



Office of the Victorian  
Information Commissioner

## INFORMATION FOR THE PUBLIC

---

# Before you rely on AI: what to know

Many people are choosing to use Generative Artificial Intelligence (**Generative AI**) to help them with everyday tasks.

For example, you might use a Generative AI tool to help understand a letter or email from a government agency, or to help write a response to the agency.

Examples of commonly used Generative AI tools are:

- ChatGPT
- Google Gemini
- Microsoft 365 Copilot
- Grok
- MetaAI
- Hear Me Out

OVIC is aware that Generative AI tools can help you write to government agencies, but you should know that:

- Any information you type into or share with a Generative AI tool may be used or shared with others. The information may be shared by the company that owns the Generative AI tool, without your knowledge.
- Once you enter information into a Generative AI tool, you may not be able to get it back or have it deleted.
- The information a Generative AI tool gives you is not always correct. For example, it might be wrong about the law that applies to your matter, or it might suggest a process or action that does not exist.
- Generative AI tools may give you responses that lack the detail or context a government agency needs to address your matter. This means you may have to explain yourself more than once, and it may take longer for the government agency to progress your matter.

## Tips for using Generative AI tools

- Be careful about sharing any personal information (or confidential information) with a Generative AI tool. The information may be stored by the company that owns the tool and used or shared somewhere else without your knowledge for purposes you cannot control.
- Where available, change the settings in the Generative AI tool to opt-out of sharing the chat history. This stops your conversations and information being saved and used or shared by the company that owns the Generative AI tool.
- Check the information you get from the Generative AI tool is correct before using it. For example, if the Generative AI tool gives you information about an agency's complaint handling process, you should check it is the same as the information on the agency's website.
- Use the response the Generative AI tool gives you as a guide to follow when contacting government agencies. Add your own words and reasons, or summarise the information where you can, to make sure what you give to the government agency is true and accurately captures your concerns.

## More information about AI tools

If you want to understand more about AI tools, OVIC has more AI resources on its [website](#).