Introducing the HR Industry Benchmark Report

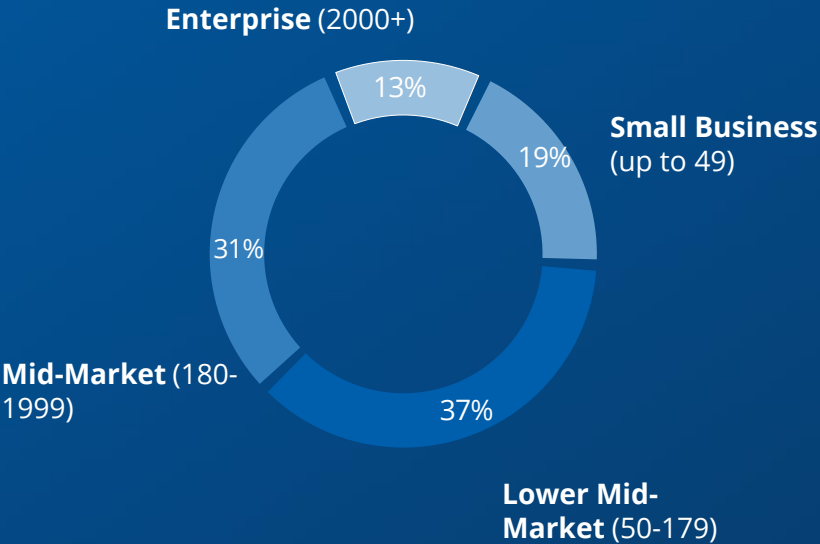Enterprise (2000+) 13%

Small Business (up to 49) 19%

Mid-Market (180-1999) 31%

Lower Mid-Market (50-179) 37%

The average age of respondents **37**

Respondents

6   257

WA 49
NT 6
QLD 95
SA 84
NSW 257
VIC 184
TAS 15
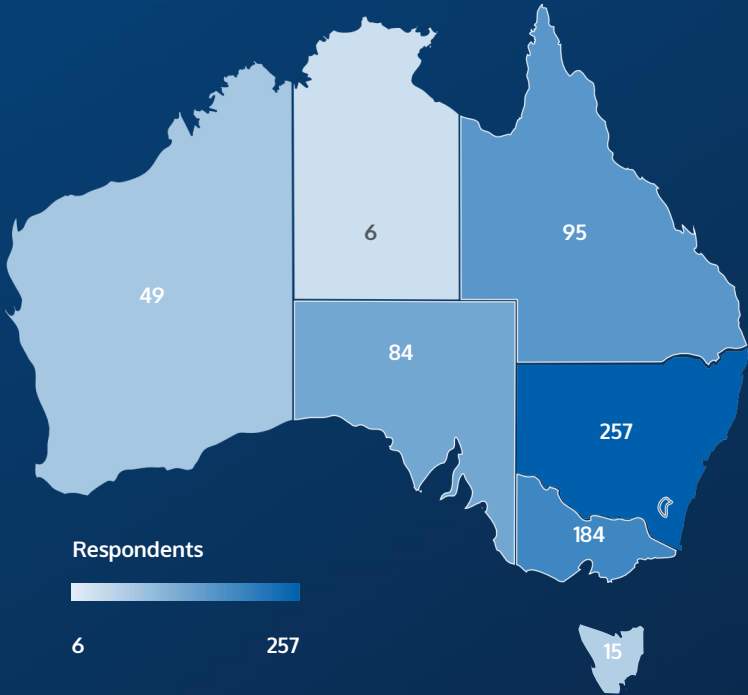
Australia's workforce is predicted to grow in 2023

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Do you expect your workforce to change over the next 12 months?

2%
Unsure

15%
No - Remain the same

7%
Yes - Decrease in size

76%
Yes - Increase in size
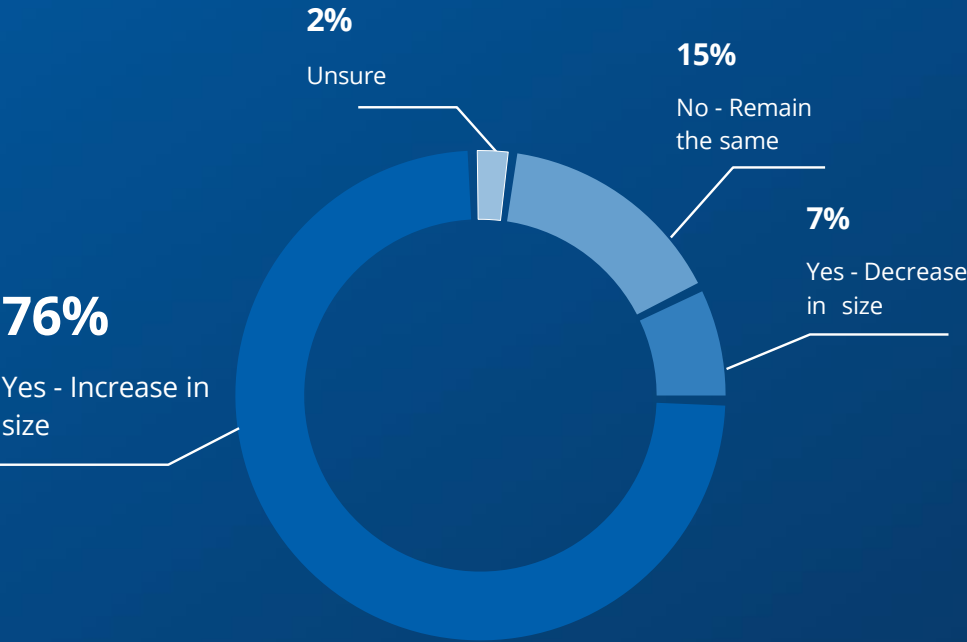
Almost half of respondents expect their workforce to grow by 11-25%

48%

34%

6%

3%

Increase by up to 10%

Increase by 11-25%

Increase by 26-50%

Increase by 51-75%
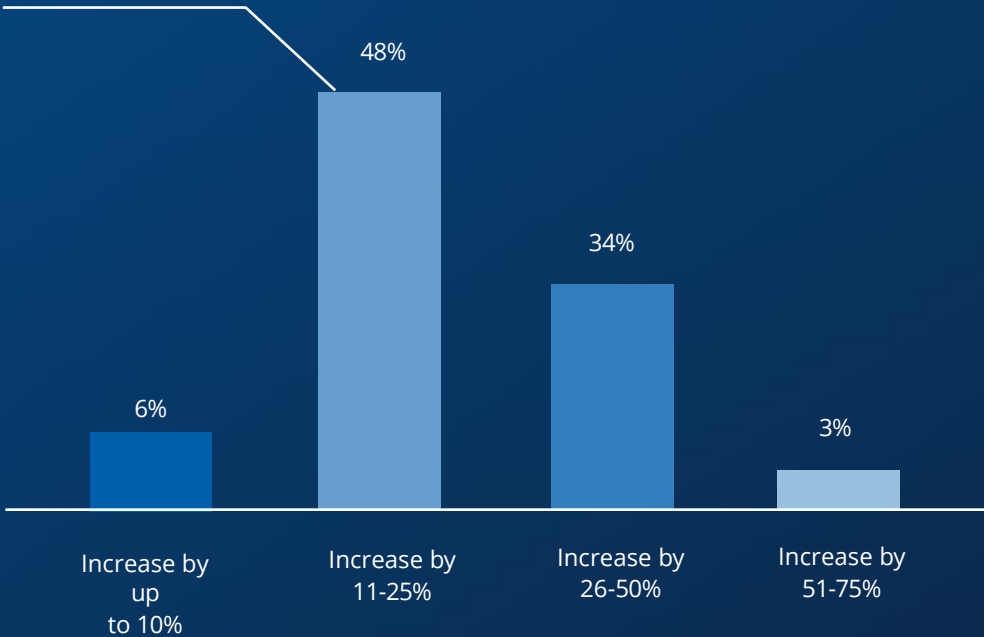
Recruitment remains the biggest challenge facing business

ELMO

Which, if any, do you most believe will challenge your organisation over the next 12 months? Top 10 answers

Challenge	%
Recruitment	17%
Data security	16%
Upgrading technology	16%
Increase in remote working	16%
High employee turnover	15%
Automating administrative tasks	14%
Hybrid work	14%
Performance management	14%
Boosting productivity	14%
Succession planning	13%
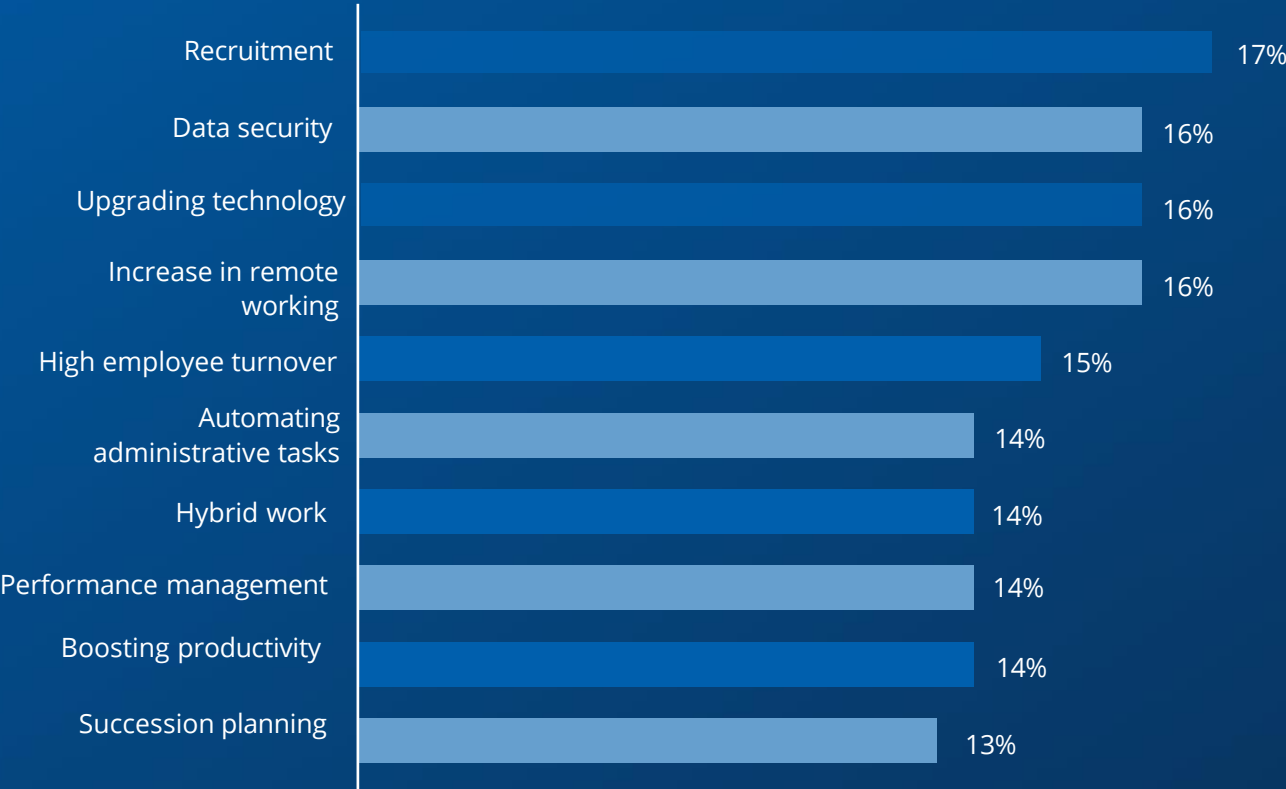
Top challenges for HR professionals in...

Healthcare
Upskilling or reskilling employees

Education
Employee wellness

Retail, Catering & Leisure
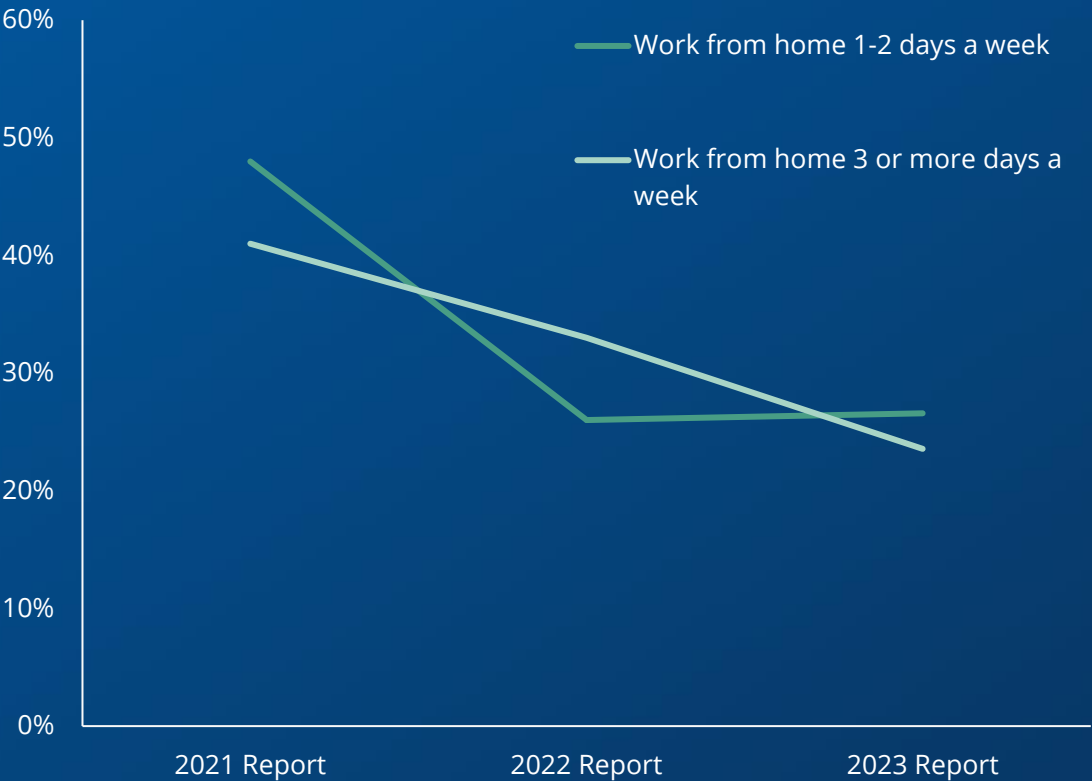Recruitment and upskilling or reskilling employees

Lower-Mid Market
Data security and the increase in remote working

Mid-Market
Performance management

Finding the balance around flex and face-to-face

ELMO

What type of flexibility does your organisation offer?

— Work from home 1-2 days a week

— Work from home 3 or more days a week

60%

50%

40%

30%

20%

10%

0%

2021 Report · · · · · 2022 Report · · · · · 2023 Report

What are HR practitioners most struggling with when it comes to offering flexible working?

Joint top responses

Measuring the use/success of flexible working options

Creating equal opportunities for staff who want or need flexible work options
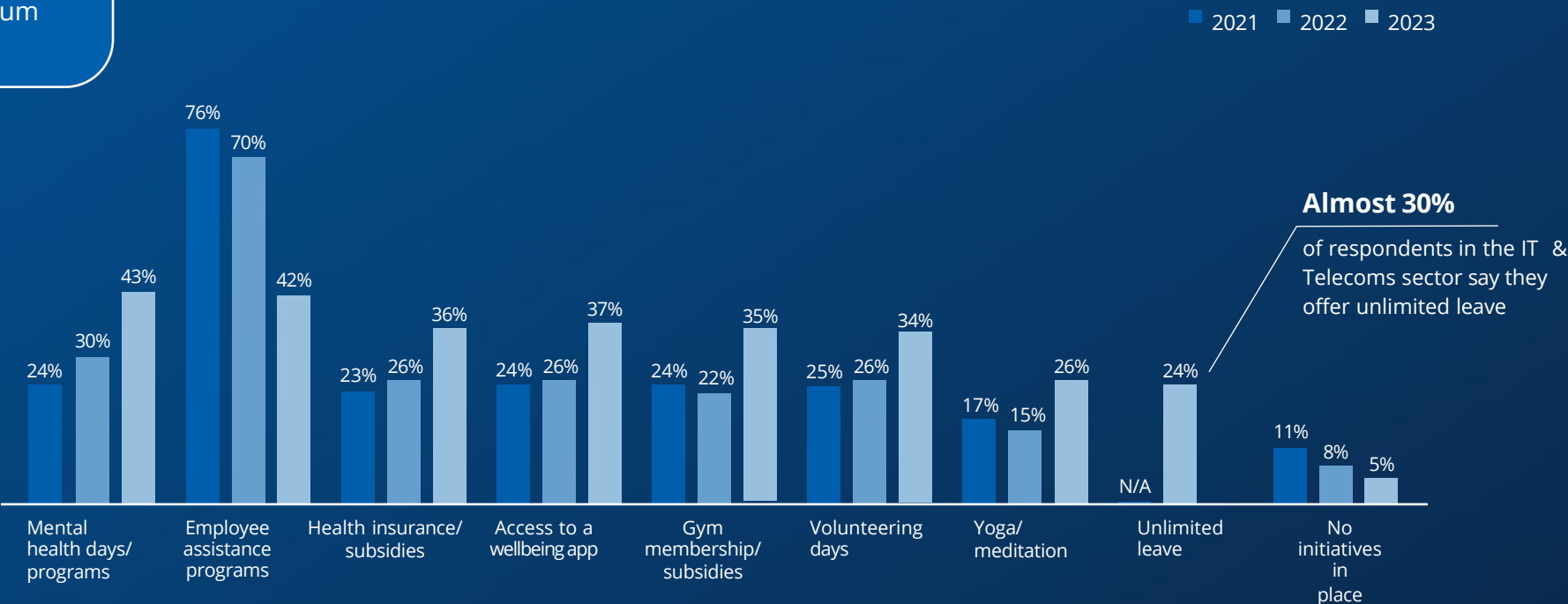
Taking a proactive approach to employee wellbeing

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Asked about their organisation's top priorities in 2023, employee wellbeing ranked **joint second**.

54% ranked it a high priority, **37%** said it was a medium priority

What wellbeing initiatives does your organisation offer?

■ 2021 ■ 2022 ■ 2023

Almost 30%
of respondents in the IT & Telecoms sector say they offer unlimited leave

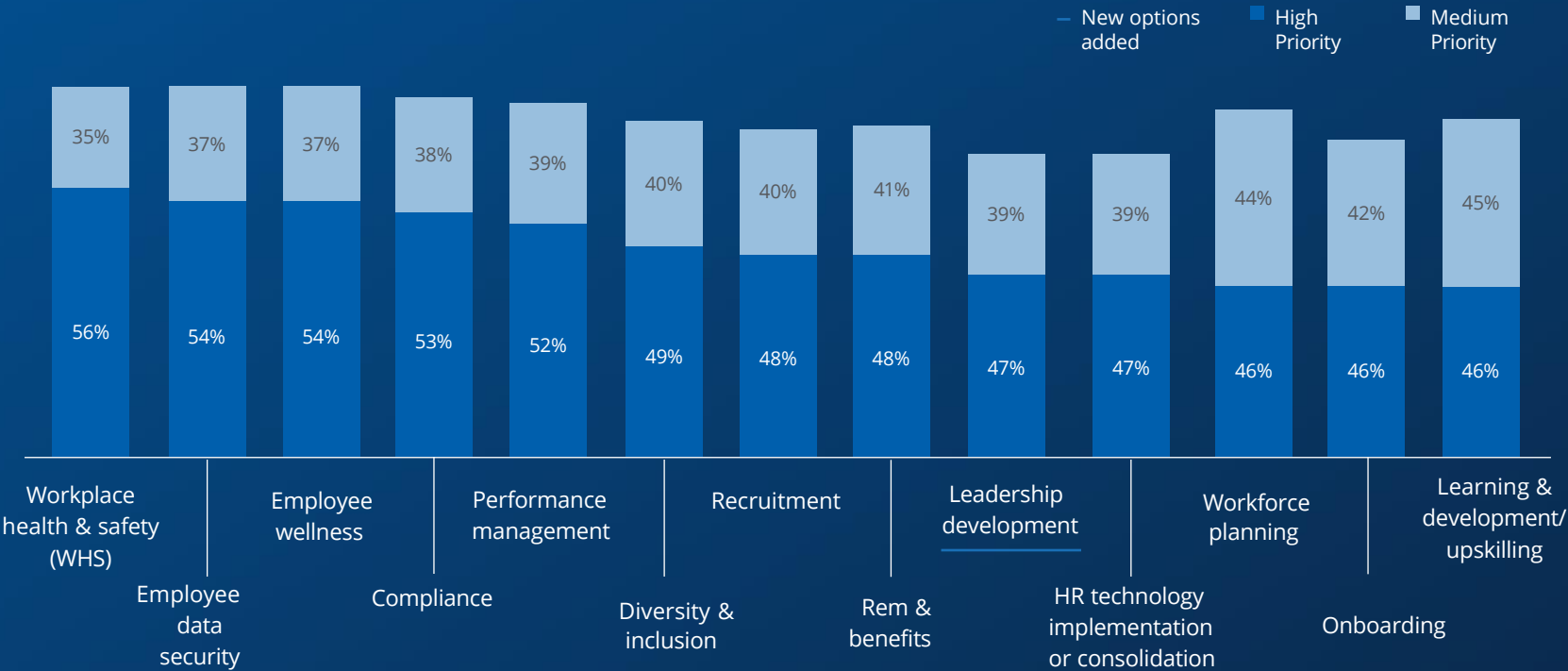| Initiative	2021	2022	2023
Mental health days/ programs	24%	30%	43%
Employee assistance programs	76%	70%	42%
Health insurance/ subsidies	23%	26%	36%
Access to a wellbeing app	24%	26%	37%
Gym membership/ subsidies	24%	22%	35%
Volunteering days	25%	26%	34%
Yoga/ meditation	17%	15%	26%
Unlimited leave	N/A		24%
No initiatives in place	11%	8%	5%

There's a new priority for HR in 2023 – employee data security

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More HR professionals working in the **Retail, Catering & Leisure** industry ranked data security as a high priority than any other sector **(64%)**
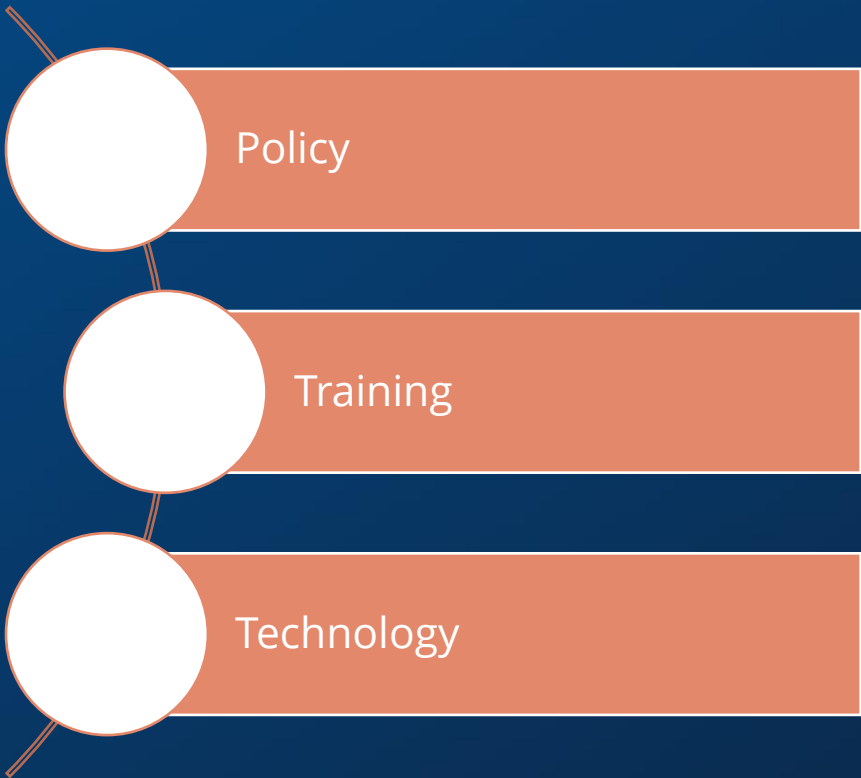
How much of a priority are the following areas for your organisation over the next 12 months?

— New options added ■ High Priority ■ Medium Priority

Category	Medium Priority	High Priority
Workplace health & safety (WHS)	35%	56%
Employee data security	37%	54%
Employee wellness	37%	54%
Compliance	38%	53%
Performance management	39%	52%
Diversity & inclusion	40%	49%
Recruitment	40%	48%
Rem & benefits	41%	48%
Leadership development	39%	47%
HR technology implementation or consolidation	39%	47%
Workforce planning	44%	46%
Onboarding	42%	46%
Learning & development/ upskilling	45%	46%

Data security is both a top priority – and a top challenge

ELMO

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Policy

Training

Technology
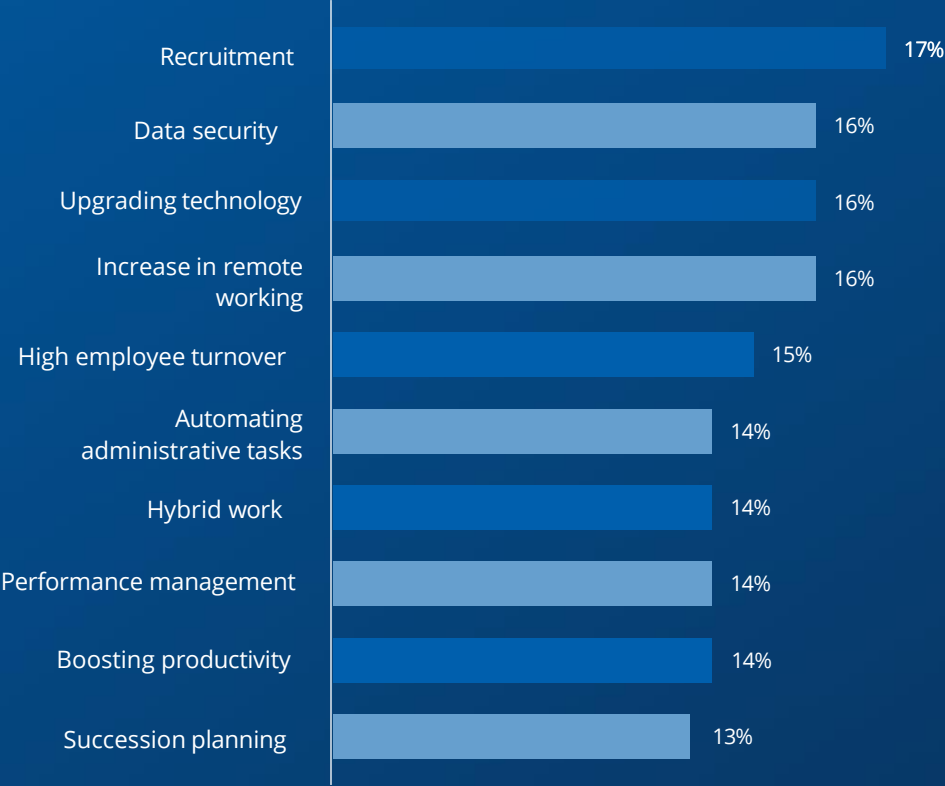
Despite the data risk, manual methods still prevail

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How does HR manage employee data?

%	Method
33%	Multiple HR and/or payroll systems, supported by integrations
33%	Spreadsheets
32%	Stand-alone payroll system
28%	Integrated single vendor HR & payroll system
27%	Integrated multi-vendor HR system (excl payroll)
27%	Multiple stand-alone, best-of-breed HR systems
26%	Integrated multi-vendor HR & payroll system, supported by API
24%	Integrated single-vendor HR system, excl payroll

Smaller businesses are still 'making do' with manual tools

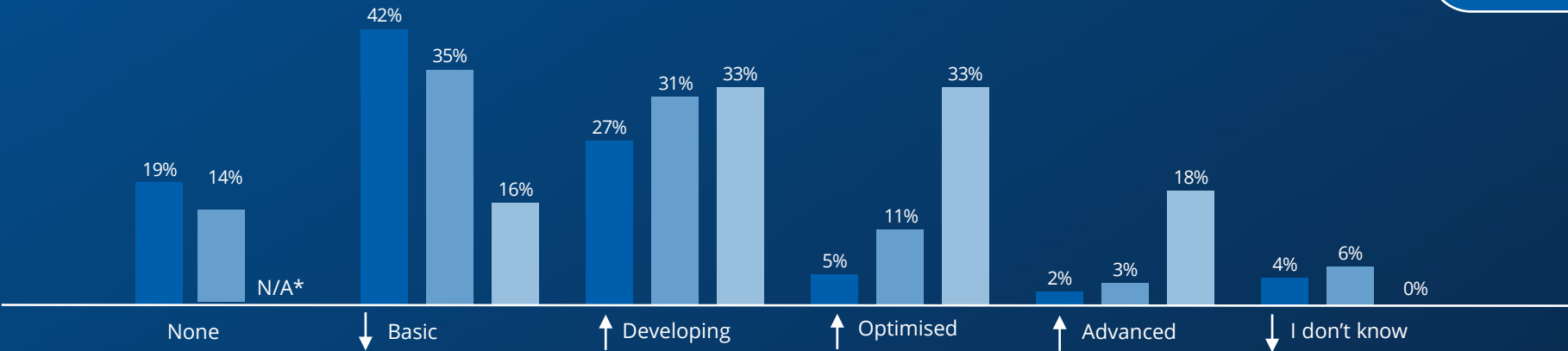The use of spreadsheets is most common among Small Business and Lower Mid-Market organisations.

HR professionals in the Lower Mid-Market businesses (50-179E) are almost **25%** more likely to use spreadsheets than those in the Mid-Market (180-1999E).

More than ever, HR is relying on data to make decisions

How would you describe your organisation's use of HR metrics?

The number of organisations using manual processes to measure their HR metrics has fallen by almost 50% since 2021

■ 2021　■ 2022　■ 2023

	None	Basic	Developing	Optimised	Advanced	I don't know
2021	19%	42% ↓	27% ↑	5% ↑	2% ↑	4% ↓
2022	14%	35%	31%	11%	3%	6%
2023	N/A*	16%	33%	33%	18%	0%

*In a separate question, 4% of respondents said their organisation does not measure HR metrics

Key takeaways

2023 has new challenges in store for HR

Uncertainty is here to stay

There is opportunity for upskilling and internal mobility

Data, data, data: How we use, how we store it, how we secure it

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Key takeaways

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Data, data, data: How we use, how we store it, how we secure it

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