

Artificial Intelligence Transparency Statement

2025

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

The Office of the Inspector-General of Aged Care (OIGAC) is committed to the requirements as set out in the policy including ensuring safe, ethical and responsible use of AI in undertaking our work. We will be transparent in our use of AI technology.

How the OIGAC uses AI

The OIGAC does not currently use AI in any way that members of the public will be affected by, or directly interact with, without human interaction.

We aim to use AI to support workplace productivity and improve operational efficiency.

Our submissions phone line invites people to provide a verbal submission via voicemail, which is transcribed by AI. However, the original recording remains available for human validation.

Our Approach

Our staff will assess any and all outputs of AI to ensure accuracy. We will not use AI for decision making purposes.

Where the OIGAC implements further AI capability, this statement will be updated to outline our use including:

- why we are using AI or considering further adoption
- classification of AI use according to usage patterns and domains
- classification of use where the public may directly interact with, or be significantly impacted by, AI without a human intermediary or intervention
- measures to monitor the effectiveness of deployed AI systems, such as governance or processes
- compliance with applicable legislation and regulation
- efforts to identify and protect the public against negative impacts
- compliance with each requirement under the [Policy for the responsible use of AI in government](#).

Ensuring Responsible Use

The OIGAC outsources the provision of our information and communication technology (ICT) services from the Department of Health and Aged Care (DoHAC).



We operate within the constraints of the DoHAC ICT environment, including its policies around the acceptable use of AI.

Internally, the OIGAC Executive Committee has oversight of the use of AI products within the agency.

Accountable Official

The Inspector-General of Aged Care is designated as the Accountable Official for the agency.

For questions about this statement or further information relating to the use of AI but the OIGAC, you can contact us via:

Email: contact@igac.gov.au , or

Postal address:

Office of the Inspector-General of Aged Care
PO Box 350
Woden ACT 2606, Australia