



Water Security Management
Assessment, Research & Technology



Specialist Group on
Water Security & Safety Management



United Nations
Educational, Scientific and
Cultural Organization



International
Hydrological
Programme

“Urban Resilience & Crisis Management”

Experience Sharing Workshop

on

*Resilience Challenges in Urban Centers – Customers Awareness Initiatives –
Crisis Management Capacity Building – Innovative Technology Solutions &
Smart Network Monitoring for Sustainable Water Systems*

Co-organized by

UNESCO-IHP – W-SMART – IWA-SGW2SM – City of Sydney

October 14 & 15, 2016, City of Sydney

The Barnet Long Room, Customs House

31 Alfred Street, Circular Quay, Sydney NSW 2000, Australia

WORKSHOP OBJECTIVES

Purpose - Provide an international forum for experience sharing among drinking water and wastewater utilities, local governments, R&D institutions, international organizations and other stakeholders on disaster resiliency challenges facing metropolitan governments and their impacts on current utility management practices and capacity building strategies. Discussion sessions will focus on lessons learned from recent case studies and Interactive assessment of:

- Current practices of service resilience improvement,
- Customer awareness initiatives,
- Crisis management capacity building strategies, as well as
- Deployment of state-of-the-art technology solutions and smart network monitoring systems

Organization - Within the context of **IWA World Water Congress, Brisbane, 9 - 14 October, 2016**, the workshop is organized at the initiative of the W-SMART Association with the collaboration of UNESCO-IHP, IWA Specialists Group on Water Security and Safety Management and the City of Sydney as its host.



From Water Stress to Flood Disaster, Sydney 2012



WORKSHOP PROGRAMME

Friday, October 14

12:00 midday

Location: City of Sydney

Registration and Lunch (Customs House – Barnet Long Room)

1:00 - 3:00 pm

Crisis Management Exercise (CME) – organized by the City of Sydney with W-SMART Delegates as Expert-Observers.
Flooding in a high density urban environment (Description below)

3:00 - 3:15 pm

Introduction - Welcome & Agenda

3:15 - 4:45 pm

Session 1: Crisis Management – Assessment and Experience Sharing
CME Manager & Panel of Expert-Observers

4:45 - 5:00 pm

Coffee Break

5:00 – 6:30 pm

Session 2: Disaster Preparedness & Customer Awareness Initiatives –Inter-agency Coordination; Media Debriefing; Public Education; Consumers Involvement in CMEs; Experience Sharing on Current Initiatives (Sydney; Europe; Israel)

7:30 pm

Dinner/Reception hosted by the City of Sydney - UNESCO - W-SMART (Customs House – Barnet Long Room)

Saturday, October 15

8:30 – 8:45 am

Location: City of Sydney

Introductory Comments (Customs House – Barnet Long Room)

8:45 – 10:00 am

Session 3: Urban Resilience – Challenges and Practice: Physical Infrastructure; Corporate Capacity Building; Economic Resilience; Business continuity; Lessons Learned from Recent Case Studies (e.g. Eco-Disasters; Terrorism; Industrial Disasters)

10:00 – 11:15 am

Session 4: Eco-Resilience Case Studies – Experience Impact on Current Management Practice of Water and Wastewater Utilities – Governance & Utility’s Challenges; COP 21 implementation strategies in Industrialized and Developing Countries; Case Studies (Australia; UNESCO-IHP; European Countries)

11:15 – 11:30 am

Coffee Break

11:30 – 1:00 pm

Session 5: Smart Water Network Strategies for Resilient Cities
Experience Sharing - From Innovation to Practice

1:00 pm – 5:00 pm

Technical Tour: Sydney Park water reuse facility, Green Square Town Precinct & Central Park Water treatment facility. Includes take away lunch. Pickup and return to Customs House by Bus.