Generative Artificial Intelligence (AI) Policy

Responsible Directorate	**Corporate Services**
Responsible Business Unit/s	**Corporate Information Services**
Responsible Officer	**Chief Technology Officer**
Affected Business Unit/s	**All**

Objective

To enable appropriate usage of AI by the City of Stirling ("City"). To establish a framework for the City's use of Artificial Intelligence (AI) to ensure human-centered values in its implementation, that its use is ethical, fair and transparent, and that privacy and security are managed appropriately whilst leveraging the benefits of AI for the City and its community.

Scope

This policy applies to all users including Elected Members. This policy applies to all AI used, whether in internet search assistants, virtual assistants (i.e. Copilot, agents), Software as a Service (SaaS), Model as a Service (MaaS) or native cloud.

Policy

The City will adopt and use AI technologies in a planned manner to ensure:

- The benefits of AI for the City and its community are realised.
- Data and privacy protections are in place to restrict unauthorised disclosure.
- Security protections are in place to alleviate risks to the City's systems and data.
- Copyright and intellectual property considerations have been assessed and approved.
- Ethical risks are identified and managed in accordance with the City's codes of conduct.
- Information prepared by AI is verified by humans with applied critical thinking before final use.
- Users develop skills and understanding related to the use, risks and implementation of AI.
- The City integrates its approach to AI so there is alignment with the Digital Strategy 2025-2028 and with Technology and Data Governance efforts.

General Usage

- The use of AI tools on City owned devices is restricted to work related purposes and for limited personal use that does not interfere with work or compromise the organisation.
- Outputs of AI tools must be explainable and transparent in use.
- Users must appropriately disclose the use of AI in generating information, assisting with decision making or producing communications.
- Results of all AI tools must be verified by a person before use or communication.

- The creation, sharing, or distribution of AI-generated or manipulated media—including images, audio, or video—that misrepresents individuals, events, or communications is strictly prohibited unless explicit written consent is obtained from all affected parties. This includes “deepfakes” and any synthetic content designed to mislead, impersonate, or cause harm.

Licensed AI Applications

- The City may approve the use of commercial (generative) AI tools operating within the City’s environment to ensure that the AI application meets the business outcome.
- All commercial AI applications, tools or software must undergo a security assessment and AI assessment by the Corporate Information Services (CIS) Information Security team before adoption by the City.
- CIS will maintain and publish a catalogue of all commercial AI applications that are security assessed to help users select the pre-assessed application for any new use case.
- No vendors or tools that enforce “third-party data sharing” may be selected for commercial use.
- The City may, at its discretion, decide to make licensed AI applications available to users.

Publicly available (free) AI Applications

- Users must obtain prior approval from their manager (for Elected Members, the Chief Executive Officer to provide guidance on the use of alternative AI platforms) and the Chief Technology Officer (‘CTO’) for any business use case that requires the use of publicly available (free) AI applications. The use case must be documented and contain details of the data type used, expected output from the AI application and process of reviewing results.
- Users must not distribute or click on any links provided or generated by public AI platforms or bots unless they are trusted resources. These links could lead to phishing sites or malware downloads.
- Publicly available generative AI tools must not be used where services will be delivered, or decisions will be made.
- Users must not input confidential, personal, or sensitive data (e.g., PII, financial, health) into public AI tools, including internet search assistants.

Roles and Responsibilities

The table below details the roles and responsibilities:

Roles	Responsibilities
Chief Executive Officer (CEO)	• Approve the overall vision and strategy for AI adoption and governance within the City. • Approve any exception to this Policy. • Guide Elected Members on the use of alternative AI platforms.
Chief Technology Officer (CTO)	• Act as the City’s AI Accountable Officer, responsible for approving all AI Assurance Framework self-assessments. • Ensure alignment of AI use with WA Government AI principles. • Approve the use of publicly available generative AI platforms for the City’s use. • Ensure the City’s technical infrastructure is aligned with the City’s overall AI approach. • Oversee the security of the City’s business systems and data. • Approve management practices standards and decision making on key data governance issues, including oversight of

Roles	Responsibilities
	incident reports related to data breaches/leaks.
Executive Directors	• Drive positive organisational change with regards to AI alignment to the City's purposes. • Approve management practices standards and decision making on key AI governance, including oversight of incident reports related to data leaks.
Corporate Information Services (CIS)	• Manage the security of the City's business systems and databases, including initial security assessments, AI assessments, and incident management. • Maintain and publish a catalogue of all commercial AI applications that are security assessed and allowed to be used in the City for business purposes.
People Capability	• Along with CIS, drive positive organisational change with regards to AI. • Support the capability uplift of AI literacy.
Users	• Obtain Business Unit Manager (for Elected Members, the CEO will guide the use of alternative AI platforms) and CTO approval for any business use case that requires the use of publicly available (free) AI application. • Ensure acceptable use of AI, in accordance with this Policy.
Business Unit Managers	• Review and approve user requests for the use of any public AI platforms or bots for completion of their official duties prior to approval from the CTO. • Ensure acceptable use of AI, in accordance with this Policy.
Supervisors	• Ensure acceptable use of AI within their respective team, in accordance with this Policy.

Incident Reporting

Any incident related to a data breach/leak through the use of AI tools must be reported immediately to the Service Desk.

The incident must be handled through the City's Incident Management Process and reported periodically to the Executive Team by the Chief Technology Officer.

Policy Compliance

In the event of an alleged breach of this policy, or any investigation of misconduct or inappropriate use, the City reserves the right to verify compliance with this policy through various methods. This may include, but is not limited to, monitoring usage, reviewing logs, accessing cookie history, and engaging internal and external audits.

Exceptions

Any exception to this policy must be approved by the CEO in advance.

Definitions

Artificial Intelligence: computer systems able to perform tasks normally requiring human intelligence, such as visual perception, speech recognition, decision-making, and translation between languages.

AI Accountable Officer: An executive responsible for overseeing how AI is used within the organisation and approving AI Assurance Framework self-assessments.

AI Assurance Framework: A structured self-assessment tool mandated by the WA Government to evaluate AI projects across key risk domains.

Bot: is a software program that operates on the Internet and performs repetitive tasks.

Contestability: The ability for decisions made by AI systems to be challenged or reviewed.

Deepfake: AI-generated or digitally altered audio, video, or images that falsely depict individuals, events, or communications.

Explainability: The degree to which the internal mechanics of an AI system can be understood and communicated.

Generative Artificial Intelligence (AI): a subset of AI techniques that involve the use of algorithms to generate new, original data. Unlike traditional AI, which is designed to solve specific tasks based on pre- existing data, generative AI algorithms can produce new data that has never been seen before.

Model as a Service (MaaS): pre-built algorithms that allow users to build, train, and deploy machine learning models without the need for extensive hardware or software investments.

Publicly Available platforms/bots/generative AI: These are third-party AI platforms, tools or software that have not been security risk assessed nor entered a commercial contract with the organisation.

"**Public" Data Classification:** This type of data is freely accessible to the public (i.e., all employees/citizens). It can be freely used, reused, and redistributed without repercussions.

Software as a Service (SaaS): Software applications accessed through a web browser, paid for on a subscription basis.

Synthetic Media: Content created or modified using artificial intelligence technologies, including text, images, audio, or video, that simulates or changes real-world data or appearances.

Users: Employees, work experience personnel, volunteers, contractors, consultants, temporary staff and other categories of personnel who use the City information and technology resources (including Elected Members).

Virtual Assistant Agent (bot): Digital assistant powered by AI designed to save time, reduce manual work, and make it easier to access the right information. It can answer questions, guide you through processes, and help with tasks like finding documents, submitting forms, or checking policies.

Relevant management practices/documents

City of Stirling Code of Conduct for Council Members, Committee Members and Candidates
City of Stirling Employees Code of Conduct
City of Stirling Digital Strategy 2025-2028
City of Stirling Recordkeeping Plan
City of Stirling Privacy Statement
Information Management Policy
Information and Technology Acceptable Use Policy

Legislation/local law requirements

Freedom of Information Act 1992
Local Government Act 1995
State Records Act 2000
WA Artificial Intelligence Policy and Artificial Intelligence Self-Assessment Framework 2025

Office use only				
Relevant delegations	Not Applicable			
Initial Council adoption	**Date**	21 November 2023	**Resolution #**	1123/023
Last reviewed	**Date**	25 November 2025	**Resolution #**	1125/035
Next review due	**Date**	2026		