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# Annual Report



WaterAid/ Tom Greenwood



Clean water, decent toilets  
and good hygiene



**WaterAid**



Ty (cover), 10, and Phea, 8, splash in clean water, Prek Bei, Samroang Commune, Phnom Kravanh District, Pursat Province, Cambodia.

For Sorn Bot, 62, clean water means she no longer suffers from diarrhoea from drinking the "sour water."

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

### Our vision

WaterAid's vision is a world where everyone, everywhere has access to clean water, decent toilets and good hygiene.

### Our mission

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

### Our values

Everything we do is shaped by six values:

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



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

We value your feedback and address any complaints promptly. If you would like to provide us with feedback or would like to lodge a complaint, please contact us via the details listed on the back page of this report and your message will be directed to the appropriate staff for action and resolution. Our complaints policy is available at [wateraid.org.au/complaints](https://wateraid.org.au/complaints)

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

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# From the Chair and Chief Executive



**Rob Skinner**  
Chair

With 10 short years remaining until 2030 we need to accelerate our progress to achieving SDG 6 - universal access to water sanitation and hygiene (WASH).

This past year has been unprecedented in so many ways – drought, floods and bushfires in Australia, and then COVID-19 hit and impacted us all, but particularly communities and people in the most vulnerable situations. However, these tragic circumstances have created opportunities to reimagine how we will address the WASH crisis and to still achieve our vision of everyone, everywhere having safe water, decent sanitation and good hygiene.

Never has the case for a systems response to the WASH crisis been clearer – investing in the entities which have the mandate and capacity to reach large numbers of people through established protocols, budget and people– and at local levels with people and organisations who have the expertise, relationships and contextual knowledge to lead response efforts.

We know the WASH crisis and the impact of COVID-19 are gendered, it is particularly important we continue to listen to diverse women leaders. We know that investing in systems is both the best way to respond to the COVID-19 crisis and help countries be more resilient to future epidemics and shocks.

Never have we been prouder to be part of WaterAid – an organisation that came out of a partnership between the water industry and development organisations. As a global leading water, sanitation and hygiene organisation, never have we and our partners been more called upon in communities around the world to get access to their first line of defense against COVID-19 – soap and water; with partner governments supporting them and advocating to them to ensure WASH is central to their responses to this pandemic, and working globally with bodies such as the World Health Organisation.



**Rosie Wheen**  
Chief Executive

The impact we have had is addressing challenges at a very human level. From women across the Pacific Menstrual Health Network, creating safer places for births and ending open defecation across whole districts in Timor-Leste.

A number of years ago when celebrating the commissioning of new water supply systems in Papua New Guinea (PNG), a grandmother called Dorothy said to Rosie “I never dreamt that this would happen in my lifetime”. It had happened for Dorothy in her life time, but there are nearly nine million people in PNG and nearly half of them still don't have access to clean water like Dorothy now does.

To address such a challenge, you need a vision and a plan to deliver it. Martin Maingu, the District Administrator for Wewak District, has created such a vision and now a plan. The Wewak District has developed a plan to achieve universal access to WASH. Winnie is one of only two female Environmental Health Officers in the entire East Sepik Province who is key to delivering that plan. Being one of only a few women in her field of work, Winnie says her motivation for being involved in the program is to inspire and encourage more women to take the lead and participate in decision-making:

“I want to encourage women and children because they benefit the most (from WASH)... if women see other women taking the lead then they will have the courage to speak. If they don't see other women stepping forward, then they feel hesitant. This is especially true for women in rural communities.”

We invite you to be as inspired as we are by the stories of the impact of our work that is captured in this Annual Report, and in so doing, we thank and acknowledge the contributions of all our partners.





# Our Strategic Role

Sometimes it can be difficult to see a solution when the numbers are so large. 785 million people worldwide without access to clean water and two billion people living without a decent toilet of their own. Lack of access to water, sanitation and hygiene is one of the biggest problems facing our world right now.

We have seen with the COVID-19 pandemic how important both hygiene and water are. In the face of this pandemic they are of course vital, but they have always been vital. Diarrhoea caused by dirty water and poor toilets kills a child under five every two minutes, not just during a pandemic.

Every person needs a sustainable supply of clean water: for drinking, washing, cooking and cleaning. It's a basic human right. However, governments, institutions, service providers and donors around the world haven't done enough to ensure clean water reaches the poorest and most marginalised people.

A decent toilet is something everyone should take for granted – at home, school, work and in public places. It's a basic human right that protects

people from dangerous diseases and provides dignity. Yet sanitation continues to be neglected by governments and authorities, resulting in a severe lack of finance, skills, resources and systems to ensure everyone has access to a decent toilet.

With the 2030 UN Sustainable Development Goals deadline only ten years away, every day we are working tirelessly around the world to realise SDG 6, "ensure availability and sustainable management of water and sanitation for all."

You'll read several powerful stories in this report detailing our strategic approach and how and why we are working towards clean water, a decent toilet and good hygiene for everyone, everywhere.

**Every person needs a sustainable supply of clean water: for drinking, washing, cooking and cleaning. It's a basic human right.**



**Water:** You'll read about our holistic system strengthening approach to providing WASH to all on **page 16-17**



**Sanitation:** We support governments and local authorities to work towards open defecation free communities, which you will read about on **page 22-23**

**Hygiene:** We use education and campaigns to influence hygiene behaviour and create lasting change that saves lives. You'll read about our strategy to do this on **page 24**



**Gender Justice:** Across our work, we're focused on leveraging WASH programs to empower women and girls and achieve gender equality. Read about our Gender Justice work on **page 18-21**





## Our Achievements this year



### Raising Voices on Menstrual Health

Menstrual health management (MHM) has been a large challenge for women and girls living in the Pacific. Beyond lack of infrastructure and accesses to menstrual hygiene management, there was no coordinating group across the Pacific to work together to address this situation. That's why WaterAid is proud to be working with women's groups, gender equality activists and social enterprises to together establish the Pacific Menstrual Health Network, to support women across the Pacific with menstrual hygiene health and management. The formation of the Network is being led by local civil society, social enterprise and small business in Papua New Guinea, Solomon Islands, Fiji, Vanuatu and Samoa, supported by WaterAid. The impact of the Network will see previously separate organisations bring together their skills and resources to create a cohesive effort to better MHM for women and girls in the Pacific.



### Open Defecation Free in Manufahi

2019-2020 saw an incredible milestone celebrated in Timor-Leste in working towards its sanitation goals. In October 2019, Manufahi celebrated becoming the fifth municipality in Timor-Leste to receive Open Defecation Free (ODF) status, signalling a large step forward in the country's efforts to eradicate the practice of open defecation and achieve universal access to sanitation. The ODF program was launched in Manufahi in 2018, led by the municipal government with support from WaterAid. Read more about this on page 19.

New toilets means Manufahi is ODF



### Who Gives A Crap about WaterAid?

Once again, our amazing partners at Who Gives A Crap (WGAC) continued their growth and made their biggest donation to WaterAid to date, generously supporting our work building toilets for those in need. You can read more about our successful long-term partnership with WGAC on page 32.



## Looking towards 2023

Last World Toilet Day, WaterAid Cambodia celebrated with the launch of the Cambodia Rural Sanitation Development Impact Bond, which will support 1,600 villages in five provinces to become open defecation free by 2023!

## Advocating for Change

Advocating for clean water, sanitation and good hygiene requires active support from government at all levels, and WaterAid celebrated a big achievement in November when we met with the President of Timor-Leste Francisco Guterres, Lu-Olo to address water, sanitation and hygiene (WASH) issues in Timor-Leste. Delegates from WaterAid Australia, UK, Cambodia, Myanmar, Papua New Guinea, and Timor-Leste met with the President to address WASH issues in Timor-Leste, and to advocate for the acceleration of SDG 6: ensuring the availability and sustainable management of water and sanitation for all by 2030. Our teams also listened to the President about his vision for Timor-Leste. By presenting WASH issues at the highest level, we can ensure solutions to bring WASH to all are on the government's agenda.

## Gathering Essential Data

In Papua New Guinea we worked with The Wewak District Development Authority to develop a five-year plan outlining the WASH development priorities for the five rural and one urban Local Level Governments in the District, to improve WASH services for the people of Wewak, and drive improved health and economic outcomes. The work is a huge step towards supporting communities to become open-defecation-free, which would make Wewak the first ODF District in Papua New Guinea. You can read more about this on page 20.





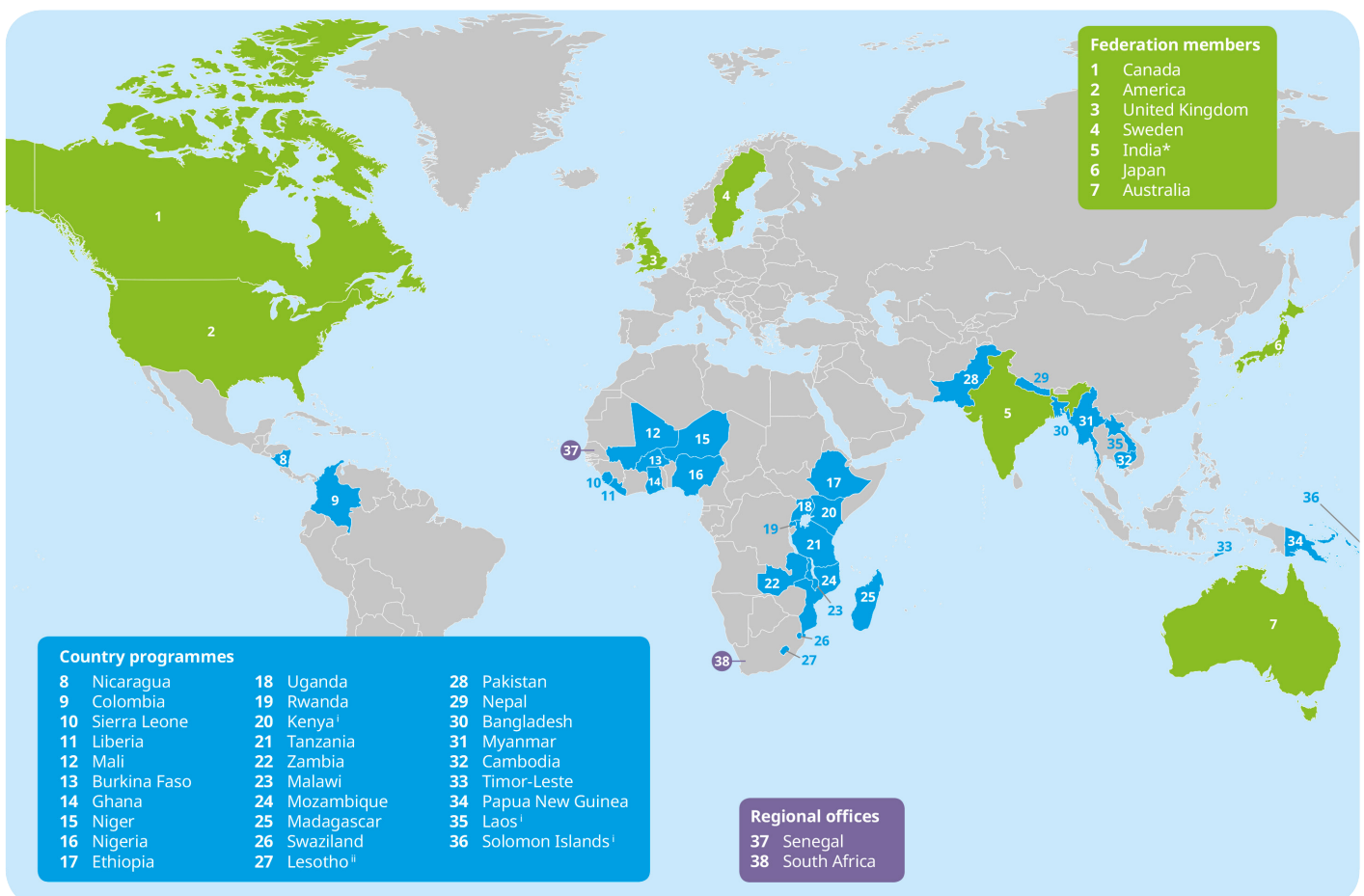
# Our Global Impact

**We worked with governments to change 14 national policies, strategies or standards.**

**We improved water service management in 25 urban public utilities.**

**We strengthened management capacity to deliver clean water, decent toilets and good hygiene in 84 rural districts.**

The water, sanitation and hygiene crisis is a global problem, so it's important that we tackle these issues at a global scale. WaterAid's impact extends far beyond Australia and the Asia-Pacific region; we are an international organisation with a presence in 34 countries. All of our federation members, country programs and regional offices are united in their commitment to the Sustainable Development Goals, the United Nations' development agenda for building a better world by 2030. Of the 17 goals, we are particularly invested in Goal 6, which aims to ensure the availability and sustainable management of water and sanitation for everyone. One of the benefits of being a global organisation is the way in which we are able to collaborate with one another to maximise our collective impact towards these goals. On this double page, we celebrate some of our global achievements from our last global reporting period (the 2019-20 financial year) as we get closer to a world where everyone, everywhere has access to the basic human rights they deserve.





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  
2019 - 31 March  
2020, WaterAid  
reached:**

Children outside a new toilet in  
Samroagn Communie, Phnom  
Kravanh District, Cambodia.

**402,000 households  
reached with clean  
water and hygiene  
which equates  
to 1,910,000  
household  
members**

**465,000 school  
students reached  
globally with  
hygiene**



**1,309,000 people  
reached with good  
hygiene through  
healthcare centres**

**1,315,000 people  
reached with  
a decent toilet  
through healthcare  
centres**

**182,000 school  
students reach  
globally with clean  
water and 212,000  
students reached  
globally with a  
decent toilet**

**1,012,000 people  
reached with clean  
water through  
healthcare centres**





## Our COVID-19 Response

**WaterAid teams globally are working urgently to promote handwashing and hygiene around the world. Preventing the spread of COVID-19 requires strong and urgent action to protect the most vulnerable.**

As a global organisation with teams on the ground in over 30 countries, we were able to quickly and urgently respond to the COVID-19 pandemic. Before 31 March in Cambodia, Papua New Guinea and Timor-Leste we undertook mass COVID-19 awareness and preparedness campaigns to ensure urban and remote communities were informed about the virus and prepared to respond to it.

At the end of our financial year, COVID-19 had spread mostly in high-income nations with relatively strong health systems. However, we knew the impact would be much greater if it continued to spread to countries with weaker health systems.

We prepared our teams around the world to urgently scale up work to install handwashing facilities in areas where people needed them most, and to launch public awareness campaigns making sure that everyone knows how important it is to wash their hands with soap, when to do it and how to do it right.



**One in six healthcare facilities worldwide have no handwashing facilities at all.**

WaterAid Cambodia visiting rural communities with COVID-19 information







WaterAid/ Phat Phom



#### In **Cambodia**, we:

- Coordinated with the Provincial Health Authority.
- Started community outreach shortly after news of the virus began
- Community outreach involved our teams travelling in hard to reach places to ensure even the most remote communities were informed on what the virus was and how washing hands with soap and water is the first line of defence against the pandemic.
- Our team also used loud speakers (above photo) to drive through villages and share COVID-19 awareness and preparedness messages.

A key element WaterAid considered was that COVID-19 could disproportionately affected marginalised people in the population.





In **Papua New Guinea** we:

- Leveraged our longstanding partnerships with the East Sepik Council of Women and the Disabled People's Organisation to undertake a rapid analysis for women and people with disabilities in the COVID-19 context.
- Based on this analysis, key messages were developed in the context of COVID-19 around gender-based violence, minimising stigma against marginalised groups and increased workload on women.
- Held demonstrations (above photo) on correct COVID-19 hygiene behaviours, such as greeting with elbows rather than shaking hands.
- These messages were then field tested in East Sepik by two teams, and government health authorities included practical workshops on how to reach and include people with disabilities and be gender empowering in our COVID-19 response.





#### In **Timor-Leste** we:

- Focused our response on adapting existing campaigns that were endorsed by the municipal government and used by local partners and municipal governments to include COVID-19 awareness and preparedness messages.
- These campaigns were adapted with active input and review from the Department of Environmental Health to respond to COVID-19.
- We translated these into local languages and readjusted to suit specific target groups including people with vision impairment, who received a version in braille.
- We also supported the participation of our local partners and civil society organisations including, Disabled People's Organisations, Water User Groups, and other rights-based organisations to be included in various COVID-19 response mechanisms at the municipal level.

Together, our teams of expertise acted quickly to ensure our country programs were prepared for the potential spread of COVID-19 in their countries. Throughout March, our teams also planned for the coming months of awareness and preparedness, with upcoming plans in our country programs including:

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





## Our Work in Healthcare Facilities

### Supporting Safer Births in Myanmar

Achieving water, sanitation and hygiene (WASH) for everyone everywhere requires an increased focus in public settings, including in healthcare facilities.

This year we continued our five-year program with the Australian Government, funded by DFAT's Water for Women program and WaterAid UK, to support safer births in Myanmar. The goal is to improve the quality and safety of healthcare that mothers and babies receive at the time of birth. The project focuses on improving WASH alongside infection prevention and control in five hospitals in the Ayeyarwady region of Myanmar.

**Our work is targeted to make the birth process safer for women and babies, a critical piece of work for Myanmar, where the maternal and neonatal mortality rates are high, and many deaths are preventable.**

One of the focuses this year has been to ensure that hospital cleaners receive practical training in hygiene and cleaning in healthcare settings.

Our partners, the Soapbox Collaborative, developed a training package and worked with WaterAid to

contextualise and deliver the training to hospital staff and their supervisors.

The program is designed to be delivered in a practical way, using locally sourced cleaning products for safe hospital cleaning. Cleaning staff learnt about hand hygiene, how to use protective equipment, how to manage waste and how to do housekeeping and environmental cleaning. The training took into consideration limited literacy skills, by focusing on practical exercises.

An expanded version of the training was also delivered to nurses, meaning they are equipped to train cleaners, ensuring there is sustainable transfer of knowledge and practical skills and supportive supervision within the hospital setting.

The first round of monitoring has been completed and hospitals are already making their initial

improvements to work towards safer births for all women and their newborns.

**Partners:** Soapbox, Jhpiego  
**Funding:** AUD \$6,020,921  
**List of Funders:** DFAT's Water for Women fund, WaterAid UK  
**Project location:** Ayeyarwady



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



Handwashing practical exercises with cleaners, supervised by trained nurse at Pantanaw Township Hospital

# Understanding hand hygiene to keep births safe for mothers and newborns in Cambodia



Infections in mothers and newborns is still a leading cause of death during childbirth. To stop this, we are working to understand the most effective ways improve hygiene during this critical part of life.

This year WaterAid continued our research with the London School of Hygiene and Tropical Medicine and National Institute of Public Health Cambodia, focusing on hand hygiene during childbirth and the first few days of the life of a newborn.

This year the research project, “Changing Hygiene Around Maternal Priorities,” extended to include two hospitals alongside the six healthcare centres engaged in the research the previous year and was supported by the Australian Government’s Water for Women Fund.

**We investigated some of the reasons and beliefs about hand hygiene and delved further into reasoning and decisions about clean hands.**

In a week-long workshop with behaviour change experts 17 Triggers, the London School of Hygiene and Tropical Medicine, the National Institute of

Nurse Chou Boeun and mother Sam Saony, 35, with her baby girl Seymach at Boeung Kontout Health Centre, Krokor District, Pursat Province, Cambodia

**This year, phase one of the research was completed, which helped us understand hand hygiene practices of midwives, mothers and families during labour, delivery and the first two days of a newborn’s life.**

Public Health, midwives and Ministry of Health staff, a creative process guided the design of interventions to improve hand hygiene. The outcome being that interventions will focus on different aspects of emotional, cognitive and physical motivators of behaviour.

With the onset of COVID-19 and lockdowns, we have worked to adjust the intervention to involve online processes to minimise the movement of people and protect health facilities from unnecessary visits.





## System Strengthening

### A Sustainable Approach to Water, Sanitation and Hygiene

**In Cambodia, our water, sanitation and hygiene (WASH) campaigns in Kampong Chhnang province have contributed to over 44,500 people accessing household sanitation.**

WaterAid's Sustainable Wash (SusWASH) Program in Cambodia, funded by the H&M Foundation, works to promote sustainable WASH services at scale. Sustainability is key for WaterAid, where everything we do works towards long-term, universal access to WASH.

The SusWASH program works to strengthen the systems and processes which are needed for sustainable WASH services in Kampong Chhnang province, as well as ensuring services are designed and delivered for the poorest and most marginalised.

WaterAid knows infrastructure alone is not the key to universal access to WASH; education, collaboration and a shift in behaviour is needed. Significant change has been brought about by forming WASH committees in each district where we work. These committees bring relevant government departments and leaders together to develop district-wide plans and build the skills and knowledge of WASH and non-WASH actors in their districts.

Through our partnership with the district WASH committees, we have implemented an innovative behaviour change campaign. Wanting to reach as many people as possible through trusted



WaterAid/Sokmeng You

Samoeu, 51, collecting water from a well in Angdaung Preng Village, Krang Leav Commune, Rolea B'eir District, Kampong Chhnang Province, Cambodia.





We used key stakeholders in the districts such as monks and religious leaders to teach the community about WASH.

sources, we used key stakeholders in the districts such as monks and religious leaders to teach the community about WASH, and share messages about handwashing with soap and the importance of using a toilet.

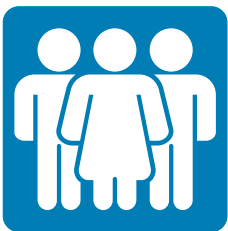
We also integrated competitions and leadership development into the behaviour change campaign. Elected local leaders were trained in skills such as problem solving, public speaking and planning. They used their new skills to promote WASH behaviour change and competed to see who could encourage the most households to construct new toilets. **These competitions inspired over 4,800 households to build new toilets.**

Taking an approach of '**nothing about me without me,**' we developed a participatory storytelling program to engage, train and empower representatives from marginalised groups to facilitate their communities to discuss, document and share their current WASH situation, barriers and their aspirations for future improved WASH.

Representatives from groups included the elderly, people with chronic illness, LGBTIQ people and people who live in flooding or drought areas.

Another focus of the SusWASH program is gender equality. Women's participation in the WASH sector in Cambodia is still limited compared to men, especially in positions with decision-making power. To address these issues, WaterAid conducted gender dialogue discussions among men and women in the district WASH committees and collaborated with local NGO, Centre for Sustainable Water, to develop a leadership training curriculum for female government staff at district and provincial level.

Ensuring WASH services are sustainable and reach everyone requires a long-term approach. By bringing leaders, community and investors to work together we are contributing to sustainable and inclusive services in the Kampong Chhnang province.



## Gender Justice

### How is WaterAid lifting women's household work burden through community water, sanitation and hygiene?



Maria, 40, with husband Joao, 45, Josefina, 12 and Dofi, 3. Tetekar village, Manufahi district, Timor Leste.

An integral part of WaterAid's work is to ensure all water, sanitation and hygiene (WASH) programs implemented include gender equality, inclusivity and gender diversity.

We know that often women do substantially more unpaid WASH related work at home and in their communities, than men do. As part of our Gender Justice approach, WaterAid strives to improve WASH access to bring benefits for women and girls, such as reduced time carrying water, so girls can attend school and women can engage in meaningful work with increased benefits to their family and community.

In Timor-Leste, funded by DFAT's Water for Women program, we are using community WASH projects as an opportunity to motivate households towards redistribution of women's domestic work burden, and to support women into community-level leadership and technical roles.

There were three key steps we took to develop this approach. This included undertaking participatory research to learn about gender norms related to household WASH work, developing a facilitation guide to tackle gender norms and designing dialogue approaches to facilitate dialogue between women and men.

In 2019, in partnership with the Institute for Sustainable Futures and University of Technology Sydney, we aimed to find out what had changed for communities in support of greater gender equality as a result of implementing our transformative approaches.







“We did a lot of things such as spend a lot of time to collect water from a far spring. This created problems like physical fighting among us at home.”

– A woman from Manuquibia Community



Cornelio, 42, Ediminson Zito, 6, Eliza Fatima, 30, and Nelsia Marica, 5 months in the village of Tatekar, Manufahi District, Timor-Leste.

The study engaged 172 people across nine communities with an explicit focus on reflection, learning and action research. Communities reported that the facilitated discussions led to positive changes such as:

1. Men and women being more willing to share household tasks and working better together.
2. Women having more status and being more involved in household-level decision making.
3. Men doing more water collection and household hygiene

In partnership with CARE Timor-Leste, we are drawing on the study findings to strengthen monitoring systems, improve facilitators' skills (above photo of workshop) and support government and non-government rural WASH actors to also address women's unfair work.





Girls in Timor-Leste taking part in education sessions to improve awareness of sexual and reproductive health and rights.



## Keeping girls in school through improved reproductive and menstrual health

**Menstrual health is a critical entry point for engaging adolescents in family planning service delivery.**

The effects of a lack of clean water and decent toilets are felt most by women and girls. Many girls spend hours each day collecting water, which can leave them with little time to go to school. Those that do go may miss school or drop out entirely when they start to menstruate, simply because there isn't anywhere to keep clean.

WaterAid and Marie Stopes International Australia (MSI) are working on an integrated health and water, sanitation and hygiene (WASH) project that aims to contribute towards increased school retention in girls through reducing unintended pregnancies and improving menstrual health, while strengthening women-led business for the manufacture of accessible hygiene products in Timor-Leste and Papua New Guinea (PNG).

"I knew that I would have a period every month, but I didn't know that it meant that you could get pregnant."

17-year-old mother from Liquisa, Timor-Leste.

Together with MSI, we have continued to pilot new resources and implementation strategies, and conducted research to develop cross-sectoral, evidence-based approaches to improving access to girl-friendly WASH facilities, menstrual products, education and reproductive health services.

**To date, we have reached 40,044 girls, boys, and adults with improved awareness of sexual and reproductive health and rights, and menstrual health practices, 8,239 women and girls are now using their choice of contraception and 1,710 students are accessing menstrual health friendly WASH facilities at school.**

This reach also extends to supporting local small businesses, where over 1,400 locally produced, reusable menstrual health materials have been sold.

In Timor-Leste the focus has been on supporting children and young people to learn about menstrual health and have better access to WASH in schools. Our team has created innovative ways to engage young people, such as phone hotlines to answer questions and youth corners set up in rural areas.

In Papua New Guinea, the team supported the government to develop curriculum for school students to learn about menstrual hygiene in education. The curriculum follows best practice guidelines regarding inclusive language and age-appropriateness. The project also supported teachers through training on the materials and continuous support.

One teacher in PNG said: **"It gave us a lot of confidence. I see a lot of teachers that aren't confident to share this type of information, but after this workshop everyone was open and felt free to discuss it. I can see big changes in the children, the way they think, the way they tend to respect each other. When a girl is having a period, it is normal. Unlike my previous experience of teaching, respect has come."**

"Before it was difficult to change our pads in the old toilets, so we used to go to the toilets by the sea because it is more private."

15-year-old student in Central Province, Papua New Guinea.

New MHM friendly toilets at a school in PNG.



WaterAid Papua New Guinea





# Sanitation Solutions in Timor-Leste and Papua New Guinea

**We are focused on making clean water, decent toilets and good hygiene normal for everyone, everywhere.**

Clean water and good hygiene are often the areas of WaterAid's work people refer to, but what does sanitation and a decent toilet mean and how does it help? A key part of sanitation is access to a decent toilet, which means the toilet is not shared with other households and hygienically separates excreta from human contact.

However, ensuring decent toilets for people is only one step towards good sanitation. There are often culturally ingrained aspects of societies which means building facilities is not enough, education and behaviour change is needed.

The following are two examples of WaterAid's mission to transform the lives of the poorest and most marginalised people by improving access to sanitation.

## Timor-Leste

In October 2019, Manufahi celebrated becoming the fifth municipality in Timor-Leste to receive Open Defecation Free (ODF) status, signalling a large step forward in the country's efforts to eradicate the practice of open defecation and achieve universal access to sanitation.

**Funded by Australian Aid, supported by the Ministry of Health and implemented by WaterAid local partners Luta ba Futuru and its sub-partners, Konsellu Juventude and municipal government, the declaration means that almost 64,000 people across 29 villages and 136 sub-villages in Manufahi now have access to toilets.**

The ODF program was launched in Manufahi in 2018, led by the municipal government with support from WaterAid, and funded by the Australian government through the Water for

Women grant. WaterAid has been supporting the country's Ministry of Health since 2010 to implement a community-led total sanitation program, which encourages local ownership and leadership of hygiene initiatives.

Through the Water for Women project, WaterAid is already getting started on the next step of supporting the local governments in both Manufahi and Liquiçá municipalities to go beyond 'ODF status' and work towards 'Hygienic Village Status', whereby all households and institutions will have improved toilets and handwashing facilities.



7-year-old Daniel at one of the new toilets in the village of Grotu in Manufahi District, Timor-Leste.

Locals celebrate the incredible milestone as Manufahi is given Open Defecation Free status. The declaration means that about 63,999 people across 29 villages and 136 sub-villages in Manufahi have now access to toilets.



WaterAid Timor-Leste

## Papua New Guinea

**In Papua New Guinea, three out of five people lack access to a basic water supply, and a staggering four out of five people lack access to a basic hygienic toilet.**

Funded by DFAT's Water for Women, we worked with The Wewak District Development Authority to develop a five-year plan outlining the WASH development priorities for the five rural and one urban Local Level Governments in the District, to improve WASH services for the people of Wewak, and drive improved health and economic outcomes. The work will support communities to become open-defecation-free (ODF), which would make Wewak the first ODF District in Papua New Guinea.

Inadequate access to WASH also disproportionately affects women and girls. In addition to meeting

women's needs around menstrual and sexual and reproductive health, WASH is also essential for women's social and economic development and contributing to gender equality.

To create the plan, we led a detailed baseline assessment of WASH conditions throughout the District, a study on gender equality and social inclusion and several workshops to review data and develop plans.

The five-year plan provides the district with a roadmap for investing in WASH from all levels of government, NGOs, politicians and communities. The Wewak District Development are committed to accelerating WASH improvement for the health and wellbeing for both the rural and urban people of Wewak.



WaterAid/ Tom Greenwood

WaterAid's PNG team (left) conducting the baseline assessment throughout the District.





# Improving Hygiene Behaviours in Cambodia

**The hygiene work WaterAid has been doing for decades is as crucially important as ever.**

Towards the end of WaterAid's financial year, we saw the COVID-19 pandemic sweep across the globe. Handwashing is one of the simplest and most effective disease prevention methods available and helps slow the spread of COVID-19.

That is why WaterAid, as part of our Sustainable Wash Program in Cambodia, funded by the H&M Foundation, took on the role of training local council members in Cambodia, through the Training of Trainers course, to help educate the councillors on good hygiene awareness and enable them to take this knowledge back to their districts.

Phai Chamroeun was one of the council members who took part in the program. In Cambodia, only three out of five people have access to handwashing facilities with both soap and water, and less than 30% of the population has access to any type of handwashing facilities.

One of the biggest issues in Phai's district, as well as many others around Cambodia, is the lack of information and education on handwashing, and limited funding available to educate people about the importance of hygiene practices.

**“When I joined the WaterAid project, I was not capable in public speaking, but after that I have realised that the project has helped me, which makes me brave and knowledgeable regarding clean water use, sanitation, handwashing, and sanitary toilets. This enables me to apply and disseminate my knowledge and expertise to the community.”**



Phai Chamroeun is a mother of three and grandmother of four, and sits on the Water, Sanitation and Hygiene (WASH) committee for her district.

Phai works with WaterAid Cambodia on WASH activities and has been an active leader in WaterAid projects, which train local leaders and Buddhist monks about the importance of washing hands with soap, drinking clean water and using decent toilets, and helping them share these messages in their communities.

WaterAid has helped leaders to build their leadership skills, engage women and people with disabilities about what extra support they need and link communities with local suppliers and utilities to improve latrine and water access.



# Clean water...how do we get it?



Thida (right and studying in class left) is in her fourth year studying to become a water engineer in Cambodia.



## Can you imagine life without clean water to drink? For millions of people, it's a daily reality.

Ensuring clean water for everyone, everywhere is a complex task that extends far beyond ensuring a supply of running, clean water. WaterAid takes a holistic approach to all we do, and this is no different in our mission to bring clean water to everyone.

In many countries taps, wells and pipes delivering clean water simply don't exist. Even when they do, water supply services are often not affordable or accessible, or aren't designed to last. On top of this, the skills needed to maintain water services are often lacking or non-existent in many of the countries WaterAid operates in.

Sustainable Development Goal 6 calls for the availability and sustainable management of water and sanitation for all by 2030. Even with planned solutions, **Cambodia is severely lacking in professionals working in the WASH sector, falling more than 11,000 below the total number of professionals needed to achieve the 2030 goal.**

In partnership with WaterAid Sweden and supported with funding from H&M, we have been working towards a solution. Our solution uses

WaterAid's system strengthening approach and equality and inclusion values to support women in Cambodia to become engineers in the water sector.

Our system strengthening approach is about identifying and eliminating all the gaps in the process, so that a community's water, toilet and hygiene services are sustainable and will continue providing health benefits for generations to come.

In Cambodia, the gap WaterAid identified was not only a lack of trained professionals in the sector, but a lack of women. To fill this gap, we are helping women in Cambodia to become engineers in the water sector.

Thida, 22, is one of the students successfully completing her university degree at the Institution of Technology of Cambodia. Growing up in a rural community in Cambodia that lacked clean water, Thida is motivated to ensure other children do not grow up as she did. Thida has been studying engineering since 2016, and will soon graduate as a Water and Environmental Engineer.

Through programs like this, WaterAid is building Cambodia's next generation of WASH leaders and a workforce of qualified, motivated and inspired leaders and technical personnel to deliver and sustain universal access to water.



# Papua New Guinea

Deslyn, 5 and Sharon, 5 drink clean water near a water tank, East Sepik province, Papua New Guinea



## Local partners

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

## Expenditure:

\$1,694,807 AUD

## Locations of

**projects:** Port Moresby, Central Province, East Sepik Province



**Taking a holistic approach to our work in Papua New Guinea this year, our focus centred on implementing a district wide approach to water, sanitation and hygiene, ensuring we reach as many people as possible, with no one left behind.**

As an NGO representative on the National WASH Taskforce, WaterAid worked closely with the Department of Planning (WASH PMU) and other development partners to support the implementation of the National WASH policy. Through this:

- We successfully launched the five-year Wewak District WASH Plan, which aligns with the District and Provincial Development Plans and the National WASH Policy. Located in the East Sepik Province of Papua New Guinea, the District is a largely rural and remote part of the country. In Papua New Guinea, well over half the population lacks access to a basic water supply and a basic hygienic toilet. In the rural communities of Wewak District, only two out of five of the communities have access to safe water. The District had experienced unsatisfactory WASH in part due to the lack of quality data available, and the launch of the five-year plan is the result of a detailed baseline assessment of WASH conditions throughout the District, a study on gender equality and social inclusion, and several workshops to review data and develop plans.
- We were able to use our district wide approach to leverage government finance for the District WASH Plan and continue to influence national government level allocations to WASH and lead sector discussion on WASH monitoring to improving the quality and consistency of development partners and the WASH PMU.

As we continue to advocate for better policies and gender justice, this year also saw the launch of the Pacific Menstrual Health Network. A project to start up a Menstrual Health Network in the Pacific started in June 2019. The two-year project will see WaterAid supporting women's groups, gender equality activists and social enterprise in Fiji, Papua New Guinea, Samoa, Solomon Islands and Vanuatu to establish and lead the Pacific Menstrual Health Network.

The Network provides a platform to create and share best practices, advocate and unite with shared priorities, and working towards a Network Road Map which sets out a plan for progressing menstrual health and develop a series of country case studies to document how change happens and best practice tools and approaches.



# Cambodia

**Our system strengthening and equality and inclusion work shone through this year in Cambodia, with a strong focus on ensuring marginalised groups are championing inclusive WASH.**

Through our equality and inclusion focus, The Ministry of Rural Development (MRD) endorsed a new guidance principle addressing inequality towards water, sanitation and hygiene for all, ensuring the needs of marginalised groups are included in the planning. This also includes overseeing and ensuring that inclusive WASH infrastructure is practised by the Provincial Government and private sector, so that all WASH facilities are accessible to all.

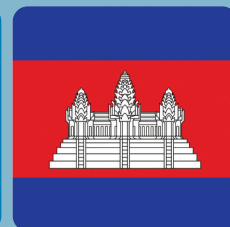
## **Further work completed in inclusive WASH includes:**

- Our partner Building and Wood Workers Trade Union Federation of Cambodia actively participated in government Occupational Health and Safety committee advocating for WASH services.
- Our partner Cambodian Disabled People's Organisation established inclusive WASH committee, with involvement from Phnom Penh municipality to improve accessibility of public toilets in the city.

## **A core focus of WaterAid is system strengthening for universal WASH access and has been a strong theme throughout all our work. Our achievements this year include:**

- Through our work on the Commune and District Investment Plan, commune and district authorities this year allocated more budget for WASH in their plan than last year, prioritising strategies to support marginalised.
- The Svay Chouch commune has committed to achieve Open Defecation Free status in 2020, and has made clear plans, roles and responsibilities for each person in the commune.
- We've been delighted to see the MRD's national Management Information Systems (MIS), a new system used for management, analysis, visualisation and use of data about the progress towards the National Action Plan and Provincial Action Plans for Rural WASH. Government involvement in action plans are crucial to success, so we are thrilled at this outcome.
- MRD actively provided technical support and capacity building to sub-national MIS working groups, and created 'MIS Champions,' by promoting peer-to-peer learning and competitions, which inspired each province to improve their management information system.

It is through this collaborative system strengthening approach that we are able to extend our reach well beyond helping one person gain access to water, and work at a level where we can reach thousands with life changing WASH.



WaterAid/ Tom Greenwood

Roem Rath, 11, with clean water from a WaterAid tap, Prek Bei, Samroang Commune, Phnom Kravanh District, Pursat Province, Cambodia.

**Expenditure:** \$2,278,932 AUD

**List of funders:**

- Australian Government (ANCP, The Water for Women Fund - Research)
- H&M Foundation
- Swedish International Development Cooperation Agency - SIDA
- Swedish Postcode Lottery
- DFAT CHAMP
- UNICEF - Accelerating Sanitation and Water for All
- VF Corporation
- WaterAid UK - Innovation Funds

**Locations of projects:**

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

**Partners:**

- Ministry of Rural Development
- Ministry of Health
- WaterSHED
- Rainwater Cambodia
- Epic Arts
- Building and Wood Workers Trade Union Federation of Cambodia
- World Wide Fund for Nature (WWF)
- London School of Hygiene and Tropical Medicine
- WASH Skills Development Organisation
- Centre for Sustainable Water
- Cambodian Water Supply Association (CWA)
- Sovann Phoum
- Cambodian Disabled People's Organisation (CDPO)
- Sevea Consulting
- Teuk Saat 1001
- Youth Group
- National Institute of Public Health
- Gender and Development for Cambodia (GADC)
- University of Health Science (UHS)
- Green Lady



# Timor-Leste

Philomena, 18, and her daughter Selvia,<sup>1</sup> at their family's new water tap.



**Integration was a key focus this year in our work in Timor-Leste as we worked to have water, sanitation and hygiene (WASH) integrated in government-led education programmes and government nutrition**  
Our achievements this year include:

- With integration as a focus, we were delighted to generate strong engagement with the Nutrition and Food Inter-ministry working group to push for a WASH and nutrition agenda in Timor-Leste. On the school front, WaterAid also engaged in the national Hatutan project to share experience from WASH implementation in schools.
- We have developed a low-cost sanitation design for schools – this has been shared with national government to be considered for addition to standard designs. Hygiene has also been increasingly included in the schools feeding program, which is a fantastic result.
- Another important piece of work we focused on in Timor-Leste was to ensure women's organisations, disabled people's organisations (DPOs) and LGBTQI groups had increased



participation and decision-making power in WASH policy process.

- As a result of our focus on this, local women's groups, DPOs and others human right organisations are now actively participating in WASH sector coordination platforms and the local women's organisations have been supported to engage with the Secretary of State for Equality and Inclusion and female Parliamentarians.
- Continuing our gender justice path, we shared our gender dialogue manual to ensure the relevant government departments and WASH service providers adopt the manual to shift women's roles in WASH delivery and decision-making.
- We also supported local civil society networks to undertake analysis of budget that is allocated to WASH and helped increase campaigning from civil society on WASH issues. As a result, the proposed 2020 national budget contains an increase for WASH funding, and we secured a public statement

from the Municipal administrators committing to take WaterAid's piloted hygienic initiative forward. The government has committed to develop guidelines for achievement of a 'hygienic' status.

**Expenditure:** \$2,333,976 AUD

#### List of funders

- Department of Foreign Affairs and Trade (Water for Women, ANCP, ANCP GAP)
- Partnership for Human Development
- Swedish International Development Cooperation Agency (SIDA)
- Latter Day Saints Charities Australia
- WaterAid UK
- Corporate, foundation and supporter contributions
- The U.S. Department of Agriculture
- CARE International

#### Locations of projects

- Dili, Liquiçá, Manufahi

#### Local partners

- |  |   |
|--|---|
| • CARE International   | • FHTL (Fundasaun Hafoun Timor Lorosae - local NGO)   |
| • Marie Stopes International                                     | • Asosiasaun HAK (national human right organisation)  |
| • Engineers Without Borders                                      | • PN-BESITL (Plataforma Nasional Bee Sanementu no Ijinene Timor-Leste - national WASH civil society network)                    |
| • Women in Engineering   | • FAS (Feto Asaun ba Sustentabilidade - local women group)  |
| • RHTO (Ra'es Hadomi Timor Oan - Disability People Organisation) | • LBM (Luta ba Mudansa - local youth group/NGO)   |
| • Local implementing NGOs  | • CBM   |
| • GFFTL (Grupu Feto Foinsae Timor-Leste - national women group)  | • University of Technology Sydney Institute for Sustainable Futures (ISF)   |
| • FE (Feto Enginheira - engineering women group)                 | • AGMFs (Asosiasaun GMFs - Municipality Association of Water User Groups)   |
| • FLBF (Fundasaun Luta ba Futuru - local NGO)                    | • Government of the Democratic Republic of Timor-Leste and local government departments in Liquiçá and Manufahi (JSM and VERMO) |





## Our Supporters

**We have some incredible major donors in our WaterAid community with inspiring stories.**

David and Fiona\* started supporting WaterAid back in 2009. In ten years, they have donated over \$100,000 AUD to our organisation and have become strong advocates of our work.

Knowing the three things essential to human life are air, water and food, David and Fiona chose to focus on water, telling us “Water not only sustains life, it also prevents illnesses. We’re aware of the need for water for drinking as well as for hygiene – it becomes obvious when we read reports of problems in poor countries showing that, if their population had access to clean water, there would be fewer deaths from many diseases, mothers would be able to give birth in clean, healthy surroundings and so give their children the best start in life.”

**In 2019, David and Fiona joined WaterAid on a visit to our country program in Cambodia, to have a first-hand experience of what we do in the field and how their support for the last ten years has changed lives.**

Gender equality has become a key area of WaterAid’s work, and this is just one of the reasons that drives David and Fiona’s ongoing support.

“We have always supported gender equality in relation to finances through other foundations and from that experience, we learnt when women gain financial independence, the first things after food they spend their money on is the education and health of their children”, they said.



Heng, 10, collects dirty water for her family. Paklae Village, Cambodia.

WaterAid / Remissa Mak

**“They are the ones who will be the main caregivers for the family, they are the ones who have to fetch and carry the water. The girls are the ones who miss out on school when they have their period and there are no toilets. It is therefore essential that they know about sanitation and hygiene,” said David and Fiona.**

Like many of our supporters David and Fiona are also water conscious consumers.

“We have always been conscious of treating water as a precious commodity and not something to be taken for granted. ”

There has been downward pressure on support for international development in recent years with increasing pressures locally for more funding. We asked David and Fiona what they thought about this, given their continued support of WaterAid.

“We need to support our own to allow us to be able to support the wider global community. However, those of us who can support both, have a responsibility to do so. In fact, we are quite ashamed that Australia, as one of the richest countries in the world, has been decreasing its foreign aid budget.”

WaterAid wishes to thank our incredible major donors, whose support and generosity makes our life changing work possible.

*\*Not real names, pseudonym used for anonymity.*

# Our Fundraising - The Water Challenge



## Drink only water for one month... could you do it? Over 4,500 Australian's answered yes!

Now in its fifth year, the 2020 Water Challenge proved to be the biggest yet!

Over 4,500 Australians (and even some international participants) signed up to cut the caffeine and lose the booze for the month of March - all to fundraise for WaterAid.

Water Challenge participants faced an even tougher task this year, with COVID-19 forcing lockdowns during March. But staying committed to the cause and continuing their incredible fundraising efforts, our amazing Water Challengers raised over \$158,000 to support WaterAid's work.

Not only did we raise funds, 95% of participants said they found the Water Challenge personally rewarding.

Participants like Rachelle (pictured bottom right) who raised over \$400 were motivated to take part after realising how important water is here in Australia. Rachel told WaterAid:

"Water is probably the most valuable commodity on the planet; every living thing requires it and I honestly could not imagine what it would be like, to not have access to clean water."

Another participant Jess (pictured top right) told us the best thing about the Challenge was that she was able to raise funds for vulnerable people globally.

More than 80 teams took part in the Water Challenge in 2020, including workplaces, schools and friendship groups.

Rebecca and her partner decided to take part as a team and raised over \$1,000! Rebecca told us that she took part because:

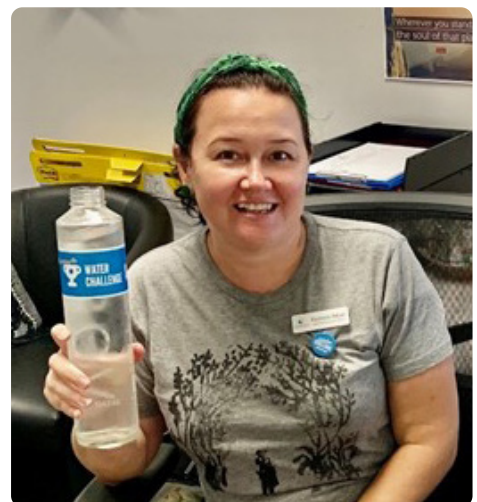
"With the spread of COVID-19 it's more important than ever that people can access clean water. Not only that, how good would it be if people could drink, wash and cook with the water!"

We also had fantastic support from sponsors who provided us with prize incentives during the Challenge, including Soda King, Pana Chocolate, Eco Shop Co, Bulk Nutrients, Supercharged Food, Aveda, Who Gives a Crap, Canvast, Outland Denim and the Big Bottle Co. SA Water and Unity Water generously donated water bottles to help our participants stay hydrated throughout March.

With 84% of this year's participants saying that they would take part again, we are looking forward to an even bigger Water Challenge in 2021.



"I got to help raise money for those who are less fortunate. I love raising money with the water aid team as I feel like I'm part of something much greater than myself."



"Water is probably the most valuable commodity on the planet; every living thing requires it and I honestly could not imagine what it would be like, to not have access to clean water."





## Our Supporters

WaterAid was founded by the Australian water sector and our partnerships remain critical to our mission's success. This year we have continued to deepen our engagement with partners ensuring mutual benefits and goals are realised.

Through our partnership with the SMEC Foundation we implemented a project in Papua New Guinea, where we installed inclusive toilet facilities in a school in Tubuserea.

**Arup held a fantastic hackathon event at their offices in October 2019. The company pulled together teams to tackle some of the biggest challenges in water, sanitation and hygiene that we had been experiencing in Timor-Leste. WaterAid Board Member Kevin Young was on hand to help judge the event.**

Through Melbourne Water we were the official charity partner of the Inflatable Regatta. The event consisted of a few hundred people floating down the Maribyrnong River to promote the Melbourne water ways. Funds were raised for WaterAid during the event.

We have also started a collaboration with the REECE Foundation to improve access to safe drinking water, improved sanitation and better hygiene practices in remote communities in Liquiça and Manufahi districts, Timor-Leste.

As we look towards the future, we are striving to develop more partnerships with new organisations, and have redesigned our membership structure to ensure the benefits meet the needs of our partners.

## WHO GIVES A CRAP

Our friends at Who Gives A Crap - once again – have been WaterAid's largest corporate partner during the year. Their sanitary products (toilet paper, tissues and paper towels) are now found in every corner of the country not only here in Australia, but also in markets like the United States and United Kingdom, where they are having amazing (and well deserved!) success.



They are certified for the highest standards of social and environmental impact and supply toilet paper to many WaterAid partners operating in the water industry.

WaterAid has scaled up its work to provide the most vulnerable people around the globe with safe water supply, access to decent toilets and improved hygiene in communities, healthcare centres and schools. Who Gives A Crap has been a key partner in progressing this work not only by providing vital funding to our programs, but also working closely with WaterAid to maximise the substantial impact on our mission and what we can achieve.

Their support has helped us reach hundreds of thousands of vulnerable people across Timor-Leste, Cambodia, Papua New Guinea, India, Nicaragua and Colombia, enabling us to scale up our work and change, improve and save lives.

Together, WaterAid and Who Gives A Crap have come a long way since we started working together back in 2013, a few months after our friends Simon, Jehan and Danny launched Who Gives A Crap with a crowdfunding campaign.

If everyone, everywhere had a place to go to the toilet with dignity and wash their hands with soap and water as often as needed, it would go a long way towards helping to contain and prevent the spread of many diseases and fight poverty and inequality, and Who Gives A Crap is helping us to get there.

## Another great year at Winnovators!

We were proud to welcome 10 teams to Winnovators this year from all across Australia, with 88 participants in total.

Winnovators is WaterAid's employee development and engagement program for corporate partners. We give a real-life problem from a country where we work and participants compete with others around the world to give the solution!

This year's participants came from six WaterAid member companies, with the countries of focus being Colombia, Eswatini and India.

Team Mariewa from Hunter Water were declared the Regional Winners and the Global Overall winners in October 2019.

Their solution was called WaterWise and it incorporated six key elements, designed to address the three major barriers to safe water access for the Wayuu people. These were household water treatment, safe water storage, a sustainable supply chain, a creative marketing strategy, ownership and governance and a whole of life monitoring and evaluation plan.

As the winning team, Hunter Water won the chance to visit our programs in Colombia. This was the second year in a row an Australian team has won, with Sydney Water winning the Global Competition in 2018.



## A special trip to Cambodia

On 18 - 22 November, WaterAid Australia welcomed 11 supporters to Cambodia so they could learn more about our work.

The 11 supporters in attendance represented GHD, Thompson Controls, Suez, SA Water, RARE Infrastructure, Steel Mains, Diona, Trility and DKM Utility Services, as well as some of our most loyal Major Donors.

The trip began in Phnom Penh with an interactive presentation from the team to explain the scope of WaterAid's work in Cambodia. They also had the chance to visit some local WaterAid partners (above photo) such as the Cambodian Disabled People's Organisation.

The group then travelled to the field office in Kampong Chhnang where half the group visited a flooding village while the others went to see a healthcare centre.

On the last day the group was welcomed to an awards ceremony and presented trophies to some households in the district that had the best sanitation and hygiene facilities. Everyone was humbled by the experience and left with increased understanding of the challenges and importance of WaterAid's work.

Corporate partners on the supporter trip in Cambodia.





# 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.

## Platinum Members



City West Water™



## Gold Members

ARUP



Australian Government  
Bureau of Meteorology



## Silver Members

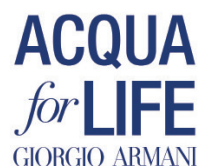
Abergeldie Complex Infrastructure Pty Ltd  
Barwon Water  
Calix Limited  
Central Highlands Water  
Coliban Water  
Comdain Infrastructure  
Gippsland Water  
GWMWater  
HARC  
Icon Water

Melbourne Water  
North East Water  
Power & Water Corporation  
Queensland Urban Utilities  
RM Consulting Group  
Seqwater  
Shoalhaven Water  
South East Water  
South Gippsland Water  
Southern Rural Water

Stantec  
Suez  
Sydney Water Corporation  
Unitywater  
Victorian Water Industry Association - VicWater  
Water Directorate  
WaterNSW  
Water Research Australia  
Western Water

## Global Corporate Partners

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



## Major Corporate Partners

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



## Major Sponsors

WaterAid wishes to acknowledge the following Australian companies who sponsor our events and programs across multiple States and years:



## Trusts and Foundations

Thank you to the following Trusts and Foundations who generously supported our work in the past year:

Apostolidis Family Endowment	Footprints Fundraising Inc.	Savannah Foundation
Australian Communities Foundation	Hare Family Philanthropy	SMEC Foundation Australia Fund
Barlow Foundation NextGen Group	K & T Irwin Foundation	Suitters Foundation
Bunderra Foundation	Margaret Johnson Foundation	The Beeren Foundation
Everhard Industries Foundation	McBeal Endowment	The Charitable Foundation
	Perpetual Foundation	Waterwheel Foundation
	Reece Australia Pty Ltd	



# Directors' Report

WaterAid Australia Directors present this report on WaterAid Australia Limited for the 12 month period ended 31 March 2020.



## Financial overview: 1 April 2019 to 31 March 2020

### Where did the money come from in 2019/20?

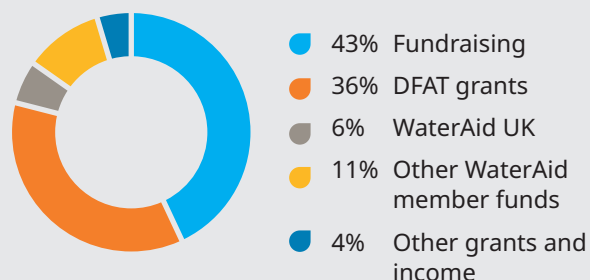
WaterAid Australia's 2019/20 total income was \$13.6m, a decrease of \$0.2m or 1% compared to the prior year. In 2019/20 we successfully completed the second year of our major grant - Water for Women - funded by the Australian Government's Department of Foreign Affairs and Trade "DFAT". DFAT contributed significantly to our mission, by funding \$4.9m of our work, representing 36% of our total income (2018/19: \$4.56m or 33%).

2019/20 fundraising income was \$5.8m, an 8% decrease on the prior year (2018/19: \$6.3m). Support from the water sector remains an enormously positive component of our fundraising effort, most notably through our state Fundraising Committees. WaterAid Australia also received total funding of \$2.2m via other members of the WaterAid International Federation (2018/19: \$2.1m) including a bilateral investment of \$500k from WaterAid UK (2018/19: \$500k).

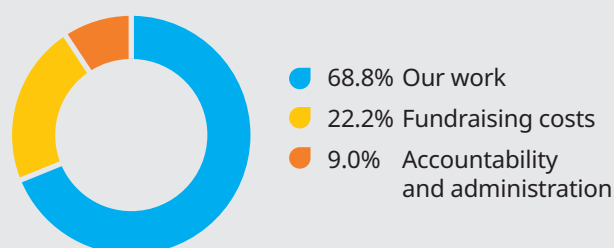
### Where did the money go in 2019/20?

Total expenditure in 2019/20 was \$13.7m, up \$0.1m or 1% from the prior year (2018/19: \$13.6m). Our programmatic work made up 69% of our total expenditure, fundraising costs were 22% and accountability and administration totalled 9%. We efficiently and effectively maintained our commitment to the Australian public of being a transparent and accountable organisation.

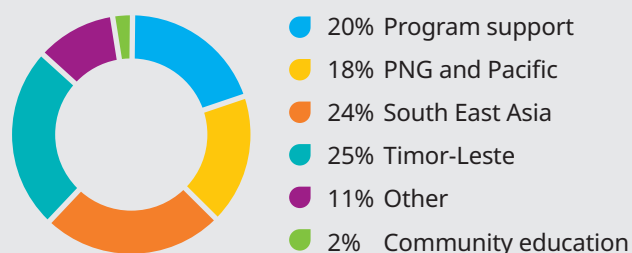
#### Income \$13.6 million



#### Expenses \$13.7 million



#### Program expenditure \$9.4 million



# Our Board



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

**Bottom row:** Mal Shepherd, Dr Salmah Eva-Lina Lawrence, Kate MacMaster, Robert Glasser, Wendy Rose AM, Isabelle Howard

**Rob Skinner**, Chair is also Chair of WaterAid International and a Professorial Fellow at the Monash Sustainable Development Institute, Monash University, Melbourne. Rob has extensive experience in organisational leadership, including six years as Managing Director of Melbourne Water and ten years as CEO of Kingston Council in Victoria. *Meetings attended/eligible to attend: 4/4*

**Kevin Young**, Deputy Chair has over 40 years' experience working for the private sector and government authorities within Australia and overseas. Kevin joined Sydney Water as Managing Director in 2011, after serving as Hunter Water's Managing Director. He has served as Chairman of the Water Services Association of Australia (WSAA). *Attended: 4/4*

**Heather Brown** is a Gender Equality Consultant. She has over 20 years of experience in international development including senior management in Australian NGOs as Program Director for the International Women's Development Agency (IWDA) and Plan International Australia. *Attended: 2/3*

**Francois Gouws** is managing director of the TRILITY group of companies which operate across Australia and New Zealand. He has over 20 years' international experience in the water industry. Francois is also President of the Australian Water Association (AWA) and Chair of the Infrastructure Partnerships Australia (IPA) Water Taskforce. *Attended: 3/4*

**Felicity Green** leads the strategy practice at impact-led consulting firm Spark Strategy. She works predominantly with not-for-profit organisations on strategic planning and business models. Felicity has extensive experience in profit for purpose funding models, cross-sector collaborations and social innovation. *Attended: 3/3*

**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: 4/4*

**Mal Shepherd** is General Manager, Water Services at John Holland Pty Ltd. Mal has over 35 years of experience in the water industry. With a public water utility background, Mal has served most of his career in a variety of leadership roles in a large private sector water enterprise, leading the development and delivery of a portfolio of projects in domestic and international markets. *Attended: 3/4*

**Dr Salmah Eva-Lina Lawrence** is an advisor in I/NGO governance, ethical leadership and gender equality. She has run a risk management consulting practices for Deloitte & Touche in London, New York and Sydney, has worked for United Nations agencies and for CSOs/NGOs in strategic and operational management, as well as managing programs to enhance gender equality and build ethical leadership capacity. In her scholarly life, she researches decolonial epistemology and ethics, and teaches courses in gender and development. *Attended: 1/1*

**Kate MacMaster** is a Capacity Development Consultant, with 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. *Attended: 4/4*

**Robert Glasser** is currently a Visiting Fellow at the Australian Strategic Policy Institute (ASPI) and Honorary Associate Professor at the Australian National University. Robert has over 30 years of experience as a practitioner, advocate and policymaker in the area of climate change, sustainable development and disaster response. He was previously the United Nations Special Representative of the Secretary General for Disaster Risk Reduction, Head of the United Nations Office of Disaster Risk Reduction (UNISDR) and a member of the UN Secretary, Secretary-General of CARE International, CE of CARE Australia and Assistant Director-General at AusAID. *Attended: 4/4*

**Wendy Rose AM**, is an international development specialist. Wendy has over 25 years' experience and is a senior member of the international aid community representing Australia on various world bodies for many years. She has served as Chief Executive Officer of Save the Children, Australia and is on the boards of ChildFund Australia and Anglicord. Wendy is also one of the founders of the International Women's Development Agency. *Attended: 1/1*

**Isabelle Howard** is a proud Jaadwa woman and currently works as the Project Lead for Aboriginal Health at Monash Health. She is a qualified nurse and holds a Masters degree in Health Administration. She is passionate about Aboriginal affairs, equity and the environment. *Board Observer.*



# Summary 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)

## Statement of Profit or Loss and Other Comprehensive Income for the year ended 31 March 2020

REVENUE	2020	2019
	\$'000	\$'000
Donations and gifts		
Monetary	5,791	6,058
Non-monetary	-	-
Bequests and legacies	22	170
Grants		
Department of Foreign Affairs and Trade (DFAT)	4,901	4,561
WaterAid UK	778	600
WaterAid other members	1,459	1,487
Other Australian grants	255	540
Other overseas grants	325	328
EXPENDITURE	2020	2019
	\$'000	\$'000
International aid and development programs expenditure		
International programs		
Funds to international programs	7,345	7,245
Program support costs	1,854	1,904
Community education	210	312
Fundraising costs		
Public	3,031	2,982
Government, multilateral and private	-	-
Accounting and administration	1,237	1,169
Total international aid and development programs expenditure	13,677	13,611
<b>TOTAL EXPENDITURE</b>	<b>13,677</b>	<b>13,611</b>
<b>NET CURRENT YEAR SURPLUS/(DEFICIT)</b>	<b>(122)</b>	<b>189</b>
Other comprehensive income	-	-
<b>Total comprehensive income for the year</b>	<b>(122 )</b>	<b>189</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 2020

ASSETS	2020	2019	LIABILITIES	2020	2019
	\$'000	\$'000		\$'000	\$'000
<b>Current assets</b>			<b>Current liabilities</b>		
Cash and cash equivalents	5,630	5,809	Trade and other payables	298	482
Trade and other receivables	198	448	Bank overdrafts	-	2
Other financial assets	85	85	Lease Liabilities	224	-
Contract Assets	463	-	Provisions	435	356
Other assets	542	702	Other liabilities	3,694	3,648
<b>Total current assets</b>	<b>6,918</b>	<b>7,044</b>	<b>Total current liabilities</b>	<b>4,651</b>	<b>4,488</b>
<b>Non-current assets</b>			<b>Non-current liabilities</b>		
Right-of-use assets	595	-	Lease Liabilities	386	-
Property, plant and equipment	165	232	Provisions	45	40
Intangible assets	33	2	<b>Total non-current liabilities</b>	<b>431</b>	<b>40</b>
<b>Total non-current assets</b>	<b>793</b>	<b>235</b>	<b>TOTAL LIABILITIES</b>	<b>5,082</b>	<b>4,528</b>
<b>TOTAL ASSETS</b>	<b>7,711</b>	<b>7,279</b>	<b>NET ASSETS</b>	<b>2,629</b>	<b>2,751</b>
			<b>EQUITY</b>		
			Retained earnings	2,629	2,751
			<b>TOTAL EQUITY</b>	<b>2,629</b>	<b>2,751</b>

## Statement of changes in equity

2020	Retained earnings (\$'000)	Total (\$'000)
Balance at 1 April 2019	2,751	2,751
Net surplus/(deficit)	(122)	(122)
<b>Balance at 31 March 2020</b>	<b>2,629</b>	<b>2,629</b>


2019	Retained earnings (\$'000)	Total (\$'000)
Balance at 1 April 2018	2,562	2,562
Net surplus/(deficit)	189	189
<b>Balance at 31 March 2019</b>	<b>2,751</b>	<b>2,751</b>

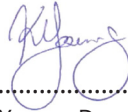
## Directors' declaration

The Directors of the Group declare that:

- The consolidated financial statements and notes of WaterAid Australia Ltd for the year ended 31 March 2020 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 2020 and of its performance for the financial year ended on that date;
- In the Directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

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

Director .....  
  
Rob Skinner, Chair

Director .....  
  
Kevin Young, Deputy Chair

Dated this ..... day of July 2020



# Independent auditor's report



**WaterAid Australia Ltd and Controlled Entities**

**ABN 99 700 687 141**

## **Report of the Independent Auditor on the Summary Financial Statements**

### **Opinion**

The summary financial statements, which comprise the summary statement of financial position as at 31 March 2020, 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 2020.

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

### **Summary Financial Statements**

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

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

We expressed an unmodified audit opinion on the audited financial report in our report dated 6 July 2020.

### **Board's Responsibility for the Summary Financial Statements**

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

### **Auditor's Responsibility**

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

*Saward Dawson*

**Saward Dawson**

*Jeffrey Tulk*

Partner: Jeffrey Tulk  
Chartered Accountant  
Date: 6 July 2020  
Blackburn, Victoria 3130

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Emerciana, 33, Liberatia, 52 and Idalina, 42, collect water from an unsafe water source far from their village of Manus in Manufahi District, Timor-Leste

WaterAid/ Tom Greenwood

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





Jacinta, 70, Dulcia, 25, and Natalia, 10, collect water from an open bamboo system in Timor-Leste.

WaterAid/ Jerry Galea



### WaterAid Australia

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ABN: 99 700 687 141

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