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GLEN EIRA CITY COUNCIL

ARTIFICIAL INTELLIGENCE (AI) POLICY

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Approved by: Council

Policy category: Category 2 – Discretionary Council Policy

ARTIFICIAL INTELLIGENCE (AI) POLICY

1. Objectives

The objectives of this AI Policy are to:

- 1.1 ensure AI is used safely, lawfully and ethically, adhering to legal requirements and the Australia AI Ethics Principles.
- 1.2 Ensure AI is used by Council to benefit the municipal community.
- 1.3 Set the standard for the governance practices of Council in relation to AI that are in line with the local government governance principles.

2. Background

The increasing adoption of artificial intelligence is reshaping the economy, society and government. While the technology is moving fast, the lasting impacts of AI on the activities of government are likely to be transformational.

This Artificial Intelligence (AI) Policy outlines the principles, guidelines, and responsibilities for the ethical use of AI technologies within Glen Eira City Council. This Policy is guided by Australia's AI Ethics Principles, and local government governance principles to ensure that AI technologies are used in a manner that benefits the community while upholding legal and ethical obligations.

3. Scope

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

4. Definitions

Term	Definition
Artificial Intelligence, AI or AI System	Has broad meaning and various definitions. For the purpose of this policy, the Organisation for Economic Co-operation and Development (OECD) definition is used: <i>An AI system is a machine-based system that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments. Different AI systems vary in their levels of autonomy and adaptiveness after deployment.</i>
AI Users	Refers to Councillors, Council employees, volunteers and contractors engaged by Council who are using AI to deliver or assist in the delivery of Council services, or who are using AI in the course of their employment with Council.
Australia's AI Ethics Principles	Australia's 8 artificial intelligence (AI) ethics principles that have been developed by the Australian Government to ensure AI is safe, secure and reliable.
Confidential Information	means confidential information as defined in section 3(1) of the Local Government Act
Generative AI (Gen AI)	A type of AI is capable of creating new content such as text, images, audio, video, and code in response to user prompts. Examples include Chat GPT, Google Gemini and Microsoft

	Copilot.
Health information	Has the meaning given in the Health Records Act 2001 (Vic) and includes personal information that is information or opinion about: (a) the physical, mental or psychological health (at any time) of an individual; or (b) a disability (at any time) of an individual; or (c) an individual's expressed wishes about the future provision of health services to him/ her; or (d) a health service provided, or to be provided, to an individual
Personal Information	Information or an opinion (including information or an opinion forming part of a database), that is recorded in any form and whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion, but does not include health information.
Sensitive Information	Personal information that is information or an opinion about an individual's: (a) racial or ethnic origin; or (b) political opinions; or (c) membership of a political association; or (d) religious beliefs or affiliations; or (e) philosophical beliefs; or (f) membership of a professional or trade association; or (g) membership of a trade union; or (h) sexual preferences or practices; or (i) criminal record.

5. Policy

5.1 Responsible Use of AI

- 5.1.1 Council encourages the use of AI in low-risk situations such as brainstorming, drafting non-sensitive content, or enhancing administrative tasks where:
- the application is consistent with Council values, Australia's AI Ethics Principles, the Governance Principles, and Council's strategic direction.
 - It will improve outcomes for the community.
 - It can be used safely, legally, ethically and securely.
 - Council's processes, and policies have been complied with in the use of the AI.
- 5.1.2 The use of Copilot and Copilot Chat within Glen Eira's Office 365 environment is considered safe and is permissible to use. This has been risk assessed, and will continue to be monitored, by the Digital and Technology Services department. However when using these approved applications, it is still recommended practice to assess your use each time in line with Council's Privacy and Data Protection policies and data handling protocols to mitigate risks. Depending on your use case, a specific privacy impact assessment and risk assessment may be appropriate.
- 5.1.3 In all instances when using Copilot and Copilot Chat to generate content, human intervention is still necessary. All AI generated content should be fact-checked by staff or management before it is published irrespective of whether the audience is internal staff, Councillors, volunteers, customers or community.
- 5.1.4 Unless you are delegated in your role to do so, when using Copilot or Copilot Chat, users should not:
- Input Council data that is considered sensitive or confidential
 - Input any personal information or health information without consent of the individual
 - Input any information that is not already publicly available or that would not be made publicly available in accordance with Council's Public Transparency Policy
 - Input AI generated code in critical organisational systems without thorough review and testing.
- 5.1.5 Council prohibits the use of all other Gen AI tools on Glen Eira devices and for the conduct

of Glen Eira work. This may change over time if security of their use across Glen Eira systems is assured.

- 5.1.6 Council provides a Do and Don't matrix as an additional acceptable use guidance resource which is published for staff on GECKO.

5.2 Guiding Principles

Council commits to following Australia's AI Ethics Principles. Council will adhere to them as follows:

5.2.1 Human, social and environmental wellbeing

- Council will only use AI where it produces a benefit to individuals, society, the economy or the environment.

5.2.2 Human-centered values

- Council will consider any risks or infringements to human rights, including discrimination before implementing AI.
- Council will only deploy AI systems that involve human oversight and control in decision making.

5.2.3 Fairness

- Council will only deploy AI systems that are inclusive and accessible.
- Council will only deploy AI systems that produce decisions that do not discriminate on the basis of age, disability, race, sex, intersex status, gender identity and sexual orientation and that are compliant with any anti-discrimination laws that Council is subject to.
- Council will ensure that any Generative AI outputs are subject to human scrutiny to ensure fair un-biased outcomes.

5.2.4 Privacy protection and security

- Council will only deploy AI systems after a privacy impact assessment has been completed and considered by the AI Ethics Committee.
- No personal information will be entered into AI systems or tools without consent of the individual.
- Only information that is publicly available should be entered into AI systems.

5.2.5 Reliability and safety

- All AI systems will be reviewed and audited to ensure that they remain compliant with this policy and ensure that they are still relevant and appropriate for Council's purposes.
- All AI Users will be required to undertake regular training in the responsible use of AI.

5.2.6 Transparency and explainability

- Where a document has been generated using AI it will include a statement alerting the reader to the fact that AI has been used in its generation.

5.2.7 Contestability

- Individuals who feel that an administrative interaction with Council has been materially influenced by or they have been significantly impacted by the use of an AI system, will have the opportunity to request a review of any decisions made in

accordance with Council's complaints handling policy and procedures.

5.2.8 Accountability

- AI Users are accountable for the content produced and they must be able to justify decisions made on reliance of AI.
- Any Generative AI material must be reviewed and critically assessed as being accurate, un-biased and reliable by a person possessing the correct skills and experience to do so before it is used by Council.

6. Roles and Responsibilities

6.1 Councillors, Council staff and Volunteers

- Comply with this policy and any other relevant Council policies and procedures.
- Must not rely on AI generated content without checking its accuracy and suitability for purpose including ensuring that Council has the copyright in the content if it is being used in an external document or publication (including Council's website).
- Obtain approval and consent of AI Ethics Committee prior to implementing any AI systems.
- Ensure any contracts entered into (where relevant) include a clause that the contractor will comply with Council's AI Policy in delivering its services to Council.

6.2 AI Committee (sub-Committee of the Technology and Transformation (T&T) Governance Committee)

- Establishment and ongoing review and update of Council's AI Governance Framework, policies and procedures
- Ensure compliance with AI policy and procedures, and any legislative requirements.
- Review, consider, assess and approve all requests for AI technology.
- Ongoing review and assessment of AI technology and systems piloted or operationally used by Council.
- Review, consideration and approval of third-party contractors using AI to deliver Council services.
- Review complaints directly submitted to the Committee and report any outcomes through the T&T Committee.
- Ensure that all AI users are trained regularly on responsible and ethical AI usage.
- Oversee change management and provide help / support to staff, volunteers or contractors during initial rollout and ongoing implementation of the AI Policy. These resources will facilitate their understanding, compliance and responsible use of AI technologies.

6.3 Council Contractors

- Contractors engaged by Council must comply with this AI Policy and all related procedures when delivering Council services. Contractors are required to ensure transparency in the use of AI, including clear attribution when AI-generated content is used in any deliverables. No contractor may use AI to provide Council services without prior written consent from the Council's AI Committee.

7. Legislative Compliance

- 7.1 This Policy has been assessed as being compatible with the Charter of Human Rights and Responsibilities Act 2006 (Vic).
- 7.2 In line with the Gender Equality Act 2020 (Vic), a Gender Impact Assessment has been completed for this policy.

7.3 This policy supports Council's compliance with obligations under the Privacy and Data Protection Act 2014 (Vic).

8. Framework governance and procedures

An AI Committee will be established as a sub-committee of the T&T Governance Committee. The AI Committee will operate under an AI governance framework and will be responsible for the matters set out at 6.2 of this policy.

Procedural guidance will be developed and made available to all AI users.

9. Associated Council Documents

The following Council policies:

- Acceptable Use of Technology
- Corporate Data Ownership
- Information Governance
- Media
- Privacy
- Public Transparency
- Workplace Technology and Information Security
- Staff Code of Conduct

The following Council AI guidance resources:

- AI Governance Framework
- AI Risk Assessment Report
- AI Policy recommendations report (Delos Delta)

10. External References / Resources

Australia's AI Ethics Principles

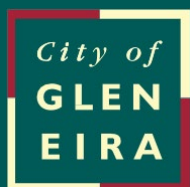
Closer to the Machine - Technical, social, and legal aspects of AI (OVIC 2019)

Local Government Act 2020 (Vic)

Artificial Intelligence – Understanding Privacy Obligations (OVIC online publication)

Privacy and Data Protection Act 2014 (Vic)

[Guidance 8. Contestability | digital.gov.au](#)



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