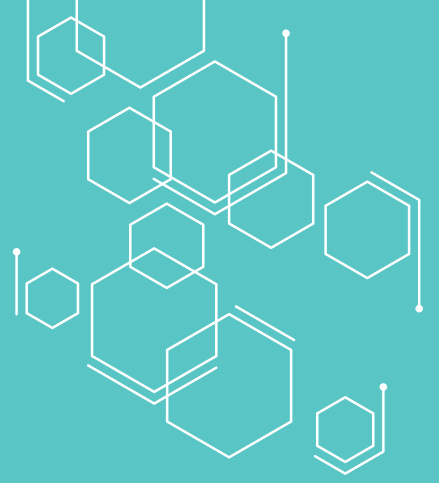





FUTURE of WORK



<p>DIMENSION</p>	<p>EMERGING FUTURE OF WORK TRENDS Considerations for Queensland businesses</p>	<p>INSIGHTS FROM QUEENSLAND BUSINESSES CCIQ Future of Work survey and consultation findings</p>	<p>FUTURE-FOCUSED ACTIONS NEEDED Government and business actions detailed in earlier sections</p>
 <p>Workforce: the labour and skills required at work</p>	<ul style="list-style-type: none"> • Automation and technological advancements will change many aspects of future work. • With future skills continue to evolve, future workforce planning should focus on skills and tasks required, instead of jobs. • Lifelong reskilling and retraining will be required for all employees in the future. 	<ul style="list-style-type: none"> • More than half of Queensland SMEs (51%) indicated moderate to critical impacts from automation in their future workforce. • 70% of Queensland businesses reported that stronger digital skills requirements and communication skills in their future workforce would be a moderate to critical impact for the future of their business. • Upskilling and retraining for staff are expected to have moderate to critical impact to 68% of Queensland businesses. • Attracting interstate and international workers is front of mind for businesses in addressing future workforce needs, having moderate to critical impact for 50% of Queensland businesses. The impacts are expected to be more severe for businesses outside of South East Queensland (62% businesses in North Queensland expect major or critical impacts of this factor on their future workforce). 	<ul style="list-style-type: none"> • Supporting technological advancements in Queensland businesses to provide innovative workforce solutions. • Ensuring workforce training and upskilling options are job-ready, accessible and supported. • Ongoing regional workforce planning and supporting access to skilled workforces.
 <p>Workplace: the location, operations and organisation of how we do work</p>	<ul style="list-style-type: none"> • The evolving digital engagement and e-commerce environment will require further integration and adoption in both the business community and government of all levels. • Remote working and flexible working arrangements will continue to be prevalent in the future workplace. • Digital workplace and digital management tools are evolving trends that will require further considerations from both businesses and policy makers. 	<ul style="list-style-type: none"> • 76% of Queensland businesses indicated availability of high-speed connection at their workplace would have moderate to critical impacts for their future workplace; 31% indicated this would have critical impacts for their workplace in the next five years. • 60% of businesses indicated moderate to critical impacts from flexible working arrangements. • Almost half (49%) of businesses expected impacts to their workplace from remote working arrangements in the near future. • 61% of Queensland businesses reported that digital engagement and e-commerce would have moderate to critical impacts on the future of their business. 13% indicated this would have critical impacts for their workplace in the next five years. • Almost half (49%) of businesses expected moderate to critical impacts of digital workplace management tools on their future workplace. 	<ul style="list-style-type: none"> • Investment in infrastructure to improve digital connectivity. • Holistic approaches to e-commerce and digitisation of business operations. • Adopting digital workplace management tools and processes.
 <p>Work life: the culture and meaning of work</p>	<ul style="list-style-type: none"> • Social support such as wellbeing and resilience support are expected to have an important role in the future work life of businesses, especially in times of crisis. • Worker's connection to the meaning and fulfilment of work is becoming increasingly more important, especially for upcoming generations. • Future work life for businesses will need to be inclusive, supportive and flexible enough to incorporate diversity needs of workers. 	<ul style="list-style-type: none"> • Mental health and wellbeing support is the top concern in future work life for Queensland businesses, expected to have moderate to critical impacts on 70% of businesses surveyed. 37% of businesses expected major to critical impacts from this factor. • Environmental footprints were considered impactful to 42% of Queensland businesses surveyed. This concern is especially important for large business: 30% of large businesses expected major or critical impacts of environmental footprints on their future work life. • Other top work life concerns that will have moderate to critical impacts for Queensland businesses include: <ul style="list-style-type: none"> – Personal development and career development for staff (59% of respondents) – Paid parental leave for all workers (55% of respondents) – Disaster insurance and support for workers (52% of respondents) 	<ul style="list-style-type: none"> • Ongoing accessible mental health support for businesses. • Supporting businesses to implement staff development initiatives that respond to the evolving work life needs. • Support Queensland businesses on their journey to becoming more sustainable and resilient. • Develop inclusive and diverse work life for all businesses.

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