

Weeks to Seconds — Services Australia's AI Engine for Sorting the Document Deluge

AI in the Public Sector · Good practice · Australia

Quality score: 60/100

Evidence strength: Descriptive / self-reported

Summary

Services Australia and Capgemini built an OCR/NLP engine that classifies more than 25,000 citizen-submitted documents a day with over 95% accuracy, cutting processing from weeks or days to seconds during the COVID-19 claims surge.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-12

[Services Australia \(with Capgemini\)](#) — accessed 2026-08-12

[ITnews: Services Australia trials OCR on Centrelink claims](#) — accessed 2026-08-12

[ACS Information Age: AI handles Services Australia's deluge](#) — accessed 2026-08-12

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