

IntoWork Group AI Transparency Statement

IntoWork use AI to improve our efficiency to help more participants.

We define an AI system as a machine-based system that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments. Different AI systems vary in their levels of autonomy and adaptiveness after deployment.

We are aligned with ISO/IEC 42001:2023 Information technology – Artificial Intelligence – Management system and Australia's Artificial Intelligence Ethics Principles.

How we use AI

IntoWork uses AI to enhance workplace productivity and support corporate and enabling functions. These applications focus on streamlining internal processes and automating routine tasks.

Usage Patterns

IntoWork employs AI in the following way:

- Workplace Productivity: Use tools like automated document summarisation and virtual assistants to streamline workflows and improve efficiency.
- Analytics for Insights: Used to identify, produce or understand insights within structured or unstructured materials via comprehensive data analysis.

IntoWork does not use AI in Government Service Delivery. Additionally, AI is not used for fully automated decision-making processes.

Monitoring and Accountability

- IntoWork's AI initiatives are overseen by a Responsible AI Committee.
- This committee ensures robust monitoring and evaluation of AI systems to maintain effectiveness, fairness, and compliance with government policies and the law. All our AI uses cases adhere to an extensive AI Use Case Approval process with final approval by the committee.

To support these efforts, IntoWork has established a robust governance framework to ensure the ethical, transparent, and secure use of AI. Key elements include:

- **AI Governance:** IntoWork's Responsible AI Committee oversees all AI initiatives, ensuring they align with IntoWork's strategic objectives and government standards.
- **Ethical Principles:** AI development and deployment adhere to the **Australia's Artificial Intelligence Ethics Principles** embedding considerations like privacy, safety, lawfulness and fairness from the outset.
- **Human Oversight:** Human-in-the-loop (HITL) mechanisms are embedded at critical stages to ensure accountability and accuracy in AI outputs.
- **Cybersecurity Standards:** IntoWork maintains a ISO/IEC 27001:2022 compliant **Information Security Management** system.

Ensuring Responsible Use

IntoWork safeguards against risks and ensures responsible AI use through releasing an annual AI Transparency Statement to provide visibility on how AI is used and managed.

Contact Information

For inquiries or feedback regarding IntoWork's use of AI, please contact us at info@intowork.com.au

Review and Updates

This AI Transparency Statement was last updated on 14 November 2025. It will be reviewed and updated annually or when significant changes occur.