



symphony3

AI Proof of Concept Use Cases

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AI POC Council Use Cases

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City of Greater Bendigo

Public Document Search Bot

Develop an AI-powered application for Council staff that streamlines the process of searching through heritage documents. The use of AI will help strategic planning officers answer queries quickly and reduce the manual effort required.

Purpose

- Customers have queries on various topics, including heritage planning which need to be answered by planning officers.
- The planning officer faces the challenge of finding relevant documents, which are often long and time-consuming to review to answer the query.
- The officer must manually read through extensive documents to extract the needed information.
- Once the correct information is found, the officer responds via email, usually within 24 hours.
- The application will streamline this process by quickly searching for relevant information in documents.
- It will generate a pre-written email response for the officer to review, reducing the manual effort and time spent on each query.

Expected Benefits

- **Time Savings:** Reduces the need for manual document review, cutting response times.
- **Efficiency:** Enables strategic planning officers to handle customer queries more quickly and accurately.
- **Reduced Manual Effort:** Minimises the tedious work of sifting through extensive documents.
- **Consistent Responses:** Provides a uniform email draft response, ensuring consistency in communication across the Council.

Broken Hill City Council

Knowledge Base Bot

Develop an AI-powered application that provides staff at Broken Hill City council with a platform to query specific topics and receive clear, concise responses. This solution ensures quick access to information, eliminating the need to search through multiple sources for relevant details.

Purpose

- Staff, especially new hires, frequently have questions about policies, procedures, and legislative documents.
- These queries are frequently directed to colleagues, which can be time-consuming.
- Relevant information is scattered across multiple sources and requires context for accurate interpretation.
- Understanding and responding to queries correctly requires familiarity with complex documents.
- Frequent updates to policies and regulations make it challenging for staff to stay informed.
- The application will offer a user-friendly platform that allows staff to query policies, procedures, and legislative documents, providing accurate and up-to-date information from multiple data sources.
- It will deliver clear, concise responses with sources, links, and summaries, reducing the need for manual searches and improving efficiency.

Expected Benefits

- **Enhanced Understanding:** Provides staff with clear, concise information to improve understanding of policies, procedures, and legislative documents.
- **Efficiency:** Delivers up-to-date responses quickly, reducing time spent searching through multiple sources.
- **Consistency:** Generates structured email drafts to ensure consistency in responses across the Council.
- **Support for New Employees:** Serves as a valuable learning tool for new hires, assisting with onboarding and knowledge acquisition.

LGPro

Quick Search Bot

Develop an AI-powered application that enables staff at LGPRO to efficiently handle customer queries by providing accurate responses in a professional manner. The application will utilise pre-written email templates to streamline communication and ensure consistency in customer interactions.

Purpose

- LGPRO is an organisation that provide a broad range of programs to people who work and want to progress their career in Local Government.
- Staff at LGPRO spend around 2 hours daily answering repetitive customer inquiries, reducing time for other tasks.
- Customer emails go to a shared inbox, which staff periodically review and assign to the relevant department.
- Queries like workshop schedules, invoices , and membership details are common but time-consuming to address.
- The application will enable staff to submit queries, retrieve relevant information, and generate pre-written email templates, allowing for quick and efficient responses.

Expected Benefits

- **Centralised query management** for improved organisation and efficiency.
- **Faster response times**, enhancing staff productivity and customer satisfaction.
- **Minimised delays**, ensuring queries are addressed even if key staff are unavailable.
- **Consistent and professional responses** using AI-filled prewritten email templates.
- **Reduced workload** on staff, allowing more focus on other important tasks.

Shire of Narrogin

Reporting to Council

Develop an AI-powered application to assist staff in drafting objective and structured reports for elected members' review and decision-making. Staff will first gather the necessary information, and the AI will then compile it into the pre-defined council template, ensuring clarity, completeness, and neutrality. The system will also analyse the report for gaps in risk analysis, flagging missing information for staff review before finalisation.

Purpose

- Requests, such as a "Request for a New Dog Park" are submitted to council for review.
- The CEO approves the request for a report to be prepared for elected members.
- The Building and Planning officer navigates multiple sources, including town planning regulations, legislative and budget constraints, to compile this report.
- Compiling the report and conducting a risk analysis can be challenging.
- Reports often fail to meet expected requirements and may lack compliance.
- The application will streamline the process by assisting with report generation and identifying gaps in the risk assessment using relevant data.

Expected Benefits

- **Increased Efficiency:** Assists with report generation, reducing manual effort and time spent on creating reports.
- **Improved Accuracy:** Minimises human error by ensuring relevant information is included and enhancing the quality of the risk assessment.
- **Consistency:** Ensures reports follow a predefined report template, maintaining uniformity and meeting organisational standards.
- **Better Decision-Making:** Provides timely reports that support elected members in making well-informed decisions.
- **Streamlined Workflow:** Simplifies the process for staff by automating report generation.
- **Enhanced Compliance:** Helps ensure that reports align with regulatory requirements and industry standards by supporting thorough risk analysis.

Macedon Ranges Shire Council

Community Engagement

Develop an AI-powered application that will streamline the analysis and summarisation of engagement feedback, enabling council staff to process community sentiment efficiently. By leveraging AI, the application will consolidate fragmented and unstructured feedback, identify trends, and provide data-driven insights to support informed decision-making.

Purpose:

- Currently, the council faces challenges in gathering community feedback on local issues.
- Without a system to monitor trends, identifying emerging concerns is difficult.
- Any feedback received must be manually processed and is not shared across council departments, limiting collaboration and efficiency.
- The available data is fragmented and unstructured, making analysis cumbersome.
- Implementing this application will enable the council to identify trends quickly, take proactive action, and gain a clearer understanding of community issues and concerns.

Expected Benefits:

- **Stronger Community Engagement & Trust**
 - Community members feel heard and engaged.
 - Issues that matter most to the community are accurately identified and relayed.
 - Enables targeted and more effective communication with community members.
- **Proactive & Data-Driven Decision-Making**
 - The council shifts from being reactive to proactive.
 - Councillors gain confidence in the accuracy and relevance of information.
 - Supports the creation of an informed, data-driven council plan.
 - Improved data analysis capabilities to enhance decision-making.
- **Operational Efficiency & Reduced Workload**
 - Early identification of trends in community sentiment.
 - Reduction in council portal requests through clearer communication.
 - Feedback processing is streamlined, ensuring better internal collaboration.
- **Crisis Management & Misinformation Control**
 - Helps detect and address misinformation spread within the community.
 - Supports crisis and reputation management for the council.
- **Enhancing AI Adoption & Governance**
 - Improves understanding of AI's capabilities and limitations in public sector governance.

Moira Shire Council

Policy Review Lifecycle

Develop an AI-powered application designed to streamline policy management by identifying outdated policies, assisting in drafting updates in clear and consistent language, and ensuring compliance with legislative and regulatory changes. This solution will enable staff to efficiently maintain up-to-date, complaint policies, reducing manual effort and improving accuracy.

Purpose

- Staff are responsible for keeping policies up to date to ensure ongoing compliance.
- An update is typically needed when there are changes in legislation or when a policy reaches its renewal date.
- Staff must review relevant legislation to determine if policy updates are necessary, along with any required procedural changes which is all time-consuming.
- The application will help staff identify policies due for renewal based on renewal dates or legislative changes, review relevant legislative updates, and draft policy updates in a clear, consistent language to ensure compliance.

Expected Benefits

- **Saves Time and Effort:** Automates policy renewal tracking, reducing manual tasks.
- **Improved Compliance:** Enhances risk management by aligning policies with the latest regulations.
- **Clearer, more consistent policies:** Promotes plain language and standardisation.
- **Improves Accuracy:** Offers clear guidance on legislative changes, minimising errors.
- **Faster Policy Updates:** Speeds up the process of updating policies.

Corangamite Shire

Training Bot

Develop an AI-powered application that allows staff to ask questions about council processes or how to use council IT systems. The application will provide clear, step-by-step guidance on the relevant processes in response to each query.

Purpose

- There is currently no centralised storage for guides and training materials, making it difficult for staff to find information.
- Once material is found, the manual process of reading through guides and interpreting them to learn systems is time-consuming.
- Knowledge loss occurs when staff leave, taking their expertise with them.
- Many staff rely on outdated induction training, which may not reflect recent process changes.
- There are insufficient resources for comprehensive staff training.
- This application will address these issues by providing a centralised platform where staff can quickly ask questions and receive answers, offering training to new staff and updating existing staff.

Expected Benefits

- **Time-Saving:** Immediate, step-by-step guidance reduces time spent searching for information.
- **Reduced Delays:** Faster task completion with instant access to process guidance.
- **Faster Onboarding:** New employees get up to speed quickly.
- **Reduced Dependency:** AI answers questions, reducing reliance on specific individuals.
- **Consistency:** A unified approach ensures everyone follows the same processes.
- **Better Compliance:** Ensures correct adherence to policies and processes.
- **Knowledge Retention:** AI helps retain organisational knowledge despite staff turnover.
- **Improved Performance:** Staff perform roles more effectively with easy access to information.
- **Increased Efficiency:** Faster turnaround times for tasks and processes.
- **Enhanced Ownership:** Staff take greater responsibility and feel more confident.
- **Self-Sufficiency:** Supports staff in solving problems independently without repeatedly asking colleagues.
- **Boosted Confidence:** AI-driven support builds staff confidence in following processes and resolving issues.

Warrnambool City Council

Infringement Review Bot

An AI-powered application is being developed to assist with the parking infringement review process, allowing individuals to challenge fines by providing explanations for errors or special circumstances. The application will analyse relevant data, such as vehicle history and applicable legislation, and recommend whether the fine should be upheld or cancelled, ensuring a fair and consistent review process.

Purpose

- Council staff currently process 20 to 30 parking fine reviews per day, with numbers increasing during holidays.
- Reviews are time-consuming and complex, requiring staff to check multiple sources before deciding.
- Staff must determine whether to upload the fine, cancel the infringement, or request additional information.
- Human errors can occur, such as incorrect registration details entered by officers or vehicle owners. Additionally, some individuals may attempt to avoid fines using common excuses, while others may have valid reasons for cancellation.
- The application will assist in determining whether a fine should be upheld or cancelled, while also allowing for further review in cases requiring subjective judgement.

Expected Benefits

- **Increased Efficiency:** Automates the review process, reducing the time staff spend on each case and allowing them to focus on more complex inquiries.
- **Consistency in Decision-Making:** Ensures all reviews follow the same criteria, minimising subjective variations in outcomes.
- **Improved Confidence in Outcomes:** Provides data-driven recommendations, reducing uncertainty and enhancing trust in decisions.
- **Error Detection:** Identifies potential errors, such as incorrect registration details entered by customers or staff.
- **Faster Response Times:** Speeds up the review process, providing quicker resolutions for individuals challenging fines.
- **Reduced workload for staff:** Alleviates administrative burden, allowing staff to focus on exceptions and special cases.
- **Fairer Review Process:** Ensures all cases are evaluated thoroughly and objectively, promoting a transparent and just system.
- **Scalability:** Can handle increased volumes during peak times, such as holidays, without overwhelming staff.