

AI & Digital Transformation Use Cases

01

Governance & Compliance

Legislative & Policy Compliance

1. **Automated Planning System:** Track legislative requirements, deadlines, and key dates across Executive Leadership Teams (ELT), Councils, and Committees.
2. **Policy Review Automation:** AI-driven comparison of current policies with updated legislation and standards.
3. **Compliance Checks:** AI reviews existing policies to identify gaps and ensure alignment with new legislative requirements.



Standardisation & Consistency

4. **Centralised Admin Platform:** Central hub for policies, procedural guidance, templates, and compliance support.
5. **Standardised Policy Interpretation:** Automated policy interpretation to produce consistent, approved responses.
6. **Automated Correspondence & Form Completion:** AI fills out forms using data from systems like TechOne.

02

Community Engagement & Service Delivery

Community Feedback Analysis

1. **Sentiment & Trend Analysis:** AI summarizes and interprets community feedback from surveys, social media, and targeted engagement.
2. **Community Request Responses:**
 - **Retrieval-Augmented Generation (RAG):** Uses historic council minutes and meeting notes to generate informed responses.
 - **Scenario-Based Policy Matching:** Users input situations; AI returns relevant policies and applicable sections.



Accessibility & Inclusion

3. **Multilingual Community Consultation:** Translate consultations for diverse language communities.
4. **Digital Inclusion Guidance:** Assist clients in navigating services with support for financial, health, and literacy needs.

03

Planning, Development & Infrastructure



Planning Assistance

7. **AI Planning Co-Pilot:** Drafts acceptance/rejection for planning applications based on initial reviews.

8. **First-Stage Recommendations:** AI supports planners with recommendation summaries.
9. **Infrastructure Prediction:** Long-term forecasting (e.g., 50 years) for infrastructure planning in small towns using AI models.

Development Strategy

10. **AI in Economic Development:** Assists with strategic planning, partnerships, and business engagement.

04

Operations & Internal Process Automation

Procurement & Recruitment

1. **Procurement Advice Tool:** Recommendations based on legislation, policy, and panel data.
2. **Recruitment Support:**
 - AI-generated Position Descriptions.
 - Workforce planning via analysis of turnover and staffing gaps.

Staff Lifecycle Support

3. **Onboarding/Offboarding:** Customised workflows including delegations, authorisations, and acting appointments.
4. **Training & Upskilling:**
 - Interactive Training Platform: Answer staff questions based on manuals and guides.
 - E-learning modules for specific workflows (e.g., complaints handling).

05

Communications & Media

Internal & External Communication Tools

1. **Newsletter & Media Request Automation:** Forms for scheduling and submission.
2. **Advertising Support:** AI handles request forms and deadline reminders.

3. **Automated Content Creation:** Generate media/web content using AI, including community consultation summaries.

06

Emergency & Safety Management

1. **Emergency Contact Integration:** AI links to databases for better outreach during emergencies.
2. **Risk & OHS Automation:**
 - Automated compliance checks.
 - Access to manuals and quick reference forms.

**07**

Customer Service & Experience

Digital Assistants

1. **AI Customer Co-Pilot:** Supports service inquiries and phone assistance.
2. **Smart Templates:** Interactive forms that prompt users for missing information.
3. **CRMs Reconciliation:** Water requests, street litter bin reporting, and more streamlined via AI.

User Experience Enhancement

4. **Improved Booking & Planning Interfaces:** Prioritised forms and process streamlining.
5. **Voice of Youth:** Encourage inclusive engagement with AI-driven analysis of youth feedback.

08

Administrative Tools

1. **Fleet Compliance Tools:** Checkers for internal policy alignment.
2. **Wildlife Registry & Environmental Insight Tools.**
3. **Analytics for Rates, Infringements, Agent Transactions.**
4. **Custom Views for ERP and Admin Dashboards.**



Next Steps

Contact Symphony3 to:

- Run a **Senior Management Workshop** to unlock the full potential of AI and gain practical experience during the session.
- Run an **AI Adoption Programme (6 months)** where we will embed AI within your organisation with the expertise of our consultants, or,
- Try a specific **AI pilot** to address specific challenges in your business.

Contact us at info@symphony3.com to learn more.

