AI and automation now firmly entrenched in finance, HR and technology departments

- 89% of Australian employers are using AI and 95% are using automation in some capacity for finance, HR or technology processes
- 35% have extensively or fully integrated AI into their business operations, while 37% of employers have done the same with automation

Sydney, 24 September 2025 – Artificial intelligence (AI) and automation are becoming the foundations of business operations, as employers complete the transition from piloting the technologies to making it a firm part of daily operations.

New independent research by specialised recruiter Robert Half finds employers have leveraged automation to create organisational efficiency, followed by exploring how AI's sophisticated analytical and predictive capabilities can build on this efficiency.

About 9 in 10 (89%) employers are using AI in some capacity, whether it is fully embedded, extensively integrated, moderately embedded or in limited use. Meanwhile, 95% of employers have turned to automation to conduct finance, HR or technology processes.

Employers progress substantially in integrating AI and automation

Employers have moved rapidly in the past 12 months to firm up their use of AI and automation, with 35% extensively or fully integrating AI processes in their operations, and 37% doing so with automation. Only about one in 10 (9%) employers are not using AI at all and do not plan to do so, while even fewer (5%) employers are not adopting automation.

The extent to which technologies have been implemented	AI	Automation
No AI or automation tools have been adopted and there are no current plans to integrate them	11%	5%
Limited use of AI or automation, such as pilot or ad hoc tools used in specific tasks or teams	23%	23%
Moderate integration, with several processes automated or enhanced with AI but their use is not widespread	31%	35%
AI or automation is extensively integrated, used in multiple core operations across finance and accounting, technology and IT, and HR	26%	24%
AI or automation is fully embedded and central to daily operations and decision making	9%	13%

Independent survey commissioned by Robert Half among 500 employers in Australia.

Top 5 areas each department currently use AI, and plan to use AI

When asked about the top five areas in which technology departments are already using AI, as well as the top five areas in which they plan to implement AI, managers reveal different priorities for each. The exception is customer support and service desk, which has been implemented by many employers while others plan to introduce it.

Where employers are already using AI in tech		Where employers plan to use AI in tech	
Area	% of employers <u>already</u> using	Area	% of employers <u>planning</u> to use

Software development and DevOps	64%	IT operations and infrastructure management	37%
Data management and analytics	63%	Compliance and governance	35%
Business process automation	62%	Testing and quality assurance	32%
Customer support and service desk	62%	Cloud management and optimisation	31%
Cybersecurity	61%	Customer support and service desk	31%

Independent survey commissioned by Robert Half among 200 technology hiring managers in Australia.

Similarly for finance departments, intentions for future AI usage differ from existing usage, suggesting employers have completed their AI implementation in priority areas and are moving on to other areas where they see it can be useful.

Where employers are already using AI in finance		Where employers plan to use AI in finance	
Area	**% of employers <u>already</u> using**	**Area**	**% of employers <u>planning</u> to use**
Budget, forecasting and planning	59%	Financial reporting	39%
Accounts payable and invoice processing	56%	Tax compliance	39%
Accounting standards	55%	Consolidation	34%
Audit and compliance	55%	Expense management	33%
Accounts receivable and cash application	53%	Treasury and cash management	33%

Independent survey commissioned by Robert Half among 200 finance hiring managers in Australia.

The top five areas in which employers are using AI in HR revolve largely around recruitment, however employers plan to implement AI processes for practices and initiatives that focus on the existing workforce.

Where employers are already using AI in HR		Where employers plan to use AI in HR	
Area	**% of employers <u>already</u> using**	**Area**	**% of employers <u>planning</u> to use**
Job description creation and optimisation	58%	Exit interviews and offboarding analytics	44%
Resume screening	54%	Compensation benchmarking	42%
Candidate sourcing	49%	Compliance and policy enforcement	39%
Employee communications	49%	Candidate assessment	36%
Onboarding	45%	Employee learning and development	36%

Independent survey commissioned by Robert Half among 100 HR hiring managers in Australia.

"AI adoption is moving rapidly from being a technology-led initiative to becoming a company-wide priority," says **Nicole Gorton, Director at Robert Half**.

"The significant proportion of employers planning to use AI for sophisticated tasks indicates a clear strategic intent. They're moving beyond basic applications to harness AI for deeper insights and more informed decision-making which is a profound shift in how these functions will operate."

Top 5 areas each department are currently use automation, and plan to use automation
When it comes to automation, technology departments have greater rates of existing use than they do for AI as well as slightly lesser intentions to implement it in a variety of areas.

Where employers are already using automation in tech		Where employers plan to use automation in tech	
Area	**% of employers already using**	**Area**	**% of employers planning to use**
Business process automation	68%	IT operations and infrastructure management	32%
Customer support and service desk	65%	Compliance and governance	31%
Cloud management and optimisation	64%	Cybersecurity	30%
Data management and analytics	63%	Data management and analytics	29%
Software development and DevOps	62%	Cloud management and optimisation	29%

Independent survey commissioned by Robert Half among 200 tech hiring managers in Australia.

When it comes to plans to implement automation in finance teams, employers intend to introduce it to some new areas that have not commonly been the subject of automation or AI processes before.

Where employers are already using automation in finance		Where employers plan to use automation in finance	
Area	**% of employers already using**	**Area**	**% of employers planning to use**
Financial reporting	59%	Expense management	39%
Accounts payable and invoice processing	57%	Accounts receivable and cash application	36%
Budget, forecasting and planning	56%	Audit and compliance	34%
Tax compliance	54%	Tax reporting	33%
Accounting standards	53%	General ledger and reconciliation	33%

Independent survey commissioned by Robert Half among 200 finance hiring managers in Australia.

HR teams reveal their intentions differ greatly from their existing usage of automation, suggesting employers are discovering new ways in which automation can be of benefit.

Where employers are already using automation in HR		Where employers plan to use automation in HR	
Area	**% of employers already using**	**Area**	**% of employers planning to use**

Resume screening	52%	Employee learning and development	39%
Candidate assessment	48%	Compensation benchmarking	35%
Job description creation and optimisation	48%	Workforce planning and analytics	35%
Exit interviews and offboarding analytics	45%	Candidate sourcing	35%
Employee communications	44%	Performance management and appraisal	35%

Independent survey commissioned by Robert Half among 100 HR hiring managers in Australia.

"Automation remains a major driver of efficiency, and across departments, there's growing recognition that automation is essential for freeing up human capital for strategic work.

"AI and automation are gradually moving beyond the experimental phase, with AI adoption showing deeper integration over the past 12 months. Organisations are first optimising repeatable processes with automation, before layering in the more nuanced capabilities of AI. It's not a question of 'if' but 'when' and 'how deeply' these technologies are being integrated into daily operations and decision-making across the board," concludes **Gorton**.

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Notes to editors

About the research
The study is developed by Robert Half and was conducted online in July, 2025, by an independent research company of 500 hiring managers in finance and accounting, IT and technology, and human resources. Respondents are drawn from a sample of SMEs as well as large private, publicly-listed and public sector organisations across Australia. This survey is part of the international workplace survey, a questionnaire about job trends, talent management, and trends in the workplace.

About Robert Half
Robert Half is the global, specialised talent solutions provider that helps employers find their next great hire and jobseekers uncover their next opportunity. Robert Half offers both contract and permanent placement services, and is the parent company of Protiviti, a global consulting firm. Robert Half Australia has offices in Brisbane, Melbourne, Melbourne South East, Perth, and Sydney. More information on roberthalf.com/au.

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