

## Artificial Intelligence (AI) Tool and Use Case Register

**Last updated: September 2026**

This is the NSW Ombudsman's register of AI tools that have been approved<sup>1</sup> for procurement, design, testing, or use by the NSW Ombudsman's Office (**registered AI tools**).

**Before using any registered AI tool, Ombudsman officers must read, understand and ensure that they comply with the NSW Ombudsman's [Use of Artificial Intelligence Policy \(AI Policy\)](#).**

This includes, without limitation:

- Not using any AI tool that is not a registered AI tool in this register<sup>2</sup>
- Not using a registered AI tool for any use case that has not been approved in this register<sup>3</sup>
- Complying with all conditions on the use of a registered AI tool as set out in this register<sup>4</sup>
- Verifying the accuracy and appropriateness of all AI-generated outputs and taking ownership and accountability for any material used or communicated, including by fact checking, critical evaluation, editing and proofing<sup>5</sup>
- Making and retaining comprehensive working documentation that clearly records any use of an AI tool, for example by keeping a record of the AI generated text and showing by mark-up how it has been edited<sup>6</sup>
- Including, in any internal Briefing Note or similar document that was, or includes any documents that were, prepared with the assistance of AI generated content, a statement that it includes AI generated content<sup>7</sup>
- Clearly documenting in the office's AI Usage Log<sup>8</sup> whenever an AI tool is used to generate content or otherwise assist in the production of published or decision-related content (including reports, correspondence, presentations, media releases, social media posts)<sup>9</sup>
- Not (for any office-related purpose) accessing or using any AI tool on any personal/non-office issued laptop or device, or utilising any personal/non-office account<sup>10</sup>
- Reporting an adverse incidents involving AI to the Director, Strategy, Governance, Risk & Data.<sup>11</sup>

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<sup>1</sup> By the NSW Ombudsman's IT and AI Governance Committee.

<sup>2</sup> Section 5.1 of the AI Policy.

<sup>3</sup> Section 5.2 of the AI Policy.

<sup>4</sup> Section 5.3 of the AI Policy.

<sup>5</sup> Section 5.4 of the AI Policy.

<sup>6</sup> Section 5.5 of the AI Policy.

<sup>7</sup> Section 5.5 of the AI Policy.

<sup>8</sup> See section 5.5 of the AI Policy.

<sup>9</sup> Section 5.5 of the AI Policy.

<sup>10</sup> Section 5.6 of the AI Policy.

<sup>11</sup> Section 7 of the AI Policy.

Subject in all cases to the AI Policy, the following AI tools have been approved for use by NSW Ombudsman officers for the following use cases, and on the following additional conditions:

### Template – used for additions to the AI Register

|                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name and version</b>                                    | Product or service name and version                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Vendor</b>                                              | The owner of the product or service                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Website</b>                                             | <a href="#">Full URL</a>                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Description</b>                                         | Description from vendor website to adequately describe the product/service or functions/features being used.                                                                                                                                                                                                                                                                                                   |
| <b>Contract manager/responsible owner</b>                  | <ul style="list-style-type: none"> <li>Who is the individual responsible for the output created by this AI tool.</li> <li>Who is sponsoring this tool and seeing approval from the IT and AI governance committee.</li> </ul>                                                                                                                                                                                  |
| <b>Status</b>                                              | Options include <ul style="list-style-type: none"> <li>Approved for use</li> <li>Approved with any additional conditions</li> <li>Piloting Use</li> <li>Under review</li> </ul>                                                                                                                                                                                                                                |
| <b>AI Risk Assessment (per NSW AI Assurance Framework)</b> | Include the risk band from the Audit record of the completed AI Assurance Framework template. The completed template should be submitted to the IT and AI Committee as a part of the approval prior to an entry appearing in this register.                                                                                                                                                                    |
| <b>Approved Use Case/s</b>                                 | <p><i>Who is approved to do what?</i></p> <p><i>eg: Team members are approved to create help guides for a specific annual return process, using the[named AI tool] for internal review.</i></p>                                                                                                                                                                                                                |
| <b>Conditions on Use</b>                                   | Mandatory conditions (1 – 5) under Appendix D of the AI policy. ( <a href="#">Use of Artificial Intelligence (AI) Policy - 19 January 2026</a> ) <p>Other conditions:</p> <ul style="list-style-type: none"> <li>Include any conditions that the IT and AI committee or decision briefing notes have stipulated on the use and monitoring of this proposed tool above those required by the policy.</li> </ul> |
| <b>First registered</b>                                    | Eg: 19 January 2026i<br>(Pilot use had previously been approved under the previous Generative AI Policy on 1/12/2024)                                                                                                                                                                                                                                                                                          |
| <b>Variations to registration</b>                          | Eg: [Date] - Varied to change ‘Contract manager’ from [insert name/area] to [insert name/area]                                                                                                                                                                                                                                                                                                                 |

## CoCounsel

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| <b>Name and version</b>                                    | CoCounsel<br>(Version N/A. SaaS Service)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Vendor</b>                                              | Thomson Reuters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Website</b>                                             | <a href="http://www.thomsonreuters.com/en/cocounsel">www.thomsonreuters.com/en/cocounsel</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Description</b>                                         | <p>Thomson Reuters CoCounsel is an artificial intelligence (AI) assistant designed for legal and investigative professionals. It supports tasks such as document review, summarisation, legal research, comparison of documents, extraction of key facts, and chronology or timeline analysis.</p> <p>The tool is used to assist legal staff in analysing large volumes of information and preparing draft work products. CoCounsel does not make decisions on behalf of the NSW Ombudsman, and all outputs are subject to human review, verification, and approval before being relied upon or used externally.</p> |
| <b>Contract manager/responsible owner</b>                  | IT and AI Branch (previously Legal Branch)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Status</b>                                              | In use                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>AI Risk Assessment (per NSW AI Assurance Framework)</b> | Low Risk                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Approved Use Case/s</b>                                 | <p>Use by legal officers within the Legal Branch for preparatory material in the provision legal support services, including:</p> <ul style="list-style-type: none"> <li>- summarising documents</li> <li>- preparing first-cut chronologies from matter records</li> <li>- extracting legal and factual issues from documents, comparing source records, advice material or legal authorities where appropriate, and</li> <li>- preparing initial drafts of internal legal work product.</li> </ul>                                                                                                                 |
| <b>Conditions on Use</b>                                   | <p>Mandatory conditions (1 – 5) under Appendix D of the AI policy.</p> <p>Other conditions:</p> <p>6. CoCounsel may only be used by staff in the Legal Branch approved by the Legal Counsel.</p> <p>7. All users must have completed a training course in CoCounsel approved by the Legal Counsel</p>                                                                                                                                                                                                                                                                                                                |

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|                                   | <p>8. Outputs are preparation and review material only and must not be treated as findings, recommendations, statutory decisions, final legal advice, final report content, external correspondence or publication-ready material.</p> <p>9. No outputs may be used or relied upon without manually verifying each and every source (including legal citations and source document references).</p> |
| <b>First registered</b>           | <p>29 November 2024</p> <p>(Pilot use had previously been approved under the previous Generative AI Policy on 1/12/2024)</p>                                                                                                                                                                                                                                                                        |
| <b>Variations to registration</b> | <p>[Date] - Varied to change 'Contract manager' from Legal Branch to AI and IT Branch</p>                                                                                                                                                                                                                                                                                                           |

## Scribe

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| <b>Name and version</b>                                    | Scribe<br>(Version N/A. SaaS Service)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Vendor</b>                                              | Scribe.io                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Website</b>                                             | <a href="https://scribe.com/scribe-ai">https://scribe.com/scribe-ai</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Description</b>                                         | <p>Scribe is an AI-enabled workflow documentation tool that helps staff create process guides, standard operating procedures (SOPs), training materials and user documentation. It works by capturing on-screen actions and automatically generating step-by-step instructions with screenshots and supporting text.</p> <p>The tool is used to improve the efficiency, consistency and quality of organisational documentation. All outputs are reviewed by staff before use, publication or distribution.</p>               |
| <b>Contract manager/responsible owner</b>                  | IT and AI Branch                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Status</b>                                              | Piloting Use                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>AI Risk Assessment (per NSW AI Assurance Framework)</b> | NSW AIAF Assessment Completed: Low Risk                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Approved Use Case</b>                                   | 19/05/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Conditions on Use</b>                                   | <p>Mandatory conditions (1 – 5) under Appendix D of the AI policy.</p> <p>Other conditions on use:</p> <ul style="list-style-type: none"> <li>• Users must understand Scribe risks and controls before receiving a licence. Including capture of sensitive information and use of smart redaction features.</li> <li>• Escalate new or increased risks to the IT and AI Steering Committee promptly.</li> <li>• Provide an evaluation report to the IT and AI Steering Committee on pilot outcomes and next steps.</li> </ul> |
| <b>First registered</b>                                    | 19/05/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Variations to registration</b>                          | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

## Ombudsman Website AI Assistant

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| <b>Name and version</b>                                    | Ombudsman Website AI Assistant<br>Version 1.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Vendor</b>                                              | Today Strategic Design Pty Ltd                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Website</b>                                             | <a href="#">NSW Ombudsman   About our AI Assistant</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Description</b>                                         | The AI Assistant (also referred to as the Digital AI Website Assistant, Virtual Agent or Chatbot) is intended to be a public-facing website assistant integrated into the NSW Ombudsman website. Its primary purpose is to help users find information, understand whether the Ombudsman can assist them, navigate complaint processes, locate resources and reports, and direct users to the appropriate service or agency. It is intended as an information and guidance tool rather than a decision-making tool.                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Contract manager/responsible owner</b>                  | Communications and Media Team and IT and AI Branch, with business ownership and content oversight by the relevant website, complaints and communications owners.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Status</b>                                              | Live. Public-facing service hosted on the NSW Ombudsman website.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>AI Risk Assessment (per NSW AI Assurance Framework)</b> | NSW AIAF Assessment Completed: Low Risk.<br>Additional Internal risk review (Legal) and external specialise risk reviews also completed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Approved Use Case</b>                                   | Approved for public information access after independent AI risk assessment, testing and implementation of controls and guardrails to support output accuracy, restrict responses to approved Ombudsman information and reduce foreseeable misuse.<br>The AI Assistant is approved for public information access only. It may provide general information about NSW Ombudsman services, jurisdiction, complaint processes and publicly available guidance, and help users navigate website content and contact pathways. The AI Assistant only uses approved public website content as its information source.                                                                                                                                                                                                                                                                                                                                                        |
| <b>Conditions on Use</b>                                   | The Assistant Must Remain an Information Tool. The chatbot's purpose is to assist website users with information about the NSW Ombudsman and its functions. It is not to be used as a decision-making tool or claim to represent any Ombudsman perspective or finding.<br>Specific conditions of approval include: <ol style="list-style-type: none"> <li>1. Clear Usage Guidance and Disclaimers.<br/>The AI Assistant will include a notice that chatbot responses may be inaccurate. Clear communication to end users of intended use and limitations. User reporting mechanisms for inappropriate responses.</li> <li>2. Scope Limited to Public Information<br/>Data used by the AI Assistant will be limited to material already published on the NSW Ombudsman website.</li> <li>3. Ongoing Monitoring<br/>Frequent or daily monitoring of chatbot interactions was specifically supported as a mitigation that would further reduce residual risk.</li> </ol> |
| <b>First registered</b>                                    | 24/02/2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Variations to registration</b>                          | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

## momentLeader App

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| Name and version                                    | momentLeader App                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Vendor                                              | momentLeader Pty Ltd                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Website                                             | <a href="https://momentleader.com">https://momentleader.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Description                                         | <p>momentLeader AI is an AI-enabled leadership development and coaching platform designed to support individual growth, self-reflection and leadership capability development.</p> <p>The platform provides structured coaching prompts, guided reflection activities and AI-supported coaching interactions that assist users to prepare for workplace conversations, reflect on experiences and develop leadership capability through short, focused coaching exercises.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Contract manager/responsible owner                  | L&OD Team                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Status                                              | In Pilot                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| AI Risk Assessment (per NSW AI Assurance Framework) | NSW AIAF Assessment Completed: Low Risk                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Approved Use Case/s                                 | <p>The momentLeader App's intended use case is:</p> <ul style="list-style-type: none"> <li>• <b>Leadership Coaching.</b> Providing AI-supported leadership development and coaching. With coaching interactions and reflection exercises to support development of improved leadership capability.</li> <li>• <b>Conversation Preparation.</b> Assisting users preparing for workplace discussions. Including preparing for difficult conversations, meetings and presentations. To provide users with improved communication and confidence.</li> <li>• <b>Structured Reflection.</b> Support reflection on workplace situations and experiences. With reflection following meetings, decisions and key interactions. To support improved self-awareness and learning.</li> <li>• <b>Professional Development.</b> Support individual capability development through assisting goal setting, growth activities and development planning. To support strengthened leadership capability for users.</li> <li>• <b>Personal Insights.</b> Provide insights into behaviour and leadership habits. To support identification of leadership strengths, development opportunities and increased self-awareness.</li> <li>• <b>Wellbeing and Resilience Support.</b> Support reflective practices and intentional decision-making. Including advice on guided pauses and structured reflection. To support users in developing improved resilience and focus.</li> </ul> |

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|                   | <p>While the approved use cases provide examples of intended activities, they are not exhaustive. The pilot is intended to evaluate the value of momentLeader as an aid in structured leadership training, learning and development activities that are consistent with the NSW Ombudsman Use of Artificial Intelligence Policy. Any use must align with the conditions of use below.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Conditions on Use | <p>Mandatory conditions (1 – 4) under Appendix D of the AI policy.</p> <p>Plus, other conditions on use within the pilot:</p> <ol style="list-style-type: none"> <li>Prohibited use cases. As per policy, plus users must not use momentLeader AI to: <ul style="list-style-type: none"> <li>Make, recommend or automate employment, recruitment, disciplinary or performance management decisions.</li> <li>Assess employee suitability, capability, performance or promotion outcomes.</li> </ul> </li> <li>Users must not use momentLeader AI to: <ul style="list-style-type: none"> <li>Form the basis for management action without independent assessment.</li> <li>Monitor, evaluate or profile staff.</li> <li>Replace professional psychological, clinical, therapeutic or counselling services.</li> <li>Make decisions affecting the rights, interests, obligations or employment outcomes of individuals.</li> <li>Upload or process information contrary to privacy, information security or workplace obligations.</li> </ul> </li> <li>Use of momentLeader AI under this approval is limited to supporting leadership development, coaching and professional capability-building activities undertaken by authorised users.</li> <li>Adherence to provided End User Guidance, which includes: <ul style="list-style-type: none"> <li>While your data is securely hosted in Australia and never used for AI model training, please follow best practice principles. You can and should include richness in your prompts as long as no detail, or combination of details, could reasonably identify a specific person or piece of work. Specifically: <ul style="list-style-type: none"> <li>Treat every prompt you add into MomentLeader like you are reading it aloud on a train. Are inputs generic and non-identifiable?</li> <li>Anonymise and abstract (do not add real data). Replace all real names, specific Ombo work, exact timelines or financials with generic prompts – examples include: ‘x project; tight deadline; x colleague’</li> <li>Change specific facts into generic leadership challenges when expressing frustrations, obstacles or negative feelings.</li> <li>Use hypothetical or generic scenarios: ‘How do I give constructive feedback to a team member who is consistently late to meetings?’</li> </ul> </li> </ul> </li> </ol> <p>Inputs must never include <b>personal information</b> (information or an opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion) or <b>health information</b> (information or an opinion about an individual’s physical or mental health or a disability whose identity is apparent or can be reasonably ascertained from the information or opinion)</p> |
| First registered  | September 2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

Variations to  
registration

N/A