



THE UNIVERSITY OF
MELBOURNE

Centre for
Artificial
Intelligence
and Digital
Ethics

CAIDEAI *in the Law* *SnapShot 2024*

Demystifying AI,
Law and Regulation

CAIDE Law 2024

New Legal Thinking for Emerging Technologies

Ninian Stephen Law Program: Powered by the Menzies Foundation

Law and technology

Three domains within law that AI and related emerging technologies may impact:



1

The practice of law

How lawyers use technology to do their job

2

The operation of law

How law and statute adapt to new technologies

3

The rule of law

How to preserve values fundamental to society in the face of technological change

Lawyers have a necessity to engage with 1 and 2, and a responsibility to consider 3. The challenge: enabling leadership in all domains.

Research findings

Fahimeh Abedi, Atif Ahmad, and Tim Miller



Lawyers lack experience and knowledge about emerging technology



Lawyers often see themselves as a service that identifies risk, and not as a proactive provider of value in adopting new technologies



Lawyers do not have a coherent framework in which to think about how emerging technologies interact with people, society, and law

2024 Law and Technology Program



Practising law with AI



Building expertise in the opportunities and limitations of AI in the practice of law

Evolving law for AI



New legal thinking for emerging technologies

Law, society, and AI



Law and policy for innovation and risk in new technologies and those just over the horizon

Technology in the Law: a 2024 Snapshot

This document contains a snapshot of publicly announced uses of and policies on generative AI in various aspects of the law. Its aim is to provide information and a basis for further research. Input is welcome to our next edition. Many thanks to CAIDE researchers Andrew Lim, Calvin Collins and Laura Xie for their work.

1. Uses of digital tools, predictive analytics and generative AI in legal practice

i. How can lawyers use Generative AI?

Generative AI (GenAI) is a transformative improvement to legal technology. It can be applied in a range of areas to holistically improve a law firm's and individual lawyer's performance and enjoyment of the job.¹ GenAI works by producing language predictions based on the information and any command inputted by the user and is able to analyse large amounts of data far quicker than a human can.² As such, its uses are extremely versatile and accessible and GenAI is already seeing consistent integration into the daily workflow of many law firms.

What areas can GenAI be used in?³

<p><i>Legal Research and Guidance</i></p> <ul style="list-style-type: none">• Case law research• Legal guidance <p><i>End-to-end Document and Contracts Management</i></p> <ul style="list-style-type: none">• Legal drafting• Document automation• Contract review <p><i>Legal Practice Management</i></p> <ul style="list-style-type: none">• Data management• Law firm growth	<p><i>Transaction Management</i></p> <ul style="list-style-type: none">• Due diligence• M&A due diligence• Matter management• Tracking outside counsel spend <p><i>Evidence Management</i></p> <ul style="list-style-type: none">• Electronic evidence management <p><i>Law Firm Marketing</i></p> <ul style="list-style-type: none">• Legal marketing
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In all of these areas, the ambition of generative AI is to optimise the lawyer's time by automating tedious manual processes, increasing accuracy and error-identification, and automatically sharing information across multiple actors.⁴

GenAI legal tools

[Thomson Reuters](#)

[CoCounsel Core with Westlaw Precision](#), an AI-assisted research suite of tools, drawing on the content of Westlaw.

[Practical Law](#), creates easy access to succinct summaries of information.

¹ <https://legal.thomsonreuters.com/en/insights/reports/lawyers-harnessing-power-of-ai/form?gatedContent=%252Fcontent%252Ffewp-marketing-websites%252Flegal%252Fgl%252Fen%252Finsights%252Freports%252Flawyers-harnessing-power-of-ai/>

² <https://www.techrepublic.com/article/what-is-generative-ai/>

³ <https://legal.thomsonreuters.com/blog/technology-in-law-is-the-new-norm/>

⁴ <https://legal.thomsonreuters.com/blog/technology-in-law-is-the-new-norm/>

[Legal Document Review and Summary](#) software that combines and presents information in an efficient and aesthetically pleasing manner, with mechanisms that allow the lawyer to spot mistakes more easily. [Legal Drafting with Microsoft Copilot](#) which streamlines existing word processing process with AI suggestions, with the benefit of integration into a product that lawyers likely already use and are familiar with.

[Checkpoint Edge](#) - a more reliable way to tackle tax and accounting questions.

Harvey AI

Harvey AI is built on a version of ChatGPT then further trained with general legal data (such as case law and statute). When a firm engages Harvey AI, the program is then trained on internal data and work product which makes the software more useful and customisable to suit a firm’s specific needs. Harvey AI mainly assists with contract analysis, due diligence, litigation, and regulatory compliance by generating insights, recommendations, and predictions, which overall increases a firms cost effectiveness.

2. Law firm announcements about how they are using generative AI

Firm	Platform	Date	Announcement
Allens	“Airlie” ⁵ (Microsoft Azure)	18 August 2023	Launched "Airlie" to integrate generative AI, aiming to automate routine tasks, support drafting efforts, and improve efficiency. Leveraging AI to enhance client services while maintaining confidentiality 'With the rapidly growing influence of ChatGPT and other generative AI products, we're committed to exploring appropriate integration of these technologies into our business processes, work practices and client interactions'. ⁶
	“Chronology Plus” ⁷	27 September 2023	Chronology Plus = streamlining the creation and presentation of chronologies in disputes and investigation matters
	Microsoft Copilot ⁸		‘Alongside Airlie, we adopted Microsoft Copilot and have shared our insights, experiences and risk frameworks with clients as they

⁵ <https://www.allens.com.au/insights-news/news/2023/08/allens-launches-enterprise-version-of-chatgpt-airlie/>

⁶ <https://www.allens.com.au/insights-news/news/2023/08/allens-launches-enterprise-version-of-chatgpt-airlie/>.

⁷ <https://www.allens.com.au/sectors-services/services/innovation-and-legal-technology-solutions/>;
<https://www.allens.com.au/insights-news/news/2023/09/stepping-into-a-smarter-legal-future/>

⁸ <https://allens.com.au/sectors-services/services/innovation-and-legal-technology-solutions/>

			consider and explore their own generative AI deployments'. ⁹
Allen & Overy	Harvey ¹⁰	16 February 2023	'Harvey uses the GPT-3 technology (not ChatGPT) to enable lawyers to create legal documents or perform legal research by providing simple instructions using natural language'. ¹¹ 'Harvey can help with legal work such as contract analysis, due diligence, litigation and regulatory compliance'. ¹²
	ContractMatrix ¹³ developed by A&O 'in partnership with Microsoft and Harvey'. ¹⁴	21 December 2023	ContractMatrix is a proprietary contract drafting tool which 'streamlines contract drafting, review and analysis'. ¹⁵
Ashurst	Harvey ¹⁶	25 June 2024	'Ashurst has officially partnered with Harvey, a leading provider of AI solutions for legal and professional services, as the firm continues to drive forward its digital transformation strategy and embrace GenAI. In a market first, this global partnership will provide all Ashurst lawyers and staff, across every practice group, business services function and office, access to Harvey from day one'. ¹⁷

⁹ <https://www.allens.com.au/insights-news/news/2023/08/allens-launches-enterprise-version-of-chatgpt-airlie/>.

¹⁰ <https://www.lawnext.com/2023/02/as-allen-overy-deploys-gpt-based-legal-app-harvey-firmwide-founders-say-other-firms-will-soon-follow.html>

¹¹ <https://www.lawnext.com/2023/02/as-allen-overy-deploys-gpt-based-legal-app-harvey-firmwide-founders-say-other-firms-will-soon-follow.html>

¹² <https://www.abajournal.com/news/article/meet-harvey-biglaw-firms-artificial-intelligence-platform-based-on-chatgpt/>

¹³ <https://news.bloomberglaw.com/business-and-practice/wake-up-call-35>

¹⁴ <https://www.aoshearman.com/en/expertise/Artificial-intelligence> and <https://www.aoshearman.com/en/expertise/markets-innovation-group/contractmatrix>

¹⁵ <https://www.aoshearman.com/en/expertise/Artificial-intelligence> and <https://www.aoshearman.com/en/expertise/markets-innovation-group/contractmatrix>

¹⁶ <https://www.ashurst.com/en/who-we-are/our-news-work-market-recognition/ashurst-launches-global-harvey-partnership-following-extensive-firmwide-trial/>

¹⁷ <https://www.ashurst.com/en/who-we-are/our-news-work-market-recognition/ashurst-launches-global-harvey-partnership-following-extensive-firmwide-trial/>

Clayton Utz	AcquiRE ¹⁸ (Relativity platform) “		AcquiRE is a custom-built workflow tool for compulsory land acquisition. It ‘automates the task of collating documents for review including reporting, notifications to parties and generating output documents’. ¹⁹ Acquire ‘manages all the stages of compulsory land acquisition, as well as generating real time progress updates, due diligence reports and standard acquisition documentation to support a project’. ²⁰
	ESG tool (Azure) ²¹		ESG tool ‘Identifies trends in environmental case law by synthesising hundreds of pages of environmental law by leveraging language AI models available through Microsoft Azure OpenAI Service.’ ²²
	Lexis+ AI ²³	3 June 2024	Clayton Utz ‘will evaluate Lexis+AI’s ability to generate first drafts of documents including advice to clients, internal emails

¹⁸ <https://www.claytonutz.com/about/media-releases/2019/november/clayton-utz-wins-second-global-innovation-award-for-custom-built-acquire-client-solution>

¹⁹ <https://www.claytonutz.com/about/media-releases/2019/november/clayton-utz-wins-second-global-innovation-award-for-custom-built-acquire-client-solution>

²⁰ <https://www.claytonutz.com/about/media-releases/2019/november/clayton-utz-wins-second-global-innovation-award-for-custom-built-acquire-client-solution>

²¹ <https://www.microsoft.com/cms/api/am/binary/RW1dRAC> pp12;
<https://www.thelawyer.com.au/news/general/clayton-utz-forensic-tech-director-generative-ai-is-beginning-to-understand-the-law-itself/448492>

²² <https://www.microsoft.com/cms/api/am/binary/RW1dRAC> pp12;
<https://www.thelawyer.com.au/news/general/clayton-utz-forensic-tech-director-generative-ai-is-beginning-to-understand-the-law-itself/448492>

²³ <https://www.claytonutz.com/about/media-releases/2024/june/media-release-clayton-utz-first-australian-firm-to-adopt-lexisnexis-ai-legal-research-tool>; <https://www.itnews.com.au/news/clayton-utz-automating-legal-tasks-with-openai-relativity-and-lexis-ai-605203>

			and court filings such as statements of claim. ²⁴
	Obligations Navigator ²⁵		Obligations Navigator uses 'generative AI to validate and produce Obligations and Controls registers'. ²⁶
	Provisor ²⁷		Document and information management
Herbert Smith Freehills	Digital Legal Delivery practice ²⁸	1 May 2024	A multidisciplinary group bringing together its most inventive legal and tech mind. ²⁹
Holding Redlich	Lexis+ AI ³⁰	June 2023 (Commercial Preview); 5 June 2024 (Permanent Adoption)	'Lexis+ AI capabilities, including conversational search, insightful summarisation, and intelligent document drafting, will not only expedite research processes but also help to deliver efficiencies and effectiveness for legal practitioners'. ³¹ 'The case summary feature significantly expedites our research, allowing lawyers to quickly identify relevant cases and avoid irrelevant ones. save significant amounts of time'. ³²

²⁴ <https://www.claytonutz.com/about/media-releases/2024/june/media-release-clayton-utz-first-australian-firm-to-adopt-lexisnexis-ai-legal-research-tool>; <https://www.itnews.com.au/news/clayton-utz-automating-legal-tasks-with-openai-relativity-and-lexis-ai-605203>

²⁵ <https://www.thelawyer.com.au/news/general/clayton-utz-forensic-tech-director-generative-ai-is-beginning-to-understand-the-law-itself/448492>

²⁶ <https://www.thelawyer.com.au/news/general/clayton-utz-forensic-tech-director-generative-ai-is-beginning-to-understand-the-law-itself/448492>

²⁷ <https://www.claytonutz.com/about/media-releases/2018/october/media-release-clayton-utz-wins-global-innovation-award-for-its-provisor-intelligent-document-management-application>

²⁸ <https://www.herbertsmithfreehills.com/our-expertise/services/digital-legal-delivery>

²⁹ <https://www.herbertsmithfreehills.com/news/2024-04/hsf-launches-global-digital-legal-delivery-practice>

³⁰ <https://www.itnews.com.au/news/holding-redlich-joins-australian-trial-of-legal-sector-ai-605158>; <https://idm.net.au/article/0014758-law-firms-adopt-ai-legal-research-tool>

³¹ <https://www.holdingredlich.com/media-holding-redlich-adopts-lexis-ai-permanently-to-enhance-legal-research-efficiency#:~:text=Holding%20Redlich%20adopts%20Lexis%2B%20AI%20permanently%20to%20enhance%20legal%20research%20efficiency,-05%20June%2024&text=National%20law%20firm%20Holding%20Redlich,from%20LexisNexis%2C%20into%20its%20practice>

³² <https://www.holdingredlich.com/media-holding-redlich-adopts-lexis-ai-permanently-to-enhance-legal-research-efficiency#:~:text=Holding%20Redlich%20adopts%20Lexis%2B%20AI%20permanently%20to%20enhance%20legal%20research%20efficiency,->

			'Last week, one of our lawyers spent four and a half hours completing a legal research task using traditional research methods. Using Lexis+ AI, he was able to replicate that same task in 30 minutes'. ³³
King & Wood Mallesons	Microsoft Copilot ³⁴		"..firms such as King & Wood Mallesons have signed up to the Early Access Program for Microsoft 365 Copilot, which will allow the firm to define the content that can be accessed by that service and restrict any third parties outside of the firm from accessing its information'. ³⁵
	Bespoke tools ³⁶	3 May 2024	How King & Wood Mallesons is building an AI-powered future ³⁷
Landers & Rogers	Microsoft Copilot ³⁸		"We have licensed Microsoft Copilot* as our dedicated generative AI tool, which provides a secure environment while meeting privacy and data security obligations." ³⁹

[05%20June%202024&text=National%20law%20firm%20Holding%20Redlich,from%20LexisNexis%2C%20into%20its%20practic](#)
e.

³³ <https://www.holdingredlich.com/media-holding-redlich-adopts-lexis-ai-permanently-to-enhance-legal-research-efficiency#:~:text=Holding%20Redlich%20adopts%20Lexis%2B%20AI%20permanently%20to%20enhance%20legal%20rese arch%20efficiency,->

[05%20June%202024&text=National%20law%20firm%20Holding%20Redlich,from%20LexisNexis%2C%20into%20its%20practic](#)
e.

³⁴ <https://www.microsoft.com/cms/api/am/binary/RW1dRAC>. pp9

³⁵ <https://www.microsoft.com/cms/api/am/binary/RW1dRAC>. pp9

³⁶ <https://www.capitalbrief.com/article/how-king-wood-mallesons-is-building-an-ai-powered-future-0a626282-e565-4929-9ddc-df2ddc02d573/preview/>

³⁷ <https://www.capitalbrief.com/article/how-king-wood-mallesons-is-building-an-ai-powered-future-0a626282-e565-4929-9ddc-df2ddc02d573/preview/>

³⁸ <https://www.landerson.com.au/legal-insights-news/supreme-court-spotlights-importance-of-privacy-and-disclosure-in-ai-guidelines#:~:text=Responsible%20use%20of%20AI%20at%20Lander%20%26%20Rogers&text=We%20have%20licensed%20Microsoft%20Copilot,privacy%20and%20data%20security%20obligations.;> <https://www.itnews.com.au/news/australian-law-firm-lander-rogers-finds-legal-uses-for-copilot-604842>.

³⁹ Ibid.

	AI Lab ⁴⁰		AI Lab dedicated to implementing AI for clients and the firm. Also launched collaborative project with Monash University, closely collaborating with undergraduate law students. ⁴¹
Minter Ellison	AI Lighthouse Principles and Guidelines ⁴²	20 December 2023	Developed to ensure responsible use of AI.
	Chat with ME ⁴³ (Azure)	20 December 2023	Secure Chatbot (ChatGPT)
	Microsoft Copilot ⁴⁴		Copilot early access program, alongside the adjoining research program.. saving 2-5 hours per day. ⁴⁵
	Advice Generator ⁴⁶		'MinterEllison Advice Generator'- based on a GPT-4 platform, and leverages a 'library of advice and precedents, as well as publicly available legal insights, to assist our lawyers with drafting more efficiently'. 'Lawyers can prompt the generator to help draft and revise legal advice – complete with citations and reference documents. They can also learn how the tool works through the 'Thought Process' feature, which shows how a prompt draws the most relevant data about the drafted advice'. ⁴⁷

⁴⁰ <https://www.landerson.com.au/legal-innovation/ai-lab>

⁴¹ <https://www.thelawyermag.com/au/news/general/lander-rogers-explores-ai-potential-in-evolution-of-monash-university-collab/453864>.

⁴² <https://www.minterellison.com/articles/ai-innovation-at-minterellison>

⁴³ <https://www.minterellison.com/articles/ai-innovation-at-minterellison>

⁴⁴ <https://www.digitalnationaus.com.au/news/how-law-firm-minterellison-is-using-ai-to-disrupt-themselves-603422>

⁴⁵ <https://www.itnews.com.au/news/minterellison-sets-up-own-ai-copilot-603200>

⁴⁶ <https://www.minterellison.com/articles/ai-innovation-at-minterellison>

⁴⁷ <https://news.microsoft.com/en-au/features/briefing-the-future-minterellisons-ai-powered-legal-leap-helps-employees-save-five-hours-of-their-workday/>

3. Generative AI in Australian Legal Government Organisations (May-June 2024)

Organisation	GenAI present?	GenAI in works or offered?	Policy	Policy Comments
OPP (Vic)	Appian AI-Powered Process System ⁴⁸ using OpenAI/ChatGPT ⁴⁹		Guidelines in place specifically for Copilot usage ⁵⁰ - unclear if applies to Appian system	Primarily concerned with disabling data sharing and considering risks to Information Privacy Principles.
DPP (Cth)		Notably eligible for MS Copilot but did not take up ⁵¹	APS Interim guidance last updated Nov 2023 ⁵²	Primarily involves not inputting sensitive/classified information.
VGSO			Guidelines in place specifically for Copilot usage ⁵⁰	Primarily concerned with disabling data sharing and considering risks to Information Privacy Principles.
NSW Crown Solicitor's Office		Planning legal advice writing system within three years ⁵³	Bound by NSW AI Assurance Framework ⁵⁴	Relies on risk assessment to be filled out and approved by relevant bodies
AGS			APS Interim guidance last updated Nov 2023 ⁵²	Primarily involves not inputting sensitive/classified information.

⁴⁸ <https://www.itnews.com.au/feature/reduced-case-resolution-times-and-increased-victim-and-witness-engagement-with-appian-case-management-597675>

⁴⁹ <https://appian.com/about/explore/press-releases/2023/appian-infuses-process-automation-with-artificial-intelligence.html>

⁵⁰ <https://ovic.vic.gov.au/privacy/resources-for-organisations/vps-use-of-microsoft-365-copilot/?highlight=Public%20Statement%20Copilot>

⁵¹ <https://www.dta.gov.au/blogs/aps-trials-generative-ai-explore-safe-and-responsible-use-cases-government>

⁵² <https://architecture.digital.gov.au/guidance-generative-ai>

⁵³ <https://www.ombo.nsw.gov.au/Find-a-publication/publications/reports-to-parliament/other-special-reports/a-map-of-automated-decision-making-in-the-nsw-public-sector-a-special-report-to-parliament>

⁵⁴ <https://www.digital.nsw.gov.au/policy/artificial-intelligence/nsw-artificial-intelligence-assurance-framework>

ODPP (NSW)	Appian AI-Powered Process System ⁵⁵ built on OpenAI/ChatGPT		Bound by NSW AI Assurance Framework ⁵⁴	Relies on risk assessment to be filled out and approved by relevant bodies
ODPP (QLD)	Maybe – unclear if ODPP included in use of QChat, QLD Govt's 'secure' GenAI ⁵⁶ rolled out across all depts built on Azure OpenAI ⁵⁷		Bound by Queensland Govt Enterprise Architecture guideline ⁵⁸	Offers key considerations – inaccuracy, privacy, maintaining records, risk assessment, etc.
ODPP (WA)			Bound by WA AI Policy and Assurance Framework ⁵⁹	Broad-strokes guidance around considering risk-benefit analysis.
ODPP (SA)			Guidelines/guidance produced by SA DPC on LLM AI ⁶⁰	Requires agency strategy development and data security provisions, plus manual review, legal compliance analysis and continued monitoring
DPP (TAS)				Explicitly no mention of GenAI – promised in 2023 ⁶¹ but

⁵⁵ <https://appian.com/about/explore/press-releases/2024/2024-appian-innovation-award-winners-demonstrate-significant-bus.html>

⁵⁶ <https://www.forgov.qld.gov.au/information-and-communication-technology/recordkeeping-and-information-management/recordkeeping/resources-and-tools-for-records-management/artificial-intelligence-and-public-records>

⁵⁷ <https://www.itnews.com.au/news/qld-sa-governments-back-azure-openai-service-in-early-genai-experiments-602112>

⁵⁸ <https://www.forgov.qld.gov.au/information-and-communication-technology/qgea-policies-standards-and-guidelines/use-of-generative-ai-in-queensland-government>

⁵⁹ <https://www.wa.gov.au/government/publications/wa-government-artificial-intelligence-policy-and-assurance-framework>

⁶⁰ https://www.dpc.sa.gov.au/_data/assets/pdf_file/0007/936745/Guideline-13.1-Use-of-Large-Language-Model-AI-Tools-Utilities.pdf

⁶¹ <https://www.itnews.com.au/state-of-it-2023/state-of-it-2023-tasmania-601705>

				latest doc is still the 2020 digital strategy ⁶²
DPP (ACT)				No guidance found ⁶³
DPP (NT)			Some interim guidance provided in March 2023 but not publicly available ⁶⁴	Not publicly available, so unclear.
QLD Crown Law	Unclear if using QChat ⁶⁵		Bound by Queensland Govt Enterprise Architecture guideline ⁵⁸	Offers key considerations – inaccuracy, privacy, maintaining records, risk assessment, etc.
WA State Solicitor’s Office			Bound by WA AI Policy and Assurance Framework ⁵⁹	Broad-strokes guidance around considering risk-benefit analysis.
SA Crown Solicitor’s Office			Guidelines/guidance produced by DPC on LLM AI ⁶⁰	Requires agency strategy development and data security provisions, plus manual review, legal compliance analysis and continued monitoring
Tasmania Crown Law				Explicitly no mention of GenAI – promised in 2023 ⁶¹ but latest doc is still the 2020 digital strategy ⁶²
ACT Government Solicitor				No guidance found ⁶³
Solicitor for the NT			Some interim guidance provided in March 2023 but not publicly available ⁶⁴	Not publicly available, so unclear.

⁶² https://www.digital.tas.gov.au/_data/assets/pdf_file/0030/146847/Our-Digital-Future.PDF

⁶³ <https://www.itnews.com.au/state-of-it-2023/state-of-it-2023-act-601698>

⁶⁴ <https://www.itnews.com.au/state-of-it-2023/state-of-it-2023-northern-territory-601715>

⁶⁵ <https://www.crownlaw.qld.gov.au/about/news/use-of-generative-ai-in-queensland-government>

4. Generative AI in Overseas Legal Government Organisations (May 2024)

Organisation	GenAI present?	GenAI in works or offered?	Policy	Policy Comments
Crown Prosecution Service (England & Wales)		Lots planned – especially in terms of video material analysis, user interaction and document transcription/summary ⁶⁶	Practical framework for government usage, but no particular mention of CPS ⁶⁷	Emphasis on fairness, data security, human-in-the-loop and transparency requirements: very much a broad framework to consider, not requirements.
Crown Office and Procurator Fiscal Service (Scotland)	Microsoft Azure OpenAI ⁶⁸ Unclear – there is use of ‘AI’ automations, and the software used, Freshworks ⁶⁹ , has recently implemented GenAI, but unclear if COPFS is using this. Not listed on Scottish AI		Connected to Scotland AI Strategy ⁷¹ and Scotland AI playbook ⁷² as well as more specific civil service guidelines ⁷³	Refers back to UK Civil Service Guidance. ⁶⁷ The playbook is delivered in wiki form ⁷⁴ containing policy, standards and courses from other organizations. No guidance offered on when these contradict... There has been some interest through FOI requests – but these have only revealed that as of 2022, COPFS had no public AI chatbot usage ⁷⁵

⁶⁶ <https://committees.parliament.uk/writtenevidence/38677/pdf/>

⁶⁷ <https://www.gov.uk/government/publications/generative-ai-framework-for-hmg/generative-ai-framework-for-hmg-html>

⁶⁸ <https://www.freshworks.com/freshworks-unveils-new-generative-ai-enhancements-across-product-lines-to-power-greater-business-efficiency/>

⁶⁹ <https://www.freshworks.com/customers/stories/crown-office/>

⁷¹ <https://www.scotlandaistrategy.com/>

⁷² <https://www.scottishaiplaybook.com/>

⁷³ <https://www.gov.scot/publications/which-scottish-government-directorates-artificial-intelligence-in-whatever-technical-form-is-used-to-support-the-development-of-policy-foi-release/>

⁷⁴ https://wiki.scottishaiplaybook.com/index.php/Category:Public_Sector

⁷⁵ https://www.whatdotheyknow.com/request/contact_centre_crm_and_ai_automa_131?unfold=1

	Register ⁷⁰ but list looks incomplete.			
Public Prosecution Service for Northern Ireland		Mentioned in PPSNI digital strategy 2018-22 as something to investigate – but no later digital strategy publicly available ⁷⁶ . This may be due to the 24-month period without an NI Executive ⁷⁷		
Government Legal Department (UK)	Unclear – GLD has been active contributor to multiple AI audits ⁷⁸ , but this may be more to do with providing legal advice than active usage.		Practical framework for government usage with GLD listed as making “central... contributions” ⁶⁷	As above, this has emphasis on fairness, data security, human-in-the-loop and transparency requirements: very much a broad framework to consider, not requirements.
Attorney-General’s Chambers (Singapore)	Unclear – AGC uses ‘Checkbox’ for workflow automation ⁷⁹ , a platform that has opt-in		Broad ‘Public Sector AI Playbook’ applies to AGC ⁸⁴	Not tailored to GenAI, primarily based around dealing with all examples of ML and AI.

⁷⁰ <https://scottishregister.com/>

⁷⁶ <https://www.ppsni.gov.uk/files/ppsni/publications/FOI%2022%2003%20PPS%20ICT%20Structure%20Part%203.pdf>

⁷⁷ <https://www.bbc.co.uk/news/uk-northern-ireland-67726389>

⁷⁸ <https://www.nao.org.uk/wp-content/uploads/2024/03/use-of-artificial-intelligence-in-government.pdf>

⁷⁹ https://www.facebook.com/checkbox/photos/a.1307699646015209/3360950387356781/?type=3&_rd

⁸⁴ <https://www.developer.tech.gov.sg/products/collections/data-science-and-artificial-intelligence/playbooks/public-sector-ai-playbook.pdf>

	<p>chatbot and 'AI legal front door' capabilities⁸⁰; also uses LLM-powered Pair Search for case judgement searching⁸¹</p> <p>Checkbox built on OpenAI APIs with a zero-retention policy⁸² and Pair Search uses Vespa.ai⁸³</p>			
Public Prosecution Service of Canada		In Dec 2023, PPSC put out request for information (precursor to tender process) for new legal case management system, suggesting long-term vision using AI. ⁸⁵	Current public service guidance exists with a recommended approach. ⁸⁶ Consultations on a wider public service AI strategy began in late May 2024 ⁸⁷	Recommended approach primarily relies on risk mitigation and existing ethical decision-making guidelines. ⁸⁶
United States Department of Justice	Dept Attorney General claimed usage of AI in terms of synthesising evidence	In Feb 2024, DOJ launched an initiative called 'Justice AI' to understand how AI impacts legal system and how it could be deployed	Guidance for AI system management ruled by an interagency council chaired within Executive Office of the President (Management and	While created and distributed under the executive order, these guidelines are not publicly available.

⁸⁰ <https://www.checkbox.ai/news/singapores-attorney-generals-chambers-digitizes-with-checkbox>

⁸¹ <https://asianews.network/ai-powered-search-engine-makes-singapore-parliament-debates-more-accessible/>

⁸² <https://www.checkbox.ai/software/ai-legal-front-door-software>

⁸³ <https://hack.gov.sg/hack-for-public-good-2024/2024-projects/pairsearch/>

⁸⁵ https://canadabuys.canada.ca/sites/default/files/webform/tender_notice/24035/2023-a000202_asd_rfi_lcms_en_0.pdf

⁸⁶ <https://www.canada.ca/en/government/system/digital-government/digital-government-innovations/responsible-use-ai/guide-use-generative-ai.html>

⁸⁷ <https://www.cbc.ca/news/politics/public-service-artificial-intelligence-1.7216222>

	collected in significant cases – possibly generative? ⁸⁸ More extensive listing required under executive order from 2020 ⁸⁹ listing multiple non-generative applications in evidence analysis. ⁹⁰	in DOJ based on consultation with wider society and similar foreign research projects ⁹¹	Budget, with Chief Scientist). ⁹²	
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5. AI in Community Legal centres

CLC	Description	Notes
Amica	Legal Aid has developed amica.gov.au, a rule-based AI model to assist separated couples amicable agreements about property settlements and parenting arrangements. Legal Aid QLD CEO, Nicky Davies, described the platform as giving "a couple a suggested split of their assets after its AI technology analyses their assets and circumstances, agreements commonly reached by other couples in similar situations,	Developed by National Legal Aid and the Legal Services Commission of South Australia, with \$3 million in funding from the Federal Attorney-General's Department.

⁸⁸ <https://www.justice.gov/opa/speech/deputy-attorney-general-lisa-o-monaco-delivers-remarks-university-oxford-promise-and>

⁸⁹ <https://www.federalregister.gov/documents/2020/12/08/2020-27065/promoting-the-use-of-trustworthy-artificial-intelligence-in-the-federal-government>

⁹⁰ <https://www.justice.gov/open/file/1305831/dl?inline=>

⁹¹ <https://www.cdomagazine.tech/us-federal-news-bureau/doj-launches-initiative-to-study-ais-impact-on-legal-system>; also <https://www.cdomagazine.tech/us-federal-news-bureau/doj-launches-initiative-to-study-ais-impact-on-legal-system>

⁹² <https://www.federalregister.gov/documents/2023/11/01/2023-24283/safe-secure-and-trustworthy-development-and-use-of-artificial-intelligence>

	<p>and how courts generally handle disputes of this nature."</p>	
Justice Connect	<p>Justice Connect is developing a proof-of-concept AI model using natural language processing. This model is trained on over 11,000 real-life, de-identified language samples from legal help seekers and the broader community. Each sample has been analyzed and tagged by volunteer lawyers with relevant areas of law. The result is a diagnostic model with an accuracy of 88% across 12 legal categories.</p> <p>The AI model now supports Justice Connect's Intake Tool, an online application that matches individuals with appropriate services based on their personal circumstances and legal issues. Additionally, Justice Connect offers an AI-powered tool, SmartAssist, which identifies relevant self-help resources based on the user's description of their legal problem.</p> <p>Justice Connect's maintains a in-house digital innovation team that has created a 'Training AI Game'. This game presents language samples to participating pro bono lawyers for annotation to ensure accuracy. These annotated samples are then exported and provided to the University of Melbourne team, further aiding in training the AI model.</p>	<p>Justice Connect's website suggests that they have actively incorporated the ethical AI and inclusive technology best practice principles released by the Australian Human Rights Commission.</p> <p>The AI model has been developed in conjunction with the University of Melbourne and the ARC Centre in Cognitive Computing for Medical Technologies. Additional funding has been sourced via an Australian Research Council Linkage Grant.</p> <p>Smart Assist was similarly developed in conjunction with University of Melbourne, with additional funding provided by Telstra.</p> <p>Justice Connect is accepting expressions of interest from not-for-profits who would like to learn about their AI model: https://justiceconnect.org.au/about/digital-innovation/ai-eoi-form/</p>
Youthlaw	<p>Youth Law Australia has collaborated with tech services firm Tata Consultancy Services to develop AI-enabled online chatbots that could potentially improve the efficiency of its web-based services. The chatbots do not appear to be available for use yet. TCS said that it ensured the chatbots are accessible from any device – whether tablet,</p>	

	desktop, or mobile – and compatible with a range of web browsers, as well as popular social media platforms such as Facebook. The tech services firm also said that the chatbots have in-built protections that guard against data hacking and identity theft.	
Marrickville Legal Centre	Uses a rule-based AI model named NALA to assist people with basic legal queries online. NALA is programmed to interact with people seeking legal help for traffic fines, license suspensions and traffic-related court attendance notices, and can assist with tenancy matters including repairs, bonds, landlord access, terminations, and basic strata enquiries. Where required, NALA can search internal calendars for appointments for clients to choose from, generate basic letters of adjournment, generate guides for specific practice areas; and assist with referrals for out-of-catchment clients.	NALA was developed using \$250,000 of funding from the NSW Government’s new Access to Justice Innovation Fund. MLC has also developed a scalable model of this technology, capable of broader use across the CLC sector.
Financial Rights Legal Centre		While the centre does use AI itself, it has made submissions on the risks surrounding the use of AI in financial services (see https://financialrights.org.au/submission/artificial-intelligence-australias-ethical-framework-a-discussion-paper/).
Women’s Legal Service NSW		Leanne Ho, pro bono partner at Wotton + Kearney, made a LinkedIn post in March 2024 on AI and noted: Beyond the workplace we are also partnering with Women's Legal Service NSW to look at how new technology will impact victim-survivors of family and domestic violence and what measures can be taken to protect women from technology facilitated abuse. No public-facing material from this partnership is currently available.

Tasmania Refugee Legal Service		Dr. Israel Fianyi from UTAS (School of Information & Communication Technology) sits on the TRLS board has noted his interest in AI.
Central Australian Womens Legal Service		CAWLA made a LinkedIn post in May 2024 about attending a 'Technology for Social Justice' event where the future of AI in the not-for-profit sector was discussed: https://www.linkedin.com/posts/central-australian-womens-legal-service_in-early-may-the-central-australian-womens-activity-7195587371449430017-VV3w/ .

6. Guidance on the use of GenAI from law societies, courts and legal regulators

a. Law societies

The Law Society of NSW, A Solicitor's Guide to Responsible Use of Artificial Intelligence (Report, 10 July 2024) <https://www.lawsociety.com.au/sites/default/files/2024-07/LS4527_MKG_ResponsibleAIGuide_2024-07-10.pdf>;

NSW Bar Association, Issues Arising from the Use of AI Language Models (Including ChatGPT) in Legal Practice (Guidelines, NSW Bar Association, 22 June 2023) <https://inbrief.nswbar.asn.au/posts/9e292ee2fc90581f795ff1df0105692d/attachment/NSW%20Bar%20Association%20GPT%20AI%20Language%20Models%20Guidelines.pdf>;

Queensland Law Society, No.37 Artificial Intelligence in Legal Practice (Guidance Statement, 2023) <<https://www.qls.com.au/Guidance-Statements/No-37-Artificial-Intelligence-in-Legal-Practice>>.

b. Courts

Supreme Court of Victoria, Guidelines for Litigants: Responsible Use of Artificial Intelligence in Litigation (Guidelines, Supreme Court of Victoria, 6 May 2024) 4 <<http://www.supremecourt.vic.gov.au/forms-fees-and-services/forms-templates-andguidelines/guideline-responsible-use-of-ai-in-litigation>>;

County Court of Victoria, Guidelines for Litigants: Responsible Use of Artificial Intelligence in Litigation (Report, 3 July 2024) 3 <https://www.countycourt.vic.gov.au/practice-notes>;

NSW Supreme Court, [Practice Note SC GEN 23 – Use of Generative Artificial Intelligence](#) <<https://supremecourt.nsw.gov.au/news/news-archive/practice-note-sc-gen-23-.html>>

New Zealand Judiciary, Guidelines for the Use of Generative AI in Courts and Tribunals' (online, 7 December 2023) <<https://www.courtsofnz.govt.nz/going-to-court/practice-directions/practice-guidelines/all-benches/guidelines-for-use-of-generative-artificial-intelligence-in-courts-and-tribunals/>>.

c. Legal services board

Victorian Legal Services Board and Commissioner, 'Generative AI and Lawyers' (online, 17 November 2023) <<https://lsbc.vic.gov.au/news-updates/news/generative-ai-and-lawyers>>.

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