

Impact Report

2022



Clean water, decent
toilets and good
hygiene



WaterAid



On the cover: Arminda, 24, waters her vegetable garden with water collected from an open bamboo system in Timor-Leste.



WaterAid/Diom Kombeng

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 of a world where everyone, everywhere has safe and sustainable water, sanitation and hygiene.

Our mission

WaterAid's mission is to transform lives through sustainable and safe water, sanitation and hygiene.

Our values

Everything we do is shaped by six values:

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

WaterAid wishes to acknowledge the Traditional Custodians of the land our Melbourne and Sydney offices are located on, the peoples of the Kulin and Eora Nations. We wish to acknowledge and respect their continuing culture and the contribution they make to the life of these cities and regions.

From the Chair and Chief Executive

Rosie Wheen
Chief Executive

Karlene Maywald
Chair



When we reflected together on the challenges we have faced throughout the last year, two things struck us. Firstly, how critically important clean water, decent toilets and good hygiene is to tackling each one of them. Secondly, how effectively we as an organisation are navigating the challenges and finding opportunities within them. We think this report showcases that.

The COVID-19 pandemic has been the single most important contextual shift impacting programming and policy work, our people and many aspects of our fundraising and operations. We have seen long COVID and the economic impacts on nations and communities with rising inflation, challenges with supply chains and so much more. This of course impacts on us all and particularly those who live in poverty and are from marginalised groups.

Overlay on that the impacts of climate change that communities are experiencing today and which are predicted to become much worse. Climate change is in so many ways water change and it is

impacting communities around the world - we have had devastating floods in Timor-Leste, Cambodia, Australia, Bangladesh and India to name a few.

The weight of these challenges and uncertainties is heavy and is born out through the fatigue and increased mental ill health in our communities and organisations.

The counter to that weight is hope. The counter is finding the things we can change for the better.

WaterAid continues to evolve our way of working so that we reflect internally the gender just and socially just world we strive to see externally.

The outcomes and the impacts of our work together is curated in this impact report. I hope these stories give you what they give us - that sense of hope, that sense of courage and confidence, and that sense of urgency that we need to continue our life changing and lifesaving work together.

Our Global Strategy 2022-2032: Ending the water, sanitation and hygiene crisis together - for everyone, everywhere.

In FY22 we released our **Global Strategy 2022-2032: Ending the water, sanitation and hygiene crisis together- for everyone, everywhere.** The strategy ensures everything we do with our partners has maximum impact, and aims to inspire and compell others to play their part in ending the WASH crisis. It positions us as the catalyst for sustainable and safe WASH for tens of millions of people across entire districts and towns, supporting and influencing service providers and government authorities to deliver change.

Our evidence and arguments create a compelling case for the transformative effect of WASH on the economy, public health and society, particularly in the face of climate change. As always we are focused on reaching the most marginalised people, making sure that women who are disproportionately impacted, people of diverse gender and people with disabilities are central to everything we do.



Key Achievements this year



Open Defecation Free Declaration event in Kampong Chhnang Province, Cambodia

Highlights throughout the year include:

- **Supporting governments to achieve Open Defecation Free (ODF) status** in Kandal Province in Cambodia and Manufahi and Liquica Municipalities in Timor-Leste.
- **Catalysing new financing for WASH** through the quality of our District WASH work in Wewak in East Sepik, PNG.
- **Working with government stakeholders in Cambodia, PNG and Timor-Leste to improve WASH data information systems.**
- **Strengthening capacity of civil society organisations** including women's leadership, referral pathways, safeguarding training, and additional training for Disabled People's Organisations in Cambodia.
- **Building the case for action on Menstrual Health and Hygiene in the Pacific** through supporting Pacific civil society organisations as they documented the content for girls and women in the Pacific accessing menstrual health and hygiene products.
- **Supporting innovation in informal settlements:** We trialled innovative water service delivery models with the Motu Koita Assembly in peri-urban areas across PNG, to improve access to water in households.
- **Supporting WaterAid Myanmar at a time of political crisis:** We worked with the WaterAid Myanmar team and colleagues from WaterAid UK to turn a health system strengthening program into an emergency WASH program.
- **Making climate resilience WASH a key feature of all our work:** Through new funding for Cambodia, PNG and Timor-Leste, we used the last 12 months to begin trialling new approaches to integrating WASH and water resource management as we work to respond to the impacts of climate change.

In addition to these programming highlights, we actively engaged in WaterAid global policy processes aimed at influencing governments and donors around the world. We used our expertise on gender, health, system strengthening and climate resilience to inform the development of the WaterAid global strategy. We used these same expertise to work in partnership with Australian WASH sector actors to influence DFAT to sustain a focus on the importance of WASH for the Southeast Asia and Pacific Regions.

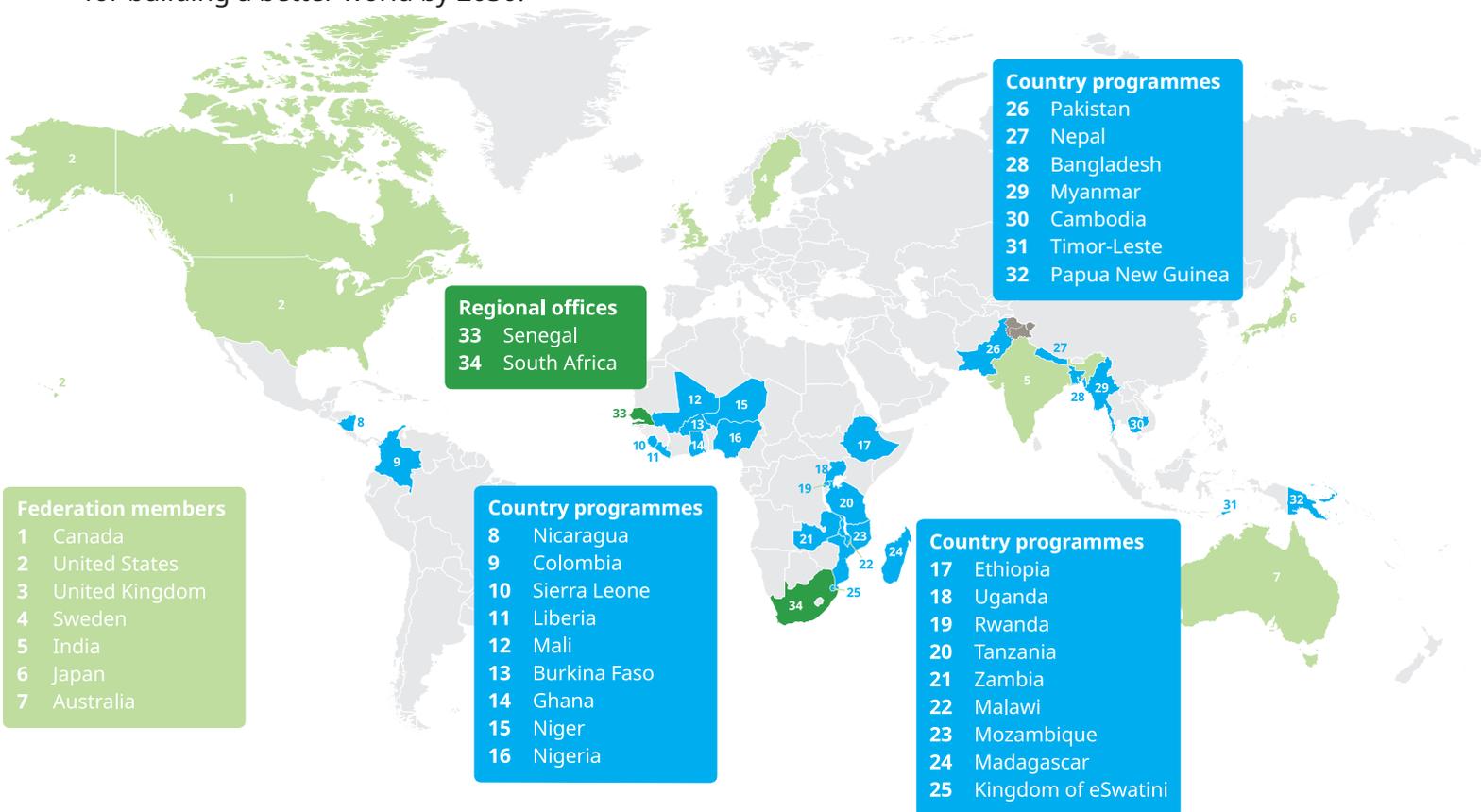
Where we work/our global impact

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.

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 programmes and regional offices are united in their commitment to the Sustainable Development Goals, the United Nations' development agenda for building a better world by 2030.

Of the 17 goals, our commitment to ensure clean water, decent toilets and good hygiene for everyone, everywhere is embodied in Goal 6. It is vital, both in itself and as a key contributor to other goals such as ending poverty, improving nutrition, securing good health and quality education.



**Globally, between
1 April 2021 - 31
March 2022,
WaterAid reached:**

Improved hygiene

- 1,715,000 household members
- 416,000 school students
- 6,904,000 patients in healthcare facilities .

Access to clean water

- 388,000 household members
- 155,000 school students
- 1,618,000 patients in healthcare facilities.

Improved sanitation

- 232,000 household members
- 100,000 school students
- 1,298,000 patients in healthcare facilities.



WaterAid's Global Climate Change Response

Climate change is leading to severe water security threats in developing countries including droughts, floods and extreme weather events. The communities affected by these events often rely on a single water source, making them especially vulnerable to food insecurity, health problems and conflicts for water.

WaterAid has been working with our partners in Cambodia, Timor-Leste and Papua New Guinea (PNG) to incorporate integrated water management approaches that are adaptive and resilient to climate change.

When strengthened at a local level, these initiatives have great potential to influence national policy agendas and advocate for

rights to WASH among broader climate resilience and water resource management planning.

Our key areas of focus include:

- a. Capacity building and technical awareness among communities and governments around climate change and WASH security;
- b. Multi-sectoral collaboration to ensure holistic water resource management outcomes;
- c. Catchment-wide water and climate data management and monitoring processes



Water

Water is essential for women, girls and people who menstruate to be able to manage menstruation hygienically and comfortably, to bathe privately, to wash their hands, and to drink enough water during that time of the month. Unfortunately, this is not a reality for thousands of women and girls living in the Pacific. **Just 57% of people in the Pacific region have access to basic safe drinking water, and water for hand hygiene remains a significant challenge with only 36% of households having a handwashing facility with soap and water near their toilet.**

This past year marked the second year that WaterAid has been working to establish and drive a regional multi-sectoral menstrual health network to strengthen collective advocacy, to action and share learning, and



WaterAid/Dion Kombeng

to understand key opportunities to bring about improved menstrual health outcomes across the Pacific.

We also supported seven local rights-holder organisations to lead a scoping study to better document the menstrual health landscape in their country and to inform future practice. Together we led a desk-review in each country, interviewed over 40 experts and held two workshops. The outcome is a regional report which documents the Pacific drivers, barriers and opportunities to strengthen menstrual health in the region.



Sanitation



Access to decent sanitation in Papua New Guinea (PNG) is challenging, with **fewer than three in ten people having access to a decent toilet**. This issue extends to schools in the country, with over half the schools in PNG lacking access to a decent toilet. Without access to these facilities, students often have to leave school to use a toilet or miss school altogether. Lack of access disproportionality affects girls, who without a space to safely manage menstruation, often miss many hours of school when on their periods.

With the support of our partners, **we have provided inclusive WASH facilities to 4,372 (1957 females, 2415 males) primary schools students in six schools in Wewak District and**

At the opening of their new inclusive WASH facilities, Ginigolo Gunugau Primary School Student Representative Head Girl Maura James said she was grateful on behalf of the 471 students for the 11 new toilets that will replace the two old ones that the school was using.

“Our girls will now no longer go home and miss classes during menstruation because now we have a safe place,” she said, referring to the new MHM building built.



Hygiene and COVID-19

Our key COVID-19 principles to follow when implementing hygiene programmes include:

- Having clear Theory of Change (ToC) and process for design and implementation.
- Focusing on key behaviours- behaviour change is central to the response of health crises.
- Integration is key to improve programmes and reach larger numbers of people.
- Use a system strengthening approach.
- Handwashing facilities should be innovative and provision should have a clear operation and maintenance plan.
- Sustainability must be at the heart of the programme.
- Equality and inclusion to be imbedded from the start.
- Monitoring and evaluation (M&E) are key for long-term success.

Over the last two years, we proactively scaled-up our hygiene behaviour change work through government-led mechanisms in 28 countries. We rapidly applied a behaviour centred design (BCD) approach and targeted behaviours that are sensitive to prevent the spread of disease, including hand hygiene.

Our branded and trusted hygiene campaigns reached 181 million people, distributed 1.8 million hygiene products, including soaps and sanitisers, and delivered 2,700 large-scale innovative handwashing facilities in key public places.



Our Work in Healthcare Facilities

Adequate water, sanitation and hygiene (WASH) in healthcare facilities (HCFs) is critical to the delivery of high quality and safe care.

This is particularly significant for services during labour, delivery, and postnatal care when the health of mothers and newborns can be severely impacted by poor WASH services. Additionally, adequate WASH in HCFs is essential to uphold infection prevention and control during disease outbreaks such as COVID-19.

Cambodia

The Changing Hygiene Around Maternal Priorities (CHAMP) Plus research project aims to improve the hygiene behaviours of midwives, mothers, fathers, caregivers and visitors that influence maternal and neonatal infection during labour, delivery and post-natal care in healthcare facilities.

Timor-Leste

We are implementing a Municipal-led sustainable WASH in healthcare facilities and communities project focused on improving access to WASH in HCFs and communities in two selected rural locations.

Papua New Guinea

WaterAid is conducting a situation analysis and assessment of WASH in HCFs to help PNG achieve access to safe, convenient, and sustainable water supply and sanitation facilities in 100% of medical centres (hospitals, health centres, aid posts) across the country by 2030.



Three staff members at Svay Chouk Health Centre in Kampong Chhnang Province where both the CHAMP project and the ANCP project for WASH in HCFs are taking place.



Our Work in System Strengthening

Quality, timely and accessible data is critical to the WASH sector to enable evidence based planning, budgeting, policy making and decision making. With WaterAid's support, the PNG Government's Department of National Planning and Monitoring WASH Program Management Unit (PMU) established PNG's first WASH Management Information System (MIS) in 2018. The MIS uses a mobile phone-based application called mWater for the collection, management and use of WASH data.

Over the last year, WaterAid trained 35 government officers on the MIS and data collection processes.

Through this process the data collection team successfully gathered WASH data from all 157 rural communities, 115 schools and 26 health care facilities across all five local level government areas.

The South Fly District WASH committee and its decision makers have used this data to prioritise communities, schools and health care facilities in most need of investment in critical infrastructure such as climate resilient water supply and support for the promotion of sanitation and hygiene improvements.



Gender Equality and Disability Rights



Yan (84) walking down a ramp from the disabled user-friendly toilet at the Thlork Vien health centre, Chhouk Village, Cambodia.

WaterAid/Remissa Mak

Gender inequality is made worse by weak water, sanitation and hygiene (WASH) systems and services. WaterAid strives to empower women and girls through our efforts to improve WASH services across countries and regions. A gender equality and human rights approach

A key tactic we have successfully applied over the past year is to strengthen women and gender rights organisations, as well as disability rights organisations, to be WASH leaders.

In Cambodia, the WaterAid team led the [‘HerRoles’ campaign](#) which promoted women’s WASH leadership. The campaign rolled out a series of podcasts, live public dialogue events and story-telling through creative platforms to raise awareness. 11 women working in senior WASH roles undertook a leadership course to improve skills, knowledge and self-confidence and to foster role modelling to others.

“After participating in HerRoles campaign, it got me realize that leadership has not position; everyone can be a leader of their own-self” - a representative from the Ministry of Rural Development, Cambodia

In Timor-Leste, we undertook research to better understand the drivers, barriers and opportunities of partnering with gender rights organisations. The research found that working together in partnership led to an increase in participation of women and increased the scope of the local rights organisations work, contributing to their strategic plans.

This year our teams in Cambodia and Timor-Leste also published academic journal articles which measured our gender empowerment outcomes through WASH. The authors conclude by achieving empowerment outcomes in WASH, there can be a positive shift in gender norms, redistribution of power and benefits to women.



Papua New Guinea



New toilet blocks in Chimbu, Papua New Guinea

FY22 was a year of growth and expansion for the WaterAid Papua New Guinea (PNG) team as we increased the number of grants and projects being implemented, as well as our budget and team. This allowed even greater impact in country, and reflected our ongoing success.

Key achievements this year included:

- **Secured additional private and public funding**, leading to improvements to WASH infrastructure in 13 communities.
- **Improved access to water, sanitation and hygiene infrastructure for eight schools and 5,348 students** in Central Province and Wewak District, as well as increased their awareness of health and hygiene measures (including menstrual hygiene management).
- **Continued to engage with a wide range of stakeholders to advance the “Strengthening sector systems to ensure universal, equitable and sustainable WASH in Papua New Guinea” project** (funded through DFAT’s Water for Women program), and continued to transfer leadership, ownership and drive

of the Wewak District WASH Plan to the subnational government departments.

- **Supported the National WASH Project Management Unit (PMU) and National Department of Health (NDoH)** to revive the national WASH in Health Care Facilities (HCF) Technical Working Group (TWG).
- **Supported the establishment of a Sanitation and Hygiene Working group** which implemented a national Open Defecation Free advocacy campaign.
- **Facilitated negotiations and relationship development between the Motu Koita Assembly (MKA) and the national utility Water PNG** to enter into a Memorandum of Agreement (MoA) to re-connect a reliable water supply into Pari for the 8,000 native villagers as well as surrounding settlers.
- **Supported the National Department of Education (NDoE) in a review of the WASH in Schools policy and guidelines.** WaterAid PNG’s role has been of technical input and facilitation amongst stakeholders to support NDoE to lead this work.
- **Delivered the One Netball PNG project** in partnership with Netball PNG and Netball Australia, which uses Netball to engage students in a fun and interactive program that also teaches hygiene, health and life skills.

Total Expenditure in FY22

\$2,663,786.49

Locations of Projects

National, National Capital District, Central Province, East Sepik Province



Timor-Leste

In the last year, WaterAid Timor-Leste has continued to focus on collaboration with local implementing partners to deliver WASH services, strengthen national and municipal government systems, influence WASH sector resourcing, and champion WASH as a human right.

Notable achievements this year included:

- **Advocated at both the national and municipal level for the development of a People with a Disability Action Plan** in partnership with local disability rights organisation RHTO.
- **Continued working with local women's organisations GFFTL and FAS to facilitate gender dialogue modules with local water user groups (GMFs)** that challenge gendered divisions of labour in household WASH responsibilities, and promote women's leadership in the WASH sector.
- **Continued to sit on municipal and national COVID-19 taskforces this year to provide technical sanitation and hygiene expertise.** This included providing COVID-19 health promotion materials and menstrual hygiene management training to teachers in Manufahi and Liquica, and the distribution of face masks, soap and hand sanitiser.
- **Supported municipal authorities to conduct a Life Cycle Cost Analysis** to determine the costs of providing and sustaining WASH services in all healthcare facilities across Manufahi, to advocate for evidence-based, specific WASH budget



A man washes his hands at new WASH facilities in Turiscai, Manufahi

amounts to be able to install and maintain vital WASH services with the hope to improve health outcomes in the future.

- **Supported national WASH civil society network PN-BESITL to make a formal budget submission** advocating for greater allocation to WASH service provision and maintenance. As a result of this submission the national WASH budget allocation was increased from 0.7% to 1.8%.
- **Worked to strengthen the existing national WASH monitoring system** in Timor-Leste so that strong, reliable and timely WASH data can be collected and shared at national, municipal, and community levels to inform water resource management decision-making, and increase community climate resilience.

Expenditure: \$2,283,629

Locations of Projects:
Dili, Liquica, Manufahi



Cambodia

Throughout FY22 WaterAid Cambodia continued its focus on reaching marginalised groups who are disproportionately affected by the impacts of COVID-19, climate change, and poor working conditions.

Key achievements this year included:

- **Worked with local NGOs and the government to deliver the Royal Government of Cambodia's National Action Plan**, set to ensure every Cambodian has access to water, sanitation and hygiene by 2025.
- **Conducted a feasibility study on water resource management (WRM)** and collected baseline information in Samaki Meanchey in order to understand the context of WRM and climate resilience.
- **Supported the development and integration of a district-wide gender sensitive and inclusive water resource management plan.**
- **Worked closely with sanitation workers in Battambang province to highlight their unsafe work conditions and stigma through an innovative program** which helped to explore the challenges faced by sanitation workers through arts workshops and creation of unique works of art by participants. We also

Expenditure: \$2,866,374

Locations of projects:

Battambang, Kampong Chhnang, Kampot, Kratie, Kandal, Kampong Speu, Svay Rieng



A woman in Kampong Chhang has her property connected to a water source for the first time through the VF fund, in collaboration with our partners CWA.

supported through the provision of personal protection equipment such as boots and gloves.

- **Rolled out COVID-19 response activities in 16 factories across five provinces, reaching 280,884 people.**



A man clears waste from a sewer in Battambang province



The Power of Partnerships

WaterAid and **Who Gives A Crap** have enjoyed a proud partnership since 2012 and since that time have had an impressive impact all around the world. Who Gives A Crap's support of WaterAid has allowed us to make tangible progress towards universal and sustainable WASH in Cambodia, Colombia, Nicaragua, India, Papua New Guinea and Timor-Leste.



Who Gives A Crap and WaterAid Impact Accelerator!

This year we were excited to launch the first round of a new program, the Who Gives A Crap and WaterAid Impact Accelerator. This program is dedicated to trialling new approaches to solving some of sanitation's biggest issues.

The Impact Accelerator focuses on innovative and scalable approaches to current problems and neglected areas of sanitation. It also looks to identify ideas to attract additional ongoing investment from other government, non-government and private sector funders, to secure large scale impact.

The first round of the Impact Accelerator was focused on the huge challenges faced by sanitation workers across three countries; Bangladesh, Cambodia, and India. In each of these countries, sanitation workers are some of the most marginalised and at-risk people in the work-force.

In each country, a team was given the opportunity to come with an innovative solution to the problem and put it to the test. Here's how our three countries tackled the issue thanks to Who Gives A Crap:

Bangladesh

WaterAid Bangladesh produced a short film

documenting the unheard and unseen difficulties of female waste and sanitation worker's health, safety, and dignity. This involved showcasing the film on key media platforms, as well as with key media personal, arts communities and the local authorities.

Cambodia

A public art and photo exhibition was hosted by WaterAid Cambodia to support sanitation workers to share their experiences and to get support from policy makers to improve working conditions.

India

WaterAid India delivered training and support to professionalise the service of rural sanitation workers. The project also developed a campaign to support government authorities to better understand the current status of rural sanitation workers, and with this understanding, help them to improve the rights and conditions of the workers.



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 Level Members



Thank you to the following organisations who generously sponsored our corporate events in the past year:



Sponsors/supporters



Stay in touch

✉ To sign up for our regular e-newsletters, head to wateraid.org.au/subscribe

 WaterAidAustralia

 WaterAidAustralia

 WaterAidAus

 WaterAidAustralia

 /company/wateraidaustralia

WaterAid Australia

3 Albert Coates Lane, Melbourne,
VIC, 3000, Australia

Phone: 1300 858 022
info@wateraid.org.au
wateraid.org.au

ABN: 99 700 687 141



WaterAid