

QChat — Queensland's Government Generative-AI Assistant, 19,000 Users In and an Audit Warning on Missing Safeguards

AI in the Public Sector · Good practice · Australia

Quality score: 47/100

Evidence strength: Moderate

Summary

QChat, Queensland's private GPT-4o-based assistant for public servants, logged 383,000 conversations and 18,950 users by 2025. The state auditor found one department lacked an ethical risk assessment and monitoring; in May 2026 the Premier said uptake was under 10% of staff.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-09-30

Queensland Department of Customer Services, Open Data and Small and Family Business (CDSB) — accessed 2026-09-30

Queensland Audit Office — Managing the ethical risks of AI (Report 2: 2025–26) — accessed 2026-09-30

iTnews — Qld government scales up generative AI usage — accessed 2026-09-30

The Mandarin — 'Less than one in 10' Queensland public servants using QChat — accessed 2026-09-30

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