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Use of Generative Artificial Intelligence Policy

1. INTRODUCTION

1.1 The District Council of Karoonda East Murray (the **Council**) is committed to supporting staff with access to technology that can improve the quality of services we provide to community, ratepayers and other stakeholders and increase productivity in the workplace.

1.2 Generative Artificial Intelligence (**GenAI**) has become a highly accessible and rapidly growing technology that can offer many benefits to staff. There are various free and open source technologies available either as a standalone service (such as ChatGPT, CoPilot and Gemini) or embedded into other tools (such as Adobe Acrobat).

1.3 GenAI produces probabilistic outputs that may be inaccurate, incomplete, fabricated or outdated and must not be assumed to be correct.

1.4 GenAI is capable of performing the following tasks:

1.4.1. quickly sourcing, synthesising, or summarising publicly available content.

1.4.2. creating or modifying images or videos.

1.4.3. rewording content in a particular style (for example, simple language, or language aimed at a particular reading age).

1.4.4. creating dynamic presentations.

1.4.5. generating ideas.

1.4.6. generating alternative versions of work that you have created, to check whether you missed anything or could make improvements.

1.5 While these technologies may increase productivity, they create a range of risks that need to be proactively managed to protect organisational data, credibility and reputation.

2. PURPOSE

2.1 This Policy provides guidance to staff on the acceptable use of open-source and/or free GenAI at Council. It does not apply to enterprise-grade tools that have been formally deployed where they have been subject to a rigorous vetting and testing process.

3. RELATIONSHIP WITH OTHER LAWS, POLICIES AND PRACTICES

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3.1 This Policy is also made to ensure that the permitted use of Council's Information and Communications Technology (**ICT**) facilities is consistent with other relevant laws and policies regulating:

3.1.1. Copyright, patent materials and other intellectual property

3.1.2. Anti-discrimination

3.1.3. Defamation

3.1.4. Privacy

3.1.5. Discriminatory speech and the distribution of illicit and offensive materials.

4. SCOPE

4.1 This Policy applies to all staff and Elected Members of Council and its subsidiaries.

4.2 Any reference to Council includes staff, Elected Members and contractors.

4.3 This Policy is to be read in conjunction with any other Council ICT policies and procedures.

5. DEFINITIONS

For the purposes of this Policy the following definitions apply:

Bias	An inclination or prejudice for or against one person or a group of people that is unfair.
Confidential data	Data that the Council has determined as not being able to be shared outside the Council.
GenAI	Generative Artificial Intelligence - a range of technologies that leverage data, machine learning and prompts to create new data (such as text, images, video, audio and similar content).
Hallucinations	Where Large Language Models may perceive patterns or objects that are non-existent, creating nonsensical or inaccurate outputs.
Malware	Software that is specifically designed to disrupt, damage, or gain unauthorised access to a computer system.
Personal Information	Information about a particular person, especially sensitive information relating to that person. What is personal information will vary, depending on whether a person can be identified or is reasonably identifiable in the circumstances,

	and may include information such as a person's name, signature, address (postal and/or email address), phone number, date of birth, photographs, IP addresses, voice print, biometrics and location information.
Phishing	An attempt by cybercriminals posing as legitimate institutions, usually via email, to obtain sensitive information from targeted individuals
Spamming	The sending of unsolicited, usually commercial messages (such as emails, text messages, or Internet postings) to a large number of recipients or posted in a large number of places

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6. GenAI IS NOT A SUBSTITUTE FOR CRITICAL THINKING

6.1 Users are encouraged to experiment with GenAI tools to explore the potential benefits for their roles. However, GenAI tools are not a replacement for critical thinking or decision making.

6.2 Users cannot outsource their thinking to any technology. GenAI and other technologies can provide input to the decision-making process, but it cannot be relied upon to make decisions.

6.3 GenAI content may inform critical thinking and decision-making, but it is important to fact check the content via other reliable sources.

6.4 Where content from GenAI tools is used, Users should consider where that content may have originated and the need to reference the originating source.

6.5 GenAI must not be used as the sole basis for employment decisions, disciplinary decisions, regulatory decisions, procurement evaluations or any decision that materially affects an individual's rights, interests or entitlements.

7. PROTECTING PERSONAL OR CONFIDENTIAL DATA

7.1 No personal or confidential information is to be uploaded to GenAI products of any kind. To do so would effectively be publicly releasing that data.

7.2 Users should always be aware that confidentiality can be a matter of timing. For example, a draft report that may become public is confidential until it is approved for release.

7.3 If staff become aware of a potential disclosure of confidential and/or personal data, it must be reported to their manager immediately.

7.4 Council designates Microsoft Copilot as its preferred and approved GenAI tool for all official work-related tasks involving council information. Copilot is provided under Council's Microsoft 365 enterprise environment and therefore operates with enterprise-grade security, compliance, identity management, and data protection controls.

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8. LIMITATIONS OF GenAI

8.1 User who use GenAI technologies need to be aware of and mitigate the inherent risks and limitations of these technologies. The inner workings of GenAI tools are not visible to users. Vendors are not required to show their workings or methods, and peer review is not applied to the output generated.

8.2 Specific limitations of GenAI include:

8.2.1 **Misinformation and bias** GenAI may be trained in a way that leads to insufficient, incomplete or biased results, which, if relied upon, could lead to liability, reputation damage or other harm. The tool could, for example, overrepresent negative stereotypes, exclude a particular group of people or draw from data sets that are not relevant to Australian law. GenAI can also suffer from Hallucinations. Always seek to verify the outputs of GenAI and do not ask it a question where the answer cannot be verified.

8.2.2 **Malicious use of data by third parties** Cybercriminals may use AI chatbots for writing fake reviews, spamming, phishing, and social engineering. Moreover, researchers have found many ways in which some platforms can aid in the development of malware.

8.2.3 **Copyright, trademarks and plagiarism** GenAI terms of use usually put the responsibility to identify potential copyright violations in the output on the user. Be aware that GenAI outputs may infringe copyright or intellectual property laws.

9. LEGAL CONSIDERATIONS

9.1 At this stage, there is no legislation in Australia that specifically regulates the use of GenAI, the inputting of data into AI systems, and the use of information output from AI systems. However, GenAI activities may be subject to other existing Australian laws, including privacy, consumer affairs, discrimination, copyright and intellectual property, defamation, and breach of confidential information, to name but a few.

9.2 Staff must ensure that use of GenAI is consistent with their duties and obligations under legislation, any contracts to which the Council is a party and their own contracts of employment. Ultimately, any person who relies on a GenAI system is still accountable to the Council for their own work.

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10. REVIEW & EVALUATION

10.1 This Policy will be reviewed to ensure that it remains up to date with the rapidly evolving technology and the legal framework that governs it.

10.2 Upon review, the Council will communicate the updated Policy to all staff and office bearers

11. FURTHER INFORMATION

This policy will be available for inspection at Council's offices during ordinary business hours and available to be downloaded from the council's website at www.dckem.sa.gov.au.

12. DOCUMENT AND ADMINISTRATION CONTROL

COUNCIL POLICY	
Policy title:	Use of Generative Artificial Intelligence Policy
Responsible officer:	Chief Executive Officer
Version:	**V1**
Committee review:	Audit & Risk Committee
First issued/adopted:	
Review frequency:	Every 12 months, or as otherwise required by legislation.
Last reviewed:	N/A
Next review date:	2028

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