AI for RFPA Members

Benefits, pitfalls, a simple safety checklist and example prompts (take-home)

What AI can help with

- Drafting and polishing messages (emails, letters, newsletters) in plain English.
- Summarising long documents and meeting notes into key points and actions.
- Planning trips and outings (itineraries, packing lists, budgets).
- Learning tech tasks step-by-step (iPhone/PC how-to guides).
- Explaining topics in simple terms (including "explain like I'm 70").

Good habits when using AI

- Ask for short answers first, then follow up for detail.
- Request a checklist or steps you can tick off.
- Ask it to show assumptions and offer options.
- For anything important, verify with a trusted source (see checklist).

Common pitfalls

- Confident mistakes: AI can sound certain while being wrong.
- Privacy: anything you type may be stored or used to improve systems (depending on settings).
- Scams: criminals use AI to write convincing messages and imitate voices (voice cloning).
- Deepfakes: fake videos/audio of public figures or family members asking for money.
- Over-sharing: uploading photos/docs can expose personal details.

Safety checklist (print and keep)

- **STOP** if money, gift cards, urgency, secrecy, or pressure is involved.
- **VERIFY** via a trusted channel: call back using a number you already have (not the one in the message).
- **DON'T SHARE** passwords, codes, licence/Medicare numbers, banking details, or copies of IDs.
- **CHECK LINKS**: go to the organisation's website yourself (don't click) or use bookmarks.
- **USE 2FA** (two-factor authentication) on email, banking, social media. Keep devices updated.
- **FAMILY SAFE WORD**: agree on a word/phrase so you can confirm it's really them.

If you suspect a scam: Stop. Don't send money. Save screenshots. Contact your bank immediately. Then report to Scamwatch (ACCC), the Australian Cyber Security Centre (ReportCyber), and/or IDCARE (identity and cyber support). **Tip:** If AI gives health, legal or financial advice, treat it as information only and confirm with a qualified professional.

Everyday AI Prompt Examples

For RFPA Members: copy/paste prompts. Replace text in [brackets].
Use Microsoft Copilot, ChatGPT, Claude or another Ai tool

Tech help

- My [device] is doing this: [describe]. Give step-by-step fixes (simple first).
- Explain this error message and what I should try next: [paste].
- Recommend safe, free software for [task] and what to avoid.

Quick tips

- Start with: goal + context + format. Example: "Write a 6-bullet summary for retirees in NSW."
- Ask for options: "Give me 3 choices" or "Show a table".
- Add constraints: budget, time, mobility, location, tone.

Writing & everyday messages

- Rewrite this to be friendly and clear (under 120 words): [paste].
- Write an email: subject + 5 short paragraphs + a clear request: [paste notes].
- Make 3 versions (formal / casual / very short): [paste].
- Turn this long text into a polite SMS (max 2 sentences): [paste].

Planning & checklists

- Plan a simple day out in [suburb/city]: easy parking, toilets, minimal walking. Give 3 options.
- Create a packing list for a 3-day trip to [place] in [month].
- Make a weekly routine with exercise, meals, and errands for a [age]-year-old.
- Create a shopping list from this recipe and group by aisle: [paste].

Scam & deepfake safety

- Assess this message/call script for scam red flags and safest next steps: [paste].
- Write a "family safe word" plan for urgent money requests (simple rules).
- Give a checklist to verify a "bank/ATO/police" caller before I act.
- Write a firm refusal script: "I don't do banking on the phone."
- Privacy reminder: never share passwords, codes, account numbers, or full ID details.

Learning & curiosity

- Teach me [topic] like I'm new to it, with steps and a quick recap.
- Make a 10-question quiz on [topic] and mark my answers.
- Summarise this article in 5 points and define jargon: [paste].

Understanding letters, policies & forms

- Explain this letter in plain English and tell me what I must do (deadlines first): [paste].
- Summarise this policy in 6 bullet points and list any fees/conditions: [paste].
- Draft a short reply asking for clarification about: [topic].

Try these safe starter prompts

- "Rewrite this message more clearly and politely: [paste text]"
- "Summarise this document into 5 key points and 5 actions: [paste text]"
- "Create a simple checklist for: renewing my membership / planning a trip / setting up 2FA"