



## **2005 Members Survey Review: Current and Future Directions**

In January 2005, the WIOA Committee distributed a survey to members. The aim of the survey was to investigate Member demographics and obtain feedback on events, activities and services run by the Association. This is the second survey to be distributed in recent times, the first was November 2001. The responses provide the Committee with your thoughts on existing and potential services and allow us to make sure we are heading in the direction that the Members think is appropriate.

### **Member demographics**

#### **Age**

2005: Of the respondents, 89% were in the age group 31-60 years old.

2005: Of the respondents, 65% were in the age group 31-50 years old.

2001: Of the respondents, 66% were in the age group 31-50 years old.

#### **Gender**

2005: Male 91% Female 6% No response 3%

2001: Male 90% Female 4% No response 6%

#### **In which state or territory are you based?**

2005: VIC 78% NSW 8% SA 1% QLD 10% WA 2% TAS 1%

2001: VIC 92% NSW 7% SA 1% There were no responses from other states

#### **How many years have you been a member of WIOA?**

2005: <1 year 16% 1-3 years 25% 3-5 years 18% 5-10 years 23%

10-15 years 10% >15years 7% N/A 1%

2001: <1year 14% 1-3 years 26% 3-5 years 19% 5-10 years 25%

10-15 years 11% >15 years 5%

#### **What is your gross income (including overtime and allowances)?**

2005: 85% of respondents earn over \$41K

2001: 73% of respondents earn over \$41K

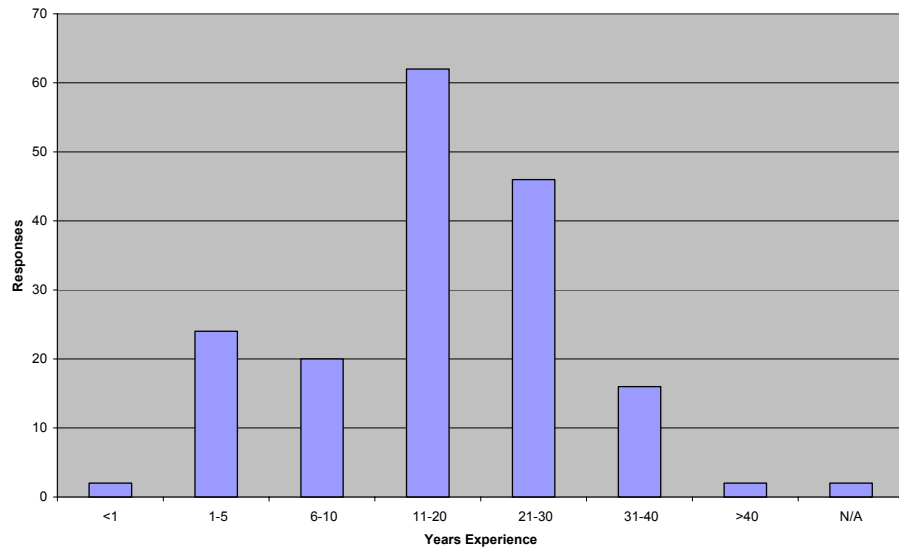
#### **Title of current position:**

26% of respondents - Operators

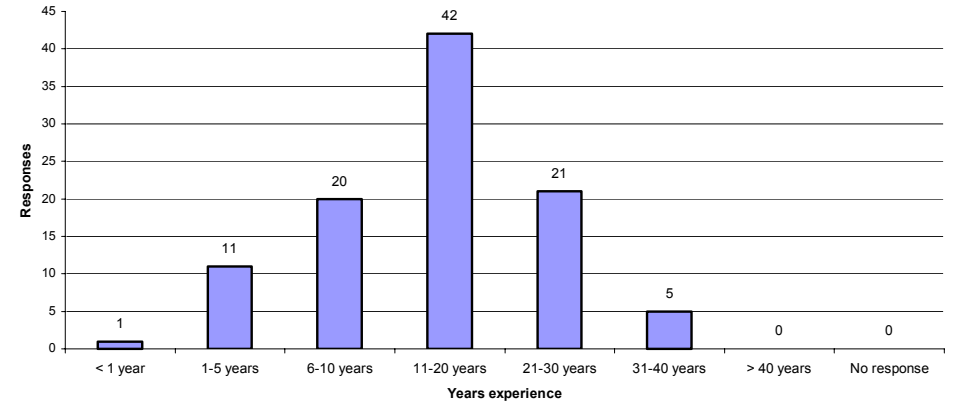
15% of respondents – Leading Hand/Works coordinator

13% of respondents - Manager

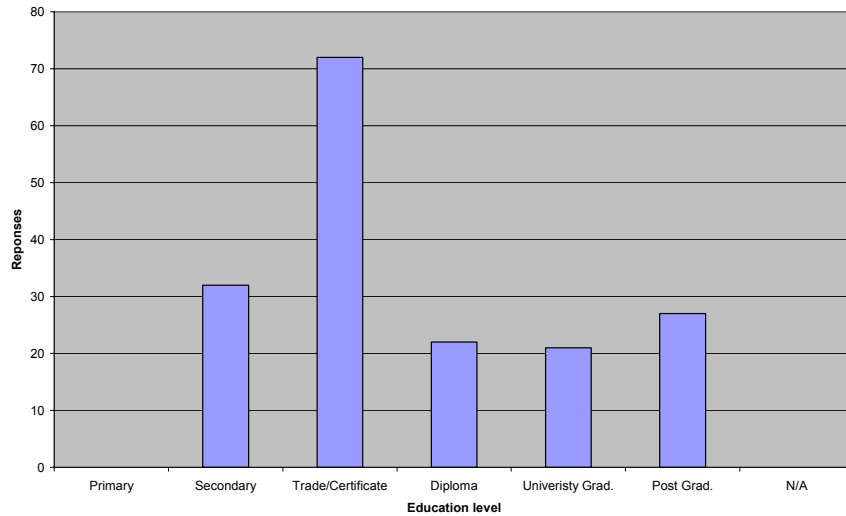
**2005 - Years experience in water industry**



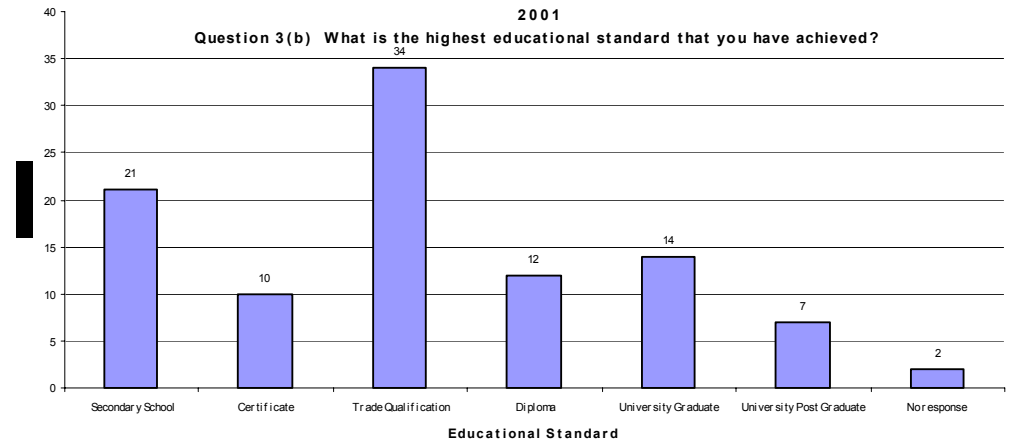
**2001 - How many years experience do you have in the water industry?**



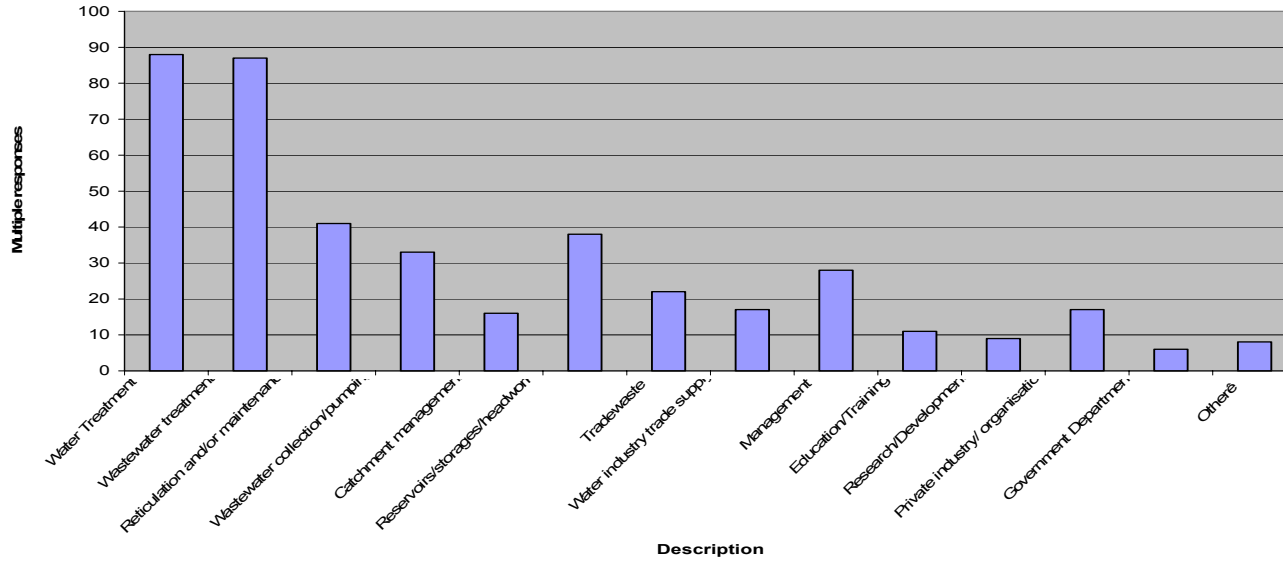
**2005 - Highest Educational Achievement**



**2001 Question 3(b) What is the highest educational standard that you have achieved?**

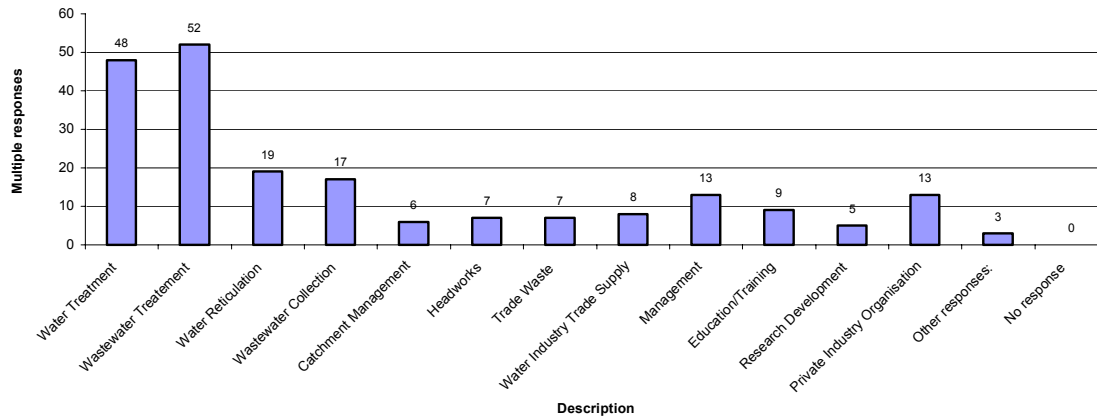


**2005 Segment of water industry that best describes role**



2005 Other responses:  
 Contract Management  
 SH & E  
 Engineer  
 Planning  
 Repair maintenance

**2001**  
**Which section of the Water Industry best describes your role?**



2001 Other responses:  
 Overall management  
 Technical support  
 Government management.

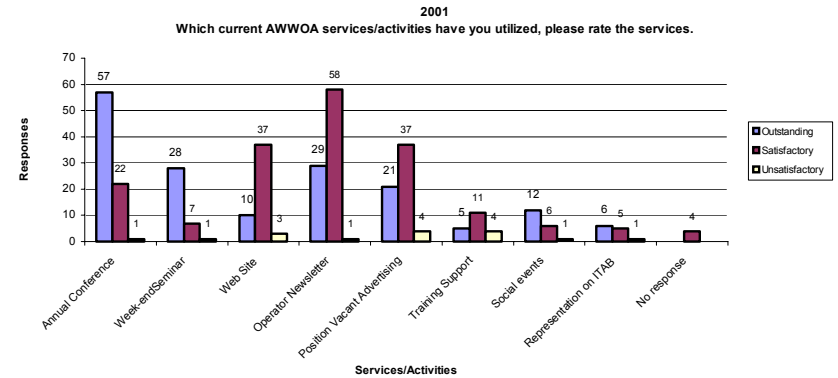
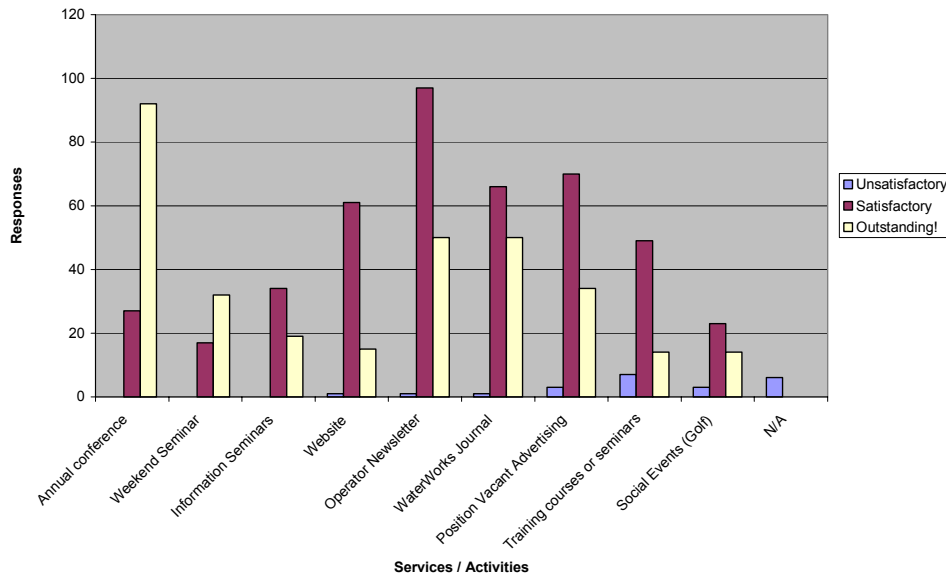
## Services and Activities

### Do you find it easy to attend WIOA events?

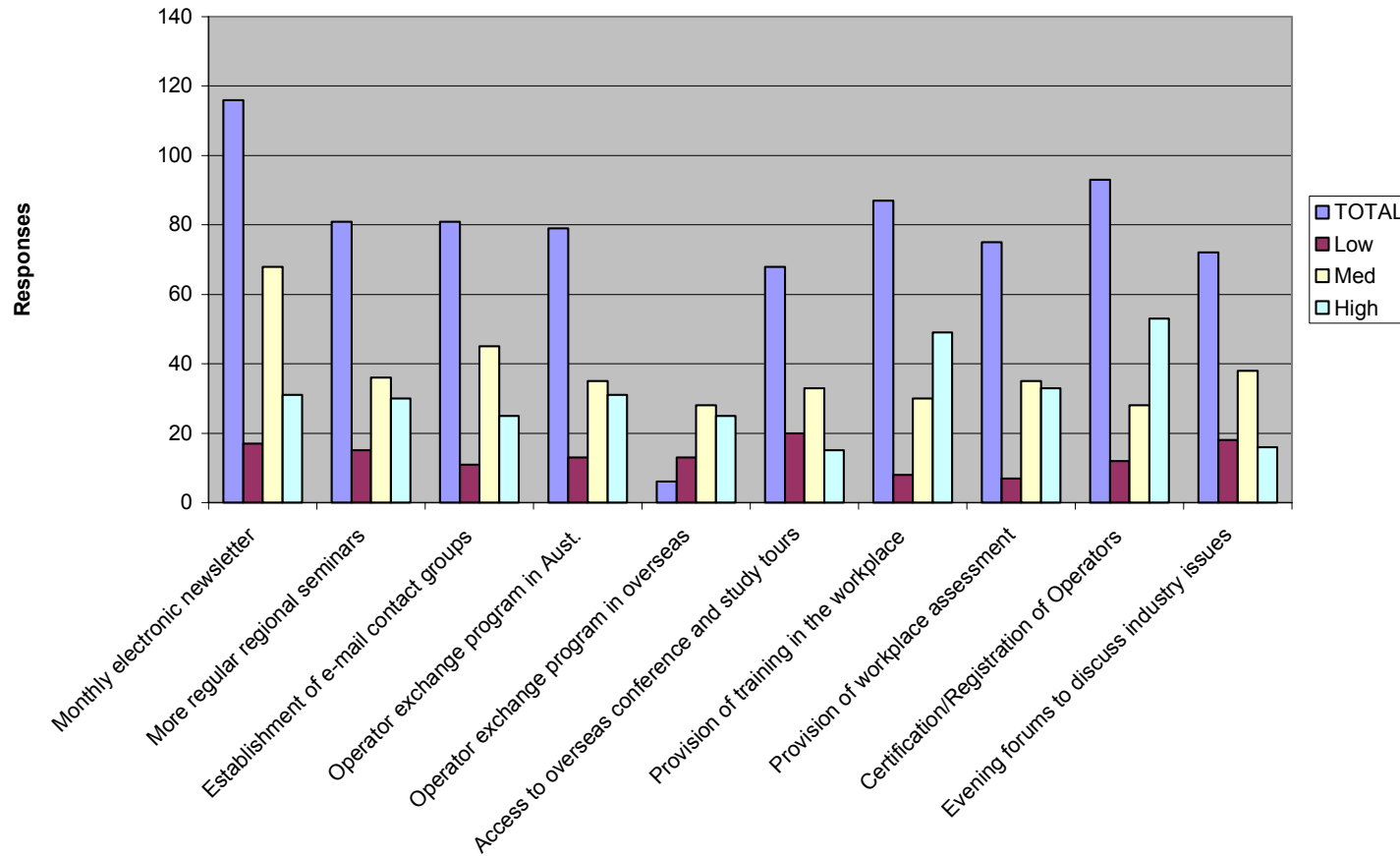
2005: The response for this question was approximately 50/50. Of those who found it difficult to attend events the main reason was: distances too far.

2001: The response for this question was approximately half 'yes' and half 'no'. Of those who found it difficult to attend events the reasons were: Distances too far to travel, employer does not allow time, family responsibilities, shift worker, on-call, high work loads at times of events, shared opportunity, cannot attend all the time.

2005 Services / Activities Utilised



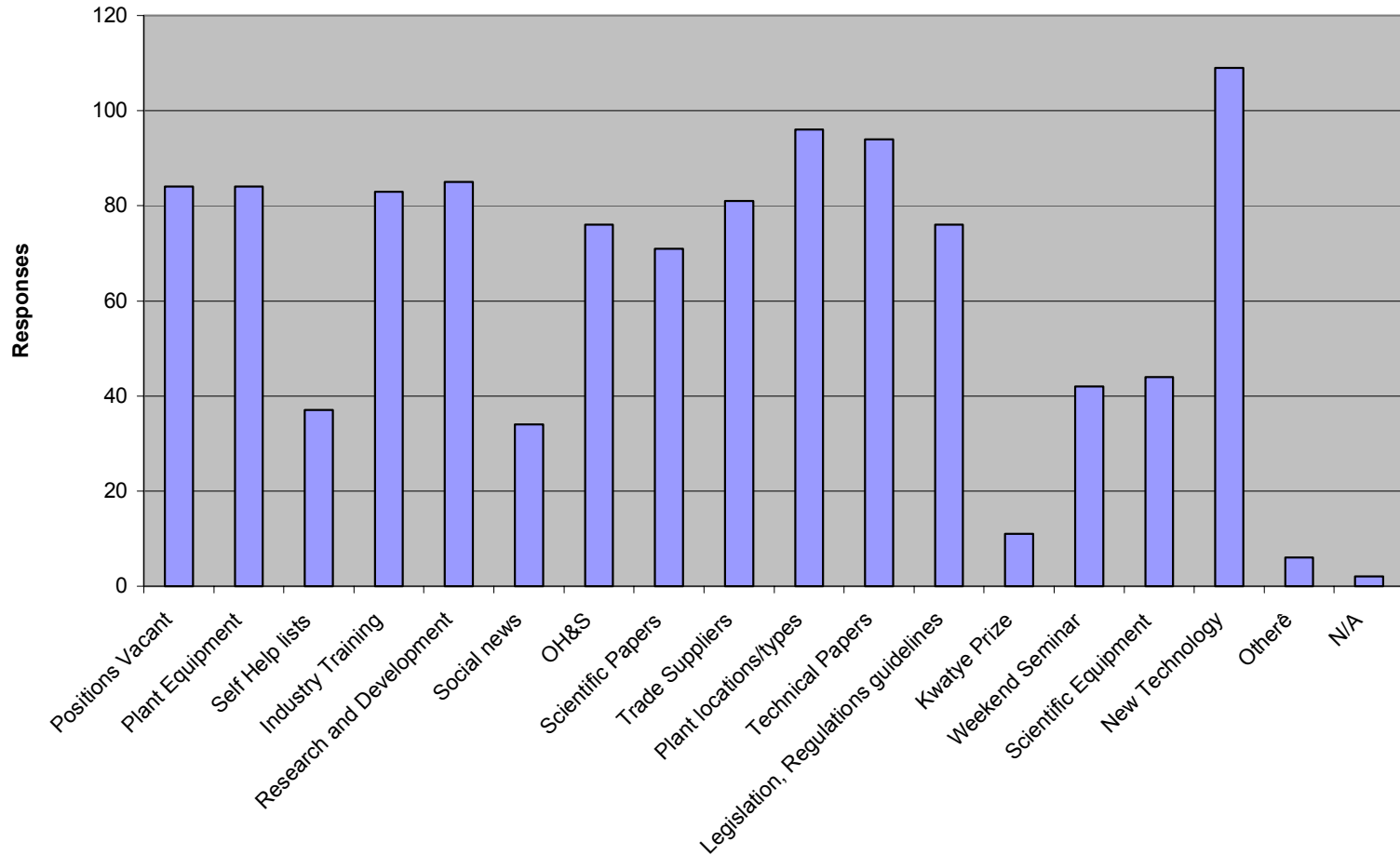
## 2005 Rank potential services and indicate importance



### Other:

- Regular seminars on a quarterly basis covering particular topics
- Professional development, eg. Business, engineering
- More regular updates to WIOA website & postings
- Contacts panel for asking operational questions/network question
- Work place problems & process of elimination & correction
- Better support of suppliers in gratitude of their support
- Industry training workshops - computer skills
- A continuing education role for operators is an important activity. This needs to encourage the sharing of technical information throughout the industry

2005 Information most interested in - multiple responses



**Other:**

- More headworks topics
- Base salaries of industry
- Photos
- Trenches technology
- Biological info in relation to w/w plants
- Overseas exchange
- Leak detection systems
- Industry contacts

## [Website](#)

### Do you have access to the internet?

2005: Yes 91% No 9%

2001: Yes 86% No 14%

### How often do you access the WIOA website? (Of respondents that answered 'Yes' above.)

2005: Never 12% Rarely 50% Monthly 23% Weekly 6% Daily 0%

2001: Never 25% Rarely 45% Once a week 14% 2-3 a week 1 Daily 1%

### When using the WIOA website how do you find navigation?

2005: Most responses found navigation of the site OK to easy.

2001: Most responses found navigation of the site satisfactory to easy.

## [Kwatye Prize](#)

### Have you heard of the Kwatye Prize?

Yes 61% No 35% Don't care 3% No response 1%

### Do you understand what it is about?

Yes 51% No 39% Don't care 3% No response 7%

### Will you submit an application?

Yes 18% No 56% No response/maybe 25%

## [Charity Golf Day](#)

### Is the weekend suitable?

Yes 18% No 17% Don't care 54% No response 9%

Alternative: 2% Suggestions – A Friday, Autumn, April/May, Early in the year, 2 weeks before or after cup day.

### Is the venue suitable?

Yes 21% No 14% Don't care 52% No response 10%

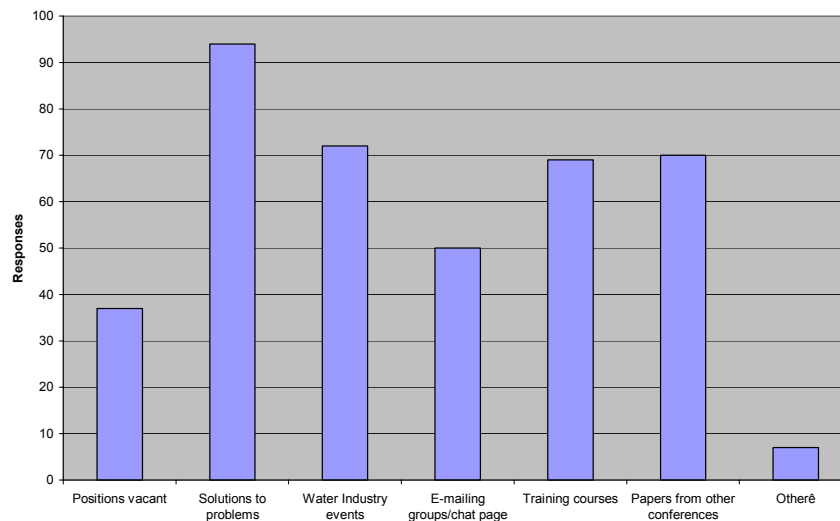
Alternative: 2% Suggestions: Shared around Victoria, Rotate venues, Central Victoria, Somewhere in Bendigo or Melbourne, Bendigo/Eaglehawk, Alternate NE/Gippsland, Bright

### Golf day combined with another golf day? (question printed incorrectly and should have read another event/sport)

Yes 6% No 13% Don't care 67% No response 14%

Alternative: 1% Suggestions: Combine with another event such as bowls, Ambrose, Other sports – not everyone enjoys golf

2005 What else would you like to see on the website?



2005: Other:

- Group email to inform members of updates on website
- OH&S issues, links to Worksafe and other industry related sites
- sample procedures eg. SH&E checklists
- links to o/s affiliates/associations, product technology corner
- Testimonials on problem solutions
- Water and wastewater treatment flowcharts.
- Provide easy to access info common to all plants
- Chemistry and process faults
- Movements within the industry ie. Siemens buying Usfilter or big projects underway
- News of other new plants, staff movements. Forthcoming events in other states/NZ

2001: The ideas presented here were: course descriptions, training events, water training package, solutions to problems, positions vacant, e-mailing groups, links to other useful sites.

**Would you like to be informed of the outcome of this survey?**

85% of respondents wanted to be informed of the survey. The most popular method is via the 'Operator' newsletter.