



AHRI
Australian HR Institute®

Celebrating
80
Years



**An Invitation to the Future
of Work:
A Panel Discussion**



AustralianSuper

Richard Dias
Head of Talent



What we do

AustralianSuper is Australia's largest superannuation fund

3.3 million members

\$300 billion funds under management

18th largest pension fund in the world and the fastest growing.

A global investments team with offices across Australia, and in London, New York and Beijing

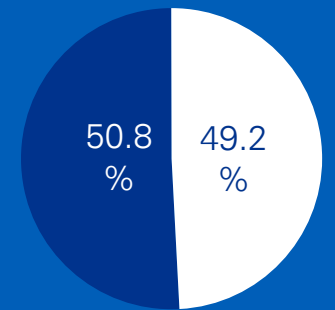
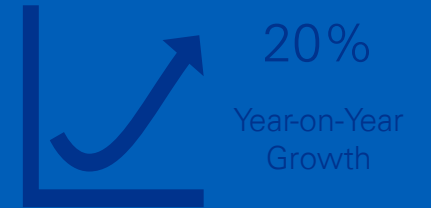
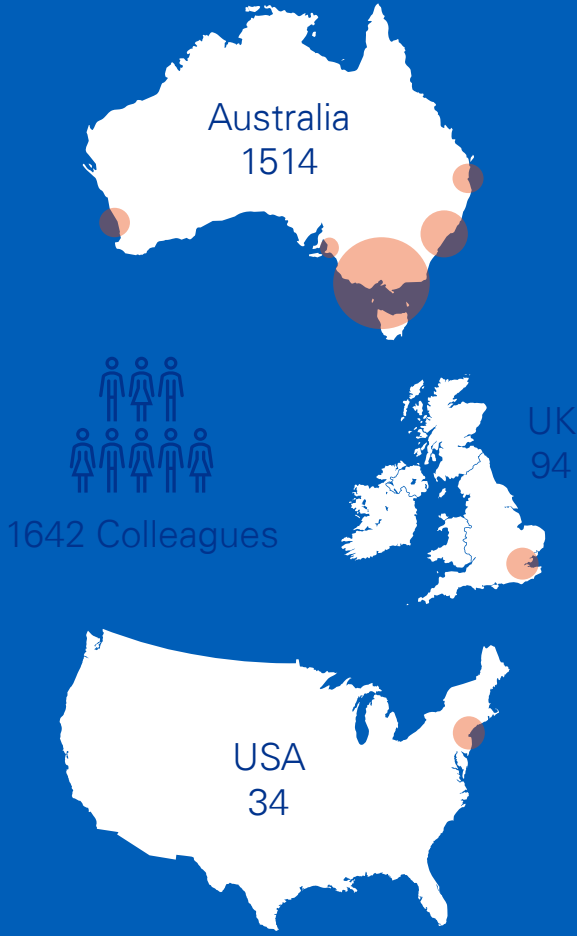
Multi award winning profit-to-member industry super fund



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Who we are

We're building a globally diverse team with an embedded *Members First* culture



■ Female ■ Male

Uses of AI in Talent



Governance & Ethics

Key considerations

Source & Quality

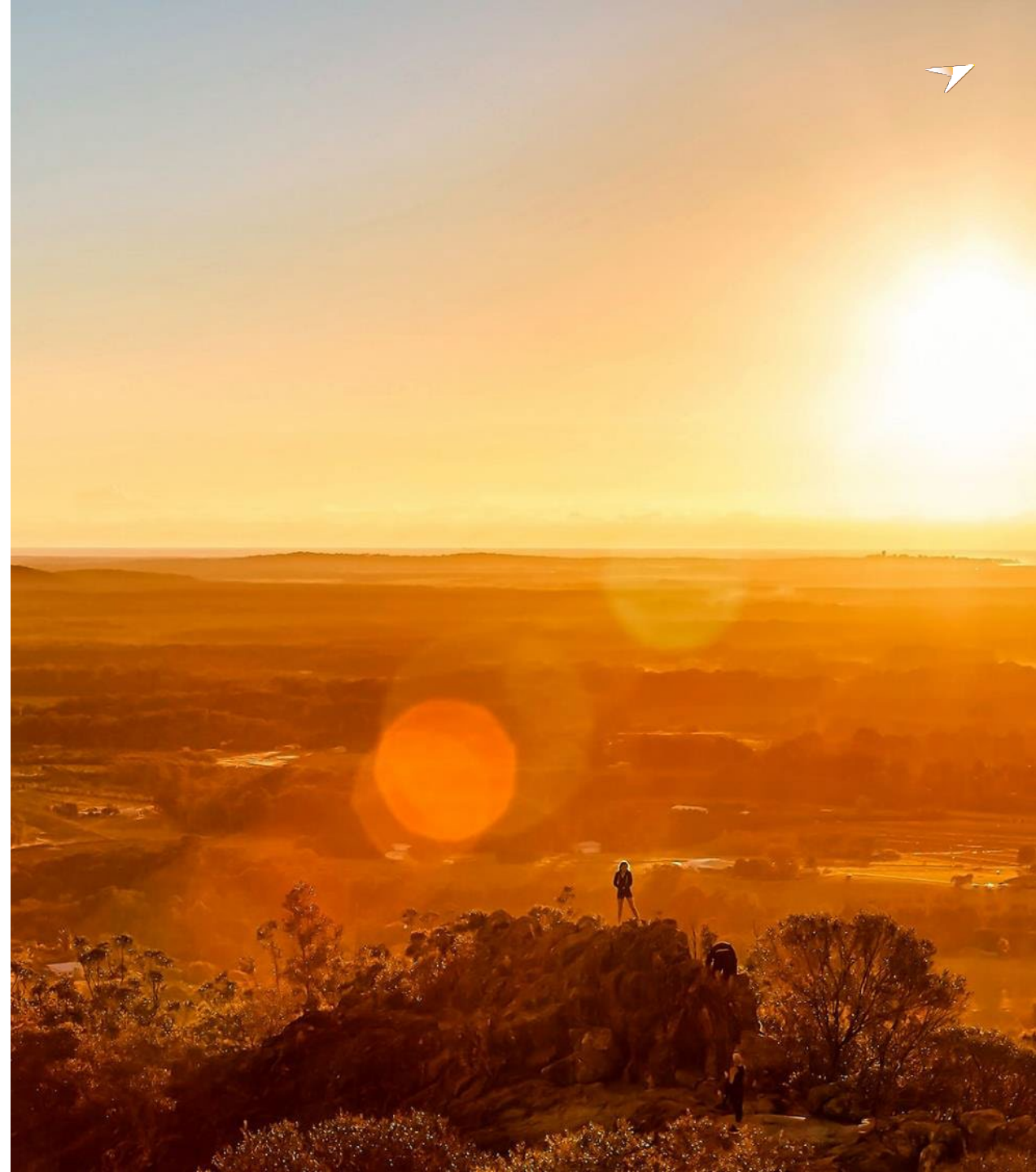
Purpose

Privacy & Security

Handling & Use

Explainable AI

Accountable AI





Thank You

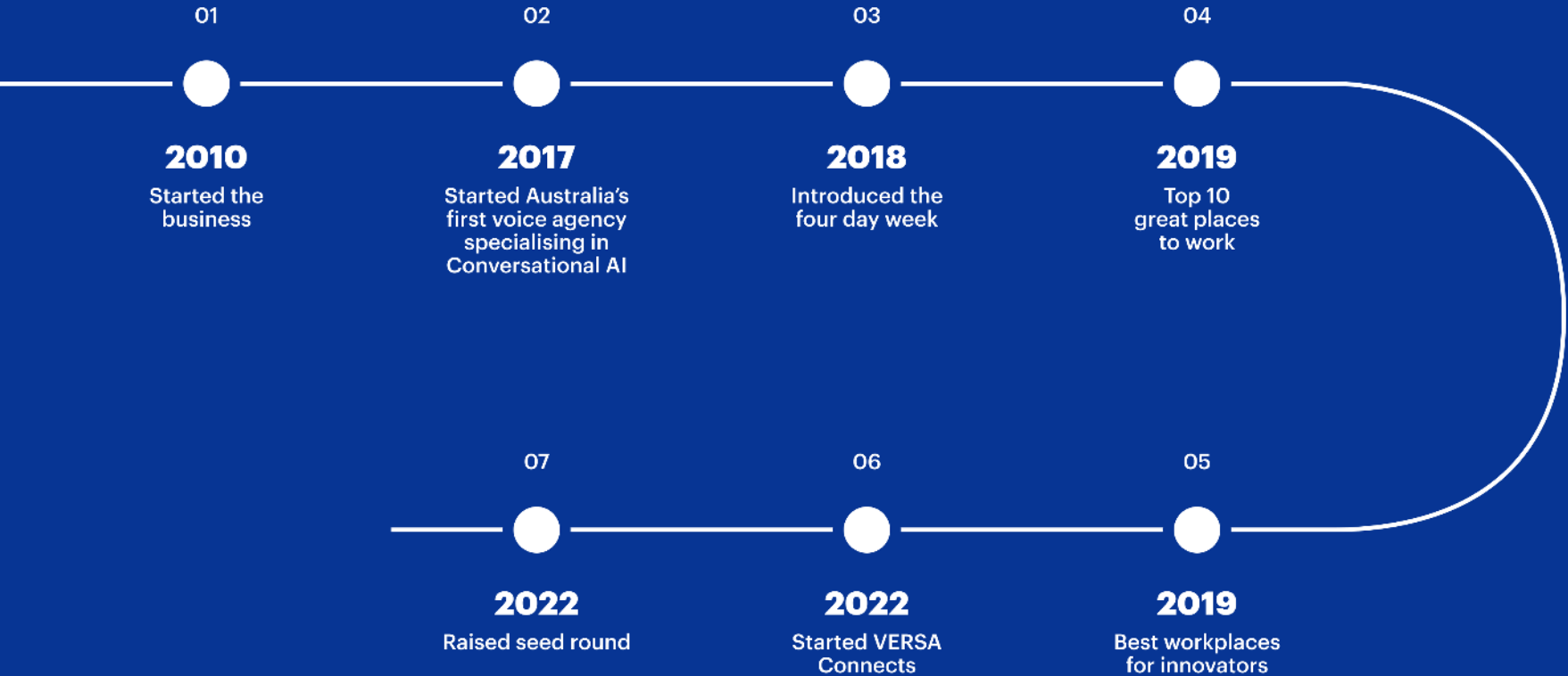
**It's Australian.
It's super.
And it's yours.**



Kath Blackham

CEO of VERSA Group

VERSA Timeline



**Hyper-
personalization
of Employee
Experiences**

**AI in the
Workplace**

**4 Day
Work Week**



Hyper-personalisation of Employee Experiences

Sarah

AI in the Workplace





AI in the Workplace

Productivity Trumps All
in the Future.

AI in the Workplace

Productivity Trumps All
in the Future.
bots will make sure of that.

Tell us about your site

So that our AI can understand what you need.

Business/Website Name

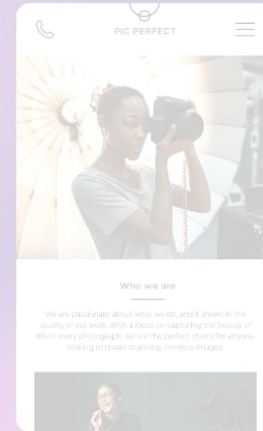
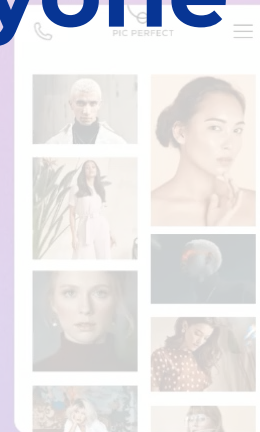
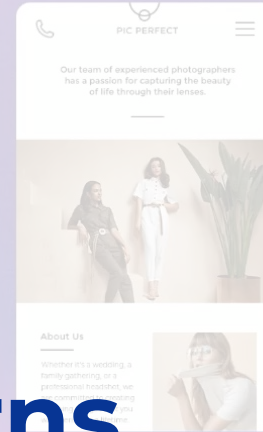
Industry

Be more specific for a better result. E.g. 'Thai Restaurant', instead of 'Restaurant'.

Welcome to Interns for everyone

NEXT STEP

No credit card required





Tell us about your site

So that our AI can understand what you need.

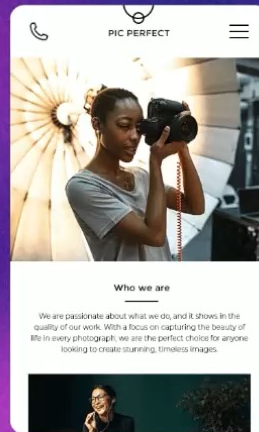
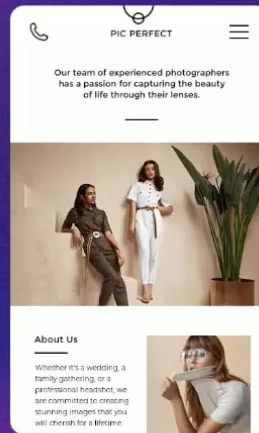
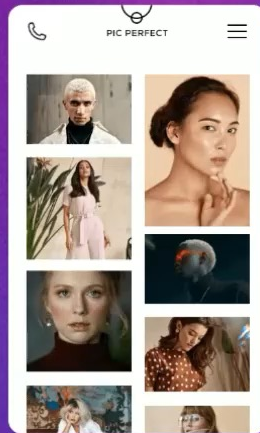
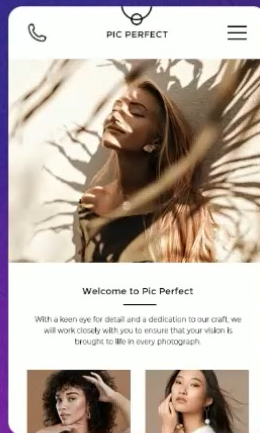
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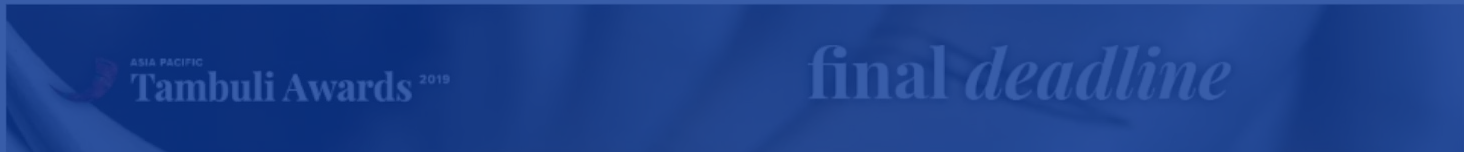
NEXT STEP

No credit card required



A stack of papers with several colorful sticky notes (orange, yellow, pink, blue) and silver paper clips attached to them. The stack is thick and appears to be a collection of documents or notes.

**Augmentation
not Automation**



The Four-Day Week

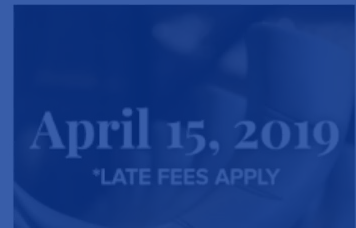
INDIE AGENCY DEPENDS ON JOURNALS 16%
BUSINESS GROWTH FROM FOUR-DAY WORKING WEEK

The Answer to a Future Problem.

APRIL 12, 2019, 8:22 AM | BY LYNCHY | 1 Comment



PLAZA



/imagine

a world with more time





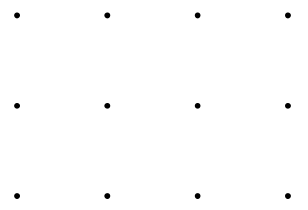
Future work Paradigm

- Employee experiences won't be one size fits all in the future
- The key to our future at work with AI is giving the time back to employees
- We won't measure time like we do today - productivity will trump everything
- AI won't take over but it will help us in everything we do
- The answer to the problem of AI making us more productive is giving people back time

The “Why”



GenAI is not your typical technology

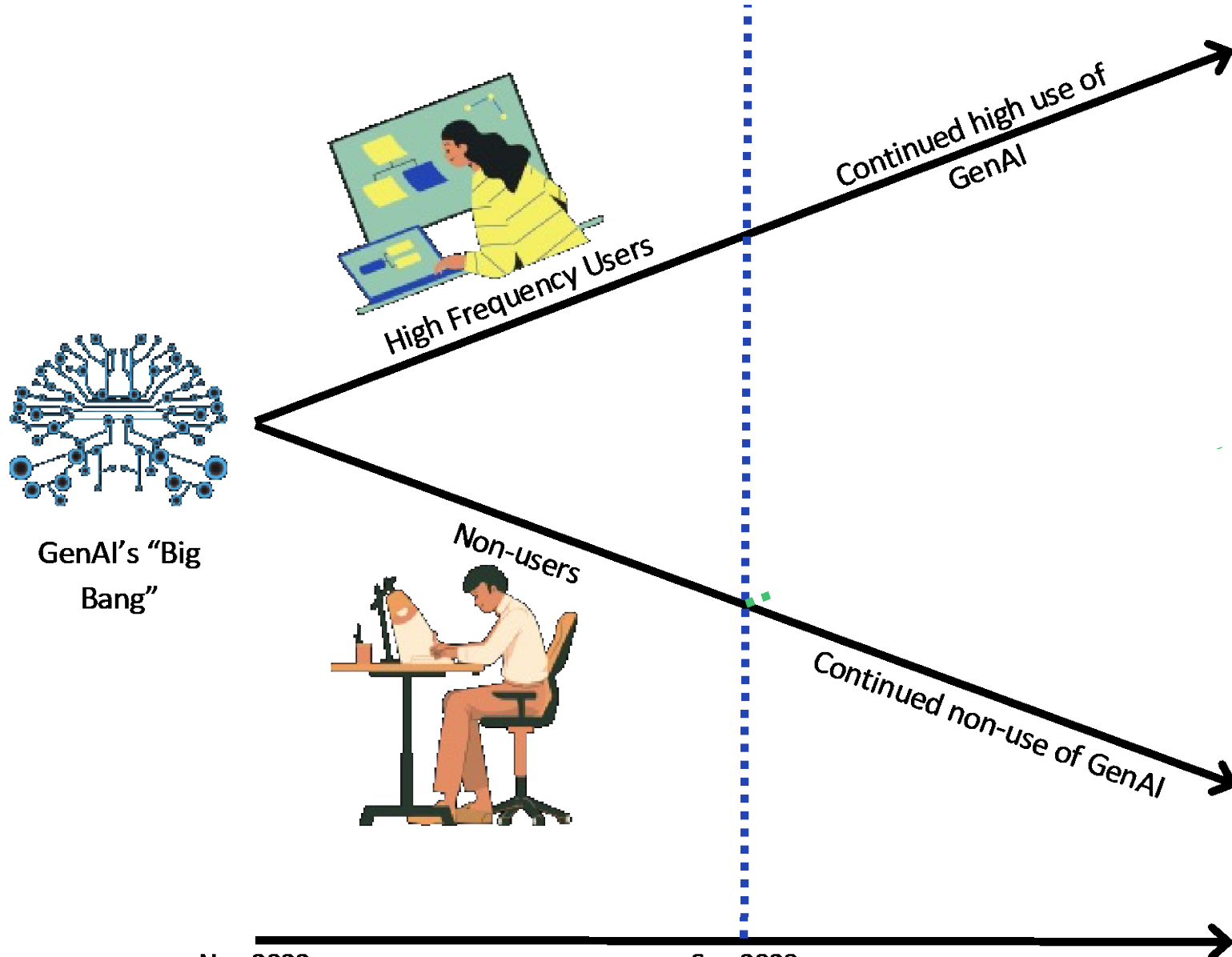


*“AI is weird. No one actually knows the full range of capabilities of the most advanced Large Language Models, like GPT-4. No one really knows the best ways to use them, or the conditions under which they fail. There is no instruction manual. On some tasks AI is immensely powerful, and on others it fails completely or subtly. And, unless you use AI **a lot**, you won’t know which is which.”*

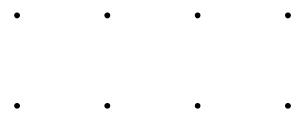
- **Ethan Mollick**



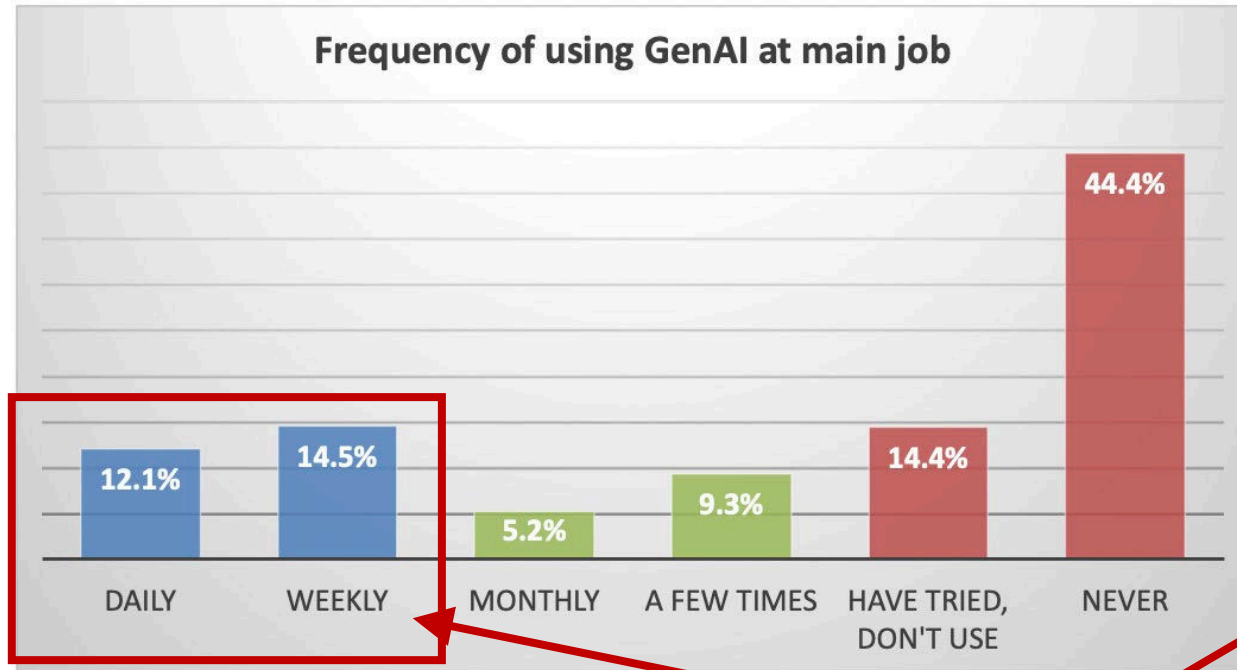
The widening GenAI gap in the Australian workforce



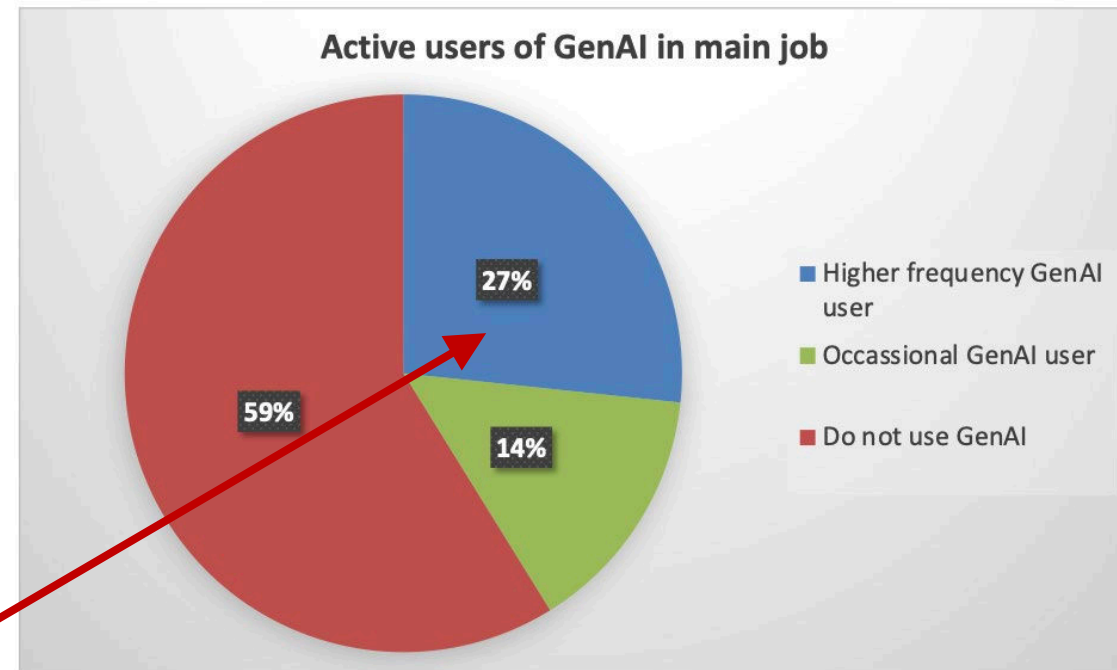
The uptake of GenAI across Australia



Frequency of using GenAI at main job



Active users of GenAI in main job



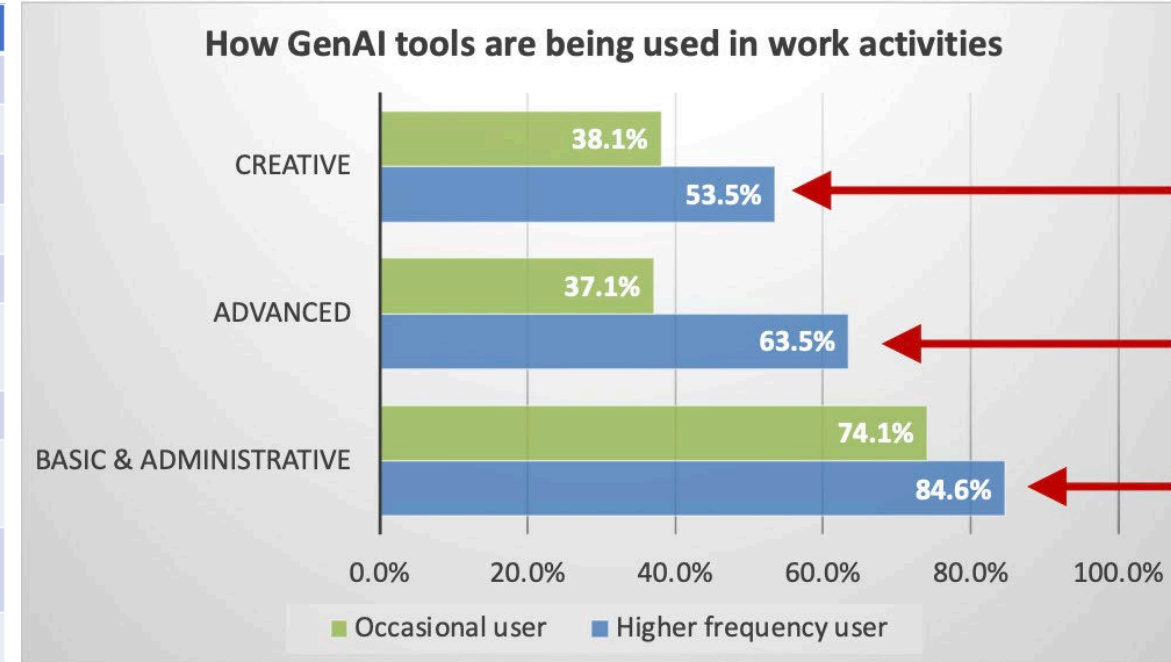
© Swinburne University of Technology

1 in 4 (27%) of Australian workers are “high-frequency users” of GenAI tools at work

3 in 5 (59%) are not using these tools at work

High-frequency users perform higher-value work more often using GenAI

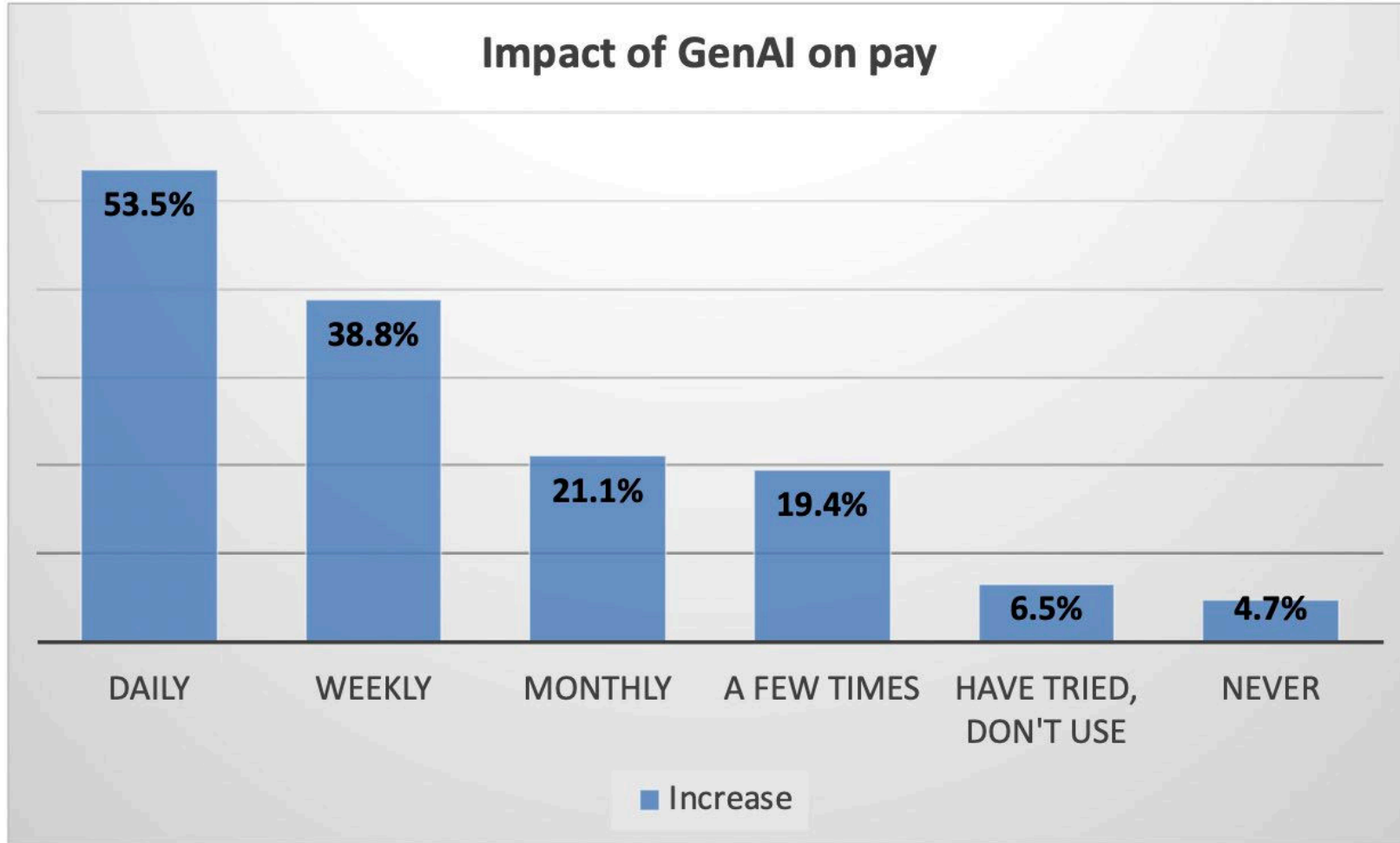
Category	Task category	Examples given respondents
Basic	Summarising information	reports, long emails, documents, etc.
	Drafting	emails, reports, letters, media releases, etc.
	Editing or proofing work	
	Proposing structure	meeting agendas, report structure, etc.
	Translating	languages
Advanced	Learning	explaining complex ideas, learning new things, etc.
	Analysing	data analysis, candidate job applications, etc.
	Assisting with computer code or automating programs	programming, excel macros, debugging etc.
Creative	Generating new ideas	new concepts, new business ideas, new approaches to solve problems, etc.
	Creating new visual content	creating images, graphics, videos, etc.



Compounding effect – value of task x frequency performed

Non-users get no benefit

HFUs have significantly higher expectations of pay increase

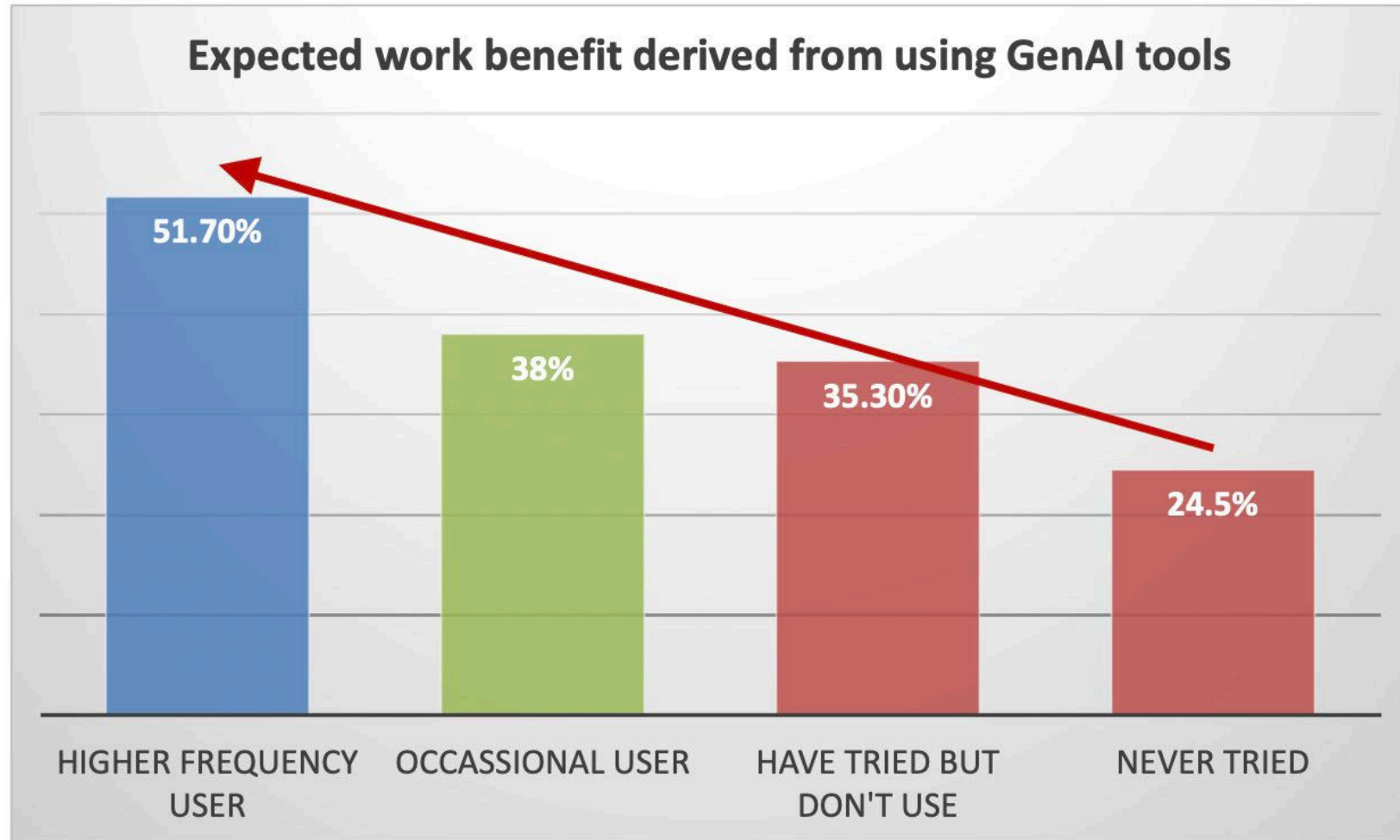


Strong correlation between frequency of use and positive outlook on pay (and job prospects)

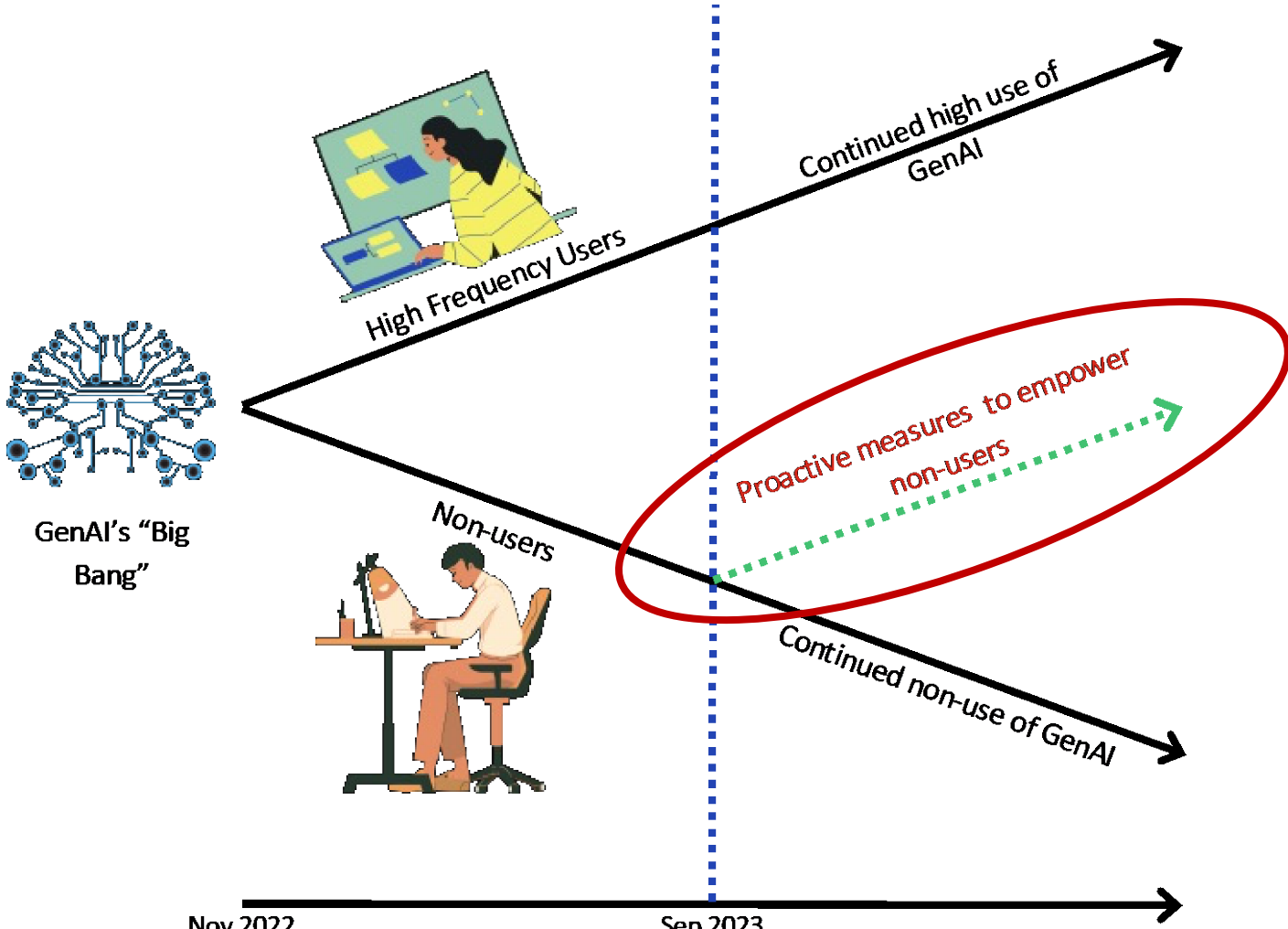
HFUs expect significant work benefits from using GenAI

Mean score:

1. Better productivity
2. Better work quality
3. Fewer repetitive tasks
4. More time for new tasks or more complex work
5. More time for critical tasks

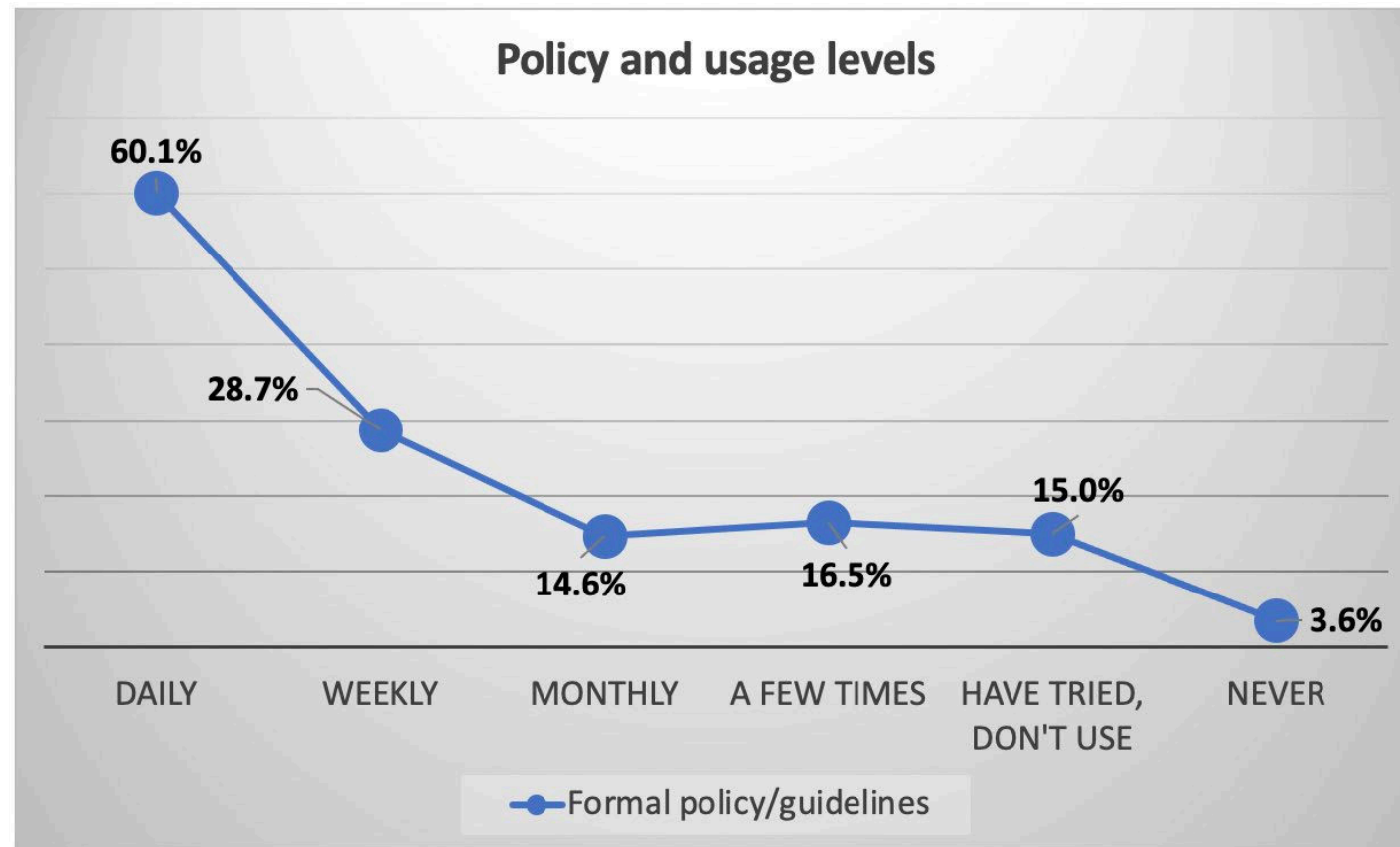


Organisational response in the GenAI era and its implications



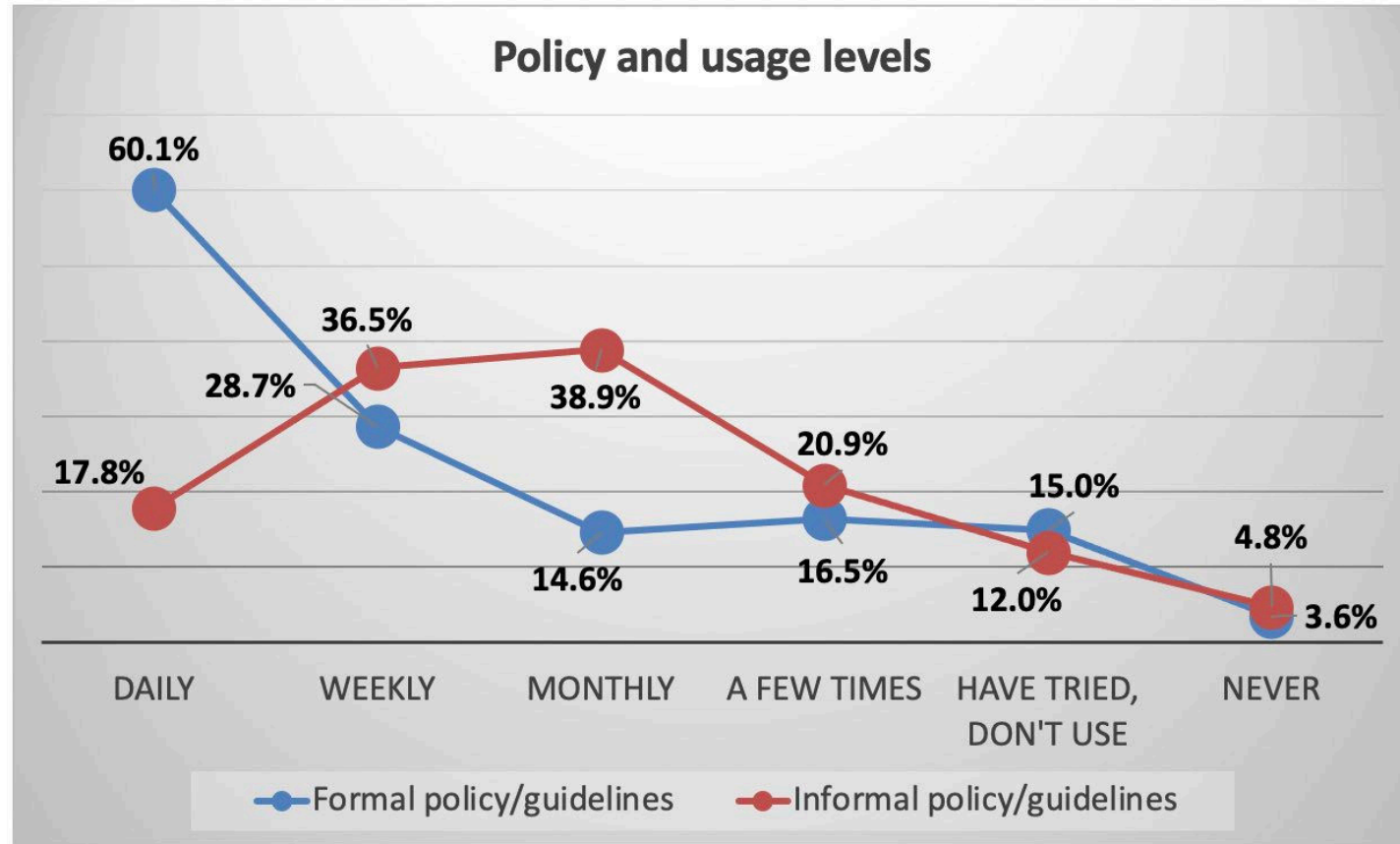
1. Impact of Organisational Policies on GenAI Adoption

- 60% of daily GenAI users operate within formal GenAI guidelines.



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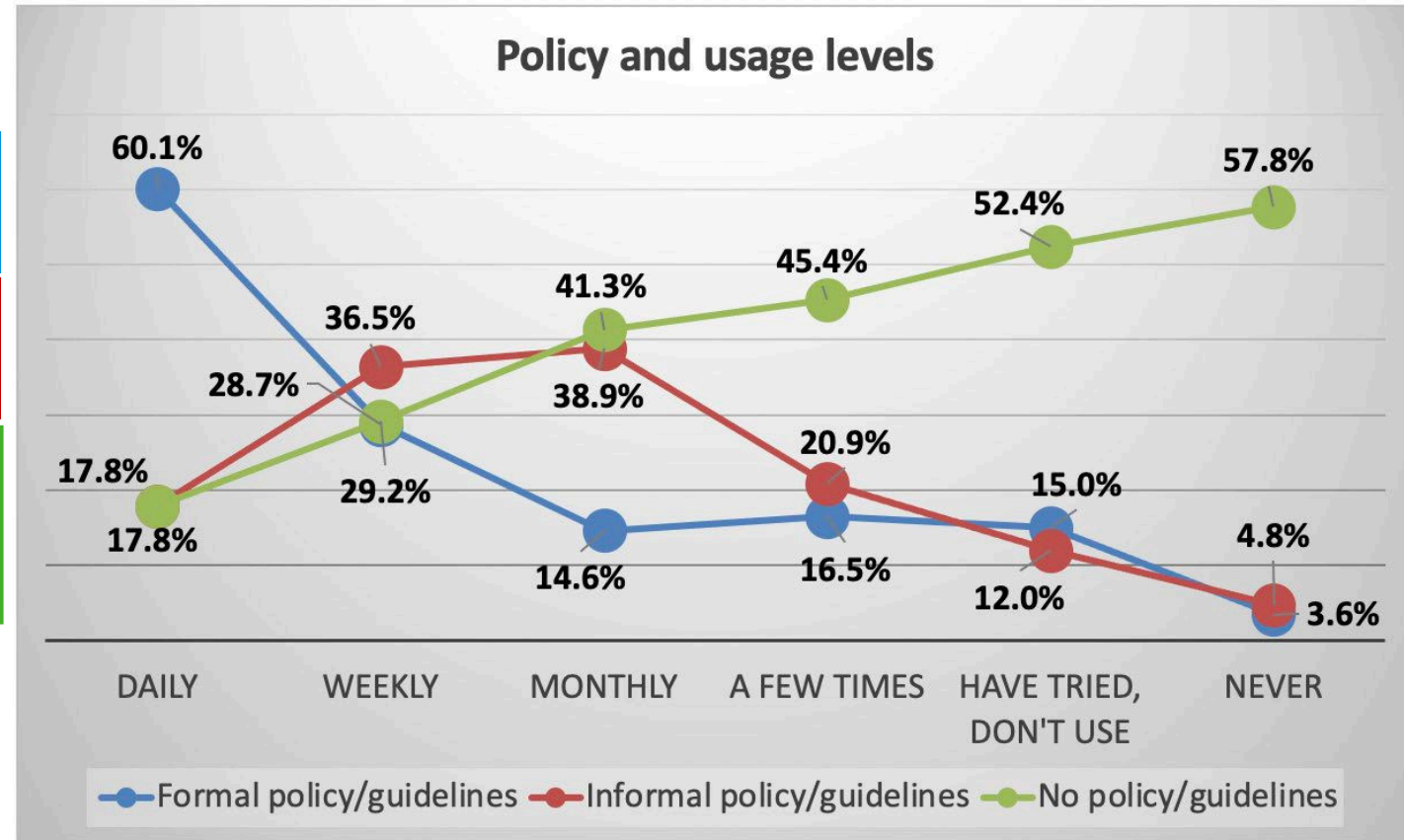
- 60% of daily GenAI users operate within formal GenAI guidelines.
- Weekly/monthly users are more likely to work within informal organisational guidelines.



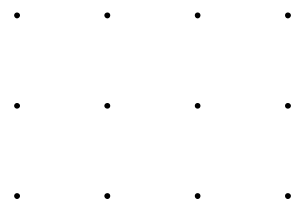
1. Impact of Organisational Policies on GenAI Adoption

- 60% of daily GenAI users operate within formal GenAI guidelines.
- Weekly/monthly users are more likely to work within informal organisational guidelines.
- Those workers without any company policy or guidelines are highly unlikely to use GenAI tools.

Formal policies and guidelines are essential to advance the uptake of GenAI in organisations.

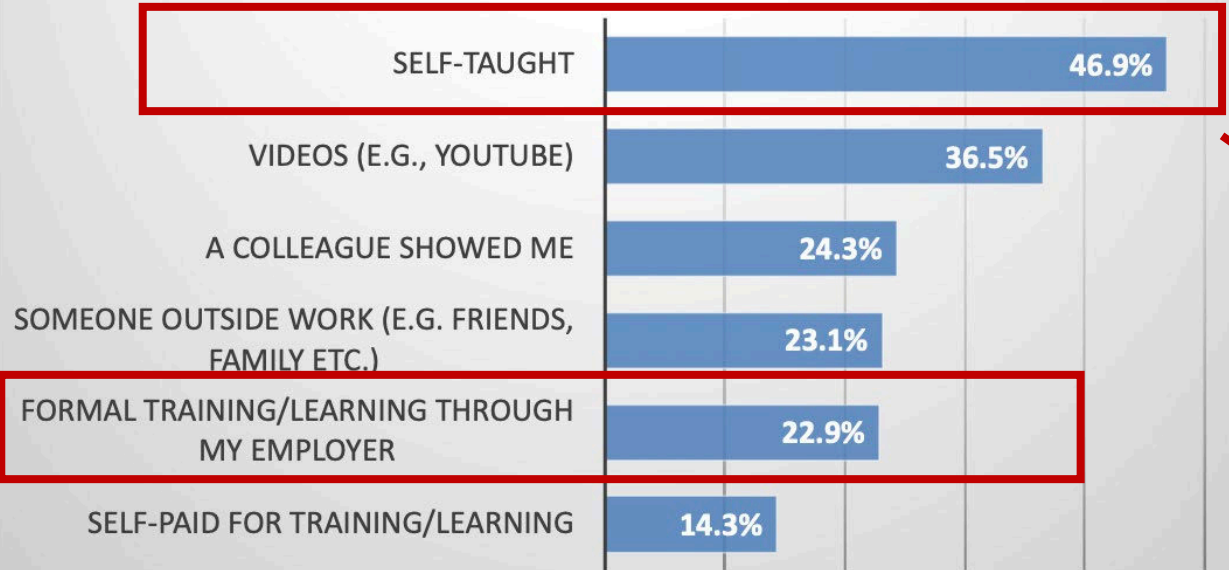


Australian workers learning to use GenAI tools



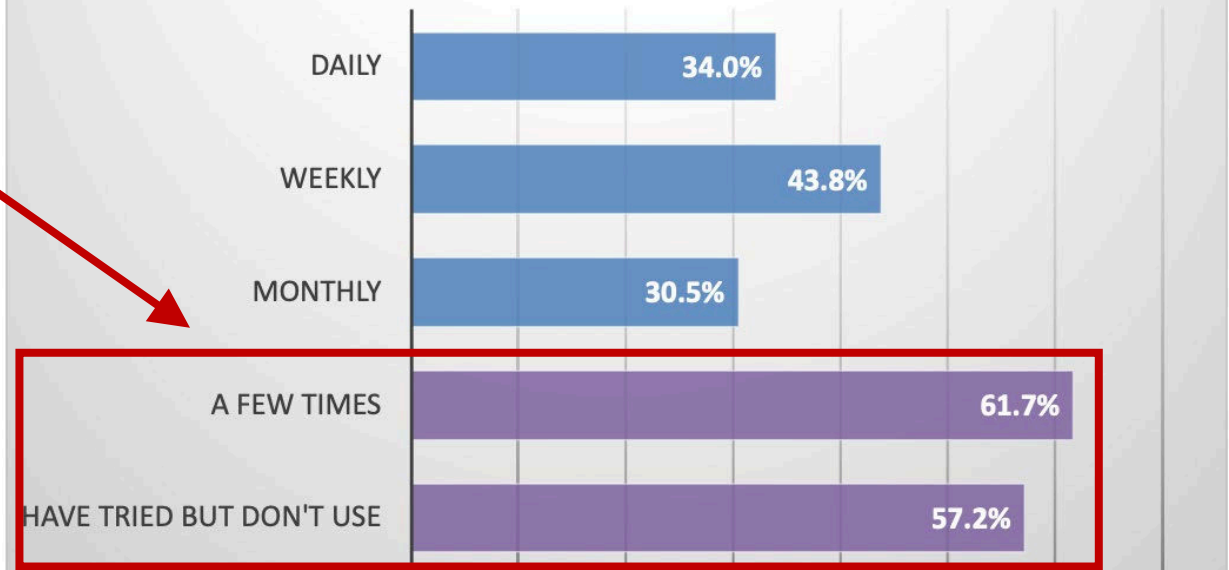
How have you learned to use GenAI tools?

0.0% 10.0% 20.0% 30.0% 40.0% 50.0%



Self-taught

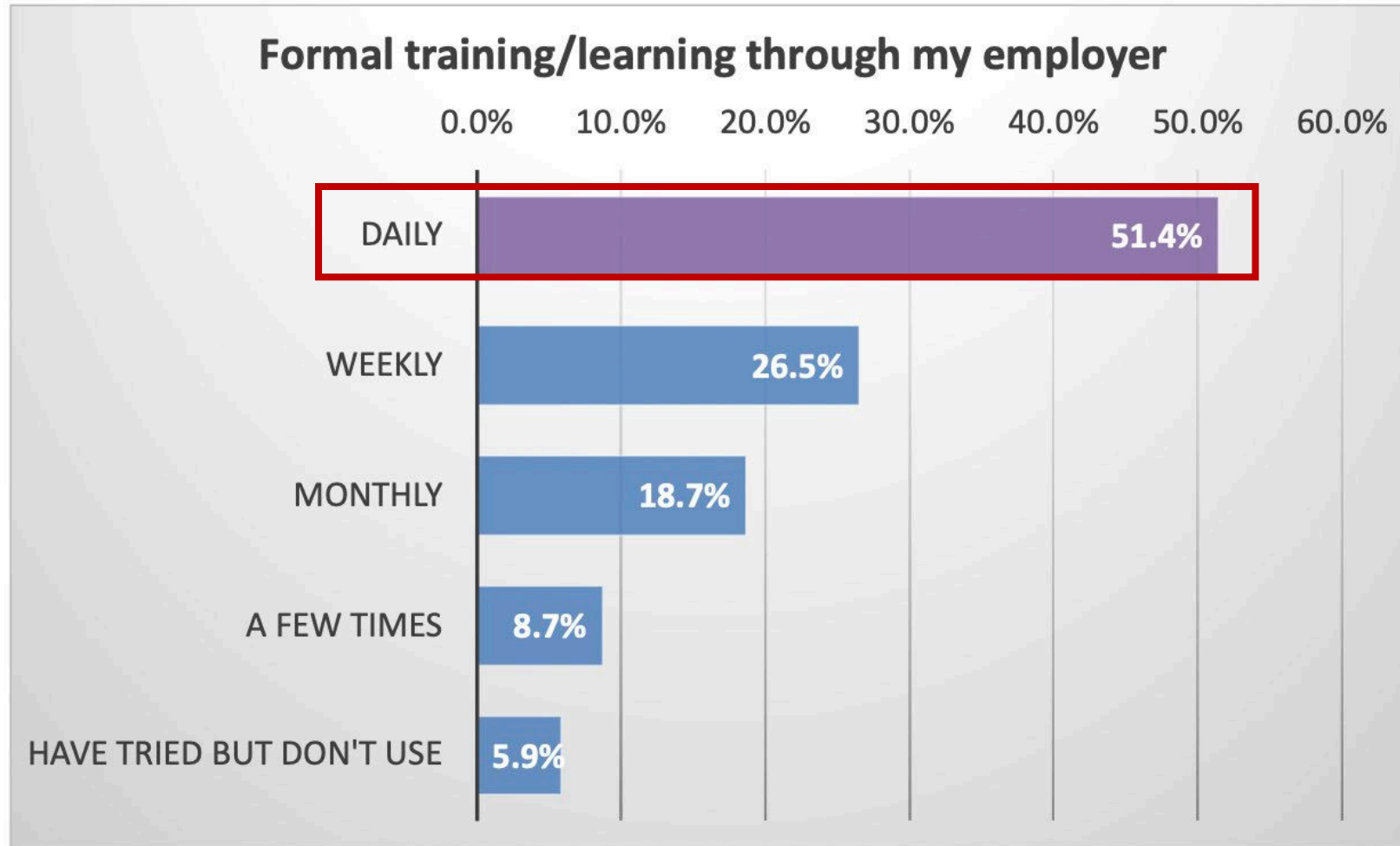
0.0% 10.0% 20.0% 30.0% 40.0% 50.0% 60.0% 70.0%



Of the 41% of Australian workers who are active GenAI users, roughly half (47%) assert being self-taught, only 23% formally trained by their employer

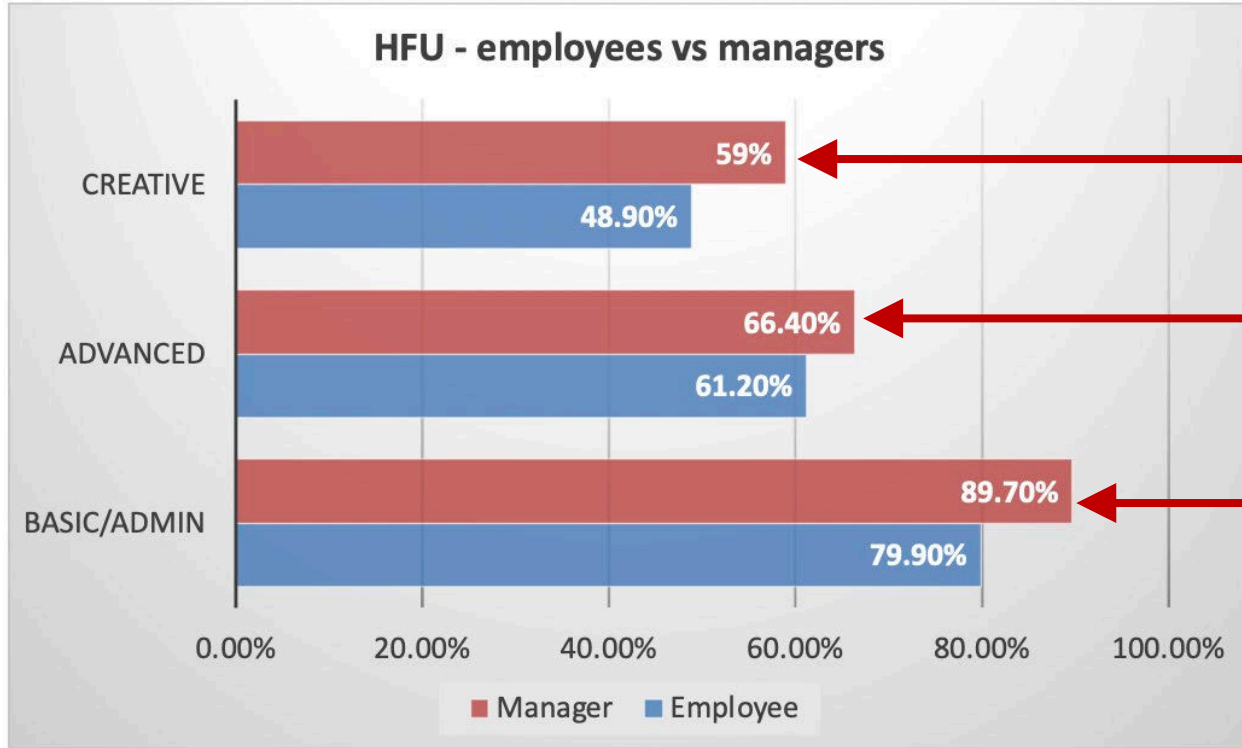
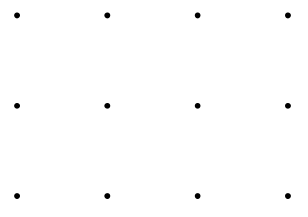
Being self-taught poor indicator of HFU

2. Formal employer training strongly indicates frequent GenAI use

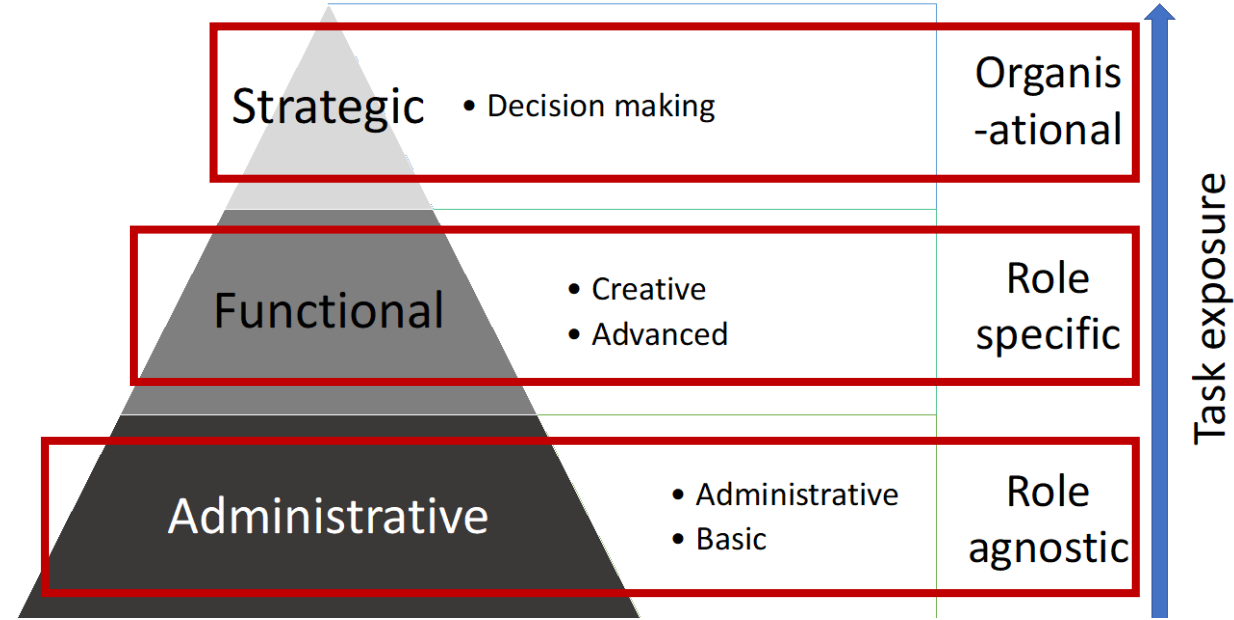


1 in 2 daily GenAI users have had formal training

GenAI is already being used in work activities at all levels

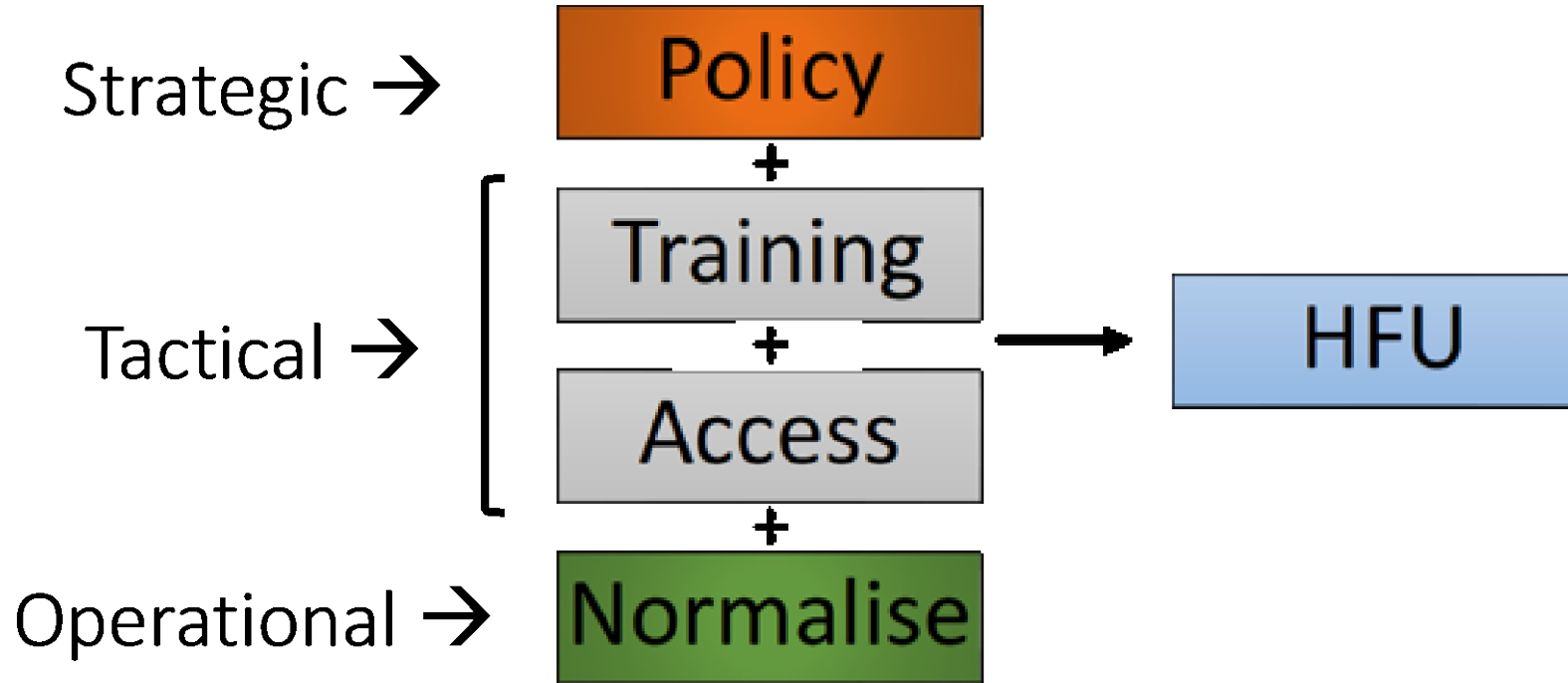


Task exposure to AI in Australian workplaces



- High-frequency users already performing knowledge work with GenAI at all levels (and in all industries)
- Augmentation then automation of some tasks should start with administrative tasks

Building organisations of high-frequency GenAI users – an HR-led strategy



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Policy – clear vision and reasoning, reduce organisational risk, guidelines about responsible use of AI

Training + Access – formal training would cover knowledge, skills, mindset, and how to implement these tools into workflows. Build peer-to-peer innovation for administrative and functional prompting expertise

Normalise - allow time in workers' calendars to play and experiment and share experiences. Set up organisation-wide pilots that focus on the utility of these tools to measure and determine productivity benefits and compare results.



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