# Introduction

|  |  |
| --- | --- |
| **Purpose** | This document provides a directive how, and who can use AI responsibly and safe for work and organisational related processes and purposes.  We use AI to benefit the people we engage in our service. |
| **Scope** | The processes described in this document apply to:   * People engaged with our services and their whānau/family. * Employees, contractors, volunteers, advisors, and student placements (also referred to as workers). * Our governing body. * All AI activities that uses information held by our, or external organisations. |
| **Not in scope** | Personal information. |
| **Policy** | * The information privacy principles of the Privacy Act 2020 and the Health Information Privacy Code 2020 apply to all AI activities. Workers and our governing body will have knowledge of the principles of those codes, even though we do not allow personal information to be used when interacting with AI. * Our Privacy Officer is available to workers for any queries about privacy issues and AI. * Our Privacy Officer initiates during the first year of AI use at least three-monthly audits to ensure AI interactions adhere to this policy and any additional requirements. * The use of AI is consistent with our organisational values. * Health professionals who work for us need to comply with their registration bodies AI policies and guidelines additional to this one. * In recognition with the pace of change with AI this policy shall be reviewed annually. |
| **Training** | Any person interacting with AI will have had training in its use. |
| **Definitions** | |
| **AI system** | *‘An AI system is a machine-based system that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments. Different AI systems* vary *in their levels of autonomy and adaptiveness after deployment*. (OECD)’ |
| **Individuals/**  **People engaged** | Individuals or people engaged with our service is the term used in this document instead of terms such as: tangata whaiora, tangata whai ora, whai ora, client, service user, consumer, tangata whaikaha. |
| **Personal information/**  **data** | Personal information is any information that tells us something about a specific individual. The information does not need to name the individual, as long as they are identifiable in other ways, like through their home address. This means that all sorts of things can contain personal information, including notes, emails, recordings, photos, and scans, whether they are in hard copy or electronic form. |
| **References** | |
| **Guidelines** | [AI Forum NZ/Te Kāhui Atamai Ihaiko o Aotearoa: AI governance](https://aigovernance.nz/):   * + [AI Impact Assessment](https://aigovernance.nz/toolkits/ai-impact-assessment)   + [AI Ethics Principles](https://aigovernance.nz/toolkits/ai-impact-assessment)   + [Building Knowledge](https://aigovernance.nz/toolkits/building-knowledge)   [dapaanz: Guidelines on the use of AI (2025).](https://dapaanz.org.nz/wp-content/uploads/dapaanz-ai-guidelines.pdf)  [DIGITAL.GOVT.NZ: Public service AI framework](https://www.digital.govt.nz/standards-and-guidance/technology-and-architecture/artificial-intelligence/public-service-artificial-intelligence-framework)  [Health NZ/Te Whatu Ora: Generative AI and Large Language Models](https://www.tewhatuora.govt.nz/health-services-and-programmes/digital-health/generative-ai-and-large-language-models)  [OECD Recommendation on Artificial Intelligence](https://legalinstruments.oecd.org/en/instruments/OECD-LEGAL-0449#_ga=2.115110980.219310740.1559189463-982325051.1550030334)  [Privacy Commissioner: Artificial intelligence and the Information Privacy Principles (2023)](https://www.privacy.org.nz/assets/New-order/Resources-/Publications/Guidance-resources/AI-Guidance-Resources-/AI-and-the-Information-Privacy-Principles.pdf) |

|  |  |
| --- | --- |
| **Benefits of AI (Health NZ)** | **Risks of AI (Health NZ** |
| Generative AI tools appear to be good at summarising information and describing it in language that makes sense to people. Their major strength is in predicting the next most likely word. These tools can generate convincing texts but are also prone to generating inaccurate or misleading information. | Limited data exists about the utility, validity and safety of using these technologies. The potential use of these tools for healthcare have not yet been adequately evaluated for risks or unintended consequences. Therefore, a precautionary approach is required. |
| Specific benefits:   * improved productivity and efficiency * enhanced creativity * reduced risks of error * access to a broader range of information sources | Specific Risks:   * privacy breaches * inaccurate information * inequities and bias * lack of transparency * infringement of intellectual property * under representation of supported languages * inappropriate content |
| **Values based principles** | |
| Our AI use is informed by the following values-based principles ([OECD](https://www.oecd.org/en/topics/sub-issues/ai-principles.html)**):**   * Inclusive of growth, sustainable development, and wellbeing. * Human rights and democratic values, including fairness and privacy. * Transparency and explainability. * Robustness, security and safety. * Accountability. | |
| We express those principles by (Adapted from Te Whatu Ora Waitemata AI principles) considering:   * Perspectives of people engaged with mental health, addiction or disability services and the promotion of wellbeing and safety. * Māori engagement and perspectives. * Inclusiveness and equity, reducing bias. * Guardianship of data as taonga. * Technical methods and sustainability of quality. * Accountability and responsibilities (legal and contractual requirements) * Ethical principles, including transparency in design and implementation * Standard approval compliance including, privacy impact, security review, research ethics approvals, where relevant. | |
| **Processes** | |
| 1. Our IT specialist will conduct an impact assessment to identify the potential benefits and risks associated with each AI tool being considered for the use by our organisation. This involves a full assessment of risk and mitigations, including privacy risks. Consideration is given to whether the use of a particular generative AI tool is necessary and proportionate given the potential risks and any alternative approaches available. 2. Only AI tools that allow for the correction of information supplied will be approved. 3. We maintain a schedule of approved AI tools. 4. We only allow the use of AI tools on the approved schedule. II tools that are not included on the schedule must not be used in our organisation. 5. The approved AI schedule will be reviewed and updated periodically. 6. All AI generated content must be reviewed thoroughly by the person creating the content prior to it being finalized, acted upon and/or distributed. Human review and checking must always be the final step in the content creation process, including cultural review where relevant. 7. Individuals using AI remain fully responsible and accountable for the outputs generated from AI use. 8. AI must not be used to gather and collate personal data. 9. We do not allow AI to be used to automate processes relating to individuals’ service access, delivery and exit processes. For example:  * referral information and triage of referrals * assessments for suitability to engage with our service * needs and safety/risk assessments and plans * interventions and support * service delivery reviews * discharge and transfer plans   Any information that relates to individuals service delivery.   1. This applies to our human resource records/information as well. We cannot use AI to automate processes relating to individuals’ recruitment and all employment/contract related processes. 2. Only the minimum amount of information needed to achieve the required outcomes are allowed to be input into an AI tool. 3. No personal information or information that can lead to personal identification (for example: names, addresses, dates of birth, phone numbers, any kind of identification numbers and/or letters, car number plates, driving license numbers, IRD numbers, NHI, bank account numbers). 4. We do not allow AI to be used to automate processes relating to our organisation that cannot be publicly accessed. 5. No information identified as confidential is to be entered into an AI tool. 6. No content covered by our organization’s copyright is to be copied into an AI tool. 7. AI generated outputs must not be represented as an individual’s own original work. 8. Where the content of a report or presentation is substantially AI generated, the following disclaimer must be included:   *‘AI was used to assist in the preparation of this report/presentation. All content has been subject to human review and reflects the expertise and judgement of the writer.’*   1. Acknowledgement of copyright and any references. | |

|  |
| --- |
| **Failure to comply** |
| Failure to comply with this policy may be considered:   * A breach of the employment contract, the Staff Code of Conduct, breach of contract, breach of Board members Code of Conduct, breach of professional standard, and/or breach of privacy or other legislation. * In such situations the relevant leadership group will develop and agree on a response. |