AI TRANSPARENCY STATEMENT

Policy category	Governance	**Group Application**	BHC
Drafted by	Policy Officer	**Version**	V1.0
Delegated updates	DCEO/COO	**Last approved**	November 2026
Responsible person	CEO	**Scheduled review date**	November 2029

Our approach to artificial intelligence

Brisbane Housing Company Limited ACN 101 263 834 and each of its related entities (together, ***BHC***, ***we***, ***us*** or ***our***) is committed to using artificial intelligence (***AI***) responsibly, safely and in ways that support better services for our tenants, applicants, workers, directors and relevant stakeholders (***our people***).

This statement explains how we use AI, the safeguards we have in place and the steps we take to ensure AI is used ethically and in accordance with the *Privacy Act 1988* (Cth), internal policies including the BHC Responsible Use of Advanced AI Policy and community expectations.

AI is used to assist and support our people and services. It does not replace human judgement, accountability or decision-making.

How we use AI

We currently use AI technologies to improve efficiency, enhance customer service and support day-to-day business operations.

Website chatbot

Our website includes an AI-powered chatbot that helps tenants and applicants access information about our services, including:

- Housing and tenancy information;
- Application processes and eligibility requirements;
- Maintenance and service requests; and
- Contact and support options.

The chatbot provides general information only and does not make decisions on behalf of BHC.

Internal business uses

We also use approved AI tools to assist with:

- Meeting notes and transcriptions;
- Research and information summaries;
- Drafting and reviewing documents;
- Data analysis and administrative tasks.

We may also use AI to assist with complaints handling and administration; however, all assessments, findings and decisions will be made by a suitably authorised employee.

All AI-generated content is reviewed by staff before it is relied upon.

AI TRANSPARENCY STATEMENT

What we do not use AI for

BHC does not use AI to make decisions about:

- Housing applications or tenancy matters;
- Employment, recruitment or performance management matters; or
- Determining outcomes or taking action against individuals in relation to complaints and grievances.

These decisions are made by appropriately authorised employees using internal policies and procedures and professional judgement.

Protecting privacy and information

Protecting personal information is a key consideration in our use of AI.

Staff are not permitted to enter personal, sensitive or confidential information into unapproved AI tools. We take steps to ensure AI is used in accordance with our privacy, information management and cyber security requirements.

AI governance and oversight

We are committed to ensuring AI technologies are used in a way that supports fairness, transparency, accountability and the protection of personal information. Our use of AI is governed by internal policies and training. We regularly review AI systems to ensure they remain appropriate, secure and effective.

Contacting us

If you have questions about how BHC uses AI, or would like further information about this statement, please contact:

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Post:	GPO BOX 544, Brisbane QLD 4001
Email address:	feedback@bhcl.com.au
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REVIEW

This transparency statement was published to our website on 6th November 2026 and will be updated every 12 months.

Document Change History

Version Number	Approved by	Date	Description of Change
1.0	CEO	November 2026	New document.