

Practice Bulletin



Defensible Documentation

Recently in the media there has been a focus on AI Generated Content and Apps that can assist people with completing educational assignments, books, social media posts etc.

If you are not aware, these AI Apps generate content from a potentially endless range of online sources. Content is generated in response to some words or parameters provided by the user.

Some AI Apps that you may have heard about include, but are not limited to:

Chat GPT	Jasper Chat.	HuggingChat.	Quora Poe
Microsoft Bing.	Chatsonic.	Pi	Writesonic
Perplexity AI.	Claude 2.	OpenAI	
Google Bard AI.	Llama 2.	Playground	
		GitHub Copilot X	

While AI Generated Content can be used in innovative and creative ways there are some inherent risks with the use of these apps that you may not be aware of:

- There have been serious concerns raised regarding the source information that is used to generate content including allegations of breaches of copyright and that the information generated is a form of plagiarism as it is not properly referenced.
- To be able to generate content the apps need to source as much base resource material as possible they do not always take the time to audit this material or to seek permission to use this material.
- Information entered into any open access platforms or AI Language models may be shared with other companies/platforms and has the potential to lead to identify fraud/hacking, etc.

Client information **must not** be entered into an AI Generated Content apps or platforms, and these **must not** be used to generate client documentation, such as, Individual Support Progress Notes, Individual Support Plan or Riskman reports, etc. Endeavour Foundation has a responsibility to maintain the privacy and confidentiality of client information, and using these platforms can breach these requirements.

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A person-centered framework should be applied when developing client specific documentation and a collaborative process implemented between clients and staff. Using AI Generated Content apps or platforms produces generic information that is not specific to the client, their skill development or their supports.

Endeavour Foundation is required to produce defensible documentation, which means, documentation that is legally defensible if called as evidence in a court of law. Some principles of defensible documentation:

- Use factual objective language only, never subjective language.
- Factual and specific representation of what the author observed or actions the author took.
- Handwritten documentation is to be legible.
- Do not use white out or scribble something out.
- Use clear and concise language.
- Documentation is signed (manually or electronically on PDF) when writing a report outside of a system you log in to (e.g., Riskman).

This Practice Bulletin also aligns with the principles of the Endeavour Foundation AI Governance and Use Policy (draft).



Facts – see, hear, smell, touch



Actions taken – what the client or you have done



Communication – who did you tell and how (in the event some information needs to be passed on or up lined).



Time(s) – have you got the time to properly write your report, write in the sequence of what happened, and in a timely manner

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