

POLICY		Responsible Department	ICT
		Original Adoption Date	New
		Current Adoption Date	29.10.2026
		Audit & Risk Committee Review Date	16.10.2026
		Date of Next Review	29.10.2027

USE OF ARTIFICIAL INTELLIGENCE (AI)	
Latest Review Changes	New Policy
Previous Council Reviews	N/A
Previous Audit & Risk Committee Reviews	N/A

Applicable Legislation

Privacy Act 1988 (SA) Local Government Act (SA) 1999 State Records Act 1997 (SA) Freedom of Information Act 1991 (SA) Copyright Act 1968 (Cth)
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Related Policies

Cyber Security Governance Policy Employee Code of Conduct Privacy Policy Records Management Policy ICT Acceptable Use Policy Procurement Policy
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Related Procedures

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1. POLICY STATEMENT

- 1.1. Roxby Council recognises that Artificial Intelligence (AI) technologies may improve productivity, service delivery, research, communication and administrative efficiency when used responsibly and ethically.
- 1.2. Council is committed to ensuring that the use of AI is lawful, transparent, secure, accountable and aligned with Council's obligations under relevant legislation, standards and community expectations.
- 1.3. This Policy establishes the principles, requirements and responsibilities governing the use of AI by Council Members, employees, contractors, volunteers and consultants acting on behalf of Council.

2. PURPOSE

- 2.1. The purpose of this policy is to establish clear guidelines for the acceptable and responsible use of Artificial Intelligence (AI) technologies by employees, contractors and volunteers of Roxby Council.
- 2.2. Council acknowledges both the significant opportunities, and the inherent risks associated with the rapid advancement of AI and related technologies. While these technologies have the potential to support innovation and improve the efficiency, effectiveness, and quality of Council services, operations and decision-making, Council also recognises the importance of ensuring their use is lawful, ethical, secure and appropriately governed.
- 2.3. This Policy provides guidance regarding the acceptable use of all Artificial Intelligence tools in the course of Council business. The Policy is intended to support the responsible use of such technologies while protecting Council information, maintaining public trust, and ensuring compliance with legislative and governance obligations.
- 2.4. Users of AI technologies remain responsible and accountable for the accuracy, appropriateness and integrity of any work, advice or content produced using AI tools.

3. OBJECTIVE

This policy aims to

- i. Support the safe, responsible and appropriate use of Artificial Intelligence (AI) technologies within Council operations;
- ii. Identify, minimise, and manage risks associated with the use of AI technologies;
- iii. Protect the privacy, confidentiality and security of personal and Council information;
- iv. Ensure the use of AI aligns with applicable legislation, ethical standards, governance obligations, and community expectations; and
- v. promote transparency, accountability and human oversight in the use of AI-generated content and outputs.

4. SCOPE

This policy applies to:

- All Council employees
- Chief Executive Officer (CEO)
- Executive Leadership Team
- Contractors, consultants and volunteers engaged by Council;
- Any Generative AI platform, software or services used for Council related purposes.
- Council's Administrator

This policy applies whether AI is accessed through:

- Council-approved systems;

- externally hosted platforms; or
- personal accounts used for Council business.

5. DEFINITIONS

Artificial Intelligence (AI)	The simulation of human intelligence in machines that are programmed to think and learn like humans. It encompasses a wide range of technologies and techniques that enable machines to perform tasks that typically require human intelligence. These tasks include problem-solving, analysis, learning, planning, image generation, speech recognition, natural language understanding, perception, and decision-making. A subset of this, known as Agentic AI, refers to systems that can autonomously plan and execute multi-step tasks, such as using tools, accessing external data, or taking actions on a user's behalf, with limited human intervention once a goal has been set; use of Agentic AI under this policy remains subject to human oversight and approval before any consequential action is taken.
Generative Artificial Intelligence (Gen AI)	Artificial intelligence systems capable of generating text, images, audio, video, code or other content in response to prompts or instructions.
Approved AI Tools	AI platforms or applications approved by Council for official use. This includes but is not limited to Microsoft Copilot. Approval to use AI tools outside of this should be sought from the Manager IT & Cyber Security. A list of Approved AI Tools is maintained by the Manager IT & Cyber Security. Users must confirm a tool's status directly with the Manager IT & Cyber Security before using it for Council business. A tool is not approved merely because it is publicly or commercially available.
Confidential Information	Information that is not publicly available and includes personal information, commercially sensitive information, legal advice, security information, or information otherwise protected by legislation or Council policy.
Personal Information	Information or an opinion, whether true or not, relating to an identifiable individual as defined under applicable privacy legislation.
Public AI Tools	Refers to any AI tools or platforms that are publicly accessible and operate using shared or externally hosted data models and datasets, where information entered by users may be retained, processed or used to further train the system.
User	Any person to whom this Policy applies.

6. GUIDING PRINCIPLES

Council will apply the following principles in the use of AI:

6.1. Human Oversight

AI must support, not replace, human judgement, accountability or decision-making.

Users remain responsible for verifying the accuracy, appropriateness and legality of any AI-generated content.

6.2. Transparency

Council will be transparent regarding the use of Generative AI where appropriate, particularly where AI-generated content materially informs public communications, reports or decision-making.

6.3. Privacy and Confidentiality

Users must not enter confidential, personal, commercially sensitive or security-classified information into unapproved AI tools.

6.4. Accuracy and Reliability

AI-generated content must be reviewed and verified prior to use. Users must not rely solely on AI-generated information without appropriate validation.

6.5. Ethical Use

Generative AI must not be used in a manner that is unlawful, discriminatory, misleading, deceptive, biased, offensive or inconsistent with Council's values or obligations.

6.6. Cyber Security

Only approved and secure AI platforms may be used for Council business unless otherwise authorised.

7. REQUIREMENTS FOR THE USE OF ARTIFICIAL INTELLIGENCE

7.1 Permitted Use

Subject to this Policy, AI may be used to assist with:

- drafting correspondence, reports and administrative documents;
- summarising information;
- research assistance;
- brainstorming and idea generation;
- formatting and editing content;
- transcription or meeting assistance tools approved by Council;
- data analysis where approved and appropriate safeguards are in place; and
- other business-related tasks authorised by management.

All outputs must be appropriately reviewed by the user before reliance or publication.

7.2 Prohibited Use

Users must not use AI to:

- upload or disclose confidential or personal information into unapproved systems;
- generate or distribute misleading, defamatory, discriminatory or unlawful content;
- replace professional, legal, financial, engineering or technical advice without appropriate review;
- make autonomous decisions on behalf of Council;
- create fraudulent, deceptive or manipulated records;
- breach copyright, licensing or intellectual property obligations;
- bypass Council ICT security controls;
- generate political campaigning material or inappropriate advocacy content;
- create content inconsistent with Council policies or legislative obligations; or
- for personal business or unlawful purposes using Council resources

7.3 Appropriate Use of AI at Roxby Council

Council supports the responsible use of AI where:

- i. its application aligns with Council's strategic objectives, community aspirations, and organisational values;
- ii. it improves service delivery, operational efficiency, innovation or community outcomes;
- iii. it can be used safely, ethically and securely without creating unacceptable privacy, confidentiality, legal or cyber security risks;
- iv. an appropriate assessment confirms that the benefits outweigh potential risks and are consistent with Council's risk appetite; and
- v. appropriate controls are implemented to minimise the risk of bias, misinformation, inaccuracies or inappropriate reliance on AI-generated outputs.

Council prohibits the entry of information into public AI tools where the information:

- i. is not already publicly available.
- ii. is subject to confidentiality obligations;
- iii. contains personal, commercially sensitive or security related information; or
- iv. would otherwise not be appropriate for public disclosure, including information protected by:
 - confidentiality order of Council;
 - contractual or legal confidentiality obligations; or
 - privacy obligations relating to individuals.

7.4 Accountability and Human-Centred Decision-Making

Council delivers a broad range of services and functions to the community. AI tools must never be used as the final decision-maker for Council activities, decisions or services.

Users remain responsible and accountable for all content, advice, recommendations and decisions produced or informed through the use of AI tools and must be able to explain, justify and verify their outputs where required.

AI-generated responses and outputs must be reviewed for:

- factual accuracy;
- relevance and appropriateness;
- bias or discriminatory content;
- compliance with legislation and Council policies; and
- alignment with community expectations.

Users must also consider intellectual property, copyright, privacy and copyright obligations when using AI tools.

7.5 Privacy Protection and Information Security

Information entered into Public AI tools may be stored externally and accessed, processed or retained by third-party providers outside Council's control.

Users must not enter into Public AI tools:

- confidential information;
- classified or security sensitive information;
- personal information held by Council; or
- any information that could reasonably compromise Council operations, security or privacy obligations

The use or disclosure of Council information through AI tools must comply with:

- Council's Privacy Policy;
- Records Management obligations;
- applicable legislation; and
- relevant information privacy principles.
- Generally, Council information should only be entered into Public AI tools where the information:
 - o is already publicly available; or
 - o would be appropriate for public release.

Council must also avoid entering information that could enable AI systems to infer, aggregate or extrapolate confidential or sensitive information over time.

Where possible, users should disable settings that retain prompts, save usage history or use Council data for AI training purposes.

The above restrictions may not apply where:

- an enterprise or Private AI tool has been formally approved by Council; and
- appropriate contractual, privacy, security and data protection arrangements are in place to ensure Council information remains protected and is not used for external AI model training purposes.

7.6 Training and Education

Council will provide appropriate education, guidance and training to employees involved in the development or use of AI technologies.

Training may include:

- ethical and responsible AI Use;
- privacy and confidentiality obligations;
- cyber security risks;
- limitations and risks associated with AI generated outputs; and
- relevant legislative and governance requirements.

Council will support ongoing learning and awareness to ensure employees remain informed of emerging AI technologies, risk and best practice.

7.7 Compliance and Reporting

All users must comply with this Policy and any related procedures, standards or directives issued by Council regarding the use of AI technologies.

Suspected breaches of this policy, or concerns relating to privacy, ethics, cyber security or inappropriate AI use must be reported promptly to the appropriate manager or authorised officer for investigation and resolution.

Non-compliance with the policy will be considered a breach of contract and may result in:

- disciplinary action;
- restriction of system access;
- removal of access to systems or AI tools;
- termination of employment; and or
- referral to relevant authorities where appropriate.

7.8 Records Management

Where AI-generated content forms part of official Council business or decision-making processes, records must be managed in accordance with Council's Records Management obligations.

Users must ensure:

- official records are retained appropriately;
- prompts and outputs that inform a decision, form part of an official record, or are relied upon in the conduct of Council business are captured and retained in accordance with the *State Records Act 1997 (SA)* and Council's Records Management Policy[MB;;
- records remain accurate and attributable; and
- final responsibility for documents remains with the authorised officer.

7.9 Intellectual Property and Copyright

Users must take reasonable steps to ensure that AI-generated content:

- does not infringe copyright or licensing obligations;
- is appropriately attributed where required; and
- complies with Council's intellectual property obligations.

Council retains ownership of official work products created for Council purposes, subject to applicable law and licensing conditions.

7.10 Procurement and Approval

The procurement, implementation or integration of Generative AI tools into Council systems must:

- be approved in accordance with Council procurement processes;
- undergo appropriate ICT and cyber security assessment;
- consider privacy and legal risks; and
- be authorised by the Chief Executive Officer or delegate.

This Policy operates in conjunction with Council's Procurement Policy. The purchase, subscription, trial or integration of any AI tool, platform or service, including free or trial versions, is a procurement activity and must follow the process, approval thresholds and delegations set out in the Procurement Policy, in addition to the ICT and cyber security assessment, privacy and legal risk considerations, and Chief Executive Officer (or delegate) authorisation required under this section. Where the two policies conflict, the more restrictive requirement applies.

8. RESPONSIBILITIES

Users	Users are responsible for: <ul style="list-style-type: none">- complying with this Policy;- exercising professional judgement;- verifying AI-generated outputs;- protecting confidential information; and- reporting any suspected misuse, security incidents or breaches.
Managers	Managers are responsible for: <ul style="list-style-type: none">- ensuring staff awareness and compliance;- monitoring appropriate use within their area; and- escalating risks or incidents where required.

Chief Executive Officer	<p>The Chief Executive Officer is responsible for:</p> <ul style="list-style-type: none">- overseeing implementation of this Policy;- approving governance arrangements relating to AI use; and- ensuring appropriate risk management measures are maintained.
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9. POLICY REVIEW

This policy shall be reviewed by the Council within 12 months of adoption and thereafter at least every three (3) years, or earlier if legislative, technological or operational changes require.

10. AVAILABILITY OF THE POLICY

Sections 49(4) and 132(1)(a) of the *Local Government Act SA 1999* entitle a person to inspect (without charge) this Policy at the principal business office of the Council during ordinary business hours.

Under S 49(5) and S 32(1)(b), a person is entitled, on payment of a fee fixed by the Council, to a copy of this Policy.

Section 132(3)(d) requires that the Council should, so far as is reasonably practicable, make this Policy available for inspection on the Internet within a reasonable time after the Policy is available at the principal office of the Council.