Victorian Employer Skills Survey 2018

Electricity, Gas, Water and Waste Services

Of the 13,600 employers that responded to the *Victorian Employer Skills Survey* in 2018, 80 were from the Electricity, Gas, Water and Waste Services industry. 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. Training providers engaged in the industry are seen to be of very high quality.

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

**Productivity**

**Skills are important to productivity**

Businesses with a lack of skills found it had a medium impact on workplace productivity.

**High impact**

Electricity, Gas, Water and Waste Services: 20%

Victoria: 28%

**Medium impact**

Electricity, Gas, Water and Waste Services: 40%

Victoria: 56%

**Low impact**

Electricity, Gas, Water and Waste Services: 28%

Victoria: 15%

**Impact of insufficient workforce skills**

Businesses lacking skills mainly reported the following workplace issues:

**Increased workload for other staff**

Electricity, Gas, Water and Waste Services: 100%

Victoria: 66%

**Inability to innovate**

Electricity, Gas, Water and Waste Services: 58%

Victoria: 20%

**Inability to meet customer needs**

Electricity, Gas, Water and Waste Services: 73%

Victoria: 41%

**Challenges**

**Managing the skills of the workforce**

Employers facing recruitment challenges mainly reported applicant related reasons for their difficulties.Nearly a quarter of employers struggled to retain staff.

**Finding people with the right skills**

Electricity, Gas, Water and Waste Services: 53%

Victoria: 59%

**Finding job ready candidates**

Electricity, Gas, Water and Waste Services: 36%

Victoria: 35%

**Faced challenges with staff retention**

Electricity, Gas, Water and Waste Services: 23%

Victoria: 19%

**Recruitment challenges**

Employers facing recruitment challenges mainly reported applicant related reasons for their difficulties.

**Agreed roles were difficult to fill**

Electricity, Gas, Water and Waste Services: 62%

Victoria: 59%

**Lacked relevant experience**

Electricity, Gas, Water and Waste Services: 52%

Victoria: 56%

**Few applicants**

Electricity, Gas, Water and Waste Services: 49%

Victoria: 52%

**Lacked technical / job specific skills**

Electricity, Gas, Water and Waste Services: 46%

Victoria: 52%

**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: 16%

Victoria: 26%

**Businesses lack the skills they need today**

Electricity, Gas, Water and Waste Services: 15%

Victoria: 12%

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

Electricity, Gas, Water and Waste Services: 69%

Victoria: 62%

**Type of skills lacking today and in the next 12 months**

Employers who lack the skills today, or expect to over the next year, identified various skills needs.

**Technical / job specific skills**

Electricity, Gas, Water and Waste Services: 79%

Victoria: 68%

**Management / leadership skills**

Electricity, Gas, Water and Waste Services: 52%

Victoria: 39%

**Teamwork skills**

Electricity, Gas, Water and Waste Services: 52%

Victoria: 24%

**Training**

**Employers’ access to training**

**Employers supported staff training last year**

Electricity, Gas, Water and Waste Services: 62%

Victoria: 64%

Employers who supported training either utilised external trainers or made provisions for training within the organisation by other staff.

**Internal training**

Electricity, Gas, Water and Waste Services: 48%

Victoria: 57%

**External training**

Electricity, Gas, Water and Waste Services: 90%

Victoria: 82%

**Training contribution and quality**

Employers who supported training agreed it had a positive contribution to productivity and business success.

**Positive return on investment**

Electricity, Gas, Water and Waste Services: 92%

Victoria: 90%

**Positive impact on productivity**

Electricity, Gas, Water and Waste Services: 80%

Victoria: 90%

**Developed sufficient levels of technical skills**

Electricity, Gas, Water and Waste Services: 98%

Victoria: 91%

**Quality of provider training was high**

Electricity, Gas, Water and Waste Services: 98%

Victoria: 88%