

10 ways AI can enrich government and public services



1 Augment and assist judicial systems

AI is being harnessed to predict outcomes for courts and accelerate case resolution in cases, leading to a more efficient and accessible judicial system for citizens.

AI technology can be used to optimise case backlogs and journeys, creating heightened efficiency whilst lessening pressure on our judicial system.

AI is enabling impartiality and reducing corruption through electronic case allocation and random case assignment to ensure cases are heard in a fair and impartial manner whilst also identifying irregularities in case assignments.



2 Strengthen adaptive learning solutions

AI enables for complex, real time adaptations based on learner performance and behaviour that drives personalised hints, feedback, remediation and knowledge reinforcement.¹

AI can provide granular and specific feedback to students through perpetual learning loops that improve with each interaction and provide personalised learning strategies.

AI can promote equity in the classroom by recommending and tailoring teaching approaches and content to each individual learner rather taking a generic approach.



3 Automate back-office admin

AI enables smart searches on digitally submitted forms and applications, which can improve speed and reduce the need for manual data entry.²

AI can learn how to assess applications and can automate the review process – eliminating overhead costs and repetitive labour.

Intelligent automation can improve public service outcomes by displaying case statuses, e-notices and account balances which continuously improve procedural pain points for citizens.³

FACT Digital technologies, including AI, are potentially worth **AUS\$315 billion** to the Australian economy by 2028. [Read more.](#)



4 Tackle social issues

AI can identify trends and pick out key factors that lead to homelessness, drug abuse and other health-related social issues to inform policy and provide greater assistance to vulnerable communities.

Policymakers can use the outputs of predictive models to determine the likely efficacy of proposed programs and then shape their policy goals for specific outcomes, such as lowering drug addiction within a specific community and reducing the likelihood of food insecurity in underserved communities.⁴

AI can support and heighten processes for service programs – child support, food stamps – so limited human resources are deployed more efficiently.



5 Accelerate medical breakthroughs

AI can help analyse biomedical imaging, genomics, and clinical data – along with data from wearable and implantable devices – to accelerate detection, prevention and treatment of diseases.

Machine learning models can predict how molecular compounds might interact, helping to identify targets for drug discovery and flagging promising findings for further investigative research.

AI is assisting nurses to monitor patients' conditions between doctor visits.

FACT The sequence of SARS-CoV-2 was identified with the help of AI. [Read more.](#)



6 Streamline government employee experience

AI is used to optimise service recommendations and enhance customer engagement, improving both the speed and quality of service delivery while transforming the employee work experience and reducing workloads.⁵

AI can be used to detect engagement trends across campaigns to gain insights about which programs are preferred by specific employee segments, and to gauge each group's satisfaction with their chosen programs.



7 Prevent crises from occurring

AI can predict natural disasters or food and medicine shortages to better prepare our communities for the appropriate response and provide adequate care.

Deep learning neural networks can use economic, social, cyberspace and IoT data to assess the risk of a pandemic, predict the trend of an ongoing epidemic, detect abnormal changes and issue early warnings as needed.⁶

AI can model changing global weather patterns using predictive analytics and agent-based simulation models to enable more accurate tracking and forecasting of extreme climate events and inflection points.

AI is used in climate impact assessment, abatement portfolio management, simulation of decarbonisation scenarios, physical risk assessments, monitoring the effectiveness of carbon offsetting efforts and tracking and taxing emissions.



8 Assure Australians' security

AI can be used to extract useful information from linked devices like radars and autonomous identification systems. This data can aid in the detection of any unlawful or suspicious activity, as well as alerting the appropriate authorities.⁷

AI can augment the abilities of security staff, acting as a force multiplier to dramatically mitigate the consequences of the skills gap in advance of the arrival of our expanded future cyber workforce.⁸

AI can help detect patterns within large quantities of data that human analysts can't see, such as the key linguistic patterns of hackers posting emerging threats on the dark web.⁹



9 Improve health care

AI enables personalised health care by leveraging tailored patient health data, which promotes better patient outcomes as everyone's body type, immunity and medical aspects differ.

AI can identify patterns in a patient's language and analyse whether any progress is being made, enabling therapists to quickly determine which approaches work best to promote faster and more effective mental health care solutions.

AI can identify patterns in large populations of people to help identify early warning signs of disease.

AI can reduce the time it takes to make a diagnosis by comparing a patient's symptoms to millions of other medical records to quickly identify a disease.

FACT Australian industry needs up to **161,000** new specialist AI workers by 2030. [Read more.](#)



10 Foster innovation

AI can take the robot out of the human by completing the mundane, repetitive tasks to free up human workforces to focus on problems and connect ideas that only a human could do.

AI can be harnessed to mine for patterns in your data to inform new business models, markets or products more aligned to customer trends and needs.

AI can democratise data and creativity, by allowing anyone to tap into the rich insights that it can provide, it can also translate the work of experts into snackable pieces of information for everyone to access.



Get in touch



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