

# Settlement Sector Artificial Intelligence Guidelines

February 2026



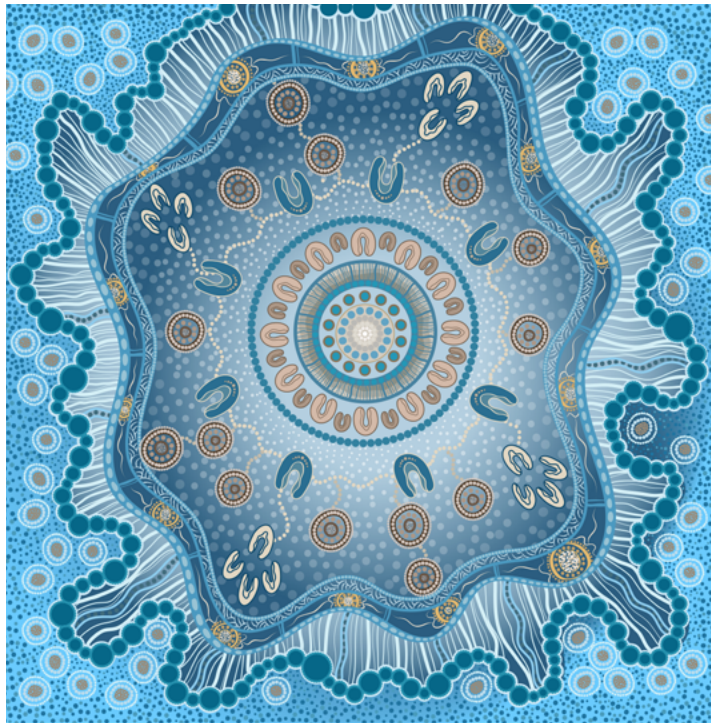
“AI use has become mainstream across NFP operations. Sixty-seven per cent now use generative AI... The number of organisations with an AI policy or guideline in place is alarmingly low, at just 14%.”

Infoxchange Digital Technology in the Not-for-profit Sector  
Report 2025

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# Acknowledgments



## Acknowledgement of Country

The Social Policy Group acknowledges Aboriginal and Torres Strait Islander Peoples as the First Peoples and the Traditional Custodians and owners of the lands on which we live and work across Australia.

We acknowledge the Ngunnawal and Ngambri people and the Wurundjeri Woi Wurrung people of the Kulin Nation as the Traditional Custodians and Owners of the land on which our offices are situated.

We extend our respects to all Aboriginal and Torres Strait Islander peoples throughout Australia, past and present. We recognise First Nations' ongoing resilience, strength, and stewardship of the land and commit ourselves to ongoing efforts of reconciliation, understanding, and collaboration.

**By Eddie Longford  
Indigenous Contemporary Artist, ACT**

**From the artist:** The design tells the story of The Social Policy Group, how it works to link diverse voices and communities with government, while also representing its values of connection and collaboration.

At the centre, a circle represents government, surrounded by u-shapes for people. The Social Policy Group, facing outward, acts as the bridge and protector, connecting communities to policy. The outer u-shapes represent the voices The Social Policy Group works with, linked by a connection line.

The Brindabella Mountains, Murrumbidgee River, and sky form the outer layers, symbolising connection to country, with Mother Earth as the deism protecting and embracing the organisation.

# 1. Overview

The Social Policy Group (SPG), a Settlement Peak Body, has developed the Settlement Artificial Intelligence (AI) Guidelines in conjunction with the settlement sector and the Australian Government to provide clear, practical guidance for the safe, ethical, and culturally responsive use of AI in settlement services.

Facilitated by SPG, the Settlement Community of Practice (SETSCoP) which brings together over 102 refugee and migrant settlement providers around Australia, found that AI is being used by settlement organisations and workers to varying degrees and in different ways. However, there is currently a lack of understanding regarding guardrails, appropriate usage, training, and opportunities for AI use in settlement.

The Settlement Sector Artificial Intelligence Guidelines, (the Settlement AI Guidelines, or the guidelines), are a set of protocols and directives for use by Australian settlement organisations and staff. The Settlement AI Guidelines are designed to offer guidance on responsible AI use, good practice, practical scenarios and outline critical knowledge to ensure AI is applied safely and ethically within settlement services.

The guidelines are intended to be adaptable, acknowledging that AI technology and its usage is quickly changing over time. Settlement organisations are encouraged to shape these guidelines to fit their own specific delivery, requirements, privacy and operational policies.

## 1.1. Scope

The Settlement AI Guidelines may also be useful for community and social services more broadly. However, they have been developed with specific reference to those working in refugee and migrant settlement. This includes all settlement staff, employees, volunteers, contractors and placement students, and covers all settlement organisational activities including client services, administration, research, advocacy, communications, and workforce development.

Within this scope, the guidelines provide practical guidance on how AI is currently being used in settlement work, the key risks associated with that use, and the safeguards required to support ethical, culturally responsive, and accountable practice. This includes practice-based scenarios, guiding principles, acceptable and restricted uses, roles and responsibilities, and practical procedures and tools to support implementation within settlement organisations.

These guidelines do not include detailed technical definitions of AI, analysis of AI's broader societal impacts, or exploration of different types of AI systems. They also do not address how the settlement sector may support refugee and migrant clients and communities to navigate or use AI, nor how AI is affecting refugee and migrant communities more broadly.

For the purposes of these guidelines, AI primarily refers to generative artificial intelligence tools, which are systems designed to generate new content such as text, images, audio, or video in response to user instructions or prompts. Generative AI tools learn patterns from existing data and produce new outputs based on those patterns. Common examples include tools such as ChatGPT, Gemini, and Microsoft Copilot, as well as some translation applications.

In settlement and community service contexts, generative AI may be used to support activities such as drafting written materials, developing communications, or creating educational resources (Justice Connect, 2024).

Justice Connect's Artificial Intelligence and Your Organisation fact sheet (2024) provides legal information relevant to Australian community organisations, particularly regarding the risks of using AI. It highlights that the legal and regulatory landscape is still evolving, as are generally accepted practices for AI use.

The fact sheet also includes a section on "What is AI?" The Settlement AI Guidelines will reference this resource where relevant. The fact sheet can be accessed here: [https://content.nfplaw.org.au/wp-content/uploads/2025/11/Artificial-intelligence-and-your-organisation-guide.pdf?\\_ga=2.24609082.142048160.1768801185-6062391.1768801185](https://content.nfplaw.org.au/wp-content/uploads/2025/11/Artificial-intelligence-and-your-organisation-guide.pdf?_ga=2.24609082.142048160.1768801185-6062391.1768801185)

## Legal risks associated with use of AI

### This part of the guide considers:

- ▶ misleading information and defamation
- ▶ intellectual property infringement
- ▶ data privacy and security
- ▶ cyber security
- ▶ bias and unlawful discrimination
- ▶ duty of care and work health and safety laws
- ▶ fraudulent and unlawful activity
- ▶ compliance and legal risks



### Caution

The legal and regulatory landscape is still rapidly developing in Australia (and globally). Because generally accepted practices for AI use are constantly shifting, your organisation should keep itself informed of any developments relevant to your AI use.



### Note – AI policy

This part of the guide discusses some of the risks associated with using AI. Creating and implementing an AI policy for your organisation can help to mitigate some of these risks. See our guidance on drafting an AI policy in [part 3 of this guide](#).

While there are no Australian laws currently directly targeting and regulating AI across all sectors, this doesn't mean AI use is unregulated. Instead, existing legislation applies to specific AI contexts. This includes consumer protection, defamation, unlawful discrimination, WHS, intellectual property, and privacy laws.

### Misleading information and defamation

AI-generated content (text, images, videos) might be inaccurate or misleading, potentially causing harm to people or other organisations. If an organisation publishes this content, it could be liable for spreading misinformation. If the content damages someone's reputation, it could be considered defamation.

In certain circumstances, the Australian Consumer Law (ACL) may apply. The provisions in the ACL are designed to protect consumers against behaviours which may be considered harmful to them, such as misleading or deceptive conduct, false or misleading representations, and unconscionable conduct.

## 1.2. Settlement AI use examples (2025)

The following real-world AI use cases were reported by settlement staff during Community of Practice facilitated discussions:



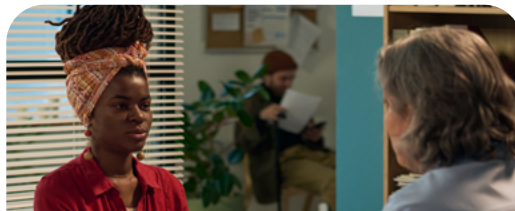
- AI can support workers in supplementing their work, including to design forms, posters (promoting community events), social media posts, and media releases.<sup>1</sup>
- AI has been used to help draft grant applications, especially during peak grant times.
- AI has been used as a 'research assistant', to help in writing, including in scaffolding and brainstorming.
- AI has been used in community capacity building, including helping staff remember steps in governance.
- AI has been used in work plans and for some business applications.
- Some use of AI in basic translation with reported mixed results.

1. One example included drafting a support letter for a client, but with heavy considerations for privacy by not using clients' names or personal details

### 1.3. Scenarios to explore AI issues in settlement practice

These guidelines use short, practice-based scenarios to illustrate situations that settlement workers might encounter when using AI in their work. The scenarios are intended to support reflection and formulation of sector and organisational processes.

Each scenario highlights a specific AI-related risk relevant to settlement practice. These include:



Epistemic and cultural bias, where AI outputs prioritise dominant knowledge systems and overlook culturally grounded or community-led approaches.



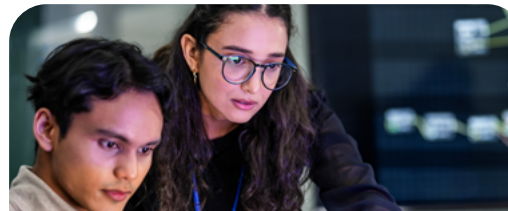
Reduced critical or imaginative thinking, where reliance on AI-generated content limits deeper analysis, innovation, or lived-experience perspectives.



Privacy, safety, and legal risks arising from the inappropriate use of sensitive client information.



Risks to authenticity and fairness in recruitment and employment support.



Inaccurate or fabricated information (hallucinations) that may appear credible but is incorrect.

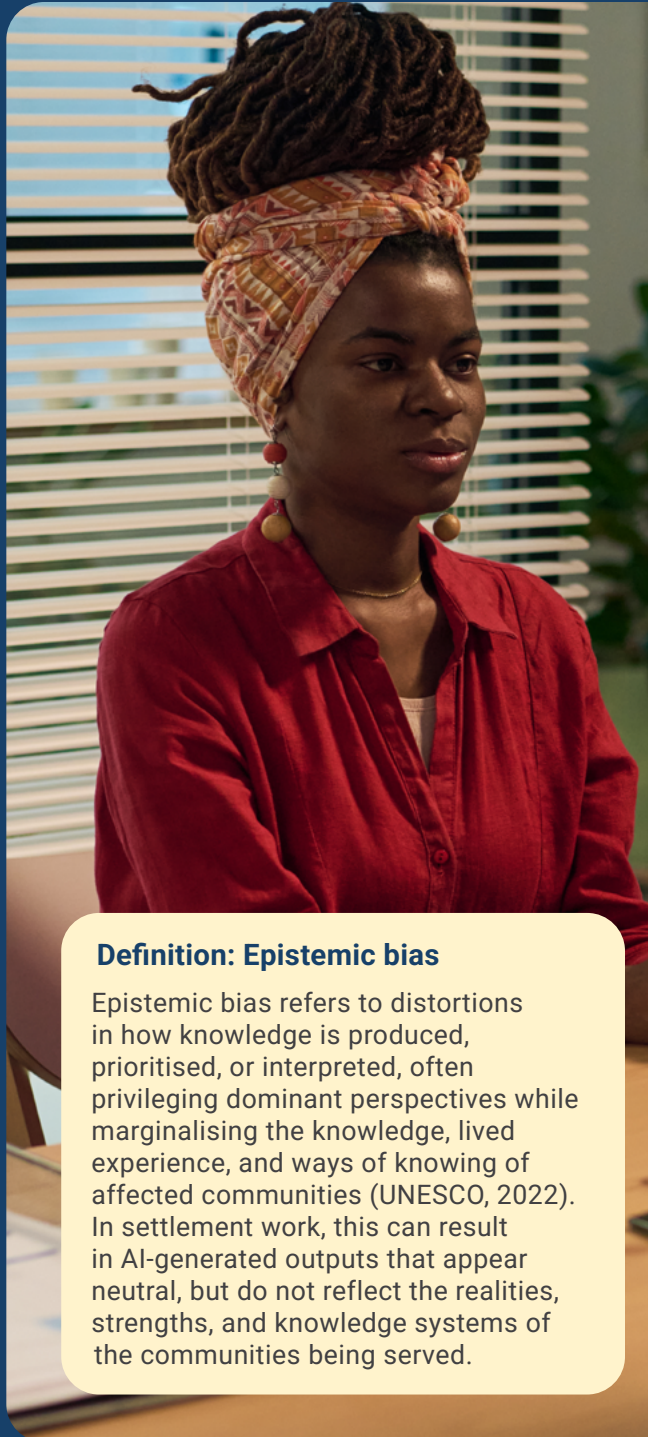


Cultural bias in AI-generated images or content.

The scenarios are positioned throughout the document alongside relevant guidance to support practical application and to help readers identify similar risks within their own organisational contexts.

## 1.4. Guiding principles for safe and ethical AI use in settlement





### Definition: Epistemic bias

Epistemic bias refers to distortions in how knowledge is produced, prioritised, or interpreted, often privileging dominant perspectives while marginalising the knowledge, lived experience, and ways of knowing of affected communities (UNESCO, 2022). In settlement work, this can result in AI-generated outputs that appear neutral, but do not reflect the realities, strengths, and knowledge systems of the communities being served.

## Scenario: Epistemic bias

Mila is preparing a workshop on mental health support strategies for African refugee families.

They use an AI tool to draft a resource guide. The AI-generated draft focuses only on Western psychological frameworks (e.g., cognitive behavioural therapy, mindfulness), while overlooking culturally grounded practices.

These include Ubuntu social work approaches that emphasise restoration and reconciliation in relationships and communities, holistic models that integrate social, spiritual, cultural, and material aspects of wellbeing drawn from African contexts. The draft also lacks community-based methods such as healing circles, which are common in African, Indigenous, and majority-world contexts.

## Guidance on epistemic bias

### Acknowledge bias in AI systems

Recognise that AI tools may underrepresent Indigenous knowledge, Global South scholarship, and non-Western practices.

### Validate AI outputs with community knowledge

Cross-check AI-generated content against local, cultural, and community-informed knowledge. Where appropriate, involve cultural advisors, elders, or lived experience practitioners.

### Promote inclusive perspectives

Where possible, prompt AI tools to reflect the diversity of the communities being served and use organisational resources or repositories to guide and supplement AI outputs.

### Maintain reflexivity and cultural safety

Question what knowledge or voices may be missing. AI outputs should never be treated as final and must always undergo human review for cultural safety, relevance, and appropriateness before being used in client-facing work.

# 2. Safe and Ethical AI Use in Settlement

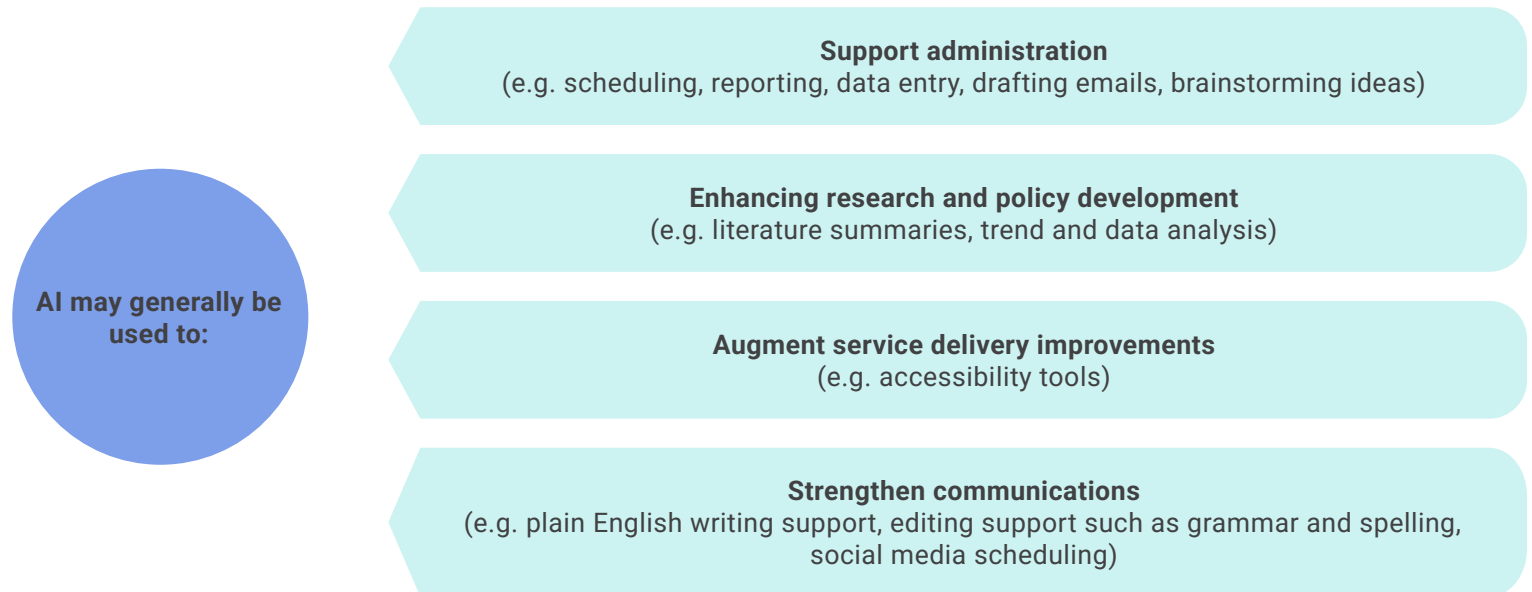
The Guiding Principles are designed to provide a foundation for organisations and workers, ensuring that any use of AI in settlement services reflects the sector's core values of client safety, dignity, equity, and accountability. They have been developed through co-design and collaboration across the settlement sector and informed by relevant frameworks and guidance documents (resources and links found at the end of the guidelines).

The Guiding Principles are informed by the Key Settlement Sector Principles within the Settlement Sector Quality Framework, which underpin core settlement practice and shape the SETSCoP National Workforce Competencies for Settlement Practitioners (2021). Together, these principles bring settlement sector expertise into dialogue with cross-sector learning and established good practice in the safe and responsible use of AI.

# 3. Acceptable Uses of AI in Settlement Work

The acceptable uses of AI in settlement organisations are those that support efficiency, accessibility, and quality of work while maintaining human oversight, professional judgement, and accountability. AI should be used as a supporting tool to assist staff, rather than as a replacement for critical thinking, culturally responsive practice, or decision-making.

AI should only be used where appropriate safeguards are in place and where its use does not introduce undue risk to clients, communities, or services.



## Scenario: Preventing deep and imaginative thinking

Allen is tasked with writing a report on settlement issues faced by newly arrived communities in a specific area of his city. Faced with a blank page, he uses AI to create a report structure, analyse data, and summarise information from online sources and his organisation's existing materials.

The report looks professional and comprehensive. It outlines major issues, their complexity, and includes sections on how experiences differ based on intersectional factors. The report receives positive internal feedback and is approved for publication. Allen is pleased that the process took significantly less time than expected, allowing him to support his team with other reporting tasks.

However, while the report draws effectively on existing information to document well-known settlement issues, it provides limited insight into how and why these issues occur, and potential solutions are not clearly articulated.

A year later, Allen notices buzz around a new report on settlement issues among a similar cohort. This report used 'journey maps' to centre lived experience, highlighting barriers, strengths, and the realities of settling into new communities. Reflecting on his own work and engagements, Allen recognises that this approach might have made his own report more powerful.

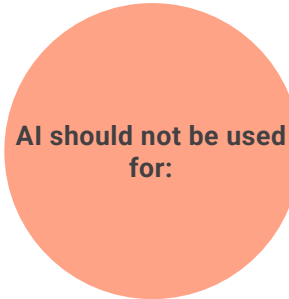
## Guidance for deep thinking

AI can generate ideas and writing that look polished. But once something reads well on paper, it can be harder to think differently, limiting out-of-the-box thinking, culturally responsive approaches, or new and innovative ideas. It is often valuable to do the critical thinking first, setting the parameters and initial direction. AI can then build on this by adding ideas or offering more options when guided with clear prompts.



# 4. Prohibited or Restricted AI Usage

AI must not be used in ways that compromise client safety, professional integrity, or legal and ethical obligations.



**AI should not be used for:**

Autonomous decision-making about client eligibility, service access, assessments, or entitlements.

Replacing core human interactions with clients, including counselling, settlement casework, trauma-informed support, or other relational and trust-based work.

Substituting professional judgement or critical thinking, including using AI to generate analysis, opinions, reflections, feedback, recommendations, or evaluative commentary. AI must not replace a worker's own reasoning, lived understanding, or reflective practice.

Generating, inputting, or sharing sensitive or identifiable client data without explicit consent and appropriate privacy, security, and risk safeguards.

Creating or disseminating misleading, discriminatory, or harmful content, including content that reinforces bias or causes reputational, cultural, or safety risks.

Circumventing organisational policies, professional codes of conduct, applicable laws, or contractual and funding obligations, including grant and government requirements.

## Scenario: Sensitive data, safety risks, and AI

A settlement worker supporting clients experiencing domestic and family violence sees they have a long waiting list of case referrals. After hearing from friends in other industries about the productivity benefits of AI, they decide to upload case notes to an AI chatbot to create a safety plan, risk assessment, and case management plan for a client.

The settlement worker has shared very sensitive information. In addition, because they are based in Victoria, the materials generated by AI do not align with the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM). The outputs are also not culturally responsive and are unsuitable for the worker's client and their unique circumstances.

## Guidance to reduce risks on data and safety

1. Never share sensitive or personal information
  - > Before using AI, consider whether it is necessary at all. If it is, remove all identifying details to protect privacy and confidentiality.
2. Ensure alignment with necessary policies and procedures
  - > Confirm that all work and settlement practices follow relevant legislation, organisational policies, and required procedures.
3. Ensure cultural responsiveness
  - > Settlement work must be culturally responsive and keep the individual at the centre of their settlement journey.

## 4.1. Discussion: Should settlement workers use AI for translation and interpreting?

The use of AI for translation and interpreting presents significant risks in settlement contexts, where accuracy, cultural nuance, trust, and safety are critical.

While some settlement providers have noted potential benefits of AI translation and interpreting, including improved client autonomy in low-risk situations and reduced time and cost pressures for organisations, these perceived efficiencies must be weighed carefully against the risk of harm, particularly given the high-stakes nature of many settlement interactions.

Given the potential consequences for clients, this is an area where clear boundaries and caution are essential. AI tools do not assume responsibility for errors and do not bear risk for the end user.

**Even seemingly minor inaccuracies can have severe consequences, such as mistranslating information about allergies, health conditions, or legal rights.**

“We found [a high] percentage of staff and volunteers are using generative AI in the workplace. So that technology is coming into the workplace whether you like it or not. And the equally concerning stat in that survey was that only [a small amount] of organisations had any sort of guidelines or policies around how to use AI. And that’s critically important.

If you think about a family violence case worker who might be time poor, ‘what a wonderful tool, I can put my case notes in, and it summarises them into a really nice case plan.’ That might be a good use of Gen-AI, but not if you are putting that data into a public tool where you’re not sure where the data is going to go.

And you can’t blame the caseworker for that. That’s an organisational responsibility to provide guidelines around effective use.”

- David Spriggs, CEO, Infoxchange  
*Good Will Hunters*, 15 July 2025

## 4.2. Key considerations for AI use in translations and interpreting

**Do not upload confidential, sensitive, or identifying information into public or unsecured AI translation platforms.** NAATI-certified translators and interpreters should be used for sensitive or high-risk materials.

Accuracy varies significantly by language: While AI translation may perform better in some European languages, **serious errors have been reported in many languages commonly spoken by refugee and migrant communities in Australia.** Even in widely spoken languages such as Chinese, translations may be inaccurate, incoherent, or fail to convey appropriate tone, which can undermine trust and understanding.

**Mistranslation can have serious consequences for organisations and clients and may affect access to services, safety, legal outcomes, and wellbeing.**

Translation and interpreting are not word-for-word processes, meaning is often conveyed through cultural context, tone, and non-verbal cues, which are frequently lost in machine translation. **AI may fail to detect subtle but critical information that a trained human interpreter would recognise.**

## 4.3. Recommendations on AI use for translation and interpreting

SPG recommends alignment with the NAATI Position Statement on the Use of AI for Translation and Interpreting Purposes, which recognises that while AI may have potential benefits, its use also comes with serious risks.

The Settlement AI Guidelines note that AI may have limited use cases for interpreting and translating in settlement contexts. However, given the significant risks of adverse outcomes for people relying on these services, and in line with the NAATI Position Statement: human translators and interpreters should remain at the core of intercultural communication and that AI should not be used in high-risk assignments without the expert supervision of a certified practitioner.

# 5. Roles and Responsibilities

Clear roles and responsibilities are essential to ensure that the use of AI within settlement organisations is ethical, safe and accountable. While AI tools may be used in day-to-day practice, responsibility for managing risks and ensuring appropriate oversight sits across different levels of an organisation. Defining roles helps prevent misuse and reinforces that AI does not replace professional judgement.



## **Organisational board and executive**

Provide oversight, ensure ethical standards, approve AI use cases.



## **Settlement managers**

Assess risks, monitor compliance, provide training and supervision.



## **Staff and volunteers**

Use AI responsibly, follow procedures, and report risks or misuse.



## **IT, operations and administration leads**

Ensure secure systems, monitor usage, update protocols.



## Scenario: AI use in recruitment and employment support

A settlement organisation begins noticing a pattern during recruitment interviews. Some candidates present highly polished resumes and cover letters, but struggle to verbally articulate their experience and skills during interviews. Interviewers have also observed candidates reading from prepared text during online interviews.

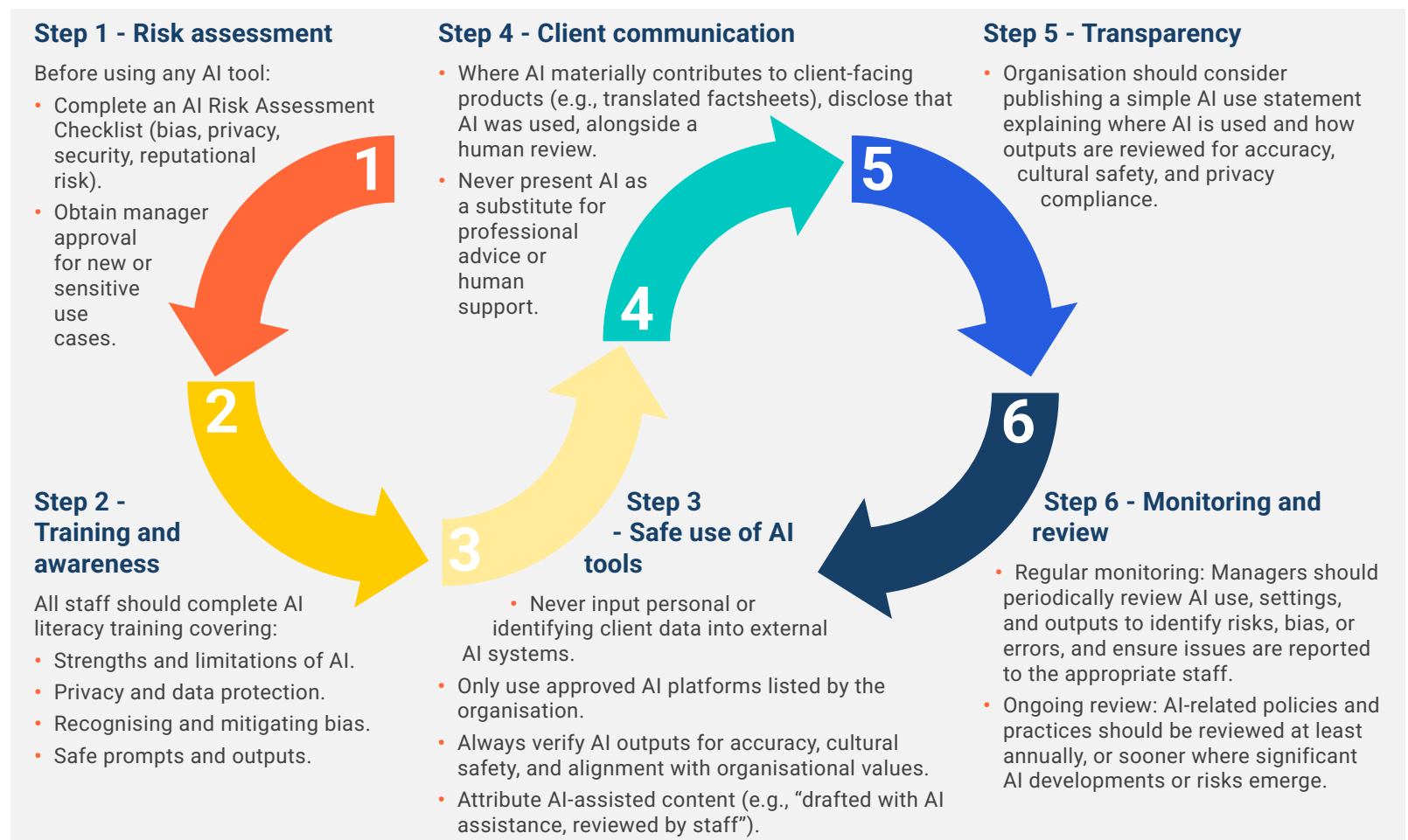
At the same time, settlement workers supporting clients with employment begin questioning whether heavy use of AI to craft resumes risks misrepresenting clients' capabilities potentially setting them up for poor job matches or negative employer perceptions.

## Guidance on authenticity in recruitment and employment support

AI can support drafting and structuring resumes, cover letters, and interview preparation. However, over-polishing application materials may reduce authenticity and create a mismatch between written applications and in-person or verbal communication.

When supporting clients, settlement workers should prioritise authenticity, ensuring that AI-assisted materials accurately reflect a client's real skills, experience, and communication style.

# 6. Procedure: Safe and Best Practice AI Usage





## Guidance to mitigate the issue of hallucinations

1. Verify before use
  - > Cross-check AI outputs against trusted sources such as government websites, organisational resources, legislation, etc.
  - > Treat AI as a first-draft tool, not a final authority.
2. Use clear and specific prompts
  - > Vague prompts increase the risk of hallucinations, for example, instead of “Emergency organisations in NSW”, ask “List emergency organisations in Wagga Wagga and the Riverina region and provide links to their websites.”
3. Do not rely on AI for critical advice
  - > AI must not replace legal, migration, health, or financial professionals.

## Scenario: Hallucinations

Alina and her team are developing a resource for communities and partner services on emergency response in settlement contexts. Using AI, they generate a resource which has information about actions to take in different emergencies, details of local services, facts and figures about hazards, and quick reference templates.

Alina’s team build on this resource by consulting services they know in the area. After translating it into different languages, they use it in a planning day. That’s when problems appear: the facts and figures about local hazards don’t match the official records, some service names are incorrect combinations of different organisations, some of which don’t have emergency response functions. Worse yet, two listed services don’t exist at all!

4. Watch for red flags
  - > Be cautious of outputs with an overly confident tone and no sources, or with citations and links that do not exist or do not match the content.
5. Maintain human review and oversight
  - > All AI-assisted materials must be reviewed by staff for accuracy and appropriateness before use.
  - > Where possible, involve colleagues with lived experience.
6. Document and disclose AI use
  - > Note when AI has been used and confirm that content has been human reviewed before distribution.
  - > For external or high-impact materials, keep a brief record of how AI was used.

# 7. Supporting Tools (To Be Developed by the Sector or Individual Organisations)

To support the practical implementation of these guidelines, settlement organisations may develop a suite of supporting tools tailored to their size, capacity, and service context. These tools are intended to help translate principles and procedures into everyday practice, support staff confidence, and reduce risk associated with AI use. They should be adapted over time as AI technologies, organisational needs, and sector guidance evolve.

The following tools are examples of resources that organisations may choose to develop or adapt.

## 7.1 AI risk assessment checklist

This checklist could support organisations to make informed decisions about when and how AI tools are used. It provides a structured way to assess potential risks before AI is introduced into programs, communications, or operations.

This tool can help organisations:

Identify whether a proposed AI use is appropriate, restricted, or should not proceed.

Consider impacts on clients, communities, cultural safety, privacy, and trust.

Ensure human oversight, accountability, and alignment with organisational policies.

Document decision-making and approvals for AI use.

Used consistently, a risk assessment checklist can support transparency, reduce unintended harm, and provide a clear record of how AI-related decisions are made, see Template 1 on the following page.

## Template 1: AI risk assessment checklist

(Example template, this checklist is provided as an example only. Organisations are encouraged to adapt it to their own context, governance arrangements, and the needs of the communities they serve.)

### Purpose

This checklist supports settlement organisations to assess risks before using AI tools in programs, operations, or communications. It is designed to prompt critical reflection and identify when AI use is appropriate, restricted, or should not proceed.

<p><b>A. Proposed AI use</b></p> <ul style="list-style-type: none"> <li>Name of AI tool(s):</li> <li>Purpose of use:</li> </ul> <p><i>(e.g. drafting content, summarising information, accessibility support)</i></p> <ul style="list-style-type: none"> <li>Context of use:                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Internal only</li> <li><input type="checkbox"/> External-facing</li> <li><input type="checkbox"/> Client-related</li> </ul> </li> <li>Staff role responsible for use:</li> </ul> <p><b>B. Client and community impact</b></p> <ul style="list-style-type: none"> <li>Does this use involve clients or communities directly or indirectly?                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> <li>Does it involve sensitive, personal, or identifiable information?                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> </ul> <p>If yes, AI use must not proceed without appropriate safeguards and approval.</p> <ul style="list-style-type: none"> <li>Could this use affect trust, safety, access to services, or wellbeing?                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> </ul>	<p><b>C. Cultural safety and equity</b></p> <ul style="list-style-type: none"> <li>Has potential epistemic or cultural bias been considered?                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> <li>Have relevant cultural, linguistic, or lived experience perspectives been consulted or considered?                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> <li>Is there a plan for human review to check cultural appropriateness and tone?                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> </ul> <p><b>D. Accuracy and reliability</b></p> <ul style="list-style-type: none"> <li>Will AI outputs be verified against trusted sources?                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> <li>Could incorrect or misleading outputs cause harm if relied upon?                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> <li>Is AI being used to support, not replace, professional judgement?                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> </ul>	<p><b>E. Legal, ethical, and organisational alignment</b></p> <ul style="list-style-type: none"> <li>Is this use consistent with organisational policies and procedures?                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> <li>Is it compliant with privacy, confidentiality, and data protection obligations?                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> <li>Does it align with funding, contractual, or regulatory requirements?                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> </ul> <p><b>F. Decision</b></p> <ul style="list-style-type: none"> <li>Risk level:                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High</li> </ul> </li> <li>Decision:                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Approved</li> <li><input type="checkbox"/> Approved with conditions</li> <li><input type="checkbox"/> Not approved</li> </ul> </li> <li>Conditions or safeguards required:</li> <li>Approval by (role):</li> <li>Date:</li> </ul>
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## 7.2 Staff quick reference guide on safe AI use

A staff quick reference guide can provide practical, accessible guidance for frontline workers, managers, and volunteers who may use AI in day-to-day tasks. This tool is particularly valuable in busy practice environments, where staff may need clear reminders about safe use, boundaries, and good practice. It can support consistent practice, reduce uncertainty, and minimise the risk of misuse, while reinforcing that AI is a supporting tool, not a substitute for professional judgement.

A well-designed guide should focus on how to think before using AI, rather than encouraging automatic or habitual use. It may support staff to pause and consider whether AI is appropriate for the task, the level of risk involved, and the safeguards required.

A quick reference guide may include:

### Questions to consider before using AI, such as:

- > Is AI appropriate for this task?
- > Does it involve sensitive information or high-risk decisions?
- > Could errors cause harm?
- > Is human judgement or cultural understanding required?

### Guidance on structuring safe prompts, including:

- > Being clear and specific about purpose and context.
- > Using AI to support drafting or brainstorming, not decision-making.
- > Requesting options or suggestions rather than definitive answers.

**Clear boundaries around confidentiality**, reinforcing that personal or identifying information must not be entered into AI tools and that AI should not be used to generate final professional advice.

**Prompts that encourage broader perspectives**, such as asking AI to consider non-Western viewpoints, lived experience, and community-informed approaches, while adapting tone and language to specific contexts.

**Emphasis on review and accountability**, reminding staff that AI outputs must be checked for accuracy, cultural appropriateness, and tone, and escalated when uncertain.

## Scenario: Cultural biases in AI

Rani is creating flyers for an upcoming community event for newly arrived families. She prompts AI to generate an image of a community festival and quickly inserts it into the flyer before sending it out.

The image depicts a generic crowd that does not reflect the cultural, ethnic, or religious diversity of the local community, including visible markers such as clothing, age, and family structures.

Only later does she realise that the image does not represent the intended audience.

## Guidance: Cultural biases in AI

### Acknowledge bias in AI

- Recognise that AI tools are trained on data that may underrepresent multicultural communities and that this can then shape AI outputs.

### Cultural safety

- Cross-check AI outputs through a culturally informed lens, involve bi-cultural workers and/or community representatives to validate content.

### Inclusive sources and perspectives

- Where possible, prompt AI tools to generate diverse and inclusive outputs that reflect the communities being served.

### Reflexivity

- Reflect or encourage colleagues and counterparts to question what knowledge is missing and whose voices are not represented.

### Reputation

- AI-generated content is increasingly recognisable. Generic or overly polished material may undermine trust with communities and stakeholders.
- AI-assisted social media and marketing content must be reviewed to ensure it reflects the organisation and the communities it serves.

## 7.3 Training

It is important that organisations provide training for staff, to review training options regularly and actively encourage staff to seek training, on the safe, ethical, and responsible use of AI.

The settlement sector has noted that it can be challenging to identify appropriate, accessible training on AI that is relevant to community services and settlement contexts. In response, the SETSCoP and SPG will work to identify and share relevant training opportunities and resources that align with these guidelines, as they become available.

Training does not need to be highly technical and should be proportionate to staff roles and responsibilities. Relevant training topics may include:

- Understanding AI and generative AI in settlement and community services.
- Bias, epistemic risk, and cultural safety.
- Privacy, confidentiality, and data protection.
- Responsible prompting and verification.
- Organisational expectations, procedures, and accountability.

### Example training resources

Settlement organisations may wish to explore existing sector-appropriate training, including resources offered by Infoxchange, which provides a range of free and on-demand learning options for not-for-profit organisations:

- Introduction to Responsible AI Applications (free webinar): <https://learning.infoxchange.org/enrol/index.php?id=272>
- All Infoxchange AI webinar recordings: <https://learning.infoxchange.org/course/index.php?categoryid=1>
- Responsible AI: Foundations for NFPs and NGOs (free on-demand course): <https://learning.infoxchange.org/enrol/index.php?id=391>
- All Infoxchange on-demand AI courses: <https://learning.infoxchange.org/course/index.php?categoryid=2&sort=upcoming&topics=5>

# 8. Implementation, Compliance and Improvement

Effective AI governance in settlement services requires ongoing oversight, reflection, and adaptation, rather than one-off rules or static policies. Organisations should not need to ban AI use outright while guidance and policies are being developed. However, clear boundaries and expectations are essential to support staff and manage risk.

An outright ban may increase the risk of shadow use, where staff use AI tools privately without oversight, and may limit opportunities for innovation and productive use. Conversely, unrestricted use can create risks related to data protection, bias, misuse, and inconsistent practice. A balanced approach involves supporting cautious, limited use with clear guardrails, while organisational guidance and capability evolve.

This approach recognises that AI technologies, regulatory settings, and sector practice will continue to change, and that effective implementation requires flexibility alongside accountability. To support compliance and continuous improvement, organisations and sector partners can take a range of practical steps to monitor implementation, build capability, and share learning:

Organisations should periodically self-assess against these guidelines.

Sector peak bodies may offer support, resources, and peer learning opportunities.

Training modules, toolkits, and checklists to support implementation of the guidelines.

Sector partners are encouraged to adapt implementation based on local context.

# Review and Guidelines Development Information

These guidelines will be reviewed annually following final publication, in consultation with settlement sector stakeholders.

Consistent with the guidance set out in these guidelines, this document was developed with assistance from AI tools and was led, reviewed, and validated by staff.

SPG developed the Settlement Sector Artificial Intelligence Guidelines in collaboration with the SETS Community of Practice, particularly the SETSCoP Operations Subgroup. Discussions within the Operations Subgroup identified a clear need for sector-wide guidance on AI use, including practical considerations relating to fact-checking, privacy protection, ethical use, and the importance of maintaining a critical approach to AI adoption in human services. These guidelines have been informed by those discussions, alongside broader consultation and gap identification across the settlement sector.

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# About Us



## SETSCoP

The Settlement Engagement and Transition Support Community of Practice (SETSCoP) is a national collaboration of organisations delivering the Australian Government's Settlement Engagement and Transition Support (SETS) program. Facilitated by The Social Policy Group (SPG), SETSCoP brings together more than 102 settlement service providers from across Australia to share best practice, strengthen professional capability, and contribute to the ongoing development of settlement policy and service delivery.

SETSCoP provides structured mechanisms for collaboration and learning, including national and state-based meetings, thematic subgroups, professional development events, and CEO forums. Through these forums, SETS providers work together to address local, state and national issues affecting refugees and migrants, and to co-design practical, sector-led outcomes that support more effective and responsive settlement systems.

By fostering shared learning, innovation, and collaboration, SETSCoP supports improved outcomes for people supported through the SETS program and contributes to a stronger, more connected settlement sector and wider community.



## The Social Policy Group

The Social Policy Group (SPG) works to ensure Australia's policies and systems better serve diverse communities. As a trusted partner of government, community leaders and service providers, and a peak body for settlement, multicultural health, and multicultural affairs, SPG is recognised for leadership across gender equality, access to justice, economic analysis and community sector capacity building.

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### Contact Us

T: (+61) 2 6162 0361

E: [info@socialpolicy.org.au](mailto:info@socialpolicy.org.au)

Canberra: 46 Jardine St, Kingston ACT 2604

Melbourne: 408 Fitzroy Street, Fitzroy VIC 3065



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