



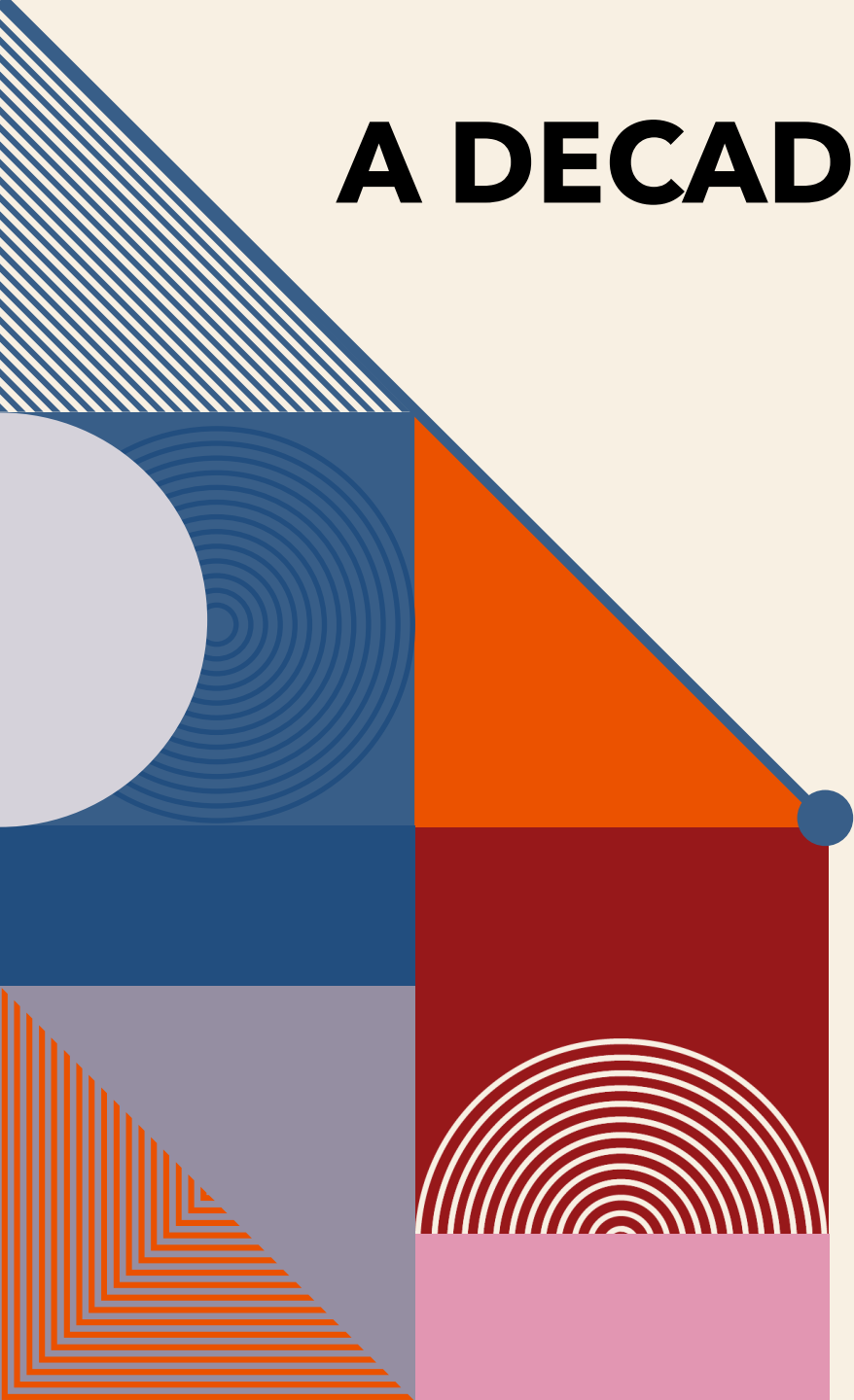
NAVIGATING THE FUTURE: TRENDS RESHAPING AUSTRALIA'S AGED CARE SECTOR

ASHLEY FELL



I LOVE EXCEL

A DECADE OF TRANSFORMATION



2016 **Post-truth**

Adjective

Relating to or denoting circumstances in which objective facts are less influential in shaping public opinion than appeals to emotion and personal belief



2017

Fake news



2018

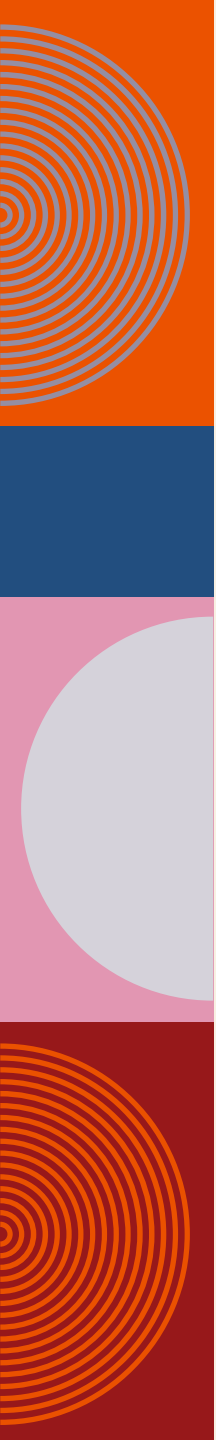
Toxic



2019

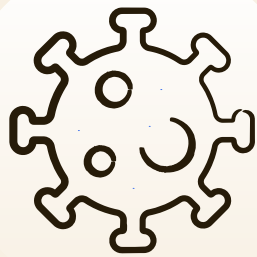
Climate emergency





2020

2020



Coronavirus



COVID-19
Lockdown



Black Lives
Matter



Cancel
Culture

2021 **Vax**



2022

Goblin mode





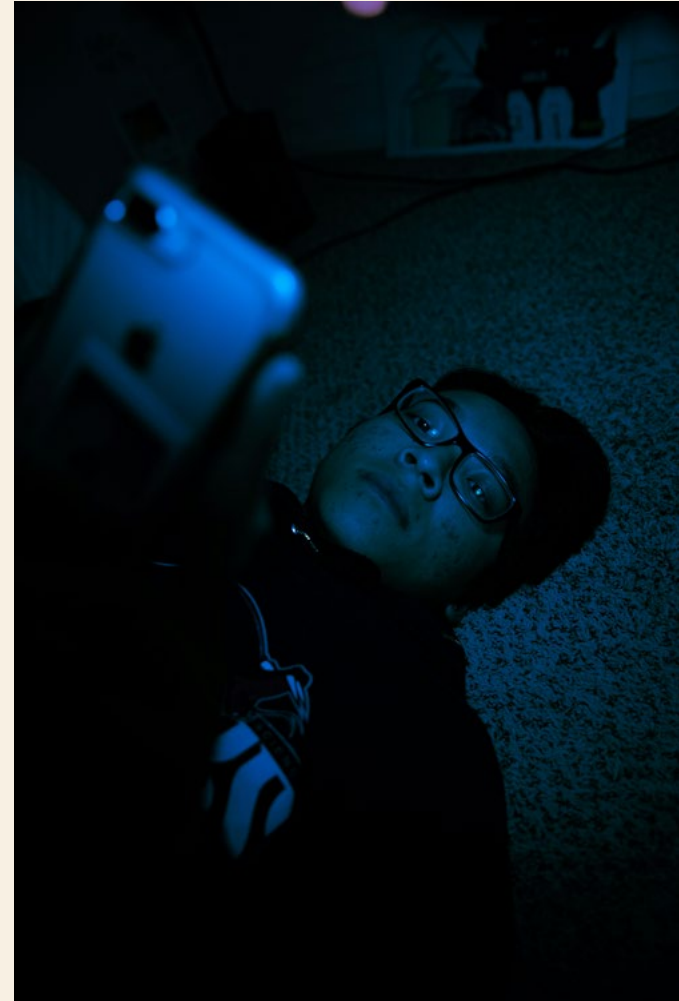
“Pretty sure Goblin Mode is just a new term to describe what teenagers have always been in.”

2023 **Rizz**



2024

Brain rot

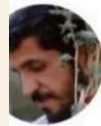


2025

Rage bait



2026 ...



kev joon @never_oppressed · 8h



I just woke up and read all of the internet. Really good stuff. Everyone's doing great. I feel hopeful about things.



Simon Holland 
@simoncholland



Don't know about y'all but I could
really go for some precedented
times.



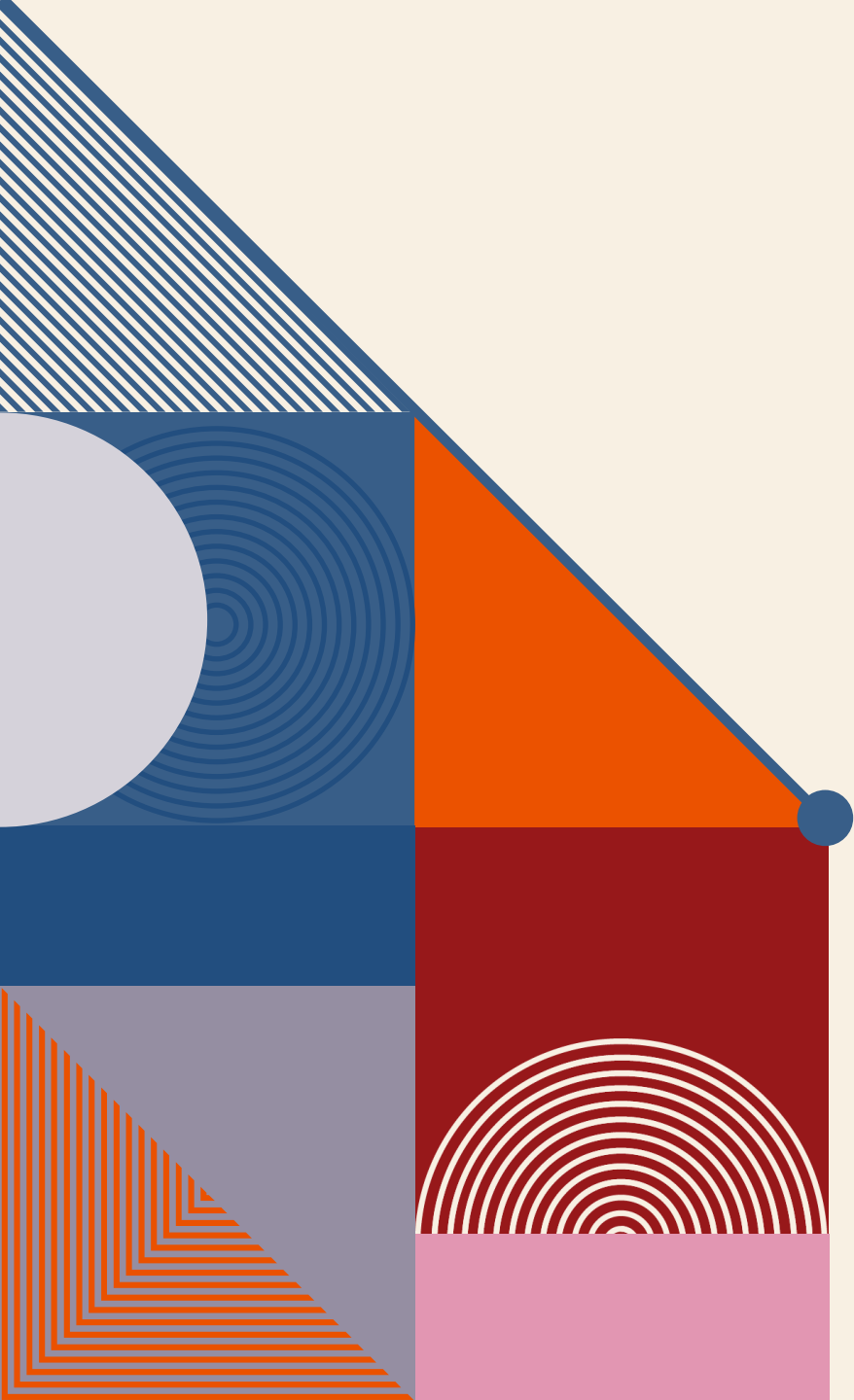
DEMOGRAPHIC SHIFTS



Census

Every stat tells a story.

2021



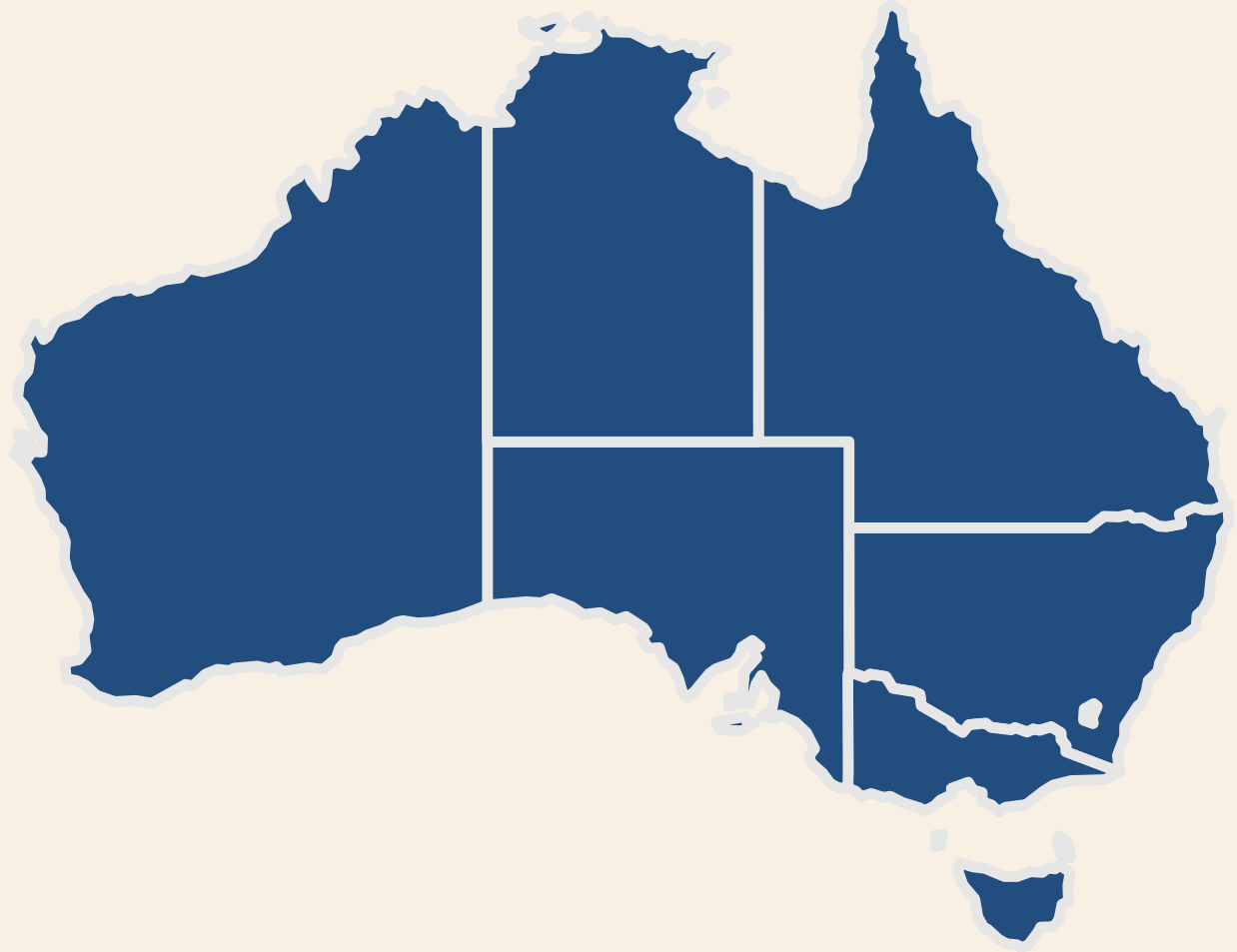
DEMOGRAPHERS WHEN NEW DATA COMES OUT



POPULATION: GROWING

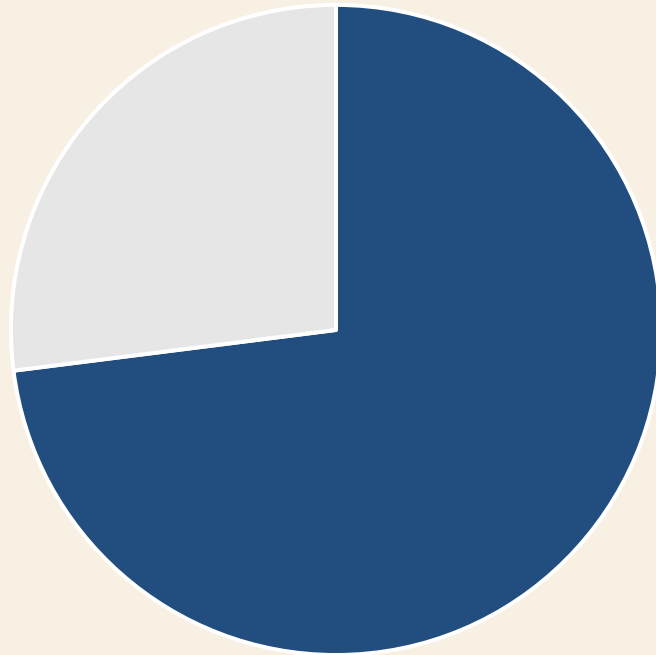
2016
24 million

2026
28 million



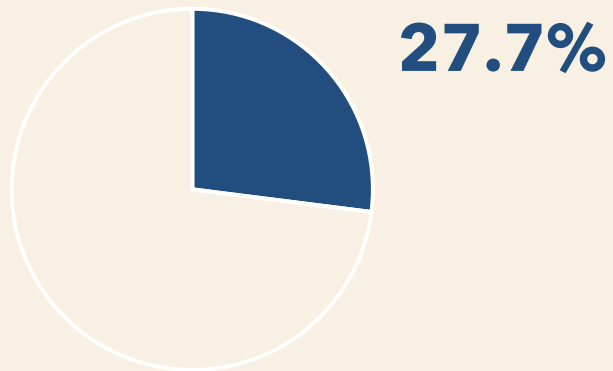
POPULATION GROWTH

27%
NATURAL
INCREASE

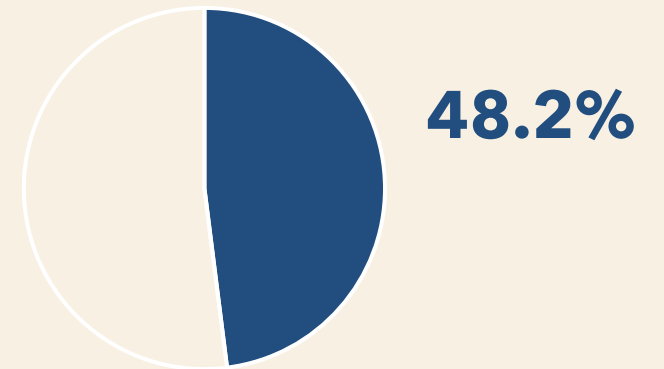


73%
NET OVERSEAS
MIGRATION

POPULATION: MORE DIVERSE



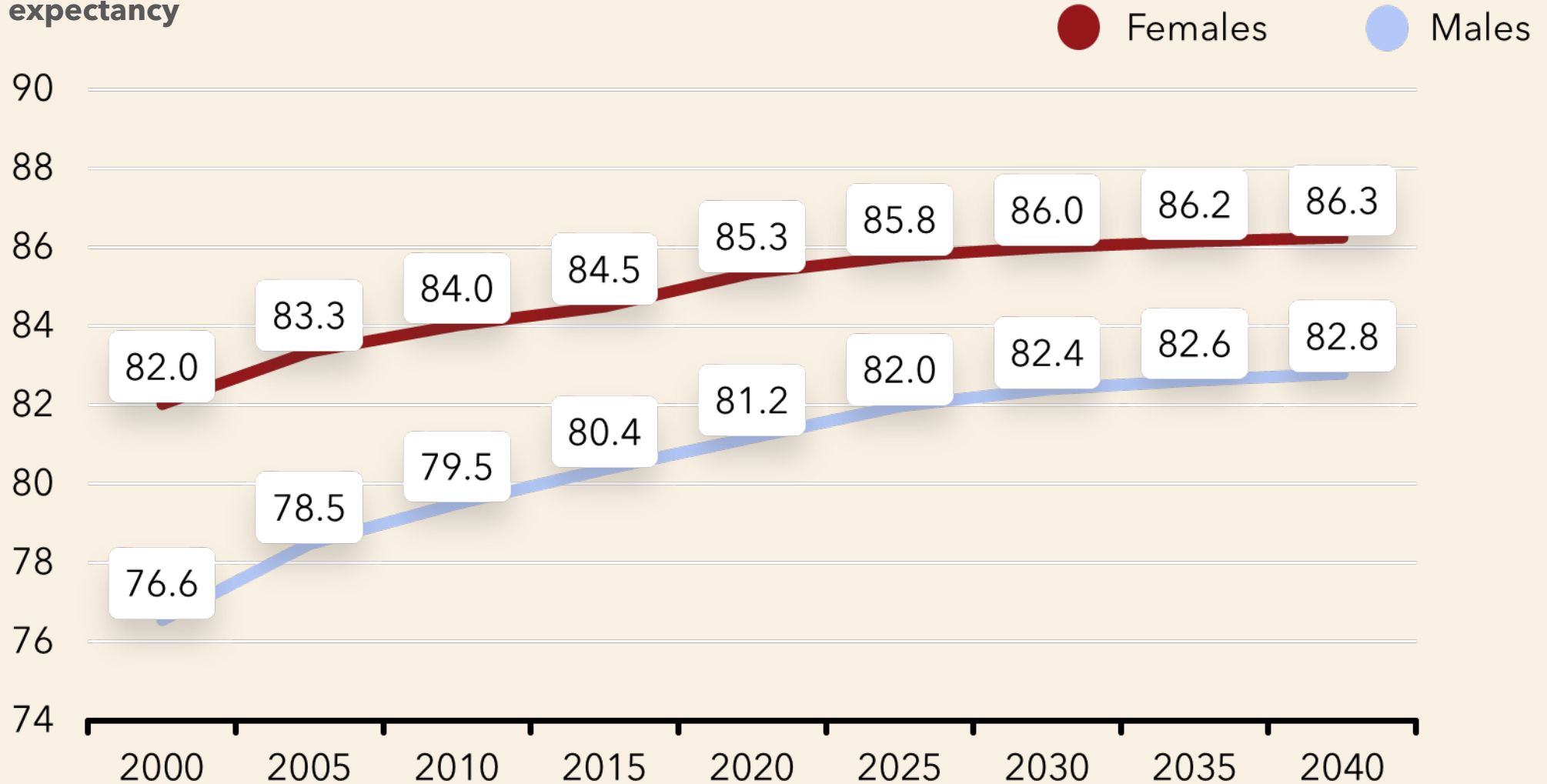
BORN O/S



**HAVE AT LEAST ONE
PARENT BORN O/S**

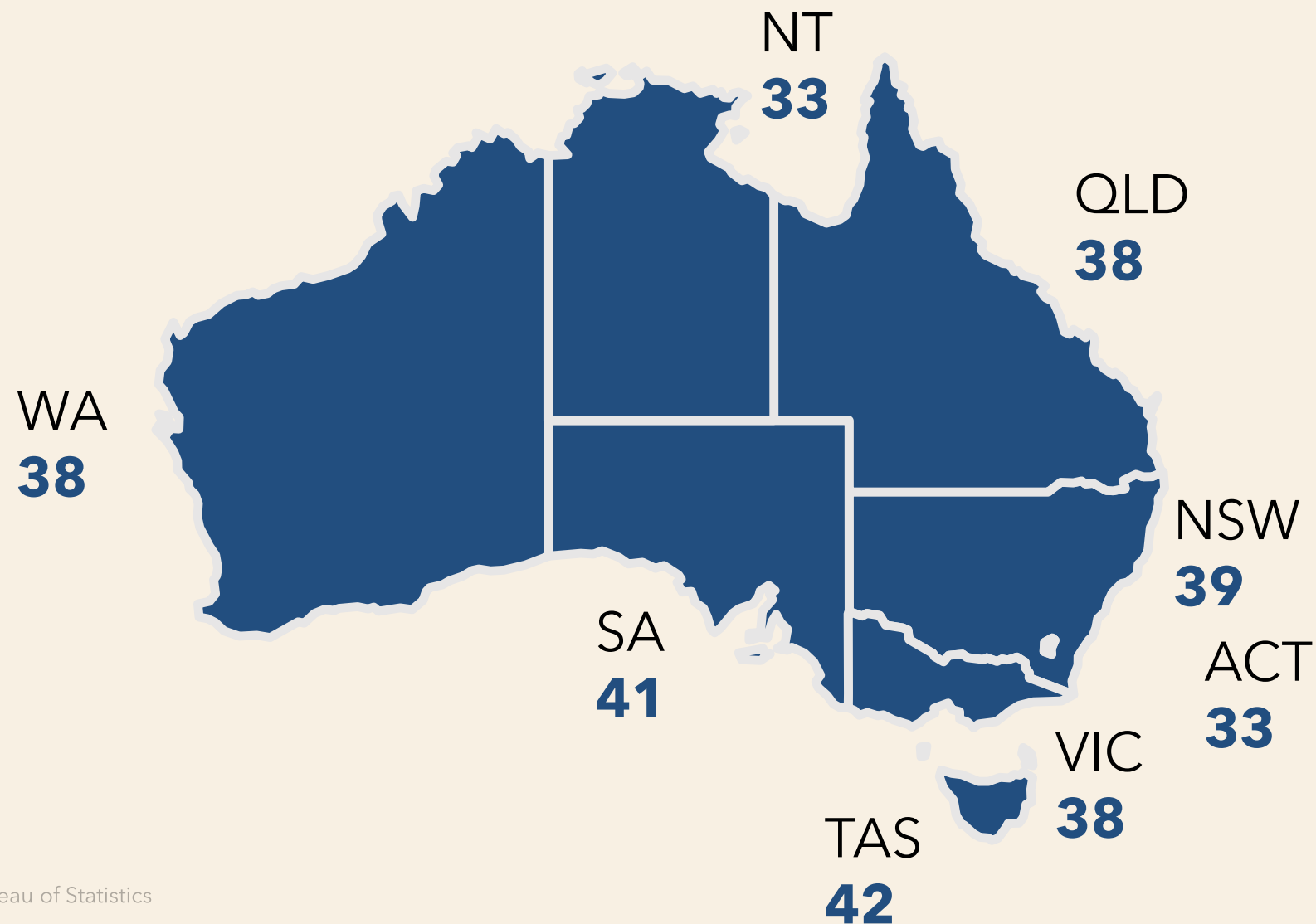
POPULATION: AGEING

Life expectancy



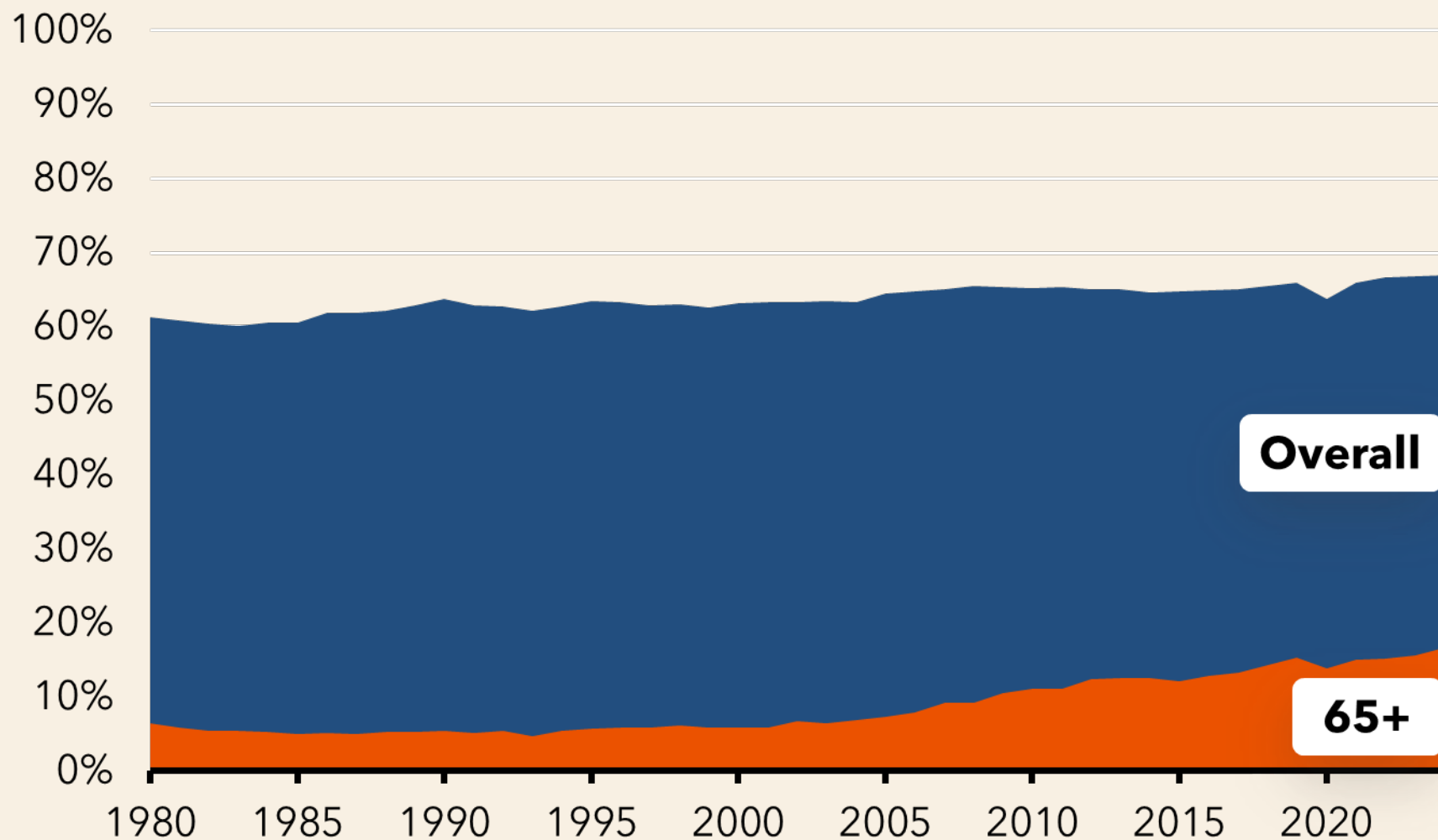
Source: Australian Bureau of Statistics

POPULATION: AGEING

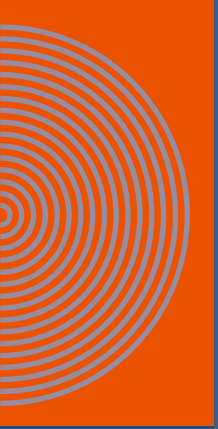


Source: Australian Bureau of Statistics

WORKFORCE PARTICIPATION RATE



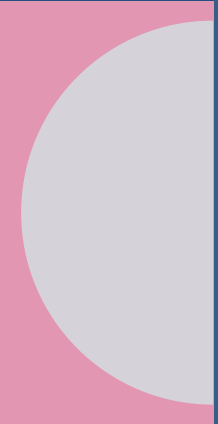
Source: Australian Bureau of Statistics



Driving demand
for different
industries

Greater cultural
intelligence required

IMPACTS ON THE FUTURE



Redefined
retirement

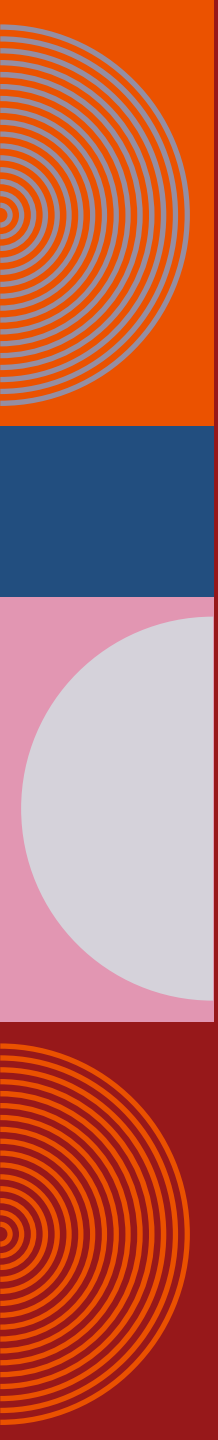
Ratio of workers to
retirees shrinks

Increased competition
for skilled labour

More diverse workforce,
and customers

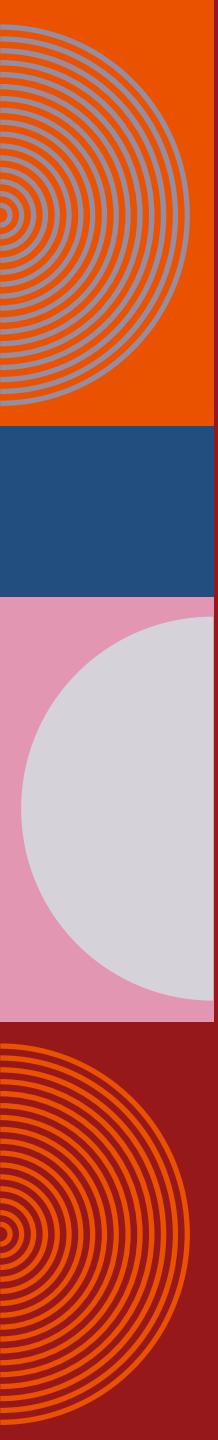


TECHNOGLOGICAL ADVANCEMENTS



Q. WHICH BEST DESCRIBES HOW YOU FEEL ABOUT AI?

- A) "I'M ALL IN—IT'S MY DAILY CO-PILOT."**
- B) "I'M EXPERIMENTING, BUT STILL FIGURING IT OUT."**
- C) "I'M WATCHING FROM A DISTANCE WITH SOME
HEALTHY SKEPTICISM."**
- D) "HONESTLY? I JUST WANT A BREAK FROM HEARING
ABOUT IT."**



**"MY HUSBAND ASKED ME WHY I
SPOKE SO SOFTLY IN THE HOUSE.
I SAID, I WAS AFRAID MARK
ZUCKERBERG WAS LISTENING.**

**HE LAUGHED.
I LAUGHED.
ALEXA LAUGHED.
SIRI LAUGHED."**



Katherine

@mycorporatebestie

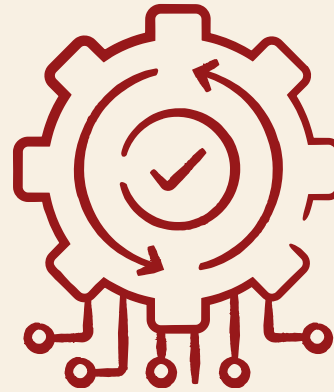
"chat GPT is going to take over your job!"

me: take it

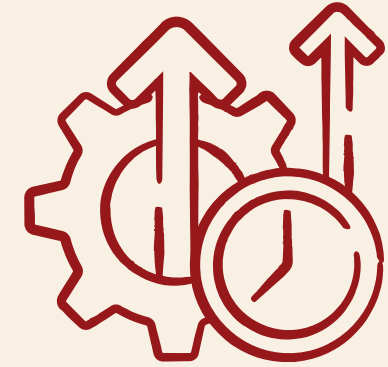
AI'S IMPACT ON THE WORKPLACE



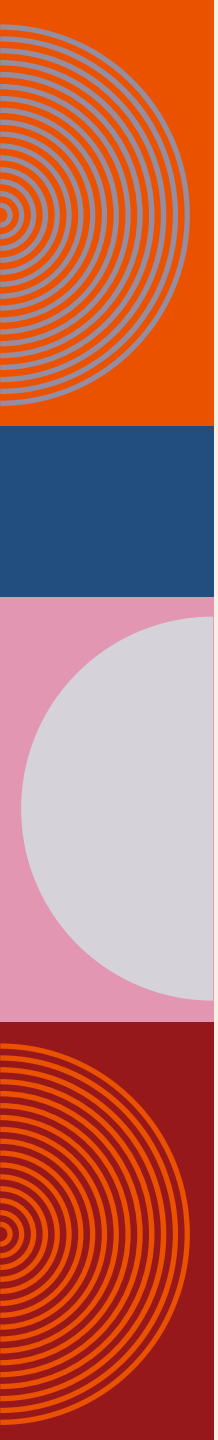
Personalisation



Automation



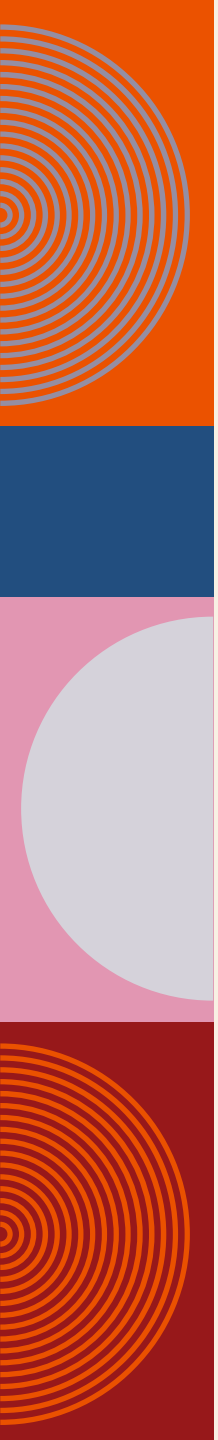
Productivity



SKILL EVOLUTION

20th Century

21st Century

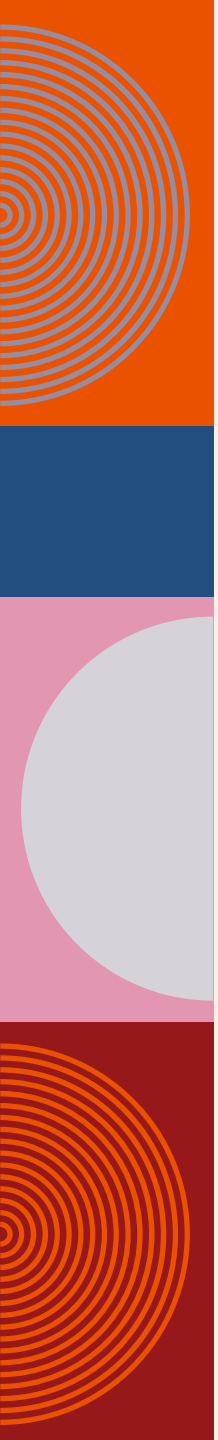


SKILL EVOLUTION

20th Century

21st Century

Technical skills	20 th Century	21 st Century
	Basic computer skills	Advanced digital skills

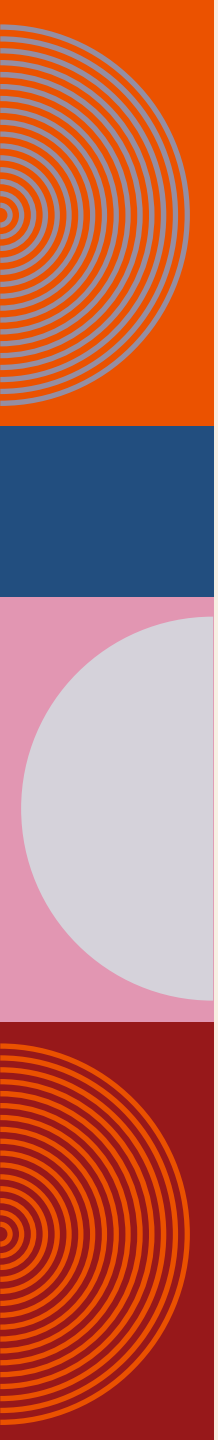


SKILL EVOLUTION

20th Century

21st Century

Technical skills	Basic computer skills	Advanced digital skills
Communication	Written and verbal	Inspiring and motivating

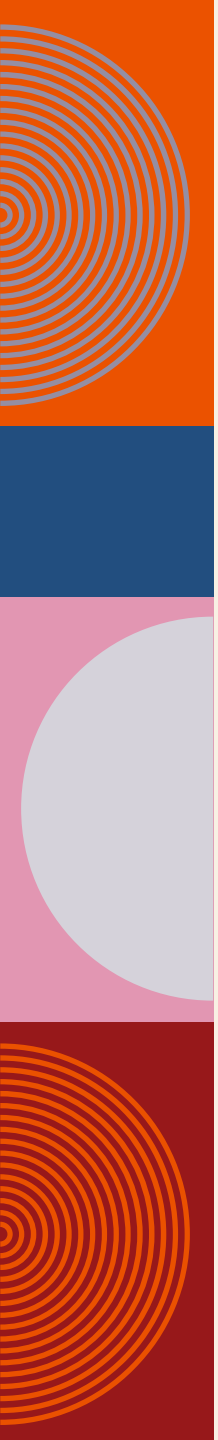


SKILL EVOLUTION

20th Century

21st Century

Technical skills	Basic computer skills	Advanced digital skills
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Problem solving	Logical thinking	Critical thinking



SKILL EVOLUTION

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21st Century

Technical skills	Basic computer skills	Advanced digital skills
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Adaptability	Following instructions	Openness to change

SKILL EVOLUTION

20th Century

21st Century

Technical skills	Basic computer skills	Advanced digital skills
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Adaptability	Following instructions	Openness to change
Teamwork	In-person	Hybrid

SKILL EVOLUTION

20th Century

21st Century

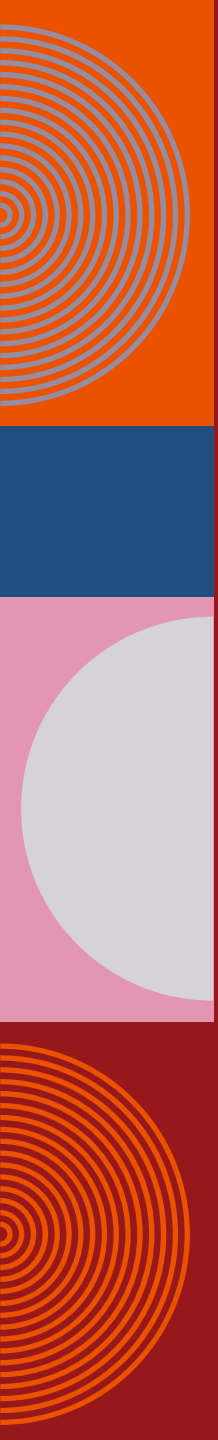
Technical skills	Basic computer skills	Advanced digital skills
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Teamwork	In-person	Hybrid
Leadership	Hierarchical	Collaborative

SKILL EVOLUTION

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Adaptability	Following instructions	Openness to change
Teamwork	In-person	Hybrid
Leadership	Hierarchical	Collaborative
Knowledge	Retention	Application

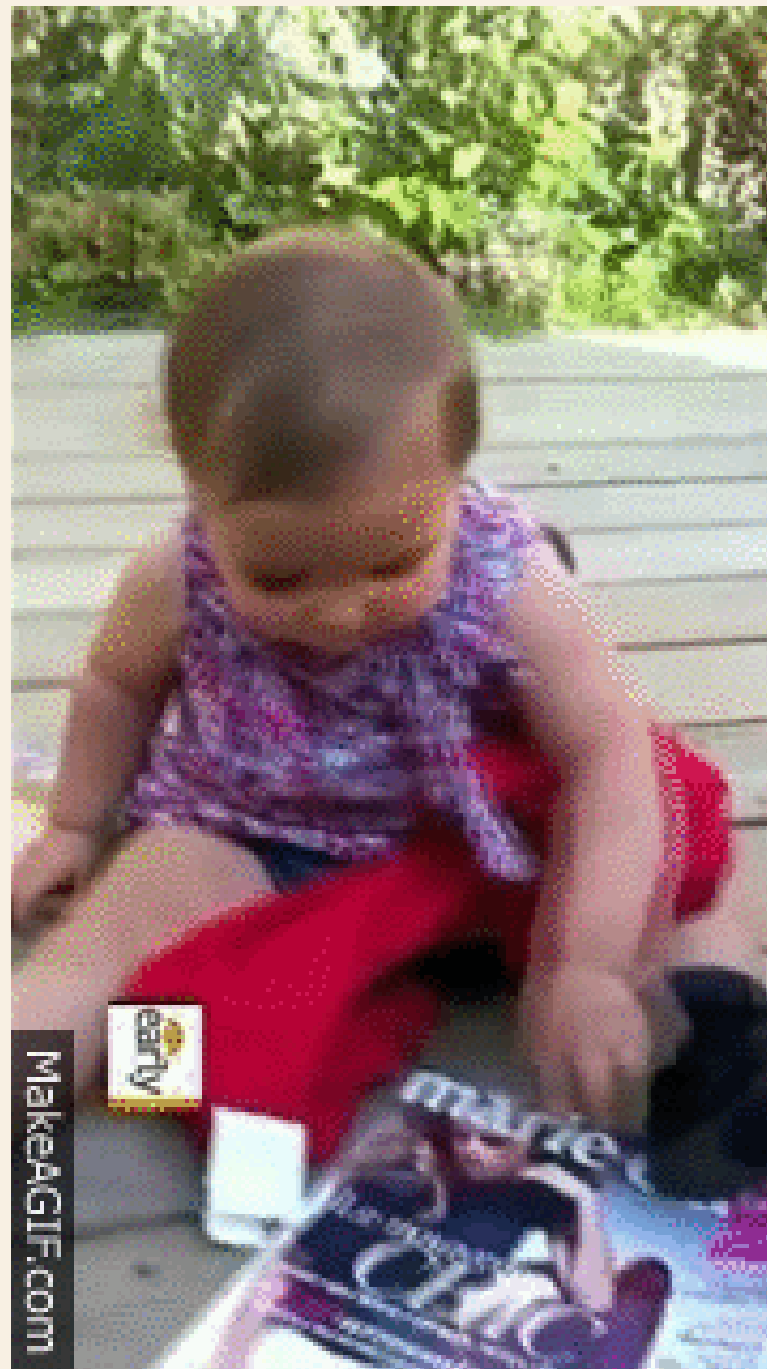
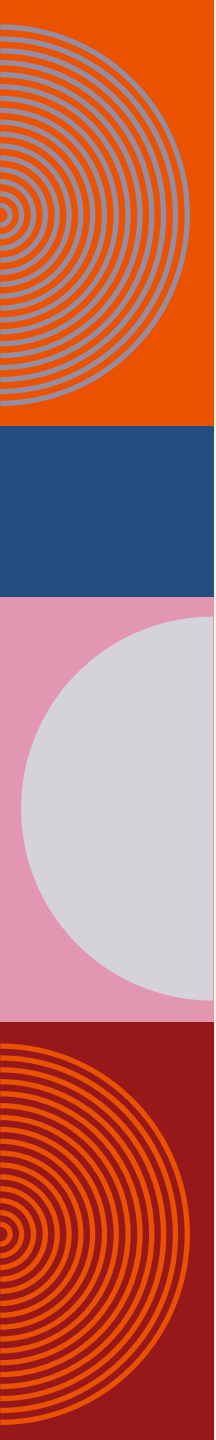


**"THE AGE AT WHICH WE'RE
EXPOSED TO A NEW
TECHNOLOGY
OR TRANSFORMATIVE EVENT
DETERMINES HOW EMBEDDED
IT WILL BE IN OUR PSYCHE AND
IN OUR LIFESTYLE."**

Generation Alpha book

Boomers : millenials and gen Z are too addicted to technology!
Gen alpha :



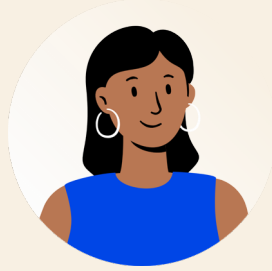


USED TO LEARN NEW SKILLS (DAILY)



Gen Z

TikTok (48%)



Gen Y

Websites (42%)



Gen X

Websites (35%)



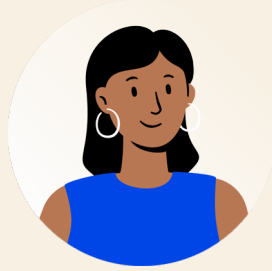
Boomers

Websites (22%)

USED TO LEARN NEW SKILLS (DAILY)



Gen Z



Gen Y

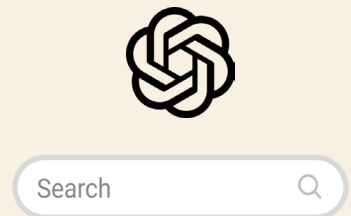
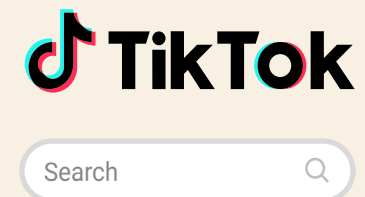
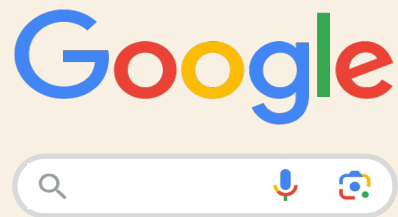


Gen X

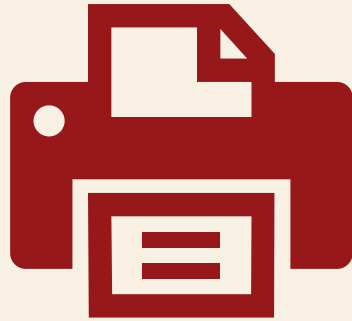


Boomers

TikTok (48%)	Websites (42%)	Websites (35%)	Websites (22%)
Instagram (46%)	YouTube (41%)	YouTube (27%)	Books (18%)
YouTube (42%)	Instagram (38%)	Instagram (16%)	YouTube (14%)



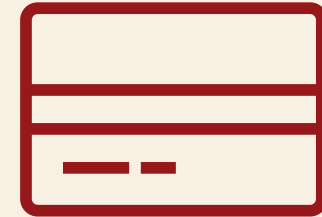
OUTGOING FOR THE EMERGING GENERATIONS



Fax machine



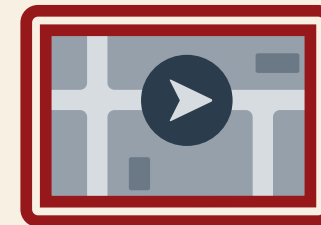
Landline phone



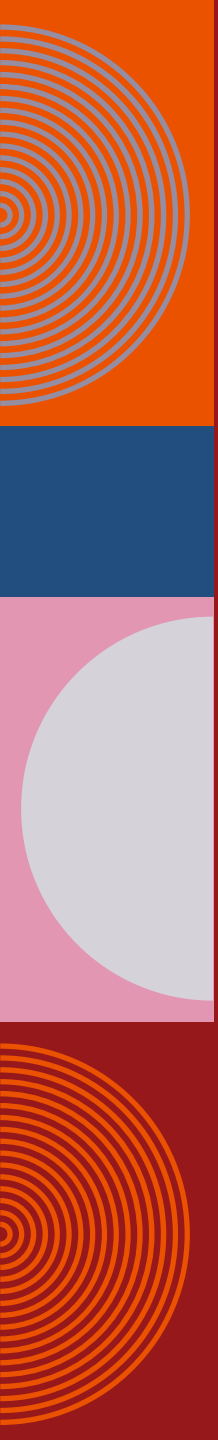
Credit card



Wallet



GPS



Automation/AI to offset
labour shortages

Changing jobs and
creating new ones

Increased investment in
training and upskilling

IMPACTS ON THE FUTURE

Creation of "the
agentic
workforce"

Redefining what skills
are needed

Work moves from doing
the task to governing the
machine

Orgs needing to
coordinate strategic
response and risk
mitigation



GENERATIONAL CHANGE

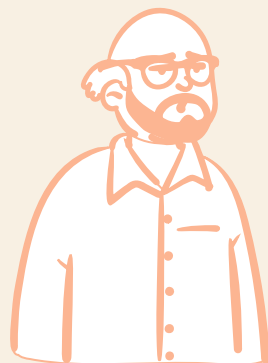
A vertical decorative bar on the left side of the slide, divided into four colored sections: orange, blue, light pink, and dark red. The orange and dark red sections contain white concentric circle patterns, while the blue and light pink sections are solid colors.

**Q. WHICH
GENERATION DO
YOU BELONG TO?**

THE SEVEN GENERATIONS



Builders
1925-1945
81+



Boomers
1945-1964
62-80



Gen X
1965-1979
47-61



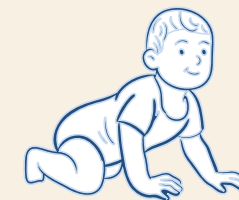
Gen Y
1980-1994
32-46



Gen Z
1995-2009
17-31



Gen Alpha
2010-2024
2-16



Gen Beta
2025-2039
Under 2

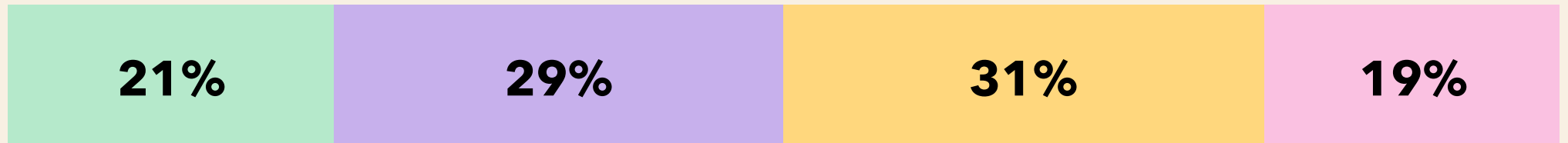
WORKFORCE COMPOSITION

● Boomer ● Gen X ● Gen Y ● Gen Z ● Gen Alpha

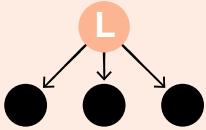
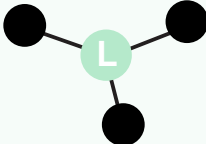
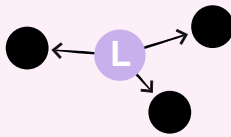
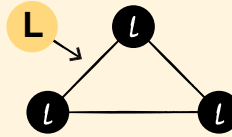
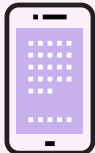
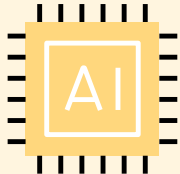
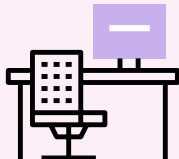
Current (aged 18-67)



2035 (aged 18-70)



CONTEXT

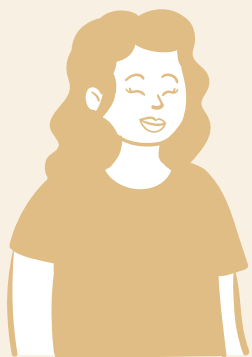
	Baby Boomers	Gen X	Gen Y	Gen Z
Leadership style	 Directing	 Co-ordinating	 Guiding	 Empowering
Emerging technologies	 Fax machine	 Desktop computer	 Smart phone	 Artificial Intelligence
Work location	 Place bound	 Place bound	 Place flexibility	 Work from anywhere



Gen Z
1995-2009

Bestie. Started my new job.
I am LOCKED IN. Hours are
low key diabolical. It is
what it is. IYKYK

Slay! You are eating.
It's giving corporate
baddie. I'm obsessed.



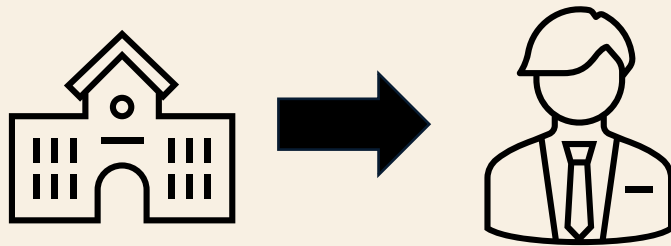
Gen Z
1995-2009

I like my job.

Great!

CAREER MOBILE

The old way



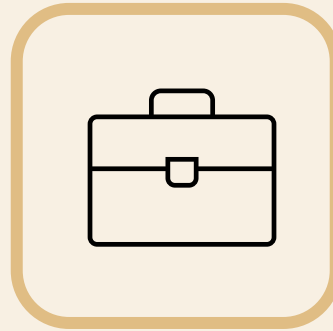
The new way



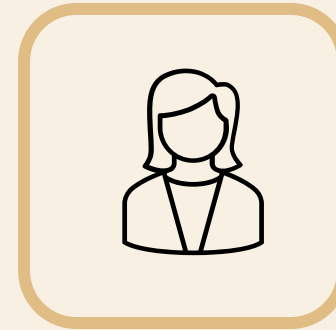
CAREER MOBILE



Gen Z
1995-2009



18 jobs



6 careers

In their lifetime



Gen Z
1995-2009

Kids
In
Parents
Pockets
Eroding
Retirement
Savings

HOW IMPORTANT ARE THE FOLLOWING TO THE FUTURE OF WORK?

Extremely/very important



1. Learning to work effectively with people of different generations (79%)



2. Leaders who exemplify the organisation's culture and values (76%)



3. Individual adaptability to navigate the changing world of work (76%)

Gen Z	Gen Y	Gen X	Boomers
 75% Accessible and approachable leadership	 73% Flexible working hours	 71% Remuneration	 74% Convenient location
 69% Learning and development opportunities	 73% Convenient location	 70% Accessible and approachable leadership	 73% Remuneration
 67% Career progression opportunities	 72% Accessible and approachable leadership	 69% Convenient location	 69% Accessible and approachable leadership
 65% Flexible working hours	 71% Career progression opportunities	 63% Flexible working hours	 64% Authentic organisational values
 64% Inspiring vision/mission	 70% Learning and development opportunities	 57% Learning and development opportunities	 54% Flexible working hours



Ben Phillips
@benphillips76

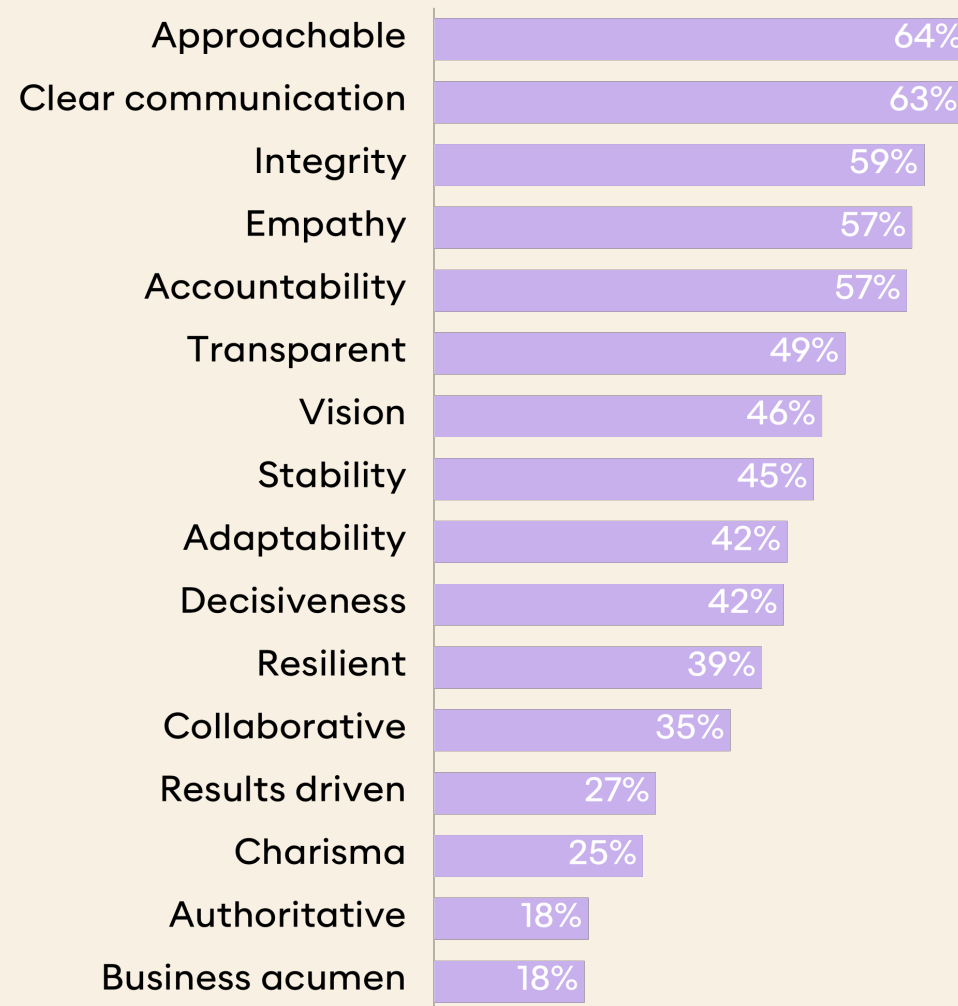
...

“Thanks everyone for comments on the draft, here it is revised with all your edits.”

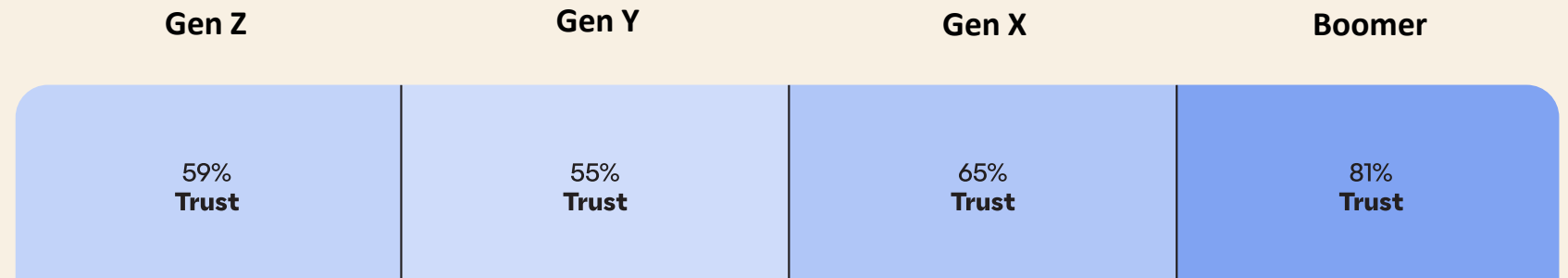


MOST VALUED QUALITIES OF A LEADER

Please select all that apply



WHAT DO YOU VALUE IN THE WORKPLACE?



Top 5 responses

WHAT DO YOU VALUE IN THE WORKPLACE?

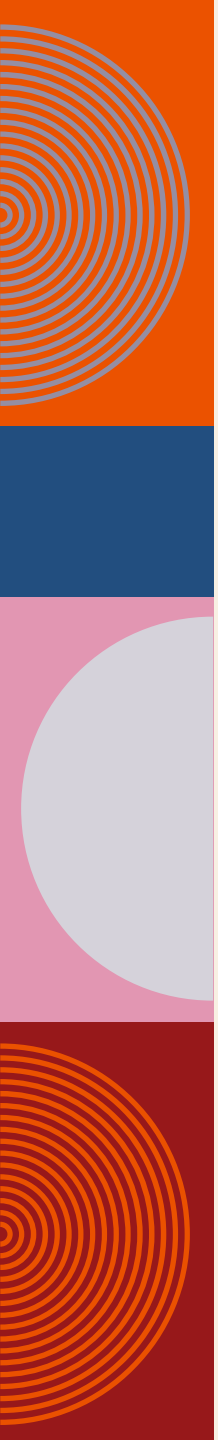
Top 5 responses

Gen Z	Gen Y	Gen X	Boomer
59% Trust	55% Trust	65% Trust	81% Trust
55% Flexibility	52% Flexibility	60% Flexibility	63% Meaningful work
52% Approachable leadership	46% Meaningful work	54% Meaningful work	60% Approachable leadership

WHAT DO YOU VALUE IN THE WORKPLACE?

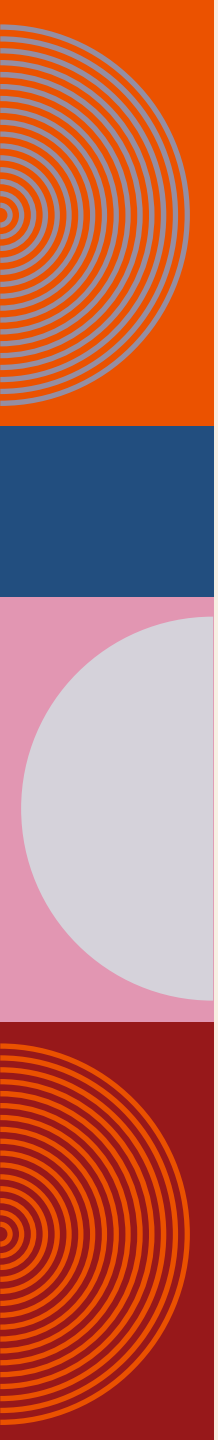
Top 5 responses

Gen Z	Gen Y	Gen X	Boomer
59% Trust	55% Trust	65% Trust	81% Trust
55% Flexibility	52% Flexibility	60% Flexibility	63% Meaningful work
52% Approachable leadership	46% Meaningful work	54% Meaningful work	60% Approachable leadership
50% Fun environment	46% Approachable leadership	53% Approachable leadership	56% Flexibility
48% Safe space to share your ideas	39% Fun environment	48% Fun environment	52% Strong relationships with colleagues



CULTURE;

The character and personality of your organisation. It's what makes your business unique and is the sum of its values, traditions, beliefs, interactions, behaviours, and attitudes



Management

Leadership

Workplace practises

Communications

CULTURE

Work environment

Policies & philosophies

Mission, vision & values

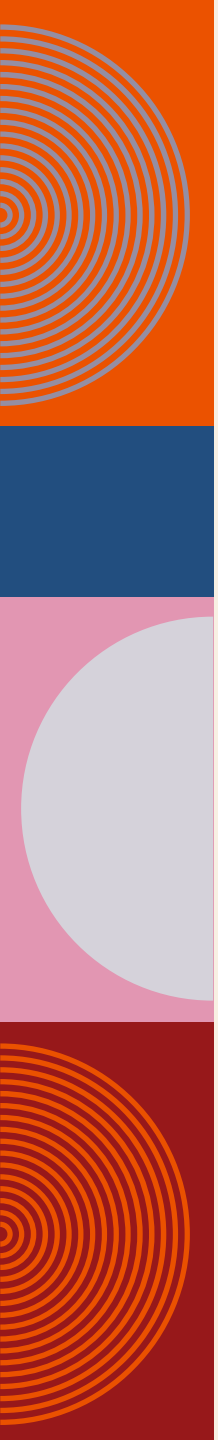
People



**"TRAIN PEOPLE WELL ENOUGH
SO THEY CAN LEAVE.**

**TREAT THEM WELL ENOUGH SO
THEY DON'T WANT TO. "**

Richard Branson



RETENTION

Source: The Workplace Engagement Index, Reward Gateway, 2026

RETENTION

Most important for those who rarely consider leaving:



Good work-life balance (66%)



Financial security (59%)



Feel a sense of purpose with work (43%)



Feel appreciated (38%)



Have moments of joy at work (35%)

Top reasons employees think about leaving:



Poor pay (32%) / lack of career advancement (32%)



Being overworked (31%)



Lack of recognition (30%)



Poor company culture (29%)



Lack of joy at work (28%)





Five generations working
side-by-side

Focus on knowledge
transfer across generations

Different expectations
around flexibility, loyalty
and leadership

IMPACTS ON THE FUTURE

Redefined career
pathways

Increased need for
age-inclusive
workplace design

Strategy on how to attract
and retain great people

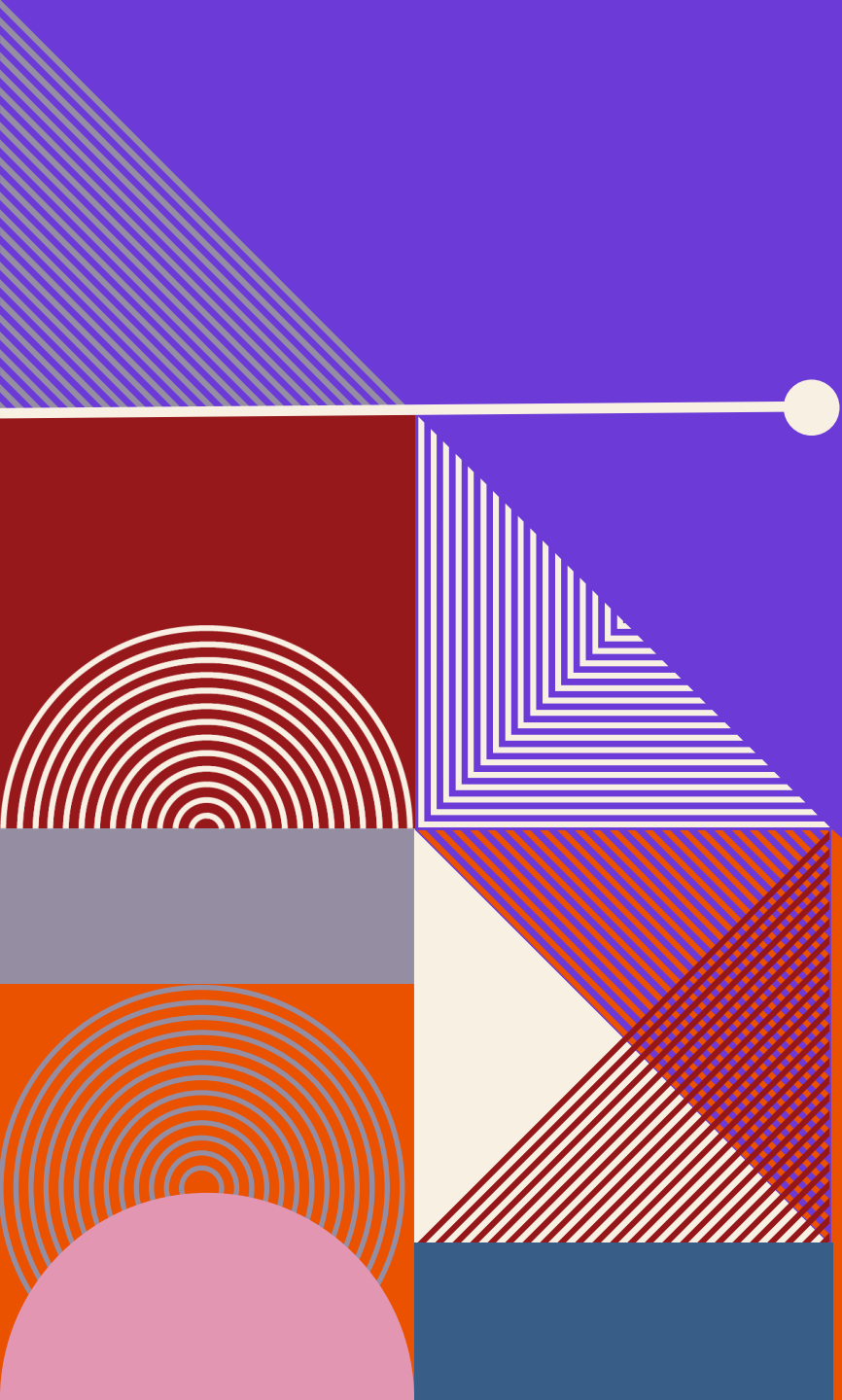
More diverse workforce,
and customers



Generations Cheat Sheet

In today's workforce, age diversity is your greatest competitive advantage - if you know how to navigate it. Use this to better understand the generations at work, and as a starting point to foster deeper connection, reduce friction, and lead your team well.

Who?	Baby Boomers	Gen X	Gen Y	Gen Z	Gen Alpha
					
Birth years	1945-1964	1965-1979	1980-1994	1995-2009	2010-2024
Slang	<i>Clock-in, Workhorse</i>	<i>Whatever, Rad</i>	<i>Side hustle, YOLO</i>	<i>Slay, Delulu</i>	<i>67, Skibidi Ohio Rizz</i>
Formative	TV, landline	PC,	Internet,	Social media,	Robotics,



HOW TO RESPOND



**REMAIN
CURIOUS
ABOUT
DIFFERENCE**



Builder

Old
fashioned

Frugal

Formal



Gen Alpha

Addicted to
screens

Short attention
span



iPad kid

Builder

"Oma"

Gen Alpha

"Chloe"

Old
fashioned

**Loves
playing
cards**

Frugal

**Danced at
my
wedding**

Format

**Loves
watching
YouTube**



Addicted to
screens

**Loves going
camping**

Short attention
span

**Always
wants to be
outside**

iPad kid

**Loves
dancing**



REMEMBER THE TIMELESS

LEADING A MULTIGENERATIONAL WORKFORCE



ENCOURAGE



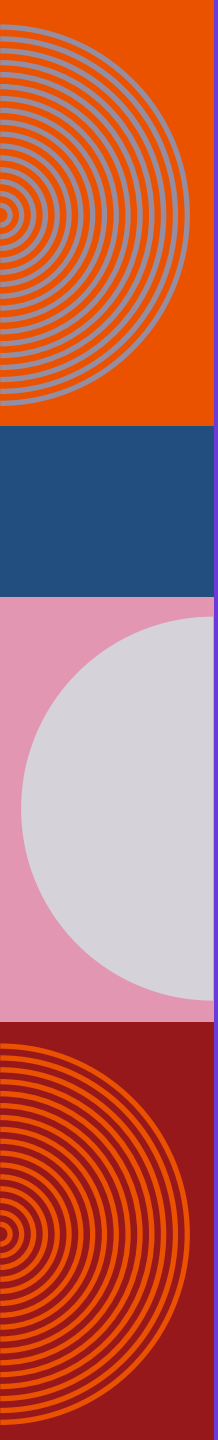
EQUIP



ENTRUST



**BE
REALISTIC,
YET POSITIVE**



**"THE STRENGTH OF AN
ORGANISATION COMES FROM
ITS STORIES AND TRADITIONS...
BUT THE FUTURE OF AN
ORGANISATION RESTS IN ITS
RELEVANCE AND INNOVATION."**

- Work Wellbeing book

THANK YOU

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