

AI Use Cases in the DTA Lifecycle Stage of Operate as of 30 August 2026

Title	Description	Purpose	Domains	Accountable use case owner	Technical category	DTA lifecycle stage
CLIKChat	An internal chatbot that summarises information from three publicly available government sources - Consolidated Library of Information and Knowledge, Department of Veterans' Affairs and Repatriation Medical Authority. It does not access veteran records or personal data and does not make decisions or recommendations.	Help staff locate and understand official policy and procedural information more efficiently.	Policy and legal	Deputy Commissioner QLD	Generative AI; Natural Language Processing	Operate
Microsoft 365 Copilot (licensed version)	A licensed Microsoft 365 AI assistant provided to a limited number of DVA staff to support professional productivity within Microsoft 365 application.	Support staff productivity and efficiency through AI-assisted capabilities within Microsoft 365.	Corporate and enabling	Chief AI Officer	Generative AI	Operate
Statistical modelling and horizon scanning	Uses machine-learning algorithms to support data analysis and horizon scanning.	Support data analysis and horizon scanning to identify trends and emerging issues.	Corporate and enabling	Chief AI Officer	Machine Learning	Operate
Writing clarity tools available through Microsoft products	AI-enabled writing tools support spelling, grammar and punctuation checking.	Improve the clarity and quality of written material.	Corporate and enabling	Chief AI Officer	Natural Language Processing	Operate
Microsoft 365 Copilot Chat	Provides research, idea generation and writing assistance, with DVA-specific safeguards ensuring no data is shared with public large language models.	Support staff research, idea generation and writing assistance within DVA safeguards.	Corporate and enabling	Chief AI Officer	Natural Language Processing	Operate
AI-enabled website search	AI-enabled search capability that only accesses published information.	Help users find relevant published information on the DVA website.	Service delivery	Assistant Secretary of Communications Branch	Natural Language Processing	Operate
Semantic Text Analysis	Semantic Text Analysis uses an advanced form of keyword matching to interpret unstructured MyService text responses provided by DVA clients when submitting claims to support presumptive liability of certain conditions, with staff always retaining responsibility for analysis and decisions relating to claim outcomes.	Support claims analysis by identifying relevant information in unstructured MyService text responses.	Service delivery	Assistant Secretary of Digital Strategy and Planning Branch	Natural Language Processing	Operate
GovAI Chat Alpha	A general-purpose generative AI assistant developed by the Department of Finance for APS staff. DVA participated in the alpha trial to test its use for written and analytical work using publicly available and OFFICIAL information.	Support staff productivity and efficiency in written and analytical work.	Corporate and enabling	Department of Finance	Generative AI; Natural Language Processing	Operate