

Our Approach to using Generative Artificial Intelligence (GenAI)

Relationships Australia Tasmania (RA Tas) is committed to using technology in ways that responsibly enhance, not replace, our compassionate, person-centred approach to supporting individuals, families and communities.

As part of our ongoing innovation and continuous improvement, we are beginning to explore the use of Generative Artificial Intelligence (GenAI) tools in selected areas of our work. These tools may help us streamline administrative tasks, improve access to information and support service delivery behind the scenes. This means our team can focus on what matters most, positive outcomes and support for our clients

We want to be clear and open about what this means for you.

Your privacy is our priority

We do not use GenAI to make decisions about people, and we never share or use your personal information without your knowledge and consent. All GenAI tools used at RA Tas comply with the Privacy Act 1988 (Cth), the Australian Privacy Principles and our strict confidentiality policies. Your data is securely stored and managed within Australia to ensure your privacy is protected.

GenAI will not replace human connection

We believe in the power of connection and respectful relationships. GenAI is a tool to support our work, never a replacement for the human care, empathy, and connection that define our services. Any use of GenAI is carefully assessed to ensure it supports our staff to deliver better services and improves efficiency behind the scenes.

You will be informed

If we use AI tools like chatbots, session transcripts, or tools that help us review and understand client feedback, we'll always let you know and ask for your permission first. We are committed to transparency in how we use technology.

Your voice matters

If you have questions, concerns or ideas about the use of GenAI at RA Tas, we welcome your feedback. We are continually and carefully learning and improving, and your voice helps guide our ethical approach and ensures our technology use aligns with community values.

Our commitment

When used responsibly, GenAI can help us strengthen our services and reach more people in need. We recognise that, like all technologies, GenAI has limitations and may occasionally produce errors. That is why we invest in staff education and provide opportunities for hands-on learning, ensuring our teams are well prepared to identify and manage risks and apply these tools safely and effectively. At the same time, we remain deeply committed to upholding the privacy, empathy, safety and trust that are at the heart of everything we do at RA Tas. By embracing thoughtful and careful innovation, we continue working towards our vision of a connected and respectful Tasmania, where every person feels supported and valued.

