

AI transparency statement

The Digital Transformation Agency (DTA) [Policy for the responsible use of AI in government](#) sets out the Australian Government approach to embrace the opportunities of AI and provide for safe and responsible use of AI.

How the Tax Ombudsman uses AI

The Tax Ombudsman is committed to the safe and responsible adoption of AI in our services. We are embedding a culture that fairly balances AI risk management and innovation. This statement will be updated as we introduce new uses for AI.

Our current use of AI is solely for the benefit of improved efficiency in our internal processes. AI is used in our complaints to keep people informed of complaint progress and to generate call transcripts. We are exploring use of AI to create initial draft content for review, generate case studies, and summarise content such as text, images, audio and video. We have no plans to apply AI in any decision making.

The Tax Ombudsman makes available to all staff a version of Microsoft Copilot that has enterprise data protection, meaning our data does not leave our ICT environment. The Tax Ombudsman is using AI:

- in the domain of *service delivery*, such as by automating parts of our complaint process and routine communications, generating call transcripts and case summaries, but not decision making
- in the domain of *corporate and enabling*, through the granting general access to Copilot for all staff, for example, budget management and development of corporate documentation
- in the usage pattern of *workplace productivity*, such as by automating tasks and workflows, and summarising content
- in the usage pattern of *analytics for insights*, such as by debugging code used in data analysis and extracting key themes from free text.

AI safety and governance

We have updated our *ICT conditions of use* policy to include the use of AI tools by all staff:

- Staff are required to read and accept these conditions of use.
- Staff are required to use AI responsibly and ethically.
- Staff are strongly encouraged to use enterprise AI tools at all times. These have been configured to meet our information security requirements. Staff are permitted to input personal or sensitive information into these tools.
- Staff are only allowed to use publicly available AI tools in low-risk situations that do not involve personal, sensitive or protected information.
- In practice, we progressively restrict the URLs of AI tools deemed unfit for use.



The DTA policy requires the appointment of an accountable official. The Tax Ombudsman has appointed its Chief Information & Security Officer (CISO). Our CISO is responsible for developing a Tax Ombudsman implementation plan, monitoring and measuring policy implementation, notifying the DTA of new high-risk AI use cases, facilitating cross-government coordination, staying updated with policy changes, and reviewing and updating the statement annually or when significant changes occur.

The accountable official also reports to the Executive Committee which oversees any significant decisions regarding the use of AI.

If you have any enquiries about this statement, please contact enquiries@taxombudsman.gov.au.

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