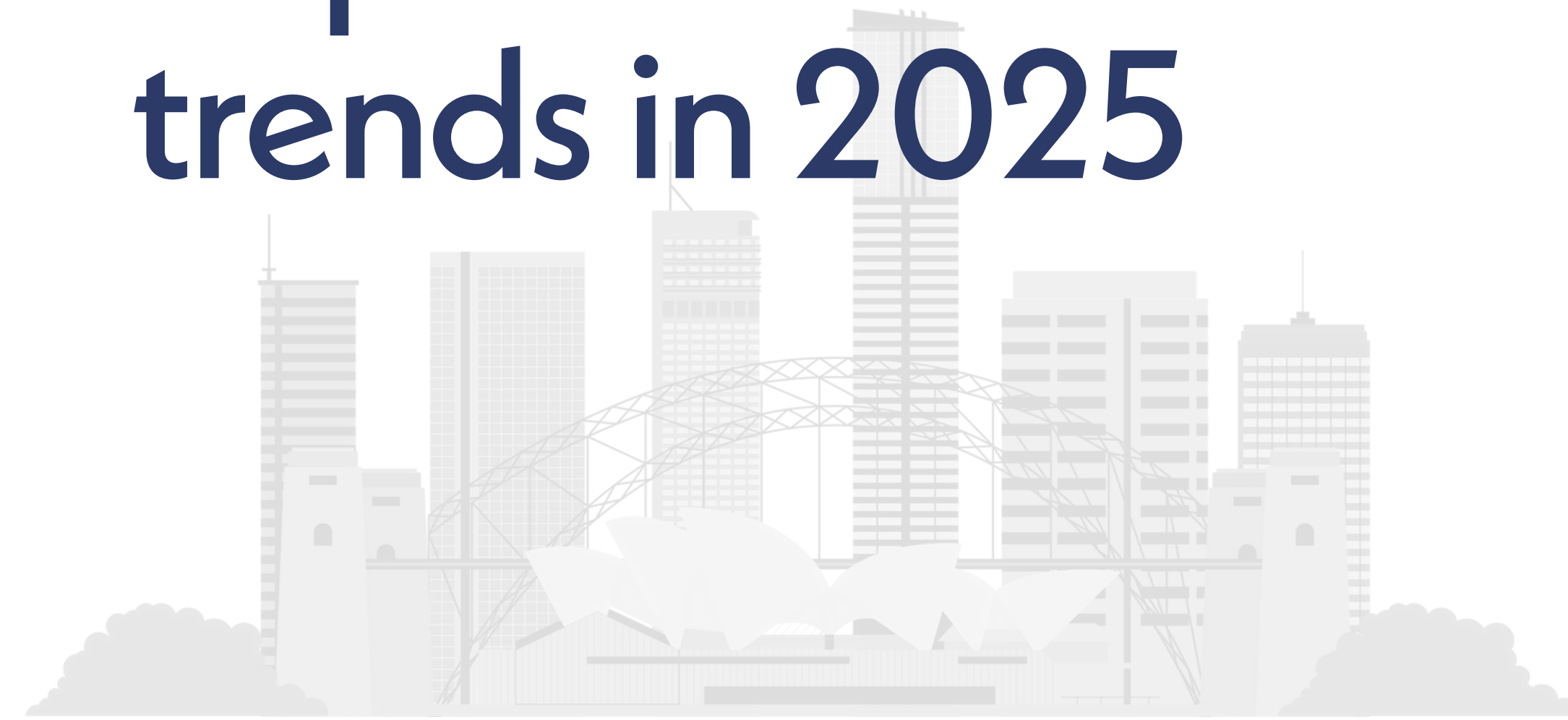


AUSTRALIA TALENT LANDSCAPE

Top workforce trends in 2025



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Introduction

Emerging technologies. Evolving worker expectations. Shifting workforce structures.

These forces are reshaping Australia's labour market in 2025, influencing how organisations attract, engage, and develop talent. From the need to close skill gaps to the rise of digital healthcare, understanding these workforce trends is critical for businesses that want to remain resilient and future-ready.

One of the most urgent issues facing employers is the growing mismatch between job requirements and available skills. While Australia continues to invest in advanced industries, particularly in digital health, clean tech, and infrastructure, the workforce supply hasn't kept pace.

At the same time, artificial intelligence is rapidly changing how work is done, automating routine tasks and creating demand for new capabilities in areas like prompt engineering, machine learning operations, and AI governance. Many workers still lack the specialised expertise needed in these high-demand areas, from health informatics and AI to data science and cyber risk management.

Employers are responding by moving beyond traditional training to invest in upskilling and targeted learning strategies that address both technical and soft skill gaps. This includes cross-sector partnerships, micro-credentials, and expanding access to learning for non-permanent workers like contractors and freelancers.



Moreover, flexible work remains a permanent fixture of the Australian employment landscape. Employees increasingly expect autonomy over how, when, and where they work. To stay competitive, employers are rethinking job design, enabling hybrid work models, and adapting benefits to suit a broader range of lifestyles and family structures.

Another critical shift is the rise of multigenerational workforces. With more Australians working well into their 60s and 70s, and Gen Zs entering in large numbers, employers face both a challenge and an opportunity: how to harness diverse perspectives, values, and communication styles across four or more age groups. Forward-thinking companies are investing in mentoring programs, inclusive leadership, and age-diverse talent pipelines.

Meanwhile, the digital health sector is surging, accelerated by both public and private investment. Roles in telehealth, medical software, virtual care platforms, and AI-assisted diagnostics are on the rise. But this boom has intensified the talent squeeze, making workforce development a top priority for healthcare employers.

In this eBook, we'll explore how these trends are shaping the future of work in Australia, and what employers can do today to build adaptable, inclusive, and skills-driven teams ready for what's next.



Chapter one

AI adoption redefining the future of work

From financial services to healthcare and education, companies are accelerating their AI adoption to gain a competitive edge: streamlined operations, enhanced productivity, improved decision-making, and more.

Recent data from the Australian Department of Industry, Science and Resources reveals that 40% of Australian SMEs are now using AI technologies, a 5% increase over the previous quarter. Even micro-businesses with up to four employees have seen AI adoption rise significantly, jumping from 25% to 34%. This shows the growing accessibility and applicability of AI tools across businesses of all sizes.

With AI tools becoming more integrated into daily workflows, businesses are reconfiguring teams and processes to support this shift. What was once the domain of tech giants is now accessible to mid-sized businesses and startups alike.



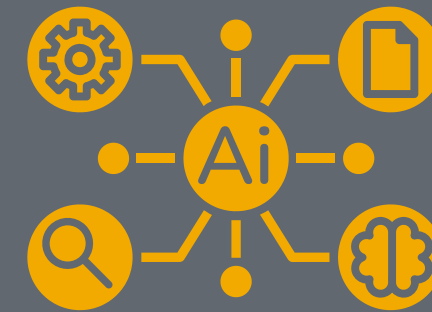
Top 5 AI use cases

Tools like generative AI, machine learning algorithms, and predictive analytics are increasingly being adopted not just to reduce costs, but also to boost productivity, improve customer experience, enhance marketing engagements, and gain faster access to data.

Moreover, based on the same report, the top five AI applications among adopting businesses remain consistent with the previous quarter.

However, a significant shift in prioritisation has taken place: generative AI assistants have taken the top spot, which shows the rapid rise of tools like ChatGPT, Microsoft Copilot, and Google Gemini in mainstream business use.

1.



Generative
AI assistants

2.



Data entry and
document processing

3.



Fraud detection

4.



Marketing
automation

5.



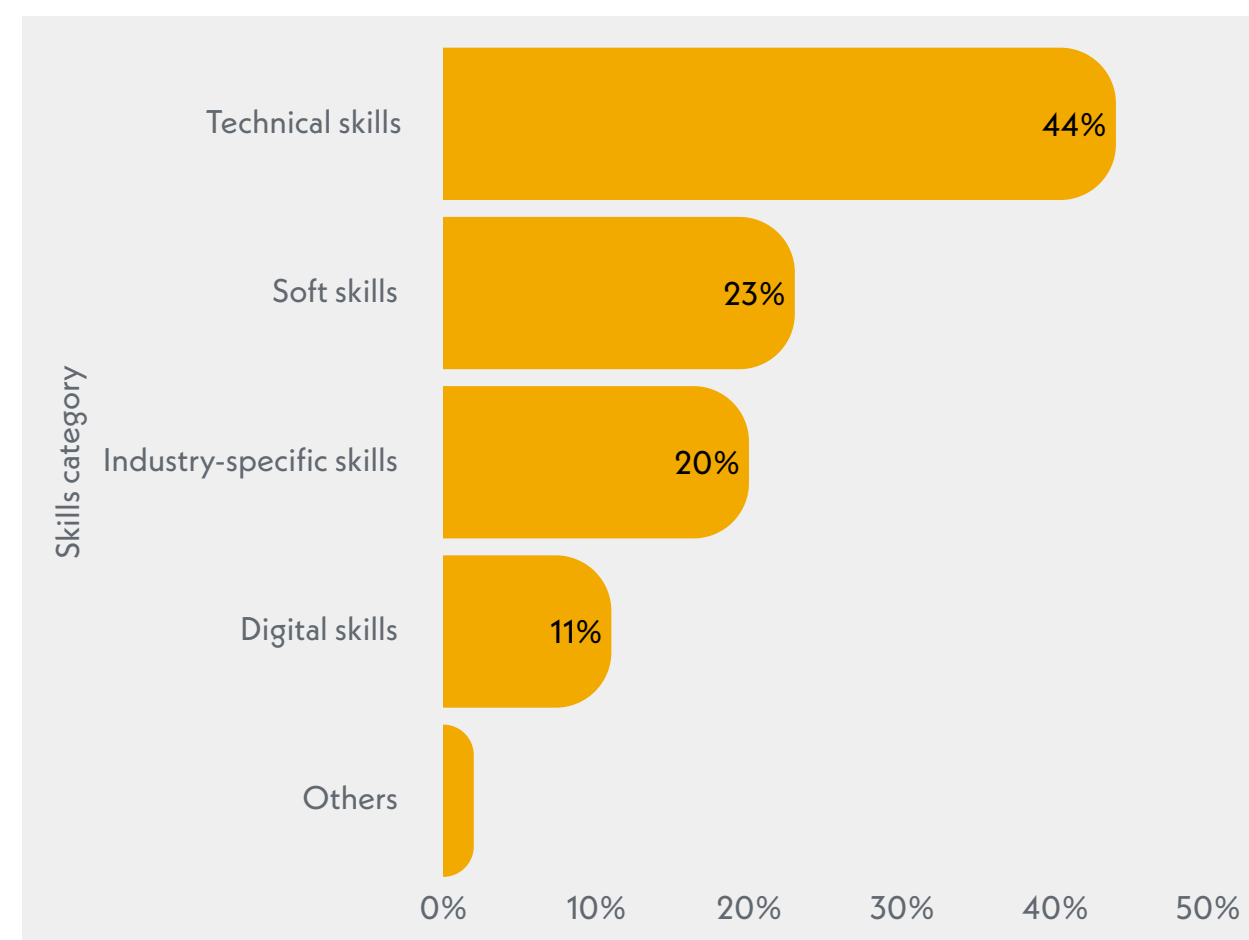
Customer support
and chatbots

A growing demand for tech talent

With the rise in AI integration comes an urgent need for skilled professionals who can manage and optimise these technologies. According to the Australian Computer Society's Digital Pulse report, Australia will need approximately 52,000 additional technology workers every year through 2030, with roles ranging from AI specialists and data scientists to cybersecurity experts and cloud engineers.

These projections are supported by insights from our [2025 Global Contractor Experience Survey](#), which found that 44% of Australian contractors believe technical skills (AI, software development, and cybersecurity) are the most valuable in the current market. This growing consensus highlights a fundamental shift: technology skills are now a baseline for long-term career viability and business success.

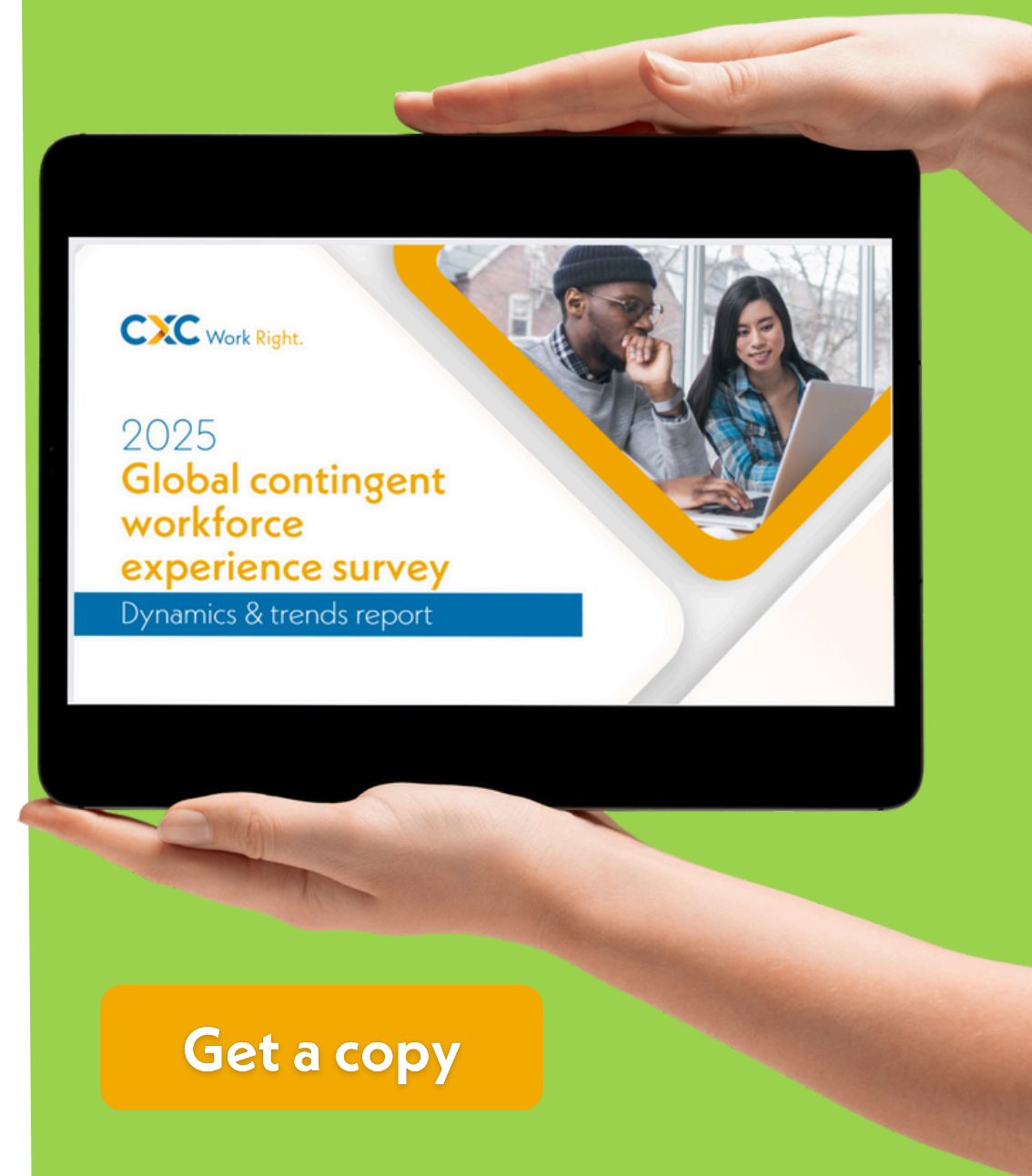
In the survey, contractors were asked: **What skills do you believe are most valuable in your industry right now?**



This also suggests that successful workers are those who can build and run advanced solutions, and collaborate and lead within cross-functional and fast changing environments.

2025 Global Contractor Experience Survey

What do contractors expect in 2025?
Discover global insights to future-proof your workforce strategy!



[Get a copy](#)

Cross-border hiring as a strategic response

Despite increased investment in training and upskilling, the pace of AI innovation is outstripping the speed at which the local talent pipeline can grow.

Businesses of all sizes are finding it difficult to recruit the expertise they need in areas like generative AI, machine learning development, cloud and infrastructure engineering, data privacy, and cybersecurity. These roles are particularly well-suited to remote and offshore models.

However, cross-border hiring also requires understanding and navigating complex regulatory and logistical environments. From local labour laws and IP protection to tax compliance and cultural alignment, getting it right is important to ensure long-term success.

One strategic way to avoid these headaches is by using an [Employer of Record \(EOR\)](#). An EOR is a third-party organisation that takes care of all the legal and compliance aspects of hiring international workers. This way, you can focus on finding the right people without getting stuck in paperwork. It acts as the legal employer on your behalf, handling contracts, payroll, benefits, and local regulations, while your team manages the day-to-day work.

In short, an EOR makes global hiring faster, safer, and more scalable, helping businesses tap into a wider talent pool without needing to set up foreign entities or navigate unfamiliar legal systems.



Chapter two

Flexible work as the standard but not without pressure

In recent years, flexible work has moved from being a niche benefit to a widespread and expected part of working life in Australia. More businesses are embracing remote and hybrid models, which provide workers greater control over how and where they work. According to a [report](#) from Australian HR Institute (AHRI), as of 2025:

- 28% of employers have completely removed mandatory office attendance policies.
- 45% say hybrid work has increased productivity within their teams.

These numbers show a clear trend: flexible work is no longer a perk; it's now a standard practice for any growing business.



But flexibility isn't always about freedom

Despite the undeniable benefits such as increased autonomy, reduced commute times, improved productivity, and better work-life balance, flexible work comes with its own set of challenges. While people may enjoy working from home or having flexible hours, it often leads to blurred lines between work and personal life.

Insights from the [CXC 2025 Global Contractor Experience Survey](#) highlight these concerns, particularly among contractors in Australia and New Zealand:

- 41% say they're working longer hours than before and experiencing signs of burnout.
- Many report increased scope creep, where the boundaries of their role or projects gradually expand without proper planning.
- Unlike other global regions where loneliness is a bigger concern, ANZ workers report that the main issue is the lack of separation between work and rest. This constant connectivity can make it difficult to mentally "log off," even after the workday ends.



Remote work reform

The Fair Work Commission (FWC) is leading efforts to bring national-level clarity to remote work, starting with a formal Working from Home (WFH) clause for the Clerks–Private Sector Award. This clause, currently under development as of 2025, is a significant step toward standardising flexible work agreements across industries.

While the clause won't go as far as giving employees an automatic right to work from home, it's expected to establish a clear and structured framework for how remote work can be requested, approved, and maintained. Specifically, it will:

- Outline a **standard process for employees to request WFH arrangements**, and how employers should assess and respond.
- Clarify **health and safety obligations** when an employee is working from home, including ergonomic setup and risk management.
- Define **minimum expectations for digital access**, such as connectivity and communication tools.
- Provide guidance on **performance monitoring, data security, and work deliverables**.
- **Include provisions for** consultation and revocation, ensuring both parties understand the conditions under which a remote arrangement can change.

Is your workplace policy ready for the shift?

For employers, this marks a shift from informal arrangements to a more regulated and transparent approach to remote work. While many companies already have internal hybrid policies, the upcoming changes provide an opportunity to:



Review and formalise work-from-home policies, and align them with national regulations.



Ensure HR and compliance teams are equipped to handle formal WFH requests and associated documentation.



Address occupational health and safety obligations in a remote context more confidently and consistently.



Create clearer expectations around performance, availability, and digital responsibility to reduce misunderstandings and improve team efficiency.

Chapter three

Adapting to multigenerational teams

The makeup of today's Australian workforce is more generationally diverse than ever before. For the first time, five generations, ranging from Baby Boomers to early-career Gen Alpha entrants, are working side by side.

Among these groups, Generation Z is emerging as a major force, especially in frontline and shift-based roles. According to [a report](#), Gen Z has now overtaken Millennials as the largest group contributing to shift work in Australia. Gen Z accounts for 47% of all shift workers. Millennials follow at 33%, while Gen X contributes 16%.

This marks the first time since the report's inception in 2021 that Gen Z has led in this area, which shows a generational transition not only in white-collar work but also in essential services like retail, hospitality, logistics, and healthcare.



Understanding what each generation brings

Every generation brings distinct strengths, communication styles, and expectations:

- **Gen Z** | They tend to value flexibility, inclusive environments, mental wellbeing, and purpose-driven work. They are digital natives who prefer mobile-first communication and transparent, real-time feedback.
- **Millennials** | They are often focused on career growth and impact, with strong digital capabilities and a preference for collaboration and flexibility.
- **Gen X and Baby Boomers** | They bring stability, institutional knowledge, and leadership experience—often favouring structure, clarity, and personal relationships in the workplace.



The benefits of multigenerational teams

Findings from the CXC Global Contractor Experience Survey reinforce the potential of generationally diverse teams. When contractors were asked about the biggest benefits of working across age groups, respondents reported:



92% said learning from different perspectives.



75% cited mentorship and knowledge-sharing.



48% pointed to innovation and better problem-solving.



38% noted more balanced decision-making.

These responses show that when differences in experience and mindset are embraced, workers can contribute to more thoughtful collaboration, creative thinking, and stronger team performance. Diversity of age, like diversity of background or skillset, offers a wider lens through which to address challenges and opportunities.

Building a strong multigenerational team

As Gen Z becomes more embedded across all sectors, and older generations remain active in leadership and strategic roles, employers must be proactive in fostering environments where all age groups can thrive.

This means designing teams, policies, and leadership practices that support collaboration and mutual respect. Organisations building strong multigenerational teams are taking steps like:

● Implementing intergenerational learning and mentoring

Younger workers share digital and cultural insights, and senior team members provide strategic guidance and industry knowledge.

● Customising benefits and support offerings

Providing benefits to match different life stages, such as early career development, family support or retirement planning

● Creating policies that respect generational preferences

Recognise that each generation has their own working styles. Establish policies without defaulting to a one-size-fits-all approach.

● Forming mixed-age project teams

Combining the adaptability of younger staff with the experience and context of long-tenured employees

● Creating open communication practices

Provide clear communication and support structures to ensure that preferences around feedback, technology use, and collaboration styles are understood and accommodated.

● Customising employee experience

Developing strategies to accommodate varying work styles, digital comfort levels, and motivation.

Chapter four

The digital health boom and the workforce

Australia's ageing population is placing increased pressure on healthcare and aged-care services. The Australian Government's Department of Health [reports](#) that the healthcare and social assistance sector is expected to grow by 14.2% over the five years to May 2026. While this is a strong increase, it is not likely to fully meet rising service needs, particularly in rural and regional areas, where workforce shortages and limited access to care are already challenges.

To help ease these pressures, the healthcare system is rapidly adopting digital health technologies. These include tools like telehealth services, electronic medical records, mobile health apps, and remote monitoring devices. The goal is to improve the way care is delivered, making it more accessible, efficient, and responsive to patients' needs.



How technology is reshaping healthcare jobs

Find out the biggest challenges and opportunities in the digital healthcare space.

Watch now

As healthcare delivery changes, the workforce must change too. Healthcare professionals are expected to adapt to digital tools and platforms as part of their daily work. Key focus areas include:



Training current staff in digital systems such as telehealth software, e-prescribing platforms, and patient data tools.



Hiring professionals with combined health and tech skills, including roles like digital health analysts, health IT coordinators, and virtual care specialists.



Supporting existing workers as they transition into new models of care, where some traditional in-person tasks are now managed digitally.

These changes present both challenges and opportunities, especially for professionals working in frontline, regional, or specialist roles.



The challenges for employers...

While digital health offers many opportunities, businesses entering or expanding in this space face several practical challenges. These challenges can affect how care is delivered, how staff are supported, and how fast organisations can adapt to new technologies.



Talent shortage in both health and tech

There is high demand for roles like telehealth nurses, health IT coordinators, and data privacy officers—but not enough professionals with the right skills.

Recruiting and retaining this type of hybrid talent is especially difficult for smaller providers, aged-care organisations, and those operating in rural areas.



Rapidly changing compliance requirements

Businesses need to keep up with evolving regulations around privacy and data protection, digital recordkeeping, remote work compliance, health workforce registration, and insurance

Without in-house legal and HR resources, many providers struggle to keep policies current and compliant.



Rapidly changing compliance requirements

As patient needs change, businesses need to scale up or down quickly. This includes hiring project-based workers for system rollouts, tech upgrades, or short-term care programs. Traditional hiring processes often lack the speed or flexibility needed for these situations.



Supporting contractors and remote workers

Much of the digital health workforce operates as independent contractors or in remote settings. Ensuring these workers are paid on time, properly onboarded, and supported in line with health regulations can be complex—especially when dealing with a mix of full-time, part-time, and freelance professionals.

How CXC Health can help

As healthcare rapidly evolves, so must the strategies to build and manage its workforce. [CXC Health](#) is at the forefront of this transformation, offering comprehensive workforce solutions tailored for healthcare providers navigating the digital age. Our approach goes beyond traditional staffing, we're committed to empowering healthcare organisations with the tools and talent needed to thrive in a technology-driven landscape.

CXC Health provides a holistic suite of services designed to meet the unique needs of healthcare providers:

End-to-end workforce solutions

Talent pooling

We build and maintain pools of pre-screened healthcare professionals ready to deploy at a moment's notice.

Performance management

Our strategies enhance employee performance, engagement, and satisfaction within healthcare settings.

Onboarding and credentialing

We streamline the onboarding process for new hires, including verification of qualifications and compliance with healthcare regulations.

Visa and relocation support

Our team assists candidates with visa applications, accommodation arrangements, and the logistics of relocation, facilitating a smooth transition into your organisation.

Strategic recruitment

We specialise in sourcing qualified healthcare professionals both locally and internationally, ensuring you have access to top talent when and where you need it.

SPEAK TO OUR TEAM

Chapter five

Skills mismatch and the need to upskill

While workforce participation remains strong, many employers are struggling to find candidates with the right skills for the jobs they need to fill—especially in fields like technology, finance, and trades.

According to the [Future Skills Organisation's Workforce Plan](#), Australia is expected to face a shortfall of nearly 250,000 skilled workers by 2030, particularly in business, digital, and technical roles. This is not simply a case of people being unemployed, but of businesses being unable to match job vacancies with people who have the capabilities to fill them.

Other factors, including technological advancement and employer expectations, are also stirring the problem. More so, formal education pathways are not always aligned with what employers need today.

The problem is especially noticeable in regional areas, where businesses report difficulty filling both frontline and specialist roles. And it's not just about technical fields. Even in sectors like healthcare, administration, and logistics, there is growing demand for workers with blended skill sets that combine core job knowledge with digital proficiency.



As an employer, you play a critical role in addressing the mismatch. Aside from relying on external recruitment to meet skills needs, businesses can take a more proactive approach by:

- Re-evaluating hiring criteria to focus on capabilities rather than only formal qualifications
- Investing in training and development as a strategic priority, not just a benefit
- Partnering with training providers to build tailored learning programs for current and future staff
- Creating pathways for career development internally, especially in roles that are hard to recruit for externally

These efforts require time and resources, but they offer a long-term solution to closing the skills gap. They also support employee retention, engagement, and productivity, factors that are increasingly important in a competitive labour market.



The challenge to upskill

For contractors and independent workers, who make up a growing part of Australia's flexible workforce, the challenge is even harder. These professionals are often hired for roles in fast-changing industries like tech, healthcare, and consulting. But without regular access to training or support, they risk falling behind.

According to findings from the CXC Global Contractor Experience Survey, many contractors face serious roadblocks to learning new skills. The biggest issues include:

44%

Lack of time to fit training into their schedules

30%

Cost of training programs

12%

Unclear career benefits

7%



Lack of employer/client support.

This is concerning, especially when organisations expect these workers to perform at a high level and stay adaptable in changing roles. If upskilling opportunities are limited to permanent staff only, we create a workforce split—where some have access to growth and others are left behind.

To build a workforce ready for the future, employers need to think beyond just hiring for skills. They must also help develop them—across all types of workers. Upskilling should not depend on employment type. It should be part of a broader strategy to ensure everyone can grow with their job, not be held back by it.

Key areas for upskilling



- 
AI and automation technologies
 Knowledge in AI systems and tools can enable workers to oversee, troubleshoot, and optimise automated processes.
- 
Data analysis and visualisation
 With the rise of data-driven decision-making, professionals adept at analysing and interpreting data are in high demand.
- 
Digital tools
 Proficiency in cloud-based platforms, project management software, and collaborative tools enhances productivity and employability.
- 
Soft skills
 Creativity, adaptability, and problem-solving complement technical skills, particularly in roles requiring human-AI collaboration.



How CXC can help

CXC was founded in Australia in 1992. And we've been working hard to simplify the world of work for our clients ever since.

We take the hassle and headache out of engaging, managing and paying non-permanent workers by creating custom solutions to make workforce management easy, compliant and affordable. And we uncover opportunities for our clients to source skilled workers from the Philippines and over 100 countries.

[Speak to our team](#)

33 years of operation

Services to
100+
countries

696
clients with
programs from
30 to 3,000
workers

350
staff across
30+
offices

98% client
retention
rate

99% payroll
accuracy



CXC Work Right.