

Use of AI technologies in the Workplace

Purpose

This policy defines guidelines for the appropriate use of Artificial Intelligence (AI) technologies within the workplace. It provides guidance on the responsible and secure use of AI tools in alignment with the Privacy Act 1988 and the Australian Privacy Principles (APPs).

Scope

This policy applies to all employees and covers the use of all AI tools, including but not limited to generative AI programs and ChatGPT.

Benefits of Using ChatGPT & AI

- **Efficiency:** AI tools can significantly reduce time spent on drafting letters, emails, file notes, and other content, allowing staff to focus on more complex, value-added tasks.
- **Consistency:** AI tools help maintain consistency in communication and documentation, ensuring all client interactions and internal communications meet the same quality standards.
- **Productivity:** By automating routine tasks and providing intelligent assistance, AI tools enable staff to accomplish more in less time, leading to increased productivity and improved performance.

Example Use Cases

- **Drafting Letters:** ChatGPT can assist in generating initial drafts of formal letters, ensuring clear and professional communication.
- **Email Correspondence:** AI can help compose and format emails, ensuring timely and coherent responses to clients and colleagues.
- **File Notes:** ChatGPT can help summarize meetings or client interactions, providing concise and organized documentation.
- **Content Creation:** AI can assist in creating and editing content for presentations, reports, and marketing materials, enhancing quality and consistency.

Compliance Requirements

All AI use must comply with:

- Australian Privacy Principles (APPs) under the Privacy Act 1988
- Consumer Data Right (CDR) requirements
- Australian AI Ethics Framework
- Industry-specific regulations and standards

Data Privacy and Security

When using AI tools, employees must:

- Use only company-approved AI platforms and tools
- Never input sensitive personal information, confidential business data, or protected intellectual property into external AI tools
- Never enter the following types of sensitive information into any AI tool or platform, including approved services:
 - Tax File Numbers (TFNs)
 - Personal identification numbers (e.g. passport or driver's licence numbers)
 - Usernames or passwords
 - Bank account or other payment details
- Ensure AI-generated outputs are reviewed for accuracy and compliance before use
- Report any potential data breaches or security concerns immediately to the IT department

Ethical Use and Responsibility

While AI tools can assist in generating content and providing solutions, staff remain responsible for the final product sent to clients. All outputs must be reviewed and verified for accuracy, relevance, and quality before delivery to clients or stakeholders.

Additionally, employees must use AI tools responsibly by:

- Avoiding AI-generated content that could be misleading, discriminatory, or biased
- Acknowledging AI-generated content where applicable and ensuring human oversight

- Not using AI to automate decisions that could negatively impact employees or customers without proper review

Training and Awareness

The organization will provide:

- Regular training on responsible AI use
- Updates on relevant regulatory changes
- Guidelines for specific AI tools and applications

Approval and Monitoring

- The IT department will maintain a list of approved AI tools
- Employees must obtain prior approval before using non-approved AI tools
- The organization reserves the right to monitor AI tool usage to ensure compliance with this policy

Breach of Policy

Any breach of this policy may result in disciplinary action, including but not limited to restriction of AI tool access or termination of employment in serious cases.

Review and Updates

This policy will be reviewed annually or when significant changes occur in:

- Relevant legislation or regulations
- AI technology capabilities
- Business requirements
- Risk landscape

Employee Approval & Acknowledgments

I confirm the following:

- I have completed my required AI Training module
- I have read and understood the Use of AI technologies in the Workplace policy
- I understand that I must not use AI to transmit sensitive, secure, or confidential information
- I understand that I am ultimately responsible for the end product when using AI tools such as ChatGPT and must check the final product before delivery to clients or stakeholders
- I agree to follow the *Use of AI technologies in the Workplace* policy at all times, and understand that if I don't, disciplinary action may be taken, up to and including termination of employment

Signed by Employee:

Name

Signature

Date