Parliamentary Workplace Support Service AI Transparency Statement

The Digital Transformation Agency's (DTA) Policy for the responsible use of artificial intelligence (AI) in Government provides mandatory requirements for agencies in relation to the use of AI. This Parliamentary Workplace Support Service (PWSS) AI Transparency Statement details the PWSS implementation of the DTA policy requirements.

Approach to AI adoption and use

The PWSS is committed to the ethical and responsible use of AI. The Department of Parliamentary Services (DPS) plays a central role managing the adoption of AI technologies within the Australian Parliament, including AI technologies used by the PWSS.

The Parliament's accountable officials have appointed an inter-organisational AI working group. The group was established with the purpose of collaborating across the Parliament to meet the DTA policy requirements through a shared responsibility model.

The shared responsibility model recognises:

- each Department or Parliamentary entity is independent but shares a common service provider that provides the core ICT services for the Parliament—DPS Information Services Division.
- the use of AI by an individual or group within the Parliament may impact other individuals, groups, agencies or the parliament as a whole; therefore, collaboration is essential, and consistent with the Parliamentary Department's commitments under the Strategic Framework for the Parliamentary Service.

The PWSS recognises the transformative potential of AI to enhance efficiency, improve service delivery, and support informed decision making across PWSS operations. Adoption of AI will be guided by strong safeguards to manage risks related to privacy, accuracy, bias, and ethical use. AI-generated outputs will be subject to human oversight, and sensitive data will be secure with enterprise data protection. This balanced approach ensures AI is used responsibly, transparently, and in alignment with APS values and public trust.

How the PWSS uses AI

The PWSS uses AI to support analytics for insights and enhance workplace productivity to produce a more consistent output than manual processing. The PWSS does not use AI as a replacement for interaction with human officers in any client service delivery functions and does not use AI to make decisions.

AI Safety and governance

Under the shared responsibility model, PWSS will partner with DPS to align with the APS AI Plan and the DTA's Policy for the responsible use of AI in government. DPS as the ICT system owner and the PWSS AI Accountable Official are together responsible for:

- ensuring that any AI is implemented safely and responsibly
- monitoring the effectiveness of the deployed AI tools
- legal and regulatory compliance of the ICT system
- identifying potential negative impacts of AI use cases

- implementing measures to mitigate potential harm from AI.

The agency is part of a Parliamentary inter-organisational AI working group that promotes AI maturity across Parliament by overseeing and supporting the responsible implementation of AI technologies. To achieve this, the group reviews current and emerging AI use cases, and discusses relevant issues that may affect Parliamentary departments and the PWSS.

Outcomes of the working group are reported to the PWSS AI Accountable Official and to senior leadership through Executive Roundtable forums.

Accountable Official

The PWSS Deputy Chief Executive Officer (Deputy CEO) was appointed as the AI Accountable Official on 27 November 2024 and is accountable for:

- implementation of the DTA policy for the responsible use of AI;
- reporting new high-risk use cases identified by the agency to the DTA;
- acting as the agency point of contact for whole of government coordination;
- engaging with whole of government AI forums and processes;
- keeping up to date with changing requirements; and
- driving engagement and AI training, including defining roles and responsibilities when using AI and identifying required training for those roles.

Chief AI Officer

The PWSS Chief Learning & Communications Officer was appointed as the Chief AI Officer on 2 February 2026 and is responsible for:

- driving adoption and engagement with AI for the PWSS
- championing strategic change
- focusing on AI opportunity and transformation for the Agency.

Further Information

The DTA AI in government fundamentals training has been made a mandatory requirement for all staff.

This AI Transparency Statement will be reviewed annually or when significant changes to the use or governance of AI use occur.

This statement was last updated on 4 February 2026. For further information please contact PWSSCorporate@pwss.gov.au.