

V1.1 | 2024



# Get Started With AI

A Guide for CHSP Providers

WRITTEN BY:

George Gouzounis

Aged Care Sector Support Coordinator

culturalQ Training Facilitator

# Table of Contents

---

About Multicultural Communities Council of SA	<a href="#"><u>3</u></a>
About This Guide	<a href="#"><u>4</u></a>
How Generative AI Works	<a href="#"><u>5</u></a>
Treat AI as your New Co-worker	<a href="#"><u>6</u></a>
Part I: The 10 Steps for Writing Better Prompts for AI	<a href="#"><u>8</u></a>
Part II: Prompt Writing Examples	<a href="#"><u>11</u></a>

---

This publication has been developed under MCCSA's Sector Support and Development Service, which is funded by the Australian Government Department of Health and Aged Care, under the Commonwealth Home Support Program (CHSP). Sector Support and Development's primary objective is to support, develop and strengthen the home support service system and enable CHSP service providers to operate effectively in line with the objectives of the CHSP and within the context of the broader aged care system.

Disclaimer: Although funding for this Service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.



Multicultural Communities Council of South Australia

Established half a century ago, Multicultural Communities Council of South Australia (MCCSA) is the peak body serving, empowering and advocating for the culturally and linguistically diverse (CALD) communities of South Australia.

**OUR VISION**

An equitable, cohesive and thriving South Australia.

**OUR MISSION**

MCCSA will support and advocate for all people from CALD backgrounds to realise their potential as active contributors to the economic, social and cultural life of South Australia.

**KEEP IN TOUCH:**



---

**THIS GUIDE HAS BEEN WRITTEN BY:**



**George Gouzounis**

George is the Aged Care Sector Support Coordinator at the Multicultural Communities Council of SA as well as a Cultural Intelligence trainer for culturalQ. An avid AI enthusiast, he organised the inaugural seminar introducing AI to CHSP Service Providers a mere four months after the initial ChatGPT launch.

# About This Guide

Welcome to your essential guide on unlocking the potential of generative AI for CHSP service providers in Australia. From unraveling how generative AI works to mastering key insights about working with AI, we'll simplify the process without delving into technical details.

As office staff, board members, and executives, you have a lot on your plate. By using generative AI, you can streamline your workload and automate repetitive tasks, which means you can spend more time focusing on the important work of delivering quality care and supporting your communities.

This guide is derived from the insights gained during the various seminars conducted by the Multicultural Communities Council of South Australia in 2023, where AI was introduced to CHSP Service Providers.

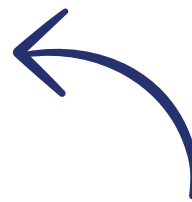
By using this guide, you will discover the secrets of crafting effective AI prompts, together with examples. As we explore the journey from brainstorming to implementing strategies, this guide can be your companion in navigating the evolving landscape of generative AI.

It's a dynamic resource designed to bridge the gaps between your expectations and the outcomes you desire from generative AI tools. Prepare to boost your tasks without compromising quality. Start exploring the dynamics of AI today!

# How Generative AI Works

(in 100 words or less)

Generative AI is a special kind of artificial intelligence that crafts original content and information autonomously. It can create images, videos, audio, and written text by studying existing content, known as a dataset. By grasping the patterns and structures within this data, it invents fresh creations. Employing algorithms and data, it generates innovative ideas and solutions, adding value to organisations. This technology is versatile, aiding in the development of marketing materials, research, getting or analysing customer insights, and much more. In essence, generative AI is a creative powerhouse, giving organisations an edge in various endeavours.



---

## THE PROMPT WE USED TO GET THIS ANSWER IN CHATGPT:

We're writing a guide on how to use AI. This guide will be used by employees of CHSP service providers in Australia. In 100 words or less, explain to me how generative AI works. Use simple words.

# Treat AI as your New Co-worker

A well-crafted prompt helps the AI assistant fill the gaps between its existing knowledge and your expectations.

AI may be an incredibly powerful technology, but it lacks judgment and common sense. When using AI assistants, it is always good to treat them as “newbies” at whatever area or task you are about to ask them to help you with.

Let’s say you ask a co-worker to “sort afternoon tea for the board.” In your mind, and as you have worked in the organisation for a few years, you know that this means to arrange coffee and tea as well as cupcakes and apples from the grocery store around the corner, enough for the 7 board members to enjoy during their scheduled afternoon meeting at 3pm.

If the co-worker has also been in the organisation for a long time, then you can assume they know what you are talking about. But for a new co-worker who has just started, you may need to explain:

- That as per your budget, “afternoon tea” includes these specific offerings (coffee, tea, cupcakes, apples)
- That the coffee machine in the board room needs to be turned on at least 20 minutes before the board members arrive
- That the meeting starts at 3pm
- Where the grocery store is
- How many board members they are catering for

Without proper guidance, your new co-worker will sort afternoon tea based on what knowledge they already have, or are able to find by searching online. For example, if their previous workplace had 13 board members, and the afternoon tea included a selection of savoury finger food which was ordered through an external caterer, you should expect that this is the spread you’d find in the board room.



Similarly, if AI lacks some or all of the above knowledge, it'll use pattern recognition to give its best guess as to what you want. But because AI lacks judgment and common sense, in most circumstances, the result you will get will not fit what you require.

So, in order to get the AI on the same page as you, use the right prompts, give information, and keep it clear. Pretend it's a newbie, and lay out every detail. This will help ensure that your AI understands the task and can perform it correctly.

## Check, Check, and Check Once More

Despite their impressive capabilities, AI tools are not foolproof and may, at times, produce content with a high degree of confidence that may lack accuracy. The message is straightforward: always conduct a thorough fact-check. This is crucial particularly when AI outcomes refer to or quote external sources.

The strength and creativity of AI should be met with a steadfast commitment to fact-checking. As you navigate the landscape of generative AI, making fact-checking a habit will reinforce the role of generative AI as a valuable aid.

### **THE PROMPT WE USED TO GET THIS ANSWER IN CHATGPT:**

Write two short paragraphs, which will form part of a guide for CHSP professionals. Use simple language and casual tone. Highlight the limitations of AI tools in generating accurate content and the importance of fact-checking.



# Part I: The 10 Steps for Writing Better Prompts for AI

Follow these guidelines to harness the full potential of AI tools while ensuring impactful and responsible use within your organisation.

1

## Understand Each Tool's Strengths

Understand the capabilities of the specific AI tool you're using. For instance, ChatGPT is good at summarising information and creative writing, whereas Copilot is better at giving you up-to-date data. Currently, leading AI applications like Copilot, ChatGPT, and Gemini specialise in different areas. Each application offers unique strengths, depending on your needs.

 Gemini

Google Gemini focuses on fact-based tasks, excelling in research and knowledge retrieval. It is also good at accurate reasoning and offers different perspectives.



ChatGPT is known for its creativity and engaging story creation. It is best used for content generation (emails, letters, newsletters, and many more), brainstorming and idea development and it can tailor its responses to your preferences and specific requests, making its outputs feel unique and relevant.



Microsoft Copilot combines accurate reasoning with facts, providing insightful responses across diverse topics.



2

### Be Clear and Specific

Provide precise instructions in your prompts. Instead of vague queries, ask specific questions or request information in a detailed format. The clearer your prompt, the more relevant and insightful the response will be.

3

### Use Examples

Include examples or specify the desired response format. This helps the AI model better grasp your expectations and generate relevant content.

4

### Converse with the AI

Refine your prompts based on initial responses. Don't settle for the first answer; iterate by rephrasing, adding context, or asking follow-up questions to achieve desired outcomes.

5

### Think Creatively

Explore the AI's diverse capabilities. Use it for creative tasks like creating social media content, brainstorming ideas for fundraising campaigns etc.

6

### Fact-Check and Verify

AI assistants are learning, so verify information with trusted sources. Double-check facts before making decisions based on AI-generated content.

7

### Mitigate Bias

Be mindful of biases in prompts and model training data. Use neutral language to avoid influencing outcomes and ask unbiased questions.

8

### Customise Output

Experiment with AI settings. Many models, allow customisation of tone, style, and length. Tailor the output to suit different needs, such as a formal tone for proposals or a casual voice for newsletters. You may also ask for an answer to be exported in a specific way, e.g. bullet points, or in table.

9

### Check for Spelling Errors

Remember to always review texts for spelling errors as AI generators predominantly use American English, and they have trouble transitioning to Australian English spelling.

10

### Know the Limits

Focus on tasks within the AI's capabilities. While powerful, AI may not handle complex problems, and it is unable to make decisions. It excels at tasks like data analysis, creative writing, and summaries.

## Discover what prompting approach works for you

There isn't a single "correct method" for writing prompts and engaging with generative AI. Below, we share three prompting styles that work for different users.

### Basic Prompt

In this approach, you come up with a quick AI prompt and let your AI tool generate initial output.

Then you copy and paste the text into another application, such as Word, and edit it there.

### Build-As-You-Go

In this style, you begin with a basic prompt, review the initial output, and refine the prompt by adding examples, context, and parameters until you achieve usable results.

### Detailed Crafting

In this approach, you generate a "rich" prompt that includes lots of information, examples, and parameters. Doing this usually takes much longer time, but the AI output is often better at the first go.

# Part II: Prompt Writing Examples

Explore practical applications and case studies to gain insights into effective prompt writing.

1

## Writing a Policy for Handling Complaints

### Instead of this prompt:

Create a policy for handling complaints.

### Maybe try this prompt:

Develop a CHSP policy outlining the process for assessing and resolving client complaints, ensuring a person-centred approach, compliance with relevant regulations, and promoting continuous improvement in service delivery.

### Or even better, this prompt:

Develop a comprehensive CHSP policy on the assessment and resolution of complaints. Consider incorporating a step-by-step procedure for complaint handling, mechanisms for feedback collection, staff training on conflict resolution, and strategies for proactive communication to prevent recurring issues. Align the policy with the Aged Care Standards, particularly the person-centred approach, and highlight the importance of confidentiality and a culture of continuous improvement in service quality. Make this relevant to our organisation, the [insert organisation name], and incorporate our following organisational values: [paste relevant organisational values].

2

## Writing a Job Description for a Carer

### Instead of this prompt:

Write a job description for carers in aged care.

### Maybe try this prompt:

Write a job description for carers in aged care, emphasising the importance of compassionate patient care, assistance with daily activities, and effective communication with elderly individuals. Include requirements such as relevant certifications and ability to work in a team.

### Or even better, this prompt:

Develop a comprehensive job description for carers in aged care, highlighting responsibilities such as providing personalised and dignified care to elderly residents, assisting with activities of daily living, and fostering a supportive environment. Include requirements for relevant certifications (minimum Cert IV in Individual Support), strong interpersonal skills, and an understanding of the unique needs of the ageing Australians. Make this relevant to our organisation, the [insert organisation name], and mention that those who can speak [insert language] or have experience working with [insert culture] are particularly invited to apply.

3

## Drafting an Email to Clients

### Instead of this prompt:

Write an email to let clients know that from next month the weekly support group on Tuesdays will start at 2 instead of 3pm.

### Maybe try this prompt:

Write a short email to communicate a change in the Tuesday support group schedule. Explain that, beginning next month, the sessions will kick off at 2:00 PM instead of 3:00 PM. Write in a friendly tone, and wish them well for the upcoming public holiday [insert public holiday]. Offer assistance for any concerns or adjustments they might need to make due to the new timing.

4

## Creating a User Guide for New Staff

### Instead of this prompt:

Write a user guide for the client visit logs app that we use.

### Maybe try this prompt:

On behalf of [insert name of your organisation] develop an in-depth and user-friendly guide for new staff members (care workers) to use the client visit logs app, [insert name of the app]. Structure the guide to cover essential tasks such as logging visits and updating client notes. Include troubleshooting sections for common issues. Use simple language and ensure you present “step-by-step” instructions.

5

## Generate a Meeting Template

### Instead of this prompt:

Create a meeting agenda template for our board of directors.

### Maybe try this prompt:

Create a comprehensive meeting agenda template for our board of directors at [organisation]. Structure the template to include sections for approval of previous minutes (needs to be approved by two board members), meeting details, key agenda items with allocated timeframes and presenter names. These are the key items so far: [include items]

6

## Writing a Newsletter Article on Falls

### Instead of this prompt:

Write me an article about falls prevention.

### Maybe try this prompt:

Write an informative article on falls prevention among older adults. Include key statistics preferably from Australia, common risk factors, and general preventive measures. Emphasise the importance of proactive actions to reduce the risk of falls and encourage a healthy lifestyle for the ageing population. This article is to be published in a printed newsletter, so it needs to be long form.

# Fear not.

This guide is your gateway to unlocking a world of possibilities for your CHSP organisation.

Discover how the power of generative AI tools can transform your operations, streamlining workflows and enhancing service delivery like never before.

Embrace AI as a catalyst for your vision and voice. Its collaborative power will fine-tune your communication skills, opening doors to creative potential you never imagined.



Multicultural Communities Council of South Australia