

A woman with brown hair tied in a bun is sitting at a desk, looking down at a laptop. The desk is cluttered with papers, a mug, and a small potted plant. In the background, there is a window with a view of a brick building, a lamp, and a bulletin board with several papers pinned to it.

ORION GROUND CONTROL

PRACTICAL WORKBOOK FOR AUSTRALIAN SMALL BUSINESS

The Small-Business AI First-Win Workbook

Find one useful, low-risk task to improve with AI, then build a prompt and review process you can reuse.

Do not start with a tool. Start with an annoying task.

This workbook helps you choose one narrow piece of work, test AI on a safe example and decide whether the result deserves to become part of your business.

Your finish line

One reusable AI brief, one reviewed example and one seven-day test. You do not need to automate anything or learn every AI platform.

Use the workbook in this order

1

Find

Name the repeated task that costs attention or time.

2

Filter

Check frequency, repeatability, human review and risk.

3

Brief

Give AI context, verified source material and constraints.

4

Measure

Test it more than once, including rework and rejected outputs.

Important: AI can produce a fluent answer that is still wrong. You remain responsible for checking every output before using it.

What work keeps stealing your attention?

Tick tasks you repeat. Add your own. Do not judge whether AI can help yet.

☐ Drafting routine customer emails

☐ Turning rough notes into clean summaries

☐ Writing quote or proposal cover messages

☐ Creating first-pass social posts

☐ Responding to common questions

☐ Converting meetings into action items

☐ Structuring an internal procedure

☐ Comparing options or suppliers

☐ Preparing a weekly update

☐ Rewriting text for tone and clarity

☐ Brainstorming from an approved brief

☐ Other:

Choose your top three

Task	How often?	Minutes each time?	Why is it annoying?

Pick a task that is useful and safe to test.

Score each candidate from 1 to 5. For risk, 1 means low risk and 5 means high risk.

Candidate task	Frequency	Friction	Repeatable	Easy to check	Risk

Strong first win: frequent, annoying, recognisable pattern, quick human review and low consequence if the first draft is poor.

Avoid these as your first test

- ☐ Legal, financial or health conclusions
- ☐ Employee discipline or hiring decisions
- ☐ Anything requiring confidential records

- ☐ Tasks you cannot personally verify
- ☐ Rare work with no repeat value
- ☐ Customer promises based on guesses

My first-win task

EXAMPLES

Small wins look different in every business.



Trades: turn de-identified job notes into a clean internal summary or quote-cover draft.



Property: structure verified inspection notes or draft an owner update for human review.



Professional services: convert meeting notes into actions or build a first-pass proposal structure.

Before using any example

Remove names, contact details, addresses, account numbers, identity documents and anything you are not authorised to disclose. Follow your contracts, professional duties, workplace policy and the AI tool's data settings.

Describe your chosen task

What starts the task?

What approved information goes in?

What output do you need?

Who checks it before use?

Use a traffic light before you paste.

Green

Public information, published service descriptions, generic examples and blank templates.

Usually suitable for a first test.

Amber

Internal information that has been de-identified and approved for the selected tool.

Stop and check when uncertain.

Red

Passwords, payment data, identity documents, health details, legal files, employee matters and unredacted client records.

Do not paste.

This is a practical starting rule, not legal advice. Your privacy obligations, contracts, professional duties and workplace policy still apply.

My prohibited inputs

Who can approve an uncertain input?

Give the tool a proper job brief.

CONTEXT

What situation is this for?

TASK

What exact output is required?

SOURCE MATERIAL

Which verified facts may it use?

CONSTRAINTS

Tone, length, format and exclusions?

CHECK

What must it flag instead of guessing?

Add this boundary

Use only the facts supplied. If a required fact is missing, label it clearly instead of inventing it. Return the result in the requested format, then list anything a human should verify.

Never mistake fluent for finished.

Use the HUMAN check before a material output reaches a customer, employee or business decision.

H

Has it used only approved facts?

U

Unsupported claims or missing evidence?

M

Matches the meaning, tone and audience?

A

Appropriate to share and act on?

N

Named human owner approved the final version?

Test record

What was useful?	What was wrong or weak?	What must change in the brief?

Measure repeated use, not one impressive demo.

Use	Date	Minutes before	Minutes with AI	Rework minutes	Keep, improve or reject?
1					
2					
3					
4					
5					

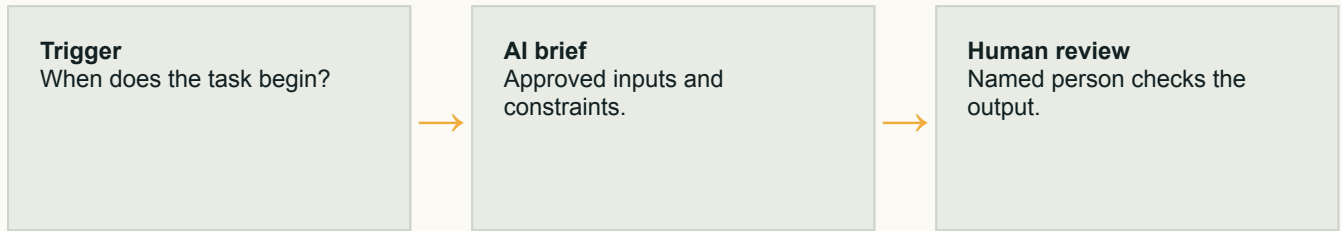
Keep
Repeated use, useful output, manageable review and positive net time.

Improve
Valuable task, but the brief or review process still causes rework.

Kill
Rare, risky, hard to verify or no improvement after rework.

What did the evidence show?

Keep the workflow only if it earns its place.



My decision

- ☐ Keep this workflow
- ☐ Improve and test it again
- ☐ Stop using it

My next action

Want help building your first workflow?

Orion Ground Control offers practical AI training for Perth and WA small-business owners: a guided starter course or a private one-to-one session using your real business tasks.

oriongroundcontrol.com/small-business-ai-training

Educational resource only. This workbook does not provide legal, financial, privacy, employment or professional advice.