

## Automated Decision Making

| Kind of decision                                                                                                                                      | Is the decision made solely by the computer program?                                                                                                                                                              | What does the computer program do that is related to making the decision?                                                                                                                                                                                                                                                                             | Kinds of Personal Information used                                                                                                                                                                                               |
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| <b>Home Care</b>                                                                                                                                      |                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                  |
| <b>Generate draft care plan suggestions for clients based on completed assessment forms, clinical records, progress notes and existing care plans</b> | <b>No.</b> Users review, edit, accept or reject any recommendation. The agent never publishes a care plan. A clinician or care manager must convert the suggestions into a draft and publish the final care plan. | Collects assessment responses, client demographics, medical history, recent visit data, active care plans, progress notes and care plan library content. It generates draft diagnoses, goals and interventions and, when updating an existing plan, preserves the current plan and proposes only the minimum required additions, updates or removals. | Client demographics, assessment responses, medical history, diagnoses, medications, hospitalisations, care plans, progress notes, visit records and clinical information.                                                        |
| <b>Receive employee call-off requests for Personal Leave and identify affected visits</b>                                                             | <b>No.</b> Approval is required before any unavailability is recorded and visits are vacated.                                                                                                                     | Authenticates the employee, captures leave details, identifies overlapping visits, creates approval tasks where configured and, once approved, records unavailability and marks affected visits as vacant.                                                                                                                                            | Employee identity information (name, phone number, date of birth), employee availability, scheduled visits and workforce scheduling information.                                                                                 |
| <b>Identify suitable support workers for vacant visits and recommend assignment</b>                                                                   | <b>No.</b> Human approval can be required before visit offers, voice calls and visit assignments are completed.                                                                                                   | Searches and ranks potential workers based on configured business rules such as availability, care team membership, continuity of care, experience with the client, skills, departments, employment type, overtime rules, routing feasibility, proximity and group membership. It then recommends, offers or proposes assignments.                    | Employee identity information, skills, qualifications, employment type, availability, work schedules, overtime information, location/proximity information, care team membership, client requirements and care plan information. |



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| <b>Resolve visit verification exceptions and recommend visit approval outcomes</b> | <b>No.</b> The agent can recommend resolutions and approvals, but will require Scheduling Team's approval before finalising the outcome.                                 | Analyses visit verification failures, visit notes, worker responses and client verification responses. Where sufficient evidence exists, it recommends or performs a configured resolution; otherwise it escalates the matter for worker, client or back-office review.                                                                                       | Visit records, clock-in/clock-out information, GPS/location data, visit notes, employee responses, client responses, service delivery information and verification exception details. |
| <b>Approve visits that do not trigger verification exception rules</b>             | <b>Yes.</b> Visits that pass all verification rules are automatically approved by the system without human review.                                                       | Evaluates completed visits against a set of predefined verification rules (e.g. visit duration, start time, GPS proximity, kilometers entered). Visits that satisfy all rules are automatically approved. No human review occurs for these visits.                                                                                                            | Visit verification data, clock-in/clock-out information, GPS/location data, visit duration, service delivery information and visit records.                                           |
| <b>Escalate visits that trigger verification exception rules for human review</b>  | <b>No.</b> Visits that trigger one or more exception rules are rejected by the system and a task is created for a Scheduling Coordinator to review and verify the visit. | Evaluates completed visits against predefined verification rules (e.g. early start, visit not within GPS radius, short visit duration, incorrect kilometers). Where any rule is triggered, the system rejects the visit and creates a review task assigned to a Scheduling Coordinator, who assesses the exception and makes the final verification decision. | Visit verification data, clock-in/clock-out information, GPS/location data, visit duration, kilometers, visit notes, employee responses and visit exception details.                  |