

TERMS OF BUSINESS · POLICIES

AI & Media Policy

How we use artificial intelligence, photos, video and audio at Sea S.A.L.T. Kids, and how we protect your child's privacy, dignity and choices.

Version **1.1.2026** · Effective **10 November 2026** · Next review **October 2027**

People decide, not AI

Your child's speech pathologist makes every clinical decision and checks everything we write.

Your choice on media

Photos, video and recordings are only used if you say yes. Saying no never changes your child's services.

Social media only with your consent

We only share a photo or video of your child if you give written and verbal consent to that specific photo or video first.

Private and secure

We use only approved, secure business tools, and we never let them train AI on your child's information.

ABOUT THIS POLICY

Where this policy fits

This policy applies to everyone who uses Sea S.A.L.T. Speech Pathology (trading as Sea S.A.L.T. Kids) services, including private clients, NDIS self-managed and plan-managed participants, Medicare (GP referral) clients, and organisations such as schools, early learning centres and providers who engage us. It covers our clinics in Maroubra and Woonona, home, preschool, day care and school visits, and telehealth.

It forms part of our Master Terms & Conditions of Business, which refer to it. The version published on this page is the current version.

What you agree to, and what is your choice

Our use of AI, as set out in this policy, is part of our Master Terms. Photos, video, recordings, family feedback and social media need your separate written consent, and you can say yes or no to each.

PART A

How we use artificial intelligence (AI)

Like many health services, we use some AI tools to reduce paperwork, so our speech pathologists can spend more of their time with children and families. AI is a tool that helps us. It does not replace your child's speech pathologist, and it never changes who is responsible for your child's care.

What we may use AI for

- Drafting session notes, reports and letters from what your child's speech pathologist observed and recorded.
- Writing general resources, newsletters, website content and social media posts that contain no client information.
- Brainstorming play-based therapy ideas and activities.
- Admin tasks, such as tidying up the wording of emails and documents.
- The AI scribe in Halaxy (our clinical records system). Usually your clinician speaks a summary into it after the session to draft the note. Occasionally it may be used during a session, as explained below.

What we never use AI for

- Deciding a diagnosis, eligibility (including Medicare M10 or NDIS), funding recommendations, or risk and child safety matters.
- Scoring or interpreting standardised assessments in place of your clinician.
- Chatting with you or your child about clinical matters.
- Creating fake reviews or testimonials, or images that could be mistaken for real clients.
- Putting your child's information into free or personal AI accounts.

A qualified person checks everything

Every AI-assisted note, report or letter is reviewed, corrected and approved by your child's speech pathologist before it is saved, signed or sent. They check that it is accurate, that it reflects their own clinical judgement, and that it uses respectful, strengths-based and neurodiversity-affirming language. Records that AI helped draft are labelled as AI-assisted in your child's file, together with the name of the clinician who checked them.

Being open with you

- We will explain which tools we use, what they do, their benefits and limits, and how your information is protected, before you sign our Terms.
- Our use of AI is part of our Master Terms, which you read and accept before services begin. If you have any questions or concerns about how we use AI, please talk to us.
- Most of the time we do not use AI during sessions. Occasionally, such as for telehealth or a complex assessment, your clinician may ask to use the AI scribe during a session. We only do this if everyone present gives express verbal consent at the start of that session. We stop if anyone, including your child, is uncomfortable, and we note your consent in your child's record.
- You can change your mind at any time by telling your clinician or emailing us. Saying no will never affect your child's access to our services.
- We review this with you at least once a year, at NDIS plan reviews, and whenever a tool changes.

How we protect your information

- We only use secure business AI tools that our Director has assessed and approved. Approved tools must not use your information to train their AI.
- Our policy is that identifying details (such as names, dates of birth, NDIS or Medicare numbers, addresses or schools) are not entered into general AI tools, and only de-identified information is used. The exception is the AI scribe built into Halaxy, where information stays within your child's secure record. If identifying information is ever entered into an AI tool by mistake, we treat it as a privacy incident, act quickly to contain it, and let you know if it affects your child.
- Information is stored in Australia wherever possible. If a tool stores information overseas, we will tell you before asking for your consent.
- Halaxy's AI Scribe does not record or store audio. Only the written transcript and AI-drafted note are saved, with the clinical note they relate to, in Halaxy's secure Australian data centres. Halaxy does not use client data to train its AI. Your child's clinical record is kept securely for the period required by law (in NSW, 7 years after the last service or until your child turns 25, whichever is later).

Fair, honest and accountable

- **Billing:** we only charge for the time our clinicians spent, including the time they spend checking and correcting AI drafts. Time saved by AI is never billed.

- **Bias:** AI can misunderstand dialects (including Aboriginal English), multilingual children and AAC users. Our clinicians check for and correct this.
- **Apps and tools for your child:** if we suggest an AI-based app or tool for your child to use, we will tell you what the evidence says about it. Research into AI in speech pathology is still developing.
- **Automated decisions:** we do not use AI or any computer program to make decisions about you or your child.

PART B

Photos, video and audio

Photos, video and audio can be helpful parts of speech pathology care. We treat them as part of your child's health information, and we protect your child's privacy and dignity first.

Recordings for your child's care

With your consent, your clinician may take short audio or video recordings, or photos, to support assessment and therapy. Examples include a speech or language sample, a mealtime or feeding video, AAC use, or a photo of a work sample.

- We record only on a practice-owned device, such as our work phone. It is passcode-protected and does not back up to anyone's personal cloud account. We never use staff members' personal phones or accounts.
- Recordings may be shared with you securely to support home practice and are deleted from the device once they are no longer needed.
- Your clinician writes the clinical observations from a recording into your child's record.
- Recordings used for assessment, or to make feeding and swallowing decisions, are saved to your child's secure clinical record.
- Recordings are used only for your child's care. We share them with other professionals (for example your GP, OT or school) only with your permission.
- With your separate written consent only, we may use de-identified recordings for clinical supervision or student training.
- If we ask you to film your child at home, please send it to us through the secure method your clinician gives you, not through social media messages.

Telehealth

We do not record telehealth sessions. If your clinician would like to use the AI scribe during a telehealth session, they will ask for your express verbal consent at the start; no audio is kept, only the written transcript. Please ask us before you record a session yourself.

When families record sessions

We understand that a short video can help you practise strategies at home. Please ask your clinician before you record. Recordings are for your family's private use. Please do not post or share photos, video or audio of our staff, or of other children or families, online or on social media without their written consent.

Our marketing and social media

What you will see from us

- Our team (with their consent), our therapy rooms, toys and resources.
- Stock photos and illustrations. Any children shown in them are not our clients.
- Family feedback, only with written permission, without identifying details, and never edited to change its meaning.
- Photos or videos of a client, only where the family has given written and verbal consent to that specific photo or video.

What you will never see

- Any photo, video or audio of a client posted without that specific consent.
- Names, school uniforms, school or centre names, or location tags.
- Diagnoses, clinical details or stories that could identify a child or family.
- AI-generated or paid reviews or testimonials or claims that results are guaranteed.

How we ask before using a photo or video

- 1 You tell us if you're open to being asked.** In Part C of our Master Terms you can answer Y or N to being asked about social media. Saying yes is not consent to any post.
- 2 We show you the exact photo or video.** We tell you where it will be used (for example Instagram, Facebook or our website) and the caption we plan to use.
- 3 You give written and verbal consent to that item.** We need both before anything is posted, and we record your consent in your child's file. Each photo or video needs its own consent.
- 4 Your child has a say too.** If your child is old enough to understand, we ask them as well. If they seem unhappy about it, we won't use it.
- 5 You can change your mind at any time.** Tell your clinician or email governance@seasaltsspeechpathology.com and we will remove the post from our accounts as soon as possible, within 2 business days. We cannot control copies or shares that others may already have made.
- 6 It is always optional.** Saying no never affects your child's services, and we never offer payment or discounts for consent.

Online reviews, comments and messages

- To protect your privacy, we will never confirm that someone is our client or discuss their care in a public reply, including in reviews and comments.
- We do not give clinical advice through comments or social media messages. Please contact us by email or phone instead.
- We may hide comments that share a child's personal information, to keep them safe.

Schools, preschools and early learning centres

When we visit a school or centre, we follow its photography and privacy rules. We never photograph or record other children. Work samples are photographed without names, for your child's clinical record only.

PART C

Your rights and how to raise a concern

- **Access and correction:** you can request a copy of your child's records, including any recordings we hold, or ask us to correct them, in writing. We will respond within 30 days; a reasonable fee may apply.
- **Withdraw consent:** you can withdraw consent for recordings, photos, social media use or the use of family feedback at any time, and we will stop using them from that point. You can also ask us not to use the AI scribe during a session at any time.

- **Questions or concerns:** email governance@seasaltsspeechpathology.com. In line with our Complaints & Feedback Process, we will acknowledge your concern within 3 business days and give you a written response within 14 business days. For questions about your child's therapy, email info@seasaltsspeechpathology.com.

If you are not satisfied with our response, you can contact:

Organisation	For	Contact
NDIS Quality and Safeguards Commission	NDIS participants	1800 035 544 · ndiscommission.gov.au
Office of the Australian Information Commissioner (OAIC)	Privacy complaints	oaic.gov.au
NSW Information and Privacy Commission	Health privacy in NSW	ipc.nsw.gov.au
Health Care Complaints Commission (NSW)	Health service complaints	hccc.nsw.gov.au
Speech Pathology Australia	Professional conduct of our speech pathologists	speechpathologyaustralia.org.au

Standards we follow

This policy is guided by the Speech Pathology Australia Code of Ethics, Professional Standards and Position Statement on AI in Speech Pathology; the NDIS Code of Conduct; the NSW Code of Conduct for unregistered health practitioners; the Privacy Act 1988 (Cth) and Australian Privacy Principles; the Health Records and Information Privacy Act 2002 (NSW); the Australian Commission on Safety and Quality in Health Care's AI Clinical Use Guide; the NSW Child Safe Standards; and the Surveillance Devices Act 2007 (NSW). Our internal AI Ethical Use & Guardrails Policy sets out the detailed rules our team follows. This policy should be read together with our Privacy Policy, Child Safety Statement and Complaints & Feedback Process in our Policies & Practice Standards.

CHANGES

Changes to this policy

We review this policy at least once a year, and when the law, professional standards or our tools change. If we make a change that affects you, we will email current families at least 14 days before it takes effect. A change to this policy will never expand how we use your child's information without asking for your consent again. If you do not agree with a change, please talk to us; you can end services without cancellation fees for future appointments.

Version	Date	Summary
1.0.2026	22 October 2026	First published.
1.1.2026	10 November 2026	Rebranded. AI use accepted as part of the Master Terms; in-session scribe only with verbal consent. Consent-based social media. Media handling and records-access updates.

Sea S.A.L.T. Speech Pathology trading as Sea S.A.L.T. Kids · ABN 48 665 343 011. *We acknowledge the Traditional Owners and Custodians of the land on which we come together to play, learn and grow, and pay our respects to Elders past, present and emerging.*