

Resilience in the Australian Water Sector

In a new report out we profile the resilience of five Australian water companies, including Sydney Water.

The results? The 5 water utilities were found to be reasonably strong in their ability to "survive a crisis" but less able in the area of "thriving in a world of uncertainty". The utilities tended to be strong on the emergency side but business as usual has more room for improvement.

[Benchmarking Resilience: Organisational Resilience in the Australian Water Sector](#)



About organisational resilience

Resilience Indicators



[Click to view diagram](#)

About Us

Resilient Organisations (ResOrgs) is a public good research programme based in New Zealand. We have been researching what makes organisations resilient to

Latest News

30 Oct 13 [The vital link between businesses and communities after disaster](#)

**Foster
Resilience as
a Strategic
Capability**

Within a 5 year period, what % of
Global1000 organisations
experienced a 30% drop in their share
price over the course of a week?

Answer: 40% (Pretty, 2002)

**Rethink how
you plan for
Disruption**

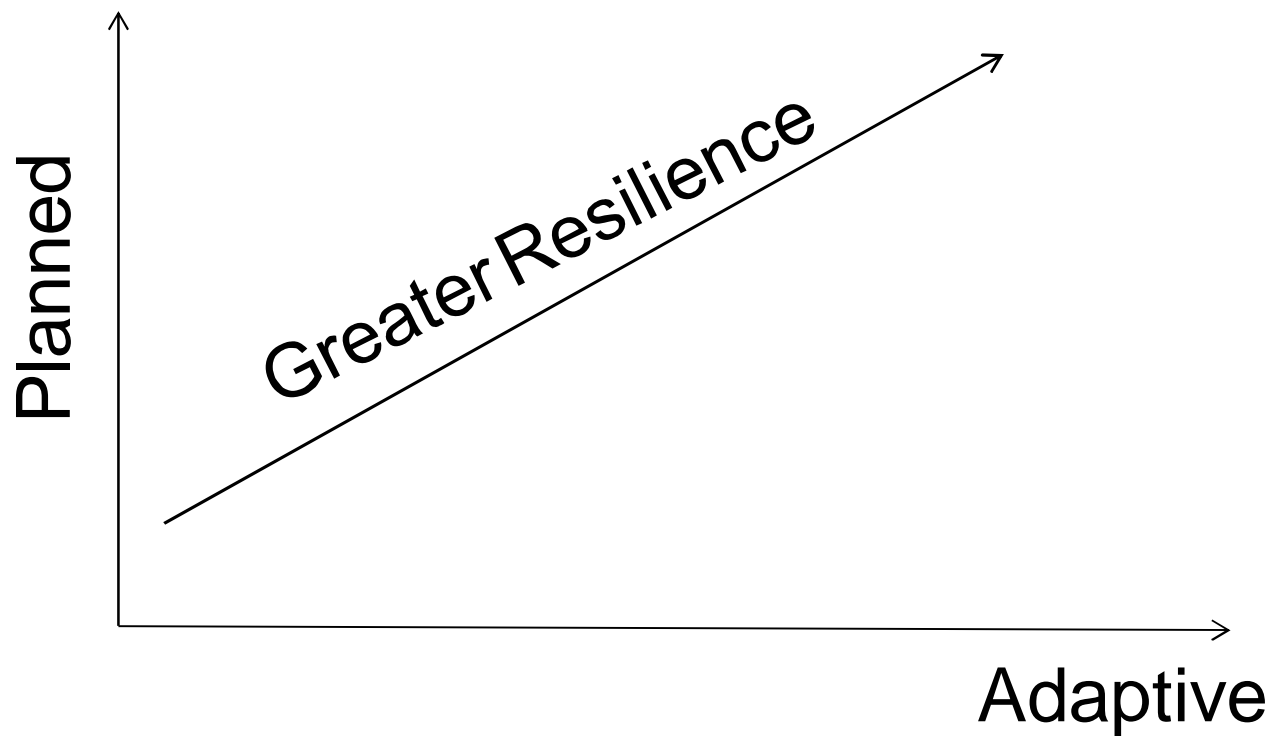


To what extent have the following factors helped mitigate the impact of the earthquake to your organisation?

	Very	Moderately	Not Very	Not at all
Business continuity, emergency management or disaster preparedness plan (269)	22%	18%	16%	44%
Practiced response to disaster (267)	15%	19%	12%	54%

	Very important	Moderately important	Slightly important	Not important
Business continuity, emergency management or disaster preparedness plan (48)	35%	6%	17%	42%
Practiced response to disaster (48)	44%	4%	10%	42%

Planned and Adaptive Resilience



**Manage Social
Capital just as
closely as
Financial Capital**

Organisations with more money, more staff,
more organisational resources don't necessarily
recover faster

It seems resources are less important than
resourcefulness...



The bigger drivers of resilience

Who your 3am friends are

The way you treat your customers

The way you treat your staff

The way you treat your suppliers

Resilience emerges from the day-to-day culture
of the organisation!

**Keep your
greatest asset
engaged**

The importance of middle-management

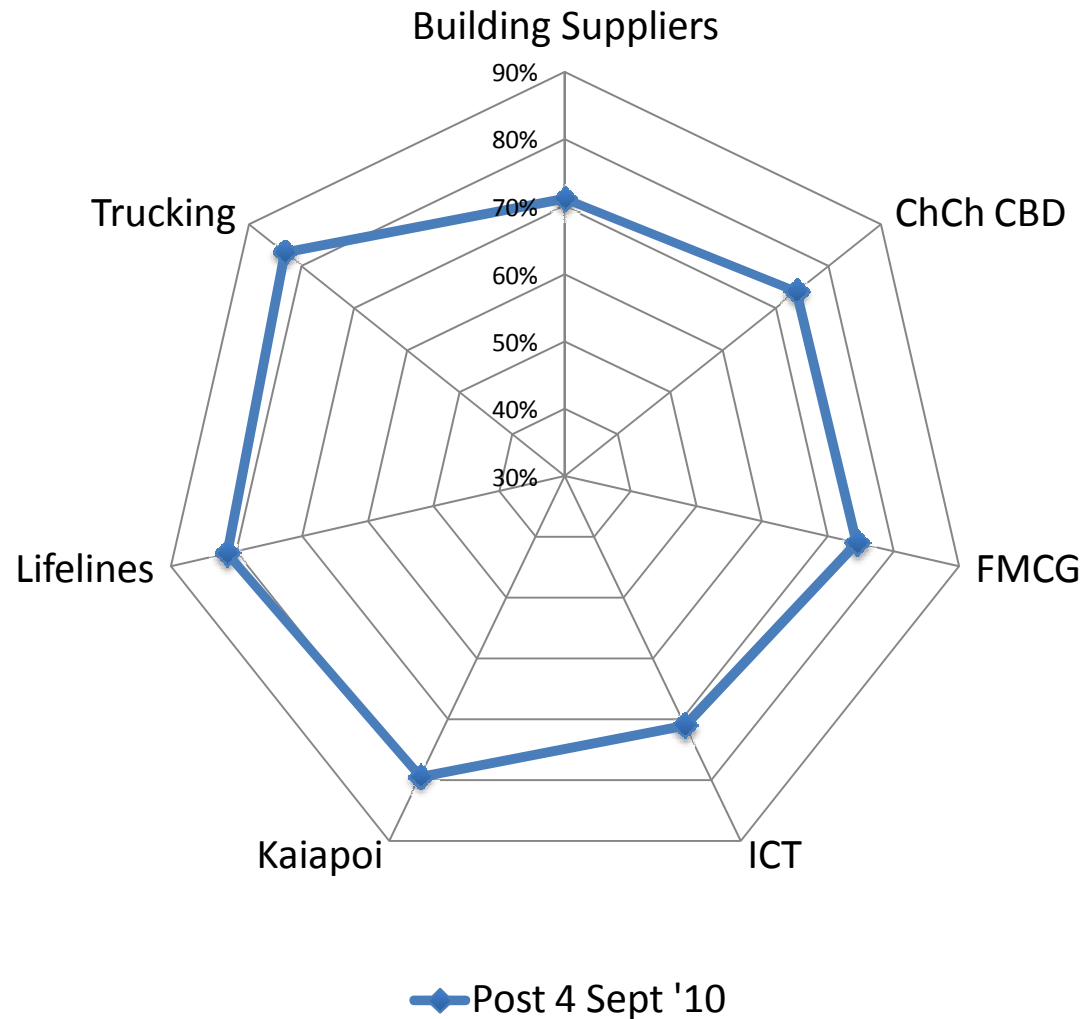
E-Q

Balancing workload demands

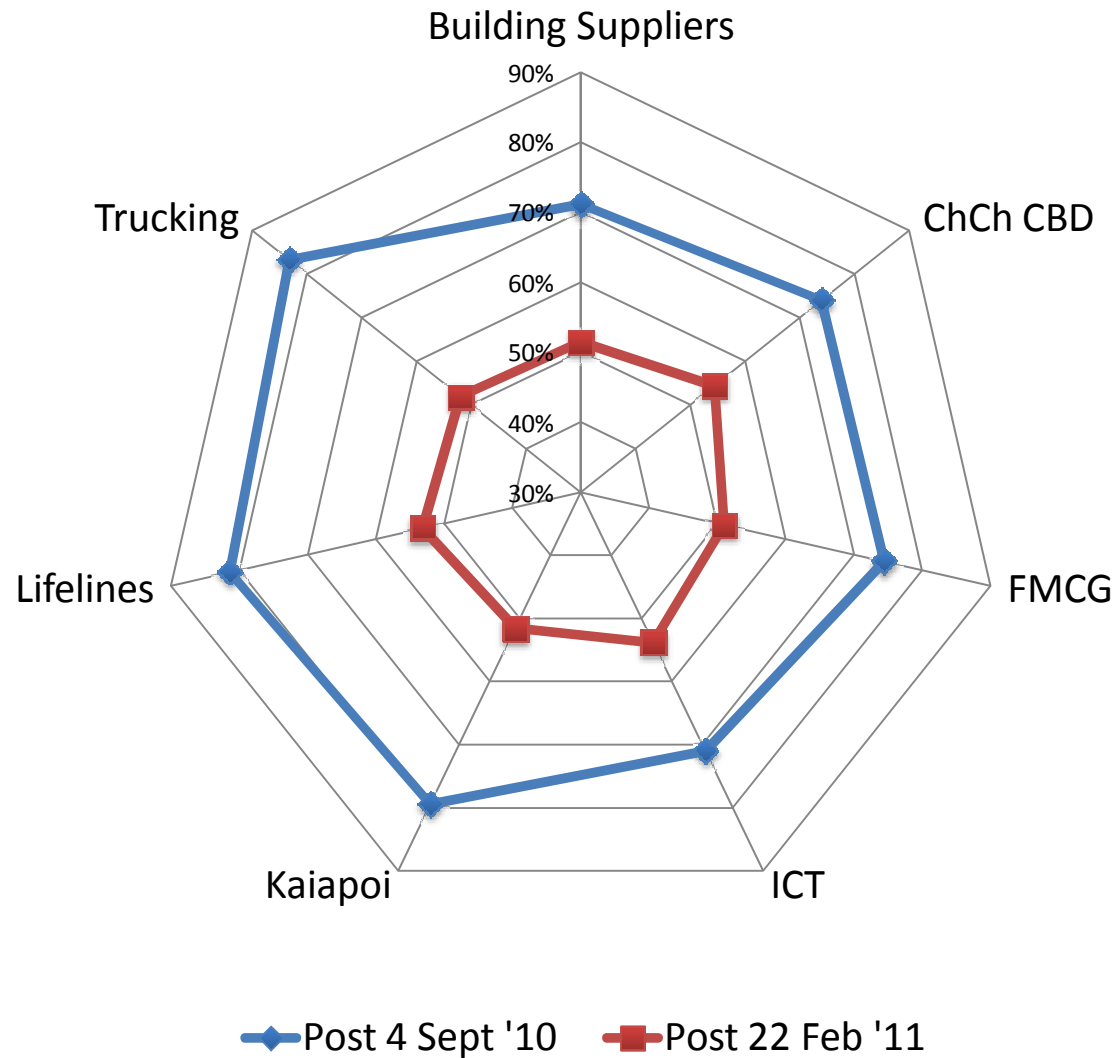
Creating a learning culture

**Don't take your
eye off the ball**

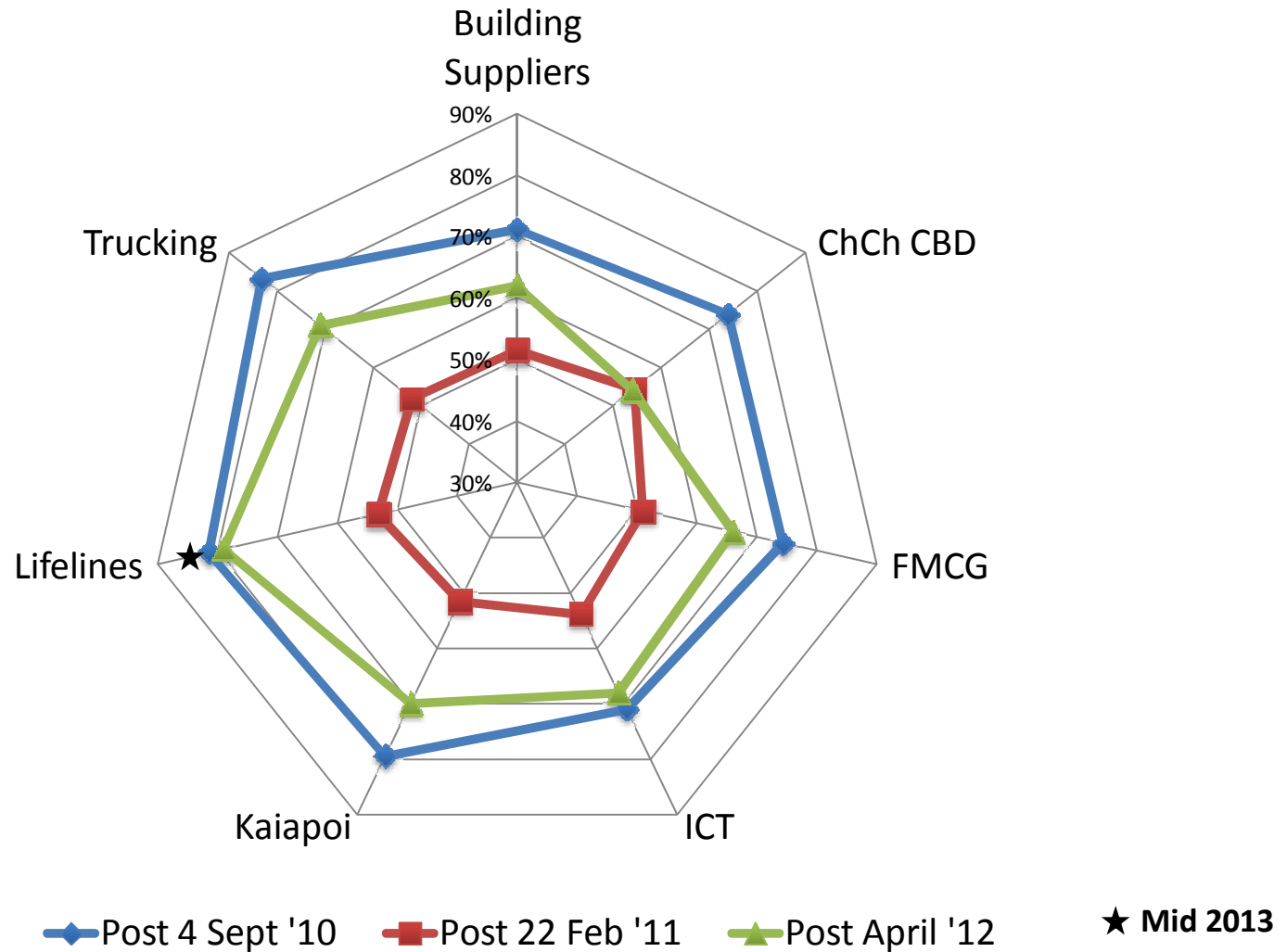
Ebb and Flow of Resilience



Ebb and Flow of Resilience

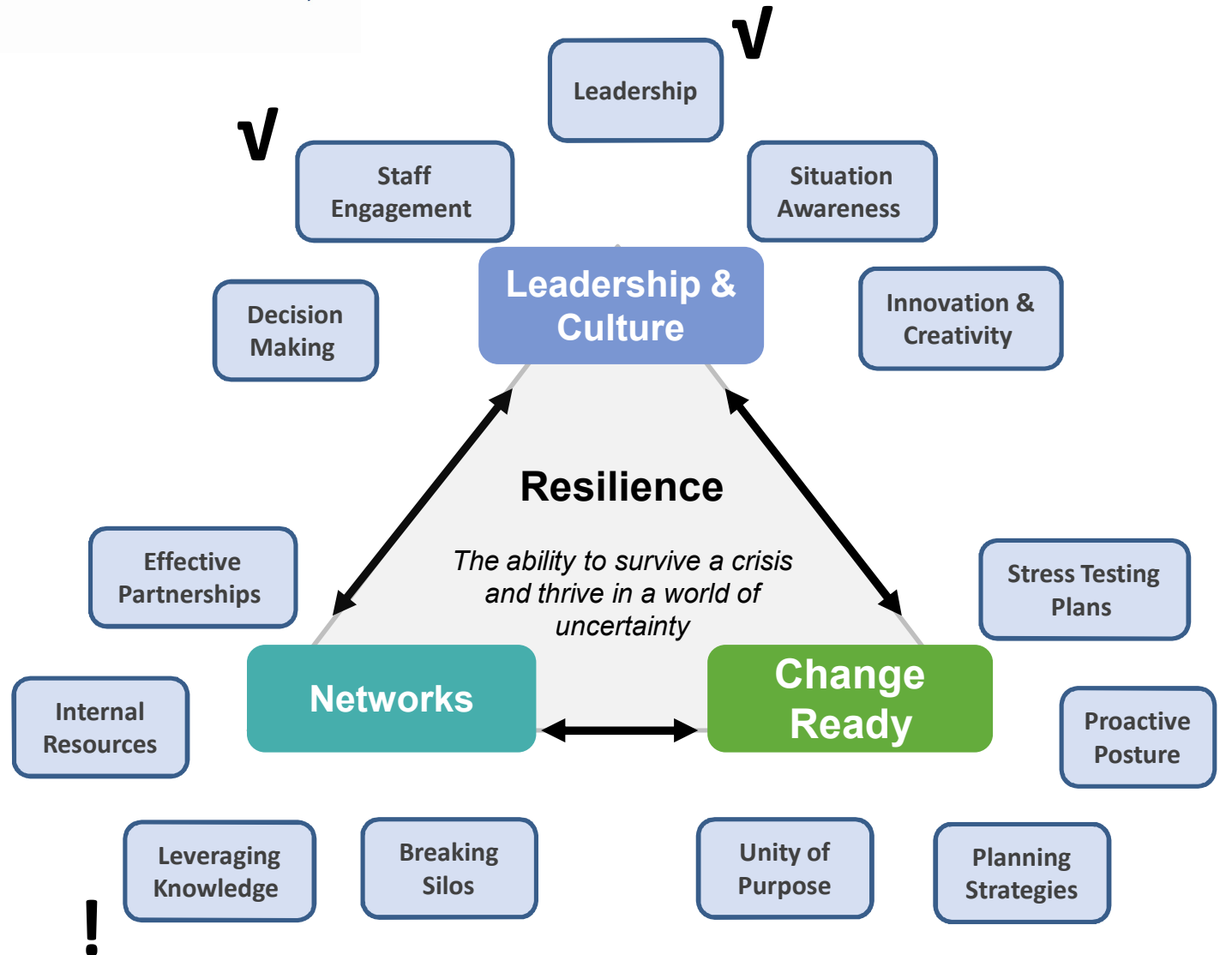


Ebb and Flow of Resilience



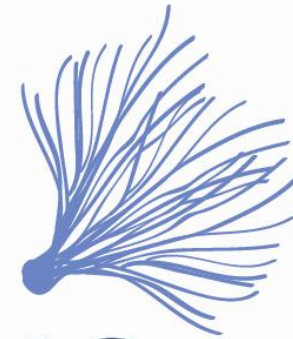


Resilience Indicators



- “ Foster Resilience as a strategic capability**
- “ Rethink how you plan for disruption**
- “ Manage social capital just as closely as you manage financial capital**
- “ Keep your greatest asset engaged**
- “ Don't take your eye off the ball!**

Resilient ORGANISATIONS



A collaboration between research & industry

www.resorgs.org.nz

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