (job 1) and 10.7 months (job 2) at the better end of my estimates. With Set-up and the free fixes for jobs 3 and 4 from section 8, that's $11,073 to start, saving $705 to $979 a month. All four jobs are shown below so you can see the whole picture.

My solution, job by job

	1. CCS	2. Rosters	3. Incidents	4. Policies
What Claude does	Each week, reads the roll from Xplor with names, dates of birth and health details taken out, lists every gap for Renee, and drafts the reminders to families who haven't confirmed. With no names in it, this can run on a schedule	When Josh starts it each week, drafts next week's roster from booked numbers for each session and your staff list, and flags any session short on ratio or qualifications	When Josh starts it, turns an educator's account of a minor incident, written with nothing that identifies the child, into clear wording for the Xplor record, and drafts the messages to families. Nothing touching an allegation goes in	When Renee starts it, drafts each policy change from a new rule or an incident review, a plain-English summary, a translated version, and the 14-day notice to families
Who checks	Renee fixes each gap in Xplor herself and sends the reports	Josh checks ratios and qualifications for every session and signs it off	Josh checks every record against what happened, and adds the name in Xplor	Renee checks every change before it's adopted
Build	$4,200 (Tier 2)	$4,200 (Tier 2)	$4,200 (Tier 2)	$4,200 (Tier 2)
Why that Tier	It pulls the gaps out of the roll, and it sits next to your CCS reports, a legal duty	It drafts the roster, and it sits next to ratios, a legal duty	It drafts the wording, and it sits next to incident records, a legal duty	It drafts the changes, and the policies are a legal requirement
Hours back a week (my estimate)	2.5 to 3.5	2 to 2.5	1.5 to 2.25	0.75 to 1
Hours still spent a week	2.5 to 3.5	1.5 to 2	2.25 to 3	0.5 to 0.75

Job 1 depends on Xplor's reports exporting the roll without names. I'd check that with you in Xplor before quoting. I build it with you, train your staff on it, come back for a short follow-up session two to three weeks after go-live, answer your questions free for 30 days, and check in at 3, 6 and 12 months. All of that is in the Build price.

What a Build needs

A Build runs in a Claude plan in your service's name, under Anthropic's business terms. For a service your size that's the Team plan: at least two seats, US$25 a seat a month billed monthly, with tax added at billing. I couldn't find an Australian price on Anthropic's pages. Two seats came to about $71 a month before tax at the 30 October exchange rate, about $78 with GST on top, and that's the figure in the tables below. One seat is for Renee and one for Josh, with no extra charge from me for the second. Each seat needs an address at your service's own domain: Anthropic's pages say a Team invite must use one of your allowed domains, and Gmail can't be one. Your website's domain is already yours (Your mail and accounts), so the seats can go on addresses there. That needs a mail plan on the domain, at its own cost. Educators don't need one: they write their account of a minor incident without the child's name, and Josh puts it into Claude.

Anything that touches personal information, even staff names or an incident account with the child's name taken out, runs on your Team plan, with Renee or Josh starting each run. It can run in a Claude chat, in Cowork or in Claude Code, and I'll pick whichever suits the job. In Cowork I set it to stop and ask before each action. Only work with names taken out, or with no personal information at all, runs on its own on a schedule.

Why a business plan rather than a free or Pro one: on the Free, Pro and Max plans, Anthropic may use what you type to train its models unless each person turns that off in their own settings. On Team and Enterprise it doesn't, by default.

You don't have a Claude plan now (section 2). Setting one up properly, with the privacy settings, your service's context and your AI rules inside it, is my Set-up and Onboarding service: $2,500 for a service of 6 to 10 people. It's set up once, whatever you build, so it's in the totals below but not in each job's 12-month test.

Where your families' information goes

The question I'd expect first is about children's information going off to a server overseas, so here's the straight answer. Claude runs on servers in the United States and other countries, and anything the Build reads is processed there. That's one more reason the Build is designed to keep children's personal information out of Claude, as ACECQA asks. Job 1 reads the roll with names, dates of birth and health details taken out, and Renee matches each gap back in Xplor herself. Job 2 uses numbers only, and job 4 has no personal information in it. In job 3 the educator writes "the child", with no name, age, date or other detail that would point to them, and anything to do with an allegation never goes in at all. On a Team plan, Anthropic doesn't use what goes in to train its models by default, and your service controls the account. Families' details don't come to me: I work inside your account with Renee present, and my data handling addendum, which comes with the Build agreement, sets out what can reach me (at most, file names in the reports Renee sends, and only if you choose that) and what never does. The privacy regulator lists child care centres among the businesses the Privacy Act covers whatever their size, so if it covers you, your privacy policy has to say if personal information goes overseas. Before a Build starts, I sit with you and read Anthropic's terms for your plan, so the decision is yours, made with the terms in front of you.

Your mail and accounts. With a real report, a separate quote for any gaps I can close comes with it. None of it counts in the 12-month test or the totals below.

Each job, counted on its own

I only take on a Build that pays for itself within 12 months, counted job by job. Each job carries its Build price, its share of the $1,500 Build fee less your $1,500 Audit fee (so nothing), and its share of the $78 a month Claude plan.

Jobs 1 and 2, built together (the plan shared two ways). Both pass at the better end of my estimates:

Job	Cost	Saves a month, after its share of the plan	Pays back in
1. CCS	$4,200	$273 to $398	10.6 to 15.4 months
2. Rosters	$4,200	$307 to $394	10.7 to 13.7 months

All four, if you built them (the plan shared four ways):

Job	Cost	Saves a month, after its share of the plan	Pays back in
1. CCS	$4,200	$292 to $417	10.1 to 14.4 months
2. Rosters	$4,200	$327 to $414	10.2 to 12.8 months
3. Incidents	$4,200	$168 to $261	16.1 to 25.1 months
4. Policies	$4,200	$74 to $105	39.9 to 56.7 months

Jobs 3 and 4 don't pass, so I won't take those on until they would. The free fixes in section 8 are the better buy for them. All these figures are at the award minimum, so if your people are paid more, every job pays back sooner.

The totals side by side

	All four jobs, without me (section 8)	With me: jobs 1 and 2, plus the free fixes for 3 and 4	All four jobs, with me
Cost to start	$350	$11,073: two Builds ($8,400), Set-up ($2,500) and the two free fixes ($173)	$19,300: four Builds ($16,800) and Set-up ($2,500)
Cost a month	Nothing	$78 (Claude Team plan, two seats)	$78
Hours back a week (my estimate)	2.5 to 4	5.5 to 7.5	6.75 to 9.25
Hours still spent a week (of 16 now)	12 to 13.5	8.5 to 10.5	6.75 to 9.25
Saves a month, after costs	$336 to $547	$705 to $979	$861 to $1,197
Pays back in	About a month	11.3 to 15.7 months	16.1 to 22.4 months
Catches up with "without me" after		24.9 to 29.1 months	29.2 to 36.1 months
Ahead after three years, after all costs	$11,749 to $19,357	$14,308 to $24,162	$11,694 to $23,794

Your Audit fee covers the Build fee in both "with me" columns. None counts what freed hours are worth back on the floor with the children.

Prices

A Build, per job	$3,400 (Tier 1), $4,200 (Tier 2) or $5,500 (Tier 3), with the follow-up session, 30 days of questions and check-ins at 3, 6 and 12 months included
Extra Claude seats	No charge from me for the two seats a Team plan needs. $150 per job for each seat past two
Build fee	$1,500, once per Build, however many jobs are in it, for preparing the Build: the plan, what it has to pass before go-live, and the statement of work
The Audit fee	Your $1,500 comes off the Build fee if you go ahead within 90 days of this report
Set-up and Onboarding	$2,500 for 6 to 10 people: your Claude plan set up properly, with your AI rules in it. You pay Anthropic for the plan on top
An AI use policy	$750. You don't have to use mine. Any provider's will do, or you can write your own
Monthly tune-up (optional)	$750 a month, for up to 4 hours of checks and fixes to what's built

To start, reply to this report or call me, and we'll go through it together.

In 30 days I'll book a 20-minute call: what you've done, what's stuck. It's part of the Audit, whatever you choose.

This report is yours. Keep it, share it, take it to any provider.

It was drafted with AI (Claude) from my notes on the day, then checked and finalised by Chad Maxwell.