Artificial Intelligence Policy Template for Australian Local Government

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symphony3

Artificial Intelligence (AI) Policy for Australian Local Government

1. Purpose

This document has been developed by Symphony3 as a template for local governments to assist them in developing their own AI policy. It has been developed as a guide only. Councils can reuse any or all sections of this document as they see fit. Symphony3 shall not be held responsible for contents that are used. We request that attribution be given to Symphony3 in any policy that uses content in this document.

The purpose of this policy is to establish guidelines for the ethical, transparent, and responsible use of Artificial Intelligence (AI) within {the Australian Local Government}. This policy aims to ensure that AI technologies are used ethically, uphold legal standards and regulations, and benefits the community. {The Australian Local Government} supports the use of AI to enhance decision-making, improve process design, and uplift citizen services.

2. Scope and Application

This policy applies to all employees within {the Local Government}.

3. Requirements

Employees must:

- use AI to support human decision-making, not replace it entirely.
- use AI in a manner that respects human rights, promotes fairness, and avoids discrimination.
- regularly assess and consider biases in AI systems to ensure fairness and equity.

Employees must not:

- feed sensitive or personally identifiable information into an AI system.

Employees who are designing and implementing AI systems must:

- implement AI in a manner that respects human rights, promotes fairness, and avoids discrimination.
- mitigate biases in AI systems to ensure fairness and equity.
- maintain comprehensive documentation of internally developed AI systems, including their purpose, functionality, data sources, and decision-making processes.
- implement data governance practices, including data anonymisation, data retention policies, and consent management.
- ensure AI systems are accessible to all, including people with disabilities, and consider the diverse needs of the community.
- include diverse perspectives and design principles in AI development and deployment processes.

- implement systems for continuous monitoring of AI performance, accuracy, and impact.
- conduct periodic reviews and updates to adapt to new challenges and regulatory changes.
- follow established best practices for developing and testing AI systems, ensuring reliability, robustness, and security.
- incorporate ethical considerations into the design and deployment phases.
- establish mechanisms for community and stakeholder feedback on AI deployments and use feedback to continuously improve AI systems and policies.

The Procurement team must:

- prioritise vendors committed to ethical AI practices and transparency.
- include ethical standards in the evaluation criteria for AI systems and vendors.
- establish protocols for evaluating third-party AI solutions to ensure they meet ethical and technical standards prior to onboarding.

Senior Leadership must:

- establish an AI Steering Committee with representatives from various departments, including legal, IT, and community members.
- provide ongoing training on ethical AI use, data privacy, and security.
- implement programs to raise awareness about AI technologies and their implications.
- foster collaboration between departments to ensure consistency in AI policy application and share knowledge.
- develop a unified strategy for AI deployment across departments.
- establish protocols for responding to incidents where AI systems fail or cause unintended consequences.
- implement mechanisms for reporting incidents and conducting investigations.

The AI Steering Committee must:

- oversee the ethical AI deployment, review policies, and address ethical dilemmas.
- conduct regular risk assessments to identify and mitigate ethical, social, and legal risks.
- develop and update strategies to address identified risks.

4. Compliance

- Ensure AI systems comply with local, state, and federal laws, including data protection and anti-discrimination laws on a regular basis.
- Policy breaches must be escalated to the policy owners.
- Breaches of this policy may result in disciplinary action.

5. Definitions

- **Artificial Intelligence (AI):** Systems capable of performing tasks that typically require human intelligence, including but not limited to learning, reasoning, problem-solving, understanding natural language and creating content including text, imagery and video.
- **Machine Learning (ML):** A subset of AI that involves algorithms and statistical models that enable computers to improve their performance on tasks through experience.

- **Data Privacy:** Protection of personal data from unauthorised access and ensuring individuals' control over their own data.
- **Bias:** Systematic and unfair discrimination in AI outcomes, often due to biased data or algorithms.
- **Transparency:** The degree to which AI decision-making processes are open and understandable to stakeholders.

15. Document Information

Effective Date	30 July 2024
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Owner:	Manager, Corporate Governance
Manager:	CEO
Related documents	Information Security Policy
	Privacy Policy

16. Document history

Version	Effective Date	Approver	Summary of Changes
V1.0	30 July 2024	Mary Smith	Initial version of AI policy