



Left to Right: Gibbs Kurebgaseka and partners.  
Right: Morris Chidavaenzi—WASH Director

## Highlights of the approach

1. Adopt cost recovery mechanisms and effective user feedback systems to foster increased user trust, satisfaction and willingness to pay for WASH services
2. Facilitate the use of GIS by Council staff to map existing WASH infrastructure including pipelines, water points and manholes to enhance operations & maintenance
3. Support exchange of lessons and experiences relating to WASH between Bulawayo Council (from previous WASH project) and Gwanda Council (new project area)
4. Facilitate long term public private partnerships between mining companies and the Gwanda Council to improve WASH services for communities
5. Support Community Health Club members to raise awareness on good hygiene practices and form income generation activities
6. Facilitate relationships between local disability groups and Bulawayo and Gwanda Councils to mainstreamed disability inclusion in the project cycle

## Things to share

1. How can a NGO support and improve WASH services in a Urban Context.
2. How disability data collection tools are being adapted in household surveys for WASH to improve identification of people with disability, disaggregation of data, and ultimately active engagement by people with disabilities in the program.
3. Using Urban Participatory Health Hygiene Education to improve City residents' water, sanitation and hygiene practices to optimize available resources and services.

### To Celebrate!

Disability Inclusion throughout the project cycle, the Federation of the Disabled People Zimbabwe representative members have actively participated alongside program staff and City Council technical staff in the project design, inception workshop, and the baseline survey phase. This has included training of enumerators in inclu-

## Things to learn

1. Use GIS to map existing WASH infrastructure to enhance operations & maintenance and increase the satisfaction by communities of WASH services.
2. Using smartphone technology for baselines, monitoring and evaluations.
3. Use of pre-paid water meters to improve revenue collection.