

Care and Community Services AI Agent Assessment

A two week assessment for aged care, disability, children's services and community providers, on where a policy-grounded agent would take real pressure off your people.

2 Weeks

ASSESSMENT TO PLAN

From \$12K

FIXED SCOPE

Costed Roadmap

FIRST BUILD QUOTED

"My managers spend half their day answering the same questions about incident reporting"

WHY THIS HAPPENS

Dense policy, spread sites, and no time to read it

Policy documentation can often be complex and change frequently. Teams get busy, plenty of staff speak English as a second language, and the people who should be leading end up as the search function.

WHAT TO EXPECT

Two weeks , two stages

WEEK 1

Discovery with leaders and frontline

Sessions to map the questions being asked, the time they take, and the risk when answers vary, plus a review of how your policy content is structured.

WEEK 2

Assessment and roadmap

A technical review of your Microsoft 365 and Copilot Studio readiness, a safety and grounding design, and a costed roadmap presented to your leadership team.

What you have at the end of week two

- ✓ **A written assessment** of whether an agent will work here, with the strongest uses identified and sized
- ✓ **A content readiness report** on your policy library, including what needs tidying up first
- ✓ **A safety and governance design** covering grounding, escalation to a person, audit logging and data handling
- ✓ **A costed roadmap** to a live agent, with the first build scoped and quoted

Answers only from policy you have approved



The agent is grounded strictly in your approved content, cites what it drew on, and hands off to a person when it cannot answer. In a regulated care setting that is the difference between useful and dangerous.

PROOF**Agents already working in care and community services****AC****Aged Care**
COPILOT STUDIO

Answers were slow and inconsistent.

We restructured the content and rebuilt the agent with stronger grounding, citations and multilingual support.

- ✓ Faster, more consistent answers
- ✓ Grounded in approved content

AS**After School Care**
COPILOT STUDIO

Directors spent much of each day answering the same questions.

We built a voice-enabled AI agent, grounded only in the client's policies, that answers first so Directors do not have to.

- ✓ Directors feed from routine calls
- ✓ Consistent answers every time

CT**Community Trans**
COPILOT STUDIO

The client matched volunteers to clients by hand, which was slow to scale.

We built a proof of concept agent in Copilot Studio that suggests ranked matches with clear reasons.

- ✓ Faster, fairer matching
- ✓ Built to scale safely

WHY CG TECH**Who you are buying from****Brisbane based,
Australia wide**

An Australian team you can meet, delivering across Australia and the Pacific.

**Right tool for the job**

We work across Microsoft, OpenAI, Anthropic, Perplexity and Open Source solutions.

**Approved government
supplier**

On Federal, State and Local Government ICT and Professional Services panels.

BEFORE YOU COMMIT**The questions we get asked****What if it gives someone the wrong answer?**

It answers only from policy you have approved, cites the source so a person can check, and escalates to a human when it is unsure. Those three controls are designed in the assessment, before anything is built.

Our policy library is a mess. Is that a blocker?

No, it is the normal starting point, and it is why the content readiness report exists. You get told exactly what needs tidying and in what order.

What about staff who do not speak English first?

Multilingual support with automatic language detection is a standard part of the design. Bilingual staff get the same quality of answer as everyone else.

SCAN TO BOOK**or call (07) 5641 1440**