

Creating change: Lessons from water stewardship

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Take home messages

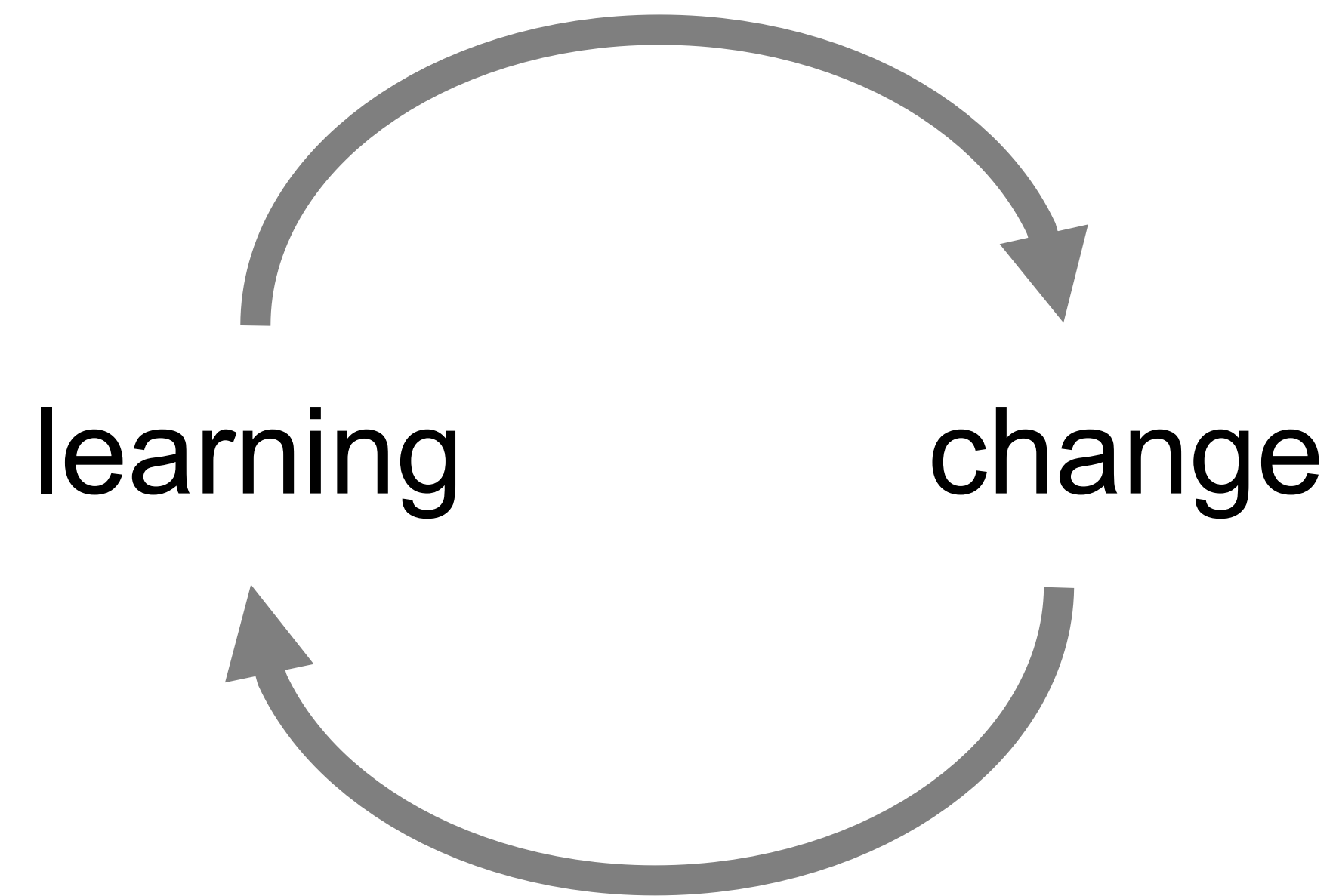
Learning is at the heart of creating change

Change is about leadership

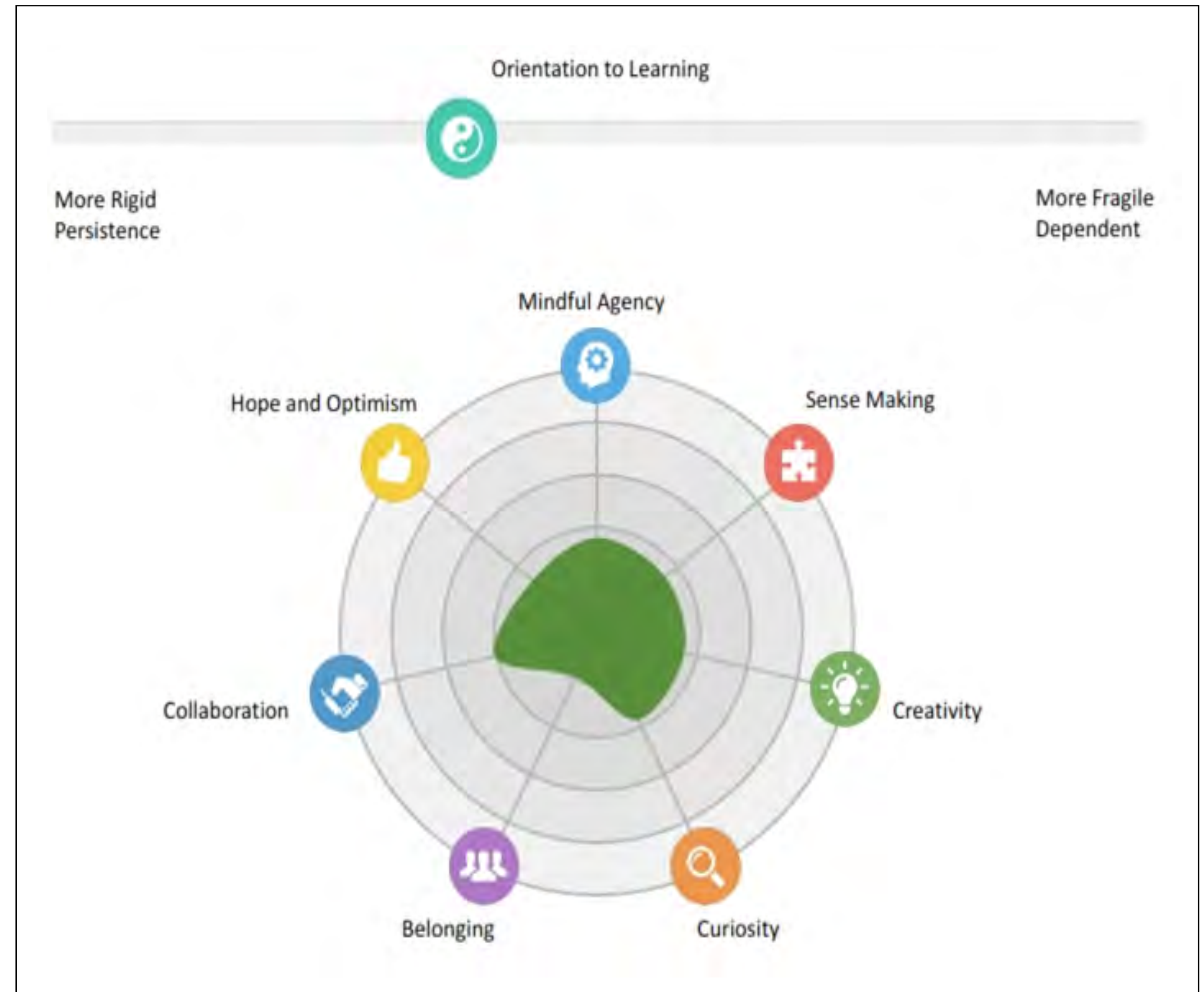
Diversity is key to sectoral change

Deep change is deeply personal

Learning and change are indivisible



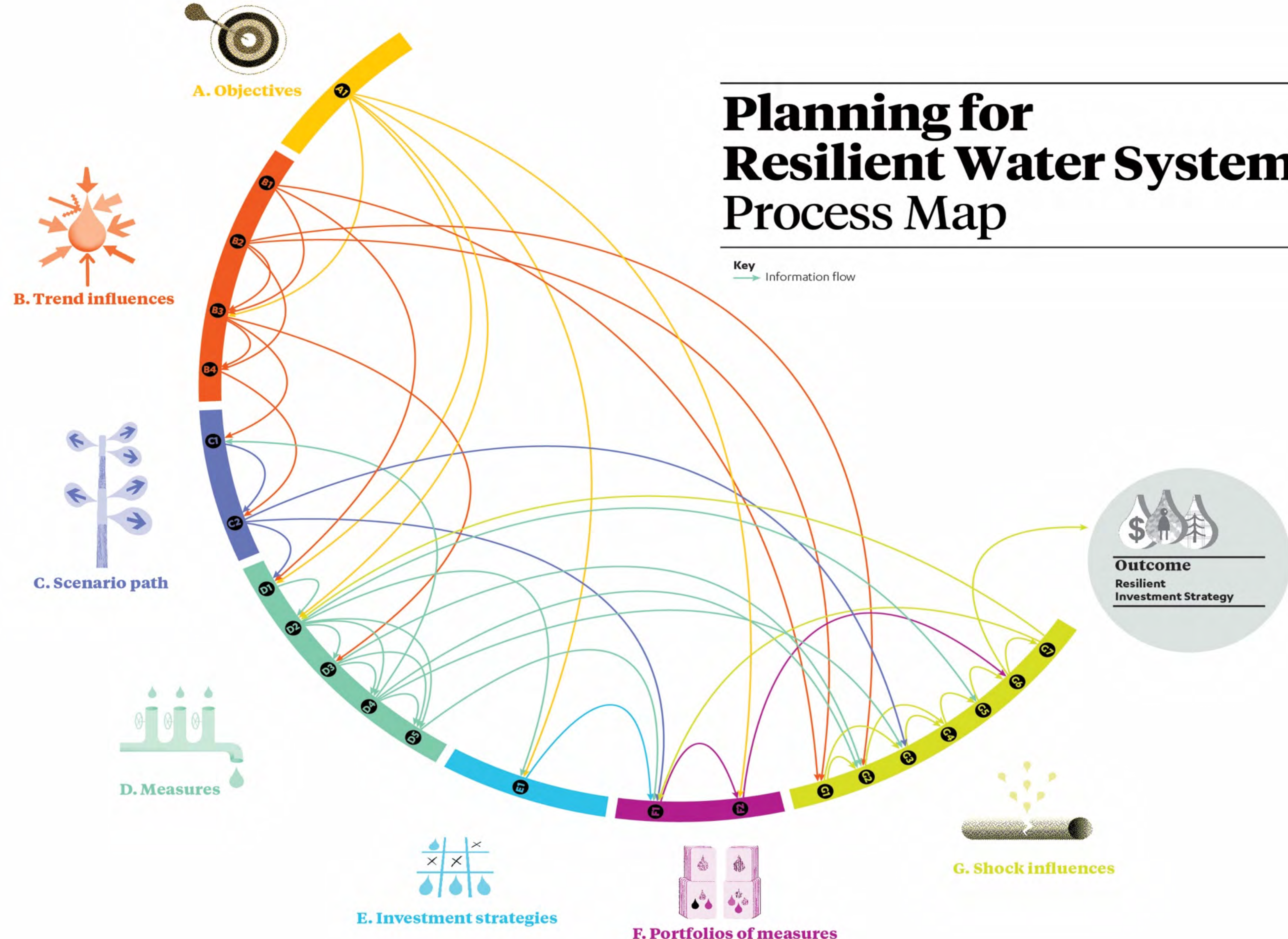
Learning has many dimensions



Change is about leadership.
And the Anthropocene changes everything.



Planning for Resilient Water Systems Process Map



Moving on from the myth of certainty and admitting vulnerability



MEDIA RELEASE

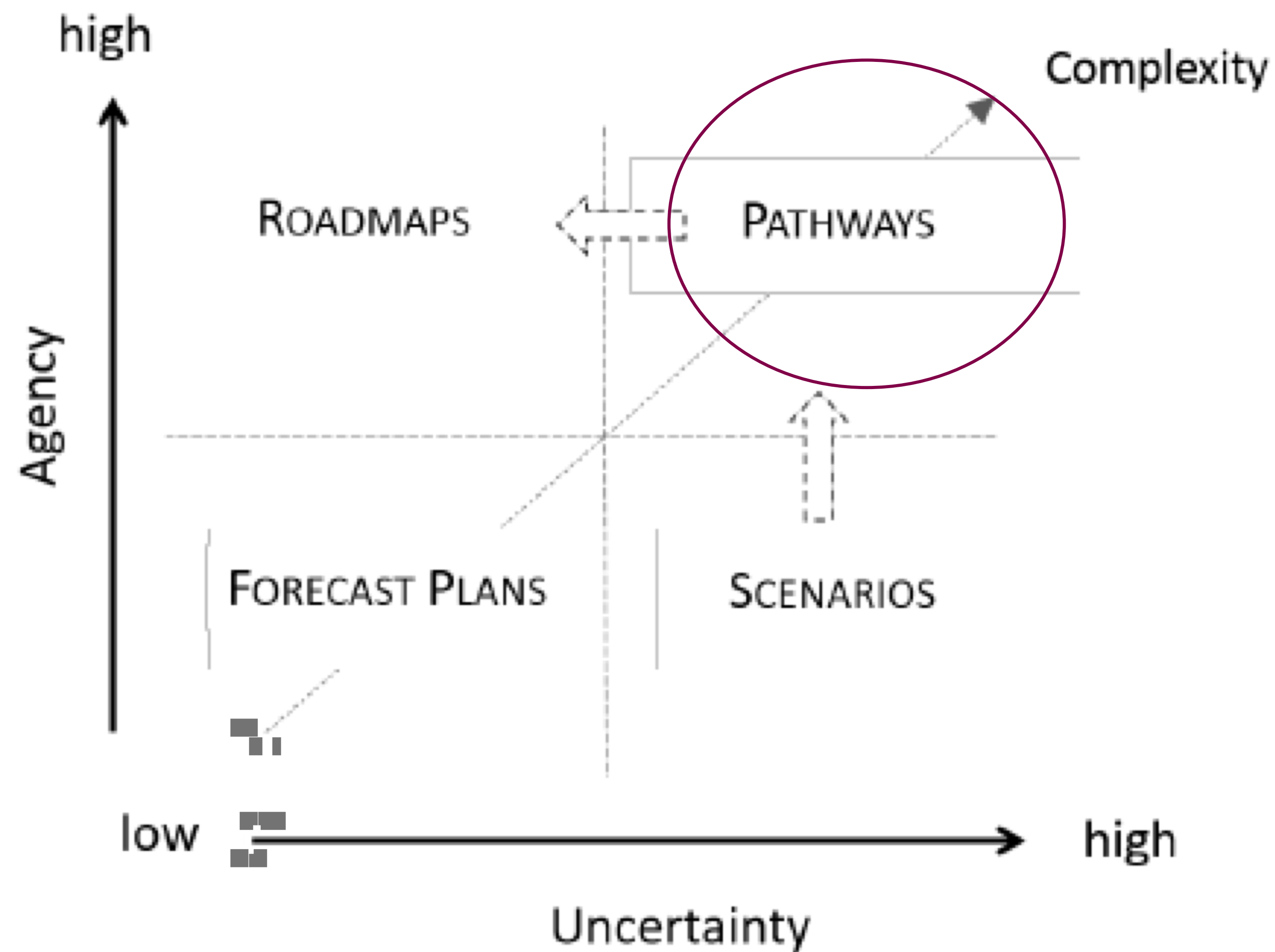
Wednesday, 1 July 2015

\$1BILLION FOR HUNTER WATER INFRASTRUCTURE

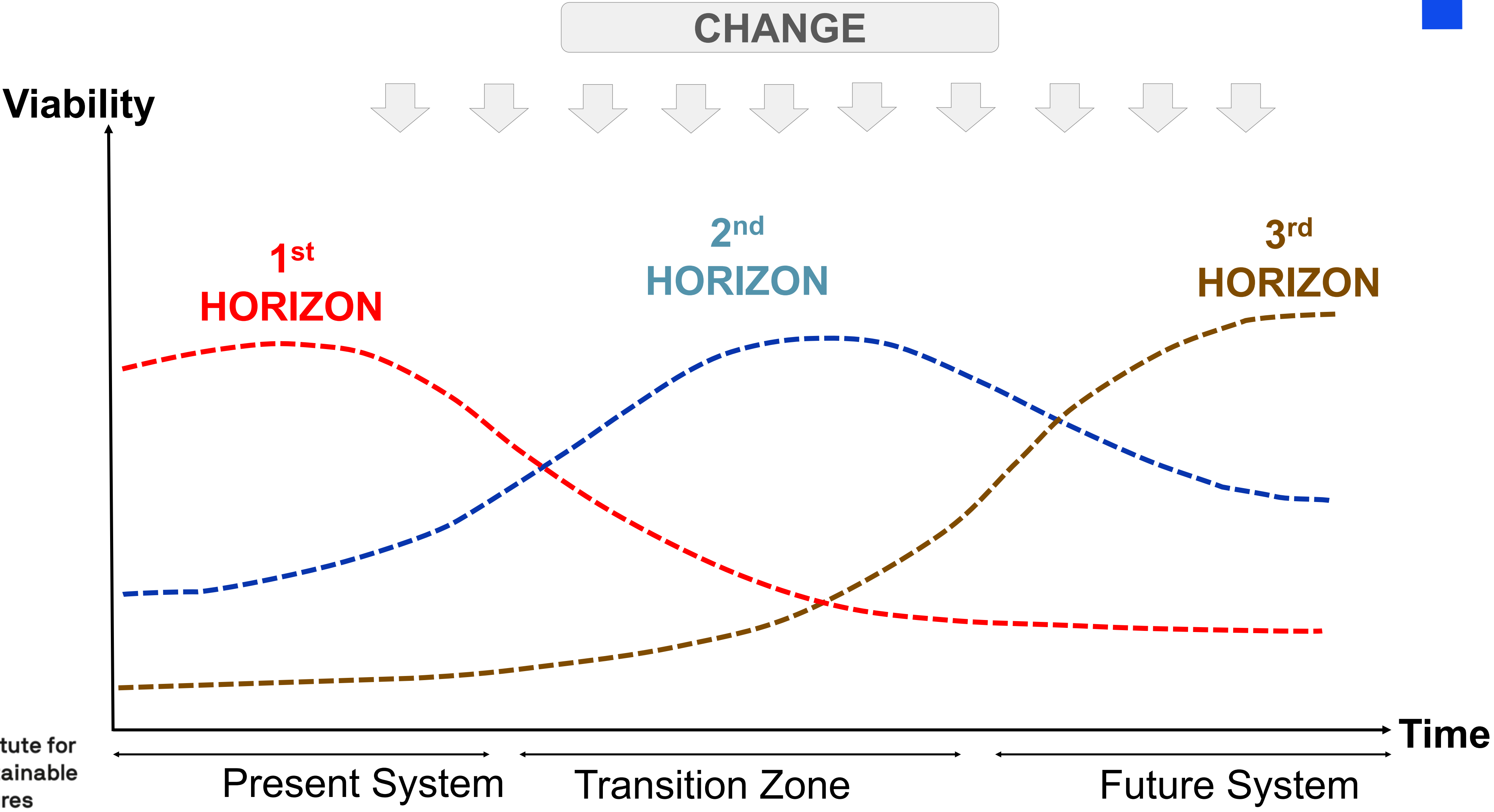
Hunter Water will invest \$1.1 billion into better infrastructure during the next 10 years in the Hunter, to support the increase in the region's population to one million people by 2050.

Processes that make room for diversity
deliver more meaningful change

3 Horizons



3 Horizons: the concept



3 Horizons in practice? 'Ah hah' moments. Worldviews shift.



‘Realising we need to change the questions we ask when we plan for infrastructure’

‘Would we change our priority sewer strategy if we were responsible or owned septic? Helped me to think more holistically – best solution for everyone (beyond HW)’

‘Was encouraged to consider a more fundamental question about what I/we are trying to achieve – what is best approach to learning about, uncovering, understanding more about our customers?’

Hunter Water's transformation to a systems approach



Previous Strategy

Vision:

To be a leading water business

Purpose:

To provide safe, reliable and efficient water and wastewater services to our community

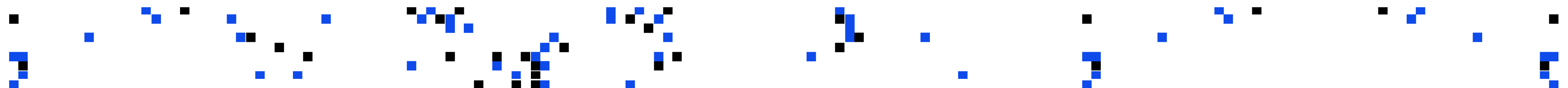
2017+3 Strategy

Vision:

To be a valued partner in delivering the aspirations for our region.

Purpose:

To enable the sustainable growth of the Lower Hunter and enhance liveability through the provision of affordable, high quality services.



Worldviews matter.
They are deeply personal.
And they can change.



We don't
see things
as they are,
we see them
as we are.

-Anais Nin

Take home messages

- Learning is at the heart of creating change
- Change is about leadership
- Diversity is key to sectoral change
- Deep change is deeply personal

Thank you!



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