# AI FRAMEWORK POLICY

| QUALITY CONTROL | | | |
|---|---|---|---|
| **EDRMS REFERENCES** | D25/30074 | | |
| **RESPONSIBLE POSITION** | Manager Information and Communications | | |
| **APPROVED BY** | Council | | |
| **REVIEW DATE** | July 2027 | **REVISION NUMBER** | |
| **EFFECTIVE DATE** | **ACTION** | **MINUTE NUMBER** | |
| **Only include the last revision** (PLEASE DELETE THIS ROW) | | | |
| 30/6/2025 | Adopted | 47893 | |

## 1.    INTRODUCTION

The purpose of this framework is to outline the ethical and acceptable use of generative Artificial Intelligence tools that can be used by Council staff. This policy has been adopted to ensure all users have an awareness of the expectations of how and when generative AI tools can be used. This policy will also detail what steps need to be taken by staff when using generative AI tools in any decision-making process, and how to report this information for transparency.

This will also function as a guideline to inform BHCC staff on what AI tools are supported for use in Council, and how they can be used effectively to carry out official duties. This policy, therefore, applies to anyone working at Council, including employees, contractors, sub-contractors, third party vendors, external suppliers and authorised personnel (users). Unauthorised users are prohibited from using any Council ICT equipment, except equipment specifically supplied for public use.

This policy also provides general "dos and don'ts" in plain English to assist staff in using AI technologies.

## 2.    POLICY OBJECTIVE

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

The objective of this Policy is to provide clear guidelines for the use of AI tools and supply of all generative AI technologies provided to Council for business use.

This policy is in place to protect users and Broken Hill City Council. Inappropriate use exposes Broken Hill City Council to risks including malicious software, loss of sensitive information, compromise of network systems and services, misinformed or biased decision making, and legal issues.

## 3.   POLICY SCOPE

Currently supported generative AI platforms/software is focused on enterprise level AI tools, and is described below:

- Microsoft 365 Copilot,

- Symphony3 Knowledge Base Bot

This policy applies to any use of generative AI used to review, summarise, edit, and create new documents.

The use of any generative AI in unsupported manners will be considered a breach of this policy, and the ICT Policy, and may result in disciplinary action in accordance with Councils disciplinary procedure.

This policy applies to the following:

- All of Broken Hill City Council employee's/contractor's/volunteers in situations where their actions may expose Council's systems or data to generative AI tools, and

- Any and all of Broken Hill City Council's generative AI tools and applications, be they public facing or internally focused, e.g. chatbots, virtual assistances and search utilises.

## 4.   POLICY STATEMENT

This policy recognises the rapid evolution and increasing uptake of emerging technologies. It enables appropriate usage of generative Artificial Intelligence (AI) within the organisation, whilst protecting data from unauthorised exposure. Council fosters an innovation culture that allows the responsible use of AI to help deliver effective and efficient services and meet community needs in an environment where risks are assessed, and ethical standards upheld.

The following general "dos and don'ts" should be used as a basis for the use of any AI technology:

Do's:

- Comply with applicable legislative requirements and laws.

- If account creation is required, use a corporate email.

- Enable multifactor authentication where available.

- Disable training and logging features.

- Disable chat history.

- Reference any AI-generated content. Use AI-generated code in government systems.

- Report to ICT Manager or security team if unsure, or where guidance can't be followed.

Don'ts:

- Input official, sensitive or classified information.

- Create an account unless registration is a requirement.

- Open any AI-generated links.

- Open AI-generated files.

- Use unofficial generative AI websites, applications or plugins.

- Input or validate code from any government systems.

- Input large government datasets.

- Amend or downgrade NSW Information Labels.

The following are the guiding principles and standards that Council must adhere to for the implementation of this policy.

### 4.1 Transparency
Whenever used to provide data or inform decisions made by Council, it should be made clear that generative AI was used in the process. This should take the form of clear markings or statements referencing when generative AI was used in the process. Official communications remain subject too, and must abide by the Council's Communications and Customer

### 4.2 Privacy and Security
Any data entered into generative AI tools is to be expected to be stored externally to Council data stores and Council will have little ability to reliably track who has access to this data.

Data entered into generative 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 Information Privacy Policy, relevant legislation, and the information privacy principles.

Council information should only be entered into these tools if it has already been made public or would be acceptable to be made public, and any data used must be anonymised, with all Personal Identifiable information removed. 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.

### 4.3 Accountability
AI tools must never be the final decision-maker on Council activities or services.

Accountability is a one of Council's organisational values, and as such those who use AI to produce content are responsible for that content, and must ensure they can explain and justify the advice and decisions that are being made.

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

### 4.4    Responsible use

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 Information and Communication Technology Policy, Community Services Policy, and Records Management Policy.

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

i. Use cases requiring the input of any amount of Council data considered to be sensitive, confidential information, or with Personal Identifiable information.

ii. Use cases where services will be directly delivered by AI, or decisions will be made by AI, instead of a human.

iii. Use cases where coding outputs will be used in government systems.

### 4.5    Support for staff

Given the pace of technological change, it is acknowledged that staff have varying degrees of familiarity with AI and understanding of how it can be used to support improved outcomes for the community.

Council is dedicated to investing in staff development, including in relation to technologies and AI and commits to:
i.: A continuous learning and adaptive approach to AI and innovation.

ii.: Supporting staff to develop their ability to use AI safely and ethically to improve outcomes.

iii.: Incorporate technology and AI awareness training into workforce development training programs.

iv.: Build organisational capability to critically analyse AI outputs and the limitations and benefits of the technology.

v.: Engage with staff on AI awareness, innovation, opportunities and threats.

vi.: Collaborating with staff and the sector to develop a detailed AI Framework to guide the ethical, legal, and effective use of AI as the technology evolves.

## 5. IMPLEMENTATION

The following Council officers are responsible for the implementation and the adherence to this policy.

### 5.1 Roles and Responsibilities

- General Manager;

- Director Finance and Commercial;

- Manager Information and Communications Technology.

### 5.2 Communication

This Policy will be communicated to staff in accordance with Council's Policy, Procedure and Process Framework. Following approval by the General Manager, the Policy will be made available on Council's intranet.

## 6. ASSOCIATED DOCUMENTS

The following documentation is to be read in conjunction with this policy.

- **Broken Hill City Council Model Code of Conduct**,

- **Information and Communications Technology Policy,**

- **Records Management Policy,**

- **State Records Act 1998 (NSW),**

- **Community Services Policy,**

- **Intellectual Property Policy**

## 7. REVIEW

Review of this policy will incorporate relevant legislation, documentation released from relevant state agencies and best practice guidelines.

The standard review period will be within each term of Council following the Local Government Elections, or as required to ensure that it meets legislation requirements and the needs of the community and Council. The responsible Council officer will be notified of the review requirements three (3) months prior to the expiry of this policy.

This policy will also be reviewed as new AI technologies become available to Broken Hill City Council, and amended to include technologies that contribute and add value to Council's work practices and the wider community as a whole.

The Manager Information and Communications Technology is responsible for the review of this policy.

## 8. LEGISLATIVE AND LEGAL FRAMEWORK

This policy is to be read in conjunction with the following:

- **Local Government Act 1993**

- **Government Information (Public Access) Act 2009**

- **Privacy and Personal Information Protection Act 1998**

- **State Records Act 1998**

- **Copyright Act 1968**

- **Broken Hill City Council Model Code of Conduct,**

- **Information and Communications Technology Policy,**

- **Records Management Policy,**

- **State Records Act 1998 (NSW),**

- **Community Services Policy,**

- **Intellectual Property Policy**

Council employees shall refrain from personal activities that would conflict with proper execution and management of Council's <enter policy name>. Council's Code of Conduct provides guidance for recognising and disclosing any conflicts of interest.

## 9. 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 Technologies | Refers to any generative tools that uses artificial intelligence to produce content. This includes but is not limited to Google AI, ChatGPT, and Microsoft Copilot. |
| Council | Refers to Broken Hill City Council |