**About WaterAid**

WaterAid is an international non-government organisation focused on improving access to safe water, sanitation and hygiene in some of the world’s poorest and most marginalised communities. We work in countries across Africa, Asia, Central America and the Pacific region, and campaign globally with our partners for a world where everyone, everywhere has access to these basic human rights.

**Our vision**
WaterAid’s vision is a world where everyone, everywhere has safe water, sanitation and hygiene.

**Our mission**
WaterAid’s mission is to transform the lives of the poorest and most marginalised people by improving access to safe water, sanitation and hygiene.

**Our values**
WaterAid’s values define our culture and unite us across the many countries in which we work:
- Accountability
- Collaboration
- Courage
- Innovation
- Integrity
- Respect

**Our strategic aims to reach everyone, everywhere**
WaterAid’s four strategic aims are based on our assessment of how we can best influence change:

- **Equality**
  We will tackle and challenge the inequalities that prevent the poorest and most marginalised people from realising their right to water, sanitation and hygiene.

- **Sustainable services**
  We will support governments and service providers to strengthen the systems and capabilities required to deliver sustainable water, sanitation and hygiene services.

- **Integration**
  We will work with others to develop plans and activities that accelerate change by integrating water, sanitation and hygiene into sustainable development.

- **Hygiene**
  We will positively influence hygiene behaviours to maximise the benefits of access to water and sanitation.

**Our approach**
WaterAid enables the world’s poorest people to gain access to safe water and sanitation. Together with improved hygiene, these basic human rights underpin health, education and livelihoods, forming the first essential step in overcoming poverty.

We work with local partners, who understand local issues, and provide them with the skills and support to help communities set up and manage practical and sustainable projects that meet their real needs.

We also work locally and internationally to change policy and practice and ensure safe water, sanitation and hygiene’s vital role in reducing poverty is recognised.

Learn more about WaterAid at: [www.wateraid.org/au](http://www.wateraid.org/au)

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**Cover:** Ilaita, 7, washes at her village’s new hand pump in Manufahi District, Timor-Leste. Photo: WaterAid/Tom Greenwood

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From the Chair

2015 saw the launch of WaterAid’s new Global Strategy which requires us to further increase our influencing agenda to work collaboratively with government, the private sector and international organisations to ensure everyone, everywhere has access to safe water, sanitation and hygiene by 2030.

In pursuit of our Global Strategy we have expanded our operations in Southeast Asia, with a new office in Myanmar. This builds on the programs in Papua New Guinea and Timor-Leste. We have been able to diversify our funding base with support from new donors. We are working with many new in-country partners, including in new sectors such as education, health, sports, urban development, gender and disability inclusion development. We have grown income by 28% and been able to bring in highly capable and experienced senior staff in our country programs.

We are grateful for the increased level of support from our valued water industry and corporate partners and individuals. We are delighted with the ongoing engagement from supporters in our work, from senior industry people acting as WaterAid ambassadors and volunteer committees in each state running major events, to joint planning and involvement in policy development and program implementation.

The Board is proud of the efforts of our in-country partners and staff. We are able to demonstrate significant results from the work to date. We fully expect that with sustained collaborative effort from industry and government we will achieve major impact towards our 2030 vision over the next five years. I thank you for your support, and commend this Annual Report and the work of the organisation for your consideration.

Rob Skinner
Chair, WaterAid Australia

From the Chief Executive

I am delighted to present this Annual Report for 2015/16.

We have changed its style and content to better reflect our standing and position in the sector as a knowledge management, influencing and coordination agency that works collaboratively with civil society partners, governments and the private sector to bring about change. We continue to tell the stories of our direct impact on access to water, sanitation and hygiene for the poorest and most marginalised through sustainable delivery projects. But we also talk about how we catalyse change with others by leveraging political will and donor and government financing which has an indirect but much larger scale impact.

There are articles on good practice and lessons for the sector, a report on progress against the Global Strategy, and operational information to be accountable to our donors and members.

I would like to thank our amazing regular donors, volunteers and event participants for their financial and campaigning support of WaterAid’s work. We now have over 5,000 regular supporters and volunteer organising committees in each state. We have maintained and attracted new corporate members from the water industry in Australia and increased their participation and engagement in our work. Senior leadership from across the water industry are represented on our Board, and form ambassador groups in each state. They are critical to leading and facilitating the work of the organisation.

We would love to receive feedback on our work and this Report. You can email me at: info@wateraid.org.au.

Paul Nicholas
Chief Executive, WaterAid Australia

Poised for impact one year in

WaterAid’s Global Strategy 2015-2020 marks a significant shift in our approach. The four aims (equality, sustainable services, integration and hygiene) require WaterAid to be an agent of change to mobilise other actors to effect change at scale.

This first progress report documents the positioning of WaterAid Australia to fulfill this role in Southeast Asia and the Pacific, and identifies key achievements and lessons.

Global context

This was a big year for international efforts to tackle poverty and injustice. Governments endorsed the new Sustainable Development Goals (SDGs). Goal 6 specifically identifies new challenging targets for “safe and affordable” water, “adequate and equitable” sanitation and hygiene for all by 2030, as well as new commitments for water security and water resource management.

In Southeast Asia and the Pacific, governments have adopted or are developing new legislation and regulation for water and sanitation. International donors are making new financial commitments to countries in the region. Governments show commitment to international efforts by endorsing the global goals but budgets are static or declining for water and sanitation services. There has been limited regional engagement in the Sanitation and Water for All initiative, with only Timor-Leste attending the annual ministerial meetings. Australia maintains a strong policy commitment to water and sanitation, with Australian Prime Minister Malcolm Turnbull accepting an invitation to be on the UN High Level Panel for Water. However aid funding for the sector has declined from 4.3% in FY2009/10 to 1.2% for FY2016/17. Overall progress towards universal access to water, sanitation and hygiene in countries in which WaterAid works remains low, particularly in the Pacific. There remain two major constraints for implementation and improved access to services: financing from both government and donor sources is still woefully inadequate; and national capacity to execute and implement plans is poor, even where there are favourable policy and political conditions.

While WaterAid achieved important results in 2015 that influenced this changing landscape, the challenge is to mobilise governments, the private sector and civil society to better address these issues.

WaterAid extended its country footprint and scope in 2015/16 which enhanced its credibility and influence.

Continued next page.

This is the first year of WaterAid’s new Global Strategy 2015-2020. This summary report is based on a qualitative research process drawing on internal management reflection, stakeholder feedback, and external verification of key findings. The summary is supported by the operational information presented in this Annual Report, country evaluations and reports, research studies, and published articles which are available at www.wateraid.org.au. We welcome your feedback at info@wateraid.org.au.
Hygiene recommendations for longer term programming. Contract to implement the activity which will develop in 2016. Burnet and WaterAid were awarded the Innovation Xchange for a research project across practical activities were undertaken by WaterAid in Indonesia. Advocacy and awareness were shared at a WASH Reference Group workshop in PNG implemented a small MHM project. Findings over five years ago, WaterAid and our local partners in collaboration with the Burnet Institute, WaterAid From research to policy to programs of local context, strong relationships, and trust from multiple stakeholders. The existing plans will guide over $100 m of World Bank/European Union programs, as well as the Government’s own resources.

From research to policy to programs In collaboration with the Burnet Institute, WaterAid has helped get menstrual hygiene management (MHM) on the agenda. Over five years ago, WaterAid and our local partners in PNG implemented a small MHM project. Findings were shared at a WASH Reference Group workshop for around 60 practitioners. In 2013 a small research activity was started between Burnet and WaterAid in Indonesia. Advocacy and awareness raising activities were held amongst other NGOs and Australia’s Department of Foreign Affairs and Trade including an event in Melbourne on Menstrual Hygiene Day in May 2015. Further research and practical activities were undertaken by WaterAid in PNG and Timor-Leste. The Australian Government allocated funding from the Innovation Xchange for a research project across the Pacific as part of the Pacific Women’s Program in 2016. Burnet and WaterAid were awarded the contract to implement the activity which will develop recommendations for longer term programming.

Supporting the PNG Government, World Bank and European Union programs in PNG WaterAid facilitated a workshop on behalf of the PNG Government at district level to develop the implementation plan for roll out of district level funding for water, sanitation and hygiene services from government and donor sources. WaterAid enabled government officers to lead the process using their own systems. They then developed a template for the capacity assessment and planning process for roll out of the national policy and funding mechanism. This required a level of understanding of local context, strong relationships, and trust from multiple stakeholders. The existing plans will guide over $100 m of World Bank/European Union programs, as well as the Government’s own resources.

Sector coordination WaterAid established a new program in Myanmar this year, building on recent operations in the Solomon Islands and Cambodia, and WaterAid’s longer term presence in Papua New Guinea (PNG) and Timor-Leste. WaterAid’s sector coordination and leadership role was increasingly recognised by national governments and other actors. This builds on well-established programs at community level in direct service delivery and builds capacity of local organisations. In PNG, WaterAid played a key role in the taskforce that developed the National Water, Sanitation and Hygiene (WASH) Policy passed by the parliament. In Cambodia, WaterAid supported the development of National Guidelines on Water, Sanitation and Hygiene to include people with disabilities and older people, and the Government is using WaterAid-developed methodology for assessing WASH in health care facilities. In Timor-Leste, WaterAid nurtured a local NGO network that culminated in the first ever national WASH conference and a government commitment to develop a national water supply strategy. In Solomon Islands and Myanmar, WaterAid has been recognised as playing a coordination role with others. By taking this approach, WaterAid has the potential to leverage more resources and capacity than it brings to the table. There remain challenges to making this approach effective, for example, in Timor-Leste, WaterAid has worked with a coalition of local organisations to advocate for increased budget allocation with limited success due to their lack of confidence and experience in public advocacy. In other countries in the region there is little activity from local actors advocating for increased financing to these public services. In Cambodia, recent analysis shows that the underlying lack of human resources and technical capacity in the sector constrains implementation of relatively good policy.

WaterAid has also strengthened collective effort for change, through extended partnerships with a broad range of strategic actors in this period. Partnership The partnership approach WaterAid has long used in relationships with local community organisations is effectively being implemented with new actors. WaterAid has continued to engage with seven international non-government organisations and academic institutions through joint activities, research, advocacy and communities of practice in the areas of disability inclusive development, gender, school water and sanitation, and infrastructure operations and maintenance. These partnerships have extended into new areas of research and advocacy, such as infant faeces management, menstrual hygiene management, climate change adaptation and social enterprises. New forms of partnership have been forged with international organisations such as the World Bank, the World Health Organization (WHO) and UNICEF to create stronger linkages between community-based practice and experience, with national and international policy frameworks. For example, a WaterAid Health Advisor is seconded to WHO Geneva, working on integrating water, sanitation and hygiene into international maternal and child health policy and standards.

WaterAid continues to play a lead role in the WASH Reference Group, a mechanism for around 30 organisations working on water, sanitation and hygiene to engage in policy dialogue with the Australian Government. WaterAid engages in learning events and forums with 13 agencies who implement programs with funds from the Australian Government under the Civil Society Water, Sanitation and Hygiene and Fund and the Australia Africa Community Engagement Scheme. New partnerships were established with non-traditional actors, such as Netball PNG, Volleyball PNG and Netball Victoria as part of a Sports for Development Program, and with Epic Aris (a creative arts organisation for people with disabilities in Cambodia) which enabled us to engage with new audiences and new entry points for hygiene behaviour education. This broad range of partnerships enables WaterAid to influence the practice of other organisations to incorporate a water, sanitation and hygiene agenda. The convening role of bringing agencies together, particularly in-country, has seen a more powerful voice of interested actors advocate successfully with government. An ongoing challenge is to maintain the momentum of such activities, and to determine when to invest effort and resources in these activities to best effect.

Local leadership The importance of the partnership approach is replicated in each country program, now with 18 local implementing partners across the region, many of whom deliver services directly to communities, particularly in Timor-Leste and PNG. The ten year celebration of WaterAid in Timor-Leste reflected a strong emphasis on local leadership and capacity building. Local leaders and government acknowledged WaterAid’s long term commitment which has resulted in local ownership and better sustainability. WaterAid strengthened its national leadership capabilities with senior appointments in PNG and Timor-Leste. This raises a critical issue about whether WaterAid should play a direct role in engaging in the local political context, or should focus more on supporting national indigenous organisations to influence change.

WaterAid has strengthened the data collection and evidence base for influencing change. Monitoring WaterAid has partnered with IRC International Water and Sanitation Centre and technology company mWater to automate the analysis and presentation of data on water, sanitation and hygiene service quality, which uses open access software. Mobile phone data collection surveys were undertaken in PNG and Timor-Leste. The real-time monitoring provides simple but essential information that governments, NGOs and citizens can use to make informed policy and funding decisions. In the Solomon Islands, WaterAid worked in partnership with UNICEF and government to undertake a national baseline study on rural water, sanitation and hygiene service quality, using an open access software. Mobile phone data collection surveys were undertaken in PNG and Timor-Leste. The real-time monitoring provides simple but essential information that governments, NGOs and citizens can use to make informed policy and funding decisions. In the Solomon Islands, WaterAid worked in partnership with UNICEF and government to undertake a national baseline study on rural water, sanitation and hygiene service quality, using an open access software. Mobile phone data collection surveys were undertaken in PNG and Timor-Leste. This real-time monitoring provides simple but essential information that governments, NGOs and citizens can use to make informed policy and funding decisions.

Reflection These achievements reflect well the intent of the Global Strategy, particularly in the areas of equality, integration and sustainable services. However, further effort to address hygiene behaviour is required. Research and advocacy is needed to enable change to be possible at scale, even for the most basic behaviour of washing hands with soap. This has been a year of rapid growth in scale and scope, as well as a transition year to effectively implement the Global Strategy. Pressures have been placed on human resources and systems which are being addressed. A strong focus on innovation and business development has borne fruit with a diversified donor base and extended influencing network. Further staff development and capacity for the new ways of working will be delivered under the recently endorsed organisational development framework of the WaterAid Federation.

Equity and inclusion Achievements in gender and equity reflect the long standing commitment and effort necessary to address underlying cultural norms and behaviour change. In Timor-Leste, many years of research, training and advocacy has resulted in the adoption of a national guideline for addressing gender in water, sanitation and hygiene for use by government and NGOs. In Cambodia, WaterAid provided technical advice for the development of national guidelines on services for people with a disability. There is a clear line of sight in focusing on the most marginalised and disadvantaged in any community as a way of reaching the 2030 target of universal coverage.

WaterAid’s knowledge management role has impacted equity and inclusion. (In Timor-Leste) and gender safety audits (in PNG) were used for local government and donor advocacy. An identified issue for sustaining this work is the relatively weak capacity for analysing data by governments in the region. Civil society and other actors need to be actively engaged in policy development and budget allocation so that evidence informs decision making.

WaterAid’s knowledge management role has impacted equity and inclusion.
**Slowing the spread of disease with clean and safe hospitals**

After the Ebola outbreak shocked the world in 2014, we were reminded that we are all at risk from deadly diseases. Infectious disease knows no borders. Though the majority of preventable illness affects the poorest and marginalised, with people constantly on the move across the world, disease can spread quickly and turn into a global crisis. The Asia Pacific region faces similar risks and we are already trying to cope with diseases that are resistant to almost all the medicines we have to treat them.

We cannot stop all outbreaks from occurring. What we can do is make sure that hospitals and health care centres are clean, hygienic and safe. That they are places in which people seek care and leave healthier than when they arrived. Places that can help prevent outbreaks and stop the spread of infection. In hospitals all over the world, including in Australia, poor hygiene and overuse of antibiotics are causing treatable diseases to transform so that medications no longer work. The potential result is a world in which we have less effective drugs to treat even the simplest infection.

It puts patients and staff at risk of illness and infection. It deters people from trusting health services and seeking care when needed. It also compromises health care workers’ ability to provide compassionate and safe care. It is unacceptable.

**Partnerships the key to success**

WaterAid and partners have committed to supporting a global action plan to improve hygiene, water, toilets and waste systems in hospitals and health centres. This movement will be essential to make sure we are prepared to effectively respond to the next major outbreak and curb the rising threat of disease resistant to treatment. Above all, it will ensure that everyone, everywhere, can enjoy dignified and quality health care services that improve their lives and contribute to global prosperity.

WaterAid understands that we can’t fulfil this ambition alone. We are creating new partnerships and alliances with ministries of health, medical professionals and health focused organisations. It has challenged us to forge new partnerships and work in new ways, joint, collaborative action between medical and non-medical actors is essential to achieve our goals for access to water and sanitation and improving people’s quality of life.

WaterAid’s rich experience in these partnerships is our experience in advocating for the inclusion of water, sanitation and hygiene activities in global and national health efforts. Action from health actors often focuses on medical responses, rather than what can prevent an emergency or outbreak from occurring in the first place. It is often easy to convince ministries of health and medical professionals that water is important but making sure that toilets, handwashing and waste management are also invested in and improved at health centres is more difficult. Water is extremely important. But for preventing disease spread, managing harmful medical waste and human waste it is just as critical. Surfaces need to be disinfected and cleaned. We also know that washing hands is one of the most cost-effective ways of reducing infections. All these elements need to be implemented together to have a real impact and improve health.

**Global activities**

To support sustainable improvements specifically in hospitals and health centres, we recognise we have to drive local to global change. This means using the experience and learning we have from working with hospitals and health care workers on the ground and translating that experience to inform action across the world.

May 2015 saw a very important partnership begin between WHO and WaterAid Australia. It has resulted in WaterAid Australia directly working within the WHO water, sanitation and hygiene team to support and deliver WHO’s Global Action Plan to improve water, sanitation and hygiene in health care facilities.

WHO is engaging WaterAid’s advocacy experience in influencing health actors to make sure that improving hygiene, water and sanitation at health centres is at the top of the global health agenda. As a result, WaterAid is leading a team of influential global development actors from every region of the world to champion this issue and drive countries to take action and invest in better health services and systems. This has included running global events and sharing best practice examples to ministries of health at the World Health Assembly.

**Country program activities**

Since WaterAid Cambodia opened in 2013, improving hygiene conditions in hospitals has been a top priority. Achievements made by the Cambodia team and partners in 2015 are the most exciting yet. WaterAid’s first formal agreement was signed with the Ministry of Health to guide how WaterAid will directly support government efforts to improve human health and nutrition. Through the work WaterAid has done with partners, including assessing the need for water, sanitation and hygiene in ten health centres, improving hygiene in health facilities is now an important issue for the Ministry of Health.

This has resulted in WaterAid working with WHO to advise the Ministry of Health on guidelines for water and sanitation in health centres across the country to make sure that standards meet those set by WHO. We are also instilling an approach to routinely collect information on water supply, toilets, hygiene and waste management in health centres across the country so that progress on improving hygiene and reducing the risk of infection can be tracked as part of national health plans.

One of the most challenging parts of working to improve hygiene, water and toilets in health centres is having good information and data on what the needs are and where to prioritise efforts. WaterAid Solomon Islands has conducted a survey across the country with UNICEF and the Ministry of Health in the Solomon Islands to collect baseline information on water, toilets and waste management at health centres across the country.

We draw on experience in country programs and use it to inform global activities, and in turn draw on experience from other actors working across the globe to ensure that our country program health activities are implementing best practices and providing high quality technical support to governments and partners. Through this, we have built a strong foundation for supporting global movements to reduce the threat of untreatable infections and to ensure we are best prepared to respond to the next outbreak and save lives.

**Alison Macintyre, Health Advisor, WaterAid Australia**
World Nomads, Interflow, Programmed and Veolia Water

Loyal WaterAid members and corporate supporters from Founded on corporate support

Queensland

First ever

It started with water

WaterAid Australia was founded in 2004 in collaboration between the Australian water industry and the international aid sector in a partnership to enable water and sanitation projects to be supported by a broad range of Australians through the reach of water utilities and the support of the water sector.

The founding members of WaterAid included Yarra Valley Water, SA Water, Australian Water Association, TEAR Australia, Australian Council for International Development, South Gippsland Water, Gosford-Wyong Water, Water Services Association Australia and Suez Environment. Yarra Valley Water and Interflow – there has been a broadening of industry support in recent years.

Broadened to new markets

Toilet paper manufacturer Who Gives A Crap donates 50% of its profits to WaterAid, cosmetics company Aveda supports us with their Earth Month event each year and travel insurance company The Footprints Network their Earth Month event each year and travel insurance company The Footprints Network.

Our water industry partners remain some of our strongest supporters. “In Australia, we take fresh, natural and filtered water for granted. For most of us, it’s as simple as turning on a tap. As Australia’s largest water utility, we share WaterAid’s vision that everyone, everywhere should have access to safe water, sanitation and hygiene and are committed to playing a role in finding solutions to this global issue,” says Kevin Young, Sydney Water Managing Director.

Recently we have been supporting many water utilities in their push to drive consumers to tap water over bottled water through our Water Challenge event. Choose Tap encourages people to drink tap water as part of a healthy lifestyle and a positive alternative to bottled water.

In 2016 we will be engaging the corporate sector in our Water Innovators project which is an employee development challenge where teams compete to solve real challenges from WaterAid’s work while developing their professional skills at the same time.

It won’t work everywhere. But it’s an approach that has shown promise, and can deliver development outcomes directly through the products and services they sell. It’s already happening. The overwhelming majority of the 2.1 billion people who have installed a toilet on their property since 1990 have done it through the marketplace.

NGOs like WaterAid can play a role working with business to shape their practices, and in supporting low-income and marginalised people to demand products and services that match their wants and needs.

Sanitation marketing isn’t a silver bullet. It won’t work everywhere. But it’s an approach that has shown promise, and can help accelerate increasing sanitation coverage. As we work towards our 2030 vision of everyone, everywhere having access to a toilet by 2030, a change in approach is needed. At the current rate of progress the world won’t reach universal access to sanitation until 2063.

Recognising the need to work differently, how do we identify promising new approaches, and learn from them to improve how we work and convince others to change too? These were the questions that led us to take ten WaterAid staff from around the world to Cambodia in January 2016.

We were there to spend two weeks with WaterSHED, a local organisation which has been successfully bringing quality, affordable water and sanitation products to market in Southeast Asia. Since 2011 they’ve supported 202 Cambodian businesses to manufacture and sell toilets.

In that time more than 130,000 toilets have been purchased, reaching over 610,000 people in Cambodia alone. We were there to spend two weeks with WaterSHED, a local organisation which has been successfully bringing quality, affordable water and sanitation products to market in Southeast Asia. Since 2011 they’ve supported 202 Cambodian businesses to manufacture and sell toilets.

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A decent toilet is essential to human health and wellbeing. Without improved sanitation (a toilet that hygienically separates people from faeces) people experience disease and indignity. But this is exactly what faces 2.3 billion people worldwide. If WaterAid is going to realise its vision of everyone, everywhere having access to a toilet by 2030, a change in approach is needed.

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How to sell toilets

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Reaching the most marginalised

In Papua New Guinea communities rely 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 with disabilities have even more difficulties accessing water. Emmaline, a young woman with disabilities has even more difficulties accessing water. Emmaline, a young woman with disabilities has even more difficulties accessing water. Emmaline is vulnerable when collecting water, as she is unable to hear people coming.

Yet the human right to water and sanitation has been enshrined in international law since 2010. Governments have signed themselves up to providing these basic services, and the evidence is clear that it is not the absolute level of services or financing available that is the main constraint to women and children realising water security. Yet the human right to water and sanitation has been enshrined in international law since 2010. Governments have signed themselves up to providing these basic services, and the evidence is clear that it is not the absolute level of services or financing available that is the main constraint to women and children realising water security.

The course of this year. In Timor-Leste WaterAid designed, tested 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 rolled out nationally. An external Australian Government Department of Foreign Affairs and Trade review reported, “During field visits with WaterAid Timor-Leste staff and in-country partners, there was frequent reference back to...”

Then the community-based approaches continued to be tested and rolled out in a series of district-level workshops between Timor-Leste staff and village-level village leaders which led to a national-scale roll out.

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For Disability Inclusive Development. The findings – which highlight how gender, disability and age impact a person’s access to water, sanitation and hygiene – are the evidence base for national-level joint advocacy with the disability rights and women’s empowerment sectors. Reducing inequalities in access to water, sanitation and hygiene is fundamental to achieving universal access and reducing poverty, and a step towards a more fair and just world.

Chelsea Huggett, Equity and Inclusion Rights Advisor, WaterAid Australia

Health and productivity transforms lives

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Dirty water made Stella sick

When Leonie made it back home Stella would help her mum boil the water in a desperate attempt to kill off the dangerous water borne diseases that they knew it contained. But it wasn’t enough. When Stella drank the water she would get terribly sick from diarrhoea. It happened time and time again. It was terrifying for her mother, as she knew it was a disease that had the potential to one day claim her daughter’s life. A disease that’s entirely preventable.

Lives improved

Thanks to generous WaterAid supporters, Leonie, Stella, baby Isob and their family and community now have safe water, clean toilets and hygiene. Their village has tanks for rainwater harvesting, households have built hygienic toilets and community members have participated in hygiene education. Their children aren’t sick any more from diseases which could have potentially claimed their lives. They can go to school.

Leonie and her family are benefiting from lessons learnt in hygiene training. “I had never attended hygiene training before...I learnt about washing hands after using the toilet, that we have to cover food from flies, water collected from waterholes must be covered. I didn’t do this before the training. It is important to do this to stop germs, that’s why I should wash hands. I share what I have learnt and experiences I have seen.”

As a result of the training and access to clean water and a toilet Leonie is finding that, “The children aren’t sick anymore...what I am practising is helping with the family.”

Now that she doesn’t have to navigate a dangerous journey to fetch water from a dirty creek or look after sick children she has extra time for productive activities such as gardening. “I clean the garden, plant the garden, make sure it’s clean. I grow banana, cucumber, taro, green vegetables. I grow it to sell at market and to feed the family.”

Her husband and brother in-law Emmanuel have built an improved toilet for the household. “When we go to the toilet in the bushes it is not safe, people can look at us, flies can come and the toilet is open. This toilet is safer, cleaner, people can’t look at us,” says Emmanuel.

Twice a day, every day Leonie navigated treacherous mountain terrain to collect water from a dirty creek. It was the only way her five year old daughter Stella would have water to drink each day.
An influencing role

The number of taps and toilets WaterAid can help to build each year is limited by our geographic presence, the partners we have, and the funding available. No matter how big we get, realising universal access to water and sanitation by 2030 is not achievable by any one organisation acting alone. Universal access will only happen with changes to the policies and practices of governments, businesses and service providers, both private and public. This is why effective advocacy, that leads to better services at scale, is so important to WaterAid’s work.

WaterAid’s work in communities directly benefits individuals and households and at the same time allows us the opportunity to find solutions that work. This gives us credibility in our advocacy to decision makers for scalable change. But this work is indirect and unpredictable. There are power dynamics, existing institutional constraints, and cultural norms in play, meaning that the work we do today may not pay off until years down the track, or we may not easily be able to see how our work affected the eventual change. Working at scale, with existing resources, and in collaboration with others has proven to be the most effective way to influence change on big problems.

This is clearly the most cost-efficient path to creating the change that is needed to reach everyone, everywhere by 2030.

**Shaping domestic policy in Papua New Guinea**

Papua New Guinea has recently made a national commitment to improve access to safe water, sanitation and hygiene services with the Government approving its first National Water, Sanitation and Hygiene Policy. The Policy was jointly developed by civil society organisations, the national government, and international donors working together through a national WASH Taskforce.

With the Policy agreed there is now a strategy in place for delivery of safe drinking water, sanitation and hygiene behaviour promotion right down to the village level. By working closely with the World Bank and the European Union, the Government was able to access $100m of new funding for water and sanitation activities, an amount way in excess of the financial contribution that WaterAid would ever be able to make itself.

The Policy is especially critical because of the country’s poor water, sanitation and hygiene performance. Four and a half million people, 60% of the population, don’t have access to safe water and 81% don’t have access to adequate sanitation. The reasons are many and complex, but with government ownership of this issue, the political will is in place to provide access to water, sanitation and hygiene to the millions of Papua New Guineans without access to these essential services.

**Working globally**

Last year world leaders signed up to the Sustainable Development Goals, a framework which binds the international community to tackle the most pressing issues facing the world.

WaterAid was heavily involved in successfully arguing for the inclusion of a dedicated water, sanitation and hygiene goal.

The goal focuses global attention on the issue, and offers a hook for us to advocate for governments to allocate more financing for water, sanitation and hygiene, and to hold government to account to achieving progress against targets.

Our Health Advisor Alison Macintyre has also been seconded to the World Health Organization (WHO). Working within WHO allows us to directly support the development and implementation of the global health agenda, for example to ensure that international standards and quality measures for health facilities where women are giving birth have safe water, sanitation and good hygiene. This is important as simple behaviours, like handwashing and clean practices around the time of birth and in the late post-natal period may reduce neonatal mortality from infection by up to 40%. Over time, as national governments adopt new standards and have to report on them, millions of poor and marginalised women will have a safer place to give birth, with healthier babies and fewer deaths.

**Partnering to exert influence in Australia**

Advocacy requires you to be responsive to the context you’re operating in and adjust accordingly. In Australia successive cuts to the aid budget have seen Australian aid funding for water, sanitation and hygiene initiatives drop to $48.2 million in 2015/16 – the lowest level of funding in a decade.

If this trend is to be reversed it will require coordinated advocacy with other organisations. Advocacy in coalition offers benefits, leverage and influence that we would be unable to achieve on our own. For that reason, WaterAid currently serves

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**Children in Papua New Guinea are benefiting from Papua New Guinea’s new National Water, Sanitation and Hygiene Policy. After government and international funding will become available, national government and international funding will become available, plans and standards are in place. WaterAid worked as part of the Taskforce that helped develop this Policy.**

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**as the Secretary of the WASH Reference Group, a role it has held since 2007. The Group is a collection of Australian organisations working on water, sanitation and hygiene issues and since forming nearly a decade ago, has helped us secure advocacy wins we may not have been able to alone. Before the recent cuts, successive governments had increased funding for water, sanitation and hygiene within Australia’s aid program, due to lobbying by the Group focused on demonstrating the importance of water, sanitation and hygiene to all aspects of human development. It has also been a channel for ongoing, constructive dialogue with the Department of Foreign Affairs, ensuring that Australian aid money is spent effectively, and is done in line with WaterAid’s focus on reaching the poorest, changing behaviour and sustainability.**

Resources published by the Group, like the Inclusive WASH publication and website, have become widely used globally, shifting discussions and helping to promote best practice.

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**What comes next?**

The above examples hint at the breadth of our advocacy work. In the coming year we will be focused on: pushing for an increase in the proportion of Australia’s aid dedicated to water, sanitation and hygiene; for Australia to incorporate water, sanitation and hygiene as a critical element of its climate change financing; for improved regional coordination in the Pacific to address their water, sanitation and hygiene challenges, and for Australia to take a lead on water, sanitation and hygiene programming that is disability inclusive, that addresses menstrual hygiene and addresses nutrition. At WaterAid, we see advocacy at the core of everything we do. Advocacy isn’t just the responsibility of staff in our policy team. It’s at the centre of how we design and implement programs, and how we engage with other NGOs, politicians, business and the broader public. We can’t change the world on our own. But by bringing together as many voices as possible – supporters, local communities, civil society, business, local service providers – we have a better chance of holding decision makers accountable and pushing for a world in which everyone has access to safe water, sanitation and hygiene.

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**Tom Muller, Director of Policy and Campaigns, WaterAid Australia**
Sport for change

WaterAid has launched a new program that connects participation in sport, empowerment of women and girls, and hygiene promotion. An exciting partnership between Netball Papua New Guinea (PNG) and Netball Victoria has been complemented by funding from the Australian Government for activities with sports bodies and communities in PNG, using netball as a powerful connection tool and driver of community action.

The program began in early 2015. New partnerships and networks for WaterAid were established with Netball PNG and Volleyball PNG, the PNG National Olympic Committee and PNG Sports Foundation. Australian volunteers were also able to be mobilised through Australian Volunteers International with technical and capacity building expertise. They have begun working with local partners on governance, programming and management support. WaterAid was able to appoint Leentje Be’Soer, current captain of the PNG national netball team, as a Program Coordinator.

The program is multidimensional—using high profile media and political figures to promote hygiene behaviours, building capacity of sports organisations to increase participation of women and girls, and directly promoting hygiene behaviours through community and school activities. The program has enabled WaterAid to draw on recognised international experience in sports and development, by working closely with international rights-based organisation WomenWin, and to engage in discussions with other traditionally male-dominated sports such as rugby and cricket.

The initial activities have generated significant media and community interest, paving the way for building the political will for prioritising hygiene behaviour through better water and sanitation services, and for directly engaging with girls and women through new entry points to communities. The program has delivered two high-profile events in PNG which incorporated partnerships with Netball Victoria and the Melbourne Stars. In December 2015, Melbourne Vicew and WaterAid Ambassador Liz Watson joined Netball Chief Executive Paul Nichols and representatives from Netball Victoria and the Oaktree Foundation in PNG to see WaterAid programs in action. Liz visited a primary school in Port Moresby and communities in the East Sepik and Western Highlands in order to promote important messages about the benefits of water, sanitation and hygiene, sport participation and opportunities for girls. The trip received significant publicity.

In March 2016, Netball PNG and WaterAid PNG jointly hosted the inaugural Netball Tri-Series, which culminated in an international Women’s Day breakfast. The Netball Tri-Series, a major Sport for Development event, involved the PNG national team the PNG Pepes, the Singapore national team and Netball Victoria’s under 23 state championship team the Victorian Fury, with Netball Victoria’s CEO Michelle Plane joining the team in Port Moresby. The breakfast, attended by all three teams, was held to collaborate and bring focus to women’s rights and their contribution to society. The event also officially launched the WaterAid Sport for Development Program and partnerships with Australia’s Department of Foreign Affairs and Trade and Netball PNG. The keynote address was delivered by the Australian High Commissioner Bruce Davis, with official welcome from Lynda Babar O’Neill, Patron of Netball PNG and wife of the PNG Prime Minister. The events drew national media and brought attention and momentum to the profile of WaterAid PNG’s work.

The partnerships and events developed over the past 12 months have effectively established a platform, network and expectations for the roll-out of this new approach for WaterAid. Adaptive planning, with a focus on monitoring, learning and research, is a central focus for this program, particularly as this is a new and multi-layered approach to hygiene behaviour change. Stephanie French, Sport for Development Program Assistant, WaterAid Australia

Leentje Be’Soer and Lua Rikis, WASH Sport for Development Program, WaterAid PNG

Better hygiene, better health

Hygiene is all about what people do to stop themselves from getting diseases. It saves lives, many lives.

One out of nine children under five die from diarrhea, which is largely caused by poor hygiene and unsafe sanitation. Poor hygiene accounts for almost 30% of all disease in the developing world. But we know that proper handwashing with soap, maintaining a clean functioning toilet, and clean storage of water can halve the number of diarrhoea cases.

Good hygiene doesn’t come naturally. It is learnt and nurtured and taught to people, especially children. The WaterAid Sport for Development Program works with schools and families to help them overcome the very real challenges they have in their lives, so that they can make good hygiene a habit which is promoted and valued in a society that supports and encourages positive hygiene behaviours.

In Timor-Leste we studied why some people in Liquica District decided to abandon their family latrine despite knowing that going back to defecating in the bush was a health risk. The results showed that of the 901 households included in the study, 16% have reverted back to open defecation. For many, having better health in the future was drowned out by pressing financial commitments, and by only having enough resources to build a latrine which was very difficult and costly to maintain.

Our research showed that staying clean is but one of many pressing challenges placed on families who are faced with daily decisions on what to prioritise.

A survey respondent said, “Our toilet is broken because it’s too old and the leaf that we used to cover the toilet was eaten by worms, we want to build a toilet again but at the moment we are busy with our farm and looking for money to support our brother to continue his studies.”

Good hygiene practice is hygiene behaviour which lasts. We aim to make good hygiene a habit which is promoted and valued in a society with adequate infrastructure that supports parents to pass down good practice to children from a young age.

Villagers face real problems, and real problems require real solutions. Promoting hygiene behaviour change is difficult. It is hard to get people to try something new, and even harder still to maintain that change in behaviour over time. WaterAid will incorporate contemporary global research with insights shared by people like those in Timor-Leste, to help communities to think differently about hygiene and health, develop good hygiene habits, and to give them the tools to overcome the very real challenges they have in their lives, so that choosing healthy practices doesn’t have to be a compromise they can’t afford to make.

Rehema Abdi, Grant Hill Graduate, WaterAid Australia
Can simple smartphone technology get water to people?

With more mobile phones in the world than toilets, WaterAid has begun to harness this new technology to help get services delivered to those who need them. The UN Sustainable Development Goal 6 of universal access to clean water and sanitation can only be achieved by effective coordination that gets governments, business and individuals to direct their own efforts and finances to the locations and groups being left behind. A strong evidence base for decision making is critical to make good investments and better manage existing services.

In 2016, use and affordability of information and communications technology (ICT) has never been higher. People residing in areas we once considered remote and challenging environments are gaining access to mobile phones for the first time. This access has presented a real opportunity for the sector to improve the way in which we work. While in the past many in the water, sanitation and hygiene sector just counted taps and toilets before and after intervention, with little follow up or live data on ongoing services available to decision makers, WaterAid has now developed, trialled and tested a new and innovative approach to monitoring services with exciting potential to improve quality and sustainability.

Partnership with mWater

WaterAid Australia has partnered with mWater since 2013. mWater is a free and open access smartphone application based on the Android environment. Organisations such as WaterAid, Water.org and USAID provide funding for the development of mutually beneficial features within the mWater software platform. Once funded and developed, these features become freely available to all users of mWater across the world.

The rise of information and communication technology across the sector has meant that it is possible to collect data in a timely manner and useable format. This information can be used by decision makers to improve the way in which we work. For NGOs, collection of water, sanitation and hygiene data generally isn’t difficult. We have support, capacity and financing that is scarcely available to those working in government offices in remote locations. The challenge many in the sector face is analysis of the data and using it to inform decision making.

Recently, WaterAid Australia and mWater partnered in the development of the RapidWASH assessment tool. RapidWASH consists of simple and globally applicable household and community questionnaires. The indicators within the questionnaires are linked to a service level framework allowing us to quantify the level of improvement in water, sanitation and hygiene services from the pre-intervention stage (baseline) to project completion stage and then into the monitoring phase. The complex backend analysis previously undertaken by water, sanitation and hygiene specialists is automated by the RapidWASH system, allowing anyone with limited training and basic capacity to assess the service levels and make strategic decisions based on the findings. Assessment of water, sanitation and hygiene service levels gives us a true indication of the impact, outcomes and sustainability of our work, making us more accountable to our donors, our community beneficiaries and the broader international community.

As people gain access to water, sanitation and hygiene for the first time, the expectations of the service they receive increases. People who were previously forced to walk long distances every day to collect water expect continual improvements to their services, from a tap stand within their home plot to a new piped connection directly to their home. ICT monitoring tools such as RapidWASH can support decision making to help communities improve services in a sustainable way.

Data collection is easier

WaterAid Timor-Leste has been undertaking smartphone data collection utilising mWater since 2014. Previously, WaterAid and our partner NGO staff collected data on paper, however this posed significant challenges in maintaining data and the timely transfer of the paper-based data into a usable format. WaterAid Timor-Leste Technical Officer Apolonia Barretto says,

“Before we started using mWater and smartphones to collect our information we faced many problems maintaining our databases. Our partner NGOs have low capacity to use programs like Excel so the data was never entered into the computer. Now we can all collect the data with mWater and it goes straight to the mWater system, there is no data entry at all.”

Similar problems with data management are encountered in many developing contexts and WaterAid is expanding its reach and use of such technology to include places that were once considered impossible. Our local NGO partners in East Sepik Province, Papua New Guinea, are now using mWater to manage their data collection and reporting. The use of such technology is not only interesting for the communities in which we work but makes our staff and partners feel excited, motivated and confident to be part of something new and innovative.

Baseline study in the Solomon Islands

ICT for water, sanitation and hygiene monitoring is not just used by NGOs such as WaterAid. Recently WaterAid and UNICEF partnered with the Solomon Islands Ministry of Health and Medical Services to conduct a statistically representative baseline study of rural water, sanitation and hygiene infrastructure, knowledge and behaviour practice across the country. The baseline involved the training and support of 45 provincial rural staff to undertake 1,750 household surveys, 28 health care facility assessments and the assessment of 81 schools over 84 separate enumeration areas. With such remote and challenging conditions, coordination of the staff was vital, and to achieve this we used technology.

The rural water, sanitation and hygiene staff divided into 16 teams and were trained to perform smartphone data collection. Each enumerator team then travelled to enumeration areas within their province to interview households and gather water, sanitation and hygiene information. The use of smartphones meant that the data was geo-referenced and was automatically transferred from the field to the computer based management system. In areas where there was no network coverage present, the data was saved directly to the mWater system, there is no data entry at all.”

With mobile phones in the world than toilets, WaterAid has begun to harness this new technology to help get services delivered to those who need them. The UN Sustainable Development Goal 6 of universal access to clean water and sanitation can only be achieved by effective coordination that gets governments, business and individuals to direct their own efforts and finances to the locations and groups being left behind. A strong evidence base for decision making is critical to make good investments and better manage existing services.

Sustainable Development Goal 6 of universal access to clean water and sanitation

With more mobile phones in the world than toilets, WaterAid has begun to harness this new technology to help get services delivered to those who need them. The UN Sustainable Development Goal 6 of universal access to clean water and sanitation can only be achieved by effective coordination that gets governments, business and individuals to direct their own efforts and finances to the locations and groups being left behind. A strong evidence base for decision making is critical to make good investments and better manage existing services.
Sustainable Development Goals

In September 2015, the United Nations General Assembly formally adopted 17 new global goals which outline a bold vision for a better world. WaterAid worked with others to successfully advocate for a dedicated water and sanitation goal (Goal 6). Without this, goals for health (3), education (4), gender equality (5), sustainable cities (11) and peace and justice (16) would not be able to be achieved. The Sustainable Development Goals call for governments, the private sector, not-for-profits and people everywhere to work together to overcome poverty and achieve sustainable development.

The crisis

- Over 650 million people in the world do not have access to safe water. This is roughly one in ten of the world’s population.
- Over 2.2 billion people don’t have access to adequate sanitation, one in three of the world’s population.
- Around 3,150,000 children under five die every year from diarrhoeal diseases caused by dirty water and poor sanitation. That’s almost 900 children per day, or one child every two minutes.

Where we work

WaterAid is made up of member countries in Australia, Canada, India, Sweden, the United Kingdom and the United States, and has a presence in Japan. The member countries help to coordinate and fund operations across country programs in Africa, Asia, Central America and the Pacific. WaterAid Australia coordinates and funds programs in Cambodia, Myanmar, Papua New Guinea, Solomon Islands and Timor-Leste, and supports programs in Africa and South Asia.
Our work in Southeast Asia

Cambodia
WaterAid has grown as an influential voice in Cambodia with a team of skilled professionals and partners working together with vulnerable people to bring about the changes Cambodia needs to make to reach universal access to water, sanitation and hygiene in the next ten years.
- WaterAid raised the level of government and NGO support for, understanding of, and practical skills in inclusive approaches to water, sanitation and hygiene.
- We improved high-level joint sector coordination for water, sanitation and hygiene, nutrition and health care facilities.
- From two staff last year we have built a skilled and motivated group of 13 diverse professionals, working with 17 partners, to consolidate a strong external reputation for sector coordination, learning and influence.
Expenditure: $1,007,000

Funders:
- Australian Government's Civil Society Water, Sanitation and Hygiene Fund
- Emory University
- Grand Challenges Canada
- Plan International (Global Sanitation Fund Cambodia)
- Swedish International Development Cooperation Agency (Sida)
- UNICEF

Location of projects:
- Phnom Penh, Siem Reap, Kampong Thom, Kampong Chhnang, Kampong Speu, Battambang, Tboung Khmum, Pursat, Svay Rieng, Kampong Cham, Takei, Prey Veng and Kratie.

Local partners:
- WaterAid Cambodia
- CARE Cambodia
- CAMFED
- Oxfam

Myanmar
WaterAid established our newest country program in Myanmar in January 2016 with a presence in Yangon and began building relationships and scoping to understand how we can make a significant impact on improving access to water, sanitation and hygiene across the country.
- WaterAid supported the review of the national water, sanitation and hygiene strategy to ensure that the rights of people with disabilities and appropriate are recognized.
- We established a respected team in Yangon to influence national level policy and strategy, facilitate sectoral knowledge and learning, and support local community organisations to improve and increase their implementation of water, sanitation and hygiene services.
- In the first three months of the Myanmar program WaterAid has encouraged increased support for cross-sectoral coordination between the health sector and the water and sanitation sector with the aim of improving access to services in health care facilities and increasing nutrition impacts.
Expenditure: $155,000

Funders:
- Australian Government’s Civil Society Water, Sanitation and Hygiene Fund
- Australian Government’s Civil Society Water, Sanitation and Hygiene Fund
- Institute for Sustainable Futures, University of Technology Sydney
- Swedish International Development Cooperation Agency (Sida)
- UNICEF

Location of projects:
- Lique District, Maruah District and Dili.

Our work in the Pacific

Papua New Guinea
WaterAid Papua New Guinea (PNG) continued to work closely with local partners to improve water, sanitation and hygiene in communities as well as engaging with the PNG Government in the roll out of the National Water, Sanitation and Hygiene Policy.
- At the requirement of the PNG Government and the World Bank, WaterAid provided technical support and facilitation for sub-national consultations for the roll out of the recently launched National Water, Sanitation and Hygiene Policy.
- WaterAid provided capacity building and training to government and NGO partners on various water, sanitation and hygiene practices and approaches including practical training in inclusive approaches to water, sanitation and hygiene.
- WaterAid initiated the WASH Sports for Development Program in partnership with Netball PNG and Volleyball PNG aimed at using sports to promote water, sanitation and hygiene.
Expenditure: $2,453,000

Funders:
- Australian Government’s Civil Society Water, Sanitation and Hygiene Fund
- Australian Government’s WASH Sports for Development Program
- Papua New Guinea’s National Department of Health
- The World Bank
- Corporate and supporter contributions

Location of projects:
- WaterAid PNG is working in a number of locations across the country including East and West Sepik Provinces, Central and Chimbu Provinces and has commenced negotiations for working in Western Highlands and Jayawaka Provinces.

Local partners:
- Anglicare PNG (PNGP)
- Integrated Rural Development Initiative (IRD), South Seas Evangelical Church (SSEC), Tenkille Conservation Alliance (TCA) and Vision 2010.

Solomon Islands
WaterAid Solomon Islands continued to establish its presence and relationships with key stakeholders in 2015/16 and now has a good foundation to continue to grow the country program.
- WaterAid supported government-led data collection to establish a rural water, sanitation and hygiene baseline to feed into the implementation of its strategic plan to improve water, sanitation and hygiene coverage across the Solomon Islands.
- Organisations in the sector are starting to recognise WaterAid’s role in working strategically to support the national government. This was demonstrated through a stakeholder map developed during a water, sanitation, hygiene and climate change workshop where we were identified as a coordination actor.
- In WaterAid Solomon Islands’ first year we have established a high quality team to spearhead the new country program.
Expenditure: $427,500

Funders:
- Australian Government’s Civil Society Water, Sanitation and Hygiene Fund
- Corporate and supporter contributions

Location of projects:
- The capital city Honiara, Temotu Province, Malaita Province, Guadalcanal, Western Province, Sanma Province and Malaita Province.

Local partners:
- Honiara Development Corporation
- WaterAid Solomon Islands
- Australian Government’s Civil Society Water, Sanitation and Hygiene Fund
- Grand Challenges Canada
- Institute for Sustainable Futures, University of Technology Sydney
- Swedish International Development Cooperation Agency (Sida)
- UNICEF

Timor-Leste
WaterAid Timor-Leste has continued to strengthen and consolidate its community water, sanitation and hygiene program with isolated rural communities, increasing the effectiveness of services for people with disabilities and addressing community gender imbalances. We continue to expand our policy work as we strive to achieve universal access to water, sanitation and hygiene by 2030 through supporting and influencing government and sector actors.
- WaterAid’s water, sanitation and hygiene sector profile and influence has increased with government and nutrition and health sectors through our policy and alliance building work.
- We have developed government and other stakeholder ownership, understanding and practical skills in approaches to gender and including people with disabilities in water, sanitation and hygiene programs, through creating sector manuals and training with government and stakeholders.
- We have improved sustainable service delivery understanding and planning with local government as a national decentralisation process starts, and supported improved access to safe water for 2,672 people and sanitation and hygiene for 3,379 people.
Expenditure: $1,787,000

Funders:
- Australian Government’s Civil Society Water, Sanitation and Hygiene Fund
- Australian Government’s Civil Society Water, Sanitation and Hygiene Fund
- Institute for Sustainable Futures, University of Technology Sydney
- Swedish International Development Cooperation Agency (Sida)
- Corporate and supporter contributions

Location of projects:
- Liquicia District, Manufahi District and Dili.
Our work in Africa

WaterAid Australia has been supporting water, sanitation and hygiene projects in Africa through funding from the Australian Government since 2010. In 2015/16, $2,106,000 was spent by WaterAid Australia on these programs.

**Ghana**
WaterAid has continued to support the Australia Africa Community Engagement Scheme (AACES) program in Ghana, which builds on the strengths already present within communities to plan, implement and maintain improvements to facilities and services to increase access to sustainable and equitable water, sanitation and hygiene in rural and urban settings.

- In Akuapem North Municipality, WaterAid worked directly with five women’s groups, which are at the forefront of sanitation and hygiene promotion in their communities. They were supported by WaterAid to engage with decision makers and participate in decision making directly.
- Over the course of the AACES grant, WaterAid has supported 15,781 women and girls’ access to safe water, and 4,231 to improved sanitation.
- WaterAid has championed the endogenous development approach in Ghana, holding a number of national-level learning events with a particular focus on the participation of female leaders as part of a wider strategy to empower women’s leadership within traditional institutions.

**Funders:**
Australian Government’s Australia Africa Community Engagement Scheme.

**Location of projects:**
Akuapem North Municipality, the Shai Osu Doku District and Ablekuma Central Sub-Metropolis of the Accra Metropolis.

**Local partners:**
The Centre for Indigenous Knowledge and Organisational Development (CIKOD) and local women’s groups such as ABIGAIL in Akuapem North Municipality.

**Malawi**
WaterAid has continued the rehabilitation and expansion of piped water systems in rural Malawi alongside the development of community water management groups to improve sustainability. WaterAid also worked with schools, delivering access to safe water, toilets and hygiene practices for students.

- WaterAid’s construction of toilets with menstrual hygiene management facilities in schools impacted positively on girls’ attendance. Absenteeism rates dropped from 50% at the start of the program to just 5% in 2016.
- WaterAid supported school sanitation and hygiene clubs, which along with mothers’ groups, parents and teachers’ associations, and school management committees, were able to successfully mobilise financial resources to support sanitation and hygiene interventions in schools.
- WaterAid has played a key role in strengthening sector governance through district coordination meetings, working closely with government to influence and contribute to important processes, such as the regional and national joint sector reviews.

**Funders:**
Australian Government’s Australia Africa Community Engagement Scheme

**Location of projects:**
Mwansambo and Lilongwe.

**Mozambique**
Our work in Mozambique has focused on improving the provision of water, sanitation and hygiene in urban areas. WaterAid has continued to work with municipalities in two small towns to plan, manage and implement equitable and sustainable services to ensure those in underserved communities, schools and health centres don’t miss out on improved access to these services. Throughout this project:

- More than 30,000 people have been reached with improved hygiene and almost 10,000 people have additional handwashing stations with water and soap in their households.
- 21,000 people have improved access to water supply.
- Over 2,000 people are using improved sanitation facilities with family latrines and sanitary blocks in schools being constructed.

**Funders:**
Australian Government’s Civil Society Water, Sanitation and Hygiene Fund

**Location of projects:**
Quelimane and Cuamba.

**Tanzania**
WaterAid has continued to work with local partners to provide access to water, sanitation and hygiene for pupils and teachers in underserved schools across five districts in Tanzania. WaterAid also works with the Ministry of Education to support their national program to improve water, sanitation and hygiene in schools.

- School water, sanitation and hygiene guidelines and toolkits have been adopted at the national level and include models and designs tested by WaterAid and partners.
- WaterAid worked with a local partner to reach 44 schools across selected districts, providing access to safe water and sanitation to an estimated 24,520 students by the end of 2015.
- WaterAid is seen as a sector leader in inclusive water, sanitation and hygiene, and successfully influenced the school water, sanitation and hygiene guidelines and toolkit to include menstrual hygiene management facilities and the recommendation of special rooms for students with disabilities.

**Funders:**
Australian Government’s Australia Africa Community Engagement Scheme

**Location of projects:**
Nzega, Ramba, Singida Urban, Ilahi and Chamwino Districts.
Our corporate partners

WaterAid receives essential support from the corporate sector across Australia. In 2015/16 our corporate partners contributed an amazing $1,734,606 to our work in Timor-Leste, Papua New Guinea, Cambodia, the Solomon Islands and Myanmar.

Global corporate partners
Our global corporate partners provide support for WaterAid Australia and around the world.

Membership
The support from our corporate partners through membership provides vital funds for WaterAid and enables members to engage with and contribute to important global issues.

Platinum membership

Gold membership

Silver membership

Bronze membership

Standard membership

Water bill inserts
Thank you to the following companies who generously included a WaterAid insert in their postal bills which helps us raise funds from the community and promote our work to over 2.5 million households around Australia:

- Gippsland Water
- Gosford City Council
- MidCoast Water
- Sydney Water
- Western Water
- Yarra Valley Water

Major corporate partner
Our major corporate partner provides significant funding for entire communities.

Volunteer fundraising committees
Each year, many dedicated and passionate volunteers from all over Australia commit countless hours to hold fundraising events of all varieties, from gala balls, golf days, fun runs and even beach volleyball, raising WaterAid’s profile and vital funds for our work. This year the fundraising committees in New South Wales, Victoria, South Australia and Queensland raised a staggering $816,000. A tremendous effort for which we are all extremely grateful.

Payroll giving
WaterAid has a payroll giving program to support our work in Cambodia. We are extremely grateful to all those employees who make a personal sacrifice from their own pay. The companies promoting our payroll giving are:

- AECOM
- BHP Billiton
- Brisbane City Council
- Bupa Australia
- CSIRO
- EY
- Hunter Water
- KBR
- Macquarie Group Foundation
- Melbourne Water
- MWV Global
- National Australia Bank
- Optus
- Origin
- PwC
- AECOM
- Queensland Urban Utilities

Several of our corporate partners also offer matched giving, doubling the employee’s contribution, including BHP Billiton, EY, KBR, Origin, PwC, Sydney Water, Telstra, Veolia Water, Water Corporation of WA and Westpac Banking Corporation.

Our corporate partners

Global corporate partners
Our global corporate partners provide support for WaterAid Australia and around the world.

Membership
The support from our corporate partners through membership provides vital funds for WaterAid and enables members to engage with and contribute to important global issues.

Platinum membership

Gold membership

Silver membership

Bronze membership

Standard membership

Central Highlands Water
- Coliban
- GHD
- Gippsland Water
- Gosford City Council
- GWM Water
- KBR
- Melbourne Water
- MWH Global
- North East Water
- Power and Water Corporation
- Queensland Urban Utilities
- RM Consulting Group
- Seqwater
- Shoalhaven City Council
- South Gippsland Water
- Southern Rural Water
- Sydney Desalination Plant
- Sydney Water
- Unitywater
- Veolia Water
- Victorian Water Industry Association
- Wannon Water
- Water Directorate
- Water Research Australia
- Western Water
- WaterAid

Event sponsors
Critical to the fundraising committees’ successful events is attracting event sponsors. WaterAid wishes to thank all the events’ sponsors, particularly the major sponsors:

- AdelaideAqua
- APOSTOLIDIS FAMILY
- DKM Utility Services
- Schneider Electric
- Thompson Controls
- Transfield Services
- TRILITY
- Veolia

Cause related marketing
Everyone can support WaterAid by buying toilet paper online from our charity partner Who Gives A Crap who donates 50% of profits to WaterAid.
35

of WaterAid and raised an incredible $3,000. Summit of Mt Kilimanjaro in Tanzania in support WaterAid supporter Alex Sibbald climbed to the

Allan Domenick and a trek

lives with Changing and hygiene. safe water, sanitation potential with access to

supporters WaterAid in January 2016 and raised an Mt Kilimanjaro in Tanzania in support of Alex Sibbald climbed to the summit of WaterAid in Tanzania, raising over $3,000, and Keir Paterson and Sara Harbidge who raised over $7,800 was donated to

organisations were allocating their monies, WaterAid's expenditure was over 70% on projects, which made them very easy to support. The people at WaterAid were the driving force behind my decision to work with them. From my early communications with the organisation, the passion and conviction each person had for their work here was nothing short of inspiring.”

changing lives with a wedding and a trek

Without our generous and committed supporters WaterAid would not be able to help communities to reach their full potential with access to safe water, sanitation and hygiene.

Wedding gifts make a difference

As newlyweds Keir Paterson and Sara Harbidge started a new life together, they shared their love with some of the world's poorest people. Instead of wedding gifts they asked their guests to make a donation to WaterAid.

"Like a lot of Australians, we don’t really want for anything – all of our material needs are met. We have happy, healthy children and good jobs and a home. When we decided to get married, people would ask us what we wanted for gifts and, while it’s always nice to receive presents, we didn’t really know what to say. We discussed it with our three children, Tassia, William and Ella, and we all decided it would be a much better idea to ask for donations to a worthwhile cause," says Keir.

With Sara being an environmental engineer and Keir’s father involved in water reform, "It’s an area that we are passionate about. And access to clean water and sanitation is such a basic human need that WaterAid just seemed like an obvious choice for us. There are many worthwhile causes, but there are few areas in which a relatively small investment can transform lives, for the better in such a fundamental way."

Thanks to the generosity of the couple and their guests over $7,800 was donated to WaterAid.

"Buying wedding presents is a vexed issue at the best of times, so giving people the means to make a charitable gift and do some good will always be well received. And water and sanitation is something everyone can relate to, in that it’s a basic human need that we in Australia often take for granted. We were overwhelmed by our guests’ generosity," says Keir.

Climbing mountains to fundraise

Another way for supporters to raise money for those without safe water, sanitation and hygiene is through a personal challenge.

Alex Sibbald climbed to the summit of Mt Kilimanjaro in Tanzania in support of WaterAid in January 2016 and raised an incredible $3,000.

“The decision to choose WaterAid at the end of the day was a rather simple one, for three reasons,” says Alex.

“I’m a firm believer that all charity is good charity. Organisations such as the Red Cross, UNICEF, Oxfam and World Vision are all fantastic organisations that do fantastic things, but they risk overshadowing smaller organisations that are doing equally wonderful things, albeit potentially on a smaller scale. From the outset, it was my intention to support an organisation I consider outside of the ‘Big 4’.

“Through my commerce degree, and knowledge developed in my accounting degree, I have developed a limited ability to read financial statements. Part of my research was to analyse how potential organisations were allocating their money, and ultimately how much was going towards projects. WaterAid’s expenditure was over 70% on projects, which made them very easy to support.

“The people at WaterAid were the driving force behind my decision to work with them. From my early communications with the organisation, the passion and conviction each person had for their work here was nothing short of inspiring.”

Major donors

These are just some of the individuals who made exceptional contributions over the past year. Fiona Barker Will Main

Phyllis Breen Dennis and Fairlie Nassau

Scott and Julie Gordon Janet Pearson

Greg Helm Rob Skinner

Brett Ledger Noel and Carol Williams

Tim Linton Lesley Wright

Bequests

Thank you to our generous supporters who have chosen to leave a gift in their will to WaterAid. WaterAid gratefully received a bequest from:

The Estate of Ronald Leslie Armour

Individual givers

New mediums such as television advertising and online petitions were used to increase awareness of WaterAid and recruit new supporters. This resulted in the addition of over 2,700 new regular givers to the program and an increase of 16.7% in income. This ongoing support allows us to plan in advance and commit to projects long-term. Annual appeals at the end of the financial year and Christmas dove fantastic donations from our existing supporters, with over $250,000 raised through these mailings.

Community fundraisers

We couldn’t be more grateful to all the community members who undertook an assortment of fundraising activities such as fun runs, sausage sizzles and casual dress days in support of WaterAid. 2015 saw the launch of ‘It’s No Joke’ for World Toilet Day in November. Across the country, supporters hosted comedy events, shared jokes via social media and paid to pee every time they visited a toilet on World Toilet Day. We were also proud to host our first comedy gala which involved some of Australia’s best loved comedians including Dave Thornton, Tommy Little, Fiona O’Loughlin, Dave O’Neil and many more. Thank you to everyone that helped make this event not only a success, but also a sell-out.

In March 2016, WaterAid’s annual fundraising event, the Water Challenge commenced, coinciding with World Water Day on 22 March. People chose to either Drink Just Water, Walk for Water or shoot Goals for Water to help provide lifesaving safe water in some of the world’s poorest communities. Thank you to our highest Walk for Water fundraising team (Planet Footprint) which raised over $10,000, and our highest Drink Just Water fundraising team (BRN Australia) which raised $2,741.

Eighteen schools across Australia held a variety of events raising over $10,000 in support of WaterAid.

Special mentions also go to Alex Sibbald who climbed Mt Kilimanjaro in Tanzania, raising over $3,000, and Keir Paterson and Sara Harbidge who raised over $7,800 by asking guests to donate to WaterAid in lieu of wedding gifts.

Institutional partners

Thank you for the funding we received from the following institutional partners: Australian Government Emory University Grand Challenges Canada Institute for Sustainable Futures, University of Technology Sydney Papua New Guinea’s National Department of Health Plan International (Global Sanitation Fund Cambodia) Swedish International Development Cooperation Agency (Sida) The World Bank UNICEF

Trusts and foundations

Thank you to the following trusts and foundations for their support in the past year:

Danielle and Daniel Beven Foundation Emily’s Wish Foundation Knaus Foundation The Footprints Network

WaterAid life members

Grant Hill

Tony Kelly
Commitment to the Australian public of being transparent and accountable organisations.

Accountability and commitment to the Australian public of being transparent and accountable organisations.

Our programmatic work made up 77% of our total expenditure at $10.7 million. Program expenditure covers 15% Program support at $1.5 million, 21% Africa at $2.3 million, 11% Southeast Asia at $1.2 million, 28% PNG and Pacific at $3.9 million and 17% WaterAid UK at $2.8 million.

Meetings of Directors

<table>
<thead>
<tr>
<th>Directors</th>
<th>Directors’ Meetings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rhonda Chapman</td>
<td>4 6</td>
</tr>
<tr>
<td>Jane Ellis</td>
<td>4 4</td>
</tr>
<tr>
<td>Catherine Ferrari</td>
<td>4 3</td>
</tr>
<tr>
<td>Francois Gouws</td>
<td>3 3</td>
</tr>
<tr>
<td>Ann Lund</td>
<td>4 3</td>
</tr>
<tr>
<td>Alexandra Owens</td>
<td>3 3</td>
</tr>
<tr>
<td>Ian Payne</td>
<td>1 1</td>
</tr>
<tr>
<td>John Ringham</td>
<td>1 1</td>
</tr>
<tr>
<td>Wendy Rose AM</td>
<td>4 4</td>
</tr>
<tr>
<td>Rob Skinner</td>
<td>4 4</td>
</tr>
<tr>
<td>Mark Stewart</td>
<td>4 4</td>
</tr>
<tr>
<td>Penny Underwood</td>
<td>4 4</td>
</tr>
<tr>
<td>Kevin Young</td>
<td>5 1</td>
</tr>
</tbody>
</table>
## Summary financial report

WaterAid’s full financial statements are available at: www.wateraid.org/au

These summary financial reports have been prepared in accordance with the requirements set out in the ACFID Code of Conduct. For further information on the Code please refer to the ACFID Code of Conduct Implementation Guidance available at: www.acfid.asn.au

### Income statement for the year ended 31 March 2016

<table>
<thead>
<tr>
<th>REVENUE</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donations and gifts</td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>Monetary</td>
<td>4,144</td>
<td>3,280</td>
</tr>
<tr>
<td>Non-monetary</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Bequests and legacies</td>
<td>21</td>
<td>287</td>
</tr>
<tr>
<td>Grants</td>
<td>6,327</td>
<td>5,561</td>
</tr>
<tr>
<td>Department of Foreign Affairs and Trade (DFAT)</td>
<td>2,017</td>
<td>800</td>
</tr>
<tr>
<td>WaterAid UK</td>
<td>390</td>
<td>270</td>
</tr>
<tr>
<td>Other Australian grants</td>
<td>97</td>
<td>328</td>
</tr>
<tr>
<td>Other overseas grants</td>
<td>415</td>
<td>11</td>
</tr>
<tr>
<td>Investment income</td>
<td>54</td>
<td>28</td>
</tr>
<tr>
<td>Other income</td>
<td>37</td>
<td>22</td>
</tr>
<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td><strong>13,502</strong></td>
<td><strong>10,587</strong></td>
</tr>
</tbody>
</table>

### EXPENDITURE

<table>
<thead>
<tr>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>$'000</td>
<td>$'000</td>
</tr>
</tbody>
</table>

International aid and development programs expenditure

- **International programs**
  - Funds to international programs | 8,143 | 6,255 |
  - Program support costs | 1,646 | 1,204 |
- **Community development** | 948 | 525 |
- **Fundraising costs**
  - Public | 1,997 | 1,692 |
  - Government, multilateral and private | 232 | 14 |
- **Accounting and administration** | 920 | 794 |
| **TOTAL EXPENDITURE** | **13,886** | **10,484** |

### Statement of financial position as at 31 March 2016

#### ASSETS

<table>
<thead>
<tr>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>$'000</td>
<td>$'000</td>
</tr>
</tbody>
</table>

- **Current assets**
  - Cash and cash equivalents | 3,662 | 3,588 |
  - Trade and other receivables | 954 | 405 |
  - Other financial assets | 80 | 76 |
  - Other assets | 87 | 52 |
- **Total current assets** | **4,583** | **4,121** |

#### LIABILITIES

<table>
<thead>
<tr>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>$'000</td>
<td>$'000</td>
</tr>
</tbody>
</table>

- **Current liabilities**
  - Trade and other payables | 398 | 165 |
  - Provisions | 249 | 161 |
- **Total current liabilities** | **3,494** | **2,513** |

### Statement of changes in equity

<table>
<thead>
<tr>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>$'000</td>
<td>$'000</td>
</tr>
</tbody>
</table>

- **Balance at 1 April 2015**
  - Retained earnings | 1,503 | 318 |
  - Controlled entities reserve | - | - |
- **Excess/(Shortfall) of revenue over expenses**
  - Net income of controlled entities | (384) | (384) |
- **Balance at 31 March 2016**
  - Retained earnings | 1,119 | 312 |
  - Controlled entities reserve | - | - |
  - Total | **1,119** | **312** |

### Directors’ declaration

The Directors of the Group declare that:

1. The financial statements and notes for the year ended 31 March 2016 are in accordance with the Australian Charities and Not-for-profit Commission Act 2012 and:
   (a) comply with Accounting Standards, which, as stated in accounting policy note 1 to the financial statements, constitute explicit and unreserved compliance with International Financial Reporting Standards (IFRS); and
   (b) give a true and fair view of the financial position and performance of the company;
2. In the Directors’ opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.

Dir. ______________________________  Dir. ______________________________

Rob Skinner  Mark Stewart

Dated 7 July 2016.

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### Table of cash movement

<table>
<thead>
<tr>
<th>Cash available at beginning of financial year</th>
<th>Cash raised during financial year</th>
<th>Cash disbursed during financial year</th>
<th>Cash available at end of financial year</th>
</tr>
</thead>
<tbody>
<tr>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>CSWASH - DFAT</td>
<td>1,419</td>
<td>3,207</td>
<td>(3,653)</td>
</tr>
<tr>
<td>Other grants</td>
<td>649</td>
<td>5,324</td>
<td>(6,027)</td>
</tr>
<tr>
<td>Total for other purposes</td>
<td>1,519</td>
<td>5,247</td>
<td>(6,131)</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>3,587</strong></td>
<td><strong>13,678</strong></td>
<td><strong>(13,809)</strong></td>
</tr>
</tbody>
</table>

---

Net income of controlled entities: (246) 246 -
Transfer of net assets on consolidation: - 72 72
Excess/(Shortfall) of revenue over expenses: (384) - (384)
Balance at 1 April 2015: 1,503 318 1,821
Excess/(Shortfall) of revenue over expenses: (384) - (384)
Balance at 31 March 2016: 1,119 312 1,431
Balance at 1 April 2014: 1,645 - - 1,645
Excess/(Shortfall) of revenue over expenses: 104 - - 104
Transfer of net assets on consolidation: - 72 72
Net income of controlled entities: (246) 246 -
Balance at 31 March 2015: 1,503 318 1,821
Independent auditor’s report

Report of the Independent Auditor on the Summary Financial Statements to the Members of WaterAid Australia Ltd and Controlled Entities

ABN 99 700 687 141

The accompanying summary financial statements, which comprise the summary Statement of Financial Position as at 31 March 2016, the summary Income Statement, summary Statement of Changes in Equity for the year then ended, and the summary Table of Cash Movements are derived from the audited financial report of WaterAid Australia Ltd and Controlled Entities for the year ended 31 March 2016. We expressed an unmodified audit opinion on that financial report in our report dated 7 July 2016. That financial report, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on that financial report.

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards and the Australian Charities and not-for-profits Commission Act. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of WaterAid Australia Ltd and Controlled Entities.

Management’s Responsibility for the Summary Financial Statements

Management is responsible for the preparation of a summary of the audited financial report, in accordance with the financial report.

Auditor’s Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.

Opinion

In our opinion, the summary financial statements derived from the audited financial report of WaterAid Australia Ltd and Controlled Entities for the year ended 31 March 2016 are consistent, in all material respects, with that audited financial report.

WaterAid Australia places accountability at the forefront of our work and upholds the highest standard of practice. We are an active member of the Australian Council for International Development (ACFID), making us a signatory to their Code of Conduct, which prescribes the highest standards of development practice. Information about how to make a complaint on breach of conduct can be found at: www.acfid.asn.au.

Feedback and complaints

We value your feedback and address any complaints promptly. If you would like to provide us with feedback or would like to lodge a complaint please contact us and your message will be directed to the appropriate staff for action and resolution.

You can contact us in the following ways:

Email: info@wateraid.org.au
Web: www.wateraid.org/au
Phone: 1300 858 022
Write: WaterAid Australia, Level 9, 176 Wellington Parade, East Melbourne VIC 3002, Australia