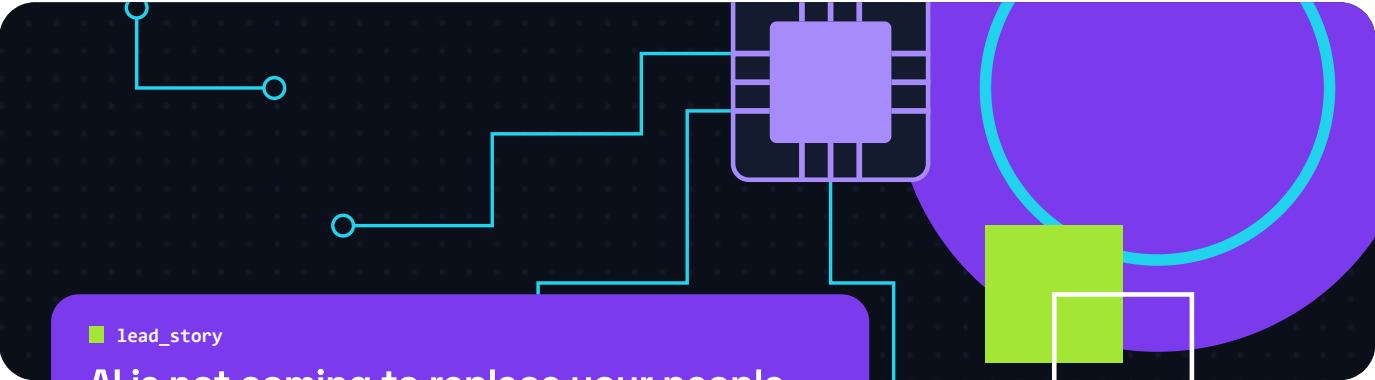


HELLO WORLD_

date	edition	version	web
October 2026	Issue 01	v1.0 / vol.1	hellopeople.com.au



■ lead_story

AI is not coming to replace your people

October brings new privacy rules for AI and a chance to stop worrying about what AI will take away and start planning what your business will build with it. We cover the real news, the myths, what can be automated, and the security risks that actually matter.

In this issue:

- 01 A note from Kasun
- 02 AI news this month
- 03 The feature read
- 04 Myths, busted
- 05 What can be automated
- 06 An AI prompt to copy
- 07 The AI puzzle
- 08 From HELLO PEOPLE
- 09 Sources



01 / a note from the founder

From Kasun

I am researching retrieval-augmented generation (RAG) as a PhD candidate at Curtin University. RAG is how businesses connect AI to their own data without training a new model. Nearly twenty years of running HELLO PEOPLE means I spend my time between code and conversations with business owners. The two do not match when it comes to what people think AI will do.

You are told AI will either save your business or fire everyone. Neither is quite true. The first ignores how much work is still bundles of tasks, and the second ignores that businesses have always needed people to do new work faster. This month we focus on what actually happens: jobs change, most people stay, and the window to learn is now.

The truth that no one wants to say is simpler: if you do not adopt AI, someone selling the same service will, and you will lose on price. That is the real deadline. The security risks are real and small enough to manage. Everything else is noise.

Kasun Wijayamanna

Founder, HELLO PEOPLE

AI news this month

2 December
2025

Australia releases first National AI Plan

The Australian Government released its first National AI Plan, with three goals: capture the opportunities, spread the benefits, and keep Australians safe. It funds an AI Safety Institute and programs to lift AI skills and adoption across industry.

what_it_means

The plan signals government commitment to AI adoption and risk management at scale. For a business owner, it means skills funding, potential accelerator programs, and clearer guardrails as rules become standardised rather than guessed at.

source: [Australian Government: National AI Plan](#)

10 December
2026

Privacy Act transparency rules for AI decisions start in December

From 10 December 2026, businesses covered by the Privacy Act must explain in their privacy policy when they use personal information in automated decisions, including AI, that significantly affect a person.

what_it_means

If you use AI to make decisions about customers or staff (approvals, offers, eligibility), you now have a legal obligation to say so in plain language. This is not a ban on AI decisions, just transparency about how they are made.

source: [Corrs Chambers Westgarth: preparing for the automated decision-making transparency obligation](#)

August 2026

ASIC warns of sharp rise in AI-powered scams

The Australian Securities and Investments Commission (ASIC) removed more than 19,400 online scams in the 2025 to 2026 financial year, up 182 per cent on the year before. Scammers use AI to create deepfake videos, fake websites and phishing emails that mimic trusted public figures. Deepfakes have cost Australians substantial sums.

what_it_means

AI makes fraud look real: misspellings are gone, timing is perfect, and voices sound right. Your staff and customers need training. Teaching people to verify by phone, not email, is the one defence that works.

source: [ASIC: Media release on AI-powered scams](#)

27 October
2026

AI Leadership Summit brings together Australian leaders

CEDA (the Committee for Economic Development of Australia) runs its fourth AI Leadership Summit with the National AI Centre on 27 and 28 October at ICC Sydney, bringing together business, government and researchers to share what is working.

what_it_means

The national conversation has moved from whether to use AI to how to use it well. If your business is still deciding whether AI applies, now is a good time to start with one small, measurable task.

source: [National AI Centre: AI Leadership Summit 2026](#)

Will AI make your people redundant?

Jobs are not single roles. They are bundles of tasks. AI changes which tasks stay and which go. The opportunity is redeploying people to new work, faster. We look at the research and what it means for your business.

**170
million**

new jobs are expected to be created by 2030, while 92 million are displaced. Net growth of 78 million.

source: World Economic Forum: Future of Jobs Report 2025

Jobs are bundles of tasks, not roles

The World Economic Forum expects technology to create far more roles than it removes by 2030. But the bigger story for a small business is that most jobs will not disappear. They will change. A Perth electrical contractor's office manager still processes job sheets, manages calendars and handles customer queries. The 90 minutes spent re-keying job notes into three systems becomes five minutes of checking.

The Jobs and Skills Australia report on generative AI, launched in August 2025, says it plainly: AI is more likely to augment jobs than replace them. Office-based work, data entry, accounting, and communications are the most likely to see automation. These roles change first. The people stay.

The risk is not that a person will be replaced. It is that a person without the new skills will be replaced by a person who has them. The window to upskill is now.

Where roles do change

Clerical and secretarial roles face the steepest declines in the World Economic Forum forecast. That is the bundle: admin assistants, ticket clerks, cashiers. But the demand for care, management, and relationships is growing: nursing, social work, personal service. The transition is not painless. It is also not new. Banks did not disappear when ATMs arrived. They changed.

The business owner who upskills their office staff to manage three systems and two AI assistants keeps them. The owner who ignores it risks losing them to someone else. Skill development is not a cost. It is insurance.

For your own business, the question is simpler: which tasks in your team could disappear? Which will grow because you can handle more? Which skills matter most in two years?

Three things to do now

First: talk to your people. Do not hide it. They have seen the news. Ask them what repetitive tasks fill their week. Listen. Then start automating the boring things, not the skilled things.

Second: look at the roles you struggle to fill. AI will not solve that. Upskilling will. If you cannot find accountants, train people in bookkeeping. If you cannot find labourers, invest in your team to do more complex work.

Third: set a deadline. Most businesses without an AI plan now will not have a meaningful one in two years. The cost of hiring someone new to implement it will be higher than building it into your team now.

- ✓ List the five most repetitive tasks in your team. Which ones happen in the same order every time?
- ✓ Which of these could AI handle with a person checking the output?
- ✓ Which team members do you most want to keep? What could you free them to do instead?
- ✓ What skills does your business need that it does not have now?

\$ Do this today

- ☐ List the five most repetitive tasks you do in a week. Ask your team to do the same.
- ☐ Identify one task from that list that happens in the same way every time. This is your first automation candidate.
- ☐ Read the Jobs and Skills Australia generative AI report (twenty pages, free). It is the best proof that jobs change, not vanish.
- ☐ Have one conversation with a team member about what they want to learn. It is not recruitment. It is retention.

“

People often overestimate what will happen in the next two years and underestimate what will happen in ten.

Bill Gates The Road Ahead, 1996 edition, writing about the internet
source: [Quote Investigator: the origin of the overestimate and underestimate quote](#)

04 / myth_vs_reality

Myths, busted

MYTH ~~AI will replace my staff.~~

REALITY AI replaces tasks, not roles. A Perth business with a bookkeeper might automate invoice entry, but still needs someone to manage client relationships and handle exceptions.

source: [Jobs and Skills Australia: Our Gen AI Transition report](#)

MYTH ~~ChatGPT already knows my business.~~

REALITY ChatGPT has learned from public text up to a point in time. It does not know your customer list, your pricing, your workflows, or your contracts.

source: [HELLO PEOPLE: MCP security and business AI blog post](#)

MYTH ~~AI is only for big companies.~~

REALITY More than four in ten Australian small and medium businesses already use AI in some form, according to the National AI Centre's AI Adoption Tracker (43 to 44 per cent over summer 2025 to 2026). Services and retail lead.

source: [AI Adoption Tracker: Australian SME adoption rates 2026](#)

MYTH ~~AI is too risky to touch.~~

REALITY The risks are real: people pasting customer data into free tools, deepfakes costing millions, phishing emails with no typos. These are manageable.

MYTH

~~You need a data scientist to use AI.~~

REALITY

Business owners and managers can use ChatGPT, Copilot or Claude to draft emails, analyse data, and test ideas today. You need a person who understands your business and is willing to learn.

05 / automate_what_you_can

What can be automated today

AI does not automate jobs. It automates tasks. Below are the tasks in your business that change first: sorted by whether to automate now, use AI to assist, or keep entirely human.

Admin and email

AUTOMATE NOW

- Sorting incoming emails by type and urgency (rules-based).
- Extracting dates, names and action items from emails and storing them in a system.

AI ASSISTS

- Drafting replies to routine emails (AI drafts, person edits and sends).
- Summarising email threads so a manager can decide on next steps without reading everything.

KEEP HUMAN

- Deciding on exceptions (the email that does not fit the rules).
- Handling complaints and sensitive communication.

Sales and marketing

AUTOMATE NOW

- Adding new leads to a CRM system when they arrive by email or form.
- Tagging leads by source, industry or type (rule-based).

AI ASSISTS

- Drafting personalized outreach emails based on a lead's company and role.
- Suggesting which leads are most likely to convert (AI scores, person decides priority).

KEEP HUMAN

- Closing deals (relationship and judgment).
- Responding to objections that are not scripted.

Customer service

AUTOMATE NOW

- Categorizing incoming support tickets by type (billing, technical, feedback).
- Sending automatic acknowledgments and setting expectations for response time.

AI ASSISTS

- Drafting responses to customer emails (AI writes, person edits before sending).
- Suggesting the best team member to handle a given ticket.

KEEP HUMAN

- Handling frustrated or upset customers.
- Making exceptions to policy (refunds, returns, credits).

Finance and admin paperwork

AUTOMATE NOW

- Extracting invoice data (amounts, dates, vendors) into accounting software.
- Categorizing expenses by type (travel, meals, office supplies).

AI ASSISTS

- Flagging invoices that seem unusual compared to historical patterns (AI alerts, person checks).
- Matching invoices to purchase orders and delivery receipts (AI suggests, person confirms).

KEEP HUMAN

- Deciding whether to pay an invoice that misses a detail.
- Negotiating payment terms with suppliers.

Operations and field work

AUTOMATE NOW

- Scheduling jobs or work orders by location and team availability.
- Sending job details to the right technician at the right time.

AI ASSISTS

- Suggesting the next best job in a route based on location and time (AI recommends, driver chooses).
- Analyzing job notes to spot patterns (jobs that always overrun, common issues).

KEEP HUMAN

- Handling emergency or complex jobs that do not fit the standard process.
- Deciding how to handle a customer complaint on site.

06 / copy_paste_save_time

An AI prompt: find which tasks in your week can be automated or AI-assisted.

prompt.txt works in any chat assistant

> Here is how I spend my week: [DESCRIBE YOUR ROLE AND TASKS]. Please list the tasks that are repetitive (happen at least twice), rule-based (same steps every time), or drafting-heavy (you create text that others edit). Then sort them into three groups: automate (a tool can do this completely), AI assists (AI drafts, I decide), and keep human (needs judgment or relationships). Keep it under 200 words and use simple language.

// tip Check the output for accuracy. Ask: would a tool reliably do this the same way every time? Does it need my judgment? Do not paste customer or financial data. Use your own descriptions and test this with your team.

The AI word scramble

Unscramble four words every business owner will hear this year. One of them is next month's big topic.

01 /

T P M O R P

What you type to tell an AI what you want

03 /

T E A M A U T O

Let software do the repetitive step for you

02 /

L E D M O

The trained engine behind a chat assistant

04 /

T N E G A

Software that takes actions for you, not just answers (coming next month)

Answers, upside down: 1. PROMPT 2. MODEL 3. AUTOMATE 4. AGENT

No prizes, just bragging rights. Reply to this email with your answers if you want to show off.

// Coming in November: AI agents

- > Who is an AI agent, and what do they actually do?
- > Am I in control, or is my agent?
- > What is a rogue agent, and how do you stop one?
- > AI or an app? The confusion, cleared up

08 / From HELLO PEOPLE

Blog post

Is MCP Secure for Business Applications?

Model Context Protocol (MCP) is a new standard for connecting AI to your business data safely. We explain the security model, what it means for your data, and where it is safe to use.

Service guide

AI Strategy and Readiness

Planning an AI adoption for your business. We guide you through assessing your readiness, identifying opportunities, and building a realistic roadmap.

09 / Sources

Every news item, statistic and claim in this issue was checked against these sources.

Australian Government: National AI Plan
industry.gov.au

OAIC: Automated decision-making transparency obligations
corr.s.com.au

ASIC: Media release on AI-powered scams
asic.gov.au

AI Leadership Summit, 27 October 2026
ai.gov.au

Jobs and Skills Australia: Our Gen AI Transition report
jobsandskills.gov.au

World Economic Forum: Future of Jobs Report 2025
weforum.org

AI Adoption Tracker: Australian SME adoption rates
ai.gov.au

Quote Investigator: the origin of the overestimate and underestimate quote
quoteinvestigator.com

HELLOPEOPLE AI

Something slowing the business down?

Reply to this issue or get in touch. We will tell you honestly whether we can help.

info@hellopeople.com.au

+61 425 531 127

hellopeople.com.au/contact