



JOANNA HENDERSON
Clinical Psychologist

AI POLICY: USE OF ARTIFICIAL INTELLIGENCE

PRACTICE (“the Practice”, “we”, “our”):

Name: Joanna Henderson Clinical Psychologist

Practice entity: Joanna Henderson as trustee for the Henderson Trust

ABN: 87 285 092 848

Practice address: 131 Wickham Terrace, Spring Hill, Brisbane, Qld, 4000

For the purposes of this policy, references to “we”, “us”, “our” or “the Practice” include the trustee of the Trust and any of its employees, contractors or agents acting within the scope of their role.

PRACTITIONER (“the Practitioner”)

Name: Joanna Henderson

Title: Clinical Psychologist

Registration: AHPRA Registration Number PSY0002012556

For the purposes of this policy, references to the “Practitioner” indicate Joanna Henderson.

CLIENT (“You” or “the client”)

For the purposes of this policy, references to “You” or “the client” refer to the client of the practice.

PURPOSE OF THIS POLICY

This document is the internal AI use statement referred to in the Client Agreement. We are committed to using artificial intelligence (AI) tools, where appropriate, to support and improve client care in a way that is legal, ethical, responsible and client centred. The purpose of this policy is to set out clear principles and guidelines for the use of AI tools by the Practice so that their use is safe, transparent, and aligned with our professional obligations as a psychology service. We take the privacy and confidentiality of client information very seriously. Our Privacy Policy explains how we collect, store and use personal and sensitive information. This AI Policy sits alongside, and operates together with, our Privacy Policy and Client Agreement.

This AI Policy covers:

- The values and principles guiding our use of AI
- How and when AI tools may be used in the Practice
- How client data is protected when AI tools are used
- The specific AI tools we currently use and what they do

DEFINITIONS

In this Policy:

- “Artificial intelligence (AI)” means computer systems or software that perform tasks that usually require human intelligence, such as recognising patterns, summarising information, or generating text.
- “AI tool” means any software or service that uses AI to perform tasks, for example creating summaries, drafting text, or analysing data.
- “Large language model (LLM)” means an AI model designed to understand and generate human language (for example, tools that can summarise or draft text based on written or spoken input).
- “Generative AI” means AI that can create new content such as text, images, audio or video based on the information it is given.
- “Client information” includes any personal, sensitive or health information about a client, as defined in our Privacy Policy and the *Privacy Act 1988 (Cth)*.

VALUES AND ETHICS GUIDING OUR USE OF AI

We believe that, when used carefully and with appropriate safeguards, AI can support the delivery of psychological services and improve client outcomes (for example, by assisting with documentation so more time and attention can be given to the therapeutic relationship).

Human-delivered care will never be replaced by AI in this Practice. AI tools are used only as assistive tools to support clinical work and administration, and not as a substitute for a registered health practitioner. Client health, safety and wellbeing are the primary focus of any decision to adopt or continue using an AI tool. We will only use AI tools where their use is reasonably expected to benefit client care or support safe and efficient practice. Our use of AI is client centred. AI tools will be used, where appropriate, to support assessment, treatment and administration in a way that benefits clients and does not undermine the therapeutic relationship. AI tools must never compromise clinical independence or professional judgement. All clinical decisions remain the responsibility of the treating psychologist.

The Practitioner remains ultimately responsible for decisions and communications related to client care and will have meaningful involvement at all stages of the client’s journey. All AI use must respect client autonomy and informed decision-making. Clients have the right to understand how AI is used in their care and to accept or decline the use of specific AI tools that directly involve their information, as outlined in the Client Agreement.

We are committed to transparency and accountability in our use of AI. We aim to be clear with clients, other professionals and the wider community about where AI is used, why it is used, and how client information is protected.

We are committed to ensuring that the use of AI does not increase health inequities or lead to unfair treatment of individuals or groups. Clients have the right to opt out of AI-



assisted note-taking and other AI tools that directly involve their identifiable data, subject to any legal or clinical limitations. If a client opts out, we use traditional note-taking methods, as already stated in the Client Agreement.

AI tools will only be adopted after careful review of their privacy, security, safety and clinical usefulness, and they will be regularly reviewed to ensure they continue to meet legal, ethical and professional standards. AI tools will not be used to make final decisions about client care. Final decisions will never be made by AI or by a non-clinical person using AI.

Non-clinical (administrative) tasks may use AI only where no client identifying information is involved or where information is fully de-identified and consistent with our Privacy Policy. Administrative staff will not use AI in a way that makes or overrides clinical decisions. We will not input identifiable client information into public, consumer AI tools (for example, general internet “chatbots”) unless:

- It is clinically necessary and clearly in the client’s interests;
- The information has been de-identified as far as reasonably possible; and
- The client has been informed and has given explicit consent.

USE OF CLIENT DATA AND INFORMATION WITH AI TOOLS

As outlined in our Privacy Policy and Client Agreement, the Practice collects and stores client information to provide psychological services and manage the Practice. When AI tools are used, we will always apply the same privacy and confidentiality standards that apply to all other aspects of client records.

We will only adopt and use AI tools after reviewing:

- How the tool handles, stores, encrypts and deletes data
- Where data is stored (for example, within Australia or overseas)
- How the tool complies with relevant privacy legislation and professional standards

We will periodically review our AI tools to check for any material changes in how client data is handled and will adjust our use of tools or cease using them if we are not satisfied that privacy, security and safety requirements are being met. Client personal and sensitive information will not be disclosed to or processed by an AI tool without a clear clinical or administrative purpose and, where applicable, without the client’s informed consent, as described in the Client Agreement.

When we use AI tools directly with client information, their use will be limited to tasks that support the provision of health services, such as clinical note drafting, letter drafting or summarising information, and not for marketing, advertising or unrelated profiling. AI-generated outputs (for example, draft notes or letters) will always be reviewed, edited and approved by the psychologist before being added to the clinical file or shared with anyone.

Wherever possible, we aim to use AI tools that:

- Do not use client data to train or improve public, consumer-facing AI models;
 - Store data on secure servers with strong encryption; and
 - Allow for deletion of data in line with our retention and destruction obligations.
- When AI is used for supervision or case discussion, only de-identified information is used so that clients cannot be reasonably identified.

INFORMED CONSENT AND CLIENT CHOICE

Where AI tools directly involve a client's session content or identifiable information (for example, audio of a session being processed to produce a summary), we will:

- Explain in plain language how the AI tool works, what it will be used for, and how data is protected;
- Confirm that the clinician remains responsible for all clinical decisions; and
- Give the client an opportunity to ask questions.

For those tools, AI will only be used where a client has provided informed consent (usually in writing, as part of the Client Agreement and/or a specific consent clause related to that tool, such as the NovoNote section). Clients may withdraw consent to the use of an AI tool involving their information at any time, by letting the psychologist know. This may mean that some administrative or documentation tasks take longer, but services can still be provided using traditional methods.

In emergencies or where there is a significant risk to life, health or safety, we will not rely on AI tools. Clinical decisions in such situations will be made directly by the treating practitioner, using their professional judgement.

CHANGES TO THIS AI POLICY

This AI Policy may be updated from time to time to reflect changes in:

- Law or professional guidelines;
- Technology or AI tools used by the Practice;
- Our internal procedures and risk management processes.

The most current version of this Policy will be available:

- On our website (www.jhpsych.com.au), and/or
- In hardcopy or electronic form upon request, and/or
- Within our Client Agreement / practice information documents.

Material changes to this Policy that significantly affect how client information is used with AI tools will be communicated to clients as appropriate (for example, via website updates, email, or at appointments).

CURRENT AI TOOLS USED BY THE PRACTICE

The Practice will maintain a list of AI tools in regular clinical use. If a clinician wishes to use an additional AI tool that directly involves client information, it is their responsibility to:

- Ensure the tool is consistent with this AI Policy and our Privacy Policy;
- Obtain appropriate informed consent from the client; and

- Provide adequate information to the client about how the tool works and how their information will be used.

As at the date of this Policy, the Practice uses the following AI tool in clinical work:

NOVONOTE AI SCRIBE (NOVONOTE) VIA NOVOPSYCH

What NovoNote does:

- NovoNote is an AI-assisted “scribe” tool, accessed via NovoPsych, designed to help the psychologist turn consultation content into structured, concise clinical summaries and draft documentation (for example, session notes or letter drafts).
- When NovoNote is used, the audio of a session is securely encrypted and streamed to NovoNote for the purpose of generating written notes and summaries.

Why NovoNote has been adopted:

NovoNote is used to help the psychologist:

- Spend more time focused on the client in session and less time handwriting or typing notes during the appointment;
- Produce clear, timely and comprehensive documentation; and
- Reduce administrative burden (for example, drafting letters or reports), allowing more time and energy to go into therapeutic work and client care.

What NovoNote is used for:

In this Practice, NovoNote may be used to:

- Generate draft session notes and summaries based on audio or notes from the consultation;
- Assist with drafting letters or reports (for example, to GPs or other providers); and
- Summarise non-clinical meetings (for example, supervision or case discussions), using de-identified information only where client material is discussed.

What NovoNote is *not* used for:

NovoNote is not used to:

- Make diagnostic decisions or treatment decisions;
- Replace clinical judgement;
- Automatically send letters or reports without clinician review.

All outputs created with NovoNote are reviewed and edited by the psychologist, who remains fully responsible for the final content. This is consistent with the NovoNote consent wording in the Client Agreement.

CONSENT AND CLIENT CHOICE:

NovoNote is only used with session audio or content where:

- Its use, purpose and data handling have been described in the Client Agreement and discussed as needed; and

- The client has provided informed consent (for example, by agreeing to the relevant NovoNote section in the Client Agreement).

Clients may request that NovoNote not be used for their sessions. In that case, the psychologist will complete notes and documentation using traditional methods (for example, written or typed notes directly into the practice management system), as described in the Client Agreement.

ACCOUNTABILITY AND RECORD-KEEPING

The psychologist is responsible for:

- Reviewing the NovoNote output for accuracy, completeness and appropriateness;
- Editing or deleting any content that is not clinically relevant or accurate;
- Saving the final version of the note or document into the Practice's secure client record system (for example, Zanda Health) within a reasonable time after the session;
- Ensuring that the version stored in the client file reflects the psychologist's professional judgement, not NovoNote's initial output.

This mirrors the consent provisions in the Client Agreement, which state that the Practitioner will review, edit and approve each note, and remains fully responsible for clinical judgements and decisions.

DATA HANDLING, STORAGE AND DELETION

In line with the Client Agreement:

- When NovoNote is used, the audio stream of your consultation may include sensitive health information.
- The audio is processed to generate written text and then discarded; NovoNote does not retain a permanent audio recording of sessions.
- Only text-based information (transcripts and notes) is stored.
- Text-based transcripts are stored only for as long as reasonably necessary for the psychologist to finalise and save the clinical note or summary in your client file, after which they are deleted in accordance with the provider's security settings.
- Data processed by NovoNote is stored on secure, encrypted servers located in Australia, according to information provided by NovoPsych.
- NovoPsych states that client data are not used to train general or public AI models, and that robust privacy, encryption and security safeguards are in place.
- Clients are given the opportunity to review NovoNote's privacy and security information (for example, the NovoPsych privacy documentation the Client Agreement refers to) and ask questions about how this tool is used.

We will review NovoNote's privacy and security information periodically. If there are any material changes that affect client privacy or safety, we will reassess its use.



AHPRA AND NATIONAL BOARD GUIDANCE

The Practice follows AHPRA and National Board guidance on the safe and responsible use of AI, as stated in the Client Agreement. NovoNote is used only as an administrative and documentation aid; it does not make clinical decisions or replace the professional judgement of the practitioner.

COMPLAINTS OR CONCERNS ABOUT AI USE

If you have any questions, concerns or complaints about how AI tools are used in this Practice, you are encouraged to raise them with us.

You can contact us by:

Email: admin@jhpsych.com.au

Business mobile (SMS): 0435 013 760

We take concerns seriously and will respond within a reasonable time to:

- Clarify how AI is being used;
- Address any misunderstandings or concerns; and
- Review and, where appropriate, adjust our use of AI tools.

If you feel your concern has not been adequately addressed by the Practice, you may choose to contact external bodies such as the Office of the Australian Information Commissioner (for privacy concerns) or AHPRA / Psychology Board of Australia (for professional or ethical concerns).

QUESTIONS ABOUT THIS POLICY

If you are unsure about how this policy applies to you, or if you would like to discuss your situation, please contact:

- **Email:** admin@jhpsych.com.au
- **Business mobile (SMS):** 0435 013 760

We appreciate your understanding and cooperation. This policy helps us provide a reliable and sustainable service for you and for all clients of the practice.