



AI ADOPTION IN AGED CARE WORKGROUP

AI Guidelines in Aged Care

What's new in the updated edition — and how to put it to work

George Gouzounis

Aged Care Sector Support Coordinator · [Multicultural Communities Council of SA](#)
Coordinator, [AI Adoption in Aged Care](#) Workgroup · Chief Editor, [Age Friendly Futures](#)

Webinar · 16 June 2026



TODAY

What we'll cover

1

The Guidelines, and how they fit with a policy

The plain-English document, and where it sits in your organisation.

2

What's changed in the update — and why

A new operational layer, a refresh for current law, and a clearer boundary.

3

How providers are using them in practice

Common patterns across CHSP and other aged care services.

4

Practical steps to adopt or refresh

Four steps, whether you're starting fresh or updating an existing version.

What the Guidelines are

- **Plain-English.** A short guide for staff using everyday AI tools like ChatGPT, Claude, or Gemini.
- **Principle-based.** Four guidelines: self-awareness, GenAI literacy, inclusion, individual responsibility.
- **Now operational too.** The update adds practical ground rules for day-to-day use.
- **A template.**

Inside the document

- Definitions
- Introduction and scope
- Guiding principles
- Four guidelines (employee + management actions)
- AI Ground Rules: Quick Reference (new)
- Data privacy

CONTEXT

Where the Guidelines sit

TIER 1

Generic tools

Staff use public AI tools alongside their existing systems.

The Guidelines live here.

TIER 2

Custom AI in your system

AI built into your software, or an assistant trained on your own content.

TIER 3

Integrated suite

AI across the whole organisation — predictions, gaps, anomalies.

These Guidelines are a Tier 1 document. Tiers 2 and 3 belong with your AI policy and toolkit.

Guidelines and policy work together

THE GUIDELINES

- Plain-English, for the individual
- The everyday “what do I do”
- Principles plus practical ground rules
- Easy to hand to staff

AN AI POLICY

- Formal governance
- Scope, responsibilities, review cycle
- Covers Tiers 1/2/3
- Aligns with Privacy, Data, ICT, Risk

The tailored Guidelines are often the starting point for the policy.



THE UPDATE

What's changed, and why

Three things: a new operational layer, a refresh for current law, and a clearer boundary.

A new operational layer: AI Ground Rules

1 Which tools are approved — and your default

2 What must never go into a public AI tool

3 When AI can draft — and when a person must check before it goes out

4 Who to ask when in doubt

A CLEAR BOUNDARY

This document covers **tools a staff member chooses to use**. AI built into your own systems is governed by your policy and that system's controls — not this document.

Brought up to date with the current landscape

■ Guidance for AI Adoption

Replaced the Voluntary AI Safety Standard.

Oct 2025

■ Strengthened Quality Standards

Now in force; the mapping from the original guidelines still holds.

1 Nov 2025

■ New Aged Care Act 2024

Now referenced in the document.

1 Nov 2025

■ Automated decision-making

New privacy transparency rules; mainly a policy matter.

from 10 Dec 2026

How providers are using the Guidelines

- **A staff handout.** Used at induction so new staff know the rules from day one.
- **A workshop anchor.** The shared reference in a team session on AI use.
- **The basis for a policy.** Adapted into a formal policy aligned with existing frameworks.
- **Tailored to the service.** Adjusted for home support, residential or community contexts.
- **A privacy line.** Used to set the clear “never paste this” rule for staff.

Most start small — one team, one workshop — then formalise. The value is moving from informal use to managed use.

Four steps to adopt or refresh



The same four steps whether you're adopting for the first time or refreshing an existing version.

STEP 1

Tailor the Guidelines



1

- **Start from the editable template.**
- **Read each section.** Adjust it to your services and systems.
- **Fill the Quick Reference.** Approved tools, never-paste list, who to ask.
- **Delete the red prompts** as you complete each part.

STEP 2

Workshop with staff

A large red square with rounded corners, containing a large white number '2' in the center.

- Run a short team session.
- Talk through the risks and the benefits.
- Use the Guidelines as the shared reference.
- Capture questions, concerns, suggestions.

Builds understanding, buy-in and shared accountability.

STEP 3

Turn the Guidelines into policy

A large red square with rounded corners, containing a white number '3' in the center.

- **Adapt into a formal policy** using your standard template.
- **Align with Privacy, Data, ICT and Risk.**
- **Include scope, responsibilities, review cycle.**
- **AI can help draft.** Give it your guidelines plus an existing policy to match.

STEP 4

Monitor and evaluate



- **Assign someone to oversee it.**
- **Set a review date.** Every 6 to 12 months.
- **Gather staff feedback on AI use.**
- **Update** as needs and tools change.

Tools move quickly — set a regular review date.

THANK YOU

Questions — and where to start

If you do one thing: run a short staff workshop around the template.

GET THE GUIDELINES

The editable template, plus this implementation guide.

