



Australian Government



Clik Chat

AI chatbot that retrieves and explains Clik policy content through natural language queries

Department of Veterans' Affairs





Executive Summary

Problem Faced

The Klik website is DVA's central source of legislative, policy and reference material. It helps staff deliver accurate advice to veterans and is also used by the public to understand the rules that guide DVA decisions. However, with over 10,000 pages, which may contain duplication or outdated content, staff struggle to find relevant information quickly. This can lead to inefficiencies, inconsistent advice, or delays in claims processing.

Traditional information management tools are not designed to manage this scale, and manual review is no longer sustainable. A scalable, intelligent solution was needed to support internal users and prepare for public-facing information services in the future.

Solution Overview

DVA developed Klik Chat, an AI-powered chatbot that helps users obtain clear answers to policy questions. It uses Retrieval-Augmented Generation (RAG) to search the Klik website for relevant content and generate responses based on that material. The chatbot is designed to improve how both staff and the public access and interpret complex policy information and ensure that responses are grounded in accurate and current content.

Key features include:

- A natural language interface that understands everyday questions
- AI retrieval and raking of relevant content
- Responses based on cleaned, structured and regularly updated source material

Benefits and Impact

Klik Chat improves access to policy information for staff and the public, supporting better, more consistent service delivery:

- **Faster answers to complex questions:** Users can receive clear, policy-aligned responses to plain-language questions.
- **Consistent, reliable advice:** Responses grounded in a single, authoritative source, improving confidence in decision-making.
- **Reduced support burden:** Routine queries can be resolved through self-service, freeing time for policy and service teams
- **Better outcomes for veterans:** Easier access to accurate policy information helps ensure timely, fair and consistent support across services.



Target Audience and Stakeholders

Primary users are DVA technical teams who use the prepared content to build AI tools such as Klik Chat. These tools support frontline staff by making complex policy information easier to access and interpret.

Key stakeholders include:

- **DVA claims processing teams**, who rely on accurate content to support consistent service delivery.
- **DVA ICT** and data teams, who manage infrastructure and integration.
- **GovAI**, who advised on the solution and supported broader APS reuse.

Subject matter experts were engaged to validate extracted content and ensure it remained accurate and fit for purpose.

Risks and Mitigation Overview

Klik Chat was developed with safeguards in place to manage key risks and support safe, reliable service delivery:

- **Accuracy and reliability:** Responses are based on updated and validated content.
- **Service stability:** The system was designed to operate reliably during high demand.
- **Bias and fairness:** Subject matter experts were engaged to validate outputs.
- **Security and privacy:** No personal or sensitive data was used. Access was restricted through user permissions
- **User expectations:** Chatbot disclaimer reminds users not to use OFFICIAL data.
- **Content quality and ownership:** Ongoing engagement with policy teams supports content accuracy

Use Case Status

Pilot

Use case timeline

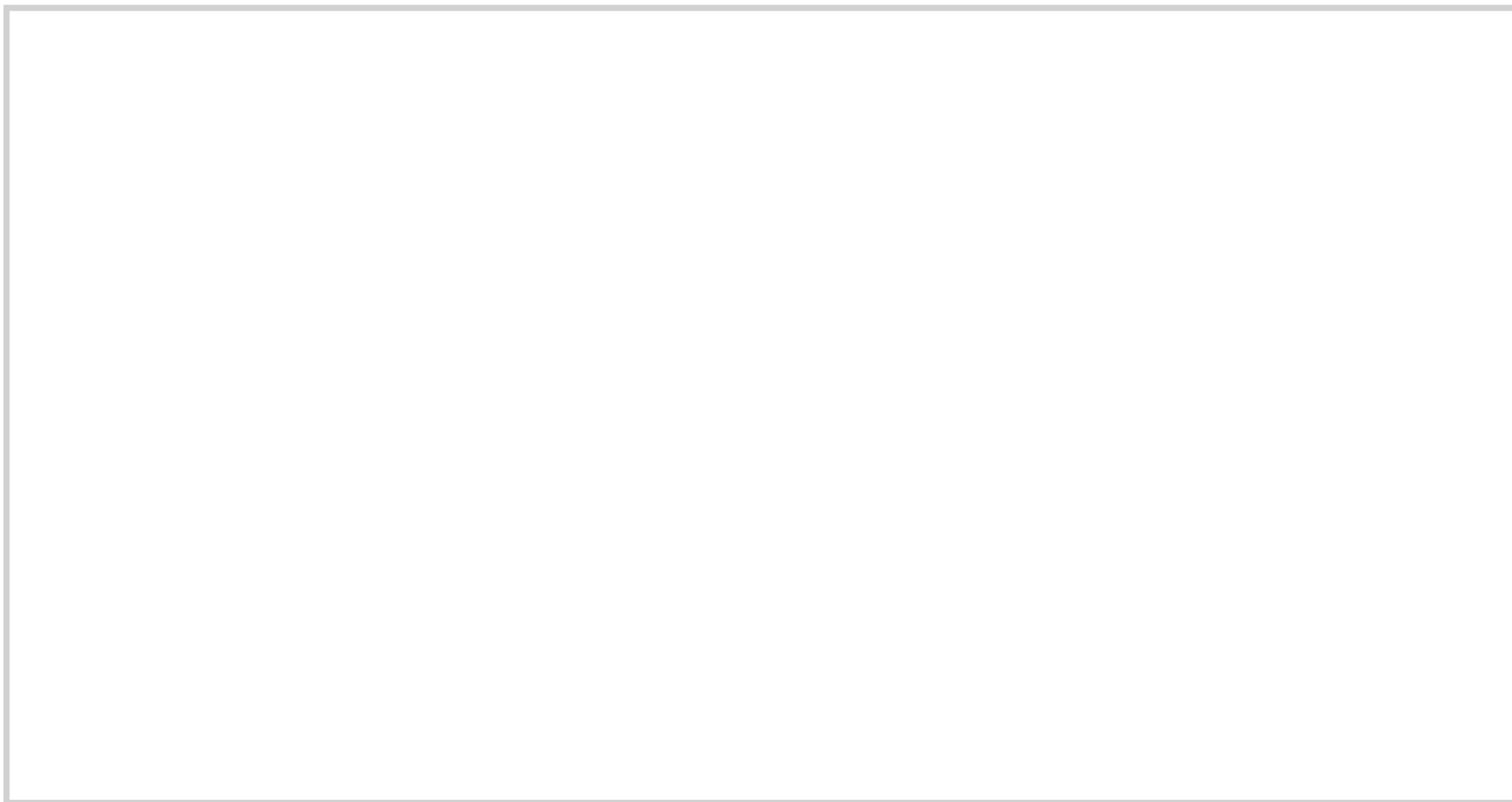
- **March 2025** - Initial planning and infrastructure setup
- **April 2025** - Core development of chatbot and data pipeline
- **May 2025** - Internal testing, indexing and demonstrations
- **June 2025** - Refinement, documentation and preparation for reuse



Additional Information		Lessons Learned		Contact information	
• Klik Chat is built on Azure infrastructure and integrates with selected existing DVA systems. • The Chatbot is underpinned by a data preparation pipeline, developed as a separate AI use case. • The chatbot is currently deployed for internal use, with potential to support public-facing services in the future. • The solution includes automated indexing and version control, enabling efficient updates and traceability of content changes.		• Prioritise content quality early: Clean, well-structured source material is essential for reliable AI performance and reduces downstream errors. • Automate for sustainability: Automation of data preparation improves maintainability. • Collaborate across teams: Coordination between technical and policy teams ensured relevance of outputs • Maintain transparency: Clear disclaimers and human oversight help manage expectations and build trust in AI tools.		Responsible Entity Name	Open for Collaboration?
				Department of Veterans' Affairs	Yes
				Area of Entity	Use Case Contact
				Digital Strategy & Planning Branch Technology Digital and Data Finance Division	AI@dva.gov.au
				Use Case Website/s	Use Case Owner
				N/A	Alicja Mosbauer Chief Data Officer Alicja.Mosbauer@dva.gov.au



Screenshot/s





Detailed Overview

Version Control

Version	Date	Author	Description of Changes
1.0	3 Feb 2025	GovAI	Version 1 created
1.1	17 Mar 2025	GovAI	Modified based on feedback

Index

Responsible Organisation Category.....	5
Scope of the Use Case	5
Ethical Considerations	6
Value of the Use Case.....	7
AI Process Type.....	7
AI Technologies Utilised	8
Technical Elements.....	10

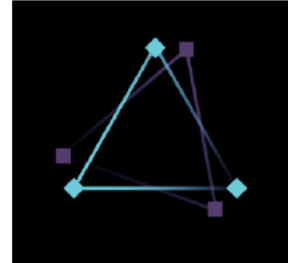
Note: For details about category items in the detailed overview, see *APS AI Use Case Repository Guidance- Guidance for Use Case Owners and Editors*.

Responsible Organisation Category

Select the Classification of the Functions of Government - Australia (COFOG-A) 3-digit category that best identifies the functional area associated with your AI use case.

☒ 01 - General Public Services	014 - Planning and statistical services
☐ 02 - Defence	Choose an item.
☐ 03 - Public Order and Safety	Choose an item.
☐ 04 - Economic Affairs	Choose an item.
☐ 05 - Environmental Protection	Choose an item.
☐ 06 - Housing and Community Amenities	Choose an item.
☐ 07 - Health	Choose an item.
☐ 08 - Recreation, Culture, and Religion	Choose an item.
☐ 09 - Education	Choose an item.
☐ 10 - Social Protection	Choose an item.
☐ 11 - Transport	Choose an item.

Scope of the Use Case

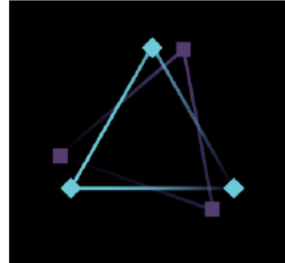


Use the dropdown menus below to identify the scope of your use case.

Geographical focus Choose the region for implementation from the dropdown list	National
Primary type of government interaction Choose the type of government interaction from the dropdown list	Government-to-government (G2G)
Cross-features - Sector Indicate if the use case describes a solution that can be used across sectors or in cross-sector scenarios (Yes/No).	Yes
Cross-features - Jurisdiction Indicate if the use case describes a solution that can be used across State/Federal borders or in cross-border scenarios (Yes/No)	Yes

Ethical Considerations

Accuracy, Fairness, Accessibility, Bias and Discrimination	Clik Chat ensures accuracy by grounding responses in validated, regularly updated policy content. Fairness is supported through subject matter expert engagement to review outputs and preserve policy intent. Accessibility is enhanced via a natural language interface that supports plain-language queries. Bias is mitigated through content validation and disclaimers that clarify the chatbot's limitations. No personal or sensitive data is used.
Privacy	Clik Chat does not use personal or sensitive data. Access is restricted through user permissions. The system is designed with privacy-by-design principles. No identifiable information is stored or processed. Azure infrastructure supports secure indexing and version control for traceability and protection.

**Rights of Users**

Users are informed via chatbot disclaimers that clarify the system's purpose and limitations. The chatbot does not make decisions but provides information based on validated content. Users are also notified of AI use through internal briefings, and traceability of content supports auditability and review.

Value of the Use Case

Identify the public value that the solution provides or is expected to provide. Select from the multi-select options.

Improved public service

This category refers to solutions that enhance the services provided to end users, whether they are citizens or businesses.

- ☐ Personalised services
- ☒ Public (citizen)-centred services
- ☒ Increased quality of public information and services
- ☒ More responsive, efficient and cost-effective public services
- ☒ New services or channels

Improved administrative efficiency

This category refers to solutions that increase efficiency, effectiveness, and quality while reducing costs within administrative processes, systems, and services.

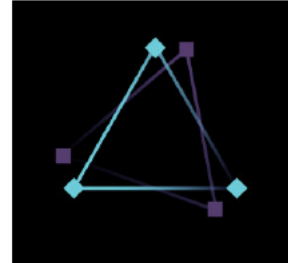
- ☐ Cost reduction
- ☐ Responsiveness of government operation
- ☐ Improved management of public resources
- ☐ Increased quality of processes and systems
- ☐ Better collaboration and better communication
- ☐ Reduced risk of corruption and abuse of the law by public servants
- ☐ Greater fairness, honesty and equality enabled

Open government capabilities

This category refers to solutions that enhance the level of openness, transparency, engagement, and communication within public organisations.

- ☒ Increased transparency of public sector operations
- ☐ Increased public participation in government actions and policymaking
- ☐ Improved public control of and influence on government actions and policies

AI Process Type



Select the types of tasks within government operations that the AI solution is performing or expected to perform

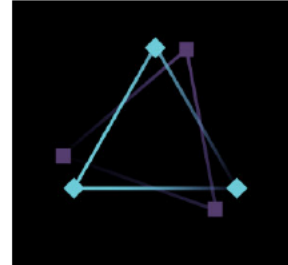
Supporting Decision Making- Tasks that support formal or informal agency decision-making on benefits or rights.	☐ Taking decisions on benefits ☐ Managing copyright and intellectual property rights
Analysis, monitoring and regulatory research - Tasks that collect or analyse information that shapes agency policymaking.	☒ Information analysis processes ☐ Monitoring policy implementation ☐ Innovating public policy ☐ Prediction and planning
Enforcement - Tasks that identify or prioritise targets of agency enforcement action.	☐ Smart recognition processes ☐ Management of auditing and logging ☐ Predictive enforcement processes ☐ Supporting inspection processes ☐ Improving cybersecurity ☐ Registration and data notarisation processes ☐ Certification and validation processes
Internal management - Tasks that support agency management of resources, including employee management, procurement, and maintenance of technology systems.	☐ Internal primary processes ☐ Internal support processes ☐ Internal management processes ☐ Procurement management ☐ Financial management and support
Public services and engagement - Tasks that support the direct provision of services to the public or facilitate communication with the public for regulatory or other purposes.	☒ Engagement management ☐ Data-sharing management ☐ Governance and voting ☐ Payments and international transactions ☐ Supporting disintermediation ☐ Authentication of self-sovereign digital ID services ☒ Service integration ☒ Service personalisation ☐ Tracking of goods and assets along the supply chain

AI Technologies Utilised

Select the types of AI technologies proposed / utilised to deliver the use case.



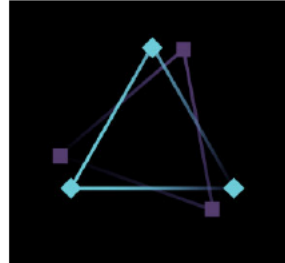
Reasoning or Knowledge Representation AI systems that store, structure, and process knowledge to make inferences, derive conclusions, or support decision-making.	☐ Knowledge Representation ☐ Automated Reasoning ☐ Commonsense Reasoning
Planning and Optimisation AI techniques that generate, refine, and optimise action sequences or resource allocation to achieve specific goals efficiently.	☐ Planning and Scheduling ☐ Searching ☐ Optimisation
Learning and Adaptation AI systems that identify patterns, extract insights, and improve performance over time based on data.	☒ Machine Learning ☐ Deep Learning ☐ Generative AI
Communication and Natural Language Processing AI systems that process, interpret, and generate human language for interaction, comprehension, and automation.	☒ Natural Language Processing (NLP) ☒ Text Generation ☐ Text Mining ☐ Machine Translation
Perception through the Senses AI systems that process and interpret sensory data, such as visual, auditory, or tactile inputs, to understand and respond to their environment.	☐ Computer Vision ☐ Audio Processing
Integration and Interaction with the Environment AI systems that interact with physical or digital environments, including autonomous agents, robotics, and interconnected systems.	☐ Multi-agent Systems ☐ Robotics and Automation ☐ Connected and Automated Vehicles (CAVs)
AI as a Service AI capabilities delivered through cloud-based platforms, offering tools, models, and infrastructure for AI-powered applications.	☐ AI Services (e.g., cognitive computing, machine learning frameworks, bots) ☐ Infrastructure as a Service (IaaS) ☒ Platform as a Service (PaaS) ☒ Software as a Service (SaaS)



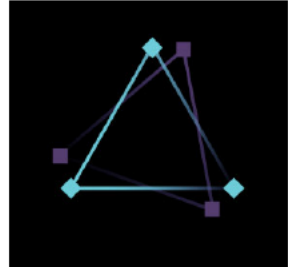
Additional Comments or Explanation:	If you have selected any of the subcategories above, feel free to provide more detailed comments or a description of how these elements apply to your specific use case.
--	--

Technical Elements

Platform implementation	Clik Chat is hosted on Azure Container Apps and integrates with Azure Cognitive Search for document retrieval. It uses a Retrieval-Augmented Generation (RAG) architecture, combining search with a constrained LLM for response generation. The application is deployed behind Azure Front Door for load balancing and high availability. Azure Application Insights is used for telemetry and performance monitoring. Authentication is managed via Azure Active Directory, with access restricted to internal users. The system supports automated indexing and version control, and is designed to scale for future public-facing deployment.	
Model / Algorithm used	Clik Chat uses a Retrieval-Augmented Generation (RAG) framework. It combines Azure Cognitive Search for document retrieval with a fine-tuned large language model (LLM) for response generation. The LLM is constrained to generate answers only from retrieved, validated content. GPT-4 was selected for its strong performance on policy-aligned tasks and ability to support prompt templating. The architecture is modular, allowing for future model substitution or fine-tuning. Prompt engineering and grounding techniques are used to ensure factual accuracy and policy alignment.	
Data Sources Select the types of data sources used and provide relevant details.	☐ Internal	☐ Third-party
	☒ Public	☒ Synthetic
Details:		



	Public: Legislative references and policy frameworks. Synthetic: Simulated user queries and test responses used for safety testing and prompt tuning.	
Risk Assessment and Mitigation Details	Risk analysis focused on hallucination, prompt injection, and user misinterpretation. Mitigations include grounding responses in validated content, implementing disclaimers, and restricting access to internal users. Prompt templates are locked and version controlled. Cybersecurity controls include container isolation, secure API gateways, and Azure AD-based access management. Penetration testing was conducted to assess vulnerabilities. SME review processes are in place to validate outputs and monitor for drift.	
Security and Compliance Frameworks Select the security and compliance frameworks and measures implemented. Provide details or additional artifacts if relevant.	☐ Authority to Operate (ATO) ☐ System Security Plan (SSP) ☐ Security Risk Management Plan (SRMP)	☐ Information Security Registered Assessors Program (IRAP) ☐ Penetration Testing
	Details: No Security and Compliance Frameworks have been implemented at this stage.	
Assurance and Government Frameworks	Not at this stage	
Record maintenance	The chatbot includes automated indexing and version control, enabling efficient updates and traceability of content changes. Documentation was developed during the refinement phase in June 2025.	
Disengagement	The chatbot is currently deployed for internal use only, which limits exposure in the event of failure.	
Performance Metrics and Results	Results include faster more consistent responses to policy questions, reduced support burden for staff, and improved	



	access to accurate information. These outcomes support better service delivery and more consistent advice.
--	--