# Artificial Intelligence (AI) Transparency Statement

[Subtitle]

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# Introduction

VicTrack is committed to the safe, responsible, ethical, transparent and accountable use of Artificial Intelligence (**AI**). This Statement explains how VicTrack uses AI, the safeguards we apply, and how we keep people accountable for AI-assisted work.

This Statement supports the requirements of VicTrack's AI Policy and covers:

- why VicTrack uses AI and the types of AI capabilities used
- the purposes for which AI may be used and the information it may process
- where the public may interact with, or be affected by, AI
- the safeguards, governance and legal obligations that apply
- how meaningful human oversight is maintained.

## What we mean by AI

VicTrack defines AI in line with the Victorian Government's guidance on the safe and responsible use of generative AI in the Victorian public sector. For AI capabilities beyond generative AI, VicTrack applies the internationally recognised OECD definition, consistent with the Australian Commonwealth Government's Digital Transformation Agency's Policy for the responsible use of AI in government. We treat applications of machine learning, deep learning and generative AI as "AI".

We do not consider ordinary, rules-based analytics or automation (often simple "if-then" logic) to be AI, because they do not generate new outputs from the inputs they receive. AI and automation are distinct capabilities and either can be used without the other.

## Our approach to AI

VicTrack recognises that AI can improve productivity, support analysis and enhance service delivery, while also introducing privacy, security, legal, ethical, operational and safety risks that must be managed. We take a risk-based approach: AI may only be used where it has been assessed, approved, governed and monitored under VicTrack's AI Policy and Framework, and applicable law.

The use of AI does not remove human responsibility. VicTrack employees, consultants and contractors remain accountable for decisions, actions and outputs informed by AI.

# How we use AI

VicTrack may use approved AI capabilities to draft and improve documents, summarise information, prepare meeting notes and reports, analyse information, support research, retrieve knowledge, and assist administrative workflows.

VicTrack does not permit AI to autonomously make, or materially influence, consequential decisions affecting a person's rights, entitlements, safety, employment or legal position without approved governance controls and human oversight.

| Usage of AI | How this applies at VicTrack |
|---|---|
| **Usage patterns** | Workplace productivity; analytics for insights; and information discovery and summarisation. |
| **Domains** | Corporate and enabling services; asset and operations support; and, in limited and controlled circumstances, service delivery. |

**Table 1: Classification of VicTrack's AI use**

## What AI VicTrack may use

Only AI tools that have completed VicTrack's approval process and are recorded in the Approved AI Tool Register may be used for VicTrack work. Approved capabilities may include:

| AI capability | Example of use |
|---|---|
| **Generative AI** | Drafting, summarising and reformatting content (e.g. Microsoft 365 Copilot). |
| **Natural Language Processing** | Search, information retrieval and meeting transcription. |
| **Machine learning and predictive analytics** | Identifying patterns and trends to support insights. |
| **Computer vision** | Image and asset-condition analysis where approved. |

**Table 2: AI capabilities that may be approved for use**

## Monitoring and Accountability

VicTrack maintains active oversight of its use of AI and holds people accountable for AI-assisted work. Our governance framework brings together the roles, controls and assurance activities that keep AI safe, ethical, transparent and lawful. Key elements are set out below.

### AI governance

VicTrack maintains governance arrangements to oversee responsible AI use. These arrangements support assessment, approval, monitoring, incident management and ongoing review of approved AI tools and use cases. Accountability is assigned through internal processes without disclosing operational roles or reporting structures in this public statement.

| Governance activity | How this is managed |
|---|---|
| **Approval and register management** | AI tools and use cases are assessed before use and recorded where approved. |

| Governance activity | How this is managed |
|---|---|
| **Risk and compliance review** | Relevant privacy, security, legal, records and compliance considerations are reviewed before approval and during operation. |
| **Ongoing oversight** | Approved AI use is monitored to support safe, ethical, lawful and transparent operation. |
| **Accountability** | A responsible business owner is assigned for each approved AI use case and remains accountable for its appropriate use. |
| **Incident and exception handling** | Issues, exceptions and concerns are managed through VicTrack's established risk, compliance and incident management processes. |

**Table 3: AI Governance**

### Human oversight

VicTrack maintains meaningful human oversight of AI. AI may assist employees, consultants and contractors to analyse information, generate content or provide recommendations, but:

- AI outputs must be reviewed and validated by an appropriately authorised person
- AI does not replace professional judgement and does not make decisions on VicTrack's behalf
- Employees, consultants and contractors remain accountable for decisions and actions arising from AI-assisted work

### Cyber security and monitoring

VicTrack monitors the effectiveness of deployed AI systems and acts to protect people against negative impacts. Approved AI tools are monitored for misuse, unusual behaviour, and cost, and are reviewed at least annually. Incidents are reported, contained and reviewed, and tools can be switched off where needed.

## Compliance with legislation and frameworks

VicTrack's use of AI complies with applicable Victorian legislation and the VicTrack AI Policy, and aligns with recognised Victorian and Australian Government frameworks.

| Applies to VicTrack | Aligned to as good practice |
|---|---|
| • *Privacy and Data Protection Act 2014* (Vic)<br>• *Privacy Act 1998* (Cth)<br>• *Public Records Act 1973* (Vic)<br>• *Freedom of Information Act 1982* (Vic)<br>• *Charter of Human Rights and Responsibilities Act 2006* (Vic)<br>• *Victorian Protective Data Security Standards* (VPDSS) | • Office of the Victorian Information Commissioner guidance on the use of AI and enterprise generative AI in the Victorian Public Service<br>• The Victorian Department of Government Service's Guideline for the safe and responsible use of generative AI in the VPS<br>• The Commonwealth Department of Treasury's National Framework for the Assurance of AI in Government<br>• The Commonwealth Digital Transformation Agency's Policy for the responsible use of AI in government and the Standard for AI transparency statements<br>• The Commonwealth Department of Industry, Science and Resources Australia's AI Ethics Principles |

**Table 4: Legislation and frameworks**

## Contact us

Questions, concerns or feedback about VicTrack's use of AI or this Statement can be sent to the VicTrack Privacy team: privacy@victrack.com.au

## Review and currency

This Statement is reviewed and updated on a bi-annual basis, when VicTrack makes a significant change to its approach to AI, and whenever a new factor materially affects its accuracy. The "Review Date" date is shown in the document information table.