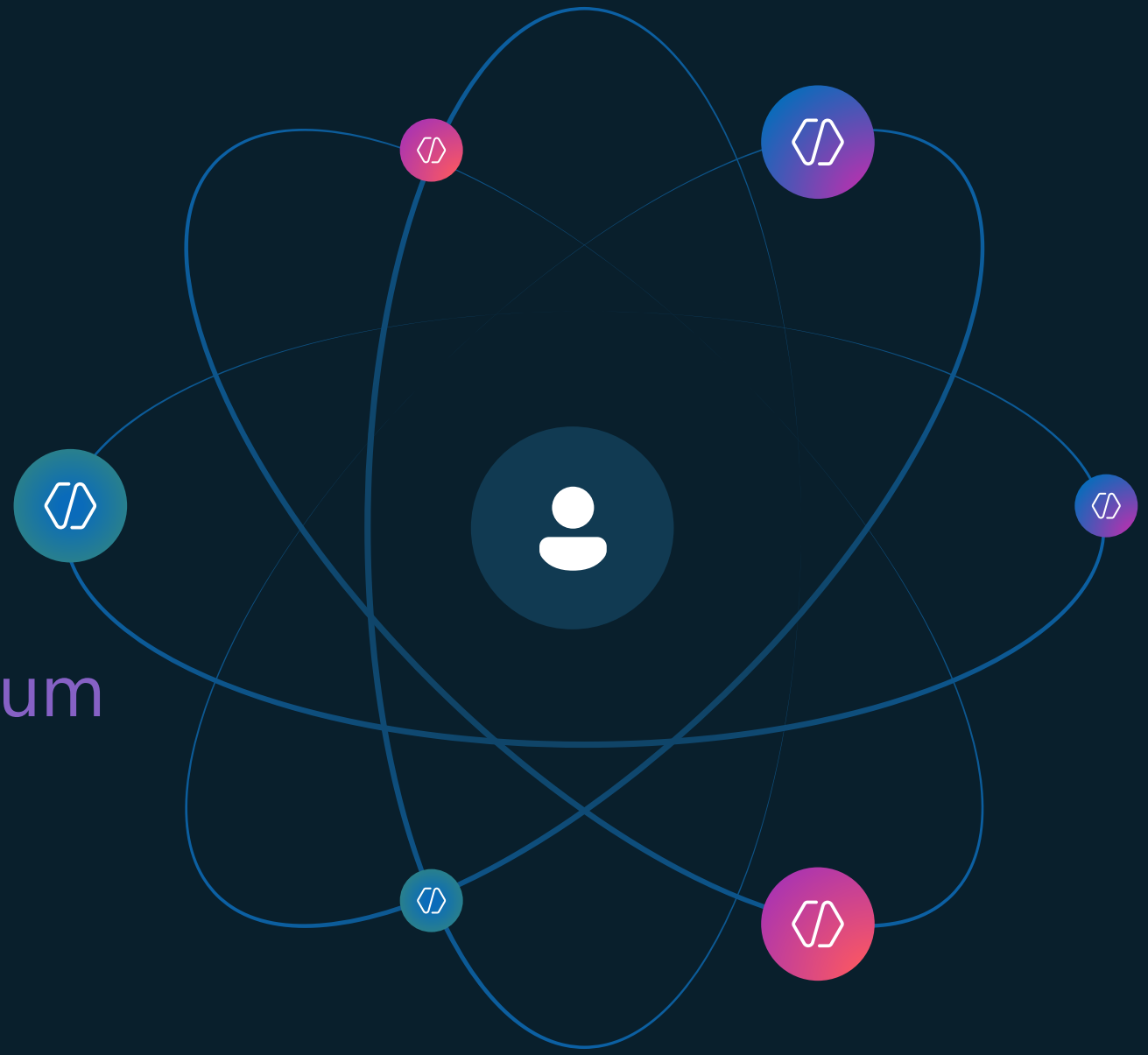
Microsoft 365 Copilot

AI in a Government HR Context

ACT Small Agencies HR Forum

12 November 2025



Microsoft Confidential

Microsoft Host

Hamish Podger
AI Business Solutions Specialist
Federal Government

How not to use AI

While this is among the most high-profile AI-related consultancy errors, Deloitte has faced regulatory penalties internationally.

Deloitte AI Refund: Consulting firm Deloitte will refund part of a $440,000 consultancy fee after a report it delivered, which included AI-generated content, to the Australian government was found to contain serious errors, including fabricated references and a misattributed Federal Court quote.

The report, commissioned by the Department of Employment and Workplace Relations (DEWR) to assess the 'Future Made in Australia' compliance framework and IT system, was published in July 2025. Deloitte admitted using AI (Azure OpenAI GPT-4o) in early drafts, but said human reviewers refined the content and that the core findings and recommendations remained intact.

INNOVATION > CONSUMER TECH

80% Of Gen Zers Would Marry An AI: Study

By John Koetsier, Senior Contributor. ⓘ Journalist, analyst, author, podcaster. Follow Author

Published Apr 29, 2025, 11:28pm EDT, Updated May 01, 2025, 10:59am EDT

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Kerry Washingt

Samsung workers made a major error by using ChatGPT

News By Lewis Maddison published 5 April 2023

Samsung meeting notes and new source code are now in the wild after being leaked in ChatGPT

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A better approach

Digital Nation

Chemist Warehouse runs AI on HR shared inbox

By Ry Crozier
Aug 22 2025 6:11AM

Drafts responses that HR team can tweak and send.

Chemist Warehouse is running AI on a shared email inbox for human resources queries from its 30,000 employees and store owners, using it to detect certain questions and draft responses that the HR team can then tweak and send.

Image credit: Chemist Warehouse/Microsoft.

The Canberra Times

Home / Public Service

Reports shows how much time APS saved using AI, and what they did instead

By Connor Pearce
Updated October 24 2024 - 12:34pm, first published 12:00pm

Save Share 2

Microsoft's Copilot AI tool saved public servants an hour of work each day, an evaluation of the tool has found.

NEWS

Petbarn launches AI solution to help pet owners

by Thomas Oakley-Newell December 4, 2024

Sarah Carney, National Chief Technology Officer at Microsoft Australia and New Zealand.

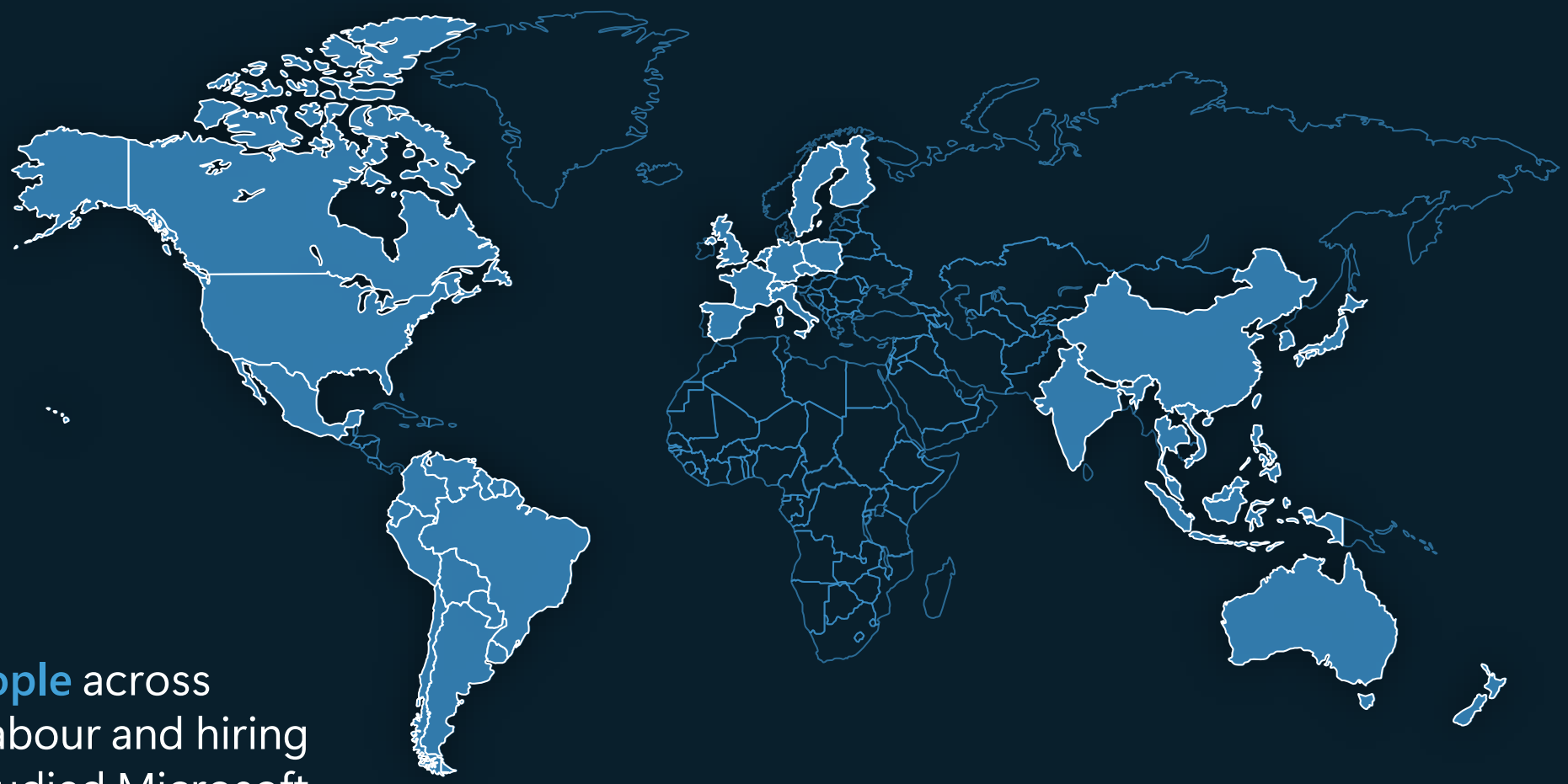
Petbarn has unveiled PetAI, a generative AI-powered assistant designed to help pet owners keep their furry friends healthy and happy.

MOST READ

Pet-friendly rentals scarce and costly across Australia

Millennials turn to pets for mental health support, reveals

Work Trend Index 2025



We surveyed **31,000 people** across **31 countries**, analysed labour and hiring trends from LinkedIn, studied Microsoft 365 productivity patterns globally—and interviewed AI startups, economists, scientists and academics shaping the future of work.

https://aka.ms/2025WorkTrendIndex

Capacity Gap: Human labour is reaching its limits

Employees are at capacity…

but leaders need to deliver more…

and plan to use agents to meet the demand

Source: Microsoft Work Trend Index Survey 2025

Phase 1

Human with assistant

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Phase 1

Human with assistant

Phase 2

Human-agent teams

Phase 1

Human with assistant

Phase 2

Human-agent teams

Phase 3

Human-led, agent operated

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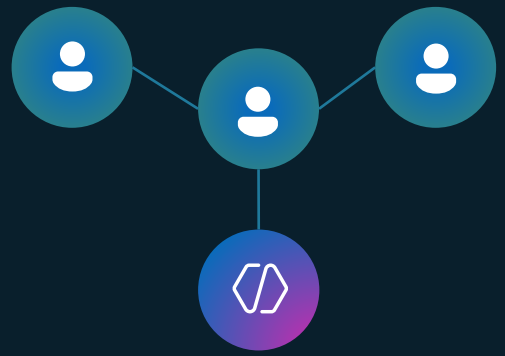
Readiness

Prepare your Workforce for human-agent collaboration

Set human-to-agent ratios



Help everyone become an agent boss

Reskill people for future growth

Microsoft Confidential

What does this look like in reality

Phase 1

Human with assistant

Scenario: An HR specialist uses an agent to assist with daily tasks.

Example:

An **Employee Self-Service Agent** helps staff resolve common HR queries like checking leave balances, updating personal details, or understanding parental leave policies. The agent handles first-call resolution and escalates to a human only when needed.

This setup improves response time and reduces repetitive workload for HR staff

Phase 2

Human-agent teams

Scenario: HR works alongside agents as part of a hybrid team.

Example:

A **Knowledge Centre Agent** is embedded in the HR team to manage document retrieval from SharePoint. It helps team members find policy documents, onboarding materials, or training guides using natural language queries.

The agent is treated as a team member with a distinct role—enhancing productivity and coordination.

Phase 3

Human-led, agent operated

Scenario: HR sets the strategy, and agents execute entire workflows.

Example:

HR defines the onboarding process, and an autonomous agent runs it end-to-end—sending welcome emails, scheduling training, collecting documents, and updating systems.

This model allows HR to focus on strategic planning while agents handle operations independently

AI powered assistant enabling an accessible workforce

Microsoft 365 Copilot

Inclusively embedded within Microsoft 365 Apps

Neurodiversity	Neurodiversity (Dyslexia)	Mobility	Vision
Change the tone of my email	Summarize a document or webpage	Teams meeting recap	Summarize an inaccessible document
Summarize past projects, stakeholders, and resources	Writing an email reply	Create first draft of a document or presentation	Summarize a whiteboard
Teams meeting chat interrogation	Inspire me in Word	Search for conversations- email, Teams chat, documents	Create a first draft of a document or presentation
	Rewrite the following text in plain language	Access companywide information	

This is my Copilot. How can yours help you?

[This is my Copilot - YouTube]

Questions