USE OF ARTIFICIAL INTELLIGENCE (AI) IN THE WORKPLACE

POLICY NUMBER: NDIS GOV 20

INTENT

The purpose of this policy is to guide the responsible, ethical, and lawful use of Artificial Intelligence (AI) technologies within Real Living Options Association Inc. As a provider of NDIS supports, the Service is committed to using AI in ways that enhance efficiency and service delivery while safeguarding Participant rights, privacy, and safety.

DEFINITION

Artificial Intelligence (AI) *refers to computer systems or tools that simulate human intelligence to perform tasks such as writing, summarising, planning, analysing data, generating content, or automating decisions. Examples include:*

- *AI writing and editing tools (e.g. ChatGPT, Grammarly, Jasper)*
- *Predictive rostering or scheduling software*
- *AI transcription or voice-to-text tools*
- *Chatbots and virtual assistants*
- *Machine learning models for data processing or reporting*

POLICY STATEMENTS

All use of AI must align with the following principles:

- Participant privacy and dignity must be protected at all times.
- Human oversight must be maintained - AI must support, not replace, human judgment.
- Transparency in how AI is used and for what purpose.
- Accountability for decisions informed by AI remains with employees.
- Compliance with the NDIS Code of Conduct, the Privacy Act 1988, and the Australian AI Ethics Framework

PROCEDURES

- Permitted uses of AI may include:
    - Assisting with drafting non-confidential documentation (e.g. policies, marketing content, reports)
    - Automated rostering and planning
    - Document summarisation for internal training or administration
    - Transcribing non-sensitive audio (e.g. meeting notes, supervision sessions)
    - Generating ideas or templates to support non-client-related tasks

- The following uses of AI are strictly prohibited:
    - Uploading or sharing Participant data or personal information into any AI system.

  - Using AI to make autonomous decisions about Participant care or service delivery.
  - Relying on AI tools to assess, diagnose, or screen Participants.
  - Using AI-generated content in official communication or reports without human review and approval.
  - Using AI to monitor, record, or analyse staff or Participant behaviour without consent.

- AI is a support tool, not a decision-maker. Employees remain fully accountable for:
  - The accuracy, appropriateness, and ethics of any content or recommendations produced by AI.
  - Ensuring that any decisions related to Participant care or support are made by qualified human professionals.

- AI must not be used in a way that:
  - Devalues the role of human workers.
  - Creates or reinforces bias or discrimination.
  - Undermines Participant choice, control, or consent.
  - Impacts the safety, autonomy, or rights of the people receiving support.

DELEGATIONS

Management Committee

- Ensure responsible AI use is integrated into the Service's risk management framework.

General Manager

The General Manager is responsible for

- Implementing this policy effectively
- Ensuring staff are trained and compliant
- Setting the tone for ethical, inclusive, and human-centred use of technology across the Service.
- Ensuring that the use of AI reflects the organisation's commitment to Participant choice and control, dignity, and professional accountability.

All Staff

- Ensure that any use of AI in the workplace is undertaken in line with this policy.
- Notify the General Manager if there is any suspected unauthorised use of AI in the workplace.

RELATED DOCUMENTATION

REFERENCES

NDIS Code of Conduct
Privacy Act 1988
Australian AI Ethics Principles

AMENDMENTS/REVIEWS