



# How AI is Changing the Way We Plan, Listen and Respond

# Reality Check

↘ Scale done right

Alex (ATO)

**1M+**

Millions of Q&As handled  
Staff time refocused

↘ Risk without guardrails

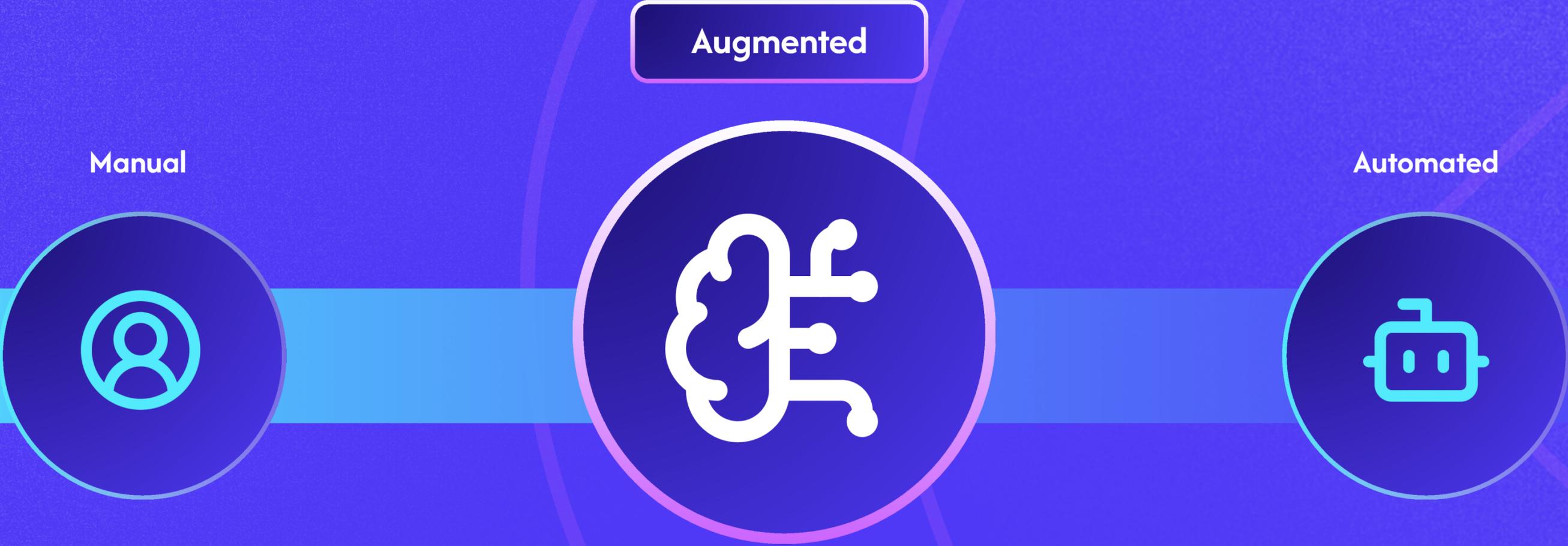
 WARNING

**NYC** MyCity

Incorrect/illegal advice during pilot;  
stronger disclaimers added

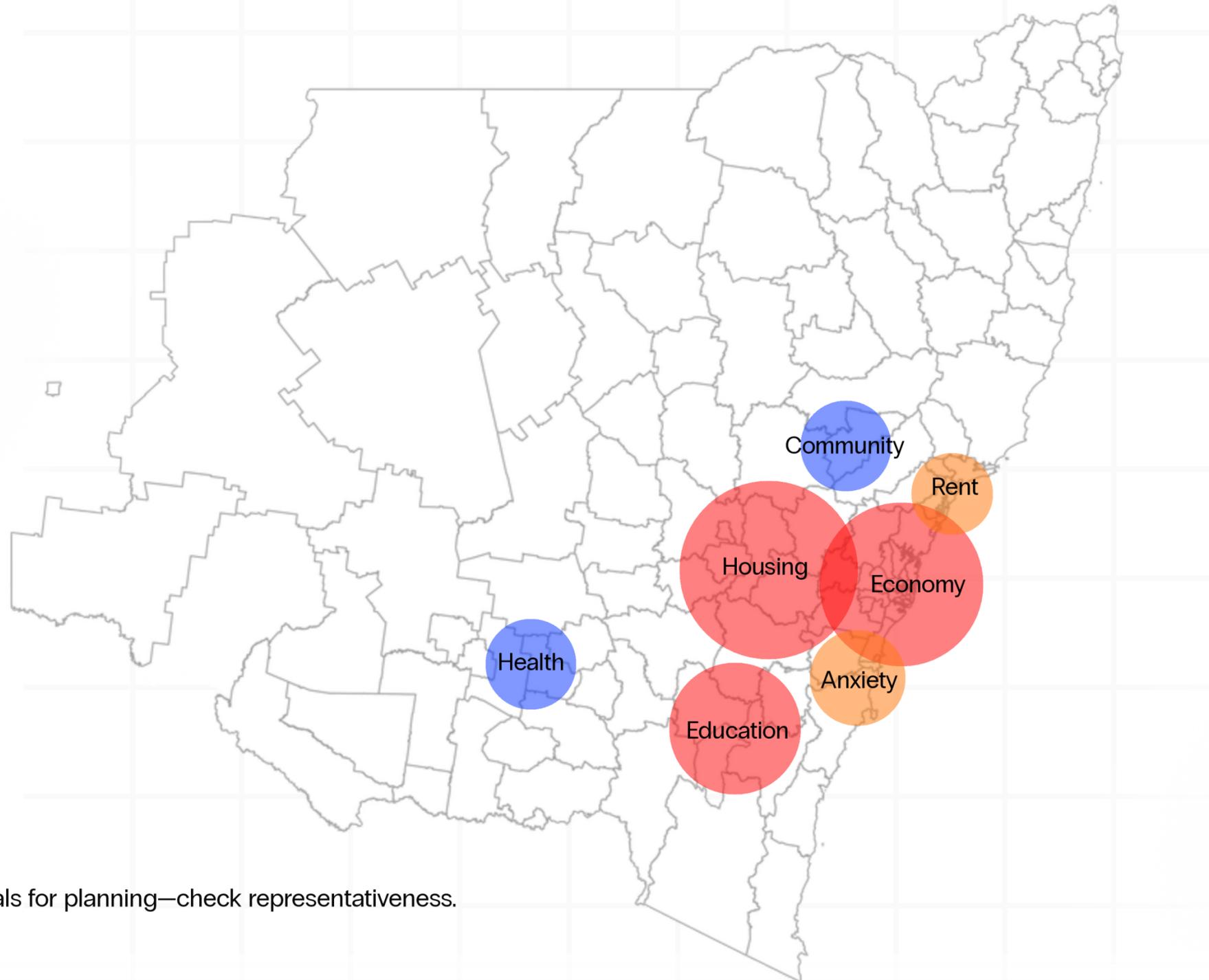
**Reference:** ATO/Nuance case study; AP/Reuters/Markup

# Set Expectations



→ Copilot, not autopilot.

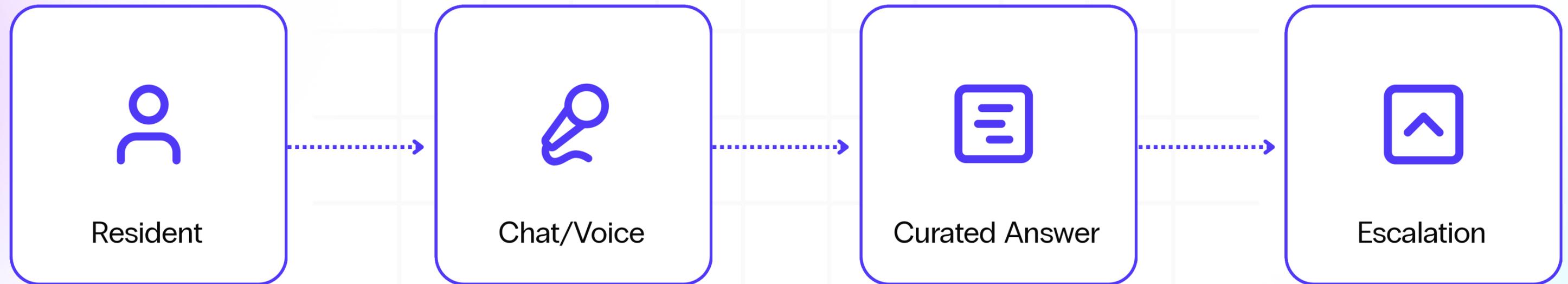
# Plan



→ Signals for planning—check representativeness.

**Reference:** NSW LGA Twitter study; gov NLP adoption review

# Engage



Multilingual; 24/7; guardrails.

Reference: VICA; GOV.UK Chat Pilot notes

# Review



↘ **AI First Pass**



↘ **Analyst-refined**

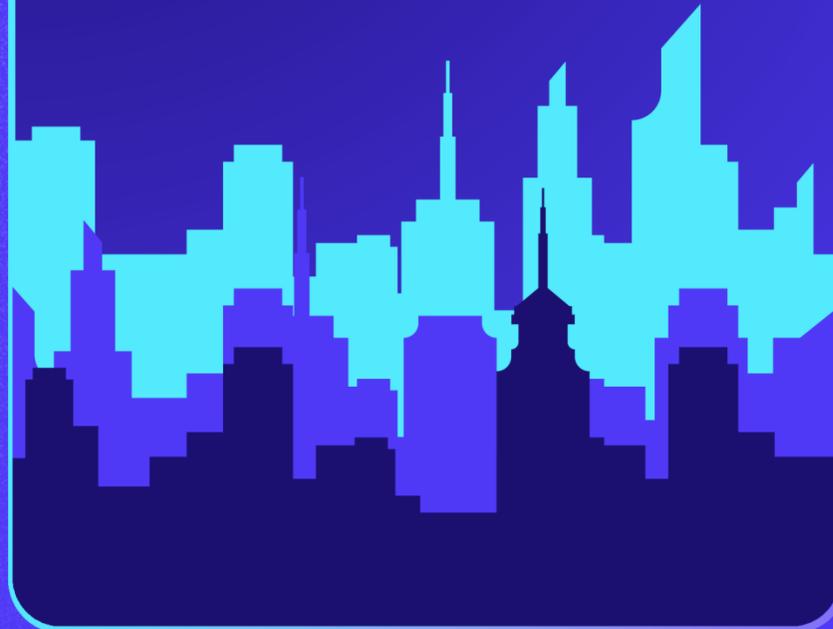


**Reference:** UK DSIT Consult/Humphrey news + evaluation; GOV.UK

# Follow-up

## What we heard

Community feedback summary —  
Housing Affordability Consultation 2025



**Josephine Doe**  
4 B Blue Blvd  
Brighton, MI

**Dear Josephine,**  
Thank you for sharing your thoughts.  
Your feedback has been included in  
our community report.

\*Transparency: AI-assisted drafting, human-reviewed.

# Guardrails

✔ Human, Social & Environmental Wellbeing

✔ Human-Centred Values

✔ Fairness

✔ Privacy Protection & Security

✔ Reliability & Safety

✔ Transparency & Explainability

✔ Contestability

✔ Accountability

# Responsible-use Playbook

✓ **Disclose AI Use**

✓ **Be Transparent & Explainable**

✓ **Label Synthetic Content**

✓ **Ensure Fairness & Avoid Bias**

✓ **Protect Privacy & Data**

✓ **Guarantee Safety & Reliability**

✓ **Ensure Human Oversight**

✓ **Maintain Accountability**

**Reference:** EU AI Act transparency, APS guidance



# Synthetic Audience

Pros, Cons, Applications



5th of February, 11 a.m. AEDT