

CIVIL SOCIETY
WATER, SANITATION
AND HYGIENE FUND

Civil Society Organisations and WASH service delivery in the Pacific



PACIFIC REGIONAL LEARNING EVENT SYNTHESIS REPORT

17-20 NOV 2015 | SUVA, FIJI

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Acronyms & abbreviations

CS WASH	Civil Society Water, Sanitation and Hygiene
CSO	Civil Society Organisation
CLTS	Community Led Total Sanitation
DRR	Disaster Risk Reduction
FMF	Fund Management Facility
H&S	Hygiene and Sanitation
K&L	Knowledge and Learning
MERP	Monitoring, Evaluation and Review Panel
MDGs	Millennium Development Goals
MHM	Menstrual Hygiene Management
ODF	Open Defecation Free
PARLE	Pacific Regional Learning Event
PHAST	Participatory Hygiene and Sanitation Transformation
PICs	Pacific Island Countries
PNG	Papua New Guinea
PWWA	Pacific Water and Wastes Association
PNGADP	PNG Assembly of Disabled Persons
SDGs	Sustainable Development Goals
WASH	Water, Sanitation and Hygiene
WinS	WASH in Schools



Executive Summary

The Pacific region has, alongside Sub-Saharan Africa, made the **slowest progress in water and sanitation coverage** during the Millennium Development Goal (MDG) period, and in a number of countries there has been stagnating progress when it comes to sanitation. The Pacific is a unique region; the people of the Pacific come from hundreds of cultures, across thousands of small islands. While most Pacific Island countries (PICs) have relatively small populations, regional solidarity, cooperation and resource sharing are hallmarks of the region.

The **unique context of the Pacific** means that Water, Sanitation and Hygiene (WASH) actors, from various levels of government, Civil Society Organisations (CSOs), service providers, the private sector, donors and others, are often working in remote and resource-constrained contexts.

The Australian aid program's **Civil Society Water Sanitation and Hygiene Fund** (CS WASH Fund/the Fund) is supporting **World Vision, WaterAid and Live and Learn Environmental Education** to undertake seven projects in Fiji, Solomon Islands, Papua New Guinea, Timor-Leste and Vanuatu to improve access to safe WASH services. These projects support poor and vulnerable communities in the Pacific and aim to directly benefit just over 100,000 people in the region.

Project staff and their partners came together in Suva, Fiji in from 17 to 20 November 2015 to participate in the **Pacific Regional Learning Event** (PARLE). The objectives of the event were to: improve the effectiveness and sustainability of projects by facilitating knowledge exchange and learning; strengthen relationships between CSOs, local government and other change agents; and provide a forum to build the Pacific WASH community of practice

within and beyond the Fund. The program included an Open Day to introduce regional trends and enable CSOs to share their projects with the wider WASH sector, two days for key content and peer-to-peer learning and one day for field trips to local schools and informal settlements. The event forms part of an integrated learning platform consisting of an e-discussion, webinar and post-event e-discussion with all content now available online.

The event explored many topics in detail including: working with the enabling environment, gender equity and social inclusion, sanitation marketing, climate change and WASH resilience, menstrual hygiene management, WASH in informal settlements and WASH in schools. In addition projects analysed their own approaches and contexts using a strategy mapping exercise. There was an in-depth exploration of WASH in Schools and hygiene and sanitation behaviour change.

Participants agreed that for **WASH in Schools** (WinS), handwashing behaviours are a high priority. Information, education and training materials need to be gender and disability friendly and behaviour change activities need to be engaging and fun. In addition, a multi-sectoral approach is key as WinS cannot be achieved in isolation. Schools need to engage civil society, the private sector, all levels of government and a cross section of service delivery providers.

At a community level, participants agreed that **hygiene and sanitation behaviour change** needs to be given a higher priority to change the perception that 'hygiene is not worth their time'. Whilst Community Led Total Sanitation (CLTS) is growing in use and popularity in the Pacific, many warned that it is not appropriate in all geographical contexts. There still remains much work to be done to build the evidence base of successful behaviour change approaches including, and beyond, CLTS.



CHAPTER 1

Background



Participants of the PARLE in Fiji. Photo credit: Fotofusion Fiji

1.1 Purpose of the report

This report provides a synthesis and summary of the PARLE held in Suva, Fiji by the Civil Society Water, Sanitation and Hygiene Fund (CS WASH Fund, ‘the Fund’) from 17-20 November 2015. The purpose of the report is to provide a useful reference for practitioners and managers across the CSOs operating within the Fund, as well as government partners and other WASH actors who are together working to deliver sustainable WASH services. It aims to capture the key content delivered by experts and CSOs at the PARLE as well as to direct practitioners to useful resources.

The report aims to serve not only as a record of deliberations for participants, but also as a resource for the broader WASH sector wherever similar challenges are faced. This report can be read in conjunction with supporting resource materials provided at the event which are available on the Fund’s website¹. It is not intended to record the detail of every session, but rather to capture the key topics and emerging trends and concerns that were apparent through discussion and reflection over the course of the week.

¹ www.cswashfund.org



1.2 The Civil Society Water, Sanitation and Hygiene Fund

The CS WASH Fund is an Australian aid initiative funded by the [Department of Foreign Affairs and Trade \(DFAT\)](#). The Fund is overseen by the [Water, Sanitation and Hygiene Section within DFAT](#) and managed by the CS WASH Fund Management Facility (FMF) under contract to Palladium International Pty Ltd. The Fund resources 13 international CSOs selected through a competitive grants program to deliver 29 WASH projects over a four-year implementation period in countries in Southern Africa, South and West Asia, East Asia and the Pacific. Grant funding for the implementation period is approximately AUD93 million.

The overarching goal of the Fund is to improve public health by increasing access to safe water and sanitation. The objective is to enhance the health and quality of life of the poor and vulnerable by improving sustainable access to safe water, sanitation and hygiene.

The Fund Theory of Change is for CSO delivery teams to effectively influence change agents, such as government, private sector, local water authorities, for a long-term sustainable impact on the target population. This approach has been developed by the Fund's Monitoring, Evaluation and Review Panel (MERP) and the key actors are described below.

- **Delivery teams** include CSO staff, national partners and research entities accountable for producing 'deliverables' agreed with DFAT in their project designs.
- **Change agents**, also called boundary partners, are those with whom CSOs work directly to influence changes in the target population.
- **Target populations** are the beneficiaries whose WASH behaviour and circumstances the Fund aims to see improved on a long-term basis.

A component of the Fund is dedicated to improving knowledge and learning (K&L). This K&L component includes two global learning and reflection events and four regional learning events (RLEs) over the life of the Fund.



A woman collects water from a communal tap stand in PNG.
Photo credit: Penny Dutton/World Bank



1.3 The CS WASH Fund in the Pacific



Household water treatment is unusual in Fiji. Here a boy collects water to drink direct from the tap. Photo credit: Fotofusion Fiji

The CS WASH Fund is supporting three CSOs in the Pacific to undertake seven projects to improve access to safe WASH services, particularly for poor and vulnerable communities at a value of approximately AUD17.8 million. Programs funded by the CS WASH Fund will directly benefit just over 100,000 people in the Pacific.

In Fiji, Solomon Islands, Vanuatu and PNG, [Live and Learn Environmental Education \(Live and Learn\)](#) is working with people in informal settlements and schools to deliver sustainable sanitation and hygiene services. Approximately 47,800 people will benefit from this support.

In PNG, [World Vision Australia](#) is helping improve the health and quality of life for 15,200 people, through the adoption of hygiene practices and equitable access to water and sanitation services including in 16 schools.

Also in PNG, [WaterAid](#) is supporting 12,000 people in remote, rural areas with access to water and sanitation, and at least 25,000 more with increased awareness of better hygiene practices. WaterAid is also working in Timor-Leste in Liquica District to directly improve the lives of approximately 10,000 men, women, boys and girls by developing new WASH services and strengthening existing WASH delivery mechanisms in a total of 90 communities.

1.4 The Pacific Regional Learning Event

The PARLE ran from 17-20 November 2015 in Suva, Fiji with 71 participants from the five PICs where Fund projects are being implemented. The program commenced with an open day with 95 attendees which included WASH organisations not directly involved in the Fund. This was followed by two days of key content and peer-to-peer learning and one day of field trips to schools and informal settlements from Live and Learn's Fiji project.

The **objectives of the event** were to:

- Improve the effectiveness and sustainability of WASH projects within the Fund by facilitating knowledge exchange and learning;
- Strengthen relationships between CSOs, local government and other change agents to extend specific areas for collaboration and sharing; and
- Provide a forum to build the Pacific WASH community of practice within the Fund, and learn from and share with the wider WASH sector.



Hilda Tango, Project Manager, Live and Learn Solomon Islands explains her project to counterparts from other countries. Photo credit: Fotofusion Fiji



1.5 Integrated Learning Platform

PARLE participants had the chance to begin their learning and engage in discussion before the face-to-face event in the form of a conversation starter e-discussion and a webinar. This was followed up by a post-event e-discussion. This format aims to promote continual engagement and consolidate learnings over time.

The pre-event [e-discussion](#), *Sanitation and Hygiene in the Pacific – How do we clean up our act?*, offered some interesting insights. Specific WASH tools available in the Pacific were shared and discussed with participants noting the importance of ensuring they are context specific. Some CLTS success stories were shared, but with a caution that it may not be the most appropriate approach everywhere, particularly where shallow groundwater is a concern. A number of participants commented on the importance of a strong enabling environment in supporting and maintaining WASH interventions.

The [webinar](#), *Breaking Down Barriers and Taboos: Girls and Schools WASH in the Pacific*, comprised four topic experts discussing the recognised ingrained gender bias and taboos, as well as resource constraints that make girls and WinS a major issue for WASH practitioners, especially around Menstrual Hygiene Management (MHM).

The webinar showcased some innovative case studies from Live and Learn, UNICEF and WaterAid from which several themes emerged. These included:

- The importance of understanding the country and context and agreement that there is no ‘one size fits all’ approach;
- The importance of educating teachers on MHM, something supported by an example provided by Live and Learn Vanuatu where female wardens in schools act as contacts and support for girls when they have their period;

- A lack of support for girls during menstruation is widespread and includes poor sanitation facilities, a lack of water, few hygiene promotion activities that break down barriers and taboos, a lack of teacher training, a lack of information and educational materials and a lack of time available during class for MHM education;
- There is a need for holistic multi-sectoral approaches and strong partnerships; and
- There is a need for whole communities, including men and boys, to be involved in MHM in order to help break down taboos.

The PARLE face-to-face component consisted of four days of interactive and participatory learning. A range of learning approaches were utilised to appeal to different learning styles. This included personal and group reflections, presentations, group work, panel discussions, field visits, reports, informal discussions and on-going icebreakers and energisers. The mix ensured maximum engagement and energy levels were maintained throughout the event. CSOs had the opportunity to share project updates including via project posters prepared specifically for the event (see Annex 2).

The [post-event e-discussion](#) was entitled *Hygiene and Sanitation in the Pacific, Keeping our Stories Going*. The importance of storytelling was highlighted throughout the PARLE and this discussion encouraged participants to share more stories on effecting real and long-lasting change on hygiene and sanitation.



CHAPTER 2

Improving WASH service delivery in the Pacific



A community leader describes the community's preferred sanitation options to field visit participants in Vuni'ivi informal settlements. Photo credit: Fotofusion Fiji

2.1 Pacific Regional WASH

The Pacific is a unique region where people come from hundreds of proud cultures, across thousands of small islands. While most countries have relatively small populations, regional solidarity, cooperation and resource sharing are hallmarks of the Pacific. This shared commitment and resilience is important for PICs considering the challenges and solutions to ensuring sustainable sanitation and water services and improved hygiene behavior.

The unique context of the Pacific means that WASH actors from various levels of government, CSOs, service providers, the private sector, donors and others, are often working in remote and resource-constrained contexts. The Pacific context presents particular challenges to WASH service delivery as access to resources is constrained, communities and economies are geographically isolated and institutional capacity is typically low. Models and strategies for CSOs to strengthen and complement the WASH enabling environment, from various levels of government, to private sector and supply chains, were considered at the PARLE.



Many toilets in informal settlements are made from gathered and impermanent materials such as this one in PNG. Photo credit: Penny Dutton/World Bank

CSOs working to deliver sustainable WASH services where the enabling environment is constrained formed the main theme of the event.

In addition to this leading topic, sub-topics² of strong focus included:

- integration of WASH services with other sectors, especially education and hygiene and sanitation behaviour change;
- gender equity and social inclusion; and
- disaster risk reduction (DRR) and WASH resilience.

2.2 Focus on Sanitation

The year 2015 marked the final year of the MDGs, and with it, the stark realisation that the sanitation goal has not been met globally, falling short by 9% (almost 700 million people). This is particularly pertinent to the Pacific region where, alongside Sub-Saharan Africa, the slowest progress has been made, and in a number of countries progress has stagnated when it comes to sanitation. At the PARLE, UNICEF WASH Specialist, [Marc Overmars](#), presented the current picture in the Pacific region, highlighting low levels of sanitation (30%) and water (53%) coverage. The latest Joint Monitoring Programme Snapshot³ released just prior to the PARLE highlights the vulnerability of the PICs to climate change impacts including sea level rises, increasing temperatures and changing rainfall patterns. Increasing frequency of extreme events combined with high levels of population growth, urbanisation and changing land patterns are contributing to PICs' vulnerability.

Sanitation coverage varies greatly between PICs, with Niue and Palau at the top end with 100% coverage and PNG and Solomon Islands at the lower end of the scale at around 19% and 29% respectively. What is consistent across the majority of countries, however, is the inequity between women and men, people living with disabilities and rich and poor households. With a few exceptions, sanitation coverage is significantly lower in rural areas than urban.

The most extreme difference is in the Solomon Islands where sanitation coverage is 81% in urban areas compared to 15% in rural areas. Table 1 below shows the status of WASH service coverage in the four PIC countries represented at the PARLE.

There are several factors contributing to low sanitation coverage in the Pacific that require further analysis. As with many parts of the world, population growth has

² The thematic focus and sub-themes of the PARLE were developed in consultation with Fund CSOs working in the Pacific and DFAT.

³ WHO and UNICEF (2015). *A Snapshot of Water and Sanitation in the Pacific: 2015 Sub-regional Analysis and Update*. www.wssinfo.org/fileadmin/user_upload/resources/JMP2015_Oceania.pdf



Informal communities in Suva can access mains water in Lami corridor, often with households sharing metered connections.
Photo credit: Bronwyn Powell/CS WASH Fund Management Facility.

been an issue. As presented by Rhonda Robinson⁴ at the PARLE, the population growth in the Pacific has outstripped any progress on sanitation that has been made, with the population increasing by 68% in the 25 year period of the MDGs⁵. In addition, sanitation service providers lack human and financial resources which restricts availability of experienced staff. They are often challenged by a lack of sufficient investment and effectiveness in cost recovery mechanisms⁶. High level planning, policy and advocacy requires more work to tailor solutions to local contexts. Sanitation service governance is complex due to interwoven socio, cultural, political and community structures.

Table 1: WASH progress in Fiji, Solomon Islands, Vanuatu and PNG

Country	Sanitation Coverage (%)		Water Coverage (%)		Open defecation rate (%)
	1990	2015	1990	2015	
Fiji	57	91	86	96	0
Papua New Guinea	20	19	34	40	42
Solomon Islands	–	30	–	81	7
Vanuatu	–	58	62	94	5
Pacific	29	31	44	52	34

Source: WHO and UNICEF (2015)

⁴ Deputy Director, Water and Sanitation Program, South Pacific Commission

⁵ WHO and UNICEF (2015) citation above. Page 17

⁶ WHO and SOPAC (2008) *Sanitation, hygiene and drinking-water in the Pacific Island Countries: converting commitment into action*.

www.wpro.who.int/publications/docs/PacificReport_Final1copy6.pdf



2.3 Hygiene

Hygiene behaviour change needs to go hand-in-hand with sanitation, and although data around hand washing is limited, it is widely accepted as a key issue to be addressed. The incidence of diarrheal diseases in the Pacific is 20% higher than the world average and child mortality due to water, sanitation and hygiene-related

diseases is unacceptably high.⁷ The practice of safely disposing of children's faeces (in a toilet or buried) is lower in the Pacific (41% safe disposal rate) than East Asia (52%) and other developing regions.⁸



Handwashing in schools is a high priority for many CSO projects. Photo credit: Fotofusion Fiji

⁷ WHO and SOPAC (2008) citation above.

⁸ UNICEF (2015) *25 years progress on sanitation and drinking water. 2015 Update and MDG Assessment*.



CHAPTER 3

Thematic Focus Areas



Providing water and sanitation services to rapidly growing informal settlements, such as this one in Fiji, is a challenge for PICs. Photo credit: Fotofusion Fiji

With the signing of the Paris Declaration in 2005 and its guiding principles for aid effectiveness⁹ the donor community has acknowledged and broadly embraced the importance of strengthening governments and coordinating activities to avoid undermining country-led processes. These principles apply equally at national and local levels.

3.1 Working with the enabling environment

The Pacific has a number of agreed overarching strategies for coordinating water, health and environment including:

- *Pacific Regional Action Plan on Sustainable Water Management*¹⁰ which recognises the important linkages between water resources and water services, including sanitation and hygiene and is supported by a Ministerial Declaration;
- *Healthy Islands Approach*¹¹ or ‘Yanuca Island Declaration’ which was adopted in 1995 and continues to provide a vision for Pacific Island health. The vision is that “children are nurtured in body and mind, environments invite learning and leisure, people work and age with dignity, ecological balance is a source of pride, and the ocean which sustains us is protected”; and
- *The Pacific WASH Coalition*¹² which is a collaborative platform of WASH-related organisations throughout PICs for addressing sanitation, water and community engagement and awareness. It operates under a framework which aims to maximise synergies of actors, combine strengths and minimise duplication of activities.

⁹ Aid effectiveness principles are structured around the five pillars of

- greater country ownership and leadership;
 - improved alignment of donors behind country priorities and systems;
 - harmonisation and simplification across donors,
 - managing for and measurement of development results; and
 - mutual accountability for improved development results between governments and donors;
- see: www.oecd.org/dac/effectiveness/parisdeclarationandaccraagendaforaction.htm

¹⁰ Available at: www.pacificwater.org/pages.cfm/resource-center/sopac-water-publications

¹¹ World Health Organization (2015). *The first 20 years of the journey towards the vision of healthy islands in the Pacific*. Geneva, Switzerland. Available at: www.wpro.who.int/southpacific/publications/en

¹² www.pacificwater.org/pages.cfm/water-services



Whilst these platforms provide an overall vision and framework for regional WASH progress and collaboration, there remain many gaps in putting these into practice.

Most Melanesian countries now have WASH policies; the Rural WASH Policy in the Solomon Islands; the National WASH Policy 2015 – 2030 in PNG; and the Rural Water and Sanitation Policy in Fiji. Excluding PNG’s recently released policy, these policies address rural WASH with separate urban water governance arrangements managed by utilities and regulated by Ministries of Health. Vanuatu currently does not have a WASH policy.

PNG provides an example where there has been increasing sector coordination with CSOs working together with government to undertake the PNG Service Delivery Assessment and subsequently to develop the National WASH Policy. The policy includes strategies to improve WASH delivery in urban and rural areas and spells out organisational roles and responsibilities of different levels of the government (Table 2).



Demonstration toilet at the Sanitation Park, Fiji National University.
Photo credit: Fotofusion Fiji

Table 2: PNG levels of government and WASH responsibilities¹³

Government level	Responsibilities
National	
<ul style="list-style-type: none"> National WASH Authority 	<ul style="list-style-type: none"> Regulation, directs financing, monitoring and evaluation
<ul style="list-style-type: none"> Department of National Planning and Monitoring 	<ul style="list-style-type: none"> Set targets and budgetary allocations
<ul style="list-style-type: none"> Department of Health 	<ul style="list-style-type: none"> Set standards and assist in service delivery at provincial level
Provincial Government (22)	<ul style="list-style-type: none"> Monitoring of Provincial funding (K5 million per district)
District Development Authority (87)	<ul style="list-style-type: none"> Monitoring of DDA funding (K1.5 million) Program coordination System support
Local Level Government (325)	<ul style="list-style-type: none"> Monitoring of LLG funding (K100,000)
Ward (6,129)	<ul style="list-style-type: none"> Monitoring of projects

¹³ WaterAid (2015). *Working with the enabling environment at the national, provincial and community level.* (www.cswashfund.org/sites/default/files/Day1_17Nov15_Enabling%20Environment.pdf) Adapted from presentation by Samuel Cleary and Eileen Tugum



Maciu Nokelevu, Live and Learn Fiji, inspects a pit latrine in Lami corridor informal settlements. Photo credit: Fotofusion Fiji

In discussing the PNG context, PARLE participants agreed that implementing the national WASH policy will require further discussion and practical tools for effective implementation. In a country where the capacity of provincial governments is highly variable, participants emphasised the importance of building bridges and collaborative partnerships to work towards specific purposes. Whilst it was agreed that government has an important role in facilitating and enabling WASH services, participants also highlighted community empowerment and ownership as priorities. Specific approaches such as the [Healthy Islands Approach](#), developed by World Health Organization and tailored to project locations by CSOs such as World Vision, aim to encourage communities to self-motivate for change.

Rob Hughes from Live and Learn described the role played by CSOs in supporting government systems:

“Regarding sustainability, demand-led and market-based approaches work towards this by emphasising community or private sector ownership. Government plays an important role but often capacity is limited and very dependent on the circumstances. NGOs can play a key role in facilitating demand and supply in the private sector and advocating for appropriate enabling environments and government support.”

Other participants noted the Triple S building blocks for sustainability¹⁴ as a helpful framework for assessing the enabling environment.

¹⁴ www.waterservicesthatlast.org



3.2 Gender equity and social inclusion

The importance of gender equity and social inclusion in WASH activities was highlighted throughout the PARLE program. These issues were put front and centre by the Australian High Commissioner to Fiji, Margaret Twomey, in her opening remarks which highlighted the real safety risk to women and girls as they go about the everyday tasks of collecting water and going to the bathroom.

In the Open Day panel presentations, Misileti Masoe-Satuala, outlined recent developments **mainstreaming gender** in the water and wastewater utilities across the Pacific. Representing the Pacific Water and Wastes Association (PWWA)¹⁵, Ms Masoe-Satu outlined how the sector has traditionally been dominated by men, and how PWWA is working with utilities to raise awareness of the role of women in managing water, promoting gender equity policies including wage equality, and increasing recruitment quotas for women. The PWWA Ministerial Declaration signed on 17 September 2015 establishes PWWA as a champion for water in the Pacific, and commits member countries to collecting benchmarking data including on gender and water,

raising the awareness of the needs of peri-urban communities, and other key priorities, such as the Sustainable Development Goals (SDGs).

Gender issues were discussed in a number of sessions including in MHM, hygiene and sanitation behaviour change sessions and on field trips to informal settlements. The traditionally held views on men and women's roles in Melanesian society emerged in discussions and presentations a number of times throughout the event. A number of WASH practitioners highlighted Plan International's Gender WASH Monitoring Tool¹⁶ as a means of identifying the roles and responsibilities for WASH in the household and a means to shift people's views.

WASH for people with disabilities was highlighted throughout the PARLE. Representatives of the PNG Assembly of Disabled Persons (PNGADP) and CBM Nossall raised particular concerns as highlighted by Kevin Akike's story.



Kevin Akike of the PNG Assembly of Disabled Persons.
Photo credit: Fotofusion Fiji

Kevin Akike, PNGADP Board Member, told us his story of visiting a woman with a disability. Kevin recounted how when he entered her room he was shocked by a bad smell. Being visually impaired himself, he sat down near her and came into contact with some shit which had not been cleaned up. He saw that her carers and neighbours had isolated this woman and were not doing enough to help her live hygienically. He used this story to explain his interpretation of CLTS – that the whole community, including people with disabilities, should take part in sanitation action and benefit from improvements. Everyone working together – neighbours helping neighbours, including neighbours with disability – can ensure that everyone has, and uses, a toilet and no one suffers indignity or ill-health resulting from inadequate WASH.

¹⁵ PWWA is a regional not-for-profit organisation for utilities, established in 1994. PWWA currently has 28 members across 22 countries in the Pacific. www.pwwa.ws

¹⁶ www.cswashfund.org/shared-resources/grantee-materials/gender-and-wash-monitoring-tool-gwmt

3.3 WASH in Schools

Poor or non-existent WASH facilities in schools often prevent children from attending, when they do attend, the transmission of WASH-related diseases are higher in this environment than at home, making it a challenge for children to learn and stay in school. This is true for all children but girls in particular face more barriers to enroll, stay in school and perform well, especially menstruating girls who will often miss, or drop out of school altogether. Being an issue in many of the areas where the participants work, WinS was highlighted as a key area of learning and a one-day workshop was run on the topic.

A mix of people joined the [WinS workshop](#) – from teachers to program managers, newcomers to WASH to others involved in high-level WASH advocacy. It was useful to gain different perspectives, share stories and learn from each other. Topics discussed at the workshop included monitoring school WASH, operations and maintenance and financing. Other key areas of focus included MHM, handwashing behaviour change and working with the enabling environment.

As menstrual hygiene was a cross-cutting area in many sessions of the event the key learning points for MHM and WinS will be addressed in the general MHM section of the report.

Key lessons

Handwashing with soap

It was agreed that there is already good knowledge around the importance of handwashing in schools. The key issue is that behaviour does not match the knowledge. The event highlighted several key lessons around this issue. Firstly, the importance of resources – having the right resources is essential to ensure sustainability. Having a regular budget for hygiene promotion activities, soap supplies and ensuring strong operation and maintenance systems are in place for facilities is essential. Tools are also important – while there are a lot of tools available, knowledge of how they are used is limited and concentrated where CSOs are working. Questions on how to scale-up approaches and



A primary school in Fiji promoting hygiene and sanitation behaviours through easily visible posters. Photo credit: Fotofusion Fiji



Access to clean water in schools is fundamental to achieving education goals. Photo credit: Fotofusion Fiji

ensure others are reached were left for further thought. Ensuring all Information Education Communication materials are gender and disability-friendly was considered important by participants. Making handwashing engaging and fun is also key for children.

The lack of prioritisation of WinS was common to all five countries represented. Participants agreed that it is important to ensure that time and priority is given to hygiene promotion in schools and that it is embedded in the curriculum. Finally, monitoring, evaluation and learning is an area that was agreed requires further work. With an acknowledgement that behaviour change is difficult to measure, monitoring, evaluation and learning should be a part of WinS planning and staff training in this area is required.

Enabling environment and a multi-sectoral approach

Several elements of the enabling environment were discussed throughout the workshop with some thought-provoking ‘visioning roleplays’. The following key lessons emerged. Firstly, a multi-sectoral approach is key. WinS cannot be achieved in isolation: schools need to engage civil society, private sector, all levels of government and a cross-section of service delivery providers. Currently WASH policy status is vastly different across countries in the Pacific, however, it is recognised that National and School WASH policies need to be in place to ensure success.

“In schools WASH, school management, parents and teachers need to be involved – it requires multiple changes agents motivating for change.”

SAM CLEARY, WATERAID PNG

Linked with policy is teacher engagement and WASH in the curriculum. There were some valuable examples shared by participants from Vanuatu, where WASH is an elective in teacher training at the national level. A key action for follow-up from the workshop, is the commitment of the Live and Learn Vanuatu team to work with their change agents to advocate for WASH to be compulsory in teacher training. Financing was a cross-cutting issue that affected all areas of WinS and requires further consideration.

Practical tools and approaches

Hygiene promotion in schools¹⁷



Live and Learn Environmental Education (2011). *Hands up for Hygiene – Teaching Hygiene Behavior in Pacific Schools*. www.livelearn.org/sites/default/files/docs/PacWASHTeachersGuide.pdf



UNICEF & GIZ (2013). *The Three Star Approach to WASH in schools* www.unicef.org/wash/schools/files/UNICEF_Field_Guide-3_Star-Guide.pdf. The ‘Three Star Approach’ document contains an example of the bottle-neck approach that was a useful tool utilised in the workshop.

Monitoring and evaluation



UNICEF (2011). *WASH in Schools Monitoring Package*. www.unicef.org/wash/schools/files/wash_in_schools_monitoringpackage_.pdf

¹⁷ Please note a more comprehensive list of WinS resources are available at the end of the report.

3.4 Sanitation and hygiene behaviour change

Approximately 45 people attended a one-day [workshop on hygiene and sanitation behaviour change](#), including experienced hygiene and sanitation (H&S) practitioners and those new to the topic. The workshop focused on behaviours related to sanitation, handwashing, and MHM and included analysis of taboos related to talking about shit and menstruation, analysis of gender issues and practical sessions exploring different CLTS and Participatory Hygiene and Sanitation Transformation (PHAST) tools. A session in country groups was also conducted, analysing the drivers and barriers to behaviour change and solutions from a country perspective.

Key lessons

It was generally agreed that H&S behaviour change needs to be given a higher priority in the Pacific. Many people at community level do not see hygiene and sanitation as significant issues worth their time. Participants also identified the large range of cultural contexts in the Pacific and the need to adapt

strategies to the different context as using a ‘one-size-fits-all approach’ does not result in change. Within the cultural context it was recognised that the taboos surrounding talking about shit and menstrual hygiene were significant barriers and needed to be handled with sensitivity ensuring advance consultation with community leaders. A number of critical stakeholders that need to be engaged as allies in building support for hygiene and sanitation were also identified, including: schools; traditional leaders; the church; women’s organisations; community health workers; and local government leaders. Gender was also highlighted as a significant issue, especially changing the mindset of men so that they regard hygiene behaviours as something they should be centrally engaged in, and not just leaving hygiene issues to women.

The practical session on triggering tools for hygiene and sanitation showed that there is wide range of experience in using CLTS and PHAST participatory tools. Approximately one third of the participants had experience in using these tools and there seemed



Ross Kidd, WASH Facilitator, leading PARLE participants in fun activities to break down the taboo of talking about faeces. Photo credit: Fotofusion Fiji



to be different understandings on how to use them effectively. There is no commonly understood methodology or evidence of what motivators for behaviour change are effective in the Pacific. Of the tools that do exist and are in use in the Pacific (CLTS, PHAST and versions of Healthy Islands Approach), there is no agreement on which tools make a difference in triggering a change of attitude towards sanitation and handwashing. As a result, each CSO uses its own tools and methodology signifying a need to build the evidence base for what is effective in triggering and sustaining hygiene and sanitation behaviour change, and then developing tools from this. It was also apparent from the workshop that approaches that work well in some PICs do not work well in others, emphasizing again the need for contextual specificity of approaches based on local cultures and taboos. The exception seems to be Timor-Leste where there is a common set of tools used by government and NGOs for building community commitment to achieving ODF. It is also apparent that some CSO field workers in Melanesian cultures are resistant to using CLTS methodologies because they are seen as too disrespectful in getting communities to look at shit (Shit Walk) or map the places where people shit – this direct approach discourages some field workers from using these approaches.

It was also recognised that H&S is not a quick fix and that there is a need for a more sustained process of supporting communities and households to change. For CLTS, a single triggering meeting on its own is not sufficient; an effective behaviour change process needs to create leaders in the community to support ongoing household action, reinforced with regular monitoring and motivational visits from CSO and government teams.

The country discussions on drivers, barriers and solutions identified some of the following common issues and strategies: affordability to pay for toilets or toilet improvement and the need for micro-credit to help households finance these improvements; the importance of linking H&S work in schools and communities; building community commitment and action plans for H&S change and integrating H&S change into broader WASH strategies and action; developing government policy on the use of CLTS or other approaches; and dealing with the cultural attitudes that block H&S behaviour change. Newer approaches to behaviour change which are currently being explored in other regions and use a variety of motivators including nurture, social affiliation and inclusion have not been extensively explored in the Pacific.

Practical tools and approaches



Live and Learn Environmental Education (2011). *Putting Your Waste in the Right Place: A Community Led Total Sanitation (CLTS) Approach for the Pacific Islands. Discovering Healthy Living: Participatory Hygiene and Sanitation Transformation (PHAST) in Pacific Countries.* Melbourne, Australia. www.livelearn.org Flipchart covering both CLTS and PHAST methods.



Health Promotion Division (2013). *Guideline for Solomon Islands Healthy Village.* Health Promotion Division, Ministry of Health and Medical Services, Honiara, Solomon Islands.



Kar, K. (2005). *Practical Guide for Triggering Community Led Total Sanitation (CLTS).* Institute of Development Studies, Brighton, UK. www.communityledtotalsanitation.org



Ross, I. (2015). *Draft Community Led Total Sanitation (CLTS) Toolkit for Solomon Islands.* Rural WASH Program, Environmental Health Division, Ministry of Health and Medical Services. Honiara, Solomon Islands.



3.5 Menstrual Hygiene Management



Girls at this school in Timore-Leste have access to adequate facilities to manage their menstruation. Photo credit: Paul Greenwood/WaterAid

Key lessons

MHM is a complex issue that is gaining more traction with WASH practitioners. It is essential for health, education, the environment, the economy and human rights. Despite the challenges of menstruation being shrouded in silence and surrounded by cultural myths and taboos in the Pacific, it is an issue that needs urgent attention. It was evident from the high level of interest and participation in the [MHM thematic session](#)

and hygiene and sanitation workshop that MHM is an issue that is growing in interest for WASH practitioners, with many identifying a diverse range of taboos around menstruation across the Pacific, many of which inhibit women and girls' full participation in daily life each month.

The participants recognised MHM as a topic of growing importance and focus and it was a cross-cutting theme throughout the learning event as well as in the [webinar](#).



Key lessons included:

- Participation was identified as critical to successful MHM. Involving the whole community including the school, teachers, chiefs, leaders, employers, women, girls, and men and boys is critical for changing knowledge, attitudes and behaviour. Breaking down taboos around MHM needs to be context specific. Champions and positive role models can help bring about this change;
- Effective and readily available information and education is critical to ensuring everyone has the same information to dispel harmful myths, fear and stigma;
- Toilets and WASH rooms should be constructed to be suitable for menstruating women and girls. Private, accessible, gender appropriate WASH facilities with water and soap are essential. In public spaces such as schools, hospitals and workplaces, this includes separate toilets for girls and boys, handwashing stations close to toilets, private wash rooms/showers where girls can change or wash clothes, and the presence of disposal or incinerator units;
- Access to hygienic and affordable pads or other sanitary products is important for women and girls, whether they be reusable or disposable products. Lack of finances can be a major barrier to access which can be addressed through initiatives such as microfinance groups and instruction on making homemade pads; and
- MHM needs to be a component of national and school WASH policies to ensure coordinated and sustainable change.



Her Excellency, Margaret Twomey, High Commissioner of Australia to Fiji, emphasised the importance of WASH for women and girls in her opening remarks of the learning event. Photo credit: Fotofusion Fiji

Practical tools and approaches



WaterAid (2012). *Menstrual Hygiene Matters*.
www.wateraid.org/what-we-do/our-approach/research-and-publications/view-publication?id=02309d73-8e41-4d04-b2ef-6641f6616a4f



Case studies and lessons learnt from Live and Learn, Water Aid and UNICEF can be found in the webinar:
www.cswashfund.org/learning-events/webinars/girls-and-schools-wash-pacific-breaking-down-barriers-and-taboos



Roose, S., Rankin, T. and Cavill, S. (2015). 'Breaking the Next Taboo: Menstrual Hygiene within CLTS', *Frontiers of CLTS: Innovations and Insights* Issue 6, Brighton: IDS
www.communityledtotalsanitation.org/resources/frontiers

3.6 WASH resilience to climate change

Key lessons

There is ample evidence that highlights the unique vulnerability of PICs to the impacts of climate change with high water tables, rising sea levels and increased likelihood of natural disasters.¹⁸

At the PARLE, researcher [Dr Wade Hadwen](#) outlined that, given the diverse geographical and environmental conditions, WASH situations, exposure to climate risks and local governance structures across the region and within counties, there is no one-size-fits-all solution to building WASH resilience in the Pacific. Understanding where WASH sits within the broader water cycle, and adopting integrated water resource management principles to work with communities and other actors to identify vulnerabilities and manage risks, will assist to build WASH resilience.¹⁹ The question of how this is borne out in practical and meaningful ways are the challenges that CSOs are grappling with now.

In a [session led by Live and Learn Vanuatu](#), participants heard how the long-term project aim of developing sustainable community-based sanitation markets was disrupted and put at risk by Cyclone Pam (in March 2015) and that the subsequent emergency WASH relief activities were at odds with long-term goals. Live and Learn worked closely with emergency response actors following Cyclone Pam to promote better coordination and ensure that, in meeting the immediate WASH needs of target communities, opportunities for [sanitation marketing](#) as a longer-term, more sustainable solution to the WASH challenges of the community were not compromised.

More broadly, participants noted that a lack of coordination between development WASH and emergency WASH actors, and between climate change adaptation (CCA) and DRR policies and initiatives, leads to duplication of efforts and can compromise development objectives. The draft regional strategy



Low lying villages in Fiji are particularly susceptible to tidal inundation. Here tidal flushing is relied on to flush waste from raised pigsties. Photo credit: Fotofusion Fiji

¹⁸ WHO and SOPAC (2008). *Sanitation, hygiene and drinking-water in the Pacific Island Countries: converting commitment into action*. www.wpro.who.int/publications/docs/PacificReport_Final1copy6.pdf

¹⁹ For further information see: Hadwen, W., B. Powell, M. MacDonald, M. Elliott, T. Chan, W. Gernjak and W. Aalbersberg (2015). *Putting WASH in the water cycle: climate change, water resources and the future of water, sanitation and hygiene challenges in Pacific Island Countries*. *Journal of WASH for Development*. 0.52



Climate and Disaster Resilience in the Pacific, being developed by a partnership of regional organisations, is a good example of policy integration. The Cyclone Pam response and El Niño preparations in Vanuatu are also strong examples of cross-sectoral coordination which resulted in the standardisation of tools and messages. This included an Information Education Communication Working Group to standardise messages including, for example, on water treatment methods.

Participants discussed the importance of schools in WASH resilience; schools are often used as emergency response centres and accommodation, and therefore adequate and functioning facilities are important not only during normal times, but also during emergencies. Examples provided by UNICEF and Live and Learn highlighted efforts to integrate WASH into existing child-centred and community-based DRR and CCA tools to support planning for sustainable WASH services and community resilience.

The definition of ‘resilience’, and who defines it, was considered important – this includes both community resilience (addressing underlying vulnerabilities), and the resilience of WASH infrastructure and resources. Capacity building for operation and maintenance is required for sustainable WASH services and resilience to climate change and disasters in both schools and communities.



There are no one-size-fits-all solutions to building WASH resilience. A focus on ‘how’ we build resilience (the process) is required, not just ‘what’ we should do (discrete technical solutions). The tools identified in this session focus on building capacity to assess climate and other risks and responses. It is important to put these tools in the hands of communities, to increase their adaptive capacity, and ability to plan for and respond to climate variability and longer-term change. *Example: Live and Learn’s community-based water safety planning tool.*



Misileti Masoe-Satuala presents on gender benchmarking in Pacific water utilities. Photo credit: Fotofusion Fiji

Practical tools and approaches

-  World Health Organization (2015). *Sanitation Safety Planning: Manual for safe use and disposal of wastewater, greywater and excreta*. France. www.who.int/water_sanitation_health/publications
-  World Health Organization (2009). *Water Safety Plan Manual: Step-by-step risk management for drinking-water suppliers*. Malta. www.who.int/water_sanitation_health/publications
-  Live and Learn Environmental Education (2007) *Community Water Monitoring Guide*. www.livelearn.org/resources

-  UNICEF and child-centred disaster risk reduction tools. www.unicefinemergencies.com/downloads/eresource
-  UNICEF & GIZ (2013). *The Three Star Approach to WASH in schools* www.unicef.org/wash/schools/files/UNICEF_Field_Guide-3_Star-Guide.pdf. A useful tool for building operation and maintenance capacity to address this underlying vulnerability in schools.



3.7 WASH in Suva’s Informal Settlements

Field visits

Coinciding with World Toilet Day on 19 November 2015, Live and Learn Fiji and the communities of Vuni’ivi and Wainikovai informal settlements kindly hosted PARLE participants on field visits. Participants were warmly welcomed to these communities in Lami Zone, on the outskirts of Suva, enabling them to see firsthand the challenges being faced. A community leader said: “We open all our doors to you, doors to our houses, doors to our kitchens, doors to our toilets.”

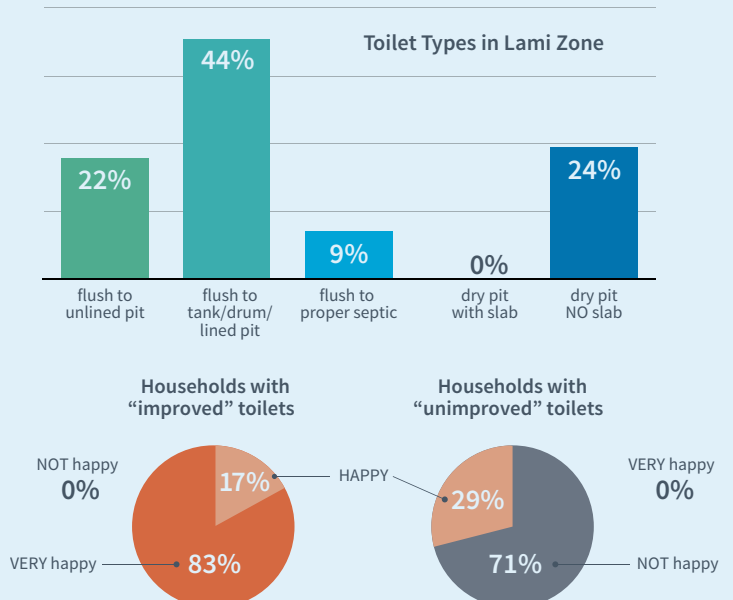
Participants saw unimproved pit latrines, water-seal toilets (pour-flush) and button flush toilets emptying into both well-built and home-engineered septic tanks. Participants came to understand that multiple families share facilities (42% according to Live and Learn’s market analysis data), often some distance from the household. Unusually, the communities visited are on reticulated town water supplies, though not every household has a connection and supply is unreliable. Live and Learn’s market analysis data (Figure 1) shows that whilst there are low levels of open defecation in the six settlements of Lami Zone included in the survey (only two households), 42% of households

share facilities. Additionally, 71% of households with an unimproved pit latrine are not happy with their current sanitation situation. The settlements have 113 households, and 54 rapid household assessments were undertaken to collect the data.

Live and Learn is pursuing a sanitation marketing approach in these communities and identified a range of opportunities and barriers to the success of such an approach through their market research. Opportunities include: an existing awareness of health risks associated with current faecal waste management; latent demand and an existing social norm for having and using household toilets; ready access to supplies and local construction knowledge and skills; and a willingness to pay for latrines in instalments. Barriers include: technical challenges associated with challenging environments such as high water tables, hilly areas and rocky soil; limited access to piped water and a preference for flush toilets in many areas; competing household priorities and low disposable income; and other financial barriers such as limited ability to pay upfront costs of suitable latrines.

Figure 1. A selection of results of Live and Learn’s market analysis in Lami Zone, Suva, Fiji.

Does household (HH) have a toilet?	%	Community sanitation situation	Number HHs
Yes	83%	Rate of open defecation	2
No	17%	Rate of sharing toilet	42





Unsettled Launch

On World Toilet Day Anne Joselin (Assistant Director, Water, Sanitation and Hygiene Section, DFAT) launched a new [World Bank study](#), *Unsettled*, highlighting the need for improved sanitation, water and hygiene services in Melanesian urban settlements.



Left to Right: Amy Savage, Anne Joselin, Maciu Nokelevu, Vrinda Tiwara, Ifereimi Bakoso, Naomi Ledua, Bronwyn Powell, Taniela Lui.
Photo credit: Joy Caldwell/Palladium

The report highlights how women and girls in settlements are typically responsible for collecting water for the whole household. They endure long waits or irregular low-pressure water supplies, and carry heavy loads (between 20 and 30 kilograms) over multiple trips to collect and bring water home, a physical burden that can lead to various degenerative health effects. Women and girls also live with well-based fears of the risks of sexual and physical harassment and violence when they use a toilet or open defecate and collect water away from their homes, particularly at night.

Across the region, sanitation services in settlements are limited or non-existent. No settlements in the study have access to organised faecal waste management, and coping mechanisms are all inadequate.

Across all the study countries, waste from toilets is consistently handled unsafely, often piped directly to nearby streams or to shallow, unsealed underground containment structures with inadequate storage or drainage. In communities in low-lying areas, this waste may regularly flood into communities.

The study provides governments and donor agencies with a picture of WASH services in urban settlements in the Pacific. Now that is available, there is further motivation for development agencies, local and international NGOs to work together with counterpart national, local government and water utility colleagues to develop new initiatives to address both rural and urban WASH.

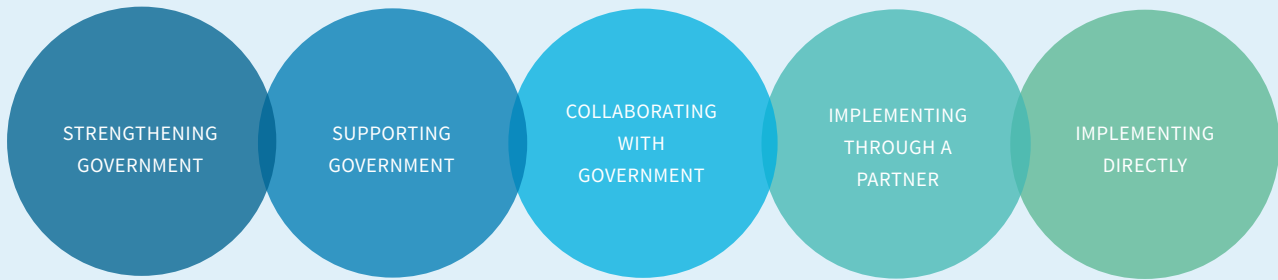
Reference: World Bank Group (2015). *Unsettled: Water and Sanitation in Urban Settlement Communities of the Pacific*.



A coastal informal settlement, Fiji. Photo credit: Fotofusion Fiji



Figure 2: Engagement strategy spectrum



The **strategy mapping activity** involved CSOs typifying their projects along the spectrum of strengthening government through to direct delivery (Figure 2). This was firstly done at a broad-brush level whereby individuals were invited to place their project along the spectrum at the point they felt most typified the project's overall approach. Following this, project teams then mapped their projects by assigning each deliverable to a point along the strategy spectrum, in order to build an overall picture of the strategic approach at a finer granularity.

The broad-brush mapping showed that the seven projects in the Pacific predominantly place themselves between direct delivery and collaborating with government, with very few projects towards the strengthening government end of the spectrum.

The use of an Excel-based data entry tool²⁰ for the context and strategy mapping allowed the graphed results of the two processes to be easily superimposed (see Figure 3). The tool standardises the results so they have the same scale (0 to 100) to highlight relative

alignment or misalignment. Having generated the graphs, CSO teams were then invited to reflect on significant misalignments and what this might mean for their projects.



Women collect water in PNG. Photo credit: Penny Dutton/World Bank

²⁰ The context and strategy tool was prepared by Paul Tyndale-Biscoe, adapted from the IRC/Harold Lockwood work from the Triple S project. www.waterservicesthatlast.org



Case study

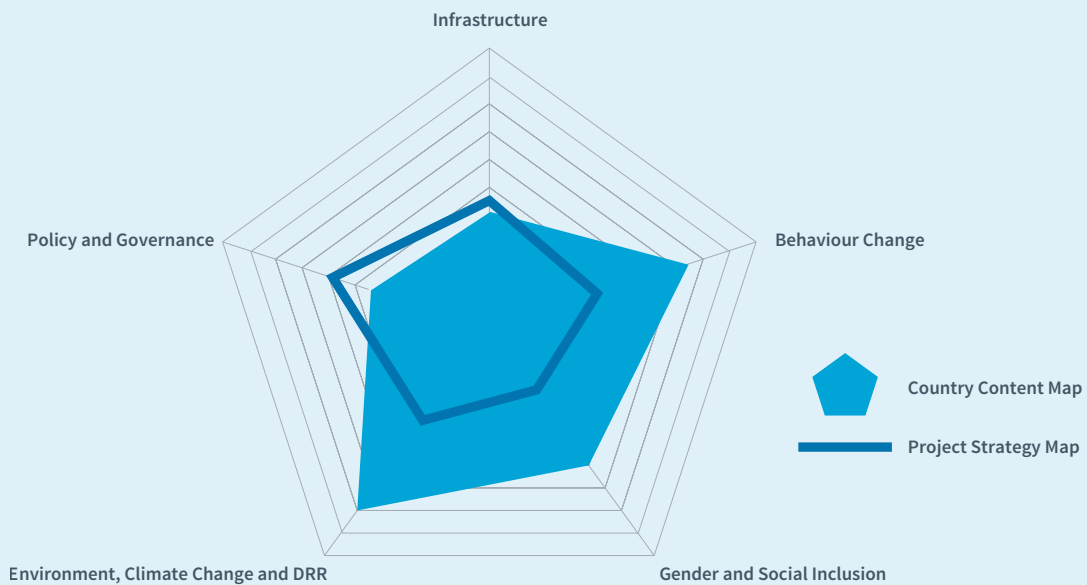
Live and Learn Vanuatu, as part of its [Sanitation Marketing in the Western Pacific project](#), is working with communities in informal settlements to establish Community-Based Sanitation Enterprises (CBSEs). In typifying their work, the Vanuatu team recognised that its approach is close to direct delivery because the project is mostly working with communities through CBSEs. CBSEs will be established as cooperatives and Live and Learn is partnered with the Department of Cooperatives.

The example shown in Figure 3 illustrates the possible misalignment between the context and the project’s strategic approach to engaging with the enabling environment. Based on the team’s assessment (which included people from government), the Government of Vanuatu has a reasonably well-developed enabling environment in the areas of Behaviour Change, Gender and Social Inclusion and Environment, Climate Change and DRR

and DRR. The project design, however, does not extend as far as it could to take advantage of the conducive enabling environment in these areas, but is reasonably well aligned with government for Infrastructure and Policy and Governance.

Benson Henry (Department of Cooperatives, Vanuatu) commented after going through the strategy mapping exercise that, “*We [the Department] will look at ways the Department of Cooperatives can support CBSE Cooperatives in other communities [beyond the project areas].*” It is evident through this comment from a government partner that there is strong potential for the project to influence sanitation cooperatives beyond the Live and Learn project areas, thus illustrating the potential scaling influence of CSOs working to strengthen government.

Figure 3: Strategy and Context Map for the Live and Learn Vanuatu project.





Overall, participants found the context and strategy mapping exercises to be useful but raised a number of issues. For example, it became clear that mapping of context is highly subjective. The three CSO teams from PNG all arrived at different assessments of the context. This may reflect variances among the PNG project sites and relevant provincial government engagement and capacity. All agreed, however, that the weakest area in PNG context mapping was policy and governance. Despite having a recently-released national policy, many questions remain on how this will be implemented at provincial and local government levels.

Kathryn James from CBM Nossal commented, *“It is really useful as a conceptual tool to think about projects. To compare what we are doing to what is possible in the project situation.”*

This seemed to be particularly true for how projects are engaging with government, and there was agreement that the current tool is weighted towards a definition of the enabling environment as purely government-focused.

Some project teams, particularly the Live and Learn projects in sanitation marketing, suggested a *“broadening [of] the tool to adapt to categorise different change agents. Government, private sector and community – or whatever different category of change agents might be relevant to that context”* (Rob Hughes).

Additional suggestions for improvement were to:

- Clarify some remaining confusion about the difference between direct delivery and provision of support to government, especially where projects support government aims (and where the government may not have the capacity to do direct delivery themselves); and
- Use the tool as a catalyst for dialogue between partners and the CSO. *“[The] graphs show areas where activities are neglected. If partners and CSOs do the tool separately and then bring [the results] together it would be useful to identify areas that need further collaboration”* (Francis Wele).



Group discussion time. Photo credit: Fotofusion Fiji



CHAPTER 5

Common themes and cross-cutting concerns



Zeena and Kevin Akike, representing the PNG Assembly of Disabled People, join in a clapping energiser led by Ross Kidd. Photo credit: Fotofusion Fiji

Bringing together participants from across dispersed Pacific countries created a strong sense of **solidarity**. One PNG CSO participant commented, “I thought I was the only one using triggers to create behaviour change. I discovered I was not alone”. The value of networking and support provided for K&L within the Fund was noted by a number of participants.

Partnership and collaboration were mentioned many times as critical to success in the sector, leveraging the strengths of different organisations. One Fiji CSO participant commented, “*The importance of leaders has been raised with me here, and the importance of partnership between organisations. One thing I learnt is that partnerships have to be right from the beginning. We need to use windows of opportunity to get everyone involved.*”

A specific example where partnerships are critical is in ensuring WASH is available to informal settlements. Utilities play a critical role in the delivery of water and sanitation services for urban areas, and are essential partners for **servicing growing informal settlements** in the Pacific. PWWA’s presence at the learning event helped highlight the **potential for partnership and collaboration between utilities, CSOs and other sector actors**. Together, city governments, water utilities and CSOs can achieve a great deal at scale through a partnership approach.



Beyond partnerships, coordination and harmonisation are also critical. As one CSO participant from PNG commented, *“I do believe we have many policies and all of us inside this building we are the ones going to help others, we have to motivate, facilitate and let the wheel keep rolling. What I learnt most is how we plan, and our work should be aligned with government policies. We can’t go our own way out, this will be chaos. We have to follow the government policies.”*

Another participant from Vanuatu added, *“We are working together to complement each other not work against each other.”*

There remain a number of gaps in policies and approaches. The lack of WASH policy in Vanuatu is seen by CSOs working there as an opportunity to influence future directions. The recently-released PNG National WASH Policy raised many questions amongst the CSOs working in PNG about how this will be implemented, and what approaches are actually being promoted. The implementation of policies from the national through to local level is a widespread challenge in the Pacific where not only tools are lacking, but also the human and financial resources to put these into action.

Provision of WASH services in the Pacific region is one of the most expensive per capita in the developing world yet financing was not considered in-depth at the PARLE. Specific projects, such as Live and Learn’s Sanitation Marketing in the Western Pacific, are partnering with financial institutions and establishing savings schemes to complement their approach. There was interest in the sanitation marketing approach, particularly from Timor-Leste colleagues, and this represents an opportunity for further exchange.

Looking forward

The recently adopted Sustainable Development Goals (SDGs) now form a global framework for the international community. SDG 6, specifically Targets 6.1 and 6.2, are most relevant to WASH, but WASH has linkages to many of the SDGs. The SDGs strengthen the focus on vulnerable groups – including women, girls and people with special needs – and closing the gap between the “advantaged” and “disadvantaged” to achieve universal access for “everyone, everywhere, all the time”. This will direct countries to disaggregated data collection, across rural and urban areas, gender, and wealth quintiles, to ensure that we “leave no one behind”.

Pacific colleagues are hungry for knowledge and connection. Current and relevant topics for practitioners, such as MHM and sanitation marketing, were particularly popular at the PARLE indicating the desire to learn more and apply these approaches in projects.

It is important to continue to build the [WASH Community of Practice in the Pacific](#), introducing new evidence and challenging ideas and encouraging rigour in data collection and critique of approaches. CSOs will continue to play a crucial role in advocating for WASH services as well as complementing and strengthening government in service delivery. The Fund will continue to interact and share new information and knowledge with, and from, Pacific colleagues with the view to improving not only the projects within the Fund, but also the sustainability of WASH interventions in the broader sector.



ANNEX 1






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Hygiene Behaviour Change










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ANNEX 1 continued

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**ANNEX 2****Pacific Regional Learning Event Program**

17-20 November 2015, Novotel Suva Lami Bay, Suva, Fiji

Objectives

1. Improve the effectiveness and sustainability of WASH projects within the Civil Society Water, Sanitation and Hygiene (WASH) Fund by facilitating knowledge exchange and learning;
2. Strengthen relationships between civil society organisations (CSOs), local government and other change agents to extend specific areas for collaboration and sharing; and
3. Provide a forum to build the Pacific WASH community of practice within the Fund, and learn from and share with the wider WASH sector.

Day 1 – Open Day

Time	Tuesday 17 November
8:00 – 9:00	Registration
9:00 – 9:10	Welcome – Vasiti Seruvatu Qionimacawa, WASH Project Manager for Live and Learn Environmental Education (Live and Learn) Fiji & Bronwyn Powell, Knowledge and Learning Manager (KALM), CS WASH Fund Management Facility
9:10 – 9:25	Welcome remarks Dr Rokho Kim, Environmental Health Specialist, World Health Organisation (WHO)
9:25 – 9:40	Official opening Dr Meciusela Tuicakau, Permanent Secretary, Ministry of Health & Medical Services
9:40 – 9:50	Australian aid and WASH in the Pacific Region Ms Margaret Twomey, Australia's High Commissioner to Fiji
9:50– 10:10	Introduction to the learning event program and objectives PARLE objectives and learning tools – Krissy Nicholson and Ross Kidd, WASH Facilitators and Bronwyn Powell, KALM
10.10- 10.30	Presentation: WASH, behaviour change and innovative approaches in the Pacific, Timor-Leste and Africa – Ross Kidd
10:30 – 11:00	Break
11:00 – 12:30	Presentations followed by panel discussion – Trends, challenges and effective entry points for sustainable WASH services. <ul style="list-style-type: none"> • Regional perspective on WASH trends and challenges – Marc Overmars, WASH Specialist, UNICEF Pacific, and Rhonda Robinson, Deputy Director, Water and Sanitation Program, South Pacific Commission • Integrating climate change adaptation and WASH in the Pacific – Dr Wade Hadwen, Pacific Adaptation to Climate Change in WASH (PACCWASH), Australian Development Research Award, Griffith University/ International WaterCentre (IWC) • WASH Markets in the Pacific – Dr Dani Barrington, Fostering Sustainable WASH Marketplaces, Australian Development Research Award, Monash University/IWC • Mainstreaming gender in water and sanitation provision – Mesileti Masoe, Pacific Water and Wastes Association

**ANNEX 2 continued**

Time	Tuesday 17 November
12:30 – 1:30	Lunch
1:30 – 1:45	The Civil Society WASH Fund in the Australian Aid Program <i>Anne Joselin, Water, Sanitation & Hygiene Section, Australian Department of Foreign Affairs and Trade</i>
1:45 – 3:00	Marketplace – showcase of Pacific CSO projects of the Fund, lessons and outputs to date: <ol style="list-style-type: none"> 1. Live and Learn: Fiji, Vanuatu, Solomon Islands, Papua New Guinea 2. WaterAid: Papua New Guinea, Timor Leste 3. World Vision: Papua New Guinea 4. CS WASH Fund learning Xchange
3:00 – 3:30	Break
3:30 – 5:00	Thematic sharing sessions – Led by CSOs in the CS WASH Fund <ol style="list-style-type: none"> 1. Working with the enabling environment at national, provincial and community levels – WaterAid 2. Healthy Islands approach – World Vision 3. Sanitation marketing in the Pacific – Live and Learn 4. Embedding disability inclusion in WASH programming – World Vision 5. Menstrual hygiene management – WaterAid 6. Building WASH resilience to climate change – Live and Learn/PACCWASH
5.15 – 5.30	Day 1 Wrap-up session
5:30 – 7.30	Welcome Function at Novotel Lami Drinks and canapes provided

Day 2

Time	Wednesday 18 November
9:00 -10:30	Parallel Workshops – There will be two all-day workshop sessions. Participants will have the opportunity to sign-up for their preferred session at registration. Topics include: <ol style="list-style-type: none"> 1. Schools WASH – <i>Krissy Nicholson, WASH Facilitator</i> 2. Behaviour change for sustainable WASH – <i>Ross Kidd, WASH Facilitator</i>
10:30 – 11:00	Break
11:00 – 12:30	Parallel Workshop sessions continued
12:30 – 1:30	Lunch
1:30 – 3:00	Parallel Workshop sessions continued
3:00 – 3:30	Break
3:30 – 5:00	Parallel Workshop sessions continued
5:00 – 5:15	Day 2 Wrap-up session Logistics and instructions for field trip

**ANNEX 2 continued**

DAY 3 – Happy World Toilet Day!

Time	Thursday 19 November
9:00 – 9:30	Travel to sites. See list below ‘Field visit locations with Live and Learn’
9:30 – 1:00	Field visits to Live and Learn sites around Suva
1:00 – 2:00	Lunch – Novotel
2:00 – 3:10	Field trip debriefing and group work – <i>Lead facilitator Krissy Nicholson</i>
3:10 – 3:30	World Toilet Day Launch of ‘Unsettled’, World Bank report on WASH in informal settlements in the Pacific – <i>Anne Joselin, DFAT</i>
3:30 – 6:00	Free time
6:00	Buses to depart Lami Novotel, travel to Holiday Inn
6:30 – 9:30	Conference Dinner – Holiday Inn

Field visit locations with Live and Learn

Location	Focus areas
1. Vuni-ivi Informal Settlement	<ul style="list-style-type: none"> Welcome of participants and introduction of the community Meet with community leaders and tour the community to observe the type of water and sanitation facilities the community are using Presentation of WASH challenges and strategies by community committee members Question and answer session
2. Wainivokai Informal settlement	
3. William Cross Primary School and Sanitation Park (Tamavua)	<ul style="list-style-type: none"> Meet with school head teacher and school management and tour the school to observe water and sanitation facilities Presentation by school committee and head teacher concerning the WASH challenges they are faced with and strategies being used to address the challenges Question and answer session Visit the Sanitation Park at the College of Medicine Nursing & Health Sciences, Fiji National University to learn about the approved sanitation options endorsed by the Ministry of Health and Medical Services Fiji Question and answer session with the Sanitation Park manager
4. Sharaswati Manoca Primary School and Sanitation Park (Tamavua)	

**ANNEX 2 continued**

DAY 4

Time	Friday 20 November
9:00 – 9:20	Building Communities of Practice – Bronwyn Powell, KALM
9:20 – 9:40	Fund Theory of Change, ‘the bump’ – Paul Tyndale-Biscoe and Bruce Bailey, Monitoring, Evaluation and Review Panel (MERP)
9:40 – 10:30	Context Mapping Exercise – Paul Tyndale-Biscoe and Bruce Bailey, Monitoring, Evaluation and Review Panel (MERP) <ul style="list-style-type: none"> • ‘Mapping the Context’ overview • Group work activity – mapping each country context
10:30 – 11:00	Break
11:00 – 1:00	Strategy Mapping Exercise continued – MERP <ul style="list-style-type: none"> • Introduction to the Strategy Spectrum • Strategy Mapping – Overview and the mapping process • Strategy mapping activity in project teams
1:00 – 2:00	Lunch
2:00 – 3:00	Workshop session – Lead facilitator Ross Kidd Practical ways forward for: <ul style="list-style-type: none"> • Triggering and sustaining behaviour change • Schools WASH • Working with the enabling environment • Emerging issues
3:00 – 3:30	Break
3:30 – 4:30	Team workshop session Capturing lessons for action and improvement
4:30 – 5:00	Closing comments

**ANNEX 3**

CS WASH Fund Pacific: Project overviews

Partner	WaterAid
Country	Timor-Leste
Project Name	Strengthening WASH approaches in Timor-Leste
Project Description	The overall goal of the activity is to improve the health and quality of life of the poor and vulnerable in targeted areas of Timor-Leste. The program delivers new WASH services and strengthen existing WASH delivery mechanisms in a total of 90 communities – resulting in a direct improvement in the lives of approximately 10,000 men, women, boys and girls. This project also includes significant advocacy and capacity building activities with the Liquica district government, particularly around the implementation of the Liquica Sanitation Strategy and Operational Plan; we anticipate that a further 48,000 people living in Liquica will indirectly benefit from improved service delivery as a result of these activities. The project aims to develop scalable approaches and will actively share learning.
Project Location	This project is focused on delivering WASH services to 36 communities in the rural and remote areas of Liquica district, Timor-Leste, and strengthening existing WASH delivery mechanisms in a total of 90 communities. Community selection is done in collaboration with the Liquica district government and is targeted towards communities with greatest need in terms of current access. The 2010 Census indicated that 70.9% of households use improved sources of drinking water in Liquica district; however, tap stand functionality is low and approximately 50% of new water supply systems fail soon after construction is completed. Rural coverage for improved sanitation in Timor-Leste is approximated at 24.7% (2010), which may be an overstatement due to the poor functionality of infrastructure and widespread reversion to open defecation after project completion.

Partner	World Vision Australia
Country	PNG
Project Name	WASH IN WESTERN PROVINCE
Project Description	The project improves the quality of life for 15,244 people (including 16 schools) by increasing the adoption of hygiene practices and improving sustainable, equitable access to water and sanitation services. The project goal, improved health and quality of life, will be achieved by: improved coordination, capacity and governance amongst WASH actors and community level structures to sustain services; improved knowledge and adoption of safe, contextually and environmentally appropriate, hygiene practices; and improved equitable access to safe water and sanitation.
Project Location	The project is being implemented in remote communities in South and Middle Fly (Bamu, Oriomo-Bituri and Kiwai) in the Western Province of PNG. These areas are impacted by seasonal flooding, high water tables and erosion that present technical and social barriers to improving water, sanitation and hygiene.



Partner	WaterAid
Country	PNG
Project Name	Community-led, sustainable WASH in PNG
Project Description	The overall goal of the program is to improve the health and quality of life of the poor and vulnerable in targeted areas of Papua New Guinea. WaterAid anticipates that a total of 12,000 rural people will benefit from access to water and sanitation as a direct result of this project and at least 24,500 people will receive evidence-based hygiene promotion. Activities will be directed towards communities, schools and health centres and supported by a WaterAid's on-going work with all levels of government to strengthen domestic capacity to prioritise, plan, implement, finance and monitor WASH programs. The program has a strong focus on hygiene promotion – with our strategic partner, the International Water Centre (IWC), WaterAid will be undertaking hygiene formative research and developing tools for others in the sector to use across PNG. It will have a strong focus on taking an integrated approach to gender and disability inclusion to strengthen equity and inclusion outcomes.
Project Location	This program is being implemented in the rural and remote areas of Sepik Region (East Sepik and Sandaun provinces), Western Highlands, Enga, Oro and Simbu provinces and the National Capital District (NCD). The majority of PNG's populaion use basic unimproved pit latrines or hanging latrine, with only 19% of people accessing improved and hygiene latrines. Rural access to improved water supply is also low, averaged at 33% across PNG. National data on hand washing is non-existent – although a 2012 study commissioned in East Sepik by WaterAid suggested that, while household knowledge of good hygiene practices was high, the communities reported that no one practiced handwashing with soap.

Partner	Live & Learn Environmental Education
Country	Vanuatu
Project Name	Western Pacific Sanitation Marketing and Innovation Program
Project Description	The core strategy of the program is to support local community-based enterprises to effectively deliver sustainable sanitation and hygiene services to urban informal communities through development of supportive sanitation markets and enabling environments. A key mechanism for advancement of urban sanitation and innovation will be through empowering local communities and mobilising multiple change agents and creating partnerships between these. Environmental health risk to children from looding and disasters are key demand triggers, and an inclusive approach will ensure women will play a leading role and sanitation facilities are safe and accessible for people with disabilities, the elderly and children.
Project Location	The project location is urban, informal settlements in Shefa Province and Sanma Provinces. Communities were selected in consultation with the Department of Health (DoH), the Malvatumauri Council of Chiefs and DFAT, and in accordance with the following criteria. Project communities: are within the priority areas of DoH; hold land agreements with landowners and are stable (no tribal conlict); maintain cultural associations (wantok system); have proven ability to organise and mobilise; have poor access to safe sanitation and hygiene services; at risk of looding and natural disasters; are located in a strategic location for expansion of sanitation markets and showcasing eco-sanitaion.



Partner	Live & Learn Environmental Education
Country	Fiji
Project Name	Western Pacific Sanitation Marketing and Innovation Program
Project Description	<p>The core strategy of the program is to support local community-based enterprises to effectively deliver sanitation and hygiene services to peri-urban and urban informal communities through development of supportive sanitation markets and enabling environments. A key mechanism for advancement of urban sanitation and innovation will be through empowering local communities and mobilising multiple change agents and creating partnerships between these. Environmental health risk to children from waterborne diseases is a key demand trigger, and an inclusive approach will ensure women will play a leading role and sanitation facilities are safe and accessible for people with disabilities, the elderly and children.</p>
Project Location	<p>The project location is rural, urban and peri-urban villages and settlements in the Suva – Nausori corridor. Communities were selected with the Ministry of Health and DFAT Post in Suva according to the following criteria:</p> <ul style="list-style-type: none">• Communities identified within service delivery priorities of Ministry of Health and the Ministry of Work, Transport and Public Utilities;• Communities are at high risk from scabies and trachoma;• Live & Learn Fiji's current links with and knowledge of communities through other projects;• Acuteness of sanitation and hygiene problems;• Land tenure is relatively secure;• Communities located strategically advantageous for expanding sanitation markets.

Partner	Live & Learn Environmental Education
Country	PNG
Project Name	Western Pacific Sanitation Marketing and Innovation Program
Project Description	<p>The project proposes a demand-driven approach to enable local Community-Based Sanitation Enterprises (CBSEs) to deliver sustainable services in informal and overpopulated urban areas. A focussed effort will be made to improve hygiene across the settlements with new access to hand washing facilities and soap. The project will ensure effective practice via continual learning throughout implementation at multiple government levels. A key priority will be access to clean and affordable toilets to improve women's safety, sense of self-worth and health.</p>
Project Location	<p>The project location is West New Britain Province (WNBP), New Ireland Province (NIP) and Western Province (WP). In consultation with the Provincial Governments communities were chosen that: are located within priority areas of the Provincial Department of Health; are stable with relatively low populations for pilot approaches and to successfully deliver an effective model which can then be replicated; have secure land agreements with landowners or the government; maintain cultural associations (wantok system); have proven ability to organise and mobilise; have poor access to safe sanitation and hygiene services; and are strategically located for the expansion of sanitation markets.</p>



Partner	Live & Learn Environmental Education
Country	Solomon Islands
Project Name	Western Pacific Sanitation Marketing and Innovation Program
Project Description	<p>The core strategy of the program is to support local community-based enterprises to effectively deliver sanitation and hygiene services to peri-urban and urban informal communities through development of supportive sanitation markets and enabling environments. A key mechanism for advancement of urban sanitation and innovation will be through empowering local communities and mobilising multiple change agents and creating partnerships between these. Safety from violence for women is a key demand trigger, and an inclusive approach will ensure women will play a leading role and sanitation facilities are safe and accessible for people with disabilities, the elderly and children.</p>
Project Location	<p>The project location is urban, informal settlements in and around Honiara in the Guadalcanal province. Communities were selected according to the following criteria:</p> <ul style="list-style-type: none">• Communities are a priority of the Ministry of Lands, Housing and Survey and Ministry of Health and Honiara City Council;• Live & Learn has strong relationships with and knowledge of the communities through other projects;• Violence against women is a problem in the communities; and• Open defecation and poor hygiene behaviour is a significant problem in the target communities;• Communities are on secure land tenure.



ANNEX 4

CSO Project Posters

Live and Learn Environmental Education | Fiji



LIVE & LEARN

FIJI ISLANDS

Highlights of the approach

1. Evidence-based and adaptive approach, with extensive assessment in early phases to guide locally-relevant sanitation marketing actions, then scaling up in later phases.
2. In order to incorporate smaller villages whilst still maintaining a sustainable product demand, LLEE Fiji has clustered together several settlements to be serviced by one CBSE that presides over the project sites along the Lami – Suva – Nausori Corridor.
3. A partnership with the People's Community Network (PCN), a peak organisation for informal settlements, enables informal settlements across Fiji to learn about, and access, the CBSE model and participate in sanitation marketing.

Things to learn

1. Practical ways to effectively work with, and strengthen, the enabling environment.
2. Practical ways to trigger and sustain behaviour change.
3. Practical business models for community-based sanitation enterprises.

Context

1. This is the first time a Community Based Sanitation Enterprise (CBSE) has been established for informal settlements in Fiji, and it is a new concept for many.
2. Working with informal settlements presents many challenges, such as government plans for subdivision and development of crown land, and customs associated with native land.
3. A strong enabling environment both provides opportunities for sustainable change and replication, while also constraining some project activities.

Things to share

1. A glimpse of informal settlements between Lami – Nausori Corridor, Fiji: Sanitation & Hygiene behaviour & practices on State/ Crown Land, Native Land and Private land.
2. Community Based Sanitation Enterprise business models and incorporation of social obligation and the adaptation to the Fiji context.
3. LLEE Fiji's WASH in Schools Programme in alignment with government policy, including advocating for prioritisation of WASH in budgets.

We Celebrate!

Development of the Fiji Sanitation Marketing & Innovation Community Yellow Pages. These are designed to capture the existing skills and knowledge of individuals living in informal settlements that can be utilised to strengthen Sanitation & Hygiene Behaviour and practices.



L-R: Bob Hughes, Naoti Tokelava, Hannah Sharp, Kiasi Delina, Yasli Senovatu Qionimacava



Yasli Senovatu Qionimacava



Fiji Workshop
L-R: Yasli Senovatu Qionimacava, Naoti Tokelava, Kiasi Delina









ANNEX 4

Live and Learn Environmental Education | Papua New Guinea



Highlights of the approach

1. Strong engagement with the enabling environment, such as local level government, disability organisations, and financial services, has been emphasised to ensure that sanitation enterprises have a strong chance of operating sustainably beyond the life of the project.
2. We are partnering with a pump-out truck waste management business already operating in Kavieng, New Ireland, to provide sanitation services and a good example of profitable sanitation enterprise.
3. A demand-led, non-subsidised approach to sanitation is challenging the expectations of communities and the usual approaches of government towards WASH.

Things to learn

1. Adapting projects to extreme and fluctuating environments, such as flooding followed by drought.
2. Resources that are aimed at adults with low levels of literacy and low understanding of health concepts.
3. Approaches to behaviour and attitude change in men towards menstruation, to achieve better infrastructure and social outcomes for girls.



Savings Accounts Opening Event, Kavieng PNG



Pump-out truck waste management, Kavieng PNG

Things to share

1. Benefits of partnering with a financial institution and fostering women's savings groups, to allow financing of community investment in WASH, and operation and maintenance of school facilities.
2. The approaches of a previous LLEE peer-education based peace building project, upon which Arts for Advocacy WASH toolkit is based.
3. Business plans for newly established sanitation enterprises in Kavieng and Kimbe.

We Celebrate!

In Kavieng, New Ireland Province, a partnership with Niu Ailan Savings and Loans (NASL) has been formed, and new accounts have been opened for a Schools Savings Club and also 22 Women's WASH Savings Clubs.



PNG workshop with staff from all 3 PNG offices, sanitation enterprise members, Niu Ailan Savings and Loans Society, and IAC staff

Context

1. Due to upcoming El Niño, PNG is facing a period of severe drought. This may affect the project in several ways: schools are closing early in the day and term will finish earlier; communities and change agents are unable to spend long periods of time participating in research or training, as they have to find food and water for their families; and behaviour change is difficult as there is not water available to practice good hygiene.
2. The enabling environment is especially challenging in PNG, due to lower capacity in government and supporting roles, and also low literacy rates. In order to engage our target community in Daru, Western Province, some tools and activities have been redesigned to be understood and engaging for people with very low literacy.
3. In Daru, Western Province, tuberculosis rates are high, making the adoption of good sanitation and hygiene practices even more crucial.





ANNEX 4

Live and Learn Environmental Education | Solomon Islands



LIVE & LEARN
INTERNATIONAL SOLOMON ISLANDS

Highlights of the approach

1. The development of community-driven, non-subsidised Community-based Sanitation Enterprises (CBSEs) to meet sanitation and hygiene needs is a new approach for the Solomon Islands.
2. Working with the enabling environment, including government, private sector, schools and financial institutions, ensures that CBSEs will have adequate support to continue beyond the life of the project.
3. CBSEs are supported to develop appropriate technology and toilet designs that are inclusive, ensuring that their products and services are safe and accessible for women, children and people with a disability, and therefore in greater demand.

Things to share

1. Key findings from market research conducted in two peri-urban, informal settlements: Namoliki and Henderson.
2. Proposed business models for CBSEs in Namoliki and Henderson.
3. Experiences in setting up and working with Schools WASH Committees in schools in Honiara to develop operation and maintenance plans for recently constructed sanitation facilities.

Context

1. CBSEs will explore non-monetary social and cultural practices and exchange mechanisms in their operations, in order to adapt the sanitation marketing concept to the Solomon Islands context.
2. Gender-based violence is a critical issue in the Solomon Islands, and will be one of the key drivers for adopting safe and accessible sanitation.
3. We are working alongside UN-Habitat's Participatory Slum Upgrade Program in informal settlements in Solomon Islands, by including representatives from the UN-Habitat-formed Community Development Committees in Community WASH Committees.
4. R-WASH, Ministry of Health have recognised the value of a non-subsidised approach to sanitation, and plan to develop a sanitation marketing policy. Outputs and learnings from this project will be shared to assist this enabling environment support.

We celebrate!

The establishment of the first School WASH Clubs and School WASH Committees for 2 pilot schools, Ilia School and Kolale School. School WASH Clubs will implement new Arts for Advocacy resources and take a peer education approach to hygiene behaviour change amongst students. School WASH Committees, comprised of teachers, managers, parents and senior students are focused on providing a healthy school environment, and have already developed operation and maintenance plans for recently constructed sanitation facilities.



Things to learn

1. Practical ways to mobilise action in informal settlements that often fall outside responsibilities of governments and utilities, and face challenges with their land tenure and legal status.
2. Practical ways to deliver efficiently and work more effectively with the community and schools to achieve a healthy enabling environment.
3. Practical ways to trigger and sustain behaviour change attitudes in communities and relevant tools for influencing behaviour change in schools.





ANNEX 4

WaterAid | Papua New Guinea

WaterAid PNG

Context

1. New national governmental policies are creating opportunities for improved service delivery, however, how these policies are to be implemented is yet to be fully understood.
2. WaterAid works with local partner organisations who are the primary service providers working directly with communities.



Back (from left to right): Trebee Aye (Vision 2030), Remie Numbos (WaterAid PNG), Kamal Khatri (WaterAid Australia), John Bro Wilson (2020), Rick Steele (WaterAid PNG), Helen Stony (WaterAid consultant), Samrat Ghary (WaterAid PNG), Pua Hanga (2020), Joyce Mangas (partially hidden WDA), David Shave (partially hidden WaterAid Australia), Matthew Alton (TCA)

Front (from left to right): Norma Sagini (WaterAid PNG), Melissa Stevens (SSECC), Mike Pihan (WaterAid Australia), Beverly Wang (WDA), Nelinda Kolly (SSECC), Mark Kapanda (NBSH), Bernard Pans (Anglicare), Andrew Young (WaterAid PNG)

Let's celebrate!
Endorsement of PNG's first national WASH Policy

- ### Things to share
1. Experiences on working with districts/provincial government in creating the enabling environment.
 2. Importance of sector coordination and collaboration to advocate with government for policy endorsement and changes.
 3. Importance of sustainability in our programs.

- ### Things to learn
1. Integrating WASH messaging in schools programs.
 2. How policies relating to WASH can be translated into action.
 3. Community engagement processes that other CSOs are utilising including available resources in PNG country context.

Highlights of the approach

1. An assessment of the sustainability of past projects has helped to review the effectiveness of approaches used and identified the need for continued external support which will be used in future advocacy work.
2. Different methodologies and approaches are being trialed with different partners in different contexts.
3. Working with strategic partners IWDA and CBM-Nossal has helped to better understand the barriers of access to WASH for women and people with disabilities and embed this in programmatic work.



Eileen Tugan



Mother and child in Masangun Village, Torubu
Local Level Government, Wewak District
Photo: WaterAid Tom Greenwood





ANNEX 4

WaterAid | Timor-Leste

WaterAid Timor-Leste

Context

1. The Government of Timor Leste's Strategic Development Plan 2011-2030 identifies WASH as having 'National Priority One' status.
2. There is limited capacity at the district level to deliver WASH services effectively due to a lack of skills, resources and systems.
3. In rural areas, community water user groups (GMFs) are responsible for water provision at the local level. Tap stand functionality is low and approximately 50% of new water supply systems fail soon after construction is completed.
4. Poor access to materials and an underdeveloped supply chain makes it difficult for new and/or established entrepreneurs to sell and transport sanitation materials to remote communities.



Woman and child in Liquica Photo: WaterAid/Tom Greenwood

Highlights of the approach

1. Strengthening service delivery by demonstrating effective and high quality WASH service delivery in remote and rural communities and schools.
2. Engaging all levels of government in the district and supporting duty bearers to strengthen their skills and develop, monitor and utilise district plans for water, sanitation and hygiene.
3. Focusing on equity and inclusion to ensure more inclusive planning and greater representation of women on water user committees.



Leka Cruz da Costa

Getusdi Mau (Dau)

Let's celebrate!

After three years of support and mentoring to WaterAid Timor-Leste staff and partners, our expatriate Liquica Program Manager has completed hand over to national staff and we now have a Timorese national in the Program Manager position for Liquica where the CS WASH Fund project is being implemented.

Things to share

1. Joint Sustainability Monitoring; facilitating local government and connecting people for O & M of community water system and sustaining WASH.
2. Development of Association of community water supply management group (AABS) on sustaining community water systems.
3. Piloted initiatives like WASH in Schools & Water Safety Plans, creating change agents for WASH sustainability in rural communities.

Things to learn

1. Good practices on sustaining Open Defecation Free communities from other CSOs.
2. Meaningful Equitable & Inclusive WASH that considers disability, gender and chronic illness etc.
3. Scaling up sanitation through the private sector on Sanitation Marketing/Supply chain to achieve total sanitation.





ANNEX 4

World Vision | Papua New Guinea

World Vision PNG

We Celebrate!

Over 2000 participants attended the Global Handwashing Day celebrations held by World Vision in Balimo, Middle Fly, where World Vision carried out hygiene promotion activities and constructed a universally accessible VIP pit latrine for a school.

Highlights of the approach

1. Project implementation is socially inclusive.
2. Community participation in WASH activities is high due to the time and effort project officers spend with each community.
3. Government stakeholders from the districts and province are beginning to participate in the activities.

Things to share

1. Menstrual hygiene management (MHM) in schools and communities are being addressed, where facilities are improved and MHM awareness is raised with females and males.
2. Raising awareness on disability inclusion with our change agents and involving disability people's organisations and people with disabilities in project activities in a meaningful way.
3. The holistic Healthy Island Concept approach to engage communities is being used. It supports community ownership, changes mindsets, encourages model villages to be developed, addresses social and economic issues that will impact on sustaining an improved WASH service, improves hygiene behaviour and triggers demand for better sanitation.



L.R. Sonia Neung, Segala Gagane

World Vision



Back Row: Kimmy, Esther Doris, Gunika, Bala, Rob Hughes, Andrew, Jideraki, Shifone, Joseph, Hesteria, Wende, Saki, Joseph, Kaito, Eka, George, Riv, Debora, Kemone, Ben, Hagna, Kathryn, James, Sister Anna, Serendina, Liu, Kloro, Aina, Sabina, Rose
Front row: Daru District Govt, Richard Gilletti, Sheila, Nagasi, Magove, AnnKathleen Piggott

Context

1. Communities are remote and are only reachable by boat in an area where sea travel is unpredictable.
2. Communities selected are those who have not received funding from the government, CSOs, or other community groups in the past 40 years.
3. School WASH and health promotion have never been addressed in these communities.

Things to learn

1. How to operate in areas that face similar logistical challenges (and have low capacity).
2. Approaches that may work better for schools WASH.
3. How other projects are incorporating gender and disability inclusion in their activities.





ANNEX 4

CS WASH Fund Management Facility | Global, based in Brisbane, Australia



Share information




Facilitate interaction

Website

- .resources
- .e-discussions
- .webinars
- .education
- .grantee space

Global & Regional Learning Events

Social Media

K & L in the Fund

What is it?

Support Fund projects





L-R: Bronwyn Powell, Knowledge & Learning Manager; Amy Savage, Program Coordinator




Why do we have K & L in the Fund?

- Share WASH good practice
- Facilitate interaction
- Support Fund projects
- Foster innovation








How?

Learning Events

peer-to-peer learning

Website

- resources
- e-discussions
- webinars
- education

Social Media




L-R: Bronwyn Powell, Knowledge & Learning Manager; Amy Savage, Program Coordinator






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