



Privacy and Dignity

Safe Use of Artificial Intelligence (AI)

This Policy aims to guide the ethical, responsible and secure use of artificial intelligence (AI) tools within the organization. It aims to support efficiency and innovation while ensuring the protection of organizational data, resident and employee information, intellectual property and clinical safety. This policy ensures compliance with legal and regulatory standards including the Aged Care Act 2024 (Cth), Aged Care Rules 2025 and the Privacy Act 1988 (Cth).

Artificial Intelligence, or AI, is a kind of computer technology used to do things that normally need human thinking, like learning new information or solving problems.

AI uses a range of different methods, including machine learning and deep learning. These methods use maths to boost the way that computers process words, images and sound to find patterns, and sometimes even make new things.

AI technologies must not be used in a manner that compromises privacy and confidentiality, accuracy and compliance.

AI may assist with daily tasks such as brainstorming ideas, drafting administrative content, or completing administrative work. However, human judgment, oversight, and review will always remain the final authority.

AI tools should be only used to enhance productivity of the work but not to replace the professional judgement, accountability and duty of care owed to the resident, employees and the organization. Staff will remain solely responsible for their decisions, actions and will be held accountable for any negligence arising from inappropriate or unsafe use of AI systems.

Safe and responsible use of AI within Arpad is essential to:

- Protect residents, employees and entire organization from the risk of sharing private or sensitive information on public AI platforms, where data may be stored, retained or made publicly accessible.
- Promote accountability in the use of AI generated content.
- Ensures the use of AI aligns with our code of conduct, ethical obligations, regulatory and legal requirements, and organizational values.

All Arpad employees and contractors must NOT

- Input, upload or share personal or sensitive data of organization including residents and employee's data on any unauthorised Public AI platform (e.g. OpenAI: ChatGPT & API, Google Gemini, Claude)
- Make any decisions by using AI tools including care or clinical decisions, operations, financial or any legal decisions.
- Create or alter residents' records such as progress notes, care plans, medications charts or make any clinical judgement.
- Breach privacy and confidentiality of residents, employees or any staff working or affiliated with Arpad Aged Care.

When associated providers or their contractors use the AI tools on behalf of Arpad, they must ensure full compliance with the applicable legislative and regulatory requirements and Arpad's Safe use of AI policy.

Employees are required to report any issues, concerns or incidents related to AI use to the Executive Manager for further investigation and resolution. Failure to comply with privacy obligations or unauthorised use of AI platforms may lead to serious disciplinary action or termination of employment or contract.

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Review: Annually or as required.