

An AI-Powered Text Analytics Tool for the Reserve Bank of Australia's Business Liaison Program

AI in the Public Sector · Good practice · Australia

Quality score: 60/100

Evidence strength: Observational / pre–post

Summary

The RBA built an NLP tool mining 25 years of ~22,000 business liaison notes; added to wage-growth nowcasting models, it measurably cut forecast errors versus baseline methods, with code released for other central banks.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-15

[Reserve Bank of Australia](#) — accessed 2026-08-15

[RBA Research Discussion Paper 2025-06 \(full text\)](#) — accessed 2026-08-15

[RBA Discussion Papers index](#) — [IDEAS/RePEc](#) — accessed 2026-08-15

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