

WaterAid Timor-Leste Annual Review



April 2015 to March 2016

This past year for WaterAid Timor-Leste (WATL) has seen both highs and lows. There was the tragic loss of 3 partner NGO staff in motorcycle accidents, however the program team has been buoyed by a run of successes and recognition including a ‘well-controlled’ status award from the WaterAid international audit team, a very positive report by DFAT’s ANCP Gender Thematic Review team, receiving two WaterAid International Program Awards and primed to make four presentations at the WASH Futures international WASH conference in May 2016. This past year also marks the end of the previous country strategy and the beginning of the new country strategy for the period 2016-2021 as we look to lay the foundations for universal WASH access for Timor-Leste by 2030.

Students outside the new toilet block at Ailuli Pre-Secondary School in Manufahi District, Timor-Leste: *“Toilets are small things but they can help us realize our dreams because with a toilet we don’t miss school and with a toilet we can focus on our study.”*

This has been a big year for international efforts to tackle poverty and justice and Timor-Leste has played its role. The Timor-Leste government has endorsed the new Global Goals as the global

roadmap for development, with Timor-Leste engaged as one of eight countries forming the high-level group on the Goals implementation. Goal 6 specifically targets water, sanitation and hygiene and we are starting to see engagement by government with the Goal 6 targets and objectives informing the development of the National Water Supply Policy. However, traction with regards budget allocation by government for WASH has not been realised this past year but water infrastructure is increasingly being raised as a government priority, with some contribution from WaterAid's support to the sector on engagement and advocacy with the both the President's and Prime Minister's offices and through the first National WASH Conference.

Progress against plans

This year WATL worked in Likisà and Manufahi Municipalities with seven local partner organisations to deliver access to safe water to **2,672** men, women and children living in 21 rural communities, with work on water supplies for a further three communities due to be complete

This year WaterAid Timor-Leste delivered safe water to 2,672 and sanitation and hygiene to 3,359 rural men, women, boys and girls.

before the end of June 2016. We have also delivered access to sanitation and hygiene education to **3,359** men, women and children in the same 24 communities, with 20 communities verified as Open Defecation Free by the local government to date. We also set-up and trained 24 new Water User Groups (GMFs) through local government systems to manage on-going operations and maintenance of the facilities. At the start of the year we set ourselves the target of delivering access to safe water, sanitation and hygiene education to 2,720 rural men, women and children, which we have largely achieved and are set to exceed by June 2016. This past year we have then managed to achieve our targets for delivering WASH services for rural communities in partnership with local organizations and have added value and learning in many areas including addressing gender imbalances, services for people with disabilities, greater understanding of sustainable wash service delivery, piloting new ideas in WASH for Schools and Menstrual Hygiene Management and greater understanding of how WASH enables improved nutrition and health outcomes.

Sustainable water, sanitation and hygiene services

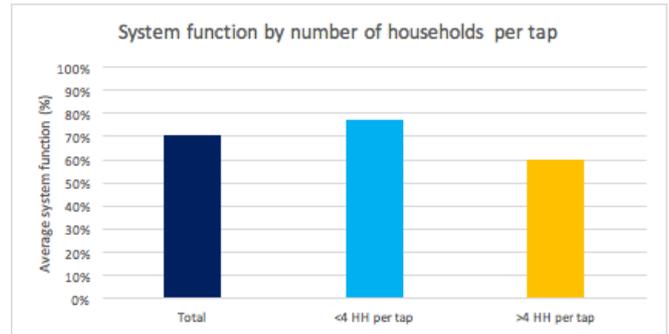
In order to sustain these achievements and assist in ensuring longer term service delivery WATL undertook to increase understanding of WASH service delivery at the municipal level. We worked with the Association of Water User Groups and the local Government Administrative Post Facilitators (FPA) to ensure that the GMFs set-up by WATL during the previous 2 years were still active and their infrastructure continued to work, as well as other GMFs identified by local government. We also worked with local government to strengthen sector coordination and performance monitoring through support to quarterly Municipality-wide coordination meetings and



Filomeno dos Santos, 48, a member of Grotu village's Water User Group or GMF, Manufahi District, Timor-Leste: *"I am a technical person. I focus on maintenance. If a tap stand is broken I will fix it."*

sustainability monitoring, including data analysis of older projects. This confirmed that younger water supply systems are more likely to function properly and also system functionality was linked to the quality of service provided, as the more households using a tap stand, the less likely the system is to be functioning well.

This work is essential to enable adaptive course corrections when implementing plans towards achieving universal access, as evidenced through WaterAid’s research piece on achieving universal access to sanitation and hygiene within a generation. Supporting this WaterAid has then developed and tested innovative data collection and analytical tools in partnership with mWater and has been able to analyse data and communicate trends or gaps with regards WASH services more effectively.



A higher level of service, in this case tap stands shared between fewer households, correlates with better sustainability. Improved data collection has allowed more insightful analysis this past year.



Jose and Carlito outside their new toilet: *“I like the toilet. When I go to the toilet now no one can see me. We can also have a bath here.”*

Government and other stakeholder ownership, understanding and practical skills in approaches to gender and inclusion of people with disabilities in WASH programs as per our targets for the year.

A national guideline is close to finalisation for addressing Gender in WASH for Timor-Leste with the engagement, participation and approval of government, slowing-down the process of development, but increasing ownership and understanding of the issues. WaterAid has worked with its partners to better understand how to support people with disabilities in WASH programs and is

Sanitation and hygiene

In the priority areas of sanitation and hygiene, we have collaborated with BESIK, Plan and UNICEF to undertake research into communities sustaining Open Defecation Free (ODF) status as well as providing mentoring support to the Ministry of Health and BESIK’s municipality-wide ODF initiative in Bobonaro, which has seen sanitation coverage increase from 45% to over 90% within the course of 10 months. Progress on engagement and implementation of the municipality-wide sanitation strategy has been slower than planned this year as we work on the technicalities of developing a sanitation market and how best to finance sanitation. In order to address this, program staff have been mentored on the sanitation marketing approach of WaterSHED in Cambodia and supported research into WASH market mechanisms with Juliet Willetts from the Institute of Sustainable Futures at UTS.

Reducing inequalities

Reducing inequalities is one of WaterAid’s high-level aims for achieving Universal WASH access and relates to the GoTL’s national target of achieving 100% WASH coverage by 2030. This year we have seen the development of

also supporting the development of a training module for supporting people with a disability to access WASH in partnership with BESIK, RHTO and CBM.

Resilience and climate change

With regards addressing climate change and environment degradation, as planned, WaterAid Timor-Leste has continued to build the capacity of rural communities to manage a finite shared water resource that is increasingly under pressure, building upon the work piloted in partnership with CARE during the Maka'as program and working with local government to adapt and implement national Water Safety Planning processes for rural communities. WATL also utilised research undertaken by Kate Neely from Deakin University on its program to adapt and trial approaches to community management of rural water resources and supplies, including enabling a higher-level of service provision as we aim to understand how we can meet the service levels set-out in the Global Goal targets for vulnerable households.

Partnerships

Our partners continue to gain in confidence and develop organisationally. A major highlight this year was one of our main partner organisations, F-HTL, establishing a governing board. Our partnership with government at national and local levels has continued to strengthen as understanding of our corresponding roles and objectives have evolved with constructive collaboration in the Sanitation and Water for All Initiative, nascent social audit processes and continued engagement in Municipal level WASH forums, meetings, monitoring and verifications.

We have also started to build new and different partnerships with organisations across the region in the nutrition, gender, disability and health sectors, as we look to build collaborative alliances to establish a multi-sectoral approach to WASH and to achieving the Global Goals.

WASH, Health and Nutrition

The Australian National University (ANU) research team with support from the WATL team in Manufahi has successfully completed the 4-years of field research for the challenging WASH 4 Worms study, one of the limited number of true Random Control Trials undertaken on WASH programmes around the world. Data is now under analysis by the ANU team and we can expect insights into WASH programme impact into the control and reduction of intestinal parasites and other knock-on health benefits including better nutrition.

Addressing high levels of under-nutrition, in-particular stunting, is a priority for Timor-Leste. It has become widely recognised that WASH should form part of an integrated approach to tackling child under-nutrition, with the most effective interventions likely to be those that combine both improved nutrition and infection prevention and control. WATL has been raising awareness of the essential role WASH has in addressing under-nutrition and is now a key partner in working with DFAT on the *Hamutuk* nutrition collective impact study to identify how to integrate, measure and maximise the benefit of programmes to impact on nutrition.



Installing the *WASH-a-Lot* group hand washing facility for trial at a primary school in Likisà, Timor-Leste.

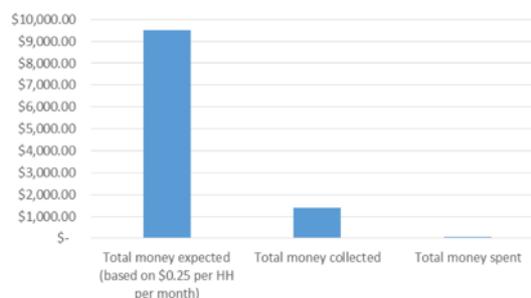
WASH and Menstrual Hygiene Management in Schools

In the area of WASH and schools we have expanded our work. WATL has developed new Menstrual Hygiene Management IEC materials, trialled new infrastructure for group handwashing, MHM incinerators and ‘nudging’ school children’s hygiene behaviours. WaterAid Timor-Leste also demonstrated leadership in the area MHM through leading webinars and learning events with DFAT’s CS WASH learning network and the global Rural Water Supply Network.

Policy

In the area of policy, we have seen the continued support and strengthening of the local WASH NGO network, PN-BESITL, which culminated in the first ever national WASH conference. The conference raised the profile of WASH with government and mutual understanding developed between civil society and government’s roles within the sector, with a final declaration and strategy to work together for achieving Timor-Leste’s target of universal WASH coverage by 2030. Nascent budget advocacy work had limited impact to date, with no resultant increase in government budget yet, however, we expect this to be a longer-term process as confidence is built. We also saw new work on applying a community feedback process to government projects supported by BESIK, informing understanding of social audit processes and informing future work in this area for the WASH sector.

Figure 1. Total GMF income and expenditure



WaterAid was able to present data on the functioning of GMFs and better understand the support required to develop more sustainable services. The graphic above shows that from a sample, GMFs were only collecting approximately 18% of the funds due to them and only spending a small proportion of the funds raised. This helped WaterAid and other sector actors better understand where GMF’s required support and assisted informing national training guidelines and informed policy development.



WaterAid Timor-Leste team members outside the WaterAid offices in Dili, Timor-Leste.

People

WaterAid Timor-Leste has continued to restructure over the past year, drawing on the strengths of the current staff ensuring a stable base of increasingly skilled and motivated staff. This year we have seen expatriate program managers hand over to national counterparts with a supporting program director role established. We have also established more senior national positions including the new Deputy Country Director role.

A strong focus on bringing to life WaterAid’s values and building a team culture has continued with the practice of WaterAid’s influential leadership tools and the establishment of the Leadership Team.

Main achievements

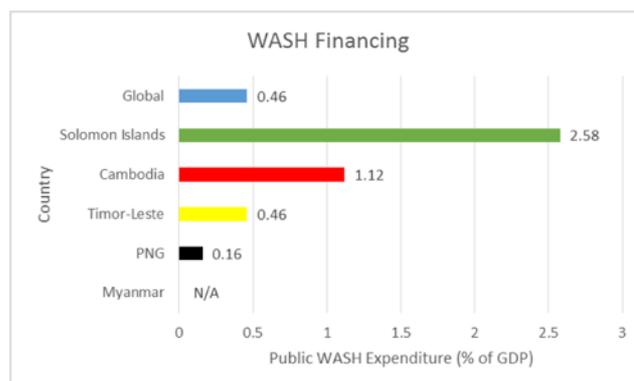
This year the WATL team has lead efforts to elevate the WASH sector’s profile and understanding with the government, nutrition, health and environment sectors.

This has been enabled by the increasing strength of the advocacy and influencing work of WaterAid’s partners such as the recently established Local NGO Network PN-BESITL which culminated this year in the organization of a

National WASH conference with Government in February 2016 along with the production of a discussion paper to inform the development of the National Water Supply Policy, engaging both parliamentary committee members and the responsible Vice-Minister in debate about budget allocations and achieving national targets. Sub-sequent to this the Prime Minister has asked PN-BESITL to brief him on the outcomes of the WASH Conference. In addition, increasing awareness of the

importance of WASH for nutrition was highlighted during national assessments made by DFAT and the World Bank.

It is essential that financial allocations for WASH are sufficient for Timor-Leste to meet its sector targets, historically budget allocation for WASH has been insufficient with limited awareness of sector commitments, targets and budget lines. WaterAid has supported the development of PN-BESITL, strengthening the advocacy and influencing skills of national WASH NGOs, and has focused on building alliances with Health, Nutrition, Gender and Inclusion sector actors to raise awareness and plan for action on related WASH issues in a broader multi-sectoral approach.



Source: GLASS 2014 and JMP. “77% of countries indicate water, sanitation and hygiene(WASH) financing is insufficient (<75% of funds needed) to reach coverage targets for sanitation and 66% of countries indicate insufficient financing to reach coverage targets for drinking water.” (GLASS 2014)

Financial Resources

WaterAid spent **US\$1,340,483** on the Timor-Leste country programme in Timor-Leste and Australia during our 2015/16 financial year, a slight overspend of 5% of the year’s budget, with general breakdown as follows:

76% Programs and capacity development
24% Program management across WaterAid Timor-Leste and Australia

A special thanks to all our supporters who help made all the great achievements this year possible. Funders included DFAT’s CS WASH, ANCP and BESIK Funds, donors to the Focus Country Project, SIDA funds through WaterAid Sweden and WaterAid America mobilised funds and also RARE Infrastructure, AVEDA, Footprints, and The Daniel and Danielle Besen Foundation in Australia.

Learning and reflection

Reflecting WATL’s work over the course of this year, however we have identified that the most significant learnings for us were in the areas of knowledge management and adaptive planning. Where we have managed to use our project and sustainability monitoring data to create an evidence base to inform policy and practice. The process of effective data collection, information management and effective targeting of communications is becoming much better understood by the teams and partner organisations. We have also seen the foundation for such processes in local government being laid through the regular local government WASH meetings and sustainability monitoring and understand better what this process might look like after reflecting upon how South Korea, Singapore and other East Asian countries achieved universal sanitation and hygiene coverage within a generation. The process of analysing data to identify constraints and making ‘course corrections’ is then becoming standard practice within the WaterAid Timor-Leste program and we plan to be able to support our local government partners to practice the same across the municipalities.

We have produced and assisted our partner organisations to produce a number of learning and research documents this year as follows:

Motivations, barriers and opportunities for water and sanitation enterprises in Timor-Leste (May 2015) -Research by The Institute of Sustainable Futures at the University of Technology Sydney, supported by WATL and presented at the National WASH Forum.

WaterAid Timor-Leste Country Program Evaluation (August 2015) - Evaluation of WaterAid Timor-Leste's Country Programme from 2010-2015.

Community Feedback Tool National Pilot Report (September 2015) -Report on the trial of the Community Feedback process for BESIK funded government water supply construction.

Likisà GMF Report 2015 (October 2015) - The Association of GMFs Likisà Municipality report on the status and sustainability of GMFs and the WASH infrastructure they manage

Manufahi GMF Report 2015 (October 2015) - The Association of GMFs Manufahi Municipality report on the status and sustainability of GMFs and the WASH infrastructure they manage

Strengthening Rural Water Service Delivery in Timor-Leste (October 2015) -Webinar given to the Rural Water Supply Network.

Facilitating Gender Dialogue in Community WASH in Rural Timor-Leste (October 2015) - Webinar given to the Rural Water Supply Network.

Piloting Menstrual Hygiene Management in School WASH (November 2015) -Webinar given to the CS WASH Learning Group CS WASH Webinar on Menstrual Hygiene Management in Schools.

National Water Supply Policy Development Discussion Paper (December 2015) -PN-BESITL discussion paper on the National Water Supply Policy development process.

A cluster-randomised controlled trial integrating a community-based water, sanitation and hygiene programme, with mass distribution of albendazole to reduce intestinal parasites in Timor-Leste: the WASH for WORMS research protocol (January 2016) -Australian National University RCT study into the efficacy of WASH to control Soil Transmitted Helminths published in the British Medical Journal.

Identification and participation of people with disabilities and access to WASH facilities (March 2016) -WEDC research into Equity and Inclusion by Heidi Michael with WaterAid Timor-Leste.

The achievements and challenges of the past year have been significant and WaterAid Timor-Leste and partners have managed to engender a culture of learning and adaptation. The programme will go on to build upon the work of the past year with the main objective of realising an effective new country strategy for 2016-2021 that will lay the foundations for achieving universal WASH access in Timor-Leste by 2030.

Features

Toilets Ensure Opportunity

The widespread lack of access to sanitation in Timor-Leste has a large impact on girls and women. The lack of hygiene facilities in schools is a major reason for girls dropping out of school when they reach puberty. This curtails their education and the opportunity to take the first essential steps out of poverty.

In the Manufahi Municipality of Timor-Leste, Ailuli Pre-Secondary School's toilet block had been abandoned and unused for several years because it was in total disrepair, dysfunctional and unhygienic. Students had to go to the toilet in nearby bushes.

WaterAid renovated the toilets and provided menstrual hygiene management training for students, starting to help students manage their periods effectively and to dispel myths. The students decorated the rehabilitated toilets by painting pictures on the walls. Now that they no longer miss school when they have their periods, students like Francisca can focus on their education and future.



Francisca, 15, at Ailuli Pre-Secondary School in Manufahi: "Toilets are small things but they can help us realize our dreams because with a toilet we don't miss school and with a toilet we can focus on our study. My dream in the future is to be a doctor because doctors can help others and can save people's lives."

Water, sanitation and hygiene are essential for women's empowerment

In Timor-Leste communities rely largely on women and girls to collect water for the whole community, a daily burden which requires them to walk down steep embankments and to carry heavy loads of water several times a day. Women and girls also have domestic duties linked to WASH, such as cooking, children's health and also have need of safe and secure sanitation facilities close to home.



Celestina in Malbuti, Likisà: "I would go down a steep hill with empty containers and needed to climb back up with filled heavy containers up to 6 times a day. When it was raining it was difficult because it was slippery."

WaterAid Timor-Leste has advanced its work in women's empowerment and gender equality during the course of this year and rolled out community-based dialogue approaches which encourage women and men in communities to discuss the underlying constraints to equality in water and sanitation services. The action learning process was a collaboration between local NGOs, government and women's rights groups which has gained national attention and culminated in a facilitators manual being developed.

An external Australian Government Department of Foreign Affairs and Trade review reported, "During field visits ... there was frequent reference back to ... how participation in the process had been transformative, in terms of their practical understanding of gender". WaterAid and partners now have a deeper understanding of the power imbalance between women and men in the community and have practical strategies to increase women's participation in WASH programs.