

Snapshot of the local water utility sector in NSW

Data in this snapshot is representative of the 59% of local water utilities that responded to the survey in 2024.

Where are we now? Our workforce in 2024

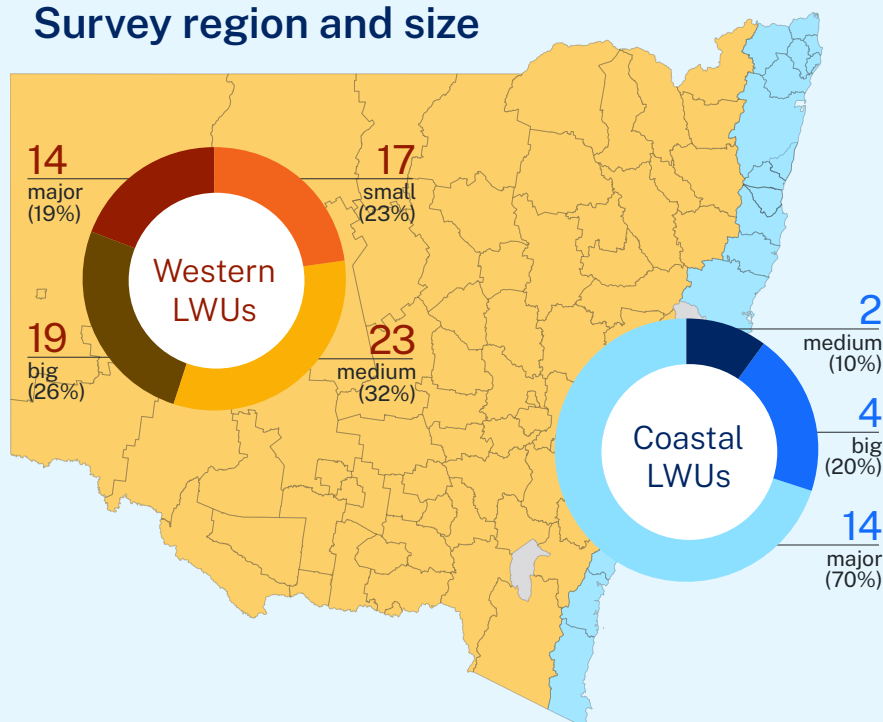
 **93**

Local water utilities providing essential water and wastewater services to NSW communities

 **59%**

of all local water utilities in NSW completed the Workforce Composition Survey in 2024

Survey region and size



Demographics

50+

33%

of workforce is aged over 50 years



8%

of workforce is female



5%

of workforce identify as Aboriginal and/or Torres Strait Islander

Job roles

388

Network operations
(wastewater and water)

379

Plant operations
(wastewater and water)

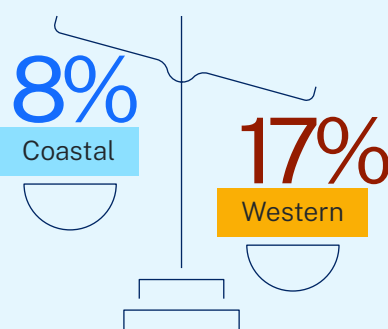
200

Supervisor/team
leaders (wastewater and water)

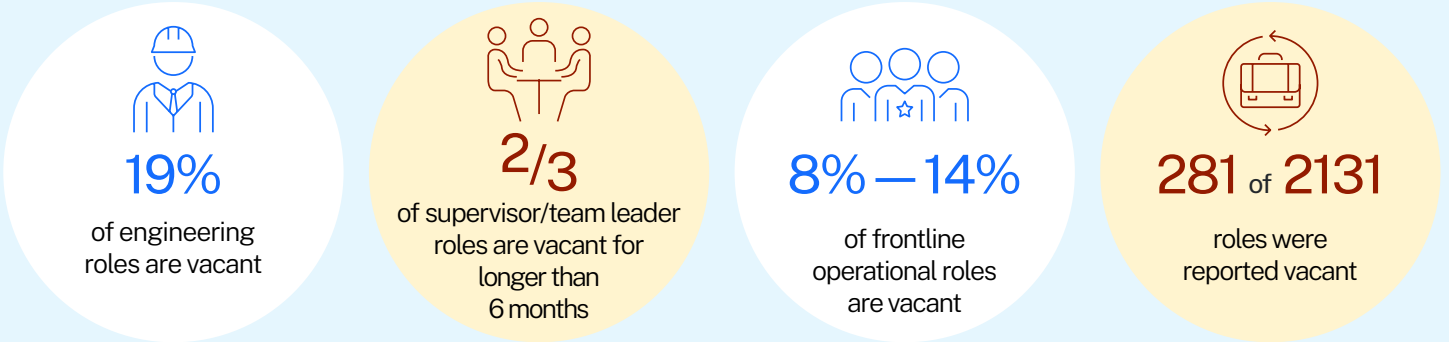
1019

Other operations
roles

Percentage of water treatment operators that are trainees

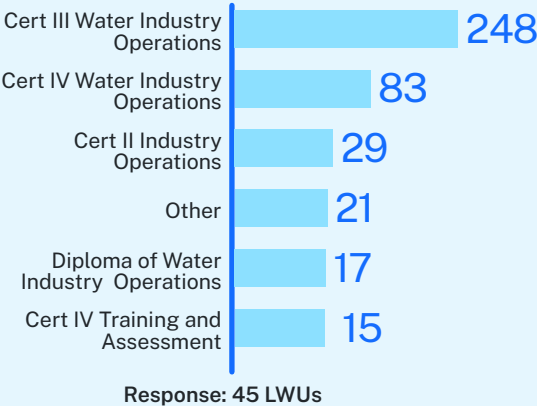


Vacancies

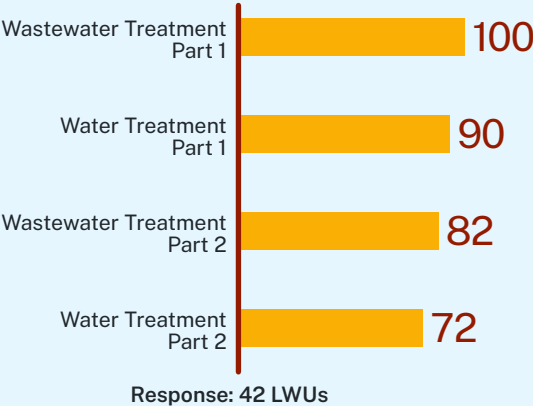


Training

Expected enrolments in VET training over the next 5 years



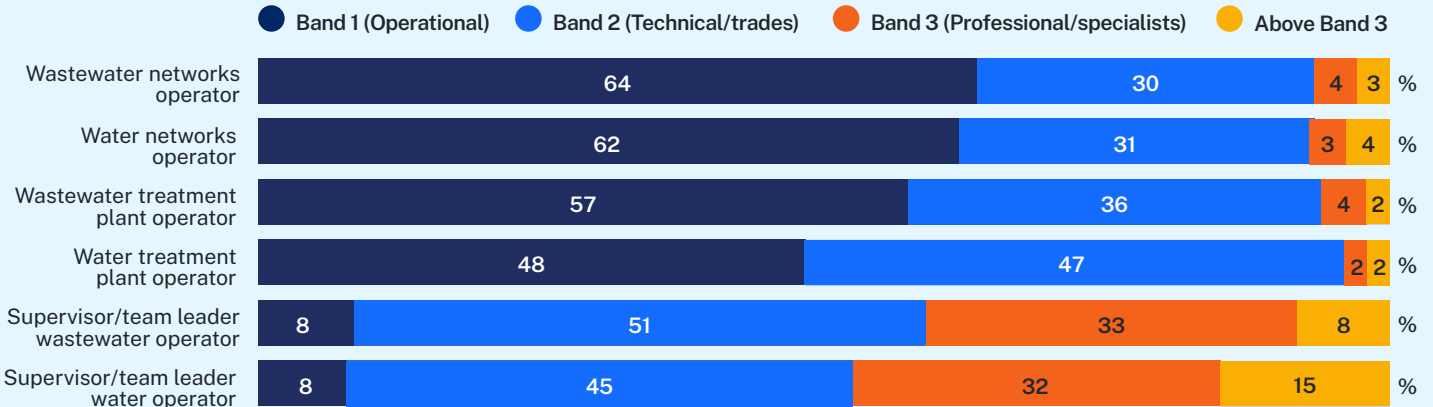
Expected enrolments in department training over the next 5 years



Preference for future training delivery is face-to-face, with mixed delivery options

Pay

Pay equivalent to Local Government (State) Award 2023



Frontline operational staff take home an average of 12-17% of pay from overtime, on-call or penalty rates

Looking ahead

Challenges

- High number and long duration of vacancies
- Knowledge transfer and succession planning
- Inflexible training subsidies



Opportunities

- Targeted recruitment of minority groups to increase diversity
- Increased uptake of traineeships
- Increased regional collaboration



The department thanks all the LWUs that responded to the Workforce Composition Survey, sharing their data to help build a picture of the water industry in NSW.