



# WATER INDUSTRY SKILLS AND TRAINING NETWORK (WTAN) FORUM

5 March 2025

# Acknowledgement of Country



## WTAN Program

- NSW Public Sector skills and training update
- JSC update – BuildSkills Australia
- Water Utility Spotlight – Orange City Council
- Careers at Council initiatives
- Water Industry operations training at Trility
- DCCEEW's TWRRP Skills and Training Action Plan Update.

# NSW ITAB – Industry Skills Update

**Lisa Giammarco**

Executive Officer

NSW Public Sector ITAB



# Public Sector ITAB Coverage

❖ LOCAL GOVERNMENT (LGA)



❖ PUBLIC SAFETY (PUA, POL, DEF)



❖ WATER (NWP)



❖ PUBLIC SECTOR (PSP)



❖ CORRECTIONS (CSC)



# ITAB Update

## The ITAB's remit is to:

- Collect employment and workforce development data for public sector industries to inform DoE on sectoral and regional issues around skills and training
- Communicate issues related to critical skills shortages and training supply and demand and disseminate information on skills and training and VET more generally to NSW stakeholders
- Identify examples of best practice where employers are implementing innovative strategies to address unique local challenges

# ITAB stakeholder engagement plan in 2025

## Planned events in Regional NSW

- **18 - 19 March 2025** – Industry visits and Tamworth Regional Industry Roundtable (partnering with the Greater Northern Skills Development Group) - *Tackling skills shortages, upskilling and retention*
- **8 - 9 May 2025** – Industry visits in Orange/Bathurst and Careers 'Facts' Day – Central West (Bathurst – CSU) – *Advising students on local employment pathways*
- **27, 28 & 29 May 2025** - Mid North Coast Local Schools and Employer Forums (Taree, Port Macquarie and Coffs Harbour) – *Linking local school networks with local employers*

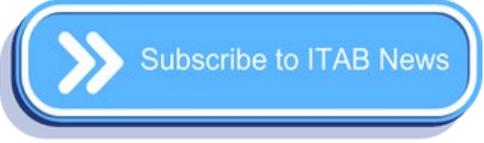
## Government (GTAN) and Water (WTAN) Industry Network forums

- 3 and 4 March 2025
- 20 and 21 May 2025



# Stakeholder engagement with ITAB

- Stay up to date by subscribing to monthly newsletter



- Contact me for
  - Information on accredited training courses
  - NSW Skills List
  - Access to training providers in your region
  - Apprenticeships & Traineeships
  - Advice on school to work pathways
- Let me know about your successes and innovative practices



# Current funded training and grants

## Smart and Skilled

- NSW Fee Free arrangements – January to June 2025
- 2024-25 Targeted Priorities Prevocational and Part Qualifications (TPPPQ) Program



## 1000 NSW Public Sector Apprentices and Trainees Program

- *Round 3 Applications are expected to open in May 2025*
- Further 340 positions will be available in the final round (2025-26 financial year).



## Fresh Start Program – Apprentices, Trainees & Cadets for Local Government

- To play a key role in training up new apprentices and trainees that will build better communities and alleviate skill shortages from 2025 - 2030
- Administered by the Office of Local Government (\$252M over 6 years)
- *Round 2 applications open March 2025*



## Fresh Start for Apprentices, Trainees and Cadets Program

- **Overarching principles**
- Build capacity in councils and a stronger local government sector
- Increase the local government workforce
- Create positive social outcomes by generating local education and employment opportunities
- Contribute to the National Agreement on Closing the Gap

## Funding rounds

- **Round 1** – January 2025 - **closed**
- **Round 2** - Applications to be submitted by 31st March 2025 with notification of outcome 1st May 2025
- **Round 3** – Applications to be submitted by 30th September 2025 (TBC)
- **Round 4** - Applications to be submitted by 31st March 2026 (TBC)



## **Overview of the application process:**

- Round 2 applications open Monday 17 March, for 2 weeks, and close 31 March.
- Applications submitted through SmartyGrants.
- Grant guidelines and application form, updated for round 2.

# NSW VET updates

## NSW VET REVIEW

Final Report highlights importance of skills development and vocational training in shaping the future workforce of the state

- Contains 21 recommendations designed to transform and better integrate the VET system

<https://education.nsw.gov.au/about-us/strategies-and-reports/our-reports-and-reviews/nsw-vocational-education-and-training-review>



## OUTCOMES:

As of 2 March 2025, the NSW Government has initiated several key actions

- Clarification of TAFE NSW's Role and Purpose: The NSW Government has developed a TAFE NSW Charter to define its role within the state's training system.
- Revised Operating Model for TAFE NSW: To align educational delivery with industry needs and enhance local engagement.
- TAFE NSW Restructure and Leadership Transition
- Establishment of New Training Facilities

# VET updates

## Revised Standards for RTOs

- New Standards for RTOs – Full regulatory effect from 1 July 2025
- ASQA has released more practice guides to support training providers in the transition to the revised Standards for Registered Training Organisations (RTOs)
- [Practice Guides | Australian Skills Quality Authority \(ASQA\)](#)



## NSW Training Awards 2025

Entries are open.  
Apply today!



Entries now open for the 2025 NSW Training Awards and students, teachers, training organisations and employers are encouraged to nominate and register.

- For more information on award categories and application details, visit <https://education.nsw.gov.au/skills-nsw/nsw-training-awards/how-to-enter>



## Apprenticeship and Traineeship Approvals

Qualification ID and Name	2025	2024	2023	2022
NWP20119 Certificate II in Water Industry Operations				9
NWP20122 Certificate II in Water Industry Operations	<5	8	<5	
NWP30219 Certificate III in Water Industry Operations			24	60
NWP30222 Certificate III in Water Industry Operations	16	60	73	<5
<b>Total</b>	<b>20</b>	<b>68</b>	<b>101</b>	<b>73</b>

Regional Office	2025	2024	2023	2022
Hunter & Central Coast	<5	7	10	<5
Illawarra & South East NSW	<5	22	33	8
New England	<5	13	19	8
North Coast & Mid North Coast	13	13	16	15
Riverina		<5	8	<5
Southern & South Western Sydney		5	<5	37
Western NSW		<5	6	<5
Western Sydney & Blue Mountains			6	
<b>Total</b>	<b>20</b>	<b>68</b>	<b>101</b>	<b>73</b>

## Smart & Skilled Commencements

Qualification ID & Name	2025	2024	2023	2022	Total
NWP20119 Certificate II in Water Industry Operations			<5	5	6
NWP20122 Certificate II in Water Industry Operations		8			8
NWP30219 Certificate III in Water Industry Operations		<5	186	199	386
NWP30222 Certificate III in Water Industry Operations	6	363	223		592
NWP40120 Certificate IV in Water Industry Operations		70	42		112
NWP50118 Diploma of Water Industry Operations			9		9
<b>Total</b>	<b>6</b>	<b>442</b>	<b>461</b>	<b>204</b>	<b>1,113</b>

# National Jobs and Skills Councils

## Public Skills Australia (PSA)

- [Defence Public Affairs Qualifications](#)
- [Firefighting Appliance Pump Technicians](#)
- [Emergency Tree Operations](#)
- [DEFEXO Defence Explosive Ordnance](#)
- [POL Police Training Package Release 9.0](#)
- [Correctional Services Implementation Findings Report](#)



## Future Skills Organisation (FSO)

- [Update ICT30519 Certificate III in Telecommunications Technology](#)
- [ICT Training Package: Needs and Gap Analysis](#)
- [Qualification Design to Support Digital Capability](#)



## Build Skills Australia (BSA)

- [White Card Implementation](#)
- [Minimum Australian Context Gap Training for Migrant Plumbers](#)
- [VET Future Readiness Review](#)
- [Civil Construction Review](#)
- [Hydrogen Skill Needs in the Plumbing and Gas Industry](#)
- [Insulation Installation & Inspection](#)



## Jobs and Skills Council Update

### BuildSkills Australia (BSA)

**George Wall**, National Manager, Water Sector Industry Engagement

BuildSkills Australia (BSA) [GeorgeW@buildskills.com.au](mailto:GeorgeW@buildskills.com.au)



# Water Utility Spotlight – Orange City Council

**Wayne Beatty / Jonathan Francis**

Orange City Council – Local Water Utility



# Careers at Council Initiatives

**Devika Mudaliar**

Local Government NSW





# TRILITY Training Services

## NSW WTAN

Adrian Blinman

March 2025



# Investing in the future

- TRILITY's 150 operators
- Industry consultation
- Market research
- RTO's closing
- Ops contracts ending
  - Diversification
  - Staff retention



# The Team



**Adrian Blinman**  
Business Growth Manager



**Sultana Mazumder**  
RTO Administrator  
and Compliance Manager



**Louis Williams**  
Administrator



**Heath Thompson**  
Fulltime trainer



**James Lawes**  
Fulltime trainer



**Michelle Eames**  
Sales and Training  
Coordinator



**Kim Kerby**  
Fulltime trainer



**Allan Packer**  
Operator/trainer



**John Mills**  
Contract trainer



**Marty Hancock**  
Contract trainer



**Stephen Wilson**  
Contract trainer



**Murray Thompson**  
Contract trainer

# TRILITY Training Services



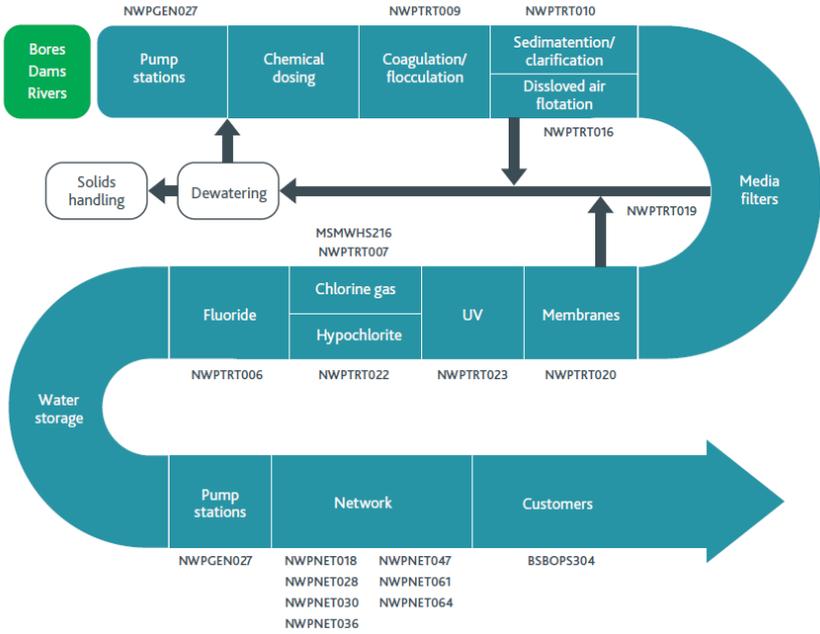
- National Water Training Package
  - Certificate II 22 UoC
  - Certificate III 57 UoC
  - Certificate IV 35 UoC
- Individual units 84 UoC
  - Competency gaps
  - Engineers/scientists
- Face to Face
- Blended
- Distance



# Customer focus

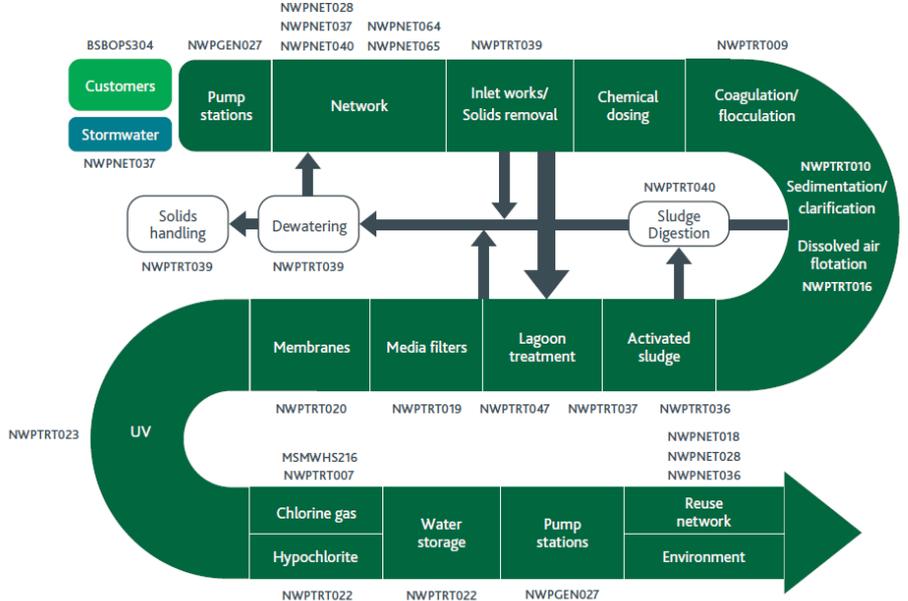


NWP30222 Certificate III Water Industry Operations **Water Treatment and Network**



Not Process Unit Specific (Core units highlighted): BSBWHS308, NWPGEN019, CPCCOM1015, NWPGEN017, NWPGEN020, NWPGEN022, NWPTRT005

NWP30222 Certificate III Water Industry Operations **Wastewater Treatment and Network**



Not Process Unit Specific (Core units highlighted): BSBWHS308, NWPGEN019, CPCCOM1015, NWPGEN017, NWPGEN021, NWPGEN022, NWPTRT027

# Market interest



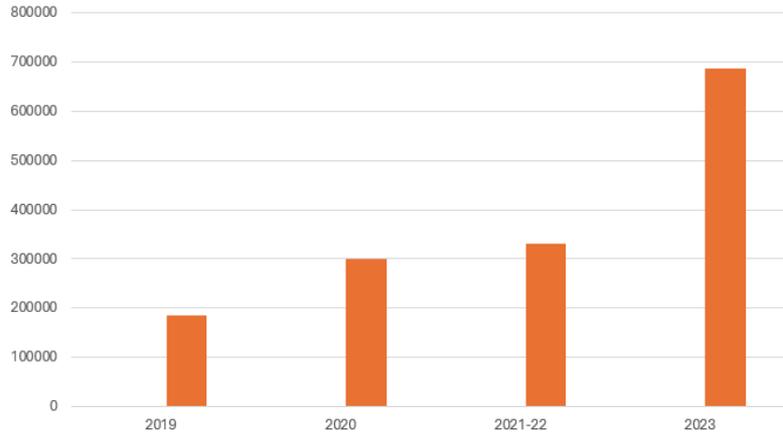
- Little Cert II
- Mostly Cert III
- Cert IV increasing
- Units
  - Chlorine gas
  - Fluoride
  - UV
- Mostly QLD
- TAS
- Some VIC/SA
- Units
  - Nationally consistent

## Water Industry Worker – Delivering outcomes for Qld Local Governments

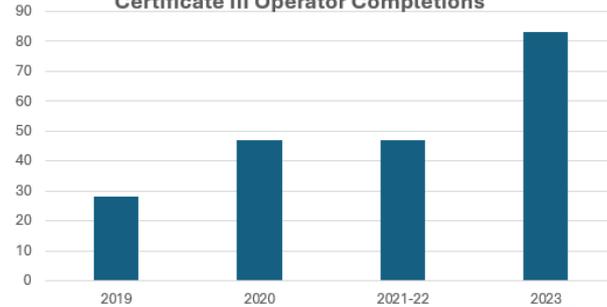


Queensland  
Water Regional  
Alliance Program

Training Investment secured for Local Government  
QWRAP WIW Program



Certificate III Operator Completions



**Lee-Anne Willis | L&D Project  
Coordinator**

**T: 07 4961 9164 M: 0457 215 599 |**

**E: [lee-anne.willis@mackay.qld.gov.au](mailto:lee-anne.willis@mackay.qld.gov.au)**



- Admin heavy
- State govt funding
  - NSW
  - VIC
  - SA
- Journey to profitability
  - Revenue lags enrolments



# 2025 NSW outlook

- Re-registration August 25
- Working toward NSW Smart and Skilled Contract
- Higher demand
  - “A Fresh Start for Local Government Apprentices, Trainees and Cadets Grants Program”
  - SBATs



# Team effort



Central Highlands Water team

## Further information



- <https://trility.axcelerate.com.au/>
- <https://trility.com.au/trility-training/>

# Questions and Answers



TRILITY

# Focus on training delivery - Trility

**Adrian Blinman**

Trility



# Town Water Risk Reduction Program (TWRRP) Skills and Training Action Plan Update

**Lisa Andersons**

Local Water Utilities Branch,

Dept of Climate Change, Energy, the Environment and Water (DCCEEW)





Department of Climate Change, Energy, the Environment and Water



# Skills and training project update

## WTAN Meeting

**Lisa Andersons**  
Skills and Training Coordinator

**Hannah Crockford**  
Skills and Training Project Officer

05 March 2025

# Workforce composition survey

Results available

1

# 2024 survey

**59% of NSW local water utilities completed the Workforce Composition Survey in 2024**



- Sent to 93 LWUs in NSW
- Open May to Aug 2024
- 55 surveys received (59%)
- Early insights presented at AWA, WIOA and Water Directorate events
- Deliverables: comprehensive report and snapshot infographic
- Results will help to inform workforce development strategy
- Next survey in 2026
- Full report available here: [Skills, training and workforce development | NSW Government Water](#)

# 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

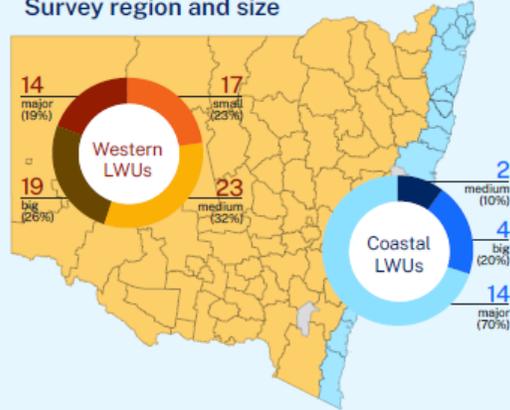
**93**

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



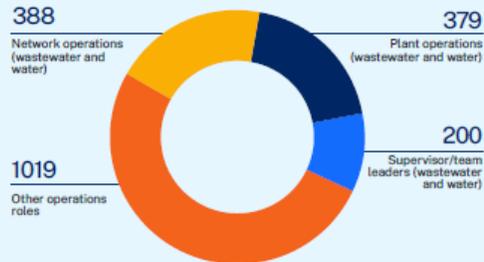
## Demographics

**50+** 33% of workforce is aged over 50 years

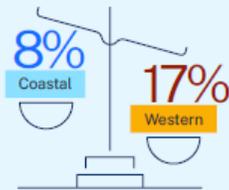
**8%** of workforce is female

**5%** of workforce identify as Aboriginal and/or Torres Strait Islander

## Job roles



## Percentage of water treatment operators that are trainees

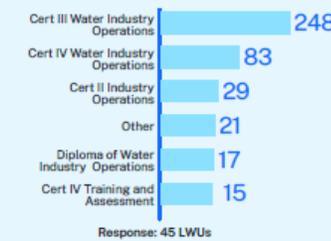


## Vacancies

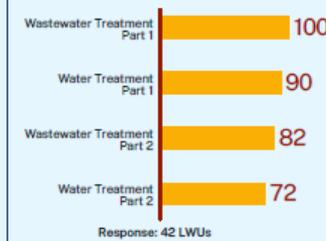


## Training

### 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



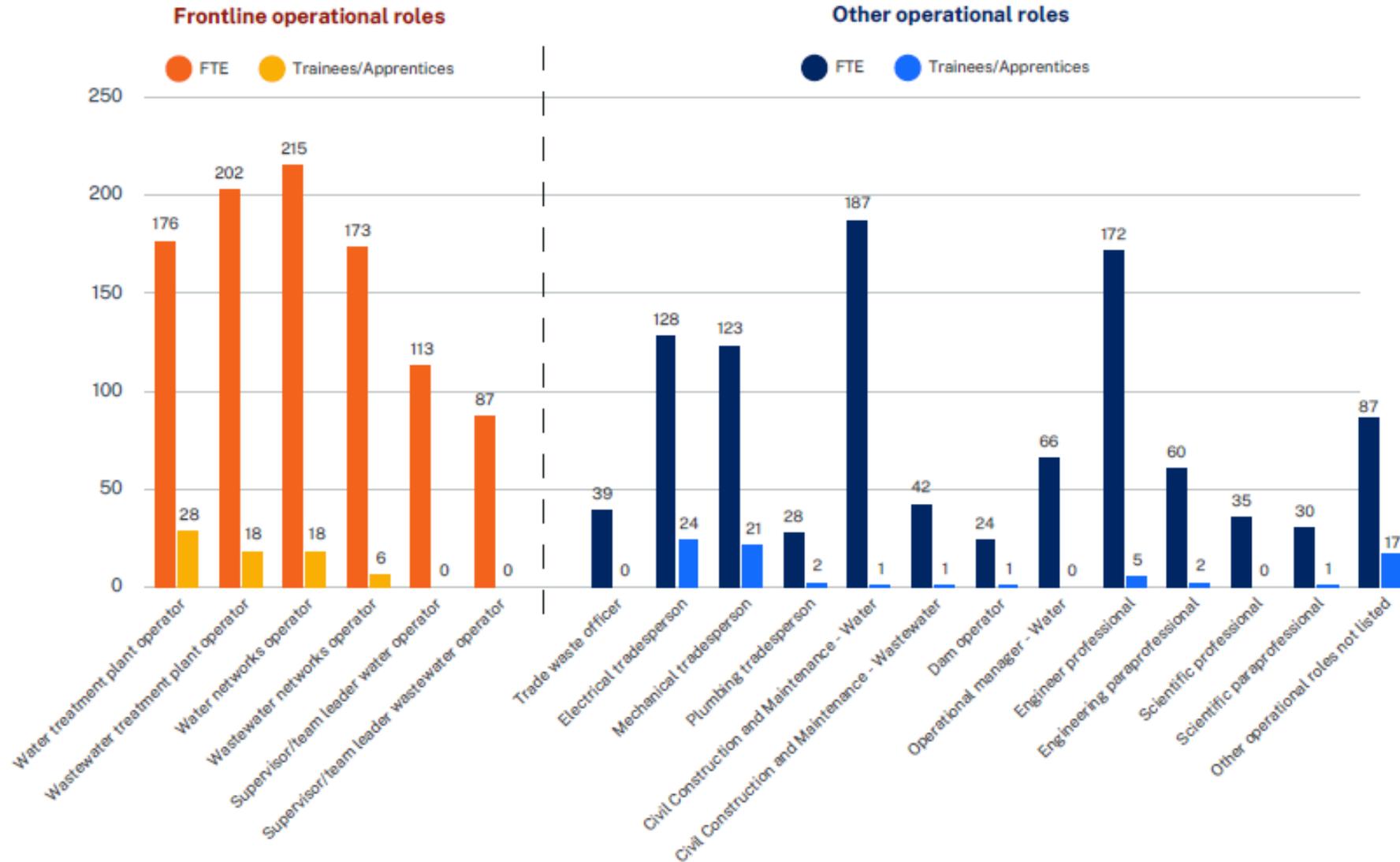
### Opportunities

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



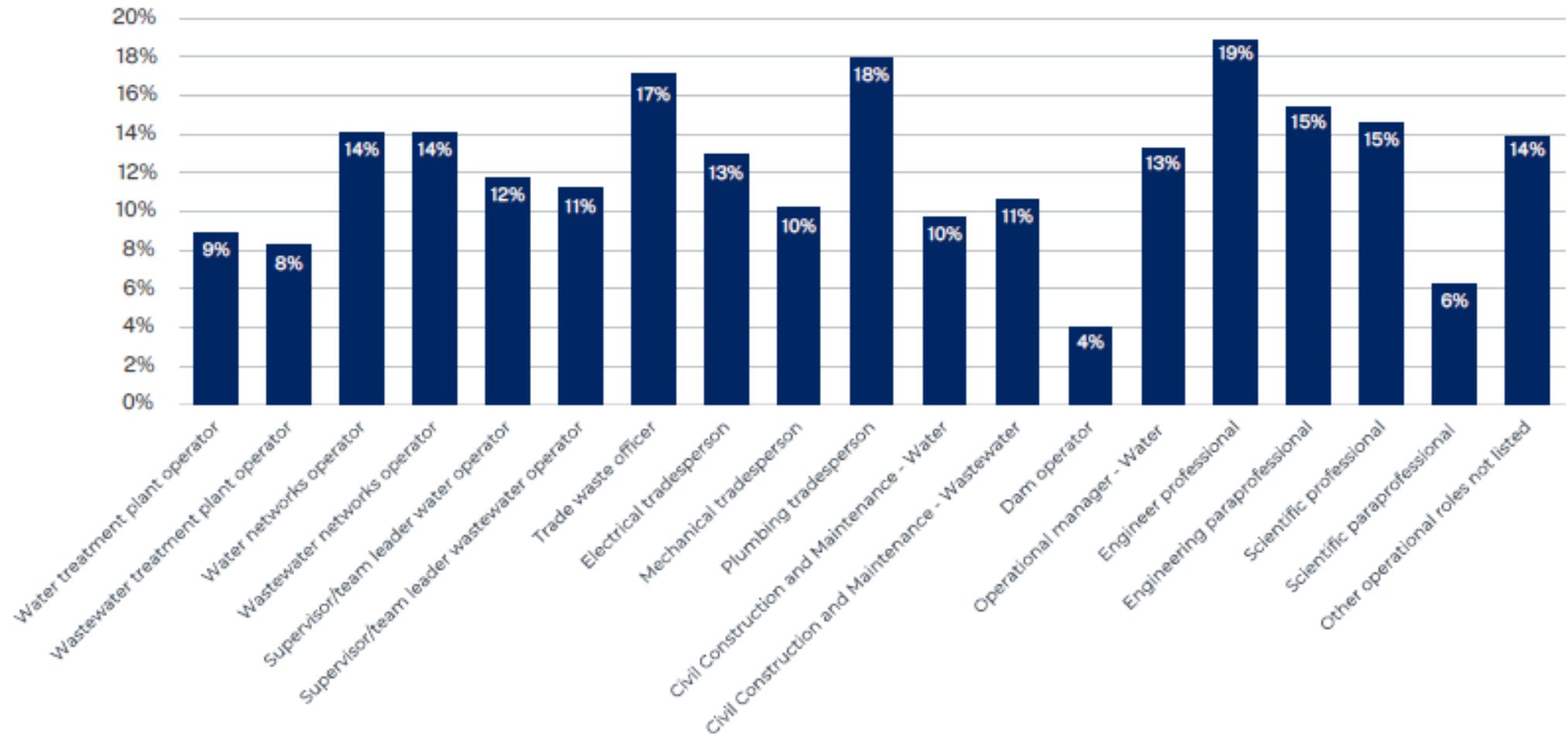
# Job roles

Figure 2 – Number of full-time equivalent positions for each role and current number of trainees or apprentices in these roles, Workforce Composition Survey 2024



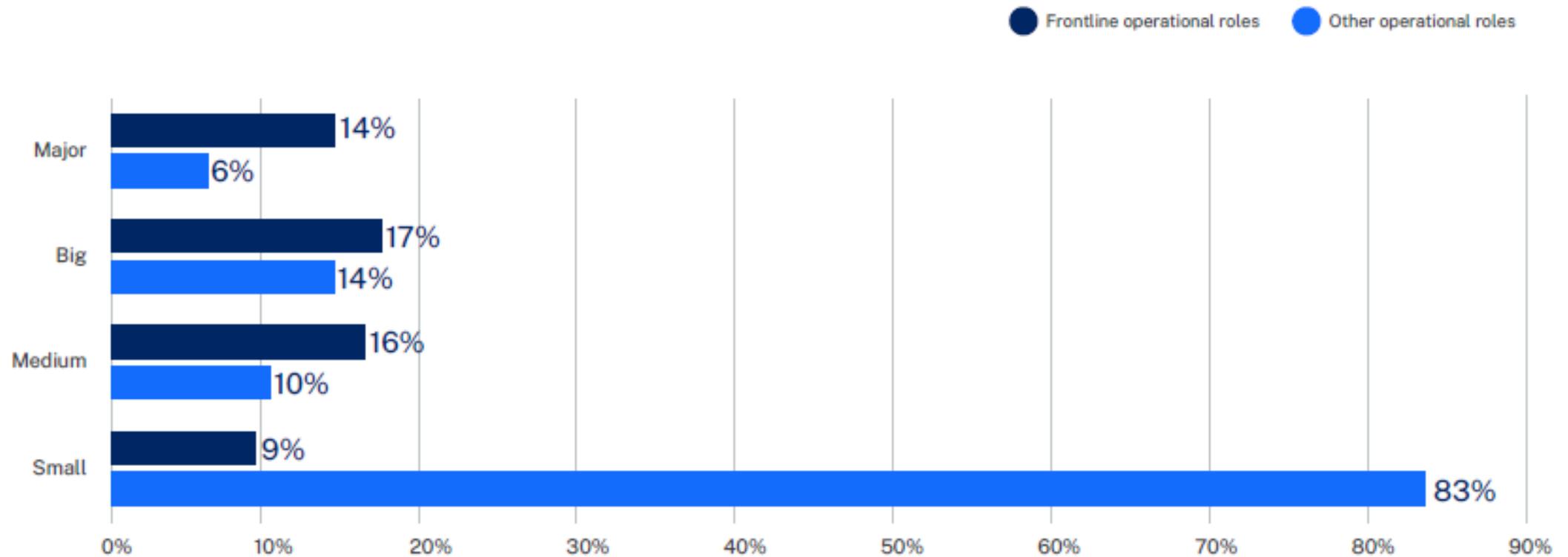
# Vacancies

Figure 10 – Percentage of vacancies by role, Workforce Composition Survey 2024



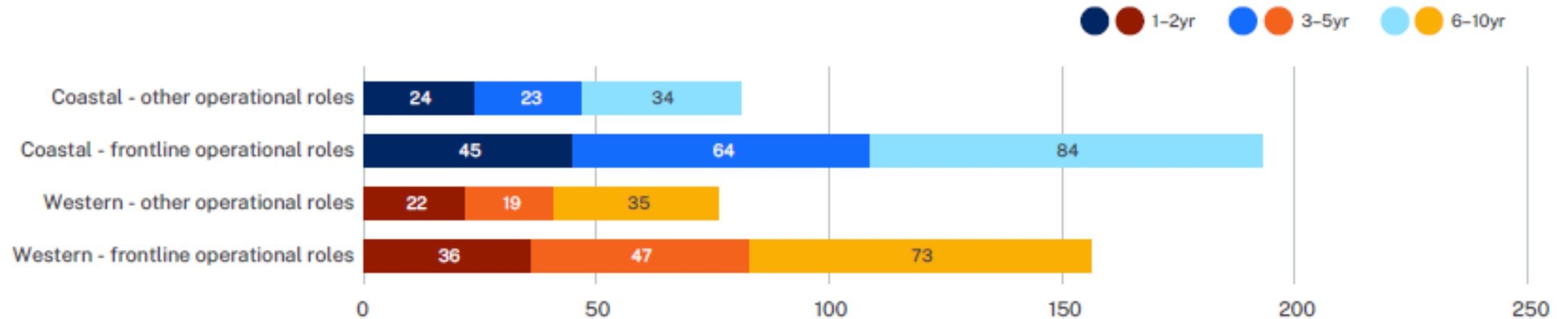
# Turnover

Figure 16 – Percentage of role turnover in 12 months by role category and LWU size, Workforce Composition Survey 2024



# Future estimated departures

Figure 19 – Number of anticipated employee departures by survey region, Workforce Composition Survey 2024



# What are operators paid? –coastal and western

Figure 21 – Percentage of frontline roles remunerated equivalent to Local Government (State) Award 2023 bands in the coastal region, Workforce Composition Survey 2024

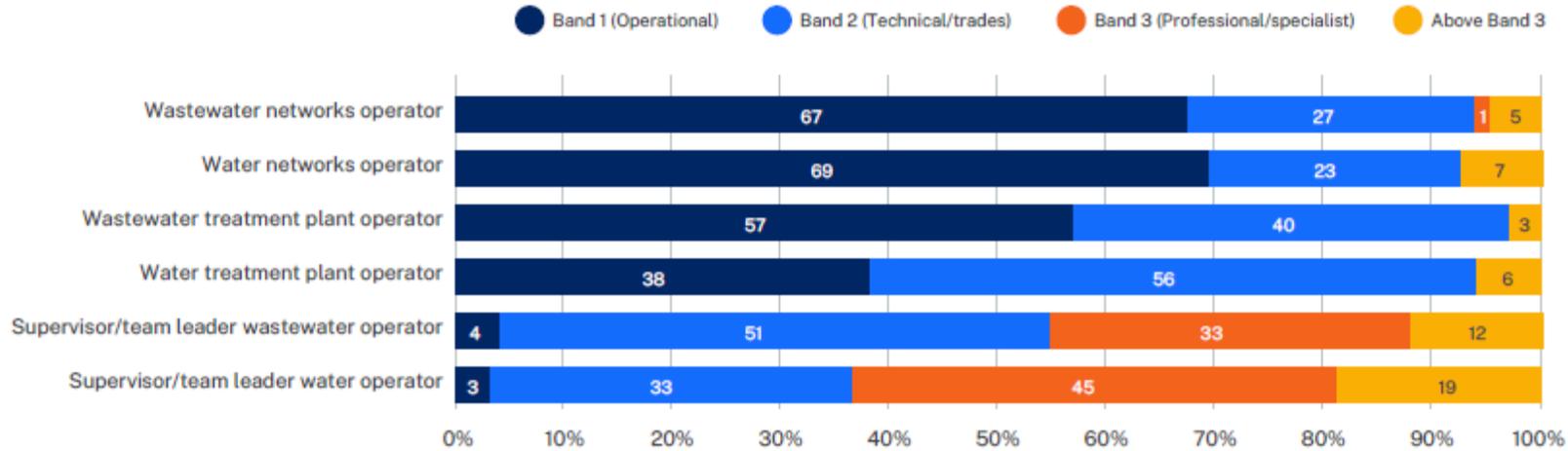
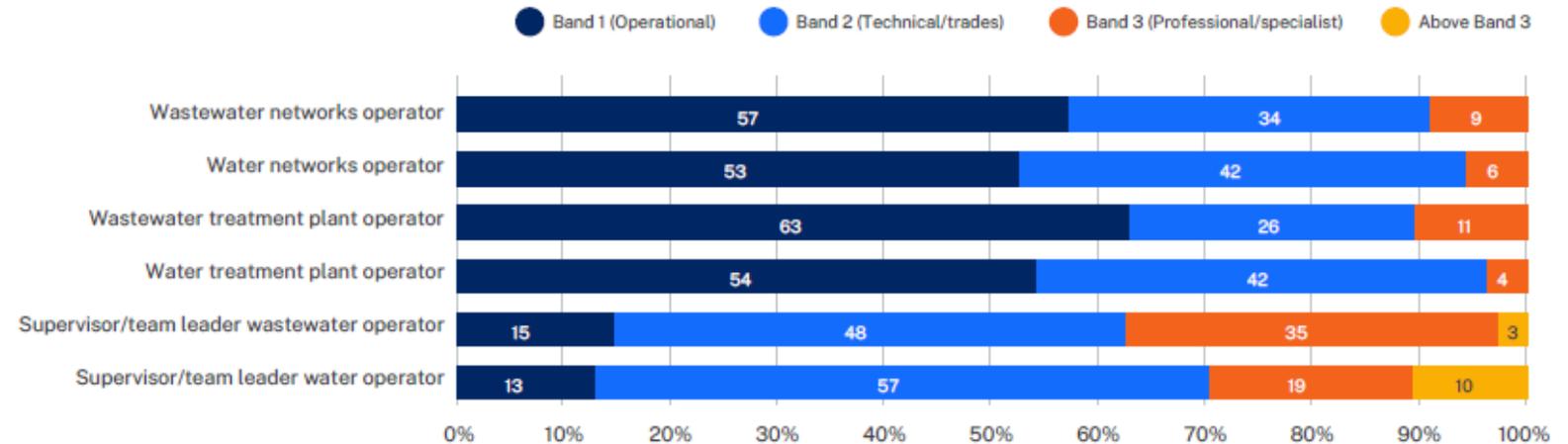
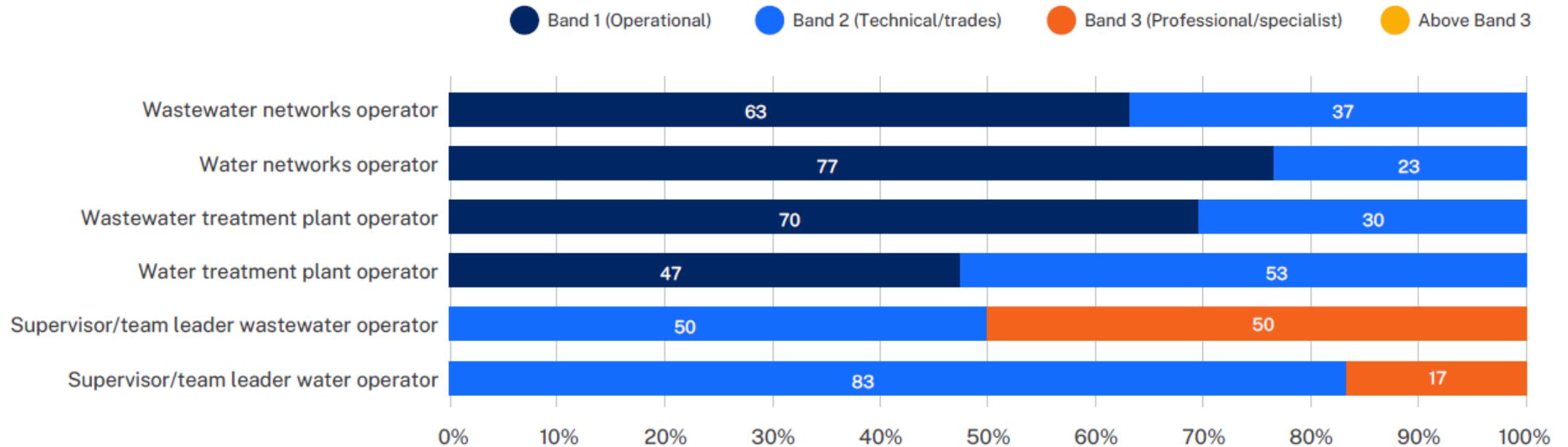


Figure 22 – Percentage of frontline roles remunerated equivalent to Local Government (State) Award 2023 bands in the western region, Workforce Composition Survey 2024



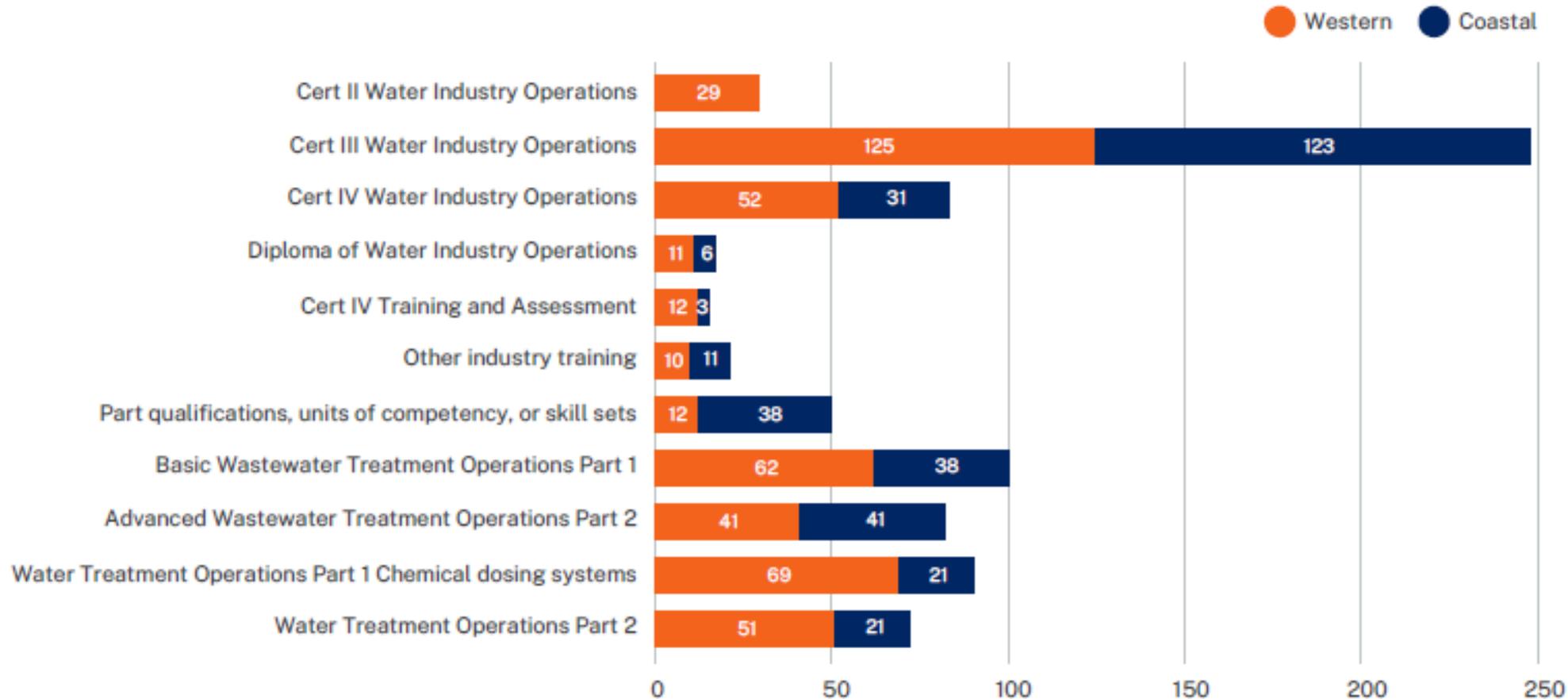
# What are operators paid? Small LWUs

Figure 23 – Percentage of frontline roles remunerated equivalent to Local Government (State) Award 2023 bands in small sized LWUs, Workforce Composition Survey 2024



# Future training needs

Figure 32 – Number of expected enrolments in VET and department training over next 5 years by survey region, Workforce Composition Survey 2024



# VET enrolments

Figure 35 – Number of water industry Certificate II completions by region, NCVER 2024

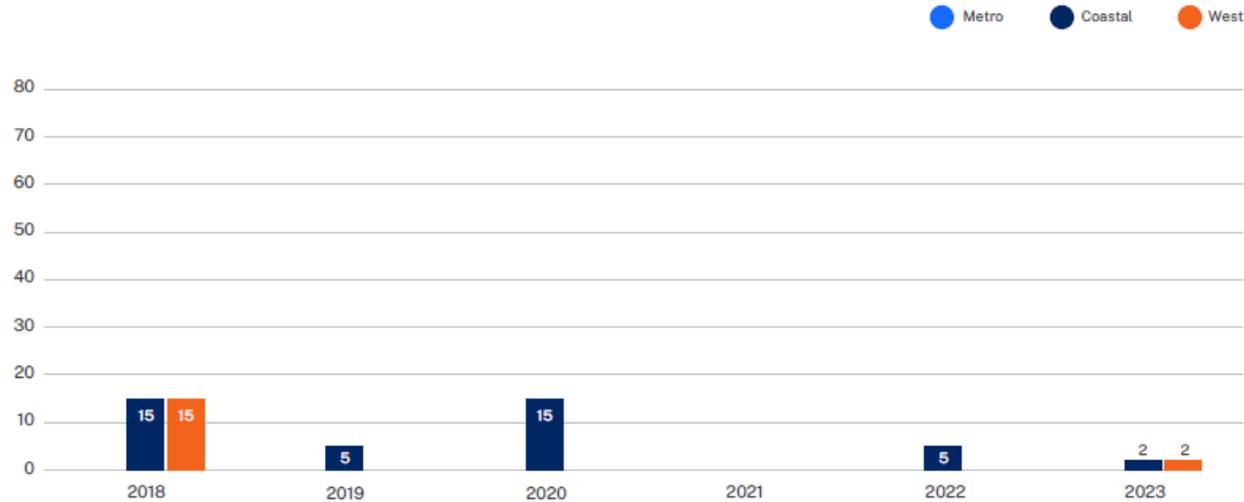
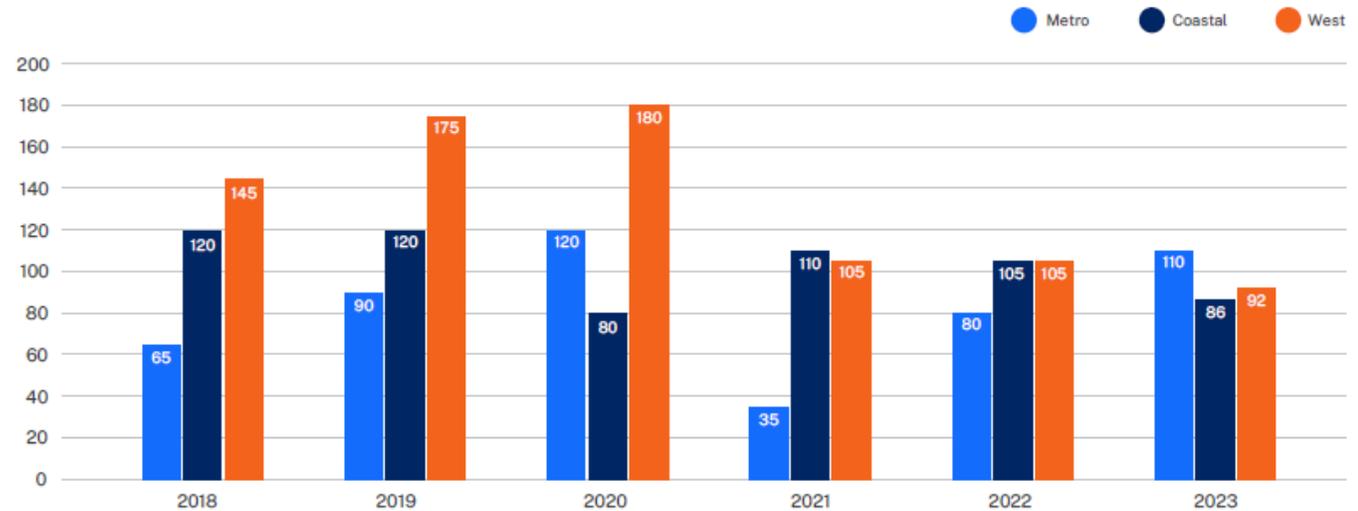


Figure 34 – Number of water industry Certificate III enrolments by region, NCVER 2024



# VET completions

Figure 35 – Number of water industry Certificate II completions by region, NCVER 2024

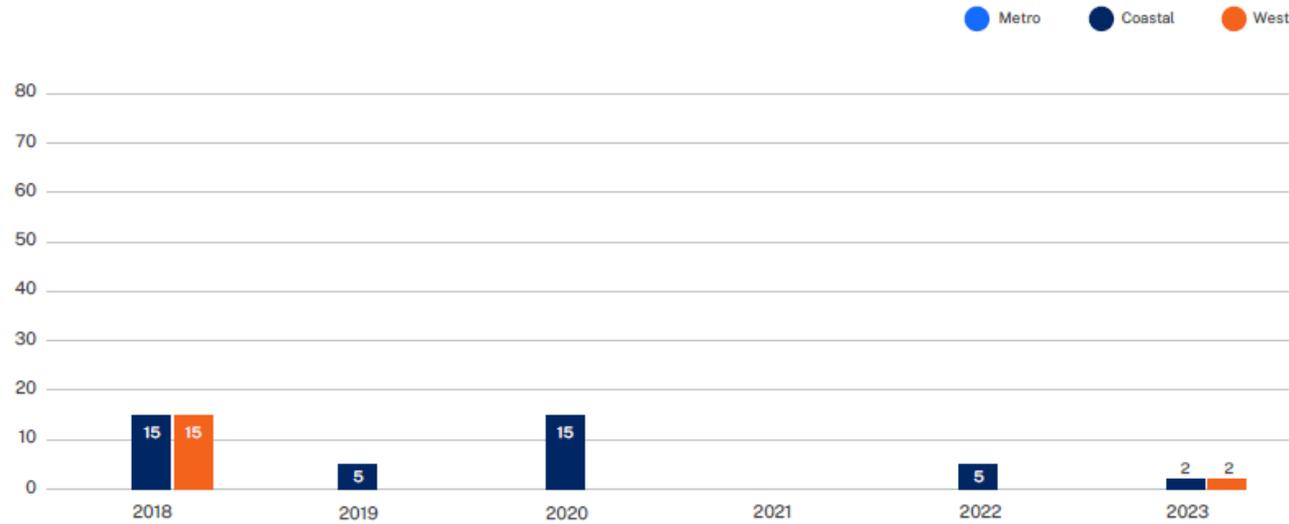
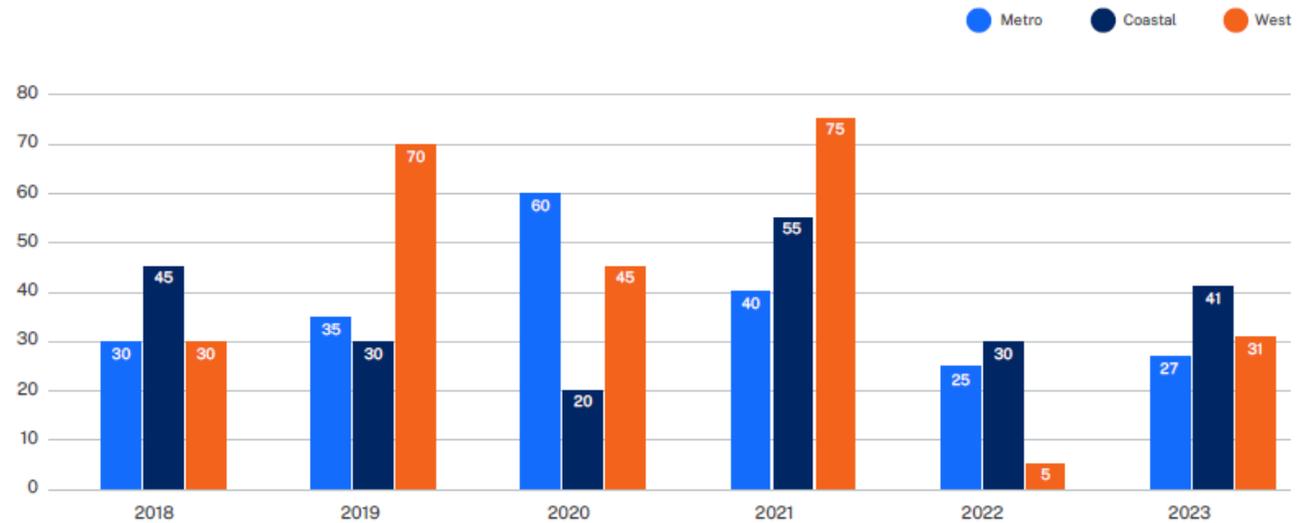


Figure 36 – Number of water industry Certificate III completions by region, NCVER 2024



# Next steps

2

# Phase 2 TWRRP

End June 2025

Deliver 9 actions in action plan

Competency benchmark WWHR

Storytelling videos to improve employment opportunities for Aboriginal People in LWUs

Updated competency benchmark and implementation plan

Workforce development roadmap

# Phase 3 TWRRP focus areas



Improve operator competency by establishing the competency benchmark

- Governance committee
- Training resources, assessment requirements
- Training needs analysis
- Skills passports

Increase workforce sustainability –roadmap to 2030 workforce development strategy

- Attraction and recruitment
- Employee support and career progression
- Understanding workforce skills and training needs
- Sector collaboration

Improve Aboriginal employment opportunities in LWUs

- Provide targeted support
- Multi-agency collaboration
- Increase uptake of traineeships

Promote collaboration, inclusion and consistency of training and workforce development across the sector

- Seek finding opportunities
- Investigate regional training centres
- Ensure NSW requirements are met through national collaboration

© 2025 State of NSW and Department of Climate Change, Energy, the Environment and Water

With the exception of photographs, the State of NSW and Department of Climate Change, Energy, the Environment and Water (the department) are pleased to allow this material to be reproduced in whole or in part for educational and non-commercial use, provided the meaning is unchanged and its source, publisher and authorship are acknowledged. Specific permission is required to reproduce photographs.

Learn more about our copyright and disclaimer at [dceew.nsw.gov.au/copyright](https://dceew.nsw.gov.au/copyright)





**Lisa Giammarco**

**Executive Officer, NSW Public Sector ITAB**

0427 582830

**Next WTAN – 21 May 2025**