



WARRNAMBOOL  
CITY COUNCIL

# Use of Artificial Intelligence Policy 2024

APPROVAL DATE: February 2024  
REVIEW DATE: February 2025

## DOCUMENT CONTROL

<b>Document Title:</b>	<i>Use of Artificial Intelligence Policy</i>
<b>Policy Type:</b>	<i>Council</i>
<b>Responsible Branch:</b>	<i>Governance</i>
<b>Responsible Officer:</b>	<i>Manager Governance</i>
<b>Document Status:</b>	<i>Adopted</i>
<b>Approved By:</b>	<i>Council</i>
<b>Approved Date:</b>	<i>February 2024</i>
<b>Review Date:</b>	<i>February 2025</i>

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## INTRODUCTION

### 1.1. Purpose

This policy provides guidance and a set of principles to govern the use of Artificial Intelligence (AI) by Warrnambool City Council, including Councillors, contractors, and staff.

### 1.2. Scope

This policy applies to all Councillors, Council staff, and contractors engaged by Council.

### 1.3. Definitions

Term	Definition
AI	Refers to Artificial Intelligence - the simulation of human intelligence in machines that are programmed to think and learn like humans. It encompasses a wide range of technologies and techniques that enable machines to perform tasks that typically require human intelligence. These tasks include problem-solving, learning, planning, speech recognition, natural language understanding, perception, and decision-making.
AI Tools	Refers to any generative tools that uses artificial intelligence to produce content. This includes but is not limited to Google AI, ChatGBT, and Microsoft Azure.
Council	Refers to Warrnambool City Council.

### 1.4. References

Australian Government – Digital Transformation Agency, *Interim guidance on government use of public generative AI tools - November 2023, 2023.*

Warrnambool City Council, *Privacy Policy.*

Warrnambool City Council, *Acceptable Computer Use Policy.*

Warrnambool City Council, *Records Management Policy.*

Warrnambool City Council, *News & Social Media Policy.*

*Data Protection Act 2014 (VIC).*

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## 2. POLICY STATEMENT

Warrnambool City Council embraces the potential of positive transformative change presented by the emergence of AI and welcomes its use. However, Council is also committed to ensuring that the utilisation of AI aligns with Council's legal, ethical, and community standards. Only when AI is deployed responsibly can it improve the efficiency, effectiveness and quality of services and advice delivered.

This policy outlines the principles and requirements for the safe and responsible use of AI by Council Officers.

### 2.1. AI should be deployed responsibly

Council should only use AI platforms in low-risk situations and take the appropriate risk mitigation strategies described in this policy. Some examples of low-risk use include using tools to brainstorm ideas or options, or to do initial drafting of content, emails, and reports.

Council must ensure that all uses of AI platforms comply with Council's Acceptable Computer Use Policy, Privacy Policy, and Records Management Policy.

Use cases which pose an unacceptable risk to Council include but are not limited to:

- Use cases requiring the input of any amount of Council data considered to be sensitive or confidential information.
- Use cases where services will be directly delivered by AI, or decisions made by AI.
- Use cases where coding outputs will be used in government systems.

### 2.2. Accountability and Human Centred Decision Making

Council engages in a broad range of activities and delivers many services for the municipal community. AI tools must never be the final decision-maker on Council activities or services. Accountability is one of Council's organisational values and as such those who use AI to produce content are responsible for that content and must be able to explain and justify their advice and decisions.

Any responses or outcomes provided by AI tools must be critically analysed for appropriateness and accuracy before being used, as they can provide incorrect answers in a confident way.

Council should consider whether responses or outcomes are factually accurate, meet community expectations, or are coloured by known biases in the training data.

Council should also consider intellectual property rights of third parties as well as broader privacy and copyright issues when using these tools.

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## 2.3. Transparency

It should be clear when generative AI tools are being used by Council to inform activities. Council should consider including markings in briefings and official communications indicating if generative AI was used to generate any of the information. Official communications remain subject to Council's News & Social Media Policy even when produced by AI tools.

## 2.4. Privacy Protection and Security

Any data entered into AI tools is likely to be stored externally to Council and Council will have little ability to know who has access to it.

Inputs into AI tools should not include or reveal any classified information, or personal information held by council. All activities and inputs in relation to the use of information with AI tools should be considered a disclosure of that information and must comply with Council's Privacy Policy, relevant legislation, and the information privacy principles.

Generally, Council information should only be entered into these tools if it has already been made public or would be acceptable to be made public.

Council must also not enter information that would allow AI platforms to extrapolate classified or sensitive information based on the aggregation of content you have entered over time. Additionally, Council should avoid sharing any information that could be used for identity theft, fraud, or hacking attempts.

Where available, Council should disable any settings or permissions which save data or use history.

## 3. GOVERNANCE

### 3.1. Owner

The Manager Governance is responsible for ensuring this policy is implemented, progress is monitored and is regularly reviewed.

### 3.2. Review

The Manager Governance will review the policy for any necessary amendments no later than 1 year after its formulation or after the last review.

### 3.3. Compliance Responsibility

It is considered that this Policy does not impact negatively on any rights identified in the Charter of Human Rights and Responsibilities Act 2006.

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