

Agency Identifier	Accountable use case owner (AUO)	SES AI sponsor	Status	Description	AI technology type	Lifecycle stage	Use of technical standard	Domain	Usage pattern	In-scope effects	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-01	Rob Frost, Luke Dimes	CDU	Approved	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 •Proof-reading •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	29/05/2025			Item	sites/infrastructure/Uses/AI Register	
Consumer Harm Risk Model	ACQSC-01	Tim O'Mahony#185	Tim O'Mahony	Approved	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, CAI 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 Commission's 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 fourth use case relates to the conducting of field inspection campaigns informed by risk profiling using the consumer harm model. These campaigns will engage with residents and other information relevant to predicted risks in order to inform.	Machine learning	Operate	Fully applied	Compliance and fraud detection	Analytics for insights						1/10/2025		Item	sites/infrastructure/Uses/AI Register