

Annual Report

2021

Clean water,
decent toilets and
good hygiene



WaterAid



On the cover: Angelina Dos Santos, 50, carries water collected from an open bamboo system in Timor-Leste.



Chantu 50, cleans one of the rooms at the Kampong Trolach Hospital, Kampong Chhnang province, Cambodia, during the 2020 COVID-19 outbreak.

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

Our vision

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

Our mission

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

Our values

Everything we do is shaped by six values:

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

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

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 via the details listed on the back page of this report and your message will be directed to the appropriate staff for action and resolution. Our complaints policy is available at wateraid.org.au/complaints

This Annual Report was written and edited by Tegan Dunne and the wider WaterAid team.

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From the Chair and Chief Executive



Rob Skinner
Chair



Rosie Wheen
Chief Executive

The past twelve months have been by far the most challenging in the history of WaterAid. At the start of the year, with the global pandemic raging, we were most concerned about the welfare of the people with whom we work for and with, in Cambodia, Papua New Guinea and Timor Leste. The impact of COVID-19 has been severe in all these areas, but despite these challenges, we are proud to report that significant progress has continued to be made in the delivery of our water, sanitation and hygiene (WASH) programs and, in some cases, new initiatives have opened up. Our thanks go to our WaterAid staff and partners in these countries and our thoughts are with those in these communities who have been devastated by the disease.

We were also very concerned about the impact the pandemic might have on our financial viability. Under the circumstances, we planned for the worst and hoped for the best. Planning for the worst involved making the hard decision to reduce paid staff hours for all staff in Australia and revisiting an already tight operational budget across the entire organisation. It also meant paying close attention to all sources of revenue and we were delighted to find that our most loyal philanthropic donors stuck with us and government programs were flexible allowing us to pivot our programs. The most significant single contribution was from Who Gives a Crap. Their extraordinary donation had such an impact in the communities we serve as you will read about in this report.

This will be the last time I pen a Foreword for our Annual Report. It has been a privilege to be the Chair of this great organisation over the last nine years and I am delighted to be handing the baton to Karlene Maylward, who will bring her great experience and wisdom to the position. I am pleased to observe that over the years the organisation has grown significantly, both in the amount of life changing (and lifesaving) WASH services we deliver on the ground **and** in its ability to advocate and influence policy changes at a national and global level. Under Rosie Wheen's leadership and her remarkable team, WaterAid Australia is now a major player in the region and globally.

I know that WaterAid will go from strength to strength over the coming years. It must if we are to achieve our vision of everyone, everywhere having access to safe WASH services.

We know that water, decent toilets and good hygiene are essential for every person to live a healthy, safe and prosperous life. Without it we cannot survive. We are working tirelessly to reach our vision of a world where everyone, everywhere has these basic human rights, these basic services. And the challenges we've faced with the COVID-19 pandemic have made our work more important than ever, it has made our work an emergency.

When I searched for the most used words of 2020, you can guess what most of them were... pandemic, lockdown, zoom, gender justice and Black Lives Matter. These words and these times have given rise to a rollercoaster of emotions including fear, uncertainty and a fatigue that some days I can't shake. These times have given rise also to experiences that have lifted me up and propelled me forward. **It's been all about purpose, people, passion and partnerships.**

Amongst all the challenges and tough times, our partners have continued to support WaterAid and the communities we serve. I would like to thank and acknowledge all our partners.

WaterAid's purpose, to transform lives jumps off the pages of this annual report and into our hearts. The passion for our cause from the ground up propels us forward to find new ways to tackle complex challenges with relentless hard work and creativity.

WaterAid is a community of incredible people. Our donors, partners, our Board, our staff and our communities that we serve. I would like to acknowledge and thank our Chair Rob Skinner and departing Board members. The impact that we have had over the last year is a result of all our collective efforts. It has been a tough year with incredible results, which we will build on in the years to come, to ensure our effective mission delivery.

Photos: WaterAid/James Grant



Our Strategic Role

How do you wash your hands without soap or water? The answer, you can't.

That's why our work became as important as ever when the COVID-19 pandemic struck the globe. At the beginning of this financial year, the world was facing the global pandemic and WaterAid began urgently assessing how we could scale up our work to ensure people had the ability to wash their hands with soap and water, the first line of defence against COVID-19.

In such unprecedented times, for WaterAid **this meant our water, sanitation and hygiene (WASH) work immediately became an emergency.**

As with all our work, a global crisis needs a global response. Our teams on the ground in Cambodia, Timor-Leste, and Papua New Guinea and India faced the incredible challenge of not only reaching their urban populations with COVID-19 and hygiene awareness information, but accessing some of the hardest to reach rural villages to share these messages.

WaterAid focused on the most vulnerable and marginalised groups. **We responded urgently to the increasing need for good hygiene in the face of COVID-19, and the resilience shown by our global offices and country programs throughout 2020 and beyond meant lifesaving WASH work could continue to be delivered during the first wave of the pandemic.**

In tandem with WaterAid's COVID-19 response, our critical WASH work continued, because 785 million people worldwide are still living without access to clean water and two billion people

are living without a decent toilet of their own. Lack of access to water, sanitation and hygiene is one of the biggest problems facing our world right now and the impacts of climate change have continued to exacerbate these already dire situations.

WaterAid is proud to present our FY20-21 Annual Report, where you will read several powerful stories around our response to these challenges, detailing our strategic approach and how and why we are working towards clean water, a decent toilet and good hygiene for everyone, everywhere.



Water: You'll read about our system strengthening approach to improving accountability as a way of providing clean water on **page 14**



Sanitation: Read about a village in Timor-Leste that built a toilet for every household on **page 15**

Hygiene: Find out how we used fictional stories to encourage handwashing throughout the COVID-19 pandemic on **page 16-17**



Equality and Inclusion: Across our work, we focused on leveraging WASH programs as a platform to empower women and girls and help achieve gender equality. Read about our Equality and Inclusion work on **page 28 and 29**



Keeping schools open during COVID-19

Very few rural schools in Papua New Guinea (PNG) had handwashing facilities with both soap and water available, yet handwashing with soap is a key COVID-19 preventative measure shown to reduce infection rates and save lives. To reduce the spread of COVID-19, the PNG government introduced a state of emergency, resulting in the closure of schools around the country. A condition of schools reopening was meeting basic hygiene requirements, including having handwashing facilities with soap and water.

To meet this requirement WaterAid, in close cooperation with the Provincial Health Authority, trained Head Teachers to become local champions in spreading COVID-19 awareness messaging such as transmission and prevention, handwashing demonstration and tippy-tap promotion. WaterAid knew schools needed handwashing stations outside their classrooms to comply with COVID-19 regulations and designed and constructed low-cost handwashing stations that consisted of buckets with taps and soap, and distributed these to schools in Wewak.

COVID-19 awareness and education at a school in PNG.



Our Achievements this year



WaterAid/ Ek Udom



Soap making workshop with WaterAid and local partners in Cambodia.

Rapid Response to COVID-19

WaterAid worked urgently and globally to help slow the spread of COVID-19 in our country programs. We deployed our water, sanitation, handwashing and hygiene expertise to prevent the spread of COVID-19 in 28 countries. We quickly refocused our support to help the people in the communities where we work stay safe and slow the spread of COVID-19, including:

- We created COVID-19 specific responses by providing national communications, information, educational materials and training on water, sanitation and hygiene to frontline health workers and health posts in rural areas.
- We provided education to locals about low-cost solutions for handwashing infrastructure, such as tippy-taps.
- We provided information on how to make soap from locally available materials, to enable handwashing with soap and water.
- We conducted direct community outreach and visited rural communities to spread the World Health Organisation awareness messaging to prepare locals for COVID-19.

You can read a full report on our COVID-19 response on pages 10-13.

Equality and Inclusion

Working to ensure equality and inclusion was at the core of all WaterAid's work, in July 2020, WaterAid Timor-Leste's Country Director Justino da Silva and local partners officially opened two completed accessible toilet facilities in the Manufahi Municipality. Equipped with handwashing taps and an incinerator to place rubbish for burning, this created an inclusive and accessible toilet for people living with a disability and people who menstruate.



WaterAid Timor-Leste opening the new inclusive and accessible toilet facilities.



Ms Vaen Thon receiving her award for her work.

Creating Civic Champions

A decent toilet is something everyone should take for granted - at home, school, work and public places. **That's why WaterAid worked in Cambodia to educate and encourage communities to build and use toilets.** WaterAid's Civic Champions program encouraged local leaders like Ms Vaen Thon to lead the working group for water, sanitation and hygiene (WASH). **Participants of Civic Champions applied their new learnings and leadership skills to creating commune plans and worked together to educate and encourage their community to build and use toilets.** It wasn't an easy year due to COVID-19, but the local leaders in Kampong Chhnang province still saw great results through their program, with their hard work yielding **5,547** households constructing new toilets, meaning **23,297** people now own a toilet for the very first time!

Our Role in the World Health Assembly

The World Health Assembly is the annual gathering of health ministers to agree actions on urgent health issues. On 18 and 19 May 2020, ministers met digitally to adopt a formal resolution on the global health response to the COVID-19 pandemic. The coronavirus pandemic demanded urgent collective action and WaterAid was deeply concerned that governments and donors were failing to prioritise WASH for communities and frontline health workers, as called for by the World Health Organisation.

We urged health ministers to prioritise these fundamentals in the World Health Assembly resolution and in their national responses to COVID-19, and as a result of our advocacy, welcomed the inclusion of the importance of clean water and hygiene in the adopted resolution on the global COVID-19 response.



Sor Socheat, 35, Hospital Cleaner and a frontline health worker in the delivery room at Battambang Referral Hospital, Sampov Loun Hospital, Cambodia.

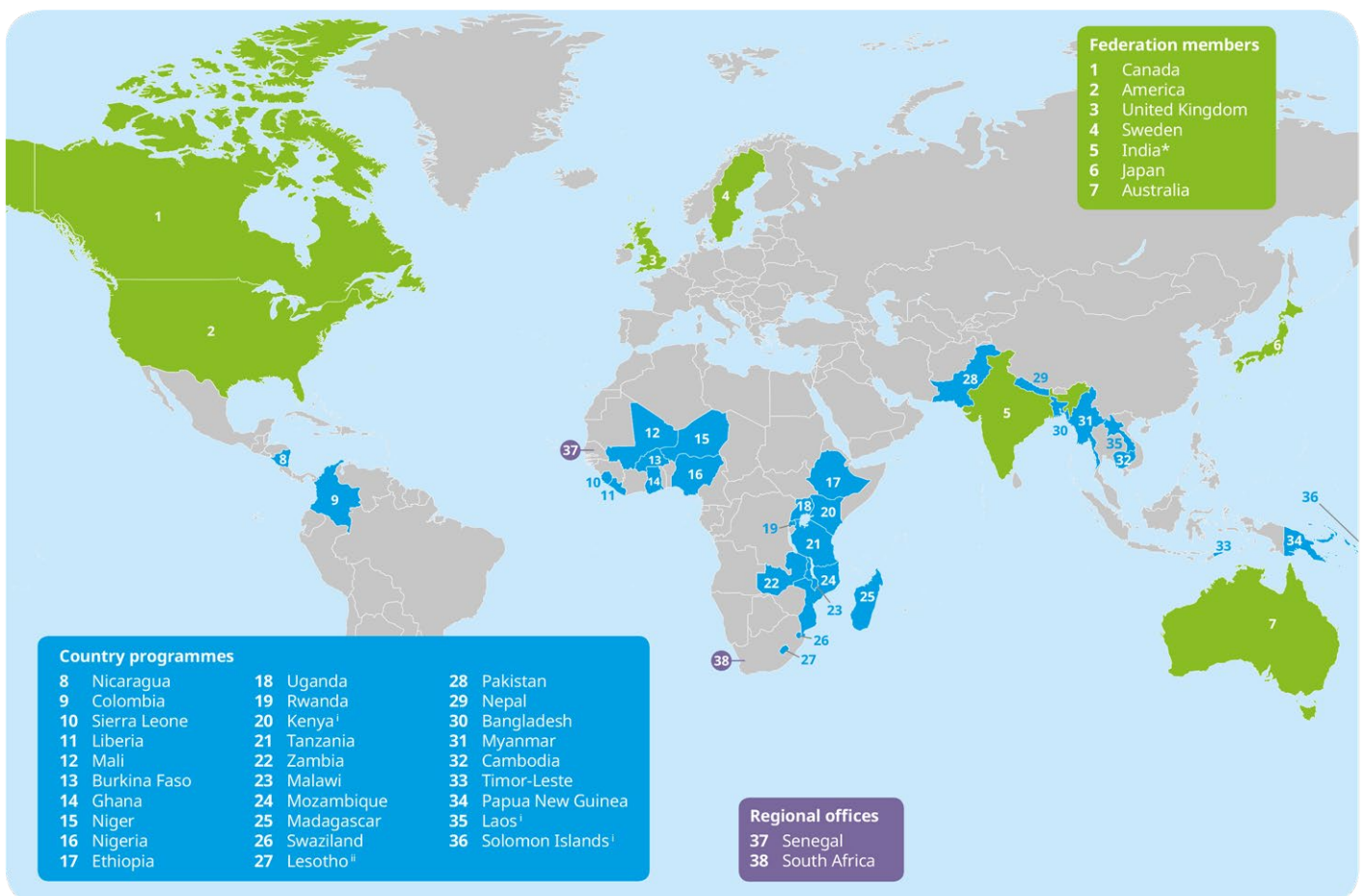
Where We Work and Our Global Impact

The water, sanitation and hygiene (WASH) crisis is a global problem, so it's important we tackle these issues at a global scale. In the last financial year with the outbreak of COVID-19, we saw the crucial role WASH played in responding to the pandemic.

WaterAid's impact extends far beyond Australia and the Asia-Pacific region; we are an international organisation with a presence in 28 countries. All of our federation members, country programs and regional offices are united in their commitment to the Sustainable Development Goals, the United Nations' development agenda for building a better world.

Of the 17 goals, we are particularly invested in Goal 6, which aims to ensure the availability and sustainable management of water and sanitation for everyone. One of the benefits of being a global organisation is the way in which we are able to collaborate with one another to maximise our collective impact towards these goals.

On this double page, we celebrate some of our global achievements from our last global reporting period (the 2020-2021 financial year) as we get closer to a world where everyone, everywhere has access to the basic human rights they deserve.





**Globally, between 1 April
2020 - 31 March 2021,
WaterAid reached:**

The figures below refer to the people WaterAid has directly reached as a federation internationally through services delivered together with our partners. They only show part of our impact.

To make lasting change happen on a massive scale, we also convince governments to change laws; link policy makers with people on the ground; change attitudes and behaviours; pool knowledge and resources; and rally support from people and organisations around the world. Through this work we benefit many more people than those shown below.



Improved hygiene

2,553,000 household members, **1,410,000** school students and **10,003,000** patients in healthcare facilities

Access to clean water

306,000 household members, **143,000** school students and **795,000** patients in healthcare facilities

Improved sanitation

531,000 household members, **131,000** school students and **852,000** patients in healthcare facilities



WaterAid's COVID-19 Response

At the beginning of FY20/21, the COVID-19 pandemic began to rapidly spread globally.

Whilst we had already been working to scale up our water, sanitation and hygiene (WASH) programs, the ongoing threat of the virus in countries globally, some with incredibly fragile health systems, saw our teams show great resilience as they adapted the majority of WaterAid's work to respond to COVID-19.

Working at all levels within the country, from rural communities through to government ministers and departments, we focused on ensuring people were aware and prepared for COVID-19. At a community level, the team coordinated with the Provincial Health Authority and conducted community outreach, which involved our teams travelling into hard to reach places to ensure even the most remote communities were informed on what the virus was and that **washing hands with soap and water was the first line of defence against the pandemic.**

Our teams also used loud speakers to drive through villages and share COVID-19 awareness and preparedness messages more widely and for people unable to read. A key element WaterAid considered in this response was that COVID-19 could disproportionately affect marginalised and vulnerable people, focusing on known marginalised and vulnerable working environments. The team identified construction and brick workers as particularly vulnerable due to their living and working conditions. The team collaborated with the Ministry of Rural Development (MRD), the sub-national government and factory owners and management to respond to the pandemic to protect this vulnerable group, and the communities where they worked and lived.

WaterAid Cambodia and partners supported the development of new and existing COVID-19 educational materials and delivering these key messages, ensuring communities and workers had adequate knowledge on COVID-19 prevention. This joint response reached over 23,000 workers in eight target factories.

"During this pandemic, I received COVID-19 education materials from WaterAid, those materials are useful for me and other workers. The basic WASH training and hygiene awareness WaterAid provided help us to continue to provide the knowledge to our workers. I observe workers practice washing hands with soap more often."

- Ms. Dany, HR officer of Starite Factory.



WaterAid/ Korn Kun

A man in the Samaki Meanchey district and commune using a new low-cost handwashing facility, in front of posters promoting handwashing with soap during COVID-19 outbreak.



WaterAid



Hygiene materials such as soap and lack of basic handwashing facilities and clean water were a large concern for brick workers in Cambodia.

Papua New Guinea

A second wave began in Papua New Guinea (PNG) in March 2021 and quickly became a very serious situation. Given PNG's fragile health systems and with large-scale distribution of vaccines some time away, a safe and reliable water supply and handwashing with soap was still the first line of defence against the spread of COVID-19.



Handwashing is the first line of defence in slowing the spread of COVID-19.



During the past financial year, WaterAid scaled up our already existing COVID-19 and water, sanitation and hygiene (WASH) work in PNG, focusing on COVID-19 preventative measures, provision of water supply in communities and schools and national hygiene promotion, including handwashing with soap.



WaterAid PNG conducting handwashing demonstrations in a local village.

WaterAid worked closely with the Wewak District Development Authority (DDA) and East Sepik Provincial Health Authority (ESPHA) to strengthen the government's approach to COVID-19 awareness and community preparedness and ran direct community outreach, creating six teams who undertook COVID-19 awareness and preparedness across Wewak District. This included training locals to make soap from locally available products such as coconut oil.

The teams visiting communities included key government staff, health promotion officers,

community health workers, security and police. Several teams also include representatives from the East Sepik Council of Women, to support referral pathways for family-based violence and ensuring the inclusion of women and people living with disability in COVID-19 awareness and preparedness.

Demonstrations were also undertaken on how to construct low-cost solutions for handwashing infrastructure, to enable more people to have the ability to wash their hands with soap.



Timor-Leste

As of March 31, 2021, Timor-Leste has been in a country-wide lockdown after an increase in COVID-19 cases began during the early months of 2021. Average numbers of new infections reported each day in Timor-Leste were rising since the start of March 2021. Facing the ongoing pandemic, WaterAid Timor-Leste pivoted to focus on how water, sanitation and hygiene (WASH) could help slow the spread, particularly washing hands thoroughly and regularly with soap and water.

Ensuring these simple messages got to the poorest and most remote households in Manufahi municipality was not easy. With many villages almost impossible to reach, the team used motorbikes, where locals would see them broadcasting hygiene and COVID-19 information from speakers, riding along the muddy mountain roads from village to village.

Community demonstrations were also held with local partners, to share information on how to properly wash hands with soap and when to do it, including before cooking and after going to the toilet. The team also worked closely on the institutional response to COVID-19, to help the Municipal Government coordinate their response to ensure everyone worked together to prevent the spread of COVID-19.

WaterAid Timor-Leste and their partners also provided water tanks, disinfectant tanks and materials, soap and bleach. These materials have now been installed for people to wash their hands at healthcare centres, markets and schools across the municipality.

A man in Manufahi installs a tippy-tap for handwashing at a community tapstand in Manufahi, to help slow the spread of COVID-19.





Water

How strengthened accountability leads to improved water

In Cambodia, government water quality monitoring systems are weak, meaning quality cannot be guaranteed and people are not receiving safe and reliable water. It is common place for private suppliers to provide 20L bottles of water to community members, yet the water in these bottles is not subject to rigorous water quality testing due to limited technical capacity and policy implementation.

WaterAid observed that there was limited understanding among consumers and local authorities about the accountability of the private water operators and their responsibility to provide quality service, with a lack of systems to hold private water suppliers to account if they did not deliver. A further issue was a lack of incentive for local authorities to increase the reach of the private operators, nor for operators to serve marginalised groups in their service areas.

In this context, WaterAid focused on efforts to strengthen capacity of water quality and quantity testing. We built the capacity of private water suppliers and local authorities, educating them about the importance of water quality and how to undertake water quality testing. We provided technical capacity support to local authorities in developing action plans, setting out how they would support private suppliers to ensure water quality in the future.

To build community trust in water quality, WaterAid assisted private water suppliers to organise site visits, bringing community members and local authorities to see the production of water at their local treatment stations.

We helped local authorities conduct public forums, where community members could raise concerns or suggest improvements to the service providers and hold local authorities to account to respond to the needs of people, especially those most marginalised.

Following the forums, several private water suppliers discounted the connection fee for poorer families and for some schools, health centres and commune offices.



WaterAid/ Remissa Mak

Strengthened service provider accountability means people like Sorn, 62, can access safe water for drinking.



WaterAid

WaterAid helped train suppliers to fix issues and provide maintenance, such as this pipe that was leaking water and slowing supply to villages.

As a result of this work, the Cambodian Water Supply Association's evaluation highlighted a significant improvement in user satisfaction following the intervention.

During a baseline data collection, only 33 percent of people were satisfied with the water service and quality and after WaterAid's work, during the end-line data collection, this had increased to 67 percent. The evaluation also found improvements in the capacity of water operators to monitor water quality and similar efforts are now being used by other water operators.

Strengthened service provider accountability for improved rural water services requires strong collective action and everyone who is a part of the system must be engaged and empowered to fulfil their roles and responsibilities. WaterAid's adaptive way of working and supporting emerging momentum enables us to respond quickly to the rapid changes in the water supply context.



Sanitation



In collaboration with Mr. Evaristo and local partner Luta ba Mudansa (LBM), WaterAid worked to improve sanitation and hygiene in Falitehu.

Across three years, WaterAid and local partners spent time educating locals on the importance of a decent toilet, safely managed sanitation and good hygiene, as well as how to build and maintain a safe toilet.

As a result, by 2020, **every single household in the village had built their own toilet**, learnt how to maintain it and become accustomed to the change from open defecation, with Mr. Evaristo stating nobody in the village open defecated anymore, using only the safe toilets.

How one village built a toilet for every house

A decent toilet is something everyone should take for granted – at home, school, work and in public places. It's a basic human right that protects people from dangerous diseases and provides dignity. In the village of Falitehu, this was not the case.

Falitehu is a sub-village in the Manufahi Municipality of Timor-Leste. A very isolated town, there are only 22 households and 235 people living in the village. Community members must walk for hours if they need to reach the town of Manufahi for supplies or medical care.

Mr. Evaristo, 40, is the sub-village chief of Falitehu and actively involved in improving sanitation and hygiene in the village.

When speaking with WaterAid, Mr. Evaristo, told the story of a 9-year-old boy was bitten by a pig, after he went to defecate in the pigsty, because the village did not have toilets. The family tried to rush the boy to a hospital, but his life was lost due to the injury.

On WaterAid's intervention, Mr. Evaristo (pictured) said:

"It has reinforced us the community to improve our toilets, and being the chief, I keep supporting to motivate the community to use proper toilets, wash their hands before having meal, after using toilets or touching any dirty things in order to prevent them from various diseases, like worms, Diarrhoea and others. As result of this program, all 22 household have their own [toilets] and should we have more new families, I will keep reminding them to do the same like others."



Hygiene



WaterAid/ Sok Ekudom

A boy in Sambour village reading Mongkul's story.



Making clean water and clean hands normal in Sambour district, Cambodia

Once upon a time there was a boy called Mongkul. Mongkul is 12 and lives with his mother and his younger sister Neary. Mongkul and his sister often drink untreated water from the river and they defecate in their yard or nearby bush, because they don't have a toilet.

Mongkul is actually a fictional character, but his daily experience is that of many children living in communities in Sambour, a remote district in Cambodia. In some communities in Sambour, over half of children under five suffer from stunting due to long-term chronic diarrhoea and inadequate nutrition.

Underlying these statistics is the challenge that behaviours such as treating drinking water, using a toilet and washing hands with soap after

toileting, and before cooking or eating were not 'normal' in these communities.

For over a year, WaterAid worked with community leaders in Sambour to understand the motivating factors and dynamics in communities that reinforce their daily norms.

With this knowledge, WaterAid in Cambodia created the character of Mongkul– an ordinary child who was worried about his sick sister, Neary, and used lessons he learnt at school to convince his family they should start washing their hands, boiling their water and using a toilet, becoming role models to the entire community.

WaterAid planned to roll out Mongkul's story through schools, community story nights with village leaders, monks and the Sambour local government, as well as competitions for families to aspire to become role model families like Mongkul's. However due to COVID-19 restrictions, community volunteers instead went house to house, lending Mongkul's story for bored children to read at home, and sticking motivational stickers on 20L reusable bottles of treated water.

They put up banners in their communities with the story of Mongkul and his role model family alongside official COVID-19 advice. Since sharing Mongkul's story in Sambour, changes have already been seen, including:

- Children who read the story book have recited the story to their own family and to other children in their village.
- Families have been eager to register for 'role model family' competitions and demonstrating the key behaviours from the story.
- People are setting up places at home to wash their hands with soap.
- Many new toilets are being constructed and people are purchasing locally produced biosand filters to treat their drinking water.

There is still a lot to do to overcome stunting and health challenges in Sambour, but we can see that our approach is starting to change behaviours.



A man in the village demonstrating the new handwashing device.



Papua New Guinea



Using our systems strengthening approach, we supported the Papua New Guinea Government to develop, test and refine strong, inclusive and sustainable approaches for the delivery of water, sanitation and hygiene (WASH) services.

As a key partner of the Papua New Guinea Government, WaterAid worked closely with the Department of National Planning and Monitoring (WASH PMU), the Wewak District Development Authority and the Motu-Koita Assembly to support implementation and rollout of the National WASH Policy.

At a national level, we supported the WASH PMU to develop Papua New Guinea's first National WASH monitoring system. The monitoring system is used by national and sub-national government and WASH sector stakeholders for the collection, management and use of data. Quality and timely data is critical for driving long-term improvements to evidence-based planning, sector coordination and allocation of critical resources to WASH services.

Other achievements included:

- In Wewak District, we worked with the Wewak District Development Authority to implement a holistic approach for the delivery of quality WASH services. Through technical training, capacity building and support of government staff we have reached many households and community members with improved WASH services, and will reach many more as the program continues.
- WaterAid PNG packaged COVID-19 awareness and preparedness, gender, disability, social inclusion and family violence referral pathways into our service delivery model. The resulted in an increase in the capacity and confidence of key government staff, which has positively impacted the implementation of inclusive WASH services in accordance Wewak District's five-year WASH plan.
- WaterAid engaged in WASH projects with Motu and Koitabu people, the traditional landowners of the greater Port Moresby area, residing in eight traditional peri-urban villages on the Coral Sea coast and nearby inland areas.
- Motu-Koita villages experience poor WASH services, high density living and law and order challenges. WaterAid worked with the Motu and Koitabu representative body the Motu-Koita Assembly (MKA) to undertake COVID-19 awareness and preparedness through direct outreach and a targeted social media campaign. In collaboration with MKA, WaterAid undertook major upgrades of the urban water supply network in Pari Village, providing safe water supply to Pari's 6,000 residents.



WaterAid/Tom Greenwood

Doris outside her home. Doris and her family struggled with both the cost of water and lack of supply. Port Moresby, Papua New Guinea.

Expenditure: \$1,741,842

Locations of projects

Port Moresby, Central Province, East Sepik Province

Local partners

- Department of National Planning and Monitoring
- National Department of Health
- National Department of Education
- East Sepik Council of Women (ESCOW)
- East Sepik Provincial Administration
- East Sepik Provincial Health Authority
- Wewak District Development Authority
- East Sepik Disabled Persons Association
- Motu-Kiota Assembly
- Water PNG
- Eda Ranu Ltd
- East Sepik Assembly of Disabled People (East Sepik ADP)
- Integrated Rural Development Initiative (IRDI)
- Marie Stopes International (MSI)
- National Research Institute (NRI)
- Netball PNG
- Water PNG
- Wewak District Development Authority

List of funders:

- Australian Government's Gender Action Platform (in partnership with Marie Stopes International)
- Australian Government's Water For Women Program
- Armani's Acqua for Life
- National Department of Planning and Monitoring (through World Bank Water supply and sanitation development program)
- ANCP
- Australian Government Economic and Social Infrastructure Program
- Australian Government Church partnership Program
- Who Gives A Crap
- Church of Latter-Day Saints Charities (LDSC)
- Corporate, foundation and supporter contributions

Cambodia

With our focus on responding to COVID-19, WaterAid Cambodia continued to ensure in all work, marginalised groups were targeted and supported.

The team continued to influence WASH policy change and institutional accountability through engagement with national and sub-national administrations, to prioritise WASH and mobilise resources to support marginalised groups during COVID-19.

WaterAid identified that construction and brick workers were particularly vulnerable due to their living and working conditions and that the government had not provided a targeted response to this group. WaterAid supported this group by initially providing online training on COVID-19 prevention messages, awareness-raising and hand hygiene practices to the Building and Wood Workers Trade Union of Cambodia. WaterAid also helped the group to install handwashing facilities. We also created a demonstration video that was shared with workers who established handwashing facilities in a number of worksites. WaterAid also worked with marginalised groups from construction sites and brick kilns by providing them with much needed personal protective equipment.

Other achievements included:

- WaterAid Cambodia continued its focus on gender and equality by establishing a cross-cutting gender working group that ensured all of the programmatic work at WaterAid Cambodia prioritised gender inclusive WASH. The effects of a lack of clean water and decent toilets are felt most by women



Sinon (48) washing his hands in front of the Thlork Vien health centre, Chhouk Village, Thlork Vien Commune, Samaki Meanchey District, Kampong Chhnang province, Cambodia.

and girls. The impact of this working group will ensure those most affected by WASH challenges are included in the solutions, as getting women and girls involved is key to successful WASH services.

- WaterAid reactivated the Women in WASH (WiW) network in Cambodia. The WiW is led by women who are WASH professionals from across government, non-governmental agencies and the private sector. It provides a platform for sharing knowledge, challenges, solutions, networking and peer support. WaterAid attracted eighty-two qualified women from public institutions, civil society organisations, and private entities at national and sub-national levels to join the network. Once again, WiW works to



Expenditure: \$2,040,083

List of funders:

- Australian Government (ANCP, The Water for Women Fund - Research)
- Who Gives A Crap
- H&M Foundation
- Swedish International Development Cooperation Agency - SIDA
- Swedish Postcode Lottery
- UNICEF - Accelerating Sanitation and Water for All
- VF Corporation
- WaterAid UK - Innovation Funds
- Mr. Harold Bentley

Partners:

- Ministry of Rural Development
- Ministry of Health
- University of Health Science (UHS)
- National Institute of Public Health
- Department of hospital service (DHS)
- Provincial Health Department
- WaterSHED
- Rainwater Cambodia
- Epic Arts
- Building and Wood Workers Trade Union Federation of Cambodia
- WASH journalist Network
- Humanity & Inclusion (HI)
- Ministry of Women's Affairs
- World Wide Fund for Nature (WWF)
- London School of Hygiene and Tropical Medicine
- WASH Skills Development Organisation
- Centre for Sustainable Water
- Cambodian Water Supply Association (CWA)
- Sovann Phoum
- Cambodian Disabled People's Organisation (CDPO)
- Sevea Consulting
- Teuk Saat 1001
- Youth Groups
- Gender and Development for Cambodia (GADC)
- Green Lady
- COCD
- Saory

ensure those who fill the impacts of lack of access to WASH the most are involved in the solutions.

- WaterAid celebrated the launch of the Clean Frontline project, working closely with the department of hospital service (DHS) of the Ministry of Health, which aims to train hospital cleaners leading to cleaner and safer delivery of healthcare services. With 13 hospital participating in the project, WaterAid worked to expand our scope of influence on healthcare services because the impacts of this project are life changing, with improved cleaning practices essential for reducing healthcare-associated infection, including the spread of COVID-19 and tackling antimicrobial resistance.

Locations of projects:

- Kampong Chhnang
- Kraite
- Kandal
- Kampong Speu
- Svay Rieng

Timor-Leste

Maintaining our strong partnerships in Timor-Leste was vital for our continued success.

We focused on continuing close partnerships with rights-based and women's groups, who supported our project delivery, research, advocacy and influencing. At the national level, WaterAid worked with rights advocacy organisations and women's groups to lobby the national parliament for more budget allocation to water, sanitation and hygiene.

Other achievements included:

- WaterAid Timor-Leste continued to progress on improving household latrines to the 'hygienic' level, in the areas we work, as well as supporting healthcare facilities to have appropriate WASH facilities, and working with schools to provide inclusive facilities.
- WaterAid actively participated in Governments National Taskforce to respond to COVID-19, working to reinforce the importance of utilising existing sector information, capacities, and mechanisms in response efforts.
- In Liquiçá and Manufahi WaterAid supported the municipal WASH team and civil society groups to be active members of the Municipal COVID-19 Taskforce. Initially, with few local voices represented in coordination mechanisms WaterAid identified a critical need to support representation of local partners and civil society, to ensure they have an active role and opportunity to gain experience.
- WaterAid was able to provide direct support; including public handwashing stations, hygiene messaging materials, media broadcasts and messaging reaching rural communities in the target districts.
- We integrated climate resilience into our rural WASH project activities. This work supported incorporating climate change resilience into guidelines and facilitator training. This continues to be rolled out in communities and in schools, through our community-based modules.



Local partners

- CARE International
- Marie Stopes International
- Engineers without Borders
- RHTO (Ra'és Hadomi Timor Oan - Disability People Organisation)
- Local implementing NGOs
- GFFTL (Grupu Feto Foinsae Timor-Leste - national women group)
- FE (Feto Engenharia - engineering women group)
- FLBF (Fundasaun Luta ba Futuru - local NGO)



Isabel Soares, 55 (left) and Olinda da Silva Nunes, 59 (right) washing clothes in a bucket using water from the community tap stand. Lautekas, AI Technology Community, Timor-Leste.

Location of projects

- Dili, Liquiçá, Manufahi

Expenditure: \$2,126,636

List of funders

- Department of Foreign Affairs and Trade (Water for Women, ANCP, ANCP GAP)
- Partnership for Human Development
- Swedish International Development Cooperation Agency (SIDA)
- Who Gives A Crap
- WaterAid UK
- Corporate, foundation and supporter contributions
- The U.S. Department of Agriculture

- FHTL (Fundasaun Hafoun Timor Lorosae - local NGO)
- Asosiasaun HAK (national human right organisation)
- PN-BESITL (Plataforma Nasional Bee Sanementu no Ijinene Timor-Leste - national WASH civil society network)
- FAS (Feto Asaun ba Sustentabilidade - local women group)
- LBM (Luta ba Mudansa - local youth group/NGO)

- CBM
- University of Technology Sydney Institute for Sustainable Futures (ISF)
- AGMFs (Asosiasaun GMFs - Municipality Association of Water User Groups)
- GMFs (Local Water User Groups)
- Government of the Democratic Republic of Timor-Leste and local government departments in Liquiçá and Manufahi (JSM and VERMO)
- Similie



Myanmar

The Supporting Safer Births Project in Myanmar has been funded through DFAT's Water for Women program and WaterAid UK since 2018.

Due to the increasing civil and political unrest in Myanmar since February 2021, our work under the Supporting Safer Births Project has been unable to continue.

The goal of the project has been to improve the quality and safety of healthcare that mothers and babies receive at the time of birth. A key focus was to carry out training sessions related to COVID-19 in healthcare facilities, including topics such as the use of personal protective equipment, how to perform COVID-19 rapid testing, environmental cleaning in hospital settings, healthcare waste management and triaging of patients. To ensure healthcare facilities were supported to respond directly to COVID-19, the project also distributed consumable items such as soaps and plastic garbage bags.

The ongoing civil and political unrest in Myanmar has meant WaterAid's work has been unable to continue and is currently phasing out. However, in order to meet urgent needs resulting from the pandemic and political crisis, WaterAid is

redirecting efforts towards humanitarian water, sanitation and hygiene (WASH) programming, targeting some of the most vulnerable populations in communities where access to WASH services is scarce.



Handwashing demonstration by a cleaner together with the trainers at Pantanaw Township Hospital.

Expenditure: \$921,676

List of funders

- DFAT's Water for Women
- WaterAid UK

Locations of projects

- Ayeyarwady

Local partners

- Jhpiego



India

Expenditure:

\$150,000

List of funders

- Who Gives A Crap

Locations of projects

- Bihar
- Jharkhand
- Madhya Pradesh
- Uttar Pradesh

Our vital work with sanitation workers in India continued, strengthening the rule of law to advance rights and freedoms of manual scavengers

Manual scavenging is an age-old inhuman sanitation work tradition in India, mostly associated with caste and social hierarchies. Manual scavengers are from the most marginalised sections of society, empty and collect human waste from insanitary dry latrines, and carry it on their head to the disposal area on a daily basis.

Women manual scavengers are subjected to social discrimination and stigma by society, and face systemic exclusion from basic health and education services, government schemes, social security measures, and alternative livelihood opportunities.

In this context WaterAid India:

- Implemented 36 self-help groups, reaching 1,139 women engaged in manual scavenging, formed across 36 urban/peri-urban settlements in project locations in four states. 36 community resource persons were also identified and trained



WaterAid/ CS Sharada Prasad/ Safai Karmachari Kavalu Samiti

(L-R) Muniraju, 37, Kaverappa, 54, Somappa, 52, Krishnappa, 65, all manual pit emptiers stand having a drink together, in Bangalore, India.

across project locations, to provide support to self-help groups and undertake field-level initiatives.

- Posters and flyers on rights and freedoms of manual scavengers were published and distributed among communities and over 1,000 pamphlets on COVID-19 prevention measures were distributed across community members.
- Food support was provided to 1,800 people from the manual scavenging communities during the COVID-19 pandemic. Community kitchens were also organised, where 823 persons from the manual scavenging community were supported
- Three short films were prepared, highlighting various aspects of challenges faced by manual scavengers to raise awareness
- A number of media advocacy interventions were undertaken to highlight the key issues for policy makers and the public through opinion pieces in newspapers, a radio programme and a social media campaign.
- A baseline study was undertaken in 2018 across 36 project locations in four states to collect reliable data, which highlighted the prevalence of dry latrines and the practice of manual scavenging, and various challenges faced by the communities engaged in this work.



Our Work in Healthcare Facilities

This data will help people like Nurse Silvano Sanchus Filipe (pictured) from a Health Clinic in Timor-Leste.

Improving WASH in healthcare facilities in Timor-Leste

The provision of water, sanitation and hygiene (WASH) in healthcare facilities is crucial to allowing the facilities to deliver safe and quality care. This became even more vital during the COVID-19 pandemic, where hygiene and infection control were essential in preventing the spread of the virus, especially in healthcare settings.

With limited and outdated national data available on WASH in healthcare facilities in Timor-Leste, WaterAid worked to address this data gap and inform future priorities and programs on WASH in healthcare facilities. **To do this, WaterAid assessed all public healthcare facilities in Liquiçá and Manufahi and aimed to understand the current WASH and related infection prevention and control (IPC) conditions and identify the key evidence-based WASH actions needed.**

The data was used to assess the WASH readiness of healthcare facilities and develop recommendations for improving WASH services and behaviours at healthcare facilities, through a health system strengthening approach.

WaterAid identified and began to address the following key recommendations through this project:

- Ensuring infrastructure was co-designed with users, particularly women and disabled people's organisations to ensure infrastructure was developed in line with the needs of marginalised groups, including have menstrual hygiene management infrastructure and access for those living with a disability to manage their WASH needs.
- Ensuring all infrastructure was accessible and usable by all.
- Establishing coordination mechanisms between WASH and health stakeholders at municipal and national levels to review WASH data and budget, plan and adhere to improving WASH requirements.



WaterAid/ Jerry Galea

- Investigating the role of the community in supporting WASH improvements and maintenance in healthcare facilities to ensure the projects are sustainable in the long-term, after WaterAid's intervention has ended.
- Developing costing tools and understand costing needs to ensure budgets were developed and met to improve and sustain WASH services.

WaterAid progressed these areas by fostering partnerships and relationships with and between municipality government health and WASH departments/services and local partners.

Our approach aimed to ensure WASH and WASH in healthcare facilities data was used by Liquiçá and Manufahi Municipalities to plan and manage improvements through a multi-year WASH strategic plan, the Municipality Annual Plan, and the Municipality WASH Sector Strengthening plan.

The head of one community Health Centre, José Martins da Costa, in Manufahi said he was proud with the ongoing collaboration with WaterAid and local partners. Through the project, sanitation services were more accessible for people with disabilities using the Health Care facility he managed.

"They really put into practice and took action as we have seen the result in the communities and health care facilities mentioned above", Mr da Costa said.



System Strengthening



Ms Chi Thavy recently became the Provincial Director responsible for rural development in Kandal province, Cambodia. She is keen to set an example to other provinces by reaching everyone in her province with water and sanitation services.

Championing Sustainable WASH

WaterAid takes a sustainable approach to all our work. This is because we know infrastructure alone is not the key to universal access to water, sanitation and hygiene (WASH); education, collaboration and a shift in behaviour is needed.

Strengthening the systems for WASH is about not only ensuring access, but working to ensure people everywhere have lasting access to clean water and sanitation.

In the Kandal Province of Cambodia, WaterAid worked towards making it the first district to reach open defecation free (ODF) status. One key focus was to strengthen local WASH systems and governance, to ensure sustainable and equitable access to WASH, with a focus on promoting and engaging women's leadership to accelerate the province-wide ODF target.

Ms Chi Thavy recently became the Provincial Director responsible for rural development in Kandal province, Cambodia. She was keen to set an example to other provinces by reaching everyone in her province with water and sanitation services. As the only woman in her role in Cambodia she also wanted to set a precedent for effective, strong female leadership.

"I've realised my role is crucial to lead and facilitate. Kandal is committed to reach the target of everyone having a toilet by 2022."

WaterAid helped Thavy and her province create plans for reaching everyone and monitor their progress. WaterAid organised an exchange visit to take provincial and district leaders to learn from other districts who have been working on WASH for some time.

After joining one of these visits Mr. Uch Saroeurn, the governor of Kandal Stoueng district, created a district committee to unite local leaders and community to achieve their sanitation goal.

"It has been around six months since we engaged with the WaterAid program. We had no specific discussion platform, now we've set up a district WASH committee; this will help us to monitor the progress and discuss challenges." Saroeurn said

These projects that reach through various parts of communities from local leaders to government bodies are what ensured we were strengthening the systems for WASH to ensure people everywhere have lasting access to clean water and sanitation.



Equality Inclusion and Rights

Gender Based Violence Prevention

East Sepik Council of Women (ESCOW) have been raising their voices and providing family violence support in the area for decades. The organisation is a key partner in Water for Women.

As COVID-19 took hold in Papua New Guinea (PNG), it was clear to ESCOW and WaterAid that women were more at risk of gendered violence than ever before. From opportunistic violence whilst women and children fetch extra water for cleaning and washing, to household violence.

As part of WaterAid's COVID-19 awareness campaign, training and messaging was provided to outreach teams highlighting the rights of all people, particularly people with disabilities and women. **ESCOW staff also attended with WaterAid, and delivered messages on challenges of family violence and the support available.** To support this message, a poster was shared with key COVID-19 and family violence hotlines, championing harmonious communities.

The approach was so successful, that a manual was developed and delivered to government staff focusing on equality for marginalised people, and sessions delivered to the government on family violence by ESCOW, supported by WaterAid.

This approach had a big impact and ESCOW President Florence Parinjo identified, referred and assisted many new cases from the Healthy Islands and COVID-19 awareness programming.

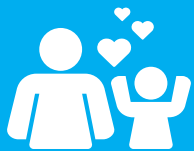
The approach also strengthened the referral system for family violence bringing awareness to supports like legal, police and health services, and increased partner and governments understanding and support of the system. These are the steps that will support survivors in the future, and change attitudes to end violence against women.



Florence from ESCOW delivering awareness in community



The poster that was shared with key COVID-19 and family violence hotlines, championing harmonious communities.



Tackling Family and Gender Based Violence in Papua New Guinea



Prevalent but preventable - Family and Domestic Violence

Family violence isn't inevitable, yet it's a common reality across the world. **As part of our approach to Equality and Inclusion, WaterAid has taken a strong focus on preventing and responding to family and gender-based violence for our staff and partners, and in our programming.**

As well as our work with ESCOW, WaterAid Papua New Guinea (PNG) co-Country Director Jenny Mori (pictured) has been leading the way in responding and preventing family violence for our staff, partners, and the broader community.

Jenny led the development and implementation of a Family Violence Policy and Procedure for WaterAid PNG, ensuring victims/survivors of

violence are supported in their workplace, their safety prioritised and connected with services. The team undertook training with the PNG ChildFund team, who manage the national family violence Tok Counselling hotline.

Another innovative approach from Jenny was to team up with another organisation to create a Meri (women's) text chat group, **so women are connected and can share safety and security information, context updates and essential resources.** This group has been a practical way to increase awareness of services and is an important part of changing the negative social norms that stop survivors getting support.

Strengthening Women's WASH leadership in Cambodia



In Cambodia, there are many barriers to women's access to water, sanitation and hygiene (WASH) and leadership across government, utilities, private companies and civil society organisations.

WaterAid conducted a Gender Power Analysis drawing on perspectives of men and women from national and provincial levels through focus group discussions, key informant interviews and synthesis workshops to document attitudes and barriers to women's participation in the WASH sector.

The assessment found there was a lack of confidence, skills and representation of women in decision-making roles.

Building on these assessments, WaterAid developed and led a Women's Leadership Training Program to build women WASH professionals' networks and leadership confidence.

Women who participated in the program reported increased capacity and confidence to express opinions around male colleagues, increased leadership skills, improved public speaking, greater support from their supervisors and some reported promotions.



Ms Ouk Sopheary is the Deputy District Governor of Rolea B'ier district.

"Before I didn't know much about WASH, but after I joined a lot of activities with WaterAid such as training, workshop, and field activities, I have gained much knowledge on WASH and I have confidence to push and speak with community people and senior government leaders in WASH. Now I committed to improve my district to be ODF and push local authorities to take more actions on WASH improvement" - Ms Ouk Sopheary (pictured)



Our Fundraising



Felisberta, 57, carrying jerry cans filled with water in a basket on her back attached by a headband walking along a rocky dried up river bed. Timor-Leste.



WaterAid's best-selling Gifts for Life card over Christmas.

COVID-19 had a significant impact on many areas of WaterAid's work, and fundraising was no different.

As our country programs scaled up their hygiene activities to protect communities from the spread of COVID-19, we shifted our fundraising campaigns to support this work.

WaterAid supporters rallied behind our COVID-19 Crisis Appeal and made it the biggest individual giving appeal in WaterAid Australia's history! Featuring Felisberta (pictured) from Timor-Leste, the appeal asked Australians to support our work in country programs to help prevent the spread of COVID-19.

We also had a fantastic response to the petition we ran asking Australians to show their support for government funding for water and hygiene

in the country's response to COVID-19 and many signatories to the petition went on to also donate to our life saving work.

New cards were added to the Gifts for Life site including items that were key to our COVID-19 response work such a handwashing station, which became our best-selling card over the Christmas period.

We are so grateful to our donors who continued to support us with their monthly gifts throughout 2020/2021. The ongoing support of our monthly donors allows us to plan ahead and continue our urgent work to support our country programs during such a challenging year.



Our Supporters

We have some incredible supporters in our WaterAid community with inspiring stories!

Australian adventurer and WaterAid supporter Daniel Bull breaks a new Guinness World Record

Australian adventurer and long-time WaterAid supporter Daniel Bull broke another world record, becoming the first person in the world to swim above a height of 6,000m!

Daniel swam 6,370m (20,898.91 ft) above sea level on the highest volcano in the world; Ojos del Salado, in the Andes in South America.

Daniel said that despite the intense challenge, he had the added motivation of raising awareness of 'The Water Crisis' by supporting WaterAid in their efforts to create a world where everyone, everywhere has access to safe water, a decent toilet and good hygiene.

"Water connects every aspect of life and access to clean water can empower and contribute to improved health for people around the world, so to be able to do something extreme like this to support WaterAid and raise awareness for the work they are doing around the world is really important to me," said Daniel.

Daniel's efforts raised awareness for WaterAid across multiple media stories and social media coverage.



Daniel Bull

Daniel after swimming in the frozen lake.



The Water Challenge

Over 2,000 Australians gave up their favourite drinks to support WaterAid by taking part in the 2021 Water Challenge. Every year we ask Australians to lose the booze, can the caffeine and say sayonara to soft drinks for the month of March to celebrate World Water Day.

For the first year we offered the option to just give up one category of drinks or take the ultimate Water Challenge and make the only beverage for the month of March.

Sam Climpson was one of the brave fundraisers who took the full Challenge and raised over \$1,200 for WaterAid. He tells us that the fundraising and the health aspect made the Water Challenge a very rewarding experience.

"After hearing about what WaterAid are doing for people in need, I just felt the urge to help give people the privileges and necessities that we have at our fingertips every day. You take for granted the luxury of life and forget that there are so many people struggling day to day, so any way I can find that will benefit someone, I'm more than happy to participate."



Sam took part in WaterAid's 2021 Water Challenge.



Daniel Bull

Corporate Supporters

WaterAid has a proud history of fundraising through successful events including our gala balls, golf days and trivia events. Not only is this a vital source of funding for our work, but also an important forum for our committee volunteers, corporate members, sponsors and staff to engage, collaborate and reflect on WaterAid's journey and achievements. The challenges of COVID-19 through WaterAid's FY21, meant we had to cancel many fundraising events.

However, the generosity of our supporters and hard work of our volunteers allowed WaterAid to convert many event sponsorships and ticket sales into donations.

We were still able to hold some events, such as a trivia event organised by Arup and Sydney Water that was well attended. As the year ended, we had 38 members who are the foundation of WaterAid and were steadfast in their ongoing support of our mission and drive to achieve SDG6. We were also fortunate to have the support of our partners outside the water industry, such as Who Gives A Crap, Aveda, Footprints, Clearbridge Investments, Naked Sheets, Ostara, Aidan the Brand and Aquamamma.

In the face of considerable challenges and uncertainty in 2020, WaterAid is incredibly thankful for the generosity, commitment and support from our corporate partners, members, event sponsors and volunteer committees.



A child, 10, washes their hands with soap. Thnal Tasaeng Village, Kampong Chhnang Province, Cambodia.

Walk for Water

Walk for Water asked organisations to create teams and walk **10,000 steps a day for five days** to raise awareness and funds for the women and girls who have no choice but to walk daily to collect water from contaminated water sources.

2020 saw a number of changes for Walk for Water, with the date being moved to coincide with the Australian Water Associations National Water Week in October and the event options were expanded to include walk, run and ride for one hour a day as options.

Thanks to our amazing partners who stepped up and out to support this important mission, we raised \$100,000!

A large part of this success goes to the effort put in from the fabulous team at Interflow. Interflow saw the event as a way to connect with employees and partners right across the Interflow network and achieved an amazing 12 million steps collectively, whilst raising over \$46,000 along the way. Great work to everyone involved.



WaterAid and Who Gives A Crap



WaterAid and Who Gives A Crap first teamed up in 2012 when Who Gives A Crap made their first ever donation for \$2,500 to WaterAid Australia. It was a small but meaningful start to a tremendous partnership.

This past year, Who Gives A Crap was able to donate \$5.85 million to a number of charities, with WaterAid as a major beneficiary. The donation helped WaterAid support programs in Cambodia, Colombia, Nicaragua, India, Papua New Guinea and Timor-Leste. It also led to the

creation of the Who Gives a Crap and WaterAid Impact Accelerator.

The Impact Accelerator will trial new approaches to sanitation in WaterAid's programs across the globe. It will focus on innovative, and approaches to current problems, as well as neglected areas of sanitation. The success of this partnership speaks to the overarching alignment and shared values between Who Gives A Crap and WaterAid. We look forward to what comes next!

Our Corporate Partners

WaterAid receives substantial and essential support from the corporate sector.

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

Gold Members



Silver Members

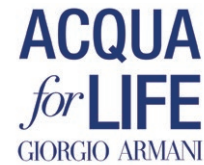


Entry/SME Members



Global Partners

We recognise and thank the following organisations for their support of WaterAid globally:



National Partners

We recognise gratefully the following companies who partner specifically to support WaterAid Australia's work in Cambodia, Papua New Guinea and Timor-Leste:



Sponsors/supporters

Thank you to the following organisations who generously supported our work in the past year:



Directors' Report

WaterAid Australia Directors present this report on WaterAid Australia Limited for the 12 month period ended 31 March 2021.



Financial overview: 1 April 2020 to 31 March 2021

Where did the money come from in 2020/21?

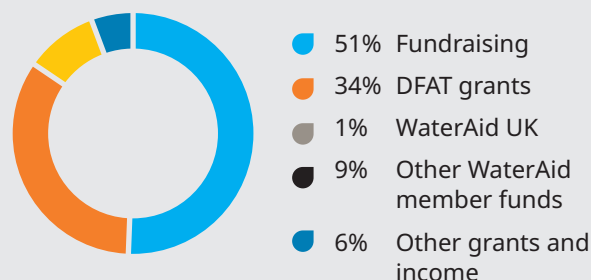
WaterAid Australia's 2020/21 total income was \$17.2m, an increase of \$3.7m or 27% compared to the prior year. In 2020/21 we successfully completed the third year of our major grant - Water for Women - funded by the Australian Government's Department of Foreign Affairs and Trade "DFAT". DFAT contributed significantly to our mission, by funding \$5.8m of our work, representing 34% of our total income (2019/20: \$4.9m or 36%).

2020/21 fundraising income was \$8.7m, a 51% increase on the prior year (2019/20: \$5.8m). Support from the water sector and Who Gives A Crap remains an enormously positive component of our fundraising effort. WaterAid Australia also received total funding of \$1.7m via other members of the WaterAid International Federation (2019/20: \$2.2m).

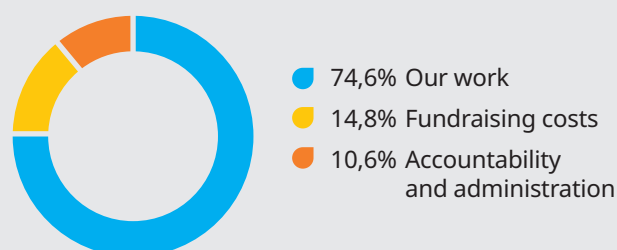
Where did the money go in 2020/21?

Total expenditure in 2020/21 was \$13.6m, decreased by \$0.1m or 1% from the prior year (2019/20: \$13.7m). Our programmatic work made up 75% of our total expenditure, fundraising costs were 15% and accountability and administration totalled 10%. We efficiently and effectively maintained our commitment to the Australian public of being a transparent and accountable organisation.

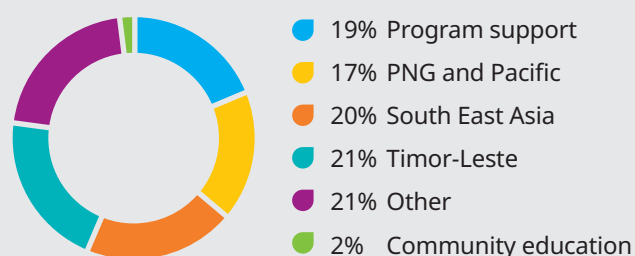
Income \$17.2 million



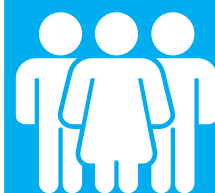
Expenses \$13.7 million



Program expenditure \$10.1 million



Our Board



Top row: Rob Skinner AM, Kevin Young, Heather Brown, Francois Gouws, Felicity Green

Bottom row: Alexandra Owens, Mal Shepherd, Dr Salmah Eva-Lina Lawrence, Kate MacMaster, Robert Glasser

Rob Skinner, Chair is also Chair of WaterAid International and a Professorial Fellow at the Monash Sustainable Development Institute, Monash University, Melbourne. Rob has extensive experience in organisational leadership, including six years as Managing Director of Melbourne Water and ten years as CEO of Kingston Council in Victoria. Rob is also Director of Monash Water Sensitive Cities; Deputy chair of the CRC for Water sensitive Cities; Deputy Chair of Yarra Valley Water and Director of the International Centre of Excellence for Water Resources Management (ICEWARM). *Attended: 5/5*

Kevin Young, Deputy Chair has over 20 years' experience as a Director and over 40 years' experience working for the private sector and government authorities within Australia and overseas. Kevin served as Managing Director of Sydney Water from 2011 to 2019, after serving as Hunter Water's Managing Director. He has served as Chairman of the Water Services Association of Australia (WSAA). Kevin is a Fellow of the Institute of Engineers Australia and a Fellow of the Australian Institute of Company Directors. He is currently a Director of TasWater and CityCare New Zealand. *Attended: 4/5*

Heather Brown is a Gender Equality Consultant. She has over 20 years of experience in international development including senior management in Australian NGOs as Program Director for the International Women's Development Agency (IWDA) and Plan International Australia. Heather currently works as a consultant in the areas of gender equality, eliminating violence against women and providing organisational development advice for Women's Rights Organisations in the Pacific, Australian NGOs and development organisations and United Nations agencies. *Attended: 5/5*

Francois Gouws is managing director of the TRILITY group of companies (34 companies) which operate across Australia and New Zealand. He has over 20 years' international experience in the water industry and is Chair of the Infrastructure Partnerships Australia (IPA) Water Taskforce. Francois is also a former director and president of the Australian Water Association which is the peak body representing the Australian water industry. *Attended: 5/5*

Felicity Green leads the strategy practice at impact-led consulting firm Spark Strategy. She works predominantly with not-for-profit organisations on strategic planning and business models. Felicity has extensive experience in profit for purpose funding models, cross-sector collaborations and social innovation. *Attended: 5/5*

Alexandra Owens is a Principal Legal Officer in the NSW Department of Premier and Cabinet. Prior to this, she worked at the Department of Foreign Affairs and Trade for 7 years, including a posting in Timor Leste, and has held other legal and policy roles in the private and not for profit sectors. *Attended: 5/5*

Mal Shepherd is the Chief Development Officer at Sunwater. Mal has over 36 years of experience in the water industry, delivering some of Australia's most significant water infrastructure projects. He is currently the Chief Development Officer at Sunwater where is responsible for the development and delivery of water infrastructure projects. With a public water utility background, Mal has served most of his career in a variety of leadership roles in a large private sector water enterprise, delivering a portfolio of beneficial projects in domestic and international markets. He is an experienced executive leader and through his understanding of the importance of technical and commercial risk creates sustainable business outcomes. *Attended: 4/5*

Dr Salmah Eva-Lina Lawrence is an Advisor in NGO Management and Governance, Gender and Development. She has run risk management consulting practices for Deloitte & Touche in London, New York and Sydney, worked for United Nations agencies and for CSOs/NGOs in strategic and operational management. She has also managed programs to enhance gender equality and build ethical leadership capacity. In her scholarly life, she researches decolonial epistemology and ethics, and teaches courses in gender and development. *Attended: 3/5*

Kate MacMaster is the Principal Consultant at Bendelta. She has two decades of cross-cultural experience, consulting in 16 countries across Australia and Pacific, designing, implementing and evaluating capacity building and leadership programs for organisations across many sectors including international aid and development, the Defence and Intelligence communities, and the Australian and Asian water sectors. Her particular passion focuses on gender equality and social inclusion. Kate is the Lead Facilitator for women in leadership program Homeward Bound 5 – the fifth cohort of 80 women in STEMM which will culminate in a 3-week expedition to Antarctica in 2022. She is also an Alumnus from the inaugural 2016 Homeward Bound Leadership Program for Women in STEMM and has been on the leadership faculty ever since. *Attended: 5/5*

Robert Glasser is currently the Head of the Climate and Security Policy Centre at the Australian Strategic Policy Institute. Robert has over 30 years of experience as a practitioner, advocate and policymaker in the areas of climate change, sustainable development and disaster response. He was previously the United Nations Secretary General's Special Representative for Disaster Risk Reduction, Head of the United Nations Office of Disaster Risk Reduction (UNISDR) and a member of the UN Secretary General's Senior Management Group. He was also previously the Secretary-General of CARE International, Chief Executive of CARE Australia and an Assistant Director-General of the Australian Aid Programme (AusAID). *Attended: 5/5*

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 2021

REVENUE	2021	2020
	\$'000	\$'000
Donations and gifts		
Monetary	8,720	5,791
Non-monetary	-	-
Bequests and legacies	23	22
Grants		
Department of Foreign Affairs and Trade (DFAT)	5,804	4,901
WaterAid UK	95	778
WaterAid other members	1,610	1,459
Other Australian grants	-	255
Other overseas grants	232	325
Investment income	13	22
Other income - Government Subsidies (Jobkeeper)	617	-
Other income - Government Subsidies (Cash Flow Boost)	100	-
Other income	28	2
TOTAL REVENUE	17,241	13,555

EXPENDITURE		
International aid and development programs expenditure		
International programs		
Funds to international programs	8,056	7,345
Program support costs	1,892	1,854
Community education	173	210
Fundraising costs		
Public	2,013	3,031
Government, multilateral and private	-	-
Accounting and administration	1,441	1,237
Total international aid and development programs expenditure	13,575	13,677
TOTAL EXPENDITURE	13,575	13,677
EXCESS/(SHORTFALL) OF REVENUE OVER EXPENDITURE	3,666	-122
Other comprehensive income	-	-
Total comprehensive income for the year	3,666	-122

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

Statement of financial position as at 31 March 2021

ASSETS	2021	2020	LIABILITIES	2021	2020
	\$'000	\$'000		\$'000	\$'000
Current assets			Current liabilities		
Cash and cash equivalents	6.924	5.630	Trade and other payables	480	298
Trade and other receivables	517	198	Bank overdrafts	-	-
Other financial assets	2.077	85	Lease Liabilities	225	224
Contract Assets	519	463	Provisions	569	435
Other assets	76	542	Other liabilities	2.939	3.694
Total current assets	10.112	6.918	Total current liabilities	4.214	4.651
Non-current assets			Non-current liabilities		
Right-of-use assets	379	595	Lease Liabilities	166	386
Property, plant and equipment	215	165	Provisions	57	45
Intangible assets	26	33	Total non-current liabilities	223	431
Total non-current assets	620	793	TOTAL LIABILITIES	4.437	5.082
TOTAL ASSETS	10.732	7.711	NET ASSETS	6.295	2.629
			EQUITY		
			Retained earnings	6.295	2.629
			TOTAL EQUITY	6.295	2.629

Statement of changes in equity

2021	Retained earnings (\$'000)	Total (\$'000)
Balance at 1 April 2020	2.629	2.629
Excess/(Shortfall) of revenue over expenses*	3.666	3.666
Balance at 31 March 2021	6.295	6.295

2020	Retained earnings (\$'000)	Total (\$'000)
Balance at 1 April 2019	2.751	2.751
Excess/(Shortfall) of revenue over expenses	(122)	(122)
Balance at 31 March 2020	2.629	2.629

*As a result of COVID-19 leading to 2021 project underspends, WaterAid has set aside \$2.2m to complete the underspent projects. \$1.47M of the surplus will flow to operating reserves


Directors' declaration

The Directors of the Group declare that:

- The consolidated financial statements and notes of WaterAid Australia Ltd for the year ended 31 March 2021 are in accordance with the Australian Council for International Development Code of Conduct and the Australian Charities and Not-for-profit Commission Act 2012, including:
 - complying with Australian Accounting Standards, the Australian Council for International Development Code of Conduct and the Australian Charities and Not-for-profit Commission Regulations; and
 - giving a true and fair view of the financial position as at 31 March 2021 and of its performance for the financial year ended on that date;
- In the Directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

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

Director 
Rob Skinner, Chair

Director 
Kevin Young, Deputy Chair

Dated 6 of July 2021

Independent auditor's report



WaterAid Australia Ltd and Controlled Entities

ABN 99 700 687 141

Report of the Independent Auditor on the Summary Financial Statements

Opinion

The summary financial statements, which comprise the summary statement of financial position as at 31 March 2021, the summary statement of profit and loss and other comprehensive income and a summary statement of changes in equity for the year then ended, are derived from the audited financial report of WaterAid Australia Ltd and Controlled Entities for the year ended 31 March 2021.

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

Summary Financial Statements

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

The Audited Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial report in our report dated 15 July 2021.

Board's Responsibility for the Summary Financial Statements

The board is responsible for the preparation and presentation of the summary financial statements.

Auditor's Responsibility

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

Saward Dawson
Saward Dawson

Jeffrey Tulk

Partner: Jeffrey Tulk

Chartered Accountant

Date: 15 July 2021

Blackburn, Victoria 3130

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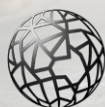
Jacinta Dos Santos, 70, collects water from an open bamboo system in Timor-Leste.

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

WaterAid Australia is fully accredited by the Australian Government's Department of Foreign Affairs and Trade. This status represents the Australian Government's confidence in our organisational effectiveness, governance and development programs. We are an active member of the Australian Charities and Not-for-profits Commission and the Public Fundraising Regulatory Association. We are also committed to the Fundraising Institute of Australia's Principles and Standards of Fundraising Practice.

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

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



ACFID
MEMBER



Australian Government
Department of Foreign Affairs and Trade



WaterAid/ Remissa Mak



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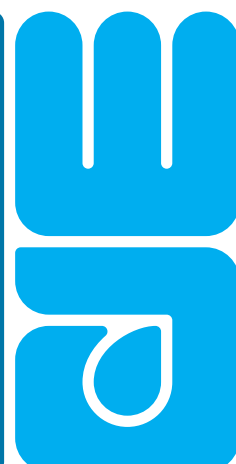
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