

Navigating AI in the Community Services Sector

A collaboration with RMIT

The BPIFVP was honoured to collaborate in June with some wonderful minds at **RMIT** on the very topical issue of AI.

We discussed how AI systems function and why the technology is evolving at such an accelerated pace, and particularly for our sectors, how AI is being weaponised in cases of family & sexual violence, such as through deepfakes.



Dr Elham Naghizade



Dr Alexandra Ridgway



Dr Gemma Stevens



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Thank you to RMIT for collaborating with the Partnership to deliver an insightful and essential session

Navigating AI in the Community Services Sector

What did we learn?

AI is software that learns patterns from examples, rather than from step-by step rules. Give it enough examples and it will generalise when faced with previously unseen cases.

Today's systems do not just predict words. They hold knowledge, take actions, and carry out multi-step tasks.

But by absorbing billions of sentences it also absorbs societal bias and stereotypes.

AI is a mirror of our world

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AI and family & sexual violence

AI apps are easy to find, use and are often free, allowing people to digitally remove clothing from existing images. They can go further, altering images and manipulating voices, gestures and more.

AI software can create completely fake images and porn. Most AI deep-fakes are created by former intimate partners. Most perpetrators are male including those threatening to share AI generated images.

The impacts of deep-fakes can be devastating for the individual depicted but are often minimised because “they’re not real”

AI can mirror the drivers of gendered violence

Dr Gemma Stevens is a recent PhD graduate and works as a research assistant at the Social Equity Research Centre at RMIT University. Her doctoral research examined victim-survivors of image-based sexual abuse and their experiences seeking justice through reporting and help-seeking pathways



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AI and our sectors

Community services sectors don't need to jump on the AI bandwagon. Instead, we need to make thoughtful, empowered decisions about whether we want AI to be utilised in our work. We need to remember, we don't need to use AI - it is a choice.

There can be a push or sense of urgency to 'embrace AI' but the issues and complexities need to be considered. AI can provide flawed, biased and misinformed information.

Let's not lose sight of the importance of **slow thinking** especially in our sectors where our decisions can have significant impacts on clients. AI shouldn't be the 'quick fix'

AI can be like a microwave meal - quick but lacking in substance

Dr Alexandra Ridgway is a Lecturer in Criminology and Justice Studies at RMIT University and a Fellow with the Centre for Criminology at the University of Hong Kong.. Her recent work examines how technology and AI are transforming regulatory systems, practitioner practice, and personal relationships.

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What next?

Blanket bans on AI in our workplaces are also not the answer.

Start with the problem, not the technology - is AI something that can benefit your workplace and your clients? Put people at the heart of decision making not AI

Create an AI Policy aligned to your organisation's values

Great resources are available at:

<https://www.ai.gov.au/practical-guides-and-learning/planning-tools-and-templates>

<https://www.gradientinstitute.org/education-resources>

<https://www.communitydirectors.com.au/tools-resources/artificial-intelligence>

Stay in touch to hear more about our collaboration with RMIT!



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