

Artificial Intelligence

Council Policy



Owner	Elected Members		
Responsible Officer	Executive Manager – Corporate Services		
Decision Number	R-21-2026		
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1 Purpose

This policy establishes clear principles for Alice Springs Town Council's (Council) responsible, ethical, and secure use of Artificial Intelligence (AI) systems to leverage AI's benefits for Council and the community.

2 Definitions

For the purpose of this policy, the following definitions apply:

Term	Definition
Artificial intelligence (AI) system	An AI system is a machine-based system that analyses and interprets existing data to perform specific tasks such as classification or prediction.
Confidential information	Information prescribed as confidential under the Local Government (General) Regulations 2021.
Information	Any data, irrespective of its file format or how it is stored.
Official capacity	Fulfilling role requirements, representing Council in a volunteer or paid capacity.
Personal information	Information that discloses a person's identity or from which a person's identity is reasonably ascertainable.
Sensitive information	Information such as commercial, financial, or private personal information that is not in the public domain and may cause harm or damage to Council, or the community if disclosed to unauthorised people.
Workplace participants	Refers to Elected Members, Council committee representatives, the Chief Executive Officer, senior executive, employees, contractors, and volunteers of Alice Springs Town Council.

3 Policy Statement

Council is committed to harnessing the benefits of AI to enhance innovation, efficiency, and service delivery to the Alice Springs community, but also ensuring that Council uses AI safely, ethically, and responsibly.

3.1 Ethical Principles

Council is committed to adhering to Australia's Artificial Intelligence Ethics Principles:

- **Human, societal and environmental wellbeing:** AI systems should benefit individuals, society and the environment.

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- **Human-centred values:** AI systems should respect human rights, diversity, and the autonomy of individuals.
- **Fairness:** AI systems should be inclusive and accessible, and should not involve or result in unfair discrimination against individuals, communities or groups.
- **Privacy protection and security:** AI systems should respect and uphold privacy rights and data protection, and ensure the security of data.
- **Reliability and safety:** AI systems should reliably operate in accordance with their intended purpose.
- **Transparency and explainability:** There should be transparency and responsible disclosure so people can understand when they are being significantly impacted by AI, and can find out when an AI system is engaging with them.
- **Contestability:** When an AI system significantly impacts a person, community, group or environment, there should be a timely process to allow people to challenge the use or outcomes of the AI system.
- **Accountability:** People responsible for the different phases of the AI system lifecycle should be identifiable and accountable for the outcomes of the AI systems, and human oversight of AI systems should be enabled.

3.2 General AI usage

Workplace participants are encouraged to use AI systems in their official capacity to support the efficiency of Council's service delivery to the community. Usage of AI must adhere to any relevant legislation, regulations, by-laws, standards and organisational policies.

3.2.1 Acceptable usage

Council supports the use of AI systems for activities including:

- data analysis
- automation
- decision support
- customer and community interactions, and
- to support content generation

3.2.2 Unacceptable usage

The following usage of AI is considered unacceptable, unethical and a breach of this policy:

- Generating content (text or images) which is offensive, illegal, or deceptive, or is used to harass or cause harm to individuals.
- Usage of AI to circumvent authentication or security mechanisms of any service, network, or account.
- Publication of official Council content for use in decision-making, service delivery or external communication without reviewing and validating the content.
- Usage of AI systems that have not been approved by Council.
- Usage that would contravene the individual's Code of Conduct.

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3.3 Confidentiality and Privacy

Workplace participants must comply with applicable confidentiality and privacy legislation, as well as relevant Council policies, when using AI systems. To prevent the unauthorised disclosure of information, under no circumstances should confidential, personal, or sensitive Council information be entered into any free, public, or consumer-grade AI systems that lack appropriate data protection agreements with Council. Council information that is publicly available or formally approved for use or release may be used with any AI system approved under 3.7.

3.4 Decision Making

Council supports the use of AI systems to **inform** decision making. Human judgment and oversight will be applied to all decisions related to safety-critical, financial, legal, and human resource matters by workplace participants, as well as to final decisions regarding Council activities or services, to ensure fairness, and to prevent bias or discrimination.

3.5 Accuracy of Information

When workplace participants use AI systems, they are responsible for reviewing and validating any information generated by AI to ensure its accuracy before use and/or publication.

3.6 Transparency and Integrity

AI-generated content used in official Council documents or communications is to be identified, disclosed, and include references to the original sources of information, where possible. Council will inform individuals if they are interacting with an AI system, such as chatbots or other conversational systems, through clear naming, labelling, or other notification methods associated with the AI system.

3.7 Risk Management

Before any AI system is approved for use by workplace participants in an official capacity, a thorough risk and opportunity assessment will be conducted. Council will maintain guidelines and risk controls to support AI's safe and ethical use, and an AI Asset Register to document AI systems that have been approved for use across the organisation.

3.8 Copyright

AI cannot be used to create content for Council which impacts the intellectual rights of other. Workplace participants must always follow copyright laws.

3.9 Environmental Sustainability

Council will endeavour to ensure environmental sustainability factors, such as high energy consumption, are considered when procuring and using AI systems.

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3.10 Complaints and Breaches

If an individual feels Council has used an AI system unethically, or it has resulted in an unfair decision or action directly affecting them, or provided harmful, incorrect, or misleading information, a complaint can be made as per below:

Community Members – In writing to the Chief Executive Officer (CEO), in which receipt of the communication will be provided within five (5) days of receiving it.

Elected Members – In writing, directly to the Chief Executive Officer.

Team Members – To the CEO, or as appropriate through Council’s Complaints and Grievance Policy and Procedure.

4 Responsibilities

The Executive Manager Corporate Services is responsible in ensuring the implementation of this policy and all workplace participants are to exercise due diligence in understanding and applying this policy.

5 Related Legislation and Documents

- *Local Government Act 2019*
- *Information Act 2002*
- *Anti-Discrimination Act 1992*
- *Local Government (General) Regulations 2021*
- Climate and Environment Policy
- Confidential Information and Business Policy
- CEO Code of Conduct
- Code of Conduct – Schedule One
- Team Member Code of Conduct
- Complaints and Grievance Policy
- Complaints and Grievance Procedure
- Privacy Policy
- Procurement Policy
- Risk Management Framework
- AI Evaluation Guidelines
- AI Acceptable Use Guidelines

6 Communication and Training

Will this policy be communicated through consultation to teams?	Yes
Where will this policy be available?	Council Website

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Will training needs arise from this policy? If yes, who will be responsible.

Executive Manager
Corporate Services