RMIT Classification: Trusted

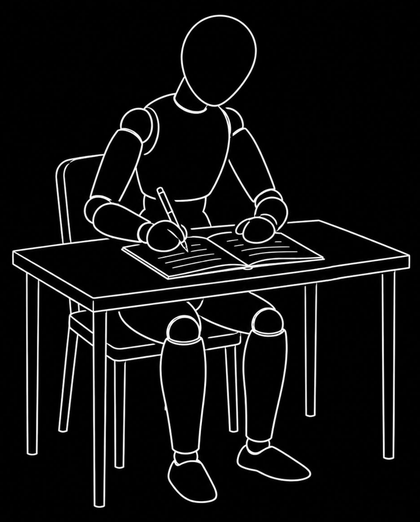
GenAI in Social Work Case Documentation

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A. ABSTRACT

Case notes record interactions, support continuity of care and communicate clients' experiences and needs. Generative artificial intelligence (GenAI) may help social workers write these records, but its usefulness depends on their work practices and professional responsibilities. This research explores how practitioners assess GenAI, where they find it useful and what influences their decisions to adopt it.

The research organised multiple workshops and explored social work practitioners' documentation practices and responses to AI demonstrations. The ongoing analysis examines four areas: workflows, perceived usefulness, risks and conditions for adoption. It distinguishes participants' experiences of using GenAI from their suggestions about how demonstrated tools might be useful.



B. SOCIETAL RELEVANCE

Case notes shape how clients are represented and how care and service decisions are communicated. The project examines how documentation support can protect client voice, privacy and professional accountability.

C. STAKEHOLDER INVOLVEMENT

Workshops are used to explore social work practitioners' existing recording practices and responses to AI demonstrations. Their accounts inform GenAI's utility and risks in writing up case notes.

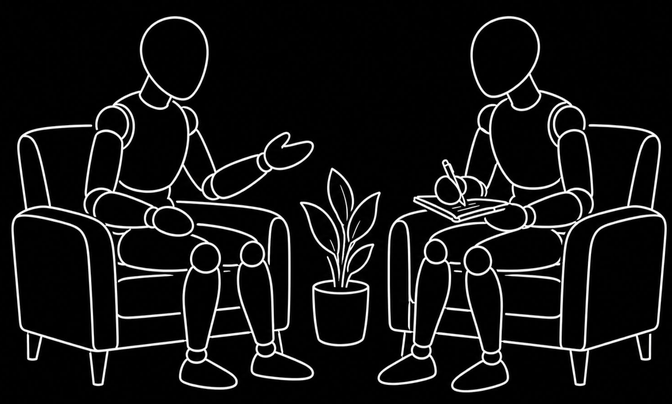
D. FOCUS AND GOALS

This research examines how social work practitioners use and assess GenAI for case documentation, including how existing workflows, perceived benefits, risks and organisational requirements shape their adoption of GenAI.

The goal is to identify where AI writing assistance could support practitioners and what conditions would make its use appropriate. These insights could inform future tools that preserve client voice and support professional judgement and accountability.

E. MAXIMISE IMPACT

This research could inform the design of future AI writing tools for social work practitioners by identifying how they currently use, assess and decide whether to adopt GenAI. Findings about existing documentation workflows, perceived benefits and concerns could guide existing or future writing assistance tool that fit practice needs, preserve client voice and support practitioner review. Sharing these findings could help ensure that writing tools reflect practitioners' experiences and support their professional judgement and responsibility for the records they produce.



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