



 **WaterAid**

Annual Report

Australia 2015/16



WaterAid/Tom Greenwood

Deslyn, 5, and Sharon, 5, in front of one of their village's new water tanks in East Sepik Province, Papua New Guinea.

About WaterAid

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

Our vision

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

Our mission

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

Our values

WaterAid's values define our culture and unite us across the many countries in which we work:

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

Our strategic aims to reach everyone, everywhere

WaterAid's four strategic aims are based on our assessment of how we can best influence change:

Equality

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

Sustainable services

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

Integration

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

Hygiene

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

Our approach

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

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

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

Learn more about WaterAid at:

www.wateraid.org/au

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

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From the Chair

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



with sustained collaborative effort from industry and government we will achieve major impact towards our 2030 vision over the next five years. I thank you for your support, and commend this Annual Report and the work of the organisation for your consideration.

Rob Skinner
Chair, WaterAid Australia

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

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

The Board is proud of the efforts of our in-country partners and staff. We are able to demonstrate significant results from the work to date. We fully expect that

From the Chief Executive



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

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

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

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

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

Paul Nichols
Chief Executive, WaterAid Australia

Poised for impact one year in

WaterAid's Global Strategy 2015-2020 marks a significant shift in our approach. The four aims (equality, sustainable services, integration and hygiene) require WaterAid to be an agent of change to mobilise other actors to effect change at scale. This first progress report documents the positioning of WaterAid Australia to fulfill this role in Southeast Asia and the Pacific, and identifies key achievements and lessons.

Global context

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

In Southeast Asia and the Pacific, governments have adopted or are developing new legislation and regulation for water and sanitation. International donors are making new financial commitments to countries in the region.

Governments show commitment to international efforts by endorsing the global goals but budgets are static or declining for water and sanitation services. There has been limited regional engagement in the Sanitation and Water for All initiative, with only Timor-Leste attending the annual ministerial meetings. Australia maintains a strong policy commitment to water and sanitation, with Australian Prime Minister Malcolm Turnbull accepting an invitation to be on the UN High Level Panel for Water. However aid funding for the sector has declined from 4.3% in FY2009/10 to 1.2% for FY2016/17.

Overall progress towards universal access to water, sanitation and hygiene in countries in which WaterAid works remains low, particularly in the Pacific. There remain two major constraints for implementation and improved access to services: financing from both government and donor sources is still woefully inadequate; and national capacity to execute and implement plans is poor, even where there are favourable policy and political conditions.

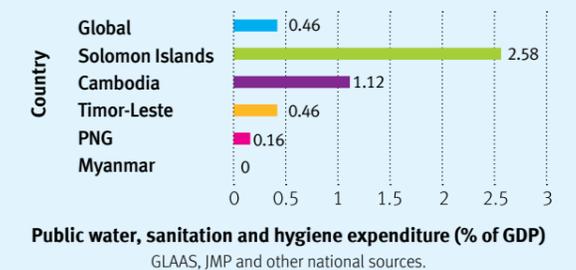
While WaterAid achieved important results in 2015 that influenced this changing landscape, the challenge is to mobilise governments, the private sector and civil society to better address these issues.

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

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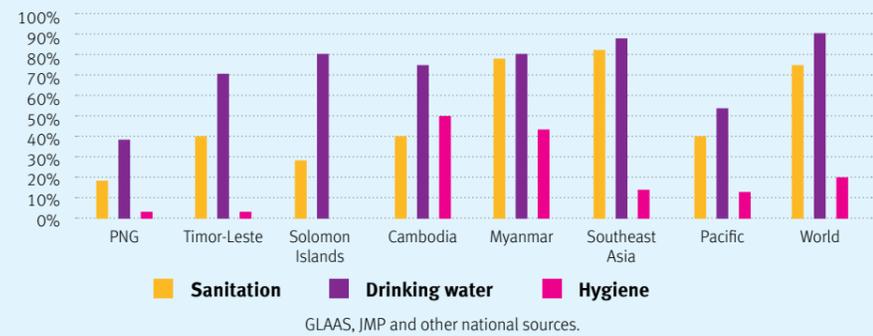
Water, sanitation and hygiene financing

"77% of countries indicate water, sanitation and hygiene (WASH) financing is insufficient (<75% of funds needed) to reach coverage targets for sanitation and 66% of countries indicate insufficient financing to reach coverage targets for drinking water." (GLAAS 2014)



This is the first year of WaterAid's new Global Strategy 2015-2020. This summary report is based on a qualitative research process drawing on internal management reflection, stakeholder feedback, and external verification of key findings. The summary is supported by the operational information presented in this Annual Report, country evaluations and reports, research studies, and published articles which are available at www.wateraid.org/au. We welcome your feedback at info@wateraid.org.au.

Percentage of population with improved water and sanitation services and handwashing facilities



Supporting the PNG Government, World Bank and European Union programs in PNG

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

From research to policy to programs

In collaboration with the Burnet Institute, WaterAid has helped get menstrual hygiene management (MHM) on the agenda.

Over five years ago, WaterAid and our local partners in PNG implemented a small MHM project. Findings were shared at a WASH Reference Group workshop for around 60 practitioners. In 2013 a small research activity was started between Burnet and WaterAid in Indonesia. Advocacy and awareness raising activities were held amongst other NGOs and Australia's Department of Foreign Affairs and Trade including an event in Melbourne on Menstrual Hygiene Day in May 2015. Further research and practical activities were undertaken by WaterAid in PNG and Timor-Leste.

The Australian Government allocated funding from the Innovation Xchange for a research project across the Pacific as part of the Pacific Women's Program in 2016. Burnet and WaterAid were awarded the contract to implement the activity which will develop recommendations for longer term programming.

Sector coordination

WaterAid established a new program in Myanmar this year, building on recent operations in the Solomon Islands and Cambodia, and WaterAid's longer term presence in Papua New Guinea (PNG) and Timor-Leste. WaterAid's sector coordination and leadership role was increasingly recognised by national governments and other actors. This builds on well-established programs at community level in direct service delivery and builds capacity of local organisations. In PNG, WaterAid played a key role in the taskforce that developed the National Water, Sanitation and Hygiene (WASH) Policy passed by the parliament. In Cambodia, WaterAid supported the development of National Guidelines on Water, Sanitation and Hygiene to include people with disabilities and older people, and the Government is using WaterAid-developed methodology for assessing WASH in health care facilities. In Timor-Leste, WaterAid nurtured a local NGO network that culminated in the first ever national WASH conference and a government commitment to develop a national water supply strategy. In Solomon Islands and Myanmar, WaterAid has been recognised as playing a coordination role with others.

By taking this approach, WaterAid has the potential to leverage more resources and capacity than it brings to the table. There remain challenges to making this approach effective: for example, in Timor-Leste, WaterAid has worked with a coalition of local organisations to advocate for increased budget allocation with limited success due to their lack of confidence and experience in public advocacy. In other countries in the region there is little activity from local actors advocating for increased financing to these public services. In Cambodia, recent analysis shows that the underlying lack of human resources and technical capacity in the sector constrains implementation of relatively good policy.

WaterAid has also strengthened collective effort for change, through extended partnerships with a broad range of strategic actors in this period.

Partnership

The partnership approach WaterAid has long used in relationships with local community organisations is effectively being implemented with new actors. WaterAid has continued to engage with seven international non-government organisations and academic institutions through joint activities, research, advocacy and communities of practice in the areas of disability inclusive development, gender, school water and sanitation, and infrastructure operations and maintenance. These partnerships have extended into new areas of research and advocacy, such as infant faeces management, menstrual hygiene management, climate change adaptation and social enterprises. New forms of partnership have been forged with international organisations such as the World Bank, the World Health Organization (WHO) and UNICEF to create stronger linkages

between community-based practice and experience, with national and international policy frameworks. For example, a WaterAid Health Advisor is seconded to WHO Geneva, working on integrating water, sanitation and hygiene into international maternal and child health policy and standards.

WaterAid continues to play a lead role in the WASH Reference Group, a mechanism for around 30 organisations working on water, sanitation and hygiene to engage in policy dialogue with the Australian Government. WaterAid engages in learning events and forums with 13 agencies who implement programs with funds from the Australian Government under the Civil Society Water, Sanitation and Hygiene Fund and the Australia Africa Community Engagement Scheme.

New partnerships were established with non-traditional actors, such as Netball PNG, Volleyball PNG and Netball Victoria as part of a Sports for Development Program, and with Epic Arts (a creative arts organisation for people with disabilities in Cambodia) which enabled us to engage with new audiences and new entry points for hygiene behaviour education.

This broad range of partnerships enables WaterAid to influence the practice of other organisations to incorporate a water, sanitation and hygiene agenda. The convening role of bringing agencies together, particularly in-country, has seen a more powerful voice of interested actors advocate successfully with government. An ongoing challenge is to maintain the momentum of such coalitions, and to determine when to invest effort and resources in these activities to best effect.

Local leadership

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

WaterAid has strengthened the data collection and evidence base for influencing change.

Monitoring

WaterAid has partnered with IRC International Water and Sanitation Centre and technology company mWater to automate the analysis and presentation of data on water, sanitation and hygiene service quality, using open access software. Mobile phone data collection surveys were undertaken in PNG and Timor-Leste. This real-time monitoring provides simple but essential information that governments, NGOs and citizens can use to make informed policy and funding decisions.

In the Solomon Islands, WaterAid worked in partnership with UNICEF and government to undertake a national baseline study on rural water, sanitation and hygiene access. Baseline results will be used by government to make funding decisions on infrastructure priorities by district. Strengthening the evidence base for advocacy has also been an effective approach in other areas. In Cambodia, a water, sanitation and hygiene in health care facilities assessment tool was piloted and later adopted by government. Timor-Leste conducted a detailed analysis of government spending which was used to develop policy and management priorities for local and national governments. Other research activities in menstrual hygiene management

(in Timor-Leste) and gender safety audits (in PNG) were used for local government and donor advocacy.

An identified issue for sustaining this work is the relatively weak capacity for analysing data by governments in the region. Civil society and other actors need to be actively engaged in policy development and budget allocation so that evidence informs decision making.

WaterAid's knowledge management role has impacted equity and inclusion.

Equity and inclusion

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

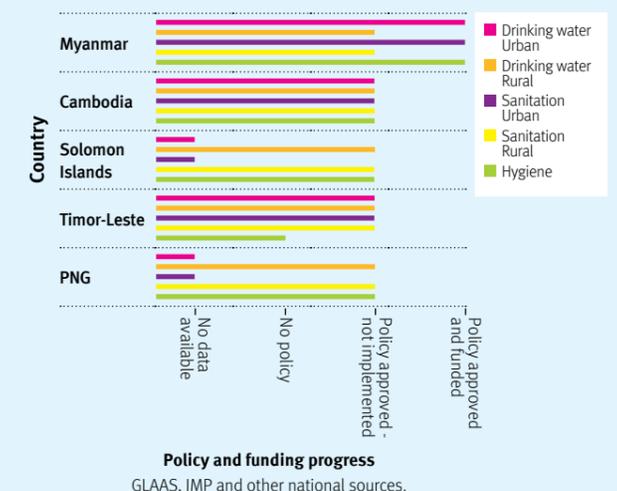
Reflection

These achievements reflect well the intent of the Global Strategy, particularly in the areas of equality, integration and sustainable services. However, further effort to address hygiene behaviour is required. Research and advocacy is needed to enable change to be possible at scale, even for the most basic behaviour of washing hands with soap.

This has been a year of rapid growth in scale and scope, as well as a transition year to effectively implement the Global Strategy. Pressures have been placed on human resources and systems which are being addressed. A strong emphasis on innovation and business development has borne fruit with a diversified donor base and extended influencing network. Further staff development and capacity for the new ways of working will be delivered under the recently endorsed organisational development framework of the WaterAid Federation.

National water, sanitation and hygiene policy and funding

"Countries are struggling to fully implement national water, sanitation and hygiene (WASH) plans. Less than one third of countries report having plans that are coded, implemented and regularly reviewed." (GLAAS 2014)





Improving hygiene in health care facilities in Cambodia is now an important issue for Cambodia's Ministry of Health.

Slowing the spread of disease with clean and safe hospitals

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

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

We have known for over 150 years that basic hygiene can prevent the spread of disease. Despite this, in many parts of the world, hospitals are not equipped with basic infrastructure or are ill-equipped to champion good hygiene practices, putting them at risk of becoming hotspots for untreatable infections.

In 2015 the World Health Organization (WHO) and UNICEF published the first ever global report examining whether hospitals and health centres have water, toilets and materials for handwashing. Data showed that almost 40% of health centres have no water. Over one third do not have materials to properly wash hands and one in five do not have toilets.

Nobody should have to work or seek treatment in a health centre that doesn't have running water or toilets and where there is nowhere to wash hands with soap.

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

Partnerships the key to success

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

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

WaterAid's niche value in these partnerships is our experience in advocating for the inclusion of water, sanitation and hygiene activities in global and national health efforts. Action from health actors often focuses on medical responses, rather than what can prevent an emergency or outbreak from occurring in the first place. It is often easy to convince ministries of health and medical professionals that water

is important but making sure that toilets, handwashing and waste management are also invested in and improved at health centres is more difficult. Water is extremely important. But for preventing disease spread, managing harmful medical waste and human waste is just as critical. Surfaces need to be disinfected and cleaned. We also know that washing hands is one of the most cost-effective ways of reducing infection. All these elements need to be implemented together to have a real impact and improve health.

Global activities

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

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

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

Country program activities

Since WaterAid Cambodia opened in 2013, improving hygiene conditions in hospitals has been a top priority. Achievements made by the Cambodia team and partners in 2015 are the most exciting yet. WaterAid's first formal agreement was signed with the Ministry of Health to guide how WaterAid will directly support government efforts to improve human health and nutrition. Through the work WaterAid has

done with partners, including assessing the need for water, sanitation and hygiene in ten health centres, improving hygiene in health facilities is now an important issue for the Ministry of Health.

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

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

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

Alison Macintyre, Health Advisor, WaterAid Australia

Founded on corporate support

Partnerships with the corporate sector are an essential part of WaterAid's work and make an important contribution to transforming the lives of the poorest and most marginalised people with access to safe water, sanitation and hygiene.

It started with water

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

The founding members of WaterAid included Yarra Valley Water, SA Water, Australian Water Association, TEAR Australia, Australian Council for International Development, South Gippsland Water, Gosford-Wyong Water, Water Services Association Australia and Suez Environment. Yarra Valley Water and Sydney Water provided office space and support services when WaterAid Australia was first established.

Support from our corporate partners through membership and sponsorship not only contributes vital funds to WaterAid, but provides companies with crucial engagement opportunities to improve their productivity.

While traditionally our corporate partners have been water industry focused – our current platinum and gold members are Yarra Valley Water, Barwon Water, SA Water and Interflow – there has been a broadening of industry support in recent years.

Broadened to new markets

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

In 2015 leading footwear manufacturer EMU Australia became a new global corporate partner. "Partnering with WaterAid is an important step for us. We know our globally connected consumers care deeply about issues such as safe water for people in the poorest countries, as do we," says Paul Neate, EMU Australia Managing Director. These four partnerships alone contributed over \$400,000 in 2015.

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

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

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

Leigh Mawby, Corporate Partnerships Manager and Mark Thomas, Corporate Relations Manager, WaterAid Australia

The inaugural WaterAid Queensland Ball was held in Brisbane in June 2015 to raise vital funds and awareness for our work. The turnout was fantastic and the 450 guests raised over \$125,000 for WaterAid, making the event a great success for the newly formed WaterAid Queensland Committee.

It was a James Bond themed night superbly hosted by science reporter Bernie Hobbs and well supported by water industry CEOs and senior management, ensuring a terrific networking event.

Throughout 2015 there were also spectacular balls in South Australia, New South Wales and Victoria. WaterAid balls around the country are managed by our dedicated and tireless fundraising committees in each state who generously volunteer their time, energy, expertise and skills organising regular events to raise considerable funds for WaterAid and increase the profile of our work. Other regular events include golf days, trivia nights and other sporting events.

In 2016 we are excited to be establishing a Tasmanian WaterAid Committee for the first time.



Members of a community in Cambodia attend a sanitation marketing training session to learn about the benefits of toilets.

How to sell toilets

A decent toilet is essential to human health and wellbeing. Without improved sanitation (a toilet that hygienically separates people from faeces) people experience disease and indignity. But this is exactly what faces 2.3 billion people worldwide. If WaterAid is going to realise its vision of everyone, everywhere having access to a toilet by 2030, a change in approach is needed. At the current rate of progress the world won't reach universal access to sanitation until 2063.

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

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

WaterSHED's work is part of a growing global approach known as sanitation marketing. The approach uses the market to deliver change, creating demand for, and building the supply of, sanitation products and services, with a focus on making them affordable and appealing for low-income households that the market traditionally overlooks.

WaterAid's sanitation marketing work to date has had varying degrees of success, which is to be expected when working in new ways. Given the results WaterSHED has seen, and

our focus on learning and collaborating, WaterAid staff working on sanitation marketing programs visited Cambodia to pick apart the reasons behind WaterSHED's success. The WaterAid team had two weeks to see WaterSHED's program firsthand, and to talk with WaterSHED staff, sanitation business owners, local government, customers and finance providers.

Even in a time of webinars, discussion groups and massive open online courses, there's no substitute for immersion and face-to-face learning. Whether it was the crucial role played by local government as champions for sanitation marketing and promoters of toilets in communities, the rigorous collection of data to inform business planning and development, or the importance of low-interest micro-loans to improve affordability for customers, at the end of the fortnight each WaterAid representative had numerous learnings they could take back to improve their programs. Just as importantly, they had the chance to share their experiences with WaterSHED, helping WaterSHED to strengthen their program too.

Sanitation marketing means a new way of working, with new partners. Businesses

can deliver development outcomes directly through the products and services they sell. It's already happening. The overwhelming majority of the 2.1 billion people who have installed a toilet on their property since 1990 have done it through the marketplace. NGOs like WaterAid can play a role working with business to shape their practices, and in supporting low-income and marginalised people to demand products and services that match their wants and needs.

Sanitation marketing isn't a silver bullet. It won't work everywhere. But it's an approach that has shown promise, and can help accelerate increasing sanitation coverage. As we work towards our 2030 vision of everyone, everywhere having access to a toilet, it's essential that WaterAid continue to experiment, collaborate, and learn, uncovering a mix of approaches that work across different contexts. The type of learning experience people had in Cambodia is going to be key to unlocking the change we are pushing for.

Luke Lovell, Policy Officer, WaterAid Australia



Loyal WaterAid members and corporate supporters from World Nomads, Interflow, Programmed and Veolia Water visit a kitchen garden at a WaterAid project in Timor-Leste with WaterAid staff.

First ever Queensland Ball

Reaching the most marginalised

In Papua New Guinea communities rely on women and girls to collect water for the whole community, a daily burden which requires them to walk down steep embankments and to carry heavy loads of water several times a day. Women with disabilities have even more difficulties accessing water. Emmaline, a young woman with a hearing impairment, walks twenty minutes to collect water for her family twice a day. Emmaline is vulnerable when collecting water, as she is unable to hear people coming. Emmaline has been attacked twice by men from neighbouring communities.

Yet the human right to water and sanitation has been enshrined in international law since 2010. Governments have signed themselves up to providing these basic services, and the evidence is clear that it is not the absolute level of services or financing available that is the main constraint to achieving “everyone, everywhere”. Some people in these countries get better access to services than others. That is why addressing inequality is one of WaterAid’s aims, and the approach being taken is to empower citizens to demand their own rights while also working with governments to improve the quality of service provision.

WaterAid has advanced its work in women’s empowerment and gender equality during

the course of this year. In Timor-Leste WaterAid designed, tested and rolled out community-based dialogue approaches which encourage women and men in communities to discuss the underlying constraints to equality in water and sanitation services. The action learning process was a collaboration between local NGOs, government and women’s rights groups which has gained national attention and culminated in a facilitators manual being rolled out nationally. An external Australian Government Department of Foreign Affairs and Trade review reported, “During field visits with WaterAid Timor-Leste staff and in-country partners, there was frequent reference back to...how participation in the process had been

transformative, in terms of their practical understanding of gender.” WaterAid and partners have a deeper understanding of the power imbalance between women and men in the community and have practical strategies to increase women’s participation in water and sanitation programs.

Menstrual hygiene management continues to be a taboo subject, often neglected by policy-makers. This directly affects the access that women and girls have to sanitation and good hygiene relative to men and boys. WaterAid has continued to lead on this issue at Australian, regional and global levels. In Myanmar, WaterAid is collaborating with the Burnet Institute to conduct research on menstrual hygiene

Children with disabilities in Cambodia will benefit from the Government’s new National Guidelines on Water, Sanitation and Hygiene which cater for people with disabilities and older people. WaterAid convened dialogue with government, civil society and community members to bring attention to these issues and pilot new approaches which led to adoption of these national standards.

management in monastic schools, the first of its kind in Myanmar. In Timor-Leste the team is delivering solutions to menstrual hygiene management in schools, in collaboration with the Ministry of Health and Ministry of Education.

Recognising that people living with disabilities are often excluded from water, sanitation and hygiene services, WaterAid has focused efforts on creating sustainable policy and social change at national and sub-national levels. In Cambodia, WaterAid led a project to design, test and produce a set of National Guidelines on Water, Sanitation and Hygiene to include people with disabilities and older people. WaterAid

brought together a wide range of actors including national government, UNICEF and other development partners, NGOs and local disabled people’s organisations. It has led to a shift in attitudes and understanding of the need to reach all people in the community among water, sanitation and hygiene implementers, in particular government.

In Papua New Guinea, WaterAid sought to address the evidence gap of disability inclusive water, sanitation and hygiene by leading a situational analysis to understand the experiences of people with disabilities in East Sepik. WaterAid collaborated with local partners, the national Disabled Persons Organisation and CBM-Nossal Institute

for Disability Inclusive Development. The findings – which highlight how gender, disability and age impact a person’s access to water, sanitation and hygiene – are the evidence base for national-level joint advocacy with the disability rights and women’s empowerment sectors.

Reducing inequalities in access to water, sanitation and hygiene is fundamental to achieving universal access and reducing poverty, and a step towards a more fair and just world.

Chelsea Huggett, Equity and Inclusion Rights Advisor, WaterAid Australia

Health and productivity transforms lives

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

Dirty water made Stella sick

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

Lives improved

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

Leonie and her family are benefiting from lessons learnt in hygiene training. “I had never attended hygiene training before...I learnt about washing hands after using the toilet, that we have to cover

food from flies, water collected from waterholes must be covered. I didn’t do this before the training. It is important to do this to stop germs, that’s why I should wash hands. I share what I have learnt and experiences I have seen.”

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

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

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

Leonie and her children Stella and baby Joab now have access to safe water, sanitation and hygiene in their village thanks to WaterAid supporters’ generous donations.



Universal access to water and sanitation will only happen with changes to the policies and practices of governments, businesses and service providers, both private and public.

An influencing role

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

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

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

Shaping domestic policy in Papua New Guinea

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

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

The Policy is especially critical because of the country's poor water, sanitation and hygiene performance. Four and a half million people, 60% of the population,

don't have access to safe water and 81% don't have access to adequate sanitation. The reasons are many and complex, but with government ownership of this issue, the political will is in place to provide access to water, sanitation and hygiene to the millions of Papua New Guineans without access to these essential services.

Working globally

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

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

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

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

Partnering to exert influence in Australia

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

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

as the Secretary of the WASH Reference Group, a role it has held since 2007. The Group is a collection of Australian organisations working on water, sanitation and hygiene issues and since forming nearly a decade ago, has helped us secure advocacy wins we may not have been able to alone.

Before the recent cuts, successive governments had increased funding for water, sanitation and hygiene within Australia's aid program, due to lobbying by the Group focused on demonstrating the importance of water, sanitation and hygiene to all aspects of human development. It has also been a channel for ongoing, constructive dialogue with the Department of Foreign Affairs, ensuring that Australian aid money is spent effectively, and is done in line with WaterAid's focus on reaching the poorest, changing behaviour and sustainability. Resources published by the Group, like the Inclusive WASH publication and website, have become widely-used globally, shifting discussions and helping to promote best practice.

What comes next?

The above examples hint at the breadth of our advocacy work. In the coming year we will be focused on: pushing for an increase in the proportion of Australia's aid dedicated to water, sanitation and hygiene;

for Australia to incorporate water, sanitation and hygiene as a critical element of its climate change financing; for improved regional coordination in the Pacific to address their water, sanitation and hygiene challenges; and for Australia to take a lead on water, sanitation and hygiene programming that is disability-inclusive, that addresses menstrual hygiene and addresses nutrition.

At WaterAid, we see advocacy at the core of everything we do. Advocacy isn't just the responsibility of staff in our policy team. It's at the centre of how we design and implement programs, and how we engage with other NGOs, politicians, business and the broader public. We can't change the world on our own. But by bringing together as many voices as possible – supporters, local communities, civil society, business, local service providers – we have a better chance of holding decision makers accountable and pushing for a world in which everyone has access to safe water, sanitation and hygiene.

Tom Muller, Director of Policy and Campaigns, WaterAid Australia

Children in Papua New Guinea are benefiting from Papua New Guinea's first National Water, Sanitation and Hygiene Policy. More government and international funding will become available now that political commitment is demonstrated and plans and standards are in place. WaterAid worked as part of the Taskforce that helped develop this Policy.



Sport for change

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

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

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

The initial activities have generated significant media and community interest,

paving the way for building the political will for prioritising hygiene behaviour through better water and sanitation services, and for directly engaging with girls and women through new entry points to communities.

The program has delivered two high-profile events in PNG which incorporated partnerships with Netball Victoria and the Melbourne Vixens. In December 2015, Melbourne Vixen and WaterAid Ambassador Liz Watson joined WaterAid Chief Executive Paul Nichols and representatives from Netball Victoria and the Oaktree Foundation in PNG to see WaterAid programs in action. Liz visited a primary school in Port Moresby and communities in the East Sepik and Western Highlands in order to promote important messages about the benefits of water, sanitation and hygiene, sports participation and opportunities for girls. The trip received significant publicity.

In March 2016, Netball PNG and WaterAid PNG jointly hosted the Inaugural Invitational Netball Tri-Series, which culminated in an International Women's Day breakfast. The Netball Tri-Series, a major Sport for Diplomacy event, involved the PNG national team the PNG Pepes, the Singapore national team and Netball Victoria's under 21 state championship team the Victorian Fury, with Netball Victoria's CEO Michelle Plane joining the team in Port Moresby.

The breakfast, attended by all three teams, was held to celebrate and bring focus to women's rights and their contribution to society. The event also officially launched the WaterAid Sport for Development Program and partnerships with Australia's Department of Foreign Affairs and Trade and Netball PNG. The keynote address was delivered by the Australian High Commissioner Bruce Davis, with official welcome from Lynda Babao-O'Neill, Patron of Netball PNG and wife of the PNG Prime Minister. The events drew national media and brought attention and momentum to the profile of WaterAid PNG's work.

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

Stephanie Franet, Sport for Development Program Assistant, WaterAid Australia

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

Melbourne Vixen Liz Watson and PNG Pepes Captain Lua Rikis show handwashing techniques to primary school students Urori and Jennifer. Using sport as an entry point for hygiene promotion is combined with building leadership of women and girls and using the media and influential opinion leaders to promote political will for greater access to water and sanitation services in a new multi-dimensional approach for WaterAid.

Crizonia, 7, and Dircia, 7, in Timor-Leste understand the benefits of washing their hands following hygiene training in their village. For this behaviour to be sustained it needs to be encouraged by the whole community and supported by social and economic factors that support positive hygiene behaviours.



Better hygiene, better health

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

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

Good hygiene doesn't come naturally. It is learnt and nurtured and passed down from parent to child. Today, millions of people around the world are not washing their hands when they should, not storing water cleanly, not disposing of human waste effectively, and not teaching their children how to live healthily. Old habits die hard and WaterAid is committed to changing how people think about hygiene, and what they do to protect their families and children from disease.

In 2012, we published our hygiene framework and our 2015-2020 Global Strategy includes hygiene as one of its four global aims. The new Strategy aims to improve hygiene behaviour to maximise the benefits of, and drive demand for, better access to water and sanitation. We will do this by working with a range of partners to support and deliver effective behaviour change.

This year, as WaterAid's Grant Hill graduate, I researched what it takes to change poor hygiene habits. This research took us into new and exciting areas of human psychology. We learnt that knowing the risks of disease is often not enough for a person to adopt good hygiene behaviour.

Analysis of what motivates people to adopt better hygiene behaviours shows that immediate social and economic factors are often more influential than a healthy future. This is not surprising, since health benefits take much longer to appear than, for example social benefits such as approval from friends and society. People want to be liked every day, but only seriously consider disease when there's an outbreak. We aim to engage with beneficiaries about what matters to them. Ultimately, hygiene is about behaviour and behaviour is about how people think and feel.

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

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

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

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

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

Rehema Abdi, Grant Hill Graduate, WaterAid Australia

Can simple smartphone technology get water to people?

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

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

Partnership with mWater

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

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

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

accountable to our donors, our community beneficiaries and the broader international community.

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

Data collection is easier

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

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

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

Baseline study in the Solomon Islands

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

The rural water, sanitation and hygiene staff divided into 16 teams and were trained to perform smartphone data collection. Each enumerator team then travelled to enumeration areas within their province to interview households and gather water,



Solomon Islands
GPS locations of household surveys in the Solomon Islands baseline assessment in 2015. Decision makers can click onto specific sites to see reports at household and district level using the automated software analysis.

sanitation and hygiene information. The use of smartphones meant that the data was geo-referenced and was automatically transferred from the field to the computer-based management system. In areas where there was no network coverage present, the data was saved to the smartphone and automatically uploaded back to the system when a reliable connection was reached. The results, showing that only 54% people in rural areas have access to improved water, just 13% have an improved sanitation facility, and 16% practice hygiene behaviour, are now being used by government at all levels and donor agencies to plan programs and direct financing.

Currently ICT penetration around the world is continuing to rise. Many people have access to a mobile phone but lack access to the most fundamental human requirement – that of safe water, sanitation and hygiene. Before we reach 2030, ICT will continue to develop and expand. We must continue to harness the use of technology to help us reach Sustainable Development Goal 6.

Tim Davis, Performance and Impact Monitoring Advisor, WaterAid Australia



A WaterAid Papua New Guinea staff member collects water, sanitation and hygiene data from a community member using smartphone technology.

Where we work

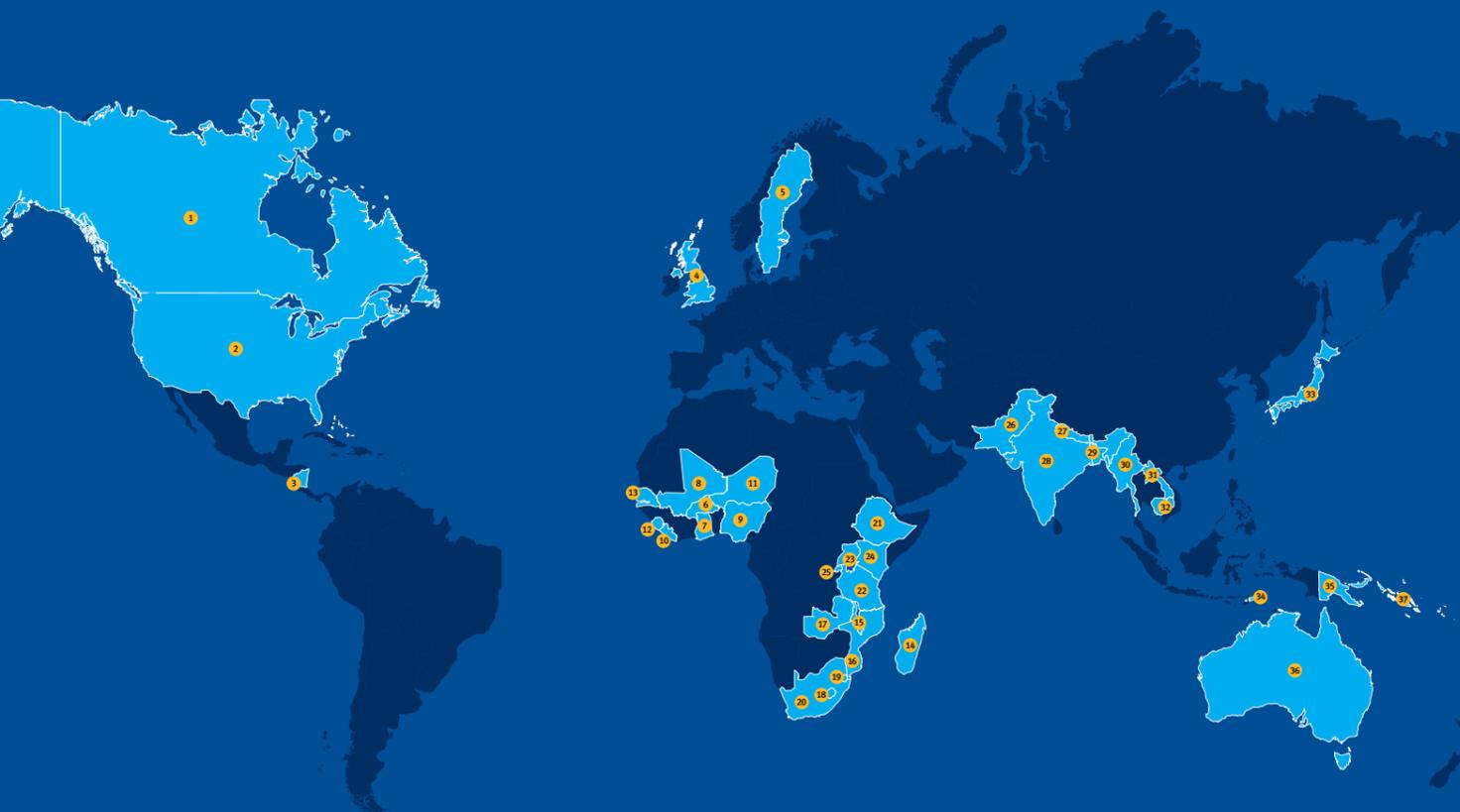
WaterAid is made up of member countries in Australia, Canada, India, Sweden, the United Kingdom and the United States, and has a presence in Japan. The member countries help to coordinate and fund operations across country programs in Africa, Asia, Central America and the Pacific. WaterAid Australia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

Sustainable Development Goals

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

The crisis

- Over 650 million people in the world do not have access to safe water. This is roughly one in ten of the world's population.
- Over 2.3 billion people don't have access to adequate sanitation, one in three of the world's population.
- Around 315,000 children under five die every year from diarrhoeal diseases caused by dirty water and poor sanitation. That's almost 900 children per day, or one child every two minutes.



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



Dina in Mozambique plays with clean water.

6 CLEAN WATER AND SANITATION

SUSTAINABLE DEVELOPMENT GOALS
 17 GOALS TO TRANSFORM OUR WORLD

1 NO POVERTY 	2 ZERO HUNGER 	3 GOOD HEALTH AND WELL-BEING
4 QUALITY EDUCATION 	5 GENDER EQUALITY 	6 CLEAN WATER AND SANITATION
7 AFFORDABLE AND CLEAN ENERGY 	8 DECENT WORK AND ECONOMIC GROWTH 	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
10 REDUCED INEQUALITIES 	11 SUSTAINABLE CITIES AND COMMUNITIES 	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
13 CLIMATE ACTION 	14 LIFE BELOW WATER 	15 LIFE ON LAND
16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	17 PARTNERSHIPS FOR THE GOALS 	 SUSTAINABLE DEVELOPMENT GOALS



WaterAid/Tom Greenwood

Now that their village in Papua New Guinea has safe water close to home, community members have more time to undertake productive activities such as weaving bags to sell at market.

Our work in Southeast Asia

Cambodia

WaterAid has grown as an influential voice in Cambodia with a team of skilled professionals and partners working together with vulnerable people to bring about the changes Cambodia needs to make to reach universal access to water, sanitation and hygiene in the next ten years.

- WaterAid raised the level of government and NGO support for, understanding of, and practical skills in inclusive approaches to water, sanitation and hygiene.
- We improved high-level joint sector coordination for water, sanitation and hygiene, nutrition and health care facilities.
- From two staff last year we have built a skilled and motivated group of 13 diverse professionals, working with 17 partners, to consolidate a strong external reputation for sector coordination, learning and influence.

Expenditure: \$1,007,000

Funders:

- Australian Government's Australian NGO Cooperation Program
- Emory University
- Grand Challenges Canada
- Plan International (Global Sanitation Fund Cambodia)
- Swedish International Development Cooperation Agency (Sida)
- UNICEF
- Corporate 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) and Epic Arts.

Timor-Leste

WaterAid Timor-Leste has continued to strengthen and consolidate its community water, sanitation and hygiene program with isolated rural communities, increasing the effectiveness of services for people with disabilities and addressing community gender imbalances. We continue to expand our policy work as we strive to achieve

universal access to water, sanitation and hygiene by 2030 through supporting and influencing government and sector actors.

- WaterAid's water, sanitation and hygiene sector profile and influence has increased with government and nutrition and health sectors through our policy and alliance building work.
- We have developed government and other stakeholder ownership, understanding and practical skills in approaches to gender and including people with disabilities in water, sanitation and hygiene programs, through creating sector manuals and training with government and stakeholders.
- We have improved sustainable service delivery understanding and planning with local government as a national decentralisation process starts, and supported improved access to safe water for 2,672 people and sanitation and hygiene for 3,359 people.

Expenditure: \$1,787,000

Funders:

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

Location of projects:

Liquica District, Manufahi District and Dili.

Local partners:

Luta Ba Futuru, Malaedoi Foundation, Foundation Haufoun Timor Lorosae, Naroman Timor Faun, Luta Ba Mudansa, Feto Aksaun Sustainabilidade and Tuna Mutin.

Myanmar

WaterAid established our newest country program in Myanmar in January 2016 with a presence in Yangon and began building relationships and scoping to understand how we can make a significant impact on improving access to water, sanitation and hygiene across the country.

- WaterAid supported the review of the national water, sanitation and hygiene strategy to ensure that the rights of people with disabilities are appropriately recognised.
- We established a respected team in Yangon to influence national level policy and strategy, facilitate sectoral knowledge and learning, and support local community organisations to improve and increase their implementation of water, sanitation and hygiene services.
- In the first three months of the Myanmar program WaterAid has encouraged increased support for cross-sectoral coordination between the health sector and the water and sanitation sector with the aim of improving access to services in health care facilities and increasing nutrition impacts.

Expenditure: \$155,000

Our work in the Pacific

Papua New Guinea

WaterAid Papua New Guinea (PNG) continued to work closely with local partners to improve water, sanitation and hygiene in communities as well as engaging with the PNG Government in the roll out of the National Water, Sanitation and Hygiene Policy.

- At the request of the PNG Government and the World Bank, WaterAid provided technical support and facilitation for sub-national consultations for the roll out of the recently launched National Water, Sanitation and Hygiene Policy.
- WaterAid provided capacity building and training to government and NGO partners on various water, sanitation and hygiene practices and approaches including community-led total sanitation and inclusive planning, and use of the mWater smartphone technology for baseline surveys and information management.
- WaterAid initiated the WASH Sports for Development Program in partnership with Netball PNG and Volleyball PNG aimed at using sports to promote water and sanitation services and improve hygiene practices.

Expenditure: \$2,453,000

Funders:

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

Location of projects:

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

Local partners:

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

Solomon Islands

WaterAid Solomon Islands continued to establish its presence and relationships with key stakeholders in 2015/16 and now has a good foundation to continue to grow the country program.

- WaterAid supported government-led data collection to establish a rural water, sanitation and hygiene baseline to feed into the implementation of its strategic plan to improve water, sanitation and hygiene coverage across the Solomon Islands.
- Organisations in the sector are starting to recognise WaterAid's role in working strategically to support the national government. This was demonstrated through a stakeholder map developed during a water, sanitation, hygiene and climate change workshop where we were identified as a coordination actor.
- In WaterAid Solomon Islands' first year we have established a high quality team to spearhead the new country program.

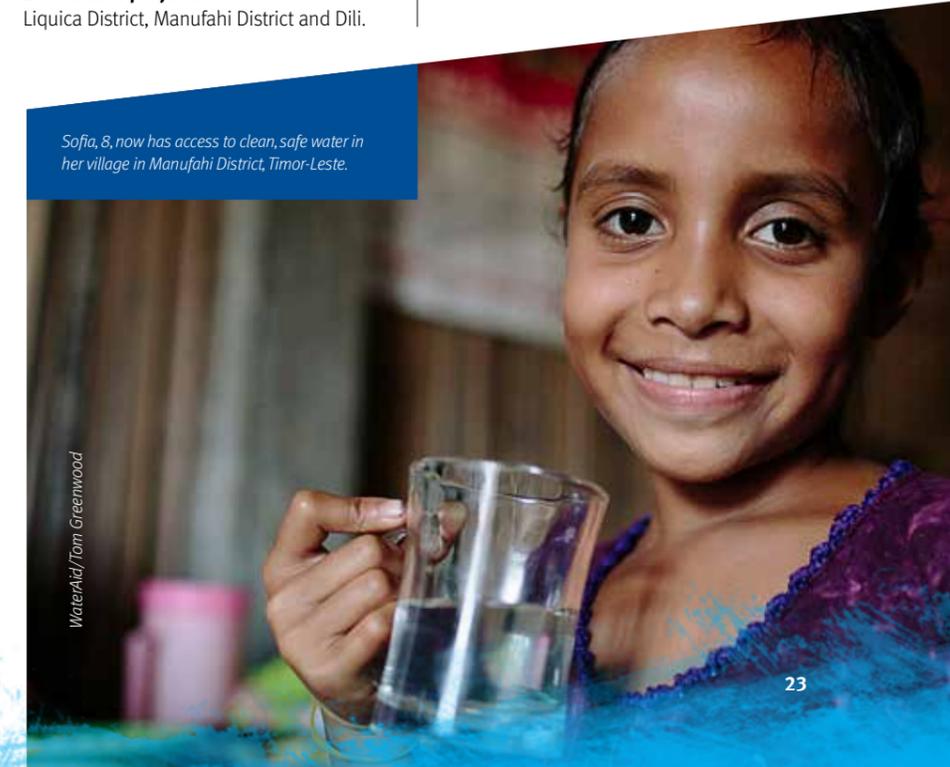
Expenditure: \$427,500

Funders:

- Australian Government's Australian NGO Cooperation Program
- UNICEF
- Corporate and supporter contributions

Location of projects:

The water, sanitation and hygiene baseline study was nation-wide.



Sofia, 8, now has access to clean, safe water in her village in Manufahi District, Timor-Leste.

WaterAid/Tom Greenwood



Barikisu in Ghana fills a container with water at a water kiosk built by WaterAid.

WaterAid/Nyami Quarmyne Panos

Our work in Africa

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

Ghana

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

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

Funders:

Australian Government's Australia Africa Community Engagement Scheme.

Location of projects:

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

Local partners:

The Centre for Indigenous Knowledge and Organisational Development (CIKOD) and local women's groups such as ABIGAIL in Akuapem North Municipality.

Malawi

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

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

Funders:

Australian Government's Australia Africa Community Engagement Scheme

Location of projects:

Mwansambo and Lilongwe.

Mozambique

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

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

Funders:

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

Location of projects:

Quelimane and Cuamba.

Tanzania

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

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

Funders:

Australian Government's Australia Africa Community Engagement Scheme

Location of projects:

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

Our corporate partners

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

Global corporate partners

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



Membership

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

Platinum membership



Gold membership



Silver membership



Bronze membership



Standard membership

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

Water bill inserts

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

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

Major corporate partner

Our major corporate partner provides significant funding for entire communities.



Volunteer fundraising committees

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

Payroll giving

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

- | | |
|----------------------------|-----------------------------|
| AECOM | Queensland Urban Utilities |
| BHP Billiton | SA Water |
| Brisbane City Council | Seqwater |
| Bupa Australia | South Gippsland Water |
| CSIRO | Suncorp Group |
| EY | Sydney Water |
| Hunter Water | Telstra |
| KBR | Unilever Australia |
| Macquarie Group Foundation | Veolia Water |
| Melbourne Water | Wannon Water |
| MWH Global | Water Corporation of WA |
| National Australia Bank | Water NSW |
| Optus | Western Water |
| Origin | Westpac Banking Corporation |
| PwC | Yarra Valley Water |

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

Event sponsors

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



Cause related marketing

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





Enchanted Wedding Photography/Sofia Gaidukova

Sara Harbidge and Keir Paterson asked their wedding guests to make a donation in lieu of wedding gifts and raised over \$7,800 for WaterAid.

Changing lives with a wedding and a trek

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

Wedding gifts make a difference

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

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

With Sara being an environmental engineer and Keir's father involved in water reform,

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

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

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

Climbing mountains to fundraise

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

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

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

"I'm a firm believer that all charity is good charity. Organisations such as the Red Cross, UNICEF, Oxfam and World Vision are all fantastic organisations that do fantastic things, but they risk overshadowing smaller organisations that are doing equally

wonderful things, albeit potentially on a smaller scale. From the outset, it was my intention to support an organisation I consider outside of the 'Big 4'.

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

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

Our supporters

Thank you to all WaterAid supporters who transformed people's lives last year with generous contributions.

Major donors

These are just some of the individuals who made exceptional contributions over the past year:

Fiona Barker	Will Main
Phyllis Breen	Dennis and Fairlie Nassau
Scott and Julie Gordon	Janet Pearson
Greg Helm	Rob Skinner
Brett Ledger	Noel and Carol Williams
Tim Linton	Lesley Wright

Bequests

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

The Estate of Ronald Leslie Armour

Individual givers

New mediums such as television advertising and online petitions were used to increase awareness of WaterAid and recruit new supporters. This resulted in the addition of over 2,700 new regular givers to the program and an increase of 16.7% in income. This ongoing support allows us to plan in advance and commit to projects long-term.

Annual appeals at the end of the financial year and Christmas drove fantastic donations from our existing supporters, with over \$250,000 raised through these mailings.

Community fundraisers

We couldn't be more grateful to all the community members who undertook an assortment of fundraising activities such as fun runs, sausage sizzles and casual dress days in support of WaterAid.

2015 saw the launch of "It's No Joke" for World Toilet Day in November. Across the country, supporters hosted comedy events, shared jokes via social media and paid to pee every time they visited a toilet on World Toilet Day. We were also proud to host our first comedy gala which involved some of Australia's best loved comedians including Dave Thornton, Tommy Little, Fiona O'Loughlin, Dave O'Neil and many more. Thank you to everyone that helped make this event not only a success, but also a sell-out.

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

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

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

Institutional partners

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

- Australian Government
- Emory University
- Grand Challenges Canada
- Institute for Sustainable Futures, University of Technology Sydney
- Papua New Guinea's National Department of Health
- Plan International (Global Sanitation Fund Cambodia)
- Swedish International Development Cooperation Agency (Sida)
- The World Bank
- UNICEF

Trusts and foundations

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

- Danielle and Daniel Besen Foundation
- Emily's Wish Foundation
- Knox Foundation
- The Footprints Network

WaterAid life members

- Grant Hill
- Tony Kelly



Allan Domenick

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



WaterAid/James Grant

Comedians including Dave Thornton performed at WaterAid's comedy gala on World Toilet Day.



WaterAid Board, left to right, front row, Ann Lund, Kevin Young, Catherine Ferrari, Rob Skinner, Wendy Rose, back row, Rhonda Chapman, Francois Gouws, Alexandra Owens, Mark Stewart, Penny Underwood.

Directors' report

WaterAid Australia Directors present this report on WaterAid Australia Limited for the 12 month period ended 31 March 2016.

Financial overview: April 2015 - March 2016

Where did the money come from in 2015/16?

WaterAid Australia has increased its total revenue compared to last year by a total of \$2.9m or 28%. We have seen a strong return from fundraising efforts, with an increase of \$860k received from the public. We are very thankful for the strong support from our friends in the water sector who make an enormous contribution to our fundraising effort. The Australian Government's Department of Foreign Affairs and Trade continues its significant contribution to our work of \$6.3m which comprises 47% of total income. WaterAid Australia also received increased funding from other WaterAid members across the world which contributed in total \$2.4m.

Income \$13.5 million



- 31% Fundraising
- 47% DFAT grants
- 15% WaterAid UK
- 3% Other WaterAid member funds
- 4% Other grants and income

Where did the money go in 2015/16?

Our total expenditure for the year was \$13.9m. Our programmatic work made up 77% of our total expenditure. Costs for fundraising amounted to 16% of total expenditure. Accountability and administration totalled to 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.

Expenses \$13.9 million



- 77% Our work (International programs 70% and Community education 7%)
- 16% Fundraising costs
- 7% Accountability and administration

Board of Directors

Rob Skinner, Chair. Rob is Professorial Fellow and Director of the Monash Water for Liveability Centre in 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.

John Ringham, Deputy Chair to August 2015. John is Chief Executive of SA Water, where he is responsible for water supply and waste water treatment services, asset management and capital works delivery to over 1.5 million people.

Wendy Rose AM, Deputy Chair from August 2015. Wendy is an international development consultant. Wendy has over 35 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 an international development consultant with over 25 years' experience working in a variety of roles providing support on program management and community development to aid organisations in Australia and overseas.

Jane Ellis (to April 2015) is the Principal of Assertia Pty Ltd, a company that works with business toward strengthening corporate cultures and compliance.

Catherine Ferrari 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 (from August 2015) 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 development consultant with significant international and not-for-profit board experience, most recently in Cambodia.

Alexandra Owens (from August 2015) is a Senior Legal Officer at the Public Interest Advocacy Centre. 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.

Ian Payne (to August 2015) is Project Director, Systems Branch, Transport Projects Division, Transport for NSW. Prior to this he was General Manager of Infrastructure Delivery at Sydney Water. Ian was previously Project Director for Sydney's Desalination Plant.

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 (from August 2015) 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
Rhonda Chapman	4	4
Jane Ellis	-	-
Catherine Ferrari	4	3
Francois Gouws	3	3
Ann Lund	4	3
Alexandra Owens	3	3
Ian Payne	1	1
John Ringham	1	-
Wendy Rose AM	4	4
Rob Skinner	4	4
Mark Stewart	4	4
Penny Underwood	4	4
Kevin Young	3	1

Summary financial report

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

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

Income statement for the year ended 31 March 2016

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

EXPENDITURE	2016	2015
	\$'000	\$'000
International aid and development programs expenditure		
International programs		
Funds to international programs	8,143	6,255
Program support costs	1,646	1,204
Community education	948	525
Fundraising costs		
Public	1,997	1,692
Government, multilateral and private	232	14
Accounting and administration	920	794
TOTAL EXPENDITURE	13,886	10,484
EXCESS/(SHORTFALL) OF REVENUE OVER EXPENDITURE	(384)	103

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	1,419	3,107	(3,651)	875
Other grants	649	5,324	(4,027)	1,946
Total for other purposes	1,519	5,247	(6,131)	635
TOTAL	3,587	13,678	(13,809)	3,456

Statement of financial position as at 31 March 2016

ASSETS	2016	2015
	\$'000	\$'000
Current assets		
Cash and cash equivalents	3,462	3,588
Trade and other receivables	954	405
Other financial assets	80	76
Other assets	87	52
Total current assets	4,583	4,121
Non-current assets		
Property, plant and equipment	322	202
Intangible assets	48	54
Total non-current assets	370	256
TOTAL ASSETS	4,953	4,377

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.

LIABILITIES	2016	2015
	\$'000	\$'000
Current liabilities		
Trade and other payables	398	165
Provisions	249	161
Other financial liabilities	2,847	2,187
Total current liabilities	3,494	2,513
Non-current liabilities		
Provisions	28	43
Total non-current liabilities	28	43
TOTAL LIABILITIES	3,522	2,556
NET ASSETS	1,431	1,821

EQUITY	2016	2015
	\$'000	\$'000
Retained earnings	1,119	1,503
Controlled entities reserve	312	318
TOTAL EQUITY	1,431	1,821

Statement of changes in equity

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

2015	Retained earnings	Controlled entities reserve	Total
	\$'000	\$'000	\$'000
Balance at 1 April 2014	1,645	-	1,645
Excess/(Shortfall) of revenue over expenses	104	-	104
Transfer of net assets on consolidation	-	72	72
Net income of controlled entities	(246)	246	-
Balance at 31 March 2015	1,503	318	1,821

Directors' declaration

The Directors have determined that the company is a reporting entity and have prepared general purpose financial reports in accordance with Australian Accounting Standards (including Australian Accounting Interpretations), the Australian Charities and Not-for-profits Commission Act 2012 and the accounting policies described in note 1 to the financial statements.

The Directors of the Group declare that:

- The financial statements and notes for the year ended 31 March 2016 are in accordance with the Australian Charities and Not-for-profit Commission Act 2012 and:
 - comply with Accounting Standards, which, as stated in accounting policy note 1 to the financial statements, constitutes explicit and unreserved compliance with International Financial Reporting Standards (IFRS); and
 - give a true and fair view of the financial position and performance of the company;
- 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 July 2016.

Independent auditor's report



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

ABN 99 700 687 141

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

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

Management's Responsibility for the Summary Financial Statements

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

Auditor's Responsibility

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

Opinion

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

SAWARD DAWSON Chartered Accountants

Partner: Peter Shields
Date: 7 July 2016
Blackburn, Victoria 3130

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PRINCIPALS: Bruce Saward FCA Peter Shields FCA Tim Flowers CA
Joshua Morse CA Jeff Tulk CA
Directors: Cathy Braun CA Jeff Davey FCA
Marie Ickeringill SSA Matthew Stokes CA
Murray Nicholls CPA Vicki Adams FCA

Liability limited by a scheme approved under Professional Standards Legislation



Children at their village's new hand pump in Manufahi District, 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**

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