

Ai Safety in Public Work

A Quick Guide for Governments or Public Sector Teams Using AI Tools Responsibly

Why It Matters

Government teams are often stretched thin — and AI tools like ChatGPT and Zapier can reduce admin load, improve citizen response times, and simplify documentation. But with sensitive data and public scrutiny, **AI use must be thoughtful and secure.**

AI Use That's Generally OK

Use AI tools to increase efficiency in non-sensitive tasks like:

- Drafting or rewording public service announcements
- Summarizing meeting notes or internal memos
- Writing standard policy drafts, FAQs, or form instructions
- Generating content for public websites or newsletters
- Automating basic task routing or notifications

Use AI for transparency, not secrecy — and only when personal data is excluded.

AI Use That's **Not OK** in Government or Public Work

Avoid AI in any process involving:

- Citizen names, ID numbers, addresses, or application data
- Internal audits, investigations, or budgetary details
- Legal complaints, FOIA requests, or sensitive case files
- Law enforcement records or employee discipline documents
- Decision-making or adjudication of services

Public sector staff must **avoid tools that lack data residency controls, encryption, or audit trails.**