

AI Reception Compliance Checklist

For Australian clinics, law firms, sole traders & service businesses · 2026 edition

Why this matters: AHPRA, the Privacy Act (amended 2024), ACMA and Fair Work all now have explicit positions on AI in customer-facing operations. Use this checklist before you deploy any AI receptionist, voice agent, or automated booking system.

1. Privacy Act & Automated Decision-Making (APP 1)

- Privacy policy explicitly discloses use of AI for call handling, intake, or booking
- Policy describes what personal information the AI processes (name, phone, reason for contact, etc.)
- Policy describes the type of decisions made by the AI (routing, booking, escalation)
- Human review/escalation pathway is documented and accessible to callers
- Policy update completed before 10 December 2026 (statutory deadline for ADM transparency)

Reference: Privacy and Other Legislation Amendment Act 2024 — APP 1 transparency requirements.

2. AHPRA — Healthcare Practitioners

- AI is positioned as admin assist only — never autonomous clinical decisions
- Practitioner accountability is documented (named individual remains responsible)
- Consent forms updated to inform patients that AI may handle their initial contact
- Call logs retained and auditable by the practitioner
- Error-correction procedure documented (what happens if AI books incorrectly)
- Data sovereignty confirmed — patient data hosted in Australia where possible

Reference: AHPRA — Meeting your professional obligations when using AI in healthcare (Aug 2024).

3. ACMA — Telemarketing, DNC & Spam

- AI calls are inbound only, OR outbound has documented express consent
- Outbound list screened against the Do Not Call Register
- Calling-hour restrictions enforced (no calls before 9am or after 8pm weekdays; 9am–5pm weekends)
- Caller ID is accurate and not spoofed
- Abandoned-call rate monitored and minimised
- Consent records retained — when, how, and what was consented to

Reference: ACMA 2025–26 compliance priorities; ACMA Consent Guidance (2024).

4. AI Voice Disclosure

- Caller is informed at the start of the call that they are speaking with an AI
- Caller can request to speak to a human at any time
- AI does not impersonate a named human staff member
- If AI uses a synthetic voice, the disclosure is clear (not buried in fine print)

Reference: ACMA Commercial Radio Code update (Feb 2026) signals regulator preference for AI disclosure across communications sectors.

5. Fair Work — Right to Disconnect

- AI handles after-hours contact so staff are not required to respond outside rostered hours
- On-call allowances are paid where staff are required to respond to AI escalations after hours
- Internal policy documents the boundary between AI handling and staff escalation

Reference: Fair Work Act — Right to Disconnect (extended to all employers Aug 2025).

6. Data Security & Vendor Management

- AI vendor (Vapi, Retell, GoHighLevel, etc.) has documented security posture (SOC 2 / ISO 27001)
- Data Processing Agreement (DPA) signed with the AI vendor
- Call recordings encrypted at rest and in transit
- Recording retention period documented and aligned with industry requirements
- Vendor lock-in risk assessed — exit plan exists if vendor changes pricing/terms

Reference: OAIC guidance on third-party data handling; APP 8 cross-border disclosure.

7. Operational Quality (the part regulators don't see, but clients do)

- Call answer rate is measured (not just "AI is on")
- Booking conversion is measured separately from call answer rate
- Failed/unclear calls are reviewed weekly
- Caller complaints have a documented intake process
- Monthly performance report shared with practice owner / business owner

Reference: Many AI receptionist platforms report calls answered but not bookings made — measure both.

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Perth-based AI automation for Australian clinics, law firms, sole traders & service businesses.

We build AHPRA, Privacy Act and ACMA-aligned AI receptionist systems on top of your existing stack (Cliniko, HotDoc, ServiceM8, GoHighLevel).

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This checklist is a practical guide, not legal advice. Regulatory requirements change — verify against current AHPRA, OAIC, ACMA and Fair Work guidance before deployment.