

# Fund Learning and Reflection Event

## Program & Learning Guide



**Brisbane, Australia**

**1 - 4 August 2017**

The CS WASH Fund is supported by the Australian Government and managed by Palladium International Pty Ltd







## Fund Learning and Reflection Event

The Fund Learning and Reflection Event (FLARE) is the final learning event of the Civil Society Water, Sanitation and Hygiene (WASH) Fund ('the Fund'). The Fund is an Australian aid initiative funded by the Department of Foreign Affairs and Trade (DFAT) and the FLARE is one of six learning events supported by the Fund-wide knowledge and learning (K&L) component. This K&L component included two global and four regional learning events over the life of the Fund.

**The FLARE is structured around priority WASH themes including, but not limited to:**

- 1. Gender and Social Inclusion (GESI)**
- 2. Hygiene and sanitation behaviour change**
- 3. Strengthening the enabling environment**

These have been agreed as priority themes amongst Civil Society Organisations (CSOs) and, with the addition of WASH markets, have provided the guiding framework for the K&L Advisory Group, CSO collaboration and for focusing Regional Learning Events (RLEs). As such, many of the topics above have been explored in some depth at Fund learning events already. For example, the Southern Africa RLE focused on strengthening the enabling environment with a particular focus on local government. The East Asia RLE focused on the intersection of public and private spheres for delivering sanitation, falling within the theme of WASH markets. The South Asia RLE explored SDG6 and safely managed sanitation in-depth. GESI and hygiene and sanitation behavior change have been cross-cutting themes addressed at all RLEs. The FLARE is an opportunity to consolidate and build on this work, share recent project experiences and capture lessons for future initiatives. The Innovation and Impact Grant Fund and Australian Development Research Awards findings also map to these themes and will be shared at the event.

### The objectives of the FLARE are to:

1. Facilitate knowledge exchange and peer-to-peer learning within the Fund
2. Capture and share project achievements, lessons and CSO approaches, thus contributing to the evidence base looking forward to future activities
3. Strengthen relationships and knowledge of CSOs and change agents to consolidate the sustainability of project outcomes
4. Provide a forum facilitating knowledge exchange and learning with the wider WASH sector, including CSOs that cannot attend the event, and strengthen communities of practice within the Fund

The Fund's 29 projects implemented by 13 CSOs in Southern Africa, Southeast Asia, South Asia and the Pacific are represented at the FLARE. These include: Australian Red Cross (ARC), Habitat for Humanity (HfH), International Development Enterprises (iDE), International Rescue Committee (IRC), Live and Learn Environmental Education (L&L), Plan International, Save the Children Australia (SCA), Netherlands Development Organisation (SNV), Thrive Networks, United Purpose (formerly Concern), WaterAid, Welthungerhilfe (WHH) and World Vision (WV).

# DAY 1—Tuesday 1 August 2017

## Rooms

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| Lawson          |
| Paterson        |
| Walker / Murray |

| <i>Time</i>   | <i>Title</i>  | <i>Presenter / Facilitator (F)</i> | <i>Organisation</i>  |
|---------------|---|------------------------------------|--|
| 9.00          | <b>Opening</b>  | Mark Ellery                        | MC and WASH Facilitator  |
| 9.00 - 9.10   | <b>Welcome to Country</b>   | Shannon Ruska                      | Traditional Owner  |
| 9.10 - 9.30   | <b>Official Welcome — DFAT</b>  | Michael Wilson                     | Assistant Secretary, Governance, Fragility and Water Branch, Department of Foreign Affairs and Trade |
| 9.30 - 9.50   | <b>Setting the scene - SDG6 and WASH challenges into the future</b>   | Mark Ellery                        | WASH Facilitator   |
| 9.50 - 10.10  | <b>Fund-wide M&amp;E trends</b>   | Dr Paul Crawford                   | Monitoring, Evaluation and Review Panel (MERP)   |
| 10.10 - 10.30 | <b>Knowledge and Learning in the CS WASH Fund: what do we know?</b>   | Bronwyn Powell                     | Knowledge and Learning Manager (KALM), Fund Management Facility                                      |
| 10.30 - 11.10 | <b>Break</b>  |                                    |  |
| 11.10 - 11.20 | <b>FLARE introduction and objectives</b>  | Bronwyn Powell                     | KALM   |
| 11.20 - 11.40 | <b>Context and Strategy Mapping &amp; Change Agent Assessment Tool</b>  | Paul Tyndale-Biscoe                | MERP   |
| 11.40 - 12.30 | <b>Change Agent panel: Working with CSOs in the CS WASH Fund</b>  | Mark Ellery                        | WASH Facilitator   |
|               | <p><b>Salman Yusuf</b>, Additional Secretary HUP &amp; PHED, Government of Punjab. Working with Plan Pakistan<br/> <b>Pakoa Rarua</b>, Environmental Health Officer, Public Health Directorate, Ministry of Health, Vanuatu. Working with Live and Learn<br/> <b>Huong Tran</b>, Vice President, Vietnam Women's Union. Working with Thrive Networks<br/> <b>Cecilia Chitiyo</b>, Provincial Administrator, Government of Zimbabwe. Working with Welthungerhilfe<br/> <b>Rinchen Wangdi</b>, Chief Engineer, Public Health Engineering Department, Ministry of Health, Government of Bhutan. Working with SNV</p> |                                    |  |
| 12.30 - 1.30  | <b>Lunch</b>  |                                    |  |
| 1.30 - 2.00   | <b>Plenary - Gender and WASH</b>  | Prof Juliet Willetts               | Research Director, Institute of Sustainable Futures University of Technology (ISF UTS)               |
|               | <b>An analysis of gender in the Fund</b>  | Bruce Bailey                       | Team Leader, MERP  |

| <b>Time</b> | <b>Title</b>   | <b>Presenter / Facilitator (F)</b>              | <b>Organisation</b>   |
|-------------|--|---|---|
| 2.00 - 3.00 | <b>Parallel sessions</b>   |   |   |
| 2.00 - 3.00 | <b>1 Monitoring, Evaluation &amp; Learning for Gender</b>  | Juliet Willetts (F)                             |   |
|             | <b>a Monitoring strategic gender change: sharing findings, challenges and recommendations</b>  | Nguyen Quy, Hoa<br>John Kelleher                | WASH Manager, Plan Vietnam<br>Plan Australia                                |
|             | <b>b Developing a Facilitators Guide on Gender: Moving towards gender transformative WASH</b>  | Getrudis Noviana Mau<br>Alvaro Antonio De Jesus | WaterAid Timor-Leste  |
|             | <b>c Engaging women's voice in village decision making</b>   | Ikram Khan                                      | IRC Pakistan  |
| 2.00 - 3.00 | <b>2 Pro-poor targeting and financing</b>  | Mark Ellery (F)                                 |   |
|             | <b>a Development of a simple and transparent poverty identification process to target sanitation for the poorest 40% of households</b> | Khouankeo Ardphasouk<br>Georgia Davis           | Thrive Laos   |
|             | <b>b WASH Community Based Organisations success in advocating for a lower water connection fee</b>                                     | Clarence Sutharsan                              | World Vision Lanka  |
|             | <b>c Addressing challenges from the lack of social capital in peri-urban communities</b>   | Gregory Hulanga                                 | Live and Learn, Solomon Islands   |
| 2.00 - 3.00 | <b>3 Strengthening women's agency in the WASH enabling environment</b>   | Bronwyn Powell (F)                              |   |
|             | <b>a Gender in iDE's sanitation marketing approach: shifting the dialogue from women as beneficiaries to women as agents of change</b> | Alicia May and Yi Wei                           | iDE Cambodia  |
|             | <b>b Mainstreaming gender for bigger social change</b>   | Anum Sarwar                                     | K&L Coordinator, Plan International Pakistan                                |
|             | <b>c Women's participation in WASH Committees and WASH activities</b>  | Tin Maung Win<br>Kyaw Shwe                      | WASH Program Manager and WASH Technical Advisor, Save the Children, Myanmar |
|             | <b>d Gender impacts of implementing a large scale sanitation program through the Vietnam Women's Union</b>                             | Tara Hill                                       | Thrive Vietnam  |
| 3.00 - 3.30 | <b>Break</b>   |   |   |
| 3.30 - 4.30 | <b>Continue parallel sessions</b>  |   |   |
| 4.30 - 5.00 | <b>Plenary - summary of the day, lessons and remaining challenges</b>  | Mark Ellery                                     |   |
| 5.00 - 7.00 | <b>Welcome function at Novotel</b>   |   |   |



# DAY 2 — Wednesday 2 August 2017

## Rooms

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| Lawson          |
| Paterson        |
| Walker / Murray |

| <i>Time</i>              | <i>Title</i>   | <i>Presenter / Facilitator (F)</i> | <i>Organisation</i>                            |
|--------------------------|--|------------------------------------|--|
| 9 - 9.10                 | <b>Welcome, summary of Day 1 and introduction to Day 2</b>   | Mark Ellery                        | WASH Facilitator                               |
| 9.10 - 10.30             | <b>Poster marketplace session</b>  | Bronwyn Powell                     | KALM   |
| 10.30 - 11.00            | <b>Break</b>   |                                    |  |
| 11.00 - 12.30            | <b>Workshop to collect feedback on CS WASH Fund lessons and management</b>   | Melita Grant                       | Research Principal, ISF UTS                    |
| 12.30 - 1.30             | <b>Lunch</b>   |                                    |  |
| 1.30 - 1.40              | <b>Plenary - Disability and Inclusive WASH Fund-wide data and trends</b>   | Bronwyn Powell                     |  |
| 1.40 - 2.20              | <b>Panel discussion with representatives from DPOs</b><br><b>Kevin Akike</b> , PNG Assembly of Disabled Persons<br><b>Vellayan Subramaniam</b> , Northern Province Consortium of Organization for Differently Abled, Sri Lanka | Tarryn Brown                       | CBM Australia in partnership with World Vision |
| <b>Parallel sessions</b> |  |                                    |  |
| 2.20 - 3.00              | <b>4 Disability inclusive WASH: Research and innovation</b>  | Paul Crawford (F)                  |  |
|                          | <b>a Accessibility audit checklist for public latrines</b>   | Tarryn Brown                       | CBM Australia in partnership with World Vision |
|                          | <b>b Design of Portable Toilets – Inclusive Sanitation</b>   | Iva Koroisamanunu                  | Live and Learn Vanuatu                         |
|                          | <b>c Modular construction design for disability-adapted latrine shelters</b>   | Alicia May                         | iDE Cambodia                                   |
|                          | <b>d Influence of formative research on disability on inclusive WASH approaches</b>  | Ugyen Rinzin                       | SSH4A Programme Leader, SNV Bhutan             |

## DAY 2 continued

|             |   |                                   |                                     |
|-------------|---|-----------------------------------|-------------------------------------|
| 2.20 - 3.00 | <b>5 Partnerships and approaches for disability inclusive WASH</b>                          | Kathryn James (F)                 |                                     |
|             | <b>a GESI champions and changing mindsets</b>   | Charity Mvere                     | World Vision Zimbabwe               |
|             | <b>b Social Inclusion - Sanitation for All: Dialogue Circles</b>                            | Thoko Kaitane<br>Chimwewe Kapichi | Plan Malawi                         |
|             | <b>c Raising awareness on inclusion through working with Disabled Persons Organisations</b> | Sonia Yeung                       | World Vision Papua New Guinea       |
|             | <b>d Strengthen inclusion through partnering with Disabled Persons Organisation</b>         | Jeyald Antony                     | World Vision Sri Lanka              |
| 2.20 - 3.00 | <b>6 Program approaches for targeted support to vulnerable groups</b>                       | Melita Grant (F)                  |                                     |
|             | <b>a WASH interventions impacts on child marriage</b>                                       | Godfrey Bongomin                  | Red Cross Lesotho                   |
|             | <b>b Albinos safety and access to safe water</b>  | Masauko Mthunzi                   | United Purpose Malawi               |
|             | <b>c Comparative study on approaches to reaching the 'last mile' in sanitation access</b>   | Gabrielle Halcrow,                | SNV Regional Coordinator SSH4A Asia |
| 3.00 - 3.30 | <b>Break</b>  |                                   |                                     |
| 3.30 - 4.40 | <b>Continue parallel sessions</b>   |                                   |                                     |
| 4.40 - 5.00 | <b>Plenary - summary of the day, lessons and remaining challenges</b>                       | Mark Ellery                       |                                     |



Disabled friendly latrine prototype in Cambodia.

Credit: iDE Cambodia

# DAY 3 — Thursday 3 August 2017

## Rooms

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Paterson

Walker / Murray

| <i>Time</i>           | <i>Title</i>   | <i>Presenter / Facilitator (F)</i> | <i>Organisation</i>                              |
|-----------------------|--|------------------------------------|--|
| 9.00 - 9.10           | <b>Welcome, summary of Day 2, introduce Day 3</b>  | Bronwyn Powell                     |  |
| 9.10 - 9.50           | <b>Plenary - Hygiene Behaviour Change<br/>Fund-wide data and trends</b>  | Mark Ellery<br>Bruce Bailey        |  |
| 9.50 - 10.30          | <b>Parallel sessions</b>   |                                    |  |
| 9.50 - 10.30 <b>7</b> | <b>Strengthening the enabling environment for sustained behaviour change</b>   | Paul Tyndale-Biscoe (F)            |  |
|                       | <b>a Strengthening both government and private sector for market-based sanitation in Vietnam</b>   | Quang Nguyen                       | iDE Vietnam                                      |
|                       | <b>b Partnership with sub-national government to implement Community Led Total Sanitation (STBM) in NTT Province, Indonesia</b>              | Silvia Devina                      | WASH Advisor, Plan Indonesia                     |
|                       | <b>c Limitations of sanctions in achieving and maintaining ODF</b>   | Ratan bahadur Budhathoki           | Programme Leader SSH4A, SNV Nepal                |
|                       | <b>d WASH Wizards approach</b>   | Sylvia Shekede                     | Welthungerhilfe Zimbabwe                         |
| 9.50 - 10.30 <b>8</b> | <b>Sustaining hygiene and sanitation behaviours</b>  | Gabrielle Halcrow (F)              |  |
|                       | <b>a Aspirations in place of disgust - changing focus of hygiene promotion approach</b>  | Iva Koroisamanunu                  | Live and Learn Vanuatu                           |
|                       | <b>b Developing Behaviour Change Communications for different stages of sanitation progress</b>  | Nadira Khawaja                     | WASH Sector Leader, SNV Nepal                    |
|                       | <b>c Integrating nurture and disgust as motivators for hygiene behaviour change (I&amp;I Grant) within a mainstream government programme</b> | Mr Rinchen Wangdi                  | Chief Engineer, PHED, Ministry of Health, Bhutan |
| 9.50 - 10.30 <b>9</b> | <b>Menstrual Hygiene Management</b>  | Mark Ellery (F)                    |  |
|                       | <b>a MHM in the community</b>  | Amar Poudel                        | ARC Nepal  |
|                       | <b>b MHM in school-based hygiene promotion</b>   | Gregory Hulanga                    | Live and Learn Solomon Islands                   |
|                       | <b>c Developing communications to "Break the Silence" in MHM</b>   | Thinley Dem,                       | WASH Advisor, SNV Bhutan                         |



|               |   |                                   |  |
|---------------|---|-----------------------------------|--|
| 10.30 - 11.00 | <b>Break</b>  |                                   |  |
| 11.00 - 12.30 | <b>Continue parallel sessions</b>   |                                   |  |
| 12.30 - 1.30  | <b>Lunch</b>  |                                   |  |
| 1.30 - 2.20   | <b>Plenary: Innovation Grants Panel discussion</b>                              | Bronwyn Powell                    |  |
|               | <b>Mobile-sludging unit business development</b>                                | Humphrey Mapuranga<br>Mark Harper | WHH Zimbabwe   |
|               | <b>Smart subsidy for sanitaiton access</b>                                      | Chris Nicoletti                   | iDE Cambodia   |
|               | <b>RapidWASH tool for improving service levels</b>                              | Tim Davis                         | WaterAid Australia   |
|               | <b>Nurture and disgust as motivators for hygiene behaviour change in Bhutan</b> | Thinley Dem                       | SNV Bhutan   |
|               | <b>Strengthening gender in WASH</b>   | Lee Leong and John Kelleher       | Senior Advisor and Senior Program Manager,<br>WASH, Plan Australia |
| 2.20 - 3.00   | <b>Parallel thematic sessions</b>   |                                   |  |

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|-------------|--|--|---|
| 2.20 - 3.00 | <b>10 Disaster risk reduction/ climate change/ water scarcity</b>              | Tom Rankin (F)                                       |   |
|             | <b>a Impact of flood and response to sustainable sanitation in Malawi</b>      | Chimwemwe Kapitchi                                   | Project M&E Officer, Plan Malawi  |
|             | <b>b Cyclone Pam response</b>  | Pakoa Rarua  | Environmental Health Officer, Public Health Directorate, Ministry of Health working with Live and Learn Vanuatu |
|             | <b>c Water security and drought response in Jaffna</b>                         | Jeyald Rasaratnam                                    | World Vision Sri Lanka  |
| 2.20 - 3.00 | <b>11 WASH Markets</b>   | Yi Wei (F)   |   |
|             | <b>a Smart subsidies for pro-poor sanitation marketing</b>                     | Chris Nicoletti and Alicia May                       | iDE Cambodia  |
|             | <b>b Sanitation marketing through loans with Community Based Organisations</b> | Abul Bashar  | Habitat for Humanity Bangladesh   |
|             | <b>c OBA and SanMark study findings</b>  | Hanh Nguyen and Tara Hill                            | Thrive Vietnam and Cambodia   |
|             | <b>d Sanitation marketing vis a vis the WASH supply chain</b>                  | Muhammad Hasnain Shah                                | PATS Project Manager, Plan International Pakistan   |
| 2.20 - 3.00 | <b>12 WASH in Schools</b>  | Declan Hearne (F)                                    |   |
|             | <b>a Bottleneck Analysis as a tool for WASH improvements in schools</b>        | Kolosa Matebalavu                                    | Live and Learn Fiji   |
|             | <b>b Hygiene promotion approaches in schools</b>                               | Md. Keramot Ali                                      | ARC Bangladesh  |
|             | <b>c WASH in Schools: Art for Advocacy</b>                                     | Christopher Gai                                      | Live and Learn Papua New Guinea   |
|             | <b>d Piloting nudge approaches in Vietnamese schools</b>                       | Georgia Davis  | Thrive Vietnam  |
| 3.00 - 3.30 | <b>Break</b>   |  |   |
| 3.30 - 4.30 | <b>Continue parallel sessions</b>  |  |   |
| 4.45 - 5.00 | <b>Plenary - summary of the day, lessons and remaining challenges</b>          | Mark Ellery  |   |
| 6.00 - 9.30 | <b>DINNER<br/>at Blackbird Restaurant</b>                                      | Riverside Centre, 123 Eagle Street,<br>Brisbane City |   |

# DAY 4 — Friday 4 August 2017

## Rooms

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| Lawson          |
| Paterson        |
| Walker / Murray |

| <i>Time</i>  | <i>Title</i>   | <i>Presenter / Facilitator (F)</i>   | <i>Organisation</i>                           |
|--------------|--|--------------------------------------|---|
| 9 - 9.10     | <b>Welcome, summary of Day 3, introduce Day 4</b>  | Mark Ellery                          |   |
| 9.10 - 9.40  | <b>Plenary - Strengthening the Enabling Environment<br/>Fund-wide data and trends</b>    | Dr Paul Crawford                     |   |
| 9.40 - 10.30 | <b>Parallel sessions</b>   |                                      |   |
| 9.40 - 10.30 | <b>13 Mobilising resources</b>   | Mark Ellery (F)                      |   |
|              | <b>a Budget Advocacy for sanitation and hygiene promotion in NTT Province, Indonesia</b> | Herie Ferdian                        | BCC and KM Supervisor,<br>Plan Indonesia      |
|              | <b>b Mobilising resources for OBA and Phase-In-Phase-Out</b>                             | Kim Hor<br>Georgia Davis             | Thrive Cambodia<br>Thrive Vietnam             |
|              | <b>c Building a successful sludge enterprise in Norton, Zimbabwe</b>                     | Mark Harper                          | Welthungerhilfe Zimbabwe                      |
|              | <b>d Enhanced WASH Information Management Systems</b>                                    | Erica Keogh<br>Tafadzwa Shumba       | Welthungerhilfe Zimbabwe                      |
| 9.40 - 10.30 | <b>14 Building on local strengths and limitations</b>                                    | Bruce Bailey (F)                     |   |
|              | <b>a Mobilising traditional leaders for community sanitation and hygiene</b>             | Thoko Kaitane                        | National WASH Program<br>Manager, Plan Malawi |
|              | <b>b Adjusting approach for government engagement in a challenging context</b>           | George Nakel                         | World Vision PNG                              |
|              | <b>c Balancing engagement and support across National and Sub-National Government</b>    | Takale Tuna and Eileen Tugum         | WaterAid PNG                                  |
|              | <b>d Action Research in project decision-making</b>                                      | Diana Gonzalez Botero<br>Sam Blondel | Live and Learn Solomon<br>Islands             |



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|---------------|--|---|--|--|
| 9.40 - 10.30  | <b>15</b>  | <b>Approaches to motivate and incentivise and influence at scale</b>          | Paul Crawford (F)  |  |
|               | <b>a</b>   | <b>Experiences of urban ODF programming: Case of SELF Project in Zimbabwe</b> | Barnabas J Muhoma  | Welthungerhilfe Zimbabwe                       |
|               | <b>b</b>   | <b>Cross-sectoral local government project oversight</b>                      | Said Rehman (Rural Development Department, KP) and Ikram Khan (IRC Pakistan) | International Rescue Committee Pakistan        |
|               | <b>c</b>   | <b>Building capacity of municipal government</b>                              | Jaime Mafroze and Josue Tambara  | WaterAid Mozambique                            |
|               | <b>d</b>   | <b>Scaling up Punjab Approach to Total Sanitation</b>                         | Muhammad Asim Saleem, (National Program Manager)                             | Plan Pakistan                                  |
| 10.30 - 11.00 | <b>Break</b>                                     |   |  |  |
| 11.00 - 12.30 | <b>Continue parallel sessions</b>                |   |  |  |
| 12.30 - 1.30  | <b>Lunch</b>                                     |   |  |  |
| 1.30 - 3.00   | <b>Plenary: Lessons and remaining challenges</b> |   | Bronwyn Powell<br>Mark Ellery  |  |
| 3.00 - 3.30   | <b>Break</b>                                     |   |  |  |
| 3.30 - 4.45   | <b>Plenary: Feedback</b>                         |   | Bronwyn Powell<br>Mark Ellery  |  |
|               | <b>Reflections and remarks</b>                   |   | Marcus Howard  | Director, Sanitation and Hygiene Section, DFAT |
|               | <b>Thanks and closing</b>                        |   | Amanda Morgan  | Fund Manager, Fund Management Facility         |

## FLARE learning objectives:

1. Facilitate knowledge exchange and peer-to-peer learning within the Fund
2. Capture and share project achievements, lessons and CSO approaches, thus contributing to the evidence base looking forward to future activities
3. Strengthen relationships and knowledge of CSOs and change agents to consolidate the sustainability of project outcomes
4. Provide a forum facilitating knowledge exchange and learning with the wider WASH sector, including CSOs that cannot attend the event, and strengthen communities of practice within the Fund

The **Learning Guide** is a tool for you to record your notes, impressions and reflections from the event.

This page is a place for you to record your personal and team learning objectives at the Fund Learning and Reflection Event.

### Personal Learning Objectives:

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# DAY 1

## Key highlights and reflections

### Important personal learnings:

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### Important learnings for my team:

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### Follow-up actions:

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### Networking:

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# DAY 2

## Key highlights and reflections

### Important personal learnings:

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### Important learnings for my team:

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### Follow-up actions:

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### Networking:

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# DAY 3

## Key highlights and reflections

### Important personal learnings:

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### Important learnings for my team:

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### Follow-up actions:

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### Networking:

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# DAY 4

## Key highlights and reflections

### Important personal learnings:

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### Important learnings for my team:

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### Follow-up actions:

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### Networking:

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| Individual follow-up actions: |      |                            |
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| What                          | When | What do I need to succeed? |
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| Team follow-up actions: |      |                            |
|-------------------------|------|----------------------------|
| What                    | When | What do I need to succeed? |
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## Key Learnings

Reflect on the learning objectives you wrote down at the beginning of the week. Were they met? Yes, no, a little?

What were your 3 top things you have learnt you can use to improve your program or future programs?

If there were objectives that have not been met, what can you do to ensure they are?

How can you build upon what you have learnt?



# Overview: Civil Society WASH Fund

2013 to 2018 (As at Jan 2017)

The objective of the AUD103m Civil Society Water, Sanitation and Hygiene Fund (CS WASH Fund) is to enhance the health and quality of life of the poor and vulnerable by improving sustainable access to safe water, sanitation and hygiene. Expected outcomes of the Fund are: (i) improved performance of actors in the WASH enabling environment (ii) improved gender equality (iii) improved WASH evidence and knowledge base (iv) improved hygiene behaviour (v) increased use of improved and equitable sanitation services and (vi) increased use of improved and equitable water supply services. The Fund is supporting 13 Australian and International Civil Society Organisations (CSO) to deliver 29 WASH projects in 19 countries over the years 2013 to 2018. The Fund is expected to provide direct benefits to 3.6 million people in target populations as well as indirect benefits to over 10 million people (see Figures 1 & 2).

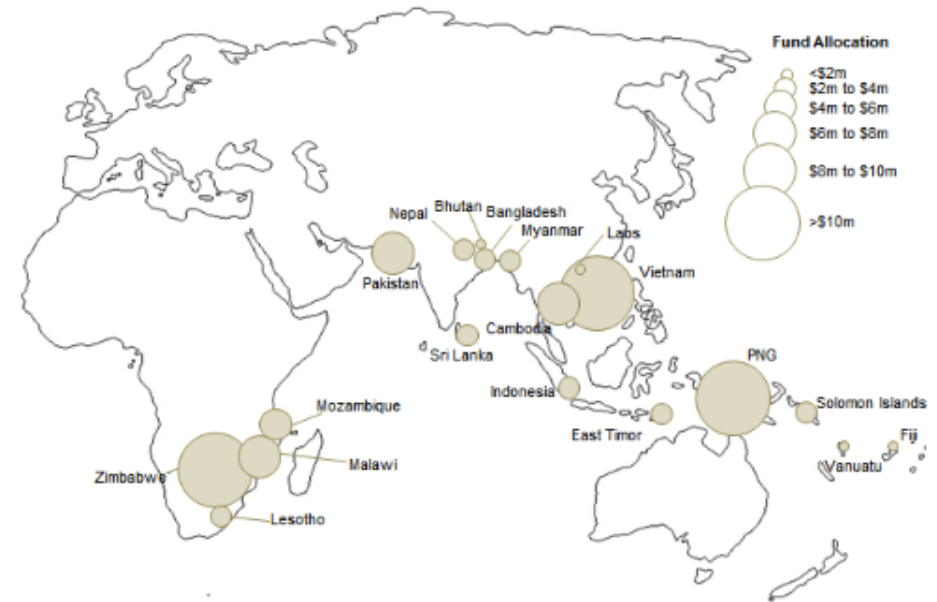


Figure 1: Funds allocated by country



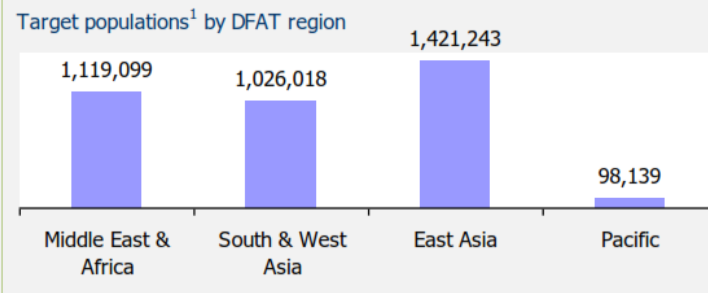
**13 CSOs delivering 29 projects in 19 countries**

Lead agencies:

- Australian Red Cross (ARC)
- Fund Management Team
- Habitat for Humanity (HfH)
- International Development Enterprises (iDE)
- International Rescue Committee (IRC)
- Live & Learn Environmental Education (Live & Learn)
- Plan International Australia (Plan)
- Save the Children Australia (SCA)
- SNV (SNV)
- Thrive Networks (Thrive)
- United Purpose (Concern)
- WaterAid (WaterAid)
- Welthungerhilfe (WHH)
- World Vision Australia (WVA)



**Expected benefits for 3.6 million people in target populations**



- 424,000 additional people using an improved drinking water source
- 2.7 million additional people using an improved sanitation facility
- 2.8 million additional people with increased knowledge of hygiene practices
- 1,700 WASH committees with equal representation of women
- Over 10 million indirect beneficiaries

<sup>1</sup> Target populations are the people directly benefitting from the improved WASH services

Figure 2: Partner CSOs and expected benefits by 2018 (at January 2017)





# Community-based Development Initiative—Water and Sanitation Hygiene Promotion Bangladesh



## Project objectives and approaches

- To improve the health of the 23,000 people (including 13,000 school children) in 4 communities in Rangpur and Gopalganj districts, Bangladesh.
- Main approaches were sanitation marketing, hygiene promotion including participatory and child hygiene and sanitation training (PHAST and CHAST) for communities and schools, regular follow-up including household visits and adoption of local technologies for providing safe water. To achieve project outcomes the project worked closely with key government, school committees and community leaders.
- Disease surveillance and hygiene behaviour studies show improved hygiene behaviours and water and faecal borne diseases have reduced significantly. Girls in schools and women in communities are adopting recommended MHM practices.

## Lessons learnt

- Sanitation marketing approaches have built a stronger capacity for Commercial Service Providers (CSP) in market promotions, quality construction techniques, addressing climate change issues and meeting the needs of people with disabilities, which in turn strengthen demand.
- Building networks with key government change agents to advocate and develop policy reforms, guidelines, standards and facilitate links to communities have strengthened and sustained outcomes in the target areas and broadened reach into non-target communities.
- The school components need to focus on gender and social inclusion as well as approaches directed at hygienic behaviour. As a result, construction of school toilets included separate blocks for each gender and female toilets include menstrual management features. This has increased school attendance for girls and provided them with dignity and respect and has been integrated into government and SPHARE standards. A separate toilet for people with disabilities has also been constructed. Parent Forum meetings in schools have also been a key tool for achieving change among students, parents, peers and relatives.
- Inclusive Community WASH groups i.e. Community Disaster Response Team, Community Program Committee and UP WASH Committee can lead to great visibility and broader empowerment of women and disabled members as well as improve targeting of messages and approaches.

## We are most proud of:

- Improved community health and resilience through:
  - Promotion of safe drinking water. Household commitment to changed practices demonstrated including through purchasing partially subsidised arsenic removal filters.
  - Eradicating open defecation and changing the communities understanding of and behaviours relating to hygiene through community and school sessions, and regular follow up.



Image: Reducing iron concentration using locally made CHARI Filter

## Sustainability

- Community WASH groups were mobilised and supported through the project and after the initiative finishes these groups will continue working in their communities and through the UP WASH Committees (lowest level of government) utilising the guidelines and communication strategies developed.
- CSPs established sanitation service centres in and around communities. Established linkage between CSPs and communities will keep demand and supply processes active to continue increasing and sustaining improved sanitation.
- Communities' access to government departments (Public Health and Engineering, Social Welfare, Women and Children Affairs, Education) to advocate for WASH and broader rights has increased significantly. Additional sanitary latrines and water points have been funded.

## A challenge

The introduction of a sanitation marketing assumed inclusion of micro-finance institutions (MFIs) as provider of household and CSP loans. Even though MFIs are interested, there has been low level of interest of CSPs and beneficiaries for getting loan. Alternatives are being developed.



CDI 2 WASH Project Management Team from Left: S. K Alamgir, WASH Officer, BDRCS | Md. Karimot Ali, Project Coordinator, BDRCS | Biplob Kanti Mondal, Project Manager-WASH, IFRC | M.A Halim, Director, CD Department, BDRCS | Md. Ferdous Alam, Project Officer-WASH, IFRC | Tanoy Dewan, Senior Officer-WASH, IFRC







LESOTHO RED CROSS SOCIETY

## Sanitation, Hygiene and Water

### Management Project

#### Lesotho

the power of humanity



In partnership with



### Project objective and approaches

- Provision of water supply to rural communities was achieved through constructing gravity water supply systems and water points. 4,279 community members (1,827 males and 2,452 females) have been reached with water supply services.
- Integrated sanitation approach at community and school level included providing VIP latrines for vulnerable community members, construction support for schools and training local artisans so as to build the skills of rural people and sustainability.
- Community and hygiene promotion approaches in communities and schools has led to the establishment of several PHAST groups and school WASH clubs that will continue to support behaviour change.

### Lessons learnt

- During community engagement on latrine construction, consideration of needs of people with disability (PWDs) has been integrated. Latrine design has been discussed with all stakeholders and other WASH actors to ensure the needs of PWDs and elderly are considered and designs were modified for wheelchair use. This led to inclusion of ramps instead of stairs and hand rails.
- The project team recognised the need for close collaboration with the Department of Rural Water Supply (DRWS) and to work within the village structures such as chiefs, local councils, village health workers, and HIV/AIDS support groups so as to build local commitment and integrate WASH activities into decision making and resource allocations. As the target population are highly affected by HIV and TB the PHAST groups have incorporated village health workers and HIV/AIDS support groups so as to link health and hygiene messages.
- The project has worked through a severe drought which highlighted the risks of working with limited hydrogeological information. The participation of community members was essential to ensuring access to local knowledge on location and performance of springs. Using localised information and investigations the project managed to provide robust water systems including multiple source protection in some locations.

### We are most proud of:

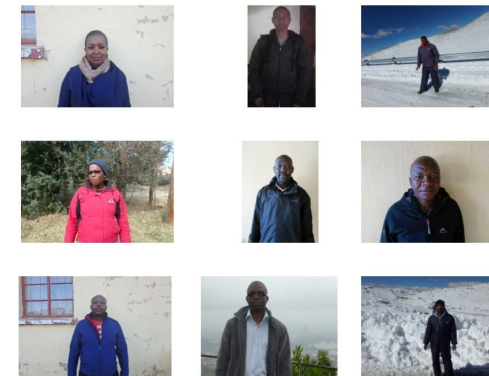
Advocacy for and improvement of girl's latrines in schools to address Menstrual Hygiene Management (MHM). Issues of MHM were previously taboo, but now the issues are openly discussed in school programs with the participation of both boys and girls.

### Sustainability

Project activities are aligned to government policies and standards and support the role of the DRWS who is responsible for implementing rural WASH. DRWS supported preparation of designs and construction of water systems and on completion infrastructure is under government oversight to ensure sustainability. At the community level, WASH committees are trained on managing the construction phase and ongoing requirements including financial management, as well as ongoing hygiene promotion. Water minders were identified and trained on minor maintenance of the water supply systems, and to support ongoing latrine construction and maintenance local artisans have been also been trained.



Child Hygiene and Sanitation Transformation (CHAST) training at Lifateng primary in Mophale's hoek, Lesotho



Top-down, left to right: Nthabeleng Rasupu - Mophale's hoek Software Officer; Lebohlang Makoe - Mokhotlong Hardware Officer, Nare Toromo - Mokhotlong Software Officer, Mamonto'o Mphatse - Mophale's hoek Hardware Officer, Godfrey Bongomin - BRC WASH Manager, Maieane Maieane - Driver LRCS Head Office, Godfrey Bongomin - BRC WASH Manager, Thabang Toloane - LRCS Project Manager, Ishmael Joseph - Mokhotlong Driver.

### Challenges

**Involvement of women in latrine construction** - despite considerable involvement of women in the WASH committees, there has not been significant success in recruiting women to build latrines and to date one female has been engaged in construction. Options to address this and increase women's participation will continue to be considered in Y4.



### Project objective and approaches

- To improve the health of community member's through reducing risks of water and sanitation related diseases. Health clinics are reporting declining incidence rates.
- All target communities are now ODF however in line with Nepal's Sanitation Master Plan and through close coordination, with local government and other key stakeholders, approaches beyond ODF to total sanitation are applied.
- These include community and school based participatory approach to behaviour change, including child:child and child:community. Strategies for inclusive representation on decision making forums, and ensuring appropriate committees can manage the ongoing operations of water supply systems, and community and schools sanitation infrastructure are also applied.

### Lessons learnt

- Supporting active participation by women in WASH committees (over 50% including 37% in management/decision making roles), has required one on one support from the WASH community mobilisers (who also facilitate meetings) to motivate and support women's involvement.
- Constructing Child, Gender and Disable (CGD) friendly WASH infrastructure such as water collection points, and school and family toilets is important for increasing accessibility. It is now recognised that separate toilet rooms with menstrual facilities (washing point, incinerator/dustbin) provides privacy for girls has improved the attendance of girls in school.
- Menstruation Hygiene Management was integrated into school WASH programs, and the broader community has now also been included to discuss and address prevailing cultural beliefs and taboos. Female and male community members are now participating, which has contributed towards a better and more positive understanding of MHM in communities.
- The remoteness of some target communities makes it difficult to encourage private supply of sanitation materials. Piloting of a community managed SaniShop has shown positive results in demand creation and is planned to be reproduced.

### Sustainability

- Coordination and collaboration with local government to ensure quality standards, monitoring and follow up mechanisms established and operational.
- Water systems oversighted by Water User Committees which as legal entities can participate in the Federation of Water and Sanitation and advocate for their rights; and who have been supported to manage and sustain results including collection of O&M funds and access to trained local technician.
- Promotion of simple, affordable and locally accepted technology to increase community ownership. Consultation and engagement with project partners and stakeholders to transfer information (including mapping and technical diagrams), discuss exit arrangements and ongoing support strategies from relevant authorities.



Reusable Pad making practices at Sainpasela, Bajhang - Nepal



Hand washing practices in Narayan Secondary School in Kailash, Bajhang - Nepal

### We are most proud of:

Adoption of hygiene and hand washing practices - Most people now have access to hand washing facilities in their houses and schools and community members of all age groups wash their hands at critical times using soap and water, which has led to a decrease in diarrhoeal and water borne diseases.

### A challenge

While through the project regular health education classes, household visits, meetings and campaigns are conducted to promote total sanitation achieving significant changes in managing domestic animal waste remains a challenge. Cultural and traditional practices prevail with most people keeping their animal on the ground floor of their houses.



(Left to Right): Kesh Bahadur Khatri (President, NRCS District Chapter-Bajhang), Mukesh Singh (Country Representative Nepal – Australian Red Cross), Amar Mani Poudel (Programme Manager, NRCS WASH Division) and Ganga Bahadur Shreesh (Project Officer, NRCS CS WASH Project-Bajhang) (Motivator), Mukesh Singh (Country Representative Nepal for Australian Red Cross), Nar Bahadur (Nepali Member of Central Community Development Committee) and Samista Manandhar (M&E Officer for SHWMP).



### Project objectives & approaches

- Improving access to facilities for the poor and vulnerable, while strengthening the enabling environment for better WASH services in Northern Bangladesh.
- Partnership approach with CBOs (Community Based Organisations) to provide sanitation loans and construction technical support allowing families to upgrade from basic to improved latrines.
- Capacity building for change agents including CBOs, Community WaSH Committee (CWCs) and sanitation suppliers, increasing their capacity to plan and deliver effective WaSH program.
- Working with school hygiene groups to train students and communities on hygiene, including menstrual hygiene management and constructing accessible school sanitation facilities.

### Lessons learnt

#### School hygiene program focused on MHM for girls:

- Ensured clean water supply for menstruation management.
- Provided disposal bin for improved disposal of menstrual pads.
- Improved latrine privacy and safety.
- Trained teachers, boys and girls on menstrual hygiene management as part of school hygiene groups. Hygiene group members became advocates in their communities for improved menstrual hygiene.
- Decreased dropout rate of girl students.

### Sustainability

- The communities have access to sanitation loans through revolving funds managed by microfinance CBOs, and CBOs have capacity to generate demand for loans and provide technical advice amongst their grassroots membership
- Local sanitation suppliers are expanding their businesses through access to loans from the same CBOs
- A well-developed market and demand chain in the community is being developed.

### A challenge

The project has found it difficult to engage with the local government agency (DPHE) that is responsible for water sanitation and hygiene promotion in the rural areas as they've shown minimal interest in the project even though the project was complementing its work, and project staff have been reluctant to invest time in strengthening relationships with government counterparts given the highly bureaucratic nature of these relationships.

### We are proud of:

Increased the capacity of change agents including local community based organization (CBOs), Community WaSH Committee (CWC), and sanitation suppliers about planning and delivering an effective WaSH program, particularly focused on improving quality and sustainability of latrines.



Team members of Mymensingh Habitat Resource Centre



Team members of Netrokona Habitat Resource Centre



Team members of Tangail Habitat Resource Centre



Hygiene group drawing the sanitation map of the village



Community bath house







# Water, Sanitation, and Hygiene Scale Up Project (WASH-SUP)

## Vietnam

### Project objective and approaches

The project uses Sanitation Marketing to contribute to Vietnam’s sanitation targets, working with and building the capacity for government agencies implementing the government-led rural WASH program. After 2 years, 600 staff of the partnering government agencies changed their subsidy mindset and now have the capacity to apply Sanitation Marketing methods. They are skilled in stimulating demand for unsubsidized latrines and strengthening private sector masons’ supplying capacity. Their efforts have resulted in 18,000 households purchasing unsubsidized latrines, increasing sanitation coverage in project areas by 10 percentage points, compared to 1 percentage point a year previously.

### Sustainability

In the immediate future after this project ends, change agents will be able to apply their Sanitation Marketing skills in their other sanitation programs since declining public funding discourages subsidy programs. In the longer term, the approach used to reach the overall goal (total sanitation coverage) does not need to be sustainable, because the market for sanitation will diminish as more households install latrines.

### Not as expected

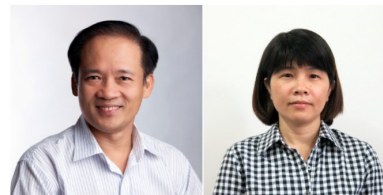
Introducing lower-cost latrine models to reach poor households did not go as expected. The strong preference for “modern” models (septic and pour-flush) was hard to change, and iDE also discovered that government health agencies discourage the use of those lower-cost models because they consider them unhygienic.

### Lessons learnt

- It is challenging for government agencies to adopt and apply Sanitation Marketing since they are used to subsidy programs. iDE learned that simplifying Sanitation Marketing designs and providing intensive coaching to government staff at the beginning to demonstrate success of Sanitation Marketing helped improve the process of learning, adoption and application of the method.
- The government preventative health agencies, being mandated to lead national rural sanitation strategies and sector programming, are key change agents for the project to focus on. iDE learned that at the lowest level (where interaction with households takes place), the health network is more effective in implementing Sanitation Marketing in partnership with the Women’s Union. Local authorities play an important role in facilitating that partnership.
- The program takes a training-of-trainers approach, with skills passed from provincial to district to commune-level change agents. Passing information through so many people resulted in some knowledge being lost. Additionally, the provincial level change agents have no direct interaction with the commune-level implementers. Starting capacity building at the district level and engaging partners at the provincial level for advocacy would be more effective.

### We are most proud of:

At the beginning of the project, the leaders of the partnering government agencies stated that using marketing to persuade households to buy latrines without subsidies was impossible. Now, they have changed their mindset, believe that Sanitation Marketing is truly working, and are comfortable applying it to new projects.



L-R: Quang Nguyen, Country Director and Trang Bui, Program Coordinator



A private mason introducing his latrine construction service to households at a government meeting.



Government staff selling latrines to a group of households.







# Community Driven Environmental Health Project Pakistan



The IRC Team

## Project objectives & approaches

- The residents of Khyber Pakhtunkhwa's Peshawar River Valley have faced many challenges in recent years, including conflict, floods and earthquakes, environmental degradation and population growth driven by conflict in surrounding regions.
- This project aims to engage with residents in a way that has not been done in the past, empowering them as stakeholders, and helping them to take a firmer control of the environmental health of their communities.
- The project also aims to engage more closely with local government bodies, strengthening connections between government and civil society, and empowering community voice in creating more effective delivery of services.

## Sustainability

- The Pakhtun culture is strong and proud, and suspicious of misguided efforts by outsiders. It took time to build trust, and engage with community elders. Giving decision-making power to communities themselves, while not a perfect process, helped to build more sustainable and effective outcomes.
- The strength and engagement of the cross-sectoral local government Project Oversight Committee, formed for the project but which later retitled itself the Provincial Steering Committee for Sanitation Scale-up, and took on a wider remit; including formation of a Technical Working Group.
- IRC Pakistan signed Memorandum of Understanding (MOU) with Local Government & Rural Development Department (LG & RDD), Water & Sanitation Services Peshawar (WSSP) and also with University of Peshawar to further improve coordination among the WASH sector stakeholders for promoting research based development for increased sustainability.

## Lessons learnt

- With careful work, it is possible to achieve strong gender results. The IRC was careful to ensure a gender-balanced workforce, and to identify and work with female opinion leaders in villages.
- Increased reliance on partnership with local CSO, to improve acceptance level in the target area, to ensure effective engagement and also to increase ownership of the project activities by the target population.
- IRC's holistic understanding of environmental health issues especially WASH, combined with research based integrated implementation approach ensured to address the challenges faced by the rights holders in a more efficient and effective manner.

## We are proud of:

Engagement of women's voice in the villages where we worked. While this was expected to be challenging, and has been, we have seen promising indicators of success engaging with and empowering women in the communities.

## A challenge

We faced a challenges around sanitation marketing, especially regarding the role of small businesses in the region. Many small businesses are not registered, and work 'under the radar' and this, together with our own inexperience in delivering sanitation marketing programming, limited our success in this aspect of the project. We did learn some interesting lessons though



Hygiene session on global handwashing day at girl's school



CLTS Triggering. for cultural reasons, triggering is carried out separately with women and men.





### Project objectives & approaches

The project objective is: The establishment of Community-based Sanitation Enterprises in urban and peri-urban informal settlements to improve sanitation within these communities, and to create an enabling environment for these enterprises to succeed. The project objective has been achieved with the establishment of the Community-based Sanitation Market in Suva, Fiji – which is now operational and selling toilets and sanitation products, and conducting hygiene education.

### Lessons learnt

- Survey data showed that the decisions on sanitation and hygiene expenses is mostly made by females, and in some families both male and female make these decisions. Women prioritise day-to-day basic needs and also solely focus on purchase of WASH products i.e. soap and other cleaning products.
- During field observations, most of the women during the initial stage of the project were reluctant to speak and express themselves clearly due to the fear of having little understanding of sanitation needs in their respective communities. However, with training and awareness raising, women now boldly come forward and actively participate in discussions.
- Our GSI monitoring and evaluation methodologies include the Ladder of Participation tool. This tool has been used to demonstrate improvement in an individual perception of their level of participation in community decision-making. The improvements shown by the Ladder of Participation reflections were supported in Most Significant Change videos documented by the project staff.
- Participants felt that at first women attended the meetings but were not confident to speak up regarding issues that were being addressed. Now post-training monitoring shows that women actively participate in discussion and many are taking a lead role in advocating for better sanitation and hygiene needs in the target communities.

### Project challenge

The project has had to manage the dynamic in families where the women earn more money than the men through informal income generation, but the men still expect to be the primary decision-maker. The process for making sanitation and hygiene decisions is important at all stages of the process, so marketing and sales activities need to reach out to both women and men.



Team photo

### Sustainability

In terms of GSI sustainability is looked at from two perspectives:

- Increased participation of women in decision-making regarding sanitation in the operation of the sanitation enterprise
- Effective marketing and sales strategies based on understanding how financial decision making regarding sanitation is made within families.
- The project activities have been effective in increasing the participation of women in decision-making, both through appointment of women to leadership roles in the sanitation enterprise, and through active encouragement of women's voice in community meetings about improving sanitation. Sales activities are planned based on the understanding of how women and men make decisions about household expenses, including sanitation improvements.



Mural for Hygiene Education and sanitation enterprise in Fiji



Women involved in Hygiene Promotion Competition

### We are proud of:

Women in the Community-Based Sanitation Market Executive Committee hold significant roles in operation of the business. They influence the decision-making process for the business, and are always heard when making recommendations on any issues tabled for discussion.





## Western Pacific Sanitation Marketing & Innovation Project

### Project objectives & approaches

The project objective is: The establishment of Community-based Sanitation Enterprises in urban and peri-urban informal settlements to improve sanitation within these communities, and to create an enabling environment for these enterprises to succeed. The project objective has been achieved with the establishment of two sanitation enterprises in PNG – one in New Ireland province and the other in West New Britain province. Both enterprises are operational and selling toilets and sanitation products.

### Project challenge

The term “Community-based enterprise” was used in the start-up period for the enterprises. This created confusion over whether the enterprises were meant to be community organisations or small businesses. Too many people were initially involved in the enterprises, and had to be scaled down to a small number of core enterprise staff.

### We are proud of:

Developing a sanitation marketing approach that is adaptable in different contexts, with sanitation enterprises now earning income through toilet sales in four South Pacific countries, and two provinces in Papua New Guinea.

### Lessons learnt

- Peri-urban communities lack social cohesion and organised social capital. Live & Learn had to address this through community development activities and consultations to build understanding of local enterprises and sanitation marketing. This delayed the initial establishment of the sanitation enterprises.
- Knowledge and experience in small business operation is lacking in PNG, with a weak culture of small business operation. Extensive mentoring was required to build knowledge and confidence in business operations, governance, marketing and sales.
- The sanitation enterprise model had to adapt to local context and definition of ownership. In West New Britain ownership is based on the identity of the sanitation enterprise as a construction company that provides a mix of services (including plumbing and electrical) alongside sanitation products. In New Ireland the sanitation enterprise is focusing on a management and sales role, and outsourcing the construction of sanitation products.
- Marketing and promotion activities were planned to be based on a Community-led Total Sanitation (CLTS) approach, but were modified to be based on an aspirational social marketing approach that use positive messages to build demand for improved sanitation.



Photo 1: Improved toilet constructed by sanitation enterprise in Kavieng, New Ireland; Photo 2 - School toilet block constructed by sanitation enterprise in Kavieng, New Ireland; Photo 3 - Pour Flush toilet being constructed by sanitation enterprise in Kimbe, West New Britain.

### Sustainability

- Sanitation enterprise sales staff being mentored in direct sales activities to help customers select affordable sanitation options (such as a VIP toilet when they initially wanted a flush toilet).
- A range of toilet designs and payment options put in place and promoted to customers, with cost reduction opportunities through customers providing some labour and materials. The enterprises have also diversified their products and services to reach different market segments.
- Training and contextualised one-to-one mentoring with each sanitation enterprise has addressed low capacity in business operation, and strengthened governance, accountability and sales confidence.





**LIVE & LEARN**  
INTERNATIONAL

## Western Pacific Sanitation Marketing & Innovation Project Solomon Islands and Vanuatu

### Project objectives & approaches

Live & Learn Environmental Education, in partnership with International Water Centre, have adapted and piloted a three-phased approach to monitor, analyse and plan for delivery of sanitation and hygiene services at the school level. The approach adapted the UNICEF bottleneck analysis approach, and is complementary with the UNICEF Three-Star Schools approach. The pilot was successful in two schools in Honiara, Solomon Islands, and two schools in Port Vila, Vanuatu, and has now been scaled up to 5 additional schools in Honiara and 7 additional schools in Port Vila.

### Lessons learnt

Working with the Vanuatu Institute of Teacher Education, Live & Learn have been able to give WASH a formal position in the education system with the approval of a WASH module as a compulsory unit in the current Teachers Training Diploma, and to lead the development of an elective unit. The partnership with Live & Learn has also led to the drafting of a WASH component for the national curriculum that is currently being considered for adoption by the Ministry of Education.

A strong partnership with the Ministry of Education also enabled Live & Learn to co-facilitate with UNICEF a national Bottleneck Analysis workshop with the Ministry of Education that resulted in a government strategy paper on addressing the barriers to quality water, sanitation and hygiene in schools.

In Solomon Islands Live & Learn has worked closely with the Honiara City Council to advocate for the inclusion of WASH as eligible items in the school government funding requests. This has been supported at the school level by assisting the schools to provide supporting documentation on the process for identifying operations and maintenance costs.

### Sustainability

Live & Learn has actively supported and engaged with government technical working groups in the Ministry of Education and Ministry of Health to advocate for the importance of WASH in Schools through existing institutions in the enabling environment. This was done while also working from a grassroots, bottom-up approach with each pilot school.

### Project challenge

The mid-term review identified that school leadership was key to the success of the activities, including advocacy to strengthening the enabling environment. Scale-up schools were identified by the respective government education offices in Honiara and Vanuatu. Preliminary interviews with the scale-up schools identified two schools where leadership was not strong. The relationships built during the pilot program gave Live & Learn the confidence to negotiate with the government education offices to get two different schools allocated to the scale-up where leadership was supportive.



Left: Students in Solomon Islands conducting WASH mapping activities



Right: Staff from Vanuatu Institute of Teacher Education testing practical WASH activities

### We are proud of:

What has been achieved with Vanuatu Institute of Teacher Education is a scalable approach to positively influence the long-term capacity of WASH in Schools across Vanuatu. Each pilot school has successfully included WASH in their school improvement plans. A mid-term review has documented positive hygiene behaviour change.







### Project objectives & approaches

The project objective is: The establishment of Community-based Sanitation Enterprises in urban and peri-urban informal settlements to improve sanitation within these communities, and to create an enabling environment including hygiene promotion to create demand for improved sanitation. The project objective has been achieved with the establishment of two sanitation enterprises in Port Vila, who are successfully selling their products through hygiene promotion and social marketing activities.

### Lessons learnt

- The approach used by Live & Learn supports change agents to develop and implement hygiene promotion campaigns that target three specific decision-making processes (sub-conscious, motivated and executive). The TopWan brand was launched and promoted through billboards, newspaper coverage and posters that emphasised the benefits and pride in supporting a local business and local products. TopWan branded toilet paper is particularly popular.
- Knowledge and experience in small business operation is lacking in Vanuatu, with a weak culture of small business operation. An external consultant was engaged to design a marketing and sales approach specifically for the Port Vila context. This resulted in the development of an umbrella brand (TopWan) that both sanitation enterprises are now using to promote their toilet models and sanitation products such as toilet paper.
- The TopWan brand was used in a hygiene promotion competition (Clean Hands, Good Toilet, Happy Family) that offered prizes of a new toilet constructed by the sanitation enterprise, and a year's supply of toilet paper. Community participation in the competition was excellent, and the winning song and drawings are now being used to conduct further hygiene promotion on the benefits of hand-washing with soap and owning an improved toilet.

### We are proud of:

Developing and implementing a hygiene promotion approach where community change agents work together with the staff of the sanitation enterprises to conduct social marketing hygiene promotion campaigns that jointly target hygiene behaviour change and building demand for the products and services of the sanitation enterprises.



Marketing and Hygiene Promotion activities conducted by the sanitation enterprises to promote hand-washing with soap and improved toilets.



Prize-winning photograph in Hygiene Promotion Competition



Staff from two sanitation enterprises in Port Vila, Vanuatu, with staff from Live & Learn

### Sustainability

- Sanitation enterprise sales staff being mentored in how hygiene promotion activities can support marketing and direct sales activities. For example the sanitation enterprises are distributing hand-washing kits as a marketing activity. The kits contain a container for holding water, branded soap and TopWan toilet paper, with messages inside the container that promote hand-washing with soap and sanitation products and services provided by the enterprises.
- Selecting change agents that have access and influence to target customers – such as church members and community members who work in the health sector. These changes agents are provided with specific tools (such as Bible studies that promote health and sanitation for church workers) that are integrated into hygiene promotion campaigns that support hygiene behaviour messages and also build demand for sales.

### Project challenge

Marketing and promotion activities were planned to be based on a Community-led Total Sanitation (CLTS) approach, but were modified to be based on an aspirational social marketing approach that works with targeted change agents to deliver positive messages to build demand for improved sanitation.





# Mulanje Total Sanitation Project

Plan Malawi



Chiefs meeting reviewing and strategizing on implementation of ODF action Plan - Mimosa ADC, Traditional Authority Mambuka

## Project objectives & approaches:

The project goal is to promote health and wellbeing of communities in the whole of Mulanje by improving sanitation use and hygiene behaviour by 2017. Key strategies include;

- Government support and strengthening
- Engagement of traditional leaders and structures
- Non-subsidised sanitation and hygiene approaches
- Dialogue Circles to promote social inclusion

To date, 263 of the 546 villages (3 TAs) in the District have been verified ODF and an additional 350,000+ people now have access to improved sanitation. District latrine coverage has improved from 69% to 97% along with handwashing coverage improving 4% to 56%. Government staff are facilitating sessions to promote social inclusion resulting in engagement of people with disabilities in the pursuit of District ODF and community mobilisation to support latrine access for people with disability.

## Sustainability

**Institutional strengthening through:**

- **Implementing through existing structures** – utilising village and government structures for project implementation and monitoring has embedded knowledge and systems within existing local structures that have means and commitment to maintaining support to project achievements.
- **Establishing lines of accountability** – by establishing and encouraging enforcement of accountability structures between traditional structures (eg. village development committees) and government (eg. District Coordinating Team [DCT]) and within their independent structures, the priority for sanitation and hygiene will be maintained. The influence of National ODF Task Force in partnership with DCT will drive this.
- **Improved budgeting/planning** – support to DCT to budget and plan for post-project activities using actual costs and plans from project implementation.

## Lessons learnt

1. **Coordination and collaboration is critical for ODF achievement:** coordinated and collaborative efforts between traditional and government structures, capitalising on robust systems and strong leadership, enabled ODF achievement at scale. . Some of the key factors identified by a range of stakeholders as contributing to ODF achievement include; clear goals and problem identification, benchmarking of achievements to leverage the pride of leaders, empowerment and engagement of everyone with the responsibility to contribute and particularly, accountability mechanisms and their enforcement.
2. **Engaging all achieves a better outcome:** action research was a critical step in developing an effective methodology for social inclusion activities. Subsequently, all health surveillance assistants were trained on gender and social inclusion and with renewed knowledge and confidence, have embraced the concept and conducted dialogue circles in all village for the past two years. This has strengthened the engagement of people with disabilities (and other vulnerable groups), to ensure their voices are heard in the implementation of community WASH activities and resulted in community mobilisation to improve latrine access for individuals with specific needs.

## A challenge

Despite promoting a locally made and very low cost latrine, many households remain reluctant to pay for sanitation and prefer to construct themselves. This has limited latrine sales for masons and resulted in most masons diversifying into other sanitation and hygiene products such as drop-hole covers and handwashing facilities, selling over 5,000 to date.

## We are proud of:

Attainment of ODF status in TA Mthiramanja was rapid and vibrant, becoming the first ODF TA in Mulanje District after being the worst performing TA, without an ODF village, in July 2016. The significant efforts and collaboration of change agents was critical in achieving ODF status in December 2016.



L: Chimwemwe Kapichi (M&E Officer)  
R: Thoko Kaitane (WASH Program Manager)



TA Mthiramanja raises the ODF certificate received from Ministry Official during official celebrations.







## Pakistan Approach to Total Sanitation (PATS) in Punjab Pakistan

### Project objectives & approaches

- **Improved WASH behaviors:** hygiene promotion using community and household discussions, mass media and street theatre has facilitated over 57,000 households (original target 40,000) in 164 villages, and students and teachers in 308 schools, to regularly practice improved WASH behaviors.
- **Improved access to sanitation:** CLTS and sanitation marketing have enabled over 56,000 (original target 20,000) households in 164 villages to have, use and hygienically maintain sustainable improved sanitation facilities.
- **Improved WASH enabling environment:** local government departments in the project's four target districts now have appropriate and sufficient institutional capacity to deliver effective and sustainable WASH services to households and schools. Approaches are being scaled up across the entire province (36 districts), backed by financial resource allocations from the Government of Punjab.

### Lessons learnt

- The project has experienced some success in chipping away existing patriarchal social norms and in increasing acceptance of socially excluded groups in decision-making roles. Quotas for women's representation in district WASH Coordinating Committees, the project's Village Organisations (VO) and as project Community Resource Persons, and creating opportunities within the project for women as WASH entrepreneurs, have begun to create an environment in which women are able to challenge gender stereotypical roles and to take a larger, and more accepted, role in WASH decision-making.
- However, despite this engagement of women and marginalized individuals in the project's activities and structures, real change with regard to gender and social inclusion is yet to be seen at the Union Council, District and Provincial level. Differences in social and cultural norms and levels of education across the project's locations has limited the participation (beyond reserved quotas) of women as change agents in elected positions at Union, District and Provincial levels. Gender imbalances in staffing in key government departments at these levels further exacerbate this constraint on women's participation in the project and in WASH decision-making in general.

### We are proud of:

Prior to the project, government departments in Punjab lacked experience in implementing national WASH policies that included community-led approaches. A cadre of experienced and capable staff is now in place in key departments which is drawing on the experience gained through the project to develop, provide funding for, and deliver scaled-up programs replicating project approaches in all 36 districts in Punjab.



Age appropriate hand washing points constructed in schools.



Health and hygiene session at a school.

### Sustainability

- WASH Coordinating Committees have been officially formulated at provincial and district level, supporting better cross-departmental and cross-organizational efforts to improve WASH services. These Coordinating Committees have contributed towards the development of the Punjab Growth Strategy and the Punjab WASH Sector Development Plan, and District Committees are developing District WASH Road Maps that will guide delivery of WASH services at local level and help ensure the sustainability of already ODF-certified communities.
- Linked to these committees, networks of Village Organizations, School WASH Clubs, entrepreneurs, masons and government institutions have been established at Union Council Level to support the continued involvement of these people and institutions in WASH service delivery.

### A challenge

While sanitation marts formed under the project have supported communities to move up the sanitation ladder and achieve ODF status the currently limited range of goods offered in these marts is likely to constrain business sustainability once communities achieve ODF certification. Plan is working with mart entrepreneurs to expand product lines to address this limitation.



Asim Saleem, National Program Manager—WASH, Plan Pakistan



Hasnain Kazmi, PATS Project Manager - Plan Pakistan



Anum Sanwar, Knowledge and Learning Coordinator - WASH Program, Plan International Pakistan



Salman Yusuf, Additional Secretary PHED Government of Punjab





# Community-based Total Sanitation (STBM) in Nusa Tenggara Timur (NTT) Province Indonesia



## We are proud of

Government Change Agents at sub-national level in NTT province have very good understanding and skills of STBM implementation and they are confident to implement STBM using their own budget. Governments in 5 district have been implementing STBM in 205 replication villages using their own government budget.

## A challenge

Plan Indonesia is facing challenges on facilitating linkages of micro-finance institutions (MFIs) to finance sanitation businesses (particularly in remote areas) to be able to access appropriate loans.

## Project objectives & approaches

Project goal: Rural Indonesia has access to improved sanitation facilities and practise hygiene behaviours of the Government of Indonesia's (GoI) National Sanitation Policy—entitled Community Base Total Sanitation (known as STBM policy). STBM has a five-pillar approach to mobilise communities for total sanitation. A community is said to have achieved total sanitation when there is: open defecation free (ODF) status (pillar 1); hand washing with soap (pillar 2); household water treatment (pillar 3); solid waste management (pillar 4); and wastewater management (pillar 5).

To achieve this Plan Indonesia's CS WASH Fund project uses a pilot/demonstration and replication approach. The project has exceeded its key targets with 242 communities (363,000 people) declared as achieving and practicing all 5 STBM sanitation and hygiene pillars.



Female sanitation entrepreneur in Kupang.



Gender WASH Monitoring Tools roll out in Kupang.

## Sustainability

Government in five project districts in NTT Province have STBM 'Roadmaps' (i.e. action plans) which have been legalised and signed by Head of District WASH Working Groups. The STBM Roadmaps contains guidelines to achieve STBM district targets including Indonesia's national targets for "Universal Access to Sanitation 2019". The STBM roadmaps also include gender and inclusion considerations including encouraging woman and people with disabilities to participate in STBM implementation.

There are 27 sanitation entrepreneurs in the 5 project districts of NTT province who are very active in producing and selling good quality and affordable sanitation products across the target area including reaching the more remote communities.

## Lessons learnt

- Developing local government staff knowledge, understanding and skills to implement STBM policies and strategies at district, sub-district and village levels.
- Mapping and understanding the Government's planning and decision making cycle to understand what and how to intervene.
- Working with sub-national government change agents to influence government planning and funding decision making processes
- Understanding who are the key government decision makers and how to involve and influence them
- Contributing to improved gender and disability inclusiveness within STBM policy and practice to better address the underlying barriers for the most marginalised.







## Community and School Water, Sanitation and Hygiene Project (CS-WASHPro)

Plan Vietnam

### Project objectives & approaches

**Government capacity to lead WASH improvements:** Over 1,200 District and Commune-level government personnel have developed knowledge, skills and experience in planning, delivering and monitoring water safety planning, CLTS, low cost sanitation, and hygiene promotion programs.

**Improved WASH behaviours at the household level:** community promotion sessions, school WASH clubs and campaign events have enabled more than 180,000 people to improve their WASH knowledge and 12,500 students to participate in school hygiene behavior change programs.

**Increased access to sanitation:** CLTS has motivated rural mountainous communities to stop open defecation. To date 104 villages, with more than 40,000 village people, have achieved ODF status. Over 300 community masons and entrepreneurs trained in sanitation supply and low cost options are providing latrine products and construction services in project areas.

### Lessons learnt

The Gender and WASH Monitoring Tool (GWMT) has been an integral part of the project’s approach and has provided insights into community knowledge around, and aspirations for, gender equality change. An Innovations and Impact Fund grant allowed for further understanding of gender equality change and the role played by WASH in the project’s remote, ethnic minority villages in Vietnam’s central mountainous areas. Key points of learning included:

- The majority of changes in strategic gender outcomes are attributed to a broad range of inter-linked factors beyond WASH, yet around 30 per cent of all reported changes could be attributed to WASH programs, policies and outcomes, demonstrating the significant impact of WASH interventions on gender change
- Many changes came about through women accessing information and knowledge (particularly technical knowledge), through formal education, meetings, public information, and peer discussions and learning in the community.
- Tools designed primarily to monitor strategic gender outcomes in WASH programs (such as the GWMT) may reinforce strategic gender outcomes if good participatory processes are used, but these two aims need to be appropriately balanced.
- Attention needs to be given to mitigating unintended negative impacts on gender equality outcomes due to improved access to WASH to ensure that women do not shoulder the burden of additional workloads.

### Sustainability

- **Government capacity and commitment** – skilled and experienced WASH facilitators are present in all target communes and local authorities, especially Commune People’s Committees, have committed to mobilize resources (both public and private) to continue and develop the project’s proven implementation approaches.
- **Community management and financing** – Water Safety Planning used in the project has enabled communities to develop contextually relevant approaches to on-going management of, and financing for, their improved water systems.
- **Gender skills and processes** – Change Agents have increasingly understanding of gender equality, have access to practical guidance material for gender monitoring and analysis, and have developed experience in engaging communities to identify gender issues in WASH.

### A challenge

The project has had considerable success in enabling communities to attain ODF status and targets for households with basic toilets have been exceeded. Considerable work has been done to develop low cost sanitation options, establish sanitation supply networks and to connect households to credit facilities. However, transitioning households to improved sanitation facilities remains challenging with outputs below target in this area of the project.



Left to right: Nguyen Quy Hoa, WASH Manager; Vu Thuy Anh, WASH Project Coordinator; Nguyen Van Tiep, WASH Specialist, Kon Tum; Phan Dinh Hiep, Quang Tri Program Unit Manager

### We are proud of:

Following a collaborative pilot of the project’s Gender and WASH Monitoring Tool in six provinces, which has been highly appreciated by the Vietnam Women Union (VWU), the Tool is being introduced to all 63 provincial Women Unions as the first stage of its use at a national scale.





# Save the Children

## Strengthening Community-based WASH Governance Myanmar

### Project objectives & approaches

**Objective:** To achieve >90% access to improved water supply and sanitation for all villages in 10 rural tracts in Kani.

**Approach:**

- An integrated approach with local health committees maximises health impacts
- A village tract-wide approach seeks to improve access to water supply and hygienic latrines in 40 villages across 10 tracts
- A peer to peer strategy builds peer groups of mothers and children

**Achievements:**

- Households in 40 villages have water tap stands with water meters
- A water revolving fund functions in 40 villages
- Households have accessible sanitation facilities, including for the disabled and elderly
- A sanitation fund operates in 36 villages

### Lessons learnt

- Most women in local WASH committees lead and actively participate in community WASH activities in their villages, including pipeline connections, fixing water meters, collecting funds for sanitation, supervising and monitoring construction of water storage tanks and school latrines, and joining trainings and meetings.
- Women who used to have to fetch water for domestic use now enjoy tap stands in their homes, allowing them extra time for income generating activities. Women in WASH committees also motivate and mentor other women in hygiene promotion activities.
- Women's leadership in village health committees produces strong results, including:
  - Greater transparency and accountability
  - Good organisation and attention to detail
  - Reliability and precision in statistical related tasks
  - Regular availability to attend to project activities
- Gender discrimination is still an issue. But some visible improvements have been observed in the project area. Almost 50% of village health committee members are women.

### Sustainability

- Strengthening WASH governance from the village to the township level
- Facilitating endorsement of water bylaws at the local level
- Enhancing the capacity of local health committees and linking them with external resources to maintain their WASH activities into the future
- Ensuring functioning and good management of village revolving funds

### Project challenge

Facilitating and supporting communities to attain ODF has been slow. To date, only one Traditional Authority of the four targeted has fully attained the ODF status. The project has made new strategies, which include involving local leaders in sensitising the community in order to accelerate the ODF attainment.

### We are proud of:

Participatory and gender-sensitive approaches have enabled women to assume leadership roles in village health committees and community WASH activities, even where the role of women in Myanmar may be largely limited to domestic responsibilities.



From left, Tin Ko Latt (PA), Thant Zin (PA), Aung San Win (PA), Naing Htwe (PA), Tin Maung Win (PM), Saw Marlar (PA), Khaing Zin Thaw (PA), Thaink Min Tun (PA), Phyo Zaw Tun (PA), Min Kyaw Than (PA) and Myo Zaw Oo (PO).



Villagers in Nat Gyi village build a water pipeline connection.



Women and men work together in Pat Kyar Wa village to make concrete-rings.



CIVIL SOCIETY  
WATER, SANITATION  
AND HYGIENE FUND







# Sustainable Sanitation and Hygiene for All (SSH4A)

## Bhutan

### Project objectives & approaches

- Integrated programme approach to build capacity with government, private sector and local partners in sanitation demand creation, supply chain development, hygiene behaviour change communication, governance and performance monitoring to develop sustainable sanitation services, district wide.
- Operates at i) district level to provide support to achieve and sustain district wide coverage ii) at the national level with support to the development of the national policy, strategy, guidelines and the evidence base through formative research, supply chain analysis and behaviour change communications tools and approaches.
- As the endorsed national programme it has now been scaled up to 9 of 20 districts through the buy-in and support of both the international and local development partners.

### Lessons learnt

Pro-poor support mechanisms study identified that single female headed households were the most vulnerable with limited incomes and labour to construct sanitary toilets. Interventions were then made including facilitating district, sub-districts, community and private groups to target poor including female headed households and mobilise labour/construction materials were designed and are being implemented. Gender research revealed that women/girls carry the most burden of poor sanitation and hygiene facilities, which can affect their health, hygiene, safety, education, dignity and livelihoods. Decision making for investing in sanitation from household level to government institutions are still mostly held by male members due to existing structural inequalities, norms, beliefs and practices. Therefore, it calls for dedicated efforts in ensuring women's voices and needs are not overlooked in WASH planning. Disability study revealed multiple systemic factors plus deep-rooted discrimination faced by people living with disabilities preventing their access to adequate sanitation and hygiene facilities including menstrual hygiene management and informed subsequent strategies.

### Program sustainability

- Focus on developing an aligned endorsed national approach - guided by programme policy, strategy and guidelines.
- Capacity development on both sanitation and hygiene has been tailored at the national, sub-national and local government levels and learning and linkages made between these and wider region.
- Support has continued to districts after the initial campaigns and after they have achieved 99% coverage, this includes adjusting behaviour change communications to new behaviours and monitor for sustainability issues – *thinking beyond the finish line*.
- Strengthening regular monitoring and follow-up at all levels (national, local and community) with training and appropriate tools, including social media and mobile based.



Monitoring of toilet construction at Thongrong



Top L-R: Gabrielle Halcrow (Regional Programme Coordinator), Kencho Wangdi (Sector Leader), Kezang Chokey (Research Assistant), Raj Kumar Bhattra (WASH Advisor)  
Bottom L-R: Tashi Dorji (SME Advisor), Thinley Dem (BCC Advisor), Tshering Choden (GESI Advisor), Ugyen Rinzin (Programme Leader)

### We are proud of:

After minimal progress during the MDGs era, the national programme has now declared 24 sub-districts as having 100% access and usage of improved sanitation without subsidy during the observation of World Toilet Day in 2016 by the Minister for Health. Further, the first three declared sub-districts in 2015 have sustained their 100% access and 3 districts have achieved 99% coverage and are working to declare as the first districts in 2017 for Bhutan.

### A challenge

Only 1 in 4 households hired the trained masons to construct their toilets as households continue to prefer to manage construction themselves. To respond to the issues of construction quality and limited access to technical advice the following additional strategies have been developed to support the process: improving selection process of masons, better planning of the training time and equipping health assistants with specific technical know-how instead of district engineers who showed less interest.







# Sustainable Sanitation and Hygiene for All (SSH4A-II) Nepal



Left to right: Nadira Khawaja, Ratan Budhathoki, Harishova Gurung, Kailash Sharma, Raju Shrestha, Ambika Yadav, Tika Ram Khadka, Chiranjibo Koirala

## Project objectives & approaches

Strengthening government capacity for leading district-wide improvement in sanitation and hygiene has been at the core of SNV's SSH4A Programme. Evidence from research studies (hygiene; supply chain analysis; gender, social inclusion and disabilities; willingness to pay for faecal sludge emptying service) have been used to support the district institutionalisation processes and develop responsive, locally contextualised, and inclusive strategies for sanitation demand creation, private sector strengthening for sanitation supplies and services, and sustaining behaviours. As a result 190,000 additional people are using improved sanitation facilities, 45 Village Development Committees and 4 districts have achieved 100% sanitation coverage (Open Defecation Free) and 310,000 additional people have handwashing facility with soap in their household.

## Lessons learnt

- The southern plain areas (*terai*) of Nepal are a highly conservative society with little participation of women in the public sphere. These areas have also lagged behind in sanitation access. Through supporting meaningful participation of women in the village WASH coordination committees (WASH-CC), mobilising women to lead the village sanitation campaigns, and targeting women through house-to-house visits after community triggering, women have increasingly become the force behind the rapid increase in sanitation access in the *terai* districts.
- Women have also been at the heart of the progress towards total sanitation in the hill districts. Whereas the interest of men may decline in sanitation after achieving village ODF, mobilising women through women-led forums has led to a steady improvement in hygiene behaviours as well as environmental sanitation.
- Community-wide triggering and follow up have been successfully used to create demand in the community as a whole (including different castes and wealth quintiles) and mobilise households to construct their own toilet without any subsidy. After the majority of households have built a toilet, the village WASH-CC identifies the bottlenecks for the ultra-poor and collectively develops solutions such as organising youth to provide labour, allocating public land for toilets, purchasing materials from village funds or private donations. At the same time, the remaining non-toilet owners who can afford to build a toilet, are motivated through peer pressure.
- Although every household has a toilet (with 1-2% sharing a toilet) in the ODF declared villages, the challenge remains to ensure toilets are usable by all family members (disabled, etc.)

## A challenge

The gender study showed that the toilet layout impacted the comfort level of women using a toilet in the *terai*; women did not feel enough privacy if the door of the toilet was facing towards the courtyard. Therefore, household decision-making about toilet construction should also address the appropriate **direction** for the toilet, and not just the type of toilet.

## We are proud of:

Regional WASH-Coordination Committee of the mid-western region (6 out of 15 are project districts) adopted a declaration (with strategies) on sustainable WASH focusing beyond ODF through a government-led, multi-stakeholder process which was strongly supported by project technical assistance and also built on project learnings on sanitation and hygiene.

## Program sustainability

- Capacities built of government, private sector, and civil society stakeholders at village, district and regional levels for implementing and steering sustainable sanitation and hygiene.
- Impact and evidence from village and district level interventions contributed to the development of regional framework and vision for sustainable sanitation and hygiene for the coming 5 years with a focus on post-ODF and universal coverage.
- Project learnings used for national advocacy through multi-stakeholder events on FSM and BCC, active participation in sanitation working groups, inputs to national guidelines (total sanitation), and co-leading joint monitoring missions.



Women group representatives entertain and inspire a crowd with educational messages on hygiene and sanitation through a street drama during the National Sanitation Week celebrations in Bagchaur Bazaar, Salyan.



Hygiene keeps improving after ODF: dish drying racks, washing slabs, waste disposal areas indicate some of the progress towards total sanitation in Rolpa.







Left to right: Mr Chreay Pom—Cambodia DORHC; L-R: Visal Cheng, Georgia Davis & Mathieu Le Corre (GRET), HE Angela Corcoran, Paul Crawford (MERP); L-R: Kim Hor, Sreymom Um & Iv Buntheoen (Thrive Cambodia)

### Project objectives & approaches

- **Objective:** Demonstrate the merits of OBA as a mechanism to accelerate increased WASH coverage, and to advocate for government adoption of the mechanism.
- **Sanitation Results:** sanitation target over achieved. Thrive has embarked on a scale-up process involving local government progressively increasing their contribution to the OBA payment over a three-year period until they cover the full USD18 per latrine.
- Local government has given principle commitment and the first phase of government budget has been delivered. This scale-up is beyond the scope of the CS WASH Fund project, but underpins the advocacy agenda concerning the Government’s adoption of OBA.
- **Water Results:** Cambodia’s first ever round of competitive bids and licencing was conducted for rural water supply projects. Many lessons learned through this process, and four new systems were successfully licenced through this mechanism.
- Pro-poor subsidy mechanism for connecting poor households to an existing water network can be implemented extremely successfully at scale. Both scheme operators and households highly appreciate this mechanism.

### Lessons learnt

- A large scale sanitation program that does not require households to construct a latrine shelter will result in a high percentage of unused or ‘delayed use’ latrines. Adding latrine shelter as a verification criteria is an effective way to address this problem.
- Installation of a handwashing device within 10 metres of the latrine significantly impacts hand washing behaviour. Verifying the presence of hand washing devices and pushing household by household for their installation improves results.
- The competitive licencing process for private water supply operators needs significantly more testing and attention from the rural water sector in Cambodia. A lot of potential remains to be exploited and investment mobilized from private operators.

### Sustainability

- Phasing-in of government budget as donor budget is phased out, is a critical objective for Thrive in order that the sanitation program is sustained.
- Review and reflection among the delivery team and change agents on Cambodia’s first pilot of the competitive licencing process is critical. The program’s efforts and lessons need to be consolidated in order to define the sector’s next phase and approach to the competitive licencing policy in rural water.



Main pipe installation and water service provider at Sambok commune Chettr Borey district Kratie



IDPoor 1 Trapeang Danghoet Village Daun Koeng commune, Prey Veng Province

### Project challenge

The water project did not have successful bidders from the private sector for all 7 sites. We were working in remote areas that did not naturally attract private enterprises and incentivising them to invest by subsidising the commercial viability gap. However, the requirements placed by the program and government on these investors were not suitable. For example, investment required was beyond the capacity of the interested bidders, and the proposed sites were too large.

### We are proud of:

Prey Veng and Kampong Cham provincial Departments of Rural Development have worked with select commune councils to mobilize local budget support to cover a portion of the sanitation rebates for poor households. Our objective is for government to gradually phase in financial support and taking greater ownership of the program as Thrive Networks phases out.





**Project objectives & approaches**

- **Water:** A public private partnership project to enable private sector investment in, and operation of, four small scale local **water supply schemes** in one district of Sayabouri Province (in partnership with GRET).
- **Sanitation:** Demonstrate that donor and government investment in rural sanitation can be optimised through the use of ‘smart subsidies’. The design of such subsidies is crucial in order to promote the desired behaviour change, target the poor, not distort the market or dampen demand.
- This project studies the potential for outputs-based aid (OBA) payments to accelerate latrine uptake among the poor as well as the achievement of **open defecation free (ODF)** status in 58 communities of Champasak and Sekong provinces.

**Lessons learnt**

- WASHOBA was the first project of its kind in the sanitation sector of Lao PDR. We are enthused that health sector staff from provincial and district levels have learned to implement the OBA approach and are excited by the results they are achieving under the program.
- Officials from the health sector appreciate the OBA approach as it has strong latrine construction results among the poor and also behaviour change through the verification of hand washing facilities and ODF achievement.
- Four water supply schemes have been licenced following a competitive bidding process with deep engagement from the Provincial Department of Public Works and Transport. The provincial government has demonstrated their commitment and appreciation for this project approach, and is contributing USD 15,000 per water scheme
- More than 50% of households in the water supply service area pre-financed 50% of their connection fee. This is the result of a successful marketing and community engagement campaign conducted by the private enterprise and supported by GRET. The money available from these pre-financed connections makes a big difference to the small enterprises investing in the water schemes.

**Project challenge**

The Champasak provincial government cancelled funding for their Community Led Total Sanitation (CLTS) program part way through a fiscal year. This wavering commitment and resourcing was worrying as CLTS is their national approach to sanitation. The decision triggered discussions on cost effectiveness, potential adjustments to the CLTS process, resource availability and government commitment to sanitation.

**Sustainability**

- Lessons learned on the OBA mechanism for both PPP water supply and sanitation need to be consolidated and reflected on with the target change agents and broader sector stakeholders in order to jointly decide the value and application of this mechanism in Laos for the future.
- Mechanism established to monitor the private water operators beyond project completion to track the quality of their service and their financial sustainability.
- To target and reach poor households, Laos needs an efficient poor-identification system and would benefit from a nation-wide roll out of the scheme developed under WASHOBA. Thrive will identify dissemination approaches regarding this poverty identification approach.

**We are proud of:**

Somsavanh water service will be delegated to Ms Sivily Vongsack, the first female investor in the public-private partnership water supply system program in Laos.



L-R: Khouankeo Ardphasouk & Ha Huong



L-R: Parnter, Chansouk, Arnaud Vontobel, Ha Huong and partner



**Project objectives & approaches**

- **Sanitation:** Build up an effective and sustainable sanitation ‘ecosystem’ within the Vietnamese government. Explore and refine the roles of GoV health workers and the Women’s Union within the ecosystem to prepare for scale up.
- **Sanitation Result:** Two provincial governments have demonstrated willingness to phase in budget support. They are convinced by the WASHOBA model – utilizing the Women’s Union for mobilization and health sector for technical assistance and monitoring.
- **Water:** Secure financial resources from the Government of Vietnam to scale-up OBA for rural water supply.
- **Water Result:** Three provinces have demonstrated willingness to phase in budget support. A competitive OBA mechanism will be rolled out for different entities from public and private sectors to bid for the subsidy funding. Proposals that are cost effective, ensure equality of access for poor households and demonstrate potential for sustainable services will get up.

**Lessons learnt**

- Water tariff reform in Vietnam must be a high priority in each province as schemes are failing due to financial sustainability problems.
- In the sanitation sector, WASHOBA produced clear evidence that health sector staff have more capacity to conduct data management and verification than the Vietnam Women’s Union (VWU). The VWU are the premier partner in Vietnam to work on household mobilization as well as mobilizing micro-finance from the Vietnam Bank for Social Policy. This program is helping to define the optimal roles for each stakeholder in the sector.
- The ‘nudge’ approach to hygiene behaviour change is an easy and cost effective intervention to impact handwashing with soap. If the nudge is applied and the distance to the handwashing place is less than 10m from the latrine, then handwashing with soap increases by 30%.

**Sustainability**

- Thrive established a monitoring mechanism for each supported water scheme. The provincial water centres have committed to updating a technical and financial database on each scheme annually.
- The sanitation ecosystem has been established in four provinces. The change agents have the people, skills, systems and motivation to implement OBA sanitation. However, without more resources it will grind to a halt. This would be unfortunate as momentum is strong.

**Project challenge**

In Bac Giang province, the water component of this OBA project failed. Thrive should have recognized capacity constraints of the Bac Giang provincial water centre earlier and stopped persisting. We could have set up an OBA mechanism targeting the private sector which is providing good water services.

**We are proud of:**

50 of the 63 provincial rural water centres were represented at a National Water Workshop co-hosted by the Australian Embassy in Hanoi, the National Water Centre and Thrive Networks. During the workshop, WASHOBA provinces recommended that the approach be scaled up through the government system, as did the Vice Minister of Agriculture and Rural Development.



1. Georgia Davis, 2. Loan Pham, 3. L-R - Tara Hill, Per Ljung, Huong Bui, Tung Nguyen, Hanh Nguyen, Bruce Bailey and Long Nguyen



1. New water connection at Khoi Khi water scheme, Thai Nguyen province, Red River Delta Vietnam  
2. ‘Nudge’ hand washing behaviour change impact evaluation



Out of  
poverty

# United Purpose



## Scaling-up Successful, Sustainable and Innovative WASH Service Delivery Approaches Malawi

### Project objectives & approaches

**Objective:** To enhance the health and quality of life of poor and vulnerable people in Phalombe District, by influencing and strengthening the capacity of local government to plan and manage effective WASH services, in line with national guidelines and priorities

**Approach:** We ensure gender and social inclusiveness, mainstreaming of climate change and disaster risk challenges in mobilising and strengthening capacity of target communities and change agents. In turn, the communities in partnership with the district council and WASH entrepreneurs are taking a leading role in decision making on how to improve and sustain their WASH situation. The ongoing lessons are translating into improved programming and influencing wider change at district and local levels.

Close collaboration and engagement of the key structures including government and the different change agents (at different levels). The change agents have improved capacity in planning and district wide project management; better resources are now allocated to WASH and as a result communities have increased access to sustainable safe water and improved sanitation.

### Lessons learnt

Even when communities agree and/or get involved in decision making on technology, especially about menstrual hygiene, it doesn't always mean adoption of the technology. For example, we consulted community members and key stakeholders about menstrual hygiene facilities that included an incinerator to burn used pads. However, due to cultural norms (e.g. witchcraft) around the handling and burning of another's blood, these incinerators are not being adequately utilised.

Training women in leadership roles does not equate to active decision-making. Low literacy levels affect their ability to feel confident to voice their ideas and decisions. Cultural norms also play a critical role in a woman's ability to take a lead, as men are often perceived to be the rightful decision-makers. Even where there is a woman chair in a group, she often takes a back position.

WASH Markets – it is very difficult to sell the WASH Market approach in a rural setting. Communities prioritise food, clothing and communication instead of investing in improved sanitation products such as latrines and slabs. It's not just about making sanitation products available and sensitising these products, but ensuring people value them enough to pay for them.

### Sustainability

We work with all development structures from the district to the lowest structure to ensure they have the capacity to continue to support the community beyond the project.

We are training district and community-based trainers to cascade the knowledge gained to others, as well as equipping community committees to support the community beyond the project. Tariff management, Value Chains for sanitation marketing products etc.

We successfully lobbied the district council to include WASH issues on their priority development agenda and allocate local resources. This is already leading to better project management and support by the council.

### Project challenge

Facilitating and supporting communities to attain ODF has been slow. To date, only one Traditional Authority of the four targeted has fully attained the ODF status. The project has made new strategies, which include involving local leaders in sensitising the community in order to accelerate the ODF attainment.



Women collecting safe water from a protected spring in Thuthiwa village, supported by the project  
Photo by: John Kayanula – United Purpose



Front row: John Kayanula, Harold Yolamu, Maxwell Chiputula, Ronald Banda  
Back row: Lyson Bwanali, Christine Nantchengwa, Evans Jemire, Masatiko Mthuzi, Cecilia Makonda, Semu Mabuwa, Dalisto Mandanda, Alex Mpeleya



Girls disability inclusive VIP latrines, with menstrual hygiene facility at Bona primary school, supported by the project.  
Photo by: Sem Mabuwa – Action on Poverty.

### We are proud of:

The district council talks highly of our project and is encouraging other CSOs to adopt the project's approach regardless of their thematic focus. As a result, two CSOs have approached the project to learn about our implementing approach.





# WaterAid Decentralised Innovative Urban WASH in Mozambique

## Project objectives & approaches

This project focuses on strengthening the enabling environment, influencing and reinforcing the capacities of stakeholders to plan, manage and implement effective WASH programs that are sustainable and equitable. Ten year WASH master plans have been elaborated for each of the municipalities in which the project is operating. The project also seeks to increase the water supply in the 2 towns and in Cuamba the coverage has increased from 12% to 29%. Sanitary blocks have been constructed at schools and health centres with additional residents gaining access to sanitation through improved and traditional household latrines. Through these and community-based hygiene promotion activities 59,811 more people in these towns now have access to sanitation.



A new community water source using the newly constructed tertiary network constructed in Cuamba in partnership with FIPAG, the national water company.



An accessible sanitary block at a health centre in Cuamba.

## We are proud of:

For the first time in many of the neighbourhoods where this project is working residents have access to safe water within their yards, promoting a healthy life and increasing self-esteem and dignity.

## Sustainability

The strategy for the sustainability of the project is focused around the strengthening of the enabling environment. It is anticipated that multi-sectoral forums established in each town will continue to meet and will facilitate the prioritisation of WASH by local stakeholders. At the community level WASH committees and school health clubs will carry on their mandates after the end of the project to maintain demand for improved services.

## Lessons learnt

The construction of subsidized household latrines not only benefited the selected vulnerable families but it began to provoke interest in neighbouring families as they wanted the same. This created a business opportunity for local craftsmen and also the need to increase production due to increased demand.

Women have been very successful at the forefront of managing and maintaining water sources because they take good care of the funds for the water sources and remain in the water committees, while many men appear to abandon their roles.

Changing behaviour is a continuous challenge and it takes a long time to observe results. The ways in which hygiene behaviour change is carried out in these urban environments must be updated, improved and suitable for their context. This may mean adopting modern technological methods to reach the masses.



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Joseph Sandi – Finance Manager (UK)  
Cristina Gaspar – Grants and Fundraising Coordinator  
Richard Mwanza – Urban Senior Programme Manager  
Nelson Chauque – Senior Programme Officer  
Florencio Marerua – Country Director  
Maria do Carmo – Accountant  
Jaime Mafroze – Programme Manager  
Cesar Dominique – Senior Programme Officer - Cuamba  
Enes Mucuto – Project Officer – Quelimane  
Aristides Velasco – Project Officer – Cuamba  
Alves Nhaurire – M&E Officer

## Project challenge

In the implementation of sanitation marketing, artisans were trained to provide sanitation products but the community had not been engaged sufficiently to share their thoughts about what products they wanted. Sanitation marketing needs to be better explored and understood in order to enable models to be created which are in demand by the communities.





## Community-led, sustainable WASH in PNG Papua New Guinea

### Project objectives & approaches

The PNG CS WASH program is focussed on inclusive, sustainable WASH implementation across PNG with advocacy and sector and enabling environment capacity building activities with national provincial and local level governments (LLGs) and stakeholders.

A major objective of WaterAid’s work under CSWASH is supporting the GoPNG WaSH Taskforce in the development and rollout of the National WaSH Policy to ensure service quality, equity, sustainability and local leadership. The WaSH taskforce has been growing in strength evidenced through:

- regular Taskforce attendance at the Deputy-Secretary level;
- discussions about a whole of government approach to WaSH delivery;
- the establishment of a WaSH in Schools Advisory Committee to develop WaSH in school guidelines, and plans are underway to establish a WASH in Health Advisory Committee; and
- greater awareness of inclusive, equitable and sustainable WaSH.

### Lessons learnt

- **Gender and social inclusion:** Involving everyone and addressing everyone’s needs ensures greater equity and sustainability.
- **Strengthening the Enabling Environment:** It is crucial to engage with all levels of government to advocate implementation and financing of the National WaSH policy to ensure equitable and sustainable services for communities.
- **Hygiene Behaviour Change:** Hygiene behaviour change is often overlooked in favour of water and then sanitation. Despite this, communities have demonstrated great interest in hygiene behaviour change triggering and campaigns, with changes apparent to hygiene practices around hand washing and infant faeces management.

### We are proud of:

**Infant Faeces Management:** WaterAid, with strategic partner International Water Centre (IWC), have developed an IFM hygiene behaviour change campaign toolkit based on research in East Sepik. A pilot campaign was conducted in East Sepik in June, with early results suggesting community uptake of the hygiene messaging. This is the first IFM research and campaign in PNG. The messaging is also being piloted in Western Highlands Province through community health workers to assess the potential to scale the campaign to different areas of PNG.

### Project challenge

Sanitation and hygiene in institutions (schools and health care facilities) has proved challenging. Once facilities have been installed and hygiene training undertaken, institutions often do not have enough resources to implement long-term, sustainable mechanisms such a maintenance or ongoing provision of hygiene materials.

### Sustainability

WaterAid has been working closely with the GoPNG Program Management Unit around the roll out and implementation of the National WaSH Policy. Encouraging ownership over WaSH implementation is a key strategy towards greater sustainability of WaSH service delivery. WaterAid’s approach to working with communities emphasises community ownership of infrastructure maintenance and fostering sustained hygiene behaviour change.



Putanda Community standing in front of a newly constructed RWH system



Some of WAPNG team (L-R): Leentje Besoer, Jess Lesley, Jenny Mori, Jyoti Bhushan, Eileen Tugum, Ronald Koidoga, Lua Rikis.



Toilet construction training in Wewak – facilitated by IRDI





### Project objectives & approaches

To influence and strengthen the capacity of stakeholders to plan, manage and implement effective WASH programs on an equitable and sustainable basis. Key achievement: strengthening systems to support ongoing operation and maintenance of facilities, specifically Joint Sustainability Monitoring, Association of User Groups (AGMF) follow-up work, and supply-chain development.

To reduce WASH related inequalities in gender and vulnerable groups. Key achievement: Integrating gender and disability into WASH projects, and also school Menstrual Hygiene Management. Increase in women's water user groups (GMF) participation, National Manual for Facilitation of Gender Dialogue, MHM and disability inclusion tools developed.

To increase access and use of, improved, equitable and sustainable WASH services. Key achievements: 40 rural communities supported with equitable WASH services, and an additional 37 communities to date monitored and supported 2 years after project completion.

### Lessons learnt

**Facilitating gender dialogue in rural communities for WASH projects.** *Key learning:* the gender manual trialing was challenging for facilitators as they were learning and facilitating at the same time, the capacity building approach and field testing has been time consuming.

**Supporting communities to audit government water supply services.** *Key learning:* we built the capacity of local NGOs in the civil society and local NGOs network on WASH in Timor-Leste (PN-BESITL) to develop and trial a social audit tool for rural water supply services based on the community scorecard methodology and demonstrating an effective feedback loop to improve those services.

**Setting up SaTo pan supply chain and trialing sanitation vouchers for vulnerable households.** *Key learning:* The wealth ranking process is vital to targeting the most marginalised and vulnerable households as well as not suppressing the market for the product. WaterAid designed a participatory model to develop and apply criteria and found this was more appropriate than the current national government social benefit targeting systems. On supply chain support, we understand better some key factors for the Timor-Leste context influencing sale rates, successful retailers, and main reasons rural customers have been interested in product.

### Project challenge

The work on the environment and climate resilience. The project struggled with achieving sustainable gains with communities and local government in terms of management of WASH resources and disaster preparedness, and we found a gap at the national level where the two sectors are working in parallel and not collaborating.



From left to right: Moises Pereira, Water Resource Management (WRM) Officer, E&I Focal Point, Apolonia Barreto, Technical Officer, Novi Mau, Sanitation & WASH Integration Specialist, Domingos Alves, Quality Control Officer, Longuino Sequeira, Sustainability Officer

### We are proud of:

The gender facilitation manual, we managed to challenge some gender norms in communities through rural WASH projects. This resulted in men being able to recognize women's work and share workloads as well as increasing the number of women participating in community meetings and water user groups increasing.



### Sustainability

Taking a Municipality (District) Wide Approach throughout the project has had a positive influence on the sustainability of service delivery at the municipal level. WATL has focussed on two elements of this approach, which are **sector coordination**, where a multi-stakeholder platform was established engaging all relevant stakeholders in sector decision-making processes, and **sector performance monitoring**, where effective monitoring and evaluation depends on improving the reliability of sector data as a basis for setting realistic targets and monitoring progress of sector development which also start to link to financial allocations is desirable.



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## Sustainable services for Everyone beyond the Life-time of the programme at a Fair price (SELF) Zimbabwe



Rehabilitated Public Toilets – Mubaira Growth Point, Chegutu

### Project objectives & approaches

Working through Change Agents in Mashonaland West Province in Zimbabwe the project aimed to achieve:

- Sustainable and improved water, sewage, public sanitation and solid waste services
- Sustainable and improved hygiene behaviour including understanding of risks, attitude changes and willingness to pay for improved services
- Recognition amongst beneficiaries that their voice counts, is listened to and leads to improved service delivery.

Achievements to date include:

- Functional improved public water, sewage, sanitation and solid waste services in 10 Local authorities
- Improved hygiene behaviour and understanding in schools and amongst the general public
- Increased demand and willingness to pay for improved services

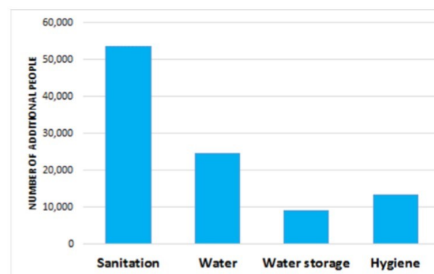
### Lessons learnt

The enabling environment has been strengthened such that:

- Sustainable services have become a reality in 27 small urban centres (SUC) in 10 Local Authorities
- WASH Wizards are willing and available to assist Local Authorities in enabling households to seek advice and assistance in repairs, installations or rehabilitations for WASH services in their homes
- Dialogue between residents and Local Authorities is now on-going via WASH local level representatives including WASH and GeSI Champions and WASH Wizards
- Strategic WASH plans, Disaster risk reduction plans (DRR) and Local Authority Environmental Action Plans (LEAP) have been drawn up by each Local Authority and should be updated annually
- Staff from the Environmental Management Authority (EMA), The Zimbabwe Water Authority (ZINWA), Local Authority District Development Funds (DDF), Provincial and District Water and Sanitation service committees, and Residents of 27 SUCs have been supported, trained and mentored towards setting up and maintaining sustainable services at a fair price.

### Project challenge

Service Level Benchmarking, including water quality monitoring, was not successful due to our strategic partners changing their approaches mid-track and leaving SELF without support in rolling out the approach.



Project data

### We are proud of:

Support for residents to achieve open defecation free status in their small urban centres, the first in Zimbabwe, by achieving 5 indicators - access to sanitation, cleanliness of public toilets, absence of raw sewage or faeces, refuse pits or bins at household level, and no rubbish dumps on the streets.

### Sustainability

- Local level representation has enabled dialogue between residents and service providers
- Communities have been made aware of service costs and thereby agreed that willingness to pay is essential for delivery of on-going satisfactory services
- Residents now have a greater understanding of the risks of poor hygiene behaviour and have moved away from risky behaviour



Newly installed Water Tanks for Kadoma City Medium Security Prison







Left: Following Healthy Islands sensitisation in Middle Fly.  
Right: Household toilets in Middle Fly

### Project objectives & approaches

Establish and mentor Provincial and District level WASH committees to drive the Provincial WASH plan and coordinate WASH stakeholders. Due to a funding freeze of the Provincial Govt (PoHD) operational funds, the Provincial WASH committee cannot form at this stage. We worked closely with the District health teams and other partners and have established the South Fly WASH committee.

Improved hygiene practices and equitable access to safe water and sanitation by establishing community committees to create and sustain community demand for better hygiene and sanitation. The Healthy Islands approach (a participatory community engagement, planning, and monitoring concept) was used. Significant results have been seen, including planning and building a “Model Healthy Village”, high level of community ownership, people building their own toilets with tippy taps and women in leadership roles.

### We are proud of:

There have been some changes toward gender equity as a result of the project: most visibly in the ‘Change Agent Committees’ (CACs) where at least one or two women hold senior positions. This is the first time in these communities that women have held leadership positions and the female representatives on some of the CACs have noticed a change in attitudes. The woman from Murr Lagoon said that “my experience as one of the change agents is that I’m getting more respect from the community. Now people listen to me when I say something.”

### Sustainability

As there are no government or private sector services reach these remote communities, it’s critical that any infrastructure installed is made of good quality with robust parts and locally sourced materials are used as much as possible and that the community level “Change Agent Committees” are well equipped to be able to:

- Operate and maintain rainwater harvesting systems and toilet facilities;
- Maintain the “change of mindset” in communities for healthier living, better hygiene and sanitation practices following the Healthy Islands approach and CLTS triggering;
- Implement and monitor community plans;

As cash is limited (very few people work for money), it’s important to advocate for spare parts for WASH infrastructure be supported by the ward committee representative and included in the community’s five-year development plan.

### Lessons learnt

The remote communities we work in have been missed out on vital government services such as education, agriculture and basic health and WASH services. Their life is spent paddling many kilometers on the rivers to seek medical assistance for their family and education for their children.

The ground in Middle Fly, and to some extent South Fly, is extremely muddy with a water table just below the ground most of the year due to sea level rising and monthly high tides. Digging latrine pits which do not wash away and erecting water supply and toilet structures which do not sink is difficult and has required innovation and persistence. In Middle Fly, the team along with the community tried several household dry pit toilet designs before arriving at the current solution which uses locally sourced natural materials such as Black palm and Nippa palm and are elevated so they withstand the constant flooding.

In the community of Bamu, the community has taken the decision to relocate from the river banks and low areas to avoid the rising sea-levels and high tides because of the awareness raised during the disaster risk reduction training during our Healthy Islands discussions. This will involve moving schools and aid posts and approximately 200 homes.

### Project challenge

Providing ongoing secretarial, governance and financial support to the Western Province Provincial WASH Committee. Unfortunately, due to a funding freeze of government operational funds (due to an ongoing court case) the Western Province Health Department cannot form Health and WASH committees at this stage.



PNG Team photo – Kevin Akike (Disability Consultant, PNG-ADP), Sawiam Marei (Community Facilitator, WVPNG), Andrew Jalanski (CS WASH Program Manager, WVA), Kathryn James (Senior Disability Advisor – cbmA), Noah Masve (M & E officer, WVPNG), Alape Aala (Community Facilitator, WVPNG), Sonia Yeung (Project Manager, WVPNG), Dibo Medo (Skipper, WVPNG), George Nakel (Project Coordinator, WVPNG).





## Learning from the past, leading into the future: Saving lives through inclusive WASH

### Sri Lanka



Left: Rainwater harvesting system constructed at Nuffield School for visually and hearing impaired children. Right: The late Elena Down from cbm helping NPCODA and WV on how to raise awareness on disability and the UNCRPD.



### Project objectives & approaches

Improved coordination, capacity and governance amongst WASH actors to sustain services in communities and schools. We established and comprehensively trained WASH community based organisations (CBOs), they are our most critical Change Agent for ensuring an equitable WASH service. CBOs have been successful in advocating for a lower water connection fee, lobbying the Minister to reduce the fee.

Improved equitable access to safe water, better sanitation and hygiene promotion, with a focus on schools, female headed households, people with disabilities and returnees following the civil war. Partnering with CBM and local Disability People Organisations (DPOs) to understand the principles of disability inclusion and raise awareness on disability with WASH actors and communities. DPOs are now consulted by government on development issues as members of government committees.

### Lessons learnt

Build the relationship between WASH actors such as the National Water Supply and Drainage Board (NWSDB), Ministry of Health (MoH) and Divisional Secretary (DS) who deliver WASH services at the district and divisional levels. Bring these actors together so they better understand each other's roles and responsibilities and the value of coordination between them. Creating forums such as the steering committee at both the district and division level enabled and promoted communication, effective reporting and joint problem solving among the actors. The improved teamwork between these actors resulted in quicker approvals, better project delivery and WASH services for individuals and communities.

From participation in steering committees change agents acquired important skills and knowledge including increased technical and social knowledge of water quality, alternate water sources such as rainwater harvesting, a greater awareness of the rights and WASH needs of people with disabilities, the importance of consulting people with disabilities, designing toilets for individuals with disabilities and developing communication and teamwork skills.

### Sustainability

Two public toilets have been built in market areas to address open defaecation around the market area. Unfortunately, the JMP classifies public toilets as unimproved. We believe that if the right enabling environment is established a public toilet can be well maintained and sustainable. The local rural council (Pradeshiya Sabha - PS) is managing the toilets and have appointed caretakers to operate and maintain the toilets, who charge a fee to users. It is important we build the capacity of organisational structures within the PS to operate and maintain the toilets and finance recurrent costs. Careful monitoring is also required to determine who accesses and uses the new toilets.

Continue to train and build the capacity of WASH CBOs and PS in project management, procurement and operation and maintenance of WASH services. These groups are critical to ensuring proper WASH services can be delivered to communities

### We are proud of:

Introducing rainwater harvesting systems (RWHS) into schools and communities as an alternate drinking water source. Only 7% of people have access to an improved water source in Jaffna, as the aquifer in Jaffna is heavily polluted with nitrates, bacteria and waste oil. The water has been rationed for that past 20 years, so it was great that we could introduce an alternate water source. Well over 50 RWHS have been constructed so far for schools and households.

### Project challenge

The construction of household toilets and washrooms for person with disabilities took a lot longer than expected as the government did not have any toilet designs approved so we had to seek approval in Colombo. Builders and masons were unclear on how to build a disability toilet, so our WASH engineer provided significant support to tradespeople during construction.



Front row: Rosario (ADP manager-WV), Victor (Development officer-PS), Jaga (ADP Manager - WV), Sister Jesophin Mary (Board Director - NPCODA), Andrew (Prog Manager - WV), Janagan (Finance - WV), Clarence (Project Director - WV), Suresh (M&E - WV), Mr Subramaniam (President - NPCODA), Vimaleswary (President - WASH CBO), Tarryn Brown (Disability Advisor - cbmA), Easwary (President - WASH CBO), Kukan (Project Coordinator - WV)  
Back row: Jegatheesan (Regional Manager - NWSDB), Dr. Shivaganes (Epidemiologist - DoH), Alex (Project Coordinator - WV), Jeyald (Operations Manager - WV), Saravanan (Chemist - NWSDB), Ramesh (Local Government Assistant), Selvarasa (Chariman - WASH CBO)



### Project objectives & approaches

Project Goal: To increase adoption of improved hygiene practices and sustained, equitable use of sanitation and water facilities in Bulawayo and Gwanda Town

**Objective 1:** Improved equitable access to safe water and sanitation

Water has been provided both in Gwanda and Bulawayo through community stand pipes and water mains upgrading projects. Schools were provided with storage facilities to be used for the toilets especially during water cuts. This has helped to reduce temporary closures especially during a water crisis.

**Objective 2:** Improved knowledge/adoption of safe hygiene practices that suit the local context and environment

Hygiene promotion activities were cascaded through the use of school and community health clubs and this has helped to reach a considerable number of people in the communities. These approaches are working very well and are voluntary.

*Mainstreaming gender, disability and social inclusion across all water sanitation and hygiene activities*

### Lessons learnt

- Each and every operational area is unique and they have their own way of doing business. Municipality of Gwanda (MOG) and City of Bulawayo differ in their uptake of the project with MOG needing more time to adapt to change.
- Disability inclusion is not about construction of accessible infrastructure only. But it deals with mindset and attitude change. If you change people's attitude first it becomes easier for people to realise the need to have accessible infrastructure, to treat all people equally and to understand that disability is not inability. Also we learnt that nothing for them without them, meaning we need to involve them throughout the whole project cycle.
- Health messaging alone does not achieve sustained behaviour change (BC).
- WASH outcomes often fail to reach the most poor and vulnerable.
- Without external support, community managed WASH services will not achieve sustainability
- A shift in focus from capital intensive infrastructure to hygiene and sanitation is required.

### Sustainability

For disability, gender and social inclusion issues local authorities have drafted gender and disability policies and have assigned focal persons to deal with these issues. The ministry have also recognised these aspects and they will measure this as part of the service level benchmarking. These will be budgeted for starting year 2018.

GIS mapping of municipality infrastructure. City of Bulawayo now has a permanent GIS focal person who heads a team of GIS technicians. They have a strategic plan which will be funded from year 2018. Municipality of Gwanda now have a GIS steering committee and will hire a GIS officer from year 2018 to continue with the mapping process.

### Project challenge

Successful clean up campaigns have been carried out since the start of the project and emphasis has been on separation of waste at source. However as long as the engineered landfill is not complete environmental pollution remains a problem in the Municipality of Gwanda.



Official handover of one of public toilets by Acting Mayor of Gwanda Clr Albert Ndlovu and Christina Landsberg First Secretary and Head of Development Cooperation for DFAT, Zimbabwe Australian Embassy.



Children at Jahunda Primary school washing hands using handwashing facilities constructed by the CS WASH Fund project using system constructed at Nuffield School for visually and hearing impaired children.

### We are proud of:

Through disability mainstreaming training of local authorities the project managed to change the mindset and attitudes of change agents working for the government. This led to construction of universally accessible public toilets in Gwanda, universally accessible stand pipes and putting in place a policy that makes sure that all public infrastructure should be universally accessible and all building plans without these provisions will not be approved.



From left to right: Nobuhle Mlotshwa (PHHE Facilitator), Sijabulise Dube (M and E Officer), Blessing Silwanganani (Hygiene Promotion Coordinator), Gibbs Kurebgaseka (PHHE Facilitator), Bigbrain Sakadzo (Driver), Alois Chadzima (Program Coordinator) and Charity Mvere (GESI Facilitator)





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