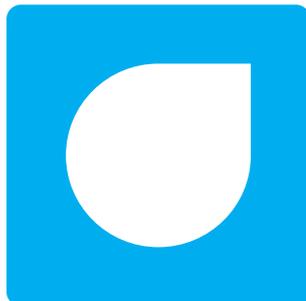


Annual Report

AUSTRALIA

2017 / 2018



Unlocking potential
with clean water,
decent toilets and
good hygiene.

 **WaterAid**

About WaterAid



WaterAid is an international not-for-profit, determined to make clean water, decent toilets and good hygiene normal for everyone, everywhere within a generation. Only by tackling these three essentials in ways that last can people change their lives for good.

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

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 six values:

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



WaterAid/Tom Greenwood

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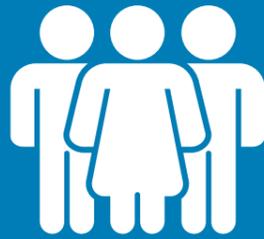
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Phong waters her vegetable garden in Cambodia.

Cover: Danet and Sokna celebrate having water in their community in Cambodia.

Photo: WaterAid/Tom Greenwood

From the Chair and Chief Executive



WaterAid started when no other water, sanitation and hygiene focused international NGO existed in our region. We are making substantial progress but now, more than ever, we need your support to continue to change people's lives for the better.

The United Nations Sustainable Development Goals (SDGs) are galvanising efforts across the world to end poverty, protect the planet and ensure that all people enjoy peace and prosperity. When we look at the challenge ahead of us to achieve SDG 6 for universal access to water, sanitation and hygiene, we know huge challenges remain, with 844 million people lacking access to clean water and 2.3 billion people lacking a decent toilet.

Though the challenges and numbers are daunting, they should not be viewed as overwhelming. Together with our partners, WaterAid is making a difference. This annual report shows you how, through our collective efforts, we are making an impact on individual lives like those in Panderi village in Timor-Leste. You can also see how our efforts are being scaled up as we work at provincial level such as in Kampong Chhnang in Cambodia. We are also catalysing change at a national level. For example in a number of countries we are working with government agencies to improve the accessibility and usability of water, sanitation and hygiene facilities in health care centres – resulting in services that are safe and desirable for all to use.

A key challenge we face is addressing behaviour change amongst service deliverers and people towards the delivery and use of water, sanitation and hygiene services. A case study from Cambodia shows the creativity and strategy our teams and partners are deploying to address this challenge.

This year has seen us strengthen and sharpen our program focus and priorities. We couldn't have achieved all that we have without your support and partnership. We are delighted to deepen our engagement with the water industry and we are excited about our new ways of partnering to jointly address the vision of the SDGs in our region.

Our people remain focused on delivering our mission and living the WaterAid values in all they do. We couldn't ask for more. We remain focused on ensuring that by providing access to water, sanitation and hygiene we can unlock the potential of the most marginalised communities and individuals to break free from poverty and change their lives for good. We couldn't bring about the changes we have without your support.

Rob Skinner
WaterAid Australia Chair
and

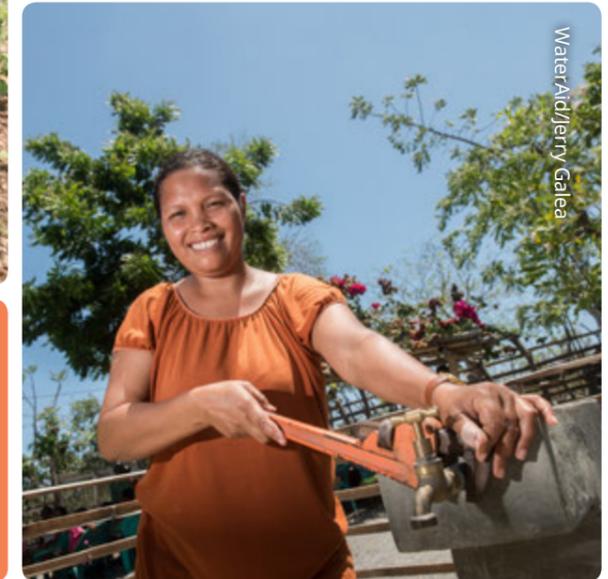
Rosie Wheen
WaterAid Australia Chief Executive



Left: Graciana grows produce for her family and to sell at market.

Below: As Panderi community's water committee chief Maria ensures the water system's maintenance.

A community prospers



Before water came to the Panderi community in Timor-Leste, people had to wash with salty water from the nearby beach and walk to a distant spring to collect water which had to be boiled prior to drinking. Only some could occasionally afford to buy drinking water from a water truck.

Following WaterAid's support to install a gravity fed water system and toilets, 60 households are prospering.

"When there was no water we couldn't do anything. We couldn't wash, couldn't grow plants, couldn't stay clean." Now Graciana grows fruit and vegetables for her family to eat and to sell at the local market. "Before we didn't have any income and now with water there is lots of income from the vegetables. With the income we can buy food, we can improve our home and buy new clothes.

"We are really, really happy. If we want to go to the toilet, if I want to grow vegetables, if I want to wash we have water and everything is in place. It is easy to do anything that we want to."

Water in the village is also helping to improve gender equality with the election of Maria by the community as chief of its water committee.

"As leader of the water committee I organised my team during the construction. We worked together to do the construction and after implementation there is maintenance so if there are any problems then I organise the whole community to sit together to resolve the problem."

Maria also runs the village kiosk where she sells low cost toilet pans. "It helps the family to have income. And it helps the community to be healthy.

"The change overall is people feel that life is easier. Many activities are linked to water. There was a burden that now is gone. We feel free."

Water industry collaboration is key



Sustainable Development Goal 6 for universal access to clean water, sanitation and hygiene by 2030 was set in 2015 by the United Nations and agreed by the world's governments. Progress requires financing, advocacy, political priority and the will to ensure the basic needs of every person are met for a better future for millions. To achieve this goal we need to collaborate.

WaterAid's shared strategic work with leading national water sector umbrella organisations, the Australian Water Association (AWA) and the Water Services Association of Australia (WSAA), affects and influences change. To create sustainable solutions for communities in developing countries, we plan to use our collective technical and governance expertise and resources to jointly design and implement programs around capacity building, institutional strengthening and policy influence. By tapping into our partners' research and technical expertise, combined with WaterAid's practical experience in the field, we can create and deliver innovative approaches to complex sustainable development challenges.

Influencing policy, programming and funding decisions was key when WaterAid Australia Chief Executive Rosie When met with the Hon Penny Wong, the Shadow Minister for Foreign Affairs, in February 2018. Rosie was joined by WSAA Chair Pat McCafferty and AWA International Manager Paul Smith to present our collaborative partnership, the work of WaterAid and the centrality of clean water, decent toilets and good hygiene in Australia's international development program and the Sustainable Development Goals.

The Australian Government's Foreign Policy White Paper highlights the need for a strategic agenda to combine the expertise of Australian NGOs, the water industry, and academic and private sectors to help Southeast Asia and Pacific governments achieve rapid change in access to clean water, decent toilets and good hygiene.

Harnessing the Australian water industry's contribution to the Sustainable Development Goals in Australia, Southeast Asia and the Pacific, WaterAid is able to achieve shared goals and maximise our impact on policy influence, advocacy, gender equality and diversity.

WaterAid Australia Chief Executive Rosie When, WSAA Chair Pat McCafferty (right) and AWA International Manager Paul Smith (left) meet with the Hon Penny Wong, the Shadow Minister for Foreign Affairs.



Critical corporate connections



WaterAid provides a powerful platform for companies to engage and inspire staff, customers and external stakeholders through its membership and sponsorship programs. This happens across the water industry, allied industries and beyond. Together we have impact both economically and socially, by transforming the lives of people in the countries where we work, and those who participate in WaterAid activities.

There was enthusiastic response to our global corporate engagement program 'Winnovators', with 12 teams tackling a real life WaterAid challenge in Nicaragua. Cross functional company team members learn new skills, fund our work and solve their chosen challenge, be it water, sanitation or hygiene, over a six-month period. Congratulations to all participants and SeqWater who took out the best overall award for the Asia Pacific region in 2017.

We are proud of our loyal members and welcomed three new gold members in 2017 – the Australian Bureau of Meteorology, Hunter Water and Steel Mains Pty Ltd.

WaterAid facilitates valuable engagement opportunities. Members create unique local activities to elevate their WaterAid connection while demonstrating their collaborative efforts around shared value, corporate social responsibility and the Sustainable Development Goals (particularly Goal 6). In November 2017,

City West Water, Melbourne Water, South East Water and Yarra Valley Water teams built their own toilets within a timeline with limited materials to raise awareness of World Toilet Day.

In August, our Timor-Leste staff provided a memorable experience for 16 corporates on a supporters' trip to Timor-Leste.

In May, WaterAid joined the water industry at the Australian Water Association's OzWater Conference and Exhibition 2017.

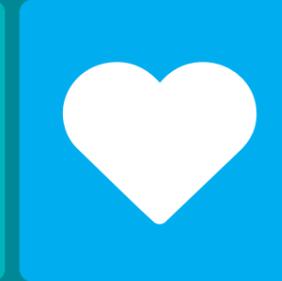
We are about ensuring every corporate relationship has benefits for companies, their staff and customers. Commercial sponsorship opportunities abound at WaterAid corporate events.

Dedicated and passionate volunteers and ambassadors in our state-based committees across Australia also raise vital funds and enhance our profile through gala balls and local events.



City West Water, Melbourne Water, South East Water and Yarra Valley Water competed in a 'Build a Loo' challenge judged by model and WaterAid Ambassador Elyse Knowles.

Hygiene behaviour change



Changing hygiene behaviour is one of the most difficult aspects of WaterAid's work. But it can't be overlooked. Hygiene practices such as handwashing with soap are critical to halting the spread of diseases and maximising the benefits of access to clean water and decent toilets.

We know that simply informing people about good hygiene practices doesn't lead to sustained behaviour change. So instead, this year we've been finding new and creative ways to challenge norms and motivate people to change their behaviour.

In Papua New Guinea and Timor-Leste, we've commenced a partnership with Marie Stopes International to deliver sexual and reproductive health services and menstrual health education alongside upgrades to school toilets, so that girls can manage their periods hygienically and with dignity.

Also in Papua New Guinea, we've continued to use sport as a vehicle to change behaviour. Our sports for development program is engaging directly with young people through sport, building leadership skills and providing hygiene education.



WaterAid/Jerry Galea

In Timor-Leste, our sanitation marketing program has been trialling print and radio advertising campaigns to convince people to purchase and install a hygienic toilet for their home. With strong sales over the past year, we're confident the messages are persuading people.

In Cambodia, we've been working closely with local organisation Epic Arts to produce a number of original songs to communicate hygiene messages in a fun and engaging way. This year we engaged a singer with a disability to record the song 'Love Saboo (Soap)' to promote handwashing with soap as well as inclusion of people with disabilities. The song was launched at Aeon Mall in the nation's capital on Valentine's Day with the message, "To love is to protect! Washing your hands with soap is one important way to love yourself and your beloved."

In the coming year we'll continue to focus on promoting hygiene behaviour change, working with a range of partners to improve and scale up these, and other, campaigns. We'll also work with partners in government, public institutions and civil society to ensure that their policies and programs are enabling people to make a change, including through them having access to suitable water and sanitation facilities.

Luke Lovell
Learning and Documentation Advisor

Maria and Joana wash their hands inside the new inclusive toilet at their school in Liquica District, Timor-Leste.



Influencing through evidence

WaterAid Timor-Leste staff member Novi talks to people at Maubara market in Timor-Leste about the importance of clean water, decent toilets and good hygiene.

The key to WaterAid's advocacy effectiveness is investing in high quality research and evidence to convince governments and donors that universal access to water, sanitation and hygiene must be prioritised.

In April 2017, we launched new research into climate resilient water, sanitation and hygiene services in Timor-Leste. Throughout the year, we successfully engaged with the government on the importance of including water, sanitation and hygiene as part of their national adaptation plan.

We collaborated with the Burnet Institute and the International Women's Development Agency to undertake research into menstrual hygiene management in Papua New Guinea (PNG), Fiji, and the Solomon Islands, creating new evidence for further engagement with the Department of Foreign Affairs and Trade and other donors on the importance of clean water, decent toilets and good hygiene to the rights of women and girls.

We also undertook a multi-country study for UNICEF on water, sanitation and hygiene data and the Sustainable Development Goals. We used this process to engage with key government partners in Cambodia, PNG and the Solomon Islands.

Our collaboration with UNICEF saw our technical staff participate in UNICEF's regional water, sanitation and hygiene meeting in Bangkok in November 2017. We presented research undertaken on nutrition and water, sanitation and hygiene, and used the meeting to continue to influence how UNICEF approaches water, sanitation and hygiene in health care facilities.

WaterAid participated in the March 2018 Water, Sanitation and Hygiene (WASH) Conference. Along with presenting papers and running training we participated in a roundtable with the Minister for International Development and the Pacific, advocating the need for the Australian Government to take a new long-term and strategic approach to water, sanitation and hygiene.

In all of our advocacy in Australia, WaterAid continued to collaborate with the WASH Reference Group – a collection of Australian organisations that have been advocating together since 2007.

Tom Muller
Director of Policy and Programs

Sector strengthening



In the countries where WaterAid works, it is essential we continually build our understanding of the prevailing political economy and socio-cultural context to ensure our work remains relevant and effective.

National and local governments are the permanent institutions with the mandate to ensure safe, sustainable and universal access to water and sanitation services. A world where everyone has access to clean water and decent toilets will only be possible with government leadership and political commitment. A key part of WaterAid's work is engaging with political processes, strengthening sector systems and supporting effective government leadership.

An analysis of sector systems, undertaken together with government, provides a review of current status as well as identifying critical bottlenecks or challenges. The following considerations comprise the type of sector assessment WaterAid helps facilitate:

- Policies and strategies that lay out the procedures, norms and priorities for ensuring water and sanitation services.
- Institutional arrangements that set out roles and responsibilities for facilitating effective sector coordination and collaboration; effective service delivery approaches; as well as robust regulation and accountability.
- Sector planning, monitoring and review to support coordinated and well-organised actions towards shared goals, along with regular monitoring to inform programmatic improvements.
- Sector budgeting and financing for planning and securing the finances needed to deliver sustainable water and sanitation services.

In Cambodia, WaterAid has used this approach with provincial and district government departments in Kampong Chhnang Province.

The participatory process enabled stakeholders to collectively agree a set of strategic priorities and ways of working together over future years.

In March 2018, WaterAid co-convened a workshop exploring approaches to strengthening sector systems with UNICEF and the Institute of Sustainable Futures at the University of Technology, Sydney. The workshop formed part of an international conference on water and sanitation attended by global experts, practitioners and advocates. The event created a learning platform for participants to share evidence and experience from different contexts and to identify approaches to improve their own work.

David Shaw
Head of Learning and Effectiveness



Monks Vinak and Ly collect water from a muddy pond which is the main source of water for surrounding communities in Cambodia.

Menstrual hygiene



This year in Papua New Guinea and Timor-Leste, WaterAid deepened its work to address menstrual hygiene management through an innovative new partnership with Marie Stopes International.

The project aims to help keep girls in school through reducing unintended pregnancies and improving menstrual health, while strengthening women-led businesses to manufacture accessible hygiene products. Supported by the Australian Government, the project aims to deliver services and increased awareness on sexual and reproductive health and menstrual hygiene practices amongst adolescent girls.

The project was designed from work where WaterAid collaborated to finalise a landmark study uncovering issues that prevent women and girls in the Pacific from managing their menstruation hygienically, effectively and with dignity. In partnership with the Burnet Institute and the International Women's Development Agency, and funded by the Australian Government, 'The Last Taboo' was the first multi-country study of menstrual hygiene in the Pacific.

Taking place in Papua New Guinea, the Solomon Islands and Fiji, the study found that girls lack comprehensive knowledge and are unprepared for their first period, often resulting in feelings of shame and embarrassment. Also, without access to quality sanitary products or suitable water and toilet facilities, women and girls fear leakage and may disengage with community life, and miss school or work.



WaterAid/Tom Greenwood

The study fills a knowledge gap around a little spoken about issue and provides clear evidence of the challenges women and girls in the Pacific face in managing their menstruation, while also providing practical recommendations so organisations and governments can act to address the challenges.

WaterAid and its partners disseminated the study's findings and recommendations through presentations at the Australasian Aid Conference, the Water and Health Conference at the University of North Carolina, the Water, Sanitation and Hygiene Conference and the World Toilet Summit.

WaterAid is working to address the challenges identified in the study in multiple ways.

In the Solomon Islands, WaterAid has supported the establishment of MJ Enterprises, a small, woman-led business, which sells 'Kaleko SteiFree', an affordable, quality and locally made menstrual hygiene product, and offers advice and training based on WaterAid's expertise. The enterprise has sold nearly 1,000 kits and is improving economic opportunities for local women, as it employs six full-time staff, including three women who have disabilities.

Jessie Sinkula
Programs Assistant

Now there are toilets at Georgina's school in Papua New Guinea she doesn't have to miss class when she has her period.

Gender justice



Across our work, we're focused on leveraging water, sanitation and hygiene programs as a platform to empower women and girls and help achieve gender equality.

In Cambodia, part of our strategy is to build a workforce of skilled, inspired professionals to deliver and sustain water, sanitation and hygiene services. However, when looking at opportunities for women in the water, sanitation and hygiene sector, we found that they face significant barriers at all stages of their career. Women already working in the field faced negative attitudes, and were not perceived as leaders or technical experts. Young women had difficulty gaining admission to water or sanitation-related higher degree courses, or if they were admitted, finding work upon graduation.

To combat this, we're focusing on study, career and leadership opportunities for women among the next generation of young professionals. We're supporting the Centre for Sustainable Water and the WASH Skills Development Organisation to provide ongoing training for people in their job, skills development for professionals and organisations, and mentoring. For students studying in water, sanitation and hygiene-related fields, we're supporting work experience, networking and learning opportunities, with a strong focus on women's leadership. In Timor-Leste we're partnering with Engineers Without Borders to support a professional network of women engineers, who meet regularly to provide mentoring, technical training and networking opportunities.

In Timor-Leste, our focus has been on delivering practical activities and facilitating conversations between women and men on sharing community and household work more equally, as part of water and sanitation programs. We've distilled these lessons into our community dialogue manual, a toolkit to guide Timorese community facilitators to lead practical activities to realise positive change towards gender equality. As community member Laranjeira said: "I am amazed with my husband after (gender) sessions that talked about equal work between men and women. It's not dramatic change yet, but on many occasions, he starts to ask me what (house) work I'm doing and without talking much he starts taking on one or two responsibilities. He is also looking after our children more often."

We're now working to roll out this manual more broadly, collaborating with the Timor-Leste Government and others to deliver facilitation training about gender, based on experience developing the manual, while also supporting the water, sanitation and hygiene sector to better address gender through delivery and monitoring of services.

Going forward we'll continue to use our activities in this way, ensuring that as women and girls realise their right to clean water and decent toilets, we're also leveraging our programs to challenge norms and change attitudes to achieve gender equality.

Chelsea Huggett
Technical Lead – Equity and Rights



WaterAid/Tom Greenwood



Juliana is the secretary of the water committee in her village in Manufahi District in Timor-Leste.



Votey and newborn daughter Sokvoty rest in a maternity ward in Cambodia.

WaterAid/Tom Greenwood



Health care facilities



In 2017, the top health priority for the World Health Organization was to drive and support countries to achieve Universal Health Coverage. Universal Health Coverage is an aspiration of all governments and health systems to ensure everybody can access good quality and safe health care services, without financial hardship. Services should be affordable for all. They should be good quality and safe. Most importantly, they need to be available and accessible to all.

Over the last year, we have continued to support ministries of health in Cambodia and Myanmar to improve the safety of health care at hospitals and health centres through water, sanitation, hygiene and improved infection prevention and control. What we have learnt is, that even where health facilities have a reliable water supply, or a toilet for patients, they are often not accessible or usable to people with limited mobility. People who use a health facility are often ill, the elderly, people with disabilities or people who are injured, who have just had surgery, or in the case of women, are heavily pregnant or in labour. Every one of these people needs somewhere safe and private to go to the toilet, bathe and clean.

WaterAid found that none of the health facilities we work with in Myanmar and Cambodia, had a toilet or bathing facility that was accessible and user friendly for women who are heavily pregnant or for people with a disability. As a result, WaterAid has teamed up with a group of experts including health specialists, occupational

therapists and disabled people organisations, and consulted women who were pregnant to co-design and rehabilitate facilities to transform them so that they are usable for all.

We have developed a tool that can be adapted for use by other health facilities across Myanmar, Cambodia and globally to ensure that water, sanitation and hygiene facilities can be co-designed with patients' consultation so that during labour women can privately bathe and go to the toilet with dignity and that people with limited mobility, such as those who use a wheelchair, have ramps, rails and sufficient space to independently use a toilet.

Improving the accessibility and usability of water, sanitation and hygiene facilities in health care centres, supports health care to provide services that are safe and desirable for all to use. By doing this we support health care facilities to provide the care needed for everyone in the community.

Alison Macintyre
Technical Lead - Health

Where we work



Global map displays WaterAid country programs at June 2018.

Current global water and sanitation status

- **844 million people** in the world – one in nine – do not have clean water close to home.
- **2.3 billion people** in the world – almost one in three – do not have a decent toilet of their own.
- Around **289,000 children** under five die every year from diarrhoeal diseases caused by dirty water and poor sanitation. That's almost 800 children a day, or one child every two minutes.

WaterAid has teams in over 30 countries, changing millions of lives every year with clean water, decent toilets and good hygiene.

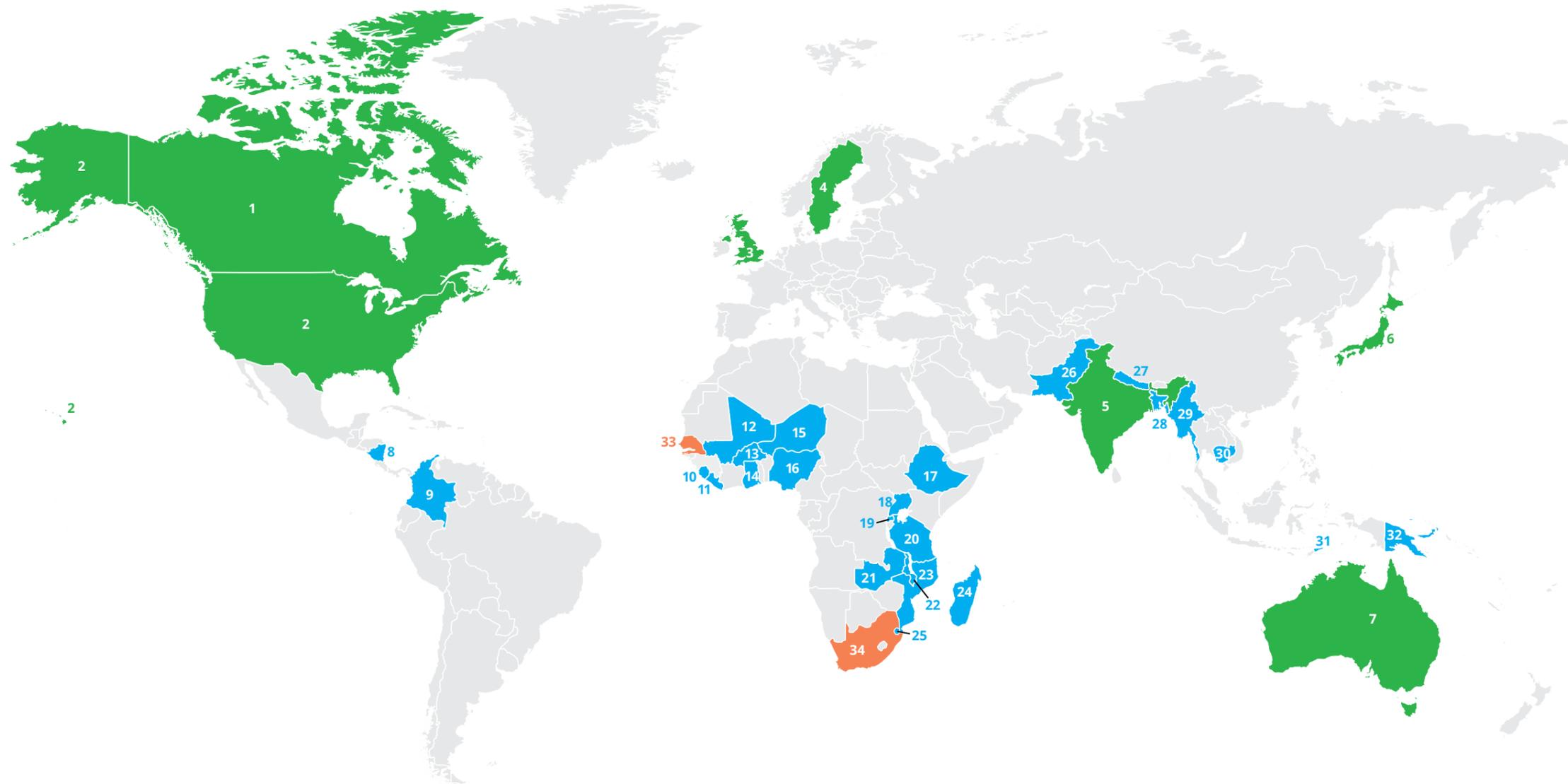
In 2017/18 WaterAid Australia coordinated and/or funded programs in Cambodia, Mozambique, Myanmar, Papua New Guinea, the Solomon Islands and Timor-Leste.

United Nations Sustainable Development Goals to transform our world

The Sustainable Development Goals are a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity. In 2015, world leaders agreed to 17 goals for a better world by 2030 as part of the United Nations sustainable development agenda.

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 cannot be achieved.

Guided by the goals, it is up to all of us, governments, businesses, civil society and the general public, to work together to build a better future for everyone, everywhere.



Federation members	
1	Canada
2	United States
3	United Kingdom
4	Sweden
5	India
6	Japan
7	Australia

Country programs					
8	Nicaragua	16	Nigeria	25	Kingdom of eSwatini
9	Colombia	17	Ethiopia	26	Pakistan
10	Sierra Leone	18	Uganda	27	Nepal
11	Liberia	19	Rwanda	28	Bangladesh
12	Mali	20	Tanzania	29	Myanmar
13	Burkina Faso	21	Zambia	30	Cambodia
14	Ghana	22	Malawi	31	Timor-Leste
15	Niger	23	Mozambique	32	Papua New Guinea
		24	Madagascar		

Regional offices	
33	Senegal
34	South Africa

Our work in the Pacific



Papua New Guinea

WaterAid continued to engage in discussions regarding the implementation of Papua New Guinea's (PNG) National Water, Sanitation and Hygiene Policy ensuring that the benefits of services reach all Papua New Guineans, and the team continued to deliver clean water, decent toilets and good hygiene across communities, schools and health care facilities.

- WaterAid PNG completed its five year project through the Australian Government's Civil Society Water, Sanitation and Hygiene (CS WASH) Fund. WaterAid's implementation activities and approach under the CS WASH Fund through local partners has contributed to strengthened local government and water, sanitation and hygiene committees, who now understand the importance of services to development, but also their responsibility to help deliver these services. For instance, for the first time in WaterAid PNG's history, the government financial contribution was greater than the donor contribution towards a community-led and driven project.
- Also through the CS WASH Fund, in partnership with the International Water Centre, WaterAid developed and published a menstrual hygiene management teachers' resource, specific to the PNG context, as a guide for teachers working in primary schools with pupils in upper grades to engage and educate students on menstrual hygiene. An infant faeces management behaviour change toolkit was also produced which can be used by development workers to help communities improve infant faeces management practices, reducing associated health risks, including diarrhoeal disease, leading to cleaner, healthier and happier communities.

- As part of the Australian Government's Water, Sanitation and Hygiene Sports for Development Program, WaterAid piloted the 'Hamamas lo Pilai' (Happy to Play) program, in partnership with Netball PNG. The program engages adolescent girls on topics related to self-confidence, communication, leadership, personal hygiene and menstrual health through netball. Initial findings indicate that the program could have a positive impact on the behaviours and self-efficacy of participants.

Funders

- Australian Government's Australian NGO Cooperation Program Gender Action Platform (in partnership with Marie Stopes International)
- Australian Government's Civil Society Water, Sanitation and Hygiene Fund
- Australian Government's Water, Sanitation and Hygiene Sports for Development Program (through the PNG Governance Facility)
- UNICEF East Asia Pacific Regional Office (EAPRO)
- Corporate, foundation and supporter contributions

Location of projects

Port Moresby, 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, Marie Stopes International (MSI), Netball PNG, PNG Volleyball Federation, Women Win, Kamuna and International Water Centre.

Solomon Islands

After the WaterAid Australia Board's difficult 2016 decision to close the WaterAid Solomon Islands country program for budgetary and regionally strategic reasons, the program was closed in June 2017, when the final projects were completed. Though the program was in operation for a short time, great achievements were made.

- Supported by the Australian Government, WaterAid strengthened the national government's capacity to implement activities set out in its Rural Water, Sanitation and Hygiene Strategic Plan by leading technical training for government staff and improving water, sanitation and hygiene monitoring by providing technical advice on the development of core indicators which integrated the Sustainable Development Goals. The new data collected is helping the Solomon Islands Government to more efficiently and effectively deliver water, sanitation and hygiene services to its citizens.
- Through the Australian Government's Australian NGO Cooperation Program and in partnership with Village Technology Trust, WaterAid conducted a community-led total sanitation (CLTS) training program for representatives of five communities to motivate households to build their own toilets. At the close of the project two communities had been declared open defecation free, while the other three continued to progress. This training program was also used as part of a national CLTS trainers program to strengthen the national capacity to implement the government's Rural Water, Sanitation and Hygiene Policy.

- After finalising menstrual hygiene research, 'The Last Taboo', in collaboration with the Burnet Institute, the International Women's Development Agency and the Solomon Islands Planned Parenthood Association, on the challenges experienced by women and girls while managing their menstruation, WaterAid and its partners worked to address some of the key challenges identified. In the Solomon Islands, WaterAid supported the start-up of 'Kaleko SteiFree', a woman-led business, which improves women's and girls' access to quality and affordable, locally-made menstrual hygiene products.

Funders

- Australian Government's Australian NGO Cooperation Program
- Australian Government's Solomon Islands Water, Sanitation and Hygiene Sector Strengthening, Coordination and Capacity Building Program
- Burnet Institute
- UNICEF
- Corporate and supporter contributions

Location of projects

Malaita Province, Guadalcanal Province, Choiseul Province and Honiara.

Local partners

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



Malcolm washes his hands at his family's tippy tap in a village in East Sepik Province, Papua New Guinea.



Our work in Southeast Asia



Cambodia

This year WaterAid Cambodia's first country strategy was developed, incorporating new programs in sector strengthening and empowering future water, sanitation and hygiene leaders. The strategy deepens our focus on health and accessibility where WaterAid has secured significant action by national level government making changes to policies, plans and guidelines that enable broad improvement to access to water, sanitation and hygiene in health care facilities and for people with disabilities.

- Using research findings and building political will in previous years, national policy frameworks have now been amended including: indicators on water, sanitation and hygiene in health care facilities feature in the national health strategy, new Ministry of Health guidelines on water, sanitation and hygiene in health care facilities and the addition of water, sanitation and hygiene to Ministry of Health training curriculum for all health care facility managers.
- WaterAid's advice and support to the government has resulted in concrete steps by the Ministry of Rural Development and Ministry of Health towards improving accessibility of water, sanitation and hygiene services in Cambodia. The ministry endorsed an official version of national guidelines for accessible services and led a roll out of guidelines to local government, and the Ministry of Health is using an accessible services in health care facilities assessment tool.
- WaterAid began a program to focus on the development of Cambodia's next generation of water, sanitation and hygiene leaders, strengthening multiple channels to enrich and

empower skills and leadership in Cambodia, including formal training for professional development, mentoring for young professionals, strengthening professional networks within and beyond Cambodia, and scholarships for women.

Funders

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

Location of projects

Phnom Penh, Kampot, Kampong Thom, Kampong Chhnang, Tboung Khmum, Kampong Cham, Prey Veng and Kratie.

Local partners

Government: Ministry of Rural Development, Ministry of Health, National Institute of Statistics, National Institute of Public Health and Department of Media and Communication (Media Fellowship Project).

NGO: Enrich Institute – project/service contract implemented by Center for Sustainable Water, CDPO (Cambodia Disabled People's Organization) and Handicap International.

Myanmar

In April 2017 management of WaterAid's Myanmar program shifted from Australia to WaterAid UK. WaterAid Australia continues to work closely with Myanmar, especially on water, sanitation and hygiene in health care facilities and skill-building for young water professionals.

- This year, WaterAid deepened its focus on water, sanitation and hygiene in health care facilities, completing studies looking at health system determinants and needs at the national and facility level across Myanmar. WaterAid's work has driven new national coordination with the Ministry of Health and Sports, new partnerships with the World Health Organization (WHO), UNICEF, ministries and health actors such as SoapBox and Jhpiego, and has promoted the use of new tools such as WHO's Standards for Improving Quality Maternal and Newborn Care.
- Young professionals working in the Myanmar water sector completed a training program to build their skills and understanding of integrated water management and planning, including a focus on gender and water.

Funders

- Australian Water Partnership
- Burnet Medical Research Institute
- UNICEF

Location of projects

Yangon.

A girl collects water from a water source in Myanmar.



Timor-Leste

In year two of WaterAid Timor-Leste's five-year strategy the team continued to build on the foundation laid last year, in order to reach our vision of every person in Timor-Leste having access to water, sanitation and hygiene by 2030.

- WaterAid led achievement of open defecation free status in Holarua Sub-District, Manufahi. This was a significant collaborative effort through governments across a large geographic area in one year, rather than targeting individual communities.
- Surveys conducted in Liquica and Manufahi indicate that 90% of surveyed systems mapped out the needs of people with disabilities at planning stages, and that 90% of systems constructed met accessibility requirements.
- WaterAid created regular municipal water, sanitation and hygiene forums to facilitate progress on services at a local level between government staff, implementing partners, water user groups and community members. This has enabled repairs to damaged water infrastructure, increased coordination between different government departments and NGOs, and improved accountability of all parties.

Funders

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

Location of projects

Dili, Liquica and Manufahi.

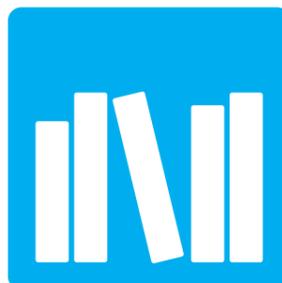
Local partners

Hafoun Timor Lorosa'e, Naroman Timor Foun, Luta Ba Futuru and Ra'es Hadomi Timor Oan.

Josefina outside her classroom in Mozambique.



Our work in Africa



Mozambique

Throughout the Australian Government's Civil Society Water, Sanitation and Hygiene Fund, WaterAid focused on strengthening the enabling environment, increasing access to equitable and sustainable water and sanitation, and improving hygiene behaviour in the small townships of Cuamba and Quelimane in Mozambique. Activities took place in underserved neighbourhoods, schools and health centres. The project made good progress during its final year until its completion on 31 October 2017. Notable achievements throughout the project include:

- The successful completion of 10-year city-wide water, sanitation and hygiene plans for both towns, Cuamba and Quelimane, and the training of government representatives, community-based organisations, private operators, water committees and technicians means that municipalities have increased capacity to effectively deliver on their completed plans and sustainably manage services.

- The completion of the water networks in the two municipalities reached 29,920 beneficiaries in Cuamba and 27,452 in Quelimane through household connections. Further, 42,678 people (including 26,871 students) in Cuamba and Quelimane have access to sanitation.

- 170,644 people in the communities of Cuamba and Quelimane have been reached with hygiene promotion campaigns. People understand the key elements of good hygiene practices and how to adopt them.

Funders

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

Location of projects

Quelimane and Cuamba.

Our supporters



With gratitude, WaterAid acknowledges the contributions of our generous supporters.

Major donors

Thank you to the following private donors who kindly supported our work in the past year:

- | | |
|---------------------------|-------------------------|
| Julie and Scott Gordon | Peter Price |
| Damian La Rocca | Ann and Peter Roberts |
| Steven Merriel | Rob Skinner |
| Dennis and Fairlie Nassau | Iain Spiers |
| Colin Ong | Noel and Carol Williams |

Bequests

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

Individual donors

A continued focus on our monthly giving program allowed us to grow our volume of committed monthly donors by 22%. This was primarily driven by face-to-face fundraising and our water bill insert program which achieved the best results since 2013.

All three annual mail appeals saw an increase in funds raised compared to the previous year, showing fantastic support from our WaterAid supporters. We also expanded our Gifts for Life range with even more seasonal cards which proved the most popular yet.



Institutional partners

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

- | | |
|------------------------------|---|
| Australian Government | Plan International (Global Sanitation Fund Cambodia) |
| Australian Water Partnership | Swedish International Development Cooperation Agency (Sida) |
| Burnet Institute | Swedish Postcode Lottery |
| Emory University | UNICEF |
| Engineers Without Borders | World Health Organization |
| Grand Challenges Canada | |
| Marie Stopes International | |

Trusts and foundations

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

- | | |
|-----------------------------------|--|
| Andrew McNaughtan Foundation | K & T Irwin Foundation MJM |
| Bennelong Foundation | Lansdowne Foundation |
| Bill and Melinda Gates Foundation | Latter-day Saints Charities |
| Datt Family Foundation | Savannah Foundation |
| Emily's Wish Foundation | Suitters Foundation |
| Footprints Fundraising Inc. | Waterwheel Foundation |
| Goldburg Family Foundation | Willoughby Friends of Ossu |
| H&M Foundation | World Wildlife Fund (Swedish Postcode Lottery) |
| Hydesdale Foundation | |

WaterAid life members

Grant Hill and Tony Kelly

Our corporate partners

WaterAid receives substantial and essential support from the corporate sector.

Global corporate partners

As a part of a global federation WaterAid Australia is proud to be associated with global partners who are linked to the WaterAid brand.



Members

Membership provides engagement on important global issues and access to valuable corporate programs. Many members are also generous sponsors and their staff active fundraisers for the cause.

Platinum membership



Gold membership



Silver membership

Abergeldie Infrastructure	Melbourne Water	Stantec
ARUP	North East Water	Suez
Barwon Water	Power and Water Corporation	Sydney Desalination Plant
Central Highlands Water	Queensland Urban Utilities	Sydney Water
Coliban Water	RMCG	Unitywater
Comdain Infrastructure	Seqwater	Vic Water
GHD	Shoalhaven City Council	Water Directorate
Gippsland Water	South Gippsland Water	Water Research Australia
GWM Water	Southern Rural Water	Western Water

Major corporate partners

Our major corporate partners in Australia provide significant funding for entire communities.



Corporate giving

Companies raise valuable funds and promote WaterAid in two quite specific ways. We thank those who included WaterAid in their billing cycle and those who implemented a payroll giving program.

Water bill inserts

Thank you very much to the companies and the customers of:

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

Payroll giving

We are so grateful to employees who personally donate from their own pay. A number of companies also offer matched giving, doubling the employee's contribution. Companies participating in our payroll giving program are:

AECOM, Arup, Australia Post, BHP Billiton, EY, Hunter Water, Macquarie Group Foundation, Melbourne Water, National Australia Bank, Optus, Programmed, PwC Australia, Queensland Urban Utilities, REA Group, South Gippsland Water, Stantec, Suncorp Group, Sydney Water Corporation, Unilever Australasia, Veolia, Water Corporation, Water NSW, Western Water, Westpac Banking Corporation, Yarra Valley Water.

Major sponsors

WaterAid thanks all additional sponsors and acknowledges the following Australian companies who support our events and programs across multiple states and years.



Community fundraising



What do three men driving across Mongolia in a beaten-up car, one woman cycling across Australia for 450 days and a rock band learning song lyrics on the toilet all have in common?

They were all doing it to raise money for WaterAid.

Our supporters found weird and wonderful ways in 2017 to support our work and we were overwhelmed by their creativity and generosity. While some preferred to support us through events such as Walk for Water, Goals for Water and Pay to Pee, others took matters into their own hands.

Among those were Selene, who raised almost \$7,000 by riding her push bike 15,150 kilometres across Australia; Eric, Luke and Thomas, who drove from London to Ulan-Ude as part of the Mongol Rally; and Jono, who wrote reviews of outback dunnies during his family holiday.

We were also encouraged by the support of schools, churches, sporting teams and workplaces who ran events for WaterAid. Of particular note were the efforts of Toongabbie Christian College, which raised over \$11,000 in September 2017. They achieved this by organising a suite of water-themed activities, including a 5,000-step walk that the junior school completed while dressed in blue.



On a wider scale, the year's biggest success story was the continued growth of the Water Challenge, in which over 2,000 Australians committed to making water their only beverage during March. Through their efforts, the challenge raised more than double its previous year's tally. Big thanks go to C2C Sport, Choose Tap and AVEDA, who generously donated prizes and promoted the event, as well as our celebrity ambassadors Elyse Knowles and Liz Watson.

We trialed a new World Toilet Day event called Learn on the Loo, in which we asked Australians to use their toilet time during November to learn a new skill. Among those who supported the challenge were musicians Regurgitator and Polish Club, the latter of whom attempted to memorise the Spanish lyrics to pop hit 'Despacito' from the loo. We also recognised 19 November by inviting some of Melbourne's biggest water companies to 'Build a Loo' in 20 minutes using only recyclable materials.

Kevin Hawkins
Community Events Coordinator

Top left: WaterAid supporter Selene raised almost \$7,000 for WaterAid by riding her bike 15,150 kilometres across Australia.

Top right: WaterAid Ambassador Elyse Knowles took the Water Challenge.

Bottom: WaterAid Ambassador Liz Watson participated in the Water Challenge.

Directors' report

WaterAid Australia Directors present this report on WaterAid Australia Limited for the 12 month period ended 31 March 2018.

Financial overview: 1 April 2017 to 31 March 2018

Where did the money come from in 2017/18?

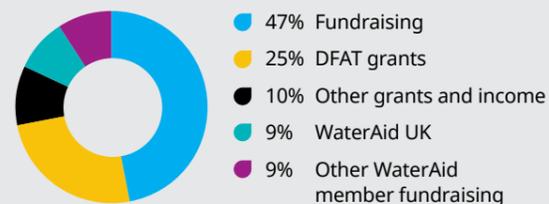
WaterAid Australia's 2017/18 total revenue decreased by \$2m (or 14%) from last financial year. We successfully completed our major grant - the Civil Society Water, Sanitation and Hygiene Fund - funded by the Australian Government's Department of Foreign Affairs and Trade (DFAT) mid year. Project completion resulted in a funding gap that led to lower total income over the full year. DFAT contributed significantly to our mission, by funding \$3m of our work, accounting for 25% of total income (16/17: \$5.2m or 37%).

Fundraising accounted for \$6.8m of total income (including \$1.1m from other WaterAid member fundraising). Support from the water sector has an enormously positive impact on our fundraising effort and we remain extremely grateful for that. WaterAid Australia also received other grants and income of \$1.2m and WaterAid UK contributions of \$1.06m.

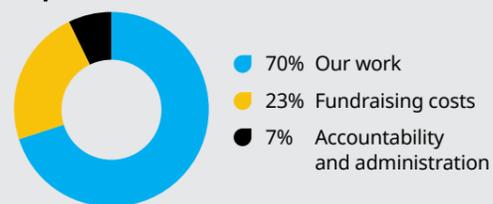
Where did the money go in 2017/18?

Total expenditure in 2017/18 was \$11.4m, down \$2.2m or 16% from the prior year (16/17: \$13.6m). Our programmatic work made up 70% of our total expenditure, fundraising costs were 23% and accountability and administration totalled 7%. We efficiently and effectively maintained our commitment to the Australian public of being a transparent and accountable organisation.

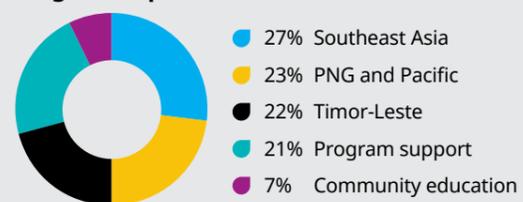
Income: \$12 million



Expenses: \$11.4 million



Program expenditure: \$7.9 million



WaterAid Australia Board, from left: Alexandra Owens, Ann Lund, Rob Skinner, Francois Gouws, Wendy Rose, Mal Shepherd and Rhonda Chapman. Not pictured: Mark Stewart, Penny Underwood and Kevin Young.

Board of Directors

Rob Skinner, Chair, is also Chair of WaterAid International and a 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, 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 internationally. She is also the co-founder of a co-working and enterprise support space in her home town of Castlemaine.

Francois Gouws is Managing Director of the TRILITY Group of companies which operates water facilities across Australia and New Zealand. Francois has over 20 years of international experience in the water industry.

Ann Lund is an international development consultant with developing country and not-for-profit board experience. Ann's experience includes 15 years in Cambodia, and consulting across South and Southeast Asia and the Pacific, Africa and the Middle East in business operations and development planning including water, sanitation and hygiene.

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 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.

Directors' meetings

Directors	Directors' meetings	
	Number eligible to attend	Number attended
Rob Skinner	4	4
Wendy Rose AM	4	4
Rhonda Chapman	4	4
Francois Gouws	4	3
Ann Lund	4	3
Alexandra Owens	4	2
Mal Shepherd	4	4
Mark Stewart	4	3
Penny Underwood	2	2
Kevin Young	4	4

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 2018

REVENUE	2018	2017
	\$'000	\$'000
Donations and gifts		
Monetary	5,652	5,308
Non-monetary	-	-
Bequests and legacies	50	2
Grants		
Department of Foreign Affairs and Trade (DFAT)	2,995	5,208
WaterAid UK	1,063	1,873
WaterAid other members	1,107	565
Other Australian grants	561	106
Other overseas grants	588	998
Investment income	41	32
Other income	19	1
TOTAL REVENUE	12,076	14,093
EXPENDITURE	2018	2017
	\$'000	\$'000
International aid and development programs expenditure		
International programs		
Funds to international programs	5,735	7,256
Program support costs	1,676	1,481
Community education	515	740
Fundraising costs		
Public	2,620	3,118
Government, multilateral and private	-	11
Accounting and administration	842	964
Total international aid and development programs expenditure	11,388	13,570
TOTAL EXPENDITURE	11,388	13,570
EXCESS/(SHORTFALL) OF REVENUE OVER EXPENDITURE	688	523
Other comprehensive income	-	-
Total comprehensive income for the year	688	523

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.

Statement of financial position as at 31 March 2018

ASSETS	2018	2017	LIABILITIES	2018	2017
	\$'000	\$'000		\$'000	\$'000
Current assets			Current liabilities		
Cash and cash equivalents	5,737	4,915	Trade and other payables	894	388
Trade and other receivables	1,187	1,628	Provisions	365	284
Other financial assets	84	80	Other financial liabilities	3,534	4,359
Other assets	171	101	Total current liabilities	4,793	5,031
Total current assets	7,179	6,724	Non-current liabilities		
Non-current assets			Provisions	52	34
Property, plant and equipment	221	202	Total non-current liabilities	52	34
Intangible assets	8	13	TOTAL LIABILITIES	4,845	5,065
Total non-current assets	229	215	NET ASSETS	2,563	1,874
TOTAL ASSETS	7,408	6,939			
			EQUITY		
			Retained earnings	1,990	1,452
			Controlled entities reserve	573	422
			TOTAL EQUITY	2,563	1,874

Statement of changes in equity

2018	Retained earnings	Controlled entities reserve	Total
	\$'000	\$'000	\$'000
Balance at 1 April 2017	1,452	422	1,874
Excess/(Shortfall) of revenue over expenses	688	-	688
Closure of Myanmar and Solomon Islands entities	129	(129)	-
Net income of controlled entities	(279)	279	-
Balance at 31 March 2018	1,990	572	2,562
2017	Retained earnings	Controlled entities reserve	Total
	\$'000	\$'000	\$'000
Balance at 1 April 2016	859	312	1,171
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	1,452	422	1,874

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 2018 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 2018 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
Rob Skinner, Chair

Director
Wendy Rose, Deputy Chair

Dated 13 June 2018.

Independent auditor's report



WaterAid Australia Ltd and Controlled Entities

ABN 99 700 687 141

Report of the Independent Auditor on the Summary Financial Statements

Opinion

The summary financial statements, which comprise the summary statement of financial position as at 31 March 2018, the summary statement of profit and loss and other comprehensive income and a summary statement of changes in equity for the year then ended, and related notes, are derived from the audited financial report of WaterAid Australia Ltd and Controlled Entities for the year ended 31 March 2018.

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

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards – General Purpose Financial Statements, 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 13 June 2018.

Board's Responsibility for the Summary Financial Statements

The board is responsible for the preparation and presentation of the 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

Saward Dawson

Peter Shields
Partner: Peter Shields

Chartered Accountant
Date: 13 June 2018
Blackburn, Victoria 3130

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Joshua Morse CA Jeff Tulk CA
Directors: Cathy Braun CA
Marie Ickeringill SSA Matthew Stokes CA
Murray Nicholls CA Vicki Adams CA CPA CFP®

Liability limited by a scheme approved under Professional Standards Legislation



Accountability and accreditation

Daniela collects water from a water tank in her village in East Sepik Province, Papua New Guinea.

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 are an active member of the Australian Charities and Not-for-profits Commission and the Public Fundraising Regulatory Association. We are also committed 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 safeguarding 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:

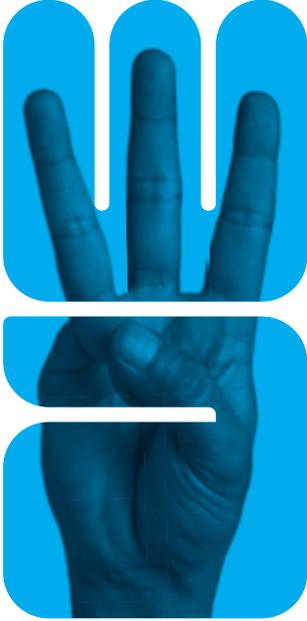
Email: info@wateraid.org.au
Web: www.wateraid.org.au
Phone: 1300 858 022

Write: WaterAid Australia,
Level 9, 176 Wellington Parade,
East Melbourne VIC 3002, Australia





WaterAid/Tom Greenwood



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
ABN: 99 700 687 141

WaterAid wishes to acknowledge the Traditional Custodians of the land our Melbourne office is located on, the peoples of the Kulin Nations. We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.