Use of generative AI in government

Fact sheet

Overview

Generative AI covers a range of technologies that create new content including text, images, code and even music using algorithms and machine learning techniques. AI-generated content has the potential to streamline and assist everyday life and work activities.

As a Queensland Government employee, you may already be using generative AI tools to assist in basic tasks such as writing emails or summarising reports. This information sheet outlines some key considerations around the use generative AI in the workplace.

This advice applies to the use of commercial generative AI tools such as ChatGPT. The Queensland Government will provide internal generative AI capabilities for employees to use in a safe, secure and managed environment. For more information, see [Use of generative AI in Queensland Government guideline](#).

Privacy and security	Commercial generative AI tools' privacy, data protection and retention may not align with those of the Queensland Government	**Considerations:** • Does your query contain confidential government details, personal information or other sensitive or protected materials that need to remain within your jurisdiction? • Would a data leak have the potential to cause harm (financial, reputational, personal)? **Recommendations:** • Ensure you have appropriate permissions to use data as input for queries to generative AI tools. Refer to existing information security policies and procedures on how to appropriately manage sensitive and personal information. • Commercial generative AI products and services should only be used with publicly available content. Personal and sensitive information as well as internal or draft documents should not be used as input for commercial tools.
Accuracy	While generative AI tools can produce responses indistinguishable from human-generated content, there is a risk of it producing inaccurate or false statements	**Considerations:** • Do you possess enough subject matter knowledge to accurately evaluate the outputs of generative AI tools for accuracy, currency, completeness, and relevance? • Generative AI can produce plausible but biased content that can mislead. **Recommendations:** • Account for any inherent bias AI-generated content may have. • Familiarise yourself with the data used to train the AI model. Generative AI tools may have been trained on out-of-date information or US-centric information.

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Legislation	Legal precedents around ownership and use of AI generated content its relationship with copyright law remains unclear	**Considerations:** • All output from generative AI is subject to existing policies and regulations for the use of IT and electronic materials. • The use of copyright or culturally sensitive materials as input to generative AI tools is subject to existing policies and regulations. **Recommendations:** • Review all AI-generated content to ensure it aligns with existing legislation. • When in doubt, seek advice from your legal team before using generative AI.
Ethics and transparency	Exercising due diligence, care and attention when using generative AI tools and outputs, including managing information as openly as practicable within the legal framework	**Considerations:** • Be aware of your obligations under existing legislation, policies, the Public Sector Act, and the Public Service Code of Conduct. **Recommendations:** • The use of generative AI output should be done with care to ensure compliance with Queensland Government expectations for the ethical use of data. • Ensure you clearly identify the content that has been produced using generative AI tools
Accountability and safety	Generative AI tools can assist in many tasks and work activities when used in accordance with existing policies and regulations	**Considerations:** • You are responsible for any generative AI content you create, share or use while performing your duties. **Recommendations:** • It is good practice to maintain a record of what information was used to generate and apply the output of generative AI tools. • Perform a risk assessment when using commercial generative AI tools.

Examples of AI use

Generative AI can be used in a range of activities as part of your role working for Queensland Government. Below are some examples of appropriate generative AI use.

Summarising research

You have a task which involves reading and summarising several publicly available detailed reports on a topic related to your area of expertise. You decide to use a commercial generative AI tool to summarise the reports into a list of key items.

Is this an appropriate use of generative AI?

Yes. As the reports are directly related to your area of expertise, you are able to review the output for accuracy and its applicability to the task. The reports are also publicly available and appropriately licenced for use.

Document drafting

You have been tasked with developing a Risk and Compliance report. You decide to use a commercial generative AI tool to help draft the report and prompt it with specific details about the project including financial information.

Is this an appropriate use of generative AI?

No. Using commercial generative AI tools for this purpose may produce a report structure that is inconsistent with your agency's project management methodology. Providing official information such as financial and risk information may also violate information security and use policies.

Policy analysis

You have been tasked with reviewing publicly available policy positions from other jurisdictions to inform the development of a similar policy in Queensland. You ask a commercial generative AI tool to provide summaries of these policies and list the strengths and weaknesses of each.

Is this an appropriate use of generative AI?

Yes, with some important caveats. Some versions of generative AI tools may not be trained on most up to date data. As such some of content might contain inaccuracies. You should also be able to explain the reasoning for advice you provide based on AI-generated content.

Decision making assistance

You receive a complex customer enquiry that requires significant analysis and reasoning to achieve a successful outcome. You decide to use a commercial generative AI tool to research and understand which decision should make. You use details of the customer and the issue, including personal information, to generate answers from the tool.

Is this an appropriate use of generative AI?

No. Sharing personal or sensitive information with commercial generative AI tools may breach privacy law. Generative AI tools are also at risk of generating content that contains bias and inaccuracies. Failing to consider these issues when making decisions may put you in breach of the Code of Conduct.

Using generated images

You decide to use generative AI to produce infographics that will assist in communicating a draft new policy for government.

Is this an appropriate use of generative AI?

Yes. However, you are responsible for ensuring AI-generated content is accurate and contextually appropriate for your work. You should also ensure the content produced has appropriate licencing for this purpose

Licence

Copyright