

Stakeholder Annual Report

Impact, Research, Collaboration, Adoption, Engagement





Australian Government Department of Industry, Innovation and Science Business Cooperative Research Centres Programme CRC for Water Sensitive Cities Stakeholder annual report FY1920

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Publisher

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Date of publication: December 2020

An appropriate citation for this document is:

CRC for Water Sensitive Cities. (2020). Stakeholder annual report FY1920. Melbourne, Australia: Cooperative Research Centre for Water Sensitive Cities.

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Impact

Water sensitive practice. Every city. Every day.

One day, no matter which city we visit, we'll see these practices in daily use and in projects large and small—this vision guided us through a challenging but ultimately successful year.

FY1920 saw us have to adapt on the path to making significant achievements. But despite the global and national challenges (particularly the COVID-19 pandemic), we successfully completed our penultimate year and are well positioned to deliver a legacy of enduring value.

FY1920 certainly underscored the importance of resilient, sustainable, liveable and prosperous cities and towns—those places we call *water sensitive*.





We're finalising our research and focusing on adoption

We're finalising our research projects and ramping up adoption activities, so we expect to end our term in June 2021 with:



IP assets including 48 case studies, 95 guidelines and industry resources

-700+

Report FY192



cities benchmarked using the WSC Index

\$

611 million + of commercial income generated

students who successfully

completed their PhD



29 research synthesis reports applying WSC insights to real world challenges



a suite of national and international awards

5 practice



Importantly, we're also creating an authorising environment for scaling up and mainstreaming our insights and approaches. We are a trusted advisor to government and industry, influencing government policies (at the national, state and local levels), enabling water utility and urban planning strategies, and enhancing industry capacity and collaboration. We have also established local and international pathways to market for a growing number of industry Participants and small-to-medium enterprise (SME) Associates.

We introduced an Adoption Acceleration program to roll out key knowledge tools faster, including the WSC Scenario Tool, the WSC Index, the Benefit Cost Analysis Tool, the Value Tool, the Infill Typologies Catalogue and Infill Performance Evaluation Framework. We also:

- published 11 peer reviewed journal articles, to bring the total to 294 articles for the past eight years
- completed five on-ground proof-of-concept case studies and four research synthesis projects in a range of contexts
- held a mix of online and in-person training events and site visits to share research findings: 2,170 practitioners and end users were exposed to CRCWSC research outputs via 124 seminars, workshops, site tours and other events
- started developing the WSC Knowledge • Platform, which will provide enduring access to reports, tools and resources beyond the end of the CRCWSC's funding term.

We continued to forge international partnerships

Our international activities not only help us create more water sensitive urban areas globally, they teach us valuable lessons about applying water sensitive principles on the ground-lessons we can bring back to Australia. Our activities also generate opportunities for our Participants to provide services in these overseas markets.

Since the CRC for Water Sensitive Cities began in 2012, we have worked in many international water sensitive cities. During FY1920, our achievements include:

- Applying the WSC Index in Shandong, China and starting the process in Cape Town, South Africa. This was in addition to the more than 40 applications of the WSC Index in Australia over the past eight years.
- Helping design and construct a demonstration site for the RISE project in Makassar, Indonesia, and launching a second pilot project in Suva, Fiji, in collaboration with Monash University, the Asian Development Bank, the Wellcome Trust and local partners
- Applying CRCWSC economics tools to value • WSC case study projects in China, as part of a collaborative project with the World Bank. These case studies were part of a larger project to create a manual for identifying, valuing, selecting and then funding naturebased solutions for managing urban flooding. Building on this work, we started working on similar manuals for Thailand and Vietnam in the Greater Mekong Region.

Recognising our impact

- Professor Tony Wong completed his second and final year as holder of the International Water Association's prestigious 2018 Global Water Award.
- Dr Paul Satur (CRCWSC PhD alumni) was • awarded the Australian Water Association's Young Water Professional of the Year.

- Creating opportunities for several SME Associates via our work in India on the cities of Amaravati and Vijayawada (in partnership with the Department of Foreign Affairs and Trade and Australian Water Partnership)
- With our SME partner, WaterTech, developing the Sponge City Brain for the City of Kunshan in China. This Internet of Things platform aims to optimise water management and city planning objectives. We are now considering how we can apply this innovative platform to Australian cities.
- Continuing to build Australia's international • reputation in water resources management through presentations to international events in South Korea, China, Chile, Mexico and Italy
- Commencing work on an Urban WaterGuide for the Australian Water Partnership to help translate Australia's urban water experience into international cities.

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Our financial position remains sound

Our year-end financial position was very close to plan, reflecting careful expenditure management that maintained service levels while responding to a very challenging commercial environment.

The Water Sensitive Cities Institute will carry on our legacy

The Water Sensitive Cities Institute (WSCI) will be the CRCWSC's legacy vehicle. It will continue to support the mainstreaming of WSC practices and further develop intellectual property developed through the CRCWSC. The Institute is already partnering with public, private and academic organisations to bid for the next generation of WSC research.

We have secured in-principle support to transfer ownership of the Institute to Monash University in FY2122, and we are developing a prospectus for potential industry partners. Several Essential Participants have also pledged their financial commitment to the Institute. This early commitment by large industry partners provides a platform for wider engagement and industry support.

We're proving our value

In 2012, the benefits associated with our initial research programs were valued at \$165 million with an overall benefit-cost ratio of 1.7. The May 2015 update revised that to approximately \$343 million and the benefit-cost ratio increased to 3.5. In February 2019, EY conducted another update and concluded our overall impact is now over \$600 million, with a risk adjusted benefit-cost ratio of 6.1.

Since the FY1819 revision of our value, we have stayed focused on practical application of research insights to assure the promised impact. The COVID-19 pandemic changed the way we operated, but the switch to virtual platforms boosted participation in many activities, which reflects the convenience of virtual engagements, shorter events and new formats.

Looking back on an extraordinary year of unprecedented challenges, we thank you for your continued support of the CRCWSC and our mission. We will continue our focus on finalising research and supporting adoption and mainstreaming activities during our final year. The culmination will be the Water Sensitive Cities Conference 2021 on 15–18 March 2021, a celebration of nine years of collaboration between industry, government and researchers to create resilient, liveable, productive and sustainable cities and towns.



CHERYL BATAGOL Chairman



BEN FURMAGE Chief Executive Officer

We achieved all this despite COVID-19 impacting almost every aspect of CRCWSC activities. And now, in our final year, we are prepared to transition efficiently and effectively and deliver an enduring legacy.



Research

Our research activities continued

We had 13 active projects in FY1920. Our success can be seen in:



156

Publications, including 11 peer reviewed academic publications

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Additional research synthesis projects -Ideas for a Water Sensitive Sydenham to Bankstown Urban Renewal Corridor (NSW), Ideas for Townsville (QLD), Ideas for Liverpool Collaboration Area (NSW), and Ideas for Ocean Reef Marina (WA)

Showcases

- National and international, including:
- the international water conference and exhibition, Ozwater'20 Online
- a keynote by Professor Tony Wong on diffuse pollution and eutrophication at the IWA Conference in South Korea
- a keynote by CEO Ben Furmage at the National Congress of the Mexican Association of Rainwater Collection System (AMSCALL) Conference, Mexico
- Senior Research Officer Katie Hammer speaking at the launch of Chile's new 10-year water agenda, Agenda del Sector Sanitario 2030
- presentations at eight other major conferences.

Our tools are helping to achieve water sensitive practice in every city, every day

Our hope is that one day, no matter which city we visit, we'll see water sensitive practices in daily use and in projects large and small. We know we're not there yet. But after nine years of research and collaboration we have filled many of the big knowledge gaps that previously stood in our way. We have converted this new knowledge into tools and guidelines, and we are now deploying them on the ground nationally and internationally.

- WSC Index Benchmarking Tool. This tool allows users to benchmark their cities based on performance in a range of urban water indicators that characterise a water sensitive city. The tool was expanded to integrate a Sustainable Development Goals filter, enabling analysis of how a water sensitive cities approach can help achieve SDG targets, and vice versa.
- WSC Transition Planning Process. These process methodology and diagnostic tools guide water sensitive city transition planning in a range of contexts, building on vision and transition strategies. In FY1920, we started working with practitioners in Cape Town, South Africa, to provide training and support to develop a Cape Town vision and transition strategy.
- Transition Dynamics Framework. This framework is used to understand and prioritise implementation actions to ensure the formal and informal precursors for city transition are in place. It also allows users to identify strategies to advance a city's water sensitive city transition. We have worked with a range of industry partners to adapt and apply the framework for their contexts to guide transition planning.
- **INFFEWS Benefit Cost Analysis Tool.** This tool for assessing water sensitive investments supports balanced and systematic decision making and provides evidence for use in business cases. The tool has been used across the country, with people in over 118 organisations trained. External organisations have independently reviewed the tool.
- INFFEWS Value Tool. This is a comprehensive database of dollar values for non-market benefits generated by water sensitive systems and practices. The University of Queensland's Environmental Management undergraduates are studying alternative water typologies using Brisbane City Council's project sites as case studies and applying INFFEWS.

- Guiding integrated urban and water planning framework-in progress to be delivered in December 2020. This conceptual framework for integrated urban and water planning will guide urban development in different contexts to achieve water sensitive outcomes.
- Infill Performance Evaluation Framework. The framework builds on and develops the concept of water sensitive cities and demonstrates how key elements can be applied at finer urban scales.
- Infill Design Typologies Catalogue. The catalogue showcases a range of housing typologies at densities and configurations relevant to Australian cities, applicable to different contemporary infill development scenarios, and evaluated by their water sensitive performance.
- Site-scale Urban Water Mass Balance Assessment Tool. The tool is for users interested in a holistic understanding of the water flows and water sensitive performance of cities.
- Guiding urban water management in areas that experience high seasonal groundwaterin progress to be delivered in December 2021. The Expert Panel appointed to this project released its guidance and recommendations. The team is now establishing validation catchments and developing validation datasets.
- WSC Actions Module. This module is in development and will help users to identify water sensitive actions with targets, develop priorities and filter actions. monitor and track the outcomes of actions. and learn from suggested actions database drawing on the experiences of other cities.
- Scenario Tool. This policy and planning support tool enables users to perform an integrated assessment of evolving urban infrastructure, water networks and population demographics over time.
- **RESTORE Tool.** This decision support tool supports the repair of urban waterways. CRCWSC SME Associate E2DesignLab independently reviewed the tool, which highlighted the tool's functionality and capacity to be applied on-ground.

Collaboration

We continued to deliver collaborative research

Participants and stakeholders identify our priority areas of research. All research activities promote interdisciplinary collaboration and integration across CRCWSC projects. These activities for FY1920 include:

- continuing the remaining integrated research projects (IRPs):
 - Comprehensive Economic Evaluation Framework (IRP2)
 - Guiding integrated urban and water planning (IRP3)
 - Water sensitive outcomes for infill developments (IRP4)
 - Knowledge-based water sensitive city solutions for groundwater impacted developments (IRP5)
 - Tools and Products (TAP) sub-program

- finalising and completing two joint case • studies:
 - Salisbury East (SA) IRP4 and IRP2
 - Brabham (WA) IRP3 and IRP5 (stage 1)
- conducting research integration workshops.

Partners and stakeholders also played an important role in translating our research into industry ready tools (e.g. the TAREGT module of the Scenario Tool) or adapting existing tools for new applications (e.g. developing on-line delivery methods for the Water Sensitive City Index).

New integrated case studies showcase our tools from WSC vision to implementation

Reflecting high levels of integration and collaboration between IRPs and between researchers and industry Participants, we commenced three new integrated case studies-Townsville (QLD), Norman Creek (QLD) and Salisbury (SA). These case studies will demonstrate an integrated application of CRCWSC tools and how they can be used from vision to implementation of WSC solutions, build capacity of local partners to use and apply CRCWSC tools and processes, and generate broad buy-in and commitment for WSC solutions in regional and urban areas.

Collaboration is accelerating

Operationally, we fostered collaborations between research Participants and industry Participants, resulting in water sensitive innovations in projects in a range of locations. Some examples are:

In New South Wales, we conducted research synthesis workshops for the Sydenham to Bankstown Urban Renewal Corridor, to promote water sensitive outcomes in this growth corridor in Sydney's west. In addition, the NSW Department of Planning, Industry and Environment (DPIE) is trialling the INFFEWS tools to conduct benefit cost analysis (BCA).

In South Australia, our researchers collaborated with three local governments to value the benefits of councils' involvement in planning and infill developments. We also contributed to a series of Cooler Greener community workshops, that demonstrated what a cooler greener future infill development could look like compared with business as usual and under the state's new draft Planning and Development Code requirements. Water Sensitive SA compiled feedback from these workshops in its response to the SA Government about the draft Code.

In Western Australia, the CRCWSC's research adoption team led a conversation about the cross over between urban water management and public health, in partnership with the Water Services Association of Australia. This become a roadshow around Australia.

We continued to collaborate with non-Participant organisations

We expanded our research impact by collaborating with national and international non-Participant organisations, including the Department of Foreign Affairs and Trade (DFAT), Asian Development Bank, Australian Water Partnership, Water Services Association of Australia, and World Bank, as well as philanthropic organisations such as the Wellcome Trust (UK). Examples include:

- completing a RISE demonstration site at • collaborating with the World Bank Group to Batua, an informal settlement in Makassar, support water sensitive practices China Indonesia, and completing RISE co-design activities in six informal settlements in other • building on the integrated urban flood parts of Indonesia management manual for China, to produce similar frameworks for Vietnam and Thailand working with our SME Associate, WaterTech, (continuing during FY2021) to develop the Sponge City Brain for the City of Kunshan in China, an Internet of developing an Urban WaterGuide for the Things platform that aims to optimise water Australian Water Partnership, which will help transfer Australian water expertise to new management and city planning objectives international contexts (continuing in FY2021).

In Queensland, CRCWSC representatives helped develop and refine a water sensitive vision and strategy for South East Queensland; we contributed to the next step in the Gold Coast's transition to a water sensitive city, via a spatial visioning workshop; and we conducted workshops for the Yarrabilba Happy Street project, Australia's first circular economy community, with water as the enabler.

In Victoria, we began trialling a virtual water sensitive cities community of practice. The forum allows WSC practitioners to build their networks and profile, propose ideas, ask questions and share resources. It allows users to tap into WSC networks no matter where they are located.

We also have four active regional projects identified by RAPs. These projects, which are wholly industry funded, allow researchers to actively engage with industry end-users. We are also collaborating with industry Participants to develop the WSC Knowledge Platform.

Adoption

We continued research synthesis for real world projects

Through research synthesis, we continued to pioneer innovative and impactful water sensitive research and management practices in a range of real world applications; for example:

- Ideas for a Water Sensitive Sydenham to Bankstown Urban Renewal Corridor (NSW)collaborating with experienced researchers and practitioners from government and industry to undertake an innovative and collaborative co-design process to promote water sensitive outcomes for the Sydenham to Bankstown Urban Renewal Corridor
- Ideas for Townsville (QLD)—developing ideas for greening the public realm through good urban development and sustainable water management in this dry tropic climate, and then exploring the implications for urban planning
- Ideas for Liverpool Collaboration Area (NSW)-leading stakeholders through the research synthesis process, starting with: How would we plan Liverpool if water is the first layer of planning (instead of transport)?
- Ideas for Ocean Reef Marina (WA)-• partnering with DevelopmentWA and the City of Joondalup to identify ways to improve the water performance of the Ocean Reef Marina, as well as ideas to embed these outcomes in the development process.

RAPs drove WSC initiatives in their regions

The Regional Advisory Panels (RAPs) in five states comprise CRCWSC industry participants as well as other regional stakeholders. As well as ensuring research excellence, our RAP committees help research Participants and industry Participants to connect and actively engage. They also drive water sensitive city initiatives in their regions, including local research activities, on-ground works that demonstrate water sensitive practice, and capacity building activities. Over FY1920, there were 17 RAP meetings across five states: the Queensland RAP met twice; the New South Wales RAP met four times; the South Australia RAP met once; the Victoria RAP met four times, including once with the CRCWSC Board; and the Western Australia RAP met six times.

We presented high quality education and training, and pivoted to virtual delivery

During FY1920, 2,170 practitioners and end users were exposed to CRCWSC research outputs via 124 seminars and workshops, teleconferences, site tours, and other activities. All these activities directly contributed to the professional development of industry. Examples include:

- continuing to accredit industry providers to deliver water sensitive cities benchmarking and visioning services, using the Water Sensitive Cities Index
- running capacity building training on the • INFFEWS Value Tool, with a national training tour to Townsville, Adelaide, Melbourne, Sydney and Perth for industry Participants and some non-members. Brisbane training was delivered remotely in May, because of COVID-19 restrictions

We continued to support students



PhD students supported in FY1920 (bringing total

9 students completed WSC module of the Masters in Integrated Water Management, managed by the International Water Centre, a CRCWSC Participant

- launching the TARGET module, now integrated into the Scenario Tool
- delivering six tutorial seminars about the Scenario Tool to more than 200 industry participants and stakeholders.





student took up a position with industry (bringing total to 49 placed)



Our publications explain what WSC changes to make and how to do it



The 10 most downloaded CRCWSC publications in FY1920 were:

- 1. Designing for a cool city: guidelines for passively irrigated landscapes (580)
- 2. Adoption guidelines for stormwater biofiltration systems (526)
- 3. Need help transitioning to a water sensitive city? (264)
- 4. Infill typologies catalogue Revision A (207)
- 5. Vision and transition strategy for a water sensitive Gold Coast (198)
- 6. Blueprint 2013 (197)
- 7. INFFEWS Benefit Cost Analysis Tool industry note (178)
- 8. INFFEWS Value Tool industry note (171)
- 9. One Central Park green walls case study (160)

10. AquaRevo case study (154)



Our PhD candidates excelled in the industry



Beata Sochacka

presented her paper, Water and liveability - beyond the obvious. at OzWater'20 Online, and it was recognised as one of the top 12 papers for the event.



Jen Middleton

won the prestigious Australian Water Association Student Water Prize for WA. Her cutting edge research links macro-scale management of vegetation and water quality with micro-scale microbial processes.



Daniel **Jan Martin**

worked on In time with water: design studies of 3 Australian cities, a collaborative book that arose from work completed Tranche 1.

Engagement

We continued to innovate in how we engage with Participants and users

The CRCWSC's Victorian RAP is trialling an online collaboration forum to promote more frequent and targeted interactions among WSC communities of practice. More than 150 members are already enrolled in the forum and new members are always welcome. So far, membership is from across the CRCWSC, our partner organisations and other organisations. External members include the Victoria state government, water utilities, local government, and consultants.

The COVID-19 pandemic saw us expand our use of digital platforms to communicate outputs and outcomes to Participants and other stakeholders. 'Couch Time -Conversations with the CRCWSC' was a new initiative in response to COVID-19. The webinars delivered informal videoed sessions highlighting some of our recent publications and answering some common questions on topics such as valuing water sensitive investments and ways to passively irrigate cities and towns.

Our communications activities supported engagement

Our fortnightly enewsletter-WaterSENSE-is our main vehicle for sharing research, promoting new publications, highlighting staff achievements, and circulating general news and events for the CRCWSC and water sector. We produced and released 88 articles in FY1920, we increased our subscriber base to 4,179, and recorded metrics above industry average.



average open rate (all industry average: 17.92%)



115.5% arowth in LinkedIn followers



arowth in Twitter followers





We're creating a new Knowledge Platform

As we near the end of our term, we are curating our IP and presenting it on a Water Sensitive Cities Knowledge Platform. The platform will help practitioners to quickly and easily find the research outputs they need. For key tools and IP products, we are working with industry partners to identify financially sustainable arrangements for:

supporting tools application, including via

providing training for future users.

consultants

an identified group of trainers and expert

- maintaining and hosting tools, data, guidelines and case studies
- supporting community of practice around key tools
- harvesting knowledge and insights from application of different tools and sharing these through research and adoption activities (e.g. promoting city-to-city learning through publishing WSCI Index Insights reports)
- We kept working with our SME Associates

The CRCWSC retained 23 SME Associates in FY1920 and is on track to ensure the funding period finishes with an engaged and highly skilled cohort of Associates that can continue to commercialise CRCWSC IP and mainstream WSC approaches. SME Associates were proactively involved in a range of CRCWSC research, adoption and commercial activities in FY1920.



Governance and finance

We have strong leadership

The CRCWSC is governed by a board of directors and managed by a small Executive team. The Board and Executive team are guiding our present while planning our future, to secure the CRCWSC's legacy beyond June 2021.

Our Board



Professor **Rob Skinner** (Deputy Chairman)





Professor Simon Biggs



Greg Cash

Our Executive team



Ben Furmage (Chief Executive Officer, from 25 February 2020)

There were some changes to our Executive Team

After more than seven years as the CEO of the CRCWSC, Professor Tony Wong stood down in February 2020. The Board and the Executive Team sincerely thank Tony for his vision, dedication and leadership over this time. We are pleased Tony is still involved with the CRCWSC and WSCI by helping us to deliver projects, translate research outputs into policies and works on-ground, and develop business opportunities for the WSCI. Tony is also chair of the Water Sensitive Cities Think Tank, to build up this thought-leadership platform.



Nicholas Apostolidis



Terri Benson



Greg Claydon



Paul Grimes



Barry Ball (Research Adoption Executive)



Dr Briony Rogers (Chief Research Officer)

We also farewelled Barry Ball (Research Adoption Executive) at the end of the financial year. Barry was a foundation director on the CRCWSC Board, before joining the Executive Team in 2014 to drive our adoption and mainstreaming activities. Some of Barry's achievements throughout his 45-year career include establishing the Healthy Waterways Partnership (in Queensland), developing an integrated 'whole-of-water' strategy for south east Queensland, and developing and implementing the Drought Strategy for Brisbane.

Our financial position remains sound

The CRCWSC has now completed its eighth full year of operational activities.

Careful expenditure management and effective transitioning to online operations have allowed us to offset the impacts of COVID-19 restrictions and lower commercial income while still delivering on research and industry adoption commitments.



Funds applied to six major activities



Thank you to our Participants







Government of Western Australia

THE UNIVERSITY OF **WESTERN** AUSTRALIA





Other Participants

- Adelaide and Mount Lofty Ranges Natural Resources Management Board
- Blacktown City Council
- Brisbane City Council
- ChemCentre
- City of Boroondara
- City of Canning
- · City of Gold Coast
- City of Greater Bendigo
- City of Kingston
- · City of Mandurah
- · City of Melbourne
- City of Melville
- · City of Newcastle
- City of Port Phillip
- City of Salisbury
- · City West Water
- Coliban Water
- Cooks River Alliance
- (City of Canterbury-Bankstown)
- Department of Environment, Water & **Natural Resources**
- · Department of Biodiversity, Conservation and Attractions
- · Department of Planning, Industry and Environment
- DevelopmentWA (previously LandCorp)
- *Essential Participants and Other Participants highlighted are foundation partners of the CRC for Water Sensitive Cities.

- Fairfield City Council
 - GHD Griffith University

eWater Limited

- Hornsby Shire Council
- Inner West Council
- International WaterCentre
- Knox City Council
- Kunshan City Bureau of Planning
- and Development Group
- Ku-ring-gai Council
- Maddocks
- Manningham City Council
- Moonee Valley City Council
- National University of Singapore
- Public Utilities Board (PUB)
- SA Water Corporation
- Southeast University
- Technical University of Denmark (DTU)
- The City of Sydney
- The University of Adelaide
- Townsville City Council
- · University of Innsbruck
- Villawood Properties















- IHE Delft Institute for Water Education
- Kunshan City Construction Investment
- Southwest Jiaotong University

- Water Corporation WA
- Whitehorse City Council
- Yarra Valley Water
- Advanced Choice Economics
- Alluvium Consulting
- Bligh Tanner Consulting Engineers
- Citygreen Systems
- Coolth.Inc
- Create Develop
- DesignFlow
- e2DesignLab
- Organisation name
- Edge Environment
- Envirostream Solutions Pty Ltd
- Hydrology and Risk Consulting
- Integrated Planning and Design (Shanghai)
- Morphum Environmental Ltd
- Natural Decisions Pty Ltd
- REALMstudios
- RM Consulting Group (RMCG)
- Three Seeds
- Tract Consultants Pty Ltd
- Urbaqua
- Water Technology
- Wave Consulting Australia
- ZiPu Environmental Planning and Design (Shanghai) Ltd





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