

Annual Report

AUSTRALIA

2016/17



Clean water, decent
toilets and good
hygiene





Novana in Timor-Leste washes at her village's new handpump.

COVER: Alford enjoys washing at one of his village's new tap stands in Papua New Guinea.

Photo: WaterAid/Tom Greenwood

About WaterAid

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

Everything we do is shaped by our six values:

- Accountability
- Collaboration
- Courage
- Innovation
- Integrity
- Respect

WaterAid is an international not-for-profit, determined to make clean water, decent toilets and good hygiene normal for everyone, everywhere within a generation.

Since we started, we've remained resolutely focused on tackling these three essentials that transform people's lives. Without all three, people can't live dignified, healthy lives. With all three, they can unlock their potential, break free from poverty, and change their lives for good. Children grow up healthy and strong, women and men get to earn a living, whole communities start to thrive. It sounds normal and it should be.

By inspiring people and sparking chain reactions we help deliver lasting change in what's normal. By working closely with partners internationally and on the ground in some of the toughest places in the world, we help achieve widespread change. Millions of people have already taken control of their lives and built better futures.

Now we are working with our supporters and partners to get clean water, decent toilets and good hygiene to everyone, everywhere by 2030. It's about more than installing taps, toilets, boreholes and wells. To make lasting change happen on a massive scale, we:

- convince governments to change laws
- link policy makers with people on the ground
- change attitudes and behaviours
- pool knowledge and resources
- rally support from people and organisations around the world

Together, we will change millions of lives for the better – and change normal for everyone, everywhere within a generation.

Learn more about WaterAid at: www.wateraid.org/au

Contents

From the Chair and Chief Executive	4
From water to pigs and vegetables	5
Resilience to climate change	6
An influencing role	8
Empowering equality	9
Sport delivers opportunity	10
Robust and lasting services	12
Infection prevention in health care	14
Where we work	16
Our work in the Pacific	18
Our work in Southeast Asia	20
Our work in Africa	22
Partnership impact	24
Drinking just water	25
Our corporate partners	26
Our supporters	28
Directors' report	30
Summary financial report	32
Independent auditor's report	34
Accountability and accreditation	35

From the Chair and Chief Executive



Rob Skinner



Rosie Wheen

Over the past 12 months WaterAid Australia has achieved so much whilst also adapting to change. Paul Nichols was our Chief Executive for the first part of the year and we would like to thank and acknowledge the contributions of Paul who resigned in October 2016.

In our country programs the key role we play, alongside our diverse partners, in bringing about change is clearly demonstrated in the stories that follow. They bring to life the work of our incredible teams across the region. Every year we are adapting and innovating the way we work. Through the power of sport we have found new ways of enabling leadership of women and girls and talking about menstrual hygiene management and handwashing. Through the creativity of the arts we are highlighting the rights of people with disability to access water, sanitation and hygiene. Through the power of citizen's voices we are working to implement and test social accountability tools such as community scorecards.

As we catalyse change in our region we have focused on how we can contribute to progress towards the United Nations' Sustainable

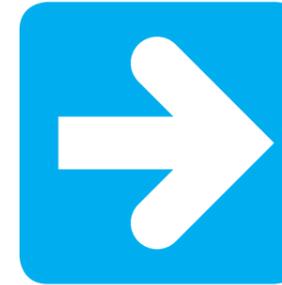
Development Goals. Our work is focused on the water, sanitation and hygiene goal which underpins the achievement of many of the other goals for health, education, gender equality, sustainable cities and peace and justice. Through your support over the years WaterAid has changed millions of lives, and together we will change millions more lives for the better – and change normal for everyone, everywhere within a generation.

We could not have achieved all that we have without you, our partners and supporters. We thank you all for your collaboration and support. Thank you to our wonderful committees and volunteers for all their time and effort to put on such wonderful events throughout the year.

During all this we were deeply saddened by the death of Pat Fulton who was WaterAid's first employee in Papua New Guinea.

Rob Skinner
Chair, WaterAid Australia
and

Rosie Wheen
Chief Executive, WaterAid Australia



From water to pigs and vegetables

Water, pigs and vegetables are making a lasting difference to the lives of Phong and her family.

After 40 years of living without water in her village in Cambodia, the village now has a water well, and Phong, 75, and her family can grow vegetables and farm pigs.

"Before it was very hard, because to buy water, we needed to call so the truck would come but sometimes the truck didn't come for two days so we didn't have enough water to have a bath," said Phong.

Not only was purchasing water from a water truck inconvenient, it was expensive. Having water in the village has improved their lives, "It makes my life much easier. No need to buy water from the water truck."

Water has brought joy. "When water first came to the village, it was happiness. No more worry about having no water to drink. Water brings me happiness."

Phong grows and makes an income from vegetables, "Now I can grow vegetables to cook and also to sell at a market. I did grow some vegetables before but I did not get any benefit because they died because I could not give them enough water."

Phong's grandson Vuthy farms pigs, "Since we have had water, I have raised four pigs and sold three...We could not raise a pig before because we had to buy the water to feed the pig and it was very expensive so we did not raise it."

Easy access to water has also improved the family's hygiene practises and health. "Now I have water to use from the well, my sanitation and hygiene is better so our health is better and we can be healthier. Before when I didn't have enough water, I needed to think before cleaning and I had to save a lot of water. Now I don't need to think before cleaning," said Phong.

Together we can unlock people's potential by focusing on clean water, decent toilets and good hygiene.

Phong, 75, with her grandson Vuthy, granddaughter-in-law Sokhaim and great grandson at their pig pen in Cambodia.





WaterAid/Tom Greenwood

Resilience to climate change

Srey Nuch and her family have to walk through filthy flood water to collect water and go to the toilet.

Rosalie and her daughter Laura in Timor-Leste at an open cement water tank where pollutants contaminate the water and storage levels are very low during dry season.



WaterAid/Tom Greenwood



No one is immune to the impacts of climate change. While Australia has the infrastructure in place and resources available to adapt and recover, the communities WaterAid works with are more vulnerable to extreme climate events.

This is because the impacts of climate change are mostly felt through water – droughts, floods and contamination of water sources. Simply having access to clean water and a toilet increases people's resilience and makes them better able to adapt to the negative impacts of a changing climate. In this way, every community that WaterAid works with is one that is better equipped to cope with climate change.

Over the past year, we've undertaken a number of activities specifically focused on further enhancing communities' water security and their resilience to climate change. In Timor-Leste we introduced a water tank level indicator, a simple adaption that shows communities how much water is left in their tank and how fast it's decreasing. This enables people to better manage their water use and preserve water in times of scarcity. We're also running climate vulnerability capacity assessments to help communities analyse threats to their water security and develop plans to build resilience to future shocks.

In Australia our focus has been on ensuring that water, sanitation and hygiene are more prominently featured in climate change policy and that an increasing amount of climate change finance is being directed to improving access to these services.

With Australia being elected as the co-Chair of the Board of the Green Climate Fund – the centrepiece of global climate financing efforts – we've been engaging closely with staff from the Department of Foreign Affairs to advocate that Australia push the Fund to increase support for projects that improve communities' access to water, sanitation and hygiene. We want to ensure that communities have access to water and sanitation services that will help them withstand whatever challenges come from future extreme climate events.

Luke Lovell
Policy Officer

An influencing role

Influencing policy, programming and funding decisions of governments, donors and multilateral organisations is central to how WaterAid contributes to its global mission and the United Nations' Sustainable Development Goals.

Universal access to water, sanitation and hygiene will not be achieved purely through implementing community level projects. Real change requires change at a systems level – influencing national government commitments on water, sanitation and hygiene in health care facilities, informing national government and regional approaches to data collection and monitoring, and influencing how the sector prioritises the rights of the most marginalised.

We achieve our influencing aims by deliberately taking an insider approach. We work through partnerships, focus on dialogue with the Australian Government's Department of Foreign Affairs and Trade and other development actors, convene meetings to disseminate program and research evidence, and align our influencing so that there is a clear link between what we are doing at a country program, Australian, regional, and global level.

Critical to achieving advocacy goals and aims is being able to capitalise on key moments when they present themselves.



Children like Crizonia in Timor-Leste benefit from access to clean water as a result of WaterAid's influencing work.



The appointment of Australian Prime Minister Malcolm Turnbull on the United Nations-World Bank High Level Panel on Water (HLPW) was a key development in the last 12 months that created an opportunity for WaterAid to influence Australia's commitment to water, sanitation and hygiene.

WaterAid worked closely with the Water, Sanitation and Hygiene (WASH) Reference Group – a collection of Australian organisations that have been advocating together since 2007 – to ensure that Australia advocated for water, sanitation and hygiene to be part of the HLPW agenda.

WaterAid also worked with University of Technology Sydney to make a series of recommendations that the Australian Government shared with the HLPW on how to ensure that water governance, financing and reforms delivered gender equality outcomes.

Partly as a result of our advocacy on gender, Australia established a \$100 million Water for Women Fund as the successor to the Civil Society Water, Sanitation and Hygiene Fund.

Tom Muller
Director of Policy and Programs



Empowering equality

WaterAid works to ensure that access to water, sanitation and hygiene is available to all.

This year WaterAid maintained a strong focus on empowering marginalised and poorer people through water, sanitation and hygiene policy and programs in Papua New Guinea, Timor-Leste and Cambodia.

Our approach to more equitable and inclusive access to water, sanitation and hygiene is to work alongside marginalised groups and support them to voice their rights. At the same time we partner with local and national governments to build their capacity to listen and address the needs of marginalised groups.

WaterAid partnered with a variety of rights groups, including Disabled People's Organisations, women's groups, disability arts groups and child rights groups to empower people who experience discrimination. We used water, sanitation and hygiene programs as a vehicle to give people greater voice and leadership opportunities to ensure not only their water, sanitation and hygiene needs were considered, but the process itself was empowering.

WaterAid and partners also focused on contributing to gender equality. Women and girls have specific biological water, sanitation and hygiene needs throughout their lives,

such as menstruation and child birth, and they are expected to collect water for their community and household. Despite this, their decision making role and voice are often sidelined during the implementation of water, sanitation and hygiene services.

In Timor-Leste, WaterAid and partners have been improving gender equality in community projects. We led a consultative process to develop a manual for community facilitators to deliver modules in community water, sanitation and hygiene approaches. The manual is producing positive results and created interest from the Timorese Government and NGOs to support wide-scale implementation of this approach.

In Cambodia, WaterAid has collaborated with Epic Arts, a local arts group of people with disabilities, to tap into Cambodia's youth movement and creatively share messages about inclusive water, sanitation and hygiene services. Epic Arts produced a catchy pop song and film clip about handwashing, starring one of Cambodia's favourite pop singers, which went viral on social media.

Chelsea Huggett
Equity and Inclusion Rights Advisor

Sport delivers opportunity

WaterAid is working in partnership with national sporting federations in Papua New Guinea (PNG) to catalyse change and opportunities for women and girls. This year, we engaged with national policy makers, reviewed international literature on the impact of toilets on women's participation in sport, developed hygiene messaging tools for a media campaign and built capacity and training for sports partners, Netball PNG and the PNG Volleyball Federation.

Sport provides spaces and opportunities for confidence, leadership and teamwork skills to be developed. Through partnering with national sporting federations WaterAid is able to connect with vast networks of individuals and communities across PNG.

The opportunity to directly engage elite Papua New Guinean netballers has been used to develop hygiene messaging tools for mainstream and social media, to test social change messaging and understand more about how positive behaviour change can be brought about for women and girls in PNG. WaterAid and Netball PNG partnered with Women Win, experts in women's rights through sport, to develop a draft ten-week life skills and hygiene education program through netball for young girls in schools and communities.

Sports, like netball and volleyball in PNG, have huge potential for geographical reach with their popularity in cities and communities. Key to effectively harnessing this potential is partnerships and collaboration with existing programs and systems. WaterAid and Netball PNG partnered with the Oceania Sports Education Program to deliver a three-day workshop for 30 netballers from the National Capital District and Central Province which included sessions by the National Department of Planning and Monitoring on the PNG National Water, Sanitation and Hygiene Policy and a hygiene-triggering session.

In December 2016, Netball PNG and WaterAid supported the Australian High Commission by holding a netball exhibition match for Senator Concetta Fierravanti-Wells, the Australian Minister for International Development, during her visit to Port Moresby.

Pleasingly WaterAid PNG Program Coordinator and PNG Pepes Netball Captain Lua Rikis has been named the Athlete Ambassador for Sustainable Development Goal 6 on water and sanitation for PNG.

Stephanie Franet
Sport for Development Program Officer



Netballers at a primary school in Papua New Guinea.



WaterAid/Tim Davis



Mathilda from WaterAid partner TCA in Papua New Guinea records water quality data on a smartphone.

Robust and lasting services

WaterAid works with local partners to help communities access water, sanitation and hygiene services.

The provision of services is the most visible aspect of what we do. However, delivering services and keeping them working over time, depends upon other actors and factors in the enabling environment. The enabling environment refers to the planning, coordination, financing and monitoring of service provision and maintenance, and an important part of WaterAid's work is to help strengthen these.

In many countries, responsibility for ensuring that everyone has access to water, sanitation and hygiene services is the role of local governments. However, there are many factors that can impede service provision, including social, institutional, environmental, legal, technical or capacity challenges.

Through working closely with local government staff, WaterAid supports the development of strategic and operational plans that map out an approach to provide and maintain water, sanitation and hygiene services across a district. Establishing a clear district-wide plan encourages better sector coordination as all stakeholders align with stated priorities and contribute towards their achievement.

To inform planning processes, and to understand progress with implementation, local governments need to have data on water, sanitation and hygiene service coverage and quality. WaterAid has worked with local governments to develop appropriate data collection and analysis systems that provide information to inform planning processes.

Local governments frequently receive inadequate funding to implement plans or cover the cost of operations. WaterAid provides financial support to implement key components of district-wide plans, as well as support the process of advocating for more resources from national governments, aid agencies and donors. A critical aspect of financing centres around funding for maintaining and replacing services, not just extending access to new infrastructure.

Each district where WaterAid works is different, therefore the nature of support we provide varies to reflect local priorities and strategies. As we seek to continually strengthen the enabling environment, our aim is to ensure local governments are equipped to achieve access to water, sanitation and hygiene services for everyone in their district.

David Shaw
Program Effectiveness Manager



Irene and Mathilda from WaterAid partner TCA review E. coli test results of drinking water in Papua New Guinea.

Infection prevention in health care

This year, the world drew its attention to protecting global health. After the recent Ebola and Zika outbreaks, world leaders agreed it's time to take action to better protect the world from the ever-present threat of global health crises.



A major focus for 2016 was one of the most urgent global health threats: antimicrobial resistance.

Antimicrobial resistance occurs when microorganisms that cause infections such as bacteria, viruses, fungi and parasites, change in a way that means the frontline medications we have to treat those infections no longer work.

The risks are terrifying with over 700,000 people dying from resistant infections each year; a figure that is predicted to rise to 10 million by 2050 if we don't take dramatic action.

WaterAid scaled up its efforts to address antimicrobial resistance in 2016, particularly through our work on improving water, sanitation and hygiene in health care facilities. Infections acquired in hospitals are thought to be the third major driver of antimicrobial resistance. We need to work collectively to reduce these infections, and water, sanitation and hygiene are the first step. WaterAid, alongside like-minded partners

across the world, developed a pledge to reduce antimicrobial resistance in health facilities to mobilise global action on the issue. We are also addressing antimicrobial resistance directly in our country programs.

This year, WaterAid commenced its first health focused activities in Myanmar. To develop the priorities for this program, over 20 stakeholders, including government, were consulted and improving water, sanitation and hygiene in health facilities was the top priority. WaterAid is now working with the Ministry of Health and Sports in Myanmar, in partnership with UNICEF and the World Health Organization, to understand the conditions of water, sanitation and hygiene, cleanliness and infection prevention in health facilities across the country. Understanding the risks and the context will help us plan action to improve infection prevention in hospitals in the coming year to better protect those seeking health care in Myanmar and support efforts to address antimicrobial resistance.

Alison Macintyre
Health Advisor

Aranhya, a nurse in Cambodia, washes his hands at a hospital basin.

WaterAid/Tom Greenwood



WaterAid/Tom Greenwood

Work to improve water, sanitation and hygiene in health facilities can help patients like Vichelka and her mother Savarin in Cambodia.

Where we work



WaterAid is made up of member countries in Australia, Canada, India, Japan, Sweden, the United Kingdom and the United States.

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, the Solomon Islands and Timor-Leste, and supports programs in Africa.

The crisis

- Over 650 million people in the world do not have access to clean water. This is roughly one in ten of the world's population.
- 2.4 billion people don't have access to decent toilets, one in three of the world's population.
- Around 289,000 children under five die every year from diarrhoeal diseases caused by dirty water and lack of access to decent toilets. That's almost 800 children per day, or one child every two minutes.

Sustainable Development Goals

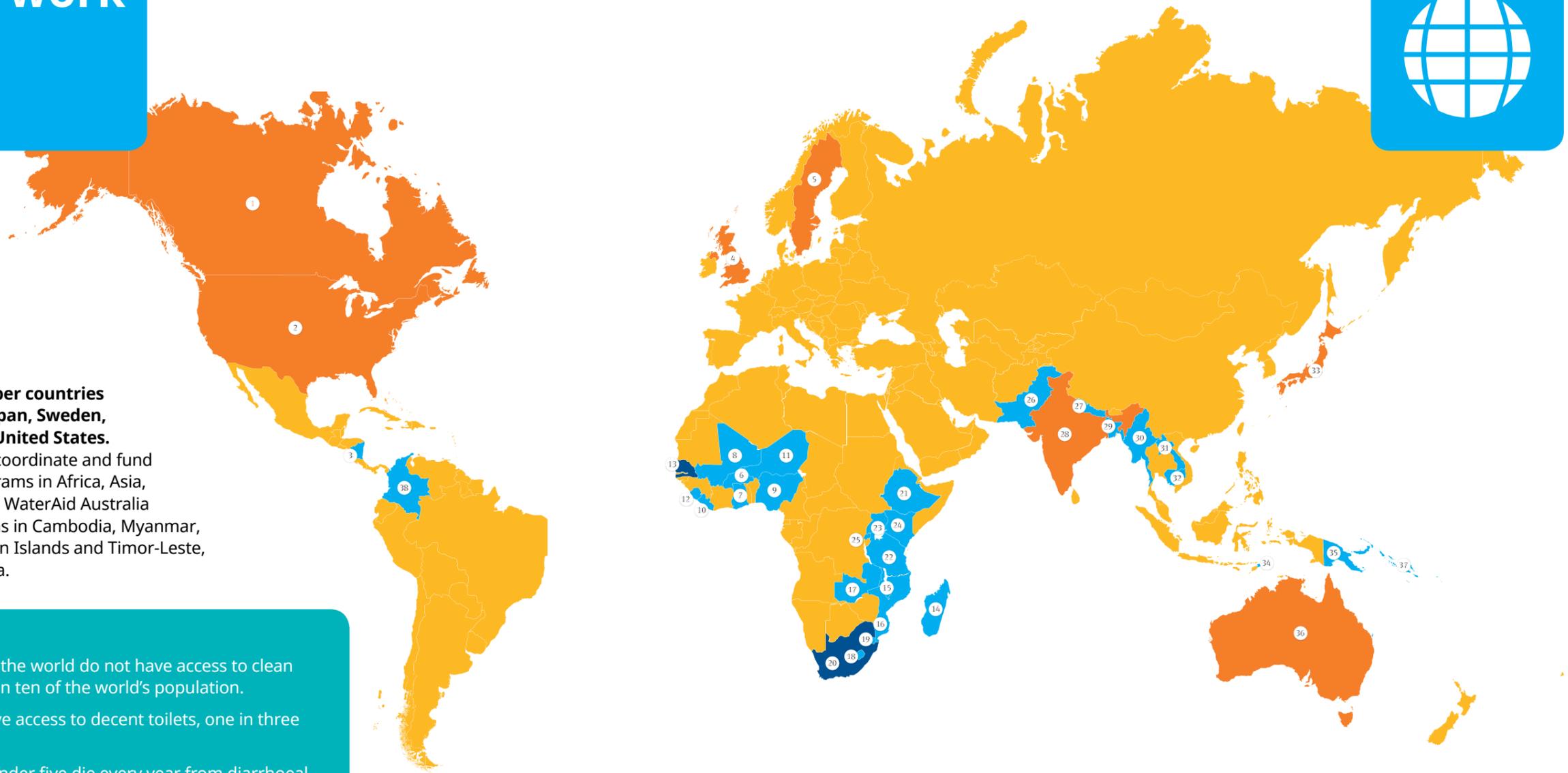
The United Nations' Sustainable Development Goals are 17 goals which aim to transform our world by 2030.

The goals to end poverty, protect the planet and ensure prosperity for all were adopted by countries in 2015, and each goal has specific targets to be achieved by 2030.

The goals outline a bold vision for a better world, and include a dedicated goal for water and sanitation. Goal 6 commits nations to

delivering access to clean water, sanitation and hygiene to everyone, everywhere by 2030.

These basic services are critical to good health and help to improve people's education and productivity. They support increased gender equality, sustainable urbanisation and help protect people from the impacts of climate change. Without the achievement of Goal 6, goals for health, education, gender equality, sustainable cities and peace and justice will not be able to be achieved.



● Federation member | ● Regional office | ● Country program

1 Canada	9 Nigeria	17 Zambia	25 Rwanda	33 Japan
2 USA	10 Liberia	18 Lesotho	26 Pakistan	34 Timor-Leste
3 Nicaragua	11 Niger	19 Swaziland	27 Nepal	35 Papua New Guinea
4 UK	12 Sierra Leone	20 South Africa	28 India	36 Australia
5 Sweden	13 Senegal	21 Ethiopia	29 Bangladesh	37 Solomon Islands
6 Burkina Faso	14 Madagascar	22 Tanzania	30 Myanmar	38 Colombia
7 Ghana	15 Malawi	23 Uganda	31 Laos	
8 Mali	16 Mozambique	24 Kenya	32 Cambodia	

Our work in the Pacific

PAPUA NEW GUINEA

WaterAid has continued to build its position as a leader in the water, sanitation and hygiene sector in Papua New Guinea (PNG) by contributing to discussions to strengthen the sector at national level and undertaking service delivery at the district and community level while also improving staff and partner capacity.



Nicole at her family's new toilet in Papua New Guinea.

- WaterAid PNG completed its new country strategy (2017-2020) which takes step changes towards district-wide and rights-based programming and is already seeing increased partnering with government leadership for district water, sanitation and hygiene coordination, planning, financing and capacity building. This year WaterAid continued to transform lives in communities across PNG with delivery of clean water, sanitation and hygiene.
- The second year of a partnership with Netball PNG was undertaken, using netball to promote women and girls' leadership, sports participation, access to water, sanitation and hygiene services and hygiene behaviour change.
- The level of understanding and support for holistic, inclusive, equitable and sustainable water, sanitation and hygiene services was raised amongst our partners and government leaders, resulting in the PNG Disabled People's Assembly being invited to the National Water, Sanitation and Hygiene Task Force and helping to shift political mindset from handout to ownership and responsibility.

Expenditure: \$1,845,693

Funders:

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

Location of projects:

East Sepik, West Sepik, Central, Chimbu and Western Highlands Provinces.

Local partners:

Anglicare PNG (APNG), Integrated Rural Development Initiative (IRDI), Susu Mamas, South Seas Evangelical Church (SSEC), Tenkile Conservation Alliance (TCA), Vision 2010, Netball PNG and PNG Volleyball Federation.

SOLOMON ISLANDS

WaterAid has continued to make a sustainable contribution to the water, sanitation and hygiene situation in the Solomon Islands. However, after careful consideration of regional strategic priorities and budget, the WaterAid Australia Board has made the difficult decision to close the Solomon Islands program by June 2017.

- WaterAid continued to build national government leadership of rural water, sanitation and hygiene. In partnership with the Ministry of Health and Medical Services and the Australian Aid program, WaterAid supported seven villages in Northern Malaita to achieve No Open Defecation status. This means 812 people are now using improved toilets, and the health benefits are already being seen.
- In collaboration with the Macfarlane Burnet Institute for Medical Research and Public Health and Solomon Islands Planned Parenthood Association, WaterAid supported qualitative research into the challenges experienced by women and girls while managing their menstruation in Malaita and Guadalcanal Province. As a result of

this research, WaterAid, supported by the Australian Aid program, led education sessions on menstruation reaching over 350 women and girls and started local production of re-usable menstrual hygiene products.

- In partnership with Village Technology Trust, WaterAid has provided water supplies to 335 people living in five villages in Guadalcanal Province. This has significantly improved the lives of the men, women, girls and boys residing in the rural villages, as they have stopped using the river nearby to get water, and now use a clean water source at each village. The Ministry of Health and Medical Services will use the site for demonstration and ongoing monitoring of the implementation of their strategies, continuing to learn and refine national guidelines and programs for the country.

Expenditure: \$563,731

Funders:

- Asian Development Bank's Pacific Regional Infrastructure Facility
- Australian Government's Australian NGO Cooperation Program
- Australian Government's Solomon Islands Water, Sanitation and Hygiene Sector Strengthening, Coordination and Capacity Building Program
- Macfarlane Burnet Institute for Medical Research and Public Health
- Corporate and supporter contributions

Location of projects:

Malaita Province, Guadalcanal Province and Honiara.

Local partners:

Village Technology Trust (VTT) and Solomon Islands Planned Parenthood Association.



Our work in Southeast Asia

CAMBODIA

WaterAid Cambodia completed its third year of operation and the final year of the development stage for the country program with a clear role in learning, coordination and innovation, pursuing change both within and beyond the water, sanitation and hygiene sector.

- Working in partnerships, WaterAid has had significant influence toward improvements in water, sanitation and hygiene in health care facilities in Cambodia by increasing its prioritisation by government health actors and supporting data collection.
- Employing an innovative approach, WaterAid improved learning, capacity and coordination of sanitation project implementers from 19 organisations across six provinces through the learning facility of the Cambodia Rural Sanitation and Hygiene Improvement Program.
- WaterAid promoted popular engagement with water, sanitation and hygiene issues, especially young Cambodians, through social media, youth groups, film and music.

Expenditure: \$1,477,337

Funders:

- Australian Government's Australian NGO Cooperation Program
- Emory University
- Grand Challenges Canada
- Plan International (Global Sanitation Fund)
- Swedish International Development Cooperation Agency (Sida)
- UNICEF
- Corporate, foundation and supporter contributions

Location of projects:

Phnom Penh, Siem Reap, Kampot, Kandal, Kampong Thom, Kampong Chhnang, Kampong Speu, Battambang, Tboung Khmum, Pursat, Svay Rieng, Kampong Cham, Takeo, Prey Veng and Kratie.

Local partners:

Wetlands Work!, Community Empowerment and Development Team (CEDT), Disability Development Service Program (DDSP), Epic Arts and the Workers Information Center.

MYANMAR

With official requirements fulfilled, key staff in place and innovative research completed to start its first projects supporting improved access to water, sanitation and hygiene in Myanmar, WaterAid's newest country program is now well established.

- WaterAid research on living conditions for garment workers has become a key reference document for understanding the home life of migrant garment workers and is being used by organisations, garment brands, and other important actors in the garment sector to inform their support to these workers.
- An assessment of water, sanitation and hygiene in health care facilities is bringing together the government, experts and NGOs to better understand what needs to be done to improve the quality of care patients receive at these centres.
- Groundbreaking research to support the delivery of life skills education and improve menstrual hygiene management through monastic schools in Magway has brought new evidence to Myanmar on sensitive topics within the monastic school context.

Expenditure: \$448,388

Funders:

- Australian Water Partnership
- H&M Myanmar
- Swedish International Development Cooperation Agency (Sida)
- UNICEF
- World Health Organization

Location of projects:

Yangon and Magway.

Local partners:

Macfarlane Burnet Institute for Medical Research and Public Health

TIMOR-LESTE

WaterAid Timor-Leste continued to deliver clean water, toilets and hygiene to communities and schools, and began a new five year country strategy with an increased focus on learning and collaboration to catalyse change across the country for improved water, sanitation and hygiene.



School girls in front of their new toilet block at a school in Timor-Leste.

- A community feedback tool and community scorecard process for rural water supply services in Timor-Leste was implemented and refined to enable communities to assess and improve the performance of the community-based water management groups and government frontline staff to deliver water services in their rural communities.
- WaterAid has driven the importation and sale of the SaTo Pan – a lightweight, inexpensive and water-efficient pour-flush toilet. Filling an important gap in sanitation options and boosting the market for sanitation products, WaterAid focused on both strengthening

the supply chain and generating demand, providing rural communities with access to low-cost sanitation products.

- WaterAid led a reflective process to finalise a manual for facilitators to improve gender equality through community water, sanitation and hygiene projects. The guide is now supported by the Timorese Government and is generating wide-spread interest.

Expenditure: \$1,688,544

Funders:

- Australian Government's Australian NGO Cooperation Program
- Australian Government's Civil Society Water, Sanitation and Hygiene Fund
- Australian Government's Timor-Leste Program for Human Development
- Swedish International Development Cooperation Agency (Sida)
- Corporate, foundation and supporter contributions

Location of projects:

Liquica, Manufahi and Dili.

Local partners:

Luta Ba Fututru, Fudacaon Haufoun Timor Lorosae, Naroman Timor Faun and Sub-Commission of Justice and Peace Liquica.



Our work in Africa

WaterAid Australia has supported water, sanitation and hygiene projects in Africa through funding from the Australian Government.

GHANA

Completed in June 2016, the project in Ghana built 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.

- 27,262 people were assisted with access to clean water, 6,932 people were provided with access to dignified sanitation and 11,017 people were reached with hygiene messages.
- An endogenous development approach was undertaken with a number of learning events held with a focus on the participation of female leaders as part of a wider strategy to empower women within traditional institutions.
- In communities where endogenous development tools were applied, community members, including women, are demanding accountability from their water and sanitation management teams to ensure that monies collected are used to maintain the water facilities.

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.

MALAWI

WaterAid rehabilitated and expanded the piped water systems in rural Malawi alongside developing community water management groups to improve sustainability in this project which finished in June 2016. WaterAid also worked with schools, delivering access to clean water, toilets and hygiene practices for students.

- The project greatly contributed to improving access to clean water and sanitation in Nkhotakota and Ntchisi Districts reaching a combined total of 85,293 people.
- The project is considered one of the most successfully executed rural piped water systems in Malawi. It strengthened management systems, involved stakeholders in the design of project interventions and integrated equity and inclusion issues to ensure that marginalised groups were provided for.
- The project made notable achievements in the lives of beneficiary communities including reduced incidences of diarrhoeal diseases and improved school attendance by adolescent girls.

Funders:

Australian Government's Australia Africa Community Engagement Scheme

Location of projects:

Mwansambo and Lilongwe.



WaterAid/Nyanti Quarumye Panos

Zuweira with clean water in Ghana.

MOZAMBIQUE

In Mozambique, WaterAid has continued to work with municipalities in two 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.

- Almost 100,000 people have been reached through a mass communication approach to disseminating hygiene messages.
- Ten year city-wide water, sanitation and hygiene plans for Quelimane and Cuamba were finalised and presented to municipalities and stakeholders.
- The tertiary water network has been completed in Cuamba and just under 15km of network installed to date in Quelimane.

Funders:

Australian Government's Civil Society Water, Sanitation and Hygiene Fund

Location of projects:

Quelimane and Cuamba.

TANZANIA

Completed in June 2016, the project in Tanzania provided quality water, sanitation and hygiene facilities and services in schools, behavioural change promotion among pupils and management capacity development among teachers and management committees.

- Significant progress was seen in the provision of clean water, sanitation and hygiene in schools with increased use of services by students and teachers, and reduction in the rates of absenteeism and dropouts for adolescent girls.
- The program reached 44 schools across five districts, providing access to clean water and sanitation to an estimated 24,520 students.
- WaterAid Tanzania led and coordinated stakeholders on the finalisation of the National School Water, Sanitation and Hygiene Guidelines which have been endorsed.

Funders:

Australian Government's Australia Africa Community Engagement Scheme

Location of projects:

Nzega, Iramba, Singida Urban, Bahi and Chamwino Districts.



The winning Sydney Water team of the Water Innovators employment engagement program.

Partnership impact

Corporate engagement opportunities for companies and organisations were realigned in 2016 based on water sector and allied industry discussions to continue providing our corporate partners with a tangible connection to WaterAid programs.

Partnering with WaterAid strengthens partners' corporate social responsibility and sustainability programs, commits action toward the United Nations' Sustainable Development Goals and provides access to crucial engagement opportunities for staff and customers. It also increases understanding of the challenges facing communities without access to clean water and sanitation.

A new membership structure has three levels including a new opportunity for corporate supporters in Australia to participate in WaterAid's annual employee engagement program, Water Innovators. Cross functional departmental company teams work together to learn new skills, fund our work and solve real WaterAid challenges.

In 2016 the Water Innovators country in focus was Cambodia and teams had to propose innovative solutions to real WaterAid problems in either water, sanitation or hygiene. Staff from Sydney Water and from Anglian Water in the United Kingdom were joint overall winners, selected from over 30 teams. Over six

months they presented pitches to key experts at WaterAid, developed project management plans and refined their teamwork, leadership, marketing and business acumen skills.

Sydney Water's winning team created innovative ideas to encourage people to use the "LaBobo" – a fun and portable handwashing device – and built on the existing product to transform it into a multi-functional hygiene unit for use in Cambodian households.

Leveraging global sponsorship with WaterAid through consumer marketing and a desire to support the United Nations' Sustainable Development Goals, EMU Australia and AVEDA provided a positive outcome for communities in Timor-Leste and Papua New Guinea. World Nomads through their Footprints Network provided micro donation opportunities for consumers who purchase travel insurance and social enterprise Who Gives A Crap donated a percentage of its profits to WaterAid.

Throughout 2016/17 state-based WaterAid volunteer committees held amazing corporate gala balls, golf days and other events. A major highlight at the WaterAid New South Wales Ball was Apolonia Barreto, a young Timorese WaterAid engineer, giving a presentation about her work in Timor-Leste.



WaterAid/David Higgins

LEFT: Model Elyse Knowles drank only water for a month in the Water Challenge.

BELOW: Children at Cooroy Outside School House Care and their teacher Lisa Hill raised over \$1,000 for WaterAid.



Drinking just water

Exchanging hot chocolate and soft drink with water for a month, children at Cooroy Outside School House Care in Queensland raised over \$1,000 for WaterAid.

Drinking only water for the month was difficult, but nine year old Milli said that it was a great way to help out, "I knew the kids in different countries didn't have clean water and had to go fetch it from lakes so I decided to help."

The 21 children decorated a wall of their centre with images of water glasses and tracked the number of days they didn't drink water by colouring in each day to make the water rise in the glasses. The children could purchase drink passes for a small donation so they could have another beverage instead of water.

Teacher Lisa Hill said, "After seeing how much our total was growing the kids decided to go for the big \$1,000. I must admit, I was pretty worried we wouldn't get there but we hit \$1,067. The kids are stoked!"

WaterAid held its Water Challenge event in March where people either made water their only beverage for 14 or 30 days, or walked 10,000 steps a day for five days. In a tremendous effort,

almost 1,500 participants raised over \$100,000, and improved their health at the same time.

High profile supporters of the Challenge included model Elyse Knowles who drank just water for 30 days and lifestyle motivator Dani Stevens. "I believe that many of the things we take for granted are things that are very much needed by other people in the world. Every time I pick up a glass of clean water, flush the toilet or wash my hands I feel very grateful to be able to do so," said Elyse. Melbourne Vixen netball player Liz Watson also got involved by supporting WaterAid's Goals for Water Challenge which encouraged netball teams to dedicate a match to WaterAid.



Wendy Scott

Our corporate partners

WaterAid receives essential support from the corporate sector across Australia. In 2016/17 our corporate partner and member income was an amazing \$1.3 million in support of WaterAid's work.

Global corporate partners

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



Members

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. Many of our members are also generous sponsors and their staff active fundraisers for WaterAid.

Platinum membership



Gold membership



Silver membership

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

Major corporate partners

Our major corporate partners provide significant funding for entire communities.



Water bill inserts

Postal bills distributed by these companies help raise funds from the community and promote our work to over 2.5 million households around Australia:

- Coliban Water
- Gosford City Council
- Sydney Water
- Western Water
- Yarra Valley Water

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 all state-based fundraising committees raised a staggering total income from their activities and sponsorships of more than \$1.7 million in support of WaterAid. A tremendous effort for which we are extremely grateful. We also wish to acknowledge the terrific support and mentoring from the senior leadership teams in each state who give up their valuable time as WaterAid Ambassadors to ensure the success of all our state-based events.

Payroll giving

WaterAid has a payroll giving program to support our work. 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, ARUP, Australia Post, Australian Water Association, BHP Billiton, Brisbane City Enterprises, CSIRO, Department of Water Perth, EY, Good2Give, Hunter Water, Macquarie Group Foundation, Melbourne Water, National Australia Bank, Optus, Origin, Programmed Facility Management, PwC, Queensland Urban Utilities, REA Group, SA Water, Seqwater, South Gippsland Water, Suncorp Group, Sydney Water, Telstra, Toyota, Unilever Australia, Veolia Water, Wannon Water, Water Corporation of WA, Water NSW, Western Water, Westpac Banking Corporation, Yarra Valley Water.

A number of our corporate partners also offer matched giving, doubling the employee's contribution, including **BHP Billiton, EY, National Australia Bank, Origin, PwC, Sydney Water, Telstra, Unilever, Veolia Water, Water Corporation of WA** and **Westpac Banking Corporation**.

Event sponsors

WaterAid wishes to thank all the events' sponsors, particularly the major sponsors.



Our supporters

WaterAid gratefully acknowledges the contributions of our generous supporters.



Teams from Melbourne Water, Who Gives A Crap and WaterAid competed to build the world's tallest toilet paper roll tower for World Toilet Day.

WaterAid/James Grant

MAJOR DONORS

Our sincere thanks to the following private donors who generously supported our work in the past year:

- Phyllis Breen
- Merle Fletcher-Savage and Tony Lear
- Jason Griggs
- Nicki Hanslow
- Robert Hunter
- Susan Lear
- Dennis and Fairlie Nassau
- Peter and Ann Roberts
- Rob Skinner
- Noel and Carol Williams
- The Willoughby Friends of Ossu

BEQUESTS

Thank you to our generous supporters who have chosen to leave a gift in their will to WaterAid.

INDIVIDUAL GIVERS

We continued to promote our regular giving program by testing new channels, supported by investment in existing avenues. As a result, we increased the number of regular givers committed to supporting WaterAid on an ongoing basis by 19%. The introduction of our first spring fundraising appeal helped us to increase our income contribution through cash donations by over 10% on the previous year.

COMMUNITY FUNDRAISERS

We were impressed by the generosity of individuals and communities across the country, who supported WaterAid through bake sales, trivia nights, auctions and birthday parties. In addition to these supporter-driven events, we coordinated two major campaigns.

In November, we celebrated World Toilet Day by running our Pay to Pee fundraiser, and holding a world record attempt for the tallest toilet paper roll tower alongside Melbourne Water and Who Gives A Crap.

In March, we marked World Water Day by running the Water Challenge. We experienced huge growth this year, with 450% more Australians registering to either make water their only beverage for 14 or 30 days, or walk 10,000 steps a day for five days. A big thank you to the outstanding organisations that got involved, including Jacobs NSW, GHD, MWH, Planet Footprint and Sydney Water, each of whom raised over \$3,000.

INSTITUTIONAL PARTNERS

Thank you for the funding we received from the following institutional partners:

- Asian Development Bank
- Australian Government
- Emory University
- Grand Challenges Canada
- Macfarlane Burnet Institute for Medical Research and Public Health
- Papua New Guinea's National Department of Health
- Plan International (Global Sanitation Fund Cambodia)
- Swedish International Development Cooperation Agency (Sida)
- The World Bank
- UNICEF
- World Health Organization

TRUSTS AND FOUNDATIONS

Thank you to the following trusts and foundations who generously supported our work in the past year:

- Emily's Wish Foundation
- Savannah Foundation
- World Nomads customers through The Footprints Network

WATERAID LIFE MEMBERS

- Grant Hill
- Tony Kelly



WaterAid Australia Board, left to right: Penny Underwood, Ann Lund, Rhonda Chapman, Francois Gouws, Rob Skinner, Wendy Rose, Mal Shepherd, Alexandra Owens.

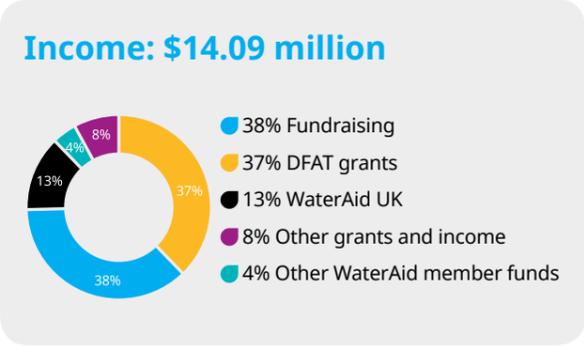
Directors' report

WaterAid Australia Directors present this report on WaterAid Australia Limited for the 12 month period ended 31 March 2017.

Financial overview: 1 April 2016 to 31 March 2017

Where did the money come from in 2016/17?

WaterAid Australia has increased its total revenue in 2016/17 by \$591k (or 4.4%) compared to last year. We have seen another strong return from fundraising (increasing \$1.164m). We are very thankful for the support of the water sector who make an enormous contribution to our fundraising effort. The Australian Government's Department of Foreign Affairs and Trade continues to provide significant support to our work, contributing \$5.2m or 37% of our total income in 16/17 (15/16: \$6.3m or 47%). WaterAid Australia also received funding from other WaterAid members across the world which contributed in total \$2.44m (15/16: \$2.4m).



Where did the money go in 2016/17?

Total expenditure in 2016/17 was \$13.57m – down 2.3% from the prior year (15/16: \$13.9m). Our programmatic work made up 70% of our total expenditure. Fundraising costs amounted to 23% of total expenditure. Accountability and administration totalled 7% of our expenses for the year, which enabled us to maintain our commitment to the Australian public of being a transparent and accountable organisation.



Board of Directors

Rob Skinner, Chair. Rob is Professorial Fellow at the Monash Sustainable Development Institute, Monash University, Melbourne. Rob has extensive experience in organisational leadership, including six years as Managing Director of Melbourne Water and ten years as CEO of Kingston Council in Victoria.

Wendy Rose AM, Deputy Chair. Wendy is an international development advisor. Wendy has over 40 years' experience and is a senior member of the international aid community, representing Australia on various national and world bodies for many years.

Rhonda Chapman is a community development, civil society and partnerships advisor with over 25 years' experience working in the aid and development sector around the world. She is also the co-founder of a co-working and enterprise support space in her home town of Castlemaine.

Catherine Ferrari (to August 2016) is General Manager Customer and Community Group at Water Corporation. Catherine has extensive experience in the strategic positioning of organisations with key strengths in

the engagement of stakeholders and the community.

Francois Gouws is Managing Director of TRILITY and is responsible for numerous operational sites across Australia and New Zealand. Francois has delivered and managed major projects across the globe including water, desalination and waste water treatment facilities across all sectors.

Ann Lund is an independent international development consultant with significant developing country and not-for-profit board experience, including 15 years in Cambodia, and more recently the Pacific, South and Southeast Asia, and developing global guidance for common business operations of the United Nations and water, sanitation and hygiene governance.

Alexandra Owens is Principal Legal Officer at the Department of Premier and Cabinet (NSW). Alexandra has extensive experience in law, international relations and development. She has worked in the public, private and not-for-profit sectors, and has particular expertise in relation to Asia.

Mal Shepherd (from August 2016) is Industry General Manager Utilities at John Holland Group. Mal has over 30 years of experience in the water industry working in both the public and private sector across Australia, New Zealand, Southeast Asia and the Middle East on engineering, procurement, construction and management of complex multidisciplinary engineering projects.

Mark Stewart is Head of Fundraising, The Children's Hospital at Westmead, Sydney, and has extensive experience within the national and international NGO environment, having held roles across marketing, fundraising and organisational development.

Penny Underwood is Director of MediaWise and an experienced public relations and communications strategist who has developed her skills over 20 years in both Australia and the United Kingdom.

Kevin Young is Managing Director of Sydney Water. Kevin has over 30 years' experience working for the private sector and government authorities within Australia and overseas.

Meetings of Directors

Directors	Directors' meetings	
	Number eligible to attend	Number attended
Rob Skinner	6	6
Wendy Rose AM	6	6
Rhonda Chapman	6	4
Catherine Ferrari	1	1
Francois Gouws	6	6
Ann Lund	6	4
Alexandra Owens	6	6
Mal Shepherd	5	4
Mark Stewart	6	6
Penny Underwood	6	4
Kevin Young	6	6



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 available at: www.acfid.asn.au

INCOME STATEMENT FOR THE YEAR ENDED 31 MARCH 2017

REVENUE	2017	2016
	\$'000	\$'000
Donations and gifts		
Monetary	5,308	4,144
Non-monetary	-	-
Bequests and legacies	2	21
Grants		
Department of Foreign Affairs and Trade (DFAT)	5,208	6,327
WaterAid UK	1,873	2,017
WaterAid other members	565	390
Other Australian grants	106	97
Other overseas grants	998	415
Investment income	32	54
Other income	1	37
TOTAL REVENUE	14,093	13,502

EXPENDITURE	2017	2016
	\$'000	\$'000
International aid and development programs expenditure		
International programs		
Funds to international programs	7,256	8,143
Program support costs	1,481	1,646
Community education	740	948
Fundraising costs		
Public	3,118	1,997
Government, multilateral and private	11	232
Accounting and administration	964	920
TOTAL EXPENDITURE	13,570	13,886
EXCESS/(SHORTFALL) OF REVENUE OVER EXPENDITURE	523	(384)

During the year, WaterAid Australia had no transactions in the following categories: political or religious adherence promotion programs, international political or religious proselysation programs expenditure or domestic programs. Also, WaterAid Australia does not bring to account any non-monetary revenue or expenditure.

TABLE OF CASH MOVEMENT

	Cash available at beginning of financial year	Cash raised during financial year	Cash disbursed during financial year	Cash available at end of financial year
	\$'000	\$'000	\$'000	\$'000
CSWASH - DFAT	809	2,634	(2,815)	628
Sports For Development	570	1,814	(617)	1,767
Other grants	1,375	4,537	(4,807)	1,105
Total for other purposes	708	5,949	(5,243)	1,414
TOTAL	3,462	14,934	(13,482)	4,914

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2017

ASSETS	2017	2016	LIABILITIES	2017	2016
	\$'000	\$'000		\$'000	\$'000
Current assets			Current liabilities		
Cash and cash equivalents	4,915	3,462	Trade and other payables	387	398
Trade and other receivables	1,628	954	Provisions	285	249
Other financial assets	80	80	Other financial liabilities	4,099	2,847
Other assets	101	87	Total current liabilities	4,771	3,494
Total current assets	6,724	4,583	Non-current liabilities		
Non-current assets			Provisions	34	28
Property, plant and equipment	202	322	Total non-current liabilities	34	28
Intangible assets	13	48	TOTAL LIABILITIES	4,805	3,522
Total non-current assets	215	370	NET ASSETS	2,134	1,431
TOTAL ASSETS	6,939	4,953			

At the end of the year, WaterAid had no balances in the following categories: inventories, assets held for sale, non-current trade and other receivables, non-current other financial assets, borrowings, other financial liabilities, non-current borrowing and reserves.

EQUITY		
Retained earnings	1,712	1,119
Controlled entities reserve	422	312
TOTAL EQUITY	2,134	1,431

STATEMENT OF CHANGES IN EQUITY

2017	Retained earnings	Controlled entities reserve	Total
	\$'000	\$'000	\$'000
Balance at 1 April 2016	1,119	312	1,431
Excess/(Shortfall) of revenue over expenses	523	-	523
Net income of controlled entities	(110)	110	-
Consolidation of fundraising committees	180	-	180
Balance at 31 March 2017	1,712	422	2,134

2016	Retained earnings	Controlled entities reserve	Total
	\$'000	\$'000	\$'000
Balance at 1 April 2015	1,503	318	1,821
Excess/(Shortfall) of revenue over expenses	(384)	-	(384)
Net income of controlled entities	-	(6)	(6)
Balance at 31 March 2016	1,119	312	1,431

DIRECTORS' DECLARATION

The Directors of the Group declare that:

- The consolidated financial statements and notes of WaterAid Australia Ltd for the year ended 31 March 2017 are in accordance with the Australian Council for International Development Code of Conduct and the Australian Charities and Not-for-profit Commission Act 2012, including:
 - complying with Australian Accounting Standards, the Australian Council for International Development Code of Conduct and the Australian Charities and Not-for-profit Commission Regulations; and
 - giving a true and fair view of the financial position as at 31 March 2017 and of its performance for the financial year ended on that date;
- 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.

Director  Director 

Rob Skinner Mark Stewart

Dated 7 June 2017.

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

Opinion

The summary financial statements, which comprise the summary Statement of Financial Position as at 31 March 2017, the summary Income Statement, a summary Statement of Changes in Equity for the year then ended, summary Table of Cash Movements and related notes, are derived from the audited financial report of WaterAid Australia Ltd and Controlled Entities for the year ended 31 March 2017.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial report, in accordance with the basis of preparation of summary financial statements.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards, the Australian Charities and Not-for-profits Commission Act 2012 and the ACFID Code of Conduct. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon. The summary financial statements and the audited financial report do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial report.

The Audited Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial report in our report dated 7 June 2017.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements in accordance with the basis of preparation of summary financial statements.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

SAWARD DAWSON
Chartered Accountants

Partner: Peter Shields
Date: 7 June 2017
Blackburn, Victoria 3130

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PRINCIPALS: Bruce Saward FCA Peter Shields FCA
Tim Flowers CA Joshua Morse CA
ASSOCIATE: Cathy Braun CA
CONSULTANT: Cliff Dawson FCA
Liability limited by a scheme approved under Professional Standards Legislation



Daniel at one of the new toilets in his village in Timor-Leste.

Accountability and accreditation

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.

WaterAid Australia is fully accredited by the Australian Government's Department of Foreign Affairs and Trade. This status represents the Australian Government's confidence in our organisational effectiveness, governance and development programs. We also have a demonstrated commitment to the Fundraising Institute of Australia's Principles and Standards of Fundraising Practice.



We adhere to the ASX Corporate Governance Principles and Recommendations and ISO31000 Risk Management Practice, and we undergo both internal audits by WaterAid International and an annual external audit.

People in local communities are at the centre of our work and WaterAid Australia has an organisational Code of Conduct, Ethical Guidelines and a strong commitment to child protection to ensure the best interests of our local partners and community members are always our priority.



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

WaterAid Australia

Level 9, 176 Wellington Parade,
East Melbourne VIC 3002, Australia

Phone: 1300 858 022

Fax: 03 9001 8260

info@wateraid.org.au

www.wateraid.org/au

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