



ARTIFICIAL INTELLIGENCE POLICY

PURPOSE

To establish a framework for the ethical, secure, and responsible use of third-party Artificial Intelligence (AI) technologies within the City. It focuses on protecting information assets, ensuring data privacy and integrity and guiding AI use in compliance with legislation and governance principles.

SCOPE

This policy applies to all Council Members, employees, contractors, and volunteers using AI technologies within the City. It covers the use of third-party AI systems, including generative AI tools, and aims to ensure appropriate use while protecting corporate and personal data from unauthorised access or disclosure.

DEFINITIONS

City means the City of Kalgoorlie-Boulder.

CEO means the Chief Executive Officer of the City.

Artificial Intelligence means a set of technologies that enable machines or systems to perform tasks typically requiring human intelligence. This includes, but is not limited to, data analysis, pattern recognition, language processing, decision-making, and automation.

Generative AI means a subset of AI that can produce new content such as text, images, audio, or data based on patterns learned from existing datasets.

Users mean Council Members, employees, contractors, and volunteers who access or use AI technologies in the course of their duties for the City.

Data Privacy means the right and obligation to protect personal and sensitive data from unauthorised access, use, or disclosure.

Sensitive Information means the Information that, if disclosed, could compromise privacy, security, or the reputation of the City, including personal data, health information, or confidential corporate records.

Public Information means the Information that is freely accessible to the public and may be used, reused, and redistributed without restriction or repercussions.

POLICY STATEMENT



The City is committed to the ethical, transparent, and responsible use of Artificial Intelligence (AI) technologies to enhance service delivery, improve operational efficiency, and support informed decision-making. AI tools will be used to complement, not replace, human judgement and must always be applied with appropriate oversight, especially where outputs may impact the community or sensitive corporate functions.

This policy ensures that all use of third-party AI systems within the City:

- a. Aligns with relevant legal, privacy, and ethical standards.
- b. Is subject to verification and human review before final use.
- c. Is adopted only when it clearly provides a benefit over non-AI alternatives.
- d. Protects data integrity, privacy, and security.
- e. Considers risks related to intellectual property and misinformation.
- f. Is integrated into broader data governance and ICT risk management frameworks.

The City will continue to build internal awareness and capability to ensure that all AI technologies are used in a way that is secure, justifiable, and in the public interest.

POLICY DETAILS

1. Privacy and Data Protection

The use of AI technologies within the City must uphold privacy rights and protect personal and sensitive information. This includes strict compliance with applicable legislation and policies, including:

- WA Privacy and Responsible Information Sharing (PRIS) legislation (forthcoming)
- *Freedom of Information Act 1992*
- *State Records Act 2000*

AI systems must incorporate privacy-by-design principles throughout their lifecycle. This includes:

- a. Applying appropriate data governance and anonymisation techniques;
- b. Ensuring informed consent when personal information is collected, disclosed, or used; and
- c. Managing data in accordance with the City's retention and classification frameworks.



2. Security and Risk Management

AI technologies must be implemented with robust security controls to protect the City's systems, data, and community trust. This includes:

- a. Preventing unauthorised access, misuse, and data breaches;
- b. Identifying and addressing potential vulnerabilities in AI tools;
- c. Ensuring resilience against adversarial attacks or system manipulation;
- d. Limiting use to AI platforms that do not involve uncontrolled third-party data sharing; and
- e. Avoiding the input or upload of sensitive or confidential or personally identifiable information into AI platforms.

3. Reliability and Accuracy

All AI-generated outputs must be factually correct, reliable, and free from bias. The users are responsible for validating AI outputs before they are used in decision-making, service delivery, or public communication.

Key obligations for users:

- a. Continuous monitoring of AI systems for errors or inconsistencies
- b. Verification of input quality and output relevance
- c. Using AI only where it is the most effective and appropriate tool
- d. Ensuring that human oversight is maintained at all times

4. Transparency and Contestability

The City is committed to the responsible and transparent use of AI, ensuring that stakeholders are informed when AI influences outcomes and that clear mechanisms exist for review or challenge.

Disclosure is required when AI materially influences decisions, outcomes, or communications that affect individuals, services across the organisation. This ensures accountability, builds public trust, and supports transparency.

Disclosure must occur when:

- a. AI-generated content informs or supports decisions affecting individuals' rights, access, or obligations
- b. The AI outcome is not fully reviewed or moderated by a human before use
- c. The AI system is engaging directly with individuals

Disclosure is not required when AI is used solely for administrative purposes, such as formatting, summarising, or improving the presentation of human-generated content, where:



- a. No decisions are made or influenced by the AI system
- b. The AI output is based entirely on human-provided information
- c. The content is used internally and does not impact individual rights, obligations, or service access
- d. A human reviews and approves the final content before use

5. Accountability

Decision-making remains the responsibility of the City and its authorised personnel—not the AI systems themselves. Human judgment must guide all AI use, and each stage of the AI lifecycle must have clearly assigned accountability.

This includes:

- a. Identifying who is responsible for AI use, oversight, and outcomes
- b. Ensuring compliance with relevant Codes of Conduct and organisational policies
- c. Allowing independent review of significant decisions made with AI support
- d. Maintaining records and audit trails to support accountability and traceability

6. Acceptable Use

The use of Artificial Intelligence (AI) technologies within the City must align with the organisation's operational requirements, and applicable legislation. All users are required to exercise responsible and secure use of AI tools in accordance with this policy.

AI tools may be used under the following conditions:

- a. Only for approved business-related purposes and on City-owned devices.
- b. Limited personal use is permitted, provided it does not interfere with official duties or compromise systems or information security.
- c. All AI-generated content must be reviewed and validated by staff before being used in decision-making, service delivery, or external communication.

The following uses of AI are not permitted:

- a. Use of AI tools to make decisions or deliver services without appropriate human oversight.
- b. Use of unapproved AI platforms that enable uncontrolled third-party data sharing.
- c. Uploading or submitting sensitive, confidential, or personally identifiable information into AI systems.
- d. Use of publicly available AI platforms unless formally approved through the designated approval process.
- e. Sharing or acting on AI-generated outputs or hyperlinks unless verified as safe and originating from a trusted source.



7. Role and Responsibilities

To ensure AI tools are used securely and in line with organisational standards, any use of public or non-standard AI technologies must be assessed and approved prior to implementation.

Role	Responsibilities
Chief Executive Officer (CEO)	<ul style="list-style-type: none">➤ Set the City's strategic direction for the ethical and effective use of Artificial Intelligence (AI).➤ Approves any exceptions to this policy.➤ Provides leadership and guidance on high-risk or organisation-wide AI adoption initiatives.➤ Supports governance and transparency expectations in line with community trust.
Director	<ul style="list-style-type: none">➤ Provides executive oversight of AI policy implementation and compliance across business units.➤ Endorses major AI-related procurements and resourcing aligned to strategic plans.➤ Supports risk mitigation by ensuring coordination across ICT and business units.➤ Escalates unresolved or high-impact AI risks or incidents to the CEO.
ICT Manager	<ul style="list-style-type: none">➤ Oversees the operational implementation of AI governance, tools, and security protocols.➤ Ensures all AI platforms used within the City are reviewed, risk assessed and meet security standards.➤ Manages the AI approval process in coordination with Director through ICT risk assessment.➤ Ensures ICT teams support safe, secure, and compliant AI deployment and usage.➤ Coordinates training and awareness initiatives relating to acceptable AI use.
Business Unit Managers	<ul style="list-style-type: none">➤ Oversee and review AI tool use within their business unit.➤ Ensure AI tools are only used in line with approved business cases and policy expectations.➤ Monitor acceptable use and raise concerns or incidents with ICT.➤ Support awareness and compliance within their teams.
Users (All Staff)	<ul style="list-style-type: none">➤ Use AI tools only in accordance with this policy and the City's data governance and cybersecurity protocols.➤ Seek required approvals for commercial and public AI tool use.➤ Ensure all AI-generated content is reviewed and verified before use in decisions or communication.➤ Protect sensitive or confidential information and report any AI-related incidents promptly.➤ Participate in relevant AI training and awareness sessions.

8. Incident Reporting

Any incident involving data leakage, misuse, or unauthorised activity related to AI tools must be reported immediately to the City's ICT Team.



9. Policy Compliance

The City reserves the right to verify compliance with this policy through methods such as usage monitoring, log reviews, browser history checks, and internal or external audits. Any breach or inappropriate use of AI tools may result in disciplinary action in line with the City's people and culture procedure.

RELEVANT DOCUMENTS

Freedom of Information Act 1992

State Records Act 2000

City of Kalgoorlie-Boulder Record Keeping Plan

DOCUMENT CONTROL				
Responsible Department	Information Communication and Technology			
Description of Changes	New Policy			
Version	Resolution Number	Endorsement Date:	Last Reviewed Date:	Next Review Date:
1	15.5.7	16 June 2025	June 2025	June 2027