

## Client Consent & AI (Artificial Intelligence) Transparency Policy

### Why We Have This Document



This document is here to make sure you know when we use Artificial Intelligence (AI) in our services. You have the right to say YES or NO to AI where possible.

We follow Australian laws, including:

- **Privacy Act 1988** – Protects your personal information.
- **NDIS Act 2013** – Protects your rights, choice, and control.
- **AI Ethics Principles** – Makes sure AI is fair, clear, and responsible.

We want to build trust, be honest, and help you make informed choices about AI.

### Who This Document Applies To



This document applies to:

- All service users and providers involved in our services where AI tools are utilised during service delivery.

We will update this document as AI technology and its uses changes.

### When AI is Used in Our Services



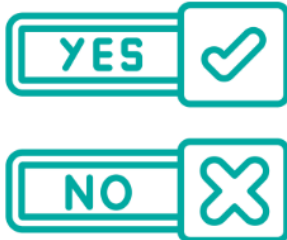
We will notify you about the use of AI at the start of our service.

2b Inclusive will:

- Explain AI clearly in simple language.
- Make sure AI does not replace human decisions.
- Incorporate AI details and consent in our service agreement and develop policies that are shared at the commencement of services.

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### Saying Yes or No to AI



You have the right to choose if AI is used in your services. Staff must:

1. Explain how AI works (e.g., help with editing paragraphs).
2. Get your written consent via service agreement.
3. Give you the option to say NO to AI and ask for human support where feasible.
4. Keep a record of your choice.

### Being Honest About AI



To be open and fair, we will:

- Tell you when AI is being used in messages, emails or editing.
- Check AI content before sharing it with you.
- Review AI regularly to make sure it is fair and correct.
- Listen to your feedback and fix any problems.
- Make sure AI follows the law and best practices.
- Respect your choice about AI.
- Stay updated with new AI technology.
- Train 2b Inclusive staff regularly to make sure they are familiar with AI policies and procedures.

### What To Do If You Have Concerns



You have the right to:

- Change your mind and say NO to AI at any time.
- Make a complaint if AI is used unfairly or without your permission.

If you have concerns, talk to the 2b Inclusive Management and Operations Team. We will:

- Look into your concern quickly.
- Fix the problem if needed.
- Provide you with a simple and clear summary of the outcome.