LOCAL GOVERNMENT AI, IN PRODUCTION

Meet DAISY. She works the planning counter at a growing number of NSW councils.

She never sleeps, never takes smoko and has already handled 16,533 conversations with residents.

NINE MONTHS OF DEMAND (JAN-SEP 2026)

16,533

resident conversations across live council deployments

⅓

of enquiries landed outside council counter hours - evenings and weekends

That's demand for plain-English planning answers at the hour that suits the ratepayer, not the hour the counter happens to be staffed.

Vendor modelling puts it at 4,133 staff hours returned, at 15 minutes per avoided phone or counter enquiry.

DAISY ASSESS - WHAT EARLY ADOPTERS REPORT

20%

reduction in assessment timeframes

49%

increase in service capacity

Vendor-reported early-adopter results for DAISY Assess, the assessment-side extension - not the resident enquiry chatbot. No sample size provided, so treat them as vendor claims councils should ask to see verified in their own deployments.

WHY COUNCILS ARE REACHING FOR IT

NSW is short 59,500 homes against its first two years of Housing Accord targets - and could miss the five-year target by 150,000.

Every confused applicant, incomplete DA and avoidable counter visit ties up a planner who could be assessing applications. DAISY answers the rules questions before lodgement so the humans can do the assessing.

Newcastle and Muswellbrook are the latest councils live. Dungog is next. A Civica integration takes it into council workflow systems.

THE LINE THAT MATTERS

"The aim is not to automate planning decisions, but to give council teams practical tools... so their expertise can remain focused on the judgement and decisions that matter most."

Douglas Ross, CEO, Enterprise AI

Right instinct. A confident wrong answer on a planning rule costs a resident real money - so the guardrails matter as much as the model.

THE TAKEAWAY

Some of Australia's most consequential AI isn't launching at tech conferences. It's answering "can I build a granny flat?" at 9pm on a Sunday.

Source: TechBusinessNews, "DAISY Expands Across NSW Councils" (29 Oct 2026)

Go/Figure

Strategy and transformation with a customer flavour.