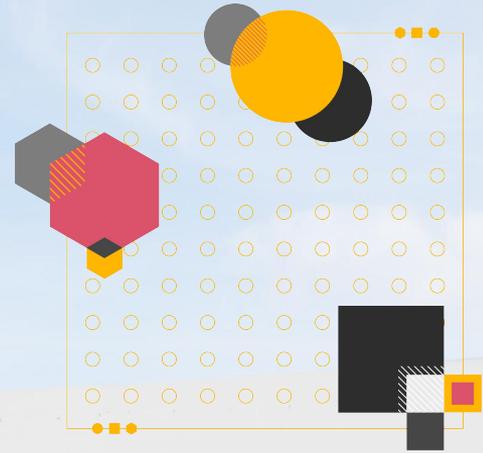
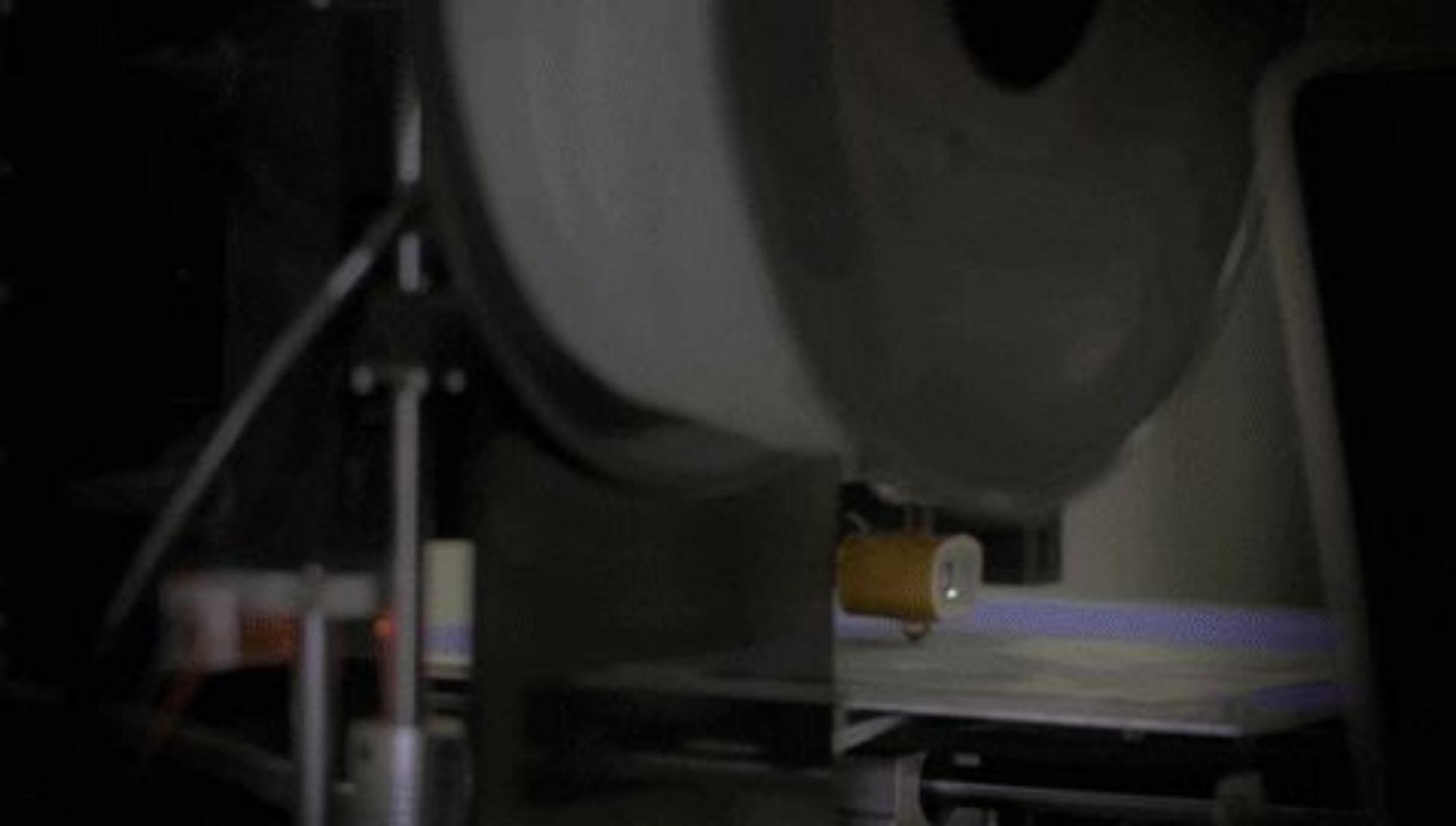


Creating the human-centred workplace and city

Committee for Melbourne event





Work has evolved over time, the one constant is change

The landscape of work has changed, accelerated by COVID-19. Unpredictable disruptors are transforming how, where and when we work – which in turn affect how we interact with businesses, brands and employees.

Wellness Age

2000 - 2009

Wellbeing and work-life balance

Digital Age

2010 - 2019

Creativity and collaboration

Virtual Age

2020 - 2021

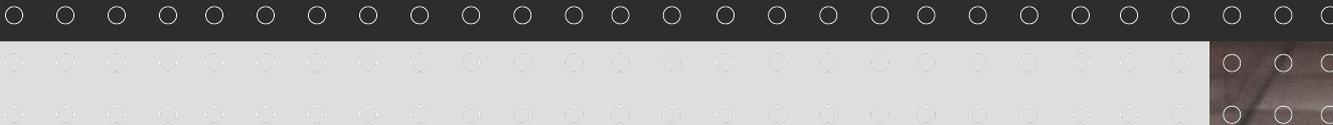
Flexible/remote models

Personalised Age 2021 +

Individual preferences

Intelligent Age 2023 +

Real time intelligent analytics



The Coronavirus And The Balance Of Power Between Employers And Employees



There aren't many things Australia's employees enjoyed during the periods of lockdown. But the choice and flexibility hybrid work has brought is something we want to keep

45%

of Australian workers say changing attitudes to remote working and benefits will transform the way people work over the next three to five years¹

74%

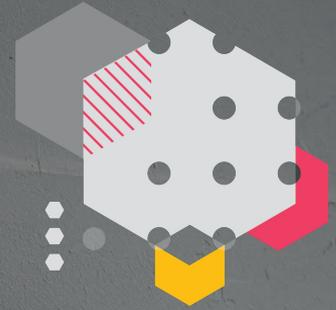
want a mix of remote and in-person working²

29%

of workers say they would consider quitting if they were forced to abandon remote work completely³

25%

of knowledge workers still want to spend the majority of their working week at the office, while others intend to still use it more sporadically.



When it comes to why employees are looking to return to the office, the top three reasons aren't surprising

Our research shows that Australian office workers value the way in which the office brings together people for face-to-face collaboration opportunities and provide social spaces for connecting.

While people prefer to do deep thinking, research, writing, administration and emails remotely.

It's about bringing people together so they can then work effectively apart, and getting the balance right.



1.

**The opportunity to
co-locate with their
team (44%)**

2.

**Coming together for
moments that
matter, such as
social events (42%)**

3.

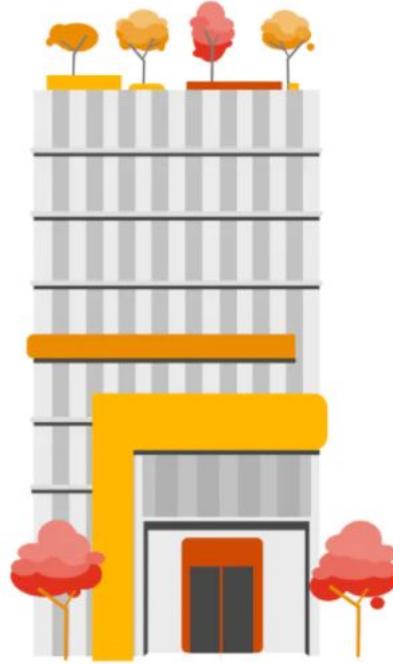
**Accessing better
and more advanced
technology than
what is available at
home (34%)**



As we look to the future, many organisations now envision a hybrid work model that combines three spaces



Home



Office



Third space

There are six key areas that are critical for organisations to invest in, to make hybrid work, work

Where we work

Workplace models should be the result of a considered approach, underpinned by organisational requirements and employee engagement

Leadership at work

Leaders have a key role to play to ensure that the needs of employees are being met in this complex environment - and new behaviours are required

Ways of working

The way we work has to be designed with intentionality. Organisations must nurture working relationships, a sense of community and a spirit of collaboration

Enabling it to work

How current and evolving hybrid work plans impact legal and other compliance obligations and policies - elements at the structural level

Wellbeing at work

Investing in mental health and wellbeing is not only the right thing to do, but it will boost productivity, engagement and connection

Upskilling for work

Organisations need to invest in technical and digital skills as well as the training to build 'human' skills like empathy, problem solving and emotional intelligence



Organisations need to plan for the longer term and not just the immediate response and short-term change



Taking a Horizon view



Horizon 1

Rebuild: The return to workplace

While change will still be frequent and significant, there are short-term actions that can optimise workers' return to workplaces and building a longer term agenda



Horizon 2

Redefine: Working in the new normal

Experimentation will be needed as we redefine and redesign the future of work as borders, businesses and people settle into a new normal



Horizon 3

Reimagine: Empowering future growth

A strategic view of the long term is still needed to shape organisational growth. Organisations need to seize the opportunity to reimagine and redesign the future.

Contact us



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Find out more



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Changing Places



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What workers want