

Victorian Trades Hall Council (VTHC) is the peak body for unions in Victoria. It provides industrial and OHS support to affiliated unions and runs campaigns to promote the interests of Victorian workers.

VTHC operates a multilingual OHS assistant chatbot, [Ask RenataBot \(ARB\)](#), available 24/7 to provide general OHS advice. Users can interact with ARB without logging in or subscribing, and all conversations are anonymous by default. Users may also request a human follow-up, and this is the only circumstance under which personal information (a name and email address) must be provided.

ARB is currently powered by Chatbase. Chatbase has been a useful starting point, but it's a third-party tool with limitations on customisation, reporting and scale.

We are looking to build a custom chat interface that integrates directly to Claude's API and will allow any affiliated union to create their own skin and messaging. One system, many faces, built and owned by the union movement to help workers fight for safe and healthy workplaces.

Here's what we would like the interface to do:

- **Display the chat window** - the window users see and type into
- **Send messages to Claude** and receive answers back, using the already existing training
- **Show each union's branding** their logo, colours, name
- **Open and close with a custom welcome/closing message** specific to each union
- **Surface relevant links** at the end of each conversation, tailored to each union
- **Be scalable** so spinning up a new union's version is quick and straightforward, not a whole new build each time. Unions should choose have the option to ask for more personal information (i.e. mandatory name/email).
- **Provide analytics** dashboard with total conversations, messages, select date-range, topics, industry that can be filtered by interface
- **Address privacy concerns** to ensure data handling and analytics will be designed in line with union privacy principles and applicable legal obligations

- **Review conversations** to allow the chatlog to be reviewed by a human with the ability to annotate or correct responses.
- **Include an in-chat rating form** currently ARB has a smiley face rating system integrated on the hosting page, not the chat interface itself
- **Offer a follow-up from a human organiser** through a lead collection prompt at the end of the interaction

We are looking to partner with a member of Professionals Australia who has relevant experience in implementing the above changes and a commitment to union values.

Funding is available to support this work with the final amount to be determined based on the proposed scope and delivery approach.

If you are interested, please contact us by filling in the attached form.

We'll be in touch soon to talk next steps. In the meantime, if you have any questions, contact Massimo at [mcalosi@vthc.org.au](mailto:mcalosi@vthc.org.au).

In solidarity,

The VTHC OHS Team