



WaterAid/Tariq Hawari

# Annual Report

Clean water, decent  
toilets and good  
hygiene

2023



**WaterAid**





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

They define our culture and unite us across the many countries in which we work. They are at the very heart of WaterAid – who we are, what we do and how we do it.

- Respect - We treat everyone with dignity and respect, and champion the rights and contribution of all to achieve a fairer world.
- Accountability - We are accountable to those we work with and to those who support us.
- Courage - We are bold and inspiring in our actions and words, and uncompromising in our determination to pursue our mission.
- Collaboration - We work with others to maximise our impact, embracing diversity and difference in the pursuit of common goals.
- Innovation - We are creative and agile, always learning, and prepared to take risks to accelerate change.
- Integrity - We act with honesty and conviction, and our actions are consistent with openness, equality and human rights.

On the front cover:  
Meas Art, 70, adds  
clean water to the  
handwashing facilities  
in Kampong Chhnang  
Province, Cambodia





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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.

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](https://wateraid.org.au/complaints)

This Annual Report was written and edited by Caity Hall and the wider WaterAid team.

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## From the Chair and Chief Executive

**Rosie Wheen**

Chief Executive

**Karlene Maywald**  
Chair



We all know how essential clean water, decent toilets and good hygiene are. WaterAid's vision is such a compelling one. The impact we have is profound and is on people, on communities and indeed on nations. The ripple effect of impact continues through other systems such as health and education.

When reading this annual report we are starkly reminded that the work we do is about people having access to basic services, such as being able to turn on a tap, but also that for that to happen systems need to thrive. In the countries we work, we are focused on strengthening those systems - the people, behaviours, policies, resources, processes and institutions.

This is evident through the impact we see on these pages. In Timor-Leste, WaterAid and its partners installed or rehabilitated water supply and improved access to sanitation and hygiene in three communities, eight schools and four healthcare facilities. In Cambodia, four provinces declared Open Defecation Free (ODF) status with WaterAid's support, benefiting more than 3.6 million people in 40 districts. In PNG, WaterAid and its partners completed community WASH projects in three communities in Wewak district; four schools in Hiri district, and one healthcare facility in Wewak district.

The scale and complexity of the challenge we face to achieve our vision is massive. As this annual report shows, we are responding to this scale and complexity with WaterAid's trade mark focus on inclusive water, sanitation and hygiene for people with disabilities and marginalised groups

None of the stories of change captured here would have been possible without our partners, donors, committees and members. We know that the most meaningful thank you is knowing your support has changed the lives of the communities we serve with access to clean water, decent toilets and good hygiene.

We leave with you this personal note from Rosie as outgoing Chief Executive: It has been my privilege to contribute to WaterAid's mission as a staff member since our very first Annual report, nearly twenty years ago. This will be my last as a staff member though I will always be a WaterAid donor and supporter. I'm so proud of everything we have achieved in this annual report along with all those before it, and have every confidence that the WaterAid team and its many supporters will continue to drive change and have a remarkable impact in the future. I would like to thank each and every one of you for your contribution to WaterAid's mission.





## Our Strategic Role

**WaterAid is the largest not-for-profit global organisation that focuses solely on sustainable and safe water, sanitation and hygiene (WASH). With our partners and supporters, we have made a huge difference. But the scale of the challenge over the next decade calls on us to work with greater urgency, acting as a catalyst for change on a much larger scale.**

We believe the barriers to achieving universal, sustainable and safe WASH can be overcome, but definitive change will only occur when the whole system – the people, behaviours, policies, resources, processes and institutions – is strengthened. Change must happen within communities for real and meaningful impact. It should be supported and scaled through strong national WASH systems, while being accelerated through regional and global commitments and action.

To achieve this, we are working with government institutions, public and private service providers, civil society organisations and communities. We are increasing the focus on sanitation and hygiene progress to bring them in line with water access. Where safely managed

services are not immediately possible, we are prioritising basic service levels, focusing on universal access and continuity of services. We invest in safely managed service levels where there is potential for them to be sustained, especially in growing urban and dense settlements.

Progress on WASH services is unequal within countries, districts, settlements, and even households. People who are marginalised, such as women, children, or people with disabilities, continue to face multiple barriers to even basic WASH. All that we do is founded in peoples' rights to water and sanitation. Our work contributes to progress for all, no matter who or where they are – with a specific priority on gender equality and those hardest to reach.

In this Annual Report, you will read about some of the impressive progress we have made with our partners, sponsors, supporters and the communities we work in over the past year. You will also read about the impact that progress has had for some of the world's most disadvantaged people, illustrating just how powerful access to clean water, decent toilets, and good hygiene can be.



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### **Climate Change:**

We're improving WASH access of people with disabilities and caregivers in Cambodia and Bangladesh, on page 17.



### **Water:** We've guided communities to reduce erosion and increase the volume

of water soaking into the groundwater in Timor-Leste, on page 9.



### **Sanitation:** Community-based activities have had remarkable results in pushing

rates of open defecation down as households have constructed or improved their toilets in Papua New Guinea, on page 11.



### **Hygiene:** Improved handwashing and cleaning behaviors are saving lives in healthcare facilities in

Cambodia, on page 12.





## Our Achievements This Year

The last 12 months have seen WaterAid Australia continue to make a substantial contribution to access to water, sanitation and hygiene (WASH) in Cambodia, Papua New Guinea (PNG) and Timor-Leste. Key achievements include:

### Encouraging governments to recognise the rights of people with disabilities to accessible and inclusive WASH

- In Cambodia, 15 targeted districts receiving WaterAid system-strengthening support have integrated inclusive WASH components in their district WASH plans. Two districts have improved accessibility of public infrastructure including a commune hall, playground and community churches.
- In Timor-Leste, the government ratified the Convention on the Rights of Persons with Disabilities after a long advocacy campaign, spearheaded by WaterAid's partner Ra'es Hadomi Timor Oan) and supported by WaterAid and other WASH CSOs. This commits the Government of Timor-Leste to ensuring all persons with disabilities are able to effectively exercise their human rights, laying an important foundation for future inclusive WASH influencing and advocacy.



### Improving access to WASH for communities, schools, healthcare facilities (HCFs) and workplaces

- In Timor-Leste, WaterAid and its partners installed or rehabilitated water supply and improved access to sanitation and hygiene in three communities, eight schools and four healthcare facilities. In addition, small grants to community water user groups enabled the rehabilitation of 16 community water supplies that had fallen into disrepair.
- In Cambodia, four provinces declared open defecation free status with WaterAid's support, benefiting more than 3.6 million people in 40 districts. In addition, 453 marginalised households were connected to piped water, and almost 2,500 households, six primary schools and two healthcare facilities benefit from water kiosks.
- In PNG, WaterAid and its partners completed community WASH projects in three communities in Wewak district; four schools in Hiri district, and one healthcare facility in Wewak district.
- In Timor-Leste and PNG, sub-national governments are starting to increase their financial commitments to support WASH services, in part due to WaterAid's advocacy in this space.





## Integrating climate resilient WASH and Water Resource Management

- In Timor-Leste, the pilot of the new catchment-wide inclusive water resource management model was completed in two communities. A key achievement was supporting the revision of local Tara Bandu cultural laws to embed WASH, water resource management and gender equality, diversity and social inclusion considerations.
- In Cambodia, WaterAid has supported Sameakki Meanchy district to become the first district in Cambodia to have an inclusive Water Resource Management plan.
- In PNG, WaterAid has leveraged its work in Wewak to influence improved coordination on climate and WASH at a national level. This has included supporting the convening of the country's first ever Technical Working Group on WASH and Climate in March 2023.

## WASH in Healthcare Facilities (HCF)

- In Cambodia, WaterAid supported the rollout of the Cambodian Hospital Accreditation Standards and the WASH-FIT tool in 15 healthcare facilities, with each HCF developing an improvement plan, and one HCF so far raising funds to start addressing the WASH gaps identified.
- In PNG, the national WASH in Healthcare Facilities Technical Working Group (that WaterAid helped to establish) was supported to conduct a situational analysis of WASH in HCFs to inform the drafting of standards and guidelines for WASH in HCF, and a roadmap to rollout the standards.
- In Timor-Leste, WASH in HCF standards that WaterAid contributed to developing have been approved by the government after a delay of several years. This now paves the way for a more standardised approach to WASH in HCFs across development actors.

## Supporting the development and roll-out of the national WASH information management systems (MIS)

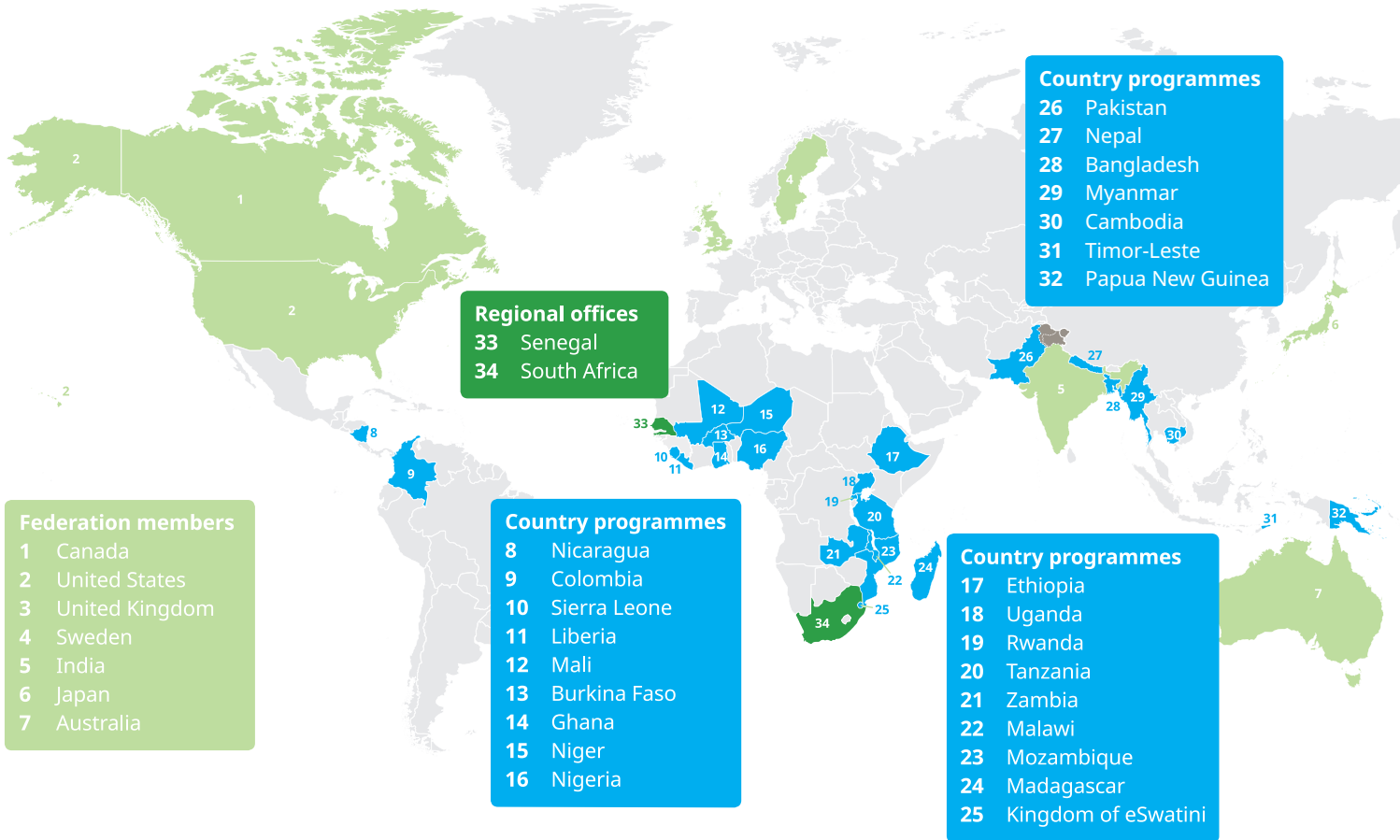
- In PNG, WaterAid worked closely with the National WASH Program Management Unit to co-facilitate the first two regional trainings to roll-out the MIS in Momase and New Guinea Islands regions. Since the Momase training in May 2022, government WASH actors have led WASH monitoring covering over 20,000 households.
- In Timor-Leste, WaterAid continued to work with the National WASH Authority ANAS to reactivate the national water and sanitation information management system







# Our Global Impact



A lack of access to water, sanitation and hygiene is affecting communities across the globe, and WaterAid's goal is to reach each and every one of them. We aim to create long lasting change on a global scale, using local expertise.

WaterAid works in more than 30 countries to change the lives of the poorest and most marginalised people. This work is grounded in a commitment to achieve Sustainable Development Goal (SDG) six: **Ensuring access to water and sanitation for all**. We believe this goal is a crucial precursor to achieving many of the other goals set out in the United Nations' development agenda. As a global organisation, we work towards this goal collaboratively to maximise collective 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.



## Globally, between 1 April 2022 - 31 March 2023, WaterAid reached:

### Access to clean water

**413,000** household members, **154,000** school students and **2,194,000** patients in healthcare facilities

### Improved hygiene

**1,805,000** household members, **1,036,000** school students and **1,868,000** patients in healthcare facilities

### Improved sanitation

**129,000** household members, **135,000** school students and **1,612,000** patients in healthcare facilities







## Water



WaterAid/Tariq Hawari

**Water is crucial for basic human survival, but it also underpins every aspect of our societies and economies. Sufficient water is critical for human health, agricultural productivity, food security, environmental and ecosystem sustainability, energy production, and cultural and social practices.**

The dual challenges of increasing competition for water resources from households, industry and environment, and the impacts of climate change mean that now, more than ever, communities need secure water resources.

WaterAid has been partnering with the Australian Water Partnership to improve water resource management in Papua New Guinea (PNG), Timor-Leste and Cambodia.

**In Papua New Guinea and Timor-Leste, we have been working with rural communities who manage their own water supply.** We helped the community to understand the water cycle and how rainfall in highland areas contributes to rivers and groundwater flows further down the mountain. We also ran activities designed to help communities map out the social and economic impacts of extreme weather, and to think about how the resulting droughts, floods, landslides or crop failure can impact different community members. Discussions about gender equality, disability and social inclusion were particularly important, as these groups are often most affected by water stress.

**In Timor-Leste we have partnered with a local community development**

**organisation, FHTL, and a permaculture organisation, Permatil, to guide communities in how they can dig retention ponds and reforest the slopes uphill of their water springs to reduce erosion and increase the volume of water soaking into the groundwater.** We tied all of these activities together through local cultural laws called *Tara Bandu*, in which community members commit to protecting their water sources and reducing water wastage, and are kept accountable to these commitments through traditional cultural practices.

Our partnership with FHTL and Permatil also includes the new National Water and Sanitation Authority. Those three organisations are now collaborating with the Ministry of Public Works to apply the water resource management approaches we developed in



*"This pilot program takes a holistic approach to water resources management efforts as well as restoring environmental degradation through which we expect our community members to have sufficient water in the next two or five years." - Loidahar village chief*

urban catchments around the capital city, Dili.

**In Papua New Guinea we have supported the national government over many years to set up a national monitoring system to track which communities have access to clean water.** This year we have added a set of questions and indicators on water security so that as local government officials are collecting data, they also identify which communities and districts are most at risk of water insecurity.



Much of Cambodia is characterised by flat terrain and annual flooding cycles. In the wet season water is abundant, but overflowing toilets and chemicals from factory wastewater and farms can make water sources unsafe. In the dry season, water providers compete with farmers and factories for dwindling water resources. WaterAid has been working with all water users and stakeholders in Samakki Meanchey district to create a district-wide water resource management plan, owned by the district government. **One of the main results from this work has been the closer collaboration between different government departments, private sector, and community groups.** WaterAid also worked with piped water organisations to increase household access to water supply and storage.

As a result of this work, the total number of piped water connections in the target district increased to 1,206 new connections over the project period, in which 71 connections were for marginalised households.

*"The [district] plan development has brought us closer to relevant provincial departments including the PDRD and PDISTI. Before, we did not know and never communicate with them, but now we closely work with and learn from them too." - Government official from Samakki Meanchey district, Cambodia*

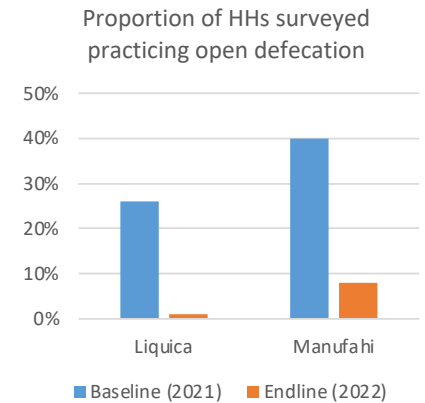




# Sanitation



WaterAid/Dion Kombeng



**Figure 1: Percentage of households surveyed that practice open defecation in targeted administrative sucos in Manufahi and Liquica**

Having access to a hygienic toilet in rural areas of Timor-Leste can be challenging. Toilets often do not exist, or if they do, can be shared between many households. In April 2021, WaterAid monitoring data indicated that 40% of households in Manufahi and 26% of households in Liquica were practicing open defecation.

A 'hygienic suco' describes the next step in a community's sanitation journey after achieving open defecation free, however this takes years of effort. WaterAid and municipal authorities therefore also initiated an interim stage named ALMO, or 'clean hands area', which requires the following goals to progress towards hygienic status in Manufahi and Liquica: all households in a suco maintain open defecation free status, have access to their

own toilet, transition to a higher standard (improved) toilet, and have a handwashing facility with soap and water.

Through the DFAT funded Water for Women project, WaterAid has supported government to strengthen WASH strategic planning, and undertaken community-based activities in partnership with local suco council members to encourage uptake of sanitation and hygiene practices.

These activities are having remarkable results, pushing rates of open defecation down. By late 2022, WaterAid monitoring data indicated that rates of open defecation had dropped to 8% in Manufahi and only 1% in Liquica (see figure 1). Rates of household toilet ownership have also increased substantially, up to almost 96% in Liquica and 83% in

*"The situation has changed now that most of the households in the village have their own permanent toilets. Children are also using the toilets and flush with water compared to previously when they would defecate anywhere they could. ... Since they have had their toilets, most of them are free from sickness." - Baltazar Dos Reis, sub-village chief in Beremana suco in Manufahi*

Manufahi.

As of March 2023, the Timor-Leste government has declared 16 sucos out of 29 in Manufahi and 7 sucos (out of 23) in Liquica as having reached ALMO, or 'clean hands area' status. This is the culmination of WaterAid Timor-Leste and its partners work with the community at the household level, and is making a real difference to the lives of people in local communities.



## Hygiene

In healthcare facilities (HCFs), hand hygiene and environmental cleaning is essential to protect patients and staff from infections and ensure quality of care. **70% of healthcare-acquired infections could be prevented through good hand hygiene and other cost-effective healthcare practices facilitated by water, sanitation and hygiene (WASH)**, however two thirds of HCFs across least developed countries do not have basic hand hygiene services.

Improving hand hygiene and environmental cleaning goes beyond infrastructure. **Staff and carers need to be better supported to perform hand washing and cleaning behaviours at the right time, with the right products, and following correct methods.** This year, WaterAid completed two research projects in Cambodia to develop and test packages to support improvement in these behaviours. WaterAid partnered with the (Cambodia) National Institute of Public Health and the (Cambodia) Department of Hospital Services, as well as academic experts from the London School of Hygiene and Tropical Medicine for both projects.

Funded by Who Gives A Crap, Clean Frontline Cambodia aimed to establish a safer and cleaner environment for patients, their family and visitors, staff and cleaners in hospitals Cambodia, by developing an innovative cleaners' training program. In collaboration with partners, WaterAid developed a training manual, digital training videos, and identified appropriate cleaning products. **13 hospitals in Cambodia were supported to trial this intervention, and 52 healthcare workers became trainers on the new environmental cleaning procedures and provided training to 113 cleaners and other healthcare workers.**



WaterAid/ Phary Yoeun



WaterAid/ Remissa Mak

Changing Hygiene and Maternal Priorities project was funded by DFAT's Water for Women Fund, aiming 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 HCFs. The intervention included environmental restructuring, cues and reminders, and participatory training. The behaviour change package was tested through a randomised control trial, with three hospitals receiving the intervention and three hospitals as control facilities (control facilities will receive the intervention following the intervention period if it proves to be beneficial). The analysis of data is ongoing, however early indications are that the CHAMP Plus intervention was successful in improving adherence to hand hygiene protocol among midwives during childbirth.





# Gender Equality, Diversity, and Social Inclusion

**People with disabilities often experience difficulties accessing water, sanitation and hygiene (WASH) due to facilities not being designed with accessible features, or negative attitudes about the capabilities of people with disabilities.**

Over the past three years, WaterAid has collaborated with the London School of Hygiene and Tropical Medicine to assess the degree to which WASH policy commitments in Cambodia and Bangladesh are disability inclusive. The study, *'Translating disability inclusive WASH policies into practice: lessons learned from Cambodia and Bangladesh'*, had 65 participants and aimed to develop evidence-based guidance for the government in Cambodia, Bangladesh and other low and middle-income countries about implementing disability-inclusive WASH at scale.

The study found that people with disabilities and their families often could not afford to make adaptations to their WASH facilities such as toilets. Participants with disabilities were not able to independently bathe or use a toilet without assistance. The study also found that often caregivers had not received training on



WaterAid/Tariq Hawari

hygienic caregiving and they did not have assistive devices available to help them meet the WASH needs of people with disabilities.

WaterAid, London School of Hygiene and Tropical Medicine, and our local Organisations of People with Disabilities partners have disseminated findings from the research widely in Cambodia and Bangladesh. **In Cambodia, five workshops reached more than 300 participants including more than 100 people with disabilities.** In Bangladesh, three events reached more than 100 participants including 45 people with disabilities. In Cambodia, we also partnered with Epic Arts to develop creative films capturing the research findings, which were disseminated to

Government and others.

The study and the workshops increased awareness among duty bearers (including service providers) about the WASH access of people with disabilities and caregivers, how it can be improved, and the power and value of ensuring people with disabilities are at the front and centre of WASH progress.

The project also led to improved collaboration between WASH, disability and health actors, and increased the meaningful participation of people with disabilities in WASH policy discourse and the identification of solutions. It also enhanced the skills of disability and WASH practitioners with and without disabilities to carry out scientific research.





Kung Ouern, 66, and her great niece at their home in Sammeaki Meanchey district, Cambodia





## Our Climate Change Response

### Developing a district-wide approach to climate resilient water, sanitation and hygiene

WaterAid recently developed and applied an inclusive water, sanitation and hygiene (WASH) and climate adaptation framework under DFAT's Water for Women Fund Innovation and Impact Grant. Focusing on Wewak District in Papua New Guinea (PNG), this project tested and refined a climate resilient WASH framework at the local, district and national level to establish a district wide process for climate resilient WASH.

One of the key highlights of the project was establishing a partnership with the National Weather Service of PNG, and deploying a weather station to capture climate data in Wewak. This partnership has led to strong collaboration between climate and WASH actors, where the National Weather Service is now the newest member of Wewak's District WASH Coordination body and local level data is now being fed into national monitoring systems. The data is also useful in undertaking detailed water balance modelling for the district to understand rainfall harvesting opportunities.



### An ecosystem-based approach to water resource management in Timor-Leste

To address climate and disaster risk in Timor-Leste, WaterAid along with permaculture NGO Permatil have rehabilitated, protected and revitalised community water resources in villages across Timor-Leste. This initiative was funded by the Australian Water Partnership and involved repurposing land to establish new reservoirs within upstream areas of the catchment, and planting trees around them to capture rainwater in the wet season. The captured rainwater then infiltrates into the ground, recharges neighbouring springs, and gives communities access to clean water during dry seasons. It also addresses food security and livelihoods as the community can grow and sell fruits and vegetables, reduces the risks of erosion and landslides from tree planting and soil stabilisation, and also improves natural biodiversity.

*"On behalf of our community of more than three thousand people, we appreciate the great collaboration and cooperation between the national and municipal governments for partnering with the local and national agencies for the implementation of this program to strengthen our knowledge and resource mobilisation on sustaining WASH Access."*

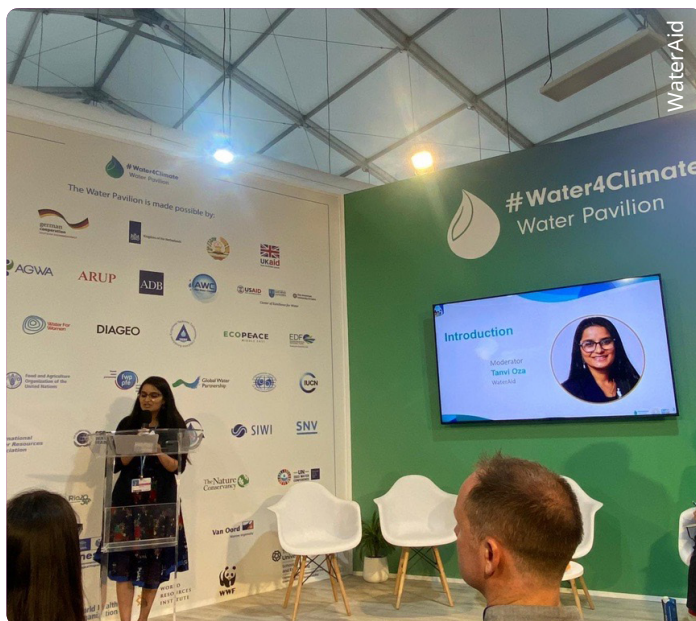
Reflections from Mr Domingos dos Santos - Village Chief of Loidahar

## Laying the foundations for Cambodia's first water secure district

WaterAid has been working closely with sub-national governments in the Samakki Meanchey District to develop a gender-sensitive and inclusive district-wide WRM plan. The district WRM plan was collaboratively developed by government, the private sector, rights groups and domestic water users.

Rural piped water operators now take increased accountability in securing and improving piped water services including addressing the impacts of climate change. Mrs. Soutieng, the owner of piped water connection business Tbaeng Kpous, built an embankment to protect her water station from emergencies after attending a Standard Operating Procedures for flood and drought training. A few months later, a flash flood hit almost the entire district but fortunately, this embankment protected her station:

*"If we hadn't built this protecting dam or have had a preparedness plan, the water treatment could have collapsed, and may have negative effects in providing water to people. I am proud that I can produce secure and safe water for people, not only for myself but my community also has access to water at ease..."*



## WaterAid's global advocacy around climate change

In November 2022, WaterAid Australia's Regional Climate Change Advisor Tanvi Oza and WaterAid Timor-Leste's WASH and Climate Technical Lead Angelo Ximenes attended the United National Climate Change Conference (COP27) in Sharm el Sheikh, Egypt.

Throughout the conference WaterAid collaborated with several global organisations to host events at the Australian and Water Pavilions around the importance of climate resilient WASH in the most marginalised communities.

The Australian Pavilion also served as an important platform to launch some of WaterAid's recent work around climate financing for WASH, as well as sharing experiences of our inclusive programming approaches across Southeast Asia and the Pacific.

WaterAid also engaged with Minister Chris Bowen, Senator Jenny McAllister and Australia's Climate Change Ambassador Kristin Tilley at the Australian Delegation Ministerial Reception around the importance of WASH as a critical entry point for climate adaptation and how it can be scaled up to address gender equity in Southeast Asia and the Pacific.





## Our Work in Healthcare Facilities



Antimicrobial resistance (AMR) is among today's most significant global health threats. The World Health Organization (WHO) has warned that if we don't take immediate action to address this issue, we could face a future where common infections are no longer treatable. One of the critical drivers of AMR is poor water, sanitation, and hygiene (WASH) practices.

Through the DFAT Centre for Health Security program, WaterAid is one of the multiple sector partners of the COMBAT-AMR program. The program consists of partners implementing training, mentorship, and capacity building to improve infection prevention and control systems and minimise the threat of AMR within major health facilities across selected Pacific countries.

WASH in healthcare facilities and AMR are closely interlinked. **When people don't have access to clean water in healthcare facilities or adequate**

**sanitation facilities, they are more likely to get sick from healthcare associated infections.** This can lead to the overuse and misuse of antibiotics, which can contribute to the development of AMR. However, improving access to clean water, proper sanitation and environmental cleaning in healthcare facilities can help reduce the spread of infections, ultimately reducing the need for antibiotics. Additionally, promoting good hygiene practices such as handwashing can help prevent infections from occurring in the first place.

With technical support from the Nossal Institute, **WaterAid supports WASH interventions in tertiary level hospitals in Fiji, the Solomon Islands, Papua New Guinea (PNG), and Samoa as part of the COMBAT-AMR program.** The WASH interventions that WaterAid has facilitated include annual WASH audit plans, the development of WASH standard operating procedures and guidelines



WaterAid has also been working to establish a safer and cleaner environment for patients, their family and visitors, staff and cleaners in hospitals throughout Cambodia by providing environmental training and cleaning materials to cleaners and healthcare workers with cleaning responsibilities across thirteen hospitals in Kampong Chhnang, Battambang, and Kratie provinces



adaptable to local needs, and contributing to professional development education and training for the IPC team, cleaners, and ground staff of the hospital facilities.

In 2022, WaterAid conducted WASH and IPC baseline assessments at the national hospitals in Fiji, PNG and Solomon Islands. The WHO Infection Prevention and Control Assessment Framework, and the Water and Sanitation for Health Facility Improvement Tool (WASH FIT) were used to guide discussions and observations of WASH services & IPC activities at the healthcare facilities. The same process was undertaken in Samoa early 2023. WaterAid aims to use the results from the assessments to champion WASH across hospital governance and support improvements to quality of care whilst reducing AMR.





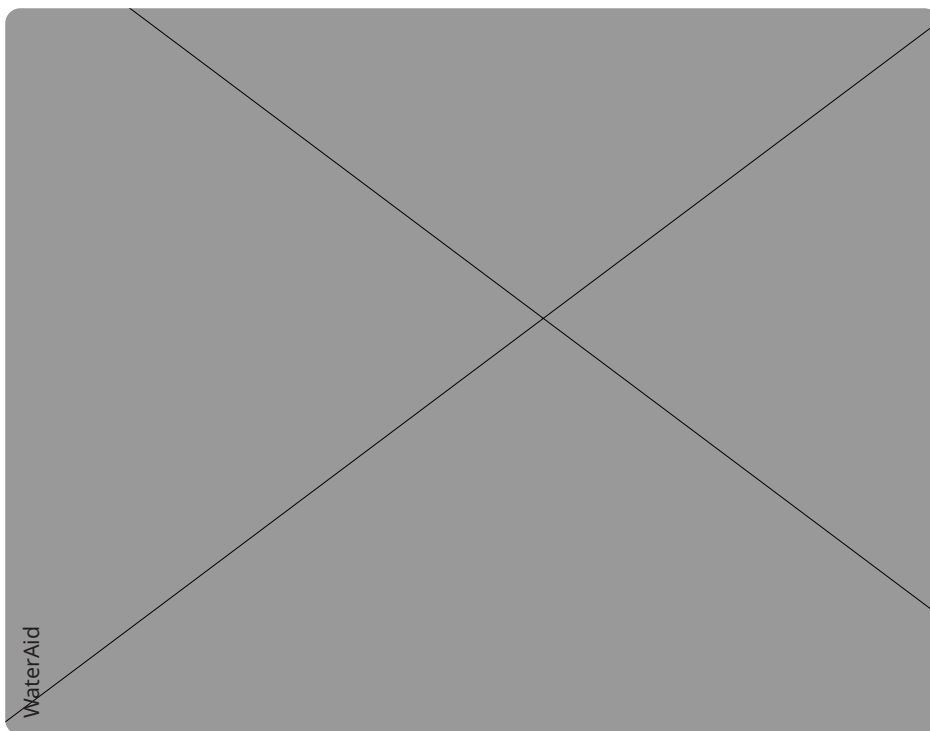


## Our Work in System Strengthening



Joni Dos Reis, 35, is the Sub District Facilitator in Turisca, Timor-Leste. His role involves identifying which communities need water systems, the preparation and collection of data, social preparation through community action plans, assessing the urgency of different communities, supporting the implementation of water systems, and monitoring the function of the water systems themselves.





*"Before WaterAid implemented the accountability program, my company never thought about getting feedback from service users and how they can raise issues to us, and the relationship with the authorities is not so good. However, after the project, our company has a good relationship with authorities and departments, and we can get feedback from the service receivers. Moreover, we can know our weaknesses, and improve them to be good service providers in the water supply"*

- Ms Raksmei, piped water operator

Imagine waking up tomorrow morning and turning on the tap to make your morning coffee and ... no water! The whole street is out and no one thought to let you know. In a moment like this, you need your water company's phone number.

No one likes it when services break down. Two-way communication and accountability are essential to make sure service providers do their job (like maintaining infrastructure), and service users know what to expect (like when the water will be out).

WaterAid has been working to improve accountability for water supply in rural communities in Timor-Leste since 2016. We developed a process for community members to meet and rate their satisfaction with their water services against a scorecard. The community volunteer committee in charge of overseeing their water supply

and the local government also discuss how well they think they are performing using the scorecard. The groups then come together to compare scores, give each other feedback and identify what they need to do to improve water supply services together. This year, we have worked with Timor-Leste's human rights advocacy organisation, HAK, to take a further step. HAK have analysed trends in the scorecards and raised concerns from communities to Timor-Leste's national parliament to advocate for policy makers to do their part to keep water services running.

Last year WaterAid introduced a similar process to improve water supply accountability in Cambodia. In rural Cambodia, piped water is usually provided by small businesses who hold a licence regulated by government. Local councils have recently been given roles

to coordinate and monitor these businesses and encourage people to connect to them, but not everyone understands the new responsibilities. WaterAid worked with the Cambodian Water Supply Association to set up a scorecard process where government departments, water supply businesses and community representatives come together to clarify each other's responsibilities and give constructive feedback. Everyone benefits from this process:

- Joint council-business promotion of piped water services has led to over 14,000 people connecting to the piped networks in the past two years.
- Councils and businesses have set up subsidy programs to help the poorest households pay water connection fees.
- Water businesses use feedback from their users to improve their service.





## Our work in PNG

**In FY23 WaterAid Papua New Guinea (PNG) continued to use a systems strengthening approach, working with key national and subnational government departments, and other water, sanitation and hygiene (WASH) actors to strengthen the WASH system in PNG, and develop best practice examples of WASH projects. WaterAid PNG continues to support the roll out of PNG's National WASH Policy, and is working towards increasing WASH access for all.**

**WaterAid PNG continued its growth in FY23, with new projects and grants beginning, and existing projects and grants being extended. This growth is a reflection of the quality of WaterAid PNG's projects, and our strong reputation in the PNG WASH sector.**

### **Key achievements this year included:**

- In partnership with the National Department of Health and the World Health Organization (WHO), WaterAid supported the development of National WASH in Healthcare Facilities Standards and Guidelines. These guidelines and standards will help strengthen the PNG healthcare system, and improve WASH infrastructure and systems in healthcare facilities.
- In partnership with the Department of National Planning and Monitoring, WASH Planning and Monitoring Unit (WASH PMU), WaterAid supported the establishment of the WASH, Water security and Climate Change Integration Technical Working Group. The working group provides a platform for key stakeholders from the health, education, climate/ meteorological, agriculture sectors, and development partners to coordinate, share learnings and develop a common agenda for the WASH, water security and climate nexus.
- WaterAid also continued to support the WASH PMU to roll-out the National WASH Monitoring and Information System (WASH MIS), supporting the delivery of two regional trainings, for the Momase and New Guinea Island's Provinces. These trainings targeted key government officials, providing training on the MIS system, so that districts are able to undertake baseline assessments on WASH services to develop their own District WASH Plans.
- WaterAid continued to support the Wewak District WASH Coordination Body (WDWCB) to deliver the Wewak District WASH Plan. This included providing capacity building and support to the WDWCB, as well as continuing to pilot community WASH projects, with three community water projects completed directly benefiting over 1,800 people. Sanitation and hygiene training was also delivered to nearly 1,200 people from two of those communities. A major highlight was the declaration of one of the communities, Walandoum, as open defecation free by the East Sepik Provincial Health Authority.



WaterAid/RedAnt Piksa



- WaterAid continued to engage on school WASH improvements, installing WASH infrastructure in four schools in Central Province, benefiting 2,333 students and 56 teachers. We also supported the establishment of WASH Committees at the schools, and helped develop sustainability and maintenance plans that will be incorporated into the schools budgets, and provided training to key District Education Department staff. In partnership with Netball Australia and Netball PNG we also delivered Hamas Lo Pillai in 10 schools, and delivered two sessions of Come and Play in two provinces, reaching a total of 467 students. These trainings use netball training and skills development sessions to also deliver health and hygiene, and leadership and self-confidence training for students.
- WaterAid continued to partner with the Motu Koita Assembly and Water PNG to pilot a delegated management model and network of water kiosks in Pari village. This pilot will provide a model for an affordable, reliable, and safe water supply model that can be used in other Peri-Urban and settlement communities in PNG.
- WaterAid continued to provide technical input and advice into major policies, guidelines, and other tools throughout the year, including, District WASH Operational Guidelines (EU facilitated for WASH PMU), Standards & Guidelines for Rural WASH (EU facilitated for WASH PMU), Master Trainers Manual for Community Led Total Sanitation (CLTS) (UNICEF for NDoH), and Review and Revision of the 2018 WASH in Schools Standards & Guidelines.

**Total Expenditure: \$3,282,155**

#### **Locations of Projects:**

- National
- National Capital District
- Central Province
- East Sepik Province

#### **Funders:**

- Water For Women Fund, Australian Government
- Australian Water Partnership, Australian Government
- The Church of Jesus Christ of Latter-day Saints
- The Coca-Cola Foundation
- Team Up Sport for Development Program, Australian Government
- Australian NGO Cooperation Program
- East Sepik Provincial Government
- The SMEC Foundation
- Who Gives a Crap
- The Busbridge Family Benevolent Fund
- Corporate, foundation, and supporter contributions





## Our work in Timor-Leste



In FY23, WaterAid Timor-Leste has continued to focus on collaboration with local civil society organisation (CSO) implementing partners to deliver water, sanitation and hygiene (WASH) services, strengthen national and municipal government WASH systems, influence and secure resourcing for the WASH sector, champion WASH as a human right, and explore best-practice models of climate resilience in WASH.

### Notable achievements this year included:

- WaterAid Timor-Leste continued to support the National Authority of Water and Sanitation (ANAS) to reinvigorate the national WASH monitoring information system, SIBS. WaterAid Timor-Leste has worked closely with ANAS to design WASH indicators and data collection tools that align with international (JMP) indicators and monitor progress against the SDGs. This system will be used to collect WASH data nationwide and inform the national government's WASH delivery, water resource management, and climate resilience budgeting and planning.
- Accessible toilet and menstrual hygiene management facilities have been constructed in four healthcare facilities and 12 schools, with additional wheelchair ramps to classroom buildings constructed in eight of these. Teachers have noted a reduction in absenteeism, specifically of female students.
- WaterAid Timor-Leste has supported municipal governments in Manufahi and Liquica to develop five-year Municipal WASH Strategic Plans, which have now been endorsed by administrations in both municipalities.

Expenditure: \$2,095,559

#### Locations:

- Dili
- Liquica
- Manufahi

#### List of Funders:

- Water for Women Fund, Australian Government
- ANCP, Australian Government
- Australian Water Partnership, Australian Government
- Swedish International Development Cooperation Agency
- McGovern-Dole Program, US Department of Agriculture
- Corporate, foundation, and supporter contributions



- As part of this planning process and because of our work engaging municipal governments over many years, the Manufahi Administration has now allocated specific budget for rural WASH system operations and maintenance.
- WaterAid Timor-Leste trialled the facilitation of a participatory process to develop Community Water Resource Management Action Plans in Loidahar (Liquica) and Bubususu (Manufahi) sucos. This led to work with implementing partner Permatil to utilise nature-based solutions to protect community water sources.
- As part of this process, communities also decided to review their Tara Bandu (local cultural by-laws) to include additional environmental principles related to water source protection, water conservation, and reforestation as well as gender equity and inclusion. In naming climate resilience and water resource management explicitly as part of Tara Bandu, local leadership and communities alike more widely understand and value environmental conservation and climate adaptation and mitigation.
- WaterAid Timor-Leste have continued work to maintain open defecation free status in Manufahi and Liquica municipalities. This year, governments in Manufahi and Liquica have gone a step further, declaring 'area liman mos' or 'clean hands area' in 16 sucos and seven sucos respectively. Sanitation and hygiene promotion activities, facilitated by WaterAid's implementing partners, have contributed to every household in these communities now having access to their own improved toilet and handwashing facilities with soap.
- Work to strengthen the integration of Gender Equality, Diversity and Social Inclusion (GEDSI) within the WASH sector continued across all levels this year. Women's rights groups and organisations for people with disabilities continue to be actively involved in the national network for WASH NGOs, PN-BESITL, Municipal WASH Strategic Plans integrate GEDSI, and communities reported shifts in divisions of labour and gendered taboos at household level.
- In collaboration with ANAS and innovative technology business Similie, we have worked to establish a cloud-based WRM monitoring system in project areas to support collection of real-time water supply and climate data. Weather monitoring stations and water level and flow indicators were deployed in target locations, which connect remotely to an online platform. This real-time data may be visualised in an online dashboard and accessed by stakeholders at the community, municipal and national level to understand and plan for anticipated water scarcities.
- WaterAid Timor-Leste in partnership with PN-BESITL, launched an online knowledge-sharing platform. BESI.tl brings together WASH information and resources from across Timor-Leste so that they may be easily accessed by government and civil society organisation decision-makers.





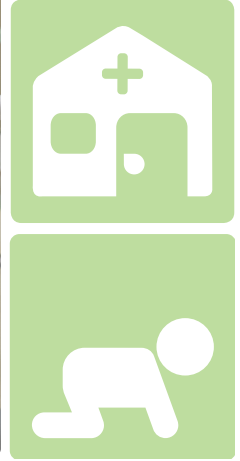
## Our work in Cambodia

Throughout FY23 WaterAid Cambodia strived to improve and promote sustainable systems towards delivering universal access to water, sanitation and hygiene (WASH) services. In particular, WaterAid Cambodia has focused on four priority areas: strengthening the leaders, workforce and system for sustainable WASH; championing equitable and inclusive WASH access for marginalised groups; improving health opportunities through WASH in healthcare facilities; and striving towards increased water security and climate resilient WASH.



### Key achievements this year included:

- Through our sanitation work in Cambodia, four provinces have now been declared open defecation free, benefiting more than 3.6 million people across 40 districts and municipalities who have confirmed access to sanitation facilities. WaterAid focused on how to reach last mile groups in the population including how to implement safely managed sanitation in challenging environments including floating communities.
- Through our close work with the Cambodian Water Supply Association and private water operators, WaterAid has supported 453 marginalised households to be connected to piped water supply in the past year. A further 2,463 households, six primary schools and two healthcare facilities are now able to access water kiosks supported by WaterAid to ensure clean, reliable water supply.
- Through our work funded by the Australian Water Partnership, WaterAid has worked to deliver activities related to water resource management including use of clean water, connecting to piped water, water source protection, safe household water treatment, water storage in behaviour change interventions targeting community members. Engagement between WaterAid and district authorities has also resulted in the adoption of a gender sensitive and inclusive water resource management plan in one district to act as a role model for others. The district and provincial government-led repair and enhancement of several community wells and a pond has also taken place over the past year.
- WaterAid has worked with national and sub-national government authorities to prioritise and support WASH improvements that are inclusive, sustainable and equitable. Over



Expenditure: \$3,407,107

Project locations (Provinces):

- Kampong Cham
- Battambang
- Kratie
- Kampong Chhnang
- Kampong Speu
- Kandal
- Svay Rieng

Funders:

- ANCP, Australian Government
- Water for Women Fund, Australian Government
- Australian Water Partnership, Australian Government
- VF Corporation
- VF Foundation
- Who Gives a Crap
- London School of Hygiene and Tropical Medicine
- UNICEF
- H&M Foundation
- Sanitation Learning Hub
- Agenda for Change
- Mr. Harold Bentley
- WaterAid UK
- Corporate, foundation, and supporter contributions

the past year, WaterAid has worked with 15 districts to develop and integrate inclusive WASH into their work plans to deliver improved WASH components to all.

- WaterAid has reached 76,233 people with our work to improve WASH and hygiene behaviour practices for factory workers across nine garment factories, as well as in the surrounding communities where the families of factory workers reside. Through this intervention, factory management have shown increased ownership and commitment to WASH service improvement for their workers including development of

WASH improvement plans and WASH annual training for workers. The target factories have reported reduction in employee absenteeism and increased knowledge and understanding by workers on how to manage menstrual hygiene in the workplace.

- WaterAid has continued to work in healthcare facilities in Cambodia, this year engaging with 17 healthcare facilities across four provinces. We have been working with healthcare facilities on hand hygiene behaviour interventions, accessible WASH services and environmental cleaning.



# Our Supporters

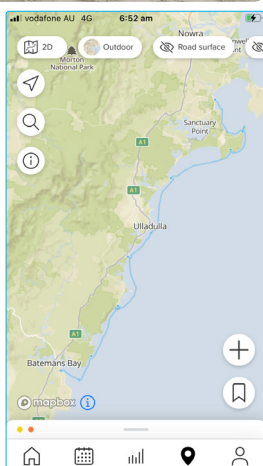


## Community Fundraising

We were so inspired by our fundraisers' generosity and commitment to raising money for WaterAid this year.

Derek LeDain kayaked from Jervis Bay to Batemans Bay and raised over \$600 in the process.

A keen kayaker in his spare time, Derek decided to combine his favourite leisure activity and a charity he was passionate about.



**"WaterAid was the ideal charity as it aligns with both my work life and my favourite leisure activity. I found out about WaterAid through my work at Sydney Water and I am an avid kayaker who is grateful to be able to paddle along the clean waterways in and around Sydney. Also, having drinkable freshwater is critical to the successful completion of a 130km kayak trip down the coast. It made me appreciate how fortunate we were to have access to clean water everywhere we landed and was motivation to help others who aren't as fortunate to have clean water and good hygiene as part of their daily life."**

Annalisa created an extra reason to celebrate her 50th birthday, asking friends and family to donate to WaterAid instead. She raised over \$500 and said of the experience:

**“Having been around the globe 50 times, I know how privileged I am to live the life I do. I have more than enough stuff. Yet for millions of people around the world, clean water, decent toilets and good hygiene are still not a normal part of daily life. I believe that everybody on earth deserves to have access to these basic rights. Rather than a present, I would rather support WaterAid, who will get clean water, decent toilets and good hygiene to everyone, everywhere within a generation.”**



## Individual Donors

We are so grateful to our amazing supporters who donated to our appeals across the year and who pledged and gave a monthly donation as without this support we could not deliver the water, sanitation and hygiene projects we have. We deeply appreciate the commitment to the mission of those who gave a monthly gift in the 2022-23 financial year and those who joined us as a regular donor for the first time as regular gifts enable us to plan and commit to projects into the future.

**Our tax appeal helped to raise money for families like Aynadis and Animut from Ethiopia.**



WaterAid/Joey Lawrence



## Our Corporate Partners

WaterAid receives substantial and essential support from the corporate sector.

### 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:



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



Major Sponsors







## Strategic Partnerships

WaterAid continues to receive, and greatly appreciate, substantial and loyal support from organisations operating right across the water sector.

Our Corporate Membership program is at a record level of participation, with 55 companies currently signed on. Through their membership these organisations provide considerable financial support to WaterAid, and in exchange we enjoy working with them to raise their brand and profile, and a range of staff engagement and development activities.

In 2022, we were thrilled to be able to return to running the global Winnovators staff development program where participants can work on a challenge in a country where we work. Our Corporate Supporters in Australia were once again enthusiastic and successful participants,

with teams taking part from Suez, Riverina Water, Yarra Valley Water and GHD. The Yarra Valley Water 'Naarm Innovators' were awarded the prize for 'Best Solve – Hygiene and Sanitation Challenge.' GHD's H2 Her0es were awarded the prize for 'Best Solve – Water Challenge.' And the prize for the 'Best Learn Submission' was awarded to GHD's Eco-lution team.

Our annual Walk for Water peer to peer fundraising event enjoyed another successful year in 2022. Seventeen water sector senior leaders from across Australia provided their support as Water Leaders, to help build awareness of the water crisis many still face and to promote the event and generate friendly fundraising competition across the water sector. We had a total of 777 people take part from across 82 teams, who contributed to a substantial fundraising result of over \$158,000.



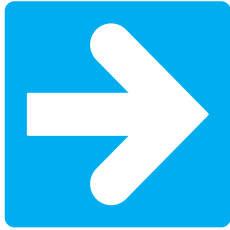
### Feature Supporter: ClearBridge Investments

ClearBridge Investments is a global equity manager committed to delivering consistently superior risk-adjusted investment performance to investors. A collaborative, team-based culture guides everything they do.'

Since 2013, ClearBridge has been a generous and valued supporter of WaterAid, and has partnered with us to fund sustainable infrastructure projects that bring safe water, sanitation and hygiene (WASH) education to communities in Timor-Leste.

Projects made possible through the support of ClearBridge include a new water supply for Numbrihati Village, increased access to WASH for young girls and women living in the districts of Liquica and Manufahi, and the development, testing and application of national standards for WASH in healthcare facilities across Timor-Leste.

During 2019, ClearBridge Investments broadened this corporate partnership to underwrite a critical project in Colombia to bring water to the village of La Guajira.



## Progress through Partnership



THE VF FOUNDATION

In 2020, WaterAid was proud to partner with VF Corporation, a global apparel and footwear company, and The VF Foundation, the corporation's global philanthropic arm, to improve conditions for factory workers and for the communities near factories in Cambodia.

The Garment, Textile, and Footwear industry represents the largest portion of Cambodia's manufacturing sector. Workers are predominantly women under 35 years of age, and many live in temporary accommodations. Many factories are opening in rural areas around the country with garment factory workers commuting significant distances to work from their villages.

WaterAid conducted research between 2018-2022 which found there was an extensive range of potential benefits to improving WASH services in supply chains.

**Together WaterAid, VF Corporation and The VF Foundation aimed to make these potential benefits a reality by providing WASH training to key personnel throughout factories and communities, developing behavior change communications and intervention activities for factories and communities, strengthening WASH knowledge and skills among women and other marginalised groups as well as local and provincial governments, advocating for open defecation free-status, promoting piped water connections through accountability mechanisms, providing subsidy support to the poor to increase access to water supply services, and rehabilitating and constructing water kiosks, among other activities.**

Since the partnership began in 2020, over 200,000 community members and factory workers have benefitted from WASH interventions.



Workers Champion Event in Strarite factory

Other successes include:

- 15,000 people benefitted through piped water connections that allow them access to safe water at home. This includes 2,450 marginalised community members
- 52,000 individuals have improved sanitation
- Improvement in 150 sub-national local authorities' capacity to provide and manage WASH services in their local area
- Three provinces have achieved open defecation-free status
- WaterAid has developed and rolled out a WASH behavior change promotion package for garment factory workers

These achievements demonstrate the powerful impact a partnership like this one can have. WaterAid is looking forward to continuing the successful partnership with VF Corporation and The VF Foundation to further the impact of vital WASH services to even more Cambodian workers, families, and communities in the future.





## Events and State Committees



This financial year has seen a return to our full volunteer State Fundraising Committee events program post the disruptions of the last couple of years, allowing WaterAid to hold a total of 21 events across Australia.

These events continue to attract great support from the water sector through sponsorship, prize donation and attendance. This year across our four Gala Balls in Brisbane, Adelaide, Sydney and Melbourne we had a collective of 115 different sponsors. This not only led to records in funds raised, but provided all supporters with face to face networking opportunities again.

In Victoria we held the “Under the Sea” Gala Ball which raised a record amount of over \$490,000 and had 560 attendees.

In Queensland we held our very popular annual Golf Day at Brookwater Golf Course, as well as the “Around the World” Gala Ball and two always popular Trivia Nights, collectively raising over \$275,000.

In New South Wales our annual Golf Day had 18 different sponsors involved, and the “Tropical Arafura Sea” Gala Ball was held at the Sydney Town Hall with 540 guests attending from across the water industry. Between both we raised over \$356,000.

In South Australia we raised over \$135,000 through the annual Soccer Tournament, the highly popular 12th anniversary WaterAid Volleyball Tournament, and the “Enchanted Garden” Gala Ball that took place in September at the Adelaide Convention Centre with 350 attendees.

This year Western Australia held a highly successful Lawn Bowls event and Trivia night, as well as including a Wine Wall at the AWA Conference. Collectively these events raised over \$23,000.

Together with the State Fundraising Committees and Water Sector Ambassador Groups the total funds raised for the year was more than \$1.1million dollars, a direct result of their





amazing support in building our network of supporters within the water industry and further afield.

WaterAid would like to extend a heartfelt and sincere thank you to our wonderful state Fundraising Committees and Ambassador Groups who volunteer their time to meet with

other like-minded individuals to raise vital funds for WaterAid through our events.

WaterAid would like to acknowledge and recognise the hard work and dedication to the cause of all current Committee Members and Ambassadors.

WaterAid would like to acknowledge and recognise the hard work and dedication to the cause of all current Committee Members and Ambassadors.

#### **New South Wales**

Committee: Steve Adamthwaite (Chair) Paul Sproules (Deputy Chair) Chris Gopen defecation freerey (Treasurer) Sharolt Kicsi, Aaron Goth, Stephen Liu, Jessica Benton and Sameer Joshi

Ambassadors: Greg Taylor, David Lilley, Jim Livas, Julian Briggs, Ben Newton and Kurt Dahl

#### **Queensland**

Committee: Kate Cash (Chair) Lachlan Green (Deputy Chair) Ajay Thakur (Treasurer) Sheyanne Frisby (Secretary) Mark Kennedy (Deputy Secretary) Ellen Kemp, Claire Engle, Geoff Collins, Jessica Fraser, Eloise Larsen, Joanne Search and Scott Fraser.

Ambassadors: Daniel Lambert (Lead), Mal Shepherd, Dave Brooker, John Ciccotelli, Dave Taylor, Laura Fluck, Margaret Riley, Pat Newel, Eric Guthrie and Frank Philips.

#### **South Australia**

Committee: Richard Petterson (Chair) Stuart Peevor (Deputy Chair) Steve Morton (Treasurer) Robran Cook (Secretary) Brett Reichstein, Adam Medlocvk, Charlie Litster, Chris Gouletsas, Kim Falster, Loreline Kerlidou, Lucy McCarthy, Meena Yadav, Mitch Laginestra, Nicole Hughes and Shrastra Lama.

Ambassadors: David Ryan, David Howard, Kellie McDonald and Karlene Maywald.

#### **Victoria**

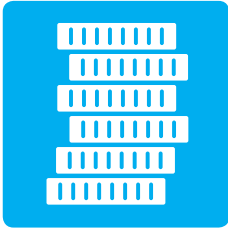
Committee: Simon Maher (Chair) Andrew Laurie (Deputy Chair) Su Ann Khoo (Treasurer) Laurence Newcome (Secretary) Joanne Brincat, Alice Greco

Ambassadors: Trevor Hall (Lead), Tony Norrish, Damien Bradley, David Kirby, Richard McCarthy, Lindsey Brown and Rohan McLellan

#### **Western Australia**

Committee: Cristiano Carvalho (Chair) Kate Bowker (Deputy Chair) Begona Rodriguez (Treasurer) Lisa Chan, Renee Blandin, June Sim, Halina Lamparski, Kyllie Whitehead, Pat McCaffrey, Ivonne Tshuma, Mikey Van Mourik, Robert Swift and Alex Towler.





# Directors' Report

WaterAid Australia Directors present this report on WaterAid Australia Limited for the 12 month period ended 31 March 2023.

## Financial overview: 1 April 2022 to 31 March 2023

### Where did the money come from in 2022/23?

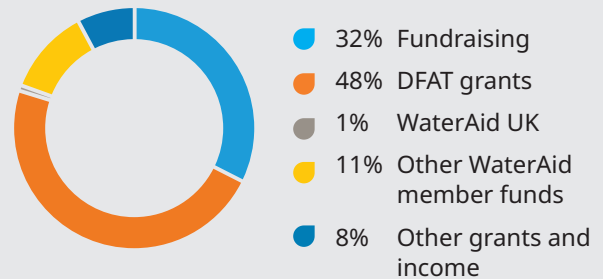
WaterAid Australia's 2022/23 total income was \$16.5m, an increase of \$0.8m or 5% compared to the prior year. In 2022/23, we successfully completed the fifth year of our major grant - Water for Women - funded by the Australian Government's Department of Foreign Affairs and Trade "DFAT". DFAT contributed significantly to our mission, by funding \$7.9m of our work, representing 48% of our total income (2021/22: \$6.3m or 40%).

2022/23 fundraising income was \$5.3m, a 19% decrease on the prior year (2021/22: \$6.6m). Support from the water sector remains a positive component of our fundraising effort. WaterAid Australia also received total funding of \$1.9m via other members of the WaterAid International Federation (2021/22: \$2.1m).

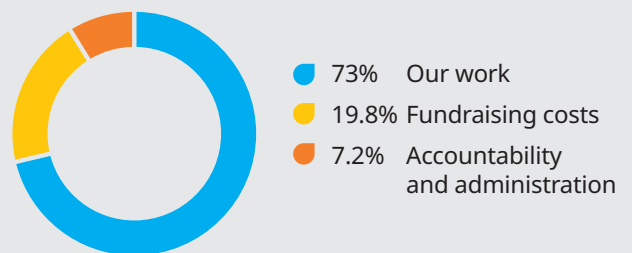
### Where did the money go in 2022/23?

Total expenditure in 2022/23 was \$18.9m, an increase of \$2.8m or 18% from the prior year (2021/22: \$16m). Our programmatic work made up 73% of our total expenditure, fundraising costs were 19.8% and accountability and administration totalled 7.2%. We efficiently and effectively maintained our commitment to the Australian public of being a transparent and accountable organisation.

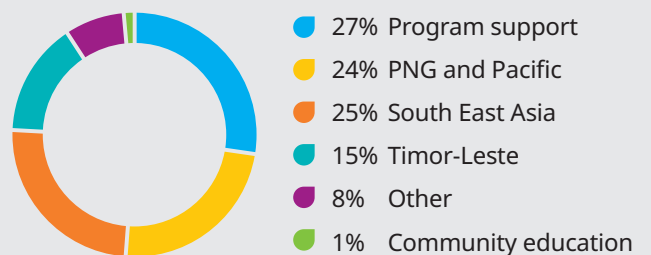
#### Income \$16.5 million

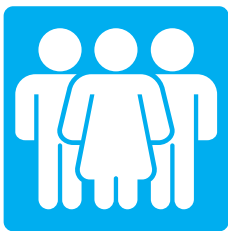


#### Expenses \$18.9 million



#### Program expenditure \$13.8 million

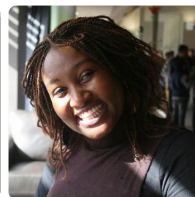




## Our Board

**Top row:** Karlene Maywald, Kate MacMaster, Mal Shepherd, Alexandra Owens, Robert Glasser, Heather Brown, Felicity Green

**Bottom row:** Salmah Lawrence, Louise Dudley, Pat McCafferty, Denisha Anbu, Chiedza Malunga, Brian Krishna



**The Hon. Karlene Maywald**, Chair, is Managing Director of Maywald Consultants Pty Ltd, providing specialist advice to the private and public sectors. Karlene's time as a Cabinet Minister with the SA Government has given her extensive experience in high-level strategic planning, oversight of major infrastructure planning and delivery, reform of governance and organisational structures, budget oversight, change management, problem-solving across a broad range of high-risk sectors and driving the delivery of major policy reforms. She has an intuitive ability to analyse and identify key information to support decision making and a very good understanding of the importance of good governance. She uses her inquiring mind to seek innovative solutions to overcome obstacles and generate improvements to service delivery. *Attended: 4/4*

**Kate MacMaster**, Deputy Chair, is the Principal Consultant, 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: 4/3*

**Mal Shepherd** has over 39 years of experience in the water industry, delivering some of Australia's most significant water infrastructure projects. He is responsible for the development and delivery of water infrastructure projects across Sunwater's area of operations. With a public water utility background, Mal has served most of his career in a variety of leadership roles at a Tier 1 private sector infrastructure company, 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: 1/1*

**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: 2/2*

**Robert Glasser** is 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: 4/3*

**Heather Brown** 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 the Manager of Design, Evaluation and Impact at Our Watch. She also worked 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: 1/1*

**Felicity Green** is the Co-founder & Director of for-purpose consulting firm Ensemble Strategy. She works predominantly with not-for-profit, government and philanthropic organisations on strategic planning and funding for sustainability. Felicity has extensive experience in profit for purpose funding models, cross-sector collaborations and social innovation. *Attended: 4/3*

**Dr Salmah Eva-Lina Lawrence** is a transformation strategist and social scientist. 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 now works to decolonise international development through her roles in executive management and governance. In her scholarly life she researches decolonial ethics, epistemology and feminism drawing from the ethics and epistemologies of her own Papua New Guinean and matrilineal culture within a broader Oceanic / Pasifika culture. Salmah is currently Director of Systemic Change & Partnerships at IWDA (International Women's Development Agency), Honorary Associate Professor, ANU and Adjunct Fellow, Macquarie University. *Attended: 4/2*

**Louise Dudley** is a professional non-executive director and strategic water advisor to Aurecon group. Louise has more than 15 years of experience as a Director, Chair, Board Committee Chair and Committee member in water, financial services and not for profit sectors. She currently serves on water related boards in Australia and the USA, reflecting her personal commitment to the water sector. Louise has also held senior executive roles including Chief Executive Officer of Urban Utilities from 2012 to 2022, and prior to this, was the utility's founding Chief Financial Officer. Prior to joining Urban Utilities, Louise held senior executive roles in the local government and aged care sectors and spent 17 years with global consultancy KPMG. Louise holds a range of qualifications including a Bachelor of Commerce, Chartered Accountant (AC) and Certificate of Superannuation Management and has completed AICD's Company Directors Program and INSEAD's Executive Education Program. She is a member of Chief Executive Women and her contribution to the engineering profession was acknowledged by the awarding of an Engineering Executive (ComplEAustEngExec) in 2021. *Attended: 4/3*

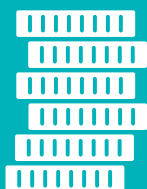
**Pat McCafferty** is the Managing Director of Yarra Valley Water, one of Australia's largest water utilities with over 30 years of experience in the Water Sector including advising the Federal Government as part of the National Water Initiative and working in the USA water sector. He is also Chair of the Thriving Communities Partnership and past Chair of the Water Services Association of Australia. Pat is a member of the Leadership Oversight Committee for the Victorian Government's Women in Water program and is a member of the Committee for Melbourne's Sustainability and Infrastructure Committee. He is a signatory to the UN Global Compact and a passionate advocate of the Sustainable Development Goals. *Attended: 4/3*

**Denisha Anbu**, is a practising lawyer and governance professional with over 20 years experience in commercial law and corporate governance, across a variety of sectors. Denisha is currently an Executive General Manager of Sydney Water (and the Corporate Secretary), and leads multi-functional teams, providing trusted advice to meet legal and regulatory obligations, manage risk, and enable delivery of business objectives. Prior to joining Sydney Water 10 years ago, Denisha practised law in a top-tier global law firm (King & Wood Mallesons) for 14 years, focusing on technology transactions and intellectual property law. Denisha has a Bachelor of Arts, a Bachelor of Laws (Hons 1), a Masters of Law, is a graduate of the Australian Institute of Company Directors and is a fellow of the Governance Institute of Australia. *Attended: 2/2*

**Chiedza Malunga** is a public health professional with experience in refugee health and sexual and reproductive health and research in multicultural communities. Chiedza has worked in statewide programs across Victoria, ranging from individual and community-based programs through to policy and advocacy initiatives. *Attended: 3/3*

**Brian Krishna** is the Managing Director for Xylem Australia and New Zealand and brings with him over 25 years experience in the water sector. He is responsible for delivering sustainable and efficient water technology solutions to clients across the ANZ region. With a private sector background, Brian has an MBA and has served most of his career in management and executive leadership positions across Asia Pacific – driving growth through innovation and education. Brian is an experienced executive leader focused on overcoming water challenges through strategic planning, community engagement and a diverse and equitable workplace. *Attended: 3/2*





# Financial Report

WaterAid's full financial statements are available at: [www.wateraid.org/au](http://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](http://www.acfid.asn.au)

## Income statement for the year ended 31 March 2023

REVENUE	2023	2022
	\$'000	\$'000
Donations and gifts		
Monetary	5,346	6,629
Non-monetary		
Bequests and legacies	8	28
Grants		
Department of Foreign Affairs and Trade (DFAT)	7,895	6,280
WaterAid UK	102	318
WaterAid other members	1,898	2,083
Other Australian grants	694	121
Other overseas grants	342	163
Investment income	80	9
Other income	159	122
<b>TOTAL REVENUE</b>	<b>16,524</b>	<b>15,753</b>

EXPENDITURE		
International aid and development programs expenditure		
International programs		
Funds to international programs	9,851	8,992
Program support costs	3,753	2,335
Community education	182	204
Fundraising costs		
Public	3,735	3,120
Government, multilateral and private		
Accounting and administration	1,363	1,397
<b>Total international aid and development programs expenditure</b>	<b>18,884</b>	<b>16,048</b>
<b>TOTAL EXPENDITURE</b>	<b>18,884</b>	<b>16,048</b>
<b>EXCESS/(SHORTFALL) OF REVENUE OVER EXPENDITURE</b>	<b>-2,360</b>	<b>-295</b>
<b>Other comprehensive income</b>	<b>47</b>	<b>-41</b>
<b>Total comprehensive income for the year</b>	<b>-2,313</b>	<b>-336</b>

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 2023

ASSETS	2023	2022	LIABILITIES	2023	2022
	\$'000	\$'000		\$'000	\$'000
<b>Current assets</b>			<b>Current liabilities</b>		
Cash and cash equivalents	5,041	6,137	Trade and other payables	613	564
Trade and other receivables	858	2,714	Lease Liabilities	241	144
Other financial assets	-	2,500	Provisions	655	577
Contract Assets	669	392	Other financial liabilities	2,163	5,520
Other assets	253	688			
<b>Total current assets</b>	<b>6,821</b>	<b>12,431</b>	<b>Total current liabilities</b>	<b>3,672</b>	<b>6,805</b>
<b>Non-current assets</b>			<b>Non-current liabilities</b>		
Right-of-use assets	358	302	Lease Liabilities	131	185
Property, plant and equipment	297	253	Provisions	38	55
Intangible assets	11	18	<b>Total non-current liabilities</b>	<b>169</b>	<b>240</b>
<b>Total non-current assets</b>	<b>666</b>	<b>573</b>	<b>TOTAL LIABILITIES</b>	<b>3,841</b>	<b>7,045</b>
<b>TOTAL ASSETS</b>	<b>7,487</b>	<b>13,004</b>	<b>NET ASSETS</b>	<b>3,646</b>	<b>5,959</b>
			<b>EQUITY</b>		
			Retained earnings	3,640	6,000
			Reserves	6	-41
			<b>TOTAL EQUITY</b>	<b>3,646</b>	<b>5,959</b>

## Statement of changes in equity

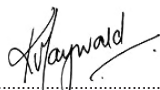
2023	Retained earnings (\$'000)	Foreign Currency Translation Reserve (\$'000)	Total (\$'000)
<b>Balance at 1 April 2022</b>	6,000	-41	5,959
Excess/(Shortfall) of revenue over expenses	-2,360	0	-2,360
Adjustment from translation of foreign controlled entities	0	47	47
<b>Balance at 31 March 2023</b>	<b>3,640</b>	<b>6</b>	<b>3,646</b>
2022	Retained earnings (\$'000)	Foreign Currency Translation Reserve (\$'000)	Total (\$'000)
<b>Balance at 1 April 2021</b>	6,295	0	6,295
Excess/(Shortfall) of revenue over expenses	-295	0	-295
Adjustment from translation of foreign controlled entities	0	-41	-41
<b>Balance at 31 March 2022</b>	<b>6,000</b>	<b>-41</b>	<b>5,959</b>

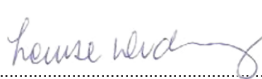
### Directors' declaration

The Directors of the Group declare that:

- The consolidated financial statements and notes of WaterAid Australia Ltd for the year ended 31 March 2023 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 2023 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   
Hon. Karlene Maywald, Chair  
Dated 6 of July 2023

Director   
Louise Dudley  
Dated 6 of July 2023





# Independent Auditors 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 2023, 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 2023.

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

### **The Audited Financial Report and Our Report Thereon**

We expressed an unmodified audit opinion on the audited financial report in our report dated 13 July 2023.

### **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**

*M Crouch*

Partner: Matthew Crouch  
Chartered Accountant  
Date: 10 August 2023  
Blackburn, Victoria 3130

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[contact@sawarddawson.com.au](mailto:contact@sawarddawson.com.au)  
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Liability limited by a scheme approved under Professional Standards Legislation



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](http://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





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WaterAidAustralia



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WaterAidAus



WaterAidAustralia



/company/wateraidaustralia

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WaterAid