THE MULTICULTURAL PROFESSIONAL NETWORK

IMPACTSPHERE

Ethical Artificial Intelligence (AI) Policy

Version - 1.0

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Contents

1 Introduction

Artificial Intelligence (AI) Policy encompasses the principles, guidelines, and best practices that The Multicultural Professional Network has established to govern the ethical development, deployment, and management of AI technologies. As AI continues to evolve and integrate into various aspects of our operations, this policy aims to ensure that AI systems are used responsibly and transparently, enhancing trust among stakeholders. The purpose of this policy is to provide a comprehensive framework that will:

- Promote ethical and fair use of AI technologies.
- Ensure transparency and accountability in AI decision-making processes.
- Safeguard the privacy and security of data processed by AI systems.
- Mitigate risks associated with usage of AI while harnessing its benefits.
- Encourage innovation in AI that aligns with The Multicultural Professional Network's values and mission

By adhering to this policy, The Multicultural Professional Network seeks to leverage AI technologies to enhance operational efficiency, improve customer experiences, and drive organisational growth in a manner that is ethical, secure, and respectful of individual rights.

2 Who this Policy applies to

This policy applies to all employees, volunteers, board members, contractors, partners, temporary employees, consultants, and authorised agents of The Multicultural Professional Network who leverage AI in their day-to-day business activities. This includes the development, deployment, management, and use of AI systems.

3 Guiding Principles

3.1 Ethical Use

- Follow ethical guidelines that reflect our community's priorities and core values[1] (i.e., fairness and non-discrimination, respect for privacy, inclusiveness and sustainability).
- Review AI outputs for biases. AI systems are only as good as the data they are trained on. AI can perpetuate biases present in generated data sets, leading to unfair outcomes, especially against underrepresented groups.
- Before adopting AI, ensure AI will only be used in human-centred ways. This should explain that our team will oversee technology and make final decisions on its use, ensuring it does not create or worsen biases.

3.2 Data Protection

- Ensure that non-public information (i.e. confidential or private) is not shared with public AI models (i.e. ChatGPT or Otter.ai) or features that these services offer.

- Regularly monitor AI systems to ensure compliance with data protection laws and sector standards. Handling large volumes of personal data requires stringent measures to safeguard the privacy and security of individuals, particularly stakeholders.
- Ensure that data is stored and processed in accordance with the organisation's data protection policies and legal requirements, as well as the Data Sharing Agreements covered in The Australian Privacy Principles and The Privacy Act 1988 which are the relevant laws covering Data Sharing Agreements.

3.3 Transparency

- Clearly communicate how AI systems are used and the decisions they assist with to all stakeholders.
- Ensure that AI-generated content is fact-checked and verified before dissemination. Many AI systems lack clarity in how their decision-making processes occur, posing challenges for accountability in critical NGO operations.

3.4 Accountability

- Define who is accountable for AI-related decisions and ensure they understand the legal implications.
- Create a guideline for ethical decision-making that includes human oversight and ethical consideration.
- Regularly assess the impact of AI on our team and external stakeholders, and adjust policies as needed.

3.5 Education and Training

- Offer training sessions to ensure all team members understand how to use AI tools responsibly and ethically.
- Develop a shared playbook with best practices, including how to craft prompts and fact-check AI responses.
- Prompt awareness about the benefits and challenges of AI through educational initiatives.

4 Team Guidelines for Responsible AI Use

4.1 Understand AI Capabilities and Limitations: Know what AI can and cannot do. Use AI for its intended tasks and avoid over-reliance on AI without human oversight.

4.2 Data Privacy and Security: Ensure data inputted into AI is anonymised and secure. Follow data security policies.

4.3 Ethical Considerations: Be aware of potential biases in AI responses and use AI in ways that align with our ethical standards.

4.4 Review and Validate AI Outputs: Always check AI-generated outputs for accuracy and relevance before using them.

4.5 Report Issues: Report any AI-related concerns promptly to management or the IT team. Participate in training sessions to stay updated on best practices.

5 Management Guidelines for Building a Positive AI Culture

5.1 Create a Supportive Environment: Encourage team members to explore AI applications with the necessary support and resources. AI solutions should be accessible and inclusive, catering to diverse populations, including those with disabilities or limited technology literacy.

5.2 Address anxiety and fears: Have open and honest conversations about the use of technology and ensure its use is aligned to The Multicultural Professional Network and is human-centred.

5.3 Establish Clear Policies and Procedures: Develop and communicate clear AI use policies, including ethical guidelines and data protection measures.

5.4 Provide Training and Resources: Offer regular training on ethical AI use and provide covering fairness, accountability, transparency, and privacy, using real-world case studies to illustrate successes and challenges, and maintain a repository of these examples for ongoing reference.

5.5 Monitor and Evaluate AI Use: Implement mechanisms to monitor AI use and collect employee feedback to improve policies.

5.6 Promote Transparency and Accountability: Ensure AI operations are transparent and assign clear roles and responsibilities.

5.7 Safeguard Data: Implement robust data security measures and regularly audit data practices. Train team members on data security best practices.

5.8 Use cases: Begin by using AI to address critical pain points and bottlenecks, such as time-consuming tasks like prospect research, document searching, and repetitive inquiries, to enhance efficiency and enable other activities.

5.9 Pilot AI: Start with small, time-limited AI prototypes assessed by team members and external stakeholders, rigorously check accuracy and bias, and iteratively refine based on feedback to ensure ethical and effective deployment.

5.10 Legal Compliance: Ensure all AI applications comply with relevant Australian laws and regulations, including the Privacy Act 1988 and the Australian Human Rights Commission guidelines on AI.

6 Additional Guidelines

AI System Assessment and Approval

6.1 Criteria for assessment of AI Systems: Ensure AI systems generate accurate outputs through regular testing and validation against real-world data to maintain and improve accuracy, in line with appropriate risk/reward balance to the business (i.e. NIST AI RMF 1.0 Trustworthiness).

6.2 Approving AI systems and Use cases: Establish a clear process for approving AI systems and use cases by considering the usage, development and procurement of AI technology. Adopt AI systems that are trained on robust, AI-optimised infrastructure to ensure they are reliable, scalable, and efficient.

6.3 Built with Responsibility and Safety: Ensure that AI deployment is guided by principles of responsibility and safety. Conduct thorough bias and assessments and collaborate with external experts to identify safety issues. Commit to AI technology that values privacy, security, inclusion, trust, and safety. Actively work to mitigate limitations and continuously improve performance and safety.

Resource and Risk Management

6.4 Ensure the content complies with Intellectual Property (IP) rights: When generating images, videos, or voice content, ensure that the solution provider offers legal coverage, including fair treatment of artists and respect for intellectual property rights.

6.5 Compliance Posture Assessment: Regularly assess the compliance posture of all generative AI usage to ensure alignment with internal policies, applicable laws, and regulations.

6.6 Risk-based Classification of AI: Use a risk-based approach to classify AI systems and their use cases based on the organisation's risk profile. Implement fit for purpose controls and oversight for high-risk AI systems or use cases.

6.7 Hybrid AI Approach: Adopt a hybrid approach to AI that dynamically incorporates both proprietary and third-party AI models. Evaluate and update models periodically to ensure high-quality results while ensuring that third-party AI providers do not use user data to improve or train their models without permission.

6.8 Incident Response: Implement an incident response procedure to address any issues or breaches related to AI use, with clearly defined roles and timely resolution procedures, supported by detailed documentation for future risk mitigation.

Team Training

6.9 Feedback Mechanisms on AI: For continuous improvement, conduct regular surveys and feedback sessions to gather insights and experiences from team members using AI tools, have periodic check-ins with the technology vendor that can help derive actionable insights to enhance AI performance and user satisfaction.

7 Policy governance

7.1 Roles and responsibilities

- Roles and responsibilities relating to AI use must be clearly defined and documented, including internal and external decision-making capabilities, functions, and roles.
- All team members involved in the deployment and management of AI systems should have a clear understanding of their duties and be accountable for ensuring that AI technologies are used ethically and in alignment with The Multicultural Professional Network's purpose and values.

7.2 Review of AI Policy

The Policy document must be reviewed on an annual basis and updated if required, to ensure it remains up-to-date and continues to meet the requirements of The Multicultural Professional Network.

7.3 Endorsement and approval

Unless otherwise noted, this policy is effective from the date of approval.

This policy has been approved and endorsed by The Board & Leadership Team:

Document details	
Name of document	**Ethical AI Policy**
Version	**1.0**
Assigned Review Period	**12 Months**

This policy is due for review by the date shown above, after which it may become invalid. Policy users should ensure that they are consulting the current, valid version of the document.

7.4 Related Documents

The following documents are relevant to this document.

Ref	Title
1	PricewaterhouseCoopers (no date) Artificial Intelligence, PwC. Available at: https://www.pwc.com.au/services/artificial-intelligence.html
2	Kanter, B. et al. (no date) 8 steps nonprofits can take to adopt AI responsibly (SSIR), Responsible AI for Nonprofits: Smart, Ethical Ways to Use New AI Technology. Available at:

	https://ssir.org/articles/entry/8_steps_nonprofits_can_take_to_adopt_ai_responsibly
3	Directors, I. of C. (no date) Help sheet: Artificial intelligence and governance frameworks, Institute of Community Directors Australia (ICDA). Available at: https://www.communitydirectors.com.au/help-sheets/artificial-intelligence-and-governance
4	Department of Industry Science and Resources (2022) Australia's AI Ethics principles, Australia's Artificial Intelligence Ethics Framework | Department of Industry Science and Resources. Available at: https://www.industry.gov.au/publications/australias-artificial-intelligence-ethics-framework/australias-ai-ethics-principles
5	National Cyber Security Centre (2023) Guidelines for Secure AI System Development. Available at: https://www.cyber.gov.au/resources-business-and-government/governance-and-user-education/artificial-intelligence/guidelines-secure-ai-system-development

8 Appendix – Acronyms / Definitions

Term	Definition
Accountability	The obligation of individuals or organisations to account for their activities, accept responsibility for them, and disclose the results in a transparent manner.
Algorithm	A set of rules or instructions given to an AI system to help it learn how to perform a task or solve a problem.
Artificial Intelligence (AI)	The simulation of human intelligence processes by machines, especially computer systems. These processes include learning (the acquisition of information and rules for using the information), reasoning (using rules to reach approximate or definite conclusions), and self-correction.
Best Practices	Established methods and techniques that are widely accepted as being effective and efficient in achieving desired outcomes.
Bias	A systematic error introduced into data or algorithms that leads to unfair outcomes, often disadvantaging certain groups of people.
Compliance	Adherence to laws, regulations, and organisational policies governing the use of AI and data.
Data Security	Measures and processes put in place to safeguard personal data from unauthorised access, use, disclosure, disruption, modification, or destruction.
Ethical AI	The practice of designing, developing, and deploying AI systems in ways that are fair, transparent, accountable, and aligned with moral and ethical standards.
Ethical Considerations	The evaluation of AI systems and their impacts based on moral principles and values, ensuring that they contribute positively to society and do not cause harm.
GenAI	A type of AI that is training on data and can generate content, such as text, images, music, and code. It continuously learns and refines its outputs based on user interactions.

Term	Definition
Human Oversight	The involvement of human judgement and intervention in the deployment and use of AI systems to ensure ethical and responsible outcomes.
Large Language Model (LLM)	A Large Language Model is a type of artificial intelligence program that can recognise and generate text, among other task. These LLMs work by analysing 'large' data dets of language.
Non-Discrimination	Ensuring that AI systems do not unfairly disadvantage any individual or group, particularly those who are marginalised or vulnerable.
Reskilling	Reskilling refers to providing the workforce with new skills to transition into roles that are increasingly influenced or created by AI technologies.
Stakeholders	Individuals or groups who have an interest in the outcomes of AI systems, including employees, volunteers, board members, contractors, partners, and the communities served by the organisation.
Sustainability	The practice of using AI in ways that are environmentally responsible and socially beneficial over the long term.
Transparency	The practice of making the operations and decision-making processes of AI systems clear and understandable to stakeholders.
Upskilling	Upskilling refers to training the workforce in AI technologies and skills to ensure they remain relevant and effective in an increasingly AI-driven economy.