



GOALS FOR THE SESSION



Understand what other councils and organizations are currently doing with AI

- ★ Gauge the pace of change: what will realistically happen in the next 12-24 months
- ★ Separate genuine progress from hype: what's really going on versus what's hype
- ★ Identify pitfalls and watchouts, especially given local government's cautious posture
- ★ Learn best-practice guardrails for individuals and the broader workforce

WHO WAS IN THE RING?

- Manson (CEO), Michael Tugball
- Symphony3: Michael Fagan, Liam (intern, AI automation)
- Additional Attendees: Nicholas, Mark, Paul, Nick, Amy

SESSION FORMAT

First 15 minutes recorded live to demo tools, then switched off.

● REC →

AI FEARS & CONCERNS RAISED

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HYPE CYCLE TRAP

- STEP 1
"It's amazing!"
- STEP 2
"oh my God, it's better than me!"
- STEP 3
"oh, I shouldn't use it then"

RISK: never learning to balance use and restraint in the right way.

WHAT'S THE NEW THING WE SHOULD BE DOING THAT WE'RE NOT DOING? SOME THINGS AI SHOULD DO AND SOME IT SHOULDN'T.



- Don't blindly trust it.
- Check it, check the outputs, make sure they're relevant.
- You might need to tweak it or check again.
- Prompt again until you get the answer that makes more sense.

TREAT AI AS AN ASSISTANT, NOT A REPLACEMENT.

2

BLIND TRUST IN OUTPUTS

3

GOVERNANCE IMMATURITY



- Governance in Australia is really immature and potentially not there.
- Legalities of use, data security, etc.
- Data protection issues.
- Primary interest: best-practice guardrails as the sector learns and moves forward.

- SCANDINAVIA MOST ADVANCED
- AUSTRALIA 6-9 MONTHS BEHIND UK
- AUSTRALIAN LAWS CLOSELY MIRROR UK LAWS
- US LAWS DIVERGE SIGNIFICANTLY
- GDPR & EUROPEAN PRIVACY FRAMEWORKS = GOLD STANDARD

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MISAPPLICATION RISK



- Risk of stamping AI on everything and saying we're using AI without thinking through business process and intended outcomes.

KEY QUESTION: WHEN DO WE APPLY IT, AND WHAT WILL IT ACTUALLY DRIVE FOR DIFFERENT OUTCOMES?

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ASKING THE WRONG QUESTIONS



- We're moving into an age where the answers are very easy to find, but we don't know the right questions to ask.
- Hitchhiker's Guide reference: "If the answer is 42, we've asked the wrong question."
- In the quest for answers, the right questions get lost.

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LOSS OF CRITICAL THINKING

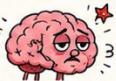


- Seductive simplicity of a single AI-generated answer vs. the plurality of a Google search.
- Concern about school-age children using AI for homework before developing independent thinking.

DON'T PROHIBIT USE, BUT ENSURE KIDS UNDERSTAND THE RISKS AND DO THEIR OWN THINKING.

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BRAIN ATROPHY



- AI may reduce cognitive effort over time, leading to brain atrophy in future generations.
- Linked to broader screen-time trend: attention spans already declining significantly.
- Current generation cited as the first not to test smarter than the previous one.

SCREEN IMPACT LIKELY PRECEDES AI; AI COULD COMPOUND IT.

TECHNOLOGY TIMELINE CONTEXT

1969

ARPANET
FIRST MESSAGE
OCTOBER 1969
Anyone born before this is older than the internet!

1991

WORLD WIDE WEB
PUBLICLY AVAILABLE

2006

CLOUD COMPUTING
JUST 20 YEARS OLD!

2008

IPHONE

- No one has yet left high school who was born after the iPhone.
- No one has yet left university who was born after cloud computing.

THE BIG TOP TAKEAWAY

There are some interesting times ahead for us and for industry as employers and managers!

