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**From:** Lyall Reid  
**Sent:** Tuesday, 10 October 2023 9:10 AM  
**To:** Dominic Byrne; DL - Allan Major and Assistants; DL - Chris Hose & Assistant; DL - Rachel Blackwood & Assistant; DL - Craig Riviere and Assistant; DL - Tanya Farrell and Assistant; DL - Jenny Allen and Assistant; DL - Rochelle Zurnamer & Assistant; DL - Paul Howe & Assistant; DL - Richard Bullock and Assistant; DL - Carole Rowe and Assistant  
**Cc:** DL - Linda Caruso & Assistant; DL - Cathy Rainsford & Assistants; DL - Helen Owens and Assistant; DL - Jeremy Fenton and Assistant; Brendan Byrne; Creina Chapman and Assistant; Nils van Boxsel  
**Subject:** Automated-Decision Making (ADM) in Government Survey [SEC=OFFICIAL]

Dear Colleagues,

### Use of Automated Decision-Making (ADM) in Government: ACMA survey due COB this Friday 13 October

We are seeking your assistance to gather information requested by the [Secretaries Board through the AI in Government Taskforce](#).

The information is related to the use of automated decision-making (ADM) in Government and is being collected to inform the Government's response to the Royal Commission into the Robodebt Scheme, recommendation 17.1 which states:

- *'The Commonwealth should consider legislative reform to introduce a consistent legal framework in which automation in government services can operate.'*

### Survey to be completed by section managers by this Friday 13 October

We have developed a survey to collect this information from the ACMA by COB this Friday 13 October. We will then submit our agency response by the due date of Wednesday 18 October.

Please arrange for each of your Section Managers (EL2s) to complete this [ACMA – ADM in Government survey](#).

If a section does not use a system which includes automated decision-making, we request the survey is completed with a 'Nil' response.

The survey is in two parts:

- **Part 1: Government** – directly related to the information requested by the AI in Government Taskforce.
- **Part 2: ACMA** – we are taking this opportunity to also request information on any system changes that are expected to be required from your Branch over the next 12-18 months, legislative or otherwise. This may or may not include automated decision-making and will be used to assist our planning of digital development activities.

Some elements of the survey request estimates of process and transaction volumes. A best estimate will be sufficient for the purposes of the survey.

### More information on the use of automated decision-making (ADM)

#### ADM in Government

The Digital Transformation Authority's [Artificial Intelligence Policy](#) uses the [Commonwealth Ombudsman Automated Decision-making Better Practice Guide](#). The guide describes automated decision-making as:

- *'a computer system that automates part or all of an administrative decision-making process. The key feature of such systems is the use of pre-set logical parameters to perform actions, or make decision, without the direct involvement by a human being at the time of decision.'*

Examples include the use of a simple rules-based formula to affirm if someone meets objective criteria; or the use of predictive algorithms, where a computer learns a model to make a decision through machine learning capabilities.

Government consideration of the use of automated decision-making previously occurred in mid-2022, in the preparation of a response to a survey from the Department of the Prime Minister and Cabinet (PM&C) consultation [Positioning Australia as a leader in digital economy regulation – Automated decision-making and AI regulation](#). The responses to that survey will also be used to inform the current survey.

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If you have any questions, please don't hesitate to reach out and discuss.

Thank you for your assistance in this matter.

Regards,

**Lyall Reid**

A/g Chief Information and Digital Officer  
Digital and Technology Services Branch  
Corporate and Research Division

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**Australian Communications and Media Authority**