

Title	Agency Identifier	Intake Status	Progress Detail	Accountable use case owner (AUOCO)	Division	Branch	SES AI sponsor	Description	AI technology type	Lifecycle stage	Use of technical standard	Domain	Usage pattern	In-scope criteria	Inherent risk rating	Residual risk rating	Date the AI impact was last updated	Date of last review (inherent high-risk rating only)	Date for next review (inherent high-risk only)	Item Type	Path
Copilot Chat	ACQSC-02	9. Operating		#22(1) #174;#22(1) #1760	Corporate	Digital	CDIO	The intention is to introduce Copilot Chat as an optional tool, supporting our staff to build AI capability and literacy through experimenting in a safe and controlled environment. It is primarily used for increasing productivity for routine low-value tasks and to develop the skills, preparedness, and understanding of the capabilities of generative artificial intelligence (AI). The intended uses for Copilot chat include: •Drafting and editing. •Researching. •Summarising information. •Brainstorming. •Skill building: supporting staff to gain knowledge of effective prompting techniques to build AI literacy before moving to more advanced, enterprise-wide tools.	Generative AI	Operate	Fully applied	Service delivery;#Corporate and enabling	Decision making and administrative action;#Workplace productivity	The use, misuse or failure of AI could lead to more than insignificant harm to individuals, communities, organisations, the environment or the collective rights of cultural groups including First Nations peoples;#It is possible the public will directly interact with, or be significantly impacted by, the AI or its outputs without human review;#The use of AI will materially influence administrative decisions that affect individuals, communities, organisations, the environment or the collective rights of cultural groups including First Nations peoples.	Medium	Medium	29/06/2026			Item	sites/Intranet/Lists/AI Register
Consumer Harm Risk Model	ACQSC-01	9. Operating		#22(1)(a)(i) 185	Sector Capability and Regulatory Strategy	Data, Analytics and Intelligence	#22(1)(a)(i)	The ACQSC is responsible for the regulation of aged care services in Australia, enforcing compliance with quality standards and protecting the safety, rights, and wellbeing of aged care consumers. The Commission uses a risk-based compliance approach, which involves the prioritisation of monitoring and compliance efforts based on risk. To underpin a risk-based approach, DAI has developed a suite of risk models to prioritise providers (in residential care and homecare) who are most at risk of failure in the delivery of care to consumers. It also implemented an approach for a sector segmentation (in residential care and homecare), to identify groups of providers to address three use cases i) benchmarking; to understand “relative performance” of a service compared to peers, where peers are defined as those with a similar consumer mix and with similar structure and operations; ii) reporting; to support the Commission to produce public reporting such as the Sector performance report to compare and describe a diverse sector of services; iii) intervention: Group services by the primary drivers of risk when analysing risk ratings to tailor interventions based on these. The Sector Risk and Performance Committee has approved four defined use cases for the use of the consumer harm model in the Commissions regulatory operating model. Three relate to triage, assessment and escalated response activities in the Commission's regulatory operating model, where model outputs are considered alongside other data and information by an officer in assessing a case. The forth use case relates to the conducting of field inspection campaigns informed by risk profiling using the consumer harm model. These campaigns will engage with providers and gather information relevant to predicted risks in order to inform ongoing refinement and improvement to the model.	Machine learning	Operate	Fully applied	Compliance and fraud detection	Analytics for insights		Medium	Medium	1/10/2025			Item	sites/Intranet/Lists/AI Register
Adobe Creative Suite (AI feature)	ACQSC-03	2. Awaiting validation	Awaiting SES AI sponsorship	#22(1)(a)(i) #71	Sector Capability and Regulatory Strategy	Engagement, Education and Communications		Automating some current manual image processing and editing for the Commission's Brand, Design and Production team, to improve efficiency. Turning on the AI features available in our existing Adobe Creative suite (such as 'Nano Banana') for use by the Brand, Design and Production team to assess the tools for the purposes of image processing and editing, which will NOT involve uploading any Commission data.	Generative AI	Discover				It is possible the public will directly interact with, or be significantly impacted by, the AI or its outputs without human review.						Item	sites/Intranet/Lists/AI Register
Canva AI features	ACQSC-04	2. Awaiting validation	Awaiting SES AI sponsorship		Sector Capability and Regulatory Strategy	Engagement, Education and Communications		Canva's Magic Studio tools use artificial intelligence to automate and enhance content creation, including Magic Media (text-to-image/video), Magic Edit, Magic Eraser, Magic Expand, and Magic Switch. These tools enable users to generate, edit, resize, and translate designs and videos automatically, with features accessible for both image and video editing. (Source: Canva)	Generative AI	Discover				It is possible the public will directly interact with, or be significantly impacted by, the AI or its outputs without human review.						Item	sites/Intranet/Lists/AI Register
Use of sensitive information for Copilot Chat	ACQSC-05	2. Awaiting validation	Early discovery/research underway	#22(1)(a)(i) #211	Regulatory Operations	Compliance and Enforcement		The Compliance and Enforcement Branch investigates potential non-compliance by aged care providers, responsible persons and workers, including matters involving preventable deaths, serious harm, neglect, abuse and systemic care failures. To perform this function, officers must review and analyse large volumes of evidentiary material, often comprising thousands of pages of clinical records, care documentation, provider policies, witness statements, hospital records and other sources across multiple concurrent investigations. The current review process is largely manual, requiring officers to read, search, cross-reference and synthesise information from extensive datasets, creating significant administrative and cognitive burden and increasing the risk that critical information may not be identified as efficiently as possible. The service need is to improve the Branch's ability to efficiently search, analyse and extract relevant information from large and complex evidentiary holdings while maintaining appropriate protections for sensitive information, thereby supporting more timely investigations, stronger identification of potential non-compliance, and improved regulatory outcomes for older Australians.	Generative AI	Discover				The AI is designed to use personal or sensitive data or security classified information;#The use, misuse or failure of AI could lead to more than insignificant harm to individuals, communities, organisations, the environment or the collective rights of cultural groups including First Nations peoples;#The use of AI will materially influence administrative decisions that affect individuals, communities, organisations, the environment or the collective rights of cultural groups including First Nations peoples.						Item	sites/Intranet/Lists/AI Register
Process modelling generation and support	ACQSC-06	3. Ready for triage	Triage meeting to be scheduled	#22(1)(a)(i) #2455	Sector Capability and Regulatory Strategy		#22(1)(a)(i)	There is an opportunity to leverage AI to generate first-draft process models by analysing workshop transcripts, recordings, and existing documentation, while referencing relevant policy and legislative sources to support compliance. AI could include the list of resources used to generate the draft models. These AI-generated drafts could then be reviewed and refined by analysts, reducing production time, improving consistency, and enabling analysts to focus on higher-value activities such as validation, optimisation, and stakeholder engagement.	Natural language processing	Discover										Item	sites/Intranet/Lists/AI Register
Knowledge Hub Congruence check	ACQSC-07	2. Awaiting validation	Potential to maximise existing capability	#22(1)(a) #560	Sector Capability and Regulatory Strategy			Knowledge Hub is the one-stop-shop for operations staff: a single, consistently formatted knowledge management platform. The Knowledge Hub was co-designed with a variety of operations staff from different roles, to deliver an effective single source of truth for regulatory operational information in the Commission. A core aspect of the co-design process was ensuring information is quick, easy and intuitive to access. The Knowledge Hub is seamlessly integrated with the Commission's intranet, giving staff the ability to search instantly from the intranet home page. Currently, inconsistent and/or unclear Knowledge Hub content leads to reduced user trust, increased reliance on SMEs, process errors, and inefficiencies. Content duplication and version drift further degrade quality over time, while the lack of scalable tooling prevents effective	Generative AI	Discover										Item	sites/Intranet/Lists/AI Register
Copilot M365 Premium	ACQSC-08	4. Under assessment	Assessment being drafted	#22(1)(a) #174	Corporate	Digital	#22(1)(a)(i)	Copilot M365 premium functionality as an enterprise approved productivity tool.	Generative AI	Discover				The use, misuse or failure of AI could lead to more than insignificant harm to individuals, communities, organisations, the environment or the collective rights of cultural groups including First Nations peoples;#The AI is designed to use personal or sensitive data or security classified information						Item	sites/Intranet/Lists/AI Register
PEGA Blueprint	ACQSC-09	3. Awaiting information	Triage meeting to be scheduled	#22(1)(a)(i) #1065	Corporate	Digital	#22(1)(a)(i)	Problem/opportunity/service need: The amount of time required to show business users proposed case types. Intention to use AI: To show business users proposed case types in a more collaborative way.	Generative AI	Discover										Item	sites/Intranet/Lists/AI Register

Sql DBM - expedited EDL modelling	ACQSC-22	3. Ready for triage	Triage meeting to be scheduled	§ 22(1)(a)(i); #102	Sector Capability and Regulatory Strategy	Data, Analytics and Intelligence	§ 22(1)(a)(i)	We should drastically reduce the time it takes to recreate the commission's EDL and free up modelling resources towards other deliverables. This should theoretically remove 6 months' worth of prerequisite work before we can begin actively forward engineering solutions in Sql DBM to facilitate the current demands.	Discover	Item	sites/Intranet/Lists/AI Register
Workato Agentic Capability	ACQSC-23	2. Awaiting validation	Early discovery/research underway	§ 22(1)(a)(i); #164	Corporate	Digital		Increased productivity: Time spent searching for corporate information can be significantly reduced. Existing Metrics will provide quantifiable results. Strengthening corporate compliance: L&D science establishes that the easier information and guidance is to access, the more strongly a user will be to adhere to that guidance. Metrics on this component may be trickier to harvest.	Discover	Item	sites/Intranet/Lists/AI Register
Help Bot powered by Copilot Vision	ACQSC-25	3. Ready for triage	Triage meeting to be scheduled	§ 22(1)(a)(i); #138	Corporate	Finance and Property	§ 22(1)(a)(i)	Context aware guidance enabling staff to receive instant accurate assistance as they work while reducing manual support. The Commission staff frequently struggle to complete tasks in the corporate enterprise systems because user guides, tutorials, and support documentation are unclear, outdated or difficult to navigate. This results in staff contacting the corporate teams frequently for support and clarification leading to reduced productivity and increased support workload. This presents an opportunity to develop Help Bot powered by Copilot Vision to provide context aware guidance within the enterprise systems similar to working of Microsoft Cowork in Microsoft applications.	Discover	Item	sites/Intranet/Lists/AI Register
Copilot Chat Image Generation	ACQSC-26	4. Under assessment	Assessment being drafted	§ 22(1)(a)(i); #174	Corporate	Digital		The expected benefits of enabling Copilot image generation for approved internal use include: Reduced time and effort required to create or source suitable images. Easier image creation for staff without specialist graphic-design skills. Faster preparation of internal presentations, training materials, workshops and concept materials. Improved ability to create images tailored to a specific internal business need. Reduced reliance on stock-image libraries and complex graphic-design software. Reduced demand on communications and design specialists for routine, low-risk image requests. Faster refinement of visual concepts through natural-language instructions. More engaging and visually effective internal communications and learning materials. Potential savings in software, stock-image licensing and external design costs. Greater consistency in the process used to create internal visual content. These benefits are expected to improve staff productivity and accessibility to basic image-creation capabilities.	Generative AI Discover	Item	sites/Intranet/Lists/AI Register
Enabling Snowflake Cortex AI in a controlled environment for Data Engineering (DE), Data Science (DS) and Data Analysis (DA) within Snowflake Environment.	ACQSC-27	2. Awaiting validation			Sector Capability and Regulatory Strategy	Data, Analytics and Intelligence		The primary objective is to increase Data Engineering and Data Science productivity, accelerate delivery of data and analytical products, and enable more effective use of the Commission's existing data assets while maintaining appropriate governance and human oversight. Expected benefits: Faster Data Engineering delivery by reducing time spent writing, troubleshooting, optimizing and documenting SQL, Python and dbt code. Accelerated Data Science workflows by reducing manual effort involved in data preparation, exploration, feature engineering, and analytical experimentation. Improved use of unstructured data by efficiently extracting, classifying, and structuring relevant information for downstream data and analytical use. Improved self-service analytics by allowing authorized users to ask natural-language questions against governed datasets. Improved enterprise content discovery and retrieval through semantic search across approved content, including potential support for ACCMIS decommissioning and Governed AI architecture. Reduced dependency on specialist technical resources for repetitive development and routine analytical tasks. Improved consistency and productivity across Data Engineering, Data Science and analytical teams. Faster delivery of business insights by reducing the time between data availability, analysis and actionable information. Responsible AI adoption through controlled access, existing security and governance controls, and human validation of AI-generated outputs. Hybrid retrieval across enterprise information by combining structured data and unstructured content to provide more comprehensive and contextually relevant responses. Improved traceability and confidence in AI-assisted outputs by grounding responses in approved enterprise information and enabling source validation where supported. Reuse of governed AI capabilities across multiple approved use cases, reducing the need to develop separate point solutions for individual projects or business areas. Potential cost and effort savings by reducing manual processing, accelerating development, and making better use of the Commission's existing Snowflake Data Lakehouse and data assets. Development of governed AI-enabled analytical products including Snowflake Cowork by providing Data Engineers and Data Scientists with controlled access to approved language, vision, audio, and specialized models. Supporting notes: Access will be limited to authorized users, approved data sources, and permitted Cortex capabilities, with existing Snowflake security, access-control, and data-governance arrangements applying. Where required, user requests, generated outputs, and supporting source information will be retained to support monitoring, evaluation, and traceability. AI will assist rather than replace professional judgement or decision-making. Generated code, queries, analytical outputs, and extracted information will be reviewed and validated by appropriately authorized staff before being used in production or relied upon business decisions. The capability will also provide Data Engineers, Analysts and Data Scientists with a governed environment in which to evaluate approved large language, vision, audio, and smaller specialized models for the development of analytical products. The proposed governed AI architecture is currently progressing via AI Intake process.	Discover	Item	sites/Intranet/Lists/AI Register
Security Copilot	ACQSC-28	2. Awaiting validation			Corporate	Digital		Monitoring and use of AI for compliance and use reporting.	Discover	Item	sites/Intranet/Lists/AI Register
AI-generated voices for education and communication resources	ACQSC-29	2. Awaiting validation			Sector Capability and Regulatory Strategy	Engagement, Education and Communications		This use case will help us provide more accessible and engaging resources by offering audio alongside written content. It will improve the consistency and professionalism of narrated content, reduce the effort required to create and maintain audio, and enable updates to be made more quickly when information changes. It will also support more efficient use of staff time and resources while ensuring learning and communication materials remain current and effective.	Discover	Item	sites/Intranet/Lists/AI Register
Natural Language Processing (NLP) of unstructured data	ACQSC-30	2. Awaiting validation			Sector Capability and Regulatory Strategy	Data, Analytics and Intelligence		The primary benefit of the application is to strengthening proactive targeted regulation action, by enabling continuous integration of structured and unstructured data into commission's existing risk profiling tools to effectively prioritise providers and services who are most at risk of failure in the delivery of care to consumers	Discover	Item	sites/Intranet/Lists/AI Register