Artificial Intelligence (AI) Transparency Statement

Aligned with the requirements outlined in the [Policy for the Responsible Use of AI in Government (V2.0)](#) and the [Standard for Transparency Statements, this AI Transparency Statement](#) outlines the Queensland Fire Department's (QFD) approach to the safe and responsible use of AI technologies.

Commitment to responsible AI use

We are committed to the ethical and responsible adoption of AI technologies to enhance service delivery, improve operational efficiency, and support better decision-making for the benefit of all Queenslanders.

Our AI initiatives are guided by Federal and State Government values, ensuring a human-centric approach that prioritises transparency, accountability, and public trust.

We collaborate with the Digital Transformation Agency (DTA) and adhere to relevant legislation, regulations, frameworks, and policies. Our AI practices are informed by related frameworks, including Australia's AI Ethics Principles, privacy guidance, and information management for records created using AI technologies.

Accountable officials

The departments Chief Information Officer (CIO) is the designated accountable official for AI use within QFD, ensuring oversight and responsibility for all AI-related activities.

Safe and responsible AI adoption

We are committed to adopting AI technologies in a transparent and responsible manner. The department aligns its practices with the Digital Transformation Agency's (DTA) policy and guidance on the safe, responsible, and ethical use of AI.

To support this commitment, we actively work to develop internal policies and guidance that will address:

- AI governance and approval processes

- Ethical considerations and acceptable use of AI

- Right to Information (RTI) compliance

- Recordkeeping and security

- Risk mitigation and technical safeguards

- Roles, responsibilities, and training for staff using AI

These policies and guidance materials will form a critical part of our AI governance framework as our department continues to enhance its maturity and align with evolving best practices and policy requirements.

We currently use the Foundational AI Risk Assessment (FAIRA) framework to identify and manage risks associated with AI use. As part of its ongoing AI governance maturity uplift, we are

committed to strengthening its risk assessment practices by aligning FAIRA with other risk assessment tools and activities, including the Australian Government AI Impact Assessment Tool, to ensure comprehensive and robust risk management.

The department also undertakes risk management activities in line with the departments Risk Management Framework and the associated Risk Management Procedure.

AI use and governance

AI as defined by the Organisation for Economic Co-operation and Development (OECD), emphasises AI's ability to learn from data and adapt, enabling it to handle complex, variable tasks beyond simple repetition.

"An AI system is 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" (OECD definition 2023).

The term 'Artificial Intelligence' or 'AI' has extended to encompass a multitude of statistical techniques for deriving connections between and within bodies of data and information. Traditional analytical techniques such as various machine learning methods or classifications are now incorporated within the term, as are new and emerging technologies such as Large Language Models. We utilise a breadth of technologies which fall under the definition of AI, including both traditional and contemporary analysis techniques, and large language models in line with organisational and whole of Queensland Government policies.

We use AI internally in the *corporate and enabling domain* under the *workplace productivity* usage pattern.

In May 2025, we deployed QChat, the Queensland Government AI Assistant, as a workplace productivity tool to support staff in their daily operations.

We do not use AI for automated decision-making purposes and ensures that all AI use aligns with the *Policy for the Responsible Use of AI in Government*. Additionally, our AI use does not fall under the national security carveouts outlined in the policy.

While we are not subject to this federal government policy, it has been chosen as a resource to guide the strategic approach to AI adoption and complements the Queensland Government Enterprise Architecture (QGEA) mandated *Artificial Intelligence Governance policy*.

As part of its ongoing development of an AI governance framework, we are committed to establishing a strategic position on AI adoption and exploring opportunities to enhance public trust through increased transparency and stakeholder engagement. Our department is also dedicated to continuously improving its AI practices by monitoring advancements in AI technology and adapting its policies and procedures to align with evolving best practices and policy requirements.

Training and Education

We have developed and rolled out an AI Foundations training course, which is a prerequisite for staff before they gain access to QChat. Additional resources are provided to support staff in using AI tools safely and responsibly.

Public interaction with AI

Currently, we do not use AI in ways that directly interact with or significantly impact the public without human oversight. We will continue to monitor and reassess public impact as its AI capabilities evolve.

Compliance with legislation and policy

We comply with all applicable legislation and regulations, ensuring transparency and accountability in its AI practices. In line with the *Policy for the Responsible Use of AI in Government,* we have implemented the following:

- Appointment of the departments CIO as the Accountable Official for AI.

- Development and implementation of an internal AI Foundations literacy program for all staff, including training on the appropriate use of generative AI and associated risks, as well as resources to support compliance with safe and responsible AI use expectations

Review frequency

Our transparency statement is reviewed and updated annually or whenever significant changes occur. The most recent update was on 27 March 2026.

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