

# THE FUTURE OF WORK: HOW CAN WE ADAPT TO SURVIVE AND THRIVE?



CHARTERED ACCOUNTANTS  
AUSTRALIA + NEW ZEALAND

## INDIVIDUALS, BUSINESSES AND POLICY MAKERS ARE EXPERIENCING A WAVE OF CHANGE.

Policy makers, businesses and individuals will need to lift their eyes to the horizon, and think about the best way to ensure continued prosperity in this uncertain future. For our economy to thrive, we need **a framework that will support a skilled, adaptable and agile workforce, with the right tools for success.**



**GLOBALISATION:**  
the world is getting smaller

An **OLDER** but more  
experienced **POPULATION**

**DIGITAL DISRUPTION:**  
more waves

The **PEER-TO-PEER  
ECONOMY**

The future of work will be shaped as much by the aspirations and perceptions of Australian employees as the demands of employers so we undertook a survey of over 1,400 Australian labour market participants.



Will technology  
**DESTROY**  
my job, or **CREATE** it?

**SUCCESSFUL BUSINESSES**  
will have diverse and  
**INCLUSIVE**



**CAREERS:** workplaces  
a winding path to  
**SUCCESS**



A job **FOR LIFE**, or  
a job **FOR NOW?**



**GLOBALISATION:**

is facilitating  
working  
**ACROSS**  
borders



Will my  
**GOALS**  
change?



**FURTHER EDUCATION**  
is now required to  
**SUCCEED**



**THE FUTURE OF WORK AND THE PRE-REQUISITES FOR SUCCESS WILL EMERGE OVER TIME.** It is clear that we need to be ready and willing to adapt to new circumstances and learn new skills. Governments and businesses should consider how to leverage experience while providing pathways for re-training and education.



Scan to download  
a copy of the paper.



### QUESTIONS FOR INDIVIDUALS

How will technology impact on your job? What skills will you need to succeed in a more automated economy?

How many careers will you have over your life?

Is it preferable to possess a specialised skillset or more generalist skills?

What types of education will be most valuable for you to pursue in the future?

To what extent are your goals and perceptions likely to change as your life circumstances change?

What are your unconscious biases? How can you act to counter these?

How will you compete in a global employment market? What is your value proposition?



### QUESTIONS FOR BUSINESSES

What are the manual tasks that could be automated in your organisation? How will you ensure that the skills of your employees remain relevant and useful?

Do you currently have, or will you develop, a strategy to combat higher turnover? How will your business recruit and retain in a higher turnover environment?

What value could you get from considering applicants who have qualifications in other fields?

How will you support professional development and formal education for your top talent?

Will you have strategies for attracting and retaining talent which are catered to different generations or stages of life?

How will you foster collaboration and inclusiveness in an increasingly diverse workforce?

What opportunities and challenges are created by access to a global labour force?



### QUESTIONS FOR POLICY MAKERS

How will you equip and enable those whose jobs are destroyed to continue in employment?

What are the institutional barriers to employment mobility?

How does school education provide transferable skills? Is the balance between generalist and specialist training right? How do we provide education which is agile enough to keep pace with changing needs?

Should government play a role in funding ongoing education? Are there certain individuals or forms of education that should be given priority?

What is your role in bridging the gap between perceptions and reality?

Do we need new strategies for encouraging and incentivising employers to invest in diversity?

Are our immigration and industrial relations systems sufficiently flexible and robust to accommodate a more global labour force?