

Potential benefits and risks of AI for the APS workforce

Benefits for the workforce	Risks	Mitigations
<ul style="list-style-type: none"> AI streamlines repetitive work allowing more time to deliver services to citizens and manage more complex and strategic work. The APS workforce is able to expand their skills, including work with AI and working with supported AI products. Through job design, re-skilling and targeted assistance, support employees to transition into new or revised roles. Guidance on managing the impacts of AI on the APS workforce and how AI use cases changes the APS workforce will be supported at a whole of government level. 	<ul style="list-style-type: none"> The APS workforce will need to adapt to how AI changes their day to day work. Capability uplifting will be required through learning and experiential opportunities to build on skills less affected by AI. Managers may have added responsibilities to upskill team members to understand and use AI and routinely engage in workforce planning activities. AI adoption is low or the workforce is reliant on AI and fails to adopt human centred decision making. Ongoing broader rapid developments of AI may add to uncertainties and changes for the APS workforce. Lack of trust of AI within the APS workforce or the public, could erode trust. 	<ul style="list-style-type: none"> Central agencies can provide overarching strategic guidance to the APS to manage workforce risks. This may include a shift to skills-based recruitment, job design, and reskilling frameworks. Effective consultation with employees and unions. Ongoing engagement and consultation with the APS workforce on AI user requirements, updates, and upskilling opportunities. Capability support for leaders and managers to support AI implementation and change. Relevant and timely capability uplifting opportunities. Implementation of the APS AI Plan. The APS will monitor the levels of trust in Australian public services every month.

Potential AI benefits to different functions/tasks across the APS

Policy, Strategy and Advice	Data, Intelligence, and Evaluation	Service Design and Delivery	Digital, Technology, and Systems	Program and Project Management	Regulation and Compliance	Engagement and Communications	Finance, Procurement, & Contracting	People, Culture, and Operations
<ul style="list-style-type: none"> Forecasting Personalisation Goal-driven optimisation Reasoning with knowledge structures Content generation 	<ul style="list-style-type: none"> Recognition Event detection Forecasting Content generation 	<ul style="list-style-type: none"> Recognition Event detection Interaction support 	<ul style="list-style-type: none"> Reasoning with knowledge structures Event detection Recognition Goal-driven optimisation 	<ul style="list-style-type: none"> Recognition Event detection Forecasting Reasoning with knowledge structures Content generation 	<ul style="list-style-type: none"> Recognition Event detection Reasoning with knowledge structures 	<ul style="list-style-type: none"> Interaction support Content generation 	<ul style="list-style-type: none"> Recognition Forecasting Goal-driven optimisation Reasoning with knowledge structures 	<ul style="list-style-type: none"> Recognition Event detection Reasoning with knowledge structures
Find and summarise information	Analyse patterns and trends, identify anomalies, and project future changes	Manage customer inquiries and support operational work flows	Admin support, enhanced web accessibility, translation function	Analyse patterns and trends, investigate and respond to events	Identify anomalies and differences between policy and implementation	Produce and simplify communication materials in different formats	Streamline and simplify procurement info and expenditure/budget	Support recruitment process, review property, live workforce dashboards

