Victorian Employer Skills and Training Survey 2017

Electricity, Gas, Water and Waste Services

Over 12,100 employers responded to the skills and training component of the *Victorian Employer Satisfaction and Skills Survey* in 2017. Of these, 62 were from the Electricity, Gas, Water and Waste Services industries. Employers report that skills are important to productivity, but many are facing challenges filling jobs and finding the right applicants with the right skills. These challenges are faced both now, and are expected to continue into the future. However, a high proportion of employers that access training to improve the skills of their workforce report a positive impact on productivity and return on investment.

The statistics below reflect the experience of employers in the Electricity, Gas, Water, Waste Services industries compared to the overall Victorian average.

**Productivity**

**Skills are important to productivity**

Businesses found that a lack of skills had a high impact on workplace productivity.

**High impact**

Electricity, Gas, Water and Waste Services: 62%

Victoria: 28%

**Medium impact**

Electricity, Gas, Water and Waste Services: 38%

Victoria: 53%

**Low impact**

Electricity, Gas, Water and Waste Services: 0%

Victoria: 16%

**Impact of insufficient workforce skills**

A lack of skills can increase the workload for other staff, result in poorer quality of service/products and increase operating costs.

**Increased workload for other staff**

Electricity, Gas, Water and Waste Services: 100%

Victoria: 61%

**Poorer quality of service/products**

Electricity, Gas, Water and Waste Services: 100%

Victoria: 38%

**Increased operating costs**

Electricity, Gas, Water and Waste Services: 100%

Victoria: 44%

**Challenges**

**Managing the skills of the workforce**

Employers reported that recruitment was challenging due to candidates not having the required skills.

More than a quarter of employers saw the need to improve the skills of existing staff.

Finding people with the right skills

Electricity, Gas, Water and Waste Services: 63%

Victoria: 53%

Finding job ready candidates

Electricity, Gas, Water and Waste Services: 38%

Victoria: 33%

Training staff to keep skills up to date

Electricity, Gas, Water and Waste Services: 26%

Victoria: 27%

**Recruitment challenges**

Employers faced recruitment challenges because potential candidates did not have the required experience.

Agreed roles were difficult to fill

Electricity, Gas, Water and Waste Services: 70%

Victoria: 54%

**Lacked relevant experience**

Electricity, Gas, Water and Waste Services: 80%

Victoria: 55%

**Few applicants**

Electricity, Gas, Water and Waste Services: 62%

Victoria: 46%

**Lacked technical / job specific skills**

Electricity, Gas, Water and Waste Services: 55%

Victoria: 50%

**Skills**

**Skills needed now and for the future**

Businesses are concerned they may not have the skills they need for the future

Electricity, Gas, Water and Waste Services: 22%

Victoria: 24%

Businesses lack the skills they need today

Electricity, Gas, Water and Waste Services: 9%

Victoria: 9%

Businesses believe they have the skills needed for today and for the next 12 months

Electricity, Gas, Water and Waste Services: 59%

Victoria: 61%

**Main skills lacking today and in the next 12 months**

The majority of employers identified technical and job specific skills are lacking today or will be lacking in the next 12 months.

**Technical / job specific skills**

Electricity, Gas, Water and Waste Services: 89%

Victoria: 69%

**Problem solving skills**

Electricity, Gas, Water and Waste Services: 54%

Victoria: 35%

**Verbal communication skills**

Electricity, Gas, Water and Waste Services: 53%

Victoria: 26%

**Training**

**Employers’ access to training**

Employers supported staff training in 2016

Electricity, Gas, Water and Waste Services: 73%

Victoria: 63%

Employers mainly used industry associations and private training providers to deliver their training in 2016.

**Industry associations**

Electricity, Gas, Water and Waste Services: 58%

Victoria: 48%

**Private training providers**

Electricity, Gas, Water and Waste Services: 48%

Victoria: 50%

**TAFE**

Electricity, Gas, Water and Waste Services: 36%

Victoria: 24%

**Training contribution and quality**

Employers find that training has a positive contribution to productivity and business success.

Positive Return on Investment

Electricity, Gas, Water and Waste Services: 62%

Victoria: 75%

Positive impact on productivity

Electricity, Gas, Water and Waste Services: 64%

Victoria: 72%

Trained staff are more valuable to the workplace

Electricity, Gas, Water and Waste Services: 84%

Victoria: 86%

Quality of provider training was high

Electricity, Gas, Water and Waste Services: 67%

Victoria: 79%