



## 2025 ADM+S SYMPOSIUM

# AUTOMATED SOCIAL SERVICES

1-4 JULY 2025

University of Queensland

Queensland, Australia

In-person and Online

## PROGRAM



# ACKNOWLEDGEMENT OF COUNTRY

In the spirit of reconciliation, we acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We acknowledge the Traditional Owners and their custodianship of the lands on which we meet. We pay our respects to their Ancestors and their descendants, who continue cultural and spiritual connections to Country. We recognise their valuable contributions to Australian and global society.



"Information Retrieval on Country" - Treahna Hamm

# PROGRAM

## TUESDAY 1 JULY - OVERVIEW

10.00-10.30	ModWest 11A Registration		
10.30-12.00	ModWest 11A-111 The wicked problem of AI policy design	ModWest 11A-120* & Online Validating diversity and inclusion param- eters	ModWest 11A-121  Exploring open gov- ernment documents using AI
12.00-1.00	ModWest 11A Lunch		
1.00-2.30	IMB 80-2171* & Online Current governance settings and challenges for ADM/ AI governance post-Robodebt	ModWest 11A-121 Speed mentoring and Q&A for HDRs	
2.30-3.00	ModWest 11A Afternoon Tea		
3.00-5.00	ModWest 11A-111 Unmaking AI	ModWest 11A-120* & Online Paper Session 1 - Digital governance and tech from the ground up  Paper Session 2 - Challenges for digital services: authentic- ity, burdens & bias	ModWest 11A-121 Small group mentoring sessions  Session finishes at 4.00
5.30-7.30	The Terrace Room, Sir Llew Edwards Building Welcome Reception		

# PROGRAM

## WEDNESDAY 2 JULY - OVERVIEW

8.30-9.00	ModWest 11A Registration		
9.00-10.30	IMB 80-2171* & Online Welcome Everyday encounters with automated systems: ac- cess, equity and social services		
10.30-11.00	ModWest 11A Morning Tea		
11.00-12.00	ModWest 11A-111 Comparative perspectives on social wel- fare and digitalisation	ModWest 11A-120* & Online Co-designing innovative AI/ADM in social services	ModWest 11A-121 AI for social good: Part 1 - who is driving AI for social good?
12.00-1.00	ModWest 11A-111 Digital care work	ModWest 11A-120* & Online Co-designing and scaling data and AI for community resilience	ModWest 11A-121 AI for social good: Part 2 - what is the politics of AI for so- cial good?
1.00-2.00	ModWest 11A Lunch	ModWest 11A-130 Poster Presentations and Signature Project Demonstrations	
2.00-3.30	ModWest 11A-111 Governing for positive automated social services	ModWest 11A-120* & Online Automating disability social services	ModWest 11A-121 Trauma informed AI assessment
3.30-4.00	ModWest 11A Afternoon Tea		
4.00-5.30	IMB 80-2171* & Online Presentation of Poster Awards Learnings and Visions for Building Inclu- sive Social Services  <i>Fireside Chat with Hon Bill Short- en and Panel Discussion</i>		
5.30-6.30	ModWest 11A Post Event Refreshments and Reflections		

# PROGRAM

## THURSDAY 3 JULY - OVERVIEW

8.30-9.00	ModWest 11A Registration		
9.00-11.00	ModWest 11A-111 Critical Capabilities for Inclusive AI	ModWest 11A-120 GenAISim: Simula- tion in the Loop for Multi-Stakeholder Interactions with Gen- erative Agents	ModWest 11A-121 Language and Cultural Diversity in ADM: Australia in the Asia Pacific
11.00-11.30	ModWest 11A Morning Tea		
11.30-1.30	ModWest 11A-111 The Australian Search Experience 2.0	ModWest 11A-120 ADM, Ecosystems and Multispecies Relation- ships	ModWest 11A-121 OVIC Project Team
1.30-2.30	ModWest 11A Lunch		
2.00-3.30	ModWest 11A-111 Governing for positive automated social services	ModWest 11A-120* & Online Automating disability social services	ModWest 11A-121 Trauma informed AI assessment
3.30-4.00	ModWest 11A-111 Evaluating Automated Cultural Curating and Ranking Systems with Synthetic Data	ModWest 11A-120 Generative Authenticity	

# PROGRAM

## FRIDAY 4 JULY - OVERVIEW

8.30-9.00	ModWest 11A Registration		
9.00-11.00	ModWest 11A-111 Australian Ad Observatory		

# DETAILED SCHEDULE

## TUESDAY 1 JULY

**10.30-12.00**

**ModWest 11A-111**

**Interactive workshop**

### **The wicked problem of AI policy design**

*Facilitators: Madeline Kelly, Abdul Obeid Karim, Awais Hameed Khan, Dang Khuong Tan*

This workshop equips participants with practical tools and frameworks to critically engage with the complex challenges of AI policy design, including equity, oversight, and real-world application.

This workshop provides a comprehensive exploration of the 'wicked problems' of AI policy design. Participants will examine real-world AI use cases, to identify policy blind spots, equity concerns, and enforcement gaps. Using an AI Policy design toolkit, participants will critically evaluate these AI use cases, applying a policy framework, and collaboratively brainstorming and generating recommendations for policy solutions. The central aim of this workshop is to provide participants with first-hand experience of engaging with the complexities of AI policy design, and to develop a foundational vocabulary to engage in meaningful, actionable discussions about the new and emerging AI technologies that impact our lives.

**10.30-12.00**

**ModWest 11A-120**

**Interactive workshop**

### **Validating diversity and inclusion parameters**

*Facilitators: Chenglong Ma, Ashwin Nagappa, Xinye Wanyan, Oleg Zendel*

Exploring the ethical modelling of search experiences, this workshop investigates how digital inequalities shape access to essential services through the lens of generative AI-created personas. Participants will co-develop search simulations that reflect diverse social, political, and cultural contexts, contributing to more inclusive and context-sensitive research on digital information systems.

This interactive workshop explores how we can model search experiences in ways that are both representative and ethical. As part of the Australian Search Experience 2.0 project, researchers investigate how social, political, and cultural contexts shape interactions with critical information intermediaries. They aim to understand digital inequalities in accessing essential services, particularly in areas like health and social support. To study this at scale, the project uses generative AI to create diverse user personas, considering factors such as language, location, gender, political views, and cultural background. A key challenge is ensuring these personas reflect real-world diversity without reinforcing hegemonic frameworks. Through collaborative exercises, this session will identify topics for longitudinal study, co-develop persona backstories for search simulations, and discuss validation strategies for building a balanced search query dataset. This workshop invites interdisciplinary collaboration to shape ethical, rigorous research on digital search and recommendation systems, grounded in equity, normative frameworks, and diverse perspectives.

# DETAILED SCHEDULE

**10.30-12.00**

**ModWest 11A-121**

**Interactive workshop**

**Exploring open government documents using AI**

*Facilitator: Jennifer Wilson*

A novel Python-based system is presented that simplifies federal explanatory memoranda by generating customized, user-tailored summaries of legislative bills. Drawing on retrieval-augmented generation and open language models, the interactive workshop offers hands-on exploration of the tool's capabilities and limitations.

An explanatory memorandum is a type of document presented with proposed federal bills which aims to assist the public to interpret legislation and understand its intent and effect. Explanatory memoranda remain far too complex for the average literacy level of the Australian public, making it difficult for people to use these open documents to make change. As part of their PhD research, Jenn Wilson is building a small system using python which will take a federal government bill as input, and will output an explanation of that bill at a readability level specified by the user, producing a custom explanatory memorandum. This system uses retrieval augmented generation, open language models, and input from the user to develop the output. In this interactive session we will begin with a walkthrough of the tool, followed by guided exercises where participants can explore its successes and failures. Please bring a laptop for this session.

**1.00-2.30**

**IMB 80-2171**

**Panel**

**Current governance settings and challenges for ADM/AI governance post-Robodebt**

*Panel Chair: Damien Carrick (ABC Radio National, Law Report)*

*Panellists: Kate Allingham (Economic Justice Australia), Terry Carney, Alexandra Sinclair, Kimberlee Weatherall*

Australian governments have accelerated the creation of guidelines and regulatory frameworks to govern Automated Decision-Making (ADM) and AI in public services, driven by lessons from digital government failures like Robodebt and emerging challenges posed by Generative AI and global AI governance trends. This panel will discuss these developments, exploring their implications and future directions for responsible AI use in government.

In the last two years, Australian governments have been rapidly developing and installing new guidelines, regulatory frameworks and laws to better guide the development and deployment of ADM and AI in government operations, policy making and service delivery. These initiatives have been in response to the challenges exposed by digital government failures, as exemplified by Robodebt, the new opportunities and risks of Generative AI, and AI governance developments internationally. The panel discussion draws on the expertise and experience of panellists to critically investigate positive and proactive governance tools that could foster better, healthier, and more socially inclusive digital environments amid the rise of automation and AI. It examines lessons from the development of public sector social services approaches in Australia and frontline services, alongside emerging

# DETAILED SCHEDULE

moves to establish positive duties of care for private sector operators.

**1.00- 2.30**

**ModWest 11A-121**

**Mentoring**

**Speed mentoring and Q&A for HDRs**

*Facilitator: Ned Watt*

The PhD journey can be both transformative and challenging. This 90-minute workshop fosters peer mentorship and networking, offering ADM+S HDR students practical support, community connection, and insights through structured interaction and an HDR-led panel. PhD journeys can be exciting, fulfilling, and transformative but unfortunately for many of us, they can also be isolating and confusing. Many HDRs struggle with the workload, bureaucracy, publishing pressure, and imposter syndrome which comes with the territory. While these challenges are something even senior academics can relate to, students may feel that they lack informal, accessible avenues for guidance and support throughout their candidature. This 90-minute workshop, designed for HDRs within ADM+S, aims to encourage collaboration and mentorship opportunities, while also providing a means of peer-support and connection. It combines the principles of speed dating (structured and rapid networking) with peer mentorship (mutual support and knowledge sharing), and also features an HDR-led panel where attendees can ask questions of HDR representatives from across various nodes, disciplines, and stages of candidature about the experience of being an HDR in the ADM+S. This workshop aims to leave participants with a broader sense of community, a stronger peer network, and practical insights into navigating their HDR journey.

**3.00-5.00**

**ModWest 11A-111**

**Interactive Workshop**

**Unmaking AI**

*Presenters: Danula Hettiachchi, Awais Hameed Khan, Luke Munn*

Researchers face both opportunities and challenges in engaging critically and creatively with generative AI, given its broad social, cultural, political, and environmental implications. This workshop introduces AI concepts through hands-on, device-free activities designed to foster experimentation, reflection, and critical understanding without requiring technical expertise.

How can researchers engage with AI in creative and critical ways? Generative AI offers new approaches but also introduces significant social, cultural, political, and environmental impacts. Grasping these possibilities and problems is key. In this workshop, participants will be introduced to AI models, will see how other researchers use them, and will carry out hands-on “unmaking” activities using a custom card deck designed for experimentation

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and reflection. The workshop is intentionally “no tech,” requiring no devices, formal training, or prior knowledge of technical systems.

**3.00-4.00**

**ModWest 11A-120**

**Paper Session 1: Digital governance and tech from the ground up**

*Session Chair: Rob Mullins (UQ)*

**Paper one**

**Indigenous-led national and international AI governance**

*Presenter: Bernadette Hyland-Wood*

This paper explores Indigenous-led visions for culturally appropriate, AI-enhanced public service delivery, grounded in Indigenous Data Sovereignty and governance principles. Highlighting two community-controlled projects, it demonstrates how AI systems can be designed to uphold the CARE and FAIR principles, affirming Indigenous authority over data, knowledge, and consent.

Envisioning culturally appropriate, AI-enhanced public service delivery is underway. In January 2025, over forty Aboriginal and Torres Strait Islander researchers, practitioners, community members, and non-Indigenous allies gathered at the Centre for Global Indigenous Futures, Macquarie University, to envision Indigenous AI futures. Grounded in Indigenous Data Sovereignty, AI protocols, and Indigenous Cultural and Intellectual Property (ICIP), the gathering affirmed that Indigenous peoples are the authority over their knowledge systems and governance. A Communique titled Envisioning Aboriginal and Torres Strait Islander AI Futures (March 2025) was published in the Journal of Global Indigeneity. This talk highlights two Indigenous-led projects where communities control their data, and where AI development follows the CARE Principles (Collective Benefit, Authority to Control, Responsibility, Ethics) alongside FAIR. AI systems will recognise Indigenous governance and use community-verified data under free, prior, and informed consent. The talk concludes with guidance for non-Indigenous allies supporting Indigenous-led AI governance initiatives.

**Paper two**

**Efforts to address online service barriers in remote First Nations Communities**

*Presenters: Daniel Featherstone, Lyndon Ormond-Parker*

Drawing on Mapping the Digital Gap research, Associate Professor Daniel Featherstone and Professor Lyndon Ormond-Parker examine how remote First Nations communities are affected by the shift to online service delivery, identifying persistent digital inclusion barriers and their impacts. They highlight community-led responses and outline national strategies from the First Nations Digital Inclusion Roadmap aimed at improving equitable access to essential services.

Remote First Nations communities rely heavily on social services yet face a range of barriers in accessing online services that have rapidly replaced in-person support. While digital ability and proficiency in using online services is improving in First Nations communities, systemic and digital inclusion barriers can lead to loss of income or support and increase existing gaps in education, employment, health, housing and incarceration. Drawing on findings from the “Mapping the Digital Gap” research (2022 – 2024), Associate

# DETAILED SCHEDULE

Professor Daniel Featherstone will outline changes in the usage of online services in remote First Nations communities, identified barriers, and examples of community-led initiatives to address these. Professor Lyndon Ormond-Parker will provide a national overview of the recommendations and proposed strategies in the First Nations Digital Inclusion Roadmap to improve digital inclusivity and equitable access to essential services.

## **Paper three**

### **The (im)possibility of meaningful voices in the smart city**

*Presenter: Trang Le*

Focusing on the feminist crowdsourcing initiatives Safecity and Safetipin in India, this paper explores how women's voices are mediated in the push for gender-sensitive smart cities. Despite promises of participatory governance, the analysis reveals that grassroots data is often reduced to operational inputs, sidelining feminist narratives in favour of securitised, data-driven urban logics.

This paper explores what can—and cannot—be heard when women are invited to voice concerns shaping a safer, gender-sensitive smart city. It focuses on two feminist crowdsourcing initiatives in India—Safecity and Safetipin—as case studies of the new politics of voice in automated societies. Founded by women's rights activists in 2013 after the Nirbhaya case, these initiatives have expanded globally through partnerships with agencies like UN Women. They exemplify a transnational effort to amplify marginalized voices where datafied systems like crowdsourcing apps promise new participation politics. Drawing on primary sources spanning a decade, the paper demonstrates that in automated spatial governance, grassroots data is valued mainly for interoperability rather than narrative. Ultimately, feminist perspectives have not been incorporated to build safer smart cities; instead, operational and securitized logics have shaped the pursuit of gendered justice.

**4.00-5.00**

**ModWest 11A-120**

### **Paper Session 2: Challenges for digital services: authenticity, burdens & bias**

*Session Chair: Giselle Newton*

## **Paper four**

### **Unlocking unbiased learning: an approach for addressing imbalanced data**

*Presenter: Afsaneh Hasanebrahimi*

As vision-language models (VLMs) become more influential in high-stakes domains, concerns around bias and fairness are growing. This research examines how VLMs inherit and reinforce societal biases and explores strategies to detect and mitigate these harms to support more equitable and inclusive AI deployment.

Fairness in Vision-Language Models (VLMs) is an emerging concern as these models increasingly influence real-world decision-making. VLMs, trained on large-scale image-text datasets, often inherit and amplify societal biases present in the data. This leads to skewed model behavior, reinforcing stereotypes, underrepresenting minority groups, and associating specific visual features with certain attributes (e.g., gender, race, or profession). In sensitive domains such as healthcare and law enforcement, such biases can have serious consequences. As VLMs become more widely deployed, ensuring fairness

## DETAILED SCHEDULE

and equity across demographic groups becomes essential. This research investigates methods for identifying and mitigating these biases in VLMs to promote more responsible and inclusive AI systems.

### **Paper five**

#### **Offline burdens of online services: community organisations as digital intermediaries**

*Presenter: Kieran Hegarty*

As digital government services expand, community organisations like libraries and neighbourhood houses increasingly act as informal digital intermediaries—without added support or recognition. This paper highlights how such shifts displace the burdens of digital access and navigation onto under-resourced institutions, revealing the hidden costs of digital service delivery for both providers and vulnerable users.

As government services shift to digital platforms, community-based organisations increasingly bear the burden of supporting users to navigate online systems. A dwindling number of face-to-face providers, like public libraries and neighbourhood houses, act as informal digital intermediaries—often without extra resources, training, or formal recognition. This growing responsibility strains already under-resourced institutions and reveals significant, unnoticed implications of online service delivery. The notion of ‘efficiency’ is illusory, as the economic and emotional burden shifts to institutions compelled to support vulnerable users. Drawing on observations from ADM+S projects—including Rural Women Online, Mapping the Digital Gap, and Neighbourhood Houses as Social Infrastructure—this paper details pressures on local institutions to provide digital assistance alongside other duties. It explores how shifting responsibility from government to local entities affects frontline providers and vulnerable community members disproportionately impacted by digital exclusion, underscoring the urgent need to adequately resource these frontline services.

### **Paper six**

#### **Authenticity as a social service in the age of Generative AI**

*Presenters: Elif Buse Doyuran, Hanxun Huang, Phoebe Matich*

This working paper from the Generative Authenticity Phase 2 ADM+S project examines how generative AI complicates authentication and verification in social services. Drawing from sociology/STS, computer science, and cultural studies, it explores authenticity as a sociotechnical accomplishment, a computational goal, and a key factor in media trust and believability.

In this session, speakers present a working paper from postdoctoral research conducted in the Generative Authenticity phase 2 ADM+S project. They consider the GenAI-complicated issues of authentication and verification in the context of social services, with insights derived from their conceptual work and three disciplinary areas (sociology/STS, computer science, and cultural studies). In particular, speakers discuss authenticity as a sociotechnical achievement and a market proposition; a key goal for computational detection systems; and a core dimension of media trust and believability. Like a conference paper, this session is not intended as an interactive session, but speakers will ensure space for questions at the conclusion of our presentation.

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**3.00-4.00**

**ModWest 11A-121**

**Mentoring**

**Small group mentoring sessions**

*Facilitator: Sally Storey*

Designed to foster meaningful dialogue, this session enables tailored mentorship aligned with students' individual interests and professional growth needs.

The small-group mentoring sessions are designed for our ADM+S student cohort to provide an informal, supportive environment where they can engage in open dialogue with visiting senior researchers, ADM+S Associate Investigators, and Research Fellows around themes important to their personal and professional growth.

Each group will be comprised of 4–6 students to ensure meaningful participation and conversation. Mentors will guide discussions on a range of topics tailored to student interests and career development needs, including but not limited to:

- Research methodologies
- Writing and publishing
- Collaborating with research partners, policy makers, and the media
- Engaging with funders and preparing abstracts, and grant applications
- Communicating research to diverse audiences
- Researcher development and post-PhD career pathways
- Wellbeing and work–life balance

Based on these themes, students will sign up for a group aligned with their interests. Students will be contacted in advance of the symposium to highlight their interest in participating.

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## WEDNESDAY 2 JULY

**9.00-10.30**

**IMB 80-2171**

**Plenary Panel**

**Everyday encounters with automated systems: access, equity and social services**

*Chairs: Georgia Van Toorn, Scarlet Wilcock*

*Panellists: Sherry Cameron (Good Things Foundation), Bettina Cooper (Boandik Woman, Financial Rights Legal Centre), Daniel Featherstone, Stephanie Livingstone*

Digital and automated systems increasingly mediate access to social services, shaping experiences of exclusion, safety, and citizenship. This plenary panel brings together a diverse group of speakers with grounded knowledge of how people from varied backgrounds navigate the increasingly automated and digitised social services landscape.

In a digitally saturated world, access to essential services and reliable information is increasingly mediated by digital technologies and increasingly automated. Digital interactions with public and social services do more than facilitate engagement—they shape people's wellbeing, rights, and sense of citizenship. However, the benefits and risks are not evenly distributed.

Digital exclusion takes many forms: the absence of tools or connectivity, experiences of algorithmic bias or automated surveillance, exposure to misinformation, online harm, and digital abuse. Meanwhile, digital systems are often built around an imagined 'default user'—someone urban, educated, able bodied, digitally literate, English speaking and culturally homogenous—marginalising many through their design and implementation.

This plenary panel brings together a diverse group of speakers with grounded knowledge of how people from varied backgrounds navigate the increasingly automated and digitised social services landscape. Drawing on research from the ADM+S Centre, the discussion explores lived experiences of access and exclusion, safety and autonomy, and what it takes to design digital systems that are genuinely inclusive and just.

**11.00-12.00**

**ModWest 11A-111**

**Interactive workshop**

**Comparative perspectives on social welfare and digitalisation**

*Chair: Scarlet Wilcock*

*Facilitators: John Bassett, Terry Carney, Jen Raso (McGill University), Alexandra Sinclair*

As digital automation becomes central to social welfare provision, significant legal and ethical challenges emerge. This panel brings together researchers from Canada, Australia, the UK and New Zealand to examine jurisdictional complexities and shared concerns around automation, inequality, and administrative discretion in social security systems.

Philip Alston the former Special Rapporteur for Extreme Poverty and Human Rights has warned that the West could drift into 'digital welfare dystopia' and Robodebt has laid bare the harms that can occur in automation of social security. In this panel five researchers working on social security law and automation in Canada, Australia, the UK and New Zealand give observations pertaining to the unique challenges posed by the automation of social welfare provision across jurisdictions. The researchers will highlight particular challenges in each jurisdiction and also reflect on the commonalities across jurisdictions.

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These include the general inequality of arms between vulnerable individuals and the state, how risk is conceived of and captured by these systems and the ways in which automation can serve to alter and shift administrative discretion.

**11.00-12.00**

**ModWest 11A-120**

**Panel**

**Co-designing innovative AI/ADM in social services**

*Panellists: Julia Goodall (Australian Red Cross/Humanitech), Awais Hameed Khan, Jessica Korte (UQ), Georgia Van Toorn*

Co-design methodologies play a critical role in the development of digital tools for social services, enhancing responsiveness and mitigating potential harms through meaningful user participation. Drawing on collaborative research by ADM+S and partner organisations, this session presents a range of co-designed tools and explores the ethical, technical, and implementation challenges involved.

Co-design approaches can offer significant benefits in the development of digital tools, particularly in complex areas such as social services, where involving users in the design process can enhance responsiveness and help protect against unintended harms. Based on research and design work undertaken by ADM+S and social service organisations, this panel discussion showcases a range of innovative digital tools co-designed and developed for use in social services. The panel will present their tools and explore the challenges of designing, developing and deploying them in a safe, responsible and ethical manner, with a strong emphasis on meaningful participation of user groups throughout the process.

**11.00-12.00**

**ModWest 11A-121**

**Panel**

**AI for social good: Part 1 – who is driving AI for social good?**

*Chair: Haiqing Yu*

*Panellists: Udiana Dewi, Gerard Goggin, Heather Horst, Jiayi Hou (RMIT University)*

As artificial intelligence is increasingly deployed for social good, critical questions arise about who sets the agenda and who benefits. This panel examines diverse AI initiatives—from corporate and government programs to grassroots innovations—highlighting tensions between global strategies and locally-driven solutions in areas such as healthcare, disaster relief, education, and environmental sustainability.

Artificial Intelligence (AI) is increasingly framed as a force for social good, with initiatives aimed at addressing global challenges from poverty to climate change. But whose interests shape these efforts, and what power dynamics underlie them? This workshop critically examines the AI for Social Good (AI4SG) agenda, focusing on its drivers and politics. The workshop aims to move beyond AI4SG's optimistic narratives to interrogate its political economy (including power structures and regulatory frameworks), ethical implications, and real-world impacts.

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**12.00-1.00**

**ModWest 11A-121**

**Panel**

**AI for social good: Part 2 – what is the politics of AI for social good?**

*Chair: Haiqing Yu*

*Panellists: Adrian Athique (UQ), Emma Baulch (Monash University), Craig McCosker (ABC), Jack Qiu (Nanyang Technological University), Cheryl Soriano (De La Salle University)*

This panel critically examines the politics of AI for social good, exploring how geopolitical, economic, and cultural contexts influence AI deployment and whether these initiatives genuinely benefit marginalized communities or primarily serve elite interests. Discussions will address motivations behind AI4SG, including issues of labour, data justice, sustainability, and the risk of AI-washing, with a focus on the broader implications across the APAC region.

How do geopolitical, economic, and cultural contexts shape the deployment of AI in different societies? Panelists will explore whether these projects and policies genuinely serve marginalised communities and offer solutions for critical problems OR if they primarily advance elite interests, leaving certain groups further behind. A key point of discussion will be the motivations driving different actors—whether corporations, governments, or grassroots organisations—questioning whether AI4SG is driven by philanthropy, profit, policy influence, or activism. This includes discussions on labour and data justice issues surrounding the development AI-powered platforms, as well as broader development, energy, and sustainability implications of data centres and other infrastructures that support AI development. The conversation will also address the risk of AI-washing, where AI-driven social good initiatives serve as a form of branding rather than delivering tangible, equitable impact. The panel aims to attend to the broader implications of AI4SG in APAC, assessing whether these initiatives are fostering meaningful change or reinforcing existing power structures.

**12.00-1.00**

**ModWest 11A-111**

**Panel**

**Digital care work**

*Chair: Lyndal Sleep*

*Panellists: Berwyn Kwek, Stephanie Livingstone, Michelle Newcomb (QUT)*

As digital and data-driven technologies are increasingly integrated into care settings, new tensions emerge between efficiency and equity, automation and relational care. This session critically examines the systemic drivers, impacts, and ethics of technologies shaping care work, questioning who benefits, who is left out, and how care workers can be meaningfully included in design and accountability processes.

Data-driven technologies are increasingly used in home and institutional care as governments, private institutions, and consumers turn to AI and automation to support care. These include care robots, telecare, workforce tools, home sensors, AI chatbots, automated decision-making for public benefits, and other systems that monitor care relationships. Gig-economy business models are also becoming templates for the care sector. These tools promise efficiency, support for care workers, and reduced paperwork to allow focus on relational care. However, automation, bias, and surveillance

# DETAILED SCHEDULE

can depersonalise care, amplify inequities across race, class, gender, and disability, and entrench care worker precarity and invisibility. This session explores how digital tools shape care work, the promises they make, and the harms they may cause. It asks: what systemic forces drive adoption? Who are the real users? What does it mean to value care and include care workers in design? Who holds designers and companies accountable?

**12.00-1.00**

**ModWest 11A-120**

**Panel**

**Co-designing and scaling data and AI for community resilience: lessons from Australian Red Cross, WEO, and Dargo pilot**

*Chair: Anthony McCosker*

*Panellists: Julia Goodall (Australian Red Cross/Humanitech), Emile Theodorou (Australian Red Cross/Humanitech), Imeshi Weerasinghe (WEO)*

In the context of increasing reliance on AI for disaster preparedness and response, this session explores the development of a community-led, data-driven mapping platform piloted in regional Victoria. Through a case study of Dargo, it examines how co-designed AI solutions can advance disaster resilience while addressing critical challenges around inclusion, localisation, and sustainability.

Timely, high-quality data is essential for decisions made before, during and after emergencies. As data volumes rise, AI techniques—from machine learning to generative models—promise sharper, faster insights, yet they also surface familiar humanitarian tech challenges: accessibility, inclusiveness, localisation and long-term sustainability. Anchored in best-practice community co-design, this panel showcases a new data- and AI-driven mapping platform created and piloted with residents of Dargo, a remote Alpine town in Victoria, to strengthen local disaster preparedness. We will screen WEO's short video of the platform, hear from the Australian Red Cross Humanitech team about the community-centred goals, and gain on-the-ground perspectives from the Dargo community. Facilitator Professor Anthony McCosker will share findings from the ADM+S evaluation, tracing lessons for designing responsible, community-led AI solutions that advance disaster resilience through inclusive, capability building processes.

**1.00-2.00**

**ModWest 11A-130**

**ADM+S Projects and Partner Demonstrations**

Demonstrations include digital tools, educational material and workshop outputs from several ADM+S Signature Projects and ADM+S Partner Organisations.

**The GenAI Arcade**

*Demonstration by: Kevin Witzenberger*

The GenAI Arcade ([genai-arcade.net](http://genai-arcade.net)) is an interactive platform designed to make generative AI accessible through hands-on learning. Rather than technical explanations, the GenAI Arcade uses interactive games that reveal both AI capabilities and limitations. Visitors can experiment with different AI systems, test boundaries, and develop practical AI literacy skills including better prompt writing, understanding environmental trade-offs, and making informed decisions about AI tool usage. The demonstration will showcase how complex AI concepts can be taught through direct interaction, making it accessible to audiences without technical backgrounds.

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### **'AI and You' in collaboration with Tactical Tech**

*Demonstration by: Anthony McCosker, Dominique Carlon*

Through interactive exhibits including Data Detox Bar, Everywhere all the time, Supercharged by AI, What The Future Wants, and Data Detox Kit, the project aims to build public knowledge, elicit community insights, and support global outreach using Tactical Tech's accessible, open-source materials—empowering diverse audiences to reflect critically on the role of AI in daily life and envision a more inclusive digital future. This collaboration sits within the ADM+S Signature Project Critical Capabilities for Inclusive AI. Contact Anthony McCosker, Dominique Carlon, or Awais Hameed Khan for more information.

### **Mortar**

*Demonstration by: Awais Hameed Khan, Dan Tran, Madeline Kelly*

Mortar is a tool to assist document navigation and interpretation. It has been co-designed to enable welfare legal practitioners to better support their clients.

### **AI Content Curation Interface Design Patterns**

*Demonstration by: Awais Hameed Khan, Senuri Senuri Wijenayake, Damiano Spina, Sara Fahad Dawood Al Lawati, and Danula Hettiachchi*

This demonstration presents a portfolio of nine discrete interface design pattern concepts, where AI-enabled systems are able to curate content.

Social media platforms have become an essential form of the digital infrastructure that supports social service delivery to members of the public. These platforms are used as channels that convey important content to the masses, including providing key information, important updates, and developing news stories. The role of artificial intelligence (AI) within these contexts has moved from beyond simply recommending content to viewers, to more actively helping shape the content consumption experience itself. The AI-enabled curated content can hence have an impact on the content utility, contextual relevance, and user experience.

We present a portfolio of nine discrete interface design pattern concepts, where AI-enabled systems are able to curate content. This includes systems supporting (a) aggregation— structuring content based on predefined categories or timelines; (b) exploration: assisting users in exploring content by surfacing relevant connections or highlighting key themes; (c) recommendation: where AI provides more personalised recommendations, adapting to user preferences, interactions, and behaviour; and (d) generation: where AI systems summarises, explains, or reformulates narratives tailored to different audience needs and use cases. These patterns cover a broad range of active to passive engagement forms where automation can be balanced with user agency, control, and trust.

To illustrate these patterns, we use a case study of online content about bushfires — to help designers, technologists, and researchers reflexively consider how AI can help curate content for different contexts. We see this work as a provocation for furthering the discourse about AI-enabled content curation applications.

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## **The Wicked Problem of AI Policy Design**

*Demonstration by: Awais Hameed Khan, Saarim Saghir, Dan Tran, Nicholas Lambourne, Abdul Obeid Karim, Madeline Kelly, and Paul Henman*

This exhibit presents an installation of eight artificial ‘wicked problem’ plants, each representing a different wicked problem of AI policy design. Inspired by the concept of problem trees—a method used to unpack the roots and effects of complex issues—each plant visualises the branching structure of a wicked problem.

As artificial intelligence (AI) becomes embedded in social, economic, and public infrastructures, efforts to regulate and govern its development are met with deep, persistent challenges. These are not merely technical problems, but wicked problems—complex, interconnected issues that are difficult to define, let alone solve. Wicked problems are shaped by shifting goals, contradictory stakeholder interests, uncertain outcomes, and unintended consequences.

This exhibit presents an installation of eight artificial ‘wicked problem’ plants, each representing a different wicked problem of AI policy design. Inspired by the concept of problem trees—a method used to unpack the roots and effects of complex issues—each plant visualises the branching structure of a wicked problem. The leaves symbolise contributing issues and considerations that make each problem so tangled: fairness, accountability, power asymmetries, transparency, contested values, and the uneven impacts of AI across different communities. Beside each plant, a chalkboard outlines the wicked problem it represents, alongside a proposed policy response. These responses are not final solutions, but provocations—meant to surface the trade-offs, implementation barriers, and lingering uncertainties that shape real-world policymaking.

Through this tactile and metaphorical display, we invite policymakers, researchers, designers, and members of the public to reflect on the complexities of AI governance—and to critically engage with what it means to pursue responsible, adaptive, and inclusive policy design in a rapidly evolving technological landscape.

**2.00-3.30**

**ModWest 11A-111**

**Panel**

**Governing for positive automated social services**

*Chair: Christine Parker*

*Panellists: Kath Albury, Samantha Floreani, Henry Fraser, Jake Goldenfein, Kimberlee Weatherall*

As automation and AI reshape digital environments, new forms of governance are needed to safeguard public interest and social inclusion. This panel explores emerging tools such as positive digital duties of care and ethical procurement standards, drawing on lessons from public sector innovation and frontline service delivery in Australia.

The panel discussion draws on the expertise and experience of panelists to critically investigate positive and proactive governance tools that could foster more socially inclusive digital environments amid the rise of automation and AI. It examines lessons from the development of public sector social services approaches in Australia and frontline services, alongside emerging moves to establish positive duties of care for private sector operators.

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The discussion includes the potential of procurement standards and positive digital duties of care to ensure that both state and private actors deliver digital services and deploy automation and AI in ways that respect the rights and interests of citizens and customers.

**2.00-3.30**

**ModWest 11A-120**

**Panel**

**Automating disability social services**

*Chair: Gerard Goggin*

*Panellists: Sam Connor (People with Disability Australia), Piers Gooding (La Trobe University), Jackie Leach Scully, Georgia Van Toorn*

Automation in social services is profoundly shaping the experiences of people with disabilities, raising urgent questions about inclusion, rights, and data justice. This panel examines the trajectory of automation in the NDIS and beyond, highlighting how disability offers critical insight into the design of equitable, participatory digital systems.

Disability has been at the forefront of social service automation. People with disabilities were deeply impacted by the controversial Robodebt scheme and form a diverse group of users across many automated services. The National Disability Insurance Scheme (NDIS) has seen major automation efforts, including AI tools and data-driven systems. The short-lived Nadia avatar, co-designed for inclusive communication, drew attention, but less visible are broader automated processes—like fraud detection algorithms and needs assessments—being integrated across NDIS operations. Disability acts as a litmus test for inclusive digital futures, raising vital questions about participation, rights, data justice (as in the Disability Data Asset), and the public-private roles in service delivery. This panel, featuring experts in disability rights, services, and design, explores the trajectory of automation in social services, the challenges and opportunities it presents, and the guiding principles we must consider—especially what inclusion really means in systems, data, and policy design.

**2.00-3.30**

**ModWest 11A-121**

**Interactive Workshop**

**Trauma informed AI assessment**

*Chair: Paul Henman*

*Facilitators: Suzanna Fay (UQ), Awais Hameed Khan, Lyndal Sleep, Dan Tran*

As AI systems increasingly mediate social services, understanding their potential to cause harm is essential. This interactive workshop introduces a Trauma-Informed Algorithmic/AI Assessment Toolkit (TIA Kit), guiding participants through its use and exploring how trauma-informed principles can be embedded into the evaluation and design of AI-enabled services.

While ADM and AI offer considerable benefits for social services, in many cases their use has unfortunately led to harm and has generated trauma. By drawing together principles from trauma-informed practice in human services with AI audit frameworks, a Trauma Informed Algorithmic/AI Assessment Toolkit (TIA Kit) was developed by ADM+S members in 2023. It has now been made available as an interactive online tool, and is being piloted with several social service organisations. This interactive workshop will explore the

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meaning of trauma and how people experiencing trauma may experience AI/algorithmic-enabled services; introduce participants to trauma informed principles; provide an overview of the TIA Kit assessment tool; and lead participants in small group through their own use TIA Kit.

**4.00-5.30**

**IMB 80-2171**

**Fireside Chat and Panel**

**Learnings and visions for building inclusive social services**

*Chair: Christine Parker*

*Panellists: The Honorable Bill Shorten (The University of Canberra), Kate Allingham (Economic Justice Australia), El Gibbs (Disability Advocacy Network), Aimee McVeigh (QCOSS)*

In this fireside chat, the Hon. Bill Shorten reflects on his role in shaping the digital transformation of Australia's social services, from the creation of the NDIS to championing the Robodebt Royal Commission. The conversation will expand into a panel discussion with advocacy leaders, exploring the challenges and possibilities of building inclusive, safe, and human-centred digital futures.

The Honorable Mr Bill Shorten, former Australian Minister for Government Services and the NDIS, has been a key leader in transforming social services in Australia. From the early beginnings he became a strong advocate for the idea of a national disability insurance scheme, which he subsequently led its implementation in the Rudd-Gillard governments. He was a strong advocate for the Robodebt Royal Commission, and initiated the review of the MyGov website. He has also been Minister as the NDIA has sought to digitalise more processes in the NDIS. In this fireside chat with Mr Shorten will explore his personal drivers for and experiences in contributing to the development, governance and digitalisation of Australian social services. Following an initial conversation, Mr Shorten will be joined by leaders in social service advocacy in a wider panel discussion about the possibilities and challenges for inclusive digital futures. Addressing questions of the appropriate role of humans and digital technologies, and how to avoid harm and enhance safety and wellbeing.