CP.68 ICT – Use of Artificial Intelligence (AI)

Responsible Department	Corporate Services
Resolution Number	C.5153
Resolution Date	16/10/2024
Next Scheduled Review	2026/27
Related Shire Documents	Council Policy CP.3 Code of Conduct for Councillors, Committee Members and Candidates Council Policy CP.9 Communications and Social Media Policy Management Policy MP.1 Code of Conduct – Employees, Volunteers, Contractors and Agency Staff Council Policy CP.56 Records Management Council Policy CP.61 Privacy
Related Legislation	OAG Information Systems Audit Local Government 2021/22 WA Privacy & Responsible Information Sharing (PRIS) *Commonwealth Privacy Act 1988* *Public Sector Management Act 1994* *Freedom of Information Act 1992* *State Records Act 2000*

OBJECTIVE

- To ensure the responsible and ethical use of Artificial Intelligence (AI) in the workplace, that does not compromise the confidentiality of any sensitive corporate information of the Shire, a Council Member, an employee or a member of the public.
- To ensure the use of AI technology within the Shire is consistent with state laws and regulations.

SCOPE

This policy is applicable to the use of AI solutions including AI systems and generative AI technologies and affects Council Members, employees, contractors and volunteers associated with the Shire.

POLICY

The Shire acknowledges that the use of AI tools and technologies can provide valuable insights and increase efficiency and productivity by:

- Streamlining administrative tasks.
- Providing concept ideas and information when in preliminary stages of projects or tasks.
- Assist in developing policies, procedures, corporate documents and forms.
- Develop timelines and schedules.
- Develop advertising and social media material and images.
- Increase engagement with the community.

While a valuable tool, AI can be detrimental to an organisation as there is potential for incorrect information and decisions to be provided by these systems.

Inaccurate AI outputs can have implications, especially when the information is being used in public services and has the potential to impact the wider community.

AI technologies should only be used in conjunction with human intervention and judgement.

1. Privacy Protection and Security

All generative AI tools utilised within the Shire must be used safely and comply with this policy, any relevant Shire processes and legislation, this includes the forthcoming WA Privacy & Responsible Information Sharing (PRIS) legislation and the *Commonwealth Privacy Act 1988*, *Public Sector Management Act 1994*, and *Freedom of Information Act 1992*.

Proper data governance and management must be ensured when AI systems are being used, including data anonymisation (ensuring an individual's personal information is not disclosed) and adherence to informed consent principles (ensuring an individual is aware of any disclosure of information).

2. Transparency, Explainability and Contestability

- The results of all documents or outcomes of the use of AI tools must be explainable and transparent in use.
- If an AI system has been used to generate information, users must disclose the use.

3. Accountability

- The use of generative AI tools should be used in conjunction with G 1.15 Code of Conduct – Employees, Volunteers, Contractors and Agency Staff; G 1.10 Communications and Social Media Policy and G 1.4 Code of Conduct for Councillors, Committee Members and Candidates.
- AI tools used on Shire owned devices, should be restricted to work related purposes and for limited personal use that does not interfere with work or compromise the organisation.
- Employees who are intentionally engaging in the misuse or unethical use of AI technology will be investigated and may be subject to disciplinary action. Any suspected misuse of AI technologies should be reported to an employee's line manager and reported to the Coordinator People & Culture.
- In the event of an alleged breach of this policy, or any investigation of misconduct or inappropriate use, the Shire reserves the right to verify

compliance with this policy through various methods. This may include, but not be limited to:
- o Monitoring usage.
- o Reviewing logs.
- o Accessing cookie history.
- o Engaging internal and external audits.
- Results of any documents, images, advertisement, or images must be reviewed, amended and/or verified by a person before use or communication.

4. Incidents Reporting

Any incident related to data leak through AI tools must be reported as a formal incident. The incident must be handled through the Shire's Incident Management Process.

5. Confidentiality

Sensitive or confidential information strictly must not be disclosed to or entered into AI platforms. This includes:

- Information classified as confidential or sensitive by the organisation, such as legal documents or proceedings, personnel records etc.
- Personal Identifiable Information (PII) which may disclose personal information of Council Members, employees and members of the public, this includes (but is not limited to) a person's:
  - o Name.
  - o Address.
  - o Phone number.
  - o Signature.
  - o Date of Birth.
  - o Tax File Number or payroll information.

6. Publicly available (free) AI Applications
- Users must obtain prior approval from their line manager in writing (for Council Members, the Chief Executive Officer) to provide guidance on the use of alternative AI platforms before using any free AI application. The use case must be documented and contain details of the data type used, expected output from the AI application and process of reviewing results.
- Users must not distribute or click on any links provided or generated by public AI platforms or bots.

7. Accuracy & Compliances

All employees using AI technology must ensure that any records produced or used in the course of their duties are properly managed and in compliance with the *State Records Act 2000*.

8. Review and updates
- This policy will be reviewed periodically to ensure that it remains current and relevant.
- Any updates to this policy will be communicated as required.

9. References

1. Western Australia Government – Artificial Intelligence Policy https://www.wa.gov.au/system/files/2024-03/wagovaipolicy_0.pdf
2. Generative Artificial Intelligence *AI) tools developed for internal Government use – WA Public Sector Guidance https://www.wa.gov.au/system/files/2024-03/generativeaitoolsforinternalgovuse.pdf