Artificial Intelligence (AI) Policy

Purpose

The purpose of this policy is to provide clear guidance to Kern Allied Health staff regarding the responsible, safe, ethical and appropriate use of Artificial Intelligence (AI) tools within the workplace.

AI technologies can support staff in a range of administrative, communication, educational and operational activities. However, their use must be managed appropriately to ensure the privacy, confidentiality, dignity and security of participants, families and staff are protected, professional standards are maintained, and all applicable legislation, regulatory requirements, NDIS requirements and Kern Allied Health policies and procedures are upheld.

AI is intended to support and enhance staff capabilities and workplace processes and must not replace professional judgement, clinical expertise, human oversight or decision-making.

All staff remain accountable for the information, work and decisions they produce or make, including where AI has been used to assist in the process.

Scope

This Policy applies to all Kern Allied Health staff and authorised personnel who use Artificial Intelligence (AI) tools or AI-enabled features for work-related purposes, regardless of how or where the technology is accessed.

This includes AI accessed through:

- Kern Allied Health-owned devices;
- Personal devices used for authorised work-related purposes;
- AI features incorporated into workplace software and systems, including platforms such as Splose and Microsoft Outlook;
- Websites or online platforms;

- Applications or software; and
- Any other technology or workplace system that incorporates AI functionality.

This Policy applies to both generative AI and other AI-enabled technologies used in connection with Kern Allied Health activities.

AI technologies covered by this Policy may include, but are not limited to, tools that can:

- Generate, edit or summarise text;
- Generate or edit images;
- Transcribe or analyse audio;
- Generate, edit or analyse video;
- Create or modify documents;
- Analyse information or identify patterns;
- Generate recommendations or suggestions; and
- Perform other tasks using AI-enabled functionality.

The requirements of this Policy apply regardless of whether the AI functionality is a standalone application or is incorporated into an existing Kern Allied Health workplace system.

Definition

Artificial Intelligence (AI) refers to technology that can perform tasks that would traditionally require human intelligence, such as generating text, analysing information, identifying patterns, summarising content or producing images.

Generative AI refers to AI systems that can create new content based on information provided by a user.

Examples include AI tools used to:

- Draft or improve emails.
- Summarise information.
- Create templates and resources.
- Generate ideas and images.
- Assist with administrative tasks.
- Develop educational resources.
- Proofread written material.
- Create general workplace content.

Policy Statement

Kern Allied Health supports the responsible, safe and appropriate use of Artificial Intelligence (AI), where it provides a legitimate workplace benefit and is used in accordance with this Policy and all applicable legislation, regulatory requirements and organisational policies and procedures.

The use of AI must not compromise:

- Participant privacy, dignity or confidentiality;
- Staff privacy and confidentiality;
- Information and data security;
- Professional standards and obligations;
- Clinical safety or quality of care;
- The accuracy, integrity or reliability of information;
- Intellectual property rights;
- Copyright requirements;
- NDIS requirements; or
- Kern Allied Health's reputation and organisational interests.

AI must be used as a supporting tool and not as a substitute for human judgement, professional expertise, clinical decision-making or accountability. Staff remain responsible and accountable for any information, work, communication, documentation or decisions they produce, submit, communicate or rely upon, including where AI has been used to assist in the process. All AI-generated or AI-assisted content must be appropriately reviewed and verified by the staff member responsible before it is relied upon, distributed, submitted or incorporated into Kern Allied Health records or systems.

Acceptable Use of AI

AI may be used for appropriate workplace purposes when staff can ensure that no confidential or identifying information is disclosed.

Acceptable uses include:

- Summarising session notes;
- Drafting workplace communications, including general emails, internal announcements, staff communications, meeting invitations and non-confidential correspondence;
- Improving grammar, spelling and formatting;
- Creating meeting agendas, checklists, templates and process documents;
- Brainstorming administrative ideas and activity resources;

- Summarising non-confidential information;
- Creating organisational resources, including information sheets, training materials and presentation content; and
- Providing plain-English explanations of general concepts.

The staff member responsible must independently review all AI-generated or AI-assisted content for accuracy, completeness, clinical appropriateness and consistency with the participant's records and professional judgement.

AI must not make clinical decisions, determine treatment or replace the treating clinician's professional judgement.

Prohibited Use of AI

Staff must not enter confidential, sensitive, personal or identifying information into an AI tool unless the tool has been specifically approved by Kern Allied Health for that purpose and appropriate privacy and security safeguards are in place.

This includes information relating to participants, families, staff and other stakeholders.

Staff must not enter:

- Participant personal details, such has Date of Birth, Adress, phone number, email address, NDIS Number, Diagnoses
- Family or guardian information;
- Financial information;
- Personal Service Agreement information;
- Identifying photographs;
- Audio or video recordings;
- Passwords;
- Login details;
- Staff personal information;
- Confidential business information; or
- Any other information that could identify an individual.

De-identification must be genuine. Simply removing a participant’s name may not be sufficient if the remaining information could reasonably identify the person.

Participant Privacy and Confidentiality

Kern Allied Health is committed to protecting the privacy, dignity and confidentiality of participants.

Staff must comply with:

- The Privacy Act 1988 (Cth);
- Australian Privacy Principles;
- Applicable NDIS requirements;
- Kern Allied Health's Privacy and Consent requirements; and
- All relevant Kern Allied Health policies and procedures.

AI tools must not be used in a manner that compromises participant confidentiality.

Where there is uncertainty about whether information can be entered into an AI tool, staff must not enter the information and should seek guidance from their manager or Administration before proceeding.

Accuracy and Humas Review

AI tools can generate information that is incorrect, incomplete, outdated or misleading.

Staff must therefore:

- Review all AI-generated content;
- Check facts and figures;
- Verify references and sources where applicable;
- Check names, dates and other details;
- Ensure the content is appropriate for its intended audience;
- Remove inaccurate or inappropriate information; and
- Apply their own professional judgement.

Staff must never assume that information generated by AI is correct simply because it appears professional or authoritative.

Copy right and Intellectual Property

Staff are responsible for ensuring that AI-assisted content does not infringe copyright, intellectual property rights or other legal rights.

AI-generated content should not automatically be assumed to be original or free from copyright restrictions. Staff should not upload copyrighted material into an AI tool unless they are authorised to do so and the use is consistent with applicable copyright requirements and Kern Allied Health policies.

AI-Generated Images, Audio and Video

Staff must not upload participant photographs, recordings or other identifying media to AI tools unless the tool and proposed use have been specifically approved by Kern Allied Health and appropriate consent and privacy requirements have been satisfied.

AI-generated images, audio or video must not be presented as genuine participant, staff or organisational content where doing so could mislead another person.
Staff must also consider copyright and intellectual property requirements when using AI-generated or AI-assisted content.

Reporting an AI-Related Incident

Staff must promptly notify their Team Leader or the appropriate Kern Allied Health contact if they believe they have:

- Accidentally entered confidential information into an AI tool;
- Shared participant information with an unauthorised AI service;
- Uploaded an identifying photograph or recording without appropriate approval;
- Used AI-generated information that may be materially incorrect;
- Discovered a security issue involving an AI tool;
- Received inappropriate or unsafe AI-generated content; or
- Breached this policy.

Staff should not attempt to conceal an accidental disclosure or breach.

Early reporting allows Kern Allied Health to assess the situation and take appropriate action.

Breaches of this Policy

Failure to comply with this policy may result in appropriate action in accordance with Kern Allied Health's policies, procedures and employment arrangements.

Serious breaches involving privacy, confidentiality, security or participant safety may require further investigation and may have additional consequences under applicable legislation or regulatory requirements.

Approvals

Date of approval: 24/11/2026

Version 1

Approved by: Anne Marie Sockett