Australian Government | GovAI

Whole of Government Commitment Tracking

Tracking government commitments made during election campaigns using GenAI

Department of the Prime Minister and Cabinet

Executive Summary

Problem Faced

Tracking government commitments made during election campaigns is labour-intensive and inefficient. The process involves capturing commitments from media articles, summarising key information, and tracking delivery dates.

Current manual methods are inadequate for managing the volume and complexity of media content, leading to incomplete coverage or delays in providing information to stakeholders, such as Commonwealth Entities or Government Ministers. Accurate tracking and prioritisation of commitments is essential for effective governance, timely implementation, and maintaining public trust.

Solution Overview

The PM&C Central Analytics Hub developed an AI tool that automates the process of capturing commitments from media articles, summarising key information, and tracking delivery dates. The tool includes:

- **Automated Data Capture:** Daily collection and summarisation of commitments from media articles.
- **Daily Data Processing:** Capable of processing a large volume of links, generating first drafts with key information for quality review.
- **Clustering and Validation:** Identifies, groups, and manages duplicate commitments using advanced clustering techniques.

Benefits and Impact

The AI solution offers significant benefits:

- **Efficiency Gains:** Automating the process of capturing commitments reduces the time and effort required, allowing staff to focus on higher-value tasks.
- **Cost Savings:** The reduction in manual labour translates to substantial cost savings, leading to more efficient allocation of resources.
- **Improved Decision-Making**: Timely and accurate information enables better decision-making by stakeholders.
- **Broader Impacts**: Accurate tracking and prioritisation of election commitments supports effective governance, fostering public trust and confidence.

Target Audience and Stakeholders

The AI solution was designed with several stakeholders in mind. Key users include:

- **Senior Government Decision-Makers**: Rely on accurate and timely information to make informed decisions.
- **Government Agencies involved in Policy Implementation**: Use the outputs to support the delivery of government promises.
- **IT and Analytics Teams**: Responsible for technical implementation and maintenance of the AI tool.

Consultations with stakeholders and SES stakeholders and the Senior Executive Service (SES) have been integral in shaping the AI tool so that it met the needs of its users and addresses their concerns.

Risks and Mitigation Overview

Risks have been proactively managed through various measures:

- **Data Security**: Only public data was used during the pilot, limiting risks associated with sensitive data.
- **Accuracy of AI Outputs**: Reliability of AI-generated summaries and tracking information is crucial. A human-in-the-loop process has been implemented to review and validate AI outputs.
- **Ethical Considerations**: The team has considered standards such as the DTA's AI Assurance Framework and the National AI Assurance Framework during development to ensure the responsible and ethical use of AI.

Use Case Status

Implemented

Use case timeline

Q4 2024 -Q1 2025- Initial testing and proof of concept completed.

Q2 2025 - The commitment tracking process was implemented during the caretaker period.

Additional Information

- **Data Sources:**
  - Candidate websites were scraped using bespoke scraping algorithm.
  - Media articles and social media posts were gathered through media aggregation services.
- **Data Security:** Only publically available data were sent to the GPT 4.0 API. Centralised solutions are being explored to account for official and protected data.
- **Integration:** AI outputs are integrated into the digital-first module for review and

Lessons Learned

Implementing the AI use case provided several key insights:

- **Collaboration**:
  - Successful collaboration with ISB-IT and enabling infrastructure was crucial for the pilot's success.
  - Collaboration with business area that manually reviewed the drafts generated by AI was imperative for accuracy of the recorded commitments

Contact information

Responsible Entity Name

Department of the Prime Minister and Cabinet

Open for Collaboration?

Yes

Area of Entity

Central Analytics Hub

Use Case Contact

Yamni Mohan

Use Case Website/s

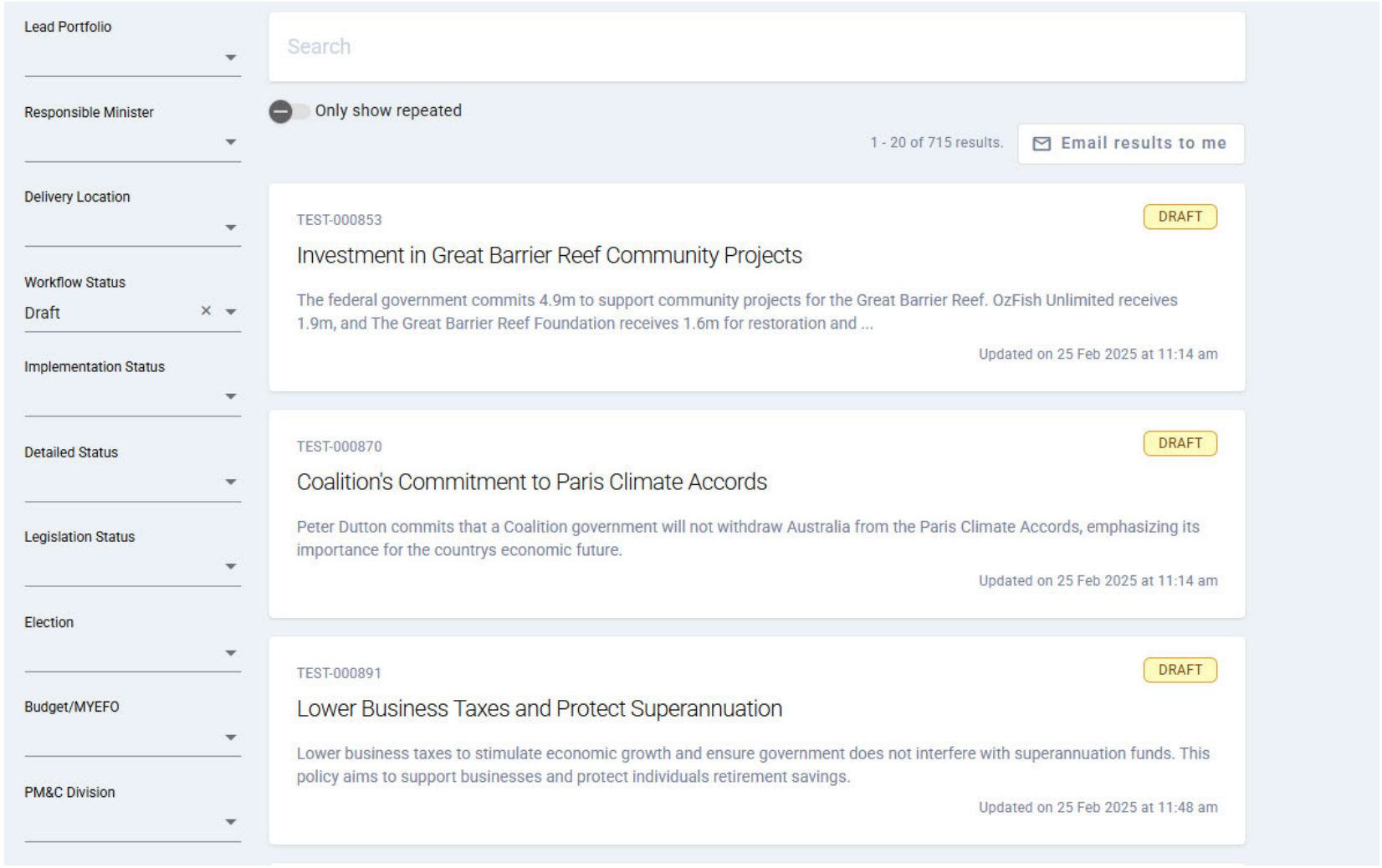
N/A

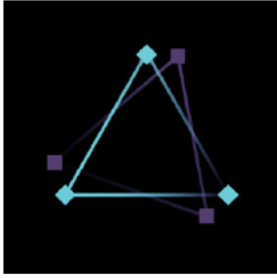
Use Case Owner

Darren Wong

Additional Information	Lessons Learned	Contact information
distribution to relevant departments. • **Human-in-the-Loop:** Ensures accuracy and follows government standards for ethical AI use.		

Screenshot/s





Detailed Overview

Version Control

Version	Date	Author	Description of Changes
1.0	3 Feb 2025	GovAI	Version 1 created
1.1	17 Mar 2025	GovAI	Modified based on feedback

Index

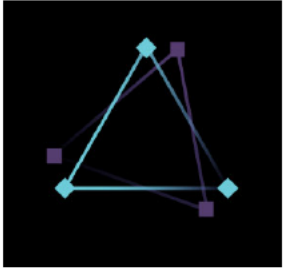
Note: For details about category items in the detailed overview, see *APS AI Use Case Repository Guidance- Guidance for Use Case Owners and Editors*.

Responsible Organisation Category

Select the Classification of the Functions of Government – Australia (COFOG-A) 3-digit category that best identifies the functional area associated with your AI use case.

☒ **01 - General Public Services**	Choose an item.
☐ **02 - Defence**	Choose an item.
☐ **03 - Public Order and Safety**	Choose an item.
☐ **04 - Economic Affairs**	Choose an item.
☐ **05 - Environmental Protection**	Choose an item.
☐ **06 - Housing and Community Amenities**	Choose an item.
☐ **07 - Health**	Choose an item.
☐ **08 - Recreation, Culture, and Religion**	Choose an item.
☐ **09 - Education**	Choose an item.
☐ **10 - Social Protection**	Choose an item.
☐ **11 - Transport**	Choose an item.

Scope of the Use Case



Use the dropdown menus below to identify the scope of your use case.

Geographical focus Choose the region for implementation from the dropdown list	National
Primary type of government interaction Choose the type of government interaction from the dropdown list	Government-to-government (G2G)
Cross-features - Sector Indicate if the use case describes a solution that can be used across sectors or in cross-sector scenarios (Yes/No).	Yes
Cross-features – Jurisdiction Indicate if the use case describes a solution that can be used across State/Federal borders or in cross-border scenarios (Yes/No)	Yes

Ethical Considerations

Accuracy, Fairness, Accessibility, Bias and Discrimination	All outputs generated by the AI system were QA'd by a person to ensure accuracy and monitor for any inherent biases the system might have had.
Privacy	Only publicly available data was used for this project.
Rights of Users	All users were provided a training on what kinds of issues they needed to watch out for and were asked to freely override the AI's outputs where they deemed it was necessary.

Value of the Use Case

Identify the public value that the solution provides or is expected to provide. Select from the multi-select options.

Improved public service This category refers to solutions that enhance the services provided to end	☐ Personalised services ☐ Public (citizen)-centred services

users, whether they are citizens or businesses.	☐ Increased quality of public information and services ☐ More responsive, efficient and cost-effective public services ☐ New services or channels
Improved administrative efficiency This category refers to solutions that increase efficiency, effectiveness, and quality while reducing costs within administrative processes, systems, and services.	☒ Cost reduction ☒ Responsiveness of government operation ☐ Improved management of public resources ☒ Increased quality of processes and systems ☒ Better collaboration and better communication ☐ Reduced risk of corruption and abuse of the law by public servants ☐ Greater fairness, honesty and equality enabled
Open government capabilities This category refers to solutions that enhance the level of openness, transparency, engagement, and communication within public organisations.	☐ Increased transparency of public sector operations ☐ Increased public participation in government actions and policymaking ☐ Improved public control of and influence on government actions and policies

AI Process Type

Select the types of tasks within government operations that the AI solution is performing or expected to perform

Supporting Decision Making- Tasks that support formal or informal agency decision-making on benefits or rights.	☐ Taking decisions on benefits ☐ Managing copyright and intellectual property rights
Analysis, monitoring and regulatory research - Tasks that collect or analyse information that shapes agency policymaking.	☒ Information analysis processes ☐ Monitoring policy implementation ☐ Innovating public policy ☐ Prediction and planning
Enforcement - Tasks that identify or prioritise targets of agency enforcement action.	☐ Smart recognition processes ☐ Management of auditing and logging ☐ Predictive enforcement processes

	☐ Supporting inspection processes ☐ Improving cybersecurity ☐ Registration and data notarisation processes ☐ Certification and validation processes
Internal management – Tasks that support agency management of resources, including employee management, procurement, and maintenance of technology systems.	☐ Internal primary processes ☐ Internal support processes ☐ Internal management processes ☐ Procurement management ☐ Financial management and support
Public services and engagement – Tasks that support the direct provision of services to the public or facilitate communication with the public for regulatory or other purposes.	☐ Engagement management ☐ Data-sharing management ☐ Governance and voting ☐ Payments and international transactions ☐ Supporting disintermediation ☐ Authentication of self-sovereign digital ID services ☐ Service integration ☐ Service personalisation ☐ Tracking of goods and assets along the supply chain

AI Technologies Utilised

Select the types of AI technologies proposed / utilised to deliver the use case.

Reasoning or Knowledge Representation AI systems that store, structure, and process knowledge to make inferences, derive conclusions, or support decision-making.	☐ Knowledge Representation ☐ Automated Reasoning ☐ Commonsense Reasoning
Planning and Optimisation AI techniques that generate, refine, and optimise action sequences or resource allocation to achieve specific goals efficiently.	☐ Planning and Scheduling ☐ Searching ☐ Optimisation

Learning and Adaptation AI systems that identify patterns, extract insights, and improve performance over time based on data.	☐ Machine Learning ☐ Deep Learning ☒ Generative AI
Communication and Natural Language Processing AI systems that process, interpret, and generate human language for interaction, comprehension, and automation.	☒ Natural Language Processing (NLP) ☒ Text Generation ☒ Text Mining ☐ Machine Translation
Perception through the Senses AI systems that process and interpret sensory data, such as visual, auditory, or tactile inputs, to understand and respond to their environment.	☐ Computer Vision ☐ Audio Processing
Integration and Interaction with the Environment AI systems that interact with physical or digital environments, including autonomous agents, robotics, and interconnected systems.	☐ Multi-agent Systems ☐ Robotics and Automation ☐ Connected and Automated Vehicles (CAVs)
AI as a Service AI capabilities delivered through cloud-based platforms, offering tools, models, and infrastructure for AI-powered applications.	☐ AI Services (e.g., cognitive computing, machine learning frameworks, bots) ☐ Infrastructure as a Service (IaaS) ☐ Platform as a Service (PaaS) ☐ Software as a Service (SaaS)
Additional Comments or Explanation:	If you have selected any of the subcategories above, feel free to provide more detailed comments or a description of how these elements apply to your specific use case.

Technical Elements

Platform implementation	The code was hosted in Azure cloud services. We integrated our code to work with Azure Devops and Fileshare for storage. We used a pay-as-you-go consumption model for openAI, which ensured cost efficiency during both development and production. Outputs were integrated with the digital first module for ease of collaboration.	
Model / Algorithm used	We evaluated GPT-4o, GPT 3.5 Turbo, Llama 2 and Llama 3 on accuracy, cost and ease of setup. Llama models supported proof-of-concepts as they were cost-effective. GPT-4o was selected based on performance.	
Data Sources Select the types of data sources used and provide relevant details.	☐ Internal ☒ Public	☐ Third-party ☐ Synthetic
	Details: Data sources included publicly released media articles, social media posts, press releases and interview transcripts.	
Risk Assessment and Mitigation Details	An internal Responsible Use of AI Assessment was completed by PM&C. The framework was based off a number of publicly available AI assurance frameworks. The project was consistent with PM&C's AI Transparency Principles and had a human centred approach by ensuring all final material was reviewed by a human user prior to publication.	
Security and Compliance Frameworks Select the security and compliance frameworks and measures implemented. Provide details or additional artifacts if relevant.	☐ Authority to Operate (ATO) ☐ System Security Plan (SSP) ☐ Security Risk Management Plan (SRMP)	☒ Information Security Registered Assessors Program (IRAP) ☐ Penetration Testing
	Details: Use of GPT-4o within government was assessed by IRAP for treasury.	

Assurance and Government Frameworks	DTA's AI Assurance Framework, National AI Assurance Framework
Record maintenance	While AI provided a first draft of commitments, all decisions were made by the human in the loop. The commitments uploaded to the module function as records.
Disengagement	N/A
Performance Metrics and Results	The performance of the Commitment Tracking process is being reviewed by PM&C to document learnings for the future. The review assesses that the process likely saved the Department money as well as staff time as compared to without an AI assisted approach.