

## Policy Type

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Administration

## Policy Purpose

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The City of Cockburn supports the responsible use of Artificial Intelligence (AI) to improve community services, efficiency, and innovation. This policy ensures that AI is used ethically, safely, and in line with our commitment to protecting personal and sensitive information, maintaining public trust, and supporting staff to explore new technologies responsibly.

This policy aligns with the WA Government Artificial Intelligence Policy and Assurance Framework, ensuring that the City's use of AI upholds transparency, accountability, and fairness.

## Definitions

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### Managed AI Services

AI services that are approved, secured, and administered by the City. These services operate within the City's managed ICT environment and comply with security, privacy, and record-keeping requirements.

Only Managed AI Services listed on the AI Services Register may be used with City information, including confidential or sensitive data. The AI Services Register is available in ECM (12668708). Changes to the register will be communicated to the business via organisational updates.

### Unmanaged AI Services

AI services that are not approved, secured, or administered by the City and operate outside the City's managed ICT environment.

Unmanaged AI Services may be used only for non-sensitive, generic purposes such as brainstorming or creative idea generation, and must never be used with City information, resident data, or internal documents.

### Restricted AI Services

AI services that are explicitly not permitted for use on City systems, devices, or networks due to identified cybersecurity, privacy, ethical, or legislative risks, or in response to a Government direction.

Restricted AI Services are listed in the AI Services Register and must not be accessed, installed, or used for any purpose, including non-sensitive or personal use, on any City-managed devices or networks.

## Principles

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1. Protect City and Community Data

- Restricted AI Services must not be used.
- Confidential or sensitive information (such as resident details, internal reports, contracts, or financial data) must never be entered into unmanaged AI services.
- Staff may use unmanaged AI tools (e.g. image generation, brainstorming text) only with non-sensitive, non-confidential content.
- All AI use must comply with the City's Information and Cyber Security Policies and Privacy Management requirements.

## 2. AI Advises, Humans Decide

- AI may provide suggestions, summaries, or draft materials, but staff remain responsible and accountable for all final decisions, actions, and communications.
- Staff must always check AI outputs for accuracy, fairness, and appropriateness before using them.

## 3. Do No Harm

- AI use must align with the City's values and policies and must be adjusted to align with the Corporate Style Guide and Corporate Writing Style Guide.
- Staff must not use AI in ways that could cause harm, bias, or disadvantage to individuals or groups.
- Where the City is aware of reasonable and credible evidence that an AI service or provider contributes to harm, modern slavery, unethical labour practices, unethical environmental damage, or other unethical conduct, the City will not approve its use.

## 4. Empowerment and Innovation

- Staff are encouraged to experiment with AI tools to improve efficiency and creativity, provided they follow this policy using non-sensitive and non-confidential content.
- The City will continue to assess and adopt secure, Managed AI services where appropriate.

## 5. Transparency, Disclosure and Trust

- AI-generated media that depicts people, places, or events must be clearly identified as "AI-generated" or "content created with AI."
  - This requirement applies where AI has created new visual or audio content, not where it has been used for minor editing, spelling correction, layout, or similar assistive functions.

- AI tools used to enhance or assist in written content (e.g., grammar checking, summarisation, Copilot prompts) do not require disclosure.
- The intent of this requirement is to maintain public trust and ensure residents can distinguish between AI representations and real events, people, or places.

### Automated Decision-Making and the PRIS Act

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The City complies with the Privacy and Responsible Information Sharing Act 2024 (WA), including Information Privacy Principle 10 (IPP10) relating to automated decision-making.

The City does not permit AI systems to make important decisions about individuals without meaningful human involvement.

Where AI is used to support a decision about a person:

- staff must ensure that a human reviews and validates the outcome,
- any risks of harm, bias, or discrimination are identified and mitigated,
- individuals are informed if an automated process has contributed to the decision, and
- individuals may request human review or reconsideration of the decision.

Automated decision-making systems must be periodically reviewed, particularly when they change or when risks are identified.

### Record Keeping

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The City must maintain accurate and auditable records of AI use in line with the State Records Act 2000 (WA) and the City's Records Management Policy and Information Governance Framework.

AI-related records must be created and retained when the use of AI influences or contributes to City business outcomes, such as decisions, published material, or communications that may affect residents or the community.

#### When Full Record Keeping Is Not Required

Routine, low-risk uses - such as grammar checking, text summarisation, or internal brainstorming where no sensitive or City data is used - do not require recording each prompt.

### Appropriate Use

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Only AI services listed as approved and 'Managed' on the **AI Services Register** may be used with City data. This register is maintained by Information Services and endorsed by the Information Technology Steering Group.

Examples of appropriate use include:

- Using an approved AI service such as Microsoft Copilot to draft reports or summarise City information.

- Using public AI tools to generate ideas for event names, staff engagement activities, or generic policy wording - without sharing City data.
- Using AI image generation tools to create concept art for community events (no personal or confidential data).

#### Examples of inappropriate use include:

- Entering resident or staff names, addresses, or complaints into unapproved AI services.
- Uploading confidential reports, contracts, or internal documents into public AI tools.
- Relying on AI output without human review or accountability.

### **Why This Matters**

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The City holds sensitive information about our residents, staff, and operations. Sharing this information with unauthorised AI services could result in data misuse, privacy breaches, or loss of public trust. By following this policy, staff protect our community and ensure AI is used to benefit, not risk, the City.

### **Governance and Oversight**

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The Information Services business unit is responsible for monitoring AI use, maintaining the Approved AI Services Register, and reviewing the policy. The Information Services Business Unit provides oversight and endorses updates to the approved platforms.

### **Review**

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This policy will be reviewed if significant changes occur in AI technology, risk, or relevant legislation.

Strategic Link:	Listening and Leading – Best Practice Governance, Partnerships and Value for Money
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