Water workforce composition survey

This is an example of the survey questions and provided for reference only. Do not complete this survey.

Welcome to the Water Workforce Composition Survey

Thank you for taking part in this survey which aims to collect accurate data on the operational workforce within LWUs across NSW. It will help us build a picture of the industry and support future resourcing.

Participation in the survey is not mandatory; however we strongly encourage all LWUs to provide data where possible. If you do not have data or would prefer not to provide data for particular questions, you can leave the cell blank and move on to the next question.

This is the first time LWUs have been invited to participate in the survey. It is likely to be repeated every second year, to ensure we can provide current information back to the industry and identify trends over time.

Results from individual organisations will remain confidential and will not be shared outside NSW Department of Climate Change, Energy, the Environment and Water. Results will be presented in a way that individual organisations will not be identified.

- The survey is aimed at Water and Sewer Operations Managers and Human Resources/People and Culture Managers within LWUs.

- The survey does not aim to collect data on general purpose council roles, that do not relate to provision of water and sewer services.

- Some parts of the survey may need to be supported by other teams, including training and operational teams.

The survey is divided into 4 tabs;

1. Workforce demographics

2. Vacancies and labour hire

3. Remunerations and conditions

4. Workforce development

Resources that may help you to answer questions

- Organisation or individual skills matrices (where available)

- Current and future training plans

- NSW Local Government State Award: Vol (nsw.gov.au)

- Enterprise Bargaining Agreement (where appropriate)

- Salary structure including grades, steps and skill descriptors

- List of current vacancies

- Workforce development plans (where available)

Do you need support to complete the survey?

To ensure a high rate of participation in the survey, we are offering a range of support options (details provided in original email).

If you would like some more tailored, individual support, we are offering one-on-one teams calls (or in person where appropriate) to walk you through the questions and help you to answer them as you go.

If you have specific questions, consider attending either (or both) of our online drop-in sessions during June. You can ask your questions about the survey and leave the call at any time. No need to stay online for the whole time.

If you would like a higher-level overview of the survey and how we will use the data, consider joining our LWU webinar 3 July, which will also provide info on other work in the skills and training sector.

Section 1. Workforce demographics

Operational job roles (XYZ Council)

	Number of full-time equivalent positions for each role in your organisation, based on primary role. Do not include trainees or apprentices.	Current number of trainees or apprentices in these roles (part of formal traineeship or apprenticeship program)	Do your staff perform multiple functions across different roles? Please explain in comments, e.g. operate both water and wastewater treatment plants	Do you need more staff/roles to cover the work, not counting the roles you are trying to fill now?
Frontline operational roles	Number	Number	Number	Number
Water treatment plant operator				
Wastewater treatment plant operator				
Water networks operator				
Wastewater networks operator				
Supervisor/team leader water operator				
Supervisor/team leader wastewater operator				

	Number of full-time equivalent positions for each role in your organisation, based on primary role. Do not include trainees or apprentices.	Current number of trainees or apprentices in these roles (part of formal traineeship or apprenticeship program)	Do your staff perform multiple functions across different roles? Please explain in comments, e.g. operate both water and wastewater treatment plants	Do you need more staff/roles to cover the work, not counting the roles you are trying to fill now?
Other operational roles	Number	Number	Number	Number
Trade waste officer				
Electrical tradesperson				
Mechanical tradesperson				
Plumbing tradesperson				
Civil Construction and Maintenance - Water				
Civil Construction and Maintenance - Wastewater				
Dam operator				
Operational manager - Water				
Engineer professional				
Engineering paraprofessional				
Scientific professional				
Scientific paraprofessional				
Other operational roles not listed				

1. Do your staff perform multiple functions across different roles? Please explain in comments, e.g. operate both water and wastewater treatment plants.

Comment:

2. Do you need more staff/roles to cover the work, not counting the roles you are trying to fill now?

Yes

No

Unsure

Comment:

3. Employees in each group.

<20 years …
21-30 years …
31-40 years …
41 - 50 years …
51-60 years …
60+ years …

Total sum:

4. Employees in each gender category.

Male

Female

Other, or prefer not to say

Total sum:

Employee diversity

5. How many of your staff identify as Aboriginal or Torres Strait Islander?

Comment:

Unsure or prefer not to say (relating to previous question).

Comment:

6. Do any staff require additional support while undertaking training, e.g. culturally and linguistically diverse (CALD), speech, language and communication needs (SLCN)?

Yes

No

Comment:

Other

7. Any other comments you would like to add.

Comment:

Section 2. Vacancies and labour hire

Frontline operational roles	Roles vacant <6 months	Roles vacant 6 - 12 months	Roles vacant 1 - 2 yrs	Roles vacant >2 yr	Total roles vacant (Sum)
Water treatment plant operator					
Wastewater treatment plant operator					
Water networks operator					
Wastewater networks operator					
Supervisor/team leader water operator					
Supervisor/team leader wastewater operator					

Other operational roles	Roles vacant <6 months	Roles vacant 6 - 12 months	Roles vacant 1 - 2 yrs	Roles vacant >2 yr	Total roles vacant (Sum)
Trade waste officer					
Electrical tradesperson					
Mechanical tradesperson					
Plumbing tradesperson					
Civil Construction and Maintenance - Water					
Civil Construction and Maintenance - Wastewater					
Dam operator					
Operational manager - Water					
Engineer professional					
Engineering paraprofessional					
Scientific professional					
Scientific paraprofessional					
Other operational roles not listed					

1. Are some of your staff hired through temporary agency or contract?

Yes

No

2. How many of these roles are filled by Labour Hire / Contractual Arrangements or Alternative Resourcing Arrangements?

Comment:

Other

3. Any other comments you would like to add.

Comment:

Section 3. Remuneration and conditions

Operational job roles

What type of employment agreement, or industrial instruments do your employees work under?	NSW Local Government (state) Award	Enterprise Bargaining Agreement, or another award/agreement
Frontline operational roles	Number	Number
Water treatment plant operator		
Wastewater treatment plant operator		
Water networks operator		
Wastewater networks operator		
Supervisor/team leader water operator		
Supervisor/team leader wastewater operator		

How many staff are remunerated equivalent to NSW Local Government (state) Award 2023 Band 1 Operational? (Normal hours and base rates, excluding loading, allowances and penalty rates	Equivalent to Band 1 Level 1 ($452.20 – 1154.20 per week)	Equivalent to Band 1 Level 2 ($947.10 – 1008.70 per week)	Equivalent to Band 1 Level 3 ($1008.70 – 1116.30 per week)	Equivalent to Band 1 Level 4 ($1116.30 + per week)
Frontline operational roles	Number	Number	Number	Number
Water treatment plant operator				
Wastewater treatment plant operator				
Water networks operator				
Wastewater networks operator				
Supervisor/team leader water operator				
Supervisor/team leader wastewater operator				

How many staff are remunerated equivalent to NSW Local Government (state) Award 2023 Band 2 Technical/Trades? (Normal hours and base rates, excluding loading, allowances and penalty rates)	Equivalent to Band 2 Level 1 ($1103.90 - 1266.00 per week)	Equivalent to Band 2 Level 2 ($1266.00 - 1515.10 per week)	Equivalent to Band 2 Level 3 ($1515.10 + per week)
Frontline operational roles	Number	Number	Number
Water treatment plant operator			
Wastewater treatment plant operator			
Water networks operator			
Wastewater networks operator			
Supervisor/team leader water operator			
Supervisor/team leader wastewater operator			

How many staff are remunerated equivalent to NSW Local Government (state) Award 2023 Band 3 Professional/Specialist? (Normal hours and base rates, excluding loading, allowances and penalty rates)	Equivalent to Band 3 Level 1 ($1266.00 - 1515.10 per week)	Equivalent to Band 3 Level 2 ($1515.10 - 1764.30 per week)	Equivalent to Band 3 Level 3 ($1764.30 - $2138.90 per week)	Equivalent to Band 3 Level 4 ($2138.90+ per week)
Frontline operational roles	Number	Number	Number	Number
Water treatment plant operator				
Wastewater treatment plant operator				
Water networks operator				
Wastewater networks operator				
Supervisor/team leader water operator				
Supervisor/team leader wastewater operator				

1. How many staff are remunerated at higher award rates?

(Normal hours and base rates, excluding loading, allowances and penalty rates)

Comment:

2. Higher than $2138.90 per week. How many?

Comment:

3. Do your staff work overtime hours?

Yes

No

4. Estimated % of gross annual pay from overtime, on call or penalty rates.

Comment:

5. Does your organisation offer over award payments/incentives for these roles? eg higher superannuation, higher pay rates, standard on-going allowance for adverse working conditions, etc?

Yes

No

6. Does your organisation offer over award payments/incentives for these roles?

Yes

No

Other

Any other comments you would like to add

Comment:

Workforce development

Operational staff turnover

	Current operational staff turnover (based on operational job roles listed in workforce demographic section)		Future operational staff turnover (based on operational job roles listed in workforce demographic section)		
Frontline operational roles	Total number of employees who left organisation in last 12 months (from each category, either frontline or other)	Number of employees who left organisation to retire (from each category, either frontline or other)	Number of employees predicted to leave/retire in the specified timeframe (from each category, either frontline or other)		
	12 months to current		1 - 2 yr	3 - 5 yr	6 - 10 yr
	Number	Number	Number	Number	Number
Frontline operational roles					
Other operational roles					

Future training needs

	Water industry vocational training and qualification (National Water Training Package - NWP)							Training provided by NSW DCCEEW			
	How many staff do you expect to enrol in industry training in the next 5 years?							How many staff do you expect to enrol in technical courses provided by DCCEEW in the next 5 years?			
	Cert II Water Industry Operations	Cert III Water Industry Operations	Cert IV Water Industry Operations	Diploma of Water Industry Operations	Cert IV Training and Assessment	Other	Part qualifications, units of competency, or skill sets. Please provide detail of units of competency required.	Water Treatment Operations Part 1 Chemical dosing systems	Water Treatment Operations Part 2	Basic Wastewater Treatment Operations Part 1	Advanced Wastewater Treatment Operations Part 2
	Number	Number	Number	Number	Number	Number	Comment	Number	Number	Number	Number
Frontline operational roles											
Other operational roles											

Training and assessment

1. Does your organisation have staff with TAE40122: Cert IV Training and Assessment, or trainer/assessor skill sets?

Yes

No

Comment:

2. Are there any incentives the NSW Govn could offer to increase the number of trainer/assessors in your organisation?

Yes

No

Comment:

3. What are the preferred methods of training delivery for your staff? E.g. face to face, virtual delivery, self paced, blended (combination of each).

Comment:

4. Did your most recent water training delivery meet your expectations? Please provide details.

Yes

No

Comment:

5. Are there specific topics of education your staff or Councillors would benefit from? Eg emergency and incident management, climate change considerations.

Yes

No

Comment:

6. Has your organisation undertaken any analysis or forecasting of changing of roles and skills requirements of your workforce?

Yes

No

Comment:

7. What is your organisation doing to meet current and future skills needs? Select all that apply

Regional staff sharing arrangements

Flexible training and development

Building industry partnerships

Improved access to educational opportunities

Targeted training and development programs

Other (please specify)

8. What new roles do you see emerging over the next 3 years as a result of changes in service delivery, technological advancements or other changes in your organisation?

Comment:

9. Which internal or external factors will impact on your organisation's future skilling needs? Select all that apply

Changes in government funding models

Major infrastructure projects (internal or external)

Technological change

Growth in local government area

Ageing workforce

Increasing levels of government compliance

Climate change Other (please specify)

Comment:

10. What would help your organisation to meet future skill needs?

Comment:

Other comments

Please add any other comments about the survey including suggestions for the future.

Comment: