

FSO Response

Shaping the Future of Employment Services
Discussion Paper

31 July 2026

Contents

Executive Summary	3
FSO can be a critical partner in the success of employment services reforms	3
The pipeline is breaking.....	3
Real jobs, real pay, real pathways	3
What this could mean for the new system	3
Recommendations.....	4
Introduction.....	5
A key partnership initiative – ready from day one	6
Connect people with real jobs	7
FTB occupations - recent employee demand	7
FTB occupations - growth forecast 2026 to 2035	8
Enable people to share in Australia’s prosperity	9
FTB can offer extended tenure and career pathways	9
FTB sectors offer job security as well as many jobs that are well paid	9
Recognise different pathways to work	10
20% Alternative Pathways Pledge	10
Digital Capability Uplift	11
FSO Skills Accelerator - AI	11
Human capability skills are key.....	12
Entry Level Pathways - Learning Pathways into Technology Careers	13
Earn While You Learn.....	13
Conclusion.....	14
Appendix A FTB occupations - demand	15
Appendix B FTB occupation workforce definition	17

Executive Summary

FSO can be a critical partner in the success of employment services reforms

Future Skills Organisation (FSO) supports the Government's plan to move away from a one-size-fits-all employment service and welcomes the three goals set for the new system: connect people with real jobs, help them share in Australia's prosperity, and recognise that people reach work by different routes. Those three goals are also, not coincidentally, exactly what FSO exists to help deliver for finance, technology and business (FTB).

However, improving triage and case management won't create jobs on their own. Jobs and Skills Australia found that service industries accounted for nearly 90 percent of employment growth over the past decade, while employment in traditional producing sectors has declined. FTB occupations sit inside that shift and already make up close to a quarter of the Australian workforce. These occupations are forecast to grow faster than the broader economy through to 2034–35, reaching around 4.2 million workers against a projected shortfall of almost 250,000 by 2030. The jobs are there. The problem is the pipeline into them.

The pipeline is breaking

Non-trade apprenticeship and traineeship completions have fallen 69.2 percent in thirteen years, from 138,655 in 2012 to 42,670 in 2025. This is one of the critical structural problems standing between jobseekers and FTB growth. It's also not a new discovery: the 2024 Strategic Review of the Australian Apprenticeship Incentive System, to which FSO was a contributing stakeholder, has already made recommendations to address this issue, including aligning incentives to economic and equity priorities, establishing an innovation fund, and funding Jobs and Skills Councils to help implement these initiatives. Enacting these recommendations would start to address the broken pipeline for those seeking employment.

Real jobs, real pay, real pathways

FTB jobs pay well above the national average. For example, bookkeepers and systems administrators all earn over \$2,600 a week against a national average of \$2,050. FSO's data also shows the varied pathways available after people have started in these roles. Entry into these well-paid jobs doesn't require a university degree. The NSW Digital Skills and Workforce Compact Alternative Pathways Pledge model for which FSO is a leading partner, FSO's work on entry-level tech pathway mapping with the Australian Computer Society, and the FSO Skills Accelerator–AI work are all testing non-university, skills-based routes with industry. The gap that remains is a formal link between these routes and the employment services system that could refer people into these in-demand well paid jobs.

What this could mean for the new system

FSO's potential contributions include sharing FTB-specific labour market intelligence, information on training and training pathways, and employer relationships to a system that doesn't have visibility of these offerings.

Specifically:

- **Fix completions first.** FSO to partner with the Department of Employment and Workplace Relations (DEWR) and employment services providers to redesign apprenticeship and traineeship models around completion, using the Strategic Review's existing recommendations as the starting point.
- **Create a formal partnership.** A formal advisory and coordination function between FSO and the employment services system to support design and ongoing operation, with regular working-level dialogue.
- **Build one skills roadmap into every Employment Goal Plan** covering digital capability, AI, and human/transferable skills together, tied to FTB vacancy data.
- **Judge success by real jobs.** Output measures such as sustainable placement and progression would be meaningful.

FSO holds strong data on what FTB employers need. We hold much less data on how well the current employment services referral pathway connects people to these jobs. A closer partnership would enable both sides to understand this far more clearly to deliver successful long-term outcomes for those most in need of employment and to meet Australia's economic and equity priorities.

Recommendations

Recommendation 1: Partner on innovative models to increase completions of non-trade and trade apprenticeships and traineeships for FTB

DEWR and FSO partner with Australia's employment services providers on innovative models to increase completions of non-trade and trade apprenticeships and traineeships for in-demand entry level occupations in finance, technology and business that align with Australia's economic priorities and social equity objectives.

Recommendation 2: Make FSO a Partner in Employment Services Design

FSO should play a formal advisory and coordination role in shaping industry pathways, identifying emerging workforce demand, and supporting alignment between employment services, education and training systems, and employers.

Recommendation 3: Embed Skills and Capability Development Within Every Employment Goal Plan

Employment Goal Plans should include recognised skills pathways or road maps, access to education and training, capability assessment especially for digital, artificial intelligence, and human skills, and clearly identified progression opportunities linked to labour market demand in finance, technology and business.

Recommendation 4: Measures of success need to be output measures

The focus should be on output measures, especially material attachment to the labour market – real jobs – and labour market progression – share in prosperity – as available through FSO in FTB occupations, rather than a focus on input measures, such as the number of industrial certifications obtained.

Introduction

Future Skills Organisation (FSO) welcomes the Australian Government's Discussion Paper (the Paper), *Shaping the future of employment services*.¹

FSO is a Jobs and Skills Council (JSC) funded by the Australian Government, with a strong focus on skills. FSO's mission is to advance transferable and industry-specific skills in the finance, technology, and business (FTB) occupations and FTB industries. Through close collaboration with industry, unions, and governments, under tripartisanship, and with the tertiary education and training sector, FSO works collectively to benefit learners, employees, and employers.

FSO welcomes and strongly supports the stated goal that Australia's employment services system should:

- Connect people with real jobs
- Enable people to share in Australia's prosperity
- Recognise different pathways to work.

These goals also identify FSO's core contribution should the Australian Government seek to partner with FSO for success of employment services policy. Through its work in seeking to create the right settings for skilling the FTB labour market, FSO is also able to support employment opportunities for those most in need of opportunity.

Across FSO's submission we also address many of the 19 Questions raised in the Paper, including:

- the Core ideals (page17)
- Q4 digital/artificial intelligence/human skill status
- Q6 Employment Goal Plan content in terms of skill road maps
- Q8 engagement that moves people toward employment
- Q9 how best to partner with industry and large employers (through FSO)
- Q10 how to best partner with small to medium enterprises (through FSO)
- Q12 supports employers need to recruit and retain people (better use of apprenticeships and traineeships, and other earn while you learn models)
- Q19 through FSO assisting employment services providers with both digital and AI use in and application to their business.

FSO would welcome the opportunity to discuss this submission with Minister Rishworth or with the relevant areas of her Department. We welcome this submission being made public at the Department of Employment and Workplace Relations discretion, and consider the information contained in FSO's submission will assist in shaping the future of employment services in Australia.

¹ <https://consultations.dewr.gov.au/employment-services-reform-discussion-paper>

A key partnership initiative – ready from day one

Jobs and Skills Australia (JSA) late last year reported:

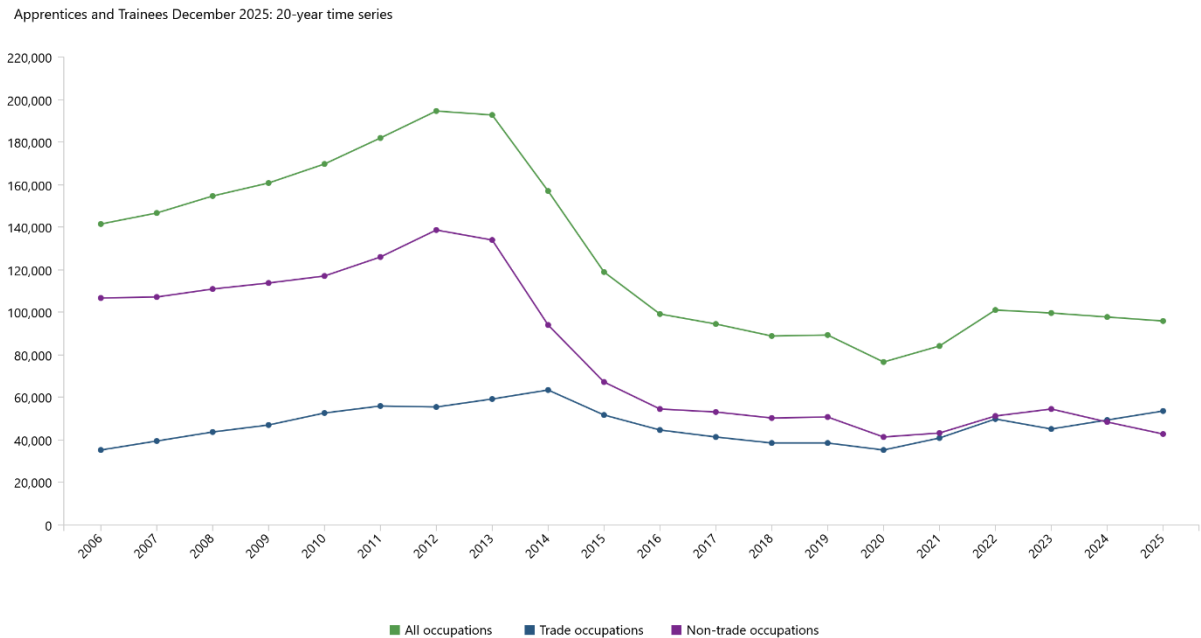
‘Australia’s labour market has undergone significant structural change, with the workforce shifting toward service industries and higher-skilled roles. Service industries accounted for nearly 90% of employment growth over the past decade. In contrast, employment in some producing industries has declined, including Manufacturing and Agriculture, reflecting a long-term shift away from traditional production sectors.’²

Despite service industries accounting for nearly 90 percent of employment growth over the past decade, non-trade apprenticeship and traineeship completions have collapsed since a peak of 138,655 in 2012 to 42,670 in 2025.

This is about a 69.2 percent decline for non-trade apprenticeship and traineeship completions in 13 years.

Despite this collapse in non-trade completions, trade³ completions fell by only about 4.0 percent over the same period. That gap is important as it shows the two aren't in competition. Non-trade completions didn't fall because attention or resources shifted toward trades. Trade completions barely moved either way. Whatever is driving the non-trade collapse, it isn't a trade-off between the two systems and fixing it won't come at trades' expense.

Graph 1: Completions apprentices and trainees 2025: 20-year time series - December quarter⁴



² Jobs and Skills Australia 2025, *Jobs and Skills Report 2025 – Connecting for Impact: Aligning Productivity, Participation and Skills*, page 7, <https://www.jobsandskills.gov.au/publications/jobs-and-skills-report-2025>
³ Telecommunications technology technicians and related qualifications sit within the ITC training package
⁴ <https://www.ncver.edu.au/research-and-statistics/data/all-data/apprentices-and-trainees-2025-20-year-time-series-december-quarter>

FSO is, however, hearten by some of the recommendations in the final report from the *Strategic Review of the Australian Apprenticeship Incentive System Final Report 2024* (the Report).⁵ FSO, as a key stakeholder, strongly contributed to the work of the report authors, Dr Iain Ross AO FASSA and Ms Lisa Paul AO PSM.

There are a number of key recommendations in the Report that are very relevant to matters raised in the Paper. In particular, there are recommendations, if implemented in partnership with FSO and employment services providers, that would create opportunities for those seeking employment to get real jobs and share in Australia's prosperity in service industries that account for nearly 90 percent of employment growth over the past decade (see page 38 of the Report).

These recommendations in the Report are (noting the use of apprenticeships in the recommendations also covers traineeships):

Reframing the gateway to the incentive system

- 2.1 Align with economic priorities and social equity objectives
- 2.2 Establish an innovation fund

Improve access to work experience, pre-apprenticeship programs and school-based apprenticeships

- 3.5 Leverage commitments for better access and exposure to apprenticeships

Supporting JSCs to implement recommendations

- 6.3 Provide additional funding to Jobs and Skills Councils

Recommendation 1: Partner on innovative models to increase completions of non-trade and trade apprenticeships and traineeships for FTB

DEWR and FSO partner with Australia's employment services providers on innovative models to increase completions of non-trade and trade apprenticeships and traineeships for in-demand entry level occupations in finance, technology and business that align with Australia's economic priorities and social equity objectives.

Connect people with real jobs

Finance, Technology, and Business are in-demand occupations. FTB occupations are growth occupations in the labour market.

FTB occupations - recent employee demand

FTB is at the heart of those service industries that offer higher-skilled roles. This is where employment opportunities have existed in greater number.

FTB in-demand occupations accounted for 24.6 percent of the total Australian workforce in 2025, as growth occupations in the labour market. This highlights the need for

⁵ <https://www.dewr.gov.au/australian-apprenticeships/resources/strategic-review-australian-apprenticeship-incentive-system-final-report>

widening and deepening the domestic talent pool and for more diversity in entry into FTB occupations and industries for priority employment. See further data and information at [Appendix A](#). There is nothing to indicate those seeking employment cannot, with the right support and training, access these in-demand jobs.

FTB occupations - growth forecast 2026 to 2035

FTB occupation growth is expected to outpace the broader economy, with technology as the primary driver. The FTB workforce is expected to expand by 1.5 percent per annum to reach around 4.2 million employees by 2034-35 (currently around 3.6 million), compared with overall employment growth of 1.3 percent per annum in the same period. Growth is expected to strengthen from 2025-26, peak around 2028-29, before growth eases back toward trend and converging with the broader labour market by 2034-35. See further data and information at [Appendix A](#).

A full list of FTB occupations is at [Appendix B](#). As this list shows, there is a broad range of FTB occupations with many of these suitable for those seeking to re-enter the labour market.

Connecting people with real jobs depends on employment services being closely tuned to actual vacancies and genuine skill demand. This is something FSO is well placed to support for the FTB sectors. Entry-level and transitioning roles in banking, insurance, financial services, business administration and technology are common destinations for participants moving through employment services. FSO's work directly shapes the qualifications and pathways available to cohorts seeking to enter FTB occupations.

FSO can support employment service providers to connect people to real jobs by sharing FSO workforce plans and workforce dashboards with relevant areas of the Department and with employment service providers, so servicing and referrals reflect genuine, current vacancy and skills demand in FTB.

FSO's *Workforce Plan 2025 Pathways to impact* is available online and includes⁶:

- The workforce plan for 2025 for FTB, noting Australia is expected to need around 4.2 million skilled FTB workers by 2034-35 with a projected shortfall of almost 250,000 workers by 2030
- An interactive data dashboard with workforce information from 66 trusted sources, with customisable views to inform workforce decision making
- Industry-specific trends
- Additional reports, including workforce and skills projections

The Finance, Technology, and Business sectors offer people real jobs.

Recommendation 2: Make FSO a Partner in Employment Services Design

FSO should play a formal advisory and coordination role in shaping industry pathways, identifying emerging workforce demand, and supporting alignment between employment services, education and training systems, and employers.

⁶ <https://www.futureskillsorganisation.com.au/workforce-plans/workforce-plan-2025/> see also 30 July released 2026 FSO workforce plan <https://www.futureskillsorganisation.com.au/workforce-plans/workforce-plan-2026/>

Enable people to share in Australia's prosperity

Sharing in Australia's prosperity means more than finding any job – it means accessing secure, well-paid work with genuine career progression. It means seeking to avoid the churn of low paid work with no prospects.

FTB can offer extended tenure and career pathways

The former House of Representatives Committee, the Select Committee on Workforce Australia Employment Services' Inquiry into Workforce Australia Employment Services, *Rebuilding Employment Services*, noted the current approach is challenged in offering sustainable employment or economic security. The Committee's final report, November 2023, noted⁷

'...[the current approach means there is a] focus on placing jobseekers into any job as fast as possible, irrespective of whether the job is appropriate to the jobseekers' circumstances, meets their needs, aligns with their aspirations or is likely to be sustainable. Concerningly, this has led to many jobseekers being repeatedly placed into inappropriate 'survival' jobs and churning through the system rather than finding long-term, meaningful work...This is not compatible with a system which aims to achieve sustainable employment or economic security for those it supports.'

Jobs in FTB can offer extended tenure and career pathways, especially when offered through EWYL models and through apprenticeships and traineeships as proposed by FSO in this submission.

'This 'work first' approach leads to jobseekers being forced to accept lower-paid, lower-skilled positions, with stakeholders noting that this can be antithetical to a jobseeker's career progression and can trap jobseekers in persistent cycles of poverty and disadvantage... just over half of people who participate in employment services are placed in casual or temporary work... resulting in people remaining in low-paying or unstable jobs rather than seeking out more suitable, sustainable employment opportunities.'⁸

FTB sectors offer job security as well as many jobs that are well paid

Not only does the FTB sectors offer job security, but many jobs are also well paid – well above the national average weekly earnings of \$2,050.10 (November 2025).⁹ For example, bookkeepers' average weekly earnings in 2025 were \$2,887.00; call or contact centre workers \$2,845.00; and database and systems administrators, and ICT security specialists \$2,668.00.¹⁰

⁷

https://www.aph.gov.au/Parliamentary_Business/Committees/House/Former_Committees/Workforce_Australia/WorkforceAustralia/Report/Chapter_2_-_Critique_and_analysis_of_the_current_Australian_system see paragraph 2.175.

⁸ former House of Representatives Committee, the Select Committee on Workforce Australia Employment Services' Inquiry into Workforce Australia Employment Services see paragraphs 2.77 to 2.79

⁹ <https://www.abs.gov.au/statistics/labour/earnings-and-working-conditions/average-weekly-earnings-australia/latest-release>

¹⁰ *Survey of Employee Earnings and Hours (EEH)*, customised report (2016–2025) for FSO.

The following is a call/contact centre example for FTB to illustrate what is possible for those seeking to move into in-demand roles.

Datacom is one of Australasia's leading locally owned tech businesses. Datacom recognises not everyone has a technology background, which is why it values transferable skills gained from experiences in retail, hospitality, and beyond. What Datacom, and many FTB employers, seek are people with the right attitude and mindset so, together, they can develop careers, offer opportunities to learn new skills, and provide hands-on experience from day one.¹¹

Sharing in Australia's prosperity starts with industry opportunities for growth and with employers and systems in place to support that growth. Data shows 35.2 percent of call or contact centre and customer service managers remain in their current job after 12 months,¹² with many having moved on to better and higher paying jobs, and on average in 2025 call or contact centre workers earned above the national average weekly wage.

The Finance, Technology, and Business sectors enable people to share in Australia's prosperity.

Recognise different pathways to work

Noted in FSO's workforce plan for 2025 for FTB Australia is expected to need around 4.2 million skilled FTB workers by 2034-35 with a projected shortfall of almost 250,000 workers by 2030.

This shortfall cannot be met by a business as usual approach. The key is employer identified entry level positions and finding alternative pathways for entry into FTB. FSO has been developing a range of approaches to address this shortfall, which will be of benefit to Australia's employment service providers and to those seeking employment.

20% Alternative Pathways Pledge

FSO is a leading partner in the established NSW Digital Skills and Workforce Compact (the Compact).¹³ A key initiative through the Compact is the 20% Alternative Pathways Pledge. The pledge is a commitment from Compact Partners that 20% of all digital entry-level hires will come from alternative pathways by 2030.¹⁴

Alternative pathways are non-university routes, including VET courses, traineeships, micro-credentials, earn-while-you-learn models, bootcamps, and vendor certifications.

Opening up alternative pathways will be a vital way to expand talent pipelines and meet NSW's 85,000 digital worker shortfall, while increasing diversity and equity within the digital industry.

Since the 20% Alternative Pathways Pledge was launched by NSW in December 2024, other states and territories have also signed up to the pledge including Victoria, Queensland and South Australia.

¹¹ See <https://datacom.com/au/en/careers/contact-centre-representatives>

¹² *Education and Work, Australia, 2025* (TableBuilder), using the Occupation of Current Job × Tenure of Employment in Current Job dataset.

¹³ <https://www.nsw.gov.au/education-and-training/nsw-digital-compact>

¹⁴ <https://www.nsw.gov.au/education-and-training/nsw-digital-compact/20-per-cent-alternative-pathways-pledge>

This landmark commitment from the digital sector is creating lasting cultural change that will:

- Create a more equitable way of hiring talent
- Provide greater opportunity for under-represented cohorts
- Grow businesses and organisations
- Meet the needs of employers
- Benefit NSW citizens and communities, including those seeking sustainable, well paid employment
- Foster innovation and economic growth
- Ensure NSW remains competitive on a global scale

Digital Capability Uplift

The Australian economy and the labour market is now digitalised. The vast majority of jobs now require workers with digital knowledge and skills on a digital continuum from informed to enabled/augmented through to expert tech workers.

In response to this urgent and growing demand for digital capability across Australia's workforce, FSO is developing a range of accredited units of competency for the essential digital skills for today's workforce.¹⁵ This work is supported by collaboration with education and training partners to create learning resources.

These units are being designed for use across industries and job roles, supporting learners, workers, and those seeking employment who need digital skills to work confidently and safely in a digitalised labour market.

To ensure this education and training results in learners being digital informed for sustained, well paid employment, there is a focus on:

- Digital Capability
- Generalist Artificial Intelligence (AI)
- Generalist Cyber Security

This education and training will provide those seeking employment with access to generalist digital capability uplift, improved employability in a rapidly changing economy, including defined pathways into AI and cyber security.

It is FSO's view that a jobseeker's digital capability must be captured in their Employment Goal Plan (see question 6, page 25, of the Paper) and an individualised digital capability road map should be developed through the Employment Goal Plan.

FSO Skills Accelerator - AI

In collaboration with the Founding Partner, Microsoft, the FSO Skills Accelerator AI is about turning the potential of AI into practice, at pace.¹⁶ It is an initiative that brings together vocational education and training (VET) and industry to connect, collaborate, and share best practices, tackling the AI skills challenge for VET learners, educators, and administrators.

¹⁵ <https://www.futureskillsorganisation.com.au/uplift-digital-capability/>

¹⁶ <https://www.futureskillsorganisation.com.au/skills-accelerator-ai/#>

FSO invites employment service providers and their teams, to join with industry, unions, and government as partners with FSO in turning the potential of AI into practice, at pace

FSO proposes to meet employment service providers where they are, with flexible ways to engage. As a partner with FSO on AI skills acceleration, employment service providers may identify challenges, and we will collaborate with them to co-design and trial solutions and build capability for their services and to support their clients.

FSO will connect the right partners and help great ideas scale.

FSO welcomes the opportunity to invite Australia's employment service providers, and the broader actors of Australia's employment service system, to collaborate with FSO for the benefit of those seeking employment by contacting us at <https://www.futureskillsorganisation.com.au/collaborator/>

It is FSO's view that a jobseeker's AI must be captured in their Employment Goal Plan (see question 6, page 25, of the Paper) and an individualised AI road map should be developed through the Employment Goal Plan.

Human capability skills are key

As noted in the Datacom case study above, what Datacom and many FTB employers seek are people with the right attitude and mindset – the human skills.

FSO, HumanAbility and Service and Creative Skills Australia JSCs are working together through a Cross-JSC Generalist Skills Working Group to define a common framework for generalist skills.¹⁷ The model is designed to demonstrate an approach that can be scaled across employers, workers, those seeking employment, and tertiary education and training and to align with the National Skills Taxonomy as it develops.¹⁸

As industries converge, technology changes, and job roles evolve, workers require transferable, cross-industry generalist skills to thrive. This shift, and the consequent change in skills needed, is recognised in the Australian Government's White Paper on Jobs and Opportunities:

'Human capital accumulation requires an investment in people to build up not just technical skills and knowledge but also the core transferable skills needed to be resilient and adaptable through structural change.'¹⁹

If partnering with FSO on apprenticeships and traineeships for jobs in FTB, FSO may support employment services providers and those seeking employment on approaches to allow for the identification of generalist employability skills needed by those seeking to enter FTB sectors.

It is FSO's view that a jobseeker's human skills must be captured in their Employment Goal Plan (see question 6, page 25, of the Paper) and an individualised human skill road map should be developed through the Employment Goal Plan.

¹⁷ <https://www.futureskillsorganisation.com.au/generalist-skills-review/>

¹⁸ <https://www.jobsandskills.gov.au/data/national-skills-taxonomy>

¹⁹ The Treasury, 2023, White Paper on Jobs and Opportunities, page 87, <https://treasury.gov.au/sites/default/files/2023-09/p2023-447996-07-ch5.pdf>

Entry Level Pathways - Learning Pathways into Technology Careers

In partnership with the Australian Computer Society and C4 Digital, FSO identified nine pathways spanning 34 of Australia's most in-demand entry-level tech roles.²⁰

Each pathway is described through individual role profiles, detailing the skills, capabilities and attributes employers are hiring for, supporting skills-based hiring from traditional and non-traditional backgrounds.

These are industry-validated pathways that connect learners to jobs in Australia's growing tech sector. The pathways are built on a skills-led analysis of more than 40,000 job advertisements, validated through consultation with industry, education and government stakeholders, and mapped against globally recognised frameworks.

Through this work the tech workforce is organised into nine pathways, each offering distinct entry-level routes into the sector. These roles can all be reached through VET, providing accessible starting points for a career in tech. Importantly, with the right support, including through apprenticeships and traineeships, these roles are open to those seeking employment.

To support users, including Australia's employment service providers, the Career Pathways Portal shows the entry-level roles within each pathway, the skills these are built on, how AI is shaping the work, and where each role can lead next to careers in tech.²¹

Earn While You Learn

There is an opportunity to strengthen learn-to-work transitions. This can be addressed by enhancing connections between learning and earn-while you learn (EWYL) models to support earlier industry engagement, smoother transitions, and clearer pathways for entering FTB occupations.²²

Employers, governments and learners see the value of EWYL models. This can range from paid workplace experiences as part of undertaking a course to formal EWYL models.

The Finance, Technology, and Business sectors offer different pathways to work.

Recommendation 3: Embed Skills and Capability Development Within Every Employment Goal Plan

Employment Goal Plans should include recognised skills pathways or road maps, access to education and training, capability assessment especially for digital, artificial intelligence, and human skills, and clearly identified progression opportunities linked to labour market demand in finance, technology and business.

²⁰ <https://www.futureskillsorganisation.com.au/learning-pathways-into-technology-careers/>

²¹ See <https://c4digital.com.au/clients/fso> with a user guide for the portal at <https://www.futureskillsorganisation.com.au/wp-content/uploads/2026/06/How-to-use-the-pathway-portal.pdf>

²² Future Skills Organisation, July 2025, *Developing the Tech Workforce: Unlocking the Potential of Earn While You Learn Report*, https://www.futureskillsorganisation.com.au/wp-content/uploads/2025/07/FSO_EWYL-Summary-Report-24pp_Web-Ready-310725-2.pdf

Conclusion

FSO would welcome the opportunity to work with the Department of Employment and Workplace Relations as this reform progresses. FSO would be pleased to discuss any of the matters raised in its submission further with Minister Rishworth and her Department or with the Employment Services review team.²³

Future Skills Organisation futureskillsorganisation.com.au PO Box 16194, Collins Street West, Melbourne VIC 8007	The Future Skills Organisation is a Jobs and Skills Council funded by the Australian Government Department of Employment and Workplace Relations.
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²³ Some research undertaken for this submission was through the application of artificial intelligence (AI). All AI outputs were checked against source documents and reviewed and validated by FSO staff.

Appendix A

FTB occupations - demand

Across Australia, FTB occupations are in-demand with significant growth occurring over the last decade to 2025.²⁴

- Finance occupations in 2025 consisted of 901,853 employees in total, up 14.8 percent in the decade since 2016. This was 6.1 percent of the Australian workforce total in 2025.
- Technology occupations in 2025 consisted of 692,029 employees in total, up 34.2 percent in the decade since 2016. This was 4.7 percent of the Australian workforce total in 2025.
- Business occupations in 2025 consisted of 2,027,285 employees in total, up 16.8 percent in the decade since 2016. This was 13.8 percent of the Australian workforce total in 2025.

This is where employment opportunities are forecast to exist in greater number for over the coming decade than in the broader economy.

Technology occupations are the clear growth engine of the FTB workforce, with all roles recording positive demand over the forecast period. This is expected to lift technology's share of FTB occupation demand from 18 percent in 2024-25 to 20 percent in 2034-35.

This is despite the impact of AI, which is considered a partial driver for broader technology employment growth, where some rebalancing of roles will occur.

Business and finance together account for the majority of the FTB occupation workforce, but demand for some of these sectors' occupations may stagnant or fall in demand, particularly in administrative and clerical occupations.

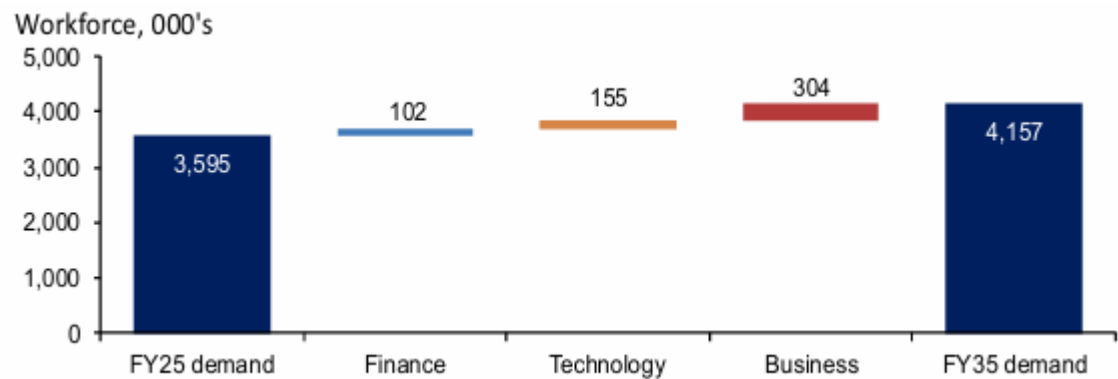
In this case, roles such as personal assistants, secretaries, and keyboard operators, which are among the most exposed to automation pressures identified in the JSA Gen AI Capacity Study,²⁵ are forecast to have the largest FTB occupation decline, noting again it is still early in assessing the AI impact across occupations.

The following set of three graphs show, in the main, show these increases in FTB workforce demand.

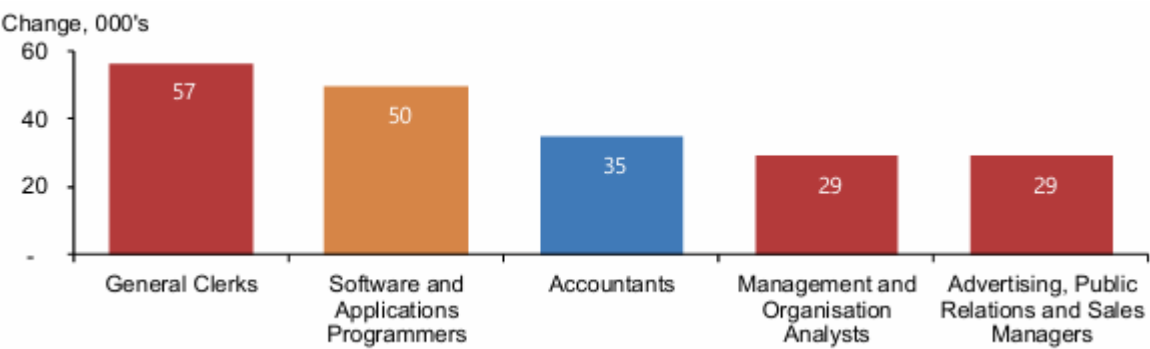
²⁴ <https://www.futureskillsorganisation.com.au/workforce-plan-2025-occupations-dashboard/>

²⁵ Jobs and Skills Australia, *Gen AI Capacity Study*, 2025, <https://www.jobsandskills.gov.au/studies/generative-artificial-intelligence-capacity-study>

Graph 1: FTB ` labour demand, 2024-25 to 2034-35 forecast

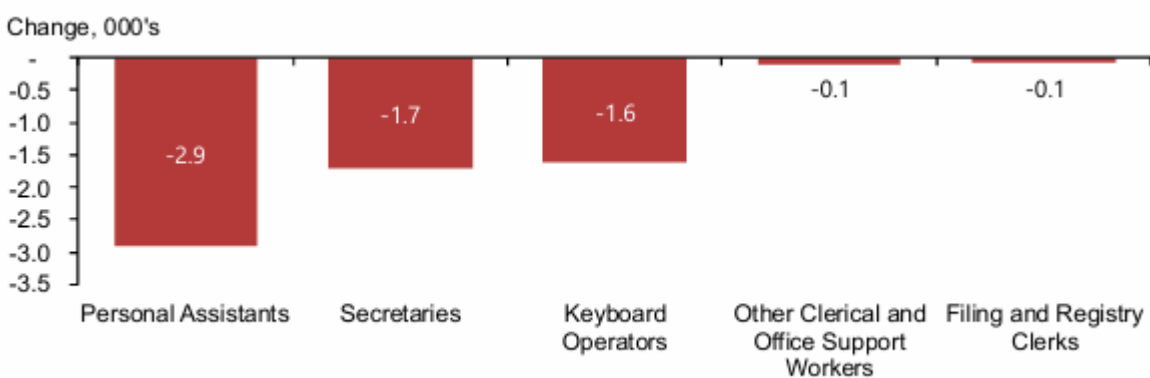


Graph 2: Top five largest increases in workforce demand, FTB occupations, 2024-25 to 2034-35 forecast



Note, the occupation of General Clerks, as defined in the Occupation Standard Classification for Australia, administered by the Australia Bureau of Statistics no longer reflects the true nature of this occupation.²⁶ A more appropriate title is more likely Administration Assistant/Officer, which is a growing occupational role often filled as a labour market entry level.

Graph 3: Top five largest declines in workforce demand, FTB occupations, 2024-25 to 2034-35 forecast



²⁶ <https://www.abs.gov.au/statistics/classifications/osca-occupation-standard-classification-australia/2024-version-1-0/browse-classification/5/56/561/5611>

FTB occupation workforce definition

<i>Finance</i>	<i>Technology</i>	<i>Business</i>
Finance Managers Accountants Auditors, Company Secretaries and Corporate Treasurers Financial Brokers Financial Dealers Financial Investment Advisers and Managers Accounting Clerks Bookkeepers Payroll Clerks Bank Workers Credit and Loans Officers Insurance, Money Market and Statistical Clerks Debt Collectors Insurance Investigators, Loss Adjusters and Risk Surveyors Insurance Agents	ICT Managers ICT Trainers ICT Sales Professionals Graphic and Web Designers, and Illustrators Electronics Engineers ICT Business and Systems Analysts Multimedia Specialists and Web Developers Software and Applications Programmers Database and Systems Administrators, and ICT Security Specialists Computer Network Professionals ICT Support and Test Engineers Telecommunications Engineering Professionals ICT Support Technicians Telecommunications Technical Specialists Telecommunications Trades Workers	Chief Executives and Managing Directors General Managers Advertising, Public Relations and Sales Managers Corporate Services Managers Human Resource Managers Research and Development Managers Other Specialist Managers Call or Contact Centre and Customer Service Managers Journalists and Other Writers Human Resource Professionals Training and Development Professionals Actuaries, Mathematicians and Statisticians Archivists, Curators and Records Managers Economists Librarians Management and Organisation Analysts Advertising and Marketing Professionals Life Scientists Barristers Solicitors Social Professionals Gallery, Library and Museum Technicians Office Managers Personal Assistants Secretaries General Clerks Keyboard Operators Call or Contact Centre Workers Information Officers Receptionists Filing and Registry Clerks Survey Interviewers Switchboard Operators Other Clerical and Office Support Workers Conveyancers and Legal Executives Human Resource Clerks Library Assistants Other Miscellaneous Clerical and Administrative Workers Telemarketers