● EARLY ACCESS

Quick Reference
Guide

Everything you need to get started with SecondShift. Create professional reports, run standardised assessments, manage clients, and teach the AI how your clinic works.

Australian Data Sovereignty
All AI processing runs on AWS Sydney. Your client data never leaves the country.

Complete Clinic Isolation
Every clinic is a fully isolated tenant at every layer of the system.

Human-in-the-Loop
AI generates, you decide. Nothing is ever sent without your explicit approval.

Built to meet the requirements of the Australian Privacy Act 1988 and the NDIS Act 2013.

What is SecondShift?

SecondShift is an AI-powered admin layer for allied health clinics. It handles the tedious non-clinical work that eats too much of your time: progress reports, initial assessments, functional capacity assessments, service agreements, manual assessment scoring... You provide the clinical notes, SecondShift generates professional clinic-specific outputs for your review.

Getting Started

When you first sign up, an onboarding wizard will walk you through each step.

1   **Set up your clinic**

Enter your clinic name, ABN, address, and phone number.

2   **Upload branding**

Add your clinic logo. SecondShift will extract your brand colours and apply them to all generated reports.

3   **Complete your profile**

Select your discipline, add your AHPRA/registration number, and upload your professional signature for reports.

4   **Invite your team**

Add other practitioners and admin staff. You can also do this later from **Settings → Team**.

5   **Add your first client**

Create a client record with their details and any plan information.

6   **Teach the AI**

Share facts about your clinic: services you offer, preferred terminology, typical processes. This shapes report quality.

Invite your colleagues

SecondShift works best with your whole team on board. Invite other practitioners so they can generate discipline-specific reports, run assessments, and contribute to your clinic's knowledge base.

1   During onboarding (Step 4)   **2**   Settings → Team → Invite

Creating Reports

The reports module is where SecondShift does the heavy lifting. Navigate to Reports in the sidebar.

1 Choose your report type

Progress Report

Summarise a client's progress over a reporting period. The most common NDIS report type.

Initial Assessment

Document findings from an initial clinical assessment for a new client.

Functional Capacity Assessment

Detailed assessment of a participant's functional capacity across relevant domains.

Service Agreement

Generate a service agreement between your clinic and a participant or plan manager.

Discharge Summary

Document clinical outcomes and recommendations at the end of a treatment episode.

And More

Treatment plans, GP reports, court support letters, behaviour support plans, and additional types tailored to your discipline.

> SecondShift currently supports 21 report types across the NDIS, admin, and education domains. Report availability is matched to your practitioner discipline. We are adding new types regularly based on practitioner feedback.

2 Provide your input

You can provide clinical input in several ways:

- **Connect your PMS** (Cliniko and Splose today, with many more being added rapidly) from Settings → Integrations to auto-sync clients and session notes
- **Type or paste** session notes directly into the text field
- **Upload documents** (clinical notes, referrals, hospital reports, evidence)
- **Select existing context** from previously uploaded documents, past approved reports, and scored assessments

3 Review and approve

Every report follows a strict approval workflow. Nothing is ever sent without your explicit approval.

Generating	→	**Draft**	→	**Approved**	→	**Sent**
AI creates your draft		You review and edit		You click approve		You review email and send

You are always in control

Reports **never auto-send**. Every report lands in Draft first. Once you approve, SecondShift generates an email for the recipient. You can review and edit the email before sending. Reports are branded with your clinic logo, colours, professional signature, and custom footer.

Client Profiles

Each client has a dedicated profile with tabs for their details, documents, timeline, assessments, and reports. Navigate to [Clients] in the sidebar and select a client.

Profile

Client details, contact information, NDIS plan info, and plan manager details. This data flows into generated reports automatically.

Timeline

A visual overview of all activity. A contribution-style heatmap shows density across the year. Click any day to jump to that date. Filter by documents, reports, or assessments.

Notes & Documents

Upload session notes, referral letters, hospital reports, and supporting documents. All uploads are used as context when generating reports. Bulk upload auto-detects session dates.

Reports

View all reports generated for this client. Each report shows its status, type, and reporting period. Click to open, edit, approve, or send.

Assessments

Run standardised clinical assessments directly within SecondShift. Navigate to the **Assessments** tab on any client profile.

1 **Start an assessment**

Select from 12 standardised assessment tools including CELF-5 A&NZ, PHQ-9, GAD-7, DASS-21, SDQ, RCADS, K10, PCL-5, Berg Balance Scale, TUG, 6MWT, and COPM. Available assessments are matched to your discipline. The client must have a date of birth recorded to calculate age-based norms.

2 **Score each subtest**

Work through the subtests, entering item scores as you go. Navigate between subtests using the arrows in the top bar. Raw scores are tallied automatically.

3 **Generate results**

Once all required subtests are complete, click **Score Assessment**. SecondShift calculates scaled scores, composite scores, percentile ranks, confidence intervals, and clinical interpretations based on normative data.

📄 **Assessment Reports**

Scored assessments become a branded PDF report with one click: subtest scores, composites, confidence intervals, and clinical interpretation. No AI needed. Results can also be selected as context when generating other reports.

Clinic Intelligence

Navigate to `Clinic Intelligence` in the sidebar to see what SecondShift has learned about your clinic.

The Intelligence page shows everything SecondShift knows about your clinic: your services, processes, preferred language, and clinical approaches.

The more you teach it, the better your reports become. You can:

- Add new facts about how your clinic operates
- Correct or update existing knowledge
- See the AI's strongest convictions about your clinic

SecondShift also learns passively as you work. When you edit a draft report, approve with changes, or modify an email before sending, the AI extracts patterns from your corrections and applies them to future outputs.

> ⊙ **Better input = better output**
>
> Spending a few minutes teaching it your preferred terminology, report style, and clinical approach pays dividends across every future report.

Privacy & Data Security

We take data security seriously. SecondShift is built to meet the requirements of the Australian Privacy Act and the NDIS Act.

Data stays in Australia
All AI processing runs on AWS infrastructure in Sydney (ap-southeast-2). Your client data never leaves the country.

Clinic isolation
Every clinic is a fully isolated tenant. Your data is invisible to other clinics at every layer of the system.

You are the data controller
Under the Privacy Act, you remain the data controller. SecondShift processes data only on your instruction.

Full audit trail
Every action is logged. Report generation, approvals, edits, and sends all create an auditable record.

No patient data in logs
Client names, diagnoses, and NDIS plan details are never written to system logs or error reports.

Human-in-the-loop
AI generates, you decide. Reports are always drafts first. Nothing clinical is automated without practitioner review.

Settings & Configuration

Navigate to `Settings` in the sidebar to customise SecondShift for your clinic.

Clinic (Owners)

Upload your logo, set brand colours, and update clinic details like ABN, phone, and address.

Profile (Everyone)

Set your name, discipline, upload a professional signature and a custom letterhead and footer image for your reports.

Team (Owners)

Invite practitioners and admin staff. Set roles and view activity.

Integrations (Owners)

Connect your PMS (Cliniko and Splose supported) to auto-sync clients, appointments, and session notes. More integrations are being added regularly.

Quick Tips

Teach early, teach often

The more facts you give Clinic Intelligence, the more natural your reports will sound. Even a few minutes makes a difference.

Detailed notes = better reports

The more context you provide in session notes (goals, observations, progress), the more comprehensive the generated report will be.

Review every draft

AI-generated reports are a starting point. Always read through, edit where needed, and apply your professional judgement before approving.

Upload documents early

The more supporting documents you upload (referrals, hospital reports, prior assessments), the richer the context for report generation.

💬 Your feedback shapes the product

SecondShift is in Early Access. Look for the **Feedback** button in the bottom-right corner of every page to report bugs, suggest improvements, or flag report issues. We read every submission. You can also email us at **support@secondshift.com.au**.

Need help getting set up?

We offer personal onboarding calls to walk you through setup and connect your integrations.

@ support@secondshift.com.au