

	POLICY	Version:	1
	Artificial Intelligence	Date Adopted:	14 July 2026
		Next Review Due:	July 2027

1. STATEMENT

Wattle Range Council (Council) recognises the potential to leverage generative artificial intelligence (AI) technologies to enhance Council operations by improving service delivery, supporting decision-making and providing better outcomes for the community.

Council is committed to balancing the transformative potential of AI with the need to act ethically, transparently and to have appropriate safeguards in place to manage risks. This policy provides principles for the responsible use of AI by Council to ensure it aligns with Council's values, legislative requirements and community expectations.

2. DEFINITIONS

Artificial Intelligence (AI) – The capability of a computer-based system to perform tasks that are usually associated with human intelligence such as learning, reasoning, language comprehension, problem solving, perception and decision-making.

AI Chatbot – Conversational application powered by a Natural Language Processing or Large Language Model that interacts with users in real time, simulating human conversation (e.g. Copilot, Chat GPT, Gemini, Claude, Grok).

AI Bias – The phenomenon where AI systems produce skewed, prejudiced or unfair results due to flaws in the algorithms and data on which it was trained. Instead of being objective, AI can reflect and amplify societal biases leading to discriminatory outcomes.

AI Hallucinations – Incorrect or fabricated information that AI models generate and present as fact.

AI Tool - Software using AI techniques (Machine Learning, Natural Language Processing) for task automation or content generation.

Confidential data – Information that is not publicly available and requires protection from unauthorised access or disclosure.

Generative AI – A subfield of AI that uses generative models to produce text, images, videos, audio and other forms of content based on the data they were trained on.

Enterprise-grade Software – Software that has been formally implemented by Council which may contain AI capability.

Fully automated decision making – Decisions where an AI system determines or effectively determines the outcome, including where a human merely reviews or endorses an AI-generated decision without independently forming the decision.

Personal data – Information that could identify an individual e.g. name, signature, address, phone number, date of birth, photographs, IP addresses, voice print, biometrics and location information.

Sensitive data – Personal data that if disclosed could cause harm and reputational damage to an individual. Examples include information about a person's political or religious beliefs, sexual orientation, criminal history or health status.

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432	Public	Chief Executive Officer	annually
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3. SCOPE

This policy applies to the use of Generative AI tools for Council-related work by Council staff, volunteers, contractors and Elected Members. It does not apply to enterprise-grade software.

4. PRINCIPLES

4.1 RESPONSIBLE USE OF AI

The following principles will be adhered to when using AI:

4.1.1 Human, social and environmental wellbeing

AI will only be used ethically and in a risk-proportionate manner to support organisational outcomes and public benefit. Low-risk uses (such as information retrieval, summarisation, drafting and ideation) are generally permitted. Higher risk uses may be permitted where appropriate safeguards are in place, including human oversight, data protection, transparency, and accountability mechanisms. AI will not be used for fully automated decision-making.

4.1.2 Accountability

Decision making remains the responsibility of Council and staff. AI tools must never be the final decision-maker. AI usage will be monitored by IT to ensure responsible use.

4.1.3 Transparency

Council will disclose when AI tools have been used to produce information and documents, on a case-by-case basis, as appropriate.

Council staff email signatures will include the following statement:

This document may contain AI-generated content. Wattle Range Council reviews all AI generated information and uses best endeavours to ensure accuracy and reliability of content.

4.1.4 Privacy protection and security

As Council cannot control the privacy of data stored on public AI platforms, only information that is already public or which would be acceptable to be made public will be entered into public AI tools. It is not permitted to enter confidential, personal or sensitive information into public AI tools. Enterprise AI tools approved by Council and protected by enterprise data controls (for example, Copilot when signed in using a Council email account) may be used with non-public information only where it is appropriate to the task, and consistent with privacy, security and information-handling obligations.

4.1.5 Awareness of AI bias

Generative AI tools are trained on broad sets of data and may reproduce biases present in these data and/or produce incorrect, misleading or prejudicial information. Accordingly, Council will ensure that generative AI outputs are reviewed to ensure they are accurate and fair.

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4.2 APPROVED AI USE

Council approves the use of **Microsoft Copilot** on Council devices, when signed in with a Council Microsoft 365 account. This is due to integration with the Microsoft suite of products to ensure data stays within Council's internal IT infrastructure.

The use of unapproved AI chatbots requires specific written approval from the Information Technology (IT) Manager.

The use of DeepSeek is specifically **prohibited**.

Where a chatbot has an option for data-sharing, this must be disabled.

See Appendix 1 for further guidance (Do's and Don'ts) about using AI.

4.3 COMPLIANCE REPORTING

Council employees and Elected Members are required to comply with this policy and any related procedures.

Breaches of this policy (known or suspected) should be promptly reported to the IT Manager for investigation and resolution.

5. REVIEW

Given the rapid advances in AI technologies, this policy will be reviewed annually or earlier if the need arises (e.g. to respond to legislative changes).

6. AVAILABILITY

This policy is publicly available on Council's website www.wattlerange.sa.gov.au.

7. REFERENCES & FURTHER READING

References	• LGITSA Generative AI Guidelines • LGA Model Policy - Use of Generative Artificial Intelligence • Generative Artificial Intelligence (AI) Risk Management – Marsh (LGRS / LGA Asset Mutual Fund)
Relevant Legislation:	• Nil
Relevant Policies / Procedures / Guidelines	• Nil

8. ADOPTION & AMENDMENT HISTORY

The table below sets out the adoption, review and amendment history of the policy.

Version No:	Issue Date:	Authorised by:	Description of Change:	Minutes Reference:
1	14 July 2026	Council	Adopted	Folio 11628; Item 15.2.6

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Appendix 1: DO's and DON'T's for Responsible AI Use

DOs	DON'Ts
• DO ensure Copilot is signed in with your Council log in, when using it on a Council device. • DO assume that all information put into online generative AI tools will be available in the public domain. • DO understand the capabilities and limitations of AI tools before using them. • DO remain responsible and accountable for your work, including critically assessing all AI generated outputs and validating its accuracy with other sources. • DO meet all your obligations in relation to handling official information, privacy and security. • DO be transparent and disclose when content has been generated using AI tools. • DO be aware that AI generated content may infringe copyright or intellectual property laws and there is the possibility of liability if AI reproduces copyrighted work without disclosure or credit. • DO start small and begin by focusing on small projects or proof-of-concepts before scaling up. • DO regularly review your use of AI tools to ensure they are being used responsibly, ethically, legally and safely. • DO keep up to date with training on ethical and responsible AI use. • DO promptly report any data leak, misuse or concerns about AI use to the IT Manager.	• DON'T enter information that should not be in the public domain, including information that is confidential, personal or sensitive. • DON'T overestimate the capabilities of AI – it is a tool to complement not replace human expertise. • DON'T assume AI is always correct. Always fact check outputs as AI can generate errors or misleading information. • DON'T use AI tools for queries that are complex or sensitive or where local context and nuance is critical. • DON'T ignore the potential for bias or hallucinations in AI outputs – AI output can reflect biases in the data it is trained on or contain incorrect or made-up information. • DON'T ask AI tools to answer a question you do not know the answer to or cannot validate the answer to – you need to be able to assess if the AI output can be trusted or contains bias. • DON'T click on or distribute any links produced by generative AI, as they may lead to phishing sites or malware. • DON'T mislead the public by presenting AI-generated content as human-created. • DON'T deploy AI tools without approval or oversight. • DON'T ignore ethical concerns.